

ANNUAL REPORT 2018-2019

**Shelter
Association**

OF WASHTENAW COUNTY



Ending Homelessness One Person at a Time

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FROM THE BOARD PRESIDENT

Once again, I am sharing our Annual report with you our donors. Your generosity throughout the last year has allowed the Shelter staff to continue their work of ending homelessness one person at a time.

This year marked the kick-off to our medical recuperative care program which provides homeless individuals, newly discharged from the hospital, a place to recover while they received medical supervision. Shelter staff once more rose to the occasion to provide care to these vulnerable adults. Individuals are housed and heal while case managers work with them to obtain permanent housing and thereby avoid expensive re-hospitalization.

Next year we look to continued development of the medical recuperative care program as well as facing the perennial challenge of loss of funding from our government sources. I am proud to be part of the Shelter organization, the Board and a generous community that values service to our most vulnerable community members with kindness and compassion.

Very Truly Yours,



Elizabeth S. Graziano
Board President, SAWC



You Give. We Serve. Lives Change

FROM THE EXECUTIVE DIRECTOR

Dear Friends,

Over the last year, my personal motto has been “Never Give Up!” It’s been a driving force in pushing our work forward as we end homelessness in our community. It starts with us never giving up on those needing a warm place to stay while seeking help getting back into a safe, permanent residence. It is responsible for housing a record 266 people in this past year!

This motto was at the center of our tireless work to build community support around meeting the increasing medical needs of those who find themselves in the traumatic circumstance of being discharged from a hospital with no place to rest and recover. Local and state-wide foundations, corporations, and the incredibly generous support of individuals who care so much for their Washtenaw County neighbors rallied together to help launch our six bed medical Recuperative Care Center onsite at the Delonis Center in August.

Lastly, this motto lived in one particular champion who has inspired me over the last year. Kim, our Facilities and Volunteer Coordinator has been on an incredible journey of perseverance and strength over adversity. Kim has valiantly fought through a difficult cancer diagnosis that left her frail and weak while undergoing chemotherapy. Physically unable to perform some of the duties she used to, Kim refused to let anything crush her spirit and determination. She continued to work throughout her treatment while caring for a brother, daughter, and granddaughter at home, and even working a part-time job at another shelter. She refused to give up on her important work to supply our staff and guests with needed supplies and to inspire purpose in countless volunteers walking through our doors. After a brief leave of absence, Kim returned to drastically expand our volunteer program. I’m so excited to see what she’ll do during this next year as she continues to inspire HOPE and PROMISE in all that she meets!

Over this next year, our new team motto is to ‘Consult Your Hopes and Dreams’. As a core agency value, instilling HOPE in others, is paramount to our work. Hope is the engine that drives the locomotion at The Delonis Center. Our job is not just to house people, but walk alongside them in their journey from homeless to housing, their journey from hopeless to hopeful. Over this next year we’ll be asking all of our clients to consult their hopes and dreams!

Sincerely,



Dan Kelly, MSW, Executive Director



MESSAGE FROM THE TREASURER

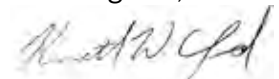
As Board Treasurer and Chair of the Finance Committee, I would like to add my “thank you” to those expressed by our Board President and Executive Director to all of our donors. We appreciate your continuing support, without which we could not be successful.



The Shelter’s executive management team of Dan Kelly, Executive Director, Sarah Paspal-Jasinski, Development Director, and Ken Lessnau, Finance Director, have done an excellent job of fund raising, maintaining important relationships with donors and the community, initiating new programs for the benefit of the less fortunate individuals that we serve, and controlling the costs of operating the Shelter. Our executive management team, along with all of our other dedicated staff members, face significant challenges on a regular basis, and I could not be more proud of the job they do.

This year we, again, achieved our financial and human servicing goals, but only because of the generous support of our loyal donors. With your continuing financial support, our staff and our Board are committed to achieving our stated mission of “ending homelessness one person at a time.”

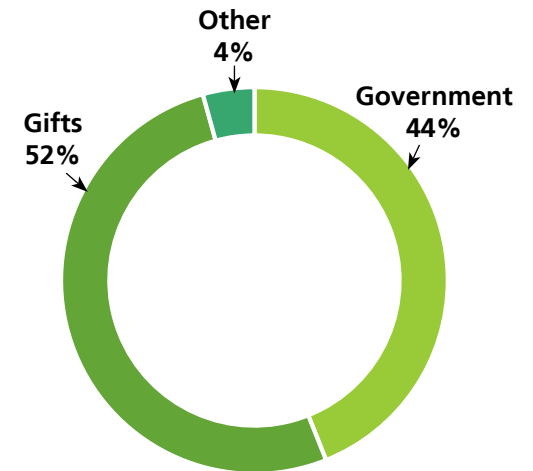
Best Regards,



Kenneth W. Crawford
Shelter Association Treasurer

REVENUE

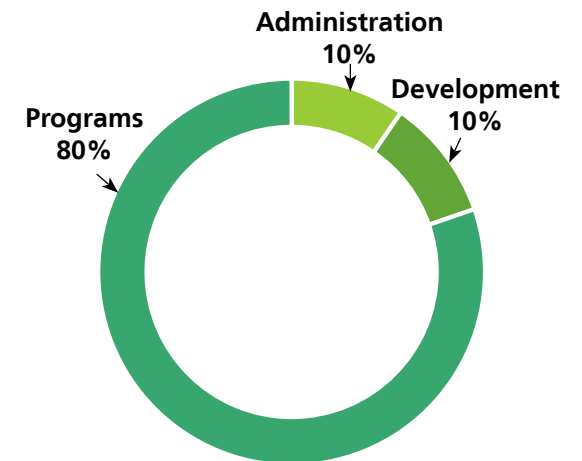
Government	\$1,076,770
Gifts	\$1,267,336
Other	\$ 105,395
Total Revenue	\$2,449,501



■ Government ■ Gifts ■ Other

EXPENSES

Administration	\$ 212,630
Development	\$ 225,998
Programs	\$1,784,443
Total Expenses	\$2,223,071



■ Administration ■ Development ■ Programs

MISSION & PROGRAMS

Mission: Ending Homelessness One Person at a Time

Core Strategy: The Shelter Association of Washtenaw County provides temporary housing and connection to services in a safe and caring environment and works with the community to allocate the necessary resources to meet the needs of people who are experiencing homelessness

PROGRAMS & SERVICES

RESIDENTIAL

Our Residential Program offers those experiencing homelessness temporary shelter, intensive case management, and help to find income and save for affordable housing. Case managers conduct a comprehensive assessment with each Residential client to identify their obstacles to finding housing; then help them create a plan to address their obstacles. During a stay in the Residential Program, we work with our clients to help them increase income, and obtain affordable housing, while also addressing physical, mental and substance health related issues. Each Residential client has access to all services offered by the Shelter.

NON-RESIDENTIAL/SHELTER DIVERSION

For individuals experiencing homelessness who are not in our Residential Program, the Shelter Association provides an array of services for both immediate assistance and to encourage long-term change.

Our Non-Residential Program includes intensive case management for those who wish to end their homeless experience without a shelter stay. This change to the Non-Residential Program has been very successful. We have helped many clients find housing who might have had to otherwise wait for a place in our Residential Program.

CRITICAL TIME INTERVENTION

CTI provides short term case management to clients who have recently ended their homeless experience. This program is designed to help the most vulnerable individuals increase their quality of life and reduce shelter recidivism. By strengthening ties to ongoing support services, friends and family the program provides emotional and practical support and advocacy during the critical transition from homelessness to stable housing.

WINTER PROGRAMS

From mid-November through March, the Shelter offers Winter Programs

that include a Warming Center at the Delonis Center, the Rotating Shelter hosted by faith-based congregations, and assistance with the coordination of the Daytime Warming Program provided by the community-based advocacy organization MISSION.

SHELTER HEALTH CLINIC

The Shelter Clinic is operated by Packard Health. This clinic serves the community's most vulnerable population. The clinic is available to anyone in need in the community as a primary care site as well! The Packard Health Medical Director oversees the clinic, and the Shelter Association's medical case manager assists clients and interfaces with Packard Health.

COMMUNITY KITCHEN

The Community Kitchen, operated by Food Gatherers offers meals to anyone in Washtenaw County in need 364 days a year. **Anyone** in need is welcome to come for a meal; Lunch is served **Monday-Friday 12-1 pm** and dinner is **5:30-6:30 pm**. On the weekends and holidays, from 3:00-4:00 pm there is one community meal. They have served over 1.5 million meals to date.

PATHWAYS PROGRAM

Pathways Program provides temporary shelter, safety and security to clients prior to and/or exiting from a residential or outpatient substance abuse detoxification program.

RECUPERATIVE CARE

The Medical Recuperative Care Program offers hospitals the opportunity to discharge patients directly from the hospital, to a safe, clean, caring environment as opposed to the cold harsh streets. As clients rest and recover, we meet their comprehensive medical and housing needs and act as an advocate and assistant in the complex housing and healthcare systems thus bridging the gap from hospitalization to housing.

SAWC Recuperative Care Center (RCC)

The SAWC RCC is a life-saving pilot program that opened in August 2019. It is dedicated to helping our homeless neighbors being discharged from the hospital with no place to go and ongoing medical needs. It's a safe place to rest and recover, receive ongoing nursing care, and work with a housing case manager committed to finding those served a permanent home.

Beginning in 2015, the SAWC saw a drastic increase in the medical needs of those experiencing homeless in Washtenaw County. The percentage of those with a disability has increased from 46% to 77% during this time, and we've been sending upwards of 1 or 2 individuals to the hospital each day due to their acute medical needs. This increase has corresponded with a 38% increase in adults fifty-five and up experiencing homelessness. For these individuals, without access to immediate shelter and medical support after leaving the hospital they face declines in health, prolonged episodes of homelessness, and frequent re-admissions to the hospital. The RCC is our response to addressing these emerging trends.

The RCC helps the most vulnerable in our community bridge a gap in our healthcare system. It provides a level of care to support the adherence to complicated medical regimens, tending to wound care needs due to infection or amputation, providing pre and post-operative nursing support, treating uncontrolled hypertension or diabetes through patient education, and aiding those in recovering from illness and other physical ailments including compound fractures or even cancer.

The RCC is a not only a SAWC program though; it's a community response of over ten organizations including Packard Health, our local Washtenaw County hospital systems, Washtenaw Health Department, the Washtenaw Housing Alliance, and many others. The program has launched with six beds through the generous support of the Michigan Health Endowment Fund, Blue Cross Blue Shield Foundation of Michigan, Ann Arbor Area Community Foundation, and caring individuals in our community like you.

During this pilot year, we've set lofting goals to help those very vulnerable neighbors including providing this care to over 90 individuals in the first year, improving the overall health of at least 80% served, and moving at least 60% of those served into a safe, permanent home. We are working actively with our local hospitals and community organizations to work together to ensure the RCC is a positive, transformative experience for those in need and continues to thrive beyond this pilot year. We are working to do that by proving the case for the RCC and deepening partnerships with health care organizations in our community.



VOLUNTEERS

*“Volunteers do not necessarily have the time;
they just have the heart.” – Elizabeth Andrew*

Our volunteers are at the heart of everything we do and are essential to the Shelter Association’s mission of “ending homelessness one person at a time”. Volunteers play a crucial role in our operations, participate in many aspects of our programs and enrich the lives of our client guests by engaging in art-work creation, computer training, GED training, book-club, fitness education, donation drives and fundraising.

Many of the services provided in the Shelter Clinic are possible because of the time and talents of volunteer physicians, medical residents and medical and nursing students.

Volunteering is an effective tool to boost employee morale. We have seen a growing interest from businesses to develop employee volunteering programs that positively impact employees, the workplace and their community. Nearly three-quarters of employees say their job is more fulfilling when they have opportunities at work to make a positive impact on social issues.



Volunteers provide compassionate and dignified support for our clients making a real difference in the lives of each person they touch. Our volunteers’ unending energy and commitment to provide basic services are important to our clients’ well-being and our success. In addition to providing programmatic support, our volunteers play critical roles as board and committee members. These volunteers provide important skills and insight that we could not otherwise afford.

Our amazing team of individual and corporate volunteers provided nearly 3000 hours of service this past year.

To find a volunteer opportunity that is right for you, please visit www.annarborshelter.org/volunteer

**Our Volunteers
are the BEST!**

OUR VOLUNTEERS ARE AT THE HEART OF EVERYTHING WE DO AND ARE ESSENTIAL TO THE SHELTER ASSOCIATION'S MISSION.

THE SHELTER ASSOCIATION'S ARTBREAK STUDIO RECEIVES A 2019 GOVERNOR'S SERVICE AWARD FOR OUTSTANDING VOLUNTEER PROGRAM

This prestigious award offered by the Michigan Community Service Commission was received at a Detroit Opera house ceremony attended by staff, volunteers and clients this past fall.

SAWC has countless programs and people working to enhance clients' life experiences. This includes giving clients access to important programs like ArtBreak Studio that allow them to utilize their creativity. Regular art participation and expression is proven to help individuals navigate more difficult tasks such as resolving emotional conflicts, building self-esteem, encouraging self-awareness, reducing anxiety, and developing social skills.

Becki Spangler, founder of ArtBreak Studio, along with her 24 exceptional volunteers, have made this program possible by investing over 1,500 volunteer hours at the Delonis Center. They have been able to give the homeless a voice through art expression, add a new dimension of care at the Shelter, and transform their lives in the process.



Spangler goes on to say, "these folks are amazing. They are amazing when they tell what is inside of them. They're interesting to watch when they are intimidated by a blank piece of paper until you encourage them and see what comes out on to the paper. They've made us feel like we are making an impact."

SAWC Development Director Sarah Paspal-Jasinski; Governor Gretchen Whitmer; SAWC Executive Director Dan Kelly; Board V.P. - Martin Delonis

The Delonis Center has become home to many of the great pieces created during those hours, showcasing everything from watercolor paintings to murals. ArtBreak Studio has become an integral part of the SAWC's operation and continues to help those experiencing homelessness bring a little color into their lives.



Front center - Becki Spangler, Art Break Founder

We are so thankful to Becki and her team of art volunteers as well as all volunteers that walk through the Delonis Center doors as they touch the lives of all those they encounter through meal and laundry service, GED training, professional development, book-club, fitness, job skills and computer education, fundraising, community outreach and rotating shelter. THANK YOU!



275

Men and women used our Residential Program. The Residential program offers case management, a temporary bed and access to all services at the Delonis Center.

117

Men and women found housing through the Shelter Association's Residential Program.

1

Every business day, we house one individual and end their homelessness.

5,000

Individuals are experiencing homelessness in Washtenaw County.

117

Average number of days it takes a Residential client to move from the Delonis Center to a new home.

266

Number of men and women who found permanent housing through their work with Shelter Association case management team.

158

Volunteers worked 2929 hours at the Delonis Center. These individuals play a critical role in clients' success at the Shelter.



36

The number of years the Shelter Association has been tackling homelessness and empowering individuals to find sustainable income and housing.

1,340

Donors who generously made 2,251 gifts to the Shelter Association this fiscal year to support the work done by our staff to end homelessness.

1,330

People die in the US annually from cold exposure.

1,002

Men and women received services through our Residential and Non-Residential Programs. These services include: case management, employment services, legal services, laundry, showers, housing assistance, substance abuse referrals, medical and mental health services and a temporary bed to name a few.

13,000

People pass away each year without housing.

48

is the average life expectancy of a homeless person.

78

is the average life expectancy of an average individual.

48%

or more of the clients at The Shelter Association of Washtenaw County suffer from mental illness.

455

Men and women took advantage of our warming center and slept on mats on the cafeteria floor to get out of the brutal cold. Some stayed for the entire winter while others stayed just a night or two.

Cam: A Success Story

Cam first moved from Detroit to Ypsilanti in hopes of putting her son into a better school district. She could not afford to live on her own and moved in with her eldest daughter Evie until she found out that Evie was HIV positive. Not wanting to be a burden to her care and recovery, she moved out and placed her son with her elderly mother in a tiny dwelling that only had enough space for the two of them. Eventually she found herself on the streets, sacrificing her own safety and security for her sons. She is eager to tell you that she first visited the Shelter Association in 2005. Her memory is exceptional as she recites the names of previous employees as if she had a conversation with them yesterday.

Occasionally, Cam would stay with her daughter on weekends, but most days she would walk the streets, never panhandling, barely eating, and getting colder with each passing day as winter approached. She heard about the Warming Center at the Delonis Center. While she was happy to get in out of the cold, eat a meal and shower, she was afraid to store any of her belongings in fear of them getting stolen. Fear is what kept her awake at night on the harsh, cafeteria floor. Fear is what paralyzed her mentally.

Case managers empowered Cam to end her own homelessness by participating in our Income to Savings to Housing (ISH) Program; a program that sets aside and saves 70% of a client's income to secure first and last month's rent. After the Warming Center season ended, SAWC staff discovered that Cam suffered from a gambling addiction that made it difficult for her to save for a permanent home. If she did not lose her money to gambling, she offered it to her family for support. Eventually, she was able to find a rental unit on Baker and Packard. Sadly these arrangements only lasted for 3 months as she explains the accommodations weren't very good. Mold saturated the walls and when it rained the mold would cover her and her belongings. She later found another property on Cross Street but felt so unsafe due to drug dealing and gang activity onsite.

Her next property, she tells you, was such a tiny room that she could not put a bed in it. She had to walk sideways to get to the bathroom and the bathtub would back up so high that water would rise to her knees. Social services visited and declared the place not livable due to the water damage. She says she probably would have stayed there if it weren't for the broken steps that caused her to take a tumble. After her accident she could not climb the steps to get back to her apartment so she lost the rental.

For years, Cam went back and forth between SAWC, Michigan Ability Partners, Peace House and Mercy House for case management and housing support to find what she considered suitable living arrangements. She lived with hoarders, addicts, friends and strangers. With each story she tells, every now and again she talked of family and the short stays she would have with them. She even moved out of state to live with cousins that offered her rent for free if she would babysit. When she explains again that this was not "the best situation for her", like most, you might find yourself getting a little frustrated, angry or judgmental. It's easy to question – "why is she not able to manage living with family? Why does she not make



“The simple act of caring is heroic.” – Edward Albert

these rental properties work out?” You might think how fortunate she is to have family to stay with as most experiencing homelessness don’t have the family support system that she has. She will go on to tell you that while living in Akron, Ohio she would come back to Ann Arbor often to meet with her doctors and get her medications. When asked what medications she is taking, Cam will casually tell you that she is a schizophrenic as if she was talking about the weather. This is the light bulb moment.

While schizophrenia affects as little as 1% of the U.S. population, it affects nearly 20% of the homeless population making it difficult for people with this disorder to maintain relationships let alone the responsibility of maintaining a home and stability. Long term mental facilities no longer exist, leaving ill-equipped families to care for the mentally ill, leaving the streets or prisons as viable housing options.

With all her housing ups and downs, Cam never gave up advocating for herself and the staff never gave up on finding housing for her. She cries when she reflects on how hard SAWC fought for her. Staff convinced her to enroll in a Payee Services program that directly pays her bills and rent. Now that she is housed, she is more determined than ever to keep it that way. The SAWC staff wants to reduce her chances of housing instability by applying Critical Time Intervention practices. Current staff members continue to check in on Cam, making sure she is taking her medications, visiting her doctors and accessing community and mental health supports. She continues to visit the shelter to participate in our most successful volunteer program; Art Break Studio and to share a meal and hope with other clients. She is working on managing her anger and increasing her self-esteem by participating in GED training. After taking the GED exam she hopes to enroll in Washtenaw Community College. She has gained the nick name “Auntie Cam”, for her survivalist skills and her ability to get answers.

It is worth mentioning that the recidivism rate here at the shelter is 9% or less. For those individuals like Cam, the job is not done until a client’s last home is found, until homelessness is ended, one person at a time.

Survivalist

DONORS

The following is a list of the generous donors who made cash gifts to the Shelter Association between July 1, 2018 and June 30, 2019. We are very grateful to each individual, corporation, foundation, organization and business that believes in our mission and through their generosity, help us to “end homelessness one person at a time.”

Corporate, Foundation & Organization Giving

\$25,000 +

Ann Arbor Area Community Foundation
James A. & Faith Knight Foundation
Michigan Health Endowment Fund
National Christian Foundation
Schwab Charitable Fund
Shirley A. Lewis Irrevocable Trust
Speyer Foundation

\$10,000 - \$20,000 +

Ann Arbor Thrift Shop
Blue Cross Blue Shield of Michigan
Buhr Foundation
Community Foundation for
Southeastern Michigan
Fidelity Charitable Gift Fund
NSF International
Oppenheimer & Co. Inc.
Ralph C. Wilson Foundation
Religious Action for Affordable Housing
TCF Foundation
United Way of Washtenaw County

\$5,000 +

Anna Botsford Bach Fund for Seniors
Bank of Ann Arbor
Comerica Bank
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Family Foundation
First Congregational Church
Golden Limousine
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KeyBank
Kiwanis Club of Ann Arbor
Lake Trust Credit Union
S.I. Company
Schwab Charitable
University of Michigan
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West Side United Methodist Church

\$500 - \$1000 +

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"It's easy to make a buck. It's a lot tougher to make a difference." – Tom Brokaw

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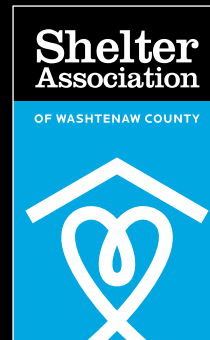
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