Cover Story

Lisa had already faced a number of challenges, but when her husband passed away after a long illness five years ago, she felt lost. Learn how Lisa built a new foundation for herself and her son, beginning on page 11.

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What's New

The promise of just one phone call or one click on a website as a ticket to ride a number of transportation options is what's new this issue.

Although Hopelink's One-Call/One-Click project won't be fully operational for another 18 months or so, the nuts and bolts are already being tweaked into place, and user testing is planned for next summer.

Through the project, one call or one internet click will trigger a process of matching a user's needs and eligibility with all available options - avoiding multiple phone calls or a sometimes dizzying list of webpages and links.

Learn more on page 8.
Being the light

Message from the CEO

I have been with Hopelink for almost eight months and have seen the seasons change from spring, to summer and then fall. For months I have heard about the dark and rainy time that is to come. I keep asking everyone, “Is this the darkness people talk about?” and everyone keeps telling me “no.”

As a newer resident, I have tried to do all I can to prepare for the dark and rainy season and anticipate the experience. However, the truth is, I won’t know until I experience it. People have given me great advice on how to prepare – like getting out in the rain, sun lamps and increased Vitamin D intake.

As we enter the dark, cold, rainy season and holidays, my hope is that as a community we remember how powerful it is to show kindness to one another. Let us focus on the power of community and the strength that comes from showing up for one another.

Hopelink supports the community and can benefit from you giving your time. When our clients come to our doors, it warms their hearts to see a smiling face, and experience the compassion and care you share with them.

The darkness is not a time for us to retreat, it’s a time for us to be the light and become a beacon for our neighbors and loved ones. When you light the path for others, that light shines on you as well.

During this season of gratitude, I want to thank you for sharing this journey with us.

Your time, talents, resources and commitment to our community continue to be the light that guides our work.

Yours in service,

Dr. Catherine Cushinberry
Hopelink CEO

Community in Action

The Muckleshoot Charitable Fund

The Muckleshoot Indian Tribe has long understood the importance of being proactive in meeting the needs of the community, and has prioritized grants to organizations throughout the region that address unique local and regional issues. In the face of the coronavirus pandemic, Hopelink applied for a general operating grant from The Muckleshoot Charitable Fund to assist with the increasing demand for services. Not only was the request approved, but the award was for more dollars than had been asked for.

For sponsorship opportunities, please contact: Pam Cabrera
425.897.3718 | PCabrera@hopelink.org

For food and fund drives, please contact: Liz Waesche
425.897.3721 | EWaesche@hopelink.org
Akamai Technologies

Akamai Technologies organized an online fundraiser this fall to help fund Hopelink’s food and financial assistance programs. Organized in celebration of Danny Lewin Community Care Days – and with the support of employees, friends and family – they reached their goal. Akamai Technologies is in Bellevue and is the world’s largest edge platform providing security.

Graham

This year’s Graham One Walk event on July 24-25 encouraged employees to walk/run/bike (any activity) to promote physical well-being and the One Graham mantra, all while fighting hunger in the local community. For the second year, Graham donated $50 to Hopelink for every employee who participated in the One Walk event. More than 74 percent of the employees participated this year; walking, hiking, golfing, kayaking and even paddleboarding.

PAC Worldwide

PAC Worldwide has been a generous Hopelink supporter for the past five years, and this summer donated to Hopelink’s school supplies campaign. PAC Worldwide staff around the country collected school supplies and backpacks and donated them to a local partner. In Redmond, that effort brought in 99 backpacks filled with new school supplies for Hopelink families.

4-Corners

The neighborhoods that comprise 4-Corners in Shoreline - Hillwood, Innis Arden, Richmond Beach and Richmond Highlands - have long been dedicated to philanthropic work and have supported Hopelink since 2014. This summer, the neighbors participated in Hopelink’s annual End Family Hunger campaign, holding an online fundraiser to help ensure that local families would have enough to eat during the summer months. With generous community help, the group easily surpassed their goal!
Winona Kim is excited about her carload of groceries.

“It’s 700 pounds of food,” she said. “And look at all of the fresh meat – even Wagyu beef!”

Kim hadn’t just made a trip to the warehouse store. She’s a Hopelink grocery rescue volunteer, one of more than five dozen who collect over 2,500 pounds of food from local stores every week.

For Hopelink clients, that means fresh produce – including items such as avocados and artichokes that are rarely available at food banks – as well as bread, deli and dairy items and meat. Rescuing perfectly good food items that would otherwise land in dumpsters adds to both supply and selection.

For Kim, the variety is part of the adventure.

“I look forward to my Hopelink days,” she said. “In part because you have no clue just what you’ll be delivering that day. I’ve had my car filled to the brim with meats and deli items, but then on other days, the meat department doesn’t have much, but the bakery has a cart overflowing with treats.”

Kim shares her grocery rescue schedule with Ginny and Roy Scantlebury, alternating weeks at the same local store. The Scantleburys were regular food bank volunteers before the pandemic shifted food distribution to outside entrances. They have both enjoyed getting to know the staff during their QFC runs, and Ginny says they are grateful for the program itself.

“We appreciate Hopelink’s efforts to use products that might have otherwise been wasted from the grocery store,” Ginny said. “We enjoy contributing to that effort.”
In the United States, between 30 and 40 percent of the food supply is wasted, and for a lot of reasons - from impulse buying and overestimating the amount of food needed, to misunderstanding food labels and expiration dates.

Meanwhile, we expect grocery stores to be fully stocked at all times, which inevitably leads to waste. Two steps in the right direction are enhanced tax breaks for food donations, and the 1996 federal Emerson Good Samaritan Food Donation Act. Grocery rescue programs are helping reduce waste, while also getting food to people who need it.

“Knowing people go without food in one of the wealthiest nations in the world has always driven me crazy,” Kim said. “How could we allow anyone to be hungry?”

If a person is hungry, it has to be hard to think of anything else.”

Jim Weber agrees. For Weber, grocery rescue is mostly about service to his community.

“This work is a lifeline,” he said. “It is a link between stores with surplus and people in our community in need. And my small part, together with that of many others, makes a difference each day.”

Weber and his wife had volunteered at the Shoreline food bank for about two years when food bank supervisor Johnny Fikru asked if he could help with grocery rescue. Weber, in typical Hopelink volunteer fashion, is a “whatever you need, I’m happy to help” kind of person.

“Working at the food bank gives me great satisfaction in helping my neighbor in need,” Weber said. “We’re saying, ‘you are a valued part of our community, we do not pass you by, looking the other way.’”

To learn more about volunteering with Hopelink or to get involved, visit: www.hopelink.org/take-action/volunteer
Hopping in the car to get where you want to go is an American ritual. But what if driving yourself isn’t an option, or you'd rather not brave the traffic?

Thankfully, there are a fair number of alternatives to either driving solo or enlisting family or friends for a ride. The challenge? Finding them. And especially, finding the one that’s right for you.

For example, a retired veteran who’s no longer able to drive needs to get to an appointment at the VA hospital, somewhere he’s never been before. Today, his best option is to just start calling transportation organizations and providers and asking if they can help. Every call can feel like a shot in the dark, and securing a ride may not be a sure thing.

Hopelink’s One-Call/One-Click project is changing that.

With user testing expected to begin next summer, the One-Call/One-Click system will make it possible for anyone who needs to get from one location to another in the Central Puget Sound area to connect directly with travel options through a number of different platforms - including a call center, website and apps.

One call or one internet click will trigger a process of matching a user's needs and eligibility (if they qualify for special programs) with all available options - avoiding multiple phone calls or a sometimes dizzying list of webpages and links.

The project - described as a "multi-modal trip planner and referral platform" - will serve those who are planning their own rides, as well as caregivers, social workers, family members and others who will be able to schedule travel on behalf of someone else - even from another part of the country.

In May, Hopelink was awarded $230,000 from the Washington State Department of Transportation’s Consolidated Grant Program to complete phase one of the project. Project implementation began July 1, with next steps to include identifying a software vendor by early 2022, user testing beginning next summer and full implementation of the project within the next year and a half.

Hopelink Mobility Management Director Staci Sahoo envisions a day when the One-Call/One-Click system will be fully integrated with the health care system, so that transportation to and from a medical appointment is part of the scheduling process.

"The possibilities are endless," Sahoo said. "And although the system will be available to everyone, helping ease the transition to other modes of travel for someone who’s had to surrender their car keys after decades of driving isn’t a bad thing either."

For more information about the project: [www.kcmobility.org/ococ](http://www.kcmobility.org/ococ)
An accidental journey

Hopelink volunteer retires after 35 years of feeding her community

Seattle native Sylvia Polet was just the mom taxi the first time she visited Hopelink 35 years ago. The family had settled in Bellevue, where Polet and her husband raised two daughters - often sharing in family traditions drawn from their Italian heritage.

But on the day when she had planned only to drop off her daughters at the Bellevue food bank to volunteer, she stayed. And stayed.

That day began a 35-year commitment to serving her community.

Polet began volunteering with Hopelink’s grocery rescue program on Wednesdays and Thursdays, building a relationship with staff at the Lake Hills QFC as she picked up food that might otherwise go to waste.

She became known for her high standards, insisting, “if it wasn’t good enough for my family, then we didn’t keep it.”

Not only did Polet pick up food, she also cooked for the other volunteers.

“Sylvia is a wonderful cook, and provided lunch for the volunteers on Thursdays,” according to friend and fellow volunteer Diane Cooley. “We loved anticipating what she was making each week - a variety of delicious soups, salads and casseroles!”

Polet believed her lunches were important - a bonding experience of sorts.

“It was always fun to work with Sylvia because she was so knowledgeable about everything - the food, the procedures and the clients,” Cooley said.

After 35 years of helping feed her community - and her fellow volunteers - Polet recently hung up her Hopelink volunteer badge for what may be the last time.

The transition is likely bittersweet, but her memories are good ones.

“I enjoyed it, and I felt I was giving back to the community a bit,” Polet said. “It was a wonderful part of my life.”

Tell us what you think!

Do you have a question about something you’ve read in this issue? Or an idea for a topic you’d like us to cover in a future issue?

Let us know at ReachingOut@hopelink.org.
Coming home. A single mom gains stability, and a new start. It was a sunny August day last year when Hopelink housing staff heard someone singing in the courtyard. It was a cheery voice; one they hadn't heard singing before. Lisa had landed a new job, and couldn't help belting out a few verses of the song "9 to 5" from the 1980 movie. “I was just so happy!” Lisa said. “I couldn't sit still, I was so excited.”

Today, Lisa is thriving. It wasn't always that way. Before coming to Hopelink about four years ago, she had moved back and forth between Seattle and Baltimore, spent some time around people who weren't the best influence in her life, nursed her husband during the ravages of cancer and become a single mom when he passed away and her son was only 13. It was a lot to handle.

“When Nathan's father died, I didn't have anywhere to go – I didn't have a job,” she said.

After spending about six months in a shelter at Mary's Place, Lisa and her son moved into Hopelink housing. That's where Lisa's journey toward a brighter future took hold.

Working regularly with a case manager, Lisa says that Hopelink gave her a second chance. But it was her commitment to building a new life that brought her stability and hope for better days.
Coming home

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She was employed for a time at a retirement home, but Lisa was ecstatic when a Hopelink Employment Specialist helped her find a steady position at the local PCC. Landing that job as a janitor is what prompted her to break into song a summer ago.

Lisa makes it a point to say good morning to everyone she works with. If she misses someone, they notice, and ask if she’s OK. When she leaves, she always says goodnight.

“I never knew I could have so many friends,” Lisa said, “people that really care for me. It’s like a family.”

She takes great pride in her work, and when she missed a couple of days due to a back injury recently, Lisa worried about the job getting done.

Her work ethic hasn’t gone unnoticed. In May, Lisa was named employee of the month. Her award is framed and prominently displayed in her home. Later, when she asked for a raise, they said yes.

Stability is a welcome change from the circumstances that led Lisa to Hopelink a few years ago.

“I feel good because this is my first real home,” she said. “I go to work, I come home, I cook dinner, I keep the house clean … I learned that from my mom.

“My mother is so proud of me. I didn’t believe I could do this. I have a home now, and I know that if I can do this, I can do better. And I will do better.”

Lisa’s home is immaculate, decorated with bright touches of red. Her small dining table looks like it’s straight out of a magazine, set with tiered dishes and cloth napkins. It’s clear that stability and a steady job she loves have given Lisa a chance to enjoy the simple things we so often take for granted.

“I don’t want to go out,” she said. “I just want to relax and be a mom.”

Lisa’s son Nathan recently turned 18, which means the family will need to move out of Hopelink housing soon. She adores her case managers and will tell you they helped make her a better mom, but it’s clear that Nathan has always been her first priority. Her pride in her son is unmistakable.

“Nathan is so smart and well mannered,” she said. “He’s such a good boy. When he was five years old, he told his dad he wanted to be a working man when he grew up.”

Nathan is employed parttime during the school year, but hasn’t yet decided on a career.

After several years working with Hopelink to get back on her feet, Lisa says the experience is still only one step in her journey.

“I’m moving forward,” she said, “and I can’t even believe it sometimes. I’m doing good. I can raise my head up. And I am so proud of myself.”
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“Other countries have social safety nets. The U.S. has women.”

Working mothers, pandemic or not, are often lauded as real-life superheroes. Between balancing jobs, school and children — not to mention life in general — working moms are the glue that hold their families together. And yet, women are still undervalued and under-resourced in the workforce.

The challenges facing working women are nothing new. Institutional racism and sexism have long kept women at an economic disadvantage, and their traditional status as child care providers has played a role in heightening economic disparities. Mothers working full time spend 50% more time each day caring for children than fathers working full time. As a result, they were more likely to drop out of the labor force or reduce their work hours during the pandemic.

Women also are overrepresented in the low-wage labor market. Prior to the pandemic, 46% of working women (28 million) worked jobs paying low wages, where median earnings amounted to only $10.93 per hour. Worse yet, women of color are even further overrepresented in low-wage jobs, with 64% of working Latinas and 54% of Black women earning low wages. Among working white women, the percentage of low wage earners stands at 40%. 
For working women and mothers, throwing a global pandemic and subsequent economic recession on top of this only added more fuel to the inequitable fire. A recent Brookings study summed it up nicely: “COVID-19 is hard on women because the U.S. economy is hard on women, and this virus excels at taking existing tensions and ratcheting them up.” From finding access to affordable child care to overcoming educational hurdles, the pandemic introduced challenges that working mothers almost exclusively faced.

Even for child care workers, child care access is limited

Sociologist Jessica Calarco once told journalist Anne Helen Petersen, “Other countries have social safety nets. The U.S. has women.”

To some extent, this claim is true. Much of the industrialized world offers extensive paid family leave and robust child care systems to support growing families. The United States, on the other hand, relies on an understaffed, underfunded and largely unaffordable child care system.

Lucy Limus is a full-time nanny. She’s also the mother of two kids, both of whom were in elementary school at the start of the pandemic. As both a mom and an integral part of America’s child care system, Limus said she was in a pickle when the pandemic hit.

“Suddenly, I had to go [to work] and homeschool three kids, then come home and take care of my own,” she said. “My kids were going to have to start homeschooling but I wasn’t able to be home with them. So it was extremely stressful. That was the hardest – figuring out how my kids were going to homeschool and I wasn’t able to be there with them.”

Securing a nanny or at-home tutor for her own children, however, was out of the question. During the pandemic, the average annual cost of child care in Washington state rose from $11,744 to $18,237.

“I tried and it’s just too expensive. I was losing probably half of my week’s pay to try and even pay for someone to help me during the week, which was not even worth it,” she said.

That meant leaving her two children — aged 6 and 11 at the time — at home while her partner, Victor, worked from the kitchen table full time. Without the help from a nanny or tutor during the week, the kids weathered Zoom school entirely on their own.

Being unable to help her children with their schoolwork during the throes of the pandemic caused serious stress and heartache for Limus. “I was feeling really guilty that I couldn’t be here with them, for moments that they did need me,” she said.

Despite the evident challenge of leaving her kids at home, Limus said there was no feasible way for her to stop working. Missing pay wasn’t an option, and services intended for child care workers (and parents paying for those services) were few and far between.
“We don’t have any support in child care,” Limus said. “At all. Even though there are some programs that help you pay for child care — and I’ve tried that — they give beyond little to pay the person who’s taking care of your kids. It’s hard for both parties.”

For working moms, higher education becomes a high price to pay

Finding affordable access to child care was not the only hurdle facing women throughout the pandemic. For other Washington moms, COVID-19 also presented barriers to their educational endeavors – whether to land a better position or enter the workforce at all.

Chelsey Butchard, a single mom and licensed legal intern in Clark County, was completing law school and working as a legal extern when the pandemic hit. Her 8-year-old son, Hunter, who’d been enrolled in a daycare program through his school, had to tough out the rest of the year at home on Zoom.

Pre-COVID-19, Butchard said she’d secured help via the Washington State Department of Youth and Families to fund her son’s child care, given that her income fell below the poverty line. But once her son was unable to attend in-person school and daycare due to COVID-19, juggling work, law school and parenting quickly became enormously stressful.

“I was in class while he was in class. That was very, very difficult,” she said. “I would leave my computer open, run downstairs, make sure my son was participating in his class.” Butchard said that the delicate balancing act between work, school and helping Hunter had consequences on her academic performance.

“In the last year, I didn’t learn anything. I felt wholly underprepared. I felt like I couldn’t focus at all. At that point, I was just in survival mode. OK, I have to take these exams, so hopefully I get a D at least,” she said.

Gaining equitable access to higher education for moms has long been a struggle. Even before the pandemic, almost 70% of students with children were living in or near poverty. Single moms enrolled in college typically spent nearly nine hours a day on child care and housework. Throughout the pandemic, student-parents were 13% more likely to drop out of school than students who were not caregivers.

What’s more, infant care is more expensive than college tuition in 33 states and Washington, D.C., according to the Economic Policy Institute. Washington is one of those states, where it costs $7,724 (113.1%) more per year than in-state tuition for four-year public colleges. As a result, moms in low-wage jobs are faced with a tough decision: abandon school or forgo child care altogether.

Luckily, Butchard succeeded in obtaining her law degree. Today, Hunter is back in school in-person, and Butchard works in a family law firm run almost entirely by women. She noted that post-pandemic recovery was partially thanks to her work environment; having women in leadership was critical to balancing work and family.

“My firm is run by women. There were times where I brought my son in with me. There’s nowhere else I could imagine that would be allowed to happen. I think because of that, we’ve been able to succeed,” she said.

Unemployed moms face an even tougher job-hunting market

Maya Shimberg was 3 ½ months pregnant when the pandemic hit. Living in southwest Washington and working at a Portland sports stadium, she was furloughed as soon as operations ground to a halt. By
September of last year, a month after her son was born, she was laid off.

Shimberg started her job hunt, often holding her son in one arm and using her other hand to scroll through job listings.

Being a job candidate during a pandemic — especially as a mom — was a challenging and frustrating experience, she said.

"Job hunting is a job in and of itself. But there was something about the pandemic that made it so much more cutthroat," Shimberg said. "Companies really had the upper hand and they made sure that you knew. They were constantly ghosting or trying to underpay."

Having a young son, Shimberg said, also presented a challenge for her as she headed into interviews.

“There’s this fine line, as a mom, that you have to balance,” Shimberg said. “Do I tell my employer that I have kids? It’s illegal to be discriminated against based on that, but it’s unrealistic to expect that wouldn’t happen. And so I spent most of my interviews pretending that I wasn’t a mom.”

“It felt very weird to hide that part of myself,” she added. “But unfortunately, I knew it was going to give me the best chance.”

Shimberg’s fear was not unfounded. According to a recent study, mothers do face higher rates of discrimination in hiring processes than childless women do — whether they apply for professional roles or low-wage jobs.

Shimberg eventually landed a job in March of this year, after 11 months of unemployment. Today, she said she’s doing her best to advocate for paid parental leave. The United States is the only industrialized nation without a paid parental leave mandate.

"Pandemic or not, having to worry about when you’re going back to work should not be the concern," Shimberg said.

What’s next for working moms?

The issues facing working women and their families are multifaceted. The solutions to these issues, then, must be multi-pronged as well. We should not just be aiming to raise wages for women disproportionately concentrated in low-wage jobs. The solution also lies in eliminating institutional prejudices, barriers to educational opportunities and inaccessible child care.

Funding for subsidized child care programs is crucial to support families and child care workers, like Limus, who are predominantly women as well. Limus, Butchard and Shimberg all said both financial and physical support (either having access to child care or a support network of friends and family) would have helped them, or did help them, weather the pandemic.

Working moms bore the burden of both breadwinning and child-rearing throughout the pandemic with little to no security net. But despite the unique challenges they continue to face, women have contributed to the U.S. economy for years. It’s long past time for governments and employers to support the heroic efforts of working women in return.

2 and 3 - Nicole Bateman and Martha Ross, "Why has COVID-19 been especially harmful for working women?,” Brookings, Oct. 2020.
4 - Anne Helen Peterson, “Other countries have social safety nets. The U.S. has women,” Culture Study, Nov. 11, 2020.
8 - “Getting Help Paying for Child Care,” Child Care, Early Learning, WA State Department of Children, Youth and Families.
9 - Ruth Bauer White, “Beneath the surface, a crisis for working women and mothers in college,” The Hill.
Equity is key to bringing everyone together on a level playing field. Equality is equal treatment, but equity addresses the key elements that many people face when they are starting from a place of disadvantage. Equity helps close the gap and eliminate disadvantages, which if not addressed will only perpetuate. For Native people, intergenerational trauma has had long-lasting economic, cultural and social effects on our population that continue today.

Much of this trauma can be traced to federal policies that resulted in land dispossession, forced relocations, assimilation and the horrors of the boarding school era that left lasting scars and devastating impacts on individuals, families and tribal communities.

So how do we address these traumas, and grow and strengthen our communities for future generations? How do we build a village of those who are working to create positive social and economic changes?

In 2001, we founded Native Action Network (NAN), a Native-led nonprofit that respects our culture and shared values and recognizes that our Native communities are strong and resilient, and that we must ensure that the next generation of leaders are equipped with the tools and skills to carry on the legacy of the leaders before them.

Creating equity matters to the future of Native communities, as does instilling our values into a system that has worked against us for years.

Having a seat at the table matters, having your voice heard matters and nurturing future generations of leaders is key to our fight for equity.

NAN carries on the work of the American Indian Women’s Service League (AIWSL) who recognized early on the social issues Native people would face when the federal government passed the Indian Relocation Act in the early 1950s. They left a legacy that continues today.

As Native people we have always valued our children as the future of our nations. We value our elders as the keepers of our culture, language and traditions, and we value their experience as leaders and advocates. We value Native women as the sacred carriers of life, the centers of the home and the backbone of our nations. These values are woven into our programming.

At Native Action Network we:
- Unite generations of Native women and celebrate their service to family and community.
- Dedicate sacred space for sharing and preserving Indigenous knowledge.
- Encourage community-centered economic growth and leadership.
- Nurture future leaders by upholding community values rooted in culture and tradition.
- Honor legacies of Native women’s leadership and contributions to land and community.
- Mobilize our communities and BIPOC relations to support necessary social change.
- Transform the future we imagine and desire through strengthened relationships and fierce advocacy.

It is imperative that we continue to hold these discussions in the forefront of our leaders, partners and community, to ensure not only equitable treatment, but equitable opportunities.

We invite you to join us. Help ensure that our voices are uplifted and heard across the nation with the message that our goals, expectations and dreams are genuine and achievable.

About the authors:

Claudia Kauffman and Iris Friday founded Native Action Network in 2001. The organization is based in Seattle.

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In this article, Dr. Bushnell shares a number of personal vignettes about her family’s experience with settlers and venture capitalists who came to their land during her mother’s lifespan, 1927-2020. Dr. Bushnell’s mother was born on a family allotment at Turtle Mountain, North Dakota.

“Kill the Indian, Save the Man,” said the founder of the first Indian Boarding School, 1931.

In mom’s house, they spoke Anishinaabemowin and French. When she was four, she learned English at the insistence of her older sister. Her sister had been sent to an Indian Boarding School where she was physically punished and emotionally ridiculed for speaking her language. To save her siblings from the same abuse, she taught them English.

“We’ll give up some of our control over you if you give up all vestiges of your own form of government,” said the Congress of the U.S., 1934.

As a young girl, my mother heard her father and other Indian men complaining bitterly about the federal government and white settlers who continued efforts to take land and resources from them. They rejected the Indian Reorganization Act’s offer.

“My parents even let ‘those people’ come in and shop!” smiled the friendly, grey-haired woman, 2003.

“Dad always wanted to be a banker, but Indians were barred from working in banks,” said mom, 1937.

My grandmother and her youngest children, including my mom, left her alcoholic husband who ran a dairy farm on their land allotment. Mom wondered what he would have been like if he could have been a banker like he wanted.

“How does it feel to sell it when you can’t have any?” smirked the white men at the diner, 1945.

Shortly before she left the reservation when she was 18, my mom worked at a little diner that served alcohol. At the time, it was against the law to sell alcohol to American Indians in North Dakota. Laws and policies regarding what indigene could and could not do have a long, convoluted and punitive history. For my mother, it was an embarrassing, uncomfortable reminder that she was not allowed to fit in.

About Dr. Jeanette M. Bushnell:

Dr. Bushnell holds a doctoral degree in Women’s Studies from the University of Washington, where she has lectured since 2005. Dr. Bushnell also has a broad history of community service and community building with a number of Native American organizations and causes. She is a citizen of the Turtle Mountain Band of Chippewa at Belcourt, North Dakota.

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DENNIS

Although Dennis applied for unemployment compensation as soon as he lost his job as a result of the pandemic, several months had gone by without a response when he turned to Hopelink for help. Falling behind in rent, Dennis was able to receive emergency financial assistance, as well as energy assistance to help keep the heat and lights turned on. He also began working with a Hopelink Employment Specialist to look for a new job as he waited to receive unemployment benefits.

RUBY

When Ruby’s job as a chef was a casualty of the coronavirus pandemic, she made a decision to explore other employment opportunities, and threw herself into looking for a new job. Not having any luck getting past the interview process, Ruby began working with a Hopelink Employment Specialist to learn more about options for further education and ways to pay for classes. Planning to enroll in a local college, she was soon on her way toward a stable and rewarding new future.

GUS

Gus had been homebound since the pandemic began – leaving his house only twice in the past year; once for a flu shot and again for his first COVID-19 vaccine. He appreciated the fresh, healthy food delivered by a Hopelink volunteer, but over time, it became clear that he had been experiencing a great deal of loneliness. When Gus reached out to say thank you for the food delivery, the Hopelink staffer he spoke with recommended the Washington Warm Line, a service that enables anyone to access peer support for emotional and mental health struggles. The service has become a great resource for many homebound individuals.
ELIZA

When Eliza's employer was unable to continue to keep her on the payroll fulltime due to COVID-19-related cutbacks, she worried about how she would support herself and her daughter. Hopelink provided emergency financial assistance to help with rent for several months, which enabled Eliza to begin working with a Hopelink Employment Specialist to find a new job.

ARIANNA

Working with a Hopelink financial coach, Arianna always enjoyed sharing updates about her progress. One day - without the benefit of additional income - Arianna was excited to let her coach know that she was not only continuing to pay off and close credit cards, but had begun saving for emergencies – and even started a vacation fund.

SOFIA

Sofia moved to the United States to escape violence in her home country. When she turned to Hopelink for support during her journey to a new life, she was able to access a number of programs that helped her build a new, more stable foundation – including help finding a job, financial assistance to pay for some of the costs of moving into an apartment and the guidance of a financial coach to help pay off the credit card debt she had relied on before landing a steady job.

ISAAC AND KIMBERLY

Isaac and Kimberly’s lives were both turned upside down by the coronavirus pandemic: Kimberly lost her job, and Isaac’s hours were cut back significantly. Hopelink provided emergency financial assistance to help pay the couple's rent, as well as referrals to other resources to help them get by as they both looked for work.
Then & Now: **Hopelink Housing**

Home is where we begin the day; the place we return to at night. Having an address, a key that protects our loved ones and our belongings, provides stability to take on other challenges. Hopelink's commitment to ensuring safe, affordable housing began nearly four decades ago, when the organization started offering shelter to families and single women in local motels.

At the time, “emergency shelter” was still a patchwork of motel vouchers and church housing – often providing temporary space out of the elements, but without essential support or any promise of a longer stay.

Hopelink took the lead in changing the status quo in 1984, opening the first permanent emergency shelter for families in north and east King County. Families in the nine-unit building in Kenmore lived in their own apartments. And Hopelink added another key component that remains today: working one-on-one with a case manager to map out a plan for building long-term stability.

In 1989, the agency introduced transitional housing to the community, serving families in a house owned by a Bellevue church. Two years later, Hopelink opened a facility on Avondale Road in Redmond, providing shelter for four families.

By 1995, the transitional housing program had grown once again with the purchase of a fourplex adjacent to the Avondale Road facility. The facility was named Dixie Price House in honor of a former Hopelink leader.

And in 2000, Hopelink opened 20 units of transitional housing in Bellevue.

In 2004, Hopelink partnered with Springboard Alliance to open Avondale Park, with 50 units of transitional housing and eight emergency shelter units.

In 2005, the agency opened 15 transitional housing units at Alpine Ridge in Bothell, and in 2009, Duvall Place opened its doors to provide eight units of permanent supportive housing in Sno-Valley.

Today, Hopelink provides a total of 113 units of emergency family shelter, transitional and long-term housing.
Hopelink Programs

Below is an overview of Hopelink’s programs and a list of our service centers. If you know anyone who may need our help, please share this information and encourage them to contact us at their nearest center.

### 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 Classes: 425.457.9685

**HOUSING SERVICES**
- Eastside: 206.328.5900
- North King County: 206.934.6160

### Hopelink Centers

- **REDMOND**
  - 8990 154th Ave. NE
  - Redmond, WA 98052
  - 425.869.6000

- **SHORELINE**
  - 17837 Aurora Ave. N
  - Shoreline, WA 98133
  - 206.440.7300

- **BELLEVUE**
  - 14812 Main St.
  - Bellevue, WA 98007
  - 425.943.7555

- **SNO-VALLEY**
  - 31957 E Commercial St.
  - Carnation, WA 98014
  - 425.333.4163

- **KRIKLAND/NORTHSHORE**
  - 11011 120th Ave. NE
  - Kirkland, WA 98033
  - 425.889.7880

**Hopelink.org | 425.869.6000**
Hopelink's mission is to promote **self-sufficiency for all members of our community**; we help people make lasting change.

Your support helps serve nearly 65,000 people in King and Snohomish Counties every year, providing services that help individuals and families find stability in crisis by meeting basic needs for food, shelter, heat and transportation, as well as support for those working hard to build a path out of poverty through adult education, financial capabilities classes, help finding a job and family development support through comprehensive case management.

Thank you!