Food, financial assistance, other Hopelink support can help during coronavirus

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“And once the storm is over, you won’t remember how you made it through, how you managed to survive. You won’t even be sure, whether the storm is really over. But one thing is certain. When you come out of the storm, you won’t be the same person who walked in.” – Haruki Murakami

Featured Story

⊙ Hopelink can help you find the job that’s right for you

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Where to Look for Help

Hopelink is here to help you. During the coronavirus pandemic, all services are still available online or over the phone, and all five centers are providing food. All Hopelink center buildings are temporarily closed to the public.

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.

Housing Programs

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. Please call 206.328.5900 (Eastside) or 206.934.6160 (North King County) for more information.

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 information.

Energy Assistance Programs

Hopelink administers two grants to help with your home heating costs, with each grant ranging from $100-$1,000 annually if you qualify. You do not need to be behind on your bill payments or have a disconnect notice to get a grant. Eligibility is based on recent average income.

Payments can help pay for various heat sources, including gas, electricity, oil, wood or propane. Funding is currently plentiful and we encourage those living in the Hopelink service area to apply.

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

Financial Capabilities

Hopelink’s Financial Capabilities program provides tools and services to help you attain financial stability.

Free Classes

Hopelink offers free financial education classes throughout the year on topics including credit, banking, debt management, budgeting and money management.

Financial Coaching

Free and confidential 1:1 financial coaching services are available by phone or video conference. Sessions will focus on your needs, and will provide the support, encouragement, accountability and resources needed to help you achieve your financial goals.

Contact Hopelink’s Financial Capabilities Program at 425.250.3003 or FinancialCoaching@hopelink.org.
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 425.883.4755.

Adult Education

GED

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.

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. In response to COVID-19, classes are being offered online.

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 offered online. We will offer classes at Hopelink centers in Shoreline, Kirkland, Redmond and Bellevue when it is safer for public health.

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 Employment Help Desk

The Employment Help Desks at the Shoreline, Bothell and Kirkland Libraries are closed until further notice. Please check the Hopelink website at www.hopelink.org or the King County Library webpage https://kcls.org for information on when the Help Desks will re-open.

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 can help you find the job that’s right for you

Are you searching for a new job or a career? Do you think you are not qualified for employment or lack the specific skills needed to obtain a satisfying, meaningful job? Hopelink can help! A Hopelink Employment Specialist can help you find your “transferable skills,” that is, your particular skills that can transfer from one job or experience to another.

For example, have you ever volunteered at your child’s school? Your transferable skills may include knowing how to work with children and teens, understanding how to interact and work with many different types of personalities and a general understanding of the various departments of a school. With these skills, you could possibly work in a public school, an office, or a community-based program for children.

Another example of transferrable skills could be experience gained from being the treasurer of your book club. You may have the skills to work at a bank, at a store as a cashier or at your local library. Most likely, you are more qualified than you think!

Alright, so how do you get started with finding that next career?

Hopelink offers employment services to clients who are unemployed or underemployed and want to work. The Hopelink Employment Program can help you, and it’s free! To protect the health and safety of clients and staff during the COVID-19 pandemic, Hopelink Employment Specialists provide one-on-one job coaching over the phone, by email and through online conferencing. Even during this time of uncertainty, we can help you with your career goals.

Together, we can help you find and understand your strengths and learn how to use these strengths for interviews, resumes, applications, cover letter writing and talking to employers. Starting with the first meeting, we will help you map out a customized employment plan to help you get started on your job search.

The Hopelink Employment team is always searching for community resources and employers to meet our clients needs. Hopelink is not a staffing company; however, we can assist you with local and national employment trends, what positions corporations are hiring for and how you can best connect with these jobs and industries.

Tune up your resume with free remote resume review

The Hopelink Employment Program has created a new and free service to assist those whose employment may have been affected by COVID-19. To assist in navigating the current job market, Hopelink is offering a one-time remote resume review service by phone, email or video conference.

This service includes a comprehensive assessment of your current resume by an Employment Specialist. Information on community resources, benefits and access to additional job coaching services are available for those who qualify. The Employment Specialist will review your resume, suggest possible changes (if needed) and help turn your resume into a memorable, stand-out document that will demonstrate to recruiters the many reasons why you should be interviewed for a job! Whether you just updated your resume or haven’t looked it over in years, our team of specialists are eager to help you create a strong, persuasive document that showcases your skills and strengths.

To sign up, visit [www.hopelink.org/need-help/employment](http://www.hopelink.org/need-help/employment) and fill out the “Remote Resume Review Sign-up” form. You will be asked for some initial information to process your request. We will also ask a few simple questions to better help us help you in your job search. You will then be asked to submit your resume. Your request will be reviewed within two business days.

The Hopelink Employment Program provides one-on-one job coaching and meets with participants weekly. We can help you with resumes, cover letters, job search strategies, career assessments and much more. Together, we will help you with your employment goals.

If you do not have a resume and/or would like to enroll in our job coaching program, please email HEP@hopelink.org or call 425.250.3030 to see if you qualify for the program.

Free financial advice can help you cope during uncertain times

Hopelink’s Financial Capabilities Program is here to help provide reliable financial information and support during the COVID-19 pandemic.

Our financial coach can help you with:

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

Phone or video calls are available. Email FinancialCoaching@hopelink.org or call 425.250.3003.
Peaches & Cream Popsicles

The Washington State Department of Agriculture has teamed up with the state Department of Health to provide a number of simple recipes using some of the ingredients found in food banks.

Ingredients:

- 1 - 15 oz. can of peaches, drained
- 1 cup 1% low-fat milk (UHT)
- 1 cup low-fat yogurt
- 1 banana

Directions:

1. Put all ingredients into a blender.
2. Blend until smooth.
3. Pour mixture into popsicle molds, ice cube trays, or paper cups and insert popsicle sticks or straws.
4. Freeze for a minimum of 4 hours.

Recipe adapted from The University of Rhode Island SNAP-Ed You “Can” Cook cookbook.

Financial assistance may be available to help weather this storm

The coronavirus pandemic has turned our world upside down. If you have lost your job and are struggling to make ends meet, or are concerned you won’t be able to pay the rent, Hopelink may be able to help.

Hopelink’s Financial Assistance Program operates year-round, but it seems especially important during this difficult time.

The program may be able to help if you are experiencing a short-term financial crisis because of an unexpected expense or another unforeseen situation. Support may help prevent eviction from your current housing, help you move into a new place, or address another basic need that is a result of an unanticipated financial shock. To be eligible you must meet income, service area and situational requirements.

In addition to housing support, Hopelink’s Financial Assistance Program can help pay for utilities such as heat, electricity and water in some situations.

How does the program work?

When you call your local center, you will speak with someone who will ask you a few questions about your situation.

You will be asked about household size, income, what led to the need for assistance as well as the amount of the need you are requesting assistance for. You will need to reside in or have a connection to the service area of the center you’re calling, and you should be prepared to document your situation if an application appointment is scheduled.

If you are approved for assistance and funds are available, the money will be sent directly to the vendor/landlord. You will not receive direct payment of funds through this program. If the amount needed exceeds what is available, you will need to come up with a payment plan for the remaining balance.

Financial Resiliency Program

By providing flexible financial assistance paired with case management for an unexpected expense, Hopelink’s Financial Resiliency Program is designed to help you reach and maintain housing stability. We work with you to create short-term goals and a step-by-step action plan that can help you connect with Hopelink services, receive community referrals, apply for public benefits and help you develop other tools for stability.

Contact your nearest Hopelink service center to learn more.

Food available at all Hopelink centers

While Hopelink centers are closed to the public, all five food banks are continuing to provide groceries to those who need food.

The pre-packed boxes – as well as some fresh foods – include enough food for about 21 meals.

Hopelink centers in Bellevue, Carnation, Kirkland, Redmond and Shoreline are providing food at the following days and times:

- Tuesdays, 12 – 4 p.m.
- Wednesdays, 3 – 7 p.m.
- Thursdays, 10 a.m. – 2 p.m.

Hopelink Mobile Market visiting 12 local communities

If you’re unable to travel to a Hopelink food bank, the Hopelink Mobile Market may be traveling to your neighborhood! The truck provides the same pre-packed boxes of food – plus additional fresh items – as Hopelink food banks, with safe stops at various locations on Tuesdays, Wednesdays and Thursdays.

The Mobile Market currently makes regular stops every other week at:

- Bothell United Methodist Church
- UW Bothell
- Cascadia College (Bothell)
- Duvall Depot Park
- Fall City Library
- Kenmore Community Church
- Kenmore Senior Center
- Lake Hills Elementary School (Bellevue)
- Redmond United Methodist Church
- Skykomish Masonic Temple
- Woodinville – Downtown
- Woodinville Library

For more information and a full schedule of stops, visit hopelink.org/mobile-market. The Hopelink Mobile Market is also on Facebook.
Helping kids on their journey to financial wellness

Children learn financial behaviors by watching and listening: the way we earn, shop, save, borrow – even how we talk about money. And the single biggest influence on their money habits, skills and attitudes are parents and caregivers. You don’t need to be a financial expert to help kids start out strong. Here are three age-specific ways you can help children on their journey to adult financial well-being:

**Ages 3-5**

Teach them patience, planning ahead and making tradeoffs. Help kids learn to stay focused, make plans, follow directions, complete tasks and solve problems. Children develop these abilities as early as age 3, and continue building them throughout childhood.

- Use pretend play to shop or start a business.
- Play sorting and counting games.
- Decorate a money jar and save for a treat of their choice.
- Read age-appropriate books and watch videos about money topics.

**Ages 6-11**

Help them understand the money world around them and develop strong financial habits. Kids at this age begin to interact with the financial world around them. Help them develop habits that shape how they earn, save and shop. Their peers are important, but parents and caregivers are still the most important role model in their financial world.

- Use real-life experience like opening a savings account.
- Set a goal together and talk about the steps it will take to reach that goal.
- Teach them to pause and think before making quick add-on or one-click purchases inside a game.
- Have conversations often about keeping personal information private.

**Ages 12-21**

Talk through real-life choices and compare options to help build financial decision-making skills. Making their own financial decisions starts to set teens and young adults apart. Help them find ways to make money choices, experience natural consequences and reflect on their decisions.

- Reinforce the power of informed financial decision-making and not let advertisers or “bargains” take that power away.
- Talk about the importance of building credit and use credit as an asset.
- Use a credit card repayment calculator to show how long it could take to repay credit card debt by making the minimum monthly payments.

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

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### 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 24 legal clinics every month in Bellevue, Redmond, Kirkland and Issaquah, including an Immigration Legal Clinic at Hopelink’s Bellevue center twice a month, and a family and general law clinic at the Kirkland center twice a month. Additional clinics meet at other eastside locations. ELAP also holds free public lectures on various legal issues in public libraries, community centers and schools.

To make an appointment for a free 30-minute consultation with an attorney, call 425.747.7274 Monday-Friday from 10 a.m. to 1 p.m. This line is available in both English and Spanish, and through the use of telephonic interpreter services, ELAP is able to accommodate most other languages as well.

#### 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.expesscu.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 health care 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 50 languages.

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Contact Hopelink’s Financial Capabilities Program at 425.250.3003 or visit hopelink.org to meet with a financial coach.
Community Transportation Coordinator:
Schedule your ride as early as possible by contacting your local Community Vans available on request. Riders pay a standard Metro long as the trip takes fewer than 2 hours, one way. Accessible We have 6- and 12-passenger vans that can travel anywhere, as require 2 riders minimum, and must start or end in the home city. and weekends - depending on volunteer driver availability. All trips share long and short trips with each other during days, evenings Shoreline-Lake Forest Park and Duvall Community Vans. Riders can Hopelink receives funds from King County Metro to run the approximately as possible about service operations, as trip-planning apps may not be the most current. King County Metro and Sound Transit are recommending that riders use public transit only for essential trips, while also maintaining a safe social distance of at least six feet. As of June 26, all Washington residents are required to wear a face covering while waiting in line for or riding on public transportation or paratransit, or while riding in a taxi, private car service, ride-sharing vehicle, or other for-hire vehicle. Bus riders also are encouraged to board buses using the rear door if able. Both King County Metro and Sound Transit are doing their best to ensure transit services are safe and available for those who rely on public transportation, including sanitizing more frequently and paying particular attention to areas considered high “touch points” for passengers. As conditions improve, both transit agencies will continue to make decisions in a way that maximizes safety for all and facilitates use of public transportation services.

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 (Demand Area Response Transit)
King County Metro has hired Hopelink to operate DART (Demand Area Response 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 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 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 krisdreeuw.edu
Kenmore-North Kirkland: Armaghan Baghoori at 425.587.3924 or Abaghoori@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 / 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 / TTY 711
accessibleservices@kingcounty.gov

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

Half Price Taxi Fare Program (Taxi Scip): 206.553.3000 / TTY 206.684.2029

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

**Bellevue Center**
- Tuesdays: 12 - 4 p.m.
- Wednesdays: 3 - 7 p.m.
- Thursdays: 10 a.m. to 2 p.m.

**Kirkland/Northshore Center**
- Tuesdays: 12 - 4 p.m.
- Wednesdays: 3 - 7 p.m.
- Thursdays: 10 a.m. to 2 p.m.

**Redmond Center**
- Tuesdays: 12 - 4 p.m.
- Wednesdays: 3 - 7 p.m.
- Thursdays: 10 a.m. to 2 p.m.

**Shoreline Center**
- Tuesdays: 12 - 4 p.m.
- Wednesdays: 3 - 7 p.m.
- Thursdays: 10 a.m. to 2 p.m.

**Sno-Valley Center**
- Tuesdays: 12 - 4 p.m.
- Wednesdays: 3 - 7 p.m.
- Thursdays: 10 a.m. to 2 p.m.

Note: While Hopelink centers are closed to the public, all food banks are providing pre-packed boxes of food at outside entrances. Please check hopelink.org for the most up-to-date hours.