

Agenda

- Background
 - Information and Referral
 - Community Partnerships
 - Community Impact
 - Trends
 - Next Steps
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- Information only, no action requested



Background



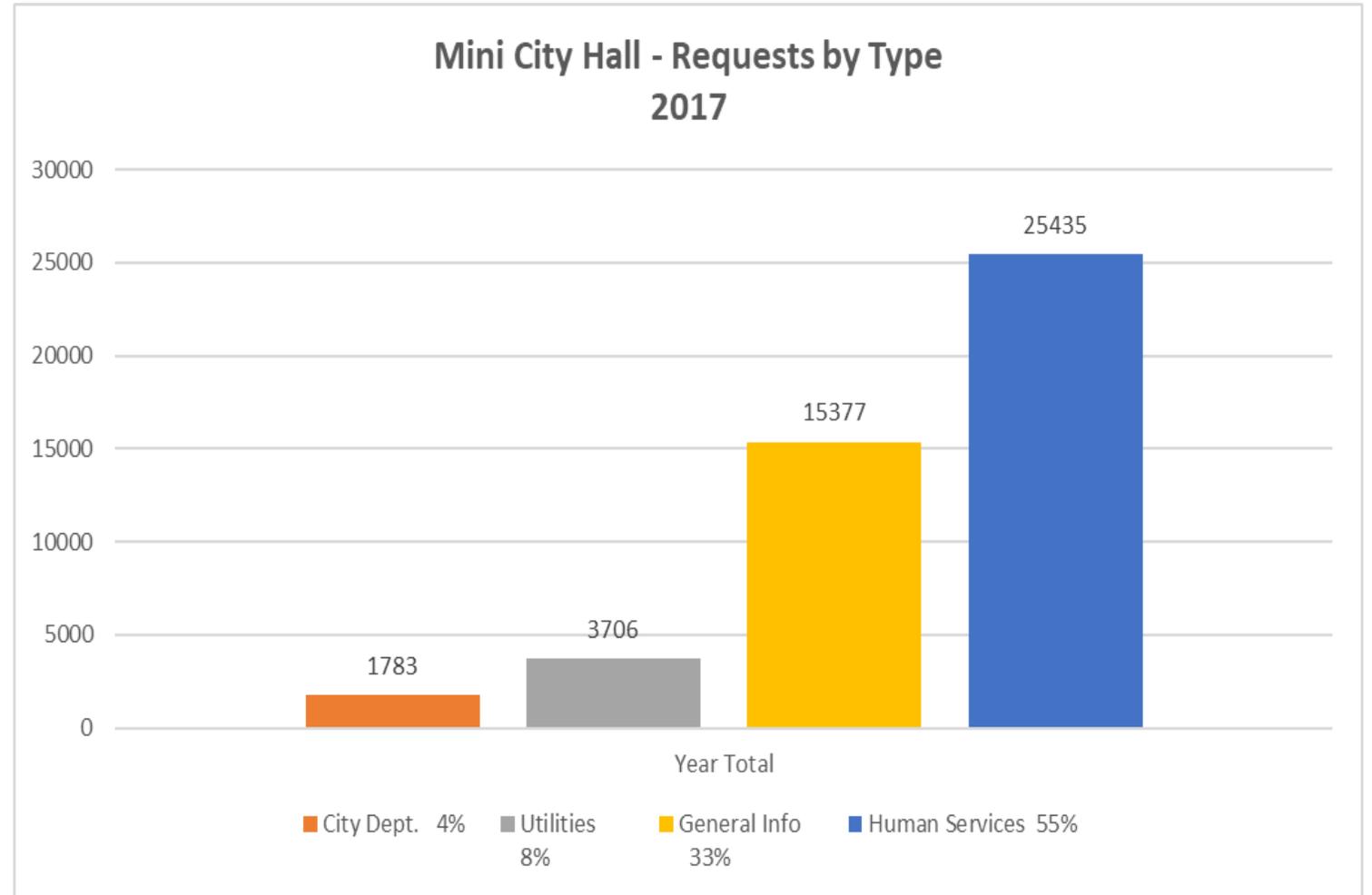
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Information and Referral

In 2017

Number of Visitors
21, 584

Number of Requests
46,300



Not a Usual Day

General information (non-city)

- King County, State, Federal issues
- Election and voter registration,
- Pet licenses and marriage license
- Property tax relief
- business startup licenses
- Free tax preparation
- Tourism and visitor's information
- Newcomers welcome packages
- Cultural connections
- Neighborhood organizing
- Community events



City Services

- Parks and recreation opportunities
- Transportation projects updates
- Civic engagement opportunities
- Connection to city council
- Code compliance and land use concerns
- Utility rate reduction programs
- Home repair program
- Neighborhood mediation
- Neighborhood programs
- Safety & crime prevention
- Neighborhood traffic calming



Welcoming the World

In-Person Multilingual Service

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



Community Partnerships

- Eastside Cultural Navigator Program
- Statewide Health Insurance Benefits (SHIBA)
- King County Library System (KCLS) Computer Coach
- King County Public Health
- International Community Health Services (ICHS)
- King County Metro (Just one trip campaign)
- Hopelink Diverse Food Program
- Overlake Hospital Spanish CPR Program



Community Impact

- Safe and trusted place
- Serves people who would normally not come to City Hall
- We listen to you
- Responsive government – partnerships to bridge service gap
- Humanize government - welcoming and accessible



Trends

- Increase demand for affordable housing
- Support for Entrepreneurs and Start-Up businesses
- Immigration and Citizenship Classes
- Health Care Enrollment



Recognition

Barb Tuininga

20 years of service



Next Steps

5-year lease renewal @
Crossroads Shopping Center

Contact Information

Mini City Hall

Crossroads Shopping Center

15600 NE 8th Street

Business Hours

Monday – Saturday

10 am - 6 pm

Telephone

425-452-2800

Email

Minich@bellevuewa.gov

