

# Serenity House of Clallam County

## 2023 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 shelters and housing. As Coordinated Entry for low-income and homeless populations, we assist households with access to funding opportunities for assistance and to stabilize their lives. We employ 70 staff members, strive to be a great place to work, and provide great service to our community!*



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# Serenity House of Clallam County Programs

**SERENITY HOUSE OF CLALLAM COUNTY** is the State of Washington Department of Commerce's designated housing organization in Clallam County which works to serve the homeless and underhoused population in the county. This challenge has multi-level solutions. The people we serve include youth, families, seniors, persons with disabilities, and immigrants. The issues stem from income levels which result in being underhoused, at risk of losing housing, or becoming homeless. The remedies range from eviction prevention and rental subsidies to move-in cost vouchers to housing and shelter. To serve this population, Serenity House divides its work into five departments, each of which has their own funding and specific program requirements. Our agency participates in State and Local Government for Homeless Response, which supports local planning and extends all the way to changes in legislation.

**COORDINATED ENTRY (CE)** – Coordinated Entry (CE) is accessible at Housing Resource Centers located in Port Angeles, Sequim, and Forks. Our agency is the first point of access to housing and homeless resources. CE is a low-barrier and equal opportunity program. We connect the most vulnerable households and individuals to available resources of housing subsidies and referrals to internal/external services such as medical, mental health, youth, domestic violence, tribal, elder care, and substance treatment agencies. The goal is to help people into homes or shelters and/or to receive the required assistance to live safe and happy lives. Through coordinated entry, our agency manages the annual Point-In-Time Count, a national census of homeless people.

**YOUTH** – Serenity House's Youth Services program is a part of CE. This department provides help for the Youth between the ages of 12-24 under youth program guidelines. We provide a youth drop-in center, where young people experiencing homelessness can access laundry, showers, clothing, food, obtain housing assistance, skill development, supportive services, emergency access to shelter, and referrals to partnering agencies better equipped to meet their specific needs towards stability. The Youth Department is located in Port Angeles, Washington.

# Serenity House of Clallam County Programs

**HOUSING** – Serenity House owns and operates three low-barrier permanent supportive housing sites (61 units total) and manages referrals to ten units of transitional housing units, owned by Olympic Peninsula Apartments. Our three housing facilities (Evergreen Family Village, Maloney Heights, and Sunbelt) are Department of Housing and Urban Development (HUD) restricted use until late 2050s. We also offer 2-year rapid re-housing rental assistance programs that provide rents with public/private landlords through rental agreements, funded by Clallam Families Fund. Clients utilizing these programs can choose voluntary case management which includes referrals to mental health and medical services provided by community partners. Our goal is to help create healthy, sustainable living conditions, where every person has a place to call home. For permanent supportive housing, households must meet the following criteria: be chronically homeless, be at or below 30% Area Median Income (AMI) and have a disability.

**SHELTERS** – Serenity House provides a 152-bed adult homeless shelter and 5 rooms for homeless families. Under both programs, guests are offered CE services. The adult homeless shelter is open 24/7 with 3 meals a day, offers wraparound services, and includes 6 medical respite beds for post-hospital care. The family shelter has 5 rooms and offers wraparound services and weekly follow-up to find proper, sustainable living arrangements. Each shelter type provides access to medical services, laundry services, and transportation.

**THRIFT STORE** – Serenity Thrift Store is comprised of three stores: a main thrift store, a furniture boutique, and an appliance store. These thrift stores in Sequim are important to our success as they provide 15% of our revenue for program expenses not covered by grants. The stores provide high quality, affordable goods to our community and help our clients with clothing and household goods including furniture to start a stable home.

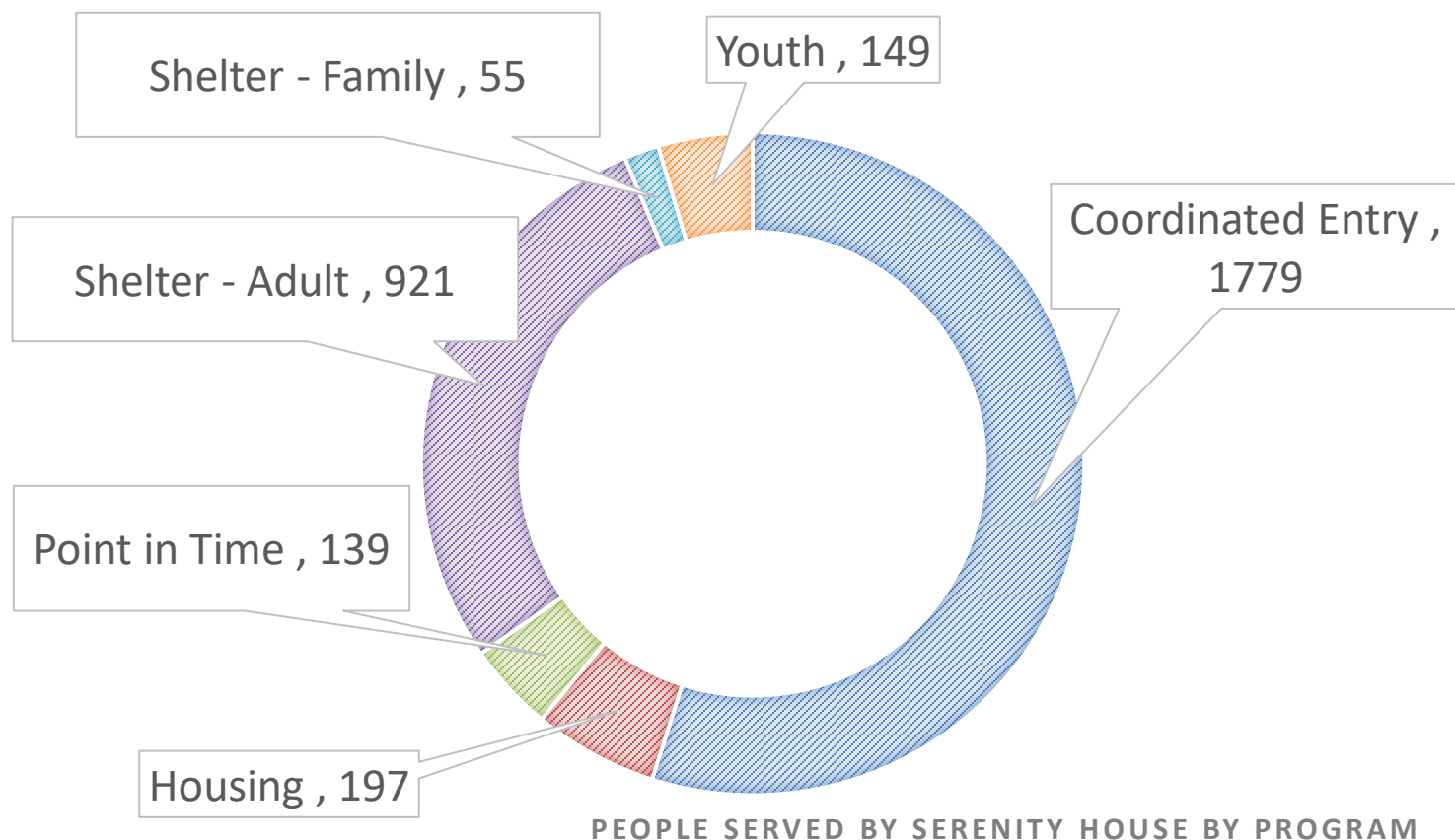
# Financial Overview

Serenity House of Clallam County is a 501(c)3 non-profit agency funded primarily by government grants. We are subject to Federal Government audits annually and use government accounting standards, known as Generally Accepted Accounting Practices (GAAP). Ninety percent of the funds we manage are pass-through funds, meaning rents/utilities/agency operations costs are reimbursed through our grants, requiring a high-dollar cash flow.

The focus of 2023 was handling funding shortfalls. Serenity House shortages at the beginning of the year were \$900,000.00 due to the end of COVID funding and the expanded services Covid had created. The adult shelter expanded in 2021 and went from 12-hour to 24-hour operations as a part of a long-term COVID response which also serves as the future emergency response for the homeless, should there be another pandemic outbreak. We worked with the County, the State, HUD, and Commerce to fully fund the expanded shelter operations. Financially, 2023 has been covered and we have submitted requests for 2024 and 2025. Our goal for 2024 is to expand our private donations from 1% to 15% of our total gross. The second goal is to secure a higher line of credit to ensure we can manage through contract renewal periods, which often take up to 6 months, when the agency must fund operations until contracts are in place and can be invoiced.

There were 4 accounting audits this year: 2 for WA Department of Commerce, 1 Self Audit, and 1 Salish Behavioral Health audit. The findings from last year's audit have been fully addressed. An outside accounting firm was hired to oversee bookkeeping and to work with the Federal Auditor. To comply with grant requirements, a Federal Audit will go out to bid for local auditors in 2024.





## People served through our agency in 2023 – 3,240

All numbers in the chart above are unduplicated and collected from the Homeless Management Information System (HMIS). Clallam County Coordinated Entry serves the community in three locations: our main office in Port Angeles with satellite offices in Forks and Sequim. Long wait times are often a result of lack of available housing or housing that is substandard.

The Eviction Rental Assistance Program upgraded to ERAP 2.0 was not tracked via HMIS, per grant guidelines. Serenity House tracked applicants, months of assistance, and dollar amount distributed.

Total number clients for ERAP 2.0 served: 598 people

Dollar amount distributed to landlords: \$2,466,265

Dollar amount distributed to Utility Companies: \$211,277

# 1

## Coordinated Entry

2203 W 18th St. Port Angeles, Washington



**Grants: \$2,530,163.00   Operating Expenses \$2,592,289.34   Staff: 10   People served: 1,779**  
**Eviction Prevention: 598 people served   Paid to: landlords - \$2,466,265; Utilities: \$211,277**

**Clallam County Coordinated entry offices are in Port Angeles, Forks, and Sequim. Serenity House is part of the Washington State Department of Housing and Urban Development Continuum of Care Program. We have multiple grant criteria that serve our low income and homeless population.**

**The agency manages the following state and local grant funds:**

- **Consolidated Homeless Grant (CHG)**
- **Eviction Prevention assistance**
- **Housing and Essential Needs (HEN) Program**
- **Senior Housing Rapid Re-housing**
- **Housing and Recovery through Peer Services (HARPS)**
- **Local Document Recording Fees**

**We subcontract funds to agencies for domestic violence, veterans, and Native American agencies for specific services.**

**These programs have various funding requirements and provide the following services:**

- **Eviction prevention**
- **Rental subsidies**
- **Shelter referrals**
- **Rent move-in costs**
- **Referrals to other agencies that might be required to stabilize housing**

**Serenity House is a member of the following:**

- **WA State Continuum of Care, producing the annual report for Clallam County**
- **Serves on the Board of Balance of State for homeless response**
- **Serves on Clallam County Housing Solutions Committee**
- **Serves on the Board of the Clallam County Homelessness Task Force**

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**Grants: \$457,163    Operating Expenses: \$468,020    Staff: 3    People Served: 149**

**Youth program (age 12 to 24) – Drop-in center started program for Justice Involved Youth, and strengthened outreach, rental assistance, and support services in 2023.**

#### **Youth Grants:**

- **System of Care (SOC) grant through the Office of Homeless Youth (OHY).**
- **Youth Homeless Demonstration Program (YHDP) through WA Department of Commerce and HUD.**

#### **These programs provide:**

- **Drop-in center for food, clothing, and life skills classes.**
- **Transportation assistance.**
- **Phone cards, bus tickets, driver's license/state ID, legal fees.**
- **Referrals to and from McKinney-Vento.**
- **Case management and goal setting.**
- **Rental subsidies and deposits**
- **Service connections for youth coming out of incarceration.**
- **Outreach**



**Department lead participates in state and local youth planning teams.**



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## Housing

2203 W 18th St. Port Angeles, Washington



Grants and Rent: \$1,280,679    Operating Expenses: \$1,346,986    Staff: 13    Households served: 101

Our Housing programs are funded with operations grants through HUD and Commerce. Low-barrier HUD Permanent Supportive Housing (PSH) requires tenants to have been chronically homeless and at or below 30% Area Median Income (AMI) with disabilities.

- Sunbelt Apartments has 17 low-barrier PSH units in Sequim.
- Maloney Heights has 28 low-barrier PSH units in Port Angeles.
- Evergreen Family Village (EFV) has 16 units of low-barrier housing. 2 units used for Family Shelter. These are in Port Angeles
- Serenity Court is 10 units of transitional housing owned and operated by Olympic Peninsula Apartments as a tax credit site. These are in Port Angeles.

2023 was a year of emergency repairs that hit our cash reserves. Had the repairs needed not been completed, our tenants would have had to relocate.

Sunbelt, a 40-year-old building, had to be replumbed; the plumbing was under the slab foundation. This \$102,000 replacement was completed in October 2023.

EFV, a 25-year-old complex, was discovered to have black mold in the apartment storage units. The \$98,000 mold remediation and repair of leaks was completed in May of 2023.





## Serenity Square

551 W Washington St. Sequim, Washington



2023 Revenue: \$809,752   Operating Expenses: \$737,200   Staff: 13

Serenity Thrift stores have served Clallam County since the early 1980's and is presently located at Serenity Square, 551 W. Washington Street in Sequim. The main store sells clothing, furniture, luggage, decorations, crafts, dishware, books, and many other household goods. The Showcase offers a great selection of high-quality furniture, art, collectibles, and many one-of-a-kind treasures. The Appliance store carries all electronics, appliances, sporting goods, gardening, and gently used tools.



All items donated are sorted, cleaned, and available for purchase. Pickup and delivery services are provided in Sequim by appointment. We provide 17 jobs through these stores and are always looking to train new volunteers.



*Thank you to our Volunteers!*

Aleta S.  
Donna C.  
Donna H.  
Faye H.  
Gwen M.  
Helga B.

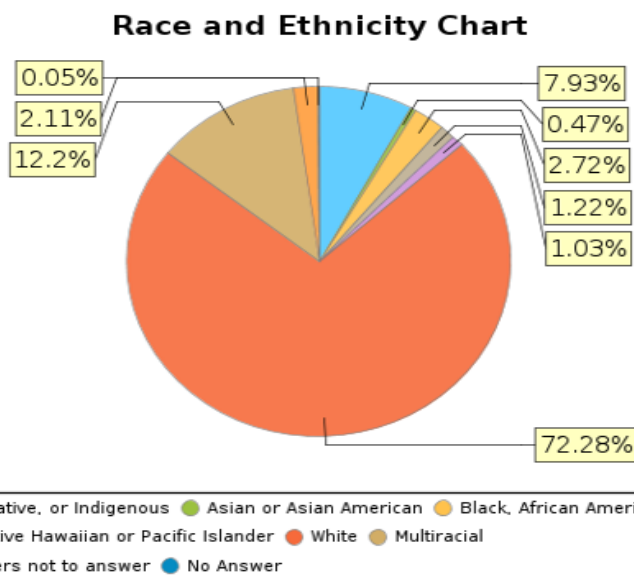
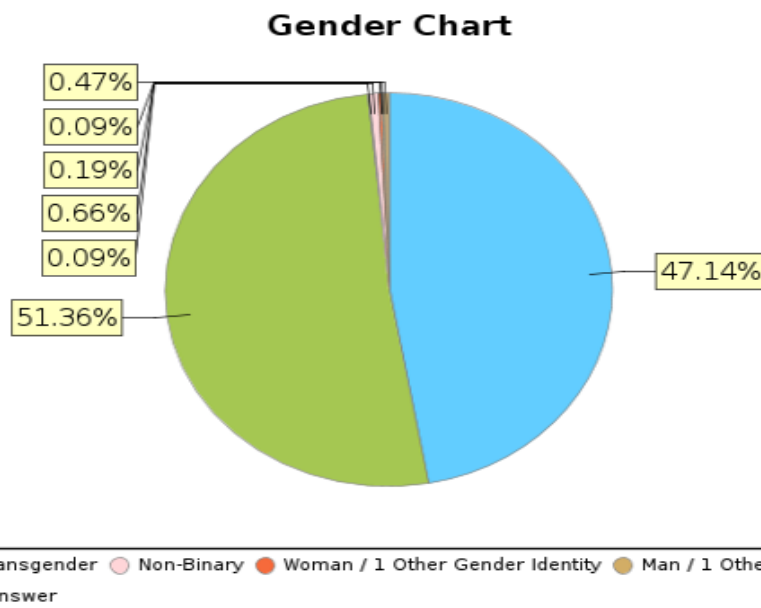
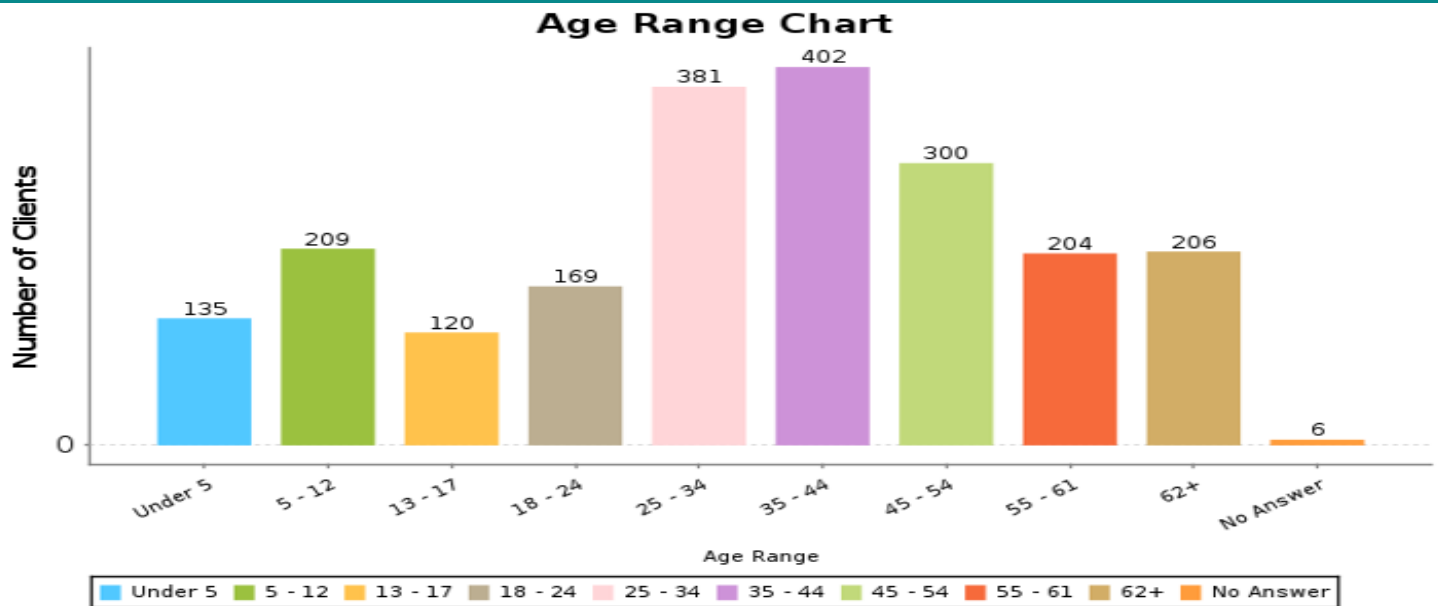
Jackie J.  
Jean G.  
Judy  
Judy G.  
Kathleen L.  
Kathy S.

Lucy C.  
Mary M.  
Pat S.  
Peter I.  
Rita T.  
Sandra G.

Sheldon R.  
Sue L.  
Sue S.  
Susan M.  
Tom T.

# 2023 Client Demographics

These numbers are from the Department of Commerce



# 2023 Donors

Richard Abriani	James Flynn	James P. McBrier	Helen Schaaf
Sarah Adams	Mike and Karissa French	Mel Melmed	Richard Schneider
Tony Rumore and Ferdinand Haberli	Marla Garr	Lilyth and Keith Minnig	Julie Schreck
Laurie Atkisson	Shaun Garr	Lex and Karla Morgan	John and Rose Sebastian
Vanessa Barrington	Ron Goldhammer	Belicia Munoz	Tracy Smith
Patrick and Lynne Bartholick	Patrick Hall	Ann Murakami	Tina Smith
Carleen Bensen	Mark and Patricia	Erin Kate Murphy	John Staples
Helga Berger	Hannah	Emily Murphy	Sue Stednick
Paul Brown	Daniel and Nancy	Morgan Nolan	Dr. Gerald and Nancy Stephanz
Dr. Charles and Pamela	Hedgings	Sinead O'Reilly	Michael Stolp
Bundy	Jeene Hobbs	Lisa Palermo	Paul Stuart-Lovell
Jay Bundy	Donald Houghtalen	Robert Pauly	Paul and Sheri Stutesman
Laurel Cripe	Randall and Carol	Craig Payne	Ginette Tasic
Timothy Dalton	Johnson	Carolyn Peterson	Jay and Roseline Tomlin
Lisa DelGuzzi	Marcia Kelbon	Stephen Zenovic and	Marian Trebon
Lori Dey	Brian King	Nancy Pitts	Sandra Vahsholtz
Bob Dunlap	Erin Korte	Trent Pomeroy	Nathan West
Tobin Eckholt	Cho and Susie Larson	Daniel Powers	Janis Whipple
Henrik and Marijke Elbo	Dagny Lord	Erik Prange	Chuck and Darlene Whitney
Constance Engvall	Pamela Love	Ken and Jean Roberts	Charles Wichman
Linda and Charles Faires	Vicki Lowe	Per Saelid	Veronica Williamson
Julie and Kelly Fisher	Robert Marine and Carol	Penney Sanders	Mary Wochaski
Janet Flatley	Colbeck	Myrna Schaaf	Richard and Nada Yorke
	Mike and Beth McBride	Bev Schaaf	
	Erin McBride		

## Supporting Organizations

Amazon Smile	Mighty Cause Charitable Foundation
Angeles Furniture	Network for Good/Bonterra Tech
Basket of Love	Newquist Forge
Benevity Fund	Olympic Cellars
Blackbaud Giving Fund	Olympic Theatre Arts
Bright Funds	Olympic View Community Foundation
Callis and Associates	Rotary Club of Port Angeles
Camaraderie Cellars	Schwab Charitable
Clallam Catholic	Peninsula Worldwide Church of God
Clallam Transit Center	Port Angeles Community Playhouse
Country Aire, Inc.	Port Angeles Symphony Orchestra
Disabled American Veterans Bremerton	Seattle Seahawks
Field Arts and Events Hall	Target Circle
First Federal Employee Match Donation	The Goat & The Radish
Ghostlight Productions	United Way of Clallam County
Grocery Outlet – Port Angeles	Unity in the Olympics
Holy Trinity Lutheran Church	Vanguard Charitable
Juan de Fuca Foundation for the Arts	Wells Fargo Foundation

*Your Donations Bring Clallam County Home* 13



None of our work would be possible without YOU!

Thank you for your support!



United Way  
of Clallam County

CLALLAM COUNTY

Washington



**WILDER AUTO**  
YOU CAN COUNT ON US!



**FOOD  
LIFELINE**  
HUNGER DOESN'T HAVE TO HAPPEN

**KSQM**  
Kindred Spirits,  
Quality Music



**SUNDERLAND  
FOUNDATION**

**GROCERY  
OUTLET**  
bargain market



**Habitat  
for Humanity**



**REdisCOVERY**  
YOUR LINK TO RESOURCES



OLYMPIC PENINSULA  
COMMUNITY CLINIC

THE  
Albert Haller  
FOUNDATION  
Est. 1992

**Port Angeles Food Bank**



**MARIPOSA  
HOUSE**



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# 2023 Strategic Goals

- Increase private funding for operations
- Work to update a 5 plan for Clallam County Homeless response.
- Work with Housing Solutions Committee to fund and support viable increase to low-income housing.