

Annual Unduplicated Clients

SFY

2024

This chapter provides the unduplicated number of clients served by ESA (all programs) as well as the unduplicated number of clients served by each ESA program in SFY 2024.

ESA Briefing
Book

Table of Contents

Overview.....3

Annual Unduplicated Clients Served, SFY 2023 and SFY 20244

Annual Unduplicated Clients Served, Adults and Children, by ESA Division, SFY 20248

Annual Unduplicated Clients Served in Select ESA Programs, By Legislative District, SFY 2024.....9

Overview

In other sections of the ESA Briefing Book, data is presented on the number of monthly clients and State Fiscal Year (SFY) monthly averages of clients served by each ESA program. Data in those sections do not address a question that is frequently asked by various stakeholders: “How many total clients are served by ESA and by each program?” Many ESA clients receive services from more than one program; furthermore, clients can receive services within a single program that span multiple months in the course of the SFY. For example, a TANF family typically receives Basic Food assistance at the same time and also receives monthly benefits over multiple months in the same fiscal year.

This chapter presents data on the number of unduplicated clients served annually by ESA in SFY 2024 compared to SFY 2023, both overall (for all programs) and by each program. In addition, annual unduplicated clients by state legislative district for selected programs are reported in this section. The number of unduplicated clients served by ESA annually is obtained by counting the number of unique clients served by each ESA program covered in the Briefing Book so that an individual receiving services from more than one program (or services that span multiple months in the SFY) is counted only once. Similarly, annual total clients served by each program are calculated by counting the number of unique clients served by the program in the SFY.

In SFY 2024, ESA served over 1.7 million individuals, or more than one out of every five Washington state residents. When including clients served by ESA offices and Home and Community Services (HCS) offices, in partnership with DSHS’s Aging and Long-Term Support Administration (ALISA), this number comes to over 1.8 million individuals. These figures count each client once, regardless of the number of services received or the number of months those services were received.

TECHNICAL NOTES:

DATA SOURCES:

- The majority of the data in this chapter was based on the ESA – Automated Client Eligibility System (ACES) as of August 2024.
- Data for the Child Support program was based on the ESA - Support Enforcement Management System (SEMS) as of October 2024.
- Data for the Refugee and Immigrant Assistance program was based on the ESA MyRIA, ACES and eJAS databases as of October 2024.
- For the tables below with adults and children, the sum of adults and children may not add up to the total. Birth date information is not available for some clients, and they cannot be categorized as adults or children.

Annual Unduplicated Clients Served, SFY 2023 and SFY 2024

	SFY 2023					
	ESA Only ¹			DSHS Offices (ESA, DDA, & ALTA) ²		
	Total	Adults	Children	Total	Adults	Children
All Programs³	1,738,645	1,193,517	540,495	1,841,032	1,292,031	544,368
Aged, Blind or Disabled (ABD)	39,561	39,561	-	41,047	41,047	-
Additional Requirements-Emergent Needs (AREN)	1,267	418	849	1,267	418	849
Basic Food Employment and Training (BFET)	11,091	11,044	47	11,222	11,174	48
Basic Food (SNAP/FAP)⁴	1,158,277	749,967	408,310	1,211,614	802,343	409,271
Consolidated Emergency Assistance (CEAP)	191	86	105	191	86	105
Diversion Cash Assistance (DCA)	1,766	683	1,083	1,766	683	1,083
Housing and Essential Needs (HEN) Referral	6,199	6,199	-	6,202	6,202	-
Medical Assistance (Non-Cash Related)⁵	248,932	234,950	13,982	357,153	338,088	19,065
Ongoing Additional Requirements (OAR)	491	460	31	681	649	32
Pregnant Women Assistance (PWA)	-	-	-	-	-	-

¹ ESA Offices Only is based on CSO of issuance and includes all ESA-CSD offices in Regions 1, 2, and 3, plus the following statewide call centers: 128 (CSCC Southeast), 130 (WASHCAP), 132 (CSCC Central Sound), 151 (CSCC Northeast), 152 (CSCC Virtual Command Center), 153 (CSCC Northwest), 155 (CSCC South Sound), and 156 (CSCC Southwest).

² DSHS Offices include all ESA-CSD offices plus Aging and Long-Term Support Administration (ALTA)-Home and Community Services (HCS) offices and DDA offices. Does not include HCA or PGST offices.

³ Pandemic-EBT is not included in these counts. ESA coordinated with the Office of the Superintendent of Public Instruction (OSPI) and a third party vendor, Accenture, to validate eligibility and issue benefits.

⁴ Pandemic-EBT is not included in these counts. ESA coordinated with the Office of the Superintendent of Public Instruction (OSPI) and a third party vendor, Accenture, to validate eligibility and issue benefits.

⁵ Includes clients age 65+, disabled, or in long-term care administered by ESA. Does not include clients administered by the Health Care Authority (HCA).

Annual Unduplicated Clients Served, SFY 2023 and SFY 2024 (continued)

	SFY 2023					
	ESA Only ⁶			DSHS Offices (ESA, DDA, & ALTA) ⁷		
	Total	Adults	Children	Total	Adults	Children
Refugee Cash Assistance (RCA)	8,212	8,212	-	8,213	8,213	-
Refugee and Immigrant Assistance (RIA)⁸	16,522	15,883	587	16,522	15,883	587
State Supplemental Payment (SSP)	28,546	28,479	67	46,216	46,137	79
Temporary Assistance for Needy Families / State Family Assistance (TANF/SFA)	143,854	50,029	93,825	143,861	50,030	93,831
Washington State Combined Application Project (WASHCAP)	61,439	61,433	6	84,694	84,688	6
Transitional Food Assistance (TFA)	126,506	55,712	70,794	126,696	55,808	70,888
Working Family Support (WFS)	55,131	16,868	38,263	55,139	16,872	38,267
Child Support	807,942	554,798	248,563	807,942	554,798	248,563
Disaster Cash Assistance Program (DCAP)⁹	-	-	-	-	-	-

⁶ ESA Offices Only is based on CSO of issuance and includes all ESA-CSD offices in Regions 1, 2, and 3, plus the following statewide call centers: 128 (CSCC Southeast), 130 (WASHCAP), 132 (CSCC Central Sound), 151 (CSCC Northeast), 152 (CSCC Virtual Command Center), 153 (CSCC Northwest), 155 (CSCC South Sound), and 156 (CSCC Southwest).

⁷ DSHS Offices include all ESA-CSD offices plus Aging and Long-Term Support Administration (ALTA)-Home and Community Services (HCS) offices and DDA offices. Does not include HCA or PGST offices.

⁸ This number includes clients served by these ORIA programs: Mobility and Empowerment (PRIME), LEP Pathway, and Naturalization Services.

⁹ Effective Aug. 31, 2023 through Sept. 29, 2023 the Disaster Cash Assistance Program (DCAP) was activated in certain counties due to wildfires, per Gov. Inslee's Emergency Proclamation. Households impacted by wildfires who live in the counties listed below may be eligible for DCAP: Spokane, Pend Oreille, and Whitman

Annual Unduplicated Clients Served, SFY 2023 and SFY 2024 (continued)

	SFY 2024					
	ESA Only ¹⁰			DSHS Offices (ESA, DDA, & ALTSA) ¹¹		
	Total	Adults	Children	Total	Adults	Children
All Programs¹²	1,748,689	1,207,440	535,485	1,853,477	1,308,108	539,605
Aged, Blind or Disabled (ABD)	45,883	45,883	0	47,496	47,496	0
Additional Requirements-Emergent Needs (AREN)	2,819	1,029	1,790	2,819	1,029	1,790
Basic Food Employment and Training (BFET)	11,571	11,513	58	11,687	11,629	58
Basic Food (SNAP/FAP)¹³	1,176,392	766,999	409,393	1,229,353	819,072	410,281
Consolidated Emergency Assistance (CEAP)	1,014	396	618	1,014	396	618
Diversion Cash Assistance (DCA)	1,796	707	1,089	1,796	707	1,089
Housing and Essential Needs (HEN) Referral	6,669	6,669	0	6,673	6,673	0
Medical Assistance (Non-Cash Related)¹⁴	259,057	244,701	14,356	370,086	350,261	19,825
Ongoing Additional Requirements (OAR)	621	578	43	822	778	44
Pregnant Women Assistance (PWA)	52	52	0	52	52	0

¹⁰ ESA Offices Only is based on CSO of issuance and includes all ESA-CSD offices in Regions 1, 2, and 3, plus the following statewide call centers: 128 (CSCC Southeast), 130 (WASHCAP), 132 (CSCC Central Sound), 151 (CSCC Northeast), 152 (CSCC Virtual Command Center), 153 (CSCC Northwest), 155 (CSCC South Sound), and 156 (CSCC Southwest).

¹¹ DSHS Offices include all ESA-CSD offices plus Aging and Long-Term Support Administration (ALTSA)-Home and Community Services (HCS) offices and DDA offices. Does not include HCA or PGST offices.

¹² Pandemic-EBT is not included in these counts. ESA coordinated with the Office of the Superintendent of Public Instruction (OSPI) and a third party vendor, Accenture, to validate eligibility and issue benefits.

¹³ Pandemic-EBT is not included in these counts. ESA coordinated with the Office of the Superintendent of Public Instruction (OSPI) and a third party vendor, Accenture, to validate eligibility and issue benefits.

¹⁴ Includes clients age 65+, disabled, or in long-term care administered by ESA. Does not include clients administered by the Health Care Authority (HCA).

Annual Unduplicated Clients Served, SFY 2023 and SFY 2024 (continued)

	SFY 2024					
	ESA Only ¹⁵			DSHS Offices (ESA, DDA, & ALTSA) ¹⁶		
	Total	Adults	Children	Total	Adults	Children
Refugee Cash Assistance (RCA)	7,355	7,355	0	7,371	7,371	0
Refugee and Immigrant Assistance (RIA)¹⁷	18,704	17,942	693	18,704	17,942	693
State Supplemental Payment (SSP)	29,000	28,933	67	47,333	47,251	82
Temporary Assistance for Needy Families / State Family Assistance (TANF/SFA)	153,988	55,250	98,738	153,996	55,250	98,746
Washington State Combined Application Project (WASHCAP)	60,276	60,276	0	83,621	83,620	1
Transitional Food Assistance (TFA)	143,103	63,805	79,298	143,310	63,931	79,379
Working Family Support (WFS)	46,164	13,916	32,248	46,167	13,917	32,250
Child Support	788,023	543,185	239,143	788,023	543,185	239,143
Disaster Cash Assistance Program (DCAP)¹⁸	76	76	0	76	76	0

¹⁵ ESA Offices Only is based on CSO of issuance and includes all ESA-CSD offices in Regions 1, 2, and 3, plus the following statewide call centers: 128 (CSCC Southeast), 130 (WASHCAP), 132 (CSCC Central Sound), 151 (CSCC Northeast), 152 (CSCC Virtual Command Center), 153 (CSCC Northwest), 155 (CSCC South Sound), and 156 (CSCC Southwest).

¹⁶ DSHS Offices include all ESA-CSD offices plus Aging and Long-Term Support Administration (ALTSA)-Home and Community Services (HCS) offices and DDA offices. Does not include HCA or PGST offices.

¹⁷ This number includes clients served by these ORIA programs: Mobility and Empowerment (PRIME), LEP Pathway, and Naturalization Services.

¹⁸ Effective Aug. 31, 2023 through Sept. 29, 2023 the Disaster Cash Assistance Program (DCAP) was activated in certain counties due to wildfires, per Gov. Inslee's Emergency Proclamation. Households impacted by wildfires who live in the counties listed below may be eligible for DCAP: Spokane, Pend Oreille, and Whitman

Annual Unduplicated Clients¹⁹ Served, Adults and Children, by ESA Division²⁰, SFY 2024

SFY 2024					
	DSHS Offices (All ESA & HCS) ²¹	ESA Only ²²	CSD & HCS	CSD Only	DCS Only
Total	1,853,477	1,748,689	1,356,824	1,248,804	788,023
Adults	1,308,108	1,207,440	932,303	829,026	543,185
Children	539,605	535,485	424,452	419,709	239,143
Age Unknown ²³	5,764	5,764	69	69	5,695

¹⁹ Age of client is based on age as of July 1, 2024.

²⁰ Community Services Division (CSD) and the Division of Child Support (DCS).

²¹ DSHS Offices include all ESA-CSD offices plus Aging and Long-Term Support Administration (AL TSA)-Home and Community Services (HCS) offices and DDA offices. Does not include HCA or PGST offices.

²² ESA Offices Only is based on CSO of issuance and includes all ESA-CSD offices in Regions 1, 2, and 3, plus the following statewide call centers: 128 (CSCC Southeast), 130 (WASHCAP), 132 (CSCC Central Sound), 151 (CSCC Northeast), 152 (CSCC Virtual Case Management Center), 153 (CSCC Northwest), 155 (CSCC South Sound), and 156 (CSCC Southwest).

²³ These are clients, primarily served by DCS, whose birth date information is unavailable.

Annual Unduplicated Clients Served in Select ESA Programs, By Legislative District²⁴, SFY 2024

State Legislative District	TANF/SFA ²⁵		
	# Total Clients	# of Adults	# of Children
Statewide Total	153,996	55,250	98,746
State Legislative District 1	870	344	526
State Legislative District 2	2,561	860	1,701
State Legislative District 3	5,557	2,149	3,408
State Legislative District 4	3,582	1,319	2,263
State Legislative District 5	1,203	443	760
State Legislative District 6	4,126	1,441	2,685
State Legislative District 7	3,549	1,092	2,457
State Legislative District 8	2,892	932	1,960
State Legislative District 9	2,348	794	1,554
State Legislative District 10	1,766	611	1,155
State Legislative District 11	4,126	1,605	2,521
State Legislative District 12	2,045	714	1,331
State Legislative District 13	3,370	1,014	2,356
State Legislative District 14	5,027	1,470	3,557
State Legislative District 15	6,285	1,853	4,432
State Legislative District 16	4,317	1,449	2,868
State Legislative District 17	2,110	811	1,299
State Legislative District 18	3,135	1,201	1,934
State Legislative District 19	4,606	1,625	2,981
State Legislative District 20	2,742	941	1,801
State Legislative District 21	3,705	1,453	2,252
State Legislative District 22	3,815	1,384	2,431
State Legislative District 23	1,476	483	993
State Legislative District 24	2,519	840	1,679
State Legislative District 25	2,542	935	1,607
State Legislative District 26	1,890	668	1,222
State Legislative District 27	4,259	1,594	2,665
State Legislative District 28	3,270	1,205	2,065
State Legislative District 29	6,377	2,263	4,114
State Legislative District 30	5,823	2,168	3,655
State Legislative District 31	2,184	819	1,365
State Legislative District 32	2,676	1,070	1,606
State Legislative District 33	6,233	2,399	3,834

²⁴ Data is based on clients served by both ESA-CSD offices and ALTSA-HCS offices. The legislative district designation is based on the client's most recent residential address in the state fiscal year.

²⁵ TANF/SFA clients are classified as adults or children based on their relationship to the head of household, rather than age.

Annual Unduplicated Clients Served in Select ESA Programs, By Legislative District²⁶, SFY 2024 (continued)

State Legislative District	TANF/SFA ²⁷		
	# Total Clients	# of Adults	# of Children
State Legislative District 34	2,043	762	1,281
State Legislative District 35	2,326	753	1,573
State Legislative District 36	491	205	286
State Legislative District 37	3,919	1,384	2,535
State Legislative District 38	4,376	1,630	2,746
State Legislative District 39	1,956	614	1,342
State Legislative District 40	1,720	568	1,152
State Legislative District 41	959	371	588
State Legislative District 42	2,703	923	1,780
State Legislative District 43	1,033	426	607
State Legislative District 44	1,704	692	1,012
State Legislative District 45	1,027	380	647
State Legislative District 46	1,762	690	1,072
State Legislative District 47	6,110	2,406	3,704
State Legislative District 48	1,576	651	925
State Legislative District 49	6,218	2,439	3,779
Not Reported/Unidentifiable	1,087	407	680

²⁶ Data is based on clients served by both ESA-CSD offices and ALTSA-HCS offices. The legislative district designation is based on the client's most recent residential address in the state fiscal year

²⁷ Adults and children for TANF/SFA are defined based on the client relationship to the head of household.

Annual Unduplicated Clients Served in Select ESA Programs, By Legislative District²⁸, SFY 2024 (continued)

State Legislative District	SNAP/FAP		
	# Total Clients	# of Adults	# of Children
Statewide Total	1,229,353	819,072	410,281
State Legislative District 1	7,714	5,483	2,231
State Legislative District 2	23,143	15,017	8,126
State Legislative District 3	40,531	29,653	10,878
State Legislative District 4	29,526	19,690	9,836
State Legislative District 5	8,283	5,367	2,916
State Legislative District 6	32,691	21,052	11,639
State Legislative District 7	35,757	23,413	12,344
State Legislative District 8	24,634	14,543	10,091
State Legislative District 9	21,356	14,443	6,913
State Legislative District 10	18,477	12,831	5,646
State Legislative District 11	26,818	18,096	8,722
State Legislative District 12	21,691	14,163	7,528
State Legislative District 13	32,270	19,176	13,094
State Legislative District 14	42,785	25,980	16,805
State Legislative District 15	54,413	29,396	25,017
State Legislative District 16	35,106	21,730	13,376
State Legislative District 17	17,713	11,822	5,891
State Legislative District 18	22,461	14,400	8,061
State Legislative District 19	38,401	26,969	11,432
State Legislative District 20	26,299	17,767	8,532
State Legislative District 21	20,518	13,144	7,374
State Legislative District 22	27,263	19,386	7,877
State Legislative District 23	15,374	10,459	4,915
State Legislative District 24	29,813	21,665	8,148
State Legislative District 25	21,780	13,829	7,951
State Legislative District 26	18,079	12,897	5,182
State Legislative District 27	31,566	22,766	8,800
State Legislative District 28	24,578	15,884	8,694
State Legislative District 29	45,151	29,801	15,350
State Legislative District 30	37,591	23,352	14,239
State Legislative District 31	17,320	11,115	6,205
State Legislative District 32	20,159	14,686	5,473
State Legislative District 33	37,602	23,786	13,816

²⁸ Data is based on clients served by both ESA-CSD offices and ALTSA-HCS offices. The legislative district designation is based on the client's most recent residential address in the state fiscal year

Annual Unduplicated Clients Served in Select ESA Programs, By Legislative District²⁹, SFY 2024 (continued)

State Legislative District	SNAP/FAP		
	# Total Clients	# of Adults	# of Children
State Legislative District 34	24,022	17,807	6,215
State Legislative District 35	23,316	15,849	7,467
State Legislative District 36	6,201	5,214	987
State Legislative District 37	31,882	23,202	8,680
State Legislative District 38	32,047	22,143	9,904
State Legislative District 39	18,686	12,120	6,566
State Legislative District 40	17,488	11,677	5,811
State Legislative District 41	6,244	4,395	1,849
State Legislative District 42	25,802	17,898	7,904
State Legislative District 43	13,141	11,824	1,317
State Legislative District 44	10,849	7,305	3,544
State Legislative District 45	6,572	4,448	2,124
State Legislative District 46	12,765	9,757	3,008
State Legislative District 47	35,555	22,999	12,556
State Legislative District 48	9,262	6,629	2,633
State Legislative District 49	40,084	26,936	13,148
Not Reported/Unidentifiable	8,574	5,108	3,466

²⁹ Data is based on clients served by both ESA-CSD offices and ALTSA-HCS offices. The legislative district designation is based on the client's most recent residential address in the state fiscal year

Annual Unduplicated Clients Served in Select ESA Programs, By Legislative District³⁰, SFY 2024 (continued)

State Legislative District	ABD	HEN Referral	RCA
	# of Adults	# of Adults	# of Adults
Statewide Total	47,496	6,673	7,371
State Legislative District 1	398	23	68
State Legislative District 2	666	100	49
State Legislative District 3	2,356	518	259
State Legislative District 4	1,097	163	165
State Legislative District 5	349	35	105
State Legislative District 6	1,036	148	187
State Legislative District 7	791	144	39
State Legislative District 8	522	48	138
State Legislative District 9	554	91	34
State Legislative District 10	794	95	22
State Legislative District 11	1,182	119	287
State Legislative District 12	622	96	28
State Legislative District 13	933	103	60
State Legislative District 14	956	154	4
State Legislative District 15	1,162	157	64
State Legislative District 16	870	125	197
State Legislative District 17	511	63	124
State Legislative District 18	626	55	330
State Legislative District 19	1,694	327	3
State Legislative District 20	868	173	26
State Legislative District 21	850	53	449
State Legislative District 22	1,096	254	49
State Legislative District 23	546	97	11
State Legislative District 24	1,352	213	3
State Legislative District 25	595	101	127
State Legislative District 26	752	173	17
State Legislative District 27	1,345	239	192
State Legislative District 28	1,058	126	58
State Legislative District 29	1,464	240	165
State Legislative District 30	1,334	141	630
State Legislative District 31	520	65	296
State Legislative District 32	1,105	95	149
State Legislative District 33	1,359	128	660

³⁰ Data is based on clients served by both ESA-CSD offices and ALTSA-HCS offices. The legislative district designation is based on the client's most recent residential address in the state fiscal year

Annual Unduplicated Clients Served in Select ESA Programs, By Legislative District³¹, SFY 2024 (continued)

State Legislative District	ABD	HEN Referral	RCA
	# of Adults	# of Adults	# of Adults
State Legislative District 34	1,710	212	53
State Legislative District 35	853	180	3
State Legislative District 36	482	52	14
State Legislative District 37	1,929	180	81
State Legislative District 38	1,935	247	274
State Legislative District 39	690	49	78
State Legislative District 40	518	95	65
State Legislative District 41	453	23	56
State Legislative District 42	879	256	110
State Legislative District 43	1,431	160	38
State Legislative District 44	510	40	222
State Legislative District 45	346	17	75
State Legislative District 46	843	73	59
State Legislative District 47	1,567	171	653
State Legislative District 48	551	33	133
State Legislative District 49	1,269	193	414
Not Reported/Unidentifiable	167	30	48

³¹ Data is based on clients served by both ESA-CSD offices and ALTSA-HCS offices. The legislative district designation is based on the client's most recent residential address in the state fiscal year