



MULTI-SERVICE CENTER

**HELP.
HOPE.
CHANGE.**

2025 Fall/Winter Newsletter

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CONTACT US

 (253) 838-6810 | WA Relay 711

 info@mschelps.org

 www.mschelps.org

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FROM THE CEO

Dear Friends,

At Multi-Service Center (MSC), we remain even more committed to our mission, rooted in our values, and striving toward our vision. The ground by which nonprofits were built, and the community needs being filled by these crucial organizations, is being shaken.

We continue to center our work in what we know to be true. Central to our mission, and the theme of this newsletter, is to remove barriers so that everyone has the opportunities they need to reach their goals. Everyone deserves the opportunity to be fed, housed, safe, warm, cared for as we age, advocated for in policy, and considered as decisions are made.

We are so grateful for the strong partnerships continuing to buoy the work we do in the community. Without collective partnerships and collaboration, we could not do this work and serve over 111,000 individuals each year.

The dedication of our teams who show up and serve, each and every day, is awe-inspiring. We hope you are able to learn more about what MSC does in South King County and engage with us at a deeper level. Attending one of our incredible events or community engagement opportunities, hosting a food drive, or sharing our information with your neighbors who may benefit from our services are all ways you can help our community thrive.

Each time you show up for MSC, our clients, and our community, it makes a positive impact and sparks hope for the future.

In Community,



Kirsten York
Chief Executive
Officer



STAFF SPOTLIGHT

Zuhoor Mehran

Zuhoor joined the MSC team in 2023 and serves as a Community Outreach Specialist with our Immigrant and Refugee Outreach and Community Education Program.

How does your program help the community?

We provide culturally and linguistically appropriate support to newly arrived refugees and immigrants. Clients often face significant challenges as they adjust to life in a new environment. My program plays a crucial role by connecting them to essential resources including housing assistance, employment, legal support, educational resources, clothing, and food resources to help them achieve self-sufficiency and successfully settle into their new environment. As households become more independent and engaged, they contribute to local economy, enrich cultural diversity, and foster stronger connections.

Is there a client experience that stands out to you?

I have had the privilege of supporting many clients but one that stands out is newly arrived refugee family. The mother has recently undergone ear surgery and lost her job, while her husband was actively seeking employment. I referred them to a local organization for rental assistance, helped them apply for energy assistance, and connected them to employment resources. As a result, they received three months of rental assistance, a credit on their electricity account and both the wife and husband secured jobs.

If you could only share one thing about your program what would it be?

This program is crucial for the successful integration of newly arrived refugees and immigrants into our community. Many of them left their home countries in search of better future and peaceful life.



What is the most satisfying aspect of your job?

Seeing the transformation of my clients' lives. Many arrive facing overwhelming challenges, financial hardship, and emotional stress. Being able to guide them through these difficulties, connecting them to vital resources and watch them grow more confident and independent is incredibly rewarding.

What motivates you to do this work?

Helping those in need of food, shelter, clothing, and employment is what truly motivates me to do this type of work. I never get tired because I know that every small effort I make can lead to a meaningful change in someone's life.

What do you enjoy doing when you aren't at work?

I usually spend my free time with family and friends. I love exploring new places and hiking the beautiful trails of Washington.

LEARN MORE

CONTACT

Zuhoor Mehran
Community Outreach Specialist



(206) 740-1693



zuhoor.mehran@mschelps.org



mschelps.org/irceo

REMOVING BARRIERS

Helping more neighbors

MSC's mission is to increase equitable access to advocacy, opportunity, and well-being. One of the ways we do this is by removing as many barriers as possible so people can access the help they need. When we are able to remove barriers, the number of people we can serve increases dramatically.

Last fiscal year we were able to serve 111,736 individuals through our programs, representing an **increase of 161 percent** over just two years ago. While we know that need is growing, this increase can also be attributed to expanded flexibility in program requirements, outreach to specific communities that may have not been aware of or comfortable accessing our services previously, and providing additional options for people to access services such as online applications.

**Demographic stats are representative of programs where this information is collected from a majority of clients. To reduce barriers and for client confidentiality, not all programs require this information be reported.*

We continue to see diversity in those we serve. Twenty-five percent are under the age of 18 and 26 percent are over the age of 55. Fifty-six percent of our clients rent their homes, 32 percent own their homes, and 2 percent have identified as unhoused.

Of clients coming to the food bank, 70 percent identify as Black, Indigenous, or People of Color. In our economic opportunity programs such as housing, employment, and resource navigation, that percentage ranges from 63 to 92 percent.

These numbers reflect the power of intentional, equity-centered approaches to meet people where they are and ensure everyone has access to the support they deserve.

INSPIRE HOPE

 **MSC helps**
LUNCHEON

MSC Helps Luncheon is more than a delicious meal—it's a tangible way to contribute to a mission that matters. Every admission, every donation, every conversation is part of the ripple effect!



[mschelps.org/
luncheon25](https://mschelps.org/luncheon25)



**October 16, 2025
11:30am - 1:00pm
Federal Way Performing
Arts & Events Center**

Presenting Sponsor:



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MSC & PSE

Partnering for Community

Multi-Service Center and Puget Sound Energy's partnership began in 2002 to provide energy assistance benefits to PSE customers in South King County. Today, the PSE HELP program provides over \$24 million in annual direct benefits to clients in the form of credits on electricity and gas bills through MSC.

Since PSE introduced their Bill Discount Rate (BDR) program in 2023 and moved to self-attestation, allowing customers to complete the entire application process through their website, the number of people that MSC has been able to support with PSE HELP has skyrocketed. Prior to the program, MSC was providing energy assistance to around 9,000 households per year. The first year of online applications, MSC served 20,397 households, and this last fiscal year served 33,456 households with energy assistance.

This dramatic increase is due to PSE removing barriers for people to access the assistance they need. Households are able to go to PSE's website and complete a simple application for assistance. Their online application is then sent to MSC where our team processes and does any required follow-up around eligibility, removing the need for clients to come to our office for an appointment for PSE HELP benefits.

In addition to making the application process more accessible, PSE also provides higher income eligibility requirements for households to qualify for assistance. For example under federal guidelines a family of four needs to have income under \$4,019 a month to qualify for LIHEAP but can earn up to \$10,096 a month and qualify for PSE HELP. This allows households that do not meet the federal income guidelines but may still be struggling to meet their monthly living costs eligible to receive energy assistance through PSE HELP.

"Both MSC and PSE believe in reducing barriers for people to access the opportunities they need and our continued partnership is a testament to our commitment to do so," shares Oksana Savolyuk, MSC's Energy Assistance Director. "We are honored to have a partner in our work like PSE who recognizes the importance of equitable access and supporting organizations like MSC who are working directly with our communities."

PSE's partnership with MSC extends beyond our energy assistance program. They have also provided grants to support our food bank and housing programs and sponsor MSC events like our upcoming MSC Helps Luncheon! Customers can apply directly for the BDR and PSE HELP program on PSE's website at [PSE.com](https://pse.com).

LEARN MORE ABOUT ENERGY ASSISTANCE THROUGH MSC



mschelps.org/energy





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Help. Hope. Change.



Our Mission

MSC uplifts communities by increasing equitable access to advocacy, opportunities, and well-being.



Our Vision

Thriving communities rooted in equity and justice where we all experience joy and belonging.

Our Values

Equity
Connection
Diversity
Integrity
Belonging

HOW WE HELP

- Energy and cooling assistance
- Rental assistance
- Regional Access Point for housing in King County
- Affordable housing
- Housing for veterans and women in recovery
- Resource navigation
- Foreclosure prevention
- Food bank
- Employment and education support
- Support and resources for residents of long-term care facilities

MSC is a 501(c)(3) nonprofit agency and donations are tax-deductible as allowed by law.

Learn More: Call (253) 838-6810, online at www.mschehelps.org, or on social media @mschehelps