



MEMORANDUM

Phone: 425-452-2824
Date: March 2, 2009
To: Parks & Community Services Board
From: Alex O'Reilly, Human Services Planner
Subject: 2009-2010 Human Services Needs Update
Information Only

Every two years, the Human Services Division staff prepares a comprehensive needs assessment, The Bellevue Human Services Needs Update, that presents an overview of the key health and human services issues and trends in Bellevue, and also references relevant regional, county, state and national data. This report, sponsored by the Human Services Commission, is used by the Commission as a guide when they review requests for funding from both the City's general fund as well as federal Community Development Block Grants. It also helps staff to focus their activities over the next two years in key collaborations, such as involvement in sub-regional committees or partnerships. In addition, the report has been used extensively by human services agencies in grant writing, and by community groups, faith communities, and other City departments for planning purposes. Especially during the current economic downturn, this report will supply critical information on the needs of Bellevue residents so that the community can focus on ways to help.

For your information, at your meeting on March 10th I will give a brief overview of the timeline for the 2009-2010 report, due to be released in early 2010. I will also explain how and from whom these data are obtained. Included with this memo is a summary of the types of data collected and the timeline.

For those who are not familiar with the Needs Update, I am attaching a link to last year's report which is located on the City's website. http://www.bellevuewa.gov/humanservices_needs_update.htm

If you have any questions before March 10th, please feel free to contact me at 425-452-2824 or via email at aoreilly@bellevuewa.gov

**2009-2010 Needs Update
Data Collection Summary
January 2009**

| Data Collection Method | Purpose/Description | Timeline |
|-------------------------------|--|---|
| Phone Survey | <ul style="list-style-type: none"> To obtain quantitative data from a random sample of Bellevue residents about household and community human services needs Consultant will conduct 400+ interviews and prepare final report To obtain trend and service related data from health and human providers in East King County/Bellevue | <ul style="list-style-type: none"> Phone calls began 2/19 Draft report will be available in early May The survey will be completed by providers as an online form in April |
| Provider Survey | <ul style="list-style-type: none"> To obtain trend and service related data from health and human providers in East King County/Bellevue | <ul style="list-style-type: none"> The survey will be completed by providers as an online form in April |
| Key Informant Interviews | <ul style="list-style-type: none"> Key informant interviews will be conducted with individuals who are spokesperson for groups who don't necessarily meet regularly. | <ul style="list-style-type: none"> Key Informant interviews will be conducted March-June Examples include Islamic Center of the Eastside, East Indian community, Public Health, Dental Coalition |
| Community Conversations | <ul style="list-style-type: none"> To target key groups who can provide qualitative information about health and human services in Bellevue | <p>Examples of those completed in the past:</p> <ul style="list-style-type: none"> People with disabilities 3-5 Language specific groups: School counselors Youth Older adults |
| Faith Communities Survey | <ul style="list-style-type: none"> To obtain a general inventory of what health and human services are being provided by and/or being requested from faith communities in Bellevue | <ul style="list-style-type: none"> On-line surveys will be completed in April |
| Consumer Survey | <ul style="list-style-type: none"> To obtain input from residents underrepresented in the phone survey who are consumers of | <ul style="list-style-type: none"> Surveys will be administered in May at sites such as: Hopelink Bellevue Foodbank, Eastgate |

| Data Collection Method | Purpose/Description | Timeline |
|----------------------------------|--|--|
| City of Bellevue Employee Survey | <p>health and human services</p> <ul style="list-style-type: none"> To obtain input from employees about the human services needs they encounter amongst Bellevue residents | <p>Health Clinic, BCC, mini-City halls; surveys are available in 7 languages (English, Spanish, Korean, Chinese, Serbo-Croatian, Russian, and Vietnamese)</p> <ul style="list-style-type: none"> Sharepoint survey will be completed in April |
| Business Survey | <ul style="list-style-type: none"> To obtain input from Bellevue business persons about what human services needs their employees report | <ul style="list-style-type: none"> Contact sources tbd |

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2009-2010 Human Services Needs Update Timeline

Draft

January 2009

January

- Finalize phone Survey contract
- Begin updating data if possible
- **Obtain feedback from the Human Services Commission on usefulness of last Needs Update, and ideas for current Update including Focus areas (1/22)**

February

- Staff brief Patrick Foran, Terry Smith and Councilman Noble about the overall timeline and focus of the Needs Update
- Begin making contacts for community conversations and key informant interviews
- Prepare various surveys for distribution
- Phone survey begins in the field late Feb. 19
- **Update Human Services Commission about opportunities for involvement in community conversations (2/19)**

March

- Staff brief City Council on Needs Update timeline (**March 9 Study Session**)
- Continue to schedule community conversations, consumer survey sites, key informant interviews
- Staff brief Park and Community Services Board (**March 10**)
- Send online Faith Communities survey
- Send online City of Bellevue employee survey
- **Ongoing updates to Human Services Commission**

April

- Send online provider surveys
- Continue community conversations, consumer surveys, key informant interviews
- **Ongoing updates to Human Services Commission**

May

- Compile data from consumer, employee and provider surveys
- Complete community conversations and key informant interviews
- **Ongoing updates to Human Services Commission**

June-August

- **Presentation of phone, consumer, and City of Bellevue employee survey data to Human Services Commission (6/1)**
- Staff continue collecting data and begin writing report
- **Human Services Commission receives first draft of report without appendices the week of August 24th**

September

- **Presentation of key themes in Needs Update to Human Services Commission (9/15)**

October

- Staff complete final draft of report, including formatting and proofreading
- **Human Services Commission receives final draft for review week of October 26th**

November

- **Human Services Commission approves final draft (11/17)**

December

- Staff arranges for printing, final proofreading

January 2010

- Staff presents report to City Council (tbd)
- Report printed, distributed