

Hopelink

COVID-19 Response

North & East King County Funders

March 18, 2021



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Our Programs

Hopelink's Vision

A community free of poverty.



**FOOD
ASSISTANCE**



**ENERGY
ASSISTANCE**



**FAMILY
DEVELOPMENT**



**FINANCIAL
CAPABILITIES**



**FINANCIAL
ASSISTANCE**



**EMPLOYMENT
SERVICES**



**TRANSPORTATION
SERVICES**



**ADULT
EDUCATION**



**HOUSING
SERVICES**

Hopelink's Mission Statement

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

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February-March 2020

- Formed the Coronavirus Response Team
- Identified Priorities and used those to guide all decisions
 - Safety
 - Meet the need to the best of our ability
- Identified Trusted information sources
 - CDC
 - King County Public Health
 - State of Washington/Gov. Inslee



ATTENTION

Hopelink Staff, Volunteers and Guests:

Covid-19 Health Screening

By entering this Hopelink facility, I am certifying the following information:



My temperature is at or below **100.4 degrees**.

Please place your wrist in front of the thermometer next to this sign.

If your temperature is above 100.4 degrees, please **immediately exit the building** and contact your supervisor.



I am not aware that I have been exposed to anyone with a positive diagnosis of Covid-19 within the last **14 days**.



I am not exhibiting any symptoms of Covid-19 including:

- ✗ Cough
- ✗ Fever/Chills
- ✗ Sore throat
- ✗ Shortness of breath
- ✗ Recent loss of taste or smell



I will follow all established **health and safety guidelines** required by Hopelink and the State of Washington.



Thank you for your cooperation in keeping everyone at Hopelink healthy and safe!

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hopelink.org

Staff & Volunteers

It is natural to feel stress, anxiety, grief, and worry when dealing with uncertainty. Everyone reacts differently, and your own feelings will change over time. Notice and accept how you feel. Taking care of your emotional health will help you think clearly and respond to the urgent needs to protect yourself and your family.

Take the following steps to help you cope:

- **Take care of your body:** Try to eat healthy well-balanced meals, exercise regularly, and get plenty of sleep. Avoid alcohol, tobacco, and other drugs. Learn more about wellness strategies external icon for mental health.
- **Connect with others:** Share your concerns and how you are feeling with a friend or family member. Maintain healthy relationships and build a strong support system. This can be accomplished virtually, should it be necessary or preferred.
- **Take breaks:** Make time to unwind and remind yourself that strong feelings will fade. Remember to take deep breaths, and try to do activities you enjoy.
- **Stay informed:** When you feel that you are missing information, you may become more stressed or nervous. Watch, listen to, or read the news for updates from officials. Be aware that there may be rumors during a crisis, especially on social media. Always check your sources and turn to reliable sources of information like your local government authorities.
- **Avoid too much exposure to news:** Take breaks from watching, reading, or listening to news stories. It can be upsetting to hear about the crisis and see images repeatedly. Try to do enjoyable activities and return to normal life as much as possible and check for updates between breaks.
- **Seek help when needed:** If distress impacts activities of your daily life for several days or weeks, talk to a clergy member, counselor, or doctor.

Your Employee Assistance Program is also available to help. Call the number below to access services, or to speak with a counselor any time.

Adapted from Centers for Disease Control and Prevention, Taking Care of Your Emotional Health, retrieved on 2/19/2020 from <https://emergency.cdc.gov/coping/selfcare.asp>

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hopelink PROGRAMS ARE UP AND RUNNING!

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.

For more information go online to hopelink.org or call your local Hopelink Center:

Bellevue 425.943.7555 | Kirkland/Northshore 425.889.7880 | Redmond 425.869.6000 | Shoreline 206.440.7300 | Sno-Valley 425.333.4163

Community and Participants

hopelink 程序已启动并正在运行!

虽然我们的中心暂时不对公众开放,但是 Hopelink 仍在提供服务! 如何获取服务:



食物 - 五个 Hopelink 中心都准备了打包好的食物,以供取用。访问 hopelink.org/need-help/food, 了解目前的食物发放时间。



财务协助 - 与我们的财务教练联系,以获取账单优先级和财务保护方面的帮助。可以提供电话会议和视频通话服务。致电 425.250.3003 或发邮件至 FinancialCoaching@hopelink.org。



家庭发展计划 - 案例经理人员提供快速电话服务。如果您对家庭发展管理感兴趣,请致电 425.883.4755。



能源援助 - 致电 425.658.2592 或访问 hopelink.org/need-help/energy 预约能源援助服务。我们将为您提供电话咨询服务。



财务援助 - 致电您的当地中心,申请援助。我们将为您提供电话咨询服务。



成人教育 - 正在提供远程教学。我们目前向新学生开放了解有关 GED 课程的信息。请发邮件至 DMargolis@hopelink.org。如想了解有关“英语为职”课程的信息,请发邮件至 EnglishForWork@hopelink.org。



住房 - Hopelink 住房单元将通过 Coordinated Entry for All 系统。请访问 hopelink.org/need-help/housing 获取更多信息。



就业计划 - 我们正在积极招募求职者,并提供远程工作指导服务! 我们为 COVID-19 影响的求职者提供线上面试和面试指导服务。发邮件至 HEP@hopelink.org 或致电 425.250.3030。



交通援助 - 非紧急医疗交通援助服务照常运行。请访问 hopelink.org/need-help/transportation/medicaid-transportation 了解更多信息。您仍可以通过电话或电子邮件获取交通援助资源。有关出行安排、交通援助资源可用性的最新情况,或了解如何获取,请致电 425.943.6760 或发邮件至 Mobility@hopelink.org。

想了解更多详情,请访问 hopelink.org 或致电您的当地 Hopelink 中心:
Bellevue 425.943.7555 | Kirkland/Northshore 425.889.7880 | Redmond 425.869.6000 | Shoreline 206.440.7300 | Sno-Valley 425.333.4163

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LOS PROGRAMAS ESTÁN EN MARCHA!

Aunque nuestros centros están temporalmente cerrados al público Hopelink sigue prestando servicios! Aquí le mostramos cómo involucrarse:



Alimentos - Los cajas de alimentos están disponibles para recoger en los cinco centros Hopelink. Visite hopelink.org/need-help/food para las horas actuales de distribución de alimentos.



Capacidades Financieras - Conéctese con nuestro asesor financiero para obtener ayuda priorizando facturas y protegiendo sus finanzas. Clases por teléfono o video llamada están disponibles. Llame al **425.250.3003** envíe un correo electrónico a FinancialCoaching@hopelink.org.



Programa de Desarrollo Familiar - Los administradores de casos tienen otros telefonos. Si está interesado en el manejo de casos familiares, llame al **425.883.4755**.



Asistencia de Energía - Programa una cita de energía llamada al **425.658.2592** o por correo en hopelink.org/need-help/energy. Todas las citas se realizarán por teléfono.



Asistencia Financiera - Llame a su centro local para solicitar asistencia. Las citas se proporcionarán por teléfono.



Educación de Adultos - Las clases ahora se ofrecen de forma remota, y estamos aceptando nuevos estudiantes! Para obtener información sobre las clases de GED, envíe un correo electrónico a DMargolis@hopelink.org. Para información sobre las clases de inglés para el trabajo, envíe un correo electrónico a EnglishForWork@hopelink.org.



Alquileres - Las unidades de vivienda de Hopelink se llenan utilizando el sistema de entrada coordinada del condado de King para todos. Encuentre su punto de acceso regional en hopelink.org/need-help/housing.



Programa de Empleo - Estamos buscando activamente nuevos participantes y brindando servicios de asesoría laboral remota. Hay talleres virtuales y servicios de revisión de currículum disponibles para ayudar a los buscadores de trabajo afectados por COVID-19. Envíe un correo electrónico a HEP@hopelink.org o llame al **425.250.3030**.



Transporte - Los servicios de transporte médico que no son de emergencia están operando normalmente. Vea a hopelink.org/need-help/transportation/medicaid-transportation para más información. Los recursos de transporte de movilidad aún están disponibles por teléfono o correo electrónico. Para planificación de viajes, actualizaciones de disponibilidad de transporte, o ayuda a entender cómo moverse, llame al **425.943.6760** o envíe un correo electrónico a Mobility@hopelink.org.

Para obtener más información, ingrese a hopelink.org o llame a su Centro Hopelink local:
Bellevue 425.943.7555 | Kirkland/Northshore 425.889.7880 | Redmond 425.869.6000 | Shoreline 206.440.7300 | Sno-Valley 425.333.4163

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Хотя наши центры сейчас закрыты для посещения, Hopelink продолжает предоставлять услуги! Услуги можно получить следующим образом:



Питание — Упакованные продукты питания можно забрать во всех пяти центрах Hopelink. Часы выдачи можно узнать на сайте hopelink.org/need-help/food.



Финансовые консультации — Наш финансовый инструктор поможет вам определить потребности для оплаты счетов и защитить ваши финансы. Можно запланировать телефонный звонок или видеоконференцию. Позвоните по телефону 425.250.3003 или напишите по электронной почте на адрес FinancialCoaching@hopelink.org.



Программа развития семьи — Наши менеджеры проводят беседы по телефону. Если вы хотите индивидуальную консультацию для вашей семьи, позвоните по телефону 425.883.4755.



Помощь для оплаты счетов — Запишитесь на прием для получения помощи можно по телефону 425.658.2592 или на сайте hopelink.org/need-help/energy. Прием проводится только по телефону.



Финансовая помощь — Позвоните в ваш региональный центр для получения помощи. Прием проводится по телефону.



Обучение взрослых — Занятия сейчас проводятся удаленно, и мы принимаем новых учащихся! Для получения информации о курсах GED напишите на адрес DMargolis@hopelink.org. Для получения информации о курсах «Английский для работы» напишите на адрес EnglishForWork@hopelink.org.



Жилье — Жилье по программе Hopelink предоставляется через систему Coordinated Entry for All (CEA) округа King. Адрес региональной точки приема смотрите на сайте hopelink.org/need-help/housing.



Программа трудоустройства — Сейчас активно принимаются новые участники и предоставляются удаленные услуги помощи в поиске работы. Если вы работник, пострадавший от пандемии коронавируса COVID-19, получите виртуальные семинары и услуги помощи на сайтах наших регионов. Напишите на адрес HEP@hopelink.org или позвоните по телефону 425.250.3030.



Транспорт — Услуги неэкстренной медицинской помощи предоставляются в обычном порядке. Подробности на сайте hopelink.org/need-help/transportation/medicaid-transportation и медицинский транспорт. Мобильные транспортные ресурсы по-прежнему доступны по телефону и электронной почте. Для планирования поездок, получения справки или актуальной информации о доступных транспортных ресурсах позвоните по телефону 425.943.6760 или напишите по электронной почте на адрес Mobility@hopelink.org.



Услуги неэкстренной медицинской помощи можно забрать во всех пяти центрах Hopelink. Часы выдачи можно узнать на сайте hopelink.org/need-help/food.



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**In 2020, Hopelink served
49,660 unduplicated
individuals ***

* In order to provide food assistance to large numbers of individuals safely, we stopped collecting data on Food recipients in March of 2020.



Food Assistance

2,931,180 meals (equivalent) distributed.

291,680 pounds of fresh produce provided.

5.5 million pounds of food.

Began providing food boxes (non-perishable, fresh and frozen products) in early March





Mobile Market client quote:

"I lost my aviation-related job in the summer. It's been a struggle to keep up with my mortgage payments and keep my two children fed. I saw the Hopelink Mobile Market sign and decided to check it out five months ago and have been so thankful for the variety of healthy, fresh foods I have received since."



Energy Assistance

\$3,762,560 in energy assistance distributed.

9,284 clients received assistance.



Financial Assistance

\$1,469,746 in financial assistance provided
(includes eviction prevention).

3,098 clients received assistance.



COVID-related Job Loss

Fred and Arlene

Fred and Arlene were both laid off in early 2020 as employers reduced staffing due to the pandemic. It took Fred months to find a new job. Arlene found a new job more quickly, but her hours were unstable and then she found herself laid off yet again. Fred eventually found a new job, and the two began paying down the rent and debts accumulated from months of combined unemployment and underemployment. Then Arlene was laid off a third time from another job she had found. They came to Hopelink for help. With help from Hopelink's Financial Resiliency Program, their total rental debt was reduced to a level they were confident was manageable.



Jim

COVID-19 drove Jim into homelessness. His hours were cut due to the pandemic. He couldn't pay his rent and began living out of his car. He got a job at a warehouse, working as many hours as they'd give him, and managed to save enough while living in his car to pay first and last month's rent and a deposit to move into a new apartment. Hopelink paid his rent for a month, enabling him to rebuild his savings. Jim then qualified for energy assistance through Hopelink, providing even more breathing room. Jim is now working with Hopelink's Employment Program to improve his resume and find a better job.



Housing Services

395 individuals (113 families) were served.

91 percent of families that exited Hopelink housing, achieved greater housing stability.



Family Development

352 clients (105 families) received Family Development services.

98% of households exited with stable housing



Employment Services

196 clients served through employment programs.

\$18.39 is the average hourly wage of those exiting the program employed.

Provided Resume review service to dislocated workers during the beginning of the pandemic to prepare job seekers for when jobs began to return.



Adult Education

212 students enrolled in English for Work or the GED program.

Converted to fully remote classes in April 2020



Financial Capabilities

163 clients received consulting or financial coaching.

17 workshops provided.



Transportation

DART Transit

26 bus routes

1,158,058 miles traveled

428,876 rides

Mobility Management

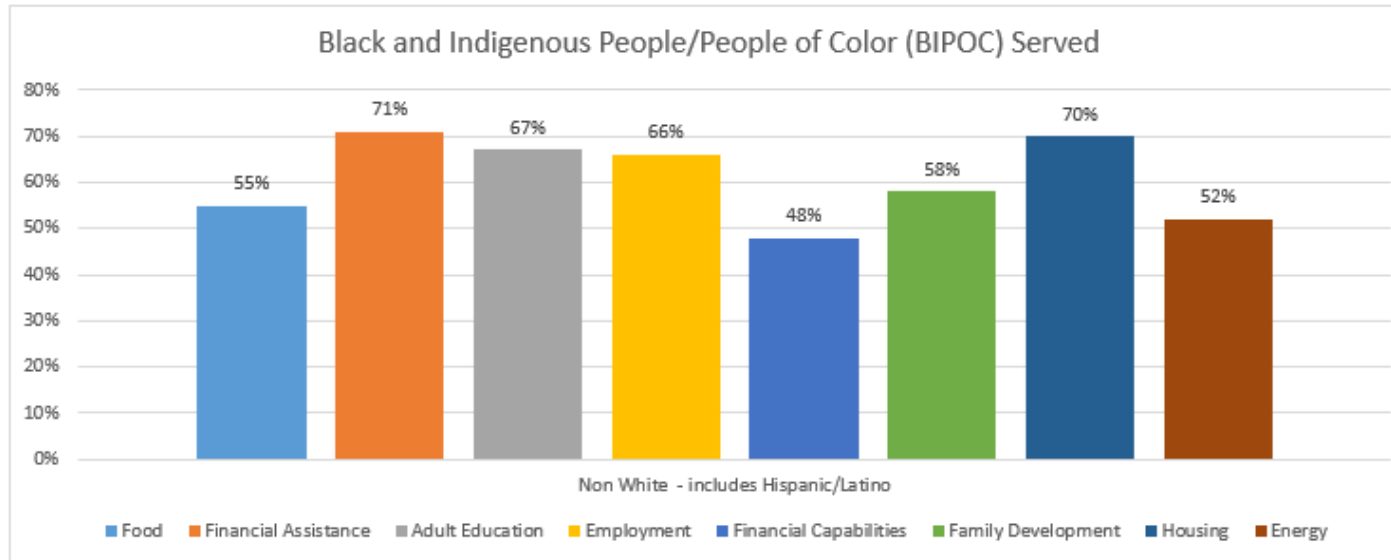
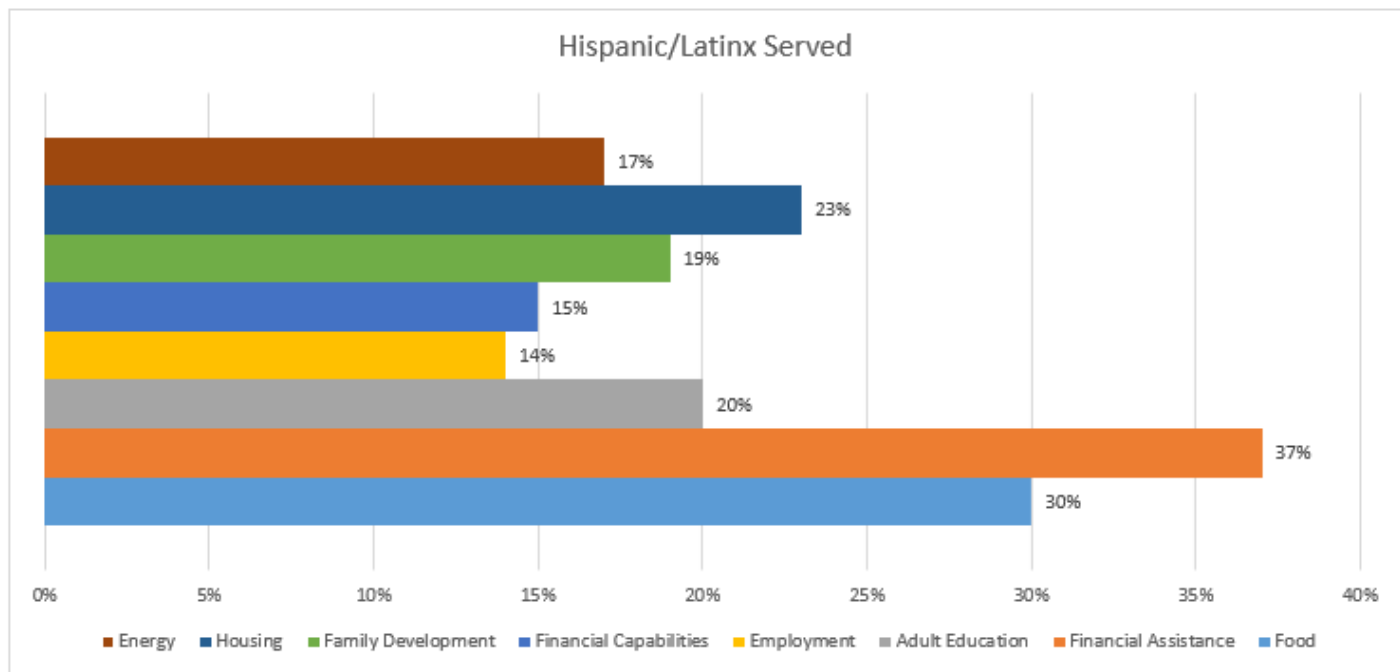
993 Travel Program participants



Non-Emergency Medical Transportation

31,924 Medicaid recipients received

816,880 rides to and from medical appointments



Race with Ethnicity

	All Food Programs	All FinAsst	All Adult Ed	GED	EFW	All Employment	FinCap	FDP	All Housing	Shelter	TrnHsg	PerHsg	ENERGY
American Indian or Alaska Native	1%	<1%	0%	2%	0%	1%	3%	1%	1%	1%	3%	0%	1%
Asian	10%	8%	36%	12%	45%	21%	9%	7%	1%	2%	1%	0%	14%
Black or African American	9%	18%	9%	14%	7%	24%	18%	18%	35%	35%	49%	27%	15%
Hispanic/Latino	30%	37%	20%	33%	15%	14%	15%	19%	23%	23%	23%	24%	17%
Native Hawaiian/Pacific Islander	1%	2%	0%	0%	0%	1%	3%	3%	1%	1%	1%	0%	1%
White	42%	27%	31%	28%	32%	34%	52%	39%	29%	31%	12%	39%	44%
Multi-Racial	4%	5%	2%	9%	0%	5%	0%	10%	9%	8%	10%	9%	4%
Unknown/refused	4%	4%	1%	2%	1%	1%	0%	2%	1%	0%	2%	0%	4%



Thank you

to all of the North and East King
County funders for your trust in
Hopelink for CARES funds, Human
Services funds and for seeking our
partnership to serve the community.