

Human Services Strategic Plan Community Engagement Themes

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Purpose & Agenda

Purpose: Share main themes from Human Services Strategic Plan community engagement efforts

Agenda

- Overview of community engagement efforts
- Demographics of questionnaire respondents
- Main themes from engagement

Human Services Strategic Plan **Overview**



- **Timeline**

- **2009** - First adopted
- **2016** - Last updated
- **2022** - Update will guide priorities for the next **five** years

- **Key Deliverables**

- July 2021: Project kick-off
- September 2021: Community engagement plan
- Sept. to November 2021: Community engagement plan implementation
- December 2021: Needs assessment report
- January 2022: Draft strategic plan
- February 2022: Final strategic plan

Community Engagement



- Stakeholder interviews
- Service provider focus groups
- Commissioners focus group
- Multi-language community questionnaire



Main Themes: Stakeholder Interviews

- Pride
- “Growing pains”
- Celebrate racial and ethnic diversity
- Lament the large gaps in socioeconomic status
- Strong desire to build a sense of community, belonging, and inclusion

Main Themes: **Service Provider Focus Group**



What are you noticing about Redmond?

- Impacts of changing community and multiple crises
- Struggle with affordability and accessing to basic needs

What barriers are you facing in your work?

- Hiring and retaining staff
- Structure of funding
- A diminishing sense of community

Main Themes: **Service Provider Focus Group**



What can Redmond do to remove barriers?

- Use an equity and trauma-informed lens
- Create space and opportunity to collaborate with other service providers
- Use City's platform to build community, belonging, and spotlight organizations serving Redmond

How can Redmond be a better partner in grantmaking?

- Create a more equitable grantmaking process
- Build stronger relationships with service providers and local organizations
- Support capacity building



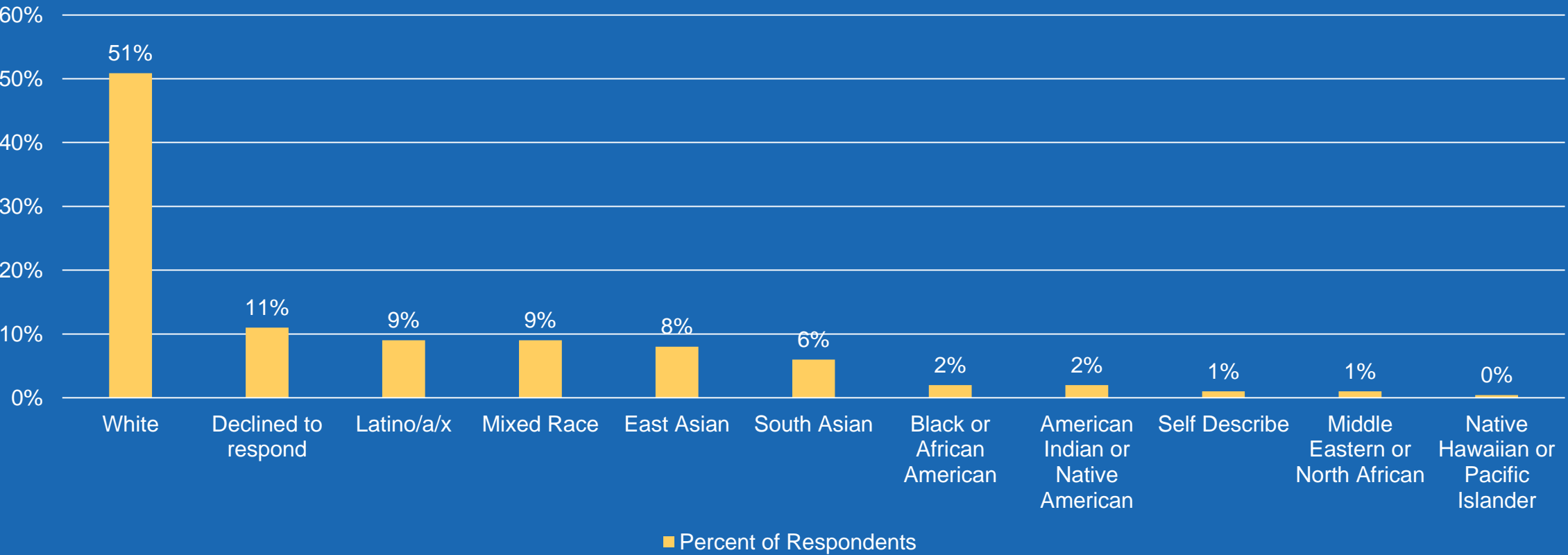
Main Themes: **Commissioner Focus Group**

- **Commissioners believe their most important role is as a funder and community connector**
- **Skills needed:** leadership, communication, conflict resolution, human-centered analytical skills
- **Resources needed:** data and information, more knowledge of city processes, more resources to help connect community



Race & Ethnicity Demographics: Community Questionnaire

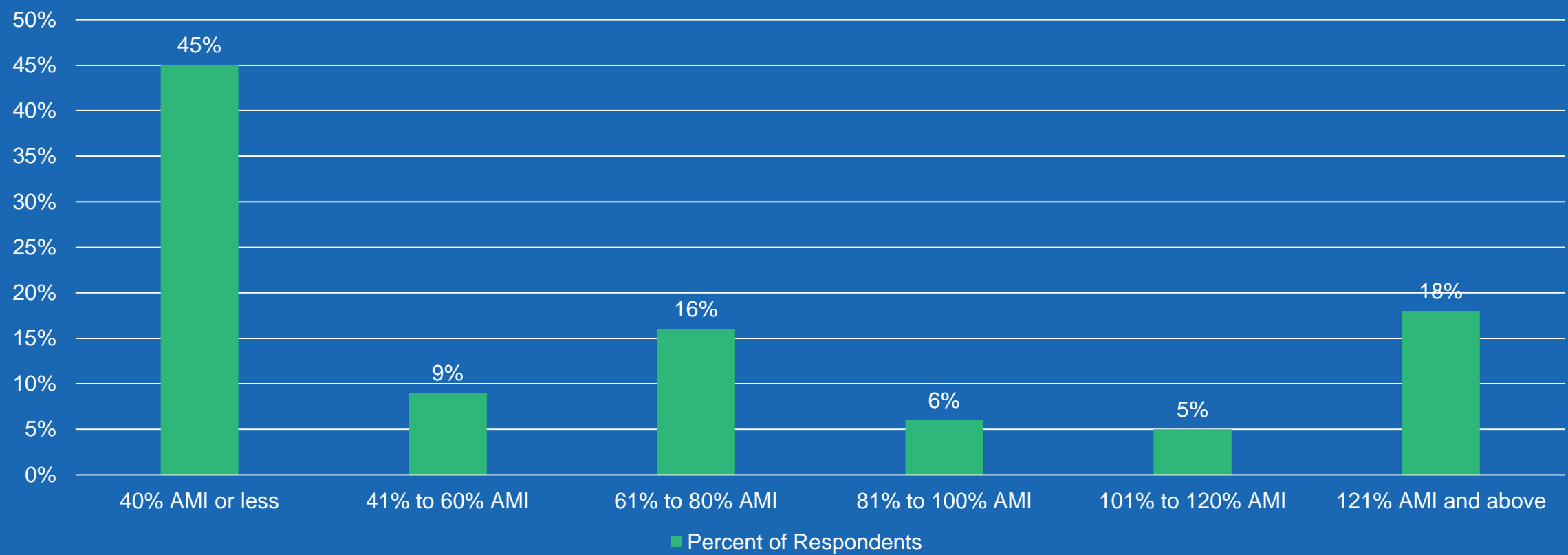
Respondent Race & Ethnicity





Income Demographics: Community Questionnaire

Income reported by percent of Area Median Income (AMI)



Main Themes: **Community Questionnaire**



- **Highest needs are for:** mental health counseling, rent or utility assistance, and medical or dental care.
- **Among those with the lowest incomes highest needs are for:** rent or utility assistance, medical or dental care, and food access.
- **Black, indigenous, and people of color (BIPOC) community members have more needs** than white community members.
- **Those with the lowest incomes reported they do not know where to go to** access or learn about the services they need.
- Most community members **do not know or do not think** Redmond is prepared for **climate-related emergencies** like smoke, fires, snowstorms, floods, or extreme heat.



Main Themes: **Community Questionnaire**

- Community members appreciate Redmond for its **green spaces, cleanliness, safe community, and quiet communities.**
- Community members believe a large variety of things will make Redmond a better community. Most relevant to the Human Services Strategic Plan include **spaces & activities for community to connect, easy access to critical services, and a welcoming community that fosters a sense of belonging and inclusion.**



Impacts of COVID-19 Across Community Members

- Respondents across all groups are **experiencing multiple, on-going traumatic events**. People report experiencing this **first- and second-hand**.
- **75%** of community members said COVID-19 had a **negative or very negative impact** on their well-being.
- Lower-income and BIPOC community members **faced cuts to their income and hours**.



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Mental stress and stability. Increase of fatigue, burn out, and anxiety. We are a low-income household depending on 2 incomes. We are unable to get childcare for our 5 children. There is nothing available, it's canceled, or we can't afford it.

-Community questionnaire
respondent

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I'm depressed and feel alone. My Mom died of COVID-19 and my best friend died of cancer. All my friends feel alone and don't know how to help our kids. We are scared at the slightest cough or sniffle. Schools are trying to help but they are overwhelmed.

-Community questionnaire
respondent

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Next Steps

- Develop Needs Assessment Report
- Use Needs Assessment Report to create a draft Strategic Plan
- Share draft Strategic Plan on Let's Connect and with stakeholders and service providers
- Complete a final Strategic Plan



Thank You

Any Questions?

