



MULTI-SERVICE CENTER

HELP. HOPE. CHANGE.



# True Stories

2023 SPRING/SUMMER NEWSLETTER



# COMMUNITY HELPING COMMUNITY

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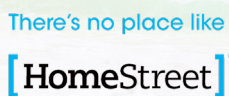


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## MISSION

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

Published by **Multi-Service Center**

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# A PLACE TO CALL HOME

“When you don’t know where to go or what to do, it’s very stressful,” Jose said about looking for a new home.

Jose had been living with his wife and mother in a double-wide mobile home. He had owned the home for the past four years, but like many mobile home owners, did not own the land where the home sat.

The lot that Jose and his family lived on was being sold and they were told they would have to find a new place to live. Although he had completely renovated it to look like new, his mobile home was too old to be relocated.

Jose spent months looking for a new place to live, and amid all the stress, his wife suffered paralysis of half her face, resulting in 30 days in the hospital. Soon

after Jose had an injury at work and needed surgery. Jose has been working in construction for the past 32 years but did not have enough saved up to make a deposit on a new home and also pay the medical bills that were piling up.

Not knowing where else to turn, Jose called his local Chamber of Commerce to ask for help and was given the phone numbers for a couple of local non-profits.

With little hope left after several calls with no response, Jose reached out to MSC. The receptionist at MSC was immediately able to connect Jose with MSC’s housing team and Jose was able to meet with a case manager the next week.

The case manager helped Jose apply for financial assistance to pay the deposit for a new rental home. Jose says that his case manager “did an amazing job and was really quick. He helped right in time.”

MSC provides one-time rent assistance and limited resources for temporary emergencies to families living in South King County. Families like Jose’s who can regularly pay their monthly bills but have a verifiable emergency that prevents them from meeting their own needs may qualify for such funds.

Jose, his wife, and his mother were able to move into their new home and have begun to get back to their old routines without all the stress.

“We miss our house, it is not the same, but it is what we have. We have a roof over our heads and that is what counts,” Jose says about their new place.

Eventually, Jose would like to save up enough to make a down payment on a new home, but for now, he is happy that he and his family are safe with a place to call home.







*Pictured: Federal Way Mayor Jim Ferrell; King County Councilmember Pete von Reichbauer; King County Executive Dow Constantine; MSC CEO Robin Corak; Rep. Jamila Taylor, WA State Legislature; SRI President Len Brannen  
Photo: Mel Ponder Photography  
Rendering: Bumgardner Architects*

## BREAKING GROUND

### More affordable housing is coming to South King County!

Multi-Service Center (MSC) and housing developer Shelter Resources, Inc. (SRI), broke ground on our new Redondo Heights project on Wednesday, February 1, 2023. Redondo Heights is a partnership between nonprofit MSC and housing developer SRI, to rehab 132 existing residential units at what is now known as Silver Shadow Apartments and construct 202 new units, bringing 334 new quality affordable housing units to Federal Way.

“MSC is excited to be bringing more affordable workforce housing to South King County. Not surprisingly our recent Community Needs Assessment identified affordable housing as a top need in the community,” says Robin Corak, Multi-Service Center CEO. “This project will help meet some of that need, while also providing additional support for residents.”

Onsite services such as community

resource navigation will be available to residents, as well as a satellite MSC Food Bank onsite to serve Redondo Heights and North Federal Way residents. The site will also feature amenities for residents such as a garden space, community room, and playground.

“Affordable housing is essential to the vibrancy of our communities, so we’re investing in creating more homes, near transit, to ensure everyone has equitable access to opportunities across our region,” said King County Executive Dow Constantine. “The Redondo Heights project is a great example of how we can work together to grow the affordable housing supply that is so clearly needed, and ensure a more connected and inclusive region moving forward.”

Remarks at the ground-breaking ceremony were provided by Representative Jamila Taylor, WA State Legislature; King County Executive Dow Constantine; King County Councilmember Pete von Reichbauer; Federal Way Mayor Jim Ferrell; Robin

Corak, Multi-Service Center; and Chris Walvoord, Enterprise Housing Credit Investments & Enterprise Community Asset Management & Fannie Mae Equity.

Construction is anticipated to take 18-20 months. Gencap Construction is the builder on the new construction phase (202 units) of the project, and SRI-Rochlin Construction LLC is performing work on the renovation phase involving 132 existing units. Project architect is Bumgardner Architects.

*Project funders include Amazon; Enterprise Housing Credit Investments & Enterprise Community Asset Management & Fannie Mae Equity; JLL Real Estate Capital, LLC & Federal Home Loan Mortgage Corporation; JPMorgan Chase Bank; King County & Connecting Housing to Infrastructure Program (CHIP) & King County Transit Oriented Development (TOD) Fund; US Bank Trust Company, National Association; Washington State Department of Commerce Housing Finance Unit; Washington State Housing Finance Commission; and Washington State Capital Budget Appropriation.*



# END OF AN ERA

After serving as MSC's CEO since 2012, Robin Corak has announced she will be retiring in January 2024.

"I'm proud of what MSC has accomplished over the last ten years and am excited to see what additional growth can happen under new leadership. I'm looking forward to joining my husband Richard in retirement, traveling together, and focusing more on my writing."

Robin joined the MSC staff in 2001 as Employment Program Supervisor and was promoted to CEO in 2012. Under Robin's leadership, MSC has seen tremendous growth including the following accomplishments:

- Implementation of agency wide DEI efforts including a staff-led diversity, equity, and inclusion committee
- Construction and/or acquisition of an additional 150 affordable housing units including William J. Woods Veterans House
- Launched Redondo Heights to bring an additional 334 units of affordable housing to South King County
- Revenue increases reflecting 179% growth in the organization's budget
- Staff growth to almost 100 employees
- Representation on a variety of local and national boards and councils
- MSC Programs designated as best practices by local and national entities

"Robin will be greatly missed," shares Joe Atkinson, President of MSC's Board of Directors. "She is admired and well-respected by staff, the board, our partners, and the community. She created an inclusive and welcoming culture for all who enter MSC's doors and has done a tremendous job in growing our organization in a way that better connects with and serves our community."

"This was not an easy decision for me. I am, and have always been, deeply committed to MSC's mission and to helping our community members find economic stability. The staff we have at MSC are amazing and equally committed to our mission. I am confident that our current staff and those that will join MSC in the coming years will take MSC even further towards fulfilling our mission of building a future without poverty," shares Robin.

MSC's board of directors has established a search committee to guide the process and select the best candidate to lead MSC into the next decade and further. As more information becomes available regarding the search process, it will be posted on MSC's website at [mschelps.org/CEOsearch](https://mschelps.org/CEOsearch).



Photo: Mel Ponder Photography





1200 S. 336th St.  
Federal Way, WA 98003

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 on social media @mschehelps

# Help. Hope. Change.

Empowered individuals, thriving communities.

## TRUE STORIES ABOUT MAKING A DIFFERENCE.

Dear Friends,

As I think about what to write for this newsletter, I think of our community 21 years ago when I joined the MSC staff and where we are today in 2023. I am proud of the progress we have made and am looking forward to seeing where the next two decades take us.

This reflection makes the announcement of my retirement in this newsletter bittersweet. I am passionate about our mission and have loved every minute that I have served our community through MSC's work. I am also looking forward to seeing what new horizons MSC can reach under new leadership as we continue to strive to build a future without poverty.

I am proud to have been a part of MSC's impact on the community. Those impacts will continue during my last year at MSC and in the future as we work towards creating a thriving South King County community.

In this newsletter you will find a story about our

recent groundbreaking ceremony at Redondo Heights which will bring 334 units of affordable housing to Federal Way. MSC will continue to seek opportunities to make affordable housing a reality for our South King County community.

And, MSC will continue to help people like Jose, featured inside, to meet their basic needs through support and resources such as rent assistance, energy assistance, food, and more.

I will always be a part of the MSC family. Over the next year, I look forward to engaging with you as we celebrate our accomplishments and dream for the future. We thank your continued partnership with MSC in bringing help, hope, and change to our community!



Best wishes,

*Robin R. Corak*

Robin R. Corak  
Chief Executive Officer

