

Supportive Relationships within Families, Neighborhoods, and Communities



King County
211 calls for basic needs in Bellevue
1,298 in **2016**
1,462 in **2018**



Mini City Hall
48,349 resources and information referrals



71% of low-income households experience at least one civil legal problem.



Family connection centers are located in **8** elementary, **2** middle, and **3** high schools in Bellevue



20% Bellevue residents reported having a lot of stress, anxiety or depression that interferes with daily life.



Goal #2

Supportive Relationships within Families, Neighborhoods, and Communities

This chapter includes data about:

- Finding Help: Information and Referral
- Legal services
- Support for individuals, families, and adults raising children

This chapter discusses these topics as they pertain to the broader community. For more information about how this goal area relates to specific populations (Older Adults, Refugees and Immigrants, People with Disabilities, School-Aged Children and Youth, and Veterans) within our community, please see their respective chapters.

Key Findings

- All families need support, regardless of socio-economic status. However, some Bellevue families may need additional social support to raise their children, care for aging and or disabled loved ones, or a combination of the three if they have limited resources. Family, friends and neighbors are becoming even more important because funding is often limited for many formal services, such as family support programs.
- The need for information provided in languages other than English continues to grow as the Puget Sound Region and East King County becomes more diverse. Human service providers, local government and businesses need to work together to meet this community need by providing resources in a variety of languages.
- Many residents are not aware of how to access human services when the need arises, due lack of knowledge of resources in the community. Some of the factors that contribute to this include not having easy access to a computer, limited English language skills, and not needing to access services in the past. The Crisis Clinic's King County 2-1-1 is one way to fill this critical information gap.
- Low-cost or free civil legal services are a growing need for many residents. A major gap for services exists for direct representation, especially for survivors of domestic violence, immigration issues, and bankruptcy.

Finding Help: Information and Referral

Residents in our community often don't know where to turn for help when an issue arises. Information and referral services provide the bridge to connect people with the resources to assist them in alleviating their crisis and remove the barriers to access.

Community Voice

- Phone/online survey respondents who found help were asked to identify which organizations or persons provided assistance. Help was most often attributed to mental health counselor (50%), family member, friend or neighbor (41%), health care provider (31%), school/educational institution (19%), and social service agency (18%).¹
- Some Bellevue employees, including those working in the Bellevue Fire CARES, noted that sometimes they encounter residents in the community that are isolated and not only need health care or help with their repair needs, but they also are isolated without family or friends who can offer support.²
- Lack of transportation was one of the most frequently mentioned gaps for all populations and in all service areas during community conversations. It leads to lack of access to needed services and isolation. "Inadequate public transportation" has increased as a major/moderate community problem in the phone and online survey since 2003. In 2019, 40% of respondents identified inadequate public transportation as a community problem. Twenty-one percent of the respondents rated it as household problem, which was the second-highest rated problem.³
- In virtually all Community Conversations, participants frequently mentioned difficulties finding human services resources. Participants included human service clients, consumers, providers and English Language Learners.
- In the 2019 phone/online survey, 7% of respondents said that people in Bellevue do not have enough access to human services, slightly higher than 2017. Of those who sought help (48%), two-thirds (66%) found the help they needed.⁴
- Staff from the Wrap-Around Services Program⁵ reported that many parents they work with lack access to and knowledge of technology to enroll their children in recreation and other community programs. This suggests that information should be made available in multiple formats.⁶
- Staff at Bellevue Mini City Hall report seeing an increase in request for affordable housing, shelter, affordable mental health, immigration issues, and services for older adults. They report that the number of resources in our community is not able to meet the need for some community needs, such as affordable housing.⁷

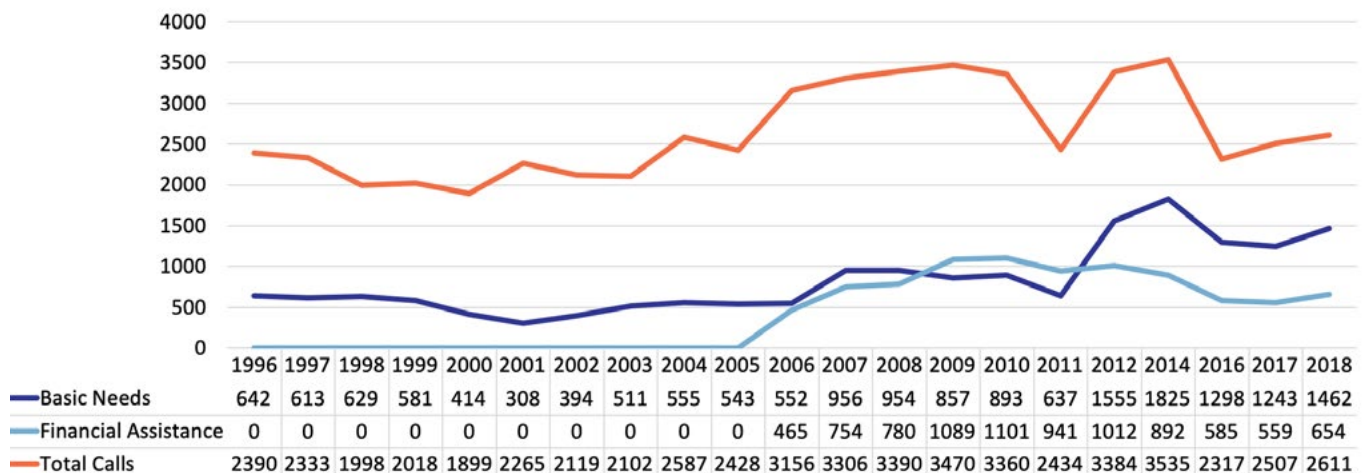
There are lots of great human services resource in the community, but many people are not aware of them and do not know how to access them. This is especially true for those with limited computer skills, which is often a challenge for older adults.

~Participant, Eastside
Neighborhood Network

Prevalence

- In 2018, staff at the City of Bellevue’s Mini City Hall (MCH) at Crossroads Shopping Center received 48,349 requests from customers asking for resource and information referrals, with over 57% related to human service needs. During the first six months of 2019, they have received 24,335 requests, with nearly 60% related to human service needs. In the past 20 months, affordable housing, senior resources, homelessness, access to health care, immigration and citizenship assistance have been the most frequent human service requests.⁸
- Crisis Connection 211 is a one-stop approach for information about health and human services, that streamlines access to social service agencies and resources in King County. The top unmet needs are rental assistance (844), emergency shelter/motel vouchers with (803), and move-in assistance (520).⁹
- As shown in the chart below, the number of calls from Bellevue residents increased by 4% in 2018 and the number of requests for both financial assistance and basic needs increased by 17%. Calls for financial assistance represents 25% of the calls and 56% of the calls were for basic needs, which is similar to previous years.¹⁰

Figure 1: Number of Bellevue Resident Calls to Crisis Connections 211



Source: Crisis Connections¹¹

Service Trends

- In the first half of 2019, Crisis Connections 2-1-1 received 32,173 calls in King County, leading to 30,845 referrals. The number of calls for assistance countywide decreased slightly with 135,990 in 2017 compared to 116,506 in 2018. Resources are also available through the Crisis Connections website, which could be a factor in the slight decrease in calls. Inadequate funding continues to impact staffing and they were not able to answer all of the incoming calls. Of the calls answered and logged, there were 72,109 in 2017 compared to 73,225 in 2018. Crisis Clinic now has a call back option, which eliminates the hold time waiting for assistance.¹²
- Crisis Connections has been an access point for homeless resources through Coordinated Entry for All (CEA) until mid 2019 when CEA moved to a new system. In 2018, 2-1-1 received 2,286 calls and 73 were self-identified from Bellevue residents. For permanent housing, they received 10,475 calls. Of those calls, 356 were self-identified from Bellevue.¹³
- Bellevue Mini City Hall provides an array of services on-site, including cultural navigators, computer coaches through King County Library System, and health resources through State

Health Insurance Benefit Advisor (SHIBA), International Community Health Services (ICHS), and Public Health. They also provide in-person multilingual services for eight languages.¹⁴

Legal Services

Many low-income people are not able to access legal services due to inability to pay for legal services, including civil legal aid, free legal assistance and advocating for laws and policies that promote fairness.

Community Voice

- In the 2019 phone/online survey, 8% of households reported that lack of affordable legal services was rated as a major or moderate household problem, remaining flat since 2015. Twenty-seven percent of respondents rated it as a major or moderate community problem in 2019, significantly lower than 2017.¹⁵
- LifeWire reports that legal support and representation is key for a survivor of domestic violence as they leave their abuser.¹⁶
- Bellevue School District Family Connections Center staff and King County Library staff from the downtown Bellevue Library both identified the need for low cost legal assistance and referrals for issues including immigration issues, landlord-tenant conflicts, and domestic violence.^{17,18}
- In the 2019 consumer survey, about 21% of respondents rated not being able to pay for legal help as a major or moderate household problem.¹⁹

Prevalence

- In 2016, 71% of low-income households experienced at least one civil legal problem, including problems with domestic violence, veterans' benefits, disability access, housing conditions, and health care.²⁰
- Eighty-six percent of the civil legal problems faced by low-income Americans in 2016 alone received either no legal assistance or inadequate legal assistance.²¹
- Low-income Americans seek professional help for only 20% of their civil legal programs. The top reasons for not seeking professional legal help are deciding to deal with a problem on their own, not knowing where to look for help/what resources exist, and not being sure whether their problem is a legal issue.²²
- The average number of civil legal problems per low-income household has tripled over the past decade.²³
- The highest prevalence of problems for low-income households in Washington are in the areas of health care, consumer/finance, and employment. This is a change from the 2003 finding where top occurring problems included housing, family relations, and employment.²⁴

Service Trends

- ELAP provides individualized legal consultations, legal representation with a priority for survivors of domestic violence and legal presentations for no cost. In 2018, ELAP provided a total of 790 one-on-one sessions; 238 were to Bellevue residents. Two hundred and three Bellevue residents attended a legal presentation, including topics on creating a will and immigration rights. ELAP reported an increased need for clients from the bankruptcy and general law clinics requesting extended legal services beyond the 30- to 45-minute consultation. In response, they created a pilot program call Act 2, which engages senior or retired attorneys to provide additional support after the clinic.²⁵

- King County Bar Association reports an increase in evictions cases, debt and bankruptcy matters, family law matters, and benefits issues. In 2018, they provided 291 Bellevue households with 161 hours of legal services through the Housing Justice Project and their Neighborhood Legal Clinics.²⁶

Support for Individuals, Families, and Adults Raising Children

Social support helps to give people the emotional and practical resources they need to feel cared for, valued, and secure. The term ‘social support’ refers to the physical and emotional comfort and practical resources we receive from family, friends, and others. Studies show that social support is an important factor in predicting health and wellbeing no matter what age.

Community Voice

- In the 2019 Bellevue phone/online survey, having a lot of stress, anxiety or depression that interferes with their daily life was rated as a major or moderate problem by 20% of respondents, a 4% increase from 2017. Among consumers, 15% of respondents reported having a lot of anxiety, stress or depression which interferes with daily life as a major or moderate problem during the past year for them or someone in their household.²⁷
- Among Bellevue households with children age 6 months to 10 years old, 75% of parents and caregivers reported having someone to turn to for day-to-day emotional support with parenting and raising children. This is the same as King County and East King County (75%), but lower than North King County (82%) and Seattle (85%) and higher than South King County (69%). Across King County, parents with household incomes below \$50,000 were less likely to report having emotional support than parents in households with income above that threshold.²⁸
- Twenty-three percent of the 2019 phone/online survey respondents identified lack of parenting skills as a major or moderate community problem, about the same as 2017.²⁹

Prevalence

- Single parents may need more support. Whether mothers or fathers, they often have special needs because they may be the sole providers of their children’s needs. About 16% of children in Bellevue live in single-parent households.³⁰ Most single-parent households are headed by a woman. About 25% of female-headed single parent households live in poverty, the highest rate of all family types in Bellevue.³¹
- Work and family support needs in the U.S. are increasing as more families work longer hours, and have more responsibilities for caring for their children, as well as for frail, older family members; these caregivers are commonly called the “sandwich generation.” Forty-seven percent of Americans, ages 40 to 59, are in the sandwich generation.³²
- Mothers in low-income families are more likely than high-income counterparts to be breadwinners. In 69.4% of low-income families the mother is the primary income earner, compared to 29.6% in the top income households. One significant driver of these differences is the marital status of mothers. Ninety percent of the mothers in the low-income earners are unmarried compared to 10.2% in the top income earners. Marriage is not the sole factor; rather women consistently earn less than their male counterparts at all income levels and are more likely to work in the lowest-paying jobs.³³

- In Bellevue, about 85% of children live in a two-parent households.³⁴ In two-parent families, about 79% of fathers and 46% of mothers work outside of the home.³⁵
- For more information about older adults and/or people with disabilities and Supportive Relationships, please see the section(s) Older Adults and/or People with Disabilities.

Service Trends

- Family Connections Centers (FCC) facilitate improved access to human services between home, school, and community. Staff refer families to local agencies for clothing and food, as well as counseling, housing, employment, emergency financial assistance and health care. FCC are located in 8 elementary, 2 middle and 3 high schools in the Bellevue School District.³⁶ In 2018, staff worked with 5,342 individuals and provided 8,878 information and referrals and provided advocacy on behalf of a client 11,672 times.³⁷
- Hopelink’s Family Development program works with families for up to two years to help mitigate barriers to housing stability and long-term self-sufficiency. In 2018, they provided 1125 hours of case management to 90 Bellevue Families.³⁸
- Home visiting programs have been shown to increase parent-child bonding and result in children gaining the social-emotional and other skills that improve school readiness. Between July 2017 and June 2018, home visiting services were provided to 2,550 households in Washington State. More than half of these households were in extreme poverty.³⁹
- In 2018, Eastside Baby Corner provided 13,072 bundles of items to Bellevue residents. Midway through 2019, they had distributed 6,573 bundles. These include things, such as formula, car seats, and diapers.⁴⁰
- Kinderling’s ParentChild+ program offers home visiting for families with a child between 16 to 30 months old focusing on school readiness, parenting skills to enhance their child’s development, and access to early learning services. In 2018-19 school year, they served 44 families and have a target to serve 51 families in 2019-20 school year.⁴¹

“Family Connection Centers are the best. It is a privilege to have a program that provides support to parents, provides resources, and helps build community.”

~ Stevenson Elementary Parenting Group

Endnotes

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