



MULTI-SERVICE CENTER

Multi-Service Center
Community Needs Assessment

Analysis Report
December 2019

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Executive Summary

About MSC

Multi-Service Center (MSC) is building a future without poverty by creating pathways to help, hope, and dignity for our neighbors. We address the causes and barriers of poverty and homelessness with holistic services that help lift people out of poverty to self-sufficiency and stability. In 1971, MSC was created by a grass-roots group that saw needs in South King County for human services for low-income families and individuals, but little to no services outside Seattle. Incorporated originally as South King County Multi-Service Center, the agency started out with the Federal Way Food Bank and a rent assistance program. As a Community Action Agency (CAA), MSC's programs have grown and changed to meet the needs identified by the communities it serves.

MSC's service area of South King County is considered home to the largest population in King County with the greatest number of people living in poverty. Our programs confront the barriers and inequities of poverty by offering emergency and basic services to stabilize individuals and families in South King County, helping them to attain the resources and skills to rise out of poverty and become self-sufficient. Each year MSC serves between 40,000 and 45,000 individuals.

Our current community support includes the following services:

- MSC's food and clothing bank provides free access to nutritious food and gently used clothing. The food bank serves residents in the Federal Way School District area, while the clothing bank serves those in need throughout South King County.
- MSC's housing program prevents and reverses homelessness through our shelter, transitional housing, and permanent supportive housing programs as well as through affordable housing development efforts. MSC owns or operates over 650 units of affordable housing. MSC also offers limited rent and emergency assistance, as well as diversion funds, to help support housing stability.
- MSC's employment and education programs help individuals gain skills to become self-sufficient. Employment programs work with adults and youth by providing training, and job readiness services. Education programs include: GED preparation, Adult Basic Education, and English language classes. MSC's employment and education services also offer programs specifically targeted to youth and young adults ages 16-24.
- MSC's energy assistance program distributes funds to South King County low-income residents through the Federal Low Income Home Energy Assistance Program (LIHEAP) and Puget Sound Energy HELPS program.
- MSC's Long-Term Care Ombudsman Program provides advocacy and education ensuring safety and dignity of residents of long-term care facilities throughout Washington.

Community Needs Assessment Overview

MSC conducts a Community Needs Assessment every three years in order to understand the causes and conditions of poverty within the South King County community. MSC conducted a Community Needs Assessment in 2019 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, customers, staff, volunteers and board about the most pressing needs in South King County, Washington. Surveys were distributed online and in person. MSC received 9% fewer completed surveys in 2019 than in 2016. Of the respondents who indicated their relationship with MSC, 41% were community members, 32% were past or current MSC customers, 13% were MSC staff or Board members, 7% were volunteers (other than Board members), and 7% indicated “Other” (i.e. government agency, funder, elected official). 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 customers. The top three issues were the same for all surveys and for customer surveys.

Table 1: Top survey responses based on number of votes per issue

Top Issues Identified	All Surveys	Customer Surveys
1	Housing Affordability	Homelessness
2	Homelessness	Housing Affordability
3	Alcohol/Drug/Gambling Abuse	Alcohol/Drug/Gambling Abuse
4	Lack of Mental/Behavioral Health Services	Low pay/low wages
5	Multi-Generational Poverty	Energy Costs

Table 2: Top survey responses based on how votes for issues ranked in importance

Top Issues Identified	All Surveys	Customer Surveys
1	Alcohol/Drug/Gambling Abuse	Alcohol/Drug/Gambling Abuse
2	Homelessness	Barriers to Citizenship
3	Housing Affordability	Homelessness
4	Domestic Violence	Domestic Violence
5	Barriers to Transportation	Housing Affordability

Methodology and Data Collection

MSC’s Community Needs Assessment includes data from the following three areas: Community Needs Survey, focus groups and independent research through primary and secondary sources. The Community Needs Survey questionnaire can be found at the end of this report in Appendix 4. MSC sent the survey electronically via Survey Monkey to a variety of stakeholders, funders, community partners, staff, volunteer and customers, and made it available on MSC’s website and social media. A paper version of the survey was also available at MSC’s three office locations in Federal Way, Kent and Burien. MSC collected survey responses for approximately four weeks. MSC conducted two focus groups: one with youth and one with families experiencing homelessness. Data and research were also used from other primary and secondary sources including, but not limited to, the American Community Survey and school district data through Office of Superintendent of Public Instruction (OSPI).

Regional Context

South King County Demographics

South King County is comprised of 19 cities, as well as a handful of unincorporated communities, nine school districts, and a diverse topography that 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, race and ethnic, and socioeconomic differences between regions.

Table 3: Population Growth between 2010 and 2017

Regions	Total Population 2010	Total Population 2017	% Change in Total Population
South King County	706,604	780,950	11%
Seattle	595,240	688,245	16%
North/East County	577,345	648,924	12%
King County	1,879,189	2,118,119	13%
Washington	6,561,297	7,169,967	9%

Table 4: Race and Ethnicity Comparison 2017

Regions	Percentage of Races and Ethnicities of Residents of Each Geographic Region							
	White	Black/African American	Asian	Native Haw./Pacific Islander	Native American/ Alaskan Native	Hispanic/Latinx	Multi	Total non-White
South King County	54%	8%	15%	2%	1%	14%	5%	46%
Seattle	65%	7%	14%	0.4%	0.5%	6%	6%	35%
North/East County	66%	2%	20%	0.2%	0.2%	7%	4%	34%
King County	61%	6%	16%	1%	1%	9%	5%	39%
Washington	70%	4%	8%	1%	1%	12%	5%	30%

Table 5: Increasing Diversity

Regions	2010 Total Residents of Color (non-White)	2017 Total Residents of Color (non-White)	% Increase in Residents of Color
South King County	278,441	358,333	29%
Seattle	195,874	239,107	22%
North/East County	160,037	219,985	37%
King County	643,352	817,425	29%
Washington	1,724,022	2,162,485	26%

Table 6: Poverty Comparison 2017

Regions	Families in Poverty*	% of Families in Poverty	Individuals in Poverty	% of Individuals in Poverty
South King County	16,699	9%	90,851	12%
Seattle	9,573	7%	83,562	13%
North/East County	6,303	4%	38,096	6%
King County	32,539	6%	212,509	10%
Washington	142,892	8%	859,950	12%

*Poverty defined by Federal Poverty Guidelines. Household of 1 earning \$12,490 or less per year. Household of 4 earning \$25,750 or less per year. Sources: 2010 and 2017 American Community Surveys

The tables above indicate four trends: regional population growth, South King County is the most racially and ethnically diverse region with 46% of residents identifying as non-white, every region included has increased racial and ethnic diversity between 2010 and 2017, and South King County is home to a high number of families and individuals living in poverty. In South King County, 50% of residents identified as male and 50% female; however, it is important to note that this data point is an estimate based on a binary choice between male and female.

Education and Career Readiness

South King County school districts have a wide range of diversity, students experiencing poverty and homelessness, and number of languages spoken by students other than English. South King County school districts included in the following data are Auburn, Federal Way, Highline, Kent, Renton, South Seattle, and Tukwila. Across this region, during the 2017-18 school year, 72% of students were students of color, 52% were female, 48% were male, 55% were low income, 22% were English Language Learners and 36% came from non-English speaking households. Total population of students between the 2014-15 and 2017-18 school years has increased in most districts except Tukwila and Enumclaw, which saw declines in student populations.

South King County students are also experiencing homelessness and poverty. Overall, 4% of all students in the region during the 2017-18 school year were experiencing homelessness, up from 2% in 2010. There is a racial disproportionality among students experiencing homelessness: 1 in 10 or 10% of all Black/African American students across the region during the 2017-18 were experiencing homelessness compared to only 2% of White students. Between the 2014-15 and 2017-18 school years, the percentage of the student population across school districts enrolled in free/reduced lunch has decreased slightly.

Preparing young people for the workforce is essential and many South King County youth are underprepared. Across all of South King County, 60% of all High School Graduates enrolled directly into a 2- or 4-year postsecondary institution after graduating in 2017. Of those High School Graduates who graduated in 2012, 40% have completed a 2- or 4-year postsecondary degree by age 24 or 6 years after high school graduation. The Center on Education and the Workforce released a report in 2013 citing that by 2020, 70% of jobs in Washington State and 65% nationwide will require a postsecondary education.

Table 7: Diversity across South King County School Districts

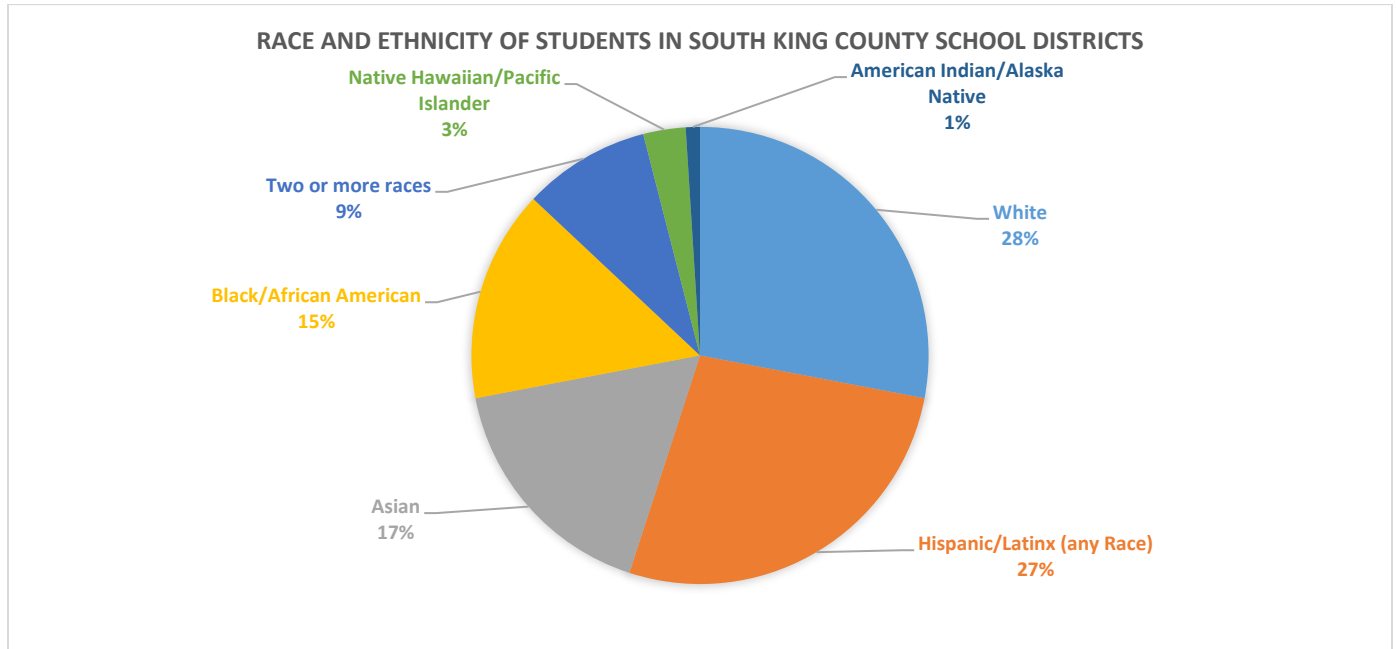


Table 8: School District Statistics 2014-15 vs 2017-18

District Name	2014-15 School Year			2017-18 School Year			% Change in Total Students
	Students	Free/Reduced Enrollment	Drop Out	Students	Free/Reduced Enrollment	Drop Out	
Auburn	15,481	53.40%	13.00%	17,087	48.20%	13.10%	10%
Enumclaw	4,516	32.10%	10.20%	4,141	28.12%	8.55%	-8%
Federal Way	22,259	60.10%	12.10%	23,635	57.32%	8.79%	6%
Highline	19,431	69.10%	16.20%	19,966	66.97%	10.06%	3%
Kent	27,448	50.40%	16.90%	27,877	48.21%	9.50%	2%
Renton	15,754	52.70%	9.80%	16,316	46.52%	14.75%	4%
Tahoma	8,041	12.80%	4.70%	8,558	10.67%	7.99%	6%
Tukwila	3,182	75.00%	18.90%	3,062	67.30%	9.43%	-4%
Vashon Island	1,499	20.30%	2.40%	1,617	19.26%	5.19%	8%
Washington	1,059,298	45.60%	11.60%	1,120,340	42.33%	11.16%	6%

Sources: OSPI

Table 9: High School Graduates Enrolling and Completing College Degree Programs

	% of ALL High School Graduates who enrolled directly into a 2 or 4 year postsecondary institution after graduating in 2017	% of ALL High School Graduates from the graduating class of 2012 who completed a 2 or 4 year postsecondary degree by age 24 (or 6 years after high school graduation)
Auburn	57%	38%
Federal Way	56%	40%
Highline	53%	33%
Kent	61%	47%
Renton	58%	38%
Tukwila	56%	33%
South Seattle	73%	43%
All South King County Districts	60%	40%

Source: Community Center for Education Results (CCER)

Economic Opportunities and Housing Affordability

While the unemployment situation has improved over the last three years, South King County cities on average having higher unemployment rates than Seattle and the rest of King County. In 2016 unemployment rates in the region ranged from 3.6% (Seattle) to 4.5% (Des Moines and Kent). As the table below indicates, unemployment rates now range from 2.8% (Seattle) to 3.8% (Auburn and SeaTac). Despite historically low unemployment rates, poverty continues to hold steady.

Future job projections are not forecasting an increase in middle income, living wage employment opportunities. According to the National Employment Law Project, middle-wage jobs made up 60% of job losses during the 2007-2010 economic downturn, but only contributed to 22% of job growth during the recovery. During the same period, low-wage jobs made up only 21% of job losses during the downturn, but contributed to 58% of job growth during the recovery. The recovery added more low-wage jobs and did not replace many middle-income jobs. Growth in low-skill, low-wage jobs do not equip people with the tools to exit poverty and high-skill, high wage jobs are not accessible to those experiencing poverty since many lack the necessary education, skills and training for these jobs.

Living wage employment helps people exit poverty, meet their basic needs and lead to thriving, healthy communities. More jobs and lower unemployment does not always mean less poverty and less hardship experienced by individuals and families. Researchers in 2013 predicted that economic forces “suggest that poverty in the suburbs will remain a long-standing challenge for regions across the country, even as the worst effects of the Great Recession subside” (Berube & Kneebone, 2013, p. 44). This prediction seems to have come true. Unemployment has decreased, but poverty rates remain consistent.

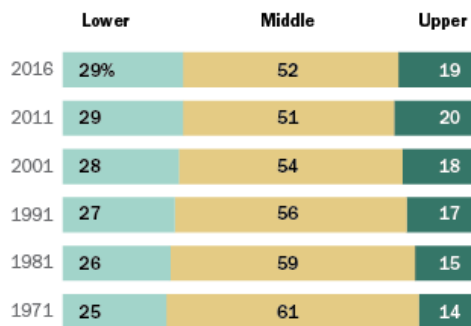
The graph in Table 10 is a nationwide illustration of an increase in low-income households, a decline in middle-income households and an increase in upper-income households: a reflection of a growing income divide. A 2016 Pew Research Center analysis found that the wealth gap between upper-income families and lower- and middle-income families were at the highest levels ever recorded. In 1970, Pew Research Center found that median income for upper-income households were 2.2 times that of middle-income households and 6.3 times that of lower-income households. In 2016, those income ratios increased to 2.4 and 7.3.

With regard to housing affordability, 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- and moderate-income families and individuals. Median rents have increased in each of the communities in South King County. Between 2016 and 2019 these increases range from 14% to 38%, representing a monthly increase in rent of \$182 to \$443, respectively. The cost burden of housing is resulting in families struggling to pay rent. In most of South King County, more than half of renters are paying 30% or more of their income on housing costs; as high as 60% of renters and as low as 41%. On average, one in four homeowners are paying more than 30% of their income on housing costs.

Table 10: Declining Middle-Class Nationwide

Share of adults living in middle-income households is unchanged since 2011

% of adults in each income tier



Note: Adults are assigned to income tiers based on their size-adjusted household income. For 1971 to 2011, incomes refer to earnings in the calendar year prior to the survey year. For 2016, incomes refer to the 2015-16 calendar years. Source: Pew Research Center analysis of 1971, 1981, 1991, 2001 and 2011 Current Population Survey Annual Social and Economic Supplements and 2016 American Community Survey (IPUMS).

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Table 11: Housing Affordability and Unemployment Rates

City Name	Median Rent 2016	Median Rent 2019	% Increase in Rents from 2016-2019	% of Renters Paying more than 30% on Housing Costs	% Owners Paying more than 30% on Housing Costs	Unemployment Rate
Algona	\$1,481	\$1,714	16%	56%	41%	
Auburn	\$1,224	\$1,445	18%	50%	28%	3.8%
Black Diamond		\$1,466		45%	33%	
Burien	\$1,267	\$1,532	21%	53%	31%	3.6%
Covington	\$1,482	\$1,698	15%	49%	24%	
Des Moines	\$1,275	\$1,471	15%	50%	26%	3.6%
Enumclaw	\$1,123	\$1,405	25%	46%	30%	
Federal Way	\$1,267	\$1,449	14%	54%	28%	3.7%
Kent	\$1,300	\$1,492	15%	57%	27%	3.5%
Maple Valley	\$1,437	\$1,677	17%	41%	25%	3.1%
Normandy Park	\$1,175	\$1,618	38%	46%	22%	
Renton	\$1,535	\$1,760	15%	50%	27%	3.2%
SeaTac	\$1,226	\$1,471	20%	61%	29%	3.8%
Tukwila	\$1,156	\$1,463	27%	60%	26%	
Seattle	\$1,758	\$2,122	21%	45%	26%	2.8%
King County	\$1,354	\$1,555	15%	46%	26%	3.0%

Sources: Median Rent (cities): rentcafe.com last updated October 2019

Median rent (King County): 2017 and 2015 American Community Survey 1-Year Estimates, Table DP04

% of income for housing costs: 2013-2017 American Community Survey 5-Year Estimates, Table DP04

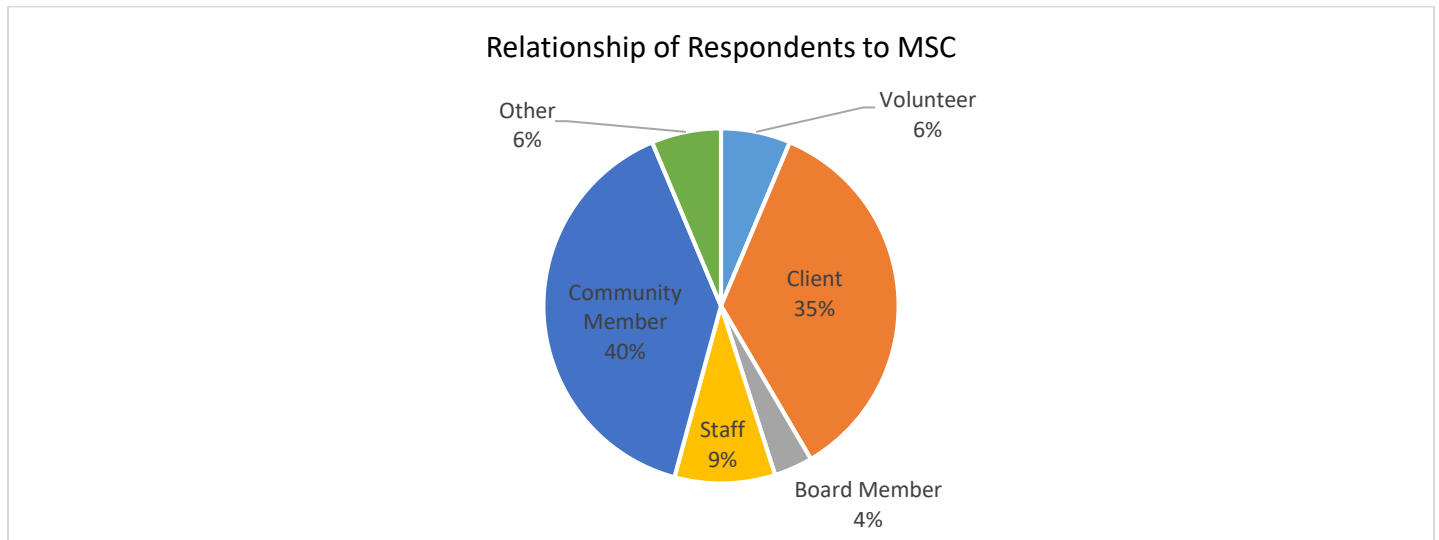
Unemployment: Bureau of Labor Statistics, Labor Force Statistics from the Current Population Survey for August 2019, Not Seasonally Adjusted

Summary of Survey and Focus Group Results

Community Needs Survey

MSC conducted a community needs survey that in 2019 between September and October that was available via Survey Monkey online and paper surveys provided at MSC offices in Burien, Kent and Federal Way and available on MSC’s website and social media. Respondents included customers, community members, partners, funders, staff, volunteers and board members. Of the respondents who indicated their relationship with MSC, 41% were community members, 32% were past or current MSC customers, 13% were MSC staff or Board members, 7% were volunteers (other than Board members), and 7% indicated “Other” (i.e. government agency, funder, elected official).

Table 12: Relationship to MSC (Check All that Apply)



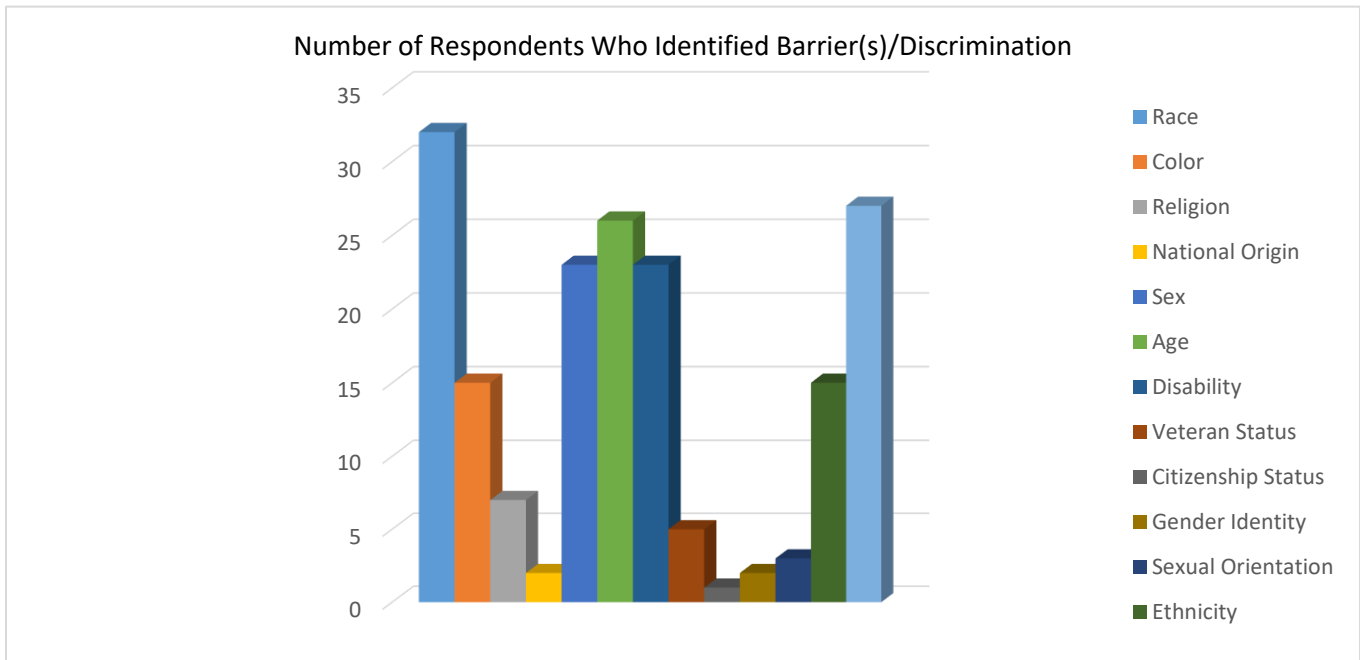
On page 2 of this report, two data tables illustrate the top five community issues for all respondents. Table 1 includes the top five issues based on the total number of votes per issue. The top three issues were the same for all surveys and for customer surveys: housing affordability, homelessness and alcohol/drug/gambling abuse. Table 2 shows the top five community issues for all respondents and for customers based on how votes for issues were ranked in importance. The top responses included alcohol/drug/gambling abuse, homelessness, housing affordability, barriers to citizenship, domestic violence, and barriers to transportation.

Respondents were asked to select two of their top five issues to look at in more detail, providing feedback and insights on the cause of these community issues and providing possible solutions. Detailed comments are provided in Appendix 2.

A section of the survey asks respondents to identify if they have experienced barriers or discrimination due to protected class or status that they had faced in the community and the frequency of these barriers. Respondents were able to select multiple options for this question. For example, a respondent could select that they have experienced discrimination due to race as well as disability. This question received feedback from 91 respondents, identifying 181 categories of discrimination. On average, each respondent identified about two areas of discrimination they faced based on the categories listed. Based on the total of 181 responses, 18% reported these barriers were due to race, 14% reported age, 13% reported sex, 13% reported disability, 8% reported color, 8% ethnicity, 4% religion, 3% veteran status, 1.5% sexual orientation, 1% national origin, 1%

gender identity, and 0.5% citizenship status. A large percentage identified other reasons for facing barriers and discrimination in the community, 30% reported these barriers were due to other factors. Responses under other included, poverty, being low income, eviction history, weight, not speaking fluent English, and trauma. Approximately half of responses said that they did not face any barriers or discrimination. Of the respondents reporting how frequently this occurs, 30.5% reported often or always experiencing barriers and discrimination, 39% reported sometimes, and 30.5% reported that they do not experience these barriers. Responses are included in Appendix 3.

Table 13: Have you experienced barriers in your community due to any of the following?



The survey also asked former or current customers to identify one or more service(s) that they have received from MSC. The results are below. The vast majority reporting utilizing the energy assistance program, food and clothing bank services, and housing services.

Table 14: Number of Survey Respondents Who have Received a Service at MSC

Education	2
Employment	5
Energy Assistance	49
Food & Clothing Bank	29
Housing	18
Long-Term Care Ombudsman	1
Youth Services	1

Of all those who responded to MSC’s Community Needs Survey, 74% identified as female, 25% identified as male, and 1% identified as non-confirming/non-binary. In addition, when asked about ethnicity, of those who responded 6% identified as Hispanic/Latinx, 83% identified as non-Hispanic/Latinx, and 11% other (for example, some responses included a comment such as “Samoan”, “Mixed”, “Asian”, etc.). When asked about race, 58%

identified as White, 23% Black/African American/African, 6% Other, 5% Asian/Asian American, 5% Native American/Alaska Native, 3% Native Hawaiian/Pacific Islander.

Youth Focus Group

An outside consultant, who is connected to youth work in the community, conducted the youth focus group. The focus group consisted of 18 youth participants: 44.5% Pacific Islander, 33.5% African American/Black, 11% African, and 11%, Multiracial; all male. The top six community concerns that the youth identified are listed below. They selected two community concerns: sexual violence and alcohol/drug/gambling abuse to discuss deeper.

Community Concerns	Causes	Solutions
1. Lack of youth services		
2. Sexual Violence	<ul style="list-style-type: none"> Lack of knowledge – unaware of laws and definition of consent. Peer pressure – They stated they feel pressure from the kids in their schools to have sex, share videos and be sexually explicit to and with young women. 	<ul style="list-style-type: none"> Teach young people about consent. The youth feel they need education around these topics so that they can have a better idea of what is right and what is wrong.
3. Alcohol/Drug/Gambling: The youth cited observing alcohol and drug abuse in their home lives as well as in the community.	<ul style="list-style-type: none"> Poverty Access Grief and loss Peer Pressure Stress 	<ul style="list-style-type: none"> Limit access and make it harder to obtain. Educate youth more on substances and substance abuse. Criminalize it heavier increasing police presence and penalties. Higher wages and better jobs so people don't turn to alcohol and drugs to deal with stress, trauma and poverty.
4. Unemployment		
5. Lack of education and training		
6. Multi-Generational Poverty		

The youth identified as experiencing barriers in their communities based on their race, color, religion, sex and age. Race and color were the top two factors in discrimination that the youth experience. One youth stated religion and some stated that due to being male, especially males of color, they were often classified as stupid or having ADHD/ADD simply because they were energetic. They feel like they are not taken seriously or listened to because they are young. Majority of the youth said they always or often experience barriers. The youth said that always face barriers in the community based on the color of their skin or age; that they always have to prove themselves. Five of the youth disclosed having used MSC services such as the food and clothing bank, while the rest were unfamiliar with MSC. The consultant provided feedback to MSC that the survey language did not always relate to the youth or was unfamiliar to them.

Families Experiencing Homelessness Focus Group

A MSC staff person at our family shelter conducted this focus group. MSC's family shelter consists of 15 units. Seven adults from five households participated. The focus group was somewhat informal as participants dropped in to attend over a two-hour period to provide their feedback and insight based on the community

needs survey questions. The top four community concerns were: housing affordability, low pay/low wages, homelessness, and alcohol/drug/gambling abuse.

Community Concerns	Causes	Solutions
1. Housing Affordability	<ul style="list-style-type: none"> • “If housing was affordable, there would be less homelessness.” • High cost of housing coupled with low wages and high cost of living make housing affordability hard • “Every time they raise min. wage, they raise prices on everything else” including gas, food, rent. 	<ul style="list-style-type: none"> • Raise wages in cities where cost of housing and cost of living are high • “Get new politicians, let some regular people run things for a while, not the rich”
2. Low pay/low wages	<ul style="list-style-type: none"> • “Lack of education and training, no work skills” • Not enough help for people wanting to get back to work earning a livable wage • “Cost of living going up rapidly but pay in some areas is very low” 	<ul style="list-style-type: none"> • “More schooling, work training, higher starting wages” • More funding to support education and training • Create more jobs, increase pay rate
3. Homelessness	<ul style="list-style-type: none"> • No affordable housing • Domestic violence • Alcohol and drug abuse • “Lack of education and training to make us able to find jobs that pay wage enough to keep us from returning to homelessness” • “Too many people cannot get the jobs they need that pay enough to dig themselves out of the holes either they themselves have created or that life has dealt them” 	<ul style="list-style-type: none"> • More affordable housing, drug and alcohol counseling • More training and education programs and help to overcome barriers to get into these programs such as driver’s license • “More training programs for people with pasts” • “Programs to help pay off evictions” • More resources • More jobs
4. Alcohol/drug/gambling	<ul style="list-style-type: none"> • Accessibility – alcohol is everywhere 	<ul style="list-style-type: none"> • Restrict the hours when alcohol can be sold

The participants identified as experiencing barriers in their communities based on their race (3 participants), sex (1 participant), age (1 participant) and disability (2 participants). Of the 7 participants, 5 identified as female, 2 identified as male; 2 identified as Samoan, 2 as White, 1 as Native American/Black, 1 as Black/African American, and 1 Hispanic/Latinx. One participant said, “Being bi-racial and a woman of color can sometimes be an issue but rarely.” Two people added comments about their credit history being the greatest barrier that they face. One person wrote, “My greatest barrier so far has been past credit issues affecting my ability to gain and keep stable housing.” For those experiencing homelessness that were surveyed the strongest theme that came through the commentary was the relationship between low pay and low wages, lack of education/training, high costs of living, high cost of housing and the result being lack of housing affordability, rises in homelessness and poor credit.

A Closer Look at the Top Three Issues Impacting South King County

Based on MSC's Community Needs Survey, we will now take a closer look at the top three issues affecting South King County residents: Housing affordability, homelessness and alcohol/drug/gambling abuse. We will then take a look at how these top three issues are impacting certain demographics.

Housing Affordability

Lack of affordable housing and gentrification are driving forces of King County suburban poverty. Housing issues are a major topic of discussion among South King County government officials, social service providers, community members and others leaders. Over the last several decades, poorer residents have relocated to the suburbs in order to find less expensive housing than urban centers can offer. Older and less desirable housing stock have kept South King County housing prices below that of Seattle. Between 2007 and 2010, the average rent in Seattle increased by 7% and the average rent in King County overall increased by 5%. Compare those increases to current day. Between 2016 and 2019, the average rent in Seattle increased by 21% and the average rent in King County overall increased by 15%. During the same period, rent increased by 20% in South King County. Between 2016 and 2019 these increases through the county ranged from 14% to 38%, representing a monthly increase in rent of \$182 to \$443, respectively. The cost burden of housing is resulting in families struggling to pay rent. The general standard is that people should not pay more than 30% of their income in housing costs. In most of South King County, more than half of renters are paying 30% or more of their income on housing costs. On average, one in four homeowners are paying more than 30% of their income on housing costs. According to the National Low-Income Housing Coalition data, someone earning minimum wage in King County would have to work over 90 days a week to afford a market-rate two-bedroom apartment. The correlation between increases in rent and the impact on homelessness will be discussed in the next section.

Economically strong metro areas are often characterized by intentional economic development of the urban center to attract a younger, more educated population with high-wage jobs, often in tech. The unintentional consequence of these economic development strategies is gentrification and displaced lower-income original residents getting pushed out of the city. Researchers Berube and Kneebone used the Seattle-King County area as an example of gentrification, "rising housing prices in redeveloping Central and South Seattle neighborhoods coincided with the outflow of lower-income African Americans into South King County" (p. 49). During the 2000s, South King County's African American population increased by 20,000 residents while the City of Seattle, despite overall population increases, added less than 1,000. This gentrification changed the population of King County's suburbs and disproportionately impacted communities of color and low-income populations. According to a 2015 *Governing's* study, Seattle ranked fourth with regard to the share of eligible tracts that experienced gentrification at 50% in the metro area, meaning half of lower-income Seattle neighborhoods gentrified since 2000. The average rate of eligible tracts gentrifying in the 50 largest cities nationwide was 20% within this timeframe. Gentrification in Seattle is accelerating at a much faster rate than the average metro area and this is not a new phenomenon. Between 1990 and 2000, 40% of eligible tracts experienced gentrification in Seattle, while the average rate of nationwide gentrification during this timeframe was only 8.6%. Seattle-King County's rate of gentrification is significantly above average and its impact must be addressed with regard to regional poverty. As more communities in Seattle-King County experience gentrification, it is important to understand its impact on housing affordability and community demographics.

Many would argue that the housing crisis is not just occurring in South King County but in communities all across America. Affordable housing may be one of the greatest issues of our time. Housing policies affect lower-income households, both urban and suburban alike. Rick Lazio, former US Representative and head of a national law firm that focuses on housing issues said, “we face a silent housing crisis in America, and it is becoming worse each year” (Lazio, 2015, p. 113). Almost 20 million low-income individuals and families spend more than half of their monthly income on housing. Access to affordable housing is an essential basic need for a person’s health, well-being, stability and can determine one’s ability to thrive. An additional 20 million Americans lack access to a good education, jobs, transportation or are living in areas of concentrated poverty. The housing crisis coupled with other barriers make solving poverty a complex equation.

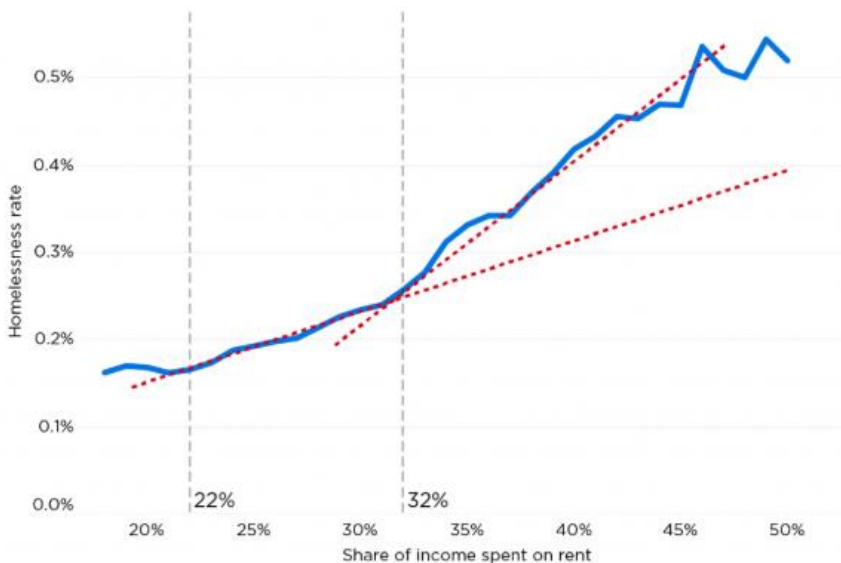
Homelessness

As housing becomes harder to afford, more families and individuals are pushed into homelessness. A 2018 research study concluded that in communities where the median income household spends more than 22% or 32% of their income on rent, the impact is a more rapid increase in homelessness. The table below outlines how homelessness increases when rent affordability reaches 22% and 32%. For example, in an area at 22%, median income households spend 22% of their income on rent. The study found that in late 2018, Seattle area residents were spending 30.8% of their incomes on housing. If the share of income that is spent on housing climbs to 32% or more, the region will experience rapid increases in homelessness. According to the Journal of Urban Affairs, when average apartment rent increases by \$100 per month, homelessness increases by 15% in urban areas and 39% in rural and suburban areas.

Table 15: Homelessness Increases as Rents Increase

Homelessness climbs faster when rent affordability reaches 22% and 32% thresholds

An uptick in rent affordability beyond 22 percent translates into more people experiencing homelessness. Beyond 32 percent means a faster-rising rate of homelessness — which could mean a homelessness crisis, unless there are mitigating factors within a community.



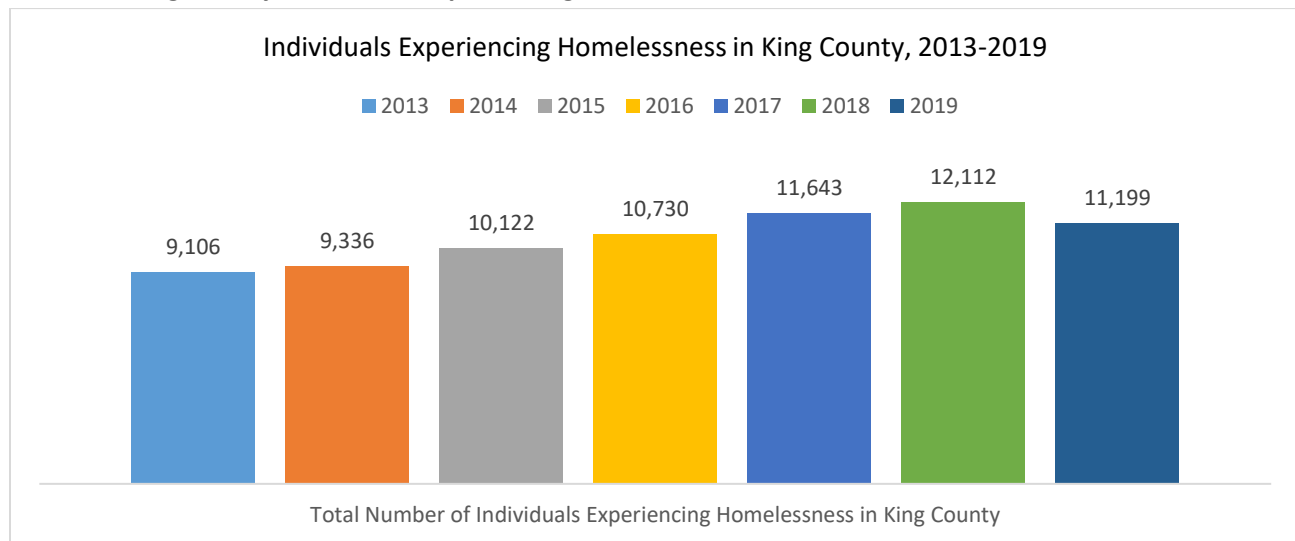
Zillow Economic Research | Source: An analysis by Zillow Research Fellow Chris Glynn of the University of New Hampshire, Thomas Byrne of Boston University and Dennis Culhane of the University of Pennsylvania.

Source: Zillow Economic Research, 2018

The Zillow report also found that U.S. Department of Housing and Urban Development’s (HUD) national figures of how many people experienced homelessness in 2017 is under representative of the true figure. In 2017, HUD reported 546,566 individuals experiencing homelessness in the U.S.; however, new research estimates a much higher figure at 660,996 individuals (20% higher than HUD’s estimate). HUD’s nationwide estimates are based on point-in-time counts in roughly 400 geographic Continuums of Care regions. Point-in-time counts are problematic and likely undercount those experiencing homelessness. The researchers point to several reasons for this: sampling variability, challenges in attempting to count and identify the number of people experiencing homelessness since most counts rely on volunteer canvassers to observe anyone visibly homeless, and each of the 400 regional counts may have different methodologies and strategies. A 2005 study in New York City estimated that approximately 60% of those experiencing homelessness were visible to canvassers; the other 40% were not visible, therefore not counted.

Looking at local King County data, there may be a similar unknown trend of underreporting. According to the 2019 Point in Time count, there were more than 11,199 homeless individuals in King County on January 25, 2019. Of those experiencing homelessness, 47% were unsheltered, living on the street, in a park, tent, vehicle or other place no meant for human habitation and the remaining 53% were in a shelter or transitional housing program. Between 2018 and 2019, the total number of individuals experiencing homelessness decreased by 8% and the portion of those who were unsheltered went from 52% in 2018 to 47% in 2019. The greatest share of the county’s unsheltered population reside in Seattle, nearly 68% of total unsheltered population in King County. 22% of unsheltered individuals reside in South King County, representing 1,149 people.

Table 16: King County Individuals Experiencing Homelessness



Housing an individual with on-site supportive services costs between \$16,000 and \$22,000 per year compared to services provided while that individual is experiencing homelessness such as emergency room visits per year ranging from \$30,000 to \$50,000 or incarceration, which costs approximately \$39,000 per year. 98% of people experiencing homelessness said that they would accept a safe, affordable housing option if offered to them.

Alcohol, Drug, Gambling Abuse

While MSC does not directly provide services to address alcohol, drug and gambling abuse, MSC does strategically align its work and partners with local mental health and substance abuse counseling providers such as Valley Cities Counseling and Consultation, Sound Mental Health and Navos. MSC staff help customers access mental health and treatment services through coordination, referrals, and/or transportation supports.

Many people struggle, with or know someone who struggles with, a substance abuse disorder. Nationally, 1 in 10 Americans over age 12 struggles with a substance abuse disorder; however, only 11% of those who struggle receive treatment. Treatment is expensive and inaccessible to many. Of those who receive treatment, between 40-60% relapse. The road to recovery is challenging and complex. One of those complexities has to do with the relationship between substance abuse disorders and mental health. In the U.S. every year, 1 in 5 adults experience a mental health challenge and 1 in 25 experience a serious mental health challenge. In 2018, of those with a serious mental health challenge only 64% received treatment. Nationally, 9.2 million adults have a substance abuse disorder and experience mental health challenges; 3.2 million adults have a substance abuse disorder and experience serious mental health challenges.

Alcohol and drug related deaths continue to increase in King County and are at an all-time high. According to the 2018 Overdose Death report published by Public Health of Seattle & King County, 415 individuals lost their lives to drugs or alcohol. In 2018, 67% of overdose deaths involved opioids and 54% involved a stimulant. Since 2016, drug and alcohol related deaths in King County have increased by 20%. Since 2017, fentanyl related deaths doubled and methamphetamine deaths increased by 19%. The majority of overdose deaths involve multiple drugs.

Substance abuse disorders are a public health concern and require thoughtful, holistic solutions. A report presented by the United Nations General Assembly Special Session on Drugs was unanimously approved by member states in 2016. The resolution characterized “drug addiction as a complex multifactorial health disorder characterized by chronic and relapsing nature”, is preventable and treatable, and not a reflection of an individual’s moral character or criminal behaviors. This resolution represented a major shift in how substance abuse is viewed by the international community. The report included recommendations such as: working to remove the stigma of substance abuse disorders, addressing the issue as a public health problem instead of a criminal justice issue, implementing evidence-based treatment programs, and supporting research.

How Certain Populations are Affected

This section will look at how persons of color, youth, LGBTQ+, seniors and veterans are impacted by housing affordability and homelessness.

According to the 2019 Seattle King-County Point-in-Time Count, 763 households with children were identified as experiencing homelessness. These 763 households include 2,451 individuals. The majority of families with children were sheltered (97%). The report also notes that it is extremely difficult to count unsheltered families and this is likely an undercount. Youth represent 10% of all individuals counted as experiencing homelessness. The majority (64%) of unaccompanied youth and young adults (82 under the age of 18 and 1,007 between ages 18 and 24) were unsheltered on the night of the count. South King County has a higher portion of children than Seattle and King County overall; therefore, may represent a higher portion of uncounted youth and families.

Homelessness and housing affordability disproportionately impacts people of color. The majority of people experiencing homelessness in 2019 in King County identified as people of color. Black/African Americans represent 6% of the total population in King County, but represent 32% of people experiencing homelessness. Hispanic/Latinx individuals represent 10% of total population, but 15% of people experiencing homelessness. American Indians/Alaska Natives represent less than 1% of total population, but 10% of people experiencing homelessness. In King County, 27% of black households are spending more than 50% of their income on rent compared to 13% of white households.

Homelessness disproportionately impacts people who identify as lesbian, gay, bisexual, transgender, or queer (LGBTQ+). A 2015 survey found that 4.8% of the general population of King County identify as LGBTQ+. In the 2019 Count Us In homeless survey, approximately 21% of people experiencing homelessness identified as LGBTQ+ (7% identified as gay or lesbian, 6% bisexual, 3% pansexual, 2% queer, 1% questioning, 2% other and the remaining 79% identified as straight). Among youth and young adults under age 25 who identify as LGBTQ+ the rates of homelessness are even higher. One in three unaccompanied youth and young adult survey respondents identified as LGBTQ+ compared to 20% of all other survey respondent age groups.

Seniors are also facing housing challenges. During the Count Us In survey in King County, 20% of those experiencing homelessness during the one night count were ages 51+. In addition, a new report released by the National Investment Center for Seniors Housing and Care (NIC) finds that by 2029, 54% of all middle-income seniors will not be able to afford assisted living and out-of-pocket medical expenses.

Representing 7% of the total count of homeless individuals in King County, 830 people identified as veterans, more than half were unsheltered the night of the count. Housing affordability may be a factor. According to a 2019 Zillow report, active-duty military and veteran households in the U.S. are better able to afford housing compared to the average U.S. household. However, this is not true for in a few large metro areas including Seattle-King County where activity-duty households are paying 35.2% of their income on median rent compared to 27.7% of the households.

Addressing Disparities – Poverty through an Equity Lens

King County appears to be a thriving, healthy, vibrant and diverse community that outpaces the nation in every community well-being indicator with a higher life expectancy and higher median household income than the national average. On the surface, King County is thriving, but if you break down the data by race and place, significant portions of our community are being left behind.

A 2015 King County report entitled *Building Equity and Opportunity* outlined the disparities in the county and concluded that race and place matter with regard to opportunity, health and well-being of residents. The report focuses on demographic data and community well-being indicators such as educational attainments, unemployment rate, median household income, and life expectancy.

The King County report outlines what all community residents need in order to thrive, contribute to society and reach their full potential. These fourteen determinants include: access to affordable, healthy, local food; community and public safety; economic development; family wage jobs and training; access to safe, affordable, quality housing; efficient transportation and quality education. The report also outlines how community inequities impact all residents including higher health care costs, incarceration and lower on-time graduation. As the report states, “we are all better off when all of us are better off.” King County has developed and invested in a variety of community responses to the growing social inequities in the community including expanding access to health service through King County Public Health systems and programs, access to affordable transportation, and the Fresh Bucks program to expand farmers’ markets in South King County and build community awareness of local, healthy foods.

The report reveals startling disparities with regard to average life expectancies, which are highest among Asian and Hispanic/Latino residents at 86 years and lowest among African American/Black at 76 years and Native American/Alaskan Native and Pacific Islander/Native Hawaiian at 75 years. The average life expectancy for King County residents is 81.4 years. The zip code residents live in also reveals a place-based disparity. The average life expectancy of the 20 zip codes with the longest lifespans is 85 years compared to 77 years of the 20 lowest life-expectancy zip codes, many of them in South King County. The figure below summarizes King County’s findings of how race and place impact the lives of its residents. South King County, which consists mainly of highly diverse communities (greater than 40% people of color), is currently below average with regard to quality of life indicators.

Table 17: Race and Place Matters – Quality of Life Indicators Map of King County 2015

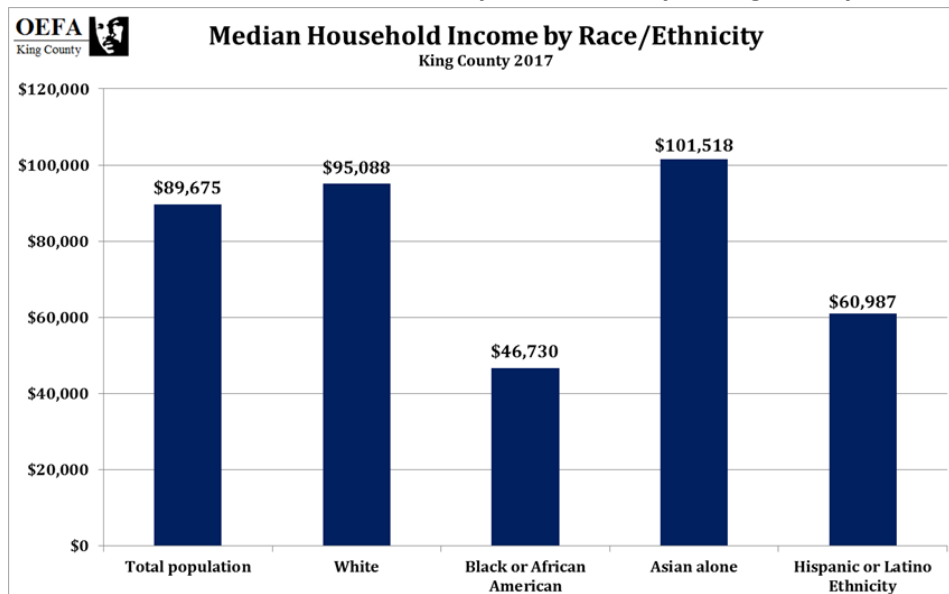


Source: King County, 2015

As for economic factors, on average Black/African American and Hispanic/Latinx individuals experience higher poverty rates and come from households earning less than the median household across King County’s total population. The two tables below illustrate that median Black/African American household income is nearly half of overall median household income and Black/African Americans are more than 2.5 times more likely to live in poverty in King County. The data is clear; people of color do not experience the same quality of life as others.

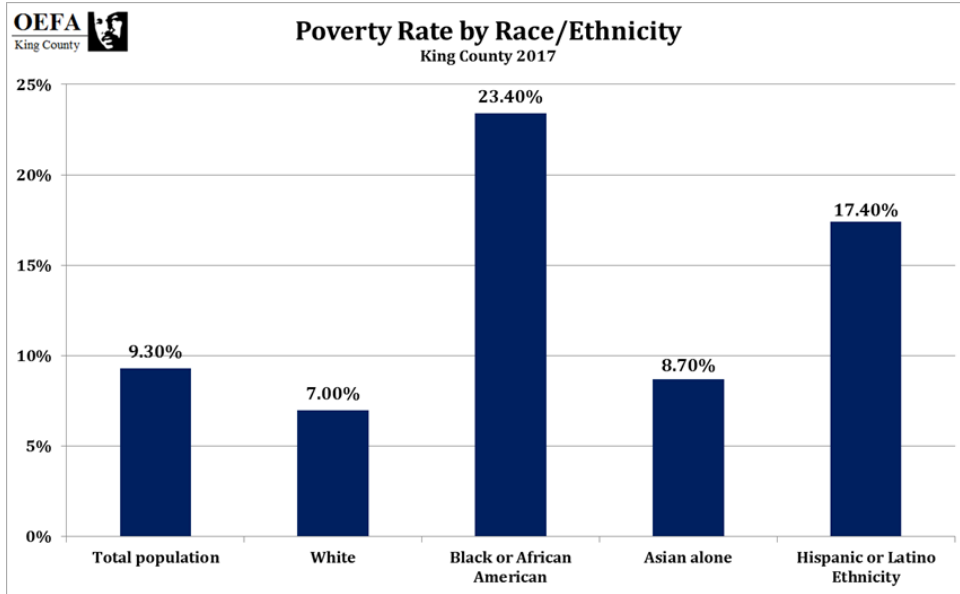
The data indicates suburban poverty in King County, WA, which disproportionately impacts South King County. South King County is also home to a large share of the county’s children, people of color, and Hispanic/Latinx residents. King County poverty disproportionately impacts South King County residents and residents of color. Poverty in South King County has serious implications and substantial impacts on residents and overall community well-being.

Table 18: Median Household Income by Race/Ethnicity in King County 2017



Source: King County

Table 19: Poverty Rate by Race/Ethnicity in King County 2017



Source: King County

Summary of Findings

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. Poverty and homelessness disproportionately impact people of color. LGBTQ+ youth and young adults are especially at-risk of experiencing homelessness compared to the general youth population. Seniors on fixed incomes are experiencing housing and medical cost burdens.

The top social problems identified by the community and customers (as per MSC's Community Needs Assessment Survey results) were Housing Affordability, Homelessness, and Alcohol/Drug/Gambling Abuse. Other key issues were lack of mental/behavioral health services, multi-generational poverty, low pay/low wages, energy costs, domestic violence, barriers to citizenship and barriers to transportation.

MSC'S Strategies for Addressing Community Needs

MSC 2018-19 Annual Report Overview

In Fiscal Year 2018-19, MSC served over 40,000 individuals and over 16,000 households. Of those identifying their race and ethnicity 28% were Black/African-American/African; 27% White; 11% Hispanic; 9% other/multiracial; 9% Middle Eastern; 5% Asian; 3% Pacific Islander; 1% Native American/Alaskan Native and the remainder were unknown, either not disclosed or served by programs who do not ask for this information.

Of the individuals served, 43% were under the age of 21, 41% were between ages 22 and 54, and 16% were ages 55+. Of those reporting education levels, 1 in 3 had some college education or a college degree. Of those reporting gender, 56% identified as female and 44% as male (please note: less than 1% identified as Transgender or Non-Binary).

More than nine in ten (92%) households reported income were extremely low-income (at or below 30% of Area Median Income or AMI—currently no more than \$33,200 per year for a family of four). Area Median Income is a local measurement of the region's income distribution; half of families earn more than the median and half of families earn less than the median. In 2016, extremely low-income households made up 81% of households served by MSC. Between 2016 and 2019, the share of households served by MSC and categorized as extremely low income increased by 10%. Extremely low-income households now make up a greater portion of those served by MSC. These households have greater and more complex needs and struggle to meet their basic needs such as food and housing. Despite this statistic, 37% of households report at least one member of the household as employed and earning a wage. One in 10 households reporting income reported no income from employment or public assistance. In addition, 7% reported experiencing homelessness (a 1% increase since 2016).

Looking to the Future

While low unemployment rates in King County give the appearance of a strong economy, stagnant wages, lack of affordable housing, and rising cost of living have resulted in steady levels of those experiencing poverty in South King County. For our customers, most of whom do not have college degrees or advanced training, living wage employment is out of reach without help. 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. 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.

Affordable housing development:

Looking to the future, MSC will continue to pursue affordable housing opportunities as this is a current and growing need in the region. According to the Housing Development Consortium, the region will need to build 44,000 new affordable homes every five years to address the need for affordable housing. Based on the National Low-Income Housing Coalitions Gap Report, Washington State has only 29 available affordable homes for every 100 low-income renter households. New housing development is not keeping pace with increased demand for housing in the region. In 2016, there were nearly 100,000 new jobs and just over 20,000 new homes. MSC currently owns and operates more than 650 units of affordable housing throughout King and Pierce County. Last year, MSC's affordable senior housing properties housed 292 residents and an additional 672 residents were housed in other affordable housing properties.

Housing Services and Programs:

MSC provides a continuum of housing and homelessness prevention services:

- Temporary shelter for families experiencing homelessness
- Transitional housing for single men in recovery
- Permanent Supportive Housing for veteran households and for single women in recovery
- Coordinated entry intakes for those experiencing homelessness
- Homelessness prevention services through rent and other emergency assistance.

MSC has been providing Family Shelter services to South King County families since 1986. MSC has had families with two parents, single mothers, single fathers, families with grandparents as head of household or in addition to parent(s), and families with adult children. MSC also is the only shelter in the area with a 5-bedroom house that allows it to serve families too large for other shelters in the area. Last year, 33 families and 110 individuals were served through the MSC shelter.

MSC's homelessness prevention services include housing navigation and support services to help families, youth and individuals at risk of homelessness to access the resources needed, either from MSC or by referral, to remain housed and increase their housing stability. Last year, 414 households and 1,198 individuals were provided rent and other emergency assistance.

MSC participates in Coordinated Entry for All (CEA) which provides a centralized intake process for homeless households in King County. CEA was created to ensure that people experiencing homelessness in King County can get help finding stable housing by identifying, evaluating, and connecting them to housing support services and housing resources. In addition, the program supports homelessness prevention through diversion and housing referrals. Last year, MSC's Regional Access Point staff served 382 households and 554 individuals.

MSC's housing programs provide case management and safe housing to homeless households using a strength-based, client led model. MSC staff work with clients to help them develop goals to overcome barriers to stable

housing and, ultimately, self-sufficiency and help them access the resources and tools they need to achieve these goals such as: health care, education, financial education, child care, employment, etc. MSC provides background and credit checks for clients in order to help them make any corrections or changes that could interfere with stable housing. MSC staff also work with clients to ensure they have the necessary documents for housing and other assistance programs (Social Security card, birth certificates, income verification, etc.). The case manager works with clients to access community resources, as appropriate, and provides support to help with housing readiness/stability.

MSC's programs place a strong emphasis on identifying and meeting each customer's unique needs. Research, best practices, and promising practices indicate a combination of education, emergency assistance, crisis prevention, and supportive services are a powerful strategy for preventing further homelessness.

Veterans

MSC provides supportive housing to veterans and their families. MSC's William J Wood Veterans House is a collaborative effort with King County Housing Authority, the Puget Sound Veterans Administration (VA) and Allied Property Management to provide permanent supportive housing with onsite housing, employment, and supportive case management services provided by MSC and the VA. William J Wood Veterans House consists of 44 units for single veterans and veterans with families. In partnership with King County Housing Authority, MSC also provides case management, supportive services and property management to Burien Veterans House, which provides 6 units for single veterans who are transitioning out of housing instability or homelessness into permanent housing.

Food and Clothing Bank

While food and clothing did not make the top list this year in the Community Needs Survey, food and clothing are necessities needed by many families and individuals coming to MSC. Last year, MSC's food and clothing bank served 2,943 unduplicated households and 9,740 individuals. MSC distributed over a million pounds of food to families and individuals in need. MSC's food and clothing bank rely on community volunteers with an estimated 178 volunteer last year providing over 10,000 hours of volunteer service. During the summer of 2019, MSC also provided 6,456 meals and snacks to children throughout the community. MSC recently converted to a grocery store model where customers select items that are culturally relevant and meet their dietary needs while emphasizing nutritious foods such as fresh produce and lean proteins.

MSC is an active participant in the South King County Food Coalition to collaborate in the fight against hunger in our communities. MSC coordinates the Coalition's Transportation Project to pool resources to pick up and distribute food collected from Food Lifeline and Northwest Harvest, two of Washington's largest hunger relief organizations helping access food for food banks in the greater Puget Sound region and beyond.

Education and Employment

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 classes and also collaborates with vocational training programs. MSC operates education and employment programs to address the unique needs of adults and youth. MSC offers multiple youth programs, which provide services including, but not limited to, educational instruction and/or support, employment assistance, job readiness training, post-secondary education coaching, 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.

Last year, 416 students participated in MSC's adult and youth education services; 48% of total students were youth and young adults ages 12 to 24. Through our various employment and job readiness programs, MSC served 170 youth and adults.

Long-Term Care Ombudsman

MSC's Long Term Care Ombudsman Program (LTCOP) addresses the needs of seniors. The LTCOP program advocates on local, state and national levels 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. LTCOP receives, investigates and resolves complaints made by, or on behalf of, elderly or disabled residents of long-term care facilities. Last year, more than 4,401 complaints by residents were investigated on behalf of 2,541 individuals and over 14,000 routine visits were made to more than 3,500 long-term care facilities through the State of Washington. LTCOP is grateful for the 377 volunteers providing over 32,000 hours in the last year to help support residents.

Energy Assistance

MSC's Energy assistance program provides energy bill assistance, energy conservation education, and utility water assistance to households at or below 125% of Federal poverty. Payments are made directly to service providers on behalf of the households. Levels of assistance depends on type of housing, income, household size, and home energy usage. The program is funded through Low Income Home Energy Assistance Program (LIHEAP) and Puget Sound Energy (PSE). Last year, the program served 8,662 households and 24,291 individuals. The program paid a total of \$6.9 million dollars directly to energy vendors on behalf of families to help keep lights on and homes warm. 96% of the households served increased their fuel vendor credit rating because of the benefits paid.

Sustainability

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, 93 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.

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Appendix 1: Community Resources

MSC 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 is a list of many of the partners providing programs and services for those in need in South King County.

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 Day Center

Federal Way Youth Action Team

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, etc.
 Kent Hope – Day Center and Overnight Shelter for Women and Children, Meal Program, Emergency Funds
 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

Vision Housing – Housing for Families

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

*South King County has three regional medical centers and two hospitals, four of which are part of two large not-for-profit health corporations.

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.

Alcohol/Drug/Gambling Abuse

Cause	Solution
Access to drugs and the acceptance of the crimes that come along with it.	More funding for programs
Addiction not being taken seriously. A lot of talk and feigned outrage without action.	Education, punishment
Addiction, mental health issues, failure to support law enforcement and enforce penalties for crimes.	Tougher laws on drugs
Availability of drugs and decriminalization of drug dealing and drug use. Harm reduction strategies combined with tossing the judicial system aside.	More rehab support
Drug abuse leads to loss of job, loss of family, loss of home which then leads to stealing/other crimes - with little consequence	More drug treatment centers
Nothing for teens to do around here	Jail, rehab, anything but allowing it to continue
Drug addiction presents a serious problem to the community as it has a direct nexus to significant number of violent and property crimes.	Better resources for those that want it and jail time for those who use drugs and commit crimes.
Lack of resources and funding.	More detox beds, longer treatment facility. MANDATED and follow thru treatment. Follow thru on Laws that protect our homes and lives.
Drugs is a huge part of what is effecting the community. My clients are all using and now I am seeing signs that their middle school and high school kids are starting to use.	Quit making it so easy for these drug addicts to get and use drugs. Make it so uncomfortable that they want to get help or get out.
Homelessness and unemployment are the main causes. When people lose their job or home, they seek other vices. These vices are usually drugs and alcohol.	If person is living on the streets/homeless, offer treatment. If rejected, tell them they must leave the city within 72 hours or they will be arrested. Need alcohol/drug addiction treatment in jails. Prosecute drug dealers. Start prosecuting drug users.
Limited access to good detox programs	More drug/alcohol rehabs available, mandatory to go to rehab if caught doing drugs.
People suffering and hurting for lack of hope	There needs to be strict enforcement of drug and other laws coupled with ready and immediate availability of drug treatment and mental health programs. The drug addicted and mentally ill homeless population needs to be treated with compassion. Enabling their behavior is not compassionate.
Not doing enough to stop the heroine.	The community to support the clients in the area and not just looking down at them. So educating the community that we serve.
Mental health and homelessness	There needs to be more employment for those with minimal education backgrounds. By doing this they can better support themselves or their families.
Lack of mandatory treatment. Not prosecuting drug dealers. Cost of treatment centers. Poor treatment results, people return to alcohol and drugs over and over again.	Provide treatment on demand and hold criminals accountable by maximum sentence combined with services such as counseling and short term medical assisted treatment. Tough love instead of being so permissive and normalizing.

Barriers to Citizenship

Cause	Solution
Due to so many foreign residents being deported back to other countries, many feel in fear of even attempting to obtain or renew citizenship.	Stop arresting and deporting people who go are trying to pay for or renew their citizenship. Families' lives are being destroyed because of this insensitive and corrupt way of deporting.

Barriers to Transportation

Cause	Solution
There are transportation deserts with no public transit options that force people to drive vehicles. Parking garages at transit stations are full all the time forcing folks to drive their cars.	More transportation and funding.
Lack of money for vehicle - lack of knowledge/ confidence for testing/ lack of money for fees (Suspension, re instate costs), lack of funds or employment due to lack of transportation.	Creating a program or partnership.
Not enough routes	More buses and bus routes.
Lack of investment in transport.	More funding
Lack of mass transit system.	More mass transit that is easier to use.

Childcare Affordability

Cause	Solution
The main cause is the lack of support for female veterans. Most female veterans are single mothers and if they are receiving disability income. It is counted towards 'unearned' income through DSHS (childcare assistance program). I had to quit my job because I was unable to make ends meet due to the childcare cost of \$2,535/month (average) plus rent of \$1790/month (without utilities).	Solution 1) Do not count VA disability income for DSHS childcare purposes. 2) Count VA Disability towards child support. Without child support, female veterans who have children with other veterans are left with a financial burden. You can't count one as income for subsidy purposes and not allow the other.
Daycare too expensive	Free or subsidized childcare
Wage gap between the wealthy and working class.	Government funded daycare for the average income family, not just for under poverty level AND free preschool.
Childcare costs way too much to help have other work options	Lower childcare costs
	State of WA should create tax incentives for employers to provide low- or no-cost childcare. Free or subsidized childcare

Domestic Violence

Cause	Solution
No one cares.	Have more outreach programs for D.V.
Lack of resources	More resources that are in-person

Lack of education for young men and women on this issue, and safe shelters for abused women and children with programs to get out of the cycle of abuse. There are so many domestic violence victims that come into our office each day. Main causes that is hard to say. It can be for so many reasons.	Education for young men and women on this issue, and safe shelters for abused women and children with programs to get out of the cycle of abuse
Lack of training, knowledge and education.	<p>Training of law enforcement in being able to address DV of individuals regardless of their gender, race, employment status or that of the significant other.</p> <p>Combine mental health, substance abuse and law enforcement agencies to work/COMMUNICATE together to address the issues and provide significant training to all sides on best practice interventions.</p>

Energy Costs

Cause	Solution
Corporate greed	Less profits for companies

Homelessness/Housing Affordability

Cause	Solution
Housing affordability, lack of education and training to make us able to find jobs that pay a wage high enough to keep us from returning to homelessness.	The statewide min wage is higher as well as the cost of living due to (I believe) living near a major city and extras like public transportation. Lower housing rental rates would help in a city where everything in general is more expensive.
No affordable housing, alcohol and drug abuse, DV	Raise wages in cities where housing is higher, affordable housing will cut down on homelessness as well as state funded program use.
Lack of free or affordable housing	Having more training and education programs available and more available to help to overcome barriers to enter these programs i.e. driver's license, etc.
Not enough support services	More affordable housing, drug and alcohol counseling, awareness on subjects
Housing not being affordable	The government should raise taxes to better provide
No affordable rent	More low income apartment complexes, transitional housing
Unemployment & skills	Make more communities and spaces for homeless
Mental health and affordable housing	Tiny villages and advocacy to assist in getting mental health care
Lack of jobs and job experience	More help in job training and placement
Lack of affordable housing for low income families	I believe that we need better means for addicts to get into treatment.
Inadequate recourses available, addiction and mental health of course, cost of living and wages, families separating therefore unable to provide	I think we have to address most barriers housing alone is not the solution, rent cap, low wages, affordable housing, drug treatment, etc.
Substance abuse, mental health problems, lack of education for decent job, low wages	Affordable housing and better job
1. Drug and alcohol abuse 2. Lack of sufficient services to keep people housed who are on the edge. 3. Not achieving the education level needed for today's jobs.	Rent control. It has happened in California and now is just taking off in Oregon. Rent control allows owners to raise rent once per year and at a certain percentage rate. Currently Landlords can raise rent as much and as often as they chose here in Washington.

I think it has to do with drugs, affordability and access to community resources	More permanent supportive housing.
I do believe all of the concerns are interconnected and can lead to homelessness. With social and human service benefits being actively cut there becomes a build up of issues that stem from our community members not being able to support their basic needs.	More funding
Generational poverty Cost of Housing Low wages Mental health issues	We need to make sure we are continuing to lobby at a state level to strengthen the basic health, food, and living supports that can protect community members from falling in to difficult living situations.

Hunger

Cause	Solution
Unemployment/low pay/lack of personal initiative/ignorance about available food resources	Tax the wealthy
food stamp cuts	Have people getting food do community service
Jobs not hiring	We have to address the corruption. Better management of tax money. Too many government jobs, paying way more than others do similar work in the community, with little to no accountability. We need to stop over taxing the "lower" and "middle" class.
Rising housing costs, rising medical and prescription costs, wage gaps.	It needs to be brought forward as a legitimate public health issue to reduce stigma and assess full range of issue.
The issue is hidden behind embarrassment and shame in many cases and people are not seeking adequate services for this issue.	Meals to take home from school, a backpack program.
Those who are in the low income bracket may need to chose to pay rent, purchase food or medication. It is a trade off that is not sustainable or healthy.	Free transportation to food banks, free meal distribution and food delivery to those who experience food scarcity.
Food deserts, hunger relief programs, conventional healthcare & food industry all focus on calories rather than nutrition. People are hungry, yes, but they are also severely nutrient deplete - this contributes to mental and physical health issues, which feed into other concerns on your list.	Calorie laden/processed foods that are not nutrient rich should not be the focus in schools, healthcare settings, food banks and other hunger-relief settings.
Lack of accessibility to SNAP, food programs. Lack of easily accessible public transportation to variety of discount grocery and other discount stores for seniors who do not qualify for Access and are not comfortable with bus transfers. The \$1 reduced bus fare is a barrier for extremely-low income seniors e.g. only income is ABD Program \$197 monthly	Pay for all school lunches
It's interrelated to other problems. But emergency meals need to be available. Your food bank helps a lot with this. It appears some people don't know it's available to them.	More affordable shopping options on transportation hubs. More use of EBT in farmers markets.

Impacts of criminal justice system

Cause	Solution
School to prison pipeline -- youth are falling through the cracks at school and not being supported in the community so they lack options once they graduate or drop out and must make choices that can lead to justice system	Change laws regarding working and living with a felony

involvement. Once they have a record they have a nearly impossible time getting a good job and finding housing.	
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Lack of Access to Adequate Healthcare/Lack of Mental and Behavioral Health Services

Cause	Solution
Lack of education on getting access and high costs. Not enough treatment centers and also not advancing on technology ie tele-health and preventative care.	Create financial incentives for education and preventative health for ALL people. Also coordinate this with physical, mental, financial health. It is holistic vs. segmented.
A lot homeless people turning to drugs/or in streets because of mental state	Maybe free rehab for homeless
Cost of medical insurance	Make medical services free
Lack of community understanding and not enough mental health professionals to help	Bring together mental health professionals and organize volunteers to assist in the screening and advocating for those in need.
The medical bills are very expensive	Lower costs
Lack of treatment hospitals/centers for mental/behavioral health.	Need to be able to involuntary commit a person to a facility for evaluation and necessary treatment. If treatment is medication, being homeless without follow-on support will result in discontinuing taking the meds.
Lack of Mental Health Services. There should be more support groups for people who have gone through traumatic events.	Group therapy for all especially seniors.
Insurance companies and how they write insurance policies and what their payout is. How often a client can be seen and how many visits within a year individuals have within their policies.	A real affordable health plan. The USA is the only country that does not have public affordable health care for all its' citizens. Follow some of the guidelines that other countries have already implemented in their health care for all citizens.
Personally, I have sought mental health services many times with no solution. Counselors treated me like a number and don't listen to me.	Mental health care providers need to be more in touch, as well as the MDs.
Reduced funding, stigma, lack of education on mental illness, judicial system that doesn't support mental health issues appropriately.	More funding for mental health services and programs including in the judicial system, and for housing solutions for people with these issues
Ineffective treatment for mental and behavioral issues.	More treatment options other than traditional treatment and prescription assignments. Less medication and more reflection, accountability and ownership of one's self.
Stigma & drug abuse to self-medicate	More Mental Health Facilities

Lack of Education and Training

Cause	Solution
Need more assistance with schooling to get affordable career/job	Help with funding schooling
The education system is too focused on preparing students for college and not preparing them for being able to earn a living. In our community at best 50% go to college.	Revise the school curriculum to include trade and non-college business end goals combined with apprentice programs where a student can earn a wage as they work toward becoming a journeyman.
Not enough emphasis in public schools on career pathways that are not college bound and connecting kids early on to those pathways as opportunities for personal success, and independence.	Investing in more programs that connect kids directly to real work opportunities
Lack of education and/ or training. Isolation and biases between all ethnic and education groups	Friendly opportunities in casual settings for groups to explore their interest and needs. They might include learning about the library, getting a GED, finding groups

	who will share their knowledge of a skill or craft. Exploring a path to ie: register to vote, budgeting for a home purchase, most importantly involve the community as presenters and facilitators. Thereby raising their self-esteem and reinforcing that every person in our city has value and needs respect.
Not enough training programs offered in various fields	Partnership with community colleges for short-term certifications - More support in GED. A program that is focused solely on Education other than GED
Lack of funds for higher education to get living wage jobs.	Free tuition for community colleges or trade schools

Lack of Youth Services:

Cause	Solution
When we think about some of our highest risk youth we need to remember that violence and crime affect a community's economic health. There is no one-size-fits-all approach to preventing youth violence. However, communities can help reduce youth violence by developing a city- or county-wide strategy that combines prevention, intervention, treatment, and re-entry strategies. Prevention is notoriously not funded. We need funding to follow need and address the spectrum of needs at the community level.	Youth programs have enormous potential to create social change for individuals, families and communities. We need to 1) connect efforts to qualitative outcomes, and 2) make sure the youths themselves are engaged and involved in the all facets of youth services including the valuation process Government agencies, community organizations, schools, and other community members must work together in a comprehensive approach to have the most positive impact on adolescent health and wellbeing. Providing safe and nurturing environments for our youth that are community based and community driven can help ensure that adolescents will be healthy and productive members of society.
Not enough places for youth to spend quality time outside of schools	Create more after school programs and organizations and places for them to attend
Lack of youth services, specifically culturally relevant youth programs that address re-entry and re-engagement, mental health, overcoming ACEs, education supports, and low cost after school programming. Archaic policies that prohibit credible messengers from participating in schools, insufficient funding to support culturally relevant youth programs, and youth serving organizations not being proactive in promoting their diverse workforce to higher positions so they can participate in hiring efforts.	Proactively working with school districts to enable credible messengers to provide services in school to youth, proactively seeking persons of color and those from the LGBTQ community to provide mental health services to youth in schools and in the community; youth serving organizations partnering with culturally appropriate individuals to provide services to youth; diversity plans with clear implementation steps to achieving equity in hiring and promotional opportunities for employees of marginalized communities (LGBTQ, persons of color, immigrants, limited English speaking persons, single parents, etc.)
Not enough financial resources available to organizations to distribute equitable among the most vulnerable in the community.	Visit schools and find students that would be able to be a part of a community engagement roundtable to be able to discuss the same questions. We need all the input we can get from the people that suffer it the most.
If we don't find more programming that keeps youth in activities then we are going to lose them to the streets	Try and find more partners that are engaging youth in other ways
	Having more events and social gatherings for youth to engage in.
	More safe places for youth. Mentor programs and trade school options in high school.
	Culturally competent youth services for students of color specifically. Increase of LatinX population, lack of services and cultural competency and racial equity focus in the school system.

	Funding for CBOs to work in the schools and in the community.
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Multi-Generational Poverty

Cause	Solution
Our society is making it harder and hard to lift yourself back up after getting in a bad spot. For example, I screwed up my bank account when I was 19 and I still cannot get a bank account due to poor credit.	More programs that cut thru the red tape to these barriers that actually do what they say.
Lack of education, no tools on how to break cycle	Having access and mentorship for all ages
Lack of knowledge, credit understanding and lack of enterprising.	Classes, resources, etc.

Low Pay/Low Wages and Unemployment

Cause	Solution
Low wage jobs in a state where the cost of living is extremely high	Raise wages in cities where housing is higher, affordable housing will cut down on homelessness as well as state funded program use.
I am over 50 years of age. No one wants to hire me and pay for my experience and knowledge. I am being referred to jobs that are lower and lower on the social scale, very stressful, low pay and part-time or temporary.	Job fairs for seniors where they interview and hire you on-site. All of the online applications are a waste of time.
Low salaries and greed.	Lower the cost of living or increase min. wage to \$18 statewide, which is still not enough but would help.
Because of living is going up rapidly but the pay in some areas is very low.	Create more jobs. Increase the pay rate.
Low wages and high living costs especially high housing cost	Pay better wages, raise minimum wage quicker

Lack of Personal Safety/Crime

Cause	Solution
Drug use and nothing for teens to do around here	Other safe environments for our youth to hang out so they are not out on the streets
Drug abuse. Lack of treatment. Lack of coordinated effort.	More detox beds, longer treatment facility. MANDATED and follow thru treatment. Follow thru on Laws that protect our homes and lives.
No consequences to those committing crimes.	Charge, prosecute, punish. Jail time, community service-something that actually benefits the community-clean up tagging, litter, etc.
Gang activity, lack of youth services and education	Empower police to enforce codes/take a hard stand against crime, youth services and education to keep kids away from gangs. Holding parents responsible for their children
Immigrants feeling unsafe.	More sensitive locations and messaging to community members.

Money Management

Cause	Solution
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Lack of personal budget knowledge. Not understanding how credit and rental history impact housing, living and transportation options. High interest rates, over-extending credit, impulse purchasing and lack of budget understanding.	Financial training and counseling.
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Appendix 3: Survey Comments on Barriers/Discrimination

Q: Have you experienced barriers in your community?
Poverty
Jobs
Eviction
Background/Income
Gentrification (cost of living)
No, I'm fortunate to not have experienced any of these
Income requirements for housing.
Communication - No English
Weight
Greed and corruption of politicians
Lack of income
Q: Please take a moment to describe one or more of the barriers you face.
Disability is the main concern because for example my wife is disabled, blind, etc. that make everything difficult.
A big barrier is lack of funds. No jobs for moms with children or toddlers unless it's online and computers are expensive.
My greatest barrier so far has been past credit issues affecting my ability to gain and keep stable housing because of credit inquiries.
It is hard to obtain affordable housing especially when have bad credit and because most if not all homeless people are homeless due to not being able to afford to pay their bills. Then like myself they get denied when they try to apply for housing due to bad credit.
Being bi racial, woman of color can sometimes be an issue, but rarely.
Discrimination within the education system. Lack of know your rights training within the community and overall lack of understanding of the community that is being served in South King County.
Navigating within "white" institutional systems.
Great difficulty finding/maintaining employment. Severely depressed/no energy
Being black in Washington, people deal with you based on personal bias
Sex: The majority of DSHS Child Care subsidy recipients are female. Child support is not awarded to women who were married to disabled veterans males. The law allows this.
Finding employment with the color of my skin and being taken seriously
Jobs are hard to come by with a mental disability (epilepsy)
I had migraine headaches for many years yet could not get social security
I am not old enough for senior housing and in an emergency shelter
Paying Bills
Availability of affordable groceries delivered, because of disability
Certain jobs have perfect hours but they seem to only hire within their race
I am a black male, who lives in a low-income community. I've been profiled against and worry for the safety of my family in our housing community due to ongoing violence by some in the community.
Lack of good, stable, safe childcare
Race
Childcare affordability
People in businesses treat you like you are beneath them.
Not enough money
I am privileged to be able to have assistance in overcoming barriers without assistance
At community meetings if you express faith based programs or solutions, people tend to try and pass you by without looking at the benefits.
I face a lot of denial of getting into a home due to evictions on my record.
My eviction is stopping me from getting place to stay.
Income for new housing/affordable housing
Cost of living

Getting a reliable job
Taking my child to an award dinner for my child at twin lakes country club. It was a school event. The people were extremely rude, telling my husband and kids were gang members. Telling women to watch their purses etc. There were only two black families, ours and another one. The other families were white. The other black family left as did we. Disgusting behavior from so-called adults in front of their kids.
Employment by senior citizens
Been homeless for years now, starting from the age of 16 and now age 24. Still living on the streets whether it is sleeping in the cold or in a car.
Sexism is so ingrained in our culture and we try to navigate it and unfortunately often accept that is just how it is. Women are not safe, we have to be on guard leaving a store, taking a walk, the threat of violence is always there, we aren't paid as much, we're not promoted as easily, it's a different experience/walk through life.
I don't want to shop at local businesses or go to parks or malls in Federal Way because I fear for my safety and don't want to get mugged, raped and or murdered.
Being able to shop at all stores with a mobility scooter.
Ageism
General sexism.
Income equality as a woman
Being a woman in this country brings discrimination and danger
I experience the diminishing and respect due to my age as a senior in the aging population. My opinions are diminished and I am deemed not important.
I am a black woman facing issues that pertain to that fact.
I go on so many interviews and get rejected.
Trying to find affordable housing for disabled persons
My son has a disability as do I. He is often excluded from participation in activities. He has been treated differently at community centers and other places than the treatment of his White peers. My son is Black. His disability is not apparent so the treatment he received in communities centers as we later discovered was the staff making assumptions about him as Black male compared and their phobia of Black males as opposed to their non-fears of my son's White peers.
As a person who has less income, I find that wealthy elite push their policies into my working class community where there are many people who face many barriers. This makes it even more difficult for the lower income communities who are struggling financially and have to bear the burden of crime in their neighborhoods.
Sexism in the workplace.
I have seen how minorities and non-English speaking get second hand services and treatment. The example this president has given to this country towards Non English speaking has not helped at all.
As a woman, especially as a younger woman, I experienced a great deal of disrespect and condescending behavior that has been quite overt. Also as a second generation Italian American, comments often meant in jest about my heritage, have not been received positively.
White Privilege
Income empowers or limits a person's ability. Our schools are doing a poor job of informing students of high-earning income potential in apprenticeship trade programs.
Seeking employment at age 75.
It has been my experience that you get paid less because of your race whether you work at a company with your own kind of race or with mixed races. The company with your own kind of race knows and uses my race to lower the wage because they know the racial discrimination do exist and they also get a free-ride on it.
Mental health residents who need help but aren't able to get the help they need.

Appendix 4: Survey Form (Hard Copy)



MULTI-SERVICE CENTER

2019 COMMUNITY SURVEY

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

1. Please rate what you feel are the **top 5 community concerns** currently affecting South King County residents to live a healthy, safe, thriving life. 1 being most critical, 2 being next most critical, etc.

- | | |
|---|--|
| <input type="checkbox"/> Alcohol/drug/gambling abuse | <input type="checkbox"/> Lack of access to adequate health care |
| <input type="checkbox"/> Barriers to citizenship | <input type="checkbox"/> Lack of education/training |
| <input type="checkbox"/> Barriers to transportation | <input type="checkbox"/> Lack of youth services |
| <input type="checkbox"/> Childcare affordability | <input type="checkbox"/> Limited English skills/language barrier |
| <input type="checkbox"/> Domestic violence | <input type="checkbox"/> Multi-generational poverty |
| <input type="checkbox"/> Elder abuse | <input type="checkbox"/> Low pay/low wages |
| <input type="checkbox"/> Energy costs | <input type="checkbox"/> Lack of mental/behavioral health services |
| <input type="checkbox"/> Homelessness | <input type="checkbox"/> Lack of personal safety/crime |
| <input type="checkbox"/> Housing affordability | <input type="checkbox"/> Money management |
| <input type="checkbox"/> Hunger | <input type="checkbox"/> Sexual violence |
| <input type="checkbox"/> Impacts of criminal justice system | <input type="checkbox"/> Unemployment |
| <input type="checkbox"/> Other Describe _____ | |

2. Please choose ONE of the **community concerns** you marked above and write it below.

3. Tell us what you think are the **main causes** of the community concern you listed in Question 2.

4. Then please share any ideas you have for **solutions** to the issue you listed in Question 2.

5. Please choose ANOTHER of the **community concerns** you marked above and write it below.

6. Tell us what you think are the **main causes** of the community concern you listed in Question 5.

7. Please share any ideas you have for **solutions** to the issue you listed in Question 5.

(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 | <input type="checkbox"/> Ethnicity |

9. If you experience barriers in your community, how frequently do they occur?

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

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

Answering the following demographic questions gives us a more complete picture for our needs assessment.

I am a: (check all that apply)

- | | | |
|--|---|---|
| <input type="checkbox"/> MSC Volunteer | <input type="checkbox"/> MSC Board Member | <input type="checkbox"/> Community Member |
| <input type="checkbox"/> MSC Customer | <input type="checkbox"/> MSC Staff Person | <input type="checkbox"/> Other _____ |

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

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

My gender is:

- Female Male Non-conforming/non-binary Other _____

My ethnicity is:

- Hispanic/Latinx Not Hispanic/Latinx Other _____

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/African | <input type="checkbox"/> White/Caucasian |
| <input type="checkbox"/> Native American/Alaska Native | <input type="checkbox"/> Other _____ |

Thank you for your time and participation!