

Celebration of Hope 30 15 10

10 Years Housed in the Delonis Center

15 years of Ellen Schulmeister's Leadership

30 years since the Shelter first opened its doors



A N N U A L R E P O R T
& Recognition of Donors

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Patricia's car was struck by another vehicle traveling 60 mph. She was in the car with her children. She and her daughter were in the front and her nine year old son in the back – where the impact occurred. He was killed upon impact.

She describes everything after the accident as a “dream”. She has no memory of anything until her family brought her to the Shelter Association for help.

Before the accident her family reported that she was a responsible, hardworking, single mother whose children were well cared for. They had lived in the same apartment for eighteen years.

After the accident she suffered from Post-Traumatic Stress Disorder (PTSD) accompanied with a depressive disorder. She could not work. She could not accomplish the daily tasks of life. She lost her job and then their home.

Patricia and her daughter moved in with family members who soon realized she needed more help than they could offer. They had few resources. They heard from friends there might be help at the Shelter Association. It was a sad day for the family when they brought her to the Shelter, but they were out of options.

It took Patricia a long time to recover. With the help of her Shelter case manager, she received mental health treatment at our weekly psychiatric clinic. As she began to come out of her PTSD, her depression began to lift. She engaged with a Michigan Works representative at the Shelter who helped her find suitable employment. Patricia began to save for an apartment.

She received a Rapid Rehousing Subsidy from MSHDA and Housing Access which helped her make the transition to permanent housing quickly.

She is reunited with her daughter, in her own apartment, working full time. The painful loss of her son will always be with her, but she has returned to being a loving, present mother to her daughter.

Hope lives HERE

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My Dear Friends:

As I reflected at year end, I could not help but feel a sense of gratitude. The staff, volunteers and board succeeded beyond my expectations and have risen time and again to face challenges expected and unexpected.

This past winter was a perfect example of **exceeding expectations and rising to unexpected challenges**. Clearly, I am referring to the excellent job our staff did executing our Winter Programs in the face of an extraordinary winter.

The **Winter Programs** include two overnight programs; the Rotating Shelter and the Warming Center, and the daytime Weather Amnesty Program. The Rotating Shelter and Warming Center operate mid-November through March. Our daytime Weather Amnesty Program is held when daytime temperatures or wind chill reach 10 degrees or lower, or when severe weather conditions occur.

The Delonis Center dining room can comfortably and safely host between 50-60 people each night as part of the overnight Warming Center. The dining room is converted to a large sleeping room with sleeping mats. This year we averaged 65 people a night and many nights hosted 80-90 people, accommodating the overflow in the hallways on our 2nd, 3rd, and 4th floors. **Not one person was turned away.**

The Rotating Shelter, which is hosted by congregations, can accommodate 25 men each night and was full nearly every night this winter.

This past winter we declared **daytime Weather Amnesty 71 times**. This is compared to only 6 times last year, and 9 the year before. We hosted between 40-50 people during each of these 71 days. We did not have additional staff so our case managers were taken away from their regular assignments to help the front desk staff manage this program.

I am most proud that while facing many unexpected challenges we assisted 211 men and women to successfully complete their housing plans and find safe affordable housing.

None of this could be possible without the support of friends like you who make gifts both monetary and donations of much needed items.

This year was a celebration of our past and a celebration of those who have helped us exceed our expectation and meet expected and unexpected challenges with dedication, poise and compassion.

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

*1,495 individual clients
served across all programs*

*59 Housed from the
Non-Residential Program
37 directly from the
Warming Center*

*58% of clients entering the
Residential Program had
no income upon arrival*

*409 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

The Residential Program offers those experiencing homelessness temporary shelter, intensive case management and help to find income and affordable housing. Case managers conduct a comprehensive, empathetic assessment which identifies obstacles to obtaining housing resulting in a plan to address these 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 the 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, employment assistance, benefit assistance, housing search assistance, access to the Shelter's free health services, and many other programs which help clients find or increase income and locate affordable housing. There are more than 20 agencies, ranging from AA to VA, which offer on-site services. This program is designed to assist individuals who are not ready to enter the Residential Program, who are waiting for a place in the Residential Program, or who have temporary shelter elsewhere but need access to these services. From mid-November through March we host a Warming Center, coordinate the Rotating Shelter, and offer Weather Amnesty during extreme weather.

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. In addition, volunteer physicians provide urgent care and medical exams. Partner agencies offer related services at our site, including metabolic medicine, mental health services (including mental health case management and psychiatry) and public health HIV & STD support to specialty care such as podiatry. The clinic staff help the community's most vulnerable, many of whom avoid traditional medical facilities. Clients are stabilized and enrolled in Medicaid with the goal of finding them a permanent medical home.

Winter Programs

The Shelter Association offers Winter Programs mid-November until the end of March through two programs: Rotating Shelter and Warming Center. 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. Both provide life-saving warmth during the harsh Michigan winter.

This year our Warming Center case manager helped 37 men and women find affordable housing while staying in the Warming Center and Rotating Shelter. She also identified 30 men and women who moved to our Residential Program where they received intensive case management to help them end their homelessness.



Success Story

James arrived at the Warming Center this past December. Even though he had a job, he was unable to afford a place to live. At his wife's request, he had left their home when she filed for a divorce. His job of several years did not provide him with the resources necessary to afford the mortgage for his family's home, rent for an apartment, and child support for his three children.

He wanted to remain in Ann Arbor because of his job and his desire to stay involved in his children's lives.

When the weather changed and he could no longer stay outside or on friends' couches, he came to the Shelter Association to take advantage of our Warming Center program.

Our Warming Center case manager began engaging James in conversations and quickly learned he was an excellent candidate for our income-savings housing program. He began saving 70% of his income and started looking for an affordable apartment in the area.

As March approached, along with the end of the Warming Center, James' case manager found an apartment that fit his needs. He had not saved enough to move in, but his case manager arranged for support for his security deposit. Once that support was secured, James moved to his new apartment just before the close of the Warming Center.

At last report James is still housed, continues to help support his family, and remains involved in his children's lives.

The Warming Center provided the support he needed to get through a hard winter and get back on track with his life.



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

"My impression of homeless individuals before beginning this experience was dashed my first day at the Shelter. The fact I had a hard time recognizing who was homeless and who was a volunteer or employee during my first shift was an eye-opener. I realized my stereotypical image of people you see panhandling on the streets was not who I found at the Shelter." – Shelter Volunteer

"I think my most memorable moment was the first time I saw a resident get a set of keys to a place of his own. It was a gentleman who had a gloomy nature. But on one particular day he came off the elevator with a huge grin on his face. He didn't even have to say anything... he just jingled his keys. The entire room erupted into congratulations. I really understood how hard many people work to secure a small room in a rental house and the extreme pride and relief felt when they obtain it."

– Shelter Volunteer

VOLUNTEERS

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 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 9,800 hours in service valued at more than \$216,000* 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.*



"All of the staff and the work they do is invaluable to our community."

– Shelter Volunteer

Message from the Treasurer

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



In Finance, we try to anticipate and smooth the road so that the unexpected does not cause a financial crisis for the organization. We create and operate within a balanced budget. This year, as in past years, we have done that.

With the extreme winter weather, we faced unexpected expenses. However, community support helped us bridge the funding gaps that were created as we provided needed services for our most vulnerable clients.

We are grateful to the tremendous support we receive each year from individuals, businesses, foundations and organizations as well as local, state and federal governments. It would be impossible to be so successful without this support.

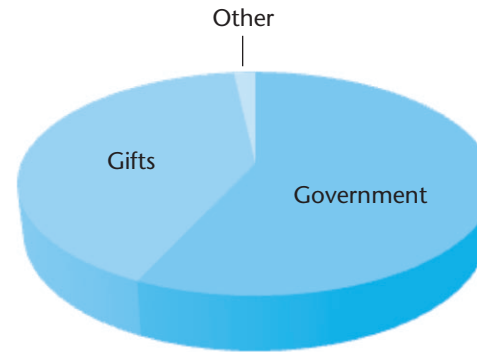
This year we were again faced with making difficult decisions about how to allocate our limited resources while continuing to provide vital services to the people who come to us for help.

As the Board Treasurer I am pleased to submit a report that once again demonstrates the Shelter Association's commitment to serving our community's homeless efficiently and with compassion.

This work is possible because of the generosity of those who support us throughout the year.

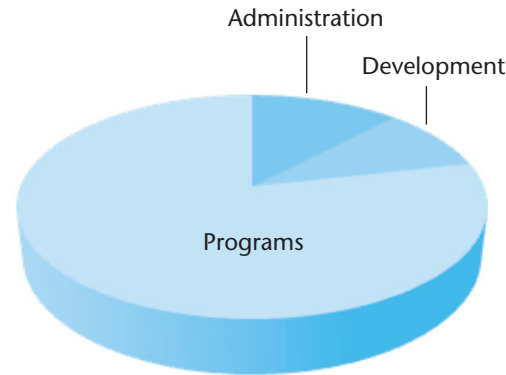
Sincerely,

Wendy Shauman-Ridge
Shelter Association Treasurer



Revenue

Government	\$1,493,337
Gifts	\$1,178,841
Other	\$39,916
	\$2,712,094



Expenses

Administration	\$299,783
Development	\$264,554
Programs	\$2,040,974
	\$2,605,311

Luke had been living outside in a tent for months. The Community Support and Treatment (CSTS) outreach team had been engaging him in an effort to help him find permanent housing.

This past spring, Luke came to the Shelter Association for help and was admitted into our Residential Program – our pathway to housing.

During his initial interview he told his case manager he “did not like humanity in its entirety.” He had a very difficult time being around people, causing him to feel “on edge” all the time. After a couple of weeks he told his case manager he was overwhelmed by the Shelter structure and was moving back to his tent.

Luke stayed away for only a couple of weeks and then came back to the Shelter asking to be readmitted into the Residential Program. While he was away he realized he wanted to find housing and that he needed the services and the support of the Shelter in order to do that.

Luke was readmitted and began saving 70% of his income for housing.

Seeing Luke’s commitment, his case manager helped get copies of his identification which had been lost. Once he had these in hand he was able to begin completing housing applications.



Luke found a room in a house in Ypsilanti which fit his life style and his budget. Because of the generous support of our donors, we were able to provide Luke with a new mattress, box spring, sheets, a pillow and blanket.

Now Luke has been living in a home of his own for months.



Ben moved from the Shelter Association to an apartment of his own. Without intervention of his Shelter case manager this would not have happened.

A year before Ben came to the Shelter he lost his manual labor job because of problems with his hands. He sought medical help only to learn he had Dupuytren’s disease which limits hand mobility. He became depressed because he could no longer work, became a substance abuser, and made three attempts at suicide.

Ben entered the Shelter Association’s Residential Program in October. With his history of substance abuse and recent hospitalizations, resulting from his three suicide attempts, his case manager referred him to the PATH (Project Assistance in Transition from Homelessness) team which provides psychiatrist services to homeless individuals. Several weeks after beginning his prescribed medications his suicidal thoughts stopped.

His mental health concerns addressed, he was feeling more himself. Along with his case manager he developed a sobriety plan which included attending at least three AA meetings each week. He was ready to put his life back on track.

Ben attempted to work a temporary job in December, but could not sustain employment because of the Dupuytren’s disease. His disease made it impossible for him to work at the manual labor jobs he was qualified for and which he enjoyed.

So with the assistance of his case manager, he completed an application for Social Security Insurance which was approved after several months.

With this source of income he moved out of the Shelter into his own apartment. He remains sober and glad to be independent again.



We are ending a year during which we celebrated our history – 30 years since being founded, 10 years operating in the Delonis Center, 15 years with Ellen at the helm.

Even as we paused briefly to acknowledge these milestones, our staff, our volunteers and our board faced the extraordinary challenges brought forth by the unexpected winter. Our response to the persistent winter weather was a remarkable accomplishment.

You know from our correspondence that our Winter Programs bulged at the seams. Yet we held the edges and kept everyone who sought our help warm and safe.

Our response to the unmet community need left us wondering how we would make ends meet. We are fortunate that the community stepped up to fill the unexpected funding gaps.

We continued to receive amazing support from our donors and we received extra funding from our government partners.

We end this celebration year with gratitude for everyone who has helped make these milestones possible and to those who helped make this year a remarkable success.

Thank you for being part of our history and we invite you to be part of our future.

A handwritten signature in black ink that reads "Jamie Buhr". The signature is fluid and cursive, with the first name and last name clearly distinguishable.

Jamie Buhr
President Emeritus

*606 served in the
Warming Center*

*85 served in the
Rotating Shelter*

*114 United States
Veterans were served
this year*

*1,374 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, 2013 and June 30, 2014. 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."

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\$10,000 +

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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 are working to create a world where everyone in Washtenaw County has a place to live. This is our dream. We do it one person at a time...with the help of many people.

Bridge to the Future is our multi-year gift program, which helps us plan for the future of the Shelter Association. When you agree to make a multi-year gift you let us know we can count on you each year. These gifts create a bridge from our uncertain present, where we continue to experience funding gaps, to a stable future where we have reliable funding sources.

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