

Housing and
Essential
Needs
(HEN)
Referral

SFY

2018

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

ESA Briefing
Book

Table of Contents

Housing and Essential Needs (HEN) Referral Program Overview	3
Selected HEN Referral Program Overview, SFY 2017 and SFY 2018	4
HEN Referral Clients by Month, 2018.....	5
HEN Referral Adult Clients Exiting to Other Programs, SFY 2018	6
Clients by DSHS Region and CSO of Issuance and Residence, June 2018 Snapshot.....	7
Clients by Home and Community Services Offices (HCS), June 2018 Snapshot.....	12
Clients by County of Residence, June 2018 Snapshot	14
HEN Referral Client Demographics, June 2018 Snapshot	15

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 are unable to work for at least 90 days due to a physical incapacity, mental incapacity, or substance use disorder² and are ineligible for Aged, Blind, or Disabled (ABD) cash assistance. 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 for this program, including the eligibility criteria, funding sources, and services/benefits provided, is available [here](#).

Highlights

In SFY 2018, the HEN Referral program served a monthly average of 5,930 clients, a 12.3% decrease from SFY 2017 (6,759 clients). The June 2018 snapshot data shows the majority of HEN Referral recipients are male (59.0%), non-Hispanic white (68.6%), and never married (56.9%). The average age of HEN Referral recipients was 41.3 years.

Technical Notes

DATA SOURCES: Data Sources: Data for this chapter was based on the ESA ACES database as of August 2018.

DATA NOTES:

- Percentages may not add up to presented totals due to rounding.

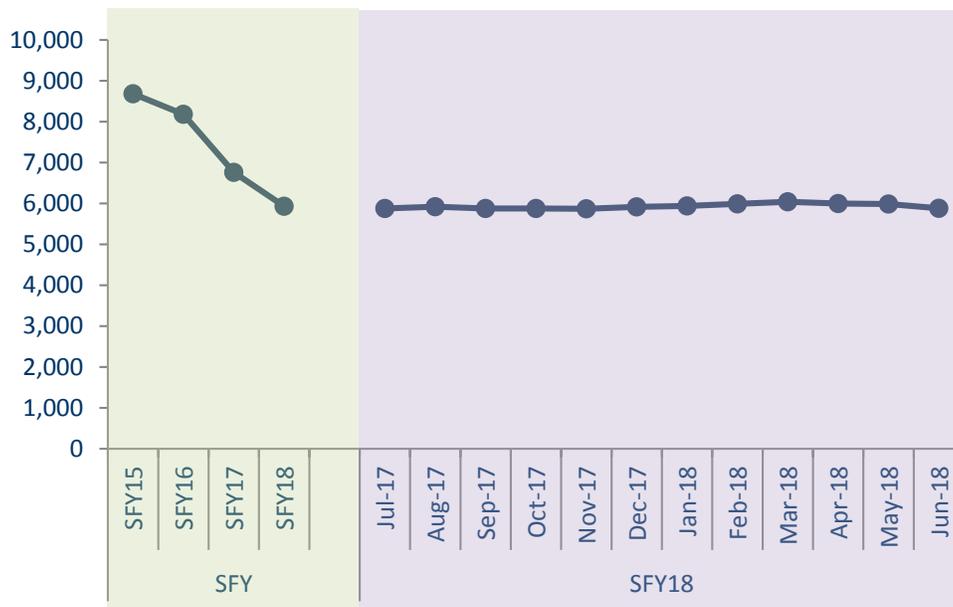
¹ During the 2013 legislative session, the Legislature passed Substitute House Bill 2069, which created the HEN Referral program effective January 1, 2014. Up until that point, potential HEN eligibility was linked to the Medical Care Services (MCS) program.

² [Engrossed Substitute House Bill 2667](#) expanded eligibility for the Housing and Essential Needs (HEN) program to include individuals who are primarily incapacitated due to a substance use disorder effective March 13, 2018.

Selected HEN Referral Program Overview, SFY 2017 and SFY 2018

	SFY 2017 (July 2016-June 2017)	SFY 2018 (July 2017-June 2018)	Change	
Average Number of Persons per Month (Range)	6,759 (5,971 - 7,575)	5,930 (5,868 – 6,038)	-12.3% (Decrease)	↓
State Population	7,310,300	7,427,600	1.6% (Increase)	↑
Recipients as a Percent of State's Total Population	<0.1%	<0.1%	No Change	=
State Population Age 18 and Over	5,660,730	5,760,666	1.8% (Increase)	↑
Recipients as a Percent of State's Population 18 and Over	0.1%	0.1%	No Change	=

HEN Referral Clients by Month, 2018



SFY	Mo. Avg. Persons	SFY	Mo. Avg. Persons
2011	N/A	2015	8,681
2012	N/A	2016	8,181
2013	N/A	2017	6,759
2014 ³	7,712	2018	5,930

SFY 2018	Persons
July	5,877
August	5,918
September	5,875
October	5,875
November	5,868
December	5,914
January	5,940
February	5,989
March	6,038
April	5,996
May	5,985
June	5,881
Mo. Avg.	5,930

³ 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 Adult Clients Exiting to Other Programs, SFY 2018

SFY 2018	Total HEN Referral Adults ⁴	During Subsequent Month Being Reported									
		Adults Remaining on HEN Referral		Adults Moving to ABD		Adults Moving to SSI		Adults Moving to Other Cash Program		Adults Exiting HEN Referral	
		# of Clients	Percent	# of Clients	Percent	# of Clients	Percent	# of Clients	Percent	# of Clients	Percent
July	5,877	5,222	88.9%	142	2.4%	19	0.3%	0	0.0%	496	8.4%
August	5,918	5,186	87.6%	152	2.6%	40	0.7%	0	0.0%	543	9.2%
September	5,875	5,143	87.5%	143	2.4%	46	0.8%	0	0.0%	545	9.3%
October	5,875	5,155	87.7%	156	2.7%	26	0.4%	0	0.0%	538	9.2%
November	5,868	5,243	89.3%	137	2.3%	33	0.6%	0	0.0%	456	7.8%
December	5,914	5,231	88.5%	163	2.8%	24	0.4%	0	0.0%	499	8.4%
January	5,940	5,281	88.9%	164	2.8%	24	0.4%	0	0.0%	472	7.9%
February	5,989	5,299	88.5%	164	2.7%	32	0.5%	0	0.0%	495	8.3%
March	6,038	5,314	88.0%	170	2.8%	31	0.5%	0	0.0%	524	8.7%
April	5,996	5,263	87.8%	168	2.8%	32	0.5%	0	0.0%	534	8.9%
May	5,985	5,252	87.8%	152	2.5%	38	0.6%	0	0.0%	543	9.1%
June	5,881	5,176	88.0%	129	2.2%	33	0.6%	0	0.0%	543	9.2%
Mo. Avg.	5,930	5,230	88.2%	153	2.6%	31.5	0.5%	0	0.0%	516	8.7%

⁴ These are clients who received HEN Referral services during the reporting month. Additional columns in the table represent programs the client received in the subsequent month.

Clients by DSHS Region and CSO of Issuance and Residence, June 2018 Snapshot

The following pages detail HEN Referral clients, June 2018 snapshot, by both the CSO of Issuance and CSO of Residence.

- CSO of Issuance: Based on the location from which benefits were issued. While most benefits are issued through ESA’s Community Service Offices (CSO), benefits may be issued by Customer Service Contact Centers (CSCC), Port Gamble S’Klallam Tribe (PGST), or Home and Community Service Offices (HCS) within DSHS’s Aging and Long-Term Support Administration.
- CSO of Residence: Based on the CSO coverage area in which a client lives.

Overview	CSO of Issuance		CSO of Residence	
	# of Clients	% of State Total	# of Clients	% of State Total
Region 1 CSOs	1,293	22.0%	1,294	22.0%
Region 2 CSOs	2,449	41.6%	2,448	41.6%
Region 3 CSOs	2,135	36.3%	2,136	36.3%
CSCCs & PGST	2	<0.1%	N/A	
HCS	2	<0.1%	N/A	
Not Reported / Unidentifiable	0	0.0%	3	<0.1%
State Total	5,881	100.0%	5,881	100.0%

Clients by DSHS Region and CSO of Issuance and Residence, June 2018 Snapshot (continued)

Region 1 CSO	CSO of Issuance		CSO of Residence	
	# of Clients	% of State Total	# of Clients	% of State Total
CLARKSTON	19	0.3%	18	0.3%
COLFAX	12	0.2%	13	0.2%
COLVILLE	37	0.6%	36	0.6%
ELLENSBURG	29	0.5%	29	0.5%
GOLDENDALE	10	0.2%	11	0.2%
KENNEWICK	116	2.0%	113	1.9%
MOSES LAKE	68	1.2%	68	1.2%
NEWPORT	13	0.2%	12	0.2%
OKANOGAN	55	0.9%	55	0.9%
REPUBLIC	5	<0.1%	8	0.1%
SPOKANE MAPLE	327	5.6%	339	5.8%
SPOKANE TRENT	276	4.7%	268	4.6%
SUNNYSIDE	19	0.3%	15	0.3%
TOPPENISH	26	0.4%	25	0.4%
WALLA WALLA	34	0.6%	35	0.6%
WENATCHEE	67	1.1%	69	1.2%
WHITE SALMON	4	<0.1%	5	<0.1%
YAKIMA	176	3.0%	175	3.0%
Region 1 Total	1,293	22.0%	1,294	22.0%

Clients by DSHS Region and CSO of Issuance and Residence, June 2018 Snapshot (continued)

Region 2 CSO	CSO of Issuance		CSO of Residence	
	# of Clients	% of State Total	# of Clients	% of State Total
ALDERWOOD	125	2.1%	121	2.1%
AUBURN	153	2.6%	151	2.6%
BELLINGHAM	184	3.1%	185	3.1%
BELLTOWN	217	3.7%	215	3.7%
CAPITOL HILL	148	2.5%	145	2.5%
EVERETT	303	5.2%	302	5.1%
FEDERAL WAY	101	1.7%	100	1.7%
KING EASTSIDE	130	2.2%	133	2.3%
KING NORTH	217	3.7%	226	3.8%
KING SOUTH	214	3.6%	208	3.5%
MT VERNON	69	1.2%	68	1.2%
OAK HARBOR	30	0.5%	32	0.5%
RAINIER	155	2.6%	159	2.7%
RENTON	82	1.4%	82	1.4%
SKY VALLEY	34	0.6%	32	0.5%
SMOKEY POINT	129	2.2%	131	2.2%
WHITE CENTER	158	2.7%	158	2.7%
Region 2 Total	2,449	41.6%	2,448	41.6%

Clients by DSHS Region and CSO of Issuance and Residence, June 2018 Snapshot (continued)

Region 3 CSO	CSO of Issuance		CSO of Residence	
	# of Clients	% of State Total	# of Clients	% of State Total
ABERDEEN	142	2.4%	143	2.4%
BREMERTON	136	2.3%	132	2.2%
CHEHALIS	130	2.2%	130	2.2%
COLUMBIA RIVER	342	5.8%	348	5.9%
FORKS	4	<0.1%	3	<0.1%
KELSO	256	4.4%	250	4.3%
LAKEWOOD	125	2.1%	128	2.2%
LONG BEACH	30	0.5%	29	0.5%
OLYMPIA	264	4.5%	270	4.6%
PIERCE NORTH	178	3.0%	181	3.1%
PIERCE SOUTH	156	2.7%	153	2.6%
PORT ANGELES	90	1.5%	92	1.6%
PORT TOWNSEND	15	0.3%	16	0.3%
PUYALLUP VALLEY	143	2.4%	142	2.4%
SHELTON	102	1.7%	100	1.7%
SOUTH BEND	11	0.2%	11	0.2%
STEVENSON	11	0.2%	8	0.1%
Region 3 Total	2,135	36.3%	2,136	36.3%

Clients by DSHS Region and CSO of Issuance and Residence, June 2018 Snapshot (continued)

Customer Service Contact Centers (CSCC)	CSO of Issuance	
	# of Clients	% of State Total
CUSTOMER SVC CENTRAL	0	0.0%
CUSTOMER SVC NE	0	0.0%
CUSTOMER SVC NW	0	0.0%
CUSTOMER SVC SW	0	0.0%
CUSTOMER SVC SO SOUND	1	<0.1%
CUSTOMER SERV LTC	0	0.0%
CUSTOMER SVC WASHCAP	1	<0.1%
CSCC Total	2	<0.1%

Clients by Home and Community Services Offices (HCS), June 2018 Snapshot

Home and Community Service Offices (HCS) – Region 1	HCS of Issuance	
	# of Clients	% of State Total
CLARKSTON HCS OFFICE	0	0.0%
COLVILLE HCS OFFICE	0	0.0%
ELLENSBURG HCS OFFICE	0	0.0%
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%
WAPATO HCS	0	0.0%
WENATCHEE HCS OFFICE	0	0.0%
YAKIMA HCS OFFICE	0	0.0%
Region 1 Total	0	0.0%

Home and Community Service Offices (HCS) – Region 2	HCS of Issuance	
	# of Clients	% of State Total
ALDERWOOD HCS OFFICE	0	0.0%
BELLINGHAM HCS OFC	0	0.0%
EVERETT HCS OFFICE	0	0.0%
HOLGATE HCS OFFICE	0	0.0%
MT VERNON HCS OFFICE	0	0.0%
OAK HARBOR HCS	0	0.0%
SKYKOMISH HCS OFFICE	0	0.0%
SMOKEY POINT HCS	0	0.0%
Region 2 Total	0	0.0%

Clients by Home and Community Services Offices (HCS), June 2018 Snapshot (continued)

Home and Community Service Offices (HCS) – Region 3	HCS of Issuance	
	# of Clients	% of State Total
ABERDEEN HCS OFFICE	0	0.0%
BREMERTON HCS OFFICE	0	0.0%
CHEHALIS HCS OFFICE	1	<0.1%
KELSO HCS	0	0.0%
OLYMPIA HCS OFFICE	0	0.0%
PACIFIC COUNTY HCS	0	0.0%
PORT ANGELES HCS	0	0.0%
TACOMA HCS OFFICE	1	<0.1%
VANCOUVER HCS	0	0.0%
LTC SPECIALTY UNIT	0	0.0%
Region 3 Total	2	<0.1%

Clients by County of Residence, June 2018 Snapshot

County	# of Clients	% of Total	County	# of Clients	% of Total
Adams	5	0.1%	Lewis	130	2.2%
Asotin	18	0.3%	Lincoln	6	0.1%
Benton	92	1.6%	Mason	101	1.7%
Chelan	53	0.9%	Okanogan	54	0.9%
Clallam	95	1.6%	Pacific	40	0.7%
Clark	348	5.9%	Pend Oreille	12	0.2%
Columbia	8	0.1%	Pierce	604	10.3%
Cowlitz	244	4.1%	San Juan	0	0.0%
Douglas	16	0.3%	Skagit	68	1.2%
Ferry	8	0.1%	Skamania	8	0.1%
Franklin	21	0.4%	Snohomish	586	10.0%
Garfield	0	0.0%	Spokane	601	10.2%
Grant	64	1.1%	Stevens	36	0.6%
Grays Harbor	142	2.4%	Thurston	270	4.6%
Island	32	0.5%	Wahkiakum	5	0.1%
Jefferson	16	0.3%	Walla Walla	28	0.5%
King	1,578	26.8%	Whatcom	185	3.1%
Kitsap	132	2.2%	Whitman	13	0.2%
Kittitas	29	0.5%	Yakima	215	3.7%
Klickitat	16	0.3%	Not Reported/ Unidentifiable	2	<0.1%

	Clients	% of Total
State Total	5,881	100.0%

HEN Referral Client Demographics, June 2018 Snapshot

<u>All Clients</u>		
Characteristic	# of Clients	% of Total Clients
Total Clients	5,881	100.0%

<u>All Clients</u>		
Gender	# of Clients	% of Total Clients
Female	2,412	41.0%
Male	3,469	59.0%
Unknown	0	0.0%

<u>All Clients</u>		
Ethnicity and Race	# of Clients	% of Total Clients
Hispanic or Latino	547	9.3%
Not Hispanic or Latino⁵	5,334	90.7%
White	4,034	68.6%
Black/African American	626	10.6%
Asian/Pacific Islander	162	2.8%
American Indian/Alaska Native	257	4.4%
Two or More Races	76	1.3%
Race Not Reported	179	3.0%

<u>All Clients</u>		
Marital Status	# of Clients	% of Total Clients
Separated	515	8.8%
Married	220	3.7%
Never Married	3,346	56.9%
Divorced	1,634	27.8%
Widowed	128	2.2%
Not Reported/Unidentifiable	38	0.6%

<u>All Clients</u>		
Citizenship Status	# of Clients	% of Total Clients
U.S. Citizen	5,683	96.6%
Resident Alien	194	3.3%
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 2018 Snapshot (continued)

All Clients		
Characteristic	# of Clients	% of Total Clients

All Clients		
Homeless ⁷	2,571	43.7%

All Clients		
Mental	4,014	68.3%
Physical	1,867	31.7%

All Clients		
Less than a High School Diploma	1,152	19.6%
High School Graduate or GED	3,114	53.0%
Some College or College Degree	1,580	26.9%
Not Reported/Unidentifiable	35	0.6%

All Clients		
Under 18 Years Old	0	0.0%
18 - 24 Years Old	444	7.5%
25 - 34 Years Old	1,390	23.6%
35 - 44 Years Old	1,504	25.6%
45 - 54 Years Old	1,705	29.0%
55 - 64 Years Old	837	14.2%
65+ Years Old	1	<0.1%
Average Age of Clients	41.3 Years	

Length of Stay ⁸	
Average Length of Stay	9.0 Months

⁷ Homeless is defined as: homeless without housing, homeless with housing (staying temporarily with family or friends), emergency shelter, or domestic violence shelter.

⁸ Average Length of Stay is based on cumulative months since January 2014.