

hopelink Connections

The quarterly newsletter of Hopelink's services

SPRING 2022



"Courage doesn't always roar. Sometimes courage is the quiet voice at the end of the day saying 'I will try again tomorrow.'"

– Mary Anne Radmacher

Featured Story

➤ **Financial coaching available**

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Hopelink Programs



Food Assistance

All five centers include Hopelink Markets where clients can shop for food. Visit hopelink.org/need-help/food for current food distribution hours.



Financial Capabilities

If you feel overwhelmed by your financial situation or just want to learn more about how to successfully manage your money, we are here to help! Schedule an appointment with one of our financial coaches by calling **425.250.3003** or email FinancialCoaching@hopelink.org.



Family Development Program

Case managers are holding phone appointments. If you are interested in family case management, call **425.883.4755**.



Energy & Water Assistance

Schedule an energy appointment by calling **425.658.2592** or at hopelink.org/need-help/energy. All appointments will be held over the phone.



Financial Assistance

Call your local center to request assistance. Appointments will be provided over the phone.



Adult Education

You can become a Hopelink student! Join our GED/High School+ program to prepare to earn your GED or high school diploma. For more information, contact Debbie at dmargolis@hopelink.org or **425.457.9685**. Join our English for Work program to improve your English language skills and prepare for employment. For more information, email englishforwork@hopelink.org or call **425-250-3007**.



Housing

Hopelink housing units are filled using King County's Coordinated Entry for All system. Find your Regional Access Point at hopelink.org/need-help/housing.



Employment Program

We are actively enrolling new participants and providing virtual and in-person job coaching services! One-time employment consultation services are available for job seekers. Email HEP@hopelink.org or call **425.250.3030**.



Transportation

Non-Emergency Medical Transportation services are running normally. Go to hopelink.org/need-help/transportation/medicaid-transportation for more information. Mobility transportation resources are still available by phone or email. For trip planning, transportation availability updates, or help understanding how to get around, call **425.943.6760** or email Mobility@hopelink.org.

Hopelink markets are open

Welcome back! Hopelink food banks are now called Hopelink markets, and guests are once again able to come inside and shop for packaged and canned goods, fresh and frozen items, bakery products and produce, as well as household goods and pet food.

And there is now more flexibility with scheduling – clients can make an appointment for two visits every month, on any of the days the food markets are open. Also new with the reopening: Unlike supermarkets, we make your shopping experience easy – there is no need to check out!

Free financial coaching available

If you feel overwhelmed by your financial situation or just want to learn more about how to successfully manage your money, we are here to help! Our Financial Capabilities Program offers free Financial Coaching and Financial Education. We can work with you on such topics as:

- Reviewing your credit report and helping you build your credit.
- Opening a bank account and manage your money.
- Protecting your finances during uncertain times.
- Prioritizing your bills and managing your debt.
- Establishing a savings plan.
- Protecting your identity and preventing fraud.
- Teaching your children about money.

Hopelink's financial coaching is free to anyone living in north and east King County. Talk with a financial coach today by calling **425-250-3003**, or email FinancialCoaching@hopelink.org.

Hopelink can help with your utility bills

Hopelink's Energy Assistance Program gives you money toward your heating, energy and water bills. Grants can help pay for heat sources including gas, electricity, oil, wood or propane. We also now have grants available to help with outstanding water and/or wastewater bills for residents who receive their bills directly from a water utility! Anyone who meets the income requirements is encouraged to apply.

How to apply

Schedule an appointment at www.Hopelink.org/energy, or call **425.658.2592**. Scheduling online is the fastest and easiest way to get an appointment. If all spots are filled, try again the following Monday morning. It may take more than one try to get scheduled due to high demand, but funding will be available well into 2022.

Currently, all appointments are conducted over the telephone. After your appointment, application documents can be mailed, submitted electronically or deposited in secure drop boxes outside Hopelink centers.

Eligibility

To receive energy assistance, you must live in the Hopelink service area and meet income eligibility guidelines.

Visit www.hopelink.org/energy to learn more.

Money is available to help keep you in your home

Hopelink's financial assistance program continues to provide rental assistance – along with flexible financial assistance – to those

affected by the coronavirus pandemic or experiencing housing instability. For eligible households and based on funding availability, you may qualify for up to three month's rent, or \$3,000 per household. All appointments are conducted over the phone. Call your local center to be added to a monthly request list.

Transportation options

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 krisdree@uw.edu

Kenmore-North Kirkland: 425.587.3924 or email communityvan@algonawa.gov

Transportation Resources Line

Hopelink Mobility can help to learn about your transportation options, including taxis, volunteer driver programs, ride sharing, and community transportation. Call **425.943.6760** or email mobility@hopelink.org.

Find A Ride

Find A Ride is an online resource that will help you search and discover transportation options in King, Pierce and Snohomish Counties. Contact Hopelink Mobility at **425.943.6760** or mobility@hopelink.org.

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

Please check website for closures and schedule updates.

- Bellevue Hopelink Market**
Call to schedule an appointment to complete our registration process for the Bellevue Market (425) 943-7555
 - Kirkland Hopelink Market**
Call to schedule an appointment to complete our registration process for the Kirkland Market (425) 889-7880
 - Redmond Hopelink Market**
Call to schedule an appointment to complete our registration process for the Redmond Market (425) 869-6000
 - Shoreline Hopelink Market**
Call to schedule an appointment to complete our registration process for the Shoreline Market (206) 440-7300
 - Sno-Valley Hopelink Market**
Call to schedule an appointment to complete our registration process for the Sno-Valley Market (425) 333-4163
- ▶ 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