

ANNUAL REPORT 2017-2018



**Shelter
Association**

OF WASTHENAW COUNTY



Ending Homelessness One Person at a Time

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FROM THE BOARD PRESIDENT

Our Annual Report is shared with you in gratitude for your generous support.

To each and every individual, business, corporation or foundation, I send a heartfelt “thank you”. The entire board of trustees sends you, our donors, a “thank you” as well. The Shelter only succeeds because of your generosity.

An additional “thank you” to Past President Paula Kauffman. Her leadership the last two years has been unwavering. Paula guided the Shelter through the hiring of our newest leader, Dan Kelly, and our new Development Director, Sarah Paspal. I have unending confidence in Dan and Sarah’s skills. Thank you Paula for pinpointing the Shelter’s future needs and recognizing these two talented individuals’ ability to meet those needs. One more “thank you” for building a diverse board. I am looking forward to collaborating with this capable group in this, our 35th Anniversary year.

This writing is a reflection but also a celebration of our success thanks to generous individuals and businesses in our community. Your support has allowed us to implement our program and continue to serve and house the neediest in our community with compassion. I am humbled by the work of the Shelter staff and so proud to be part of a group that works with individuals at the grass roots level to end homelessness, one person at a time.

Very Truly Yours,



Elizabeth Graziano
Board President, SAWC



You Give. We Serve. Lives Change

FROM THE EXECUTIVE DIRECTOR

Dear Friends,

Thank you making my first year at the Shelter a remarkable experience. Our dedicated staff, Board of Directors, and the over 2000 volunteers and local organizations that support our efforts to end homelessness in Washtenaw County are truly an incredible group of supporters. Our efforts have led to many large successes culminating in our pinnacle achievement of reducing the number of men and women experiencing homelessness by over 25% over the last three years.

Over this first year, we were able to serve over 1,000 individuals experiencing homelessness and housed nearly 250 individuals despite continued challenges to find those we serve safe, affordable housing options in Washtenaw County. One of our newer programs, called Critical Time Intervention (CTI), has also vastly exceeded our expectations. The CTI program works with those we help move into housing who still have significant barriers and vulnerability that lead them to finding themselves homeless again in the near future. Our Social Workers help these clients who may have severe physical disabilities or mental health conditions to stabilize and turn their house into a home through in-home case management, medical coordination, help with addressing legal issues, or finding a better paying job. I'm proud to announce that over 95% of those served through CTI were able to maintain their housing.



I've learned a great deal this year, most especially from our Shelter guests. Despite all the chaos of over 100 people taking part in a community meal, or the over 130 people we provide shelter to each night in the cold winter months, it's the individual stories and triumphs that have meant the most. For me, meeting Kathy White this winter was such a transformative experience. Kathy was a Desert Storm Veteran who had a long journey before winding up at our doors just before Christmas. She experienced severe trauma while in the war and when she came home it manifested itself in loud emotional outbursts several times a day. Her family had turned her away and her friends who initially tolerated her, had even asked her to leave. She was asked to leave several other shelters before coming to meet with Sarah, our intake social worker. Sarah luckily had received a great deal of training in trauma-informed care and so she took on Kathy's case and was determined to help her work through these issues and ultimately move into her own home. Low and behold, over the three months Kathy was here, we all noticed a transformation in her. Staff and the other shelter guests went from initially frustrated by some of her emotional fits to everyone rooting for her very quickly. It was all in refusing to not be supportive and positive. Sarah and Kathy worked very hard together and Kathy was eventually able to move into her own apartment in Ann Arbor. On her way out she sat down with me and told me, holding back tears that she was so appreciative that we didn't give up on her.

Our motto for this year is Never Give Up! All who come to our door deserve a second chance at hopefulness and we are intent on giving it. Over this next year I'm excited for our efforts to better address the rising number of homeless older adults coming to our door through creating an onsite Medical Recuperative Shelter, expanding services to other areas of the county including Ypsilanti, and engaging more supporters in our incredible local religious community.

I truly look forward to your continued support as well as our continued success in 2019!

Sincerely,

A handwritten signature in black ink that reads "Daniel Kelly".

Dan Kelly, MSW, Executive Director

MESSAGE FROM THE TREASURER

As Board Treasurer and Chair of the Finance Committee, I would like to add my "thank you" to those expressed by our Board President and Executive Director to all of our donors. We appreciate your continuing support, without which we could not be successful.



An additional "thank you" to Past Shelter Treasurer, Doug Kelly, whose financial expertise and leadership has helped to guide the Shelter through some recent challenging situations. During the past several years the Shelter has experienced some significant challenges including significant employee turnover at the highest levels due to well-earned retirements, reduced government funding, and increased competition for charitable giving. Our new Executive Director, Dan Kelly, and our new Development Director, Sarah Paspal, have already picked up where the qualified leaders before them left off, and the Shelter continues to be in good hands to address these challenges going forward.

This year we, again, achieved our financial and human servicing goals, but only because of the generous support of our loyal donors. With your continuing financial support, our staff and our Board are committed to achieving our stated mission of "ending homelessness one person at a time."

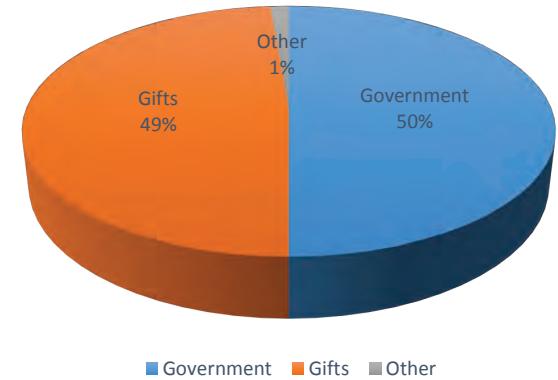
Best Regards,

A handwritten signature of Kenneth W. Crawford.

Kenneth W. Crawford
Shelter Association Treasurer

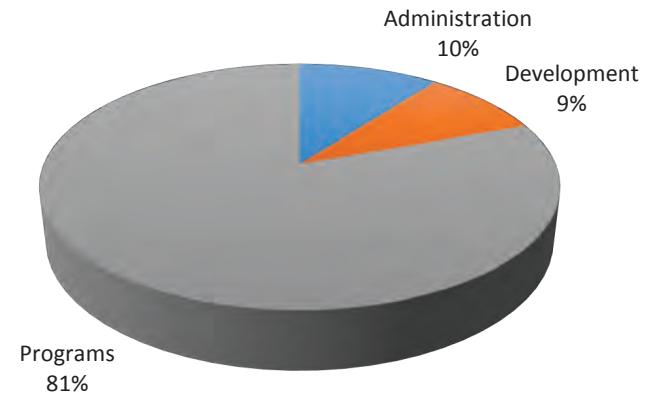
Revenue	
Government	\$ 1,220,912.00
Gifts	\$ 1,188,175.00
Other	\$ 32,467.00
Total Revenue	\$ 2,441,554.00

Revenue



Expenses	
Administration	\$ 241,387.00
Development	\$ 209,053.00
Programs	\$ 1,873,353.00
Total Expenses	\$ 2,324,693.00

Expenses



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 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 1.5 million meals to date.

VOLUNTEERS

Our volunteers are at the heart of everything we do and are essential to the Shelter Association's mission of "ending homelessness one person at a time". Volunteers play a crucial role in our operations, participate in many aspects of our programs and enrich the lives of our client guests by engaging in art-work creation, computer training, GED training, book-club, fitness education, donation drives and fundraising.

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

Volunteering is an effective tool to boost employee morale. We have seen a growing interest from businesses to develop employee volunteering programs that positively impact employees, the workplace and their community. Nearly three-quarters of employees say their job is more fulfilling when they have opportunities at work to make a positive impact on social issues.

Volunteers provide compassionate and dignified support for our clients making a real difference in the lives of each person they touch. Our volunteers' unending energy and commitment to provide basic services are important to our clients' well-being and our success. In addition to providing programmatic support, our volunteers play critical roles as board and committee members. These volunteers provide important skills and insight that we could not otherwise afford.

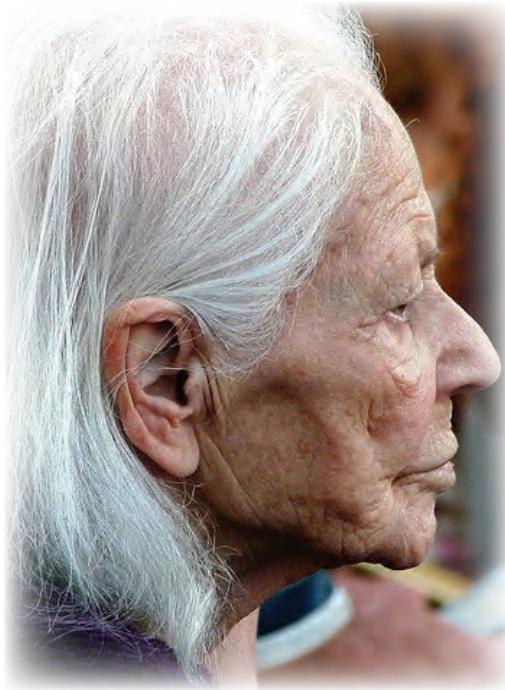
Our amazing team of individual and corporate volunteers provide over 14,000 hours in services every year.



To find a volunteer opportunity that is right for you, please visit
www.annarborshelter.org/volunteer



SUCCESS



SHELTER STAFF FIRST MET LYDIA in 2013 when she arrived at the doorstep of the Delonis Center looking for a place to stay. At this point staff knew very little about this individual who we would continue to assist over the next five years! It was apparent that Lydia suffered from some form of mental illness but was not willing to accept assistance at that time. Lydia left the shelter only to return again in 2016.

After going to Detroit for a long period of time Lydia came back, still not willing to accept our assistance. With her mental illness only decompensating further, it almost seemed as if this client would be bouncing around for years to come. Lydia was disheveled, in need of a haircut and clothing. Lydia declined most of the staff's attempts to get her the help she needed. Staff tried on multiple occasions to get Lydia connected to services, engaging the PATH team (Projects for Assistance in Transition from Homelessness) for her care, as well as the shelter clinic. Sadly, Lydia left the shelter again only to return again a few months later.

This stay would be very different for Lydia as staff were able to petition the courts for her to receive mental health treatment. After a short stay in the hospital in order to stabilize and gain insight into her illness, Lydia returned to the staff who she had learned to trust over the years. Lydia was given the assistance she needed but her barriers were still holding up her progress to move towards obtaining her own place to live. Lydia had a guardian that was appointed to her and it was very difficult to get Lydia the things she needed to be housed like her state ID and birth certificate.

During this time she was picked for Avalon Housing and granted a Permanent Supportive Housing Voucher! Now the case management team would need to work quicker than ever to assist Lydia with her barriers. It was a race to get Lydia all of her documents so she could move into housing quickly. With the assistance of other local agencies and staff at the shelter, Lydia was able to move into her housing. What an exciting day as we watched Lydia leave with her keys in hand and a smile on her face, knowing that she was going to be moving into a place she could call her own.

persistence

“Let me be a blessing to someone else.”

“Let me be a blessing to someone else.” Kevin says that this is what he tells himself each morning in the mirror, but then he laughs. “It doesn’t always go that way, I have my challenges too, but you know, I try.”

Each journey is remarkable, even when the story is not wholly unfamiliar. Kevin once had a home, stable job and close family. His story changed with multiple health crises, being unable to work while waiting for disability income to start, and substance abuse. Staying with extended family was not a healthy or viable option long term and he felt lost. All of this sent Kevin to the Shelter Association of Washtenaw County.

When asked to describe his experience working with his case worker, Katie, Kevin responds with one word: “Perfect.” He knew he needed a big change, but hanging out in the same places around the same people enabled his addiction and lacked the encouragement he needed to make positive changes. He wanted a life overhaul and Katie gave the support to make that happen.



Kevin will tell you about all the different types of people you meet at the Delonis Center. In some people he saw the things he wanted for himself and in others he saw the same struggles and habits that had brought him to this place. Both were motivating. After a few days staying at the shelter, Kevin was inspired to quit smoking. He recognized that he needed “positive ingredients” in his life, and wanted to be pushed. With the support of the shelter staff, volunteers and fellow residents, Kevin was able to reflect and recognize all the ways in which he was empowered to utilize the resources around him. He made contacts at his church that led to an apartment and got his finances and health needs under control.

Today Kevin lives in stable housing and is sober and thriving. He is able to have healthy relationships with his adult children and young grandson who was born during his shelter stay.

Kevin recognizes that the fear of homelessness keeps a lot of people in bad situations. He regularly encourages people in bad relationships, caught in the cycle of addiction, to leave their enabling environment and find help at the Shelter Association.

encouragement



278

Men and women used our Residential Program. The Residential program offers case management, a temporary bed and access to all services at the Delonis Center.

130

Men and women found housing through the Shelter Association's Residential Program.

5,000

Individuals are experiencing homelessness in Washtenaw County.

115

Average number of days it takes a Residential client to move from the Delonis Center to a new home.

1

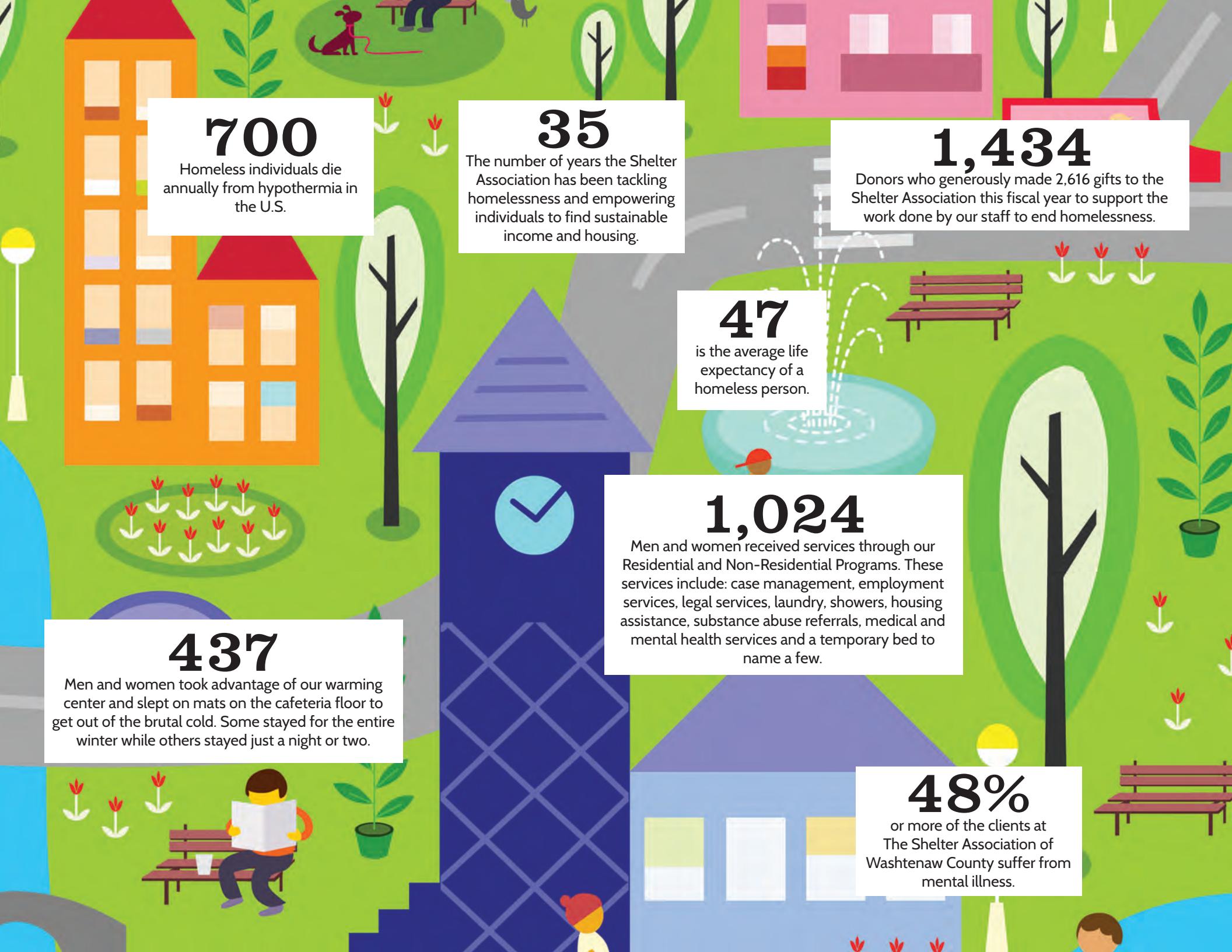
Every business day, we house one individual and end their homelessness.

134

Volunteers worked 2,955 hours at the Shelter Association. These individuals play a critical role in the success of the Shelter.

249

Number of men and women who found permanent housing through their work with Shelter Association case management team.



700

Homeless individuals die annually from hypothermia in the U.S.

35

The number of years the Shelter Association has been tackling homelessness and empowering individuals to find sustainable income and housing.

1,434

Donors who generously made 2,616 gifts to the Shelter Association this fiscal year to support the work done by our staff to end homelessness.

47

is the average life expectancy of a homeless person.

1,024

Men and women received services through our Residential and Non-Residential Programs. These services include: case management, employment services, legal services, laundry, showers, housing assistance, substance abuse referrals, medical and mental health services and a temporary bed to name a few.

437

Men and women took advantage of our warming center and slept on mats on the cafeteria floor to get out of the brutal cold. Some stayed for the entire winter while others stayed just a night or two.

48%

or more of the clients at The Shelter Association of Washtenaw County suffer from mental illness.



Ending homelessness one person at a time is what we do every day for nearly 250 people each year. With your support, we started this initiative in May of 2015 to help clients who have income sufficient to maintain housing solve their housing related debts as they work to end their homelessness. **House More Serve More (HMSM)** provides clients with funding administered by our case managers to resolve past housing related debts such as unpaid utility bills, eviction expenses, and unpaid rent from previous residences that are roadblocks to housing today. 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 payment plans are negotiated. Payment is made directly to these creditors and landlords.

House More Serve More dollars also help individuals ready to move out of the Shelter to cover move-in costs including first month's rent and security deposits. By assisting clients with HMSM funding, individuals spend less time in the shelter, turning beds over quicker, allowing us to serve more people!

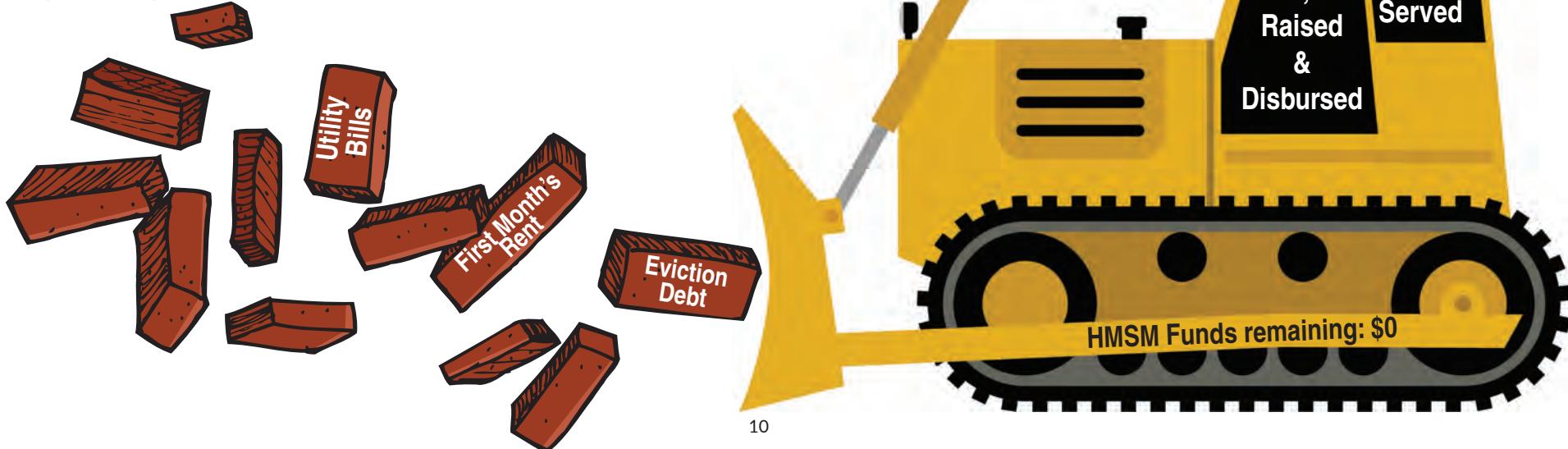
THE RESULT:

Since inception, House More Serve More has raised and spent \$138,800 and helped more than 174 men and women resolve housing-related debt, receive support for their move-in costs, and successfully move out of the Shelter and into a place of their own because of you!

100% of your \$138,800 investment in HMSM has been disbursed to shelter client creditors, 100%! Clients received assistance from as low as \$88 to as much as \$2,300 in support! 92% of those who received support from House More Serve More are still housed today!

Thank you for making this program a success! This program opens the door for more clients to be served and housed.

If you would like this program to continue for current and future clients, please contact the Development Department at 734-662-2829 ext. 224



“One day you are walking around with all you need and then poof, the next day you lose everything!” – Derek, Shelter Association Client

Derek needed a car to get to work. When it broke down for the last time he knew it needed to be replaced. Since he was already living paycheck to paycheck there was no extra money in the budget to buy another car. Getting to work became more and more challenging as his one bedroom apartment was nowhere near a bus stop. He started missing work and eventually ended up losing his job. With no income he could not pay his rent and eventually he and his dog were evicted. Friends were willing to take the dog long term but not Derek.

Derek had heard about the Delonis Center and was desperate for some assistance. He was not expecting the Shelter Association to have such a long waiting list and felt a bit discouraged at first. His case manager encouraged him to place his name on the waiting list and take advantage of all the other resources the shelter had to offer. Derek came back frequently to eat meals in the cafeteria and store his belongings. He remembers feeling hopeful the day he got the call that a bed was available for him, as he had exhausted his friend's hospitality and found couch surfing more and more difficult.

With bus tokens offered to him and job assistance, Derek found employment and was able to participate in the Shelter's ISH program (Income to Savings to Housing). He saved 70% of his income and after 77 days had enough funds saved up to pay for his first and last month's rent. Once a rental unit became available, he was happy but nervous because he was not going to be able to cover his past rental debt from the time he was previously evicted.

Thanks to House More Serve More dollars donated by generous donors, The Shelter Association was able to pay off Derek's previous debt, moving him out of Shelter into a permanent apartment. Derek misses driving a car but his current residence is near the bus stop.

House More Serve More provides rental assistance, security deposits and supportive services for 12 months to assist homeless individuals to become housed and achieve self-sufficiency. Derek no longer worries where he is going to sleep at night. He now is the one offering his couch to those needing a place to stay.

hope
is not lost



DONORS

The following is a list of the generous donors who made cash gifts to the Shelter Association between July 1, 2017 and June 30, 2018. 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

\$10,000 +

Ann Arbor Area Community Foundation
Ann Arbor Thrift Shop
Buhr Foundation
James A. & Faith Knight Foundation
Molloy Foundation, Inc.
TCF Foundation
United Way of Washtenaw County

\$5000 +

Bank of Ann Arbor
Comerica Bank
Edward F. Redies Foundation
J. F. Ervin Foundation
Network For Good
Tom F. Bunge Charitable Trust
Trinity Charitable Fund
Vineyard Church of Ann Arbor

\$2500 +

Ann Arbor State Bank
First Presbyterian Church
Harry A. and Margaret D. Towsley Foundation
Jenkins Foundation
Johnson & Johnson
Kresge Foundation
Old National Bank
Saint Joseph Mercy Health System
University of Michigan – Medicine
West Side United Methodist Church
Zingerman's Service Network

\$1000 +

Bunyan Bryant Foundation
CapTrust Financial Services
Charles Reinhart Co. Realtors

Chelsea Milling
Community Foundation for Southeastern Michigan
Diamond Real Estate & Management
DTE Energy Foundation
Greenman's Printing & Imaging
Hylant
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Mosaic Foundation
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Rave and Associates, Inc.
Rehmann
Retirement Income Solutions, Inc.
S.I. Company
S.R. Development, Inc.
Shaffran Companies, LTD
St. Paul Missionary Baptist Church
Steven and Jacklynn Tracy Charitable Fund
Suburban Chevrolet Cadillac
Timberland Group

\$500 +

Beth Israel Congregation
BMS Matching Gift Program
Charles Stewart Mott Foundation
Dykema
Gordon Group Insurance Agency
Jewish Community Foundation
Liberty Title
Mesberg Yashar Fund
Molina Healthcare of Michigan
NSF International
Thrivent
Yazaki
Yoga Focus

Individuals

\$10,000 +

Jamie & Cheryl Buhr
Brian & Mary Campbell
Alice Dobson Estate
Gregory & Liz Graziano
Erik & Kathleen Lundberg
Virginia McKeachie Estate
Thomas & Debbie McMullen
Joshua & Gretchen Pokempner
Tim & Laurie Wadhams

\$5,000 +

Essel & Menakka Bailey
James & Marci Cameron
James & Phyllis Ford
Bill & Marty Grimes
James & Paula Kauffman
Michael & Chrissy Nisson
Tim & Shann Patton
Guy & Katherine Rich
John & Regan Scudder
John Vartanian

\$2,000 +

Deborah & James Beuche
Bill & Sandra Broucek
Thomas Buhr
Ken & Paula Crawford
Stephen & Judith Dobson
Mary Dobson
Del & Nancy Dunbar
David & Jill Esau
Esther Floyd
Barry Fuller
David & Joan Gregorka
Herbert Katz
Bill & Tish Moses
Don & Judy Rumelhart
Elissa Spangler

David & Joanne Taylor
Paul & Marcia Valenstein

\$1000 +

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Richard & Karen Boothman
Peggy & Doug Cavanagh
Ken & Mary Sue Coleman
Karl & Nancy Couyoumjian
Chris & Tammy Cox
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Leah Gunn
Larry Hastie
Yale & Joan Kamisar
Daniel Kelly
Donald Kinder
David & Louise Lutton
Tim & Emily Marshall
Phyllis Meadows
Dee & Charles Moss
Mary Mostaghim



“No one has ever become poor by giving.” - Anne Frank

Tim & Kathy Norton
Mark & Deborah Oberdoerster
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Robert & Thelma Peper
Mathias Reimann
Charles & Amy Roehrig
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Lieveka Scheys
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Richard & Barbara Soble
J.P. & Clare Stando
Kate Sullivan
Robert & Laurie Svoboda
Karla Taylor
Cosmas & Sally Van De Ven
Nancy Wheeler
Stu White
Charles & Aileen Witke
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\$500 +

Henry & Harlene Appelman
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Ronald & Lillie Brown
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\$100 - \$499

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James & Jan Botsford
Ward Bouwsma
George Brach
Sebastien & Sarah Bradley
Candace Bramson
Al & Judy Brankiewicz
Guadalupe & Peggy Bravo
Marie Brazeau
Bradley Brees

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

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“Those who are the happiest, are those who do the most for others.” - Booker T. Washington

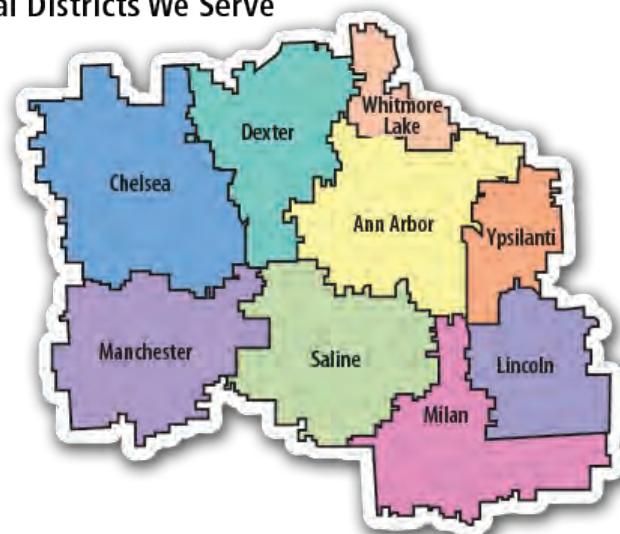
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Local Districts We Serve



249 People
...found a place to call home!
...are no longer homeless!
...are grateful for your support!

Pave The Way Home

A New Pledge Initiative

The convenience, stability and safety of a home is something most of us take for granted, that is unless we are experiencing homelessness. Shelter Association clients dream of a place they can call their own. A place where they can cook meals and sleep in their own bed; a place where they can display their belongings rather than keeping them stored in their backpack, in fear of them being lost or stolen. They dream of a place where free time is no longer the enemy, but cherished time to spend doing things they love. SAWC acts as a "Realtor" by putting clients on the path that will lead them to sustainable housing.

This page recognizes those individuals who played the role of a "Mortgage Investor". Their investment allows those experiencing homelessness to turn the key and open the door to their new residence. Their investment is designed to pave the way home for years to come with reliable future financial support during this uncertain present.

We are grateful to each and are honored to have them support this new pledge initiative that will stabilize a future for over 200 individuals annually.

Dan Kelly

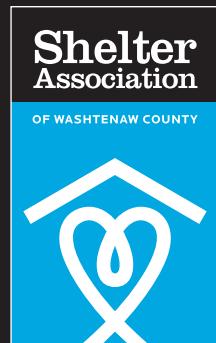
Jennifer Poteat & Michael Stabler
SR Development

To learn more about how you can help Shelter Association clients Pave the Way Home, contact the Development Department at 734-662-2829 ext. 224

If you don't like the road you are walking, start paving another one. - Dolly Parton



Ending Homelessness One Person at a Time



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