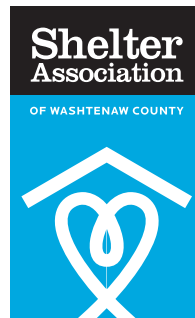




A N N U A L R E P O R T
& R e c o g n i t i o n o f D o n o r s

2 0 1 5 - 2 0 1 6



Ending homelessness one person at a time



Jean arrived at the Shelter after living outdoors for several years. She lived in the woods and refused to engage with outreach staff from several community agencies who had reached out.

She began to interact with several Shelter Association case managers during meals at the Shelter. After weeks of encouragement Jean decided to enter the Residential Program and started to get the help she needed and deserved. She was assigned a case manager who assisted her in acquiring the documents she needed to become independent. We helped replace her birth certificate and get medical insurance.

She was eligible for disability insurance. Her case manager worked with her on the application. She began receiving income and was soon accepted into the Avalon Housing program. This program provides supportive

services to assist individuals' transitions from homelessness to living in a home.

Jean had never had a home of her own, which meant that she owned very little. When it came time for her to move to her apartment Avalon was able to secure some items, but she still needed many essentials to get settled into her apartment.

Through the Shelter's Move Out Assistance Program Jean was able to purchase some of the basic items she needed. She purchased a shower curtain, towels, trash containers, a few dishes, bedding and silverware.

Jean is still in her apartment. We see her from time to time at the Shelter. She continues to make the difficult transition from the streets. The support of the Shelter Association, the generosity of those who support the Move Out Assistance Program, and the continuing support at Avalon has made the difference that Jean needed to get her life on track.

Hope lives HERE

Officers



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Philanthropist/Singer



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J.D. Buhr & Company*



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Judy Rumelhart
Brian Weisman



My Dear Friends:

Our mission, since 2003, has been “Ending homelessness one person at a time.”

We focus on ending homelessness every day. Each staff member, from our operation specialists, our case managers, our administrative staff, and our directors, plays a key role in ending homelessness for our clients.

Due to our new House More/Serve More Initiative we have been more successful this year in housing people who are experiencing homelessness than in any other year. Later in this publication we report in detail about our success.

We work with our community partners to find housing for our neighbors who are the most in need of assistance: Those who are experiencing chronic homelessness (have been without housing for a year or more). Through this effort our community has significantly reduced the number of chronically homeless individuals in Washtenaw County.

The Shelter Association has changed the way we organize our case management teams. Each case manager now has clients who are in our Residential Program as well as those who are being served in our Non-Residential Program. This shift has given us the opportunity to find housing for clients without a shelter stay. Many are housed directly from the street.

We helped 105 individuals find housing without a Shelter stay.

We helped 160 individuals find housing through our Residential Program which includes a Shelter stay.

That is 265 individuals who found housing through the Shelter during this past fiscal year. One person per business day. A truly remarkable success.

Everyone at the Shelter Association thanks you for your support over this past year. We know we are better able to do this work with your help. Our sincere thanks to you.



Ellen R. Schulmeister
Executive Director, Shelter Association of Washtenaw County

1,271 individual men and women served across all programs

475 men and women served in the Residential Program

43% of clients entering the Residential Program had no income upon arrival

26% of our Residential Program clients are veterans

104 individuals served in the Rotating Shelter



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.

Residential Program

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, a client must commit to finding work, saving income, obtaining affordable housing, while remaining clean and sober for the duration of a stay. Each Residential client has access to all services offered in our Non-Residential Program described below.

Non-Residential Program

For individuals experiencing homelessness who are not in our Residential Program, the Shelter Association provides an array of services for both immediate assistance and the encouragement of long-term change. Available services include: laundry, showers, and access to free health services at the Delonis Center as well as a variety of assistance programs such as employment assistance, benefit assistance, housing search assistance, and many other programs which help clients find or increase income and locate affordable housing. Many agencies, ranging from AA to the VA, offer on-site services.

The Non-Residential Program is designed to assist individuals who have income and do not need or want a Shelter stay; those who are not ready for the intensive assistance of the Residential Program; those who are waiting for a place in the Residential program; or those who have temporary shelter elsewhere, but need access to these services.

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 assists with the coordination of the Daytime Warming Program.

Health Clinic

In December of 2015 Packard Health took over operations of the Shelter Health Clinic. This new partnership allows for the clinic to remain in the Delonis Center and still serve the same population, but with more advantages such as expanded evening hours.

The partnership has improved medical care for homeless individuals and provided revenue to stabilize the clinic. The Packard Health Medical Director oversees the clinic and the Shelter Association's medical case manager assists clients and interfaces with Packard Health.

Winter Programs

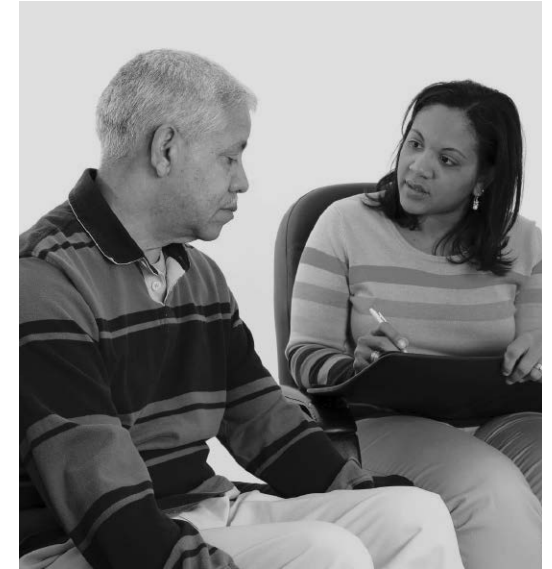
Winter Programs at the Shelter Association offer individuals a warm, safe place to spend the night during the harshest part of the winter. The Rotating Shelter and the Warming Center are open mid-November until the end of March. While these programs operate in a similar manner to a mission-style shelter, we also offer our clients access to case management designed to end their homeless experience.

This past winter, 419 men and women took advantage of our Winter Programs and stayed with us for a total of 5,846 “nights in shelter” (one person, in one bed, for one night).

The Rotating Shelter is hosted on a weekly basis by 19 faith-based congregations. The Warming Center is operated by the Shelter Association in the dining room at the Delonis Center. In January, in cooperation with faith-based congregations, we were prepared to open Warming Center II which would expand our capacity.

This year we saw fewer individuals seeking shelter in our Winter Programs partly because of the success in housing individuals throughout the year (and partly because the average temperature was warmer).

For a second year, the Daytime Warming Center was hosted by 3 faith-based congregations 5 days a week for one month each and by the Shelter Association on the weekends.



Michael's Success Story

Michael had been staying in the Warming Center for the past three winter seasons.

This past January he told his case manager he had been working a full-time job for two and a half months and was ready for housing.

Michael had some financial responsibilities he was taking care of, but he had still managed to save \$575. His case manager found that Michael owed DTE \$162 and advised him to pay the bill. Simultaneously, Michael and his case manager began looking for housing.

Michael had an income of \$1,400 a month and no other outstanding debt or issues to prevent him from obtaining housing except the lack of a rental history. He had never rented a place of his own and had been homeless for the last eight years.

His case manager contacted a private landlord with whom we have a good rapport and explained that Michael would be a good, responsible, tenant



who just needed someone to give him a chance.

Four days later, Michael and his case manager met the landlord and saw an available studio apartment in Ypsilanti. Michael completed an application and left a \$50 deposit.

The following day the landlord contacted his case manager to say Michael was approved to move in. His case manager requested and received “House More/ Serve More” funds to assist Michael with move-in costs.

Two days later, Michael moved into his first apartment.

Michael is presently doing well in his apartment which we helped furnish through Kiwanis.

Michael is truly a success story... one of which everyone at the Shelter Association and all those who support us can be proud.

Nearly 400 volunteers annually provide critical support to our clients in order to help meet their basic human needs.

"When I started volunteering at the Delonis Center I did not know what to expect. All I knew was that homelessness is a tremendous problem across the country. I was immediately impressed with the way the staff interacted with the residents. Staff members are always respectful to the residents. It has been my pleasure to assist the staff with their very valuable work and I look forward to continuing to volunteer in the future."

– Shelter Volunteer

"I would love to continue volunteering at the center although my court ordered service is finished, I love helping out and the people there! The staff is great and the clients are trying so hard to get their lives back."

– Shelter Volunteer

Volunteers play a crucial role in the operations of the Shelter Association and are involved in nearly every aspect of the Shelter's services.

We rely on them to support our clients and staff. But most importantly our volunteers create a comfortable space, offer an empathic ear, and provide encouragement to our clients.



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

Volunteers often share special skills by offering activities such as help with resumes, job searches, and acquiring GEDs. In addition to providing programmatic support, our volunteers play critical roles as board and committee members.

Our Rotating Shelter program would not be possible without the dedicated volunteers of our partner faith-based organizations. Volunteers transport clients to and from the Shelter Association and offer their time and support to individuals who would otherwise be left in the cold.

This year the Shelter Association benefited from approximately 7,500 hours in service (on-site and as part of the Rotating Shelter) valued at more than \$176,000* of staff and client support which the Shelter Association would either have had to pay for or done without.

**The value of volunteer time is calculated using the rate of \$23.54 per hour as determined by the Independent Sector. For more information visit www.independentsector.org.*

Message from the Treasurer

Throughout this report you will read about how the Shelter Association exceeded expectations and rose to meet challenges during the past year.



Each year the Finance Committee works to anticipate changes in funding; attempting to meet all of the Shelter Association's financial needs while working within a mandated budget.

This year, as in the past, we accomplished this and kept the Shelter Association on a strong financial footing.

We are grateful for the support we received this year from individuals, businesses, foundations and organizations, as well as local, state and federal governments. Without this support we would not be successful.

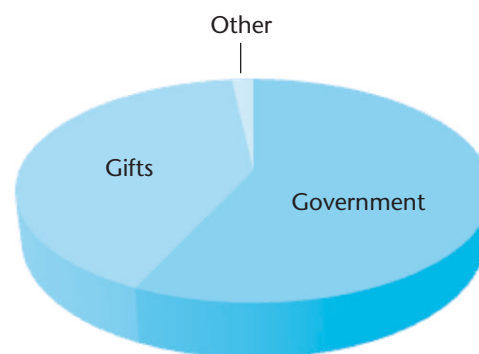
Again this year, we are faced with making difficult decisions about how to allocate our limited resources while continuing to provide vital services to the people who come to us for help.

As the Board Treasurer, I am pleased to submit a report that demonstrates the Shelter Association's commitment to serving our community's homeless, efficiently, compassionately and in a fiscally responsible manner.

Many thanks to those who have supported us so generously throughout the year.

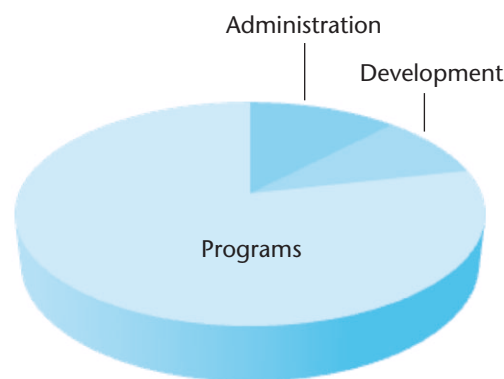
Sincerely,

Wendy Shauman-Ridge
Shelter Association Treasurer



Revenue

Government	\$1,473,570
Gifts	\$1,124,182
Other	\$31,777
	\$2,629,529



Expenses

Administration	\$294,230
Development	\$273,700
Programs	\$2,144,933
	\$2,712,863

HOUSE MORE

The Big Idea: Ending homelessness one person at a time is what we do every day for more than 200 people each year. Last year we started a new Initiative to help clients who already have income sufficient to maintain housing solve their debt problems as they work to end their homelessness. House More/Serve More provides resources to resolve housing-related debts and help with move-in costs. **This program is creating shorter Shelter stays and allowing us to serve more people.**

The Reason: Housing related debts include an eviction or unpaid utility bills; and move-in costs include deposits and first month's rent. (In our community landlords will not rent to individuals who owe other landlords and utilities cannot be accessed until past due bills are paid or pay-



ment plans negotiated.) Many of our clients have income to maintain housing, but not enough to quickly save money to take care of debts and move-in costs.

The Initiative: Funds are administered by our case management team and paid directly to housing-related creditors or landlords. Eligible clients can receive up to \$2,500, one-time, to help them resolve debts and move into housing.

The Results: Since its initial kickoff in May of 2015, House More/Serve More has raised \$107,000. Last fiscal year alone House More/Serve More helped 105 men and women resolve their housing-related debt. 49 Residential clients moved more quickly to permanent housing and 56 avoided a Shelter stay altogether.

SERVE MORE



David has been a client of the Shelter Association for many years. He often took advantage of our services such as laundry and showers.

He had a long history of substance abuse. In 2014, he became sober and focused on his overall health. He found work and began saving 70% of his earnings for housing.

He was in early sobriety and was feeling a lot of pressure from family and friends to "hang out" which more often than not included alcohol. Feeling it was the only way to stay sober, he moved to Florida.

He found it difficult to find work and affordable housing in Florida. He also complained that the shelters in Florida were not as focused on ending an individual's homelessness as the staff of the Shelter Association. So he moved back to Michigan.

Once back in Michigan, David was able to return to his previous job and

re-enter the Shelter Residential Program. He updated his plan to save for housing. He worked long hours and was not only able to save money but also paid fines and cleared warrants. He registered at Washtenaw Community College and began attending class to become a welder.

David had enough income to sustain housing and lined up an apartment. However, he had little left in savings after paying off his fines and could not afford move-in costs. He was on the verge of losing his apartment.

His case manager applied for and received the move-in money from House More/Serve More funds.

After almost four years to the date since David first came to the Shelter he moved into his own place.

Today David is housed, going to school, and working full-time at a job he enjoys. He left feeling grateful for all of the services the Shelter provided to him including the financial help he received from House More/Serve More that allowed him to exit the Shelter without worry about debts.



This final section of our Annual Report is a list of everyone; every corporation, every foundation, every organization and every person that made a gift to the Shelter Association of Washtenaw County this past fiscal year.

Each gift represents compassion for those who need our assistance, speaks to the tremendous generosity of our community, and validates the important work the Shelter Association provides our community.

Each member of the Shelter Association team is very grateful to you for your compassion and generosity. They are a dedicated group of people and I am fortunate to have the opportunity to be associated with them and this wonderful organization.

I hope that you feel the same satisfaction from the support you give to the organization and the individuals who do the work to make it a truly remarkable place.

All of the wonderful people and organizations listed on the following pages found a way to share what they could with the men and women who come to the Shelter Association seeking help to end their homeless experience.

We are grateful to everyone for the ongoing support of our mission and are reminded we could not do it without you. Thank you for your generous support of the Shelter's critical mission – "Ending Homelessness One Person at a Time."

Very warm regards,

A handwritten signature in dark ink that reads "Brian P. Campbell".

Brian P. Campbell
Board President, SAWC

*105 men and women
were housed from
the Non-Residential
Program (which includes
Winter Programs)*

*265 individuals moved
to a positive housing
situation (this includes
Winter Programs)*

*419 served in the
Warming Center*

*445 total men and
women were served by
our Winter Programs*

The following is a list of the generous donors who made cash gifts to the Shelter Association between July 1, 2015 and June 30, 2016. 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

\$10,000 +

Afia Inc.
Ann Arbor Thrift Shop
Blue Cross Blue Shield of Michigan
The Buhr Foundation
The Campbell Fund
The Gordon J. Hammersley Foundation
James A. & Faith Knight Foundation
Masco Foundation
TCF Foundation
TIFF Charitable Foundation
Washtenaw Coordinated Funders

\$5,000 +

Comerica Bank
Edward F. Redies Foundation
The Helen L. Kay Charitable Trust
Martin Family Foundation
Tom F. Bunge Charitable Trust

\$2,000 +

Bank of Ann Arbor
The Bunyan Bryant Foundation
CSO, Inc.
The Detter Family Foundation
F. Ross Birkhill and Laura Jean Birkhill
Family Foundation
First Presbyterian Church
Johnson & Johnson

Molloy Foundation, Inc.
Old National Bank
The River City Foundation
St. Andrews Episcopal Church

\$1,000 +

Ann Arbor State Bank
CapTrust Financial Services/Tim Norton
Charles Reinhart Co.
Columbia Asset Management, LLC.
Domino's Pizza
Dynamic Edge, INC
Enco Marketing, Inc.
First Congregational Church
Golden Limousine International
H. R. Peper Associates
Harry A. and Margaret D. Towsley
Foundation
Hylant
Jiffy Mixes
The Kresge Foundation
Longfield Family Charitable Foundation
McClusky Family Fund
The Meadowlark Fund
Oxford Companies
Rave Associates, Inc.
Rehmann
Retirement Income Solutions, Inc.
Nu Step, Inc.
Saint Joseph Mercy Health System
The Shaffran Companies, LTD
St. Joseph Catholic Church
St. Mary's Student Parish
St. Paul Missionary Baptist Church

The Steven and Jacklynn Tracy
Charitable Fund
The Timberland Group
Washtenaw Community College
Zion Lutheran Church

\$500 +

Agnew Family Foundation
Arbor Trust Wealth Advisors
Joan Binkow & Daniel Chester Fund
Carlisle/Wortman Associates, Inc.
Community Foundation for Southeastern
Michigan
The Marjorie Harris Reynolds Foundation
Mast Shoes
Pfizer Matching Gift Program
Thomson Reuters
University of Michigan

\$100 +

AccessPoint Acquisition Company
Ann Arbor Friends Meeting
Ann Arbor Orthopaedic Surgery, P.C.
Ann Arbor Vineyard Church
Antelope Antiques
Arbor Professional Solutions
Arbor Research Collaborative For Health
Charitable Match Program
Bethlehem United Church Of Christ
Brewed Awakenings Cafe
Burt Forest Products Company
Charles Stewart Mott Foundation
Circle of Gratitude
Complete Residential Contracting LLC
Daniels and Zermack Architects LLC

Dunn Counsel PLC
First Congregational Church Of Chelsea
Fraternal Order of Eagles Auxiliary
Larry E. French & Company
The Mesberg Yashar Fund
Women's Prayer Group of Northside
Community Church
Performance Network Theater
Rose Foundation For Communities &
The Environment
Servants of the Word
St. Luke Lutheran Church
TEL-Atomic Incorporated
The West End Grill
The Wilton Family Charitable Fund
The Mesberg Yashar Fund
Zingerman's Service Network

Under \$100

Amazon Smile Foundation
CFCNCA
Consumers Energy Foundation
DigitasLBi
F. Payne & Associates
Joseph Curtin Studios
Ann Arbor Council for Traditional Music
and Dance
Miracles on W. Huron NA
Northside Community Church
ProQuest
Real Seafood Company
Sigma Theta Tau - Rho Chapter - U of M
St. Aidan's Episcopal Church
Venture Investors

Individual Donors

\$10,000 +

Thomas Buhr
Brian & Mary Campbell
Todd & Stephanie Gensheimer
Gregory & Liz Graziano
Joshua Pokempner & Gretchen Gardner
Tim & Laurie Wadhams

\$5,000 +

Jim & Debbie Beuche
Lucy Anne Kooi
Leiv Erik Lundberg & Kathleen
Hanlon-Lundberg
Michael & Chrissy Nisson
Anne & Mike Rivard
Judy & Don Rumelhart
John Scudder & Regan Knapp

\$2,500 +

Essel & Menakka Bailey
Richard & Dana Beil
Richard Boothman & Karen Gardstrom
John & Patricia Carver
Peggy Cavanagh & Doug Strong
Ken & Mary Sue Coleman
Stephen & Judith Dobson
Janet Dombrowski
Bill & Martha Grimes
Herbert Katz
James & Paula Kauffman
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Lisa L. Mann
Michael Staebler & Jennifer Poteat
Joanne Taylor
Paul & Marcia Valenstein

\$1,000 +

Elizabeth Axelson & Donald Regan
Jim & Lisa Baker
Bill & Mary Barsan
Bill & Caitlin Beuche
Herb & Christine Black
David & Martha Bloom
David & Carol Bradford
Frank Brosius, III
Jamie & Cheryl Buhr
Skip & Barb Campbell
Sheila Collins
Janet Cool
Howard & Anne Cooper
Chris & Tammy Cox
David & Joan Crary
Ken & Paula Crawford
Gerald Davis & Christina Brown
Hal & Ann Davis
Martin & Genevieve Delonis
Robert Dittmar
Molly Dobson
Dallas & Sharon Dort
Lt. Col. Wayne Doyle
John & Gail Einhaus
Cheryl & Bruce Elliott
Peter & Patty Fink
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Doris Terwilliger
Matthew Toschlog & Victoria Green
David & Karen Ufer
Cosmas & Sally Van De Ven

Jack & Carolyn Wallace
Brian Weisman & Kim Burton
Brad White
Stuart & Suzanne White
Charles Witke & Aileen Gatten
Charles & Margaret Wolfe
Tom & Heather Wurster

\$500 +

Henry & Harlene Appelman
Mary Ardner
Frank & Lindsay Tyas Bateman
Bradford & Lydia Bates
Philip Boonstra
Dave & Lynn Booth
Peter D. Brown
Barry Butler
Jim & Jenny Carpenter
Scott & Wendy Chaiken
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Merrill Crockett
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Sally Ellis
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Joe Fazio
Shah & Denise Firoozi
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Arline T. Geronimus
Steven Glauber & Margaret Schankl
Daniel & Norma Green
Ruth Green

Craig Hammerberg
 Norman & Debbie Herbert
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 Tim & Julie Kissel
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 Jeremy & Marie-Adele Kress
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 Tom & Claudia Larson
 Wendy Lawson
 Todd & Nancy Leff
 B. & H.. Lugauer
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 Hans & Jacquelyn Maier
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 Tish Lee & Bill Moses
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 Travis Roe-Raymond & Maria Simao
 Steve Rosenblum & Rosalyn Sarver

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 Patricia Saad & Andrew Muth
 Ashish & Norma Sarkar
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 Schmerberg
 Marlys E. Schutjer
 David Seaman & Helen Zylman
 Robert & Elaine Sims
 Richard Snyder
 Kate Sullivan
 David & Jill Thacher
 Jack H. Tobias
 Richard & Vickie Van House
 Joyce Van Ochten
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 Brian & Heidi Williams
 Joan K. Zald

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 Peter Boisvert
 Sarah and Sebastien Bradley
 Al & Judy Brankiewicz
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 Florence Johnston
 David & Lisa Joseph
 Stephen & Rachel Kaplan
 Deborah Keller-Cohen
 Mary Lou Kellermann
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 Thomas & Connie Kinnear
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 Joseph Krajcik & Ann Novak

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If you notice an error, please accept our apology. We welcome hearing from you so we can correct our records. Please call us at 734-662-2829. Ask for the Development Office.

“There are some who live in a dream world and there are others who face reality; then there are those who turn one into the other.” - Douglas Everett



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We provide a “bridge” for clients who come to us looking for help to end their homelessness. Those who are part of the ***Bridge to the Future*** initiative provide the Shelter Association with gifts that create a bridge from an uncertain present in which we experience funding gaps, to a stable future in which we have reliable funding to support our efforts to end homelessness one person at a time.

We imagine a world in which each person has a home. Those who are part of this multi-year gift program are helping us fulfill this dream for over 200 individuals each year.

This page recognizes the individuals who participated in our ***Bridge to the Future*** initiative this year. We are grateful to them and honored to have their support as we create a more secure future for our clients and for the Shelter Association.

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