

hopelink

Connections

Who we are

Since 1971, Hopelink has provided stability-building programs for people experiencing poverty, immigrants and refugees, and people with disabilities in North and East King County. *For more information visit:* hopelink.org

What we do

The agency's programs work in tandem to fill gaps, supporting each family or individual's unique needs. We serve our neighbors who are residents of north and east King County. We also provide transportation and education services in Snohomish County.

How we do it

We provide critical social services that include food assistance, energy assistance, financial assistance, housing with case management, mobility management, non-emergency medical transportation, Dial-a-Ride Transit (DART), English for Work, Family Development, Financial Capabilities and an extensive referral network. Some of our programs have eligibility requirements based on Area Median Income Guidelines (AMI) and Federal Poverty Guidelines (FPL) indicators.

Where we are

We have service centers and Food Markets located in:

Kirkland/Northshore

11011 120th Ave NE
Kirkland, WA 98033
425.889.7880

Redmond

8990 154th Avenue NE
Redmond, WA 98052
425.869.6000

Sno-Valley

31957 East Commercial St
Carnation, WA 98014
425.333.4163

Bellevue

14812 Main St.
Bellevue, WA 98007
425.943.7555

Shoreline

17837 Aurora Avenue N.
Shoreline, WA 98133
206.440.7300

We offer services to clients online, over the phone, or through mail with language assistance for more than 240 languages. Our centers and food markets operate at hours that best suit the needs of the local community. Please check our service hours by visiting hopelink.org/find-location or by calling the center that serves your area.



Hopelink Programs

FOOD ASSISTANCE: Self-select free, fresh, and non-perishable food two times each month at any of our five Food Markets or Mobile Food locations. Self-declare income. Eligibility: 400% FPL. Become enrolled by completing the [online form](#) or call your local Hopelink Center to schedule a phone appointment.

FINANCIAL COACHING: One-on-one appointments with a financial coach to discuss personal finances. Clients may also participate in group workshops/classes on budgeting, credit management, banking, etc. Services are offered in-person, by video conference, and by phone call. Eligibility: No income limit.
For more information contact: 425.250.3003 | FinancialCoaching@hopelink.org

ENGLISH FOR WORK: English for Work classes for refugees and immigrants to improve English language skills and prepare for employment. English language classes also available for refugees and immigrants with beginning-level English skills. Eligibility: no income limit.
For more information contact: 425.250.3007 | english@hopelink.org

ENERGY PROGRAM: Receive money towards energy bills or home heating costs including electricity, gas, wood, oil, and propane. Do not need to be behind on payments. Limited appointments available.
For more information contact: 425.658.2592 | energyprograms@hopelink.org

- 1. LIHEAP (federal program):** Eligibility 150% FPL.
- 2. PSE HELP (for PSE customers only):** Eligibility 80% AMI. Enrollment in PSE HELP also enrolls you in the PSE Bill Discount Program.
- 3. SHEAP (State Home Energy Assistance Program):** Eligibility 80% AMI

FINANCIAL ASSISTANCE: Limited financial assistance available for unforeseen emergencies including rent, eviction prevention, utilities, medical bills, move-in costs, auto repair, and others. Eligibility: 200% FPL or 50% AMI. *Contact your local Hopelink Center front desk for further details.*

FAMILY DEVELOPMENT: Work one-on-one with a case manager to reach goals set by you. Focus areas include housing search, employment, and parenting. Eligibility: 50% AMI, must have a child in the household under 18.
For more information contact: 425.883.4755 | hopelink.org/programs/family-development/

HOUSING: Access Emergency Family Shelter, Transitional Housing, and Long-Term Housing. Units are filled using King County's Coordinated Entry for All (CEA). Eligibility: 30-50% AMI (depending on site).
Contact Regional Access Point at hopelink.org/programs/housing or call 2-1-1.

TRANSPORTATION: *For all our transportation services visit: hopelink.org/programs/transportation/*

- 1. Non-emergency Medical Transportation:** Free travel assistance to and from Medicaid-qualified medical appointments in King and Snohomish counties. A Provider One Number is required.
King County: 800.923.7433. Snohomish County: 855.766.7433.
- 2. Dial-a-Ride Transit (DART):** Offers bus routes with flexible schedules in certain neighborhoods using minibuses that can go off regular routes to pick up and drop off passengers. *Contact: 866.261.DART*
- 3. Transportation Resource Line:** One-on-one support with finding transportation options and navigating public transportation. *425.943.6760 | findaride.org*
- 4. Community Van:** A volunteer-driven transportation program that provides residents of Redmond, Sammamish, Shoreline-Lake Forest Park, Snoqualmie Valley, and Tukwila Community Vans with customized options for getting around. All trips are driven by King County Metro approved drivers and are dependent on volunteer availability. Each rider pays \$2.75 or less. *425.943.6721 | communityvan@hopelink.org*