



**STATE OF WASHINGTON**  
**DEPARTMENT OF SOCIAL AND HEALTH SERVICES**  
Economic Services Administration  
Post Office Box 45070, Olympia WA 98504-5070

January 4, 2021

Dear Colleagues and Partners:

I am pleased to present the Economic Services Administration (ESA) Briefing Book for State Fiscal Year 2020. This book is a reference guide to our programs, client demographics, caseloads and expenditures. It highlights information for State Fiscal Year (SFY) 2020, which covers the period July 2019 through June 2020, and provides historical data on our programs.

This edition of the ESA Briefing Book also includes an overview of the impact of the COVID-19 pandemic on our programs and services, as well as select highlights regarding how the Administration navigated through unprecedented challenges to support both customers and staff.

You can find the ESA Briefing Book online at the following link:

<http://www.dshs.wa.gov/esa/manuals/briefing-book>.

We are committed to providing you with accurate and useful information. If you have any questions about the Briefing Book or suggestions for how to improve it in the future, please feel free to contact Shane Riddle at (360) 725-4352 or [riddlms@dshs.wa.gov](mailto:riddlms@dshs.wa.gov).

Very truly yours,

David Stillman, Assistant Secretary  
Economic Services Administration  
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