



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

January 4, 2022

*Dear ESA Partners, Colleagues and Stakeholders:*

I am pleased to present the Economic Services Administration (ESA) Briefing Book for State Fiscal Year (SFY) 2021. This book is a reference guide to our programs, client demographics, caseloads and expenditures. It highlights information for SFY 2021, which covers the period July 2020 through June 2021, 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).

With warm regards,

*Nicole Ross*

Nicole Ross, Interim Assistant Secretary  
Economic Services Administration

*DSHS: Transforming Lives*