

MULTI-SERVICE CENTER

AGENCY DIRECTORY

Serving our neighbors in South King County.



HOUSING

Affordable Rental Apartments

Households must be income qualified. For application or availability call the individual numbers listed below.

Fawcett (Tacoma): **253-593-2036**
Fern Hill (Tacoma): **253-475-0482**
Hawthorne Lane (Graham): **253-847-4288**
Kenyon Place (Buckley): **360-829-0487**
Mansard Estates (Auburn): **253-218-0334**
Maple Lane (Kent): **253-218-0334**
Redondo Heights (Federal Way): **253-358-8653**
Victorian Place (Des Moines): **253-218-0334**
Villa Capri (Federal Way): **253-941-3157**
White River Apts (Auburn): **253-218-0334**

Seniors only:

Colvos Terrace (62+, Gig Harbor): **253-851-5534**
Mitchell Place (62+, Federal Way): **253-661-7011**
Radcliffe Place (62+, Kent): **253-525-5571**
Rainier View (55+, Fife): **253-896-2696**

Homeless Veterans

Burien Veterans House
Call King County Veterans Program **206-263-8387**
William J. Wood Veterans House
Call VA Community Resource and Referral Center
206-764-5149 or WJW directly **253-941-3820**

Supportive Housing for Adults

MSC provides supportive housing for unhoused single women in recovery and unhoused single male veterans.
For Women | Call **253-854-4406**
For Men | Call King County Veterans Program **206-477-7022**

Rent and Emergency Assistance

We provide a limited amount of rent assistance and utility assistance to Burien, Federal Way, Kent, Renton, and SeaTac residents only. Funds are limited to one-time help only. For individuals or families. Complete the application on our website. Visit mschelps.org/rent

Regional Access Point

MSC is a Regional Access Point (RAP) for King County Coordinated Entry for All which provides housing resources for individuals throughout King County, including MSC's family shelter. Appointments are available to those that are homeless, fleeing domestic violence, or leaving an institution after 90 days. Make an appointment by calling or emailing with name and a safe number or email to reach you. Check website for walk-in hours and outreach locations.
Call **253-874-6718** | Email rap@mschelps.org

To access immediate family shelter in King County call **206-245-1026**.

ENERGY & COOLING ASSISTANCE

Energy assistance is available to help low-income individuals and families pay all or part of their home heating bills. If you qualify, payment is sent directly to your energy provider on your behalf.

When you call, listen carefully and have a pen handy. The recording gives you options to choose, and a list of items for your appointment. Follow the prompts and you will receive the next available appointment.

If your service is still connected, but you can't pay your bill, or if your service has been disconnected call **253-517-2263** (24 hrs) or visit mschelps.org/gethelp/energy to schedule an appointment.

Please note: We receive far more calls each day than we can serve. Please be patient. We make every effort to serve you as soon as possible. Call the appointment line repeatedly through the day to have the best chance at getting an appointment.

FOOD BANK

The Market at Redondo Heights

MSC's Redondo Heights Food Bank serves all residents of Washington State. Customers should contact the food bank to make an appointment. With an appointment, they may visit the food bank once per week. Food is offered in a market style inside the food bank. Questions? Call **253-838-6810** or email redondo.foodbank@mschelps.org

What to Bring:

Please bring boxes or bags to carry your food.

Food Bank Hours (by appointment only):

Tuesday: 10am-4pm
Wednesday: 12pm-6pm
Thursday: 10am-4pm

Closed for all federal holidays.

Home Delivery Program:

Clients who are not able to make it to the in-person Food Bank Market may sign up for home delivery through the United Way of King County through the methods below. Please note there is a waiting list for this program.

Online: uwkc.org/need-help/food-delivery
Email: food.delivery@uwkc.org
Call: **253-237-2019**



MULTI-SERVICE CENTER

Please check mschelps.org for updates as program eligibility or availability may change.
WA Relay Service users: Dial 7-1-1 for auxiliary aids and services available upon request to individuals with disabilities.

Multi-Service Center uplifts communities by increasing equitable access to **advocacy, opportunities, and well-being.**



EDUCATION & EMPLOYMENT

Education

We offer GED preparation and one-on-one coaching to young adults ages 16 to 21 enrolled at Federal Way Open Doors. MSC has dedicated staff who work with students to achieve their academic and personal goals, provide individualized learning plans and other supports, provide comprehensive case management, connection to community resources, post-secondary planning, and positive youth development opportunities. Call **253-838-6810**

Employment

Our employment programs serve individuals of all ages and from all walks of life, providing a variety of services including job-readiness training, job search assistance, and career planning. Eligible candidates must be receiving Basic Food Assistance and meet the following criteria: 16 years of or older; live in Auburn, Federal Way, Des Moines, Burien, Tukwila, SeaTac, Kent, or Renton; able to work 20 hrs per week; and, engage in regular meetings with MSC staff.

RESOURCE NAVIGATION

Need help but not sure where to start? MSC's Community Access Coordinator can help you navigate the resources that may be available to you. This includes but is not limited to:

- Basic food benefits
- Employment and training
- Internal and external programs
- Clothing
- Gas gift cards and bus passes
- Licensing fees
- Textbooks

Email **contact@mschelps.org**

Foreclosure Prevention

MSC is offering free counseling for homeowners facing foreclosure. We understand how overwhelming it feels to face foreclosure. Our team is here to walk with you, explore and ensure you understand your options, and help you keep your home whenever possible.

Email **contact@mschelps.org**

IMMIGRANT & REFUGEE RESOURCES

We provide culturally and linguistically appropriate support to connect you to community services and resources. We want to give you the tools to be successful in navigating your new environment and community. We offer:

- Resource navigation
- Information and referrals
- Cultural orientation and educational workshops

Call: **253-740-1693**

Email: **zuhoor.mehran@mschelps.org**

LONG TERM CARE OMBUDSMAN PROGRAM

If you or a loved one live in a long term care facility- nursing home, assisted living, adult family home or enhanced services facility- and have a question or concern about the care home or anything to do with long term care, call to speak confidentially to your long term care Ombuds. We are advocates and can provide free information about your rights.

Call **800-562-6028** or visit **www.waombudsman.org**

Multi-Service Center (MSC) is an equal opportunity employer/program/provider. In accordance with federal, state, and local law. MSC does not discriminate against customers, volunteers, or employees on any basis, including gender, age, race, color, ethnicity, national origin or ancestry, citizenship, religion, disability, political belief, sexual orientation, veteran or marital status.



Program eligibility varies. Visit our website or scan the QR code below for updates.



Our Locations:

Federal Way Office:
1200 S 336th Street
Federal Way, WA 98003
253-838-6810
Hours: Monday-Friday
8:30am-5pm

Kent Office:
24437 Russell Road
Suite 200
Kent, WA 98032
253-854-4406
Hours: Monday-Friday
8:30am-5pm

The Market at Redondo Heights
Food Bank: (by appointment only)
27614 Pacific Hwy S.
Federal Way, WA 98003
253-387-1717 (message only)
Hours: Tuesday & Thursday 10am-4pm
Wednesday 12pm-6pm

Website: **www.mschelps.org** | Email: **info@mschelps.org** | Social media: **@mschelps**