

Housing and Essential Needs (HEN) Referral

SFY

2021

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 program¹ provides potential access to essential needs items (e.g., hygiene and cleaning supplies) and housing assistance to low-income adults age 18-64 who 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 [here](#) (see full document for the link).

Highlights

In SFY 2021, the HEN Referral program served a monthly average of 3,421 clients, a 12.2% decrease from SFY 2020 (3,898 clients). The June 2021 snapshot data shows the majority of HEN Referral recipients are male (60.2%), non-Hispanic white (67.9%), and never married (56.2%). The average age of HEN Referral recipients was 41.0 years.

Technical Notes

DATA SOURCES: Data for this chapter was based on the ESA ACES database as of August 2021.

DATA NOTES:

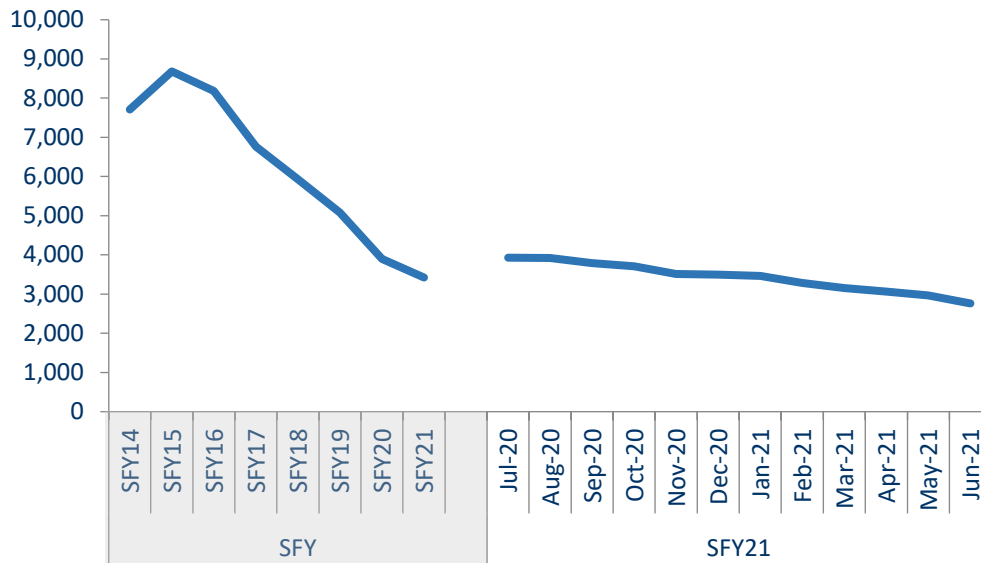
- Percentages may not add up to presented totals due to rounding.
- All reports of 10-year client trends reflect the monthly average for each state fiscal year (SFY).

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 2020 and SFY 2021

	SFY 2020 (July 2019-June 2020)	SFY 2021 (July 2020-June 2021)	Change	
Average Number of Persons per Month (Range)	3,898 (3,759 - 4,125)	3,421 (2,762 - 3,932)	-12.2% (Decrease)	↓
State Population Age 18 and Over³	5,958,785	6,084,554	2.1% (Increase)	↑
Average Monthly Recipients as a Percent of State's Population 18 and Over	0.1%	0.1%	No Change	=

HEN Referral Clients, SFY 2014 – 2021



SFY	Mo. Avg. Clients	SFY	Mo. Avg. Clients
2012	N/A	2017	6,759
2013	N/A	2018	5,930
2014 ²	7,712	2019	5,083
2015	8,681	2020	3,898
2016	8,181	2021	3,421

SFY 2021	Clients
July	3,932
August	3,920
September	3,790
October	3,705
November	3,517
December	3,498
January	3,461
February	3,287
March	3,155
April	3,068
May	2,962
June	2,762
Mo. Avg.	3,421

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 2021

SFY 2021	Total HEN Referral Clients ³	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 ⁴	
		# of Clients	Percent	# of Clients	Percent	# of Clients	Percent	# of Clients	Percent	# of Clients	Percent
July	3,932	3,640	92.6%	129	3.3%	14	0.4%	0	0.0%	149	3.8%
August	3,920	3,468	88.5%	138	3.5%	9	0.2%	0	0.0%	305	7.8%
September	3,790	3,409	89.9%	132	3.5%	18	0.5%	0	0.0%	231	6.1%
October	3,705	3,225	87.0%	150	4.0%	5	0.1%	0	0.0%	325	8.8%
November	3,517	3,210	91.3%	143	4.1%	8	0.2%	0	0.0%	156	4.4%
December	3,498	3,218	92.0%	144	4.1%	7	0.2%	0	0.0%	129	3.7%
January	3,461	3,081	89.0%	114	3.3%	9	0.3%	0	0.0%	257	7.4%
February	3,287	2,873	87.4%	126	3.8%	13	0.4%	0	0.0%	275	8.4%
March	3,155	2,805	88.9%	139	4.4%	10	0.3%	0	0.0%	201	6.4%
April	3,068	2,782	90.7%	93	3.0%	11	0.4%	0	0.0%	182	5.9%
May	2,962	2,560	86.4%	79	2.7%	10	0.3%	0	0.0%	313	10.6%
June	2,762	2,434	88.1%	84	3.0%	11	0.4%	0	0.0%	233	8.4%
Mo. Avg.	3,421	3,059	89.4%	123	3.6%	10	0.3%	0	0.0%	230	6.7%

³ 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.

⁴ 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 2021 Snapshot

The following pages detail HEN Referral clients, June 2021 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 (AL TSA).
- 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	836	30.3%	843	30.5%
Region 2 CSOs	769	27.8%	761	27.6%
Region 3 CSOs	1,155	41.8%	1,157	41.9%
CSCCs	1	<0.1%	N/A	
HCS	1	<0.1%	N/A	
Not Reported / Unidentifiable	0	0.0%	1	<0.1%
State Total	2,762	100.0%	2,762	100.0%

Clients by DSHS Region and CSO of Issuance and Residence, June 2021 Snapshot (continued)

Region 1 CSO	CSO of Issuance		CSO of Residence	
	# of Clients	% of State Total	# of Clients	% of State Total
CLARKSTON	3	0.1%	4	0.1%
COLFAX	4	0.1%	3	0.1%
COLVILLE	14	0.5%	14	0.5%
ELLENSBURG	12	0.4%	12	0.4%
GOLDENDALE	6	0.2%	7	0.3%
KENNEWICK	97	3.5%	99	3.6%
MOSES LAKE	23	0.8%	25	0.9%
NEWPORT	12	0.4%	12	0.4%
OKANOGAN	29	1.0%	28	1.0%
REPUBLIC	3	0.1%	3	0.1%
SPOKANE MAPLE	210	7.6%	222	8.0%
SPOKANE TRENT	184	6.7%	180	6.5%
SUNNYSIDE	15	0.5%	13	0.5%
TOPPENISH	22	0.8%	22	0.8%
WALLA WALLA	30	1.1%	30	1.1%
WENATCHEE	56	2.0%	54	2.0%
WHITE SALMON	2	0.1%	2	0.1%
YAKIMA	114	4.1%	113	4.1%
Region 1 Total	836	30.3%	843	30.5%

Clients by DSHS Region and CSO of Issuance and Residence, June 2021 Snapshot (continued)

Region 2 CSO	CSO of Issuance		CSO of Residence	
	# of Clients	% of State Total	# of Clients	% of State Total
ALDERWOOD	36	1.3%	34	1.2%
AUBURN	61	2.2%	58	2.1%
BELLINGHAM	75	2.7%	79	2.9%
BELLTOWN	72	2.6%	74	2.7%
CAPITOL HILL	39	1.4%	41	1.5%
EVERETT	90	3.3%	91	3.3%
FEDERAL WAY	19	0.7%	18	0.7%
KING EASTSIDE	22	0.8%	23	0.8%
KING NORTH	52	1.9%	46	1.7%
KING SOUTH	66	2.4%	60	2.2%
MT VERNON	34	1.2%	32	1.2%
OAK HARBOR	14	0.5%	13	0.5%
RAINIER	39	1.4%	41	1.5%
RENTON	48	1.7%	46	1.7%
SKY VALLEY	5	0.2%	6	0.2%
SMOKEY POINT	35	1.3%	34	1.2%
WHITE CENTER	62	2.2%	65	2.4%
Region 2 Total	769	27.8%	761	27.6%

Clients by DSHS Region and CSO of Issuance and Residence, June 2021 Snapshot (continued)

Region 3 CSO	CSO of Issuance		CSO of Residence	
	# of Clients	% of State Total	# of Clients	% of State Total
ABERDEEN	102	3.7%	102	3.7%
BREMERTON	64	2.3%	64	2.3%
CHEHALIS	39	1.4%	42	1.5%
COLUMBIA RIVER	144	5.2%	143	5.2%
FORKS	6	0.2%	5	0.2%
KELSO	91	3.3%	90	3.3%
LAKESWOOD	123	4.5%	121	4.4%
LONG BEACH	10	0.4%	10	0.4%
OLYMPIA	145	5.2%	148	5.4%
PIERCE NORTH	132	4.8%	131	4.7%
PIERCE SOUTH	103	3.7%	104	3.8%
PORT ANGELES	58	2.1%	58	2.1%
PORT TOWNSEND	6	0.2%	5	0.2%
PUYALLUP VALLEY	77	2.8%	79	2.9%
SHELTON	46	1.7%	45	1.6%
SOUTH BEND	7	0.3%	8	0.3%
STEVENSON	2	0.1%	2	0.1%
Region 3 Total	1,155	41.8%	1,157	41.9%

HEN Referral Clients by Customer Service Contact Centers (CSCC) and Other Locations, June 2021 Snapshot

Customer Service Contact Centers (CSCC)	Office of Issuance	
	Clients	% of State Total
CSCC CENTRAL SOUND	0	0.0%
CSCC NORTHEAST	0	0.0%
CSCC NORTHWEST	0	0.0%
CSCC SOUTHWEST	1	<0.1%
CSCC SOUTHEAST	0	0.0%
CSCC SOUTH SOUND	0	0.0%
CSCC LTC	0	0.0%
CSCC WASHCAP	0	0.0%
CSCC Total	1	<0.1%

Other Locations	Office of Issuance	
	Clients	% of State Total
DDA LTC & Spec Programs	0	0.0%
MEDICAL ELIG. DET SVC	0	0.0%
Health Care Authority	0	0.0%
PORT GAMBLE S'KLALLAM TRIBE (PGST)	0	0.0%
Other Locations Total	0	0.0%

HEN Referral Clients by Home and Community Services Offices (HCS), June 2021 Snapshot

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

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 2021 Snapshot (continued)

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 2021 Snapshot

County	# of Clients	% of Total	County	# of Clients	% of Total
Adams	4	0.1%	Lewis	42	1.5%
Asotin	4	0.1%	Lincoln	4	0.1%
Benton	71	2.6%	Mason	44	1.6%
Chelan	38	1.4%	Okanogan	28	1.0%
Clallam	63	2.3%	Pacific	18	0.7%
Clark	143	5.2%	Pend Oreille	12	0.4%
Columbia	3	0.1%	Pierce	436	15.8%
Cowlitz	90	3.3%	San Juan	0	0.0%
Douglas	16	0.6%	Skagit	32	1.2%
Ferry	3	0.1%	Skamania	2	0.1%
Franklin	28	1.0%	Snohomish	165	6.0%
Garfield	0	0.0%	Spokane	398	14.4%
Grant	21	0.8%	Stevens	14	0.5%
Grays Harbor	102	3.7%	Thurston	148	5.4%
Island	13	0.5%	Wahkiakum	0	0.0%
Jefferson	5	0.2%	Walla Walla	27	1.0%
King	472	17.1%	Whatcom	79	2.9%
Kitsap	64	2.3%	Whitman	3	0.1%
Kittitas	12	0.4%	Yakima	148	5.4%
Klickitat	9	0.3%	Not Reported/ Unidentifiable	1	<0.1%

	Clients	% of Total
State Total	2,762	100.0%

HEN Referral Client Demographics, June 2021 Snapshot

Characteristic	All Clients	
	# of Clients	% of Total Clients
Total Clients	2,762	100.0%

Gender		
	All Clients	
Female	1,099	39.8%
Male	1,663	60.2%
Unknown	0	0.0%

Ethnicity and Race		
	All Clients	
Hispanic or Latino	266	9.6%
Not Hispanic or Latino⁵	2,496	90.4%
White	1,875	67.9%
Black/African American	257	9.3%
Asian/Pacific Islander	84	3.0%
American Indian/Alaska Native	134	4.9%
Two or More Races	81	2.9%
Race Not Reported	65	2.4%

Marital Status		
	All Clients	
Separated	207	7.5%
Married	49	1.8%
Never Married	1,553	56.2%
Divorced	612	22.2%
Widowed	59	2.1%
Not Reported/Unidentifiable	282	10.2%

Citizenship Status		
	All Clients	
U.S. Citizen	2,707	98.0%
Resident Noncitizen	53	1.9%
U.S. National⁶	2	0.1%

⁵ Includes clients not reporting whether or not they are of Hispanic or Latino origin.

⁶ U.S. National: A national of the United States or a person who, though not a citizen of the United States, owes permanent allegiance to the United States (e.g., persons born in American Samoa or Swains Island).

HEN Referral Client Demographics, June 2021 Snapshot (continued)

Characteristic	All Clients	
	# of Clients	% of Total Clients

Homeless Status		
	All Clients	
Homeless ⁷	1,232	44.6%

Disability		
	All Clients	
Mental	2,132	77.2%
Physical	628	22.7%
Other	2	0.1%

Education Status		
	All Clients	
Less than a High School Diploma	598	21.7%
High School Graduate or GED	1,385	50.1%
Some College or College Degree	767	27.8%
Not Reported/Unidentifiable	12	0.4%

Age		
	All Clients	
Under 18 Years Old	N/A	N/A
18 - 24 Years Old	226	8.2%
25 - 34 Years Old	667	24.1%
35 - 44 Years Old	735	26.6%
45 - 54 Years Old	767	27.8%
55 - 64 Years Old	367	13.3%
Average Age of Clients		
	41.0 Years	

Length of Stay ⁸		
Average Length of Stay	13.9 Months	

⁷ 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.

⁸ Average Length of Stay is based on cumulative months since January 2014 when the program was implemented.