

CITY COUNCIL STUDY SESSION

Report on the development of the 2021-2022 Human Services Needs Update.

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DIRECTION NEEDED FROM COUNCIL**DIRECTION**

Council will be provided background and an overview of the development of the 2021-2022 Human Services Needs Update. Council will also be asked for suggestions for elements they would like included in the report.

RECOMMENDATION

N/A

BACKGROUND & ANALYSIS

The 2021 - 2022 Human Services Needs Update (the "Needs Update"), along with the Human Services Element of the Comprehensive Plan, will guide the recommendations to Council from the Human Services Commission on the use of Human Services Fund and Community Development Block Grant resources for the years 2023 and 2024. The findings from the Needs Update also guide the Commission and staff in their roles as facilitators and planners in prioritizing projects over the next two years. Although other county and statewide needs assessments exist for certain service areas, such as homelessness and older adults, the Needs Update is the only one that specifically reports on the entire spectrum of health and human service needs, gaps, and barriers for Bellevue residents.

When Human Services staff presented the findings from the previous Needs Update to Council in April 2019 and presented the Human Services funding recommendation in November 2020, Council members provided feedback on components they would like to see incorporated into the 2021 - 2022 Needs Update. Based on this feedback, staff have prioritized including information in the following areas: Immigrants and Refugees, Behavioral Health (including youth mental health, suicide and substance use disorder), and Homelessness and Homelessness Prevention. Based on Council's recommendations, Human Services staff made adjustments to funding requirements to be able to support community-based agencies by simplifying the application and reducing the level of documentation required. To identify possible disproportionate impacts of human service need, the report will include data related to the intersectionality of race with each topic (e.g. intersectionality of race and homelessness).

Data collection for the Human Services Needs Update has already begun and will continue throughout the spring and summer. The Human Services Commission will take an active role in the process by participating in community conversations. Several panels of subject matter experts will provide

information to Commissioners in the next few months on issues such as human services needs for Bellevue School District students and families. Members of the Bellevue Network on Aging (BNOA) are again taking the lead in helping convene several community conversations related to older adults and assisting with outreach for the consumer survey. Staff are adjusting data collection methods to follow COVID-19 guidelines and account for the fact that many providers are only offering virtual services. Two major adjustments are that community conversations will be held virtually, and the consumer survey will take a multi-pronged approach to ensure a strong response from Bellevue residents with lived experience accessing human services. Staff will be administering the consumer survey during virtual classes held by providers, distributing flyers with a QR code and partnering with providers to encourage consumers to participate. The BNOA Outreach Committee will also be assisting to distribute the survey to older adults. The draft Needs Update report will be submitted to the Human Services Commission for approval in November 2021, and staff will present findings to Council in January 2022.

The report will include qualitative and quantitative data from the following sources:

- ◆ Analysis of data from the 1-year and 5-year estimates of the 2019 American Community Survey (ACS) and the 2010 Census data pertaining to Bellevue and East King County provided by the City's Planning & Community Development Department staff.
- ◆ An address-based survey completed by over 400 Bellevue residents by phone or online, which includes translation into Bellevue's top five languages.
- ◆ Surveys administered electronically to non-profit organizations that provide health and human services to Bellevue residents, including those currently funded by the City and some that are not.
- ◆ Key informant interviews with representatives from the faith communities in Bellevue,
- ◆ Information that relates to health and human services obtained from the Bellevue Business Survey conducted by the City's Economic Development Division.
- ◆ Consumer surveys distributed to sites in the community. Due to COVID-19, many agencies are now providing services virtually, so staff will be adjusting the approach to ensure inclusion of the important voice of consumers and those with lived experience. Staff will be working with non-profit providers, community partners, and internal City of Bellevue programs to get the survey distributed as widely as possible. These surveys are available in Russian, Spanish, Korean, Vietnamese, English and Simplified Chinese.
- ◆ Key informant interviews conducted with representatives of specific ethnic and cultural groups, as well as with individuals who are knowledgeable about other groups who may not be reached by surveys.
- ◆ Community conversations involving a variety of sub-groups such as older adults, youth, veterans, Bellevue College staff, and Bellevue School District staff.
- ◆ Discussions with City staff from departments such as Parks & Community Services (Probation; Family, Youth, & Teens; and Community Centers), Community Development (Neighborhood Outreach staff), Development Services (Code Enforcement), Bellevue Police (Affinity Groups), Fire (Bellevue Fire Cares) and Diversity Advantage Initiative staff.

- ◆ Extensive review of websites and recently published reports about local, county, regional, state, and national trends related to health and human services.

POLICY & FISCAL IMPACTS

Policy Impact

The 2021 - 2022 Human Services Needs Update, in addition to the Human Services Element of the Comprehensive Plan, will guide the Human Services recommendations to Council related to funding as well as guide staff in their roles as facilitators and planners over the next two years.

Fiscal Impact

No fiscal impact is associated with the development of this report.

OPTIONS

N/A

ATTACHMENTS & AVAILABLE DOCUMENTS

N/A

AVAILABLE IN COUNCIL LIBRARY

N/A