



MULTI-SERVICE CENTER

Multi-Service Center
Community Needs Assessment

Analysis Report
December, 2016

**Community Needs Assessment
Multi-Service Center
December, 2016**

Multi-Service Center conducted a Community Needs Assessment in Quarter 4, 2016 to assess the current economic environment, current needs of the community MSC serves, and effectiveness of existing MSC programs. As part of this assessment, MSC surveyed community partners, clients, staff and board about the most pressing needs in South King County, Washington. Surveys were distributed online and in person. MSC received 14% fewer completed surveys in 2016 than in 2013, but still 22% more in 2010. Of the respondents who indicated their relationship with MSC, 48% were past or current MSC customers, 33% were community members, 21% were MSC staff or Board members and 14% were volunteers (other than Board members). The data and analysis from this community needs assessment will be incorporated into MSC’s strategic planning efforts. Table 1 shows the top five priorities for all respondents and for clients. The top three issues were the same for all surveys and for client surveys.

Table 1: Top survey responses

Top Issues Identified	All Surveys	Client Surveys
1	Housing Affordability	Housing Affordability
2	Homelessness	Homelessness
3	Alcohol/Drug/Gambling Abuse	Alcohol/Drug/Gambling Abuse
4	Mental/Behavioral Health	Unemployment
5	Low Pay	Energy Cost

This year, MSC added questions around barriers due to protected class or status respondents had faced in the community and the frequency of these barriers. Of the respondents reporting barriers, 51% reported these barriers were due to race, 40% reported disability, 33% reported age, and sex and color were reported by 28% of respondents each. Of the respondents reporting how frequently this occurs, 31% reported often or always experiencing these barriers, 48% reported sometimes and 22% reported these barriers were rare.

Respondents commonly pointed to demographic barriers (such as race, country of origin, age, and gender) as well as barriers having more to do with their situation, such as being homeless, having a criminal background and/or unemployed. Responses are included in Appendix 3.

MSC Service Area Demographics

South King County is comprised of 19 cities, as well as a handful of unincorporated communities, nine school districts, and a diverse topography which creates pockets of very wealthy neighborhoods in mostly low and moderate income communities as well as pockets of low and moderate income neighborhoods in otherwise wealthy communities.

Tables are provided below to show the differences in size and socioeconomic differences between cities (with populations of at least 25,000) and school districts in South King County.

Between the 2000 and 2010 Censuses, South King County’s population grew more rapidly than Seattle or King County as a whole. King County had a 10% increase in population since 2000, Seattle only grew by 9% while South King County cities have a combined growth of 14%. (2009 Annual Population Estimates, U.S. Census Bureau). Since the 2010 Census, growth has been comparable at 6.9% for King County, 6.6% for South King County and 7.2% for Seattle. (2014 5-Year American Community Survey,

U.S. Census Bureau). According to the 2014 5-year American Community Survey (2014 ACS), 331,444 Persons of Color and/or Latino lived in South King County. This represents 45% of King County's population excluding White, not Hispanic individuals and 44% of South King County's total population. South King County's total population is 37% of King County's total population indicating a more diverse population than the county as a whole. Gender distribution is evenly matched with an estimated 49.9% of South King County identifying as male and 50.1% identifying as female.

Unfortunately, poverty is also more prevalent in South King County than in the rest of King County. In 2000, 9,538 families had incomes below the poverty level, a higher absolute number and proportion of families living in poverty than in the rest of the county. Unfortunately, poverty in South King County has not improved in the last 14 years. According to the 2014 ACS, an estimated 19,348 families had incomes at or below the Federal Poverty Level. In 2000, 10% of individuals lived in households with incomes below the federal poverty level (FPL). According to the 2014 American Community Survey 14.2% of South King County individuals (106,126) live below FPL—a 22% increase from MSC's last community needs assessment.

In 2015-2016, MSC served approximately 50,000 individuals. Of those identifying their race and ethnicity 36% were Caucasian; 28% were Black/African-American, 18% were Hispanic, 6% were Asian, 5% were Pacific Islander, 1% were Native American, and the remainder were comprised of other ethnicities. Nearly half (48%) of the individuals served were under the age of 21, and 25% of those reporting education level possessed a minimum of some college education. Of those reporting gender, 55% identified as female and 45% as male. More than nine in ten (81%) households reporting income were extremely low-income (at or below 30% of AMI—currently no more than \$27,100 per year for a family of four), and 6% reported being homeless.

School District Information

South King County school districts have a wide range of diversity, poverty pockets and number of languages spoken by students other than English. In the affluent school districts of Tahoma and Vashon, Free/Reduced Lunch (FRL) participation is quite low and the English Language Learning student population is very limited. The drop-out rates are among the lowest in King County and well below the state average.

We found that in 2012 there is a strong correlation between with dropout rates and low-income students. In fact, all six of the school districts in South King County with higher drop-out rates than the State of Washington also have higher FRL program participation than the State average. See Table 2: School District Statistics for more details.

Table 2: School District Statistics

District Name	Students	Free/Reduced Enrollment	Drop Out Rate	Schools in District
Auburn	15,481	53.4%	13.0%	22
Enumclaw	4,516	32.1%	10.2%	8
Federal Way	22,259	60.1%	12.1%	39
Highline	19,431	69.1%	16.2%	36
Kent	27,448	50.4%	16.9%	40
Renton	15,754	52.7%	9.8%	23
Tahoma	8,041	12.8%	4.7%	8
Tukwila	3,182	75.0%	18.9%	5
Vashon Island	1,499	20.3%	2.4%	3
Washington	1,059,298	45.6%	11.6%	1,986

Drop Out Rate – 2014-15 Adjusted 4-Year Graduation and Dropout Results, Washington Office of Superintendent of Public Instruction

Students, Free/Reduced Enrollment, and Schools in District - Office of Superintendent of Public Instruction, National School Lunch Program Enrollment by School in County/District Order for October 31, 2014

Economics

While the unemployment situation has improved significantly over the last three years, South King County cities on average having higher unemployment rates than Seattle and the rest of King County. What these numbers don't tell is the number of underemployed and discouraged job seekers in South King County. The economic recovery has occurred in King County for those in certain industries including IT and health care, but there are significant groups in our communities that do not have these skills and/or certifications for employment. While it may be less expensive to own or rent in South King County than in other parts of King County, market rates are still unaffordable for low-income families and individuals. Median rents have increased in each of the communities in South King County with populations of at least 25,000. These increases are as low as 3.9% to as much as a 14% increase. Many families that had walked away or lost their homes are still living in rental properties. Many of these families are still well enough off to pay rents that are not affordable at 30% or 50% of median income (Currently 30% of median income for a family of four is \$27,100). The proportion of owners paying more than 30% of income for housing has decreased throughout South King County cities. The proportion of renters paying more 30% of income for rent and utilities has decreased in all but three cities in South King County--in SeaTac the increase was 14.4% .

Table 2: Economic Factors

City Name	Median Rent	% paying >30% on Rent	% paying >30% on Mortgage	Unemployment Rate
Auburn	\$1,013	55.6%	36.8%	4.1%
Burien	\$1,044	54.5%	43.9%	3.9%
Des Moines	\$1,066	49.4%	41.9%	4.5%
Federal Way	\$1,032	56.4%	40.3%	4.4%
Kent	\$1,012	58.8%	39.4%	4.5%
Maple Valley	\$1,549	47.4%	33.7%	3.7%
Renton	\$1,165	49.2%	39.6%	3.6%
SeaTac	\$930	58.0%	45.8%	4.4%
Seattle	\$1,053	46.9%	34.8%	3.6%
King County	\$1,161	47.9%	36.4%	3.9%

Housing: 2010-2014 American Community Survey 5-Year Estimates, Table DP04

Unemployment: Bureau of Labor Statistics, Labor Force Statistics from the Current Population Survey for September 2016, Not Seasonally Adjusted

Challenges communities are facing

Multi-Service Center and other agencies continue to adapt to decreased funding from foundations, corporations, individuals and local governments. These decreased resources are only making it harder to serve clients at a time where need is far outweighing capacity.

Unique Population Challenges – Seniors

Seniors are facing additional challenges in the current economy. According to the *2016 State of Homelessness in America*, 50% of the homeless population in the United States is over the age of 50. While similar data are not available for South King County and King County, anecdotal reports indicate that this proportion may be similar. The proportion of older or senior homeless customers is currently lower for MSC. We anticipate that as Coordinated Entry begins including single adult homeless and that housing will be reserved for the most vulnerable/chronically homeless the proportion of older homeless customers will increase.

In the State of Washington, emphasis is placed on providing services to help seniors and disabled adults stay in their home and live as independently as possible. Unfortunately, housing costs in King County sometimes lead to homelessness. Without a home, these vulnerable adults must get their care in a long-term care facility which is more costly for the resident, their insurer, and the community at large.

Funding for the state-wide Long Term Care Ombudsman Program (LTCOP) was reduced in 2013 by \$600,000 annually. These cuts are caused, not by a shortfall in the State of Washington budget, but by an administrative decision at the Center for Medicaid and Medicare Services (CMS) that LTCOP services are no longer eligible for Medicaid Administrative Match. Staff has not been able to fully restore this funding which has led to many regional ombudsman programs closing and the King County program shifting to Multi-Service Center. While some of this funding was restored, this program is still operating with \$150,000 less per year than before this decision, putting a strain on resources for this program.

Unique Population Challenges- Youth

The substantially higher rates of poverty that exist within South King County have had a significant impact on south King County youth. More than one out of four (26.9%) South King County families with children are headed by a single parent. (2013 5 Year American Community Survey) There are more than three times the number of public school students enrolled in the federal free and reduced lunch program as in Seattle Public Schools, and nearly four times as many as East and North King County combined. (2014 National School Lunch Report, Washington Office of Superintendent of Public Instruction (OSPI)) Family poverty has an impact on youths' ability to succeed in school as well. In fact, 26.9% of South King County students do not graduate on time (2014-15 OSPI Adjusted 4-year Graduation and Drop Out Results). This is slightly worse than the 24% rate from 2011-12 reported in MSC's last Community Needs Assessment.

Annie E Casey Foundation's "Kids Count" 2012 Report warns of a future of chronic unemployment due to a continuing failure to educate and train America's youth in needed skills. While this predicament is not unique to South King County, MSC is seeing an increasing difficulty in getting employment opportunities for our youth and young adult customers. The Kids Count report also noted that young adults are facing greater competition for jobs from older workers as entry-level positions are seeing larger numbers of applicants. In the greater Seattle area this is quite pronounced as the demand for computer and other high-skill workers has actually increased to near pre-Recessionary levels. For our clients with only basic job skills the job market is still quite lean and is not likely to improve significantly.

The transition of GED curriculum and testing to all computer based is another challenge that while happening nationally has local implications. MSC is seeing this change in the GED as an opportunity to revamp our Employment and Education program for youth. We are in the process of developing a GED Plus program, Bridge to Success, which will identify youth and young adults who need assistance with GED instruction and have a desire to continue on to post-secondary education. This targeted program will help to better enable students to not only earn their GED but to become college ready. This program will also work to get students on a career path that will help provide a living family wage. In King County, South King County, and in Federal Way in particular, there are significant racial disparities in juvenile justice involvement. With a grant from King County, MSC, as part of the Federal Way Youth Action Team, has begun an outreach and case management program targeted to young men of color (ages 12 – 24) who have been involved with the juvenile justice system or who are identified as being at risk. The goal of this program is to not only lower recidivism and prevent juvenile justice involvement, but to help these youth to complete school and continue on to college or apprenticeship programs.

Unique Population Challenges- Veterans

In 2005, King County voters approved the Veterans and Human Services (VHS) Levy which would provide at least half of all revenues to provide services for veterans, military personnel and their families. According to the 2010-2014 American Community Survey there were approximately 117,855 veterans living in King County, 52,000 of which were living in South King County. As of its 2015 Annual Report, 34,231 individuals had received services funded through the VHS Levy with 41% of those served being residents of South King County, more than the City of Seattle. Nearly 7,600 veterans were served with the Levy. The programs funded by the levy have the following strategies benefitting veterans and others in need: enhancing services for veterans, ending homelessness in King County, increasing access to behavioral health services, and strengthening families at risk.

There are numerous programs supported through the VHS Levy and the Mid-Point Evaluation and Performance Report written in August 2010 (the latest to break out specific programs by sub-county region) outlines several programs predominantly utilized by South King County veterans and/or their spouses or dependents. The following programs have a majority of their clientele living in South King County:

- 80% of clients in the Veterans Incarcerated program, which works to reduce jail stay length and recidivism rates
- 73% of clients in the Veterans employment services program
- 66% of clients in the Veterans Behavioral Health program
- 64% of clients in the National Guard outreach program to ensure access to needed support services
- 58% of clients in the Homeless Veterans Integration Project to help veterans attain and maintain suitable, permanent housing

The report also noted that for veterans, “The lack of shelter, transitional housing and affordable housing in South King County is a barrier to clients’ success.”

Another section of the report notes, “There is a continuing strong need for services in South King County. While these services are needed around the county, the need in South King County continues to outpace other regions of the county.”

Resources

Multi-Service Center works with many community partners, including cities, businesses, elected officials, government entities, other social service agencies, churches and service organizations to help provide for the needs of the low-income families and individuals in South King County. Appendix 1 has a list of many of the partners providing programs and services for those in need in South King County.

Summary

Assessment Results:

The demographic, economic, and community information paints a daunting picture of the community needs that currently exist within South King County. South King County is comprised of a very diverse population with a wide variety of needs. Unemployment is higher than the rest of King County in most South County cities as is poverty. Homelessness and lack of affordable housing are key issues. Many veterans with diverse needs reside in South King County cities.

Youth are at a distinct disadvantage in this current economic climate, and many South King County youth are experiencing an increased risk of not completing high school, involvement with the juvenile justice system, and/or inability to obtain employment. Language barriers which impact a significant portion of these youth tend to further complicate some of these issues. South King County seniors are also vulnerable. Many have limited income and cannot afford housing costs. Cuts to Medicaid programs impact many seniors, including those residing in long-term care facilities.

The top social problems identified by the community and clients (as per MSC’s Community Needs Assessment Survey results) were Housing Affordability, Homelessness, Alcohol/Drug/Gambling Abuse,. There was some differentiation among customer and all respondents as to the fourth and fifth greatest need/issue. Customers identified Unemployment as the #4 issue and Energy Costs as the #5 issue. With all respondents the #4 issue/need was Mental/Behavioral Health Services and #5 was Low Pay.

Although they were not listed as being in the top five issues, poverty (both crisis and long-term), hunger, and lack of education were also recurring themes among respondents.

MSC's Strategy for Addressing Community Needs:

While the economy in King County as a whole has recovered from the Great Recession, South King County has not recovered as much as Seattle and other parts of King County. For our customers, most of whom do not have college degrees, the recovery may have completely passed them by. MSC's efforts are helping to effectively address these needs and to have a substantial positive impact on the well being of many South King County communities. MSC brings solid experience, a proven service delivery approach, and a vast array of collaborative partnerships to bear in these efforts. MSC addresses the need of a diverse customer base with unique needs by providing services in a holistic, customized manner and through the existence of a diverse workforce representing many different cultures and ethnicities as well as more than 10 languages.

Unemployment was ranked as one of the top five issues of concern among customers and in the top 10 for all survey respondents. MSC has addressed and will continue to address this issue in a variety of ways. MSC offers customized employment services to assist individuals in obtaining employment. Some of MSC's employment programs offer paid work experience internships designed to assist customers in learning new vocational skills and building work history and references while earning an income. MSC has a worksite base comprised of more than 80 King County businesses and many of these businesses have hired interns into permanent, unsubsidized positions.

Homelessness and affordable housing were also mentioned as significant social issues in our community. MSC currently offers a wide array of services designed to address these causes including rent assistance, emergency shelter, transitional housing, permanent supported housing, rapid re-housing, and low-income permanent housing for individuals, families, and seniors. As one example, MSC recently completed construction on 44 units of housing for low-income and homeless single veterans and low-income and homeless veterans with families. All of these apartments have rental subsidies and are furnished, and services such as employment assistance, counseling, and access to other resources. The building will also have a representative from Veterans' Affairs co-located on-site. MSC works to address homelessness in other ways as well such as through its active participation in King County's 10 year Plan to End Homelessness and associated committees. MSC's Energy Assistance program helps thousands of customers to afford additional necessary housing costs. This is essential as Energy Costs were listed as a top five concern by customer respondents (and eighth for all respondents). This is different than our 2013 report, where Energy Costs were #4 for all respondents and #2 for customer respondents.

While they were not one of the top five identified causes of poverty, several respondents mentioned lack of education/training and poor money management skills as having a negative impact on poverty. MSC offers GED, adult basic education, and English Language Literacy classes as well as some vocational training programs. Although MSC does not provide direct services to address identified factors such as addiction and domestic violence, the agency does collaborate with entities such as Valley Cities Counseling and DAWN (formerly Domestic Abuse Women's Network) to ensure that MSC customers can access these services as needed.

MSC also operates programs to address the unique needs of seniors and youth. Currently, MSC offers multiple youth programs which provide services including but not limited to educational instruction and/or support, employment assistance, job readiness instruction, vocational training, paid work experience, post-secondary education opportunities, and/or leadership development. Through these programs and through partnerships with local school districts, MSC is able to ensure that many

disadvantaged South King County youth are able to successfully re-engage with school, attain a GED, and/or improve their academic skills. MSC's programs have helped to lower risk factors and recidivism rates for youth offenders who participate in these programs thus contributing to reduced crime in South King County communities.

MSC's Long Term Care Ombudsman Program addresses the needs of seniors. The LTCOP program advocates on a local and national level to ensure that vulnerable seniors have access to needed services and have their basic rights met, particularly if they are residing in a long term care facility.

MSC has been able to withstand a challenging funding environment in a variety of ways. MSC has diversified and will continue to diversify funding so that significant reductions to one funding source do not jeopardize the agency's sustainability. MSC has a proven reputation for being a good steward of funds and for getting results. Currently, 91 cents of every dollar MSC spends goes directly into program services. MSC's programs consistently meet – and often exceed - contract performance requirements. MSC is proactive in looking for ways to evaluate and demonstrate its effectiveness through efforts including but not limited to conducting Return on Investment studies of its employment programs and reapplying for Washington State Quality Assessment lite certification. In keeping with these efforts, MSC will use the results of this community needs assessment to ensure that agency efforts are aligned with South King County community needs, to identify potential for program development and growth, to conduct effective strategic planning, and to inform future collaborative efforts with other community based organizations.

Appendix 1: Community Resources

South King County has three regional medical centers and two hospitals, four of which are part of two large not-for-profit health corporations. A certificate of need has been submitted on three additional hospitals in the area with one currently under construction.

ALS Association Evergreen Chapter – Home Visits

Angel Food Ministries – Food Boxes

Auburn Food Bank –Community Supper, Family Dinner, Financial Assistance, Grocery Delivery,

Auburn Police Department – Domestic Violence Victims Support Team

Auburn Senior Activity Center- Hot Meal Program Community Dining, Meals on Wheels, Senior Rights Assistance and SHIBA, Senior Savers Food Pantry

Auburn Youth Resources – Case Management, South King County Youth Shelter

Black Diamond Community Center – Emergency Services, Meals on Wheels, Senior Center

Burien Senior and Older Adult Program – Legal Assistance, Meals on Wheels

Catholic Community Services – Access to Success, Emergency Assistance Services, Legal Action Center, Men’s Shelters, Pregnancy and Parenting Support Services

Catholic Housing Services Permanent Housing Administration – Low-Income Family Housing, Low-Income Housing for Seniors and Disabled Adults

Center for Career Alternatives – Employment Services

ClearPoint Financial Solutions – Credit, Budget and Debt Counseling, Debt Management Plans

Compass Housing Alliance Permanent Housing – Low-Income Senior Housing, Low-Income Veterans Housing

Des Moines Senior Activity Center – Hot Meal Program, Meals on Wheels, Senior Rights Assistance

Domestic Abuse Women’s Network (DAWN) – (BED BANK) Shelter

Downtown Action to Save Housing (DASH) – Liberty Square Apartments

Dynamic Family Services – South King County Early Intervention

Elderhealth – Adult Day Health and Respite Services

Enumclaw Helping Hands – Gasoline, Prescription and Dental Bill Assistance, Utility Assistance

Federal Way Community Center – Hot Meal Program, Meals on Wheels

Federal Way Community Giving Network – Emergency Assistance, Hot Meal and Clothing

Federal Way Senior Center – Food Programs, Senior Rights Assistance

Friendly Kitchen – Hot Meal Program

Gloria’s Angels Foundation – Family Needs Assistances

Goodwill – Thrift Store

Greater Maple Valley Community Center – Meals on Wheels, Senior Hot Meal Program

Habitat for Humanity Seattle/South King County – Low Cost Housing

Harambee Church – Snack Packs and Personal Supply Bags, The Refuge

Healthpoint –Alternative Health Care, Breast and Cervical Health Program, Children’s Health Care, Dental Care, Primary Health Care

Highline Community College - StartZone

Hope Christian Community – Community Clothing Closet, Hot Meal and Groceries

Hospitality House – (BED BANK) Women’s Shelter

Integrated Living Services – Group Home

International Rescue Committee – Immigration Assistance

Jewish Family Service – Refugee Services

Kent Food Bank & Emergency Services– Clothing, Diapers, Hot Meal Program, Household Items, Meals on Wheels

Kent Housing and Human Services– Bus Tickets, Home Repair Assistance

Kent Lutheran Church – Kent Community Supper – Hot Meal

Kent Senior Activity Center – KCBA Elder Law Clinic

Kent United Methodist Church – Shared Bread Emergency Assistance

Kent Youth and Family Services – Clothing, Teen Drop-In Center, Watson Manor Transitional Living

King County Bar Association Housing Justice Project – Eviction Assistance
 King County Department of Community and Human Services Veterans’ Program – Financial Assistance
 King County Housing Authority – Weatherization Program
 King County Library System – Tax Assistance
 King County Sexual Assault Resource Center
 King County Sheriff’s Office Community Services Officer Division- Domestic Violence Advocate
 LDS Family Services – Unwed Parent Program
 Lutheran Community Services Family Resource Center – Hispanic Information, Referral & Advocacy
 Maple Valley Food Bank and Emergency Services – Food Pantry, Rent Assistance, Utility Assistance
 Margie Williams Helping Hands Center – Food and Clothing
 Midway Community Covenant Church - Midway Clothing Bank
 Mothers Against Drunk Drivers (MADD) Pacific Northwest Region – Victim Services
 Muckleshoot Family Resource Center – Emergency Assistance, Food Pantry
 Muckleshoot Housing Authority – Low-Income Housing
 Multi-Service Center-Housing, Employment, Energy Assistance, Food/Clothing, Education, Youth Development, Financial management Instruction, and Long-Term Care Ombudsman Program
 Navos – Vocational Services
 New Destiny Church – Clothing and Household Items
 Northwest Chapter of the Paralyzed Veterans of America – Advocacy
 Northwest Family Life – Domestic Violence Advocacy Services for Women and Children
 Office Training – Job Training
 Orion Industries – Job Placement and Follow-up, Vocational Rehabilitation Counseling, Work Skills Training
 Pacific/Algona Community Center – Food Program, Meals on Wheels
 Plateau Outreach Ministries – The Samaritan Project, Thrift Store
 Port of Seattle Office of Port Jobs – Apprenticeship Opportunities Project
 Pregnancy Aid of Washington – Pregnancy Counseling/Tangible Needs
 Recovery Centers of King County – Co-Occurring Disorders Program
 Refugee Federation Service Center – Advocacy, Employment Services, Immigration Services
 Refugee Women’s Alliance (ReWA) – Basic Food Education Program, Employment/Job Training, Senior Services Program
 Renton Area Youth & Family Services (RAYS) – Healthy Start
 Renton Clothes Bank - Clothing
 Renton Housing Authority – Low-Income Public Housing
 Renton Human Services Division – Housing Repair Assistance
 Renton Senior Activity Center – Hot Meal Program, Legal Services, Meals on Wheels
 Ruth Dykeman Children’s Center – Emergency Food Bags
 Salvation Army –Community Supper, Domestic Violence Motel Vouchers, Food Bags, Rent Assistance, Thrift Shop, Water Bill Assistance
 SeaTac Parks and Recreation Department – Lunch Program, Meals on Wheels
 SKCAC Industries – Employment Training
 Society of Saint Vincent de Paul Council of Seattle Area – Clothing and Household Items, Clothing Referrals, Emergency Food Bags, Furniture, Thrift Shop
 Somali Community Services Coalition – Immigration Services
 St. James Episcopal Church – Food Pantry, Gasoline Vouchers, Utility Assistance
 St. Luke’s Operation Blessing – Bus Tickets and Gas Vouchers, Miscellaneous Financial Assistance, Rent, Utility, and Mortgage Assistance
 St. Stephen Housing Association – Transitional Housing – City Park Townhouses and Nike Manor
 St. Stephen the Martyr Catholic Church – Backpacks for the Homeless
 St. Thomas Catholic Church Outreach- Clothing
 The Storehouse – Food Delivery
 Total Living Concept – Community Guides, Intensive Tenant Support (ITS)/Supportive Living

Tukwila Food Pantry – Food Pantry
Tukwila Parks and Recreation – Senior Programs
Ukrainian Community Center of Washington – Social Services
Vadis – Employment Services
Valley Cities Counseling & Consultation – Adult and Youth Chemical Dependency Services, Adult DV Survivors Services, Adult Outpatient Mental Health Services, Advocacy, Child and Family Outpatient Services, Domestic Violence Treatment Services, Dream Catchers Consumer Support Group, Family Support Services, Older Adult Outpatient Services, Older Adult Services, Parenting Classes and Support Groups, School-Based Services, Valley Cities Landing, Veteran Services
Vashon Community Care Center – Comprehensive Care Services
Vashon Maury Community Food Bank – Food Pantry
Vashon Senior Center – Hot Meal Program, Meals on Wheels
Vashon Youth & Family Services – Counseling, Emergency Disaster Relief, Parenting Classes/Play Groups, Rent Assistance, Transportation Assistance, Utility Assistance
Victory Outreach Church – Recovery Home for Women
Vine Maple Place – Transitional Housing
Washington Women’s Employment & Education – REACH Plus – Job Readiness Classes
Way Back Inn – Rent/Move In Assistance, Transitional Housing
White Center Food Bank – Food Pantry
YMCA of Greater Seattle – Evening Meal
YWCA of Seattle/King County/Snohomish County – Domestic Violence Community Advocacy Program, Employment and Housing Stability Program, Family Shelter Project, Food Stamp and Training Program, Homelessness Intervention Program, Transitional Housing

Appendix 2: Survey Comments on Issue Causes and Solutions

This appendix shows a sampling of the comments survey respondents provided on the causes and possible solutions for identified social problems in South King County.

Homelessness/Lack of Affordable Housing:

Cause	Solution
Legalized drugs and that leads to homelessness for a lot of people.	Try to get more substance abuse programs funded and out there to those whom are homeless and/or struggling to get clean
Lack of affordable housing that people exp. homelessness can access (barriers, vacancy, high rents).	Stronger network of top level leaders who are working on SKC homelessness together. Closer coordination with SKC cities on advocacy and funding for a regional approach. Local city funding pooled together to fund SKC human services needs as a region instead of by zip code. More focus on prevention needs to occur as well. As KC residents move south in pursuit of affordable housing we need to do more to ensure SKC residents are able to stay in their community through prevention strategies.
High rents and low wages among Seattle and Eastside low income residents forcing them to seek affordable housing in South County. But, lack thereof/long wait lists leave them on the street. Mental/alcohol abuse also contribute to homelessness.	Cities and King County should collaborate on a joint strategy to reduce land use barriers and create other incentives for increasing affordable housing development.
No help for immediate shelter	Open shelters in each city
Homeless people can't/unable to change ways. They are comfortable the way they are	
Lack of housing affordable to low income individuals	Build more housing affordable to people with limited income
Not enough employment opportunities. People on drugs can't keep housing	Need more homeless shelters. Need to help people get off the drugs
Housing costs/job availability for disabled	
So many mothers of children homeless, there's not enough low income housing programs	More government subsidies
Affordable housing & job wages too low	Lower rents
The high cost of rent compared to earnings	Raise wages and lower housing cost with more housing
Homeless have nowhere to go citizens of this country come second for housing assistance behind immigrants	Government must build more housing open more options to home owners to provide housing with benefits
Low pay so people can't afford housing and rent is out of control too high for people to afford	Higher pay
Housing affordability	Lower cost of renting property
Drugs and not wanting to conform to authority.	I am not sure, the homeless people I have met, don't seem to want to get the help to change their situation, but just want the free handout to keep their current situation.
Degradation of character by greedy	Help stop shame of poverty by providing

	bathrooms
Not enough affordable place to rent	More affordable housing for low income
Injustice, greed, political corruption and not instituting a livable wage as opposed to a minimum wage	
Low pay, rents being so high it's ridiculous	Rent needs to go down to back in the early 2000's
More affordable housing	
Rent is too much Unemployed	More jobs More housing opportunities
Rent costs	
Rising property values in the PNW.	Building more affordable housing.
Too much demand and not enough supply	Build more affordable housing
Driving down wages while driving up prices for housing, since now many Seattleites in the big companies like Amazon can afford to pay for more expensive housing while leaving poorer and less financially secure people in the dust	Rent controlled land, low-income specific housing, more housing conversions of business areas, gentler approaches to homelessness and supportive services that don't shame people for poverty
Rental energy	Job
Lack of adequate income	Lower rent
Growing population	increase birth control options and education
Why is rent so high in Seattle?	Regulation and rules for managers
Increase the subsidized housing amount to match the growing economy	
Low paying jobs	Make rent affordable for single parent families
I believe the rent amount in Seattle really all over King County has went up causing financial hardships	Put more high paying jobs.
Developments charging too much	Work with agencies for more affordability
Too high of rent in areas	More affordable housing
Housing costs too much and people can't afford to pay bills with the income made	Make more affordable housing to fit people's income
Federal Way is a great place to live so its just popular which makes the rent go up.	Somehow build more affordable housing
The price of renting an apartment or house keeps increasing way beyond the increase in income for a lot of people and for unemployed people.	Somehow a meeting needs to be scheduled with rental house owners and apartment building owners to see if some kind of a reasonable price to rent kind be agreed upon. This is probably impossible, but at lease an effort needs to be made.
Rising rental costs per family. Continuing refusal of landlords to see our community not as a wealthy sleeper community, as it used to be, but as it is today, a place where many low income people are struggling for housing.	Build more housing directed and built with low income families in mind. Children need recreational space close to their residences. Rethink the high-rise, and produce more units surrounding play areas and with laundry facilities at reasonable rents.
Greedy landlords with no control over what they can charge. Apartment rent going up \$200.00 a year or more - we can't live	Maybe apartments account for what they charge and limit yearly increases
Not enough jobs that pay a wage that you can afford housing, living expenses, etc	Higher wages

Runaway land cost/out of state landlords	Limit people moving here from California
Too much housing and it is going up	
	Schools that are closed could house a lot of people, they have showers, cafeteria. Rooms could be for sleeping or housing.

Unemployment/Low Pay:

Cause	Solution
The main cause for unemployment would be the challenge we as people must push ourselves to get a job to help us survive	Stop racial profiling Increase the diversity of employers
Circumstances	
Not enough jobs	Make more jobs
Many things prevent employment. Training, education, substance abuse	
More people than jobs are available	Create more jobs, training for job skills
Not enough to pay bills because of the increase of the cost of living	Lower the cost of living and raise the minimum wage/pay
Government	No idea
No jobs no pay	jobs = pay
City doesn't want to approve wage increase	Make housing truly affordable. Pay for money to families
People would be able to live comfortably not rob Peter to pay Paul. Paycheck to paycheck	Wage increase so people can live and get ahead

Energy Costs:

Cause	Solution
With low pay its really hard to make ends meet	
Dams were built to power Pacific NW needs. PSE was a public utility established to manage the public trust. PSE without a vote of the people integrated our power into the new national grid. Quadrupling prices and rippling of the WA. Taxpayers.	WA power for WA residents as it was intended
Not sure	Do the right thing
inflation, everything is high	I have no idea
Lack of Energy Assist programs and PSE being cruel enough to shut off power with kids there. I was cut off with \$105 \$ paid within 12 hrs. Lack of funding. I'm extremely fearful now that we have a "President Trump"	Small community gatherings
1. Outdated high energy consumption appliances 2. Energy company corporate greed. They should help people by reducing costs	Household appliance inspection on voluntary basis to weed out outdated and high energy consuming appliances. Discounts for single parent families and elders for energy company.
The energy cost is expensive when you compare to the take home pay	By providing energy assistance
People	
Building built as cheap as possible	No idea

Alcohol/Drug/Gambling Abuse:

Cause	Solution
Societal acceptance	Increase taxes and penalties associated with alcohol and drug use
Help people get into treatment	
This needs to be addressed as a mental condition that one is born with and needs to be treated as such.	Eliminate programs that are not effective and expand the programs that are successful and effective with positive outcomes.
Mental health and lack of treatment leads to self medication	Education, training and removing stigma very important
Too many casinos and bars open to late	Close bars earlier, raise gambling age
Individual problem	Hard question
So easy to get or make	Getting them help
I have no idea. Hopelessness	
More programs and assistance free of cost. Rehab centers are a business making money \$25k for treatment at Schick Shadel	Government runs rehab centers free of charge
People making bad decisions and easy access to drugs	More rehab programs
People don't want to change to better themselves	Mandatory treatment
Not Sure	Maybe start teaching about has devastating drugs are at an early age with brutal truth. I just don't know if there is a solution
The main cause in my opinion is giving people too much freedom to sell, buy, and do drugs	
Easy access to youth	Both parents are working due to economy. Being able to have one parent at home would be ideal.
People need treatment and a recovery program	Go to NA meetings
People are taking advantage of state money and using it for alcohol and drugs	no comment
Not enough resources or help of the people that who need it.	Maybe getting more program's or treatment centers for people who really need it and also outreach people to get into the communities and help out the people who need or want it.
I think the main cause is due to that drugs are so easy to come by	There needs to be more people paying attention to their surroundings. If they did then they would say something to put a stop to it.

Hunger:

Cause	Solution
Not enough money in budgets for realistic wages matching cost of living.	
Unemployment, housing, living expenses	People to help educate low income families on buying houses
Hunger, need more food bank open hours	More food banks, Federal funding
Lack of job operation	
Hunger is the most thing that led people to do	None

wrong things having in mind that they need things doesn't matter how they get them.	
People are cut off food stamps when they don't make enough for food and bills for the family size	
Low paying jobs, lay offs, with more lay offs coming (Boeing). For people on SNAP, the benefits generally are exhausted by the 19th day of the month.	Expansion of area food banks. easing on requirements for eligibility to use food banks.

Long Term/Crisis Poverty:

Cause	Solution
Low wage - then if lose job or injured = crisis	Encourage education, saving and alternative skills
Not enough fair paying jobs to afford cost of living	Better job listing
Economic inequality and the wage gap is widening between the rich and the poor, also the destruction of the middle class, and false flag attacks have also eroded the public trust. Political corruption too.	
Growing up in family "culture" of poverty often causes cycle to repeat itself in next and subsequent generations.	Ensure that young people "stuck" in poverty cycle, when receiving food and housing services, are counseled on importance of education as key to breaking cycle.
Lack of affordable education to help rise out of poverty	To make affordable education for below poverty level individuals
Inability to retain education, disabled	
Low pay, not enough jobs, unemployment and homelessness	

Lack of education/training:

Cause	Solution
Need to find my passion, what floats my boat	Continue to educate daily, don't be afraid to ask for help.
Not enough resources listing for education/job training	
Lack of programs available	Offer more training
Need to return to college	I have returned the process to return to school
1. Students with disabilities are not considered when discussing the achievement gap and thus solutions exclude the needs of students with disabilities 2. Funding streams in public education do not match need. 3. Educators do not see disability as diversity and instead students with disabilities are disproportionately suspended or expelled, drop out of high school, or do not access post secondary outcomes. Much of this has to do with a value system in which students are not accommodated and supported to reach their full	1. Leadership in all sectors of education (not just special education) that includes students with disabilities, parents, and allies. 2. All educational advocacy must include the needs of students with disabilities!

potential, instead the disability is used to define reasons why the student cannot success.	
---	--

Poor Money Management Skills :

Cause	Solution
Poor money management is the cause of poor money management	
Lack of knowledge	Some type of forum to help with teaching methods of savings
Challenge due to income	Get help with financial counseling

Lack of Youth Services:

Cause	Solution
My area is a high crime area and there are no youth programs and he's not even provided with a bus ride because he's "only" 1.7 miles away. It scares me when he has to walk in the dark when I have no bus money for him.	To provide transportation to & from school for all kids, for example the numerous ones at Villi Kee Apts. and there are many more
Children today have no other positive outlets I feel and positive influence is a must with adolescents	Free art communities and community projects
Parents don't have time to spend with their children because that must work	After school support , stipends for older teens help with afterschool programs
There is not enough funding for youth services, particularly as it relates to housing for homeless youth.	Greater investment in housing/shelter for homeless youth with wraparound services to ensure success. More options for youth struggling in school.
Very limited youth services for Southeast King County & Southwest King County.	
Put more programs for youth in their neighborhoods	Awareness

Domestic Violence:

Cause	Solution
Relationships, Family, etc.	Have more resources for people in that situation
Had very little support	More organization to help with the overwhelming need.
Unhealthy relationships Drugs, alcohol, streets	Do classes when teen Talk to girls about it
Women sometimes stay because they are not educated and depend on spouse to take care of them	We should offer at home educational program for woman
Paucity of communication	Strengthen social communication - personal and public
Just people won't reach out for counseling instead take it out on their mate	Do a share across work to any one needing counseling for anything.

Elder Abuse:

Cause	Solution
-------	----------

Elder abuse cause people do not care and lack of training growing up	Manners, care for others
--	--------------------------

Mental Health/Access to Health Care

Cause	Solution
Stigma to treatment or being diagnosed	Education on mental health in schools, community and resources
Lack of behavioral training	Etiquette classes
Lack of services, not enough qualified personnel to assist, low wages for workers in this industry doesn't make it a draw for new talent.	Finding a way to make mental health/behavioral care a field with competitive wages.
Lack of early detection and screening to treat mental health issues before they reach a crisis point.	More training and awareness for community members, not just human services employees, on detecting and referring for mental health. An anti-stigma campaign specific to Federal Way.
Inadequate community based services and inadequate acute care services. Problematic issues with Western State Hospital	Not enough resources, financial resources to sustain mental health at Western State Hospital, workforce shortage. Need more community mental health centers, emergency short term stays, Involuntary mental health placement and psychiatrists and skilled mental health therapists.
Alcoholism and drug addiction is a societal problem caused by the acceptance and normalcy of self medicating. There is still a stigma about seeking help for things like depression, but no such stigma about self-medicating with drugs and alcohol.	Insurance makes the search for a therapist a challenge, and then most therapists are so busy they don't accept new patients. I don't know what the solution is to the problem of accessibility to qualified mental health practitioners.
Not enough available beds for treatment and not enough intake points to get them help when they want it	Expedite the intake procedures and widen the criteria beyond if they are only at harm to themselves or others

Limited English

Cause	Solution
Not providing adequate English courses to refugees and other non-English speaking immigrants	Provide more English classes, competency measure requirement
Non-English speaking people in America should be required to take English classes	Test, and if failed, retrain.

Personal Safety/Crime

Cause	Solution
Not enough security too many homeless	
Low pay and unemployment	No idea

Appendix 3: Survey Comments on Barriers/Discrimination

Employment, childcare, homelessness
Homelessness and trauma just everyday barriers. Need to turn barriers into stepping stones
Not having the funds to be able to just go out and rent a place. Not having the application fee that they need to do the background check.
Money, housing
Just being black, trust
Drug Abusers
Off and on during my life
Some employers seem to prefer a younger worker
Age discrimination
I think when applying for a job because of my race most of the time I don't get hired
Being a female makes me weak
Sometimes I feel it's hard to get a job due to my race.
My disability to find part time work
Homelessness
Due to past crimes makes it had to find jobs willing to hire an ex felon
Having children of color, they have been followed around stores. Being asked by parents if we lived in the apartments.
Color of my skin
After age 50 harder to find work
My age, I look good, but I have health problems that stop me from doing more in my community
Difficulty in returning to work due to not having worked for so many years
Always racial tension between black and whites
lack of disabled activities
Childcare
Have gone into apply for positions and been told I am too old for the job. Then told I'll never be able to prove they said it.
When looking for addition work.
Profiling is a very big issue due to race db status and children db
Operation background check
I do not work so places do not want to rent to me.
I am not receiving social security disability so it is hard for me to verify I'm not capable of completing certain things
I have witnessed landlords changing the availability of units when they see the color of the tenant.
I see barriers for people with disabilities. Our cities need to step up and hire people with disabilities and show all business the benefits of doing so.
I am a 60 year old woman with a disability, but not so disabled that I can get SSI. There is age discrimination at my age, It's hard to get help if you white, but minorities seem to get many of the programs to support their issues, family size, disability.
Assumptions were made about me in regards to my ability to communicate based on my appearance.
you are treated different at times when they see you are a minority and a foreigner who speaks the language with an accent. You are giving the run around.
When I was new I experienced occasional rejection and a little bit of prejudicial treatment.
I have not experienced the barriers in my own personal life, but I support families who experience the above barriers every day. Issues like language access, citizenship status, educational level, skin color, and disability impact people's access to services, support, employment, housing, etc. every day!
I work with elders who often cannot pay for the care that they need...the Medicaid system that pays for care does not pay at a rate that delivers high quality care.
Elders who are "different" in gender identity and/or sexual identity experience discrimination in the

long term care community...by caregivers and their peers.
Jobs, equal pay, criticism that is based on me being a female
Not feeling open to disclosing my sexual orientation for fear that it would close doors and opportunities.
Sometimes it feels that if you are a Caucasian you are judged by people of color because of your skin color and they treat you rudely and they don't give you a chance to prove that you are not a racist and I am told all of the time "you are a white woman, you just don't get it." We need to have all races come together and stop judging each other based on our colors, more on our actions. "I don't have a problem with your color, I have a problem with your attitude."

Appendix 4: Survey Form (Hard Copy)



2016 COMMUNITY SURVEY

The purpose of this survey is to ensure MSC continues to meet real community needs. Your responses about the **social problems** of south King County, their **causes** and **solutions** will help us to do this.

1. Please rate what you feel are the **top 5 social problems** currently affecting south King County residents. (1 being most critical, 2 being next most critical, etc)

- | | |
|---|--|
| <input type="checkbox"/> Alcohol/drug/gambling abuse | <input type="checkbox"/> Lack of youth services |
| <input type="checkbox"/> Crisis poverty | <input type="checkbox"/> Limited English skills/language barrier |
| <input type="checkbox"/> Domestic violence | <input type="checkbox"/> Long-term poverty |
| <input type="checkbox"/> Elder abuse | <input type="checkbox"/> Low pay |
| <input type="checkbox"/> Energy costs | <input type="checkbox"/> Mental/behavioral health services |
| <input type="checkbox"/> Homelessness | <input type="checkbox"/> Personal safety/crime |
| <input type="checkbox"/> Housing affordability | <input type="checkbox"/> Poor money management skills |
| <input type="checkbox"/> Hunger | <input type="checkbox"/> Sexual assault |
| <input type="checkbox"/> Lack of access to adequate health care | <input type="checkbox"/> Unemployment |
| <input type="checkbox"/> Lack of education/training | |
| <input type="checkbox"/> Other Describe _____ | |

2. Please choose ONE of the social problems you marked above.
3. Tell us what you think are the **main causes** of the problem in Question 2.
4. Then please share any ideas you have for **solutions** to this issue.
5. Please choose ANOTHER of the social problems you marked above.
6. Tell us what you think are the **main causes** of this problem in Question 5.
7. Please share any ideas you have for **solutions** to this issue.

(TURN OVER TO COMPLETE) → → → →

8. Have you experienced barriers in your community due to any of the following: (check all that apply)

- | | | |
|--|---|---|
| <input type="checkbox"/> Race | <input type="checkbox"/> Sex | <input type="checkbox"/> Citizenship status |
| <input type="checkbox"/> Color | <input type="checkbox"/> Age | <input type="checkbox"/> Gender identity |
| <input type="checkbox"/> Religion | <input type="checkbox"/> Disability | <input type="checkbox"/> Sexual orientation |
| <input type="checkbox"/> National origin | <input type="checkbox"/> Veteran status | |

9. If you have experience barriers in your community how frequently has this occurred?

- | | | |
|---------------------------------|------------------------------------|---|
| <input type="checkbox"/> Always | <input type="checkbox"/> Sometimes | <input type="checkbox"/> Not Applicable |
| <input type="checkbox"/> Often | <input type="checkbox"/> Rarely | |

10. Please take a moment to describe one or more of the barriers you have faced

Your responses are voluntary and will be confidential. Responses will not be identified by individual. All responses will be compiled together and analyzed as a group. Answering the following demographic questions will give us a more complete picture for our needs assessment

I am a:

- Volunteer
- Client
- Board Member
- Staff Person
- Community Member

I have previously used the following MSC services: (check all that apply)

- | | |
|---|---|
| <input type="checkbox"/> Education | <input type="checkbox"/> Housing |
| <input type="checkbox"/> Employment | <input type="checkbox"/> Long-Term Care Ombudsman |
| <input type="checkbox"/> Energy Assistance | <input type="checkbox"/> Youth Services |
| <input type="checkbox"/> Financial Management | <input type="checkbox"/> Not applicable |
| <input type="checkbox"/> Food & Clothing Bank | |

My gender is:

- Female Male Transitioning

My ethnicity is:

- Hispanic/Latino Not Hispanic/Latino

My race(s) is/are: (check all that apply)

- | | |
|--|---|
| <input type="checkbox"/> Asian/Asian American | <input type="checkbox"/> Native Hawaiian/Pacific Islander |
| <input type="checkbox"/> Black/African American | <input type="checkbox"/> White/Caucasian |
| <input type="checkbox"/> Native American/Alaska Native | <input type="checkbox"/> Other |

Thank you for your time and participation!