

# WCHCS HOUSING PROGRAM

## Quarterly Report Quarter 4, 2025

### Contents

Executive Summary .....	2
Background .....	3
Performance Measures and Outcomes .....	3
Consolidated Homeless Grant (CHG) State Benchmarks .....	3
Quarterly Outcomes and Outputs for County-Funded Partners .....	3
Table 1: Household Exits to Permanent Housing Destinations or Retention of Permanent Housing by Intervention Type .....	3
Table 2: Number of Households Served with Whatcom County Funding by Intervention Type .....	4
Table 3: Rental Assistance and Motel Funding Distributed Quarterly .....	4
Table 4: Number of Eligible Households in Housing Pool waiting at end of each Reporting Quarter (by Intervention Needed) .....	4
Table 5: Characteristics of Households Seeking Housing Assistance (Number of Households, may include duplicates who fit more than one category) .....	5
Table 6: Housing Pool Entries and Exits .....	6
Table 7: Housing and Homelessness Contract Status (as of 12/31/2025) .....	7
Additional Updates for Quarter 4, 2025 .....	9
Glossary .....	10
Contact .....	11

## Executive Summary

The homeless crisis response system in Whatcom County consists of capable nonprofits and dedicated staff, yet remains unable to perform at the scale necessary to meet our community's enormous need for services. More than 1,000 homeless households have sought services and completed intakes over the last 12 months. This has increased the long queue of households waiting for services to nearly 800 households. New requests for assistance outpace the system's ability to respond. 72 households were referred for new service enrollments in the fourth quarter of 2025, this number is about one third of the number of households who were seeking services over the same timeframe and less than 10% of the number who were waiting for referrals to permanent housing projects on the last day of the quarter.

The housing program's four key intervention types, Emergency Shelter, Homelessness Prevention, Rapid Rehousing, and Permanent Supportive Housing had capacity to serve a total of 704 Whatcom County households over the most recent quarter. This number includes households who may have engaged in more than one intervention type who are double-counted in this data set (for example, a referral into an Emergency Shelter program and then a referral into a Permanent Supportive Housing program would count twice), and households who may have started or concluded their service during the time period.

Administratively, Quarter 4 saw meaningful progress on several projects important to the housing program. The year-long process to develop a new homeless housing plan culminated in unanimous approval from County Council in December. Another notable accomplishment was the successful launch of this year's severe weather shelter, which saw its first activation in late November.

## Background

During Quarter 4 of 2025, WCHCS housing program staff actively managed 30 contracts and initiated a facility lease for the severe weather shelter site. The program served a continuum of housing stability needs, including the following program types:

- Outreach services for unsheltered or otherwise vulnerable individuals,
- Long-term supportive services for people with disabilities in subsidized housing,
- Financial and social support for households at-risk of becoming homeless,
- Financial and social support for households re-entering the private housing market from homelessness,
- Overnight and day-time shelter to provide safety and support while pursuing housing stability

## Performance Measures and Outcomes

### Consolidated Homeless Grant (CHG) State Benchmarks

The Consolidated Homeless Grant (CHG) is a recurring grant from the Washington State Department of Commerce that provides resources to fund homeless crisis response systems across the state. Recipients of these funds establish and oversee housing assistance programs to support local governments and organizations in reducing homelessness in their communities. The Washington State Department of Commerce sets target benchmarks for CHG recipients including rates of positive exits and housing retention for key interventions. The benchmarks below cannot account for the unique challenges or advantages present in each county of the state, but are useful to guide general performance expectations for the work funded by WCHCS.

- Emergency Shelter (ES) = 50% exits to permanent housing
- Rapid Re-Housing (RRH) = 80% exits to permanent housing
- Permanent Supportive Housing (PSH) = 95% retention or exits to permanent housing

### Quarterly Outcomes and Outputs for County-Funded Partners

Table 1: Household Exits to Permanent Housing Destinations or Retention of Permanent Housing by Intervention Type

	Target	Q4 2024	Q1 2025	Q2 2025	Q3 2025	Q4 2025
<b>Emergency Shelter exits to permanent housing (does not include hotel/motel stays)</b>	50%	33%	68%	43%	27%	48%
<b>Rapid Rehousing exits to permanent housing**</b>	80%	74%	78%	74%	82%	83%
<b>Permanent Supportive Housing retention (quarterly)</b>	95%	96%	94%	93%	99%	97%

Source: Local agency data (only includes county funded projects) sent to WCHCS and/or uploaded to Homeless Management Information System database.

\*\*These numbers were revised for Q3 2025 to correct an error in previous reporting

Housing exit data meets performance expectations. Rapid Rehousing and Permanent Supportive Housing show consistency over time, while Emergency Shelter has been more variable over time. This may be attributable to a smaller number of units dedicated to Emergency Shelter in our system, but is worthy of further attention.

Table 2: Number of Households Served with Whatcom County Funding by Intervention Type

	Q4 2024	Q1 2025	Q2 2025	Q3 2025	Q4 2025
<b>Emergency Shelter (includes motel stays)</b>	131	403	106	98	114
<b>Eviction Prevention (not including Healthy Children's Fund)</b>	90	92	108	145	140
<b>Rapid Rehousing</b>	140	150	119	168	169
<b>Permanent Supportive Housing</b>	264	266	268	278	286

\*The Emergency Shelter numbers are typically higher in winter due to increased capacity and high turnover at the severe weather shelter. Severe weather shelter is not yet available for Q4 2025, but will be updated in the next report. Excluding temporary seasonal shelter expansions, Permanent Supportive Housing continues to serve the greatest number of households each quarter.

Table 3: Rental Assistance and Motel Funding Distributed Quarterly

	Q4 2024	Q1 2025	Q2 2025	Q3 2025	Q4 2025
Rental Assistance / Motel Funding Distributed	\$1,099,528	\$816,693	\$1,039,851	\$676,660	\$1,049,589

Rental assistance makes up a significant portion of program funding, and includes motel rent, homelessness/eviction prevention programs, and rental assistance used as a component of Rapid Rehousing programs. The majority of this category is for monthly rent and motel costs, but it also includes utility payments, security deposits, and other administrative fees charged by landlords.

Table 4: Number of Eligible Households in Housing Pool waiting at end of each Reporting Quarter (by Intervention Needed)

	Q4 2024 Households	Q1 2025 Households	Q2 2025 Households	Q3 2025 Households	Q4 2025 Households	Q4 2025 Individuals
<b>PSH or Housing with Services</b>	457	511	591	619	636	890
<b>Rapid Rehousing</b>	186	166	137	164	155	368
<b>Not Yet Assessed</b>	18	27	8	5	5	10
<b>Deposit Assistance</b>	7	6	5	0	0	0
<b>Total Seeking Services</b>	757	710	741	788	796	1,268

The number of households seeking service shows small variation from quarter to quarter as a whole. The number of households in need of Permanent Supportive Housing increased steadily over the last twelve months and remains the most needed intervention. Compared to Q4 of 2024, there are about 40% more households needing this intervention. The number seeking Rapid Rehousing is the second largest group and also had an uptick since the previous quarter, although it remains below Quarter 4 from a year ago (2024). The number of households awaiting assessments has remained low for the past few quarters, showing greater administrative strength and quicker processing of intakes. Total number of households waiting for services in Q4 of 2025 was higher than it has been in the last year.

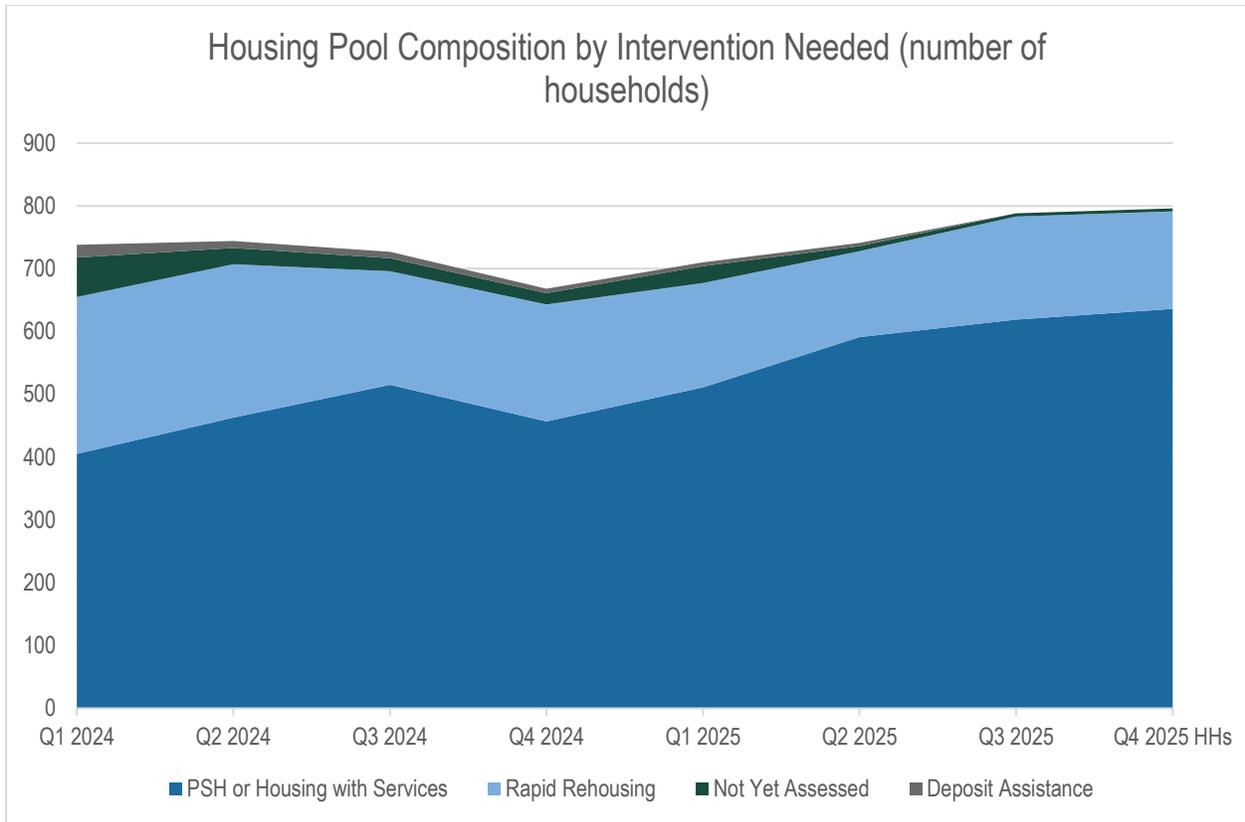
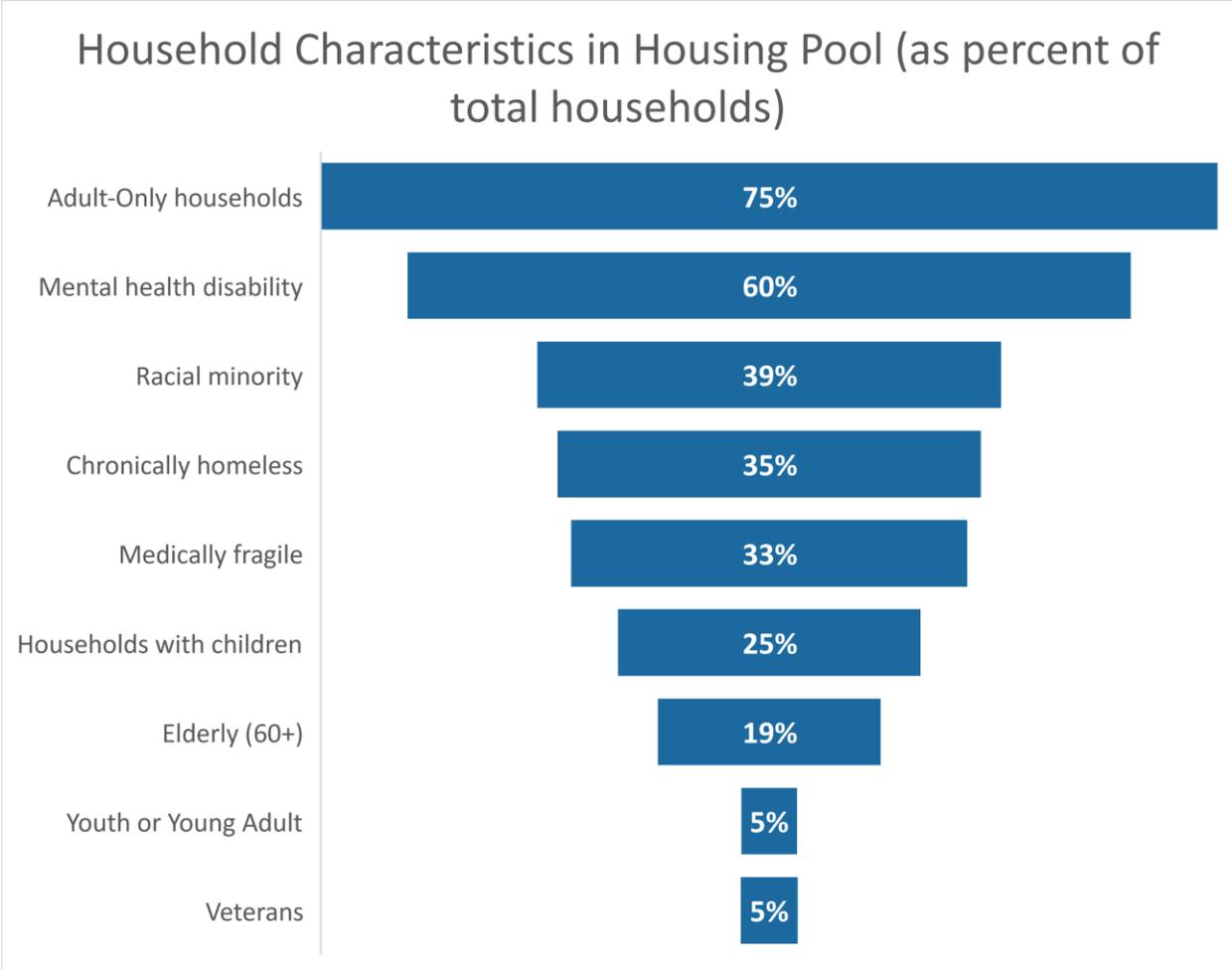


Table 5: Characteristics of Households Seeking Housing Assistance (Number of Households, may include duplicates who fit more than one category)

	Q4 2024 Households	Q1 2025 Households	Q2 2025 Households	Q3 2025 Households	Q4 2025 Households	Q4 2025 *Individuals
<b>Adult-only households</b>	562	514	561	593	595	634
<b>Mental health disability</b>	514	457	470	494	480	698
<b>Racial minority</b>	300	300	273	311	308	568
<b>Chronically homeless</b>	304	275	304	300	281	380
<b>Medically fragile</b>	214	215	228	269	263	326
<b>Households with children</b>	195	196	180	195	201	634
<b>Elderly (60+)</b>	110	103	113	134	148	157
<b>Youth or Young Adult</b>	64	48	49	54	37	65
<b>Veterans</b>	34	25	30	29	38	48

\*The number of people shown reflects the members of these households, but does not necessarily indicate that every individual identifies with these categories.

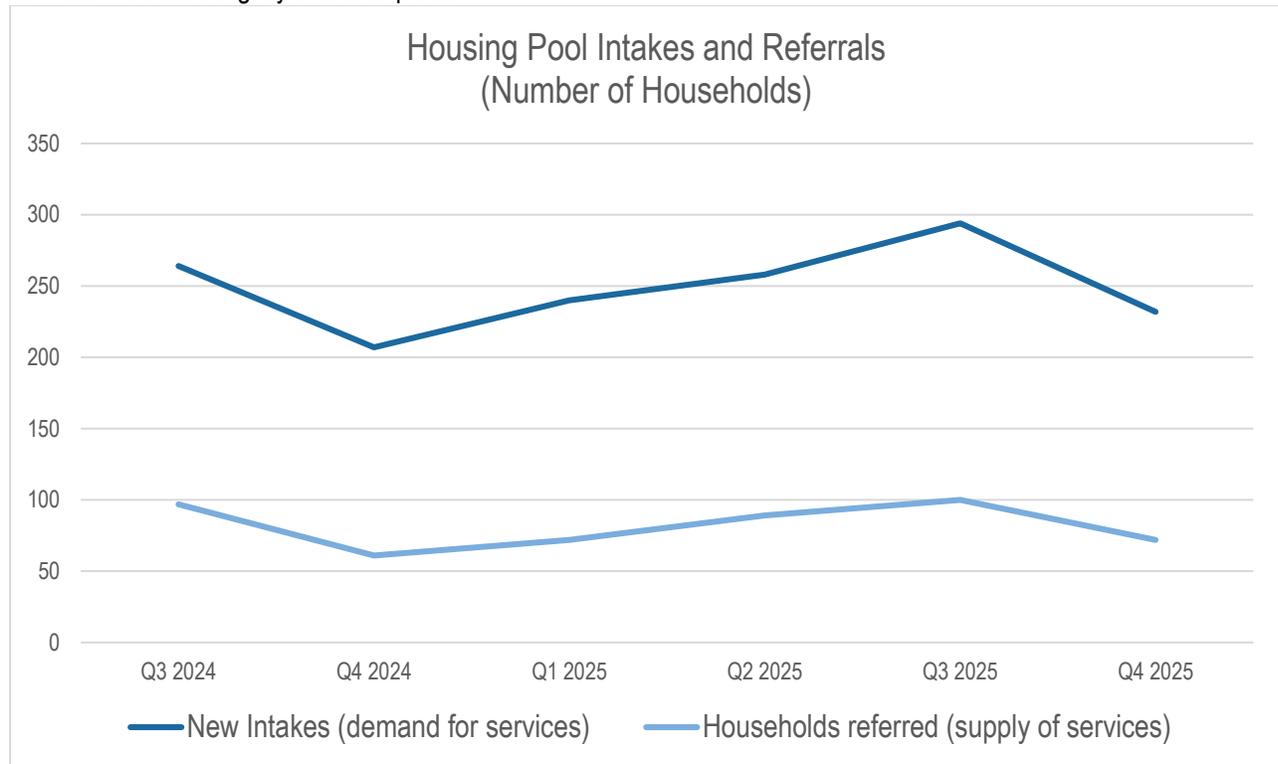


The Housing Pool includes basic demographic information about local households seeking services. Many households identify with several of the above characteristics that describe their overlapping identities and barriers to housing stability. Households comprised of only adults were consistently the largest subpopulation within the Housing Pool, followed by households that included a member with a mental health disability. The third and fourth most common characteristics were chronically homeless households (those that include a person who has experienced 12+ cumulative months of homelessness and are also impacted by a disability in their household) and households that include a person from a racial/ethnic minority. Medically fragile households and households with children remained relatively stable, but elderly households (60 years and older) increased in Q4 to nearly 150 households. This rise in the number of elderly households amounts to an increase of 30% in just half a year. The number of youth and young adult households decreased modestly from the previous quarter, while veteran homelessness has stabilized with between 25 and 40 households for each of the last seven quarters.

Table 6: Housing Pool Entries and Exits

	Q4 2024	Q1 2025	Q2 2025	Q3 2025	Q4 2025
<b>New Intakes (households added)</b>	207	239	257	294	235
<b>Households referred to available projects</b>	61	72	89	100	72
<b>Difference between intakes and referrals</b>	146	167	170	194	160
<b>Households in Housing Pool last day of Quarter</b>	757	710	741	788	796

Intakes into housing pool continued to outpace available housing programs. The number of households waiting for services increased slightly over the quarter.



The chart above shows the gap between the housing system’s ability to serve homeless households (household referrals resulting from program availabilities) and system demand (new intakes of eligible homeless households seeking services). The relatively consistent number of households in the housing pool (Table 6, above) is the result of households being removed from the housing pool without referrals due to loss of eligibility, self-resolution of their housing crisis, leaving the area, death, or otherwise discontinuing contact with the referral system. Additionally, some households are referred to continuous-stay Emergency Shelters, but remain in the Housing Pool until housed.

**Table 7: Housing and Homelessness Contract Status (as of 12/31/2025)**

Note: Many of the below contracts are subject to seasonal variability and other limitations that contribute to inconsistent spending levels from quarter to quarter. The information below reflects the funds spent and contract terms as of the end of December.

Contract	Contract term (months)	Months Remaining	Contract Amount	Total Billed	Total Remaining	Percent Remaining
CCS Francis Place PSH	12	0	\$277,723	\$239,388	\$38,335	14%
DVSAS Safe Emergency Shelter	12	6	\$131,052	\$64,033	\$67,019	51%
Ferndale Community Services - Severe Weather Shelter '24-'25	12	6	\$145,993	\$50,808	\$95,185	65%

<b>Contract</b>	<b>Contract term (months)</b>	<b>Months Remaining</b>	<b>Contract Amount</b>	<b>Total Billed</b>	<b>Total Remaining</b>	<b>Percent Remaining</b>
Ferndale Community Services – Community Resource Center & Outreach Services	12	0	\$500,643	\$447,199	\$53,444	11%
Ferndale Community Services Thriving Families (Healthy Children’s Fund)	12	0	\$376,416	\$274,632	\$101,784	27%
Lake Whatcom Center Community Leasing Scattered Site PSH	12	0	\$49,467	\$49,467	\$0	0%
Lutheran Community Services - SWS Facility Support	5	3	\$21,768	\$7,801	\$13,967	64%
Lutheran Community Services - SWS Facility Lease	5	3	\$66,455	\$39,873	\$26,582	40%
Lydia Place Emergency Shelter	12	6	\$436,352	\$120,098	\$316,254	72%
Lydia Place Rapid Rehousing and DVSAS on-site housing services	12	6	\$473,162	\$255,226	\$217,936	46%
Lydia Place Permanent Housing Program	12	6	\$258,976	\$148,566	\$110,410	43%
Lydia Place Chronically Homeless Families PSH	12	6	\$50,000	\$14,060	\$35,940	72%
Lydia Place Healthy Children’s Fund	12	0	\$1,155,524	\$704,297	\$451,227	39%
Mercy Housing Stability & Healthy Children’s Fund Services	12	0	\$240,870	\$227,052	\$13,818	6%
NWYS Street Outreach	6	0	\$75,000	\$59,858	\$15,142	20%
NWYS Case Management	6	0	\$198,565	\$185,132	\$13,433	7%
NWYS Ground Floor Day Center	6	0	\$85,000	\$85,000	\$0	0%
NWYS PAD Shelter for Minors	6	0	\$70,000	\$70,000	\$0	0%
OC 22 North PSH	12	0	\$648,568	\$598,296	\$50,272	8%
OC Access ID	12	0	\$45,803	\$45,803	\$0	0%
OC Case Management	12	6	\$2,007,866	\$916,279	\$1,091,587	54%
OC HEN (Housing & Essential Needs)	12	6	\$2,611,906	\$1,182,136	\$1,429,771	55%
OC WHSC Rental Assistance	24	18	\$6,819,926	\$1,164,826	\$5,655,100	83%
OC WHSC Coordinated Entry	12	6	\$544,577	\$281,765	\$262,812	48%
OC Community Leasing Scattered Site PSH	12	0	\$428,074	\$408,720	\$19,354	5%
OC Severe Weather Shelter Volunteer Coord	12	4	\$32,000	\$18,390	\$13,610	43%
Pioneer City Gate Apts. PSH	12	0	\$670,010	\$631,987	\$38,023	6%

<b>Contract</b>	<b>Contract term (months)</b>	<b>Months Remaining</b>	<b>Contract Amount</b>	<b>Total Billed</b>	<b>Total Remaining</b>	<b>Percent Remaining</b>
Sean Humphrey House PSH for people with HIV/AIDS	12	0	\$59,000	\$45,851	\$13,149	22%
Sun House (Emergency Shelter)	12	0	\$640,070	\$640,070	\$0	0%
Whatcom Dispute Resolution Center Housing Mediation Service	12	0	\$71,759	\$71,759	\$0	0%
YWCA Combined Operations for Shelter and PSH	12	6	\$910,503	\$433,217	\$477,286	52%

**Additional Updates for Quarter 4, 2025**

*Severe Weather Shelter*

Housing program staff completed training regiments for newly hired staff to safely operate the severe weather shelter operations and conducted training into the month of October. Mild weather in November and December resulted in only six nights of activation in Q4 but helped prepare the staff for longer activations in early 2026.

*Capital Projects*

Two projects with funding derived from RFP 23-88 are receiving ongoing support:

- Domestic Violence and Sexual Assault Services is receiving rehabilitation support for two of their safe shelters for survivors of domestic violence. Structural analysis has determined that more extensive repairs will be necessary.
- Lydia Place is working through a county-supported renovation process to create a new Permanent Supportive Housing unit for large families exiting homelessness.

*Budget Forecast for 2026 and 2027*

Housing program staff created a budget for 2026 contracts with modest reductions to the overall program in order to balance operational costs with updated revenues and promote sustainability. Raising costs of services and rental units is putting strain on current contracts and will likely lead to decreased services beginning in the second half of 2026. A request for proposals is planned for late Spring to generate new applications and new contracts for 2027.

*Contract Updates*

No significant changes are being considered to existing contracts in early 2026.

## Glossary

### **Coordinated Entry**

A coordinated entry system assesses households in need of housing services to determine each household's urgency of need as well as the intervention type that would be most appropriate. The coordinated entry system refers households from the Housing Pool to fill project vacancies as they occur. The system links individual households with partner agencies who provide direct services for those clients.

### **Diversion**

Assistance for people seeking shelter or other services by helping them identify immediate alternate housing arrangements and, if necessary, connecting them with services and providing one-time financial assistance to help them return to permanent housing.

### **Emergency Shelter**

Short-term, temporary housing for people experiencing homelessness (drop-in night-by-night or continuous stay). May serve general population of adults or a specific subpopulation(s).

### **Eviction Prevention**

Assistance for households who are at risk of homelessness to maintain or obtain stable housing and avoid homelessness. May include arrears, rental assistance, and supportive services to promote stability.

### **Housing Pool**

Registry of clients who are eligible and waiting for housing services. This registry is drawn upon to issue referrals for housing programs based on client needs and available resources instead of a first come, first served basis.

### **Housing with Services (HwS)**

Housing with services in an intervention similar to PSH but that does not require a disability as criteria for eligibility. Households enrolled in HwS projects are expected to be matched with long-term subsidies to permanently reduce the household's rent costs and with supportive services to help maintain stability.

### **HMIS**

HMIS is a local information technology system used to collect client-level data and data on the provision of housing and services to individuals and families at risk of and experiencing homelessness.

### **Permanent Supportive Housing**

A long-term evidence-based best practice housing solution for vulnerable families and individuals with persistent challenges to stable housing. At least one member (adult or child) in the household must be living with a disability. This intervention pairs a rental subsidy with case management to support long-term stability and increase wellbeing of the household.

### **Rapid Rehousing**

A best practice housing solution for homeless families and individuals to regain stable housing through short- to medium-term rental assistance paired with case management.

### **Transitional Housing**

Transitional Housing (TH) provides temporary housing with supportive services to individuals and families experiencing homelessness with the goal of interim stability and support to successfully move to and maintain permanent housing. TH projects can cover housing costs and accompanying supportive services for program participants for up to 24 months.

## Contact

**Chris D'Onofrio, Housing Program Supervisor**

[cdonofrio@co.whatcom.wa.us](mailto:cdonofrio@co.whatcom.wa.us)

360-778-6049

**Ashley Geleynse, Housing Program Specialist**

[ageleyns@co.whatcom.wa.us](mailto:ageleyns@co.whatcom.wa.us)

360-778-6066

**Michaela Mandala, Housing Program Specialist**

[mmandala@co.whatcom.wa.us](mailto:mmandala@co.whatcom.wa.us)

360-927-6383

**Janie Oliphant, Housing Program Specialist**

[joliphan@co.whatcom.wa.us](mailto:joliphan@co.whatcom.wa.us)

360-778-6181