



# How Hopelink Can Help

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## PROGRAM GUIDE

For Hopelink Service Center  
location and contact info,  
please see the last page.

# hopelink



Hopelink provides a variety of services to low-income families and individuals – including children, the elderly and people

with disabilities – in north and east King County. The agency also provides transportation services in King and Snohomish counties.

The Hopelink approach – providing stability and equipping people with the skills to exit poverty – has helped move tens of thousands from vulnerability and crisis to independence.

**hopelink**  
hopelink.org



## *Need Help?* GETTING ENOUGH TO EAT

**Hopelink's Food Assistance** program offers a safe and welcoming environment where you will be able to get fresh, healthy food – including fresh produce, canned fruits and vegetables, tomato products, soup, pasta, peanut butter, rice, beans, tuna, meat, bread and refrigerated dairy items. In addition, pet food, paper products, diapers and other non-food items are often available.

Once you have signed up, you will be able to visit one of Hopelink's five food banks twice a month. The amount of food you will be able to receive will be based on the size of your family. If you are homebound, Hopelink volunteers may be able to deliver food to you.

To sign up, or for more information,  
**contact your local Hopelink center.**

***See the back panel for a list of our locations.***



## *Need Help?* WITH HOUSING AND SHELTER

### **Emergency Family Shelter**

Hopelink's Kenmore and Redmond shelters provide a short-term home for families in crisis. With a goal of finding stable, permanent housing, families in the Kenmore and Redmond shelters are able to stay on a month-to-month basis.

### **Transitional & Long-term Housing**

Hopelink's transitional and long-term housing programs in Bellevue, Bothell, Duvall and Redmond include comprehensive support to help families move from crisis to stability. Transitional housing units provide a secure home for up to two years. Families in long-term housing are able to stay longer, as long as they meet their lease requirements.

While your family is living in Hopelink housing, you will work closely with a skilled Case Manager to identify your strengths, overcome obstacles and set and meet goals designed to find and maintain permanent housing.

All housing referrals come through King County Coordinated For All.

**Call 2-1-1**



## *Need Help?* PAYING ENERGY BILLS

**Hopelink's Energy Assistance** program helps to keep our community members safe and warm while contributing to a stable home environment. The program can help you pay your heat bill for most sources including gas, electricity, oil, wood and propane.

Hopelink may be able to provide up to \$1,000 of your home heating costs each year. If you qualify for the program, you can receive assistance even if you are not behind on your bill and/or have not received a shut-off notice.

To make an appointment:  
**visit [hopelink.org/energy](https://hopelink.org/energy)**  
**or call 425.658.2592**



## *Need Help?* WITH EMERGENCY FUNDS

**Hopelink's Emergency Financial Assistance** can help pay your rent during a time of financial need. If you are experiencing a short-term financial crisis due to unexpected expenses – such as medical bills, auto repair or loss of income – Hopelink may be able to help you pay one month's rent so that you are able to stay in your home.

In addition to preventing eviction, Hopelink's emergency assistance may be able to help with move-in costs.

Limited funds also are available to help cover other costs, such as prescriptions or to help keep your water or sewer services running.

**For more information, contact your local Hopelink center. See the back panel for a list of our locations.**



## *Need Help?* WITH ADULT EDUCATION

### **General Educational Development**

Hopelink's General Educational Development (GED) classes help improve your reading, writing, math and computer skills so you will be able to pass all four GED tests (math, science, social studies and language arts) and earn the equivalent of a high school diploma.

Hopelink GED classes are small, free and offered at various times to suit your busy schedule. Hopelink also offers scholarships to help pay for your GED exam fees.

**GED: 425.457.9685**

### **English for Work**

Hopelink's English for Work program will help you learn to read, write, speak and listen in English to prepare you to get a job in the United States. You will learn about different jobs, set short- and long-term goals, identify your skills and strengths, write a resume and cover letter, search for jobs on the Internet, practice job interviews and learn about the U.S. workplace culture. Students are divided into small groups based on English ability, and there are separate groups for beginning, intermediate and advanced students.

Students do homework on a computer, so this class also is a great way to improve your computer skills. Classes last one quarter (three months), and are free.

**English for Work: 425.250.3007**



## *Need Help?* FINDING EMPLOYMENT

**Hopelink's Employment Services** provide resources, tools and individual coaching during the job search process. Whether you are hoping to get back into the workforce or are contemplating a career change, Employment Specialists can help identify your interests and skills and guide you in developing a successful career path.

An Employment Specialist also can help you develop a high-quality resume and cover letter, as well as help you practice job interviews. And you will learn job search strategies, including how to "network" as a way of uncovering the hidden job market.

**Employment Services: 425.250.3030**



## *Need Help?* UNDERSTANDING FINANCES

**Hopelink's Financial Capabilities** program provides tools and services to help you attain financial stability. Worrying about money can affect every part of our lives; adding stress and keeping us from moving ahead. But when it comes to financial advice, how do you know who to trust?

Program options include:

- Meeting one-on-one with a trusted financial coach who cares about your goals and wants to help you reach them.
- Attending any of a number of workshops on such topics as budgeting, credit, banking, risk management and planning for times of financial uncertainty and hardship.
- Referral to additional online resources or other group workshops.

**Financial Capabilities:**  
**425.250.3003**



## *Need Help?* ACCESSING TRANSPORTATION

### **DART Transit**

Hopelink operates **Demand Area Response Transit (DART)** under a contract with King County Metro. DART offers variable routing in some areas within King County. It operates on a fixed schedule with more flexibility than regular Metro Transit buses. Standard public transit fare applies to this service.

**DART Transit:**  
**866.261.3278**

### **Medicaid Transportation**

Hopelink also provides Non-Emergency Medical Transportation in King and Snohomish counties for medical services covered by Medicaid.

**Medicaid Transportation King County:**  
**800.923.7433**

**Medicaid Transportation Snohomish County:**  
**855.766.7433**

### **Mobility Management**

Hopelink's Mobility Management team provides education and resources through three travel programs in King County: Travel Ambassadors, Mobilize! Public Transit Orientation and Getting Around Puget Sound (GAPS).

**Mobility Management:**  
**425.943.6760**



## *Need Help?* **PLANNING FOR THE FUTURE**

**Hopelink's Family Development** program will help you create a long-term, step-by-step plan of action for your future. Working one-on-one with a Case Manager, you will discover your unique strengths as you set goals and work toward achieving those goals.

Your action plan will be tailored to your family's needs, and may include such areas as education, employment, health, housing stability, parenting and financial management. Case Managers also are connected to many local resources and will offer referrals and advocate for families.

**Family Development:**  
**425.883.4755.**

Services are provided through five Hopelink centers. Food banks and basic services are available at each center. Hopelink also provides housing in various locations.

**Contact the center nearest you.**

### **Hopelink Centers**

#### **Bellevue**

14812 Main St.  
Bellevue, WA 98007  
425.943.7555

#### **Kirkland/Northshore**

11011 120th Ave. NE  
Kirkland, WA 98033  
425.889.7880

#### **Redmond**

16725 Cleveland St  
Redmond, WA 98052  
425.882.0241

#### **Shoreline**

17839 Aurora Avenue North  
Shoreline, WA 98133  
206.440.7300

#### **Sno-Valley**

31957 E. Commercial St.  
Carnation, WA 98014  
425.333.4163

#### **Main Office**

425.869.6000  
[hopelink@hopelink.org](mailto:hopelink@hopelink.org)