



City of Bellevue

Crossroads Mini City Hall Update

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Community Development

February 8, 2021



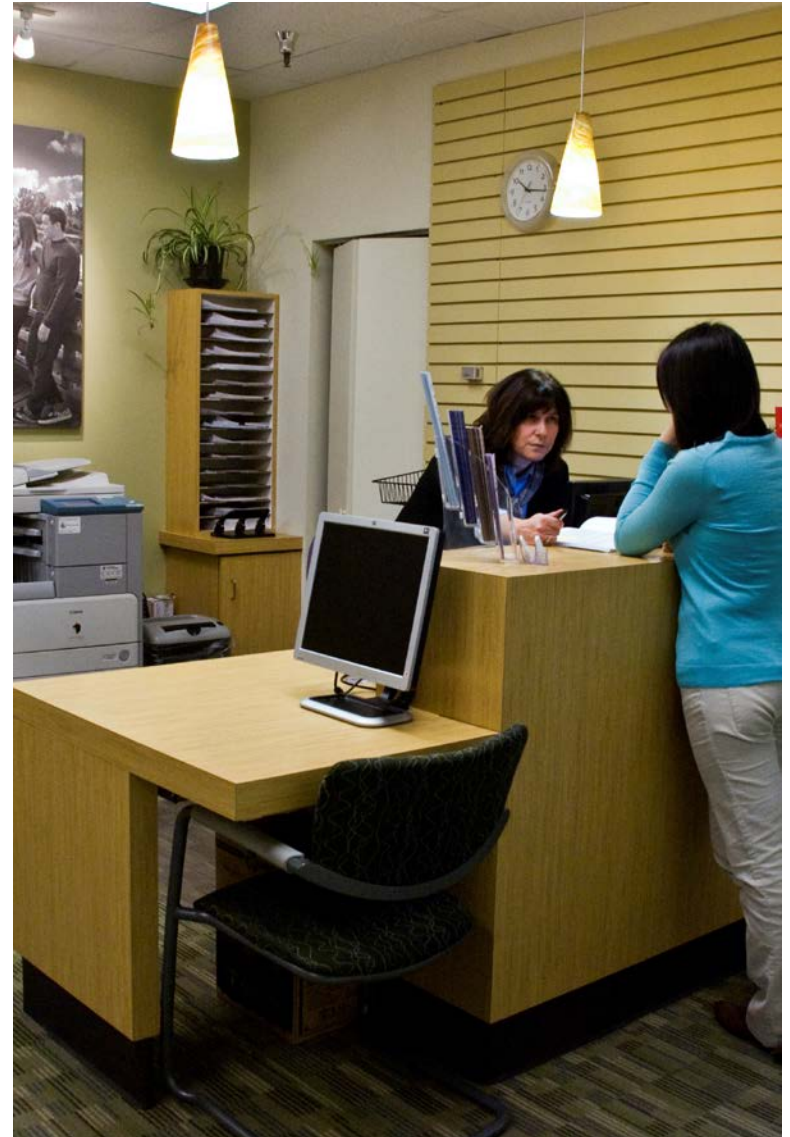
Council Action

Presentation for Information Only –
No Action Requested



Agenda

1. Background
2. Covid-19 Impacts
3. Covid-19 Resource Navigator & Guide
4. Community Resource Map
5. Bellevue Welcome Guide
6. What's Next



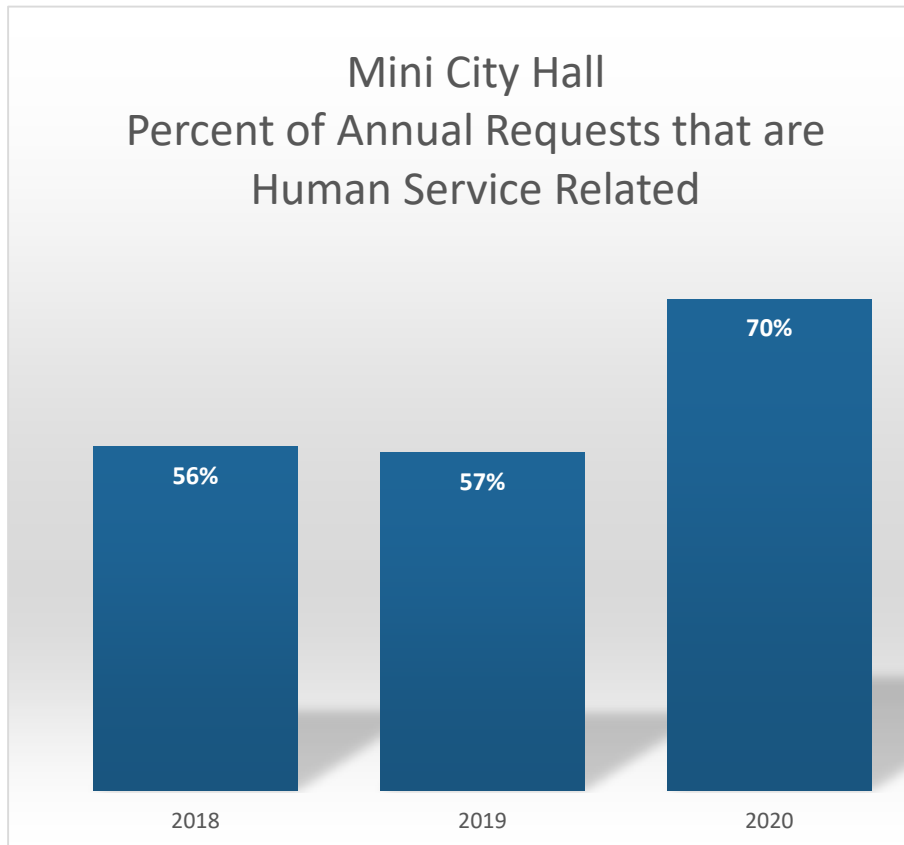
Background

- Established in 1996
- Multi-lingual customer service
- Community partnerships
- Welcoming and accessible
- 20,000 visitors, 40,000 requests in typical year



Covid-19 Impacts

Transition to providing remote service...



- Facility closure at Crossroads in March 2020
- Impact on Community Partners
- Increase in human service needs as percentage of requests

Covid-19 Impacts

What we are hearing from the community...

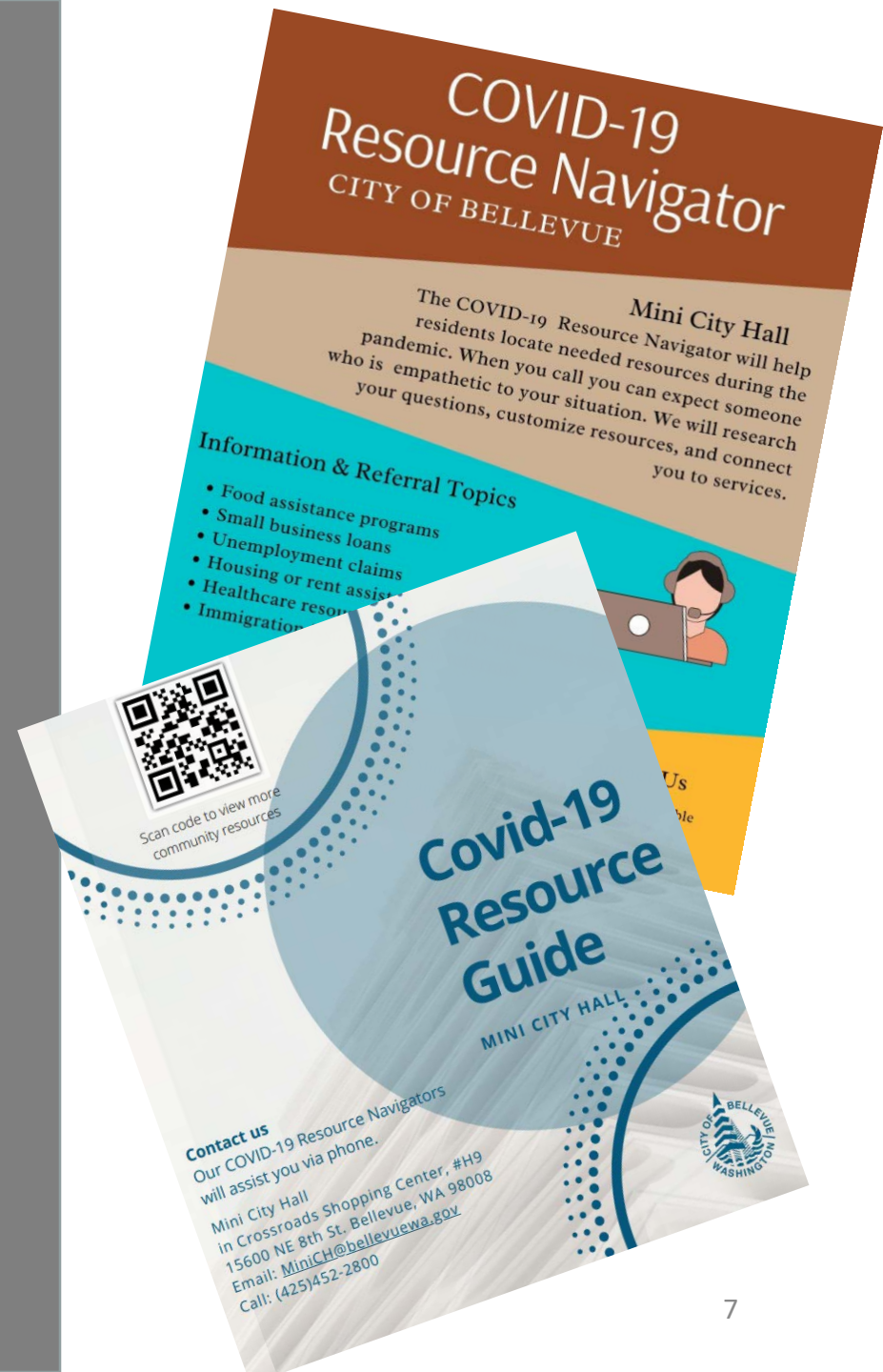
- Isolation and language barriers
- Loss of income and unemployment
- Legal assistance referral along with immigration issues
- Affordable housing and homelessness
- Rental and utility assistance
- First time accessing government resources





Covid-19 Resource Navigator & Resource Guide

- Community resources
- A live person for customized service
- Navigate government systems and programs



Community Resource Map

- Alternative way to share resources
- Connect to navigator from MyBellevue App



Community Resources | Mini City Hall City of Bellevue

I'm Looking For...

- Childcare/Youth
- Community (Multiple Resources)
- Education/Employment
- Healthcare/Wellness
- Legal/Immigration
- Local Government
- Senior
- Transportation

Search for Resource

Neighborhoods: Northrup, Highlands, Midlakes, Lake Hills, Wilburton Hill, Glendale Country Club, Sunich Property.

Bellevue Welcome Guide

- Continue to welcome new residents
- Build community
- Help make connections during isolation



Newcomers Guide

*We welcome the world...
Our diversity is our strength.*

Bellevue, Washington is the Eastside's dynamic, high-tech and retail gathering place with gleaming, downtown high-rises, a growing, diverse population of approximately 150,000, and schools rated among the best in the country. With its vast network of parks and trails, Bellevue is known as a "City in a Park." Her neighborhoods have preserved their distinctive character, natural beauty, safety, amenities, and offer opportunities to all for a high quality of life.

This guide, with links to key services, information and resources, will help get you settled here. All newcomers to Bellevue are most welcome, whether from another country, state or neighborhood. We look forward to your active engagement in our friendly community and are thankful for your contributions to our inclusive, diverse city.

Learn more about our global city at BellevueWA.gov.



Your New Home

Housing

Federal law prohibits discrimination against people seeking housing based on race, color, religion, sexual orientation, gender identity, familial status, disability, or national origin.

Renting: There are organizations that will help you find housing at prices you can afford. Rental agreements may be month-to-month or by lease - get agreements in writing.

- **A Rental Coalition for Housing (ARCH)**
archhousing.org | 425-861-3676
- **King County Housing Authority (KCHA)**
kcha.org | 206-574-1140, eastside office
- **Tenant/Landlord responsibilities**
atg.wa.gov/consumer/lt

Buying a home: There are organizations & real estate companies that will help you find housing at prices you can afford.

- **A Rental Coalition for Housing (ARCH)**
archhousing.org | 425-861-3676
- **Homebuyer Education Classes**
wshfc.org | 1-800-767-4663, ext. 775

Alarm Registration

Alarms in homes & businesses that alert the police must be registered with the city through Public Safety Corporation.
bellevuewa@publicsafetycorporation.com
255-694-8280

Phone

Select a service provider based on your needs. There are different charges for local, long-distance or international calls. You can also make calls using public telephones or pre-paid phone cards. Dial 411 to find numbers, however, you will be charged a small fee for the service.

Internet, Cable

You'll need to determine local availability & the right fit in speed & delivery method. You may have numerous providers, plans & deals to compare before selection.

Mail

When you settle in an apartment or house, you are eligible to receive mail at that address from the United States Post Office (USPS). Register your name & address with the USPS.
usps.com 1800-275-8777

Utilities

- **Electric & Gas: Puget Sound Energy**
BellevueWA.gov/utilities-service
425-455-5120
Note: In the U.S., use electronic plug type A/B, 120V, 60Hz
- **Water, sewer & stormwater drainage Bellevue Utilities (city)**
BellevueWA.gov/utilities-service
425-452-6973
- **Garbage & Recycling: Republic Services**
BellevueWA.gov/utilities-service
425-694-2492



Your Schools

Children 8-18 years old must attend school in the state of Washington. Public education is free for children 5 years old through high school. Private education options are also available at your cost.

- **Kindergarten - High School:** Determine which school district & school your child or children will be attending. Contact them about school lunch programs, learning English, required immunizations, parents' expected involvement in a child's education.
- **The Bellevue School District**
BellevueWA.gov/public-schools
425-456-4000
- **Learning English (ESL):** English is the primary language in the U.S. There are many organizations that offer free classes for all levels of proficiency. Community Colleges, the library (KCLS), social service organizations such as Hopelink & Jewish Family Services offer free classes. TalkTime groups offer conversational English in a variety of settings as well.



Your Finances

Banking

Your money is protected in a bank, a federal government agency, insured depositor, per bank, up to \$250,000 per bank fails. Note: some items, such as bonds, & other investment products are not FDIC-insured even if bought in a bank. It is your responsibility to learn if it is.

There are many banks available.

Select one that can do the transactions you want & has the products & services you need (i.e. checks, credit and/or debit cards, online banking, wire transfers).

Credit & Ratings

It is important to maintain a good credit record. Pay your bills on time to avoid charged late fees or interest. Credit ratings determine your ability to receive loans or credit.

What's Next



- Support vulnerable population and underrepresented communities
- Explore new community partnerships
- Utility Rate Reduction Program enrollment
- Support Rent Negotiation Program



Thank You!

Ying Carlson
Community Service Supervisor

425-452-2800

Email Minich@bellevuewa.gov

