

**BEFORE THE WASHINGTON
UTILITIES AND TRANSPORTATION COMMISSION**

WASHINGTON UTILITIES AND
TRANSPORTATION COMMISSION,

Complainant,

v.

PUGET SOUND ENERGY,

Respondent.

DOCKET UE-240004 and UG-240005
(Consolidated)

EXHIBIT SNS-5

Spokane Neighborhood Action Partners Client Profiles

August 6, 2024



Below are profiles of real SNAP clients. Names and images have been changed to protect confidentiality. For over 55 years, SNAP has been a trusted community resource; clients we serve depend on our team to use their information to refer them to other helpful services. Last year, **11,859 households received LIRAP**. This resulted in **76,965 service touchpoints* (average of 6.5 per client)** and **16,163 total intakes** of clients who are now served more comprehensively. These clients demonstrate what SNAP knows to be true: when clients are looked at holistically and made more stable, they are likely to need less energy assistance.



Name: Christen
Age: 46 years
Gender: Female
Household Size: 2; Lives with son, Jacob (Age 20, disabled)
Housing Status: Homeowner
Race: White
Education: 4-yr college
Health Insurance: Medicaid/DSHS
Veteran Status: Non-veteran
Marital Status: Single
Work Status: Not seeking
Disability Status: Disabled

Name: Albert
Age: 75 years
Gender: Male
Household Size: 1; Self
Housing Status: Renter
Race: White
Education: Vocational
Health Insurance: Medicare
Veteran Status: Veteran
Marital Status: Single
Work Status: Not seeking
Disability Status: Disabled

Name: Kiona
Age: 23 years
Gender: Female
Household Size: 3; Lives with daughters Aylin (4) and Dyani (1)
Housing Status: Subsidized
Race: American Indian
Education: High School
Health Insurance: Wa. Basic
Veteran Status: Non-veteran
Marital Status: Single
Work Status: Not employed
Disability Status: Not disabled

* May include: Intakes, referrals, program enrollments, service requests, services, loan requests, ride requests



Christen

FIRST SERVICE:
Weatherization

SUBSEQUENT SERVICES:

- LIHEAP
- Business Development
- American Rescue Plan Energy Assistance
- Essential Home Repair

ESTIMATED VALUE OF ASSISTANCE

LIRAP Only: \$823
Other Services: \$19,499

IMPACT:

- Further stabilized disabled, single mother of adult disabled son
- Referred into LIRAP for needed stabilization
- Additional data points enabled staff to assess Christen holistically and appropriately refer her to other services critical to her exiting poverty
- Created lasting improvements to her home to provide further security
- Potential for business development enables Christen to explore financial independence
- Complete data allows tracking of her full assistance journey, and provides details about service to historically underserved populations



Albert

FIRST SERVICE:
LIRAP

SUBSEQUENT SERVICES:

- LIHEAP
- American Rescue Plan Energy Assistance

ESTIMATED VALUE OF ASSISTANCE

LIRAP Only: \$419
Other Services: \$412

IMPACT:

- Further stabilized retired, disabled veteran
- LIRAP served as entry-point. Additional data provided needed information for referral to other programs
- Nearly doubled service funds provided
- Complete data provided SNAP with fuller picture of service to historically disadvantaged populations to improve outreach to vulnerable communities and improve equity and diversity of clients served
- Assessed Albert holistically so SNAP could become a trusted provider during times of financial insecurity



509-456-SNAP
snapwa.org



Kiona

FIRST SERVICE:
LIRAP

SUBSEQUENT SERVICES:

- Homeless Services
- LIHEAP
- Covid Transportation

ESTIMATED VALUE OF ASSISTANCE

LIRAP Only: \$1,199
Other Services: \$1,500

IMPACT:

- Further stabilized young, single, Indigenous mother
- LIRAP served as entry-point, holistic perspective led to use of other programs
- Became known as a trusted messenger and resource for her to reach out to when she faced homelessness; improved financial and housing security
- More than doubled service funds provided
- Safe medical transportation during the pandemic; helped maintain community health
- Complete data provided fuller picture of service to historically disadvantaged population