

Housing and Essential Needs (HEN) Referral

SFY

2016

Provides access to housing and essential needs to low-income adults who are unable to work due to physical or mental incapacity.

ESA Briefing
Book

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Housing and Essential Needs (HEN) Referral Program Overview

The Housing and Essential Needs (HEN) Referral program¹ provides access to essential needs items (e.g., hygiene and cleaning supplies) and potential housing assistance for low-income adults who are unable to work for at least 90 days due to a physical or mental incapacity and are ineligible for Aged, Blind, or Disabled (ABD) cash assistance. While all HEN Referral recipients are eligible for essential needs items, the Department of Commerce determines eligibility for HEN housing assistance through its network of local providers. The HEN Referral program was implemented in January 2014.

Highlights

In SFY 2016, the HEN Referral program served a monthly average of 8,181 clients, a 5.8% decrease from the monthly average of 8,681 clients in SFY 2015. The June 2016 snapshot data shows the majority of HEN Referral recipients are male (58.5%), non-Hispanic white (68.4%), and never married (56.9%). The average age of HEN Referral recipients was 41.0 years.

TECHNICAL NOTES

DATA SOURCES: Data for this chapter is based on the September 2016 ESA ACES database.

DATA NOTES:

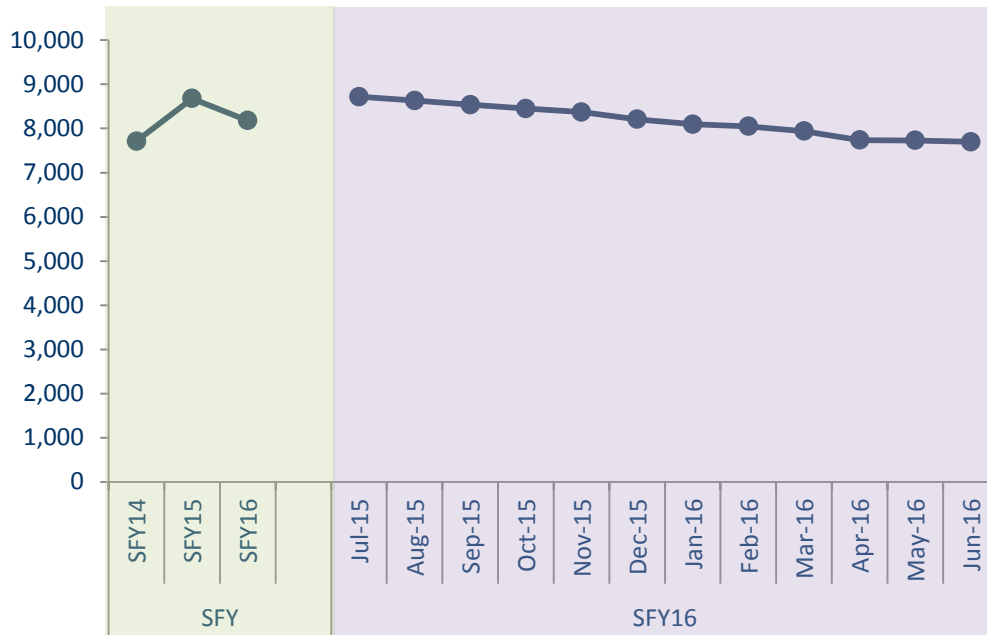
1) Percentages may not add up to presented totals due to rounding.

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.

Selected HEN Referral Program Overview, SFY 2015 and SFY 2016

	SFY 2015 (July 2014-June 2015)	SFY 2016 (July 2015-June 2016)	Change	
Average Number of Persons Per Month (Range)	8,681 (7,479 - 9,304)	8,181 (7,698 - 8,718)	-5.8% (Decrease)	↓
State Population	7,061,400	7,183,700	1.7% (Increase)	↑
Recipients as a Percent of State's Total Population	0.1%	0.1%	No Change	=
State Population Age 18 and Over	5,458,665	5,557,921	1.8% (Increase)	↑
Recipients as a Percent of State's Population 18 and Over	0.16%	0.15%	No Change	=

HEN Referral Clients by Month, SFY 2016



SFY	Mo. Avg. Persons
2014 ²	7,712
2015	8,681
2016	8,181

SFY 2016	Persons
July	8,718
August	8,633
September	8,537
October	8,451
November	8,372
December	8,209
January	8,097
February	8,048
March	7,939
April	7,737
May	7,730
June	7,698
Mo. Avg.	8,181

² During the 2013 legislative session, the Legislature passed Substitute House Bill 2069, which created the HEN Referral program effective January 1, 2014. SFY 2014 data is, therefore, based on 6 months.

HEN Referral Clients Exiting to Other Programs, SFY 2016

SFY 2016	Total HEN Referral Adults ³	During Subsequent Month Being Reported					
		Adults Remaining on HEN Referral		Adults Moving to ABD		Adults Moving to SSI	
		# of Clients	Percent	# of Clients	Percent	# of Clients	Percent
July	8,718	7,811	89.6%	151	1.7%	55	0.6%
August	8,633	7,700	89.2%	150	1.7%	57	0.7%
September	8,537	7,600	89.0%	157	1.8%	43	0.5%
October	8,451	7,553	89.4%	127	1.5%	52	0.6%
November	8,372	7,392	88.3%	178	2.1%	60	0.7%
December	8,209	7,270	88.6%	147	1.8%	41	0.5%
January	8,097	7,279	89.9%	126	1.6%	32	0.4%
February	8,048	7,127	88.6%	164	2.0%	32	0.4%
March	7,939	6,976	87.9%	164	2.1%	66	0.8%
April	7,737	6,917	89.4%	142	1.8%	33	0.4%
May	7,730	6,938	89.8%	139	1.8%	47	0.6%
June	7,698	6,873	89.3%	140	1.8%	46	0.6%
Mo. Avg.	8,181	7,286	89.1%	149	1.8%	47	0.6%

SFY 2016	Total HEN Referral Adults	During Subsequent Month Being Reported			
		Adults Moving to Other Cash		Adults Exiting HEN Referral	
		# of Clients	Percent	# of Clients	Percent
July	8,718	0	0.0%	702	8.1%
August	8,633	0	0.0%	728	8.4%
September	8,537	0	0.0%	737	8.6%
October	8,451	0	0.0%	719	8.5%
November	8,372	0	0.0%	742	8.9%
December	8,209	0	0.0%	752	9.2%
January	8,097	0	0.0%	661	8.2%
February	8,048	0	0.0%	727	9.0%
March	7,939	0	0.0%	734	9.2%
April	7,737	0	0.0%	646	8.3%
May	7,730	0	0.0%	609	7.9%
June	7,698	0	0.0%	641	8.3%
Mo. Avg.	8,181	0	0.0%	700	8.6%

³ 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 2016 Snapshot

The following pages detail HEN Referral clients, June 2016 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 where the clients live within a CSO coverage area.

Overview	CSO of Issuance		CSO of Residence	
	# of Clients	% of State Total	# of Clients	% of State Total
Region 1 CSOs	1,484	19.3%	1,480	19.2%
Region 2 CSOs	3,046	39.6%	3,054	39.7%
Region 3 CSOs	3,150	40.9%	3,161	41.1%
CSCCs & PGST	15	0.2%	N/A	
HCS	3	<0.1%	N/A	
Not Reported / Unidentifiable	0	0.0%	3	<0.1%
State Total	7,698	100.0%	7,698	100.0%

Clients by DSHS Region and CSO of Issuance and Residence, June 2016 Snapshot (continued)

Region 1 CSO	CSO of Issuance		CSO of Residence	
	# of Clients	% of State Total	# of Clients	% of State Total
CLARKSTON	27	0.4%	23	0.3%
COLFAX	10	0.1%	9	0.1%
COLVILLE	41	0.5%	45	0.6%
ELLENSBURG	32	0.4%	33	0.4%
GOLDENDALE	15	0.2%	15	0.2%
KENNEWICK	197	2.6%	197	2.6%
MOSES LAKE	121	1.6%	123	1.6%
NEWPORT	13	0.2%	13	0.2%
OKANOGAN	47	0.6%	46	0.6%
REPUBLIC	13	0.2%	8	0.1%
SPOKANE MAPLE	329	4.3%	313	4.1%
SPOKANE TRENT	221	2.9%	234	3.0%
SUNNYSIDE	29	0.4%	26	0.3%
TOPPENISH	37	0.5%	38	0.5%
WALLA WALLA	38	0.5%	42	0.5%
WENATCHEE	101	1.3%	103	1.3%
WHITE SALMON	7	0.1%	7	0.1%
YAKIMA	206	2.7%	205	2.7%
Region 1 Total	1,484	19.3%	1,480	19.2%

Clients by DSHS Region and CSO of Issuance and Residence, June 2016 Snapshot (continued)

Region 2 CSO	CSO of Issuance		CSO of Residence	
	# of Clients	% of State Total	# of Clients	% of State Total
ALDERWOOD	123	1.6%	123	1.6%
AUBURN	114	1.5%	122	1.6%
BELLINGHAM	245	3.2%	239	3.1%
BELLTOWN	328	4.3%	329	4.3%
CAPITOL HILL	165	2.1%	161	2.1%
EVERETT	327	4.2%	329	4.3%
FEDERAL WAY	99	1.3%	100	1.3%
KING EASTSIDE	140	1.8%	140	1.8%
KING NORTH	258	3.4%	259	3.4%
KING SOUTH	211	2.7%	208	2.7%
MT VERNON	120	1.6%	110	1.4%
OAK HARBOR	38	0.5%	48	0.6%
RAINIER	203	2.6%	208	2.7%
RENTON	159	2.1%	157	2.0%
SKY VALLEY	60	0.8%	63	0.8%
SMOKEY POINT	163	2.1%	168	2.2%
WHITE CENTER	293	3.8%	290	3.8%
Region 2 Total	3,046	39.6%	3,054	39.7%

Clients by DSHS Region and CSO of Issuance and Residence, June 2016 Snapshot (continued)

Region 3 CSO	CSO of Issuance		CSO of Residence	
	# of Clients	% of State Total	# of Clients	% of State Total
ABERDEEN	203	2.6%	207	2.7%
BREMERTON	290	3.8%	291	3.8%
CHEHALIS	170	2.2%	175	2.3%
COLUMBIA RIVER	515	6.7%	500	6.5%
FORKS	5	0.1%	2	<0.1%
KELSO	378	4.9%	392	5.1%
LAKEWOOD	217	2.8%	225	2.9%
LONG BEACH	33	0.4%	33	0.4%
OLYMPIA	276	3.6%	282	3.7%
PIERCE NORTH	290	3.8%	306	4.0%
PIERCE SOUTH	273	3.5%	259	3.4%
PORT ANGELES	132	1.7%	133	1.7%
PORT TOWNSEND	17	0.2%	17	0.2%
PUYALLUP VALLEY	174	2.3%	166	2.2%
SHELTON	145	1.9%	145	1.9%
SOUTH BEND	20	0.3%	16	0.2%
STEVENSON	12	0.2%	12	0.2%
Region 3 Total	3,150	40.9%	3,161	41.1%

Clients by DSHS Region and CSO of Issuance and Residence, June 2016 Snapshot (continued)

Customer Service Contact Centers (CSCC)	CSO of Issuance	
	# of Clients	% of State Total
CUSTOMER SVC CENTRAL	1	<0.1%
CUSTOMER SVC NE	0	0.0%
CUSTOMER SVC NW	1	<0.1%
CUSTOMER SVC SW	3	<0.1%
CUSTOMER SVC SO SOUND	0	0.0%
CUSTOMER SERV LTC	0	0.0%
CUSTOMER SVC WASHCAP	10	0.1%
CSCC Total	15	0.2%

Clients by Home and Community Services Offices (HCS), June 2016 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	1	<0.1%
MOSES LK HCS OFFICE	0	0.0%
OKANOGAN HCS OFFICE	0	0.0%
SPOKANE HCS OFFICE	0	0.0%
SUNNYSIDE HCS OFFICE	0	0.0%
TRI-CITIES HCS OFC	0	0.0%
WALLA WALLA HCS OFC	0	0.0%
WAPATO HCS	0	0.0%
WENATCHEE HCS OFFICE	0	0.0%
YAKIMA HCS OFFICE	0	0.0%
Region 1 Total	1	<0.1%

Home and Community Service Offices (HCS) – Region 2	HCS of Issuance	
	# of Clients	% of State Total
ALDERWOOD HCS OFFICE	1	<0.1%
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	1	<0.1%

Clients by Home and Community Services Offices (HCS), June 2016 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	0	0.0%
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	0	0.0%
VANCOUVER HCS	1	<0.1%
LTC SPECIALTY UNIT	0	0.0%
Region 3 Total	1	<0.1%

Clients by County of Residence, June 2016 Snapshot

County	# of Clients	% of Total	County	# of Clients	% of Total
Adams	11	0.1%	Lewis	170	2.2%
Asotin	21	0.3%	Lincoln	4	0.1%
Benton	144	1.9%	Mason	148	1.9%
Chelan	72	0.9%	Okanogan	44	0.6%
Clallam	136	1.8%	Pacific	48	0.6%
Clark	489	6.4%	Pend Oreille	12	0.2%
Columbia	0	0.0%	Pierce	935	12.1%
Cowlitz	378	4.9%	San Juan	7	0.1%
Douglas	27	0.4%	Skagit	102	1.3%
Ferry	7	0.1%	Skamania	12	0.2%
Franklin	52	0.7%	Snohomish	671	8.7%
Garfield	2	<0.1%	Spokane	541	7.0%
Grant	112	1.5%	Stevens	46	0.6%
Grays Harbor	202	2.6%	Thurston	279	3.6%
Island	46	0.6%	Wahkiakum	3	<0.1%
Jefferson	17	0.2%	Walla Walla	40	0.5%
King	1,950	25.3%	Whatcom	235	3.1%
Kitsap	287	3.7%	Whitman	9	0.1%
Kittitas	32	0.4%	Yakima	261	3.4%
Klickitat	23	0.3%	Not Reported/ Unidentifiable	123	1.6%

	Clients	% of Total
State Total	7,698	100.0%

HEN Referral Client Demographics, June 2016 Snapshot

Characteristic	All Clients	
	# of Clients	% of Total Clients
Total Clients	7,698	100.0%

Gender		
	All Clients	
Female	3,195	41.5%
Male	4,503	58.5%
Not Reported/Unidentifiable	0	0.0%

Race		
	All Clients	
Hispanic Origin	668	8.7%
Not Hispanic or Latino	7,030	91.3%
White	5,268	68.4%
Black/African American	901	11.7%
Asian/Pacific Islander	237	3.1%
American Indian/Alaska Native	249	3.2%
Two or More Races	46	0.6%
Not Reported/Unidentifiable	329	4.3%

Marital Status		
	All Clients	
Separated	754	9.8%
Married	256	3.3%
Never Married	4,378	56.9%
Divorced	1,977	25.7%
Widowed	116	1.5%
Not Reported/Unidentifiable	217	2.8%

Citizenship Status		
	All Clients	
U.S. Citizen	7,451	96.8%
Resident Alien	246	3.2%
U.S. National⁴	1	<0.1%

⁴ 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 2016 Snapshot (continued)

Characteristic	All Clients	
	# of Clients	% of Total Clients

Homeless Status		
	All Clients	
Homeless ⁵	3,178	41.3%

Disability		
	All Clients	
Mental	5,160	67.0%
Physical	2,538	33.0%

Education Status		
	All Clients	
Less than a High School Diploma	1,478	19.2%
High School Graduate or GED	4,322	56.1%
Some College or College Degree	1,809	23.5%
Not Reported/Unidentifiable	89	1.2%

Age		
	All Clients	
Under 18 Years Old	0	0.0%
18 - 24 Years Old	641	8.3%
25 - 34 Years Old	1,834	23.8%
35 - 44 Years Old	1,860	24.2%
45 - 54 Years Old	2,451	31.8%
55 - 64 Years Old	912	11.8%
65+ Years Old	0	0.0%
Average Age of Clients		
	41.0 Years	

⁵ Homeless is defined as: homeless without housing, homeless with housing (staying temporarily with family or friends), emergency shelter, or battered spouse shelter.