

*Evolving to Serve*



*Expanding  
Capacity &  
Compassion*



**ANNUAL REPORT  
2023-2024**

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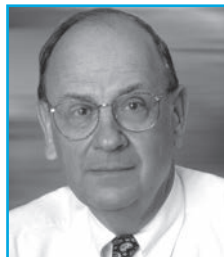
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# FROM THE BOARD PRESIDENT



As I reflect on the past year, I am honored to present our annual report and share the remarkable achievements of our organization. Although this last year was difficult it also showcased the extraordinary commitment and resilience of our staff, volunteers, and the clients we are privileged to serve.

This year, we saw a significant 19% increase in the need for shelter, alongside a rise in clients facing mental illness and complex medical needs. Despite these challenges, our team has demonstrated unparalleled dedication to our mission. As we look back on this year, we celebrate the successes and acknowledge the hard work that has made them possible.

I would like to extend my heartfelt gratitude to you, our loyal and new donors. Your generosity exemplifies the impact that community and compassion can have in making a meaningful difference in the lives of those we serve. Your commitment has allowed us to not only maintain but also enhance our services, ensuring that we can meet the evolving needs of those who rely on us. While temporary shelter and permanent housing placement remain at the core of our mission, we've gone beyond by tailoring special programs to meet the unique needs of our community.

These programs include our Medical Recuperative Care Program, which stands out as a beacon of hope and healing. While our primary focus is on helping those recovering from acute medical conditions to later secure stable housing, there have been instances where we've provided palliative care to ensure individuals could pass with dignity. In one remarkable case, we offered life-extending care to a cancer patient who, against all odds, later achieved remission and housing – a true testament to the life-saving impact of this program.

Our Mental Health Initiative is another vital component of our services. In collaboration with Community Mental Health, we care for individuals with severe mental illness in our Housing Crisis Stabilization program, with the ultimate goal of securing permanent supportive housing. With 70% of our clients suffering from mental illness, our Pathways program successfully supported individuals on their recovery journey. We recognize that we are that crucial first step for our clients on their path to a manageable sustainable lifestyle.

Housing remains our number one priority, whether for residents or non-residents. This commitment is evident in our Shelter Diversion Program, which successfully secured housing for 56 people without a single night in our shelter.

Throughout our 41-year journey, we have served over 20,000 individuals, evidence of our unwavering devotion to the community. As we look to the future, we remain optimistic and steadfast in our dedication to addressing the evolving needs of those we serve.

Our journey is far from over, and we understand that the challenges ahead will demand continued effort and support. We humbly ask for your continued support through advocacy, volunteering, donations, and helping to raise awareness of our mission. The more people that are aware of the need and join our efforts, the greater the impact we can have together.

I am proud to be part of the Shelter Association, the Board, and a generous community that values services to our most vulnerable community members. I hope that you are not only proud but will help us to continue our work to end homelessness one person at a time.

In gratitude,

A handwritten signature in black ink, appearing to read 'Kathy Wood'. The signature is stylized and fluid.

Kathy Wood  
Board President, SAWC



# FROM THE EXECUTIVE DIRECTOR



Dear Friends,

This past year at the shelter, we continued to face record need for our critical basic need services supporting over 1,100 fellow unhoused neighbors. We served a record-breaking number of nearly 200 individuals nightly across six community sites this past winter. Alarming, we witnessed a staggering increase of over 100% in women seeking shelter including Wilma who came to us over a year ago after illness caused her to lose her home due to crushing debt and eviction.

I'm happy to share that, after a year with us, Wilma finally moved into her new apartment this past summer. However, her year-long stay in our shelter meant that someone else was unable to access one of our limited residential shelter beds during that time, highlighting the critical need for more resources and housing solutions in our community.

With this in mind, we've been working hard to increase our shelter bed capacity by 50% for women with the expansion of 8 more shelter beds this fall of 2024. While we are proud to be able to serve more people in need, we'd prefer more affordable housing across our community as a true solution. While we wait for this to happen, we will continue to adapt, grow and change our services to support vulnerable populations. Another way we have done this is by working with the State of Michigan and Washtenaw County to add a new elevator and generator among other key facility service improvements allowing us to better serve the almost 70% of our guests who have a disability, a figure that is up from 46% five years ago.

And this last year is only just the beginning, as we seek out additional shelter capacity including a permanent site for our recuperative care program and ways to expand our service footprint on the east side of the County in Ypsilanti area. Our Staff and Board are dedicated to these efforts as we work to serve all individuals in need across the County.

I want to thank you dearly for your continued support toward this life-saving mission. You've stood steadfast with us as we adapt and embrace positive growth and change to continue housing nearly 300 of our neighbors every year, helping break the cycle of homelessness and replace it with empathy, hope and stability.

Sincerely,

A handwritten signature in black ink that reads "Daniel Kelly". The signature is written in a cursive, flowing style.

Dan Kelly, MSW  
Executive Director

# MESSAGE FROM THE TREASURER

Dear Friends, Supporters, and Sponsors,

We are deeply grateful to the individuals, foundations, corporate donors, and our federal, state, and local partners who have continued to provide outstanding support for our community shelter. Thanks to your generosity, we experienced another strong year, marked by significant achievements in our Development efforts, expertly led by Sarah Paspal-Jasinski and her dedicated team. Sedona Schmitt's promotion to Finance & HR Director brought strength and stability to our finance team, while Dan Kelly led our entire organization in delivering essential care and services to those in our community who need it most. We are incredibly proud of our strong team, from top to bottom, and all we have accomplished together this year.

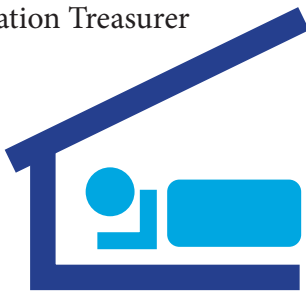


Although our bottom-line performance in the past year wasn't as robust as in previous years, we remained on track with our budget and successfully grew our liquidity. This strong liquidity position has been crucial, enabling the center to continue providing uninterrupted services to those in need. As the challenges in our community grow, particularly with the increasing number of homeless individuals, we know that our patrons and partners will continue to stand by us, generously supporting our mission.

We are profoundly thankful to all who support our lifesaving work in the community. Your contributions make a meaningful difference in the lives of those we serve.

Thank you,

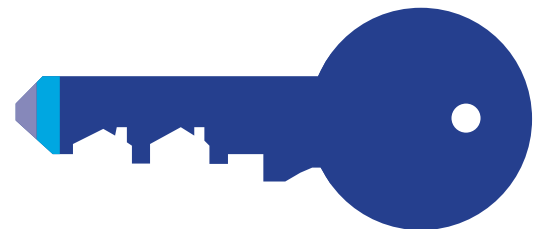
Matt Nelson  
Shelter Association Treasurer



■ Development 54%   ■ Government 45%   □ 1%

## REVENUE\*

Development	\$2,332,132
Government	\$1,973,550
Other	\$ 37,529
<b>Total Revenue</b>	<b>\$4,343,211</b>



■ Programs 80%   ■ Fundraising 12%  
■ Administration 8%

## EXPENSES\*

Programs	\$3,214,392
Fundraising	\$ 482,458
Administration	\$ 332,617
<b>Total Expenses</b>	<b>\$4,029,467</b>

\*Unaudited figures

# MISSION & PROGRAMS

**Mission:** Ending Homelessness One Person at a Time

**Core Strategy:** The Shelter Association of Washtenaw County offers temporary, transformational shelter and essential services in a safe and compassionate environment. We collaborate with the community to allocate vital resources that address the immediate and long-term needs of individuals experiencing homelessness. Our mission extends beyond shelter, as we strive to improve health outcomes and secure sustainable housing placements for all, empowering individuals to rebuild their lives with dignity and hope.

## PROGRAMS & INITIATIVES



### 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.

### MENTAL HEALTH INITIATIVE:

Enhances the well-being and quality of life for some of the most vulnerable individuals in our community. Recognizing the complex challenges faced by those who have been disconnected from essential services, we prioritize reconnecting trespassed clients with the support systems they need to rebuild their lives. This initiative goes beyond traditional case management by offering comprehensive crisis management and intervention ensuring that clients receive timely and effective support during critical moments. We also facilitate access to essential treatments and appointments in addition to direct intervention, our program is committed to long-term recovery and well-being. We research and connect clients with valuable community resources such as Al-Anon, various clubs, and SMART Recovery programs, fostering a network of support that empowers clients to maintain stability and pursue personal growth.



### WINTER PROGRAMS / ROTATING SHELTER

From mid-November through the first week of April, we offer Winter Programs that include a Warming Center and additional Overnight Seasonal Shelter at the Delonis Center, Rotating Shelter hosted by faith-based congregations throughout Washtenaw County, and assistance with the coordination of the Daytime Warming Programs in Ann Arbor and Ypsilanti.

### SHELTER HEALTH CLINIC

The Shelter Clinic is operated by Packard Health. This clinic serves the community's most vulnerable population. The clinic is available to anyone in need in the community as a primary care site as well! The Packard Health Medical Director oversees the clinic, and the Shelter Association's medical case manager assists clients and interfaces with Packard Health.

### COMMUNITY KITCHEN

The Community Kitchen, operated by Food Gatherers offers meals to anyone in Washtenaw County in need 364 days a year. **Anyone** in need is welcome to come for a meal; Lunch is served **Monday-Friday 12-1 pm** and dinner is **5:30-6:30 pm**. On the weekends and holidays, from 3:00-4:00 pm there is one community meal. They have served over 1,750,000 meals to date.

### PATHWAYS PROGRAM

The Pathways program provides temporary shelter, safety, and security for clients entering or exiting residential or outpatient substance abuse detoxification programs. We have identified that by opening our doors to individuals suffering from substance abuse, they are more likely to seek help and engage in recovery. This approach creates a welcoming environment where clients feel supported and are more open to being motivated to enter a treatment program.

By providing immediate access to shelter and coaching, we foster an atmosphere where individuals can begin to come to terms with their sobriety, increasing their chances of successfully committing to their recovery journey.

### RECUPERATIVE CARE

The Medical Recuperative Care Program offers hospitals the opportunity to discharge patients

directly from the hospital, to a safe, clean, caring environment as opposed to the cold harsh streets. As clients rest and recover, we meet their comprehensive medical and housing needs and act as an advocate and assistant in the complex housing and healthcare systems thus bridging the gap from hospitalization to housing.

### THE HOUSING CRISIS STABILIZATION PROGRAM

The Housing Crisis Stabilization (HCS) Program allows Washtenaw County Community Mental Health (WCCMH) to triage individuals who need immediate shelter to begin the process of improving stability and social determinants of health.

HCS program reserves beds for those who have a mental health diagnosis and need stabilization after crisis.

Referrals are made by WCCMH as clients are assessed as medically and psychiatrically stable. Four to seven HCS beds are reserved within the residential beds at the Shelter Association/Delonis Center.





# Alvin's Journey Home

Alvin, a long-time resident of Washtenaw County, spent over 20 years in the area before leaving to care for his ailing mother in Europe. What he thought would be a temporary stay turned into two years, during which his life back home changed dramatically. While Alvin was away, his wife filed for divorce, and he lost connection with his grown children throwing him to a severe state of debilitating depression. On top of that, his own health began to decline. Years of working as a truck driver took a toll, leaving him with severe back pain, COPD, and a thyroid issue.

When Alvin returned to Washtenaw County, he found himself without a home and with few resources. He first came to our shelter in November, seeking a place to heal and rebuild. Despite his challenges, Alvin quickly became a well-liked member of our community. He was often seen playing chess with other clients and sharing a cigarette, offering both companionship and wisdom. Alvin's ability to speak three languages made him a connector among residents, helping to bridge communication gaps and fostering a sense of community.

This August, after nearly nine months in our care, Alvin moved into his own home. Now that he has a stable place to call his own, Alvin is looking forward to reconnecting with his family. With the laptop we provided him, he plans to stay in touch with loved ones overseas and is eager to be a regular at the local senior community center, where he hopes to make new friends and stay active.

Alvin's journey is a testament to resilience and the power of community. With the right support, he has not only regained his health and independence but is also looking forward to a future filled with renewed connections and opportunities.





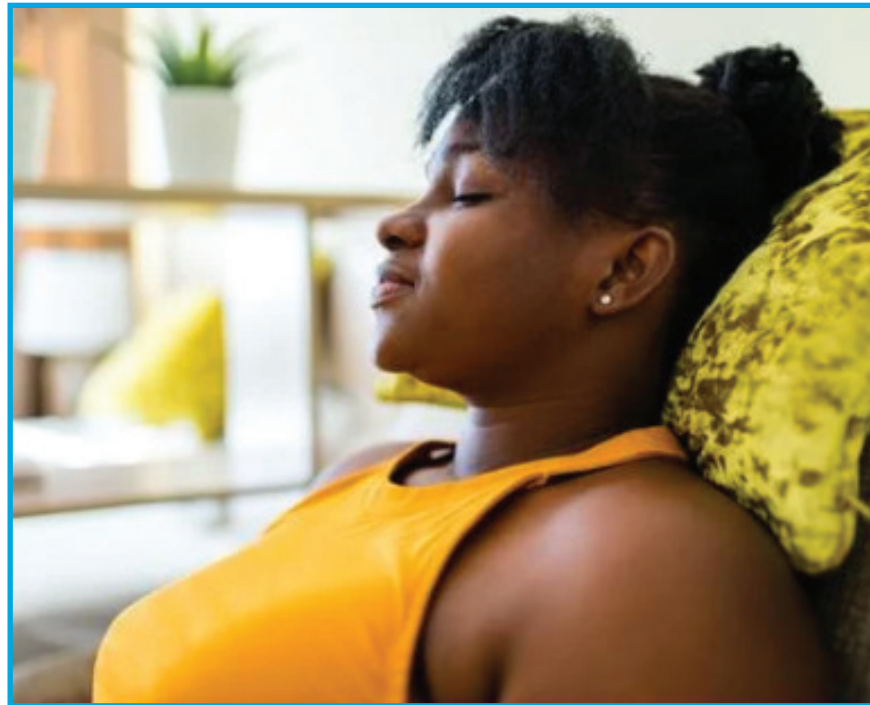
# Carolyn's Success Story

Carolyn came to our shelter after courageously leaving a toxic relationship, determined to start over and rebuild her life. Originally from Nebraska, she had moved here for school, completed her college degree, but found herself in a challenging situation when her relationship with her partner turned sour. With a controlling family back home and a desire for independence, Carolyn felt caught between a rock and a hard place. However, she found peace and solace at our shelter, where she could begin to heal and plan for her future.

While staying with us, Carolyn secured a job at a pizzeria, a significant step that allowed her to start saving money for her moving costs. Though initially hesitant to ask for help, Carolyn's case manager remained consistent and supportive, creating a safe space for her to open up. Eventually, Carolyn felt comfortable enough to seek assistance in securing housing vouchers, a pivotal moment in her journey toward independence.

Once Carolyn moved into her own apartment, she was filled with excitement about the simple joys that came with having her own space. She looks forward to cooking her own meals, sleeping in past 7 a.m., and the calming ritual of lighting candles—something that brings her a deep sense of peace. Carolyn's apartment was beautifully furnished by HouseN2Home, with her favorite colors – yellow, burnt orange, and dark green – bringing warmth and life to her new home.

In addition, Carolyn was thrilled to have received a laptop from SAWC, which opened up new opportunities for her. Whether listening to her favorite music, paying bills online, or exploring advanced employment options, Carolyn is ready to embrace the next chapter of her life with confidence and hope.





# OUR IMPACT



**14,744**

The number of adult individuals we have helped since 2011.

**41**

Number of years SAWC has been tackling homelessness and empowering individuals to find sustainable income, improved health and sustainable housing.

**51%**

The percentage of individuals who arrive at SAWC with no income at all.

**18**

People served in our Pathways to Recovery Program.

**1,102**

Adult Individuals served through all programs: Residential, Non-Residential/ Shelter Diversion, Winter Warming Programs, Recuperative Care, Pathways, Housing Crisis Stabilization and Co-Ed Mat Program.

**59**

Clients received assistance from our Kevin Lawlor Shelter Diversion Program.

**46**

Men participated in the Rotating Shelter.







**22**

Adults supported in our Housing Crisis Stabilization Program.

**4,103**

The number of hours volunteers contributed to helping our clients and staff.



**38**

Utilized our Medical Recuperative Care with a 40% Housing Rate.

**654**

Adults served in Winter Warming and Non-Residential Programs. Some remained with us throughout the entire winter, while others stayed just a night or two.

**201**

Adult individuals used our residential program. The RP offers case management, a temporary bed and access to all services at the Delonis Center. Numbers have decreased due to length of stay increasing.

**244**

Number of adult individuals who found sustainable housing through their work with the Shelter Association.

**175**

Average number of days it takes for a residential client to transition from our Delonis Center into stable housing.



**56**

People served in our Shelter Diversion program who were supported with positive housing placement.





Did you know, that 45% of our population are seniors?  
Here are the services we provide:

# SENIOR SERVICES

**AT THE DELONIS CENTER**

**GET ON-SITE HELP WITH  
THE RESOURCES YOU  
NEED MOST!**



## WE CAN HELP WITH:

- CASE MANAGEMENT
- ON-SITE CLINIC
- MEDICAL CARE COORDINATION
- MENTAL HEALTH ACCESS
- TRANSPORTATION SERVICES
- MEDICAL APPOINTMENTS
- DOCTOR VISIT COMPANIONSHIP
- PRESCRIPTION DRUG ASSISTANCE
- TRANSFORMATIONAL HOUSING
- HOUSING SUPPORT SERVICES
- EMPLOYMENT SUPPORT
- RECUPERATIVE CARE
- CAFETERIA MEALS (LUNCH/DINNER)
- FELLOWSHIP
- INTERNET ACCESS TO RESOURCES
- DOCUMENTATION SUPPORT
- HEALTH & NUTRITION EDUCATION
- ACCESS TO:
  - CENTER FOR INDEPENDENT LIVING
  - AREA AGENCY ON AGING (AAA)
  - HOUSING BUREAU FOR SENIORS

**Shelter**  
Association

OF WASHTENAW COUNTY



**FOR MORE INFORMATION CALL OUR FRONT DESK  
AT OUR DELONIS CENTER LOCATION  
OR VISIT US AT: 312 W. HURON ST  
ANN ARBOR, MI 48103**

 **734-662-2829**



**WWW.ANNARBORSHELTER.ORG**

# BRIDGING THE GAP: Comprehensive Support Services



Those we serve face an array of barriers to opportunities as they age, and these challenges are magnified for those experiencing homelessness in the absence of a stable living situation. At SAWC, we are committed to alleviating the unique challenges faced by homeless seniors through an array of support services:

**Case Management:** Tailored medical, mental health, and housing coordination to address individual needs.

**Permanent Supportive Housing Placements:** Facilitating stable and permanent housing solutions.

**Rental Application Assistance:** Providing guidance and support throughout the housing application process.

**On-Site Medical Clinic:** Offering convenient access to medical care within the facility.

**Mental Health Access and Coordination:** Dedicated mental health coordinator and case manager to ensure emotional well-being.

**Transportation Services:** Facilitating transportation for medical appointments and other essential engagements.

**Companionship and Coordination at Medical Appointment:** Offering companionship and support during medical visits.

**Prescription Drug Assistance:** Assisting in managing prescription costs.

**Housing Support Services:** Comprehensive support for housing needs and stability.

**Employment Services:** Providing guidance and resources for securing employment opportunities.

**Financial Security and Job Opportunities:** The absence of a stable income, along with ageism in job markets, compounds financial instability for homeless seniors.

**Recuperative Care:** Offering specialized care and support post hospitalization.

**Access to Meal and Snack Services:** Ensuring access to nutritious meals.

**Fellowship and Social Activities:** Encouraging social engagement and a sense of community.

**Internet and Computer Access:** Facilitating digital connectivity for communication and job searching.

**Documentation support:** Assist in securing vital documents: birth certificates, state identification and driver's licenses and social security.

**Financial Literacy:** Equip individuals with the knowledge and skills to manage their finances effectively, make informed decisions, and work towards financial stability and long-term success.

**Employment Assistance:** Provide clients with on-site access to Michigan Works, career fairs, resume building workshops, and direct connections to warm job leads, helping to secure meaningful employment opportunities.

**Health and Nutrition Education:** Providing valuable education on health and nutrition.

**Connections to Key Agencies:** Linking individuals to over 30 supportive agencies such as Community Mental Health, House N2 Home, Kiwanis and The A2 Thrift Shop.

**MSHDA & Kevan Lawlor Shelter Diversion Program:** Explores rapid housing solutions for individuals experiencing a housing crisis in an attempt to divert them from emergency shelter by placing them in immediate shelter outside of the homeless crisis response system.

Every day at the Shelter Association we strive to be the beacon of hope for homeless seniors empowering them to regain stability, dignity and hope. We aim to transform their fear into comfort, their isolation into companionship, and their confusion into clarity. We stand firmly committed to protecting and nurturing them, ensuring they never feel alone on this challenging journey allowing them to age with the respect and care they deserve.

# DONORS

The following is a list of the generous donors who made cash gifts to the Shelter Association between July 1, 2023 and June 30, 2024. 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

### \$100,000-\$300,000

Brian & Mary Campbell  
Michigan Medicine

### \$50,000-\$99,000

Ann Arbor Thrift Shop  
Jenkins Foundation  
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### \$20,000-\$49,000

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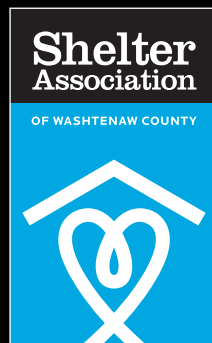
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