

CITY COUNCIL STUDY SESSION

Report on the Development of the 2019-2020 Human Services Needs Update.

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Parks & Community Services Department

DIRECTION NEEDED FROM COUNCIL**DIRECTION**

Council will be provided background and an overview of the development of the 2019-2020 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 2019 - 2020 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 2021 and 2022. 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 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 February 2018 and the Human Services funding recommendation in November 2018, Council members provided feedback on components they would like to see incorporated into the 2019 - 2020 Needs Update. Based on this feedback, staff have prioritized including information in the following areas: Immigrants and Refugees, Mental Health and Substance Use Disorder, and Transportation. Regarding the needs of the Immigrant and Refugee population, Human Services staff from Bellevue, Redmond, Kirkland, Sammamish, and Issaquah are collaborating on an effort to do extensive outreach to these communities to better understand their unique needs. This outreach will include one-on-one interviews and community conversations, which are informal focus groups. Staff have begun scheduling the meetings to gather this information. The workgroup will also address how to provide more technical assistance to small organizations.

Data collection will occur 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 Child Welfare and Emergency Financial Assistance. Members of the Bellevue Network on Aging are again taking the lead in helping convene several community conversations related to older adults. The

draft Needs Update report will be approved by the Human Services Commission in November 2019, and staff will present findings to Council in January 2020.

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

- ◆ Analysis of 2010 Census data and data from the most recent American Community Survey (ACS) available for the last five years 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.
- ◆ Surveys administered electronically to 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, including Christian, Muslim, and Jewish.
- ◆ 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, including the Bellevue College's and Hopelink's Eastside Literacy English-as-Second Language (ESL) classes, Crossroads Mini-City Hall, and to each of Bellevue's community centers. These surveys are available in Russian, Spanish, Korean, Vietnamese, and 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, people experiencing homelessness, and Bellevue School District staff.
- ◆ Discussions with City staff from departments such as Parks & Community Services (Probation 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 city, county, regional, state, and national trends related to health and human services.

POLICY & FISCAL IMPACTS

Policy Impact

The 2019 - 2020 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