

# Latino Community Survey Summary 2017 – Overview

In September 2016, Eastside Pathways brought the *Promotores* project to Bellevue to address the need for authentically engaging the Spanish-speaking community. Eight trusted members of the local Latino community 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* gathered information through 170 surveys, asking community members through one-on-one interviews about local strengths and issues. Responses were transcribed and translated, then vetted at a community event at Jubilee REACH in April 2017.

The full report presents the final survey results according to four themes that emerged. Readers are also encouraged to download the Excel spreadsheet of raw data and explore the specific comments behind the trends. Both are available at [eastsidepathways.org/promotores-project](http://eastsidepathways.org/promotores-project).

## 1. Community

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.

Many residents reported feeling safe because of low crime rates, safe streets, and police effectiveness. Those who did not feel safe—around a third of responses—cited crime, the current political climate, and drug and alcohol consumption as key reasons.

“ *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.* ”

– Reflection from a *promotor*



## 2. Needs

There are unmet needs for the Latino community, particularly in healthcare, housing, and youth development. Translation and cultural relevance are issues across many of these areas.

Residents requested better access to information and critical services such as health and financial support. Nearly half of responses endorsed the need for more affordable health care, particularly dental and vision services.

Fewer than 2 in 10 responses agreed that sufficient affordable housing is available in the Bellevue area, and many participants reported issues with current housing arrangements such as affordability or ongoing maintenance issues.

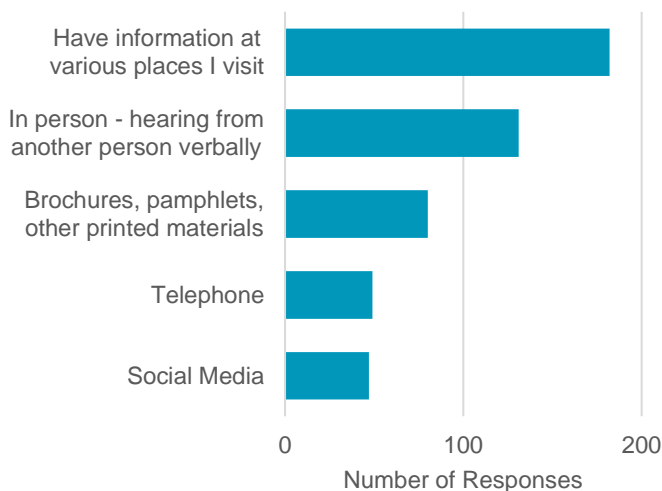
### 3. Service Utilization and Outcomes

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, including Hopelink, Jubilee REACH, Eastgate Public Health, Youth Eastside Services, and Goodwill.

### 4. Information and Referral

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.

The chart below is an example of how responses are presented in the full report. This chart answers the question, “What would be the best way to inform your community about available services?”



In the original survey, few people reported being informed via media, including social media. However, this area received the most feedback at the community vetting event months later, with many attendees endorsing social media and Spanish-speaking radio as ways of accessing information. The difference may be explained by the older demographic of survey respondents.

Nearly all respondents said that they themselves share information and resources with their family,

friends, or neighbors. Among the few who do not share, lack of information was the primary reason.

For education-related information, half of participants would prefer materials in Spanish. There were many ideas proposed for strengthening the relationship between schools and the Latino community.

### Call to Action

Participants had 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 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.*