

## EASTSIDE PATHWAYS *PROMOTORES* PROJECT

# Latino Community Survey Summary 2017

In September 2016, Eastside Pathways brought the *Promotores* project to Bellevue to address the need for authentically engaging the local Spanish-speaking community. Eight Latino community members—Bellevue residents representing a mix of ages, nationalities, and genders—were selected for training and certification as *promotores*. Their role was to act as liaisons for information, education, and outreach between families and organizations.

After initial training, which was delivered in Spanish, the *promotores* conducted 170 surveys asking community members about local strengths and challenges. The *promotores* also identified current levels of knowledge in areas of high interest and need within the community. The responses were transcribed, translated, and vetted at a community event in April 2017.

This report is a presentation of the final survey results.



**The *Promotores*\* and support team**

**Back:** (left to right) Edi Flores, Angelica De Anda, Reina Lagos Rodriguez\*, Ana Gloria Lino\*, Blanca Alfaro Lopez\*, Paulo Perez Medina\*, Victor Londoño Quintero\*, Nahyeli Mendivil, Alma Gonzalez\*, Delfina Gonzalez Medina\*

**Front:** Cathy Habib, Isela Vega Arriaga\*, Cecilia Martinez-Vasquez, Juan Arroyo

**Not Pictured:** Mercedes Cordova-Hakim

# Background

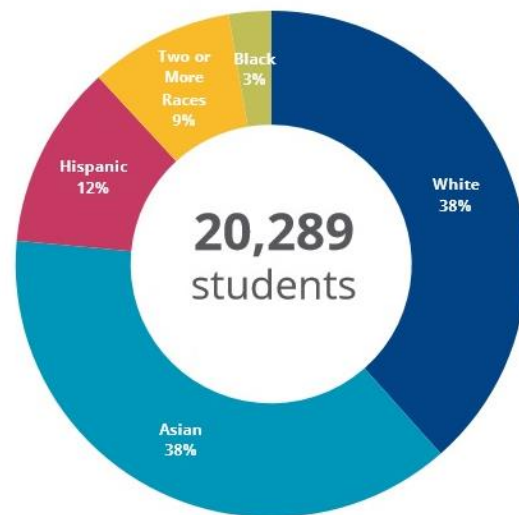
## Diverse Bellevue

Bellevue is becoming increasingly diverse both ethnically and economically.

As of the 2016-17 school year, 62 percent of students enrolled in Bellevue schools are children of color (see chart at right – OSPI, 2016). There are 95 different first languages spoken in the Bellevue School District, and 35 percent of students speak a first language other than English (BSD, 2016).

Economically, 19 percent of students receive free or reduced-price meals at school (OSPI, 2016).

District-wide, the high school graduation rate is over 90 percent, but for Black, Latino, low-income students, and English language learners, graduation rates are closer to 75 to 80 percent, an outcome that Eastside Pathways is committed to improving (OSPI, 2016).



Not shown: Pacific Islander 0.2%, American Indian 0.1%

## Bellevue's Latino Community

Recent data indicates that 6.6 percent (8,687 individuals) of Bellevue's population identifies as Latino or Hispanic (U.S. Census Bureau, 2014). Fifty-three percent of this population identifies as Mexican, and the balance is spread across the categories of Central and South American, Puerto Rican, Cuban, and Dominican.

Spanish speakers represent the single largest first language-speaking group in Bellevue schools, numbering 1,396 students or 7 percent of the current school year enrollment (BSD, 2016).

Bellevue has many academic gaps that affect our Latino population. For example, while Bellevue has consistently high reading rates compared to the state, gaps within the student population are large. Only around half of Latino students met the standard for reading in 2016 compared to at least 80 percent of White and Asian students, and a quarter scored at the lowest level.

In September 2016, Eastside Pathways brought the *Promotores* project to Bellevue to address the need for authentically engaging the local Latino community. Eight Latino community members were selected for training and certification as *promotores*.

## Eastside Pathways

Founded in 2011 in Bellevue, Eastside Pathways mobilizes the community to support every child, step by step, from cradle to career. The organization follows the collective impact framework, which has been successful in many communities, and is a member of the StriveTogether national network.

Eastside Pathways consists of a small backbone organization and a partnership of more than 60 organizations that unites around common goals, measurements, and strategies to maximize each child's opportunity for a productive, fulfilling life. Currently, Eastside Pathways is working on several projects, which include improving school readiness, creating engaging summer and extended learning opportunities, supporting good attendance, and enhancing career readiness opportunities.

### Racial Equity

Eastside Pathways is committed to advancing racial equity. In 2016, the Eastside Pathways Racial Equity Team (EPRET) developed a mission statement to guide the Partnership's equity work:

*Eastside Pathways believes that racial healing and racial equity are essential to accomplishing its mission of supporting children, families, and communities in creating and strengthening the environments in which vulnerable children succeed. As a partnership, Eastside Pathways actively supports efforts to identify and dismantle systemic racial inequities that limit opportunities and hold some children back.*

*Eastside Pathways seeks to inform and change hearts, minds, and the deeply held, often unconscious biases that are frequently at the core of structural racism. By elevating awareness and understanding of the inequities faced by children of color and by working together to change the way we support and partner, we seek to fundamentally improve outcomes for children confronted by these barriers and open pathways of opportunities for all.*

## Eastside Pathways Promotores Project

The *Promotores* project is based on the community health worker model that has been effectively utilized locally, nationally, and internationally to access historically underserved communities. The name comes from the Spanish word *promotor* (pronounced pro-mo-TOR), which loosely translates to “promoter.” The premise of this model is that individuals from within impacted communities—who share community values, language, and culture and are known and respected members—are the best agents for engagement, communication, and change within these communities. Given inherent capabilities and with appropriate support and training, this model has proven effective in multiple communities and around multiple issues.

Eight trusted community members—eastside residents representing a mix of ages, nationalities, and genders, and trusted community members—were selected for training and certification as *promotores*. They now serve as liaisons for information, education, and outreach between families,



*Training session for the promotores*

organizations, and systems. After their initial training (all in Spanish) by veteran community organizer Mercedes Cordova-Hakim, who has trained over 600 community members in this model, the *promotores* gathered information through 170 surveys, asking community members through one-on-one interviews about local strengths and issues. The eight *Promotores* each received over 50 hours of training between October 2016 and April 2017. Additional hours were spent on developing action plans, project tools event planning, outreach, and survey interviews.



*Survey analysis and coding session with partner input*

Surveys were translated and transcribed, then analyzed by a group of multilingual/multiethnic Eastside Pathways partners. The results of the survey were compiled and vetted for accuracy, including going back to the original responders and additional community members to validate the accuracy of our analysis and gather additional input.

Many Eastside Pathways Partners supported this first project phase, including offering technical assistance, mentoring, or money for *promotores*' stipends. It is the belief of Eastside Pathways that this model can be adapted and utilized within different cultural groups and contexts as the partnership's engagement work deepens.

## The *Promotores*

Ana Gloria Lino  
Blanca Alfaro Lopez  
Delfina Gonzalez Medina  
Isela Vega Arriaga  
Paulo Perez Medina  
Reina Lagos Rodriguez  
Rosaura Perez Algaba  
Victor Londoño Quintero

## Project Lead/Consultant

Mercedes Cordova-Hakim  
*Founder and Co-Lead, King County  
Promotores Network*

## Reflections from the *Promotores*

May 6, 2017 Closing Meeting

“ *We need to stay together as a ‘team’ and help shape with the community what are the next steps for moving our community forward.*

“ *Being a promotora and working on this project has matched my passion for learning and helping my community. I want to stay involved and continue the work.*

“ *I felt like we are finally bringing results to our community, our voices are being heard, but we need to continue this work, we can’t stop here.*



## Sharing the Results with the Community

April 29, 2017 at Jubilee REACH



*Check-in station*



*Using stickers to provide feedback on survey results*

### **Some Numbers**

- 104 adults
- 123 children/youth
- 8 *promotores*
- 6 community leaders
- 24 volunteers
- 13 resource and information tables

## The Survey

The diversity of the 170 survey participants was representative of the Eastside's Latino community, with a specific focus toward Bellevue (80 percent of participants).

- **Gender:** 62 percent of participants were women.
- **Age:** 84 percent were between the ages of 25-64 years old. 11 percent were 18-24 years of age, with the balance 65+ years or unknown.
- **Language:** 59 percent stated that they spoke no or limited English. 20 percent stated ability to communicate in English and 18 percent identified as bilingual.
- **Income:** 45 percent cited incomes below \$21,000 annually and 59 percent reported family income below \$42,000 annually.
- **Household Composition:** Participants described a significant presence of extended family in households, with 38 percent of households containing three or more adults and 82 percent coming from households with children. Respondents identified 211 children, comprised of 58 percent school age, 35 percent preschool (6 years and under), and 7 percent over age 18.

The survey was comprised of six sections, each with multiple questions/categories:

1. Community Characteristics, Service Utilization Patterns
2. Community Needs: What works? What doesn't?
3. Education: Access to Information and Challenges/Obstacles
4. Health and Safety
5. Other Important Information and Resources
6. Other Suggestions/Comments

**IMPORTANT:** There was no limit to the number of responses each participant could make and most gave multiple responses to each question. As such, results were analyzed by the frequency of respective responses. The 170 participants contributed over **30,000** total comments.

Findings of the survey were presented at a community event on April 29, 2017 and additional comments were added to the report as a result of the feedback received.

## The Results

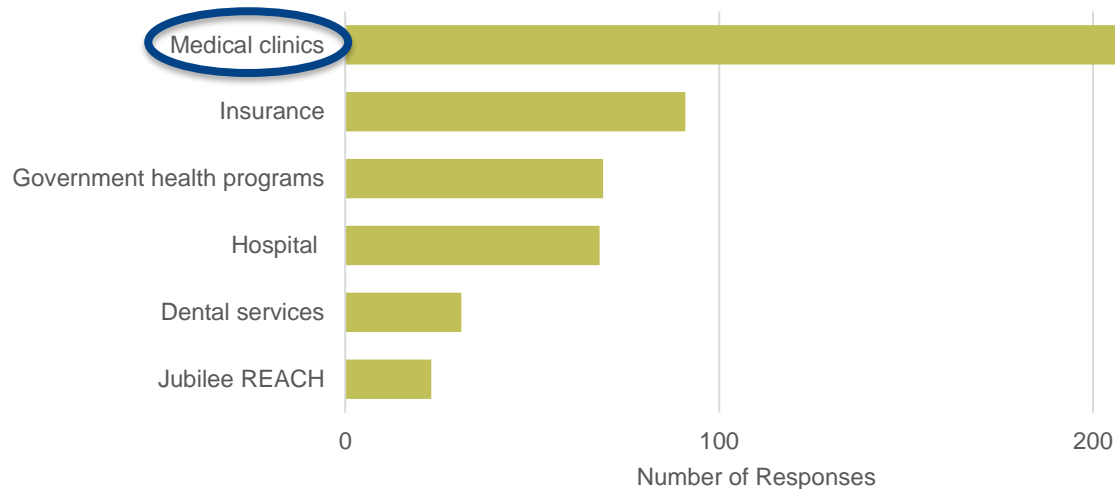
The results of the survey are presented in four discrete areas:

Community	The Latino community's view of itself (strengths, assets), its relationship with the broader Bellevue community, and its level of civic engagement.
Needs	The needs of the Latino community across a variety of areas.
Service Utilization and Outcomes	Service utilization patterns of Bellevue's Latino community and their perception of the outcomes of service usage. Also identifies local organizations that have achieved a good level of engagement with members of the Latino community.
Information and Referral	The Latino community's level of information and knowledge of available community services as well as patterns and methods of seeking assistance.

## How to Dig Deeper

The report shares a high-level summary of the responses to each question. For more detail, readers are encouraged to [download the Excel spreadsheet](#) of raw data and explore the specific comments behind the trends.

For example, Question 23 asked participants which health services or programs they use. The summary graph **in this report** will show that the top category was medical clinics, with over 200 responses:



But the raw data **in the spreadsheet** can provide better detail. By ① using the arrows in the spreadsheet to ② navigate to the green “Q23” tab, readers will see ③ the specific responses coded “C” for medical clinics and ④ how many times each of those answers was given.

	A	B	C
1		Section 4: Health & Safety (1)	
2	Code	What health services or programs do you and/or your family use?	# responses
3	C	Eastgate ③	④ 71
4	C	Clinics	63
5	C	Public Health	23
6	C	Sea Mar	20
7	C	Help/Health Point	21
8	C	ICHS	12
9	C	Allegro Pediatric	1
10	D	Dental services	31
11	G	Medical and food coupons	18
12	G	DSHS	15
13	G	WIC	14
14	G	Medicare	11
15	G	SCA by the state govt	11
16	H	Hospitals	10

SUM = 211 (graphed above)

① ②

The question order and color coding are consistent between the report and the spreadsheet for ease of navigation.

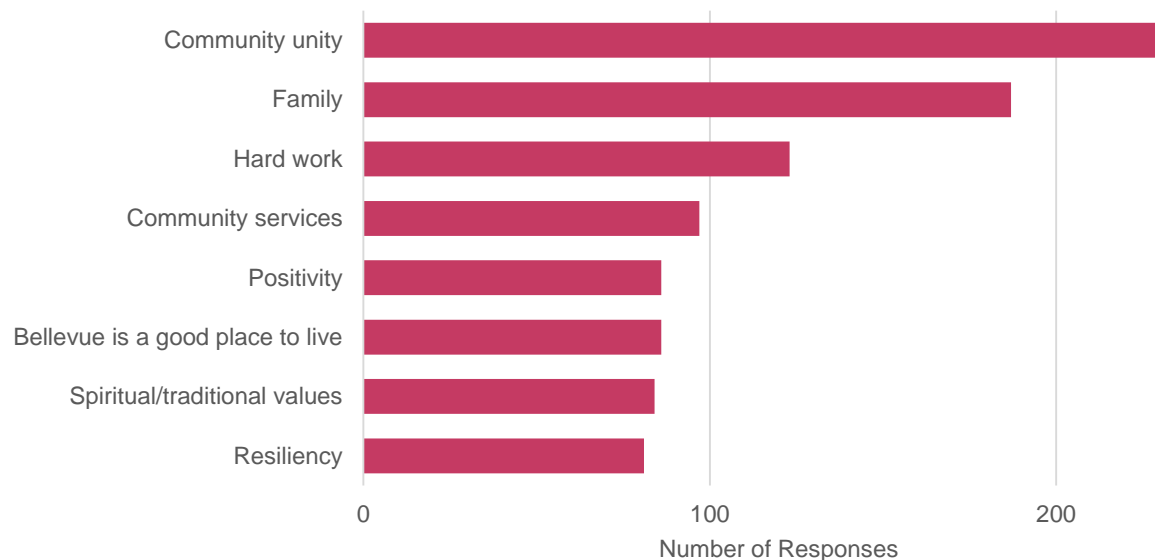
## Results Part 1:

# Community

This section addresses the Latino community's view of itself (strengths, assets), its relationship with the broader Bellevue community, and its level of civic engagement.

The results show that a strong sense of community exists among Bellevue's Latino population, with a heavy emphasis on family and acknowledgement of the necessity of hard work.

### 1. What are the strengths of the Latino/Hispanic Community in Bellevue, Redmond, and Kirkland? (1,039 responses)



### 2. What does community mean to you? (489 responses)

Common goal was the highest endorsed category with 165 responses. Shared culture/language (90), shared values (64), and relational community (68) were also significantly mentioned.

### 3. Do you feel that the Latino/Hispanic community is taken into account in Bellevue, Redmond, and Kirkland?

This category was composed of mixed reviews with 44 percent of responses being positive and 56 percent negative.

#### If yes, how? (302 responses)

110 responses endorsed the fact that the Latino community voice is valued, and 99 responses identified linguistic and culturally relevant programming as evidence of this value. 30 responses indicate that more is needed in this area.

#### If not, why? (386 responses)

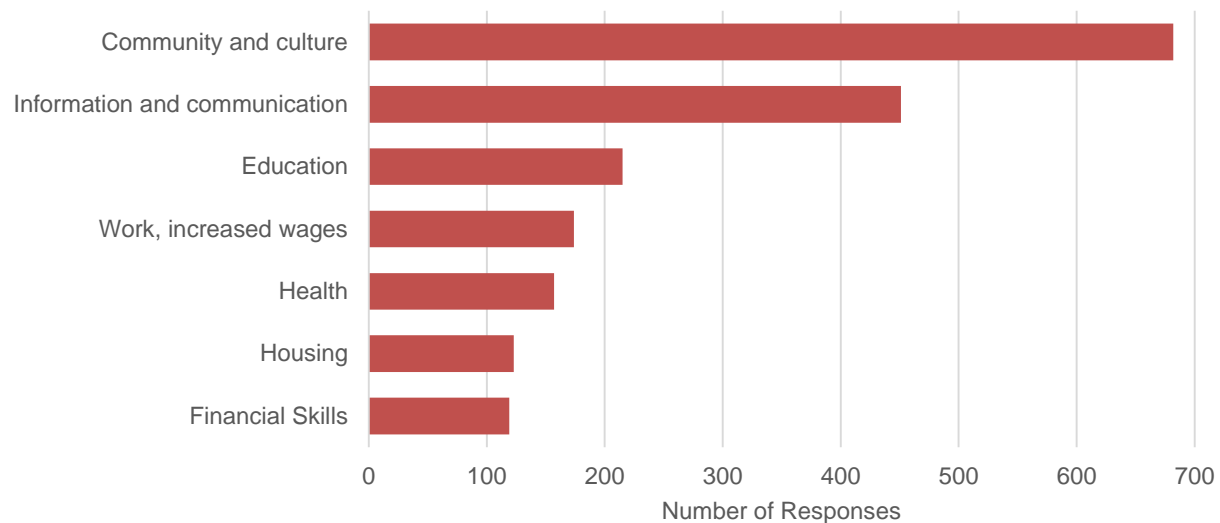
136 responses stated that the Latino community has no voice in Bellevue. 92 responses endorsed a high level of fear on behalf of the community. 66 identified lack of relevant programming, and 61 responses cited unresponsive institutions.



#### 4. What do individuals need to thrive in Bellevue or your community? (1,662 responses)

Nearly half of responses (692) related to community support and connectedness. Other common factors included employment (270 responses), having a stable living situation (198), strong youth educational opportunities (189), and character (118).

#### 5. What do families need to thrive in Bellevue or your community? (2,060 responses)



#### 6. Are you involved and/or volunteer in any civic engagement service or program?

Only one in three responses indicated involvement in volunteer and civic engagement activities. Because we counted responses and not participants (i.e., one person could have listed multiple activities), we cannot determine what percent of survey responders are civically engaged in this way.

##### If yes, how do you get involved and what is the name of the program of service you are involved with? (153 responses)

Schools and education related programs reflected the highest level of participant involvement (53 responses) followed by church activities (37), social service organizations (17), and Latino or equity-focused community organizations (13). Nearly 20 percent of responses (29) stated that they were involved in unspecified activities.

##### If no, why not? (269 responses)

Primary reasons for lack of involvement in volunteer/civic activities were lack of knowledge of how to get involved (101 responses) and lack of time (100). A smaller number cited barriers in understanding and preparation (41) or not speaking English (19).

#### 7. How safe do you and your family feel in the community?

Two-thirds of responses indicated feelings of safety, while a third related to feeling unsafe.

##### If you feel safe, tell us why. (446 responses)

More than half of responses to this question (248) endorsed low-crime rates and safe streets as evidence of feeling safe, and 109 responses identified the effectiveness of the Bellevue police as a contributor toward safeness.

**If you do not feel safe, tell us why. (219 responses)**

Responses totaled less than one-half of those who felt safe. Crime was the primary reason for not feeling safe (77 responses). The current political climate (47) and drug and alcohol consumption (45) were significant reasons as well. Fear/lack of trust of the police (23) and racial discrimination (22) were also cited.

During the vetting process significant numbers of respondents expressed concern about the use of marijuana among young people/students and its easy accessibility since decriminalization.

**8. How do you describe an emergency situation? (804 responses)**

Respondents seemed to have a very good grasp on emergency situations identifying crime and “911 situations” related to health care, fire, domestic violence, and accidents in 80 percent of responses.

**9. What do you do/what would you do in case of an emergency? (404 responses)**

Utilizing 911 to call first responders was endorsed by virtually every participant (173 responses). An additional 92 responses stated that they would turn to their community for help, and 41 stated that they would try to help personally. “I don’t know” responses totaled 55.

**10. Do you feel comfortable/safe calling and reporting to the local police department? Please explain why or why not. (918 total responses)**

A total of 71 percent of all responses to this yes/no question were positive. Of the total responses, over half (518) endorsed trust, competence, or positive engagement with regard to the Bellevue Police Department. On the negative side, 155 responses indicated lack of trust/competence and racial profiling. Another 14 percent of responses pointed to current efforts in improving cultural competence when interacting with Spanish residents, with a majority feeling that further improvements are needed in this area.

**11. Eastside Latino/Hispanic Community: Other suggestions and comments? (935 responses)**

With this open-ended question, the most frequent comments related to cultural competence (239 responses), outreach and education (180), community connection and integration (121), the need for more community programs (110), and housing (84) and health (81).

**12. Health & Safety: Other suggestions and comments? (461 responses)**

The top five most frequent comments were:

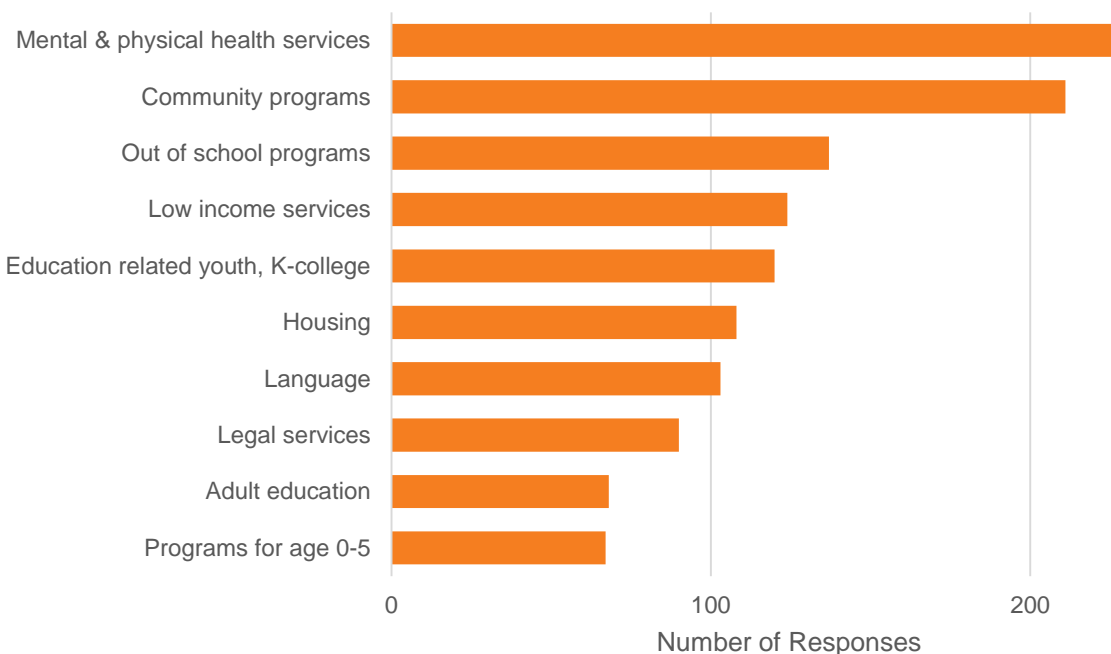
- We need for the police department and some of the 911 responders to speak Spanish
- That there be more equity and respect for the community diversity
- More education about the services offered by the police and what is worked on in my community
- Have assistance in different languages
- Share the results of this survey so we can know the truth

# Needs

This section addresses the needs of the Latino community across a variety of areas.

The results show that there are unmet needs for the Latino community, particularly in housing, healthcare, and youth development. Cultural relevance is an issue across many of these areas.

### 13. What community services and/or programs are needed in Bellevue or your community? (1,326 responses)



### 14. What is missing? (1,820 responses)

This question was also well responded to. Participants endorsed the need for more community-based services (391 responses) as well as the need for better integration of different cultures and communities (389) into available services. These categories were also strongly endorsed in the service utilization/outcomes section, which may provide insight into pathways for better reaching and supporting this community. Opportunities exist. The community is responsive to them and would like to see more developed. The responses also endorsed greater resource needs around language and communication (285) and economic security (215).

### 15. Eastside Individuals & Families: Other suggestions and comments? (461 responses)

This question allowed people to make additional comments and suggestions about service needs within the Latino/Hispanic community. Responses largely support those given earlier in this section, emphasizing the importance of family, language, and culture; better access to information and critical services such as health and financial support; and integration of Latinos into the broader community.

**16. What other health services are needed in Bellevue or your community? (667 responses)**

Nearly half of responses endorsed the need for more affordable health care, with dental and vision service significantly cited. Mental health was identified as a lesser, yet significant need (105 responses), as well as informational resources for adults (93) and services available in Spanish (76).

**17. Do you feel there is accessible and affordable housing in Bellevue, Redmond, and Kirkland?**

Fewer than 2 of 10 responses to this category endorsed the fact that sufficient affordable housing is available in the Bellevue area.

**If yes, how? (80 responses)**

More than half of responses (46) stated that housing is available, but the cost remains challenging. Another third stated that there are programs to help with housing accessibility.

**If no, why not? (411 responses)**

More than half of responses (223) identified affordability as the primary challenge. Nearly 20 percent (76 responses) identified additional structural barriers such as immigration status, family composition, and waiting lists.

**18. Do you know/understand housing laws and tenant rights? (250 responses)**

40 percent of responses were “no” and 30 percent “yes.” The remaining 30 percent stated that there were numerous barriers (information availability, language) to understanding tenant rights.

**19. Do you have issues with your home? (422 responses)**

Nearly 9 in 10 responses reported issues with current housing arrangements. Of this group, half of responses (192) identified affordability as a major issue. Another 40 percent (149) cited ongoing maintenance issues as a primary concern.

**20. What else do you need to know about renting or owning a home in Bellevue, Redmond, or Kirkland? (461 responses)**

The most common request was for help navigating the system (167 responses), followed by better understanding of the requirements to rent or buy a home (73) and financial literacy in matters of credit scores, bank loans, and down payments (68).

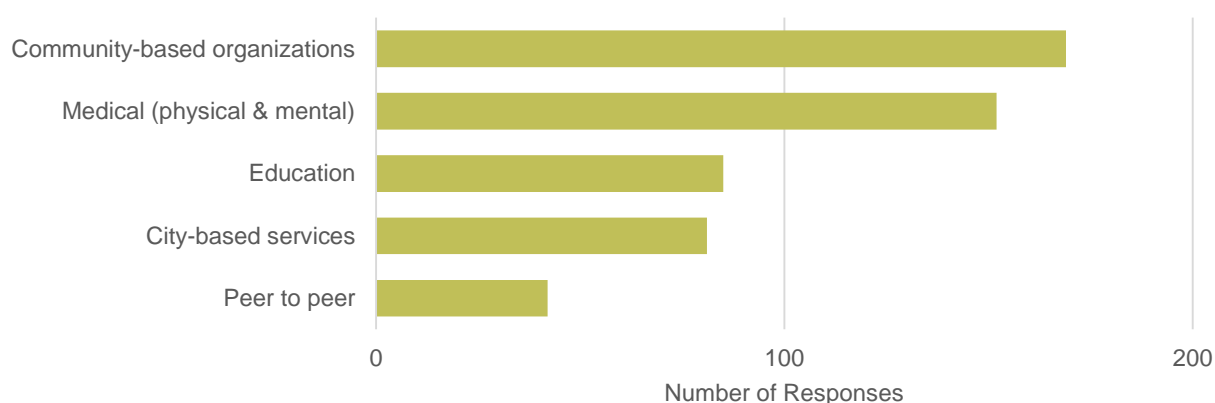


# Service Utilization and Outcomes

This section speaks to service utilization patterns of Bellevue’s Latino community and their perception of the outcomes of service usage. It also identifies local organizations that have achieved a good level of engagement with members of the Latino community.

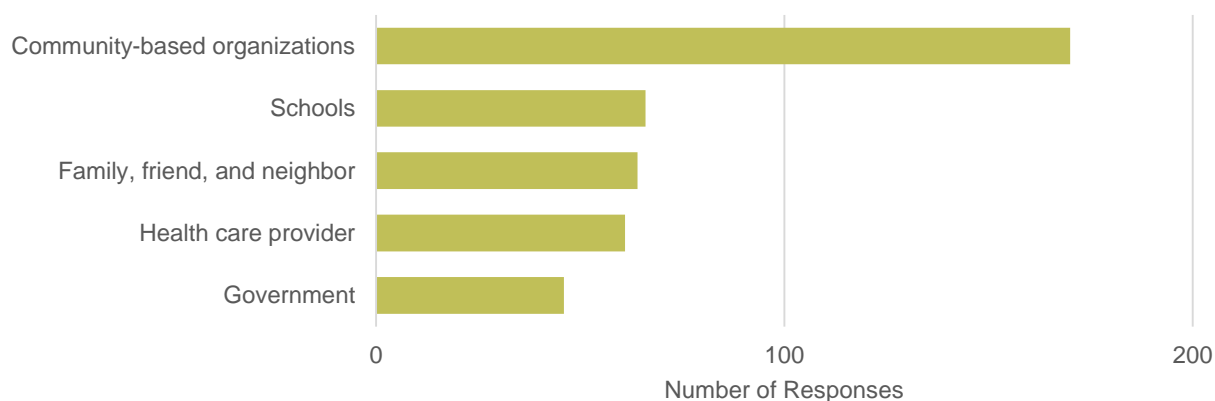
Overall, the Latino community engages most frequently with community-based organizations and health care providers. A few providers in particular were cited as trusted or accessible options.

## 21. What community services have you used before on the Eastside? (623 responses)



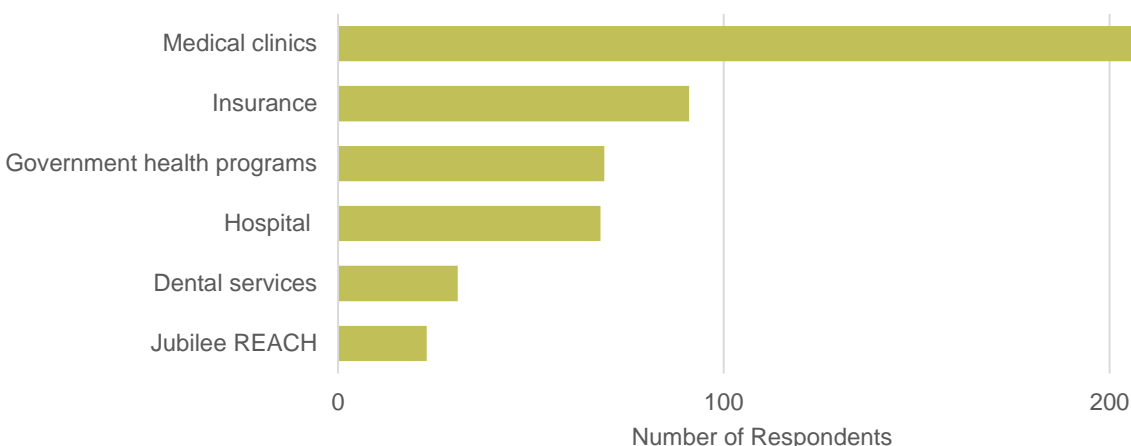
Under the most frequent response of “use of community-based organizations (CBO),” Hopelink and Jubilee REACH were the far most frequently mentioned, with Goodwill and Youth Eastside Services also mentioned by a substantial number of respondents. The Public Health Clinic at Eastgate was frequently mentioned in medical-related responses.

## 22. Where do you go to find assistance and/or resources for you and your family in Bellevue or your community? (465 responses)



Under community-based organizations, Hopelink and the Hopelink Food Bank totaled nearly 45 percent of CBO-related responses. Jubilee REACH was also highly mentioned. Local community centers and non-specific food banks were also significantly mentioned within CBO-related responses.

**23. What health services or programs do you and/or your family use? (584 responses)**

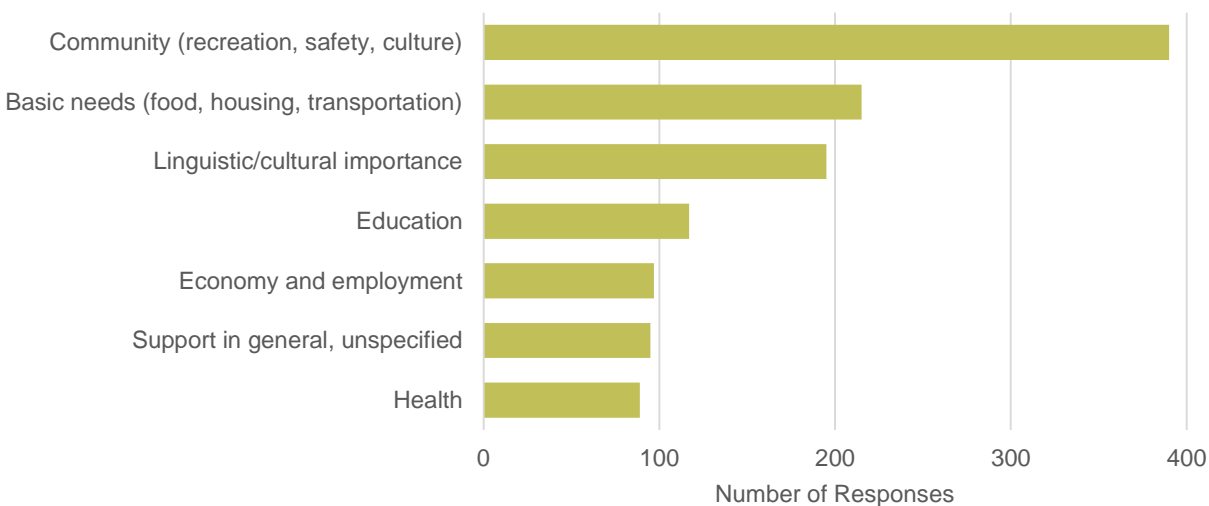


Community medical clinics, led by Eastgate Public Health, were most frequently cited responses at 36 percent (211 responses).

**24. What have been your experiences with these [health] services in Bellevue or your community? (553 responses)**

55 percent of the comments were positive and 45 percent were negative. Many people voiced both positive and negative comments, identifying challenges/obstacles with health services and programs which included access (65 responses), language (40), and immigration status (39).

**25. What is working well for families and individuals in Bellevue, Redmond, and Kirkland? (1,221 responses)**

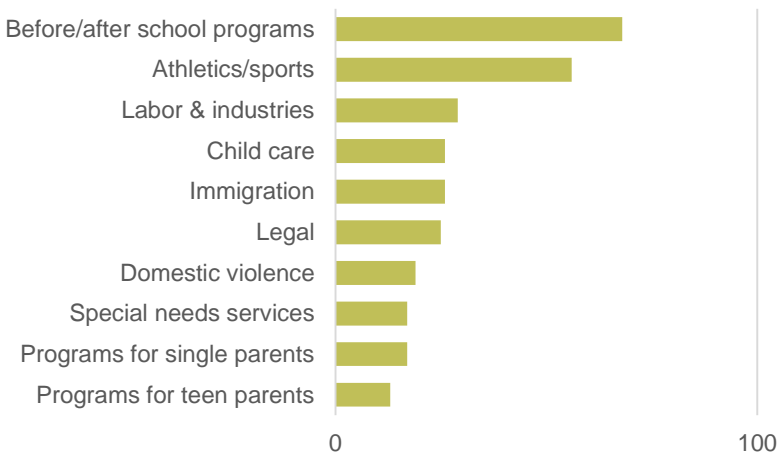


A third of comments (390 responses) fell under the theme of community connectedness. Participants endorsed the availability and richness of opportunities within the community, including local CBO programming (Jubilee REACH was identified by numerous responses) and city-sponsored community centers. Access to the basic needs of food, housing, and transportation (215 responses) and attentiveness to linguistic and cultural needs (195) were also frequently endorsed.

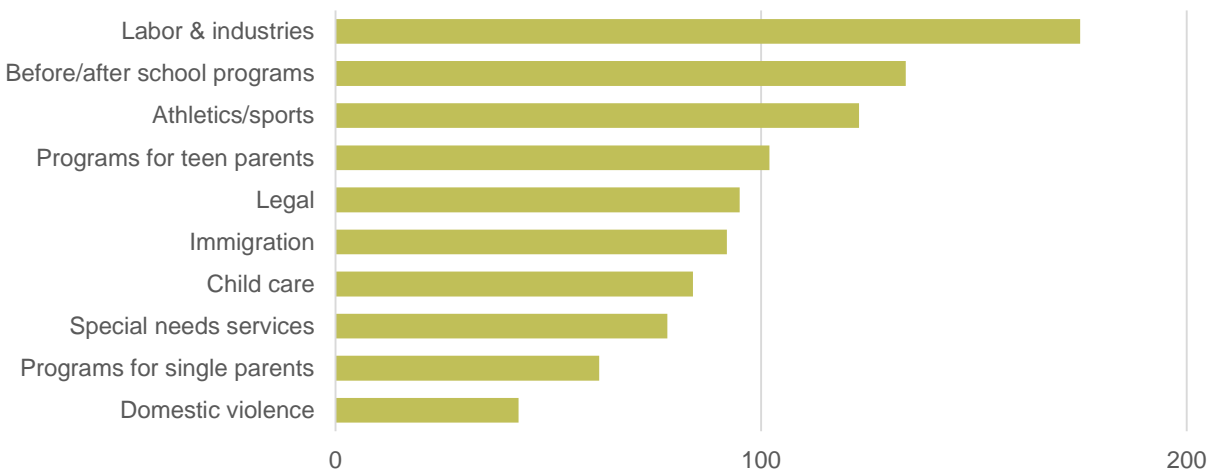
**26. What are your comments about accessibility and affordability for the following services? (1,928 responses)**

Among nearly 2,000 comments covering 10 categories of programs, three trends emerged: participants tended to report that they were satisfied with current services, that they lacked access, and/or that more services were needed in a particular area.

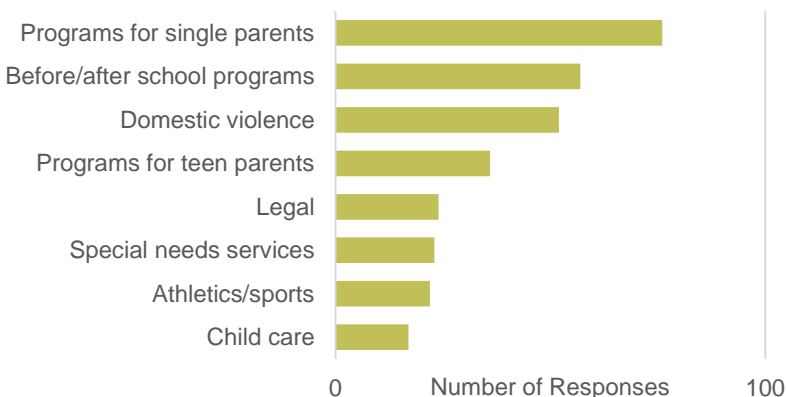
**Satisfied with services (296 responses)**



**Lack of access – need information, poor service, or too costly (988 responses)**



**More services needed (307 responses)**



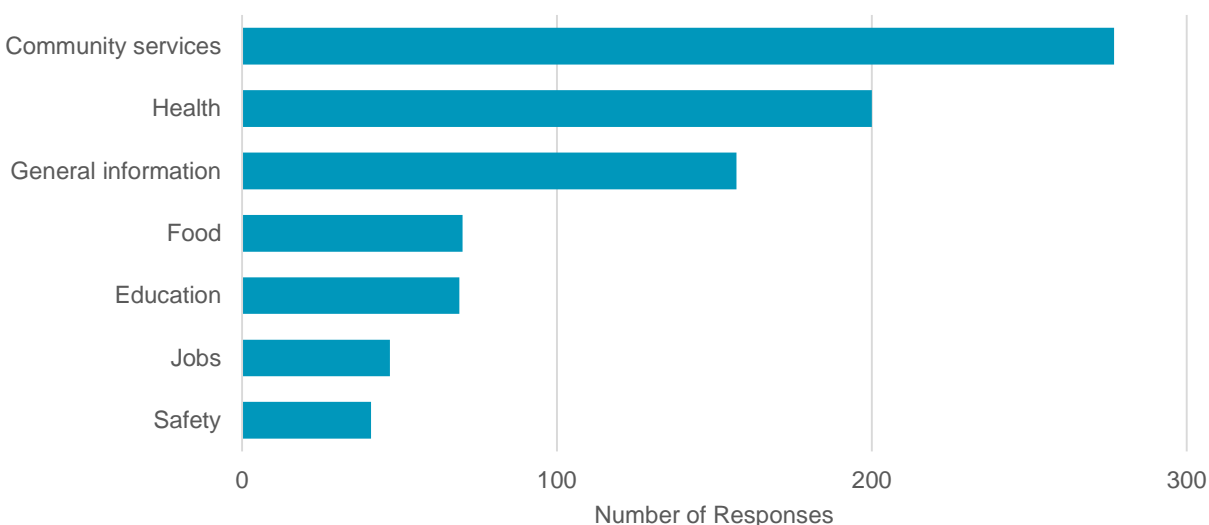
## Results Part 4:

# Information and Referral

This section addresses the Latino community's level of information/knowledge of available community services as well as patterns and methods of seeking assistance.

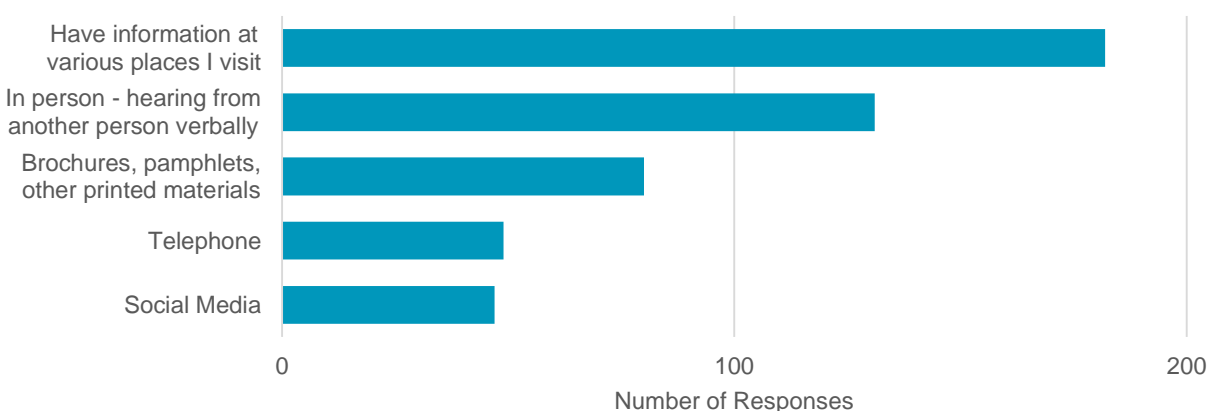
Although respondents reported different information sources depending on the services they needed, a trend across service areas was the tendency to access information through trusted people and places.

### 27. Do you share information and resources with your family, friends and/or neighbors? If yes, what type of information do you share? (961 responses)



95 percent of responses to this question were yes, 5 percent no. People who answered no identified “lack of information” as the primary reason they did not share information.

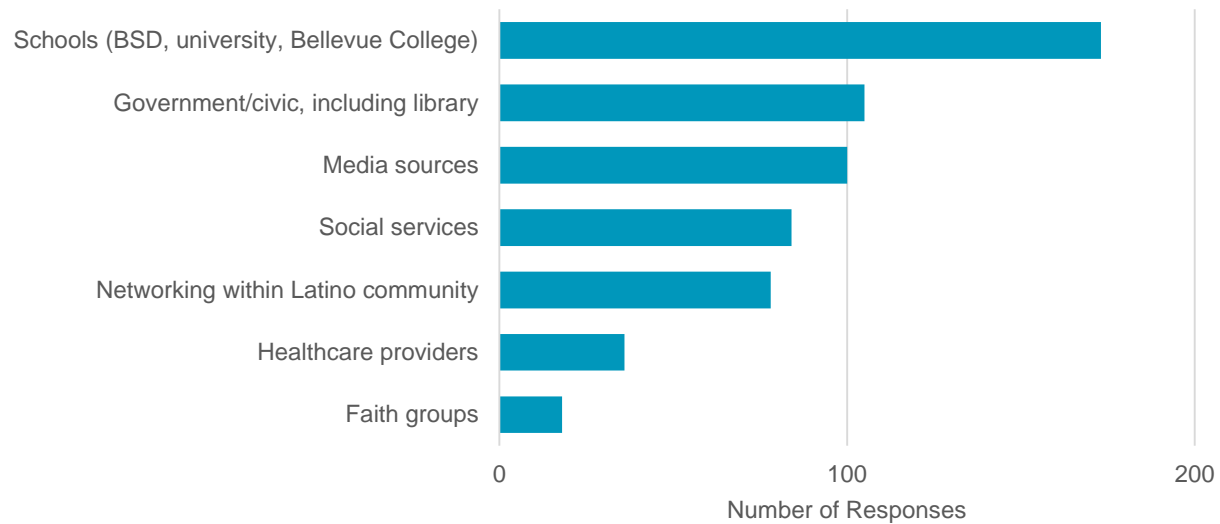
### 28. What would be the best way to inform your community about available services? (654 responses)



It is worth noting that few people responded to being informed via media, including social media. Fewer responses on social media may be a function of the older demographic of the respondents. Also, this area received the most responses in the vetting phase of the project, many of which endorsed social media and Spanish speaking radio as ways of accessing information.



**29. How do you find information and resources about education and schools in Bellevue or your community? (608 responses)**



**30. What have been your experiences with these [education] services and programs?**

**Positive experiences (474 responses)**

Slightly more than half of the responses were positive comments, while a little less than half were negative comments identifying various barriers.

Respondents ranked networking within the Latino community as providing the most positive experiences in this regard (177 responses), a strategic indicator of the importance of working with and within a strong community network context. Educational resources were endorsed in 116 responses, with the City of Bellevue/Bellevue Schools Wrap-Around program at Stevenson Elementary, Bellevue College, and Head Start specifically mentioned numerous times. Community-based social services rated significantly with 78 responses, with Jubilee REACH and the school-based Latino Heat program through Youth Eastside Services frequently cited as positive.

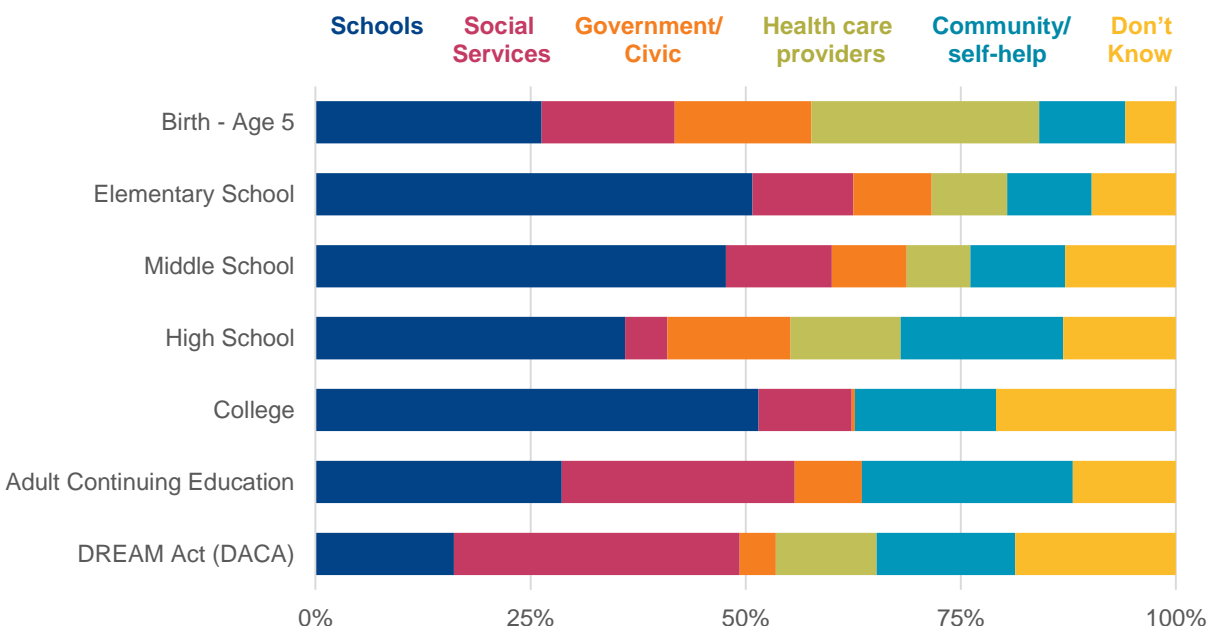
**Challenges/obstacles (434 responses)**

The “other” category was the most frequency endorsed (129 responses) regarding obstacles to getting educational information. These responses typically called out lack of Spanish speaking staff, hours of availability, and not knowing where to seek information as primary barriers. Unsatisfactory interactions with various educational programs were called out in a fifth of comments (92 responses). Lack of cordiality (“sometimes you can feel the discrimination”) on the part of teachers and school staff and dual language capacity were the most frequently cited concerns. Dissatisfaction with government was cited in 70 responses, mostly focusing on the challenges related to documentation status.

### 31. How do you find information and resources for various education categories?

The next set of questions asked participants how they found out information and resources for different education needs. The following graph shows the percent of responses that came from each category. Each row adds to 100 percent for that age group.

It is significant to note that the “I don’t know” response netted between 6 percent and 21 percent, depending upon the category. This gives insight into the level of knowledge about service availability as well as potential levels of isolation within the community. There were significant numbers of comments on this section during the vetting process, strongly endorsing the increased need for bilingual materials and bilingual staff in organizations and the school system.



#### ...for children birth to 5 years? (529 responses)

Health organizations (140 responses) and the education system (139 responses) provide significant information for young children, particularly through Eastgate Public Health, other community clinics, Head Start, and the Family Connection Center at Stevenson. Government programs were mentioned in 84 responses on the strength of the WIC program and efforts by the library system. Social service organizations accounted for another 82 responses. Jubilee REACH and Hopelink were again frequently cited, as were Kinderling’s Parent Child Home Program and the Bellevue College Early Learning Program.

#### ...for children in elementary school? (317 responses)

Not surprisingly, many responses to this question endorsed individual schools, staff, and the school district (51 percent). Human services organizations received mention at 12 percent with Jubilee REACH and the Boys & Girls Clubs of Bellevue specifically mentioned.

#### ...for youth in middle school? (310 responses)

Nearly one-half of responses cited the schools as their primary source of information, followed by community-based human services organizations at 12 percent. There were a significant number (13 percent) of “I don’t know” responses.

### **...for young adults in high school? (328 responses)**

The educational system again ranked the highest among respondents (36 percent), although to a lesser extent than for younger school age children. Community, government, and health organizations were also endorsed by lesser numbers, and 13 percent of the responses were “I don’t know.”

### **...for college and career? (268 responses)**

A majority of responses in this category endorsed the Bellevue schools and staff, Bellevue College, and the University of Washington. There were also a significant number of “I don’t know” responses (21 percent).

### **...for adult education – ESL/ELL, work training, vocational school technical training, etc.? (384 responses)**

Education and community-based social service organizations were the highest endorsed responses at 29 percent and 27 percent respectively, followed by the Latino community (25 percent), and “I don’t know” responses (12 percent).

### **...on the DREAM Act-DACA (Development, Relief, and Education for Alien Minors)? (385 responses)**

Social service organizations were most frequently cited at 33 percent, followed by “I don’t know” responses at 19 percent. The education system (16 percent), Latino community networking and self-help (16 percent), and health care providers (12 percent) were also cited.

## **32. Would you prefer to receive [education-related] information in English, Spanish, both, or in a dialect? (171 responses)**

All 171 participants responded to this question, with 53 percent preferring to receive information in Spanish and another 24 percent preferring to receive information in both Spanish and English.

## **33. Do you get involved/participate in your child’s school?**

### **If yes, how? (218 responses)**

Volunteering and attending school events were endorsed in 75 percent of responses.

### **If no, why not? (190 responses)**

Language and subsequent difficulties in communicating with the school were the most frequently cited, as well as conflicts with parental work and education schedules.

## **34. How could the education system & local schools strengthen their relationship with the Latino community on the Eastside? (932 responses)**

This question elicited many suggestions and ideas that are worth digging into further. Nearly two-thirds of the responses indicate that the Latino community wants improvement in this area and often cited the need for more and better communication (in general), including having events/meetings focused on the Latino community and in Spanish. Almost half of the responses also mentioned the need for more equity and cultural sensitivity and/or improved “customer service” from school staff. Many respondents also identified other improvement areas such as more personal invitations to school events, more Spanish speaking staff at schools, and having child care at events.

### 35. Education: Other suggestions and comments? (461 responses)

Many suggestions were offered centering around improving community and trusting relationships. One-third of the suggestions suggested that city, school systems, and community programs should offer information and education about how to use/access the services being offered, including parent workshops on education. Other frequent suggestions included improving cultural sensitivity and intentional involvement with the Latino community. Twenty percent of responses also identified needs for high school students, including more meetings between counselors and parents, more support for high school students, and scholarships for higher education.

### 36. Where/how do you find information and resources for health services in Bellevue or your community? (556 responses)

Health clinics were the most common information source (139 responses), followed by community members (93) and community-based organizations (84), government programs and agencies (71), and media (70).

### 37. Final comments and/or suggestions? (872 responses)

Finally, participants were given an opportunity at the end of the survey to share any last thoughts with the *promotores*. Their responses reinforced the importance of this work—not only asking the questions, but also acting on them. The most common responses are described below. Each of these sentiments was expressed in roughly 30 responses each.

*The high cost of living on the Eastside has always been a great challenge. In the end, everyone—especially our children who are students—suffers the consequences.*

*The city has to regulate the cost of housing because right now there are too many people who are taking advantage of Latinos because they are undocumented or because we don't know our rights and the laws related to this.*

*I believe that on the Eastside we are missing a specialized place for Latinos where one can find information, services, classes, and resources with people like the *promotores* who can help us navigate systems. That way we wouldn't have to go to other cities to look for help.*

*We hope that something is done with the results of these surveys. It is difficult and we panic being recent arrivals in this country with a family, to not know what to do or where to go for help.*

*Please listen and do something with this information. Our future (immigrant) is uncertain and with the new policies from the new president, we have no idea what to expect. We only want a healthy future full of possibilities for our children and families.*



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## **Latino Community Survey Summary 2017 writer**

Harla Tumbleson, with assistance from Kelly Jones, Sujata Agrawal, and Cathy Habib

## Appendix

The spreadsheet of raw data can be found [here](#) (Excel).

*Note: This link will prompt you to download a file.*

The original survey is available in [Spanish](#) and [English](#) (PDF).

Each tab in the spreadsheet lists a question number which matches the numbering in this document. The original survey asked questions in a different order. Raw survey results from participants were grouped together during analysis and arranged by themes for final presentation.

## References

Bellevue School District, “Demographics at a Glance,” October 2016

Office of Superintendent of Public Instruction, Report Card, 2016

U.S. Census Bureau, 2010-2014 American Community Survey 5-Year Estimates

## Contact

For more information on the Eastside Pathways *Promotores* project, or to get involved, please email Cathy Habib at [cathy@eastsidepathways.org](mailto:cathy@eastsidepathways.org).

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