COMMUNITY HELPING COMMUNITY

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To support
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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

SAVE THE DATE!
MSC Helps Luncheon
Thursday, October 20, 2022
11:30am-1pm
Federal Way PAEC
Keynote Speaker: Ernie Hudson, Actor

June 4, 2022 | 5:30pm - 9pm
The Hyatt Regency Lake Washington
Silent and Live Auction • Raffles • Games

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Multi-Service Center has been a part of Jenny Hulse’s life for so long that when asked how she was first introduced to MSC, it was difficult for her to pinpoint an exact time. “It might have been through a diaper drive at my kids’ elementary school years ago.”

Shortly after, Jenny began bringing fresh produce from a school garden to MSC’s Food Bank. She felt that donating fresh produce was a great way to give back to her community and to ensure that the produce went to the people who truly needed it the most. Jenny and her husband started attending MSC’s fundraising events and became regular donors supporting MSC programs.

Jenny’s father-in-law, Dennis Hulse, supported MSC, and served on MSC’s Board of Directors for 15 years. A resident of Federal Way since 1977, Dennis was an active member of the community and committed to serving others. He shared this belief with his family, and after Dennis passed away in August 2021, his family has continued their support of MSC and other community organizations.

When Jenny saw a need for volunteers at MSC’s food bank the fall after Dennis passed away, she felt that the call was coming from her father-in-law. She signed up to be a volunteer in MSC’s Food Bank. By volunteering in the food bank, Jenny is able to see firsthand the difference that MSC can make in someone’s life. “What the food bank is doing is important,” Jenny says, “we get to fulfill people’s needs with dignity.”

Jenny plans to continue to volunteer with and support MSC because the need and benefit are very clear to her. During the COVID pandemic the number of people coming to MSC’s food bank to get their needs met has risen by 11%. Just in February of this year, MSC’s food bank served Federal Way residents 202,773 pounds of food, or 168,978 meals.

“Feeding the hungry with dignity is what we strive for. Jennifer has embraced that from the first day she showed up to volunteer at our food bank,” Food Bank Director Dan Lancaster says. “Whenever Jennifer volunteers you can see the commitment to serve in her actions.”

As the need for MSC continues to grow so does MSC’s need for community support. “There is no contribution too small,” Jenny says, “if you can show up at all, your time would be valuable.
In August 2021, Barbara and John were informed that the assisted living facility that John’s parents lived in were no longer taking Medicaid, and that his parents would soon have nowhere to live. Just before the COVID-19 pandemic hit, the facility that John’s parents were living in was sold to a new owner who decided that the facility would no longer take new Medicaid clients. At the time, John’s parents were on private pay to spend-down for Medicaid, and planned to be on Medicaid soon. The administrator of the facility contacted John’s parents and made an agreement in writing that they would be allowed to stay in the facility with Medicaid, but unfortunately when the time came, the agreement was not honored and John’s parents were given notice that they could no longer stay in the facility.

Barbara and John reached out to the Washington State Long-Term Care Ombudsman Program (LTCOP) to find help and to make sure no one else in long term care would lose their housing due to similar circumstances. LTCOP, a statewide program operated by Multi-Service Center, trains and certifies volunteer ombuds to visit long-term care facilities across the state to advocate on behalf of residents. Ombuds work to ensure that residents in long-term care facilities receive good quality of life and care by providing information to consumers about their rights, working to resolve problems on behalf of residents, monitoring the enforcement of laws and regulations, and advocating for improvements in the long-term care system.

Unfortunately, complications with Medicaid are all too common in long-term care facilities. As of November 2021, over 1.7 million individuals were enrolled in Medicaid in the state of Washington and, unlike John’s parents, many of these individuals do not have a relative to advocate for them and are unable advocate for themselves when a complication arises. This is where the ombuds play a crucial role.

After several conference calls at all hours of the day, the regional ombuds was then able to send a volunteer to visit John’s parents and let them know that there was someone advocating for their right to stay in their home. The couple is happily still in their living space thanks to LTCOP and to the staff and volunteers who are able to fight for individuals living in long-term care facilities and remind them that they are not alone.

“We are thankful from the bottom of our hearts for your support and expertise in the successful effort to keep our parents at their home under Medicaid,” shared Barbara. “What I realized after being so worried and frustrated with trying to battle the facility was that there are wonderful people like you out there who have the backs of so many vulnerable folks. You are a hero.”

MSC is in need of more volunteers like the one who helped John’s parents. Volunteer ombuds are the backbone of the Washington State Long-Term Care Ombudsman Program! If you are interested in joining this extraordinary group of individuals working to protect Resident Rights in Washington State, please visit https://www.waombudsman.org/volunteer/.
After a string of unfortunate events, U.S. Army veteran Samuel found himself with no hope left and nowhere else to turn.

Just as the COVID-19 pandemic was beginning, Samuel was laid off from his job with a large company. He was able to find part-time work as a checker at a local grocery store, but with significantly less income, he was no longer able to afford his apartment. Thankfully, a friend offered Samuel a room in his house that he could afford. Looking for a longer-term employment opportunity, Samuel changed jobs. Unfortunately, this position didn’t work out. In the midst of troubles at work, Samuel’s friend left to get married and moved out of state, leaving Samuel responsible for all of the rent.

With no job and climbing bills, Samuel quickly fell behind on rent and was given an eviction notice just before the holidays. Feeling like walls were closing in on him and he had no way out, Samuel felt hopeless and ended up being hospitalized.

A couple of days after Samuel got home from the hospital he heard a knock at his front door. Thinking that he was being kicked out of his house, Samuel was terrified to open the door. When he did open it, he found a police officer. The officer had stopped by to do a health and welfare check and was able to connect Samuel with a social worker. This social worker was quickly able to find emergency shelter for Samuel and helped him get on the list for transitional housing with Multi-Service Center (MSC).

Samuel stayed in a men’s shelter in downtown Seattle for a very short period of time. He was relieved to get a call that there was an opening in one of MSC’s veterans’ houses. To him, this meant that he would be able to sleep again and have a space where he could put some of his personal belongings. “It was really hard to sleep at the shelter,” Samuel said, “some of the guys snored so loud that not even headphones helped.”

MSC owns over 600 units of affordable housing including two properties specifically for veterans. According to Washington’s Department of Social and Health Services 4% of veterans in our state experience homelessness or are unstably housed. MSC provides wrap-around case management and works alongside Veterans Affairs to help our veterans find permanent housing and long-term stability.

Two months later, Samuel has made great progress towards his goals. He is working closely with his MSC case manager to find stable work. One of his goals is find a roommate that he could share an apartment with once he has a full time job again. Eventually, Samuel hopes to save enough money to be able to move to Texas where the cost of living is lower and he could afford to buy his own home one day. He is so grateful for the opportunities that MSC has provided him and for those who give their support to make stories like his possible. “I don’t know what else to say other than thank you, I think those two words really say it best,” said Samuel.
Dear Friends,

Spring’s arrival always brings a feeling of renewal and growth. After the last two years, the need for hope and change for our future is stronger than ever.

As we come out of the pandemic, we continue to see increasing need in our community as emergency government funding starts to dissipate and moratoriums on evictions and utility shut-offs are no longer in place. MSC is thankful to be able to continue to provide support and resources to help our neighbors.

MSC is looking forward to the future and continuing to serve our community. We are making progress on our new affordable housing development, Redondo Heights in Federal Way, and hope to be breaking ground for construction during late summer. This project includes renovating an existing 132 units and adding 202 new units, bringing a total of 334 more units of affordable housing to South King County.

We relocated our office in Kent to a larger space with easier access and improved parking for our customers. Additionally, we are now able to offer water and sewer bill assistance, as well as portable air conditioning units, to qualifying households throughout South King County through our energy assistance program.

MSC is also keeping inclusion and equity at the forefront of our work. We are implementing Employee Resource Groups as the next step in building a diverse and inclusive workforce. We will continue to challenge and change systems that create barriers as we work to empower individuals and build a thriving community for everyone.

We thank you for being a partner with MSC in bringing help, hope, and change to our community!

Best wishes,

Robin R. Corak
Chief Executive Officer