

Data Gathering Process & Organization of Report

Public Involvement: Input on Health and Human Services Needs

To obtain a comprehensive picture of human services needs and issues in Bellevue, staff met or talked by phone with a diverse group of stakeholders who live, provide services and/or work in the City. Care was taken to include, whenever possible, those groups or individuals that would be underrepresented in the more traditional data gathering methods, such as in phone surveys. This section outlines the many ways this outreach was accomplished and discusses the organization of the report.

Public Meetings with City Council, Human Services Commission and Parks and Community Services Board

- Human Services Commission public meeting January 20, 2005
- Human Services Commission public hearing April 5, 2005
- Parks & Community Services Board public meeting April 12, 2005
- City Council study session April 25, 2005
- Human Services Commission public meetings May 17, 2005
July 19, 2005
Sept. 8, 2005
Oct. 18, 2005
Nov. 15, 2005

Bellevue Residents

Random digit dial telephone survey: This survey was conducted by a local research firm of 443 Bellevue residents in February and March 2005. This number provides a statistically valid sample to allow for projection to the entire population with an error rate of $\pm 4.7\%$ at a 95% confidence level. A total of 31 phone interviews were conducted in the following languages: Spanish (14), Chinese (7), Vietnamese (3), Japanese (2), Korean (1), Hindi (1), Thai (1), Lao (1), Romanian (1). By comparison, in the 2003 survey, 21 surveys were conducted in a language other than English. A third-party translation service that allowed for an unlimited number of language capabilities was used.

The respondents were asked to rate a series of thirty-three potential problem areas in the

community and twenty-nine household problem areas as to whether they were a major, moderate, minor, or no problem. In addition, respondents were asked questions about the accessibility to and quality of human services. Information on the findings from this survey can be found throughout this *Human Services Needs Update* report.

Consumer Survey: This survey was completed by 181 Bellevue residents who are consumers of services at Hopelink Food Bank, Bellevue Community College English-as-a-Second-Language classes, Public Health - Seattle & King County Eastgate Clinic, and the Crossroads Shopping Center Mini-City Hall. Surveys were also distributed at several local grocery stores that sell specialty foods to Hispanic/Latino, Russian, and Asian consumers. Surveys were distributed between April and June 2005. Surveys were available in six languages other than English: Spanish, Russian, Vietnamese, Korean, Chinese and Bosnian. Respondents were asked to rate thirty household problems as to the degree they were or were not a problem, as well as how accessible services were, including barriers preventing access. It is important to note that because the samples were so small (see table on next page), the results are not statistically valid, e.g., it was not a random sample. The information will be used anecdotally to show general themes about human services needs within these groups who were underrepresented in the phone survey. Findings from this survey are referenced throughout the *Human Services Needs Update*.

Language	Number of consumer surveys
English	71
Russian	49
Spanish	47
Chinese	11
Vietnamese	3

Focus Groups: A total of 18 focus groups were conducted with Bellevue residents representing a wide range of stakeholders including seniors, youth, low-income people, parents of children with disabilities, Bellevue School District nurses, homeless men, and people with disabilities. Different races and ethnicities were included among the participants, mirroring the growing diversity in Bellevue. See Appendix G for a detailed listing of these groups and dates they were conducted.

Human Services Providers and Administrators

Provider Surveys: Forty-three of 63 health and human services providers that serve Bellevue residents completed an on-line survey summarizing trends, utilization rates, gaps, and barriers. This represents a 68% return rate. Information from these surveys is included throughout the report.

Key Informant Interviews: Fourteen individuals were interviewed either in person or on the phone between March and August 2005. These included people who either provide services to or are part of the following groups:

Somali	U.S. Military Veterans
Immigrants & Refugees	Low-Income People with
Latino Youth	Dental Needs
Hmong	Survivors of Domestic
Vietnamese	Violence
People with Disabilities	Low-Income Individuals &
	Families

Comments from Faith Communities on the Eastside: Twelve of 151 faith communities on the Eastside responded to a survey asking them to describe what human services the public is asking for, and what they could provide and what they

could not provide. Faith communities provide a variety of basic need services — through outreach and on-site programs such as food pantries and funds for emergency shelter and other expenses — that rarely are formally counted as resources in the community. The survey also asked faith communities if they were currently sponsoring refugees for resettlement on the Eastside.

City of Bellevue Staff from Other Departments and Divisions: An on-line survey was sent to 138 key staff who work directly with customers to determine how often they are asked for information about human services and what were the most frequently requested. Seventy employees responded to this survey.

Other Sources of Information

Reports, Studies and Web Sites: Many organizations, both public and private, produce in-depth reports focusing on specific topic areas, such as housing, unemployment, seniors, youth, or public health issues. These reports often offer a broad national, statewide, or regional perspective that is useful in comparing trends.

Some examples of those referenced in this report are:

- Bellevue School District - District and School Profiles 2003-04
- City of Seattle Aging and Disability Services, Area Plan on Aging 2004-2007
- United Way of King County Community Assessment 2004
- Public Health-Seattle & King County 2003 HIV/AIDS Care Services Needs Assessment

Other reports referenced were produced in other departments within the City, including the *City of Bellevue, United States Census 2000 Citywide and Regional Trends, Vol. 1*, and *Vol. 2*, and *Bellevue Economic Profile, May 2005*.

Limitations of the Data: The data in the *Needs Update* came from reliable sources. However, as in all reports, care must be taken in interpreting the data because of the presence of certain variables

over which the researcher has no control. For example, changes in public awareness of certain community-level problems like domestic violence or teen birth rates can affect the public perception of their prevalence. A highly publicized case of sexual assault can lead to increased reports for a short period of time, which then drop off to previous levels. Typically, observing a trend over a period of several years gives a better indication of the extent of the problem. Whenever possible, trends observed over at least three years are included in the *Needs Update*.

Other issues frequently encountered that affect the quality or quantity of data available include:

- inability to obtain unduplicated counts of certain populations such as the homeless, who are difficult to track because of their mobility;
- underreporting of income or problems like rape or domestic violence because of the personal nature of the topic;
- lack of data for a smaller geographic area like Bellevue, so estimates must be extrapolated from a larger area like the county or based on national prevalence;
- lack of access to underrepresented groups, such as those who are disabled, those who speak languages other than English, or the frail elderly; and
- changes in methods of reporting or collecting data.

Organization

This report is organized into twelve sections:

Overview

Introduction

Data Gathering Process & Organization of the Report

Bellevue's Investment in Human Services - What's Working

This section describes how Bellevue determines the amount of funding allotted for human services and gives examples of how past and current

investments are making an impact in the lives of Bellevue residents.

Bellevue: A Community Profile

This section gives a short demographic overview of the people who live in Bellevue, utilizing data from the U. S. Census 2000 and census updates as available.

Quality of Life in Bellevue

This section describes what people living here think about the Bellevue community, including both assets and problems, drawing primarily from phone and consumer surveys.

Health and Human Services: Who Needs Them in Bellevue?

This section discusses key findings from the 2005 phone survey about characteristics of residents who report having problems in their households, as well as where they seek and find help. Barriers to accessing human services are also discussed.

Regional Planning and Funding Initiatives

This section summarizes the various regional planning and funding efforts in King County that attempt to coordinate services and maximize effective use of funds for human services needs.

Special Focus Areas

- **Public Transportation Access for Health and Human Services on the Eastside**
- **Working Poor: Working Full-time and Not Making a Living in Bellevue**

Goal Areas

Again this year the *Human Services Needs Update* has been organized using the five community goal areas that were developed by United Way of King County and adopted by other funders such as Bellevue, Seattle, and King County.

These five community goal areas are:

Goal #1: Food to Eat and a Roof Overhead

- *Food Security and Hunger*
- *Homelessness*
- *Affordable Permanent Housing*

Goal #2: Supportive Relationships Within Families, Neighborhoods and Communities

- *Social Support*
- *Legal Assistance*
- *Information and Referral*

Goal #3: Safe Haven from All Forms of Violence and Abuse

- *Domestic Violence*
- *Child Abuse & Neglect*
- *Sexual Assault, Rape and Child Sexual Abuse*

Goal #4: Health Care to Be as Physically and Mentally Fit as Possible

- *Medical Care*
- *Dental Care*
- *HIV/AIDS and other Sexually Transmitted Infections (STIs)*
- *Substance Abuse*
- *Mental Health*

Goal #5: Education and Job Skills to Lead an Independent Life

- *Employment/Training*
- *Child Care*

Appendix G: List of Focus Groups & Consumer Survey Sites

Appendix H: Key Informant Interviews

Appendix I: Public Hearing Notice

Appendix J: Agencies and Services by Goal Area

Appendix K: Zip Code Map

Appendix L: Census Maps of Bellevue Neighborhoods

Appendix M: Location of Human Services Agencies in Bellevue

Each section summarizes data collected from a variety of sources for each service area, including - prevalence, service trends, community perceptions, as well as implications for future planning.

Specific Populations

Four specific populations are included here that merit a stand-alone section due to the amount of information available and their impact in the community:

- People with Disabilities
- Refugees and Immigrants
- Seniors
- Youth

Appendices

Appendix A: Survey Tool - Telephone Survey

Appendix B: Table of Telephone Survey Results

Appendix C: Demographic Profiles/Telephone Survey Summary

Appendix D: Survey Tool - Consumer Survey

Appendix E: Survey Tool - Provider Survey

Appendix F: Survey Tool - Faith Communities Survey