



# Human Services Needs Assessment

JULY 2024

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## Introduction

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The City of Kenmore partnered with Health Management Associates (HMA) to conduct a human services needs assessment, focused on the current service landscape for Kenmore residents, unmet needs, and barriers to and opportunities for improving access to services. The analysis was conducted over the course of a five-month period in late 2023/early 2024. This assessment included stakeholder engagement through interviews, focus groups, and a community-wide survey. The goal of the assessment was to increase understanding of human services needs and gaps within the City, to inform strategic planning around future approaches, focus areas, and investments. The narrative includes a summary of the background and methodology, survey results, themes from key stakeholders and community members, and recommendations for future strategies.

### What are Human Services?

Human services are social and behavioral health services aimed at addressing the safety, well-being, and self-sufficiency of residents across the lifespan, often with specific focus on the needs of vulnerable populations. These programs improve overall quality of life through prevention, intervention, treatment, and recovery services. The City of Kenmore serves as a planner, facilitator, and funder for these support systems that help connect people with resources and solutions during times of need. This includes collaboration with agencies providing support and services for: children and families, older adults, income supports, transportation, aging and disability, housing, food security, homelessness, physical and behavioral health, and positive youth development.

### What is a Human Services Needs Assessment?

The Human Services Needs Assessment has gathered input from community members and key stakeholders about human services needs in Kenmore to inform future strategies. Outreach included interviews and focus groups, as well as a community survey. The information gained – drawn from data and lived experience - on the broad spectrum of human service needs and gaps in service are essential to developing human services strategies that are responsive to the needs of all community members. The assessment will also provide a touchstone for monitoring progress towards desired goals and objectives for the City's Human Services team and the community.

### Diversity, Equity, Inclusion, and Accessibility Statement

The Kenmore Human Services Needs Assessment and future planning and implementation efforts are rooted in the City of Kenmore's commitment to Diversity, Equity, Inclusion and Accessibility. *The City of Kenmore strives to be an open, inclusive, and welcoming place for all. The City Council and staff are committed to prioritizing diversity, equity, and inclusion and enacting change at the local level.* Housing and Human Services has a dedicated set of deliverables within the Kenmore DIEA Strategic Plan, which are rooted in the priority to advance human services by centering marginalized communities in responding to community needs.

### Guiding Principles

The following principles have guided the work of the Human Services Needs Assessment and will be utilized for future strategic planning and implementation of Human Services initiatives.

**DEIA Centered:** Approach community needs with an awareness of the role of systemic inequities that need to be addressed when moving human services initiatives forward.

**Partnership:** Maximize and enhance existing collaboration and build new relationships with the individuals, the community, and service providers serving Kenmore to advance human services work.

**Community Engagement:** Promote a culture of participation in assessment, planning, and implementation of human services initiatives.

**Responsibility:** Steward funds and resources to maximize effectiveness in addressing most pressing needs.

**Transparency and Trust:** Build trust with community and partners through honesty, inclusivity, and regular public updates on human services work.

**Strengths and Opportunities:** Recognize and elevate the existing strengths in the Kenmore community and identify opportunities to address existing gaps.

**Short- and Long-Term Focus:** Identify both immediate action items and long-term goals.

### Community Profile

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As of 2023 Census estimates, the City of Kenmore has a population of 23,391. According to the 2022 American Community Survey, nearly three quarters of Kenmore’s population identifies as White (71%), 14% identify as Asian, and 10% as two or more races, 2% as Black or African, and less than 1% of the population as American Indian or Alaska Native. Approximately one fifth of Kenmore residents (21%) are under the age of 18 and 16% are 65 or older. Approximately one quarter (26%) of Kenmore residents speak a language other than English at home and 21% are foreign-born (defined by the Census as an individual living in the United States who was not a United States Citizen at birth). Of those who speak a language other than English at home, Asian and Pacific Islander languages (10%) and Spanish (8%) are the most common. The rate of home ownership in the City is 69%. Only 6% of the population moved into their current housing in 2021 or later, compared to 21% for Washington as a whole.

The Northshore School District serves the entire City of Kenmore. According to the Washington Office of the Superintendent of Public Instruction (OSPI), in the 2023-2024 school year, 10% of Northshore students were English Language Learners, nearly 1% (0.8%) were experiencing homelessness, and 15% had an identified disability. Nearly one fifth (19%) of Northshore students qualified for Free and Reduced Price Meals, which OSPI uses as a proxy identifying families with low-income.

### Background and Methodology

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#### Overview

HMA, in collaboration with the City of Kenmore Human Services, employed the following mixed method approach to learn about human services access, needs, and gaps for Kenmore residents:

- Gathered input from key stakeholders in the human services ecosystem, including human services providers, schools, law enforcement, and City partners
- Conducted a community survey
- Reviewed regional and county assessments and publicly available data related to human services and other community needs.

Public data reviewed included:

- Census estimates and 2022 American Community Survey data
- Northshore School District’s 2023-2024 OSPI report card

- Data from the 2023 Healthy Youth Survey
- 2021 King County Community Transportation Needs Assessment
- 2023 University of Washington Wage Equity for Non-Profit Human Services Workers Report
- 2023 King County Nonprofit Wage and Benefits Survey Report

### Stakeholder Interviews and Focus Groups

A diverse set of qualitative data was collected from key human services stakeholders through individual and group interviews. Interviews were semi-structured and guided by a set of questions developed to understand the status of human services access in Kenmore, human services needs, and opportunities for change. The interview guide is included in [Appendix A](#). The list of stakeholders was not intended to be exhaustive, but rather to provide a high-level picture of the needs via input from representative service providers and other key stakeholders.

Additionally, two focus groups were conducted with community members, to deepen understanding of human services needs and barriers for residents in the City of Kenmore. Both focus groups were conducted in person, at Kenmore City Hall and the Kenmore Senior Center. Focus Group participants were offered a \$25 gift card as an acknowledgement of their time and expertise. As in the stakeholder interviews, focus groups were semi-structured and guided by a set of questions developed to understand residents’ experiences accessing human services, including barriers encountered and opportunities for improving service access and quality. The focus group guide is included in [Appendix B](#).

For both stakeholder interviews and focus groups, detailed notes were taken and subsequently reviewed for themes. [Figure 1](#) provides a list of stakeholder interviews and focus groups completed.

The assessment creation, review and final report were further informed by countless meetings and connections with community members, partner organizations and other key stakeholders from May 2023 – June 2024.

During March 2024, City of Kenmore Human Services staff and HMA reviewed and received comment regarding the draft guiding principles, key findings and funding priorities during a study session with the Kenmore City Council. The City provided the community an opportunity to review and comment on the guiding principles, key findings, and funding priorities from March 2024 to June 2024, including a Human Services Workshop in May, and presentations at a City of Kenmore All Staff Meeting, a North Urban Human Services Alliance (NUHSA) Member and Community Partner meeting, and the City’s Diversity, Equity, Inclusion and Accessibility (DEIA) Advisory Committee quarterly meeting,

FIGURE 1. STAKEHOLDER INTERVIEWS AND FOCUS GROUPS

Organization/Focus Area	Type of Engagement
Northshore Schools	Group Interview
Hopelink	Group Interview
North Urban Human Services Alliance (NUHSA) Outreach Leads	Group Interview
Northshore Senior Center	Group Interview

Kenmore Police	Interview
Center for Human Services	Interview
Manufactured Home Community	Focus Group at City Hall
Older Adults	Focus Group at Senior Center

### Community Survey

A community survey was developed and administered as part of the needs assessment. The survey was administered online through the Qualtrics platform, with paper copies available by request. The survey is included in [Appendix C](#). Survey participants were recruited through a variety of means, including a press release issued by the City, direct emails to providers, a postcard sent to all residents, and through discussion at stakeholder interviews and community focus groups.

### Community Survey Demographics and Findings

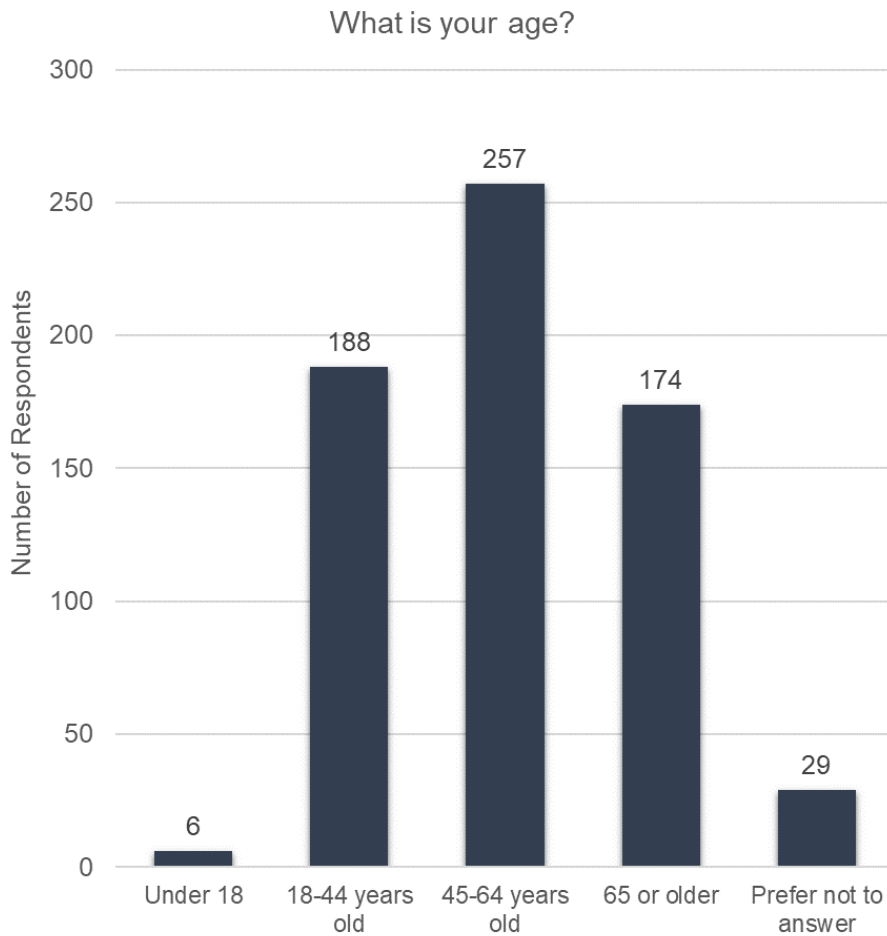
The survey was administered between January 5<sup>th</sup> and February 2<sup>nd</sup> of 2024. There were 676 survey respondents. Because survey respondents could skip questions, the total number of responses varies by survey question. Complete survey response tables are presented in [Appendix D](#).

#### Survey Demographics

Survey demographics were examined in comparison to 2022 demographics from the American Community Survey, to evaluate the representativeness of the survey respondents compared to the broader Kenmore population. **In general, the demographics of the survey respondents were reflective of the City.** Exceptions are described in the demographic comparisons below.

The survey was completed by community members across the age spectrum ([Figure 2](#)). Compared to the demographics of Kenmore, a greater proportion of survey respondents were older adults (27% of survey respondents, compared to 16% of Kenmore residents). Because the survey was not geared towards youth, only six individuals under the age of 18 completed the survey. Focused youth outreach and engagement may be helpful as the City’s human services work moves forward.

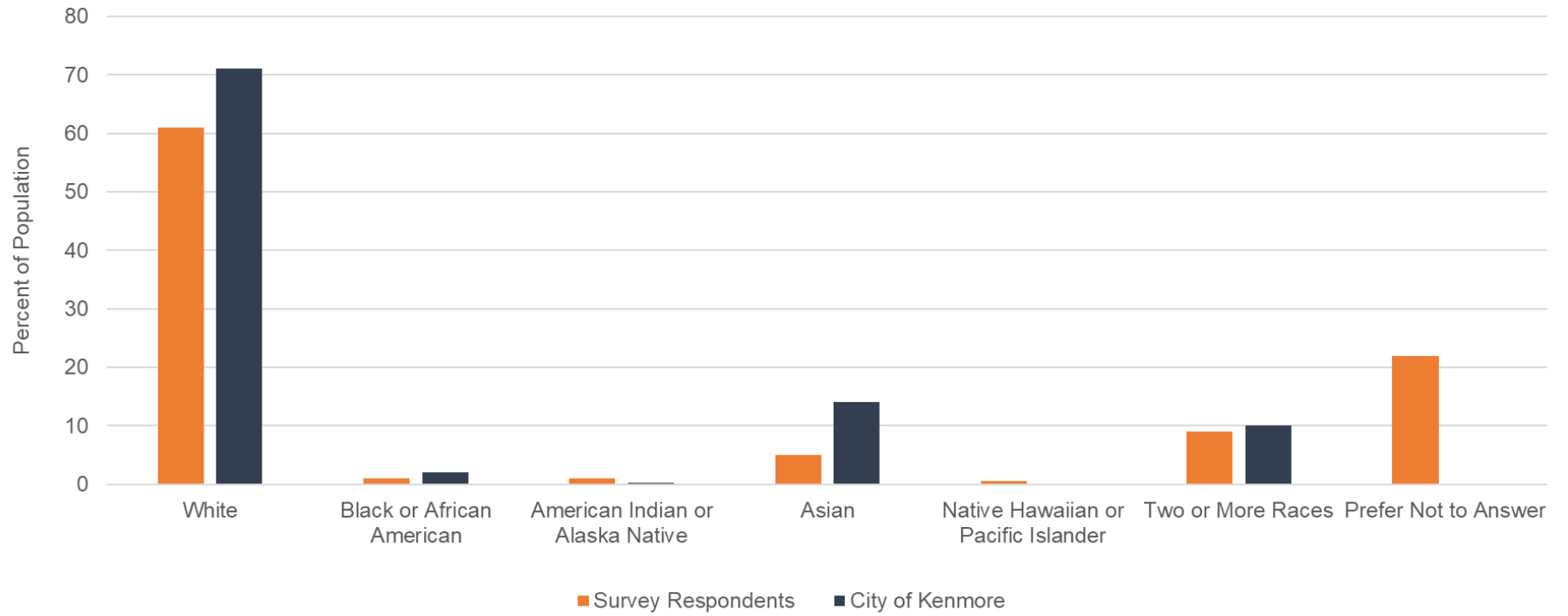
FIGURE 2. AGE OF SURVEY RESPONDENTS



Survey respondents primarily identified as White (61%), reflecting the demographics of the City (in 2022, 71% of Kenmore residents identified as White). Notably, 22% of survey respondents indicated “Prefer not to answer” when asked to identify their race. This percent was relatively consistent across demographic survey questions. This could be due to several factors. One hypothesis is that this may reflect responses from community members who are fearful of providing demographic information due to mistrust of governmental systems based on historical or current trauma and oppression.

A comparison of the race of survey respondents with the population of Kenmore is provided in [Figure 3](#). Of note, Asian community members were underrepresented in the survey data (5% of survey respondents compared to 14% of the Kenmore population). This presents an opportunity for deepening engagement with this community in future efforts.

FIGURE 3. RACE OF SURVEY RESPONDENTS COMPARED TO KENMORE POPULATION





Six percent (6%) of survey respondents reported being of Hispanic, Latino, or Spanish origin, compared to 8% of the Kenmore population. Despite translation being available in multiple languages, the survey had an underrepresentation of individuals who primarily speak a language other than English at home (5% of survey respondents compared to 26% of the Kenmore population). This suggests a significant need for the City to consider alternative strategies for outreach and data gathering with this segment of the Kenmore community.

The survey effectively reached individuals who are living with a disability, as well as those with a family member living with a disability. Fourteen percent (14%) of survey respondents identified as individuals with a disability and 24% identified that they live with someone with a disability.

Income and household size were collected to evaluate the extent to which the survey reached individuals of low- to moderate-income, as this population is likely to have the greatest human services needs. In 2022, Kenmore had a Median Household Income of \$132,191, with 6% of households living in poverty. Amongst survey respondents, 21% had a household income of 80% of the Area Median Income (AMI) or below, while 7% had a household income of 30% of the AMI or below. This provides a good indication that the survey reached individuals of low- to moderate-income in Kenmore. AMI considers both household income and household size and is used as an eligibility marker for a variety of need-based human services.

### Human Services Needs and Barriers

Survey respondents had accessed/attempted to access a range of human services (**Figure 4**), with the largest number of respondents having accessed **Support to Address Emotional Needs or Mental Health Counseling** and **Support to Access Medical Care or Medical Insurance**. Survey respondents were asked follow-up questions about each service they had accessed/attempted to access. These follow-up questions focused on whether they knew how to access the service and their perceived ability to access the service in their community or within a reasonable distance. **Figure 5** illustrates responses to the statement “I did not know how to access this service” for each of the service areas queried. These results demonstrate significant gaps with respect to knowledge of how to access services. **For example, 50% of the community members who reported needing support around domestic violence did not know how to access these services.** These gaps present significant challenges for City of Kenmore accessing timely and effective human services supports.

Survey respondents also indicated challenges with accessing services in their community or within a reasonable driving distance (**Figure 6**). Only 17-33% (dependent on service area) of survey respondents who had attempted to access services were able to find them in their community and 14-33% (dependent on service area) were able to access services in a place that they could drive to in a reasonable amount of time. **This suggests significant need with respect to increasing local access to human services for City of Kenmore residents.**

When asked about barriers to accessing services, survey respondents endorsed a variety of challenges (**Figure 7**). When examining survey responses by race/ethnicity, differences emerged with respect to whether barriers had been encountered. Specifically, while 36% of non-Hispanic White respondents reported that they had not experienced barriers to service access, only 8% of individuals in other racial/ethnic groups endorsed this response. **This suggest that BIPOC (Black, Indigenous, People of Color) communities may be encountering barriers to human services more often than non-Hispanic White residents in Kenmore.**

FIGURE 4. SERVICES ACCESSED/ATTEMPTED TO ACCESS BY SURVEY RESPONDENTS

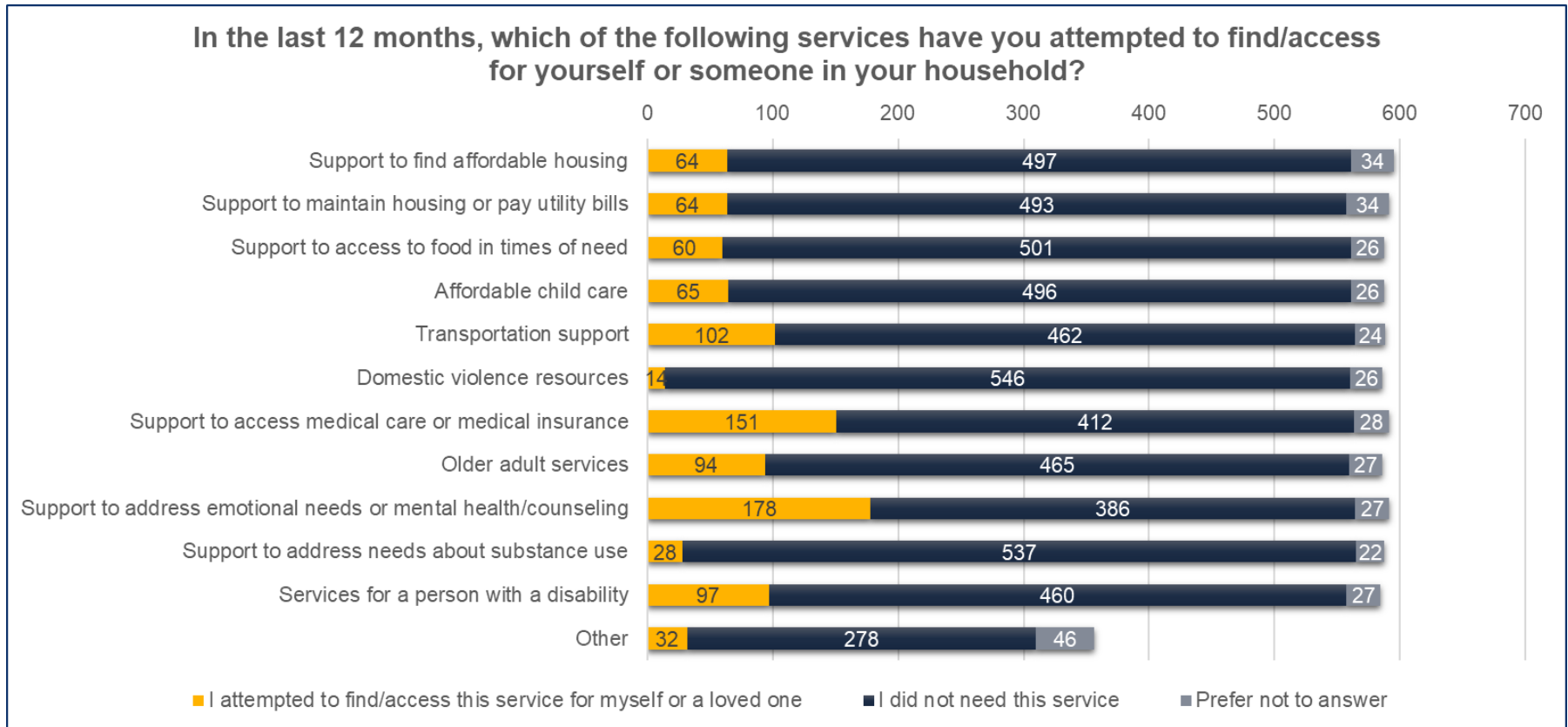


FIGURE 5. SURVEY RESPONSE TO: "I DID NOT KNOW HOW TO ACCESS THIS SERVICE"

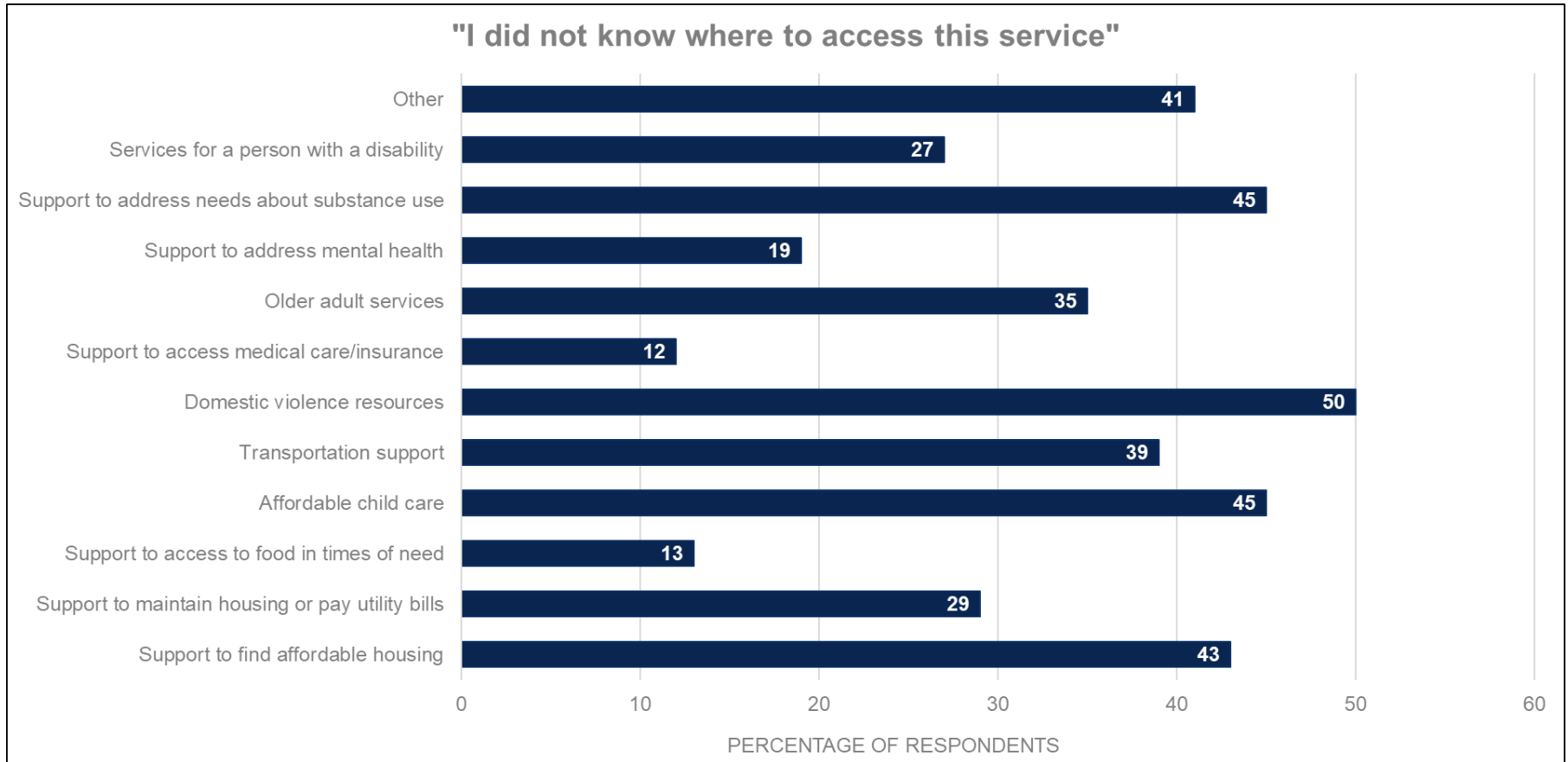


FIGURE 6. SURVEY RESPONDENT ACCESS TO SERVICES

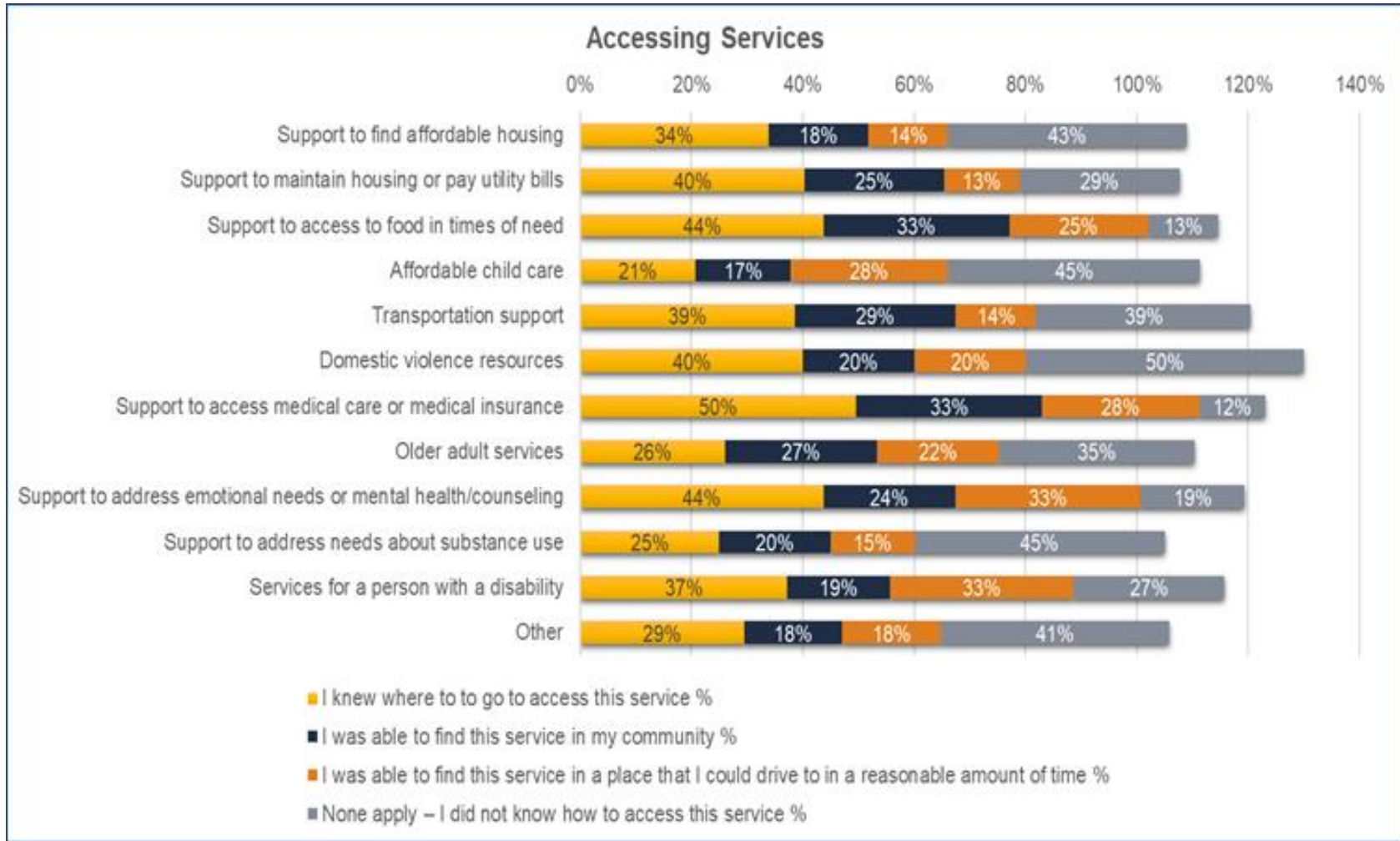


FIGURE 7. SURVEY RESPONSE TO: “DID YOU EXPERIENCE ANY BARRIERS TO ACCESSING HUMAN SERVICES?”

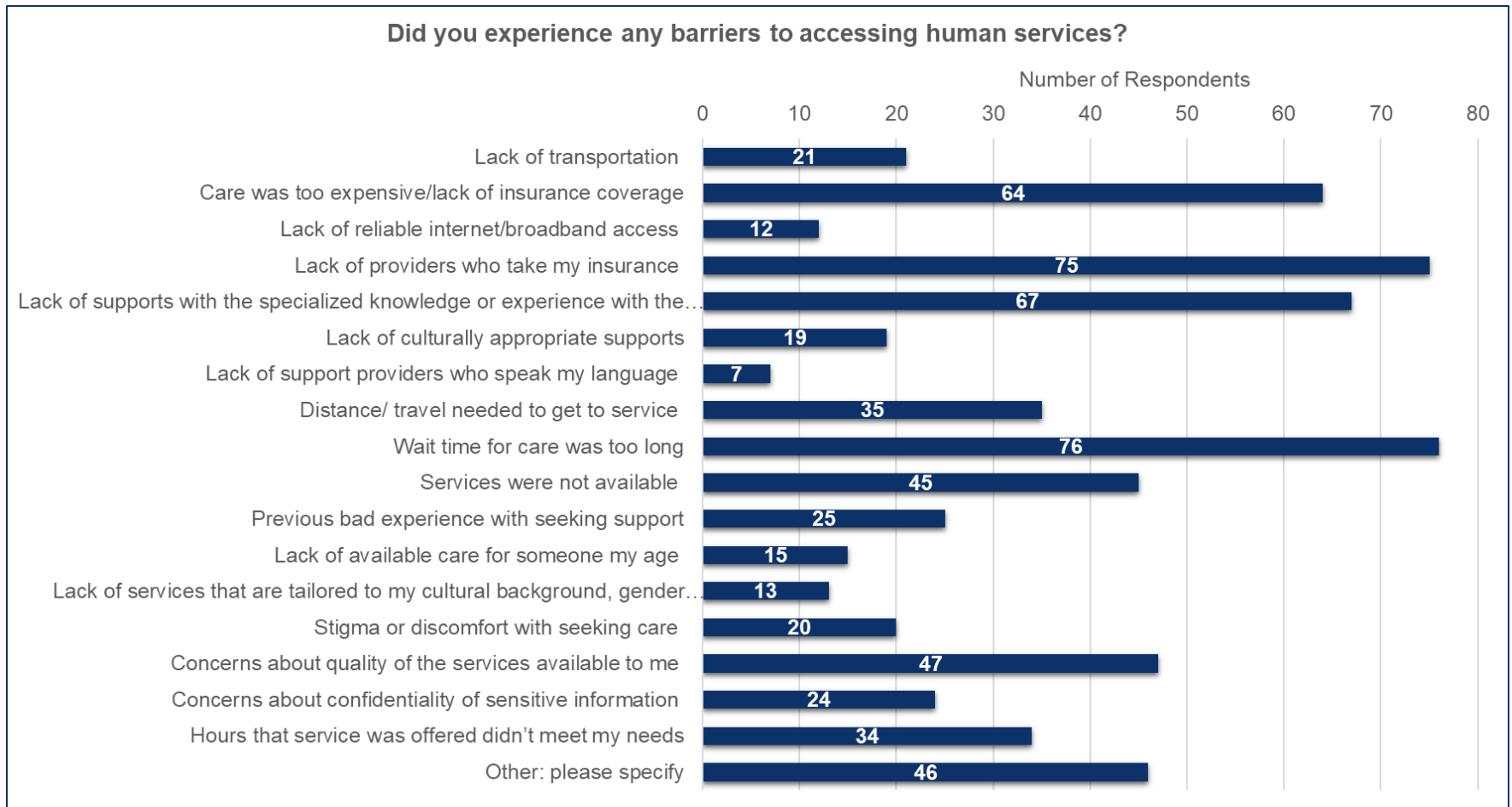
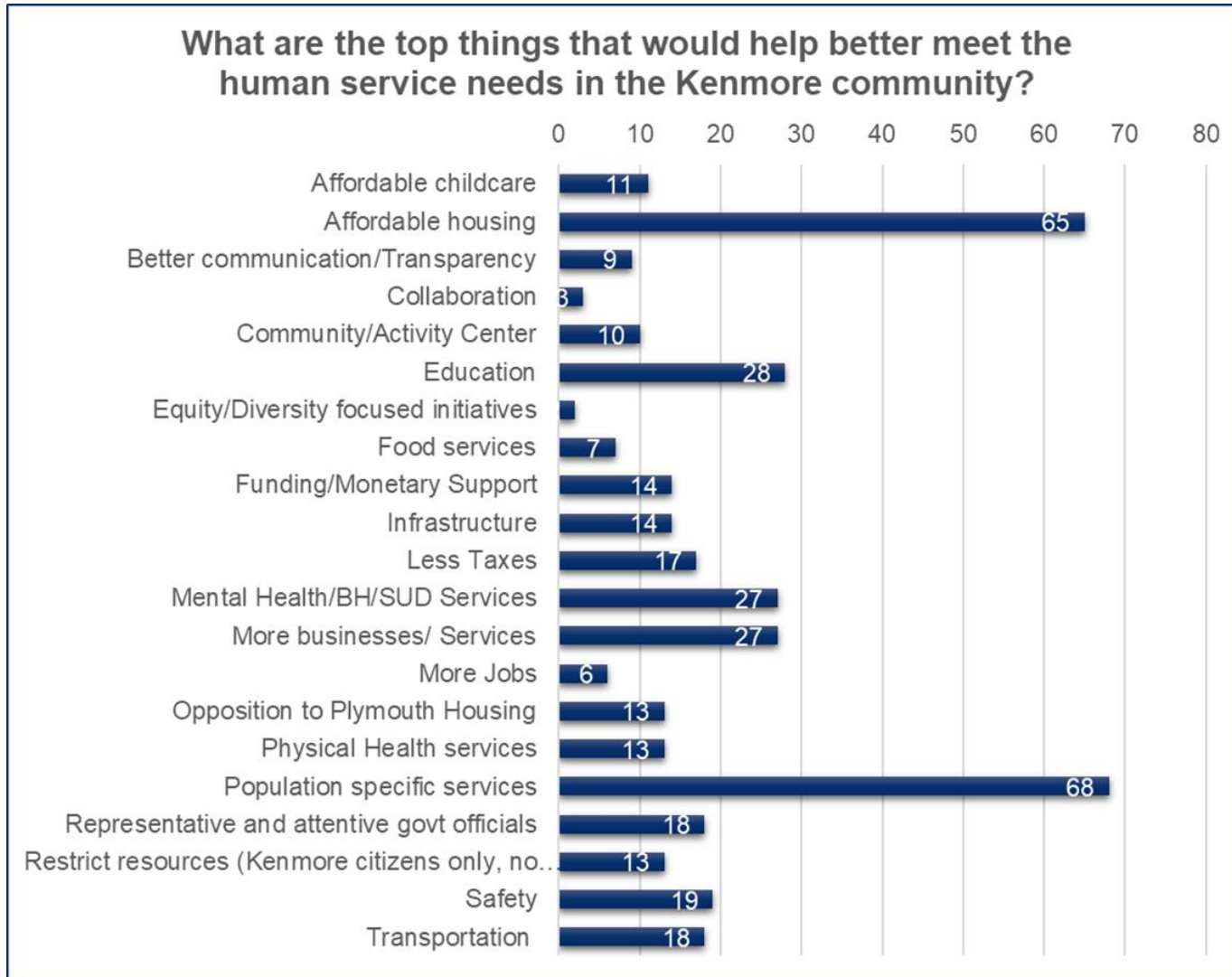


FIGURE 8. COMMUNITY VOICES: “WHAT ARE THE TOP THINGS THAT WOULD HELP BETTER MEET THE HUMAN SERVICE NEEDS IN THE KENMORE COMMUNITY?”



FIGURE 9. CATEGORIZED RESPONSES TO: “WHAT ARE THE TOP THINGS THAT WOULD HELP BETTER MEET THE HUMAN SERVICE NEEDS IN THE KENMORE COMMUNITY?”



## Key Findings

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When asked about key things that would help to address human services needs in Kenmore, community members expressed diverse perspectives (**Figures 8 and 9**). Qualitative and quantitative survey data were combined with qualitative data from interviews and focus groups and the following key findings were identified.

### Resource Knowledge and Navigation

A broad range of stakeholders identified needs related to knowledge of available services and **the need for navigation support to help them access human services**. Specifically, residents highlighted the complexities of finding a service that aligns with their needs and navigating through the steps to access that service. As noted in the survey results above, fewer than half of residents who needed services knew how to access them.

### Need for Local Services and Spaces

Additionally, stakeholders emphasized the **need for local services and spaces**. Specifically, residents identified the limited services available within Kenmore and identified struggles with finding resources within their community or a reasonable driving distance. Fewer than one third of survey respondents were able to find needed services within their community or somewhere they could access in a reasonable distance. Additionally, community members and providers identified needs around additional community gathering spaces and spaces for “pop up” or longer-term service provision, for organizations that service Kenmore residents but do not have a physical space within the City.

### Affordability

**Affordability** was highlighted most often as a key factor influencing human services needs in Kenmore. Both residents and stakeholders highlighted the ways that the need for basic needs support increases in parallel with cost-of-living. Additionally, providers emphasized that challenges around affordability make it difficult to hire and retain service providers in Kenmore, as they cannot afford to live within the City.

Challenges with affordability are echoed in publicly available data as well, including housing cost burden, where **nearly 3000 of Kenmore’s approximately 9200 households are paying more than 30% of their income on housing costs and more than 1000 households are paying more than 50% of their income on housing costs**. Nearly 5% of Kenmore’s population are receiving support from the Supplemental Nutrition Assistance Program, and 67% of households living in poverty are not receiving this benefit, which could indicate unmet needs related to food insecurity. Qualitative input from residents suggests that housing costs in Kenmore have a downstream effect on the capacity of residents to meet other basic needs, such as food and medical costs.



FIGURE 10. HOUSING COST BURDEN (AMERICAN COMMUNITY SURVEY, 2018-2022)

	% of Households	# of Households
Housing Cost Burden (more than 30% on housing costs)	31	2867
Severe Housing Cost Burden (more than 50% on housing costs)	12	1066

### Limited Transportation Options Create Additional Access Barriers

Transportation also emerged as a key barrier to service access, with residents highlighting the limited options for public transportation in Kenmore. This mirrors findings from the 2021 King County Community Transportation Needs Assessment, which highlighted that residents of the suburban areas of King County lack sufficient access to public transportation within their communities.<sup>1</sup> Relevant to the issue of service resource knowledge and navigation above, the King County Community Transportation Needs Assessment also highlighted the confusion and overwhelm cited by residents with respect to understanding the transportation options available that meet their unique needs and eligibility.

### Need for Additional Resources to Support Youth Mental Health

Stakeholders identified the need for additional resources devoted to supporting the mental health of Kenmore Youth. In the 2023 Healthy Youth survey, 11% of 8<sup>th</sup> graders, 14% of 10<sup>th</sup> graders, and 16% of 12<sup>th</sup> graders in the Northshore School District reported seriously considering attempting suicide in the last 12 months. When asked about how often, over the prior 2 weeks, they were bothered by feeling nervous, anxious or on edge, 51% of 8<sup>th</sup> graders, 62% of 10<sup>th</sup> graders, and 72% of 12<sup>th</sup> graders endorsed this feeling several days or more. These numbers are roughly comparable to the state levels for this question (55%, of 8<sup>th</sup> graders, 62% of 10<sup>th</sup> graders, 67% of 12<sup>th</sup> graders), suggesting that the mental health challenges of Kenmore youth mirror trends in the state.

### Workforce Challenges

In addition to the workforce challenges created by difficulties with affordability (referenced above), stakeholders working within the human services sector described challenges with staff recruitment and retention that have downstream impacts on service availability. These challenges are reflective of broader workforce trends in the region. A 2022/2023 wage equity analysis completed by the University of Washington demonstrated that employees in the human services sector make approximately 30% less than employees in other fields with comparable skills and responsibilities<sup>2</sup>. In a related analysis, the 2023 King County Nonprofit Wage and Benefits Survey prepared by 501 Commons indicated that 71% of the nonprofit workforce surveyed were considering leaving their current position due to pay.<sup>3</sup> These findings

<sup>1</sup> <https://irp-cdn.multiscreensite.com/c86a044e/files/uploaded/KCMC%20Community%20Transportation%20Needs%20Assessment.pdf>

<sup>2</sup> [https://socialwork.uw.edu/sites/default/files/WageEquityStudy\\_Summary\\_0\\_0.pdf](https://socialwork.uw.edu/sites/default/files/WageEquityStudy_Summary_0_0.pdf)

<sup>3</sup> <https://www.501commons.org/resources/putting-people-first/2023-nonprofit-wage-benefits-survey-report>

suggest that addressing workforce challenges will be key to sufficient and sustainable access to human services in Kenmore and the region overall.

### **Key Funding Priorities**

Several priorities for human services investment emerged from the findings described above:

- Resource/service navigation, to address barriers around knowledge of available services and complexity of service access
- Housing affordability and prevention of homelessness
- Youth mental health
- Service access and affordability for older adults, including those living in manufactured home communities
- Transportation support

In addition to these funding priorities, input from the needs assessment emphasized the value of focusing human services investments on local nonprofits.

### **Role of the City**

Stakeholders described a range of depth of partnership with the City and expressed a desire for deepening partnership to develop collaborative and innovative strategies to address Kenmore's human services needs. In addition to its role as a funder, stakeholders highlighted other roles of the city with respect to human services:

- Cross-issue/cross-sector convening, to encourage innovative solutions to complex challenges
- Providing community education, to increase awareness and understanding around Kenmore's human services needs

Additionally, stakeholders emphasized the importance of several key values/approaches when designing and implementing initiatives:

- Approaching human services needs with an awareness of the role of systemic inequities that need to be addressed when moving initiatives forward
- Approaching investments with a whole person strategy that incorporates all components residents need for a well-lived life
- Focus on providers doing trauma-informed work

### **Summary and Next Steps**

The goal of this Human Services Needs Assessment was to increase understanding of human services needs and gaps within the City of Kenmore, to inform strategic planning around future approaches, focus areas, and investments. The Guiding Principles, Key Findings and Funding Priorities developed during this assessment provide this foundational background for current City of Kenmore Human Services initiatives. Looking toward the future, the next step for this body of work is the development of the Human Services Strategic Plan and 2025-2026 workplan.

## Appendices

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### Appendix A: Stakeholder Interview Guide

#### City of Kenmore –Stakeholder Interview Guide

Human Services is defined as the delivery of social services and behavioral health services aimed at addressing safety, well-being and self-sufficiency of residents across the age span and meeting the needs of all residents. These services include but are not limited to: child and family services, income supports, transportation services, aging and disability services, homelessness and housing services, food security, physical and behavioral health services, Positive Youth Development activities including after school time activities and early care and education to name a few.

As you may know the City of Kenmore is beginning an engagement process to complete a human service needs assessment. The assessment will serve as a way for the city to understand residents' experiences with human services and provide a touchstone for monitoring progress towards desired goals and objectives for the City's Human Services team and the community. The City has engaged HMA to work collaboratively with local leaders and partners to complete the assessment in a manner that involves broad stakeholder input.

The goals and objectives identified from this input will serve as the foundation for development of a plan that folds in all key services, public and private provider capabilities, and is responsive to whole family needs across the service continuum.

As part of this process, HMA is interested in hearing from people about current issues, strengths, areas needing improvement and programming in the community created to support people and families who interact with the City of Kenmore Human Services system. We are seeking your input on what is working well and should be preserved, what the challenges are and how they could be addressed, and what your vision is for the system of care for people who interact with the City's Human Services. We believe that you have unique and important perspectives on the human services needs in the community. We value the insights that you will share. We will be taking notes but will not directly quote any individuals in our follow-up summaries without asking your permission first.

1. What currently works well (greatest strengths) with the City's Human Services?
2. What community needs do you see unaddressed or needing improvements from the human services support system?
3. In your role, what do you see as the greatest areas of opportunities for the City's Human Services to improve? What challenges do you see?
4. What trends or demographic shifts do you see that impact individual's economic situations that might lead them to require support? How should the City plan to address changing needs?
5. Does being small (compared to state and county systems) impact the City's ability to assure proper services? What suggestions do you have to overcome those challenges?  
Leverage technology to be more efficient (e.g., cameras for school zone and bus lanes)  
Need strategies to work smarter not harder, small workforce for a city of its size  
Use online reporting in relevant situations (e.g., car prowl with no evidence, fraud)
6. Do you feel Kenmore has access to and utilizes data in a meaningful way that supports policy and decision making?
7. Are you aware of current workforce challenges that are impacting the City's ability to meet community needs?
8. As we complete this needs assessment, how do you view your Department/agency's role in development and in implementation? What would you most like to see the plan human services plan address?
9. Is there anything we should have asked you, but didn't?

## Appendix B: Focus Group Guide

### Human Services Needs Assessment: Focus Group Guide

Thank you for taking time to talk with us. We are \_\_\_\_\_ (names) from Health Management Associates. We are working with the City of Kenmore's Human Services team to conduct a needs assessment to learn about human service needs in Kenmore. Human services are support systems that help people through economic and personal crisis and provide people with opportunities to succeed. As part of this assessment, we are doing surveys and focus groups, to hear directly from community members about what is working well and where there are gaps in these supports.

We have talked with people who work in organizations that provide these services to get their thoughts about what is currently available, what services are missing, and what else is needed.

Now we are talking with people like you – community members who may have accessed or needed to access these services – about what you see as unmet human service needs in the community.

We will put all this information together and share it with the City of Kenmore, who will use the information to help inform strategies for improving the well-being of Kenmore residents. None of the comments will be linked to individual participants.

What we are doing today is just having a conversation. We will start with some questions for you. There are no right or wrong answers. The conversation will last about an hour.

I want to make sure everyone knows that their participation is completely voluntary. You do not have to participate. If you decide not to participate, that's fine. Your decision will not affect any services you receive or any other activities you participate in. If you decide to participate, you do not have to answer any questions you don't want to answer. You should also always feel free to stop sharing, leave the room, and take some time to yourself. We want to make sure everyone is comfortable and can do what they need to do to take care of themselves.

Does anyone have any questions?

#### Questions

- From your perspective, what makes up a healthy community?
- When you think about human service needs in your community, what do you think people most need? Do you think those things are available in your community?
- If you, or someone you know, needed some of these things, do you think they would be able to find them?

- Who or where do you turn to get information about resources available in your community? Where do you get the information you need?
- What barriers might you or someone you know face in accessing human services?
- Have you accessed human services in your community? If so, what has been your experience accessing this support?
- What 1- 2 things would you say would have the MOST positive impact on the City of Kenmore?

**Last Question: Is there any question we should have asked and haven't? What do you know that we also need to know?**

## Appendix C: Community Survey

### Community Survey:

#### City of Kenmore Human Services Needs Assessment

The City of Kenmore has partnered with Health Management Associates (HMA), a national research and consulting firm, to conduct a needs assessment to learn about human service needs in Kenmore. For this survey, we are focusing specifically on residents' access to vital social and human services such as assistance with food, shelter, medical or dental care, counseling, or other services. The questions in this survey are designed to help identify gaps and solutions in the services Kenmore residents are able to access.

Your participation in this survey is voluntary. You may choose to skip any question you prefer not to answer. Names are not collected in this survey, so responses are anonymous.

The survey should take approximately 10 minutes to complete. We appreciate you taking the time to share your expertise, experiences, and ideas with us.

First, it is important that we know a little more about the people who take this survey. We use this data to evaluate and note any gaps that might be specific to age, ethnicity, or other factors.

1. Do you live in Kenmore?
  - Yes
  - No
  - Prefer not to answer
  
2. What is your age?
  - Under 18
  - 18-44 years old
  - 45-64 years old
  - 65 or older
  - Prefer not to answer
  -
  
3. What is your race/ethnicity
  - American Indian or Alaska Native
  - Asian
  - Black or African American
  - Native Hawaiian or Other Pacific Islander
  - White
  - Other race or more than one race
  - Prefer not to answer

4. Are you of Hispanic, Latino, or Spanish origin?

- Yes
- No
- Prefer not to answer

5. What is the primary language spoken in your household?

6. Gender identity is how someone feels about their own gender. There are many ways a person can describe their gender identity and many labels a person can use. Which of the following terms best describes your current gender identity?

- Girl or woman
- Boy or man
- Nonbinary, genderfluid, or genderqueer
- I am not sure or questioning
- I don't know what this question means
- Prefer not to answer

7. Sexual orientation is a person's emotional, romantic, and/or sexual attractions to another person. There are many ways a person can describe their sexual orientation and many labels a person can use. Which of these options best describes your sexual orientation?

- Straight or heterosexual
- Gay or lesbian
- Bisexual, pansexual, or queer
- Asexual
- I am not sure
- I don't know what this question means
- Prefer not to answer

8. Do you have a disability?

- Yes
- No
- Prefer not to answer

9. Is there a person with a disability living in your home?

- Yes
- No



- Prefer not to answer

10. What is your yearly household income?

11. How many individuals live in your household?

### Human Services

In answering the questions below, please include both services you attempted to find but were unable to and services you successfully accessed.

In the last 12 months, have you attempted to find/access **support to find affordable housing** for yourself or someone in your household?

- I attempted to find/access this service for myself or a loved one
- I did not need this service
- Prefer not to answer

If YES, please check all that apply:

- I knew where to go to access this service.
- I was able to find this service in my community.
- I was able to find this service in a place that I could drive to in a reasonable amount of time.
- None of these apply- I did not know how to access this service.

In the last 12 months, have you attempted to find/access **support to maintain housing or pay utility bills** for yourself or someone in your household?

- I attempted to find/access this service for myself or a loved one
- I did not need this service
- Prefer not to answer

If YES, please check all that apply:

- I knew where to go to access this service.

- I was able to find this service in my community.
- I was able to find this service in a place that I could drive to in a reasonable amount of time.
- None of these apply- I did not know how to access this service.

In the last 12 months, have you attempted to find/access **support access food in times of need** for yourself or someone in your household?

- I attempted to find/access this service for myself or a loved one
- I did not need this service
- Prefer not to answer

If YES, please check all that apply:

- I knew where to go to access this service.
- I was able to find this service in my community.
- I was able to find this service in a place that I could drive to in a reasonable amount of time.
- None of these apply- I did not know how to access this service.

In the last 12 months, have you attempted to find/access **affordable child care** for someone in your household?

- I attempted to find/access this service for myself or a loved one
- I did not need this service
- Prefer not to answer

If YES, please check all that apply:

- I knew where to go to access this service.
- I was able to find this service in my community.
- I was able to find this service in a place that I could drive to in a reasonable amount of time.
- None of these apply- I did not know how to access this service.

In the last 12 months, have you attempted to find/access **transportation support** for yourself or someone in your household?

- I attempted to find/access this service for myself or a loved one
- I did not need this service
- Prefer not to answer

If YES, please check all that apply:

- I knew where to go to access this service.
- I was able to find this service in my community.
- I was able to find this service in a place that I could drive to in a reasonable amount of time.
- None of these apply- I did not know how to access this service.

In the last 12 months, have you attempted to find/access **domestic violence resources** for yourself or someone in your household?

- I attempted to find/access this service for myself or a loved one
- I did not need this service
- Prefer not to answer

If YES, please check all that apply:

- I knew where to go to access this service.
- I was able to find this service in my community.
- I was able to find this service in a place that I could drive to in a reasonable amount of time.
- None of these apply- I did not know how to access this service.

In the last 12 months, have you attempted to find/access **support to access medical care or medical insurance** for yourself or a someone in your household?

- I attempted to find/access this service for myself or a loved one
- I did not need this service
- Prefer not to answer

If YES, please check all that apply:

- I knew where to go to access this service.
- I was able to find this service in my community.

- I was able to find this service in a place that I could drive to in a reasonable amount of time.
- None of these apply- I did not know how to access this service.

In the last 12 months, have you attempted to find/access **older adult services** for yourself or someone in your household?

- I attempted to find/access this service for myself or a loved one
- I did not need this service
- Prefer not to answer

If YES, please check all that apply:

- I knew where to go to access this service.
- I was able to find this service in my community.
- I was able to find this service in a place that I could drive to in a reasonable amount of time.
- None of these apply- I did not know how to access this service.

In the last 12 months, have you attempted to find/access **support to address emotional needs or mental health/counseling** for yourself or someone in your household?

- I attempted to find/access this service for myself or a loved one
- I did not need this service
- Prefer not to answer

If YES, please check all that apply:

- I knew where to go to access this service.
- I was able to find this service in my community.
- I was able to find this service in a place that I could drive to in a reasonable amount of time.
- None of these apply- I did not know how to access this service.

In the last 12 months, have you attempted to find/access **support to address needs about substance use** for yourself or someone in your household?

- I attempted to find/access this service for myself or a loved one
- I did not need this service
- Prefer not to answer

If YES, please check all that apply:

- I knew where to go to access this service.
- I was able to find this service in my community.
- I was able to find this service in a place that I could drive to in a reasonable amount of time.
- None of these apply- I did not know how to access this service.

In the last 12 months, have you attempted to find/access **services for a person with a disability** for yourself or someone in your household?

- I attempted to find/access this service for myself or a loved one
- I did not need this service
- Prefer not to answer

If YES, please check all that apply:

- I knew where to go to access this service.
- I was able to find this service in my community.
- I was able to find this service in a place that I could drive to in a reasonable amount of time.
- None of these apply- I did not know how to access this service.

In the last 12 months, have you attempted to find/access **other human services (please specify in box below)** for yourself or someone in your household?

If YES, please check all that apply:

- I knew where to go to access this service.
- I was able to find this service in my community.
- I was able to find this service in a place that I could drive to in a reasonable amount of time.
- None of these apply- I did not know how to access this service.

Did you experience any barriers to accessing human services? If so, check all that apply

- Lack of transportation
- Care was too expensive/lack of insurance coverage
- Lack of reliable internet/broadband access
- Lack of providers who take my insurance

- Lack of supports with the specialized knowledge or experience with the challenges I was seeking help for
- Lack of culturally appropriate supports
- Lack of support providers who speak my language
- Distance/ travel needed to get to service
- Wait time for care was too long
- Services were not available
- Previous bad experience with seeking support
- Lack of available care for someone my age
- Lack of services that are tailored to my cultural background, gender identity, or sexual identity
- Stigma or discomfort with seeking care
- Concerns about quality of the services available to me
- Concerns about confidentiality of sensitive information
- Hours that service was offered didn't meet my needs
- Other: please specify

- Prefer not to answer

What are the top things that would help better meet the human service needs in the Kenmore community?

What is the most useful community support in Kenmore right now? What is so helpful about this service?

Is there anything else about human services for Kenmore residents that you would like us to know?

Thank you for sharing your perspective!

## Appendix D: Survey Index

### Section 1: Demographics

Q1.1 It is important that we know a little more about the people who take this survey. We use this data to evaluate and note any gaps that might be specific to age, ethnicity, or other factors.

Do you live in Kenmore? *(Multiple choice format, single choice accepted)*

Response Options	Number of Responses	Percentage
<input type="radio"/> Yes	628	97%
<input type="radio"/> No	18	3%
<input type="radio"/> Prefer not to answer	8	1%
<b>Total</b>	<b>654</b>	<b>100%</b>

Q1.2 What is your age? *(Multiple choice format, single choice accepted)*

Response Options	Number of Responses	Percentage
<input type="radio"/> Under 18	6	1%
<input type="radio"/> 18-44 years old	188	29%
<input type="radio"/> 45-64 years old	257	39%
<input type="radio"/> 65 or older	174	27%
<input type="radio"/> Prefer not to answer	29	4%
<b>Total</b>	<b>654</b>	<b>100%</b>

Q1.3 Please choose your race/ethnicity: *(Multiple choice format, single choice accepted)*

Response Options	Number of Responses	Percentage
<input type="radio"/> American Indian or Alaska Native	7	1%
<input type="radio"/> Asian	34	5%
<input type="radio"/> Black or African American	10	2%
<input type="radio"/> Native Hawaiian or Other Pacific Islander	3	0%
<input type="radio"/> White	398	61%
<input type="radio"/> Other race or more than one race	57	9%
<input type="radio"/> Prefer not to answer	141	22%
<b>Total</b>	<b>650</b>	<b>100%</b>



Q1.4 Are you of Hispanic, Latino, or Spanish origin? *(Multiple choice format, single choice accepted)*

Response Options	Number of Responses	Percentage
<input type="radio"/> Yes	36	6%
<input type="radio"/> No	478	74%
<input type="radio"/> Prefer not to answer	129	20%
<b>Total</b>	<b>643</b>	<b>100%</b>

Q1.5 What is the primary language spoken in your household? *(Open-ended format, responses coded into categories)*

Responses	Number of Responses	Percentage
<input type="radio"/> Chinese	1	0.1%
<input type="radio"/> English	578	85.5%
<input type="radio"/> Farsi	1	0.1%
<input type="radio"/> Filipino	1	0.1%
<input type="radio"/> French	3	0.4%
<input type="radio"/> Hebrew	1	0.1%
<input type="radio"/> Mandarin	3	0.4%
<input type="radio"/> Shanghainese	1	0.1%
<input type="radio"/> Spanish	7	1.0%
<input type="radio"/> Vietnamese	2	0.3%
<input type="radio"/> Yiddish	1	0.1%
<input type="radio"/> More than one language	9	1.3%
<input type="radio"/> No answer, or non-codable response	68	10.1%
<b>Total</b>	<b>676</b>	<b>100%</b>

Q1.6 Gender identity is how someone feels about their own gender. There are many ways a person can describe their gender identity and many labels a person can use.

Which of the following terms best describes your current gender identity? *(Multiple choice format, single choice accepted)*

Response Options	Number of Responses	Percentage
<input type="radio"/> Girl or woman	163	25%
<input type="radio"/> Boy or man	360	56%
<input type="radio"/> Nonbinary, genderfluid, or genderqueer	10	2%
<input type="radio"/> I am not sure or questioning	3	0%
<input type="radio"/> I don't know what this question means	11	2%
<input type="radio"/> Prefer not to answer	96	15%
<b>Total</b>	<b>643</b>	<b>100%</b>

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Q1.7 Sexual orientation is a person's emotional, romantic, and/or sexual attractions to another person. There are many ways a person can describe their sexual orientation and many labels a person can use.

Which of these options best describes your sexual orientation? *(Multiple choice format, single choice accepted)*

Response Options	Number of Responses	Percentage
<input type="radio"/> Asexual	1	0.2%
<input type="radio"/> Bisexual, pansexual, or queer	25	3.9%
<input type="radio"/> Gay or lesbian	20	3.1%
<input type="radio"/> Straight or heterosexual	463	72.1%
<input type="radio"/> I am not sure	4	0.6%
<input type="radio"/> I don't know what this question means	7	1.1%
<input type="radio"/> Prefer not to answer	122	19.0%
<b>Total</b>	<b>642</b>	<b>100%</b>

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Q1.8 Do you have a disability? (Multiple choice format, single choice accepted)

Response Options	Number of Responses	Percentage
<input type="radio"/> Yes	90	14%
<input type="radio"/> No	482	75%
<input type="radio"/> Prefer not to answer	73	11%
<b>Total</b>	<b>676</b>	<b>100%</b>

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Q1.9 Is there a person with a disability living in your home? (Multiple choice format, single choice accepted)

Response Options	Number of Responses	Percentage
<input type="radio"/> Yes	155	24%
<input type="radio"/> No	422	66%
<input type="radio"/> Prefer not to answer	64	10%
<b>Total</b>	<b>676</b>	<b>100%</b>

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Q1.10 What is your yearly household income? (Open-ended format, responses coded into categories)

Responses	Number of Responses	Percentage
<input type="radio"/> Less than \$25,000	11	2%
<input type="radio"/> \$25,000 to \$49,999	34	5%
<input type="radio"/> \$50,000 to \$99,999	96	14%
<input type="radio"/> \$100,00 to \$150,000	117	17%
<input type="radio"/> More than \$150,000	159	24%
<input type="radio"/> No answer, or non-codable response	259	38%
<b>Total</b>	<b>676</b>	<b>100%</b>

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Q1.11 How many individuals live in your household? (*Open-ended format, responses coded into categories*)

Responses	Number of Responses	Percentage
<input type="radio"/> 1	66	10%
<input type="radio"/> 2	243	36%
<input type="radio"/> 3	92	14%
<input type="radio"/> 4	134	20%
<input type="radio"/> 5	32	5%
<input type="radio"/> 6	15	2%
<input type="radio"/> 7	5	1%
<input type="radio"/> 8	0	0%
<input type="radio"/> 9	1	0%
<input type="radio"/> 10	0	0%
<input type="radio"/> More than 10	0	0%
<input type="radio"/> No answer, or non-codable response	88	13%
<b>Total</b>	<b>676</b>	<b>100%</b>

Q1.11.a AMI Calculation

Coded Responses	Number of Responses Closest to Category	Percentage
<input type="radio"/> 30% AMI	45	7%
<input type="radio"/> 80% AMI	96	14%
<input type="radio"/> 100% AMI	275	41%
<input type="radio"/> N/A	260	38%
<b>Total</b>	<b>676</b>	<b>100%</b>

## Section 2: Human Services

Q2.1 In the last 12 months, which of the following services have you attempted to find/access for yourself or someone in your household?

Please include both services you attempted to find but were unable to and services you successfully accessed. *(Multiple choice format, single choice accepted per row)*

	I attempted to find/access this service for myself or a loved one		I did not need this service		Prefer not to answer		Total
	Number of Responses	%	Number of Responses	%	Number of Responses	%	
Support to find affordable housing	64	11%	497	84%	34	6%	<b>595</b>
Support to maintain housing or pay utility bills	64	11%	493	83%	34	6%	<b>591</b>
Support to access to food in times of need	60	10%	501	85%	26	4%	<b>587</b>
Affordable child care	65	11%	496	84%	26	4%	<b>587</b>
Transportation support	102	17%	462	79%	24	4%	<b>588</b>
Domestic violence resources	14	2%	546	93%	26	4%	<b>586</b>
Support to access medical care or medical insurance	151	26%	412	70%	28	5%	<b>591</b>
Older adult services	94	16%	465	79%	27	5%	<b>586</b>
Support to address emotional needs or mental health/counseling	178	30%	386	65%	27	5%	<b>591</b>
Support to address needs about substance use	28	5%	537	91%	22	4%	<b>587</b>
Services for a person with a disability	97	17%	460	79%	27	5%	<b>584</b>
Other (please specify)	32	9%	278	78%	46	13%	<b>356</b>

Q2.2 Please answer the following: *(Multiple choice format, multiple choices accepted per row)*

	I knew where to go to access this service		I was able to find this service in my community		I was able to find this service in a place that I could drive to in a reasonable amount of time		None apply – I did not know how to access this service		Total
	Number of Responses	%	Number of Responses	%	Number of Responses	%	Number of Responses	%	
Support to find affordable housing	19	34%	10	18%	8	14%	24	43%	<b>56</b>
Support to maintain housing or pay utility bills	21	40%	13	25%	7	13%	15	29%	<b>52</b>
Support to access to food in times of need	21	44%	16	33%	12	25%	6	13%	<b>48</b>
Affordable child care	11	21%	9	17%	15	28%	24	45%	<b>53</b>
Transportation support	32	39%	24	29%	12	14%	32	39%	<b>83</b>
Domestic violence resources	4	40%	2	20%	2	20%	5	50%	<b>10</b>
Support to access medical care or medical insurance	58	50%	39	33%	33	28%	14	12%	<b>117</b>
Older adult services	20	26%	21	27%	17	22%	27	35%	<b>77</b>
Support to address emotional needs or mental health/counseling	59	44%	32	24%	45	33%	25	19%	<b>135</b>
Support to address needs about substance use	5	25%	4	20%	3	15%	9	45%	<b>20</b>
Services for a person with a disability	26	37%	13	19%	23	33%	19	27%	<b>70</b>
Other (please specify)	5	29%	3	18%	3	18%	7	41%	<b>17</b>

Q2.3 Did you experience any barriers to accessing human services? (Multiple choice format, multiple choices accepted)

Response Options	Number of Responses	Percentage
<input type="radio"/> No, I did not experience any barriers	290	59%
<input type="radio"/> Lack of transportation	21	4%
<input type="radio"/> Care was too expensive/lack of insurance coverage	64	13%
<input type="radio"/> Lack of reliable internet/broadband access	12	2%
<input type="radio"/> Lack of providers who take my insurance	75	15%
<input type="radio"/> Lack of supports with the specialized knowledge or experience with the challenges I was seeking help for	67	14%
<input type="radio"/> Lack of culturally appropriate supports	19	4%
<input type="radio"/> Lack of support providers who speak my language	7	1%
<input type="radio"/> Distance/ travel needed to get to service	35	7%
<input type="radio"/> Wait time for care was too long	76	15%
<input type="radio"/> Services were not available	45	9%
<input type="radio"/> Previous bad experience with seeking support	25	5%
<input type="radio"/> Lack of available care for someone my age	15	3%
<input type="radio"/> Lack of services that are tailored to my cultural background, gender identity, or sexual identity	13	3%
<input type="radio"/> Stigma or discomfort with seeking care	20	4%
<input type="radio"/> Concerns about quality of the services available to me	47	10%
<input type="radio"/> Concerns about confidentiality of sensitive information	24	5%
<input type="radio"/> Hours that service was offered didn't meet my needs	34	7%
<input type="radio"/> Other: please specify	46	9%
<input type="radio"/> Prefer not to answer	18	4%
<b>Total</b>	<b>493</b>	<b>N/A</b>

Q2.4 What are the top things that would help better meet the human service needs in the Kenmore community? (Open-ended format, responses coded into categories)

Responses	Number of Responses	Percentage
<input type="radio"/> Affordable childcare	11	10%
<input type="radio"/> Affordable housing	65	10%
<input type="radio"/> Better communication/Transparency	9	1%
<input type="radio"/> Collaboration	3	2%
<input type="radio"/> Community/Activity Center	10	3%
<input type="radio"/> Education	28	1%
<input type="radio"/> Equity/Diversity focused initiatives	2	4%
<input type="radio"/> Food services	7	4%
<input type="radio"/> Funding/Monetary Support	14	2%
<input type="radio"/> Infrastructure	14	2%
<input type="radio"/> Less Taxes	17	3%
<input type="radio"/> Mental Health/BH/SUD Services	27	1%
<input type="radio"/> More businesses/ Services	27	0%
<input type="radio"/> More Jobs	6	0%
<input type="radio"/> Opposition to Plymouth Housing	13	2%
<input type="radio"/> Physical Health services	13	3%
<input type="radio"/> Population specific services	68	1%
<input type="radio"/> Representative and attentive govt officials	18	4%
<input type="radio"/> Restrict resources (Kenmore citizens only, no hand-outs, etc.)	13	2%
<input type="radio"/> Safety	19	2%
<input type="radio"/> Transportation	18	3%
<input type="radio"/> No answer, or non-codable response	356	53%
<b>Total</b>	<b>676</b>	<b>100%</b>



Q2.5 What is the most useful community support in Kenmore right now? What is so helpful about this service? (Open-ended format, responses coded into categories)

Responses	Number of Responses	Percentage
<input type="radio"/> Church/religious Institution	6	2%
<input type="radio"/> Citizens	7	3%
<input type="radio"/> City Leadership	10	1%
<input type="radio"/> Community Web Pages (Facebook, BuyNothing, NextDoor, etc.)	18	2%
<input type="radio"/> Evergreen Health	16	3%
<input type="radio"/> First responders	22	4%
<input type="radio"/> Food banks/Food assistance	24	1%
<input type="radio"/> Hangar	14	4%
<input type="radio"/> Infrastructure	9	3%
<input type="radio"/> Library	21	1%
<input type="radio"/> Local businesses	7	3%
<input type="radio"/> Mary's Place	9	1%
<input type="radio"/> Parks	17	2%
<input type="radio"/> Public Transportation	14	1%
<input type="radio"/> Schools	9	1%
<input type="radio"/> Senior Center	27	1%
<input type="radio"/> Specialized services/supports	17	1%
<input type="radio"/> Splashpad	5	1%
<input type="radio"/> YMCA	4	3%
<input type="radio"/> No answer, or non-codable response	471	70%
<b>Total</b>	<b>676</b>	<b>100%</b>

Q2.6 Is there anything else about human services for Kenmore residents that you would like us to know? (Open-ended format, responses coded into categories)

Responses	Number of Responses	Percentage
<input type="radio"/> Affordable/Low Cost Housing Needed	31	10%
<input type="radio"/> Community voice	7	5%
<input type="radio"/> Community Center/Pool	8	2%
<input type="radio"/> Education	19	3%
<input type="radio"/> Financial stewardship and responsibility	14	1%
<input type="radio"/> Locally based resources	22	3%
<input type="radio"/> More services	19	3%
<input type="radio"/> Opposed to Plymouth Housing	66	3%
<input type="radio"/> Police, first responder support	7	1%
<input type="radio"/> Population Specific Services	18	1%
<input type="radio"/> Separation of Human Services and government	6	2%
<input type="radio"/> Tax breaks	4	1%
<input type="radio"/> Transportation/ Parking/ Roads	14	1%
<input type="radio"/> No answer, or non-codable response	488	72%
<b>Total</b>	<b>676</b>	<b>100%</b>