



MULTI-SERVICE CENTER

HELP. HOPE. CHANGE.



# True Stories

2018 SPRING/SUMMER



# COMMUNITY HELPING COMMUNITY



## 2018 Crab Feed & Auction Tickets on sale now!



**What:** Silent and live auction, dinner, games, and fun while fundraising!

**When:** Saturday, June 2, 2018, 6pm-9pm

**Where:** Performing Arts and Events Center (PAEC) Federal Way

**Why:** We can all see that South King County suburban communities have experienced an increase in the number of individuals living in poverty over the last decade. Please join us at this event to raise funds to support MSC's programs that help meet the basic needs of the less fortunate in our community.

**Ticket Prices:** \$90 per person or \$850 per table of ten

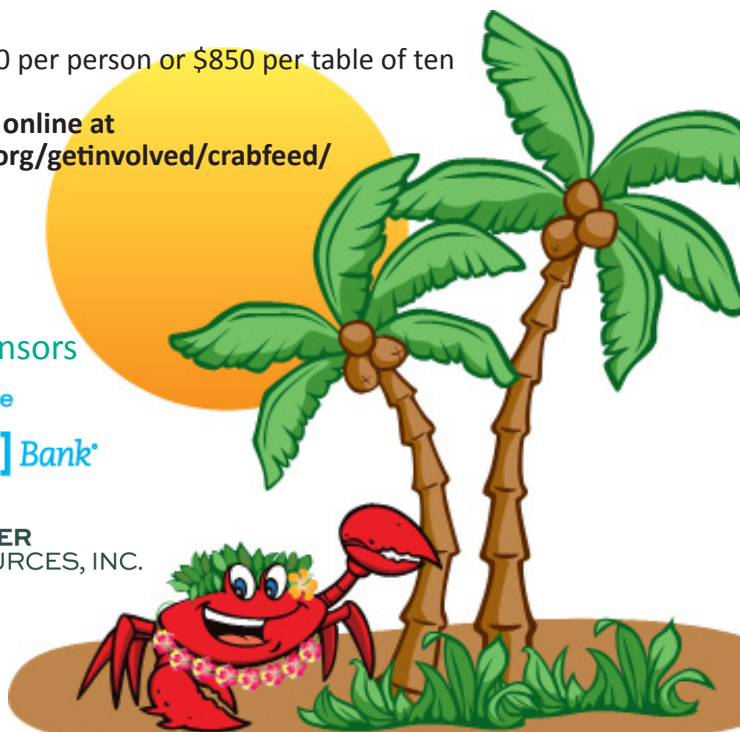
Purchase tickets online at  
[www.mschepls.org/getinvolved/crabfeed/](http://www.mschepls.org/getinvolved/crabfeed/)  
or by phone at  
253.838.6810.

### Signature Sponsors

There's no place like

**HomeStreet Bank**

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## Make a SLAM DUNK AGAINST POVERTY

### during MARCH MATCHNESS

Thanks to a generous donor, all donations made between March 1-31, 2018 will be matched up to \$10,000. Double the impact of your donation during March Matchness!



### HOW TO DONATE

ONLINE:

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

PHONE:

253.838.6810

MAIL:

PO Box 23699

## SAVE THE DATE!

**MSC helps**  
LUNCHEON

2018 MSC Helps Luncheon  
Thursday, October 18, 2018

### CONTACT US

#### For services

253.838.6810 | WA Relay 711

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

#### To volunteer

253.835.7678, ext. 105

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

#### To donate

253.835.7678, ext. 104

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

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## GETTING CONNECTED

After earning his Bachelor's degree in 2011, Jason found himself struggling to find work. All the available jobs seemed just out of reach. He was either overqualified or didn't have the required experience.

He went back to school in 2014 to earn his paralegal certification, but found that didn't open any additional doors for him. He spent some time volunteering as a legal assistant with the Housing Justice Project, but never landed a job as a paralegal. Jason was still experiencing the same issues he had after he earned his Bachelor's degree. The jobs just weren't there for him.

He started to feel a little disheartened and was starting to run out of money. He worked at some customer service jobs here and there, but was not making enough to support himself. His parents wouldn't help him financially.

Luckily, Jason was able to live with his two brothers, one of whom was able to cover the rent in its entirety. Jason didn't have money to cover car insurance though, so he stopped driving and his world got a little smaller. He knew he needed to be out there networking to find a job, so he did the best he could with limited mobility. That's when someone from his church shared a MSC flyer with him.

He called MSC and got connected with one of our employment program case managers. She helped Jason improve his resume and search for jobs. She also helped him get to job interviews by providing bus tickets and referred him to Orion for training in a new field.

Jason started to work in shipping and receiving, and has been taking classes to improve his skills, including getting forklift certified. "My case manager at MSC set me up on a good path," shared Jason. He has changed his career focus to business operations, is getting hands on experience, and plans on working his way up.

Now Jason is looking to move into his own place by next fall and is planning on a permanent position with another company in the next month or so that he already has lined up. He's also making enough to pay for car insurance so is mobile again. "Don't give up hope," says Jason, "And, don't be afraid to ask for help. If you go to enough places, you will find the person who can help you and send you in the right direction like MSC."





## MAKING RESIDENTS FEEL SPECIAL

Earlene has been volunteering with the King County Long-Term Care Ombudsman Program for almost eight years.

“I got involved because I saw a lot of older people not being able to advocate for themselves, they weren’t speaking up for themselves. There are also a lot of older people that are put into places and their families don’t check on them. I thought I could make a difference.”

Over those eight years, Earlene has seen a lot and has also been able to build some great relationships with both residents and employees at the long-term care facilities she visits regularly. As a volunteer long-term care ombuds, Earlene’s role is to ensure that residents in long-term care facilities have a good quality of life and receive good care by providing them information about their legal rights, working to resolve

complaints on behalf of residents, monitoring the enforcement of the laws by DSHS, and advocating for improvements in the long-term care system.

Earlene regularly visits 20 facilities in South King County and she also responds to complaints at other facilities received by the ombuds office. “I encourage the residents to be honest, and I help them figure out what is really an issue and what isn’t,” she shared. The complaints she receives vary from minor things such as items being misplaced to larger issues such as discrimination.

Earlene worked with a younger woman who had been in a car crash and was no longer able to live on her own. The facility she lived in was unlawfully limiting her ability to see doctors and attend church, while allowing other residents the ability to do these things. The resident felt

she was being discriminated against. Earlene stepped in and worked with both the resident and DSHS to help get the resident moved to a different facility where the resident has been happy ever since.

Earlene also sees her role as more than helping the residents. She’s also there to help keep the staff informed about residents rights and issues. She says that most facilities are open-minded, thoughtful, and want the best for their residents.

“The residents enjoy the company I provide and they like the activity. A little interaction can mean so much to them. It gives them something to look forward to and makes them feel special that I come to see them,” shared Earlene.

*For more information on volunteering or seeking assistance from the Long-Term Care Ombudsman program please call the King County intake line at 206.623.0816 or visit [mshelps.org/getinvolved/lcopp/](https://mshelps.org/getinvolved/lcopp/).*



# THERE WHEN I NEEDED IT

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“MSC has been there when I needed it,” shares Africa.

Africa is mom to a 15 year old, and a 24 year old who is graduating from college this year. While she doesn't need assistance very often, she seeks occasional help with her energy bill.

“There are periods of time when I need help,” she says. One of these times was January of this year when Africa hurt her back and was unable to work and needed help with her energy bill. “MSC's energy assistance program helped me re-

solve my debt, instead of having it standing over my head. It's a tremendous supplement when I needed it the most.”

Africa earned her MBA in 2015 and has owned her own business creating wigs and weaves for clients for several years. Although she loves being creative and helping people, she really wanted to transition to a new career. “Doing hair has always been my back-up, go to career,” she said. She recently passed her real estate exam and is planning on starting a new career with a local brokerage.

“MSC's atmosphere is inviting and the staff are caring and professional. They do their best to help you alleviate your issue,” shares Africa. “The people who support MSC's programs can feel secure in knowing their dollars are helping families in need because you can trust MSC. They have helped me every time I have needed it and I know others they have helped as well.”

*MSC's energy assistance program is available to any household that meets the eligibility requirements. You do not have to be in crisis to qualify. Find more info at [mschelps.org/gethelp/energy/](https://mschelps.org/gethelp/energy/).*







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

# Help. Hope. Change.

Empowered individuals, thriving communities.



## TRUE STORIES ABOUT MAKING A DIFFERENCE.

“The best way to not feel hopeless is to get up and do something.”

--Barack Obama

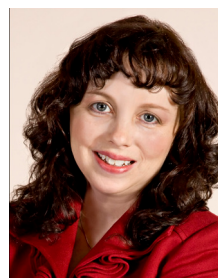
Sometimes when we look at the issues faced by those living in poverty it can seem hopeless. There is so much need, it might feel like there is no end in sight and no way to make the change we hope will occur.

However, each time a person gets up and does something to get the help that they need, we can chip away at the hopelessness created by poverty in our community. That’s why MSC is here: to provide help, restore hope, and create change.

In this newsletter, you’ll hear from Jason and Africa, both who are doing something to improve their financial stability, and how MSC is helping them create that change. You’ll also hear from Earlene, a long-time volunteer who is standing up to help others not feel hopeless.

As we celebrate our volunteers in April during Volunteer Appreciation Month, we also recognize that they provide one of the most impactful ways of turning hopelessness into hope. They are getting up and doing something. Whether they are working in the food bank, helping with a fundraising event, or visiting long-term care facilities, our volunteers have stepped up to change our world and provide help, hope, and change for those most in need in our community.

Thank you for supporting MSC and for helping us create hope and change in our community!



Best wishes,

Robin R. Corak  
Chief Executive Officer

