

**CITY OF MONROE**  
**RESOLUTION NO. 2025-020**

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF MONROE,  
WASHINGTON, ADOPTING THE 2025 SKY VALLEY HUMAN SERVICES  
NEEDS ASSESSMENT TO INFORM POLICY, PROGRAMMING, AND  
FUNDING DECISIONS.

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WHEREAS, the City of Monroe commissioned the 2025 Sky Valley Human Services Needs Assessment to update the region's understanding of resident needs across Monroe, Sultan, Gold Bar, and Index; and

WHEREAS, the 2025 Assessment updates and refreshes findings from the 2021 study, incorporating resident surveys, focus groups, key informant interviews, and secondary data analysis; and

WHEREAS, the Assessment identifies priority human services needs, including affordable housing, mental and behavioral health, health and dental care access, transportation services and safety, affordable childcare, food and nutrition support, substance use disorder treatment and prevention, and employment, educational, and legal services; and

WHEREAS, the report provides recommendations that align with the City's Comprehensive Plan and Homeless Policy Advisory Committee strategies, including expanding affordable housing, improving behavioral health and substance use disorder care, increasing access to medical and dental services, strengthening food and nutrition support, improving transportation and traffic safety, expanding affordable childcare, and providing more educational, vocational, and legal services; and

WHEREAS, this Assessment is intended to guide the City Council, City staff, and the Community Human Services Advisory Board in strategic planning and budgetary decision-making to respond to community needs.

NOW, THEREFORE, THE CITY COUNCIL OF THE CITY OF MONROE,  
WASHINGTON, HEREBY RESOLVES AS FOLLOWS:

Section 1. Adoption of the 2025 Sky Valley Human Services Needs Assessment.  
The City of Monroe hereby adopts the 2025 Sky Valley Human Services Needs Assessment, in the form and content provided in Exhibit A, attached hereto and incorporated herein by this reference as if set forth in full, as a guiding document for human services planning, policy, and funding decisions, including budget proposals, partnership development, and strategic planning efforts.

Section 2. Effective Date. This resolution shall take effect immediately upon adoption.

ADOPTED by the City Council of the City of Monroe, at its regular meeting thereof,  
and APPROVED by the Mayor this 14th day of October, 2025.

Approved: October 14, 2025  
Effective: October 14, 2025

CITY OF MONROE, WASHINGTON

ATTEST:

  
Geoffrey Thomas (Oct 15, 2025 12:18:22 PDT)

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Geoffrey Thomas, Mayor

  
Jodi Wycoff (Oct 15, 2025 13:18:35 PDT)

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Jodi Wycoff, City Clerk

CITY OF MONROE &  
EAST SKYKOMISH VALLEY

# Human Services Needs Assessment

Prepared by:  
Katelyn Harrigan,  
Human Services Consultant

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and Contributors

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# Acknowledgements

The Human Services Division of the City of Monroe would like to thank Mayor Geoffrey Thomas and the Monroe City Council for commissioning this report. Special thanks to the many local service providers, the Community Human Services Advisory Board (CHSAB), and City Administrator Deborah Knight, who contributed their insights for this report.

## **Monroe City Council**

Jason Gamble  
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Kirk Scarboro  
Heather Fulcher  
Tami Beaumont  
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# Executive Summary

The 2025 Sky Valley Human Services Needs Assessment updates the region's understanding of current resident needs across Monroe, Sultan, Gold Bar, and Index. Commissioned by the City of Monroe, the study refreshes the 2021 assessment and is intended to help inform policy, programming, and funding decisions.

This report combines data from relevant secondary sources, a resident survey with 289 responses, 18 key informant interviews from 13 organizations, and six focus groups (Seniors, Youth, Unhoused, Disabled, Hispanic/Latino, and LGBTQ+). Based on the data collected and analyzed for this report, human services priorities were determined based on frequency, severity, use, gaps, and barriers to access (see page 34). The following priorities were identified as the greatest areas of need and in demand of focus:

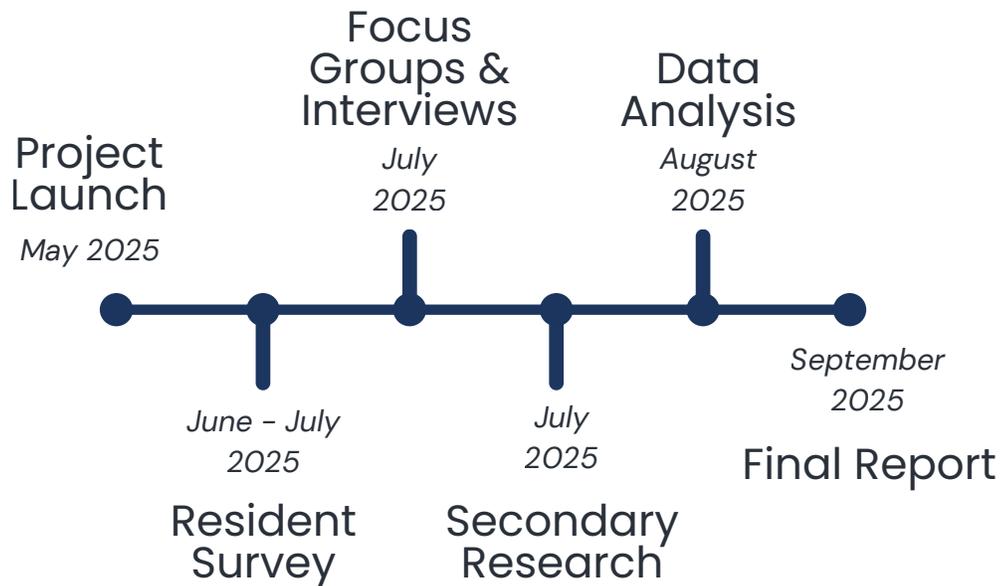
- **Affordable Housing**
- **Mental and Behavioral Health Services**
- **Health and Dental Care Access**
- **Transportation Services & Safety**
- **Affordable Childcare**
- **Food and Nutrition Supports**
- **Substance Use Disorder (SUD) Treatment and Prevention**
- **Employment, Educational, and Legal Services**

Recommendations based on these prioritized needs include:

- **Support programs that encourage affordable housing production, housing stability, and emergency housing services**
- **Improve the continuum of care for behavioral health and substance use disorder (SUD) services**
- **Increase access to physical health services, including medical care, dental care, and food/nutrition support**
- **Improve regional public transportation services for at-risk groups and improve traffic safety**
- **Expand affordable childcare and after-school programs**
- **Provide more educational and vocational training opportunities and low-cost legal services**
- **Consider a Drop-in Day Center for Basic Needs, Housing Navigation, and Pop-up Services**

While this report does not make specific funding recommendations, it will inform the City of Monroe staff and Community Human Services Advisory Board (CHSAB) in their budgetary and strategic planning recommendations to the City Council.

# Project Timeline & Methodology



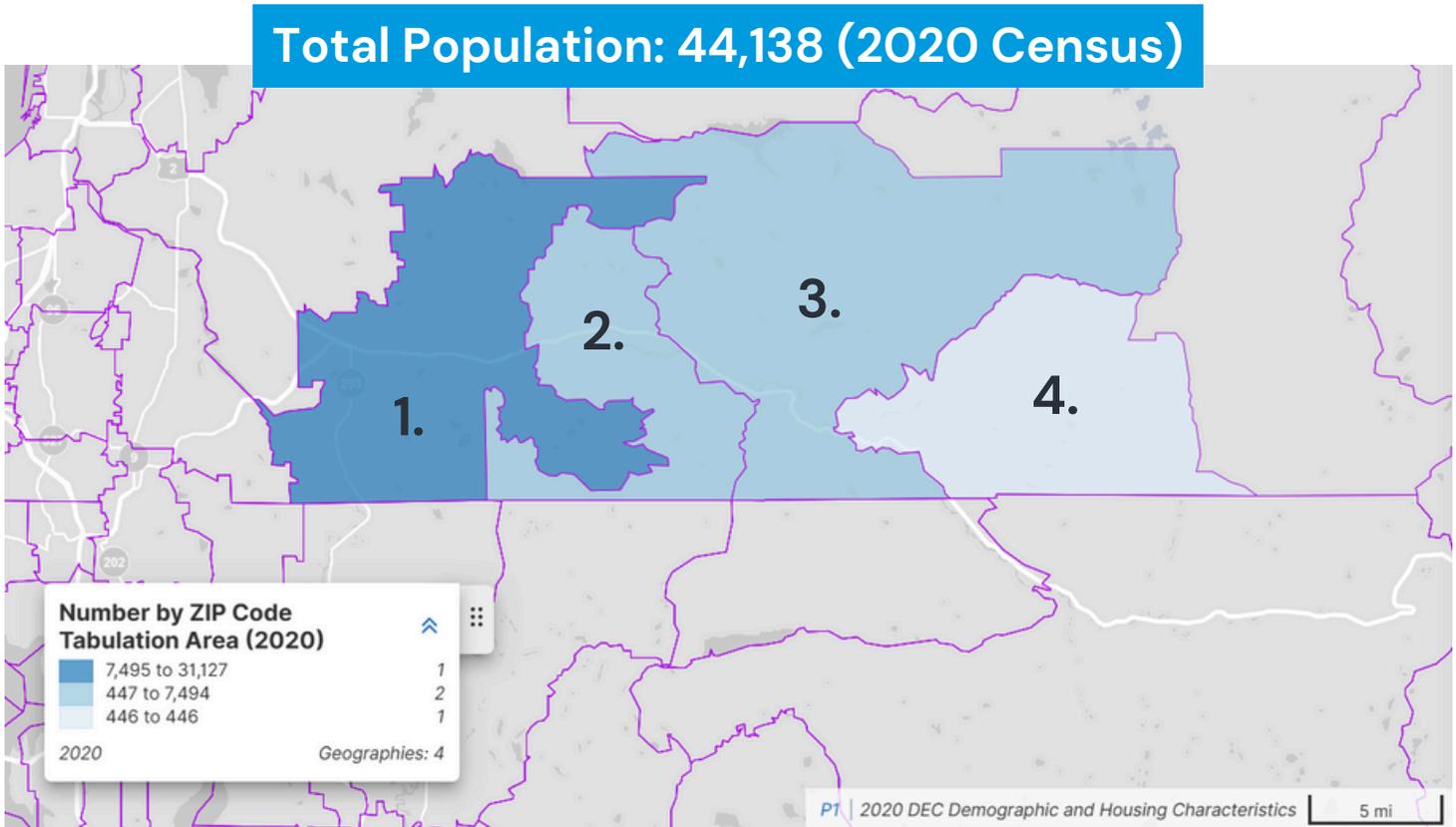
The City of Monroe’s Executive Department and the Community Human Services Advisory Board (CHSAB) recommended to the Monroe City Council that an updated Community Needs Assessment be conducted for the Eastern Skykomish Valley region, or “Sky Valley” as it is commonly called. This area encompasses the cities of Monroe, Sultan, Gold Bar, and Index, as well as the surrounding unincorporated areas within each city’s zip code.

This updated assessment provides an objective review of resident services through a thorough review of gathered (primary) data and relevant existing (secondary) data. Secondary data was obtained through a comprehensive review of publicly available data from federal, state, and county agencies. Primary data collection encompasses both quantitative data through surveys of residents and qualitative research from key informant interviews and focus group input from vulnerable population subgroups. Qualitative data collection through interviews and focus groups was facilitated by Kulik Strategic Advisers (KSA) as a part of this project.

This report aims to gather accurate data to support recommendations that will impact people seeking housing and human services in the community. The results of the study will be used to inform the Mayor, City Council, elected officials, service providers, and subject matter experts in decision-making and infrastructure needs to respond to the growing demand for human services in the Sky Valley.

# Regional Profile

Figure 1. Population of Sky Valley Region by Zip Code Area



Data Source: US Census Bureau, Decennial Census (2020)

The Skykomish Valley (hereinafter referred to as “Sky Valley”) region of Snohomish County, Washington, is named for the area that lies alongside the Skykomish River, which runs east to west from Index to Monroe. The cities of Monroe, Sultan, Gold Bar, and Index are connected by a major highway, US-2, which runs directly through each city’s downtown. As Figure 1 shows, the areas vary greatly in population size and density, with the City of Monroe being the most populous and housing the most services for the region. Sky Valley residents primarily work and access services in the larger cities to the west, such as Everett and Lynnwood, as well as in King County to the southwest.

Table 1. Population of Sky Valley Region by Zip Code Area

	CITY/ZIP CODE	POPULATION	PERCENT OF REGION
1.	Monroe 98272	<b>31,127</b>	<b>71%</b>
2.	Sultan 98294	<b>7,494</b>	<b>17%</b>
3.	Gold Bar 98251	<b>5,071</b>	<b>11%</b>
4.	Index 98256	<b>446</b>	<b>1%</b>

Data Source: US Census Bureau, Decennial Census (2020)

# Demographics

## Population Growth

The Sky Valley region has grown faster than the national average, with a **10.9% increase in population** from 2010 to 2020<sup>1</sup>. More specifically, the Sultan and Gold Bar zip codes have seen a higher rate of growth than Monroe during this time period. Much of Monroe's rapid growth occurred between 2000 and 2010, during which time the population increased by 16%. Of the total population, 64% live in urban areas while 36% are considered rural.<sup>1</sup>

## Race, Ethnicity, Sex, and Age

Sky Valley has a higher percentage of people who identify as White (75.7%) than county, state, and national averages.<sup>2</sup> Compared to Snohomish County, there is a greater percentage of Hispanic or Latino (14.3%) residents, but fewer Asian/Pacific Islander (5.9%) and Black (2%) residents when looking at the region as a whole. However, this varies among the four zip code areas, with a higher percentage of Asian residents in Monroe and Sultan compared to Gold Bar and Index (Table 2).

There are more males (53%) than females (47%) in Sky Valley, whereas the county, state, and the nation have a more even split.<sup>2</sup> The region also has a higher proportion of people aged 25-44 and children aged 0-4 compared to the county, state, and nation, indicating that the area draws young families. Conversely, there is a lower share of adults aged 65 and older when compared to the county, state, and nation. However, it is worth noting key differences among the four locations within Sky Valley. For instance, in Index, there is a larger proportion of females to males, and a greater percentage are aged 60 and older (Table 2).

## Households and Families

Family households comprise a greater percentage of household types in Sky Valley (76%) compared to the county (68%), state (63%), and national (65%) percentages, further highlighting the region's attraction to families. Approximately 80% of family households are headed by married couples. Children are present in 38% of all household types: 28% in married households, 3.5% in single male family households, 6.6% in single female family households, and 0.4% in non-family households. Non-family households are defined as being occupied by the homeowner alone, or by the householder and one or more individuals that are not related by birth, marriage, or adoption.<sup>2</sup>

## Immigration and Language

The foreign-born population comprises 13.49% of Sky Valley, which is lower than the county (18.53%) and state (15%) averages, but similar to the national average. There is a relatively small linguistically isolated population, with just 2.36% of residents age 5 and older living in households where English is not spoken well. Among Hispanic/Latino residents in Sky Valley, 31.95% report limited English proficiency, which is higher than county, state, and national percentages. The most common languages spoken at home are Spanish (10.5%), Asian and Pacific Island languages (2.76%), and other Indo-European languages (1.5%). About 7.16% of residents relocated from outside the county, state, or from abroad.<sup>2</sup>

<sup>1</sup>US Census Bureau, Decennial Census (2020)

<sup>2</sup>US Census Bureau, American Community Survey, 2019-23

**Table 2. Sex, Age, Race, and Ethnicity by Zip Code Area, Percent of total Population (ACS 5-year Estimates)**

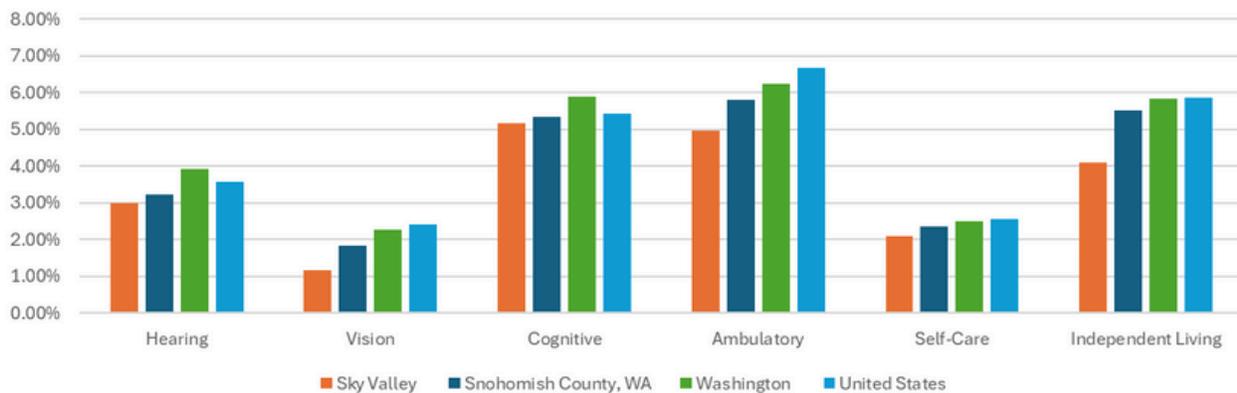
	<b>Monroe</b>	<b>Sultan</b>	<b>Gold Bar</b>	<b>Index</b>
Total population	32,055	7,838	4,782	409
Male	54.50%	52.30%	52.30%	45.20%
Female	45.50%	47.70%	47.70%	54.80%
Under 5 years	8.40%	6.70%	5.90%	2.20%
5 to 9 years	5.90%	5.10%	7.10%	2.40%
10 to 14 years	5.70%	5.20%	6.00%	8.30%
15 to 19 years	6.30%	4.00%	5.50%	2.40%
20 to 24 years	4.90%	4.50%	5.80%	5.40%
25 to 34 years	16.40%	18.00%	13.30%	13.00%
35 to 44 years	14.60%	20.00%	13.70%	19.80%
45 to 54 years	13.80%	8.10%	14.00%	7.60%
55 to 59 years	6.80%	4.70%	7.60%	4.20%
60 to 64 years	6.10%	6.30%	8.20%	9.50%
65 to 74 years	7.20%	12.80%	8.00%	16.60%
75 to 84 years	3.40%	4.50%	3.70%	7.30%
85 years and over	0.60%	0.30%	1.20%	1.20%
White	75.40%	70.80%	75.20%	98.50%
Black / African American	2.40%	1.10%	1.00%	0.00%
American Indian / Alaska Native	0.70%	2.80%	1.60%	0.00%
Asian	5.90%	8.70%	0.90%	0.00%
Native Hawaiian / Pacific Islander	0.20%	0.00%	0.00%	0.00%
Some Other Race	5.20%	2.70%	7.90%	0.00%
Two or More Races	10.10%	13.90%	13.30%	1.50%
Hispanic or Latino of any race	13.70%	17.30%	15.20%	0.00%

# Demographics

## People With Disabilities

In Sky Valley, nearly 11% of the population has a disability.<sup>2</sup> This is below the percentages for the county, state, and country. Percentages are similar among all age groups and genders when compared to the county, state, and the nation. However, the disability rate among Native Americans/Alaska Natives is much higher (25.29%) when compared to other regions (15-17%), and is much lower among the Hispanic/Latino population (6%) compared to the county (8%), State (9%), and the nation (10%).<sup>2</sup>

**Figure 2. Population with Any Disability by Disability Status**



Data Source: US Census Bureau, American Community Survey. 2019-23

## Veterans

The veteran population is a subgroup that is often disproportionately affected by homelessness. In Sky Valley, there is a higher percentage of veterans than the national percentage (Table 3). Of the population aged 55-64, 11.5% are veterans.<sup>2</sup>

**Table 3. Veteran Population**

Report Area	Total Population Age 18+	Total Veterans	Veterans, Percent of Total Population
Sky Valley	34,576	2,656	7.68%
Snohomish County	644,902	46,046	7.14%
Washington	6,001,697	486,714	8.11%
United States	257,456,135	16,569,149	6.44%

Data Source: US Census Bureau, American Community Survey. 2019-23

## People Housed in Group Quarters

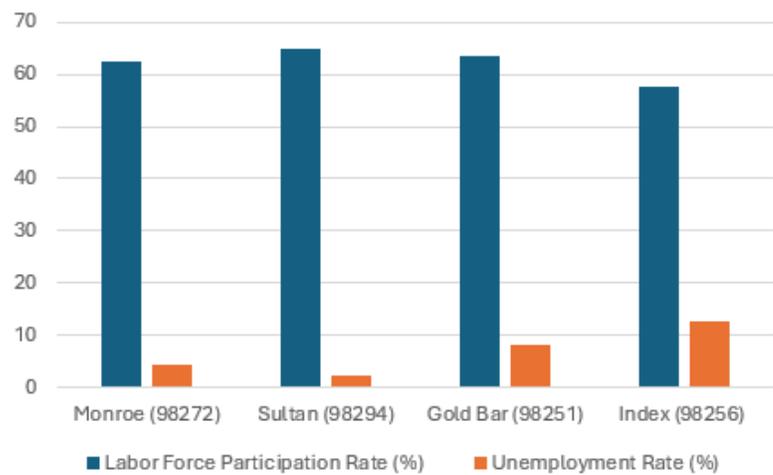
A high percentage of the population (5.72%) resides in group quarters compared to the county (1%), state (2%), and national (2.5%) percentages.<sup>1</sup> Group quarters are residential arrangements managed by an organization that provide housing and/or services for residents, such as college dorms, treatment centers, nursing facilities, group homes, military barracks, correctional facilities, or workers' dormitories. In the case of Sky Valley, this high percentage is due to the Monroe Correctional Complex (87.2%) and long-term care facilities (4.2%).<sup>1</sup>

# Employment

Across Sky Valley, the labor force participation rate is 62.9%, which is lower than the percentage for the county (67%), state (65%), and nation (63.5%).<sup>2</sup> This rate is based on the percentage of the total population age 16 and over who participate in the labor force. Non-participants can include full-time students, caregivers, stay-at-home parents, people with disabilities, retirees, or discouraged workers (have not looked for work in the past 4 weeks).<sup>2</sup> For example, the labor force participation rate among women in Monroe with children both under 6 years and 6-17 years old is significantly lower (27.2%) than the rate for women overall in that area (68.7%), suggesting a high rate of stay-at-home mothers in this demographic.<sup>2</sup> These groups are not classified as being unemployed and therefore are not reflected in the unemployment rate.

Figure 3 illustrates the differences in the labor force participation and unemployment rates across the four distinct zip codes within Sky Valley. The unemployment rate for Monroe is similar to the Snohomish County rate of 4.3%. However, **the unemployment rate is much higher in Gold Bar (8.2%) and Index (12.6%)**. Sultan has a lower unemployment rate and a higher workforce participation rate than the other cities in Sky Valley, which may be higher in part due to more women in the labor force (78.4%) compared to Monroe (68.7%), Gold Bar (59.8%), and Index (66.3%).<sup>2</sup>

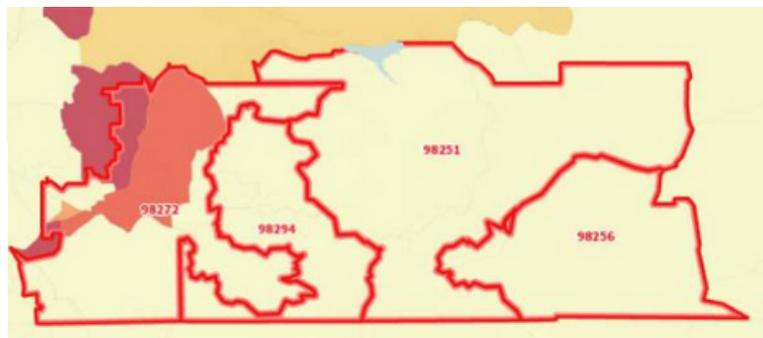
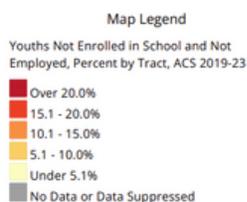
**Figure 3. Employment Status by Zip Code Area, Percent of Population Age 16+**



Data Source: US Census Bureau, American Community Survey, 2019-23

Another possible consideration for the lower labor force participation rate is among the youngest workforce participants. **Nearly 8% of young people aged 16-19 in Sky Valley are not in school and not working**, which is higher than the county (7.1%), state (7.4%), and national (6.8%) percentages.<sup>2</sup> Figure 4 shows a much higher concentration of young people who are not in school nor working who live in the Monroe (98272) zip code compared to the other zip codes in Sky Valley.

**Figure 4. Young People Not in School and Not Working, Percent by Census Tract**



Data Source: US Census Bureau, American Community Survey, 2019-23

# Education

In Sky Valley, educational attainment lags behind county, state, and national levels in several areas. Nearly 10% of residents lack a high school diploma, and a large share only have a high school education or some college. Higher educational attainment is not only relevant for income and job opportunities but has also been linked to more positive health outcomes. Overall, only 27.3% hold a bachelor’s degree or higher, which is well below county (36.8%), state (38.77%), and national (35%) rates.<sup>2</sup>

**Table 4.**  
**Educational Attainment, Percent of Population**

Report Area	No High School Diploma	High School Only	Some College	Associate’s Degree	Bachelor’s Degree	Graduate or Professional Degree
<b>Sky Valley</b>	<b>9.78%</b>	<b>26.26%</b>	<b>26.10%</b>	<b>10.54%</b>	<b>19.23%</b>	<b>8.08%</b>
Snohomish County, WA	6.9%	22.7%	22.8%	10.7%	24.2%	12.7%
Washington	7.8%	21.8%	21.7%	10.0%	23.7%	15.1%
United States	10.6%	26.2%	19.4%	8.8%	21.3%	13.7%

Data Source: US Census Bureau, American Community Survey, 2019-23

**Over 30% of Hispanic or Latino Sky Valley residents have no high school diploma, and only 10% have a bachelor’s degree or higher.** Only 24% of males have a bachelor’s degree or higher, compared to 31% of females, and both percentages are well below the county, state, and national rates.<sup>2</sup> The High School graduation rate in Sky Valley, however, is better than county and state rates, at 85.6%. In the Monroe School District, 25.3% of students have below grade-level knowledge in English/Language Arts (ELA), and 24% of students have below grade-level knowledge in Math. In the Sultan School District, 21.2% of students are below grade level in ELA, and 34.3% are below grade level in Math.<sup>3</sup> **These percentages are higher among at-risk student groups,** such as students learning English, low-income, unhoused, and disabled (Table 5).

**Table 5. Students Below Grade-Level Knowledge in Math and English Language Arts (ELA)**

2024-25 School Year	Monroe School District	Sultan School District	Washington State
<b>All Students</b>	5,932	2,204	1,105,384
Below Grade Level Knowledge: ELA	25.3%	21.2%	24.8%
Below Grade Level Knowledge: Math	34.0%	34.3%	32.6%
<b>English Language Learners</b>	15.3%	13.7%	15.1%
Below Grade Level Knowledge: ELA	55.3%	47.2%	58.2%
Below Grade Level Knowledge: Math	62.6%	56.9%	60.1%
<b>Low Income</b>	39.9%	49.5%	49.8%
Below Grade Level Knowledge: ELA	38.9%	27.1%	36.5%
Below Grade Level Knowledge: Math	49.4%	41.7%	45.9%
<b>Homeless</b>	4.0%	2.7%	3.9%
Below Grade Level Knowledge: ELA	55.3%	40.9%	48.5%
Below Grade Level Knowledge: Math	57.9%	no data	56.6%
<b>Migrant</b>	0.1%	0.2%	2.0%
Below Grade Level Knowledge: ELA	no data	no data	51.0%
Below Grade Level Knowledge: Math	no data	no data	59.6%
<b>Students with Disabilities</b>	15.7%	18.5%	16.4%
Below Grade Level Knowledge: ELA	49.3%	49.7%	53.3%
Below Grade Level Knowledge: Math	55.5%	61.9%	60.1%

Data Source: Washington Office of Superintendent of Public Instruction (OSPI), 2024-25 School Year  
Note: Index School District was not included due to low student numbers and lack of data

<sup>3</sup>Washington Office of Superintendent of Public Instruction (OSPI), 2024-25 School Year Report Card - Achievement Levels

# Income

The area median annual income for households in Snohomish County is \$107,982 per year.<sup>2</sup> While the median annual income in Sky Valley is similar to the county when considering the region as a whole, it varies greatly among the four distinct zip codes in the region and among household types (Figure 6).

Figure 5. Percent of Sky Valley Population by Income

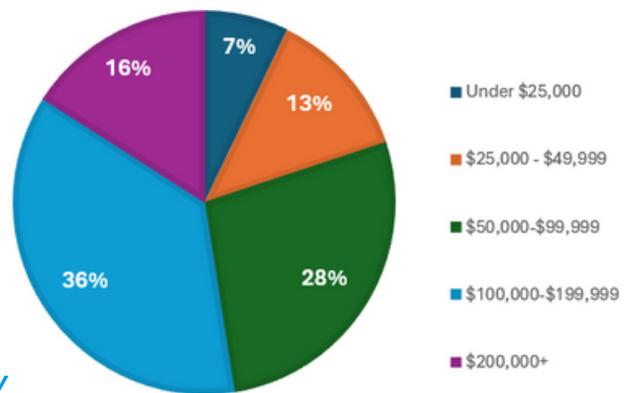
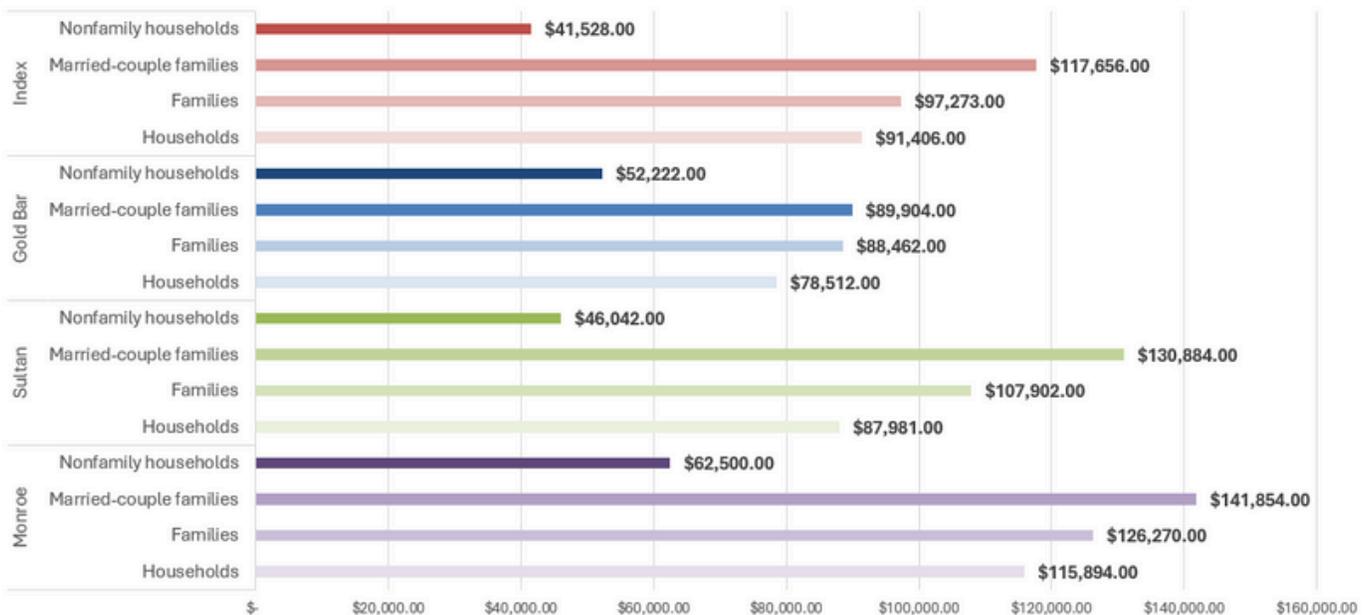


Figure 6. Median Income in Past 12 Months by Household Type and Zip Code



Data Source: US Census Bureau, American Community Survey, 2019-23

About 7% of the total Sky Valley population lives below the federal poverty level, which is lower than county, state, and national figures.<sup>2</sup> Among children, 10.2% live in households below the poverty line—well below the national rate of 16%. However, disparities exist when comparing the poverty rate among various demographic groups. About 9.1% of females in Sky Valley have an income below the federal poverty level, compared to 5.4% of men, and female householders are more likely to be in poverty than male householders or married couples. Among the Hispanic population in Sky Valley, 12.8% of households are below the federal poverty level, compared to 6.3% of non-Hispanic households. A significant disparity exists among the Native Hawaiian and Pacific Islander population in Sky Valley (N=74), where 56% live below the poverty level.<sup>2</sup>

Only 2.6% of all households in Sky Valley receive public assistance income, including Temporary Assistance for Needy Families (TANF) and other general assistance.<sup>2</sup> This does not include Supplemental Security Income (SSI), Retirement or disability benefits, medical benefits, or noncash benefits such as SNAP (food stamps). This percentage is lower compared to the county, state, and national percentages.

# Housing

According to ACS 2019-23 data, the median home value in Monroe is \$638,300, and approximately 73% of homes in Monroe are valued above \$500,000; median home values in Sultan and Gold Bar are both within the \$400,000s.<sup>2</sup> However, this data does not capture the real-time fluctuations in housing market trends. As of July 2025, median listing prices were \$889,725 for Monroe, \$601,243 for Sultan, \$562,490 for Gold Bar, and \$646,500 in Index.<sup>4</sup> Despite this high cost, the area is heavily owner-occupied, with nearly 82% of units owned and 18% rented, and household growth is strong, increasing by 8.7% over the past five years and outpacing the state (6%).<sup>2</sup> Average monthly housing costs for owners are \$2,174, with nearly half paying more than \$2,500, and renters spend an average of \$1,782 per month.<sup>2</sup> While housing costs place a significant burden on both homeowners and renters alike, in Sky Valley, it affects homeowners with a mortgage at a higher percentage than the state, county, and nation (Table 6).

**Table 6. Cost-Burdened Households by Tenure, Percent**

Report Area	Rental Households Cost-Burdened	Owner-Occupied Households w/Mortgage Cost-Burdened	Owner-Occupied Households w/o Mortgage Cost-Burdened
<b>Sky Valley</b>	<b>42.14%</b>	<b>37.05%</b>	<b>11.13%</b>
Snohomish County, WA	51.05%	29.95%	13.09%
Washington	46.87%	29.13%	13.23%
United States	46.89%	27.38%	13.65%

*Data Source: US Census Bureau, American Community Survey, 2019-23  
Cost burden is defined as spending more than 30% of income on housing costs.*

Affordability remains a pressing issue, especially for low- and moderate-income households. **Only 12.8% of housing units in Sky Valley are affordable to households earning 60% of the area median income (AMI), and less than 30% are affordable at 80% AMI** (table 7). To illustrate AMI percentages, consider a family of three living in Monroe, which is the average household size.<sup>2</sup> A family of three would need a household annual income of \$84,840 to be considered at 60% of the AMI according to Snohomish County limits.<sup>5</sup> At very low-income levels, affordability is even more limited: just over 2% of units are affordable at 15% AMI. The stock of affordable owner-occupied housing is concentrated at higher incomes, with more than 7,000 units available at 100–125% AMI, while fewer than 500 units are affordable below 50% AMI.<sup>2</sup> The table below reports the number and percentage of housing units affordable at various income levels, where affordability is defined by assuming that housing costs should not exceed 30% of total household income.

**Table 7. Affordable Housing**

Area	Units affordable at 15% AMI	Units affordable at 30% AMI	Units affordable at 40% AMI	Units affordable at 50% AMI	Units affordable at 60% AMI	Units affordable at 80% AMI	Units affordable at 100% AMI	Units affordable at 125% AMI
<b>Sky Valley</b>	<b>2.09%</b>	<b>4.06%</b>	<b>6.23%</b>	<b>9.77%</b>	<b>12.83%</b>	<b>27.24%</b>	<b>35.28%</b>	<b>82.55%</b>
Snohomish County	2.65%	5.12%	6.99%	9.87%	14.92%	39.21%	43.87%	49.69%
Washington	2.96%	5.96%	9.31%	13.85%	18.95%	31.79%	51.16%	58.53%
United States	3.72%	8.55%	13.51%	20.23%	27.66%	43.24%	58.33%	68.13%

*Data Source: US Census Bureau, American Community Survey, 2019-23*

<sup>4</sup>Local Market Trends - Realtor.com Economic Research, July 2025

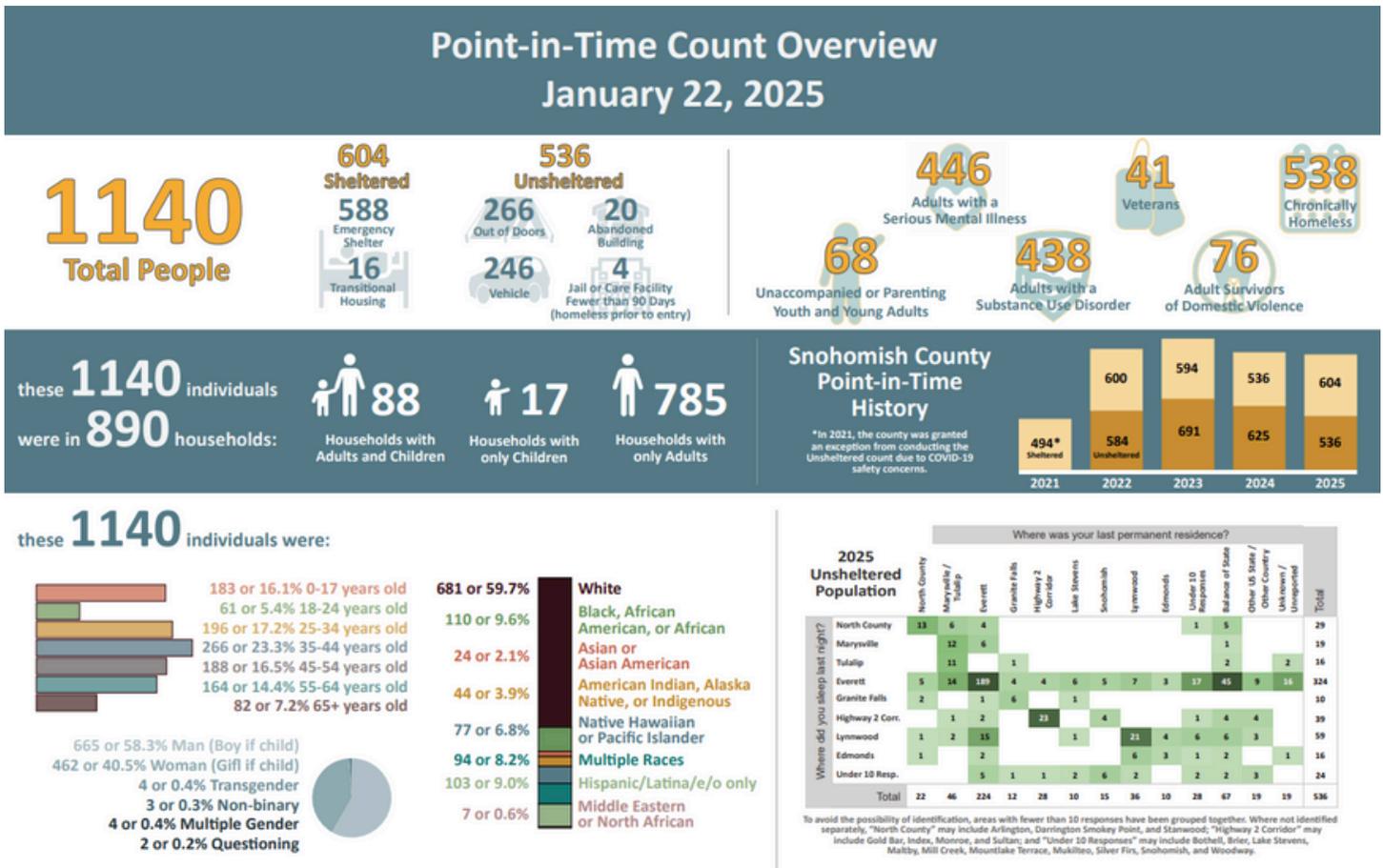
<sup>5</sup>Area Median Income Limitations for Snohomish County, EverettWA.gov, April 2025

# Emergency Housing & Homelessness

Homelessness and emergency shelter capacity are also areas of concern related to housing. Sky Valley has limited shelter options, including the Monroe Gospel Women’s Mission for single women (16 beds) and Cocoon House East for youth ages 12-17 (8 beds).<sup>6</sup> There is also a Monroe Cold Weather Shelter operated by Volunteers of America Western Washington that has 15-20 cots available on nights from November to March, where the temperature drops below 34°F. Residents also rely on regional shelters and transitional housing providers such as Acres of Diamonds, Everett Gospel Mission, Catholic Community Services, YWCA, and Interfaith. Local and regional organizations, including Take the Next Step (Through SHB 1406 funding from the cities of Monroe and Snohomish), play an important role in providing housing assistance, though programs like rental subsidies are limited and often underfunded. The Monroe 2024-2044 Comprehensive Plan estimates that an additional 137 units of emergency units are needed within the City of Monroe alone to meet the capacity requirements.<sup>6</sup>

According to data from the 2025 Point-In-Time (PIT) count (Figure 7), there are approximately 1,140 total people experiencing homelessness in Snohomish County.<sup>7</sup> Those whose last permanent residence was in Sky Valley represent 28 of the total number of unsheltered people, and at the time of the count, 39 people were unsheltered staying in the Sky Valley region. In addition, there were 27 total people in emergency shelters in the Monroe area, including 8 people in children-only households and 19 people in adult-only households.

Figure 7. 2025 Snohomish County PIT Count



<sup>6</sup>City of Monroe - Monroe 2024-2044 Comprehensive Plan, Chapter 6  
<sup>7</sup>Point-In-Time Count Overview - January 22, 2025, Snohomish County

# Mental & Behavioral Health

In the 2021 Sky Valley needs assessment, Mental Health was rated as the top service that was needed and that residents had trouble getting. There was a reported lack of treatment options for low to moderate-income residents who needed counseling or case management services.<sup>8</sup> Sky Valley’s mental health provider capacity is indeed limited relative to surrounding areas. There are 59 mental health providers with a Centers for Medicare and Medicaid Services (CMS) National Provider Identifier, which yields a rate of 132.58 providers per 100,000 residents (Table 8).<sup>9</sup>

**Table 8. Mental Health Providers**

Location	Number of Facilities	Number of Providers	Providers, Rate per 100,000 Population
<b>Sky Valley</b>	<b>6</b>	<b>59</b>	<b>132.58</b>
Snohomish County, WA	205	2,619	316.32
Washington	2,529	33,076	429.26
United States	150,311	1,089,719	325.55

Data Source: Centers for Medicare and Medicaid Services, CMS National Plan and Provider Enumeration System (NPPES), July 2025

Population health data reflect the strain on access. In 2022, **17.4% of adults reported experiencing frequent mental distress** in the past month, a share that exceeds county, state, and national percentages.<sup>10</sup> **Diagnosed depressive disorder is reported by 26% of adults**, higher than in Snohomish County (24.5%), Washington (25.4%), and the United States (20.7%). Social connection is also a concern: **36.2% of adults report feeling socially isolated**, a level similar to the state average but higher than the national estimate of 31.9%.<sup>10</sup>

Among the young people in Sky Valley, promising strides have been accomplished toward bettering their mental and behavioral health outcomes. According to the Monroe Community Coalition, the most recent data show that rates of depression, anxiety, and suicide have declined for 8<sup>th</sup>, 10<sup>th</sup>, and 12<sup>th</sup> graders in the Monroe School District over the past 20 years, with many rates at historic lows.<sup>11</sup> However, Table 9 below highlights that rates of suicide attempts among 8<sup>th</sup> graders jumped from 5.3% to 9.5% in the most recent Healthy Youth Survey (2023) compared to 2021, and rates of uncontrolled worrying were at their highest among high school seniors. Anecdotal evidence from students and caregivers suggests that acute episodes of depression have impacted school attendance and feelings of isolation.<sup>11</sup>

**Table 9. Healthy Youth Survey (2023)**

Grade Level	Rate of Depression in the Past Month	Rate of Anxiety (Nervous, Anxious or On Edge) in the Past Two Weeks	Rate of Anxiety (Unable to Stop or Control Worrying) in Past Two Weeks	Rate of Suicide Contemplation	Rate of Suicide Attempts
8 <sup>th</sup>	25.1%	55.3%	40.3%	14.8%	9.5%**
10 <sup>th</sup>	24.1%	56.6%	43.0%	9.6%	6.2%
12 <sup>th</sup>	25.3%	50.0%	64.4%*	11.6%	3.7%

Data Source: Monroe Community Coalition for Healthy Youth Strategic Plan, February 2025  
\*highest rate since 2018 \*\*significant increase from 2023

<sup>8</sup> Sky Valley Human Services Needs Assessment, 2021

<sup>9</sup> Centers for Medicare and Medicaid Services, CMS National Plan and Provider Enumeration System (NPPES), July 2025

<sup>10</sup> Centers for Disease Control and Prevention, Behavioral Risk Factor Surveillance System (BRFSS), 2022

<sup>11</sup> Monroe Community Coalition for Healthy Youth Strategic Plan, February 2025

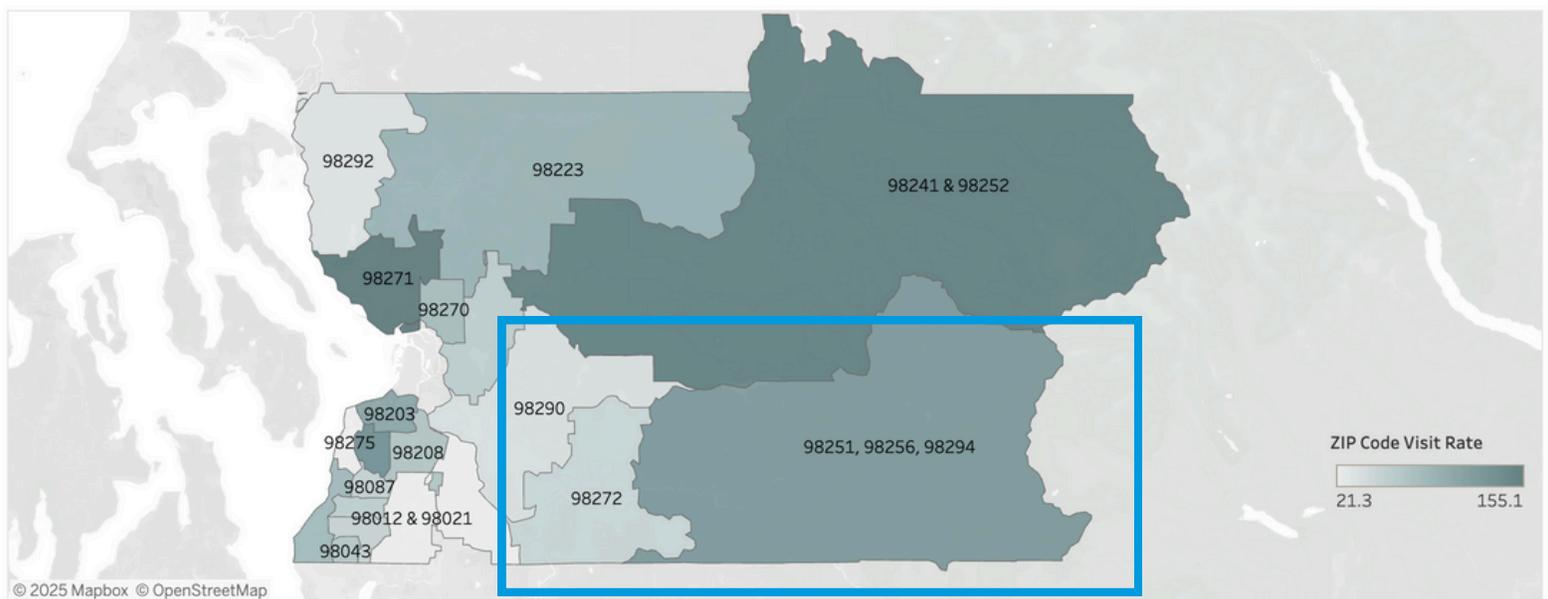
# Substance Use Disorder

In addition to mental and behavioral health concerns, substance use disorder (SUD) treatment and prevention were also identified as a top barrier and gap in the 2021 needs assessment.<sup>8</sup> In Q2 of 2025, there were 222 opioid overdose emergency department visits across Snohomish County. From 2021 to 2023, the countywide rate of opioid overdoses increased from 80.1 to 151 per 100,000, and it has since decreased to 113.05 per 100,000 population in 2024<sup>12</sup>. This increase from 2021 to 2023 is mirrored nationwide, largely due to an increase in fentanyl related overdoses.<sup>13</sup> Figure 9 displays the rate of opioid overdose Emergency Department visits across different regions of Snohomish County, with Sky Valley highlighted in the blue box.

According to the Centers for Medicare and Medicaid Services (CMS) data, 16 providers specialize in addiction or substance use disorder in Sky Valley, representing 37.36 providers per 100,000 total population.<sup>9</sup> This rate is below the county (49) and state (58.6), but above the national rate (29.4). Monroe has one residential treatment center for inpatient substance use treatment, located at EvergreenHealth Recovery Center. Additionally, outpatient treatment facilities include Conquer Clinics, Ideal Option, and SeaMar Behavioral Health. Many outpatient services are covered by Medicare and Medicaid plans; however, not all Medicaid/Medicare plans are accepted for inpatient care.

According to Healthy Youth Survey data, regular alcohol use for 8<sup>th</sup>, 10<sup>th</sup>, and 12<sup>th</sup> graders is at historic lows for our region.<sup>11</sup> Binge drinking rates are statistically lower than the state rates for 8<sup>th</sup> and 10<sup>th</sup> graders. However, 13.3% of high school seniors were identified as heavy or problem drinkers, which is within the state norms but a continued area of concern for the Community Coalition. Less than 1% of students report regular fentanyl use, and all grades report significantly lower prescription drug misuse than the state rates.<sup>11</sup>

**Figure 9 - Opioid Overdose Emergency Department Visit Rate per 100,000 Population, January 2021 - June 2025**



Data Source: Snohomish Overdose Prevention, Syndromic Surveillance ED, 2025

<sup>12</sup>Snohomish Overdose Prevention, Syndromic Surveillance ED, 2025

<sup>13</sup>SAMHSA, Trends in Opioid-Involved Emergency Department Visits: Overall and by Type of Opioid, 2021–2024

# Health & Dental Care

Sky Valley residents rely primarily on providers in the City of Monroe for health care, and often travel outside the area for specialty services. EvergreenHealth Monroe is the area’s only hospital; it is a publicly funded community hospital that offers emergency services, surgery, primary care, and urgent care. Monroe also has a Providence clinic with walk-in and primary care services and a Sea Mar Community Health Center. For older adults, the City of Monroe houses one skilled nursing facility and one assisted living facility.

Centers for Medicare & Medicaid Services (CMS) data show 33 primary care providers and 18 nurse practitioners serving the Sky Valley area.<sup>9</sup> On a population basis, these figures translate to substantially fewer providers per 100,000 residents than in Snohomish County, Washington state, or the United States overall (Table 9). Dental access is similarly constrained, with 24 dental providers, or 55.23 per 100,000 residents. The Health Resources and Services Administration (HRSA) designates shortage areas where provider supply is insufficient; in Sky Valley, **85.8% of residents live in a dental Health Professional Shortage Area, and 45.3% live in a primary care shortage area.**<sup>14</sup> Limited local options mean many residents must travel farther for routine and specialty care.

**Table 9. Primary Care, Nurse Practitioner, and Dental Care Providers**

Location	Number of Primary Care Providers	Providers, Rate per 100,000 Population	Number of Nurse Practitioners	Nurse Practitioners, Rate per 100,000 Population	Number of Dental Care Providers	Dental Care Providers, Rate per 100,000 Population
<b>Sky Valley</b>	<b>33</b>	<b>73.72</b>	<b>18</b>	<b>41.67</b>	<b>24</b>	<b>55.23</b>
Snohomish County	858	103.63	917	110.75	608	73.43
Washington	10,461	135.76	9,960	129.26	6,079	78.89
United States	395,041	118.02	336,478	100.52	226,257	67.59

*Data Source: Centers for Medicare and Medicaid Services, CMS National Plan and Provider Enumeration System (NPPES), July 2025*

Some health indicators are disproportionately higher in Sky Valley, including chronic conditions such as obesity. **Adult obesity affects more than 35% of Sky Valley residents**, compared with 33% in Snohomish County, 31% in Washington, and 33% in the United States.<sup>10</sup> Additionally, among adults age 65 and older, 10% report poor dental health leading to tooth loss, which is higher than the county (6%) and the state (9%).<sup>10</sup>

While many chronic disease measures are not dramatically higher when the Sky Valley is viewed as a whole, rates tend to increase moving east toward Gold Bar and Index, including diabetes, hypertension, and heart disease. This pattern likely reflects the larger share of older adults in those communities compared with Monroe and Sultan, highlighting the challenges faced by residents who live farther from health services and are more likely to manage multiple chronic conditions.

<sup>14</sup> US Department of Health and Human Services, Health Resources and Services Administration (HRSA) Health Professional Shortage Areas Database, 2025

# Transportation

Public transportation is utilized as a means of commuting to work among only 1.1% of commuters, a figure that is below county, state, and national percentages.<sup>2</sup> The Snohomish County Transportation Coalition (SnoTrac) recently developed a Skykomish Valley Transportation Action Plan, which highlighted key data points from surveyed residents and focus groups.

Key Findings from SnoTrac Skykomish Valley Transportation Action Plan are summarized below:<sup>15</sup>

## While public transportation ridership is low in Sky Valley, 23% of Sky Valley residents still experience moderate to high transportation insecurity.

- People with disabilities reported significantly higher rates of transportation insecurity, with 26% reporting high transportation insecurity and 19% moderate insecurity.
- Respondents from extremely low-income households also report a higher insecurity (33%), as well as Hispanic/Latino and BIPOC respondents (26-31%).
- Respondents said that public transportation does not go to their desired locations, it takes too long relative to driving, or that it does not serve their area, and people with disabilities were more likely to report these barriers at a higher rate.
- Barriers to walking and biking include a lack of sidewalks, vehicle traffic, and a lack of bikeways or trails. The threat of vehicle violence was a top issue for older adults, people with disabilities, and extremely low-income individuals.
- Over half of respondents desired easier access to local markets and grocery stores, followed by downtown, shopping, or retail centers. People under 65 were more interested in getting to work, parks, and friends/family, while older adults preferred medical facilities and community centers. Extremely low-income respondents prioritized work, community centers, food banks, and social service agencies.

Over half of residents commute at least 30 minutes to work, indicating that they work outside the Sky Valley toward Everett, Seattle, or other areas within the greater Seattle Eastside. **17.7% of commuters travel greater than 60 minutes to get to work**, which is much higher than county, state, and national percentages. Approximately 70% commute alone in a car. 9.8% carpool, and 15% work from home.<sup>2</sup>

**Table 10. Average Work Commute Time in Minutes**

Area	% Workers travelling <10 mins	% workers travelling between 10 and 30 mins	% workers travelling between 30 and 60 mins	% workers travelling >60 minutes
<b>Sky Valley</b>	<b>11.71%</b>	<b>25.17%</b>	<b>45.42%</b>	<b>17.71%</b>
Snohomish County	8.71%	41.87%	36.12%	13.3%
Washington	12.57%	49.27%	29.01%	9.15%
United States	12.62%	49.76%	28.89%	8.74%

Data Source: US Census Bureau, American Community Survey. 2019-23

<sup>15</sup>Skykomish Valley Transportation Action Plan - SnoTrac - 2025

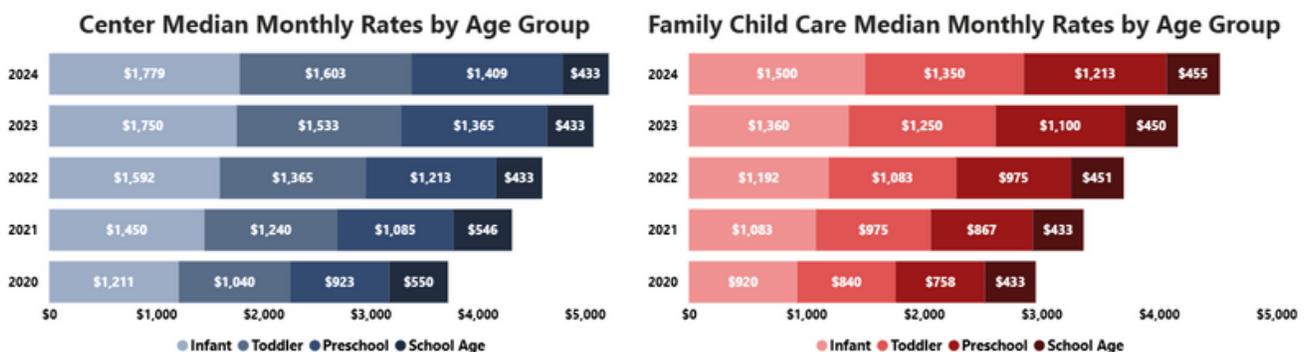
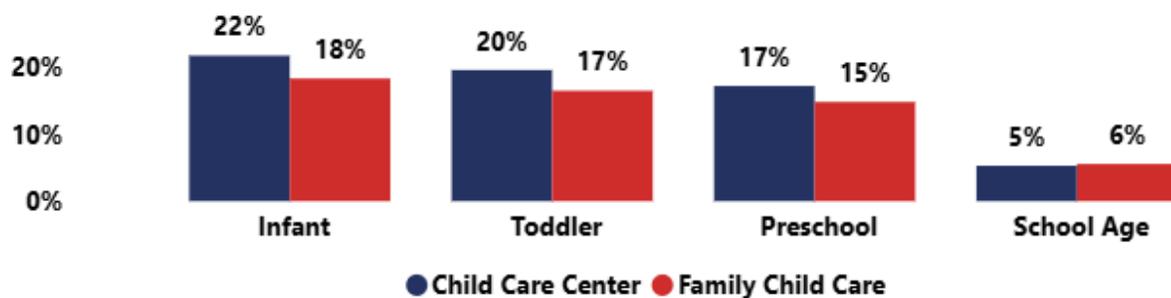
# Childcare

Across Snohomish County, an estimated 80% of residents live in what is considered an extreme childcare desert, with only 62 licensed slots available for every 100 children of working parents.<sup>16</sup> In Sky Valley, 54% of children under age six live in households where all parents are working.<sup>2</sup> Childcare capacity is similarly limited when compared to the county. As of July 2025, there are 24 DCYF-licensed facilities: 16 licensed in-home programs and eight childcare centers, including two Head Start programs.<sup>17</sup> Head Start plays an important role for families at or below the poverty level by supporting kindergarten readiness and connecting children to nutrition support. Sky Valley’s two Head Start programs, a rate of 7.52 facilities per 10,000 children under five, is below both the state and national rates (9 - 11.4 per 10,000), suggesting limited access to early learning services for the region’s lowest-income families.<sup>2</sup>

In addition to low capacity, childcare affordability also presents an issue for many families. For a median-income household with two children in Snohomish County, **childcare averages \$33,091 annually, or 31.20% of median annual household income.**<sup>18</sup> This represents a significant cost burden that can equal or even exceed a family’s housing costs. Washington state ranks third in the nation for the least affordable infant care in a family childcare setting, where the average cost for **one infant in a center consumes 15.4% of the median income for a married couple and 51.5% for a single mother.**<sup>19</sup> Median monthly rates by age group and as a percent of median income are displayed below in Figure 10, highlighting the immense cost-burden of childcare in Snohomish County. As the data displays, the costs are continuing to rise as at a steady rate each year.

Figure 10. Licensed Child Care Data Dashboard, Snohomish County

## Median Cost of Care as a % of Median Income by Age



Data Source: Childcare Aware of Washington, Licensed Child Care County Data Reports, Snohomish County

<sup>16</sup>Snohomish County Early Education and Care Report - January to June 2025

<sup>17</sup>Washington State Department of Children, Youth and Families (DCYF)- Child Care Check database

<sup>18</sup>US Census Bureau, Small Area Income and Poverty Estimates and Living Wage Calculator

<sup>19</sup>Child Care Aware of Washington, County Data Reports - Snohomish County 2025

# Food & Nutrition

In 2022, the estimated percentage of those who experienced food insecurity in Snohomish County was 9.7% for the general population and 13% among children.<sup>20</sup> Notably, about half of food-insecure residents, including children, are ineligible for nutrition assistance due to income limitations. According to 2022 data, Snohomish County had 96,267 residents receiving Basic Food Assistance, meaning 11% of residents participated in the program.<sup>21</sup> The average use rate across Sky Valley is higher than the county at 15.5%, with higher need and service utilization escalating eastward across the four cities in Sky Valley (Table 11).

With more than half of food-insecure residents ineligible for assistance, and many of them children, school-based nutrition programs are essential to reducing food insecurity among children. Below, Table 12 outlines the percentage of students within the Sky Valley that qualify for free or reduced school lunches. By state law, all schools where 30% or more of enrolled children are eligible for free or reduced-price meals are required to provide meals at no cost to all students at the school.<sup>22</sup>

**Table 11. Basic Food Program Participation**

City	Population in DSHS Report Area	Clients in Basic Food Program	Use Rate
Monroe	20,000	3,147	10%
Sultan	6,180	874	14%
Gold Bar	2,240	404	18%
Index	140	36	25%

Data Source: Department of Social and Health Services (DSHS) Client Data - 2022 Fiscal Year

**Table 12. Free and Reduced School Lunch**

School	Total Enrollment	% Free	% Reduced	% Free & Reduced
<b>Sultan School District</b>	<b>2041</b>	<b>30.6%</b>	<b>11.0%</b>	<b>41.5%</b>
Gold Bar Elementary	318	35.9%	10.7%	46.5%
Sultan Elementary	675	24.0%	8.7%	32.7%
Sultan High School	585	32.3%	13.0%	45.3%
Sultan Middle School	463	34.3%	11.9%	46.2%
<b>Index School District</b>	<b>35</b>	<b>N &lt;10</b>	<b>N &lt;10</b>	<b>57.1%</b>
Index School District	35	N <10	N <10	57.1%
<b>Monroe Public Schools</b>	<b>4890</b>	<b>30.0%</b>	<b>7.3%</b>	<b>37.3%</b>
Chain Lake Elementary	435	< 5%	< 5%	21.6%
Frank Wagner Elementary	545	70.6%	-	70.6%
Fryelands Elementary School	417	28.8%	11.3%	40.1%
Hidden River Middle School	314	22.9%	8.6%	31.5%
Leaders in Learning	41	70.7%	-	70.7%
Maltby Elementary	337	15.4%	6.5%	22.0%
Monroe High School	1531	25.4%	8.6%	34.0%
Park Place Middle School	757	33.4%	9.8%	43.2%
Salem Woods Elementary	513	18.5%	6.4%	25.0%

Data Source: Washington Office of Superintendent of Public Instruction (OSPI), Child Nutrition Program Reports

A network of local programs supplements public benefits and helps address eligibility gaps, and provides food to the community. These organizations include the Sky Valley Food Bank, Sultan Community Food Bank, Food Rescue of Sky Valley at the Monroe Library, and food gleaning programs provided by local faith organizations. Additionally, organizations such as Take the Next Step and New Hope Fellowship Church coordinate weekly community meals that are open to the entire community.

While several food programs exist in the community, and Washington state is supportive of providing meals for school children, federal spending cuts from the US Department of Agriculture (USDA) in early 2025 have greatly impacted the budget and supply of local food banks, creating a strain on this highly utilized resource and impacting services.<sup>23</sup>

<sup>20</sup>Feeding America, 2022

<sup>21</sup>Department of Social and Health Services (DSHS) Client Data - 2022 Fiscal Year

<sup>22</sup>Washington Office of Superintendent of Public Instruction (OSPI),

<sup>23</sup>Reuters, March 2025 - USDA cuts hit food banks, risking hunger for low-income Americans

# 2-1-1 Counts

Across the country, individuals can dial 2-1-1 to receive assistance with navigating housing, social, and health services in their area. The 2-1-1 Counts data dashboard provides information about which services in a given area are being requested the most, the number of requests, and the percentage of unmet requests. It is important to note that requests that are defined as “unmet” mean that no help was available to direct the request. Not all “met” requests reflect a client actually receiving that service. **In Sky Valley, Monroe, Sultan, and Gold Bar zip codes have a high percentage of requests relative to the adult population.**<sup>24</sup>

Figure 11. 211 Counts Data Dashboard: 98272, 98294, 98251, and 98256 Zip Codes

TOP REQUEST CATEGORIES		Display as: <input checked="" type="radio"/> PERCENT <input type="radio"/> COUNT
Housing & Shelter	709	
Food	180	
Utilities	399	
Healthcare & COVID-19	118	
Mental Health & Addictions	71	
Employment & Income	101	
Clothing & Household	162	
Child Care & Parenting	8	
Government & Legal	305	
Transportation Assistance	136	
Education	11	
Disaster	4	
Other	599	
<b>Total for top requests</b>	<b>2,803</b>	

Data Source: WA 211 Counts, <https://wa.211counts.org/>

The top request categories in Sky Valley from August 2024 to August 2025:

- **Housing and Shelter: 25.3%**
  - Low-cost housing is the top request at 40%, followed by shelters (19%), rent assistance (18%), and other housing and shelter (17%).
  - While most calls are appropriately diverted, 41% of all rent assistance requests are unmet, suggesting a lack of available referral agencies.
- **Utilities: 14.2%**
  - Most requests were for electricity assistance (42%) and for contact information for utility agencies (41%). Very few of these requests were unmet.
  - While only 2% of requests were for phone or internet assistance, over half of the requests were unmet, suggesting a lack of assistance programs.
- **Government and Legal: 10.9%**
  - Housing law consumes the majority of these requests (54%), followed by other government and legal needs (31%).
    - 19% of requests for housing law were unmet
- **Food: 6.4%**
  - 43% of food requests were for food pantries or food banks, 33% were for help buying food, and 16% were for meals. Few requests were unmet, suggesting that there are many options for referral agencies.
- **Other requests: 21%**
  - This includes help with general information/referral, complaints, volunteering, donations, community enrichment, government, advocacy, and special population services.

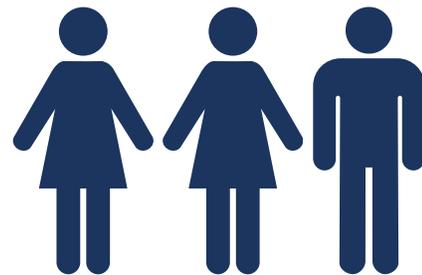
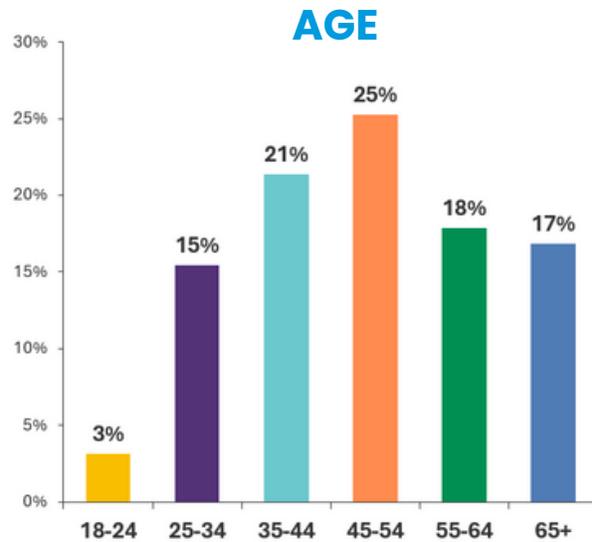
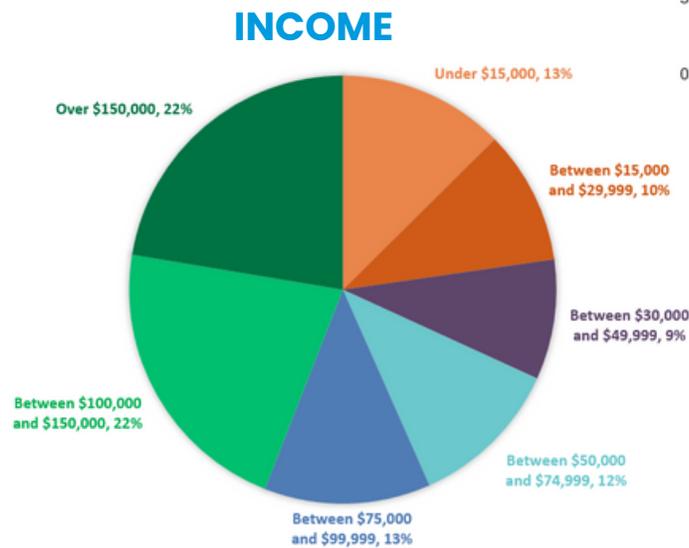
<sup>24</sup>WA 211 Counts, <https://wa.211counts.org/>

# Key Survey Findings

A resident survey was open to the public online from June 6<sup>th</sup> to July 27<sup>th</sup>, 2025. A total of 289 responses were included in the data analysis, achieving a 90% confidence level with a 5% margin of error. A comprehensive overview of the survey results, including graphs and tables, can be found in Appendix A.

## Demographics

- 78% of respondents live in Monroe, 9% in Sultan, 4% in Gold Bar, and 2% in Index.
- **Nearly 60% of respondents had an associate’s degree or higher**, compared to 38% of the actual population of Sky Valley.
- 32% of the survey sample had an annual household income of less than \$50,000.



**Women responded 2x more than Men**

Race/Ethnicity*	Population	Percent of Population	Survey Respondents	Percent of Respondents
White	38,400	85.20%	230	80.70%
Black/African American	1,573	3.50%	6	2.10%
Asian & Pacific Islander	4,213	9.20%	6	2.10%
Native American/Alaska Native	1,862	4.10%	9	3.20%
Some Other Race	4,907	10.90%	10	3.50%
Hispanic/Latino, Any Race	6,467	14.30%	41	14.40%

\*Alone or in Combination with One or More Other Races, ACS 2019-23 Data

# Housing

- Nearly 38% of respondents said that they were cost-burdened, and almost 22% said that they were severely cost-burdened. The remainder of respondents (9%) were unsure, which was a common response from those who also reported being unhoused.
- **A quarter of respondents were afraid of losing their home in the past 12 months.**
- Housing Tenure: 61.4% of respondents own their home, while 20.5% rent. The remaining percentages either live with friends or family (7.34%) or are unhoused, living in a vehicle/RV, or living in a temporary shelter (10%)
- Household makeup: 66.54% of households are married or partnered, 26.5% are single head of household. 8.9% of single heads of household indicated that they have 1 or more children/dependents.
- Housing Challenges **17% of respondents said they could not afford to repair their homes, and 14% could not find affordable housing at all.**
- When asked about the perceived causes of poverty in their community, 54% said “lack of affordable and safe housing”, making it the third-highest response.



37.7% of respondents said they spend between 30–50% of their income on housing costs, and **21.8% spend more than half of their income on housing costs alone.**

# Basic Needs

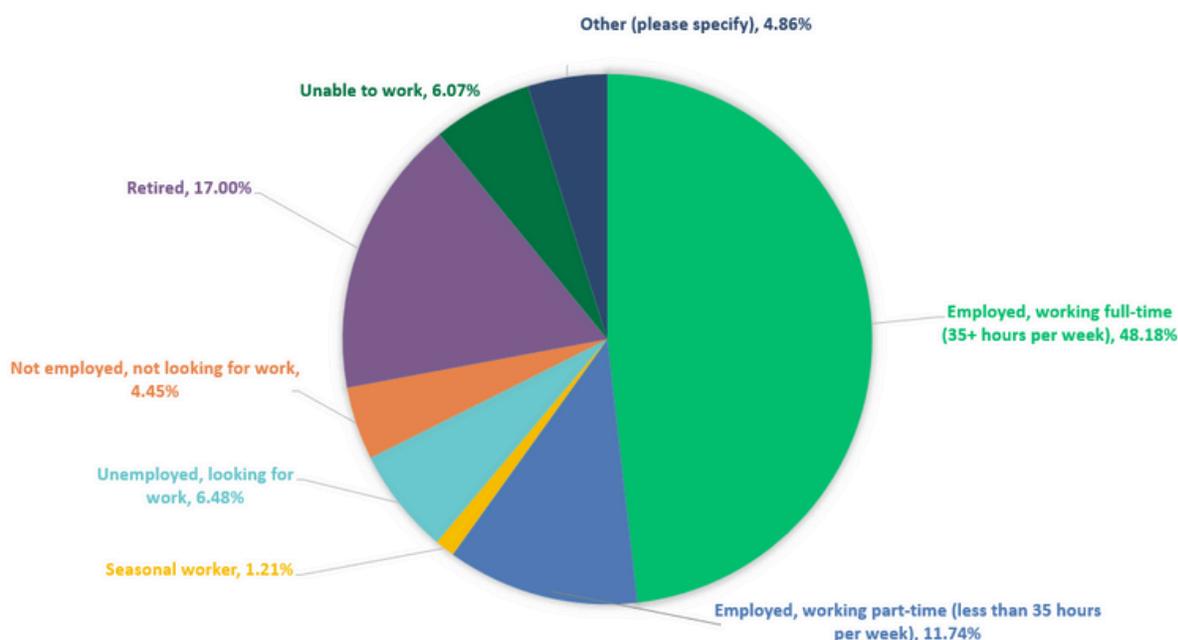


- **Difficulty paying for basic needs** (Sometimes to Often), ranked by highest response rate:
  1. **Food: 30.8%**
  2. Rent/Mortgage: 27.5%
  3. Transportation: 27.0%
  4. Electricity: 26.43%
- 17% have applied for assistance with phone, internet, or utilities in the past year, with 6% who applied but did not qualify.
- Nearly 6% of respondents said they did not have reliable internet or telephone service where they live, another 6% only lacked reliable phone service, and 7.6% only lacked reliable internet.

# Employment

- **Only 32% of respondents agreed or strongly agreed with the statement that “There is economic opportunity in Sky Valley.”**
- Most respondents were employed at least part-time (62%), and 17% were retired.
- Of those who responded “**Not Employed, not looking for work**” (4.5%), nearly all cited family responsibilities, caregiving, or medical needs preventing them from working. Of those who responded “**Unable to work**” (6%), the majority cited having a disability.
- **Unemployed** respondents who were looking for work (6.5%) had a range of barriers, but the most common response was “unable to find a job with my skillset.”
- Those who said “**Other**” often reported working from home, working more than full-time, or being a stay-at-home parent

*Which Best Describes Your Current Employment Status?*



- Of those who had income-related challenges, women were more likely than men to report the top three responses (below in blue), as well as that they do not have affordable health insurance and that there were no opportunities for job advancement.
- When asked about the perceived causes of poverty in the community, the #1 response was “inflation and the rising cost of living” (70% of respondents) followed by “lack of jobs paying a living wage” (57%)

Nearly 34% of respondents said that they are unable to put money into savings or retirement, over 20% of had paychecks that did not cover their basic living expenses, and 22% struggled to pay debt

# Mental Health

Nearly 30% of respondents cited feeling sad or worried enough in the past month that it impacted their ability to go about their usual daily activities

- 13% of respondents reported having difficulty accessing mental health care.
- When asked about barriers to receiving care, the top response was “I can’t find an available provider”, followed by “I cannot afford these services” and “I don’t know where to go.”
- When asked which behaviors people in Sky Valley need more information about, **the top answer was Mental Health, followed by Stress Management**, highlighting not just the personal need for services but the perceived need in the community.
- When asked about perceived causes of poverty in the community, “Untreated mental health conditions” was in the top 5 of responses.

## Health and Dental Care

- Most respondents rated their health as being “Good” to “Excellent”, with 16% reporting “Fair” health and 3% responding “Poor”.
- **Respondents who were in the lowest income bracket were significantly more likely to respond that their health was fair to poor.**
- 22% of respondents reported having problems getting the primary care they needed, 14% reported difficulty getting dental care, and 12% had trouble accessing a specialist
  - **Primary Care barriers:**
    - #1 The wait times are too long
    - #2 I can’t find an available provider
    - #3 Appointment times don’t work for my schedule
  - **Dental Care barriers:**
    - #1 I cannot afford these services
    - #2 I don’t know where to go
    - #3 The wait times are too long
- The largest reported barrier to accessing Urgent or Hospital care is “The wait times are too long”
- **Hispanic/Latino respondents were more likely than white respondents to report having difficulty accessing dental, primary care, and OB/GYN care.**

38.75% of respondents said that they had physical pain in the past month that made it difficult to perform usual daily activities

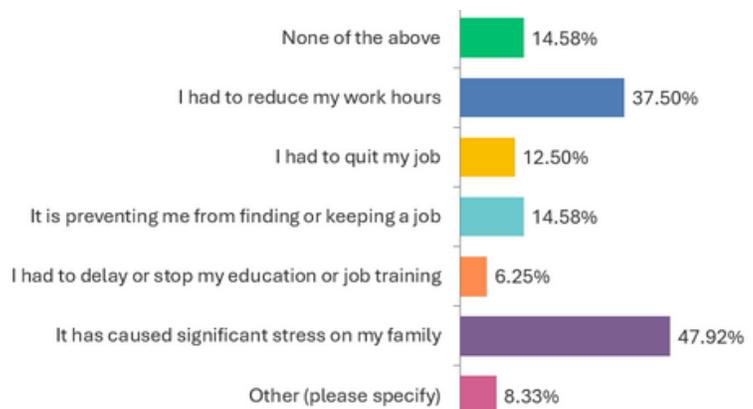
# Childcare

- **18% of all respondents said that they needed childcare in the past 3 years and had difficulty finding it**
- Women were significantly more likely than men to report having difficulty finding childcare, and Hispanic/Latino respondents were more likely than white respondents to experience difficulties.
- The most-needed types of childcare were After-School care (37.5%), Toddler care (35.4%), and Preschool (31.3%)

The top barrier for finding childcare was cost: 85.4% of respondents said that it was too expensive

- The other top barriers to finding childcare were lack of open slots (31.3%) and not available for the needed hours (27%)
- 48% of those who struggled to find childcare said that it has caused significant stress on their family, and 37.5% had to reduce their work hours

*How has difficulty finding childcare impacted your work, school, or other important activities?*



# Substance Use Disorder

28.8% of respondents said that people need more information about substance abuse treatment and prevention in Sky Valley

- Substance use treatment and prevention was the third-highest choice for behaviors that the community needs more information about.
- When asked about perceived causes of poverty in Sky Valley, substance abuse was the #4 response, with 36% of respondents choosing that answer in their top 5.
- Those who had trouble accessing treatment for substance use said that the top barrier was “**I don’t know where to go**”, suggesting that more robust resource guides are needed.

# Qualitative Data: Key Informant Interviews & Focus Groups

Kulik Strategic Advisers (KSA) partnered with the City of Monroe to collect qualitative data through focus groups and interviews as a part of this assessment. The intent of this collaboration was so participants could feel free to share openly with a third party, and that the summary of key themes would maintain objectivity. KSA was chosen due to their involvement and completion of the 2021 Sky Valley needs assessment and their familiarity with local services.

In June and July 2025, KSA conducted key informant interviews remotely over the Zoom meeting platform and interviewed 18 key stakeholders representing 13 different organizations:

- EvergreenHealth Monroe
- EvergreenHealth Recovery Center
- Monroe Community Senior Center
- Conquer Clinics
- SeaMar Behavioral Health
- Volunteers of America
- Monroe Community Court
- Acres of Diamonds
- Peace Monroe Lutheran Church
- Sky Valley Food Bank
- The City of Monroe
- Community Human Services Advisory Board

In July, KSA hosted six focus groups focusing on subpopulations of Sky Valley identified as being vulnerable populations in the 2021 needs assessment. A total of 25 participants across the 6 focus groups shared their experiences with KSA for this assessment:

- Youth - July 23, 2025, held virtually
- Disabled - July 17<sup>th</sup> 2025, at the Monroe Library
- Unhoused - July 17<sup>th</sup> at New Hope Fellowship Church
- Hispanic/Latino - July 16<sup>th</sup> 2025, held virtually
- Seniors - July 16, 2025, at the Monroe Community Senior Center
- LGBTQ+ - July 15<sup>th</sup> 2025, at the Monroe Library

# Summary of Interview Themes

THEME	DISCUSSION
<b>Housing</b>	<ul style="list-style-type: none"> <li>• There is a significant lack of affordable housing in the area for individuals with low incomes.</li> <li>• Overall, there is insufficient housing stock available. New construction tends to be more expensive and seems to cater to individuals with higher earning potential.</li> <li>• Housing options for seniors who wish to sell their homes and downsize to a smaller place are both unaffordable and difficult to find.</li> <li>• While city regulations have changed since the last Community Needs Assessment, restrictions remain on how much land can be covered by structures. Currently, no more than 60% of a property can be covered, which continues to hinder the construction of smaller homes on the same property.</li> </ul>
<b>Transportation</b>	<ul style="list-style-type: none"> <li>• The public transportation system is not reliable enough.</li> <li>• It is also not accessible to everyone, as it does not cover the entire Sky Valley area.</li> <li>• Public transportation poses challenges for seniors because bus stops are often far from their homes and difficult to reach.</li> </ul>
<b>Specialty Care</b>	<ul style="list-style-type: none"> <li>• There is a limited number of specialty care providers in the area, resulting in long wait times to access them.</li> </ul>
<b>Funding</b>	<ul style="list-style-type: none"> <li>• Funding limitations for social services programs</li> <li>• Limited funding for senior transportation services</li> <li>• Insufficient funding dedicated to homeless services</li> <li>• Despite significant progress in addressing mental health services, there are concerns about potential funding reductions and the possibility of losing that progress.</li> <li>• Inadequate funding for food service providers, including the Sky Valley Food Bank.</li> </ul>
<b>Food Access</b>	<ul style="list-style-type: none"> <li>• There is a limited selection of food at the local food pantry, with few culturally sensitive options available.</li> </ul>

# Summary of Interview Themes

THEME	DISCUSSION
<b>Safe Places</b>	<ul style="list-style-type: none"><li>• A place where unhoused individuals can gather regularly, especially during extreme temperatures.</li><li>• A facility where unhoused individuals have access to showers on a regular basis.</li><li>• A safe environment for teenagers to explore their creativity and feel secure late at night.</li><li>• Hispanic undocumented individuals feeling unsafe going to work or sending their children to school due to the fear of deportation.</li></ul>
<b>Legal Services</b>	<ul style="list-style-type: none"><li>• Lack of free or low-cost legal services</li></ul>
<b>Language Barriers</b>	<ul style="list-style-type: none"><li>• Language barriers encountered when accessing services.</li><li>• Limited selection of books in languages other than English at the local library.</li></ul>

# Summary of Focus Groups

POPULATION	SERVICES NEEDED
<p><b>Youth</b></p>	<p><b>Places to Socialize:</b></p> <ul style="list-style-type: none"> <li>- Restaurants, parks, video game centers, and venues for late-night snacks, such as indoor golf, volleyball, and ping pong.</li> <li>- There is a lack of affordable clubs, and families often have a negative perception of the costs associated with club memberships.</li> </ul> <p><b>Health:</b></p> <ul style="list-style-type: none"> <li>- Accessible and affordable locations for staying healthy, such as gyms, community centers like the Y, and Planet Fitness.</li> </ul> <p><b>Safety:</b></p> <ul style="list-style-type: none"> <li>- Affordable driving classes for new drivers to enhance road safety.</li> <li>- Emphasis on drug education and prevention, as substance abuse is prevalent in schools.</li> </ul>
<p><b>Disabled</b></p>	<p><b>Social Interactions:</b></p> <ul style="list-style-type: none"> <li>- Enable individuals accessing services to grow and feel comfortable.</li> </ul> <p><b>Transportation:</b> Ensure access to reliable transportation (both public and privately funded) that aligns with the center's hours of operation.</p> <p><b>Younger Population Services:</b> Speech, Occupational, and Physical Therapy</p> <p><b>Group Home (Significant Need):</b> Long-term care housing</p> <p><b>Housing:</b></p> <ul style="list-style-type: none"> <li>- ADA Accessible Housing</li> <li>- Affordable Housing</li> </ul> <p><b>Autism Diagnosis Providers &amp; Mental Health Services</b></p>
<p><b>Unhoused</b></p>	<p><b>Housing: Affordable Housing</b></p> <p><b>Safe Shelter:</b></p> <ul style="list-style-type: none"> <li>- Access to a daytime location for support</li> <li>- A safe place to charge phones, such as solar-powered outlets along the creek</li> </ul> <p><b>Community Garden:</b> a community garden for locals to access</p> <p><b>Police Engagement:</b></p> <ul style="list-style-type: none"> <li>- Education on sensitivity when interacting with unhoused individuals</li> </ul> <p><b>Education</b></p> <ul style="list-style-type: none"> <li>- Instruction on natural remedies</li> <li>- Guidance on identifying locally-growing food, such as mushrooms</li> </ul> <p><b>Access to Public Phones:</b></p> <ul style="list-style-type: none"> <li>- Currently, there are no payphones available in the City of Monroe.</li> </ul>

# Summary of Focus Groups

POPULATION	SERVICES NEEDED
<p><b>Hispanic/Latino</b></p>	<p><b>Access to Mental Health Services:</b></p> <ul style="list-style-type: none"> <li>-Not enough providers available</li> <li>-Many do not accept the insurance carriers that patients have</li> <li>-Long waitlists for appointments</li> <li>-High out-of-pocket costs</li> <li>-Stigma associated with accessing these services</li> </ul> <p><b>Lack of Reliable Information</b></p> <ul style="list-style-type: none"> <li>-Uncertainty about where to go for help</li> <li>-Insufficient resources available</li> </ul> <p><b>Language Barriers</b></p> <ul style="list-style-type: none"> <li>-Need for more bilingual professionals</li> <li>-Demand for affordable English classes for adults</li> <li>-Availability of Spanish books in libraries</li> </ul> <p><b>Transportation Issues</b></p> <ul style="list-style-type: none"> <li>-Need for reliable and accessible public transportation</li> <li>-Public transportation routes do not cover the entire Sky Valley area</li> <li>-Schedules are not flexible for everyone</li> </ul> <p><b>Safety Concerns</b></p> <ul style="list-style-type: none"> <li>-Need for domestic violence shelters for women experiencing abuse</li> <li>-Many undocumented individuals stay home and do not send their children to school</li> <li>-Undocumented parents are creating emergency plans in case of deportation</li> </ul> <p><b>Legal Services</b></p> <ul style="list-style-type: none"> <li>-Lack of free or low-cost legal services available</li> <li>-Undocumented individuals often unaware of their rights</li> </ul> <p><b>Daycare Availability</b></p> <ul style="list-style-type: none"> <li>-Limited daycare options; difficult to secure spots, and costs are high</li> </ul> <p><b>Youth Activities</b></p> <ul style="list-style-type: none"> <li>-Need for activities that teach youth about their culture</li> </ul> <p>Programs such as boxing, robotics, soccer, and other activities that help youth grow and better understand their cultural identity</p>

# Summary of Focus Groups

POPULATION	SERVICES NEEDED
<p style="text-align: center;"><b>Seniors</b></p>	<p><b>Transportation:</b></p> <ul style="list-style-type: none"> <li>-Traffic for individuals with private vehicles traveling between Index and Snohomish can be challenging.</li> <li>-Public transportation is not easily accessible for seniors who rely on it, as they often need to walk long distances to reach a bus stop.</li> </ul> <p><b>Pharmaceutical Stores:</b> A transition from the existing pharmacy to a new CVS Pharmacy is expected in the area.</p> <p><b>Safety:</b></p> <ul style="list-style-type: none"> <li>-Sidewalks are not consistently safe for seniors; their condition varies greatly.</li> <li>-Ramps are not fully ADA compliant and present safety issues.</li> <li>-Crosswalks are not adequately marked for seniors, and the allotted crossing time is often insufficient for safe passage.</li> </ul> <p><b>Technology Assistance:</b></p> <ul style="list-style-type: none"> <li>-Classes should be offered for seniors to improve their skills in using smartphones and computers, with a focus on safe internet practices.</li> </ul> <p><b>Assistance for Seniors:</b></p> <ul style="list-style-type: none"> <li>-There are currently no agencies in the area dedicated to providing assistance for seniors, and case workers are needed to help connect seniors with necessary services.</li> <li>-A network of services (such as electricians, plumbers, and painters) would be beneficial</li> </ul> <p><b>Senior Hospital Dumping:</b> There is a need to address the issue of senior hospital dumping and its implications.</p> <p><b>Housing Services:</b></p> <ul style="list-style-type: none"> <li>-Assistance should be provided for seniors who own homes but are unable to manage all the necessary housing needs.</li> </ul> <p><b>Food Assistance:</b></p> <ul style="list-style-type: none"> <li>Support for homeless individuals in accessing food assistance is needed.</li> </ul>

# Summary of Focus Groups

POPULATION	SERVICES NEEDED
LGTBQ+	<p><b>Transportation:</b> -Public transportation is not accessible to all areas of Sky Valley. -Highways 2 and 9 do not cover the entire Sky Valley region.</p> <p><b>Behavioral Health and Mental Health Services</b> -There are not enough providers in the area. -Youth mental health services are more challenging to access than adult services.</p> <p><b>Transition Center</b> -This is a space for young adults to explore options outside of college and develop their skills.</p> <p>Employment for Teens It is difficult for teens seeking work to find job opportunities.</p>

# Needs Analysis

Based on the data collected for this report, human services categories were analyzed on the basis of frequency, severity, use, gaps, and barriers to access. Severity and impact of need are reflective of the number of residents affected, the critical nature of the service, and categories that were significantly lacking compared to the county, state, and nation. Gaps and barriers to accessing services is reflective of the responses from residents, especially among vulnerable groups, who report difficulty accessing the service due to a lack of availability or other accessibility concerns.

<b>Topic/Category</b>	<b>Frequency of Mention Across Data Collection</b>	<b>Severity &amp; Impact of Need</b>	<b>Current Level of Service Use</b>	<b>Gaps &amp; Barriers to Accessing Services</b>
<b>Childcare</b>	Medium	High	Medium	High
<b>Education Assistance</b>	Medium	Medium	Low	High
<b>Employment &amp; Income</b>	High	Medium	Low	Medium
<b>Food &amp; Nutrition</b>	Medium	High	High	Low
<b>Housing</b>	High	High	High	High
<b>Legal Aid</b>	Low	Low	Medium	High
<b>Mental &amp; Behavioral Health</b>	High	High	High	Medium
<b>Physical Health</b>	Medium	High	High	Medium
<b>Public Transportation</b>	High	Medium	Low	High
<b>Substance Use Disorder</b>	Low	High	Medium	High
<b>Utility Assistance</b>	Low	Medium	Medium	Low

# Top Needs In Sky Valley

## Affordable & Accessible Housing

- Significant need present across all data collection methods
- High housing cost burden for homeowners and renters alike
- Low affordable housing stock at 60% AMI and below, and a lack of diversity in housing types
- 25% worried about losing their housing, and 14% who cannot find any affordable housing
- 17% cannot afford home repairs
- Emergency and shelter housing capacity is limited, and more units or beds are needed to meet Comprehensive Plan goals
- Seniors and people with disabilities lack accessible housing options or housing with care services
- Unhoused residents lack safe shelter, including during daytime hours

## Food and Nutrition Support

- Half of food-insecure families are ineligible to receive nutrition assistance due to current income limits
- 30.8% of survey respondents said that they struggle to pay for food sometimes or often
- Funding cuts raise concerns for food bank services and capacity
- 15.5% use rate for Basic Food Program in Sky Valley overall, with higher use rates in Gold Bar and Index
- All school districts in Sky Valley have more than 30% of their students eligible for free or reduced school lunch, with variation in rates among individual schools

## Mental & Behavioral Health Services

- Low provider capacity: 132.6 providers per 100,000 population
- High rates of depression, frequent mental distress, and social isolation compared to the surrounding areas
- Nearly 30% of survey respondents report functional impairment due to persistent worry or sadness
- Affordability, cost, and being unsure of where to go are barriers to receiving care
- Students reporting high rates of acute depressive episodes and persistent worrying among high school seniors
- Lack of providers that accept Medicaid & Medicare plans
- Hispanic/Latino residents report cultural barriers to accessing care

## Transportation Services & Safety

- 23% of residents experience moderate to high transportation insecurity, and rates are higher among residents with disabilities, who are low income, and who are Hispanic/Latino
- 17.7% of residents commute longer than 60 minutes to work, and many residents cite traffic congestion as a transportation difficulty
- Seniors and Hispanic/Latino residents identified significant accessibility and efficiency barriers to transportation
- Many seniors and youth report road safety concerns for walking, biking, and driving

# Top Needs In Sky Valley

## Affordable Childcare

- Childcare access is limited, especially for low-income families who need access to Head Start programs
- High cost-burden of childcare: 31% of the median income for two children
- Childcare disproportionately affects women, who have lower labor force participation rates and more difficulty finding childcare compared to men.
- 37.5% had to reduce their work hours due to childcare constraints, and almost half of those with childcare concerns experience significant family stress

## Health & Dental Care Access

- Primary care shortage areas cover 45% of the region, and dental care shortage affects 86% of the area
- Higher rates of adult obesity and tooth loss in seniors
- 22% of survey respondents had trouble accessing primary care, and 14% had trouble accessing dental care
- 39% of survey respondents reported having physical pain in the past month that made it difficult to perform usual daily activities
- Reported difficulty accessing specialist care among seniors and people with disabilities
- Hispanic/Latino residents reported lacking sufficient dental, primary, and OB/GYN care

## Substance Use Disorder Treatment and Prevention

- Limited capacity relative to the surrounding region
- Medicaid/Medicare coverage of inpatient treatment services is limited
- Needing more substance use treatment and prevention information ranks high among survey respondents
- Those with barriers to receiving care indicate they do not know where to go
- Youth focus group participants report prevalent substance use among students at school
- 13% of high school seniors report problematic alcohol consumption

## Employment, Education, and Legal Assistance

- Lower labor force participation rates in Sky Valley compared to the surrounding areas
- A high percentage of Hispanic/Latino residents who have no high school diploma,
- High desire for more affordable English classes and bilingual library books
- “Lack of Jobs Paying a Living Wage” was identified in the Sky Valley area, with many people commuting outside of the region for employment
- Lower educational attainment among adults compared to the surrounding areas
- Reported lack of low-cost legal services, especially for those with limited English proficiency

# Report Recommendations

The following recommendations are based on the findings of this report and are intended to inform the development of a strategic plan and budget. Recommendations that are in alignment with the City of Monroe's 2020 Homeless Policy Advisory Committee (HPAC) and Comprehensive Plan 2024-2044 recommendations are noted with an asterisk.

## **Support programs that encourage affordable housing production, housing stability, and emergency housing services\***

- Continued use of SHB1406 funding for rental assistance\*
- Encourage ADU production through community education and resources\*
- Encourage middle housing production and affordable home ownership, including cottage housing, duplex/quadplex development, and Community Land Trusts\*
- Seek ways to increase shelter capacity, such as pallet shelters, safe parking, and more\*
- Build partnerships with organizations that can assist with home repairs and maintenance, especially for seniors and low-income families\*

## **Improve the Continuum of Care for Behavioral Health and Substance Use Disorder (SUD) Services\***

- Continue support for Co-Response, Peer Support, and other rapid-response services\*
- Increase access to inpatient care for behavioral health and SUD for uninsured and Medicare/Medicaid beneficiaries\*
- Support evidence-based primary prevention programs focused on youth and families\*
- Prioritize programs that decrease recidivism rates by supporting long-term recovery\*
- Explore options for increased access to counseling services\*

## **Increase Access to Medical Care, Dental Care, and Nutrition Services**

- Partner with primary care and dental professionals to increase access to health services, especially for residents who have disabilities, speak limited English, are Medicare/Medicaid beneficiaries, or are uninsured
- Increase access to specialty care services for residents with disabilities and older adults.
- Seek sustainable funding to support critical food and nutrition services\*
- Consider programs that provide patients with diet-related conditions access to produce prescriptions to redeem at farmers' markets and local grocery stores

# Report Recommendations

## **Improve Regional Transportation Services and Traffic Safety\***

- Partner with public transportation agencies to pilot a micro transit service
- Increase access to efficient transportation services for residents with low incomes, disabilities, and senior residents\*
- Advocate for programs that reduce traffic congestion and improve pedestrian and driver safety, including safe driving classes and travel planning services, especially for seniors and young people

## **Expand access to affordable childcare and after-school programs**

- Explore options to expand childcare capacity and Head Start services, prioritizing toddler and preschool programs, bilingual services, and non-traditional hours (evening and weekend availability)
- Increase access to after-school programs that provide educational support and a safe space for young people, especially for young people who are unhoused, have a disability, are learning English, and are from low-income families

## **Provide more educational and vocational training opportunities and low-cost legal services**

- Partner with organizations that provide educational and vocational training, prioritizing bilingual class offerings for English language learning
- Promote public awareness of classes and training opportunities and help facilitate class offerings\*
- Increase access to free or low-cost legal services, prioritizing bilingual providers

## **Consider a Drop-in Day Center for Basic Needs, Housing Navigation, and Pop-up Services\***

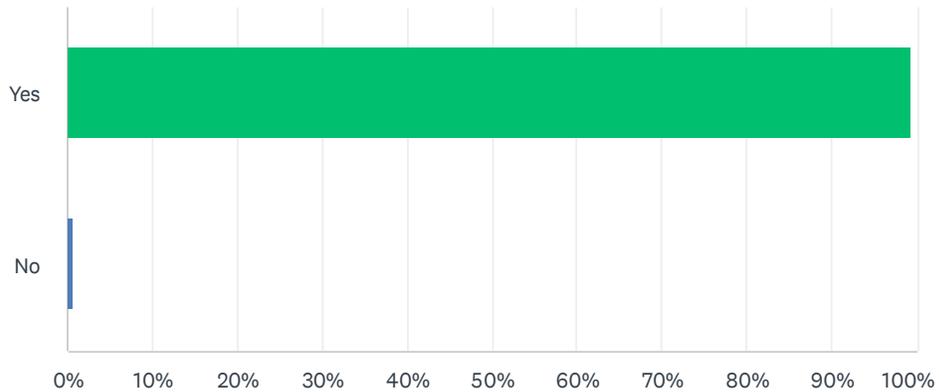
- Consider a partnership with a local organization to provide a day center for residents to access case management services, housing navigation, and regular pop-ups for medical care, dental care, and other service agencies\*
- Include access to hygiene and laundry facilities, public phones, charging stations, and mail for those without a permanent residence

# Appendix A:

Resident Survey Instrument,  
Question by Question  
Summary, and Selected  
Comments

Q1 The City of Monroe is interested in hearing from you. We are in the process of completing a Human Services Assessment to understand the needs of the Sky Valley community and use the knowledge to implement programs that will benefit the community. The survey should take approximately 15 minutes. All responses are confidential and will not be reported individually. Would you like to participate?

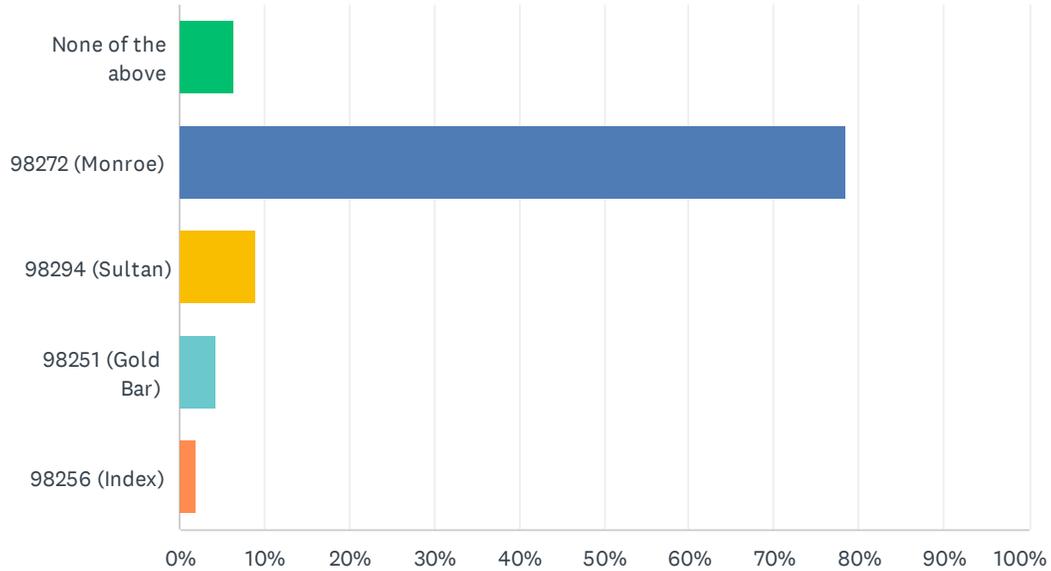
Answered: 324 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	99.38%	322
No	0.62%	2
TOTAL		324

## Q2 This survey is for people who live in the Sky Valley community. What is your Zip Code or City of residence?

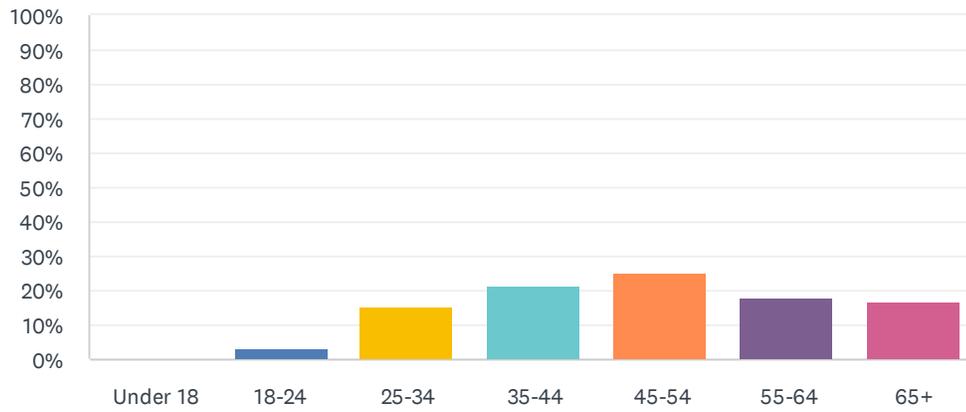
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ANSWER CHOICES	RESPONSES	
None of the above	6.48%	21
98272 (Monroe)	78.40%	254
98294 (Sultan)	8.95%	29
98251 (Gold Bar)	4.32%	14
98256 (Index)	1.85%	6
TOTAL		324

### Q3 What is your age?

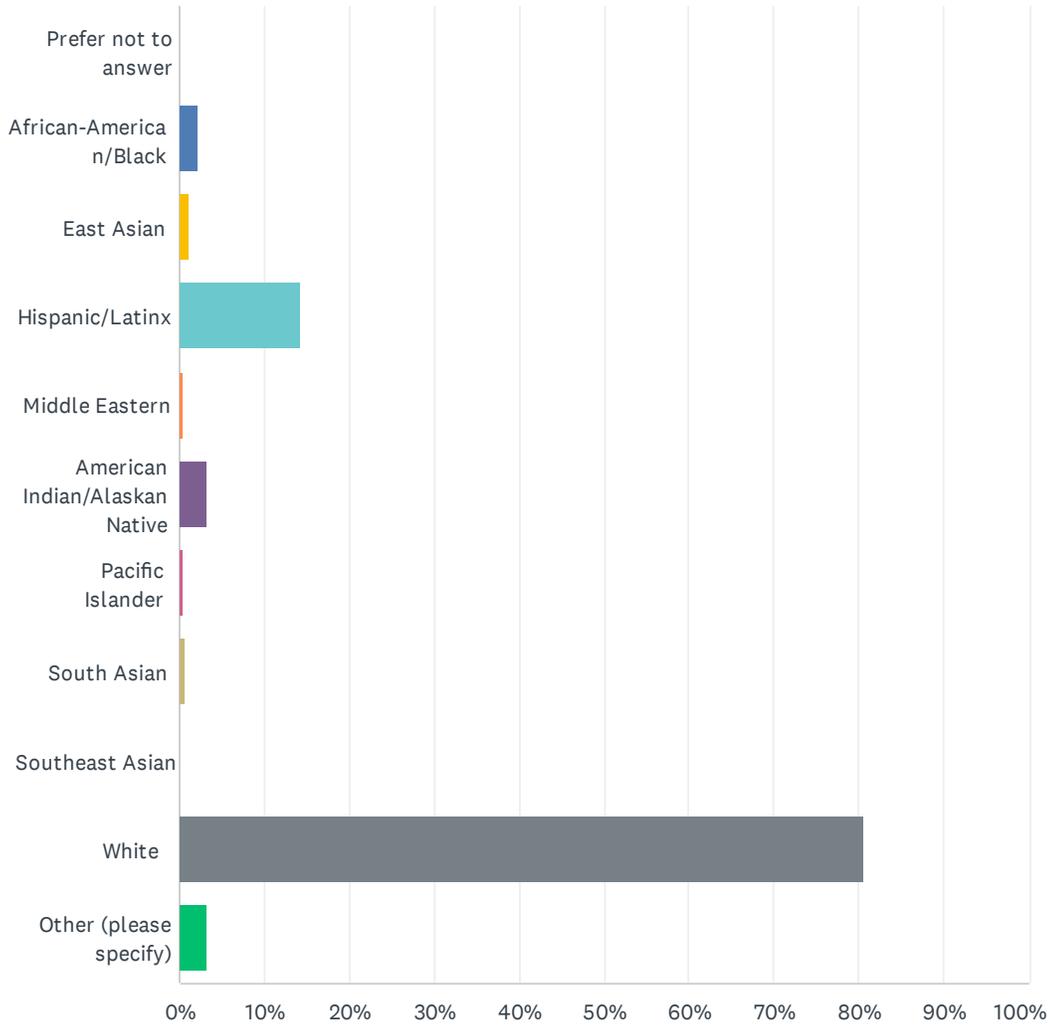
Answered: 285 Skipped: 39



ANSWER CHOICES	RESPONSES	
Under 18	0.00%	0
18-24	3.16%	9
25-34	15.44%	44
35-44	21.40%	61
45-54	25.26%	72
55-64	17.89%	51
65+	16.84%	48
<b>TOTAL</b>		<b>285</b>

### Q4 What is your racial or ethnic identity? (Select all that apply.)

Answered: 285 Skipped: 39

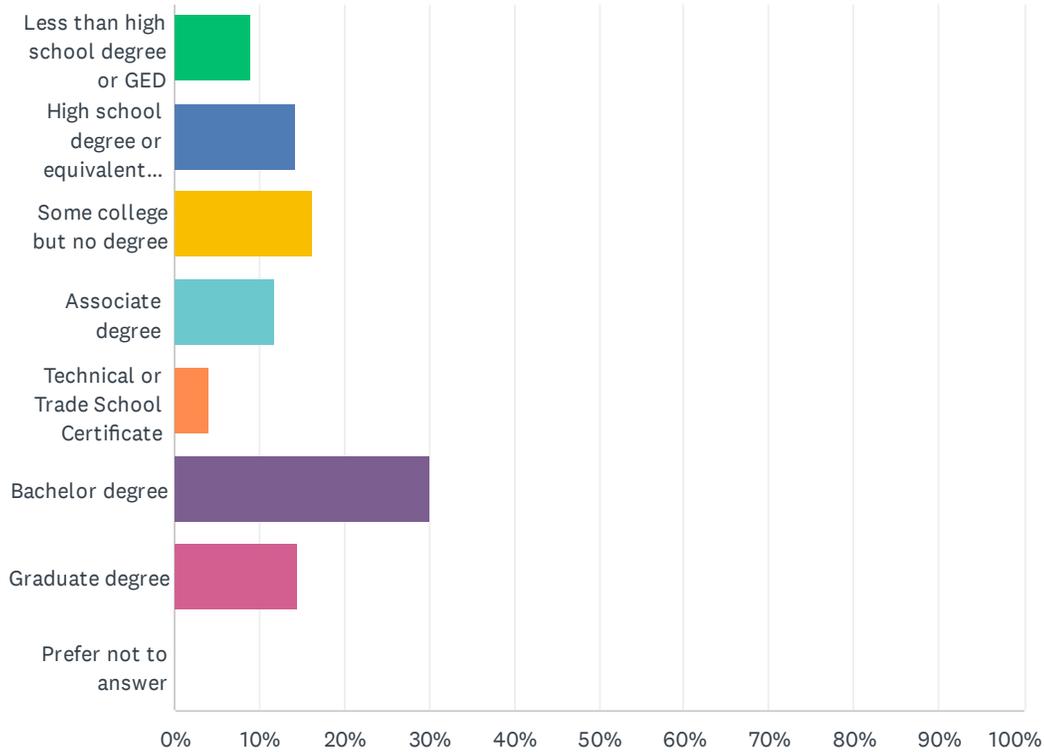


## Sky Valley Human Services Survey

ANSWER CHOICES	RESPONSES	
Prefer not to answer	0.00%	0
African-American/Black	2.11%	6
East Asian	1.05%	3
Hispanic/Latinx	14.39%	41
Middle Eastern	0.35%	1
American Indian/Alaskan Native	3.16%	9
Pacific Islander	0.35%	1
South Asian	0.70%	2
Southeast Asian	0.00%	0
White	80.70%	230
Other (please specify)	3.16%	9
<b>Total Respondents: 285</b>		

## Q5 What is the highest level of school you have completed or the highest degree you have received?

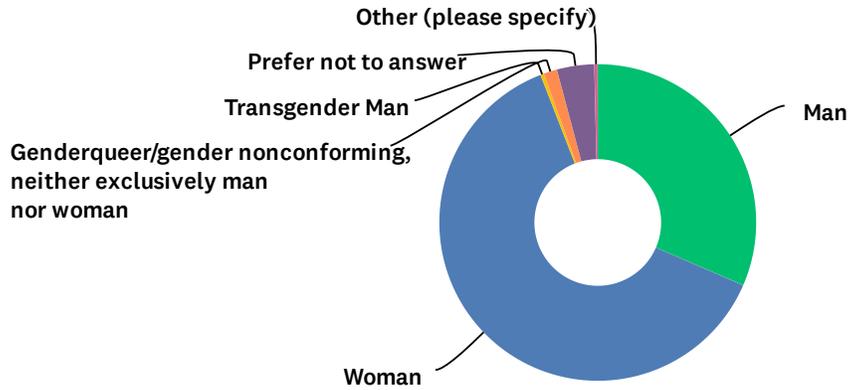
Answered: 289 Skipped: 35



ANSWER CHOICES	RESPONSES	
Less than high school degree or GED	9.00%	26
High school degree or equivalent (e.g., GED)	14.19%	41
Some college but no degree	16.26%	47
Associate degree	11.76%	34
Technical or Trade School Certificate	4.15%	12
Bachelor degree	30.10%	87
Graduate degree	14.53%	42
Prefer not to answer	0.00%	0
<b>TOTAL</b>		<b>289</b>

## Q6 Do you identify yourself as:

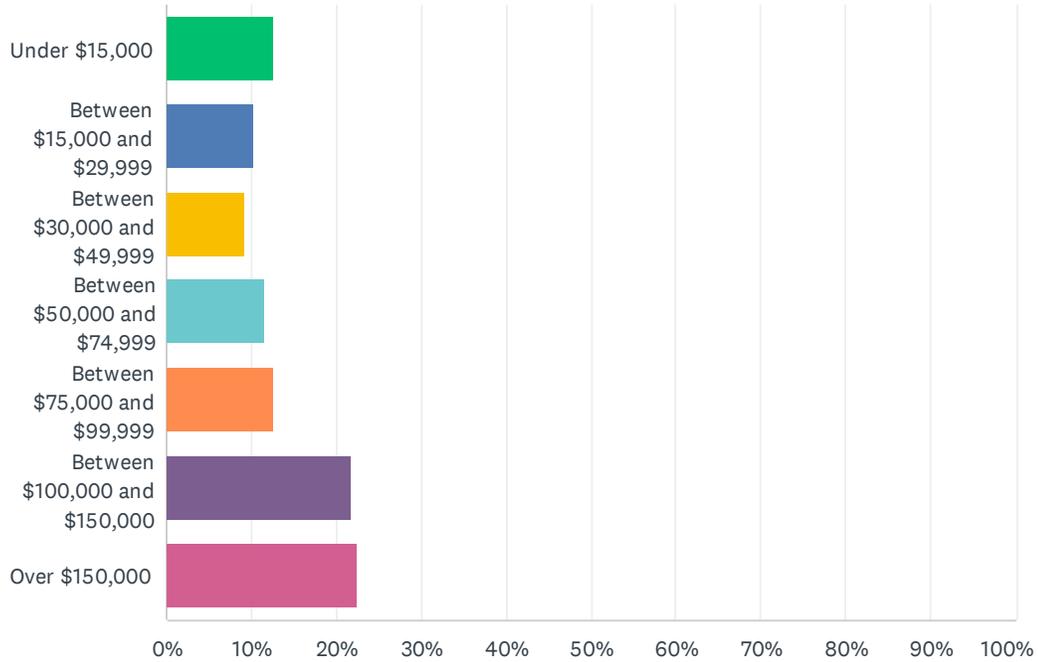
Answered: 289 Skipped: 35



ANSWER CHOICES	RESPONSES
Man	31.49% 91
Woman	62.63% 181
Transgender Man	0.35% 1
Transgender Woman	0.00% 0
Genderqueer/gender nonconforming, neither exclusively man nor woman	1.38% 4
Prefer not to answer	3.81% 11
Other (please specify)	0.35% 1
TOTAL	289

## Q7 Which of the following ranges best describes your total annual household income last year, before taxes?

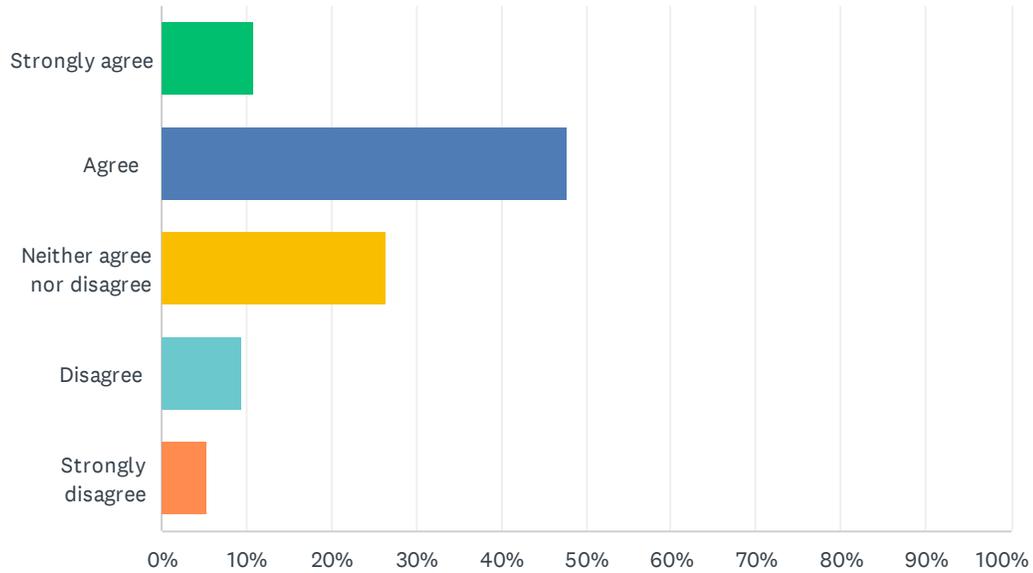
Answered: 286 Skipped: 38



ANSWER CHOICES	RESPONSES	
Under \$15,000	12.59%	36
Between \$15,000 and \$29,999	10.14%	29
Between \$30,000 and \$49,999	9.09%	26
Between \$50,000 and \$74,999	11.54%	33
Between \$75,000 and \$99,999	12.59%	36
Between \$100,000 and \$150,000	21.68%	62
Over \$150,000	22.38%	64
<b>TOTAL</b>		<b>286</b>

## Q8 There is good healthcare in the Sky Valley.

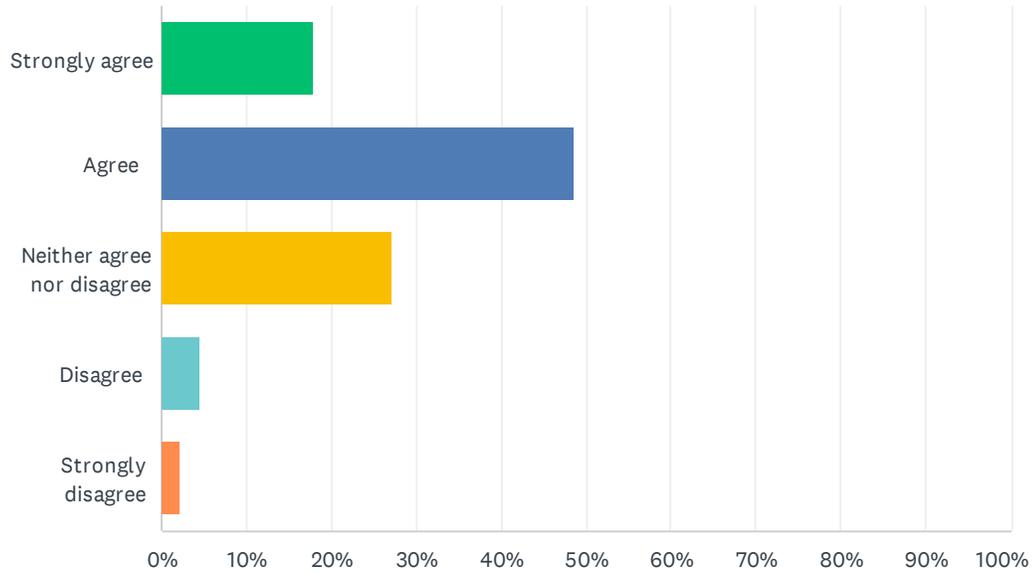
Answered: 276 Skipped: 48



ANSWER CHOICES	RESPONSES	
Strongly agree	10.87%	30
Agree	47.83%	132
Neither agree nor disagree	26.45%	73
Disagree	9.42%	26
Strongly disagree	5.43%	15
<b>TOTAL</b>		<b>276</b>

## Q9 The Sky Valley is a good place to raise kids.

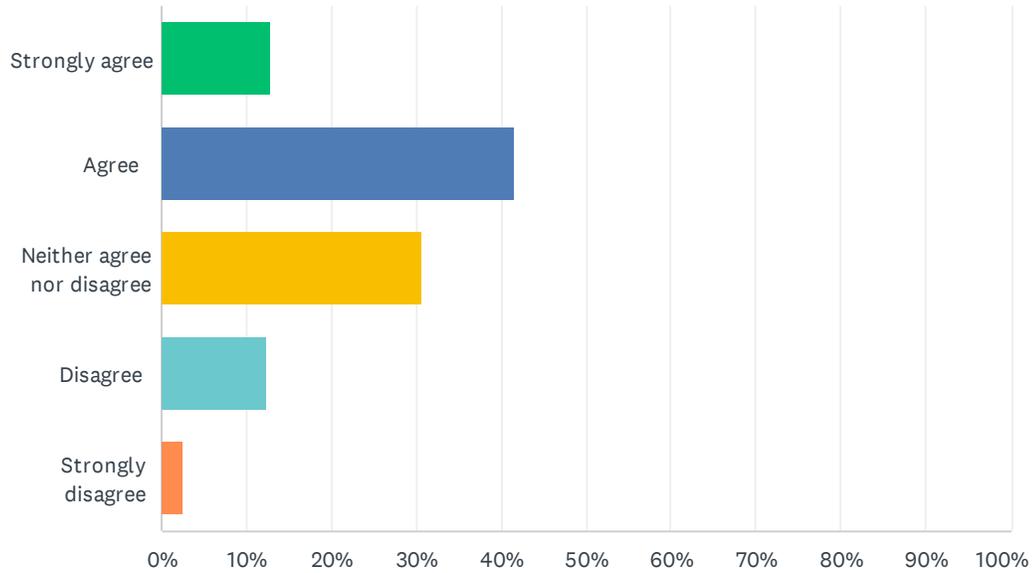
Answered: 274 Skipped: 50



ANSWER CHOICES	RESPONSES	
Strongly agree	17.88%	49
Agree	48.54%	133
Neither agree nor disagree	27.01%	74
Disagree	4.38%	12
Strongly disagree	2.19%	6
<b>TOTAL</b>		<b>274</b>

## Q10 The Sky Valley is a good place to grow old.

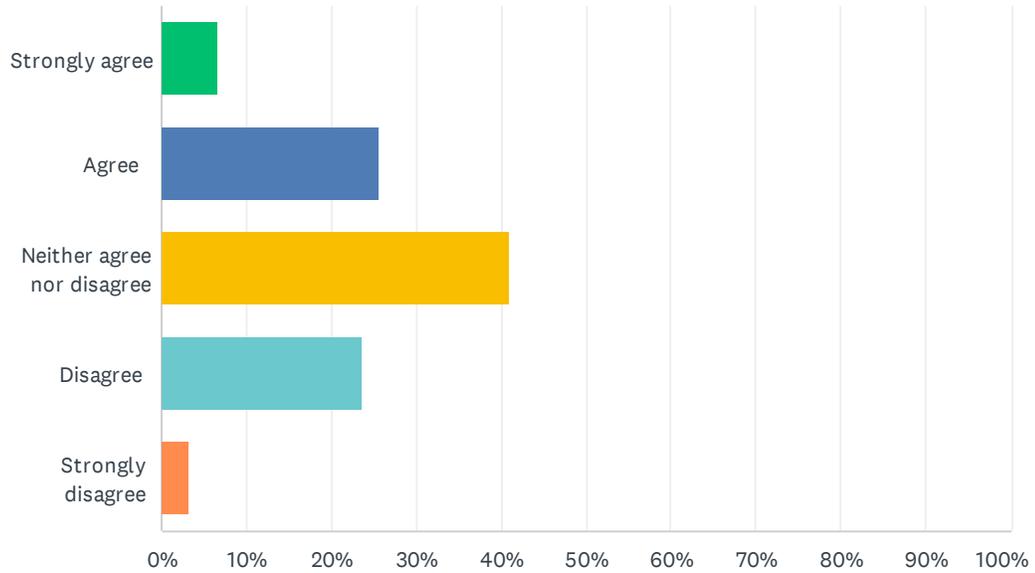
Answered: 274 Skipped: 50



ANSWER CHOICES	RESPONSES	
Strongly agree	12.77%	35
Agree	41.61%	114
Neither agree nor disagree	30.66%	84
Disagree	12.41%	34
Strongly disagree	2.55%	7
<b>TOTAL</b>		<b>274</b>

## Q11 There is economic opportunity in the Sky Valley.

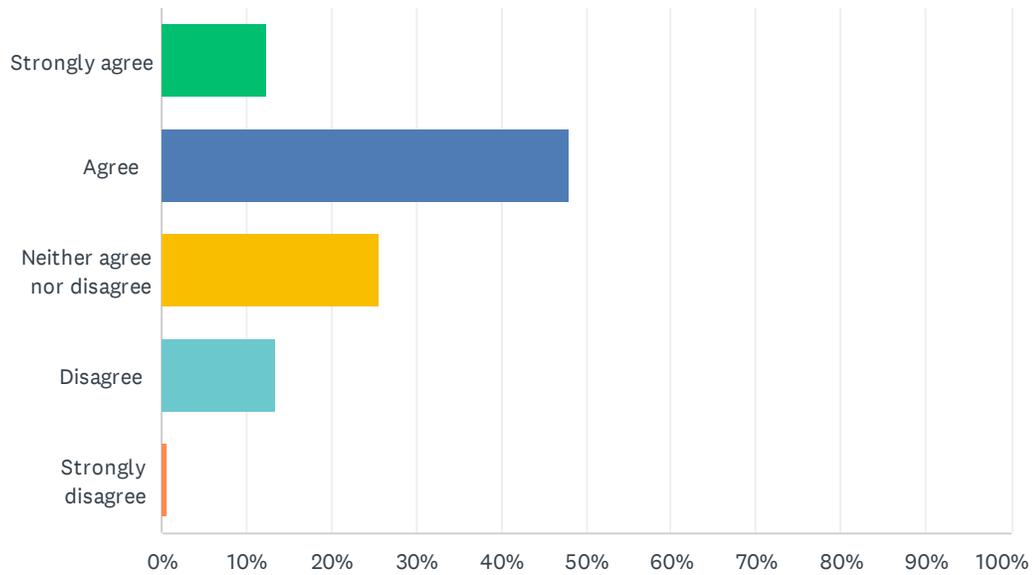
Answered: 274 Skipped: 50



ANSWER CHOICES	RESPONSES	
Strongly agree	6.57%	18
Agree	25.55%	70
Neither agree nor disagree	40.88%	112
Disagree	23.72%	65
Strongly disagree	3.28%	9
<b>TOTAL</b>		<b>274</b>

## Q12 The Sky Valley is a safe place to live.

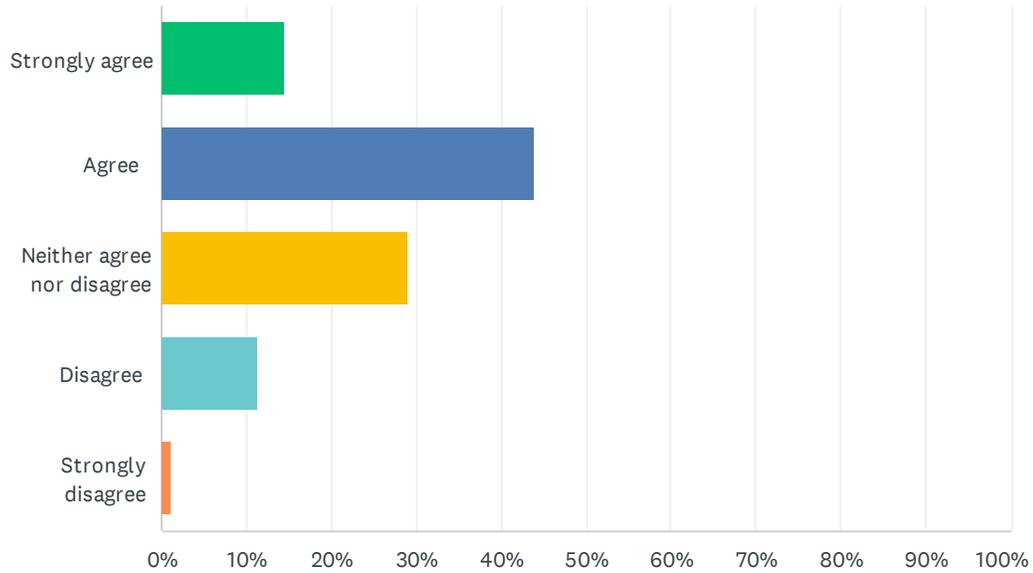
Answered: 277 Skipped: 47



ANSWER CHOICES	RESPONSES	
Strongly agree	12.27%	34
Agree	48.01%	133
Neither agree nor disagree	25.63%	71
Disagree	13.36%	37
Strongly disagree	0.72%	2
<b>TOTAL</b>		<b>277</b>

### Q13 There is support for people in times of need in the Sky Valley.

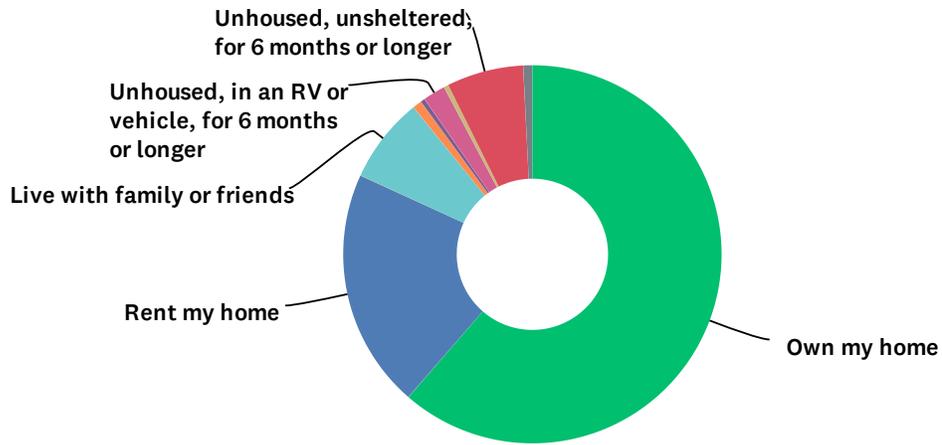
Answered: 282 Skipped: 42



ANSWER CHOICES	RESPONSES	
Strongly agree	14.54%	41
Agree	43.97%	124
Neither agree nor disagree	29.08%	82
Disagree	11.35%	32
Strongly disagree	1.06%	3
<b>TOTAL</b>		<b>282</b>

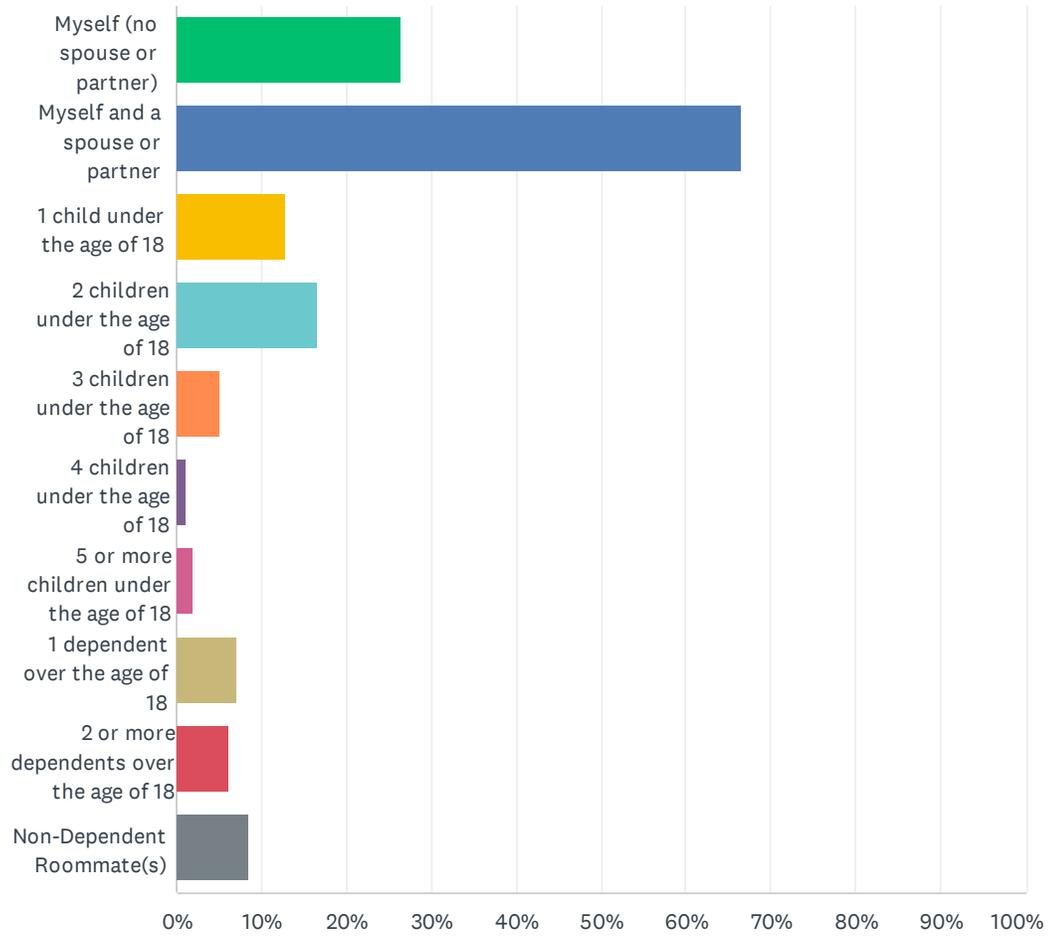
## Q14 What is your current living situation?

Answered: 259 Skipped: 65



### Q15 Who lives in your household? Select all that apply.

Answered: 257 Skipped: 67

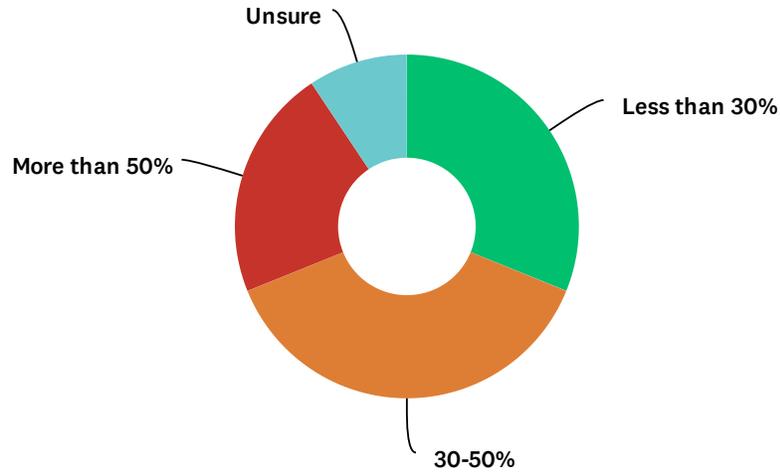


## Sky Valley Human Services Survey

ANSWER CHOICES	RESPONSES	
Myself (no spouse or partner)	26.46%	68
Myself and a spouse or partner	66.54%	171
1 child under the age of 18	12.84%	33
2 children under the age of 18	16.73%	43
3 children under the age of 18	5.06%	13
4 children under the age of 18	1.17%	3
5 or more children under the age of 18	1.95%	5
1 dependent over the age of 18	7.00%	18
2 or more dependents over the age of 18	6.23%	16
Non-Dependent Roommate(s)	8.56%	22
Total Respondents: 257		

## Q16 How much of your income do you spend on housing costs (rent, mortgage, utilities)?

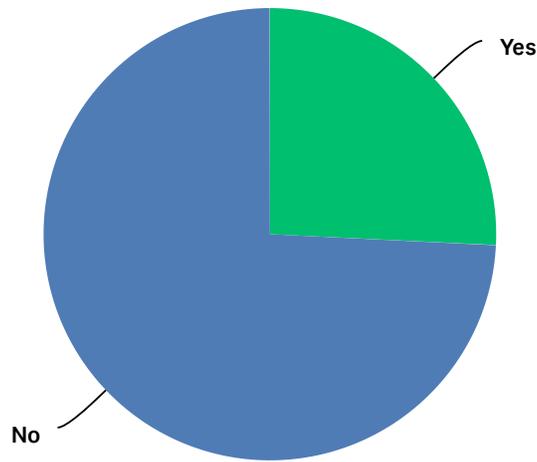
Answered: 257 Skipped: 67



ANSWER CHOICES	RESPONSES
Less than 30%	31.13% 80
30-50%	37.74% 97
More than 50%	21.79% 56
Unsure	9.34% 24
TOTAL	257

# Q17 In the past 12 months, have you worried about losing your housing?

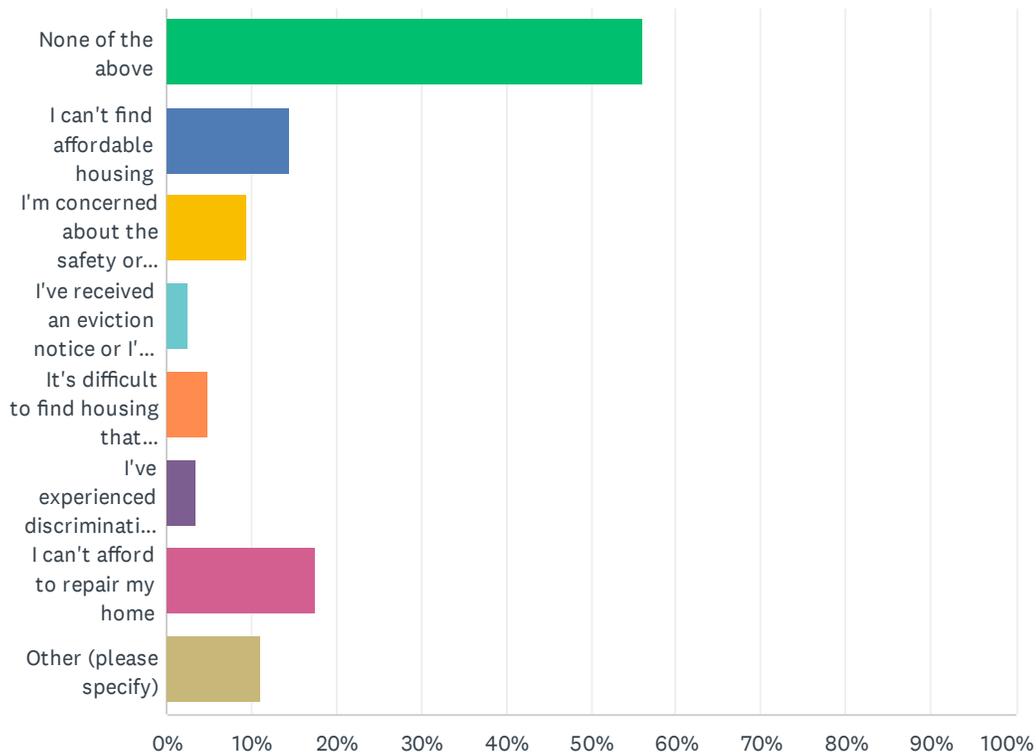
Answered: 256 Skipped: 68



ANSWER CHOICES	RESPONSES	
Yes	25.78%	66
No	74.22%	190
TOTAL		256

## Q18 In the past 12 months, have you experienced any of the following housing-related challenges?

Answered: 264 Skipped: 60



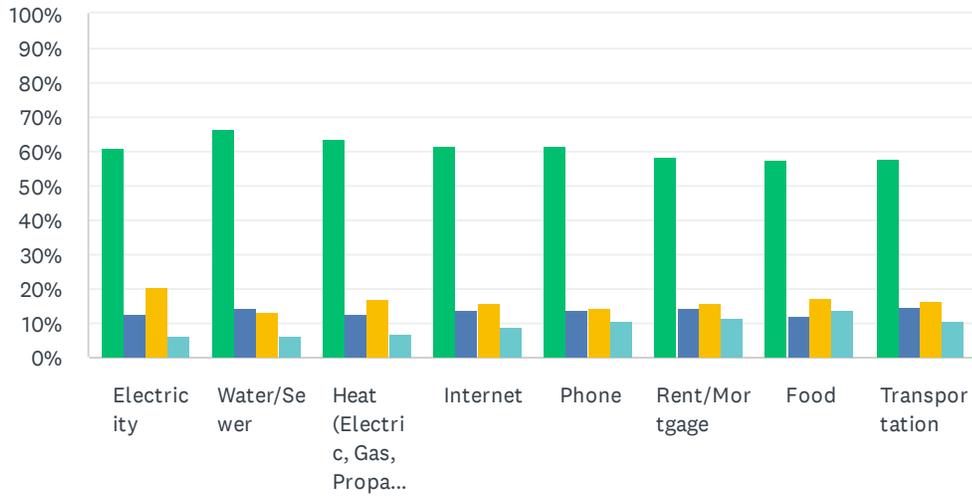
ANSWER CHOICES	RESPONSES	
None of the above	56.06%	148
I can't find affordable housing	14.39%	38
I'm concerned about the safety or quality of my home	9.47%	25
I've received an eviction notice or I'm concerned about being evicted	2.65%	7
It's difficult to find housing that accommodates disability needs	4.92%	13
I've experienced discrimination when trying to rent or buy a house	3.41%	9
I can't afford to repair my home	17.42%	46
Other (please specify)	10.98%	29
Total Respondents: 264		

## Q19 How can housing be improved in the Sky Valley community?

Answered: 177 Skipped: 147

Q20 In the past 12 months, have you had difficulty paying for the following basic needs? Please indicate how frequently you've had difficulty paying for each of the listed options.

Answered: 252 Skipped: 72

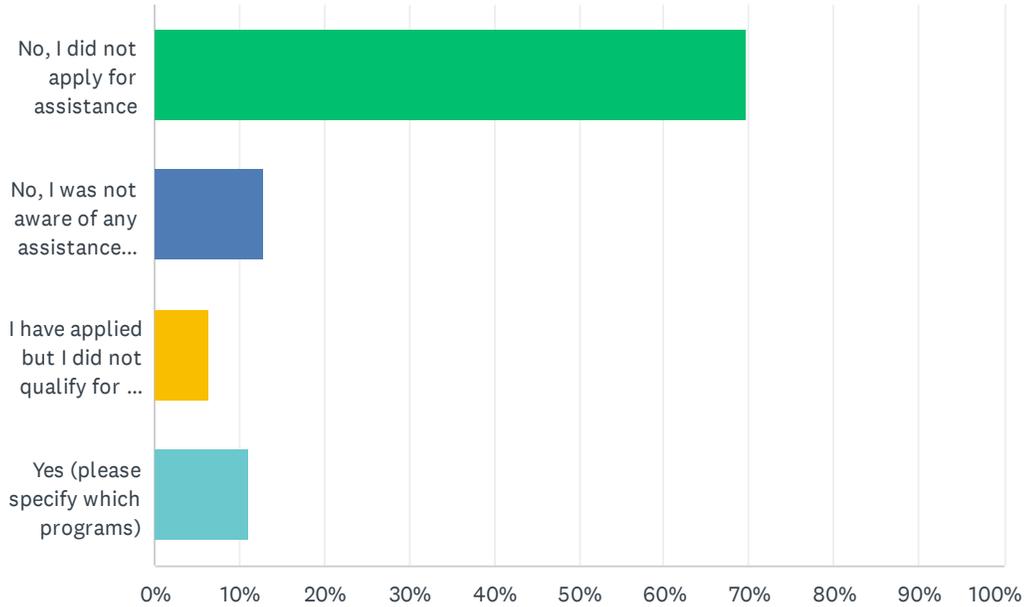


■ Never
 ■ Rarely
 ■ Sometimes
 ■ Often

	NEVER	RARELY	SOMETIMES	OFTEN	TOTAL
Electricity	60.98% 150	12.60% 31	20.33% 50	6.10% 15	246
Water/Sewer	66.53% 163	14.29% 35	13.06% 32	6.12% 15	245
Heat (Electric, Gas, Propane, or Wood/Pellet)	63.49% 153	12.45% 30	17.01% 41	7.05% 17	241
Internet	61.83% 149	13.69% 33	15.77% 38	8.71% 21	241
Phone	61.38% 151	13.82% 34	14.23% 35	10.57% 26	246
Rent/Mortgage	58.30% 144	14.17% 35	15.79% 39	11.74% 29	247
Food	57.20% 143	12.00% 30	17.20% 43	13.60% 34	250
Transportation	58.06% 144	14.92% 37	16.53% 41	10.48% 26	248

## Q21 Have you used any assistance programs to help pay for phone, internet, or utilities in the past 12 months?

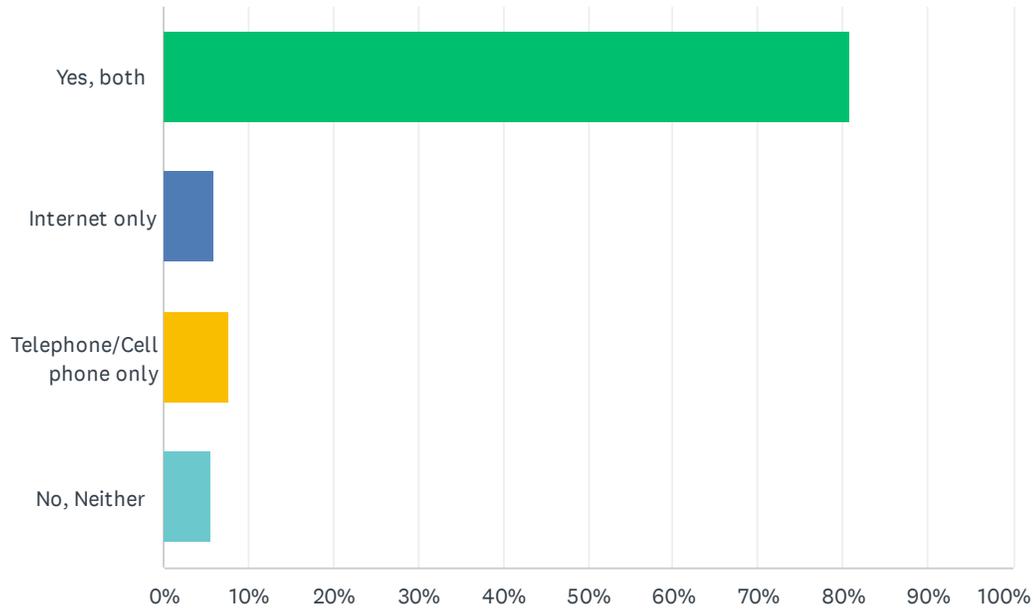
Answered: 251 Skipped: 73



ANSWER CHOICES	RESPONSES	
No, I did not apply for assistance	69.72%	175
No, I was not aware of any assistance programs	12.75%	32
I have applied but I did not qualify for or receive assistance	6.37%	16
Yes (please specify which programs)	11.16%	28
<b>TOTAL</b>		<b>251</b>

## Q22 Do you have reliable telephone/cell phone and internet service where you live?

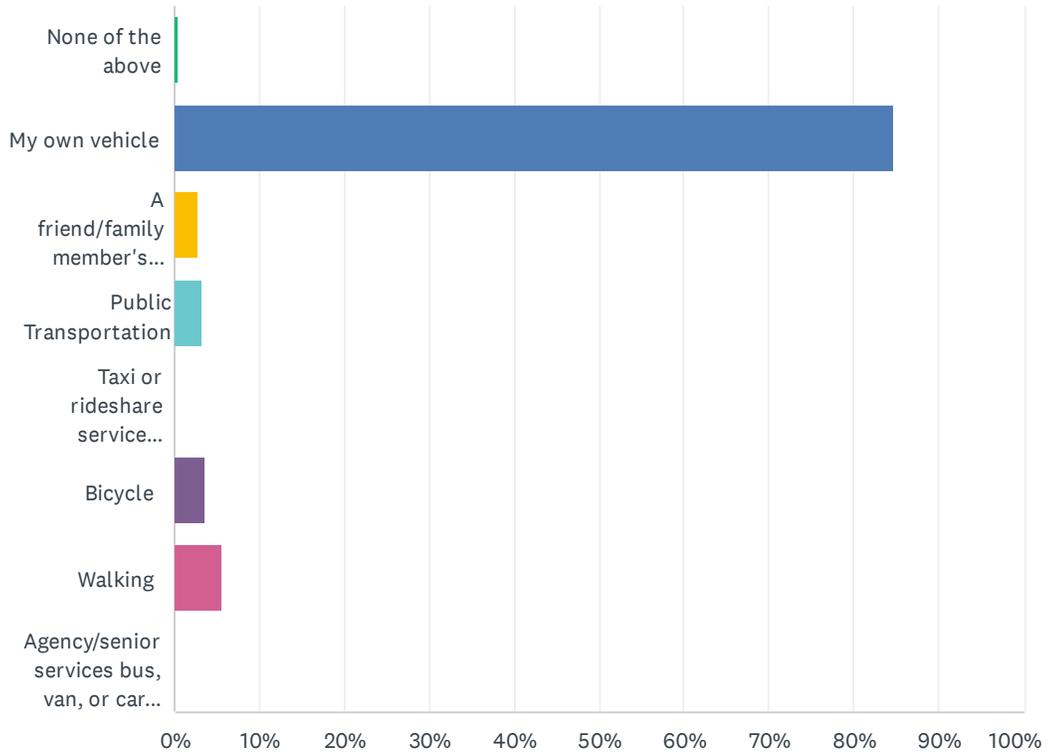
Answered: 249 Skipped: 75



ANSWER CHOICES	RESPONSES	
Yes, both	80.72%	201
Internet only	6.02%	15
Telephone/Cell phone only	7.63%	19
No, Neither	5.62%	14
<b>TOTAL</b>		<b>249</b>

## Q23 What type of transportation do you use most often?

Answered: 254 Skipped: 70



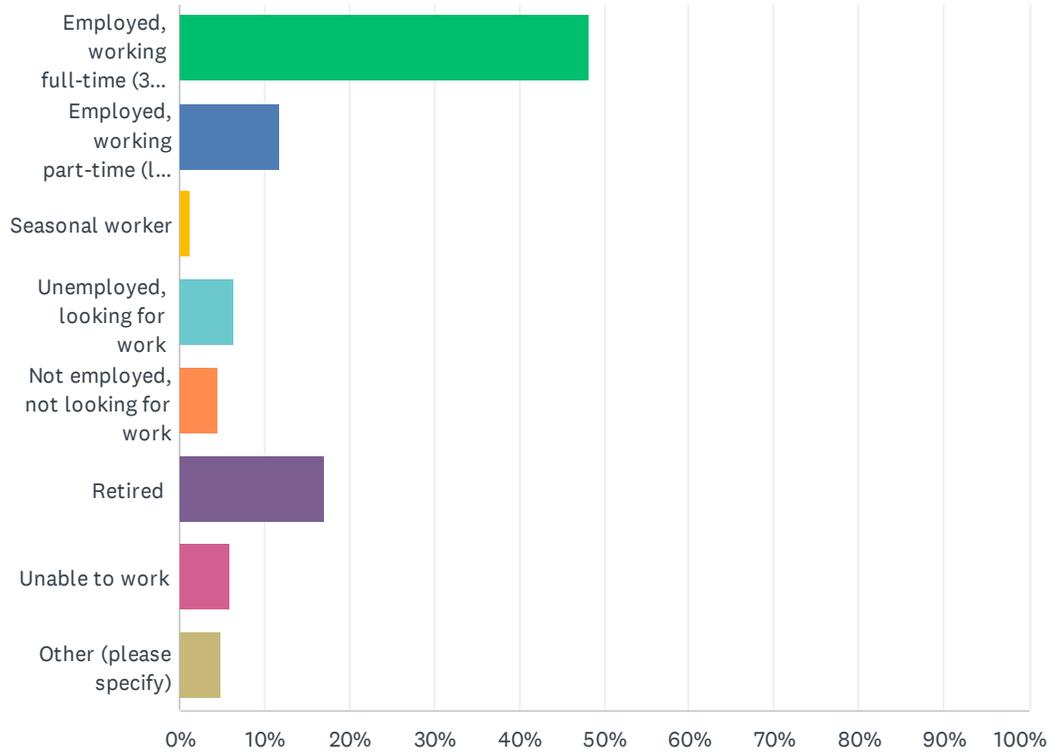
ANSWER CHOICES	RESPONSES	
None of the above	0.39%	1
My own vehicle	84.65%	215
A friend/family member's vehicle	2.76%	7
Public Transportation	3.15%	8
Taxi or rideshare service (Uber/Lyft)	0.00%	0
Bicycle	3.54%	9
Walking	5.51%	14
Agency/senior services bus, van, or car (please specify which agency)	0.00%	0
<b>TOTAL</b>		<b>254</b>

Q24 In the past 12 months, have you had trouble getting to somewhere important like work, school, or medical appointment? If so, why?

Answered: 160 Skipped: 164

## Q25 Which of the following categories best describes your current employment status?

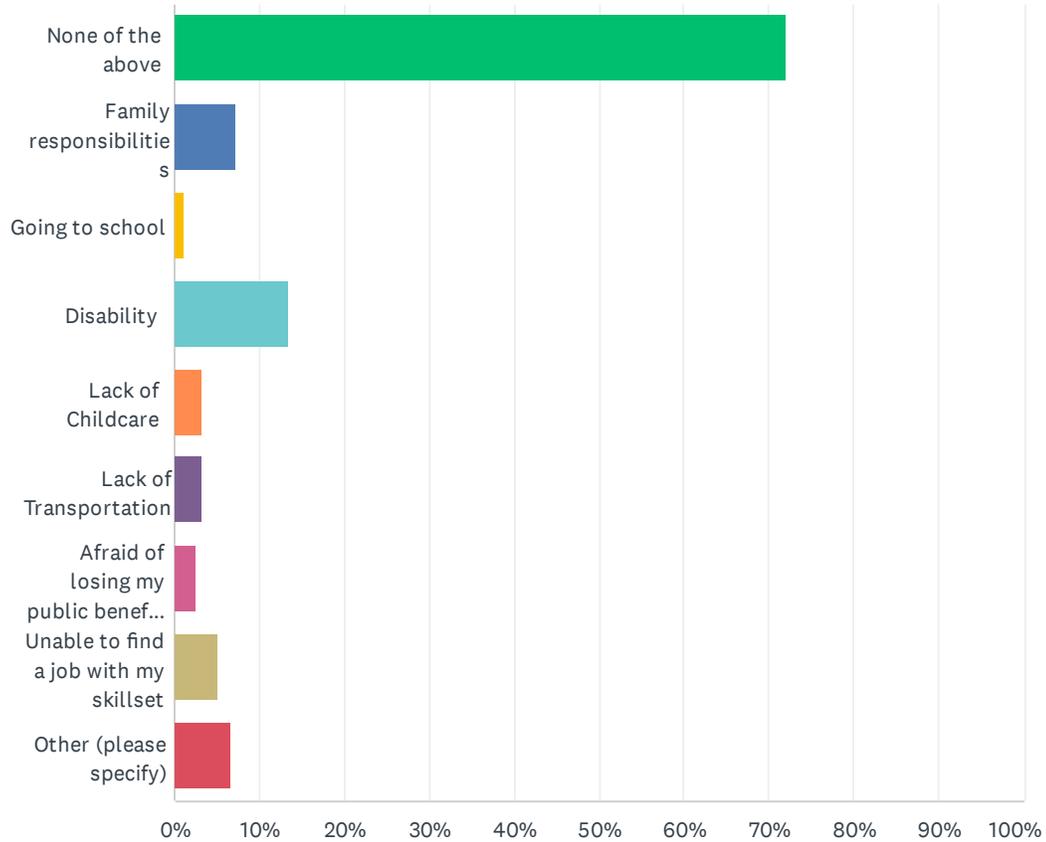
Answered: 247 Skipped: 77



ANSWER CHOICES	RESPONSES	
Employed, working full-time (35+ hours per week)	48.18%	119
Employed, working part-time (less than 35 hours per week)	11.74%	29
Seasonal worker	1.21%	3
Unemployed, looking for work	6.48%	16
Not employed, not looking for work	4.45%	11
Retired	17.00%	42
Unable to work	6.07%	15
Other (please specify)	4.86%	12
<b>TOTAL</b>		<b>247</b>

## Q26 If you answered "Unable to Work" or "Not employed, not looking for work", please describe why. Check all that apply.

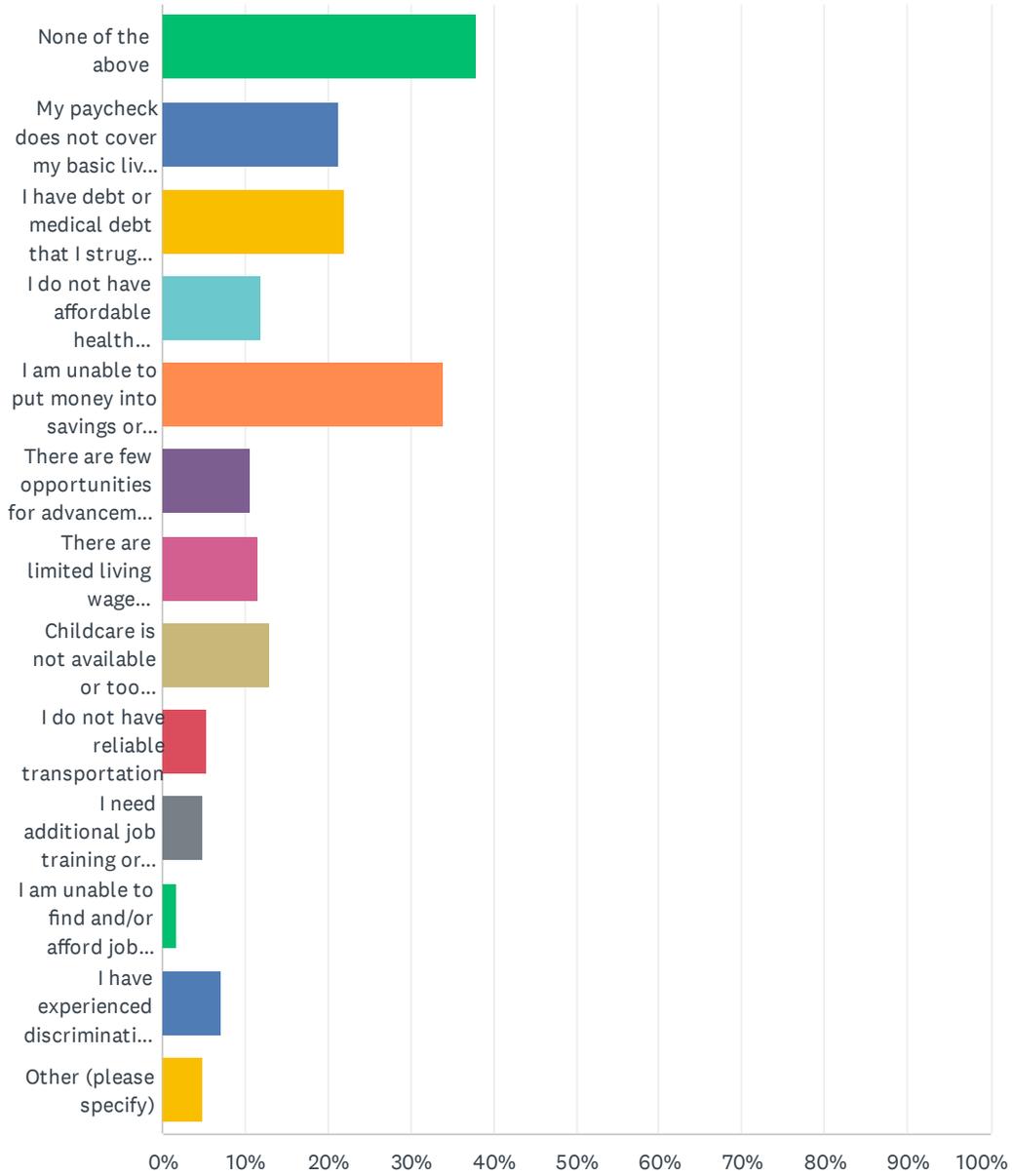
Answered: 194 Skipped: 130



ANSWER CHOICES	RESPONSES	
None of the above	72.16%	140
Family responsibilities	7.22%	14
Going to school	1.03%	2
Disability	13.40%	26
Lack of Childcare	3.09%	6
Lack of Transportation	3.09%	6
Afraid of losing my public benefits or assistance	2.58%	5
Unable to find a job with my skillset	5.15%	10
Other (please specify)	6.70%	13
Total Respondents: 194		

## Q27 Have you experienced any of these work or income related challenges in the past three years? Choose all that apply.

Answered: 245 Skipped: 79

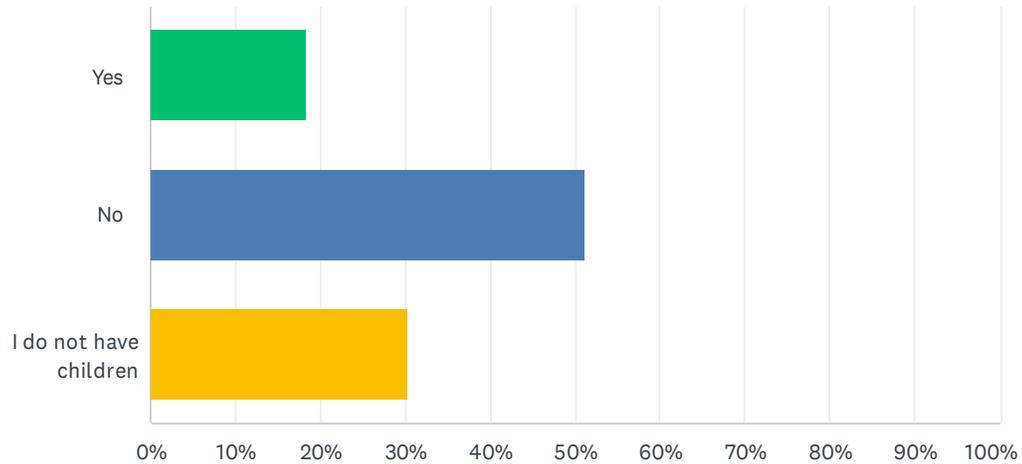


## Sky Valley Human Services Survey

ANSWER CHOICES	RESPONSES	
None of the above	37.96%	93
My paycheck does not cover my basic living expenses	21.22%	52
I have debt or medical debt that I struggle to pay	22.04%	54
I do not have affordable health insurance	11.84%	29
I am unable to put money into savings or retirement	33.88%	83
There are few opportunities for advancement at my job	10.61%	26
There are limited living wage opportunities in my community	11.43%	28
Childcare is not available or too expensive	13.06%	32
I do not have reliable transportation	5.31%	13
I need additional job training or education	4.90%	12
I am unable to find and/or afford job training or education	1.63%	4
I have experienced discrimination at work due to the color of my skin, my age, disability, religion, gender, sexual orientation, or culture	6.94%	17
Other (please specify)	4.90%	12
Total Respondents: 245		

## Q28 Have you needed childcare in the past three (3) years but had difficulty finding it?

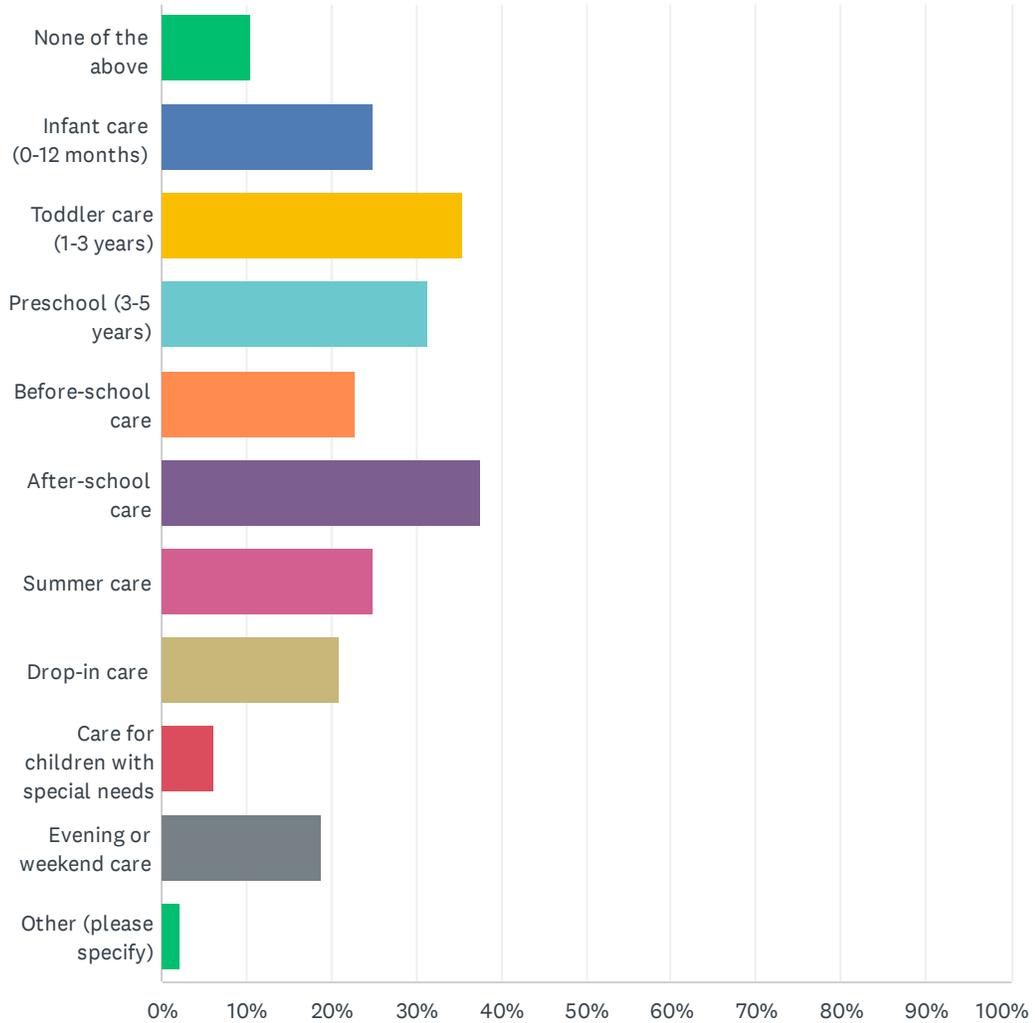
Answered: 244 Skipped: 80



ANSWER CHOICES	RESPONSES	
Yes	18.44%	45
No	51.23%	125
I do not have children	30.33%	74
<b>TOTAL</b>		<b>244</b>

### Q29 What type of childcare are you having difficulty finding? Choose all that apply.

Answered: 48 Skipped: 276

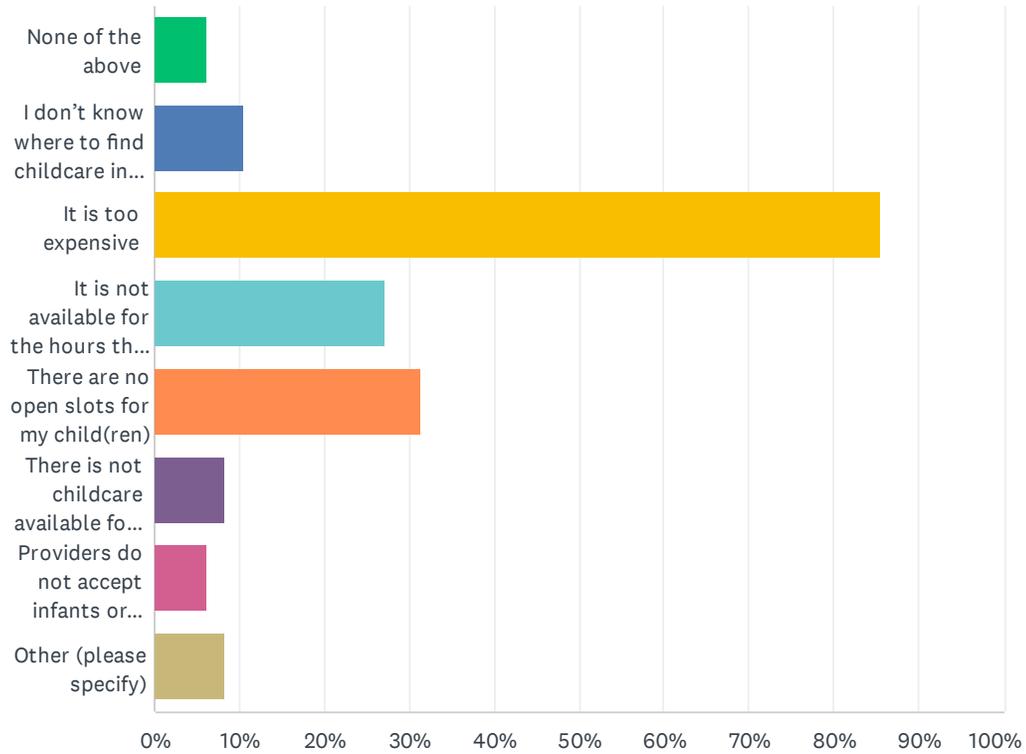


## Sky Valley Human Services Survey

ANSWER CHOICES	RESPONSES	
None of the above	10.42%	5
Infant care (0-12 months)	25.00%	12
Toddler care (1-3 years)	35.42%	17
Preschool (3-5 years)	31.25%	15
Before-school care	22.92%	11
After-school care	37.50%	18
Summer care	25.00%	12
Drop-in care	20.83%	10
Care for children with special needs	6.25%	3
Evening or weekend care	18.75%	9
Other (please specify)	2.08%	1
<b>Total Respondents: 48</b>		

## Q30 What are the reasons for the difficulty finding childcare?

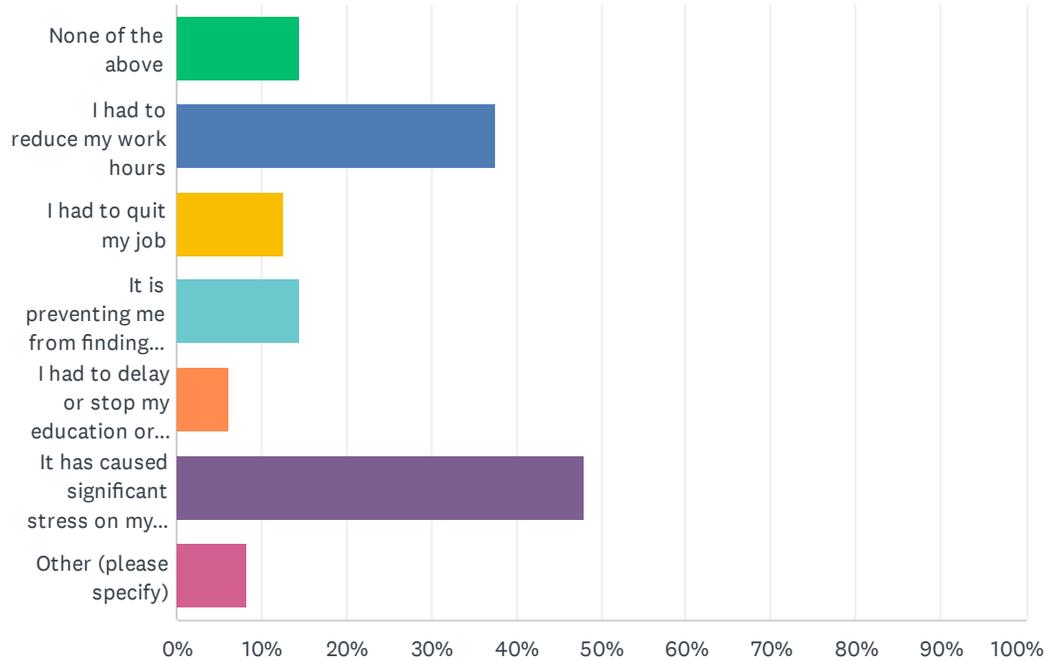
Answered: 48 Skipped: 276



ANSWER CHOICES	RESPONSES	
None of the above	6.25%	3
I don't know where to find childcare in my community	10.42%	5
It is too expensive	85.42%	41
It is not available for the hours that I need	27.08%	13
There are no open slots for my child(ren)	31.25%	15
There is not childcare available for special needs	8.33%	4
Providers do not accept infants or toddlers	6.25%	3
Other (please specify)	8.33%	4
Total Respondents: 48		

### Q31 How has difficulty finding childcare impacted your work, school, or other important activities? Choose all that apply

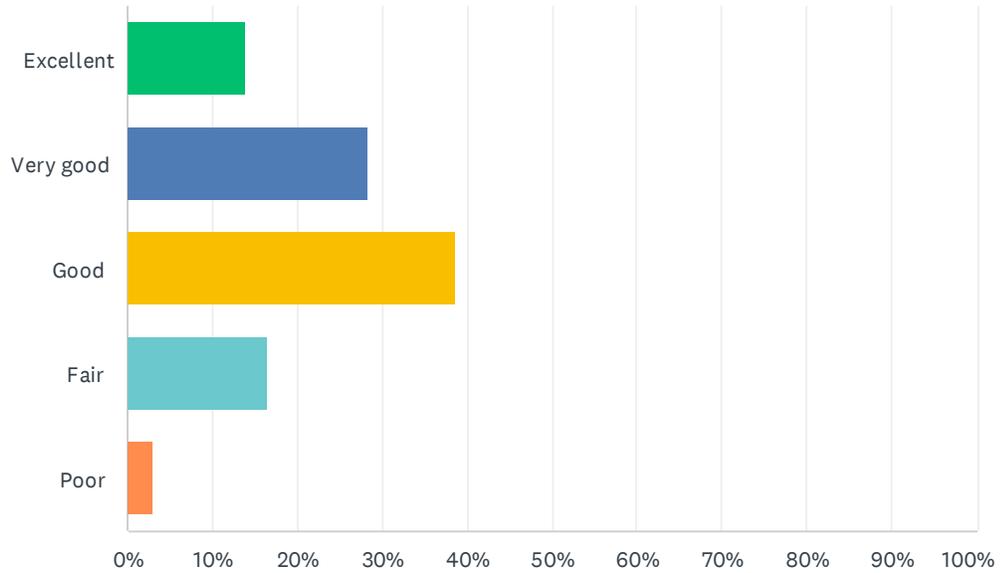
Answered: 48 Skipped: 276



ANSWER CHOICES	RESPONSES	
None of the above	14.58%	7
I had to reduce my work hours	37.50%	18
I had to quit my job	12.50%	6
It is preventing me from finding or keeping a job	14.58%	7
I had to delay or stop my education or job training	6.25%	3
It has caused significant stress on my family	47.92%	23
Other (please specify)	8.33%	4
Total Respondents: 48		

## Q32 In general, how would you rate your overall health?

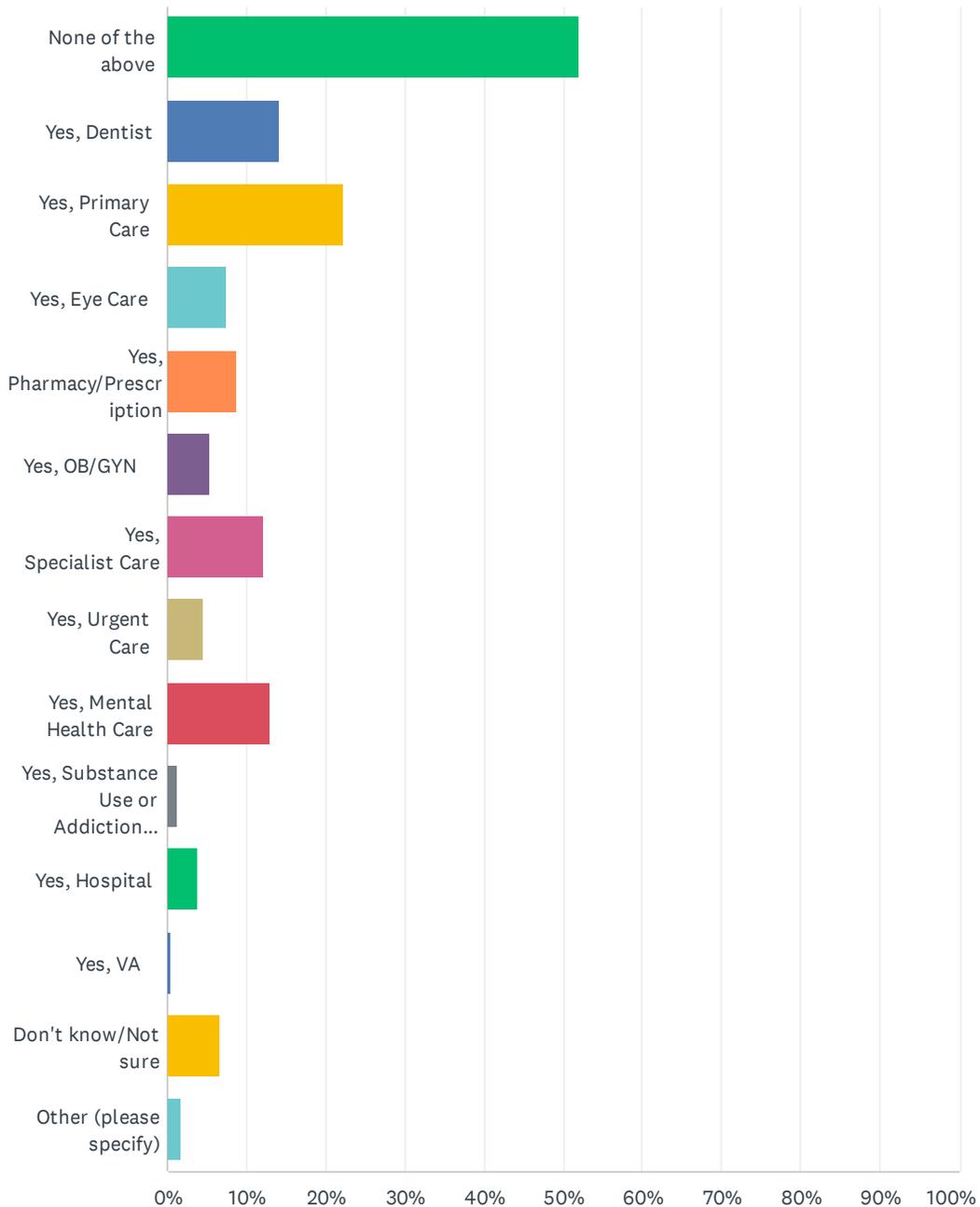
Answered: 239 Skipped: 85



ANSWER CHOICES	RESPONSES	
Excellent	13.81%	33
Very good	28.45%	68
Good	38.49%	92
Fair	16.32%	39
Poor	2.93%	7
<b>TOTAL</b>		<b>239</b>

**Q33 In the past 12 months, did you or your family have a problem getting the health care you needed from any provider—hospital, doctor, nurse, dentist, or other? Select all that apply**

Answered: 240 Skipped: 84

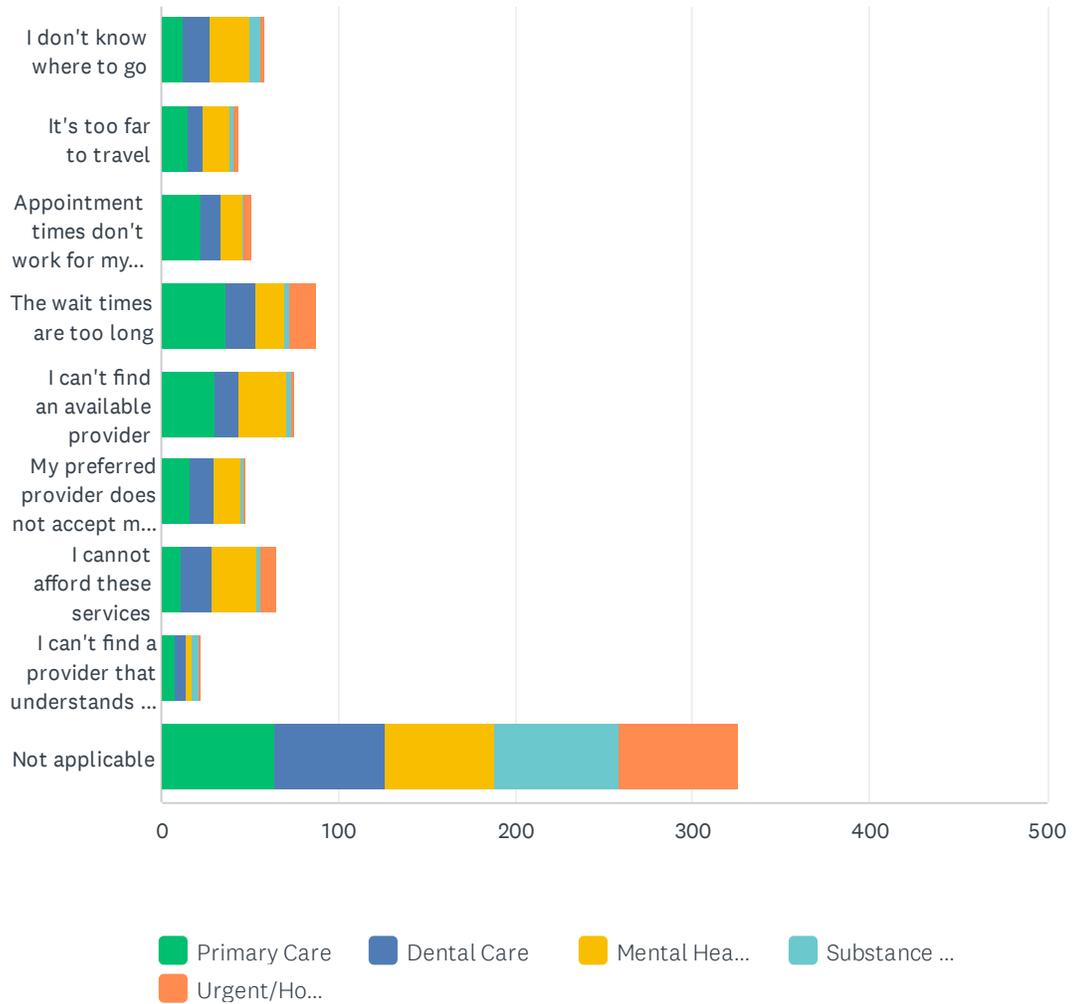


## Sky Valley Human Services Survey

ANSWER CHOICES	RESPONSES	
None of the above	52.08%	125
Yes, Dentist	14.17%	34
Yes, Primary Care	22.08%	53
Yes, Eye Care	7.50%	18
Yes, Pharmacy/Prescription	8.75%	21
Yes, OB/GYN	5.42%	13
Yes, Specialist Care	12.08%	29
Yes, Urgent Care	4.58%	11
Yes, Mental Health Care	12.92%	31
Yes, Substance Use or Addiction Treatment	1.25%	3
Yes, Hospital	3.75%	9
Yes, VA	0.42%	1
Don't know/Not sure	6.67%	16
Other (please specify)	1.67%	4
Total Respondents: 240		

### Q34 What are the reasons for your difficulties accessing the following services?

Answered: 173 Skipped: 151

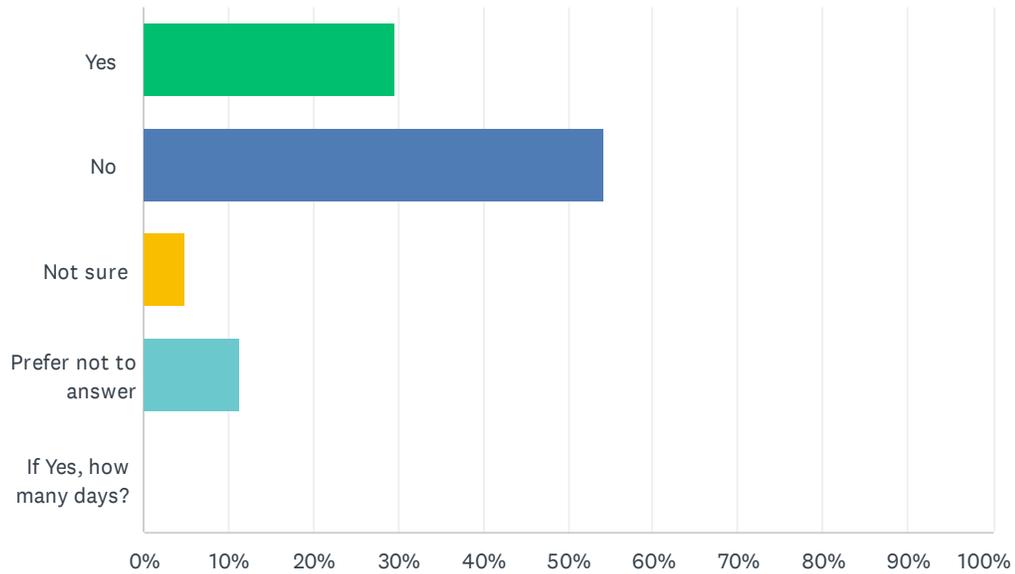


## Sky Valley Human Services Survey

	PRIMARY CARE	DENTAL CARE	MENTAL HEALTH CARE	SUBSTANCE USE TREATMENT	URGENT/HOSPITAL CARE	TOTAL RESPONDENTS
I don't know where to go	30.77% 12	41.03% 16	56.41% 22	15.38% 6	5.13% 2	39
It's too far to travel	45.45% 15	27.27% 9	45.45% 15	6.06% 2	9.09% 3	33
Appointment times don't work for my schedule	65.71% 23	31.43% 11	34.29% 12	2.86% 1	11.43% 4	35
The wait times are too long	64.91% 37	28.07% 16	29.82% 17	5.26% 3	26.32% 15	57
I can't find an available provider	50.82% 31	21.31% 13	44.26% 27	4.92% 3	3.28% 2	61
My preferred provider does not accept my insurance	47.06% 16	41.18% 14	44.12% 15	5.88% 2	2.94% 1	34
I cannot afford these services	28.21% 11	46.15% 18	64.10% 25	5.13% 2	23.08% 9	39
I can't find a provider that understands my language, culture, or identity	80.00% 8	60.00% 6	30.00% 3	40.00% 4	20.00% 2	10
Not applicable	80.00% 64	78.75% 63	76.25% 61	88.75% 71	83.75% 67	80

### Q35 In the past 30 days, have there been any days where you felt sad or worried enough that it kept you from going about your usual daily activities?

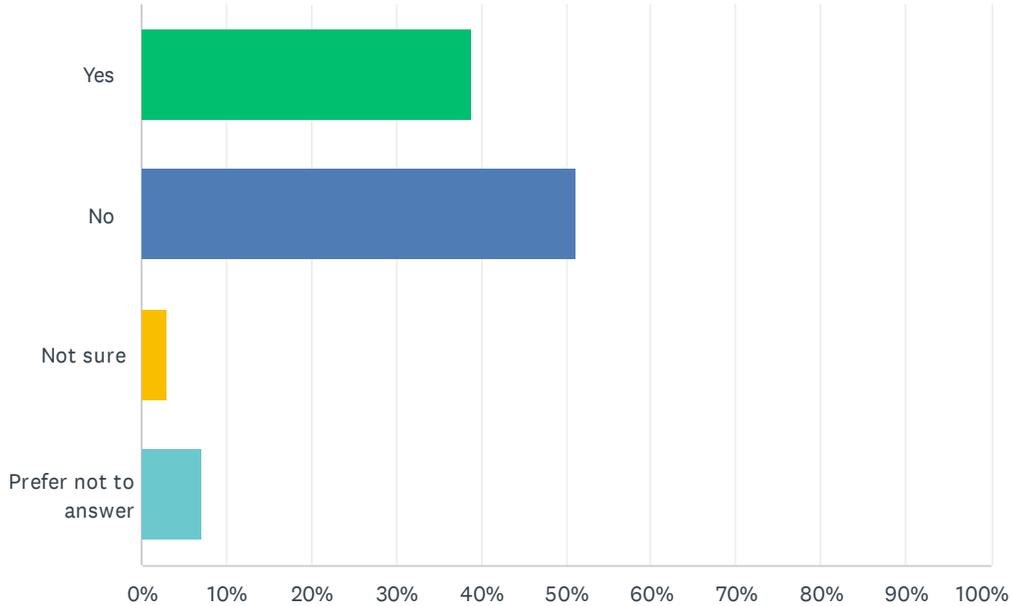
Answered: 240 Skipped: 84



ANSWER CHOICES	RESPONSES	
Yes	29.58%	71
No	54.17%	130
Not sure	5.00%	12
Prefer not to answer	11.25%	27
If Yes, how many days?	0.00%	0
<b>TOTAL</b>		<b>240</b>

### Q36 In the past 30 days, have you had any physical pain or health problems that made it hard for you to perform usual activities such as driving, working around the house, or going to work?

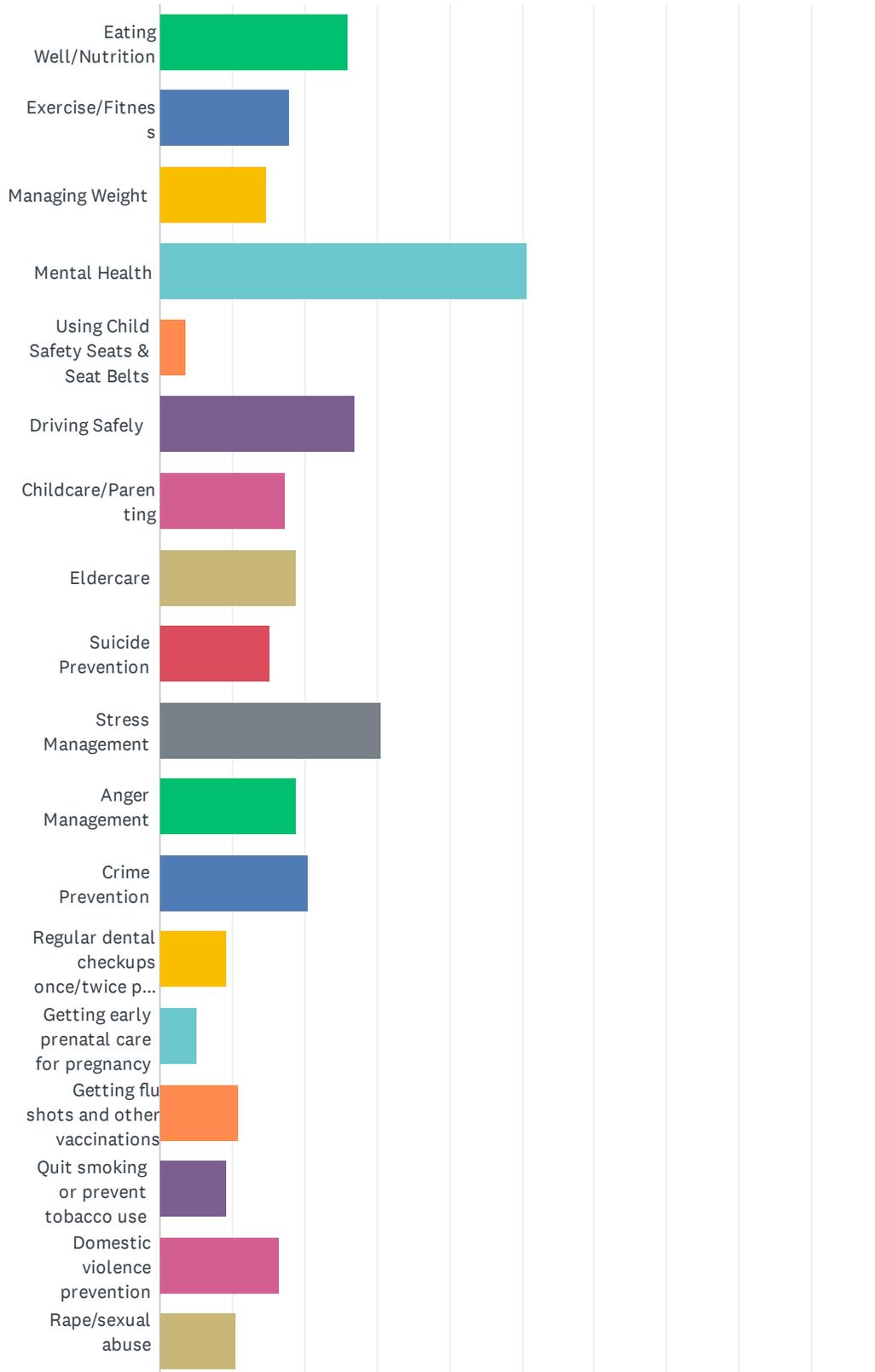
Answered: 240 Skipped: 84



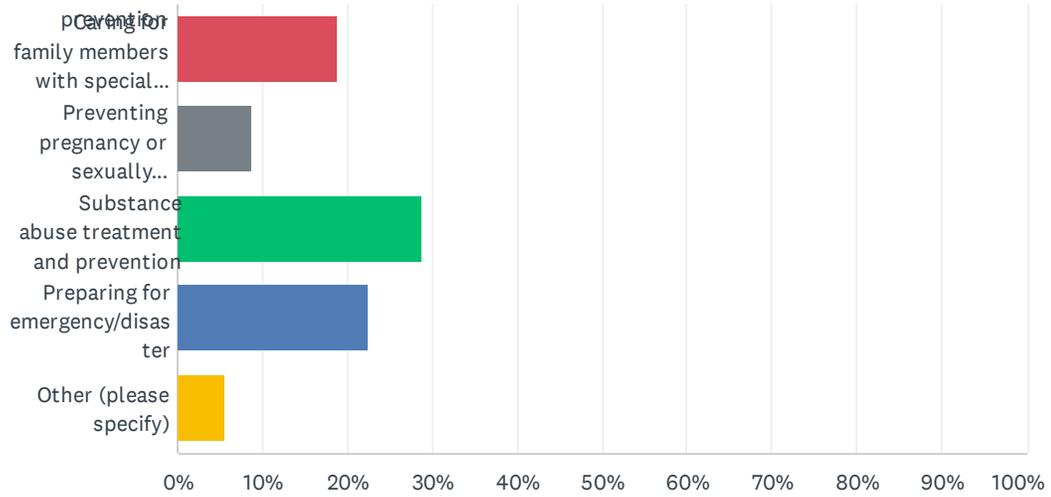
ANSWER CHOICES	RESPONSES	
Yes	38.75%	93
No	51.25%	123
Not sure	2.92%	7
Prefer not to answer	7.08%	17
<b>TOTAL</b>		<b>240</b>

### Q37 In your opinion, which health behaviors do people in the Sky Valley need more information about? - Please select up to 3

Answered: 219 Skipped: 105



# Sky Valley Human Services Survey

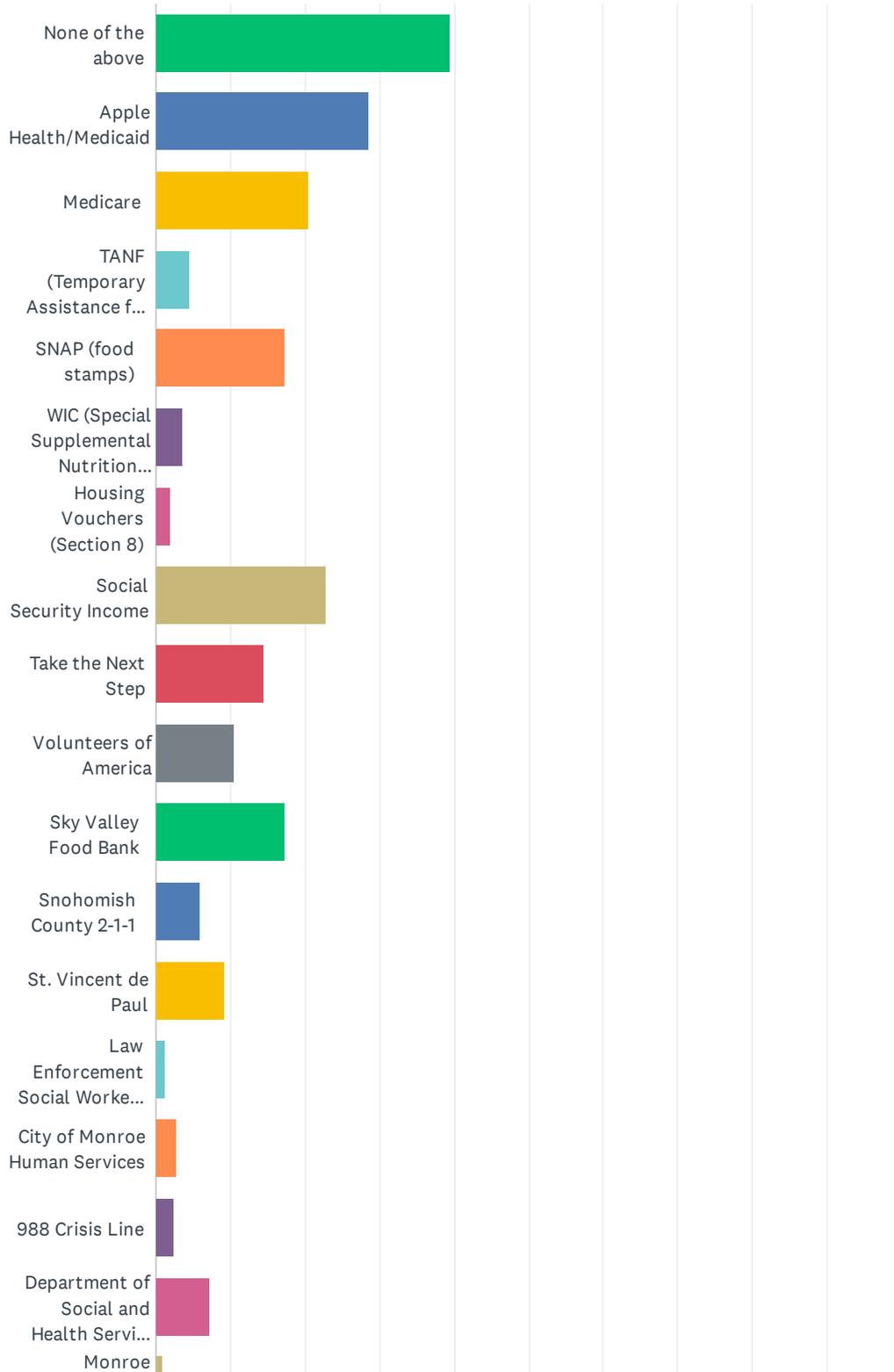


## Sky Valley Human Services Survey

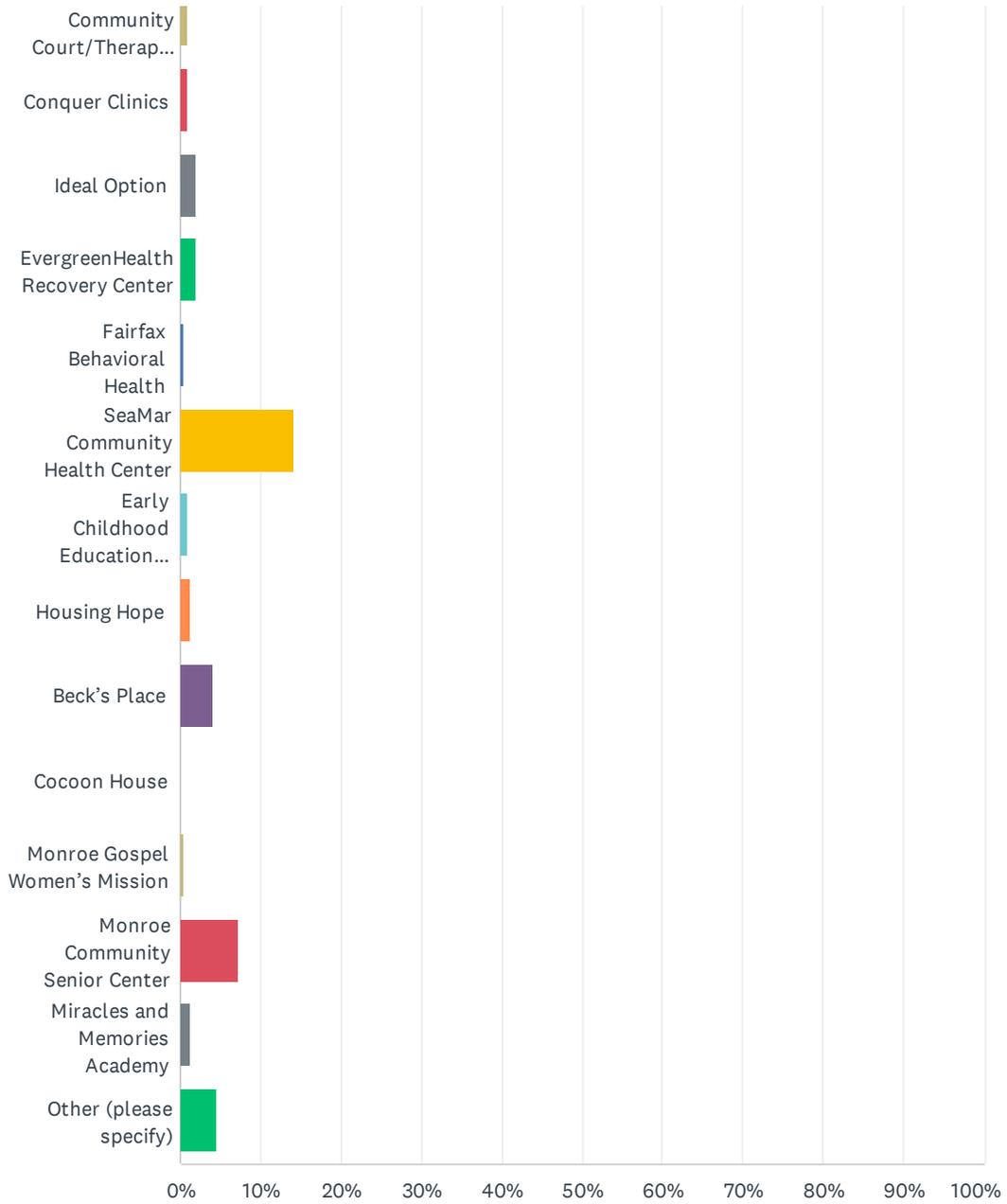
ANSWER CHOICES	RESPONSES	
Eating Well/Nutrition	26.03%	57
Exercise/Fitness	17.81%	39
Managing Weight	14.61%	32
Mental Health	50.68%	111
Using Child Safety Seats & Seat Belts	3.65%	8
Driving Safely	26.94%	59
Childcare/Parenting	17.35%	38
Eldercare	18.72%	41
Suicide Prevention	15.07%	33
Stress Management	30.59%	67
Anger Management	18.72%	41
Crime Prevention	20.55%	45
Regular dental checkups once/twice per year	9.13%	20
Getting early prenatal care for pregnancy	5.02%	11
Getting flu shots and other vaccinations	10.96%	24
Quit smoking or prevent tobacco use	9.13%	20
Domestic violence prevention	16.44%	36
Rape/sexual abuse prevention	10.50%	23
Caring for family members with special needs or disabilities	18.72%	41
Preventing pregnancy or sexually transmitted diseases	8.68%	19
Substance abuse treatment and prevention	28.77%	63
Preparing for emergency/disaster	22.37%	49
Other (please specify)	5.48%	12
Total Respondents: 219		

Q38 Below is a list of agencies or types of benefits. Please select any that you or your household have used in the past 12 months. Choose all that apply:

Answered: 220 Skipped: 104



# Sky Valley Human Services Survey

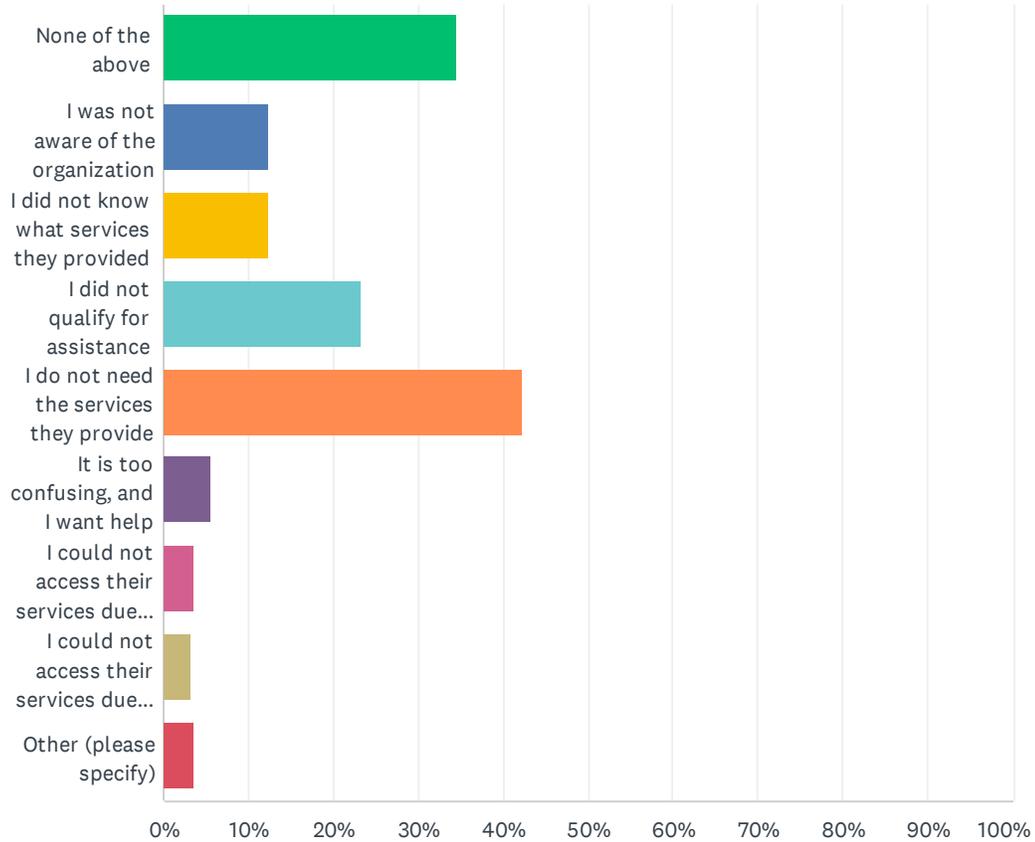


## Sky Valley Human Services Survey

ANSWER CHOICES	RESPONSES	
None of the above	39.55%	87
Apple Health/Medicaid	28.64%	63
Medicare	20.45%	45
TANF (Temporary Assistance for Needy Families)	4.55%	10
SNAP (food stamps)	17.27%	38
WIC (Special Supplemental Nutrition program for Women, Infants, and Children)	3.64%	8
Housing Vouchers (Section 8)	1.82%	4
Social Security Income	22.73%	50
Take the Next Step	14.55%	32
Volunteers of America	10.45%	23
Sky Valley Food Bank	17.27%	38
Snohomish County 2-1-1	5.91%	13
St. Vincent de Paul	9.09%	20
Law Enforcement Social Worker or Co-Responder	1.36%	3
City of Monroe Human Services	2.73%	6
988 Crisis Line	2.27%	5
Department of Social and Health Services (DSHS)	7.27%	16
Monroe Community Court/Therapeutic Court	0.91%	2
Conquer Clinics	0.91%	2
Ideal Option	1.82%	4
EvergreenHealth Recovery Center	1.82%	4
Fairfax Behavioral Health	0.45%	1
SeaMar Community Health Center	14.09%	31
Early Childhood Education Assistance Program (ECEAP)	0.91%	2
Housing Hope	1.36%	3
Beck's Place	4.09%	9
Cocoon House	0.00%	0
Monroe Gospel Women's Mission	0.45%	1
Monroe Community Senior Center	7.27%	16
Miracles and Memories Academy	1.36%	3
Other (please specify)	4.55%	10
Total Respondents: 220		

### Q39 If you have not used some of these services or other assistance, please tell us why. Select all that apply

Answered: 220 Skipped: 104

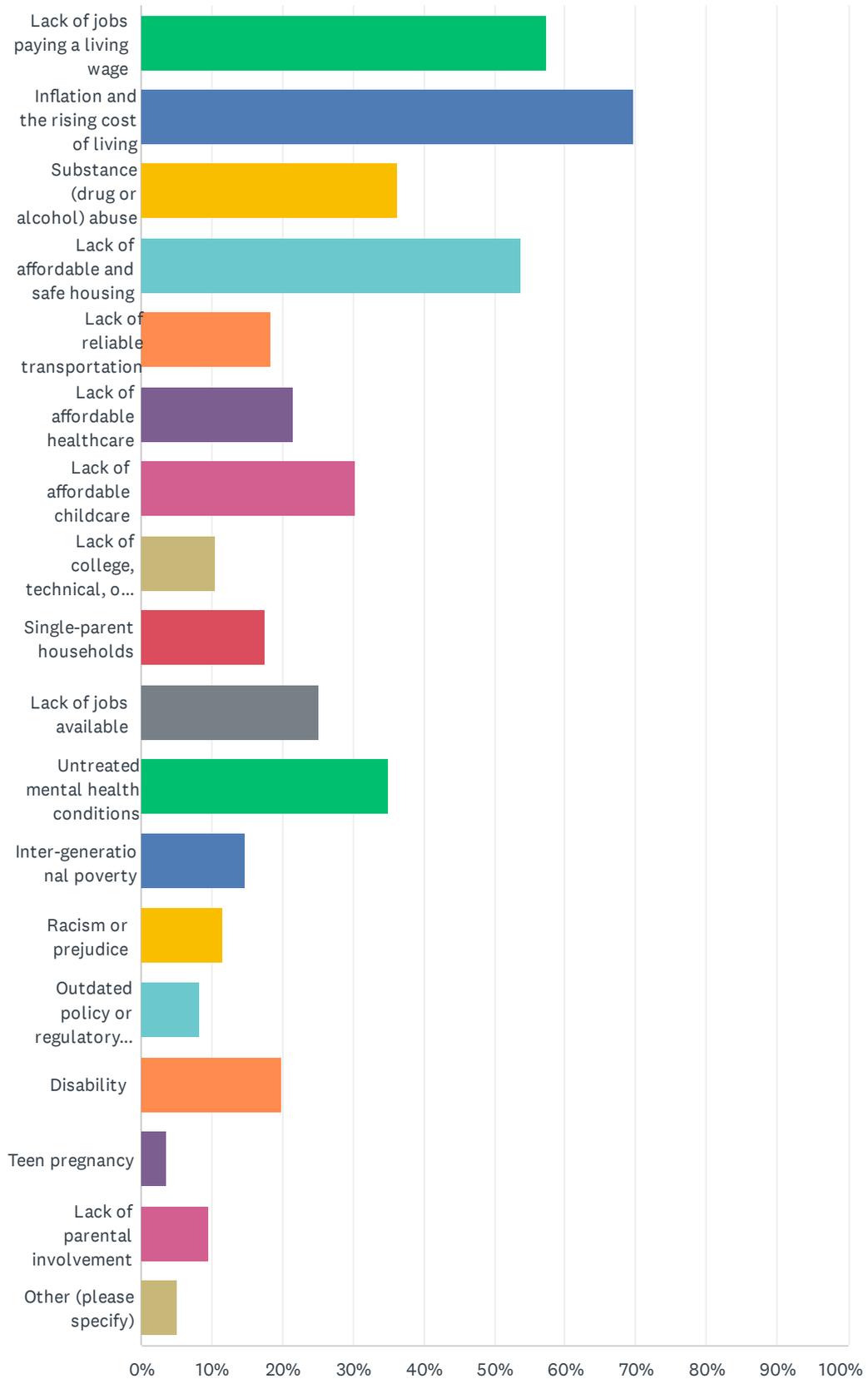


ANSWER CHOICES	RESPONSES	
None of the above	34.55%	76
I was not aware of the organization	12.27%	27
I did not know what services they provided	12.27%	27
I did not qualify for assistance	23.18%	51
I do not need the services they provide	42.27%	93
It is too confusing, and I want help	5.45%	12
I could not access their services due to hours of operation	3.64%	8
I could not access their services due to location/transportation	3.18%	7
Other (please specify)	3.64%	8
Total Respondents: 220		

Q40 "Causes of poverty" are negative factors that make it more difficult for low-income people to provide for themselves and/or reduce access to resources that might help them meet their basic needs. In your opinion, what are the biggest causes of poverty in our community?(choose up to 5)

Answered: 218 Skipped: 106

# Sky Valley Human Services Survey



## Sky Valley Human Services Survey

ANSWER CHOICES	RESPONSES	
Lack of jobs paying a living wage	57.34%	125
Inflation and the rising cost of living	69.72%	152
Substance (drug or alcohol) abuse	36.24%	79
Lack of affordable and safe housing	53.67%	117
Lack of reliable transportation	18.35%	40
Lack of affordable healthcare	21.56%	47
Lack of affordable childcare	30.28%	66
Lack of college, technical, or trade school education	10.55%	23
Single-parent households	17.43%	38
Lack of jobs available	25.23%	55
Untreated mental health conditions	34.86%	76
Inter-generational poverty	14.68%	32
Racism or prejudice	11.47%	25
Outdated policy or regulatory eligibility standards	8.26%	18
Disability	19.72%	43
Teen pregnancy	3.67%	8
Lack of parental involvement	9.63%	21
Other (please specify)	5.05%	11
Total Respondents: 218		

# Selected Comments from Survey

## Q18: Other Housing–Related Challenges

- “...Every month I have no idea if I can get enough work to pay my mortgage (let alone other bills, groceries, gas, etc).”
- “Still have mortgage, want to sell & downsize, can't afford to replace current 2-story with smaller 1-story home.”
- “My daughter was forced to move into a trailer on my property as she couldn't afford rent anywhere, and two of her children are living in my home.”
- “Where's the concern for senior citizens living with the uneasiness that one or two more tax increases could mean we would not be able to keep our homes. Where do we go to start over? Nowhere is affordable when you have to start over.”
- “In 2014, I rented a 2-bedroom apartment across from the large blueberry in apartment complex. Cost 850\$ per month. Dog was allowed. Only paid PUD. In 2020, I had 750 credit score and \$5000 in cash. No dog. 0 people would rent to us. Same apartment cost 1600 per month!! We ended up being homeless for a month with \$5000 in cash, a job and a 750 credit score... If it hadn't been for a family friend who hooked us up we would have been homeless forever. With a job, cash in hand, and a good credit score...”
- “Rent is very expensive in this area with not a lot of employment that can support it. You have to leave the area to work.”
- “I make \$36.00 an hour and cannot afford to purchase a house. I am single with one income. Most wages in town are under \$30.00 per hour. Rents are over \$2,000 a month. When you do the math, no one can afford to rent or buy unless they have double income and it's still hard to afford to live.”

## Q19: How Can Housing Be Improved in Sky Valley?

- “Affordable housing options need to be increased. It needs to be easier for people to add ADUs on their property - and incentives for using these to provide affordable housing options”
- “Affordable housing should be available in Monroe's most desirable neighborhoods—not just in the town center. Everyone deserves the opportunity to enjoy the natural beauty and community this area offers, not just those who can afford million-dollar homes.”
- “Plan for growth and allow density/mixed use development to increase near downtown core. Creating reasons for people to live, work, and recreate locally will greatly improve quality of life, reduce traffic, and increase economic opportunity.”
- “We really need SUBSIDIZED housing available for the elderly, disabled, and low-income community members.”
- “I am a teacher and one third of my students live in RVs or tents. Affordable rent controlled housing that allows a pet is incredibly needed”
- “There is a huge need for more affordable housing for low-income individuals. Even cheaper room rentals, small ADU's, Tiny Houses, or more subsidized housing. There is very little housing available for anyone who works a low-paying job - even for families with 2 working adults.”

# Selected Comments from Survey

## Q24: In the past 12 months, have you had trouble getting to somewhere important like work, school, or a medical appointment? If so, why?

- “We usually use the bus, sometimes the bus doesn't stop and I don't have a phone often to call for special bus transportation for husband”
- “yes when my car broke down, bus services were not robust enough to get me where i needed to go”
- “Yes, traffic especially westbound through Sultan and westbound on SR522. The bottlenecks created by Highway 2 and SR 522 serve to isolate the area significantly. Increasing road throughput might help, but a better goal would be to bring more jobs and reasons to stay locally. I understand that there has been resistance in the past to rerouting the highways to bypass the towns by owners of roadside businesses but local economies can't be built on gas stations. It may be too late to enact the bypass proposals due to development infill since they were put forth.”
- “Car broken down, scarce public transit options, massive congestion or accidents that frequently block the narrow Hwy 2 corridor, public transit that doesn't have their own lane to bypass car traffic.”
- “Yes. Public transit is limited here & is down a large hill so when I have been injured and unable to drive I have to rely on someone else to drive me rather than being able to utilize public transit”
- “Yes, traffic delays. Getting across town during the morning rush and then from 2:39pm through 6:30 pm M-F is ridiculous. Also US2 and SR522 are untenable every day. Those both need safety and traffic improvements. It is criminal that the County and State continue to ignore making any attempt to improve the situation. Monroe suffers in the meantime. We read about traffic deaths on those highways every 3-4 months. Monroe is sadly not a safe place to live and move about”

## Q27: Other Work and Income–Related Challenges:

- “Lack of language, I don't speak English” (translated from Spanish)
- “Husbands was laid off from his job. Took a few months to find a job and get back on our feet. Still dealing with the debt”
- “Few job opportunities in my selected field.”
- “Living pay check to pay check. Nothing extra for emergencies or savings. Credit cards keep creeping up to close the gaps”
- “If I lived on my own, I would not be able to cover my basic living expenses.”

# Selected Comments from Survey

## Q34: Other Difficulties Accessing Healthcare Services

- “Can’t get an OBGYN apt closer to home than Kirkland”
- “I have Chronic Fatigue Syndrome (along with a host of other issues), which is a condition for which doctors have no explanation. Even when I convince my doctor to refer me to a specialist, they either reject me because of my state health insurance, the diagnosis on my sheet, or their wait times are a year + (several months ago I findally found an allergy specialist that would take my insurance, but they can't see me until February 2026). Since I'm on state health insurance and there are cuts coming from the federal level, I have no idea what my insurance status will be a year from now”
- “Between waiting to see a gynecologist then waiting to get scheduled for surgery, I had to wait almost 6 months for a life-saving hysterectomy. (And still had to drive to Kirkland for everything).”
- “Far to drive to a good dentist”
- “I’d like to see more healthcare specialists in Monroe”
- “We have had trouble finding Occupational Therapy and ABA Therapy services for my daughter with autism.”
- “I travel to Bellevue to get quality care.”

## Q39: Other Difficulties Accessing Human Services

- “I had no idea that any of these existed! We do not have a local newspaper any longer so how would anyone know of any of these programs?”
- “Being told you made too much money when you were literally \$12 over for qualifying, so here I am still struggling sometimes”
- “I get very overwhelmed with people and paperwork.”

# Appendix B:

Key Informant Interview  
Questionnaire & Focus Group  
Discussion Guide

**DISCUSSION GUIDE:**

1. What services are most important in improving the quality of life for City of Monroe and Skykomish Valley residents? Why?

a. Affordable and Accessible Childcare	h. Housing
b. Education (please specify)	i. Mental Healthcare Access
c. Employment Assistance	j. Substance Abuse treatment
d. Food Access	k. Transportation
e. Physical Healthcare Access	l. Utility Assistance
f. Health Literacy	m. Other (please elaborate)
g. Healthcare Organizations Partnership Infrastructure	

- 2. What type of services have you been involved in? in what capacity: as a provider, funder or other?
- 3. What do you see as the strengths of available human services in the City of Monroe and the Skykomish Valley? What does the City of Monroe and the Skykomish Valley do well?
- 4. Which services are you aware of that are available in the City of Monroe and the Skykomish Valley, but are insufficient in scale, scope, or other characteristics to meet the need?
- 5. What services are needed by specific subgroups (BIPOC or Black, Indigenous, People of Color) or by vulnerable age groups or geographies, but are not being provided?
- 6. What do you see as barriers to accessing human services in the City of Monroe and the Skykomish Valley and who faces those barriers most significantly?
- 7. What is the biggest unmet need facing citizens in the City of Monroe and the Skykomish Valley in obtaining human services? (Unmet need is a service that is needed that does not exist).
- 8. What other people or organizations do you collaborate with on human service issues facing the City of Monroe and the Skykomish Valley?
- 9. What innovative approaches would you like to see adopted in the City of Monroe and the Skykomish Valley?

## **DISCUSSION GUIDE:**

1. What is your general feeling about the availability of human services in this region and how has it impacted you?
2. What do you like about the services you receive? What works well for you?
3. What specific issues concerns, or problems have you faced when accessing services? What could be done better?
4. What services do you need, but cannot access and why?
5. Why do you go to places you go for services?
6. Who do you trust to provide the right care for you and your family?
7. What are some passive experiences that you have encountered when accessing services in the Sky Valley area?

# RES 2025-020 Human Services Needs Assessment

Final Audit Report

2025-10-15

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