

# Serenity House of Clallam County

## 2024 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, LGBTQ, and immigrants. The Homelessness issues stem from income levels, losing housing, lack of affordable housing, aging, medical bills, mental health, and substance abuse. The remedies range from eviction prevention and rental subsidies to move-in cost vouchers to housing and emergency shelter and connection to appropriate resources. 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, funding of programs, connecting resources for the county and include providing data for State legislation.

**COORDINATED ENTRY (CE)** – Serenity House is Clallam County's state supported homeless response. 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. Young people experiencing homelessness can access 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 four housing sites and operates three low-barrier permanent supportive housing sites. These four sites provide 71 units in Clallam County. We provide 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) with restricted use until late 2050s. We also provide rental assistance through Clallam Family Funds that provide rents with public/private landlords through rental move in costs and subsidies to stabilize homeless families. 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.

**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 Stores have served Clallam County since 1983 . There are three stores: a main thrift store, a furniture boutique, and an appliance store. Located in Sequim and are important to our community and the people we serve. The thrift store sales covers ten percent of our revenue. These funds provide cash for expenses not covered by grants.

# Financial Overview

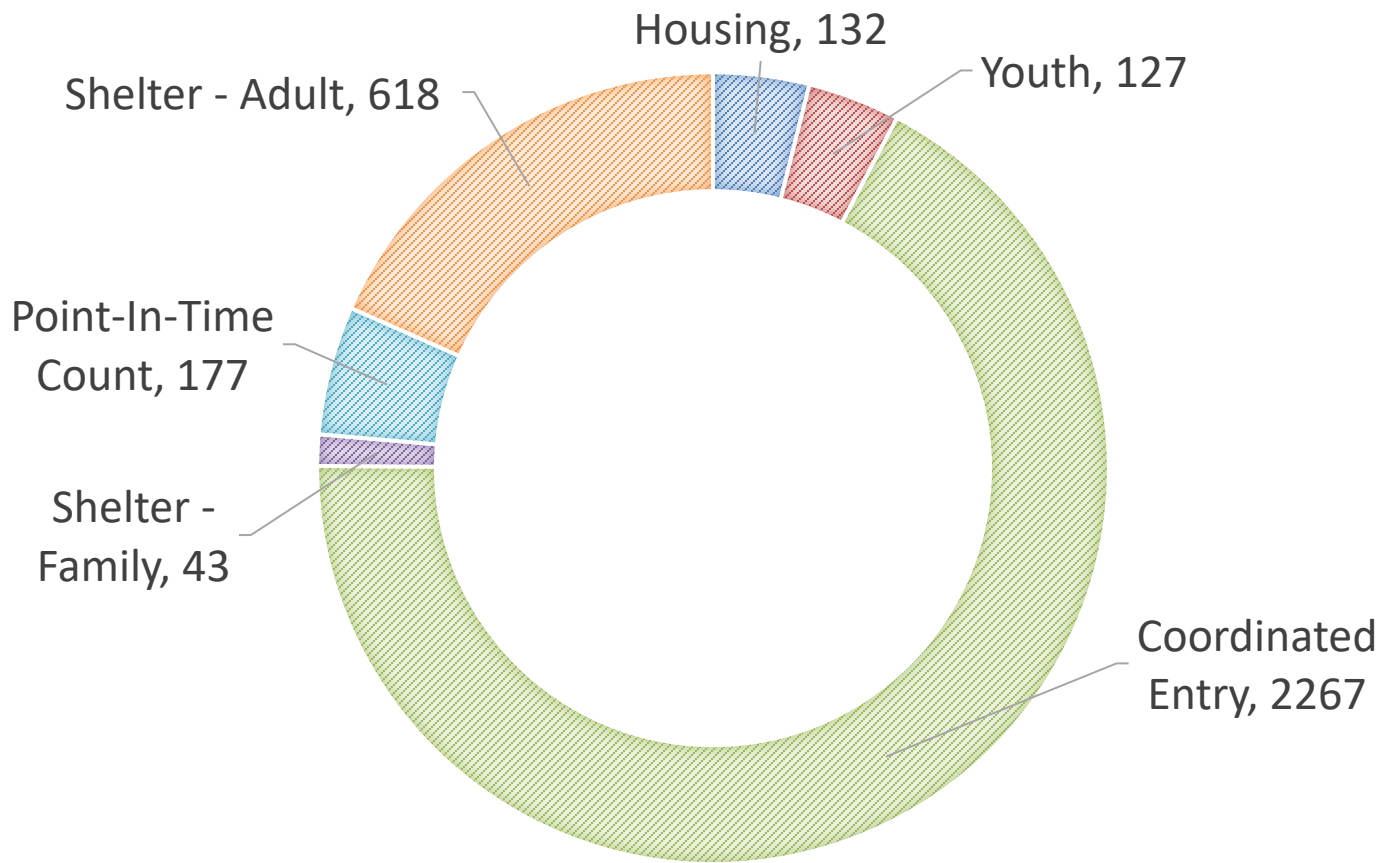
Serenity House of Clallam County is a 501(c)3 non-profit agency funded primarily by government grants. We are subject to Federal Government audits annually and use government accounting standards, known as Generally Accepted Accounting Practices (GAAP). Ninety percent of the funds we manage are pass-through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

The focus of 2024 was handling funding shortfalls. Serenity House shortfalls at the beginning of the year totaled \$285,000, resulting from the following: \$106,000 shortfall in HUD Operations and Maintenance funding for our Housing sites, which does not fund nighttime staff, \$66,000 in shelter funding, due to the limits of state and county funding, and \$10,000 in coordinated entry funding.

Even with these shortfalls, our agency has assisted 3,364 persons throughout Clallam County. We continue to strive to secure funds to move forward with our current operations.

There were 4 accounting audits this year: 1 for WA Department of Commerce, 1 for HUD, 1 Self Audit, and 1 for Salish Behavioral Health. The findings from last year's audit have been fully addressed. We hired a new federal auditor: CliftonLarsonAllen (CLA).

PROGRAM AREAS	PROGRAM AWARDS	PEOPLE SERVED
Coordinated Entry	\$1,992,997.00	2267
Housing	\$1,185,521.00	132
Shelter - Adult	\$1,279,990.00	618
Shelter – Family	(Covered in other programs)	43
Youth Services	\$236,058.00	127
Thrift Store	\$696,431.00	N/A
Other Programs (PIT Count)	(Covered in other programs)	177
<b>Total Program Funding</b>	<b>\$5,390,997</b>	<b>3,364</b>



People served by Serenity House by program

## People served through our agency in 2024 – 3,364

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.

# 1

## Coordinated Entry

2203 W 18th St. Port Angeles, Washington



**Grants: \$1,992,997.00   Operating Expenses \$2,000,817.00   Staff: 11   People served: 2,267**  
**Paid to: Landlords - \$1,283,305, Utilities - \$5,475   Households housed: 124**

### **2024 Accomplishments:**

- **Helped to create and be awarded the Regional Challenge Grant with Peninsula College and other organizations/agency, providing Resource Co-ops with social service agencies to help clients overcome barriers in the way of their education in Forks.**
- **Promoted a long-term employee to manage the Sequim Housing Resource center and established Serenity House's presence by providing Coordinated Entry support**
- **Partnered with Department of Health and Human Services on the West End to provide Coordinated Entry Services at their building**

### **2025 Goal:**

- **Open Family Shelter for Blue Flag at the main Serenity House Administration Building.**

**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.**

**Each program have application requirements consistent to each funder. We provide following assistance:**

- **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**
- **Leads the Board of the Clallam County Homelessness Task Force**

# Emergency Shelter Services

2321 W 18th St. Port Angeles, Washington



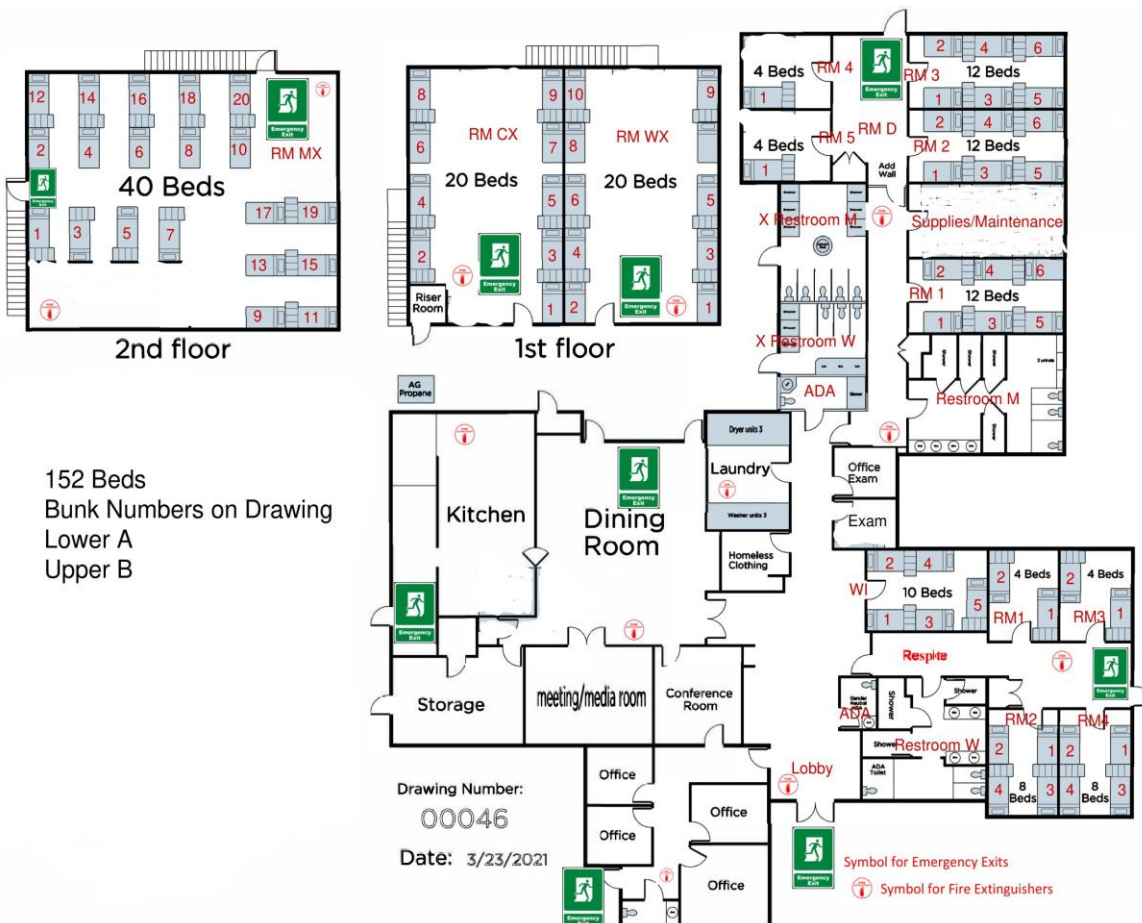
Grants: \$1,279,990.00 Operating Expenses: \$1,346,775.00 Staff: 20 People served: 661  
42,679 Bed-nights 50,159 meals served Average bed night cost: \$31.55/including meals

## 2024 Accomplishments:

- Achieved \$942,000 funding from Commerce that covered previous year's \$900,000 short fall.
- 3 years of Olympic Peninsula Community Clinic (OPCC) successful operations of 6-bed respite care. OPCC Provided respite care for 44 people and provides medical assistance to guests on Wednesday estimated over 3,000 visits
- Trends: Number of enrollments 952, include multiple enrollments for the 661 people served (guests leave and return)
- Capital addition of kitchen capacity from 50 to 152 people by purchasing 2 additional refrigeration units and a dishwasher.

## 2025 Goal

- Grow new program started Hospice care, home health services for some of our guests
- Strengthen mental health, substance abuse, and medical resource partnerships





**Grants: \$236,058.00   Operating Expenses: \$254,724.00   Staff: 2   People Served: 127**

**2024 Accomplishments:**

- **Consolidated Youth Services into Coordinated Entry**
- **Developed a Youth Outreach program**

**2025 Goal:**

- **Develop a coalition providers meeting for all agencies and organizations that provide youth services within Clallam County**

**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.**

# 4

## Housing

2203 W 18th St. Port Angeles, Washington



Grants and Rent: \$1,185,521.00 Operating Expenses: \$1,292,129.00

Staff: 13 Households served: 132

### 2024 Accomplishments:

- Established bi-monthly meeting with Sandra Allen from PBH and Resident Managers from all housing sites to collaborate on how to best address our most challenging tenant behaviors.
- Met with Commerce and gained clarification on how to determine rents using Housing Trust Fund guidelines.



### 2025 Goal:

- Work with local agencies and community partners to develop and put into action a plan for replacing our Sunbelt location with a new building, increasing housing availability by 16 to 32 units.



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.



## Serenity Square

551 W Washington St. Sequim, Washington



2024 Revenue: \$762,631.10 Operating Expenses: \$650,656.16 Staff: 14

Serenity Square, is located at 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.



### 2024 Accomplishments

- Receive grant to replace roof, received donated fund to repair/replace 2 heat pumps
- Provided clothing to 410 homeless persons
- Provided furniture and household goods for 9 permanent supportive housing tenants



*Thank you to our volunteers!*

Aleta S.  
Arnie D.  
Donna C.  
Donna H.  
Ellen N.  
Faye H.

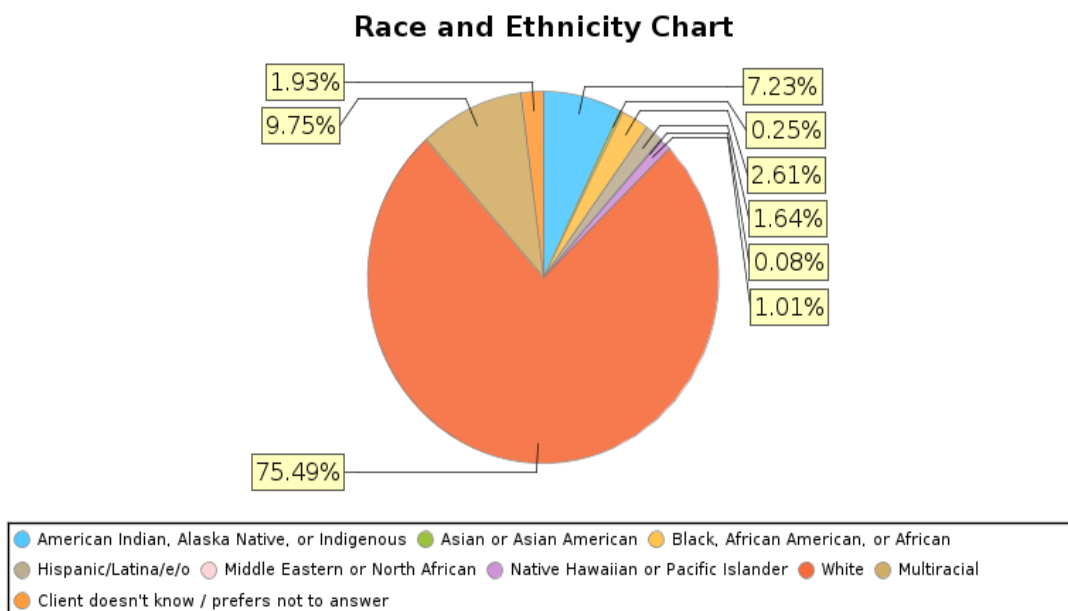
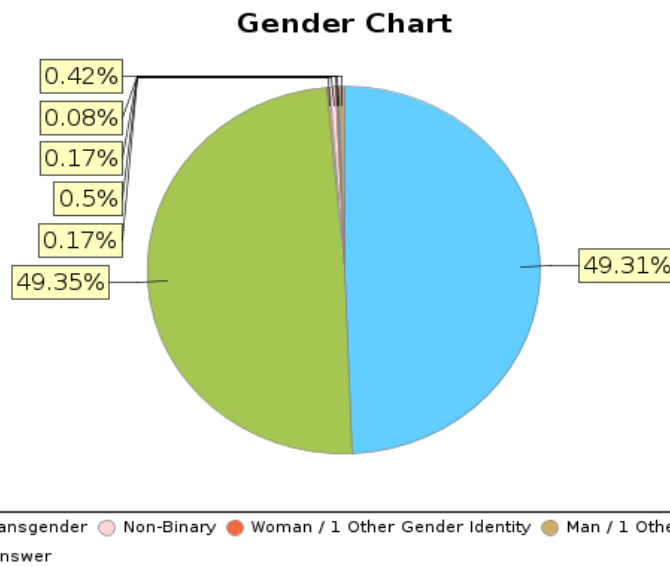
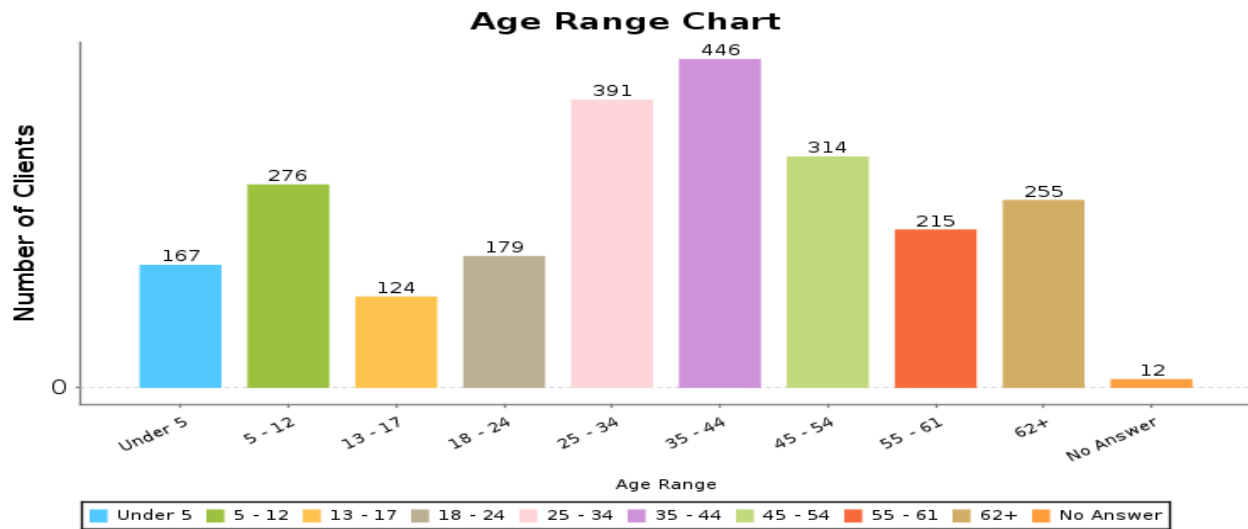
Gwen M.  
Helga B.  
Jean G.  
Judy  
Judy G.  
Kathy S.

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

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

# 2024 Client Demographics

These numbers are from the Department of Commerce



# 2024 Donors

Richard Abriani  
Sarah Adams  
Tony Rumore & Ferdinand  
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Patrick & Lynne Bartholick  
Morgan Bartholick  
Carol Benjamin  
Gail Beverlin  
Marian Birch  
Zachariah Blaylock  
Nancy Bluestein-Johnson  
Jennifer Bredehoft  
Paul Brown  
Florence & Michael  
Bucierka  
Jay Bundy  
Michael Carpenter  
Brad Collins  
Laurel Cripe  
Timothy Dalton  
Lisa DelGuzzi

Kate Dexter  
Lori Dey  
Nancy DuBois  
Athena Dunn  
Constance Engvall  
Julie & Kelly Fisher  
Janet Flatley  
Paul Giordano  
Cindy Goldsbery  
Laurel Hammack  
Jeene Hobbs  
Terra Horton  
Donald Houghtalen  
Daniel & Nancy Hudgings  
Joan Inderhees  
Lindsay Jensen  
Michael Job  
Randall & Carol Johnson  
Bret Keehn  
Brian King  
Alison Knowles  
Richard Labrecque  
Jacqueline Larsen  
Barbara Light  
Jesse Lipson

Kevin LoPiccolo  
Vicki Lowe  
Sharon Maggard  
David Mattern  
James McBrier  
Catherine & Donald  
McInnes  
Ellen Menshew  
Lex & Karla Morgan  
Ann Murakami  
Erin Kate Murphy  
Emily Murphy  
Morgan Nolan  
Jaycie Osterberg  
Robert Pauly  
Bob & Marilyn Peterson  
Paul Pickett  
Stephen Zenovic & Nina  
Pitts  
Dan Powers  
Erik Prange  
George Rampp  
Ken & Jean Roberts  
Rachel Saelid  
Joann Sahs

Penney Sanders  
Myrna Schaaf  
Helen Schaaf  
Bev Schaaf  
Carole Scholl  
Julie Schreck  
Wendy Sisk  
Tina Smith  
Tracy Smith  
John Staples  
Gerald and Nancy Stephanz  
Michael Stolp  
Pete Stuart-Lovell  
Paul and Sheri Stutesman  
Don Tinkham  
Jay & Roseline Tomlin  
Sandra Vahsholtz  
Christine Wardlow  
Prabha & Doug Werner  
Charles Wichman  
Pam Wilder  
Veronica Williamson  
Lane Wolfley  
Richard and Nada Yorke

## Supporting Organizations

7 Cedars Casino  
929 Wood Fire Grill  
All In Arts Studio  
Amazon Smile  
Angeles Furniture  
Basket of Love  
Bella Italia  
Benevity Fund  
Blackbaud Giving Fund  
Bright Funds  
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Camaraderie Cellars  
Clallam Catholic  
Clallam Mosaic  
Community of the North State  
Country Aire, Inc.  
Empossible Eden Cafe

Field Arts and Events Hall  
Fidelity Giving Marketplace  
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Grocery Outlet – Port Angeles  
Harbinger Winery  
Holy Trinity Lutheran Church  
Inside by Van Dyke Hardwood Floors  
Juan de Fuca Foundation for the Arts  
La Bella Nails  
LeMay – America's Car Museum  
Mighty Cause Charitable Foundation  
Network for Good/Bonterra Tech  
Next Door Gastropub  
Oak Table  
Olympic Cellars  
Olympic Theatre Arts  
Original Grounds Coffee Co.  
Pivotal Enterprises

Peninsula Worldwide Church of God  
Port Angeles Community Playhouse  
Port Angeles Symphony Orchestra  
Rhode Island Foundation  
Rotary Club of Port Angeles  
Sabai Thai  
Schwab Charitable  
Sergio's Hacienda  
Sweet Spot Frozen Yogurt  
Target Circle  
The Goat & The Radish  
The Haven  
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None of our work would be possible without these partners!  
Thank you for your support!



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