

PARKING \$800  
to support the  
Shelter Association of  
Washtenaw County



**CELEBRATING 40 YEARS**



**Ending Homelessness One Person At A Time**



**ANNUAL REPORT 2022-2023**

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# From the Board President

As I reflect on the past year, it is a privilege to present to you our annual report and share the remarkable successes of our organization. The year that has passed stands as a testament to the unwavering dedication and resilience of our exceptional staff, volunteers, and the clients we have the honor to service. In the face of increased need for shelter (up by 19%) and the challenges posed by clients grappling with mental illness and complex medical needs, our staff has gone above and beyond. Their dedication to our mission is nothing short of inspiring, showcasing their profound resilience in the face of adversity.



I would like to offer my sincere gratitude to you, our many loyal and new donors. Your generosity demonstrates the power of community and compassion, and it has been the driving force behind our ability to make a tangible impact on the lives of those we service. In the previous year, our diverse programs catered to a total of 1,108 individuals, addressing the complete spectrum of needs for underrepresented populations. While temporary shelter and permanent housing placement remain at the core of our mission, we've gone beyond, tailoring special programs to meet the unique needs of our community.

These programs include the Recuperative Care Program, designed to support individuals with complex health needs. Remarkably, our Kevan Lawlor Shelter Diversion Program diverted as many individuals from our Non-residential Program as from our Residential Program, emphasizing our commitment to housing solutions. Lastly, our Pathways Program successfully supported individuals on their recovery journey, amplifying our impact in the community.

Over the course of our 40-year journey, we have served an astounding 13,642 individuals, evidence of our unwavering commitment to the community. As we look to the future, we remain optimistic and steadfast in our dedication to addressing the evolving needs of those we serve.

Our journey is far from over, and we recognize that the challenges ahead will require sustained effort and support. We humbly ask for your continued support through volunteering, donations and spreading the word about our mission. The more people who are aware of our cause and join our efforts, the greater the impact we can have together.

I am proud to be part of the Shelter Association, the Board, and a generous community that values services to our most vulnerable community members. I hope that you are not only proud but will help us to continue our work of ending homelessness one person at a time.

Gratefully yours,

A handwritten signature in black ink, appearing to be 'Kathy Wood'. The signature is fluid and cursive, with a large loop at the end.

Kathy Wood  
Board President, SAWC

# From the Executive Director



Dear Friends,

As the Shelter enters its 40th year, and we reflect on the over 13,000 lives changed, the incredible perseverance of the human spirit is on full display, laid bare for all to see. That's over 13,000 individuals who came to us in crisis, often at the lowest point of their lives, who did not give up, and with help meeting their basic needs, found their way into a permanent, stable place to call home. Our guests are truly incredible and their relentless endurance in the face of sometimes insurmountable odds, is truly amazing.

That incredible display of the human spirit also comes from the over 2,000 people like you who continue to support their most vulnerable neighbors year after year. Your kindness and caring toward your fellow neighbor is the fabric of this community of hope that we maintain, as we continue to help new members of community who find themselves in crisis.

It would be easy to give up on a issue like homelessness as saw an almost 20% increase in the number of individuals seeking overnight shelter last winter, or record evictions over the last year, but you don't. You stay core to the mission of "ending homelessness, one person at a time.", never giving up on that fellow neighbor in need. Your dedication is truly amazing. It's this dedication that has allowed our community to maintain a commitment to provide shelter, housing support, and other critical basic safety net services to those in need and provide enough emergency shelter to never turn anyone away during the most frigid cold of the winter. A commitment most communities are not able to make.

With these rises in homelessness locally, this may shape up to be our most challenging year yet. Last year, we saw a record of over 180 people needing emergency shelter each night and over 1,300 across the entire year. And as we prepare for the winter season, if we see another increase like last year, without all of us coming together, we may be jeopardy of breaking that commitment to serve everyone in need during these cold months. This winter, we are working to open up to five sites across our county to provide critical day and overnight shelter to those in need.

I'm confident though that with your continued dedication to this mission, our guests will continue to have an opportunity to illustrate their incredible resilience and we'll meet these rising needs. For as we once again reflect back on the last 40 years at the Shelter, I'm reminded of a phrase shared 20 years ago as we faced similar challenges, "If we stick together we can do anything". Your continued support helping with volunteering, donations, and sharing this critical mission to others in the community is needed more than ever.

Sincerely,

A handwritten signature in cursive script that reads "Dan Kelly". The ink is dark and the signature is fluid and personal.

Dan Kelly, MSW  
Executive Director

# Message From the Treasurer

Once again, our individual, foundation, corporate, federal, state, and local partners and patrons stepped up with strong support for our community shelter. Sarah Paspal-Jasinski, and her team, continue to excel advocating for our mission resulting in the strong funding just mentioned. Hats off to all of them! They, as well as Dan Kelly and all Shelter colleagues, work hard to deliver excellent assistance to our fellow community members in need.

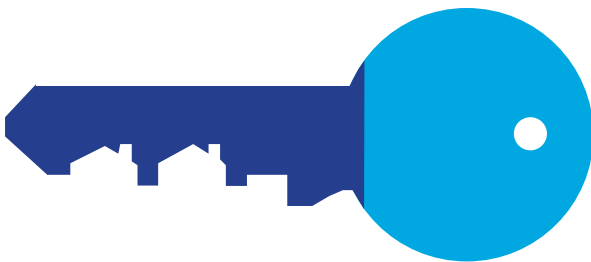


Our financial plan was met for the fiscal year just ended. The Shelter's surplus is strong, as is its liquidity and both restricted and unrestricted fund balances. These monies will be needed to care for the growing number of homeless in our community. Increasing community needs, together with high interest rates and limited affordable housing alternatives, will certainly challenge our resources. But we are confident our patrons and partners will generously aid us in our mission.

We are most grateful to all who invest in our agency aiding our life saving work supporting our fellow community members in need.

Thank you!

Charlie Crone  
Shelter Association Treasurer



■ Development 52%   ■ Government 47%   □ 1%

REVENUE\*

Development	\$2,079,911
Government	\$1,893,589
Other	\$ 30,419
<b>Total Revenue</b>	<b>\$4,003,919</b>

■ Programs 81%   ■ Fundraising 11%  
■ Administration 8%

EXPENSES\*

Programs	\$2,873,093
Fundraising	\$ 390,173
Administration	\$ 283,762
<b>Total Expenses</b>	<b>\$3,547,028</b>

\*Unaudited figures

# 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 1,750,000 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.

## THE HOUSING CRISIS STABILIZATION PROGRAM

The Housing Crisis Stabilization (HCS) Program allows Washtenaw County Community Mental Health (WCCMH) to triage individuals who need immediate shelter to begin the process of improving stability and social determinants of health.

HCS program reserves beds for those who have a mental health diagnosis and need stabilization after crisis.

Referrals are made by WCCMH as clients are assessed as medically and psychiatrically stable. Four to seven HCS beds are reserved within the residential beds at the Shelter Association/Delonis Center.



# June's Success Story

June



June's life started in the embrace of a warm southern breeze, named after the month, she arrived in. She was a member of a family weighed down by numerous responsibilities, including the care and support of six younger siblings, a responsibility shared by her mother and herself.

When landlord moratoriums were lifted and Covid funding ran out, their humble dwelling was threatened, and they faced eviction. June, at 22, found herself navigating the unforgiving streets, battling the trials of homelessness and the temptations of substance abuse. But within her, a flicker of determination and resilience burned bright.

Despite the challenges, June was resolute in her desire to change the trajectory of her life. She set her sights on sobriety and a career in Manufacturing, through the support of an employment partnership with Marinera. Music and her faith became her sanctuary, replacing the substances that once held her captive.

In the Delonis Center, she found solace in her tunes, singing melodies of hope as she walked the halls, sharing the word of God and bringing joy to her fellow residents. June also discovered her talent for comedy, becoming the shelter's comic relief and a beacon of laughter.

The day arrived when June was granted a housing voucher and the keys to her very own apartment, a sanctuary of peace and quiet. It was a stark contrast to the shared spaces she had grown accustomed to, living with her siblings, and enduring the realities of shelter life.

A particular gift given to her on move out day stood out—a laptop, a symbol of independence and a tool to pursue her dreams. June was elated, recalling her last personal computer from her eighth-grade years.



June found an unexpected perk during her time in the shelter—a newfound support system within this community. These caring individuals became her cheerleaders, celebrating her life's little wins and successes.

Sobriety was her first triumph, followed by honing her comedic skills and dedicating herself to her manufacturing job. Her life now is a testament to triumph over adversity.

June's faith, and unwavering determination are inspiring others proving that even on the hottest of days, one could rise above the odds. With the support of countless Operation Specialists, Case Managers and community partnering resources, June has conquered her past and is shaping a future filled with laughter, faith, and success.



# Billy

This is a story about Billy as he embarked on a transformative journey of resilience and recovery. History is a testament to the indomitable spirit that can emerge from the darkest of days.

Once caught in the clutches of a profound depression triggered by a heart-wrenching divorce and exacerbated by alcohol, Billy found himself at the threshold of despair. His coping mechanisms had led to strained relationships, alienating him from his family and loved ones. The weight of the world bore heavily on his shoulders, and he grappled with thoughts that no one should bear.

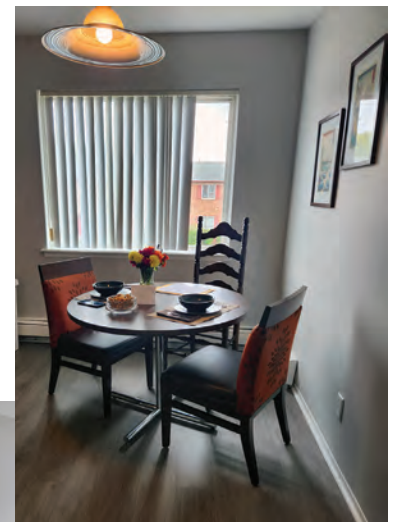
In a pivotal moment, Billy's path took a sharp turn. One desperate day, he threw himself in front of a speeding car, a cry for help that fate answered with a merciful twist. Though injured, he survived the accident, awakening to the realization that life was worth living and fighting for.

Guiding lights emerged in the form of the compassionate staff in the SAWC Housing Crisis Stabilization Program. They rallied around him, offering unwavering support and ensuring he received the necessary mental health care to stabilize his depression. Billy's recovery began, and with every passing day, he took leaps and bounds towards a brighter future.

The accident had left Billy with injuries that prevented him from returning to his beloved profession as a chef. However, the program's dedicated staff were not deterred by this hurdle. They stood by him, helping him navigate the complex process of applying for disability benefits. Their relentless efforts bore fruit, securing Section 8 vouchers that marked a turning point in his life.

Now on the cusp of a new chapter, Billy was eager to return to Ypsilanti, his cherished home. He looked forward to reigniting the flames of his passion for cooking in the comforting confines of his new apartment. Sobriety had granted him a fresh perspective, and he felt ready to rekindle a relationship that had once seemed irreparably strained – a relationship with his son in Chicago.

As he settles into his new residence, he is looking forward to the aroma of his culinary creations filling the air, symbolizing not only the joy of cooking but also the triumph of the human spirit. Billy's story is proof that with the right support, resilience, and determination, it is possible to overcome the darkest of days and emerge into the light, ready to embrace the beauty of life once more. His journey is a beacon of hope, a tale of resilience, and a reminder that there's strength in seeking help and healing in connection.



# BY THE NUMBERS



**1,108** People  
Served In All Programs

**13,642**  
individuals served since 2011

**288** - number of individuals housed



Over **2,500** people have been housed in  
the last 10 years.



**45** Individuals were served in our  
Recuperative Care Program,  
**61%** were successfully placed in housing



**134** Average Number of Days it takes a  
residential client to be housed.



**9** People were served on our Substance  
Abuse Pathways Program



**45** individuals with an **84%** housing rate and **25** families with a **60%** housing rate were served in the Kevan Lawlor Shelter Diversion Program



**17** Clients referred by Community Mental Health into our Housing Crisis Stabilization Program



**4,395** - Number of hours volunteers contributed to supporting our clients with concerts, ice cream socials, movie nights, transportation, meal service, arts and crafts, administrative duties and more.



**869** Individuals participated in day and overnight shelter in our Winter Warming Programs seeking refuge from the cold



**50%** of our clients arrived with no income at all, **100%** of the clients housed leave with an income source.



**66** men participated in Rotating Shelter Program

**“Great things are done by a series of small things brought together.”**  
– Vincent van Gogh

# Supporting our Senior Population: Easing Fear, Providing Comfort, and Fostering Hope

At our Delonis Center, a significant portion of our community comprises seniors, accounting for 41% of the demographic. It's a profound realization that these seniors could easily be our beloved parents, cherished aunts or uncles, and at times, even reflections of ourselves — souls navigating the challenges of age without a sturdy support system. This stark realization intensifies the urgency and deepens the significance of extending them not just support, but an unwavering embrace of care and compassion.

## UNDERSTANDING THE PROFOUND STRUGGLES OF HOMELESS SENIORS

As our loved one's age, they grapple with an array of barriers and challenges that grow even more daunting for those facing homelessness. The absence of a stable living situation magnifies the emotional and physical struggles, including:

**Fear and Anxiety:** The fear of uncertainty, combined with the anxiety of not having a safe haven, weighs heavily on their hearts.

**Isolation and Loneliness:** The absence of a supportive community leads to a deep sense of isolation and profound loneliness.

**Confusion and Disorientation:** Navigating the complexities of life without a stable home can lead to confusion and a sense of being adrift.

**Healthcare Dilemmas:** Coping with health issues becomes a maze compounded by the struggle to access adequate healthcare.



## EXTENDING A HELPING HAND: OUR COMPASSIONATE PLEDGE AND SUPPORTIVE SERVICES

At the Shelter Association, we are committed to understanding and alleviating the profound emotional and physical toll that homelessness takes on our seniors. We recognize the fear in their eyes, the weight of isolation on their shoulders, and the confusion that clouds their minds. Our goal is to provide a sanctuary of compassion and assistance, offering a myriad of support services:

**Comprehensive Case Management:** Tailoring medical, mental health, and housing coordination to ease their fears and anxieties.

**Permanent Supportive Housing Placements:** Placing individuals in permanent supportive housing presents a significant challenge due to three main factors: the scarcity of available rental properties, the competition for these available units and the rising medical acuity of prospective residents pushing the need for greater community collaborative efforts with housing providers. Despite these challenges our CM teams are relentless in this task!

**A Compassionate Ear and Heart:** Providing companionship, a listening ear, and a warm heart to ease their isolation and loneliness.

**Guiding through the Healthcare Maze:** Assisting in navigating healthcare systems and advocating for their well-being, alleviating healthcare-related anxieties.

**Empowerment through Knowledge:** Offering education and information to empower them, giving them a sense of control and understanding.

**Embracing Hope and Dignity:** Our Pledge to Homeless Seniors.

## BRIDGING THE GAP: OUR COMPREHENSIVE SUPPORT SERVICES

Older adults face an array of barriers to opportunities as they age, and these challenges are magnified for those experiencing homelessness in the absence of a stable living situation. At SAWC, we are committed to alleviating the unique challenges faced by homeless seniors through an array of support services:

**Case Management:** Tailored medical, mental health, and housing coordination to address individual needs.

**Permanent Supportive Housing Placements:** Facilitating stable and permanent housing solutions.

**Rental Application Assistance:** Providing guidance and support throughout the housing application process.

**On-Site Medical Clinic:** Offering convenient access to medical care within the facility.

**Mental Health Access and Coordination:** Dedicated mental health coordinator and case manager to ensure emotional well-being.

**Transportation Services:** Facilitating transportation for medical appointments and other essential engagements.

**Companionship and Coordination at Medical Appointment:** Offering companionship and support during medical visits.

**Prescription Drug Assistance:** Assisting in managing prescription costs.

**Housing Support Services:** Comprehensive support for housing needs and stability.

**Employment Services:** Providing guidance and resources for securing employment opportunities.



**Financial Security and Job Opportunities:** The absence of a stable income, along with ageism in job markets, compounds financial instability for homeless seniors.

**Recuperative Care:** Offering specialized care and support post hospitalization.

**Access to Meal and Snack Services:** Ensuring access to nutritious meals.

**Fellowship and Social Activities:** Encouraging social engagement and a sense of community.

**Internet and Computer Access:** Facilitating digital connectivity for communication and job searching.

**Documentation Support:** Assisting in paperwork and documentation processes.

**Health and Nutrition Education:** Providing valuable education on health and nutrition.

**Connections to Key Agencies:** Linking individuals to vital agencies such as the Center for Independent Living, Area Agency on Aging, and Housing Bureau for Seniors.

Every day at the Shelter Association we strive to be the beacon of hope for homeless seniors empowering them to regain stability, dignity and hope. We aim to transform their fear into comfort, their isolation into companionship, and their confusion into clarity. We stand firmly committed to protecting and nurturing them, ensuring they never feel alone on this challenging journey allowing them to age with the respect and care they deserve.



# Donors

The following is a list of the generous donors who made cash gifts to the Shelter Association between July 1, 2022 and June 30, 2023. 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

### \$50,000 - \$199,000

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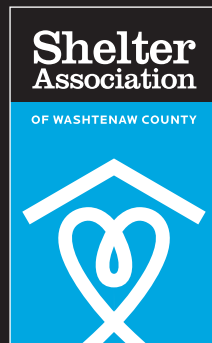
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