

Housing Choice Voucher

New Participant's Guide



Contact Information

12711 4th Ave W ● Everett, WA 98204

PHONE (425) 290-8499 ● Fax (425) 290-5618

Website www.hasco.org

Your Guide to Success on the Voucher Program

This guidebook includes information about your housing program, examples of important forms you will need, your responsibilities to remain eligible on the program, and resources to help you locate and maintain in a safe, stable home.

Our Mission

To provide housing opportunities that are as affordable as possible, that enhance the quality of life for individuals and families of limited financial resources, and that contribute to a safer and stronger community.

Our Values

We envision a future where all Snohomish County residents have safe and affordable housing. Where communities become opportunity and where housing becomes a home.

Office Hours

Monday - Thursday, 8:00 am to 4:30 pm | Fridays 8:00 am to noon.

The office is closed to the public Friday afternoons, weekends and most holidays

A secure drop box is located to the left of the main entrance to submit paperwork when the office is closed. Please be sure paperwork dropped off includes the head of household's name clearly printed on it.

Effective Date: December, 2021

Disclaimer: The information and policies presented in this packet are based on those in place at the time this packet was created. Policies, procedures, and forms will update over time. Use this book as a starting guide, and speak with your Housing Specialist or visit our website at www.hasco.org for the most current information.

Table of Contents

1. Welcome

- How the Voucher Program Works
- Quick Introduction to Your Voucher
- Voucher Program Guide
 - A. Extensions and Holds
 - B. Policy on Providing Information to Landlords
 - C. Income Verification Notice
 - D. Reporting Changes
 - E. Foreclosure Protections
 - F. Informal Hearings
 - G. Reasons for Termination of Housing Assistance
 - H. Exceptions to Subsidy Standards

2. Choosing Where to Live

- Where You May Lease a Unit
- High Opportunity Map
- How Can I Find an Apartment to Rent?
- How Portability Works
- Neighboring PHAs
- HUD Brochure: A Good Place to Live!
- HUD Brochure: Protect Your Family from Lead in Your Home

3. After You Choose A Unit

- Submit Initial Paperwork
- Inspection Process
- Final Paperwork

4. After You Move In

- Annual Reexaminations
- Reporting Changes - Interim Reexaminations
- Annual Housing Quality Standards Inspections
- Family Obligations
- Helpful Hints to Pass the Annual HQS Inspection
- Tips for a Successful Renting Experience
- HUD Brochure: Fraud Warning

5. Participant Rights

- Reasonable Accommodation Requests
- Violence Against Women Act (VAWA)
- Discrimination Notice
- HUD Form: VAWA Documents
- HUD Brochure: Are You A Victim of Discrimination?

6. Resources

- Contact Information and Directions
- School Districts
- How to Interact with Your Elected Officials
- Low Income Resource Guide

Welcome

WELCOME TO THE VOUCHER PROGRAM

You have just received your Housing Choice Voucher (HCV) from the Housing Authority of Snohomish County (HASCO). This voucher will allow you to live in a rental home of your choice in Snohomish County (and beyond*) with a portion of your rent being paid by HASCO.

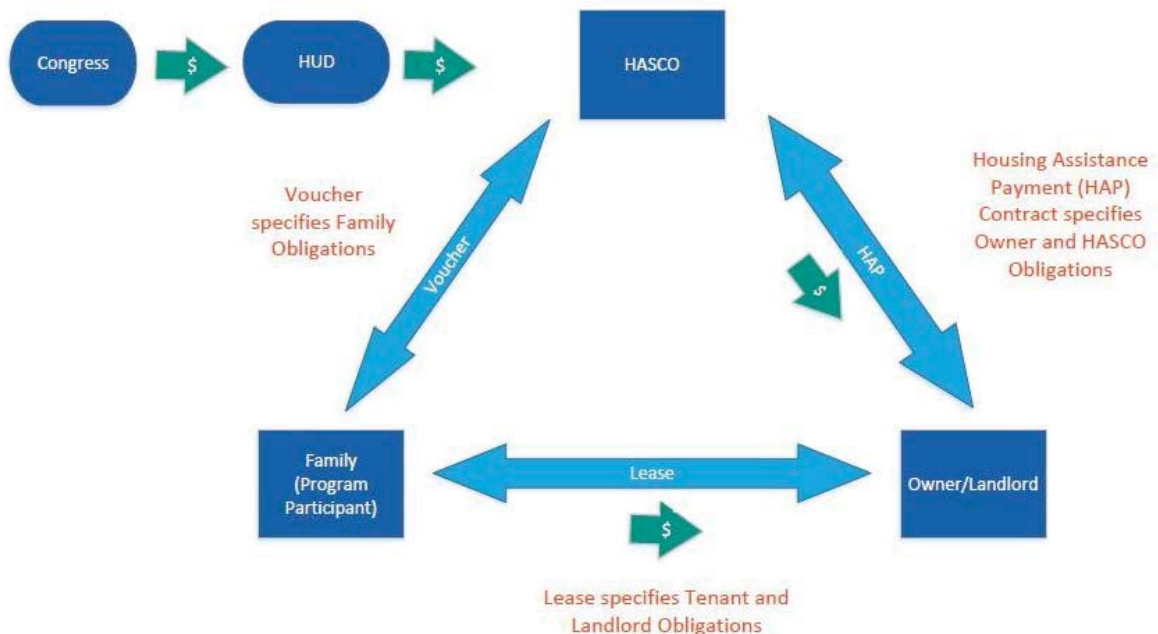
You have 90 days from the date your voucher is issued to find an apartment to rent and get your Request for Tenancy Approval (RFTA) form submitted to HASCO. HASCO may grant an extension if necessary.

TIP: Landlords Can't Say "We Don't Accept Section 8"

Since September 30, 2018, no landlord in the state of Washington may legally turn away applicants with housing choice vouchers because they "don't accept Section 8." This is considered Source of Income Discrimination and is now prohibited under state law (RCW 59.18.255).

QUICK INTRODUCTION TO YOUR VOUCHER:

How a Voucher Works



*Please see Section 2 for information about Portability.

A few **key rules** of the voucher program to keep in mind are:

1. Complete your annual income recertification every year.
2. Successfully pass HASCO's annual apartment inspection every year.
3. Follow the rules of your lease and commit no serious or repeated lease violations.
4. Report changes to your household members and circumstances/income in writing within 10 days of the change.
5. Follow the voucher program's rules and your lease about guests.

Be sure to read through the full Program Rules and Responsibilities section in Section 4. As long as you follow the rules and you remain income-qualified**, your voucher will stay with you and help you pay your monthly rent!

VOUCHER PROGRAM GUIDE:

Please read the following Voucher Program Guide to understand the rules and responsibilities of having a Section 8 voucher. The information included for your reference is broken up into the following sections:

- A. **Voucher Extensions, Suspensions and Holds.** HASCO's policies on your voucher's "term" (i.e. the amount of time you have to search for a unit before your voucher expires).
- B. **Policy on Providing Information to Landlords.** HASCO's policies on information we provide to your prospective landlord.
- C. **Income Verifications.** Information on computer systems HASCO uses to verify your income.
- D. **Foreclosure Protections.** Information on your rights in the event the home you rent is foreclosed on.
- E. **Informal Hearings.** Process for requesting an informal hearing to contest decisions HASCO makes about your status on the voucher program.
- F. **Reasons for Termination of Housing Assistance.** Information about what could cause you to lose your Section 8 voucher and be terminated from the program.
- G. **Exceptions to Subsidy Standards.** HASCO's policies on increasing the size of your voucher.

**If your income becomes high enough that you do not qualify for at least \$1 of monthly housing assistance from your voucher and your income remains at this level for 180 days, your participation in the voucher program will end.

A. Voucher Extensions, Suspensions and Holds

Voucher Extensions & Suspensions

You have 90 days from the date your voucher is issued to locate a unit and submit a completed Request for Tenancy Approval Form (RFTA). HASCO may grant an extension if you need a reasonable accommodation (see Section II to learn more), or if your family has trouble finding a place to rent due to your family size, special circumstances that make it difficult to find a suitable unit, or other reasons beyond your control. If you wish to ask for an extension, you must contact your Housing Specialist in writing prior to the expiration of your voucher.

RFTA Form Processing Time

Your 90 days will pause when you or your prospective landlord submits a RFTA form to HASCO. If the RFTA is denied, then your 90 days continues from the day of the denial. You may only submit one RFTA at a time.

B. Policy on Providing Information to Landlords

During the RFTA approval process, your Housing Specialist may provide the following information about you to your prospective landlord:

1. Inform the landlord that HASCO has not screened for your behavior or suitability for tenancy and that such screening is the landlord/owner's responsibility. The landlord will be encouraged to consider your background with respect to such factors as: 1) payment of rent and utilities (rent history); 2) caring for a unit and premises; 3) respecting the rights of others to the peaceful enjoyment of their housing; 4) drug-related criminal activity or other criminal activity that is a threat to the life, safety or property of others; and 5) compliance with other essential conditions of tenancy.
2. Supply the landlord with the following information regarding your household: your current and prior address (as shown in HASCO's records) and the name and address (if known to HASCO) of the landlord at your current and prior address.

C. UIV/EIV Computer Matching for Income Verifications

HUD has implemented a computer matching system that matches social security numbers for all members of your household with Government, State, and Local agencies and employers to gather income data. HASCO collects data from the following systems:

- HUD's Enterprise Income Verification (EIV)
- Washington State Department of Social and Human Services' Benefits Verification System (BVS)
- The Work Number
- Washington State Employment Security
- Washington State Office of Support Enforcement

The computer matching process will also identify invalid social security numbers. Any household member whose social security number does not match the records of the Social Security office will be notified and required by HASCO to provide proof of their social security information.

D. Foreclosure Protections

If the home you are residing in falls into foreclosure, and is purchased by a new owner, please contact your Housing Specialist to assist you with this matter. There may be certain rights you can assert for your protection from the foreclosure proceedings. You may also contact Dispute Resolution at 425-339-1335 for legal representation.

If you receive an improper notice to terminate your lease, you should respond to your landlord in writing objecting to the notice before the date for your termination in the notice you receive, and you should continue to pay your rent. If you do not pay your rent, your landlord can serve you with a notice to pay or vacate under Washington State law. Letters to the new owner should be sent by certified mail, with a return receipt requested, at the address the new owner put on their notice to you. Remember, you should keep copies of your letter for your records.

E. Informal Hearings

If HASCO makes a decision affecting the amount of housing assistance you will receive, or has informed you that your participation on the voucher program is being terminated, you have the right to an "informal hearing." Informal hearings allow you to seek internal review and reconsideration of one or more of the following types of decisions:

- A decision to terminate assistance because of your household's action or failure to act.
- A determination of your household's annual or adjusted income and an adjustment to the amount of the housing assistance you will receive as a result.
- A determination of the appropriate utility allowance for your household.
- A household unit size determination under subsidy standards.
- A determination that your household is residing in a unit with a larger number of bedrooms than appropriate for your household unit size under HASCO's subsidy standards, or HASCO's determination to deny your request for exception from the standards.
- A determination to terminate assistance because your household has been absent from your residence for longer than the maximum period permitted under HASCO policy and HUD rules.

The PHA may also decide to refer a denial decision to a hearing officer for an informal hearing instead of utilizing an informal review. No other HASCO decisions are subject to appeal through the informal hearing process.

REQUEST FOR AN INFORMAL HEARING

To request an informal hearing, you must send or deliver a request for an informal hearing in writing to:

[The Name of Your Assigned Housing Specialist]

Housing Authority of Snohomish County

12711 4th Ave. West

Everett, WA 98204

Your request must be received by the end of business (4:30 pm) no later than fifteen (15) business days after the date of the decision. The informal hearing shall be scheduled within fifteen (15) business days of receipt of the request.

Notice of the hearing will be sent to your home and will state the date and time of the hearing, the location where the hearing will be held, that the decision will not take effect until the informal hearing procedures are concluded, and the informal hearing procedures to be followed.

F. Reasons for Termination of Housing Assistance

1. If your household violates any obligations under the program.
2. If your household is evicted from housing assisted under the program for serious violation of the lease.
3. If any member of your household commits fraud, bribery or any other corrupt or criminal act in connection with any Federal housing program.
4. If your household currently owes rent or other amounts to the Housing Authority or to another Housing Authority in connection with Section 8 or public housing assistance under the 1937 Act.
5. If your household has not reimbursed any Housing Authority for amounts paid to an owner under a HAP contract for rent, damages to the unit or other amounts owed by your household under the lease.
6. If your household has engaged in or threatened abusive or violent behavior toward Housing Authority personnel.
7. If any member of your household fails to sign and submit consent forms for obtaining information.
8. If any member of your household fails to submit required evidence of citizenship or eligible immigration status.
9. If your household fails to provide SSN documentation when required.

G. Rent Caps and Exceptions to Subsidy Standards

The bedroom size of your voucher is determined by the size of your family and must be in accordance with HUD regulations. You may select a unit with more or fewer bedrooms than listed on your voucher, as long as the space is sufficient for the family and it does not violate HASCO's subsidy standards, below:

One bedroom for the head of household and spouse/cohead (boyfriend, girlfriend, partner) and one bedroom for each two additional persons within the household, regardless of age, gender, or relationship with the following exceptions:

- One bedroom will be counted for single-person families
- The unborn child of a pregnant woman will be counted as a family member
- Foster children are included in determining voucher size only if they are, or are anticipated to be, in the unit for more than 12 months
- One separate bedroom will be counted for a live-in aide

You may request a larger bedroom size because of your family's circumstances. Some examples are: (1) persons who cannot share a bedroom because of a verified medical or health reason; or (2) elderly or near-elderly persons, or persons with disabilities, who may require a live-in attendant.

If you wish to request a larger sized voucher than you've been issued, you must submit a Reasonable Accommodations request explaining your need for a larger voucher size, in writing to your Housing Coordinator. Requests based on health reasons must be verified by a doctor, medical professional, or social service professional. It will be the sole discretion of HASCO to approve such requests. You can read more about Reasonable Accommodations in Section 5.

Choosing Where to Live

WHERE YOU MAY LEASE A UNIT

High Opportunity Areas

One of HUD's top priorities is to improve choices for low-income families. Oftentimes, families with low incomes are restricted to high poverty areas. If you live in such an area, you are encouraged to look for housing in higher opportunity areas.

Moving out of areas of high poverty or low opportunity offers significant advantages. Moving will allow you to select a unit in a neighborhood that offers the features you desire.

TIP: High Opportunity Areas and the benefit to children.

HUD studies show that when families move into higher opportunity areas, their children reach higher levels of school achievement.

Moving Within Snohomish County

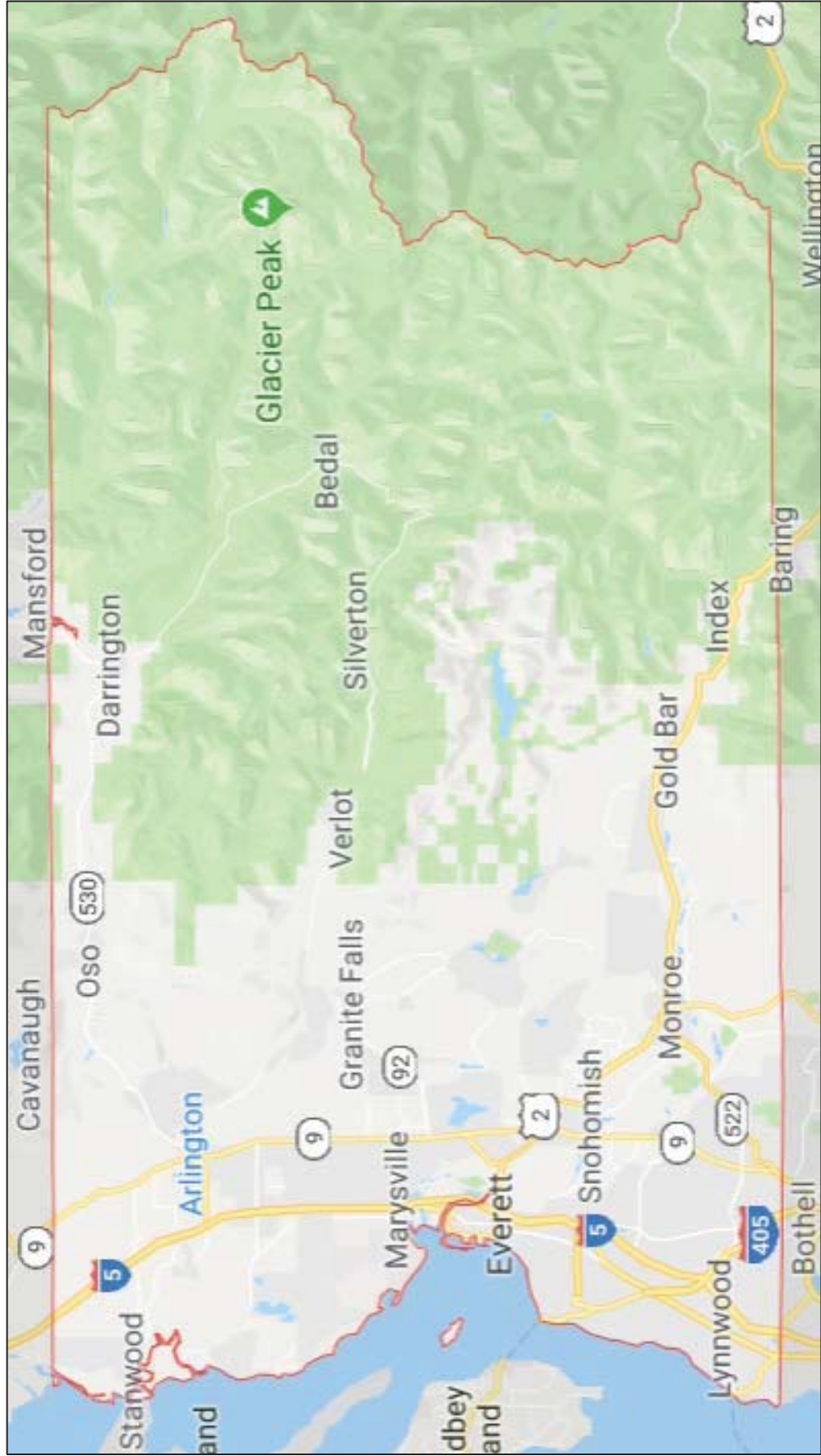
Selecting the unit in which you want to live should be done with great care. HASCO's voucher can be used anywhere in Snohomish County.

Moving Outside Snohomish County

If you lived in Snohomish County when you applied for Section 8 assistance, you can use your housing voucher to select a unit in any jurisdiction in the United States or its territories that administer a Voucher Program. If you were not living in Snohomish County when you submitted your application, you are not eligible to move to another jurisdiction until you have been on the program in Snohomish County for at least one year. Moving outside HASCO's jurisdiction with your voucher is called **portability**. See "How Portability Works" in this section if you are interested in moving outside of Snohomish County.

Housing Authority of Snohomish County (HASCO) Where Voucher Holders Can Rent a Unit

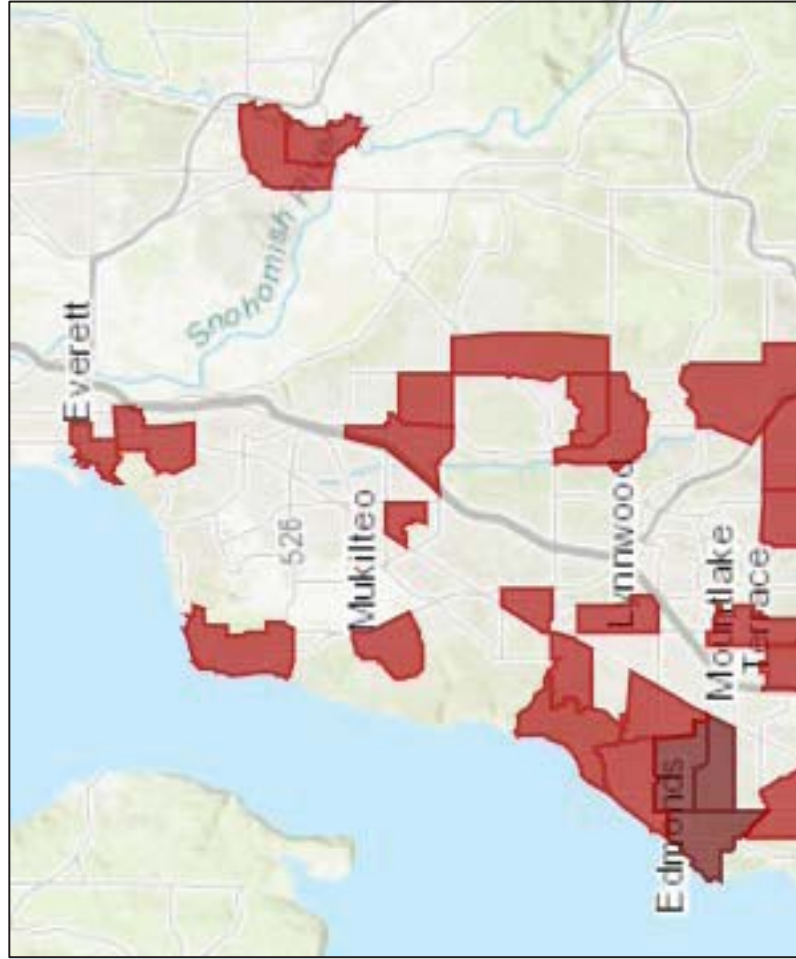
HASCO vouchers can be used anywhere in Snohomish County, which is shown in the red box below:



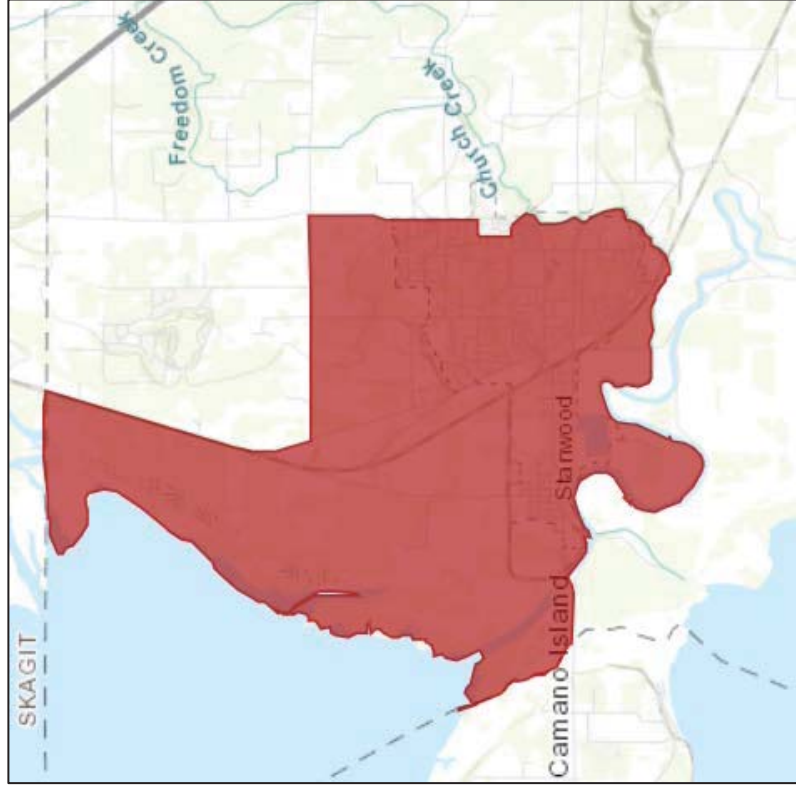
Opportunity Areas in Snohomish County

HASCO encourages voucher program participants to rent units in areas of high opportunity.

Neighborhoods of high opportunity are based on five items: education (good schools), economic health, good quality housing and neighborhoods, transportation and mobility (such as good bus service), and health and environment (such as having low pollution)



Parts of Everett, Mukilteo, Snohomish, Edmonds, Lynnwood, Mountlake Terrace, Mill Creek, and Bothell are areas of high opportunity



Parts of Stanwood are areas of high opportunity

HOW CAN I FIND AN APARTMENT TO RENT?



SEARCH ON THE INTERNET

The internet is the best place to find the most current rental listings. Popular websites for finding listings include:

YOU CAN ALSO SEARCH ON THESE WEBSITES USING A SMARTPHONE!



Craigslist (seattle.craigslist.org) **Zillow.com**
RentCafe.com **Padmapper.com**
Apartments.com **GoSection8.com**
ForRent.com ...and many more!

Use the “**advanced search**” on these websites to enter the location, number of bedrooms, etc., that you want and the site will show you available units that match. **Be sure to check multiple listing sites**, since they may include different listings. You can also search on **Google.com** by typing in “apartments” and a city name (plus any other features like “senior housing” or “pets”). You can even apply for some online.

Please note HousingSearchNW.org no longer lists apartments for rent in Snohomish County (King County only).

WHERE YOU CAN USE THE INTERNET FOR FREE

PUBLIC LIBRARIES

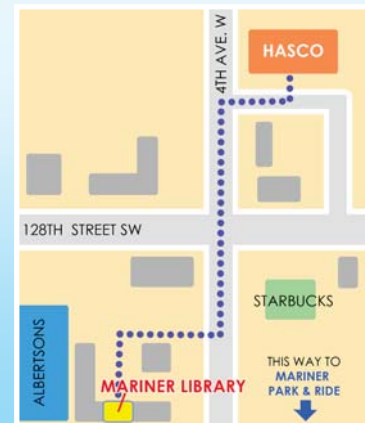
You can use computers with internet for free at the library. The nearest library to the HASCO office is:

MARINER LIBRARY

520 128th St SW, Suite A9
 Everett, WA 98204
 (425) 423-9017

Hours:

M W F SAT: 10AM to 6PM
 TUE TH: 11AM to 7PM
 SUN: Closed



OTHER WAYS TO SEARCH

- Ask friends and relatives to let you know about rentals they find.
- Walk or drive around neighborhoods you are interested in and look for ‘For Rent’ or ‘Now Leasing’ signs.



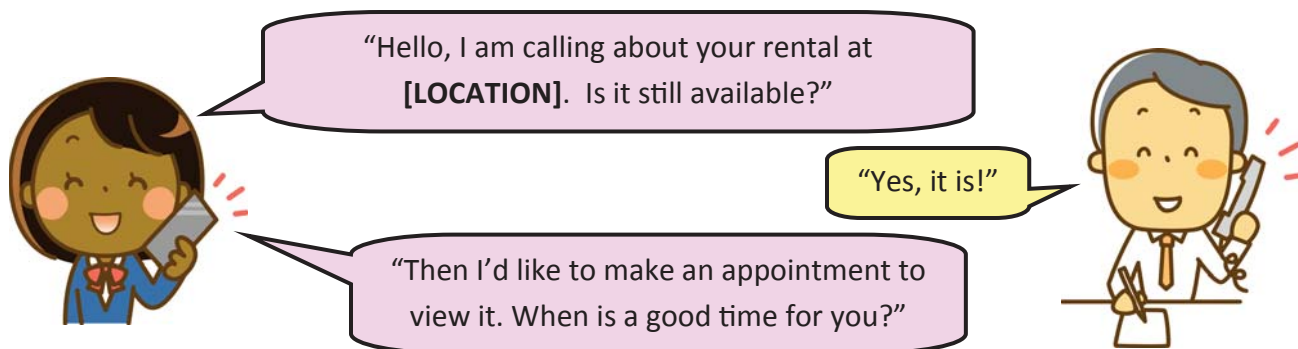
EQUAL HOUSING
OPPORTUNITY

HOW TO TALK WITH LANDLORDS

- When you find an apartment you're interested in, call or e-mail the landlord to ask for information and set up a tour. Be sure to take notes to refer to later!
- If the unit you are calling about has already been rented, ask if the landlord has any other available units now, or knows about any more vacancies coming soon.
- When meeting a landlord, ask about their screening requirements **before** you submit an application. You may be able to save yourself a screening fee.
- Bring all the documents you need to complete a rental application when you meet with landlords:
 - **Picture ID**
 - **Income verification**
 - **Contact info for references & past landlords**
 - **Application fee**



SUGGESTED SCRIPT FOR TALKING WITH LANDLORDS



AVOID SCAMS AND FRAUD

Never give your personal financial information, like your bank account number or Social Security number, to anyone who calls you over the phone.

RED FLAGS! BE VERY CAUTIOUS OF THE FOLLOWING SITUATIONS:



- Landlords asking for payment from Western Union or Moneygram to hold a or show you a unit.
- Landlords who only want to communicate via e-mail and not meet face-to-face.
- Landlords who won't show you a unit until after they get your deposit.

LANDLORDS MUST ACCEPT SECTION 8 VOUCHERS

In September 2018, a **new law** went into effect that prevents landlords from turning down a renter simply because of their source of income, including having a voucher.

If a landlord tells you they won't rent to you because you have a voucher, let them know of the new law.

If you need additional help, you can call the CLEAR (Coordinated Legal Education, Advice and Referral) Hotline at **1-888-201-1014**. The CLEAR hotline is run by **Northwest Justice Project** and provides free civil (non-criminal) legal help to people with low incomes.

How Portability Works

What is Portability?

"Portability" in the Housing Choice Voucher (HCV) program refers to the process through which your family can transfer or "port" your rental subsidy when you move to a location outside the jurisdiction of the public housing agency (PHA) that first gave you the voucher when you were selected for the program (**the initial PHA**).

The agency that will administer your assistance in the area to which you are moving is called the receiving PHA.

New families have to live in the jurisdiction of the initial PHA for a year before they can port. But, the initial PHA may allow new families to port during this one-year period.



What Happens Next?

1. You must notify the initial PHA that you would like to port and to which area you are moving.
2. The initial PHA will determine if you are eligible to move. For example, the PHA will determine whether you have moved out of your unit in accordance with your lease.
3. If eligible to move, the initial PHA will issue you a voucher (if it has not done so already) and send all relevant paperwork to the receiving PHA.
4. If you are currently assisted, you must give your landlord notice of your intent to vacate in accordance with your lease.

Contacting the Receiving PHA

1. Your case manager will let you know how and when to contact the receiving PHA. Your case manager must give you enough information so that you know how to contact the receiving PHA.

2. If there is more than one PHA that administers the HCV program where you wish to move, you may choose the receiving PHA. The initial PHA will give you the contact information for the PHAs that serve the area. If you prefer, you may request that the initial PHA selects the receiving PHA for you.

Generally, the initial PHA is not required to give you any other information about the receiving PHAs, but you may wish to find out more details when contacting them (such as whether the receiving PHA operates a Family Self-Sufficiency or Homeownership program).

See back for more details

See back for more details

How Portability Works



Before Porting, Things You Should Know

Subsidy Standards: The receiving PHA may have different subsidy standards. In other words, the initial PHA may have issued you a three-bedroom voucher, but the receiving PHA may, if appropriate for your family, issue you a two-bedroom voucher. Note, however, that the PHA's subsidy standards must comply with fair housing and civil rights laws. This includes processing reasonable accommodation requests that are necessary for qualified individuals with disabilities.

Payment Standards: The payment standards of the receiving PHA may be different for each PHA. Payment standards are what determine the amount of the rent that the PHA will pay on your behalf. If a receiving PHA's payment standards are lower than the initial PHA, then the portion of the rent you pay may be more than what you were paying at the initial PHA.

Re-screening: The receiving PHA may re-screen you using their own policies, which may be different than the initial PHA's policies and could result in them denying your request to move. When contacting the receiving PHA, you may want to ask whether they re-screen families moving into their area under portability and what are their policies for termination or denial of HCV assistance. This will assist you in determining if the receiving PHA's policies might prevent you from moving to their jurisdiction.

Time Management: You should manage the move so that you have enough time to arrive at the receiving PHA before the initial PHA voucher expires; otherwise, you may lose your assistance.

See front for more details

Once at the Receiving PHA

1. The receiving PHA will issue you a voucher to search for a unit in its jurisdiction. Your voucher must be extended by 30 days from the expiration date on the voucher issued by the initial PHA.
2. When you submit a request for tenancy approval, the time on your voucher will stop until you are notified in writing whether the unit is approved or denied. The request for tenancy approval is the form you will submit to the receiving PHA once you find a unit, so that the receiving PHA can determine whether you may rent that unit under the program.
3. If you decide that you do not want to lease a unit in the area, the receiving PHA will return your voucher to the initial PHA. The initial PHA is not required to, but may, extend the term of your voucher so that you may search for a unit in the initial PHA's jurisdiction or port to another jurisdiction.

Any additional instructions will be provided by the receiving PHA. PHAs must comply with all nondiscrimination and equal opportunity requirements in the portability process, including, but not limited to, the Fair Housing Act, Section 504 of the of the Rehabilitation Act, Title VI of the Civil Rights Act, and title II of the Americans with Disabilities Act.

See front for more details

NEIGHBORING PHA CONTACT INFORMATION FOR PORTABILITY

Washington State

Name of PHA	Address	Name of PHA	Address
<u>GRAYS HARBOR CO</u> Phone: (360) 532-0570 Fax: (360) 532-0775	602 East First Street Aberdeen WA, 98520	<u>ANACORTES</u> Phone: (360) 293-7831 Fax: (360) 293-8998	719 Q Avenue Anacortes WA, 98221
<u>BELLINGHAM</u> Phone: (360) 676-6887 Fax: (360) 676-7696	208 Unity Street Bellingham WA, 98225	<u>WHATCOM CO</u> Phone: (360) 676-6887 Fax: (360) 676-7696	208 Unity Street Bellingham WA, 98225
<u>BREMERTON</u> Phone: (360) 479-3694 Fax: (360) 616-8558	600 Park Ave Bremerton WA, 98337	<u>SKAGIT CO</u> Phone: (360) 428-1959 Fax: (360) 424-6005	1650 Port Drive Burlington WA, 98233
<u>ASOTIN CO</u> Phone: (509) 758-5751 Fax: (509) 758-8156	1212 Fair Street Clarkston WA, 99403	<u>ISLAND CO</u> Phone: (360) 678-4181 Fax: (360) 678-6969	7 NW 6 th Street Coupeville WA, 98239
<u>KITTITAS CO</u> Phone: (509) 962-9006 Fax: (509) 962-3575	107 W 11 th Ave Ellensburg WA, 98926	<u>EVERETT</u> Phone: (425) 339-1001 Fax: (425) 303-1122	3107 Colby Ave Everett WA, 98201
<u>SNOHOMISH CO</u> Phone: (425) 290-8499 Fax: (425) 290-5618	12711 4 th Ave W Everett WA, 98204	<u>KALAMA</u> Phone: (360) 673-3444 Fax: (855) 678-1825	226 Cloverdale Rd Kalama WA, 98625
<u>KELSO</u> Phone: (360) 423-3490 Fax: (360) 577-6694	1415 S 10 th Ave Kelso WA, 98626	<u>KENNEWICK</u> Phone: (509) 586-8576 Fax: (509) 582-7544	1915 W. 4 th Place Kennewick WA, 99336
<u>LONGVIEW</u> Phone: (360)423-0140 Fax: (360) 425-9930	820 11th Avenue Longview WA, 98632	<u>GRANT CO</u> Phone: (509) 762-5541 Fax: (509) 762-2202	1139 Larson Boulevard Moses Lake WA, 98837
<u>THURSTON CO</u> Phone: (360) 753-8292 Fax: (360) 586-0038	1206 12th Avenue SE Olympia WA, 98501	<u>OKANOGAN CO</u> Phone: (509) 422-3721 Fax: (509) 422-1713	431 5th Ave West Omak WA, 98841
<u>OTHELLO</u> Phone: (509) 488-3527 Fax: (509) 488-9769	335 N 3RD Avenue Othello WA, 99344	<u>PASCO AND FRANKLIN CO</u> Phone: (509) 547-3581 Fax: (509) 547-4997	2505 West Lewis Street Pasco WA, 99301
<u>PENINSULA</u> Phone: (360) 452-7631 Fax: (360) 457-7001	2603 S Francis Street Port Angeles WA, 98362	<u>RENTON</u> Phone: (425) 226-1850 Fax: (425) 271-8319	2900 NE 10th Street Renton WA, 98056
<u>KING CO</u> Phone: (206)574-1100 Fax: (206)574-1104	600 Andover Park West Seattle WA, 98188	<u>SEATTLE</u> Phone: (206) 615-3300 Fax: (206) 615-3504	190 Queen Anne Ave N Seattle WA, 98109

Name of PHA	Address	Name of PHA	Address
<u>SEDRO WOOLLEY</u> Phone: (206) 574-1100 Fax: (206) 574-1104	830 Township SEDRO WOOLLEY WA, 98284	<u>KITSAP CO</u> Phone: (360) 535-6100 Fax: (360) 535-6169	2244 NW Bucklin Hill Rd Silverdale WA, 98383
<u>SPOKANE</u> Phone: (509) 328-2953 Fax: (509) 327-5246	55 W Mission Ave SPOKANE WA, 99201	<u>SUNNYSIDE</u> Phone: (509) 837-5454 Fax: (509) 837-4150	204 S 13TH Street SUNNYSIDE WA, 98944
<u>TACOMA</u> Phone: (253) 207-4400 Fax: (253) 207-4440	902 S L Street Tacoma WA, 98405	<u>PIERCE CO</u> Phone: (253) 620-5400 Fax: (253) 620-5455	1525 108th St S Tacoma WA, 98444
<u>COLUMBIA GORGE</u> Phone: (541) 296-5462 Fax: (541) 296-8570	500 2nd St The Dalles OR, 97058	<u>VANCOUVER</u> Phone: (360) 694-2501 Fax: (360) 694-8369	2500 Main Street Vancouver WA, 98660
<u>WALLA WALLA</u> Phone: (509) 527-4542 Fax: (509)527-4574	501 Cayuse Street Walla Walla WA, 99362	<u>CHELAN CO AND WENATCHEE</u> Phone: (509) 663-7421 Fax: (509) 663-4761	1555 S Methow St Wenatchee WA, 98801
<u>YAKIMA</u> Phone: (509) 453-3106 Fax: (509) 494-7080	810 N 6TH AVENUE Yakima WA, 98902		
U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT 451 7 th St SW Washington, DC 20410 Phone: (202) 708-1112 TTY: (202) 708-1455			

Find the address of the HUD office near you at https://www.hud.gov/program_offices/field_policy_mgt/localoffices

A Good Place to Live!

Introduction

Having a good place to live is important. Through your Public Housing Agency (or PHA) the Section 8 Certificate Program and the Housing Voucher Program help you to rent a good place. You are free to choose any house or apartment you like, as long as it meets certain requirements for quality. Under the Section 8 Certificate Program, the housing cannot cost more than the Fair Market Rent. However, under the Housing Voucher Program, a family may choose to rent an expensive house or apartment and pay the extra amount. Your PHA will give you other information about both programs and the way your part of the rent is determined.

Housing Quality Standards

Housing quality standards help to insure that your home will be safe, healthy, and comfortable. In the Section 8 Certificate Program and the Housing Voucher Program there are two kinds of housing quality standards.

Things that a home must have in order approved by the PHA, and Additional things that you should think about for the special needs of your own family. These are items that you can decide.

The Section 8 Certificate Program and Housing Voucher Program

The Section 8 Certificate Program and Housing Voucher Program allow you to choose a house or apartment that you like. It may be where you are living now or somewhere else. The *must have* standards are very basic items that every apartment must have. But a home that has all of the *must have* standards may still not have everything you need or would like. With the help of Section 8 Certificate Program or Housing Voucher Program, you *should* be able to afford a good home, so you should think about what you would like your home to have. You may want a big kitchen or a lot of windows or a first floor apartment. Worn wallpaper or paint may bother you. Think of these things as you are looking for a home. Please take the time to read A Good Place to Live. If you would like to stay in your present home, use this booklet to see if your home meets the housing quality standards. If you want to move, use it each time you go to look for a new house or apartment, and good luck in finding your good place to live.

Read each section carefully. After you find a place to live, you can start the *Request for Lease Approval* process. You may find a place you like that has some problems with it. Check with your PHA about what to do, since it may be possible to correct the problems.

The Requirements

Every house or apartment must have at least a living room, kitchen, and bathroom. A one-room efficiency apartment with a kitchen area is all right. However, there must be a separate bathroom for the private use of your family. Generally there must be one living/sleeping room for every two family members.

1. Living Room

The Living Room must have:

Ceiling

A ceiling that is in good condition.

- Not acceptable are large cracks or holes that allow drafts, severe bulging, large amounts of loose or falling surface material such as plaster.

Walls

Walls that are in good condition.

- Not acceptable are large cracks or holes that allow drafts, severe bulging or leaning, large amounts of loose or falling surface material such as plaster.

Electricity

At least two electric outlets, or one outlet and one permanent overhead light fixture.

Do not count table or floor lamps, ceiling lamps plugged into a socket, and extension cords: they are not permanent.

- Not acceptable are broken or frayed wiring, light fixtures hanging from wires with no other firm support (such as a chain), missing cover plates on switches or outlets, badly cracked outlets.

Floor

A floor that is in good condition.

- Not acceptable are large cracks or holes, missing or warped floorboards or covering that could cause someone to trip.

Window

At least one window. Every window must be in good condition.

- Not acceptable are windows with badly cracked, broken or missing panes, and windows that do not shut or, when shut, do not keep out the weather.

Lock

A lock that works on all windows and doors that can be reached from the outside, a common public hallway, a fire escape, porch or other outside place that cannot be reached from the ground. A window that cannot be opened is acceptable.

Paint

- No peeling or chipping paint if you have children under the age of seven and the house or apartment was built before 1978.

You should also think about:

- The types of locks on windows and doors
 - Are they safe and secure?
 - Have windows that you might like to open been nailed shut?
- The condition of the windows.
 - Are there small cracks in the panes?
- The amount of weatherization around doors and windows.
 - Are there storm windows?
 - Is there weather stripping? If you pay your own utilities, this may be important.
- The location of electric outlets and light fixtures.
- The condition of the paint and wallpaper
 - Are they worn, faded, or dirty?
- The condition of the floor.
 - Is it scratched and worn?

2. Kitchen

The Kitchen must have:

Ceiling

A ceiling that is in good condition.

- Not acceptable are large cracks or holes that allow drafts, severe bulging, large amounts of loose or falling surface material such as plaster.

Storage

Some space to store food.

Electricity

At least one electric outlet and one permanent light fixture.

Do not count table or floor lamps, ceiling lamps plugged into a socket, and extension cards; they are not permanent.

- Not acceptable are broken or frayed wiring, light fixtures hanging from wires with no other firm support (such as a chain), missing cover plates on switches or outlets, badly cracked outlets.

Stove and Oven

A stove (or range) and oven that works (This can be supplied by the tenant)

Floor

A floor that is in good condition.

Not acceptable are large cracks or holes, missing or warped floorboards or covering that could cause someone to trip.

Preparation Area

Some space to prepare food.

Paint

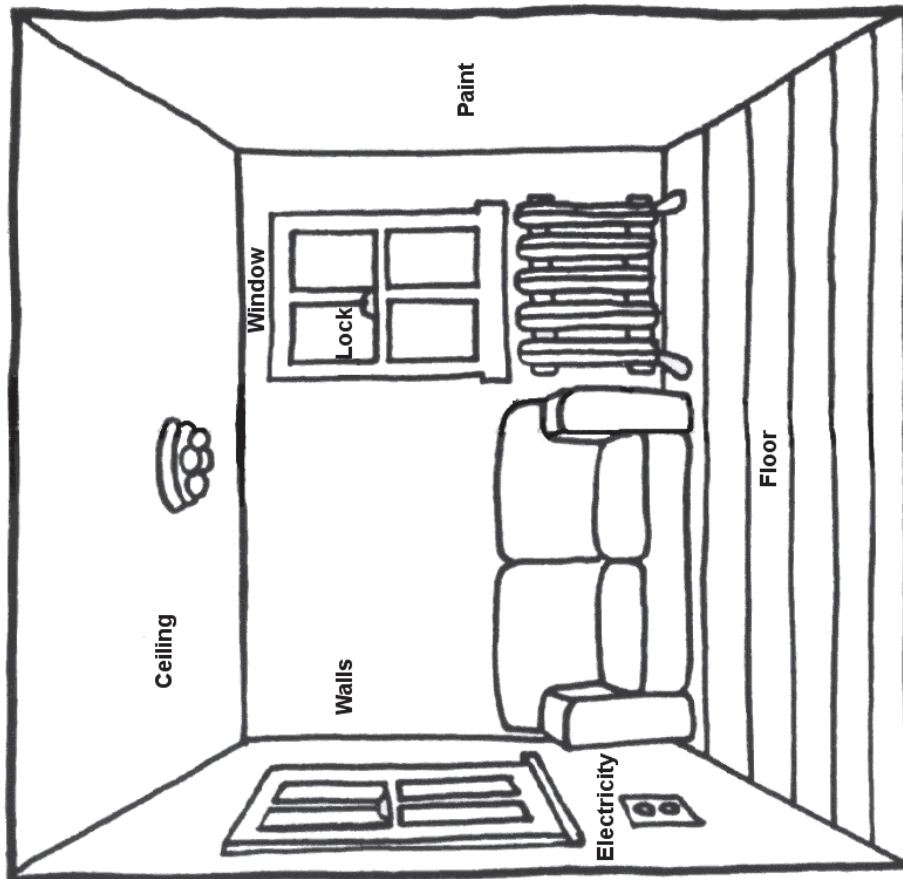
No peeling or chipping paint if you have children under the age of seven and the house or apartment was built before 1978.

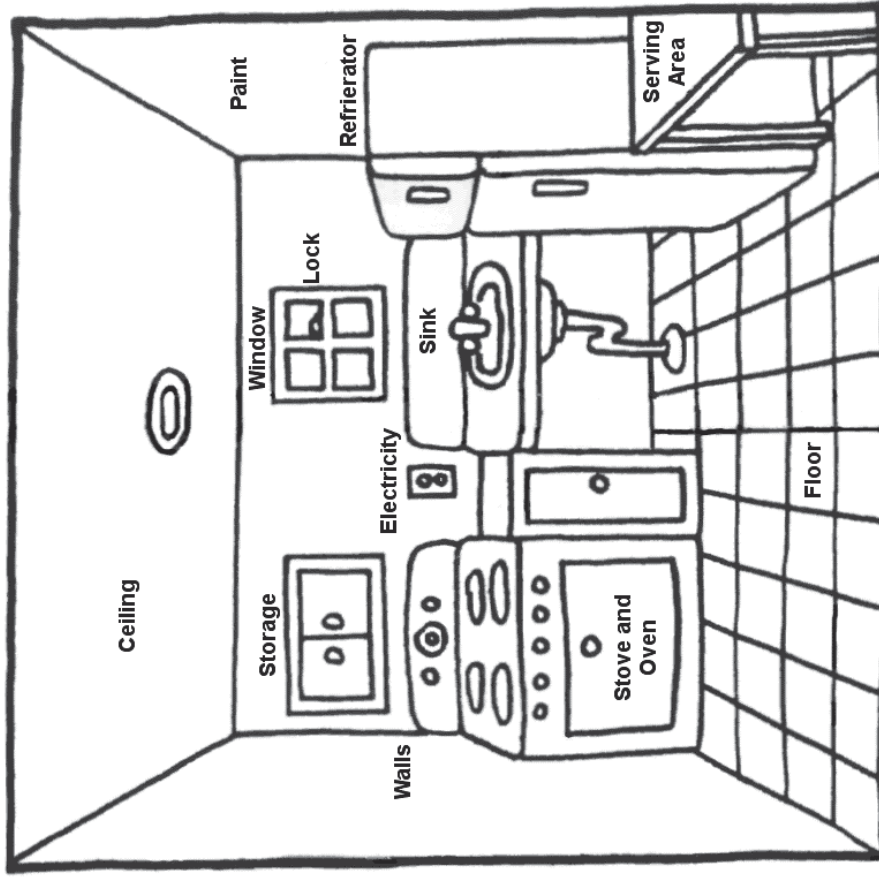
Window

If there is a window, it must be in good condition.

Lock

A lock that works on all windows and doors that can be reached from the outside, a common public hallway, a fire escape, porch or other outside place that can be reached from the ground. A window that cannot be opened is acceptable.





Walls
Walls that are in good condition.

- Not acceptable are large cracks or holes that allow drafts, severe bulging or leaning, large amounts of loose or falling surface material such as plaster.

Serving Area
Some space to serve food.

- A separate dining room or dining area in the living room is all right.

Refrigerator

A refrigerator that keeps temperatures low enough so that food does not spoil. (This can be supplied by the tenant.)

Sink

A sink with hot and cold running water.

- A bathroom sink will not satisfy this requirement.

You should also think about:

- The size of the kitchen.
- The amount, location, and condition of space to store, prepare, and serve food. Is it adequate for the size of your family?
- The size, condition, and location of the refrigerator. Is it adequate for the size of your family?
- The size, condition, and location of your sink.
- Other appliances you would like provided.
- Extra outlets.

3. Bathroom

The Bathroom must have:

Ceiling

A ceiling that is in good condition.

- Not acceptable are large cracks or holes that allow drafts, severe bulging, large amounts of loose or falling surface material such as plaster.

Window

A window that opens or a working exhaust fan.

Lock

A lock that works on all windows and doors that can be reached from the outside, a common public hallway, a fire escape, porch or other outside place that can be reached from the ground.

Toilet

A flush toilet that works.

Tub or Shower

A tub or shower with hot and cold running water.

Floor

A floor that is in good condition.

- Not acceptable are large cracks or holes, missing or warped floorboards or covering that could cause someone to trip.

Paint

- No chipping or peeling paint if you have children under the age of seven and the house or apartment was built before 1978.

Walls

Walls that are in good condition.

- Not acceptable are large cracks or holes that allow drafts, severe bulging or leaning, large amounts of loose or falling surface such as plaster.

Electricity

At least one permanent overhead or wall light fixture.

- Not acceptable are broken or frayed wiring, light fixtures hanging from wires with no other firm support (such as a chain), missing cover plates on switches or outlets, badly cracked outlets.

Sink

A sink with hot and cold running water.

- A kitchen sink will not satisfy this requirement.

You should also think about:

- The size of the bathroom and the amount of privacy.
- The appearances of the toilet, sink, and shower or tub.
- The appearance of the grout and seal along the floor and where the tub meets the wall.
- The appearance of the floor and walls.
- The size of the hot water heater.
- A cabinet with a mirror.

4. Other Rooms

Other rooms that are lived in include: bedrooms, dens, halls, and finished basements or enclosed, heated porches. The requirements for other rooms that are lived in are similar to the requirements for the living room as explained below.

Other Rooms Used for Living must have:

Ceiling

A ceiling that is in good condition.

- Not acceptable are large cracks or holes that allow drafts, severe bulging, large amounts of loose or falling surface material such as plaster.

Walls

Walls that are in good condition.

- Not acceptable are large cracks or holes that allow drafts, severe bulging or leaning, large amounts of loose or falling surface material such as plaster.

Paint

- No chipping or peeling paint if you have children under the age of seven and the house or apartment was built before 1978.

Electricity in Bedrooms

Same requirement as for living room.

In All Other Rooms Used for Living: There is no specific standard for electricity, but there must be either natural illumination (a window) or an electric light fixture or outlet.

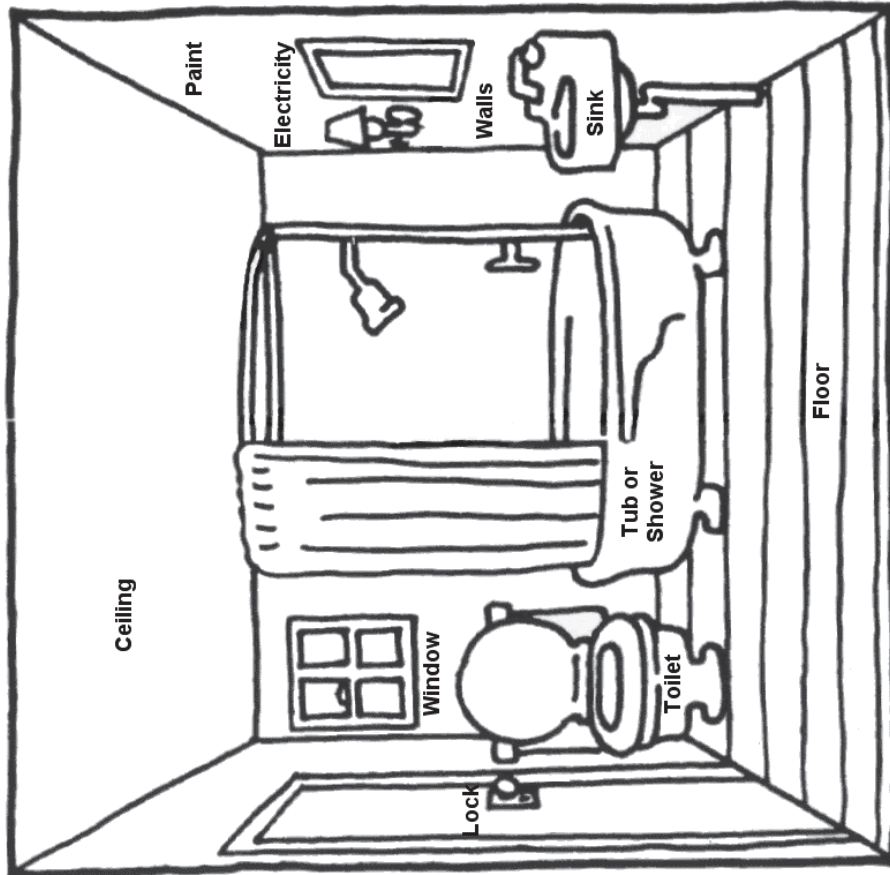
Floor

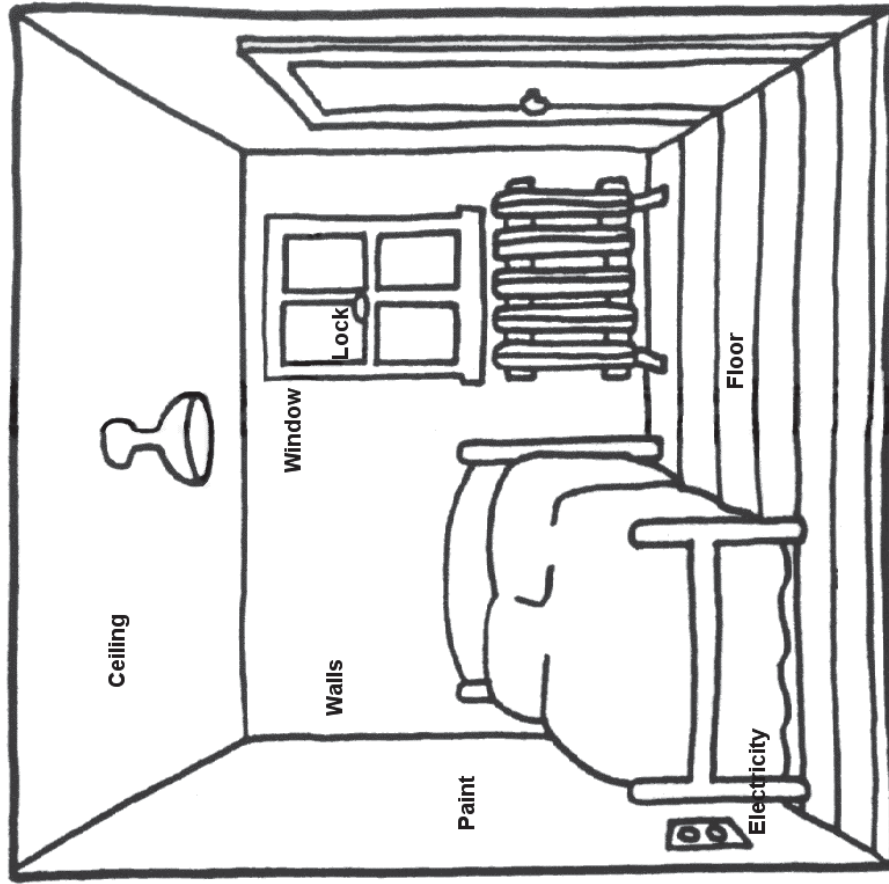
A floor that is in good condition.

- Not acceptable are large cracks or holes, missing or warped floorboards or covering that could cause someone to trip.

Lock

A lock that works on all windows and doors that can be reached from the outside, a common public hallway, a fire escape, porch or other outside place that can be reached from the ground.





Window

At least one window, which must be openable if it was designed to be opened, in every room used for sleeping. Every window must be in good condition.

- Not acceptable are windows with badly cracked, broken or missing panes, and windows that do not shut or, when shut, do not keep out the weather.

Other rooms that are not lived in may be: a utility room for washer and dryer, basement or porch. These must be checked for security and electrical hazards and other possible dangers (such as walls or ceilings in danger of falling), since these items are important for the safety of your entire apartment. You should also look for other possible dangers such as large holes in the walls, floors, or ceilings, and unsafe stairways. Make sure to look for these things in all other rooms not lived in.

You should also think about:

- What you would like to do with the other rooms.
 - Can you use them the way you want to?
- The type of locks on windows and doors.
 - Are they safe and secure?
 - Have windows that you might like to open been nailed shut?
- The condition of the windows.
 - Are there small cracks in the panes?
- The amount of weatherization windows.
 - Are there storm windows?
 - Is there weather-stripping? If you pay your own utilities, this may be important.
- The location of electric outlets and light fixtures.
- The condition of the paint and wallpaper
 - Are they worn, faded, or dirty?
- The condition of the floors.
 - Are they scratched and worn?

5. Building Exterior, Plumbing, and Heating

The Building must have:

Roof

A roof in good condition that does not leak, with gutters and downspouts, if present, in good condition and securely attached to the building.

- Evidence of leaks can usually be seen from stains on the ceiling inside the building.

Outside Handrails

Secure handrails on any extended length of stairs (e.g. generally four or more steps) and any porches, balconies, or decks that are 30 inches or more above the ground.

Walls

Exterior walls that are in good condition, with no large holes or cracks that would let a great amount of air get inside.

Foundation

A foundation in good condition that has no serious leaks.

Water Supply

A plumbing system that is served by an approvable public or private water supply system. Ask the manager or owner.

Sewage

A plumbing system that is connected to an approvable public or private sewage disposal system. Ask the manager or owner.

Chimneys

No serious leaning or defects (such as big cracks or many missing bricks) in any chimneys.

Paint

No cracking, peeling, or chipping paint if you have children under the age of seven and the house or apartment was built before 1978.

- This includes exterior walls, stairs, decks, porches, railings, windows, and doors.

Cooling

Some windows that open, or some working ventilation or cooling equipment that can provide air circulation during warm months.

Plumbing

Pipes that are in good condition, with no leaks and no serious rust that causes the water to be discolored.

Water Heater

A water heater located, equipped, and installed in a safe manner. Ask the manager.

Heat

Enough heating equipment so that the unit can be made comfortably warm during cold months.

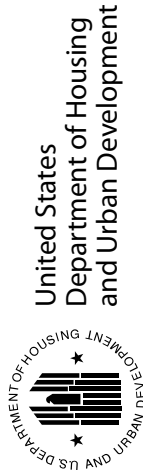
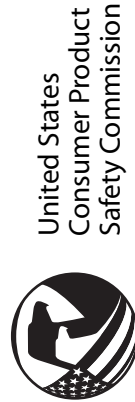
- Not acceptable are space heaters (or room heaters) that burn oil or gas and are not vented to a chimney. Space heaters that are vented may be acceptable if they can provide enough heat.

You should also think about:

- How well maintained the apartment is.
- The type of heating equipment.
 - Will it be able to supply enough heat for you in the winter, to all rooms used for living?
- The amount and type of weatherization and its affect on utility costs.
 - Is there insulation?
 - Are there storm windows?
 - Is there weather-stripping around the windows and doors?
- Air circulation or type of cooling equipment (if any).
 - Will the unit be cool enough for you in the summer?



Protect Your Family From Lead in Your Home



Are You Planning to Buy or Rent a Home Built Before 1978?

Did you know that many homes built before 1978 have **lead-based paint**? Lead from paint, chips, and dust can pose serious health hazards.

Read this entire brochure to learn:

- How lead gets into the body
- How lead affects health
- What you can do to protect your family
- Where to go for more information

Before renting or buying a pre-1978 home or apartment, federal law requires:

- Sellers must disclose known information on lead-based paint or lead-based paint hazards before selling a house.
- Real estate sales contracts must include a specific warning statement about lead-based paint. Buyers have up to 10 days to check for lead.
- Landlords must disclose known information on lead-based paint or lead-based paint hazards before leases take effect. Leases must include a specific warning statement about lead-based paint.

If undertaking renovations, repairs, or painting (RRP) projects in your pre-1978 home or apartment:

- Read EPA's pamphlet, *The Lead-Safe Certified Guide to Renovate Right*, to learn about the lead-safe work practices that contractors are required to follow when working in your home (see page 12).



Simple Steps to Protect Your Family from Lead Hazards

If you think your home has lead-based paint:

- Don't try to remove lead-based paint yourself.
- Always keep painted surfaces in good condition to minimize deterioration.
- Get your home checked for lead hazards. Find a certified inspector or risk assessor at epa.gov/lead.
- Talk to your landlord about fixing surfaces with peeling or chipping paint.
- Regularly clean floors, window sills, and other surfaces.
- Take precautions to avoid exposure to lead dust when remodeling.
- When renovating, repairing, or painting, hire only EPA- or state-approved Lead-Safe certified renovation firms.
- Before buying, renting, or renovating your home, have it checked for lead-based paint.
- Consult your health care provider about testing your children for lead. Your pediatrician can check for lead with a simple blood test.
- Wash children's hands, bottles, pacifiers, and toys often.
- Make sure children eat healthy, low-fat foods high in iron, calcium, and vitamin C.
- Remove shoes or wipe soil off shoes before entering your house.

Lead Gets into the Body in Many Ways

Adults and children can get lead into their bodies if they:

- Breathe in lead dust (especially during activities such as renovations, repairs, or painting that disturb painted surfaces).
- Swallow lead dust that has settled on food, food preparation surfaces, and other places.
- Eat paint chips or soil that contains lead.

Lead is especially dangerous to children under the age of 6.

- At this age, children's brains and nervous systems are more sensitive to the damaging effects of lead.
- Children's growing bodies absorb more lead.
- Babies and young children often put their hands and other objects in their mouths. These objects can have lead dust on them.



Women of childbearing age should know that lead is dangerous to a developing fetus.

- Women with a high lead level in their system before or during pregnancy risk exposing the fetus to lead through the placenta during fetal development.

Health Effects of Lead

Lead affects the body in many ways. It is important to know that even exposure to low levels of lead can severely harm children.

In children, exposure to lead can cause:

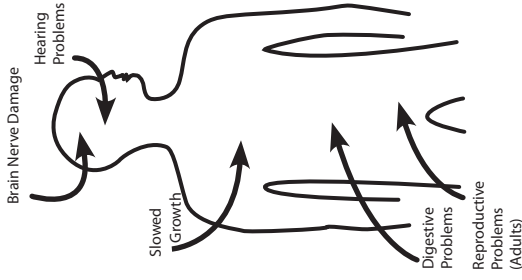
- Nervous system and kidney damage
- Learning disabilities, attention-deficit disorder, and decreased intelligence
- Speech, language, and behavior problems
- Poor muscle coordination
- Decreased muscle and bone growth
- Hearing damage

While low-lead exposure is most common, exposure to high amounts of lead can have devastating effects on children, including seizures, unconsciousness, and in some cases, death.

Although children are especially susceptible to lead exposure, lead can be dangerous for adults, too.

In adults, exposure to lead can cause:

- Harm to a developing fetus
- Increased chance of high blood pressure during pregnancy
- Fertility problems (in men and women)
- High blood pressure
- Digestive problems
- Nerve disorders
- Memory and concentration problems
- Muscle and joint pain



Check Your Family for Lead

Get your children and home tested if you think your home has lead.

Children's blood lead levels tend to increase rapidly from 6 to 12 months of age, and tend to peak at 18 to 24 months of age.

Consult your doctor for advice on testing your children. A simple blood test can detect lead. Blood lead tests are usually recommended for:

- Children at ages 1 and 2
- Children or other family members who have been exposed to high levels of lead
- Children who should be tested under your state or local health screening plan

Your doctor can explain what the test results mean and if more testing will be needed.

Where Lead-Based Paint Is Found

In general, the older your home or childcare facility, the more likely it has lead-based paint.¹

Many homes, including private, federally-assisted, federally-owned housing, and childcare facilities built before 1978 have lead-based paint. In 1978, the federal government banned consumer uses of lead-containing paint.²

Learn how to determine if paint is lead-based paint on page 7.

Lead can be found:

- In homes and childcare facilities in the city, country, or suburbs,
- In private and public single-family homes and apartments,
- On surfaces inside and outside of the house, and
- In soil around a home. (Soil can pick up lead from exterior paint or other sources, such as past use of leaded gas in cars.)

Learn more about where lead is found at epa.gov/lead.

¹ "Lead-based paint" is currently defined by the federal government as paint with lead levels greater than or equal to 1.0 milligram per square centimeter (mg/cm²), or more than 0.5% by weight.

² "Lead-containing paint" is currently defined by the federal government as lead in new dried paint in excess of 90 parts per million (ppm) by weight.

Identifying Lead-Based Paint and Lead-Based Paint Hazards

Deteriorated lead-based paint (peeling, chipping, cracking, or damaged paint) is a hazard and needs immediate attention. **Lead-based paint** may also be a hazard when found on surfaces that children can chew or that get a lot of wear and tear, such as:

- On windows and window sills
- Doors and door frames
- Stairs, railings, banisters, and porches

Lead-based paint is usually not a hazard if it is in good condition and if it is not on an impact or friction surface like a window.

Lead dust can form when lead-based paint is scraped, sanded, or heated. Lead dust also forms when painted surfaces containing lead bump or rub together. Lead paint chips and dust can get on surfaces and objects that people touch. Settled lead dust can reenter the air when the home is vacuumed or swept, or when people walk through it. EPA currently defines the following levels of lead in dust as hazardous:

- 10 micrograms per square foot ($\mu\text{g}/\text{ft}^2$) and higher for floors, including carpeted floors
- 100 $\mu\text{g}/\text{ft}^2$ and higher for interior window sills

Lead in soil can be a hazard when children play in bare soil or when people bring soil into the house on their shoes. EPA currently defines the following levels of lead in soil as hazardous:

- 400 parts per million (ppm) and higher in play areas of bare soil
- 1,200 ppm (average) and higher in bare soil in the remainder of the yard

Remember, lead from paint chips—which you can see—and lead dust—which you may not be able to see—both can be hazards.

The only way to find out if paint, dust, or soil lead hazards exist is to test for them. The next page describes how to do this.

Checking Your Home for Lead

You can get your home tested for lead in several different ways:

- A lead-based paint **inspection** tells you if your home has lead-based paint and where it is located. It won't tell you whether your home currently has lead hazards. A trained and certified testing professional, called a lead-based paint inspector, will conduct a paint inspection using methods, such as:
 - Portable x-ray fluorescence (XRF) machine
 - Lab tests of paint samples
- A **risk assessment** tells you if your home currently has any lead hazards from lead in paint, dust, or soil. It also tells you what actions to take to address any hazards. A trained and certified testing professional, called a risk assessor, will:
 - Sample paint that is deteriorated on doors, windows, floors, stairs, and walls
 - Sample dust near painted surfaces and sample bare soil in the yard
 - Get lab tests of paint, dust, and soil samples
- A combination inspection and risk assessment tells you if your home has any lead-based paint and if your home has any lead hazards, and where both are located.

Be sure to read the report provided to you after your inspection or risk assessment is completed, and ask questions about anything you do not understand.



Checking Your Home for Lead, continued

In preparing for renovation, repair, or painting work in a pre-1978 home, Lead-Safe Certified renovators (see page 12) may:

- Take paint chip samples to determine if lead-based paint is present in the area planned for renovation and send them to an EPA-recognized lead lab for analysis. In housing receiving federal assistance, the person collecting these samples must be a certified lead-based paint inspector or risk assessor
- Use EPA-recognized tests kits to determine if lead-based paint is absent (but not in housing receiving federal assistance)
- Presume that lead-based paint is present and use lead-safe work practices

There are state and federal programs in place to ensure that testing is done safely, reliably, and effectively. Contact your state or local agency for more information, visit epa.gov/lead, or call **1-800-424-LEAD (5323)** for a list of contacts in your area.³

³ Hearing- or speech-challenged individuals may access this number through TTY by calling the Federal Relay Service at 1-800-877-8339.

What You Can Do Now to Protect Your Family

If you suspect that your house has lead-based paint hazards, you can take some immediate steps to reduce your family's risk:

- If you rent, notify your landlord of peeling or chipping paint.
- Keep painted surfaces clean and free of dust. Clean floors, window frames, window sills, and other surfaces weekly. Use a mop or sponge with warm water and a general all-purpose cleaner. (Remember: never mix ammonia and bleach products together because they can form a dangerous gas.)
- Carefully clean up paint chips immediately without creating dust.
- Thoroughly rinse sponges and mop heads often during cleaning of dirty or dusty areas, and again afterward.
- Wash your hands and your children's hands often, especially before they eat and before nap time and bed time.
- Keep play areas clean. Wash bottles, pacifiers, toys, and stuffed animals regularly.
- Keep children from chewing window sills or other painted surfaces, or eating soil.
- When renovating, repairing, or painting, hire only EPA- or state-approved Lead-Safe Certified renovation firms (see page 12).
- Clean or remove shoes before entering your home to avoid tracking in lead from soil.
- Make sure children eat nutritious, low-fat meals high in iron, and calcium, such as spinach and dairy products. Children with good diets absorb less lead.

Reducing Lead Hazards

Disturbing lead-based paint or removing lead improperly can increase the hazard to your family by spreading even more lead dust around the house.



- In addition to day-to-day cleaning and good nutrition, you can **temporarily** reduce lead-based paint hazards by taking actions, such as repairing damaged painted surfaces and planting grass to cover lead-contaminated soil. These actions are not permanent solutions and will need ongoing attention.
- You can minimize exposure to lead when renovating, repairing, or painting by hiring an EPA- or state-certified renovator who is trained in the use of lead-safe work practices. If you are a do-it-yourselfer, learn how to use lead-safe work practices in your home.
- To remove lead hazards permanently, you should hire a certified lead abatement contractor. Abatement (or permanent hazard elimination) methods include removing, sealing, or enclosing lead-based paint with special materials. Just painting over the hazard with regular paint is not permanent control.

Always use a certified contractor who is trained to address lead hazards safely.

- Hire a Lead-Safe Certified firm (see page 12) to perform renovation, repair, or painting (RRP) projects that disturb painted surfaces.
- To correct lead hazards permanently, hire a certified lead abatement contractor. This will ensure your contractor knows how to work safely and has the proper equipment to clean up thoroughly.

Certified contractors will employ qualified workers and follow strict safety rules as set by their state or by the federal government.

Reducing Lead Hazards, continued

If your home has had lead abatement work done or if the housing is receiving federal assistance, once the work is completed, dust cleanup activities must be conducted until clearance testing indicates that lead dust levels are below the following levels:

- 10 micrograms per square foot ($\mu\text{g}/\text{ft}^2$) for floors, including carpeted floors
- 100 $\mu\text{g}/\text{ft}^2$ for interior windows sills
- 400 $\mu\text{g}/\text{ft}^2$ for window troughs

Abate­ments are designed to permanently eliminate lead-based paint hazards. However, lead dust can be reintroduced into an abated area.

- Use a HEPA vacuum on all furniture and other items returned to the area, to reduce the potential for reintroducing lead dust.
- Regularly clean floors, window sills, troughs, and other hard surfaces with a damp cloth or sponge and a general all-purpose cleaner.

Please see page 9 for more information on steps you can take to protect your home after the abatement. For help in locating certified lead abatement professionals in your area, call your state or local agency (see pages 15 and 16), epa.gov/lead, or call 1-800-424-LEAD.

Renovating, Repairing or Painting a Home with Lead-Based Paint

If you hire a contractor to conduct renovation, repair, or painting (RRP) projects in your pre-1978 home or childcare facility (such as pre-school and kindergarten), your contractor must:

- Be a Lead-Safe Certified firm approved by EPA or an EPA-authorized state program
- Use qualified trained individuals (Lead-Safe Certified renovators) who follow specific lead-safe work practices to prevent lead contamination
- Provide a copy of EPA's lead hazard information document, *The Lead-Safe Certified Guide to Renovate Right*



RRP contractors working in pre-1978 homes and childcare facilities must follow lead-safe work practices that:

- **Contain the work area.** The area must be contained so that dust and debris do not escape from the work area. Warning signs must be put up, and plastic or other impermeable material and tape must be used.
- **Avoid renovation methods that generate large amounts of lead-contaminated dust.** Some methods generate so much lead-contaminated dust that their use is prohibited. They are:
 - Open-flame burning or torching
 - Sanding, grinding, planing, needle gunning, or blasting with power tools and equipment not equipped with a shroud and HEPA vacuum attachment
 - Using a heat gun at temperatures greater than 1100°F
- **Clean up thoroughly.** The work area should be cleaned up daily. When all the work is done, the area must be cleaned up using special cleaning methods.
- **Dispose of waste properly.** Collect and seal waste in a heavy duty bag or sheeting. When transported, ensure that waste is contained to prevent release of dust and debris.

To learn more about EPA's requirements for RRP projects, visit epa.gov/getleadsafe, or read *The Lead-Safe Certified Guide to Renovate Right*.

Other Sources of Lead

Lead in Drinking Water

The most common sources of lead in drinking water are lead pipes, faucets, and fixtures.

Lead pipes are more likely to be found in older cities and homes built before 1986.

You can't smell or taste lead in drinking water.

To find out for certain if you have lead in drinking water, have your water tested.

Remember older homes with a private well can also have plumbing materials that contain lead.

Important Steps You Can Take to Reduce Lead in Drinking Water

- Use only cold water for drinking, cooking and making baby formula. Remember, boiling water does not remove lead from water.
- Before drinking, flush your home's pipes by running the tap, taking a shower, doing laundry, or doing a load of dishes.
- Regularly clean your faucet's screen (also known as an aerator).
- If you use a filter certified to remove lead, don't forget to read the directions to learn when to change the cartridge. Using a filter after it has expired can make it less effective at removing lead.

Contact your water company to determine if the pipe that connects your home to the water main (called a service line) is made from lead. Your area's water company can also provide information about the lead levels in your system's drinking water.

For more information about lead in drinking water, please contact EPA's Safe Drinking Water Hotline at 1-800-426-4791. If you have other questions about lead poisoning prevention, call 1-800 424-LEAD.*

Call your local health department or water company to find out about testing your water, or visit epa.gov/safewater for EPA's lead in drinking water information. Some states or utilities offer programs to pay for water testing for residents. Contact your state or local water company to learn more.

* Hearing- or speech-challenged individuals may access this number through TTY by calling the Federal Relay Service at 1-800-877-8339.

Other Sources of Lead, continued

- **Lead smelters** or other industries that release lead into the air.
- **Your job.** If you work with lead, you could bring it home on your body or clothes. Shower and change clothes before coming home. Launder your work clothes separately from the rest of your family's clothes.
- **Hobbies** that use lead, such as making pottery or stained glass, or refinishing furniture. Call your local health department for information about hobbies that may use lead.
- Old **toys** and **furniture** may have been painted with lead-containing paint. Older toys and other children's products may have parts that contain lead.⁴
- Food and liquids cooked or stored in **lead crystal** or **lead-glazed pottery or porcelain** may contain lead.
- Folk remedies, such as "**greta**" and "**azarcon**," used to treat an upset stomach.

⁴ In 1978, the federal government banned toys, other children's products, and furniture with lead-containing paint. In 2008, the federal government banned lead in most children's products. The federal government currently bans lead in excess of 100 ppm by weight in most children's products.

For More Information

The National Lead Information Center

Learn how to protect children from lead poisoning and get other information about lead hazards on the Web at epa.gov/safewater and hud.gov/lead, or call **1-800-424-LEAD (5323)**.

EPA's Safe Drinking Water Hotline

For information about lead in drinking water, call **1-800-426-4791**, or visit epa.gov/lead for information about lead in drinking water.

Consumer Product Safety Commission (CPSC) Hotline

For information on lead in toys and other consumer products, or to report an unsafe consumer product or a product-related injury, call **1-800-638-2772**, or visit CPSC's website at cpsc.gov or saferproducts.gov.

State and Local Health and Environmental Agencies

Some states, tribes, and cities have their own rules related to lead-based paint. Check with your local agency to see which laws apply to you. Most agencies can also provide information on finding a lead abatement firm in your area, and on possible sources of financial aid for reducing lead hazards. Receive up-to-date address and phone information for your state or local contacts on the Web at epa.gov/safewater, or contact the National Lead Information Center at **1-800-424-LEAD**.

Hearing- or speech-challenged individuals may access any of the phone numbers in this brochure through TTY by calling the toll-free Federal Relay Service at **1-800-877-8339**.

U. S. Environmental Protection Agency (EPA) Regional Offices

The mission of EPA is to protect human health and the environment. Your Regional EPA Office can provide further information regarding regulations and lead protection programs.

Region 1 (Connecticut, Massachusetts, Maine, New Hampshire, Rhode Island, Vermont)
Regional Lead Contact
U.S. EPA Region 1
5 Post Office Square, Suite 100, OES 05-4
Boston, MA 02109-3912
(888) 372-7341

Region 6 (Arkansas, Louisiana, New Mexico, Oklahoma, Texas, and 66 Tribes)
Regional Lead Contact
U.S. EPA Region 6
1445 Ross Avenue, 12th Floor
Dallas, TX 75202-2733
(214) 665-2704

Region 2 (New Jersey, New York, Puerto Rico, Virgin Islands)
Regional Lead Contact
U.S. EPA Region 2
2890 Woodbridge Avenue
Building 205, Mail Stop 225
Edison, NJ 08837-3679
(732) 906-6809

Region 7 (Iowa, Kansas, Missouri, Nebraska)
Regional Lead Contact
U.S. EPA Region 7
11201 Renner Blvd.
Lenexa, KS 66219
(800) 223-0425

Region 3 (Delaware, Maryland, Pennsylvania, Virginia, DC, West Virginia)
Regional Lead Contact
U.S. EPA Region 3
1650 Arch Street
Philadelphia, PA 19103
(215) 814-2088

Region 8 (Colorado, Montana, North Dakota, South Dakota, Utah, Wyoming)
Regional Lead Contact
U.S. EPA Region 8
1595 Wynkoop St.
Denver, CO 80202
(303) 312-6966

Region 4 (Alabama, Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina, Tennessee)
Regional Lead Contact
U.S. EPA Region 4
AFC Tower, 12th Floor, Air, Pesticides & Toxics
61 Forsyth Street, SW
Atlanta, GA 30303
(404) 562-8998

Region 9 (Arizona, California, Hawaii, Nevada)
Regional Lead Contact
U.S. EPA Region 9 (CMD-4-2)
75 Hawthorne Street
San Francisco, CA 94105
(415) 947-4280

Region 5 (Illinois, Indiana, Michigan, Minnesota, Ohio, Wisconsin)
Regional Lead Contact
U.S. EPA Region 5 (LL-17J)
77 West Jackson Boulevard
Chicago, IL 60604-3666
(312) 353-3808

Region 10 (Alaska, Idaho, Oregon, Washington)
Regional Lead Contact
U.S. EPA Region 10 (20-C04)
Air and Toxics Enforcement Section
1200 Sixth Avenue, Suite 155
Seattle, WA 98101
(206) 553-1200

Consumer Product Safety Commission (CPSC)

The CPSC protects the public against unreasonable risk of injury from consumer products through education, safety standards activities, and enforcement. Contact CPSC for further information regarding consumer product safety and regulations.

CPSC

4330 East West Highway
Bethesda, MD 20814-4421
1-800-638-2772
cpsc.gov or saferproducts.gov

U. S. Department of Housing and Urban Development (HUD)

HUD's mission is to create strong, sustainable, inclusive communities and quality affordable homes for all. Office of Lead Hazard Control and Healthy Homes for further information regarding the Lead Safe Housing Rule, which protects families in pre-1978 assisted housing, and for the lead hazard control and research grant programs.

HUD

451 Seventh Street, SW, Room 8236
Washington, DC 20410-3000
(202) 402-7698
hud.gov/lead

This document is in the public domain. It may be produced by an individual or organization without permission. Information provided in this booklet is based upon current scientific and technical understanding of the issues presented and is reflective of the jurisdictional boundaries established by the statutes governing the co-authoring agencies. Following the advice given will not necessarily provide complete protection in all situations or against all health hazards that can be caused by lead exposure.

U. S. EPA Washington DC 20460
U. S. CPSC Bethesda MD 20814
U. S. HUD Washington DC 20410

EPA-747-K-12-001
March 2021

IMPORTANT!

Lead From Paint, Dust, and Soil in and Around Your Home Can Be Dangerous if Not Managed Properly

- Children under 6 years old are most at risk for lead poisoning in your home.
- Lead exposure can harm young children and babies even before they are born.
- Homes, schools, and child care facilities built before 1978 are likely to contain lead-based paint.
- Even children who seem healthy may have dangerous levels of lead in their bodies.
- Disturbing surfaces with lead-based paint or removing lead-based paint improperly can increase the danger to your family.
- People can get lead into their bodies by breathing or swallowing lead dust, or by eating soil or paint chips containing lead.
- People have many options for reducing lead hazards. Generally, lead-based paint that is in good condition is not a hazard (see page 10).

After You Choose a Unit

AFTER YOU CHOOSE A UNIT

You have found a unit! What comes next?



REMEMBER: The rent for the unit must be at or below your family's maximum rent amount. Your family's maximum rent will be provided by your Housing Specialist.

Submit Initial Paperwork

Complete all portions of the Request for Tenancy Approval (RFTA) packet with the landlord or property manager. Once the RFTA is complete, return it to HASCO.

Once your specialist receives the RFTA and make sure the rent is within your family's maximum rent amount, they can schedule an inspection to get the unit approved for the voucher program. At this point, HASCO does **not** recommend making any form of payment or long-term commitments until the unit passes inspection and the requested rent is determined to be reasonable.

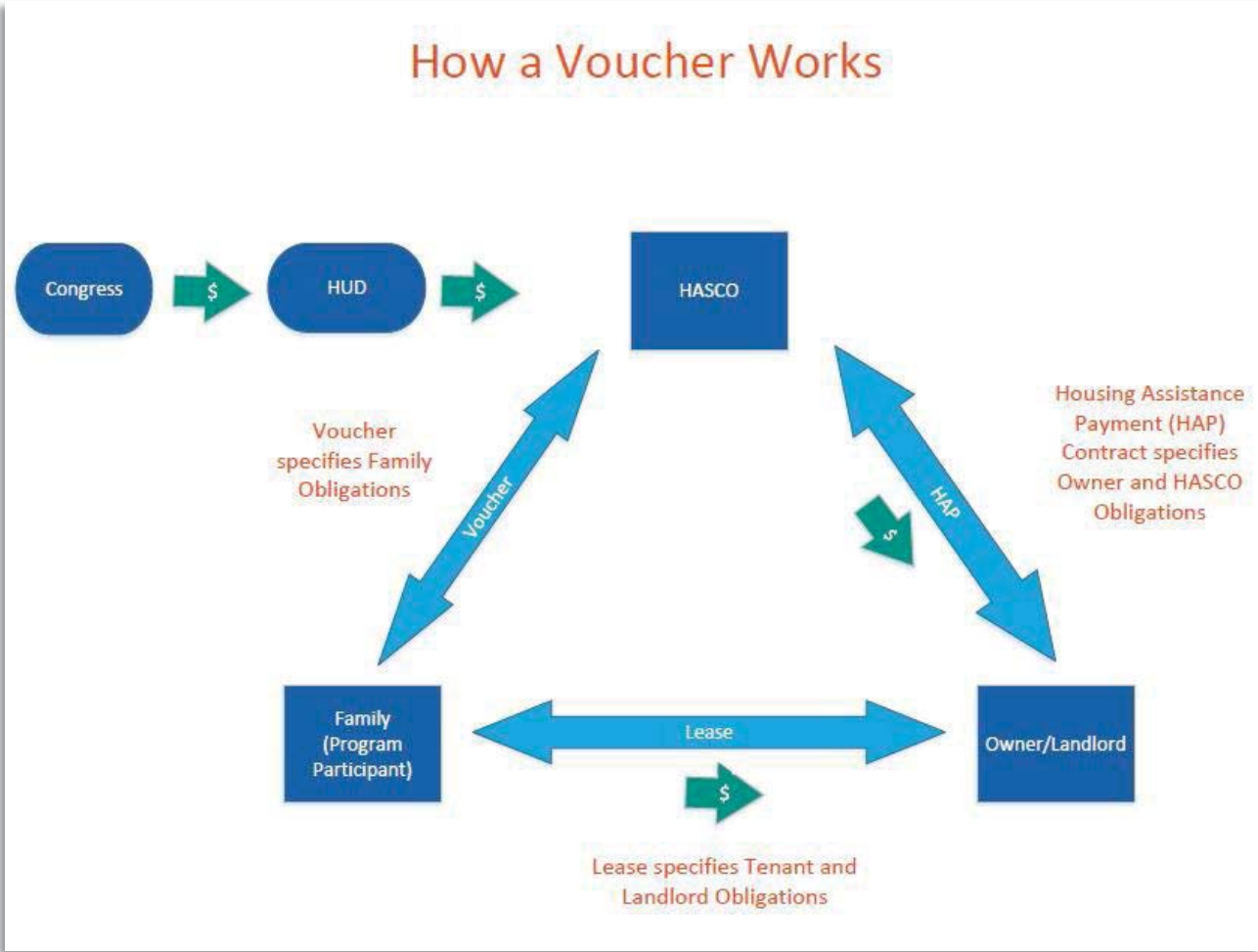
Inspection Process

The RFTA is sent to the Inspections department where the inspections team works with the landlord to schedule a time to visit the unit. The inspector will make sure the unit meets housing quality standards. This process can take up to two weeks, but rest assured, the team understands how important it is to get units inspected so you and your family can move in.

If the unit and rent amount are approved, the landlord is notified. If there are issues with the unit, the inspector will explain them to the landlord and set up a time to reinspect after the issues are corrected. If the unit is not eligible, the housing specialist will be notified so they can work with you to continue your search for a unit.

Final Paperwork

Once the unit passes inspection and the rent amount is approved, it is time to complete the final paperwork. You and the landlord will sign a lease and HASCO and the landlord sign a Housing Assistance Payment (HAP) contract.



Make sure you read and understand all the terms of your lease. Following the rules and obligations of the lease are just as important as following the HCV program rules and obligations.

Helpful Hints to Pass the Annual Housing Quality Standards Inspection

Some of the following are required by HUD, others are tips to make it easier for the inspectors to do the inspection. It is a good idea to keep your unit in good condition in case of emergency repairs or unexpected events that may require the landlord to enter your unit on short notice.

- Your home should be thoroughly cleaned and organized before the inspector arrives. Pick up miscellaneous items, clothing and children's toys off the floor and put them away. Pick up clothing and hang in the closet or put away in drawers
 - ! It is a fail item if an inspector is not able to enter a room because of items covering the floor and blocking his path or if the number of miscellaneous items and/or furniture is excessive and free movement throughout the unit is restricted.

- Thoroughly clean all kitchen appliances. This includes the oven, range top and drip pans. Also clean around the refrigerator.
 - ! Grease build up can cause fires.
 - ! Accumulated food spills and dirt around the edges of the refrigerator is a fail item.

- Wash the dishes regularly and put them away. There must be room to prepare meals.
 - ! This is a fail item when the inspector cannot see the sink or countertops because of dirty dishes and miscellaneous items.

- Thoroughly clean the bathroom sink, toilet, and bathtub. Do not allow water to sit on the countertops or around the toilet and bathtub.

- A 14-inch clearance must be maintained around heaters at all times. Keep furniture, drapes, bedding, clothing and children's toys away from the heaters.
 - ! This is a serious fire hazard.

- Windows cannot be blocked by items or furniture. Windows are an exit in case of an emergency.
 - ! This is a fail item. The only exceptions are for windows with obscured glass or sidelights that are high enough that no one can see through them.
- Carpets that have a couple stains are satisfactory. However, if the carpets are heavily soiled, they must be professionally cleaned.
- All light fixtures must have working light bulbs installed. It is the resident's responsibility to replace burned out light bulbs.
- All smoke detectors must be properly installed and have working batteries. We also suggest replacing the batteries once a year just prior to the annual inspection. If a hard-wired smoke detector is removed and a battery-operated smoke detector is installed, the exposed wiring must be covered with a plate.
 - ! Exposed wiring is an electrical hazard and a fail item.
- All electrical outlets and light switches are required to have cover plates. Cracked or broken plates must be replaced.
 - ! This is an electrical hazard and a fail item.
- If there is a garage at the unit, it may be used for storage if it is organized and stored neatly. Garages with an excessive number of items and/or furniture must be reduced or stored elsewhere.
 - ! Garage doors are an exit in case of an emergency and must not be blocked.
- Trash or garbage must be removed from the unit regularly. Accumulation of garbage is not permitted and will cause a rodent infestation.
 - ! This is a health hazard and a fail item.

TIPS FOR A SUCCESSFUL RENTING EXPERIENCE

Moving in/out of your unit

- Take pictures before you move in and during the walk-thru
- Give your Landlord the required notice when planning to move out
- Leave your home the same way as you moved in
- Have the exit walk-thru after your items are moved out
- Do your best to exit on agreeable terms
- Ask for your deposit back and for a rental reference
- Take pictures of your unit before you move out. Take one picture that includes the unit number and the date (TIP: use that day's newspaper)

Know Your Lease

- Read your lease and understand the expectations of the Landlord
- Landlords can only enforce rules written in the lease
- Follow your lease terms.
- You are responsible for your guests and their actions while they are visiting. Let them know the rules.
- Quiet hours are usually 10 pm to 7 am. Be considerate. Keep TV, talking, children, vacuuming so others outside cannot hear.
- If you live in a Smoke Free building, only smoke off property in designated smoking areas. This applies to recreational and medical marijuana.

Deposits

- By taking good care of your unit, your deposit can be returned when you move out.
- Do not assume your Landlord or Property Manager will keep the entire deposit if you don't give them full notice. Talk with them and they may work with you.
- ! If you or your guests cause more damage than is covered by your deposit, you will not only lose your deposit, but a landlord can place a judgement against you.
- ! A bad rental record can follow you for years.

Good Habits of Great Residents

- Treat your rental unit like you own it and make your guests respect it too!
- Make rent your first priority. If you are going to be late on your rent, let your landlord know – they may work with you.
- Always pay your utilities on time
- Keep your home clean, always. Some good practices are:
 - Take shoes off at the door
 - Sweep and vacuum regularly
 - Keep your kitchen tidy
 - Don't attract unwanted smells, insects and pests by leaving out food, garbage, or dirty dishes.
 - Clean bathrooms at least weekly

Working with your landlord or property manager

DO:

- ✓ Be honest and respectful of your landlord or property manager. It's their job to enforce the lease terms.
- ✓ Communicate your concerns in writing with your landlord, but don't have unreasonable expectations
- ✓ Document all communications with your landlord
- ✓ Note problems (like a leak, moisture, toilet, mold, mildew) and tell your landlord within 24 hours
- ✓ If you break something, tell the landlord, or tell them you will fix it correctly.
- ✓ Pay your portion of the rent on time, every month
- ✓ Always get a receipt for money paid

DON'T:

- ✗ Withhold rent if the landlord is not making repairs
- ✗ Hide damage or problems in the unit from your landlord



REMEMBER: A bad rental reference can follow you for years!

To report public nuisance issues and code violations, renters can call

- Dispute Resolution Program, at 425-339-1335, Option 4
 - for assistance resolving conflicts peacefully outside of court, including landlord/tenant issues
- Snohomish County Health District, 425-3889-5250
 - for reporting environmental health problems including garbage/rodents
- Sheriff's Office's non-emergency line, 425-407-3999
 - for reporting nuisance issues like a noise complaint

IN THE EVENT OF A CRIME, FIRE, OR EMERGENCY, CALL 911

After You Move In

Moving In

You have moved into your home! What happens now?

Annual Reexaminations

Every year HASCO must recertify that your household is still eligible for the voucher program and recalculate your voucher amount. Several months before your annual recertification date HASCO will send you a Recertification Packet.

Complete the packet, include copies of required verification documents, and return to your Housing Specialist as soon as possible. If you have any questions or run into challenges obtaining copies of verifications, contact HASCO immediately to keep your specialist informed.

When your lease ends you will need to talk to your landlord about either signing a new lease or moving to a new place.

Interim Reexaminations

We understand changes don't just happen once a year. When you experience a change in your household income or household composition, contact HASCO and complete a **Change of Circumstances Packet**. This brief packet will enable your housing specialist to complete an Interim Exam and adjust your payment amount between your annual reexaminations.

The Family Obligations form has more information about reporting changes and adding people to your household.



**All changes must be reported
in writing within ten (10) days.**



APPLYING FOR HUD HOUSING ASSISTANCE?

**THINK ABOUT THIS...
IS FRAUD WORTH IT?**

Do You Realize...

If you commit fraud to obtain assisted housing from HUD, you could be:

- **Evicted** from your apartment or house.
- **Required to repay** all overpaid rental assistance you received.
- **Fined** up to \$10,000.
- **Imprisoned** for up to five years.
- **Prohibited** from receiving future assistance.
- **Subject** to State and local government penalties.

Do You Know...

You are committing fraud if you sign a form knowing that you provided false or misleading information.

The information you provide on housing assistance application and recertification forms will be checked. The local housing agency, HUD, or the Office of Inspector General will check the income and asset information you provide with other Federal, State, or local governments and with private agencies. Certifying false information is fraud.

So Be Careful!

When you fill out your application and yearly recertification for assisted housing from HUD make sure your answers to the questions are accurate and honest. You must include:

All sources of income and changes in income you or any members of your household receive, such as wages, welfare payments, social security and veterans' benefits, pensions, retirement, etc.

Any money you receive on behalf of your children, such as child support, AFDC payments, social security for children, etc.

Any increase in income, such as wages from a new job or an expected pay raise or bonus.

All assets, such as bank accounts, savings bonds, certificates of deposit, stocks, real estate, etc., that are owned by you or any member of your household.

All income from assets, such as interest from savings and checking accounts, stock dividends, etc.

Any business or asset (your home) that you sold in the last two years at less than full value.

The names of everyone, adults or children, relatives and non-relatives, who are living with you and make up your household.

(Important Notice for Hurricane Katrina and Hurricane Rita Evacuees: HUD's reporting requirements may be temporarily waived or suspended because of your circumstances. Contact the local housing agency before you complete the housing assistance application.)

Ask Questions

If you don't understand something on the application or recertification forms, always ask questions. It's better to be safe than sorry.

Watch Out for Housing Assistance Scams!

- Don't pay money to have someone fill out housing assistance application and recertification forms for you.
- Don't pay money to move up on a waiting list.
- Don't pay for anything that is not covered by your lease.
- Get a receipt for any money you pay.
- Get a written explanation if you are required to pay for anything other than rent (maintenance or utility charges).

Report Fraud

If you know of anyone who provided false information on a HUD housing assistance application or recertification or if anyone tells you to provide false information, report that person to the HUD Office of Inspector General Hotline. You can call the Hotline toll-free Monday through Friday, from 10:00 a.m. to 4:30 p.m., Eastern Time, at 1-800-347-3735. You can fax information to (202) 708-4829 or e-mail it to Hotline@hudoig.gov. You can write the Hotline at:



HUD OIG Hotline, GFI
451 7th Street, SW
Washington, DC 20410

Participant Rights

REASONABLE ACCOMMODATIONS

It is important to us that all our families in our programs are treated fairly. We follow all State, Federal and local laws and rules on fair housing; to provide equal opportunity in housing.

If anyone in your family is disabled and needs more help to equally participate in our programs, you can ask for a “**reasonable accommodation**”. This is a change or an exception to a rule, policy, practice, or service, that is necessary for a person with a disability to have an equal opportunity to use and enjoy their home or housing program.

What are examples of Reasonable Accommodations?

A reasonable accommodation can be, but is not limited to:

- An extra bedroom to store needed medical equipment
- Help reading and filling out forms
- Extending deadlines for turning in paperwork

How Do I Request a Reasonable Accommodation?

If you would like to ask for a reasonable accommodation, please fill out HASCO's Request for Reasonable Accommodation Form and give it to your Housing Specialist to start the process. The form is available in the office or on the HASCO website for download.

If you need help filling out the form, please ask your Housing Specialist.

YOUR RIGHTS UNDER VAWA

What is VAWA?

The Violence Against Women Act (VAWA) provides protection for victims of domestic violence, dating violence, dating violence, sexual assault, or stalking. VAWA protections are available equally to all individuals regardless of sex, gender identity, or sexual orientation.

How Does VAWA Protect My Housing?

- You cannot be denied or terminated from housing on the sole basis of being a victim of domestic violence, dating violence, sexual assault, or stalking.
- You may keep your housing assistance if the perpetrator or abuser is removed from the household.
- After notifying HASCO, you may make an emergency move or transfer your housing assistance if you are in a dangerous situation.

How Do I Request VAWA Protections?

Though we sincerely hope you never experience an incident of domestic violence, your Housing Specialist can provide you with information to help you and your family request VAWA protections. All you need to do is ask and you will be connected with the Tenant Based Assistance Manager. Examples of the paperwork used to request VAWA is included in this section. All VAWA information is handled with strict confidentiality.

For questions regarding VAWA, please contact the HASCO **Tenant Based Assistance Manager at (425) 290-8499.**

Discrimination Notice for Voucher Participants

The Housing Authority of Snohomish County (HASCO) is a public housing agency that provides rental housing assistance to eligible persons including the elderly, persons with disabilities, and families, including families with children.

HASCO does not discriminate based on their sex, race and color, religion and creed, national origin, sexual orientation, gender identity and gender expression, disability and the use of a trained dog guide or service animal and honorably discharged veteran or military status.

For detailed information regarding Fair Housing review the HUD handout *Are You a Victim of Housing Discrimination* provided in this guide. If you have questions regarding your rights or feel that they have been violated, you can file a fair housing complaint by contacting any of the following:

- Fair Housing Complaint Hotline, 1-800-877-0246
- Washington State Human Rights Commission, 360-753-6770
- Federal Information Relay Service, 1-800-887-8339



Applicant/Participant:

The Violence against Women Act of 2013 (VAWA) provides special protections for victims of domestic violence, dating violence, sexual assault and stalking who are applying for or receiving assistance under the housing choice voucher (HCV) program.

The term domestic violence includes felony or misdemeanor crimes of violence committed by a current or former spouse or intimate partner of the victim, by a person with whom the victim shares a child in common, by a person who is cohabitating with or has cohabitated with the victim as a spouse or intimate partner, by a person similarly situated to a spouse of the victim under the domestic or family violence laws of the jurisdiction receiving grant monies, or by any other person against an adult or youth victim who is protected from that person's acts under the domestic or family violence laws of the jurisdiction.

Included in this VAWA packet are the following attachments:

- HUD-5380 SAMPLE NOTICE OF OCCUPANCY RIGHTS UNDER THE VIOLENCE AGAINST WOMEN ACT
- HUD-5382 CERTIFICATION OF DOMESTIC VIOLENCE, DATING VIOLENCE, SEXUAL ASSAULT, OR STALKING AND ALTERNATE DOCUMENTATION
- HUD-5383 - Emergency Transfer Form
- HASCO Emergency Transfer Plan - Transfer Plan for Victims of Domestic Violence, Dating Violence, Sexual Assault, or Stalking

Complete documentation **must** be returned to the Housing Authority of Snohomish County no later than **14 business days** following your receipt of this material. If the requested information is not received within 14 business days, VAWA protections will not be extended to the participant.

Receipt of this VAWA packet is not written certification that a VAWA claim has been received. Once we have received your documentation, a Representative of the Housing Authority of Snohomish County will respond to you **via email within 10 business days**.

Housing Choice Voucher Team
Housing Authority of Snohomish County

Ways Home. Paths Forward.



(425) 290-8499 Phone • (425) 290-5618 Fax
www.hasco.org • 12711 4th Ave West • Everett, WA 98204

The Housing Authority of Snohomish County¹
Notice of Occupancy Rights under the Violence Against Women Act²

To all Tenants and Applicants

The Violence Against Women Act (VAWA) provides protections for victims of domestic violence, dating violence, sexual assault, or stalking. VAWA protections are not only available to women, but are available equally to all individuals regardless of sex, gender identity, or sexual orientation.³ The U.S. Department of Housing and Urban Development (HUD) is the Federal agency that oversees that **HASCO Tenant Based Assistance Program** is in compliance with VAWA. This notice explains your rights under VAWA. A HUD-approved certification form is attached to this notice. You can fill out this form to show that you are or have been a victim of domestic violence, dating violence, sexual assault, or stalking, and that you wish to use your rights under VAWA.”

Protections for Applicants

If you otherwise qualify for assistance under **HASCO Tenant Based Assistance Program**, you cannot be denied admission or denied assistance because you are or have been a victim of domestic violence, dating violence, sexual assault, or stalking.

Protections for Tenants

If you are receiving assistance under **HASCO Tenant Based Assistance Program**, you may not be denied assistance, terminated from participation, or be evicted from your rental housing because you are or have been a victim of domestic violence, dating violence, sexual assault, or stalking.

Also, if you or an affiliated individual of yours is or has been the victim of domestic violence, dating violence, sexual assault, or stalking by a member of your household or any guest, you may not be denied rental assistance or occupancy rights under **HASCO Tenant Based Assistance Program** solely on the basis of criminal activity directly relating to that domestic violence, dating violence, sexual assault, or stalking.

Affiliated individual means your spouse, parent, brother, sister, or child, or a person to whom you stand in the place of a parent or guardian (for example, the affiliated individual is in your care, custody, or control); or any individual, tenant, or lawful occupant living in your household.

Removing the Abuser or Perpetrator from the Household

HP may divide (bifurcate) your lease in order to evict the individual or terminate the assistance of the individual who has engaged in criminal activity (the abuser or perpetrator) directly relating to domestic violence, dating violence, sexual assault, or stalking.

¹ The notice uses HP for housing provider but the housing provider should insert its name where HP is used. HUD’s program-specific regulations identify the individual or entity responsible for providing the notice of occupancy rights.

² Despite the name of this law, VAWA protection is available regardless of sex, gender identity, or sexual orientation.

³ Housing providers cannot discriminate on the basis of any protected characteristic, including race, color, national origin, religion, sex, familial status, disability, or age. HUD-assisted and HUD-insured housing must be made available to all otherwise eligible individuals regardless of actual or perceived sexual orientation, gender identity, or marital status.

If HP chooses to remove the abuser or perpetrator, HP may not take away the rights of eligible tenants to the unit or otherwise punish the remaining tenants. If the evicted abuser or perpetrator was the sole tenant to have established eligibility for assistance under the program, HP must allow the tenant who is or has been a victim and other household members to remain in the unit for a period of time, in order to establish eligibility under the program or under another HUD housing program covered by VAWA, or, find alternative housing.

In removing the abuser or perpetrator from the household, HP must follow Federal, State, and local eviction procedures. In order to divide a lease, HP may, but is not required to, ask you for documentation or certification of the incidences of domestic violence, dating violence, sexual assault, or stalking.

Moving to Another Unit

Upon your request, HP may permit you to move to another unit, subject to the availability of other units, and still keep your assistance. In order to approve a request, HP may ask you to provide documentation that you are requesting to move because of an incidence of domestic violence, dating violence, sexual assault, or stalking. If the request is a request for emergency transfer, the housing provider may ask you to submit a written request or fill out a form where you certify that you meet the criteria for an emergency transfer under VAWA. The criteria are:

(1) You are a victim of domestic violence, dating violence, sexual assault, or stalking. If your housing provider does not already have documentation that you are a victim of domestic violence, dating violence, sexual assault, or stalking, your housing provider may ask you for such documentation, as described in the documentation section below.

(2) You expressly request the emergency transfer. Your housing provider may choose to require that you submit a form, or may accept another written or oral request.

(3) You reasonably believe you are threatened with imminent harm from further violence if you remain in your current unit. This means you have a reason to fear that if you do not receive a transfer you would suffer violence in the very near future.

OR

You are a victim of sexual assault and the assault occurred on the premises during the 90-calendar-day period before you request a transfer. If you are a victim of sexual assault, then in addition to qualifying for an emergency transfer because you reasonably believe you are threatened with imminent harm from further violence if you remain in your unit, you may qualify for an emergency transfer if the sexual assault occurred on the premises of the property from which you are seeking your transfer, and that assault happened within the 90-calendar-day period before you expressly request the transfer.

HP will keep confidential requests for emergency transfers by victims of domestic violence, dating violence, sexual assault, or stalking, and the location of any move by such victims and their families.

HP's emergency transfer plan provides further information on emergency transfers, and HP must make a copy of its emergency transfer plan available to you if you ask to see it.

Documenting You Are or Have Been a Victim of Domestic Violence, Dating Violence, Sexual Assault or Stalking

HP can, but is not required to, ask you to provide documentation to “certify” that you are or have been a victim of domestic violence, dating violence, sexual assault, or stalking. Such request from HP must be in writing, and HP must give you at least 14 business days (Saturdays, Sundays, and Federal holidays do not count) from the day you receive the request to provide the documentation. HP may, but does not have to, extend the deadline for the submission of documentation upon your request.

You can provide one of the following to HP as documentation. It is your choice which of the following to submit if HP asks you to provide documentation that you are or have been a victim of domestic violence, dating violence, sexual assault, or stalking.

- A complete HUD-approved certification form given to you by HP with this notice, that documents an incident of domestic violence, dating violence, sexual assault, or stalking. The form will ask for your name, the date, time, and location of the incident of domestic violence, dating violence, sexual assault, or stalking, and a description of the incident. The certification form provides for including the name of the abuser or perpetrator if the name of the abuser or perpetrator is known and is safe to provide.
- A record of a Federal, State, tribal, territorial, or local law enforcement agency, court, or administrative agency that documents the incident of domestic violence, dating violence, sexual assault, or stalking. Examples of such records include police reports, protective orders, and restraining orders, among others.
- A statement, which you must sign, along with the signature of an employee, agent, or volunteer of a victim service provider, an attorney, a medical professional or a mental health professional (collectively, “professional”) from whom you sought assistance in addressing domestic violence, dating violence, sexual assault, or stalking, or the effects of abuse, and with the professional selected by you attesting under penalty of perjury that he or she believes that the incident or incidents of domestic violence, dating violence, sexual assault, or stalking are grounds for protection.
- Any other statement or evidence that HP has agreed to accept.

If you fail or refuse to provide one of these documents within the 14 business days, HP does not have to provide you with the protections contained in this notice.

If HP receives conflicting evidence that an incident of domestic violence, dating violence, sexual assault, or stalking has been committed (such as certification forms from two or more members of a household each claiming to be a victim and naming one or more of the other petitioning household members as the abuser or perpetrator), HP has the right to request that you provide third-party documentation within thirty 30 calendar days in order to resolve the conflict. If you fail or refuse to provide third-party documentation where there is conflicting evidence, HP does not have to provide you with the protections contained in this notice.

Confidentiality

HP must keep confidential any information you provide related to the exercise of your rights under VAWA, including the fact that you are exercising your rights under VAWA.

HP must not allow any individual administering assistance or other services on behalf of HP (for example, employees and contractors) to have access to confidential information unless for

reasons that specifically call for these individuals to have access to this information under applicable Federal, State, or local law.

HP must not enter your information into any shared database or disclose your information to any other entity or individual. HP, however, may disclose the information provided if:

- You give written permission to HP to release the information on a time limited basis.
- HP needs to use the information in an eviction or termination proceeding, such as to evict your abuser or perpetrator or terminate your abuser or perpetrator from assistance under this program.
- A law requires HP or your landlord to release the information.

VAWA does not limit HP's duty to honor court orders about access to or control of the property. This includes orders issued to protect a victim and orders dividing property among household members in cases where a family breaks up.

Reasons a Tenant Eligible for Occupancy Rights under VAWA May Be Evicted or Assistance May Be Terminated

You can be evicted and your assistance can be terminated for serious or repeated lease violations that are not related to domestic violence, dating violence, sexual assault, or stalking committed against you. However, HP cannot hold tenants who have been victims of domestic violence, dating violence, sexual assault, or stalking to a more demanding set of rules than it applies to tenants who have not been victims of domestic violence, dating violence, sexual assault, or stalking.

The protections described in this notice might not apply, and you could be evicted and your assistance terminated, if HP can demonstrate that not evicting you or terminating your assistance would present a real physical danger that:

- 1) Would occur within an immediate time frame, and
- 2) Could result in death or serious bodily harm to other tenants or those who work on the property.

If HP can demonstrate the above, HP should only terminate your assistance or evict you if there are no other actions that could be taken to reduce or eliminate the threat.

Other Laws

VAWA does not replace any Federal, State, or local law that provides greater protection for victims of domestic violence, dating violence, sexual assault, or stalking. You may be entitled to additional housing protections for victims of domestic violence, dating violence, sexual assault, or stalking under other Federal laws, as well as under State and local laws.

Non-Compliance with The Requirements of This Notice

You may report a covered housing provider's violations of these rights and seek additional assistance, if needed, by contacting or filing a complaint with **HUD Field OFFICE Seattle Federal Office Building 909 First Avenue, Suite 200 Seattle, WA 98104-1000 (206) 220-5101**

For Additional Information

You may view a copy of HUD's final VAWA rule at <https://www.gpo.gov/fdsys/pkg/FR-2016-11-02/pdf/2016-26063.pdf>

Additionally, **HASCO** must make a copy of HUD's VAWA regulations available to you if you ask to see them.

For questions regarding VAWA, please contact **the HASCO Tenant Based Assistance Manager at (425) 290-8499.**

For help regarding an abusive relationship, you may call the National Domestic Violence Hotline at 1-800-799-7233 or, for persons with hearing impairments, 1-800-787-3224 (TTY).

For tenants who are or have been victims of stalking seeking help may visit the National Center for Victims of Crime's Stalking Resource Center at <https://www.victimsofcrime.org/our-programs/stalking-resource-center>.

For help regarding sexual assault, you may contact Domestic Violence Services of Snohomish County 425-25-ABUSE (425) 252-2873

Victims of stalking seeking help may contact Snohomish County Superior Court Protection Order Office (425) 388-3638

Attachment: Certification form HUD-5382

**CERTIFICATION OF
DOMESTIC VIOLENCE,
DATING VIOLENCE,
SEXUAL ASSAULT, OR STALKING,
AND ALTERNATE DOCUMENTATION**

**U.S. Department of Housing
and Urban Development**

OMB Approval No. 2577-0286
Exp. 06/30/2017

Purpose of Form: The Violence Against Women Act (“VAWA”) protects applicants, tenants, and program participants in certain HUD programs from being evicted, denied housing assistance, or terminated from housing assistance based on acts of domestic violence, dating violence, sexual assault, or stalking against them. Despite the name of this law, VAWA protection is available to victims of domestic violence, dating violence, sexual assault, and stalking, regardless of sex, gender identity, or sexual orientation.

Use of This Optional Form: If you are seeking VAWA protections from your housing provider, your housing provider may give you a written request that asks you to submit documentation about the incident or incidents of domestic violence, dating violence, sexual assault, or stalking.

In response to this request, you or someone on your behalf may complete this optional form and submit it to your housing provider, or you may submit one of the following types of third-party documentation:

- (1) A document signed by you and an employee, agent, or volunteer of a victim service provider, an attorney, or medical professional, or a mental health professional (collectively, “professional”) from whom you have sought assistance relating to domestic violence, dating violence, sexual assault, or stalking, or the effects of abuse. The document must specify, under penalty of perjury, that the professional believes the incident or incidents of domestic violence, dating violence, sexual assault, or stalking occurred and meet the definition of “domestic violence,” “dating violence,” “sexual assault,” or “stalking” in HUD’s regulations at 24 CFR 5.2003.
- (2) A record of a Federal, State, tribal, territorial or local law enforcement agency, court, or administrative agency; or
- (3) At the discretion of the housing provider, a statement or other evidence provided by the applicant or tenant.

Submission of Documentation: The time period to submit documentation is 14 business days from the date that you receive a written request from your housing provider asking that you provide documentation of the occurrence of domestic violence, dating violence, sexual assault, or stalking. Your housing provider may, but is not required to, extend the time period to submit the documentation, if you request an extension of the time period. If the requested information is not received within 14 business days of when you received the request for the documentation, or any extension of the date provided by your housing provider, your housing provider does not need to grant you any of the VAWA protections. Distribution or issuance of this form does not serve as a written request for certification.

Confidentiality: All information provided to your housing provider concerning the incident(s) of domestic violence, dating violence, sexual assault, or stalking shall be kept confidential and such details shall not be entered into any shared database. Employees of your housing provider are not to have access to these details unless to grant or deny VAWA protections to you, and such employees may not disclose this information to any other entity or individual, except to the extent that disclosure is: (i) consented to by you in writing in a time-limited release; (ii) required for use in an eviction proceeding or hearing regarding termination of assistance; or (iii) otherwise required by applicable law.

**TO BE COMPLETED BY OR ON BEHALF OF THE VICTIM OF DOMESTIC VIOLENCE,
DATING VIOLENCE, SEXUAL ASSAULT, OR STALKING**

1. Date the written request is received by victim: _____

2. Name of victim: _____

3. Your name (if different from victim's): _____

4. Name(s) of other family member(s) listed on the lease: _____

5. Residence of victim: _____

6. Name of the accused perpetrator (if known and can be safely disclosed): _____

7. Relationship of the accused perpetrator to the victim: _____

8. Date(s) and times(s) of incident(s) (if known): _____

10. Location of incident(s): _____

In your own words, briefly describe the incident(s):

This is to certify that the information provided on this form is true and correct to the best of my knowledge and recollection, and that the individual named above in Item 2 is or has been a victim of domestic violence, dating violence, sexual assault, or stalking. I acknowledge that submission of false information could jeopardize program eligibility and could be the basis for denial of admission, termination of assistance, or eviction.

Signature _____ Signed on (Date) _____

Public Reporting Burden: The public reporting burden for this collection of information is estimated to average 1 hour per response. This includes the time for collecting, reviewing, and reporting the data. The information provided is to be used by the housing provider to request certification that the applicant or tenant is a victim of domestic violence, dating violence, sexual assault, or stalking. The information is subject to the confidentiality requirements of VAWA. This agency may not collect this information, and you are not required to complete this form, unless it displays a currently valid Office of Management and Budget control number.

**EMERGENCY TRANSFER
REQUEST FOR CERTAIN
VICTIMS OF DOMESTIC
VIOLENCE, DATING VIOLENCE,
SEXUAL ASSAULT, OR STALKING**

**U.S. Department of Housing
and Urban Development**

OMB Approval No. 2577-0286
Exp. 06/30/2017

Purpose of Form: If you are a victim of domestic violence, dating violence, sexual assault, or stalking, and you are seeking an emergency transfer, you may use this form to request an emergency transfer and certify that you meet the requirements of eligibility for an emergency transfer under the Violence Against Women Act (VAWA). Although the statutory name references women, VAWA rights and protections apply to all victims of domestic violence, dating violence, sexual assault or stalking. Using this form does not necessarily mean that you will receive an emergency transfer. See your housing provider's emergency transfer plan for more information about the availability of emergency transfers.

The requirements you must meet are:

(1) You are a victim of domestic violence, dating violence, sexual assault, or stalking.

If your housing provider does not already have documentation that you are a victim of domestic violence, dating violence, sexual assault, or stalking, your housing provider may ask you for such documentation. In response, you may submit Form HUD-5382, or any one of the other types of documentation listed on that Form.

(2) You expressly request the emergency transfer. Submission of this form confirms that you have expressly requested a transfer. Your housing provider may choose to require that you submit this form, or may accept another written or oral request. Please see your housing provider's emergency transfer plan for more details.

(3) You reasonably believe you are threatened with imminent harm from further violence if you remain in your current unit. This means you have a reason to fear that if you do not receive a transfer you would suffer violence in the very near future.

OR

You are a victim of sexual assault and the assault occurred on the premises during the 90-calendar-day period before you request a transfer. If you are a victim of sexual assault, then in addition to qualifying for an emergency transfer because you reasonably believe you are threatened with imminent harm from further violence if you remain in your unit, you may qualify for an emergency transfer if the sexual assault occurred on the premises of the property from which you are seeking your transfer, and that assault happened within the 90-calendar-day period before you submit this form or otherwise expressly request the transfer.

Submission of Documentation: If you have third-party documentation that demonstrates why you are eligible for an emergency transfer, you should submit that documentation to your housing provider if it is safe for you to do so. Examples of third party documentation include, but are not limited to: a letter or other documentation from a victim service provider, social worker, legal assistance provider, pastoral counselor, mental health provider, or other professional from whom you have sought assistance; a current restraining order; a recent court order or other court records; a law enforcement report or records; communication records from the perpetrator of the violence or family members or friends of the perpetrator of the violence, including emails, voicemails, text messages, and social media posts.

Confidentiality: All information provided to your housing provider concerning the incident(s) of domestic violence, dating violence, sexual assault, or stalking, and concerning your request for an emergency transfer shall be kept confidential. Such details shall not be entered into any shared database. Employees of your housing provider are not to have access to these details unless to grant or deny VAWA protections or an emergency transfer to you. Such employees may not disclose this information to any other entity or individual, except to the extent that disclosure is: (i) consented to by you in writing in a time-limited release; (ii) required for use in an eviction proceeding or hearing regarding termination of assistance; or (iii) otherwise required by applicable law.

TO BE COMPLETED BY OR ON BEHALF OF THE PERSON REQUESTING A TRANSFER

1. Name of victim requesting an emergency transfer: _____

2. Your name (if different from victim's) _____

3. Name(s) of other family member(s) listed on the lease: _____

4. Name(s) of other family member(s) who would transfer with the victim: _____

5. Address of location from which the victim seeks to transfer: _____

6. Address or phone number for contacting the victim: _____

7. Name of the accused perpetrator (if known and can be safely disclosed): _____

8. Relationship of the accused perpetrator to the victim: _____

9. Date(s), Time(s) and location(s) of incident(s): _____

10. Is the person requesting the transfer a victim of a sexual assault that occurred in the past 90 days on the premises of the property from which the victim is seeking a transfer? If yes, skip question 11. If no, fill out question 11. _____

11. Describe why the victim believes they are threatened with imminent harm from further violence if they remain in their current unit.

12. If voluntarily provided, list any third-party documentation you are providing along with this notice: _____

This is to certify that the information provided on this form is true and correct to the best of my knowledge, and that the individual named above in Item 1 meets the requirement laid out on this form for an emergency transfer. I acknowledge that submission of false information could jeopardize program eligibility and could be the basis for denial of admission, termination of assistance, or eviction.

Signature _____ Signed on (Date) _____

HOUSING AUTHORITY OF SNOHOMISH COUNTY

Emergency Transfer Plan for Victims of Domestic Violence, Dating Violence, Sexual Assault, or Stalking

Emergency Transfers

The Housing Authority of Snohomish County (HASCO) is concerned about the safety of its tenants, and such concern extends to tenants who are victims of domestic violence, dating violence, sexual assault, or stalking. In accordance with the Violence Against Women Act (VAWA),¹ HASCO allows tenants who are victims of domestic violence, dating violence, sexual assault, or stalking to request an emergency transfer from the tenant's current unit to another unit. The ability to request a transfer is available regardless of sex, gender identity, or sexual orientation.² The ability of HASCO to honor such request for tenants currently receiving assistance, however, may depend upon a preliminary determination that the tenant is or has been a victim of domestic violence, dating violence, sexual assault, or stalking, and on whether HASCO has another dwelling unit that is available and is safe to offer the tenant for temporary or more permanent occupancy.

This plan identifies tenants who are eligible for an emergency transfer, the documentation needed to request an emergency transfer, confidentiality protections, how an emergency transfer may occur, and guidance to tenants on safety and security. This plan is based on a model

¹ Despite the name of this law, VAWA protection is available to all victims of domestic violence, dating violence, sexual assault, and stalking, regardless of sex, gender identity, or sexual orientation.

² Housing providers cannot discriminate on the basis of any protected characteristic, including race, color, national origin, religion, sex, familial status, disability, or age. HUD-assisted and HUD-insured housing must be made available to all otherwise eligible individuals regardless of actual or perceived sexual orientation, gender identity, or marital status.

emergency transfer plan published by the U.S. Department of Housing and Urban Development (HUD), the Federal agency that oversees that HASCO is in compliance with VAWA.

Eligibility for Emergency Transfers

A tenant who is a victim of domestic violence, dating violence, sexual assault, or stalking, as provided in HUD's regulations at 24 CFR part 5, subpart L is eligible for an emergency transfer, if: the tenant reasonably believes that there is a threat of imminent harm from further violence if the tenant remains within the same unit. If the tenant is a victim of sexual assault, the tenant may also be eligible to transfer if the sexual assault occurred on the premises within the 90-calendar-day period preceding a request for an emergency transfer.

A tenant requesting an emergency transfer must expressly request the transfer in accordance with the procedures described in this plan.

Tenants who are not in good standing may still request an emergency transfer if they meet the eligibility requirements in this section.

Emergency Transfer Request Documentation

To request an emergency transfer, the tenant shall notify HASCO's management office and submit a written request for a transfer. HASCO will provide reasonable accommodations to this policy for individuals with disabilities. The tenant's written request for an emergency transfer should include either:

1. A statement expressing that the tenant reasonably believes that there is a threat of imminent harm from further violence if the tenant were to remain in the same dwelling unit assisted under HASCO's program; OR

2. A statement that the tenant was a sexual assault victim and that the sexual assault occurred on the premises during the 90-calendar-day period preceding the tenant's request for an emergency transfer.

Confidentiality

HASCO will keep confidential any information that the tenant submits in requesting an emergency transfer, and information about the emergency transfer, unless the tenant gives HASCO written permission to release the information on a time limited basis, or disclosure of the information is required by law or required for use in an eviction proceeding or hearing regarding termination of assistance from the covered program. This includes keeping confidential the new location of the dwelling unit of the tenant, if one is provided, from the person(s) that committed an act(s) of domestic violence, dating violence, sexual assault, or stalking against the tenant. See the Notice of Occupancy Rights under the Violence Against Women Act For All Tenants for more information about HASCO's responsibility to maintain the confidentiality of information related to incidents of domestic violence, dating violence, sexual assault, or stalking.

Emergency Transfer Timing and Availability

HASCO cannot guarantee that a transfer request will be approved or how long it will take to process a transfer request. HASCO will, however, act as quickly as possible to move a tenant who is a victim of domestic violence, dating violence, sexual assault, or stalking to another unit, subject to availability and safety of a unit. If a tenant reasonably believes a proposed transfer would not be safe, the tenant may request a transfer to a different unit. If a unit is available, the transferred tenant must agree to abide by the terms and conditions that govern occupancy in the

unit to which the tenant has been transferred. HASCO may be unable to transfer a tenant to a particular unit if the tenant has not or cannot establish eligibility for that unit.

If HASCO has no safe and available units for which a tenant who needs an emergency is eligible, HASCO will assist the tenant in identifying other housing providers who may have safe and available units to which the tenant could move. At the tenant's request, HASCO will also assist tenants in contacting the local organizations offering assistance to victims of domestic violence, dating violence, sexual assault, or stalking that are attached to this plan.

Safety and Security of Tenants

Pending processing of the transfer and the actual transfer, if it is approved and occurs, the tenant is urged to take all reasonable precautions to be safe.

Tenants who are or have been victims of domestic violence are encouraged to contact the National Domestic Violence Hotline at 1-800-799-7233, or a local domestic violence shelter, for assistance in creating a safety plan. For persons with hearing impairments, that hotline can be accessed by calling 1-800-787-3224 (TTY).

Tenants who have been victims of sexual assault may call the Rape, Abuse & Incest National Network's National Sexual Assault Hotline at 800-656-HOPE, or visit the online hotline at <https://ohl.rainn.org/online/>.

Tenants who are or have been victims of stalking seeking help may visit the National Center for Victims of Crime's Stalking Resource Center at <https://www.victimsofcrime.org/our-programs/stalking-resource-center>.

Attachment: Local organizations offering assistance to victims of domestic violence, dating violence, sexual assault, or stalking.

Are You a Victim of Housing Discrimination?

Fair Housing is Your Right!

If you have been denied your housing rights...you may have experienced unlawful discrimination.



U.S. Department of Housing and Urban Development

WHERE TO MAIL YOUR FORM OR INQUIRE ABOUT YOUR CLAIM

**For Connecticut, Maine, Massachusetts,
New Hampshire, Rhode Island, and Vermont:
NEW ENGLAND OFFICE**

Fair Housing Hub
U.S. Dept. of Housing and Urban Development
Thomas P. O'Neill, Jr. Federal Building
10 Causeway Street, Room 321
Boston, MA 02222-1092
Telephone (617) 994-8320 or 1-800-827-5005
Fax (617) 565-7313 • TTY (617) 565-5453
E-mail: Complaints_office_01@hud.gov

**For New Jersey and New York:
NEW YORK/NEW JERSEY OFFICE**

Fair Housing Hub
U.S. Dept. of Housing and Urban Development
26 Federal Plaza, Room 3532
New York, NY 10278-0068
Telephone (212) 264-1290 or 1-800-496-4294
Fax (212) 264-9829 • TTY (212) 264-0927
E-mail: Complaints_office_02@hud.gov

**For Delaware, District of Columbia, Maryland,
Pennsylvania, Virginia, and West Virginia:
MID-ATLANTIC OFFICE**

Fair Housing Hub
U.S. Dept. of Housing and Urban Development
The Wanamaker Building
100 Penn Square East
Philadelphia, PA 19107
Telephone (215) 656-0663 or 1-888-799-2085
Fax (215) 656-3419 • TTY (215) 656-3450
E-mail: Complaints_office_03@hud.gov

**For Alabama, the Caribbean, Florida, Georgia, Kentucky, Missis-
sippi, North Carolina, South Carolina, and Tennessee:
SOUTHEAST/CARIBBEAN OFFICE**

Fair Housing Hub
U.S. Dept. of Housing and Urban Development
Five Points Plaza
40 Marietta Street, 16th Floor
Atlanta, GA 30303-2808
Telephone (404) 331-5140 or 1-800-440-8091
Fax (404) 331-1021 • TTY (404) 730-2654
E-mail: Complaints_office_04@hud.gov

**For Illinois, Indiana, Michigan, Minnesota,
Ohio, and Wisconsin:
MIDWEST OFFICE**

Fair Housing Hub
U.S. Dept. of Housing and Urban Development
Ralph H. Metcalfe Federal Building
77 West Jackson Boulevard, Room 2101
Chicago, IL 60604-3507
Telephone (312) 353-7776 or 1-800-765-9372
Fax (312) 886-2837 • TTY (312) 353-7143
E-mail: Complaints_office_05@hud.gov

**For Arkansas, Louisiana, New Mexico, Oklahoma, and Texas:
SOUTHWEST OFFICE**

Fair Housing Hub
U.S. Dept. of Housing and Urban Development
801 North Cherry, 27th Floor
Fort Worth, TX 76102
Telephone (817) 978-5900 or 1-888-560-8913
Fax (817) 978-5876 or 5851 • TTY (817) 978-5595
E-mail: Complaints_office_06@hud.gov

**For Iowa, Kansas, Missouri and Nebraska:
GREAT PLAINS OFFICE**

Fair Housing Hub
U.S. Dept. of Housing and Urban Development
Gateway Tower II
400 State Avenue, Room 200, 4th Floor
Kansas City, KS 66101-2406
Telephone (913) 551-6958 or 1-800-743-5323
Fax (913) 551-6856 • TTY (913) 551-6972
E-mail: Complaints_office_07@hud.gov

**For Colorado, Montana, North Dakota, South Dakota,
Utah, and Wyoming:
ROCKY MOUNTAINS OFFICE**

Fair Housing Hub
U.S. Dept. of Housing and Urban Development
1670 Broadway
Denver, CO 80202-4801
Telephone (303) 672-5437 or 1-800-877-7353
Fax (303) 672-5026 • TTY (303) 672-5248
E-mail: Complaints_office_08@hud.gov

**For Arizona, California, Hawaii, and Nevada:
PACIFIC/HAWAII OFFICE**

Fair Housing Hub
U.S. Dept. of Housing and Urban Development
600 Harrison Street, Third Floor
San Francisco, CA 94107-1300
Telephone (415) 489-6524 or 1-800-347-3739
Fax (415) 489-6558 • TTY (415) 436-6594
E-mail: Complaints_office_09@hud.gov

**For Alaska, Idaho, Oregon, and Washington:
NORTHWEST/ALASKA OFFICE**

Fair Housing Hub
U.S. Dept. of Housing and Urban Development
Seattle Federal Office Building
909 First Avenue, Room 205
Seattle, WA 98104-1000
Telephone (206) 220-5170 or 1-800-877-0246
Fax (206) 220-5447 • TTY (206) 220-5185
E-mail: Complaints_office_10@hud.gov

***If after contacting the local office nearest you, you still have ques-
tions – you may contact HUD further at:***

U.S. Dept. of Housing and Urban Development
Office of Fair Housing and Equal Opportunity
451 7th Street, S.W., Room 5204
Washington, DC 20410-2000
Telephone (202) 708-0836 or 1-800-669-9777
Fax (202) 708-1425 • TTY 1-800-927-9275

To file electronically, visit: www.hud.gov

PLACE
POSTAGE
HERE

MAIL TO:

Public Reporting Burden for this collection of information is estimated to average 20 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information.

The Department of Housing and Urban Development is authorized to collect this information by Title VIII of the Civil Rights Act of 1968, as amended by the Fair Housing Amendments Act of 1988, (P.L. 100-430); Title VI of the Civil Rights Act of 1964, (P.L. 88-352); Section 504 of the Rehabilitation Act of 1973, as amended, (P.L. 93-112); Section 109 of Title I- Housing and Community Development Act of 1974, as amended, (P.L. 97-35); Americans with Disabilities Act of 1990, (P.L. 101-336); and by the Age Discrimination Act of 1975, as amended, (42 U.S.C. 6103).

The information will be used to investigate and to process housing discrimination complaints. The information may be disclosed to the United States Department of Justice for its use in the filing of pattern and practice suits of housing discrimination or the prosecution of the person(s) who committed that discrimination where violence is involved; and to State or local fair housing agencies that administer substantially equivalent fair housing laws for complaint processing. Failure to provide some or all of the requested information will result in delay or denial of HUD assistance.

Disclosure of this information is voluntary.



HOUSING DISCRIMINATION INFORMATION

Departamento de Vivienda y Desarrollo Urbano Oficina de Derecho Equitativo a la Vivienda
U.S. Department of Housing and Urban Development Office of Fair Housing and Equal Opportunity

Instructions: (Please type or print) Read this form carefully. Try to answer all questions. If you do not know the answer or a question does not apply to you, leave the space blank. You have one year from the date of the alleged discrimination to file a complaint. Your form should be signed and dated.

Your Name

Your Address

City

State

Zip Code

Best time to call

Your Daytime Phone No

Evening Phone No

Who else can we call if we cannot reach you?

Contact's Name

Best Time to call

Daytime Phone No

Evening Phone No

Contact's Name

Best Time to call

Daytime Phone No

Evening Phone No



What happened to you?

How were you discriminated against?

For example: were you refused an opportunity to rent or buy housing? Denied a loan? Told that housing was not available when in fact it was? Treated differently from others seeking housing?

State briefly what happened.

HOUSING DISCRIMINATION INFORMATION

Departamento de Vivienda y Desarrollo Urbano Oficina de Derecho Equitativo a la Vivienda
U.S. Department of Housing and Urban Development Office of Fair Housing and Equal Opportunity

2 Why do you think you are a victim of housing discrimination?

Is it because of your:

· race · color · religion · sex · national origin · familial status (families with children under 18) · disability?

For example: were you denied housing because of your race? Were you denied a mortgage loan because of your religion? Or turned down for an apartment because you have children?

Briefly explain why you think your housing rights were denied and circle the factor(s) listed above that you believe apply.

3 Who do you believe discriminated against you?

For example: was it a landlord, owner, bank, real estate agent, broker, company, or organization?

Identify who you believe discriminated against you.

Name

Address

4 Where did the alleged act of discrimination occur?

For example: Was it at a rental unit? Single family home? Public or Assisted Housing? A Mobile Home?

Did it occur at a bank or other lending institution?

Provide the address.

Address

City

State

Zip Code

5 When did the last act of discrimination occur?

Enter the date

____ / ____ / ____

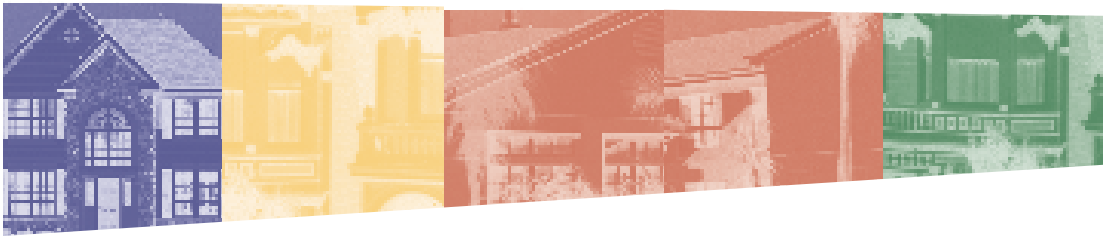
Is the alleged discrimination continuing or ongoing?

Yes No

Signature

Date

Send this form to HUD or to the fair housing agency nearest you. If you are unable to complete this form, you may call that office directly. See address and telephone listings on back page.



It is Unlawful to Discriminate in Housing Based on These Factors...

- Race
- Color
- National origin
- Religion
- Sex
- Familial status (families with children under the age of 18, or who are expecting a child)
- Handicap (if you or someone close to you has a disability)

If You Believe Your Rights Have Been Violated...

- HUD or a State or local fair housing agency is ready to help you file a complaint.
- After your information is received, HUD or a State or local fair housing agency will contact you to discuss the concerns you raise.

Detach here. Fold and close with glue or tape (no staples)

Keep this information for your records.

Date you mailed your information to HUD:

____/____/____

Address to which you sent the information:

Office

Telephone

Street

City

State

Zip Code

If you have not heard from HUD or a State or local fair housing agency within three weeks from the date you mailed this form, you may call to inquire about the status of your complaint. See address and telephone listings on back page.

ARE YOU A VICTIM OF HOUSING DISCRIMINATION?

“The American Dream of having a safe and decent place to call ‘home’ reflects our shared belief that in this nation, opportunity and success are within everyone’s reach.

Under our Fair Housing laws, every citizen is assured the opportunity to build a better life in the home or apartment of their choice — regardless of their race, color, religion, sex, national origin, family status or disability.”

Alphonso Jackson
Secretary

HOW DO YOU RECOGNIZE HOUSING DISCRIMINATION?

Under the Fair Housing Act, it is Against the Law to:

- Refuse to rent to you or sell you housing
- Tell you housing is unavailable when in fact it is available
- Show you apartments or homes only in certain neighborhoods
- Set different terms, conditions, or privileges for sale or rental of a dwelling
- Provide different housing services or facilities
- Advertise housing to preferred groups of people only
- Refuse to provide you with information regarding mortgage loans, deny you a mortgage loan, or impose different terms or conditions on a mortgage loan
- Deny you property insurance
- Conduct property appraisals in a discriminatory manner
- Refuse to make reasonable accommodations for persons with a disability if the accommodation may be necessary to afford such person a reasonable and equal opportunity to use and enjoy a dwelling.
- Fail to design and construct housing in an accessible manner
- Harass, coerce, intimidate, or interfere with anyone exercising or assisting someone else with his/her fair housing rights

Resources

CONTACT AND LOCATION

Phone: (425) 290-8499

Fax: (425) 290-5618

Seattle-based Line: (425) 743-4505

Hours:

Monday through Thursday: 8 AM to 4:30 PM

Friday 8 AM to 12 PM

Closed Saturday and Sunday

Holiday hours will vary

Address:

Housing Authority of Snohomish County
12711 4th Ave West
Everett WA, 98204



DIRECTIONS

By Car

1. Take **Exit 186** WA-96E/128th St. SW exit.
2. Turn onto **128th St. SW** heading west.
3. Turn Right at the light onto **4th Ave. W**.
4. Turn Right at the next light.
5. Enter into **Mariner Square**. We are the brick building on the left.

By Bus

HASCO's main office is located approximately 1/3 mile from Mariner Park and Ride (13132 4th Ave W, Everett), which is served by:

- [Community Transit](#) (routes 101, 105, 201, 202, 410, 414, 810 and 860)
- [Everett Transit](#) (route 2)

From Mariner Park and Ride, walk north on 4th Ave. W, cross 128th St. SW and head east on 128th or continue north on 4th and turn into Mariner Square. HASCO's office is the brick building located in the northwest part of Mariner Square.

SCHOOL DISTRICTS IN SNOHOMISH COUNTY**Arlington Public Schools**

Administrative Offices
315 N. French Ave
Arlington 360-618-6200

Darrington School District

Administration Office
1065 Fir-PO Box 27
Darrington 360-436-1323

Edmonds School District

20420 68th Ave W
Lynnwood 425-431-7000

Everett Public Schools

3900 Broadway
Everett 425-339-4262

Granite Falls School District

205 N Alder Ave
Granite Falls 360-691-7717

Index School District

436 Index Ave
Index 360-793-1330

Lake Stevens School District

General Information
12309 22nd ST NE
Lake Stevens 425-335-1500

Lakewood School District

Administration Office
17110 - 16th Dr. NE
Marysville 360-652-4500

Marysville School District

General Information
4220 80th St. NE
Marysville 360-965-0000

Monroe School District

200 E. Fremont St.
Monroe 360-794-7777

Mukilteo School District

General Information
9401 Sharon Dr.
Everett 425-356-1274

North Shore School District

Administration Office
3330 Monte Villa Pkwy
Bothell 425-408-6000

Skykomish School District

105 6th St N
Skykomish 360-677-2623

Snohomish Discovery Program

4407 172nd St NE
Arlington 360-474-0524

Snohomish School District

Administrative Offices
1601 Ave D
Snohomish 360-563-7300

Stanwood School District

Administrative Offices
26920 Pioneer Hwy
Stanwood 360-629-1200

Sultan Public School District

Administrative Offices
514 4th St
Sultan 360-793-9800



How to Interact with Your Elected Officials and Make Them Work for You

Government represents the opinion of the people they represent.
They won't know those opinions until someone tells them.

That Someone Should Be YOU!

There are three general areas where government can assist you:

- Requesting help with a challenge that a public agency is assisting you with
- Supporting or opposing a proposed change to a law
- Letting them know about a problem that needs fixing

When you need help working with an agency, contact:

Federal: President

- ◆ *Social Security*
 - ◆ *HUD*
 - ◆ *Medicare/Medicaid*
 - ◆ *US Postal Service*
 - ◆ *Veterans Affairs*
- (and many more)

State: Governor

- ◆ *Department of Licensing*
 - ◆ *Unemployment Services*
 - ◆ *Labor & Industries*
 - ◆ *Fish & Wildlife*
 - ◆ *Healthcare Authority*
- (and even more)

Local: Mayor, Manager, Executive

- ◆ *Planning*
 - ◆ *Permits*
 - ◆ *Public Works*
 - ◆ *Parks & Recreation*
 - ◆ *Police & Sheriff*
- (and a few more)

To support, oppose, or propose changes to a law, contact:

Federal: Congress

Senate: 100 Senators
2 Represent your state
House of Representatives:
435 Representatives
1 Represents your district

State: State Legislature

Senate: 49 Senators
1 Represents your District
House of Representatives:
98 Representatives
2 Represent Your District

Local: Council

5 County Councilmembers
1 Represents Your District
7 Councilmembers
Represents your district or
the whole city ("At Large")

To let to the government know about a problem that needs fixing, contact:

All your elected officials. Keep reading for tips on making your voice heard.

Contacting Your Elected Officials

You can write a letter, an email, call, or visit in person.

When you want to be heard, remember:

If contacting about an agency:

- Include a case number, if you're calling about an open case with an agency.
- Keep your facts clear and brief.
- Accept a referral to the right agency, or advice on how to work with a non-governmental organization to address the issue. Sometimes that is the best approach.
- Know there are limits to requests. The Governor cannot overrule written policy of an agency or overturn a decision by the courts.

If contacting about a current or proposed law:

- Identify the law or bill number you are calling about.
- Clearly state your support or opposition.
- Know your goal is to be one of many, many people making contact on the same issue—the number of unique contacts is what counts! Encourage your friends and family to also call.

If contacting to identify a problem, or change government's mind about priorities:

- Share your personal story related to the issue. This really matters!
- Know these things take time - sometimes lots of it.
- Not all requests are possible. Many times laws are made from compromises.
- Don't give up—it's easy for an issue to lose the focus of an elected official.
A reminder never hurts.

Contact Quick Reference – Your District

You can find which Federal Congressional District you are in and your Representative in the House by visiting <https://www.house.gov/representatives/find-your-representative>

My Congressional District: _____

My Representative: _____ Phone: _____

You can find which State Legislative District you are in by visiting

<https://app.leg.wa.gov/DistrictFinder/>

My Legislative District: _____

My State Senator: _____ Phone: _____

My State Representative (1): _____ Phone: _____

My State Representative (2): _____ Phone: _____

For local representatives, please visit the website for your city to learn more about your mayor and council. To find your city's webpage, and information about its elected government, visit

<https://snohomishcountywa.gov/381/Cities>

My City Mayor: _____

My City Council Position 1: _____ Phone: _____

My City Council Position 2: _____ Phone: _____

My City Council Position 3: _____ Phone: _____

My City Council Position 4: _____ Phone: _____

My City Council Position 5: _____ Phone: _____

My City Council Position 6: _____ Phone: _____

My City Council Position 7: _____ Phone: _____

Contact Quick Reference

In Washington D.C.

US President Joe Biden: 202-456-1111

US Senator Patty Murray: 425-259-6515

US Senator Maria Cantwell: 425-303-0114

In Washington State

Governor Jay Inslee: 360-902-4111

Secretary of State Kim Wyman: 360-902-4151

Attorney General Bob Ferguson: 360-902-6200

Auditor Pat McCarthy: 360-902-0370

Insurance Commissioner Mike Kreidler: 360-902-7000

Superintendent of Public Instruction Chris Reykdal: 360-902-6000

Learn More About Your City:

Arlington
360-403-4324
arlingtonwa.gov

Granite Falls
360-691-6441
ci.granite-falls.wa.us

Mountlake Terrace
425-776-1161
Cityofmlt.com

Bothell
425-806-6100
ci.bothell.wa.us

Lake Stevens
425-334-1012
Lakestevenswa.gov

Mukilteo
425-263-8000
Mukilteowa.gov

Edmonds
425-775-2525
Edmondswa.gov

Marysville
425-363-8000
Marysvillewa.gov

Snohomish
360-568-3115
ci.snohomish.wa.us

Everett
425-257-8700
Everettwa.gov

Mill Creek
425-745-1891
Cityofmillcreek.com

Stanwood
360-629-2181
ci.stanwood.wa.us

Gold Bar
425-793-1101
Cityofgoldbar.us

Monroe
360-794-7400
Moneorwa.gov

Sultan
425-793-2231
ci.sultan.wa.us

To Register to Vote

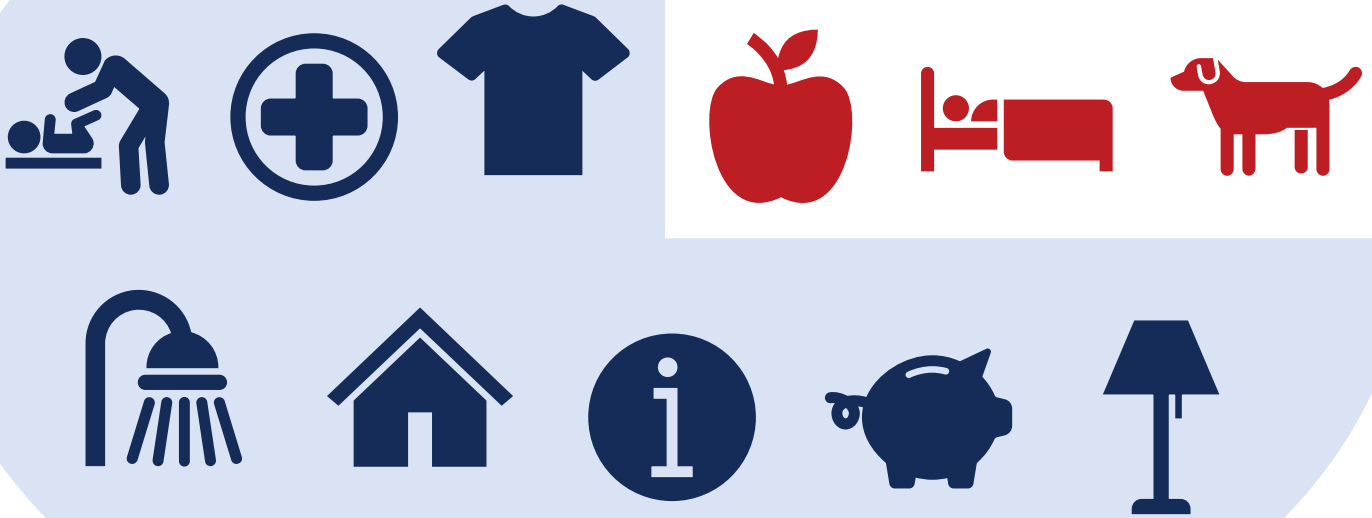
Visit <https://olvr.votewa.gov> to make sure your voice is heard at the ballot box.

Other informational resources

lvwsnoho.org - League of Women Voters of Snohomish County

Vote411.org - Enter your address to find your individual ballot, a voter's guide, and more!

HASCO's Guide to Resources in Snohomish County



NOTICE:

Due to COVID-19, please contact each agency directly for more information on their current services, operating hours, and other important information.

IMPORTANT NOTE FROM THE HOUSING AUTHORITY OF SNOHOMISH COUNTY:

This booklet contains information regarding public, private, and nonprofit agencies. Inclusion in this booklet does not constitute endorsement by the Housing Authority of Snohomish County, nor is any omission intentional.

Agencies listed in this booklet provide a wide variety of services and assistance. You will need to call to determine if you are eligible for their services. Not all residents will meet agencies' eligibility requirements.



Table of Content



General – Page 3

HOUSING – PAGE 3

- I. Coordinated Entry
- II. Housing Information



FOOD – PAGE 5

- I. Hot Meals
- II. Food Banks
- III. Food Stamps



CLOTHING & MORE – PAGE 14

- I. Clothing
- II. Other Necessities



HEALTH SERVICES – PAGE 17

- I. Medical & Dental Services
- II. Mental Health Services
- III. Health Hotlines



OTHER SERVICES – PAGE 22

- I. Transportation
- II. Child Care
- III. Education (McKinney-Vento Act)
- IV. Library Resources
- V. Legal
- VI. Pet Care & Fostering



ADDITIONAL INFO – PAGE 27

- I. Resource Center
- II. Homage Services



Homeless – Page 29

- I. SHELTERS
- II. COLD WEATHER SHELTERS
- III. HOT SHOWERS & LAUNDRY



Renter Resources – Page 34

- I. SECURITY DEPOSIT
- II. UTILITY DISCOUNTS
- III. LANDLORD TENANT SERVICES



HOUSING



I. COORDINATED ENTRY

Coordinated Entry is your first stop and best resource if you are homeless or about to become homeless. Call 2-1-1 or walk in to any of their Entry Sites (listed below) to enter the program. A housing navigator will talk with you to determine which temporary housing programs you are eligible for and which one will have the quickest availability.

Services:

1. **HOMELESSNESS PREVENTION** - Homelessness prevention navigators work with coordinated entry participants to identify a strategy for staying housed. They help households address and resolve their immediate barriers to housing stability, which can include negotiating with landlords, identifying alternative housing options and connecting participants with services to address issues such as lack of income, employment, or health insurance.
2. **HOMELESS SERVICES** - Housing navigators work with individuals and families who are experiencing homelessness to locate and maintain housing. Since housing resources are very limited, housing navigators focus on stabilizing most households using short-term interventions and connections to other services. Housing navigators also connect those who need long-term housing and supports to the appropriate housing programs to meet their needs.

Where to Enter:

- 2-1-1 Washington Connection - Dial "2-1-1" or call (800) 223-8145
- North County Family Resource Center Darrington- (425) 367-3488
- Catholic Community Services- (425) 374-6396
- Volunteers of America Sky Valley - (360) 793-2400, ext. 14005
- Cocoon House - (425) 877-5171
- Domestic Violence Services of Snohomish County - (425) 259-2827 ext. 1002
- Snohomish County Veteran's Assistance - (425) 388-7255
- Volunteers of America, Everett - (425) 259-3191
- YWCA Lynnwood-South County - (425) 774-9843
- Lutheran Community Services NW - (360) 386-7989 OR (425) 355-6005

For more information on Coordinated Entry in Snohomish County, visit:
<https://snohomishcountywa.gov/2238/Investing-In-Futures>



HOUSING



II. HOUSING INFORMATION & RESOURCES

Housing Authority of Snohomish County

Everett, WA 98204

(425) 290-8499

Housing Authority, Low Income Affordable Housing, Public Housing.

www.hasco.org

Everett Housing Authority

Everett, WA 98201

(425) 258-9222

Housing Authority, Low Income Affordable Housing, Public Housing.

<http://www.evha.org/>

Housing Hope Everett

Everett, WA 98203

Call 2-1-1 for referral into programs

Agency that provides HUD Approved Housing Assistance Programs.

Cocoon House (for Teens)

Everett, WA

(425) 877-5171

Provides short- and long-term housing for homeless and at-risk teens (12-24 years old), teen mothers and their children. LGBTQ+ friendly.

www.cocoonhouse.org

Domestic Violence Services of Snohomish County

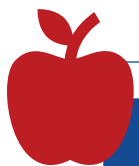
Everett, WA

(425) 25-ABUSE (425-252-2873) 24-hour crisis hotline – collect calls accepted

Agency provides 24/7 crisis hotline, free and confidential services: emergency shelter, legal advocacy, support groups and domestic violence education.

Many of these programs have long waiting lists or waiting lists that are closed. Check back occasionally for wait list openings.

www.hasco.org |



FOOD



I. HOT MEALS

Hours may change, please call ahead.

BOTHELL			
Thursday	Northlake Christian Church 19029 North Rd, Bothell	(425) 672-8044	6:00pm 2nd Thursday of each month (No dinners held in July or August)

Edmonds			
Wednesday	Edmonds Lutheran Church "Annie's Kitchen" 23525 84 th Ave. West, Edmonds	(425) 744-8090	5:00pm – 6:30pm Every Wednesday
Friday	Maplewood Presbyterian Church 19523 84th Ave. West, Edmonds	(425) 778-5248	5:45pm - 7:00pm Every Friday

EVERETT			
Sunday	Everett Gospel Mission 3711 Smith Ave, Everett	(425) 740-2550	Lunch: Men only at 12:15pm-1:15pm Women only 10:00am-3:00pm Dinner: Men only at 4:00 – 5:00pm Every Sunday
	Central Lutheran Church 2702 Rockefeller Ave, Everett	(425) 252-8291	5:00pm Every Sunday
	Hope Creek Charitable Foundation "Tailgate Dinners" 2702 Rockefeller Ave, Everett	(425) 876-7161	5:00pm on 1st, 3rd and 5th Sundays of each month (4:00pm Nov.-Mar.)

I. HOT MEALS (continued)

Hours may change, please call ahead.

EVERETT (continued)

Monday	Everett Gospel Mission 3711 Smith Ave, Everett	(425) 740-2550	Lunch: Women at 10:00am-11:00am Men only at 11:30am-12:50pm Dinner: Men only at 4:00pm-6:00pm
	Esther's Place 2936 Rockefeller Ave, Everett	(425) 512-0749	Women and Children only. Serve Breakfast and Lunch Daily 9:00am-1:30pm
	First Church of the Nazarene 2502 Lombard Ave, Everett	(425) 252-5276	12:00pm Every Monday
	The Salvation Army 2525 Rucker Ave, Everett	(425) 259-8129	5:00pm-5:45pm Every Monday
Tuesday	Esther's Place 2936 Rockefeller Ave, Everett	(425) 512-0749	Women and Children only. Serve Breakfast and Lunch Daily 9:00am-1:30pm
	Everett Gospel Mission 3711 Smith Ave, Everett	(425) 740-2550	Lunch: Women at 10:00am-11:00am Men only at 11:30am-12:50pm Food boxes: 1:30pm-3:00pm Dinner: Men only at 4:00pm-6:00pm
	Faith Lutheran Church 6708 Cady Rd, Everett	(425) 353-4758	4:30pm-6:00pm Every Tuesday (Dog Friendly)
Wednesday	Esther's Place 2936 Rockefeller Ave, Everett	(425) 512-0749	Women and Children only. Serve Breakfast and Lunch Daily 9:00am-1:30pm
	Everett Gospel Mission 3711 Smith Ave, Everett	(425) 740-2550	Lunch: Women at 10:00am-11:00am Men only at 11:30am-12:50pm Dinner: Men only at 4:00pm-6:00pm
	First Presbyterian Church "Dinner at the Bell" 2936 Rockefeller Ave, Everett	(425) 259-7139	5:15pm Every Wednesday Showers available
Thursday	Esther's Place 2936 Rockefeller Ave, Everett	(425) 512-0749	Women and Children only. Serve Breakfast and Lunch Daily 9:00am-1:30pm
	Everett Gospel Mission 3711 Smith Ave, Everett	(425) 740-2550	Lunch: Women at 10:00am-11:00am Men only at 11:30am-12:50pm Food boxes: 1:30pm-3:00pm Dinner: Men only at 4:00pm-6:00pm
	Everett United Church of Christ "Dinner Bell" 2624 Rockefeller Ave, Everett	(425) 252-7224	5:30pm (meals to-go) Every Thursday

I.HOT MEALS (continued)

Hours may change, please call ahead.

EVERETT (continued)			
Friday	Esther's Place 2936 Rockefeller Ave, Everett	(425) 512-0749	Women and Children only. Serve Breakfast and Lunch Daily 9:00am-1:30pm
	Everett Gospel Mission 3711 Smith Ave, Everett	(425) 740-2550	Lunch: Women at 10:00am-11:00am Men only at 11:30am-12:50pm Dinner: Men only at 4:00pm-6:00pm
	First Baptist Church 1616 Pacific Ave, Everett	(425) 259-9166	5:00pm Every Friday
Saturday	Everett Gospel Mission 3711 Smith Ave, Everett	(425) 740-2550	Lunch: Women at 10:00am-11:00am Men only at 11:30am-12:50pm Dinner: Men only at 4:00pm-6:00pm
	The Lord's Little Cooker 3200 Wetmore Ave, Everett, WA, 98201	n/a	8:00am-9:00am Every Saturday

LAKE STEVENS			
Thursday	Ebenezer Lutheran Church 2111 117th Ave NE, Lake Stevens	(425) 334-0421	4:00pm-6:00pm Take-out meals Every Thursday Except holiday weeks (Thanksgiving, Christmas, New Years, July 4 th , & Halloween)

MARYSVILLE			
Monday	Evergreen Unitarian Church 1607 4th St, Marysville	(360) 659-6621	1:00pm-2:00pm Every Monday
Tuesday	The Salvation Army 7227 44th Ave NE, Marysville	(360) 926-2228	9:30am Every Tuesday
Wednesday	Evergreen Unitarian Church 1607 4th St, Marysville	(360) 659-6621	1:00pm-2:00pm Every Wednesday
	The Salvation Army "Community Fellowship Dinner" 7227 44th Ave NE, Marysville	(360) 926-2228	5:00pm Every Wednesday (Doors open at 4:00pm)
Thursday	The Salvation Army 7227 44th Ave NE, Marysville	(360) 926-2228	9:30am Every Thursday
Friday	Evergreen Unitarian Church 1607 4th St, Marysville	(360) 659-6621	1:00pm-2:00pm Every Friday

I. HOT MEALS (continued)

Hours may change, please call ahead.

MONROE			
Tuesday	Monroe Covenant Church "Take the Next Step" 202 S Sams St, Monroe	(360) 794-1022	6:00pm Every Tuesday

MOUNTLAKE TERRACE			
Monday	Bethesda Lutheran Church 23406 56th Ave W, Mountlake Terrace	(425) 778-6390	Lunch 1:00pm and Dinner 5:30pm 2 nd and 4 th Monday of each month

SNOHOMISH			
Tuesday	Christ the King & Longhouse Community Meal 825 Ave D, Snohomish	Check FB Page for updates. (952) 881-8600	6:00pm 1st and 3rd Tuesday of each month
Wednesday	Christ the King & Longhouse Community Meal 825 Ave D, Snohomish	Check FB Page for updates. (952) 881-8600	4:00pm-5:30pm Wednesday Drive-Up Meals
Thursday	St. John's Episcopal Church "Snohomish Community Kitchen" 913 2nd St, Snohomish	(360) 568-4622	4:30pm Every Thursday

SHORELINE			
Wednesday	Prince of Peace Lutheran Church "Popys Cafe" 14514 20th Ave NE, Shoreline	(206) 363-8100	5:00pm-6:30pm Every Wednesday

STANWOOD			
Thursday	Our Savior's Lutheran Church "A Gathering Place" 27201 99th Ave NW, Stanwood	(360) 629-4422	5:30pm Every Thursday



FOOD



II. FOOD BANKS

Please call to find out if you live within the Food Bank's service area.

<u>Food Bank</u>	<u>Contact Number</u>	<u>Open Times</u>
Arlington Community Food Bank 19118 63rd Ave NE, Arlington	(360) 435-1631	Mondays - 5:00pm - 6:00pm Wednesdays - 5:30pm - 6:30pm Fridays - 12:00pm - 1:00pm
Bethel Baptist Church 2625 Hoyt Ave, Everett	(425) 252-0249	Tuesday through Friday - 10:00am - 4:00pm
Bethlehem Lutheran 7215 51 st Ave NE, Marysville	(360) 659-2022	Monday through Thursday - 9:00am - 3:30pm
Bethesda Lutheran Church 23406 56th Ave W, Mountlake Terrace	(425) 778-6390	Sundays at 4:00pm - grocery "shop" for free in Bethesda's fellowship hall
Canyon Hills Community Church Food Bank 22125 17 th Ave SE, Suite 111, Bothell	(425) 488-4121	Tuesdays - 11:30AM–1:30PM and 5:00–6:30PM
Darrington Food Pantry 1045 Montague Ave, Darrington	(360) 631-3175	Mondays & Wednesdays - 10:00am - 12:00pm (Every Monday, and the 1 st and 2 nd Wednesdays) 6:00pm – 8:00pm (2 nd and 4 th Wednesdays)
Edmonds Food Bank United Methodist Church 828 Caspers St, Edmonds	(425) 778-5833	Mondays - 3:00pm-6:00pm Tuesdays - 9:00am-12:00pm (Edmonds residents) <u>Home Delivery</u> : for people aged 60+ and/or with disability- contact: info@edmondsfoodbank.org 206-979-3221 <u>Order online</u> 5:00PM to Tuesday at 10:00am
Edmonds Westgate Chapel Food Bank 22901 Edmonds Wy, Edmonds	(425) 977-4500	Thursdays - 11:00am - 2:00pm Clothing available
Everett Faith Lutheran Church 6708 Cady Rd, Everett	(425) 353-4758	Fridays - 10:30 - 2:15pm Clothing sometimes available

II. FOOD BANKS (continued)

Please call to find out if you live within the Food Bank's service area.

<u>Food Bank</u>	<u>Contact Number</u>	<u>Open Times</u>
Everett Volunteers of America Food Bank First Baptist Church Food Bank 805 W Casino Rd, Everett	(425) 259-3191 ext. 13014	1st and 3rd Tuesday- 3:00pm-5:00pm
Everett Volunteers of America Food Bank The Village 14 E Casino Rd, Everett	(425) 259-3191	2nd, 4th, and 5th Tuesday of the month: 2:00pm-5:00pm
Everett Salvation Army Food Bank 2525 Rucker Ave, Everett	(425) 259-8129	Monday & Friday- 10:00am-1:00pm Tuesday through Thursday- 10:00am - 4:30pm
Everett Volunteers of America Food Bank 1230 Broadway Ave, Everett	(425) 259-3191 ext. 13014	Monday, Wednesday, Thursday: 10:00am – 2:00pm 2nd & 4th Tuesday: 3:00pm-6:00pm
Everett South Food Bank Bible Baptist Church 805 W Casino Rd, Everett	(425) 259-3191	1st and 3rd Tuesday of the month- 3:00pm - 5:00pm
Everett United Church of Christ 2624 Rockefeller Ave, Everett	(425) 252-7224	Last 2 Mondays of the month- 9:30am – 12:30pm
Granite Falls Food Bank Father's House Church 402 S Granite Ave, Granite Falls	(360) 691-6426	2nd and 4th Wednesday of each month- 11:30am - 1:30pm, 3:00pm-5:00pm
Lake Stevens Community Food Bank Ebenezer Lutheran Church 2111 117th Ave NE, Lake Stevens	(425) 334-3430	Thursdays- 1:30pm - 6:00pm
Lake Stevens Community Food Bank Lake Stevens Assembly of God 9805 31 st PL NE, Lake Stevens	(425) 334-3430	Tuesdays- 5:30pm-6:30pm
Lake Stevens Impact Christian Church Cavelero Mid High School 8220 24th St SE, Lake Stevens	(425) 345-3430	2nd Sunday of the month- 12:00pm - 1:30pm
Lynnwood Food Bank Silver Creek Family Church 5320 176th St SW, Lynnwood	(425) 745-1635	Wednesdays- 11:00am – 5:00pm Fridays: 10:00am-1:00pm Assisted service Wednesdays at 2:00pm
Maltby Food Bank 21104 86th Ave SE, Snohomish	(360) 668-7900	Thursdays- 2:15pm - 4:45pm Order online

II. FOOD BANKS (continued)

Please call to find out if you live within the Food Bank's service area.

<u>Food Bank</u>	<u>Contact Number</u>	<u>Open Times</u>
Marysville Allen Creek Community Church Seeds of Grace 7302 44 th Ave NE Suite B-2, Marysville	(360) 659-7335 ext. 202	Tuesdays and Thursdays: By appointment (please call)
Marysville Community Food Bank 4150 88th St NE, Marysville	(360) 658-1054	Mondays- 9:00am - 11:00am (seniors 62+ and/or disabled) Tuesdays- 3:00pm - 6:00pm Fridays- 9:00am - 11:00am
Mill Creek Community Food Bank 4326 148th St SE, Mill Creek	(425) 316-3333	Mondays and Thursdays: 4:00pm-7:00pm
Monroe Sky Valley Food Bank 233 Sky River Parkway, Monroe	(360) 794-7959	Wednesdays- 2:00pm – 5:00pm
Mountlake Terrace Concern for Neighbors Terrace View Presbyterian Church 4700 228th St SW, Mountlake Terrace	(425) 778-7227	Tuesdays- 9:30am - 11:30am
Mukilteo Food Bank Mukilteo Presbyterian Church 4514 84th St SW, Mukilteo	(425) 366-8229	2nd and 4th Monday of the month- 3:00pm – 5:00pm 2nd and 4th Tuesday of the month- 9:00am – 10:30am
Snohomish Community Food Bank 1330 Ferguson Park Rd, Snohomish	(360) 568-7993	Tuesdays- 3:00pm - 6:00pm Fridays- 10:00am - 1:00pm
Stanwood Camano Food Bank 27030 102 nd Ave. SW, Stanwood	(360) 629-2789	Wednesdays- 10:00am - 3:00pm Saturdays- 10:00am - 2:00pm
Sultan Volunteers of America Food Bank 703 1st St, Sultan	(360) 793-2400	Thursdays- 5:00pm - 7:00pm Fridays- 9:30am - 12:00pm
Woodinville Storehouse Food Bank 17110 140 th Ave NE, Woodinville	(425) 483-5252	Tuesdays- 6:30pm – 7:20pm Saturdays- 9:30am – 10:20pm



FOOD



III. FOOD STAMPS

Washington's Basic Food Program

Provides food assistance (food stamps) if eligible. Call 1 (877) 501-2233 or visit www.foodhelp.wa.gov to apply.

Community Service Office (CSO)

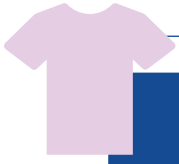
Provides eligibility determination for services for individuals who are applying for financial assistance, Medicaid, food stamp assistance or childcare. This can be completed on-line at www.washingtonconnection.org or go to www.dshs.wa.gov/esa/online-community-services-office-cso to locate an office near you.

1 (877) 501-2233

Women, Infants & Children (WIC)

Pregnant women, infants, and children under 5 can get help with food and advice. Services include monthly checks for food, nutrition and health screenings, education, counseling, referrals to health and dental services and maternal support.

Everett (425) 252-5303 | Lynnwood (425) 258-8400



CLOTHING & MORE



I. CLOTHING

Hours may change, please call ahead.

Arlington Kids Kloset 135 S French Ave, Arlington	(360) 435-4875	Times vary, please call or email at kidskloset@frontier.com
Christ the King Community Church "The Kings Clothing Closet" 825 Ave D, Snohomish	(360) 568-7271	1 st Friday of each month 10:00am – 1:00pm 3 rd Saturday of each month 10:00am - 1:00pm
Clothes for Kids 16725 52nd Ave W, Suite B, Lynnwood	(425) 741-6500	Times vary, please call or email at office@clothesforkids.org
Cornerstone Bible Church "Cornerstone's Clothing Closet" 15533 75th St NE, Lake Stevens	(360) 386-9871	1 st & 3 rd Thursdays of each month 10:30am – 1:30pm
Everett Gospel Mission 3711 Smith Ave, Everett	(425) 740-2500	Times Vary, please call
Faith Lutheran Church 6708 Cady Rd, Everett	(425) 353-4758	Fridays 11:30am - 2:15pm
Helping Hands 18722 59th Ave NE, Arlington	(360) 435-2214	Wednesday and Friday 9:00am-Noon
Lutheran Community Services NW	(425) 355-6005	Times and locations vary, please call
Marysville United Methodist Church "Kloz 4 Kidz" 5600 64th St, Marysville	(360) 658-1021	Monday-Thursday: 9:30am–12:00pm & 1:00pm-3:00pm Appointment required
Matthew House <i>**Serve inmate families only**</i> 16207 177 th Ave SE, Monroe	(360) 794-8720	Thursday– Monday 11:00am – 3:00pm

I. CLOTHING (continued)

Hours may change, please call ahead.

Operation School Bell Snohomish School District	-----	Please contact your school for referral
The Salvation Army 2525 Rucker Ave, Everett	(425) 259-8129	Times vary, please call
St. Joseph's House 1925 4th St, Marysville	(360) 651-8246	Tuesday & Thursday 10:00am - Noon, 1:00 - 4:00pm
Two Hearts Pregnancy Aid of Snohomish County 3202 Hoyt Ave, Everett	(425) 256-6444	Times vary, please call For Pregnant women, infants, and preschoolers
YWCA Working Wardrobe 3301 Broadway, Everett	(425) 258-2766	Times vary, please call



CLOTHING & MORE



II. OTHER NECESSITIES

Free Government Cell Phones

Cell phones available free for low-income individuals.

www.safelinkwireless.com or www.freegovernmentcellphones.net

Internet Essentials

Discounted internet service (\$9.95 a month + tax) from Comcast for low-income families. No credit checks, installation fee, or contract required. 15 Mbps internet, with free in-home WiFi included.

www.internetessentials.com

PUD Energy Assistance

PUD energy assistance programs offer up to a 60% need-based discount on your utility bills.

(425) 783-1000

Saint Vincent De Paul – Project PRIDE

Project PRIDE provides a one-time grant to families or individuals who are income eligible and have received a notice of disconnection of service from the PUD.

(425) 374-1243

[Project PRIDE](#) | [Your Account](#) | [Snohomish County PUD \(snopud.com\)](http://Snohomish County PUD (snopud.com))

Snohomish County Energy Assistance

Energy assistance programs offered by Snohomish County.

(425) 388-3880



HEALTH SERVICES



I. MEDICAL & DENTAL SERVICES

Family Health Hotline

Information on local and state resources including health care coverage, specialty services, and recreational opportunities for children with special health care needs.

www.parenthelp123.org

1 (800) 322-2588

Citrine Health Center of Snohomish County

Connects women and their families with services including health screenings, insurance, and food programs. Provides breast, cervical and colon health screening for uninsured people between 40 and 60 years of age.

<https://citrinehealth.org/>

www.womenswellnesscenter.org

(425) 259-9899 or (888) 651-8931

Snohomish County Community Health Centers

Medical, Dental and Pharmacy Services. Located throughout Snohomish County.

www.chcsno.org

(425) 789-3789

Arlington Clinic	326 S. Stillaguamish Ave, Arlington 98223
Edmonds Clinic	23320 Hwy. 99, Edmonds 98026
Everett – Central Clinic	4201 Rucker Ave, Everett 98203
Everett - College Clinic	930 North Broadway, Everett 98201
Everett – North Clinic	1424 Broadway, Everett 98201
Everett – South Clinic	1019 112th St SW, Everett 98204
Lynnwood Clinic	4111 194th St SW, Lynnwood 98036

HopeLink

Coordinated medical transport for Medicaid patients.

<https://www.hopelink.org/>

(425) 869-6000

www.hasco.org |



I. MEDICAL & DENTAL SERVICES (continued)

Medical Teams International

Voicemail listing of Mobile Dental Vans in the region. The vans serve adults without dental insurance.

<https://www.medicalteams.org/how-we-heal/mobile-dental-program/>

(425) 284-1950

Lahai Health (formerly Puget Sound Christian Clinic)

Medical, Dental and Mental Health Services.

19820 Scriber Lake Road, Suite #2, Lynnwood, WA 98036

<https://lahai.org/>

(206) 363-4105

Snohomish Health District

Promotes access to dental and health care, maternal/child health care, family planning, sexually transmitted disease diagnoses, disease and injury prevention, nutrition and food safety.

www.snohd.org

(425) 339-5200



HEALTH SERVICES



II. MENTAL HEALTH SERVICES

Care Crisis Line (24-hour Intervention) and VOA Crisis Response Services

Information, referral and intervention services for adults and children in mental health crisis.

1 (800) 584-3578

Chat services at imhurting.org

Compass Health

Private, non-profit, state licensed organization providing mental health and chemical dependency services.

www.compasshealth.org

(425) 349-8200

Project for Assistance in the Transition from Homelessness (PATH)

The PATH program provides outreach to homeless individuals and screens for needed resources and services.

They also provide supportive counseling, psychiatric assessments, case management, medication management, housing services, and assistance obtaining medical coverage and financial benefits.

(425) 349-6800 ask to talk to someone about PATH

National Alliance on Mental Illness (NAMI)

Provides advocacy, information, and support for individuals with mental illness and their families.

www.namiwa.org

(206) 783-4288

Providence Behavioral Health Urgent Care

Adults (18 and over) who need behavioral health intervention now have a place to go for outpatient urgent care.

[\(425\) 261-4210](tel:4252614210)

Medical Office Building, Ste. 140

1330 Rockefeller

Everett, WA

Open: Monday – Friday: 10am – 5pm

Snohomish County Human Services

Helps all persons meet their basic needs and develop their potential by providing timely, effective human services and building community.

www.snohomishcountywa.gov/191/Human-Services

(425) 388-7200

www.hasco.org |

II. MENTAL HEALTH SERVICES (continued)

Snohomish Health District

Provides a wide range of services related to health and community wellness.

www.snohd.org

(425) 339-5200

Suicide Prevention Lifeline (24-Hour Prevention)

Free and confidential support for people in distress, prevention, and crisis resources for you or your loved ones.

1 (800) 273-TALK (8255)

Chat Services at <https://suicidepreventionlifeline.org/chat/>

The Trevor Project

24-hour support for LGBTQ youth in distress, prevention, and crisis resources.

1 (866) 488-7386

Or Text "START" to 678678

Chat Services at <https://www.thetrevorproject.org/get-help-now/>

Washington Recovery Help Line

24-hour emotional support, crisis intervention and referrals for substance abuse, problem gambling and mental health.

www.warecoveryhelpline.org/

Call or Text: 1 (866) 789-1511



HEALTH SERVICES



III. HEALTH HOTLINES

Alcohol/Drug 24-Hour Helpline

www.adhl.org

(206) 722-3700

Center for Disease Control Sexually Transmitted Disease Hotline

www.cdc.gov

1 (800) 232-4636

Statewide Health Insurance Benefits Advisors

Provides free, confidential and unbiased assistance with Medicare and health care choices to people of all ages and backgrounds. Highly trained volunteers can assess your healthcare coverage needs, determine general eligibility for health care coverage plans, provide enrollment help with Medicare, speak with Medicare on your behalf, make referrals to other agencies and programs, and collect and report possible fraud complaints.

www.insurance.wa.gov/about-shiba-services

Homage Services (425) 290-1276, Lynnwood | Latino Community Fund (206) 397-2440 (en español), Seattle

www.hasco.org |



OTHER SERVICES



I. TRANSPORTATION

<p>Community Transit Offers a free Transit Instruction Program for senior citizens, people with disabilities and non-English speaking persons who may feel unsure about riding the bus. Dial-A-Ride Transportation (DART) is a paratransit service that provides transportation for people whose disability or condition prevents them from using Community Transit regular route buses.</p> <p>www.communitytransit.org/accessibility</p>	<p>(425) 353-7433 1 (800) 562-1375 TTY relay 711</p>
<p>Dial-A-Ride Transportation (DART) Provides door to door transportation to the elderly/disabled who are unable to use regular bus services in Snohomish County. Must be ADA para transit eligible.</p> <p>www.dialaride.org</p>	<p>(425) 347-5912 1 (800) 562-1381</p>
<p>Disabled Parking Permits Parking permits available through the Department of Licensing.</p> <p>www.dol.wa.gov/vehicleregistration/parking.html</p>	<p>(425) 388-3371</p>
<p>Find a Ride An interactive based resource to assist riders in locating transportation options in Snohomish, King and Pierce Counties.</p> <p>www.findaride.org</p>	
<p>Homage Senior Services provide information on local transportation services for senior and/or disabled individuals. Including DART (Dial-A-Ride-Transportation), TAP (Transportation Assistance Program), and Pay Your Pal Transportation Program.</p> <p>https://www.homage.org/transportation/</p>	<p>(425) 513-1900 (800) 422-2024</p>
<p>HopeLink Coordinated medical transport for Medicaid patients.</p> <p>www.hopelink.org/need-help/transportation</p>	<p>(425) 869-6000</p>
<p>Stillaguamish Tribe Transit Services Provides demand-response transportation to native and non-native individuals in northern Snohomish County. Schedule in advance.</p> <p>www.stillaguamish.com</p>	<p>(360) 629-0503</p>
<p>2-1-1 Washington Provides transportation information and referrals.</p>	<p>Call 2-1-1 or 1 (877) 211-9274</p>



OTHER SERVICES



II. CHILD CARE

Childcare Aware

(360) 734-8396 x227

Provides free, unbiased information and referrals for families seeking high-quality child care. Speak with a Child Care Referral Specialist who can help you find licensed child care in your area based on your needs and preferences.

www.ccanorthwest.org

DCYF Working Connections Child Care

1 (844) 626-8687

Provides child care subsidy benefits to eligible low-families to help pay for childcare while they work or meet WorkFirst participation requirements.

Call DCYF customer service or apply online through www.washingtonconnection.org

Early Childhood Education and Assistance Program (ECEAP) and Head Start

Free learning child care and preschool support programs to encourage children's development and learning.

Visit the website to find contact information for a location near you.

<https://www.dcyf.wa.gov/services/earlylearning-childcare/eceap-headstart>

Parent Help 123

1 (800) 322-2588

Get access to health and human services.

www.parenthelp123.org

www.hasco.org |



OTHER SERVICES

III. EDUCATION (MCKINNEY-VENTO ACT)

If you have no permanent place to live, federal law (the McKinney-Vento Act) allows you to keep your child in the same school at no added cost to you.

Under the McKinney-Vento Act, children in homeless situations have the right to:

- Go to school, no matter where they live or how long they have lived there
- Attend either the local school or the school of origin, if this is in their best interest; the school of origin is the school the child attended when they were permanently housed or the school in which the child was last enrolled
- Receive transportation to and from the school of origin
- Enroll in school immediately, even if missing records and documents normally required for enrollment, such as a birth certificate, proof of residence, previous school records, or immunization/medical records
- Enroll, attend classes, and participate fully in all school activities while the school gathers records
- Have access to the same programs and services that are available to all other students, including transportation and supplemental educational services
- Attend school with children not experiencing homelessness; a school cannot segregate a student because they were homeless

Snohomish County School Districts Homeless Liaison Contacts

District	Contact Person	Phone Number	E-mail
Arlington	Christy Byle	(360) 618-6235	cbyle@asd.wednet.edu
Darrington	Brett Galbraith	(360) 436-1140 ext. 255	bgalbraith@dsd.k12.wa.us
Edmonds	Leanne Brisbois	(425) 431-7146	brisboisl@edmonds.wednet.edu
Everett	Amy Perusse	(425) 385-4032	aperusse@everettsd.org
Granite Falls	Brandi Walker	(360) 283-4353	bwalker@gfalls.wednet.edu
Index	Brad Jernberg	(360) 793-1330	bjernberg@index.k12.wa.us
Lake Stevens	Gina Anderson	(425) 335-1582	gina_anderson@lkstevens.wednet.edu
Lakewood	Amie Verellen-Grubbs	(360) 652-4500	averellen-Grubbs@lwsd.wednet.edu
Marysville	Deanna Bashour	(360) 965-0000	deanna_bashour@msd25.org
Monroe	Kathy Bernhardt	(360) 804-3363	bernhardtk@monroe.wednet.edu
Mukilteo	Barb Macho	(425) 356-1202	machoba@mukilteo.wednet.edu
Northshore	Anna Foy	(425) 408-7727	afoy@nsd.org
Snohomish	Jami Cross	(360) 563-7314	jami.cross@sno.wednet.edu
Stanwood	Cayli Odegard	(360) 629-1286	codegard@stanwood.wednet.edu
Sultan	Nyssa Weideman	(360) 793-9801 ext. 1040	nyssa.weideman@sultan.k12.wa.us



OTHER SERVICES



IV. LIBRARY RESOURCES

Sno-Isle Libraries

7312 35th Ave NE
Marysville WA
98271-7417

23 libraries located throughout Snohomish & Island Counties.

Visit <https://www.sno-isle.org/> or call 360-651-7000 for more details about offerings, resources, and events.

Laptop & Wi-Fi Hotspot Checkout:

With a valid library card you can:

- ✓ Place a hold on a laptop and check it out for one week.
- ✓ Place a hold on a Wi-Fi Hotspot and check it out for one week.
- ✓ Check out an on-site laptop for up to two hours on a first-come, first-served basis.

Printing:

- Remote printing is now available with contact-free pickup.
- Printing is available using the \$7 weekly printing allowance and is added to the print queue.
- Web printing can be used from any location, including at home, on any web-connected device.

Online Events:

- Talk Time Online for English Language Learners
- Stay-At-Home Family Storytime
- Virtual Play & Learn with Wonderland Child & Family Services
- Reading with Rover

IV. LIBRARY RESOURCES (Continued)

The Washington Talking Book & Braille Library (WTBBL)

Washington Talking Book & Braille Library
2021 9th Ave Seattle, WA 98121
Hours: Monday - Friday, 8:30 AM - 5:00 PM
206-615-0400 | 800-542-0866 | wtbbbl@sos.wa.gov

Applications for Service: Apply for service at <https://www.wtbbl.org/>

WTBBL provides library services state-wide, at the library and by mail, to any Washington resident unable to read standard print material due to blindness, visual impairment, deaf-blindness, physical disability (cannot hold a book or turn pages), or reading disability.

All services, including the mailing of books and equipment, are provided at no charge.

Youth Services:

- Books and materials in all formats for children of all ages.
- By-mail summer reading program
- Programs and events for children and their families

Training, Instruction: The Jan Walsh Patron Computer Lab is open to patrons during business hours (M-F 8:30 AM-5:00 PM). Patrons of the library can call to set up a time to use the computer lab or schedule a training session.

Assistive Technology Resources: WTBBL provides a list of organizations that offer products, support, training, and guidance with assistive technology devices. Assistive or adaptive technology devices can range from the low-tech, such as magnifiers, to the high tech, such as screen reader programs.

WTBBL staff members can answer many questions about devices that you currently have, but the organizations can also offer buying advice. To ask a WTBBL staff person about your device, email at wtbbbl@sos.wa.gov.



OTHER SERVICES

V. LEGAL

<p>CLEAR Hotline Washington’s toll-free, centralized intake, advice and referral service for low income people seeking free legal assistance with civil legal problems. nwjustice.org/clear-hotline</p>	<p>Monday-Friday 9:15 am-12:15 pm 1 (888) 201-1014</p>
<p>Columbia Legal Services Protects and defends the legal and human rights of low income people. www.columbialegal.org</p>	<p>1 (800) 542-0794</p>
<p>Disability Rights of Washington private non-profit organization that protects the rights of people with disabilities statewide. www.disabilityrightswa.org</p>	<p>1 (800) 562-2702 (206) 324-1521</p>
<p>Dispute Resolution Center Provides information and mediation services for tenant landlord disputes, fair housing information and counseling. www.voaww.org</p>	<p>(425) 339-1335 1 (800) 280-4770</p>
<p>Domestic Violence Services Provides free and confidential services, emergency shelter, legal advocacy, support groups and education. www.dvs-snoco.org</p>	<p>(425) 252-2873 24 hr crisis line (425) 252-2873</p>
<p>Fair Housing Center of Washington Assures equal access to housing, and related services and provides education, investigation, and enforcement of applicable laws. www.fhcwashington.org</p>	<p>(253) 274-9523 1 (844) 557-6322</p>
<p>Northwest Justice Project Provides free civil legal assistance and representation to low-income people in situations affecting basic human needs. Free self-help materials available on website. www.nwjustice.org</p>	<p>(425) 252-8515 1 (888) 201-1012</p>
<p>Protection Order Programs www.snohomishcountywa.gov/439/protection-orders</p>	<p>(425) 388-3638</p>
<p>Snohomish County Legal Services Provides free legal aid program serving Snohomish County residents experiencing poverty. www.snocolegal.org</p>	<p>(425) 258-9283</p>
<p>Victim Support Services Provides free services to individuals who have been hurt or harmed by crime. Services include one-on-one advocacy, courtroom support, media intervention, support groups, resources, referrals, education, information and more. www.victimsupportservices.org</p>	<p>24-Hour Hotline 1 (888) 288-9221 Snohomish/Island County Office (425) 252-6081</p>
<p>Washington Law Help Provides education, materials, tools and information on an array of legal issues, linking to programs and resources. Available in multiple languages. www.washingtonlawhelp.org</p>	



OTHER SERVICES

VI. PET CARE & FOSTERING

Beck's Place

Monroe, WA

(425) 419-8992

www.becksplace.org

Services:

Available to low-income families living between Snohomish and Index

- FOSTER BOARDING
Temporary foster homes for pets available. Call for consultation.
- VETERINARY
Annual full service veterinary care subsidies available. We also hold monthly "Pay What You Can" wellness clinics offering exams, vaccines, flea treatment, deworming, nail trims, and microchipping. Call for schedule.
- PET FOOD & SUPPLY BANK
Distributed at various CAP and "Pay What You Can" vet clinics (call for schedule).

www.hasco.org |



ADDITIONAL INFO



I. RESOURCE CENTER

Carnegie Resource Center

Everett, WA

[\(425\) 434-4680](tel:(425)434-4680)

Services:

- Behavioral health services
- Employment and job readiness programs
- Health insurance enrollment
- Public benefits applications
- Resource referrals
- Helps members of the community become connected with a variety of other services.

Arlington Community Resource Center (ACRC)

Arlington, WA

(360) 386-7989

Located on a direct bus line at 18308 Smokey Point Blvd Arlington WA 98223. In the Stillaquamish Senior Center with their own entrance in the North corner of the building.

The ACRC provides a Trauma-Informed human centered approach and is not zip code based. They help all who walk through their doors. Their one-on-one intake process helps them to identify each participant's needs, then connects participants to appropriate resources in the community to help participants become self-reliant and successful, such as: budgeting classes, life skill classes, parenting classes, domestic violence support group, mental health services and many more.

Hours of operation are Monday through Thursday, 9 am to 4 pm.

www.hasco.org |



ADDITIONAL INFO



II. HOMAGE SERVICES – SENIOR AND DISABLED INFORMATION AND RESOURCES

Homage Services, formerly Senior Services of Snohomish County, promotes independence, preserving dignity, and enhancing the quality of life for older adults and people with disabilities in Snohomish County. www.sssc.org

Homage Senior Services – (425) 513-111 or 1 (800) 422-2024

Programs include:

- Aging and Disability Resource Navigation
- Nutrition
- Health and Wellness
- Multicultural Services
- Minor Home Repair
- Transportation Services
- Senior Care and Family Caregiver Support



HOMELESS



I. SHELTERS

**Apply for admission to these shelters using [COORDINATED ENTRY](#) (see Page 3). **

Housing Hope Everett

Everett, WA 98203

[\(425\) 347-6556](tel:(425)347-6556)

Transitional housing, emergency shelter, affordable rental housing.

Everett Gospel Mission - Women & Children's Shelter

Everett, WA 98203

[\(425\) 740-2501](tel:(425)740-2501)

Shelter for women and children only.

The Lazarus House and Lion's Den Foundation

Everett, WA 98201

(425) 207-6875

Sober housing. Call for rates - this is not free.

Cocoon House Central

Everett, WA 98201

[\(425\) 877-5171](tel:(425)877-5171)

Temporary Housing for teens up to age 18.

Everett Gospel Mission - Lydia House

Snohomish, WA 98290

(425) 252-1297

Transitional home for women only.

Everett Gospel Mission - Men's Shelter

Everett, WA 98201

(425) 740-2550

Shelter for men only.

YWCA - Pathways for Women

Lynnwood, WA 98036

[\(425\) 774-9843](tel:(425)774-9843)

Shelter for women and children only.

Esther's Place – Day Center for Women and their Children

Everett, WA 98201

[\(425\) 512-0749](tel:(425)512-0749)

Provides breakfast, lunch, personal care items, clothing, support groups, life skills classes, job training, haircuts, community resources and medical and dental care. Women and children are welcome.



HOMELESS



II. COLD WEATHER SHELTERS

If you or someone you know find themselves without shelter as the temperature falls, please know that there are resources available to you. Most locations are open November 1st through March 15th on any night when temperatures fall below 32 or degrees for more than four hours. Call ahead if possible to verify that the shelter will be open.

Shelter	Location	Hours	Contact Number
Salvation Army	2525 Rucker Ave, Everett 98201	8 p.m.-7 a.m. Arrive between 8-10 p.m.	(425) 259-8129 ext. 233
Snohomish Cold Weather Shelter	Snohomish Evangelical Free Church: 210 Ave B, Snohomish 98290	8 p.m.-8 a.m.	(360) 568-9476
Marysville Cold Weather Shelter	4011 81st Pl NE, Marysville 98270	8 p.m.-7 a.m.	530-913-0995
Monroe Cold Weather Shelter	New Hope Fellowship: 1016 West Main St, Monroe 98272	8 p.m.-8 a.m. Nov. 15-March 15	(360) 453-7622
Arlington Cold Weather Shelter	Immaculate Conception Church: 1200 E 5th St, Arlington 98223	Sunday & Monday nights, 8 p.m.-7 a.m.	(360) 403-4674
Arlington 2	Arlington United Church: 338 N Macleod Ave, Arlington 98223	Wednesday, Friday, Saturday nights 8 p.m.-7 a.m.	(360) 403-4674
Arlington 3	Smokey Point Community Church: 17721 Smokey Pt Blvd, Arlington 98223	8 p.m.-7 a.m. Thursday nights	(360) 403-4674
Arlington 4	Jake's House Church: 18824 Smokey Point Blvd, Suite 105, Arlington 98223	8 p.m.-7 a.m. Tuesday nights	(360) 659-8900

II. COLD WEATHER SHELTERS (Continued)

South Snohomish County Emergency Cold Weather Shelter

Maple Park Church
17620 -60th Avenue W.
Lynnwood 98037

From November – March, when temperatures fall to freezing for extended periods overnight, the Cold Weather Shelter will open & provide a warm, safe place overnight. Dinner & breakfast provided.

How do I know when the Cold Weather Shelter is open? (Info updated daily by 10:00am)

*Check signs posted at the Lynnwood Library *Call 425- 778-2159 ext. 8 for shelter updates

*Check the Shelter website www.WeAllBelong.org *Call the shelter phone @ 206-743-9843

When the shelter is open, how does it work?

* Transportation is provided from 3 locations

- **7:00pm** in front of Lynnwood City Hall (**8:50pm on Wednesdays**)
- **7:05pm** at bus stop on Westbound 196th St. and Highway 99 (**8:55 on Wednesdays**)
- **7:35pm** at Value Village Sign (Southbound 172nd St. and Highway 99)
- Transportation back to City Hall the following morning at 7:00am

* Guests are checked into the shelter which includes:

- Signing a Guest Agreement that you will follow the rules of the shelter
- Bags and people are searched by a volunteer to keep everyone safe in the shelter
- Strict enforcement of “NO Alcohol, Drugs, Drug Paraphernalia, or Weapons policy”



HOMELESS



III. HOT SHOWERS & LAUNDRY

Shower to the People (Everett and Lynnwood)

Hot showers provided, along with towels, wash cloth, body wash, shampoo, conditioner, underwear, socks, and a shirt. They also give out toiletries, clothes, sleeping bags, blankets, hats, etc. Busier toward the end of the month. Free.

Wednesdays: 4:00pm - 9:00pm

First Presbyterian Church in Everett

2936 Rockefeller Ave, Everett, WA

Showers After Hours – Marysville Family YMCA

Provides a free shower time open to the community.

Main office: (360) 653-9622

Marysville Branch Director, JJ Frank: (360) 651-1611 or jfrank@ymca-snoco.org

Sundays: 5:00pm – 7:00pm

6420 60th Dr NE

Marysville, WA 98270

Everett Gospel Mission

Location: 3711 Smith Ave, Everett WA 98201

Must arrive at shelter at designated start times and must be sober and civil.

Toiletries available.

Daily: Men

2:30 – 4:00pm (7:30-10 pm for mission guest with beds only)

Daily: Women

11:30am – 1:00pm

www.hasco.org |

III. HOT SHOWERS & LAUNDRY (continued)

North Snohomish County Outreach- Laundry

Their laundry locations provide supplies and allow each person to do one small load of laundry.

<https://nscoutreach.org/laundry-outreach>

- Suds n Duds 3131 Smokey Point Dr
 - **Tuesdays:** 6:00pm – 8:00pm (last load in at 7:00pm)
 - **Wednesdays:** 10:00am-12:00pm (last load in at 11:45am)

- Arlington Laundry Station 102 W 5th Street
 - **Tuesdays:** 6:30pm-8:30pm (last load in at 7:30pm)

- Stanwood Viking Laundry 8812 Viking Way
 - **Thursdays:** 6:00pm-8:00pm (last load in at 7:00pm)

- Marysville Laundry Station 1048 State Ave
 - **Wednesdays:** 6:00pm-8:00pm (last load in at 7:00pm)

- Marysville Salvation Army 1108 State Ave
 - **Wednesdays:** 4:30pm-5:30pm Dinner



Renter Resources



I. Security Deposits

Assistance for security deposits is very limited in the community. As you start reaching out for assistance, look for other ways to save money.

For example:

- Can you reduce other bills or save money in other places in your budget?
- Will the landlord or property manager allow you to pay your security deposit in payments?
- Do you have friends or family who could help or loan money?
- Are you part of a church community or support organization that might assist its members financially?

Possible Resources

Please understand that resources are very limited, and that each agency has their own eligibility criteria.

- **DSHS – Cash Diversion or AREN Grant**
Talk to the local DSHS office or apply through www.WashingtonConnection.org.
- **St. Vincent de Paul – (425) 355-3504**
Offers limited financial assistance to residents of Snohomish County. (Does not serve residents of Lake Stevens or Granite Falls).
- **Westgate Chapel – (425) 775-2776**
Provides limited financial support to residents in the Edmonds area.



Renter Resources

II. OTHER NECESSITIES (continued)

Water/Sewer/Garbage Discounts

Many city utility departments offer discounts on water, sewer, and/or garbage to seniors or disabled households. Call to find out specific program requirements.

Agency Name/Service	Address	Phone Number	Website
Alderwood Water and Wastewater District Water and Sewer Discount	3626 156 th Street SW Lynnwood, WA 98037	(425) 743-4605 (425) 787-0220	http://awwd.com
City of Arlington Water and Sewer	238 N Olympic Ave Arlington, WA 98223	(360) 403-3421	www.arlingtonwa.gov
City of Edmonds Water, Sewer and Storm Drain Discount	121 5 th Ave N Edmonds, WA 98020	(425) 771-0241	www.edmondswa.gov
City of Everett Water and Sewer Discount	3101 Cedar St. Everett, WA 98201	(425) 257-8999	www.everettwa.gov
City of Gold Bar Water Discount	107 5 th Street Gold Bar, WA 98251	(360) 793-1101	www.cityofgoldbar.us
City of Granite Falls Water Discount	206 S Granite Avenue Granite Falls, WA 98252	(360) 691-6441	www.ci.granite-falls.wa.us
City of Lake Stevens Garbage Discount	1812 Main Street Lake Stevens, WA 98258	(425) 622-9400	www.lakestevenswa.gov
City of Lynnwood Water and Sewer Discount	19100 44 th Ave W Lynnwood, WA 98046	(425) 670-5170	www.lynnwoodwa.gov
City of Marysville Garbage/Sewer/Water Discount	1049 State Ave Marysville, WA 98270	(360) 363-8000	www.marysvillewa.gov
City of Marysville Utility Tax Rebate	1049 State Ave Marysville, WA 98270	(360) 363-8000	www.marysvillewa.gov
City of Monroe Utility Discounts	806 W Main Street Monroe, WA 98272	(360) 794-7400	www.monroewa.gov
City of Mountlake Terrace Solid Waste Service Charge Exemption Program	6100 219 th St SW Mountlake Terrace, WA 98043	(425) 744-6214	http://www.cityofmlt.com/162/Utilities
City of Mountlake Terrace Water, Sewer, Garbage Discounts	6100 219 th St SW Mountlake Terrace, WA 98043	(425) 744-6214	http://www.cityofmlt.com/162/Utilities
City of Mukilteo Storm Drain Discount	11930 Cyrus Way Mukilteo, WA 98275	(425) 263-8000	http://mukilteowa.gov

II. OTHER NECESSITIES (continued)

Water/Sewer/Garbage Discounts (continued)

Many city utility departments offer discounts on water, sewer, and/or garbage to seniors or disabled households. Call to find out specific program requirements.

City of Snohomish Water, Sewer, Garbage Discount	116 Union Ave Snohomish, WA 98290	(360) 568-3115	http://snohomishwa.gov/137/Utility-Billing
City of Stanwood Water and Sewer Discount	10220 270 th Street NW Stanwood, WA 98292	(360) 629-2181	www.ci.stanwood.wa.us
City of Sultan Utility Discounts	319 Main Street Sultan, WA 98294	(360) 793-2231	http://ci.sultan.wa.us
Silver Lake Water and Sewer District Water and Sewer Discounts	15205 41 st Ave SE Bothell, WA 98012	(425) 337-3647	www.slwsd.com
Snohomish County Solid Waste Management Division Senior Discount Program	3000 Rockefeller M/S 607 Everett, WA 98201	(425) 388-3425	http://snohomishcountywa.gov/207/Solid-Waste
USAC – Lifeline Program Telephone – Internet Service Discounts – Lifeline Program		(800) 234-9473	www.lifelinesupport.org/LS



Renter Resources



III. Landlord Tenant Services

Dispute Resolution Center – Landlord Tenant Services

(425) 339-1335 (option 4)

Volunteers of America Western Washington’s Landlord Tenant Services provides information and conflict resolution services to help tenants and landlords solve their housing dilemmas.

- Providing information and education on the Washington Residential Landlord-Tenant Act
- Coaching, conciliating, and mediating rental housing disputes
- Meeting one-on-one with tenants to help identify and problem solve barriers to securing rental housing
- Helping tenants develop rental resumes

<https://www.voaww.org/drc>

Tenants Union of Washington State

(206) 723-0500

Helps tenants gain knowledge and skills to keep themselves and families safely housed. Get answers to questions about landlord-tenant laws and discuss strategies to prevent housing loss.

www.tenantsunion.org

Washington Law Help

Website that contains many resources covering your legal rights, self-help forms, packets, videos and more. Visit for tenant rights, eviction and foreclosure laws, fair housing laws and more.

www.WashingtonLawHelp.org

www.hasco.org |



CONTACT US



I. HASCO COMMUNITY SERVICES DIVISION

Contact Us

The HASCO Community Services Division can assist you by providing information and resources. For assistance, call or email:

Cathy Schindler, Senior Community Services Manager

Phone: (425) 293-0518

Email: cschindler@hasco.org

Hannah Valadez, Supportive Services Navigator

Phone: (425) 290-8499 Ext. 324

Email: hvaladez@hasco.org

Samantha Skala, Supportive Services Navigator

Phone: (425) 290-8499 Ext. 552

Email: sskala@hasco.org

Sierra Bell-Anderson, Community Services Specialist

Phone: (425) 290-8499 Ext. 334

Email: sbell-anderson@hasco.org

Information Contact List

The Community Services Division often receives information on classes, workshops, activities and other opportunities your household may be interested in or benefit from. The opportunities can range from budgeting classes to free movies.

HASCO does not have the resources to notify all clients when we receive this information, so we have created an information contact list.

If you would like to receive this information, please contact one of the Specialists listed above.

You can also contact the division at any time if you no longer wish to receive this information.

www.hasco.org |