

Serenity House of Clallam County

2021 Annual Report

Serving Clallam County since 1982

Serenity House of Clallam County strives to be the resolution to barriers preventing our community from accessing resources and affordable housing. Operating from seven locations in Port Angeles, Sequim, and Forks, we provide low-barrier, low-income, transitional and permanent supportive housing options. We have 7 million in federal funds allocated to rental subsidies, the operation of three apartment buildings, outreach for homeless youth, 24x7 shelter for homeless adults, and a Thrift Store which subsidizes 20% of our payroll. Our focus is on creating permanent solutions that cultivate a culture of self-reliance among those we serve.

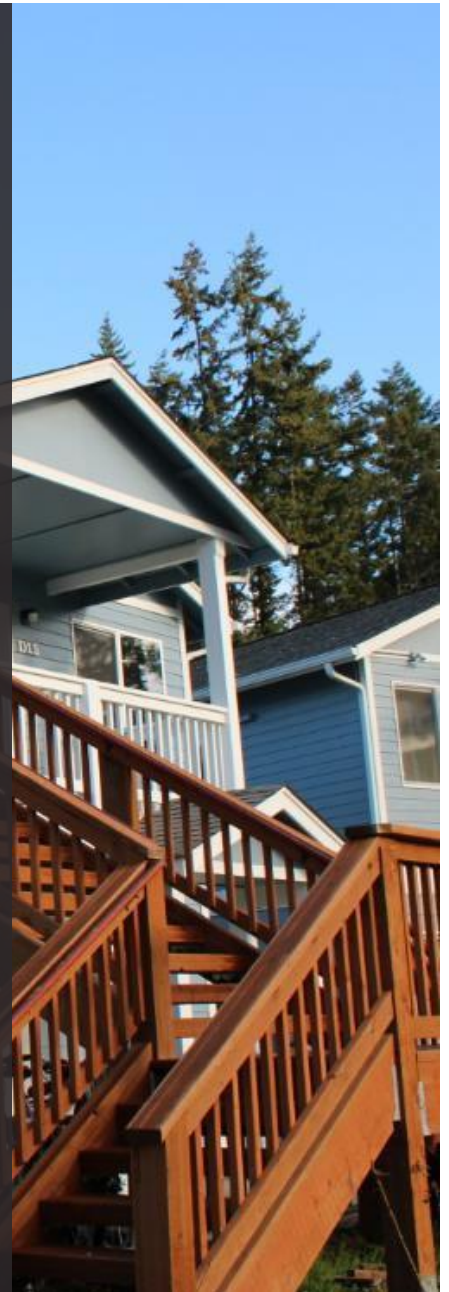


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Hello all:

We are grateful for the community support we have received in 2021. This has been a good year for Serenity House of Clallam County.

Financially, we were able to clear back debt, purchase new vehicles, affect long overdue repairs and renovations on our apartments, and built an addition that provided 80 beds and more bathrooms for our Port Angeles shelter. We were also able to open the Forks and Sequim offices full time.

We have strengthened our community by paying 3.4 million dollars in rents and utilities for those impacted by COVID 19. We paid 429 landlords and stabilized housing for 1,067 households. We provided the homeless with 15,329 bed nights and served 38,098 meals. We helped 47 homeless families in our family shelter to housing solutions. Serenity House facilities house 67 people.

We could not do this without the help of our donors, the Department of Commerce, the Department of Health and Human Services, the City Police and County Sheriff Departments and the Cities of Port Angeles, Sequim and Forks.

The generosity of the community has been heart felt. They have supported Christmas for low-income families, food for our kitchen, bedding for new bunkbeds, shoes, jackets, clothes, and personal hygiene items.

Thank you again for supporting Serenity House of Clallam County.

Sharon Maggard

Serenity House of Clallam County Programs

Serenity House is the leading housing organization in Clallam County, working to resolve homelessness and housing insecurity for low-income families, seniors, individuals, and people with disabilities. Serenity House divides its work into five departments in order to give the most efficient services over the widest possible range to low-income families, homeless, and those in danger of becoming homeless. These are:

COORDINATED ENTRY -- Coordinated Entry (CE) provides the primary access for resources in Clallam County's homelessness crisis response system. CE connects the highest need and most vulnerable persons in the community to available housing and provides case management and referrals to internal/external services that will help stabilize them in their journey to obtaining housing and self-reliance.

Coordinated Entry is accessible at Housing Resource Centers located in Port Angeles, Sequim, and Forks, as well as our single adult and family shelter facilities, and the youth drop-in center (The Drop) in Port Angeles.

YOUTH -- Serenity House's Youth Services programs provide help for the most vulnerable young people, 12-24 years old, with housing assistance, skill development, supportive services, and emergency access to shelter and support.

HOUSING -- We provide transitional and permanent supportive housing through public/private landlord rental agreements through Clallam Families Fund. Our three housing facilities (Evergreen Family Village, Maloney Heights, and Sunbelt) are HUD low-income housing sites. Clients can choose voluntary case management and we refer mental health and medical services to community partners. Our goal is to help create healthy, sustainable living conditions where every person has a place to call home.

SHELTER -- Serenity House of Clallam County is a low barrier adult shelter that is open 24/7 and provides wraparound services. We provide a warm, safe place to stay, 3 meals a day, access to medical services, laundry services, and transportation to our homeless population. As part of the coordinated entry, we perform state required Point-in-Time (PIT) Count.

THRIFT STORE -- Serenity Thrift Store has three thrift stores in Sequim that are important supplementary revenue for expenses that our grants don't cover. These stores provide high quality, affordable goods to our community.

Financial Overview

Serenity House of Clallam County is a 501(c)3 non-profit entity funded mainly by government grants. We are subject to government audits annually and use government accounting standards. Ninety percent of funds we manage are pass-through funds, meaning we pay rents/utilities/agency operations costs and then are reimbursed through our grants.

2021 was the year of construction for Serenity House! We were awarded grants to repair and rehabilitate Evergreen Family Village, Maloney Heights, and a full renovation on Sunbelt. We worked with the Clallam County Department of Health and Human Services to establish a long-term plan to support the community through the COVID-19 pandemic, which added 80 beds and additional restrooms to our existing shelter. Many of these upgrades brought old facilities back into code compliance and created better living conditions for our low-income families and single adults. Combined, a total of \$1.47 million dollars in construction funds were used. As a result, the County health department was able to close the 1010 Social Distancing Center and those clients were moved to our 24/7 shelter.

We rewrote the financial, maintenance, employee handbooks, and the Coordinated Entry guidelines to ensure that consistent business practices are used across the agency.

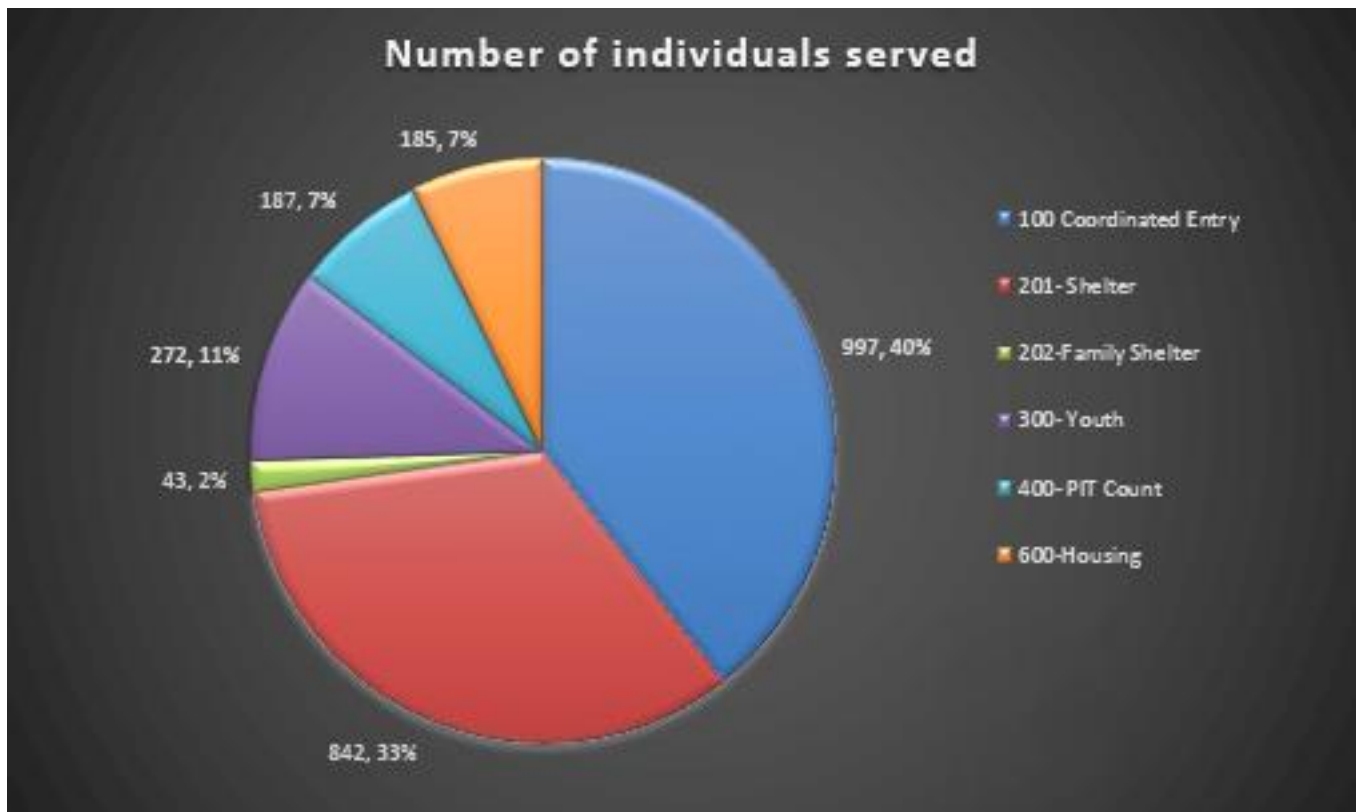
We opened full-time Housing Resource Centers in Sequim and Forks and did outreach to provide better access to services for the more rural parts of Clallam County.

PROGRAM AREAS	PROGRAM AWARDS	PEOPLE SERVED
Coordinated Entry	\$3,984,838	997
Housing	\$1,380,250	186
Shelter (Day/Emergency)	\$716,186	843
Youth Services	\$301,126	274
Thrift Store	\$737,344	N/A
Other Programs (PIT Count)	(Covered in other programs)	187
General/Administrative	\$177,366	N/A
Total Program Funding	\$7,297,110	2,527

Client Distribution by Program

All data presented in this report comes from the Homeless Management and Information System (HMIS). Serenity House conducts HMIS entry for all programs as a requirement from state and federal funders. Data from Serenity House programs is submitted annually to WA Commerce, HUD and others.

In 2021, Serenity House served 2,527 unique individuals across all programs and lines of service. The numbers reflected are unduplicated and some clients use more than one service.



1

Coordinated Entry

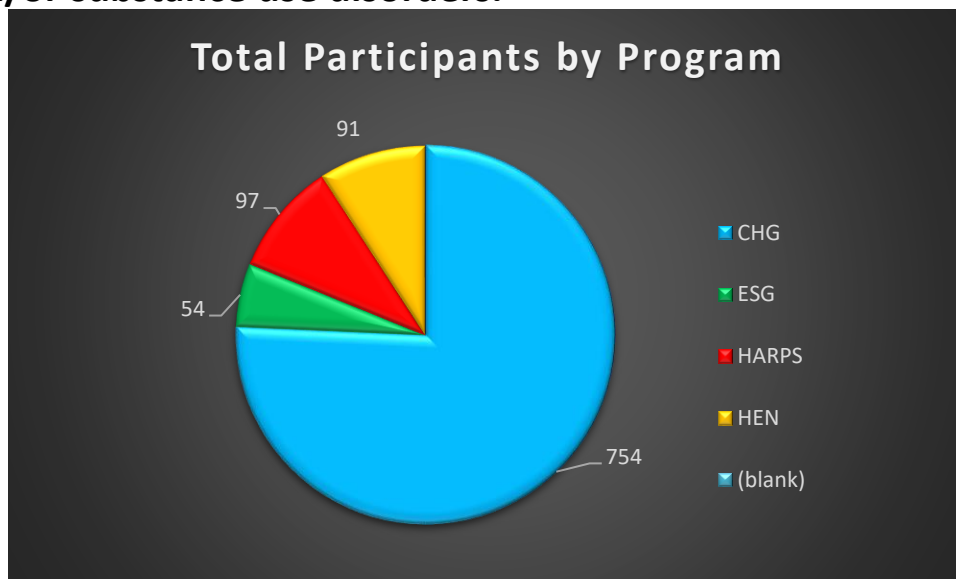
2203 W 18th St. Port Angeles, Washington



Grants: \$3,984,838 Operating Expenses: \$3,826,109 Staff: 10 997 served
Eviction Prevention: 1,067 people served Rents and Utilities paid: \$2,904,394

Coordinated entry is the starting point for low-income housing support in Clallam County. Serenity House offices are located in Port Angeles, Forks, and Sequim. Our programs are supported by grants from Commerce and the Kitsap Salish Behavioral Health Administrative Services Organization. These programs support the Continuum of Care for the state of Washington in Clallam County. They provide basic housing community needs for low income and people with disabilities.

The Consolidated Housing Grant (CHG) provides rents, services and move in costs and provides Housing Essential Needs (HEN), the Emergency Solutions Grant (ESG) provides shelter operations, Rental Services and Outreach. Housing and Recovery Through Peer Services (HARPS) is a program that provides rental assistance and essential needs for individuals with mental health and/or substance use disorders.



Note: Eviction Prevention numbers are not included in the above total as they are not reported in the same way. Combined is the number of households served by Serenity House (997) and number of households served through eviction prevention (1,067) for a total of 2,064. Eviction Rental Assistance Program 2.0 (ERAP 2.0).

Eviction prevention programs included Eviction Rental Assistance Program (ERAP 1.0), Treasury Rent Assistance Program (T-RAP), and

2

Youth Department

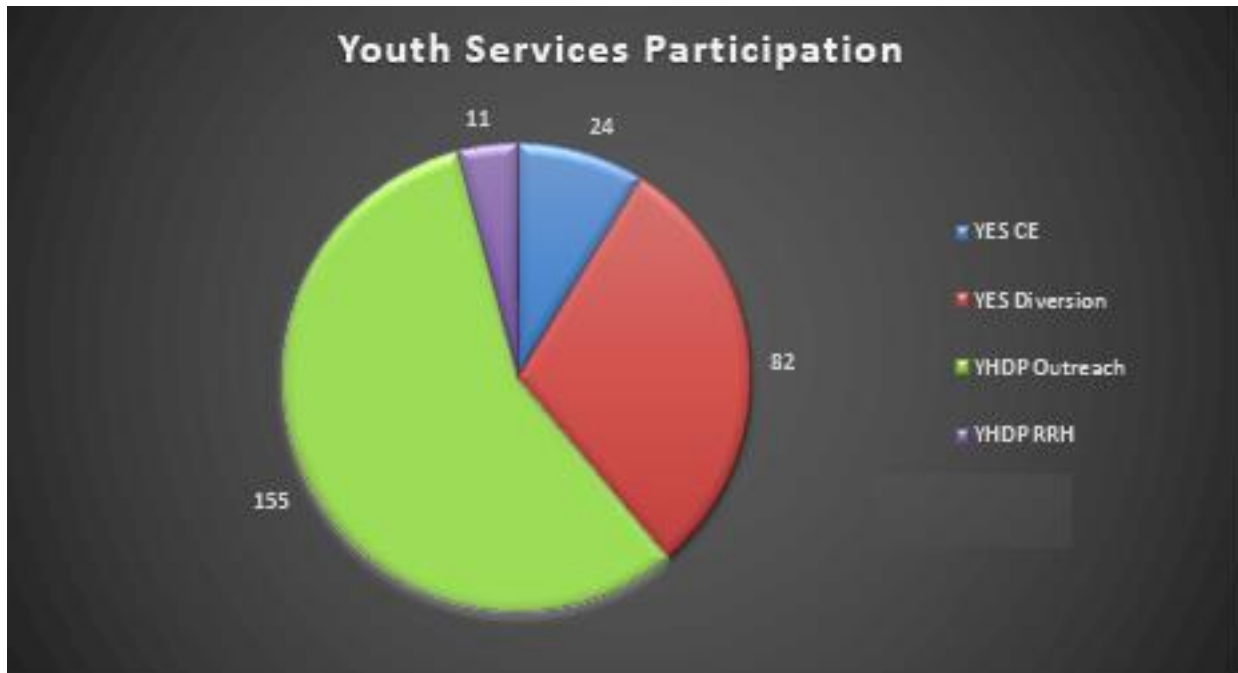
110 E 7th St. Port Angeles, Washington



Grants: \$301,126 Operating Expenses: \$299,761 Staff: 4 273 served

Youth program – The youth drop-in center, known as The Drop, is located in the First United Methodist Church in Port Angeles. This is part of the Coordinated Entry (CE) system. The program provides temporary and/or ongoing rental assistance, referrals to mental health and medical services, access to food, clothing, laundry, and shower. We are connected to the local school districts and provide outreach services at these locations.

Our funding is through Commerce. The programs consist of Building Changes Youth Entry Services (YES) supporting Coordination Entry and Diversion (partial support for moving directly into housing, and the Youth Homeless Demonstration Project (YHDP) supporting Outreach and Rapid Rehousing (RRH).



3

Housing

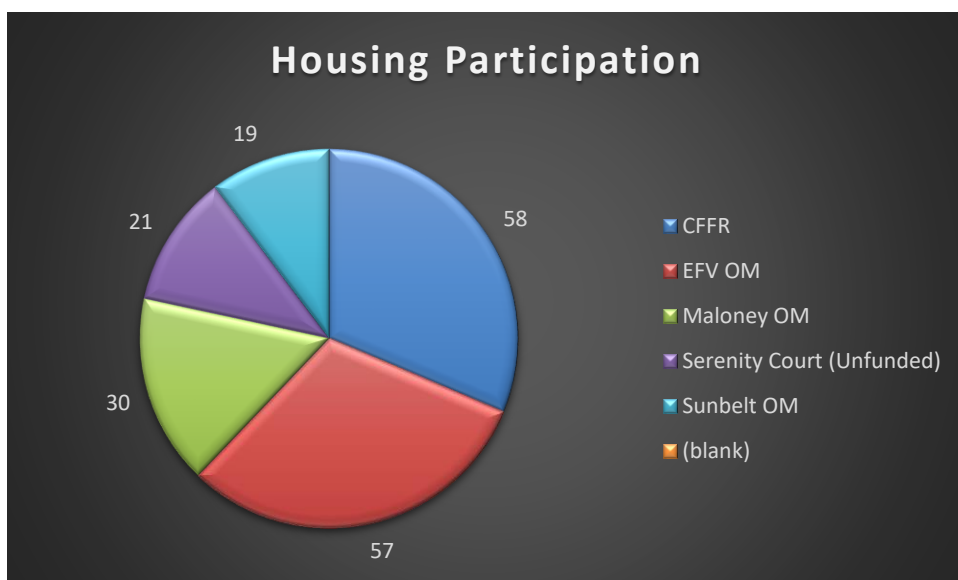
2203 W 18th St. Port Angeles, Washington



Grants and Rent: \$1,420,915 Operating Expenses: \$1,228,349 Staff: 10 186 served

Our Housing programs are funded with operations grants through HUD and Commerce. Low Barrier HUD housing requires Chronically homeless and 30% annual minimum income with disabilities.

- Sunbelt Apartments has 17 units of low barrier permanent supportive housing (PSH).
- Maloney Heights has 28 units of low barrier PHS Housing
- Evergreen Family Village has 16 units of low-barrier housing and 2 units used for Family Shelter
- Serenity Court is 10 units of transitional housing owned and operated by Olympic Peninsula Apartments



4

Shelter Services

2321 W 18th St. Port Angeles, Washington



Grants: \$716,186 Operating Expenses: \$1,028,778 Staff: 18 843 people served
15,329 Bed-nights 38,098 meals served Average bed night cost: \$67/including meals

In 2021, we completed the Shelter Expansion adding 80 beds, additional bathrooms, expanded laundry room, 4 overnight camping spaces, 5 vehicle parking spaces, bringing the total occupancy to 167.



Exterior of shelter expansion



Old Cots



New bunk beds



New men's restroom

5

Serenity Square

551 W Washington St. Sequim, Washington



2021 Revenue: \$737,344

Operating Expenses: \$557,604

Staff: 17

Serenity Thrift Stores have served Clallam County since 1998 and are now located in Serenity Square at 551 W. Washington Street in Sequim. The main store sells clothing, furniture, luggage, decorations, household goods, and many other items. The Showcase has a selection of high-quality furniture and other items. The Appliance store carries all manner of electronics, appliances, sporting goods, and other like items.



Revenue from these stores supports expenses that our grants don't cover. These stores provide high quality, affordable goods to our community.

Goods are received from donors, sorted, cleaned, and put out for sale. We provide pickup and delivery services in Sequim. We provide 12 jobs through these stores, and we are happy to train new volunteers.



Thank you to our Volunteers!

Aleta S.
Delilah H.
Donna C.
Donna H.
Faye H.
Gwen M..

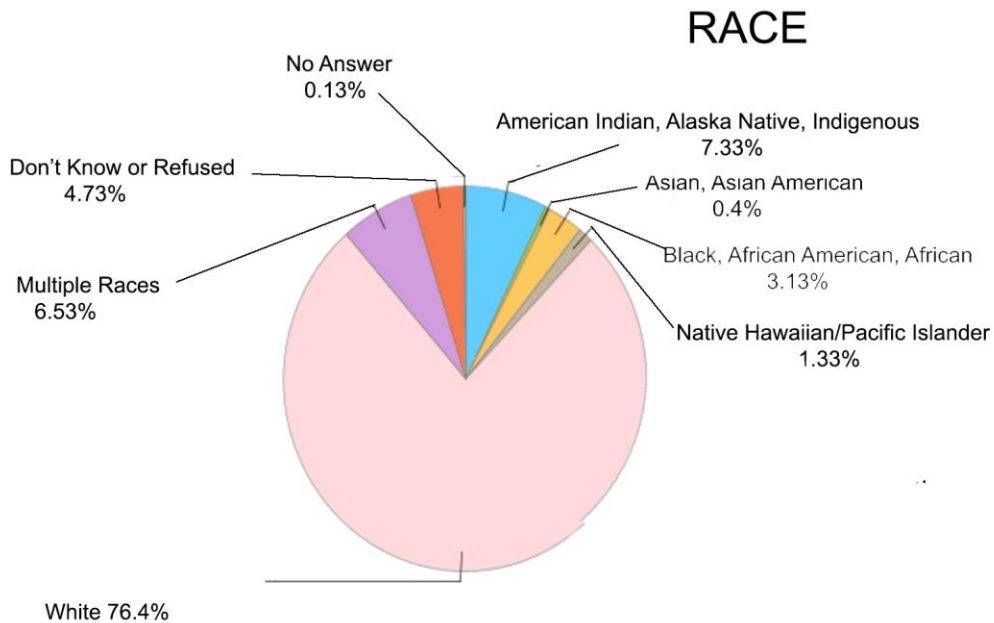
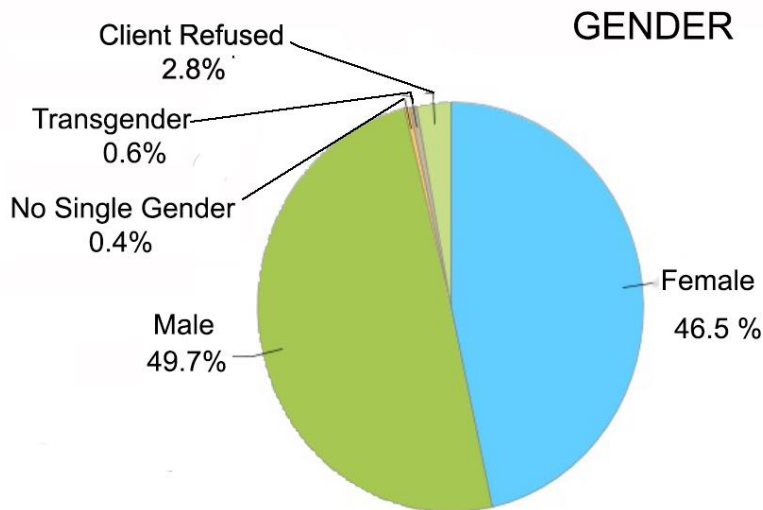
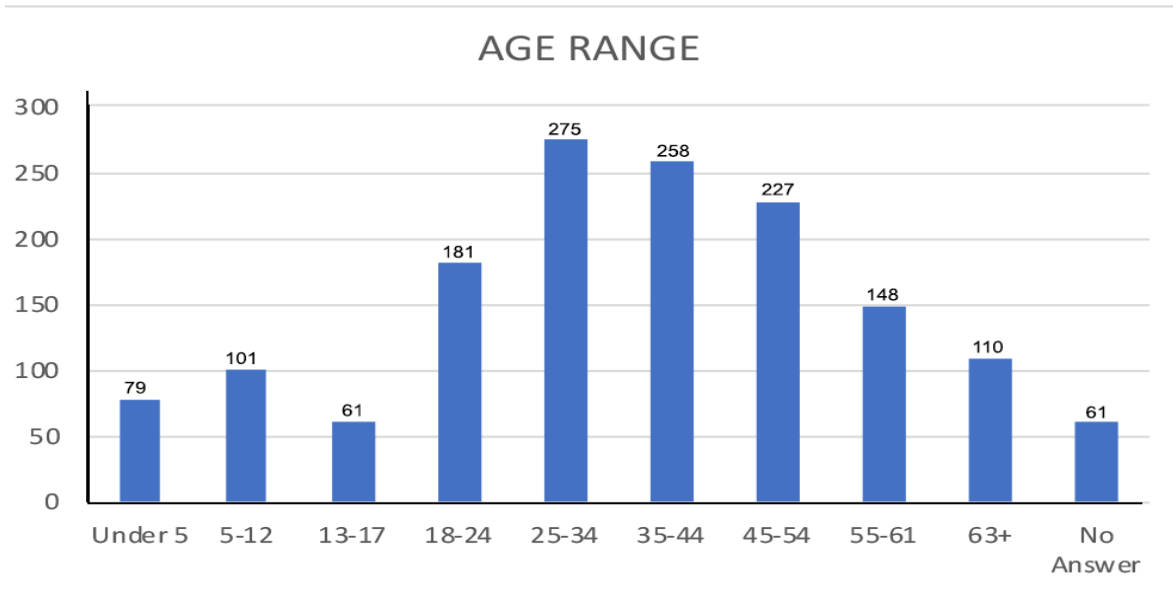
Helga B.
Jackie J.
Jean G
Jocelyn H.
Judy G.
Kathleen L.

Kathy S.
Lucy C.
Mary M.
Pat S.
Philomena L.
Rita T.

Roger W.
Sandra G.
Sheldon R.
Sue L.
Susan M.
Tom T.

2020 Client Demographics

These numbers are from the Department of Commerce



2021 Donors

Richard Abriani
Kenji Akimoto
Kathy Altieri
Helen Amerongen
Jodi Anderson
Yoshikazu Aoki
Lloyd and Maryann Ballard
Clancy Blakemore
Carla Blakey
Dave and Monique
Brasher
Mike Brooks
Jay Bundy
Julie Burgess
Charles Burkhardt
Donna Campbell
Kathleen Campbell
Nathaniel Cooper
Gail Cripe
Laurel Cipe
Nancy Dhall

Joan Doonan
Helen E. Dusek
Constance Engvall
Julie and Kelly Fisher
Barbara Gardner
Pat Gilbert
Lorri Gilchrist
Patrick Hall
Holly Hallman
Julie Hamker
Dan and Nancy Hofmann
Beverly Hott
Donald Houghtalen
Cheri Huber
David Johns
Yuna Kosaka
Richard Labrecque
Joseph Lackey
Doug Lambeth
Jessie Lindberg

Kimberley Littlejohn
Jeff Matsumoto
Mark Matthews
Thomas Matz
Kathleen McClintock
Ellen Menshew
Lilyth and Keith Minnig
Mardi Morris
Kellie Muckleroy
Emily Murphy
Teresa Newcomb
Cherste Nilde
Kimmy Paluh
Judith Pape
Elizabeth Paup-Brynes
Andrew and Katherine
Pitts
Trent Pomeroy
Janice Reagan
Paul and Renee Reed
Lois Rice and M. Huston

Tony Rumore and Ferdinand
Haberli
Myrna Schaaf
Richard Schneider
Julie Schreck
Jose Serna-Esqueda
John Staples
Eileen Stone
Pete Stuart-Lovell
Theresa Tetreau
Patricia Touchie
Joe and Laura Tremblay
Valerie Tutton
Peter and Christine Watkins
Theresa Webster
Kim and Pam Wennerberg
Randall Wingett
Horace Wright
Richard and Nada Yorke
Keiji Yuzawa

Supporting Organizations

Amazon Smile
Benevity Fund
Blackbaud Giving Fund
Bright Funds
Clallam Transit Center
Disabled American Veterans Bremerton
First Federal Employee Match Donation
Frontstream
Gail M. Stewart-Iles Trust
Gardiner Community Church
Giving Foundation
Holy Trinity Lutheran Church
Jay and Roseline Tomlin Charitable Fund
Mighty Cause Charitable Foundation
Network for Good
Olympic View Community Foundation
Rotary Club of Port Angeles
Safeway-Lincoln
Schwab Charitable
Peninsula Church of God
Peninsula WCG
Seahawks Central Council
United Airlines
United Way of Clallam County
Unity in the Olympics
Vanguard Charitable
Wells Fargo Foundation
Wilder Automotive



*Your Donations Bring
Clallam County Home*

None of our work would be possible without YOU.

Thank you for your support!



United Way
of Clallam County

BUILDING
CHANGES



WILDER AUTO



First Federal
COMMUNITY FOUNDATION
A Private Charitable Corporation

First United Methodist Church Port Angeles



OLYMPIC PENINSULA
COMMUNITY CLINIC



SOUND
COMMUNITY BANK



Port Angeles Food Bank



HUNGER DOESN'T HAVE TO HAPPEN



SUN Taxi & Delivery
Anything, Anytime, Anywhere



2021 Strategic Goals

- **0% - Secure funding for case management and kitchen in homeless shelter and family shelter**
- **100% - Complete upgrade of apartment facilities**
- **95% - Become fully current with no bills 90 days past-due**
- **50% -Install security systems at all sites**
- **50% - Create consistent case manager training portfolio**
- **50% - Create results-oriented community emergency responses to homeless citizens**
- **Moved to Homeless Task Force: Create alliances to address lack of housing for citizens**
- **100% - Implement employee training package**
- **0% - One major fundraiser**
- **20% - Remove cots from shelter and provide standard sleeping spaces**
- **98% - Pass federal audit**

2022 Strategic Goals

- **Secure funding for case management and kitchen in homeless shelter, and family shelter**
- **Install security systems at all sites**
- **One major fundraiser**
- **Remove cots from shelter and provide standard sleeping spaces**
- **Federal audit done by June**
- **Combine Coordinated Entry with Shelter**
- **Bring training programs into shelter**
- **Ensure training is completed by each employee**
- **Implement maintenance storage at each site**
- **Move Youth Services to Serenity House Main Office**