

DRAFT 2



CITY OF
BAINBRIDGE ISLAND

Community Needs Assessment Report

September 19, 2016

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Executive Summary

Purpose

The main goal of the assessment was to identify the most needed and unmet human services so that the City of Bainbridge Island can best target resource allocation. To achieve this goal, the needs assessment was focused on:

- Providing information on demographic impacts on human services
- Increasing awareness of “unrecognized” human service needs
- Identifying barriers to accessing human services
- Increasing knowledge of specific populations in need
- Supporting the development of a common understanding of human service needs

Methodology

Community Profile

Reviewed relevant census data and other reports specific to Bainbridge Island population, on housing, health, and crime statistics. When available, statistics were compared to Kitsap County and Washington State, but data was not always available for all three geographic areas.

Key Informant Interviews

The City of Bainbridge Island provided a list of service provider leadership and PRR researched additional possible key providers on the Island. Using this combined list, PRR was able to conduct 18 in-depth telephone interviews. Each interview was approximately 30-45 minutes and a set of pre-developed questions were used to guide the interviews (see Appendix A for interview guide).

Provider Survey

In order to obtain quantitative data to validate findings from the key informant interviews, PRR used two approaches to survey frontline service provider staff. First PRR emailed the contacts provided for the key informant interviews, and asked them to forward the survey to their staff. Second PRR emailed a list of 333 contacts provided by the Bainbridge Community Foundation. After three weeks and several email reminders, 57 human service providers completed the online survey (see Appendix B for survey questions).

General Population Survey

Conducted an address-based, multi-mode survey (mail and online) with a random sample of 3,000 households on Bainbridge Island. A paper version of the survey (see Appendix C for survey questions) was mailed along with the URL to the online version. A unique ID ensured that the survey was completed only once from every randomly selected address. A follow-up reminder postcard was mailed one week after the initial mailing. A total of 550 people completed the survey, for a response rate of 18% and a margin of error of +/- 4.2%.

Consumer Focus Groups

Three focus groups were conducted (each lasting 1.5 hours) In order to obtain an even deeper understanding of the human service needs on Bainbridge Island. Participants were recruited from among those who indicated on the general population survey that they would be interested in a focus group (see Appendix D for moderator guide):

- Seniors – 65 years of age or older (6 participants)
- Parents – adults with children under 18 living at home (9 participants)
- Lower income – under \$35,000 annual income (8 participants)

Executive Summary

Overall Finding #1

Affordable and low-income housing are scarce.

- Average home prices on the Island are much higher than Kitsap County or Washington State.
- Both residents and providers identify affordable housing as one of the most important needs on the Island, and also one of the furthest needs from being fully met.
- Less affluent people, even longtime residents, are being priced out, and those who work on the Island do not make enough money to live there.
- Existing subsidized housing is insufficient to meet demand, and those with middle-range incomes are in a grey zone where they cannot afford real estate but also do not qualify for assistance.
- The price of housing is a barrier to younger, less affluent people moving to the Island.

Overall Finding #2

As the population ages, senior services must increase to meet the increasing demand.

- The median age on Bainbridge Island has increased in recent years, and is far above the median age for Kitsap County or Washington State.
- Aging is associated with higher rates of disability and certain medical conditions like high cholesterol.
- Both residents and providers identify affordable senior housing and services as some of the most important needs on the Island, and also some of the furthest needs from being fully met.
- Volunteers provide transportation and at-home assistance, but there are not enough volunteers to meet demand.
- Seniors on a fixed income have difficulty affording housing or assisted living.
- Social isolation is a problem for many seniors, due in part to transportation difficulties.

Executive Summary

Overall Finding #3

Residents are not aware of others' needs and also don't know what services are available.

- Although there are homeless on the Island, it is a well hidden problem of which people have varying degrees of awareness.
- There is currently no one place a person can go to find information about all the available services on the Island. Residents strongly want such a clearinghouse for information, in the form of a web page, hotline, directory, or point person.
- Residents call 911 for problems that other existing agencies would be better suited to help them with.
- Word of mouth is the most common way people find out about available services, putting socially isolated people at a disadvantage.
- Providers expressed a strong need for community awareness and interagency coordination. Agencies are presently not coordinating well among each other, leading to a disjointed system and wasted opportunities for streamlining, cooperation, and referrals.

Overall Finding #4

Proper mental health care is difficult for some to find, due to accessibility and affordability issues.

- Many mental health care providers do not accept Medicare or Medicaid, which is a barrier to senior and lower-income residents.
- Even those who can afford to pay mental health professionals can run into difficulty finding ones that are accepting new patients.
- Residents frequently seek mental health treatment off-Island. Those who are not able to drive themselves are restricted from accessing these providers, and the trip is often too far for a person in immediate crisis.
- The layout of the Island coupled with limited transportation contributes to social isolation.
- Social stigma restrains some people from seeking treatment. Some turn to the alternative strategy of self-medication with drugs and alcohol.

Executive Summary

Overall Finding #5

Teenagers' mental health and substance use counseling needs are not being met.

- Teen anxiety is more prevalent than in the County or State, likely due to high-pressure school environments.
- Although some organizations exist to help teens with mental health issues, they currently are not meeting demand. Teens also sometimes do not seek help due to social stigma or confidentiality concerns in such a small community.
- Some working parents are emotionally disconnected from their teens and frequently leave them unsupervised. Many parents turn a blind eye to their children's substance use.
- Rates of teen drinking, marijuana use, and binge drinking are higher than in the County or State.
- Providers say that neither teen drug abuse nor teen alcohol abuse has seen improvement in recent years.
- There are not enough recreational activities for teens other than sports; without an adequate teen center or other attractive venues, teens make risky, unsupervised decisions.

COMMUNITY PROFILE

Community Profile – Key Findings

- Bainbridge Island’s population is doing better than the rest of the State in a lot of ways.
 - Average income levels are high by all measures.
 - Violent and property crime rates are low.
 - Residents are highly educated.
 - The population has a high rate of health insurance coverage and is doing well on several health metrics such as smoking and recreational exercise.
 - Youth poverty and teen birth rates are much lower than the County or State, and 4-year high school graduation rates are higher.
- However, there remain several areas for improvement.
 - The population is aging, leading to higher rates of disability and certain medical conditions like high cholesterol.
 - Although Bainbridge Island is wealthier overall than the County and State, there are still sizeable portions of the population in cost-burdened households or receiving public assistance benefits.
 - Median home values have risen at a faster rate than the County or State, leaving housing increasingly unaffordable for the less affluent.
 - Many residents are burdened by long commutes.
 - Certain youth mental health and substance use issues present challenges.

Population, Gender

- Bainbridge Island has a slightly higher percentage of female residents than either Kitsap County or Washington State.
- Bainbridge Island’s population increased more than Kitsap County but less than Washington State overall from 2010 to 2014.

	Bainbridge Island	Kitsap County	Washington State
2014 Percent Female Estimate	51.7%	49.1%	49.9%
2015 Population Estimate	23,840	260,131	7,170,351
2010 Population	22,486	247,336	6,561,297
Change from 2010 to 2015	+6.0%	+5.2%	+9.3%

Bainbridge Island skews slightly more female than the County or State.

Bainbridge Island’s population grew slightly more quickly than the County’s, but slower than the State’s.

Age

- Bainbridge Island's population is on average much older than the County or State, and this disparity has widened in recent years.

	Bainbridge Island		Kitsap County		Washington State	
	2010	2014 est.	2010	2014 est.	2010	2014 est.
Under 5 years	4.7%	4.6%	5.9%	5.8%	6.5%	6.4%
5 to 9	5.5%	6.9%	6.0%	5.7%	6.4%	6.3%
10 to 14	7.5%	7.3%	6.7%	6.2%	6.5%	6.4%
15 to 19	8.6%	7.0%	7.2%	6.5%	6.9%	6.5%
20 to 24	3.4%	1.7%	7.4%	7.9%	7.1%	7.0%
25 to 34	5.7%	7.5%	11.9%	13.1%	13.9%	14.2%
35 to 44	13.3%	11.8%	13.0%	11.6%	13.5%	13.2%
45 to 54	19.7%	16.1%	15.7%	14.4%	14.7%	14.0%
55 to 64	17.7%	18.5%	13.4%	14.3%	12.4%	12.8%
65 to 74	7.8%	12.1%	7.0%	8.8%	6.8%	8.6%
75 to 84	4.5%	3.9%	2.2%	4.0%	3.8%	3.9%
85 and older	1.8%	2.6%	1.6%	1.7%	1.7%	1.8%
Median Age (Yrs)	45.9	47.4	38.9	39.3	37.0	37.4

The largest population increase on Bainbridge Island has been among middle aged/senior residents.

While the proportion of 25-34 year olds has increased on Bainbridge Island, this proportion is still only about half of Washington State's.

Bainbridge Island's median age is 10 years higher than Washington State's.

Race

- Bainbridge Island has a more White/Caucasian population than the County or the State.

	Bainbridge Island		Kitsap County		Washington State	
	2010	2014 est.	2010	2014 est.	2010	2014 est.
White	91.0%	89.7%	83.1%	82.1%	79.2%	78.1%
Black/African American	.7%	1.3%	2.8%	2.7%	3.5%	3.6%
American Indian/Alaska Native	.8%	.4%	1.5%	1.4%	1.5%	1.4%
Asian	2.6%	3.7%	4.8%	4.9%	7.0%	7.5%
All other Pacific Islander/Hawaiian	.09%	.07%	.9%	.9%	.5%	.6%
Some other Race	.1%	1.1%	1.6%	1.8%	4.1%	3.7%
Two or More Races	4.7%	3.6%	5.4%	6.2%	4.1%	4.8%
Hispanic (any race)	3.0%	4.5%	5.9%	6.8%	10.5%	11.7%

Bainbridge Island is 9% whiter than Kitsap County, and 15% whiter than Washington State.

Bainbridge Island has lower percentages of every non-White racial group measured in the census.

Household Characteristics

- Bainbridge Island mirrors a statewide decrease of married couples with children from 2000 to 2014.
- Single female-headed households with children increased on Bainbridge Island while decreasing in the County and State.

	Bainbridge Island		Kitsap County		Washington State	
	2000	2014 est.	2000	2014 est.	2000	2014 est.
Families	72.5%	71.3%	71.0%	66.9%	66.0%	64.5%
Married Couple w/ children <18	30.8%	23.6%	27%	19.9%	23.8%	20.3%
Married Couple no children <18	32.3%	35.7%	30.7%	32.7%	28.2%	29.4%
Non-family households	27.5%	28.6%	29%	33.1%	34.0%	35.5%
Female Householder w/ children <18	4.5%	7.3%	6.6%	6.1%	6.5%	6.0%
Female Householder no children <18	2.6%	1.7%	2.9%	3.7%	3.4%	4.3%
Average Household size	2.52	2.45	2.6	2.51	2.53	2.55
Average family size	2.98	2.90	3.1	3.02	3.07	3.13

Couples with children decreased, while couples without children increased.

Single female-headed households increased by 62% on Bainbridge Island, in contrast to decreases at the County and State level.

Income

- Bainbridge Island is wealthier overall than the County or the State.
- However, nearly a third of households still qualify as cost-burdened.

	Bainbridge Island	Kitsap County	Washington State
Per Capita Income 2014 est.	\$54,404	\$31,901	\$31,233
Per Capita Income 2010	\$51,433	\$29,755	\$29,733
Change from 2010	+5.8%	+7.2%	+5.0%
Median Household Income 2014 est.	\$95,976	\$62,473	\$60,294
Median Household Income 2010	\$93,556	\$59,549	\$57,244
Change from 2010	+2.6%	+4.9%	5.3%
% Households under 35k 2014 est.	17.1%	25.8%	28.6%
% Cost-burdened households* 2014	32.8%	36.9%	37.3%

Bainbridge Island has a 71% higher per capita income than Kitsap County.

Bainbridge Island has a 54% higher median income than Kitsap County.

Bainbridge Island has a 34% lower rate than Kitsap County of households making less than 35k a year.

*Housing costs exceeding 30% of household income

2010 Census, 2014 American Community Survey

Poverty, Public Assistance

- Bainbridge Island is overall more wealthy than the County or the State.
- The Island has the lowest rate of enrollment in the Free or Reduced Lunch program for all cities in Kitsap.

2014 est. except where noted	Bainbridge Island	Kitsap County	Washington State	
Poverty Status all persons	5.6%	10.9%	13.5%	49% lower poverty rate than Kitsap County
Under 18	6.0%	14.3%	18.1%	Bainbridge Island's youth poverty rate is +18% since 2010.
65+	3.0%	7.0%	8.0%	
Individuals below 200% of poverty line	14.0%	25.3%	30.3%	
Households receiving public assistance income	2.7%	4.5%	4.1%	
Households enrolled in SNAP (food stamps)	5.0%	12.4%	14.2%	60% lower rate of enrollment in SNAP than Kitsap County
Students applied for Free or Reduced Lunch program (2012)	7%	36%	46%	Lowest rate in Kitsap County

Kitsap Interagency Coordinating Council Comprehensive Community Assessment, 2015:

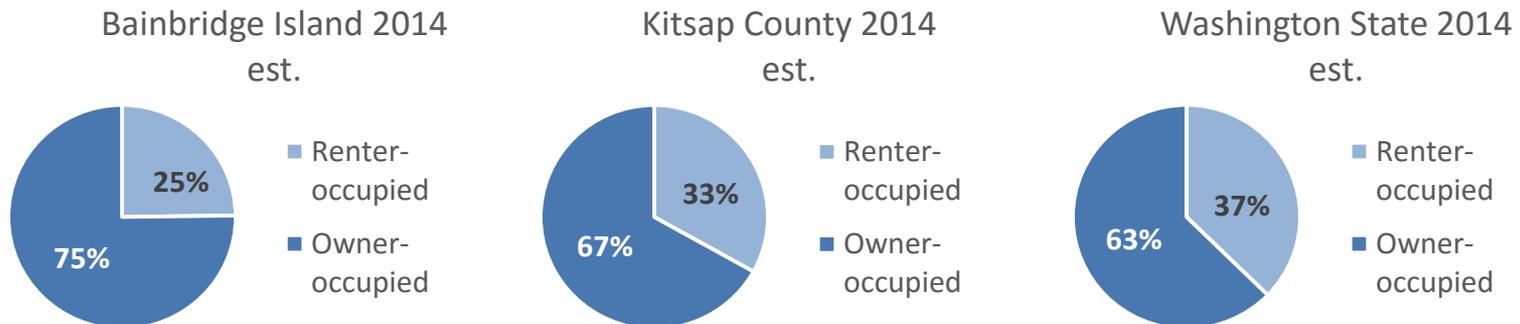
http://www.kitsapcountyhealth.com/information/files/CommunityAssessmentKICC_Annual.pdf

Kids Count Data Center, 2012: <http://datacenter.kidscount.org/data/tables/3300-applications-for-free-and-reduced-priced-meals#detailed/2/any/false/36,868,867,133,38/any/9827,6804>

2014 American Community Survey

Housing

- A larger proportion of Bainbridge Island homes are owner-occupied rather than renter occupied, compared to the County and State.
- The median home value on Bainbridge Island is much higher than the County or State: 129% higher than Kitsap County, 123% higher than Washington State.
- Home values increased from 2012 to 2016 at all levels, but they increased at the fastest rate in Bainbridge Island.



	Bainbridge Island	Kitsap County	Washington State
Median home value 2016 est.	\$671,500	\$293,500	\$301,500
Median home value 2012 est.	\$475,000	\$231,000	\$219,000
Change from 2012	+41.4%	+27.1%	+37.7%

Median home value is more than twice the County and State average.

Fastest rate of increase from 2012

June 2012 and June 2016 Zillow Home Value Estimate: <http://www.zillow.com/wa/home-values/>
 American Community Survey

Industries

- Bainbridge Island’s working residents have a higher proportion of professional, scientific, management, and administrative jobs than the County or the State.

2014 employed population (est.)	Bainbridge Island	Kitsap County	Washington State	
Professional, scientific, management, administrative	22.7%	11.9%	12.1%	More professional than the County or State
Educational services, health care, social assistance	↑ 21.8%	21.6%	21.6%	Bainbridge Island social service employment rose from 16.9% in 2010.
Arts, entertainment, recreation, accommodation, food services	9.4%	9.7%	9.1%	
Public administration	7.7%	11.1%	5.5%	
Retail trade	↓ 6.5%	11.5%	11.8%	Bainbridge Island retail trade employment decreased from 11.8% in 2010.
Finance, insurance, real estate, renting, leasing	6.4%	4.6%	5.5%	
Manufacturing	5.7%	10.1%	10.5%	Less manufacturing than the County or State
Construction	5.5%	6.5%	6.0%	
Information	3.6%	2.1%	2.3%	
Transportation, warehousing, utilities	3.3%	3.9%	5.1%	
Wholesale trade	1.6%	1.4%	3.0%	
Agriculture, forestry, fishing, hunting, mining	1.1%	.7%	2.7%	
Other services	4.7%	4.9%	4.8%	

Education

- Bainbridge Island’s citizens have higher education levels than the County or the State.
- Women on Bainbridge Island who give birth are much more likely to have a graduate degree than women from the rest of the County or State.

Highest education attainment	Bainbridge Island 2014 est.	Kitsap County 2014 est.	Washington State 2014 est.
Age 25+			
High School Graduate or Higher	98.5%	94.1%	90.2%
Bachelors Degree or Higher	66.6%	30.0%	32.3%
Graduate Degree or Higher	30.6%	10.7%	11.7%
Women who gave birth in the last year			
High School Graduate or Higher	90.7%	94.1%	86.8%
Bachelors Degree or Higher	48.5%	32.7%	31.2%
Graduate Degree or Higher	42.9%	10.2%	11.1%

More than 2x as likely to have higher education than the County or the State.

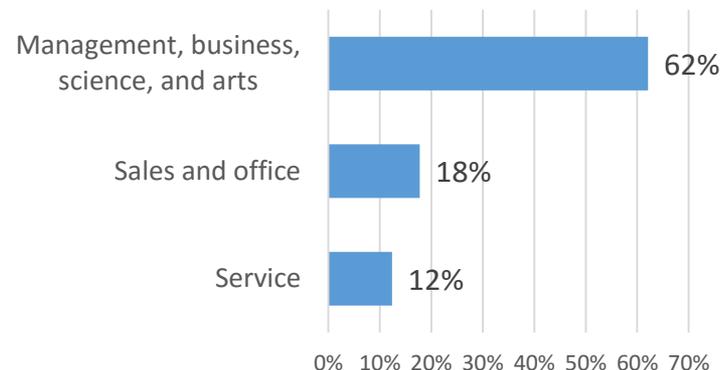
Bainbridge Island new mothers are more than 4x as likely to have a graduate degree as women in Kitsap County.

Employment

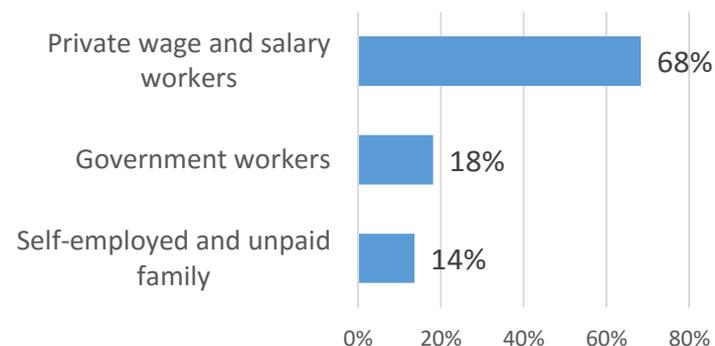
- Bainbridge Island’s unemployment rate is slightly lower than the County or the State.
- Most of Bainbridge Island’s working residents are in management, business, science, and the arts.
- Bainbridge Island’s working residents are also mostly private wage and salary workers.

Age 16+	Bainbridge Island 2014 est.	Kitsap County 2014 est.	Washington State 2014 est.
Unemployment rate	7.2%	9.0%	8.8%
Percent in the labor force	61.7%	62.9%	64.7%

Bainbridge Island Residents
Top Occupations 2014 est.



Bainbridge Island Residents
Work Sectors 2014 est.



Getting to Work

- Bainbridge Island’s length of commute is greater in absolute terms and has increased more rapidly than the County or State.
- Bainbridge Island’s working residents are more likely to use public transportation to commute.

	Bainbridge Island		Kitsap County		Washington State	
	2010	2014 est.	2010	2014 est.	2010	2014 est.
Average length of commute (minutes)	41.7	45.6	29.9	29.9	25.4	25.9
Car, truck, van – alone	51.2%	50.8%	71.5%	73.9%	76.2%	76.9%
Car, truck, van – carpool	7.5%	5.0%	13.0%	9.8%	12.2%	11.0%
Public transportation	29.9%	32.9%	8.3%	9.2%	5.8%	6.3%
Work in Washington State	98.9%	98.1%	98.9%	99.2%	96.6%	96.7%
In county of residence	58.5%	60.6%	80.6%	80.9%	81.1%	81.3%
Outside county of residence	40.4%	37.5%	18.3%	18.3%	15.5%	15.5%

Bainbridge Island’s length of commute increased, while the County and State remained about the same.

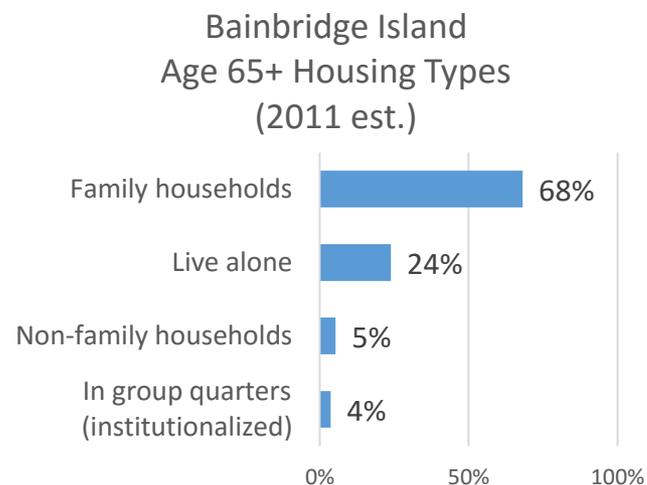
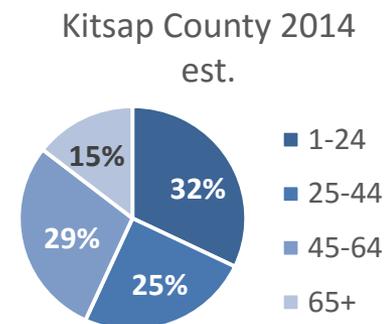
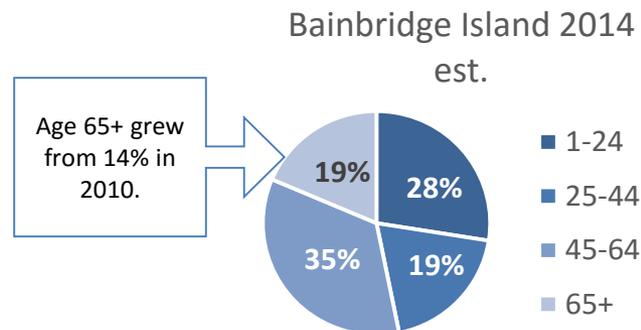
Bainbridge Island’s rate of use of public transportation is over 3 times higher than Kitsap County, and over 5 times higher than Washington State. This is likely due to greater ferry use.

Bainbridge Island’s working residents are more likely to work outside their county of residence.

Senior Life

- Bainbridge Island has a 28% larger proportion of residents age 65+ than Kitsap County.
- These seniors live primarily in family households.
- A large subset of these seniors have disabilities.

Bainbridge Island	General Population	Age 65+	Age 75+
Ambulatory Difficulty (2012 est.)	2.8%	10.0%	17.0%
Self-Care Difficulty (2012 est.)	1.3%	3.4%	7.3%
Have a Disability (2012 est.)	7.7%	22.1%	42.8%



School Enrollment

- Excluding the youngest age group, enrollment and graduation rates remain higher than the County or the State.

Bainbridge Island's 4-year graduation rate was 91.9% for the class of 2014, compared to 77.2% for Washington State.

In 2012, Bainbridge Island's rate of enrollment in special education was 12.7%. This was the lowest in Kitsap County, which had an overall rate of 15.5%.

Enrollment	Bainbridge Island			Kitsap County			Washington State		
	2010	2014 estimate	Change	2010	2014 estimate	Change	2010	2014 estimate	Change
Age 5 - 9	96.8%	93.7%	-3.8%	94.2%	93.4%	-0.9%	94.0%	94.0%	+0.0%
Age 10 - 14	100%	99.4%	-.6%	98.4%	98.1%	-0.3%	98.3%	98.4%	+0.1%
Age 15 - 17	97.1%	98.6%	+1.5%	95.4%	95.8%	+0.4%	96.2%	96.9%	+0.7%
Age 18 - 19	84.2%	95.0%	+12.8%	60.2%	61.9%	+2.8%	70.0%	72.9%	+4.1%

OSPI Washington State Report Card, 2014-15:

<http://reportcard.ospi.k12.wa.us/summary.aspx?schoolId=120&year=2014-15&yrs=2014-15>

Kitsap Interagency Coordinating Council Comprehensive Community Assessment, 2015:

http://www.kitsapcountyhealth.com/information/files/CommunityAssessmentKICC_Annual.pdf

2010 Census, 2014 American Community Survey

Youth Risk Factors

- Bainbridge Island has a lower youth poverty rate than the County or the State.
- Bainbridge Island has higher rates of youth alcohol use, marijuana use, and binge drinking than the County or State.
- The Island’s teen birth rate is negligible.

Note: only 14.6% of 12th graders on Bainbridge Island used cigarettes in the past 30 days, but 22.3% used electronic cigarettes or vape pens.

	Bainbridge Island	Kitsap County	Washington State
Grade 12 substance use, 2014			
Cigarettes	14.6%	20%	13%
Alcohol use	51.1%	39%	33%
Marijuana use	31.0%	27%	27%
Binge drinking	25.8%	23%	19%
Teen birth rate per 1000 women, 2014	0	3	16

Rate of alcohol use is 31% higher than Kitsap County, 55% higher than Washington State.

Much lower teen birth rate than the State

Fact sheets used:
Current Substance Use
Alcohol Use

Healthy Youth Survey, 2014: <http://www.askhys.net/factsheets>,
<http://bisd303.org/cms/lib3/WA01001636/Centricity/Domain/62/health/Multi-grade%202014%20BISD%20District%20Results.pdf>

2014 American Community Survey

Youth Mental Health

- 12th graders on Bainbridge Island report lower rates of violence and depression, but higher rates of anxiety.
- 14% percent of Bainbridge Island 12th graders have made a suicide plan in the past year, a rate comparable to the County and State.
- Less than half of Bainbridge Island 12th graders consistently enjoyed being at school in the past year, a rate comparable to the County and State.

Grade 12, 2014	Bainbridge Island	Kitsap County	Washington State	
Carried a weapon on school property	4%	7%	6%	
Don't feel safe at school	3%	14%	13%	Feel more safe
Bullied at school	13%	17%	16%	
Depressive feelings	25%	35%	34%	Less depressed
Made a suicide plan	14%	16%	14%	~15% suicide plan rate at all levels
Bothered by feeling nervous, anxious, or on edge	72%	64%	63%	More anxious
Have an adult to turn to when feeling hopeless	70%	55%	57%	More have an adult to turn to
Often or always enjoyed being at school	41%	37%	37%	

Healthy Youth Survey, 2014: <http://www.askhys.net/factsheets>,
<http://www.askhys.net/library/2014/Co18Gr12.pdf>,
<http://bisd303.org/cms/lib3/WA01001636/Centricity/Domain/62/health/Multi-grade%202014%20BISD%20District%20Results.pdf>

Fact sheets used:
 Violent Behaviors & School Safety
 Bullying & Harassment
 Depression & Suicide
 Community Protective Factors

Crime

- Violent crime in Bainbridge Island has decreased drastically since 2010, but property crime has increased.
- Both types of crime remain well below the rates of the County and State.

Crimes per 10,000	Bainbridge Island	Kitsap County	Washington State
2014 Violent Crime	4	14	29
2010 Violent Crime	12	25	32
% Change	-66.7%	-44.0%	-9.4%
2014 Property Crime	145	156	379
2010 Property Crime	130	139	380
% Change	+11.5%	+12.2%	-0.3%

Violent crime is less than 1/6th of the State rate.

Property crime is less than 2/5th of the State rate.

Violent crime down, property crime up

Health

- Although Bainbridge Island’s obesity rate is on par with the State, a substantially smaller proportion of residents are trying to lose weight.
- Bainbridge Island has higher rates of monitoring cholesterol, likely due in part to the higher age of the population.

Bainbridge Island has a 7% Kindergarten vaccination exemption rate.

	Bainbridge Island	Kitsap County	Washington State
Obese	35.5%	36.2%	35.8%
Trying to lose weight	38.0%	37.5%	54.5%
High blood pressure	23.9%	20.8%	21.0%
Frequently checking blood cholesterol	49.2%	41.4%	40.1%
Drink alcohol at least every month	82.6%	81.5%	80.4%
Smoke cigarettes	40.4%	48.2%	52.0%
Moderate-intensity work activities	36.8%	40.6%	37.5%
Moderate-intensity recreational activities	50.0%	46.9%	42.7%

A smaller proportion of people are trying to lose weight than in the State.

More monitoring cholesterol levels

Less smoking

Exercise on Bainbridge Island is mainly recreational rather than work-related.

Kitsap Interagency Coordinating Council Comprehensive Community Assessment, 2015: http://www.kitsapcountyhealth.com/information/files/CommunityAssessmentKICC_Annual.pdf
 City-data.com, Health and Nutrition of Bainbridge Island: <http://www.city-data.com/health-nutrition/Bainbridge-Island-Washington.html>

Insurance

- Bainbridge Island has higher rates of health insurance coverage than the County or the State, at every age level.
- The Island has substantially lower rates of Medicaid coverage as well.
- However, Bainbridge Island does have higher rates of Medicare coverage, likely due to the higher median age of residents.

	Bainbridge Island 2014 est.	Kitsap County 2014 est.	Washington State 2014 est.	
Health Insurance – Total Population	94.7%	89.9%	87.1%	Higher rate of general health insurance coverage
Under 18	97.9%	96.0%	94.4%	
18 – 64	91.8%	85.3%	81.9%	
65+	99.6%	99.6%	99.2%	
Covered by Medicaid	5.9%	14.4%	16.4%	Lower rate of Medicaid coverage
Covered by Medicare	19.0%	16.8%	14.8%	Higher rate of Medicare coverage

Community Ratings

- While residents rate quality of life and safety very highly, they are less satisfied with housing and affordability.
- Residents also view the quality of mental health care on the Island less positively than health care over all.

	% Rating Good or Excellent in Bainbridge Island, 2013	
Overall quality of life	96%	Very positive ratings of quality of life and safety
Overall feeling of safety	98%	
Crime prevention	82%	
Health care	68%	Ratings of mental health services are lower than ratings of general health and wellness.
Mental health care	41%	
Cost of living	19%	Not positive about affordability or housing options
Availability of affordable quality housing	19%	
Variety of housing options	36%	Mixed on level of openness in the community
Openness and acceptance	59%	

KEY INFORMANT INTERVIEWS

Key Informant Interviews – Key Findings

- Certain aspects of the human services system on the Island are seen as working well.
 - Several specific non-profits are seen as functioning effectively with their given resources.
 - The Island has caring residents who donate time and financial assistance.
- The continued economic development of Bainbridge Island is creating increased needs, particularly for housing.
 - Even for residents with middle incomes, affordable housing is difficult to find on the Island. Residents with service jobs on the Island (teachers, public employees, landscaping, etc.) are moving away because they can not afford the housing costs.
 - The economic affluence of the Island stigmatizes lower-income residents, and they often go without basic services (food and shelter) or travel off-Island to find them.
 - Residents on the Island are aging and cannot afford rising costs, particularly for care providers. Affordable, quality assisted living on the Island is extremely limited.
 - Achieving and maintaining affluence on the Island has restricted parental oversight of teens in households where both parents work, leading to above-average substance use and increased mental health issues (e.g. stress disorders and depression).
 - Access to mental health care (e.g. therapist) is limited, even for those who can afford it. Higher than average drug use is likely a symptom of limited access to mental health care.
 - With more residents having to move off-Island to find affordable housing, traffic to and from the Island has increased and insufficient transportation is a barrier to accessing services.
 - A key barrier to getting services or help on Bainbridge Island is not knowing where to go, and this perpetuates the illusion that residents on the Island do not need human services.

Key Informant Interviews – What is Working Well

“There are outstanding providers on the Island. Helpline House is an anchor and provides many services. They are a great partner.”

“The community is extremely giving.”

“Island Volunteer Caregivers is working very well, although there are more people who need help than there are volunteers. They are fabulous.”

“Bainbridge Island Youth Services does really good work.”

- **For a small community, the work coordinated by non-profits is viewed as working well within the designated scope and resources.**
- **The residents of Bainbridge Island are also known for being extremely giving with their time (volunteering) and financial resources (donations).**

“The city does a good job with community events. There is always something for a family to do.”

“In terms of fundraising, the Bainbridge Community Fund is a great umbrella for networking and new agencies to get structure.”

“The city has put a lot of thought and resources into meeting the needs. Compared to other communities, we have a large number of non-profits. Given the limited resources, they do a great job.”

Key Informant Interviews – Affordable Housing

“Prices are unbelievable. They have totally priced out middle income people. Housing is not affordable at all.”

“People are moving away because they can’t afford to live here, and it’s changing the face of the Island.”

“The Housing Resource Board is only for low, low income individuals. Middle income and working class people are losing out.”

“Development is very expensive. The city regulates it a lot, and infrastructure is missing.”

- **Affordable housing is difficult to find on the Island.**
- **Those who provide services on the Island (teachers, public employees, landscapers, etc.) are having to move off-Island because they can’t afford the housing costs, and finding individuals to fill these jobs is becoming more difficult.**
- **Economic development on the Island is not supporting affordable housing needs.**

“When rental property comes on the market there is a bidding war between those with means.”

“Affordable housing is particularly an issue for older people. If they can’t afford assisted living, they have to leave the Island.”

“Housing is a huge issue because it is so bizarrely expensive. The Island is becoming a very narrow band of citizens. Teachers, firefighters, store clerks can’t live here unless they bought their property over 15 years ago.”

Key Informant Interviews – Low-Income Housing

“We do have some homeless, and there isn’t much in the way of housing. Low-income or temporary housing just doesn’t exist on the Island.”

“We run into attitudes of ‘not in my backyard.’ There is an attitude that low-income people are bad people.”

“Very low-income people can’t live here at all.”

“There are a few complexes that are subsidized, but not enough.”

- **There are very few resources or options for residents who are very low-income or find themselves homeless.**
- **General awareness of homelessness on the Island is low, and being homeless is highly stigmatized.**
- **Housing development on the Island is directed toward higher incomes.**

“The city council wants more affluence, not lower cost housing. They seem to want a highly developed elite island.”

“Residents don’t see the need, so they don’t act. It’s hard to get them out of their bubble. Developers are not popular because of clear cutting, so getting more development has been hard. People have been couching their fears in environmentalism.”

Key Informant Interviews – Basic Services

“Most people with great needs are hidden. It’s hard to be one of those people, needing basic food and shelter. There is much more of a need for basics than there appears on the surface.”

“Pride and stigma are definitely a barrier. The sentiment is “who would go to a food bank here?”

“People ignore homelessness because it is transitory. It’s easy to hide, but it’s there and no one wants to admit it. We find homeless encampments and I worry about them during the winter.”

“Basic needs like food and rental assistance are the most important for the city to focus on.”

- **Low-income residents and those that fill service level jobs on the Island struggle to meet their basic needs finding food, shelter, and clothing.**
- **The economic affluence of the Island stigmatizes lower-income residents, and they often go without basic services or travel off-Island to find them.**

“People with disabilities are left out. It’s near impossible for them to live here.”

“Homelessness is under the radar. Helpline House has some services, but it would be nice if there were a shelter. We should recognize we have a homeless population and help them beyond just giving them a ferry to Seattle.”

Key Informant Interviews – Senior Services

“Some seniors cannot afford an independent care provider at \$25-\$30 an hour, but are also not poor enough to qualify for COPES. They fall through the cracks.”

“Elderly people come to the fire department for help a lot, for things like blood pressure or medication service.”

“Caregivers for seniors don’t live on the Island because they can’t afford to. The people who care for our most vulnerable get paid the least.”

“Volunteer caregivers on the Island are really good, but there are not enough of them. Baby Boomers are getting older.”

- Residents on the Island are aging, and housing and assisted living services are limited.
- Many seniors on are on fixed incomes, even those who were once affluent.
- They can not afford rising costs on the Island, particularly for care providers, and affordable assisted living on the Island is extremely limited.

“Look at the aging population. Very soon the number of people who need help will be more that those of us that can provide it.”

“In-home caregiving is the one of the most important human service needs on Bainbridge Island, to help people stay at home as long as possible. There is no option for any kind of assisted living for low-income people. If you are higher income, hiring in-home help is a challenge because not enough caregivers live here or are willing to commute.”

Key Informant Interviews – Teen Services

“In teenagers you see a lot of stress disorders and ADHD, a lot of divorce and parental problems, a lot of drug use. Parents don’t communicate; they just buy them a car and everything they want.”

“There is virtually nothing for teenage kids to do. Substance abuse is an ongoing problem. Kids are getting straight A’s but still go out and party.”

“There are no pediatric/adolescent psychiatrics, so you have to refer kids and adolescents to the city. This makes it complicated and they are less likely to follow through.”

“There is an absentee population of parents, lots of families where both parents work. They don’t have direct observation or connection with their kids, or it is superficial.”

Achieving and maintaining affluence on the Island has affected teens and young people:

- **Two working parents means little parental oversight.**
- **Many teens suffer from stress disorders, depression, and ADHD.**
- **There is higher than normal teen drug use.**
- **There are limited adolescent psychiatric services available.**

“Confidential services are very hard to obtain in a small town because parents are involved.”

“In this affluent, high-pressure community, kids are at risk for depression and anxiety. There are larger cases of behaviors like cutting and rule-breaking. It is the price of privilege.”

“I highly support helping youth, because problems are often not addressed early in the process. When they get to their 20s it can be too late.”

Key Informant Interviews – Mental Health

“Depression is an issue for the elderly and few seek help for that. Social isolation is a big factor.”

“People are self-medicating.”

“Of people without housing or at risk of losing housing, 20 to 30% present with mental health issues.”

“There is little to no help for acute mental health crises.”

- **Providers observe a trend of senior citizens with depression and teens with stress disorders as well as depression.**
- **Drug use is higher than average on the Island and could be a symptom of limited access to mental health care.**
- **Even for families that can afford mental health care, there is still limited access.**
- **Many of the therapist on the Island do not accept insurance, and this also limits access to only those that can afford to pay the fees themselves.**

“Mental health care is particularly hard to get for those in poverty.”

“It is really difficult to access a private therapist, even with the insurance to access counselors or psychiatrists. The need is greater than the supply.”

“I would love to see more professional therapists in the school system, especially pre-sixth grade.”

Key Informant Interviews – Transportation

“The highway is really bad. Many of our providers have a hard time getting here to provide services. If you don’t have a car, it’s very hard to get around.”

“There is no way for people to get around, especially as they get older.”

“Commuting to work is a challenge, particularly with the cutbacks to bus routes.”

“Difficulty getting on and off the island is a huge concern.”

- **With more residents having to move off-Island to find affordable housing, traffic getting to and from the Island has increased.**
- **Residents find accessing services (e.g. mental health, etc.) off-island to be difficult enough that many do not follow through.**
- **Many court appointed services (drugs, domestic violence) are off-Island and difficult to access.**
- **Getting around on and off the Island is very limited and difficult using public transportation, and many resident drive when they should not (e.g. suspended license, limited sight, etc.).**

“If people need services off-island they can’t get there easily.”

“Transportation is hard for people. Getting around is near impossible for people with suspended licenses or impounded cars. Sometimes people make bad choices and keep driving.”

Key Informant Interviews – Information/Awareness

“The only barrier is knowing who to call or ask. If you are low income, you have to rely on word of mouth.”

“The system is very disjointed.”

“The city needs a division of human services. Someone should have the responsibility of communicating and coordinating.”

“People call the fire department for services because they don’t know who to call.”

- **A key barrier to getting services or help on Bainbridge Island is not knowing where to go.**
- **Many residents struggle to get help, and call the fire or police for simple requests.**
- **Limited information about services on the Island also means that most residents do not realize that others on the Island even need help with basic needs.**
- **Coordination of services between providers could use improvements.**

“If you asked them, most people would not know how much service Helpline House provides.”

“We are a small community, so people are afraid other people will find out if they seek help at an agency. People are very affluent and educated, so when you crash off the pedestal it’s hard.”

“Families without the money to pay rent might not always know who to ask for help, and sometimes wait because they don’t want to have to ask.”

PROVIDER SURVEY

Provider Survey – Key Findings

- There are several needs for which the human services system on Bainbridge Island falls short.
 - The top mentioned unmet human service needs on Bainbridge Island fall under the umbrellas of affordable housing and youth substance use resources.
 - The most frequently mentioned unrecognized needs include senior services, substance use resources, affordable housing, and youth mental health services.
 - Most providers experienced an increase in demand over the last year and predict an increase in demand in the upcoming year.
 - Providers report that of the top needs identified in 2007, affordable medical care has improved but affordable housing has not.
 - Insufficient transportation is a barrier to accessibility of services.
- The human services system on the Island is exceptional in some respects, but other pieces need improvement.
 - The bright spots in the human services system are the committed nonprofits, generous donors, and dedicated volunteers.
 - However, lack of community awareness and flawed interagency coordination impede agencies from providing high quality services to more people.

Organizations Represented

- Respondents (57 total) were asked to give the name of their service organization. 2 individuals reported more than one service organization.
- Respondents work at a variety of organizations, and most agencies had 1 to 5 employees respond. However, we received 10 responses from Bainbridge Youth Services employees.

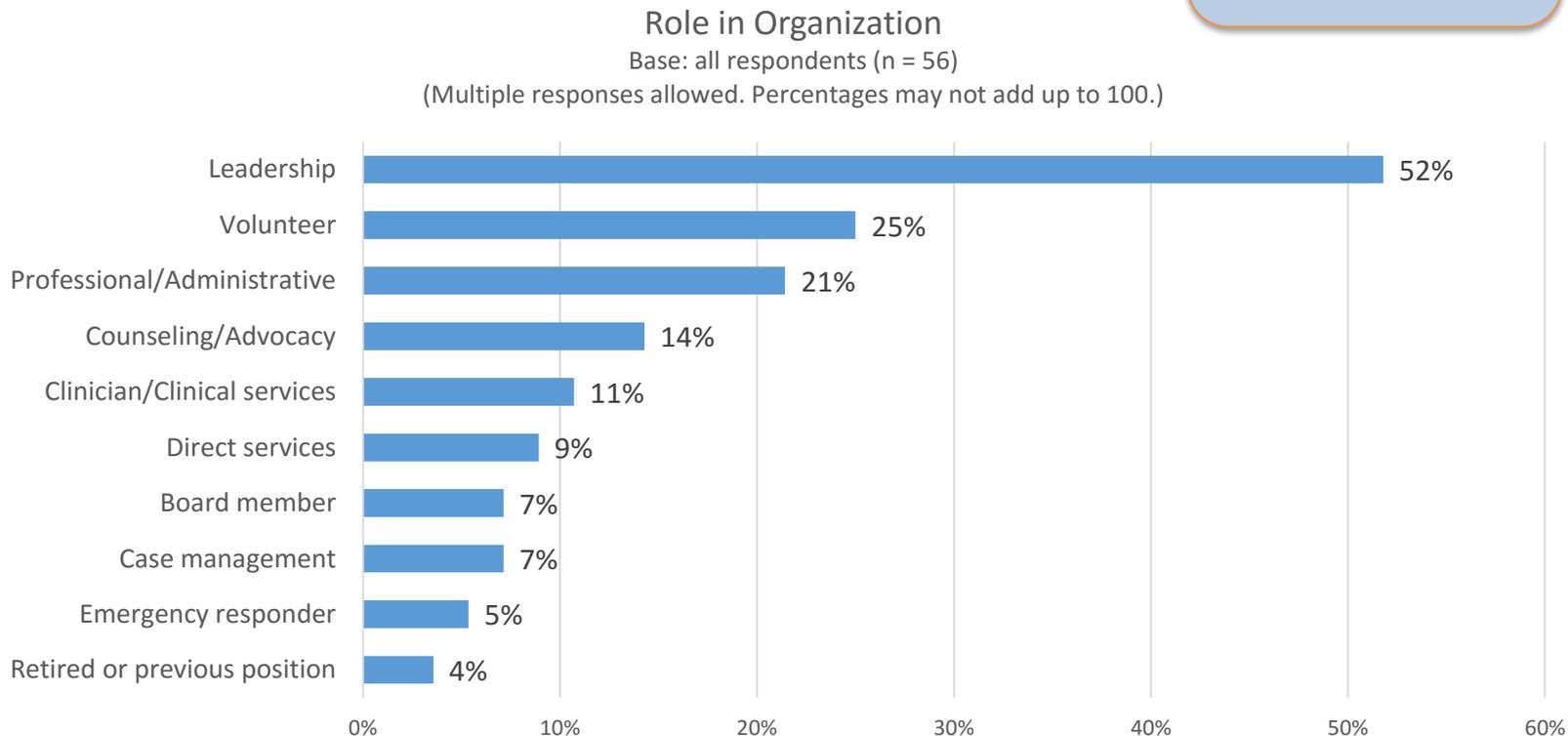
Organization		Organization		Organization	
Bainbridge Fire Department	2	Crisis Clinic of the Peninsulas	1	North Kitsap Fishline	2
Bainbridge Health Youth Alliance	1	Harrison Medical Center Foundation	1	OurGEMS	1
Bainbridge Senior Living	1	Helpline House	2	Parkview Services	1
Bainbridge Island Senior Community Center	1	Holly Ridge Center	2	Peacock Family Services	2
Bainbridge Island Special Needs Foundation	2	Housing Resources Bainbridge	5	Peninsula Community Health Services	1
Bainbridge Youth Services	10	Individual	2	Raising Resilience	1
Bethany Lutheran Church	1	Island Time Activities	2	The Coffee Oasis	1
BI Police Department	1	Island Volunteer Caregivers	4	Virginia Mason Medical Center	1
BI Village Project	3	Kitsap Sexual Assault Center	1	Volunteer	1
Boys & Girls Club	3	Morrow Manor	1	West Sound Youth for Christ	2

Characteristics of Respondents

- The respondents' most common roles reported are leadership, volunteer, and professional/administrative.
- The most common service areas of respondents' organizations are mentoring services for youth (39%), emotional abuse services for children (35%), and mental health/counseling services for youth (33%).

88% of respondents reported that they provide services on Bainbridge Island.

The largest subset of respondents provide youth-oriented services.

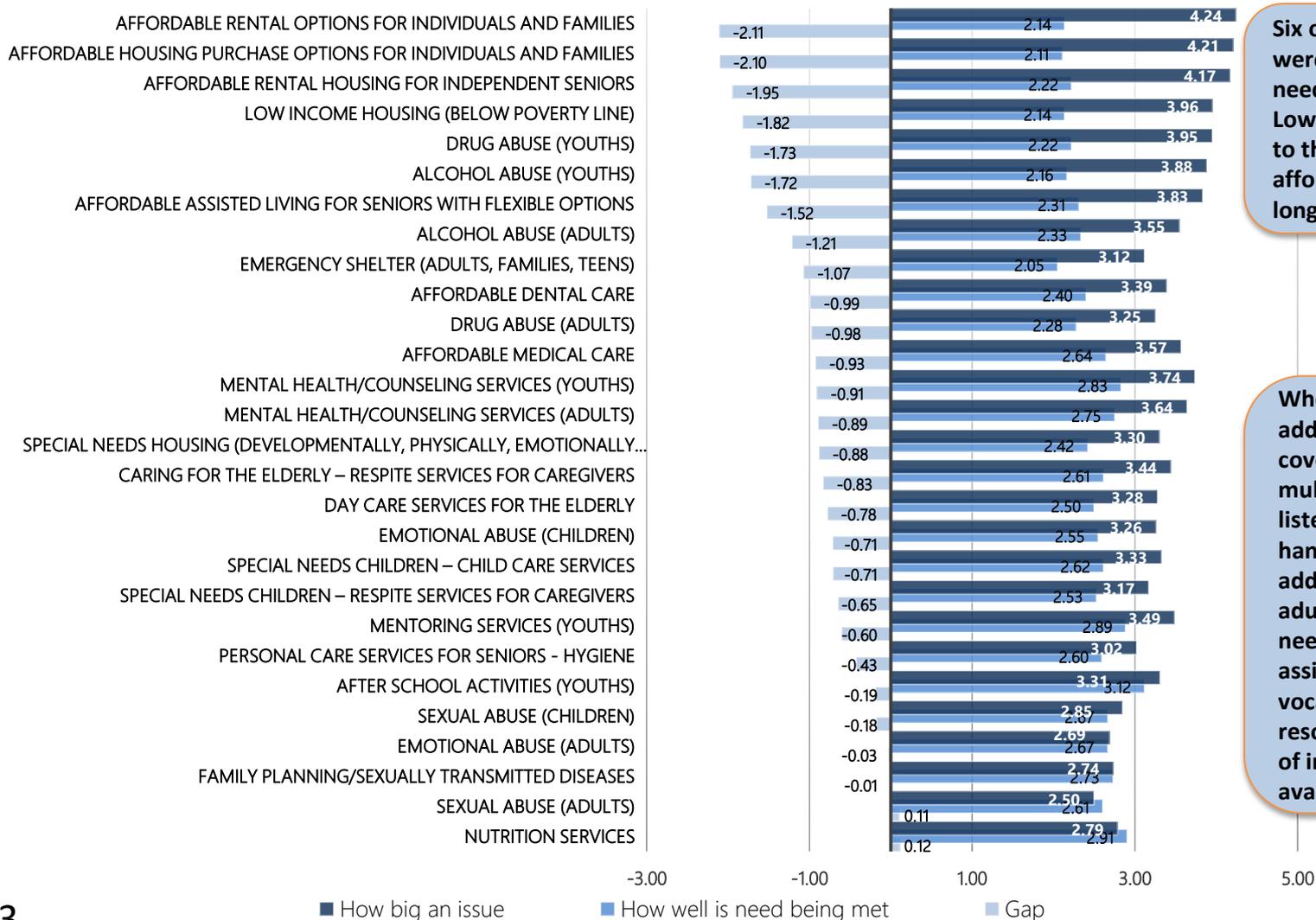


Human Service Needs – Gap Analysis

Respondents rated multiple human service areas in terms of how big of an issue they are on the Island and how well the need is being met.

Gap Analysis for Needs on Bainbridge Island

Base: all respondents (n = 57)



Six of the top seven needs were also the top seven needs in the 2007 survey. Low income housing is new to the top seven, and affordable dental care is no longer in the top seven.

When asked to list additional needs not covered in the survey, multiple respondents listed transportation, handyman services, addiction resources for adults and youth, special needs/disabled assistance, vocational/employment resources, and a database of information about available services.

Human Service Needs – Provider Comments

- In addition to rating the state of the human service needs, respondents also had the opportunity to elaborate.

“Our agency provides low income rentals for families and seniors as well as some affordable homeownership but it is barely scratching the surface of what is needed.”

“Our diversity suffers due to the lack of affordable [housing] for elderly, widowed, lower income, handicapped folks. It is becoming exclusionary.”

“Bainbridge has more reported cases of domestic violence per year than all the towns of North Kitsap combined.”

Housing Affordability

“We provide help to foster youth living on Bainbridge. There are very few foster families on the Island. There is a huge need for more.”

Foster Care

“I believe that senior affordable assisted living options are critical for those who live under the poverty line. Seniors who need help who have lived on this island all their lives deserve to stay in the area they are familiar with.”

“Our agency only works with youth transitioning from the foster care system. Most of our youth do not have the resources to stay housed on Bainbridge and end up moving off the island because the cost of living is too high for them.”

Human Service Needs – Provider Comments

- Further comments regarding human service needs on Bainbridge Island:

“My experience on BI is that you have a big drug/alcohol problem with kids and parents who don't want to deal with it or their own drug/alcohol problems. As long as the kids keep their grades up, parents don't seem to care what they do.”

Youth Mental Health and Substance Use

“I think Bainbridge Youth Services does a great job in the high school. From my experience at Helpline ... effort is somewhat lackluster at best.”

“As a nation, state, community, we have neglected mental health issues by not providing resources to adequately meet needs. Its been talked about for years but little action - mostly ignored or hope it will not be my problem; but huge issue for individuals/families where mental illness problems exist.”

“Teens are struggling with depression and anxiety symptoms and often turning to alcohol and substance use as a way to escape or tolerate the issues that are going on for them. There is a long wait for mental health services, especially for teens or for families that do not have good health insurance or the ability to pay out of pocket. BYS is the only agency in the community that provides services to teens and their families for free, and often with one of the shortest wait times.”

Community Resources

“More is always needed.”

“I get the impression that Helpline House serves a limited number of people.”

“There are good programs and organizations on the island but not enough or integrated well enough.”

Unrecognized Needs – Provider Comments

- Respondents were asked to list the top unrecognized needs on the Island and to elaborate on the responses they listed.
- The most commonly listed unrecognized needs were senior services, drug/alcohol addiction services, affordable housing, youth mental health, and parenting resources. Also mentioned were various types of abuse, resources for the disabled, and diversity of residents.

“More of these services would be available if service providers could afford to live and work here. We have amazing resources but it can be difficult to identify reliable resources and know who to contact.”

“Provide training for more caregivers, fund more affordable housing, encourage [the] school board to put in a school-based health clinic.”

“What are the impacts of long term marijuana use? ...Not good. And, what about second hand inhalation...we have a pot shop on BI, so there needs to be more education about its use and side effects.”

“There is a significant need among low income individuals for affordable dental care. This might be met by sliding scale payment arrangements or payment options ... Opioid abuse is a problem here. I don't believe it's a huge problem on Bainbridge Island, but it exists. More sober living facilities on Bainbridge Island might help.”

Unrecognized Needs – Provider Comments

- Further comments regarding unrecognized needs:

“In such a homogeneous community, those who are in a minority group are even more likely to feel/be ostracized. It's important that government officials, police officers, school staff, and others receive training on how to best interact with minority groups.”

Inclusiveness

“A culture shift is needed on the Island regarding diversity and addressing teen issues.”

“Develop an innovative, inclusive village program on Bainbridge Island.”

“There is a need for seniors and low-income individuals to understand their medical benefits. This can be achieved through SHIBA (Statewide Health Insurance Benefits Advisors) offering their services on Bainbridge Island. Helpline House has SHIBA-trained employees but it would be beneficial to have them at the senior center periodically.”

“Keeping seniors in their homes as long as possible makes considerable sense both socially and economically for them and for society.”

Senior Services

“Every person deserves a place in their community. The City of BI has been very generous in their monetary contributions to our organization, which is greatly appreciated. What we need are the volunteers or community members to be more involved.”

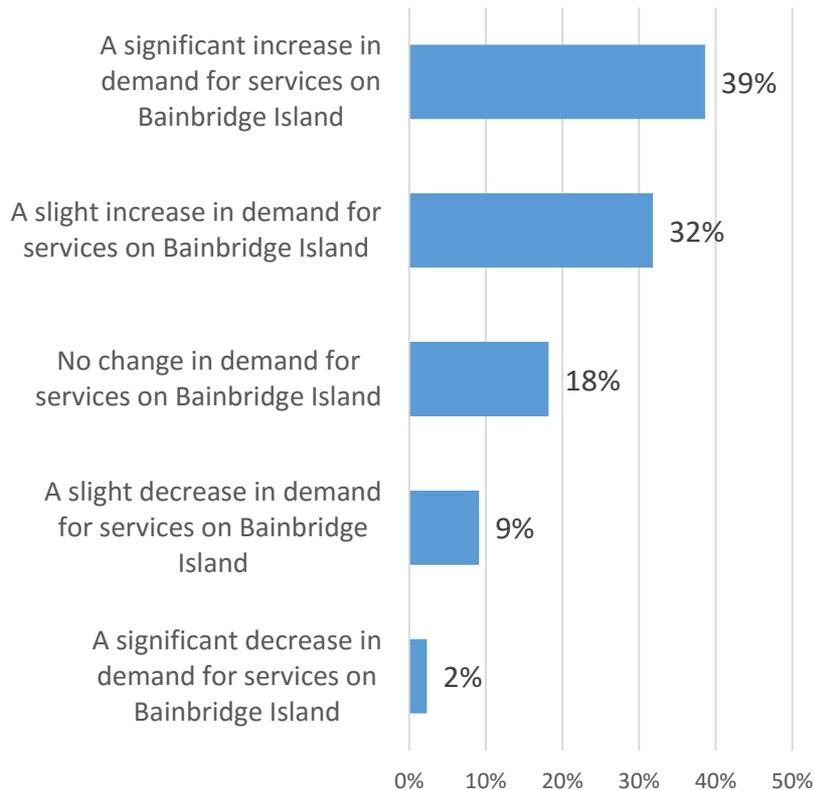
“Because we have a large % of people aging on the island and wanting to stay in their own homes, we need to recognize and address the barriers to aging in places such as inaccessible homes, lack of affordable home-delivered services, and lack of awareness of the needs and capabilities of an aging population.”

Demand for Services

- 48% of respondents reported that their organization was able to fully meet demand for services in the past year.
- 71% reported an increase in demand for services over the *past* year.
- 83% predicted an increase in demand in services in the *upcoming* year.

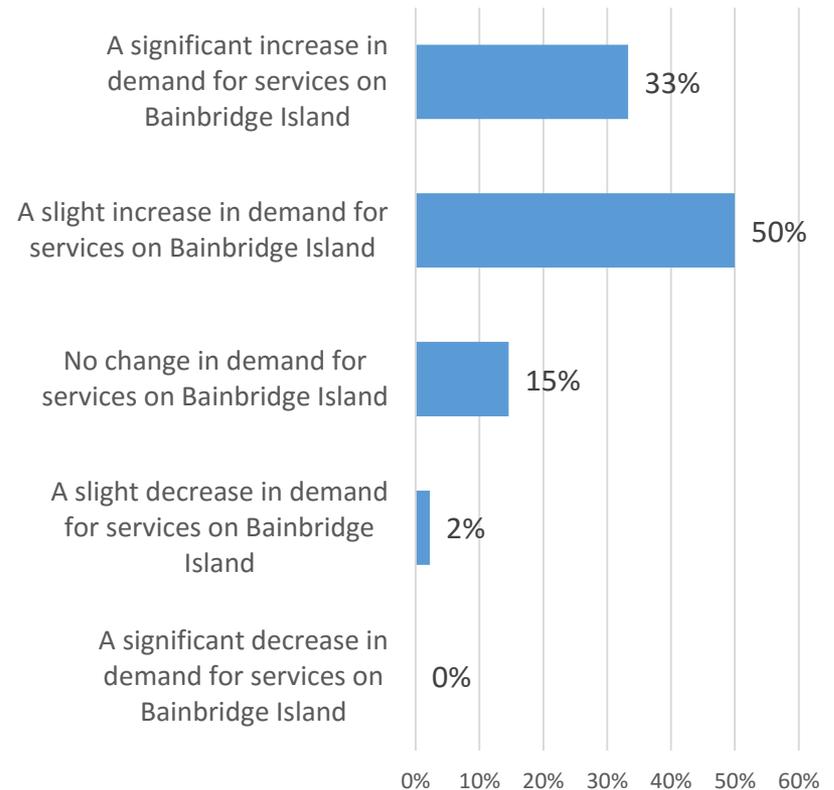
Demand over the past year

Base: all respondents (n = 44)



Anticipated demand in the upcoming year

Base: all respondents (n = 48)



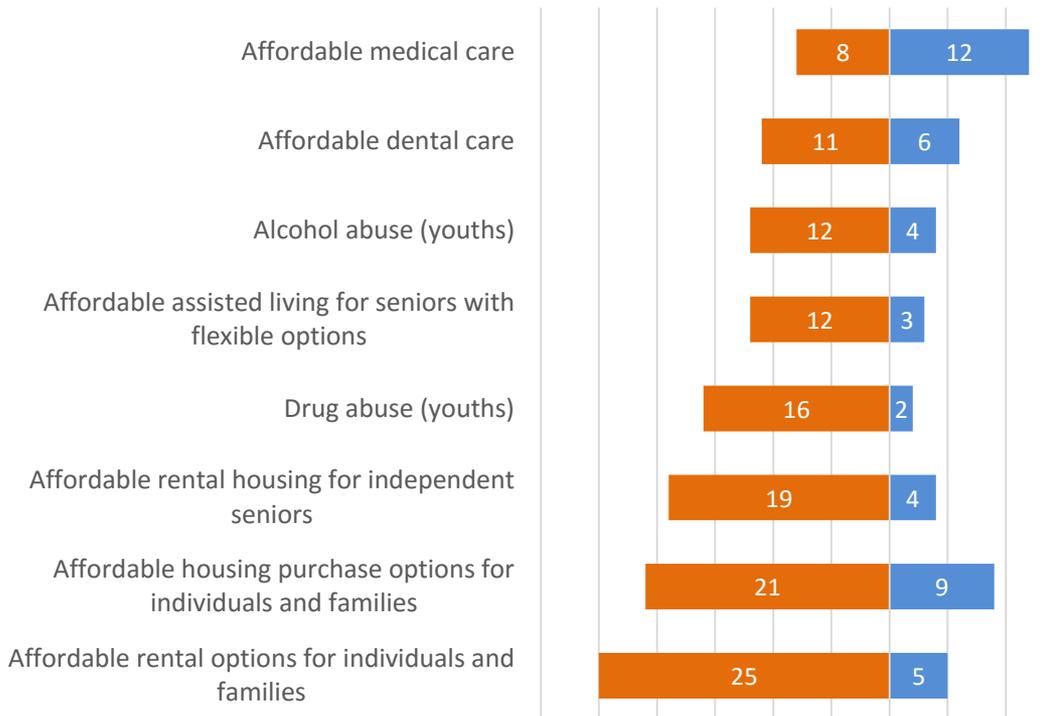
Improvement Since 2007

- In 2007, the Needs Assessment survey identified the biggest unmet human service needs on Bainbridge Island. For each of those needs, respondents were asked whether improvement had occurred since 2007, and why or why not.

Has improvement in meeting this need occurred since 2007?

Base: all respondents (n = 44)

■ No ■ Yes



Summary of comments from respondents:

Many respondents attribute improvements in medical care access to the implementation of the Affordable Care Act.

Smile Partners is doing a good job, but it is still hard for low-income people to access care.

Although youth alcohol use is trending down, the community/parents continue to look the other way.

Assisted living units are in short supply, leading to long waiting lists and prohibitive costs.

Drugs are still easily accessible to youth, particularly marijuana after its legalization.

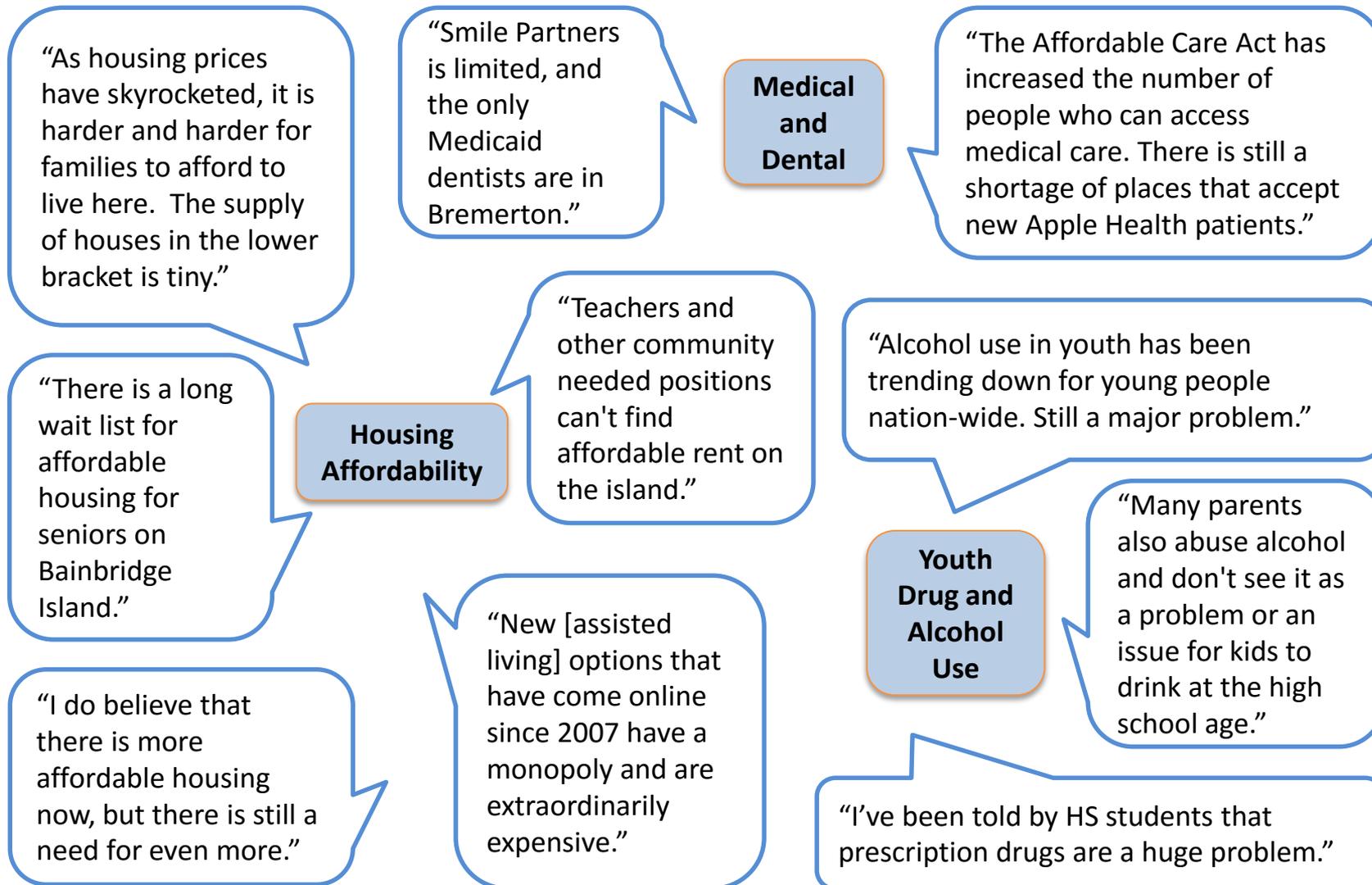
There are not enough rental units to meet the demand from seniors, leading to long waiting lists.

HRB and Ferncliff Village have helped, but there is still a need for affordable housing as costs continue to rise.

Although new rental units have been built, supply is not keeping up with demand and rents are "skyrocketing."

Improvement Since 2007 – Provider Comments

- Further comments regarding change since 2007:

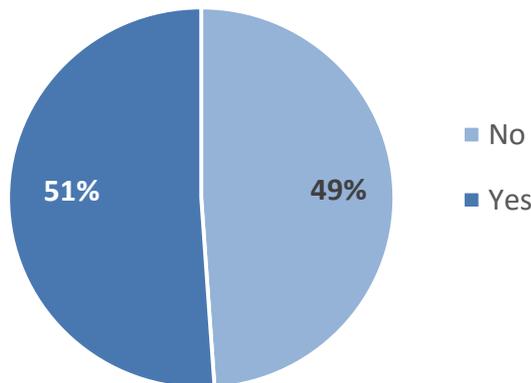


Accessibility

- About half of the respondents reported that there were services for which accessibility was an issue.
 - Transportation was the most frequently cited barrier to accessibility.
 - Also mentioned were a lack of awareness of services, and general scarcity of services and resources (such as physicians, housing, parking, etc.).
- About two thirds of respondents reported that there were specific kinds of services that were needed but not available.
 - Unavailable services included affordable housing, affordable medical and mental health care, youth resources, senior resources, and transportation.

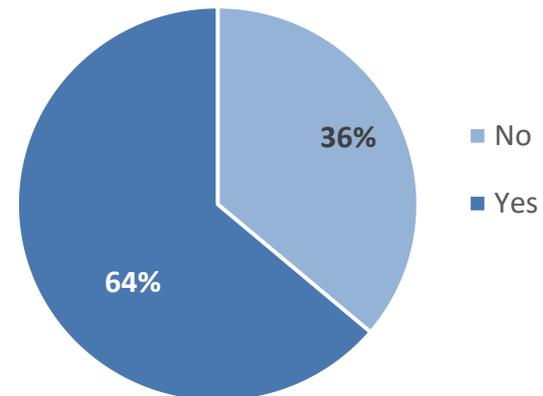
Are there any existing human services on Bainbridge Island for which accessibility is an issue?

Base: all respondents (n = 47)



Are there specific kinds of services that residents of Bainbridge Island need or want but which are not available?

Base: all respondents (n = 47)

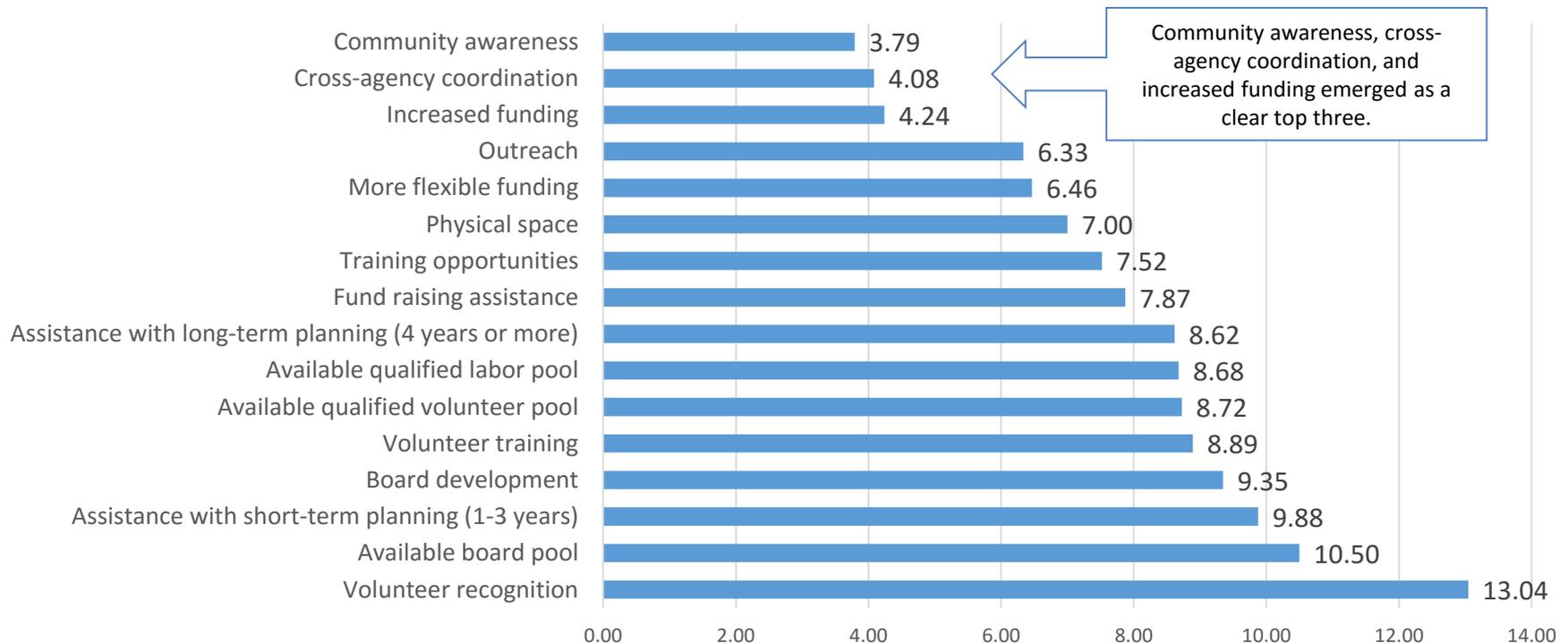


Community Resources

- Respondents said that the top three resources that are needed on Bainbridge Island are: community awareness (#1), cross-agency coordination (#2), and increased funding (#3). Also moderately ranked were outreach (#4), more flexible funding (#5), and physical space (#6).
- Options that ranked very low on the list included administrative needs like volunteer recognition (#16), available board pool (#15), assistance with short-term planning (#14), and board development (#13).

Please rank the following community resources in the order you think they are needed on Bainbridge Island. (1 is most needed, 16 is least needed, average scores are shown below)

Base: all respondents (n = 36)



What Is Working Well

- Respondents were asked what is overall working well in the Bainbridge Island human services system.
 - Common responses included committed nonprofits, a generous community of donors, and many dedicated volunteers.
 - Specific organizations that received positive mentions:
 - » Island Volunteer Caregivers
 - » Helpline House
 - » Bainbridge Youth Services
 - » Housing Resources Bainbridge
 - » Boys and Girls Club
 - » Bainbridge Healthy Youth Alliance

“Bainbridge has a wealth of nonprofit programs for people to draw on. It has savvy, active donors and a base of caring people who make terrific volunteers.”

“IVC is of tremendous benefit to people who need services.”

“The services I am familiar with are operating well under the constraints they have. Helpline, HRB and others are good organizations.”

“There are some very strong community leaders and advocates who are coordinating inter-agency work (e.g., Bainbridge Healthy Youth Alliance).”

“Agencies really care.”

What Is Not Working Well

- Respondents were asked what is overall not working well in the Bainbridge Island human services system.
 - The majority said the biggest problems were lack of awareness in the community and/or issues with coordination between service agencies.
 - Respondents also mentioned specific service sectors needing improvement, particularly affordable housing. Other areas needing improvement included transportation/accessibility, youth services, mental health, senior services, special needs services, homeless services, and universal pre-school.

“I think it can be hard for people to navigate the nonprofit system and to understand what services come from which organization.”

“We have lost some important community members due to the housing and how expensive it is to live on this island.”

“Awareness of needs of others continues to be problematic.”

“I believe there is still a great overlook of minority groups on the island in positions of leadership in the human services, especially lower-income and people of color. Board members tend to not reflect the population who is receiving the service.”

“We need a more concerted effort to improve the social, emotional and behavioral health of our youth.”

“Lack of communication and coordination among service providers.”

GENERAL POPULATION SURVEY

General Population Survey – Key Findings

- Several human service needs emerged as most important and unmet on Bainbridge Island.
 - The top 5 human service needs that respondents selected as being important for Bainbridge residents were elderly support services, affordable housing, low-income housing, medical care, and after-school activities.
 - By a large margin, the most frequently selected unmet needs were low-income housing and affordable housing, followed by mental health care, emergency shelters, and drug abuse treatment and support.
 - Respondents reported that they themselves most could have used after-school activities, medical care, dental care, affordable housing, and legal services in the past year.
 - Affordable housing was the only human service need in the top 5 for important needs, unmet needs, and personal needs of the respondents.
- Although respondents are satisfied with service in certain areas, there were several other areas they identified as not working well.
 - Helpline House was frequently cited as working well on the Island, in addition to medical care; activities for kids, teens, and families; dental care; and senior services.
 - Things not working well in the Bainbridge Island human services system included lack of affordable housing, agency communication/awareness, mental health services, substance abuse services, senior services, and transportation.

General Population Demographics

Weighted by age category and gender

Total n = 550 participants

Gender

- Female: 51.5%
- Male: 48.5%

Age

- 25 to 34: 10%
- 35 to 44: 16%
- 45 to 54: 22%
- 55 to 64: 26%
- 65 to 74: 17%
- 75 or older: 9%

Ethnicity

- Hispanic: 5%

Race

- White: 90%
- Asian: 5%
- Multiple: 4%
- Native Hawaiian/Pacific Islander: <1%
- American Indian/Alaska Native: <1%
- Black/African American: <1%

Household 2015 Pre-Tax Income

- Less than \$25,000: 12%
- \$25,000 to \$34,999: 2%
- \$35,000 to \$49,999: 8%
- \$50,000 to \$74,999: 13%
- \$75,000 to \$99,999: 12%
- \$100,000 to \$124,999: 13%
- \$125,000 to \$149,999: 13%
- \$150,000 to \$249,999: 18%
- \$250,000 or more: 10%

Number of Adults (Over 18) in Household

- 1: 20%
- 2: 68%
- 3: 9%
- 4 or more: 4%

Number of Children (Under 18) in Household

- 0: 64%
- 1: 12%
- 2: 18%
- 3: 5%
- 4 or more: 1%

19% of respondents provide human services as a volunteer (10%), employee (5%), or other (3%).

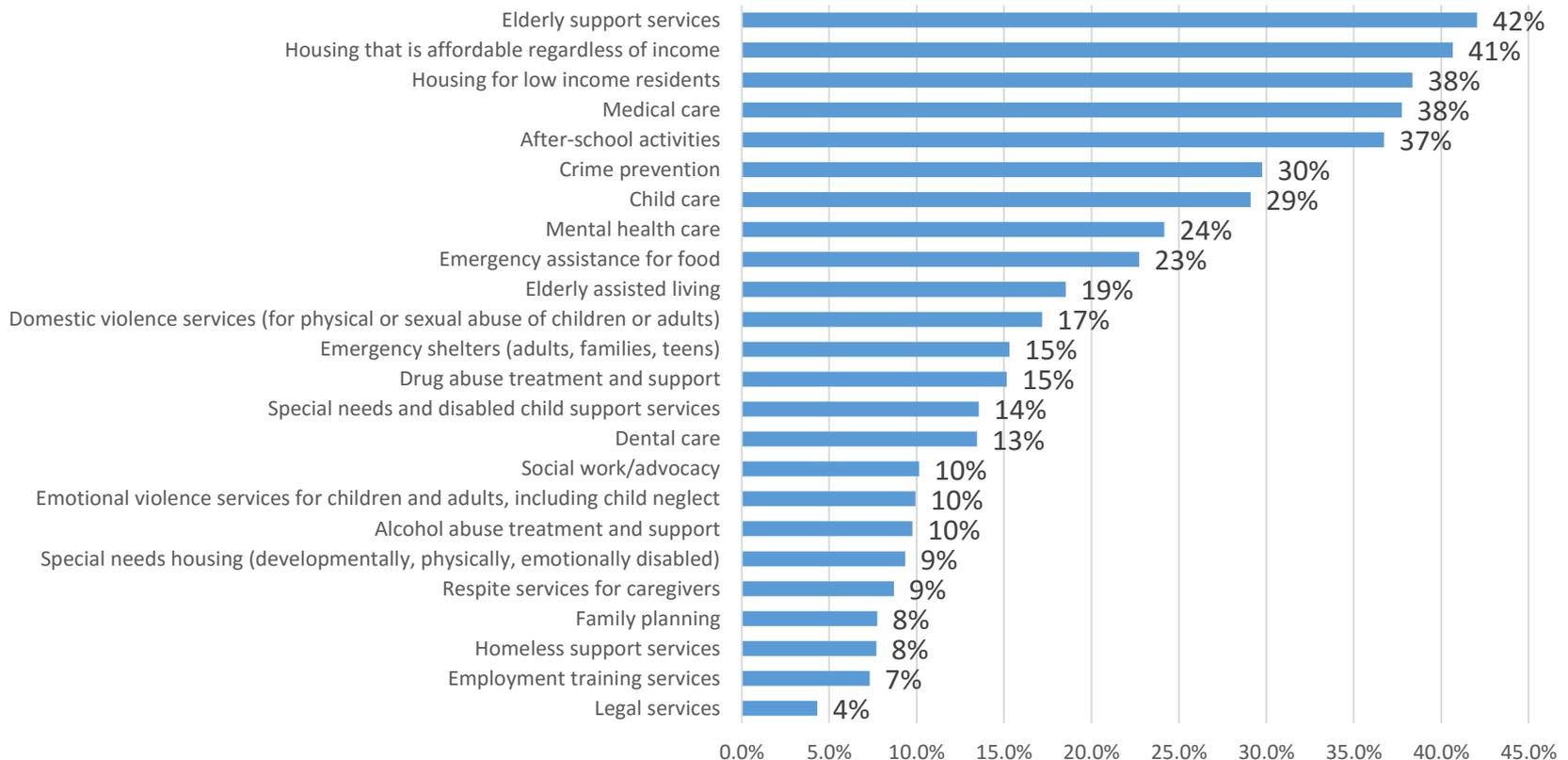
Important Needs

The top 5 human service needs that respondents selected as being important for Bainbridge residents were elderly support services (42%), affordable housing (41%), low-income housing (38%), medical care (38%), and after-school activities (37%).

Please select the top 5 most important for Bainbridge residents

Base: all respondents (n = 550)

(Multiple responses allowed. Percentages may not add up to 100.)



Important Needs – Demographic Analysis

Our analysis found that respondents' demographics were often correlated with which human service needs they chose as the top 5 most important for Bainbridge Island residents:

- **Female** respondents were more likely to say that affordable housing is important.
- **Male** respondents were more likely to say that crime prevention or medical care are important.
- **Older** respondents were more likely to say that elderly assisted living, elderly support services, respite services for caregivers, legal services, or domestic violence services are important.
- **Younger** respondents were more likely to say that child care, after school activities, special needs and disabled child support services, family planning, social work/advocacy, or medical care are important.
- Respondents with **more adults** in their household were more likely to say that alcohol abuse treatment and support, drug abuse treatment and support, or social work/advocacy are important.
- Respondents with **fewer adults** in their household were more likely to say that elderly assisted living or special needs housing are important.
- Respondents **with children** in their household were more likely to say that after school activities or child care are important.
- Respondents **without children** in their household were more likely to say that elderly assisted living, homeless support services, food assistance, elderly support services, or special needs housing are important.
- Respondents with a **higher household income** were more likely to say that child care or after school activities are important.
- Respondents with a **lower household income** were more likely to say that legal services or special needs housing are important.

All of these correlations have a strength of 0.1 or higher and are statistically significant at the $p=0.05$ level or better.

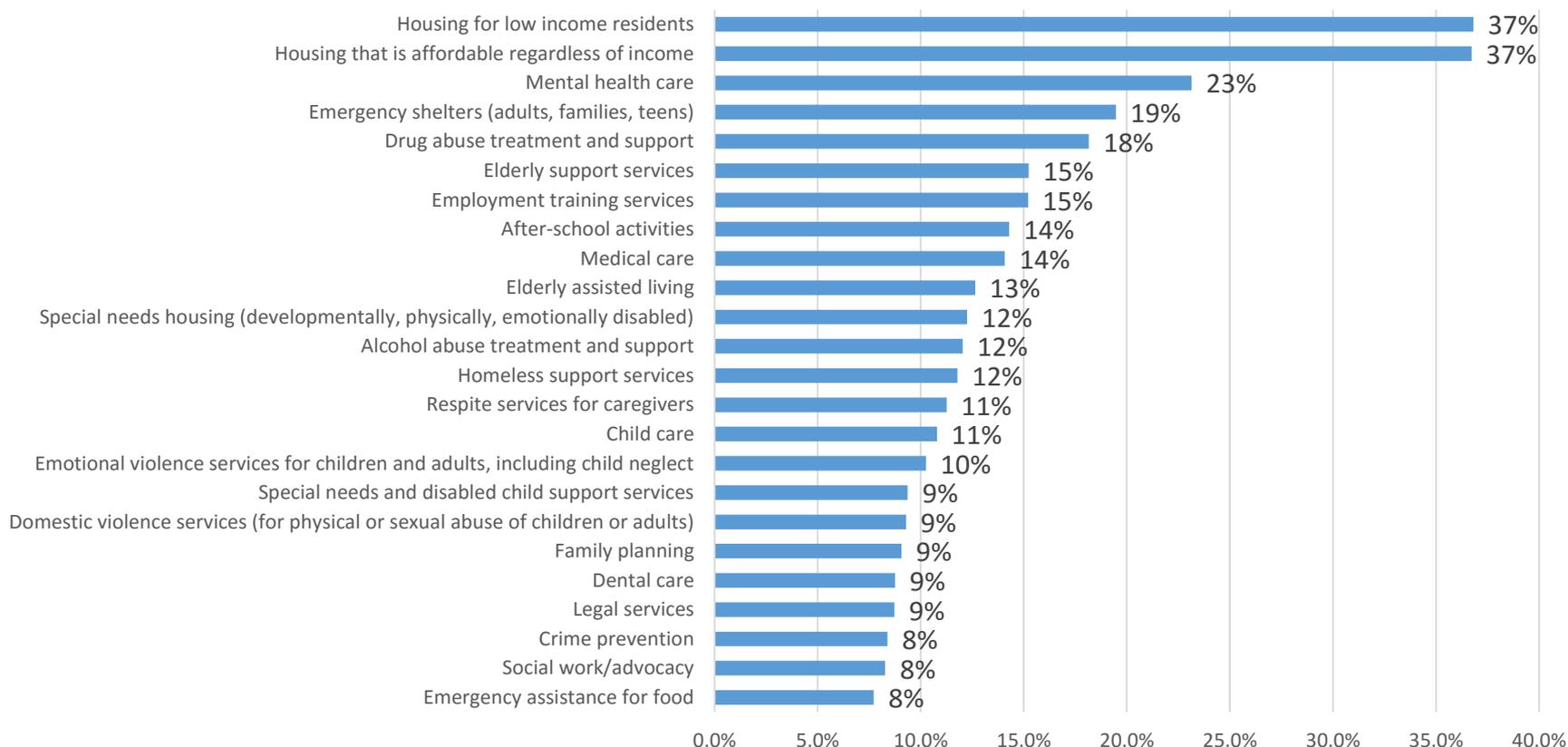
Unmet Needs

By a large margin, the most frequently selected unmet needs were low-income housing (37%) and affordable housing (37%), followed by mental health care (23%), emergency shelters (19%), and drug abuse treatment and support (18%).

Please select the top 5 unmet needs for Bainbridge residents

Base: all respondents (n = 550)

(Multiple responses allowed. Percentages may not add up to 100.)



Unmet Needs – Demographic Analysis

Our analysis found that respondents' demographics were often correlated with which human service needs they chose as the top 5 unmet needs for Bainbridge Island residents:

- **Female** respondents were more likely to say that affordable housing is unmet.
- **Male** respondents were more likely to say that crime prevention, medical care, or food assistance are unmet.
- **Older** respondents were more likely to say that respite services for caregivers are unmet.
- **Younger** respondents were more likely to say that child care, after school activities, family planning, special needs and disabled child support services, medical care, or low income housing are unmet.
- Respondents with **more adults** in their household were more likely to say that alcohol abuse treatment and support, mental health care, or drug abuse treatment and support are unmet.
- Respondents with **fewer adults** in their household were more likely to say that elderly support services are unmet.
- Respondents **with children** in their household were more likely to say that child care or after school activities are unmet.
- Respondents **without children** in their household were more likely to say that special needs housing or employment training services are unmet.
- Respondents with a **higher household income** were more likely to say that child care, housing for low income residents, or after school activities are unmet.
- Respondents with a **lower household income** were more likely to say that dental care or special needs or disabled child support services are unmet.

All of these correlations have a strength of 0.1 or higher and are statistically significant at the $p=0.05$ level or better.

Important and Unmet Needs Comparison

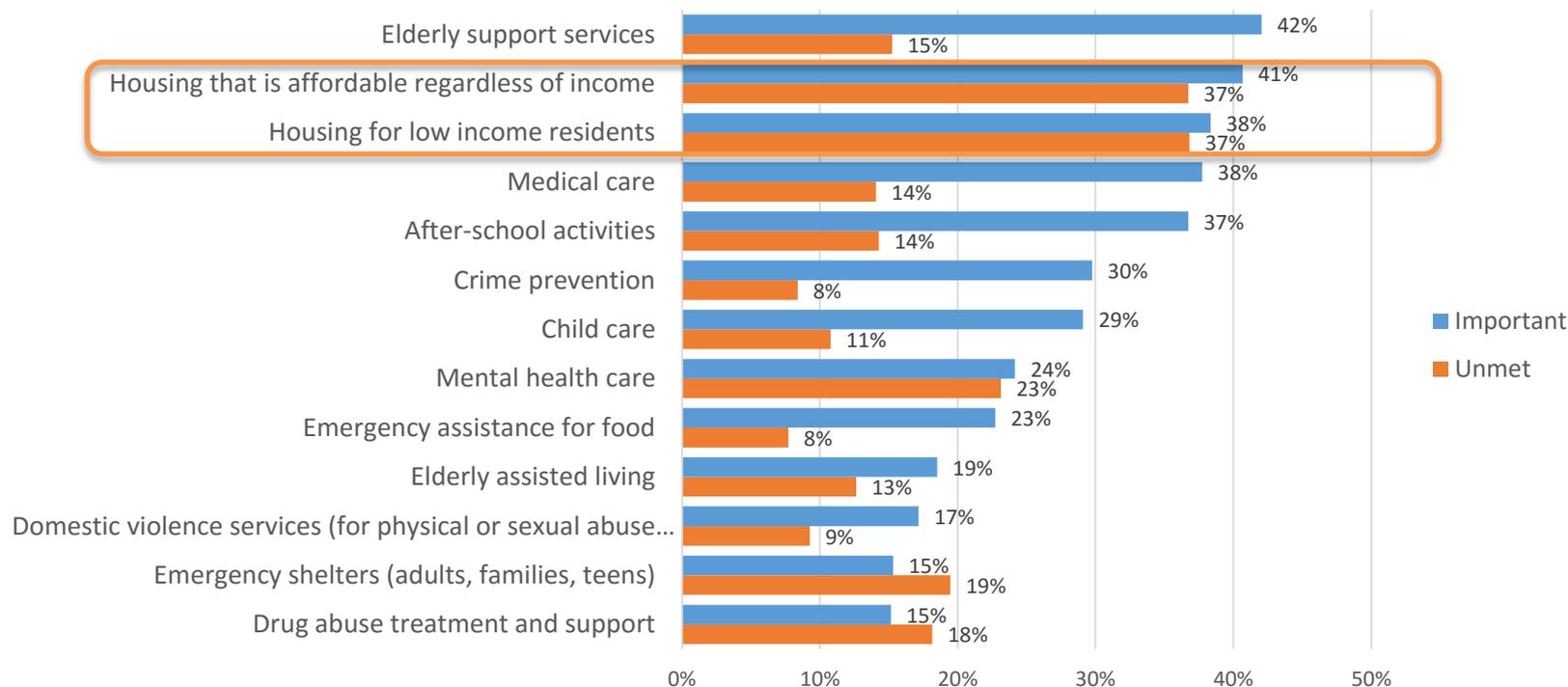
When we look at the data from the previous two charts in one chart, we can see that affordable and low-income housing are the most important and unmet needs on Bainbridge Island.

Comparison of 'Please select the top 5 most important' and 'Please select the top 5 unmet needs'

Only human service needs that exceeded 15%

Base: all respondents (n = 550)

(Multiple responses allowed. Percentages may not add up to 100.)



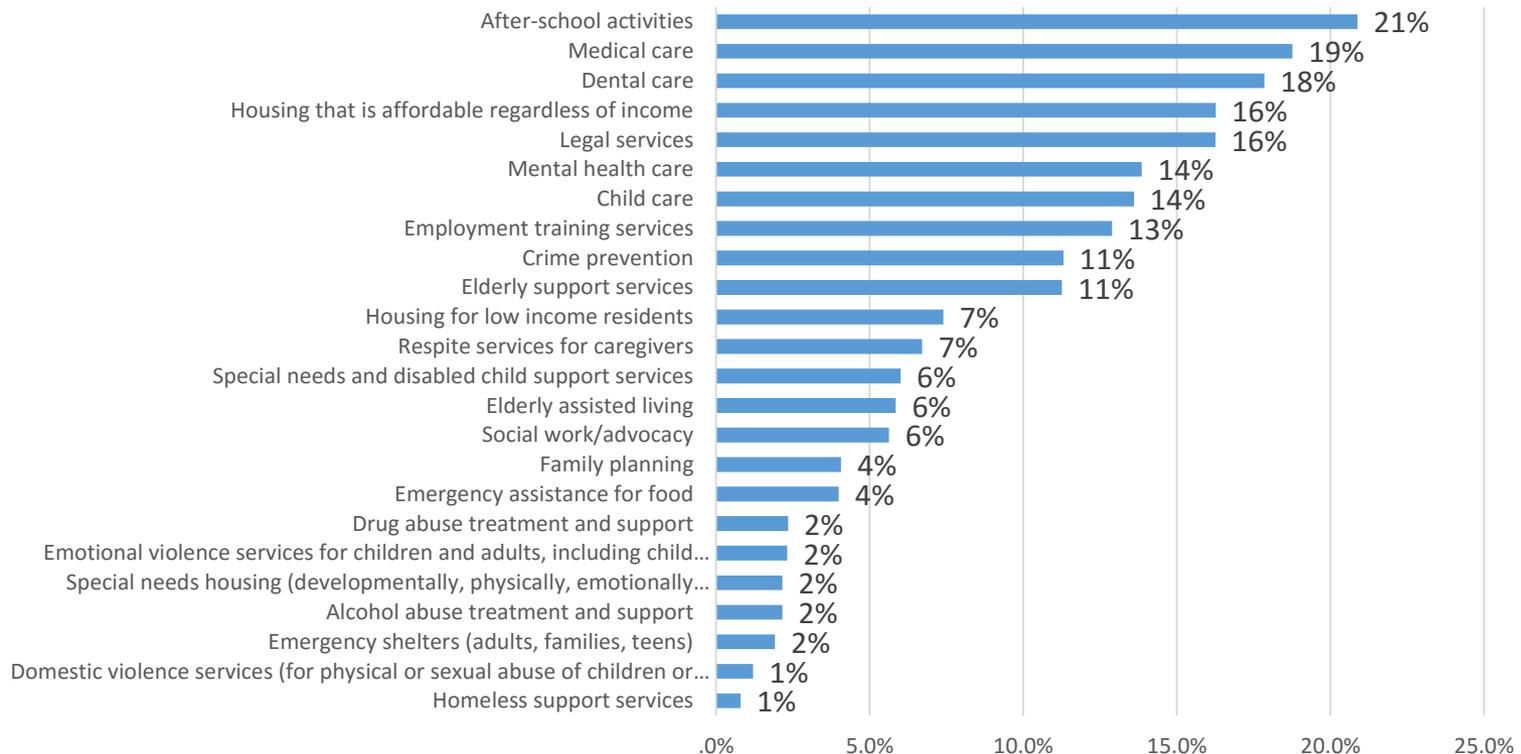
Needs of Respondents

Respondents reported that of they themselves, most could have used after-school activities (21%), medical care (19%), dental care (18%), affordable housing (16%), and legal services (16%) in the past year.

Please select all of the services you or someone in your household wanted to or could have used in the past year.

Base: all respondents (n = 550)

Multiple responses allowed. Percentages may not add up to 100.



Needs of Respondents – demographic analysis

Our analysis found that respondents' demographics were often correlated with which human service needs they or someone in their house hold wanted to our could have used:

- **Female** respondents were more likely to say they wanted affordable housing, low income housing, or family planning.
- **Male** respondents were more likely to say they wanted crime prevention.
- **Older** respondents were more likely to say they wanted elderly support services, elderly assisted living, or homeless support services.
- **Younger** respondents were more likely to say they wanted after school activities, child care, dental care, mental health care, family planning, or special needs and disabled child support.
- Respondents with **more adults** in their household were more likely to say they wanted social work/advocacy.
- Respondents **with children** in their household were more likely to say they wanted after school activities, child care, crime prevention, special needs and disabled child support services, dental care, mental health care, or family planning.
- Respondents with a **higher household income** were more likely to say they wanted after school activities or child care.
- Respondents with a **lower household income** were more likely to say they wanted low income housing, dental care, food assistance, domestic violence services, social work/advocacy, affordable housing, emotional violence services, or homeless support services.

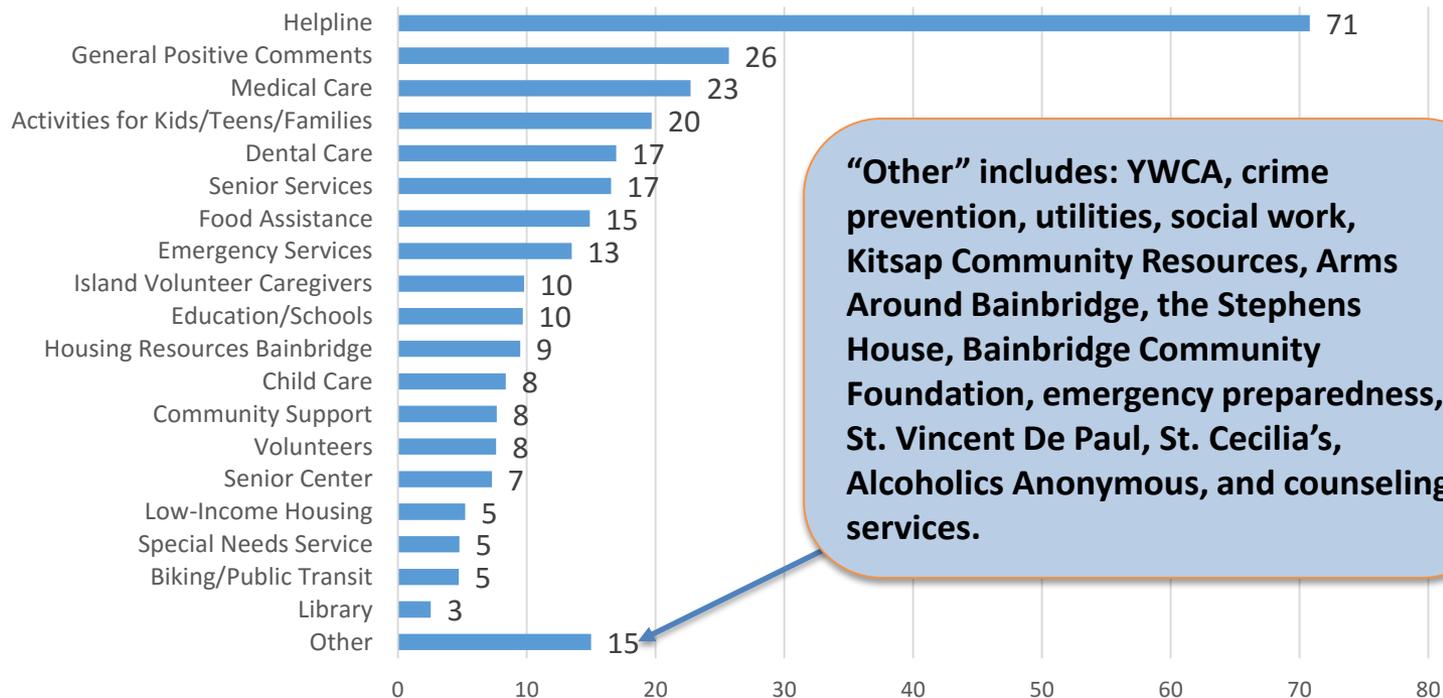
All of these correlations have a strength of 0.1 or higher and are statistically significant at the $p=0.05$ level or better.

Working Well

- In an open response question where respondents were prompted to write in what they thought was working well in the Bainbridge Island human services system, by far the most common response was Helpline House.
- Medical care; activities for kids, teens, and families; dental care; and senior services also received frequent positive mentions.

Overall, what would you say is working well in the Bainbridge Island human services system?

Data are presented as number of mentions rather than percentages because the format of the question was open response.

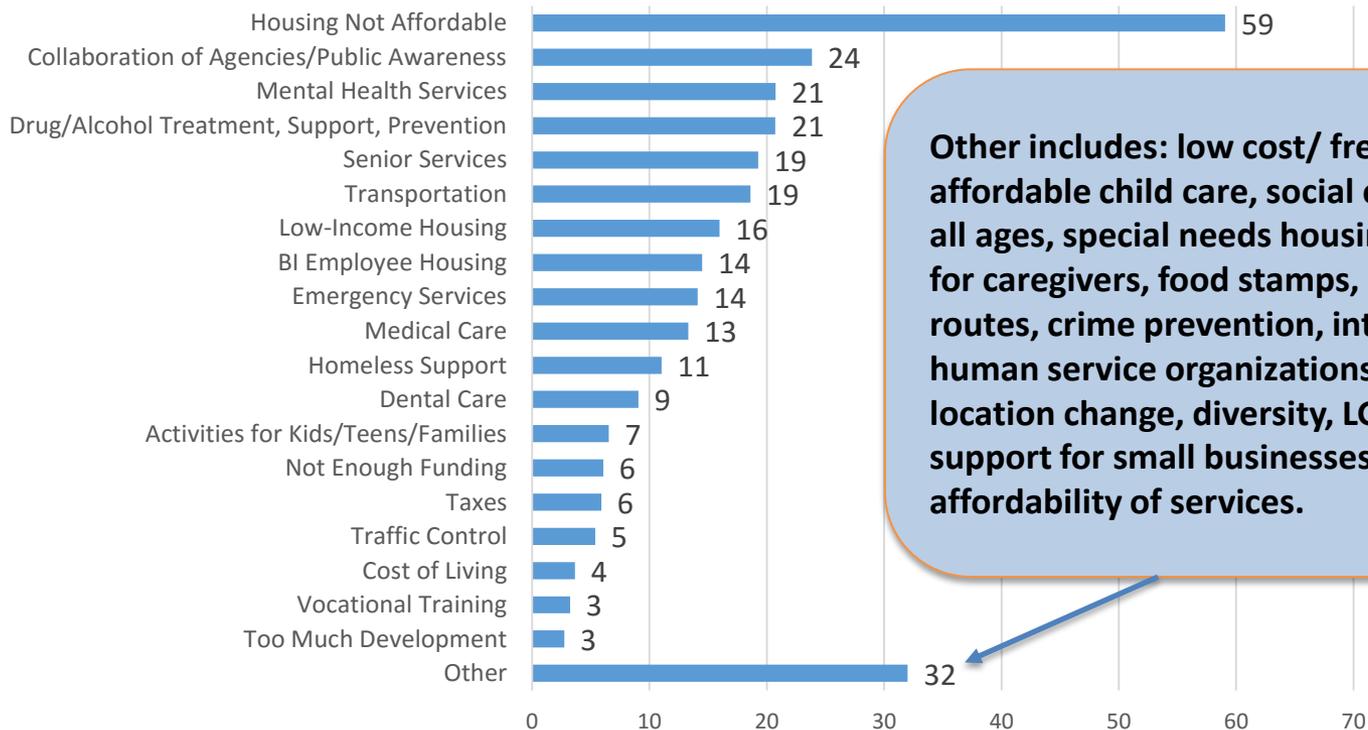


Not Working Well

- When asked what was not working well in the Bainbridge Island human services system, many respondents pointed to the lack of affordable housing.
- Respondents also mentioned gaps in agency communication/public awareness, mental health services, substance abuse services, senior services, and transportation.

Overall, what would you say is NOT working well in the Bainbridge Island human services system?

Data are presented as number of mentions rather than percentages because the format of the question was open response.



Other includes: low cost/ free legal assistance, affordable child care, social connectedness for all ages, special needs housing, respite services for caregivers, food stamps, pedestrian/bike routes, crime prevention, internal politics of human service organizations, Virginia Mason location change, diversity, LGBTQ support, support for small businesses, and general affordability of services.

CONSUMER FOCUS GROUPS

Consumer Focus Groups – Key Findings

- There appears to be an underlying/unspoken sense of Bainbridge Island being an isolated community relative to the rest of Kitsap County, but also of communities being isolated within the Island as well.
- Bainbridge island is seen as a community with high achievement expectations, contributing to pressures on residents, especially school-aged children/youths. These high expectations coupled with the sense of isolation contribute to some human service needs and an insufficient support system.
- Consumers know of many human service agencies on Bainbridge Island, with especially high awareness of the following:
 - Helpline House
 - Senior Center
 - Housing Resources Bainbridge
 - Bainbridge Youth Services
 - Interfaith Volunteer Caregivers (Island Volunteer Caregivers)
- As much as consumers are aware of many human services, people report that there are many services that they do not know about, and that there is no comprehensive directory/clearinghouse of all available services.

“The bus is based around the ferry schedule. In many ways we are a ‘bedroom community.’” (parent)

“I’m very frustrated having to go to Bremerton or all the way back to my old doctor in Bellevue.” (parent)

“Kids are isolated. Once they get home, they’re marooned. It’s a pain to access remote communities.” (parent)

“If there were just one person, a coordinator of services, that would be awesome.” (lower income)

Consumer Focus Groups – Key Findings

- There are significant challenges accessing some human services, especially for some population groups. These challenges include:
 - The lack of a comprehensive directory of available services
 - The stigma attached to certain needs and certain human service agencies
 - Many service providers (including physical and mental health professionals) not accepting new patients/clients and/or not accepting Medicare or Medicaid funding
 - Insufficient public transportation for human services located both on and off-Island
 - Insufficient coordination of services among Island human service agencies
- There are also unmet needs, the most pressing appearing to be:
 - Mental health services, especially crisis services
 - Affordable housing
 - Respite care
 - Youth services
 - Affordable child care
 - Companionship/caregiver services for seniors
 - Medical diagnostic services and ongoing therapy services

“If you can pay, you’re okay.” (senior)

“There’s a million dentists, but not one is willing to take Medicaid.” (parent)

“I had to pay out of pocket for necessary drugs and almost wound up homeless as a result.” (lower income)

“A big challenge with funding is the limited tax base on the Island – based mostly on personal property taxes and not bigger businesses.” (senior)

“Sometimes you can’t keep it together long enough to make it to mental health services in Bremerton.” (lower income)

Focus Group Participant Profile

Seniors

- **6 participants**
- **Gender**
 - 3 female, 3 male
- **Age**
 - 65 to 74: 4 people
 - 75 to 84: 2 people
- **Hispanic**
 - None
- **Race**
 - 6 White
- **Income**
 - \$25,000-\$34,999: 1 person
 - \$35,00-\$49,999: 2 people
 - \$50,000-\$74,999: 1 person
 - \$125,000-\$149,999: 1 person
 - \$150,000-\$129,999: 1 person

Parents

- **9 participants**
- **Gender**
 - 8 female, 1 male
- **Age**
 - 35-44: 2 people
 - 45-54: 4 people
 - 55-64: 2 people
 - 65-74: 1 person
- **Hispanic:**
 - 2 yes, 7 no
- **Race:**
 - 8 White
 - 1 Asian
- **Income:**
 - \$50,000-\$74,999: 4 people
 - \$75,000-\$99,999: 2 people
 - \$100,000-\$124,999: 1 person
 - \$125,000-\$149,999: 1 person
 - \$150,000-\$249,999: 1 person

Lower Income

- **8 participants**
- **Gender**
 - 6 female, 2 male
- **Age**
 - 35-44: 2 people
 - 55-64: 3 people
 - 65-74: 3 people
- **Hispanic**
 - None
- **Race**
 - 7 White
 - 2 some other race or combination of races
- **Income**
 - Less than \$25,000: 5 people
 - \$35,000-\$49,999: 3 people

Knowledge of Human Services

Participants were aware of many available services, and several services were mentioned in two or more of the focus groups. Those mentioned in more than one group are underlined below. Those not underlined were unique to each focus group.

Seniors

- Bainbridge Community Foundation (funds non-profits)
- Bainbridge Youth Services (also have counselors at the high school)
- BI Ride (affordable, on-Island transportation)
- Emergency rental assistance (offered by Helpline House)
- Disaster preparedness
- Helpline House
- Housing Resources Bainbridge (shelter services)
- Mental health services (not always available or accessible)
- Senior Center – financial and legal services are just part of what they offer
- Serenity House (developmental disabilities – now closed)

Parents

- Bainbridge Youth Services (counseling, job services)
- Big Kids Club before and after school activities, transportation to and from school)
- Boy Scouts
- Boys and Girls Club
- Harrison Hospital Urgent Care (but now not open 24 hours)
- Helpline House (food, clothing, backpack program for kids, low income rent assistance, counseling, utilities help, job placement, medical equipment, support integrating new residents into community, assistance with sports for kids)
- Housing Resources Bainbridge (affordable housing, home share program, low income housing)
- Interfaith Volunteer Caregivers (match volunteers with seniors)
- Marge Williams Center (care for people with special needs)
- Senior Center
- Serenity House (developmental disabilities – now closed)
- Teen Center
- Virginia Mason Medical Center

Lower Income

- 211 (has information about human services, only one person knew about this)
- 911 (for medical emergencies)
- Access bus (for those with disabilities)
- Bainbridge Youth Services (counseling, sliding scale, jobs for teens)
- BARN (art classes, membership is expensive)
- BI Ride (well-kept secret, but stops at 3 pm, no pets allowed)
- Helpline House (source of information, case management to some degree, counselors, help the homeless)
- HUD housing (wonderful, but waiting list well over a year long)
- Interfaith Volunteer Caregivers
- Kitsap Transit
- NAMI (group for people living with mental illnesses, but only meets once a month)
- Police Department
- Schools (before and after school services, help with clothing, book bag drive)
- Senior Center (have full list of all services, but most don't know this)
- Smile Partners (dental services on sliding scale, used to be free)

Access to Human Services

Several challenges to access to human services were mentioned in two or more of the focus groups. These are underlined below. Those not underlined were unique to each focus group. The biggest reported challenges to access were transportation, ,ability to pay, and lack of a central clearinghouse for information.

Seniors

- Human service dollars should go to those that are most at risk and least able to afford services.
- Lack of clearinghouse for what services are available
 - Information about what services are available is typically by word of mouth.
 - Helpline House does provide referral service, but is not open after hours.
 - There are also Facebook community groups that allow people to ask others what they know, but many are hesitant to let others know about their life challenges due to stigma.
 - The library is a good source for information.
 - Virtual Neighbor is an app with information about available services (still a startup, not yet available on Bainbridge Island).
- Transportation, especially for those who have to get services off of the Island
 - BI Ride is good, but only has limited hours.

Parents

- Child care for younger children
 - It is difficult to get into preschools.
 - There is enough childcare but it is too costly.
 - The school system is modeled around stay at home parents, but this isn't the reality for everyone, especially the less affluent.
- Isolation
 - People have needs but aren't communicating with each other due to stigma.
 - The community is separated into pockets. If there were more sidewalks, people could walk more. It is dangerous to bike.
- Lack of clearinghouse for what services are available
 - Much information is outdated.
- Lack of support system for parents
 - "Moms" group is no longer operating.
- Mental health and primary care physicians are not taking new patients and don't accept Medicaid or Medicare.
- Transportation
 - Access is somewhat cumbersome.
 - There are no services for people who need someone to go along with them to appointments.
 - There are not enough buses at night.
- Young families bringing elderly parents
 - There is no overnight respite care for caregivers.
 - Private caregivers are more expensive and not well known.

Lower Income

- Case management
 - Helpline House has scaled back.
 - Some social workers are good, some bad.
- Prohibitive cost of services.
- Lack of clearinghouse for what services are available
 - Participants had mixed experiences with getting referrals from Helpline House.
 - Depending on the nature of the problem, it's hard to know where to go.
- Mental health and primary care physicians are not taking new patients and don't accept Medicaid or Medicare.
- NAMI only meets once a month and seems to be a hard group to break into.
- Transportation
 - Depending on the mental health issue, people may not be able to safely travel to services off of the Island.
 - Buses stop running too early.
- WA does not have an open Medicaid/Medicare system.
 - It requires HMO approval, which hinders getting services in a timely manner.
 - It is difficult to know which Medicare plan to choose.
 - Most participants were not aware of the SHIBA program (insurance counselors).
- Waiting lists for services are long.

Unmet Needs

Several unmet needs were mentioned in two or more of the focus groups. These are underlined below. Those not underlined were unique to each focus group. The unmet needs mentioned across the focus groups were housing, homelessness, respite care, tutoring for students, dental services, and domestic violence.

Seniors

- 24-hour urgent care
- Affordable tutoring services
- Colonoscopy
- Cost of real estate space makes it difficult for service providers to afford locations.
- Developmental disabilities
 - Serenity House is now closed.
- Diagnostics and continuing therapies
- Domestic violence shelter
- Emotional disabilities
 - Depression is very high among youths.
 - Many are “latchkey kids.”
- Homelessness
 - Housing Resources Bainbridge is not for the homeless.
 - Some said that aid should be sought at the county level rather than city level.
- Housing
 - Many people who work on the Island do not live on the Island
- It is a challenge for youths to get services since HIPPA may require parental consent.
- Periodontal
- Prescription costs limit access for low income residents (although the group was split on whether this should be a City responsibility)
- The city should rent a space where multiple providers could operate in close proximity to increase collaboration and efficiency.

Parents

- Affordable legal help
- Bring back Parent-Child Center
- Clearinghouse for information about services
 - The City could serve this function and coordinate services, equivalent to 211.
- Community activities
 - They are important to help with isolation.
 - The City should bring the daycare services and the nursing homes together.
- Dental health
 - Parents want a pediatric dentist that specializes with young kids.
- Domestic violence center
- Homelessness
 - It is hidden because the community is appalled when they see just one homeless person.
- Respite care
 - Young moms and multigenerational households need the help.
- School funding
- The City should take advantage of school buildings empty in the summer for youth programs.

Lower Income

- Addiction
 - Narcotics Anonymous is no longer operating.
 - Drug treatment is available at the county level, but there is a long waiting list.
- Dental Health
 - It is hard to find a dentist that takes Medicaid or Medicare and most require preliminary X-rays.
- Domestic violence shelter
- Financial advice
- Homelessness is not visible, but the community needs a homeless shelter. Nobody wants to go to support groups in such a small community due to confidentiality concerns.
- Housing
 - Senior housing and subsidized housing are scarce.
 - There is no place to rent for less than \$1000 a month.
- Medical services
 - Many have to go to Seattle.
 - 24-hour urgent care is lacking.
 - Most primary care and mental health providers do not take Medicaid or Medicare.
- Mental health services
 - Mental health services are insufficient.
 - Crisis line is for Kitsap County, but off-Island is far to go when in crisis.
- Respite care overnight
- Services for teens
 - No affordable tutoring services
 - High pressure to achieve, starting in middle schools
 - Activities are expensive; teen center is too small

Additional Needed Population-Specific Services

When asked about any other needs not already mentioned, each group provided some additional insights, many of which focused on lack of service, access to services, and costs.

Seniors

- Affordable housing for seniors is limited.
- Caregiver services are limited.
- Dementia care services are too expensive.
- Emotional care services for seniors are limited.
- Most senior care services are through volunteer organizations or church groups.
- Respite care services are limited and mostly offered through volunteers.
- The Senior Center needs more parking spaces.

Parents

- Mental health and drugs
 - Services are geared towards ADHD and anxiety.
 - The teen center could be used as a referral point to other services.
 - Kids have high anxiety levels because schools are too competitive, but this is not acknowledged by the community. Kids who don't live up to the standard fall through the cracks.
 - Schools should be more observant and identify at-risk kids.
 - There should be funding to have specialty people in the schools, and more therapists.
 - Services for Native American children are poor quality.
- Respite services for parents
- Services for children/youths
 - Boys and Girls Club, Parks and Recreation Department are good, but expensive.
 - There is a dearth of activities for kids under 3; nothing non-denominational.
 - Kids in the 14-18 age range need something like a bowling alley.
 - Kids need a real teen center. The one by the high school is not cool to hang out, and is too small. It should be a commercial space, with coffee, Wi-Fi, video games, etc. The teen center has chaperones, which is an advantage.

Lower Income

- Job training
- Medicare/Medicaid accessible services
 - The HMO system in WA acts as a barrier between needs and treatment.
 - Prior authorizations can result in lags in services and/or miscommunications.
 - Medicare is very confusing; people should use SHIBA program to offer assistance.
 - The government should examine the Coordinated Care Organizations model being used in Oregon.
- Programs to help with affordable housing
 - Homeshare program – match people who have a spare room with people who need to rent a room
 - North Kitsap Fishline – information on sliding scale or subsidized housing
 - Apartmentfinder.com – a big list searchable based on location and circumstances

Top Needed Services

Participants were asked what one thing they would change to improve human services on Bainbridge Island. A centralized, up-to-date directory of services was the strongest theme through all of the groups.

Seniors

- Access to the services, including transportation
- Better road lighting for those with night vision problems
- Communication about the services that are available – could be a page on the City website, a phone line, and/or directory
- Higher funding, directed to those most in need
- More collaboration among services
- Reduced traffic congestion getting off of the Island
- Services for low income and people of color
- Youth services regardless of income

Parents

- A designated human services coordinator to function as part of a clearinghouse for available services – part of the \$400,000 could pay for care coordinator’s salary
- Better use of current resources
- Community awareness so people would know where to go, who to call, what’s available
- Faster help for people in crisis
- One up-to-date “directory of services”
- More collaboration among services – at the moment it’s a bunch of silos
- More of a call to action, to mobilize a community already willing to help
- Multigenerational community center to create a better sense of community
- Parenting assistance
- Pre-emptive assistance and education to lessen future need for services (preventative care; proactive vs. reactive)

Lower Income

- A low to no cost mental health professional; affordable care available to all
- Expansion of Helpline House to provide 24-hour call center
- Face-to-face social networks to combat isolation of individuals and communities
- More funding for Helpline House to restore lost services and increase the food assistance program
- Subsidized housing in town, not located remotely
- System mimicking the Coordinated Care Organizations program in Oregon
- Transportation improvements
- Umbrella system to have one place to go for information about services

APPENDICES

Appendix A – Key Informant Interview Guide

1. What do you think are the most important human service needs on Bainbridge Island?
2. Overall, what is working well in the human service system on Bainbridge Island?
3. What is not working well?
4. How are you involved with human service programs currently?
5. Can you tell me how much of an impact you think population growth has had on the human services system? Use a scale of 1 to 5, where 1 is no impact and 5 is major impact. What are the implications of population growth for how Bainbridge Island provides human services?
6. Can you tell me how much of an impact you think increased housing costs have had on the human services system? Use a scale of 1 to 5, where 1 is no impact and 5 is major impact. What are the implications of increased housing costs for how Bainbridge Island provides human services?
7. Can you tell me how much of an impact you think land costs have had on the human services system? Use a scale of 1 to 5, where 1 is no impact and 5 is major impact. What are the implications of land costs for how Bainbridge Island provides human services?
8. Can you tell me how much of an impact you think time commuting to work has had on the human services system? Use a scale of 1 to 5, where 1 is no impact and 5 is major impact. What are the implications of time commuting to work for how Bainbridge Island provides human services?
9. Can you tell me how much of an impact you think availability of “family wage” jobs has had on the human services system? Use a scale of 1 to 5, where 1 is no impact and 5 is major impact. What are the implications of availability of “family wage” jobs for how Bainbridge Island provides human services?
10. Can you tell me how much of an impact you think persons and families without health insurance have had on the human services system? Use a scale of 1 to 5, where 1 is no impact and 5 is major impact. What are the implications of persons and families without health insurance for how Bainbridge Island provides human services?

Appendix A – Key Informant Interview Guide (continued)

11. Can you tell me how much of an impact you think an aging population has had on the human services system? Use a scale of 1 to 5, where 1 is no impact and 5 is major impact. What are the implications of an aging population for how Bainbridge Island provides human services?
12. Can you tell me how much of an impact you think mental health issues have had on the human services system? Use a scale of 1 to 5, where 1 is no impact and 5 is major impact. What are the implications of mental health issues for how Bainbridge Island provides human services?
13. Are there any other changes you can think of that have impacted the human services system on Bainbridge Island?
14. What do you think are the most needed human services on Bainbridge Island? Do not prompt. For each need they list ask:
 - a. Why is _____ an important human service need?
 - b. How well do you think _____ is being met? Rate on a scale of 1 to 5 (1 is not being met at all and 5 is met completely). Why do you give that rating?
 - c. What do you think can be done to better meet this need?
 - d. Is this a private sector, public sector, or combination of private and public sector responsibility? Why?
15. Of all the services you listed, which do you think is most needed?
16. Of all the services you listed, which do you think are most important for the City of Bainbridge Island to fund? Why?
17. Do you think there are any “unrecognized” human service needs that we haven’t already talked about? If so, what are they? Why do you feel they are needed? Why are they “unrecognized”? How can these kinds of needs be met?
18. Do you think there are any barriers for accessing human services on Bainbridge Island? What are some of these barriers? Why are they barriers? What can be done to make these services more accessible?
19. Any other comments on how to improve human services on Bainbridge Island?

Appendix B – Provider Survey

The City of Bainbridge Island is conducting a needs assessment of the human services system on Bainbridge Island. One component of the needs assessment is a survey of human services providers. As someone who has direct knowledge of human service needs of Bainbridge Island residents, we consider your input critical to the needs assessment process. The information gathered from this survey will be used to provide policy direction for community actions relating to the human services needs of Island residents.

The City of Bainbridge Island has hired PRR (a local research firm) to conduct the needs assessment. The survey will take about 15 minutes of your time. Please complete the survey **no later than July 27, 2016**.

The survey will NOT display properly if viewed on a mobile device. Please fill it out using a computer or tablet.

If you have any questions about the purpose of this survey please contact Kellie Stickney at (206) 780-3741. If you have any problems completing the survey, please email PRR at research@prrbiz.com.

Thank you for your participation!

1. Please provide the name of your service organization.

2. Do you or your organization provide any human services on Bainbridge Island? For example medical services, counseling, housing, care giving, case management, financial/other assistance, etc.

- No
 Yes

3. What is your role in this organization? (check all the apply)

- Leadership
 Case management
 Volunteer
 Clinician/Clinical services
 Professional/Administrative
 Direct services
 Counseling/Advocacy
 Emergency responder
 Other - Please specify (required)

In this section we'd like you to tell us your perceptions of Bainbridge Island's needs for human services and how well they are being met.

4. Please rate each of the following needs in terms of:

- how big an issue you think it is on Bainbridge Island
- how well you think the need is being met on Bainbridge Island
- whether or not you or your agency provide this service

	How big an issue is this?	How well is this need being met?	Do you or your agency provide this service?
Emotional abuse (adults)	-- Please Select --	-- Please Select --	-- Please Select --
Sexual abuse (children)	-- Please Select --	-- Please Select --	-- Please Select --
Alcohol abuse (youths)	-- Please Select --	-- Please Select --	-- Please Select --
Mental health/counseling services (youths)	-- Please Select --	-- Please Select --	-- Please Select --
Mental health/counseling services (adults)	-- Please Select --	-- Please Select --	-- Please Select --
Alcohol abuse (adults)	-- Please Select --	-- Please Select --	-- Please Select --
Sexual abuse (adults)	-- Please Select --	-- Please Select --	-- Please Select --
Drug abuse (youths)	-- Please Select --	-- Please Select --	-- Please Select --
Emotional abuse (children)	-- Please Select --	-- Please Select --	-- Please Select --
Drug abuse (adults)	-- Please Select --	-- Please Select --	-- Please Select --

5. Use the space below for any additional comments about the above services.

Appendix B – Provider Survey (continued)

6. Please rate each of the following needs in terms of:

- how big an issue you think it is on Bainbridge Island
- how well you think the need is being met on Bainbridge Island
- whether or not you or your agency provide this service

	How big an issue is this?	How well is this need being met?	Do you or your agency provide this service?
Low income housing (below poverty line)	-- Please Select -- ▾	-- Please Select -- ▾	-- Please Select -- ▾
Day care services for the elderly	-- Please Select -- ▾	-- Please Select -- ▾	-- Please Select -- ▾
Affordable housing purchase options for individuals and families	-- Please Select -- ▾	-- Please Select -- ▾	-- Please Select -- ▾
Affordable assisted living for seniors with flexible options	-- Please Select -- ▾	-- Please Select -- ▾	-- Please Select -- ▾
Special needs housing (developmentally, physically, emotionally disabled)	-- Please Select -- ▾	-- Please Select -- ▾	-- Please Select -- ▾
Personal care services for seniors - hygiene	-- Please Select -- ▾	-- Please Select -- ▾	-- Please Select -- ▾
Affordable rental housing for independent seniors	-- Please Select -- ▾	-- Please Select -- ▾	-- Please Select -- ▾
Affordable rental options for individuals and families	-- Please Select -- ▾	-- Please Select -- ▾	-- Please Select -- ▾

7. Use the space below for any additional comments about the above services.

8. Please rate each of the following needs in terms of:

- how big an issue you think it is on Bainbridge Island
- how well you think the need is being met on Bainbridge Island
- whether or not you or your agency provide this service

	How big an issue is this?	How well is this need being met?	Do you or your agency provide this service?
Family planning/sexually transmitted diseases	-- Please Select -- ▾	-- Please Select -- ▾	-- Please Select -- ▾
Emergency shelter (adults, families, teens)	-- Please Select -- ▾	-- Please Select -- ▾	-- Please Select -- ▾
After school activities (youths)	-- Please Select -- ▾	-- Please Select -- ▾	-- Please Select -- ▾
Nutrition services	-- Please Select -- ▾	-- Please Select -- ▾	-- Please Select -- ▾
Special needs children – respite services for caregivers	-- Please Select -- ▾	-- Please Select -- ▾	-- Please Select -- ▾
Special needs children – child care services	-- Please Select -- ▾	-- Please Select -- ▾	-- Please Select -- ▾
Mentoring services (youths)	-- Please Select -- ▾	-- Please Select -- ▾	-- Please Select -- ▾
Affordable dental care	-- Please Select -- ▾	-- Please Select -- ▾	-- Please Select -- ▾
Affordable medical care	-- Please Select -- ▾	-- Please Select -- ▾	-- Please Select -- ▾
Caring for the elderly – respite services for caregivers	-- Please Select -- ▾	-- Please Select -- ▾	-- Please Select -- ▾

9. Use the space below for any additional comments about the above services.

10. Please take the opportunity to tell us **up to 3** additional human service needs not covered in the survey so far.

Rate each need in terms of:

- how big an issue you think it is on Bainbridge Island
- how well you think the need is being met on Bainbridge Island
- whether or not you or your agency provide this service

You can also add a brief comment for each need to further elaborate on your ratings.

	Please specify and add any comments	How big an issue is this?	How well is this need being met?	Do you or your agency provide this service?
Other service need 1	<div style="border: 1px solid #ccc; height: 60px;"></div>	-- Please Select -- ▾	-- Please Select -- ▾	-- Please Select -- ▾
Other service need 2	<div style="border: 1px solid #ccc; height: 60px;"></div>	-- Please Select -- ▾	-- Please Select -- ▾	-- Please Select -- ▾
Other service need 3	<div style="border: 1px solid #ccc; height: 60px;"></div>	-- Please Select -- ▾	-- Please Select -- ▾	-- Please Select -- ▾

11. In the past year, did your organization experience:

- A significant decrease in demand for services on Bainbridge Island
- A slight decrease in demand for services on Bainbridge Island
- No change in demand for services on Bainbridge Island
- A slight increase in demand for services on Bainbridge Island
- A significant increase in demand for services on Bainbridge Island

12. Was your organization able to fully meet demands for service on Bainbridge Island in the past year?

- No
- Yes

13. In the coming year, does your organization anticipate:

- A significant decrease in demand for services on Bainbridge Island
- A slight decrease in demand for services on Bainbridge Island
- No change in demand for services on Bainbridge Island
- A slight increase in demand for services on Bainbridge Island
- A significant increase in demand for services on Bainbridge Island

Appendix B – Provider Survey (continued)

14. Sometimes even with the best human service system in place there are needs that can best be described as "unrecognized." These are sometimes needs that people are simply unaware of, or sometimes they are needs that people know about but which are not talked about. What do you think are the TOP 3 "unrecognized" human service needs on Bainbridge Island?

Unrecognized need #1	<input type="text"/>
Unrecognized need #2	<input type="text"/>
Unrecognized need #3	<input type="text"/>

15. How important do you think these "unrecognized" needs are and how do you think Bainbridge Island can best address these "unrecognized" needs?

16. In 2007, the Needs Assessment survey identified the biggest unmet human service needs on Bainbridge Island. For each of these needs listed below, please indicate if you think there has been improvement in meeting the need on Bainbridge Island since 2007 and why improvement has or has not occurred.

	Has improvement in meeting this need occurred since 2007?	Why or why not?
Alcohol abuse (youths)	-- Please Select --	<input type="text"/>
Affordable housing purchase options for individuals and families	-- Please Select --	<input type="text"/>
Affordable rental housing for independent seniors	-- Please Select --	<input type="text"/>
Affordable assisted living for seniors with flexible options	-- Please Select --	<input type="text"/>

Affordable medical care

-- Please Select --

Affordable rental options for individuals and families

-- Please Select --

Drug abuse (youths)

-- Please Select --

Affordable dental care

-- Please Select --

17. Are there any existing human services on Bainbridge Island for which accessibility is an issue? *

- No
 Yes

What are those accessibility issues?

19. Are there specific kinds of services that residents of Bainbridge Island need or want but which are not available? *

- No
 Yes

What are the top three unavailable services that residents need or want?

Unavailable service #1	<input type="text"/>
Unavailable service #2	<input type="text"/>
Unavailable service #3	<input type="text"/>

Appendix B – Provider Survey (continued)

21. Now we'd like to get your ideas on the kinds of community resources needed to improve quality of service and increase capacity on Bainbridge Island.

Please drag and drop the following community resources in the order you think they are needed on Bainbridge Island (most needed at the top, least needed at the bottom).

Drag items from the left-hand list into the right-hand list to order them.

Increased funding	
Volunteer recognition	
More flexible funding	
Training opportunities	
Available qualified volunteer pool	
Available board pool	
Volunteer training	
Outreach	
Cross-agency coordination	
Physical space	
Assistance with short-term planning (1-3 years)	
Board development	
Assistance with long-term planning (4 years or more)	
Community awareness	
Available qualified labor pool	
Fund raising assistance	

22. If there are any other community resources you think are needed but were not included in the above list, please specify below:

23. Overall, what would you say is working well in the Bainbridge Island human services system?

24. Overall, what would you say is not working well in the Bainbridge Island human services system?

Thank You!

Thank you for taking our survey. Your response is very important to us.

Appendix C – General Population Survey

The City of Bainbridge Island provides more than \$400,000 annually in direct financial support to local organizations working to meet the community's human services needs. To inform the distribution of those funds, the City is conducting an assessment to better understand the range of human services provided in our community and to identify potential areas of need. The information gathered from this survey will be used to assist City leaders in their decision making, and to shape community actions relating to the human services needs of Island residents.

The survey will take about 5 minutes of your time. Please complete the survey no later than July 31, 2016.

If you have any questions about the purpose of this survey please contact Deputy City Manager Morgan Smith at msmith@bainbridgewa.gov or 206.842.2545. The City of Bainbridge Island hired PRR (a local research firm) to conduct this survey. If you have any problems completing the survey please contact research@prrbiz.com

The goal of this survey is to learn your opinion. You don't need to be an expert in human services, we just want to know what you think.

The answers to this survey are completely confidential, and any identifying information you give will only be used for the purposes of recruiting participants for focus groups to be conducted this summer. Keep in mind that this survey is totally voluntary, and you don't need to answer any questions you aren't comfortable with. Any and all information you can provide will be useful to us.

1. Here is a list of common human services - you are going to see it again in the next couple questions. Please select the **top 5 MOST IMPORTANT services** for Bainbridge Island residents.

- | | | |
|--|---|--|
| <input type="checkbox"/> After-school activities | <input type="checkbox"/> Emergency assistance for food | <input type="checkbox"/> Medical care |
| <input type="checkbox"/> Alcohol abuse treatment and support | <input type="checkbox"/> Emergency shelters (adults, families, teens) | <input type="checkbox"/> Mental health care |
| <input type="checkbox"/> Child care | <input type="checkbox"/> Emotional violence services for children and adults, including child neglect | <input type="checkbox"/> Respite services for caregivers |
| <input type="checkbox"/> Crime prevention | <input type="checkbox"/> Employment training services | <input type="checkbox"/> Social work/advocacy |
| <input type="checkbox"/> Dental care | <input type="checkbox"/> Family planning | <input type="checkbox"/> Special needs and disabled child support services |
| <input type="checkbox"/> Domestic violence services (for physical or sexual abuse of children or adults) | <input type="checkbox"/> Homeless support services | <input type="checkbox"/> Special needs housing (developmentally, physically, emotionally disabled) |
| <input type="checkbox"/> Drug abuse treatment and support | <input type="checkbox"/> Housing for low income residents | <input type="checkbox"/> Other (please specify) <input type="text"/> |
| <input type="checkbox"/> Elderly assisted living | <input type="checkbox"/> Housing that is affordable regardless of income | <input type="checkbox"/> Other (please specify) <input type="text"/> |
| <input type="checkbox"/> Elderly support services | <input type="checkbox"/> Legal services | <input type="checkbox"/> Other (please specify) <input type="text"/> |

2. Here is the same list of common human services. Please select the **top 5 services where there are UNMET NEEDS** for Bainbridge Island residents.

- | | | |
|--|---|--|
| <input type="checkbox"/> After-school activities | <input type="checkbox"/> Emergency assistance for food | <input type="checkbox"/> Medical care |
| <input type="checkbox"/> Alcohol abuse treatment and support | <input type="checkbox"/> Emergency shelters (adults, families, teens) | <input type="checkbox"/> Mental health care |
| <input type="checkbox"/> Child care | <input type="checkbox"/> Emotional violence services for children and adults, including child neglect | <input type="checkbox"/> Respite services for caregivers |
| <input type="checkbox"/> Crime prevention | <input type="checkbox"/> Employment training services | <input type="checkbox"/> Social work/advocacy |
| <input type="checkbox"/> Dental care | <input type="checkbox"/> Family planning | <input type="checkbox"/> Special needs and disabled child support services |
| <input type="checkbox"/> Domestic violence services (for physical or sexual abuse of children or adults) | <input type="checkbox"/> Homeless support services | <input type="checkbox"/> Special needs housing (developmentally, physically, emotionally disabled) |
| <input type="checkbox"/> Drug abuse treatment and support | <input type="checkbox"/> Housing for low income residents | <input type="checkbox"/> Other (please specify) <input type="text"/> |
| <input type="checkbox"/> Elderly assisted living | <input type="checkbox"/> Housing that is affordable regardless of income | <input type="checkbox"/> Other (please specify) <input type="text"/> |
| <input type="checkbox"/> Elderly support services | <input type="checkbox"/> Legal services | <input type="checkbox"/> Other (please specify) <input type="text"/> |

3. Now, please **SELECT ALL** of the services that you or someone in your household **did not use, but wanted to or could have used** in the past year.

- | | | |
|--|---|--|
| <input type="checkbox"/> After-school activities | <input type="checkbox"/> Emergency assistance for food | <input type="checkbox"/> Medical care |
| <input type="checkbox"/> Alcohol abuse treatment and support | <input type="checkbox"/> Emergency shelters (adults, families, teens) | <input type="checkbox"/> Mental health care |
| <input type="checkbox"/> Child care | <input type="checkbox"/> Emotional violence services for children and adults, including child neglect | <input type="checkbox"/> Respite services for caregivers |
| <input type="checkbox"/> Crime prevention | <input type="checkbox"/> Employment training services | <input type="checkbox"/> Social work/advocacy |
| <input type="checkbox"/> Dental care | <input type="checkbox"/> Family planning | <input type="checkbox"/> Special needs and disabled child support services |
| <input type="checkbox"/> Domestic violence services (for physical or sexual abuse of children or adults) | <input type="checkbox"/> Homeless support services | <input type="checkbox"/> Special needs housing (developmentally, physically, emotionally disabled) |
| <input type="checkbox"/> Drug abuse treatment and support | <input type="checkbox"/> Housing for low income residents | <input type="checkbox"/> Other (please specify) <input type="text"/> |
| <input type="checkbox"/> Elderly assisted living | <input type="checkbox"/> Housing that is affordable regardless of income | <input type="checkbox"/> Other (please specify) <input type="text"/> |
| <input type="checkbox"/> Elderly support services | <input type="checkbox"/> Legal services | <input type="checkbox"/> Other (please specify) <input type="text"/> |

Appendix C – General Population Survey (continued)

4. Do you provide any of the previously mentioned services?

- No
- Yes, as a volunteer
- Yes, as an employee
- Other (please specify)

5. Overall, what would you say **is working well** in the Bainbridge Island human services system?

6. Overall, what would you say **is not working well** in the Bainbridge Island human services system?

7. How do you identify?

- Male
- Female
- Other

8. What is your age?

- 17 or younger
- 18 to 24
- 25 to 34
- 35 to 44
- 45 to 54
- 55 to 64
- 65 to 74
- 75 or older

9. Are you of Hispanic, Latino, or Spanish origin?

- No
- Yes

10. How do you identify? (please select one)

- American Indian/Alaska Native
- Asian
- Black/African-American
- Native Hawaiian or Other Pacific Islander
- White
- Other race or more than one race

11. Including yourself, how many adults (18 or older) are in your household?

- 1
- 2
- 3
- 4
- 5
- 6+

12. How many children (under 18) are in your household?

- 0
- 1
- 2
- 3
- 4
- 5
- 6+

13. What was your household income before taxes in 2015?

- Less than \$25,000
- \$25,000 to \$34,999
- \$35,000 to \$49,999
- \$50,000 to \$74,999
- \$75,000 to \$99,999
- \$100,000 to \$124,999
- \$125,000 to \$149,999
- \$150,000 to \$249,999
- \$250,000 or more

14. Are you interested in participating in a paid focus group about human service needs on Bainbridge Island?

- Yes
- No

Please provide us with your contact information so that if you qualify we can invite you to attend a focus group. If you share your contact information, your survey responses will not be anonymous but will be confidential.

Name

Email

Phone

Thank you for taking our survey! We appreciate your participation.

Appendix D – Focus Group Moderator Guide

A. Introduction (7 minutes)

1. Moderator introduces herself/himself.
2. Explain: A focus group is a group discussion where we can learn more in-depth about peoples' ideas and opinions (compared to telephone or written surveys). My job is to facilitate the discussion and make sure that everyone has an opportunity to speak and to make sure that no one dominates the conversation.
3. Housekeeping – Toilets and refreshments.
4. Mention ground rules.
 - a. There are no right or wrong answers; we're interested in your honest and candid opinions and ideas.
 - b. Our discussion is totally anonymous. We will not use your names in any report.
 - c. Our discussion today is being recorded. These recordings allow us to write a more complete report, and to make sure we accurately reflect your opinions. Please only speak one at a time, so that the recorder can pick up all your comments.
 - d. It is important to tell us YOUR thoughts, not what you think others will think, or what you think others want to hear.
 - e. Please turn off cell phones.
 - f. Your stipend will be provided as you leave.
 - g. Relax and enjoy.
5. We're going to spend our time today talking about human service needs on Bainbridge Island. Any questions about the purpose of our focus group or the ground rules before we begin?
6. Explain if needed: The City of Bainbridge Island provides more than \$400,000 annually in direct financial support to local organizations working to meet the community's human service needs. To inform the distribution of those funds, the City is conducting an assessment to better understand the range of human services provided in our community and to identify potential areas of need.
7. Let's begin by introducing ourselves. Please let me know:
 - a. Your first name
 - b. How long you have lived on Bainbridge Island
 - c. Your household composition (number of people, relationships, ages of kids)

Appendix D – Focus Group Moderator Guide (continued)

- B. Knowledge of Human Services (10 minutes)
 - 1. My first group of questions has to do with the kinds of services you know about.
 - a. What are the kinds of health, housing, and human services on Bainbridge Island that you know about?
 - b. What are the Bainbridge Island agencies that you or a family/friend have used?
 - c. In general, is the availability of services for the community good? Do you think the services are helpful for you and others? Why/Why not?
- C. Access to Services (20 minutes)
 - B. Now we'd like to know more about how you or others you know access or receive services.
 - b. If you, or someone you knew, needed a particular human service would you know where to go? Whom to talk with? Where would you start looking for help?
 - c. Are you, or others you know, getting all the human services you need on the Island? Is there something you need help with, or services that you need, but are not getting? What is that? What about for your family and friends, are they getting the services they need? If not, how did you (or friends/family) deal with that problem?
 - d. Are some of these services available somewhere else, such as through the County or State, but not on the Island? Did you or do you access any of these?
 - e. Is transportation a problem when trying to get services? How/Why? Do you use Kitsap Access? What specific kinds of transportation solutions would make it easier for you to get services?
 - f. Have you ever been eligible for a human service, but didn't use or access the service? Why or why not? What about your friends or someone in your family? (Listen for stigma of receiving services.)
 - g. Do you feel there is a stigma attached with receiving certain kinds of services? What kinds of stigma's are there? Which services have the worst stigmas? How does it make you feel? How does this affect your friends or family members who receive services? What can be done to decrease the stigma?
 - h. Is there anything else about the accessibility of human services on Bainbridge Island that you would like to tell me about?

Appendix D – Focus Group Moderator Guide (continued)

D. Unmet Needs (30 minutes)

1. Now we would like to know about services that you or your family/friends need but which may not exist on Bainbridge Island.
 - a. What kinds of human services would you like to be available on Bainbridge Island, but which are currently not available? How would those services be helpful to you or family/friends?
 - b. What about health care? Are there health care services you or someone you know needs that are not available on Bainbridge Island? Are you/they receiving these services elsewhere?
 - c. What about dental care? Is that a service you or someone you know needs that is not available on Bainbridge Island? Are you/they receiving these services elsewhere?
 - d. Are you able to get the prescriptions you need? Why or why not? (Particularly ask Senior Group). Do you know of friends or family members that have problems getting the prescriptions they need?
 - e. Do you or someone you know need relief from taking care of a loved one/family member? Does this person need more care than you can provide? Do you know others faced with this problem? Are there adequate services on Bainbridge Island to meet this need? If so, is it affordable?
 - f. What about housing? Are you or family/friends:
 - a. Able to find or receive help in getting affordable housing?
 - b. In need of any kind of special housing (such as senior housing with or without services like food, assistance with house cleaning, dressing, bathing, medications, and or for developmentally disabled, etc.)?
 - c. In need of emergency housing (such as when house is damaged, get evicted, shelter from abusive spouse/parents etc.)?
 - g. Are there any particular mental health services that you think are needed on the Island that are not currently available? Which are most important and why?
 - h. Are there any other human services that you think need to be available on the Island that we have not talked about yet? If yes, what are those and why are they important?

Appendix D – Focus Group Moderator Guide (continued)

- E. Services That Are Particularly Lacking for Specific Groups (10 minutes)
 - 1. Parent Group
 - a. Can you tell me anything about child care on the Island? Is there enough available? Is it affordable?
 - b. What would help you, or others you know, most in regards to child care (affordability, availability, distance, etc.)?
 - c. What about services for older children, including teenagers? What can you tell me about youth services on the Island? Are there enough available? What is missing?
 - 2. Low-Income Group
 - a. What about job training kinds of services, are there enough available on the Island? Do you think they are necessary?
 - b. Do you think there are enough services on the Island that can help with job placement? Why or why not?
 - c. What about employment availability? Have you had trouble finding employment on the Island? In Seattle/other? Why/Why not? Do you experience any transportation and commuting problems in relation to employment?
 - 3. Seniors Group
 - a. Is there anything in particular about the currently available senior services that are/are not meeting your (or family/friends) needs? What would make them better?
 - b. Are there any other particular senior services you would like to see available that are not currently available?
- F. Wrap Up (3 minutes)
 - 5. If you could change just one thing about the human services offered on Bainbridge Island, what would that be? Why that one thing?
 - 6. Thank you very much for your time this evening. The idea you provided will be very helpful.