HUMAN SERVICES

WHAT YOU WILL FIND IN THIS CHAPTER

- Information about human services needs in Bellevue.
- The City of Bellevue's role in the regional human services delivery system.
- Policies and guidelines that direct the city's Human Services General Fund and other city investments.

HUMAN SERVICES VISION

BELLEVUE IS A COMMUNITY THAT CARES.

Every member of the community has the opportunity to achieve their potential and enhance their quality of life. A system of human services assists people in times of need and invests in the development of healthy individuals and families.

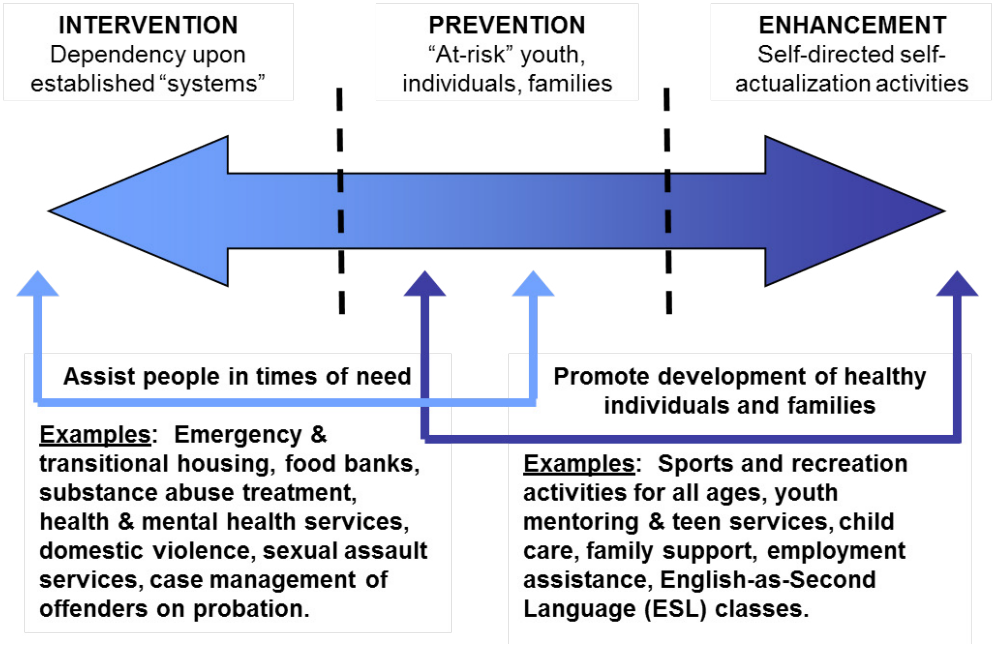
INTRODUCTION

Human services are services that enable individuals and families to meet basic human needs (physical, economic and social) and offer a continuum of support including intervention, prevention, and enhancement.

In order to address these needs, Bellevue has established five community goals, which state that all community members should have:

1. Food to eat and a roof overhead.
2. Supportive relationships within families, neighborhoods, and communities.
3. A safe haven from all forms of violence and abuse.
4. Health care to be as physically and mentally fit as possible.
5. Education and job skills to lead an independent life.

Human Infrastructure Continuum



TODAY'S CONDITIONS AND TOMORROW'S PROJECTIONS

Today's Conditions

The City of Bellevue's population continues to grow and diversify. Increasing numbers of older adults, immigrants from Asia and Europe, and families in poverty are living in the city. Asian-Americans constitute the largest minority group in the city. Hispanic/Latinos and Asians are the fastest growing minority groups. About 42% of residents over age five speak a language other than English at home. Average household size continues to decrease. While the number of older adults (age 65 and older), married couples without children, and single parent families continues to increase. Bellevue's need for human services has grown while the diversification of Bellevue's population has increased the complexity of meeting that need.

Figure HS-1. Bellevue Demographic Trends

Demographic Factors	1990 Census	2000 Census	*2014/ 2011-2013
Population	86,874	109,827	134,400*
Percent Minority	14.7%	28.3%	42.2%
Percent of population that are foreign born	13.3%	24.5%	36%
Median Age	35.4	38.2	37.9
Percent of population age 65 and over	10.4%	13.4%	14.0%
Household median income (in 2013 inflation adjusted dollars)	$78,310	$85,903	$91,260
Percent of individuals with incomes below poverty	5.6%	5.7%	8.5%

Sources: Washington State Office of Financial Management and U.S. Census Bureau, 1990 Census, 2000 Census, and 2011-2013 American Community Survey.

WHAT DOES IT MEAN?

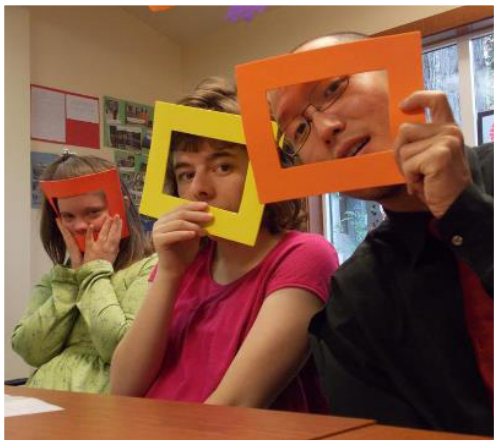
Bellevue's population continues to grow and diversify.

- There are more older (over age 65) adults.
- Hispanic/Latinos and Asians are the fastest growing minority groups.
- About 42% of residents speak a language other than English at home, compared to 14% in 1990.

As Bellevue's population continues to grow and become more diverse, the task of meeting human services needs will become more complex. Service providers will need to respond to the needs of a wider variety of age groups, income levels, cultural backgrounds, and lifestyles.

Tomorrow's Projections

The increasing diversity of Bellevue's population points to a need for deeper analyses of the interconnectedness between traditional human services and other city services. For example, as the number of older adults increases, so does the need for housing affordable to people living on fixed incomes and the need for street and sidewalk maintenance to ensure safe conditions for those with limited mobility. Housing affordability is impacted by land use decisions. Transportation priorities and investments impact mobility and access. With the rising cost of living throughout the state, county, and in Bellevue, the ramifications of the growing number of residents who earn lower-incomes must be considered, with perhaps the city placing a greater emphasis on encouraging job creation. For example, the percentage of families in Bellevue living below the federal poverty level rose from 3.4% in 1990 to 7.5% in 2012. Increasing access to opportunity for all Bellevue residents will be critical for a vibrant and caring community.



CHALLENGES AND OPPORTUNITIES

To create a community in which all members have the ability to meet their basic physical, economic, and social needs, and the opportunity to enhance their quality of life, the city must be nimble, future-focused and creative in planning for the provision of human services. Changing population demographics and economic realities present challenges as well as opportunities to maximize resources, improve access to services, and provide smart stewardship of funds.

Increasing Demand for Services

According to Census data, the number of low and moderate income residents has increased in recent years. Many post-recession jobs do not pay enough for residents to provide for their basic needs without assistance. As a result, social service agencies are experiencing a greater volume of requests.

Funding

As funding from federal, state, and county sources becomes increasingly constrained, there is an urgent need for the formation of robust partnerships with non-profits, other government entities, private organizations, faith communities, philanthropic organizations, and interested community members to leverage resources for the greatest benefit.

Complexity of Service Provision

Human services are provided by a complex network of small and large organizations providing varied services according to their individual missions. It is a challenge to bring together these varied perspectives and approaches to addressing human service needs. Bellevue has the opportunity to align efforts such as through a collective impact model in which all human services providers agree to common goals.

Access to Services

It is vital residents are able to access services when they need them. Residents may experience barriers to services due to geographic location, eligibility criteria, income, transportation, lack of information, language, past involvement with the criminal justice system, or limited mobility. The increasing diversity of Bellevue residents makes providing culturally competent human services more complex. A service that is successful for one group of individuals will not always be as successful for another group due to differences in age, needs, or language. Opportunities exist to address many access challenges through improved planning and coordination both within and beyond the city.

WHAT ARE "UPSTREAM STRATEGIES?"

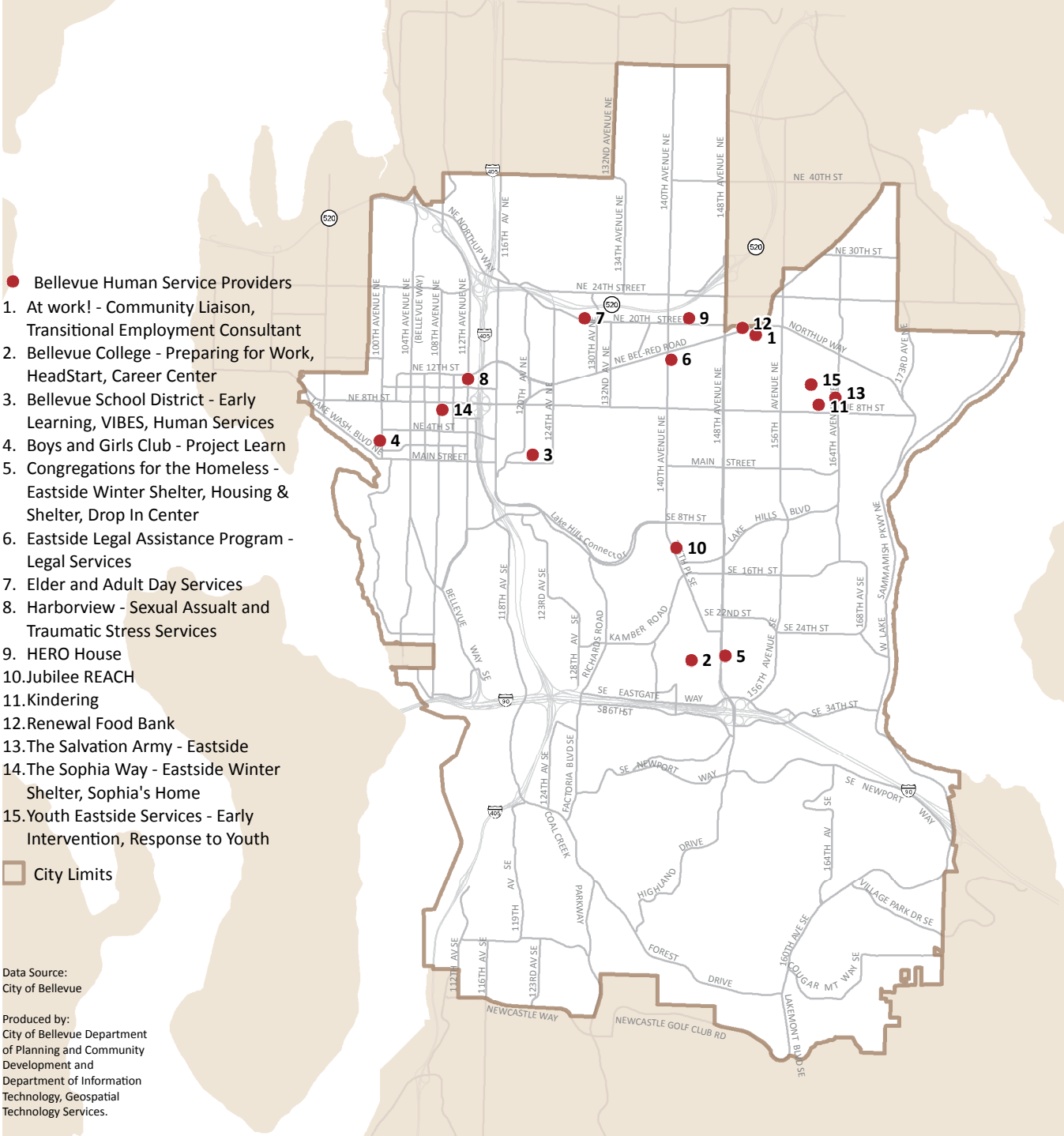
Upstream strategies refer to actions that seek to find the cause of a potential problem and intervene before it occurs, or before it worsens. Upstream strategies not only help prevent future crises, they reduce the need for more costly intervention later.

Human Services Continuum

Prevention and early intervention services are critical "upstream" strategies that avert more costly remediation later. It is an ongoing challenge to provide services for serious crisis-oriented issues that need attention in the present while also making strategic investments in prevention and early intervention services. The "human services continuum" model that is already in place seeks to strike an appropriate balance.

Map HS-1. Human Service Providers

The map below shows the locations of many of Bellevue's providers of human services. These organizations provide Bellevue residents with housing, food, education, legal and employment assistance along with other services.



OUR HUMAN SERVICES PLAN

The city is uniquely positioned to provide leadership and influence community awareness, decision making, and allocation of resources for human services through:

- Planning - assessing and anticipating needs and developing appropriate policy and program responses.
- Facilitating - convening and engaging the community in problem-solving to develop and improve services.
- Funding - disbursing Community Development Block Grant and General Fund dollars to support a network of services which respond to community needs.
- Informing - promoting awareness of needs and resources through effective marketing and public relations.

The City of Bellevue recognizes that although the private human services network is the major provider of human services in the community, decisions and actions by local government, school districts, and other governmental entities also impact delivery of and access to services. The city views governmental cooperation and partnership with the private sector as critical to solving local and regional human service issues.

While all city departments are engaged in meeting human service needs, the Human Services Commission assists the City Council in monitoring performance in the human services field. The Commission provides the focal point for community participation in human services and advises the City Council on policy and funding matters. The Commission listens to community concerns, assesses current service needs, forecasts future needs, and makes recommendations to the council on allocation of the city's human services and Community Development Block Grant funding.

WHAT DOES SUCCESS LOOK LIKE?

- Human service agencies align efforts and increase the collective impact of services provided in Bellevue.
- Culturally appropriate services are available to Bellevue's diverse population.
- Those who need services are able to access them.
- A continuum of human services are available at every level from early intervention to crisis response.

GOALS & POLICIES

GOAL

Create a community in which each and every member has the ability to meet their basic physical, economic, and social needs, and the opportunity to enhance their quality of life.

POLICIES

HS-1. Build public awareness and engage the community in an informed and collective response by assessing and planning for human services needs.

HS-2. Encourage efficient use of public and private resources and develop a broad base of community support.

HS-3. Identify opportunities and develop strategies that are preventive in their approach to human services needs.

HS-4. Allocate funds and other resources across the continuum of human service needs by soliciting proposals from nonprofit agencies for services benefiting low- and moderate-income residents.

HS-5. Maintain the city's role as a human services planner and facilitator by engaging service providers and community organizations in dialogue regarding the functioning of the present service systems, emerging needs, and the building of a complete system of services.

HS-6. Facilitate the community response to human service needs. Involve the city in direct delivery of human service needs when delivery is consistent with a department's mission or as a last resort when the city is the most equitable and effective provider, or there are no other qualified providers.

HS-7. Consider the human services impacts of proposed legislation prior to formal adoption.

HS-8. Make Bellevue a welcoming, safe and just community marked by fairness and equity provided to those disproportionately affected by poverty, discrimination and victimization.

HS-9. Improve access to services throughout the community by removing physical and systemic barriers and empowering individuals to overcome other barriers that may exist.

HS-10. Use City regulatory powers to protect individuals' rights and advance community health and human service objectives.

HS-11. Encourage culturally competent service delivery that respects the dignity of individuals and families, and fosters self-determination and self-sufficiency.

HS-12. Support and actively coordinate with local, regional, and national efforts that address local human services needs to ensure local programs complement programs provided at the county, state and federal level.

HS-13. Encourage partnerships among public and private institutions, schools, human services providers, and others to collectively address needs of children and families using schools as a focal point for the community.

HS-14. Support agencies locating human services facilities in Bellevue and, where appropriate, encourage efficiencies through agency collocation and collaboration.

HS-15. Support a network of service points that are easily accessible by Bellevue residents and workers, geographically distributed within the city and proximate to public transit.

HS-16. Provide leadership and work in partnership with community agencies to encourage and promote the development and expansion of the supply of affordable, accessible, and quality child care which meets the diverse needs of the community in all areas of the city.

HS-17. Encourage services that support Bellevue's workforce in maintaining or advancing their employment opportunities.

HS-18. Support an intentional local community response to homelessness with housing and supportive services provided to families, youth and single adults.

POLICY CONNECTIONS

The availability of human services requires a citywide approach to ensure equitable access. Policies in other elements of the Comprehensive Plan help to provide a coordinated approach to human services in Bellevue.

The **Land Use** and **Transportation** Elements include policies on developing an environment that supports equitable access to human services.

Specific policies on the provision of affordable housing are included in the **Housing** Element.

The **Economic Development** Element addresses economic opportunity and quality education for all.

IMPLEMENTATION

Bellevue implements the Comprehensive Plan through numerous actions, including day-to-day operations, capital investments, and review of new development projects. It would be impractical to list every action that will be taken to implement the plan and impossible to identify actions that may be taken in the future. The following list shows some of the relevant plans that implement Human Services Element.

Implementation Initiative	Type
The Bellevue Human Services Needs Update The Needs Update report identifies human services needs within the city and syncs human services funding with the biennial budget development.	**Funding:** updated biennially.
Human Services Funding Program Allocates city general fund and federal Community Development Block Grant funds to non-profit agencies providing human services to Bellevue residents.	**Funding:** on-going.

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