

Housing and Essential Needs (HEN) Referral

SFY

2024

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

ESA Briefing
Book

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Housing and Essential Needs (HEN) Referral Program Overview

The Housing and Essential Needs (HEN) Referral program provides potential access to essential needs items (e.g., hygiene and cleaning supplies) and housing assistance to low-income adults who have no dependents and are ages 18-64 and are unable to maintain gainful employment for at least 90 days due to a physical incapacity, mental incapacity, or substance use disorder. The Department of Commerce administers the HEN program and determines eligibility for housing assistance and essential needs items through its network of local providers.

Additional information, including the eligibility criteria, funding sources, and services/benefits provided, is available in the **Program Descriptions** section of the Briefing Book.

Highlights

In SFY 2024, the HEN Referral program served a monthly average of 2,710 clients, a 6.6% decrease from SFY 2023 (2,901 clients). The June 2024 snapshot data shows the majority of HEN Referral recipients are male (64.5%), non-Hispanic white (64.4%), and never married (61.6%). The average age of HEN Referral recipients was 41.5 years.

Technical Notes

DATA SOURCES: Data for this chapter was based on the ESA ACES database as of August 2024.

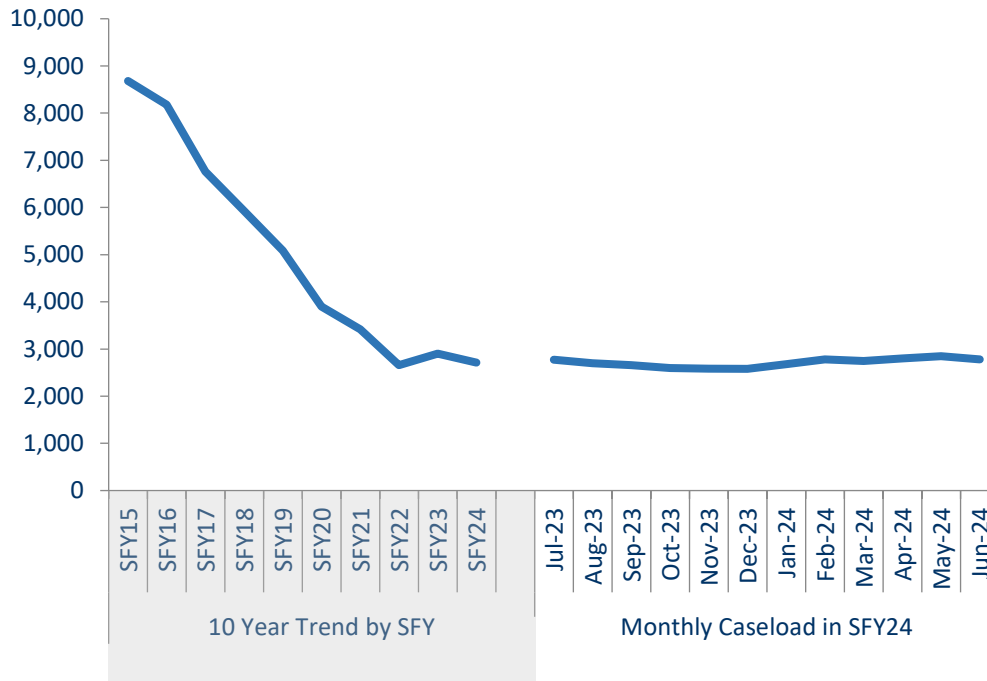
DATA NOTES:

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

Selected HEN Referral Program Overview, SFY 2023 and SFY 2024

	SFY 2023 (July 2022-June 2023)	SFY 2024 (July 2023-June 2024)	Change	
Average Number of Persons per Month (Range)	2,901 (2,763 - 3,096)	2,710 (2,580 - 2,846)	-6.6% (Decrease)	↓
State Population Age 18 and Over	6,255,743	6,341,261	1.4% (Increase)	↑
Average Monthly Recipients as a Percent of State's Population 18 and Over	<0.1%	<0.1%	No Change	=

HEN Referral Clients, SFY 2015 – 2024



SFY	Mo. Avg. Clients	SFY	Mo. Avg. Clients
2015	8,681	2020	3,898
2016	8,181	2021	3,421
2017	6,759	2022	2,660
2018	5,930	2023	2,901
2019	5,083	2024	2,710

SFY 2024	Clients
July	2,773
August	2,701
September	2,659
October	2,596
November	2,581
December	2,580
January	2,676
February	2,779
March	2,747
April	2,799
May	2,846
June	2,780
Mo. Avg.	2,710
Annual Unduplicated	6,673

HEN Referral Clients Exiting to Other Programs, SFY 2024

SFY 2024	Total HEN Referral Clients ¹	During Subsequent Month									
		Clients Remaining on HEN Referral		Clients Moving to ABD		Clients Moving to SSI		Clients Moving to Other Cash Program		Clients Exiting HEN Referral ²	
		# of Clients	Percent	# of Clients	Percent	# of Clients	Percent	# of Clients	Percent	# of Clients	Percent
July	2,773	2,274	82.0%	194	7.0%	8	0.3%	0	0.0%	297	10.7%
August	2,701	2,245	83.1%	201	7.4%	9	0.3%	0	0.0%	246	9.1%
September	2,659	2,174	81.8%	188	7.1%	6	0.2%	0	0.0%	291	10.9%
October	2,596	2,127	81.9%	186	7.2%	9	0.3%	0	0.0%	274	10.6%
November	2,581	2,200	85.2%	159	6.2%	3	0.1%	0	0.0%	219	8.5%
December	2,580	2,148	83.3%	187	7.2%	3	0.1%	0	0.0%	242	9.4%
January	2,676	2,293	85.7%	230	8.6%	7	0.3%	0	0.0%	146	5.5%
February	2,779	2,263	81.4%	217	7.8%	9	0.3%	0	0.0%	290	10.4%
March	2,747	2,316	84.3%	201	7.3%	3	0.1%	0	0.0%	227	8.3%
April	2,799	2,324	83.0%	212	7.6%	10	0.4%	0	0.0%	253	9.0%
May	2,846	2,385	83.8%	191	6.7%	4	0.1%	0	0.0%	266	9.3%
June	2,780	2,368	85.2%	159	5.7%	4	0.1%	0	0.0%	249	9.0%
Mo. Avg.	2,710	2,260	83.4%	194	7.2%	6	0.2%	0	0.0%	250	9.2%

¹ These are clients eligible for a referral to the Housing and Essential Needs (HEN) program administered by the Department of Commerce. Additional columns in the table represent programs the client received in the subsequent month.

² These are clients who were not enrolled in ABD, SSI, or other cash programs in the following month.

HEN Referral Clients by DSHS Region and CSO of Issuance and Residence, June 2024 Snapshot

The following pages detail HEN Referral clients, June 2024 snapshot, by both the CSO of Issuance and CSO of Residence.

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

Overview	Office of Issuance		Office of Residence	
	# of Clients	% of State Total	# of Clients	% of State Total
Region 1 CSOs	716	25.8%	713	25.6%
Region 2 CSOs	1,027	36.9%	1,038	37.3%
Region 3 CSOs	1,024	36.8%	1,027	36.9%
CSCCs	12	0.4%	N/A	
ALTA (HCS)	1	<0.1%		
DDA	0	0.0%		
Tribal Locations	0	0.0%		
Not Reported / Unidentifiable	0	0.0%	2	0.1%
State Total	2,780	100.0%	2,780	100.0%

Clients by DSHS Region and CSO of Issuance and Residence, June 2024 Snapshot (continued)

Region 1 CSO	CSO of Issuance		CSO of Residence	
	# of Clients	% of State Total	# of Clients	% of State Total
CLARKSTON	19	0.7%	18	0.6%
COLFAX	5	0.2%	4	0.1%
COLVILLE	28	1.0%	30	1.1%
ELLENSBURG	8	0.3%	8	0.3%
GOLDENDALE	4	0.1%	3	0.1%
KENNEWICK	66	2.4%	67	2.4%
MOSES LAKE	29	1.0%	25	0.9%
NEWPORT	7	0.3%	7	0.3%
OKANOGAN	26	0.9%	25	0.9%
REPUBLIC	4	0.1%	4	0.1%
SPOKANE MAPLE	191	6.9%	198	7.1%
SPOKANE TRENT	148	5.3%	146	5.3%
SUNNYSIDE	10	0.4%	10	0.4%
TOPPENISH	15	0.5%	13	0.5%
WALLA WALLA	32	1.2%	32	1.2%
WENATCHEE	36	1.3%	36	1.3%
WHITE SALMON	2	0.1%	2	0.1%
YAKIMA	86	3.1%	85	3.1%
Region 1 Total	716	25.8%	713	25.6%

Clients by DSHS Region and CSO of Issuance and Residence, June 2024 Snapshot (continued)

Region 2 CSO	CSO of Issuance		CSO of Residence	
	# of Clients	% of State Total	# of Clients	% of State Total
ALDERWOOD	42	1.5%	44	1.6%
AUBURN	60	2.2%	58	2.1%
BELLINGHAM	172	6.2%	177	6.4%
BELLTOWN	132	4.7%	123	4.4%
CAPITOL HILL	56	2.0%	62	2.2%
EVERETT	102	3.7%	102	3.7%
FEDERAL WAY	40	1.4%	42	1.5%
KING EASTSIDE	50	1.8%	50	1.8%
KING NORTH	75	2.7%	74	2.7%
KING SOUTH	61	2.2%	63	2.3%
MT VERNON	33	1.2%	29	1.0%
OAK HARBOR	15	0.5%	18	0.6%
RAINIER	35	1.3%	36	1.3%
RENTON	61	2.2%	62	2.2%
SKY VALLEY	14	0.5%	16	0.6%
SMOKEY POINT	32	1.2%	32	1.2%
WHITE CENTER	47	1.7%	50	1.8%
Region 2 Total	1,027	36.9%	1,038	37.3%

Clients by DSHS Region and CSO of Issuance and Residence, June 2024 Snapshot (continued)

Region 3 CSO	CSO of Issuance		CSO of Residence	
	# of Clients	% of State Total	# of Clients	% of State Total
ABERDEEN	46	1.7%	48	1.7%
BREMERTON	125	4.5%	124	4.5%
CHEHALIS	59	2.1%	58	2.1%
COLUMBIA RIVER	107	3.8%	105	3.8%
FORKS	3	0.1%	3	0.1%
KELSO	108	3.9%	105	3.8%
LAKESWOOD	73	2.6%	73	2.6%
LONG BEACH	5	0.2%	5	0.2%
OLYMPIA	125	4.5%	128	4.6%
PIERCE EAST	81	2.9%	85	3.1%
PIERCE NORTH	98	3.5%	100	3.6%
PIERCE SOUTH	91	3.3%	91	3.3%
PORT ANGELES	26	0.9%	24	0.9%
PORT TOWNSEND	7	0.3%	7	0.3%
SHELTON	58	2.1%	59	2.1%
SOUTH BEND	8	0.3%	8	0.3%
STEVENSON	4	0.1%	4	0.1%
Region 3 Total	1,024	36.8%	1,027	36.9%

HEN Referral Clients by Customer Service Contact Centers (CSCC) and Other Locations, June 2024 Snapshot

Customer Service Contact Centers (CSCC)	Office of Issuance	
	Clients	% of State Total
CSCC Central Sound	2	0.1%
CSCC Northeast	2	0.1%
CSCC Northwest	4	0.1%
CSCC South Sound	0	0.0%
CSCC Southeast	0	0.0%
CSCC Southwest	2	0.1%
CSCC Virtual Case Management Center	2	0.1%
CSCC WASHCAP	0	0.0%
CSCC and WASHCAP Total	12	0.4%

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

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

HEN Referral Clients by Home and Community Services Offices (HCS), June 2024 Snapshot

ALTSA Home and Community Service Offices (HCS) – Region 1	HCS of Issuance	
	# of Clients	% of State Total
CLARKSTON HCS OFFICE	0	0.0%
COLVILLE HCS OFFICE	0	0.0%
ELLENSBURG HCS OFFICE	0	0.0%
MEDICAL LAKE HCS	1	<0.1%
MOSES LK HCS OFFICE	0	0.0%
OKANOGAN HCS OFFICE	0	0.0%
SPOKANE HCS OFFICE	0	0.0%
TOPPENISH HCS OFFICE	0	0.0%
TRI-CITIES HCS OFC	0	0.0%
WALLA WALLA HCS OFC	0	0.0%
WENATCHEE HCS OFFICE	0	0.0%
YAKIMA HCS OFFICE	0	0.0%
Region 1 Total	1	<0.1%

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

Clients by Home and Community Services Offices (HCS), June 2024 Snapshot (continued)

AL TSA Home and Community Service Offices (HCS) – Region 3	HCS of Issuance	
	# of Clients	% of State Total
ABERDEEN HCS	0	0.0%
BREMERTON HCS	0	0.0%
CHEHALIS HCS	0	0.0%
KELSO HCS	0	0.0%
OLYMPIA HCS	0	0.0%
PORT ANGELES HCS	0	0.0%
STEILACOOM HCS	0	0.0%
TACOMA HCS	0	0.0%
VANCOUVER HCS	0	0.0%
Region 3 Total	0	0.0%

HEN Referral Clients by County of Residence, June 2024 Snapshot

County	# of Clients	% of Total	County	# of Clients	% of Total
Adams	2	0.1%	Lewis	58	2.1%
Asotin	18	0.6%	Lincoln	1	<0.1%
Benton	46	1.7%	Mason	59	2.1%
Chelan	21	0.8%	Okanogan	25	0.9%
Clallam	27	1.0%	Pacific	13	0.5%
Clark	105	3.8%	Pend Oreille	7	0.3%
Columbia	0	0.0%	Pierce	349	12.6%
Cowlitz	104	3.7%	San Juan	0	0.0%
Douglas	15	0.5%	Skagit	29	1.0%
Ferry	4	0.1%	Skamania	4	0.1%
Franklin	21	0.8%	Snohomish	194	7.0%
Garfield	0	0.0%	Spokane	343	12.3%
Grant	24	0.9%	Stevens	30	1.1%
Grays Harbor	48	1.7%	Thurston	128	4.6%
Island	18	0.6%	Wahkiakum	1	<0.1%
Jefferson	7	0.3%	Walla Walla	32	1.2%
King	620	22.3%	Whatcom	177	6.4%
Kitsap	124	4.5%	Whitman	4	0.1%
Kittitas	8	0.3%	Yakima	108	3.9%
Klickitat	5	0.2%	Not Reported/ Unidentifiable	1	<0.1%

	Clients	% of Total
State Total	2,780	100.0%

HEN Referral Client Demographics, June 2024 Snapshot

All Clients		
Characteristic	# of Clients	% of Total Clients
Total Clients	2,780	100.0%

All Clients		
Gender	# of Clients	% of Total Clients
Female	986	35.5%
Male	1,793	64.5%
Unknown	1	<0.1%

All Clients		
Ethnicity and Race	# of Clients	% of Total Clients
Hispanic or Latino	359	12.9%
Not Hispanic or Latino³	2,421	87.1%
White	1,791	64.4%
Black/African American	277	10.0%
Asian/Pacific Islander	98	3.5%
American Indian/Alaska Native	155	5.6%
Two or More Races	55	2.0%
Race Not Reported	45	1.6%

All Clients		
Marital Status	# of Clients	% of Total Clients
Separated	220	7.9%
Married	107	3.8%
Never Married	1,712	61.6%
Divorced	676	24.3%
Widowed	64	2.3%
Not Reported/Unidentifiable	1	<0.1%

All Clients		
Citizenship Status	# of Clients	% of Total Clients
U.S. Citizen	2,697	97.0%
Resident Noncitizen	81	2.9%
U.S. National⁴	2	0.1%

³ Includes clients not reporting whether or not they are of Hispanic or Latino origin.

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 2024 Snapshot (continued)

Characteristic	All Clients	
	# of Clients	% of Total Clients

Homeless Status		
	All Clients	
Homeless ⁵	1,358	48.8%

Equal Access		
	All Clients	
Equal Access Help Needed	1,611	57.9%

Disability		
	All Clients	
Mental	2,131	76.7%
Physical	646	23.2%
Other	3	0.1%

Education Status		
	All Clients	
Less than a High School Diploma	555	20.0%
High School Graduate or GED	1,368	49.2%
Some College or College Degree	842	30.3%
Not Reported/Unidentifiable	15	0.5%

Age		
	All Clients	
Under 18 Years Old	N/A	N/A
18 - 24 Years Old	146	5.3%
25 - 34 Years Old	685	24.6%
35 - 44 Years Old	867	31.2%
45 - 54 Years Old	691	24.9%
55 - 64 Years Old	391	14.1%
Average Age of Clients	41.5 Years	

Length of Stay ⁶		
	All Clients	
Average Length of Stay	7.9 Months	

⁵ Homeless is defined (based on the self-reported living arrangement code in ACES) as: homeless without housing, homeless with housing (staying temporarily with family or friends—commonly referred to as "couch surfing"), emergency shelter, or domestic violence shelter.

⁶ Average Length of Stay is based on cumulative months since January 2014 when the program was implemented.