

COMPASS HOUSING ALLIANCE

A Division of
Lutheran Community Services Northwest

2025 IMPACT REPORT

A message from our President, Christopher Ross

In 2025, Compass Housing Alliance made significant impacts in the region. Thousands of lives were touched by our work, from the people who came through our emergency shelters to those who live in our supportive housing. What they all have in common: **the opportunity to experience stability as a way of life.**

I am incredibly proud of what we accomplished. 2025 was a year we sharpened our commitment to change the regional landscape for the better. We listened, looked closely at the needs of our communities, and began advancing three significant housing opportunities across Washington: one in Whatcom County, one in King County, and one in Pierce County. Together, these projects represent approximately 500 new affordable homes in our development pipeline over the next five years, serving different populations and responding to the distinct needs of each community.

To me, that is what our future looks like: not simply building housing, but helping build the stability that allows people and communities to thrive. It is part of our commitment to being a backbone of housing stability across the Pacific Northwest.

None of this happens because of one organization or one person. This report celebrates the extraordinary dedication of our staff, the strength of our community and corporate partnerships, and the generosity of our donors and volunteers. You make this work possible, and I am deeply grateful.

Now, as Compass Housing Alliance moves forward as a proud division of Lutheran Community Services Northwest, I see even greater possibilities ahead. Together, we have the opportunity to connect housing with a broader continuum of services, expand our regional impact, and show up for communities in ways neither organization could do alone.

We have much to be proud of, and even more to build together.



Christopher Ross
President

A message from our LCSNW President & COO, Heike Lake

It's a pleasure to introduce myself to you!

I am excited that Compass Housing Alliance is now a Division of Lutheran Community Services Northwest. I truly believe that by joining together, we can reach new heights in providing compassionate care across the region.

I first started in behavioral health at LCSNW's Spokane District 30 years ago. I worked with people who had barriers that kept them from achieving their dreams. Right from the start, I learned that you need to meet people where they are if you want them to trust you and work with you to create and achieve their goals.

I've kept this lesson close to me as I have grown in this profession, and it is one reason why I believe that Compass and LCSNW are such good fits.

We both lead with our hearts.

We have shared values of compassion and stewardship.

The work that we do every day, whether it is in Washington, Oregon, or Idaho, is led by our commitment to helping others help themselves.

Christopher is an amazing partner, and he, along with the rest of the Compass Executive Leadership Team, leads with their values first.

I am excited about this journey together, and I cannot wait to see what we can achieve for this community.



Heike Lake
President & COO
Lutheran Community
Services Northwest

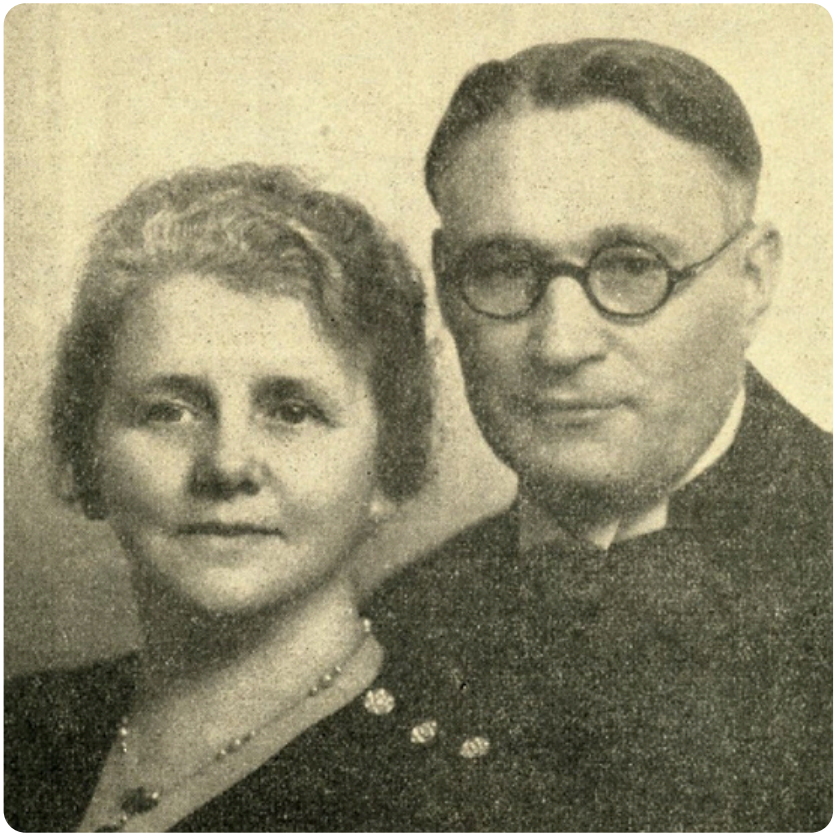
Who We Are

Leading the way for more than 100 years

When Reverend Otto Karlstrom and Alva Karlstrom started the Lutheran Mission Rest and Reading Room in Pioneer Square in 1920, they created a place for unhoused people to get on their feet, get a meal, make social connections, and plan out their next steps while being treated with respect.

Now, more than 100 years later, Compass Housing Alliance provides affordable housing, emergency services, and enhanced emergency shelters, with love, dignity, and respect being the center of all we do.

Everyone Deserves A Home.



Alva and Otto Karlstrom

Our Mission

Compass Housing Alliance develops and provides essential services, shelter, and affordable housing so that everyone in our community has a safe place to call home.

Our Vision

We envision a world in which every person lives in a safe, caring community.

Our Core Values

Love, Compassionate Curiosity, Engaged Workforce, Stewardship, Advocacy, and Community.

Land Acknowledgement

Compass Housing Alliance recognizes that we build housing and provide enhanced shelter programs on land that is not ours. We acknowledge that all Compass locations are on the unceded territory of the Coast Salish Tribes, who have cared for this land since time immemorial.



It is our honor to be a home for families and individuals.

What We Do

Compass Housing Alliance provides emergency services, emergency shelter, and affordable housing in the Puget Sound region. In 2025, Compass touched the lives of more than 8,000 people through all our services and housing.

Emergency Services at the Compass Center

- Day Center with access to healthcare, meals, and housing navigation
- Hygiene Center with access to showers and laundry
- Case management support and shelter referrals
- Mail Center with free mail service and address

Enhanced Emergency Shelter

- Three 24/7 enhanced shelters
- Individual spaces with lockable storage
- Focused on finding permanent housing for our guests
- Person-centered case management



Shelter Nights
99,596



Showers Provided
47,549



Laundry Loads
9,419



Mail Pieces Processed
127,447



Mail Customers Per Month
3,761



Meals Served
121,224

Affordable and Supportive Housing

As a leading developer of affordable housing in the Puget Sound region, Compass Housing Alliance works with local governments and partner agencies to find innovative housing solutions that serve everyone.

We build and maintain affordable housing because too many individuals, Veterans, and families are priced out of safe, dignified homes. We provide independent living for seniors, supportive housing for people experiencing homelessness, supportive and culturally inclusive housing for Veterans, and affordable apartments for low-income and working-class households.

> Compass meets you where you are. Then they help you find your direction. - *Terry, resident*



Residents of Compass on Dexter, one of our affordable communities for families and individuals, celebrate our selection as a Seahawks Spirit of 12 partner for a third season.

What We Do

From Shoreline to Auburn

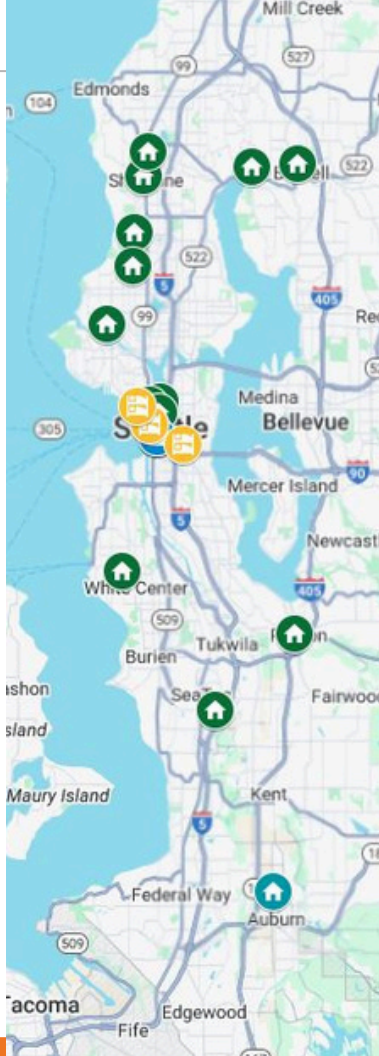
Compass offers a wide variety of housing programs, ranging from townhomes to apartment buildings, spanning from Shoreline to Auburn. We also provide wrap-around services such as Life Skills, Physical Health/Medical Support, and access to Mental Health Support. We actively work with our residents to address issues both preventatively and reactively.

Total Units of Housing
684

Physical Health and Medical Support
2,520 connections

Mental Health Support
1,415 connections

Life Skills Support
3,222 connections




Living here at Compass has given me a real community. We care for each other and look out for one another.
- Cynthia, resident

Who We Serve

“I found myself again after I took a chance at Compass.”

At Compass, we stand alongside our guests and residents, no matter what sort of walking shoes they put on in this life. People just like Donna.

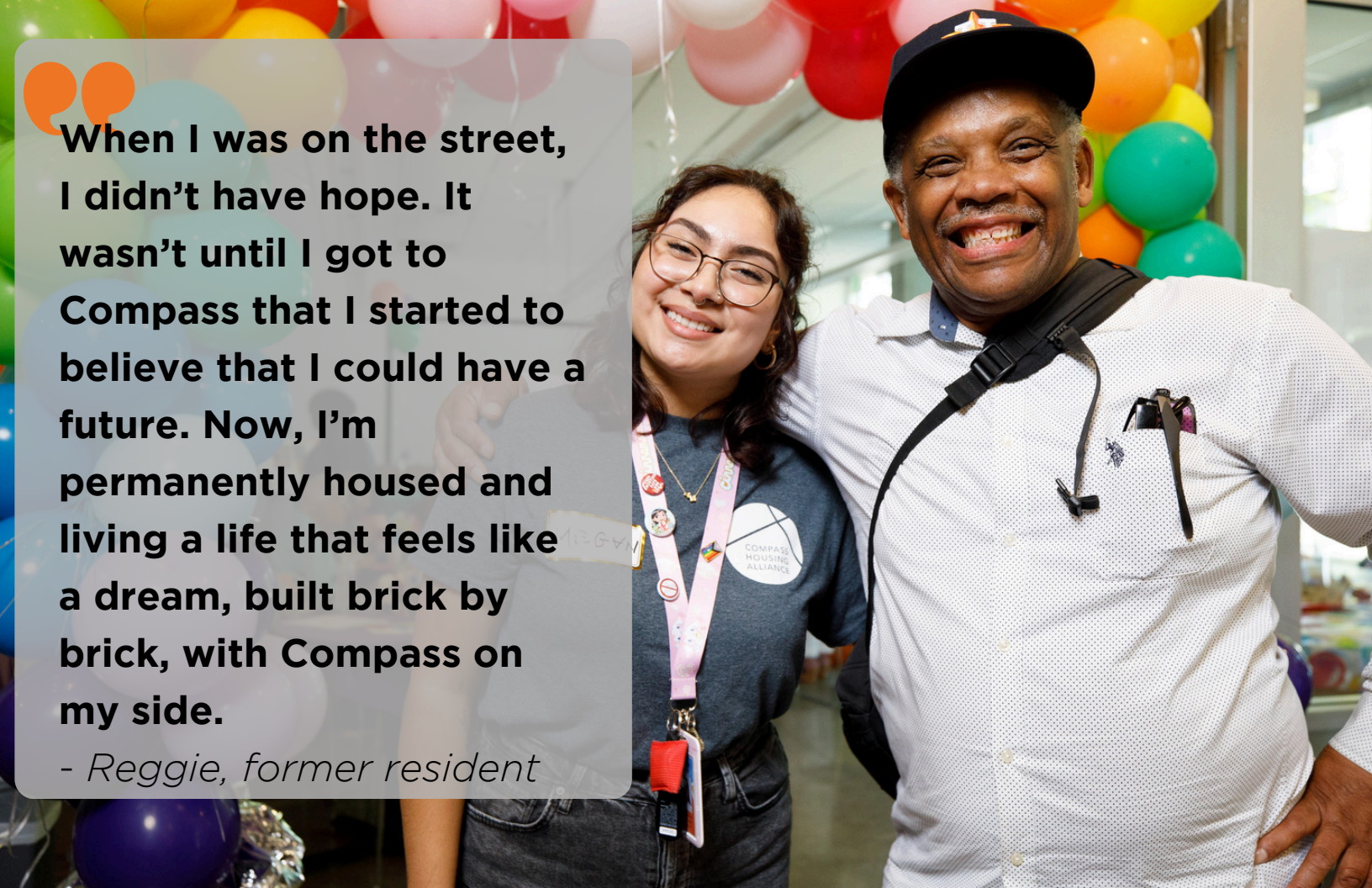
Donna had been living on the streets for more than a decade.

She fluctuated between tents, shelters, and the occasional car if she could swing it. She learned lessons living unsheltered. Like learning to close her heart and be hard. She learned to get small. **Living outside sapped her of her true nature: a loving, caring person.**

She found her way to Compass through the grapevine. People were saying there was a new place in Auburn that worked with you. It was an apartment in a former hotel that would allow her a locked door and privacy, something she hadn’t had in years.

At first, she kept to herself, locking her door. She sometimes went back outside, staying the night unsheltered. She couldn’t quite believe that she didn’t have to be the person she had grown into over the past ten years. But with patience, caring, and understanding, Compass staff walked alongside her, and Donna started opening up.

Donna stopped going back outside, formed friendships within her community at Don’s Place, and remembered who she was - a loving, caring person.



When I was on the street, I didn't have hope. It wasn't until I got to Compass that I started to believe that I could have a future. Now, I'm permanently housed and living a life that feels like a dream, built brick by brick, with Compass on my side.

- Reggie, former resident

Why We Do This

Homelessness is Still a Housing Problem

We believe in the inherent dignity of every person in our community. No matter one's background, life experiences, systemic challenges, or unfortunate events, everyone is valuable. Everyone is important. Everyone should be able to write their own story. And that story starts with a solid foundation, a place to call home.

Homelessness is an experience brought about by a primary, significant factor - the lack of affordable housing. At Compass, we are producing solutions by providing enhanced emergency shelters to get people stabilized, emergency services to allow people dignity, and building and maintaining affordable, supportive housing to eradicate the main problem of experiencing homelessness: not having a home.

Brian Goldstone, Pulitzer Prize-winning author of *There Is No Place For Us* and friend of Compass, summed it up in a presentation to Compass staff. **"There are millions of people across this country who are working and working and working some more, and it's not enough. Forget about getting rich, forget about being a homeowner; they are working and working, and it is not enough to secure a roof over their head. We call them 'working homeless.' It goes against everything we are supposed to stand for. The problem is not enough affordable housing."**

We do this work because everyone deserves a home. Everyone deserves dignity. Everyone deserves the opportunity to live the life that they want, regardless of their economic background, health, education, race, ethnicity, country of origin, gender, or anything else. We do this work because it is the right thing to do.

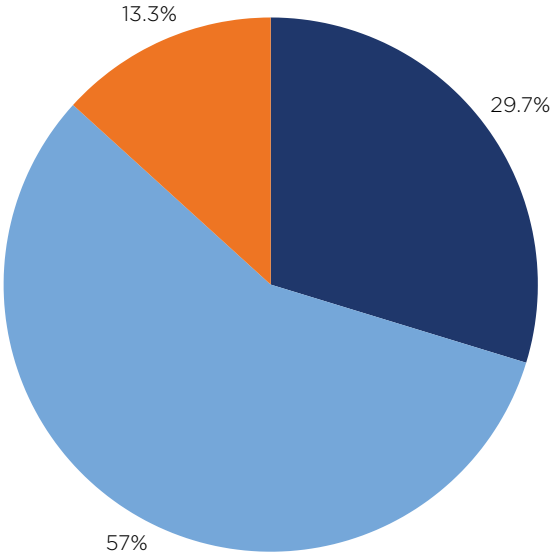


Brian Goldstone, journalist, anthropologist, and Pulitzer Prize-winning author spoke with Compass during the press and media tour for his book.

Finances

Revenue

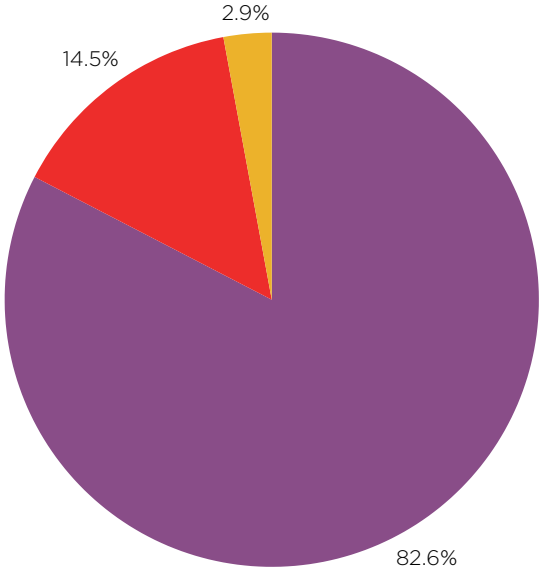
$28,274,572



- Government Grants
- Rent & Fees
- Contributions

Expenses

$27,278,019



- Programs
- Administration
- Fundraising

Supporter Spotlight

For decades, *Dick's* Drive-In has been one of Compass's most dedicated partners.



Dick's CEO Jasmine Donovan (left) and Mary Hillman, a longtime Compass supporter from a Veteran family, help Compass unfurl a giant U.S. flag at a Seahawks pre-game ceremony.

Their support reaches across all of our work, helping people throughout our community find stability and a place to call home.

"Investing in the communities we serve has been a core principle of *Dick's* Drive-In since our founders opened our first location in 1954," says Jasmine Donovan, President and CEO of *Dick's* Drive-In.

That commitment to service goes back to the very beginning. The company's three founders, Dick Spady, Warren Ghormley, and Dr. Thomas, were all military Veterans. Today the company is led by Jasmine Donovan, Spady's granddaughter and a Veteran herself.

Veterans Day week holds special meaning for *Dick's*. Each year, the company offers a free meal to Veterans and active-duty military, and its RoundUp for Charity invites customers to support Compass's Veteran housing programs.

Last November, in honor of Veterans Day, Jasmine joined Compass supporters and staff at Lumen Field for the pre-game flag ceremony with the Seattle Seahawks and Boeing.

"Knowing that our founders were Veterans, our support for Compass is deeply personal. We are proud to honor that legacy by standing with those who have served, ensuring they have the support and housing they deserve," Jasmine says. "We look forward to continuing our partnership with Compass for many years to come."

More than 70 years after Dick Spady and his partners opened their first stand, their spirit of service is still sheltering, feeding, and supporting our community. Thank you, *Dick's*, for your continued partnership.

For Paula Skartland, financially supporting Compass Housing Alliance is at once an extension of her family's legacy as well as a commitment that speaks to her family's values. Her father, Rev. Nyer Urness, was known throughout Seattle for his ministry on the streets, walking alongside people experiencing homelessness and treating them with dignity and compassion. "It was in his nature to have a heart for people who are struggling, marginalized, and unseen," Paula reflects. "From an early age, he nurtured empathy and the ability to build genuine relationships."

Growing up as a pastor's daughter, Paula recalls how her father's values infused her daily life. Her family often shared meals with people experiencing hardship or volunteered together at soup kitchens. "These were not abstract 'issues,'" she remembers. "We came to know people on the margins as real individuals, and I learned that each of us can do something to help."

Paula sees that same spirit alive at Compass Housing Alliance today. "What stands out to me is the thoughtfulness and heart of the people at Compass," she says.

"They pay attention to what's happening in Seattle and respond in ways that are both compassionate and practical—whether it's affordable housing or other evolving needs."



Paula (Urness) Skartland and her husband, John, have been Compass supporters for years.

When asked what gives her hope for the future, Paula is clear: "Don't lose faith. Every individual can get help to shape the rest of their lives. We know how to solve hard problems in Seattle. Together, we can find better ways to benefit people who need our help."

Paula believes her father would be proud of Compass Housing Alliance's continued dedication: "He would often say, 'It's tough out there,' but he would take comfort knowing Compass is still here, innovating while staying true to its mission."

Through her generous annual support, Paula helps ensure that her father's legacy lives on—strengthening a community so that everyone can have a place that they can call home.

Get Involved

Partnering for Impact

Corporate partners play a vital role in Compass's work, helping us expand services and deepen our community impact. Businesses and employee groups from across the region showed up for our mission in powerful ways, including:

- Sponsorships & Grants
- Workplace Giving & Corporate Matching
- Employee Volunteering
- Pro-Bono Professional Services
- Featured Sports Partnerships

Learn more about how your organization can get involved with Compass by reaching out to *info@compasshousingalliance.org.*



A Boeing volunteer and Compass staff assemble bookshelves for the new Veterans library at Blaine Center, funded in part by King County Councilmember Jorge L. Barón's office.

Thank you to these and all our generous partners!

- Allen Family Philanthropies
- Amazon
- The Boeing Company
- Bristol Myers Squibb
- *Dick's* Drive-In Restaurants
- Fireside Home Solutions
- Google
- Liberty Mutual Foundation
- Microsoft
- Muckelshoot Indian Tribe
- Papa John's Foundation
- Seattle Kraken/One Roof Foundation
- Seattle Seahawks
- Slalom

Get Involved

You Can Make a Real Difference

At Compass, we are strong believers in building community both within all our services, housing, AND in the larger community of our neighbors and people just like you.

Donate

- Give a one-time gift
- Give a monthly gift
- In-Kind Items or services
- Donor-Advised Fund
- Stocks & Securities
- Legacy Gift
- Donate land
- Donate a vehicle

bit.ly/supportcompasstoday

Volunteer

- Individual volunteer opportunities
- Group and Corporate volunteering
- Decorate for the holidays
- Run a donation drive
- Prepare and serve a meal

bit.ly/volunteercompass

> I give back to my community by volunteering with Compass. It also gives back to me. I've learned so much!
> - *Katherine, volunteer*

In Memoriam

Too many of our neighbors are still dying outside due to complications of homelessness. We have a list of people who passed away from December 2024 to December 2025, and we share it on our website.





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