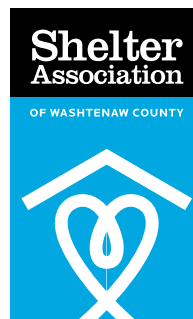


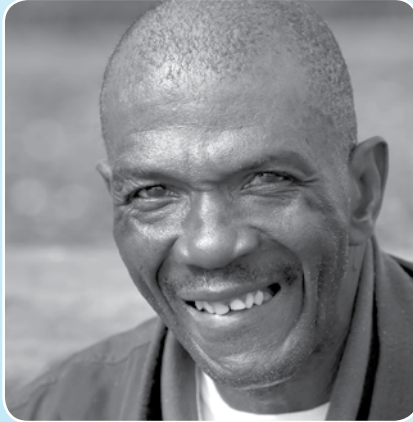


# ANNUAL REPORT & Recognition of Donors

2014 - 2015



**Ending homelessness one person at a time**



Sam lost his apartment to a fire. He received short-term Red Cross assistance until he could find new housing.

Sam is developmentally disabled; he has lung cancer with metastasis to his brain. He is on a number of medications which make his ability to navigate daily life difficult. His only income is from Social Security Disability.

Sam had no family or friends he could turn to for help in finding new housing. When the Red Cross help ran out, he came to the Shelter Association.

The Shelter has medical case managers who understand how to navigate both medical and housing systems for individuals like Sam. So when Sam entered our Residential Program this past September, he was assigned a case manager who could truly help.

He immediately began to save 70% of his income for housing. His medical case manager attended doctor's appointments; helped him understand his urgent condition and his long term disability; and helped him learn how to appropriately care for himself medically.

Once he became more stable, she connected Sam with community resources to support him with his medical condition and his disability when he left the Shelter. These connections included securing him the ability to use public transportation through our association with AAATA (Ann Arbor Area Transportation Authority) and medical case management at UMHS (University of Michigan Health System).

Sam was not an easy person to help. It took a lot to get him housed. In addition to his behavior problems related to his disability, and a struggle with addiction, he had a criminal history.

Through persistence and with patient resolve, our medical case manager found safe, affordable housing for Sam.

# Hope lives HERE

## Officers



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*Philanthropist/Singer*



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My Dear Friends:

Our mission in 1998 was to “Provide shelter and services in a safe, caring, environment.” By the time we moved into the Delonis Center in 2003 our mission had evolved into “Ending homelessness one person at a time.”

With that mission shift, we focused on ending homelessness by helping people find housing not just giving them shelter.

Shelter is still part of what we do, but housing people and housing them quickly, is our goal.

We instituted a simple strategy. A strategy we ask every person who enters our Residential Program or signs up for case management in our Services Program to follow.

Three simple components make-up the strategy: Establish income, save money and find housing.

We serve a population who cannot be described by one word. Each story is different. Most are not the stereotypical image of the term “Homeless Person.” Instead our clients are non-homogeneous in characteristics and history.

Some suffer with untreated mental illness, extreme substance abuse, disorders or immigration issues. Some require months, if not years, to resolve situations and stabilize to the level that a person can afford and maintain housing. However, for others it is a job or benefit income that is the key to moving on.

Our entire team, from administration and case managers, to our operation specialists has worked hard this year. **We have served nearly 1,500 men and women. We have provided case management to 455 in our Residential Program and 277 through our Services Program. And we have ended homelessness for 211 men and women, one person at a time.**

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

*69 Housed from the  
Services Program  
(which includes our  
Winter Programs)*

*1,459 individual clients  
served across all programs*

*49% of clients entering the  
Residential Program had  
no income upon arrival*

*455 served in the  
Residential Program*

*211 individuals moved  
to a positive housing  
situation (this includes  
Warming Center)*



## 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, one must commit to work to find and save income, and obtain affordable housing, while remaining clean and sober for the duration of a stay. Each Residential client has access to all services offered in our Services Program described below.

## Services 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 the Shelter's free health services, 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 Services Program is designed to assist individuals who have income and do not need 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 hosts a Warming Center, coordinates the Rotating Shelter, and helps coordinate the Daytime Warming Program.

## Health Clinic

The SAWC Health Clinic is free and open to any adult experiencing homelessness in Washtenaw County. On-staff nurse practitioners treat a wide variety of ailments ranging from contagious illnesses to chronic conditions. The clinic staff helps the community's most vulnerable, many of whom resist traditional medical facilities. Clients are stabilized and enrolled in Medicaid with the goal of finding them a permanent medical home.

In addition, volunteer physicians provide urgent care and medical exams. Partner agencies offer related services at our site ranging from metabolic medicine, mental health services (including mental health case management and psychiatry) and public health HIV & STD support to specialty care such as a podiatry.



## Winter Programs

Winter Programs at the Shelter Association offer individuals somewhere 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 they 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 year, 502 men and women took advantage of our Winter Programs and stayed with us for a total of 11,673 “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 expanded our capacity and opened *Warming Center II*.

Weather Amnesty became Daytime Warming Center hosted by faith-based congregations, and run by M.I.S.S.I.O.N 5 days a week (and by the Shelter Association on the weekends).



## Success Story

Jacob has suffered for many years with untreated severe and persistent mental illness. His life was complicated further by his substance abuse. He became a familiar face at Delonis Center meals and in the summer of 2013, he began seeking non-residential services from the Shelter Association.

Winter came quickly that year. By October, he was sleeping on the sidewalk in front of one of the local downtown churches attempting to keep warm until the Shelter Association’s Warming Programs began in November.

The Shelter Association’s Warming Center is staffed by a case manager with a focus on addiction support who engaged Jacob during the early days of his stay in the Warming Center. With her help he designed a plan to get clean and sober and with a referral from the Shelter entered a three week detox program.

He emerged from the program clean and sober, and ready to work on finding income and housing. He returned to the Warming Center. His Warming Center case manager referred him to Community Support and Treatment Services (CSTS- our community mental health case managers). Together they worked with Jacob to find medications to improve his mental health.

The team, Shelter Warming Center case manager and CSTS, helped Jacob apply for disability insurance and helped him enter Catholic Social Services FUSE program designed to house individuals who make frequent trips to the Emergency Department.

By the end of the Warming Center in March, Jacob was receiving his disability payments and was ready, with FUSE support, to move into housing.

Jacob remains housed, is an active member of the Recovering Community, and is maintaining his mental health.

Jacob’s life changed when he sought shelter at the Shelter Association’s Warming Center and accepted the assistance of our case manager who helped him get on the path to independence.



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

*“Volunteering at Delonis Center for the first time I’m impressed and inspired by the services and dignity with which they treat their clients. The support of the Ann Arbor community is also evident. Hoping this sort of well-concerted effort is being replicated or will be replicated in other cities.”*

– Shelter Volunteer

*“How hard you all work and how much you care about the clients here really encourages me to work hard so that one day I can positively impact the lives of others the same way that you all do.”*

– 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 are 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 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.

Last year the Shelter Association benefited from approximately 11,000 hours in service (on-site and as part of the Rotating Shelter) valued at more than \$243,000\* of staff and client support which the Shelter Association would either have had to pay for or done without.

We are extremely grateful for the time and talents of our volunteers.

*\*The value of volunteer time is calculated using the rate of \$22.13 per hour as determined by the Independent Sector. For more information visit [www.independentsector.org](http://www.independentsector.org).*

## Message from the Treasurer

Each year, the Finance Committee and Board of Directors work to create a balanced budget for the Shelter Association's operations, and each year we are faced with unexpected financial challenges.



Over the past 12 months, we faced funding changes for several key programs and we experienced another severe winter, which significantly increased demand for the Shelter Association's programs and services. I am pleased to report that, again this year, we met those challenges without relying on reserves to fund unexpected expenses.

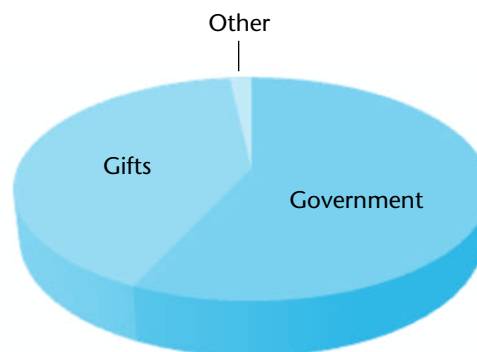
We were able to meet those challenges with the generous support we received from individuals, businesses, foundations, organizations, and state and federal governments.

Your support allows the caring and capable staff of the Delonis Center to focus on providing support and services to those who need our help the most and it allows the Shelter Association to continue to pursue its mission of "ending homelessness one person at a time."

Our community is tremendously supportive of the Shelter Association's efforts and we are profoundly grateful.

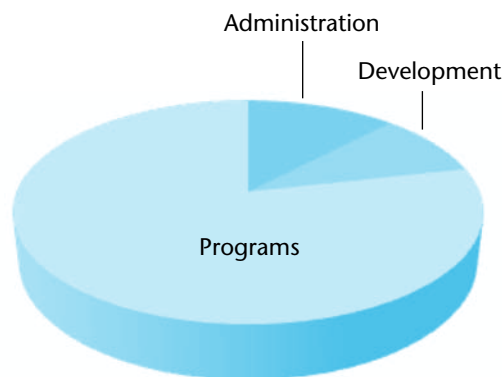
Sincerely,

Wendy Shauman-Ridge  
Shelter Association Treasurer



### Revenue

Government	\$1,566,870
Gifts	\$1,063,208
Other	\$39,333
	<b>\$2,669,411</b>



### Expenses

Administration	\$370,019
Development	\$266,637
Programs	\$2,071,704
	<b>\$2,708,360</b>



# HOUSE MORE

Ending homelessness one person at a time is what we do every day for over 200 people each year. However, we have never had the resources to help clients solve their debt problems as they work to end their homelessness. The House More/Serve More initiative is designed to do that for clients who already have income sufficient to maintain housing. This initiative provides resources to resolve housing-related debts and help with move-in costs. This initiative is creating shorter Shelter stays and allowing us to serve more people.

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 payment 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.

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 in to housing.

The Shelter Board set a \$100,000 goal for the initiative and expects to help about 40 or more individuals this year. The effort was announced at the Almost Home event. There were several individuals and family foundations who pledged \$60,000 in matching funds and by the end of the evening we had received over \$20,000 more. At the time this publication went to print, we have nearly \$85,000 toward our goal.

We can also report that at the time of publication we have helped 8 men and women resolve their housing-related debt, receive support for their move-in costs, and successfully move out of the Shelter and into a place of their own.

## SERVE MORE



Kathryn lived for many years in an Ann Arbor apartment complex and managed well on her Social Security disability income in combination with a Housing Choice Voucher with utility allowance.

This past winter when the temperatures were particularly cold, Kathryn's heating bill became unmanageable and she fell behind on her payments. Once this happened, DTE billed her landlord who added the arrearages to her rent. She soon was unable to keep current with her rent and was evicted. As a result of the eviction she lost her Housing Choice Voucher.

Having no other alternative she came to the Shelter Association.

During her assessment, her case manager learned she owed nearly \$1,700 in back rent and unpaid DTE utility bills.

In June, Kathryn's case manager informed her about a new initiative at the Shelter Association, House More/Serve More. She learned because she had sufficient income to maintain housing she was eligible to receive help from this initiative.

Her case manager presented her case to the case management team. Funds from the House More/Serve More initiative were approved and payments were sent to her former landlord and DTE to resolve her debts.

With her housing-related debts settled, her Housing Choice Voucher was restored. She found affordable housing and moved out of the Shelter into her own apartment once again.

**The House More/Serve More Initiative allowed Kathryn to take care of the \$1,700 debt quicker than staying at the Shelter until she saved enough to pay it on her own. With this debt paid, she was able to move out weeks faster and freed a bed for another person to start his track to ending his homelessness.**



As I celebrate my almost 10 years of active involvement with the governance and fund raising for the Shelter Association, I am grateful to be part of this important community resource. Before you turn your attention to the final pages which list our loyal donors, I ask you to reflect on the information provided in the previous pages which would not be possible without your support.

- The programs that The Delonis Center provides to our fellow citizens who are experiencing homelessness.
- Several of the many success stories achieved by our clients with the help of our dedicated staff.
- Our dedicated staff who work 7 days a week, 365 days a year to help “end homeless one person at a time.”
- And, next of course, a list of our amazing and loyal donors who make it possible for our staff to do this important work.

It was particularly gratifying this year to see the immediate and generous support displayed at our May Almost Home Event when The Shelter Association announced its House More/Serve More Initiative. This program is designed to house up to 40 clients at a faster pace by providing necessary deposits and move-in expenses. Conceived in March, we have raised almost all of the \$100,000 necessary to fund this initiative from anonymous donors and individuals attending Almost Home!

As always, I am both humbled and thankful for our donors who find a way to share what they can with the men and women who come to the Shelter Association seeking help to end their homelessness. Your continued support is critically important to our mission. We simply cannot be successful without your help! Thank You!

A handwritten signature in black ink that reads "Jamie Buhr". The signature is fluid and cursive.

Jamie Buhr  
President Emeritus

*483 served in the  
Warming Center*

---

*98 served in the  
Rotating Shelter*

---

*502 total served in our  
Winter Programs*

---

*23% of our Residential  
Program clients are  
veterans*

---

*870 appointments  
were held in the Shelter  
Health Clinic*

*The following is a list of the generous donors who made cash gifts to the Shelter Association between July 1, 2014 and June 30, 2015. 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 +

Ann Arbor Downtown Development Authority  
Ann Arbor Thrift Shop  
Blue Cross Blue Shield of Michigan  
Buhr Foundation  
Harry A. and Margaret D. Towsley Foundation  
Masco Foundation  
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### \$5,000 +

Ann Arbor State Bank  
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Ypsilanti Area Community Fund

### \$2,000 +

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The Detter Family Foundation  
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Johnson & Johnson  
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Next Generation of Philanthropists (AAACF)

Old National Bank  
Saint Mary Student Parish  
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### \$1,000 +

Charles Reinhart Co. Realtors  
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Timberland Group  
Toyota Motor Engineering & Manufacturing North America, Inc.  
Zingerman's Service Network  
Zion Lutheran Church

### \$500 +

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Dan Cameron Family Foundation  
DTE Energy Foundation  
Dunning Toyota & Subaru  
The Mesberg Yashar Fund  
O'Connor Hearing Center  
Williams-O'Connor Partners  
Phoenix Contractors  
Schriber Family Foundation  
The Spencer Foundation  
St. Luke Lutheran Church  
The Wally and Jo Strobel Foundation

### \$100 +

AccessPoint Acquisition Company  
Ann Arbor Credit Bureau  
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Ann Arbor Orthopaedic Surgery, P.C.  
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Main Party Store  
Mast Shoes  
Jackson-Huron Neighborhood Association  
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U of M - Office of University Development  
VA CCMR  
Women's Prayer Group of Northside Community Church

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BMS Matching Gift Program  
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Washtenaw International High

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Todd & Stephanie Gensheimer  
Gregory & Liz Graziano  
Joshua Pokempner & Gretchen Gardner  
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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***



## **BRIDGE TO THE FUTURE Initiative**

Imagine a world in which each person has a home. This is our dream. We work to do this one person at a time for those experiencing homelessness in Washtenaw County. We do it with the help of many people.

Bridge to the Future is our multi-year gift program. Making a commitment such as this lets us know we can count on your gift each year...these gifts create a bridge from an uncertain present in which we experience funding gaps...to a stable future in which we have reliable funding sources.

Each year we recognize those who participate in our Bridge to the Future Initiative. We are grateful to the following individuals and we are honored to have their support as we create a more secure future for our clients and for the Shelter Association.

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***To learn more about how you can help the Shelter Association build a bridge to the future contact the Development Department at 734.662.2829.***

## Ending homelessness one person at a time



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