

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 Hopelink Markets are again open to the public, enabling clients to shop for food in Bellevue, Carnation, Kirkland, Redmond and 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 homeless 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 focused on self-sufficiency, such as:

Employment
Parenting
Improving credit
Money management

Legal concerns
Education
Health

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
Employment
Housing search assistance
Parenting

Legal concerns
Education
Health
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.



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.

Our GED and High School 21+ classes are held year-round. Students attend class twice a week in Redmond, Kirkland or Bellevue. You may join any time, but first make an appointment to observe a class. We want to make sure our program is a good fit for you!

In Hopelink's GED and HS 21+ program, you will either prepare for the GED exam or you will complete courses currently missing from your high school transcript. Either way, you will improve your reading, writing, math and computer skills. In response to COVID-19, classes are temporarily being offered online.

For more information contact Debbie Margolis at dmargolis@hopelink.org or 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 Family Development Program can help you achieve your goals

Does life seem overwhelming?

Are financial troubles weighing you down?

Do you need help creating the life you want for your family?

Are you ready to work toward making lasting change in your life?

Hopelink's Family Development Program can provide ongoing support and encouragement while you work toward your goals. We work with families for up to two years on the issues that can be the most challenging, while helping you gain the knowledge and skills needed to continue your journey toward self-sufficiency even after you leave the program.

Case managers can help you to connect with your strengths, wisdom and expertise; helping you develop new skills and create strategies that will enable you to succeed and build a stronger future.

We will help your family set short- and long-term goals toward improving your finances, employment, housing, education and family relationships. We can connect you with resources, we will listen and support you in solving problems and we will work with you to achieve your goals.

If you live in north or east King County, are low-income and have at least one child under the age of 18 living with you, Hopelink's Family Development Program can help your family find important resources within your community that will help you make lasting change.

How do I sign up?

Call the intake line or complete an online contact form. Or visit your local Hopelink center.

What will happen when I call or submit the form?

You will need to leave a voicemail with your name, phone number, preferred language and the city you live in, and you will be called back within a week.

What happens at the first appointment, and how long does it take?

The first appointment will last 45-90 minutes. You will meet with an intake case manager to complete paperwork and provide eligibility documents (IDs, income information and proof of address).

What happens next?

Once you are signed up, a case manager will contact you to schedule a meeting, which will last about 90 minutes. Beginning with the first few appointments, you will work with your case manager to create a "goal plan" and map out the steps needed to achieve your goals. One of the unique aspects of Hopelink's Family Development Program is that we will work with you to help you reach YOUR goals – that's the best way we know to help you succeed!

Where do meetings take place?

We can meet with you remotely over Zoom or the phone or in any location that is convenient for you: your home, a library, coffee shop,

Hopelink center, office or another location. Meeting times can be flexible, and interpreters are available.

How often should I plan to meet?

You will be required to meet twice monthly, although weekly meetings are offered and encouraged.

What will I be expected to do between meetings?

You will be expected to work on the short- and long-term goals that you put together with your case manager. For example: Contact Catholic Community Services to complete intake for eviction prevention, schedule appointment with ELAP for legal help, meet with a college advisor, email a teacher to find out about your child's progress in school.

How long can I use this program?

You can receive family development support for up to two years and can leave the program at any time.

For more information or to enroll, call **425.883.4755**, or visit **hopelink.org/need-help/family-development**

Free school supplies!

Hopelink provides free backpacks, pens, paper and other basic school supplies for school-aged children. No appointment needed!

To qualify:

- Your household must have kids entering grades K-12 this fall.
- Children must attend schools within the Lake Washington, Riverview, Skykomish or Snoqualmie Valley School Districts.

If you are a food program client with a Hopelink Market appointment between August 15 and August 26, you can receive school supplies during your market appointment or during market hours below.

If you are not a client with Hopelink, you can still visit a market and receive supplies during your local market's drop-in shopping hours:

Kirkland center: 425.889.7880

August 15 and 22: 3 to 4 p.m.
August 17 and 24: 1 to 3 p.m.
August 16, 18, 23 and 25: 3 to 4 p.m.
and 6 to 7 p.m.
August 19, 26: 12 to 1 p.m.

Redmond center: 425.869.6000

August 15 and 22: 3 to 4 p.m.
August 16 and 23: 1 to 3 p.m.
August 17 and 24: 3 to 4 p.m.
and 6 to 7 p.m.
August 18 and 25: 11 a.m. to 12 p.m.

Sno-Valley center: 425.333.4163

August 15 and 22: 5 to 6 p.m.
August 17 and 24: 4 to 5 p.m.
August 18 and 25: 11 a.m. to 12 p.m.





Extra food available for kids during summer break

Kids need healthy food year-round to support learning and growth, but when school is out for the summer, many children miss out on breakfast and lunch. Hopelink provides extra food for families with elementary, middle and high school-aged children to ensure they have enough to eat during summer break. The program also helps parents handle the added cost of feeding children when school is not in session.

Additional foods offered through this program during the summer months include: milk, peanut butter, jelly, fresh fruit, carrots, mac & cheese and snacks. The amount of food you can receive will vary depending on the number of children in your household.

Additional food is available through September 2, at all five Hopelink Markets (see back page for locations). The extra food is available to households with children who are entering grades K-12.

To receive the extra food, you will first need to enroll to shop at a Hopelink Market. Contact the Hopelink center nearest to where you live.

Some cities also offer the Summer Food Service Program, which offers free lunches to students. These are typically held at community sites such as schools, churches or parks. Visit www.summerfood.usda.gov to find a summer meal program near you!

Hopelink food banks are now Hopelink Markets!

Hopelink Markets reopened to guests in early May, for the first time since the beginning of the pandemic in March 2020. Visitors who have been to a Hopelink food bank in the past will notice a number of new features designed to make shopping easier. One exciting change is that guests no longer have to check out when they are finished shopping!

Hopelink has market locations in Bellevue, Carnation, Kirkland, Redmond and Shoreline that serve these cities and their surrounding communities. Registered clients may visit twice monthly and choose their own food and non-food items.

The food available always includes fresh fruits and vegetables, bakery items, and prepared entrees and sides such as sandwiches, wraps, salads and dips, with many different offerings each week. Canned

fruits and vegetables, pasta, peanut butter, rice, beans, soup and tuna – among many other foods – are readily available at each location.

In addition, paper products, soap, toothpaste, diapers, pet food and similar items are often available. On average, a family of four will be able to take home about \$200 worth of food from one Hopelink Market visit!

Call the Hopelink center nearest to where you live for more information or to make an appointment to register for the market.

Hopelink Mobile Market continues to grow

The Mobile Market currently makes regular stops at 10 locations in Bothell, Duvall, Fall City, Kenmore, Skykomish and Woodinville. Stops include:

- Bothell Senior Center
- Cascadia Community College
- Fall City Library
- Kenmore Senior Center
- Lake Hills Elementary School
- Avondale Park
- Woodinville downtown

The Mobile Market now offers frozen foods, as well as dairy and other refrigerated items! For more information and the schedule of stops, visit hopelink.org/need-help/mobile-market or facebook.com/hopelinkmobilemarket



Financial Corner

Making Your Money Matter
Donna O'Connor, Financial Coach

Big changes to medical debt reporting and surprise medical bills

No more surprise medical bills

On January 1, a new federal law took effect that protects consumers from surprise medical bills – an unexpected bill, often for services received from a health care provider or facility that you did not know was out-of-network until you were billed. This new law bans:

- Surprise bills for emergency services from an out-of-network provider or facility and without prior authorization.
- Out-of-network cost-sharing, such as out-of-network coinsurance or copayments, for all emergency and some non-emergency services.
- Out-of-network charges and balance bills for supplemental care, like radiology or anesthesiology, by out-of-network providers that work at an in-network facility.

If you have coverage through Medicare, Medicaid, Indian Health Services, Veterans Affairs Health Care or TRICARE, you should already be protected against surprise medical billing.

If you don't have insurance, these new rules make sure you get an estimate of how much your care will cost, before you get care. They also allow you to file a dispute if you are charged more than \$400 above the estimate.

Changes to medical debt reporting

The three major credit reporting bureaus - Experian, Equifax, and TransUnion — are removing nearly 70% of medical debt from consumer credit reports. **On July 1, 2022 the following changes to medical debt reported on your credit report take effect:**

- **Medical debts that have already been paid will be removed from credit reports.** This change means you no longer have to wait seven years for the debt to disappear from your credit report.
- **Unpaid medical debt will not be reported on credit reports for 12 months.** This change will allow more time for you to work out insurance or billing issues.

Also coming in the first half of 2023, credit bureaus will begin removing all medical collection debt under \$500 from credit reports.

These changes are a welcome relief and consumers should see an increase in their credit scores.

Here are three steps you can take now to make sure medical debt is not affecting your credit score:

1. Request a copy of your credit reports from Equifax, Experian and TransUnion on AnnualCreditReport.com.
2. Check to see if any medical debt is reported.
3. Dispute medical debt on your credit report that shouldn't be there.

Contact Hopelink's Financial Capabilities Program at 425.250.3003 or visit hopelink.org to meet with a financial coach.

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

New ORCA website

On May 16, the new ORCA system began for transit customers across the Puget Sound region, with a new **myORCA.com** website, smartphone app and the ability to immediately add funds to your ORCA card. All current ORCA cards – including youth, senior, ORCA LIFT and reduced fare cards – work with the new system. Current ORCA card holders do not need to get a new card but are encouraged to register their cards on the new website.

New ORCA features include:

- A new ORCA website, **myORCA.com**, which enables card holders to quickly add funds to their account, access the system using a mobile phone, access more payment options and manage multiple cards. This new site replaces the current ORCAcard.com site.
- A smartphone app. Customers can manage their ORCA account from any location 24/7 and access the same features that are available on the new website. The app is available on Apple's app store and the Google Play store. Cardholders can still add cash to their cards at vending machines, customer service locations and participating retailers. Visit **myORCA.com** to learn more about upcoming improvements, create your new account and sign up for project updates

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 425.943.6751 or
VLondonoQuintero@hopelink.org

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

Kenmore-North 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 3
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 SERVICES

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 SERVICES

Eastside:
206.328.5900
North King County:
206.934.6160