



MULTI-SERVICE CENTER

HELP. HOPE. CHANGE.



**True Stories**  
2016 FALL/WINTER

# COMMUNITY HELPING COMMUNITY

## MSC HELPS LUNCHEON

Thursday, October 20, 2016  
11:30am-1pm  
Emerald Downs



REGISTER TO ATTEND AT  
[WWW.MSCHELPS.ORG/MSCHELPSLUNCHEON](http://WWW.MSCHELPS.ORG/MSCHELPSLUNCHEON)  
OR EMAIL [RSVP@MSCHELPS.ORG](mailto:RSVP@MSCHELPS.ORG)

*This is a fundraising luncheon. Suggested donation \$100.*

### Honorary Co-Chairs:

Lydia Assefa-Dawson, King County Housing Authority, Federal Way City Council  
Jim Berrios, Golden Steer Steak 'n Rib House, Kent City Council  
Yolanda Trout-Manuel, Auburn City Council

**Lead Sponsors: CHI Franciscan Health, National Equity Fund, Shelter Resources, Inc., and United Healthcare Services, Inc.**

**Associate Sponsors: Baylis Architects, DaVita, Kiwanis Club of Federal Way, Laurus Financial, Pacific Continental Bank, Republic Services, and Sprague Israel Giles**

*For more information on the luncheon, including sponsorship opportunities, please contact Sarah Villian at [sarahv@mschelps.org](mailto:sarahv@mschelps.org) or 253.835.7678, ext. 104.*



### Keynote Speaker: Dr. Donna Beegle

Dr. Donna Beegle inspires and educates individuals, organizations, politicians, and entire communities with proven models to better outcomes for people in poverty. Dr. Beegle's inspiring story of moving from 28 years of homelessness to achieving a doctorate and her groundbreaking work assisting people to move out of poverty has been featured on the internet, in newspapers, and on television around the nation. She is an authentic voice from poverty that speaks, writes and trains across the nation to break the iron cage of poverty for others.

## SAVE THE DATE!

### 16th Annual Crab Feed & Auction

Saturday, June 3, 2017

6-10pm

Weyerhaeuser King County Aquatic Center

Co-Chairs: Cindy Ducich, Federal Way Mirror  
Terry Koubele, Allstate Insurance/ProTect Painters



### CONTACT US

#### For services

253.838.6810 | WA Relay 711

[www.mschelps.org](http://www.mschelps.org)

#### To volunteer

253.835.7678, ext. 105

[www.mschelps.org](http://www.mschelps.org)

#### To donate

253.835.7678, ext. 104

[www.mschelps.org](http://www.mschelps.org)

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## GOOD KARMA

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Three years ago, Angie Lafferty joined the Multi-Service Center (MSC) staff as an energy assistance counselor. When asked why she wanted to work at MSC, she replied, “I do it because I’ve been on the other side of the table, and it makes me feel good to help. It’s a good karma career.”

Angie and the other energy assistance counselors, on average, see 10-12 households per day, each with a half-hour appointment no matter the size of the household. They have strict guidelines they need to follow to provide assistance, so it is important that customers have all the necessary documents with them. They must verify identification, residence, and income for every household member.

“The energy assistance program isn’t a crisis program,” shares Angie. “It doesn’t matter if you are overdue or have a shut-off notice, you just need to have a bill you need help with and income qualify.”

MSC operates two assistance programs throughout the season which starts in October each year and ends when funds run out, usually in the summer months. Customers can get assistance with bills from Puget Sound Energy, Seattle City Light, Tacoma Public Utility, and a variety of oil and propane vendors. Customers in the Lakehaven water district may also be eligible for assistance with water bills.

*For assistance, customers must call an appointment line to make an appointment. This year, the system is changing and the new number is 253-517-2263. This new system should improve the customer experience and make it easier to request an appointment. The energy assistance phone line opens on September 26, 2016.*

# IT'S A JOY



“When you are in a community, you need to give back. I thought Multi-Service Center was a good place to give back to the community and I was right,” shares Karen DelGrosso when asked about why she volunteers with Multi-Service Center (MSC).

For almost thirteen years, Karen has volunteered in the food bank at MSC. She started out on the line handing out food, sorting food, and filling bags for the homeless. Then, there was an opening for a check-in volunteer, and Karen saw it as an opportunity to get to know the customers at the food bank. She’s watched kids grow up over the years and feels connected to many of the families.

It can be difficult when customers have mental health or substance abuse issues that prevent them from wanting the help that Karen is trying to provide or communicating with customers who don’t speak or understand English. However, Karen finds a way to make it work and the majority of the customers hold a special place in her heart. “You can’t relate to everyone, but you get so much more back than what you give, it’s a joy” she shares.

*Karen just moved out of state, and while we wish her the best, we also will be missing her greatly. Volunteers, like Karen, are always needed in the food bank. If you are interested in learning more about volunteering, please email [info@mschelps.org](mailto:info@mschelps.org) or call 253.835.7678, ext. 105.*

# SUPPORT OUR VETS

Become a permanent part of Multi-Service Center’s Veterans Housing Project! Multi-Service Center’s William J. Wood Veterans House will open Fall 2016 in Federal Way and provide 44 fully-furnished apartment homes with on-site services for low-income and homeless veterans and their families.

You can be a part of helping veterans and their families by making a donation to support this project. For donations of \$500 or more, you will get your name engraved on a special donor wall in the lobby. *But hurry, there are only 50 spots available!*

**To reserve your spot, call 253.835.7678 ext. 104 or email [sarahv@mschelps.org](mailto:sarahv@mschelps.org) today!**

Room sponsorships are also available, please ask for more information.

This affordable, income-based housing for veterans will include onsite services such as case management, employment assistance and child advocacy. Classes will be offered in basic education, financial management, job readiness, and other areas. Additional services such as mental health and substance abuse counseling will be available on-site through partner organizations.

Your support of this project will help provide service-enriched housing for those men and women that have served our country and now need our help. Thank you!

The Veterans Housing Project is possible due to the generous funding of the Washington State Department of Commerce Housing Trust Fund, King County Veterans and Human Services Levy administered by the King County Housing and Community Development, King County Housing Authority, Federal Home Loan Bank (Umpqua Bank as the sponsor), the National Equity Fund in conjunction with the MetLife Foundation, LISC/Impact Capital, Bring Them Homes Initiative, The Home Depot Foundation, Washington Federal Bank, tax credits through the Washington State Housing Finance Commission, and the generous resources of Multi-Service Center and Shelter Resources, Inc.





## NEVER SURRENDER

“I’m sick of looking back, I want to look forward. I want to leave a positive legacy and let people know not to give up, never to surrender.”

At age 14, Jack left an abusive home and dropped out of school. He became emancipated so he could get an apartment and a job. He married young, and had three children. Jack held labor and construction jobs. Although it was always a struggle to make ends meet, things were going fairly well until eight years ago when his wife had an accident. She was heavily medicated and became addicted to opiates. Things changed in their relationship.

Jack fought to hold his family together, but sadly, his 25-year marriage ended 9 months ago. He found himself living with a friend, without a source of income, and without much hope for the future. After a few months, he found his way to MSC, and help and hope through MSC’s employment and education programs.

Jack first entered the THRIVE program and found a temporary full-time job. When that job ended, he came back to MSC and entered our new RISE Program which offers case management services in addition to employment assistance.

“I was thankful for the MSC case managers. They pointed me in the

right direction when I couldn’t do it on my own because I was caught in the moment,” says Jack. “I had forgotten some of those things about who I was as a person. I was given hope to go somewhere beyond dismay and despair.”

Jack hopes to eventually go to school and become a counselor. He’s working on getting his GED with MSC and passed his first test so he can reach his goals for the future. He’s also sought out therapy to help him deal with the hardships he’s faced in the past. He sees his kids, now 20, 18, and 12 years of age, every week. “I’ve built up my confidence now. I used to be shy and timid, now I can talk to strangers,” Jack shared.



P.O. Box 23699  
Federal Way, WA 98093-0699

MSC is a 501(c)(3) nonprofit agency that offers people pathways out of poverty through support and resources in education, employment, housing, energy assistance, food, and clothing. We also provide statewide advocacy for elderly and disabled residents of long-term care facilities.  
Learn More: Call 253.838.6810 or online at [www.mschehelp.org](http://www.mschehelp.org)

# Help. Hope. Change.

Empowered individuals, thriving communities.



## TRUE STORIES ABOUT MAKING A DIFFERENCE.

Supporting our veterans is one of those causes that really inspires the generosity in our community. We are so thankful for the support our Veterans Housing Project has received. I am excited to share some updates on the project and let you know how you can be involved in this, and other projects, supporting families and individuals in need in our community.

First, the much-awaited grand opening of the Veteran's Housing Project is tentatively scheduled for late November. We've had some construction delays, however if you've driven by, you can see that we are very close to being done. Look for an announcement in the next few weeks!

Second, we are excited that we finally have a name for the housing project! We solicited suggestions from the community and then had a focus group of local veterans select a name out of the top contenders. And, drumroll...the Veterans Housing Project is now named the William J. Wood Veterans House. You can learn more about William J. Wood on our website.

Your input is very important to all the work that MSC does. Every three years, we conduct a community needs assessment. Your input in this assessment is very important as it helps us determine the most pressing needs in our community so we can adopt and improve our programs to meet the need. Please look for an email asking for your input later this year.

And finally, please join us at the MSC Helps Luncheon on October 20, 2016, to both support MSC's work in the community and hear from national poverty expert, Dr. Donna Beegle.

As always, thank you for your continued support. We couldn't do it without you!



Best wishes,

Robin R. Corak  
Chief Executive Officer

