

Department of Social and Health Services  
Economic Services Administration

# Overview of Major Statewide Programs and Services

**The Department of Social and Health Services'** Economic Services Administration is a national leader in providing poverty reduction services to nearly 1.8 million people in our state. We help our clients meet their basic needs and achieve economic independence through cash grants, food and medical assistance, employment-focused services, refugee assistance, disability determinations and child support collection.



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10/2020

	Description/ Target Population	Financial Eligibility Criteria	Federal/State Statutory Authority	2017-19 Biennium	Avg. Monthly Caseload SFY 19 <sup>1</sup>
<b>ASSISTANCE FOR FAMILIES</b>					
<b>Temporary Assistance for Needy Families (TANF)</b>  <b>State Family Assistance (SFA)</b>	<p>Temporary Assistance for Needy Families provides cash grants to families with children and pregnant women who are below income and resource limits. Persons who are caring for a relative's child or guardians who are acting in the place of a parent are also able to apply for TANF on behalf of these children.</p> <p>State Family Assistance provides cash assistance to families who are lawfully present non-citizens who do not meet citizenship requirements of TANF, dependent students age 19 to 20, pregnant women who are ineligible to receive TANF and some two-parent households that include one pregnant parent or a child under the age of 12 months old.</p>	Family's countable income must fall below established limits. Eligibility is also based on a family's assets. Value of a family's home and one car (with equity up to \$10,000) is exempt from asset considerations.	<p><b>TANF Federal Authority</b> PL 109-171 (DRA), Title VII – Human Resources, Subtitle A – Temporary Assistance for Needy Families, Subsection 7101; PL 104-193 (PRWORA), Title I – Block Grants for Temporary Assistance for Needy Families; PL 105-33 (BBA), Title V – Welfare and Related Provisions; 42 USC 601 &amp; 45 CFR Part 260</p> <p><b>SFA Federal Authority</b> 8 USC 1621 (d) – State authority to provide for eligibility of illegal aliens for state and local public benefits</p> <p><b>TANF State Authority</b> RCW 74.08A and 74.12</p> <p><b>SFA State Authority</b> RCW 74.08A.100, RCW 74.12.035</p>	<p><b>\$260.3 million:</b></p> <p>\$18.6 million GF-S TANF MOE</p> <p>\$241.7 million GF-F TANF</p>	<ul style="list-style-type: none"> <li>• 25,422 families per month (including 745 SFA cases)</li> <li>• 11,651 (45.8%) single parent families</li> <li>• 1,615 (6.4%) two-parent families</li> <li>• 12,156 (47.8%) child-only cases</li> </ul>
<b>WorkFirst Employment and Training</b>	Provides employment, training and other activities and supports to TANF/SFA recipients who are mandatory participants in WorkFirst so they can move forward on a pathway to economic stability.	Families must be recipients of TANF or SFA.	<p><b>Federal Authority</b> PL 104-193</p> <p><b>State Authority</b> RCW 74.08A</p>	<p><b>\$156 million:</b></p> <p>\$34.4 million NGF-S</p> <p>\$121.6 million GF-F TANF</p>	

<sup>1</sup>Unless otherwise noted, caseload data for most programs is sourced from the ESA Briefing Book (SFY 2019) prepared by the ESA Management Accountability and Performance Statistics (EMAPS) unit. Data for the following programs was provided by non-EMAPS staff in July and October 2020: U.S. Repatriate Program, Basic Food Employment & Training Services, Basic Food Education & Outreach, and SNAP – Ed (Nutrition Education & Obesity Prevention).

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<b>ASSISTANCE FOR FAMILIES</b>					
<b>Diversion Cash Assistance (DCA)</b>	Diversion Cash Assistance provides short-term financial assistance for families who have an emergent need and do not wish to receive TANF assistance. DCA recipients are not likely to need continued assistance if their emergent needs are met. Limited to \$1250 in a 30-day period once every 12 months. DCA allows the applicant to accept or maintain employment and diverts the applicant from TANF and long-term public assistance dependency. If the families go on TANF within 12 months of receiving DCA, a prorated amount of the DCA payment must be repaid to the state by monthly deductions equal to 5% of the cash grant.	Family must meet TANF eligibility criteria in the month of application.	<i>Federal Authority</i> PL 104-193 & 42 USC 604  <i>State Authority</i> RCW 74.08A.210	\$5.1 million GF-S TANF MOE	152 families
<b>Additional Requirements for Emergent Needs (AREN)</b>	Provides short-term cash assistance to meet emergent housing or utility needs for pregnant women or families with an eligible minor child who receive TANF, SFA or Refugee Cash Assistance. Benefits may be authorized up to a maximum of \$750 in a 12-month period.	Family must receive TANF, SFA or RCA.	<i>Federal Authority</i> 42 USC 604	AREN funds are included in TANF budget; do not have separate AREN budget category  Monthly spending is at \$98,000	190 families
<b>Consolidated Emergency Assistance Program (CEAP)</b>	Provides cash grants to needy families who are ineligible for any other program, including families who have stopped receiving a TANF or SFA grant due to WorkFirst sanction, and have a specific emergent need such as shelter, food, clothing, minor medical, utilities, household maintenance or job-related transportation. A family is eligible for CEAP once in 12 months as funding allows.	Families, pregnant women and WorkFirst sanction families who are ineligible for other cash programs and countable income and assets fall below established limits.	<i>Federal Authority</i> 42 USC 604  <i>State Authority</i> RCW 74.04.660	\$596,000 GF-S	58 families

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CHILD SUPPORT					
Child Support Enforcement	We help parents contribute to brighter futures for their children through the collection and disbursement of child support, medical enforcement and paternity establishment.	No income or resource criteria. Families who receive TANF and children in foster care automatically receive child support services. Families not receiving TANF who apply for child support services receive them as well as families formerly on TANF.	<b>Federal Authority</b> Title IV-D of Social Security Act (42 USC 608-669b and 45 CFR Volume 2, Chap. III, 300-399)  <b>State Authority</b> RCW 26.09; RCW 26.18; RCW 24.21A; RCW 26.23; RCW 26.26; RCW 70.58; RCW 74.20; RCW 74.20A	\$297.4 million:  \$88 million NGF-S \$121,000 Local  \$209.2 million GF-F	318,444 cases  183,495 paternity establishments at the end of SFY 2019 (June 2019)  About two-thirds of the state's child support cases involve parents and children who are current (9.1%) or former (54.2%) TANF recipients (SFY 2019)
Paternity Establishment	Establish paternity by acknowledgment or by court order for all minor children born out of wedlock.		<b>Federal Authority</b> 42 USC 654; 42 USC 666; 45 CFR 303.5  <b>State Authority</b> RCW 26.21A; RCW 26.26;RCW 70.58; RCW 74.20; RCW 74.20A		
ASSISTANCE FOR INDIVIDUALS					
Aged, Blind, or Disabled (ABD) Cash Assistance	Provides a cash grant to persons who are age 65 or older, blind or determined likely to meet Social Security Administration disability criteria. Recipients also receive a referral to the Department of Commerce administered Housing and Essential Needs program and assistance applying for federal Supplemental Security Income benefits. DSHS receives reimbursement for cash grants paid to ABD recipients who transition to SSI.	Countable income and assets must fall below established limits.	RCW Chapter 74.62	\$81.5 million GF-S  ~\$28.3 million Recoveries	20,281 clients

	Description/ Target Population	Financial Eligibility Criteria	Federal/State Statutory Authority	2017-19 Biennium	Avg. Monthly Caseload SFY 19 <sup>1</sup>
<b>ASSISTANCE FOR INDIVIDUALS</b>					
<b>Housing and Essential Needs (HEN) Referral</b>	Provides a referral for potential housing assistance through the Commerce-administered HEN program to individuals who are ineligible for ABD and unable to work at least 90 days due to a physical or mental incapacity. Recipients are also eligible to receive essential needs items such as bus passes and personal care items.	Countable income and assets must fall below established limits.	RCW 43.185C.220, RCW Chapter 74.62 - RCW 74.04.805	Department of Commerce	5,083 clients
<b>Pregnant Women Assistance</b>	Provides a cash grant to persons who are pregnant and are ineligible for federal TANF/SFA benefits for a reason other than failure to cooperate with program requirements.	Countable income and assets must fall below established limits.	RCW Chapter 74.62	\$290,000 GF-S	66 clients
<b>State Supplemental Payment</b>	Supplemental monthly payments made to SSI recipients who are grandfathered, have an SSI ineligible spouse, are aged 65 and older, blind or receiving certain services from the Developmental Disabilities Administration, or are a foster child receiving specific behavioral services through the Department of Children, Youth and Families who are not eligible for foster care reimbursement under Title IV-E of the Social Security Act.	Social Security Administration (SSA) determines SSI eligibility.  Resource limit of \$2,000 for individual and \$3,000 for a couple.	<b>Federal Authority</b> PL 92-603  <b>20 CFR 416 Subpart T</b>  <b>State Authority</b> RCW 74.04.630	\$37.5 million GF-S	39,522 cases
<b>Ongoing Additional Requirements</b>	Provides a state-funded payment to a person with a need (beyond food, clothing, and shelter) that is necessary to help them continue to live independently. This benefit is available to clients who are active on one of the following programs: TANF, SFA, PWA, RCA, ABD, or SSI. Payments are available to assist with restaurant or home-delivered meals, food for a service animal, telephone services, and laundry services. Other essential needs may be requested through the exception to rule process.	Must meet eligibility rules for the appropriate program (e.g. ABD, TANF/SFA, PWA, RCA, or SSI)	RCW 74.04.283	\$300,000 GF-S	251 cases

	Description/ Target Population	Financial Eligibility Criteria	Federal/State Statutory Authority	2017-19 Biennium	Avg. Monthly Caseload SFY 19 <sup>1</sup>
<b>ASSISTANCE FOR IMMIGRANTS AND REFUGEES</b>					
<b>Refugee Cash Assistance</b>	Provides cash grants to people who have recently resettled in Washington communities as refugees, asylees, special immigrants from Iraq or Afghanistan or other humanitarian immigrants. This program is for individuals or couples without dependents, families with children are eligible for TANF cash assistance instead. Typically, recipients can receive cash assistance for a maximum of eight months after they become eligible based on their immigration status.	Same income and resource limits as TANF.	<b>Federal Authority</b> Immigration & Nationality Act, Title IV 8 USC 1522, Refugee Act of 1980, PL 96-212	\$2.1 million GF-F	211 cases
<b>Refugee and Immigrant Services<sup>2</sup></b>	ESA's Office of Refugee and Immigrant Assistance (ORIA) administers programs and services to people who have resettled in our communities as refugees and immigrants. ORIA contracts with 70 different providers that specialize in offering culturally and linguistically appropriate services. Contracted providers participate in programs through competitive procurements and include community-based agencies, refugee resettlement agencies, ethnic community-based organizations, public health and federally qualified health centers, and local government agencies. Services include comprehensive case management, self-sufficiency education, immigration assistance, refugee medical screening program, Refugee Health Promotion Grant, Refugee Mental Health Services, LEP Pathway employment assistance and English language training, ORIA-BFET Program, employment services for highly educated refugees through the Career Ladder for Educated and Vocationally Experienced Refugees (CLEVER), Unaccompanied Refugee Minor Foster Care Program Refugee School Impact Program, and services for older refugees. ORIA's programs and services aim to build strong communities by providing refugees and immigrants the resources they need to thrive.		<b>Federal Authority</b> Refugee Act of 1980, PL 96-212; ; 45 CFR Part 400	<b>\$32.6 million:</b> \$4.7 million GF-S \$27.9 million GF-F	9,867 unduplicated clients served through ORIA programs <sup>3</sup> in SFY 2019

<sup>2</sup>Data not yet available for Refugee Services as of the time this report was produced.

<sup>3</sup>This number includes clients served by these ORIA programs: Promoting Refugee Integration, Mobility and Empowerment (PRIME), LEP Pathway and Naturalization Services.

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<b>ASSISTANCE FOR IMMIGRANTS AND REFUGEES</b>					
<b>Naturalization Program</b>	Provides assistance to help people who meet the eligibility requirements and are receiving public assistance to apply for U.S. citizenship. ESA's ORIA contracts with providers who are recognized by the Department of Justice to provide services that include assistance with completing the citizenship application, English language and civics classes, assistance with fee waiver requests for application fees and help applying for test exemptions for disabled clients.		<b>State Authority</b> RCW 74.08A.130	\$3.3 million GF-S	3,196 unduplicated clients in SFY 2019 <i>(459 clients per month)</i>
<b>BASIC FOOD PROGRAM</b>					
<b>Basic Food Program</b> <i>(Federal Supplemental Nutrition Assistance Program or SNAP)</i>	Provides food assistance to low-income families and individuals. Benefits are issued through the EBT system and used at participating grocery stores. Benefits are 100% federally funded and administrative costs are federally matched at 50%. Household size and net income determine benefit level.	Gross income at or below 200% FPL for most households.  Households that include someone disqualified for an Intentional Program Violation must: <ul style="list-style-type: none"> <li>• Meet a gross income test at 130% FPL.</li> <li>• Meet a net income test of 100% FPL.</li> <li>• Have assets below established limits.</li> </ul>	<b>Federal Authority</b> Title 7, CFR Food and Nutrition Act of 2008  <b>State Authority</b> RCW 74.04.500	<i>Non-budgeted, non-allotted</i>  Administrative costs are included in overall ESA program support budget and matched at 50%.	486,542 households <i>(Households with at least one member receiving federal program benefits. Includes mixed cases.)</i>
<b>Basic Food for Legal Immigrants</b> <i>(Food Assistance for Legal Immigrants or FAP)</i>	Provides food assistance to legal immigrants who are ineligible for the federal Basic Food program.  For mixed households of persons eligible for state benefits and others eligible for federal benefits, the program is used to "fill the gap" between the federal benefits the household is eligible to receive and the benefits the household would receive if all household members were eligible for the federal program.	Same as Basic Food.	<b>Federal Authority</b> Title 7, CFR Food and Nutrition Act of 2008  <b>State Authority</b> RCW 74.04.500 RCW 74.08A.120	\$38.6 million GF-S	10,081 households <i>(Households with at least one member receiving state program benefits. Includes mixed cases.)</i>

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<b>BASIC FOOD PROGRAM</b>					
<b>Basic Food and Employment Training Services</b>	<p>The Washington State Basic Food Employment and Training program provides education, employment and training services to Basic Food recipients.</p> <p>BFET provides employability assessments and a menu of services to eligible participants, which can include:</p> <ul style="list-style-type: none"> <li>• Job readiness training</li> <li>• Basic skills/English as a Second Language training (e.g., literacy, math, vocational ESL, High School Equivalency preparation)</li> <li>• Vocational training</li> <li>• Job search assistance</li> <li>• Job placement</li> <li>• Case management</li> <li>• Life Skills</li> <li>• Retention services; and</li> <li>• Participant Reimbursement (e.g., transportation, child care, hygiene, clothing, etc.).</li> </ul> <p>Washington state has a strong record of effectively administering the BFET program. The program is an important part of the state's comprehensive workforce development system and plays a vital role in Washington's two-generation approach, reducing poverty, and increasing prosperity for families. BFET's mission is to transform lives by providing protective factors that build foundations and pathways out of poverty. BFET assists basic food recipients to achieve their human potential by encouraging economic well-being through skill acquisition, education, personal responsibility and gainful employment.</p>	<ol style="list-style-type: none"> <li>1. All federally funded Basic Food Program recipients who are not receiving TANF or RCA.</li> <li>2. Individuals receiving benefits under the state-funded Food Assistance Program for SNAP- ineligible, legal immigrants are <u>not</u> eligible for BFET.</li> </ol>	<p><b>Federal Authority</b> Food and Nutrition Act of 2008, [Public Law 88-525; Enacted Aug. 31, 1964; 78 Stat. 703] [As Amended Through P.L. 116-94, Enacted December 20, 2019] CFR 273.7, Work Provisions</p>	<p>Program budget for FFY 2019: \$27.1 million GF-F</p>	<p>6,465 clients including BFET clients served by the Office of Refugee and Immigrant Assistance</p> <p>Washington is currently operating a statewide BFET program and continues to strategize on how to expand education and training program services in rural and underserved areas..</p> <p>All 34 Washington state community and technical colleges, 43 regular community-based organizations and 12 ORIA community-based organizations provide BFET contracted services.</p>



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<b>BASIC FOOD PROGRAM</b>					
<b>Basic Food Education and Assistance (Outreach)</b>	USDA's Food and Nutrition Service provides federal funding to interested states to finance activities aimed at improving Basic Food participation by eligible households through outreach and education efforts. In Washington state, ESA contracts with public and private nonprofit community organizations to improve awareness of Basic Food for low-income households and assist persons who have difficulty with the application process.	None – for prospective clients.	<i><b>Federal Authority</b></i> Section 11(e) (1) (A) of The Food and Nutrition Act of 2008	Program Budget for FFY 2019: \$3.8 million GF-S & GF-F	SNAP – Outreach (Basic Food): Basic Food Outreach (BFO) contracts with two Master Contractors: WithinReach and People for People, to provide outreach activities across Washington to help individuals enroll in SNAP.  In FFY 2019, BFO reported 715,201 outreach activities and 14,923 Washington Connection changes.
<b>SNAP – Ed (Nutrition Education and Obesity Prevention)</b>	USDA's Food and Nutrition Service provides federal funding to interested states to finance activities aimed at improving the likelihood that SNAP recipients and other low-income Washington state residents will make healthy choices within a limited budget and choose active lifestyles consistent with the current Dietary Guidelines for Americans and MyPlate.	SNAP participants.  Low-income individuals eligible to receive SNAP benefits or other means-tested federal assistance programs.  Individuals residing in communities with a significant low-income population.	<i><b>Federal Authority</b></i> 7 USC 2020 Sec. 11(f) Nutrition Education; 7 CFR Ch. II, Part 277 Nutrition Education and Training Program	Nutrition Education Program Budget for FFY 2019: \$9.6 million 100% federal	SNAP-Ed services are currently contracted through three implementing agencies: Washington State University Extension, Washington State Department of Health and Spokane Regional Health District.  In addition, SNAP-Ed contracts with Washington State Farmers Market, WSU and DOH for statewide initiatives which include program and outcome evaluation; curriculum and training; statewide support and local farmer's market coordination and collaboration.
<b>WASHCAP (Washington Combined Application Project)</b>	Provides Basic Food Program benefits to SSI recipients who are single and unemployed. Clients can apply through the SSA or by sending a simplified application to the centralized WASHCAP unit. One centralized call center handles all WASHCAP clients.	Same as Basic Food.	<i><b>Federal demonstration project under agreement with SSA and FNS</b></i>	WASHCAP budget within overall ESA program support budget (Budget Unit M01)	79,326 cases

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<b>OTHER PROGRAMS</b>					
<b>U.S. Repatriation Program</b>	Provides temporary emergency cash assistance, food, housing, medical and transportation to U.S. citizens and their dependents who have returned or been brought to the United States in cases involving destitution, illness, war, threat of war, invasion or similar crisis, and who are without available resources to return.	U.S. Department of Health and Human Services identifies who qualifies for aid under this program and notifies the state.	<i><b>Federal Authority</b></i> Title XI, Section 1113 of Social Security Act; PL 86-571	\$120,000 GF-F	U.S. Repatriation Program serves individuals referred by HHS and their eligibility is limited to the 90 days from return to the country, so there are discrete clients rather than an average monthly caseload. Between July 2018 and June 2019, DSHS served eleven individual clients. There were no mass evacuation events during that time period.
<b>Working Family Support (WFS)</b>	Working Family Support is a cash program that provides an additional food benefit of up to \$10 to low-income families receiving Basic Food, FAP or Transitional Food Assistance, are working at least 35 hours per week and have a qualifying child within their Basic Food household. Benefits are covered by state funds.	Must be recipients of Basic Food, FAP or TFA but not receiving TANF.	<i><b>Federal Authority</b></i> PL 104-193 & 42 USC 604  <i><b>State Authority</b></i> RCW 74.04.050	\$2.4 million GF-S	7,788 cases

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<b>DOMESTIC VIOLENCE PROGRAMS</b>					
<b>Domestic Violence Victim Services</b>	The Domestic Violence Victim Services program provides statewide services through local community organizations to help people who are hurt or harmed by domestic violence and provides education and information on domestic violence to local communities. Services are provided through contracts with community-based and local government agencies and include: safety planning, crisis intervention and crisis helplines, emergency shelter, individual advocacy, legal advocacy, support groups, age appropriate supportive services and resources for children and youth residing in emergency shelter, emergency transportation assistance, information and referral, community education and prevention activities.	None	<b>Federal Authority</b> Family Violence Prevention and Services Act (FVPSA) 42 U.S.C. 10404, Victims of Crime Act (VOCA) 42 U.S.C. 10603  <b>State Authority</b> RCW 70.123	\$12.26 million GF-S  \$2 million Domestic Violence Prevention Account (DVPA)  \$4.4 million FFY 2017 & 2018 FVPSA grant award  \$27 million Victims of Crime Act (VOCA) FFY 2016 & 2017 through interlocal with Department of Commerce	39 Domestic Violence and Emergency Shelter and Supportive Services programs and 11 Community-Based Domestic Violence programs provide services statewide
<b>Domestic Violence Intervention Treatment</b>	The Domestic Violence Intervention Treatment (DVIT) program conducts certification for local community organizations and treatment professionals that provide domestic violence perpetrator treatment. The DVIT program monitors and conducts investigations of certified domestic violence perpetrator treatment programs to determine compliance with program standards outlined in WAC 388-60B.	None	RCW 26.50.150	\$253,000 GF-S \$65,000 private/local -certification fees from DVIT programs	83 certified DVIT programs conducted domestic violence perpetrator treatment

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<b>MEDICAL PROGRAMS</b>					
<b>Medical Care Services</b>	Provides state-funded health care coverage to ABD and HEN Referral recipients who are legally in Washington state but ineligible for Medicaid due to their immigration status.	Countable income and assets must fall below established limits.	RCW 41.05.021 RCW 74.09.035	Health Care Authority	2,181 clients
<b>Alien Emergency Medical (AEM)</b>	Provides partial medical coverage for immigrants who would qualify for full-scope Medicaid except for their alien status. Coverage is limited to emergency medical conditions. ESA determines AEM eligibility for individuals age 65 and older; eligibility for all other AEM cases is determined by the state's Health Care Authority.	Income eligibility is based on rules for related full-scope Medicaid programs (e.g., coverage for families, infants, children, pregnant women and aged, blind or disabled).	<b>Federal Authority</b> 42 U.S.C. Subchapter XIX  <b>State Authority</b> Chapter 74.09 & 74.09A RCW		AEM SSI-related: 150 clients
<b>SSI Medicaid</b>	Aged, blind or disabled persons who receive SSI or who are otherwise deemed to be eligible for SSI Medicaid under federal law.	SSA determines eligibility for SSI using income rules based on Title XVI of the Social Security Act.			113,251 clients
<b>SSI-related Medicaid</b>	Low-income aged, blind or disabled persons who do not receive SSI.	Persons with countable income that would qualify them for SSI (\$783 for a single person) are Categorically Needy Medicaid. Those with higher incomes are Medically Needy and may be responsible for medical costs equal to their excess income (spenddown).			25,026 clients

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<b>NON-GRANT MEDICAL PROGRAMS</b>					
<b>Medicare Savings Programs</b>	These programs pay Medicare premiums, coinsurance and deductibles for low-income Medicare beneficiaries.	Income limits vary depending on program from 100% FPL to 200% FPL.			187,323 clients
<b>Refugee Medical Assistance</b>	<p>Refugees may be eligible for medical assistance through the Refugee Medical Assistance program if they are ineligible for MAGI Medicaid due to being over income.</p> <p>Refugee Medical clients have been transitioned to the state's Health Benefit Exchange beginning Oct. 1, 2013 as a result of the implementation of the Affordable Care Act.</p> <p>Eligibility ends after the first eight months of residency in United States.</p>	<p>Categorically Needy coverage is available to persons with income that does not exceed 200% FPL.</p> <p>Transitional coverage is also provided to those who lose eligibility for RCA due to increased earnings.</p>	<b>Federal Authority</b> Immigration & Nationality Act, Title IV 8 USC 1522, Refugee Act of 1980, PL 96-212		Categorically Needy Coverage: 3 clients

# Aged, Blind or Disabled

Washington State Department of Social and Health Services  
Economic Services Administration • Community Services Division

## Program Description

The Aged, Blind or Disabled, or ABD, program builds stronger communities by providing support to people who are age 65 or older, blind or determined likely to meet federal Supplemental Security Income, or SSI, disability criteria.

We provide support through:

- **Cash assistance.** ABD provides a small amount of cash each month to help individuals meet their basic needs. The average benefit for an individual receiving ABD is \$5.60 per day. In order to qualify for an ABD cash grant, a single adult must be in financial need with countable income at or below \$197 per month (18.5% of the federal poverty level).
- **Connections to local resources.** We work together with ABD customers to build connections with local resources including:
  - Healthcare services. DSHS contracts and partners with medical doctors and mental health professionals throughout Washington state to perform evaluation services for ABD customers. These providers supply objective medical evidence necessary for DSHS staff to determine eligibility for the program at application and review.
  - Housing assistance through the Housing and Essential Needs, or HEN, program in partnership with the Department of Commerce and Supportive Housing through Washington's Foundational Community Supports, or FCS, program.
  - Veteran's assistance.
  - Employment and training opportunities with the Division of Vocational Rehabilitation and FCS Supported Employment providers.
- **Facilitation during the SSI process.** We help ABD customers complete and track SSI applications, obtain medical documentation to support their application and file appeals when appropriate. For individuals who may not meet SSI eligibility due to citizenship status, we also assist with connections to naturalization services.

## Highlights in SFY 2019

- **The Social Security Administration approved approximately 5,853 ABD customers** for SSI or Social Security Disability Insurance, or SSDI, benefits. We also helped more than 13,405 ABD customers file for SSI.
- **We referred 382 ABD customers** to the Division of Vocational Rehabilitation for vocational rehabilitation services.

### More information:

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(10/2020)

# ABD Facts

## Trends

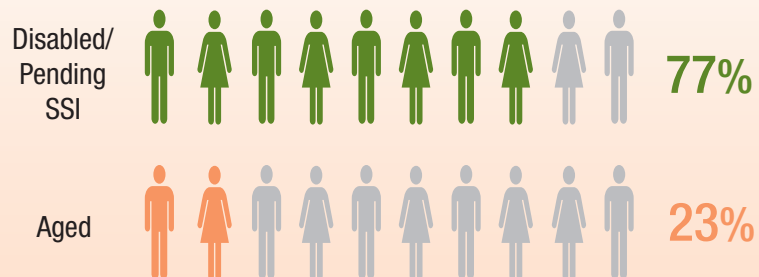
The average number of ABD customers per month has decreased since 2013.

FY 2013 **22,865**  
FY 2019 **20,281**

Decrease

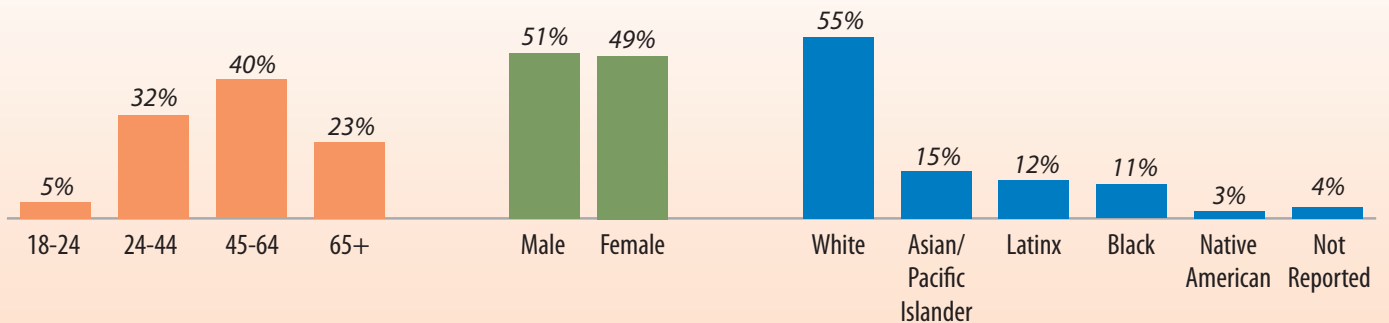
## Types of Cases

More than three-quarters of people receiving ABD are disabled and awaiting a decision from the Social Security Administration for Supplemental Security Income (SSI). Less than one-quarter are aged and not currently eligible for SSI due to citizenship status.



## Demographics

The average age of an ABD customer is 51 years old.



## Average Benefit

The average benefit for an individual receiving ABD.

**\$5.60**  
per day

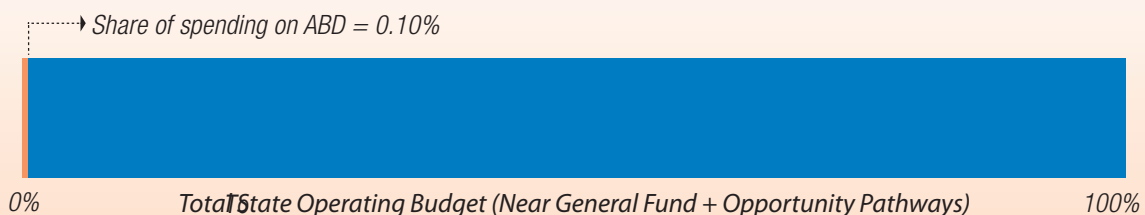
## Challenges

**54%** Have a mental illness

**37%** Are experiencing homelessness

## Budget

ABD accounted for less than 1% of state spending in the 2017-2019 biennium.



# Basic Food

Washington State Department of Social and Health Services  
Economic Services Administration  
Community Services Division

## Program Description

The Basic Food program provides assistance for individuals and families to purchase and access nutritious foods, which plays a critical role in supporting our communities in reaching their full potential. Basic Food refers to a combination of Washington state's federally funded Supplemental Nutrition Assistance Program, or SNAP, and the state-funded Food Assistance Program, which is for legal immigrants who do not yet qualify for federal SNAP benefits.

We provide the tools and resources to promote well-being through:

- **Access to healthy foods.** Healthy food is foundational to our well-being and without it we struggle to fully contribute to our community. Basic Food provides monthly food benefits to ensure children and adults have a full belly and access to nutritional foods that help us through all stages of life by ensuring healthy brain development, greater school attendance, increased health and social inclusion. In order to qualify for Basic Food, a household's earnings must fall below 200% (\$43,440 for a family of three) of the federal poverty level. The average daily benefit for a household receiving Basic Food is \$7.01 per day.
- **Outreach and education.** In addition to food assistance, the program conducts statewide educational efforts to spread healthy eating awareness and increase physical activities through SNAP-Education. By making sure our community members have the tools we all need to thrive, including knowledge about fresh, healthy food, resource management and food safety, they can create lifelong habits that build a solid foundation for themselves and their families.
- **Connection to employment and training opportunities.** The Basic Food Employment and Training program, or BFET, is a partnership between DSHS, community-based organizations and the State Board of Community and Technical Colleges. It gives youth and adults the opportunity to make use of their gifts and talents to increase their skills and expertise so they have a broader range of options for future employment.

## Highlights

- **Washington state was 7th in the nation for SNAP payment accuracy in federal FY 2019.**
- **The BFET program operates in 36 of 39 counties in Washington state and is one of the most robust employment and training programs in the country.**

### More information:

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(10/2020)



# Basic Food Facts

## Trends

The number of people served by Basic Food has decreased from FY 2018 to FY 2019.

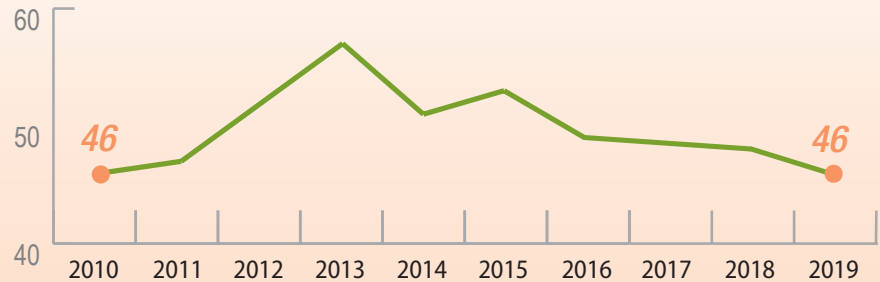
Decrease

FY 2018 **897,220**

FY 2019 **841,927**

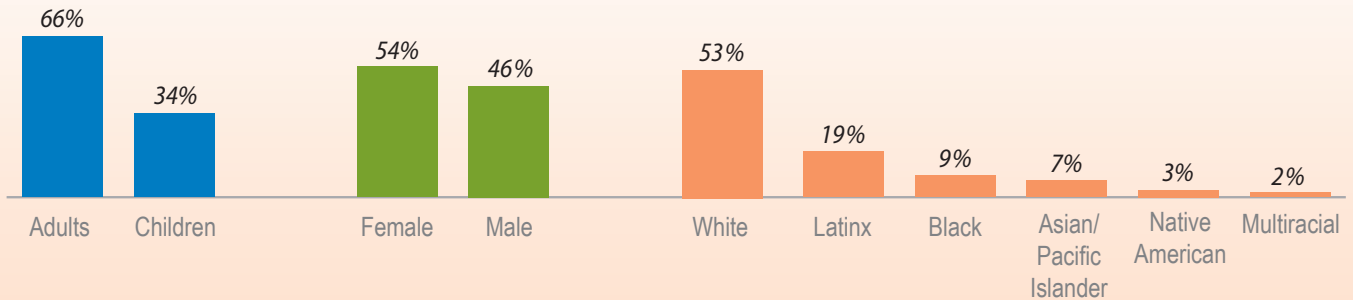
## Meeting the Need

The number of people receiving Basic Food increased during the last recession and decreased as the economy continued to improve. For every 100 people living below 200% of the federal poverty line, 46 were served in 2019 which is equal to the number served in 2010.



## Characteristics of People Served

Adults, females and people who racially identify as white make up the majority of the caseload.

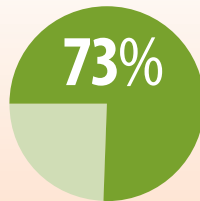


## Average Benefit

The average benefit for a household receiving Basic Food.

**\$7.01**  
per day

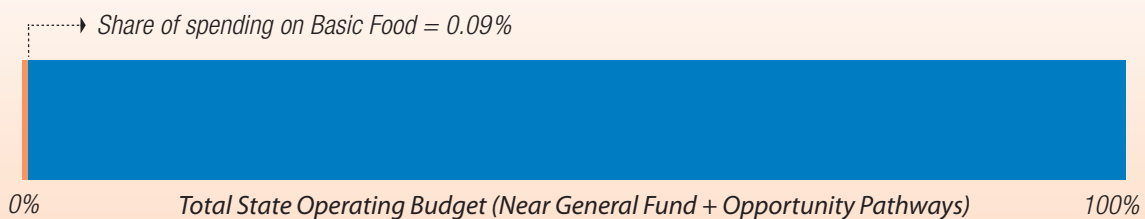
## Receipt of Other Benefits



73% of people receiving Basic Food do not receive any other cash benefit

## Budget

Basic Food accounted for less than 1% of state spending in the 2017-2019 biennium.



# Community Services Division Tribal Relations

## Washington State Department of Social and Health Services

Economic Services Administration • Community Services Division

### Program Description

The Department of Social and Health Services' Economic Services Administration's Community Services Division, or CSD, promotes and supports government-to-government relationships with Washington tribes by recognizing tribal sovereignty in the development and delivery of programs and services consistent with the Centennial Accord and DSHS Administrative Policy 7.01, American Indian Policy.

The CSD Tribal Relations Program Administrator serves as the lead resource regarding Tribal TANF programs and provides technical assistance and guidance to state and tribal leadership and staff. CSD shares information and collaborates with tribes at the Indian Policy Advisory Committee, its ESA subcommittee and at DSHS Administrative Policy 7.01 and other meetings. CSD partners with all federally recognized tribes and Recognized American Indian Organizations in Washington state to share information, discuss and resolve issues, provide training and coordinate services.

CSD has oversight and program development responsibilities for the state's Temporary Assistance for Needy Families, or TANF, program as well as other public assistance and related employment and training programs.

CSD works closely with 11 federally recognized tribes that operate TANF programs (involving 16 tribes). Tribal TANF programs are designed to address the specific and unique needs of American Indian and Alaskan Native families within their service areas. Washington provides a fair and equitable share of State Maintenance of Effort, or MOE, funds to Tribal TANF programs per RCW 74.08A.040. CSD negotiates Intergovernmental TANF Agreements, Operating Agreements and Data Share Agreements with Tribal TANF programs.

In 2009, CSD was granted a federal demonstration project to allow the Port Gamble S'Klallam Tribe to determine Supplemental Nutrition Assistance Program, or SNAP, eligibility. CSD recognizes that tribes are in the unique position to better serve tribal members in their area and that some community members face barriers in accessing SNAP services, but could access those services if offered by a tribal program. Following the success of this project, CSD recently organized a project team to develop a comprehensive implementation plan that will be presented to Food and Nutrition Service for approval in hope of expanding this project to other interested tribes.

In addition to the SNAP demonstration project expansion, CSD established a project team to develop a process and agreement for CSD staff to issue Electronic Benefits Transfer, or EBT, cards at selected tribal outstations.

### Tribal TANF Programs

- Colville Confederated Tribes (2001)
- Quinault Indian Nation (2001)
- Lower Elwha Klallam Tribe (1998)
- Lummi Nation (2007)
- Nooksack Indian Tribe (2005)
- Port Gamble S'Klallam Tribe (1998)
- Spokane Tribe of Indians (2003)
- South Puget Intertribal Planning Agency (SPIPA) Nisqually, Squaxin Island, Skokomish (2004), Shoalwater Bay (2019) and tribal members on the Puyallup Reservation
- Quileute Nation (2001)
- Tulalip Tribes (2005)
- Upper Skagit Indian Tribe (2007)

#### More information:

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# Division of Child Support

Washington State Department of Social and Health Services  
Economic Services Administration

## The Washington State Child Support Program

- Helps families weather the challenges of child rearing through the collection and distribution of more than \$695,311,638 for SFY 20 in child support annually.
- Partners with parents to address the changing needs of families by providing resources to modify child support orders.
- Provides support for families who are rebuilding after experiencing one of life's storms with referrals to resources for services inside and outside DSHS.

## DCS contributes to the well-being of our children, parents and communities by:

- **Providing as much as 63% of the income of very poor families.** Stable family incomes create strong foundations for children as they grow, allowing them to realize their full potential.
- **Connecting parents** who need living-wage jobs to training programs and other resources.
- **Improving our comprehensive family-centered approach** by investing in innovative practices such as using analytics to most effectively handle cases, using better interviewing techniques and focusing on the needs of each family member.

## Other innovations include:

- Working to ensure consistent month-to-month payments from parents.
- Leveraging grants and public-private partnerships to test new methods of communicating with parents such as text messaging and social media.

### DCS helps parents and children

reach their full potential and contribute to our communities by making sure they have the resources to thrive. When parents contribute, they are more likely to have closer relationships with their children, which benefits the entire family. Child support makes sure children have what we all need to build a solid foundation in our lives: healthy meals, safe housing and educational opportunities.

#### More information:

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Washington State  
Department of Social  
& Health Services

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(9/2020)

# Child Support Facts

## Current Support

New ways of working with parents got better results. 67.1% represents over \$441 million in child support collected this last fiscal year, in the month it was due.



66.8%  
FFY 2017

67.1%  
FFY 2020

## Helping Kids Reach Their Full Potential

We collaborate with government and community partners to help children and families achieve their full potential and contribute to our state's vibrant, healthy communities. In SFY 19 the Division of Child Support served over 800,000 clients (monthly average for SFY 20), more than the combined population of Seattle and Kennewick in 2018.

We served these customers by providing a variety of child support services such as establishing parentage; enforcing, establishing and modifying child support orders; providing medical support enforcement; and collecting and disbursing payments.

## All Washingtonians

**We are here for all Washington residents at all stages in their life.** Last year, one in six residents benefited from our programs. We help people find the support they need to achieve well-being. People we help range in age from infants who need parentage established to grandparents who need child support to raise their grandchildren.

Children who are supported financially and emotionally contribute to their communities as healthier, better-educated and more employable adults.

## Cost Avoidance

Child support cost avoidance is the reduction of public expenses such as Basic Food and medical assistance expenses attributable to the effort of child support enforcement. In SFY 19 the Division of Child Support was responsible for nearly \$138 million in avoided assistance expenditures in the following programs.:



# DCS Tribal Relations

Washington State Department of Social and Health Services

Economic Services Administration • Division of Child Support

## Program Description

The Division of Child Support (DCS) recognizes tribal sovereignty and supports and promotes government-to-government relationships with the 29 federally recognized Indian tribes in Washington state. DCS works with tribes, Recognized American Indian Organizations, stakeholders and partners in the development and delivery of programs, policy and services that meet the needs of Native families in a culturally appropriate manner.

## The Tribal Relations Team

- Facilitates DCS' government-to-government commitments to Indian tribes that help to build and strengthen relationships with tribes and tribal programs, partners and stakeholders.
- Coordinates American Indian Policy (DSHS Administrative Policy 7.01) plans for DCS.
- Seeks tribal participation in the review of proposed DCS legislation, policy and forms, and advocates for policies, procedures and laws that respect tribal sovereignty.
- Educates and trains agency staff and partners to recognize, honor, respect and value tribal sovereignty; provides culturally sensitive guidance and resources.
- Drafts, negotiates and monitors Treasury Offset Agreements with seven tribes including the Central Council Tlingit and Haida Indian Tribes of Alaska as well as Data-Sharing Agreements with 13 Tribal TANF and Child Support programs.
- Supports the work of over 30 DCS statewide Tribal Liaisons, who serve as local and regional contacts for tribes, families and RAIOS, organize outreach and represent the division at tribal meetings, conferences and cultural gatherings.

There are currently 60 tribal child support programs in the nation, with one more in start-up phase. Eight of these programs are in Washington state and are providing full child support services, including: paternity establishment; location and identification of individuals; withholding of income from tribal businesses or other sources; and order entry and modification of child support orders.

## Highlights

- **State and tribal relationships founded on trust and mutual respect** have led to increased understanding, shared vision and improved services to children and families.
- **Tribes and states around the nation continue to recognize DCS** for its efforts to partner with tribes in Washington and with those from neighboring states (i.e. Nez Perce and Coeur d'Alene, Idaho; Central Council Tlingit and Haida Indian Tribes of Alaska).

### More information:

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(11/2020)

# Division of Disability Determination Services

Washington State Department of Social and Health Services  
Economic Services Administration

## Program Description

Within the Department of Social and Health Services' Economic Services Administration, the Division of Disability Determination Services (DDDS) makes determinations for individuals applying for Title II Social Security Disability (SSDI), Title XVI Supplemental Security Income benefits (SSI), and Title XIX State Medical Assistance claims.

## Overview

DDDS provides medical eligibility determination for claims filed to the Social Security Administration for disability benefits by the citizens of Washington State. The division serves Washington residents of all ages who meet the requirements under Section 221 (b) of the Social Security Act. DDDS has an annual budget of \$51 million federal dollars. In 2019, DDDS served 79,279 individuals.

### Program impact:

In federal fiscal year 2019, DDDS processed:

- 38,267 Title II-SSDI disability decisions.
- 39,242 Title XVI-SSI disability decisions.
- 1,770 Title XIX State Medical Assistance disability decisions.

### March 2020:

- 192,700 Washingtonians receive an average of \$1,152 a month in Social Security Disability Insurance benefits, bringing \$222 million a month into communities throughout the state.
- 128,823 Washingtonians receive an average of \$595 a month in SSI benefits, bringing \$76.7 million a month into communities throughout the state.

#### More information:

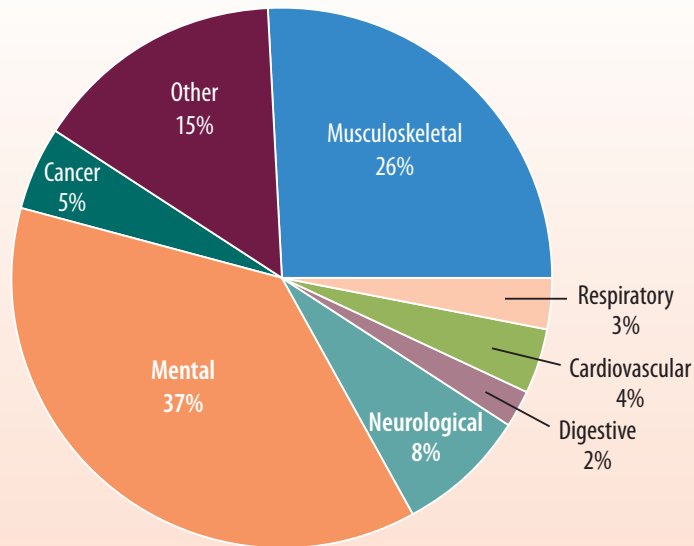
James Shuck, Division Resource  
Manager | Phone: 360.664.7440  
Email: james.shuck@ssa.gov



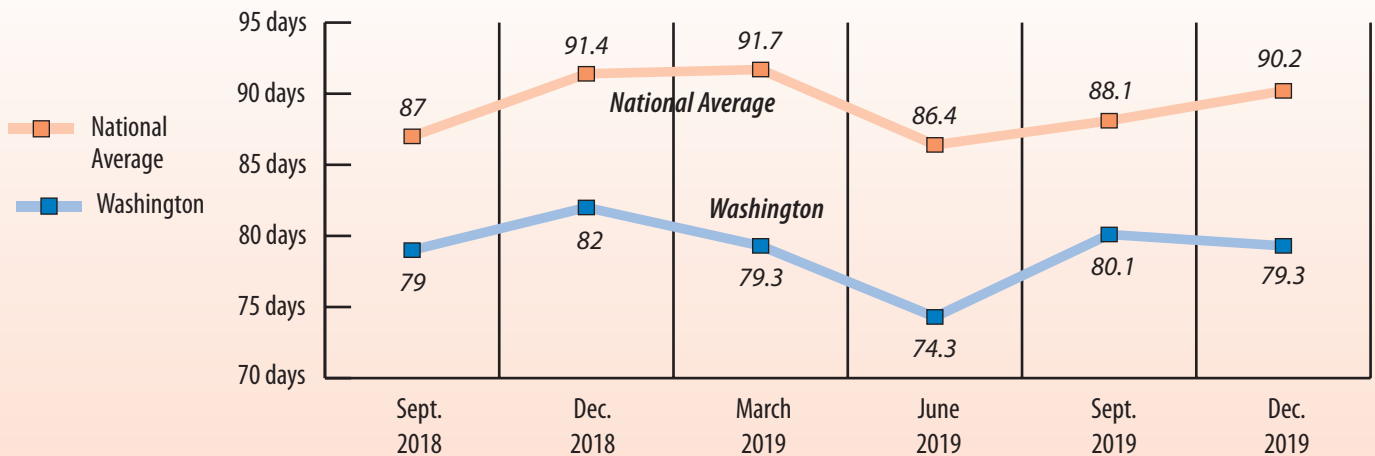
Transforming lives

(9/2020)

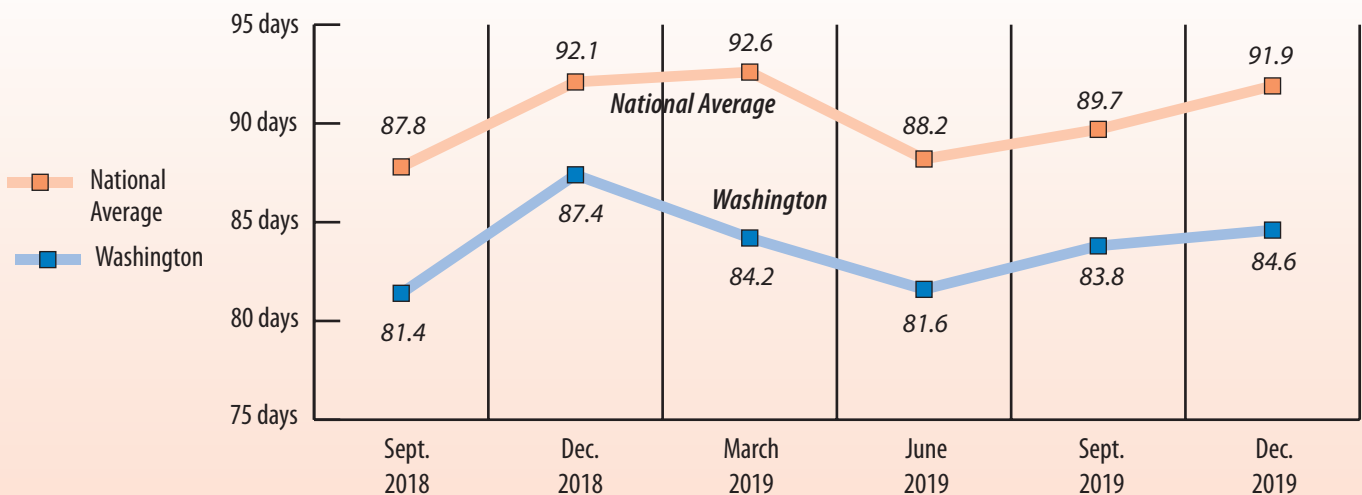
## 2019 Decisions by Body System



## DDS Title II Processing Time (days)



## DDS Title XVI Processing Time (days)





# Domestic Violence Victim Services

Washington State Department of Social and Health Services  
Economic Services Administration • Community Services Division

## Program Description

The Department of Social and Health Services' Economic Services Administration's Domestic Violence Victim Services program distributes significant state and federal funding dedicated to providing emergency shelter and supportive services for victims of domestic violence and their dependent children. Domestic violence programs consistently report that DSHS funding is critical to keeping their doors open and providing life-saving services to members of their communities.

Domestic violence is the infliction or threat of physical harm against an intimate partner, and includes physical, sexual, and psychological abuse against the partner, and is a part of a pattern of assaultive, coercive, and controlling behaviors directed at achieving compliance from or control over that intimate partner. It may include, but is not limited to, a categorization of offenses as defined in RCW 10.99.020, committed by one intimate partner against another.

Services are provided through contracts with community-based agencies and local government agencies and include:

- Safety planning, crisis intervention and crisis helplines, emergency shelter, individual advocacy, legal advocacy, support groups, child care assistance during advocacy and support group sessions, age appropriate supportive services and resources for children and youth residing in emergency shelter, emergency transportation assistance, information and referrals, community education and prevention activities.

The majority of service recipients receive non-shelter based services such as advocacy, assistance with protection orders and other legal issues, and access to support groups.

Contracted domestic violence agencies provide services to individuals and their dependent children hurt or harmed by domestic violence. Education and outreach activities are conducted with community groups and individuals interested in learning about domestic violence, available services, and prevention.

## Highlights in 2019

- Local domestic violence programs served a total of 25,016 victims and their children, of whom 5,096 received emergency shelter based services and 19,920 received non-shelter based services.
- 39 domestic violence shelter programs provided 230,906 shelter bed-nights to victims and their families. Victims stayed in shelter an average of 45 days.

### More information:

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(10/2020)



# Employment and Training

Washington State Department of Social and Health Services  
Economic Services Administration  
Community Services Division

## Program Description

The Department of Social and Health Services' Economic Services Administration's employment and training programs, in partnership with other state agencies and partners, focus on supporting individuals and families in building their skills and fully making use of their talents through employment and/or education and training. Each program is tailored to serve a particular target population based on eligibility to other assistance programs. Participants are eligible for support services with a focus on bolstering engagement by reducing barriers, such as assisting with transportation and accessing quality child care.

ESA strives to align its employment and training programs with other programs and services implemented under the Workforce Innovation and Opportunity Act (WIOA), which allows partner agencies that administer education, employment, and training programs to leverage resources and coordinate approaches to help workers and job seekers, including youth (age 16-24 years old) and adults with low incomes, acquire skills and credentials that meet employers' needs. Partners include local Workforce Development Councils (WDCs), community-based organizations (CBOs) and fellow state agencies.

Providing participants access to these supports increases the ability of Washington state residents, employers, and communities to realize their full economic and social potential and overall well-being:

- **Helping parents prepare and go to work.** WorkFirst is for families receiving Temporary Assistance for Needy Families (TANF) or State Family Assistance (SFA). WorkFirst provides families with opportunities to engage in work activities that support financial stability and resilience through partnerships with Employment Security Department, State Board of Community and Technical Colleges, Department of Commerce, and CBOs.
- **Connecting job seekers to education, employment and training.** Basic Food Employment and Training (BFET) is Washington's Supplemental Nutrition Assistance Program (SNAP) Employment and Training program. It is available to SNAP recipients not eligible for TANF/SFA or the state funded Food Assistance Program (FAP) who are ready to engage in Employment and Training activities. BFET, in collaboration with the State Board of Community and Technical Colleges and CBOs, provides recipients the opportunity to increase their skills through training and education to improve their employment prospects and financial well-being.
- **Providing opportunities immediately.** Employment Pipeline is a DSHS-administered program that employs navigators to quickly connect individuals receiving DSHS services to employment opportunities. Navigators work with local workforce development partners and WorkSource to identify opportunities that fit the job seeker's skill level, need and readiness, and provide up to one year of post-employment support to help ensure success for the individual and their employer.

## Highlights

- **62 percent of clients remained employed** a year after exiting the BFET program.
- **75 percent of WorkFirst families participate** in work or training activities that strengthen their skillsets.
- **Washington's BFET program is a national model** for SNAP employment and training services.

### More information:

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Transforming lives

(10/2020)

# A Washington Without Poverty and Injustice

Washington State Department of Social and Health Services  
Economic Services Administration

## A Washington Without Poverty and Injustice

ESA transforms lives by connecting children, adults and families to the resources and opportunities that help them reach their full potential in life. A strong foundation of trusting relationships, a safe and stable home, abundant and nutritious food, with the building blocks of opportunity we all need to succeed – a high-quality education from cradle to career, a job that pays a living wage and healthy communities to support how we live, love, work and play. ESA works with state and local partners to provide essential services like cash, food, medical and housing assistance as well as education, employment and job training opportunities to two million Washingtonians annually.

The sheer number of Washingtonians served by ESA each year is indicative of deeper, systemic challenges – too many Washingtonians are living on a faulty foundation that threatens our collective well-being and progress as a state. **In 2019, conservative estimates show that over 1.8 million Washingtonians – over 500,000 of them children – had difficulty making ends meet.** Indigenous, Black and Brown communities experience the undue burden of poverty in our state, and structural racism intersects with other forms of systemic inequality to produce disparities in poverty rates among single parents with young children, youth, the LGBTQ community, rural families, people with disabilities, and immigrants and refugees. These estimates reflect conditions prior to the social, economic and health crises brought on by COVID-19. **With the steep rise in unemployment, emerging estimates show that poverty could reach its highest level in 50 years<sup>1</sup> and significantly deepen racial and geographic inequality.**

### Poverty Rates in Washington Prior to COVID-19

% of people living below 200% of the federal poverty level in 2019

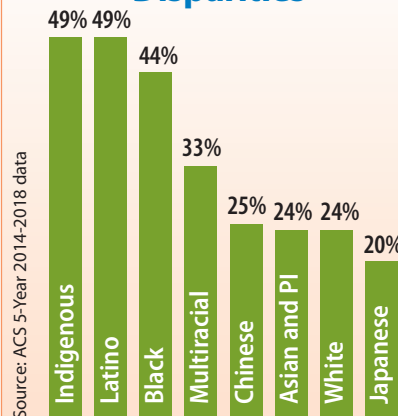
#### Overall Trends

The number of Washingtonians living in poverty decreased between 2018 and 2019.

2018	<b>1.81 M</b>
2019	<b>1.75 M</b>

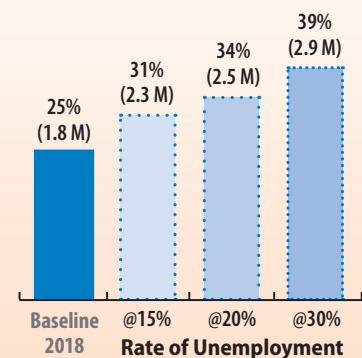
Decrease

#### Racial and Ethnic Disparities



### Projected Increases in Poverty Due to Rising Unemployment

#### Poverty Rises in Tandem with Increases in Unemployment



## ESA 2025 Goal and State Poverty Reduction Efforts

Systemic poverty, structural racism and inequality undermine the well-being of children, adult, and families, preventing us from reaching our full potential as a state. Indeed, the weight of the evidence shows there is a causal relationship between income, poverty and negative child outcomes in education, health, juvenile and criminal justice, child welfare and future employment.<sup>2</sup> The cost of child poverty is so great that estimates suggest that *(Continued on next page.)*

<sup>1</sup> Parolin, Z. & Christopher Wimer (April 2020) Forecasting Estimates of Poverty during the COVID-19 Crisis. Center on Poverty and Social Policy at Columbia University Policy Brief

<sup>2</sup> National Academies of Sciences, Engineering, and Medicine 2019. A Roadmap to Reducing Child Poverty. Washington, DC: The National Academies Press. <https://doi.org/10.17226/25246>.

#### More information:

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[DismantlePovertyinWA.com](http://DismantlePovertyinWA.com)

every \$1 spent on reducing it yields \$7 in return. **The well-established benefits of reducing poverty and inequality inspired ESA in DSHS to establish a 2025 goal to reduce poverty by half in a way that eliminates disparities.**

As part of our 2025 goal efforts, we are proud to co-lead Governor Inslee's Poverty Reduction Work Group, which recently created the 10-year Plan to Reduce Poverty and Inequality (available at [www.dismantlepovertyinwa.com](http://www.dismantlepovertyinwa.com)). The eight strategies and 56 recommendations in the 10-year Plan are data-driven and grounded in evidence and informed by a steering committee consisting of people experiencing poverty, whose expertise guided our priorities. **As poverty increases in the wake of COVID-19, the 10-year Plan serves a blueprint for an equitable economic recovery and long-term economic growth.**

Strategies in the 10-Year Plan to Reduce Poverty and Inequality	
<b>Strategy 1</b> – Understand structural racism and historical trauma, and take action to undo their harmful effects in policy and programs.	<b>Strategy 5</b> – Address the urgent needs of people experiencing homelessness, violence, mental illness and/or addiction.
<b>Strategy 2</b> – Make equal space in decision-making for people and communities most affected by poverty and inequality.	<b>Strategy 6</b> – Build an integrated human service continuum of care that addresses the holistic needs of children, adults and families.
<b>Strategy 3</b> – Target equitable education, income growth and wealth-building opportunities for people with low incomes.	<b>Strategy 7</b> – Decriminalize poverty and reduce reliance on the child welfare, juvenile justice and criminal justice systems.
<b>Strategy 4</b> – Strengthen health supports across the life span to promote the intergenerational well-being of families.	<b>Strategy 8</b> – Ensure a just and equitable transition to the future of work.

## 2021-23 Priorities to Achieve the 2025 Goal

Investments in health and human services are essential to an equitable economic recovery and long-term, inclusive economic growth. Recent estimates show that the recent CARES Act from Congress stabilized poverty rates in the wake of COVID-19 and prevented a deeper recession from occurring so far.<sup>3</sup> As the CARES Act funding expires, it is essential Washington state leverage all federal and state resources to mitigate the economic downturn on children, adults and families, and make a sizable down payment on an equitable and inclusive economy in the long-term.

**ESA priorities for the upcoming legislative and budget cycle include:**

**1. Set a foundation for equitable economic recovery by:**

- Supporting and expanding the role of the Steering Committee to Governor Inslee's Poverty Reduction Workgroup to influence policy, program and funding decisions.
- Adopting a definition and measure of recovery that holds the state accountable to long-term, equitable and inclusive economic growth.

**2. Sustain and expand investments in health and human services to mitigate the effects of COVID-19, including:**

- Continuing investment in COVID-19 related changes to the Temporary Assistance for Needy Families Program, State Food Assistance Program and programs serving immigrants and refugees.
- Leveraging existing programs to provide cash, food, housing and medical assistance to keep Washingtonians food secure, safe and stably housed, and able to obtain medical care when needed.

**3. Establish an economic floor that guarantees all children, adults and families have their foundational needs met unconditionally by:**

- Adopting a standard of need for the state that reflects the actual costs of what it takes to make ends meet for individuals and families.
- Prototyping a new state program that leverages the combination of wages, employer benefits, public assistance and tax credits to ensure an economic floor.

**4. Adopt the 10-Year Plan to Reduce Poverty and Inequality as the state's long-term economic recovery plan.**

- The 10-Year Plan makes recommendations that mitigate the experience of poverty and reduce the overall incidence of poverty. As such, the plan is a blueprint for how to make progress toward an equitable, inclusive economy in the wake of the social, economic and health crises initiated by COVID-19.



<sup>3</sup> Zachary Parolin, Megan A. Curran, and Christopher Wimer (June 21, 2020) The CARES Act and Poverty in the COVID-19 Crisis: Promises and Pitfalls of the Recovery Rebates and Expanded Unemployment Benefits. Poverty & Social Policy Brief: v4n8; Center on Poverty and Social Policy at Columbia University

# Program Integrity and Fraud Prevention

Washington State Department of Social and Health Services  
Economic Services Administration

Approximately one in four Washington residents rely on assistance such as cash grants, food, child support, disability determination and supports for transition to employment among other services administered by the Department of Social and Health Services' Economic Services Administration.

As we pursue our shared mission of reducing poverty 50% by 2025, a strong program integrity effort is vital for the public to have trust and confidence that ESA programs, policies and processes work together to achieve accurate results for the people we serve. By collaborating with internal and external stakeholders, we improve our processes, identify gaps and balance program integrity risks with timely and equitable recipient access to benefits.

## What are some ways we help prevent fraud?

- **Recipient education** – We explain the allowable use of food and cash benefits using forms such as “Your DSHS Cash or Food Benefits” and the “Client Rights and Responsibilities,” which require recipient signature. These complement the distribution of various messages related to appropriate use of benefits, program requirements and ways to report suspected fraud.
- **Electronic Benefit Transfer card monitoring** – Recipients who receive multiple replacement EBT cards are provided additional information about appropriate card use and their responsibility to keep the card secure, and are informed that transactions are closely monitored for potential trafficking and misuse. We also monitor for out-of-state EBT usage, high balance accounts and inactivity.
- **Fraud Early Detection** – Eligibility staff identify potential or suspected fraud and make a case referral to the Office of Fraud and Accountability for investigation.
- **Risk mitigation services** – Division of Child Support uses risk mitigation services through their banking contract to reduce issuance and liability of forged or fraudulent funds.
- **Administrative data matching** – Approximately two dozen data matching systems are used to cross-check eligibility data elements. This enables us to identify recipients who are deceased or incarcerated and take appropriate action for any open benefits. We also access the National Directory of New Hires to identify recipients with potential unreported income. Many of these systems are integrated within our eligibility system for real-time access when customers apply.
- **Interstate data sharing** – When an interstate match indicates a recipient has received benefits in more than one state, we collaborate with staff in the other state to verify residency and other pertinent case details. This may result in establishment of benefit overpayments or further fraud investigation.
- **Program Disqualification** – We address Intentional Program Violations by asking the recipient to sign a Disqualification Consent Agreement. This eliminates the need to attend an administrative hearing and results in the client agreeing to be barred from receiving program benefits during a penalty period.
- **Online application monitoring** – We review online application activity to flag potentially fraudulent requests for benefits. These are examined to verify legitimacy and prevent erroneous issuances as early as possible as well as improve front-end fraud prevention efforts.

### More information:

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# Office of Refugee and Immigrant Assistance

## Washington State Department of Social and Health Services

Economic Services Administration • Community Services Division

Washington state has a long legacy of welcoming people who are refugees and immigrants. The Department of Social and Health Services' Economic Services Administration's (ESA) Office of Refugee and Immigrant Assistance (ORIA) offers programs and services that make it possible for people who are refugees and immigrants to realize their full potential and contribute to our thriving, diverse communities in Washington state.

### DSHS serves individuals and families by providing client services

**Culturally responsive:** ORIA contracts with more than 70 providers, comprised of refugee resettlement agencies, community-based organizations, ethnically focused organizations, state agencies and education institutions across Washington state to provide culturally and linguistically appropriate services.

**Ensuring success in resettlement:** ORIA seeks opportunities to improve the resettlement process for individuals and families coming to Washington. ORIA offers client services through 14 different programs in four core areas:

- **Refugee Health and Wellness** offers programs that support newly arriving refugees with initial medical screenings, provide culturally responsive mental health services, and offers access to immediate medical care and intensive case management through the Refugee Health Promotion Program.
- **Employment and Training** services are available to help people learn English, get jobs, and gain skills through ORIA's multiple programs, including the WorkFirst Limited English Proficiency (LEP) Pathway Program, the ORIA Basic Food Employment and Training Program for Supplemental Nutrition Assistance Program (SNAP) recipients and the Career Ladder for Educated and Vocationally Experienced Refugees (CLEVER).

### Who is eligible for ORIA services?

- People resettled as refugees in the United States for five years or less.
- People with certain immigration status receiving cash, food or medical assistance.
- People who are English language learners who are receiving cash assistance (Temporary Assistance for Needy Families TANF or State Family Assistance SFA).

### Who are refugees?

The term refugee is a legal status given to people who permanently resettle in the United States as part of a humanitarian program. These individuals have been forced to flee their home country due to a well-founded fear of persecution based on their race, religion, ethnicity, membership in a particular group, or political opinion. They are resettled through the federal U.S. Refugee Admissions Program.

For ORIA services, the term "refugee" also refers to people who have been granted asylum, victims of human trafficking, Amerasians, Cuban-Haitian entrants and people with Special Immigrant Visas (SIV) from Iraq and Afghanistan.

- **Immigration Assistance and Naturalization Services** are offered by specialized immigration legal services organizations, accredited by the Department of Justice, that assist refugees and immigrants with federal applications to become lawful permanent residents (green card holders) or United States citizens.

#### More information:

Sarah Peterson, MSW - Chief, Office of Refugee and Immigrant Assistance - State Refugee Coordinator  
Phone: 360.890.0691 | Email: [petersk@dshs.wa.gov](mailto:petersk@dshs.wa.gov)



Washington State  
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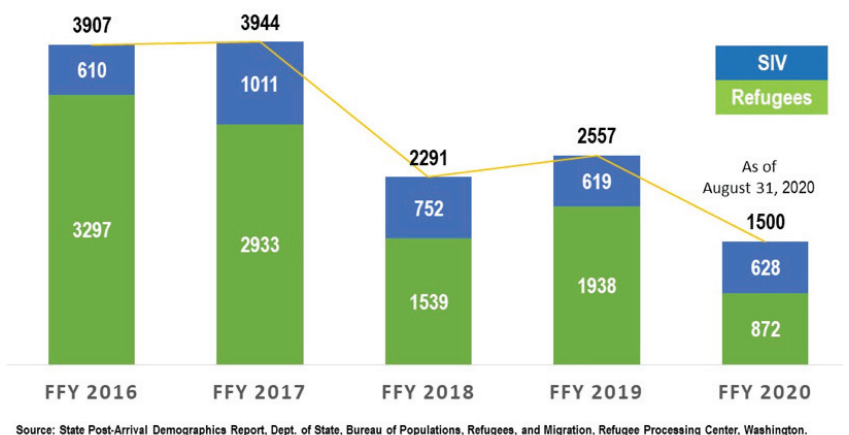
- **Whole Family Services** include the Promoting Refugee Integration, Mobility, and Empowerment Program. Programs support school-age refugee children and their parents with the goal of improving academic performance and integration through the Refugee School Impact Program. Services are available for refugee elders over the age of 60 to support integration and wellness by offering opportunities to connect with their communities and other peers. Specialized services are also available for Unaccompanied Refugee Minors and a specialized Refugee Youth Mentoring Program.

### Where do refugees resettle in Washington?

County	Percentage
King	50%
Snohomish	9%
Pierce	10%
Clark	11%
Spokane	7%
Benton-Franklin	3%
Other Counties	10%

### Washington State Refugee and Special Immigrant Visa (SIV) Arrivals

FFY 2016 to FFY 2020

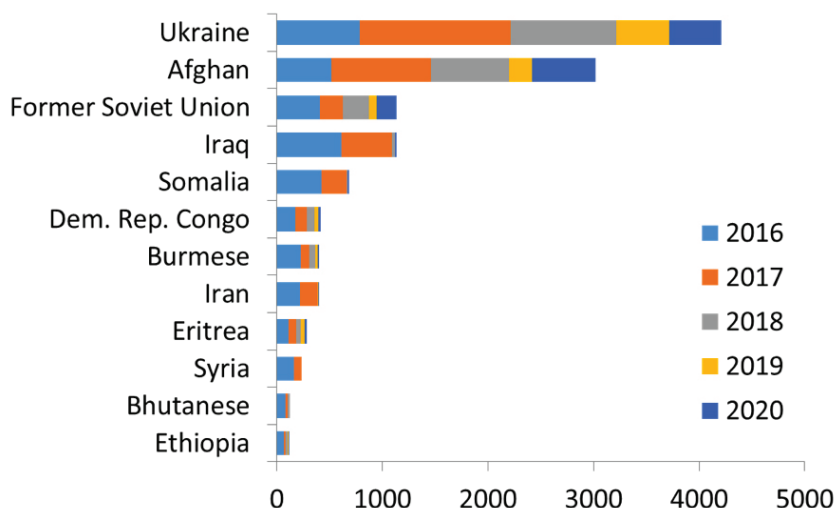


### State Fiscal Year 2019 Results for ORIA programs and services

- Nearly 10,000 refugees and immigrants participate in services every year through ORIA's three largest programs (LEP Pathway Program, Naturalization Services Program, and PRIME program)
- 3,985 refugees and immigrants participated in employment and English as a Second Language services through the WorkFirst LEP Pathway Program.
- 3,196 people received services through the Naturalization Services Program
- 3,085 people participated in case-management services, self-sufficiency workshops, or immigration assistance through the PRIME Program.

### Washington State Refugee Arrivals

Top Countries of Origin  
FFY 2016 - 2020 (YTD)



- 2,296 people received new arrival refugee health screenings.
- 1,157 people became U.S. Citizens through the Naturalization Services Program
- 834 people participated in ORIA BFET Program.
- 592 refugee students and families received specialized services through the Refugee School Impact Program.
- 143 Unaccompanied Refugee Minors in care.

# Refugee Cash Assistance (RCA) and Refugee Medical Assistance (RMA)

Washington State Department of Social and Health Services

Economic Services Administration • Community Services Division

The Department of Social and Health Services' Economic Services Administration's **Refugee Cash Assistance (RCA)** program is a federally funded cash assistance program that provides up to eight months of cash assistance to single and married adults with eligible immigration status, and who do not have children under the age of 18.

**Refugee Medical Assistance (RMA)** is a federally funded medical assistance program available to refugees and eligible immigrants for up to eight months for those who are otherwise ineligible for Washington Apple Health. Since the expansion of Medicaid, less than 1% of all refugee families are ineligible for Washington Apple Health. In an average year, fewer than 50 refugees a year receive RMA.

## DSHS seeks to improve the lives of clients receiving RCA by:

- Ensuring refugees receive consistent referrals to employment, education and social service providers.
- Coordinating across systems, agencies and programs by increasing accountability to advance economic security.

## Who is eligible for RCA?

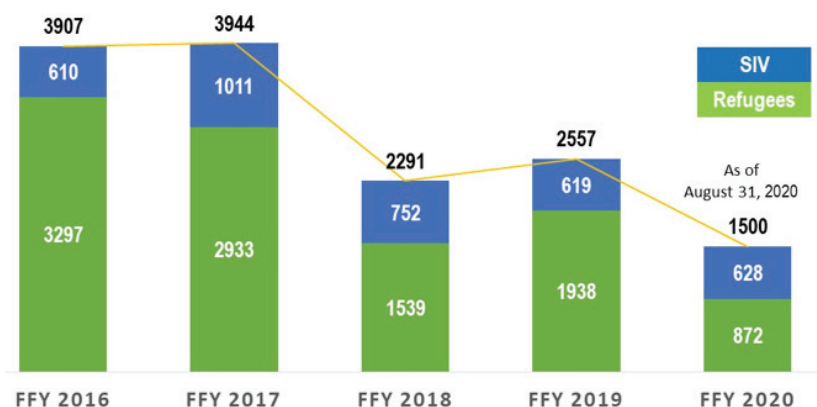
- Refugees
- People granted asylum ("asylees")
- Certified Victims of Human Trafficking
- Amerasians
- Cuban-Haitian Entrants
- Special Immigrant Visa (SIV) holders from Iraq and Afghanistan

## Who are refugees?

Refugees are individuals and families who are unable to return to their home country due to a well-founded fear of persecution based on their race, religion, ethnicity, membership in a particular group or political opinion. They resettle through the federal U.S. Refugee Admissions Program.

### Washington State Refugee and Special Immigrant Visa (SIV) Arrivals

FFY 2016 to FFY 2020



### More information:

Sarah Peterson, MSW - Chief, Office of Refugee and Immigrant Assistance - State Refugee Coordinator  
Phone: 360.890.0691 | Email: [petersk@dshs.wa.gov](mailto:petersk@dshs.wa.gov)



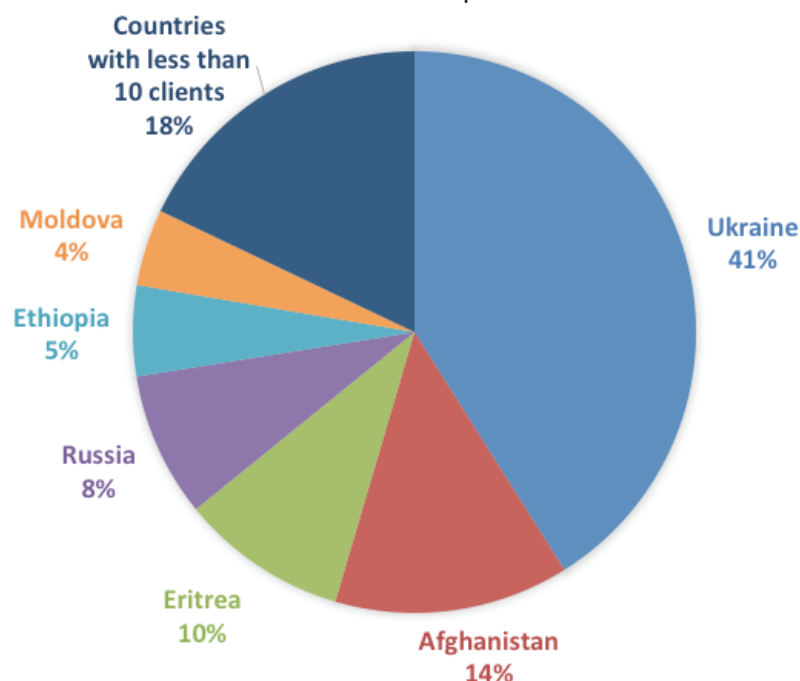
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# Refugee Cash Assistance Facts 2019

## RCA Caseload by Country of Origin

June 2019 Snapshot



## RCA Caseload

2008-2019

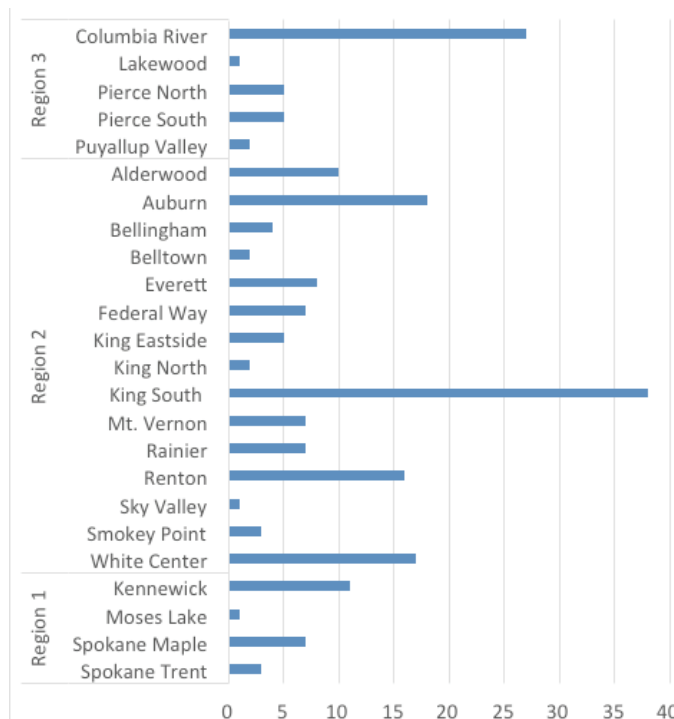
State Fiscal Year	Monthly Average Cases
2008	336
2009	447
2010	605
2011	464
2012	348
2013	414
2014	425
2015	428
2016	454
2017	569
2018	324
2019	211

## Expenditures for State Fiscal Year 2019

Month	Total Caseload	Grant Expenditures	Average Payment Per Case
July	193	\$63,142	\$327.16
August	192	\$63,826	\$332.43
September	206	\$63,453	\$308.02
October	209	\$67,717	\$324.00
November	227	\$73,227	\$322.59
December	232	\$77,522	\$334.15
January	221	\$75,647	\$342.30
February	215	\$72,853	\$338.85
March	217	\$70,848	\$326.49
April	204	\$69,025	\$338.36
May	204	\$63,340	\$310.49
June	209	\$67,079	\$320.95
Average	211	\$68,973	\$326.89

## RCA Caseload by DSHS Region and Community Service Office of Issuance

June 2019 Snapshot





# Temporary Assistance for Needy Families and State Family Assistance

Washington State Department of Social and Health Services

Economic Services Administration • Community Services Division

## Program Description

The Department of Social and Health Services' Economic Services Administration's Temporary Assistance for Needy Families and State Family Assistance programs provide cash assistance to parents/caregivers with children and pregnant individuals to bolster their ability to meet their families' foundational needs. These programs also offer families the opportunity to access employment and training-related activities that assist them on their way to reaching their potential and fully contributing to their communities.

We provide the tools and resources to support well-being through:

- **Cash assistance to help children and families meet basic needs.** TANF/SFA provides a small amount of cash each month to increase a family's ability to purchase the things we all need to thrive, including a safe home, healthy food, reliable transportation and school supplies. The average benefit for a family is \$13.59 per day, a small contribution toward the costs of meeting a family's basic needs.
- **Building a stable foundation so parents have access to good jobs.** One-quarter (26%) of people receiving TANF/SFA need support to build a stable foundation prior to seeking employment. TANF/SFA case managers connect children and families to services that help them even out rough terrain, such as mental health services, family violence counseling and/or substance use treatment.
- **Employment and training opportunities through WorkFirst.** TANF/SFA case managers connect parents and caregivers to education, job training and employment opportunities through WorkFirst, a partnership between DSHS, Employment Security Department, State Board of Community and Technical Colleges and Department of Commerce as well as many community-based organizations.
- **Gateways to financial opportunity.** TANF/SFA is an important gateway to many opportunities that provide a stable foundation for children and families, including health care, safe homes and early learning opportunities that help children develop strong brains and bodies.

## Highlights

- **75% of WorkFirst participants take part** in work or training activities that strengthen their skillsets.
- **74% of people who exit TANF remain off** the program for at least a year.
- **In FY 2019, 52% of families exiting TANF in Washington reported leaving** due to reaching financial stability.
- **73% of all TANF/SFA recipients are children.**

### More information:

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# TANF and SFA Facts

## Trends

The number of people served by TANF and SFA has dropped since 2010.

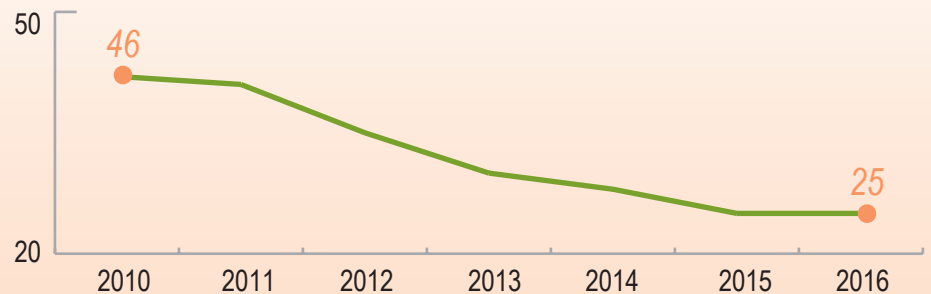
FY 2010 **156,317**

FY 2019 **55,874**

Decrease

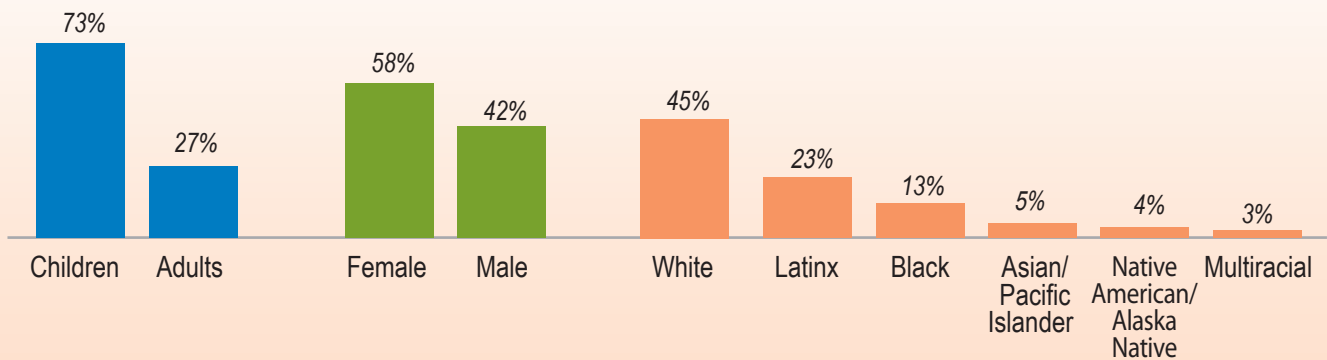
## Meeting the Need

The ability of the TANF program to meet the need for assistance has weakened over time. In 2016, 25 families were served by TANF for every 100 families living below the poverty level, dropping from 46 families in 2010.



## Characteristics of People Served

Children, females and people who racially identify as white make up the majority of the caseload.



## Average Benefit

The average benefit for a family receiving TANF.

**\$446.37**  
per month

## Average Length of Stay

Two-parent households exit TANF at twice the rate of single-parent households.



## Budget

TANF accounted for less than 1% of state spending in the 2017-2019 biennium.

