



Human Services Needs Update 2023 - 2024

City of Bellevue



Cover Photo

Photo provided by the Sophia Way

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The project team gratefully acknowledges the contributions of subject matter experts who contributed to the development of this plan.



Land Acknowledgement

The City of Bellevue acknowledges that we are on the Indigenous Land of Coast Salish peoples who have reserved treaty rights to this land including the Duwamish (dx^wdəwʔabš), Suquamish Tribe (dx^wəq^wabs), Muckleshoot Indian Tribe (bəqəlsuł) and Snoqualmie Indian Tribe (sduk^walbix^w). We thank these caretakers of this land who have lived, and continue to live here, since time immemorial.



Executive Summary

Every two years, the City of Bellevue conducts a human services needs update to gather community perspectives on the current state of human services and unmet human services needs for Bellevue residents. This update has traditionally incorporated the perspectives of both providers and community members and is intended to guide human services strategy and investment in the City of Bellevue.

For the 2023-2024 update, the City of Bellevue engaged Health Management Associates (HMA), a research and consulting firm focused on health and human services, to conduct the needs update in collaboration with the City and its partners. HMA collected data for this update over the course of a three-month period in the summer and fall of 2023. This assessment included community engagement through surveys, focus groups, interviews, service provider network/coalition meetings, and panel presentations to the City of Bellevue Human Services Commission. **More than 1000 community members provided input as part of the 2023-2024 Needs Update; their expertise and experience served as the foundation upon which the report was built.** Additionally, information gathered was considered in the context of publicly available quantitative data on demographic trends within the city and region, along with other relevant city and regional assessments, presentations, and planning documents. Community engagement for this needs update centered the voices of those with lived experience accessing the human services system, along with intersectional identities, including race, disability, sexual orientation, and gender identity.





Photo provided by Indian American Community Services.

The full report is divided into two key sections:

- **Community Engagement:** this includes an overview of the methodology and the efforts that led to the development of the report and the key themes that emerged from these efforts.
- **Service Area Considerations:** this includes a synthesis of the key themes complemented by quantitative data to illustrate areas that City leaders may consider for investment.



Several themes emerged in the data:

Changing Demographics and Meeting Needs in a Culturally Specific Way

Bellevue is growing and changing, reflecting ethnic, racial, socioeconomic, gender and sexual diversity. Community member and provider feedback highlighted the ways that the human services system infrastructure has struggled to adapt to the changing needs of the community. Throughout the assessment, the need for increased access to culturally and linguistically specific services was emphasized.

Disproportionate Impact by Race and Language

Needs update data highlighted the different experiences of residents based on their race and language, which impacts well-being in the City of Bellevue and access to human services. Quantitative data on human services needs highlighted growing challenges, particularly for Black, Indigenous, and People of Color (BIPOC) communities. COVID-19 had a disproportionate impact on communities of color and, while the impact of the pandemic lingers for all residents, particularly those of low- and moderate-incomes, disparities by race and ethnicity are significant across housing, health and well-being, food security, and other human services needs.

Knowledge of Available Resources

Information gathered through community engagement highlighted a lack of knowledge of available resources and the need for continuing and expanded efforts to help residents understand and connect to resources and support.



Communication, Collaboration, and Convening

Both community members and providers noted communication, collaboration, and convening as a key theme. In particular, residents emphasized the desire to partner with the City in the co-design of human services models that meet the needs of their communities, and highlighted the unique role that the City plays in bringing diverse stakeholders together in the service of collaborative efforts to increase the well-being of Bellevue residents. Community perspectives emphasized that representation at decision-making tables is necessary to ensure community voices are heard and individuals highlighted the value of including community members with diverse lived experience and consumers of human services in decision-making.

Growing Challenges for Human Services Providers

The challenges facing human services providers were also evident in the assessment. Community needs are escalating, and agencies are struggling to sustainably meet the demand, due to the decline in COVID-19 related funding, workforce challenges, the need for physical space to provide services and other strains on their provision of services. Workforce challenges include difficulty hiring and retaining staff, particularly in a high-cost region like East King County. These challenges are being echoed throughout the state and country, along with the significant pay gap between human services/non-profit care fields and employees in other industries.

Cost of Living, Availability of Housing, and Availability of Services

Community members and providers identified service gaps across the human services continuum and related areas. Affordable housing and cost of living were cited as the most common concerns across community focus groups, contributing to human services needs. Approximately half (49%) of community survey respondents reported being able to access a human services provider when a need was identified. Only 43% reported that they were able to access



services with an organization that supported their language and cultural needs. Some community members noted frustration about only being able to access services that meet their needs outside of the City of Bellevue.

Collectively the assessment presents a picture of a human services infrastructure with significant need, both strengths and challenges, and significant opportunity. Each of these themes is described in greater detail in the sections that follow. We hope that these efforts offer City leaders and community members a comprehensive picture of the human services needs that are faced by our most marginalized residents and drive investments that focus on addressing these needs.





Community Engagement

Photo provided by Indian American Community Services.

Background & Methodology



Photo provided by Solid Ground, taken by Michael B. Maine.

Background and Methodology

Overview

Data for this needs update were gathered using a mixed method approach that included input from community members (including consumers of human services), human services providers, and other community leaders. Outreach and engagement strategies were built upon the existing trust and relationships that the City of Bellevue's human services staff has with both providers and community members. These existing partnerships were essential to developing authentic and inclusive spaces for community engagement throughout the data collection process. HMA used the following methods to learn about the services, gaps, and perceptions of human services needs for the residents of the City of Bellevue:

- Designed and deployed a **community survey**, translated into 10 languages (English, Spanish, Chinese-Simplified, Chinese-Traditional, Vietnamese, Korean, Japanese, Russian, Lingala, and Kinyarwanda)
 - The survey was originally translated into the 8 most common languages in Bellevue and then translated into 2 subsequent languages (Lingala and Kinyarwanda) in response to community partner request. The most common non-English languages in Bellevue were identified through Public Use Microdata Sample (PUMS) data from the U.S. Census Bureau. These data are collected as a part of the American Community Survey. In compliance with Title VI, languages identified as either 5% of the area's population or 1,000 individuals (whichever is less) are used as guidance when translating documents.
- Designed and deployed a **provider survey** for human services organizations serving individuals within the City of Bellevue



- Attended 3 **network/coalition meetings** with human services providers to gather input
- Conducted 8 individual and group **key informant interviews**, with population-specific subject matter experts (e.g., disability, probation, cultural communities)
- Conducted 4 **focus groups**, each of which invited participants from a particular demographic community within Bellevue
- Reviewed themes from 10 **panel presentations** (by both providers and community members) to the City of Bellevue Human Services Commission

Additionally, the HMA team reviewed data from the following sources:

- Reports and data from other human services and related assessments in the region
- Reports and data from other City of Bellevue initiatives and programs
- Reports and data from a variety of publicly available sources including: American Community Survey, US Census Bureau, and the Washington State Office of Financial Management, Washington State Office of the Superintendent of Public Instruction, and others

The community engagement plan was designed to gather perspectives from diverse voices within the Bellevue community. To achieve this, demographics of respondents were monitored throughout the community engagement process, which allowed the team to adjust methodology where needed to gather input from communities that had not yet been reached.

For example, additional focused survey outreach was conducted with communities that were underreached within the survey data at multiple points throughout the data collection process. Additionally, interviews were utilized



in the latter stages of the assessment, to reach communities from whom additional input was needed.

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Surveys

Two surveys were developed and administered as part of the needs update: a provider survey and a community survey. Both were administered online through the Qualtrics platform. For the community survey, paper copies were also available at community centers across Bellevue. Copies of the surveys are included in **Appendices A and B**.



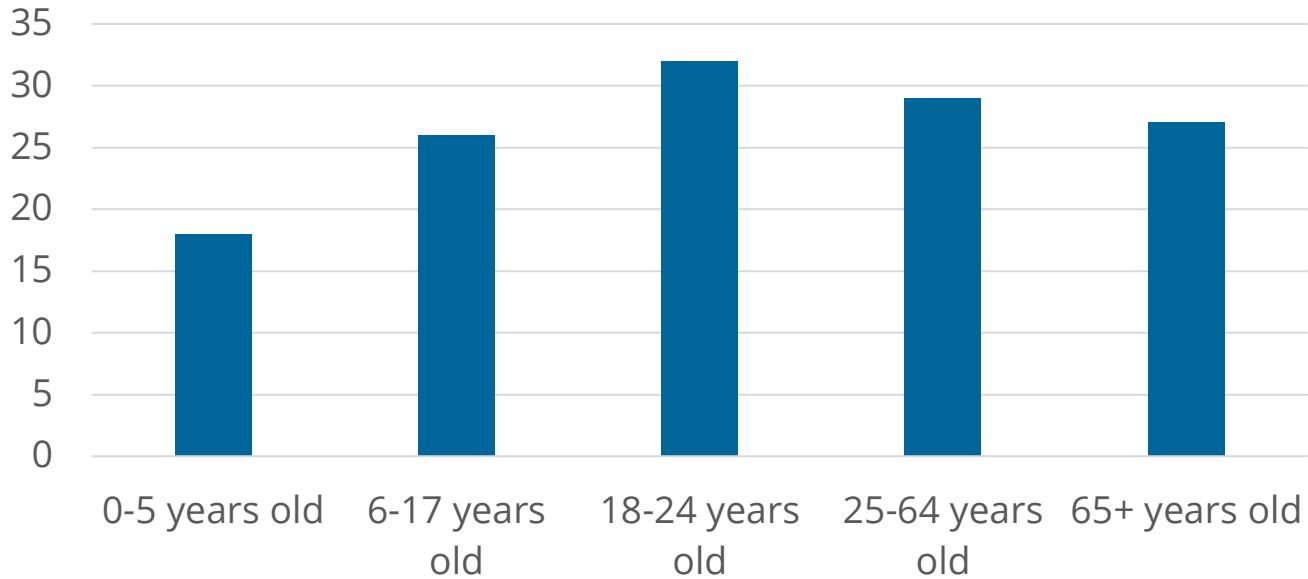
Provider Survey

The provider survey was distributed to human services organizations serving the Bellevue community and was open for responses for approximately 6 weeks in the summer/early fall of 2023. Organizational demographics were monitored throughout the survey response period and additional phone and email outreach was conducted to ensure a representative response that encompassed organizations ranging in size and focus area.

There were 57 responses to the provider survey. A complete list of responding organizations is presented in **Appendix C**. Organizations represented included a range of size (44% with an annual budget greater than \$5M, 27% between \$1M and \$5M, 29% under \$1M) and scope (housing, food/nutrition, employment, education, behavioral health, child and family services, and culturally specific supports). More information about services provided is presented in the **Themes Shared by Community Providers and Key Informants** section below. Respondents held a range of roles across the organizations, with approximately 75% holding either executive leader or program manager/director positions. With a few exceptions, responding organizations tended to provide services to Bellevue and other Eastside residents (e.g., Kirkland, Redmond, Issaquah, Sammamish), with many also serving other parts of King County. Respondents reflected organizations that serve individuals across the age spectrum (see **Figure 1** below).



Figure 1. Provider survey: Age groups served by responding organizations



Community Survey

The community survey was completed by 927 individuals. Of those responses, 868 individuals completed the survey in English, 36 in Spanish, and the remaining 23 across the remaining 8 languages. The survey was open for approximately 8 weeks in the summer/early fall of 2023. Community survey participants were recruited through a variety of means, including a press release published by the City of Bellevue in the city's eight most common languages, direct emails to participants in Bellevue's recreational programs, direct emails to providers of human services, and through discussion at provider meetings, interviews, and focus groups. Flyers advertising the community survey were created and translated into the eight most common Bellevue languages. Flyers were distributed via social media and community





Photo provided by Mary's Place.

distribution lists, both by the City of Bellevue and the Bellevue School District. Additionally, organizations and community groups amplified the community survey on their social media channels, including WhatsApp. Flyers were also available at the Family Connection Centers within Bellevue School District, which are available to families year-round. Individuals who live and/or work in Bellevue were eligible to complete the survey. Of the respondents, 81% reported that they currently live in Bellevue and approximately half (49%) reported that they currently work in Bellevue.

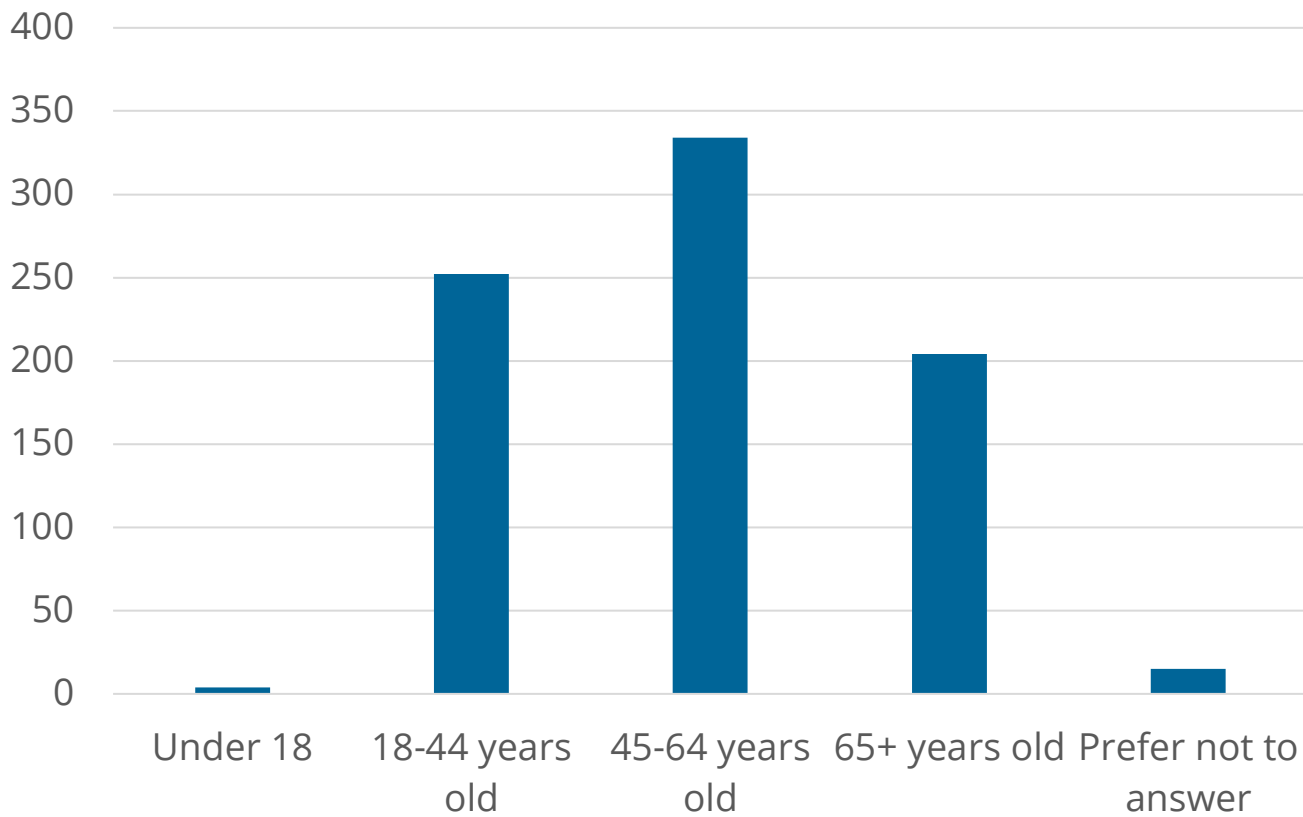


When considering income of survey respondents along with human services utilization, we can conclude that the survey effectively reached low- and moderate-income Bellevue residents.

Survey respondents represented a range of ages, with 75% falling between 18 and 64 years of age (**Figure 2**). Approximately two thirds (67%) of respondents identified as female, 24% identified as male, and 2% identified as nonbinary, gender fluid, or transgender (with the remainder choosing not to endorse a category). With respect to sexuality, 80% of respondents identified as straight and 6% as gay, lesbian, bisexual, pansexual, or asexual (with the remainder endorsing unsure or choosing not to endorse a category). Approximately 14% of respondents identified themselves as living with a disability and 21% reported that there is a person with a disability living in their home.



Figure 2. Age of community survey respondents



In general, survey respondents represented the range of racial, ethnic, and cultural backgrounds of Bellevue residents. There were several communities for which the percentage of survey respondents was lower than recent population estimates. A comparison of survey respondent demographics with population estimates is presented in **Figure 3** below. Of note, individuals identifying as being of Hispanic, Latino, or Spanish origin represented 5% of survey respondents, compared to 8.6% of the population. Similarly, individuals identifying as Asian American Pacific Islander (AAPI) represented 24.6% of survey respondents, compared to 41.6% of the population.



Figure 3. Community survey demographics by percent, in comparison to population of Bellevue (2022 American Community Survey, 1-Year Data Profiles)

	Survey Respondents	Population of Bellevue
Gender		
Female	66.8%	48.1%
Male	24.2%	51.9%
Nonbinary, gender fluid, or transgender	1.7%	No data available
Sexuality		
Gay, lesbian, bisexual, pansexual, or asexual	5.7%	5.2% ¹
Disability status		
Living with a disability	14.4%	7.3%
Person living with a disability in their home	20.4%	No data available



	Survey Respondents	Population of Bellevue
Age		
Under 18	0.005%	19.5%
18-44 years	31.1%	40.8%
45-64 years	41.3%	26.3%
65 or older	25.2%	13.4%
Race		
Black or African American	2.8%	2.9%
Asian American, Pacific Islander (AAPI)	25%	42.1%
White	57.3%	39.9%
American Indian or Alaska Native	0.6%	0.2%
Other Race or More than One Race	6.5%	11.9%
Prefer Not to Answer	7.8%	N/A
Hispanic, Latino, or Spanish Origin		
Yes	5.4%	8.6%

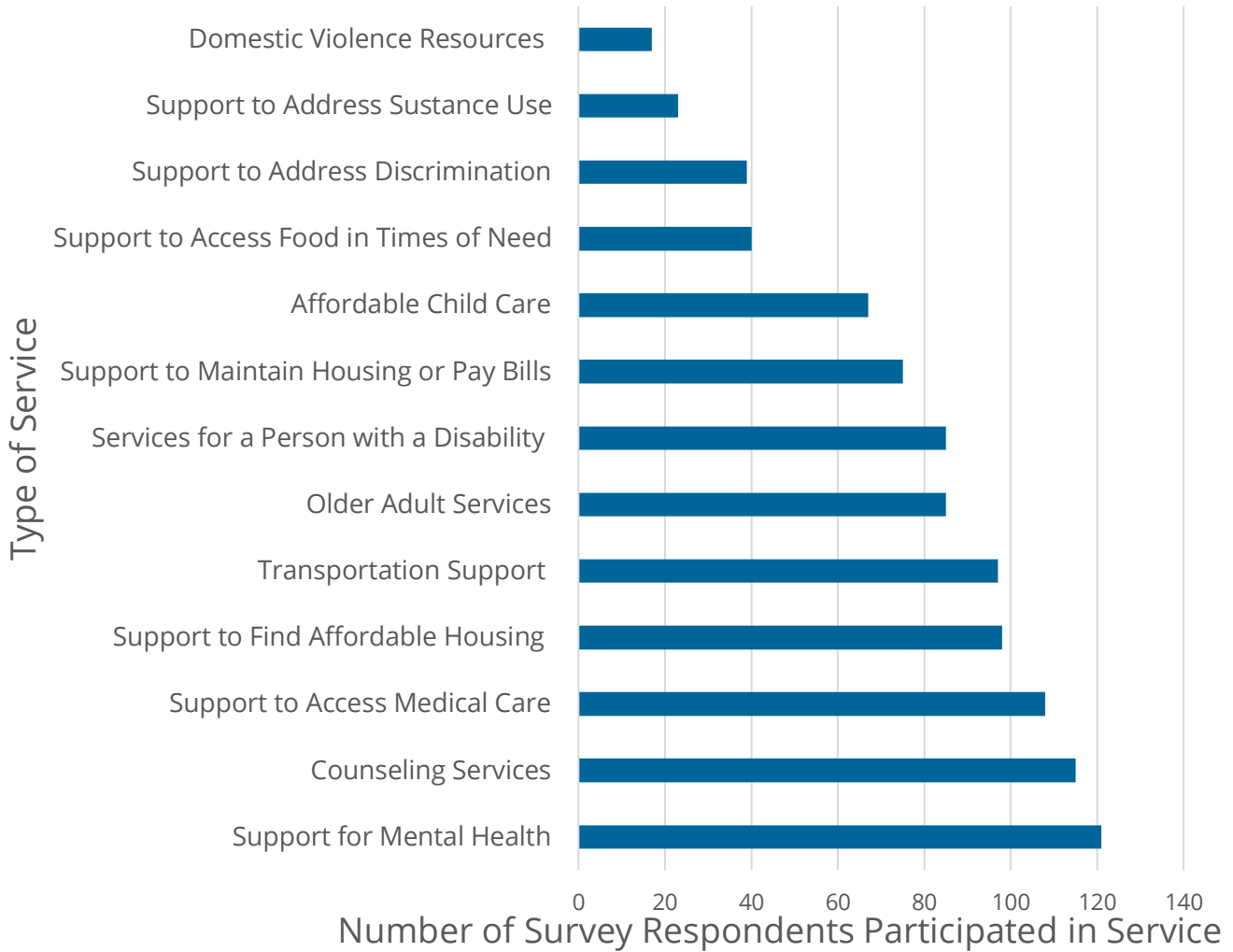


When considering income of survey respondents along with human services utilization, we can conclude that the survey effectively reached low- and moderate-income Bellevue residents. The Area Median Income (AMI) provides a regional measure of income and is adjusted by family size. In 2023, the AMI for a family of four in Bellevue was \$146,500. Based on this metric for a family of four, at least one fifth (17%) of survey respondents reported an income that was in the *very low-income* or *low-income* range, as defined by the U.S. Department of Housing and Urban Development. While the structure of the data collected did not allow for the breakout of the upper end of the *low-income* range or the *moderate range*, the rate of human services utilization amongst survey respondents gives us some capacity to infer how many individuals may have fallen into these categories (likely an additional 20%-30% of respondents). Of note, the *moderate-income* range for a household of four in the City of Bellevue is \$73,250 to \$117,200.

More than half (53%) of survey respondents reported having participated in at least one human service in the last two years, suggesting that the survey did, as intended, reach consumers of human services. The range of service participation is presented in **Figure 4**, with support for emotional needs/mental health, counseling services, and support to access medical care/insurance rated as the three most common services accessed.



Figure 4. Community survey: Which of the human services below have you (or a loved one) participated in?



Focus Groups

Four focus groups were conducted to gather community-specific information about human services needs. The selection of focus groups was based on outstanding questions from prior needs updates, a consideration of communities represented in other data sources, and the interest and capacity of partners to support focus group participation. Each focus group was offered in collaboration with a relevant service provider(s) or community center. The HMA team worked in collaboration with partners to identify a date, time, and location (virtual or in person) of the focus group and partners led outreach for each focus group. The goal of this approach was to include trusted community messengers in the design, outreach and in some cases the facilitation of these conversations. Focus groups were semi-structured and guided by a set of questions developed to understand individual experiences with human services in Bellevue and opportunities for change. The focus group guide is included in **Appendix D**. Detailed notes were taken in each focus group and subsequently reviewed for themes, which are summarized in the results section below. HMA provided focus group participants a \$25 electronic gift card as an acknowledgement of the time and expertise they contributed.



Figure 5. Focus groups

Focus Group	Date & Time	Participants	Location	Partner
LGBTQIA2S+ (Lesbian, Gay, Transgender, Questioning, Intersex, Asexual, or Two-Spirit)	8/22/23 4:00-5:30 pm	21	Virtual	Pride Across the Bridge
Older Adults	8/28/23 1:00-2:30 pm	12	North Bellevue Community Center	North Bellevue Community Center
Latinx (Conducted in Spanish)	9/12/23 5:00-6:30 pm	11	Virtual	4 Tomorrow
African Community	9/21/23 5:30-7:00 pm	20	South Bellevue Community Center	<ul style="list-style-type: none"> • Africans on the Eastside • Congolese Integration Network • Ubumwe Women’s Association • WA State Coalition of African Community Leaders



Network/Coalition Meetings and Key Informant Interviews

Data were gathered at three network/coalition meetings relevant to human services in Bellevue: Nourishing Networks, the Eastside Homelessness Advisory Committee (EHAC), and the Eastside Interfaith Social Concerns Council. Additionally, HMA conducted key informant interviews with community providers/SMEs to gather additional data on areas where there were gaps in the survey and focus group data and/or where the survey and focus group data led to additional questions to be explored. Focus areas for interviews included: disability community (2 interviews), providers serving the immigrant and refugee community (2 interviews), and the Bellevue Probation Division (1 interview). Both the interviews and data gathering at network/coalition meetings were semi-structured and guided by a set of questions developed to understand the provider/SME's perspective on human services needs for the population they serve. The interview guide is included in **Appendix D**. As in the focus groups, detailed notes were taken in each engagement and subsequently reviewed for themes, which are summarized in the themes sections below.



Figure 6. Network/coalition meetings and key informant interviews

Meeting/Interview	Focus Area
Nourishing Networks	Food security
Eastside Homelessness Advisory Committee	Housing and homelessness
Eastside Interfaith Social Concerns Council	Faith communities
City of Bellevue Probation	Justice-involved residents
City of Bellevue Americans with Disabilities Act, Title VI, and Equal Opportunity Officer	Disability
City of Bellevue Community Services Supervisor, Highland Community Center	Disability
Executive Director, Muslim Community Resource Center	Immigrant and refugee community
Board Chair, Immigrant Women’s Community Center	Immigrant and refugee community



Panel Presentations to Human Services Commission

Between January 2022 and October 2023, community members and providers participated in 10 panel presentations to the City of Bellevue Human Services Commission. Each presentation was focused on a particular demographic community of Bellevue residents or a service/issue focus area. A list of presentations is presented in **Figure 7** below. Presentation materials were reviewed for themes and incorporated into both the **Themes Shared by Community Members** and **Themes Shared by Community Providers and Key Informants** sections below.

Figure 7. Panel presentations to the Human Services Commission

Focus Area
Providers for individuals with disabilities
Youth
Providers for older adults
Providers for the Latinx community
Providers for the Asian American and Pacific Islander (AAPI) community
Providers for the African Diaspora community
Recruiting/retaining staff for human services
Root causes of homelessness
Housing Connector
Communities Rise



Themes Shared by Community

Community members described a healthy community as one characterized by strong relationships, inclusivity, support, and a sense of belonging.

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Themes Shared by Community

In focus group discussions, community members described a healthy community as one characterized by strong relationships, inclusivity, support, and a sense of belonging. Participants noted that community health requires that community members feel connected, respected, and have a sense of security. Compassion, diversity, and a shared understanding of the issues affecting members of the community were identified as essential elements of community well-being. A description of key themes that emerged from community input is below. Themes are not presented in order of prevalence. Where applicable, differences in the presentation or prevalence of the theme by race or community is noted.

Community members identified service gaps across the human services continuum and related areas, including public transportation, recreational activities, job resources, behavioral health services, food security, and affordable housing. **Affordable housing and cost of living were cited as the most common concern across community focus groups.** Disparities in wealth and standards of living within the community are a significant concern, and many community members expressed a desire for a unified standard of living regardless of income. These gaps are described in greater detail in the **Service Areas** sections of this report. Community members frequently identified the need to focus on long-term strategies and solutions to address the root causes of issues like housing affordability, lack of child care, and access to critical behavioral health services and support.



Changing Demographics

Many community members noted Bellevue’s growth and diversification (**Figure 8, Figure 9, and Figure 10**), and the ways that the human services infrastructure has struggled to adapt to the changing needs of the community. Community members highlighted the value of supporting organizations led by the communities they serve and the need for increased access to culturally and linguistically specific services. Between 2000 and 2022, the percentage of Bellevue residents identifying as Black, Indigenous, People of Color (BIPOC) more than doubled and the percentage of foreign born residents grew at a similar pace (growing from 25% to 43% over that same time period). This theme was particularly prevalent in discussions with Black, Indigenous, People of Color (BIPOC) community members, who emphasized that there are a lack of resources and human services providers who meet their language and cultural needs. When speaking about finding needed resources amidst language challenges, one community member noted,

“When you are dependent on your child to speak for you and your child is in school, your only access is through leaders that you trust.”

Another BIPOC community member expressed that, when they need additional support, they want to be able to turn to, *“Someone who speaks my language, someone with relevant lived experience.”* Another noted that they want support from *“someone who is going to identify with [their] culture”* and that this is often hard to find.



Figure 8. Bellevue population trend (Washington State Office of Financial Management)

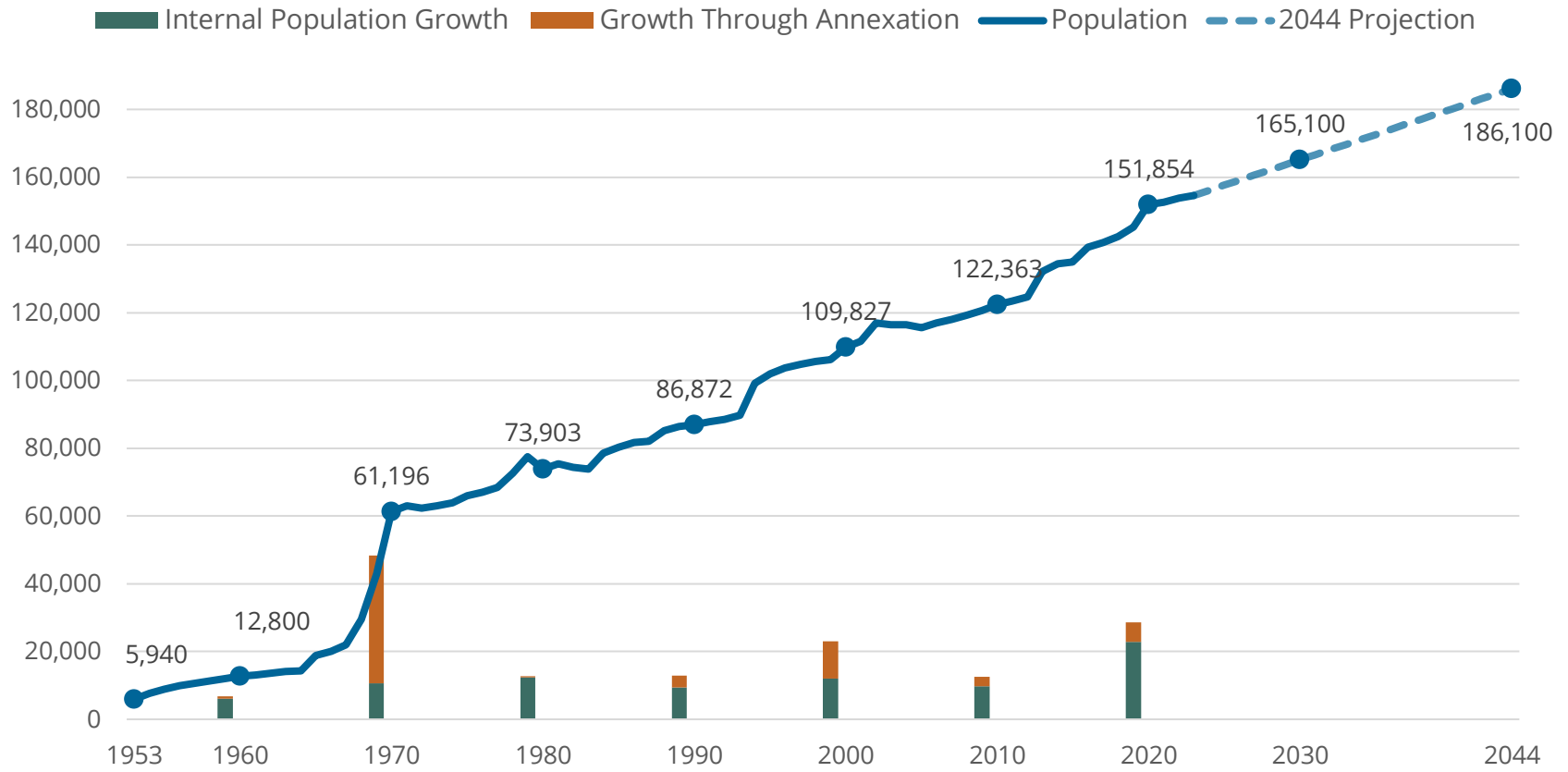


Figure 9. Percent of Bellevue residents identifying as Black, Indigenous, People of Color (BIPOC) (US Census Bureau, American Community Survey).

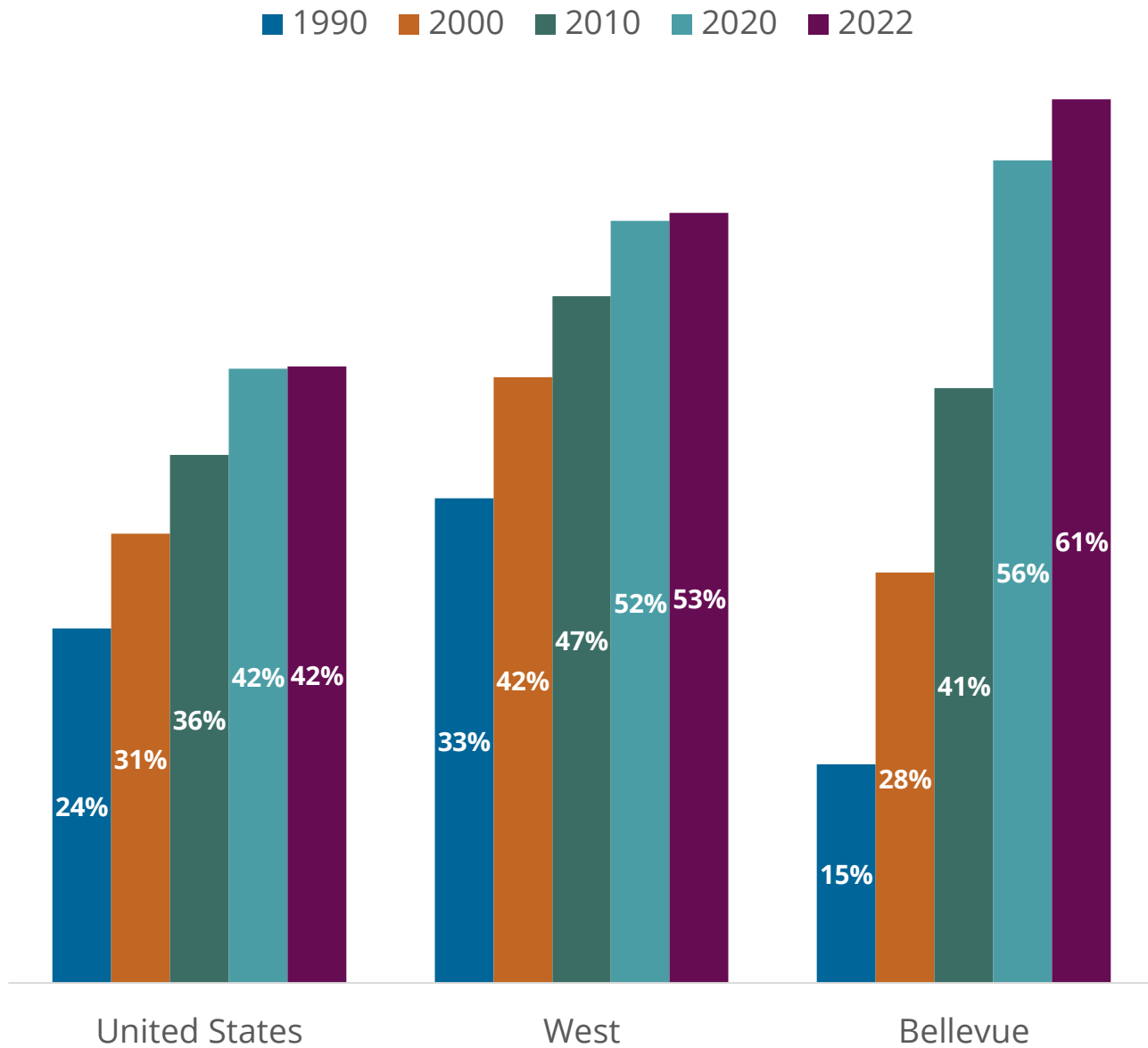
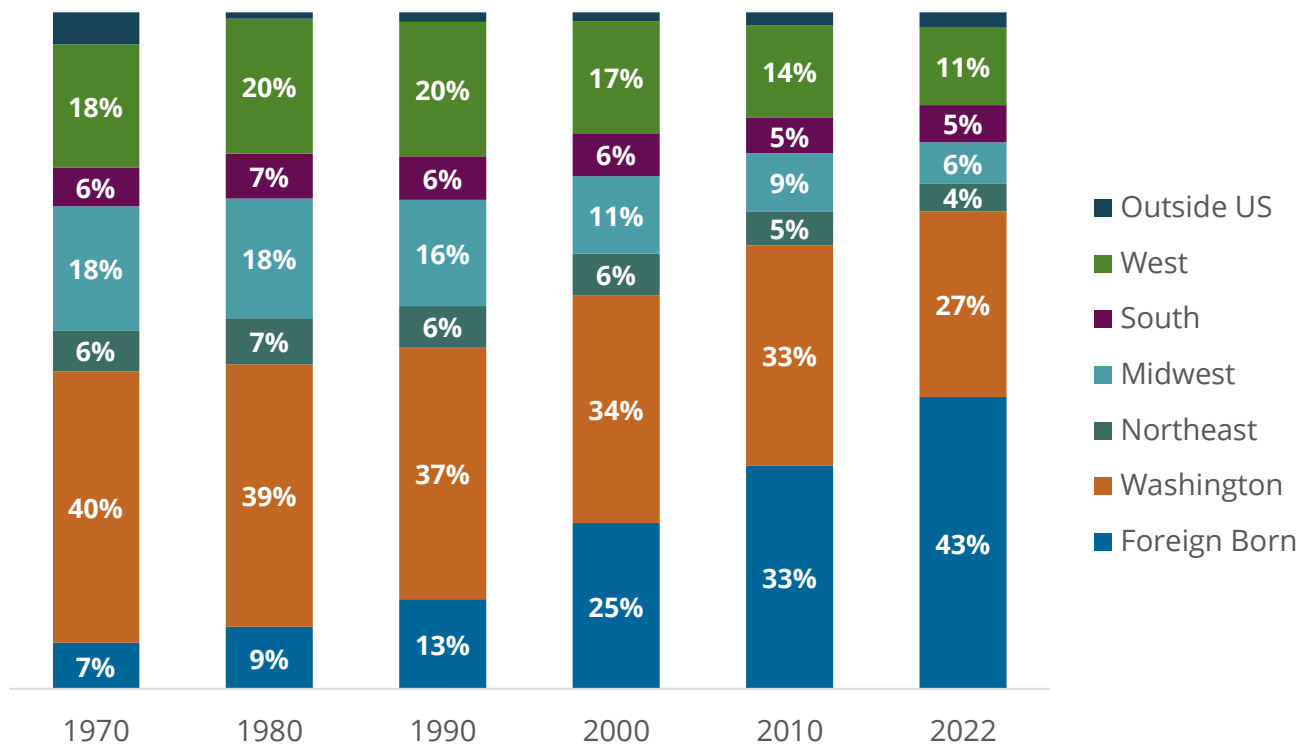


Figure 10. Percent of Bellevue residents by place of birth (US Census Bureau, American Community Survey)



Note on Figure 10. The Census uses “Foreign Born” to describe anyone born outside of the United States who was not a United States Citizen at birth, while “Outside US” refers to individuals who were born outside of the United States to a United States Citizen parent or parents.

In addition to race and place of birth, the Bellevue community represents a broad range of other types of diversity, including language (Figure 11), age (Figure 12) and disability status (Figure 13). While Figure 13 presents data on rates of disability by race/ethnicity, both cultural factors and access challenges may impact the rates of disability identification for certain demographic groups. Data should be interpreted with this consideration in mind.



There is not data on sexuality available for the City of Bellevue. However, approximately 5.5% of the adult population in the Seattle/Tacoma Metropolitan area identifies as LGBTQIA2S+, which places it third in the nation for largest LGBTQIA2S+ population by metropolitan area².

Figure 11. Regional comparison, percent of residents with limited English proficiency and who speak a language other than English (American Community Survey, 2022)

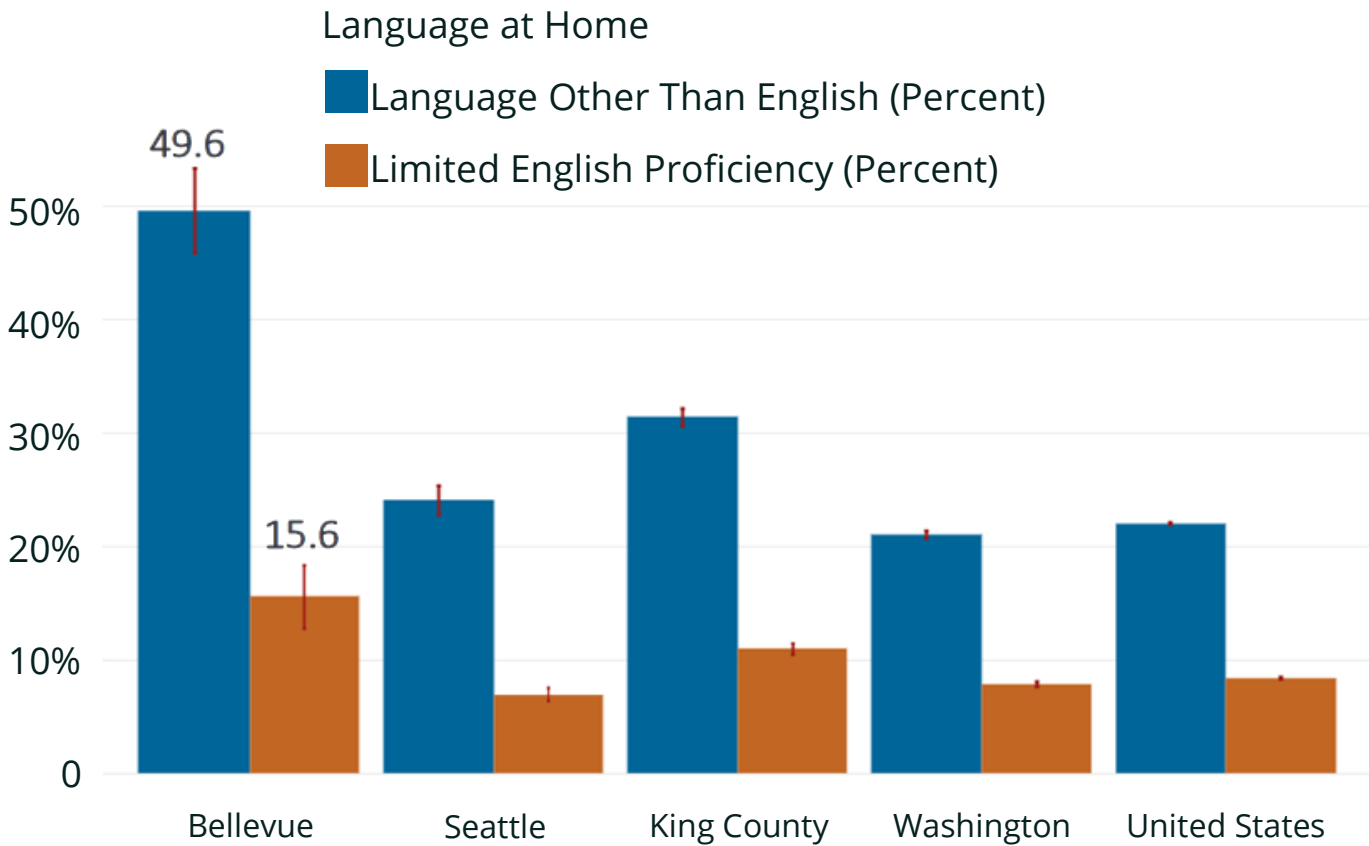


Figure 12. Percent of Bellevue residents by age (American Community Survey, 2017-2021)

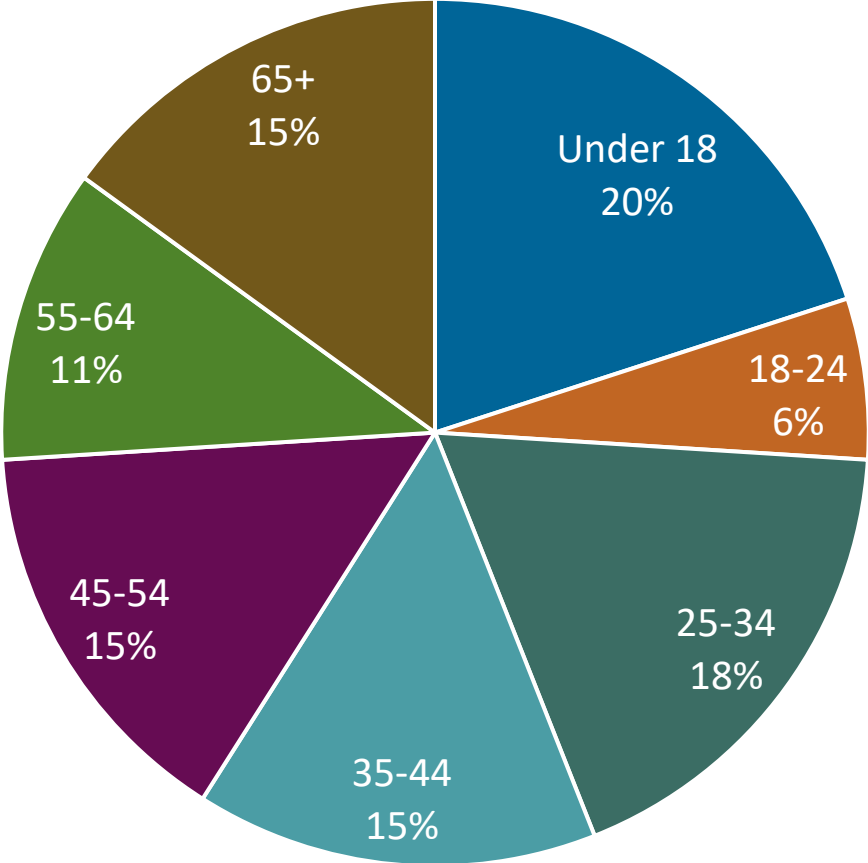
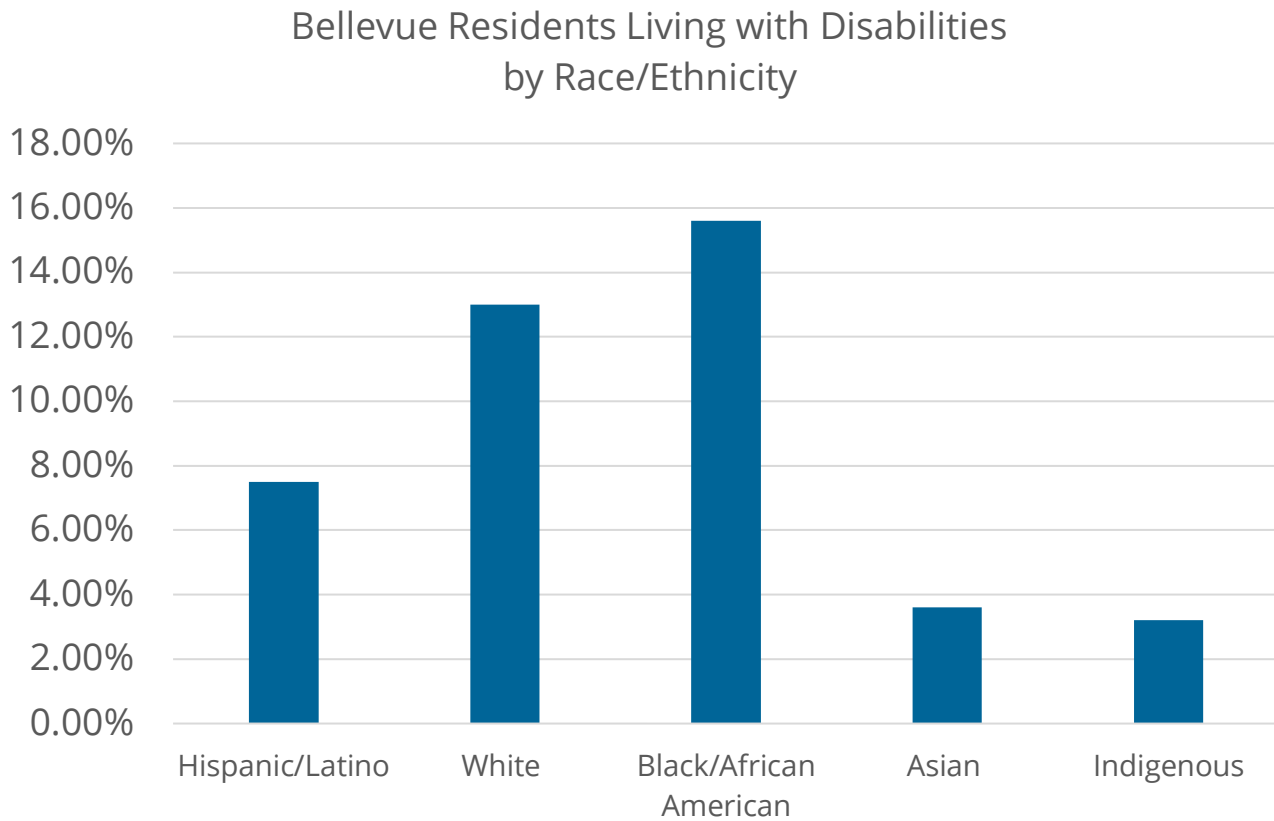


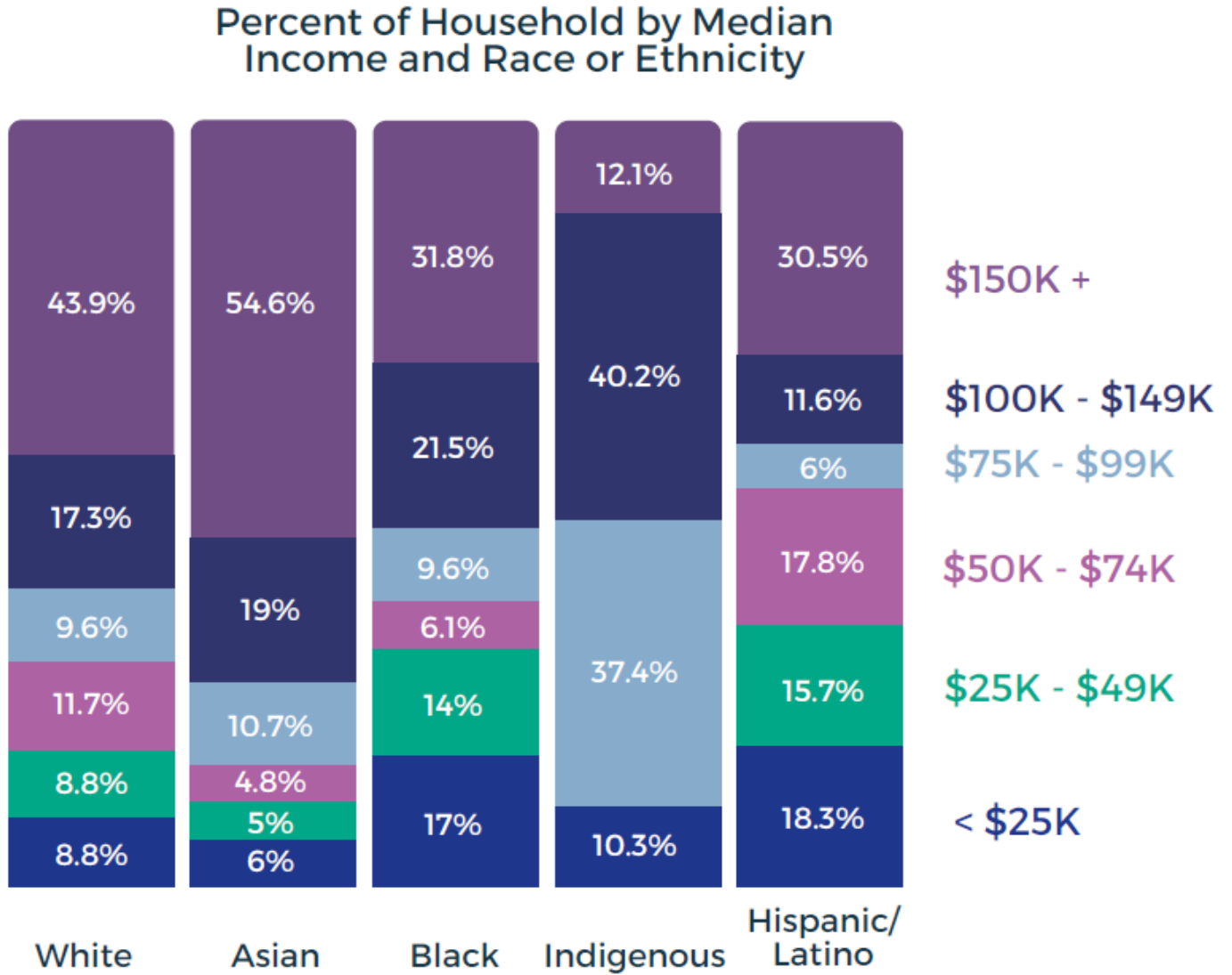
Figure 13. Percent of Bellevue residents living with disabilities, by race/ethnicity (American Community Survey, 2017-2021)



The changing demographics of Bellevue also intersect with income, with income disparities across racial groups. White and Asian American Pacific Islander residents of Bellevue have the highest proportion of residents with income over 150K, with Black and Hispanic/Latino residents having the highest proportion of residents with incomes under 50K (**Figure 14**).



Figure 14. Percent of households by median income and race ethnicity, Bellevue residents (American Community Survey, 2017-2021)



Disproportionate Impact by Race and Language

The different experiences of residents based on their race and language, which impacts well-being in the City of Bellevue and access to human services was echoed throughout engagement methods. Racial disparities by service area are presented in the **Service Areas** section of this document. In the community survey, knowledge of where to access services varied by race/ethnicity (**Figure 15**). While 48% of survey respondents overall reported that they would know where to access services, this was true of only 42% of Asian American Pacific Islander (AAPI) and 39% of Black or African American residents. Similarly, both Asian American Pacific Islander (AAPI) and Black or African American respondents were less likely to endorse that they were able to receive human services from an organization who supported their language and cultural needs, compared to survey respondents overall (**Figure 16**). This number was particularly low for Black and African American respondents, only 9% of whom felt that they were able to access culturally/linguistically specific human services in Bellevue. The above results should be considered in the context of survey recruitment strategies. Given that survey recruitment relied heavily on community-based providers sharing the survey with those they serve, individuals who responded to the survey were more likely to be current service recipients. As such, survey respondents may have a greater familiarity with where to access services than Bellevue residents overall.

In focus groups, BIPOC community members also highlighted a sense of “invisibility” they feel in Bellevue, coupled with a desire for ongoing engagement with the City to build understanding of their community’s needs. This provides opportunities to build on and expand the deep engagement the human services team has already begun with community providers and community members, through panel presentations with the Human Services Commission, regular community outreach events, and other initiatives designed to build relationships with consumers of human services and those who have not historically had a voice at the table in designing human services.



Figure 15. Percent of survey respondents who participated in human services and know where to access services by race/ethnicity (community survey)

	All	Asian American Pacific Islander	Black or African American	Hispanic, Latino, or Spanish Origin
Participated in human services	54%	46%	80%	50%
Would know where to access services	48%	42%	39%	48%

Figure 16. Percent agreement with community survey question: “I was able to receive this service from an organization who supported my cultural and language needs”, by race/ethnicity

Race/Ethnicity	% Agree/Strongly Agree
All	43
Asian American Pacific Islander (AAPI)	30
Black or African American	9
Hispanic, Latino, or Spanish Origin	44



Knowledge of Available Resources

Community members identified challenges in finding information about available resources due to “outdated websites” and “ineffective search engines”. This was particularly prevalent in discussions with older adults, individuals for whom English is not a first language, and those serving individuals with disabilities. Focus group participants noted the difficulties they encountered navigating the City of Bellevue’s website, highlighting the number of pages they often need to move through to access information about needed services. **In the community survey, more than half (52%) of the survey respondents indicated that they would not know where to go if they had a need to access a human service.** Both survey respondents and focus group participants highlighted the need for more paper-based communication, to augment online platforms. Multiple community members noted that they missed the human connection that has been lost through the expansion of online resources. In one example, a community member shared:

“I struggle with the lack of human support...i.e., most things going through a computer. Phone support is severely lacking. I’d love to partake in more [services]. There are plenty of services offered. I just can’t access them.”

Some community members noted frustration about only being able to access services that meet their needs outside of the City of Bellevue. This was particularly prevalent in the LGBTQIA2S+ focus group, where residents shared the experience of only being able to find resources that meet their gender and sexuality needs in the City of Seattle.



“Most of the queer community [finding available and appropriate resources] is by word of mouth, not as much choosing the one closest to you, but more where can you even get it. You may have to travel a distance to get places.”

Figure 17 provides the perceptions of service availability amongst community survey respondents who sought human services. The data represents, among individuals who indicated that they sought this service, what percentage felt that they were able to find the service in their community.

The three services that individuals indicated the least likelihood of being able to find the support in their community were: support to address discrimination or racism, support to address needs about substance use, and support to find affordable housing.



Figure 17. Percent agreement with survey question: “I was able to find this service in my community”

Service Area	Agree/Strongly Agree
Support to address discrimination or racism	25%
Support to address needs about substance use	27%
Support to find affordable housing	33%
Services for a person with a disability	38%
Affordable child care	38%
Older adult services	42%
Support for emotional needs/mental health	46%
Transportation support	51%
Support to maintain housing or pay bills	58%
Support to access medical care/insurance	58%
Counseling services	59%
Support to access food in times of need	60%
Domestic violence resources	75%

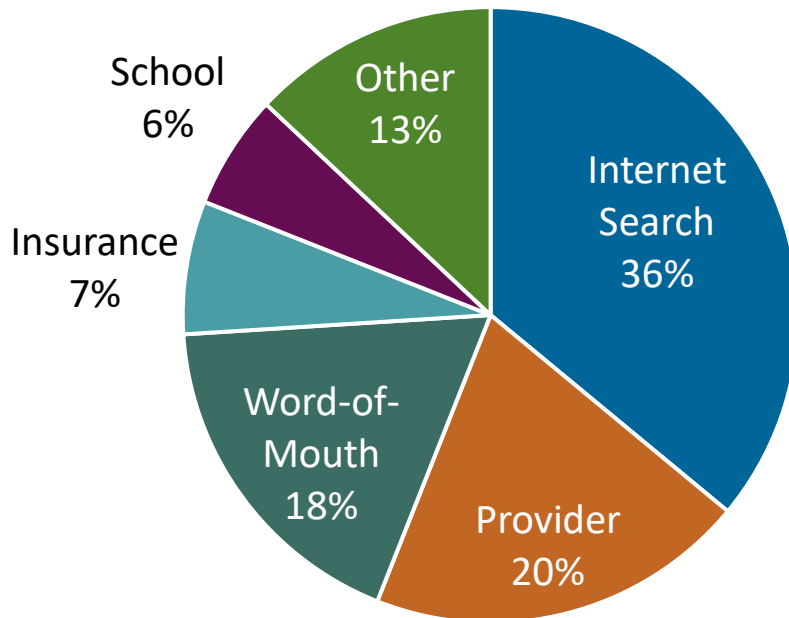


Across respondents, there was an identified need for a centralized, easily accessible directory of essential services. One community member noted that a strength of Bellevue is the “network of human services providers”, but added the caveat that:

“The average person does not know how to access [these providers], has never heard of 211, or even if they have, cannot get through without being on hold for 20 minutes.”

For those who did get connected to services, internet search and referrals from other organizations/providers were the most common pathways for connections to services (**Figure 18**).

Figure 18. Percent of survey respondents for each response to question: “If you accessed human services, how did you get connected to services?”



Information about Available Resources: Current Approaches

The City is continually evolving their approach to increase the accessibility of information about human services resources to City residents. Examples of current approaches include:

- Listing community resources on the Human Services page of the City of Bellevue website, available in multiple languages.
- Providing access to phone support via a human services call number, where residents can reach a team member during business hours to get connected to a needed community resource. Staff can provide support via the language line to meet resident language needs.
- Mini City Hall at Crossroads Mall, which residents can visit and speak with multi-lingual staff and connect with community-based organizations who provide co-located support.
- Chatbot on the City of Bellevue website, which helps visitors navigate to the information they are seeking.
- Access to information via community centers, where community-based organizations post flyers and host events.

In addition to city-specific resources, the City collaborates with key resource networks like 211, through both funding and coordination. Continuing to expand and evolve approaches to sharing information about human services with Bellevue residents will be key to improving access to support and, by extension, community well-being.



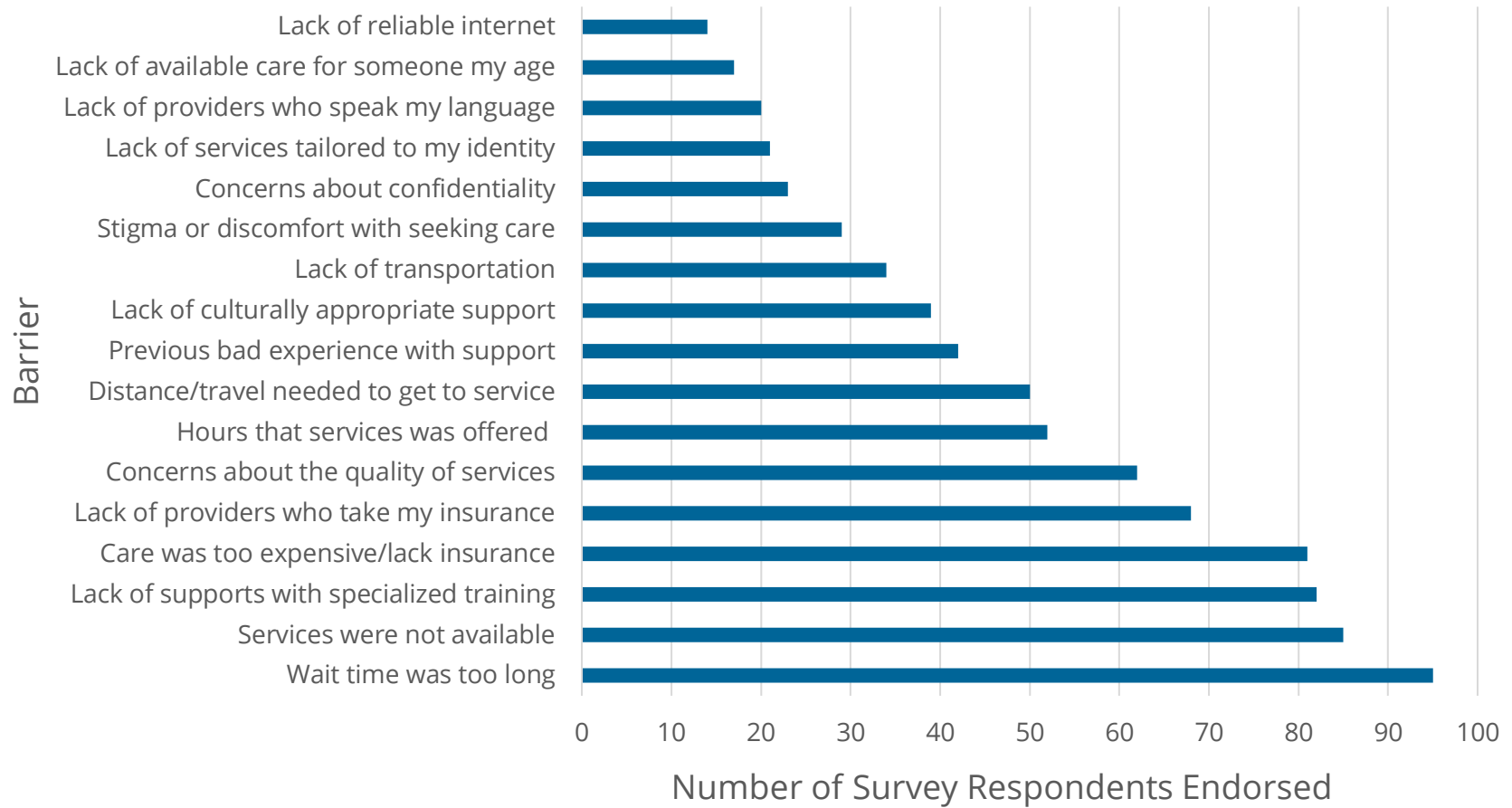
Barriers to Service Access

Community members described a range of barriers to accessing human services. **Identified challenges were diverse and included difficulty locating and accessing mental health therapists, limited safe spaces for certain cultural, age, or other groups, lack of awareness about available services, limited access to recreational spaces, and reliance on word-of-mouth and online sources for information.** Community members also highlighted how language and cultural barriers hinder access to services, as do limitations on hours of accessibility (e.g., lack of access to services on evenings and weekends). Transportation challenges, particularly for seniors, were frequently noted as a barrier to accessing essential services. A summary of identified barriers to accessing human services (as identified in the community survey) is presented in **Figure 19**.



Photo provided by Youth Eastside Services.

Figure 19. Number of community survey respondents who endorsed each service barrier



Collaboration and Coordination

Community members emphasized the importance of collaboration, both among service providers and between the City and service providers. In several conversations, community members reflected on the role that the City can play in facilitating collaboration and being nimble in responding to needs that organizations identify. In one example, a community member identified two ways that the City can better meet the human services needs in the community:

- Make quicker decisions to meet the need of the community
- Involve community members who identify as low-income/undocumented in more decision making

Co-Design with Impacted Communities

Across conversations, there was an emphasis on inclusivity and consideration of the diverse backgrounds of Bellevue's residents, including immigrants, refugees, and those experiencing homelessness. Community members noted that trust is vital; communities that trust each other share resources and support neighbors during difficulties. Equitable distribution of resources, including housing, child care, healthcare, and human services funding, is necessary. There were expressions of isolation and frustration of certain communities, with one participant in the African Diaspora focus group asking,

“What will it take for us to be visible?”



Community members emphasized the value of organizations created and led by and for the communities they serve and spoke to the critical role these organizations play in connecting individuals to needed supports:

“Providers that serve specific immigrant communities are critical as a one stop shop as they have relationships with the communities that they are in.”

Community members expressed appreciation for the opportunity for engagement in this needs update. The desire for ongoing co-creation of human services programs and models that meet the needs of communities, particularly those furthest from opportunity, was noted throughout the data collection process. Community members repeatedly emphasized that representation at decision-making tables is necessary to ensure community voices are heard. There was an expressed desire that this needs update not be the single engagement point but rather a part of an ongoing conversation, and a request that the City return to communities who contributed perspectives to share the results of the needs update and work together to design solutions to improve community well-being. As one community member noted,

"Seeing the real people is important when making decisions."



Themes Shared by Community Providers & Key Informants



Photo provided by Youth Eastside Services.

Themes Shared by Community Providers and Key Informants

The themes shared by providers and key informants were, in many respects, consistent with those from the broader community. Additionally, Bellevue human services providers shared perspectives on the funding and operational challenges in the sector, many of which have been exacerbated as the city, state, and nation emerge from the COVID-19 pandemic.

Responding organizations provide a broad range of human services to the residents of Bellevue (**Figure 20**) and indicated a desire to expand their services in many areas in response to community need (**Figure 21**). However, organizations expressed that, while they see the need for expansion, staffing and funding limit their capacity to offer their services to more residents. Workforce challenges emerged repeatedly throughout conversations with community providers, with respondents repeatedly highlighting the difficulty hiring and retaining staff, particularly in a high-cost region like East King County. These challenges are being echoed throughout the state and country, along with the significant pay gap between human services/non-profit care fields and employees in other industries. **A recent wage equity analysis by the University of Washington found that employees in the human services sector make approximately 30% less than employees in other fields with comparable skills and responsibilities**³. Relatedly, the 2023 King County Nonprofit Wage and Benefits Survey report found that 71% of the nonprofit workforce surveyed were considering leaving their current position due to pay.⁴ These economics present significant short- and long-term challenges to the human services sector in Bellevue and beyond.



Figure 20. Provider survey: Services currently offered within your organization

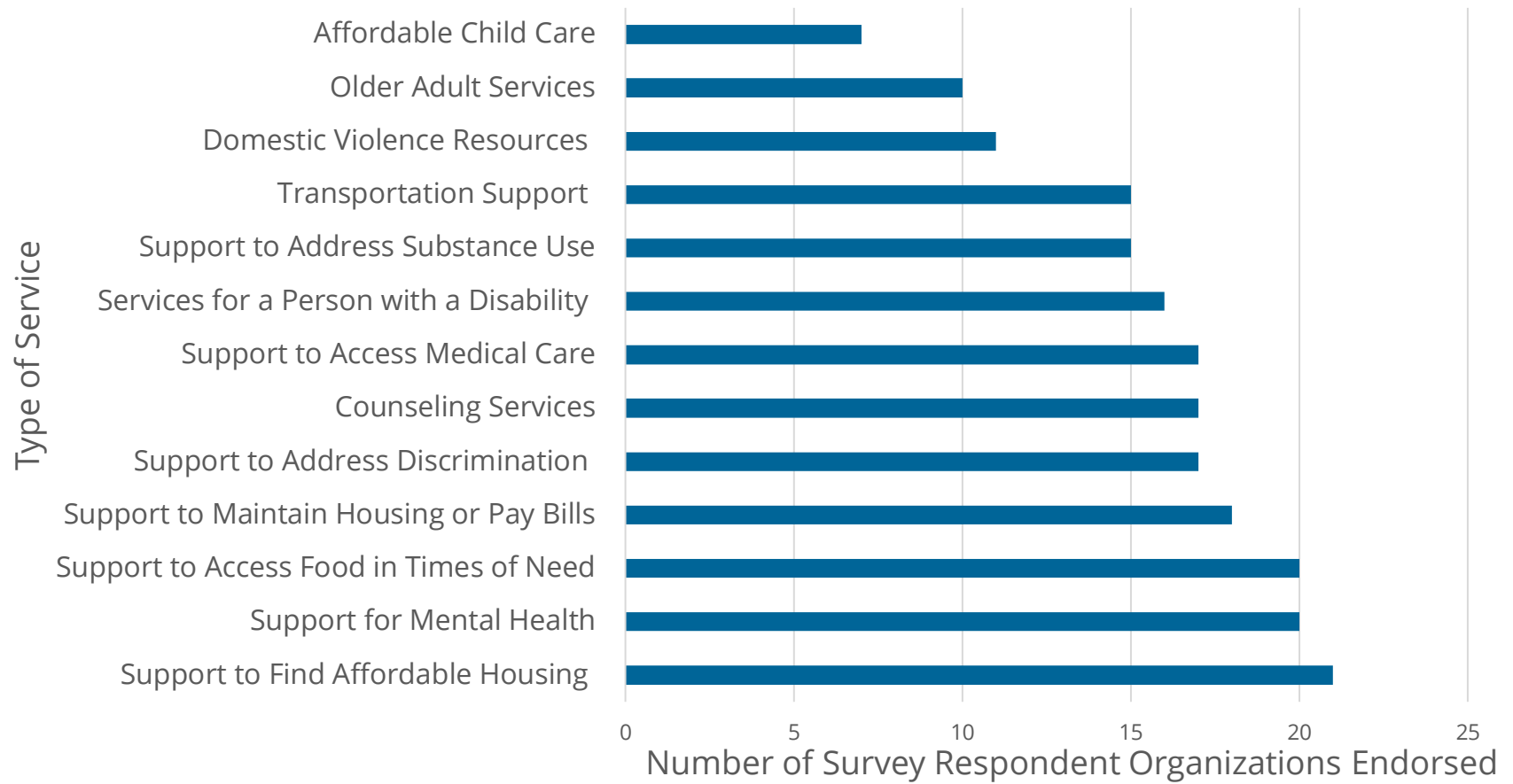
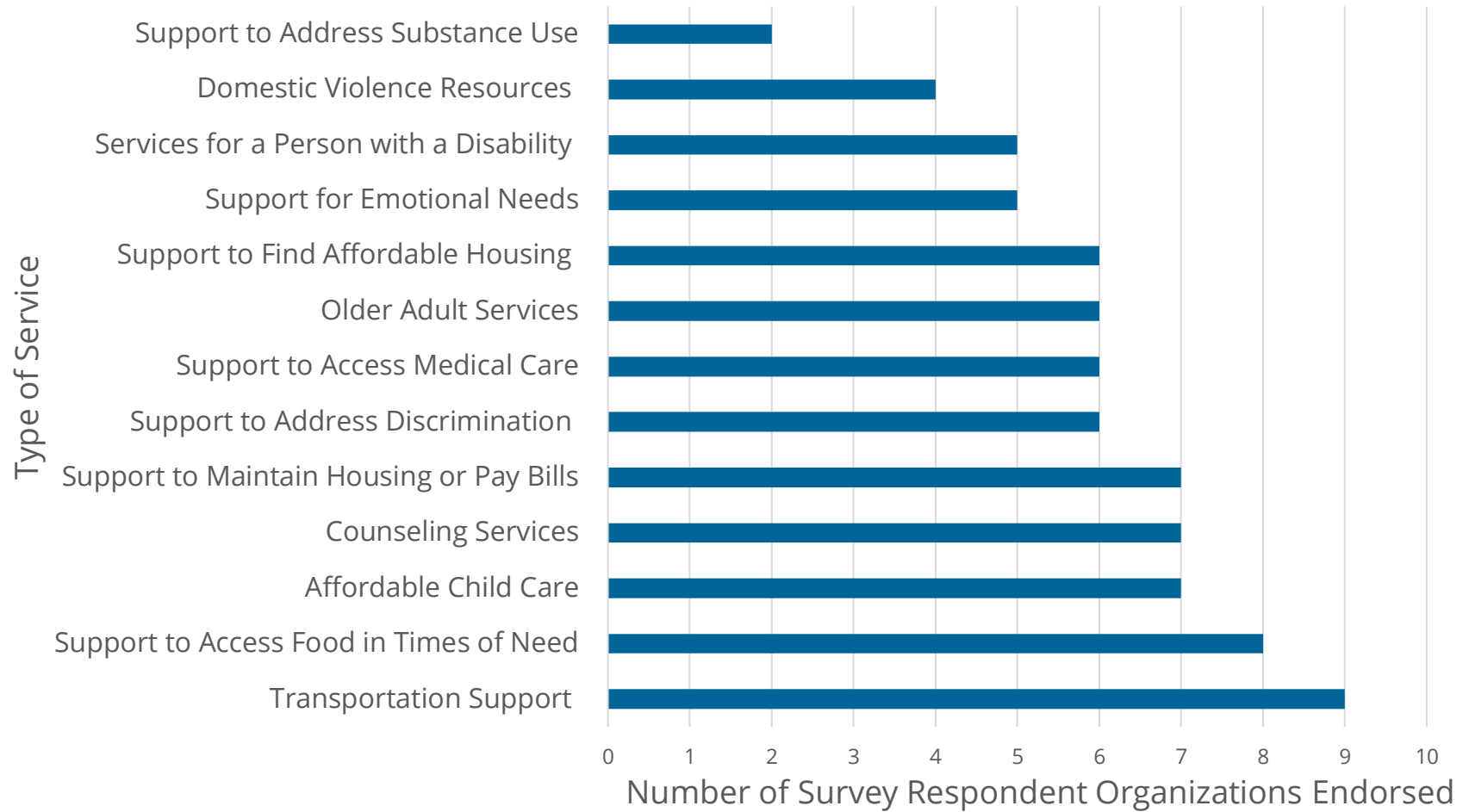


Figure 21. Provider survey: Services that your organization doesn't offer but would like to or services you would like to expand



Changes in Funding

Nearly two thirds (61%) of the responding organizations noted changes in the availability of funding sources, and accompanying concerns about the loss of service provision and access that will likely follow from these changes. A selection of provider comments emphasizes this point:

- The amount of funding has decreased. The needs grow deeper every day, and the funding has and is continuing to decrease.
- All levels of funding resources are seemingly decreasing due to the pandemic becoming endemic.
- There are several one-time funding opportunities, but this is not sustainable. We have seen increased state funding, but a decrease in individual giving and grants.
- County and state rarely fund human services in East King County. We applied for 3 BSK (Best Starts for Kids) grants and 4 municipal human service grants and received only funding from Bellevue and Issaquah.
- Foundation, corporate, and individual giving has declined. The volume of gifts is about the same, but the amount has declined in some instances by 50%. City and County gifts are declining in 2023 as final COVID-related dollars from the federal government are being exhausted.
- Ongoing funding is relatively flat, and expenses continue to increase.

When asked about the reimbursement for service model many regional government funders currently operate under in contracting with agencies, 70% indicated that their organization would benefit from a switch to providing funding to agencies in advance of the service being provided.



The City of Bellevue implemented this funding model during the COVID pandemic and intends to continue it moving forward.

Among other benefits, this approach allows smaller, community-driven non-profits who may not have the cashflow to sustain services within a reimbursement model to apply for Bellevue Human Services funding.

Barriers to Expansion

Many providers noted unmet service needs in the community, including services they would like to expand or add to their continuum of care. However, funding, staffing, and capacity present significant barriers to this expansion. As one provider noted, “We haven’t found stable, efficient partners to engage...for the size of the need that’s in the community”.

Access to physical space to provide services was also identified as a need in both the provider survey and multiple community focus groups.

Culturally and Linguistically Specific Services

Like community members, providers emphasized the need for expanding culturally and linguistically specific services in Bellevue. As noted in Figure 11, nearly 50% of Bellevue residents speak a language other than English at home and 15.6% have limited English proficiency. As the demographics of the city continue to change, this need will increase. Figures 9 and 10 illustrate that the percentage of Bellevue residents identifying as Black, Indigenous, People of Color (BIPOC) continues to increase (**Figure 9**), as does the percentage of Bellevue residents who are foreign born (**Figure 10**). Between 2010 and 2022, the percentage of Bellevue residents born outside of the US has nearly doubled (from 25% to 43%), a change that demands significant shifts in the human services system. While there is not parallel data available on the race/ethnicity and place of birth for human services professionals in Bellevue, there is an acknowledgment of a historic and significant gap where human



services providers have often not been reflective of the communities they serve.

Both provider and community perspectives suggest that neither the human services infrastructure nor human services investments have kept pace with Bellevue's changing demographics.

Approaches to Increasing Culturally and Linguistically Specific Services

The City of Bellevue has recognized the value of supporting organizations that are grounded in the communities they are intended to serve and taken steps to understand the extent to which current investments meet the need for culturally and linguistically specific supports.

- Analyzing funding information by disaggregated data, for both requested funds (applications) and awarded funds, to understand the extent to which investments are being made in organizations that are created for and led by BIPOC communities, as well as the percentage of new agencies and programs being funded (versus organizations that have previously received City of Bellevue Human Services funding).
- Expanding outreach to agencies that have not previously received City funding, particularly those providing culturally and linguistically specific services.
- Increasing regular training and access to resources for both Bellevue Human Services Staff and the Human Services Commission focused on equity in human services funding.
- In distributing federal American Rescue Plan Act (ARPA) funds, the Human Services Commission focused on removing as many barriers as possible to prioritize applications with services to communities disproportionately impacted by the COVID-19 pandemic. Staff supported the process in the following ways:



- To reduce the burden of applying, staff created an accessible application that only required information necessary to make funding decisions and ensure that agencies were qualified to receive federal funding.
- Staff required that agencies meet one-on-one to encourage small, grassroots organizations to learn about the application process and answer any questions.
- Before reviewers evaluated the applications, the Diversity Advantage Team provided an overview of the City's Diversity, Equity, Inclusion, and Belonging work. Human services staff began each deliberation meeting with a Creating a Culture of Equity moment to center the work in equity principles.
- Staff offered technical assistance to agencies throughout the application and review process, including support in identifying services units and outcomes, completing the budget form, and answering any other questions related to the application.

Continuing and expanding this work will be essential to effectively meet the evolving needs of Bellevue residents.

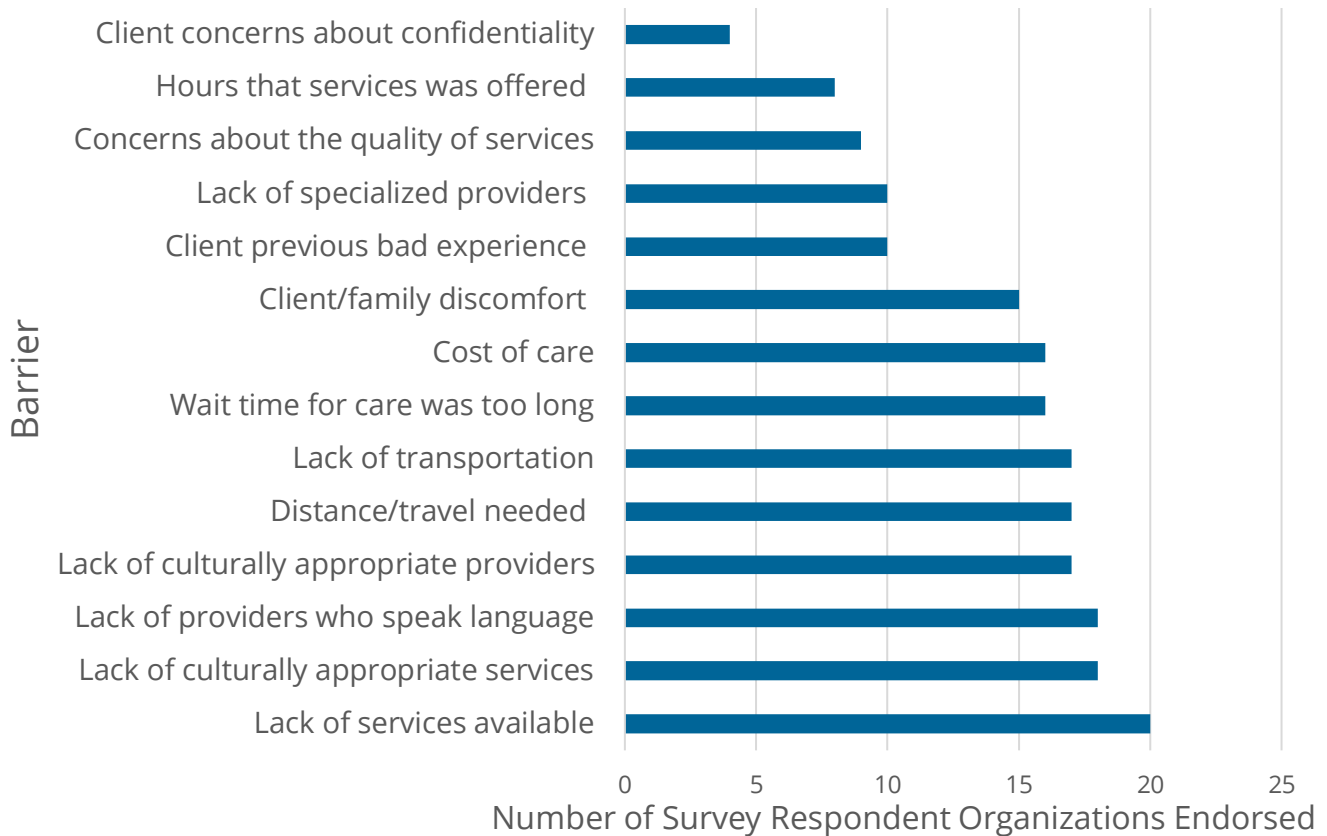
Barriers to Service Access

In the provider survey, respondents provided input on the barriers they encounter when referring a client to another community resource or support (**Figure 22**). **The top 3 barriers encountered were: lack of services available, lack of culturally appropriate services, and lack of providers who speak the client's primary language, with the latter two emphasizing the need for increased access to culturally and linguistically specific services discussed above.**



However, as **Figure 22** indicates, there were many additional barriers endorsed at similar frequency, highlighting needs that need to be considered when looking at service gaps within the City.

Figure 22. Provider survey: When referring a client/family to other community resources/supports, what barriers to accessing care does the client encounter?



Opportunities for Collaboration and Collective Impact

Across interviews, surveys, and focus groups, providers highlighted the unique role that the City has in convening partners for collective impact. Providers identified the need for the City to take a larger role in facilitating collaboration and coordination amongst providers, encouraging, and supporting deepening partnerships between organizations, and incorporating provider voice into the design and implementation of human services funding. The following selection of answers offered by providers illustrates this theme in response to the question, “What would improve human services in the City of Bellevue?”:

- The City brings a different perspective. Bring all stakeholders to the table, has resources that we don’t have. Bring us all together to figure out how to subdivide and work the problems.
- More city-led collaboration for stakeholders and funding agencies [is needed].
- Work together with other departments in Bellevue (economic development, planning, etc.) to proactively address the displacement of nonprofits.
- Helping providers partner with one another and being the leader to bring partners and organizations together.
- Better understanding of the providers’ work and challenges AND better clarity through education to service providers about how the City of Bellevue makes human services decisions (especially funding/financial).
- Facilitating increased communication and connections among organizations funded by the City of Bellevue, so that we are better aware of how we can support each other and our clients.
- Coordination and a focus on funding organizations that are truly Eastside and not Seattle-based organizations looking to increase their footprint but don’t really represent our community’s voice.



- Consistent consultations like this survey will help improve human services in the City of Bellevue, because they provide tailor-made recommendations for policy design and funding that respond to actual needs.

Collaboration and Convening: Current Approaches

The City invests in collaboration and convening as a strategy to improve human services for Bellevue residents. This work includes both convening



Photo provided by Indian American Community Services.

events for key stakeholders and financial investments in convening organizations and initiatives:

- Funding and partner agency for **Eastside Pathways**, a Cradle to Career collective impact initiative that convenes service providers to improve outcomes for children and families.
- Member of the **Eastside Human Services Forum**, which gathers community input through convening events on critical human services topics.
- Member of the **Alliance of Eastside Agencies**, which provides a place for human service providers to network and build collaboration.
- Provider and community presentations to the Human Services Commission, to facilitate understanding of trends in human services needs.
- Co-hosting quarterly **Coffee Chats** in partnership with other Eastside Cities, which bring together members of the City's human services team and community providers, as a strategy for outreach and relationship building, particularly with smaller, BIPOC-led organizations.
- Participation in a variety of community advisory and provider groups, including the **Bellevue Network on Aging, Eastside Homelessness Advisory Committee, Nourishing Networks, Eastside Interfaith Social Concerns Council, Eastside Easy Rider Coalition**, and others.

Continuing to explore innovative strategies for collaboration and partnership will support the City in driving collective impact across the Bellevue human services ecosystem.





Service Area Considerations

Photo provided by Youth Eastside Services.

Service Area Considerations

Considerations by human services area are presented in the section below. These sections include themes and service trends. Where possible, demographic data has been disaggregated by race/ethnicity. Due to the sample size of the number of survey respondents who accessed each service area, survey data by service area has not been disaggregated by race/ethnicity. To address this, differences that emerged in the qualitative data in service area perspective by race/ethnicity are highlighted where available.



Photo provided by Refugee Women's Alliance.

Housing & Homelessness



Photo provided by The Sophia Way.

Housing and Homelessness

Themes

Bellevue, like other communities in the Puget Sound Region and other high-cost communities in the country, is grappling with housing insecurity. These challenges have been exacerbated by the pandemic and rising inflation. Additionally, Bellevue's rapid growth has increased the demand for housing and pushed up housing prices in the area.

According to the U.S. Department of Housing & Urban Development (HUD), households paying more than 30% of their income for housing are considered cost burdened. Households paying more than 50% of their income for housing are considered severely cost burdened and may have trouble affording other necessities such as food, clothing, transportation, and medical care. Broadly speaking, homelessness is the situation of an individual, family, or community that lacks stable, safe, permanent, appropriate housing, or the immediate means and ability of acquiring it.

The percentage of Bellevue residents that are severely cost burdened by rent has risen significantly from 15.4% in 2019 (representing 22,803 residents) to 18.2% in 2022 (representing 27,960 residents).

Demographic data relevant to housing cost burden is presented in **Figure 23** and **Figure 24** below, illustrating disparities by race/ethnicity both for who is more likely to rent versus own and who is more likely to be cost burdened.



Figure 23. Percent of cost burdened homeowners in Bellevue, by race/ethnicity (Department of Housing and Urban Development, Comprehensive Housing Affordability Strategy (HUD CHAS), 2015-2019)

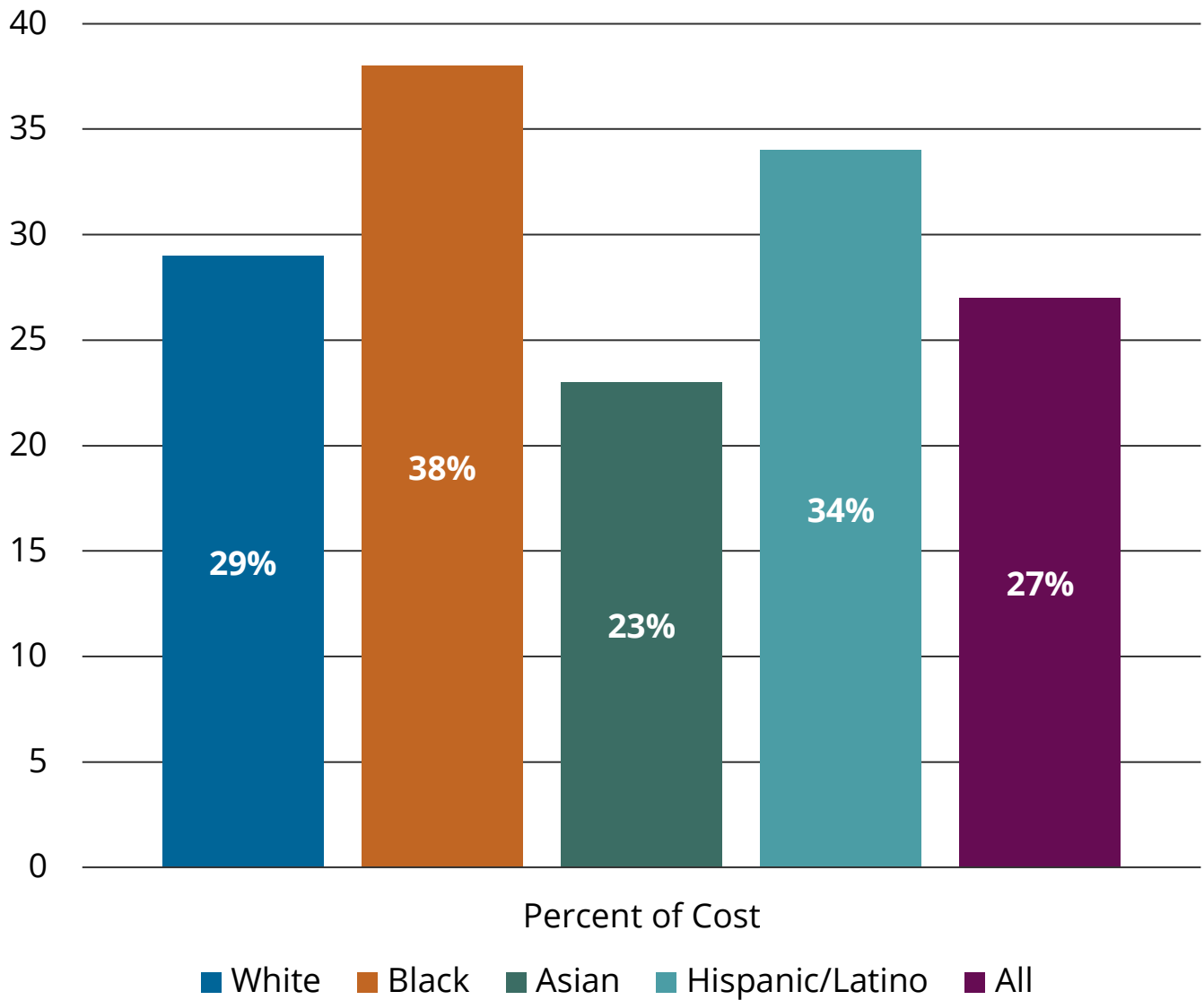
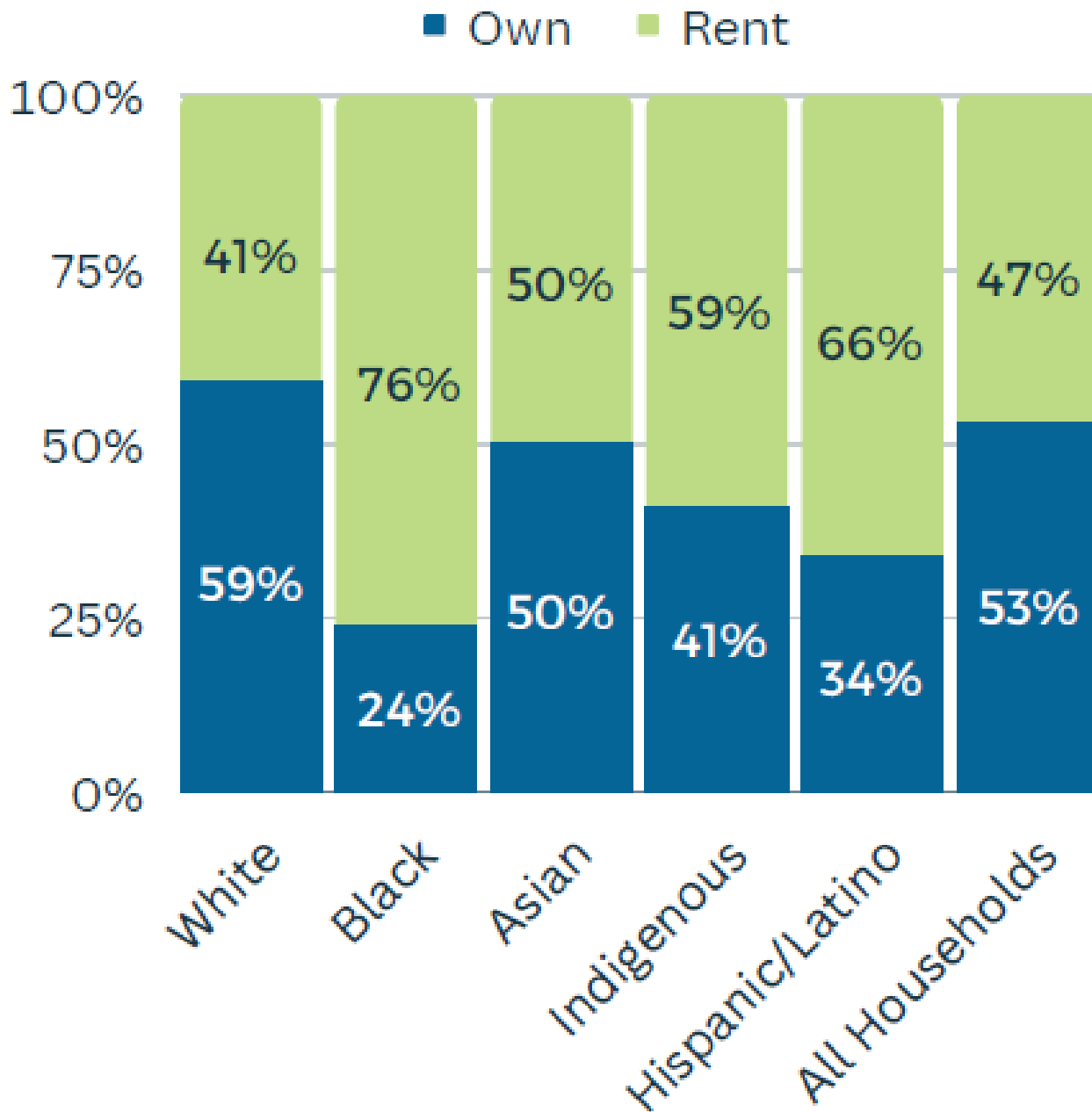


Figure 24. Percentage of homeowners vs. Renters in Bellevue, by race/ethnicity (American Community Survey, 2020).

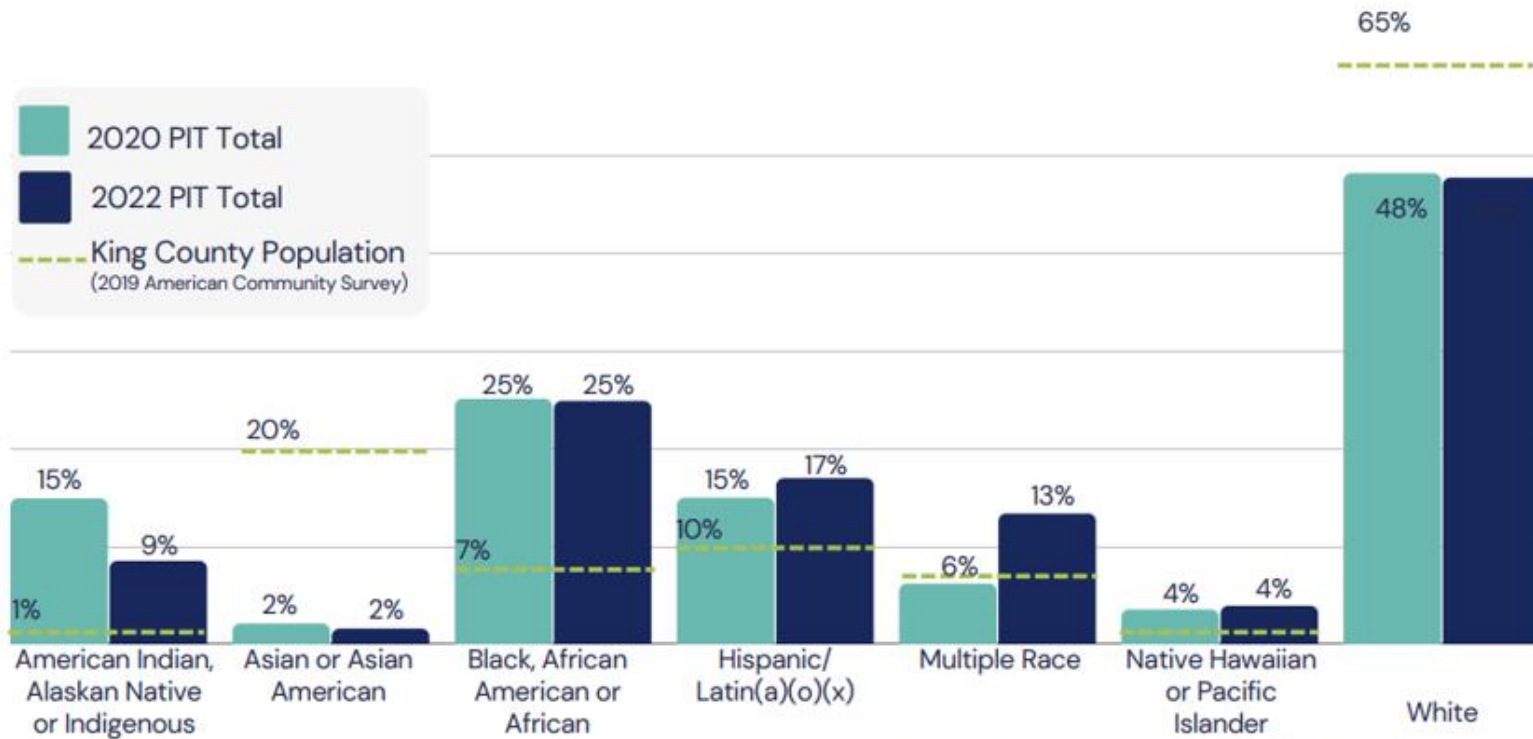


The 2022 Point in Time (PIT) Count conducted by the King County Regional Homelessness Authority (KCRHA) showed an increase in the number of people experiencing homelessness in King County from 11,751 in 2020 to 13,368 in 2022.⁵ This is a one-night count of unhoused individuals. While a national standard, this methodology is widely understood to be an undercount. The King County Department of Community and Human Services Cross Systems Homelessness Analysis found that 40,871 individuals experienced homelessness during 2020. This number pulls from several databases to estimate the number of people that experience homelessness at some point during the year and is intended to serve as a supplement to the PIT Count (which is a snapshot in time vs. any time during the course of a year) and is the number that King County Regional Homelessness Authority (KCRHA) holds itself accountable to.⁶

There are also significant disparities about who is more likely to be experiencing homelessness. Using data from the 2022 PIT count, individuals identifying as American Indian, Alaskan Native or Indigenous individuals; Black, African American, or African; Hispanic/Latino; Native Hawaiian or Pacific Islander, as well as individuals identifying as more than one race were overrepresented in King County’s population experiencing homelessness (i.e., larger percent of unhoused population than County population overall (**Figure 25**). Similarly, individuals living with disabilities and those experiencing behavioral health challenges are more likely to experience homelessness (**Figure 26**).



Figure 25. Disparities in homelessness for King County residents, by race/ethnicity (2020 and 2022 PIT Count, 2019 American Community Survey)⁷



*HUD requires submission of race and ethnicity as separate categories. Here, we have included households identifying as Hispanic/Latin(a)(o)(x) with the HUD-required race categories. Since these questions are asked separately, a respondent may identify as Hispanic/Latin(a)(o)(x) and in another category represented in this chart.



Figure 26. Percent of unhoused individuals by disability and behavioral health (2022 King County Point in Time Count).



Bellevue School District has seen a significant increase in students experiencing homelessness in the last year (**Figure 27**). Data from the District indicates that during the 2022-23 school year there were 663 students identified as homeless.⁸

Homelessness in the Bellevue School District is primarily driven by families facing eviction, natural disasters, disability, unexpected illness, unemployment, fleeing violence, and poverty. The District's Office of Homeless Services indicated that the increase is largely attributable to housing costs, including increasing rent and high move-in costs. When families of the district are priced out of housing it frequently leads to households "doubling up." Approximately 70% of current students experiencing homelessness are forced to stay in a temporary location with friends or relatives, which increases instability for all household members and has educational impacts for students. Amongst students experiencing homelessness, there are disparities by race/ethnicity (**Figure 28, Figure 29**). Of the students who were identified as experiencing homelessness during the 2022-23 school year, 66.2% identified as Hispanic, 9.15% as Black/African/American, 5.3% as two or more, 2.16% as Native Hawaiian or Pacific Islander and 11.5% as White.⁹



Figure 27. Trend in number of students experiencing homelessness in Bellevue School District (Data from Bellevue School District¹⁰)

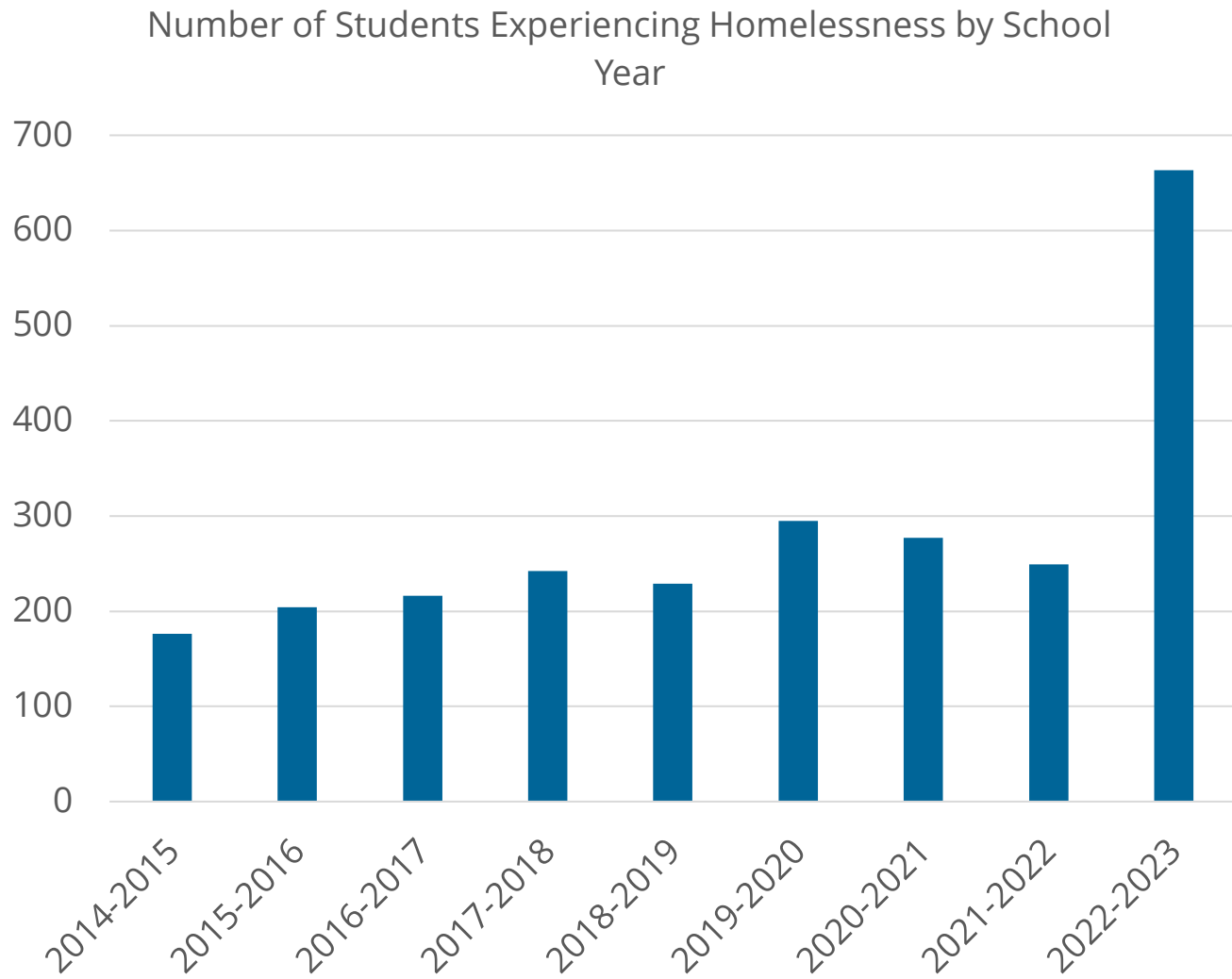


Figure 28. Percent of students experiencing homelessness, by race/ethnicity (Bellevue School District, 2023)

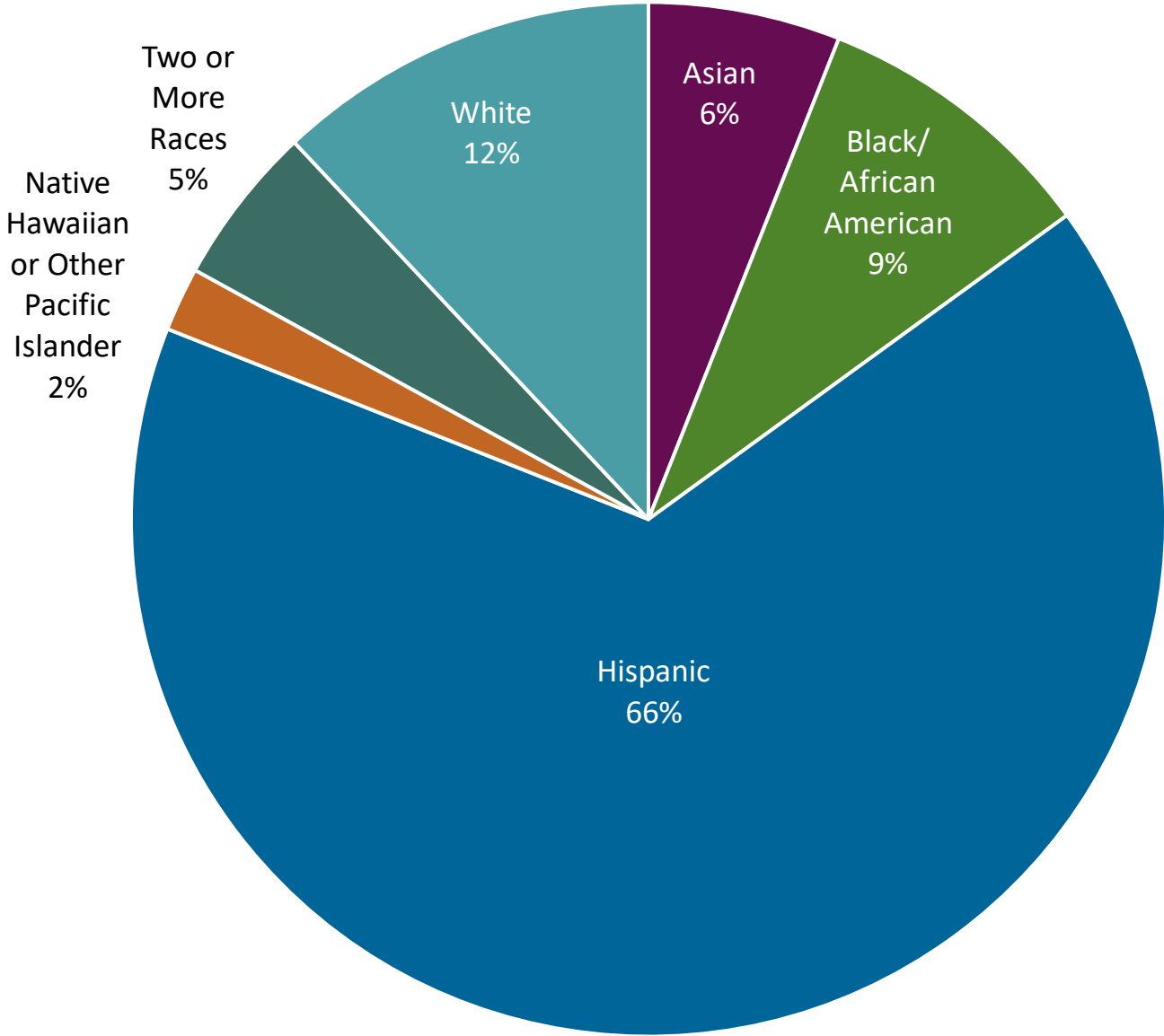
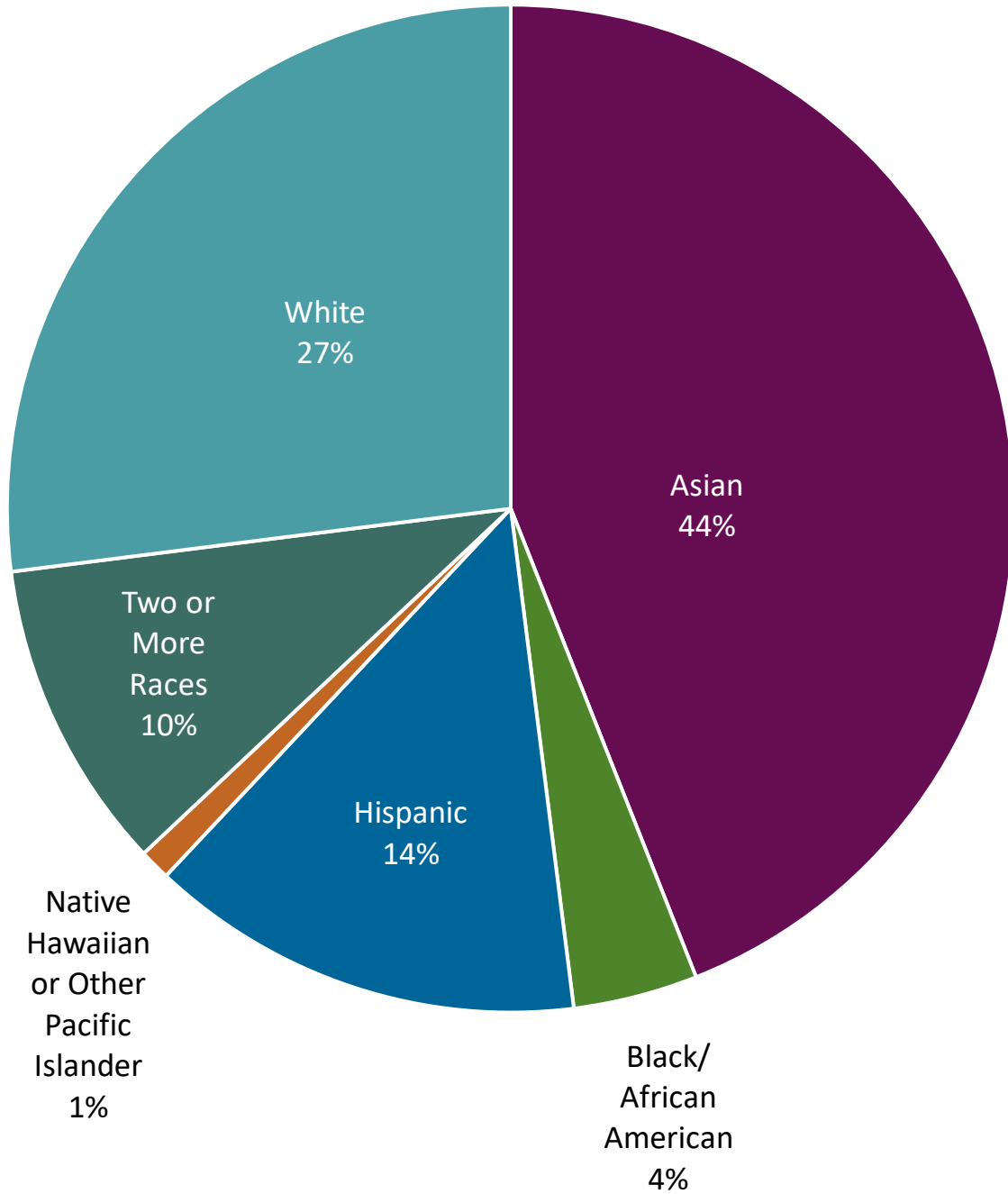


Figure 29. Race/ethnicity of Bellevue School District Students (Bellevue School District, Fall 2022)



Among community survey respondents, support to address housing insecurity was the service that the greatest number of individuals identified having sought during the past two years. When asked about whether they were able to find assistance to obtain affordable housing, only 33% who reported seeking this service said they were able to find the help that they needed in their community. Less than a third (32%) felt the amount of time they had to wait for assistance was reasonable and only 44% felt that they were able to find the service in a place they could travel to in a reasonable amount of time. Finally, less than half (47%) felt they were able to receive help from an organization that supported their cultural needs and only 38% were satisfied with the service they received.

When asked if they were able to find assistance to maintain housing or pay bills, 58% of individuals who reported seeking this service said they could find the help they needed in the community and 44% felt that the amount of time they had to wait to receive assistance was reasonable. When asked about of the distance they had to travel to receive services, nearly two-thirds (63%) felt they were able to find the service in a place they could travel to in a reasonable amount of time, and 54% were satisfied with the quality of the service they received. Finally, two-thirds (68%) of those surveyed seeking assistance to maintain housing or pay bills agreed that they were able to obtain services that met their cultural and language needs.

Older adults identified that affordable housing or housing that meets the needs of seniors requires some specific attention, as well as the need for additional transportation support for this age group. For older adults, phone-based apps such as Uber and Lyft were not optimal given the challenges with using technology many experience.

Service Trends

Below are examples of service trends in the areas of housing and homelessness. These examples are intended to provide a snapshot of this



service area and are not a comprehensive reflection of available services in Bellevue.

- Bellevue, along with its regional partners through the KCRHA and ARCH (A Regional Coalition for Housing), has been focused on building out the continuum of care to serve people experiencing housing insecurity in the region. This means investing in different types of housing and services that reflect different needs among the population. A recent example of this includes the **Eastgate Housing Campus** which opened over the last year and includes multiple strategies to build out the housing continuum including:
 - **Plymouth Crossing**: the first Permanent Supportive Housing (PSH) development on the Eastside which will house 92 individuals who have experienced chronic homelessness
 - **Porchlight**: a new 100-bed men’s shelter and day center with supportive services
 - **Polaris at Eastgate**: an affordable housing development that will have 353 studio to three-bedroom units in two mid-rise towers
- The City is currently developing a **Safe Parking Pilot Program** that will serve individuals living in their vehicle in the City of Bellevue. The program has space for up to 20 vehicles and will offer immediate support to people forced to live in their car, including by offering access to a day center with bathrooms, laundry and kitchen facilities, and wireless internet. While offering those immediate services, the program will also help participants to search for long term housing. The pilot will be hosted on City-owned property at 515 116th Ave NE.



Food Security



Photo provided by The Sophia Way.

Food Security

Themes

Both the community engagement and qualitative benchmarking data suggest additional needs around food security. As one marker, Bellevue residents accessing Supplemental Nutrition Assistance Program (SNAP) benefits increased in 2021 (most recent data available), after a 5-year period of decline prior to the COVID pandemic (**Figure 30**, data was not available for 2020). **There are significant racial disparities in food security in Bellevue, as indicated by SNAP program utilization (Figure 31).** Non-Hispanic Black residents are receiving SNAP benefits at a rate that is nearly five times greater than their Non-Hispanic White counterparts. Both Pacific Islander/Native Hawaiian and Hispanic Latino residents also receive SNAP benefits at a higher rate than the population overall, indicating significant food needs. Like SNAP program utilization, data on the percentage of Bellevue School District students qualifying for free and reduced lunch demonstrates increased need following the COVID-19 pandemic, with the rate increasing from 15.5% in 2019 to 19.9% in 2023.¹¹ Of note, the percentage of students qualifying for free and reduced lunch in 2023 is likely an undercount, as three schools in the district are providing free meals to all students through the Community Eligibility Provision. Under this provision, families are not required to complete an annual application for school meal benefits and therefore eligible families may be undercounted in these schools.¹²



Figure 30. Percent of Supplemental Nutrition Assistance Program (SNAP) Recipients in Bellevue (American Community Survey, 2011-2021)

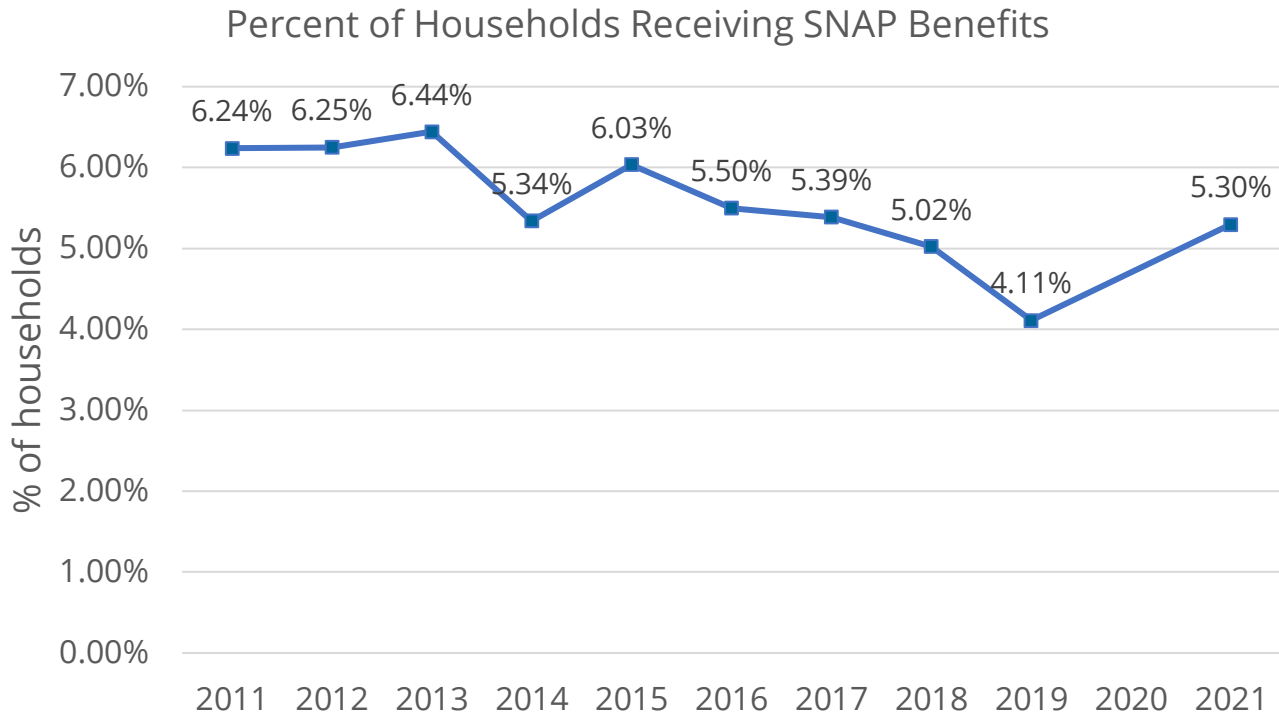
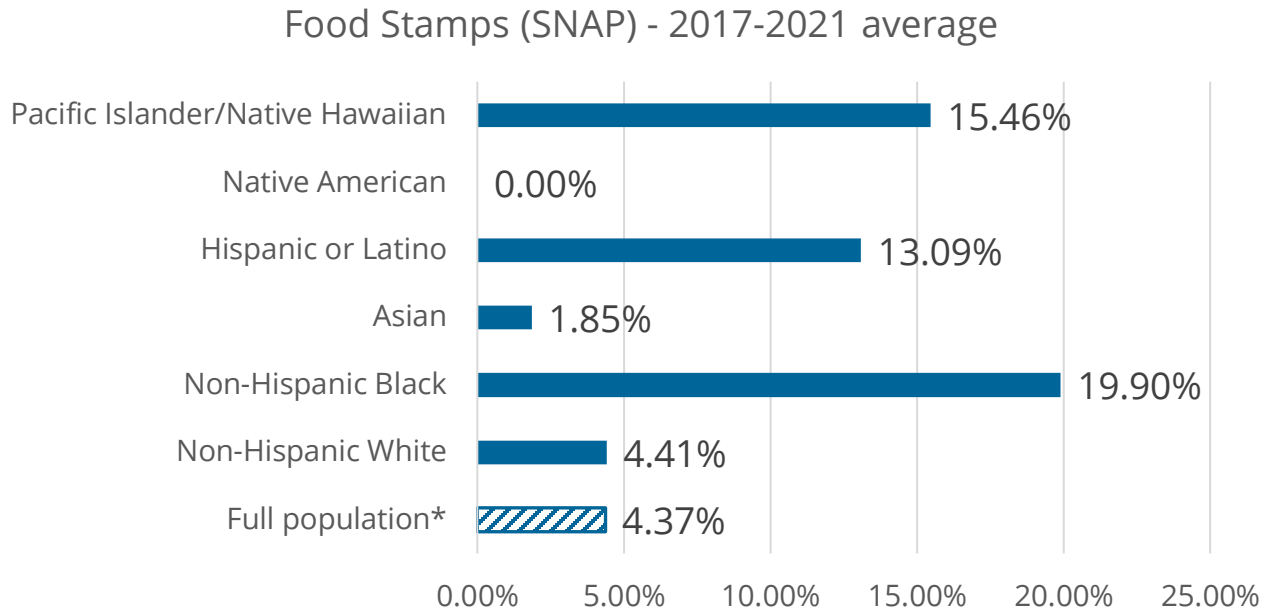


Figure 31. Percent of Supplemental Nutrition Assistance Program (SNAP) Recipients in Bellevue, by race/ethnicity (American Community Survey, 2017-2021 Average)



Of the community members who received support to access food in times of need, nearly two-thirds (60%) said that they were able to find the service in their community, and 63% reported that they were able to find the service in a place that they could travel to in a reasonable amount of time. Slightly more than half (54%) of individuals were satisfied with the quality of support they received. Of note, there have been recent changes (March 2023) in SNAP eligibility and benefits, resulting in a decrease in benefits following the COVID pandemic. Providers of food support noted that they are seeing the impact of these changes in the communities they serve. As one provider stated, they are “trying to make up for the difference (due to decreased benefits) and what’s not there,” but they have difficulty filling the gap.



Service Trends

Below are examples of service trends in the area of food security. These examples are intended to provide a snapshot of this service area and are not a comprehensive reflection of available services in Bellevue.

- **Nourishing Networks** is a collective of Eastside providers focused on food insecurity that come together regularly to share and coordinate resources, increasing their collective impact. As one member of the network noted,

“Nourishing Networks does a good job at collaborating to answer needs quickly.”

- **Muslim Community Resource Center** provides an example of meeting individuals’ food needs in a way that aligns with their cultural practices and religious beliefs, through culturally appropriate care kits and food cards.



Health & Wellbeing



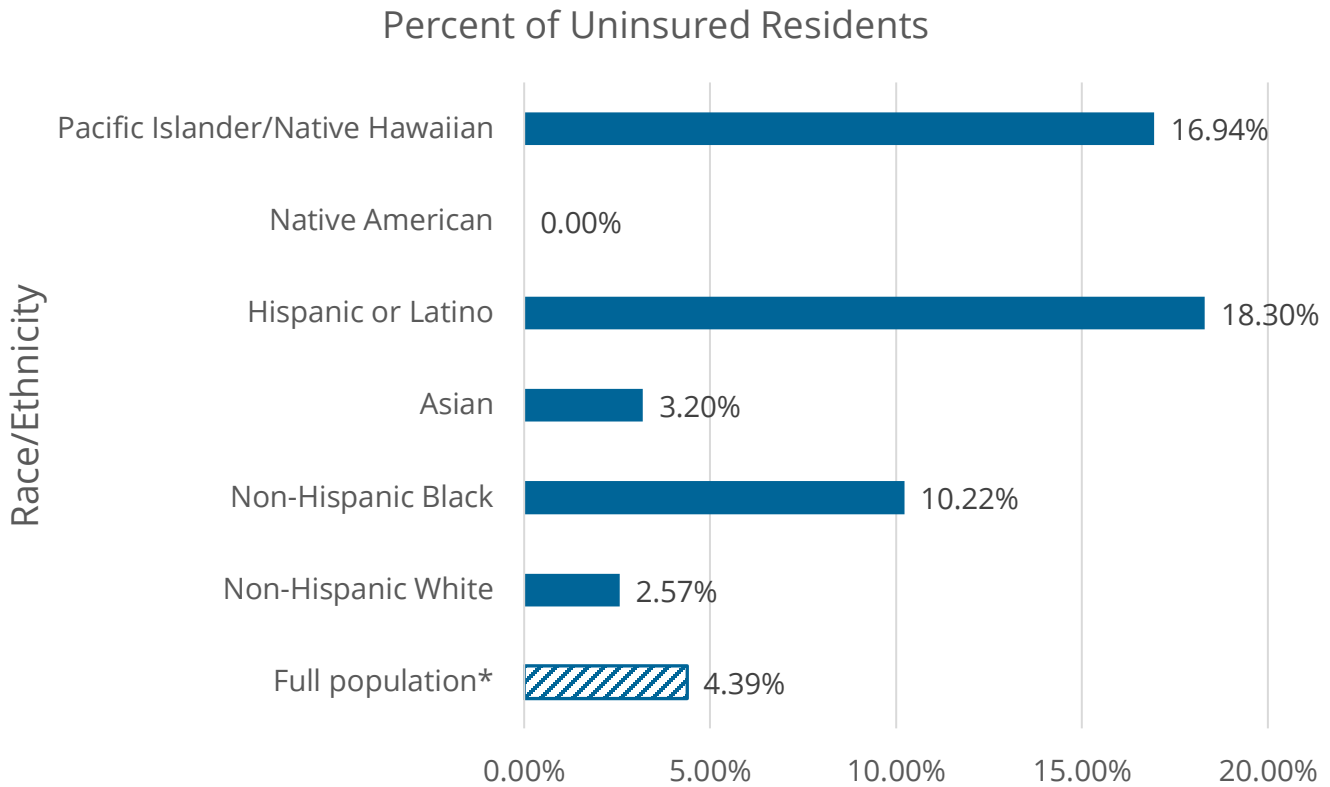
Photo provided by International Community Health Services.

Health and Well-Being

Themes

Across the US, there have been significant needs related to physical and behavioral health that have increased following the COVID pandemic. **In Bellevue, while the uninsured rate following the pandemic remains relatively low (4.64% compared to 4.15% pre-COVID), the rate is substantially higher for Bellevue’s Non-Hispanic Black, Pacific Islander/Native Hawaiian, and Hispanic/Latino communities (Figure 32).**

Figure 32. Percent of uninsured residents In Bellevue, by race/ethnicity (American Community Survey, 2017-2021 Average)



Significant behavioral health needs persisted or increased following the COVID-19 pandemic. While needs are rising across demographic groups, there is variability in access to appropriate behavioral health services by race/ethnicity. For example, the 2021/2022 King County Community Health Needs Assessment found that the percentage of non-Hispanic White residents who reported being able to access the social and emotional support they needed was significantly higher than for individuals in other racial/ethnic groups. This should also be considered in the context of qualitative feedback gathered in this assessment from both community members and providers on the lack of culturally and linguistically appropriate services for many cultural groups. As an example, several providers described getting clients connected to mental health services but finding that these services were ineffective due to a lack of cultural fit.

Data for the state of Washington and King County demonstrate significant needs among youth, with nearly 20% of 6th graders (in the 2021 Healthy Youth Survey) reporting having seriously contemplated suicide (**Figure 33**). In July of 2023, the Washington Department of Health released a brief on adolescent mental health, highlighting the increased risk of mental health challenges for certain demographic groups, including youth who are sexually and gender diverse and those with disabilities (**Figure 34**).



Figure 33. Percent of WA State and King County 6th graders who have seriously contemplated suicide (2021 Healthy Youth Survey).

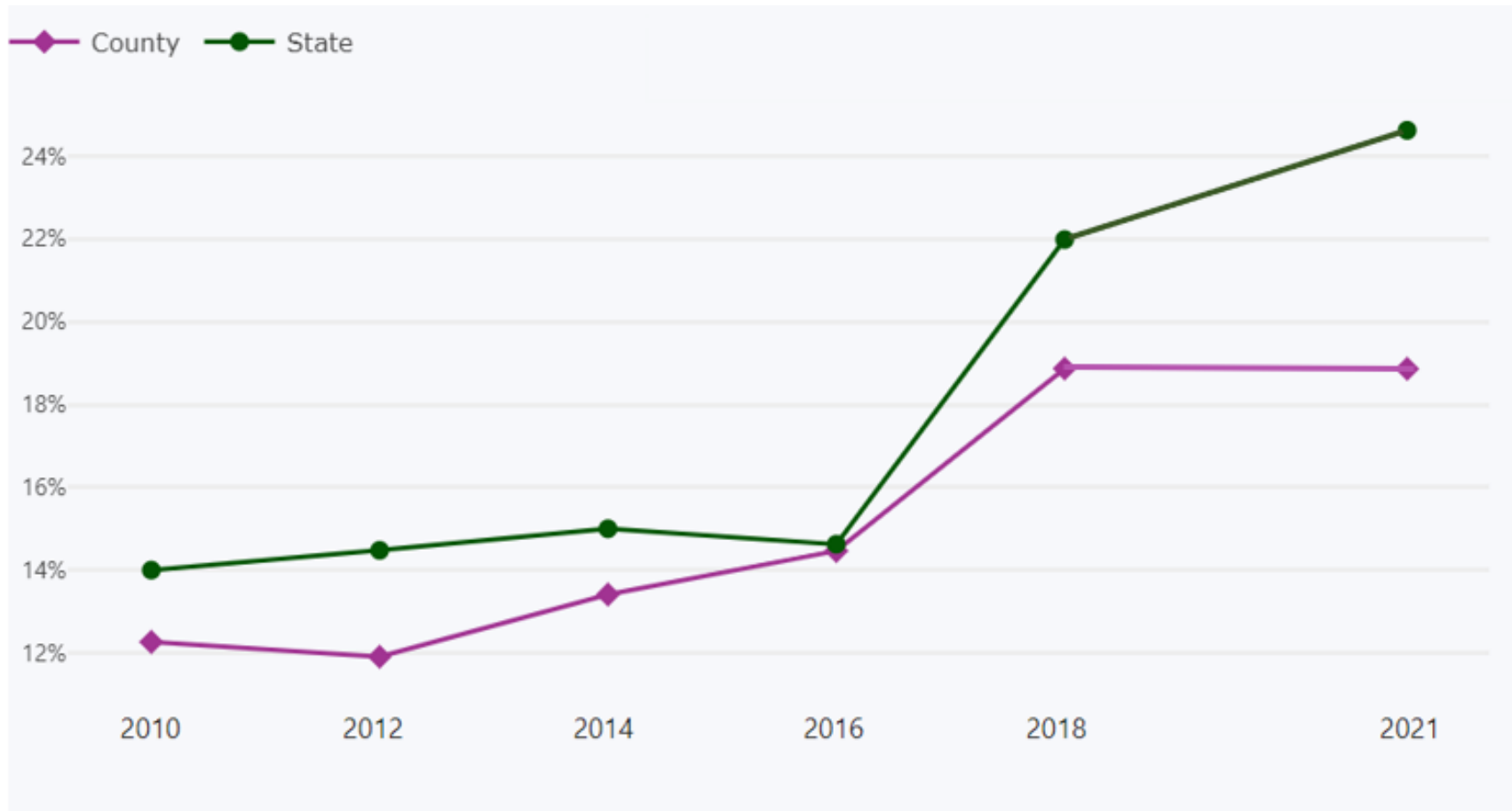
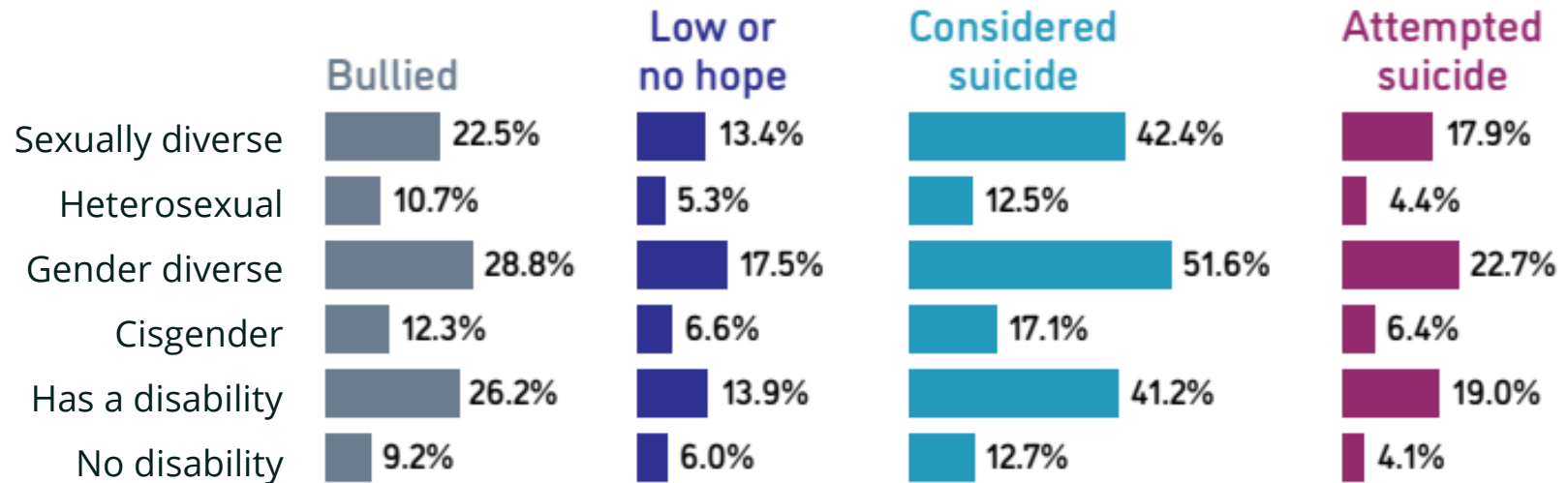


Figure 34. Percent of 10th graders in Washington endorsing mental health concerns, by gender orientation, sexual orientation, and disability (Healthy Youth Survey, 2021)¹³.



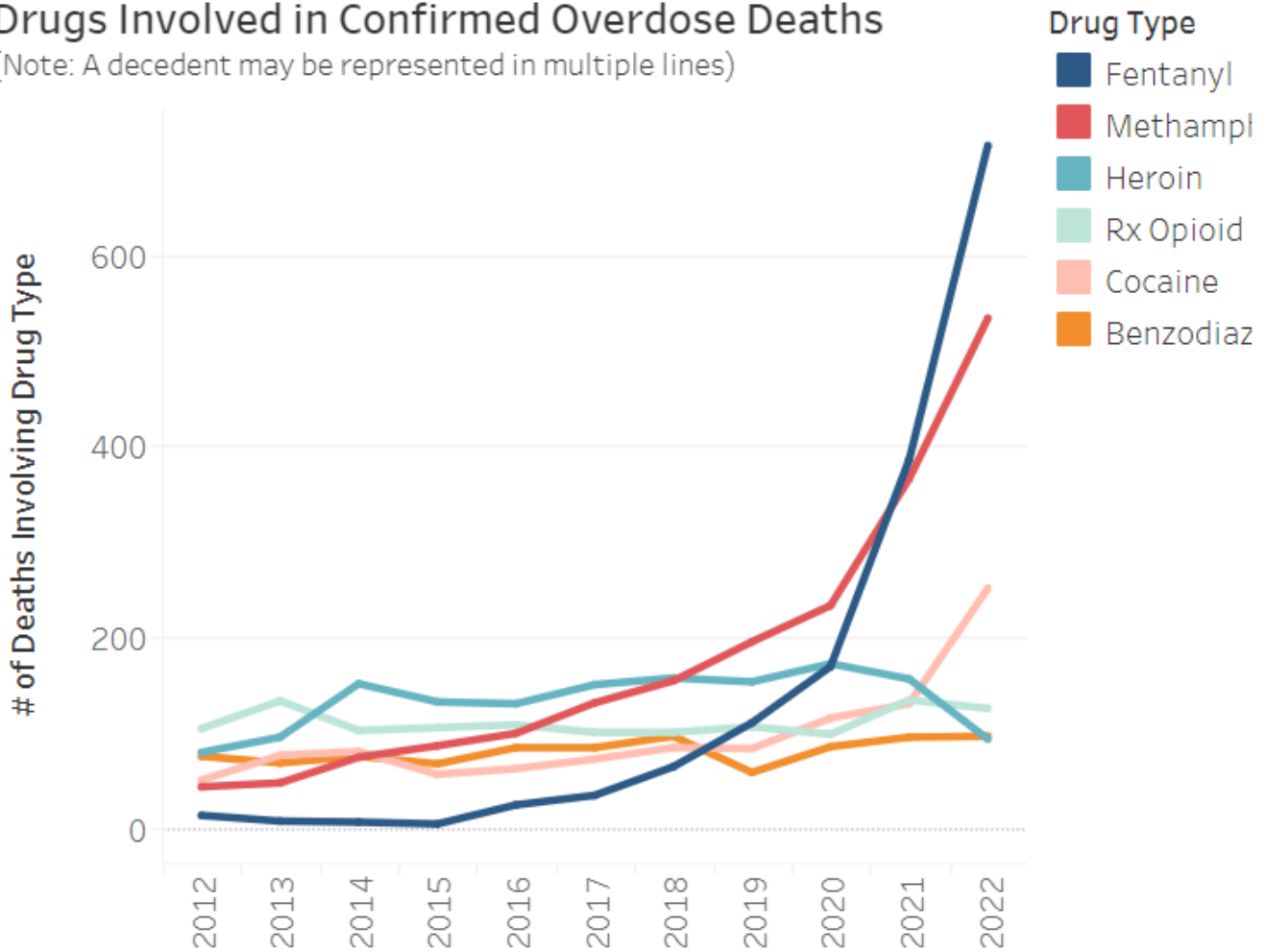
Both fatal and non-fatal drug overdoses have shown a significant upward trend in recent years, largely driven by the arrival of fentanyl (Figure 35). There were 78 confirmed overdose deaths in East King County in 2022. The largest percentage of overdose deaths in King County in 2022 were in Non-Hispanic White (56%), non-Hispanic Black (16%), and Hispanic (10%) individuals. Considering the demographics of the County in 2022, non-Hispanic Black individuals are disproportionately impacted by overdose death. In one monthly snapshot, King County EMS responded to 71 overdose events in East King County in August of 2023. In 2023, there were more than 1,050 fentanyl overdose deaths in King County, representing a 47% increase over 2022.¹⁴



Figure 35. Fatal overdose rates in King County by drug type (King County Overdose Data Dashboard)

Drugs Involved in Confirmed Overdose Deaths

(Note: A decedent may be represented in multiple lines)



In both focus groups and the community survey, respondents identified access to behavioral health support as a significant need. **This need seems particularly pronounced with Substance Use Disorder services, where only 27% of respondents reported that they were able to access the service within their community (compared to 59% for mental health counseling). Fewer than half (46%) of individuals seeking mental health counseling or substance use disorder services felt that they were able to receive the service in a reasonable amount of time after contacting a provider.**

Service Trends

Below are examples of service trends in the areas of health and well-being. These examples are intended to provide a snapshot of this service area and are not a comprehensive reflection of available services in Bellevue.

- **Indian American Community Services** contracts with South Asian mental health counselors, so the mental health and wellness services are culturally nuanced for those they serve. The services include meditative art workshops, horticulture therapy and field trips.
- **4 Tomorrow** launched a 4U smartphone application to increase youth access and participation in mental health support. In addition, they are providing mental health coordination and gap therapy services, providing culturally specific psychoeducation classes and peer-to-peer group therapy.
- **Boys and Girls Club of Bellevue** is working with the **Bellevue School District** to support students at local elementary schools during the school day while working with on-campus school counselors to ensure that all students in need of support have access to behavioral health resources.



- **International Community Health Services (ICHS)** provides behavioral health services at Highland Middle School via a School-Based Health Center model, with the goal of increasing access to care.



Photo provided by International Community Health Services.

Violence Prevention & Survivor Support and Advocacy



Photo provided by King County Sexual Assault Resource Center.

Violence Prevention and Survivor Support and Advocacy

Themes

The most recent estimates from the National Coalition Against Domestic Violence indicate that 41.4% women and 31.7% of men in Washington experience intimate partner physical violence, intimate partner rape and/or intimate partner stalking in their lifetime¹⁵. The number of individuals responding to the survey who had accessed domestic violence services were small (n=16). This is likely because our outreach methods were not able to reach individuals in active domestic violence crisis and the demands on an individual in crisis often prevent engagement in assessments like this one. Among those survey respondents who reported that they had accessed domestic violence services, individuals were generally able to find the service in their community (75%) and in a place that they could travel to in a reasonable amount of time (73%). Nearly two-thirds (60%) reported being satisfied with the quality of the support they had received.

Available service data demonstrates the significant and ongoing need for domestic violence supports in Bellevue. As an example, **LifeWire** provides a confidential Emergency and Transitional Shelter for survivors of domestic violence. In 2022, **LifeWire** supported clients through 4974 bed nights for Bellevue residents (8,172 bed nights total). In 2023 to date (through September 2023), they have provided 3,534 Bed nights for Bellevue residents and 7,961 bed nights total. Additionally, **LifeWire** provided 1,282 hours of advocacy services for survivors of domestic violence in 2022 and **Consejo** provided 555 hours of advocacy, crisis intervention services, and safety planning in Spanish in 2022.



While not included in the community survey, service data also highlights the need for support for individuals experiencing other types of violence. For example, in 2022, **King County Sexual Assault Resource Center** provided 852 hours of comprehensive crisis and advocacy services in English and Spanish for Bellevue residents who have experienced sexual assault and abuse and the **Harborview Abuse and Trauma Center** provided 215 hours of counseling services in 2022 to Bellevue residents who have experienced trauma.

Service Trends

Below are examples of service trends in the areas of violence prevention and survivor support and advocacy. These examples are intended to provide a snapshot of this service area and are not a comprehensive reflection of available services in Bellevue.

- **LifeWire** is developing the Hope Starts Here Apartments, which will allow them to provide housing for an additional 25 families per year. These apartments will provide housing stability for survivors of domestic violence and are anticipated to open before the end of 2023.
- **Indian American Community Services (IACS)** is providing real-time and culturally sensitive domestic violence services by multilingual attorneys from the South Asian community.



Education & Employment



Photo provided by The Sophia Way.

Education and Employment

Themes

Available data highlight disparities in education and employment outcomes by race and ethnicity for the residents of Bellevue. There are the fewest disparities in looking at Kindergarten Readiness. The exception to this is data examining kindergarten readiness amongst Hispanic/Latino children, who are meeting all six elements of kindergarten readiness at approximately half the rate of children in other racial/ethnic communities (**Figure 36**). Disparities widen in 3rd and 7th grade achievement assessments, with growing gaps between White and Asian American Pacific Islander (AAPI) students and students who identify as Hispanic/Latino or Black (**Figure 37** and **Figure 38**).

Disparities in achievement also exist by housing and disability status. Across district assessments (Smarter Balanced Assessment (SBA) for math and English/language arts; Washington Comprehensive Assessment of Science (WCAS), **fewer than 20% of students experiencing homelessness in the Bellevue School District met benchmarks in the 2022-2023 school year** (17.5% English/language arts, 10.9% math, 12.9% science), compared to roughly two-thirds to three-quarters of students who were housed (73.7% English/language arts, 67.2% math, 58.2% science). Disparities between students with and without disabilities in the district were also large, with only approximately one quarter of students with disabilities meeting benchmarks (28.4% English/language arts, 22.6% math, 25.7% science) compared to two-thirds to three-quarters of those without disabilities (77.3% English/language arts, 70.7% math, 60.5% science).



Figure 36. Percent of Bellevue School District students meeting all six elements of kindergarten readiness, by race/ethnicity (Washington State OSPI, 2022-2023)

Demographics of Students Meeting All Six Elements of Kindergarten Readiness

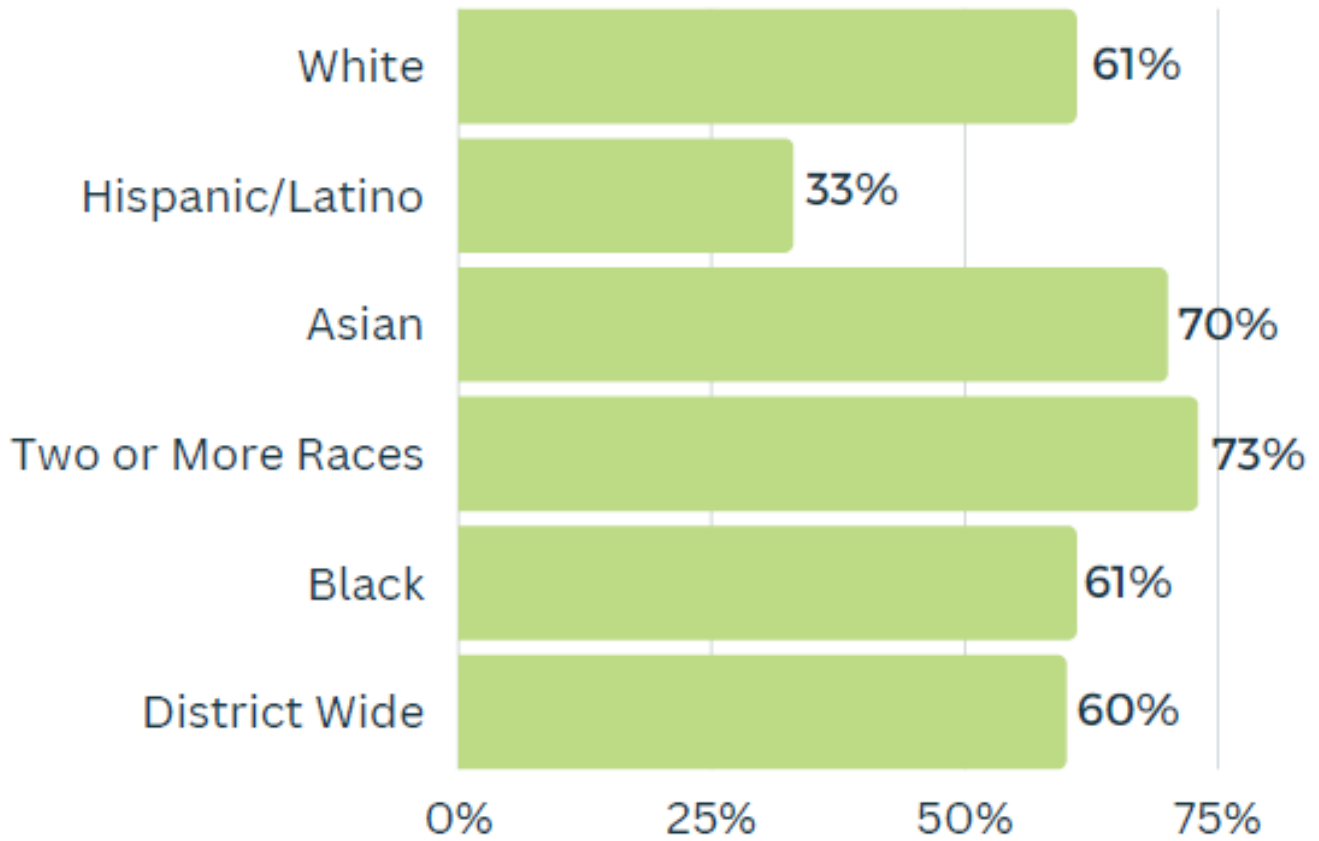


Figure 37. Percent of Bellevue School District students meeting standards by 3rd grade assessments, by race/ethnicity (Washington State OSPI, 2022-2023)

Demographics of Students Meeting Standards by 3rd Grade Assessments

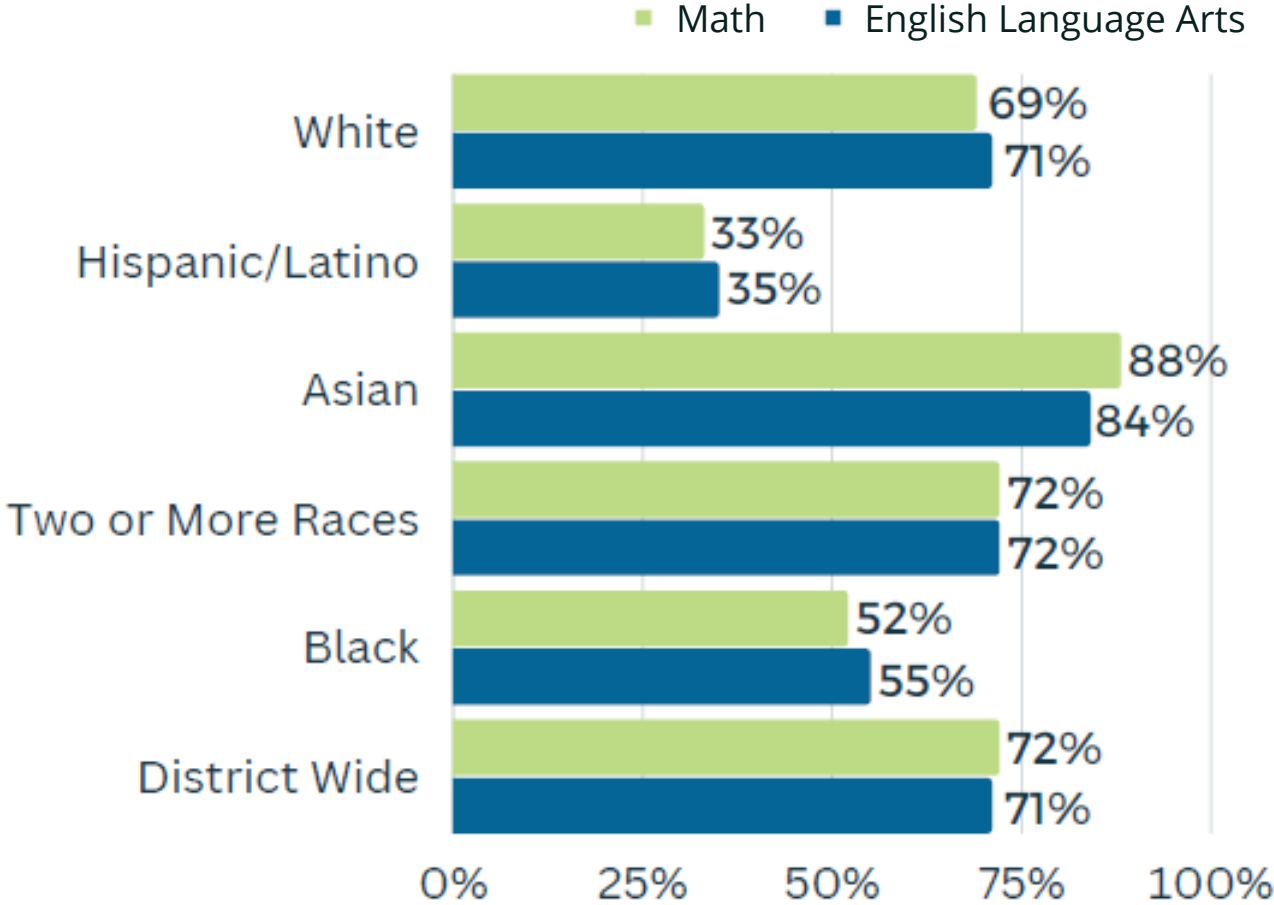
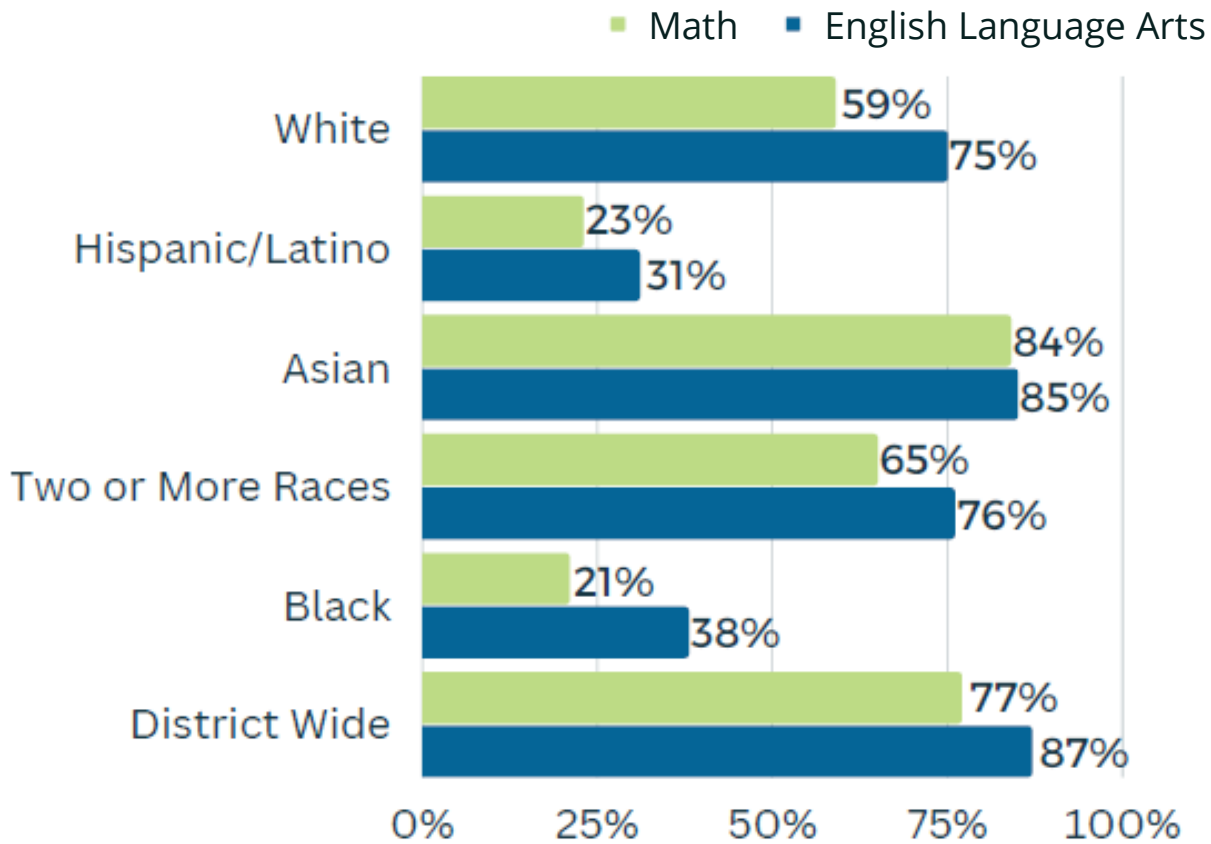


Figure 38. Percent of Bellevue School District students meeting standards by 7th grade assessments, by race ethnicity (Washington State OSPI)

Demographics of Students Meeting Standards by 7th Grade Assessments

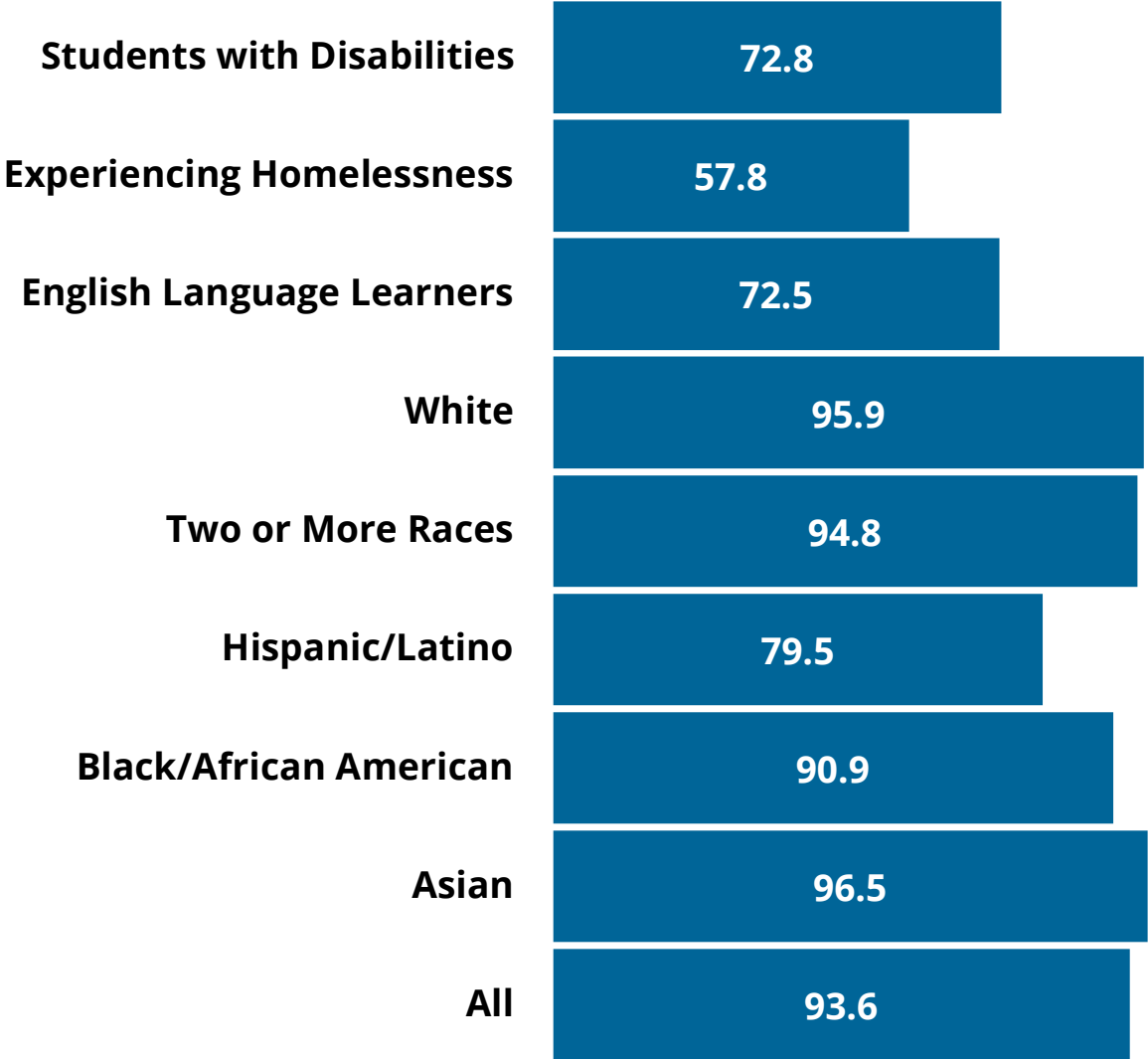


Graduation rates in the Bellevue School District show similar disparities, with students who are experiencing homelessness, those who are English Language Learners, and those with disabilities graduating at significantly lower rates than students overall. When looking at graduation rates by race/ethnicity, students identifying as Hispanic/Latino graduate at lower rates than other racial/ethnic groups (Figure 39).



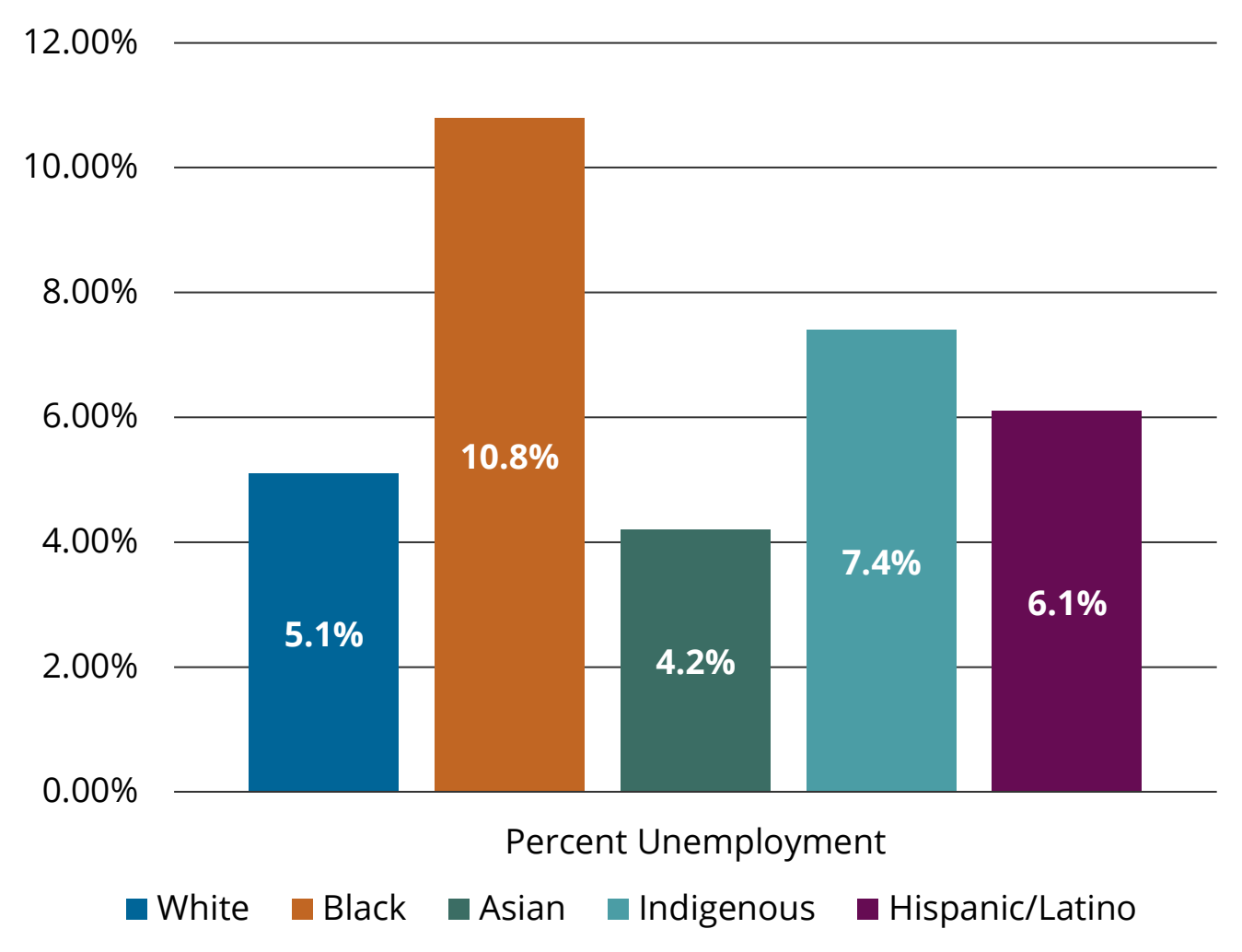
Figure 39. 2022-2023 Bellevue School District graduation rate (%) by demographics (Washington State OSPI, 2022-2023)

Graduation Rate by Demographics



While unemployment in Bellevue is relatively low overall, rates of unemployment for Black (10.8%) and Indigenous residents (7.4%) is notably higher than for Asian American Pacific Islander and White residents (**Figure 40**).

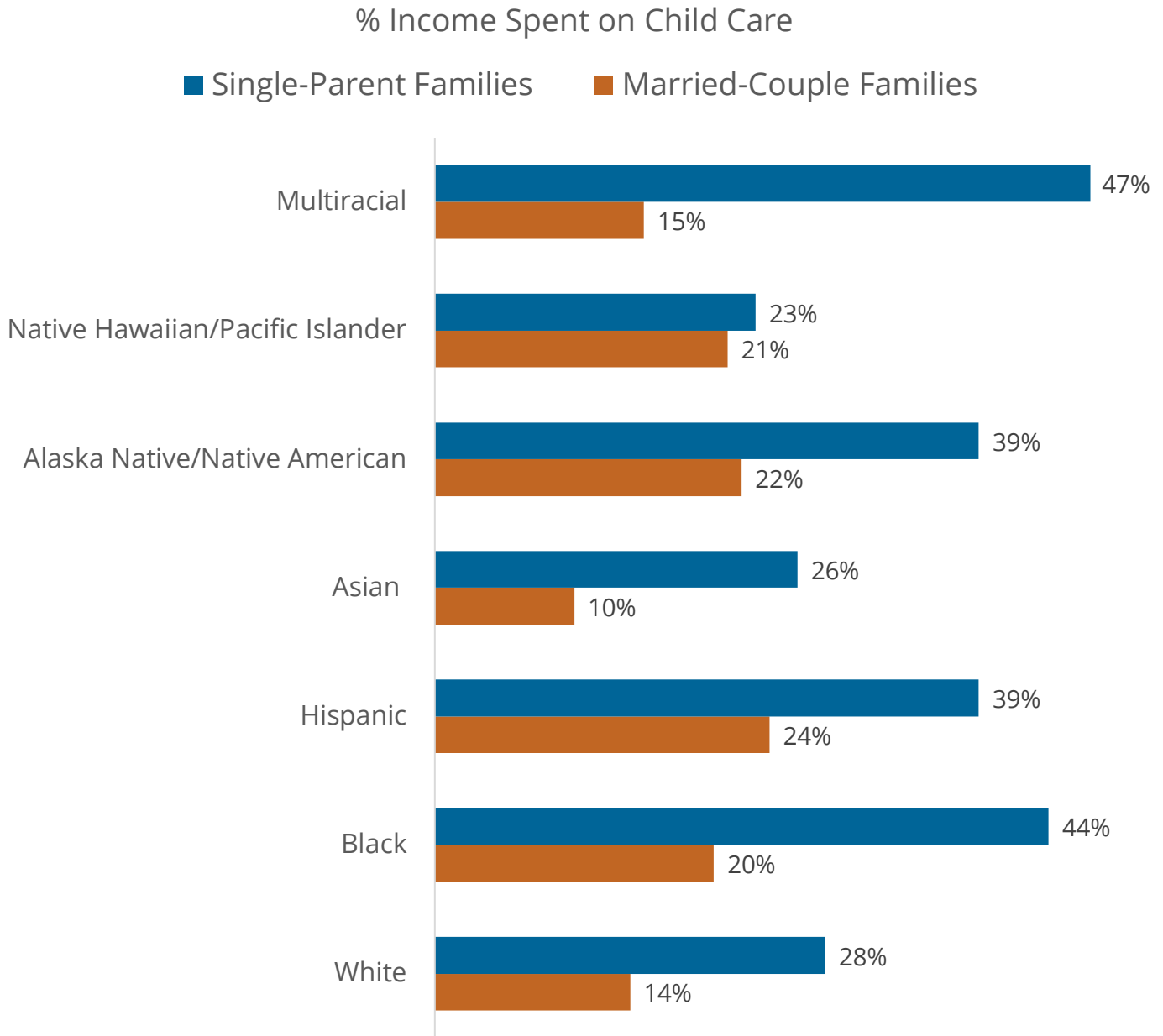
Figure 40. Percent unemployment in Bellevue, by race/ethnicity (U.S. Census Longitudinal Employer-Household Dynamics, QWI Explorer, 2021)



Factors such as access to affordable child care and accessible transportation can have a significant impact on employment. Community members highlighted both as challenges in Bellevue, across all data collection methods. Of those who reported having accessed affordable child care, only 38% reported that they were able to find it within their community and only 35% felt that they were able to access the service in a reasonable amount of time. While the number of child care providers in King County has increased in the last 5 years (from 1,991 providers with capacity for 65,356 children in 2018, to 2,348 providers with capacity for 77,787 children in June of 2023¹⁶), access and affordability remain significant challenges. Importantly, affordability of child care (as measured by the % of income spent on child care) varies significantly by household characteristics such as race/ethnicity and single vs. married households (**Figure 41**). In one example of these disparities, 12% of income in non-Hispanic White married families in King County goes to pay for child care, while 29% of income in non-Hispanic Black married families goes to pay for child care. In this comparison, multi-racial, single households in Washington pay the highest percentage of their income (52%) of any group.¹⁷



Figure 41. Percent of income King County residents spent on child care, by race/ethnicity and family composition (Child Care Aware of America, 2023)



Approximately half (51%) of the survey respondents who accessed transportation support reported being able to find this service in the community, and **transportation came up as a significant community concern in focus group and interview conversations with community members and providers. Community members noted particular challenges around transportation for seniors, and around weekend transportation.** Transportation was highlighted often as a barrier to accessing human services. One provider noted:

“We are struggling with the fact that [people encounter transportation challenges] to get food. Since we serve a large population of low income [individuals] on the bus system, having transportation to get to sources of food is difficult.”



Service Trends

Below are examples of service trends in the areas of education and employment. These examples are intended to provide a snapshot of this service area and are not a comprehensive reflection of available services in Bellevue.

- **Kindering** provides Child Care and Preschool Consultation, which includes onsite observation, training, and consultations to preschools and child care providers to better equip them to support children in their care who have developmental challenges or challenging behaviors.
- **YWCA's Eastside Employment Services** provides career navigation services that focus on supporting BIPOC residents by providing culturally specific services to help attain and retain employment.
- **Bellevue College's Preparing for Work** program helps meet the immigrant and refugee community's need for job and English skills training addressing cross-cultural barriers encountered in the job search process.
- **Microenterprise Business Assistance Programs** are funded by the City through the Community Development Block Grant, federal funding through HUD. Agencies provide technical assistance, training, support, and small grants to low- and moderate-income business owners and/or those wanting to develop a business. A microenterprise business is a business with 5 or fewer employees including the owner(s). In 2023 and 2024, the City has funded Indian American Community Services, 4 Tomorrow, Centro Cultural Mexicano and Upwards. Upwards provides assistance to home daycare providers through its microenterprise assistance program. The other organizations listed provide services for various types of microenterprise businesses, with culturally and linguistically specific services provided to BIPOC business owners.



Hate, Discrimination & Bias



Photo provided by Indian American Community Services.

Hate, Discrimination, and Bias

Themes

In focus groups and interviews, a number of demographic groups reported experiences of hate, discrimination, or bias, including Black, Indigenous, People of Color (BIPOC), immigrant and refugee, and LGBTQIA2S+ communities. Support to address discrimination or racism stood out as a significant service gap. Only 25% of survey respondents who accessed this support reported that they were able to access the service in their community and only 22% were able to find the service in a place that they could travel to in a reasonable amount of time. Only 16% of those seeking this support felt they were able to receive the service in a reasonable amount of time after contacting the organization. With respect to satisfaction, only 17% received support in a language that met their language or cultural needs and only 21% were satisfied with the support they received.

When asked what 1-2 things would have the most positive impact on the City of Bellevue, participants in the African Diaspora Community focus group highlighted phrases like “talking like this”, “bringing us to the table”, and “a place for communities to [build relationships with the City], so outreach is easier when connections are needed.



While focus group participants did not speak specifically to incidents of hate, BIPOC communities emphasized the need for representation at decision-making tables to reduce the prevalence of bias and misunderstanding of community needs. As one illustration, when asked what 1-2 things would have the most positive impact on the City of Bellevue, participants in the African Diaspora Community focus group highlighted phrases like *“talking like this”, “bringing us to the table”, and “a place for communities to [build relationships with the City], so outreach is easier when connections are needed.”*

Service Trends

Below are examples of service trends in the areas of hate, discrimination, and bias. These examples are intended to provide a snapshot of this service area and are not a comprehensive reflection of available services in Bellevue.

- **Centro Cultural Mexicano** works to empower Latino and Spanish-speaking youth by providing an inclusive space that connects youth and families with positive culture identity, community, and with resources in Spanish and English.
- **Youth Eastside Services** provides a Latine program offering culturally relevant youth development activities led by bi-cultural and bi-lingual staff.
- **Eastside For All’s Community Safety Response** supports racial and cultural communities that are most impacted by identity-based, bias-motivated forms of violence and discrimination, including hate crimes.
- **Africans on the Eastside** involves youth in the provision of social media resources to their peers that increases dialogue and understanding of current events impacting their well-being.



Services for Older Adults



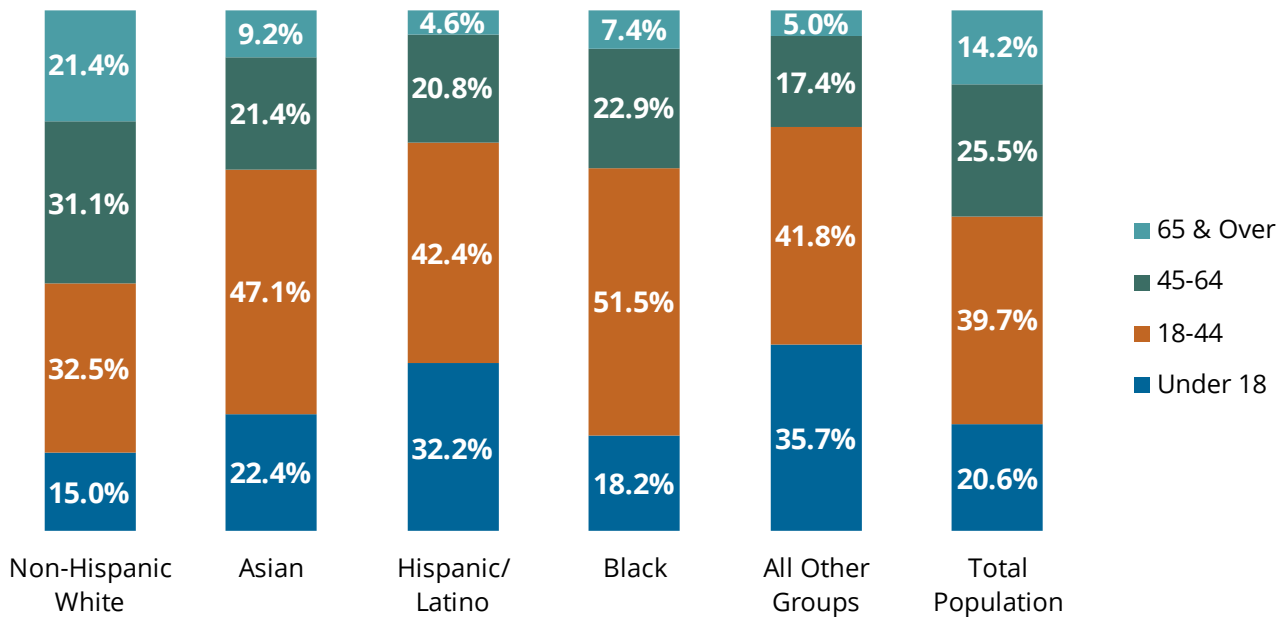
Photo provided by Chinese Information and Service Center (CISC).

Services for Older Adults

Themes

Looking at the population as a whole, 14.2% of Bellevue residents are 65 years or older. Bellevue's older adult population reflects the diversity of the overall Bellevue population, with 21.4% identifying as Asian American Pacific Islander, 10.8% as Hispanic/Latino/a, 22.9% as Black, 17.4% as Other and 31.4% as White. A graphic of the race/ethnicity of residents by age in Bellevue in **Figure 42**.

Figure 42. Age comparison of Bellevue residents by race/ethnicity (% of population) (American Community Survey, 2022)



Older adults reported that the services they needed were largely available. However, they identified that there were significant challenges in accessing those services, largely due to difficulties with information access. A focus group with representatives from the older adult community offered tangible suggestions to the City about how to better ensure that older adults were able to locate and access the services they needed. Areas where older adults felt services could be improved included access to transportation support, and more in-person services for the population.

When specifically asked about the availability, quality, timeliness, cultural relevance, and geographic access of services for the older adult population, survey respondents were almost evenly split in their responses about the services.

- 42% felt that they could find the services they needed in the community
- 40% were not able to obtain services within a reasonable distance
- 43% were able to receive services within a reasonable amount of time after contacting the organization.
- 48% were able to receive services from an organization that supported their cultural or language needs
- 47% were satisfied with the quality of the services they received

There were several concerns that were identified by focus group participants and many concrete suggestions about how to address these concerns were identified.



The most common theme that emerged from the focus group was the need to more effectively distribute information about services for older adults and people with communication and access issues (e.g., non-English speakers, people with disabilities, people who struggled with or didn't use smartphone or technology well, people without access to a car).

Many felt that while services were available when sought, for these groups (often older adults), people could not easily locate or access them. Specifically, participants shared challenges with the City's website noting that it was "not usable."

In response to follow-up questions, they offered suggestions about how to improve- offering live assistance through people either in-person or telephonically and distributing paper materials. Simply having everything online and via telephone recordings without access to live people and durable paper materials such as a catalog of services is not working for older adults.



Service Trends

Below are examples of service trends in the area of services for older adults. These examples are intended to provide a snapshot of this service area and are not a comprehensive reflection of available services in Bellevue.

- The **Meals on Wheels** program delivers meals to seniors aged 60 and over who have medical conditions. In Bellevue there are some 90 people who are served weekly, while countywide the number served weekly is closer to 2600. Eighty-one percent of the people on the program have been recommended through a medical facility. Clients can have 14 meals per week delivered to them. Each meal is frozen and there are 30 meals from which to choose, including vegetarian and vegan meals.
- The **Chinese Information and Service Center (CISC)** offers a Russian-speaking senior day program designed to reduce isolation and incidents of depression. A variety of speakers are brought in, and various activities are offered, including arts and crafts, exercise classes, and holiday celebrations. Members can be referred to mental health specialists and can be assisted with access to healthcare. All of the resources are provided to the participants in their native language via Russian speakers or interpreters.
- **Kin On Health Care Center** provides a Thriving Connections program focused on fostering cultural and social well-being for older adults, with an emphasis on Asian American Pacific Islander elders and their families.



Services for Individuals Living with a Disability



Photo provided by Eastside Legal Assistance Program.

Services for Individuals Living with a Disability

Themes

An estimated 7.3% of Bellevue residents are living with a disability (American Community Survey, 2022). Of the survey respondents who reported accessing services for an individual living with a disability, only 38% were able to find this resource in their community and only 32% were able to receive the services in a reasonable amount of time. Providers noted difficulties for individuals with a disability who do not speak English as a first language and highlighted the need for additional capacity for community-specific outreach and engagement. The need for additional day programs for adults living with disabilities was also noted. Another community member described the trauma that lingers for this community following the pandemic:

“There is a lot of trauma that still exists for individuals with disabilities coming out of the pandemic. Connection is something that people are struggling to find.”

The need to consider intersections between disability and other marginalized identities when designing and evaluating programs was also emphasized. Providers and community members highlighted service needs for children and youth with disabilities. Providers noted the difficulty families can face in navigating access to both Early Supports for Infants and Toddlers and school district services, particularly when facing language and cultural barriers.



Service Trends

Below are examples of service trends in the area of services for individuals living with disabilities. These examples are intended to provide a snapshot of this service area and are not a comprehensive reflection of available services in Bellevue.

- **Highland Community Center** launched *The Highland Times* during the COVID-19 pandemic and has continued this publication. Adults with intellectual disabilities are responsible for all content and work with a staff member to publish. *The Highland Times* builds connection and community amongst adults living with a disability in Bellevue.
- **Community Homes** has developed a new housing model over the last several years, where two or three families of an individual with a disability join in renting homes and hiring a live-in caregiver. The families use Section 8 housing vouchers making the rent affordable, and Medicaid personal care hours through First Choice In-Home Care are used to compensate the caregiver. Persons with disabilities can add a caregiver to their Section 8 housing vouchers, and they are also entitled to food benefits.
- **Open Doors for Multi-cultural Families: Family Support Program** provides individualized, culturally competent case management for individuals with developmental/intellectual disabilities and their families from culturally and linguistically diverse communities. Through their Leveraging Our Community Knowledge (BLOCK) program, Open Doors for Multicultural Families provides Family Wellness and Youth Ambassador cohorts to bridge multicultural communities within Bellevue. Family Wellness events focus on sharing culture, food and ethnic diversity designed with the needs of the intellectual and developmental disability (I/DD) community in mind.





Appendices

Photo provided by Solid Ground, taken by Michael B. Maine.

Appendices

Appendix A: Community Survey

Introduction and Survey Eligibility

The City of Bellevue Human Services Department is working with Health Management Associates (HMA), a national research and consulting firm, to conduct a needs assessment to learn about human service needs in Bellevue. This means we are focusing specifically on support systems that help people through economic and personal crisis and provide low- and moderate-income persons with opportunities to succeed. The questions in this survey are designed to help identify gaps and solutions in the human service system in Bellevue.

Your participation in this survey is voluntary. You may choose to skip any question you prefer not to answer. Names are not collected in this survey, so responses are anonymous. The survey should take 10-15 minutes to complete. We appreciate you taking the time to share your experiences and ideas with us.

If you have any questions about the survey, please contact: Megan Beers at mbeers@bellevuewa.gov

It is important that we know a little more about the people who take this survey. We use this data to evaluate and note any gaps that might be specific to age, ethnicity, or other factors.

Demographics

Zip Code (box to enter text)

Do you live in Bellevue? (yes/no/prefer not to answer)

Do you work in Bellevue? (yes/no/prefer not to answer)



Age (box to enter text)

- Under 18
- 18-44 years old
- 45-64 years old
- 65 or older
- Prefer not to answer

Age of children/youth in your household:

How many children/youth in each of the age groups below do you have in your household? If "Not applicable" or "Prefer not to answer", please put an X in that box.

- 0-3 years old (include currently pregnant)
- 3-5 years-old
- 6-10 years-old
- 11-14 years-old
- 15-17 years-old
- 18-21 years-old
- Not applicable (no children currently living in my home)
- Prefer not to answer

Race/ethnicity (drop down)

- American Indian or Alaska Native
- Asian
- Black or African American
- Native Hawaiian or Other Pacific Islander
- White
- Other race or more than one race
- Prefer not to answer



Are you of Hispanic, Latino, or Spanish origin? (yes/no/prefer not to answer)

Primary language spoken in your household (box to enter text)

Gender identity is how someone feels about their own gender. There are many ways a person can describe their gender identity and many labels a person can use. Which of the following terms best describes your current gender identity?

- Girl or woman
- Boy or man
- Nonbinary, genderfluid, or genderqueer
- I am not sure or questioning
- I don't know what this question means
- Prefer not to answer

Sexual orientation is a person's emotional, romantic, and/or sexual attractions to another person. There are many ways a person can describe their sexual orientation and many labels a person can use. Which of these options best describes your sexual orientation?

- Straight or heterosexual
- Gay or lesbian
- Bisexual, pansexual, or queer
- Asexual
- I am not sure
- I don't know what this question means
- Prefer not to answer



Do you have a disability? (yes/no/prefer not to answer)

Is there a person with a disability living in your home? (yes/no/prefer not to answer)

What is your yearly household income?

- Less than \$10,000
- \$10,000-\$19,999
- \$20,000-\$34,999
- \$35,000-\$49,999
- \$50,000-\$64,999
- \$65,000 or more
- Prefer not to answer

How many individuals live in your household?

Human Services

1. In the last two years, which of the following services **have you used or attempted to find/access** (for yourself or a loved one) in Bellevue?

- Support to find affordable housing
- Support to maintain housing or pay bills
- Support to access to food in times of need
- Support to address discrimination or racism
- Affordable child care
- Transportation support
- Counseling services
- Domestic violence resources
- Support to access medical care or medical insurance
- Older adult services
- Support to address emotional needs or mental health



- Support to address needs about substance use
 - Services for a person with a disability
 - Other (please specify)
 - None of the above
 - Prefer not to answer
2. If you had a need to access any of the human services described above, would you know where to go to access this service? (Y/N, include box for comments)
3. Which of the services human services below have you (or a loved one) participated in? (check all that apply)
- Support to find affordable housing
 - Support to maintain housing or pay bills
 - Support to access to food in times of need
 - Support to address discrimination or racism
 - Affordable child care
 - Transportation support
 - Counseling services
 - Domestic violence resources
 - Support to access medical care or medical insurance
 - Older adult services
 - Support to address emotional needs or mental health
 - Support to address needs about substance use
 - Services for a person with a disability
 - Other (please specify)
 - None of the above
 - Prefer not to answer



If you accessed any of the above services, how did you get connected to the service? (Check all that apply)

- Referral from an organization/provider
- Referral from your child/adolescent's school
- Referral from insurance
- Word-of-mouth
- Internet search
- Other (please specify)
- Prefer not to answer

Ask respondents questions 4 and 5 below for each of the service areas they received.



4. Rate your experience with [insert name of service]

	Disagree Strongly	Disagree	Neutral	Agree	Agree Strongly	N/A	Prefer not to answer
I was able to find this service in my community							
I was able to find this service in a place that I could travel to in a reasonable amount of time							
I was able to receive this service in a reasonable amount of time after contracting the organization (i.e., the wait was not too long after initial contact)							
I was able to receive this service from an organization who supported my cultural and language needs							
I was satisfied by the quality of the support I received							



Ask the following questions of all respondents, regardless of whether they endorsed having accessed any human services.

5. Did you experience any barriers to accessing human services? If so, check all that apply

- Lack of transportation
- Care was too expensive/lack of insurance coverage
- Lack of reliable internet/broadband access
- Lack of providers who take my insurance
- Lack of supports with the specialized knowledge or experience with the challenges I was seeking help for
- Lack of culturally appropriate supports
- Lack of support providers who speak my language
- Distance/ travel needed to get to service
- Wait time for care was too long
- Services were not available
- Previous bad experience with seeking support
- Lack of available care for someone my age
- Lack of services that are tailored to my cultural background, gender identity, or sexual identity
- Stigma or discomfort with seeking care
- Concerns about quality of the services available to me
- Concerns about confidentiality of sensitive information
- Hours that service was offered didn't meet my needs
- Other: please specify
- Prefer not to answer



6. What are the top three things that Bellevue needs to better meet the human service needs in the community?
7. What is the most useful community support in Bellevue right now? What is so helpful about this service?
8. Is there anything else about human services in Bellevue that you would like us to know?



Appendix B: Provider Survey

The City of Bellevue Human Services Department is working with Health Management Associates (HMA), a national research and consulting firm, to conduct a needs update to learn about human service needs in Bellevue. This means we are focusing specifically on support systems that help people through economic and personal crisis and provide low- and moderate-income persons with opportunities to succeed. The questions in this survey are designed to help identify gaps and solutions in the human service system in Bellevue. We are asking for your input as a provider of human services (or a related service) in Bellevue.

The data from this survey will be used to understand human services offered to residents of the City of Bellevue. The survey requires you to accurately identify locations of services. It also asks about what services your organization would like to add to its service continuum and/or expand. Below we ask for the name of your organization, as well as permission to contact you with any follow-up questions.

We anticipate that the survey will take 10-15 minutes to complete.

If you have any questions about the survey, please contact: Megan Beers at mbeers@bellevuewa.gov

Demographics

1. Please enter the name of your organization (OPEN RESPONSE)
2. Can we contact you for any follow-up questions? (YES/NO)
 - If yes, ask 2A and 2B:
 - 2A Email
 - 2A Phone number



3. What is your role with the above organization?

- Executive leader
- Program manager/director
- Other supervisory role
- Individual contributor (teacher, therapist, case manager, peer support, family navigator, etc.)

4. In what city(s) is your organization located?

5. In what city(s) does your organization provide services?

6. What age groups does your organization serve? Select all that apply.

- 0-5 years old
- 6-17 years old
- 18-24 years old
- 25-64 years old
- 65+ years old



Human Services

The following questions focus on understanding your organization's current human service array.

1. Please check all that apply for human services currently offered within your organization.

- Support to find affordable housing
- Support to maintain housing or pay bills
- Support to access to food in times of need
- Support to address discrimination or racism
- Affordable child care
- Transportation support
- Counseling services
- Domestic violence resources
- Support to access medical care or medical insurance
- Older adult services
- Support to address emotional needs or mental health
- Support to address challenges with substance use
- Services for a person with a disability
- Other (Please specify)
- None of the above



2. Are there human services that your organization doesn't offer but would like to or that you would like to expand within your organization but experience barriers to doing so? Check all that apply.

- Support to find affordable housing
- Support to maintain housing or pay bills
- Support to access to food in times of need
- Support to address discrimination or racism
- Affordable child care
- Transportation support
- Counseling services
- Domestic violence resources
- Support to access medical care or medical insurance
- Older adult services
- Support to address emotional needs or mental health
- Support to address challenges with substance use
- Services for a person with a disability
- Other (please specify)
- None of the above

3. If you noted services above that your organization would like to expand but experience barriers to doing so, please describe the barriers (e.g., funding, staffing, etc.) (OPEN RESPONSE)



4. Over the last 2 years, have you seen any change in the demographics of who your organization is serving? (YES/NO). If yes, please explain (OPEN RESPONSE).

5. What is the most significant challenge facing your organization today? (LIMIT RESPONSE OPTIONS TO SELECT ONLY ONE)

- Incomplete system of continuum of care
- Lack of collaboration with stakeholders
- Limited ability to use data to drive program decisions
- Limited staff with necessary experience and training
- Limited staff with necessary language proficiency for families you serve
- Meeting the demand for services
- Recruiting and maintaining staff with needed experience and training
- Sustainable funding for service
- Waitlist/wait times to access programs and services
- Workforce recruitment and retention
- None
- I don't know
- Other (Please specify)

6. When referring a client/family to other community resources/supports, do you have information you need about available resources?

- Yes, I generally have the information I need about available community resources/supports
- Sometimes/with some resources/supports I have the information I need, but sometimes/with some resources/supports I do not
- No, I do not have the information I need about available community resources/supports



7. When referring a client/family to other community resources/supports, what barriers to accessing care do you encounter? Check all that apply.

- Lack of transportation
- Cost of care
- Lack of providers with specialized knowledge or experience
- Lack of culturally appropriate providers
- Lack of providers who speak client's primary language
- Distance/ travel needed to get to service
- Wait time for care was too long
- Client had a previous bad experience with seeking care
- Lack of available care for needed for client age
- Lack of culturally appropriate services
- Client/family discomfort with seeking care related to stigma or other factors
- Concerns about quality of the services available to the client
- Client concerns about confidentiality of sensitive health information
- Hours that services are offered don't meet client needs
- Other (Please specify)

8. Do you receive feedback about community resources/supports from the individuals you refer to these services?

- Yes
- No

SHOW Q9 TO THOSE WHO ANSWER YES TO Q8

9. If yes, how satisfied are people with the availability and quality of services they receive? (rate satisfaction from 1 (not at all satisfied) to 5 (completely satisfied) for each of the following service components.



- Access (wait times)
- Distance required to travel to service
- Number of resources available in community
- Quality of care received
- Cost
- Services are culturally/ linguistically appropriate

10. What do you think would improve human services in the City of Bellevue?
(OPEN RESPONSE)

11. Have you noticed any changes in the availability of funding sources
(YES/NO). If yes, please explain (OPEN RESPONSE).

12. Please share any other thoughts or comments regarding human services in
the City of Bellevue. (OPEN RESPONSE)



Appendix C: Provider Survey Respondents

Organization

Athletes for Kids

Attain Housing

AtWork!

Bellevue College

Bighug-KARC

Businesses Ending Slavery and Trafficking (BEST)

Catholic Community Services (4 responses)

Centro Cultural Mexicano

Chinese Information and Service Center (CISC)

Community Homes, Inc

Congregation for the Homeless

Eastside For All

Habitat for Humanity Seattle King and Kittitas Counties

HERO House NW

Hopelink (2 responses)

IKRON Greater Seattle

Influence the Choice (2 responses)

KidsQuest Children's Museum (2 responses)

Kin On Health Care Center (3 responses)



Kindering (2 responses)
King County Sexual Assault Resource Center
LWUMC Safe Parking
Mary's Place (2 responses)
NAMI Eastside
Reclaim (formerly Snoqualmie Valley Shelter Services)
Solid Ground
Sound Generations (3 responses)
The Sophia Way
Ubumwe Women's Association Services
Washington Poison Center
YMCA of Greater Seattle
YWCA

The total number of responses listed here is fewer than the number of survey respondents, due to some participants choosing not to list their organization in their response.



Appendix D: Focus Group and Interview Guides

Human Services Needs Update: Focus Group and Interview Guide

Thank you for taking time to talk with us. We are _____ (names) from Health Management Associates. We are working with the City of Bellevue's Human Services team to conduct a needs assessment to learn about human service needs in Bellevue. Human services are support systems that help people through economic and personal crisis and provide low- and moderate-income persons with opportunities to succeed. As part of this assessment, we are doing surveys and focus groups, to hear directly from community members about what is working well and where there are gaps in these supports.

We have talked with people who work in organizations that provide these services to get their thoughts about what is currently available, what services are missing, and what else is needed.

Now we are talking with people like you – community members who may have accessed or needed to access these services – about what you see as unmet human service needs in the community. We are having six of these group conversations.

We will put all this information together and share it with the City of Bellevue, who will use the information to help inform strategies for improving the well-being of Bellevue residents. None of the comments will be linked to individual participants.

What we are doing today is just having a conversation. We will start with some questions for you. There are no right or wrong answers. The conversation will last about 90 minutes.



I want to make sure everyone knows that their participation is completely voluntary. You do not have to participate. If you decide not to participate, that's fine. Your decision will not affect any services you receive or any other activities you participate in. If you decide to participate, you do not have to answer any questions you don't want to answer. You should also always feel free to stop sharing, leave the room, and take some time to yourself. We want to make sure everyone is comfortable and can do what they need to do to take care of themselves.

Ground Rules:

- There are no right or wrong answers.
- You don't have to answer any questions you don't want to answer.
- You can step out or leave at any time.
- Everything said in here is confidential.
- Please make space for other people to talk.
- Let's try to stay focused on the topics. It's so important that we hear from you about the services and resources that are available and those that are missing.

Does anyone have any questions?

Questions

From your perspective, what makes up a healthy community?

When you think about human service needs in your community, what do you think people most need? Do you think those things are available in your community?

If you, or someone you know, needed some of these things, do you think they would be able to find them?

Who or where do you turn to get information about resources available in your community? Where do you get the information you need?



What barriers might you or someone you know face in accessing human services?

Have you accessed human services in your community? If so, what has been your experience accessing this support?

What 1- 2 things would you say would have the MOST positive impact on the City of Bellevue?

Last Question: Is there any question we should have asked and haven't? What do you know that we also need to know?



Appendix E: Qualitative Data Sources

Focus Population or Service Area	Type	Notes
African Diaspora Community	Focus Group	Hosted in partnership with: <ul style="list-style-type: none"> • Africans on the Eastside • Congolese Integration Network • Ubumwe Women’s Association • WA State Coalition of African Community Leaders
African Diaspora Community	Panel Presentation to Human Services Commission	Panel Participants: <ul style="list-style-type: none"> • Africans on the Eastside • Congolese Integration Network • Ubumwe Women’s Association • WA State Coalition of African Community Leaders
Asian American and Pacific Islander (AAPI) community	Panel Presentation to Human Services Commission	Panel Participants: <ul style="list-style-type: none"> • Asian Counseling and Referral Service • Chinese Information and Service Center • Indian American Community Services
Capacity building for human services organizations, to support organizational development	Panel Presentation to Human Services Commission	Presentation by Communities Rise
Disability Community	Key Informant Interview	City of Bellevue Americans with Disabilities Act, Title VI, and Equal Opportunity Officer



Disability Community	Key Informant Interview	City of Bellevue Community Services Supervisor, Highland Community Center
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Disability Community	Panel Presentation to Human Services Commission	Panel Participants: <ul style="list-style-type: none"> • Community Homes • Open Doors for Multicultural Families • Kinderling Center
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Faith Communities	Coalition Meeting	Eastside Interfaith Social Concerns Council meeting
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Food Security	Coalition Meeting	Nourishing Networks meeting
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Housing and Homelessness	Coalition Meeting	Eastside Homelessness Advisory Committee meeting
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Housing and Homelessness	Panel Presentation to Human Services Commission	Discussion on the root causes of homelessness by City of Bellevue's Homelessness Outreach Program
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Housing and Homelessness	Panel Presentation to Human Services Commission	Presentation about Housing Connector
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Immigrant and Refugee Community	Key Informant Interview	Executive Director, Muslim Community Resource Center
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Immigrant and Refugee Community	Key Informant Interview	Board Chair, Immigrant Women's Community Center
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Justice-Involved Residents	Group Key Informant Interview	City of Bellevue Probation
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Latinx	Focus Group	Hosted in partnership with 4 Tomorrow
Latinx	Panel Presentation to Human Services Commission	Panel Participants: <ul style="list-style-type: none"> • 4 Tomorrow • Youth Eastside Services • Centro Cultural Mexicano
LGBTQIA2S+ (Lesbian, Gay, Transgender, Questioning, Intersex, Asexual, or Two-Spirit)	Focus Group	Hosted in partnership with Pride Across the Bridge
Older Adults	Focus Group	Hosted in partnership with North Bellevue Community Center
Older Adults	Panel Presentation to Human Services Commission	Panel Participants: <ul style="list-style-type: none"> • Bellevue Network on Aging • Bellevue Fire Cares • Indian American Community Services • Chinese Information and Service Center • Sound Generations
Recruiting/retaining staff for human services	Panel Presentation to Human Services Commission	Panel Participants: <ul style="list-style-type: none"> • Hopelink • Friends of Youth
Youth	Panel Presentation to Human Services Commission	Panel was comprised of youth from Latino HEAT and the Bellevue School District



Appendix F: City of Bellevue Human Services Funding sources

Human Services Fund: Funds are allocated from the City of Bellevue's General Fund; the amount of the Human Services Fund is determined by City Council as part of the City's regular biennial budget process. The Human Services Fund typically grows by estimated increases in inflation and population growth.

- \$4.8m allocated in 2023.
- Funds can be used to support the entire human services continuum.

Housing Stability Program (1590) Behavioral Health and Housing Related Services: The Housing Stability Program is funded by one-tenth of a percent sales tax. 15% of the annual revenues were designated by City Council to support behavioral health and housing-related services in the community.

- \$1.75m allocated in 2023.
- Housing Stability Funds cannot supplant existing funding to behavioral health and housing-related services.

Community Development Block Grant: Funds from the federal Department of Housing and Urban Development (HUD) for housing and community development activities that meet a National Objective as defined by HUD and address priority needs identified by the city.

- \$1.0m allocated in 2023.
 - 15% to Public Services
 - 20% to Administration and Planning
 - 65% to Programs: Home Repair & Micro Enterprise Assistance



Appendix G: Key Terms

The following is intended to provide context for key terms used throughout the needs update.

Capacity Building: A broad set of activities designed to increase the capability and expansiveness of the human services infrastructure to respond to community needs. This could include investing in agencies or programs not previously funded, initiatives to create sustainability within organizations, and technical assistance to increase an organization's ability to deliver on their mission.

Culturally and Linguistically Specific Services: Services that are designed for a particular linguistic or cultural community and delivered by individuals from that community.

Culturally Responsive: A system that values diversity, understands differences and develops services and supports to meet the unique needs of each community.

Direct Costs: Costs that are connected to a particular grant or activity, such as the salary and benefits of a case manager working directly with clients, the purchase of material goods to distribute to residents, or mileage reimbursement for a staff member making home visits.

Disability: Disability, according to the social model, is a condition that arises when the physical, sensory, cognitive, or psychological differences of an individual interact with societal structures, norms, and environments that are not designed for their inclusion or success. It emphasizes that disability is not solely a consequence of a person's condition. It is shaped by individuals and systems that place value on people's bodies and minds based on societally constructed ideas of normalcy, intelligence and excellence and is also shaped by the extent to which society removes or constructs barriers, promotes or denies inclusion, and fosters or denies equal opportunities for those with disabilities.



Disparities: One group is systematically faring worse than another for reasons that are not due to the group’s needs, eligibility, or preferences.

Equity: Each person has the resources and services to thrive, such that disparities are eliminated, and outcomes improve for all. Simply put, in an equitable society, one’s identities (race, gender, disability, etc.) are not accurate predictors of an individual’s future outcomes. Different from equality, equity accounts for the unique identities, circumstances, and histories of different people as well as different experiences with institutions and systems.

Historically Marginalized Communities: Communities that have been systemically underserved and have faced systemic disadvantages and discrimination due to their identity, including Black, Indigenous, and People of Color (BIPOC), LGBTQIA2S+ individuals, immigrants and refugees, and people with disabilities. These communities often experience limited access to resources, opportunities, and equitable services, leading to disparities in areas such as housing, education, employment, and healthcare.

Human Services Continuum: A spectrum of services meeting the essential needs of low- and moderate-income households, providing them with the equitable opportunity to grow and thrive.

Human Services Commission: The Human Services Commission is composed of seven volunteer Bellevue residents with one ex-officio member from the Bellevue Police Department. Commissioners are appointed by the Mayor with Council approval and serve four-year terms. The Commission advises the City Council concerning human services planning and funding. The commission is charged with representing the diversity of the community and provides the public with opportunities to be involved in Commission activities.

Indirect/Administrative Costs: Costs that are connected to shared objectives of an organization that are not tied with a particular grant activity but are essential to an organization’s functioning. Examples include rent and other facility expenses and human resources or finance functions that provide



support across an organization. Fundraising expenses are not allowable expenses for human services contracts.

LGBTQIA2S+: Lesbian, Gay, Bisexual, Transgender, Questioning, Intersex, Asexual and Two-Spirit, which refers to Indigenous people who express their gender or sexual identities as different from others.

Low and Moderate Income: As established by the Department of Housing and Urban Development (HUD), low income means a family or household income at or under 50 percent of the Area Median Income and moderate income includes households and families with an annual income above 50 percent and under 80 percent of the Area Median Income.

Systemic Inequity: Historic and/or current policies and practices in our society that have contributed to an unequal system that consistently reduces or blocks access to resources and opportunity or that consistently causes harm for some communities.





For alternate formats, interpreters, or reasonable modification requests please phone at least 48 hours in advance 425-452-2886 (voice) or email rblaw@bellevuewa.gov. For complaints regarding modifications, contact the City of Bellevue ADA, Title VI, and Equal Opportunity Officer at ADATitleVI@bellevuewa.gov.

If you have any questions regarding the ADA statement above or need help, please reach out to ADA, Title VI, and Equal Opportunity Officer using the contact information above.



Endnotes

- 1 https://www.lgbtmap.org/equality_maps/profile_state/WA
- 2 <https://www.seattletimes.com/seattle-news/data/more-than-10-of-seattle-residents-identify-as-lgbtq-on-par-with-san-francisco/>
- 3 <https://socialwork.uw.edu/wageequitystudy>
- 4 <https://www.501commons.org/resources/putting-people-first/2023-nonprofit-wage-benefits-survey-report>
- 5 Retrieved from <https://kcrha.org/wp-content/uploads/2022/06/PIT-2022-Infograph-v7.pdf>
- 6 Ibid
- 7 <https://kcrha.org/wp-content/uploads/2022/06/PIT-2022-Infograph-v7.pdf>
- 8 Email communication from Bellevue School District October 18, 2023.
- 9 Ibid
- 10 Ibid
- 11 Email communication from Bellevue School District December 5, 2023
- 12 Ibid
- 13 <https://doh.wa.gov/sites/default/files/2023-08/141-076-AdolescentMentalHealthSignificantChallengesAndStrategiesForImprovementWA.pdf?uid=653c5e4063a19>
- 14 <https://www.seattletimes.com/seattle-news/king-countys-2023-fentanyl-deaths-top-1050-surpassing-record/>
- 15 <https://assets.speakcdn.com/assets/2497/washington-2021101912193420.pdf>
- 16 <https://childcareawarewa.org/advocacy/#data>
- 17 <https://www.childcareaware.org/our-issues/research/ccdc/state/wa/>



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Page 62: Indian American Community Services

Page 64: Youth Eastside Services

Page 65: The Sophia Way

Page 66: The Sophia Way

Page 79: The Sophia Way

Page 84: International Community Health Services

Page 91: International Community Health Services

Page 92: King County Sexual Assault Resource Center

Page 95: The Sophia Way

Page 105: Indian American Community Services

Page 108: Chinese Information and Service Center

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