



MULTI-SERVICE CENTER

HELP. HOPE. CHANGE.



# True Stories

2019 FALL/WINTER NEWSLETTER

# COMMUNITY HELPING COMMUNITY

## MSC HONORS FORMER ORION CEO JOHN THEISEN AT MSC HELPS LUNCHEON

MSC'S inaugural Help, Hope, Change Award will be presented to former Orion Industries CEO John Theisen at the MSC Helps Luncheon on October 17, 2019, at Emerald Downs.

The MSC Help, Hope, Change Award celebrates a community leader or corporation that exemplifies the mission of MSC to provide pathways out of poverty for our neighbors. Under Theisen's tenure as CEO, Orion Industries became a leading national model for social enterprise. Orion provides skills training and employment services to individuals with barriers to employment; barriers such as disabilities, and people transitioning out of homelessness, drug and alcohol addiction, and the criminal justice system.



For more information about the annual MSC Helps Luncheon, please contact Diane Lyons, Events and Corporate Relations Manager, at 253.835.7678, ext. 105 or [dianel@mschelps.org](mailto:dianel@mschelps.org).



### 2019 PREMIER BUSINESS PARTNERS

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**SAVE THE DATE!**

**MSC CRAB FEED & AUCTION**  
Saturday, June 6, 2020, 5:30-9pm  
PAEC Federal Way



### 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

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### MISSION

MSC is building a future without poverty by creating pathways to help, hope, and dignity for our neighbors.

### VISION

Empowered individuals. Thriving communities.

### VALUES

TEAMWORK  
PASSION  
RESPECT

INTEGRITY  
DIVERSITY & INCLUSION

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## VOLUNTEERING AS A SECOND CAREER

“Volunteering makes me happy,” shares Chang.

Even though he’s retired, 73-year-old Chang continues to work almost full-time; however, it’s not a paid position. Chang is a valued volunteer in MSC’s food bank. You can usually find him at the check-out station during food bank open hours, but he also helps with sorting, stocking, and other needs at the food bank.

Chang moved to the United States in 2011 after working for 34 years as a civilian at a U.S. Air Base in South Korea. He had the volunteer bug even before he was retired, as he was active with recycling and neighborhood patrols while he was in South Korea.

When he retired, he was given the opportunity to move anywhere he’d like to, and he chose to come to the United States and live in Federal Way as he has relatives that are nearby. Chang was a permanent legal resident of the U.S. for many years and just a few months ago passed his citizenship test and became a

U.S. citizen. He took citizenship courses with the Korean Women’s Association, and also participated in classes to help improve his English speaking skills.

Chang has a daughter who still lives in Korea and is a librarian, and a son who is a software developer who lives in Colorado with a wife and daughter. His son shared, “My father is thankful to the U.S. for the work he was given as he was able to raise his family on the income provided, and I think that’s a reason he volunteers in the U.S.”

*Interested in volunteering in the food bank? Apply online at [www.mschehelps.org/getinvolved/volunteer/](http://www.mschehelps.org/getinvolved/volunteer/).*

*Korean Translation:*

“자원봉사를 하면서 행복합니다.” 자원봉사자 Mr. Chang이 한 말입니다.

올해 73세인 미스터 장은 월급도 받지 않는 일을 거의 풀타임으로 계속하고 있습니다. 미스터 장은 MSC의 푸드뱅크의 소중한 자원봉사자입니다. 푸드뱅크가 열리는 시간에는 식료품 출납대에서 미스터 장을 만나실 수 있지만, 그외에도 식품 분류, 재고정리 등 푸드뱅크의 다른 일들도 도와주고 계십니다.

미스터 장은 한국의 미 공군 기지에서 민간인으로 근무한 후 2011년에 미국으로 이주하였습니다. 은퇴하기 전에도 미스터 장은 자원봉사 일에 적극적으로 참여하였는데, 재활용 수거와 커뮤니티 방법 일에 참여하였습니다.

은퇴를 하면서 원하는 곳으로 이주할 수 있는 기회가 주어졌으며, 미국으로 이주하기로 결정을 하면서, 친척들이 가까이 있는 페더럴 웨이에 정착하게 되었습니다. 미스터 장은 오랫동안 미국 영주권자였다가 최근 몇개월 전에 미국 시민권 시험을 통과하여 미국 시민이 되었습니다. 대한부인회에서 시민권 시험 준비과정에 참여하였으며, 영어회화 능력 향상을 위한 수업도 참여하였습니다.

미스터 장의 딸은 한국에서 거주하고 있으며 도서관에서 일합니다. 그의 아들은 소프트웨어 개발자이고 콜로라도에서 부인과 딸과 함께 거주하고 있습니다. 그의 아들이 전하는 말로는 “저의 아버지는 미국에 감사한 마음을 가지고 있습니다. 그에게 일을 주었고, 그 일로 인해서 가족을 부양할 수 있었기 때문입니다. 제 생각에는 아버지가 미국에서 자원봉사 일을 하시는 것은 그 때문인 것 같습니다.”



## BACK ON MY FEET

“I grew up in shelters. It was really hard and stressful and I didn’t want to follow the same path with my kids. I didn’t ever picture myself being homeless when I grew up,” shares 35-year-old Janel. Janel is mom to a 17-year old boy, 15 and 7-year old girls, and has another on the way.

Last October, Janel and her family were evicted from their apartment and lost their Section 8 housing voucher. Janel immediately started calling for emergency family shelter, and after three weeks, Janel and her children moved into MSC’s family shelter in Kent. During those three weeks of homelessness, Janel and her children slept in the car, stayed at friends, and also were split up for a short while with the older kids staying at friends’ houses.

“MSC helped me a lot and got me back on my feet. They opened my eyes to things, and if wasn’t for my case manager, I wouldn’t have gotten my Section 8 housing voucher back,” shares Janel. “At first I felt really irritated by my case manager, if I didn’t respond to her she’d keep calling, emailing, or even come to my door. Then I realized she’s doing this because she wants to help me and everything she was doing was good for me.”

Janel and her family moved in their new apartment in the middle of July. They are still waiting for furniture but should have some soon.

Five years ago, Janel was diagnosed with Lupus. It causes her to be tired all the time, have body aches, and be unable to stand for long periods of time. She’s thought about applying for disability, but shares she “doesn’t want to be disabled at 35 years old.” She’s been thinking about it more though, and may come to MSC for an appointment with a lawyer from Benefits Law Center who is on site once a week at MSC’s Kent and Federal Way offices to help with Social Security benefits.

Janel shares that if she could have a career, she’d like to be a nursing assistant or work with kids. In five years, she sees herself in a better place, either with a good job or maybe in school.

Janel is also able to access other resources at MSC to help her family such as the food bank and energy assistance, and maybe also earn her GED through MSC’s prep program.

“It’s not easy being a single mom. MSC is one of those places that do actually help people,” shares Janel.

# MAKING A GAME PLAN

“At times it can be difficult to be a champion for someone who doesn’t see it for themselves and some people don’t have any support,” Julie shares. “But, when you see people have success and know it will have lasting effects on their whole family, including their children, it’s all worth it.”

As MSC’s Employment Program Coordinator, Julie helps people seeking employment create a game plan. She provides mentorship and guidance for individuals 18 years of age or older who are receiving SNAP benefits. In addition to helping people create resumes and

cover letters, Julie also helps them with skills development, mock interviews, and connecting them with training opportunities.

A lot of her work also involves navigating resources and barrier reduction. “It’s difficult to be successful in a job if you have all these other things working against you,” she shares. “That’s a part of my work I really enjoy, helping to remove those barriers like housing instability or transportation issues.”

MSC’s employment program can also provide funds for bus tickets, special certifications and licenses, and clothing for both interviews or job specific needs like work boots or a uniform.

Julie joined the MSC staff three years ago after earning her Bachelor’s Degree in Psychology from UW Tacoma. She had worked in retail, and saw herself doing something different that would make a greater impact on her community. She learned about an opportunity to help others at MSC from a classmate. This was her opportunity to empower and help people live their best life.

“One of the clients that sticks with me the most is a woman who was living in a domestic violence situation,” shares Julie. “I was able to help her build her skills by supporting her education and licensing in her chosen field. She is now working full-time in that field and escaped the abusive situation she was living in. She is healthy, happy, and looks like a different person.”





MULTI-SERVICE CENTER

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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, online at [www.mschehelps.org](http://www.mschehelps.org), or social @mschehelps

# Help. Hope. Change.

Empowered individuals, thriving communities.



## TRUE STORIES ABOUT MAKING A DIFFERENCE.

Dear Friends,

Welcome to our latest newsletter. We are excited to share stories of MSC's work in the community. We are proud that we are able to assist over 45,000 people annually through our programs; and, we are also honored to have volunteers, staff, and supporters that are so passionate about our mission.

It is this commitment that is so important to MSC's success as a community action agency. Because our community plays such a vital role in fulfilling our mission, every three years we conduct a community needs assessment.

Just like the stories in this newsletter, the community needs assessment reflects the diverse perspectives we share in our community. The assessment seeks feedback from community members at large, volunteers, those that work with those living in poverty, and of course, feedback from those receiving our services. Everyone's voice is important and heard.

The assessment not only asks about needs in our

community, but also what you see as a solution to these needs. This is community action; you play a role in understanding, engaging, and empowering our community. Your voice is vital to helping us understand and provide solutions to the root cause of poverty.

We expect to produce the results of our community needs assessment in early 2020. These results will help us create our vision for the coming years.

If you have questions regarding the assessment or would like to review the final report, please reach out. Thank you for being MSC's partner in building a future without poverty in our community.



Best wishes,

Robin R. Corak  
Chief Executive Officer



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