



MULTI-SERVICE CENTER

Help. Hope. Change.

2024 SPRING/SUMMER NEWSLETTER



COMMUNITY HELPING COMMUNITY

SPRING into Action!

Dinner & Auction

Saturday, May 18, 2024 | 5:30pm - 9pm
The Hyatt Regency Lake Washington

PRESENTING SPONSORS



Join us for MSC's Spring into Action Dinner & Auction, a night of tropical music, games, raffles, silent and live auctions, food, and fun while supporting MSC's programs and services!

ADDITIONAL SPONSORS

City of Federal Way

Alaska Airlines | Cugini Florists and Fine Gifts | Eagle Tire & Automotive
Federal Way Custom Jewelers | HomeStreet Bank | Robert D. Bohm, PLLC
Valley Harvest International Market | WSECU

Banner Bank | Be Yoga Burien | Federal Way Mirror
Greaney Scudder Law Firm | Milkman Media
Umpqua Bank

Get your tickets at mschelps.org/sia24



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Premier Business Partners are businesses that support MSC with a gift of \$2,500 or more annually.

SAVE THE DATE



LUNCHEON
THURSDAY, OCT. 18, 2024
11:30AM-1PM
FEDERAL WAY PAEC

CONTACT US

For services

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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

AFFORDABLE WORKFORCE HOUSING

A new skyline is appearing at MSC's newest affordable housing development, Redondo Heights!

We've made great progress and are on track for Redondo Heights construction to be completed in October 2024. MSC's commitment to affordable housing development remains strong as the number of rent-burdened households continue to climb in our area and nationwide.

We've all heard the guideline that your housing costs should be less than 30% of your income. A recent study from the Joint Center for Housing Studies of Harvard University found that in the Seattle/Tacoma/Bellevue area, 49% of households are paying between 30-50% of their income toward rental housing costs. Even more staggering is that 25%

of renters are paying 50% or more of their income towards housing.

This same report also found that nationwide, while all income levels had their rental cost-burdens increase, middle-income renters saw their housing cost-burden increase the most.

Redondo Heights will offer 334 units of affordable workforce housing for households with incomes between 50% and 60% of median area income.

Rent-burdened households also have to adjust their spending in ways that may affect their well-being. The study found that cost-burdened renter households that are also low-income spent 39% less on food and 42% less on healthcare than their unburdened counterparts.

Because we know that people have to make difficult choices around where to spend limited funds, MSC is also opening

a satellite food bank at Redondo Heights that will not only serve the residents, but the entire community.

Leasing waitlists for Redondo Heights are now open. The Redondo Heights Food Bank will open in early 2025. Please check our website for more information and future updates!

We invite you to partner with us in bringing more affordable housing and access to nutritious food to South King County. We are building the Redondo Heights Fund to support operations at the satellite food bank and/or services at Redondo Heights through sponsorship, donations, or volunteering! Naming opportunities are available.

Learn more at mschelps.org/rhsponsor or by scanning the QR code.



THREE MOTHERS SEEKING STABILITY

While their stories are different, Judi, Johanna, and Carolyn all have one thing in common. An unplanned life event led them to seek help at MSC.

Judi was barely making ends meet when her child fell ill and needed hospitalization. This unexpected medical expense overwhelmed Judi. She reached out to MSC for assistance. Judi worked with a MSC staff member who was able to understand the barriers she faced and recognize her strengths as a single parent doing her best.

In addition to supporting Judi with rent assistance, MSC was also able to provide Judi with a referral to a workforce training program to help Judi with individual support and coaching towards obtaining employment.

Johanna, a single mother of two, was employed full-time, when her employer starting reducing her hours. This significantly impacted Johanna's salary and she got behind paying her rent. She continued to pay as much rent as she could, but her rent balance was increasing.

Realizing she needed assistance getting caught up, Johanna reached out to MSC. MSC was able to assist with some of her back rent so she was able to keep her housing. Johanna is applying for other jobs so she can get back to full-time work to support her family.

Carolyn was fleeing domestic violence with her child when she reached out to MSC. She shared with staff that the trauma she had experienced was so severe that she felt unable to take care of her basic needs. She had already been approved for an apartment, but needed some assistance with move-in costs.

MSC staff were able to support Carolyn with getting help with move-in costs and also referred her to other resources to help Carolyn navigate her trauma and meet her family's needs.

MSC's rent assistance program provides one-time assistance for households that have had a crisis making it difficult to pay their rent. While some rent assistance funds come from private donations, the majority of the funds come from specific cities in South King County so we are limited to serving those areas only.

Because MSC's rent assistance funding is limited, we also offer resource navigation services for households that may not qualify under our program. We offer resource navigation throughout South King County, with additional navigation programs specifically for immigrants and refugees, as well as residents of HNN properties and residents of the City of Kent.





REDUCING YOUR ENERGY COSTS

Did you know that PSE customers can not only receive an annual energy benefit, but can also now apply for a bill discount?

MSC continues to provide energy assistance through both the federal LIHEAP program and the PSE HELP program to an average of 9,000 households annually. This year PSE also introduced their Bill Discount Rate (BDR) program to help households with energy costs.

The BDR program provides an automatic discount on every bill for PSE customers who meet the eligibility requirements. Customers can save 5% to 45% on the energy service charge portion of their bill.

Eligibility for the BDR program is based on your household's gross monthly income, number of people in your household, and where you reside. To qualify, your household income needs to be 80% or less of area median

income (AMI) in the county you live in.

When PSE customers complete their energy assistance appointment at MSC, they will automatically be signed up for PSE's BDR program.

Customers can also directly sign up for the BDR program on PSE's website at pse.com. When you sign up on PSE's website, your information will automatically be sent to MSC to receive a benefit from PSE HELP as well.

It can take six to eight weeks for your bill discount and energy assistance benefit to reflect on your energy bill.

A small percentage of customers enrolled in the BDR program will be asked to provide proof of household income to ensure that only qualified customers are receiving the benefit of the program. If asked for verification you will need to provide that within 90 days. You will also need to apply for PSE's BDR program annually.

Customers should note that they will still need to make an appointment with

MSC to receive LIHEAP assistance. In addition, customers will need to have a completed LIHEAP assistance appointment with MSC and have received a LIHEAP benefit after October 1, 2023, to be eligible to receive a portable air conditioning unit through MSC.

A limited number of applications for AC units are accepted daily through MSC's website. If applicants meet all the requirements, an AC unit will be sent directly to their home. Households may only receive one AC unit and must not have received an AC unit previously.

As a reminder, customers do not need to have a shut-off notice or past due balance to take advantage of these energy assistance programs. Anyone who meets the income and geographic requirements on our website at mschelps.org/gethelp/energy can apply for energy assistance through MSC.

Looking for other ways to reduce your energy bill? PSE also offers a weatherization program. More info is available on their website at pse.com.



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

MSC is a 501(c)(3) nonprofit agency building a future without poverty through support and resources for employment, housing, energy assistance, and food. 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, or on social media @mschehelps

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Help. Hope. Change.

Empowered individuals, thriving communities.



BUILDING A FUTURE WITHOUT POVERTY

Dear Friends,

Happy 2024! I am so grateful for the opportunity to lead Multi-Service Center after the long legacy of the successful and compassionate leadership of Robin Corak. MSC provides crucial services to over 40,000 individuals each year, strengthening the safety for those around us and supporting their sense of belonging.

Our services continue to evolve and strengthen after the pandemic which taught us valuable lessons about our community members most needing support in a global health crisis. It also showed us how our service delivery model

can shift, change, and adapt to the needs of our funders and clients.

During this new year, we are focused on strategic planning and visioning toward our future by taking useful lessons from the past and moving forward to continue serving our mission. Our Board and staff are visioning together about what the next three, five, and ten years look like.

Who do we want to be and become? How do we highlight what we are proud of and continue growing and evolving to be servant leaders in the nonprofit space? MSC centers equity, belonging, inclusion,

and diversity at the core of our internal and external work.

Thank you for being on this journey with us, whether you come to MSC for support and services, donate, fund, volunteer or just cheer us on. Each one of you is integral to our success in serving those around us who need us most. I am grateful for your continued partnership as we step forward each day in service to you.

In community,

Kirsten York
CEO

