

Housing and Essential Needs (HEN) Referral

SFY

2023

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 who have no dependents and are ages 18-64 and 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 2023, the HEN Referral program served a monthly average of 2,901 clients, a 9.1% increase from SFY 2022 (2,660 clients). The June 2023 snapshot data shows the majority of HEN Referral recipients are male (63.2%), non-Hispanic white (65.5%), and never married (62.4%). The average age of HEN Referral recipients was 41.5 years.

Technical Notes

DATA SOURCES: Data for this chapter was based on the ESA ACES database as of August 2023.

DATA NOTES:

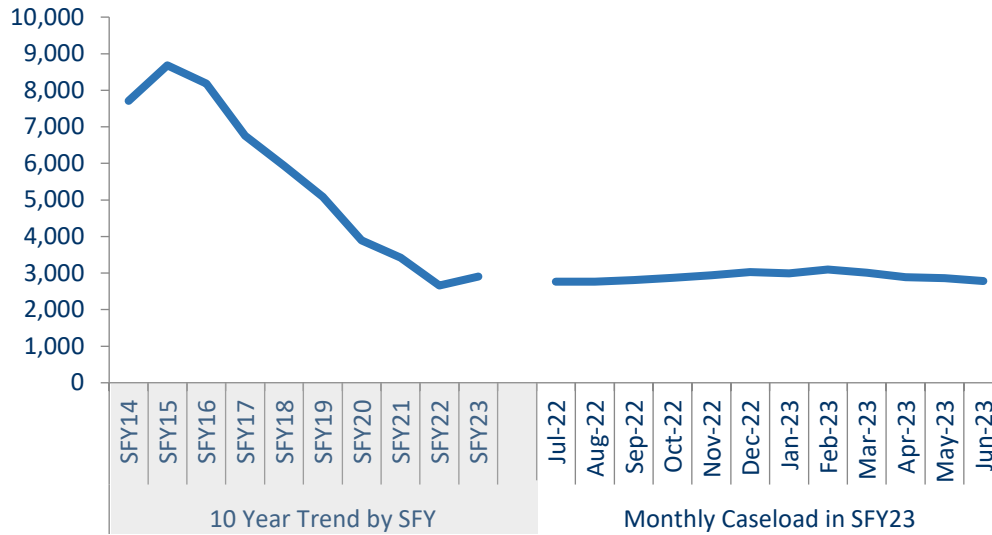
- Percentages may not add up to presented totals due to rounding.
- All reports of 10-year client trends reflect the monthly average for each state fiscal year (SFY).

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 2022 and SFY 2023

	SFY 2022 (July 2021-June 2022)	SFY 2023 (July 2022-June 2023)	Change	
Average Number of Persons per Month (Range)	2,660 (2,582 - 2,776)	2,901 (2,763 - 3,096)	9.1% (Increase)	↑
State Population Age 18 and Over³	6,164,228	6,255,743	1.5% (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 – 2023



SFY	Mo. Avg. Clients	SFY	Mo. Avg. Clients
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
2018	5,930	2023	2,901

SFY 2023	Clients
July	2,763
August	2,769
September	2,808
October	2,867
November	2,943
December	3,029
January	2,993
February	3,096
March	3,014
April	2,885
May	2,857
June	2,782
Mo. Avg.	2,901
Annual Unduplicated	6,202

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 2023

SFY 2023	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	2,763	2,474	89.5%	125	4.5%	7	0.3%	0	0.0%	157	5.7%
August	2,769	2,492	90.0%	125	4.5%	11	0.4%	0	0.0%	141	5.1%
September	2,808	2,533	90.2%	130	4.6%	7	0.2%	0	0.0%	138	4.9%
October	2,867	2,577	89.9%	147	5.1%	5	0.2%	0	0.0%	138	4.8%
November	2,943	2,653	90.1%	150	5.1%	6	0.2%	0	0.0%	134	4.6%
December	3,029	2,643	87.3%	168	5.5%	4	0.1%	0	0.0%	214	7.1%
January	2,993	2,626	87.7%	175	5.8%	8	0.3%	0	0.0%	184	6.1%
February	3,096	2,545	82.2%	186	6.0%	7	0.2%	0	0.0%	358	11.6%
March	3,014	2,464	81.8%	200	6.6%	3	0.1%	0	0.0%	347	11.5%
April	2,885	2,375	82.3%	196	6.8%	11	0.4%	0	0.0%	303	10.5%
May	2,857	2,365	82.8%	218	7.6%	10	0.4%	0	0.0%	264	9.2%
June	2,782	2,356	84.7%	151	5.4%	5	0.2%	0	0.0%	270	9.7%
Mo. Avg.	2,901	2,509	86.5%	164	5.7%	7	0.2%	0	0.0%	221	7.6%

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 2023 Snapshot

The following pages detail HEN Referral clients, June 2023 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), Home and Community Service Offices (HCS) within DSHS’s Aging and Long-Term Support Administration (ALTA), Developmental Disability Administration (DDA), or Port Gamble S’Klallam Tribe (PGST).
- 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	698	25.1%	703	25.3%
Region 2 CSOs	984	35.4%	989	35.5%
Region 3 CSOs	1,088	39.1%	1,086	39.0%
CSCCs	11	0.4%	N/A	
ALTA (HCS)	1	<0.1%		
DDA	0	0.0%		
Tribal Locations	0	0.0%		
Not Reported / Unidentifiable	0	0.0%	4	0.1%
State Total	2,782	100.0%	2,782	100.0%

Clients by DSHS Region and CSO of Issuance and Residence, June 2023 Snapshot (continued)

Region 1 CSO	CSO of Issuance		CSO of Residence	
	# of Clients	% of State Total	# of Clients	% of State Total
CLARKSTON	8	0.3%	8	0.3%
COLFAX	6	0.2%	6	0.2%
COLVILLE	21	0.8%	20	0.7%
ELLENSBURG	11	0.4%	10	0.4%
GOLDENDALE	4	0.1%	4	0.1%
KENNEWICK	46	1.7%	47	1.7%
MOSES LAKE	35	1.3%	36	1.3%
NEWPORT	6	0.2%	6	0.2%
OKANOGAN	25	0.9%	23	0.8%
REPUBLIC	3	0.1%	3	0.1%
SPOKANE MAPLE	182	6.5%	193	6.9%
SPOKANE TRENT	176	6.3%	173	6.2%
SUNNYSIDE	10	0.4%	8	0.3%
TOPPENISH	17	0.6%	16	0.6%
WALLA WALLA	25	0.9%	25	0.9%
WENATCHEE	43	1.5%	43	1.5%
WHITE SALMON	1	<0.1%	1	<0.1%
YAKIMA	79	2.8%	81	2.9%
Region 1 Total	698	25.1%	703	25.3%

Clients by DSHS Region and CSO of Issuance and Residence, June 2023 Snapshot (continued)

Region 2 CSO	CSO of Issuance		CSO of Residence	
	# of Clients	% of State Total	# of Clients	% of State Total
ALDERWOOD	38	1.4%	40	1.4%
AUBURN	66	2.4%	63	2.3%
BELLINGHAM	108	3.9%	105	3.8%
BELLTOWN	127	4.6%	127	4.6%
CAPITOL HILL	45	1.6%	46	1.7%
EVERETT	117	4.2%	117	4.2%
FEDERAL WAY	36	1.3%	38	1.4%
KING EASTSIDE	34	1.2%	35	1.3%
KING NORTH	65	2.3%	64	2.3%
KING SOUTH	82	2.9%	85	3.1%
MT VERNON	37	1.3%	38	1.4%
OAK HARBOR	17	0.6%	17	0.6%
RAINIER	33	1.2%	35	1.3%
RENTON	49	1.8%	49	1.8%
SKY VALLEY	18	0.6%	17	0.6%
SMOKEY POINT	48	1.7%	49	1.8%
WHITE CENTER	64	2.3%	64	2.3%
Region 2 Total	984	35.4%	989	35.5%

Clients by DSHS Region and CSO of Issuance and Residence, June 2023 Snapshot (continued)

Region 3 CSO	CSO of Issuance		CSO of Residence	
	# of Clients	% of State Total	# of Clients	% of State Total
ABERDEEN	85	3.1%	84	3.0%
BREMERTON	98	3.5%	101	3.6%
CHEHALIS	67	2.4%	63	2.3%
COLUMBIA RIVER	122	4.4%	121	4.3%
FORKS	1	<0.1%	2	0.1%
KELSO	97	3.5%	99	3.6%
LAKESWOOD	84	3.0%	83	3.0%
LONG BEACH	4	0.1%	4	0.1%
OLYMPIA	186	6.7%	186	6.7%
PIERCE NORTH	92	3.3%	87	3.1%
PIERCE SOUTH	85	3.1%	89	3.2%
PORT ANGELES	40	1.4%	39	1.4%
PORT TOWNSEND	6	0.2%	6	0.2%
PUYALLUP VALLEY	71	2.6%	73	2.6%
SHELTON	37	1.3%	36	1.3%
SOUTH BEND	7	0.3%	7	0.3%
STEVENSON	6	0.2%	6	0.2%
Region 3 Total	1,088	39.1%	1,086	39.0%

HEN Referral Clients by Customer Service Contact Centers (CSCC) and Other Locations, June 2023 Snapshot

Customer Service Contact Centers (CSCC)	Office of Issuance	
	Clients	% of State Total
CSCC Central Sound	3	0.1%
CSCC Northeast	1	<0.1%
CSCC Northwest	1	<0.1%
CSCC South Sound	0	0.0%
CSCC Southeast	0	0.0%
CSCC Southwest	2	0.1%
CSCC Virtual Case Management Center	4	0.1%
CSCC WASHCAP	0	0.0%
CSCC and WASHCAP Total	11	0.4%

DDA Locations	Office of Issuance	
	Clients	% of State Total
DDA Behavioral Health Financial Unit	0	0.0%
DDA Long-Term Care & Special Programs	0	0.0%
DDA Locations Total	0	0.0%

Tribal Locations	Office of Issuance	
	Clients	% of State Total
Port Gamble S'Klallam Tribe (PGST)	0	0.0%

HEN Referral Clients by Home and Community Services Offices (HCS), June 2023 Snapshot

AL TSA 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	1	<0.1%
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	1	<0.1%

AL TSA 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 2023 Snapshot (continued)

ALTA 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 2023 Snapshot

County	# of Clients	% of Total	County	# of Clients	% of Total
Adams	7	0.3%	Lewis	63	2.3%
Asotin	7	0.3%	Lincoln	5	0.2%
Benton	30	1.1%	Mason	36	1.3%
Chelan	30	1.1%	Okanogan	23	0.8%
Clallam	41	1.5%	Pacific	11	0.4%
Clark	121	4.3%	Pend Oreille	6	0.2%
Columbia	3	0.1%	Pierce	333	12.0%
Cowlitz	98	3.5%	San Juan	3	0.1%
Douglas	13	0.5%	Skagit	35	1.3%
Ferry	3	0.1%	Skamania	6	0.2%
Franklin	17	0.6%	Snohomish	224	8.1%
Garfield	1	<0.1%	Spokane	361	13.0%
Grant	30	1.1%	Stevens	20	0.7%
Grays Harbor	84	3.0%	Thurston	186	6.7%
Island	17	0.6%	Wahkiakum	1	<0.1%
Jefferson	6	0.2%	Walla Walla	23	0.8%
King	605	21.7%	Whatcom	105	3.8%
Kitsap	101	3.6%	Whitman	6	0.2%
Kittitas	10	0.4%	Yakima	105	3.8%
Klickitat	5	0.2%	Not Reported/ Unidentifiable	1	<0.1%

	Clients	% of Total
State Total	2,782	100.0%

HEN Referral Client Demographics, June 2023 Snapshot

Characteristic	All Clients	
	# of Clients	% of Total Clients
Total Clients	2,782	100.0%

Gender	All Clients	
	# of Clients	% of Total Clients
Female	1,025	36.8%
Male	1,757	63.2%
Unknown	0	0.0%

Ethnicity and Race	All Clients	
	# of Clients	% of Total Clients
Hispanic or Latino	341	12.3%
Not Hispanic or Latino⁵	2,441	87.7%
White	1,822	65.5%
Black/African American	257	9.2%
Asian/Pacific Islander	97	3.5%
American Indian/Alaska Native	123	4.4%
Two or More Races	86	3.1%
Race Not Reported	56	2.0%

Marital Status	All Clients	
	# of Clients	% of Total Clients
Separated	212	7.6%
Married	67	2.4%
Never Married	1,737	62.4%
Divorced	699	25.1%
Widowed	65	2.3%
Not Reported/Unidentifiable	2	0.1%

Citizenship Status	All Clients	
	# of Clients	% of Total Clients
U.S. Citizen	2,698	97.0%
Resident Noncitizen	80	2.9%
U.S. National⁶	4	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 2023 Snapshot (continued)

Characteristic	All Clients	
	# of Clients	% of Total Clients

Homeless Status		
	All Clients	
Homeless ⁷	1,274	45.8%

Disability		
	All Clients	
Mental	2,156	77.5%
Physical	625	22.5%
Other	1	<0.1%

Education Status		
	All Clients	
Less than a High School Diploma	553	19.9%
High School Graduate or GED	1,389	49.9%
Some College or College Degree	832	29.9%
Not Reported/Unidentifiable	8	0.3%

Age		
	All Clients	
Under 18 Years Old	N/A	N/A
18 - 24 Years Old	182	6.5%
25 - 34 Years Old	649	23.3%
35 - 44 Years Old	816	29.3%
45 - 54 Years Old	735	26.4%
55 - 64 Years Old	400	14.4%
Average Age of Clients	41.5 Years	

Length of Stay ⁸		
Average Length of Stay	9.9 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.