



WHAT CAN WE ACCOMPLISH IN THESE CHALLENGING TIMES?

Innovations In Partnerships and Programs for Human Services

A toolkit of replicable ideas for human services providers, businesses, faith communities, and government officials.

The current recession has taken its toll on our community. More people need help and there are fewer financial resources available to provide that help. In spite of — and in many cases because of — these dire circumstances, new solutions are being born everyday. In the pages to follow, you'll learn about an array of innovations in programs, use of resources, and partnerships that are inspiring examples of what can be accomplished even in the most challenging of times.

Included are local and national examples that are particularly creative, replicable, and sustainable. For an online version that lists many more ideas, please visit: www.eastsideforum.org/publications.htm.



**EASTSIDE
HUMAN
SERVICES
FORUM**

HUMAN SERVICES PROVIDERS

Sharing Resources and Going Green to Save Money

Example: **Family Resource Center** Redmond, WA

The Family Resource Center (FRC) is an innovative nonprofit agency housing wide-ranging and complementary services to meet the multiple needs of clients. Family Resource Center builds the capacity of agencies to better serve the community by keeping lease rates low, sharing resources and developing other strategies to build a stronger Eastside human services infrastructure. Recently the FRC undertook a campus-wide replacement of interior lights for energy efficiency. Thanks to a significant rebate from Puget Power, the \$33,000 project cost about \$13,000, most of that paid from a grant from The Foster Foundation. Meanwhile, operating costs for 18 health and human service agencies were reduced by \$7,500 each year, meaning more dollars each year to help families that are socially, economically and physically vulnerable. The FRC also replaced their HVAC units, which will garner up to 15% additional energy savings- and more money saved for the agencies. Funding for that project came from a number of grants and donations, and proves yet another value of sharing space and resources.

WEBSITE:
www.familyresourcecenter.org

CONTACT:
Pam Mauk, Executive Director
pamm@familyresourcecenter.org

Utilizing & Growing Community Spaces

Example: **Fresh Choice Kitchens** Vancouver, BC

Fresh Choice Kitchens (formerly the Vancouver Community Kitchen Project) works to create opportunities for people to cook together, thereby building community strength through food. The project creates and collects educational tools and shares them through workshops, in print and online. It supports individuals and community groups who want to run a kitchen. It fosters independence by offering groups the knowledge and resources that community kitchens (CKs) need to manage themselves and to overcome obstacles. One of the project's key jobs is to be in the know – to provide the crucial links that help diverse sectors of our communities contact each other and work together. It could be something as simple as finding good new homes for donated used, but valuable, cooking equipment, or more complex tasks such as helping CK members take advantage of other organizations' educational programs.

WEBSITE:
www.communitykitchens.ca/main/?communityKitchens

CONTACT:
Diane Collis, Manager
cooking@foodbank.bc.ca
604.876.0659 ext 118

LOCAL EXAMPLES: There are at least 12 community kitchens in King County, see some information at www.kingcounty.gov/healthServices/health/chronic/steps/harvc.aspx

Donations Help Furnish Homes

Example: **Home2Home** Bellevue, WA

Home2Home collects donations of new and "like new" furniture and household items that individuals and businesses no longer need and distributes them to clients who do. Clients *must* be referred to Home2Home by local non-profit agencies, case workers, counselors and pastors and are served by appointment only. Typical characteristics of clients referred include: those who are currently or recently un-employed (or underemployed), single parent families, those with physical or mental disability or disease, previously homeless people, people recently relocated, immigrants, people who recently experienced death or divorce in their family, those who have experienced fire or robbery, survivors of domestic violence and veterans. Donations of items are accepted at the warehouse on the 1st and 3rd Wednesdays of each month from 1 PM – 4 PM & on the 1st and 3rd Saturdays of every month from 9:30 AM – noon. Donors are asked to donate items that are in great condition.

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Ellie Deets, Director
425-301-7640 (cell)
425-484-9481 (warehouse)
edeets@aol.com



HUMAN SERVICES PROVIDERS

Working Together on Joint Efforts: Sharing Staff, Resources, Space, and Information

Example: **Eastside Cultural Navigator Program**
Bellevue, WA and Redmond, WA

The Cultural Navigator program assists immigrants and refugees who speak little or no English and need guidance to obtain housing assistance, health care or other human services. This may include referrals to the proper agencies, providing reference materials, helping people complete application forms, and translation of certain types documents and paperwork. Navigators provide a great deal of “cultural translation,” helping people understand all the different systems in the U.S. and how they work. Languages available: Spanish, Russian, Chinese, Hindi, Gujarati. The success of this program relies on the strength of its partnerships with the program’s sites: City of Bellevue’s Mini City Hall at Crossroads Shopping Center and the Family Resource Center in Redmond. The sites provide space and in-kind resources & supplies. The program is managed by Chinese Information and Service Center. A subgroup of the Eastside Refugee and Immigrant Coalition serves on the program’s advisory committee.

CONTACT:

Chor Phen Ng, Program
Coordinator: 425-286-8607
phenn@cisc-seattle.org

Example: **Pima Prevention Partnership** Pima County, AZ

Grant writing services are not always affordable or accessible for small and large human service organizations to harness needed funds for constituent services. As a result, many available public and private funding sources remain untapped when they could contribute to solving community problems and meeting community needs. The Pima Prevention Partnership in Pima County, Arizona, has assembled a team of grant writers and program evaluators to write grants for the human service organizations in the area on an “at-cost” basis. The Pima Prevention Partnership has raised in excess of \$8 million for these organizations over the past four years. As a result of this team approach to grant writing, agency representatives are more in tune with emerging funding opportunities. Collaborations are usually formed to access grant funds and to better leverage existing local resources. That means more organizations with congruent missions are working together to solve local problems.

WEBSITE:

www.thepartnership.us

CONTACT:

Angela Baldasare, Ph.D., Division
Director of Technical Services
520.624.5800 ext. 1412
abaldasare@thepartnership.us



Connecting to Neighborhood and Informal Care Networks

Example: **Sustainable Ballard**
Seattle, WA

Sustainable Ballard is a community-based organization that promotes neighborhood-level sustainability and resiliency through programs, projects and education. In light of tough economic times, Sustainable Ballard hosted a community event *Getting More Settled in UnSettled Times: Abundance During Times of Change* to share skills and community resources. The program included a “night of hands-on support from your neighbors and greater community.” It included a panel discussion with a life coach and an expert on personal leadership as well as break-out sessions and time for sharing resources, like personal leadership skills, inspiration, resume tweaks, community resources, free hair cuts, humor, and ways to save money. In addition to this event, Sustainable Ballard is partnering with local churches in the “Ballard Homes for All Coalition.” At their summer festival in 2009, the BHFAC unwrapped a prototype of a mobile hygiene station. BHAC would like to deploy hygiene stations in homeless car camps of 3-4 vehicles each. There are an estimated 50 “homeless car campers” in the neighborhood.

WEBSITE:

www.sustainableballard.org

CONTACT: Vic Opperman
vic@sustainableballard.org



HUMAN SERVICES PROVIDERS

Nontraditional Collaborations and Partnerships

Example: **Express Credit Union** Puget Sound, WA

ECU is a community based and member-owned nonprofit financial institution offering financial services to the Puget Sound community since 1934. Starting this year ECU is now King County's only low income designated credit union. Its products and services will specifically meet the diverse needs of people who face historical barriers to entering the financial mainstream. By providing an alternative to payday lenders and check cashers, Express will provide financial products and services to help families achieve lasting financial security. The low-income credit union is the result of a highly collaborative effort among ECU, The Medina Foundation, Boeing Employees Credit Union, and local nonprofit organizations, such as Eastside's Hopelink, who are providing financial education, translation and other complimentary services.

WEBSITE:

www.expresscu.org

CONTACT: Dave Sieminski
dave.sieminski@expresscu.org

Example: **Link to Opportunity** Bellevue College

The Link to Opportunity Project is a partnership between Bellevue College, Employment Security and Hopelink to provide support services for at risk students who are enrolled at Bellevue College through the Opportunity Grant funding. All partners are co-located at the college for accessibility and seamless services for students. Each partner bring

there individualized expertise in employment, education and case management to increase retention and employment outcomes for students.

CONTACT: Debra Grant
425.943.7578
debrag@hope-link.org

Example: **Eastside Easy Rider Collaborative and the Bus Buddy Program** Bellevue, WA

The Eastside Easy Rider Collaborative (EERC) works to identify and initiate coordinated, creative and sustainable ways to assist older adults, people with disabilities, people with low-incomes, and youth to increase mobility with new transportation options. One program supported by EERC, and implemented by staff from Hopelink, is the Bus Buddy program. The Bus Buddy program is designed to give a safe, convenient and personal introduction to using public transit. Such a program is especially critical during an economic recession as it reduces dependence on personal vehicles, and increases options for getting to work, shopping and other activities. Skills people learn from Bus Buddies include: how to read the bus schedules, how to use the route maps, how to apply for reduced fare if they are qualified, and how to identify the best routes. Participants learn to use public transportation in a fun, supportive environment. To watch a short video that shows a Bus Buddy trip, visit the following link:

www.bellevuewa.gov/bellevue_tv.htm. Click on "It's Your City" previous videos, March 2009.

CONTACT: Lori Ferrin
425.943.6769
busbuddy@hope-link.org

Example: **Bonnie CLAC Car Loans and Counseling** New England

Bonnie CLAC is an award-winning nonprofit organization that helps people get the best deal on a reliable and fuel-efficient car by negotiating with dealers to secure the lowest price and providing the lowest interest rate available. As a result of the new car and empowered with the knowledge and skills, many are able to improve their job prospects, their family's health and well-being, their credit and overall financial stability. Bonnie CLAC helps those who are new to the country make sure they are not taken advantage of when buying a car. They have helped many immigrants and refugees who are just learning English, are new to car shopping or have no credit history. For people who need help with their finances, Bonnie CLAC also offers a comprehensive Financial Fitness course that helps people raise their credit score and improve their financial planning. Some of the partners include Chittendon Bank, Northeast Credit Union, Woodlands Credit Union, Grappone Auto Group, Berlin Auto Group, Subaru of Keene, and many other local auto dealerships.

WEBSITE:

www.bonnieclac.org

CONTACT:
1-866-455-2522



HUMAN SERVICES PROVIDERS

Easy-to-Navigate Websites Help People Connect to Resources

Example: **Eastside Helps, Eastside Human Services Forum**

Eastside Helps launched in the summer of 2009 for people to both get and give help in East King County. Resources are posted for a variety of needs: financial assistance, foreclosure information, food, clothing, counseling, job training, rent assistance, and holiday programs.

WEBSITE:

www.eastsideforum.org/eastsidehelps

Example: **King County Library System's Look to Your Library**

"Look to Your Library" is the KCLS outreach effort to encourage area residents to use free library resources to help find jobs and improve their employment skills during the economic crisis.

Look to Your Library received national attention as a finalist in two categories for the prestigious Nonprofit PR Awards sponsored by George Washington University and PR Web.

WEBSITE:

www.kcls.org/looktoyourlibrary

Community Gardens Grow Neighborhood Connections and Supply Food Banks

Example: **The Issaquah Flatlands Community Garden** Issaquah, WA

Begun by Sustainable Issaquah and AtWork! as a way to increase the participation of locals in their food networks, and improve awareness of the social and economic benefits of gardening, the garden also has the goal of contributing to food banks and providing fresh fruit and vegetables to those in need.

WEBSITES:

www.atwork-issaquah.com
www.sustainableissaquah.org

Example: **Community Gardening P-Patch Programs** Bellevue, WA

Renting a P-Patch during the growing season from April to October of each year is an excellent and affordable way to grow food for yourself or to share with neighbors through the local food bank. Each plot is approximately 400 square feet and plots are available in several locations in Bellevue. To reserve a garden plot, please call the City of Bellevue Parks & Community Services Department at (425) 452-7225 for plots at the Lake Hills Greenbelt and Crossroads Park. You can also call the Crossroads Bellevue shopping center at (425) 622-1111 to reserve a plot at a garden located at the shopping center.

A New Economy Where All Are Equal Contributors

Example: **Eastside Time Banking Project** East King County, WA

A joint effort of Eastside cities, Hopelink, the Eastside Human Services Forum, Kirkland Conversations, and other community members, this project will pilot in 2010. The online barter-type system will allow people to earn "time dollars" for services donated. They can then "purchase" services they need with the time dollars they've earned. Local organizers will receive training and set up instructions from Time Bank USA. Participants will go through background checks and volunteer screening. Hopelink is the project's fiscal agent and manager. One unique aspect of the Eastside project is that people will be able to donate their earned time dollars to clients in need via local agencies.

CONTACT:

Linda Benson, Hopelink
lindab@hope-link.org



Using the Web to Link Donors with Needs

Example: **God Pages, Eastside Love INC**
Redmond, WA

Eastside Love INC is a cooperative, Christian-based effort enabling churches in the community to pool their resources and services so that those in need are not turned away. Launched in the fall of 2009, Eastside Love INC's new community resource website, "God-Pages," enables community members to post an "ad" under various need categories, and then church member donors will be able to respond to requests that catch their eye. Those in need are not identified by name on the site; Eastside Love INC manages the distribution of donations. Need categories include service requests (minor home repair, help with moves, lawn care, etc.), financial requests (rent, utilities, prescription assist, etc.), material requests (furniture, clothing, back-to-school supplies, holiday assistance, etc.), housing, transportation, and professional services (free or low-cost medical, dental, legal, or other services). By tapping into the collective people power of local area churches, Eastside Love INC hopes to bring a significant cash, service, and material influx of resources to East King County.

WEBSITE: www.God-Pages.com

CONTACT: Chris Baker
Executive Director of Eastside Love INC, 425.869.9561

Rallying Volunteers and Resources to Save an Important Program

Example: **Issaquah Sammamish Interfaith Coalition**

Facing the loss of local English as a Second Language classes due to budget cuts at Renton Technical College and the loss of free space for the classes, the ISIC community stepped up to offer a team of volunteers to teach ESL classes. A new site was secured at Pine Lake Covenant Church. The program is on its way to securing co-administrators and web IT support to assist with the registration process. They are seeking donations for text books and supplies. The ISIC was able to pool all these resources together in just a few short weeks.

CONTACT: Elizabeth Maupin,
M.Div, Coordinator of Issaquah Sammamish Interfaith Coalition
425.577.0628

Maximizing Community Resources to Meet Emerging Needs

Example: **The Church Council of Greater Seattle**

Representing more than 400 churches and 15 denominations, the Church Council of Greater Seattle is a strong coalition dedicated to promoting justice and increasing compassion in the community. The Church Council is hosting a series of free resource fairs offering help for mortgage assistance and refinancing, foreclosure prevention, first-time home-buying, utility assistance, basic food, rental assistance, Low-Income Childcare and Preschool, Low-Income Health Insurance, and

Parish Nurse services. ACORN of King County and PeoplePoint are partners in this effort. Another program of the Church Council of Greater Seattle is the Sharehouse, a nonprofit agency that collects usable furniture and household goods and recycles them to individuals and families who are making the transition from homelessness to permanent housing. They furnish approximately 2000 newly established homes each year.

WEBSITES:

www.thechurchcouncil.org and
www.thesharehouse.org

EMAIL:

info@thechurchcouncil.org

Example: **Jubilee REACH**
Bellevue, WA

Jubilee REACH Center's volunteers come alongside of individuals and families experiencing crises to offer a "hand up." Teams of caring volunteers come together to provide a helping hand with everything from home repairs, financial planning, material support and professional expertise. Community caregivers provide PEER relationship: Presence, Empathy, Encouragement, Resources.

WEBSITE: www.jubileereach.org

CONTACT:

425.746.0506

info@jubileereach.org



Nonprofit, Faith-Based Business Model: Building Community and Giving Back

Example: Jubilee REACH Center's Heart & Home Value Center Bellevue, WA

To increase the Jubilee REACH Center's capacity to serve the needs of the community, Jubilee REACH launched a capacity-building resale enterprise in the fall of 2009. Heart & Home Value Center is a community-based business of collecting and selling quality clothing, household goods and furniture. The Jubilee Value Center provides valuable goods to the community at favorable prices, provides valuable training to diverse community members to help build their job skills, fostering respect and mutual caring, and provides valuable funding to support the Jubilee REACH mission. The Jubilee Value Center is open to the public. Located at 2301-148th Ave NE, north of the Fred Meyer store. The hours are *Mon - Sat from 11 a.m. to 7 p.m.* and *Sunday 12 PM to 5 PM.* Donations are accepted in the Evans Industrial Park area just off 130th Place NE which is between Northup Way and the Bell-Red Road. Donation hours: 11am-6pm Tues-Sat. Donations of clothing, jewelry, home accessories, and furniture are needed as well as volunteer help.

WEBSITE: www.jubileereach.org

CONTACT:
425.746.0506
info@jubileereach.org

Example: Seattle First Church's Mosaic Coffeehouse

At Mosaic, a nonprofit café, customers pay what they think the menu items are worth, and each month, Mosaic gives 10% of proceeds to a different featured organization. "Mosaic exists to allow neighbors an opportunity to come together while encouraging the building of healthy community through conversation, exciting events, and excellent coffee drinks."

WEBSITE:
www.mosaiccoffeehouse.org



LOCAL GOVERNMENTS

Here are some examples of the many services and programs being created by City Governments to increase efficiency and maximize the use of existing resources:

East King County

THE CITY OF BELLEVUE

created a Recession Response inter-departmental staff team to implement a wide range of ideas including posting information about help available and ways to help on the City's website (called "Bellevue Cares – help in these tough economic times"), additional training for frontline staff to better assist residents in need, employee & resident volunteer coordination, employee & community food drives, and assistance for those struggling to pay their utility bills.

WEBSITE:

www.bellevuewa.gov/recession-community-resources.htm

THE CITY OF ISSAQUAH is partnering with the Family Resource Center to replicate the FRC's model for a new Issaquah Human Services Campus.

THE CITY OF KIRKLAND'S

"Kirkland Conversations" group spearheaded an effort that resulted in an addition to the Eastside Human Services website, Eastside Helps, where community members can get help and give help through donations and volunteer efforts. This group has also been involved in implementing a time banking program on the Eastside.

THE MERCER ISLAND Thrift Store has been around for a long time. It's a volunteer-based, revenue-generating program of Mercer Island Youth & Family Services, helping to fund a variety of MIYFS services, such as counseling, senior adult outreach, substance abuse prevention/intervention programs, juvenile court diversion services, family assistance, and JobLink.

THE CITY OF REDMOND is collaborating with WorkSource Redmond to offer evening computer classes to Redmond job-seekers. The classes will be held in the City Hall computer lab and taught by volunteer instructors. The first class will be taught by Redmond City Councilmember David Carson. Redmond also made funds available for flexible emergency assistance needs that other resources may not be able to meet. These funds are being administered by Hopelink.

BELLEVUE, ISSAQUAH, KIRKLAND, MERCER ISLAND, AND REDMOND were part of a coordinated food drive which began with the Mayor's Day of Concern for Hunger on September 26 and ran through October 24 to benefit area food banks and emergency feeding programs.

Other Regions

THE CITY OF KENT announced a new campaign put forward by its Human Services Commission. "iCan" aims to increase awareness about available resources by posting information on the City's website to encourage those in need to seek help and to offer donation/volunteer opportunities.

WEBSITE:

www.ci.kent.wa.us/humanservices/index.aspx?id=12906

IN THE CITY OF RENTON City employees voted to sacrifice their pay and benefits in an effort to bridge a portion of the \$6 million shortfall forecasted in the 2009 general fund budget, avoid layoffs, and continue to maintain its commitment to its citizens.

BOSTON, MA: Mayor Menino's Food & Fuel Campaign is a partnership among government, businesses and non-profit organizations that are helping residents and small businesses address the rising costs of food and fuel. The City hosts events to share information about food programs, healthy cooking, fuel assistance, weatherization and how they could help others.

WEBSITE:

www.cityofboston.gov/mayor/food_fuel.asp

NEW YORK CITY: NYC's Office of Financial Empowerment is working to help New Yorkers manage their credit, control their debt, and build up their assets. It offers free one-on-one financial counseling to all city residents. The City's Department of Housing Preservation & Development helps qualified first-time buyers with down payments to purchase affordable housing.

PORTLAND, OR: *Portland is Better Together* is a website guiding people to where they can get help, give help, and choose local to support local businesses. The Eastside Human Services Forum's website has a new section called "Eastside Helps," inspired by the Portland effort.

WEBSITE:

<http://www.portlandonline.com/index.cfm?c=49042>



Public-Private Partnerships

Example: **Microsoft Corp.**
Redmond, WA

In April Microsoft announced that it would give away more than 30,000 vouchers to help unemployed people in Washington State get new computer skills. WorkSource is distributing the vouchers. The vouchers are part of Elevate America, a national program Microsoft announced at the National Governors Conference in February. The program hopes to offer job training to as many as 2 million Americans over the next three years.

Giving Back in a Big Way

Example: **Simplicity Décor**
Kirkland, WA

Every year since opening in 2006, owner “A” Liengboonlertchai raises money through his Holiday Giving Project. Simplicity Décor has given 10% of its holiday season profits to the Kirkland Teen Union Building for its music program, and this year, despite the economic downturn, Simplicity Décor donated over \$4000 to Hopelink’s Food and Housing Program. “I’ve always told myself that if I have my own business, I will not run it just to benefit myself, but also to help others,” said Mr. Liengboonlertchai.

WEBSITE:
www.simplicitydecor.com



Encouraging Volunteerism

Example: **Cisco Community Fellowship** San Jose, CA

This program sent select Cisco employees to work full-time for one or two years at nonprofit organizations at no cost to the nonprofits. The Cisco Fellows agreed to accept 30 percent of their salaries (plus benefits) instead of a severance package. They brought their skills, mostly technical and Internet-related, to improve the ability of nonprofit organizations to help their communities. The Community Fellowship Program allowed Cisco to weather a difficult economic period without losing valuable employees. Due to its success, Cisco is developing the program into a leadership-development initiative. Cisco is headquartered in San Jose, CA.

WEBSITE:
http://newsroom.cisco.com/dlls/ts_082901.html

