

A woman with long brown hair, wearing a white face mask and a dark long-sleeved shirt, is looking out a window. Her right hand is pressed against the glass. The background outside the window is a blurred green landscape. The text "Resilient Together" is overlaid on the left side of the image.

Resilient Together

An Assessment of Human Service Needs in Redmond

Prepared by Equitable Future LLC for City of Redmond
March 2022



Redmond
WASHINGTON

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Executive Summary

The City of Redmond partnered with Equitable Future, a Tacoma-based anti-racism and justice consulting firm, to develop its third Human Services Strategic Plan. Together they developed and

conducted a needs assessment, which serves as the foundation for identifying community-driven values and priorities to inform the City's work over the next five years. This Needs Assessment Report summarizes the results of a comprehensive community engagement effort, as well as demographic data and relevant health and well-being metrics.

This Needs Assessment was based on a review of various data sources and studies and a multi-pronged community engagement effort, with special attention given to community members who may need services. The methodology included:

- One-on-one and small group interviews with internal and external community partners whose work intersects with human services, including the school district, library, police, and faith communities.
- Interactive focus groups with service providers and the Human Services Commission.
- Online and in-person questionnaires which were available in English, Spanish, and Chinese.
- Quantitative analysis and research to complement findings.
- Deeper analysis of impacts of Covid-19 on the community and service systems.

Key Findings from Community Engagement


Based on conversations with community leaders, service providers, City leaders, and most perhaps most importantly, the community members themselves, the following themes emerged.

- Redmond community members are living through and experiencing the impacts of multiple, ongoing crises.
- There are two Redmonds. One is visible and celebrated, where community members live in abundance and have easier access to the resources they need, and the other is hidden and stigmatized, where community members struggle to make ends meet and access the resources they need.
- Redmond community members feel isolated and are disconnected. They desire genuine connection with the rest of the community.
- Even before the Covid-19 pandemic, service providers faced significant barriers to meeting their clients' needs. Today, these barriers are more severe. Providers are struggling even more, all while facing higher demand.
- Too many Redmond community members face barriers to accessing the services they need.

A summary of more specific findings from these respective groups follows.

Community Partners

Community partners shared that Redmond is very diverse and is experiencing the effects of rapid growth, change, and ongoing systemic crises in the Covid-19 pandemic, climate change related emergencies, and racial tensions. They expressed concern for the disparate impacts facing marginalized populations. To tackle the more upstream root causes, the Redmond community expressed a need for support with capacity and collaborative work to mitigate the strain which service orientated organization are experiencing.



Community is dealing with isolation - when they come to [our programming] it's hard for people to keep distance or stay a short time because they stay for hours — starved for connection.

- Faith-based community leader

Service Providers

Service providers shared their greatest strength was the flexibility to meet clients multiple and changing needs, especially through the pandemic. However, service providers were challenged with meeting client needs, due to limited and restrictive funding, staffing issues, isolation from other organizations and their clients, and diminishing capacity to respond to multiple crises. Moving forward, providers are eager to partner with the City to address these barriers and work toward recovery from the COVID -19 pandemic.



Invest in shared services for nonprofits.

- Service provider

Human Services Commissioners

Human Services Commissioners expressed a strong desire for the City of Redmond to support nonprofit organizations by connecting them to resources, community, and providing adequate funding that meets their needs. The commissioners spoke to the importance for increased community and service provider dialogues and trainings or information that would help them understand data, cultural competence, equity, and trauma-informed services. Commissioners may also benefit from an onboarding process so they can fully understand the scope of their responsibilities and impact in the community. Overall, the commission acknowledges and holds the responsibility of funding advocacy and networking in the highest regard.

Community Members

Redmond community members are not just going through growing pains associated with population growth and increased density, but also the layered impacts of an ongoing and ever-changing global pandemic, increased racial and ethnic tensions, climate change disasters, and more. Many of these impacts are no different than what many communities across the region and country are facing.

The combination of multiple stressors has been amplified by serious measures to prevent the spread of the novel coronavirus disease in 2019. Stressors such as unemployment, increased

need for food assistance, housing and accessing health care are also likely to affect the mental health and coping of many in the general population.¹ Survey results indicated that community members are most in need of mental health services, rent and utility assistance, medical and dental care, and food assistance. Responses varied based on an individual's reported income and/or race and ethnicity. For example, lowest income earners indicated needing help with rent, food, and medical and dental care.

Another significant finding is that fewer than one in four community members who responded to the questionnaire know where to go to access the services they need. Those community members in the BIPOC community, with lower incomes, and who did not speak English as their primary language struggled the most to access services. Among the top three reasons community members could not or did not access the services they needed were: not knowing where to go for help (66%), feeling too embarrassed to ask for help (32%), and not knowing if they were eligible for services (27%).

Youth and young people in Redmond are facing challenges too. Responses from the community questionnaire showed that young people ages 12 to 24 feel their highest need is for mental health services and counseling. One Redmond youth shared their experiences of facing discrimination in their community when they said this was their hope for the Redmond community: *"Less hate crimes, more safety. I used to be able to go in the streets feeling safe, but in the last few years I've experienced a lot of harassment. Maybe more of a focus on helping each other with homelessness and food accessibility for all."* -BIPOC, 12-18 years old, 61 to 80% AML.

¹ <https://kingcounty.gov/depts/health/covid-19/data/impacts/~media/depts/health/communicable-diseases/documents/C19/report-YYA-behavioral-health.ashx>

Impact of the COVID-19 Pandemic

The COVID-19 pandemic exacerbated many of the existing struggles that community members, service providers, and community leaders were already facing. Two years later, the pandemic is still ongoing, evolving, and impacting lives throughout Redmond daily. Common themes that emerged include:

- **COVID-19 had an overwhelming negative impact on the whole community.** Three out of four Redmond community members who responded to the community questionnaire reported that the Covid-19 pandemic has had a very strong negative impact (15%) or negative impact (60%) on their well-being. Only 15% of respondents reported the pandemic has had no impact on their well-being. Whereas about 2% of respondents shared there was a positive or very positive impact on their well-being.
- **COVID-19 had deep, disparate impacts on certain parts of our community.** Black, Indigenous, and people of color (BIPOC) community members who responded to the questionnaire faced a higher quantity of negative impacts associated with the pandemic than white community members. Similarly, low income community members faced more negative impacts than higher-income community members. And seniors, compared to other age groups, faced more physical and mental health impacts than others.
- **Service providers and community partners struggled to respond to meeting community needs.** Service providers and community partners reported a sharp increase in demand for social services. In addition to needing to meet a greater demand, these respondents report organizations needing to work with fewer resources and follow more regulations to safely provide services. Service providers and their clients were struggling with the cumulative impacts of the Covid-19 pandemic, climate change emergencies, racial tensions, and more. Many of the barriers they reported were results of the Covid-19 pandemic. Most notably, first was being able to find, hire, pay, and retain staff and second was struggling with isolation and disconnection from other organizations and their clients.

Frequently Used Terms

The terms defined below are frequently used throughout the Needs Assessment.

BIPOC: Black, Indigenous, and people of color

Community Member: Those who live, work, play, recreate, shop, go to school, worship, and access social services in Redmond. Community members were the center of the process to develop this Strategic Plan.

Community Partner: Individuals who work in Redmond, particularly in lines of work that relate to or intersect with Human Services. A community partner may work closely with similar human service issues and/or community members seeking services. A community partner is a type of community member. Examples include representatives from the school district, library, the City's Fire and Police Departments, and faith-based organizations.

Service Provider: An individual whose job it is to deliver support to those community members who need it. Redmond Human Services supports nonprofits in and around Redmond who support marginalized communities.


Marginalized Communities: Includes community members who face one or multiple forms of oppression. These are the communities that are most likely to need the types of resources Human Services supports through funding and therefore are the community members Redmond Human Services prioritizes in its work. Even more, Redmond Human Services aims to have open and trust-filled relationships with marginalized community members. These communities include Black, Indigenous, Latino/a/x, and other people of color communities, immigrants, refugees, those with low or no incomes, the unhoused, those with intellectual or developmental disabilities, those with physical disabilities, seniors, and young people. Redmond Human Services puts a particular focus on racial and ethnic minority communities who face the most significant forms of oppression.

Quantitative Review

This section summarizes results from analysis of quantitative data, including census data and local reports and studies, describing Redmond's demographics and relevant community-level trends.

Redmond: A Snapshot of the Community

Redmond, Washington is a thriving and desirable community. The City has open green spaces and a strong local school district. Many internationally known corporations have also found a home in Redmond, leading to economic opportunities for many. Where there are pockets of wealth, access, and stability there are also parts of Redmond that are disconnected, lower income, and lacking access to critical services. Redmond is also managing significant growth and change.



Redmond is a great city with tons of potential during this growth period - an opportunity not to be missed to make sure the City grows in ways that will encourage belonging, accessibility, equity, and community care."

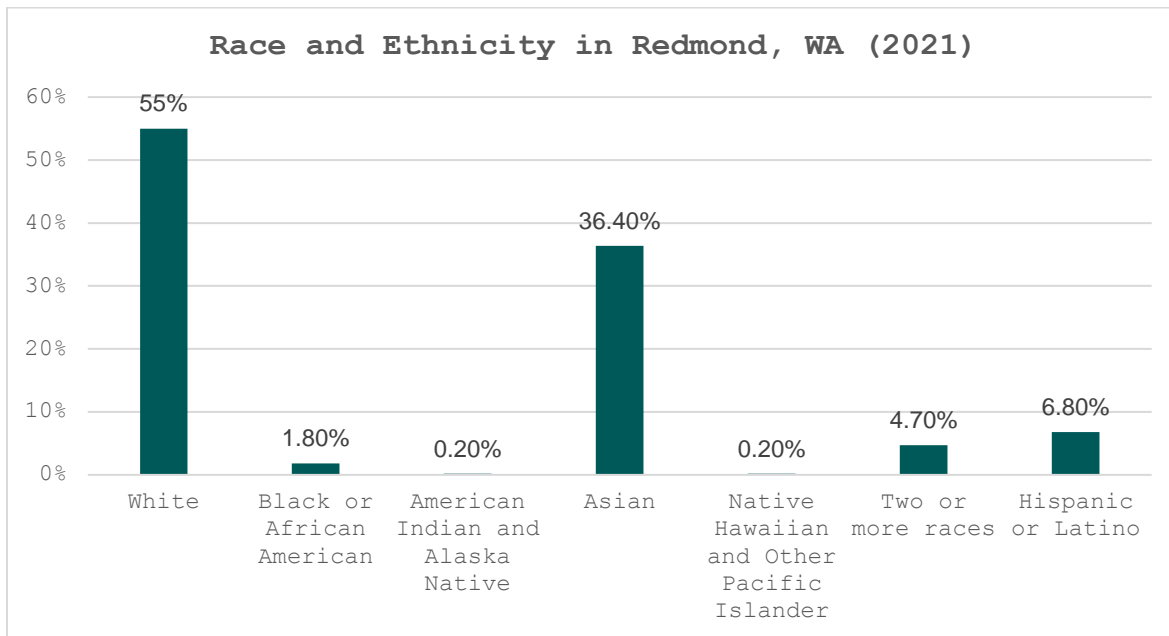
- Service Provider

Population Characteristics

In 2020, Redmond's population grew to 73,256, a 26% increase since its 2015 population size of 57,959. Since 2013, Redmond's racial and ethnic diversity has grown by about 11%, with almost half of Redmond identifying as non-white. About 45% of Redmond community members speak a language other than English at home including Spanish, Russian, Mandarin, Hindi, Telugu, Gujarati, Punjabi, Tamil, Marathi, Bengali, Malayalam, Kannada, Oriya, Sinhalese, and additional Asian Pacific Islander languages.

Of the Redmond population, 40% of residents are between 25 to 44 years old. Redmond's population of youth makes up 24% of the population, and 19.5% of residents are 55 years of age or older (United States Census, 2019).

CHART 1: RACE AND ETHNIC DEMOGRAPHIC GROUPS IN REDMOND



Source: United States Census ACS 5-Year Estimates, 2021

Youth in Redmond

Content Warning: This section briefly mentioned youth suicide. To skip this content, proceed to the next section.

In 2019, about 15% of Redmond's youth enrolled in school were in high school and 43% of youth in grades 1 through 8 (United States Census, 2019). According to results from the 2018 Healthy Youth Survey, an average of 30% of Lake Washington School District students in grades 8-12 reported feelings of depression. Since 2019, King County's youth mental health system has experienced increased calls to address difficulties related to academic pressure, school closures, social isolation, lack of access quality nutritious food, poor family health and/or due to a death of a family member to COVID-19 (Collins et al, 2021). Medical centers, such as University of Washington Medicine, Swedish Medical Center and Seattle Children's hospital, have reported a dramatic increase in diagnoses of depression and anxiety for patients under the age of 27 since 2019, including increased suicide attempts.

Income, Education, and Affordability

Redmond is a predominately affluent community strongly influenced by a high percentage of jobs existing in high technology industries (City of Redmond, 2020). Redmond community members are also well educated; 72.2% of the community holds a bachelor's degree or higher (United States Census, 2019).

The median income in Redmond is \$132,188, which is significantly higher than the overall King County median income of \$102,594. While most households in Redmond are faring well, 5.1% people are living below the federal poverty level.

Poverty impacts certain populations disproportionately -- 8% of people 65 and older, 8% who identify as Black/African American, 11% who identify as multi-racial, and 12.2% who identify as Latinx, respectively. Five hundred twenty-seven families live in poverty, which for a family of four means they were earning less than \$25,750 annually (Census 2019).

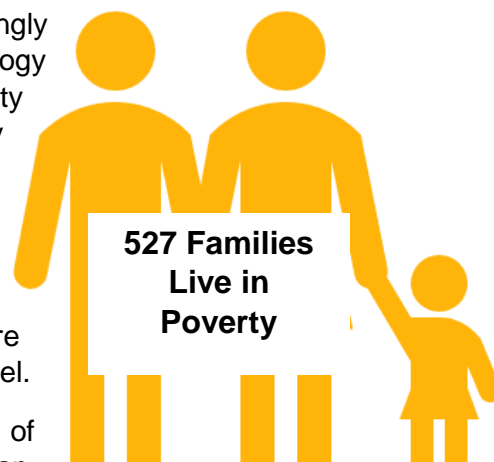
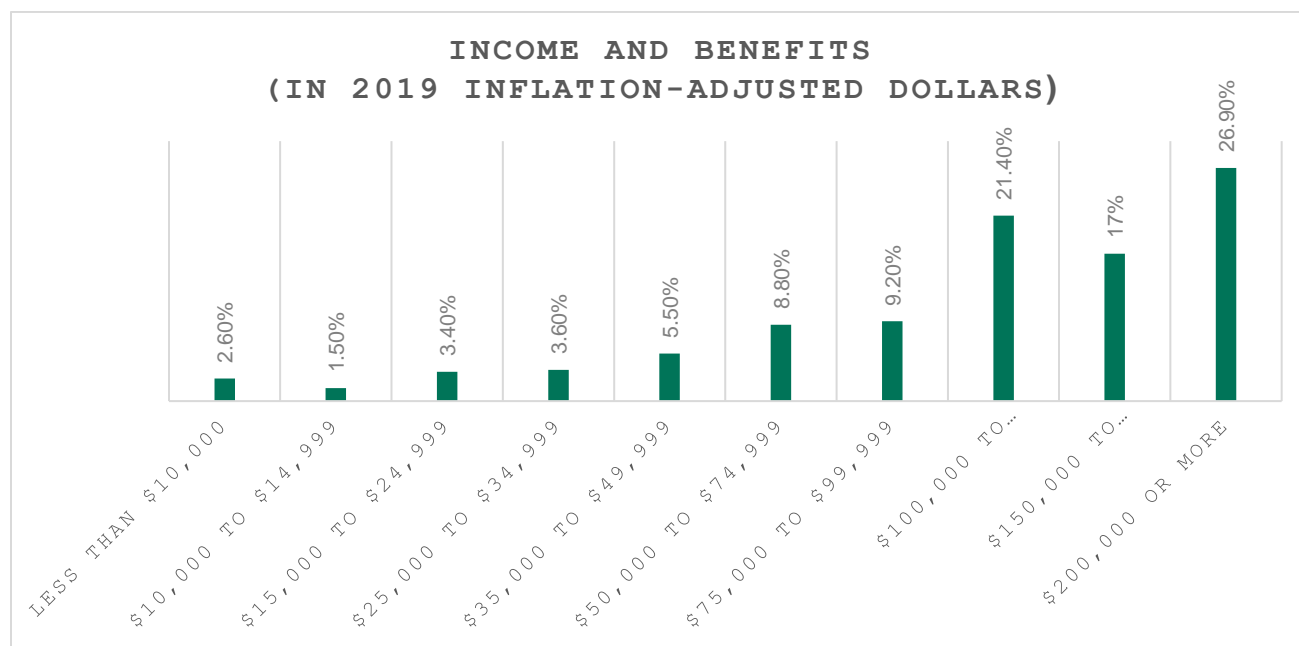


CHART 2: INCOME AND BENEFITS FOR REDMOND



Source: 2019 ACS 5-YEAR Estimates Data Profile

Furthermore, for many families their income is not sufficient to cover the cost of their most basic needs, including housing, food, childcare, which is defined as the self-sufficiency standard. In East King County, a family of four would need to earn \$95,488/year to sufficiently meet their basic needs.

CHART 3: WASHINGTON SELF-SUFFICIENCY STANDARD

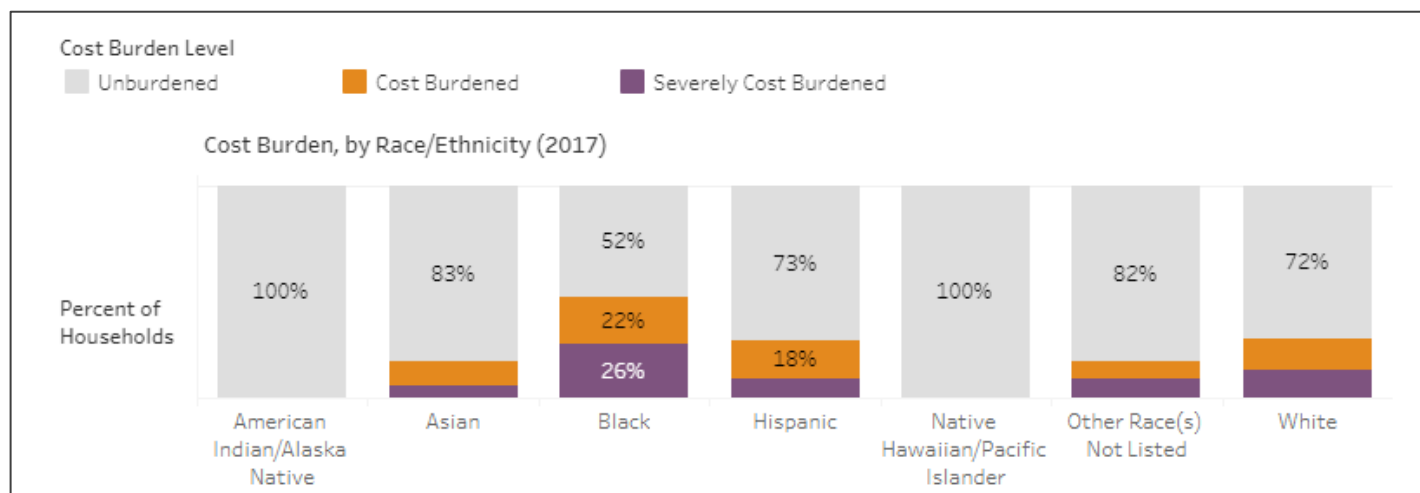
The Self-Sufficiency Standard for Select Washington State Places and Family Types, 2020

County	One Adult	One Adult One Preschooler	One Adult One Preschooler One School-age	Two Adults One Preschooler One School-age
Benton County (Kennewick-Richland)	\$24,329	\$46,006	\$54,373	\$62,044
Clark County	\$30,757	\$55,285	\$64,600	\$72,706
Grays Harbor County	\$20,721	\$42,376	\$51,171	\$59,240
Island County	\$24,973	\$50,830	\$61,448	\$69,762
King County (City of Seattle)	\$36,065	\$69,215	\$82,045	\$86,193
King County (East)	\$43,774	\$79,386	\$92,661	\$95,488
King County (South)	\$32,506	\$64,925	\$77,145	\$81,902
Kitsap County (South)	\$25,356	\$48,498	\$57,662	\$65,709
Lewis County	\$21,495	\$43,763	\$52,342	\$60,224
Pend Oreille County	\$19,754	\$36,400	\$45,949	\$53,779
Pierce County (West County Cities)	\$26,610	\$50,480	\$59,612	\$67,909
Skagit County	\$25,186	\$51,102	\$61,243	\$69,138
Snohomish County (West)	\$36,791	\$64,053	\$74,590	\$82,658
Spokane County	\$20,768	\$41,923	\$50,549	\$58,360
Thurston County	\$25,466	\$47,669	\$56,279	\$64,277
Whatcom County	\$24,517	\$50,727	\$60,985	\$68,941
Yakima County	\$21,896	\$41,123	\$49,040	\$56,765

This report, plus tables providing county-specific information for over 700 family types, is available at <http://selfsufficiencystandard.org/Washington>.

Housing is defined as “affordable” when the total housing costs do not exceed more than 30% of the household income. About 29% of Redmond renters pay between 30 and 35% of their household income on rent (United States Census, 2019). This trend has remained roughly the same over the past 10 years. Across King County, residents are voicing concern for the growing cost burden among renters and homeowners and the risk of displacement., (King County Hospitals for a Healthier Community, 2021). The Redmond 2020 Housing Needs Assessment showed that those renting under the age of 24 and over the age of 65 are more cost burdened than other age groups at 61% and 65% respectively. Perhaps most concerning is that people of color are disproportionately burdened by the cost of housing, as indicated in Chart 4.

CHART 4: REDMOND HOUSEHOLD COST BURDEN BY RACE AND ETHNICITY



Source: King County Regional Affordable Housing Dashboard

Food Security and Access

Of the Redmond population in 2019, a small portion (500 individuals) were supported by cash public assistance income and about 1,000 households received support from the Supplemental Nutritional Assistance Program (SNAP, formerly known as “food stamps”) (United States Census, 2019). In the wake of the COVID-19 pandemic, needs related to food were the second most common reason for a King County resident to call seeking assistance with social services in spring 2020 (Schachter et al, 2020).

Food insufficiency almost doubled, about 9% of adults in King, Pierce, and Snohomish counties combined reported in June 2020 that their households did not have enough food to last the week. In 2020, Hopelink, a food assistance provider that serves East King County, reported 2,931,180 meals distributed, 291,680 pounds of fresh produce provided, and 5.5 million pounds of food delivered to the community throughout an unprecedented year (Hopelink, 2020).

Business closures and significant losses in employment are strongly correlated to an individual’s or family’s ability to purchase enough food or gain reliable access to enough affordable, nutritious foods (Schachter et al, 2020) throughout King County.

Health and Wellness

Studies show that higher income areas are more likely to have significantly better health outcomes, such as life expectancy. In East King County, residents are expected on average to live nearly five years longer (83.9) than residents of South King County (King County Community Health, 2022). It has also been found that health disparities contribute to reduced income that can result in what is referred to as the health – poverty trap (Khullar et al, 2018).

In 2019, 97% of Redmond residents reported being covered by either public or private health insurance. A much smaller portion, 3% (2,041 individuals) reported having no health insurance coverage (United States Census, 2019). In King County, Hispanic adults had the highest rate of non-insured individuals and were six times more likely than white adults to be without coverage. Compared to white and Asian adults, Black adults were more than 1.5 times as likely, and Hispanic adults were more than two times as likely to report unmet medical needs due to cost (King County Community Health, 2022). Over 1,700 Redmond residents accessed free and/or reduced-cost medical services from HealthPoint, of which 36% were of Hispanic/Latino origin, 14% Asian, and 8% Black/African American.

Mental Health and Well-Being

The rate of frequent mental distress among low income adults was almost 2.5 times the County average and four times the rate for high income adults (King County Community, 2022). Of the racial/ethnic groups in King County, eight out of 10 white adults indicated that they always or usually receive the social and emotional support they need, much higher compared to individuals who identify as Black, Hispanic, and/or Asian adults. Hispanic adults are more likely than the King County average to experience frequent mental distress and less than half of low income adults feel that they always or usually get the social and emotional support they need. Since the onset of COVID-19, there has been more than 250% increase in calls from Redmond residents to the King County Crisis Line – averaging 3,300 calls/year in 2020 and 2021, compared to about 1,300 calls in 2019.

Climate Change and Climate Readiness

In October 2020, Redmond City Council approved a Climate Emergency Declaration. The declaration stated climate change as a threat to the City and plans to address vulnerability and risk are underway. In the coming years, Redmond is likely to experience increased extreme heat events, fire risk, severe storms, and flooding. Populations, such as young children, older adults, communities of color, low income communities, persons with pre-existing or chronic medical conditions and individuals living alone, are examples of populations with vulnerabilities to climate change effects due to long-standing system inequities and additional health conditions that serve as barriers to increasing climate resilience. These vulnerable population groups share many of the same characteristics of individuals seeking human services.

The City of Redmond will play a unique role in eliminating community susceptibility to the exposure of climate change stressors, such as access to health care for high-risk populations, like seniors, who are more sensitive to extreme heat events and poor air quality like wildfire smoke. In addition, access to fair and affordable housing that can serve as protection from climate impacts, such as heat and extreme storms, will be critical in the face of increased flooding and more extreme storm events (Redmond Climate Vulnerability Briefing Memorandum, 2021).


Transportation and the Redmond Commute

About 31% of Redmond's residents both lived and worked in Redmond in 2017 (2020 Housing Needs Assessment). In 2019, 93% of Redmond residents indicated having a vehicle available for

use. Conversely 7% of people are without an available vehicle and rely on other forms of transportation (United States Census, 2019).

The 2021 King County Community Transportation Needs Assessment described several needs for East King County, such as guaranteed access to healthcare for individuals impacted disproportionately by displacement and viable transportation options that quickly and efficiently gets riders to their destination.

Community Engagement Results



Redmond is very diverse, and there are so many ways that it can continue to grow in that direction. Like any city, the possibilities are there.”

- Service Provider

During fall 2021, the consulting team led a comprehensive engagement effort which included:

- One-on-one and small group interviews with local community partners
- Focus groups with service providers and the Human Services Commission
- A community questionnaire which was available on Let's Connect and in-person at locations where people convened (e.g., food banks, apartment complexes, etc.).

For more information about the methodology, please refer to Appendix 1. This section summarizes the key findings from each of these engagement efforts.

Community partner interviews

Recognizing that the work of human services intersects with cross-sectors like the library, faith community, and school district, it was important to hear from community leaders and partners. For a full list of participants, please refer to Appendix A. Community partners discussed their:

- Perception of the Redmond community
- Pressing needs among Redmond community members
- How the COVID-19 pandemic has impacted Redmond community members
- How Human Services can help mitigate the community's most pressing needs
- What types of values and efforts should guide the City's work

Common themes surfaced from and across each of these conversations.

Despite experiencing growing pains, Redmond continues to be a wonderful place to live, work, and play.

The community is experiencing increased growth, or as one community partner stated, “Redmond is a storybook community. But I also think that Redmond is a rapidly expanding community with a tremendous amount of growth, both from the residential perspective and then with light rail coming. So, Redmond is kind of like that awkward teenager that's about to become 21 really fast.”

Community partners are proud to serve Redmond and feel a great sense of care for their community. They mentioned pride in how the City's green and public spaces are maintained. Community partners spoke about how they celebrate Redmond's racial and ethnic diversity, and many are eager to preserve Redmond's diversity by building cultural competencies and supporting a more welcoming community.

 **It's not commonly accepted that there are problems here.**

- Community partner

The community is experiencing multiple, ongoing crisis.

Community partners shared experiences and stories of a community that is facing multiple, ongoing crises. These crises include the global COVID-19 pandemic, increased racial and ethnic tensions climate change crises occurring with more frequency, misinformation and disinformation campaigns damaging civil discourse and trust in public institutions, and governments struggling to remain resilient against these on-going threats. Many also talked about a “hidden” part of Redmond - those who are very low income, struggling to make ends meet. These communities were referred to as “hidden” because of the perception that Redmond is a city that is well off and not facing many problems. Community partners shared concern for their peers, the service providers who are working tirelessly to respond to evolving, complex community needs. They saw an opportunity for the City to significantly increase its investments to address these exacerbated challenges. They also saw opportunities for the City to leverage existing partnerships with large corporations who may have access to private funds.

More spaces and services are needed to build a thriving community.

Almost all community partners shared a very strong desire to build a sense of community, belonging, and inclusion. To do this, community partners suggested that the Human Services Division is well-positioned to address the growing pains of Redmond by prioritizing action with a racial justice framework and trauma-informed lens to break down the spectrum of isolation exacerbated by the pandemic, hate crimes, and growing wealth gap. Such actions foster values, which community partners honor such as equity, collaboration, inclusion, diversity, and a nurturing environment. Additionally, they see opportunities for the division to improve overall community well-being by addressing social emotional and mental health needs of community members, and perhaps most importantly, a need for connecting community members to culturally relevant and trauma-informed services.

Community partners highlighted the need for more vital community spaces.

Due to the pandemic, many facilities and public spaces closed in effort to stop the spread of COVID-19. Closures of important spaces for seniors, youth, individuals experiencing homelessness, and the community overall resulted in an increased feeling of isolation. Because of this, community partners would like to see Human Services address work to ensure that spaces and services are readily available even in a time of crises. Overall, Redmond is home to only a few spaces where populations, such as youth, have a “place to be themselves”, as one community partner shared. Many community partners shared an appreciation for spaces like the Together Center, where organizations could share a roof and coordinate as needed.

Redmond should strengthen its role as a convener, increasing coordination with service providers and intersecting systems.

Community partners expressed a desire for the City to build stronger partnerships with community leaders and organizations serving Redmond. It was common to hear from community partners that their day-to-day tasks have extended beyond what’s listed in their job descriptions or even in their organization’s mission. For example, the Fire Department now focuses more on climate change readiness and fire prevention than putting out fires. Similarly, the Police Department not only responds to crime, but they are also called on to respond to mental health crises and other non-criminal emergencies. Even community partners representing the library, schools, and faith-based organizations shared that in addition to the core work, they are often required to pivot to meet the needs brought to them by the community members they serve. Due to the complexity of the social service system, it can be difficult to connect their community to the right organizations that could meet their varying needs. When asked what could solve this problem, community partners communicated that Human Services could expand its role as convener, providing opportunities for community partners to learn, engage, connect, and collaborate to identify solutions. There was also a desire for Human Services staff to be more present out in the community or “on the ground.”

Service Provider Focus Groups

Twenty-one service providers, which included representatives for agencies that have applied for or received human services funding signed up to participate in focus groups. Service providers shared similar feedback as community partners such as, that they are experiencing multiple impacts from the COVID-19 pandemic; they are eager to create a more welcoming community where it’s okay to ask for and find help; and service providers are willing and ready to build community well-being.

What barriers do you face in providing services?

Staffing and wages. Almost three-quarters of service providers mentioned their organizations were struggling to hire part-time and full-time staff. In addition, their organizations cannot pay wages high enough to be competitive with other jobs in and around Redmond. One focus group participant made it clear when they said they were “overwhelmed with staffing issues”. A smaller

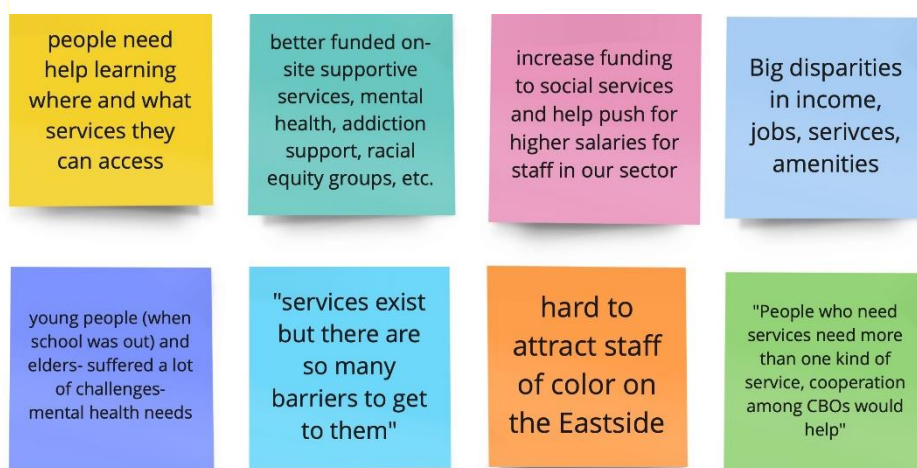
portion of service providers mentioned they were also facing difficulties finding and retaining volunteers.

Short-term, small-sized grants with spending restrictions. Service providers also talked about barriers to municipal funding like difficult and time-consuming applications, challenging reporting requirements, and funding that is often program-specific (rather than for general operation). It's important to note here that this is not a structural barrier unique to the City of Redmond, but also to many cities across King County, who share the same funding application platform.

Diminishing sense of empathy and belonging.

The third most prominent barrier service providers mentioned was a theme we heard from community partners, too. Many service providers (more than half) mentioned a diminishing sense of empathy and belonging among the broader Redmond community. Some attribute this to the ongoing stress related to the COVID-19 pandemic and others attribute this to increasing divisions among racial, cultural, and ethnic lines. These service providers yearned for a stronger sense of community in Redmond.

GRAPHIC 1: COMMENTS FROM SERVICE PROVIDER FOCUS GROUPS



Community Engagement Miro Activity with Equitable Future:
Service Provider Focus Group, November 2021

Agency burnout and fatigue. Service providers also shared how they themselves were dealing with burnout, fatigue, and a sense of hopelessness associated with the multiple crises they and their clients are facing. These challenges were even more present as they were faced with more work (due to staffing challenges).

How can City of Redmond Human Services remove the barriers your organization faces?

Changes to the funding process and funding allocations. Organization representatives noted that the Human Services Division has a limited amount of funding to allocate toward the multitude of needs. Some even noted that the needs and demand for services will only increase as the COVID-19 pandemic continues. As such, most organizations shared that the Human Services Division should receive more funding to allocate to service providers in the City. Organizations were eager for larger grants with longer terms (i.e. 4-year grants) and fewer restrictions that allow organizations to support both overhead and service provision. Several organizations also noted

a desire for a more streamlined funding process, including but not limited to easier application and data reporting processes.

Provide ongoing and easy to access opportunities for service providers to connect and collaborate. Service providers overwhelmingly are seeking out resources to connect and collaborate with other organizations in the region. Several organizations shared a need for physical space to offer their services or at least administer virtual programming. Other service providers expressed desire for opportunities to connect with their peers and find opportunities to collaborate. Several focus group participants mentioned Together Center as a model practice worth replicating in Redmond.

Prioritize addressing root causes of inequity. Service providers shared a strong desire for Human Services to fund services that focus on prevention, are trauma-informed, and centered on racial equity. These types of services, they shared, would address the root causes of inequity in Redmond and throughout the region. Many mentioned affordable housing issues in the area and noted the division could focus on helping low income community members access housing by allocating funding to rent and utilities directly (i.e., a city-managed fund) or funding programs that support these needs. At the same time, respondents shared their appreciation for the flexibility through the COVID-19 pandemic and are eager to see the division maintain emergency funds or “as needed” funds in addition to prioritizing prevention.

Use the City’s platform to amplify the good. Many service providers talked about a diminishing sense of community as they faced isolation due to the pandemic. They also talked about increasing divisions among political and cultural lines that led to fractures in the community. Service providers believe the City of Redmond can use its platforms to encourage community-building. In addition to community-building, organizations are eager to see the City and Human Services Division use their platforms to spotlight organizations doing work in and around Redmond to increase awareness among community members who might need services or be interested in supporting.

City of Redmond Human Services seeks to be a true partner in grantmaking. What types of resources would make your work easier and how can Redmond Human Services be a better partner in grantmaking?

Service providers reiterated some of themes previously shared. Below is a summary of these themes:

Connecting and collaborating. Service providers are very interested in the division creating spaces and opportunities for services providers to collaborate and build relationships. Additionally, service providers are eager to build relationships with Human Services staff members and commission members.

Elevate belonging and highlight organizations serving Redmond. Service providers would like to see the City of Redmond work to build a sense of community and belonging and spotlight organizations serving Redmond.

Addressing barriers to funding. To be a better partner in grantmaking, service providers ask that Redmond assess and pursue opportunities to implement a more equitable grantmaking process. Examples we heard include evaluating the application questions, how much funding organizations get, and what additional support agencies should receive to administer and manage funds.

Support capacity building. And finally, organizations would love for the City to support capacity building by either funding these opportunities or connecting service providers to opportunities that would help them build capacity (particularly as it relates to hiring staff and finding volunteers).

GRAPHIC 2: COMMENTS FROM SERVICE PROVIDERS



Community Engagement Miro Activity with Equitable Future:
Service Provider Focus Group, November 2021

Impact of COVID-19 Pandemic on Service Providers

This section summarizes the impact of Covid-19 on operations and service delivery.

How has COVID-19 impacted your work and how can Redmond Human Services help your organization stay resilient against the pandemic and its related impacts?

Service providers were asked to discuss how the COVID-19 pandemic has impacted their ability to provide services and the clients they support. Responses to this question did not vary much from the themes previously reported.

Service providers felt and shared the impacts of their clients' struggles as well as their own challenges with the cumulative impacts of the COVID-19 pandemic, climate change emergencies, racial tensions, and more. Many of the barriers they reported were results of the COVID-19 pandemic. Most notably, first was being able to find, hire, pay, and retain staff and second was struggling with isolation and disconnection from other organizations and their clients. More than half of the service providers who participated in focus groups noted they were struggling with hiring part- and full-time staff. They noted that while hiring and retaining quality staff (and being able to pay staff fair wages) has always been a challenge in the nonprofit sector, these challenges have become far more prevalent and debilitating to their operations in the COVID-19 pandemic. Additionally, a significant portion of service providers discussed seeing their clients and the broader Redmond community struggling with increasing isolation and mental health issues.

Service providers identified ideas to help build resilience during this time:

Increased funding and more access to emergency funding so organizations can prepare for and respond to the needs that arise in pandemic-related emergencies. Many organizations shared a sharp increase in demand for services amid the pandemic.

Clearer communication regarding COVID-19 regulations and model practices for how to safely deliver services. Organizations shared the struggle to understand the varying requirements to safely operate during the pandemic. And in addition to confusing regulations, service providers mentioned a need for more safety supplies (i.e., protective masks, plastic barriers, gloves, etc.) that allow them to maintain operations.

Sharing information about the services organizations provide with the Redmond community. Service providers mentioned a sharp increase in demand for services. They suggested raising awareness about organizations and the services they offer so the Redmond community can more easily access these services or support organizations in need of help.

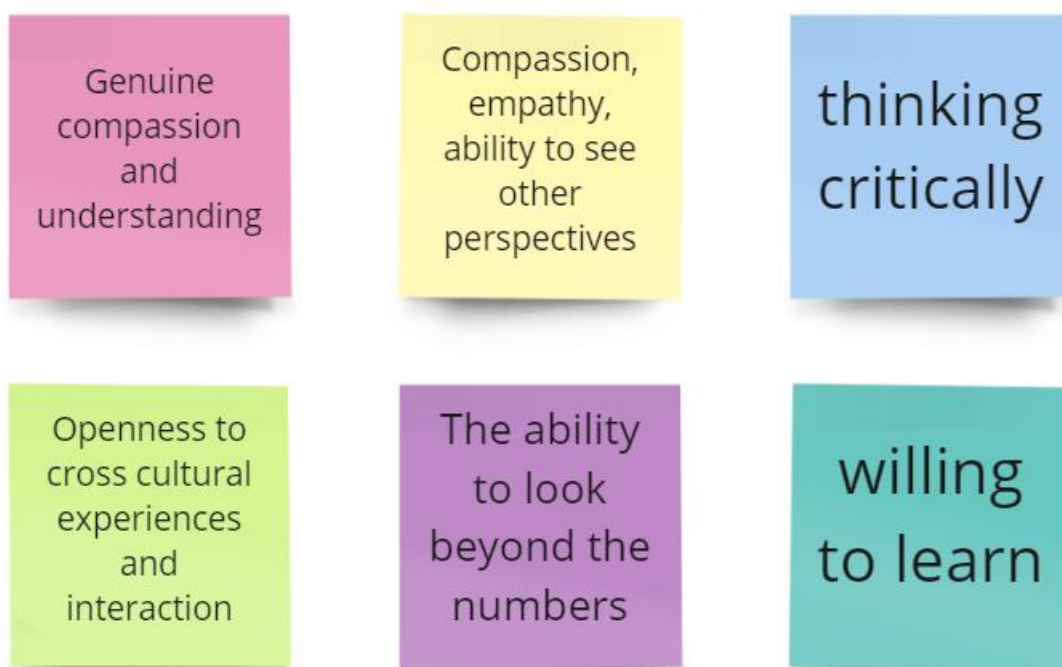
Human Services Commission Focus Group

The Redmond Human Services Commission is a volunteer board of seven individuals who live or work within Redmond city limits. Members are appointed by the Mayor and confirmed by City Council. The commission also includes two youth advisors, appointed by the commission to provide a youth perspective to all commission discussions and decisions. The commission meets monthly. Their purpose is to advise the Mayor and City Council on issues related to human services and make specific funding recommendations. This process happens every two years and aligns with the City's budget process.

In a focus group that took place during their November 2021 meeting, commissioners were asked to identify what they saw as their most important role. They agreed that their primary role is to make funding decisions on behalf of the City. Second, they believe they can connect the broader community, recognizing that this role as a “community connector” is more aspirational.

When asked what skills they needed to best fill these roles, commissioners shared a need to develop leadership skills like effective communication, conflict resolution, and understanding data (specifically through human-centered analysis).

GRAPHIC 3: RESPONSES TO “WHAT SKILLS ARE NEEDED TO FULFILL YOUR ROLE AS COMMISSIONER?”



Miro Activity Human Services Commission, November 2021

By weaving together comments from service providers, community partners, and commissioners, it's clear there is a strong desire to connect community, fuel partnerships, and build a sense of belonging.

Community Member Questionnaire

A comprehensive questionnaire asked community members to weigh in on the following topics: human service needs, climate change preparedness, impacts of COVID-19, how Redmond can improve, and community values. While the questionnaire was broadly shared and publicized,

there were intentional efforts to hear from those who identify as Black, Indigenous, or a person of color (BIPOC) and/or people who have accessed services. To make the questionnaire more accessible, it was translated in Spanish and Chinese with an option to request translation in other languages. It was also distributed in-person at places, such as Hopelink Food Bank, Open Kitchen community dinner, and Redmond High School Latinos Unidos Program, with gift cards for participation.

Demographics of Questionnaire Respondents

Respondents By Race

Of the 460 respondents, 51% identify as white and 38% identify as Black, Indigenous, or a person of color (BIPOC). The largest racial and ethnic groups represented among those who responded to the community questionnaire include white (51%), Latino/a/x (9%), mixed-race individuals (9%), and East Asians (7%).

Respondents By Income

Forty-five percent reported incomes at or below 40% Area Median Income (AMI). Eighteen percent of respondents were high income earners (more than 121% of AMI). A total 43% of respondents are Redmond community members living at or below 80% AMI.

By Living Situation

Most of the community questionnaire respondents (52%) were homeowners. Twenty-nine percent were renters and 6% were unhoused (staying with friends or unhoused).

By Age Range

The questionnaire also reached a wide age range of Redmond community members (including respondents ages 12 to over 75 years). The largest age group were 45 to 54 years old (20%), followed by 65 to 74 years old (18%) and 35 to 44 years old (17%). Respondents between 12 and 24 years old made up 5% of all respondents.

Q1: What three social services do you think would help Redmond residents live safer, happier, and healthier lives?

The top three services community members perceived as needed were affordable childcare (43%), mental health counseling (42%), and rent or utility assistance (40%). However, those who reported income below 40% of area income shared that they believe access to medical or dental care (36%), food access (33%), and legal counseling or representation (32%) were the most critical services for healthier, happier, and safer lives.

Q2: Think back to the start of the COVID-19 pandemic (early 2020). Since then, what types of things have you needed help with?

The top four most needed services included mental health counseling (31%), rent and utility assistance (26%), medical or dental care (25%), and food access (25%). The types of services needed or accessed varied by income level and race. The data show that communities of color report having more needs for services throughout Redmond. Overall, BIPOC community members indicating needing more support than white community members (regardless of income). Lower income community members report needing to access services that fill their basic needs: shelter, food, and healthcare. BIPOC community members reported needing to access about three different types of services, whereas white community members reported needing on average one and a half services. The tables on the next several pages show what respondent needs overall, by income level, and by race. Table 2 shows the percent of respondents who reported needing a specific type of service by area median income (AMI). Table 3 shows the percent of respondents who reported needing a specific type of service by race or ethnicity. Finally, Table 4 shows the percent of respondents who reported needing a specific type of service by race or ethnicity, but is broken down into the binary “BIPOC” and “White”.

TABLE 1: Q2 RESPONSES - SERVICES NEEDED SINCE THE PANDEMIC

Service Type	Percent of all Community Questions Respondents N = 460
Mental health counseling	31 %
Rent and utility assistance	26 %
Medical and dental care	25 %
Food access	25 %

TABLE 2: Q2 RESPONSES - SERVICES NEEDED SINCE THE PANDEMIC FILTERED BY AREA MEDIAN INCOME (AMI)

This table reports the percentage of respondents in a specific income range (reported by percent of Redmond area median income) who reported needing to access a specific service type. For example, 14 % of respondents at 40 % area median income and less reported needing to access affordable childcare services since early 2020. The blue cells show the highest reported needs for each income level.

Income (AMI)	N (sample size)	Affordable childcare	Mental health counseling	Rent and utility assistance	Medical and dental care	Employment	Access to internet or technology	Food Access	Alcohol or substance use treatment	Learning to read and speak English	Legal counseling and representation
40% and less	126	14%	29%	49%	42%	25%	33%	47%	4%	7%	13%
41% to 60%	26	8%	46%	27%	23%	19%	27%	23%	0%	0%	23%
61% to 80%	46	11%	37%	11%	11%	15%	11%	9%	0%	0%	9%
81% to 100%	18	17%	44%	0%	6%	17%	0%	0%	0%	0%	6%
101% to 120%	15	13%	47%	0%	13%	13%	7%	7%	0%	0%	7%
121% and above	49	12%	35%	6%	4%	2%	14%	4%	0%	0%	6%
Retired, unemployed, or did not report income	180	7%	24%	24%	27%	17%	18%	24%	4%	6%	9%
All respondents	460	11%	31%	26%	25%	17%	20%	25%	3%	4%	11%

TABLE 3: Q2 RESPONSES - SERVICES NEEDED SINCE THE PANDEMIC FILTERED BY RACE OR ETHNICITY

This table reports the percentage of respondents grouped by race who reported needing to access a specific service type. For example, about 14% of respondents who identify as American Indian or Alaska Native reported needing to access affordable childcare services since early 2020. The blue cells show the highest reported needs for each race or ethnicity.

Race	Sample Size (N)	Affordable childcare	Mental health counseling	Rent utility assistance or	Medical or dental care	Employment	Access to internet or technology	Food Access	Alcohol or substance use treatment	Learning to read and speak English	Legal counseling and representation
American Indian or Alaska Native	7	14.3%	0.0%	28.6%	28.6%	14.3%	42.9%	28.6%	14.3%	0.0%	14.3%
Black or African American	7	14.3%	42.9%	42.9%	28.6%	28.6%	0.0%	57.1%	0.0%	0.0%	14.3%
East Asian	36	8.3%	22.2%	38.9%	44.4%	22.2%	41.7%	41.7%	2.8%	25.0%	19.4%
Latino/a/x	43	11.6%	37.2%	53.5%	25.6%	27.9%	25.6%	44.2%	9.3%	11.6%	11.6%
Middle Eastern or North African	6	0.0%	16.7%	33.3%	33.3%	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%
Mixed Race	42	19.0%	35.7%	26.2%	28.6%	23.8%	14.3%	16.7%	0.0%	4.8%	14.3%
Native Hawaiian or Pacific Islander	2	0.0%	0.0%	50.0%	50.0%	0.0%	0.0%	50.0%	0.0%	0.0%	0.0%
Self-Described	5	0.0%	20.0%	0.0%	60.0%	20.0%	40.0%	60.0%	0.0%	0.0%	20.0%
South Asian	28	35.7%	46.4%	7.1%	17.9%	35.7%	21.4%	14.3%	0.0%	3.6%	21.4%
White	234	8.1%	30.3%	20.9%	23.5%	10.7%	17.5%	21.4%	2.1%	0.4%	6.4%
Declined to respond	50	4.0%	28.0%	26.0%	16.0%	22.0%	18.0%	20.0%	2.0%	4.0%	14.0%
All Respondents	460	10.7%	30.9%	26.1%	25.4%	17.4%	20.2%	25.2%	2.6%	4.3%	10.7%

TABLE 4: Q2 RESPONSES - SERVICES NEEDED SINCE THE PANDEMIC FILTERED BY RACE (“BIPOC” AND “WHITE”)

Race	BIPOC	White
Affordable childcare	16%	4%
Mental health counseling	27%	24%
Rent or utility assistance	33%	14%
Medical or dental care	29%	21%
Employment	20%	9%
Access to internet or technology	22%	11%
Food Access	30%	19%
Alcohol or substance use treatment	4%	1%
Learning to read and speak English	11%	0.4%
Legal counseling and representation	13%	5%
None of the above	24%	45%

Q4 and Q5: Do you feel like you know how to access the services you need? And why weren’t you able to access the services you needed?

A high proportion (45%) of community members who responded to the questionnaire did not know where or how to access the services they needed. Thirty-two percent reported not needing services and only 23% reported knowing where to go. Overall, fewer than one in four community members who responded to the community questionnaire know where to go to access the services. That said, BIPOC, low income, and non-English speaking individuals reported significantly more troubles accessing the services they need.

By language, four out of ten English speakers, nine out of ten Spanish speakers, and all three Mandarin speakers who responded to the community questionnaire are unaware of where and how to access the services they need. Black, Latino/a/x, and East Asian respondents were more likely to not know where to access services than any other racial group. Those with the lowest incomes reported they did not know where to go to access services. Seventy-two percent of respondents earning 40% or lower area median income reported not knowing where to go for services. About 69% of respondents who identify as BIPOC and earn 80% AMI or less do not know where to go to access services.

When asked why they didn’t access the services they needed many reported not knowing where to go for help (66%), feeling too embarrassed to ask for help (32%), and not knowing if they were eligible for services (27%).

TABLE 5: Q5 RESPONSES - SERVICE ACCESSIBILITY BY RACE

Race (# of respondents)	"No, I don't know where to access services"	"Yes, I do know where to access services"	"I do not need these services"
American Indian or Alaska Native (7)	50%	50%	0%
Black or African American (7)	75%	0%	25%
East Asian (36)	61%	14%	25%
Latino/a/x (43)	79%	7%	14%
Middle Eastern or North African (6)	50%	0%	50%
Mixed Race (42)	57%	23%	20%
Native Hawaiian or Pacific Islander (2)	50%	0%	50%
South Asian (28)	46%	21%	33%
White (234)	37%	26%	38%
Self-Describe (5)	0%	50%	50%
Declined to share race (50)	31%	34%	34%
Grand Total (460)	45%	23%	32%

Q6 What do you think are the biggest needs for Redmond area youth and young people?

Of 23 respondents who were aged 24 and younger, they shared the top five following needs: mental health counseling, activities for before and after school, safer streets for walking, biking, and rolling, homework help, and access to help for jobs or apprenticeships. It's important to note that the most prominent need youth shared having was for mental health counseling.

Q7 – Q10: Do you feel the Redmond community is prepared for extreme flooding, heat, or major smoke and fire events?

Few community members feel Redmond is prepared for potential climate disasters like floods, heat waves, wildfires, and smoke from wildfires. There was no demographic — race, income, or age - where 50% or more of a particular group felt Redmond is ready for climate disasters. Those who are older (65 and older) and wealthier (101% AMI and above) are more likely to feel Redmond is prepared for these disasters, but only slightly.

TABLE 6: Q7 - Q10 RESPONSES- PREPAREDNESS FOR CLIMATE CHANGE-RELATED EMERGENCIES

Climate-Change Related Emergency	Yes, Redmond is prepared.	No, Redmond is not prepared.	I don't know if Redmond is prepared.
Floods	13 %	42 %	44 %
Heat Waves	15 %	60 %	25 %
Fires and Smoke	17 %	47 %	36 %

Q15: What are two things you love about the Redmond community?

When asked what they love about Redmond, community members listed more than a dozen different characteristics they appreciated. Below are the top ten themes shared among respondents. Redmond community members, such as community partners and service providers, are proud of the City's look and feel. Many praised the amount and quality of green spaces. A significant portion of community members also shared gratitude for their neighbors, sharing that the Redmond community is close-knit and small enough where you know your fellow community members. Many community members are also proud of Redmond's diversity.

GRAPHIC 4: QUESTIONNAIRE RESPONSES - LOVE ABOUT REDMOND?

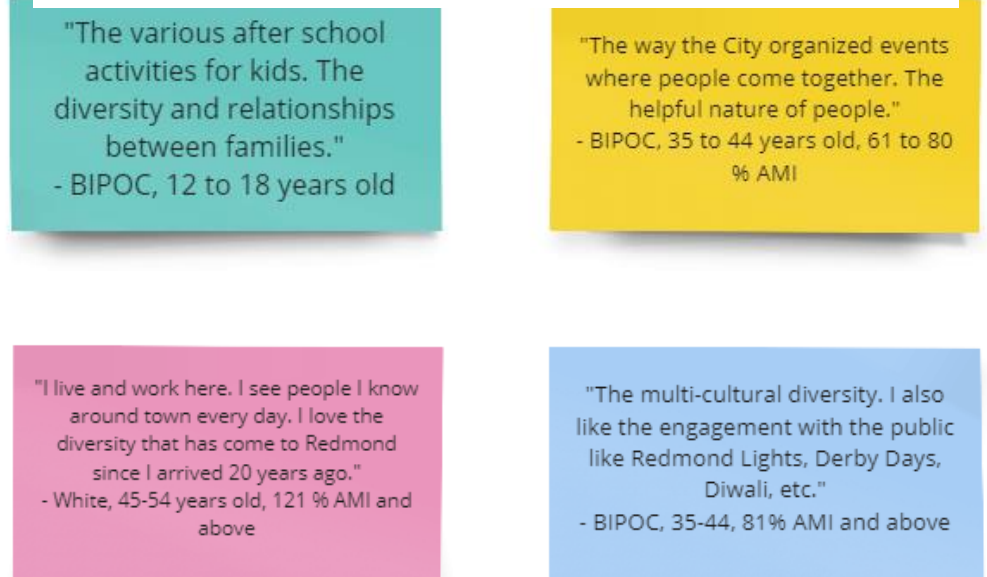


TABLE 7: Q15 THEMES - "WHAT ARE TWO THINGS YOU LOVE ABOUT THE REDMOND COMMUNITY?"

Characteristic	Number of Mentions
Green spaces (i.e., hiking trails, parks, tree canopy, etc.)	168
Good neighbors	88
Safe	55
Diversity	39
Clean	29
Activities that build community (i.e., Diwali, Derby Days)	26
"Small town feel"	25
Convenient shopping and small businesses	23
Walkability (particularly in Downtown Redmond)	22
Public places to gather	21

Q16: What do you think needs to happen to make Redmond a better place to live, work, play, worship, and gather?

Redmond community members are eager to find solutions to their feelings of isolation, mental health issues, and to access services that will help them with basic needs. People shared that having places to gather, easier access to services, activities to build community, affordability, and equity-driven solutions would make Redmond a stronger community. When respondents mentioned that easier access to services would make Redmond a better place to live, they shared the following types of services, specifically: rent and utility assistance (affordable housing), mental health counseling, access to food, and affordable medical or dental care. Among other comments in response to this question include a significant portion of community members who shared that having access to services was critical, but making sure that services were consistently available and easy to access was even more important to them. They shared this in their responses to whether they were able to access the services they need. Community members shared these responses, below.

“Not enough mental health providers with availability”

“Some families have a difficult time filling out paperwork, they needed more support, agencies may have offered it-but due to covid they stopped.” – A comment from a service provider

“The professionals I contacted were unable to accept new clients as need for mental health care has skyrocketed”

While not a top theme, community members also shared they feel that easier access to information and more engagement from the City of Redmond with marginalized communities would improve Redmond. One of the most prominent themes that came through in these responses were about housing, affordable housing, and homelessness, with about half of the comments expressing negative attitudes toward affordable housing.

TABLE 8: Q16 RESPONSES – HOW TO MAKE REDMOND BETTER

Themes for creating a better Redmond	Count
Housing: comments about housing, affordable housing, and homelessness	88
Places to gather	43
Easier access to services	37
Activities to build community	35
Affordability	33
Equity	29
Traffic Control	24
Diversity and Inclusion	23
Climate change & readiness	9
Easy access to information	8
More engagement from the City of Redmond	5

“Respeto hacia todas las comunidades, guarderías más económicas.”(Translates to, “Respect for all communities, more affordable childcare.”) – Latino/a/x, 25-34 years old, 40 % AMI and less

“Continue community-building public events which are accessible to families, seniors, people who speak other languages” – White, 35-44 years old, unemployed

“Ensuring Redmond isn’t just a place for well-off tech employees. That we continue to have a diversity of race, ethnicity, religion, etc. + different kinds of employment. I think that’ll make us a much richer community in the future.” – BIPOC, 25-34 years old, 81 to 100 % AMI

“Tal vez alguna campaña sobre que es un lugar que fomenta el respeto y tolerancia hacia todas las personas, y donde no hay lugar para la discriminación racial o económica.” (Translates to: “Perhaps a campaign about how Redmond is a place that encourages respect and tolerance for all people, and where there is no place for racial or economic discrimination.”) – BIPOC, 25-34 years old, 81% to 100% AMI

“We really need to establish more community with space to help each other. I’m a teacher and would love us to create volunteer opportunities where we older folks can help young families to get homework help as they try to make a living.” – White, 55-64 years old, 61 to 80% AMI

“More city outreach to assist residents who are in need of better job opportunities, housing, mental health counseling, medical services. If these areas of need are addressed, it would make for a safer environment for all residents.” – White, 65-74 years old, 61 to 80 % AMI

“I am currently on a list for affordable housing. I was not able to attend recent city council meetings on this topic. I so wish I could have addressed that group, in particular one anesthesiologist who sarcastically asked if residents leaving the Silver Cloud in would be buying property here in Redmond. I'm also an MD, family medicine, who lost everything I had due to no actions on my part. That crowd knew virtually nothing about the current housing crisis or the difference between a shelter, long term rehab, or various types of subsidized housing. I'd like to see this place diverse ethnically and economically. With basic services available to rich and poor alike.” – White, 55-64 years old, 40% AMI and less

“Better partnership and coordination between city and public school district, increased afterschool programs onsite or walkable from schools to reduce after-school traffic and protect kids.” – White, 35-44 years old, unemployed

“I don't feel a strong sense of community. I want Redmond to be a place where everyone feels welcome, I love the diversity here but want it to be a safe environment.” – White, 25-34 years old, 121 % AMI and above

“Create childcare public programs, food programs, food public markets more days of the week run by volunteers, home shelters for local residents.” – BIPOC, 45-54 years old, 61 to 80 % AMI

“There should be community centers for people to gather and for the nonprofits to access for hosting their events.” – BIPOC, 55-64 years old, 40 to 60 % AMI

“Quizás un boletín semanal.” (Translates to: “Maybe a weekly newsletter”) – Latino/a/x, 12-18 years old

Q17: When you imagine Redmond five years into the future, what do you hope Redmond is prioritizing? Think about actions, values, or issues the community could focus on.

To build a strategic plan that is truly informed by the Redmond community, the questionnaire included a final question about what community members hoped Redmond would value or prioritize over the next five years. The responses were clear, people desire a welcoming community that prioritizes diversity, inclusion, belonging, affordability, climate change readiness,

resilience, trauma-informed services, equity, and more. Like community partners and service providers, they are experiencing the negative impacts of the COVID-19 pandemic.

TABLE 9: Q17 RESPONSES – PRIORITIES FOR FUTURE

Value	Count
Diversity, Inclusion, Belonging, and Welcoming	92
Affordability	73
Environmental Sustainability & Climate Change Readiness	42
Resiliency (Crisis preparedness)	32
Trauma-Informed Services (particularly mental-health and wellness)	32
Equity	27
Places to gather	24
Access to services	21
Transportation	21
Activities to build community	15

“I imagine a community where no one feels ignored, everyone cares for each other.” – No demographic information

“I hope Redmond continues to prioritize welcoming others, particularly people from other places in the world. I hope we can find opportunities to meet and share with one another and to learn how much we have in common.” – BIPOC, 65-74 years old, 41 to 60% AMI

“Que puedan tomar en cuenta la opinión de la comunidad hispana. Poder contar con lugares para rentar departamentos más accesibles a nuestra economía. A veces Redmond tiene precios muy caros los cuales no podemos pagar.” (Translates to: “That they consider the Hispanic community’s opinions. To have more affordable housing. Sometimes Redmond has very high prices that we cannot afford.”)

“Less hate crimes, more safety. I used to be able to go in the streets feeling safe but in the last few years I’ve experienced a lot of harassment. Maybe more of a focus on helping each other with homelessness and food accessibility for all.” -BIPOC, 12-18 years old, 61 to 80% AMI

“Inclusividad para todas las comunidades que viven acá, prácticas ambientales sostenibles y equidad de género.” (Translates to: “Inclusion of all communities that live

here, environmentally sustainable practices, and equity”). – BIPOC, 25-34 years old, 81% to 100% AMI

“Equity and inclusion, sustainability, and resiliency and supporting our light rails stations and supporting people with disabilities.” – White, 35-44 years old, 40 % AMI and less

“I hope special emphasis is placed on the new buildings the Together Center is trying to have built. Their outreach to the community is vast and I feel is key to making the Redmond community great.” – White, 45-54 years old, 61 to 50% AMI

“I hope Redmond is focusing on meeting people's basic needs as this pandemic eventually lessens and people have to recover from the hardships” – No demographic information

“I hope the City of Redmond prioritizes and commits to becoming a trauma-informed and anti-racist city.” – BIPOC, 25-34 years old, 61 to 80% AMI

“As Redmond continues to grow as a city, it will be important to create a sense of community and belonging. Maintaining Redmond’s socio-economic diversity while building programs that create opportunities for people to stay in our community is a high priority. I worry that many people are being priced out of their homes.” – White, 45-54 years old, 121% AMI and above

“Affordability (ability to live, work and raise a family in Redmond w/o having to have a high-paying tech job). Anti-racism & anti-hate (ensuring Redmond continues to be an open, diverse community and we address issues of hate in our community). Prioritizing the next generation(s) through investment in underserved kids (i.e., before & after school programs, summertime meals, pathways to internships and apprenticeships, access to technology, professional skill development, etc.)” – BIPOC, 25-34 years old, 81% to 100% AMI

“I hope we're prioritizing the environment and climate change, because that'll hopefully be a huge priority by then, as well as economic equity and social equality so that Redmond's even more inclusive.” – White, 12-18 years old, 80-100% AMI

“Redmond becomes a showcase city for inclusivity, and climate stability” – Southeast Asian, 45-54 years old, 121 % AMI and above

The COVID-19 Pandemic's Impact on Redmond Community Members

Questionnaire results reinforce how significant and pervasive the pandemic and its related impacts have been in the community.² Redmond was one of the first cities in Washington state to report positive cases related to COVID-19. The first public report of COVID-19 cases in Redmond is from March 10, 2020 (Presumptive Positive COVID-19 Cases in Redmond, March 2020). Two years later the pandemic is still ongoing, evolving, and touching lives throughout Redmond daily.

75% of Redmond community members who responded to the community questionnaire reported that the COVID-19 pandemic has had a very strong negative impact (15%) or negative impact (60%) on their well-being. Only 15% of respondents reported the pandemic has had no impact on their well-being. Whereas about 2% of respondents shared there was a positive or very positive impact on their well-being, respectively. Community members were asked to share how the pandemic has impacted their employment status, income, and whether they perceived, experienced, or worried about hate or bias-related incidents related to the COVID-19 pandemic. Black, Indigenous, and people of color (BIPOC) community members who responded to the questionnaire faced a higher quantity of negative impacts associated with the pandemic than white community members. Similarly, low income community members faced more negative impacts than higher income community members. Seniors compared to other age groups faced more physical and mental health impacts than others.

Employment and Income-Related Impacts of COVID-19

The most common economic experience attributed to the COVID-19 pandemic (other than “income stayed the same” and “none of the above”) was a decrease in income (reported by 20% of respondents). This is followed by loss of employment, with 11% of respondents who reported losing their job due to the COVID-19 pandemic. However, BIPOC and lower income community members reported more negative economic and income-related impacts associated with the COVID-19 pandemic. More BIPOC community members lost their jobs, faced a reduction in hours, faced a decline in income, or had to find a new job in a different field than their white counterparts. Additionally, more white community members reported their income stayed the same, their income went up, or that they faced no economic or income-related impacts than BIPOC community members. Similarly, lower income community members reported more negative economic impacts due to the COVID-19 pandemic than higher income respondents. It's clear, while the COVID-19 pandemic impacts everyone in the community, BIPOC and lower-income community members have faced more negative economic impacts than their white counterparts.

² Equitable Future engaged stakeholders, service providers, and community members on how the Covid-19 pandemic has impacted their lives, work, and community. We posed open ended questions in our interviews and focus groups. Our community questionnaire included multiple close-ended questions (regarding general impact on well-being, impact on employment status and income, and questions about hate or bias-related incidents). It's important to note we included only one open-ended question about Covid-19 in the community questionnaire where we asked respondents to share more about how the pandemic has impacted them. This question has the lowest response rate through the whole survey (54 % responding). We hypothesize many community members might not feel comfortable explaining more deeply how the pandemic has impacted their lives. Based on quantitative data results, there were many negative impacts associated with Covid-19 (across race, income, age, and even living situation).

TABLE 10: ECONOMIC AND INCOME-RELATED IMPACTS OF THE COVID-19 PANDEMIC BY RACE (BIPOC AND WHITE)

This table shows the percentage of respondents (overall or by a specific demographic group) who report a specific economic or income-related impact associated with the Covid-19 pandemic. For example, 12.3 percent of BIPOC respondents report losing their job (compared to only 9.9% of white respondents who report the same thing).

	All Respondents	BIPOC	White	Decline to Respond	Self Describe
Lost Job	11.30%	12.3%	9.9%	14.0%	14.3%
Reduced Hours	11.30%	11.7%	6.0%	8.0%	28.6%
Decline in Income	20.20%	22.8%	17.7%	20.0%	42.9%
Income stayed the same	27.80%	23.4%	32.8%	22.0%	14.3%
Income went up	7.20%	7.6%	8.2%	2.0%	0.0%
New job in the same field	2.60%	3.5%	2.6%	0.0%	0.0%
New job in a different field	3.30%	4.1%	2.2%	6.0%	0.0%
None of the above	28.50%	26.3%	29.3%	30.0%	42.9%

TABLE 11: ECONOMIC AND INCOME-RELATED IMPACTS OF THE COVID-19 PANDEMIC BY RACE

This table shows the percentage of respondents (overall or by a specific demographic group) who report a specific economic or income-related impact associated with the Covid-19 pandemic. For example, 28.6% of Black or African American respondents report experiencing a reduction in their hours worked.

	Lost Job	Reduced Hours	Decline in Income	Income stayed the same	Income went up	New job in the same field	New job in a different field	None of the above
American Indian or Alaska Native	42.9%	14.3%	0.0%	28.6%	0.0%	0.0%	14.3%	14.3%
Black or African American	14.3%	28.6%	14.3%	28.6%	28.6%	0.0%	28.6%	0.0%
East Asian	8.3%	8.3%	22.2%	22.2%	2.8%	0.0%	0.0%	30.6%
Latino/a/x	16.3%	18.6%	41.9%	9.3%	9.3%	4.7%	0.0%	18.6%
Middle Eastern or North African	0.0%	16.7%	33.3%	16.7%	16.7%	16.7%	0.0%	16.7%
Mixed Race	9.5%	7.1%	16.7%	33.3%	9.5%	4.8%	4.8%	26.2%
Native Hawaiian or Pacific Islander	50.0%	50.0%	0.0%	0.0%	0.0%	0.0%	0.0%	50.0%
Self Describe	20.0%	20.0%	40.0%	20.0%	0.0%	0.0%	0.0%	40.0%
South Asian	7.1%	3.6%	10.7%	32.1%	3.6%	3.6%	7.1%	42.9%
White	9.8%	6.4%	17.9%	32.5%	8.1%	2.6%	2.1%	29.5%
Declined to Respond	14.0%	8.0%	20.0%	22.0%	2.0%	0.0%	6.0%	30.0%
All Respondents	11.3%	8.7%	20.2%	27.80%	7.20%	2.6%	3.30%	28.50%

TABLE 12: ECONOMIC AND INCOME RELATED-IMPACTS OF THE COVID-19 PANDEMIC BY AREA MEDIAN INCOME

This table shows the percentage of respondents (overall or by a specific demographic group) who report a specific economic or income-related impact associated with the Covid-19 pandemic. For example, 19% of respondents who reported an income at 40 percent or less area median income lost their job in the pandemic.

	All Respondents	40% AMI and less	41% to 60% AMI	61% to 80% AMI	81% to 100% AMI	101% to 120% AMI	121% AMI and above	Retired, unemployed, or did not respond
Lost Job	11.30%	19.0%	3.8%	4.3%	0.0%	6.7%	0.0%	13.3%
Reduced Hours	11.30%	18.3%	15.4%	6.5%	0.0%	6.7%	4.1%	3.9%
Decline in Income	20.20%	34.1%	26.9%	15.2%	5.6%	13.3%	4.1%	17.2%
Income stayed the same	27.80%	21.4%	34.6%	30.4%	55.6%	40.0%	36.7%	24.4%
Income went up	7.20%	4.0%	11.5%	8.7%	5.6%	6.7%	16.3%	6.1%
New job in the same field	2.60%	1.6%	3.8%	2.2%	11.1%	0.0%	10.2%	0.6%
New job in a different field	3.30%	4.8%	3.8%	0.0%	0.0%	6.7%	2.0%	3.3%
None of the above	28.50%	20.6%	15.4%	34.8%	33.3%	40.0%	32.7%	31.7%

Hate or Bias-Related Impacts of COVID-19

Eleven BIPOC community members experienced some form of hate or bias associated with their race or perceived immigration status. Among those who reported they were worried about this type of hate or discrimination included 71% of Black or African American respondents, 66% of Middle Eastern or North African respondents, 64% of South Asians, 61% of East Asians, and 44% of the Latino population. Of white respondents, 52% were worried about these types of hate crimes and discrimination. The data are clear: people of color (but particularly Black or African American and Middle Eastern or North African) community members in Redmond worry about hate or discrimination happening in Redmond.

TABLE 12: COMMUNITY MEMBER REPORTED EXPERIENCE OF HATE AND BIAS INCIDENTS ASSOCIATED WITH RACE OR PERCEIVED IMMIGRATION STATUS

Experience	Total	BIPOC	White
Heard about	40%	36%	47%
Experienced	7%	11%	3%
Worry about	53%	54%	53%

Below are direct quotes from community members who shared how hate and bias related incidents have impacted their lives.

“I am concerned that our community is not culturally competent,” – 45 to 54 years old

“I haven’t experienced a hate crime, but I have experienced discrimination in Redmond from some community members and businesses due to my ethnicity, which is being Hispanic. I also dress simple and humble, so some people have also discriminated me due to my appearance of not having money. In some rare situations I have also experience negative interactions with people due to my military veteran status. I think some people have very different point of views from different sides about many issues.” – 35 to 44 years old, 101 to 120 % AMI

“I want to know how I might help put a stop to hate crimes and discrimination.” – BIPOC, 65 to 74 years, 41 to 60% AMI

“I am a minority and an immigrant, neither I nor my family ever been discriminated for any of that in my 8 years in Redmond.” – White, 35 to 44 years old, 121% AMI and above

“In stores sometimes there is discrimination that is new before there was not.” – BIPOC, 25-34 years old, 40% AMI and less

General Impacts of COVID-19

Some community members shared devastating challenges related to loss of loved ones, loss of employment, or loss of relationships. Other community members talked about the impacts of changing social expectations regarding masking and other COVID-19 regulations. A few community members talked about a fear of misinformation as well. While individual experiences varied, most everyone reported some type of challenge. Direct quotes are below:

“Loss in income from second job being shut down. Having an immuno-compromised family member and not being able to safely care for them due to my employer. Being exposed to Covid-19 by a coworker. No communication from employer of potential exposures. Debilitating anxiety and emotional trauma from having to choose between my job or taking care of a sick family member. Loss of my job would result in homelessness for myself and my family. While teleworking is permitted, it isn't allowed equally or with humanity. Constant terror of losing my job during this pandemic because if I get sick with Covid-19. I wouldn't have health care coverage. Experiencing incidents of hate speech and an assault in 2020 for being Asian and blamed for the pandemic.” – BIPOC, 45-54 years, 41 to 60 % AMI

“It's been very challenging supporting families in need of services that have multitude of barriers and challenges accessing these resources. One example- They can't access the school lunch service because they don't have transportation and two hours on a bus to get the food at the nearest school with a child that is immune compromised in the middle of winter is not possible.” – BIPOC, 35-44 years old, 40 % AMI and below

“Extra cautious and complying fully with CDC and County health guidelines. This is a must and has had good results for those who followed through. Concerned about negativity in the press and social media by uninformed individuals and groups promoting incorrect information about the health impact and protection measures recommended by authorities. Need strong intervention to negate effects of counter publicity that thwarts the services of the public health authorities.” – BIPOC, 75 years or older, retired

“I have underlying health issues and my Dr told me that I needed to quarantine at home until I was fully vaccinated. We have a 2-income household, so it was doable. But it was long, and lonely. I grew less and less likely to even call anyone.” – White, 55-64 years old

“Access to Wi-Fi and restrooms, and shelter from the weather” – BIPOC, 65-74 years old, unemployed

“As a grandmother with both parents working from home I have had to increase afterschool childcare drastically with end to all afterschool activities + academic support last year with home schooling.”

“As an essential worker, I have felt vulnerable and at times, under supported in the work I do.” – White, 55-64 years old, 121% AMI and above

“Being isolated has affected my mental status- I suffer from depression and anxiety.” – 75 years or older, 40 % AMI and below

“Closure of restaurants stores and parks add to isolation and anxiety issues” – White, 65 to 74 years, 40% AMI and below

“Childcare has become too expensive and unreliable.” – BIPOC, 35 to 44 years, 41 to 60% AMI

“Caused anxiety and massive stress in family with low income” – BIPOC, 45-54 years, 61 to 80% AMI

“COVID-19 has had positive impacts like being able to work remotely (which has enormously increased my flexibility and freedom) and more accessible events (like Council meetings) as well as negative impacts like delaying routine (non-emergency) medical care, not being able to see friends and family, etc.” – BIPOC, 35-44 years, 121% AMI and above

“Difficulty getting services and groceries we need. I'm on fixed income (SS, only) so I can't afford medical or dental care.” – White, 75 years or more, 40% AMI or below

“I was an essential worker whose hours have skyrocketed. School closures hurt my kids' mental health and stability.” – White, 35-44 years old, unemployed

“Isolated, depressed, unwell” – BIPOC, 55-64 years, 81 to 100% AMI

“Isolation is very difficult for an extrovert like me. I think it has driven a wedge in the community.” – White, 55-64 years, no income reported

“It has altered my work trajectory and general ease.” – No demographics

“It has impacted me mentally, economically. My older son has been having depression. My husband fall in to an addiction and we split ... have been having a hard time with bills and food and rent” – BIPOC, 35-44, 40% AMI and less

“It severely affected my motivation and mental health from all the isolation” – BIPOC, 19-24 years, 40% AMI and less

“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.” – White, 25-34 years, 40% AMI and below

Acknowledgements

The City of Redmond Human Services Division would not have been able to create this bold and visionary Strategic Plan without with the broader Redmond community. We extend our gratitude to the community members, service providers, and partners who shared their experiences, told us their stories, and helped us envision a more resilient and inclusive Redmond.

Community Questionnaire Respondents

460 community members who live, work, learn, recreate, shop, worship, and access social services in Redmond. We'd also like to thank the Human Services Commissioners, City of Redmond Departments, nonprofit organizations, and service providers who helped spread the word about our survey and shared it with the broader community.

Service Provider Organizations

Asian Counseling and Referral Service
AtWork!
Bridge Disability Ministries
Camp Kindness Counts
Chinese Information and Service Center
Congregations for the Homeless
Easterseals Washington
Eastside Baby Corner
Fair Housing Center of Washington
Friends of Youth

HealthPoint
Hopelink
Kinderling Center
King County Sexual Assault Resource Center
Kits For Peace
Lake Washington Schools Foundation
LifeWire
NAMI Eastside
Together Center
Youth Eastside Services

Community Partners

City of Redmond City Council
City of Redmond Fire Department
City of Redmond Office of the Mayor
City of Redmond Parks and Recreation
City of Redmond Planning
City of Redmond Police Department
Eastside for All

Indian American Community Services
King County Library Services
Lake Washington School District
MAPS Redmond
Overlake Christian Church
Redmond Presbyterian Church

Redmond United Methodist Church

And finally, thank you to Equitable Future LLC, the consulting team who supported the development of this Strategic Plan.

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Appendix 1: Needs Assessment Methodology and Response Rates

Quantitative Data Literature Review

Equitable Future conducted a robust quantitative data literature review for this Needs Assessment Report. The purpose of this effort was two-fold. First, to support a holistic understanding of the Redmond community and its social determinants of health. And second, to understand how Redmond and surrounding localities have been impacted by the Covid-19 pandemic. Equitable Future reviewed and incorporated roughly 30 reports completed by King County, City of Redmond, Washington State Office of the Governor and United States Census, all which report data from 2015 to 2021. It's important to note that data from 2021 is preliminary and most robust data from 2020 does not consider (or quantify) the impacts of the Covid-19 pandemic.

Community Involvement

Anonymity and Confidentiality

Equitable Future did not ask for any personal identifying information from those who responded to the community questionnaire. As such, responses to the community questionnaire are anonymous. This report shares summary level quantitative and qualitative data. Open-ended responses from the community questionnaire are included to contextual findings. Attributions to said quotes include high-level demographic data. Community Partners and service providers were asked to share their names and places of employment. Equitable Future will share the names of organizations and departments represented through engagement with community partners and service providers but not the names of individual respondents.

Community Partner Interviews

"Community Partners" included leaders within various City of Redmond departments that work closely with or whose missions align with that of the Human Services Department, community leaders (i.e., faith-based leaders and non-profit leaders), and representatives from other local agencies that serve the same or similar populations to the ones served by Human Services funded programming. Equitable Future conducted a total 11 community partner interviews and connected with more than 20 community partners. A full list of the departments and organizations represented through community partner interviews can be found below.

Departments, Organizations, and Agencies Represented in Community partner Interviews

Listed in alphabetical order

- City of Redmond Office of the Mayor
- City of Redmond City Council
- City of Redmond Parks and Recreation
- City of Redmond Human Services
- City of Redmond Police Department
- City of Redmond Fire Department
- Eastside for All
- Indian American Community Services
- King County Library System
- Lake Washington School District
- Muslim Association of Puget Sound
- Overlake Christian Church
- Redmond Indian Association
- Redmond United Methodist Church

Redmond Human Services staff worked with Equitable Future to determine which community partners to invite to participate in interviews. Our goal was to hear from as many community partners as possible. Interviews were facilitated over Zoom and Teams and lasted 45 to 60 minutes. Community partner interviews helped provide insight into the Redmond community and inform values and policy priorities for Human Services. Community Partners were not compensated for their time participating in community partner interviews.

Service Provider Focus Groups

“Service providers” include individuals working at organizations in and around Redmond that applied for funding from the Redmond Human Services Department and provide services to the Redmond community. Equitable Future facilitated three two-hour focus groups using Zoom and Miro. Miro is an online whiteboard where participants can respond to questions and facilitators can guide conversations while addressing main themes. Twenty-one individuals participated, representing 20 different organizations. Participants were offered either a \$50 honorarium or \$50 donation to the organization they were representing in the focus group. A full list of the organizations represented in focus groups can be found below.

Community-Based Organizations Represented in Focus Groups

Listed in alphabetical order.

- Asian Counseling and Referral Service
- AtWork!
- Bridge Disability Ministries
- Camp Kindness Counts
- Chinese Information and Service Center
- Congregations for the Homeless
- Easterseals Washington
- Eastside Baby Corner
- Fair Housing Center of Washington
- Friends of Youth
- HealthPoint
- Hopelink
- Kindering Center
- King County Sexual Assault Resource Center
- Kits for Peace
- Lake Washington Schools Foundation
- LifeWire
- NAMI Eastside
- Together Center
- Youth Eastside Services

Human Services Commission Focus Group

Following the community partner and service provider focus groups, the Human Services Commission participated in a focus group facilitated by Equitable Future in November 2021. In this focus group, Commissioners shared their perceived and desired role in the community (as Commissioners).

Community Questionnaire

Equitable Future launched a community questionnaire to learn more about community perceptions of what services are needed, what services community members have accessed or need to access, the impacts of the pandemic, and more. This multi-language, multi-format questionnaire was available for approximately eight weeks between September and November, resulting in 460 responses.

Not only did Redmond Human Services and Equitable Future plan to prioritize a community-informed Strategic Plan, but we also wanted to ensure our community questionnaire reached those community members most likely to need or already by using the types of programs funded by the Human Services Division. Redmond Human Services included links to the questionnaire on their online Let's Connect website to reach the broader Redmond community. We also delivered and collected surveys in person at the Hopelink Food Bank, Redmond United Methodist Open Kitchen meal, Redmond Parks and Recreation Senior Lunch Program, Overlake Christian Church's overnight Safe Parking Program, Friends of Youth Teen Center, YWCA Family Village, Avon Villa Mobile Home Park, and the Latinos Unidos program at Redmond High School. We extend our sincere gratitude to the Redmond Human Services staff and service providers across the city who helped the Equitable Future team connect with these community members.

To encourage responses from the broader community, Equitable Future offered two \$50 raffle prizes for respondents 21 years and older. To encourage responses from youth, Equitable Future offered two \$50 prizes for respondents 20 years and younger. And finally, we offered a \$15 gift card to encourage responses from those most likely to need or already be accessing Human Services. These \$15 gift cards were very well received by community members.

Table 1, on the next page, outlines overall response rates for the community questionnaire (Equitable Future achieved an overall response rate of 93%). Table 2, also on the next page, outlines response rate by question and survey language. Most questions in the community questionnaire received a response from more than 90 percent of respondents. The questions with the lowest response rates included an open-ended question about the impacts of the Covid-19 pandemic (survey question 14) with only 54% of respondents sharing their answers and a demographic question about income which received a response from 70 percent of respondents.

Table 1: Community Questionnaire Response Rates

Community Questionnaire Respondents	Total Questionnaires	Total Questionnaires Completed	Completion Rate
Total Respondents	460	426	93%
English Total	423	393	93%
Spanish Total	34	30	88%
Chinese Total	3	3	100%

Table 2: Community Questionnaire Response Rates by Question

Please refer to Appendix 2 (Community Questionnaire) for a full list of questions.

Question Number	English		Spanish		Chinese		Total	
	#	%	#	%	#	%	#	%
1	423	100%	30	88%	3	100%	456	99.1%
2	420	99%	30	88%	3	100%	453	98.5%
3	419	99%	30	88%	2	67%	451	98.0%
4	419	99%	30	88%	3	100%	452	98.3%
5	397	94%	29	85%	3	100%	429	93.3%
6	421	100%	30	88%	2	67%	453	98.5%
7	417	99%	28	82%	3	100%	448	97.4%
8	418	99%	28	82%	3	100%	449	97.6%
9	418	99%	27	79%	3	100%	448	97.4%
10	418	99%	28	82%	3	100%	449	97.6%
11	416	98%	30	88%	2	67%	448	97.4%
12	414	98%	30	88%	3	100%	447	97.2%
13	414	98%	27	79%	3	100%	444	96.5%
14	231	55%	16	47%	0	0%	247	53.7%
15	361	85%	28	82%	3	100%	392	85.2%
16	354	84%	21	62%	3	100%	378	82.2%
17	358	85%	20	59%	2	67%	380	82.6%
18	392	93%	27	79%	3	100%	422	91.7%
19	389	92%	26	76%	3	100%	418	90.9%
20	301	71%	19	56%	1	33%	321	69.8%
21	387	91%	24	71%	2	67%	413	89.8%
22	393	93%	24	71%	3	100%	420	91.3%
23	361	85%	30	88%	3	100%	394	85.7%

Appendix 2: Community Questionnaire Questions

Strategic Planning Questions

1. Which three types of services do you think would help Redmond residents live safer, happier, and healthier lives?

- Access to internet or technology
- Affordable childcare
- Alcohol or substance use treatment
- Employment
- Food access
- Mental health counseling
- Medical or dental care
- Learning to read and speak English
- Legal counseling and representation
- Rent or Utility assistance
- None of the above
- Other

2. Think back to the start of the Covid-19 pandemic (early 2020). Since then, what types of things have you needed help with? (Please select all that apply)

- Access to internet or technology
- Affordable childcare
- Alcohol or substance use treatment
- Employment
- Food access
- Mental health counseling
- Medical or dental care
- Learning to read and speak English
- Legal counseling and representation
- Rent or Utility assistance
- None of the above
- Other: _____

3. Think back to the last 3 months (July 2021). Since then, what types of things have you needed help with? (Please select all that apply)

- Access to internet or technology
- Affordable child care
- Alcohol or substance use treatment
- Employment
- Food access
- Mental health counseling
- Medical or dental care

- Learning to read and speak English
- Legal counseling and representation
- Rent or Utility assistance
- None of the above
- Other: _____

4. Do you feel like you know how to access the services you need?

- Yes
- No
- I personally don't need to access these types of services.

5. (If no) Why weren't you able to access the services you needed? (Check all that apply)

- I didn't know where to go for help
- I wasn't eligible for services
- There wasn't any funding for the type of help I needed
- The services available weren't right for me
- I didn't have transportation to get to the service provider
- There was a language barrier
- I was uncomfortable (embarrassed) to ask for help
- Feared it would impact my immigration status
- I didn't feel like anyone cared about my problems
- Other (please specify):

6. What do you think are the biggest needs for Redmond area youth and young people?

- Mental health counseling
- Safer streets for walking, biking, and rolling (i.e., wheelchair access, well-lit streets)
- Access to technology
- Access to reliable internet connection
- Homework help and extra help (i.e., help with studies and academics)
- Mentorship
- Access to help for jobs apprenticeships (i.e., getting hired, learning skills for a job)
- Before school, afterschool, and weekend activities (i.e., sports, music, art, etc.)
- None of the above
- I'm not sure
- Other: _____

7. Climate change and resiliency to climate related emergency disasters is critical for Redmond to be a safe community for all. Do you feel the Redmond community is prepared for extreme flooding?

Yes

No

I'm not sure

8. Do you feel the Redmond community is prepared for extreme heat?

- Yes
- No
- I'm not sure

9. Do you feel the Redmond community is prepared for major smoke and fire events?

- Yes
- No
- I'm not sure

10. Do you feel the Redmond community is prepared for major snow storms?

- Yes
- No
- I'm not sure

11. How has the Covid-19 pandemic impacted your sense of well-being and safety?

- Very strong negative impact
- Negative impact
- No impact
- Positive impact
- Very strong positive impact

12. How has COVID-19 impacted your income and employment status? (Please select all that apply).

I lost my job

I faced cuts to the hours I work at my job

My income decreased

My income stayed the same

My income increased

I got a new job in the same field

I got a new job in a different field

None of the above

Other (please describe):

13. The number of hate crimes and discrimination based on race and perceived immigration status have increased greatly since the start of the Covid-19 pandemic. Please select all the statements that apply to you.

I've heard of these types of hate crimes and discrimination happening *in Redmond*

I've survived this type of hate crime or discrimination *in Redmond*

I'm worried about this type of hate crime or discrimination happening *in Redmond*

None of the above

Other: _____

14. If you're comfortable, please tell us a little more about how Covid-19 has impacted you.

15. What are two things you love about the Redmond community?

16. What do you think needs to happen to make Redmond a better place to live, work, play, worship, and gather?

17. When you imagine Redmond five years into the future, what do you hope Redmond is prioritizing? Think about actions, values, or issues the community could focus on.

Demographics

18. Which of the following best represents your racial or ethnic heritage? Please select all that apply.

- American Indian or Alaska Native
- Black or African American
- East Asian
- Latino/a/x
- Middle Eastern or North African
- Native Hawaiian or Pacific Islander
- South Asian
- White
- Open ended: please describe your nationality, race, ethnicity and/or underrepresented identity

19. What is your age?

Below 15 years

15 to 18

19 to 25

26 to 26

37 to 47

58 to 69

70 to 80

80 +

20. What is your household's estimated annual income? (open-ended)

21. What type of housing do you have?

I own my home

I rent my home

I'm staying with friends or family

I am unhoused

I prefer to describe myself: _____

22. How are you connected to the Redmond community? (Please select all that apply)

I live here

I work here

I worship here

I socialize here

I shop here (includes groceries, small stores, restaurants)

I go to school here

I access social services here

23. Would you like to enter our raffle? You'll have the chance to win \$50 sent via CashApp, PayPal, Venmo, or donated to a local non-profit on your behalf!

- Yes
- No

24. (If yes): Please share your contact information

- Name
- E-mail Address
- Cash-App account
- Pay-Pal account
- Venmo account
- Non-profit donation link:

