

Housing and Essential Needs (HEN) Referral

SFY

2025

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, 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 or benefits provided, is available in the **Program Descriptions** section of the Briefing Book..

Highlights

In **SFY 2025**, the HEN Referral program served a monthly average of **2,855 clients**, a **5.4% increase from SFY 2024 (2,710 clients)**. The **June 2025** snapshot data shows the majority of HEN Referral recipients are male (62.4%), non-Hispanic white (63.3%), and never married (63.2%). The average age of HEN Referral recipients was 41.4 years.

Technical Notes

DATA SOURCES: Data for this chapter was based on the ESA ACES database as of August 2025.

DATA NOTES:

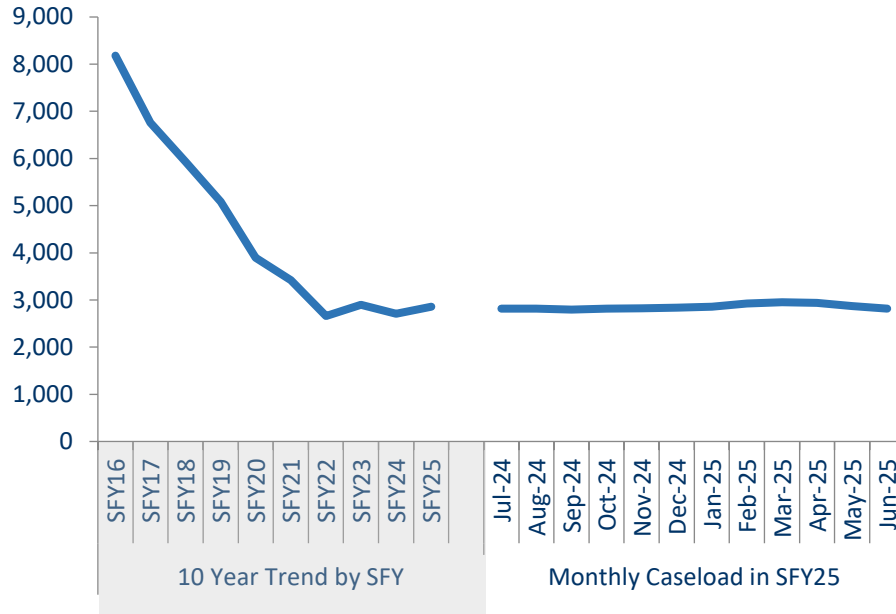
- Percentages may not add up to presented totals due to rounding.
- All 10-year client trend reports reflect the monthly average for each state fiscal year (SFY).

Selected HEN Referral Program Overview, SFY 2024 and SFY 2025

	SFY 2024 (July 2023-June 2024)	SFY 2025 (July 2024-June 2025)	Change	
Average Number of Persons per Month (Range)	2,710 (2,580 - 2,846)	2,855 (2,794 - 2,954)	5.4% (Increase)	↑
State Population ¹ Age 18 and Over	6,341,261	6,422,811	1.3% (Increase)	↑
Average Monthly Recipients as a Percent of State's Population 18 and Over	<0.1%	<0.1%	No Change	=

¹ Source: Office of Financial Management (OFM) population estimates

HEN Referral Clients, SFY 2016 – 2025



SFY	Mo. Avg. Clients	SFY	Mo. Avg. Clients
2016	8,181	2021	3,421
2017	6,759	2022	2,660
2018	5,930	2023	2,901
2019	5,083	2024	2,710
2020	3,898	2025	2,855

SFY 2025	Clients
July	2,815
August	2,820
September	2,794
October	2,815
November	2,823
December	2,836
January	2,856
February	2,923
March	2,954
April	2,940
May	2,868
June	2,814
Monthly Average	2,855
Annual Unduplicated	7,051

HEN Referral Clients Exiting to Other Programs, SFY 2025

SFY 2025	Total HEN Referral Clients ²	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 ³	
		#	%	#	%	#	%	#	%	#	%
July	2,815	2,317	82.3%	252	9.0%	3	0.1%	0	0.0%	243	8.6%
August	2,820	2,338	82.9%	244	8.7%	5	0.2%	0	0.0%	233	8.3%
September	2,794	2,299	82.3%	221	7.9%	12	0.4%	0	0.0%	262	9.4%
October	2,815	2,316	82.3%	210	7.5%	7	0.2%	0	0.0%	282	10.0%
November	2,823	2,343	83.0%	224	7.9%	7	0.2%	0	0.0%	249	8.8%
December	2,836	2,340	82.5%	211	7.4%	10	0.4%	0	0.0%	275	9.7%
January	2,856	2,378	83.3%	220	7.7%	8	0.3%	0	0.0%	250	8.8%
February	2,923	2,452	83.9%	218	7.5%	8	0.3%	0	0.0%	245	8.4%
March	2,954	2,403	81.3%	244	8.3%	9	0.3%	0	0.0%	298	10.1%
April	2,940	2,397	81.5%	265	9.0%	6	0.2%	0	0.0%	272	9.3%
May	2,868	2,392	83.4%	216	7.5%	9	0.3%	0	0.0%	251	8.8%
June	2,814	2,394	85.1%	151	5.4%	7	0.2%	0	0.0%	262	9.3%
Monthly Average	2,855	2,364	82.8%	223	7.8%	8	0.3%	0	0.0%	260	9.1%

² 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.

³ 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 2025 Snapshot

The following pages detail HEN Referral clients, June 2025 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 Living Administration (HCLA) Home and Community Services Division (HCS) or Development Disabilities Community Services Division (DDCS) Offices, 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	863	30.7%	865	30.7%
Region 2 CSOs	921	32.7%	914	32.5%
Region 3 CSOs	1,022	36.3%	1,031	36.6%
CSCCs	7	0.2%	N/A	
HCLA/HCS	1	<0.1%		
HCLA/DDCS	0	0.0%		
Tribal Locations	0	0.0%		
Not Reported / Unidentifiable	0	0.0%	4	0.1%
State Total	2,814	100.0%	2,814	100.0%

Clients by DSHS Region and CSO of Issuance and Residence, June 2025 Snapshot (continued)

Region 1 CSO	CSO of Issuance		CSO of Residence	
	# of Clients	% of State Total	# of Clients	% of State Total
CLARKSTON	11	0.4%	10	0.4%
COLFAX	5	0.2%	4	0.1%
COLVILLE	16	0.6%	17	0.6%
ELLENSBURG	15	0.5%	15	0.5%
GOLDENDALE	6	0.2%	6	0.2%
KENNEWICK	92	3.3%	94	3.3%
MOSES LAKE	30	1.1%	31	1.1%
NEWPORT	11	0.4%	11	0.4%
OKANOGAN	24	0.9%	24	0.9%
REPUBLIC	9	0.3%	10	0.4%
SPOKANE MAPLE	254	9.0%	269	9.6%
SPOKANE TRENT	205	7.3%	191	6.8%
SUNNYSIDE	16	0.6%	15	0.5%
TOPPENISH	12	0.4%	12	0.4%
WALLA WALLA	22	0.8%	22	0.8%
WENATCHEE	35	1.2%	34	1.2%
WHITE SALMON	0	0.0%	0	0.0%
YAKIMA	100	3.6%	100	3.6%
Region 1 Total	863	30.7%	865	30.7%

Clients by DSHS Region and CSO of Issuance and Residence, June 2025 Snapshot (continued)

Region 2 CSO	CSO of Issuance		CSO of Residence	
	# of Clients	% of State Total	# of Clients	% of State Total
ALDERWOOD	41	1.5%	40	1.4%
AUBURN	45	1.6%	43	1.5%
BELLINGHAM	117	4.2%	116	4.1%
BELLTOWN	116	4.1%	117	4.2%
CAPITOL HILL	48	1.7%	46	1.6%
EVERETT	102	3.6%	101	3.6%
FEDERAL WAY	38	1.4%	38	1.4%
KING EASTSIDE	44	1.6%	45	1.6%
KING NORTH	82	2.9%	82	2.9%
KING SOUTH	66	2.3%	61	2.2%
MT VERNON	47	1.7%	46	1.6%
OAK HARBOR	7	0.2%	7	0.2%
RAINIER	22	0.8%	25	0.9%
RENTON	50	1.8%	51	1.8%
SKY VALLEY	20	0.7%	20	0.7%
SMOKEY POINT	40	1.4%	40	1.4%
WHITE CENTER	36	1.3%	36	1.3%
Region 2 Total	921	32.7%	914	32.5%

Clients by DSHS Region and CSO of Issuance and Residence, June 2025 Snapshot (continued)

Region 3 CSO	CSO of Issuance		CSO of Residence	
	# of Clients	% of State Total	# of Clients	% of State Total
ABERDEEN	42	1.5%	42	1.5%
BREMERTON	133	4.7%	138	4.9%
CHEHALIS	59	2.1%	56	2.0%
COLUMBIA RIVER	111	3.9%	114	4.1%
FORKS	5	0.2%	3	0.1%
KELSO	83	2.9%	85	3.0%
LAKESWOOD	69	2.5%	73	2.6%
LONG BEACH	8	0.3%	7	0.2%
OLYMPIA	149	5.3%	151	5.4%
PIERCE EAST	62	2.2%	63	2.2%
PIERCE NORTH	123	4.4%	124	4.4%
PIERCE SOUTH	80	2.8%	79	2.8%
PORT ANGELES	31	1.1%	31	1.1%
PORT TOWNSEND	9	0.3%	8	0.3%
SHELTON	45	1.6%	44	1.6%
SOUTH BEND	4	0.1%	4	0.1%
STEVENSON	9	0.3%	9	0.3%
Region 3 Total	1,022	36.3%	1,031	36.6%

HEN Referral Clients by Customer Service Contact Centers (CSCC) and Other Locations, June 2025 Snapshot

Customer Service Contact Centers (CSCC)	Office of Issuance	
	Clients	% of State Total
CSCC Central Sound	1	<0.1%
CSCC Northeast	1	<0.1%
CSCC Northwest	0	0.0%
CSCC South Sound	0	0.0%
CSCC Southeast	3	0.1%
CSCC Southwest	1	<0.1%
CSCC Virtual Case Management Center	1	<0.1%
CSCC WASHCAP	0	0.0%
CSCC and WASHCAP Total	7	0.2%

HCLA DDCCS Locations	Office of Issuance	
	Clients	% of State Total
HCLA DDCCS 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 Living Administration (HCLA) Offices, June 2025 Snapshot

HCLA HCS Offices – Region 1	HCLA of Issuance	
	# of Clients	% of State Total
CLARKSTON HCLA	0	0.0%
COLVILLE HCLA	0	0.0%
ELLENSBURG HCLA	0	0.0%
MEDICAL LAKE HCLA	0	0.0%
MOSES LAKE HCLA	0	0.0%
OMAK HCLA	0	0.0%
SPOKANE HCLA	0	0.0%
TOPPENISH HCLA	0	0.0%
TRI-CITIES HCLA	0	0.0%
UNION GAP HCLA	0	0.0%
WALLA WALLA HCLA	0	0.0%
WENATCHEE HCLA	0	0.0%
Region 1 Total	0	0.0%

HCLA HCS Offices – Region 2	HCLA of Issuance	
	# of Clients	% of State Total
Region 2 Total	1	<0.1%

HCLA HCS Offices – Region 3	HCLA of Issuance	
	# of Clients	% of State Total
Region 3 Total	0	0.0%

HEN Referral Clients by County of Residence, June 2025 Snapshot

County	# of Clients	% of Total	County	# of Clients	% of Total
Adams	5	0.2%	Lewis	56	2.0%
Asotin	8	0.3%	Lincoln	3	0.1%
Benton	74	2.6%	Mason	44	1.6%
Chelan	23	0.8%	Okanogan	24	0.9%
Clallam	34	1.2%	Pacific	11	0.4%
Clark	114	4.1%	Pend Oreille	11	0.4%
Columbia	4	0.1%	Pierce	339	12.0%
Cowlitz	81	2.9%	San Juan	2	0.1%
Douglas	11	0.4%	Skagit	44	1.6%
Ferry	10	0.4%	Skamania	9	0.3%
Franklin	20	0.7%	Snohomish	201	7.1%
Garfield	2	0.1%	Spokane	457	16.2%
Grant	27	1.0%	Stevens	17	0.6%
Grays Harbor	42	1.5%	Thurston	151	5.4%
Island	7	0.2%	Wahkiakum	4	0.1%
Jefferson	8	0.3%	Walla Walla	18	0.6%
King	544	19.3%	Whatcom	116	4.1%
Kitsap	138	4.9%	Whitman	4	0.1%
Kittitas	15	0.5%	Yakima	127	4.5%
Klickitat	6	0.2%	Not Reported/ Unidentifiable	3	0.1%

	Clients	% of Total
State Total	2,814	100.0%

HEN Referral Client Demographics, June 2025 Snapshot

<u>All Clients</u>		
Characteristic	# of Clients	% of Total Clients
Total Clients	2,814	100.0%

<u>All Clients</u>		
Gender	# of Clients	% of Total Clients
Female	1,057	37.6%
Male	1,757	62.4%
Unknown	0	0.0%

<u>All Clients</u>		
Ethnicity and Race	# of Clients	% of Total Clients
Hispanic or Latino	399	14.2%
Not Hispanic or Latino⁴	2,415	85.8%
White	1,781	63.3%
Black/African American	284	10.1%
Asian/Pacific Islander	86	3.1%
American Indian/Alaska Native	150	5.3%
Two or More Races	64	2.3%
Race Not Reported	50	1.8%

<u>All Clients</u>		
Marital Status	# of Clients	% of Total Clients
Separated	239	8.5%
Married	96	3.4%
Never Married	1,778	63.2%
Divorced	629	22.4%
Widowed	66	2.3%
Not Reported/Unidentifiable	6	0.2%

<u>All Clients</u>		
Citizenship Status	# of Clients	% of Total Clients
U.S. Citizen	2,730	97.0%
Resident Noncitizen	76	2.7%
U.S. National⁵	<50	-
Not Reported/Unidentifiable	<50	-

<u>All Adults</u>		
Veteran Status	# of Clients	% of Total Clients
Veteran	91	3.2%

⁴ Includes clients not reporting whether or not they are of Hispanic or Latino origin.

⁵ 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 2025 Snapshot (continued)

All Clients		
Characteristic	# of Clients	% of Total Clients
Homeless Status		
All Clients		
Homeless ⁶	1,337	47.5%
Equal Access		
All Clients		
Equal Access Help Needed	1,766	62.8%
Disability		
All Clients		
Mental	2,190	77.8%
Physical	624	22.2%
Other	0	0.0%
Education Status		
All Clients		
Less than a High School Diploma	605	21.5%
High School Graduate or GED	1,325	47.1%
Some College or College Degree	867	30.8%
Not Reported/Unidentifiable	17	0.6%
Age		
All Clients		
Under 18 Years Old	N/A	N/A
18 - 24 Years Old	170	6.0%
25 - 34 Years Old	628	22.3%
35 - 44 Years Old	906	32.2%
45 - 54 Years Old	737	26.2%
55 - 64 Years Old	373	13.3%
Average Age of Clients		
		41.4 Years
Length of Stay⁷		
Average Length of Stay		
		7.8 Months

⁶ 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.

⁷ Average Length of Stay is based on cumulative months since January 2014 when the program was implemented.