

HOPELINK OVERVIEW

Who we are

Hopelink is a social services nonprofit agency founded in 1971 to promote self-sufficiency for all members of our community; we help people make lasting change. Each year we help more than **64,000** people through a variety of services and educational programs to help them navigate financial hardship and become self-sufficient. For more information visit: www.hopelink.org

Where we are

We have service centers located in Redmond, Kirkland, Shoreline, Bellevue, and Sno-Valley. Service hours: M-T, 9 am – 5 pm **except for Food Markets that operate at hours that best suit the needs of the local community.** We offer many services to clients online, over the phone, or through the mail. Language assistance for more than 240 languages is available over the phone or in person.

- Bellevue: **425.943.7555** | 14812 Main St. Bellevue, WA 98007
- Kirkland/Northshore: **425.889.7880** | 11011 120th Ave. NE Kirkland, WA 98033
- Redmond: **425.869.6000** | 8990 154th Ave. NE Redmond, WA 98052
- Shoreline: **206.440.7300** | 17837 Aurora Ave. N Shoreline, WA 98133
- Sno-Valley: **425.333.4163** | 31957 East Commercial St. Carnation, WA 98014

What we do

We served our neighbors who are homeless and low-income families, as well as children, seniors and people with disabilities who are residents of north and east King County by providing them with knowledge and resources to gain and maintain financial stability. We offer transportation services in King and Snohomish counties.

How we do it



Food Assistance



Energy Assistance



Transportation



Financial Capabilities



Financial Assistance



Employment Services



Family Development



Adult Education



Housing

Client Privacy Promise

Hopelink does not share information with immigration enforcement and will defend the privacy rights of our clients.

Eligibility indicators:

Federal Poverty Line (FPL) | Area Median Income (AMI)

If you are not familiar with these indicators and want to confirm your eligibility, please call your Hopelink center for more information.

HOPELINK PROGRAMS

FOOD ASSISTANCE: Contact front desk to schedule a Food Market enrollment appointment or visit hopelink.org/need-help/food Shop up to twice a month at a grocery-store model food bank. Fresh produce and prepackaged food boxes are available. Self-declare income. Eligibility: 400% FPL.

FINANCIAL CAPABILITIES: **425.250.3003** | FinancialCoaching@hopelink.org Meet confidentially with a financial coach, and/or participate in workshops/classes on budgeting, credit management, banking, etc. Phone and video call appointments are available. Eligibility: No income limit.

FAMILY DEVELOPMENT: **425.883.4755** | hopelink.org/family-development-form-0 Work one-on-one with a case manager to reach goals set by you. Focus areas include house search, employment, and parenting. Eligibility: 50% AMI, must have a child in the household under 18.

ENERGY ASSISTANCE: **425.658.2592** | hopelink.org/need-help/energy Phone appointments or application “drop-off” option. Receive money towards energy bills or home heating costs including electric, gas, wood, oil and propane. Don’t need to be behind on payments.

1.) **LIHEAP** (federal program) Eligibility: 150% FPL, requires proof of residency | Portable Air Conditioners available for clients eligible for LIHEAP | Water Assistance- Same eligibility.

2.) **PSE HELP** (for PSE customers only) Eligibility: 80% AMI.

FINANCIAL ASSISTANCE: Contact local Hopelink Center front desk for details on intake process. Limited financial assistance available for unexpected shocks including eviction prevention, medical bills, move-in costs, auto repair, and loss income. Eligibility: 200% FPL or 50% AMI.

ADULT EDUCATION: Free virtual and in-person classes for adults.

1.) **GED/High School+ Classes:** **425.457.9685** | DMargolis@hopelink.org Free program that prepares students to earn their GED or high school diploma. Classes are help year-round. Join anytime.

2.) **English for Work:** **425.250.3007** | EnglishForWork@hopelink.org. Priority to lower-income individuals. Free class for adults to develop English skills and prepare for employment. Offered quarterly.

HOUSING: Contact Regional Access Point at <https://www.hopelink.org/need-help/housing> or call **2-1-1** 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).

EMPLOYMENT SERVICES: Contact **425.250.3030** or email HEP@hopelink.org

Work with an employment coach to build your resume, prepare for job interviews, learn job-search strategies, and receive career development coaching. Actively enrolling new participants. One-time consultations available on any job search related topics such as resumes, interviews and job applications.

TRANSPORTATION: For more information visit <https://www.hopelink.org/need-help/transportation>

1.) **Non-emergency Medical Transportation:** For King County call **800.923.7433**. For Snohomish County call **855.766.7433**. A Provider One Number is required. Free transportation to and from Medicaid-qualified medical services on King and Snohomish counties.

2.) **DART Transit:** **866.261.DART** Offers bus routes in certain neighborhoods using minibuses that can go off regular routes to pick up and drop off passengers. Operates on a more flexible schedule.

3.) **Transportation Resource Line:** **425.943.6760** | www.findaride.org. One-on-one support with finding transportation options and navigate public transportation.

4.) **Community Van:** **425.943.6721** | communityvan@hopelink.org. Shoreline-Lake Forest Park and Duvall-Carnation. This is a rideshare volunteer program that support individuals and families get around.