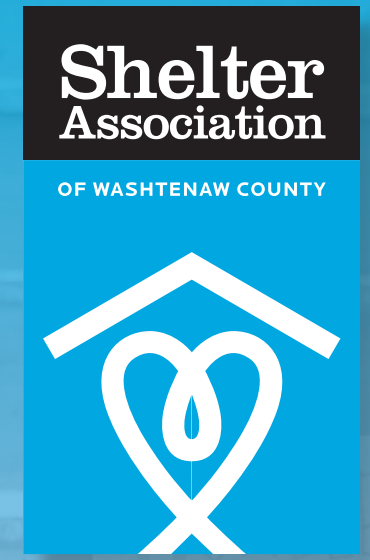


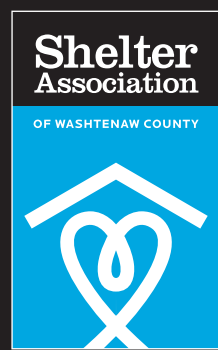
# ANNUAL REPORT 2020-2021



Ending  
HOMELESSNESS  
One PERSON  
at a Time





## Ending Homelessness One Person at a Time



Shelter Association of Washtenaw County  
P.O. Box 7370, Ann Arbor, MI 48107  
734.662.2829 • Fax: 734.996.3022  
[www.annarborshelter.org](http://www.annarborshelter.org)



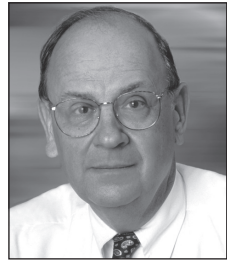
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# BOARD OF DIRECTORS

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Tish Lee  
Rebecca Lowenstein  
Jill McDonough  
Michael Nisson  
Judy Rumelhart  
Brian Weisman

# VOLUNTEERS

*Be the reason someone smiles today.*

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 Reform, 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 Homeless 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!

**Our Volunteers  
are the BEST!**

*You have not lived today until you have done something for someone who can never repay you. – John Bunyan*

## FROM THE BOARD PRESIDENT

John Larin  
Virginia Larson  
Steve Lavender  
George Laws  
Wendy Lawson  
John Lloyd & Sue Budin  
Jeremy Lopatin  
Joyce Williams & Greg Lyon  
Molly Mahony & Paul Smith  
Ralph C. Martin  
Stacy Mates  
Jeremy A. Matthei  
Joseph & Henry Mattimoe  
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Stephen McClatchey  
Catherine & Doug McClure  
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Laura Metzger  
Michigan State Association  
Daughters of Elks I.B.P.O.E.W.  
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Cassie Schumacher  
Charles & Roxie Scrase  
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Beth & David Wallace  
James Weiland  
Robert Westveer  
Brian & Heidi Williams  
John & Christa Williams  
Peter Woolf  
Joan K. Zald

A heartfelt thank you is extended to all our supporters. We make every effort to accurately recognize donors however, it is possible that names may have been inadvertently omitted or incorrectly listed. If you notice an error, please accept our apology. We encourage you to contact us at 734-662-2829 ext. 224 so that we may correct our error.

"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



# FROM THE EXECUTIVE DIRECTOR

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



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



## \$500 - \$999

Cathleen Acres & William Bateman  
Michelle Adamo  
Wayne & Jeanne Adams  
James & Robin Agnew  
Kristopher Aldape  
Michael & Suzan Alexander  
Ann Arbor Friends Meeting  
Ralph Anthony  
Mary Ardner  
Thomas Atkins  
Anne Louise Baird  
Ashley Berry  
Daniel & Liz Bizer-Cox  
David & Sheila Blough  
Sandra Bromley  
Emily Brower  
Peter D. Brown  
Linda Brzezinski  
Burke/Eisenbraun Family  
Cortlandt & Catherine Cammann  
Campfire Interactive  
Susan Cares  
Charles Stewart Mott Foundation  
James Cogswell  
Sheila Collins  
Comcast  
Angelos & Katherine Constantinides  
Lisa Cook  
Scott Cooley

David & Joan Crary  
Kenneth & Paula Crawford  
Robertson Davenport & Nancy Wirth  
Phillip & Melinda Davey  
Edward Dawson  
Philip Deming  
Macdonald & Carolin Dick  
Jeanine & Lawrence Diller  
DW & Marilyn Edington  
Sally Ellis  
Thomas Erkkinen  
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Chris Haddlesey  
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Craig Hammerberg  
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Cynthia Howard  
Joan Hutchinson  
Sarah & Rick Jasinski  
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Jewish Community Foundation  
Kim Johnson  
Mark & Linda Johnson  
Stephen & Rachel Kaplan  
Nejat & Anne Karabakal  
Jo Ann Kennedy Slater  
William & Mary Kinley  
Kenneth & Colleen Kollman  
Susan Kornfield  
Vikas Kotagal  
Chris & Kristy Kubacki  
Josephine Kurdziel  
Nathan Laferle  
Charles & Karen Land

*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

King of Kings Lutheran Church  
Tim & Julie Kissel  
Kresge Foundation  
Jeremy & Marie-Adele Kress  
Tom & Claudia Larson  
Kevan & Wynne Lawlor  
John Lofy  
Claire Lowande  
Adam & Rebecca Lowenstein  
Bernard & Roswitha Lugauer  
Donald MacGregor  
Ryan Marcotte  
Chris McCall  
Kenneth & Martha McClatchey  
McKinley Companies  
Stanley & Robin Mendenhall  
Sarah Miller  
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Daniel & Lindsey Mitzel  
Molina Healthcare of Michigan  
Lynn Morrow  
Mosaic Foundation  
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Northside Ministries  
Mark & Deborah Oberdoerster  
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SEI Private Trust Company  
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Adam & Theresa Smith  
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Susan Smith & Robert Gray  
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Steven Soliman  
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Nikhil & Melissa Theyyanni  
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Timberland Group  
Robert & Rebecca Tisch  
John & Carol Traynor  
Paul & Marcia Valenstein  
John & Larissa Vartanian  
Ryan & Ann Verhey-Henke  
Vineyard Church of Ann Arbor  
Wacker Chemical Corporation  
Anish Wadhwa  
Lawrence Walsh  
Carol W. Weber  
Joan Wells  
Susan B. West  
Steven Yarows  
Thomas Zelnik  
Zingerman's Service Network

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



# MESSAGE FROM THE TREASURER

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

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.

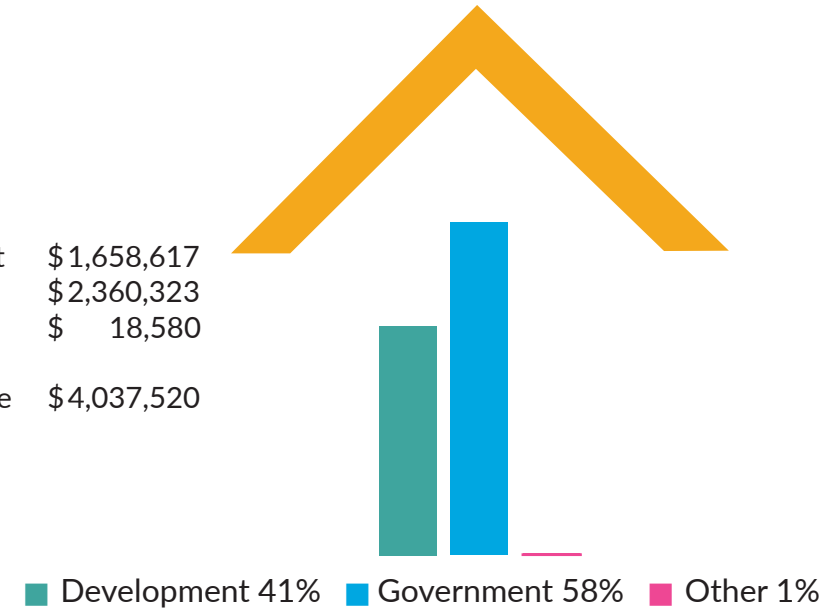
We are extremely grateful to everyone that invests in our agency and trusts us to accomplish this life saving work for our vulnerable neighbors in need.

Best regards,

Charlie Crone  
Shelter Association Treasurer

## REVENUE\*

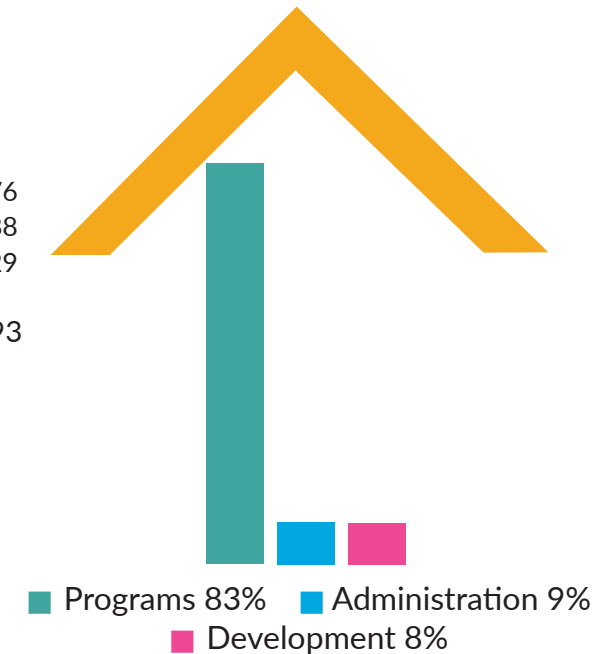
Development	\$1,658,617
Government	\$2,360,323
Other	\$ 18,580
<b>Total Revenue</b>	<b>\$4,037,520</b>



## EXPENSES\*

Programs	\$2,710,776
Administration	\$ 297,088
Development	\$ 258,629
<b>Total Expenses</b>	<b>\$3,266,493</b>

\*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  
Family Foundation  
Herbert & Chris Black  
Blue Care Complete  
Bob's Furniture Discount  
Philip S. & Laura Boonstra  
Richard & Karen Boothman  
Bob W. Brewster  
Wendy & Bryan Brightman  
Breanna Broderick  
William & Sandra Broucek  
Verena L. Brunner  
Calvary Bible Church  
Jean Carlberg & Bunyan Bryant  
Brian Casey  
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Cleary University  
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The First Baptist Church  
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First Presbyterian Church of Saline  
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Yale & Joan Kamisar  
Michael & Alison Kaslik  
Daniel Kelly  
Sandy Kelly  
David & Patricia Kempner  
Mara & Tom Kent  
Keystone Church  
Donald Kinder & Janet Weiss

# DONORS

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

### \$100,000 - \$300,000

Ann Arbor Area Community Foundation  
Anonymous Foundation

### \$30,000 - \$99,999

The Campbell Fund  
Brian & Mary Campbell  
Community Foundation for Southeastern Michigan  
Harry A. & Margaret D. Towsley Foundation  
James A. & Faith Knight Foundation  
Michigan Health Endowment Fund  
Schwab Charitable  
TCF  
United Way of Washtenaw County

### \$15,000 - \$29,999

Ann Arbor Thrift Shop  
Comerica Bank & Foundation  
Fidelity Charitable Gift Fund  
Kiwans Club of Ann Arbor  
Oppenheimer & Co. Inc.  
Tim & Laurie Wadhams  
Wells Fargo Philanthropic

### \$10,000 - \$14,999

Bruce & Stephanie Benz  
Oliver & Susan Cameron  
Comerica Bank & Foundation  
Gregory & Elizabeth Graziano  
L. Erik Lundberg & Kathleen Hanlon-Lundberg  
NSF International  
Kate Sullivan  
Mike & Debbie Tirico

### \$5,000 - \$9,999

Ann Arbor Rotary Foundation  
Bank of Ann Arbor  
Mary & William Barsan  
Richard & Dana Beil  
Benevity Community Impact Fund  
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Bright Funds Foundation  
Buhr Foundation  
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Dexter United Methodist Church  
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James & Paula Kauffman  
Martin Family Foundation  
Thomas & Debbie McMullen

Owen Neill  
Old National Bank  
Donald & Judy Rumelhart  
St. Luke Lutheran Church  
Schwab Charitable Fund  
John & Regan Scudder  
Speyer Foundation  
Patricia M. West  
Kathy & Bill Wood

### \$3,000 - \$4,999

Elizabeth & Donald Axelson  
William & Kelly Buhr  
Chelsea Milling Company  
Charles & Janet Crone  
The Erie Community Foundation  
Annemarie & Luke Forrest  
Golden Limousine - Sean Duval  
Johnson & Johnson  
Kapnick Insurance Group  
MI Coalition Against Homelessness  
Rehmann  
Robert W. Baird & Co. Incorporated  
Timothy & Penelope Romlein  
Saint Mary's Student Parish  
S.I. Company  
Paul & Gail Steih

# FROM OUR DONORS:

“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 Kauffman, 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

**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

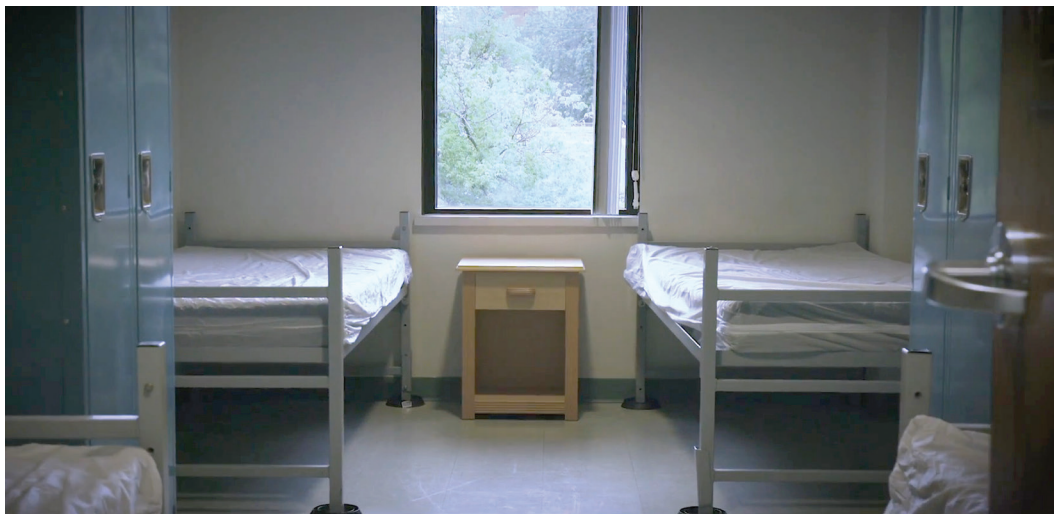
## PROGRAMS & SERVICES

### 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.

# 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.





# AVA'S STORY

*It is in your hands to create a better world for all who live in it.*  
- Nelson Mandela



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.

## 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 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.



# Robert J. Delonis Center

**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.



**66%**

Our client vaccination rate



**38**

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



**11,360**

Individuals SAWC helped since 2011.



**257,300**

COVID Health Screenings have been performed.



**260**

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



**447**

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.



**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.



**273**

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



**92**

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

