

DATE: June 18, 2018

TO: Mayor Chelminiak and City Councilmembers

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Department of Planning and Community Development

SUBJECT: Mini City Hall at Crossroads Shopping Center

Summary

Located in the heart of the diverse Crossroads neighborhood, Mini City Hall opened its door at Crossroads Shopping Center more than 20 years ago, with the mission to provide personalized information referrals and outreach to Bellevue's diverse population in the East Bellevue community. Today, the program is well known as one of the best models in the Eastside for delivering culturally appropriate, linguistically inclusive customer service and building trust with underrepresented populations.

The City's population has now grown to be over 40 percent foreign-born and East Bellevue has seen this transformation first hand. Mini City Hall currently serves customers six days a week including Saturday from 10 a.m.-6 p.m. and holds office hours in 14 languages with staff and volunteers, with the ability to provide language interpretation to more than 150 languages over-the-phone. In 2017 alone, Mini City Hall staff served more than 24,000 people and responded to over 46,000 citizen requests.

**Languages spoken by MCH
staff, partners & volunteers:**

Mandarin Chinese, Cantonese
Chinese, Spanish, Russian,
Ukrainian, Bengali, Urdu, Hindi,
Punjabi, Korean, Farsi, Turkish,
French and Arabic

Services Mini City Hall provides:

- City programs and services
- Community information and referral
- Multi-language services and materials
- Attention to individual needs and concerns

Bringing City Hall to your neighborhood

The foundation of trust between City staff, elected officials and residents is built on meaningful interactions. Mini City Hall “brings City Hall to the neighborhood” and has demonstrated its power by engaging with people from all walks of life, especially those who are new to the City of Bellevue or even fearful of government.

At Mini City Hall, residents find access to a wide range of City services, including: the Utility Rate Reduction program, neighborhood traffic program resources, park and recreation activities, business licenses, construction project updates, affordable housing resources and connection to upcoming community events.

Fostering community partnerships

The work of Mini City Hall is possible due to the collaboration with community partnerships who work with the City as problem solvers for emerging issues. These partnerships have ranged from job counselling service during the recession, providing health care access under the Affordable Care Act, or connection to needed library services. Our community partnerships enable Mini City Hall to strengthen the City's reputation as a responsive government that walks with the community and delivers timely services.

Currently, Mini City Hall has eight active partnerships at Mini City Hall:

- Eastside Cultural Navigator Program - Partnership through a network of Eastside cities including Bellevue, Kirkland, Issaquah, Sammamish, Redmond and Snoqualmie Valley. Bilingual and culturally competent specialists to navigate complex social and government systems: employment, social benefits, medical, legal and financial services, children's school issues, housing, child care resources and how to start a business.
- Statewide Health Insurance Benefits Advisors (SHIBA) - Enrollment help with Medicare, including questions and coverage needs.
- King County Library System (KCLS) Computer Coach - Coaching on online or email accounts, social media and internet research.
- King County Public Health - Health care access, energy assistance programs, food programs and transportation needs assessment and planning.
- International Community Health Services (ICHS) – Information and access to Washington state healthcare marketplace and Medicaid.
- King County Metro (Just one trip campaign) - Reduce trips in King county, trip planning and education about transportation options.
- Hopelink Diverse Food Program – Diverse food bags to reduce hunger in our community.
- Overlake Hospital Spanish CPR Program – Enroll Spanish speakers to learn CPR skills.

Trusted Source for Services

Mini City Hall often acts as a first point of contact with residents and provides essential information about current and emerging trends in the community. Current trends include:

- a) Increased demand for affordable housing
- b) Requests for support for entrepreneurs and start-up businesses
- c) Fielding information requests about immigration and citizenship classes
- d) Ongoing access to health care enrollment

Regardless of language abilities and socioeconomic status, residents come to trust the staff at Mini City Hall to connect with City programs and community resources.