Each day our volunteers inspire not only our clients, but our staff and our community. They are an essential part of helping us reach our mission to “end homelessness one person at a time.” While volunteering was limited in task and capacity this year due to the pandemic, over 75 volunteers supported us remotely and 78 volunteered a total of 1,376 hours to support our services in the shelter. Each year during the winter months we depend on the support and partnership of faith-based communities to provide much-needed sleeping spaces and volunteers for additional warming centers to keep our neighbors out of the cold. We are so grateful to all our faith-based partners, especially Ann Arbor Christian Reformed, Zion, First Baptist, St. Luke’s Lutheran and Calvary United Methodist, for overcoming their COVID fears to make sure everyone was safe and cared for.

To maintain smooth operations at the Delonis Center, volunteers support daily operations through countless hours of laundry, administrative tasks, overflow shelter and warming center set-up and teardowns, donation and storage organization and much more. Volunteer assistance allows staff more time to spend providing clients with the help they need.

Volunteers also provide preparation, planning, and participation for events like Almost Home and Hunger and Homelessness Awareness Week as well as organize group fundraising and in-kind donation efforts. This year, The Ann Arbor Art Fair was back, so our volunteers swiftly staffed two parking lots, one day in the rain, raising over $3000 in funds for the Shelter!

This year, volunteers began to rebuild pre-COVID programs to enrich the lives of our clients including Garden Club, Book Club, life skills sessions, and tech support for applying for jobs, setting up appointments, and improving their resumes. They continue to work on the development of these programs and more to offer our clients opportunities to enhance themselves and build community with others through these hard times.

For nearly nine months, COVID prevented volunteers from serving at the shelter. We now realize more than ever how vital volunteer roles are to our daily operations and the enhancement of the quality of life for our clients. Thank you for your courage, patience, kindness and flexibility over the past year. We could not have gotten through it without you! We are honored you chose to spend your time and talent with us!
“If we stick together, we can do anything.” I offered these words in closing last year as a promise. I open with them this year in thanks. We stuck together and you should be proud of all that we achieved.

I have one priority as I embark on my second and final year as Board President – to lower barriers.

To lower barriers to the Delonis Center by accepting every person for who they are and offering them a safe, welcoming, and supportive place off the street.

To lower barriers to mental and physical health care so that clients can safely address conditions that could be blocking their path to housing.

To lower barriers to supportive services so that every client has the opportunity to identify and secure the help they need to maintain housing.

To lower barriers to the Board so that our remarkable staff recognizes their voice and appreciates how critical they are to our mission and how central they are to every leadership decision.

To lower barriers to information and involvement for you, our dear benefactors, so that you feel welcome to reach out to learn more about or further join in the work of the Shelter Association.

Many challenges remain, and the next months of the pandemic are uncertain, but we will stick together and we will continue to do everything we can to keep our community of clients, staff, volunteers and partners safe, healthy and working together to end homelessness, one person at a time.

Let me offer my most heartfelt thanks for all that you have done and continue to do for the Shelter Association. We couldn’t do it without you. I am humbled to continue in service as your Board President this year and look forward to celebrating the warmth of every first night at the Delonis Center and the promise for the future unlocked by every new set of keys.

Martin Delonis
Board President, SAWC
Dear Friends,

This last year, all of us have gone through so much during the global COVID-19 pandemic. We've experienced unrelenting fear, doubt, and frustration. Words like unprecedented, uncertain, and new-normal have been thrown around so much they've almost become cliché. Of course the reason these words have become almost overused, is justified; there's been so many people at risk, or in isolation, and so many sick or worse.

I've experienced this fear first-hand, in the very early hours of the morning, during a cold night this last December when I received a call from CJ, our Operations Manager. One of our clients wasn't feeling well and tested positive for COVID. I sprung up from bed instantly as CJ informed me of the extensive health and safety measures he had put into motion. I remember the initial exhale after we moved all those affected into quarantine and the huge sigh of relief when everyone was given a clean bill of health.

This last winter was filled with many of these fearful moments. Shelters are some of the highest risk facilities for COVID due to congregate living conditions and the volume of people coming to our door. Many of our guests have severe health issues including kidney failure requiring dialysis, COPD, or even cancer. Getting these calls or being onsite during a COVID scare brought about a forlorn sense of dread every time.

After some time though, other emotions began to wash out this fear when these scary events would happen. Those were primarily hope and gratitude. I was in awe of our team's steadfast determination and grit. They moved so quickly to keep all of our guests safe and minimize the spread of COVID-19.

Despite prevalent community spread and the increased risks in a shelter environment, we only had confirmed cases of COVID-19 in the teens while serving over 1300 individuals. From our proactive health and safety policies that included ongoing lab and rapid testing, we caught cases early and mitigated many more from happening at all. Only one of our guests had to be hospitalized and I'm happy to say he is doing well.

This wasn't done alone though. So many in the community provided immense support. This includes our healthcare partners Washtenaw County Public Health, Packard Health, Michigan Medicine, and St. Joe's who have worked so closely with us to coordinate our successful health and safety protocols even to the point of our measures being published in peer-reviewed medical journal.

Some of our strongest organizational partners were Washtenaw County Government, and our network of over twenty-two local congregations. These partnerships allowed us to open up to six sites at one time to give social distancing for almost 200 guests a night to get through this very dark period.

No one is useless in this world who lightens the burdens of another. - Charles Dickens

FROM THE EXECUTIVE DIRECTOR

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Cathleen Acres & William Bateman
Michelle Adamo
Wayne & Jeanine Adams
James & Robin Agnew
Kristopher Aldape
Michael & Susan Alexander
Ann Arbor Friends Meeting
Ralph Anderson
Mary Ander
Thomas Atkins
Anne Louise Baird
Ashley Berry
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David & Sheila Brough
Sandra Bromley
Emily Brower
Peter D. Brown
Linda Brozek
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Wacker Chemical Corporation
Anish Wadhwa
Lawrence Walsh
Carol W. Weber
Joan Wells
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Steven Yarows
Thomas Zelnik
Zingerman’s Service Network

Today I choose the higher road – the path of charity, acceptance, love, selflessness, kindness. – Jonathan Lockwood Huie

Only those who have learned the power of sincere and selfless contribution, experience life’s deepest joy: true fulfillment. – Tony Robbins

last winter. Washtenaw County Government helped us fund much needed hotel sites and even worked with us to convert their Learning Resource Center into a shelter site. The congregations completed a fundraising drive to purchase a much needed shelter van to transport guests between these six sites.

My gratitude extends to the whole Washtenaw County community; during the pandemic, when many were stuck at home during lockdown, so many thought of our guests – giving at some of the highest levels, both in-kind and monetary donations. With this support, we were able to expand our team, bringing on over 30 temporary staff in total to meet the need.

Washtenaw is such an incredible community and I’m so thankful for all the kindness and compassion and hope that you all have given. So many of you supported us and I have such gratitude for you. We’ve all adapted and changed so much as needed throughout.

This next year, though it still has a great deal of uncertainty, also brings a lot of hope: I have confidence this incredible community and array of amazing people will continue to come together and meet the need as we work to not only end this pandemic but also homelessness in Washtenaw County.

Sincerely,
Dan Kelly, MSW
Executive Director

Dan Kelly, MSW
Executive Director
This past year, the Shelter Association overcame incredible challenges brought on by the COVID-19 pandemic. Staff members and resources were stretched to their limits. However, services to those we assist never wavered. Those experiencing homelessness knew they could find shelter and care at the Delonis Center and any one of its temporary shelter locations. While operating expenses increased, we were able to exceed our financial and human services goals, putting us in a strong position for FY2022. None of this would have been possible without the compassion and generous support of our individual, foundation, and corporate donors as well as our federal, state, and local partners. We are extremely grateful to everyone that invests in our agency and trusts us to accomplish this life-saving work for our vulnerable neighbors in need.

Best regards,

Charlie Crone
Shelter Association Treasurer

There is nothing more beautiful than someone who goes out of their way to make life beautiful for others. – Mandy Hale

MESSAGE FROM THE TREASURER

REVENUE*

Development $1,658,617
Government $2,360,323
Other $18,580
Total Revenue $4,037,520

EXPENSES*

Programs $2,710,776
Administration $297,688
Development $258,629
Total Expenses $3,266,493

*Unaudited figures

Zach Steindler
Trinity Lutheran Church
Charles & Margaret Wolfe

$1,000 - $2,900

Jan Akervall
American Legion Post 46

Ameriprise Financial
Arbor Trust Wealth Advisors
Armando Armendariz
Michael Barrow
Jose Bartolomei & Sara Saylor
Pia Bennett
Joan Binkow
F. Ross Birkhill & Laura Jean Birkhill
Janet Dombrowski
Dominic’s Pizza
Gary & Linda Downen
Wayne Doyle
John & Beth Ellis
Douglas Elser
Dick & Lynn Elwell
David & Jill Esau
Christian Fenton
The First Baptist Church
First Congregational Church
First Presbyterian Church of Saline
Esther Floyd

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Bernard Friedman
Barry Fuller
Alan & Marcia Garrison
The GE Foundation
Steven & Margaret Glauberman
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Richard & Linda Greene
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Melanie & Curtis Hoff
Kay Holninger
Erika Homann
Stephen & Linda Hunt
Hylant
Barry & Leslie Johnson
Robert & Linda Johnson
Paul Jurgensen
Vale & Joan Kamisar
Michael & Allison Kaslik
Daniel Kelly
Sandy Kelly
David & Patricia Kempner
Mara & Tom Kent
Keystone Church
Donald Kinder & Janet Weiss

MESSAGE FROM THE TREASURER

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We are extremely grateful to everyone that invests in our agency and trusts us to accomplish this life-saving work for our vulnerable neighbors in need.

Best regards,

Charlie Crone
Shelter Association Treasurer
The following is a list of the generous donors who made cash gifts to the Shelter Association between July 1, 2020 and June 30, 2021. 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

<table>
<thead>
<tr>
<th>Amount</th>
<th>Donor Name</th>
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<tr>
<td>$100,000 - $300,000</td>
<td>Ann Arbor Area Community Foundation Anonymous Foundation</td>
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<tr>
<td>$30,000 - $99,999</td>
<td>The Campbell Fund</td>
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<td></td>
<td>Brian &amp; Mary Campbell Community Foundation for Southeastern Michigan</td>
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<td>Harry A. &amp; Margaret D. Towsley Foundation</td>
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<td>James A. &amp; Faith Knight Foundation</td>
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<td>Michigan Health Endowment Fund</td>
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<td>Schwab Charitable</td>
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<tr>
<td>$15,000 - $29,999</td>
<td>Ann Arbor Thrift Shop</td>
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<td>Fidelity Charitable Gift Fund</td>
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<td>Kiwanis Club of Ann Arbor</td>
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<td>Wells Fargo Wealth Management</td>
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Michigan Health Endowment Fund
Schwab Charitable
TCF
United Way of Washtenaw County

From Our Donors:

Owen Neill
Bruce & Stephanie Benz
Oliver & Susan Cameron
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Gregory & Elizabeth Grzadek
L. Erik Lundberg & Kathleen Hanlon-Lundberg
NSF International
Kate Sullivan
Mike & Debbie Tirla

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Bank of Ann Arbor
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Richard & Cara Bel
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Bright Funds Foundation
Buhl Foundation
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Martin Family Foundation
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Charles & Janet Crone
The Eric Community Foundation
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Golden Limousine - Sean Duval
Johnson & Johnson
Kapnick Insurance Group
MI Coalition Against Homelessness
Rehmann
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Tommotiy & Penelope Romlein
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S.I. Company
Paul & Gail Sthil

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“I know how blessed I am to have all that I do. I feel an obligation to offer an organization I trust, an opportunity to share in those blessings.”

– Larry, 2 year SAWC Donor

“Your organization does what I am not able to do, house people. I like knowing my donations support those efforts.”

– Mary, 23 year SAWC Donor

“A friend encouraged me to participate in a shelter event a few years ago. Prior to that I was oblivious to the county’s homeless population. I love that the Shelter supports all individuals regardless of their past so that they may secure a deserving, sustainable future off the streets.”

– Rick J, 3 year SAWC Donor

“We have been very pleased to support The Shelter Association. Since one family member has experienced mental illness, and another has been a provider of mental health care, we understand the urgent need for such services, especially for the homeless. The services provided by the Shelter have been, and will continue to be, invaluable to the community.”

– Anonymous, 16 year SAWC Donor

“The SAWC team continuously finds creative opportunities to house the homeless in our town. By fostering meaningful relationships with our community partners, donors and clients. We are proud to continue to support this organization to end homelessness.”

– Del and Paula Kaufman, 14 year SAWC Donors

“I have lived in A2 for years and walk by the Delonis Center often. With each passing season the faces change while the services stay constant. Getting people off the streets is deserving of my support.”

– Matthew, 12 year SAWC Donor

“I believe in living in a community where not just some prosper, but all prosper. While I can’t help everyone, I give to the shelter so that they can.”

– Marie, 4 year SAWC Donor
MISSION & PROGRAMS

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.

Christopher’s Story

After getting kicked out of his cousin’s home, 25 year old Christopher turned to his church for help. His pastor connected him with us at SAWC where we placed him on our triage list that had 40 other names before his. It was a very emotional time for Christopher as he did not know what to expect. He never stayed in a shelter setting. He was worried about catching COVID. He was worried about his own safety. He felt a loss of pride, he felt alone.

After bouncing around from couch to couch and church to church, a residential bed was finally available. His first couple of weeks in cramped shelter quarters made him very defensive and depressed. With the guidance of our case managers, Christopher started working with Community Mental Health and received counseling for his depression. He worked with volunteers and prepared a resume that later helped him secure a job. He was encouraged to be punctual, ask for extra hours and work hard. Case managers made themselves available to him to allow him to express his concerns and needs.

Their mentoring provided an extra level of support. Christopher worked on getting his license, maintained his employment, saved his first and last month’s rent and later found sustainable housing after staying at SAWC for 96 days. Christopher needed the time here. He needed the foundation of support under his feet to help him stabilize his life and his actions. He needed the time to learn how to connect to all the resources in the community that could further support him.

He now hopes to take night classes at a community college. Sometimes people like Christopher just need a break, they need someone to listen to them, they need a reset button and they need a fresh start. SAWC is that fresh start.
For most teens, coming of age is a magical celebration filled with excitement and anticipation. For Ava it was a time of confusion, heartache and abandonment as her foster parents dropped her off at our front doors on her 18th birthday and never looked back. Ava is not alone. Statistically, 23,000 children age out of foster care every year. After reaching the age of 18, 20% of those youth who were in a program will become homeless, instantly.

Without a bed to offer, we provided Ava with the simplest accommodations: a private hallway floor mat and blankets. Her shelter space immediately began looking like any other teenager’s room. Candy wrappers, cookies, carbonated beverages, schoolbooks, art supplies, and scattered clothing quickly filled the area. The SAWC staff fell in love with her as she filled the halls with song. Ava had the voice of an angel; her singing carried throughout the building oblivious to the imprint she was making on all our hearts. She managed to finish her final year of high school, finding transportation each day to and from school.

She did not let her autism get in the way of her schoolwork or the nurturing of meaningful friendships. The staff pulled together their resources to help her buy a dress, decorations, spending money and shoes for Prom. After 2 months at the Shelter, the staff was able to find her permanent supportive housing in a safe place that could address her physical and mental needs. Ava was extremely grateful for the love, support and advocacy extended to her by the SAWC staff.

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.

RECOVERATIVE 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 BAIL PROJECT
The Bail Project, a national non-profit organization restoring the presumption of innocence, reuniting families and challenging a system that criminalizes race and poverty has partnered with SAWC to combat mass incarceration by providing free bail assistance, pre-trial support, shelter, housing options and access to medical and mental health and substance abuse service coordination.

It is in your hands to create a better world for all who live in it. – Nelson Mandela
1,361 Individuals served through our residential and non-residential programs. Services received include: case management, housing assistance, documentation support, transportation, access to mental and medical health services.

66% Our client vaccination rate

11,360 Individuals SAWC helped since 2011.

257,300 COVID Health Screenings have been performed.

978 COVID Tests were administered to our clients.

1,353 Hours individuals contributed to helping our clients by volunteering with transportation, meal service, administrative duties, laundry, operations and art development programs.

893 Our client vaccination rate

66%

260 Adults found housing during a global pandemic through their work with SAWC.

92 Average number of days it takes a residential client to secure housing and move out of the Delonis Center into their new residence.

38 Years SAWC has been tackling homelessness and empowering individuals to find sustainable housing and income.

253 Men and Women sought protection from Covid-19 and the bitter cold, taking shelter in our Winter Warming Center with the offering of a mat and blanket on the cafeteria and service floors.

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273 Single adults received a temporary bed, case management and supportive services in our Residential program.

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