

# MEMORANDUM



Bellevue Parks &  
Community Services

**Date:** April 17, 2024

**To:** Parks & Community Services Board

**From:** Ruth Blaw – Manager, Human Services

**Subject:** Report on Key Findings in the 2023-2024 Human Services Needs Update  
For information only - no Board action requested

## 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 one-thousand community members and sixty-five 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 also 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 the human 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:

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- 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

Staff will provide an overview of the findings and highlight the areas that are experiencing increased need.

## **Attachments:**

1. [Human Services Needs Update | City of Bellevue \(bellevuewa.gov\)](https://www.bellevuewa.gov/human-services-needs-update)