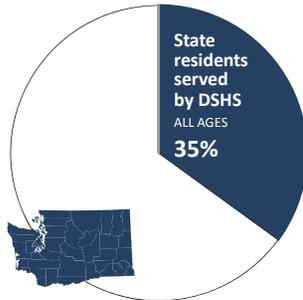
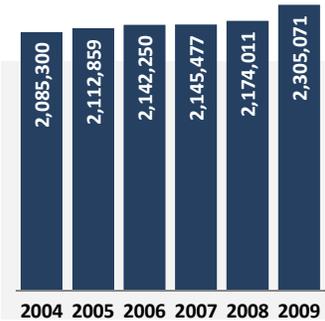


Percent of state residents receiving DSHS services

2,305,071 of 6,668,200 TOTAL, SFY 2009

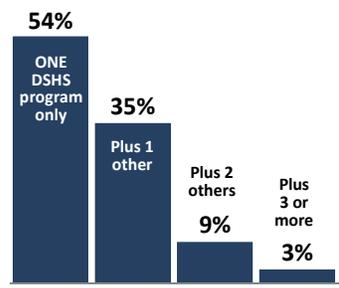


Social and health services client trend



Clients often use many services

In SFY 2009 percent of total clients using multiple types of social and health services



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Report Number 11.176.00009

Our impact on poverty, safety, health status, and educational and employment success

2009 CLIENT SERVICE COUNTS

The Department of Social and Health Services is Washington's umbrella agency for people who turn for help in times of need. Annually, 2.2 million people—one-third of the state's residents—receive services through DSHS. In State Fiscal Year 2009, the number served was **2,305,071**; the average cost per client was **\$3,838**.

Long term care for vulnerable adults

Through the DSHS Aging and Disability Services Administration's Aging and Adult Services, low-income frail elderly and disabled people over age 17 receive a menu of services that helps them remain in their own homes and community when possible. Clients are assisted with self-care, nutritional meals and medication management. Vulnerable adults seek services through field offices across the state and at local community service agencies. Homes—adult family homes, boarding homes and nursing homes—are licensed, inspected and monitored for safety and resident well-being. *70,049 clients, average client cost = \$ 19,140*

Solutions for children and families

Families learn to develop strong and healthy ties with support from DSHS and its community-based and private organization partnerships. Workers investigate allegations of child abuse and neglect and work to preserve families, but if necessary for the safety of children, work with family members, the court system, law enforcement and other community members to choose temporary, out-of-home placements. These partnerships assist foster families, provide adoption services and provide family-focused services so parents and caregivers can overcome substance abuse and improve parenting skills. The Children's Administration licenses and inspects foster homes. *281,227 clients, average client cost = \$1,488*

Help for alcohol and substance abuse

Adults and youth have access to prevention services and treatment services for alcohol and other drug use, and problem gambling through the Division of Behavioral Health and Recovery. State-funded treatment and aftercare services are available for those who qualify. The division contracts with counties, tribes and service agencies to serve youth and adults who are unable to fully pay treatment costs. *71,910 clients, average client cost = \$1,758*

Number of clients receiving major social and health services

SFY 2009

Total Clients = 2,305,071

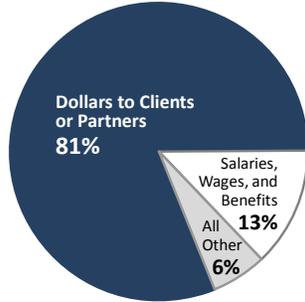
DSHS Client Services Database

NOTE: Since many clients receive more than one service, the sum of the categories shown at right will exceed the total number of clients served by the program.

Economic Services	1,747,080
Medical Assistance	1,337,182
Children's Administration	281,227
Mental Health Division	121,622
Alcohol and Substance Abuse	71,910
Aging and Adult Services	70,049
Developmental Disabilities	42,402
Vocational Rehabilitation	22,973
Juvenile Rehabilitation	3,289

NOTE: CSDB identifies service use information and expenditures specific to each DSHS client. Costs that cannot be assigned to individual clients are not included—such as facilities, licensing, admin, outreach, prevention, fraud investigation, community block grants, and cost recoveries.

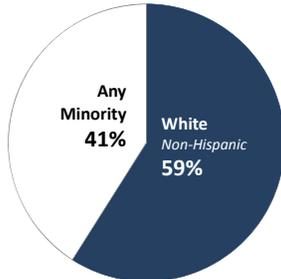
Most DSHS spending goes to clients and providers



SOURCE: Financial Services Administration

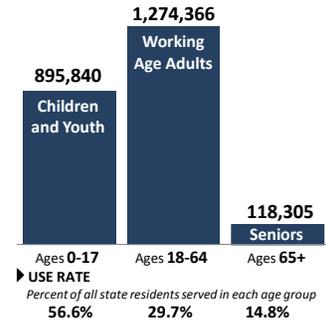
Client race | ethnicity

SFY 2009, Excluding clients who receive only Child Support Enforcement Services



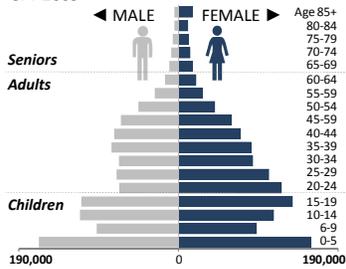
Client age distribution

SFY 2009



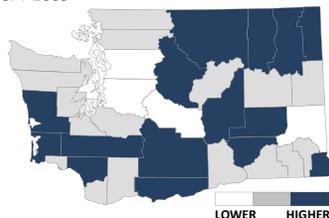
Age and gender, 5-yr intervals

SFY 2009



Highest rate is in rural areas

SFY 2009



Care for people with developmental disabilities

People with disabilities resulting from mental retardation, epilepsy, cerebral palsy, autism or similar neurological conditions that originated before adulthood can receive support services and work and social opportunities through the Division of Developmental Disabilities. Children under age 6 may receive services if they have Down Syndrome or other types of developmental delays. *42,402 clients, average client cost = \$20,463*

A means to economic independence

Through the Economic Services Administration, low-income families and individuals receive DSHS services and aid that help them meet their basic needs and achieve economic independence. This help includes cash, food and medical assistance, work-focused services, child care, and social services. ESA also ensures parents provide financial and medical support to their children through child support enforcement. *1,747,080 clients, average client cost = \$1,065*

Rehabilitation for juvenile offenders

Some adjudicated youth are sentenced to time in a Juvenile Rehabilitation Administration facility. The majority receive intervention and treatment for two or more disorders: mental health, chemical dependency, cognitive impairment, sexual offending/misconduct and medical fragility. Virtually all JRA youth spend a period of time on parole when released from residential care. Parole ranges from 20 weeks (low through medium risk youth), to 6 months (highest risk youth), and 24 to 36 months (some sex offenders). About 600 youth and families receive parole services on any given day. Specialized treatment services are also provided as necessary. *3,289 clients, average client cost = \$23,155*

Access to medical care

Low-income clients can receive essential medical care through three major programs—Medicaid, Apple Health for Kids, and Medical Care Services. These programs are administered by the Health and Recovery Services Administration’s Medical Assistance program. Medicaid and Apple Health for Kids account for about 97 percent of HRSA’s medical expenses. *1,337,182 clients, average client cost = \$2,632*

Treatment for mental illness

Adults and children with significant mental illnesses can receive care and treatment through the DSHS Health and Recovery Services Administration Division of Behavioral Health and Recovery. Community based services are primarily delivered through contracts with Regional Support Networks. The networks coordinate mental health services offered within their service area and contract with community mental health agencies for local services. In addition, some services are contracted directly between the state and local providers. The state also directly operates three psychiatric hospitals, two for adults and one for children. *121,622 clients, average client cost = \$4,859*

Jobs for clients with disabilities

Vocational assistance and job support are available for people who want to work, but have difficulty with employment due to a physical, sensory, cognitive, or mental disability. Clients are engaged in identifying vocational strengths and understanding the steps that lead to employment. *22,973 clients, average client cost = \$2,016*