

Other Programs

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Other Programs

AREN

CEAP

DCA

OAR

OFR

RCA

SSP

WTAP

This section describes programs and services not covered in other sections of the Briefing Book. These include: Additional Requirements – Emergent Needs (AREN); Consolidated Emergency Assistance Program (CEAP); Diversion Cash Assistance (DCA); Ongoing Additional Requirements (OAR); agency billing and collection services provided by the Office of Financial Recovery (OFR); Refugee Cash Assistance (RCA); State Supplemental Payment (SSP); and Washington Telephone Assistance Program (WTAP).

Highlights:

- The average monthly AREN¹ caseload was 275 cases in SFY 2014, compared to 278 cases in SFY 2013.
- The average monthly CEAP² caseload was 61 cases in SFY 2014, compared to 62 cases in SFY 2013. A total of 363 cases received CEAP in SFY 2014.
- The average monthly DCA caseload was 244 cases in SFY 2014, compared to 277 cases in SFY 2013.
- The average monthly OAR caseload was 273 cases in SFY 2014, compared to 282 cases in SFY 2013.
- Total OFR collections in SFY 2014 were about \$268.7 million³, an increase from \$250.8 million in SFY 2013.
- In SFY 2014 over three-quarters (77.9%) of OFR collections came from these three program areas: developmental disabilities (41.7%), vendor overpayments (18.8%), and mental health (17.4%).
- The average monthly RCA caseload was 425 cases in SFY 2014, compared to 414 cases in SFY 2013.
- The average monthly SSP caseload was 36,110 cases in SFY 2014, compared to 35,241 cases in SFY 2013.
- The annual total of WTAP cases was 67,047 cases in SFY 2014, down from a total of 84,599 cases in SFY 2013.

¹ Effective May 1, 2014, the AREN limit reverted from a \$750 lifetime limit (put into place on February 1, 2012) to allow for a \$750 limit within a 12-month period.

² CEAP ran out of funds by January 2013. A new rule change allows the department to suspend the program when funds are exhausted. The suspension was lifted on July 1, 2014 for the start of the new fiscal year.

³ Effective July 1, 2012, OFR no longer handles the Medicaid Drug Rebate function. This line of business collected \$178,156,779 in FY 12 and \$0 in FY 13. Effective January 1, 2013, OFR stopped performing the majority of Regional Support Network reimbursement functions. This line of business collected \$29,650,257 in FY 12 and \$304,347 in FY 13.

Other Programs

Selected AREN Program Characteristics SFY 2013 and SFY 2014

Source: ESA-ACES Data

	SFY 2013 (July 2012 – June 2013)	SFY 2014 (July 2013 – June 2014)
Average Number of Cases Per Month (Range)	278 (221 – 357)	275 (211 – 347)
Average Number of Persons Per Month (Range)	774 (583 – 1,002)	776 (598 – 983)
Average Number of Adults Per Month (Range)	306 (242 – 394)	300 (228 – 359)
Average Number of Children Per Month (Range)	468 (339 – 608)	476 (370 – 624)
Recipients as a Percent of State's Total Population	Trace	Trace
Total Statewide Population ⁴	6,882,400	6,968,170
Children as a Percent of All Recipients	60.5%	61.3%
Average Persons Per Case	2.8	2.8
Average Children Per Case	1.7	1.7
Average Children Per Adult	1.5	1.6
Average Monthly Payment Per Case (Range) ⁵	\$480.20 (\$450.67 – \$498.40)	\$491.01 (\$461.98 – \$521.63)

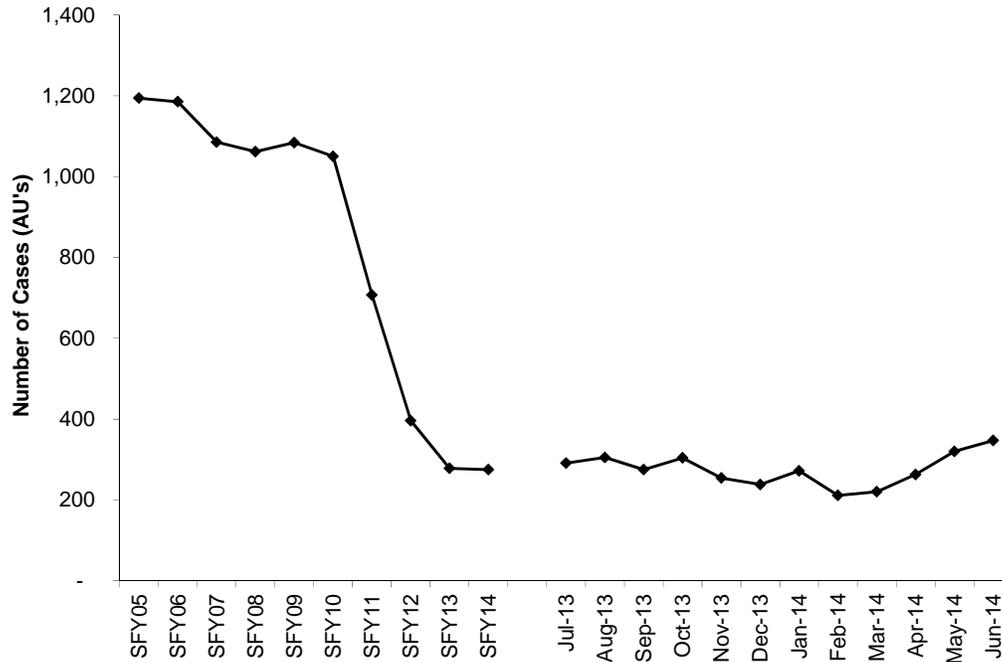
⁴ OFM Forecasting Division

⁵ Payments have not been adjusted for refunds.

Other Programs

AREN Caseload SFY 2005 - SFY 2014

Source: ESA-ACES Data



Year	Mo. Avg. Cases	Year	Mo. Avg. Cases
SFY05	1,194	SFY10	1,050
SFY06	1,185	SFY11	707
SFY07	1,086	SFY12	396
SFY08	1,062	SFY13	278
SFY09	1,084	SFY14	275

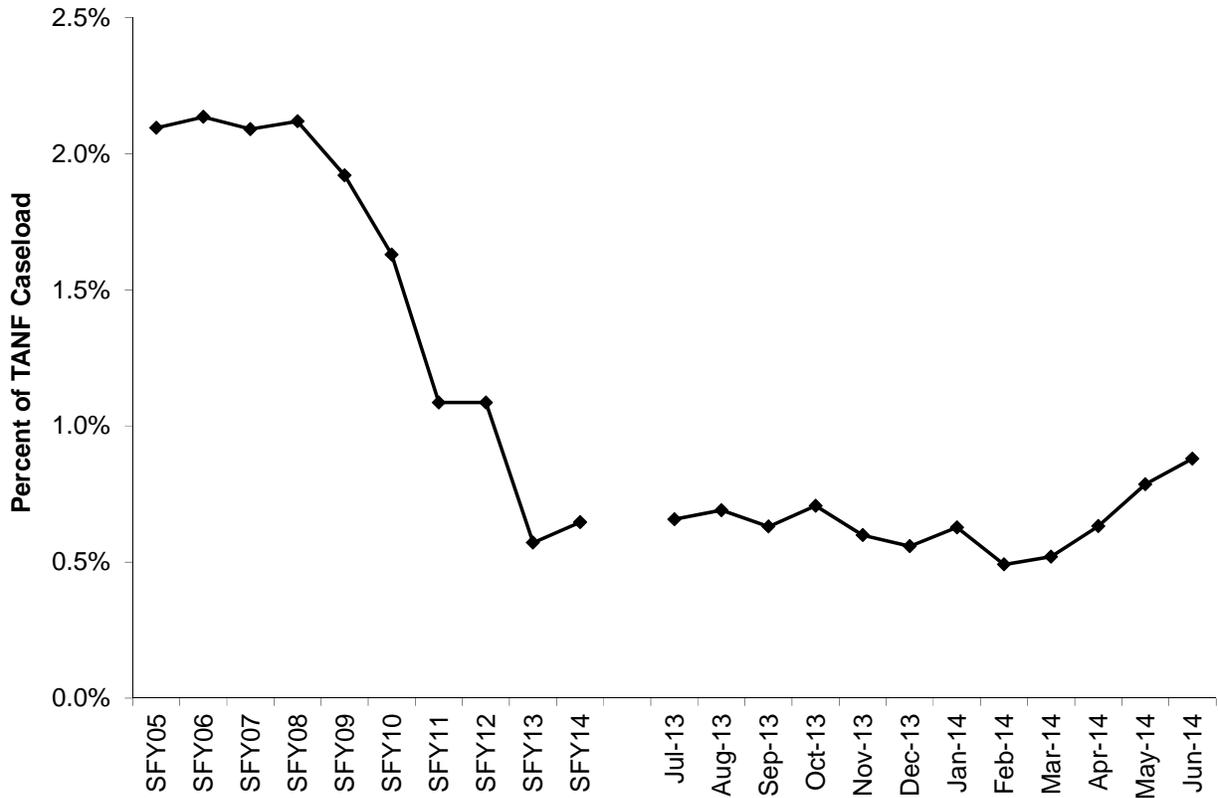
SFY 2014	Cases	Persons	Grant Expenditures	Average Payment Per Case
July	291	824	\$141,227.00	\$485.32
August	305	827	\$153,361.00	\$502.82
September	275	757	\$133,234.00	\$484.49
October	304	867	\$150,319.00	\$494.47
November	254	683	\$117,342.00	\$461.98
December	238	669	\$115,179.00	\$483.95
January	272	831	\$128,677.00	\$473.08
February	211	621	\$98,895.00	\$468.70
March	220	598	\$108,191.00	\$491.78
April	263	725	\$130,814.00	\$497.39
May	320	927	\$166,923.00	\$521.63
June	347	983	\$180,730.00	\$520.84
Mo. Avg.	275	776	\$135,407.67	\$491.01

Other Programs

AREN Caseload as a Percent of the TANF Caseload

SFY 2005 - SFY 2014

Source: ESA-ACES Data

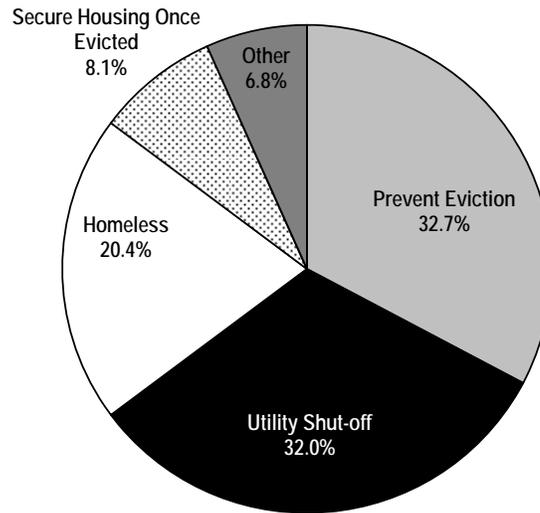


SFY 2014	TANF	AREN Caseload	
	Caseload	Number	Percent
July	44,297	291	0.7%
August	44,181	305	0.7%
September	43,639	275	0.6%
October	43,028	304	0.7%
November	42,453	254	0.6%
December	42,653	238	0.6%
January	43,356	272	0.6%
February	42,995	211	0.5%
March	42,350	220	0.5%
April	41,635	263	0.6%
May	40,728	320	0.8%
June	39,454	347	0.9%
Mo. Avg.	42,564	275	0.6%

Other Programs

Average Monthly AREN Caseload by Service Type⁶ SFY 2014

Source: ESA-ACES Data



AREN Case Type	AREN Cases	
	Number	Percent
Prevent Eviction	93	32.7%
Utility Shut-off	91	32.0%
Homeless	58	20.4%
Secure Housing Once Evicted	23	8.1%
No Fuel For Heating or Cooking	5	1.8%
Obtain New Housing - Verifiable Defect	5	1.8%
Exception to Rule	5	1.8%
Obtain New Housing - Abusive Spouse	4	1.4%
Housing Due to Natural Disaster	0	0.0%
Clothing Due to Natural Disaster	0	0.0%
No Food	0	0.0%
Utility Repair	0	0.0%
Total Cases	284	100.0%

⁶ Numbers are based on the average monthly caseload by type. A number of cases received more than one type of AREN. Therefore, the sum of AREN cases by type was greater than the monthly average of unduplicated cases that received AREN.

Other Programs

AREN Clients by CSO of Issuance⁷ (DSHS Region, CSO, CSCC, and HCS Office)

June 2014 Snapshot

Source: ESA-ACES Data

	Cases		Clients	
	Number	Percent	Number	Percent
Region 1				
ACCESS SPOKANE 032	58	16.7%	172	17.5%
COLFAX CSO	1	0.3%	1	0.1%
COLVILLE CSO	1	0.3%	1	0.1%
ELLENSBURG CSO	3	0.9%	9	0.9%
GOLDENDALE CSO	4	1.2%	8	0.8%
KENNEWICK CSO	2	0.6%	9	0.9%
MOSES LAKE CSO	1	0.3%	2	0.2%
NEWPORT CSO	2	0.6%	5	0.5%
WALLA WALLA CSO	1	0.3%	3	0.3%
WAPATO CSO	2	0.6%	14	1.4%
WENATCHEE CSO	1	0.3%	3	0.3%
YAKIMA CSO	15	4.3%	38	3.9%
Region Total	91	26.2%	265	27.0%
Region 2				
ALDERWOOD CSO	5	1.4%	18	1.8%
AUBURN CSO	4	1.2%	12	1.2%
BELLINGHAM CSO	7	2.0%	17	1.7%
BELLTOWN CSO	1	0.3%	2	0.2%
CAPITOL HILL CSO	2	0.6%	5	0.5%
EVERETT CSO	13	3.7%	36	3.7%
FEDERAL WAY CSO	7	2.0%	20	2.0%
KING EASTSIDE CSO	4	1.2%	14	1.4%
KING NORTH CSO	6	1.7%	16	1.6%
KING SOUTH CSO	7	2.0%	19	1.9%
MT VERNON CSO	1	0.3%	1	0.1%
RAINIER CSO	8	2.3%	19	1.9%
RENTON CSO	2	0.6%	5	0.5%
SKY VALLEY CSO	1	0.3%	4	0.4%
SMOKEY POINT CSO	8	2.3%	23	2.3%
WHITE CENTER CSO	7	2.0%	15	1.5%
Region Total	83	23.9%	226	23.0%

⁷ Caseload distribution is based on the location from which benefits were issued.

Other Programs

AREN Clients by CSO of Issuance (DSHS Region, CSO, CSCC, and HCS Office)

June 2014 Snapshot

Source: ESA-ACES Data

	Cases		Clients	
	Number	Percent	Number	Percent
Region 3				
ABERDEEN CSO	10	2.9%	32	3.3%
BREMERTON CSO	3	0.9%	6	0.6%
CHEHALIS CSO	3	0.9%	7	0.7%
COLUMBIA RIVER CSO	21	6.1%	59	6.0%
KELSO CSO	16	4.6%	46	4.7%
LAKEWOOD CSO	44	12.7%	130	13.2%
OLYMPIA CSO	9	2.6%	17	1.7%
PIERCE NORTH CSO	9	2.6%	24	2.4%
PIERCE SOUTH CSO	40	11.5%	120	12.2%
PUYALLUP VALLEY CSO	7	2.0%	18	1.8%
SHELTON CSO	3	0.9%	7	0.7%
SOUTH BEND CSO	3	0.9%	12	1.2%
STEVENSON CSO	4	1.2%	10	1.0%
Region Total	172	49.6%	488	49.6%
Customer Service Contact Centers (CSCC)				
CUSTOMER SVC CENTRAL	1	0.3%	4	0.4%
State Total	347	100.0%	983	100.0%

Other Programs

AREN Clients by CSO of Residence⁸ (DSHS Region and CSO) June 2014 Snapshot Source: ESA-ACES Data

	Cases		Clients	
	Number	Percent	Number	Percent
Region 1				
ACCESS SPOKANE 032	57	16.4%	166	16.9%
COLFAX CSO	1	0.3%	1	0.1%
COLVILLE CSO	1	0.3%	1	0.1%
ELLENSBURG CSO	3	0.9%	9	0.9%
GOLDENDALE CSO	4	1.2%	8	0.8%
KENNEWICK CSO	2	0.6%	9	0.9%
MOSES LAKE CSO	1	0.3%	2	0.2%
NEWPORT CSO	2	0.6%	5	0.5%
SUNNYSIDE CSO	1	0.3%	4	0.4%
WALLA WALLA CSO	1	0.3%	3	0.3%
WAPATO CSO	1	0.3%	10	1.0%
WENATCHEE CSO	1	0.3%	3	0.3%
YAKIMA CSO	15	4.3%	38	3.9%
Region Total	90	25.9%	259	26.3%
Region 2				
ALDERWOOD CSO	3	0.9%	10	1.0%
AUBURN CSO	4	1.2%	12	1.2%
BELLINGHAM CSO	6	1.7%	15	1.5%
BELLTOWN CSO	2	0.6%	4	0.4%
CAPITOL HILL CSO	1	0.3%	3	0.3%
EVERETT CSO	15	4.3%	43	4.4%
FEDERAL WAY CSO	8	2.3%	26	2.6%
KING EASTSIDE CSO	4	1.2%	14	1.4%
KING NORTH CSO	6	1.7%	16	1.6%
KING SOUTH CSO	5	1.4%	13	1.3%
MT VERNON CSO	2	0.6%	5	0.5%
RAINIER CSO	8	2.3%	21	2.1%
RENTON CSO	4	1.2%	9	0.9%
SKY VALLEY CSO	1	0.3%	4	0.4%
SMOKEY POINT CSO	7	2.0%	19	1.9%
WHITE CENTER CSO	6	1.7%	13	1.3%
Region Total	82	23.6%	227	23.1%

⁸ Caseload distribution is based on where clients live.

Other Programs

AREN Clients by CSO of Residence (DSHS Region and CSO)

June 2014 Snapshot

Source: ESA-ACES Data

	Cases		Clients	
	Number	Percent	Number	Percent
Region 3				
ABERDEEN CSO	10	2.9%	32	3.3%
BREMERTON CSO	3	0.9%	6	0.6%
CHEHALIS CSO	3	0.9%	7	0.7%
COLUMBIA RIVER CSO	20	5.8%	57	5.8%
KELSO CSO	16	4.6%	46	4.7%
LAKWOOD CSO	45	13.0%	134	13.6%
OLYMPIA CSO	13	3.7%	26	2.6%
PIERCE NORTH CSO	11	3.2%	28	2.8%
PIERCE SOUTH CSO	38	11.0%	117	11.9%
PUYALLUP VALLEY CSO	6	1.7%	15	1.5%
SHELTON CSO	3	0.9%	7	0.7%
SOUTH BEND CSO	3	0.9%	12	1.2%
STEVENSON CSO	4	1.2%	10	1.0%
Region Total	175	50.4%	497	50.6%
Statewide Total	347	100.0%	983	100.0%

Other Programs

AREN Caseload by County of Residence

June 2014 Snapshot

Source: ESA-ACES Data

County	Cases		Clients	
	Number	Percent	Number	Percent
Adams	0	0.0%	0	0.0%
Asotin	0	0.0%	0	0.0%
Benton	2	0.6%	9	0.9%
Chelan	1	0.3%	3	0.3%
Clallam	0	0.0%	0	0.0%
Clark	20	5.8%	57	5.8%
Columbia	0	0.0%	0	0.0%
Cowlitz	16	4.6%	46	4.7%
Douglas	0	0.0%	0	0.0%
Ferry	0	0.0%	0	0.0%
Franklin	0	0.0%	0	0.0%
Garfield	0	0.0%	0	0.0%
Grant	1	0.3%	2	0.2%
Grays Harbor	10	2.9%	32	3.3%
Island	0	0.0%	0	0.0%
Jefferson	0	0.0%	0	0.0%
King	48	13.8%	131	13.3%
Kitsap	3	0.9%	6	0.6%
Kittitas	3	0.9%	9	0.9%
Klickitat	4	1.2%	8	0.8%
Lewis	3	0.9%	7	0.7%
Lincoln	0	0.0%	0	0.0%
Mason	3	0.9%	7	0.7%
Okanogan	0	0.0%	0	0.0%
Pacific	3	0.9%	12	1.2%
Pend Oreille	2	0.6%	5	0.5%
Pierce	99	28.5%	289	29.4%
San Juan	0	0.0%	0	0.0%
Skagit	2	0.6%	5	0.5%
Skamania	4	1.2%	10	1.0%
Snohomish	27	7.8%	79	8.0%
Spokane	57	16.4%	166	16.9%
Stevens	1	0.3%	1	0.1%
Thurston	13	3.7%	28	2.8%
Wahkiakum	0	0.0%	0	0.0%
Walla Walla	1	0.3%	3	0.3%
Whatcom	6	1.7%	15	1.5%
Whitman	1	0.3%	1	0.1%
Yakima	17	4.9%	52	5.3%
State Total	347	100.0%	983	100.0%

Other Programs

AREN Client Demographics

June 2014 Snapshot

Source: ESA-ACES Data

Characteristic	All Clients		Adults Only	
	Number	Percent	Number	Percent
TOTAL	983	100.0%	359	100.0%
Gender				
Female	579	58.9%	264	73.5%
Male	404	41.1%	95	26.5%
Race				
Hispanic Origin	139	14.1%	41	11.4%
Not Hispanic or Latino	844	85.9%	318	88.6%
White	432	43.9%	200	55.7%
Black/African American	167	17.0%	63	17.5%
Asian/Pacific Islander	47	4.8%	19	5.3%
American Indian/ Alaska Native	23	2.3%	8	2.2%
Two or More Races	33	3.4%	7	1.9%
Not Reported/Unidentifiable	142	14.4%	21	5.8%
Marital Status (Adults Only)				
Separated			32	8.9%
Married			100	27.9%
Never Married			186	51.8%
Divorced			33	9.2%
Widowed			3	0.8%
Citizenship				
U.S. Citizen	941	95.7%	328	91.4%
Resident Alien	41	4.2%	30	8.4%
U.S. National⁹	1	0.1%	1	0.3%
Homeless	152	15.5%	63	17.5%

⁹ 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).

Other Programs

AREN Client Demographics (continued)

June 2014 Snapshot

Source: ESA-ACES Data

Characteristic	All Clients		Adults Only	
	Number	Percent	Number	Percent
Education (Adults Only)				
Less than a High School Diploma			72	20.1%
High School Graduate or GED			210	58.5%
Some College or College Degree			74	20.6%
Not Reported/Unidentifiable			3	0.8%
Age				
< 1 Year Old	69	7.0%		
1 - 5 Years Old	243	24.7%		
6 - 10 Years Old	170	17.3%		
11 - 15 Years Old	102	10.4%		
16 - 17 Years Old	29	3.0%		
18 - 24 Years Old	97	9.9%	86	24.0%
25 - 34 Years Old	171	17.4%	171	47.6%
35 - 44 Years Old	82	8.3%	82	22.8%
45 - 54 Years Old	18	1.8%	18	5.0%
55 - 64 Years Old	2	0.2%	2	0.6%
65+ Years Old	0	0.0%	0	0.0%
Avg. Age of Children	6.5 Years Old			
Avg. Age of Adults	30.9 Years Old			

Other Programs

Selected CEAP¹⁰ Program Characteristics SFY 2013 and SFY 2014

Source: ESA-ACES Data

	SFY 2013 ¹¹ (July 2012 – June 2013)	SFY 2014 ¹² (July 2013 – June 2014)
Average Number of Cases Per Month (Range)	62 (50 - 84)	61 (47 - 73)
Average Number of Persons Per Month (Range)	211 (163 – 301)	193 (154 – 255)
Average Number of Adults Per Month (Range)	78 (62 – 108)	77 (64 – 108)
Average Number of Children Per Month (Range)	133 (101 – 193)	116 (90 – 166)
Recipients as a Percent of State’s Total Population	Trace	Trace
Total Statewide Population¹³	6,882,400	6,968,170
Children as a Percent of All Recipients	62.9%	60.2%
Average Persons Per Case	3.4	3.2
Average Children Per Case	2.1	1.9
Average Children Per Adult	1.7	1.5
Average Monthly Payment Per Case (Range)¹⁴	\$437.79 (\$392.57 - \$473.12)	\$422.39 (\$411.77 - \$439.77)

¹⁰ CEAP ran out of funds as of January 1, 2014. A new rule change allows the department to suspend the program when funds are exhausted. The suspension was lifted on July 1, 2014 for the start of the new fiscal year.

¹¹ Monthly averages are based on clients served in the six months (July-December 2012) during which the program operated in the fiscal year.

¹² Monthly averages are based on clients served in the six months (July-December 2013) during which the program operated in the fiscal year.

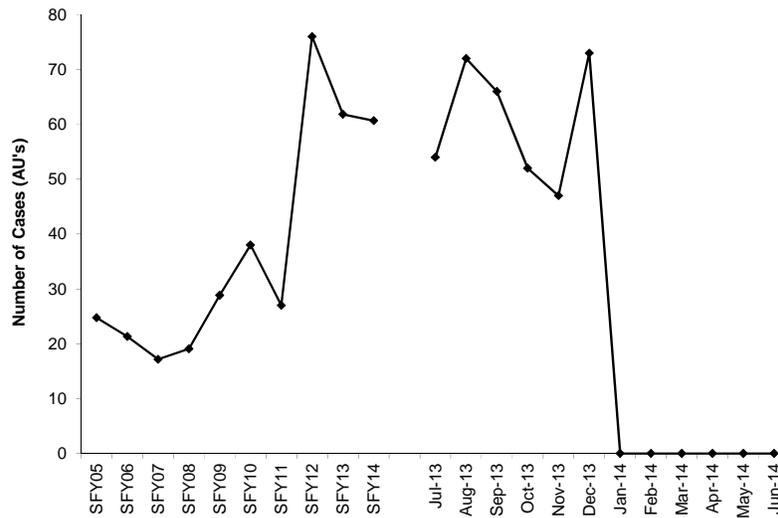
¹³ OFM Forecasting Division

¹⁴ Payments are not adjusted for refunds.

Other Programs

CEAP Caseload SFY 2005 - SFY 2014

Source: ESA-ACES Data



Year	Mo. Avg. Cases	Year	Mo. Avg. Cases
SFY05	25	SFY10	38
SFY06	21	SFY11	27
SFY07	17	SFY12	76
SFY08	19	SFY13	62
SFY09	29	SFY14	61

SFY 2014 ¹⁵	Cases	Persons	Grant Expenditures	Average Payment Per Case
July	54	154	\$23,747.62	\$439.77
August	72	221	\$29,647.72	\$411.77
September	66	197	\$27,555.68	\$417.51
October	52	162	\$22,017.98	\$423.42
November	47	169	\$20,266.69	\$431.21
December	73	255	\$30,514.39	\$418.01
January	0	0	--	--
February	0	0	--	--
March	0	0	--	--
April	0	0	--	--
May	0	0	--	--
June	0	0	--	--
Avg. Mo.¹⁶	61	193	\$25,625.01	\$422.39
Annual Unduplicated	363	1,145	\$153,750.08	\$423.55

¹⁵ CEAP ran out of funds as of January 1, 2014. A new rule change allows the department to suspend the program when funds are exhausted. The suspension was lifted on July 1, 2014 for the start of the new fiscal year.

¹⁶ Monthly averages are based on clients served in the six months (July-December 2013) during which the program operated in the fiscal year.

Other Programs

CEAP Clients by CSO of Issuance¹⁷ (DSHS Region, CSO, CSCC, and HCS Office)

June 2014 Snapshot

Source: ESA-ACES Data

	Cases		Clients	
	Number	Percent	Number	Percent
Region 1				
ACCESS SPOKANE 032	87	24.0%	298	26.0%
GOLDENDALE CSO	3	0.8%	12	1.0%
KENNEWICK CSO	17	4.7%	74	6.5%
MOSES LAKE CSO	3	0.8%	8	0.7%
NEWPORT CSO	2	0.6%	5	0.4%
SUNNYSIDE CSO	30	8.3%	118	10.3%
WAPATO CSO	1	0.3%	5	0.4%
WENATCHEE CSO	1	0.3%	4	0.3%
WHITE SALMON CSO	3	0.8%	8	0.7%
YAKIMA CSO	2	0.6%	10	0.9%
Region Total	149	41.0%	542	47.3%
Region 2				
ALDERWOOD CSO	2	0.6%	8	0.7%
AUBURN CSO	1	0.3%	2	0.2%
BELLINGHAM CSO	3	0.8%	7	0.6%
BELLTOWN CSO	8	2.2%	18	1.6%
CAPITOL HILL CSO	2	0.6%	6	0.5%
EVERETT CSO	11	3.0%	36	3.1%
FEDERAL WAY CSO	4	1.1%	15	1.3%
KING EASTSIDE CSO	1	0.3%	3	0.3%
KING NORTH CSO	34	9.4%	91	7.9%
KING SOUTH CSO	1	0.3%	3	0.3%
MT VERNON CSO	6	1.7%	18	1.6%
RENTON CSO	1	0.3%	2	0.2%
SMOKEY POINT CSO	2	0.6%	4	0.3%
WHITE CENTER CSO	5	1.4%	12	1.0%
Region Total	81	22.3%	225	19.7%

¹⁷ Caseload distribution is based on the location from which benefits were issued.

Other Programs

CEAP Clients by CSO of Issuance (DSHS Region, CSO, CSCC, and HCS Office)

June 2014 Snapshot

Source: ESA-ACES Data

	Cases		Clients	
	Number	Percent	Number	Percent
Region 3				
BREMERTON CSO	30	8.3%	79	6.9%
CHEHALIS CSO	1	0.3%	3	0.3%
COLUMBIA RIVER CSO	63	17.4%	184	16.1%
FORKS CSO	6	1.7%	19	1.7%
KELSO CSO	5	1.4%	18	1.6%
OLYMPIA CSO	2	0.6%	5	0.4%
PIERCE SOUTH CSO	5	1.4%	12	1.0%
PORT ANGELES CSO	3	0.8%	10	0.9%
PUYALLUP VALLEY CSO	11	3.0%	30	2.6%
SHELTON CSO	3	0.8%	8	0.7%
SOUTH BEND CSO	3	0.8%	7	0.6%
Region Total	132	36.4%	375	32.8%
Customer Service Contact Centers (CSCC)				
CUSTOMER SVC CENTRAL	1	0.3%	3	0.3%
State Total	363	100.0%	1,145	100.0%

Other Programs

CEAP Clients by CSO of Residence¹⁸ (DHS Region and CSO) June 2014 Snapshot Source: ESA-ACES Data

	Cases		Clients	
	Number	Percent	Number	Percent
Region 1				
ACCESS SPOKANE 032	85	23.4%	290	25.3%
COLFAX CSO	1	0.3%	3	0.3%
COLVILLE CSO	1	0.3%	5	0.4%
GOLDENDALE CSO	3	0.8%	12	1.0%
KENNEWICK CSO	17	4.7%	74	6.5%
MOSES LAKE CSO	3	0.8%	8	0.7%
NEWPORT CSO	2	0.6%	5	0.4%
SUNNYSIDE CSO	29	8.0%	112	9.8%
WAPATO CSO	2	0.6%	11	1.0%
WENATCHEE CSO	1	0.3%	4	0.3%
WHITE SALMON CSO	3	0.8%	8	0.7%
YAKIMA CSO	2	0.6%	10	0.9%
Region Total	149	41.0%	542	47.3%
Region 2				
ALDERWOOD CSO	2	0.6%	8	0.7%
AUBURN CSO	1	0.3%	2	0.2%
BELLINGHAM CSO	3	0.8%	7	0.6%
BELLTOWN CSO	8	2.2%	20	1.7%
CAPITOL HILL CSO	3	0.8%	9	0.8%
EVERETT CSO	11	3.0%	36	3.1%
FEDERAL WAY CSO	4	1.1%	15	1.3%
KING EASTSIDE CSO	1	0.3%	3	0.3%
KING NORTH CSO	31	8.5%	82	7.2%
KING SOUTH CSO	1	0.3%	3	0.3%
MT VERNON CSO	6	1.7%	18	1.6%
RAINIER CSO	1	0.3%	2	0.2%
RENTON CSO	1	0.3%	2	0.2%
SMOKEY POINT CSO	3	0.8%	6	0.5%
WHITE CENTER CSO	5	1.4%	12	1.0%
Region Total	81	22.3%	225	19.7%

¹⁸ Caseload distribution is based on where clients live.

Other Programs

CEAP Clients by CSO of Residence (DSHS Region and CSO)

June 2014 Snapshot

Source: ESA-ACES Data

	Cases		Clients	
	Number	Percent	Number	Percent
Region 3				
BREMERTON CSO	30	8.3%	79	6.9%
CHEHALIS CSO	1	0.3%	3	0.3%
COLUMBIA RIVER CSO	63	17.4%	184	16.1%
FORKS CSO	2	0.6%	5	0.4%
KELSO CSO	6	1.7%	21	1.8%
OLYMPIA CSO	2	0.6%	5	0.4%
PIERCE SOUTH CSO	6	1.7%	14	1.2%
PORT ANGELES CSO	4	1.1%	14	1.2%
PORT TOWNSEND CSO	3	0.8%	10	0.9%
PUYALLUP VALLEY CSO	10	2.8%	28	2.4%
SHELTON CSO	3	0.8%	8	0.7%
SOUTH BEND CSO	3	0.8%	7	0.6%
Region Total	133	36.6%	378	33.0%
Statewide Total	363	100.0%	1,145	100.0%

Other Programs

CEAP Annual Caseload by County of Residence SFY 2014

Source: ESA-ACES Data

County	Cases		Clients	
	Number	Percent	Number	Percent
Adams	5	1.4%	11	1.0%
Asotin	0	0.0%	0	0.0%
Benton	11	3.0%	47	4.1%
Chelan	1	0.3%	4	0.3%
Clallam	6	1.7%	19	1.7%
Clark	62	17.1%	181	15.8%
Columbia	0	0.0%	0	0.0%
Cowlitz	5	1.4%	19	1.7%
Douglas	0	0.0%	0	0.0%
Ferry	0	0.0%	0	0.0%
Franklin	6	1.7%	27	2.4%
Garfield	0	0.0%	0	0.0%
Grant	3	0.8%	8	0.7%
Grays Harbor	0	0.0%	0	0.0%
Island	0	0.0%	0	0.0%
Jefferson	3	0.8%	10	0.9%
King	53	14.6%	146	12.8%
Kitsap	30	8.3%	79	6.9%
Kittitas	1	0.3%	2	0.2%
Klickitat	6	1.7%	20	1.7%
Lewis	1	0.3%	3	0.3%
Lincoln	0	0.0%	0	0.0%
Mason	3	0.8%	8	0.7%
Okanogan	0	0.0%	0	0.0%
Pacific	3	0.8%	7	0.6%
Pend Oreille	1	0.3%	3	0.3%
Pierce	16	4.4%	42	3.7%
San Juan	0	0.0%	0	0.0%
Skagit	6	1.7%	18	1.6%
Skamania	0	0.0%	0	0.0%
Snohomish	16	4.4%	50	4.4%
Spokane	85	23.4%	290	25.3%
Stevens	1	0.3%	5	0.4%
Thurston	2	0.6%	5	0.4%
Wahkiakum	0	0.0%	0	0.0%
Walla Walla	0	0.0%	0	0.0%
Whatcom	3	0.8%	7	0.6%
Whitman	1	0.3%	1	0.1%
Yakima	33	9.1%	133	11.6%
State Total	363	100.0%	1,145	100.0%

Other Programs

CEAP Client Demographics SFY 2014

Source: ESA-ACES Data

Characteristic	All Clients		Adults Only	
	Number	Percent	Number	Percent
TOTAL	1,145	100.0%	475	100.0%
Gender				
Female	649	56.7%	344	72.4%
Male	496	43.3%	131	27.6%
Race				
Hispanic Origin	269	23.5%	97	20.4%
Not Hispanic or Latino	876	76.5%	378	79.6%
White	570	49.8%	275	57.9%
Black/African American	107	9.3%	43	9.1%
Asian/Pacific Islander	25	2.2%	15	3.2%
American Indian/ Alaska Native	28	2.4%	11	2.3%
Two or More Races	13	1.1%	5	1.1%
Not Reported/Unidentifiable	133	11.6%	29	6.1%
Marital Status (Adults Only)				
Separated			45	9.5%
Married			100	21.1%
Never Married			274	57.7%
Divorced			46	9.7%
Widowed			4	0.8%
Not Reported/Unidentifiable			6	1.3%
Citizenship				
U.S. Citizen	1,030	90.0%	390	82.1%
Resident Alien	40	3.5%	31	6.5%
U.S. National ¹⁹	2	0.2%	2	0.4%
Not Reported/Unidentifiable	73	6.4%	52	10.9%
Homeless	139	12.1%	67	14.1%

¹⁹ 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).

Other Programs

CEAP Client Demographics (continued)

June 2014 Snapshot

Source: ESA-ACES Data

Characteristic	All Clients		Adults Only	
	Number	Percent	Number	Percent
Education (Adults Only)				
Less than a High School Diploma			146	30.7%
High School Graduate or GED			225	47.4%
Some College or College Degree			93	19.6%
Not Reported/Unidentifiable			11	2.3%
Age				
< 1 Year Old	14	1.2%		
1 - 5 Years Old	190	16.6%		
6 - 10 Years Old	241	21.0%		
11 - 15 Years Old	176	15.4%		
16 - 17 Years Old	49	4.3%		
18 - 24 Years Old	84	7.3%	84	17.7%
25 - 34 Years Old	226	19.7%	226	47.6%
35 - 44 Years Old	135	11.8%	135	28.4%
45 - 54 Years Old	26	2.3%	26	5.5%
55 - 64 Years Old	2	0.2%	2	0.4%
65+ Years Old	2	0.2%	2	0.4%
Avg. Age of Children	8.3 Years Old			
Avg. Age of Adults	31.9 Years Old			

Other Programs

Selected DCA Program Characteristics SFY 2013 and SFY 2014

Source: ESA-ACES Data

	SFY 2013 (July 2012 – June 2013)	SFY 2014 (July 2013 – June 2014)
Average Number of Cases Per Month (Range)	277 (172 - 372)	244 (142 - 321)
Average Number of Persons Per Month (Range)	872 (553 – 1,149)	772 (463 – 993)
Average Number of Adults Per Month (Range)	368 (243 – 480)	319 (190 – 418)
Average Number of Children Per Month (Range)	504 (310 – 669)	453 (273 – 578)
Recipients as a Percent of State’s Total Population	Trace	Trace
Total Population²⁰	6,882,400	6,968,170
Children as a Percent of All Recipients	57.8%	58.7%
Average Persons Per Case	3.1	3.2
Average Children Per Case	1.8	1.9
Average Children Per Adult	1.4	1.4
Average Monthly Payment Per Case (Range)²¹	\$1,192.48 (\$1,183.22 – \$1,207.02)	\$1,182.84 (\$1,156.27 – \$1,194.74)

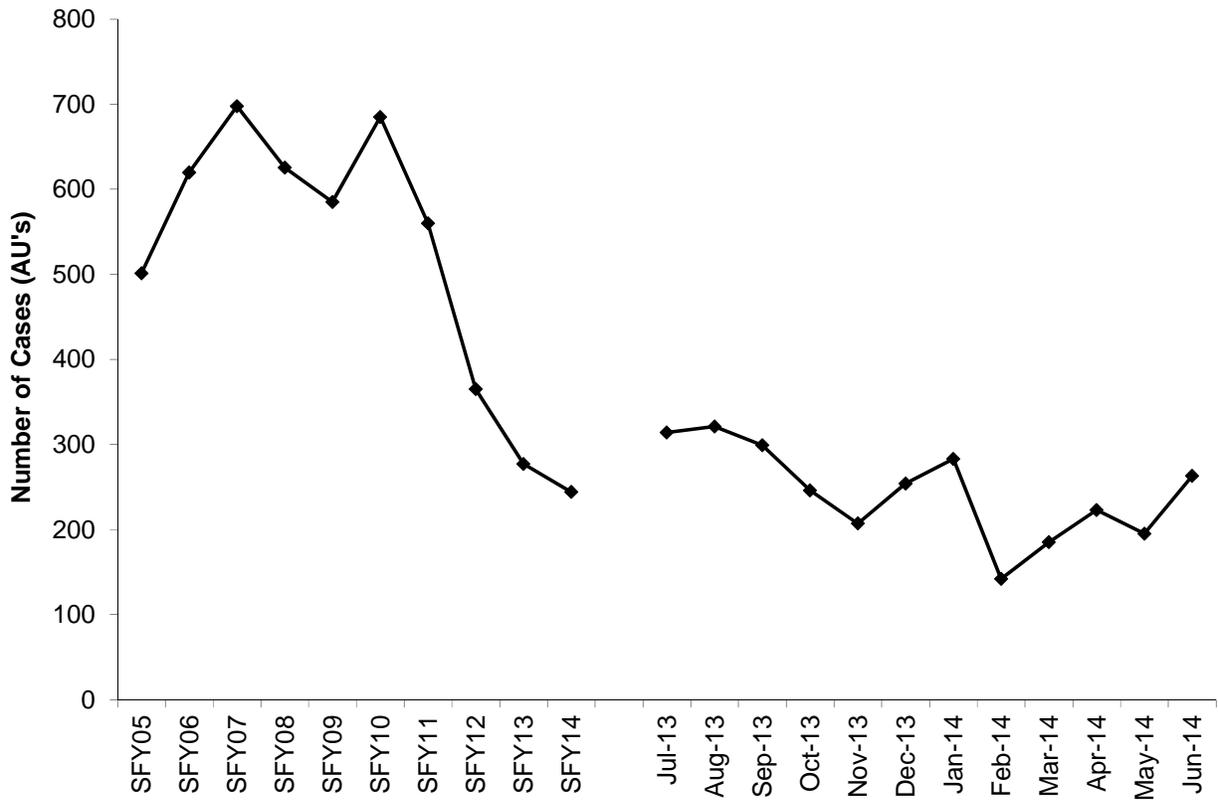
²⁰ OFM Forecasting Division

²¹ Payments are not adjusted for refunds.

Other Programs

DCA Caseload SFY 2005 – SFY 2014

Source: ESA-ACES Data



SFY 2014	Cases	Persons	Grant Expenditures	Average Payment Per Case
July	314	993	\$373,807.99	\$1,190.47
August	321	969	\$379,422.81	\$1,182.00
September	299	961	\$355,283.97	\$1,188.24
October	246	782	\$288,761.84	\$1,173.83
November	207	654	\$244,738.39	\$1,182.31
December	254	823	\$303,463.44	\$1,194.74
January	283	912	\$335,092.29	\$1,184.07
February	142	463	\$169,557.81	\$1,194.07
March	185	576	\$217,740.42	\$1,176.98
April	223	684	\$257,848.91	\$1,156.27
May	195	611	\$229,762.01	\$1,178.27
June	263	836	\$307,886.35	\$1,170.67
Mo. Avg.	244	772	\$288,613.85	\$1,182.84

Other Programs

DCA Clients by CSO of Issuance²²
(DSHS Region, CSO, CSCC, and HCS Office)
June 2014 Snapshot
 Source: ESA-ACES Data

	Cases		Clients	
	Number	Percent	Number	Percent
Region 1				
ACCESS SPOKANE 032	44	16.7%	137	16.4%
COLVILLE CSO	1	0.4%	3	0.4%
ELLENSBURG CSO	2	0.8%	8	1.0%
GOLDENDALE CSO	1	0.4%	2	0.2%
KENNEWICK CSO	6	2.3%	20	2.4%
MOSES LAKE CSO	5	1.9%	21	2.5%
NEWPORT CSO	1	0.4%	4	0.5%
SUNNYSIDE CSO	1	0.4%	3	0.4%
WALLA WALLA CSO	2	0.8%	8	1.0%
WAPATO CSO	2	0.8%	5	0.6%
WENATCHEE CSO	1	0.4%	4	0.5%
WHITE SALMON CSO	2	0.8%	4	0.5%
YAKIMA CSO	4	1.5%	12	1.4%
Region Total	72	27.4%	231	27.6%
Region 2				
ALDERWOOD CSO	3	1.1%	10	1.2%
AUBURN CSO	5	1.9%	14	1.7%
BELLINGHAM CSO	4	1.5%	11	1.3%
BELLTOWN CSO	2	0.8%	4	0.5%
CAPITOL HILL CSO	6	2.3%	15	1.8%
EVERETT CSO	14	5.3%	42	5.0%
KING EASTSIDE CSO	1	0.4%	3	0.4%
KING NORTH CSO	4	1.5%	14	1.7%
KING SOUTH CSO	3	1.1%	10	1.2%
MT VERNON CSO	2	0.8%	5	0.6%
OAK HARBOR CSO	3	1.1%	13	1.6%
RAINIER CSO	3	1.1%	9	1.1%
RENTON CSO	5	1.9%	18	2.2%
SKY VALLEY CSO	1	0.4%	3	0.4%
SMOKEY POINT CSO	7	2.7%	23	2.8%
WHITE CENTER CSO	2	0.8%	8	1.0%
Region Total	65	24.7%	202	24.2%

²² Caseload distribution is based on the location from which benefits were issued.

Other Programs

DCA Clients by CSO of Issuance (DSHS Region, CSO, CSCC, and HCS Office)

June 2014 Snapshot

Source: ESA-ACES Data

	Cases		Clients	
	Number	Percent	Number	Percent
Region 3				
ABERDEEN CSO	3	1.1%	8	1.0%
BREMERTON CSO	5	1.9%	17	2.0%
CHEHALIS CSO	3	1.1%	12	1.4%
COLUMBIA RIVER CSO	36	13.7%	120	14.4%
FORKS CSO	1	0.4%	2	0.2%
KELSO CSO	5	1.9%	14	1.7%
LAKESWOOD CSO	17	6.5%	50	6.0%
LONG BEACH CSO	1	0.4%	5	0.6%
OLYMPIA CSO	10	3.8%	27	3.2%
PIERCE NORTH CSO	7	2.7%	26	3.1%
PIERCE SOUTH CSO	12	4.6%	34	4.1%
PORT ANGELES CSO	2	0.8%	10	1.2%
PUYALLUP VALLEY CSO	13	4.9%	38	4.5%
SHELTON CSO	3	1.1%	11	1.3%
STEVENSON CSO	4	1.5%	16	1.9%
Region Total	122	46.4%	390	46.7%
Customer Service Contact Centers (CSCC)				
CUSTOMER SVC CENTRAL	3	1.1%	11	1.3%
CUSTOMR SVC SO SOUND	1	0.4%	2	0.2%
State Total	263	100.0%	836	100.0%

Other Programs

DCA Clients by CSO of Residence²³ (DSHS Region and CSO) June 2014 Snapshot Source: ESA-ACES Data

	Cases		Clients	
	Number	Percent	Number	Percent
Region 1				
ACCESS SPOKANE 032	42	16.0%	135	16.1%
COLVILLE CSO	2	0.8%	5	0.6%
ELLENSBURG CSO	2	0.8%	8	1.0%
GOLDENDALE CSO	1	0.4%	2	0.2%
KENNEWICK CSO	7	2.7%	23	2.8%
MOSES LAKE CSO	5	1.9%	21	2.5%
NEWPORT CSO	1	0.4%	4	0.5%
SUNNYSIDE CSO	1	0.4%	3	0.4%
WALLA WALLA CSO	2	0.8%	8	1.0%
WAPATO CSO	2	0.8%	5	0.6%
WENATCHEE CSO	1	0.4%	4	0.5%
WHITE SALMON CSO	2	0.8%	4	0.5%
YAKIMA CSO	4	1.5%	12	1.4%
Region Total	72	27.4%	234	28.0%
Region 2				
ALDERWOOD CSO	3	1.1%	10	1.2%
AUBURN CSO	4	1.5%	11	1.3%
BELLINGHAM CSO	4	1.5%	11	1.3%
BELLTOWN CSO	2	0.8%	4	0.5%
CAPITOL HILL CSO	6	2.3%	15	1.8%
EVERETT CSO	13	4.9%	37	4.4%
FEDERAL WAY CSO	1	0.4%	2	0.2%
KING EASTSIDE CSO	1	0.4%	3	0.4%
KING NORTH CSO	4	1.5%	14	1.7%
KING SOUTH CSO	3	1.1%	10	1.2%
MT VERNON CSO	3	1.1%	9	1.1%
OAK HARBOR CSO	3	1.1%	13	1.6%
RAINIER CSO	3	1.1%	8	1.0%
RENTON CSO	3	1.1%	9	1.1%
SMOKEY POINT CSO	8	3.0%	27	3.2%
WHITE CENTER CSO	2	0.8%	8	1.0%
Region Total	63	24.0%	191	22.8%

²³ Caseload distribution is based on where clients live.

Other Programs

DCA Clients by CSO of Residence (DSHS Region and CSO)

June 2014 Snapshot

Source: ESA-ACES Data

	Cases		Clients	
	Number	Percent	Number	Percent
Region 3				
ABERDEEN CSO	3	1.1%	8	1.0%
BREMERTON CSO	5	1.9%	17	2.0%
CHEHALIS CSO	3	1.1%	12	1.4%
COLUMBIA RIVER CSO	37	14.1%	125	15.0%
KELSO CSO	5	1.9%	14	1.7%
LAKEWOOD CSO	16	6.1%	48	5.7%
LONG BEACH CSO	1	0.4%	5	0.6%
OLYMPIA CSO	13	4.9%	36	4.3%
PIERCE NORTH CSO	8	3.0%	26	3.1%
PIERCE SOUTH CSO	15	5.7%	45	5.4%
PORT ANGELES CSO	2	0.8%	10	1.2%
PORT TOWNSEND CSO	2	0.8%	7	0.8%
PUYALLUP VALLEY CSO	10	3.8%	31	3.7%
SHELTON CSO	2	0.8%	6	0.7%
STEVENSON CSO	6	2.3%	21	2.5%
Region Total	128	48.7%	411	49.2%
Statewide Total	263	100.0%	836	100.0%

Other Programs

DCA Caseload by County of Residence

June 2014 Snapshot

Source: ESA-ACES Data

County	Cases		Clients	
	Number	Percent	Number	Percent
Adams	2	0.8%	11	1.3%
Asotin	0	0.0%	0	0.0%
Benton	5	1.9%	16	1.9%
Chelan	0	0.0%	0	0.0%
Clallam	2	0.8%	10	1.2%
Clark	37	14.1%	125	15.0%
Columbia	0	0.0%	0	0.0%
Cowlitz	5	1.9%	14	1.7%
Douglas	1	0.4%	4	0.5%
Ferry	0	0.0%	0	0.0%
Franklin	2	0.8%	7	0.8%
Garfield	0	0.0%	0	0.0%
Grant	3	1.1%	10	1.2%
Grays Harbor	3	1.1%	8	1.0%
Island	3	1.1%	13	1.6%
Jefferson	2	0.8%	7	0.8%
King	29	11.0%	84	10.0%
Kitsap	5	1.9%	17	2.0%
Kittitas	2	0.8%	8	1.0%
Klickitat	2	0.8%	4	0.5%
Lewis	3	1.1%	12	1.4%
Lincoln	0	0.0%	0	0.0%
Mason	2	0.8%	6	0.7%
Okanogan	0	0.0%	0	0.0%
Pacific	1	0.4%	5	0.6%
Pend Oreille	1	0.4%	4	0.5%
Pierce	49	18.6%	150	17.9%
San Juan	0	0.0%	0	0.0%
Skagit	3	1.1%	9	1.1%
Skamania	7	2.7%	23	2.8%
Snohomish	24	9.1%	74	8.9%
Spokane	42	16.0%	135	16.1%
Stevens	2	0.8%	5	0.6%
Thurston	13	4.9%	36	4.3%
Wahkiakum	0	0.0%	0	0.0%
Walla Walla	2	0.8%	8	1.0%
Whatcom	4	1.5%	11	1.3%
Whitman	0	0.0%	0	0.0%
Yakima	7	2.7%	20	2.4%
State Total	263	100.0%	836	100.0%

Other Programs

DCA Client Demographics

June 2014 Snapshot

Source: ESA-ACES Data

Characteristic	All Clients		Adults Only	
	Number	Percent	Number	Percent
TOTAL	836	100.0%	337	100.0%
Gender				
Female	494	59.1%	243	72.1%
Male	342	40.9%	94	27.9%
Race				
Hispanic Origin	110	13.2%	43	12.8%
Not Hispanic or Latino	726	86.8%	294	87.2%
White	443	53.0%	209	62.0%
Black/African American	114	13.6%	45	13.4%
Asian/Pacific Islander	23	2.8%	8	2.4%
American Indian/ Alaska Native	14	1.7%	7	2.1%
Two or More Races	20	2.4%	4	1.2%
Not Reported/Unidentifiable	112	13.4%	21	6.2%
Marital Status (Adults Only)				
Separated			38	11.3%
Married			115	34.1%
Never Married			143	42.4%
Divorced			34	10.1%
Widowed			0	0.0%
Not Reported/Unidentifiable			7	2.1%
Citizenship				
U.S. Citizen	817	97.7%	323	95.8%
Resident Alien	17	2.0%	13	3.9%
U.S. National ²⁴	2	0.2%	1	0.3%
Homeless	57	6.8%	25	7.4%

²⁴ 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).

Other Programs

DCA Client Demographics (continued)

June 2014 Snapshot

Source: ESA-ACES Data

Characteristic	All Clients		Adults Only	
	Number	Percent	Number	Percent
Education (Adults Only)				
Less than a High School Diploma			38	11.3%
High School Graduate or GED			216	64.1%
Some College or College Degree			82	24.3%
Not Reported/Unidentifiable			1	0.3%
Age				
< 1 Year Old	57	6.8%		
1 - 5 Years Old	166	19.9%		
6 - 10 Years Old	135	16.1%		
11 - 15 Years Old	105	12.6%		
16 - 17 Years Old	28	3.3%		
18 - 24 Years Old	57	6.8%	49	14.5%
25 - 34 Years Old	173	20.7%	173	51.3%
35 - 44 Years Old	88	10.5%	88	26.1%
45 - 54 Years Old	24	2.9%	24	7.1%
55 - 64 Years Old	3	0.4%	3	0.9%
65+ Years Old	0	0.0%	0	0.0%
Avg. Age of Children	7.0 Years Old			
Avg. Age of Adults	32.3 Years Old			

Other Programs

Selected OAR Program Characteristics SFY 2013 and SFY 2014

Source: ESA-ACES Data

	SFY 2013 (July 2012 – June 2013)	SFY 2014 (July 2013 – June 2014)
Average Number of Cases Per Month (Range)	282 (267 - 300)	273 (268 - 280)
Average Number of Persons Per Month (Range)	288 (275 - 302)	280 (275 - 284)
Average Number of Adults Per Month (Range)	278 (264 - 293)	273 (269 - 281)
Average Number of Children Per Month (Range)	10 (6-13)	7 (3-12)
Recipients as a Percent of State's Total Population	Trace	Trace
Total Statewide Population²⁵	6,882,400	6,968,170
Children as a Percent of All Recipients	3.5%	2.5%
Average Persons Per Case	1	1
Average Children Per Case	0	0
Average Children Per Adult	0	0
Average Monthly Payment Per Case (Range)²⁶	\$43.58 (\$42.37 – \$44.60)	\$43.57 (\$42.58 – \$45.50)

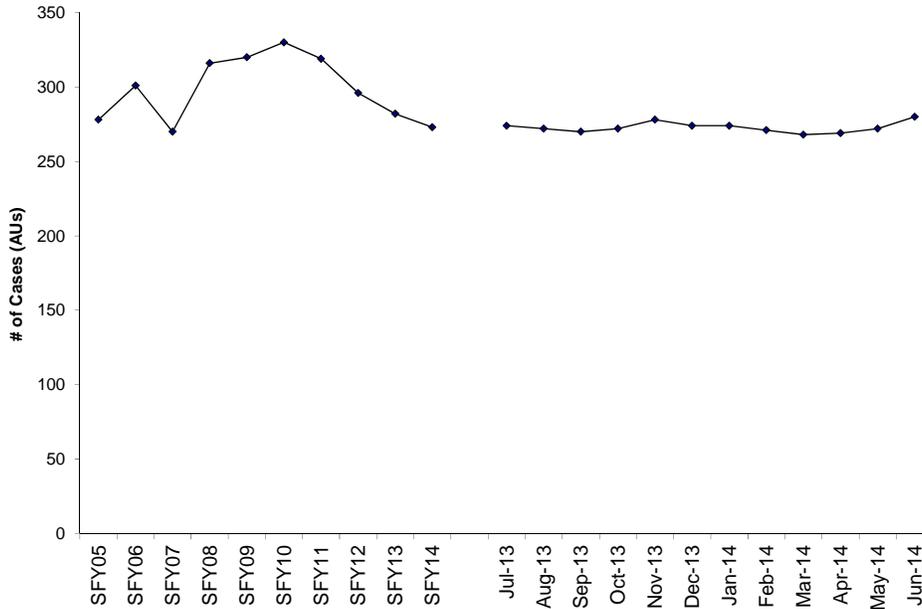
²⁵ OFM Forecasting Division

²⁶ Payments are not adjusted for refunds.

Other Programs

OAR Caseload SFY 2005 - SFY 2014

Source: ESA-ACES Data



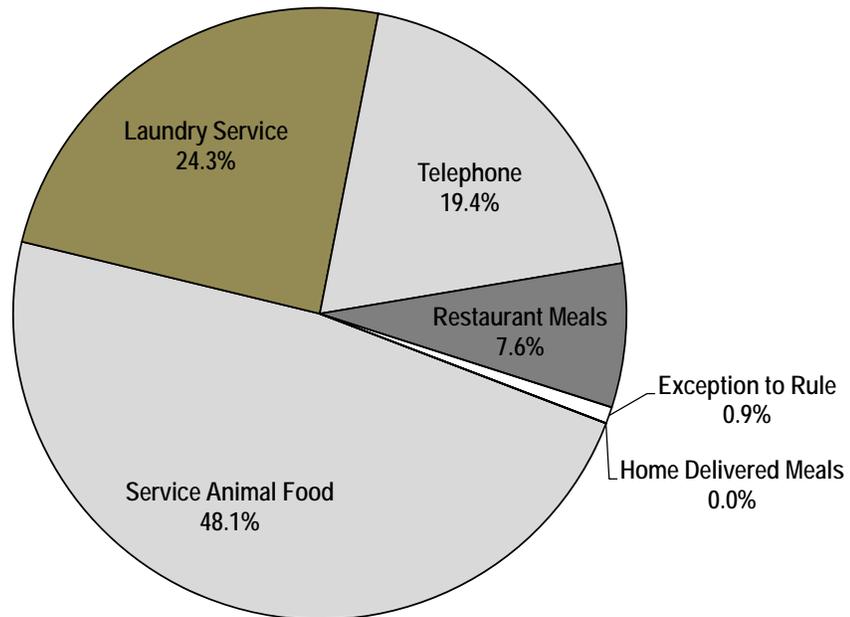
Year	Mo. Avg. Cases	Year	Mo. Avg. Cases
SFY05	278	SFY10	330
SFY06	301	SFY11	319
SFY07	270	SFY12	296
SFY08	316	SFY13	282
SFY09	320	SFY14	273

SFY 2014	Cases	Persons	Total Expenditures	Average Payment Per Case
July	274	284	\$11,852.02	\$43.26
August	272	280	\$11,808.85	\$43.41
September	270	278	\$12,285.50	\$45.50
October	272	280	\$12,328.47	\$45.33
November	278	284	\$12,076.08	\$43.44
December	274	280	\$12,011.56	\$43.84
January	274	277	\$11,900.75	\$43.43
February	271	279	\$11,732.46	\$43.29
March	268	275	\$11,654.01	\$43.49
April	269	275	\$11,545.37	\$42.92
May	272	279	\$11,623.82	\$42.73
June	280	284	\$11,922.76	\$42.58
Mo. Avg.	273	280	\$11,895.00	\$43.57

Other Programs

Average Monthly OAR Caseload by Service Type²⁷ SFY 2014

Source: ESA-ACES Data



OAR Case Type	OAR Cases	
	Number	Percent
Service Animal Food	164	48.1%
Laundry Service	83	24.3%
Telephone	66	19.4%
Restaurant Meals	26	7.6%
Exception to Rule ²⁸	3	0.9%
Home Delivered Meals	0	0.0%
Total Cases	341	100%

²⁷ Numbers are based on the average monthly caseload by type. Several cases received more than one type of OAR. Therefore, the sum of OAR cases by type may sum to more than the monthly average of unduplicated cases that received OAR.

²⁸ ETR (Exception to Rule), formerly ETP (Exception to Policy), is detailed in WAC 388-440-0001.

Other Programs

OAR Clients by CSO of Issuance²⁹
(DSHS Region, CSO, CSCC, and HCS Office)
June 2014 Snapshot
 Source: ESA-ACES Data

	Cases		Clients	
	Number	Percent	Number	Percent
Region 1				
ACCESS SPOKANE 032	10	3.6%	10	3.5%
WENATCHEE CSO	2	0.7%	2	0.7%
Region Total	12	4.3%	12	4.2%
Region 2				
ALDERWOOD CSO	3	1.1%	3	1.1%
BELLINGHAM CSO	3	1.1%	3	1.1%
BELLTOWN CSO	1	0.4%	1	0.4%
EVERETT CSO	2	0.7%	2	0.7%
KING NORTH CSO	3	1.1%	3	1.1%
MT VERNON CSO	3	1.1%	3	1.1%
OAK HARBOR CSO	2	0.7%	2	0.7%
SMOKEY POINT CSO	1	0.4%	1	0.4%
WHITE CENTER CSO	2	0.7%	2	0.7%
Region Total	20	7.1%	20	7.0%
Region 3				
ABERDEEN CSO	2	0.7%	2	0.7%
BREMERTON CSO	1	0.4%	5	1.8%
CHEHALIS CSO	1	0.4%	1	0.4%
KELSO CSO	1	0.4%	1	0.4%
LAKEWOOD CSO	3	1.1%	3	1.1%
OLYMPIA CSO	1	0.4%	1	0.4%
PIERCE SOUTH CSO	1	0.4%	1	0.4%
PORT ANGELES CSO	3	1.1%	3	1.1%
SHELTON CSO	1	0.4%	1	0.4%
Region Total	14	5.0%	18	6.3%
Customer Service Contact Centers (CSCC)				
CUSTOMER SVC CENTRAL	3	1.1%	3	1.1%
CUSTOMER SVC WASHCAP	126	45.0%	126	44.4%
CUSTOMER SERV LTC	1	0.4%	1	0.4%

²⁹ Caseload distribution is based on the location from which benefits were issued.

Other Programs

OAR Clients by CSO of Issuance (DSHS Region, CSO, CSCC, and HCS Office)

June 2014 Snapshot

Source: ESA-ACES Data

	Cases		Clients	
	Number	Percent	Number	Percent
HCS Region 1				
CLARKSTON HCS OFFICE	1	0.4%	1	0.4%
SPOKANE HCS OFFICE	9	3.2%	9	3.2%
WALLA WALLA HCS OFC	1	0.4%	1	0.4%
Region Total	11	3.9%	11	3.9%
HCS Region 2				
ALDERWOOD HCS OFFICE	14	5.0%	14	4.9%
BELLINGHAM HCS OFC	1	0.4%	1	0.4%
EVERETT HCS OFFICE	66	23.6%	66	23.2%
MT VERNON HCS OFFICE	3	1.1%	3	1.1%
SMOKEY POINT HCS	2	0.7%	2	0.7%
Region Total	86	30.7%	86	30.3%
HCS Region 3				
ABERDEEN HCS OFFICE	1	0.4%	1	0.4%
KELSO HCS	1	0.4%	1	0.4%
OLYMPIA HCS OFFICE	1	0.4%	1	0.4%
PACIFIC COUNTY HCS	1	0.4%	1	0.4%
PORT ANGELES HCS	1	0.4%	1	0.4%
TACOMA HCS OFFICE	2	0.7%	2	0.7%
Region Total	7	2.5%	7	2.5%
State Total	280	100.0%	284	100.0%

Other Programs

OAR Clients by CSO of Residence³⁰
(DSHS Region and CSO)
June 2014 Snapshot
 Source: ESA-ACES Data

	Cases		Clients	
	Number	Percent	Number	Percent
Region 1				
ACCESS SPOKANE 032	35	12.3%	35	12.3%
CLARKSTON CSO	1	0.4%	1	0.4%
GOLDENDALE CSO	1	0.4%	1	0.4%
KENNEWICK CSO	3	1.1%	3	1.1%
MOSES LAKE CSO	3	1.1%	3	1.1%
NEWPORT CSO	1	0.4%	1	0.4%
OKANOGAN CSO	1	0.4%	1	0.4%
WALLA WALLA CSO	1	0.4%	1	0.4%
WENATCHEE CSO	4	1.4%	4	1.4%
YAKIMA CSO	1	0.4%	1	0.4%
Region Total	51	18.0%	51	18.0%
Region 2				
ALDERWOOD CSO	18	6.3%	18	6.3%
BELLINGHAM CSO	14	4.9%	14	4.9%
BELLTOWN CSO	6	2.1%	6	2.1%
EVERETT CSO	76	26.8%	76	26.8%
KING EASTSIDE CSO	4	1.4%	4	1.4%
KING NORTH CSO	3	1.1%	3	1.1%
KING SOUTH CSO	2	0.7%	2	0.7%
MT VERNON CSO	5	1.8%	5	1.8%
OAK HARBOR CSO	5	1.8%	5	1.8%
RAINIER CSO	2	0.7%	2	0.7%
SKY VALLEY CSO	2	0.7%	2	0.7%
SMOKEY POINT CSO	8	2.8%	8	2.8%
WHITE CENTER CSO	7	2.5%	7	2.5%
Region Total	152	53.5%	152	53.5%

³⁰ Caseload distribution is based on where clients live.

Other Programs

OAR Clients by CSO of Residence (DSHS Region and CSO)

June 2014 Snapshot

Source: ESA-ACES Data

	Cases		Clients	
	Number	Percent	Number	Percent
Region 3				
ABERDEEN CSO	15	5.4%	15	5.3%
BREMERTON CSO	8	2.9%	12	4.2%
COLUMBIA RIVER CSO	6	2.1%	6	2.1%
FORKS CSO	1	0.4%	1	0.4%
KELSO CSO	5	1.8%	5	1.8%
LAKEWOOD CSO	5	1.8%	5	1.8%
OLYMPIA CSO	11	3.9%	11	3.9%
PIERCE NORTH CSO	5	1.8%	5	1.8%
PIERCE SOUTH CSO	8	2.9%	8	2.8%
PORT ANGELES CSO	3	1.1%	3	1.1%
PORT TOWNSEND CSO	2	0.7%	2	0.7%
PUYALLUP VALLEY CSO	6	2.1%	6	2.1%
SHELTON CSO	2	0.7%	2	0.7%
Region Total	77	27.5%	81	28.5%
Statewide Total	280	100.0%	284	100.0%

Other Programs

OAR Caseload by County of Residence

June 2014 Snapshot

Source: ESA-ACES Data

County	Cases		Clients	
	Number	Percent	Number	Percent
Adams	0	0.0%	0	0.0%
Asotin	1	0.4%	1	0.4%
Benton	3	1.1%	3	1.1%
Chelan	3	1.1%	3	1.1%
Clallam	4	1.4%	4	1.4%
Clark	6	2.1%	6	2.1%
Columbia	0	0.0%	0	0.0%
Cowlitz	5	1.8%	5	1.8%
Douglas	0	0.0%	0	0.0%
Ferry	0	0.0%	0	0.0%
Franklin	0	0.0%	0	0.0%
Garfield	0	0.0%	0	0.0%
Grant	3	1.1%	3	1.1%
Grays Harbor	15	5.4%	15	5.3%
Island	6	2.1%	6	2.1%
Jefferson	2	0.7%	2	0.7%
King	25	8.9%	25	8.8%
Kitsap	8	2.9%	12	4.2%
Kittitas	0	0.0%	0	0.0%
Klickitat	1	0.4%	1	0.4%
Lewis	1	0.4%	1	0.4%
Lincoln	0	0.0%	0	0.0%
Mason	2	0.7%	2	0.7%
Okanogan	2	0.7%	2	0.7%
Pacific	0	0.0%	0	0.0%
Pend Oreille	1	0.4%	1	0.4%
Pierce	23	8.2%	23	8.1%
San Juan	0	0.0%	0	0.0%
Skagit	4	1.4%	4	1.4%
Skamania	0	0.0%	0	0.0%
Snohomish	105	37.5%	105	37.0%
Spokane	35	12.5%	35	12.3%
Stevens	0	0.0%	0	0.0%
Thurston	9	3.2%	9	3.2%
Wahkiakum	0	0.0%	0	0.0%
Walla Walla	1	0.4%	1	0.4%
Whatcom	14	5.0%	14	4.9%
Whitman	0	0.0%	0	0.0%
Yakima	1	0.4%	1	0.4%
State Total	280	100.0%	284	100.0%

Other Programs

OAR Client Demographics

June 2014 Snapshot

Source: ESA-ACES Data

Characteristic	All Clients	
	Number	Percent
TOTAL	284	100.0%
Gender		
Female	203	71.5%
Male	81	28.5%
Race		
Hispanic Origin	8	2.8%
Not Hispanic or Latino	276	97.2%
White	211	74.3%
Black/African American	8	2.8%
Asian/Pacific Islander	12	4.2%
American Indian/ Alaska Native	4	1.4%
Two or More Races	0	0.0%
Not Reported/Unidentifiable	41	14.4%
Marital Status		
Separated	30	10.6%
Married	37	13.0%
Never Married	98	34.5%
Divorced	94	33.1%
Widowed	22	7.7%
Not Reported/Unidentifiable	3	1.1%
Citizenship		
U.S. Citizen	256	90.1%
Resident Alien	28	9.9%
U.S. National³¹	0	0.0%
Homeless	23	8.1%

³¹ 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).

Other Programs

OAR Client Demographics (continued)

June 2014 Snapshot

Source: ESA-ACES Data

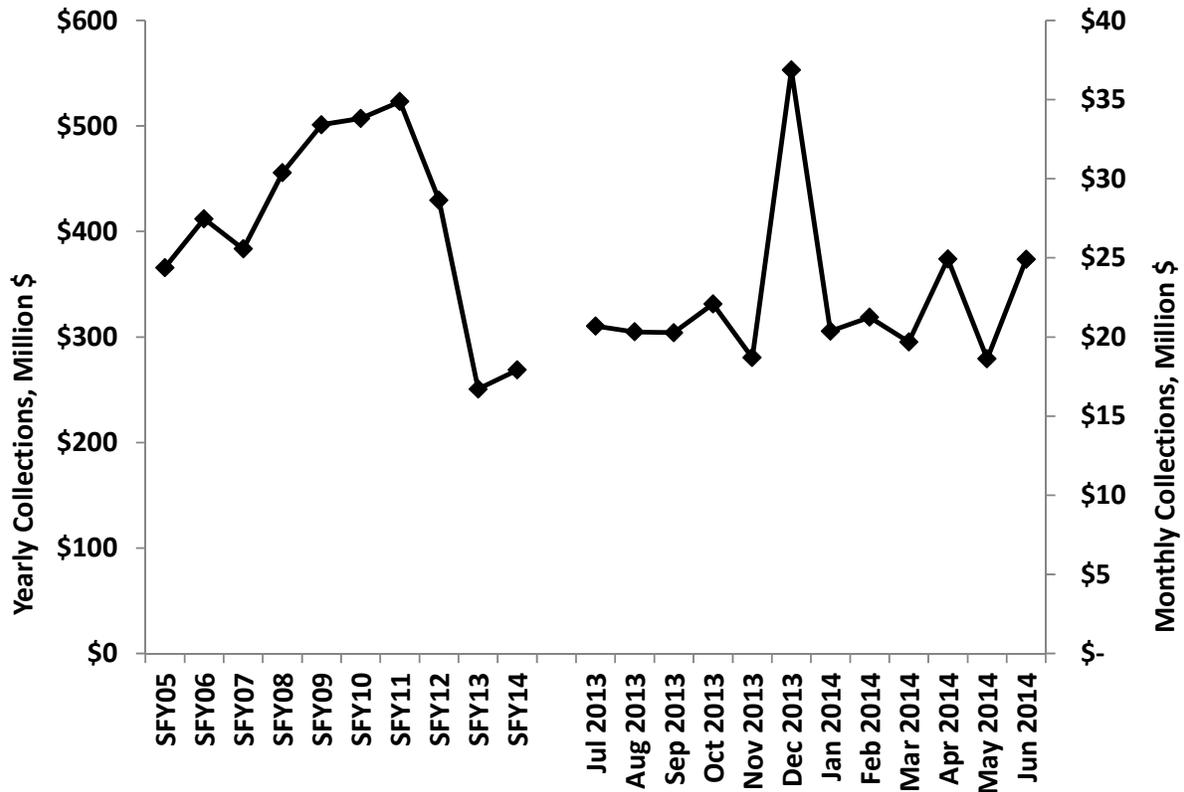
Characteristic	All Clients	
	Number	Percent
Education		
Less than a High School Diploma	50	17.6%
High School Graduate or GED	175	61.6%
Some College or College Degree	47	16.5%
Not Reported/Unidentifiable	12	4.2%
Age		
< 1 Year Old	0	0.0%
1 - 5 Years Old	0	0.0%
6 - 10 Years Old	1	0.4%
11 - 15 Years Old	2	0.7%
16 - 17 Years Old	0	0.0%
18 - 24 Years Old	10	3.5%
25 - 34 Years Old	10	3.5%
35 - 44 Years Old	42	14.8%
45 - 54 Years Old	56	19.7%
55 - 64 Years Old	73	25.7%
65+ Years Old	90	31.7%
Avg. Age of Clients	56.9 Years Old	

Other Programs

OFR Total Collections

SFY 2005 – SFY 2014

Source: Office of Financial Recovery

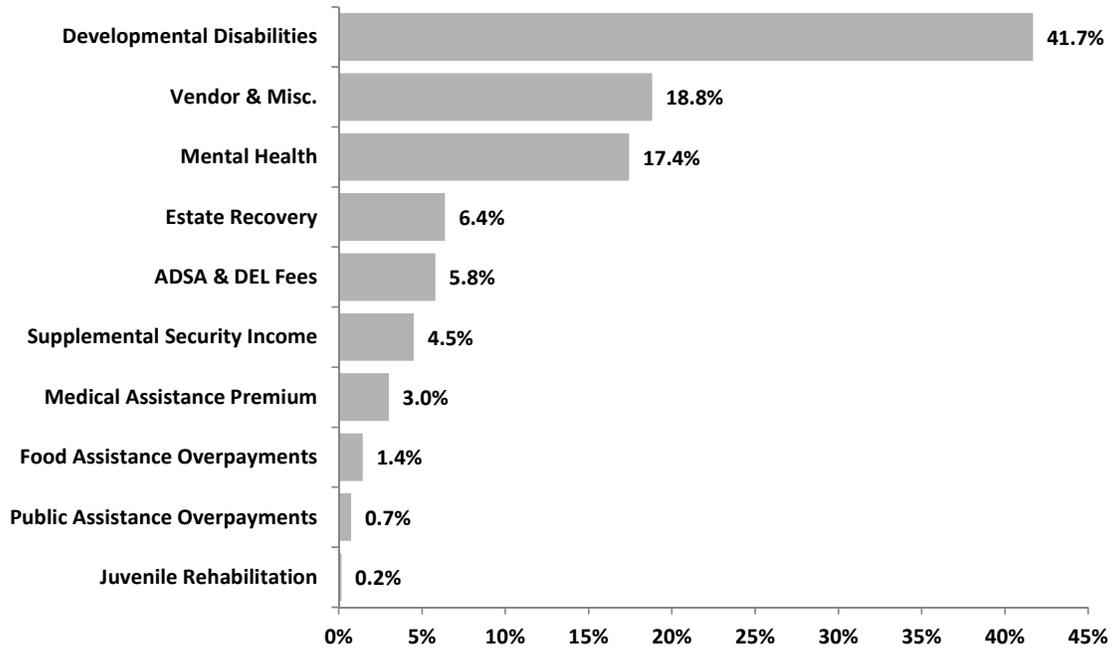


Year	Total Collections	Year	Total Collections
SFY05	\$365,748,404	SFY10	\$507,122,495
SFY06	\$411,945,972	SFY11	\$523,043,246
SFY07	\$383,371,727	SFY12	\$429,598,175
SFY08	\$455,621,170	SFY13	\$250,758,274
SFY09	\$501,094,673	SFY14	\$268,679,562

Other Programs

OFR Total Collections by Program SFY 2014³²

Source: Office of Financial Recovery



Program	SFY 2014
Developmental Disabilities	\$112,025,051
Vendor & Misc.	\$50,575,691
Mental Health	\$46,853,052
Estate Recovery	\$17,138,371
ADSA & DEL Fees	\$15,592,961
Supplemental Security Income	\$12,112,109
Medical Assistance Premium	\$8,074,466
Food Assistance Overpayments	\$3,866,466
Public Assistance Overpayments	\$2,001,490
Juvenile Rehabilitation	\$439,571
Total	\$268,679,562

³² Effective July 1, 2012, OFR no longer handles the Medicaid Drug Rebate function. This line of business collected \$178,156,779 in FY12 and \$0 in FY13. Effective January 1, 2013, OFR stopped performing the majority of Regional Support Network reimbursement functions. This line of business collected \$29,650,257 in FY12 and \$304,347 in FY13.

Other Programs

Selected RCA Program Characteristics SFY 2013 and SFY 2014

Source: ESA-ACES Data

	SFY 2013 (July 2012– June 2013)	SFY 2014 (July 2013– June 2014)
Average Number of Cases Per Month (Range)	414 (363 - 459)	425 (370 - 495)
Average Number of Persons Per Month (Range)	458 (395 - 508)	467 (400 - 558)
Recipients as a Percent of State's Total Population	Trace	Trace
State Total Population ³³	6,882,400	6,968,170
Recipients as a Percent of State's Population Age 18 and Over	Trace	Trace
State Population Age 18 and Over ³⁴	5,303,670	5,376,986
Average Persons Per Case	1.1	1.1
Average Monthly Payment Per Case (Range) ³⁵	\$279.22 (\$269.91 - \$288.16)	\$280.10 (\$270.39 - \$292.60)

³³ OFM Forecasting Division

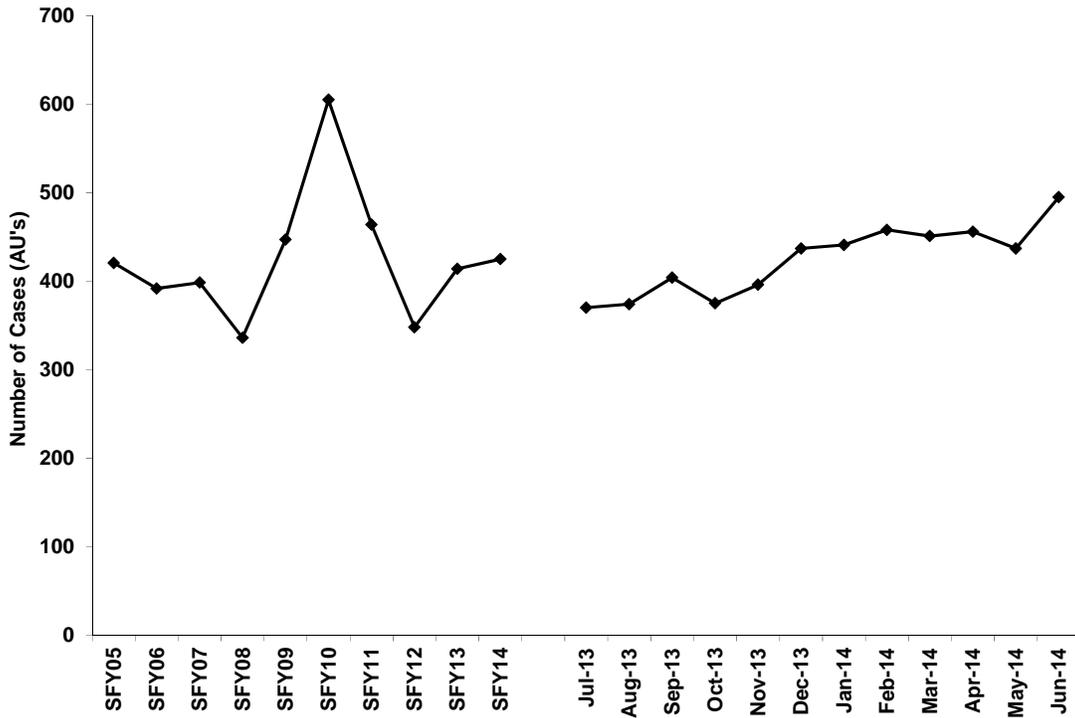
³⁴ Ibid.

³⁵ Payments are not adjusted for refunds.

Other Programs

RCA Caseload SFY 2005 - SFY 2014

Source: ESA-ACES Data



Year	Mo. Avg. Cases	Year	Mo. Avg. Cases
SFY05	421	SFY10	605
SFY06	392	SFY11	464
SFY07	398	SFY12	348
SFY08	336	SFY13	414
SFY09	447	SFY14	425

SFY2014	Cases	Persons	Grant Expenditures	Avg. Payment Per Case
July	370	400	\$100,042.78	\$270.39
August	374	402	\$103,629.78	\$277.08
September	404	441	\$109,256.28	\$270.44
October	375	415	\$109,726.28	\$292.60
November	396	430	\$108,651.00	\$274.37
December	437	475	\$124,650.00	\$285.24
January	441	483	\$120,354.00	\$272.91
February	458	505	\$129,096.00	\$281.87
March	451	502	\$128,710.00	\$285.39
April	456	509	\$130,921.00	\$287.11
May	437	484	\$126,954.00	\$290.51
June	495	558	\$136,519.00	\$275.80
Mo. Avg.	425	467	\$119,042.51	\$280.10

Other Programs

RCA Caseload by Country of Origin

June 2014 Snapshot

Source: ESA-ACES Data

Country	Number of Persons	Percent of Statewide Cases
Iraq	117	21.0%
Somalia	116	20.8%
Iran	52	9.3%
Myanmar (Burma)	42	7.5%
Ukraine	39	7.0%
Bhutan	28	5.0%
Ethiopia	27	4.8%
Afghanistan	22	3.9%
Cuba	16	2.9%
Eritrea	16	2.9%
Nepal	11	2.0%
Kenya	7	1.3%
Saint Martin	7	1.3%
Sudan	7	1.3%
Thailand	5	0.9%
Columbia	4	0.7%
Moldova	4	0.7%
Congo, Democratic Republic of	3	0.5%
Bulgaria	2	0.4%
Ecuador	2	0.4%
El Salvador	2	0.4%
Ghana	2	0.4%
Georgia	2	0.4%
Mexico	2	0.4%
Russia	2	0.4%
Bermuda	1	0.2%
Brunei	1	0.2%
Bangladesh	1	0.2%
Burundi	1	0.2%
China	1	0.2%
Gambia, The	1	0.2%
Guatemala	1	0.2%
Haiti	1	0.2%
Honduras	1	0.2%
Kyrgyzstan	1	0.2%
Korea (North)	1	0.2%
Malaysia	1	0.2%
United Arab Emirates	1	0.2%
Not Reported/Unidentifiable	8	1.4%

Other Programs

RCA Clients by CSO of Issuance³⁶ (DSHS Region, CSO, CSCC, and HCS Office)

June 2014 Snapshot

Source: ESA-ACES Data

	Cases		Clients	
	Number	Percent	Number	Percent
Region 1				
ACCESS SPOKANE 032	40	8.1%	43	7.7%
CSD-CSC RICHLAND	1	0.2%	1	0.2%
KENNEWICK CSO	40	8.1%	44	7.9%
WHITE SALMON CSO	1	0.2%	1	0.2%
YAKIMA CSO	2	0.4%	3	0.5%
Region Total	84	17.0%	92	16.5%
Region 2				
ALDERWOOD CSO	5	1.0%	5	0.9%
AUBURN CSO	3	0.6%	4	0.7%
BELLTOWN CSO	6	1.2%	6	1.1%
CAPITOL HILL CSO	4	0.8%	4	0.7%
EVERETT CSO	13	2.6%	13	2.3%
FEDERAL WAY CSO	8	1.6%	9	1.6%
KING EASTSIDE CSO	25	5.1%	30	5.4%
KING NORTH CSO	12	2.4%	13	2.3%
KING SOUTH CSO	105	21.2%	122	21.9%
MT VERNON CSO	5	1.0%	13	2.3%
RAINIER CSO	25	5.1%	25	4.5%
RENTON CSO	24	4.8%	27	4.8%
SKY VALLEY CSO	1	0.2%	1	0.2%
SMOKEY POINT CSO	2	0.4%	6	1.1%
WHITE CENTER CSO	133	26.9%	143	25.6%
Region Total	371	74.9%	421	75.4%
Region 3				
COLUMBIA RIVER CSO	21	4.2%	24	4.3%
KELSO CSO	1	0.2%	1	0.2%
LAKESIDE CSO	3	0.6%	4	0.7%
PIERCE NORTH CSO	4	0.8%	4	0.7%
PIERCE SOUTH CSO	6	1.2%	7	1.3%
PUYALLUP VALLEY CSO	2	0.4%	2	0.4%
Region Total	37	7.5%	42	7.5%
Customer Service Contact Centers (CSCC) - CUSTOMER SVC CENTRAL				
	1	0.2%	1	0.2%
HCS Region 2 - HOLGATE HCS OFFICE				
	2	0.4%	2	0.4%
State Total	495	100.0%	558	100.0%

³⁶ Caseload distribution is based on the location from which benefits were issued.

Other Programs

RCA Clients by CSO of Residence³⁷ (DSHS Region and CSO) June 2014 Snapshot Source: ESA-ACES Data

	Cases		Clients	
	Number	Percent	Number	Percent
Region 1				
ACCESS SPOKANE 032	39	7.9%	42	7.5%
KENNEWICK CSO	42	8.5%	46	8.2%
WHITE SALMON CSO	1	0.2%	1	0.2%
YAKIMA CSO	2	0.4%	3	0.5%
Region Total	84	17.0%	92	16.5%
Region 2				
ALDERWOOD CSO	3	0.6%	3	0.5%
AUBURN CSO	6	1.2%	8	1.4%
BELLTOWN CSO	6	1.2%	6	1.1%
CAPITOL HILL CSO	4	0.8%	4	0.7%
EVERETT CSO	14	2.8%	15	2.7%
FEDERAL WAY CSO	5	1.0%	6	1.1%
KING EASTSIDE CSO	32	6.5%	38	6.8%
KING NORTH CSO	10	2.0%	11	2.0%
KING SOUTH CSO	116	23.4%	133	23.8%
MT VERNON CSO	5	1.0%	13	2.3%
RAINIER CSO	34	6.9%	35	6.3%
RENTON CSO	30	6.1%	32	5.7%
SMOKEY POINT CSO	3	0.6%	7	1.3%
WHITE CENTER CSO	104	21.0%	110	19.7%
Region Total	372	75.2%	421	75.4%
Region 3				
COLUMBIA RIVER CSO	21	4.2%	24	4.3%
KELSO CSO	1	0.2%	1	0.2%
LAKEWOOD CSO	3	0.6%	3	0.5%
OLYMPIA CSO	1	0.2%	1	0.2%
PIERCE NORTH CSO	3	0.6%	4	0.7%
PIERCE SOUTH CSO	8	1.6%	10	1.8%
PUYALLUP VALLEY CSO	2	0.4%	2	0.4%
Region Total	39	7.9%	45	8.1%
Statewide Total	495	100.0%	558	100.0%

³⁷ Caseload distribution is based on where clients live.

Other Programs

RCA Caseload by County of Residence

June 2014 Snapshot

Source: ESA-ACES Data

County	Cases		Clients	
	Number	Percent	Number	Percent
Adams	0	0.0%	0	0.0%
Asotin	0	0.0%	0	0.0%
Benton	40	8.1%	43	7.7%
Chelan	0	0.0%	0	0.0%
Clallam	0	0.0%	0	0.0%
Clark	21	4.2%	24	4.3%
Columbia	0	0.0%	0	0.0%
Cowlitz	1	0.2%	1	0.2%
Douglas	0	0.0%	0	0.0%
Ferry	0	0.0%	0	0.0%
Franklin	2	0.4%	3	0.5%
Garfield	0	0.0%	0	0.0%
Grant	0	0.0%	0	0.0%
Grays Harbor	1	0.2%	1	0.2%
Island	0	0.0%	0	0.0%
Jefferson	0	0.0%	0	0.0%
King	346	69.9%	382	68.5%
Kitsap	0	0.0%	0	0.0%
Kittitas	0	0.0%	0	0.0%
Klickitat	1	0.2%	1	0.2%
Lewis	0	0.0%	0	0.0%
Lincoln	0	0.0%	0	0.0%
Mason	0	0.0%	0	0.0%
Okanogan	0	0.0%	0	0.0%
Pacific	0	0.0%	0	0.0%
Pend Oreille	0	0.0%	0	0.0%
Pierce	16	3.2%	19	3.4%
San Juan	0	0.0%	0	0.0%
Skagit	5	1.0%	13	2.3%
Skamania	0	0.0%	0	0.0%
Snohomish	20	4.0%	25	4.5%
Spokane	39	7.9%	42	7.5%
Stevens	0	0.0%	0	0.0%
Thurston	1	0.2%	1	0.2%
Wahkiakum	0	0.0%	0	0.0%
Walla Walla	0	0.0%	0	0.0%
Whatcom	0	0.0%	0	0.0%
Whitman	0	0.0%	0	0.0%
Yakima	2	0.4%	3	0.5%
State Total	495	100.0%	558	100.0%

Other Programs

RCA Client Demographics

June 2014 Snapshot

Source: ESA-ACES Data

Characteristic	All Clients	
	Number	Percent
TOTAL	558	100.0%
Gender		
Female	200	35.8%
Male	358	64.2%
Race		
Hispanic Origin	35	6.3%
Not Hispanic or Latino	523	93.7%
White	39	7.0%
Black/African American	93	16.7%
Asian/Pacific Islander	37	6.6%
American Indian/ Alaska Native	0	0.0%
Two or More Races	0	0.0%
Not Reported/Unidentifiable	354	63.4%
Marital Status		
Separated	15	2.7%
Married	131	23.5%
Never Married	353	63.3%
Divorced	13	2.3%
Widowed	15	2.7%
Not Reported/Unidentifiable	31	5.6%
Citizenship		
U.S. Citizen	0	0.0%
Resident Alien	558	100.0%
U.S. National³⁸	0	0.0%
Homeless	45	8.1%

³⁸ 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).

Other Programs

RCA Client Demographics (continued)

June 2014 Snapshot

Source: ESA-ACES Data

Characteristic	All Clients	
	Number	Percent
Education		
Less than a High School Diploma	211	37.8%
High School Graduate or GED	225	40.3%
Some College or College Degree	57	10.2%
Not Reported/Unidentifiable	65	11.6%
Age		
18 - 24 Years Old	227	40.7%
25 - 34 Years Old	159	28.5%
35 - 44 Years Old	58	10.4%
45 - 54 Years Old	43	7.7%
55 - 64 Years Old	49	8.8%
65+ Years Old	22	3.9%
Avg. Age of Clients	32.5 Years Old	

Other Programs

Selected SSP Program Characteristics³⁹ SFY 2013 and SFY 2014

Source: ESA-ACES Data

	SFY 2013 (July 2012 – June 2013)	SFY 2014 (July 2013 – June 2014)
Average Number of Cases Per Month (Range)	35,241 (34,716 – 35,663)	36,110 (35,783 – 36,363)
Average Number of Persons Per Month (Range)	35,240 (34,716 – 35,663)	36,110 (35,741 – 36,326)
Recipients as a Percent of State’s Total Population	0.5%	0.5%
State Population Total⁴⁰	6,882,400	6,968,170
Recipients as a Percent of State’s Population Age 18 and Over	Trace	Trace
State Population Age 18 and Over⁴¹	5,303,670	5,376,986
Average Persons Per Case	1	1
Average Monthly Payment Per Case (Range)⁴²	\$46.90 (\$46.00 – \$56.69)	\$46.17 (\$40.00 – \$83.84)

³⁹ The Social Security Act requires the state of Washington to maintain a State Supplemental Program (SSP) because Washington operated a state-funded assistance program prior to the implementation of the federal Supplemental Security Income (SSI) program in 1974. Washington State is also required to tell the Social Security Administration (SSA) each year how the program will be managed through an annual State Plan agreement. Since the inception of SSP, Washington State has paid SSA to administer the program.

The 2002 Washington State Legislature redirected the funding for SSP effective July 1, 2002. Funding for SSP was divided between the Division of Developmental Disabilities (DDD) and the Economic Services Administration (ESA). ESA was given \$4.9 million of the \$28.9 million maintenance of effort (MOE) money to spend on SSI recipients who have an SSI ineligible spouse and grandfathered in SSI recipients, also called MIL clients.

SSA managed the reduced program July 1, 2002 through September 30, 2002. State administration of SSP began in October 2002.

Numbers reported here represent the number of cases managed by ESA. As of January 2004, ESA added approximately 25,000 aged and blind individuals to the SSP caseload, as part of the 2004 State Plan agreement with SSA.

⁴⁰ OFM Forecasting Division.

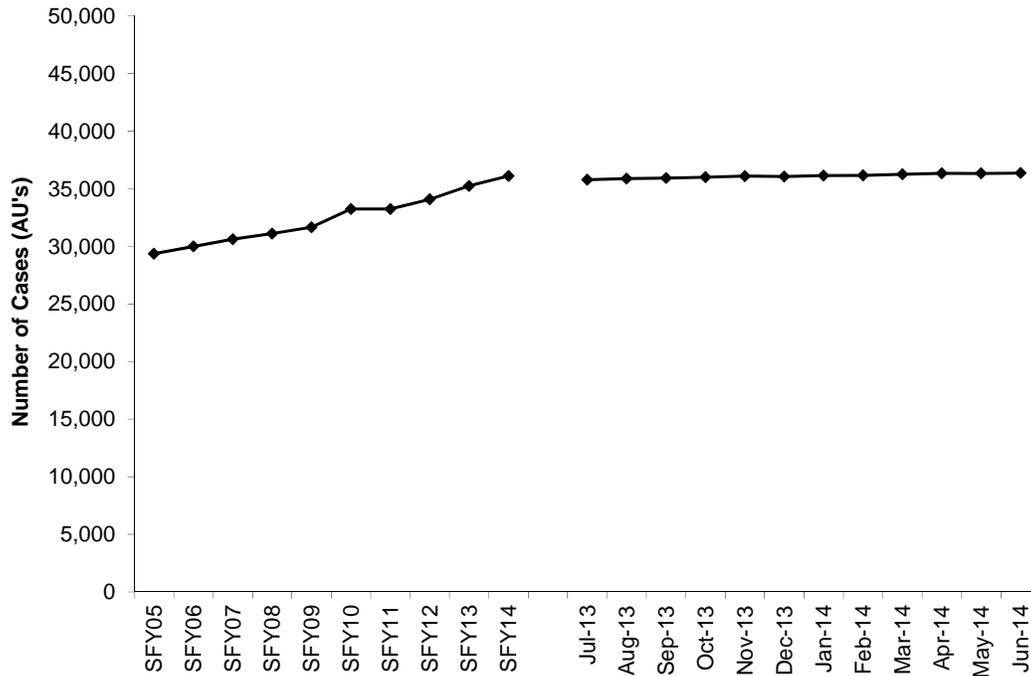
⁴¹ Ibid.

⁴² Payments are not adjusted for refunds.

Other Programs

SSP Caseload⁴³ SFY 2005 - SFY 2014

Source: ESA-ACES Data



SFY2014	Cases	Persons	Grant Expenditures	Avg. Payment Per Case
July	35,783	35,783	\$1,645,988.01	\$46.00
August	35,876	35,876	\$1,650,300.75	\$46.00
September	35,924	35,924	\$1,652,794.08	\$46.01
October	36,006	36,006	\$1,656,750.08	\$46.01
November	36,092	36,092	\$1,660,471.58	\$46.01
December	36,057	36,057	\$1,442,989.58	\$40.02
January	36,141	36,141	\$1,445,669.58	\$40.00
February	36,153	36,153	\$1,446,189.58	\$40.00
March	36,255	36,255	\$1,450,268.08	\$40.00
April	36,333	36,333	\$1,453,588.08	\$40.01
May	36,331	36,331	\$1,453,234.08	\$40.00
June	36,363	36,363	\$3,048,636.08	\$83.84
Mo. Avg.	36,110	36,110	\$1,667,239.96	\$46.17

⁴³ Please refer to note on page 51 for changes made to the SSP program. Washington State is required to expend the same amount of state supplemental monies each year. Adjustments to the SSP payment amount are made as needed to balance the SSP budget, which accounts for June's jump in grant expenditures.

Other Programs

SSP Clients by CSO of Issuance⁴⁴
(DSHS Region, CSO, CSCC, and HCS Office)
June 2014 Snapshot
 Source: ESA-ACES Data

	Cases		Clients	
	Number	Percent	Number	Percent
Region 1				
ACCESS SPOKANE 032	803	2.2%	803	2.2%
CLARKSTON CSO	49	0.1%	49	0.1%
COLFAX CSO	18	0.0%	18	0.0%
COLVILLE CSO	72	0.2%	72	0.2%
ELLENSBURG CSO	23	0.1%	23	0.1%
GOLDENDALE CSO	32	0.1%	32	0.1%
KENNEWICK CSO	311	0.9%	311	0.9%
MOSES LAKE CSO	161	0.4%	161	0.4%
NEWPORT CSO	36	0.1%	36	0.1%
OKANOGAN CSO	101	0.3%	101	0.3%
REPUBLIC CSO	30	0.1%	30	0.1%
SUNNYSIDE CSO	134	0.4%	134	0.4%
WALLA WALLA CSO	104	0.3%	104	0.3%
WAPATO CSO	124	0.3%	124	0.3%
WENATCHEE CSO	153	0.4%	153	0.4%
WHITE SALMON CSO	11	0.0%	11	0.0%
YAKIMA CSO	272	0.7%	272	0.7%
Region Total	2,434	6.7%	2,434	6.7%
Region 2				
ALDERWOOD CSO	475	1.3%	475	1.3%
AUBURN CSO	146	0.4%	146	0.4%
BELLINGHAM CSO	318	0.9%	318	0.9%
BELLTOWN CSO	273	0.8%	273	0.8%
CAPITOL HILL CSO	301	0.8%	301	0.8%
EVERETT CSO	291	0.8%	291	0.8%
FEDERAL WAY CSO	343	0.9%	343	0.9%
KING EASTSIDE CSO	711	2.0%	711	2.0%
KING NORTH CSO	432	1.2%	432	1.2%
KING SOUTH CSO	356	1.0%	356	1.0%
MT VERNON CSO	176	0.5%	176	0.5%
OAK HARBOR CSO	68	0.2%	68	0.2%
RAINIER CSO	525	1.4%	525	1.4%
RENTON CSO	382	1.1%	382	1.1%
SKY VALLEY CSO	103	0.3%	103	0.3%
SMOKEY POINT CSO	156	0.4%	156	0.4%
WHITE CENTER CSO	550	1.5%	550	1.5%
Region Total	5,606	15.4%	5,606	15.4%

⁴⁴ Caseload distribution is based on the location from which benefits were issued.

Other Programs

SSP Clients by CSO of Issuance
(DSHS Region, CSO, CSCC, and HCS Office)
June 2014 Snapshot
 Source: ESA-ACES Data

	Cases		Clients	
	Number	Percent	Number	Percent
Region 3				
ABERDEEN CSO	123	0.3%	123	0.3%
BREMERTON CSO	254	0.7%	254	0.7%
CHEHALIS CSO	130	0.4%	130	0.4%
COLUMBIA RIVER CSO	622	1.7%	622	1.7%
FORKS CSO	21	0.1%	21	0.1%
KELSO CSO	163	0.4%	163	0.4%
LAKEWOOD CSO	255	0.7%	255	0.7%
LONG BEACH CSO	38	0.1%	38	0.1%
OLYMPIA CSO	317	0.9%	317	0.9%
PIERCE NORTH CSO	307	0.8%	307	0.8%
PIERCE SOUTH CSO	423	1.2%	423	1.2%
PORT ANGELES CSO	63	0.2%	63	0.2%
PORT TOWNSEND CSO	21	0.1%	21	0.1%
PUYALLUP VALLEY CSO	240	0.7%	240	0.7%
SHELTON CSO	69	0.2%	69	0.2%
SOUTH BEND CSO	18	0.0%	18	0.0%
STEVENSON CSO	13	0.0%	13	0.0%
Region Total	3,077	8.5%	3,077	8.5%
Customer Service Contact Centers (CSCC)				
CUSTOMER SVC CENTRAL	223	0.6%	223	0.6%
CUSTOMER SVC NE	1	0.0%	1	0.0%
CUSTOMER SVC SW	2	0.0%	2	0.0%
CUSTOMER SVC WASHCAP	11,141	30.6%	11,141	30.6%
MEDICAL ELIG DET SVC	3	0.0%	3	0.0%
CUSTOMER SERV LTC	116	0.3%	116	0.3%
Port Gamble S'Klallam Tribe (PGST)	1	0.0%	1	0.0%

Other Programs

SSP Clients by CSO of Issuance (DSHS Region, CSO, CSCC, and HCS Office)

June 2014 Snapshot

Source: ESA-ACES Data

	Cases		Clients	
	Number	Percent	Number	Percent
HCS Region 1				
CLARKSTON HCS OFFICE	44	0.1%	44	0.1%
COLVILLE HCS OFFICE	72	0.2%	72	0.2%
ELLENSBURG HCS	25	0.1%	25	0.1%
MOSES LK HCS OFFICE	154	0.4%	154	0.4%
OKANOGAN HCS OFFICE	60	0.2%	60	0.2%
SPOKANE HCS OFFICE	991	2.7%	991	2.7%
SUNNYSIDE HCS OFFICE	103	0.3%	103	0.3%
TRI-CITIES HCS OFC	401	1.1%	401	1.1%
WALLA WALLA HCS OFC	101	0.3%	101	0.3%
WENATCHEE HCS OFFICE	63	0.2%	63	0.2%
YAKIMA HCS OFFICE	252	0.7%	252	0.7%
Region Total	2,266	6.2%	2,266	6.2%
HCS Region 2				
ALDERWOOD HCS OFFICE	898	2.5%	898	2.5%
BELLINGHAM HCS OFC	245	0.7%	245	0.7%
EVERETT HCS OFFICE	678	1.9%	678	1.9%
HOLGATE HCS OFFICE	5,653	15.5%	5,653	15.5%
MT VERNON HCS OFFICE	142	0.4%	142	0.4%
SMOKEY POINT HCS	114	0.3%	114	0.3%
Region Total	7,730	21.3%	7,730	21.3%
HCS Region 3				
ABERDEEN HCS OFFICE	77	0.2%	77	0.2%
BREMERTON HCS OFFICE	215	0.6%	215	0.6%
CHEHALIS HCS OFFICE	71	0.2%	71	0.2%
KELSO HCS	134	0.4%	134	0.4%
OLYMPIA HCS OFFICE	325	0.9%	325	0.9%
PACIFIC COUNTY HCS	58	0.2%	58	0.2%
PORT ANGELES HCS	97	0.3%	97	0.3%
TACOMA HCS OFFICE	1,609	4.4%	1,609	4.4%
VANCOUVER HCS	1,177	3.2%	1,177	3.2%
Region Total	3,763	10.3%	3,763	10.3%
State Total	36,363	100.0%	36,363	100.0%

Other Programs

SSP Clients by CSO of Residence⁴⁵ (DSHS Region and CSO) June 2014 Snapshot Source: ESA-ACES Data

	Cases		Clients	
	Number	Percent	Number	Percent
Region 1				
ACCESS SPOKANE 032	2,473	6.8%	2,473	6.8%
CLARKSTON CSO	123	0.3%	123	0.3%
COLFAX CSO	71	0.2%	71	0.2%
COLVILLE CSO	198	0.5%	198	0.5%
ELLENSBURG CSO	80	0.2%	80	0.2%
GOLDENDALE CSO	68	0.2%	68	0.2%
KENNEWICK CSO	941	2.6%	941	2.6%
MOSES LAKE CSO	451	1.2%	451	1.2%
NEWPORT CSO	86	0.2%	86	0.2%
OKANOGAN CSO	265	0.7%	265	0.7%
REPUBLIC CSO	80	0.2%	80	0.2%
SUNNYSIDE CSO	395	1.1%	395	1.1%
WALLA WALLA CSO	304	0.8%	304	0.8%
WAPATO CSO	303	0.8%	303	0.8%
WENATCHEE CSO	397	1.1%	397	1.1%
WHITE SALMON CSO	36	0.1%	36	0.1%
YAKIMA CSO	872	2.4%	872	2.4%
Region Total	7,143	19.6%	7,143	19.6%
Region 2				
ALDERWOOD CSO	1,343	3.7%	1,343	3.7%
AUBURN CSO	837	2.3%	837	2.3%
BELLINGHAM CSO	941	2.6%	941	2.6%
BELLTOWN CSO	1,269	3.5%	1,269	3.5%
CAPITOL HILL CSO	1,089	3.0%	1,089	3.0%
EVERETT CSO	1,245	3.4%	1,245	3.4%
FEDERAL WAY CSO	860	2.4%	860	2.4%
KING EASTSIDE CSO	2,257	6.2%	2,257	6.2%
KING NORTH CSO	1,633	4.5%	1,633	4.5%
KING SOUTH CSO	1,394	3.8%	1,394	3.8%
MT VERNON CSO	500	1.4%	500	1.4%
OAK HARBOR CSO	155	0.4%	155	0.4%
RAINIER CSO	1,727	4.7%	1,727	4.7%
RENTON CSO	1,298	3.6%	1,298	3.6%
SKY VALLEY CSO	281	0.8%	281	0.8%
SMOKEY POINT CSO	488	1.3%	488	1.3%
WHITE CENTER CSO	1,814	5.0%	1,814	5.0%
Region Total	19,131	52.6%	19,131	52.6%

⁴⁵ Caseload distribution is based on where clients live.

Other Programs

SSP Clients by CSO of Residence (DSHS Region and CSO)

June 2014 Snapshot

Source: ESA-ACES Data

	Cases		Clients	
	Number	Percent	Number	Percent
Region 3				
ABERDEEN CSO	402	1.1%	402	1.1%
BREMERTON CSO	769	2.1%	769	2.1%
CHEHALIS CSO	353	1.0%	353	1.0%
COLUMBIA RIVER CSO	2,287	6.3%	2,287	6.3%
FORKS CSO	52	0.1%	52	0.1%
KELSO CSO	473	1.3%	473	1.3%
LAKEWOOD CSO	935	2.6%	935	2.6%
LONG BEACH CSO	69	0.2%	69	0.2%
OLYMPIA CSO	921	2.5%	921	2.5%
PIERCE NORTH CSO	1,196	3.3%	1,196	3.3%
PIERCE SOUTH CSO	1,315	3.6%	1,315	3.6%
PORT ANGELES CSO	248	0.7%	248	0.7%
PORT TOWNSEND CSO	102	0.3%	102	0.3%
PUYALLUP VALLEY CSO	657	1.8%	657	1.8%
SHELTON CSO	210	0.6%	210	0.6%
SOUTH BEND CSO	75	0.2%	75	0.2%
STEVENSON CSO	23	0.1%	23	0.1%
Region Total	10,087	27.7%	10,087	27.7%
Not Reported/Unidentifiable	2	0.0%	2	0.0%
State Total	36,363	100.0%	36,363	100.0%

Other Programs

SSP Caseload by County of Residence

June 2014 Snapshot

Source: ESA-ACES Data

County	Cases		Clients	
	Number	Percent	Number	Percent
Adams	70	0.2%	70	0.2%
Asotin	114	0.3%	114	0.3%
Benton	612	1.7%	612	1.7%
Chelan	296	0.8%	296	0.8%
Clallam	294	0.8%	294	0.8%
Clark	2,261	6.2%	2,261	6.2%
Columbia	19	0.1%	19	0.1%
Cowlitz	490	1.3%	490	1.3%
Douglas	106	0.3%	106	0.3%
Ferry	49	0.1%	49	0.1%
Franklin	366	1.0%	366	1.0%
Garfield	7	0.0%	7	0.0%
Grant	387	1.1%	387	1.1%
Grays Harbor	408	1.1%	408	1.1%
Island	167	0.5%	167	0.5%
Jefferson	102	0.3%	102	0.3%
King	14,157	38.9%	14,157	38.9%
Kitsap	768	2.1%	768	2.1%
Kittitas	80	0.2%	80	0.2%
Klickitat	98	0.3%	98	0.3%
Lewis	332	0.9%	332	0.9%
Lincoln	37	0.1%	37	0.1%
Mason	213	0.6%	213	0.6%
Okanogan	237	0.7%	237	0.7%
Pacific	140	0.4%	140	0.4%
Pend Oreille	80	0.2%	80	0.2%
Pierce	4,103	11.3%	4,103	11.3%
San Juan	31	0.1%	31	0.1%
Skagit	452	1.2%	452	1.2%
Skamania	29	0.1%	29	0.1%
Snohomish	3,342	9.2%	3,342	9.2%
Spokane	2,433	6.7%	2,433	6.7%
Stevens	238	0.7%	238	0.7%
Thurston	910	2.5%	910	2.5%
Wahkiakum	11	0.0%	11	0.0%
Walla Walla	289	0.8%	289	0.8%
Whatcom	935	2.6%	935	2.6%
Whitman	69	0.2%	69	0.2%
Yakima	1,511	4.2%	1,511	4.2%
Not Reported/Unidentifiable	120	0.3%	120	0.3%
State Total	36,363	100.0%	36,363	100.0%

Other Programs

SSP Client Demographics

June 2013 Snapshot

Source: ESA-ACES Data

Characteristic	All Clients	
	Number	Percent
TOTAL	36,363	100.0%
Gender		
Female	23,546	64.8%
Male	12,817	35.2%
Race		
Hispanic Origin	2,975	8.2%
Not Hispanic or Latino	33,388	91.8%
White	16,390	45.1%
Black/African American	1,788	4.9%
Asian/Pacific Islander	9,794	26.9%
American Indian/ Alaska Native	617	1.7%
Two or More Races	88	0.2%
Not Reported/Unidentifiable	4,711	13.0%
Marital Status (Adults Only)		
Separated	2,870	7.9%
Married	11,871	32.6%
Never Married	7,037	19.4%
Divorced	6,231	17.1%
Widowed	7,357	20.2%
Not Reported/Unidentifiable	997	2.7%
Citizenship		
U.S. Citizen	29,404	80.9%
Resident Alien	6,878	18.9%
U.S. National⁴⁶	77	0.2%
Not Reported/Unidentifiable	4	0.0%
Homeless	369	1.0%

⁴⁶ 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).

Other Programs

SSP Client Demographics (continued)

June 2013 Snapshot

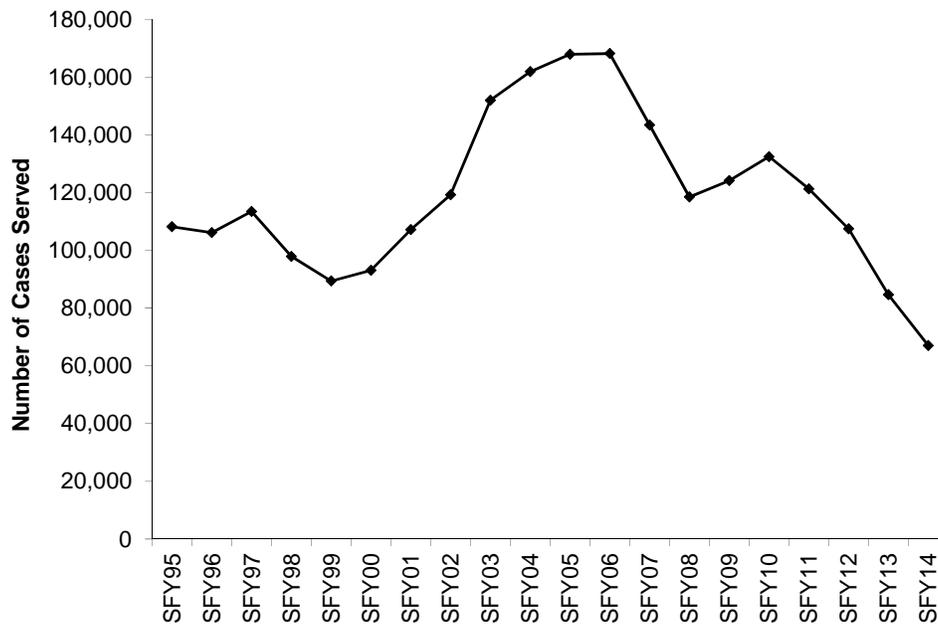
Source: ESA-ACES Data

Characteristic	All Clients	
	Number	Percent
Education		
Less than a High School Diploma	11,210	30.8%
High School Graduate or GED	17,398	47.8%
Some College or College Degree	3,241	8.9%
Not Reported/Unidentifiable	4,514	12.4%
Age		
< 1 Year Old	2	0.0%
1 - 5 Years Old	18	0.0%
6 - 10 Years Old	22	0.1%
11 - 15 Years Old	30	0.1%
16 - 17 Years Old	16	0.0%
18 - 24 Years Old	170	0.5%
25 - 34 Years Old	509	1.4%
35 - 44 Years Old	620	1.7%
45 - 54 Years Old	937	2.6%
55 - 64 Years Old	1,243	3.4%
65+ Years Old	32,796	90.2%
Avg. Age of Clients	72.3 Years Old	

Other Programs

WTAP Caseload SFY 1995 to SFY 2014⁴⁷

Source: Information System Services Division (ISSD)



SFY	Cases Served
1995	108,193
1996	106,145
1997	113,450
1998	97,888
1999	89,384
2000	93,078
2001	107,159
2002	119,238
2003	151,972
2004	161,884
2005	167,884
2006	168,164
2007	143,419
2008	118,486
2009	124,146
2010	132,450
2011	121,295
2012	107,455
2013	84,599
2014	67,047

⁴⁷ The number of cases participating in WTAP continued to decline in SFY 2014, likely due to an increasing number of individuals turning to cell phones for primary phone service.

Other Programs

WTAP Caseload By County of Residence SFY 2014

Source: Information System Services Division (ISSD)

County	Number of Cases Participating	Percent of Total Cases Participating	Number of Eligible Cases	Percent of Eligible Cases Participating
Adams	26	0.0%	3,722	0.7%
Asotin	350	0.5%	5,017	7.0%
Benton	1,790	2.7%	36,885	4.9%
Chelan	965	1.4%	16,766	5.8%
Clallam	1,072	1.6%	14,255	7.5%
Clark	4,144	6.2%	73,586	5.6%
Columbia	3	0.0%	245	1.2%
Cowlitz	1,591	2.4%	23,557	6.8%
Douglas	19	0.0%	2,441	0.8%
Ferry	296	0.4%	2,269	13.0%
Franklin	54	0.1%	6,151	0.9%
Garfield	4	0.0%	120	3.3%
Grant	1,223	1.8%	18,703	6.5%
Grays Harbor	1043	1.6%	17,448	6.0%
Island	533	0.8%	8,513	6.3%
Jefferson	455	0.7%	5,741	7.9%
King	17,606	26.3%	284,716	6.2%
Kitsap	1,987	3.0%	37,215	5.3%
Kittitas	507	0.8%	6,778	7.5%
Klickitat	231	0.3%	4,385	5.3%
Lewis	1,382	2.1%	17,427	7.9%
Lincoln	11	0.0%	514	2.1%
Mason	795	1.2%	11,569	6.9%
Okanogan	974	1.5%	10,424	9.3%
Pacific	451	0.7%	4,891	9.2%
Pend Oreille	325	0.5%	2,870	11.3%
Pierce	6,810	10.2%	143,427	4.7%
San Juan	44	0.1%	1,174	3.7%
Skagit	1,271	1.9%	23,810	5.3%
Skamania	6	0.0%	1,552	0.4%
Snohomish	4,605	6.9%	102,200	4.5%
Spokane	6,652	9.9%	98,676	6.7%
Stevens	1,178	1.8%	8,071	14.6%
Thurston	2,428	3.6%	42,753	5.7%
Wahkiakum	11	0.0%	281	3.9%
Walla Walla	683	1.0%	10,521	6.5%
Whatcom	2,178	3.2%	36,911	5.9%
Whitman	268	0.4%	5,309	5.0%
Yakima	3,067	4.6%	58,756	5.2%
Not Reported/Unidentifiable	9	0.0%	501	1.8%
State Total	67,047	100%	1,150,150	5.8%