

**CITY COUNCIL AGENDA TOPIC**

Report on the summary of key findings published in the 2023-2024 Human Services Needs Update

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**EXECUTIVE SUMMARY****INFORMATION  
ONLY**

Staff will share the key findings of the 2023-2024 Human Services Needs Update with Council.

**RECOMMENDATION**

N/A

**BACKGROUND/ANALYSIS**

Every two years, Human Services conducts an extensive human services needs assessment to obtain a comprehensive picture of the human services needs and issues affecting Bellevue residents. The Human Services Needs Update provides data which is used by the Human Services Commission to inform their funding recommendations to Council. The Needs Update is also used by community-based agencies and their boards, resident groups, City staff, staff in other local jurisdictions, and faith communities for planning purposes.

The City contracted with Health Management Associates (HMA), a national research and consulting firm with a specialty in health and human services, to collect and synthesize data. Data reported in the Needs Update comes from a number of sources. HMA administered a community survey and a provider survey, translated into 10 languages and distributed in print, electronically, and via a wide range of City and partner social media outlets. More than 1,000 community members and 65 human services agencies provide input as a part of the Needs Update. HMA also held focus groups, conducted key informant interviews, gathered information from City subject matters experts, and attended existing community forums to gather feedback. Interpretation was offered where needed to ensure the opportunity for participation for all those who were interested.

HMA additionally reviewed Census data, reports, research and websites that provide information on national, state, county, and sub-regional trends. Community engagement for this update centered the voices of those with lived experience accessing human the services system, along with intersectional identities including race, disability, sexual orientation and gender identity.

Collectively, the assessment presents a picture of a human services infrastructure with significant need, both strengths and challenges, and significant opportunity. The 2023-2024 Human Services Needs Update identifies the following themes from the data:

- Changing Demographics and Meeting Needs in a Culturally Specific Way
- Disproportionate Impact by Race and Language
- Knowledge of Available Resources

- Communication, Collaboration, and Convening
- Growing Challenges for Human Services Providers
- Cost of living, availability of housing, and availability of services

In addition, critical needs are identified in the following areas, with the data demonstrating disproportionate impacts on marginalized communities in most areas:

- Housing and Homelessness
- Food Security and Financial Assistance
- Health and well-being
- Violence Prevention and Survivor Support and Advocacy
- Education and employment
- Hate, Discrimination, and Bias
- Services for Older Adults
- Services for Individuals Living with a Disability

## **POLICY & FISCAL IMPACTS**

### **Policy Impact**

The 2023-2024 Human Services Needs Update, along with the Human Services Element of the Comprehensive Plan, will guide funding recommendations from the Human Services Commission. The Needs update aligns specifically with Policy HS-5: “Maintain the city’s role as a human services planner and facilitator by engaging service providers and community organizations in dialogue regarding the functioning of the present service systems, emerging needs, and the building of a complete system of services.”

### **Fiscal Impact**

There is no fiscal impact.

## **OPTIONS**

N/A

## **ATTACHMENTS**

A. 2023-2024 Human Services Needs Update

## **AVAILABLE IN COUNCIL LIBRARY**

N/A