

Housing and Essential Needs (HEN) Referral

SFY

2020

Provides a referral to the Housing and Essential Needs (HEN) program to low-income adults who are unable to work due to physical incapacity, mental incapacity, or substance use disorder.

ESA Briefing
Book

Table of Contents

Housing and Essential Needs (HEN) Referral Program Overview	3
Selected HEN Referral Program Overview, SFY 2019 and SFY 2020	4
HEN Referral Clients, SFY 2014 - 2020.....	5
HEN Referral Adult Clients Exiting to Other Programs, SFY 2020	6
HEN Referral Clients by DSHS Region and CSO of Issuance and Residence, June 2020 Snapshot.....	7
HEN Referral Clients by Customer Service Contact Centers (CSCC) and Other Locations, June 2020 Snapshot	11
HEN Referral Clients by Home and Community Services Offices (HCS), June 2020 Snapshot	12
HEN Referral Clients by County of Residence, June 2020 Snapshot	14
HEN Referral Client Demographics, June 2020 Snapshot	15

Housing and Essential Needs (HEN) Referral Program Overview

The Housing and Essential Needs (HEN) Referral program¹ provides potential access to essential needs items (e.g., hygiene and cleaning supplies) and housing assistance to low-income adults who are unable to maintain gainful employment for at least 90 days due to a physical incapacity, mental incapacity, or substance use disorder². The Department of Commerce administers the HEN program and determines eligibility for housing assistance and essential needs items through its network of local providers.

Additional information for this program, including the eligibility criteria, funding sources, and services/benefits provided, is available [here](#).

Highlights

In SFY 2020, the HEN Referral program served a monthly average of 3,898 clients, a 23.3% decrease from SFY 2019 (5,083 clients). The June 2020 snapshot data shows the majority of HEN Referral recipients are male (60.2%), non-Hispanic white (68.9%), and never married (52.1%). The average age of HEN Referral recipients was 40.5 years.

Technical Notes

DATA SOURCES: Data for this chapter was based on the ESA ACES database as of August 2020.

DATA NOTES:

- Percentages may not add up to presented totals due to rounding.

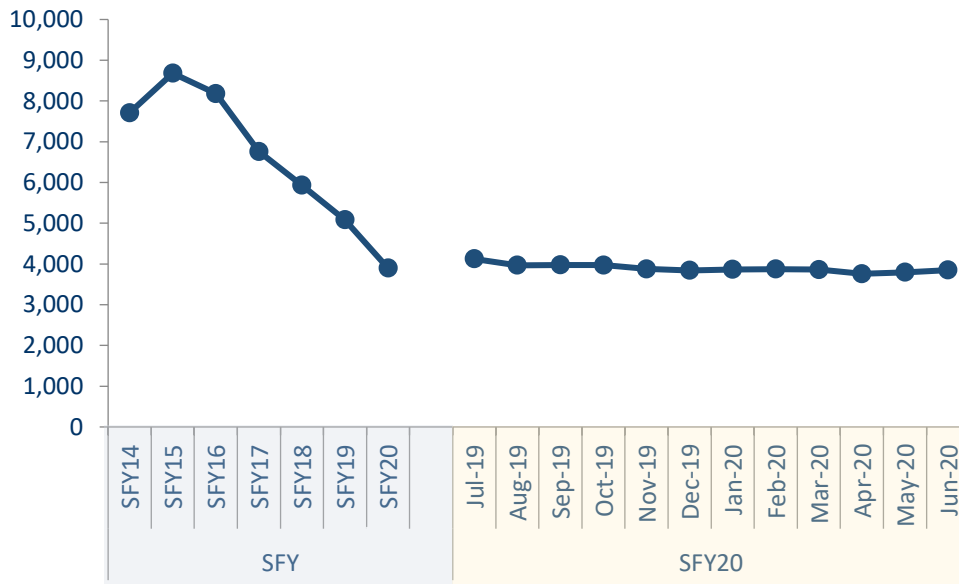
¹ During the 2013 legislative session, the Legislature passed Substitute House Bill 2069, which created the HEN Referral program effective January 1, 2014. Up until that point, potential HEN eligibility was linked to the Medical Care Services (MCS) program.

² [Engrossed Substitute House Bill 2667](#) expanded eligibility for the Housing and Essential Needs (HEN) program to include individuals who are primarily incapacitated due to a substance use disorder effective March 13, 2018 and Aged, Blind, or Disabled recipients who meet other eligibility requirements.

Selected HEN Referral Program Overview, SFY 2019 and SFY 2020

	SFY 2019 (July 2018-June 2019)	SFY 2020 (July 2019-June 2020)	Change	
Average Number of Persons per Month (Range)	5,083 (4,192 - 5,833)	3,898 (3,759 - 4,125)	-23.3% (Decrease)	↓
State Population Age 18 and Over³	5,863,772	5,958,785	3.4% (Increase)	↑
Average Monthly Recipients as a Percent of State's Population 18 and Over	0.1%	0.1%	No Change	=

HEN Referral Clients, SFY 2014 - 2020



SFY	Mo. Avg. Clients	SFY	Mo. Avg. Clients
2011	N/A	2016	8,181
2012	N/A	2017	6,759
2013	N/A	2018	5,930
2014 ³	7,712	2019	5,083
2015	8,681	2020	3,898

SFY 2020	Clients
July	4,125
August	3,967
September	3,977
October	3,970
November	3,879
December	3,844
January	3,865
February	3,875
March	3,860
April	3,759
May	3,797
June	3,852
Mo. Avg.	3,898

³ During the 2013 legislative session, the Legislature passed Substitute House Bill 2069, which created the HEN Referral program effective January 1, 2014. SFY 2014 data is, therefore, based on 6 months.

HEN Referral Adult Clients Exiting to Other Programs, SFY 2020

SFY 2020	Total HEN Referral Adult Clients ⁴	During Subsequent Month Being Reported									
		Adults Remaining on HEN Referral		Adults Moving to ABD		Adults Moving to SSI		Adults Moving to Other Cash Program		Adults Exiting HEN Referral ⁵	
		# of Clients	Percent	# of Clients	Percent	# of Clients	Percent	# of Clients	Percent	# of Clients	Percent
July	4,125	3,392	82.2%	243	5.9%	21	0.5%	0	0.0%	469	11.4%
August	3,967	3,361	84.7%	195	4.9%	17	0.4%	0	0.0%	394	9.9%
September	3,977	3,320	83.5%	218	5.5%	9	0.2%	0	0.0%	430	10.8%
October	3,970	3,338	84.1%	211	5.3%	25	0.6%	0	0.0%	396	10.0%
November	3,879	3,294	84.9%	177	4.6%	20	0.5%	0	0.0%	388	10.0%
December	3,844	3,264	84.9%	193	5.0%	13	0.3%	0	0.0%	374	9.7%
January	3,865	3,309	85.6%	186	4.8%	23	0.6%	0	0.0%	347	9.0%
February	3,875	3,252	83.9%	217	5.6%	10	0.3%	0	0.0%	396	10.2%
March	3,860	3,414	88.4%	189	4.9%	16	0.4%	0	0.0%	241	6.2%
April	3,759	3,492	92.9%	135	3.6%	11	0.3%	0	0.0%	121	3.2%
May	3,797	3,528	92.9%	114	3.0%	9	0.2%	0	0.0%	146	3.8%
June	3,852	3,601	93.5%	97	2.5%	7	0.2%	0	0.0%	147	3.8%
Mo. Avg.	3,898	3,380	86.7%	181	4.7%	15	0.4%	0	0.0%	321	8.2%

⁴ These are clients who received HEN Referral services during the reporting month. Additional columns in the table represent programs the client received in the subsequent month.

⁵ These are adults who were not enrolled in ABD, SSI, or other cash programs in the following month.

HEN Referral Clients by DSHS Region and CSO of Issuance and Residence, June 2020 Snapshot

The following pages detail HEN Referral clients, June 2020 snapshot, by both the CSO of Issuance and CSO of Residence.

- CSO of Issuance: Based on the location from which benefits were issued. While most benefits are issued through ESA's Community Service Offices (CSO), benefits may be issued by Customer Service Contact Centers (CSCC), Port Gamble S'Klallam Tribe (PGST), or Home and Community Service Offices (HCS) within DSHS's Aging and Long-Term Support Administration (AL TSA).
- CSO of Residence: Based on the CSO coverage area in which a client lives.

Overview	Office of Issuance		Office of Residence	
	# of Clients	% of State Total	# of Clients	% of State Total
Region 1 CSOs	1,035	26.9%	1,042	27.1%
Region 2 CSOs	1,181	30.7%	1,178	30.6%
Region 3 CSOs	1,634	42.4%	1,631	42.3%
CSCCs	1	<0.1%	N/A	
HCS	1	<0.1%	N/A	
Not Reported / Unidentifiable	0	0.0%	1	<0.1%
State Total	3,852	100.0%	3,852	100.0%

Clients by DSHS Region and CSO of Issuance and Residence, June 2020 Snapshot (continued)

Region 1 CSO	CSO of Issuance		CSO of Residence	
	# of Clients	% of State Total	# of Clients	% of State Total
CLARKSTON	12	0.3%	12	0.3%
COLFAX	6	0.2%	6	0.2%
COLVILLE	23	0.6%	24	0.6%
ELLENSBURG	12	0.3%	12	0.3%
GOLDENDALE	14	0.4%	15	0.4%
KENNEWICK	161	4.2%	163	4.2%
MOSES LAKE	49	1.3%	52	1.3%
NEWPORT	9	0.2%	9	0.2%
OKANOGAN	47	1.2%	45	1.2%
REPUBLIC	4	0.1%	4	0.1%
SPOKANE MAPLE	246	6.4%	255	6.6%
SPOKANE TRENT	181	4.7%	174	4.5%
SUNNYSIDE	22	0.6%	19	0.5%
TOPPENISH	20	0.5%	21	0.5%
WALLA WALLA	38	1.0%	38	1.0%
WENATCHEE	49	1.3%	50	1.3%
WHITE SALMON	4	0.1%	3	0.1%
YAKIMA	138	3.6%	140	3.6%
Region 1 Total	1,035	26.9%	1,042	27.1%

Clients by DSHS Region and CSO of Issuance and Residence, June 2020 Snapshot (continued)

Region 2 CSO	CSO of Issuance		CSO of Residence	
	# of Clients	% of State Total	# of Clients	% of State Total
ALDERWOOD	46	1.2%	44	1.1%
AUBURN	86	2.2%	88	2.3%
BELLINGHAM	91	2.4%	93	2.4%
BELLTOWN	127	3.3%	127	3.3%
CAPITOL HILL	55	1.4%	55	1.4%
EVERETT	105	2.7%	104	2.7%
FEDERAL WAY	36	0.9%	37	1.0%
KING EASTSIDE	56	1.5%	55	1.4%
KING NORTH	77	2.0%	77	2.0%
KING SOUTH	114	3.0%	109	2.8%
MT VERNON	48	1.2%	48	1.2%
OAK HARBOR	13	0.3%	13	0.3%
RAINIER	63	1.6%	63	1.6%
RENTON	70	1.8%	71	1.8%
SKY VALLEY	13	0.3%	14	0.4%
SMOKEY POINT	79	2.1%	77	2.0%
WHITE CENTER	102	2.6%	103	2.7%
Region 2 Total	1,181	30.7%	1,178	30.6%

Clients by DSHS Region and CSO of Issuance and Residence, June 2020 Snapshot (continued)

Region 3 CSO	CSO of Issuance		CSO of Residence	
	# of Clients	% of State Total	# of Clients	% of State Total
ABERDEEN	121	3.1%	120	3.1%
BREMERTON	79	2.1%	78	2.0%
CHEHALIS	70	1.8%	70	1.8%
COLUMBIA RIVER	228	5.9%	225	5.8%
FORKS	6	0.2%	6	0.2%
KELSO	154	4.0%	153	4.0%
LAKESWOOD	129	3.3%	128	3.3%
LONG BEACH	11	0.3%	10	0.3%
OLYMPIA	241	6.3%	245	6.4%
PIERCE NORTH	172	4.5%	176	4.6%
PIERCE SOUTH	140	3.6%	138	3.6%
PORT ANGELES	87	2.3%	87	2.3%
PORT TOWNSEND	11	0.3%	11	0.3%
PUYALLUP VALLEY	113	2.9%	113	2.9%
SHELTON	63	1.6%	62	1.6%
SOUTH BEND	4	0.1%	4	0.1%
STEVENSON	5	0.1%	5	0.1%
Region 3 Total	1,634	42.4%	1,631	42.3%

HEN Referral Clients by Customer Service Contact Centers (CSCC) and Other Locations, June 2020 Snapshot

Customer Service Contact Centers (CSCC)	Office of Issuance	
	Clients	% of State Total
CSCC CNTRLSOUND	0	0.0%
CSCC NORTHEAST	0	0.0%
CSCC NORTHWEST	1	<0.1%
CSCC SOUTHWEST	0	0.0%
CSCC SOUTHEAST	0	0.0%
CSCC SOUTH SOUND	0	0.0%
CSCC LTC	0	0.0%
CSCC WASHCAP	0	0.0%
CSCC Total	1	<0.1%

Other Locations	Office of Issuance	
	Clients	% of State Total
DDA LTC & Spec Programs	1	<0.1%
MEDICAL ELIG. DET SVC	0	0.0%
Health Care Authority	0	0.0%
PORT GAMBLE S'KLALLAM TRIBE (PGST)	0	0.0%
Other Locations Total	1	<0.1%

HEN Referral Clients by Home and Community Services Offices (HCS), June 2020 Snapshot

Home and Community Service Offices (HCS) – Region 1	HCS of Issuance	
	# of Clients	% of State Total
CLARKSTON HCS OFFICE	0	0.0%
COLVILLE HCS OFFICE	0	0.0%
ELLENSBURG HCS OFFICE	0	0.0%
MEDICAL LAKE HCS	0	0.0%
MOSES LK HCS OFFICE	0	0.0%
OKANOGAN HCS OFFICE	0	0.0%
SPOKANE HCS OFFICE	0	0.0%
SUNNYSIDE HCS OFFICE	0	0.0%
TRI-CITIES HCS OFC	0	0.0%
WALLA WALLA HCS OFC	0	0.0%
WAPATO HCS	0	0.0%
WENATCHEE HCS OFFICE	0	0.0%
YAKIMA HCS OFFICE	0	0.0%
Region 1 Total	0	0.0%

Home and Community Service Offices (HCS) – Region 2	HCS of Issuance	
	# of Clients	% of State Total
ALDERWOOD HCS	0	0.0%
BELLINGHAM HCS	0	0.0%
EVERETT HCS	0	0.0%
HOLGATE HCS	0	0.0%
MOUNT VERNON HCS	0	0.0%
OAK HARBOR HCS	0	0.0%
SKYKOMISH HCS	0	0.0%
SMOKEY POINT HCS	0	0.0%
Region 2 Total	0	0.0%

Clients by Home and Community Services Offices (HCS), June 2020 Snapshot (continued)

Home and Community Service Offices (HCS) – Region 3	HCS of Issuance	
	# of Clients	% of State Total
ABERDEEN HCS	0	0.0%
BREMERTON HCS	0	0.0%
CHEHALIS HCS	0	0.0%
KELSO HCS	0	0.0%
OLYMPIA HCS	0	0.0%
PORT ANGELES HCS	0	0.0%
STEILACOOM HCS	0	0.0%
TACOMA HCS	0	0.0%
VANCOUVER HCS	0	0.0%
Region 3 Total	0	0.0%

HEN Referral Clients by County of Residence, June 2020 Snapshot

County	# of Clients	% of Total	County	# of Clients	% of Total
Adams	4	0.1%	Lewis	70	1.8%
Asotin	12	0.3%	Lincoln	8	0.2%
Benton	118	3.1%	Mason	62	1.6%
Chelan	35	0.9%	Okanogan	46	1.2%
Clallam	93	2.4%	Pacific	14	0.4%
Clark	226	5.9%	Pend Oreille	9	0.2%
Columbia	0	0.0%	Pierce	555	14.4%
Cowlitz	151	3.9%	San Juan	3	0.1%
Douglas	15	0.4%	Skagit	45	1.2%
Ferry	4	0.1%	Skamania	5	0.1%
Franklin	45	1.2%	Snohomish	239	6.2%
Garfield	0	0.0%	Spokane	420	10.9%
Grant	47	1.2%	Stevens	25	0.6%
Grays Harbor	120	3.1%	Thurston	245	6.4%
Island	13	0.3%	Wahkiakum	2	0.1%
Jefferson	11	0.3%	Walla Walla	38	1.0%
King	785	20.4%	Whatcom	93	2.4%
Kitsap	78	2.0%	Whitman	6	0.2%
Kittitas	12	0.3%	Yakima	180	4.7%
Klickitat	18	0.5%	Not Reported/ Unidentifiable	0	0.0%

	Clients	% of Total
State Total	3,852	100.0%

HEN Referral Client Demographics, June 2020 Snapshot

Characteristic	All Clients	
	# of Clients	% of Total Clients
Total Clients	3,852	100.0%

Gender	All Clients	
	# of Clients	% of Total Clients
Female	1,533	39.8%
Male	2,319	60.2%
Unknown	0	0.0%

Ethnicity and Race	All Clients	
	# of Clients	% of Total Clients
Hispanic or Latino	366	9.5%
Not Hispanic or Latino⁶	3,486	90.5%
White	2,653	68.9%
Black/African American	376	9.8%
Asian/Pacific Islander	118	3.1%
American Indian/Alaska Native	176	4.6%
Two or More Races	86	2.2%
Race Not Reported	77	2.0%

Marital Status	All Clients	
	# of Clients	% of Total Clients
Separated	314	8.2%
Married	114	3.0%
Never Married	2,008	52.1%
Divorced	862	22.4%
Widowed	67	1.7%
Not Reported/Unidentifiable	487	12.6%

Citizenship Status	All Clients	
	# of Clients	% of Total Clients
U.S. Citizen	3,758	97.6%
Resident Noncitizen	91	2.4%
U.S. National⁷	3	0.1%

⁶ Includes clients not reporting whether or not they are of Hispanic or Latino origin.

⁷ U.S. National: A national of the United States or a person who, though not a citizen of the United States, owes permanent allegiance to the United States (e.g., persons born in American Samoa or Swains Island).

HEN Referral Client Demographics, June 2020 Snapshot (continued)

Characteristic	All Clients	
	# of Clients	% of Total Clients

Homeless Status		
	All Clients	
Homeless ⁸	2,004	52.0%

Disability		
	All Clients	
Mental	2,879	74.7%
Physical	971	25.2%
Other	2	0.1%

Education Status		
	All Clients	
Less than a High School Diploma	792	20.6%
High School Graduate or GED	1,961	50.9%
Some College or College Degree	1,079	28.0%
Not Reported/Unidentifiable	20	0.5%

Age		
	All Clients	
Under 18 Years Old	N/A	N/A
18 - 24 Years Old	338	8.8%
25 - 34 Years Old	957	24.8%
35 - 44 Years Old	1,040	27.0%
45 - 54 Years Old	1,049	27.2%
55 - 64 Years Old	468	12.1%
65+ Years Old	0	0.0%
Average Age of Clients	40.5 Years	

Length of Stay ⁹		
Average Length of Stay	9.9 Months	

⁸ Homeless is defined as: homeless without housing, homeless with housing (staying temporarily with family or friends), emergency shelter, or domestic violence shelter.

⁹ Average Length of Stay is based on cumulative months since January 2014.