

Methodology

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 with a diverse group of stakeholders who live, provide services and/or work in the City. Data used in the report comes from the telephone/online survey, consumer and provider survey, Community Conversations, key informant interviews, and extensive review of reports and websites. Care was taken to include, whenever possible, those groups or individuals that might be underrepresented in more traditional data gathering methods.

In light of the economic downturn’s continuous effect, community members were asked additional questions about how the economy continues to impact their lives (or service participants’ lives, if they were providers). This section outlines the many ways this outreach was accomplished and describes the organization of the report.

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

• Human Services Commission public meetings	January 20, 2011 February 15, 2011
• Parks & Community Services Board public meeting	March 8, 2011
• City Council study session	April 4, 2011
• Human Services Commission public meetings	June 7, 2011 July 19, 2011 Sept. 8, 2011 Nov. 15, 2011

Bellevue Residents

Telephone and web-based survey:

In March and April 2011, a local research firm conducted a survey of 409 Bellevue residents (256 by phone, 153 online). This represents a statistically valid sample to project to the en-

tire population at a 95% confidence level (Error Rate: $\pm 4.67\%$). This year, the sampling and data collection methodology was changed from a Random Digit Dialing telephone survey to one that included a web-based option. This multi-modal approach compensates for the increase of cell phone-only and primarily cell phone households (previously unaccounted for in strictly address-based sampling). For more information about the methodology of the phone/online survey, please see Appendix G.

Dual data collection modes result in a final sample that is more representative of the general population than a phone-only survey. For example, those responding online were more likely than those reached by phone to be renters, residents of multi-family dwelling types, and newer Bellevue residents. In addition, online respondents were more likely to be male and younger. More than half (53%) of those responding online were cell phone-only households.

Phone survey respondents were offered the option of answering the survey in languages other than English through the use of a Telephone Language Line. In 2009, 32 interviews in foreign languages were conducted using a third-party translator over the telephone. As a result of switching to mixed-mode in 2011, only two foreign language surveys were conducted over the phone—one in Mandarin, one in Farsi. Although far fewer phone surveys were completed in another language, many of those surveyed online were bilingual (See table on the next page).

Cell phone usage is higher and there is lower penetration of landline telephones in non-Caucasian households.¹ It seems possible that either individuals were fluent enough for online completion or a household member

Languages Spoken by Respondents to the Phone/Online Survey		
Languages Spoken at Home	N	Percent
Weighted		
English	327	82%
Chinese	32	8%
Armenian	11	3%
Spanish	11	3%
Korean	10	3%
Russian	8	2%
Other	8	2%
Hindi	7	2%
German	6	1%
Japanese	6	1%
Telugu/Telueu	4	1%
French	4	1%
Persian/Farsi	4	1%
Tai/Taiwanese	4	1%
Vietnamese	3	1%
Filipino	2	1%
Swedish	2	0%
Serbo/Croatian (Bosnian)	2	0%
Hebrew	2	0%
Bulgarian	1	0%
Portuguese	1	0%
Polish	1	0%
Turkish	1	0%
Mandarin	1	0%
Cantonese	1	0%
	457	1.0

spoke English well enough to help conduct the survey.

All respondents rated a series of 35 potential community problem areas and 35 household problem areas as ‘major,’ ‘moderate,’ ‘minor,’ or ‘no problem.’ In addition, respondents answered questions about accessibility to and quality of human services. The survey also included a new set of questions measuring the economic downturn’s impact on Bellevue residents.

Consumer Survey: Unlike the phone and online survey, this survey specifically targeted Bellevue residents receiving human services. This survey was distributed between April and

June 2011 and completed by more than 140 participants in Hopelink’s Bellevue Food Bank, Bellevue College English-as-a-Second-Language classes, Hopelink’s English-as-a-Second-Language classes, Sea Mar Health Clinic, City of Bellevue community centers, and the Crossroads Shopping Center Mini-City Hall. Surveys were available in English, Spanish, Russian, Vietnamese, Korean and Chinese; however, though some people completed the survey in English, 71 % of the respondents indicated that the primary language spoken at their homes was not English. This further increased the diversity of the group completing this survey.

Languages Spoken by Consumer Survey Respondents		
Primary Language Spoken at Home	Number of respondents	Percentage
English	41	29.5%
Mandarin	16	11.5%
Vietnamese	11	7.9%
Farsi	8	5.7%
Spanish	35	25.2%
Cantonese	5	3.6%
Russian	13	9.4%
Cambodian (Khmer)	4	2.9%
Chinese	2	1.4%
Tamil	2	1.4%
Korean	2	1.4%
Italian	1	0.7%
Bulgarian	1	0.7%
Hebrew	1	0.7%
Portugese	1	0.7%
Japanese	1	0.7%
Burmese	1	0.7%
Urdu	1	0.7%
Did not respond	6	4.3%

Respondents were asked to rate the degree to which 30 household issues were or were not a problem, as well as service accessibility. Due to the nonrandom nature and small sample size, these results are not statistically valid. However, they can be used anecdotally to demonstrate general themes about human services needs within groups underrepresented in the phone survey.

Community Conversations: Bellevue residents or service providers participated in 22 informal focus groups for the Needs Update, called Community Conversations. Different races and ethnicities were included among the participants, mirroring the large diverse population in Bellevue. See Appendix D for a detailed listing of these groups and dates they were conducted.

Human Services Providers and Administrators

Provider Surveys: Fifty-three health and human services providers that serve Bellevue residents completed an online survey summarizing service trends, utilization rates, gaps, and barriers. This represents an 88% return rate.

Key Informant Interviews: Thirteen individuals were interviewed either in person or on the phone between March and July 2011. Key informant interviews provide insights into the needs and issues experienced by a particular population when other information is not available. Interviewees included service providers to or members of groups like:

- U.S. Military Veterans
- Immigrants and Refugees
- Older adults and their caregivers
- Low-income consumers of health care services
- Iranian and East Indian Communities

A complete list of who was interviewed can be found in Appendix E of this report.

Comments from Faith Communities on the Eastside: Faith communities provide a variety of basic need services that are rarely formally counted as community resources. Five Eastside faith communities described which human services their members most often request and what their organization could or could not provide. The survey also asked faith communities if they were currently sponsoring refugees for resettlement on the Eastside.

City of Bellevue Staff: City staff provided their

observations of Bellevue residents' human services needs. Staff represented departments that have direct contact with Bellevue residents, like Fire, Development Services, Police, Parks and Community Services, and Civic Services.

Other Sources of Information

Reports, Studies and Websites: Many public and private organizations produce in-depth reports focusing on specific topic areas like housing, unemployment, older adults, youth, or public health. These reports offer a broad national, statewide, or regional perspective useful for trend comparison. Examples of those referenced in this report include:

- King County Department of Community & Human Services Plan for Developmental Disabilities 2010-2013
- Seattle/King County Aging and Disability Services, Area Plan on Aging 2011-2015
- United Way of King County Community Assessment 2010
- The Committee to End Homelessness Ten Year Plan
- The East King County Plan to End Homelessness
- Communities Count 2011
- AARP Public Policy Review
- Washington Association of Sheriffs and Police Chiefs 2010 Annual Report

Data Limitations: 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 homelessness can affect the public perception of their prevalence. A highly publicized case of youth violence can lead to increased reports for a short period of time, which then may drop off to previous levels. Typically, observing a trend over a period of several years better indicates the extent of the problem. Whenever possible, trends observed over at least three years are included.

Other issues affecting data quality or quantity:

- Inability to obtain unduplicated counts of certain populations (e.g. the homeless, who are difficult to track because of their mobility);
- Under-reporting of certain topics given their personal nature, such as income or problems like rape and domestic violence;
- Lack of data for a smaller geographic area like Bellevue, so estimates must be projected 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 data collection and reportage methods.

Endnote

1. American Association for Public Opinion Research. (N.D.). "Coverage and sampling for RDD Cell Phone Surveys. Available at: http://aapor.org/AM/Template.cfm?Section=Cell_Phone_Task_Force&Template=/CM/ContentDisplay.cfm&ContentID=2740