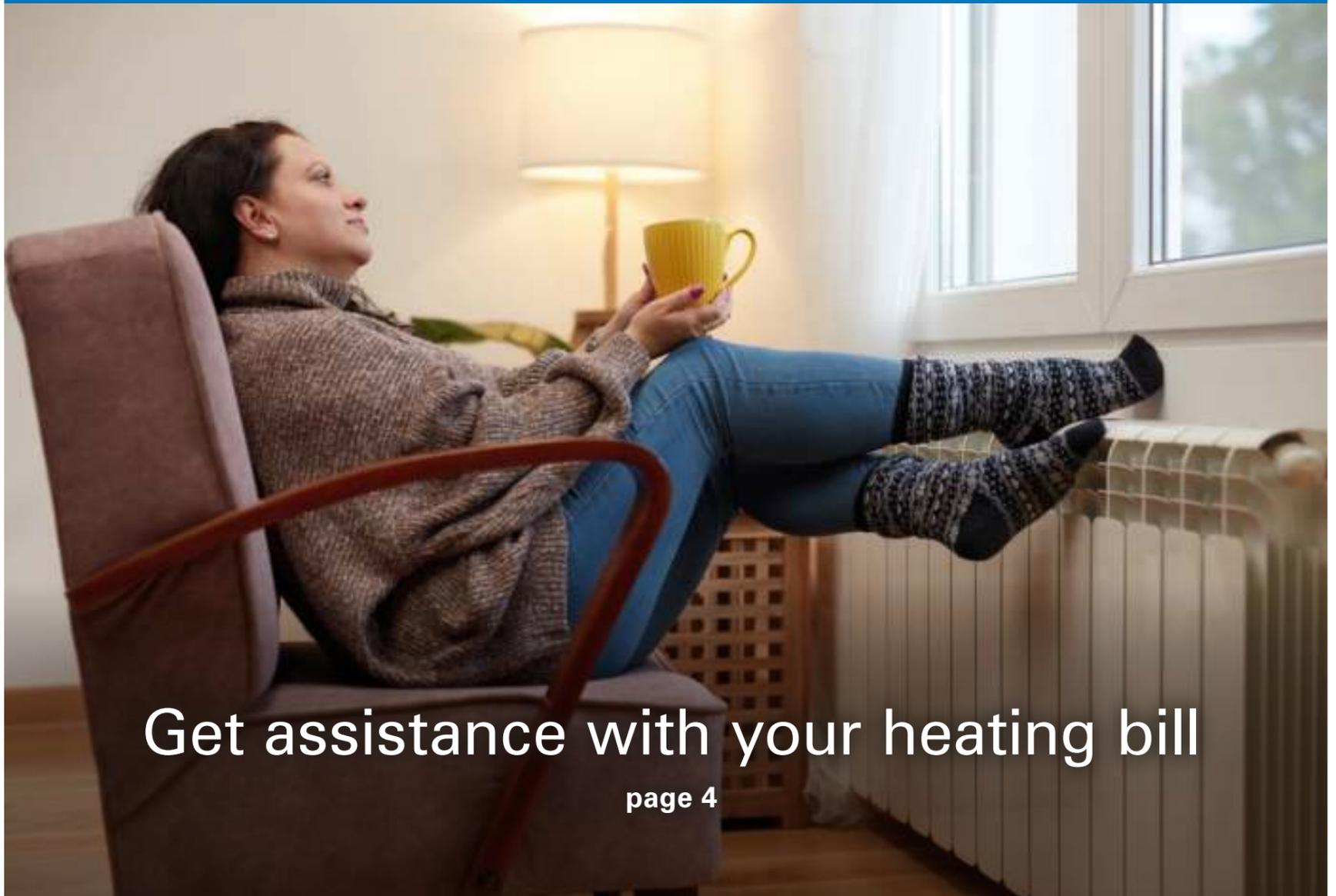


hopelink **Connections**

The quarterly newsletter of Hopelink's services

FALL 2022



Get assistance with your heating bill

page 4

"There is something so special in the early leaves drifting from the trees – as if we are all to be allowed a chance to peel, to refresh, to start again."

– Ruth Ahmed

Featured Story

➤ Adult education classes to jumpstart your future

page 5

Also in this issue:

| Hopelink gift program brings happier holidays

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| Youth can now take public transportation for free

page 7

Hopelink Programs

Hopelink is here for you. All services are available, with virtual, phone and in-person options. All five Food Market locations are open to the public and providing food.

To learn more about Hopelink services, please call the center closest to where you live. Phones are staffed from 9 a.m. to 5 p.m., Monday-Friday, except Sno-Valley, which is closed on Fridays.

Redmond
425.869.6000
8990 154th Ave. NE
Redmond, WA 98052

Bellevue
425.943.7555
14812 Main St.
Bellevue, WA 98007

Kirkland/Northshore
425.889.7880
11011 120th Ave. NE
Kirkland, WA 98033

Shoreline
206.440.7300
17837 Aurora Ave. N
Shoreline, WA 98133

Sno-Valley
425.333.4163
31957 E Commercial St.
Carnation, WA 98014

See page 8 for bus route information to all centers.

Our Programs

Food Assistance

Hopelink Markets

All five Food Market locations are fully stocked, open to the public and ready for you to select your free groceries in Bellevue, Carnation, Kirkland, Redmond or Shoreline. Registered clients may visit twice per month.

The food available always includes fresh fruits and vegetables, with many different offerings each week. Other core foods include soup, canned fruits and vegetables, pasta, peanut butter, rice, beans and tuna, among many other foods. In addition, paper products, soap, toothpaste, diapers, pet food and similar items are often available.

Hopelink volunteers are available to answer questions, and signage inside the market includes multiple languages.

To qualify to regularly visit a Hopelink market, you must live in our service area.

Call the Hopelink center nearest to where you live for more information or to make an appointment to register for a Hopelink Food Market. Visit hopelink.org/need-help/food to learn more.



Housing

Emergency family shelter

If your family is unhoused and does not have a place to live, you may be eligible for a Hopelink family shelter. Hopelink provides short-term housing and case management to assist your family in finding stable housing.

Transitional housing

Hopelink offers transitional housing programs in Bellevue, Redmond, Bothell and Duvall. During their time in the program, families work with a case manager to set and achieve goals, such as:

- | | |
|-------------------------|-----------------------|
| Employment | Legal concerns |
| Parenting | Education |
| Improving credit | Health |
| Money management | |

Please call 206.328.5900 (Eastside) or 206.934.6160 (North King County) for more housing information. Hopelink does not directly assign housing or determine eligibility.

Energy & Water Assistance

Energy program

Hopelink may be able to provide up to \$1,000 of your home heating costs each year. If you qualify for the program, you can receive assistance even if you are not behind on your bill and/or have not received a shut-off notice.

Water program

Hopelink may be able to provide up to \$2,500 toward past-due balances on your water and/or wastewater bills. This one-time grant may be able to bring your balance back up to \$0.

Scheduling online is the fastest and easiest way to get an appointment. Appointments are released each week on Mondays at 9 a.m., so this is the best time to try to schedule. If all appointments are filled, try again the following Monday. Please keep in mind that it may take several attempts before you can schedule an appointment.

To book an appointment and/or get more information about eligibility, go online to hopelink.org/energy or call 425.658.2592.

Family Development Program

Hopelink provides a Family Development Program for families looking to move toward self-sufficiency. Families meet regularly with a Family Development Case Manager and set short and long-term goals related to:

- | | |
|----------------------------------|-----------------------|
| Financial stability | Legal concerns |
| Employment | Education |
| Housing search assistance | Health |
| Parenting | Life skills |

To learn more please call the Intake Screening Line at 425.883.4755.

Hopelink Programs



Financial Capabilities

No matter your financial situation or goals, Hopelink's Financial Capabilities Program can provide reliable financial information and support.

Our financial coaches can help you with:

- Building your credit
- Prioritizing bills
- Budgeting
- Managing debt
- Avoiding scams and fraud

In-person, phone or video calls are available. Contact FinancialCoaching@hopelink.org or 425.250.3003.

Let's Talk About Credit. Ask questions and get answers in a small group setting. Join the discussion online November 2, from 7-8 p.m. Register at 1.kcls.org/CreditSeries.



Adult Education

GED and High School 21+

Earn your GED or high school diploma so you can get a better job, prepare for college or fulfill your personal goals!

In Hopelink's GED/High School+ program, you will either prepare for the GED exam or you will complete courses currently missing from your high school transcript. Whichever path you choose, you will improve your reading, writing, and math skills! We provide all of the study materials you will need and scholarships to cover the cost of GED testing. Our free classes are held four quarters every year: fall, winter, spring and summer. Students may enroll for one quarter or many. This autumn students attend class on Tuesdays and Thursdays in Redmond and Mondays on Zoom. Future class locations and times may vary.

For more information contact GED@hopelink.org or call 425.457.9685.

English for Work

English for Work is a free English language program for immigrants, refugees and asylees. Classes help people improve their speaking, listening, reading and writing skills and prepare for employment in the United States.

Students learn to:

- Set goals for work and school
- Speak about their skills and experience
- Search for a job
- Write a resume and cover letter
- Interview for a job
- Communicate with different people
- Study on the computer

Classes are best for intermediate- and advanced-level students. We can help you determine your English level.

Classes are held every winter, spring, summer and fall. Morning and evening options are available. In response to COVID-19, classes are being temporarily offered online.

To learn more, contact englishforwork@hopelink.org or 425.250.3007.



Employment Services

The Hopelink Employment Program helps people create short- and long-term employment goals. We do this by meeting with participants on a weekly basis to:

- Complete a career assessment
- Learn advanced job search strategies
- Prepare effective resumes & cover letters
- Apply for jobs
- Prepare for interviews
- Develop more skills to stay successful (post-hire)

For more information contact hep@hopelink.org or 425.250.3030.

Hopelink is hiring!

Visit our careers page to see available jobs.
hopelink.org/about-us/careers



Financial Assistance

Hopelink can help during a time of financial need. If you are experiencing a short-term financial crisis due to unexpected expenses, or if you need support to avoid eviction or pay the first month's rent, Hopelink's Financial Assistance Program may be able to help you. In order to qualify for this program, you must reside in the Hopelink service area and meet income eligibility requirements.

Eviction prevention

When a family is in danger of losing their home in a crisis, Hopelink offers a program that can help provide a portion of the funds needed to prevent eviction.

First month's rent

Hopelink offers a program that can help to pay a portion of the high costs of settling into a new residence. You must have a "move-in" agreement and be in north or east King County to qualify.

Financial resiliency

Hopelink's financial resiliency program provides households of all types with flexible financial assistance coupled with short-term case management. By providing financial support to help you pay for an unexpected expense, this program is designed to help you attain or maintain housing stability. The program can help you create short-term goals and a step-by-step action plan.

This program can help you:

- Connect with Hopelink services
- Receive community referrals
- Apply for public benefits
- Create a step-by-step action plan to achieve short-term goals

Contact your nearest Hopelink center to learn more.

Hopelink Welcomes Everyone

We want you to know that we work hard to be a safe haven for those who need help. We value all members of our community and welcome people from every country, ethnicity, religion, sexual orientation, gender identity and life experience. Hopelink does not share information with immigration enforcement and will defend the privacy rights of our clients.

You will find a safe place at Hopelink.

Hopelink gift program brings happier holidays

During this year's holiday season, Hopelink is committed to supporting families through the winter holidays and ensuring that everyone is able to safely participate in our holiday gift program.

Details on this year's holiday gift program will be available on the Hopelink website.

Warm soups for cold days!

With cooler temperatures, hot, tasty soup begins to sound more appealing and comforting. Here are two nutritious recipes that will warm you up and taste great!



Broccoli Cheddar Soup

A quick and creamy soup made from pantry staples

Serves 4

- 3 green onions or 1/2 small yellow onion, minced
- 3 tablespoons butter (or oil)
- 2 tablespoons all-purpose flour
- 1 head of broccoli (about 1 pound), chopped
- 5 cups warm milk (fresh, boxed or made from powdered milk)
- 1 teaspoon each: salt and prepared (or dried) mustard
- 2 teaspoons Worcestershire or soy sauce
- 1/4 teaspoon each: garlic powder and black or cayenne pepper
- 2 cups grated cheddar cheese

Heat 3 tablespoons butter or oil over medium heat in large pot. Add onion and cook stirring until soft, 3 -5 minutes. Sprinkle in flour and stir constantly for 1 minute. Remove pan from heat.

Slowly add milk 1 cup at a time, stirring or whisking constantly to keep flour mixture from clumping up.

Add broccoli and seasonings. Return to burner and cook over medium-low heat until milk is hot and broccoli is tender, about 20 minutes. Stir occasionally to prevent milk from scorching.

Remove soup from heat, stir in cheese to melt.

Serve with toast or crackers.

Greek Lentil Soup

Serves 6-8

- 2 tablespoons cooking oil
- 1 large onion, diced
- 3 cloves garlic, minced (or 1/2 teaspoon garlic powder)
- 1/2 cup each: sliced celery (2-3 stalks) and carrots (2 medium)
- 1 teaspoon each: powdered cumin and oregano
- 3 bay leaves
- 8 cups water or broth
- 16 oz. dried lentils
- 1 teaspoon salt
- 2 tablespoons vinegar or lemon juice
- Plain Greek yogurt (optional)

Sauté onion, garlic, celery and spices in oil in a large soup pot over medium-high heat for 3-5 minutes, until spices have browned and onion is softened and golden.

Stir in the water or broth and add the lentils to the pot. Bring to a boil and then reduce the heat and cook on low for 35-40 minutes, until the lentils are tender.

Add salt and vinegar or lemon juice.

Serve soup with a swirl of yogurt on top of each bowl.

Get assistance with your heating bill

The beginning of fall often signals cooler weather, and the need to turn on the heat. Hopelink can help cover your heating costs!

A household should never have to choose between heat and electricity or other necessities. Energy assistance funds can enable you to spend your money on other essential expenses such as food, healthcare or rent.

Hopelink may be able to provide up to \$1,000 of your home heating costs each year. If you qualify for the program, you can receive assistance even if you are not behind on your bill and have not received a shutoff notice. Limited funding is available to cover past-due water and sewer bills, up to \$2,500.

The program is now open for both new and returning clients, and you can begin applying for energy assistance grants for the 2022-23 season.

How to apply

In-person or phone appointments

Schedule an appointment on the Hopelink website, or call 425.658.2592. Scheduling online is the fastest and easiest way to get an appointment. If all appointments are filled, try again the following Monday.

The beginning of the season is always the busiest and it might be difficult to schedule an appointment at first, but don't stop trying. Limited in-person appointments are available.

Drop-off application

Another way to apply for energy assistance is to complete the application and return it – along with copies of the required documentation. You can drop off the packet at your local center, mail it in or email it to: energyprograms@hopelink.org.

You can also go to any center and ask for a packet, or download the application on our website. This is the best way to apply if you have received energy assistance from Hopelink in the past. Visit www.hopelink.org/energy for the drop-off application.

Eligibility

In order to receive energy assistance, you must live in the Hopelink service area and meet income eligibility guidelines. Visit www.hopelink.org/energy to determine whether you are eligible.

To learn more about the energy program, visit the Hopelink webpage or call your local center. You may also email questions to energyprograms@hopelink.org.

Adult education classes to jumpstart your future

Imagine leaving everything you know to start a life in a new country – during a pandemic! It can be challenging to begin building a community to help you navigate a new language and culture.

Hopelink's **English for Work** classes provide that connection. This program can help you build English communication skills along with others as you learn about the American workplace and practice the steps that will help you get a job. And classes are offered online, so transportation and childcare are not a barrier!

Recent graduates of the program share their thoughts:

"From day one I understood that [the] goal is to help me realize what I want to do in life and then help me find ways to get there."

"I joined a group of fraternal classmates and learned from them."

"Each unit provided something new to learn and to apply to my daily life."

"I started a new position last week. I felt so confident because I've learned so much from you all."

"Enrolling in English for work was the best decision I made!"

When joining a Hopelink **GED** class, some students need to change their work schedules and others have to find childcare, but everyone has to work up their nerve! It's not easy to pick up a math book again! Happily, the combination of students' determination, Hopelink's small and flexible classes and lots of personal attention pays off. Students quickly make progress and feel great about their learning.

Here is what they say:

"This has been the best experience in any class setting for success! There's no crazy rush that's huge for me and I'm enjoying learning because of it!"

"I'm very grateful that everyone is so kind."

"It is not only the fact of getting a high school diploma that pleases me the most. It is also all the things that I have been learning in class, and how comfortable I feel with English now."

"This class is a great opportunity for people to learn not only about the GED subjects but about so many other things."



Girmay Micael,
English for Work
volunteer teacher

Financial Corner

Making Your Money Matter

Donna O'Connor, Financial Coach

Managing your money during uncertain economic times

The financial impact of two+ years of a pandemic and unpredictable economy have made it hard to be sure of much – except that managing money through uncertain times can be scary and confusing.

One of the best ways to protect your finances and manage through difficult times is go back to basics. **Here are some tips to help manage money and build strong financial habits that will last:**

1. Evaluate your true financial picture. Before you can make any financial decisions, you really need to know which money or financial resources are coming into your household and how your money is being spent. Write it down and look for opportunities to make changes that are right for you and fit with your priorities.
2. Adjust where you can. Focus on what is in your control right now. Review which expenses have increased the most. Do you see any patterns? Can you reduce the cost of some services or put off some expenses for a little bit longer? Are there any opportunities to bring in extra income to cover some expenses?
3. Keep your tracking simple and consistent. Use tools to track your money that work for you, such as writing in a notebook, setting up a spreadsheet or using an app. If tracking your money becomes too complicated, it's likely you won't do it, so choose whatever works best for your learning style and keep tracking at least once a month - more often if money is tight.
4. Find resources that can help reduce expenses. There are many organizations and programs that can assist, including Hopelink. Visit a Hopelink Food Market to save on your food bill and talk with our energy and water program to learn more about ways to save on utilities. You can also search for other resources by city or zip code at <https://search.wa211.org/>.
5. Look for no-cost ways to reduce stress. Worrying about money can cause a lot of stress, which affects our emotional, physical and financial well-being. Find healthy ways to relieve stress – such as meditation or breathing exercises, go for a walk or talk with a trusted friend or family member. We are all facing pressure on our budgets, so sharing ideas and resources can relieve stress and connect to support you may not know about.

For more money management resources and cost-saving ideas, visit Hopelink's Financial Capabilities webpage at www.hopelink.org/need-help/financial-capabilities. You can also request an appointment with one of our financial coaches at no cost by emailing FinancialCoaching@hopelink.org or call **425.250.3003**.

Other Resources

Legal Help

The Eastside Legal Assistance Program (ELAP) is a non-profit legal aid organization that helps people in north and east King County with family law, immigration issues, bankruptcy and general law, as well as legal help for domestic violence throughout King County. Volunteer attorneys conduct 36 legal clinics every month, including one in-person clinic in Kent.

You may qualify for free legal clinics if:

- You live in King County, and
- You have an income that is less than 200% of the federal poverty level for your household size

To make an appointment to speak with an attorney at a free legal clinic, call the help line at 425.747.7274 (English) or 425.620.2778 (Español).

Legal clinics are one-time appointments to meet with an attorney to get resources or advice on a specific topic.

Eastside Baby Corner

Eastside Baby Corner (EBC) is a helpful resource that can help provide needed items for your children, so that you will be able to save money to pay other expenses. EBC serves more than 800 children each week; providing baby food, formula, diapers, clothing, cribs and car seats.

To place an order with Hopelink, you must be enrolled in one of our programs and have a child aged 12 or younger, and you must not be currently receiving EBC services through another organization.

Please contact your nearest Hopelink center for more information.

Express Credit Union Connection

Express Credit Union (ECU) has partnered with Hopelink to help you achieve your financial goals. ECU is a safe and affordable way to open a bank account with an insured financial institution that offers banking options geared toward the needs of low- and moderate-income families. Accounts may be opened with a social security number or ITIN.

Ask at any of our centers about how to connect with ECU or contact them directly at www.expresscu.org or call **206.622.1850** to make an appointment to open an account or apply for membership and/or loans.

Express Credit Union is federally insured by NCUA for deposits up to \$250,000.

Community Health Services

International Community Health Services (ICHS) staff and clinics can connect Hopelink clients with affordable medical, dental, vision and behavioral health care; including check-ups, prenatal care, immunizations, teeth cleanings and restoration, medication-assisted treatment for opioid addiction and specialty care referrals. Those without health insurance can receive help applying for a free or low-cost plan, as well as guidance on other assistance programs that may be available. ICHS offers a sliding-fee discount, and no one is denied care because of an inability to pay. **Call 206.788.3700 to make an appointment at an ICHS clinic.** Translation services provided in more than 70 languages.



Hopelink Transportation

Youth now ride for free!

The new program means that youth no longer have to pay for transit when boarding Metro buses, Sound Transit buses and Light Rail – as well as walking onto WSDOT ferries. Under the new program, youth with existing cards should register at myorca.com and ensure their birthdate is accurate. The card will remain free until their 19th birthday.

Youth who do not currently have an ORCA card are encouraged to register for a card to take advantage of this opportunity. If a youth does not have an ORCA card, they can use their school identification when boarding. No child will be turned away or penalized if they do not have an ORCA card.

How to apply for ORCA youth:

- Online at myORCA.com with proof of age.
- By mail, print and complete an application and mail it to the ORCA Regional Center, along with a copy of the youth's proof of age. Call **206.553.3000** for assistance.
- In-person, visit the Metro pass sales office at 201 S Jackson St., Seattle, WA 98104. It is not necessary for the youth to be present.

To prove the youth's age, use one of the following: student ID, state ID, driver's license or birth certificate.

If you have questions or need more information, call the Transportation Resources Line at **425.943.6760**.

Medicaid Transportation

Do you receive Medicaid assistance? Do you have an Apple health card and Provider One number? If so, Hopelink may be able to help you get rides to and from your medical appointments. MyRideOnline lets you cancel a trip, check on the status of a trip, and offer feedback about a past trip!

To schedule an appointment, please call:

In King County: 1.800.923.7433

In Snohomish County: 1.855.766.7433

Online: MyRideOnline.org

DART (Dial-A-Ride Transit)

King County Metro has contracted with Hopelink to operate DART (Dial-A-Ride Transit). DART buses have a set schedule like regular Metro Transit buses. In some areas of King County, the routes are flexible. This means they can pick up people who might not live near a regular Metro stop.

To make an appointment for a Metro DART ride, please call 1.866.261.3278.

For more information on Hopelink's transportation services, please call **425.943.6789**. TDD/TTY line: **1.800.246.1646** or go to hopelink.org/need-help/transportation/dart-ride-request to book a DART reservation online.

Community Van

Hopelink receives funds from King County Metro to run the Shoreline-Lake Forest Park and Duvall-Carnation Community Vans. Riders can share long and short trips with each other during days, evenings and weekends - depending on volunteer driver availability.

All trips require 2 riders minimum, and must start or end in the home city. We have 6- and 12-passenger vans that can travel anywhere, as long as the trip takes fewer than 2 hours, one way. Accessible Community Vans available on request.

Riders pay a standard Metro fare for a roundtrip using either Transit GO mobile tickets, any ORCA card with a monthly pass or human services bus tickets. Schedule your ride as early as possible by contacting your local Community Transportation Coordinator:

Duvall-Carnation or Shoreline-Lake Forest Park: Victor Londono-Quintero at 425.943.6721 or VLondonoQuintero@hopelink.org

Bothell-Woodinville: Kristi Dreesen at 425.352.5129 or krisdree@uw.edu

Kenmore-Kirkland: Blair Daly at 425.587.3924 or commvan@kirklandwa.gov

Mobility Help

Do you need help navigating our complex public transportation system? Want to learn more about the ORCA card and riding the bus? Discover solutions that fit your needs. Contact Hopelink Mobility Help to learn about your transportation options, including taxis, volunteer driver programs, ride sharing, and community transportation. **This is a free service.**

Contact Hopelink Mobility at 425.943.6760 ext. 2 or mobility@hopelink.org.

Find A Ride

Every trip is important, from a doctor's appointment to a ride to the grocery store. But, the perfect service can be difficult to find. Find A Ride is an online resource that will help you search and discover transportation options in King, Pierce and Snohomish Counties.

The Find A Ride network helps you learn about trip planning technology, locate different types of transportation and choose the best option for you. Create your best trip today at findaride.org. For more information, contact Hopelink Mobility at **425.943.6760 ext. 2** or mobility@hopelink.org.

Community Transportation Options

Contact the following providers for more information about their services.

Sound Generations Hyde Shuttle:
206.727.6262 or 1.877.415.3632 (toll-free)

Northshore Senior Center Transportation:
425.286.1026

Sound Generations Volunteer Transportation:
206.448.5740 or 800.282.5815 (toll-free)

Snoqualmie Valley Transportation
425.888.7001 or go online to svtbus.org

Sound Transit:
Call 888.889.6368 or TTY 711 or go online to soundtransit.org

Catholic Community Services of Western Washington:

Volunteer Chore Services: 206.328.5787
or 1.888.649.6850 (toll-free)

Metro Transit

metro.kingcounty.gov

Access Transportation: 206.263.3113 or TTY 711
accessibleservices@kingcounty.gov

Rideshare Operations: 888.814.1300 or TTY 800.833.6388
rideshare@rideshareonline.com

Half Price Taxi Fare Program (Taxi Scrip): 206.553.3000 or TTY 206.684.2029

Regional Reduced Fare Permit for seniors and people with disabilities: 206.553.3000 customer.comments@kingcounty.gov

HOW TO REACH US

Hopelink Centers

Bellevue Center

425.943.7555
14812 Main Street
Bellevue, WA 98007
Metro Route 245

Kirkland/Northshore Center

425.889.7880
11011 120th Ave NE
Kirkland, WA 98033
Metro Route 236

Redmond Center

425.869.6000
8990 154th Ave NE
Redmond, WA 98052
Metro Routes 930, 243, B-Line
5-min walk: Metro: 232
Sound Transit: 542, 545

Shoreline Center

206.440.7300
17837 Aurora Avenue N
Shoreline, WA 98133
Metro Routes 358, 330 & E-Line

Sno-Valley Center

425.333.4163
31957 E Commercial Street
Carnation, WA 98014
Use Snoqualmie Valley Shuttle
or request a ride at: svtbus.org
425.888.7001.

Hopelink Markets

Call your local center to register

Bellevue Center

Mondays & Thursdays 1 - 4 p.m. and 5 - 7 p.m.
Tuesdays & Wednesdays..... 10 a.m. - 3 p.m.
Fridays 10 a.m. - 1 p.m.

Kirkland/Northshore Center

Mondays 1 - 4 p.m.
Tuesdays & Thursdays 1 - 4 p.m. and 5 - 7 p.m.
Wednesdays..... 10 a.m. - 3 p.m.
Fridays 10 a.m. - 1 p.m.

Redmond Center

Mondays 1 - 4 p.m.
Tuesdays 10 a.m. - 3 p.m.
Wednesdays..... 1 - 4 p.m. and 5 - 7 p.m.
Thursdays 10 a.m. - 12 p.m.
Fridays Closed

Shoreline Center

Mondays Closed
Tuesdays 10 a.m. - 3 p.m.
Wednesdays..... 1 - 4 p.m. and 5 - 7 p.m.
Thursdays..... 1 - 4 p.m.
Fridays 10 a.m. - 1 p.m.

Sno-Valley Center

Mondays 4 - 6 p.m.
Tuesdays & Fridays..... Closed
Wednesdays..... 3 - 5 p.m.
Thursdays..... 10 a.m. - 12 p.m.

Note: Please check website for closures and schedule updates. If a holiday falls during the week, it may affect the food bank schedule. Please visit hopelink.org/need-help/food for more information.

OUR PROGRAMS



FOOD ASSISTANCE

Contact your nearest center



ENERGY ASSISTANCE

Call 425.658.2592



FAMILY DEVELOPMENT

Call 425.883.4755



FINANCIAL CAPABILITIES

Call 425.250.3003



FINANCIAL ASSISTANCE

Contact your nearest center



EMPLOYMENT SERVICES

Call 425.250.3030



TRANSPORTATION

Metro DART: 866.261.3278
Medicaid: 800.923.7433
Mobility Line: 425.943.6760



ADULT EDUCATION

English for Work:
425.250.3007

GED/High School+ Classes:
425.457.9685



HOUSING

Eastside:
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206.934.6160