



2025

Human Services Needs Update



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Acknowledgements



Land Acknowledgement

The City of Bellevue acknowledges that we are on the Indigenous Land of Coast Salish peoples who have reserved treaty rights to this land including the Duwamish (dxwdəwʔabš), Suquamish Tribe (dxwəqʷabs), Muckleshoot Indian Tribe (bəqəlsuʔ) and Snoqualmie Indian Tribe (sdukwalbixw). We thank these caretakers of this land who have lived, and continue to live here, since time immemorial.



Acknowledgements

We extend our sincere thanks to everyone who contributed to this project. Their insight, time, and collaboration were vital in shaping this assessment and advancing our shared commitment to equity and community well-being. The success of this work reflects the strength of our partnership and dedication to Bellevue's residents.

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Introduction



City of Bellevue: Parks & Community Services

Department Mission

To build a healthy, connected community through an integrated system of exceptional parks, natural areas, recreation, arts and culture, and a broad base of human services.

Department Vision

In Bellevue, everyone can connect with one another and with nature—through experiences that help them live, grow, and thrive.

Commitment to Equity

We believe equity means acknowledging and addressing disparities in access, power, and resources so that all individuals can reach their full potential.

At Bellevue Parks & Community Services, equitable access is a right, not a privilege. It is the responsibility of every team member and is fundamental to how we serve the community. Through inclusive practices, we strengthen the ties that connect people to one another and to the fabric of Bellevue.





Human Services Division

Division Mission

To support residents with low and moderate incomes—particularly those most impacted by systemic inequities, including people of color, immigrants, refugees, individuals with disabilities, and individuals of diverse sexual orientations and gender identities.

Division Vision

A Bellevue where every community member has equitable access to meet their physical, behavioral health, economic, and social needs—and where all can feel a true sense of belonging.



Introduction

About the 2025 Human Services Needs Assessment

In 2025, the City of Bellevue partnered with Zilo International Group LLC to conduct its biennial Human Services Needs Assessment. The purpose of this effort was to gain a comprehensive, data-driven understanding of the evolving needs of Bellevue residents and communities—particularly those most impacted by economic hardship, systemic barrier In 2025, the City of Bellevue partnered with Zilo International Group LLC to conduct its biennial Human Services Needs Assessment. The purpose of this effort was to gain a comprehensive, data-driven understanding of the evolving needs of Bellevue residents and communities, particularly those most impacted by economic hardship, systemic barriers, and service access inequities. As a strategic input for the City’s human services planning and resource allocation, the 2025 Needs Assessment reflects a continued emphasis on equity, inclusion, and community-centered planning. More than 700 individuals, including survey respondents, subject matter experts, providers, and focus group participants, contributed their insights to this effort. This initiative builds on Bellevue’s commitment to inclusive community engagement and strategic human services developers, and service access inequities. As a strategic input for the City’s human services planning and resource allocation, the 2025 Needs Assessment reflects a continued emphasis on equity, inclusion, and community-centered planning. This initiative builds on Bellevue’s commitment to inclusive community engagement and strategic human services development.



Introduction

About Zilo International Group

Zilo International Group LLC is a strategic management consulting firm based in Colorado, with national reach. The firm specializes in community needs assessments, strategic planning, and cross-sectoral advisory services for public, private, and nonprofit clients. With deep experience in translating community voice into actionable planning, Zilo was selected to lead the design, data collection, analysis, and synthesis of the 2025 Bellevue Human Services Needs Assessment. Zilo's approach emphasized inclusive outreach, multilingual engagement tools, and a synthesis of qualitative and quantitative data to support decision-making grounded in community members experiences.

About Bellevue Human Services

The City of Bellevue's Human Services Division, part of the Parks & Community Services Department, leads initiatives that support the social and economic well-being of Bellevue residents. This includes providing funding, planning, and coordination across housing stability, food security, health access, behavioral health, child care, legal services, and other essential community supports. This assessment reflects the Division's ongoing mission to serve all Bellevue residents—especially those with low to moderate incomes and those disproportionately affected by systemic inequities, such as immigrants, communities of color, people with disabilities, older adults, youth, and individuals of diverse sexual



orientations and gender identities.

Project Objectives

In partnership, Bellevue Human Services and Zilo International Group have led this comprehensive effort to collect data, engage key stakeholders, and extract actionable insights that will inform the City's human services priorities over the next two years and into the future. The Human Services Commission, a dedicated advisory body composed of community leaders appointed by the City Council, provides oversight for the needs assessment process and offers recommendations on funding and policy decisions. The City Council, in turn, utilizes these findings to shape budgetary and legislative priorities that respond directly to community needs. As such, this report serves not only as an analysis of current conditions but also as a strategic framework for enhancing quality of life for all who live, work, or access services in Bellevue. This update extends beyond just its immediate findings. It represents a commitment to equity, ensuring that historically marginalized communities, those disproportionately affected by systemic barriers, have a seat at the table and a voice in shaping the solutions that will impact their lives. As Bellevue stands at the threshold of continued growth and transformation, the 2025 Human Services Needs Update offers a roadmap for building a more inclusive, supportive, and just community.

Goals of the Assessment

This project reflects Bellevue's ongoing commitment to building a responsive, equitable, and resilient human services infrastructure. Zilo International Group structured this project to meet the following goals:



- Identify and prioritize key human services needs across the City using both resident input and provider data.
- Center equity and lived experience in planning by engaging diverse communities and intentionally seeking out voices often excluded from traditional planning efforts.
- Develop clear, actionable recommendations to guide the City of Bellevue in meeting community needs across domains such as housing, healthcare, food access, behavioral health, safety, and legal assistance.
- Support data transparency and future planning by delivering a strong, sortable dataset, synthesized themes, and visuals to be used by the City and its partners.

