

CITY OF MONROE &
EAST SKYKOMISH VALLEY

Human Services Needs Assessment

Prepared by:
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Timeline & Methodology

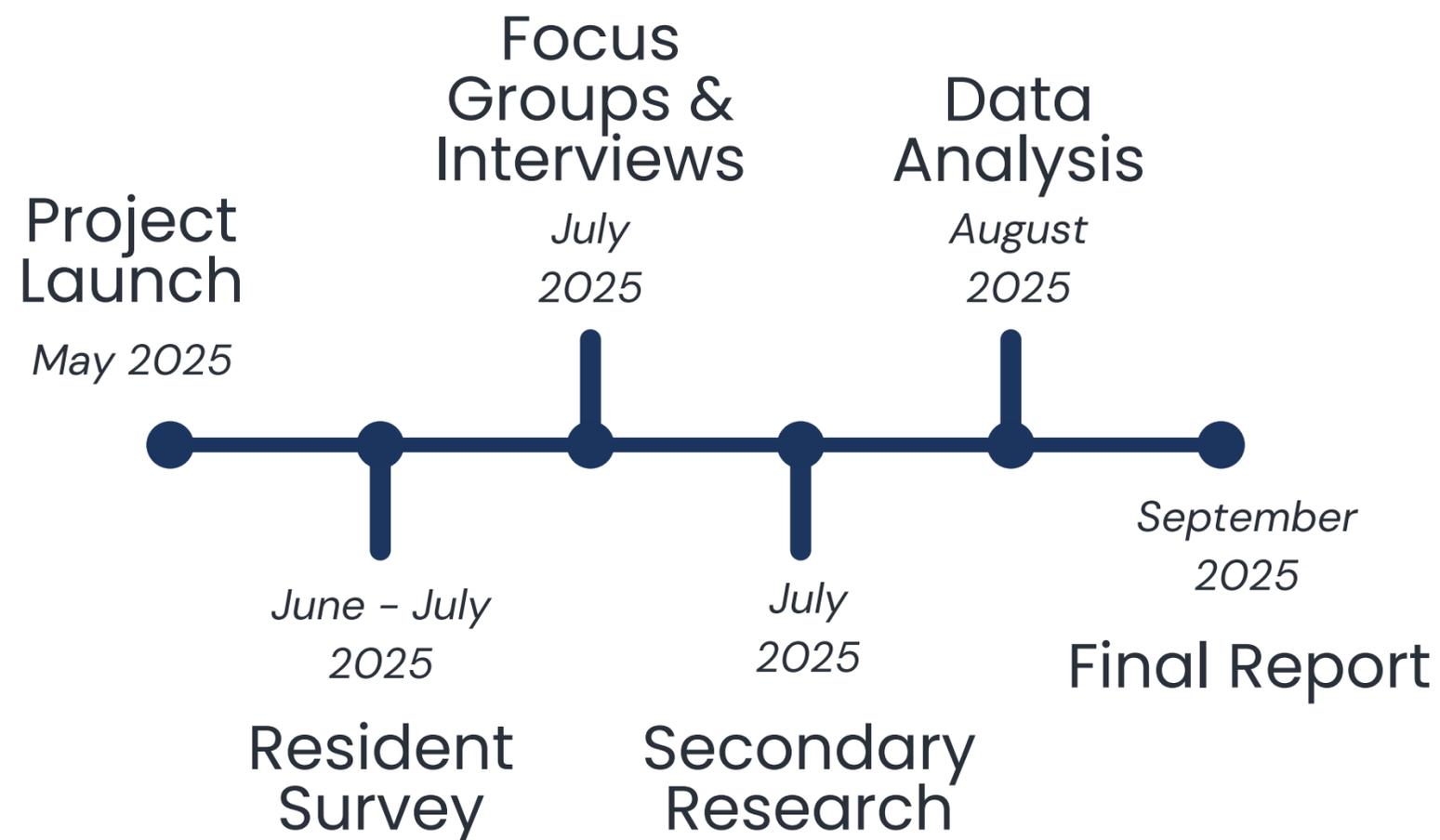
This updated assessment aims to provide an objective review of resident services through a comprehensive examination of primary and secondary data.

Primary Data:

- **Quantitative:** Resident Survey
- **Qualitative:** Key Informant Interviews & Focus Groups input from vulnerable population subgroups

Secondary Data:

- **Quantitative:** Population-level Data from Federal, State, and Snohomish County Sources
- **Mixed Methods:** Reports and Surveys from Partner agencies and other organizations



Survey Data Collection

A resident survey was open to Sky Valley residents from June 6th to July 27th, 2025

Total Responses Included in Data: 289

Survey Outreach:

- Fliers with QR codes, social media posts, city website, & printed surveys at community locations
- Attended Community events and locations:
 - Monroe Pride
 - Juneteenth
 - Monroe Farmer's Market
 - Sultan Shindig
 - Monroe Library
 - Monroe Community Senior Center
 - Faith Community Services
 - Sultan Volunteers of America

ENCUESTA DE SERVICIOS HUMANOS DE SKY VALLEY

¡QUEREMOS ESCUCHAR TU OPINIÓN!

Esta encuesta está diseñada para ayudar a la Ciudad de Monroe a comprender mejor las necesidades de servicios humanos de la región de Sky Valley e identificar áreas de mejora. Tu opinión es sumamente valiosa, y tus experiencias y perspectivas contribuyen a mejorar la eficacia de los servicios sociales en todo Sky Valley.

POR FAVOR, ESCANEA EL CÓDIGO QR PARA COMPLETAR LA ENCUESTA:

City of **MONROE** WASHINGTON

Para más información, por favor comuníquese con Katelyn Harrigan a kharrigan@monroewa.gov

SKY VALLEY HUMAN SERVICES SURVEY

WE WANT TO HEAR FROM YOU!

This survey is designed to help the City of Monroe better understand the human services needs of the Sky Valley region and identify areas for improvement. Your input is incredibly valuable, and your experiences and perspectives contribute to more effective social services across Sky Valley.

PLEASE SCAN THE QR CODE BELOW TO TAKE THE SURVEY:

City of **MONROE** WASHINGTON

For more information, please contact Katelyn Harrigan at kharrigan@monroewa.gov

Sky Valley Human Services Survey

* 1. 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?

Yes

No

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

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.

Interviews: 18 key stakeholders from 13 organizations:

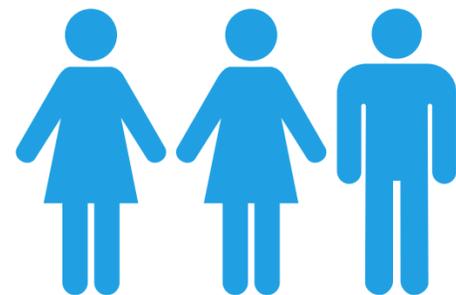
- EvergreenHealth Monroe
- EvergreenHealth Recovery Center
- Monroe Community Senior Center
- Conquer Clinics
- SeaMar Behavioral Health
- Volunteers of America
- Monroe Community Court
- Acres of Diamonds
- Peace Monroe Lutheran Church
- Sky Valley Food Bank
- The City of Monroe
- Community Human Services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

Focus Groups: 25 participants across 6 groups:

- **Youth:** July 23, 2025, virtual
- **Disabilities:** July 17, 2025
 - Sno-Isle Library, Monroe Branch
- **Unhoused:** July 17, 2025
 - New Hope Fellowship Church
- **Hispanic/Latino:** July 16, 2025, virtual
- **Seniors:** July 16, 2025
 - Monroe Community Senior Center
- **LGBTQ+:** July 15, 2025
 - Sno-Isle Library, Monroe Branch

Sky Valley Population

City/Zip	2020 Population	Population, 5-Year Estimates (ACS 2019-23)	Percent of Region	Survey Sample	Percent of Survey Responses
Monroe, 98272	31,127	32,055	71%	254	78%
Sultan, 98294	7,494	7,838	17%	29	9%
Gold Bar, 98251	5,071	4,782	11%	14	4%
Index, 98256	446	409	1%	6	2%



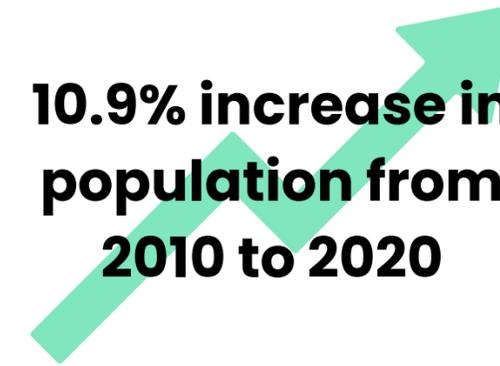
Women responded to the survey 2x more than men, despite comprising less of the population (47% vs 53%)

Demographics

<u>Age</u>	Population (ACS 2019-23)	Percent of Population	Survey Respondents	% Survey Respondents
All Adults (18+)	34,633	76.8%	285	100.0%
18-24 years	3,051	6.8%	9	3.2%
25-34 years	7,341	16.3%	44	15.4%
35-44 years	6,997	15.5%	61	21.4%
45-54 years	5,762	12.8%	72	25.3%
55-64 years	5,804	12.9%	51	17.9%
65+ years	5,678	12.6%	48	16.8%
<u>Race/Ethnicity*</u>				
White	38,400	85.2%	230	80.7%
Black/African American	1,573	3.5%	6	2.1%
Asian & Pacific Islander	4,213	9.2%	6	2.1%
Native American/Alaska Native	1,862	4.1%	9	3.2%
Some Other Race	4,907	10.9%	10	3.5%
Hispanic/Latino, Any Race	6,467	14.3%	41	14.4%

*Alone or in Combination with One or More Other Races

10.9% increase in population from 2010 to 2020



76% of Households are Families



11% of Residents have a Disability



7.7% of Residents are Veterans



13.7% of residents are foreign-born

Nearly 32% of Hispanic/Latino Residents have Limited English Proficiency



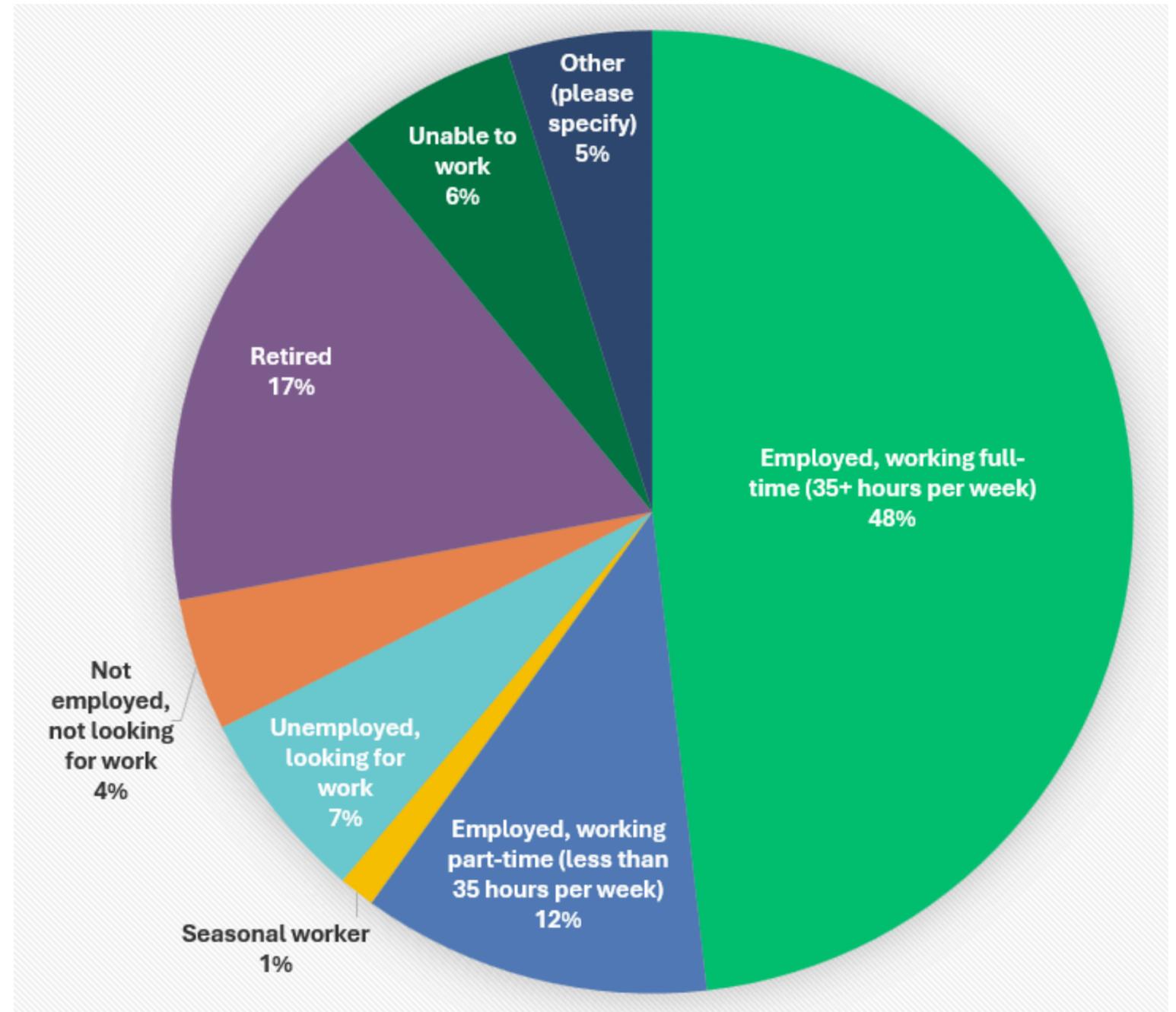
Employment & Education

- Lower labor force participation rate (62.9%) than the county, state, and nation
- Unemployment rate is higher in Gold Bar (8.2%) and Index (12.6%) than the county (4.3%)
- Nearly 10% lack a high school diploma
 - Over 30% among Hispanic/Latino residents
- Only 27% have a bachelor's degree or higher

Key Primary Findings:

- Survey respondents had higher educational attainment than the actual population
- Only 32% agreed that “There is economic opportunity in Sky Valley”
- Perceived causes of poverty: “lack of jobs paying a living wage” was the second-highest response (57%)
- Hispanic/Latino residents frequently report language barriers & want accessible English classes
- Young adults lack safe spaces to develop skills outside of school

“Which Best Describes Your Current Employment Status?”



Income

- Snohomish County Area Median Income: **\$107,982 per year**
- Sky Valley Median Income per Year by Zip Code Area, all household types:
 - **Monroe: \$115, 894**
 - **Sultan: \$87,981**
 - **Gold Bar: \$78,512**
 - **Index: \$91,406**
- About 7% below the federal poverty level

Key Primary Findings:

- Over 20% of respondents reported paychecks that didn't cover basic living expenses
- Nearly 34% reported being unable to put money into savings or retirement

AMI Category*	Census Income Bracket	% of Sky Valley Population	Survey Income Bracket	% of Survey Respondents
Extremely Low Income (25% and below)	Under \$25,000	7.10%	Under \$15,000	12.59%
Very Low Income (30-45%)	\$25,000 - \$49,999	12.83%	\$15,000 - \$29,999	10.14%
			\$30,000 - \$49,999	9.09%
Low to Moderate Income (50-90%)	\$50,000 - \$99,999	27.58%	\$50,000 - \$99,999	24.13%
Moderate to High Income (90% and up)	\$100,000 - \$199,999	36.57%	\$100,000+	44.06%
	\$200,000+	15.92%		

*AMI for household of one based on Snohomish County limits. AMI percentages are not exact.

Top Needs In Sky Valley

**Affordable
Housing**



**Affordable
Childcare**

**Mental/
Behavioral
Health
Access**



**Health &
Dental Care
Access**



**Transportation
Services &
Safety**



**SUD/ODU
Treatment &
Prevention**



**Food &
Nutrition
Support**

**Employment
& Education
Support**



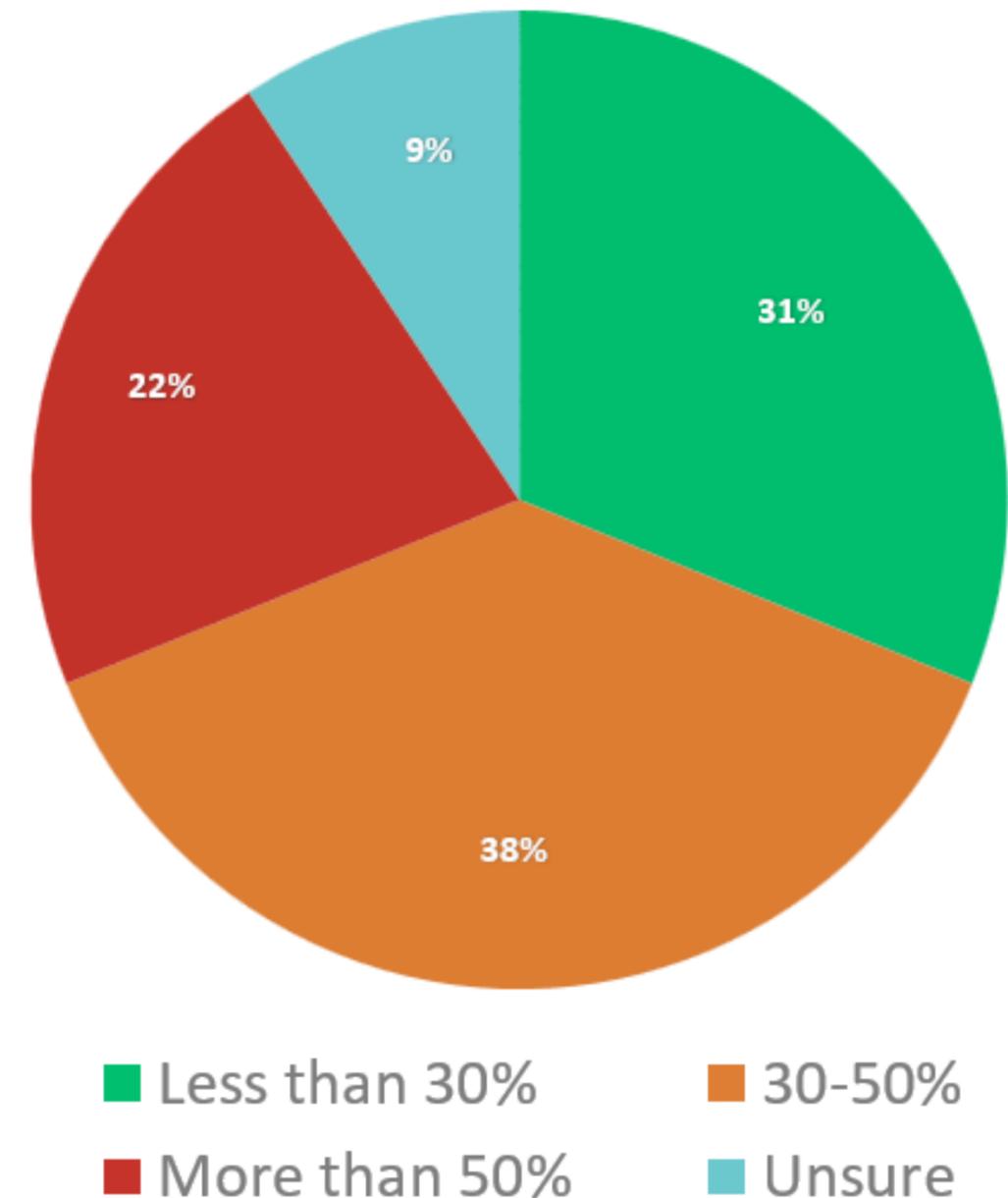
Housing

- ACS data: 37% of homeowners with a mortgage & 42% of renters in Sky Valley are housing-cost burdened
 - Survey data indicates actual percentages may be even higher (see pie chart)
- Less than 13% of housing units in Sky Valley are affordable to households earning 60% of the area median income (AMI)
 - 3-person household: \$84,840

Key Primary Findings

- **A quarter of survey respondents were afraid of losing their home in the past 12 months**
- Perceived causes of poverty:
 - #3 “Lack of affordable and safe housing”
- Significant Affordable Housing concerns across focus groups & interviews:
 - Lack of options for seniors and the disabled, including group homes and long-term care
 - Lack of a daytime center/shelter, especially during extreme temperatures or weather events

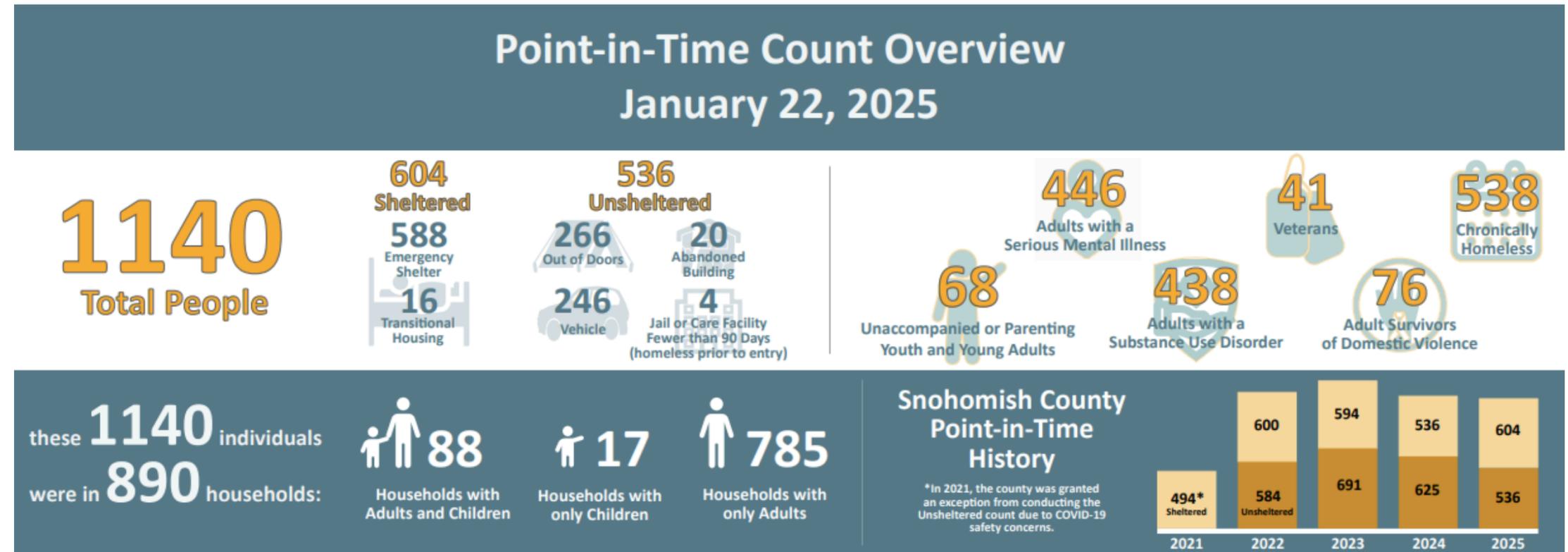
How much of your income do you spend on housing costs (rent, mortgage, utilities)?



Emergency Housing & Homelessness

2025 Snohomish County PIT Count

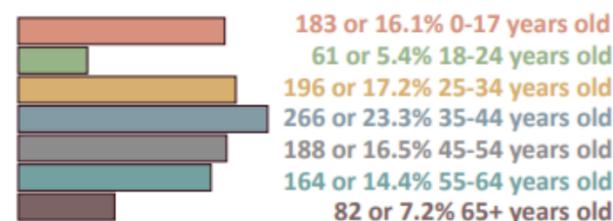
- **Limited shelter options:**
 - Monroe Gospel Women's Mission (16 beds)
 - Cocoon House East (8 beds)
 - Cold Weather Shelter: 15-20 cots (below 34°F)
- Monroe Comprehensive Plan: **137 emergency units are needed** within the City of Monroe



2025 Snohomish County Point-In-Time (PIT) count:

- 39 unsheltered
- 27 sheltered

these **1140** individuals were:



665 or 58.3% Man (Boy if child)
462 or 40.5% Woman (Girl if child)
4 or 0.4% Transgender
3 or 0.3% Non-binary
4 or 0.4% Multiple Gender
2 or 0.2% Questioning



681 or 59.7% White
110 or 9.6% Black, African American, or African American
24 or 2.1% Asian or Asian American
44 or 3.9% American Indian, Alaska Native, or Indigenous
77 or 6.8% Native Hawaiian or Pacific Islander
94 or 8.2% Multiple Races
103 or 9.0% Hispanic/Latina/e/o only
7 or 0.6% Middle Eastern or North African

2025 Unsheltered Population

Where was your last permanent residence?

Where did you sleep last night?	North County	Marysville / Tulalip	Everett	Granite Falls	Highway 2 Corridor	Lake Stevens	Snohomish	Lynnwood	Edmonds	Under 10 Responses	Balance of State	Other US State / Other Country	Unknown / Unreported	Total
North County	13	6	4							1	5			29
Marysville		12	6									1		19
Tulalip		11		1								2		16
Everett	5	14	189	4	4	6	5	7	3	17	45	9	16	324
Granite Falls	2		1	6		1								10
Highway 2 Corr.		1	2		23		4			1	4	4		39
Lynnwood	1	2	15			1		21	4	6	6	3		59
Edmonds	1		2					6	3	1	2		1	16
Under 10 Resp.			5	1	1	2	6	2		2	2	3		24
Total	22	46	224	12	28	10	15	36	10	28	67	19	19	536

To avoid the possibility of identification, areas with fewer than 10 responses have been grouped together. Where not identified separately, "North County" may include Arlington, Darrington Smokey Point, and Stanwood; "Highway 2 Corridor" may include Gold Bar, Index, Monroe, and Sultan; and "Under 10 Responses" may include Bothell, Brier, Lake Stevens, Maltby, Mill Creek, Mountlake Terrace, Mukilteo, Silver Firs, Snohomish, and Woodway.

Mental & Behavioral Health

Mental Health Providers

Among Sky Valley Adults:

- 17.4% with frequent mental distress in the past month
- 26% diagnosed with depression
- 36.2% report feeling socially isolated

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

Healthy Youth Survey:

- Increase in suicide attempts among 8th graders
- Uncontrolled worrying at its highest recorded among high school seniors

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 th	25.1%	55.3%	40.3%	14.8%	9.5%**
10 th	24.1%	56.6%	43.0%	9.6%	6.2%
12 th	25.3%	50.0%	64.4%*	11.6%	3.7%

*highest rate since 2018 **significant increase from 2023

Survey & Qualitative Findings:

- Limited providers that accept Medicare/Medicaid
- Behaviors people in Sky Valley need more information about:
 - #1 “Mental Health”, #2 “Stress Management”
- Nearly 30% felt sad or worried enough in the past month that it impacted their ability to go about their usual daily activities
- Lack of access to services reported in Disabled, Hispanic/Latino, and LGBTQ+ focus groups

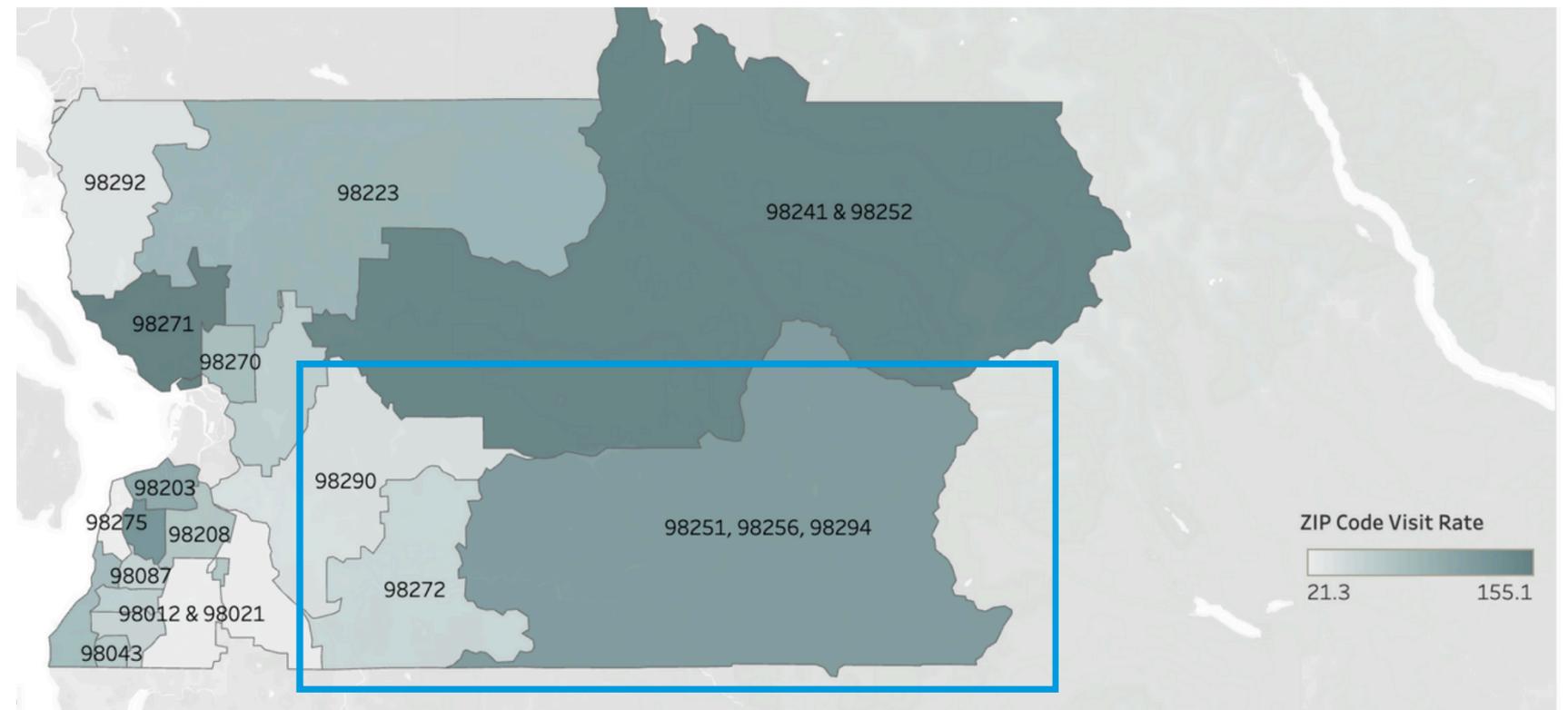
Substance Use Disorder

- Snohomish County rate of opioid overdose in 2024: 113.05 per 100,000 population.
 - Higher rate in Sultan, Gold Bar, and Index
- Many Medicaid/Medicare plans are not accepted for inpatient care
- Less than 1% of students report regular fentanyl use

Key Survey and Qualitative Findings:

- Third-highest choice for behaviors that the community needs more information about
- Perceived causes of poverty: substance abuse was the #4 response (36% of respondents)
- Top barrier to treatment: “I don’t know where to go”
- Youth focus group reported frequent drug use among peers at school

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



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

Health & Dental Care

Primary Care, Nurse Practitioner, and Dental Care Providers

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. Limited local options mean many residents must travel farther for routine and specialty care.

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
Sky Valley	33	73.72	18	41.67	24	55.23
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

- Higher rates of obesity (35%) among adults and poor dental health among seniors (10%) compared to the county, state, and nation

Key Survey & Qualitative Findings:

- 22% had difficulty accessing primary care
- 38.75% had physical pain in the past month that made it difficult to perform usual daily activities
- Hispanic/Latino residents more frequently reported having difficulty accessing dental, primary care, and OB/GYN care.
- Seniors & Disabled: lack of specialist care, including speech, occupational, and physical therapy

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

Transportation

Over half of residents commute at least 30 minutes to work, and **17.7% of commuters travel greater than 60 minutes to get to work.**

Area	% Workers travelling <10 mins	% workers travelling between 10 and 30 mins	% workers travelling between 30 and 60 mins	% workers travelling >60 minutes
Sky Valley	11.71%	25.17%	45.42%	17.71%
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%

Key Survey and Qualitative Findings:

- Traffic was a major concern and barrier to employment & accessing basic needs
- Interviewees: public transportation is not reliable or accessible enough, as it does not cover all of Sky Valley
- **All focus groups mentioned transportation as a top concern** due to lack of safety, accessibility, availability & poor traffic

Key findings from SnoTrac Skykomish Valley Transportation Action Plan:

- **23% of Sky Valley residents experience moderate to high transportation insecurity, with higher rates among:**
 - People with disabilities (26%)
 - Low-income households (33%)
 - Hispanic/Latino respondents (26%)
 - BIPOC respondents (31%)
- Respondents said that public transportation does not go to their desired locations, it takes too long relative to driving, and it does not serve their area.

Childcare

Snohomish County: **80% of residents live in an extreme childcare desert**

- Washington state: 3rd in the nation for the least affordable infant care in a family childcare setting
 - One infant in a center consumes 51.5% of median income for a single mother

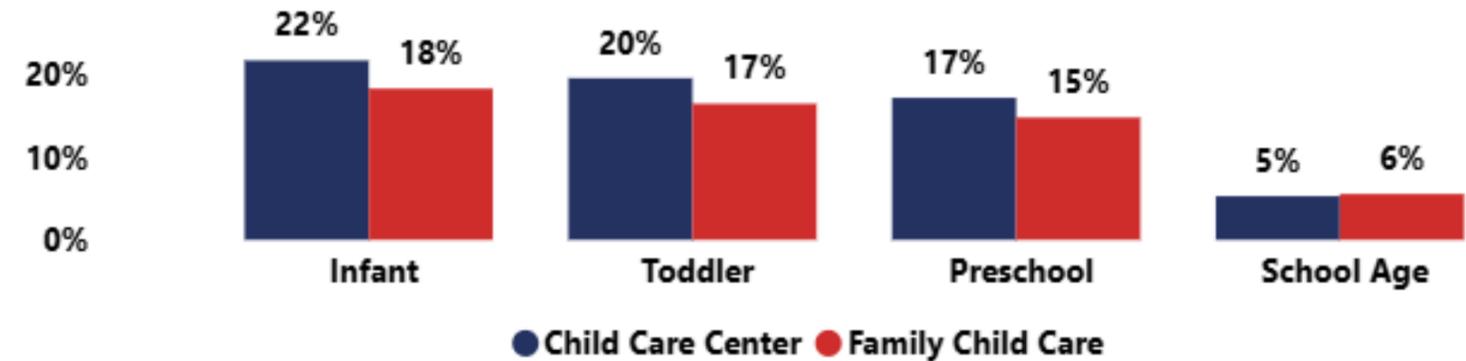
Average childcare costs for two children: \$33,091 per year, 31.20% of the median annual household income

In Sky Valley, 54% of children under age six live in households where all parents are working.

- 24 DCYF-licensed facilities: 16 licensed in-home programs and eight childcare centers
 - Low rate of Head Start programs

Licensed Child Care Data Dashboard, Snohomish County

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



Key Survey and Qualitative Findings:

- 18% needed childcare and had difficulty finding it
 - Women & Hispanic/Latino respondents were more likely to experience difficulties
- Most Needed: After-School care (37.5%), Toddler care (35.4%), and Preschool (31.3%)
- **85.4% of respondents said childcare was too expensive**
- Hispanic/Latino focus group: limited openings & lack of culturally sensitive options

Food & Nutrition

- Food Insecurity in Snohomish County: 9.7% of the population
 - 13% of children in food-insecure families
- About **half of food-insecure residents are ineligible for nutrition assistance due to income limitations**
- Basic Food Assistance:
 - Snohomish County: 11% use rate
 - Sky Valley average use rate: 15.5%
- Among the three school districts and 14 schools in Sky Valley, all but three schools have more than 30% of students qualifying for free or reduced-price school lunches
 - As high as 70% (Frank Wagner Elementary)

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%

Key Survey & Qualitative Findings:

- 30% of survey respondents said they sometimes or often struggle to pay for food
- There is inadequate funding for local food support programs, including Sky Valley Food Bank
- Residents mention a lack of culturally sensitive options at food pantries and a desire for locally grown food and community gardens that anyone can access

2-1-1 Data & Other Services

Top requests:

- **Housing & Shelter** (25%)
 - Most frequent: Low-cost housing (40%)
 - High percentage of unmet rental assistance requests
- **Utilities** (14%)
 - Most for Electricity
- **Government/Legal** (11%)
- **Food** (6%)
- **“Other”** (21%)
 - volunteer, donations, contact info, etc.

Key Survey & Qualitative Findings:

- Lack of low-cost legal services
 - Need for bilingual providers
- 26% sometimes or often struggle to pay for electricity
- 17% applied for assistance with phone/internet
- 6% do not have reliable internet or telephone service



Needs Analysis

Categories were analyzed on the basis of frequency, severity, use, gaps, and barriers to access.

“Severity and Impact of Need” - reflects the number of residents affected, the critical nature of the service, and the categories that were significantly lacking compared to the county, state, and nation

“Gaps and barriers to accessing services” - reflect the responses from residents, especially among vulnerable groups, who report difficulty accessing the service due to a lack of availability or other accessibility concerns

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

Recommendations

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

- Including: Rental Assistance, ADU production & resources, Increased Middle Housing options, and increased shelter & transitional housing

Improve the Continuum of Care for Behavioral Health & Substance Use Disorder (SUD) services*

- Continued support for rapid response services, increase access to care, support evidence-based prevention programs, decrease recidivism, and support long-term recovery

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

- Increased access to health services for Medicare/Medicaid and the underinsured, sustainable funding for food programs, and produce prescription programs

Improve Regional Transportation Services and Traffic Safety*

- Pilot micro transit, increase access for vulnerable populations, advocate for safety improvements, and provide classes for safe driving and navigating public transportation

Expand access to affordable childcare and after-school programs

- Expand childcare capacity, increase Head Start services, and prioritize educational after-school programs for at-risk youth

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

- Increase access to educational and vocational training, English language learning, and low-cost legal services

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

- “One-stop shop” for residents to access case management services, housing navigation, and regular pop-ups for medical care, dental care, service agencies, phone and mail, and hygiene services

**In alignment with 2020 HPAC recommendations and/or Monroe Comprehensive Plan 2024-2044*