

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 of Bellevue. 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, 2021 |
| ■ Human Services Commission public meetings | March 2, 2021
July 20, 2021
January 4, 2022 |
| ■ Parks Board | May 11, 2021 |

Bellevue Residents

Phone and web-based survey:

Between June 7, 2021 and July 11, 2021 Comengage.us conducted a survey of 390 Bellevue residents: 274 completed online and 116 completed by phone. This represents a statistically valid sample to project to the entire population at a 95% confidence level (Error Rate: ± 4.9%). The survey (phone and online) was available in Chinese (Simplified), Chinese (Traditional), Korean, Russian, Spanish, Vietnamese, and English. A total of 22 surveys were completed in languages other than English. This includes: 12 Chinese (Simplified), 5 Chinese (Traditional), 2 Korean, 1 Russian, and 2 Spanish. All non-English surveys were completed online. Of the survey respondents, 223 reported that someone in their household speaks a language other than English. All research was conducted according to ISO 20252: 2012 Market Research Quality Standards. Respondents were assured that all responses would be kept confidential. No answers or opinions are tied back to individual residents and responses are aggregated by neighborhood and analyzed by groups.

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, 2017, and 2019. Since 2017, 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). Since 2019, the methodology was further enhanced by using a City of Bellevue registered email address list which directed all respondents to a City of Bellevue owned domain.

All respondents rated a series of 28 potential community problem areas and 24 household problem areas as 'major,' 'moderate,' 'minor,' or 'no problem.' In addition, respondents answered questions about accessibility to and quality of human services, demographics and community support. The average survey time was just under 15 minutes. Most key measures were retained from previous years. Appendix D contains the list of new questions in the follow-up survey.

Consumer Survey: Unlike the phone and online survey, the consumer survey specifically targeted Bellevue residents receiving human services. The survey ran from September 20, 2021 to October 15, 2021. Due to COVID-19 and most human services being offered only remotely, a new methodology was used this year. Previously, a paper survey was distributed between English-as-a-Second-Language providers at Bellevue College, Jewish Family Services, Hopelink, and Bellevue Mini City Hall who assisted in gathering feedback from their participants by encouraging them to complete the survey. However, this model required adjustment since most human services providers are offering services remotely. Therefore, this year's consumer survey was available both in paper format and electronically, using survey monkey. Both paper copies of the survey and flyers, with a QR code and the electronic link, were distributed to Bellevue Community Centers, Mini City Hall, and local libraries. An email was distributed to all agencies that Bellevue Human Services funds and agencies that have requested to be on our distribution list, which explained the importance of the survey and included a request to assist in distributing the survey to their consumers. The email included an electronic copy of the flyer and included an offer for city staff to deliver physical copies of the survey or flyer to their agency. In addition, the email was also sent out to Bellevue's Communication distribution list.

Surveys were available in English, Spanish, Russian, Vietnamese, Korean, Chinese (Simplified) and Chinese (Traditional). All surveys were completed in English, 9 reported speaking Chinese at home, 3 reported speaking Russian at home, 3 reported speaking Spanish at home, and 2 reported speaking Farsi at home.

Respondents were asked to rate the degree to which 17 household issues were or were not a problem for someone in 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. Also, since the survey was distributed to a wider audience, we received responses from 116 respondents with a household income over \$65,000 (highest income bracket), which is a different demographic than we've seen in the past. We took this into account when reporting data and when appropriate, reported results for all respondents, followed by results for household with an income below \$50,000.

Community Conversations: Bellevue residents or service providers participated in 22 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. All community conversations were held as a remote meeting, where participants also

had the option to call in to increase accessibility. See Appendix F for a detailed listing of these groups and dates they were conducted.

Human Services Providers and Administrators

- **Provider Surveys:** Forty-one 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 2020-2021 funding cycle and other agencies that have requested to receive Bellevue Human Services emails.
- **Key Informant Interviews:** Seven individuals with expertise on a specific topic or subject area were interviewed in a remote meeting between March and November 2021. Key informant interviews provide insights into the needs and issues experienced by a particular population when other information is not available.
- A complete list of who was interviewed can be found in Appendix G of this report.

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.

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. 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 number of individuals accessing services who are experiencing homelessness, who may need to access services from more than one provider);
- Under-reporting of certain topics given their personal nature, such as income or problems like rape and domestic violence;
- Lack of data for a smaller geographic area like Bellevue, so data is used 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
Top Tier Problems (30%+ Major/Moderate)	Lack of affordable housing	26%	23%	51%
	Lack of affordable child care	49%	27%	23%
	Having jobs that do not pay enough for the basics of food, shelter, and clothing	51%	28%	21%
	Lack of affordable medical insurance	55%	22%	23%
	Homelessness	54%	31%	15%
	Lack of affordable medical care	56%	27%	17%
	Mental illness or emotional problems	58%	30%	13%
	Inadequate public transportation	59%	26%	15%
	Drug abuse	63%	25%	12%
	Lack of other transportation options	59%	25%	16%
	Lack of affordable legal services	63%	26%	11%
	Lack of affordable dental care	63%	25%	12%
	Lack of available child care	64%	24%	12%
	Racial or ethnic discrimination	65%	26%	9%
	Crime in the community	68%	27%	6%
	Lack of resources to provide support to parents	67%	26%	7%
Lack of money for basic services	67%	24%	9%	
Lack of services for elderly persons	69%	24%	7%	

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		Not / Minor	Moderate	Major
Second Tier Problems (20% up to <30% Major/ Moderate)	Something else	74%	7%	19%
	Lack of services for children and teens	73%	23%	4%
	Lack of services for non-English speakers of the community	72%	22%	6%
	Domestic violence	73%	21%	6%
	Unemployment	74%	20%	6%
	Hunger	75%	18%	7%
	Lack of services for people with disabilities	74%	19%	7%
	Violence in the community	78%	17%	4%
	Alcoholism	80%	16%	4%
Third Tier Problems (<20% Major/ Moderate)	Children/youth dropping out of school	82%	13%	5%

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

		2009	2011	2013	2015	2017	2019	2021	Change from 2019
Top Tier Problems (30%+ Major/Moderate)	Lack of affordable housing	58%	61%	51%	68%	78%	75%	74%	-1
	Lack of affordable child care	25%	39%	30%	40%	46%	51%	51%	0
	Having jobs that do not pay enough for the basics	34%	40%	35%	40%	46%	50%	49%	-1
	Homelessness	15%	22%	28%	30%	35%	42%	46%	+4
	Lack of affordable medical insurance	48%	55%	41%	35%	46%	44%	45%	+1
	Lack of affordable medical care	41%	51%	40%	35%	42%	45%	44%	-1
	Mental illness or emotional problems	19%	27%	19%	27%	30%	34%	42%	+8
	Inadequate public transportation	33%	38%	35%	38%	39%	40%	41%	+1
	Lack of other transportation options	-	-	-	-	-	-	41%	-
	Drug abuse	25%	30%	24%	26%	34%	38%	37%	-1
	Lack of affordable legal services	24%	27%	20%	25%	32%	27%	37%	+10
	Lack of affordable dental care	34%	41%	34%	32%	37%	36%	37%	+1
	Lack of available child care	-	-	-	-	-	-	36%	-
	Racial or ethnic discrimination	13%	17%	16%	17%	25%	25%	35%	+10
	Lack of resources to provide support to parents	-	-	-	-	-	-	33%	-
	Lack of money for basic services	22%	31%	21%	23%	31%	28%	33%	+5
Crime in the community	18%	25%	30%	26%	27%	32%	32%	0	
Lack of services for elderly persons	18%	24%	15%	24%	30%	28%	31%	+3	

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		2009	2011	2013	2015	2017	2019	2021	Change from 2019
Second Tier Problems (20% up to <30% Major/Moderate)	Something else	-	-	-	-	-	-	26%	-
	Lack of services for children / teens	19%	23%	17%	20%	24%	20%	27%	+7
	Lack of services for non-English speakers of the community	31%	34%	31%	26%	21%	22%	28%	+6
	Domestic violence	17%	22%	17%	19%	19%	18%	27%	+9
	Unemployment	44%	55%	35%	27%	20%	11%	26%	+15
	Hunger	18%	22%	21%	20%	23%	23%	25%	+2
	Lack of services for people with disabilities	17%	24%	15%	21%	26%	21%	26%	+5
	Violence in the community	18%	13%	16%	10%	15%	17%	22%	+5
	Alcoholism	17%	23%	18%	19%	23%	20%	20%	0
Third Tier Problems (<20% Major/Moderate)	Children/youth dropping out of school	-	-	-	-	-	-	18%	-

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 Problems Experienced by the household

		Not / Minor	Moderate	Major
Top Tier Problems (10%+ Major/ Moderate)	Having a lot of anxiety, stress or depression which interferes with your daily life	76%	14%	11%
	Not being able to find affordable child care	79%	8%	13%
	Inadequate public transportation	83%	9%	8%
	Children or teens with emotional or behavior problems	81%	14%	4%
	Living in housing that needs major repairs which you cannot afford	86%	7%	6%
	Not being able to find work that supports yourself or family	88%	7%	5%
	Not being able to pay for the doctor bills	89%	5%	6%
	Not having access to mental health counseling	90%	6%	4%
	Not able to pay for dental bills	90%	6%	4%
Second Tier Problems (5% up to <10% Major/ Moderate)	Experiencing any other type of discrimination	91%	6%	4%
	Not being able to afford legal help	92%	5%	3%
	Not being able to pay for medical insurance	91%	4%	5%
	Not having enough money to pay for housing	92%	4%	4%
	Not being able to get medical insurance	91%	4%	4%
	Experiencing racial or ethnic discrimination	93%	5%	3%
	Not being able to find programs for someone with a disability	94%	6%	1%
	Not being able to pay for mental health counseling	92%	3%	5%
	Not able to pay for prescriptions	92%	5%	3%
	Not being able to find affordable care for someone with a disability	94%	2%	4%
	Anything else	93%	2%	5%
	Not being able to pay the utility bills	94%	3%	3%

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		Not / Minor	Moderate	Major
Third Tier Problems (<5% Major/Moderate)	Not being able to find home health care or day care for an elderly person	97%	3%	1%
	Not having enough money for food	96%	2%	2%
	Domestic Violence which can include physical, emotional, or sexual abuse	97%	2%	1%

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

		2009	2011	2013	2015	2017	2019	2020	Change from 2019
Top Tier Problems (10%+ Major/Moderate)	Anxiety, stress or depression which interferes with your daily life	16%	20%	15%	17%	16%	20%	24%	+4
	Not being able to find affordable child care	5%	7%	8%	21%	22%	25%	21%	-4
	Inadequate public transportation	18%	20%	22%	19%	21%	21%	17%	-4
	Children or teens with emotional or behavior problems	7%	7%	7%	10%	12%	15%	19%	+4
	Living in housing that needs major repairs which you cannot afford	9%	11%	10%	6%	9%	7%	14%	+7
	Not being able to find work that supports yourself or family	11%	20%	17%	13%	15%	10%	12%	+2
	Not being able to pay for the doctor bills	14%	12%	14%	10%	11%	12%	11%	-1
	Not having access to mental health counseling	6%	9%	7%	7%	6%	5%	10%	+5
	Not able to pay for dental bills	14%	13%	14%	12%	10%	9%	10%	+1

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		2009	2011	2013	2015	2017	2019	2020	Change from 2019
Second Tier Problems (5% up to <10% Major/Moderate)	Experiencing any other type of discrimination	-	-	-	-	-	-	9%	
	Not being able to afford legal help	10%	11%	10%	8%	8%	8%	8%	
	Not being able to pay for medical insurance	16%	15%	15%	8%	12%	12%	9%	-3
	Not having enough money to pay for housing	11%	12%	12%	13%	13%	15%	8%	-7
	Not being able to get medical insurance	16%	13%	13%	7%	7%	11%	9%	-2
	Experiencing racial or ethnic discrimination	7%	5%	7%	4%	7%	9%	7%	-2
	Not being able to find programs for someone with a disability	6%	5%	7%	8%	10%	9%	6%	-3
	Not being able to pay for mental health counseling	6%	9%	7%	7%	9%	8%	8%	
	Not able to pay for prescriptions	14%	9%	10%	6%	7%	7%	8%	+1
	Not being able to find affordable care for someone with a disability	6%	4%	7%	8%	14%	9%	6%	-3
	Anything else	-	-	-	-	-	-	7%	
	Not being able to pay the utility bills	6%	7%	10%	7%	7%	5%	6%	+1
Third Tier Problems (<5% Major/Moderate)	Not being able to find home health care or day care for an elderly person	6%	7%	6%	5%	10%	10%	3%	-7
	Not having enough money for food	7%	6%	7%	10%	6%	5%	4%	-1
	Domestic Violence which can include physical, emotional, or sexual abuse	-	-	-	-	-	-	3%	

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.

Appendix C

Demographic Profiles

Weighting—Unweighted and Weighted Data Compared to Bellevue Population

	2021 Human Needs Survey (unweighted)	2021 Human Needs Survey (weighted)	Bellevue Population*
Gender			
Male	53%	49%	50%
Female	47%	51%	50%
Age**			
18-34	15%	29%	28%
35-54	40%	38%	38%
55 Plus	44%	33%	33%
Household Size			
Single Adult	25%	23%	26%
Two or More Adults	74%	77%	74%
Children in Household			
None	67%	62%	68%
One or More	33%	38%	32%
Dwelling Type			
Single-Family	53%	51%	50%
Multi-Family	47%	49%	50%
Home Ownership			
Own	71%	67%	57%
Rent	29%	32%	43%
Income			
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%
Race/Ethnicity			
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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	2021 Human Needs Survey (unweighted)	2021 Human Needs Survey (weighted)	Bellevue Population*
Years Lived in Bellevue			
0-3	18%	21%	n.a.
4-9	23%	26%	
10 or More	59%	53%	
Mean	17.39	15.45	
Language Spoken at Home			
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.

Sample Sizes

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 = 13, n _w = 15) Bridle Trails (n = 22, n _w = 22) Cougar Mountain / Lakemont (n = 29, n _w = 25) Crossroads (n = 24, n _w = 27) Downtown (n = 63, n _w = 65) Eastgate (n = 15, n _w = 16) Factoria (n = 11, n _w = 10) Lake Hills (n = 53, n _w = 53) Newport (n = 35, n _w = 32) Northeast Bellevue (n = 21, n _w = 20) Northwest Bellevue (n = 35, n _w = 38) West Lake Sammamish (n = 16, n _w = 17) Somerset (n = 15, n _w = 13) West Bellevue (n = 19, n _w = 17) Wilburton (n = 7, n _w = 7) Woodridge (n = 11, n _w = 11)
2013 (n = 624)	
2015 (n = 423)	
2017 (n = 484)	
2019 (n = 450)	
2021 (n = 390)	
Groups of Respondents	
Respondents Who Rate the Availability of Help Low (<4)	
2021 (n = 28, n _w weighted = 30)	
Households with Children	
2021 (n = 149, n _w weighted = 130)	
Speak Language Other than English	
2021 (n = 223, n _w weighted = 212)	
Experienced 1 or More Household Problems	
2021 (n = 195, n _w weighted = 207)	
Someone in Household Looked for Help in Past 2 Years	
2021 (n = 131, n _w weighted = 144)	
Respondents who Found the Help they Needed	
YES (n = 81, n _w weighted = 90)	

* n = number unweighted

* n_w = 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	3	40	138	181
Someone else in the household speaks a language other than English	2	25	58	85
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)	4	51	168	223
No one in the household speaks a language other than English (English only household)	13	47	105	165

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

	Survey Contact Method			
	Landline	Cell Phone	Online	Total
Chinese	0	6	36	42
Mandarin	0	9	19	28
Hindi	0	5	12	17
Spanish	3	9	13	25
Korean	0	2	11	13
Telugu/Telueu	0	2	4	6
Cantonese	0	0	0	0
French	0	2	6	8
Japanese	0	3	9	12
Arabic	0	0	2	2
Vietnamese	0	2	1	3
Russian	0	3	11	14
Italian	0	0	0	0

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	Survey Contact Method			
	Landline	Cell Phone	Online	Total
Tamil	0	1	4	5
Afrikaans	0	0	0	0
Aleut	0	0	0	0
Armenian	0	0	0	0
Bulgarian	0	0	1	1
Cambodian	0	0	0	0
Farsi	0	0	1	1
Filipino	0	0	0	0
German	1	4	3	8
Hebrew	0	1	0	1
Indian	0	0	0	0
Kannada	0	0	1	1
Lao	0	0	0	0
Norwegian	0	0	0	0
Polish	0	0	0	0
Portuguese	0	0	5	5
Romanian	0	0	0	0
Samoan	0	0	0	0
Serbo/Croatian (Bosnian)	0	0	1	1
Somali	0	0	0	0
Swedish	0	0	0	0
Tai/Taiwanese	0	0	0	0
Turkish	0	0	2	2
Other	0	4	12	16

Appendix D

Questionnaire Changes 2019 to 2021

2020 Questionnaire	2021 Questionnaire
<p>GENDER Are you...</p> <ul style="list-style-type: none"> • Male • Female 	<p>Gender Do you identify as</p> <ul style="list-style-type: none"> • Male • Female • Transgender • Gender neutral • Some other gender identity (specify)
<p>Q2 The following is a list of concerns that are found in some communities. For each one, please indicate if it is a major problem, moderate problem, minor problem, or not a problem at all for people and families in your community. (If you do not have personal experience with each issue, please answer to the best of your knowledge) (Community is your neighborhood or among those living near you. It does not mean Bellevue as a whole)</p> <p>Removed: People not speaking or understanding English well enough to function in society</p>	<p>Community Concerns The following is a list of concerns that are found in some communities. For each one, please indicate if it is a major problem, moderate problem, minor problem, or not a problem at all for people and families in your community, in Bellevue.</p> <p>Added:</p> <ul style="list-style-type: none"> • Lack of services for non-English speakers of the community • Inadequate public transportation • Lack of other transportation options • Children / youth dropping out of school • Lack of available child-care • Something else (Please specify)
<p>ECON1A Do you have more than one job?</p> <p>01 YES 02 NO</p>	<p>Number Of Jobs How many jobs do you currently have:</p> <ul style="list-style-type: none"> • Number of part-time jobs: ____ • Number of full-time jobs: ____
<p>ECON1B If you only had one job, could you afford your mortgage or rent?</p>	<p>Afford One Job If you only had one of your current jobs, could you afford your mortgage or rent?</p>
<p>INCOME What is the approximate total annual family income of all members of your household?</p>	<p>HH Income What is the approximate total annual household income?</p>

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2020 Questionnaire	2021 Questionnaire
<p>Q53 Are you personally receiving care or assistance with daily activities from someone who lives in your household? ("Care" means help with things such as bathing, personal hygiene, walking, etc.) 01 YES 02 NO</p> <p>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? (Select all that apply) ("Care" means help with things such as bathing, personal hygiene, walking, etc.) 01 Yes, I do 02 Yes, someone else in my household does 03 No, no one in my household does</p> <p>Q55 Do you or anyone in your household currently provide care or assistance for daily activities for a disabled or elderly relative who does not live in your household? 01 Yes, I do 02 Yes, someone else in my household does 03 No, no one in my household does</p> <p>Q56 Does someone from outside your home provide care or assistance with daily activities for you or someone else who lives in your household? 01 YES 02 NO</p>	<p>Disability Do you consider yourself or someone in your household have a disability? • Yes, I have a disability • Yes, someone else in my household has a disability 02 No one in the household has a disability</p> <p>Resident Care Which of these statements pertains to you? ("Care" means help with things such as bathing, personal hygiene, walking, etc.) • I personally receive care or assistance with daily activities from someone else living in my household. • I personally receive care or assistance with daily activities from someone not living in my household. • I provide care or assistance with daily activities for someone else living in my household. (Please do not count dependent children under 18 unless they have a physical or mental disability) • I provide care or assistance with daily activities for someone who does not live in my household. • Someone else in my household provides care or assistance for who does not live in my household. • Someone else in my household receives care or assistance with daily activities from someone not living in my household. • None of these apply to me</p>
<p>H1 The following is a list of problems for which individuals or families sometimes look for help. For each one, please indicate if it has been a major, moderate, minor problem, or not a problem at all for you or anyone in your household over the past several years. Subtracted: Finding it difficult to budget the money that's available</p>	<p>HH Problems The following is a list of problems for which individuals or families sometimes look for help. For each one, please indicate if it has been a major, moderate, minor problem, or not a problem at all for you or anyone in your household over the past several years. Added: • Living in housing that needs major repairs which a landlord will not provide. • Experiencing any other type of discrimination • Domestic Violence which can include physical, emotional, or sexual abuse • Other (specify)</p>

The following questions were added in 2021:

Living Situation Which of the following best describes your current living situation?

HH Income Change Over the past 12 months has your total household income increased, decreased, or stayed the same?

HH Reason Change Was the change in your household income a result of the pandemic?

Behind on Rent Are you currently behind on your rent?

Months Behind How many months are you behind on rent?

Type of Discrimination What type(s) of discrimination did you experience?

The following questions were asked in 2019 but were not asked in 2021:

Q3 Human Service needs are basic needs such as providing physical and/or emotional support when you need it. Are there any other human service needs or problems in your community not mentioned earlier?

Q3A What do you think are the other human service needs or problems in Bellevue?

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?

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.¹

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.

1 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

Goal Area	Issues/ Population	Group/Date	
Specific Populations	All Ages	Bellevue Community Center Staff 3/15/21	
		Bellevue Fire CARES Staff Meeting 5/11/21	
		Bellevue Neighborhood Outreach Staff 5/10/21	
		Eastside Homelessness Advisory Committee 5/6/21 & 6/3/21	
		LifeSpring 5/20/21	
		NAMI 2/18/21	
	Older Adults	Bellevue Network On Aging 3/4/21	
		Kirkland Senior Council 4/13/21	
	People with Disabilities	Bellevue ADA Core Team 3/31/21	
		Community Homes & Highland Community Center 3/31/21	
		Disability Allyship Resource Team 4/28/21	
	Refugees and Immigrants	Bellevue Diversity Advisory Network 6/29/21	
		Bellevue Diversity Staff 5/26/21	
		Bellevue Mini City Hall Staff 5/11/21	
		Chinese Information and Services Center 8/10/21	
		Debbie Lacy & CISC staff 8/30/21	
		Indian American Community Services (formerly IAWW) 8/12/21	
		Safe Haven Meeting 5/21/21	
	Specific Populations	School-Aged Children and Youth	Bellevue Wrap Around Services & YouthLink Staff 5/17/2021 & 5/18/2021
			Bellevue School District Family Connection and McKinney Vento Staff 6/14/21
			BGLAD Support Group - Youth Eastside Services 3/25/21
Stevenson Parenting Group 3/9/21			

Appendix G

Key Informant Interviews

Area of Focus	Contact	Date
People with Disabilities	Kim Indurkar, Bellevue Highland Community Center	10/22/2021
People with Disabilities	Blayne Amson, Bellevue ADA/Title VI Civil Rights Program Administrator	3/18/2021
Veterans	Lauren Nickols, Coordinated Entry Specialist at U.S. Department of Veterans Affairs	10/14/2021
Domestic Violence	Rachel Krinsky, Executive Director, LifeWire	9/20/2021
School Age Youth and Children	David Downing, Executive Director, Youth Eastside Services	3/25/2021
School Age Youth and Children	Naomi Calvo, Director of Research, Evaluation & Assessment, Bellevue School District	11/3/2021
School Age Youth and Children	Charese Jones, Early Learning Services Director, Child Care Resource	11/5/2021

Appendix H

2021 Federal Poverty Guidelines for the 48 Contiguous States and the District of Columbia

Persons in family/household	Poverty guideline
1	\$12,880
2	17,420
3	21,960
4	26,500
5	31,040
6	35,580
7	40,120
8	44,660
For families/households with more than 8 persons, add \$4,540 for each additional person.	

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

2020 Federal Poverty Guidelines for the 48 Contiguous States and the District of Columbia

Persons in family/household	Poverty guideline
1	\$12,760
2	17,240
3	21,720
4	26,200
5	30,680
6	35,160
7	39,640
8	44,120
For families/households with more than 8 persons, add \$4,480 for each additional person.	

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

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

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	

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