

Overview



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The Bellevue Human Services Needs Update for 2015-2016

The City of Bellevue publishes the Human Services Needs Update at the beginning of each two-year human services funding cycle. Since 1989, this report has offered a summary of trends within Bellevue, East King County, the Puget Sound region, Washington State and the nation. Through this report, we hope to provide a broad vision and context for understanding human service needs, and for inspiring actions that will ameliorate barriers to achieving a high quality of life for all Bellevue residents.

Methodology

Some of the multiple sources of information that support the conclusions of the Needs Update include:

- A phone/online survey of 423 Bellevue residents (249 by phone, 171 online)
- A written survey of over 100 consumers of human services in Bellevue translated into five languages in addition to English
- Online surveys completed by 54 human services providers
- Key informant interviews with 16 administrators or community representatives
- Meetings with City of Bellevue staff, such as Neighborhood Outreach, Police, Fire, Civic Services and Development Services
- Over 20 Community Conversations with Bellevue residents and providers of human services
- Reports, studies and online databases covering a wide range of service areas and issues, as well as data from the United States 2010 Census, and data from the 2011-2013 American Community Survey (ACS)

Bellevue: Community Profile

- In 2015, Bellevue's population was estimated to be 135,000. This is compared to a population of 109,569 in 2000, and 86,874 in 1990. Average household size is increasing

after a decreasing trend. In 1970 there was an average of 3.4 persons per household, dropping to 2.4 in 1990, and 2.37 in 2000. According to the 2010 Census, Bellevue's average household size is back up to 2.41, and in 2011-2013 it was estimated to be 2.45.

- According to the 2011-2013 ACS data 6.0% of Bellevue residents were under age five, 15.9% were 5-19, 38.0% were age 20-44, 26.2% were age 45-64, and 14.0% were age 65 and older.
- Since 1990, the proportion of Non-White residents in Bellevue has nearly tripled from 14.7% of the population to 40.8% in 2010. Bellevue's Asians and Hispanics are the fastest growing racial and ethnic group in the city.
- About half (45%) of Bellevue's households fell within the highest income categories in 2011-2013. However, over a quarter of Bellevue's households had incomes less than \$50,000.
- Bellevue saw significant increases in poverty levels since 2000. Families with incomes below the federal poverty level (FPL) rose from 3.8% in 2000 to 5.7% in 2011-2013. However, some families such as households headed by females with children under age 18 are more likely to earn incomes below the federal poverty level (33.9%).

Quality of Life in Bellevue

Nearly all (96%) of respondents to the phone/online survey said that the quality of life in their community was "excellent" or "good". Respondents were asked to rate each of 32 problem areas as a major, moderate, minor or not a problem in their community. The majority of respondents to the 2015 phone/online survey (52%) rated at least five of the community problem issues asked about as a major or moderate problem in their community. This is similar to the results in 2013 when 53% rated it as such. Nine issues received a "major" or "moderate" rating from at least three out of ten (30%) respondents including:

- Lack of affordable housing (68%)
 - Having jobs that do not pay for the basics (40%)
 - Lack of affordable child care (40%)
 - Inadequate public transportation (38%)
- Groups of residents who perceive more problems in the community included households with incomes less than \$25,000, women, residents who have not recently immigrated here and residents who are 55 and older. The more problems experienced in residents households the higher the average number of problems rated as major or moderate in the community.

Accessing Services

- In 2015, the majority (74%) of those taking the phone/online survey believe that people in the community have adequate access to services.
- The 7% who indicated that there was inadequate access to human services most frequently mentioned the following areas: affordable housing, financial help, mental health, general information about services, housing and employment.

Connectedness in Bellevue Communities

A number of City efforts contribute to the high quality of life that Bellevue residents enjoy. Some of these include:

- Neighborhood Outreach Program works with neighborhood leaders and residents to build up the health, livability and community connections, such as Mini-City Hall, Neighborhood Liaisons and Neighborhood Forums;
- Downtown Livability Initiative is a targeted review of regulations that guide development and land use activity. An Advisory Committee recommended 25 code changes on topics such as public open spaces and desirable amenities;
- Diversity Focus Group is comprised of concerned and involved community members that are committed to improving the relationship between the Bellevue Police Department and Bellevue's diverse community.

Eastside Pathways

- Eastside Pathways was founded in 2011 to mobilize the community to support every child, step by step, from cradle to career. Eastside Pathways (EP) consists of a backbone organization that is a 501c3 with a board of directors and a partnership of over 50 organizations and several individuals. Eastside Pathways is modeled after StriveTogether which is part of the STRIVE Network which consists of sixty-three communities throughout the nation. StriveTogether supports communities using the collective impact approach.
- Eastside Pathways goals are:
 - **Healthy Start:** Every child has a healthy start.
 - **Academic & Work Success:** Every child is prepared for academic and work success.
 - **Mental & Physical Health & Safety:** Every child attains optimal mental and physical health and safety.
 - **Social & Emotional Skills:** Every child develops social and emotional skills for life effectiveness.
 - **Parent & Family Support:** Parents and significant adults are supported in their efforts to help their child succeed.
- Eastside Pathways is the backbone organization for the Bellevue initiative, and structured to align the efforts of partner organizations drive collective impact. In particular, as the backbone organization, EP works to keep a minimum of staff and focus the majority of work from a community volunteer base. The model's effectiveness relies upon partner organization capacity and willingness to step up and lead the work, since the backbone is intentionally small and lean. It is a priority for the backbone not to compete with partners for funding.
- Eastside Pathways' first project as a partnership is the Campaign for Grade-Level Reading. The goal for this project, which aligns with the Bellevue School District's Strategic Plan, is to have all third graders reading at grade level by 2016. There are three data-driven strategies in this area:

school readiness, summer and extended learning, and attendance; these are organized into collaboratives to accomplish specific tasks.

Special Focus Area

The Diversity Advantage Plan

- The City of Bellevue went through an inclusive two year planning process that resulted in the creation of Bellevue's Diversity Advantage Plan. Gathering information through four open community forums, discussions with community leaders, a review of similar efforts in surrounding municipalities, and research on best practices provided the city the information needed to create the plan. Once drafted, Bellevue's Diversity Advantage Plan was reviewed by the City's boards and commissions and was formally adopted by the City Council in 2014.
- The Diversity Advantage Plan has sixty recommendations in six initiative focus areas: cultural competence, economic development, civic engagement, public safety, education and human services. Cultural competence is the lens through which the city needs to adopt new practices within each of these initiative focus areas.
- No individual or community can achieve their full potential until their basic needs are met. For this reason it is critical that Bellevue's public and non-profit services providers emphasize the importance of providing culturally competent human services that are easily accessible to all.

Recommended Actions for the Human Services Focus Area

1. Support the establishment of a year-round homeless shelter on the Eastside.
2. Translate materials on human services resources and referral programs available in Bellevue into the most commonly spoken languages where need exists.
3. Assist non-profit human services agencies to provide culturally competent care and support to Bellevue residents of all ages, abilities, and ethnic backgrounds.
4. Engage the Eastside Human Services Forum in regional discussions of diversity in human services.

5. Promote bicultural and bi-lingual programs that help individuals access public and nonprofit human services systems, such as the Cultural Navigator Program.
6. Support human service organizations in providing cultural competence training for their staff.
7. Recruit diverse community volunteers to support programs and services that meet human service needs in Bellevue.

Community Goals and Specific Populations

Goal #1: Food to Eat and a Roof Over Head

Key Trends

- The percentage of students receiving free and reduced-cost lunch can also help measure community food security. According to Bellevue School District, the total percentage of students qualifying for free and reduced price lunch assistance has decreased to 19% as of October 2014. This compares to 21.2% in October 2013.
- Local emergency financial assistance providers, like the Salvation Army, Catholic Community Services, Solid Ground and Hopelink, reported that they provided services to 1,355 people in Bellevue in 2014, largely through one-time rental or mortgage assistance to avoid eviction or foreclosure. They also aided with utility bills, car repairs, prescription drug costs and food vouchers.
- About 34% of renters and 29% of homeowners in Bellevue are cost burdened, paying more than 30% of their household income for housing. This indicates a cost of housing that is not in proportion with what people earn, significantly impacting people's ability to maintain a stable housing situation.
- In 2015, the One Night Count of homeless found 134 unsheltered individuals in Urban East King County (including portions of Bellevue, Kirkland and Redmond). Compared to the 178 individuals counted in 2014, this represents a 33% decrease which could, in part, be attributed to the fact that

winter shelters for men, women, and families were open that night on the Eastside.

- As of July 30, 2015, there were 54 families in East King County staying in places not meant for human habitation and awaiting referral to emergency shelter. An additional 16 families were in emergency shelter awaiting a longer term housing referral. Included in this total were 15 Bellevue families staying in places not meant for human habitation and awaiting referral to emergency shelter, and 5 families currently in emergency shelter awaiting a longer term housing referral.

Gaps Include

- Emergency financial assistance for basic needs, such as rent, food, mortgage or utilities assistance.
- Year-round emergency shelter for homeless individuals and families, with expanded nightly shelter during the winter months.
- Affordable housing for low and moderate income individuals and families, including those leaving homeless shelters or housing programs.

Implications for Action

- The lack of affordable housing continues to be perceived by residents as the top community problem in Bellevue. Housing prices continue to rise and this trend is likely to continue in the future.
- Rising housing prices means single family homes in Bellevue have in most cases become out of reach for households earning the median wage. Little relief is found in the rental market as rental rates are also continuing to increase.
- There continues to be a significant need for housing affordable for moderate-income households (also termed workforce housing) on the Eastside as well as housing for low-income (30% of median income or below). While efforts are currently underway for dedicated locations for the Eastside Winter Shelters for men, women, and families, this will take several years to implement and, in the interim, finding suitable sites for the shelters will continue to be a challenge.

- The impact of the system changes occurring through All Home (formerly the King County Committee to End Homelessness) are still unknown. With coordinated entry systems now required by the federal government for all populations (families, single adults, and youth/young adults), it is possible that Bellevue and Eastside residents will no longer be served by Eastside programs. In addition, the results of rapid-rehousing and diversion programs have yet to be determined whether these are successful in preventing people from becoming homeless or serving them quickly once they do.
- The need for food assistance has not decreased significantly since the recession ended and will likely continue in the future.

Goal #2: Supportive Relationships within Families, Neighborhoods and Communities

Key Trends

- Social support for individuals and families is especially important during hard economic times. In a survey conducted countywide in 2011 for Communities Count: Social and Health Indicators Across King County, people with incomes of \$75,000 or more reported higher levels of support than people with lower incomes, as did people who were White, and those who lived as a married or unmarried couple rather than as a single person. Single parents may also have more need for support. In the 2015 Bellevue phone/online survey, 17% of respondents reported that stress, anxiety and depression was a major or moderate problem in their households, about the same as in 2013. Sixteen percent of respondents to the 2015 survey rated the need for parent or caregiver support as a major or moderate household need, a significant increase compared to 2013.
- Research has shown how important quality early learning is for young children to succeed in school and in life. Programs that support parents, such as Healthy Start and Parent Child Home Program, both evidence based home visiting programs, and groups for family, friends and neighbors who are

watching young children in their homes while their parents work, are important resources, especially for some families who are new to this country and culture.

- The Wrap-Around Services Program, a collaboration of the Bellevue School District, the City of Bellevue and United Way of King County, is designed to provide eleven objectives for students, their families and the surrounding school community. Wrap-Around Services is currently working with the District's Family Connection Centers to provide partnerships, collaboration and human/community related services.
- There are many indications that requests for information about resources continue to be in high demand in the county and in Bellevue. In King County between 2013-2014 the number of calls for assistance increased slightly by 3,700 calls at the Crisis Clinic, the designated Washington Information Network agency for 2-1-1, the Community Information Line. In 2014, 90% of Bellevue 2-1-1 Community Information Line callers who disclosed their incomes lived below the poverty level. The biggest change from 2012 to 2014 is related to calls for housing: in 2014 calls for permanent housing jumped to 440, a 74% increase compared to 2014. During the first six months of 2015, staff at the City of Bellevue's Crossroads Shopping Center Mini City Hall received 20,133 contacts from consumers requesting resource information, with about 51% related to human service needs. This is on pace to meet or exceed 2014 with 25,139 contacts.
- Statewide client demand for low-cost legal services has increased and that trend is reflected locally. Eastside Legal Assistance Program reports they have seen a large increase in requests for legal services. More people are seeking help with evictions and foreclosures, family law (including domestic violence), and credit card and debt issues. There is a shortage of volunteer attorneys to help clients beyond a forty five minute, free consultation. Another service in high demand is help with immigration issues. The King County Bar Association reports the same trends, adding that many of their clients face barriers such as lan-

guage, mental health, disability, and financial.

Gaps Include

- Support for parents and caregivers who want to assist in their children's development, from birth through college or career, particularly people new to this culture and language, including parenting education and home visiting programs.
- Support for caregivers of frail older adults and people with disabilities.
- Adequate funding for the 2-1-1 Community Information Line to maintain services especially in the face of increasing community needs and information in other languages than English to meet the demands of a growing diverse population.
- Low-cost legal services.

Implications for Action

- Many Bellevue families need social support for raising their children, caring for aging or disabled loved ones, or a combination of the three. Family, friends and neighbors will be even more important components in caregiving plans because funding is often limited for many formal services, such as chore services and after school care, or some families may not meet eligibility criteria.
- The need for information about resources provided in languages other than English continues to grow as the Puget Sound Region and East King County become more diverse. Human service providers, local government and the business community will need to work together to meet this need in the community.
- Many residents still do not have easy access to computers and rely on the phone or print media. Multi-modal forms of dispensing information to the Bellevue community are needed. The Crisis Clinic's 2-1-1 Community Information Line is one way to help fill this critical information gap. However, funding for its operation needs to continue. Another way is to partner with non-profit agencies, cities and faith communities to include information about resources

through printed media, public TV access, and through neighbors sharing information with neighbors.

- Low-cost or free civil legal services are a growing need for many residents especially for services for direct representation, especially for survivors of domestic violence, immigration issues, landlord-tenant issues and credit counseling.

Goal #3: A Safe Haven from All Forms of Violence and Abuse

Key Trends

- Only a small percentage of survivors of personal violence access formal services, according to national and local data. Survivors who do not speak English, have limited economic means, who are elderly or who have a disability are even less likely or able to seek support services. Local providers continue to report an increase in the number of limited-English speaking clients. The Bellevue Police Department's Domestic Violence Victim Advocate averaged a case-load of 21-22 misdemeanor cases a month between 2012 and 2014. Bellevue Police reports of domestic violence spiked to 1,199, a 22% increase over 2013. These numbers reflect calls in which domestic violence was indicated but not necessarily assaults.
- Reported sexual assault incidents show some decline nationally and locally; however, in a recent state study 85% of victims did not report their assaults to law enforcement. Long term effects of sexual assault and rape include mental health issues, substance abuse and suicide. Harborview Crisis Response Center and King County Sexual Assault Resource Center provide a wide range of services to survivors of sexual assault, including counseling, legal advocacy and referrals to other services. Community education about the identification and prevention of sexual assault is an important component of their work.
- Providers of services for survivors of both sexual assault and family violence also report that more clients are in need of basic needs when they seek help. Safe housing is one such need; national statistics indicate that domestic violence is the number one

cause of homelessness for women. There are a limited number of shelter beds in all parts of the County, but LifeWire (previously known as the Eastside Domestic Violence Program) is the only agency in East King County offering a confidential shelter. Overall, for every family they have the capacity to serve in emergency housing, 19 are turned away.

- In mid-2015, the State implemented an intervention program which is an alternative investigation process for less severe cases of child abuse and neglect. It estimated that about 70% of the accepted referrals to the King East Office of the Department of Social and Health Services will be referred to this program, Family Assessment Response.
- National experts believe that older adult abuse, which includes physical and sexual abuse, neglect and exploitation, is greatly underreported; it is estimated that for every case reported, about five go unreported. Financial exploitation is the most frequently reported category of adult abuse in Washington State. Bellevue Police typically receive 80-100 reports of older adult abuse annually though in 2014 there were only 44 reports; in King County as a whole, there are about 4,000 annually.

Gaps Include (for both survivors of family violence and sexual assault)

- Low-cost legal services including victim advocacy.
- Transitional and low-cost permanent housing.
- Low-cost mental health counseling including counseling for children affected by domestic violence.
- Culturally and linguistically appropriate services.
- Accessible community education about sexual assault and family violence.

Implications for Action

- Service trends and demographic changes in Bellevue indicate that the need for culturally relevant and linguistically appropriate services for survivors continues to grow.

Appropriate services are needed to keep up with the demand.

- Survivors of sexual abuse and family violence often have multiple needs including treatment for substance abuse, parental support and childcare, legal aid, and transitional and permanent housing. The high cost of housing makes it especially difficult for victims of violence who want to remain in the community to maintain both their jobs and systems of support. More shelter beds as well as more permanent housing options are needed.
- It is critical to support community education about family violence, sexual assault, rape and child sexual abuse, as decreased staff levels at many agencies may make it harder for survivors to find and get help.
- Several ongoing areas of concern to be monitored include Internet safety, on-line victimization of vulnerable youth, the potential needs of partners of returning service members, and exploited children and adults who are used for sex trafficking.

Goal #4: Health Care to be as Physically and Mentally Fit as Possible

Key Trends

- Health care reform under the Affordable Care Act (ACA) beginning in 2014 provides the uninsured adult population aged 19-64 opportunities to enroll in expanded Medicaid or through the Washington Health Plan Exchange, depending on their incomes.
- Children will continue to be eligible for the State Apple Health for Kids Program; those up to 200% of the federal poverty level will get insurance at no cost; those between 200-300% will be eligible for low-cost insurance. Children from undocumented households will also be covered.
- In the East Region of King County, between 2006-2010 6% of residents report that they could not take care of their medical needs due to cost. In Bellevue between 2006-2010, on average, 8% of adult residents could not take care of their medical needs due to cost.
- National and countywide data indicates that disparities exist for health and access to

healthcare and insurance for people of color. For example, in King County, African American infant mortality rates are 6.6 per 100,000 compared to 3.6 for Whites. Low economic status and high rates of mental health problems are also linked.

- Eastside health care providers report serving increased numbers of patients with no insurance, many due to recent job loss, and more patients for who English is not their first language.
- In 2015, 35% of Bellevue phone/online survey respondents rated lack of affordable medical insurance as a major/moderate community problem, a statistically significant decrease compared to 2013 but still the sixth highest rated problem. In the consumer survey, 29% stated that not being able to pay for doctor bills was a major/moderate problem, compared to 52% in 2013.
- Substance abuse, particularly use of heroin, is on the rise in Washington State and King County. Providers of services to both youth and adults in East King County report this trend, as well as more multi-problem clients who have both addictions and mental health problems.
- The Crisis Clinic 24-Hour Crisis Line responded to 8,800 calls from Bellevue residents in 2014, a 22% increase compared to 2012.

Gaps Include

- Accessible and low-cost health care and treatment services for under-insured or uninsured people, especially dental care and mental health services. This gap should be addressed for a large portion of the population due to Health Care Reform, but not for undocumented adults.
- Affordable prescription drugs, hearing aids, and eye care for low-income people, even for those who have insurance because these needs may not be covered adequately if at all.
- Health services and resources provided in culturally appropriate and linguistically competent ways.
- Support for children, youth and adults who are experiencing frequent mental distress

due to lack of income, social isolation, or Adverse Childhood Experiences.

Implications for Action

- With the implementation of the Affordable Care Act expansion of Medicaid and new Health Care Exchange, there is great potential for residents to gain improved health and well-being as more people have health insurance
 - Funding cuts still may impact access to mental health services, even though now health insurance plans are required to provide these services. For some people, there may continue to be gaps in their mental health coverage to fit their needs.
 - The increase of immigrants and people who are English Language Learners in the community requires that providers are able to offer culturally competent health care in order to meet the needs of their client base. Becoming a culturally competent service provider can involve staff training, the provision of interpreter services and translated materials, and restructuring programming to better serve a culturally diverse client population. These services are critical to help address the health disparities that exist in many communities.
 - Substance abuse among youth and adults is on the rise. Continued community education about the need and the causes, such as early exposure to Adverse Childhood Experiences and access to sufficient treatment are needed.
- higher education levels are still struggling to make ends meet.
 - In the 2015 phone/online survey, 15% of Bellevue residents ranked “not being able to find work that supports yourself and your family” as a major/moderate household problem, similar to the percentage who rated it as such in 2013.
 - In King County initial claims for unemployment insurance are steadily decreasing but those who have exhausted their benefits (called “exhaustees”) are increasing. Washington State data shows a similar trend.
 - While Washington State’s minimum wage in 2015 at \$9.47/hour is the highest in the country, it is not a living wage. An adult making the minimum wage and supporting two children is under the federal poverty level (FPL), \$20,090 for a family of three in 2015. It is estimated that for a single adult with a school aged child and a toddler, a living wage for King County is \$34.46 an hour (\$71,679 annually).
 - Childcare availability, affordability and quality continue to be a concern for many working parents/caregivers, especially for lower-wage workers. Childcare in East King County is more expensive than in other parts of the County, and can cost between \$24,492 and \$32,396 a year for an infant and a pre-school child. In addition to licensed childcare programs, an increasing number of families, many from immigrant and refugee communities, rely on family, friends and neighbors to care for their children. In 2011 the State Department of Early Learning rolled out Early Achievers, a voluntary, no-cost program to increase the skills of early learning professionals. In 2015, the program became part of the Early Start Act, and will become mandatory by August 1, 2016. Additional funds were allocated for technical assistance and training for providers to participate in the program, and organizations like Child Care Resources provide this support.
 - Access to employment and training programs are critical in order to assist unemployed residents in increasing their skills to find higher paying jobs or to transition to jobs that are currently available in the marketplace. Local colleges, community-based

Goal #5: Education and Job Skills to Lead an Independent Life

Key Trends

- King County and Bellevue residents are well educated for today’s economy. 46% of King County and 62% of Bellevue residents hold a bachelor’s degree or higher and almost 98% of King County and 98% of Bellevue residents have graduated from high school. However, even though Washington State’s unemployment rate in June 2015 at 5.3% was greatly reduced compared to 8.3% two years ago, data shows that recovery has been uneven. Some residents despite their

agencies and government programs provide English-as-a-Second-Language classes, job skills and training classes, and job placement services in Bellevue. Many of these organizations report a bigger demand especially for increased skills to get higher paying jobs and more difficulty finding jobs for people with limited English language skills.

- Bellevue residents increasingly report that finding public transportation is a problem, which includes getting to work as well as accessing human services and social support. More than one-third of 2015 Bellevue phone/online survey respondents rated “inadequate public transportation” as a major or moderate problem in their community; in the same survey, this issue was the top household problem in Bellevue in 2009, 2011, 2013 and 2015. In 2015, King County Metro rolled out the Orca LIFT reduced fare program allowing people with low-incomes to purchase a card and load funds on it for use on King and Kitsap County buses, Sound Transit Link Light Rail, the Seattle Street Car and King County Water Taxi.

Gaps Include

- Jobs that pay a living wage with benefits.
- Affordable, quality childcare for low-income families.
- Affordable and accessible job training opportunities teaching “new economy” job skills and ESL classes.
- Affordable and accessible transportation options especially for public transportation.

Implications for Action

- The decrease in middle-income job opportunities makes it harder for people at lower incomes to access better job opportunities. There are more low-income job opportunities, but along with these come financial instability, dependence on public supports that are dwindling due to budget cuts and less of a chance to obtain additional training to increase skills to find a better job. A living wage for a family living in Bellevue is higher than in other parts of King County partly due to high childcare and housing costs.

- Bellevue residents have a high level of education, however, there are not many vacancies in some of the growing sectors like hospitality that pay a living wage.
- Barriers to employment such as lack of affordable and flexible childcare, limited English language skills, the absence of coordinated transportation and lack of training to secure higher wage jobs are key issues that must be addressed to help people improve their economic conditions and the quality of their lives.

Specific Populations

Older Adults

Key Trends

- By 2030, more than one of every five Washingtonians will be an older adult. People age 65 and older represent 13.9% of Bellevue’s population. People 65-74 years of age comprise the largest portion of this population (51.3%), followed by those 75-84 years of age (33.1%) and those 85 years of age and older (15.6%). This last age cohort is the fastest growing segment.
- People are living longer, with life expectancy in King County at 77.8 years of age. An AARP study found that most older adults will one day need Long Term Care Services and Supports but about one third of people turning age 65 will not be able to afford them and will need to turn to Medicaid for assistance. Many adults say they wish to retire and live at home, and some will likely use an increasingly diverse range of services to maintain their independence, including adult day programs, home modifications and assistive technologies. Fewer people live in nursing homes which are the most expensive option, costing \$100,000 or more a year in Washington State; consequently, the overall number of beds, residents and occupancy rate have all remained static or declined in the last ten years. There is increasing demand for in-home services and assisted living residences. As the number of “older elderly” age 75+ grows, more of these housing options will be in demand.

- There are an estimated 600,000 family caregivers in Washington State who provide over 600 million hours of care annually, valued at over \$5.4 billion. Yet, many of these caregivers experience health and mental health issues themselves and lose income due to their caring for their family members. Especially with the estimated dramatic increase in the number of older adults who will develop Alzheimer's Disease or dementia in the next 30 years, respite care and other supports for family caregivers are not keeping up with the growing need.
- Medicare, a health insurance program for people 65 and older and for people under 65 with certain disabilities, does not cover dental or eye care. High costs of these services may prevent many older adults from accessing preventative care and treatment. An ongoing concern is that low Medicare reimbursement rates are beginning to limit the number of older adults some doctors will serve. Another concern is that certain groups of older adults are at risk for depression and suicide, such as those who live alone. In King County over a five year period, 20% of suicides were committed by people over age 60 that make up 15% of the population during that period.
- The cultural diversity of Bellevue's population as a whole is also apparent amongst its older adult residents though it is a smaller proportion than children. Asian residents who are 65 and older are about 12.7% of the population in Bellevue, the new highest after White, which is 83.3%. Over 19% of older adult Bellevue residents speak a language other than English at home, and 13.3% speak English less than "very well".
- Fewer than half of today's workers have pension coverage on their jobs that pay a defined benefit. One of the outcomes is that the number of people age 65 and older in the workforce is increasing as they stay in their jobs longer, many by necessity. In 1985 10.5% of people aged 65 and older were in the labor market; it is projected that by 2022, there will be about 31.9%.
- Older Bellevue residents, people 65 years and older, are less likely to have a vehicle (8%) than Bellevue adults 35-64 years old (4%). Volunteer programs that provide rides for older adults to doctor appointments and for other basic needs have waiting lists. In response to the growing need for better transportation options for older adults, people with disabilities and low-income people on the Eastside, a group of government and non-profit agencies created the Eastside Easy Rider Collaborative, and are working to improve access to public transportation and other transit options.
- The need for affordable housing for the growing older adult population in King County continues to surpass the supply. It is estimated that more than 9,000 additional units of affordable senior housing units are needed per year until 2025 when the percentage of people older than 65 years of age will be 23% of the population. Reports are increasing of more older adults represented among those who are homeless in shelters or living in their cars. In Bellevue there are only 307 affordable units for low-income older adults. About 61% of renters who are older adults paid 30% or more on rent compared to 37% of renters in Bellevue overall.

Gaps Include

- Low-cost dental, eye care and hearing aids for low-income older adults.
- Job training and job placement for those who need to or want to work after retirement.
- Access to accessible transportation options.
- Support for family caregivers, including grandparents raising grandchildren.
- Mental health services that are specifically designed to address aging issues.
- Affordable and accessible housing with services, including long term care services and supports.

Implications for Action

- The effects of the prolonged economic downturn are impacting older adults. More older adults are delaying their retirement and working beyond the traditional retirement age of 65, primarily because they can't afford to retire. More support for older adults to find employment may be needed, such as computer training for new types of jobs. Volunteer transportation and

Senior Information and Assistance provided through State funding for the Senior Citizens Services Act are critically needed.

- The demand for services for older adults from other countries newly settled here will continue to increase. These services include English and citizenship classes, culturally sensitive healthcare, and activities that will utilize their many gifts and talents.
- Coordinated transportation for older adults in the community is likely to become a major focus. Modes of transportation other than single-occupancy vehicles such as shuttles and buses will be increasingly important. Many older adults will give up owning their own vehicles and will need ways to get around to their jobs, to medical appointments, and to other activities essential to daily life.
- Providing support for family caregivers is critical. This is a wise economic investment given the enormous cost-savings to the Medicare, Medicaid and long-term care systems in addition to the positive impact on the disabled and older adult's quality of life. Providing information and resources such as affordable respite care and support groups can help to reduce their stress.
- A cooperative effort is needed to look at new housing options for older adults to address the huge shortfall of affordable housing that is evident now, and will peak by 2025.
- Dental, hearing aids, and vision services, which are not covered by Medicare, will continue to be more in demand from older adults, and put increased pressure on community-based agencies to provide. Access to mental health counseling remains a critical gap for older adults.
- Activities and community planning that build upon the tremendous knowledge and abilities of older adults is important to keep this population socially and civically engaged.

People with Disabilities

Key Trends

- Approximately 8% of Bellevue's population age 5 and older (10,800) have at least one disability, including employment-related, mental, physical and sensory according to the 2010-2012 ACS; ambulatory disabilities are the most frequently reported. Older adults are the age group most likely to have a disability.
- In Washington State, the majority of people with developmental disabilities (97%) live in the community, most with their families. A national report on the cost of rental housing affordability in the U.S. found that for people with disabilities relying only on their Supplemental Security Income, market rate housing is not an option due to cost. For those who can't live independently, supported living services that offer instruction and support to persons who live in their own homes in the community are available. Of the 11,574 clients of the King County Division of Developmental Disabilities, the vast majority live in their parents homes (6,215). However, more subsidized housing options for people with developmental disabilities are needed as parents age and their adult children look for more independent living.
- Medicaid waivers, agreements between the State and the Federal agency responsible for Medicaid, provide support services for people with intellectual/developmental disabilities and their families; in King County in August 2015, only 56% age 21 years and older of those eligible for waivers were able to receive them due to lack of State funding.
- The 2014-2017 King County Plan for Developmental Disabilities Services identified the need for culturally competent services and outreach for the increasing number of people from diverse ethnic and cultural communities and with limited English language skills. This need was also identified by local providers for both adults and children with intellectual/developmental disabilities and their families.
- Services for children birth to three with developmental delays or disabilities are underfunded at a time when more children are being identified with these needs. Kinderling Center reports that between 2013 and 2014 their monthly enrollment went up 16% for infants and toddlers with disabilities or delays. At the same time, funding sources such as Medicaid and federal

dollars for children with special health care needs continues to decrease. Early identification and intervention has shown to be effective; King County data indicates that in 2014 about a third of the children who exited Early Intervention services countywide did not need special education services.

- Transition services for youth with intellectual/developmental disabilities leaving high school increases their success in the community, including finding and retaining employment. Local non-profits working with the Bellevue School District have provided such transition programs with good outcomes, and have begun working with students even earlier than high school to help them and their families understand the system and access services. However, more such services will be needed in the future.
- Even though the unemployment rate in the State is dropping, it is still challenging for people with intellectual/developmental disabilities to find jobs. Despite this challenge, AtWork, a local supported employment agency, was able to work with employers to create jobs for this population and have increased job placements from 50 in 2013 to almost 70 in 2015.

Gaps Include

- Limited housing opportunities for people with disabilities who prefer to live independently.
 - Respite care for aging parents whose adult children with disabilities still live at home.
 - Services for caregivers of children with disabilities, including childcare, recreational and after-school programs and caregivers of adults with disabilities, including respite.
 - Culturally and linguistically appropriate programs and outreach to families with children with disabilities who come from diverse cultural and for whom English is not their first language.
 - Coordinated, accessible transportation options for people with disabilities.
 - Funds for early identification of children with disabilities.
 - Lack of available paid and volunteer positions for people with intellectual/developmental disabilities.
- Funding for services to people with all types of disabilities continues to lag behind the growth of this population. The result is that there are wait lists for certain services such as housing and family support from King County. And for those programs in which waiting lists are not allowed, agencies are strapped to find additional resources to fill the funding gap. This trend is predicted to continue over the next several years due in part to the higher life expectancy of the aging disabled population, the increase of referrals of children with disabilities, and the continued development of medical procedures that now save the lives of those who in the past may not have survived trauma or complications at birth.
 - Lack of affordable housing is as much of a problem for people with disabilities as for the rest of the population, if not greater. The need is growing faster than housing stock is produced. It is especially critical for people with disabilities to find housing in familiar neighborhood settings, near support systems and convenient amenities, in order to maintain their independence to whatever extent they are able.
 - Another growing need in the community is for more paid employment and volunteer opportunities for people with developmental disabilities.
 - Early intervention services for children birth to three with disabilities are underfunded. Research clearly shows that early intervention saves costs later; for some children whose special needs are identified when they are older, critical time is lost. All sectors of the community-medical, business, education, public and non-profit-need to increase their efforts to promote early screening and make it easier for parents and caregivers to find help.
 - Childcare for children with special needs continues to be in very short supply in the community, as are programs appropriate for children age 12 and older. Community-based organizations already providing such services to typically developing children could, with training and support, help to fill this gap.

Implications for Action

- Inclusion of people with all disabilities in all communities needs to be a priority. Research has shown that people with disabilities who experience inclusion early in their lives are more likely to live in and actively contribute to their community as adults.

Refugees and Immigrants

Key Trends

- In 2014, Washington ranked 11th in the U.S., resettling 2,483 refugee arrivals, representing about 3.5% of total new refugee arrivals to the U.S. in 2014. King County resettled approximately 66% of all refugee arrivals. The biggest group continued to be from Iraq, Somalia and Burma. The largest group of immigrants based on the 2013 Census data in Bellevue are Hispanic/Latino, Asians including Chinese, Korean, Japanese, and people from East Indian countries.
- As of October 2015, 87 languages and dialects were spoken by Bellevue School District students. Local organizations and colleges offer courses for English Language Learners to help adult refugees and immigrants learn English especially to increase their access to jobs. Agencies report that language barriers are the biggest issue for newcomers from other countries to find work.
- In 2011-2013 Bellevue's population accounts for 42% minorities. Specifically Bellevue's Asian and Hispanic/Latino populations have been the fastest growing populations.
- In 2014, the City of Bellevue and its Council adopted a Diversity Advantage Plan. The plan's goal was to research and adopt best practices and engage the community to unlock the positive power of diversity in Bellevue. In addition, the plan is for the City of Bellevue to enact and uphold equitable policies and practices, train and hire culturally competent staff and provide programs that are responsive and accessible to all.
- The City, in addition to local coalitions, has been working on ways to make information about resources more available to non-English speaking residents. Resource guides and websites in multiple languages and bilingual staff answering phone information lines all aid non-English speakers in identifying and accessing much needed resources.
- Access to health care, including mental health and dental care, has become increasingly difficult for many adult immigrants, even those who are here legally. Some state health insurance programs have been eliminated or reduced that were once accessible to this population. At Eastgate Public Health Clinic, staff reported a decline in the number of interpreted visits, not due to lack of need, but because Public Health programs like immunizations and Maternity Support Services have been cut. In 2014, the Public Health services and two of the primary care sites partnered with Neighborcare and as a result, retained only WIC, Maternity Support Services and Dental services. Other needs that are frequently mentioned are legal assistance for landlord-tenant and immigration issues, and services for survivors of domestic violence.

Gaps Include

- ESL and job training programs for non-English speaking residents.
- Free and low-cost legal assistance for immigration and family law issues provided in languages other than English.
- Low-cost health and dental care for immigrants who do not have health insurance.
- Information about resources in languages other than English.
- Support for refugee and immigrant parents with children of all ages.

Implications for Action

- The need for more culturally and linguistically competent human services staff grows each year. Throughout the community, there is a need for information to be available in languages other than English, such as that provided through the Cultural Navigator program. Increased needs for employment, health insurance, basic needs and legal assistance continue, amongst immigrants and refugees who have not previously needed to ask for help before.
- Culturally appropriate mental health counseling for recent immigrants or refugees is

in demand. Use of mental health care can be unfamiliar and unacceptable. Providing culturally acceptable care which takes into account cultural background is essential for this demographic.

- Requests for English-as-a-Second-Language classes at all levels for adults are increasing, a result of larger numbers of refugees and immigrants living in Bellevue as well as a greater demand for better language skills to secure jobs. More opportunities for people to learn English, especially those that offer childcare, are needed.
- Non-English speaking parents need assistance helping their children in school. This can include having more bilingual staff, materials for parents translated in their native languages, and events to educate parents about the school system and culture in the U.S. so they can learn skills to advocate for themselves.
- Increased opportunities are needed for people to have cultural events and activities to increase awareness in the community about the richness of these cultures and engage new Americans in meaningful dialogue. There are more ways yet untapped to utilize the strengths and assets that the many immigrant and refugee groups have brought here with them, to enrich and strengthen the community.

School-Aged Children and Youth

Key Trends

- The Bellevue School District continues to be among the highest ranked school districts in the nation. Approximate 1,038 Bellevue households have students that attend school in the Issaquah School District.
- The student body in the Bellevue School District (BSD) is becoming more diverse. In 2014-2015, 42.1% of students were White, compared to 71.4% in 1996. Asian Pacific Islander students comprised 34.4% of the district's student population. In the past sixteen years, the percentage of Hispanic students has almost doubled (11.6%). African American student numbers have remained relatively stable in the past few years (2.7%).
- The Bellevue School District created a

Department of Equity. The department operates with the belief that, "An equitable and excellent school district is one which all students achieve high levels of academic success, regardless of any student's race, ethnicity, culture, country of origin, religion, gender, special needs, sexual orientation, neighborhood, income of parents, or mother tongue. In an equitable and excellent school district, there are no persistent patterns of differences in the academic achievement or treatment of students grouped by race, ethnicity, culture, special needs, and country of origin, religion, gender, sexual orientation, and neighborhood, income of parents or mother tongue. Equity and excellence occur when each and every student is served effectively to achieve high levels."

- Between 2008-2012, the average teen birth rate in King County for females ages 15-17 was 8.1/1,000 births. During the same time period, average teen birth rates in South King County (12.7), and Seattle (7.3) were higher than in East (2.8) or North King County (4.0). The rate in Bellevue is one of the lowest in the county (0.00 births per 1,000 women).
- Suicide is the second leading cause of death among Washington youth ages 15-24 and the third leading cause of death nationally. According to the National Center for Health Statistics, Washington has the 21st highest overall suicide rate in the nation. The Healthy Youth Survey 2014 showed 16% of Bellevue School District youth (8th, 10th and 12th graders) had contemplated suicide in the last 12 months. Further, the mental health of school-aged children and youth is a major concern expressed by teachers and school based counselors. Bellevue mental health providers report challenges in meeting all of the need for mental health and substance abuse treatment.
- Housing for homeless youth continues to be a need throughout King County. The Bellevue School District reports 228 students were eligible to receive services funded by the federal McKinney-Vento Act because they were homeless. In addition, providers who work with homeless youth report the majority have experienced significant

trauma due to physical or sexual abuse, and/or have aged out of the foster care system or have run away from dangerous situations. As a coping mechanism, many of these youth abuse substances and can develop serious addictions. As a response to homeless youth, King County did an update in May 2015, to update the 2013 Comprehensive Plan to Prevent and End Youth and Young Adult Homelessness in King County by 2020.

Gaps Include

- Prevention, early detection and treatment of youth mental health problems, including depression, suicide ideation and anxiety as well as substance abuse.
- Supportive services and programs for all diverse youth include those with disabilities, from other cultures and ethnicities, and Lesbian, Gay, Bisexual, Transgender and Questioning youth.
- Emergency shelter and transitional living programs for homeless youth, including older youth up to age 24.
- Mentor programs, quality after-school programs and other opportunities for positive interaction with adults in the community.

Implications for Action

- Access to programs for children and youth to ensure their health and well-being is even more important as the economy continues improve. Lack of these resources can put children and youth at risk for poor outcomes, and eventually take an economic toll on the community.
- With the growing diversity in Bellevue, there is a need for more culturally sensitive programs and activities for school-aged children and youth and their families who may be coping with adjusting to a new country or to gender-based differences. Efforts such as Eastside Pathways are critical to ensure that all children reach their full potential.
- After school programs that enhance relationships and build community are proven supports for success for children and youth. Building upon and expanding access to current programs in order to reach more

children can prevent many problems down the road.

- There is a gap in the “safety net” for homeless youth and young adults, up to age 24. More low-barrier housing with services and outreach to this at-risk population is needed to help them move on to productive lives. Some have “aged out” of the foster care system; others are employed or going to school, but lack family or community support.

Veterans

Key Trends

- The 2010 American Community Survey estimates that about 127,000 veterans live in King County, about 6.6% of the population, down from 2000, when there were 163,815, or 9.43% of the population. About 117,205 are men and 9,984 are women. This decline is thought to be due to the large number of veterans aged 65 and older and less recruitment. Overall, the number of women in the military has increased, as has the proportion of veterans who are persons of color. It is estimated that almost 30,000 veterans live in East King County, 22.1% of the total in the county, compared to 20% estimated in 2007. In Bellevue, it is estimated that 7,530 people are veterans, roughly the same as in 2011.
- Consistent with national trends, the number of older veterans is increasing in the state and county. Close to two-thirds, 80,000 veterans, living in King County are over the age of 55 with 30,700 between 55 and 64. In Bellevue, the largest group of veterans are age 55-75+ (72%). In contrast, veterans 18-34 years old make up only 7.8%.
- The unemployment rate in King County for post 9/11 vets at its peak in 2009 was 11.3% but decreased to 6.9% in 2014. However, veterans who are women and people of color tend to have higher rates of unemployment.
- Homelessness and lack of affordable housing are major issues for many vets and their families, both nationally and locally. In response, U.S. Department of Veterans Affairs launched the 25 Cities Initiative in

March 2014 to assist communities with high concentrations of homeless vets in intensifying and integrating their efforts to end Veterans homelessness. In the 2015 One Night Count of homeless people in King County, about 9% (288) in overnight shelters identified as veterans, 9% (268) were in transitional housing, and 109 were unsheltered. This is a 15% decrease compared to 2014. It is estimated that 1,334 homeless veterans were homeless in King County in 2015, and of those about 224 of those would find housing without help, leaving about 1,120 veterans needing interventions to achieve permanent housing.

- Nationally, veteran suicides increased by 26% between 2005 and 2007. Despite efforts by the Veterans Administration (VA) to increase access by veterans to mental health services and supports, suicides continue to increase. The VA projects that in 2013, each day 22 veterans will commit suicide up from previous estimates of 18/day. Local agencies also report an increase in veterans who struggle with substance abuse as well as mental health issues.
- While vets from all periods of service have experienced a range of mental health issues from the trauma experienced in combat, Post Traumatic Stress Disorder (PTSD) and Traumatic Brain Injury (TBI) have emerged as two signature injuries of the Iraq and Afghanistan wars. PTSD is a severe reaction to war that includes hyper-alertness, nightmares and depression. It may be triggered by reminders of combat, such as fireworks or television scenes of violence. National data indicates that nearly 20% of vets returning from the war in Iraq and Afghanistan reported a mental health issue such as PTSD or major depression. In King County, it is estimated that as many as 25,000 veterans from all war eras could be affected, and that as many as half of them will not seek treatment.
- In the 2012-2017 King County Veterans and Human Services Levy Service Improvement Plan, additional funds were allocated for veterans families based on research and feedback about existing gaps. More research is being done on best practices to help veterans transition from the military to

civilian life. Surveys have found that over half of veterans believe that the military is lagging behind in helping them with this transition.

- King County has implemented several programs that acknowledge the fact that some veterans return from combat to civilian life face civil legal barriers or become involved in the criminal justice system. These include King County Regional Veterans Courts and the Veterans Legal Assistance Program.
- As more women increase in the military, more services are needed tailored to their specific issues. One area is related to sexual assault. Reports of sexual assault, ranging from unwanted sexual contact, sexual harassment to rape, called Military Sexual Trauma (MST), continue to grow. Data from the VA indicates that 24.3% of women and 1.3% of men had experienced MST.

Gaps Include

- Employment services including job training, education and assistance with re-entry into the job market.
- Mental health services including substance abuse treatment tailored to meet the needs of returning veterans with specific disorders, such as PTSD and physical issues such as TBI; support services for their spouses and children.
- Affordable housing especially for homeless veterans and transportation for veterans to be able to access health and human services.
- Support services for woman veterans who have been sexually traumatized as well as general health care services specific to their needs.
- Supportive services for families of veterans to help with their transition to civilian life.
- Coordination of services including better ways of getting out information about eligibility about vets benefits and other services for vets and their families.
- Services for aging veterans (long term care) and their caregivers.

Implications for Action

- Continued, ongoing partnerships between federal, state and county programs for veterans and human services agencies need to continue to ensure that vets are aware of the benefits for which they are eligible. Training for community based providers on Veteran's Culture and other elements of working with veterans is important so services meet specific veterans' needs. The Veterans and Human Services Levy funding, for example, provides many of these trainings through the Veterans Training Support Center.
- The King County Regional Veterans Initiative (RVI) has provided a great planning focus and continues to have great potential to increase coordination of existing regional services with resulting improved quality of life for Vets and their families; one such effort is the goal to end veteran homelessness in King County by the end of December 2015.

Bellevue Adult Misdemeanant Probation

Key Trends

- The adult offender population impacts all levels of government and communities in multiple ways. There is no organized advocacy working to sustain the public's attention on the needs of this unique population. Identifying this diverse group as a special population with specific needs is a first step in formulating a collaborative plan to work along the entire human services continuum to collectively work toward the shared goal of reducing recidivism.
- Defendants who are guilty of misdemeanor offenses committed in Bellevue are supervised by Bellevue Probation. Typical offenses include: driving under the influence, domestic violence assault, theft, possession of stolen property, driving with a suspended license and various felonies amended to misdemeanors.
- Bellevue Probation is part of the larger regional criminal justice system that deals with adult misdemeanor offenses. Other system components include Bellevue

Police, Bellevue Prosecutor, King County District Court and King County and regional jail providers. Probation represents the ideal place along the continuum where real, meaningful interventions can occur to effectively change the lives of the defendants.

- Bellevue provides adult misdemeanor probation services for approximately 1,000 individuals per year with an average daily population of about 500 supervision cases and 300 administrative cases. Cases by charge type include driving under the influence (40%), domestic violence (29%), theft (16%), assaults/disorderly behavior (10%), and drug offenses (65%) which are spread across all offense types.
- Of the 2015 Probation case load, 65% have chemical dependency issues, 13% have mental health issues, 17% are unlicensed and 19% are unemployed.
- Some of the issues that the Bellevue adult probation misdemeanor offenders experienced in early life (Adverse Childhood Experiences, or ACEs) have contributed to their interaction with the criminal justice system. Mental health issues are increasingly common in the offender population.
- Bellevue Probation adheres to a best practices mandate to assist individuals in meeting the conditions set by the court. Some examples of intervention strategies utilized include: using an empirically validated assessment tool; License Support Program helping an individual who has lost driving privileges; colocation of a Sound Mental Health forensic staff to aid with mental health services; Work Crew to provide community service; Stipulated Order of Continuance Program to divert first time domestic violence offenders to probation; and the Electronic Home Detention Program providing a cost effective alternative to jail.
- Implementing a collective impact approach to services is a key element and vision to support and treat adult misdemeanor offenders. The City of Bellevue supports many human services organizations that provide general services but none targeted for the criminal offender. Bellevue Probation staff meets regularly with criminal justice partners, service providers and the Probation Advisory Board on issues to

address and progress made but does not always result in a common agenda. To effect a meaningful reduction in recidivism requires elevating the needs of this special population to develop additional, effective and collaborative interventions.

Gaps Include

- Funding for entry level programs for domestic violence, mental health, anger management and chemical dependency treatment.
 - Lack of appropriate evaluations.
 - Cognitive restructuring programs.
 - Parenting programs.
 - Educational/vocational programs and job searches.
 - Re-licensing assistance.
 - Funds for basic needs like housing.
 - Interpreters to address the increasing linguistic diversity in Bellevue.
 - Collective impact interventions to develop effective and collaborative interventions.
- recidivism and increasing the offenders' chance of successful re-entry into society.
- With the growing ethnic population in Bellevue, it is not unexpected that the offender population is becoming more diverse. Staff report that about 10% of their clients are English Language Learners and the need for interpreters is increasing.

Implications for Action

- While Bellevue Probation has incorporated many best practices into its program, resources are limited and access for these and other human services is an ongoing issue. Regularly, offenders have a demonstrated need for one or more services, such as substance abuse treatment and housing find they have just enough income to be ineligible for public funding but not enough to pay for these services.
- New research provides support for the use of a collective impact approach in decreasing violence and thus its impact on the criminal justice system. One takes a public health view of the consequences of violence; violence against children, for example, increases the risks of injury, reproductive health problems and poor cognitive development. THRIVES, a program with the Center for Disease Control to prevent violence against children, emphasizes that violence can be preventable if governments, residents and the global community can act together.
- Increased access to subsidized health and human services are key to preventing