

Housing and Essential Needs (HEN) Referral

SFY

2022

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

ESA Briefing
Book

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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 ages 18-64 who are unable to maintain gainful employment for at least 90 days due to a physical incapacity, mental incapacity, or substance use disorder. 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, including the eligibility criteria, funding sources, and services/benefits provided, is available here.

Highlights

In SFY 2022, the HEN Referral program served a monthly average of 2,660 clients, a 22.2% decrease from SFY 2021 (3,421 clients). The June 2022 snapshot data shows the majority of HEN Referral recipients are male (61.3%), non-Hispanic white (66.7%), and never married (59.9%). The average age of HEN Referral recipients was 42.0 years.

Technical Notes

DATA SOURCES: Data for this chapter was based on the ESA ACES database as of August 2022.

DATA NOTES:

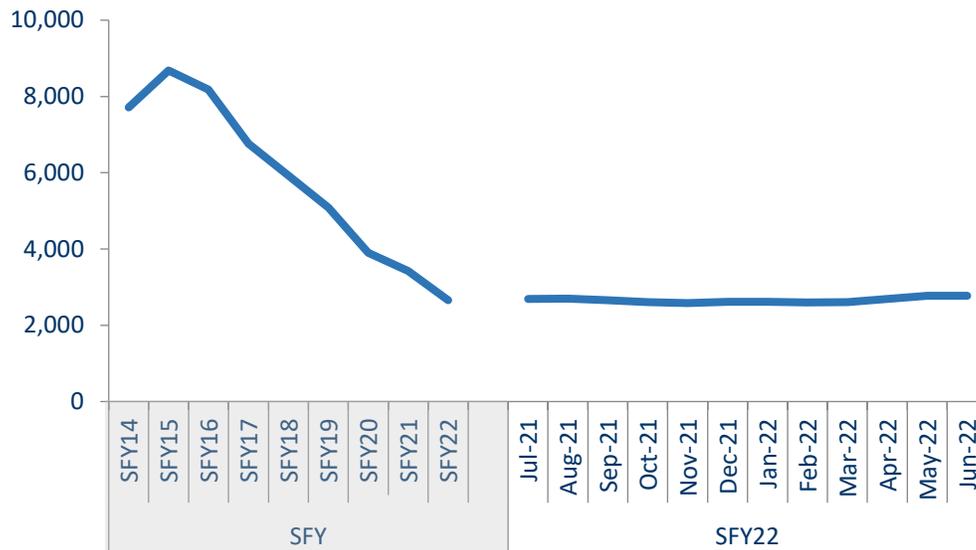
- Percentages may not add up to presented totals due to rounding.
- All reports of 10-year client trends reflect the monthly average for each state fiscal year (SFY).

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.

Selected HEN Referral Program Overview, SFY 2021 and SFY 2022

	SFY 2021 (July 2020-June 2021)	SFY 2022 (July 2021-June 2022)	Change	
Average Number of Persons per Month (Range)	3,421 (2,762 - 3,932)	2,660 (2,582 - 2,776)	-22.2% (Decrease)	↓
State Population Age 18 and Over³	6,084,554	6,164,228	1.3% (Increase)	↑
Average Monthly Recipients as a Percent of State's Population 18 and Over	0.1%	0.1%	No Change	=

HEN Referral Clients, SFY 2013 – 2022



SFY	Mo. Avg. Clients	SFY	Mo. Avg. Clients
2013	N/A	2018	5,930
2014 ²	7,712	2019	5,083
2015	8,681	2020	3,898
2016	8,181	2021	3,421
2017	6,759	2022	2,660

SFY 2022	Clients
July	2,693
August	2,700
September	2,660
October	2,610
November	2,582
December	2,613
January	2,614
February	2,595
March	2,608
April	2,689
May	2,774
June	2,776
Mo. Avg.	2,660

² 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 Clients Exiting to Other Programs, SFY 2022

SFY 2022	Total HEN Referral Clients ³	During Subsequent Month									
		Clients Remaining on HEN Referral		Clients Moving to ABD		Clients Moving to SSI		Clients Moving to Other Cash Program		Clients Exiting HEN Referral ⁴	
		# of Clients	Percent	# of Clients	Percent	# of Clients	Percent	# of Clients	Percent	# of Clients	Percent
July	2,693	2,464	91.5%	81	3.0%	8	0.3%	0	0.0%	140	5.2%
August	2,700	2,428	89.9%	93	3.4%	9	0.3%	0	0.0%	170	6.3%
September	2,660	2,422	91.1%	72	2.7%	10	0.4%	0	0.0%	156	5.9%
October	2,610	2,347	89.9%	85	3.3%	4	0.2%	0	0.0%	174	6.7%
November	2,582	2,400	93.0%	65	2.5%	5	0.2%	0	0.0%	112	4.3%
December	2,613	2,388	91.4%	85	3.3%	10	0.4%	0	0.0%	130	5.0%
January	2,614	2,371	90.7%	102	3.9%	7	0.3%	0	0.0%	134	5.1%
February	2,595	2,293	88.4%	113	4.4%	12	0.5%	0	0.0%	177	6.8%
March	2,608	2,357	90.4%	104	4.0%	6	0.2%	0	0.0%	141	5.4%
April	2,689	2,434	90.5%	118	4.4%	13	0.5%	0	0.0%	124	4.6%
May	2,774	2,486	89.6%	120	4.3%	8	0.3%	0	0.0%	160	5.8%
June	2,776	2,492	89.8%	107	3.9%	6	0.2%	0	0.0%	171	6.2%
Mo. Avg.	2,660	2,407	90.5%	95	3.6%	8.2	0.3%	0	0.0%	149	5.6%

³ These are clients eligible for a referral to the Housing and Essential Needs (HEN) program administered by the Department of Commerce. Additional columns in the table represent programs the client received in the subsequent month.

⁴ These are clients 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 2022 Snapshot

The following pages detail HEN Referral clients, June 2022 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	682	24.6%	678	24.4%
Region 2 CSOs	943	34.0%	955	34.4%
Region 3 CSOs	1,135	40.9%	1,141	41.1%
CSCCs	13	0.5%	N/A	
HCS	3	0.1%	N/A	
Not Reported / Unidentifiable	0	0.0%	2	0.1%
State Total	2,776	100.0%	2,776	100.0%

Clients by DSHS Region and CSO of Issuance and Residence, June 2022 Snapshot (continued)

Region 1 CSO	CSO of Issuance		CSO of Residence	
	# of Clients	% of State Total	# of Clients	% of State Total
CLARKSTON	5	0.2%	5	0.2%
COLFAX	4	0.1%	4	0.1%
COLVILLE	23	0.8%	19	0.7%
ELLENSBURG	7	0.3%	6	0.2%
GOLDENDALE	4	0.1%	4	0.1%
KENNEWICK	61	2.2%	62	2.2%
MOSES LAKE	27	1.0%	25	0.9%
NEWPORT	7	0.3%	5	0.2%
OKANOGAN	22	0.8%	22	0.8%
REPUBLIC	3	0.1%	3	0.1%
SPOKANE MAPLE	178	6.4%	190	6.8%
SPOKANE TRENT	169	6.1%	164	5.9%
SUNNYSIDE	11	0.4%	11	0.4%
TOPPENISH	17	0.6%	16	0.6%
WALLA WALLA	25	0.9%	23	0.8%
WENATCHEE	39	1.4%	36	1.3%
WHITE SALMON	2	0.1%	2	0.1%
YAKIMA	78	2.8%	81	2.9%
Region 1 Total	682	24.6%	678	24.4%

Clients by DSHS Region and CSO of Issuance and Residence, June 2022 Snapshot (continued)

Region 2 CSO	CSO of Issuance		CSO of Residence	
	# of Clients	% of State Total	# of Clients	% of State Total
ALDERWOOD	43	1.5%	40	1.4%
AUBURN	83	3.0%	86	3.1%
BELLINGHAM	102	3.7%	102	3.7%
BELLTOWN	88	3.2%	91	3.3%
CAPITOL HILL	58	2.1%	57	2.1%
EVERETT	89	3.2%	95	3.4%
FEDERAL WAY	27	1.0%	28	1.0%
KING EASTSIDE	41	1.5%	42	1.5%
KING NORTH	57	2.1%	57	2.1%
KING SOUTH	60	2.2%	61	2.2%
MT VERNON	38	1.4%	37	1.3%
OAK HARBOR	23	0.8%	22	0.8%
RAINIER	34	1.2%	36	1.3%
RENTON	61	2.2%	62	2.2%
SKY VALLEY	10	0.4%	11	0.4%
SMOKEY POINT	44	1.6%	43	1.5%
WHITE CENTER	85	3.1%	85	3.1%
Region 2 Total	943	34.0%	955	34.4%

Clients by DSHS Region and CSO of Issuance and Residence, June 2022 Snapshot (continued)

Region 3 CSO	CSO of Issuance		CSO of Residence	
	# of Clients	% of State Total	# of Clients	% of State Total
ABERDEEN	110	4.0%	113	4.1%
BREMERTON	64	2.3%	63	2.3%
CHEHALIS	76	2.7%	75	2.7%
COLUMBIA RIVER	130	4.7%	131	4.7%
FORKS	6	0.2%	6	0.2%
KELSO	83	3.0%	82	3.0%
LAKESWOOD	101	3.6%	101	3.6%
LONG BEACH	9	0.3%	9	0.3%
OLYMPIA	157	5.7%	161	5.8%
PIERCE NORTH	119	4.3%	124	4.5%
PIERCE SOUTH	89	3.2%	90	3.2%
PORT ANGELES	33	1.2%	34	1.2%
PORT TOWNSEND	6	0.2%	6	0.2%
PUYALLUP VALLEY	103	3.7%	97	3.5%
SHELTON	42	1.5%	42	1.5%
SOUTH BEND	2	0.1%	3	0.1%
STEVENSON	5	0.2%	4	0.1%
Region 3 Total	1,135	40.9%	1,141	41.1%

HEN Referral Clients by Customer Service Contact Centers (CSCC) and Other Locations, June 2022 Snapshot

Customer Service Contact Centers (CSCC)	Office of Issuance	
	Clients	% of State Total
CSCC CENTRAL SOUND	2	0.1%
CSCC NORTHEAST	1	<0.1%
CSCC NORTHWEST	2	0.1%
CSCC SOUTHWEST	2	0.1%
CSCC SOUTHEAST	3	0.1%
CSCC SOUTH SOUND	2	0.1%
CSCC LTC	0	0.0%
CSCC WASHCAP	1	<0.1%
CSCC Total	13	0.5%

Other Locations	Office of Issuance	
	Clients	% of State Total
DDA LTC & Spec Programs	0	0.0%
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	0	0.0%

HEN Referral Clients by Home and Community Services Offices (HCS), June 2022 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%
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	1	<0.1%
BELLINGHAM HCS	0	0.0%
EVERETT HCS	0	0.0%
HOLGATE HCS	2	0.1%
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	3	0.1%

Clients by Home and Community Services Offices (HCS), June 2022 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 2022 Snapshot

County	# of Clients	% of Total	County	# of Clients	% of Total
Adams	1	<0.1%	Lewis	75	2.7%
Asotin	5	0.2%	Lincoln	1	<0.1%
Benton	45	1.6%	Mason	42	1.5%
Chelan	24	0.9%	Okanogan	22	0.8%
Clallam	40	1.4%	Pacific	12	0.4%
Clark	131	4.7%	Pend Oreille	5	0.2%
Columbia	3	0.1%	Pierce	412	14.8%
Cowlitz	81	2.9%	San Juan	4	0.1%
Douglas	12	0.4%	Skagit	33	1.2%
Ferry	3	0.1%	Skamania	4	0.1%
Franklin	17	0.6%	Snohomish	189	6.8%
Garfield	0	0.0%	Spokane	353	12.7%
Grant	24	0.9%	Stevens	19	0.7%
Grays Harbor	113	4.1%	Thurston	162	5.8%
Island	22	0.8%	Wahkiakum	1	<0.1%
Jefferson	6	0.2%	Walla Walla	20	0.7%
King	605	21.8%	Whatcom	102	3.7%
Kitsap	63	2.3%	Whitman	4	0.1%
Kittitas	6	0.2%	Yakima	108	3.9%
Klickitat	6	0.2%	Not Reported/ Unidentifiable	1	<0.1%

	Clients	% of Total
State Total	2,776	100.0%

HEN Referral Client Demographics, June 2022 Snapshot

Characteristic	All Clients	
	# of Clients	% of Total Clients
Total Clients	2,776	100.0%

Gender	All Clients	
	# of Clients	% of Total Clients
Female	1,074	38.7%
Male	1,701	61.3%
Unknown	1	<0.1%

Ethnicity and Race	All Clients	
	# of Clients	% of Total Clients
Hispanic or Latino	303	10.9%
Not Hispanic or Latino⁵	2,473	89.1%
White	1,852	66.7%
Black/African American	292	10.5%
Asian/Pacific Islander	102	3.7%
American Indian/Alaska Native	115	4.1%
Two or More Races	65	2.3%
Race Not Reported	47	1.7%

Marital Status	All Clients	
	# of Clients	% of Total Clients
Separated	230	8.3%
Married	76	2.7%
Never Married	1,664	59.9%
Divorced	708	25.5%
Widowed	75	2.7%
Not Reported/Unidentifiable	23	0.8%

Citizenship Status	All Clients	
	# of Clients	% of Total Clients
U.S. Citizen	2,691	96.9%
Resident Noncitizen	83	3.0%
U.S. National⁶	2	0.1%

⁵ Includes clients not reporting whether or not they are of Hispanic or Latino origin.

⁶ 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 2022 Snapshot (continued)

Characteristic	All Clients	
	# of Clients	% of Total Clients

Homeless Status		
	All Clients	
Homeless ⁷	1,197	43.1%

Disability		
	All Clients	
Mental	2,138	77.0%
Physical	636	22.9%
Other	2	0.1%

Education Status		
	All Clients	
Less than a High School Diploma	569	20.5%
High School Graduate or GED	1,409	50.8%
Some College or College Degree	790	28.5%
Not Reported/Unidentifiable	8	0.3%

Age		
	All Clients	
Under 18 Years Old	N/A	N/A
18 - 24 Years Old	183	6.6%
25 - 34 Years Old	619	22.3%
35 - 44 Years Old	761	27.4%
45 - 54 Years Old	796	28.7%
55 - 64 Years Old	417	15.0%
Average Age of Clients	42.0 Years	

Length of Stay ⁸		
Average Length of Stay	14.5 Months	

⁷ Homeless is defined (based on the self-reported living arrangement code in ACES) as: homeless without housing, homeless with housing (staying temporarily with family or friends—commonly referred to as "couch surfing"), emergency shelter, or domestic violence shelter.

⁸ Average Length of Stay is based on cumulative months since January 2014 when the program was implemented.