Do you need support due to COVID-19? Hopelink can help!

Money is available to help keep you in your home

In this issue:

- All Hopelink programs are available
- Many ways to get food
Hopelink Help and Programs

While our centers are temporarily closed to the public, Hopelink is still providing services!

Here's how to get involved:

**Food**
Prepackaged boxes of food are available for pick-up at all five Hopelink centers. Visit hopelink.org/need-help/food for current food distribution hours.

**Financial Capabilities**
Connect with our Financial Coach for help with prioritizing bills and protecting your finances. Phone or video call appointments are available. Call 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 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**
Classes are now being offered remotely, and we are accepting new students! For information about GED classes, email DMargolis@hopelink.org. For information about English for Work classes, email EnglishForWork@hopelink.org.

**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 remote job coaching services! Virtual workshops and resume review services are available for any job seeker impacted by COVID-19. 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.
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.

<table>
<thead>
<tr>
<th>Location</th>
<th>Phone Number</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Redmond</td>
<td>425.869.6000</td>
<td>8990 154th Ave. NE Redmond, WA 98052</td>
</tr>
<tr>
<td>Bellevue</td>
<td>425.943.7555</td>
<td>14812 Main St. Bellevue, WA 98007</td>
</tr>
<tr>
<td>Kirkland/Northshore</td>
<td>425.889.7880</td>
<td>11011 120th Ave. NE Kirkland, WA 98033</td>
</tr>
<tr>
<td>Shoreline</td>
<td>206.440.7300</td>
<td>17837 Aurora Ave. N Shoreline, WA 98133</td>
</tr>
<tr>
<td>Sno-Valley</td>
<td>425.333.4163</td>
<td>31957 E Commercial St. Carnation, WA 98014</td>
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See page 5 for bus route information to all centers.

Mobile Market

Hopelink’s Mobile Market is currently open at community sites across north and east King County. You can expect to receive a variety of fresh and shelf-stable foods that rotate weekly. All are welcome, and you do not need a prior appointment to participate. We invite you to visit the location nearest to you two times per month.

We welcome all people and ask that you wear a mask and maintain social distancing. For event schedule and information, email food@hopelink.org or visit www.facebook.com/HopelinkMobileMarket

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.

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.

Food Bank

Hopelink has food banks in Bellevue, Carnation, Kirkland, Redmond and Shoreline. During the coronavirus pandemic, we are safely distributing pre-packed boxes of food in all five locations, along with many fresh items that rotate weekly.

All are welcome. To receive food, visit any Hopelink location during regular food bank hours (see food bank hours on page 5). You do not need a prior appointment. We invite you to visit the site nearest to you two times per month (more food is available upon request).

We ask that you wear a mask and maintain social distancing when picking up food. Home delivery service is available for those who are homebound. If you have questions, please email food@hopelink.org, or call your local center.
Community Transportation Coordinator: Schedule your ride as early as possible by contacting your local ORCA card with a monthly pass or human services bus tickets. The fare for a roundtrip using either Transit GO mobile tickets, any Community Vans available on request. Riders pay a standard Metro fare as long as the trip takes fewer than 2 hours, one way. Accessible We have 6- and 12-passenger vans that can travel anywhere, as required 2 riders minimum, and must start or end in the home city. 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:

Bothell-Woodinville: Kristi Dreesen at 425.352.5129 or krisdree@uw.edu
Kenmore-North Kirkland: Armghan Baghoori at 425.587.3924 or Abaghoori@kirklandwa.gov

Transportation Resources Line
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.
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 svbus.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 Scrip): 206.553.3000 / TTY 206.684.2029
Regional Reduced Fare Permit for seniors and people with disabilities: 206.553.3000 customer.comments@kingcounty.gov

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: Armghan Baghoori at 425.587.3924 or Abaghoori@kirklandwa.gov
TEMPORARY FOOD BANK HOURS

Please check website for holiday hours and schedule updates.

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

Note: During the coronavirus pandemic, Hopelink center buildings are closed to the public, but staff are still working and available by phone or email. For more information, email food@hopelink.org or call your local center.