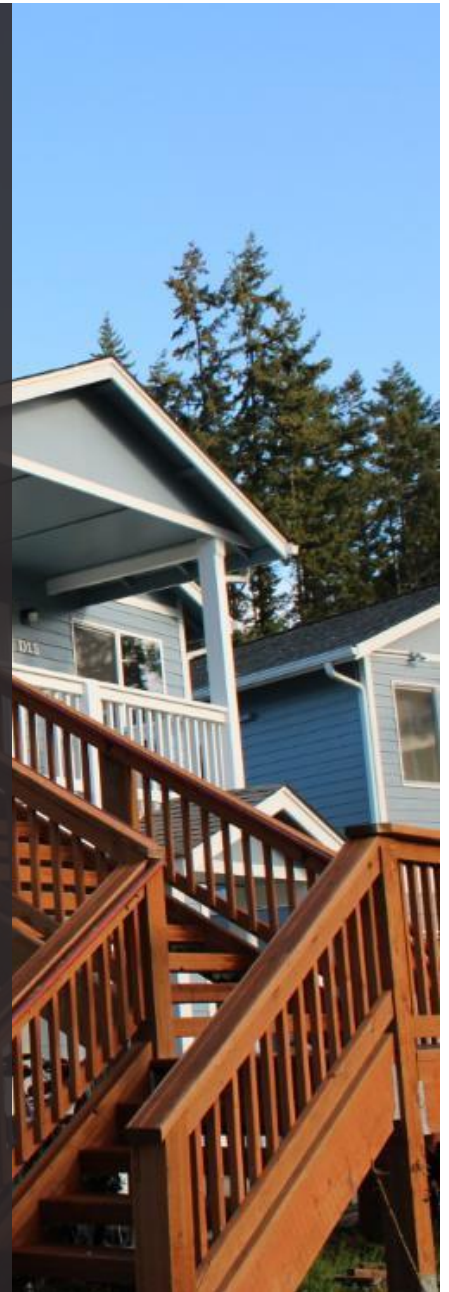


Serenity House of Clallam County

2022 Annual Report

Serving Clallam County since 1982



Serenity House of Clallam County strives to be a 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 barrier shelters and housing. As Coordinated entry for low-income, and homeless population assist household to access to funding opportunities to pay rents and stabilize their lives. We employ 70 staff members and strive to be a great place to work and a great service to our community



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Hello all:

Serenity House of Clallam County team is grateful to our community and our board and our staff! 2022 was a year of normalizing operations and creating programs that filled some gaps in services. We served 3,044 households in Clallam County Communities providing rents, move in costs, eviction prevention funds and shelter to our population.

Coordinated Entry served 2,127 households last year and placed 6 chronically homeless individuals into our permanent supportive apartments. The agency paid over 4.2 million dollars to 521 landlords on behalf of 1,169 households through the Eviction Rental Assistance program. Coordinated Entry provided rents, essential services, hotels, and move in costs for 958 households.

Shelter opened 40 more beds in February 2022 that allowed us to provide 24,967 bed nights at the shelter. Our kitchen served 42,000 meals. We implemented a client code of conduct and now have random canine visits to help manage drug prevention on site. In November, the Department of Health & Human Services, Olympic Peninsula Community Clinic and Serenity House implemented, a 2-year pilot program for respite care. Serenity House Shelter continues to serve the County with isolation bed for homeless people having COVID.

Two units of family shelter served 14 families in our two units exiting them into housing. The average stay in family shelter is sixty to ninety days. A major success was the housing of 2 families, both with 7 individuals, this year.

Our Youth Department served 50 people between the ages of 18 to 24. We worked on a pilot program with Child Protective Services (CPS) on host homes for minors. The program entailed getting volunteers from the community to host juveniles and be registered at CPS. This has been our third attempt to create this program and we will close this program and divert funds to support youth 18 to 24 coming from the justice system.

The Thrift Stores in Sequim continue to be a financial back bone for the agency. It covers costs that have no outside funding. Our shelters continue to be under funded and revenue from the thrift store continues to pay 80% of our operations costs for family shelter and 10% of our adult homeless shelter.

Serenity House of Clallam County is an equal opportunity employer. We employ 70 staff members and furnish them with steady jobs, competitive salaries, paid time off, and health benefits.

Serenity House Administration implemented financial, shelter, housing, and respite policies. We have hired 15 people, supported HUD monitoring, federal audits, and have received \$8.9 million in funding. In August, pay scale and staffing structure were changed throughout the organization to improve retention.

Serenity House executive management and board are active in the community. We serve on the Homeless Task Force, Housing Solution Committee, the Continuum of Care for the state, and are participate in state and local forums.

We are proud to be a member of Clallam County and deeply appreciate the opportunity to be part of the homeless solutions.

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.

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, emergency access to shelter and support services. The Youth Department is located at 2203 W 18th Street, and we are open for drop-in services.

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.

SHELTERS -- 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.

2022 was the year of site standards. Serenity House put in place the Shelter Code of Conduct for guests, developed with the County Department of Health and Human Services a plan to maintain COVID separation and add respite care to the shelter with Olympic Peninsula Community Clinic (OPCC) managing medical care for the homeless.

1,169 households were served through eviction prevention payments to 519 landlords, which provided the Clallam County economy with 4.2 million dollars. Another 958 clients were provided rents, move in costs, and essential services through our 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.

There were five audits this year: 2 for WA Dept. Of Commerce, 2 for HUD, and our annual Federal Audit. All audits were passed and closed with minimal findings which were addressed immediately.

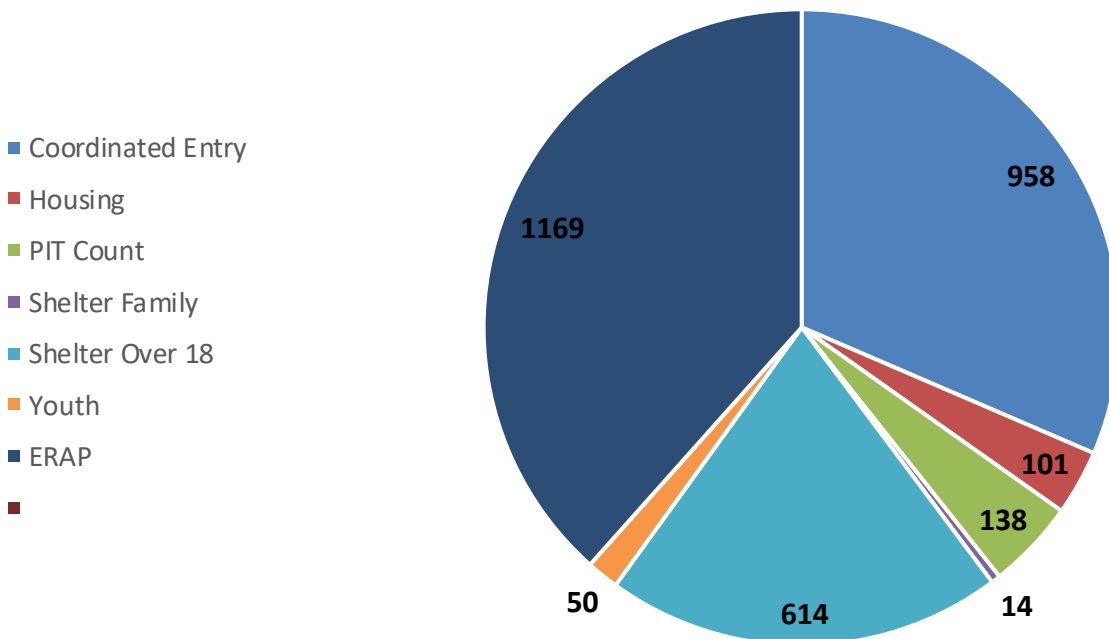
PROGRAM AREAS	PROGRAM AWARDS	PEOPLE SERVED
Coordinated Entry	\$5,348,582	2127
Housing	\$1,209,411	101
Shelter over 18	\$1,317,032	614
Youth Services	\$175,438	50
Thrift Store	\$770,961	N/A
Other Programs (PIT Count)	(Covered in other programs)	138
General/Administrative	\$174,392	N/A
Total Program Funding	8,820,378	3044

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 2022, Serenity House served 3,044 unique individuals across all programs and lines of service. The numbers reflected are unduplicated and some clients use more than one service.

Total Households Served 3,044



1

Coordinated Entry

2203 W 18th St. Port Angeles, Washington



Grants: \$5,348,582 Operating Expenses: \$5,907,327 Staff: 10 958 served
Eviction Prevention: 1169 people served

Clallam County Coordinated entry offices are in Port Angeles, Forks, and Sequim. Our programs are supported by grants from HUD, Commerce and the Kitsap Salish Behavioral Health Administrative Services Organization. These programs are part of the Continuum of Care for the state of Washington. Our services provide the community with basic needs, housing for low-income individuals and families that are homeless or at risk of homelessness.

We are an equal opportunity provider. 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.



Port Angeles Housing Resource Center



West End Housing Resource Center



Sequim Housing Resource Center

2

Youth Department

110 E 7th St. Port Angeles, Washington



Grants: \$175,438 Operating Expenses: \$212,265. Staff: 2 50 served

Youth program – The youth drop-in center, known as The Drop, is located in the 2203 W 18th Street 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.

Youth Homeless Demonstration Project (YHDP) supporting Outreach and Rapid Rehousing (RRH). Pilot program for justice involved youth.

We worked to establish host homes, there were difficulties with WA State Child Protective Services and registering families to accept youth temporarily.



3

Housing

2203 W 18th St. Port Angeles, Washington



Grants and Rent: \$1,209,411 Operating Expenses: \$1,071,107 Staff: 11 101 Households 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
- 2022, we worked with shelter to move 8 clients that had been in our shelter for more than 5 years to our permanent supportive housing.
- 2022, our family shelter case manager was able to move 14 homeless families into lease agreements and assistance programs.



4

Shelter Services

2321 W 18th St. Port Angeles, Washington



Grants: \$1,317,032 Operating Expenses: \$1,512,368 Staff: 19 614 people served
 24,967 Bed-nights 38,098 meals served Average bed night cost: \$46/including meals

2022 Accomplishment

- Opened 40 new beds
- Created respite program with Olympic Peninsula Community Clinic, Clallam County Department of Health and Human Services, within the shelter.
- Organized space to continue to support isolation for COVID
- Implemented random canine drug searches
- Improved security systems with audio and video capabilities
- Implemented fully the Guest code of conduct



5

Serenity Square

551 W Washington St. Sequim, Washington



2021 Revenue: \$770,961

Operating Expenses: \$612,839 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.



Goods are received from donors, sorted, cleaned, and put out for sale. We provide pickup and delivery services in Sequim. We provide 17 jobs through these stores, and we are happy to train new volunteers.



Thank you to our Volunteers!

Aleta S.
Cathy S.
Delilah H.
Donna C.
Donna H.
Faye H.

Gwen M
Helga B.
Jackie J.
Jean G.
Judy
Judy G.

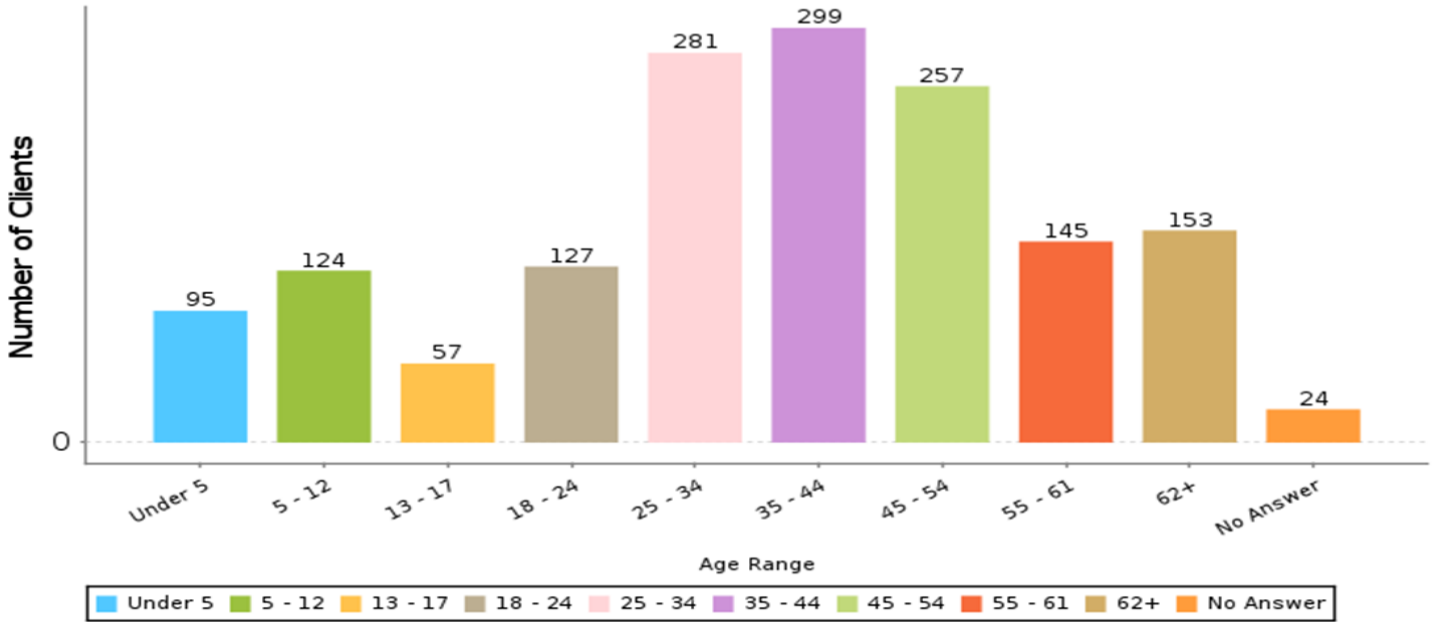
Kathleen L.
Lucy C.
Mary M.
Pat S.
Peter I.
Rita T.

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

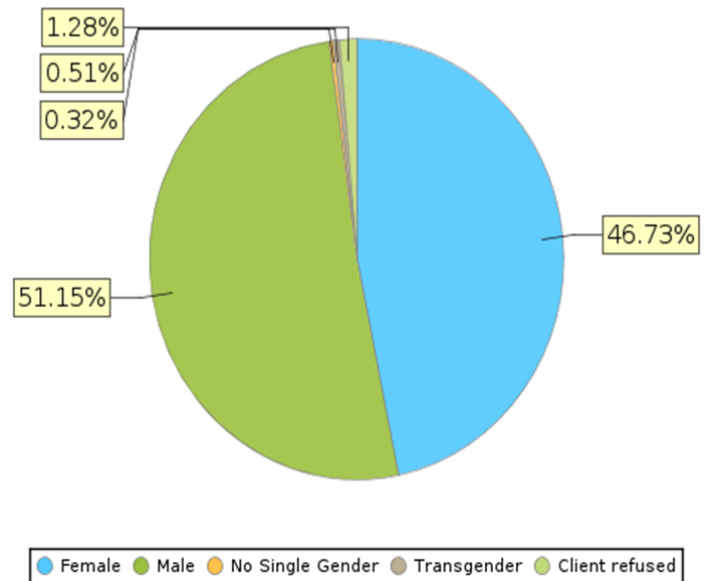
2022 Client Demographics

These numbers are from the Department of Commerce

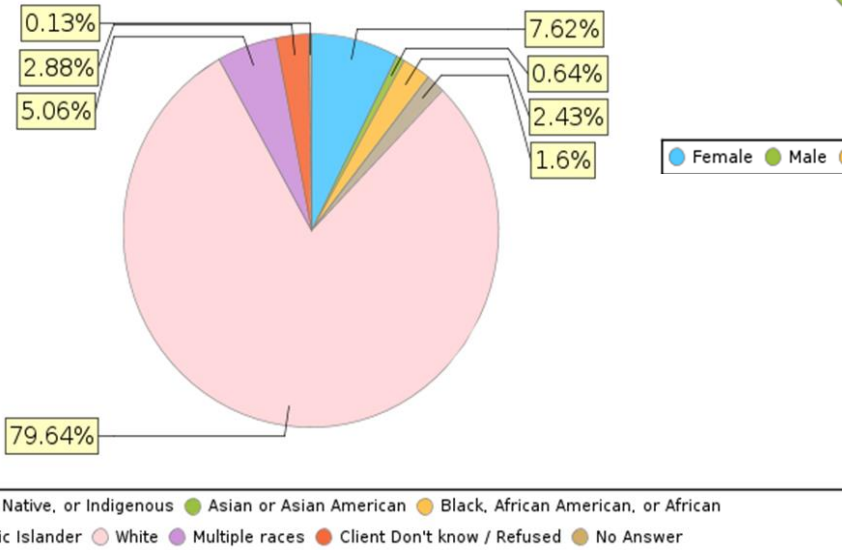
Age Range Chart



Gender Chart



Race Chart



2022 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 Webester
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!



BUILDING CHANGES

United Way of Clallam County



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



2022 Strategic Goals

- Community help funding shelter operations
- Review and participate in community's Housing Solutions Group
- Make Serenity House of Clallam County's work more visible to the community
- Increase presence in Forks community
- Increase presence in Sequim Community