



2020 IMPACT REPORT

| Stability, Growth, Community

A Letter From Our Executive Director

On a Friday evening in late March 2020, I got into my car feeling tired and frustrated. That day, one of our shelter guests was among the first people diagnosed with COVID-19 in Seattle. Public health workers descended on the shelter in full protective gear to test other guests. By the time they left late in the evening all of us were scared. None of us knew what to expect with this new disease that was already changing our lives.

Thankfully, no one else in the shelter that night tested positive for COVID-19. Because of the hard work of Compass staff members, we have had only a few cases in the Compass family and no staff member, guest, or resident at Compass has died of the disease. This has been a blessing to us in a time of both hardship and joy for Compass.

During this year when we celebrated Compass's 100th birthday, we especially missed being able to gather with you in person. I hope that you were able to see our video commemorating our past and celebrating our future. You can find it on our

website in our videos section.

What you will see in the video is hope arising during the difficult times that 2020 brought for all of us. Our community came together in 2020 to raise over \$500,000 specifically to help us continue serving even when many other agencies closed their doors.

With this help, and the hard work of our staff, Compass was able to maintain and even expand its programs for our neighbors without homes. We moved our Otto's Place shelter from rented space at Seattle First Presbyterian Church to the Compass Center and remodeled all our shelters to provide safely distanced spaces for our guests.

Continued



A Letter From Our Executive Director

The murder of George Floyd and the subsequent unrest across our country have also brought changes to Compass. We know that those we serve are disproportionately people of color and we need to acknowledge and seek to dismantle the systems of racism and disadvantage that keep people in poverty. At Compass, we also need to make sure that our leadership structure reflects the people we serve and that our pay structure compensates our staff members fairly for the hard and difficult work they do.

As 2020 came to a close, we completed our biggest change – an affiliation with Lutheran Community Services Northwest. Our goal with this affiliation is to accelerate our efforts to provide the affordable housing that our communities so desperately need. Compass has a strong track record of getting and keeping people housed. With this affiliation, our hope is to provide housing across our region so that many more people will experience community at Compass.

Thanks for being part of our Compass family.



Mary Steele,
Executive Director

Mission, Vision, and Philosophy of Service

We believe that everyone deserves a home. We envision a world in which every person lives in a safe, caring community.

In the Lutheran tradition of caring through service, Compass Housing Alliance develops and provides essential services and affordable housing for people experiencing homelessness or income instability in the greater Puget Sound region.

Our work is grounded in love, humility, and the basic human connection we all share.

We approach our work from a perspective of cultural awareness with curiosity, openness, and non-judgmental attitudes.

We are strong allies and advocates for those whose voices often remain unheard and unheeded.



Staff at Jan & Peter's Place celebrate our 100th birthday with cupcakes.

2020 Board of Directors

Paul Hogle, President
Paul Butler, Vice President
Lisa Aplin, Treasurer
David Swartling, Secretary

Pastor Kevin Bates
Jim Borrow
Patrick Brady
Pastor Julie Hutson

Adam Khan
Joon Kim
Owen Larter
Doug Love

Maggie McKelvy
Jonathan Perrino
Lynne Thomson



“There was a big weight on my shoulders that was lifted when we came to Compass.”

COVID-19 Response: Otto's Place Opens

Otto's Place is our latest 24/7 enhanced emergency shelter named in honor of our founder Pastor Otto Karlstrom. Otto's Place replaced our administrative offices in the Compass Center with three floors of care.

In response to the COVID-19 pandemic, we took even stronger steps to keep our guests and community safe. We completely revamped our emergency shelter programs by building individual sleeping spaces with barriers on three sides.

Otto's Place has 100 individual sleeping spaces, a nurse, access to case management, and laundry all with a focus to permanently house our guests.

“At Otto's Place we pride ourselves on making sure our guests are secure, safe, and happy and ready for that next level in life, which is permanent housing and employment.”

-Nikkole Scott, Program Manager, Otto's Place



32% placement into permanent housing
13% is the average placement rate in King County

24/7 access to individual sleeping spaces and case management services

“Because of Otto's Place, I feel like I'm someone worthy of being cared for.”

COVID-19 Response: Otto's Place Opens



Individual sleeping spaces with lockable storage



Laundry access on-site

Compass Housing Alliance Turns 100!



Staff at the Blaine Center celebrate our 100th birthday.

November 10, 2020 marked our Centennial Anniversary, a notable milestone that most service organizations never get to experience.

As we look forward into our future and consider how we continue adapting to provide the essential services we are known for, we want to thank you for your continued support!

We have expanded our services significantly over the past 100 years, but the main tenet of our mission is the same: to provide a safe, welcoming place for people to belong.



“When the darkness was so dark and the fog so dense that nothing could be seen that would enable one to hold the vessel on course, one needs only a compass to help point the way.”

We had an impact on over 8,000 people



186 shelter guests moved in to permanent housing

32% permanent housing placement rate. Average rate of other providers in King County was 13%.



145,589 pieces of mail processed

8,256 banking transactions

11,205 loads of laundry

33,615 showers provided

678 units of affordable housing

288 shelter beds



51% of those who stayed with us saw an increase in income

50% who exited saw an increase in income while at Compass

57% of our guests & residents are living with a disability*

*Disability includes: physical, mental, and substance use health conditions, developmental disabilities, and other chronic health conditions.



2020 Financials

Budget

Support and Revenue:

\$21,161,942

*Operating Expenses:

\$23,610,894



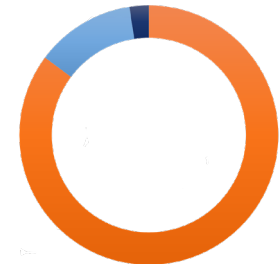
Revenue by Category

- Government Grants & Contracts 47.3%
- Rental Income & Fees 37.2%
- Contributions 11.8%
- In-Kind Contributions 3.1%
- Investments .6%




Expenses by Category

- Programs 85.2%
- Management & General 12.4%
- Fundraising 2.4%



*Expenses include non-cash depreciation and amortization totalling \$5,000,343

A woman with short dark hair, wearing a denim jacket, is looking over her shoulder towards the camera. She is standing in a winter setting with snow on the ground and trees. The background is blurred, showing other people and warm lights. The overall color palette is cool, with blues and greys, and some warm orange bokeh lights.

“Compass is proof that housing changes everything.

Invest into the Compass community and together we can make a real difference in the lives of our neighbors.”

Donors & Supporters

Corporate and Foundation Partners (\$10,000 +)

Amazon
Biella Foundation
The Boeing Company
Bristol-Myers Squibb
Capital One
Dick's Drive-Ins, Ltd, LP
Gemdale USA
Hanson Family Foundation
Historic South Downtown
Liberty Mutual Foundation
Medina Foundation
Microsoft
The Norcliffe Foundation
Premera Blue Cross
RealNetworks Foundation
SAFECO Insurance Fund
Samis Foundation
The Seattle Foundation
Wells Fargo Foundation

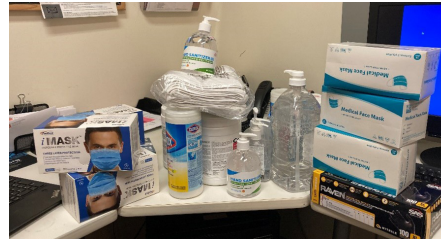
Volunteers, Faith Communities & In-Kind Donations

This year was different since we were unable to safely host in-person volunteers, but our faith community and wider volunteer support network still stepped up in an incredible way.

As a part of the COVID response, we received and distributed in-kind donations of food and essential needs items valued at over \$216,000! In total, we were able to put \$503,000 worth of in-kind donations to work for our residents and guests.

On top of that, our community carried us through by making our COVID Emergency Response Fund a success. We never closed our doors and provided our services safely in the midst of this pandemic.

This work, during such a challenging time, does not happen without people like you.



Circle of Compassion

We launched our monthly giving program to benefit our Client Services Office (CSO).

The Circle of Compassion provides access to essential, trauma-informed banking, mail services, and other client services for people experiencing homelessness.

Everyone needs a safe place to bank

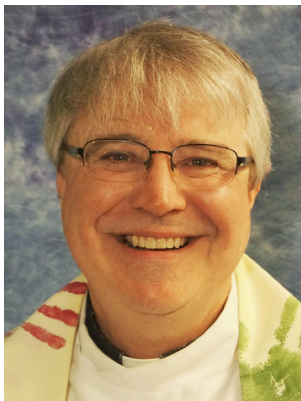
- receive and keep money
- reconnect to the economy
- make plans for life

Everyone needs an address

- receive medication
- connect with employers
- receive ballots and vote safely
- connect with loved ones

5,300 people per year rely on these services

“When I was homeless, and even now that I have housing, I couldn’t get an account with a bank, their fees on the little money I had were too much. I’m thankful for Compass and the services they offer.”



*Pastor Paul Stumme-Diers
Bethany Lutheran Church*

“At Bethany, Compass is shorthand for compassion. This means that Compass provides both a focus for our attention and prayers for the homeless, as well as an orientation for how to respond.

Because Compass is embedded in compassion, we respond to Christ’s call to help our neighbor through supporting Compass’s ministry, and the conversation can shift here from serving THEM to a deeper understanding of US.”

Bethany Lutheran Church on Bainbridge Island has supported Compass in many ways over the years. Besides financial support, members have served as volunteers and board members. And former Compass chaplain Nyer Urness — for whom Nyer Urness House is named — was a member!

As Bethany looks to the future, the congregation also is exploring creating an affordable housing community on its property. In all these ways, Compass helps Bethany live into its mission statement: “Passion for Christ, Compassion for Others.”



Special Acknowledgment of Front Line Staff



A worldwide pandemic. A challenging job. High expectations. Supporting people who need our assistance. Staying healthy. Work-life balance.

These were some of the challenges our staff had this past year, and they powered through them. They learned how to support each other. They learned how to ask for what they need. They kept the mission at the center of everything they did while still maintaining a hopeful spirit.

We don't say this enough, but nothing we accomplished at Compass Housing Alliance could have happened without the dedication, professionalism, humanity, and toughness of our front line staff.

We are truly proud of each and every one of them.

“I believe in Compass’s work because our numbers do not lie.

We are able to help many different kinds of people every day and that inspires me to keep going.”



“The Staff don’t show any favoritism and they take care of us equally. They make me feel valued.”

Compass Housing Alliance Land Acknowledgment

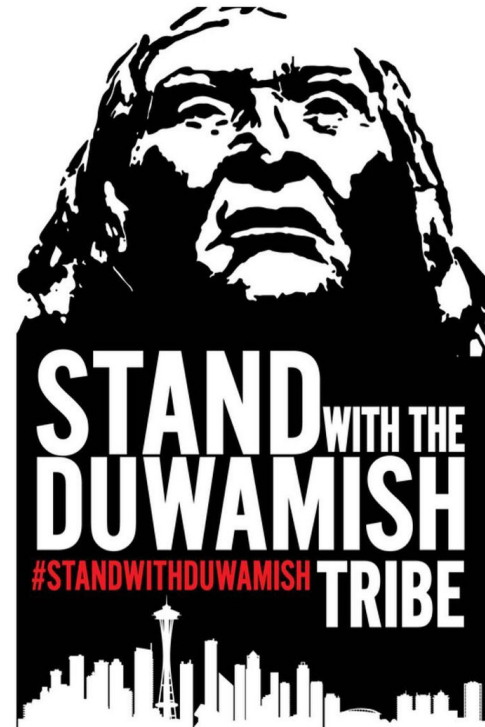
Compass Housing Alliance recognizes that we build housing & provide enhanced shelter programs on land that is the traditional homeland of the Coast Salish peoples.

We recognize Washington's tribal nations and Native organizations who have been the stewards of these lands since time immemorial.

We acknowledge that all Compass locations are on the unceded territory of the Coast Salish tribes, and that many of our programs are on the land of the Duwamish Tribe.

We invite you to learn more about all of the Coast Salish tribes and to participate in the programs Stand With The Duwamish & Real Rent Duwamish.

duwamishtribe.org/stand-with-the-duwamish



Black Lives Matter

We at Compass Housing Alliance grieve the lives of so many Black people lost to systemic injustice.

Black Lives Matter.

Our vision at Compass is one of a world where everyone lives in a safe and caring community. The events of the last year are a stark reminder of how far away we are from realizing that vision.

We have a part to play in responding to this injustice both as individuals and as an organization.

In Seattle and King County, homelessness and housing instability disproportionately affect People of Color. Last year, 31% of the people we served were Black compared to only 6% in the local King County population. This is personal to us, as we see these statistics reflected daily in the very real faces seeking the refuge of our services.

We need to make change.



blacklivesseattle.org

In Memoriam

We have the sad duty to report that our former Executive Director, **Jim Fergin**, has passed.

Jim served as Executive Director of Compass Housing Alliance for years and had a lifetime of service to draw from. He was a minister in Sri Lanka for 19 years, a parish pastor in Mercer Island, and a visitation pastor at St. Luke's Lutheran Church in Bellevue.

Jim leaves behind his five children, wife, six grandchildren, 3 great grandchildren, and a legacy of compassion, kindness, and service to humanity.



Dick Heine was a valued Compass Housing Alliance board member who passed away in August 2021. He was a retired captain of the US Navy and was trained as a civil engineer.

He was an active member of Bethany Lutheran Church and leaves behind his wife, a son, a daughter, a sister, many other lives touched by his life of public service.

It is with a heavy heart we announce that one of our teammates at Shoreline Veteran's Center has passed away, **Rand Johnson**. He has been part of the Compass Housing Alliance family for 14 years.

Being a Veteran himself he was able to build relationships with our residents and brought a calm to his shifts. He will be missed.





**EVERYONE
DESERVES
A HOME**

compasshousingalliance.org

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