

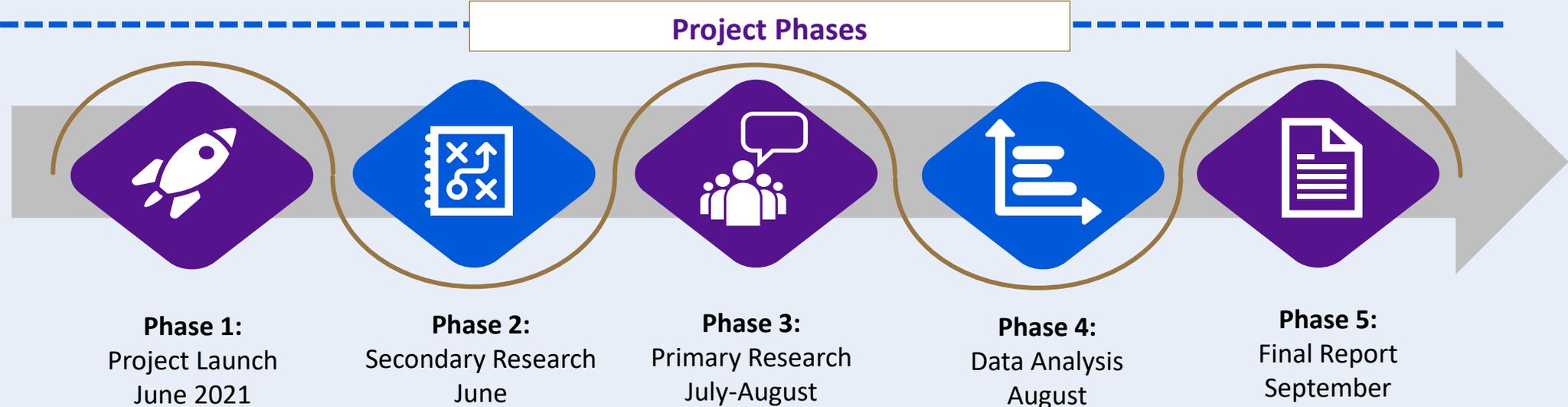
Community Needs Assessment Findings

September 2021



Introduction

- In May 2021, the City of Monroe with the Community Human Services Advisory Board (CHSAB) commissioned a study to conduct a Community Needs Assessment and Facilitated Program Development. The role of the City in this study is to function as a Convenor, not a funder or provider of human services.
- The study identified human service needs and resources for residents in Sky Valley, defined as the area east of the City of Everett to the Cascade Mountains, within Snohomish County. This study is needed as explosive growth occurs in the Sky Valley due to gentrification from the Everett-Kirkland-Redmond areas and demand for services increases.
- This study maps current assets for human services in the Sky Valley with detail by 3 distinct regions, assesses deficits in the current Continuum and recommends immediate and long-term resolution. Lack of Health Insurance was determined to be a key barrier to healthcare access contributing to poor health status and reduced quality of life. While impacting 6.2% of Sky Valley, this indicator negatively impacts the entire Sky Valley with issues arising in productivity, increased mental health and substance use issues.
- The study provides data to set priorities for human services for the 2022 Budget. The study started in June with completion in September of 2021, occurring in five phases.





Key Informant Interview

45 Key Informant Interviews were conducted with input from:

- City Leadership
- Members of the Community Human Services Advisory Board (CHSAB) and the Technical Advisory Committee (TAC)
- Service providers
- Community Based Organizations
- Healthcare providers, and
- Community Members



Provider Survey

26 Provider Surveys were completed by:

- Community-Based Organizations
- Healthcare Providers, and
- Other Service Providers.



Resident Survey

226 Resident Surveys or 103% of the Target of 220. This statistically mirrors Sky Valley demographics. Resident respondents ranked human services by:

- Use – Use service
- Need – Need service and used with need met
- **Barrier** – ‘Needed service but had trouble getting’
- Gap – ‘Needed Service and couldn’t get’



Focus Group

5 Focus Groups were held with 56 total participants:

- LatinX: 16 participants, conducted in Spanish
- Abled/Disabled: 14 participants
- Seniors: 7 participants
- Homeless: 12 participants
- Youth: 7 participants

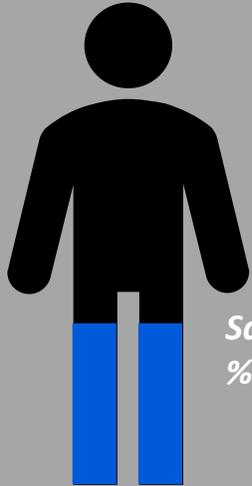


Community Forum(s)

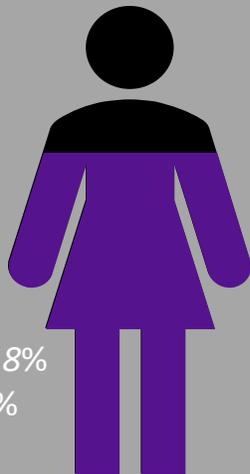
- **One Community Forum(s) is being scheduled.**
- **Multiple feedback sessions with CHSAB, TAC and key providers. Final presentations are being held in September.**

Survey Demographics

Resident Survey

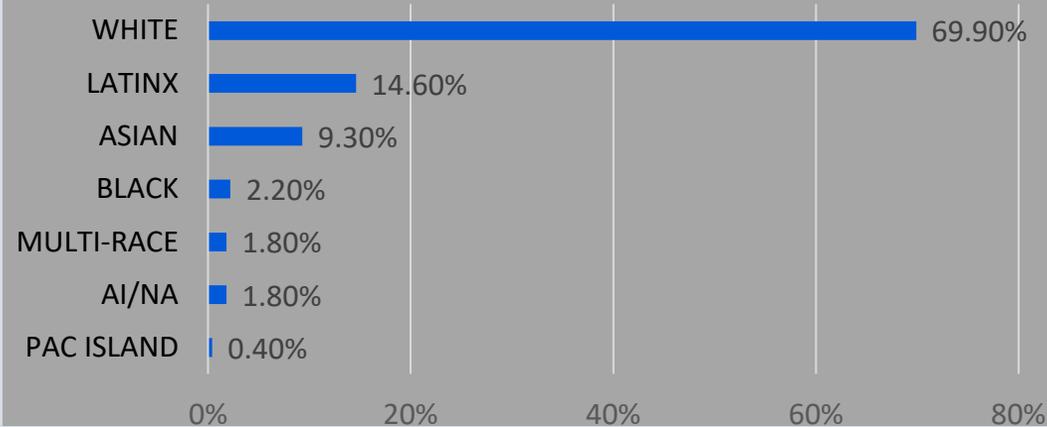


Sample Size: 50.2%
% Response: 36%

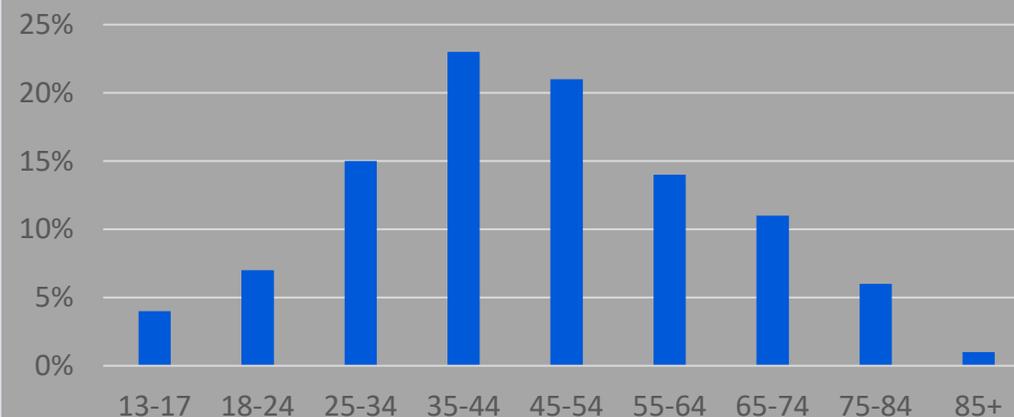


Sample Size: 49.8%
% Response: 64%

Race/ Ethnicity



Age Distribution



Disproportionate Populations

1. LatinX
2. Abled/ Disabled
3. Seniors
4. Homeless
5. LGBTQI/Youth

Residents without Health Insurance

3,611 or 6.2% compared to 7.2% for Snohomish County and 10.2% for Washington

Rationale for skewed female response to Resident Survey:

Nationally, in any survey, females are almost twice as likely to complete a survey as males.

This response, at 1.78 times was actually better than national response rates.

360-Degree View

Residents of Sky Valley were surveyed, with identification of 5 disproportionately impacted groups through the Key Informant Interviews.

Two other groups referenced in the Request For Proposal were included for information and inclusion purposes.

GROUP	Estimated # in Sky Valley	# from Resident Survey
English not Primary Language: a. Spanish speaking b. Eastern European c. Asian	20% in Monroe, 15% in Sky Valley	19% in Sky Valley (42 respondents)
Seniors (65 years of age+)	20%	18% in Sky Valley (49 respondents)
Homeless	0.3% or 175	29.2% of respondents (66 respondents) (46 homeless in last 30 days or 20%)
Abled/Disabled	15.1% of any disability (8,781)	25% (57 respondents)
LGBTQI	2.8% (1,628)	5.7% (13 respondents)
<i>Trauma Informed Care (MH/SA)</i>	<i>28.4% Youth/ 30% Adults</i>	<i>29.6% (67 respondents)</i>
<i>BIPOC (Black, Indigenous, People of Color)</i>	<i>30.8% (17,912)</i>	<i>30.1% (68 respondents)</i>

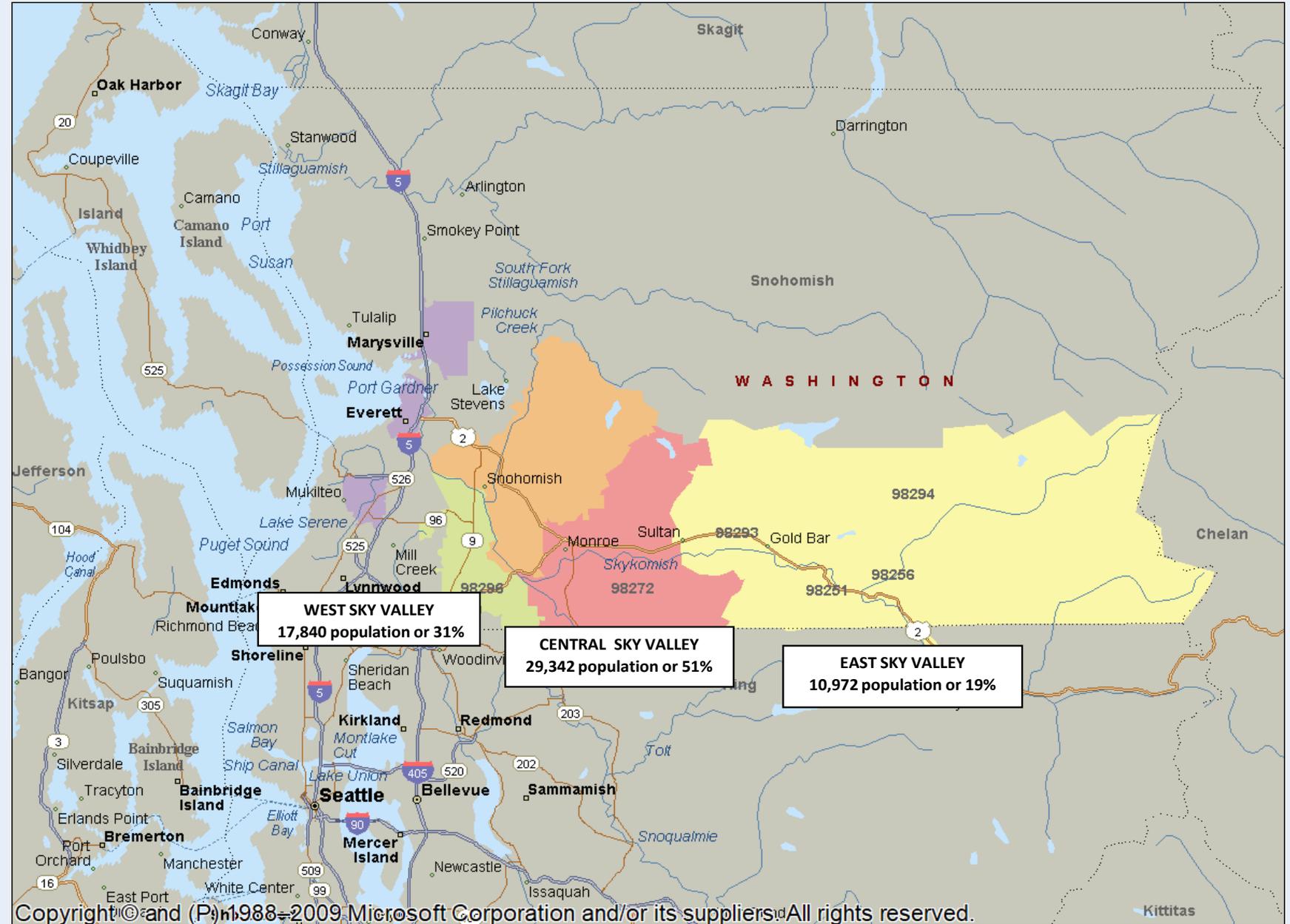
Regions in Sky Valley

The three regions of Sky Valley have different current levels of human services and demand. The total population of Sky Valley in 2019 was 58,154. Total uninsured was 3,611 or 6.2% of Sky Valley compared to 7.2% for Snohomish County and 10.2% for Washington.

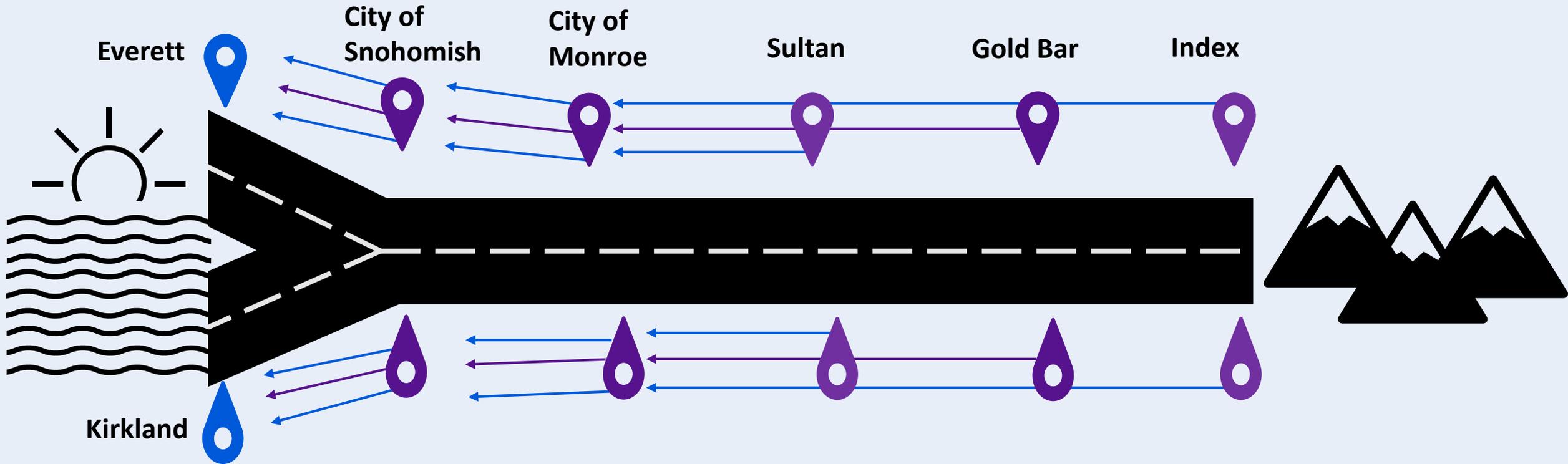
East Sky Valley has subsistence services and depends on the City of Monroe for medium level services. Residents without health insurance were 5.4% of the population or 593 in East Sky Valley.

Central Sky Valley or the City of Monroe and surrounding areas has medium level services and travels to West Sky Valley or the Cities of Everett or Kirkland for higher acuity services. Residents without health insurance were 5.3% of the population or 1,555 in Central Sky Valley.

West Sky Valley and the City of Snohomish and surrounding areas using the City of Everett's Continuum. Residents without health insurance were 8.2% of the population or 833 in West Sky Valley.



Where you live is how you live



1) West Sky Valley: City of Snohomish and the surrounding area is 31% of the population with 10,240 residents living in the City of Snohomish and 7,600 in the area surrounding Snohomish. This region accesses services from the City of Everett due to its proximity, with a robust profile of human services available.

2) Central Sky Valley: City of Monroe and surrounding area is 50% of Sky Valley with 19,800 residents living in the City of Monroe and 9,542 residents in areas surrounding Monroe. This area has a medium level of human services with some gaps (Behavioral Health, Housing Support, Abled and Disabled Services, Transportation).

3) East Sky Valley: 'Upper Sky Valley' includes Sultan, Startup, Gold Bar, and Index. This rural area has 19% of the population of Sky Valley with 9,029 residents in small towns and 1,943 living in unincorporated areas surrounding those towns. This region has access to subsistence services such as food and clothing, and limited child care.

Use-Need-Barrier-Gaps Rankings

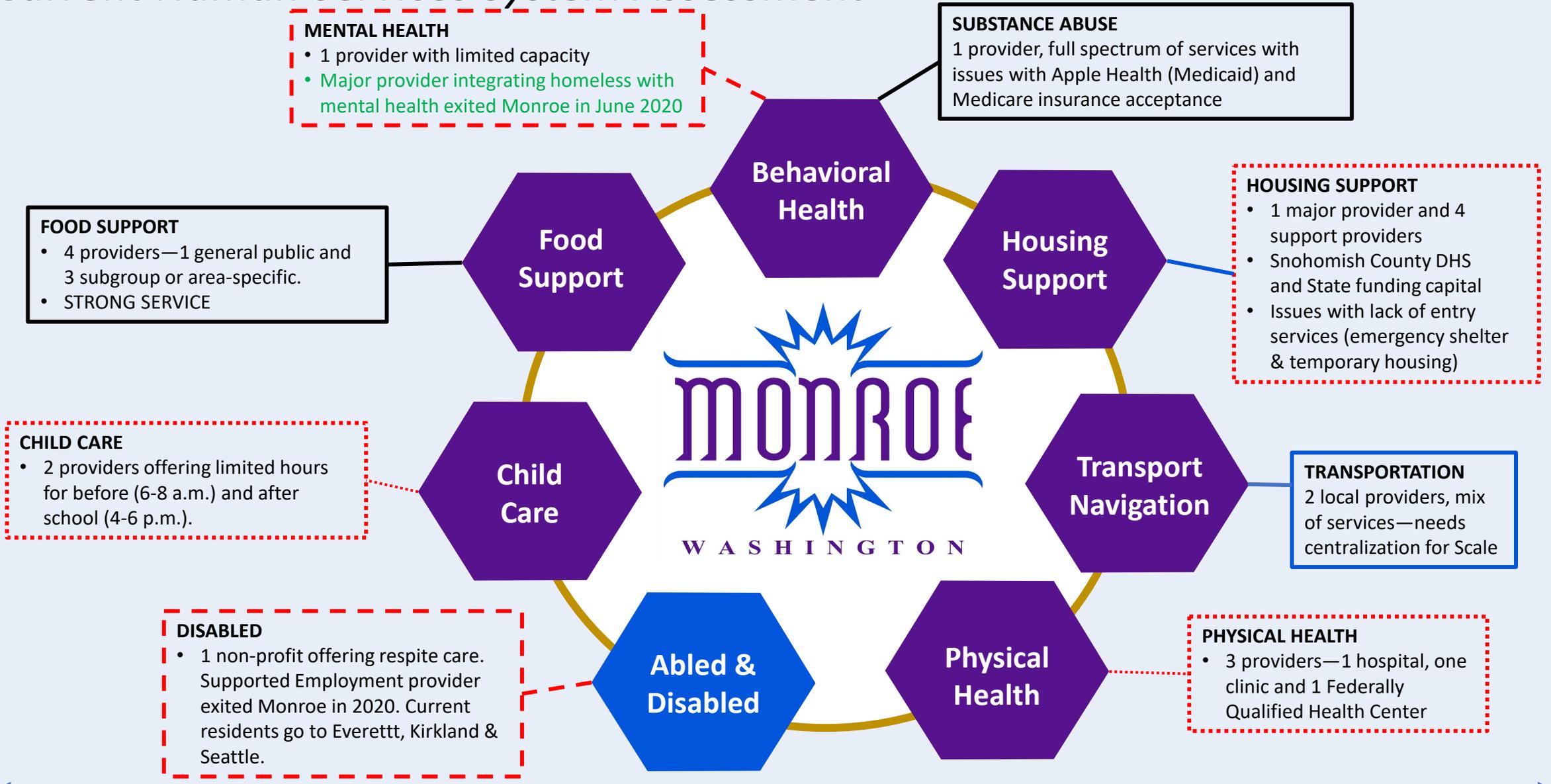
Summary results of the Use-Need-Barrier-Gap rankings from the resident survey.

SUMMARY OF RANKINGS OF USE, NEED, BARRIER & GAP FOR HUMAN SERVICES SKY VALLEY REGION, WASHINGTON (August 2021)	
TOP 5 USE OF HUMAN SERVICES	TOP 5 BARRIERS TO HUMAN SERVICES (‘Need Service and had Trouble Getting’)
1. Physical Health 2. Information & Referral 3. Child Care 4. Food Help 5. Behavioral Health	1. Mental Health 2. Housing Support 3. Substance Use Treatment 4. Transportation 5. Physical Health 6. Child Care
TOP 5 NEED FOR HUMAN SERVICES	TOP 5 GAPS TO HUMAN SERVICES (‘Need Service and Can’t Get’)
1. Mental Health 2. Physical Health 3. Information & Referral 4. Housing Support 5. Transportation 6. Substance Use treatment	1. Mental Health 2. Housing Support 3. Substance Use treatment 4. Transportation 5. Child Care 6. Legal Aid

Reasons offered for barriers (‘need service and had trouble getting’) include:

- 1) Mental Health – lack of treatment options at the entry level of the Continuum (counseling, case management) for low to moderate income residents.
- 2) Housing Support – lack of housing option at the entry level of the Housing Support Continuum (homeless shelter, transitional housing).
Low priority on homeless with children or families prioritized but not single adults.
- 3) Substance abuse treatment – a full continuum is available, but **not** accepting uninsured, under-insured and issues accepting Apple Health (Medicaid) or Medicare.
- 4) Transportation cited as # 1 Gap in *Resident Survey* by rural clients in East or Upper Sky Valley (Sultan, Gold Bar, Index). *Provider Survey* mentioned transportation as critical issue given regular referral to Everett, Kirkland or even Seattle. Evening and weekend travel can be over 2 hours one-way even if only 25-35 miles distant. “U.S. 2 and U.S. 522 are the two worst highways in Snohomish County” – Provider quote.
- 5) Physical Health – lack a full spectrum of services due to critical staffing shortages, lack of prenatal service after 7 months and perception that the local Federally Qualified Health Center doesn’t want their business.
- 6) Child Care – only options available to resident respondents are Before & After School services. Comments were made that these restricted hours are not helpful (6-8 a.m. and 4-6 p.m.) and were not affordable even with extensive discounts.

Current Human Services System Assessment



LEGEND:

- Critical gaps in Service Continuum at entry points or for uninsured/under-insured* (dashed red border)
- Services present but do not meet demand, limited capacity* (dotted red border)
- Continuum present but not meeting high demand* (solid blue border)
- Full Continuum with access issues (insurance coverage-Substance Abuse)* (solid black border)

Findings/ Recommendations

FINDINGS		RECOMMENDATIONS
<p>1. The 5 highest barriers reported in the Resident Survey ('need service and had trouble getting') are for:</p> <ul style="list-style-type: none"> (1) Mental Health (2) Housing Support (3) Substance Use treatment (4) Transportation (5) Physical Health and Child Care (tied) 	<p>The 5 highest gaps reported in the Resident Survey ('need service and can't get') are for:</p> <ul style="list-style-type: none"> (1) Mental Health (2) Housing Support (3) Substance Use treatment (4) Transportation (5) Legal aid (referenced by LatinX) (6) Affordable Child Care tied with Oral Health (referenced LatinX & Homeless) 	<ul style="list-style-type: none"> 1. For Mental Health services, continue to integrate a regional referral system. Use the referral capacity to the recently opened 24-bed behavioral health inpatient unit in Everett (opened July 2021) and Behavioral Health Urgicare Center in Everett (opened November 2019). 2. Discuss inviting a mental health organization to provide services in Monroe. 3. Work with Apple Health (Medicaid) to accept Medicaid for substance use treatment, particularly opioid use disorder.
<p>2. Transportation – critical human service need increasing as population congests US 2 and Route 522 with state and national infrastructure response budgeted, but it will take years to resolve.</p>		<p>Develop a Transportation Navigation program that coordinates all elements of different agencies providing, or wishing to provide, transport to Everett, Kirkland or Seattle (low to moderate income for prenatal care, behavioral health care and physical and emotional health for disabled). Elements could include: - Mobility Management - Wheels to Work program – Apple Health or Employer-sponsored vans</p>
<p>3. Physical Health – distinct gaps in a) Prenatal Care with deliveries occurring in Everett and b) Adult medical care.</p> <p>Staffing is a critical gap for the 3 physical health providers. Inability to find qualified staff, at the Medical Assistant, front-line billing and reception and Clinician levels has resulted in closure or downsizing of services in the Sky Valley.</p>		<ul style="list-style-type: none"> 1. Further integrate the capabilities at the system-level for Physical Health. Current efforts for both systems are to transition Monroe facilities to the same Electronic Health Record, optimize Telehealth and for EvergreenHealth Monroe to re-evaluate Critical Access Hospital status. 2. Address the critical barrier of availability of qualified staff by all 3 physical health providers by working with Everett Community College and PIMA Medical Institute to supply Medical Assistants and Licensed Practical Nurses.
<p>4. Disproportionately impacted groups are:</p> <ul style="list-style-type: none"> (1) Homeless (2) Abled/Disabled (3) LatinX (4) Seniors (5) LBGTQI (Lesbian, Bisexual, Gay, Transgender, Queer, Intersex) 		<p>Develop a system of care linking current respite service for the disabled to a Sky Valley supported employment program for the disabled (funded by Washington State Department of Social and Health Services, Division of Vocational Rehabilitation)</p>
<p>5. Fragmented information preventing system integration through data sharing</p>		<p>Develop a centralized eligibility system by using Case Managers to access Washington's DSHS and avoid duplication of information input by clients and providers.</p>



Mental Health (#1 Barrier & #1 Gap)

MENTAL HEALTH			
Ranking	West	Central	East
Barrier - Need service and had trouble getting	1	1	1
Gap - Need service and can't get	1	1	2

MENTAL HEALTH		
Ranking	Urban	Rural
Barrier - Need service and had trouble getting	1	2
Gap - Need service and can't get	1	3

MENTAL HEALTH						
Ranking	LatinX	Abled/ Disabled	Seniors	Homeless	LGBTQI	Youth
Barrier - Need service and had trouble getting	2	1	1	2	2	-
Gap - Need service and can't get	2	2	1	1	1	1

Ranked 1 to 5 with 1 as Top Barrier	
LEGEND	
	1
	2
	3
	4
	5

PROFILES: There is an inadequate number of Mental Health providers in the Sky Valley area. The most integrated provider offering homeless and mental health/substance use services including Medication Assisted Treatment, exited in June 2020. The City of Monroe has approached several organizations about the potential provision of mental health services in Monroe.

KEY INFORMANT INTERVIEWS: Identified that there are few Mental Health services in the area for uninsured and underinsured. Apple Health (Medicaid) and Medicare insurance coverage is not accepted by many providers for mental health and substance use coverage.

FOCUS GROUPS: Individuals seeking integrated and comprehensive Mental Health services must travel to Everett or Kirkland for services.

RESIDENT SURVEYS: 30% of respondents cited current mental health (67 respondents). In particular, options are non-existent for moderate to low-income men.

Housing Support (#2 Barrier and #2 Gap)



Ranked 1 to 5 with 1 as Top Response	
LEGEND	
	1
	2
	3
	4
	5

During the 360-degree review, Housing Support was identified at all steps of data collection:

PROFILES: Based on the Socioeconomic profile, residents in the Sky Valley area are **cost-burdened** (HUD definition of 30% or more of annual income go to housing—Sky Valley is 32%). Housing cost is higher than U.S.

KEY INFORMANT INTERVIEWS: All sections of the housing continuum were identified as a Barrier and Gap.

FOCUS GROUPS: Housing Support has different meanings to subgroups:

- **LatinX** – Require safe and affordable housing
- **Seniors** – Worried about maintaining and upkeep of housing. Even for seniors with no mortgage, concerned about rising costs and the ability to find housing if they need to move due to physical infirmity.
- **Homeless** – No housing
- **Youth** – Concerned about housing if ‘thrown out’ due to LGBTQI.

RESIDENT SURVEYS: 66 Residents responded ‘ever homeless’ with 46 individuals reported being homeless in the last 30 days.

HOUSING SUPPORT			
Ranking	West	Central	East
Barrier - Need Service and had Trouble Getting	2	2	2
Gap - Need Service and can't Get	2	2	3

HOUSING SUPPORT		
Ranking	Urban	Rural
Barrier - Need Service and had Trouble Getting	2	3
Gap - Need Service and can't Get	2	2

HOUSING SUPPORT						
Ranking	LatinX	Abled/Disabled	Seniors	Homeless	LGBTQI	Youth
Barrier - Need service and had trouble getting	2	4	3	1	1	2
Gap - Need service and can't get	1	3	6	2	-	-



Substance Use (#3 Barrier & #3 Gap)

SUBSTANCE USE TREATMENT			
Ranking	West	Central	East
Barrier - Need service and had trouble getting	4	3	3
Gap - Need service and can't get	2	2	4

SUBSTANCE USE TREATMENT		
Ranking	Urban	Rural
Barrier - Need service and had trouble getting	3	5
Gap - Need service and can't get	3	6

SUBSTANCE USE TREATMENT						
Ranking	LatinX	Abled/Disabled	Seniors	Homeless	LGBTQI	Youth
Barrier - Need service and had trouble getting	5	6	3	4	3	3
Gap - Need service and can't get	7	7	2	4	3	3

Ranked 1 to 5 with 1 as Top Response	
LEGEND	
	1
	2
	3
	4
	5

PROFILES: There is a full continuum of services for Substance Use Treatment. A 10 bed treatment facility is available to individuals with commercial insurance and not available to individuals with Apple Health or the uninsured or under-insured.

KEY INFORMANT INTERVIEWS: Identified the need for substance use treatment, particularly for opioid use disorders.

FOCUS GROUPS: Individuals with commercial insurance can access services in the Sky valley area. Individuals with Apple Health or the uninsured or under-insured are required to travel outside the area for services.

RESIDENT SURVEYS: 12% of respondents cited current Substance Use Treatment (27 respondents).

Transportation and Child Care



Transportation (#4 Barrier & #4 Gap)

- Transportation was identified as a critical need with barriers related to liability and licensing issues.
- With most of the services being offered in Everett or Kirkland, individuals must travel to access care.
- Transportation navigation was cited by resident and provider survey respondents, key informant interviews and focus group participants as a desired service.
- Transportation navigation is offered in other areas in the **country** with options including:
 - Mobility Management – provision of customized transportation for abled and disabled, non-English speaking
 - Connection to Care - Medicaid funded transport
 - Wheels to Work (new employee sponsored rides) – vans, vouchers with frequent funding by employers
 - Voucher programs – gas support



Childcare (#5 Gap)

- Affordable childcare services are difficult to locate in the area.
- Options for childcare are for before and after school with limited hours of availability and few slots offered by the two Monroe-based providers.
- This gap was significantly felt during the COVID-19 pandemic.
- Affordability, lack of availability and curtailed hours are barriers.



Physical Health (#5 Barrier)

PHYSICAL HEALTH			
Ranking	West	Central	East
Barrier - Need service and had trouble getting	7	7	6
Gap - Need service and can't get		4	4

PHYSICAL HEALTH		
Ranking	Urban	Rural
Barrier - Need Service and had trouble getting	5	5
Gap - Need Service and can't get	3	2

PHYSICAL HEALTH						
Ranking	LatinX	Abled/Disabled	Seniors	Homeless	LGBTQI	Youth
Barrier - Need service and had trouble getting	3	7	5	8	6	4
Gap - Need service and can't get	3	4	6	-	-	-

Ranked 1 to 5 with 1 as Top Barrier	
LEGEND	
	1
	2
	3
	4
	5

PROFILES: The Health Profile found that the Sky Valley area has a significantly higher percent of high birth weight deliveries (indicates diabetes, maternal obesity). Chronic medical conditions such as diabetes and cardiovascular issues are also a concern in the Sky Valley.

KEY INFORMANT INTERVIEWS: Individuals are used to traveling outside of the area for medical services. No prenatal services are available at local FQHC after 28 weeks (7 months) and deliveries for patients at the other two health providers occur in Everett or Kirkland. Lack of qualified staff to fill key positions (Medical Assistants, Clinicians) was cited as the main impediment to offering more services or maintaining services. The scale of the population was cited as the main reason that labor & delivery services are not offered locally—this could change as the population increases.

FOCUS GROUPS: Each focus group had a unique set of Physical Health concerns.

- **Abled/Disabled** - Speech and physical therapy, dedicated education and employment opportunities
- **LatinX** – Affordable primary care health, especially prenatal care
- **Seniors** – Services needed for specialty care not available
- **Homeless** – Primary care and dental services
- **Youth/LGBTQI** – Specialty care & hormone therapy for transgender

RESIDENT SURVEYS: 14 individuals rated Physical Health as a Barrier.

PROVIDER SURVEYS: Provider surveys demonstrate the need for educational tracks to supply qualified individuals to work locally.

Surprises

1

Abled/Disabled population of 8,723 (15% of total Sky Valley population) has a similar response rate of 57 (15% of resident surveys) providing input.

All inputs (surveys, key informant interviews and focus groups) reported this population as not served in the Sky Valley.

2

The Homeless population is nationally under-reported, particularly for children and seniors.

Housing is defined differently by group, affecting individuals of all income levels.

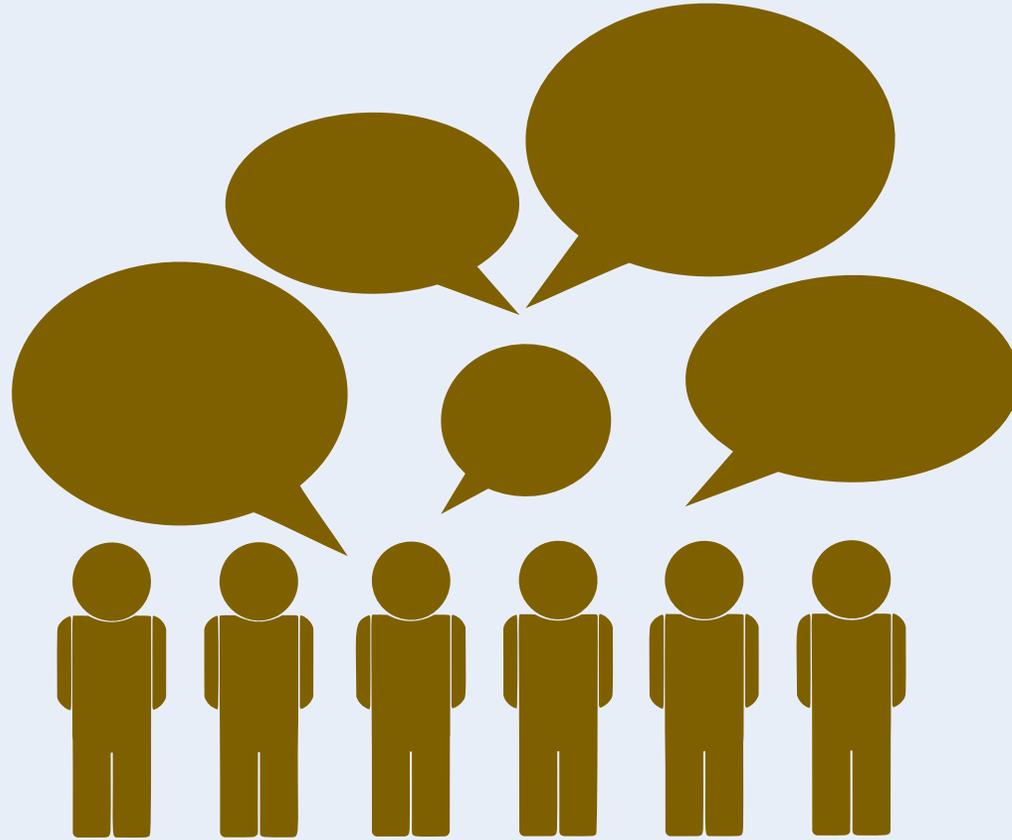
3

Access to Physical Health is an issue for moderate to low-income individuals.

Scale or population growth could favorably impact options for high-demand services like Obstetrics.

Finding qualified staff is a critical issue for the Sky Valley and Physical Health providers.

Questions



Next Steps

September 20-24

Review Findings with:

- Volunteers of America – Western region
- Take the Next Steps
- Miracles & Memories Academy
- St. Vincent de Paul & Catholic Community Services – Housing Network and
- Faith-based network.

September 27 – October 1

Review Findings with:

- Monroe City Council
- Other interested municipalities in Sky Valley
- Snohomish County



September 20-24

Review Findings with:

- Technical Advisory Committee (TAC)
- Community Human Services Advisory Board (CHSAB)