

# Appendices



# Appendix A

## Methodology

### Engaging the Community: Input on Health and Human Services Needs

To obtain a comprehensive picture of human services needs and issues in Bellevue, a blend of quantitative and qualitative data was collected. Staff met or talked with a diverse group of stakeholders who live, provide services and/or work in the City. Data used in the report comes from the phone/online survey; consumer, youth and provider surveys; Community Conversations; key informant interviews; and extensive review of reports and websites. Care was taken to include, whenever possible, those groups or individuals that might be underrepresented in more traditional data gathering methods.

This section outlines the many ways community engagement was accomplished and describes the organization of the report.

Public Meetings with City Council, the Human Services Commission, and Parks Board:

City Council Study Session	April 1, 2019
Human Services Commission public meetings	January 15, 2019 March 19, 2019 June 18, 2019 Oct. 1, 2019 Nov.19, 2019
Parks Board	April 9, 2019

### Bellevue Residents

#### Phone and web-based survey:

Between April 17 and May 5, 2019 Northwest Research Group conducted a survey of 450 Bellevue residents: 131 by phone, (61 landline, 68 cell phone and 2 call-in); 319 online, (214 via mailed letters and 105 via email invitation). This represents a statistically valid sample to project to the entire population at a 95% confidence level (Error Rate:  $\pm$  4.6%). Between June 5 and June 28, 2019, we conducted a follow-up survey focused on homelessness with a format that provided the ability to ask more open-ended questions. Ninety-seven survey respondents completed the follow-up homelessness survey.

This year, the sampling and data collection methodology again used addresses (address-based sampling, ABS) rather than listed phone numbers that included a web-based option and a phone option, similar to 2011, 2013, 2015, and 2017. Starting in 2017 and continuing in 2019, the ABS methodology was enhanced with the introduction of email addresses to increase response rates and reduce survey costs. This multi-modal approach compensates for the increase of cell phone-only and primarily cell phone households (previously unaccounted for in strictly address-based sampling). In 2019, the methodology was further enhanced by using a City of Bellevue registered email address which directed all respondents to a City of Bellevue owned domain.

All respondents rated a series of 24 potential community problem areas and 24 household problem areas as ‘major,’ ‘moderate,’ ‘minor,’ or ‘no problem.’ The average survey time was just under 15 minutes. In both areas, most key measures were retained from previous years. A follow-up survey was conducted to gain information regarding personal experience and community perspective on homelessness in Bellevue. Appendix D contains the list of new questions added in the follow-up survey.

In addition, respondents answered questions about accessibility to and quality of human services, demographics and community support.

**Consumer Survey:** Unlike the phone and online survey, this survey specifically targeted Bellevue residents receiving human services. This survey was distributed between May and June 2019 and completed by 93 participants in English-as-a-Second-Language classes at Bellevue College, Jewish Family Services, Hopelink, and Bellevue Mini City Hall participants. Surveys were available in English, Spanish, Russian, Vietnamese, Korean and Chinese; though some people completed the survey in English, 89% of the respondents indicated that the primary language spoken at their homes was not English. This further increased the diversity of the group completing this survey.

Languages Spoken by Consumer Survey Respondents		
Primary Language Spoken at Home	Number of respondents	Percentage
English	10	10.99
Mandarin	27	29.67
Vietnamese	15	16.48
Spanish	10	10.99
Cantonese	3	3.30
Russian	10	10.99
Other*	24	26.37

\* “Other” included the following languages: Arabic, Turkish, Hindi, Ukrainian, Telugu, Amharic, Bengali, Tamil, Portuguese, Tagalog/Filipino, Farsi, and Punjabi.

Additional information:

- Only 91 of the 93 respondents answered this question asking the primary language spoken at home.
- Respondents were able to select more than one language.

Respondents were asked to rate the degree to which 29 household issues were or were not a problem for their household, as well as service accessibility. Due to the nonrandom nature and small sample size, these results are not statistically valid. However, they can be used anecdotally to demonstrate general themes about human services needs within groups underrepresented in the phone/online survey.

**Community Conversations:** Bellevue residents or service providers participated in 20 informal focus groups for the Needs Update, called Community Conversations. Different races and ethnicities were included among the participants, mirroring the large diverse population in Bellevue. See Appendix F for a detailed listing of these groups and dates they were conducted.

## Human Services Providers and Administrators

**Provider Surveys:** Twenty-six health and human services providers that serve Bellevue residents completed an online survey summarizing service trends, utilization rates, gaps, and barriers. The survey was sent to all non-profit agencies that applied for Bellevue Human Services funding in the 2018-19 funding cycle.

**Key Informant Interviews:** Thirteen individuals were interviewed either in person or on the phone between March and September 2019. Key informant interviews provide insights into the needs and issues experienced by a particular population when other information is not available. Interviewees included service providers to or members of groups such as:

- U.S. Military Veterans
- Immigrants and Refugees
- Consumers at the Homeless Day Centers
- Older Adults
- People with Disabilities
- Domestic Violence

A complete list of who was interviewed can be found in Appendix G of this report.

**Input from Faith Communities on the Eastside:** Faith communities provide a variety of basic need services that are rarely formally counted as community resources. Eastside Interfaith Gathering convened by the Church Council of Greater Seattle's representative, Karen Studders, identified five Eastside faith communities and conducted the interviews. Interviews gathered information about Bellevue's strengths, greatest health and human services needs in our community, and barriers to services.

## Other Sources of Information

**Reports, Studies and Websites:** Many public and private organizations produce in-depth reports focusing on specific topic areas like housing, unemployment, older adults, youth, or public health. These reports offer a broad national, statewide, or regional perspective useful for trend comparison. Examples of those referenced in this report include:

- Healthy Youth Survey
- King County All Home
- Communities Count Social and Health Indicators across King County
- Washington State Department of Social and Health and Services
- AARP Public Policy Review
- Washington Association of Sheriffs and Police Chiefs 2018 Annual Report

**Data Limitations:** The data in the Needs Update came from reliable sources. However, as in all reports, care must be taken in interpreting the data because of the presence of certain variables over which the researcher has no control. For example, changes in public awareness of certain community-level problems like domestic violence or homelessness can affect the public perception of their prevalence. A highly publicized case of youth violence can lead to increased reports for a short period of time, which then may drop off to previous levels. Typically, observing a trend over a period of several years better indicates the extent of the problem. Whenever possible, trends observed over at least three years are included. Other issues affecting data quality or quantity:

- Inability to obtain unduplicated counts of certain populations (e.g. the homeless, who are difficult to track because of their mobility);
- Under-reporting of certain topics given their personal nature, such as income or crimes like rape and domestic violence;
- Lack of data for a smaller geographic area like Bellevue, so estimates must be projected from a larger area like the county or based on national prevalence;
- Lack of access to underrepresented groups, such as those who are disabled, those who speak languages other than English, or the frail elderly; and
- Changes in data collection and reportage methods.

# Appendix B

## Phone and Online

### Survey Results

#### Ratings for Problem Areas in the Community

		Not / Minor	Moderate	Major
<b>Top Tier Problems</b> <b>(30%+ Major/Moderate)</b>	Lack of affordable housing	25%	25%	50%
	Lack of affordable childcare	49%	31%	20%
	Having jobs that do not pay enough for the basics of food, shelter, and clothing	50%	32%	18%
	Lack of affordable medical care	55%	29%	16%
	Lack of affordable medical insurance	56%	24%	20%
	Homelessness	58%	29%	13%
	Inadequate public transportation	60%	26%	14%
	Drug abuse	62%	27%	11%
	Lack of affordable dental care	64%	26%	10%
	Mental illness or emotional problems	66%	25%	9%
	Crime in the community	68%	25%	7%

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		Not / Minor	Moderate	Major
<b>Second Tier Problems</b> (20% up to <30% Major/Moderate)	Lack of services for elderly persons	72%	21%	7%
	Lack of money for basic services	72%	22%	6%
	Lack of affordable legal services	73%	19%	8%
	Racial or ethnic discrimination	75%	20%	5%
	Hunger	77%	18%	5%
	Lack of parenting skills	77%	16%	7%
	People not speaking or understanding English well enough to function in society	78%	16%	5%
	Lack of services for people with disabilities	79%	18%	4%
	Alcoholism	80%	17%	3%
	Lack of services for children and teens	80%	16%	3%
<b>Third Tier Problems</b> (< 20% Major/Moderate)	Domestic violence	82%	15%	3%
	Violence in the community	83%	14%	4%
	Unemployment	89%	9%	2%

Q2 For anything that you feel is a problem, please tell me if it is a minor, moderate or major problem.  
Base=all respondents

# Ratings for Problem Areas in the Community

		2007	2009	2011	2013	2015	2017	2019	Change from 2017
Top Tier Problems (30%+ Major/ Moderate)	Lack of affordable housing	69%	58%	61%	51%	68%	78%	75%	-3%
	Lack of affordable childcare	32%	25%	39%	30%	40%	46%	51%	<b>5%*</b>
	Having jobs that do not pay enough for the basics of food, shelter, and clothing	39%	34%	40%	35%	40%	46%	50%	4%
	Lack of affordable medical care	47%	41%	51%	40%	35%	42%	45%	3%
	Lack of affordable medical insurance	52%	48%	55%	41%	35%	46%	44%	-3%
	Homelessness	16%	15%	22%	28%	30%	35%	42%	<b>7%*</b>
	Inadequate public transportation	33%	33%	38%	35%	38%	39%	40%	1%
	Drug abuse	28%	25%	30%	24%	26%	34%	38%	4%
	Lack of affordable dental care	40%	34%	41%	34%	32%	37%	36%	-1%
	Mental illness or emotional problems	19%	19%	27%	19%	27%	30%	34%	4%
	Crime in the community	19%	18%	25%	30%	26%	27%	32%	<b>5%*</b>

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		2007	2009	2011	2013	2015	2017	2019	Change from 2017
<b>Second Tier Problems (20% up to &lt;30% Major/ Moderate)</b>	Lack of money for basic services	25%	22%	31%	21%	23%	31%	28%	-3%
	Lack of services for elderly persons	21%	18%	24%	15%	24%	30%	28%	-2%
	Lack of affordable legal services	23%	24%	27%	20%	25%	32%	27%	<b>-5%*</b>
	Racial or ethnic discrimination	16%	13%	17%	16%	17%	25%	25%	0%
	Lack of parenting skills	26%	27%	33%	23%	22%	24%	23%	-1%
	Hunger	16%	18%	22%	21%	20%	23%	23%	0%
	People not speaking or understanding English well enough to function in society	34%	31%	34%	31%	26%	21%	22%	1%
	Lack of services for people with disabilities	19%	17%	24%	15%	21%	26%	21%	<b>-5%*</b>
	Lack of services for children and teens	19%	19%	23%	17%	20%	24%	20%	-4%
	Alcoholism	21%	17%	23%	18%	19%	23%	20%	-3%
<b>Third Tier Problems (&lt; 20% Major/ Moderate)</b>	Domestic violence	21%	17%	22%	17%	19%	19%	18%	-1%
	Violence in the community	19%	18%	13%	16%	10%	15%	17%	2%
	Unemployment	17%	44%	55%	35%	27%	20%	11%	<b>-9%*</b>

Q2 For anything that you feel is a problem, please tell me if it is a minor, moderate or major problem.

Base=all respondents

Crime in the Community and Violence in the Community were one question prior to 2011

\* Statistically significant difference.

# Ratings for Problems Experienced by the household

		Not / Minor	Moderate	Major
<b>Top Tier Problems (10%+ Major/ Moderate)</b>	Not being able to find affordable childcare	75%	18%	7%
	Inadequate public transportation	79%	13%	8%
	Having a lot of anxiety, stress or depression which interferes with your daily life	80%	14%	6%
	Not having enough money to pay for housing	85%	10%	5%
	Children or teens with emotional or behavior problems	85%	11%	4%
	Finding it difficult to budget the money that's available	86%	8%	6%
	Not being able to pay for medical insurance	88%	7%	5%
	Not being able to pay for the doctor bills	88%	7%	4%
	Not being able to get medical insurance	89%	5%	6%
	Not being able to find work that supports yourself or family	90%	6%	4%
	Not being able to find home health care or day care for an elderly person	90%	7%	3%
<b>Second Tier Problems (5% up to &lt;10% Major/ Moderate)</b>	Not able to pay for dental bills	91%	6%	4%
	Experiencing racial or ethnic discrimination	91%	8%	1%
	Not being able to find programs for someone with a disability	91%	6%	3%
	Not being able to find affordable care for someone with a disability	91%	3%	6%
	Not being able to afford legal help	92%	5%	3%
	Not being able to pay for mental health counseling	92%	7%	1%
	Living in housing that needs major repairs which you cannot afford	93%	5%	1%
	Not able to pay for prescriptions	93%	5%	3%
	Not being able to pay the utility bills	95%	4%	1%
	Not having access to mental health counseling	95%	3%	2%

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		Not / Minor	Moderate	Major
Third Tier Problems (<5% Major/Moderate)	Not having enough money for food	97%	1%	2%

H1 For each one, please indicate if it is has been a major problem, moderate, minor problem, or not a problem at all for you or anyone in your household over the past several years.

Base=all respondents for most; respondents with children for those relating to childcare; respondents with non-English speakers for those relating to English; respondents with elderly/disabled people in their home for those relating to elderly/disabled

## Ratings for Problem Areas in the Household

		2007	2009	2011	2013	2015	2017	2019	Change from 2017
Top Tier Problems (10%+ Major/ Moderate)	Not being able to find affordable childcare	9%	5%	7%	8%	21%	22%	25%	<b>3%*</b>
	Inadequate public transportation	14%	18%	20%	22%	19%	21%	21%	0%
	Having a lot of anxiety, stress or depression which interferes with your daily life	16%	16%	20%	15%	17%	16%	20%	<b>4%*</b>
	Not having enough money to pay for housing	10%	11%	12%	12%	13%	13%	15%	2%
	Children or teens with emotional or behavior problems	7%	7%	7%	7%	10%	12%	15%	<b>3%*</b>
	Finding it difficult to budget the money that's available	14%	16%	19%	19%	14%	12%	14%	2%
	Not being able to pay for medical insurance	16%	16%	15%	15%	8%	12%	12%	0%
	Not being able to pay for the doctor bills	13%	14%	12%	14%	10%	11%	12%	1%
	Not being able to get medical insurance	16%	16%	13%	13%	7%	7%	11%	<b>4%*</b>
	Not being able to find work that supports yourself or family	12%	11%	20%	17%	13%	15%	10%	<b>-5%*</b>
	Not being able to find home health care or day care for an elderly person	7%	6%	7%	6%	5%	10%	10%	0%

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		2007	2009	2011	2013	2015	2017	2019	Change from 2017
<b>Second Tier Problems</b> (5% up to <10% Major/Moderate)	Not being able to find affordable care for someone with a disability	9%	6%	4%	7%	8%	14%	9%	<b>-5%*</b>
	Not being able to find programs for someone with a disability	9%	6%	5%	7%	8%	10%	9%	-1%
	Not able to pay for dental bills	13%	14%	13%	14%	12%	10%	9%	-1%
	Experiencing racial or ethnic discrimination	4%	7%	5%	7%	4%	7%	9%	2%
	Not being able to pay for mental health counseling	8%	6%	9%	7%	7%	9%	8%	-1%
	Not being able to afford legal help	10%	10%	11%	10%	8%	8%	8%	0%
	Living in housing that needs major repairs which you cannot afford	7%	9%	11%	10%	6%	9%	7%	-2%
	Not able to pay for prescriptions	13%	14%	9%	10%	6%	7%	7%	0%
	Not being able to pay the utility bills	7%	6%	7%	10%	7%	7%	5%	-2%
	Not having access to mental health counseling	8%	6%	9%	7%	7%	6%	5%	-1%
<b>Third Tier Problems</b> (<5% Major/Moderate)	Not having enough money for food	7%	6%	7%	10%	6%	5%	3%	-2%

H1 For each one, please indicate if it is has been a major problem, moderate, minor problem, or not a problem at all for you or anyone in your household over the past several years.

Speak and Read English fluently were one question prior to 2015

+Not enough money for food and Clothing were one question prior to 2015

\* Statistically significant difference.

# Appendix C

## Demographic Profiles

Weighting—Unweighted and Weighted Data Compared to Bellevue Population

	2019 Human Needs Survey (unweighted)	2019 Human Needs Survey (weighted)	Bellevue Population*
<b>Gender</b>			
Male	53%	49%	50%
Female	47%	51%	50%
<b>Age**</b>			
18–34	15%	29%	28%
35–54	40%	38%	38%
55 Plus	44%	33%	33%
<b>Household Size</b>			
Single Adult	25%	23%	26%
Two or More Adults	74%	77%	74%
<b>Children in Household</b>			
None	67%	62%	68%
One or More	33%	38%	32%
<b>Dwelling Type</b>			
Single-Family	53%	51%	50%
Multi-Family	47%	49%	50%
<b>Home Ownership</b>			
Own	71%	67%	57%
Rent	29%	32%	43%
<b>Income</b>			
Less than \$25,000	4%	3%	11%
\$25,000–\$50,000	6%	4%	12%
\$50,000–\$75,000	10%	10%	13%
\$75,000 or Greater	80%	83%	65%
<b>Race/Ethnicity</b>			
White (not Hispanic)	66%	63%	56%
Asian (with any other race)	25%	27%	37%
African American	1%	2%	4%
Other	9%	9%	6%
% Hispanic	4%	5%	7%
(multiple responses)			

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	2019 Human Needs Survey (unweighted)	2019 Human Needs Survey (weighted)	Bellevue Population*
<b>Years Lived in Bellevue</b>			
0-3	18%	21%	
4-9	23%	26%	
10 or More	59%	53%	n.a.
Mean	17.39	15.45	
<b>Language Spoken at Home</b>			
English only	52%	51%	58%
Other than English	48%	49%	42%

\*Source for population figures: All data are 2013-2017 American Community Survey five-year estimates.

\*\*Note: Age was imputed for respondents who refused their age.

Unless otherwise noted, all reported statistics are based on weighted-base sizes. For reference, the table below provides both weighted and unweighted base sizes for each subgroup of respondents shown in this report.

Weighted versus Unweighted Base Sizes	
All Respondents	By Neighborhood
2011 (n = 409)	Bel-Red (n = 2, n <sub>w</sub> = 2)
2013 (n = 624)	Bridle Trails (n = 34, n <sub>w</sub> = 40)
2015 (n = 423)	Cougar Mountain / Lakemont (n = 29, n <sub>w</sub> = 26)
2017 (n = 484)	Crossroads (n = 27, n <sub>w</sub> = 28)
2019 (n = 450)	Downtown (n = 79, n <sub>w</sub> = 75)
<b>Groups of Respondents</b>	Eastgate (n = 22, n <sub>w</sub> = 20)
<b>Those Who Feel There are Unmet Needs in Bellevue</b>	Factoria (n = 7, n <sub>w</sub> = 4)
2019 (n = 38, n <sub>w</sub> = 36)	Lake Hills (n = 58, n <sub>w</sub> = 69)
<b>Respondents Who Rate the Availability of Help Low (&lt;4)</b>	Newport (n = 22, n <sub>w</sub> = 23)
2019 (n = 20, n <sub>w</sub> = 16)	Northeast Bellevue (n = 41, n <sub>w</sub> = 38)
<b>Households with Children</b>	Northwest Bellevue (n = 23, n <sub>w</sub> = 31)
2019 (n = 150, n <sub>w</sub> = 170)	West Lake Sammamish (n = 24, n <sub>w</sub> = 20)
<b>Speak Language Other than English</b>	Somerset (n = 19, n <sub>w</sub> = 15)
2019 (n = 214, n <sub>w</sub> = 222)	West Bellevue (n = 31, n <sub>w</sub> = 27)
<b>Experienced 1 or More Household Problems</b>	Wilburton (n = 21, n <sub>w</sub> = 16)
2019 (n = 202, n <sub>w</sub> = 215)	Woodridge (n = 11, n <sub>w</sub> = 14)
<b>Someone in Household Looked for Help in Past 2 Years</b>	
2019 (n = 79, n <sub>w</sub> = 93)	
<b>Respondents who Found the Help they Needed</b>	
YES (n = 33, n <sub>w</sub> = 46)	

\* n = number unweighted \* n<sub>w</sub> = number weighted

## Count of Households with Non-English Speakers – Unweighted data – N’s shown

	Survey Contact Method			
	Landline	Cell Phone	Online	Total
Participant speaks a language other than English	18	26	126	170
Someone else in the household speaks a language other than English	10	17	81	108
Household where anyone speaks a language other than English (note, that this does not equal the sum of the above two rows as it is possible for both the participant and a second person to speak more than one language)	20	32	162	214
No one in the household speaks a language other than English (English only household)	43	36	153	232

## Count of Languages Spoken in Household – Unweighted data – N’s shown

	Survey Contact Method			
	Landline	Cell	Web	Total
English	60	61	247	368
Chinese	2	0	18	20
Mandarin	0	2	9	11
Hindi	0	1	5	6
Spanish	0	0	5	5
Korean	0	1	3	4
Telugu/Telueu	0	0	3	3
Cantonese	0	0	3	3
French	0	0	2	2
Japanese	0	0	2	2
Arabic	0	0	1	1

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	Survey Contact Method			
	Landline	Cell	Web	Total
Vietnamese	0	0	1	1
Russian	0	0	2	2
Italian	0	0	1	1
Tamil	0	0	1	1
Afrikaans	0	0	0	0
Aleut	0	0	0	0
Armenian	0	0	0	0
Bulgarian	0	0	0	0
Cambodian	0	0	0	0
Farsi	0	0	0	0
Filipino	0	0	0	0
German	0	0	0	0
Hebrew	0	0	0	0
Indian	0	0	0	0
Kannada	0	0	0	0
Lao	0	0	0	0
Norwegian	0	0	0	0
Polish	0	0	0	0
Portuguese	0	0	0	0
Romanian	0	0	0	0
Samoan	0	0	0	0
Serbo/Croatian (Bosnian)	0	0	0	0
Somali	0	0	0	0
Swedish	0	0	0	0

	Survey Contact Method			
	Landline	Cell	Web	Total
Tai/Taiwanese	0	0	0	0
Turkish	0	0	0	0
Other	1	3	14	18

# Appendix D

## Phone/online changes from 2017 to 2019

Minor modifications were made to the 2019 questionnaire to provide more clarity to respondents. Additionally, the 2019 questionnaire included new questions related to affordability and future research.

### Changed Questions

[2017] Q54 Do you or anyone in your household currently provide care or assistance with daily activities for someone else who lives in your household?

[2019] Q54 Do you or anyone in your household currently provide care or assistance with daily activities for someone else who lives in your household who is disabled or elderly?

### Questions deleted in 2019

[2017] TEL Which of the following best describes how you make or receive calls at home?

### Questions added in 2019 (main survey)

H4 How difficult would it be to meet your current household's basic expenses such as housing, food and medical if your paycheck were delayed for a week?

INCOME3 How often do you get paid?

FUTURE1 Would you be willing to help the City of Bellevue by agreeing to participate in future research?

FUTURE2 May I please get your first name only?

FUTURE3 Please provide an email address where we can contact you for future research.

FUTURE4 Please provide your best contact number

### Questions added in 2019 (Homelessness follow-up / supplemental survey)

Q1 Have you been homeless or at risk of being homeless in King County during any point during the last 10 years?

Q2 [ASK Q2 IF Q1=1] How many months were you homeless?

Q3 [ASK Q3 IF Q1=1] Which of the following events or conditions led to you being homeless?

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## Questions added in 2019 (Homelessness follow-up / supplemental survey)

Q4 [ASK Q4 IF Q1=1] Which of these was the primary event or condition that led to your homelessness?

Q5 [ASK Q5 IF Q1=1] Which of the following services did you use that helped you during the time you were homeless?

Q6 [ASK Q6 IF Q1=2] Which of the following events or conditions led to you being at risk for being homeless?

Q7 [ASK Q7 IF Q1=2] Which of these was the primary event or condition that led to your being at risk for being homeless?

Q8 [ASK Q8 IF Q1=2] Which of the following services did you use that helped you during the time you were at risk of being homeless?

Q9 How often, in Bellevue, do you come into contact with someone that you perceive to be homeless?

Q10 Why do you think people become homeless?

Q11 What do you feel is the biggest barrier to eradicating homelessness?

Q12 To your knowledge, what is the city doing to address homelessness?

Q13 What are additional things the city could be doing to address homelessness?

# Appendix E

## Address-Based Sampling

In the past, a random-digit dialing (RDD) telephone survey was used. Strict quotas were used to ensure representation of men and women, different age groups, and residents of multi-family versus single-family dwelling types was roughly proportionate to their actual incidence in the population. While RDD telephone survey research continues to be used widely, it has come under increased scrutiny due to the proliferation of cell phones as well as declining response rates. This has called into question the representativeness of surveys conducted using traditional RDD samples. Estimates today are that as many as 46 percent of all households in King County no longer have a landline telephone and rely strictly on a cell phone or other mobile device to make and receive calls. An additional 17 percent of households have both landline and cell phone numbers but rely primarily on their cell phones.<sup>1</sup>

To address the high incidence of cell phone only households or households whose members primarily use cell phones, a major methodological change to address-based sampling (ABS) was implemented beginning with the 2011 Human Needs Assessment. In 2017, the ABS methodology was enhanced with the introduction of e-mail addresses to increase response rates and reduce survey costs.

The sample frame was composed of a list of all addresses in Bellevue—as defined by census block groups—including those indicating that post office boxes are the only way they get mail. This list was then matched against a comprehensive database to determine if the household had a matching landline or cell phone number. Additionally, e-mail addresses were appended where possible.

- If no matching phone number was found, the household was sent a letter signed by the city manager asking them to complete the survey online or by calling a toll-free number.
- If an e-mail address was found, the household was sent an e-mail inviting them to complete the survey online or by calling a toll-free number. Non-responders were contacted by phone.
- If a matching phone number was found, the household was called and asked to complete the survey by phone.
- In order to obtain a representative sample of multi-family households, the ABS sample was appended with a dwelling-type indicator (single vs. multi-family home) and addresses marked as multi-family were over-sampled during the mailing of the invitations.

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<sup>1</sup> National Health Statistics Reports December 18, 2013, “% Distribution of Household Telephone Status for Adults Aged 18 and Over,” <http://www.cdc.gov/nchs/data/nhsr/nhsr070.pdf>

# Appendix F

## Community Conversations

2019-2020

Goal Area	Issues/Population	Group/Date
	All Ages	Bellevue College Faculty and Staff 4/29/19
		Bellevue Fire CARES Staff Meeting 4/16/19
		Bellevue Police Advisory Group - Asian & PI 4/9/19
		Bellevue Park Rangers 5/30/19
		Bellevue Neighborhood Outreach Staff 6/18/19
		Bellevue Community Center Staff 6/10/19
		Bellevue Downtown Library Staff 6/18/19
Specific Populations	Homelessness	Friends of Youth Day Center Consumers & Staff 4/16/19
		Sophia Way Day Center Consumers & Staff 5/9/19
		Catholic Community Services New Bethlehem Day Center Consumers & Staff 5/21/19
	Older Adults	Eastside Neighbors Network 6/10/19
		Bellevue Network On Aging 4/7/19
	People with Disabilities	Hero House Members & Staff 6/6/19
	Refugees and Immigrants	Bellevue Mini City Hall Staff 5.13.19
		Bellevue Diversity Advisory Network 6/26/19
		Eastside Refugee and Immigrants Coalition 4/22/19
	School-Aged Children and Youth	Bellevue Youthlink Council 5/6/19
		Bellevue School District Family Connection and McKinney Vento Staff 5/28/19
		Stevenson Parenting Group 5/7/19
		Youth Eastside Services - BGLAD Support Group 8/29/10
	Veterans	King County Veterans Consortium Muster 5/16/19

# Appendix G

## Key Informant Interviews 2019-2020

Area of Focus	Contact	Date
Older Adults	Karen Koenig, Old Friend's Club	6/4/2019
People with Disabilities	Kim Indurkar, Bellevue Community Center	4/23/2019
People with Disabilities	Blayne Amson, Bellevue ADA/Title VI Civil Rights Program Administrator	4/10/2019
School Aged Children and Youth	Jeannie Anderson, Bellevue Wrap Around Services; Hortensia Nunez-Rodriguez, BSD Family Connection Center	5/1/2019
School Aged Children and Youth	Cecilia Vasquez-Martinez, Bellevue Wrap Around Services; Julie McIntyre, BSD Family Connection Center	5/1/2019
Veterans	Doug Hoople, King County Veteran Coalition	4/12/2019
People with Disabilities	Leah Molnar, Bellevue Special Needs PTA	7/25/2019
Domestic Violence	Rachel Krinsky, LifeWire	8/14/2019

## Faith Community Interviews

Interview conducted by Karen Studders, Eastside Interfaith Gathering convened by the Church Council of Greater Seattle

Congregation	Contact	Date
St Margaret's Episcopal Church	The Reverend Christina Jillard	7/3/2019
Bellevue First Congregational Church	Reverend Patty Ebner	7/17/2019
Temple De Hirsch Sinai	Rabbi Daniel Weiner	7/23/2019
St Louise Catholic Church	Fr. Gary Zender	7/24/2019
Islamic Center of Eastside, ICOE	Iman Fazal Hassan	7/17/19 & 7/21/19

# Appendix H

## 2016 Federal Poverty Guidelines for the 48 Contiguous States and the District of Columbia

Persons in family/household	Poverty guideline
1	\$11,880
2	\$16,020
3	\$20,160
4	\$24,300
5	\$28,440
6	\$32,580
7	\$36,730
8	\$40,890
For families/households with more than 8 persons, add \$4,160 for each additional person	

## 2017 Federal Poverty Guidelines for the 48 Contiguous States and the District of Columbia

Persons in family/household	Poverty guideline
1	\$12,060
2	\$16,240
3	\$20,420
4	\$24,600
5	\$28,780
6	\$32,960
7	\$37,140
8	\$41,320
For families/households with more than 8 persons, add \$4,180 for each additional person	



## 2018 Federal Poverty Guidelines for the 48 Contiguous States and the District of Columbia

Persons in family/household	Poverty guideline
1	\$15,060
2	\$20,290
3	\$25,526
4	\$30,750
5	\$35,980
6	\$41,210
7	\$46,440
8	\$51,670
For families/households with more than 8 persons, add \$5,230 for each additional person	

## 2019 Federal Poverty Guidelines for the 48 Contiguous States and the District of Columbia

Persons in family/household	Poverty guideline
1	\$12,490
2	\$16,910
3	\$21,330
4	\$25,750
5	\$30,170
6	\$34,590
7	\$39,010
8	\$43,430
For families/households with more than 8 persons, add \$4,420 for each additional person	

Source: Federal Register: The Daily Journal of the United States Government