

NAVIGATING SOCIAL SERVICES

In Spokane, WA

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SOME RESOURCES THAT ARE AVAILABLE

- Homeless shelters
- Nutrition Assistance
- Aged, Blind, and Disabled cash assistance (ABD)
- Housing and Essential Needs (HEN)
- Supportive Services for Veteran Families (SSVF)
- Spokane Neighborhood Action Partners (SNAP)
- Section 8 housing
- Social Security Administration
- Student Loan Assistance
- Technology and Communication
- Legal Assistance
- Public Safety
- Government Employment
- Medical, Dental and Pharmaceutical
- Transportation
- Behavioral Health and Counseling Services
- Food Banks
- Clothing Banks
- Drug and Alcohol Rehabilitation
- Veterans Services
- Elected Officials
- Unemployment Assistance
- Student Resources
- Additional Community Resources

HOMELESS SHELTERS

- Homeless shelters in Spokane, WA, accommodate people who would otherwise have no accommodations.
- Many of the people staying at homeless shelters suffer from mental illnesses that prevent them from working or even seeking work or other services that may help them out of poverty.
- Homeless shelters use a system called HMIS which allows a shelter to maintain compliance with Housing and Urban Development. Some social services providers may also use this system to verify eligibility for housing and other programs.

NUTRITION ASSISTANCE

- Food stamps, or SNAP benefits, are provided by the USDA and distributed by the individual states. Some states supplement the amount that is allotted by the USDA.
- To apply for food stamps, a person in Spokane may visit their nearest DSHS office. A person may be able to pre-qualify for services online at <https://www.washingtonconnection.org>.
- An EBT card can be used at Spokane Farmers' Markets. Sometimes there may be incentives for using an EBT card at a farmers' market.
- Meals on Wheels Spokane delivers hot nutritious meals to elderly, disabled, home bound seniors in the Spokane area. They also provide a senior center, emergency nutrition, Valentine's Day cards, pen pals, and other services.
- The United States Department of Agriculture, the Food and Nutrition Service and other federal, state and local agencies provide many types of nutrition assistance. Information can be found at <https://www.ssa.gov/pubs/EN-05-10100.pdf>

AGED, BLIND, AND DISABLED (ABD)

- Aged, Blind, and Disabled (ABD) assists individuals unable to work in a capacity that most other people can due to some approved reason.
- This benefit can be applied for at DSHS, and may take several months for the benefit to be awarded.
- The benefit amount is accessible via the client's EBT card. The funds can be used to purchase most items that food stamp benefits will not cover, such as toiletries, pet food, toys, and more.
- The benefit cannot be used to purchase tobacco, alcohol, and certain other items.

HOUSING AND ESSENTIAL NEEDS (HEN)

- Housing and Essential Needs (HEN) is a service that provides qualified individuals and families with necessary resources for housing.
- Applicants that are approved may receive assistance with application fees, monthly rent and the security deposit.
- In Spokane, WA, this service is administered through Goodwill.
- There are some requirements. In some cases, a person may need to be homeless before receiving assistance.
- There may be a waiting list.
- HEN provides clients with some hygiene items, cleaning supplies, and other household essentials.
- Interested individuals can get more information and make an appointment for screening at Goodwill's administrative offices located at 130 W. Third Ave Spokane, WA 99202. Their phone number is +1 (509) 838-4246.

SUPPORTIVE SERVICES FOR VETERAN FAMILIES (SSVF)

- This service, also administered in Spokane by Goodwill, is specifically designed to assist veterans and veteran families who are living on a fixed income.
- The program covers the cost of application fees, monthly rent, security deposits and moving expenses.
- Transportation assistance is also provided.
- SSVF clients are able to receive referrals for additional resources to help them with Social Security and Service Connected Disability claims.
- Participants may also receive referrals for medical and mental health services and other benefits.
- Interested individuals can get more information and make an appointment for screening at Goodwill's administrative offices located at 130 W. Third Ave Spokane, WA 99202. Their phone number is +1 (509) 838-4246.

SPOKANE NEIGHBORHOOD ACTION PARTNERS (SNAP)

- SNAP is a primary resource for low-income individuals and families in need of resources such as housing, business assistance, energy assistance and more.
- Walk-in assessments are provided on several days during the week. Clients are served on a first-come, first-serve basis.
- Appointments for energy assistance can be made online.
- SNAP may be able to assist with deposits for obtaining housing, monthly rent, and other expenses. SNAP also manages many apartment complexes within the Spokane area.
- Many workshops are provided to assist with building credit, budgeting, managing a bank account and more.
- Housing assistance screening takes place at 212 S. Wall St. Spokane, WA 99201. Screening is limited to certain days and hours, and depends on staff availability. For additional information call +1 (509) 456-7627.

SECTION 8 HOUSING

- Section 8 is a housing program funded by the Department of Housing and Urban Development.
- This program goes by many names, and essentially provides housing opportunities for low-income individuals.
- In Spokane, this program is administered by the Spokane Housing Authority. The program can provide vouchers for an apartment at a HUD-funded apartment complex, or vouchers for a dwelling of an individual's choice that meets federal guidelines.
- A referral may be necessary, and can be obtained through various agencies and social service providers throughout the area.
- Some agencies that provide referrals or that have additional information about referrals are Salvation Army at 204 E. Indiana Ave. Spokane, WA 99207; Aging & Long Term Care of Eastern Washington (ALTCEW) at 1222 N. Post St. Spokane, WA 99201; and Catholic Charities at 32 W. Pacific Ave. Spokane, WA 99201.

SOCIAL SECURITY ADMINISTRATION

- Social Security is available from programs such as Old-Age, Survivors, and Disability Insurance, or OASDI, and SSI. Social security dollars are also provided for additional social welfare programs.
- The federal health insurance program known as Medicare is funded by the Social Security Administration. The state's Medicaid program receives grants from the SSA.
- To qualify for Social Security, an applicant usually needs to meet certain program guidelines which may include requirements such as retirement age, earned work credits, and monthly or annual income.
- The U.S. Social Security Administration Office in Spokane is located at 714 N. Iron Bridge Way #100 Spokane, WA 99202. Assistance over the phone can be provided by calling +1 (800) 772-1213. The website is <https://www.ssa.gov>.

STUDENT LOAN ASSISTANCE

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- Federal student loan forgiveness, cancellation, discharge, or rehabilitation from the U.S. Department of Education is available to individuals meeting certain qualifications. These programs are available even if the student loans are in default. An individual does not necessarily have to be receiving Social Security to qualify for student loan forgiveness, cancellation, discharge, or rehabilitation. More information can be found at <https://studentaid.ed.gov/sa/repay-loans/forgiveness-cancellation> and https://studentloans.gov/myDirectLoan/formLibrary.action?_ga=2.194553133.1847820554.1544928413-777914725.1544928392.
- Some student loan forgiveness programs are made available just for people in certain occupations. For more information go to <https://studentaid.ed.gov/sa/repay-loans/forgiveness-cancellation/public-service#qualify>.

TECHNOLOGY AND COMMUNICATION

- Comcast/Xfinity provides Internet access for \$9.95/mo to families with children receiving free or reduced lunch, families or individuals receiving housing assistance (such as HEN or Section 8), veterans, seniors, and community-college students. Low-cost computers are also available. Information is available at <https://internetessentials.com>.
- CenturyLink has a similar program called Internet Basics. The service is \$9.95/mo for the first 12 month then \$14.95/mo for the 48 months following the end of the initial 12-month term. The program also offers the ability to finance a netbook over a 24-month period. More information can be found at http://www.centurylink.com/assets/pdfs/qw13922M_8.5x11_InfoFlyer_CTL_A.pdf.
- Lifeline is a federally-funded program that assists individuals and families by providing free cell phones and cell phone service. More information can be found at <https://www.fcc.gov/general/lifeline-program-low-income-consumers>.

LEGAL ASSISTANCE

- Legal assistance is available through the Northwest Justice Project at <https://nwjustice.org>. Some of the issues they assist with is immigration, housing, debt collection, and family safety.
- Legal Education, Advice and Referral (CLEAR) at <https://nwjustice.org/clear-hotline>. This is a program that assists low-income individuals and families, as well as seniors over age 60.
- Washington LawHelp at <https://www.washingtonlawhelp.org> helps people learn more about a particular issue and also has information to self-help and additional legal resources.
- Legal Aid at +1 (509) 244-8487.
- The Spokane County Bar Volunteer Program at <http://www.spokanebar.org/volunteer-lawyers-program/>. This is the group of attorneys that provides non-criminal legal assistance through the Northwest Justice Project and CLEAR.
- Gonzaga University at <https://www.gonzaga.edu/school-of-law/clinic-centers/law-clinic/low-cost-legal-resources> provides several types of legal assistance programs.
- Tenants Union of Washington State helps individuals and families with issues related to housing. More information can be found at <https://www.tenantsunion.org>.

PUBLIC SAFETY

- The Spokane Fire Department may be able to install new smoke detectors free of charge. Information about installation can be found by calling +1 (509) 625-7049.
- The Spokane Police Department will provide an anti-theft device known as "The Club" to people who own specific vehicles. More information can be found at <https://my.spokanecity.org/police/prevention/>.
- The City Public Defender's Office provides representation in cases involving misdemeanors and gross misdemeanors to individuals charged within the city and who have been determined as being unable to afford private counsel. The County Public Defender's Office assists juveniles and individuals charged with a felony. Their phone number is +1 (509) 835-5955.

GOVERNMENT EMPLOYMENT

- Federal jobs can be applied for at <https://www.usajobs.gov>. Employment opportunities are available in a variety of fields.
- State of Washington employment can be applied for by visiting <https://www.careers.wa.gov>.
- The County of Spokane posts job opportunities at <https://www.spokanecounty.org>.
- The City of Spokane has job postings at their online career center located at <https://my.spokanecity.org/jobs/>.
- Spokane Transit Authority posts career openings at <https://www.spokanetransit.com/employment/job-listings>.
- Other sites to search for government and government contractor employment are <https://www.indeed.com>, <https://www.monster.com>, <https://www.simplyhired.com>, and <https://www.kellyservices.us>.

GOVERNMENT EMPLOYEE ASSISTANCE

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- Federal Employee Education & Assistance Fund (FEEA) is an independent nonprofit 501c3 organization that provides emergency hardship loans, disaster relief, scholarships, and childcare subsidies to civilian federal and postal employees and their families. More information can be found at <https://feea.org> and a short video is provided at <https://feea.org/about/video/>.
- Employees of Spokane Tribe of Indians can obtain information by contacting Spokane Tribe of Indians at +1 (509) 458-6500.
- The Washington State Employee Assistance Program (EAP) assists Washington State Government employees and their adult family members with personal and work-related problems. Additional information can be found at <https://des.wa.gov/services/hr-finance-lean/employee-assistance-program-eap>.
- Employees of Spokane County have access to free counseling through Deer-Oaks Employee Assistance, onsite classes for topics such as budgeting and stress reduction. More information at <https://www.spokanecounty.org/1061/Benefits>.
- Employees of the City of Spokane offers employees many benefits including an Employee Assistance Plan, access to pet insurance, and a retirement system. Information about the benefits can be found at <https://my.spokanecity.org/jobs/employee-benefits/>.
- Human Resources departments can help with finding and using available assistance.
- Washington Federation of State Employees (WFSE) can assist with understanding the employee contract & negotiations. Information can be found at <https://wfse.org/contracts>. Members should call +1 (833) 622-9373 for help.

MEDICAL, DENTAL, AND PHARMACEUTICAL

- Community Health Association of Spokane (CHAS) is a federally qualified health center that provides a wide range of medical, dental, pharmacy and behavioral health services regardless of ability to pay. Their website is <https://chas.org>. Their main number is +1 (509) 444-8200.
- Children FIRST offers free early intervention for children birth-to-three years of age. Their website is <https://www.childrenfirstspokane.com>.
- The NATIVE Project provides sacred hospitality to all people seeking services at The NATIVE Project. Anyone can be a patient. Their website is <http://www.nativeproject.org>.
- Apple Health, Washington's Medicaid, can be applied for in-person at a DSHS office, over the phone at +1 (855) 923-4633, mailing the application found at https://www.hca.wa.gov/health-care-services-supports/forms-and-publications?combine=18-001P&field_free_topic_tid=All&field_free_document_type_value_1=All&sort=filename+ASC, or online at https://www.wahealthplanfinder.org/_content/Homepage.html?bmctx=0AEAA394708DA064E6B26483FFD7FA649E81C75EAEB0F5F0D9612716977CBCE4&contextType=external&username=string&password=secure_string&challenge_url=https%3A%2F%2Fwww.wahealthplanfinder.org%2F_content%2FHomepage.html&request_id=-6086343487195222912&authn_try_count=0&locale=sv_SE&resource_url=https%253A%252F%252Fwww.wahealthplanfinder.org%252FHBEWeb%252F.
- Many additional resources are available.

TRANSPORTATION

- Special Mobility Services (SMS) provides intercity transportation in a three-county area linking Spokane and communities in Eastern Washington. They provide many transportation solutions. Their website is <http://www.sms1.org>.
- Spokane Transit Authority (STA) offers public transportation throughout the Spokane County area. They have a reduced fare option, paratransit solutions, vanpools, and a variety of pass options. They also offer public WiFi aboard their articulated busses. Their website is <https://www.spokanetransit.com>.
- Washington Department of Transportation's Travel Washington program fills some gaps in the statewide transit system. The program is funded by the Federal Transportation Authority and Greyhound Bus Lines. To see current routes and learn more go to <http://www.wsdot.wa.gov/transit/intercity>.

BEHAVIORAL HEALTH AND COUNSELING SERVICES

- Frontier Behavioral Health is a non-profit organization that provides numerous behavioral healthcare and related services. Their website is <https://www.fbhwa.org> and their phone number is +1 (509) 838-4651. They also have a 24/7 crisis center that can be reached at +1 (877) 266-1818.
- Community Health Association of Spokane (CHAS) offers an integrated behavioral health program at the same locations as their primary care clinics. More information can be found at <https://chas.org/services/behavioral-health> or by calling +1 (509) 444-8200.
- MultiCare Rockwood Behavioral Health Center provides services to children, families and adults for many types of mental health conditions. Their website is <https://www.multicare.org/rockwood-behavioral-health-center/> and their phone number is +1 (509) 342-3480.

FOOD BANKS

- There are many food banks in the Spokane area. Some of the food banks provide food to everyone while some provide food to individuals residing in certain zip codes. Some of the food banks also serve meals.
- 2nd Harvest distributes over two million pounds of food every month to Spokane and its neighboring counties in Eastern Washington and North Idaho.
- A list of Spokane County food banks and the zip codes served by each food bank can be found at <https://2-harvest.org/spokane-county/>.
- Information about volunteer opportunities with 2nd Harvest can be found at <https://www.2-harvest.org/i-want-to-help/>.

CLOTHING BANKS

- Clothing banks are places that provide donated clothing, and sometimes other items, to individuals and families in need.
- Usually a piece of mail as proof of address, if available, and a photo ID is requested.
- Mission Community Outreach Center provides customers with free clothing, houseware & hygiene items to Spokane City residents. Customers can use the clothing bank once every 60 days. They are located at 1906 E. Mission Ave Spokane, WA 99202. Their phone number is +1 (509) 536-1084 and their website is <http://www.4mission.org>.
- Our Place Community Outreach serves West Central Spokane. They also serve out-of-area residents on a limited basis. Information about their service schedule can be found at <https://ourplacespokane.org/about-us/>. Their address is 1509 W. College Ave Spokane, WA 99201 and their phone number is +1 (509) 326-7267.
- The Salvation Army at 222 E Indiana Ave Spokane, WA 99207 provides a clothing bank. Their phone number is +1 (509) 325-6821 and their website is <https://spokane.salvationarmy.org>.

DRUG AND ALCOHOL REHABILITATION

- The Healing Lodge of the Seven Nations is a 45-bed treatment center for adolescents aged 13-17. It is located in Spokane Valley, WA and the program lasts between 90-120 days. Their website is <https://www.healinglodge.org>.
- Spokane Treatment and Recovery Services is a dedicated behavioral health agency that offers multiple services and levels of care to patients. Their website is <http://www.spokanerecovery.org>.



VETERANS SERVICES (NEEDS WORK)

- Spokane County Regional Veterans Services Center at <https://www.spokanecounty.org/1136/Eligibility-Criteria-Types-of-Services-A>
- Veteran's Housing from Volunteers of America at <https://www.voaspokane.org/veterans-housing>. Generously supported by The Home Depot Foundation.
- Wells Fargo Careers for Military Veterans <https://www.wellsfargojobs.com/military#military-mst>.
- Hiring Our Heroes, a service of U.S. Chamber of Commerce Foundation at <https://www.resumeengine.org/#/>.
- Wounded Warrior Project at <https://www.woundedwarriorproject.org>
- Eastern Washington / Northern Idaho Veterans Community Resource Directory at <http://combatvetriders.org/veteran-resources?showall=&start=0>.

ELECTED OFFICIALS

- City of Spokane Elected Officials at <https://my.spokanecity.org/directory/officials/elected/>.
- City of Spokane Valley Elected City Council at <http://www.spokanevalley.org/content/6836/6892/default.aspx> and City Manager at <http://www.spokanevalley.org/content/6836/6894/default.aspx>.
- Spokane County's elected officials at <https://www.spokanecounty.org/923/Elected-Officials>.
- State Legislators serving Spokane County: 3rd District, 4th District, 6th District, 7th District, and 9th District.
- Spokane is served by Congressional District 5. The current representative is Cathy McMorris Rodgers. Her website is <https://mcmorris.house.gov>.
- Executive Office of The President, including the president and vice president, as well as Council of Economic Advisers, Council on Environmental Quality, National Security Council, Office of Management and Budget, Office of National Drug Control Policy, and Office of Science and Technology Policy at <https://www.usa.gov/executive-office-of-the-president>

UNEMPLOYMENT ASSISTANCE

- Employment Security Department has an easy online system for clients to sign up for an account, apply for unemployment benefits, submit weekly claims for continuing benefits and perform other functions. The website is <https://secure.esd.wa.gov/home/>. A claims center is available at +1 (800) 318-6022 Monday - Friday 8am - 4pm. New applications can be filed over the phone on Monday if the client has a social security number ending in 0 - 3, Tuesday for those with a social security number ending in 0 - 6, and Wednesday - Friday for those with a social security number ending in 0 - 9.
- CareerOneStop is a program sponsored by the United States Department of Labor, Employment and Training Administration. They provide valuable resources for employment, career exploration and training. Their website is <https://www.careeronestop.org>.

UNEMPLOYMENT ASSISTANCE CONTINUED

- WorkSource Washington is a statewide partnership between state, local, and nonprofit agencies that offers resources such as employment and hiring events, skills training, and access to technology. WorkSource Spokane is listed as an American Job Center Comprehensive Center. Their website is <https://www.worksourcewa.com>. They are located at 130 S Arthur St Spokane, WA 99202 and their phone number is +1 (509) 532-3120. They are open Monday - Friday 9am - 5pm. Additional American Job Center locations within the area can be found at <https://www.careeronestop.org/LocalHelp/AmericanJobCenters/find-american-job-centers.aspx?location=99204&radius=25&ct=0&y=0&w=0&e=0&sortcolumns=Program%20Type,GEOCODE&sortdirections=DESC,ASC¤tpage=1&olds=0&return=1>.

UNEMPLOYMENT ASSISTANCE CONTINUED

- Trade Adjustment Assistance for Workers is an available source of funding to support apprenticeships. The program is designed to provide adversely affected workers with the skills, credentials, resources, and support necessary to build new skills and rebuild existing skills for future jobs.

ADDITIONAL COMMUNITY RESOURCES

- Free samples of makeup and fragrances may be obtained from retailers such as ULTA, Nordstrom, Macy*s, JC Penney, and possibly others.
- Goodwill provides a program called Basic Food and Employment Training, which assists program participants by providing valuable skills such as interviewing tactics, résumé advice, and help with job applications.
- Spokane County Regional Animal Protection Service (SCRAPS) houses and helps find homes for animals. They also have a pet food bank, provide free dog training classes, and provide gently used dog houses free of charge. Information can be found at <https://www.spokanecounty.org/679/Other-Resources>.

ADDITIONAL COMMUNITY RESOURCES CONTINUED

- Spokane Cares at <http://www.spokanecares.org> is an online resource and directory that provides information about community resources.
- Washington Information Network 2-1-1 maintains a statewide database to connect people to the help they need. Help can be obtained by dialing or texting 211, by going online to <https://win211.org> or by downloading and searching the WIN 211 app, available on the Apple App Store and on Google Play.
- AmeriCorps VISTA is a program that provides volunteers with a modest living allowance and healthcare service, as well as a Segal AmeriCorps Education Award or a end-of-service stipend when their year of service is up. For more information contact +1 (509) 324-5040 or visit http://www.volunteerspokane.org/agency/detail/?agency_id=19018#toggle-sidebar.