



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 113: Eastside Legal Assistance Program

Page 116: Solid Ground, taken by Michael B. Maines

