



MULTI-SERVICE CENTER

HELP. HOPE. CHANGE.



**True Stories**  
2015 SPRING NEWSLETTER



# COMMUNITY HELPING COMMUNITY

This past holiday season our community came together to bring gifts and cheer to families served by MSC. Upon hearing that the group of volunteers who had organized Christmas House were retiring, Grace Church, Communities In Schools, and South King Fire and Rescue came to MSC with an offer to expand their holiday giving programs to help MSC families.

Together with local businesses, non-profits, government, social service clubs, and churches who offered support, the new Hope for the Holidays project collected and distributed holiday gifts to more than 800 children. Leading the way was Alaska Airlines who supported this project with a gift of \$2,500, donated toys from employees, and volunteer service to distribute the toys.

Please join us in thanking all participants for their assistance:

Advancing Leadership  
Alaska Airlines  
Areva  
Communities In School  
DHL  
Federal Way Public Schools  
FUSION  
Grace Church/FWPD  
Heritage Bank  
Home Street Bank  
King County Library System  
Makalya Long  
Sacajawea Middle School  
Sorooptimists of Federal Way  
South King Fire and Rescue  
Steel Lake Presbyterian Church  
St. Francis Hospital  
The Commons Mall in Federal Way  
Toys for Tots  
ULINE  
Woodstone Credit Union

And the more than 180 volunteers who made it all possible!



*Pictured: Alaska Airlines employees volunteering at Hope for the Holidays*



## 2015 CRAB FEED & AUCTION: MARDI GRAS

Saturday, June 27, 2015 -- Federal Way Community Center \*NEW LOCATION\*

Tickets on sale April 1. Sponsorships available now!

Contact [barbaraw@mschelps.org](mailto:barbaraw@mschelps.org) or 253.835.7678, ext. 149 for more information.

### CONTACT US

#### For services

253.838.6810 | WA Relay 711  
[www.mschelps.org](http://www.mschelps.org)

#### To volunteer

253.835.7678, ext. 105  
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#### To donate

253.835.7678, ext. 149  
[www.mschelps.org](http://www.mschelps.org)

**True Stories is a publication of  
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**MSC accepts bequests or can offer  
you the opportunity to help MSC  
while receiving income from your  
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**For more information on these planned  
gifts, contact Barbara Whitehurst at  
253.835.7678, ext. 149, or  
[barbaraw@mschelps.org](mailto:barbaraw@mschelps.org)**

Images of MSC customers are used with their permission; Where images were not available, stock photos were used.





## IN HER CORNER

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At 48 years old, Tracie is younger than most people imagine when they think of someone in a long-term care facility. However, people under age 64 represent about 37 percent of those needing long-term care.\*

Two years ago, Tracie suddenly had a stroke after finding her father who had just passed away. She was immediately rushed to a hospital where she remained in a coma-like state for 15 days. Tracie's husband, then six-year-old son, and her mother struggled to make it through this difficult time as they dealt with both the loss of her father and the unknown of Tracie's future.

The stroke left Tracie with mobility issues on her left side as well as some memory problems. The 15 days at the hospital left her with pressure wounds on her left leg that still have not yet completely healed. For the last two years, Tracie has lived in a long-term care facility.

Tracie remembers signing a lot of paperwork when she first arrived at the facility, but doesn't remember what she signed. During her first few weeks at the facility she had her first interaction with the Washington State Long Term Care Ombudsman Program (LTCOP) operated by MSC and learned that she had certain rights granted by federal and state law that the facility could not violate.

At first, Tracie did not want to pursue anything as she was afraid of retaliation from the staff. However, when the facility threatened to move Tracie to a different facility more than 30 miles away for allegedly violating a condition that was in the application paperwork she signed, she had to do something. This move would have reduced Tracie's contact with her family significantly. Her family visits would not be as frequent due to the commute and Tracie would no longer be able to take day trips to her mom's on her own in her wheelchair. Being able to see her family is an integral part of Tracie's recovery.

Lexor Green, King County Long-Term Care Staff Ombuds, stepped in to help Tracie stay at her

*continued on next page*



# IN HER CORNER CONTINUED...

current facility. Lector requested an administrative hearing to ensure that Tracie's rights were protected. The judge ruled that Tracie could remain at her current facility.

"Lector helped me stay here where I can see my family. She helped me to know how to get my frustrations through the right channels so things can change," says Tracie. Although there are still many things that frustrate Tracie regarding the facility she lives in, she now has the knowledge to know how to approach these issues thanks to LTCOP.

Tracie hopes that one day she will be able to move back into a place with

her husband and son. "The doctors are hopeful. When I got here I didn't know my name, now I've taken ten steps," reports Tracie. Tracie needs to be with her family and have the opportunity for more physical therapy to continue to heal. The Ombuds will continue to be in her corner with knowledge and advocacy as long as she needs them.

More than 300 LTCOP volunteers and 17 staff throughout Washington State visit nursing homes, assisted living facilities, and adult family homes to make sure that each resident is aware of his or her rights. Ombuds also respond to calls from residents, family members, or anyone concerned about the welfare of vulnerable adult who is

living in a nursing home, assisted living facility, or adult family home.

*If you or a loved one are living in a long-term care facility and have questions regarding resident rights or would like to make a complaint, please call the hotline at 206.623.0816. You may also find more information online at [waombudsman.org](http://waombudsman.org).*

\*Rogers, S., & H. Komisar. Who needs long-term care? Fact Sheet, Long-Term Care Financing Project. Washington, DC: Georgetown University Press, 2003.

## VOLUNTEER

Thinking about volunteering with MSC?

**Improve the quality of life for those in long-term care by becoming a long-term care ombuds.** Thirty hours of training provided and the time commitment is 4 hours per week.

**Provide food and clothing to those in need by volunteering at the food bank.** Shifts are 4 hours per week but can be flexible.

**Tutor students for GED testing, English as a Second Language, or Adult Basic Education.** No prior experience required and curriculum is provided. Time commitment is 1.5 hours twice a week.

**Help raise funds to support MSC.** Plan fundraisers, provide office support. Time commitment is flexible.

For more info and additional opportunities, contact Le Ann Taylor at [leannt@mschelps.org](mailto:leannt@mschelps.org) or 253.835.7678, ext. 105.







## A LITTLE GOES A LONG WAY

Bev and Wayne Triplett have volunteered at MSC for an amazing nine years. “We made the commitment, so it is important to follow through,” says Wayne. And follow through they have!

Bev and Wayne not only dedicate volunteer time weekly to the food bank at MSC; they also are involved in MSC’s V3 Volunteer Project and helped last year with MSC’s first fundraising luncheon, the MSC Helps Luncheon, and support MSC’s work with financial donations.

Bev works in the food bank once a week checking in customers. “I see some people only once and then there are

others that have been coming to the food bank for at least eight years. I keep stickers at my desk for the young kids, and there is one little girl who always likes to draw a picture while I talk with her mom. It’s heartbreaking to see some of them, but they are always so thankful,” she shares.

Wayne drives a truck two times a week picking up donations for the food bank. “It’s amazing how much food we bring in to the food bank each day and it’s gone the next,” shares Wayne. “I feel we have a personal obligation to give back to the community and this is one way we can do it.”

Bev and Wayne also hope their volunteerism inspires a similar

commitment to the community in their four children. “It’s difficult when they are working or raising young families, but all of them find ways to help in some form or another.”

Bev and Wayne started on their volunteer path when they joined Kiwanis several years ago. It introduced them to other organizations and ways they could dedicate their time to help others. “It may seem like small things you are doing, but small things are important. A little extra can help,” says Wayne.

*If you are interested in volunteering or learning more about the V3 Project, please contact Le Ann Taylor at 253.835.7678, ext. 105 or [leannt@mschelps.org](mailto:leannt@mschelps.org)*





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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.

Helping people achieve greater independence and discover the power of their choices.

## TRUE STORIES ABOUT MAKING A DIFFERENCE.

Volunteers make a difference every day at MSC. They are critical to the services we provide and help in countless ways to ensure MSC fulfills our mission of help, hope, and change for the community.

Volunteers help our clients directly. A volunteer helping a student study to pass the GED increases that student's chances of finding living-wage employment. A volunteer distributing food to a mother in need allows her to put dinner on the table that evening for her family. A volunteer may find that a resident of a long-term care facility is not having his needs met, and can advocate for him to improve his quality of life.

Volunteers provide hope for members of our community by enabling MSC to serve more people and by raising money to support our programs. By providing services at no cost, volunteers allow us to provide more with a limited amount of funds. Volunteers who coordinate fundraising events and participate in outreach help us increase our capacity through

additional funds. Last year, 530 volunteers provided 70,377 hours of volunteer service.

Volunteers create change by increasing awareness of our programs and the needs of the community. There is always a great need for housing. Stats show that kids who grow up homeless are less likely to graduate from high school and more likely to enter the juvenile justice system. Housing and other basic needs deserve to be at the forefront of our conversations. Volunteers create change by talking about their work with MSC.

If you have volunteered, thank you. And if you haven't, please consider making that change for yourself in 2015!



Best wishes,

Robin R. Corak  
Chief Executive Officer

