

GMHB EXHIBIT 305

E-Bike Safety



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Youth & Family Services



Mercer Island Youth and Family Services is dedicated to helping Islanders grow, thrive and contribute to the community. Our human services professionals are here to support the social and emotional wellbeing of Islanders of all ages, abilities and backgrounds by providing assistance that is tailored to your specific needs and circumstance. Working together, we make it possible for Mercer Island to continue to be a vibrant place to live, work and play.

Reach out to MIYFS to help you manage the challenges and unexpected life events that we all can face during our lives. Located at the Luther Burbank Park Administration Building, MIYFS is unique in that our staff can provide or connect Islanders to any of the human services or programs you may need.



**We are here
to help**

School-Based Services



Individual & Family Counseling



Family Assistance



Senior Services



MERCER ISLAND

**Healthy You
Initiative**

Healthy Youth Initiative



Mercer Island Thrift Shop

Supporting Documents

 [2024_we_are_here_to_help.pdf](#) (2 MB)

YFS Staff

Derek Franklin	YFS Administrator	(206) 275- 7745	derek.franklin@mercerisland.gov
Harry Brown	Islander Middle School Counselor	(206) 230- 6154	harry.brown@mercerislandschools.org
Joy Cain	Island Park Elementary School Counselor	(206) 230- 6284	joy.cain@mercerislandschools.org
Marjorie Carlson	Senior Services Specialist	(206) 275- 7752	marjorie.carlson@mercerisland.gov
Laura Falsgraf Nelson	Clinical Supervisor	(206) 275- 7611	laura.falsgraf@mercerisland.gov
Marina Gonzales	YFS Programs Coordinator	(206) 275- 7743	marina.gonzales@mercerisland.gov
Cara Graham	Islander Middle School Counselor	(206) 230- 6272	cara.graham@mercerislandschools.org
Chris Harnish	MI High School Drug & Alcohol Specialist	(206) 236- 3363	chris.harnish@mercerislandschools.org
Cheryl Manriquez	Family Support Specialist	(206) 275- 7869	cheryl.manriquez@mercerisland.gov
Julie Mattson	Lakeridge Elementary School Counselor	(206) 230- 6019	julie.mattson@mercerislandschools.org

Liana Montague	Clinical Supervisor	(206) 275- 7742	liana.montague@mercerisland.gov
Michelle Ritter	Prevention Programs Coordinator	(206) 275- 7751	michelle.ritter@mercerisland.gov
Alina Samko	West Mercer Elementary School Counselor		alino.samko@mercerislandschools.org
Caleb Visser	MI High School Counselor	(206) 236- 3290	caleb.visser@mercerislandschools.org
Lisa Hoeckel	Thrift Shop Manager	(206) 275- 7753	lisa.hoeckel@mercerisland.gov
Aide Frost	Thrift Shop Operations Supervisor	(206) 275- 7760	aide.frost@mercerisland.gov
Megan Schoephoerster	Thrift Shop Community Engagement & Volunteer Supervisor	(206) 275- 7747	megan.schoephoerster@mercerisland.gov

Youth & Family Services

UPCOMING EVENTS

Hopelink Mobile Food Market - 3rd Wednesday

03/19/2025 - 1:00pm

Senior Support Group

03/26/2025 - 10:30am

Parenting Mercer Island PARENT LAB (High School)

03/27/2025 - 6:30pm

View the Youth & Family Services Calendar

CONTACT INFORMATION

Follow [this link](#) for the latest facility and program information.

CLOSED Luther Burbank Admin Building

2040 84th Ave SE

Mercer Island, WA 98040

Phone: (206) 275-7611

Email: miyfs@mercerisland.gov

MIYFS welcomes everyone. We are committed to diversity and inclusion in all of our services and in our interactions with the community. We respect, value and celebrate the attributes, characteristics and perspectives that make each person unique.

MIYFS provides culturally appropriate services and maintains an environment that respects diverse traditions, heritages, and experiences.

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Family Assistance

The Family Assistance Program serves Mercer Island residents during financially unstable times in their lives. MIYFS works with individuals and families helping to assess each situation and create short- and long-term plans for financial stability, provide emergency financial assistance, and link to other support programs.



You can learn more about the following services below. Additionally, you can call **211**, a King County phone line, for anyone needing this kind of help.

Types of Assistance & Support

The Family Assistance Program can help with:

- Providing emergency rent and utilities assistance for those income-eligible
- Resources to access fresh, frozen, and shelf stable food
- Finding emergency and temporary childcare
- Connecting to state programs including the Supplemental Nutrition Assistance Program (SNAP)
- Applying for benefits such as Social Security and Unemployment
- Connecting to support for dealing with stress or other issues that arise from a difficult financial situation
- Accessing low-cost health insurance or medical care

- Applying for early childhood education scholarships from the Mercer Island Preschool Association
- Getting financial support during the Holiday Season

For assistance, please contact MIYFS at (206) 275-7657.

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Mercer Island Thrift Shop

The Mercer Island Thrift Shop (MITS) is a revenue-generating program of the Mercer Island Youth & Family Services Department (MIYFS). This [narrated video](#) takes viewers on a behind-the-scenes tour of the City's Thrift Shop. Join us as we explore how it all works from donation, to processing, to resale.



Location

7710 SE 34th Street (SE corner of Mercerdale Park)

Contact Info

(206) 275-7760 (*This number routes to the City's Customer Service Team for initial assistance.*)

Store Hours & Donation Information

For information on store hours and donations, please visit the [Thrift Shop Website](#)

Volunteer Opportunities

In 1975, MITS began as a volunteer public/private partnership raising funds to support the programs of Youth & Family Services. MITS continues to have a strong culture of volunteerism supported by experienced staff who love what they do. Experience is not necessary to become a volunteer at MITS. We meet with potential volunteers to understand their goals and priorities and w

closely with each person to meet those objectives. We also deploy the special talents and skills that experienced volunteers offer to help us grow the business.

Volunteers enjoy the benefits of making new friends, store discounts, job training, resume building and convenient scheduling. The store managers are ready to set up a time to give you a tour and explore how you might like to become part of our team.

Please contact [Megan Schoephoerster](#) (206-275-7753).

Vehicle Donations

You can make a difference by simply donating a used car, truck, or boat you no longer need. Mercer Island Youth & Family Services accepts support however we can, and vehicle donations have the potential to bring hundreds and sometimes even thousands of dollars for MIYFS. We make donating a vehicle easy and provide free pick-up. 1-855-500-RIDE (7433). Our Vehicle Donor Support Team is available seven days a week. [#CARS4Good](#).

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Food Security

The City's Department of Youth and Family Services (YFS) continues to focus on food security for all Mercer Island residents. Beginning 4/1/2024, YFS Food Security programs are diversifying. Our partnership with Hopelink provides fresh, shelf stable, and frozen foods as the primary food resource provided by YFS as we shift away from the pandemic-era distribution of grocery store gift cards. There are three ways for any resident experiencing need to access FREE food from Hopelink:



Hopelink Mobile Market

The Hopelink Mobile Market will visit the Mercer Island Community and Events Center (8236 SE 24th Street, Mercer Island, WA 98040) parking lot on the 1st and 3rd Wednesday of each month from 1:00pm-4:00pm. Food provided typically includes a selection of rice, pasta, beans, canned vegetables, canned fruit, canned meals, canned protein, cooking oil or butter, fresh fruits and veggies, choice of rotating frozen protein, eggs, and weekly featured items.

Hopelink Bellevue Market

For Island residents with larger families who are able to travel off Island, the Hopelink Bellevue Market (14812 Main Street, Bellevue, Washington 98007) is a free shopping market with a wide selection of fresh, shelf stable, and frozen food and provides food

scalable to the number of people in a household. More information on how to enroll and Food Market hours are available at <https://www.hopelink.org/locations/bellevue/>.

Hopelink Home Delivery

Hopelink offers a home delivery service for home-bound residents. For information on how to enroll, please fill out the contact form on Hopelink's website or reach out to the YFS Confidential Voicemail at (206) 275-7657 to receive assistance from a YFS case manager.

Additional Resources

There are additional resources available locally and regionally for those experiencing need. YFS also provides additional food security resources for those in crises or experiencing emergent situations. To access these services, please reach out to the YFS Confidential Voicemail at (206) 275-7657 to be connected with a YFS case manager.

Residents in need of other emergency financial or employment assistance can also contact the YFS Confidential Voicemail at (206) 275-7657 or call King County Crisis Connections at 2-1-1. The 2-1-1 service is a free, confidential, referral and information helpline that connects people of all ages to local health and human services, 24 hours a day, 7 days a week.

Donations

YFS Food Security programs rely on donations to fund operations. Check and cash donations can be mailed to YFS at 2040 84th Avenue SE, Mercer Island, WA 98040. To donate in person or if you have any questions, please reach out to Marina Gonzales, YFS Programs Coordinator, at marina.gonzales@mercerisland.gov or (206) 275-7743.

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Utilities Service Discounts

The City offers assistance to low income customers with paying City water, sewer line maintenance, and storm water charges. Additionally, persons receiving in-home care who are Medicaid eligible, may receive assistance with Emergency Medical Services (EMS) charges.

Applicants must be responsible for the payment of utility bills and living at the address receiving services or must reside in a rental unit served directly by the City of Mercer Island with a separate meter.

Low-Income Program

The discount available is a 75% reduction in water consumption charges, sewer line maintenance, and storm and surface water charges. (Note: The discount does not apply to water meter, King County Sewer, or EMS charges)

To be eligible for service discounts, applicants are required to meet both of the following criteria:

1. Applicant is a resident of Mercer Island who owns or rents a single family home; **and**
2. Applicant's household income does not exceed 70% of the Washington State median income.

The 2025 program is based in 2024 income as follows:

# of Persons	Total Household Income
--------------	------------------------

1	\$48,182
2	\$63,016
3	\$77,842
4	\$92,668

Households Receiving In-Home Care

The discount available is waiver of Emergency Medical Services (EMS) charges. To be eligible for this discount applicant must be a Mercer Island resident receiving in-home care who is Medicaid eligible.

How to Apply

To apply for the discount complete the applicable form below. Applications may also be picked up at City Hall or mailed by request; call 206-275-7602.

[To pay your utility bill online, please click here.](#)

Supporting Documents

-  [Application for Waived EMS \(114 KB\)](#)
-  [2025 Low Income Application \(324 KB\)](#)

Finance

CONTACT INFORMATION

Follow [this link](#) for the latest facility and program information.

Finance Department
9611 SE 36th Street
Mercer Island, WA 98040
Phone: (206) 275-7602

Fax: (206) 275-7787

Email: mifinance@mercerisland.gov

New! Pay by Phone is now available for Utility Bills. Have your account number ready and call (855) 844-0085.

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