

**Shelter
Association**

OF WASHTENAW COUNTY



ROBERT J. DELONIS
WASHTENAW
www.co.washtenaw.mi.us

Robert J. Delonis Center

Annual Report 2021-2022

**Ending Homelessness,
One Person at a Time...**

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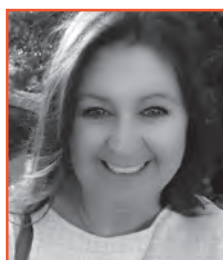
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From the Board President

I would like to start by offering my sincere gratitude to you, our many loyal and new donors. Your generous donations allowed us to accomplish so much. Collectively, we can celebrate the funding and sustainability of our recuperative care program, and our expanded day shelter programs. These successes would not be possible without the leadership and staff of the SAWC and the many Delonis Center partners.



However, many challenges still remain. Next year we look to continuing development of our mental health services, expanding our rotating shelter hosts, and ensuring our clients, staff, and volunteers' health and safety.

How can you help? With your time – volunteer to be a meal facilitator, winter-warming center support, or attend one of the many events of our upcoming Hunger & Homelessness Awareness week, your time is valuable to us. With your talent – help as a TechBuddy, share your musical talent at a meal, or join a committee or the Board. With your treasure – through Amazon Wishlist contributions, in-kind, or pledge donations, your gifts sustain our work.

As we begin a new fiscal year, I want to thank Martin Delonis for his tireless work as Board President the last two years. We are a stronger organization because of his leadership. His service and dedication to our mission continue to honor his father's legacy.

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 stylized, handwritten signature in black ink, appearing to read 'K Wood'.

Kathy Wood
Board President, SAWC

From the Executive Director



Dear Friends,

This last year has been one of resilience for the Shelter Association. As we worked very hard to reduce the threat of COVID-19 to our guests' health, many new challenges, partially bore out of the isolation and despair of the pandemic emerged. We saw a rapid increase in the health needs of our guests, more self-medicating with drugs and alcohol, and prices for basic goods and housing soar preventing so many from finding an affordable home. Additionally, our operations were greatly impacted by staffing shortages and the great resignation also felt by our partner organizations impeding the mental, physical and spiritual health of our guests.

These new challenges have taken their toll on both our guests and staff.

Rapidly rising rent costs, now averaging over \$1,000/month for a one-bedroom apartment, have put the dream of moving into a permanent home further out of each, even for our guests working for a local restaurant or other business. Overdoses approaching all-time highs and the emotional wear of administering CPR and Narcan in these life-threatening situations has been so great. Despite all this, our community holds resilient though, from our guests, staff and everyone else who cares about the Shelter like you.

A community committed to ending homelessness in our community has emerged, shining through this darkness as a beacon of hope. A community of over 2,000 people strong. Sarah Paspal-Jasinski, our Development Director has worked diligently to share these challenges with this community, painting a picture with so many of our fellow neighbors who care about those in need. She has shared the stark realities but also the continued successes that bloom even in these harsh conditions. I'm so thankful for her ability to help bring us together to take action together, the most recent being our Mental Health Awareness Campaign.

We still have so much work to do over this next year, I'm hopeful though as we've seen so many examples of resilience all around us. Stories like Heather, who came to the Delonis Center around the beginning of the pandemic directly from mental health hospitalization. Heather was desperate, she had nowhere to go and was treating her mental health with illicit substances. We welcomed her, and with our expanded shelter beds she was able to have a safe place to access support and help.

She worked with her case manager to connect with Community Mental Health, housing assistance, and addiction treatment. She was driven to get better and with help navigating services, within a few months she found herself moving into a permanent home and was doing much better; she continued to access mental health services and maintain her sobriety.

Some time passed, and when she was eligible, she came back to volunteer at the Shelter wanting to give back and share her story with others. Then, she joined our team recently as an Operations Specialist team member. I'm very proud to work alongside her and see her story of incredible resilience firsthand every day.

This resilience is the fabric of our community, it's woven in these individual successes like Heather's, and in a community that despite all these uncertainties all around us right now, still comes together to support one another like you do.

Thank you, for your continued dedication to creating this resilient community. Your incredible support helps drive our work serving up to 1,500 of our neighbors annually, creating an environment that fosters hundreds of stories of resilience and triumph each year.

Sincerely,

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

Dan Kelly, MSW
Executive Director

Message From the Treasurer

Similar to our previous fiscal year, COVID continued to provide major challenges to the Shelter Association. Again, all staff pitched in, hands on, to overcome daily challenges. Services to our clients continued unabated, and indeed more services were provided. Truly a tribute to all staff!

Our financial plan was met, and exceeded, for the fiscal year just ended with a strong surplus achieved. Our individual, foundation, corporate and federal, state and local patrons continued to support our mission generously. Sarah Paspal-Jasinski, and her team, raised the bar successfully once again, truly an impressive effort! Operating expenses were down somewhat as the hotel housing of clients experiencing COVID decreased. Our balance sheet remains strong with a solid liquidity position. In summary, strong community support leaves the Shelter in a healthy position to meet the growing homeless needs of our community.



We continue to be extremely grateful to everyone who invests in our agency and helps us to continue the life saving work supporting our community members in need.

Thank you!

Charlie Crone

Charlie Crone
Shelter Association Treasurer



■ Development 51% ■ Government 49% □ Less than 1%

REVENUE*

Development	\$2,058,095
Government	\$1,983,933
Other	\$ 22,465
Total Revenue	\$4,064,493



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

EXPENSES*

Programs	\$2,542,953
Fundraising	\$ 351,696
Administration	\$ 248,677
Total Expenses	\$3,143,326

*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.



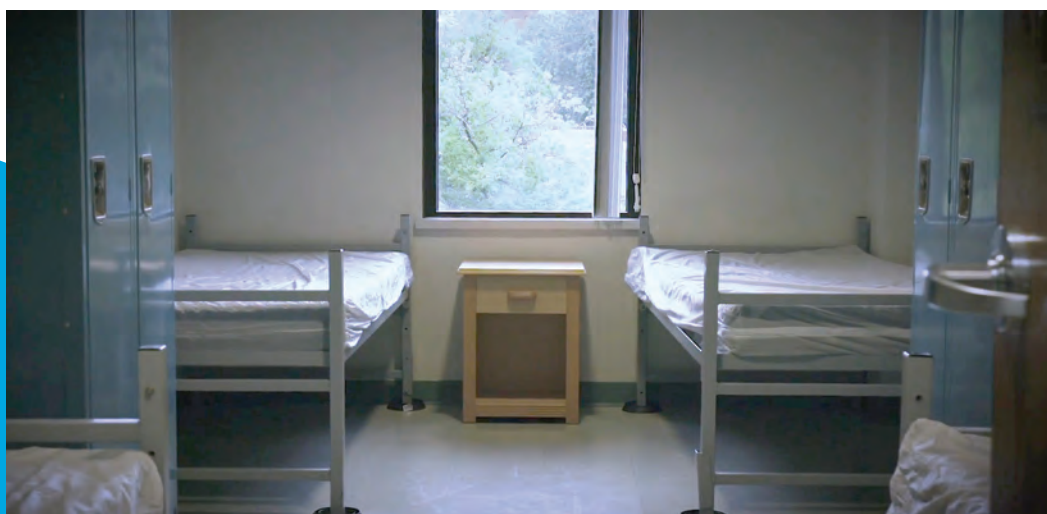
NON-RESIDENTIAL/SHELTER DIVERSION

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 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.

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.

Investing in Mental Health



“Success is best when shared!” Our loyal donors answered our call to action, invested in our Mental Health Campaign and helped us raise over \$330,000 to fund mental health initiatives for the next four years! This program initiative will support the well-being of our clients and staff proving that we are stronger when we work together.

We are thrilled to announce that we are currently recruiting for a Mental Health Case Manager who will increase clients access to quality mental health care and effective treatments! This position will support a caseload of 10-15 clients at a time suffering from severe and persistent mental illness such as schizophrenia, borderline personality disorders, severe major depressive disorders and substance abuse disorders often triggered or exacerbated by homelessness.

The connection between homelessness and mental health is an intricate relationship. Nearly two-thirds of the time mental illness precedes homelessness. By reducing the stigma, shame

and discrimination associated with mental illness, we can create real change and advance mental and medical health support, recovery and social inclusion relieving unnecessary suffering and psychiatric distress.

We all need mental health support! Mental health influences our thoughts, emotions, and actions. It navigates our coping mechanisms, determines how we handle stress, impacts our relationships and the healthy choices we make for ourselves and others.

We are building out our volunteer programs to create opportunities for peer support, recreational activities, and exercise classes as well as wellness seminars on healthy eating habits, relaxing techniques, finding your purpose, and expressing gratitude. We continue to ask our community to share their talents in these categories as well as their passion for music, arts, and education.

Social engagement and social connections are so important to our mental health. We encourage everyone to visit our Delonis Center during lunch or dinner to share a meal with a client. Your time investment will be the greatest gift to a vulnerable person in need that will pay you back in gratitude and compassion.

Together we build community. Community provides a sense of belonging to us humans craving connection. When you see a vulnerable person suffering, my advice is to look them in the eye, smile and encourage them to visit SAWC for a warm meal and caring environment. Help them feel as if they are not invisible. It only takes a second. We all have a role in supporting mental illness. We are so incredibly thankful to you, our loyal donors, for embracing yours with the simplest to grandest of gestures.



Volunteers

Aristotle once asked, “What is the essence of life? To serve others and do good.” And, Dr. Martin Luther King once said, “Life’s most persistent and urgent question is, what are you doing for others?” The best thing about volunteering is that it helps those who give as well as those who receive. At the Delonis Center, we take these words to heart.

The volunteer program at the Delonis Center has gained momentum this past year, especially since we decided to shift our focus to address problem-solving through volunteerism to help bridge the gap and better meet the needs of our clients.

The agency has worked diligently to place volunteers in roles that help staff through more effective means, including skill building to connect clients to resources faster and program support for our Housing Crisis Stabilization and Service Center programs. There has been a grand pivot to really start looking at things through a different lens.

Through recognition and retention efforts, we have been able to increase volunteerism and are happy to report that close to 200 volunteers have worked over 4,500 hours this past year alone and to their credit, at least 20 of these volunteers worked approximately 2,500 hours. This dedication is remarkable and a testament to what can happen when people rise to the challenge to provide hope to those who are struggling with homelessness.

Administrative and operations support volunteers are key to running the shelter as we rely on their help. For example, we have been able to help clients with job skills like resume writing through volunteer efforts and continue to advocate on behalf of our clients who need a little more one-on-one support.

By giving clients an opportunity to talk about their life, volunteers provide a safer and healthier atmosphere. Just knowing that someone cares can make a world of difference for someone in need and there have been moments where volunteers have literally served as a lifeline. Human connection is so powerful.

During this past fiscal year, we were able to increase group volunteering and fund-raising efforts through events like our Art Fair fundraiser where Bank of Ann Arbor and Level One Bank let the shelter utilize their parking lots during Art Fair to park cars to raise money and awareness. And, during Hunger & Homelessness Awareness Week, hundreds of volunteers helped raise money through events like penny drives and the week’s events concluded with a march through Ann Arbor.

Traditional volunteer opportunities continue to be part of the core program to get clients on the right path and volunteers are truly an extension of our staff as they are paving the way to make it easier for clients to reach their potential for overall well-being. We are excited to announce that we continue to help clients through many activities, including our Chess Club, Yoga and Garden programs.

It takes a caring community to raise awareness and help stabilize the lives of those we serve and volunteers are truly an extension of our staff. We would not be able to provide the programs and services we do without their support, so we applaud them!



Our Volunteers are the BEST!

By the Numbers



40

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



4,685

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

238

Single adults were placed in permanent housing through their work with SAWC.



49%

of Clients served had no income upon arrival.



60

People housed through Non-Residential Case Management.

THE BAIL PROJECT

27

Clients served in the Bail Project, challenging a system that criminalizes race and poverty.



10

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



1,174

People served in all programs



262

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



35

Patients discharged from local hospitals into our Medical Recuperative Care Program.



118

Clients received assistance from our Kevan Lawlor Shelter Diversion program, 57 were successfully diverted to housing.



12,534

Number of Individuals served since 2011.

157

People received services, clothing, food and companionship in our piloted Ypsilanti Service Center.



711

Individuals participated in day and overnight shelter in our Winter Warming Programs protecting themselves from the brutal outdoor elements.



100

Average number of days it takes a residential client to secure housing and move out of the Delonis Center into their new residence. The delay is due to rental property scarcity.

70%

of our clients suffer from mental illness.



74

Men participated in our Rotating Shelter program supported by nearly 20 Faith Based Partners.



Mariah's Success Story

Mariah



It's hard to imagine being homeless for seven days, let alone seven years. Choosing the streets to shelter, choosing strangers over family. Having no concern for safety, no concern for security, structure or routine. Belongings and belonging have no value. Believing that food, hygiene and medical care are necessities of others. These illogical thoughts were Mariah's very existence until she was able to understand her relationship between chronic homelessness and her Severe and Persistent Mental Illness. This understanding was not discovered easily.

Street outreach teams tried connecting Mariah to mental health services for years. Mercy House tried to encourage her to seek mental health treatment. Community Mental Health knew her well but could not get her to commit to treatment. Despite the communities' best efforts, many agencies struggled to break through to her. Mentally she was not reachable. While she did obtain HUD Housing for a short while, she quickly resumed her position on the streets, choosing the harsh outdoor elements to numerous housing opportunities that came her way.

When Mariah did make her way through the doors of the Delonis Center, the staff described her behavior as erratic. They have vivid memories of her being withdrawn, choosing to sit outside during the coldest winter months instead of seeking warmth and refuge indoors. They recall her paranoia and verbal conflicts among other mental health symptoms. They recount the numerous times they feared for her safety and for those around her when the slightest of occurrences triggered severe behavioral changes.

Like many others experiencing homelessness: isolation, lack of sleep, anxiety and stress began exacerbating Mariah's mental and physical health problems. Due to her refusal for treatment, our Case Management team decided it was in Mariah's best interest to pursue a Mental Health Pick-up order for her own well-being.

The court order given to Mariah for Mental Health Treatment was a life changing transformation. Mariah complied with the order and under the guidance of case management willingly participated in her treatment plan and has continued to do so housed. With Mental Health Treatment including medication management and psychiatry services, Mariah has seen a reduction in symptoms, an increase in ability to meet her activities of daily living and has been given an opportunity to reconnect with the community in a meaningful way.

While the shelter made attempts to stay true to the Housing First Model, by offering housing opportunities prior to Mariah's connection to Mental Health treatment, her guarded nature and paranoia prevented her from accessing those housing opportunities without first addressing her mental health. Mariah was a guest at the Shelter for nine months until she moved into permanent supportive housing with a life-long voucher and financial subsidy including supportive services. Since participating in treatment, Mariah has been able to continue her relationship with her children. Upon seeing her mother post-hospitalization, Mariah's daughter stated, "THAT'S MY MOM. THAT'S THE WOMAN I KNOW!"

Mariah was elated to have HouseN2Home furnish her apartment and we are pleased that she takes the time to visit the Delonis Center for meal services offered by Food Gatherer's. Mariah is a classic example of adages such as "it takes a village," "meet people where they are at," and "there is no failure except in no longer trying". Our focus is on ending homelessness rather than stabilizing it. Our work is not complete until appropriate housing is found for all, no matter what the barriers are.

Dillon

Imagine growing up in one of the most affluent neighborhoods here in the heart of Ann Arbor where you have an incredible sense of belonging and community. Dillon is from the charming Georgetown subdivision, known as the gem of the Southside. Tucked within the community is the Georgetown Country Club where amenities include: a golf course, swimming pool and tennis courts. As an only child, with two loving parents, your only concern should be about whether you should choose a university close to home or one far away.



Now, imagine that one day Dillon trades in everything he has ever loved and cherished for a new life and one based on lies. Well, this is what happened. Dillon's parents had him when they were older. During his senior year of high school, he threw away his dreams and his life became shattered as he tried to navigate his way through the storm. Sadly, he got in with the wrong crowd and gave in to peer pressure by using drugs. And, once you are hooked, it's hard to find your way back home.

He managed to earn 73 credits in college before substance use disorder completely took over his life causing him to lose his home and his job. Many college campuses report high frequencies of assault, property damage and aggression directly related to substance abuse. Dillon's mood swings, rage and anger issues spun out of control triggering many altercations with his father resulting in a protective order against his own Dad! Even the most peaceful and loving homes can fall victim to substance abuse disorders. Conflict becomes normal as family members fight to help loved ones gain control.

Dillon struggled for ten long years and lost many jobs in the food industry along the way due to drug addiction. Of course, he is lucky to even be alive. Finally, after being sent to jail for a fourth time, the fear of real prison time finally set in. When a SAWC Case Manager met with Dillon and told him about the Bail Project; a program that would pay his bail and offer him shelter until his court date, this was the intervention he needed. He was offered a lifeline and he grabbed it! He agreed to mandatory drug testing daily while housed at the Delonis Center for four months.

While overcoming his addiction was not easy, Dillon got a sense of what the future would hold if he continued to use drugs as he encountered older adult clients at the shelter still battling theirs. He was ready to act responsibly by aiming for a life of sobriety. He struggled often, but never relapsed. When times were tough, he leaned in on his Case Manager and sponsor and talked it out. They did not coddle him or hold his hand. They didn't rob him of the opportunity to be an adult. They connected with him and gave him the space he needed to get in touch with his emotions so that he could learn about himself. There are two choices in life. The wrong one and the right one and Dillon finally made the right choice. He put in the hard work and now attends recovery meetings frequently.

The court case against him was dropped allowing Dillon to not only regain employment at a local factory, but a sense of purpose and value. He used his time productively at the shelter and saved every penny earned to pay his first and last month's rent for a rental property in Ann Arbor, saving enough for all of his own furnishings. He re-enrolled at Eastern Michigan University and is now pursuing a degree in Social Work. Dillon credits the Shelter Association and The Bail Project Program for saving his life. He wants to be a beacon of hope to others trying to overcome their substance abuse disorder and help them abandon their feelings of shame, guilt, and depression.

Donors

The following is a list of the generous donors who made cash gifts to the Shelter Association between July 1, 2021 and June 30, 2022. 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

\$200,000 - \$400,000

Anonymous Foundation
NSF International

\$65,000 - \$100,000

Ann Arbor Thrift Shop
Brian & Mary Campbell

\$20,000 - \$50,000

Ann Arbor Area
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Tim & Laurie Wadhams

\$10,000 - \$15,000

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\$5,000 - \$10,000

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\$3,000 - \$5,000

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\$1,000 - \$3,000

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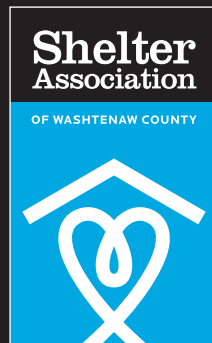
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