

Summary of Services Provided by Non-Profit Service Partners on Ann Arbor Housing Commission Properties

All on-site service providers provide the following:

Eviction Prevention: *Physical* evictions are rare in supportive housing because both the AAHC as the landlord, and the service providers are working together with the tenants to address problems that can cause an eviction. Evictions can occur due to major lease violations such as excessive damage to property or physical altercations with other residents or for non-payment of rent. Therefore eviction prevention can include a broad spectrum of assistance such as securing back-owed rent, counseling, referrals to community legal resources and problem-solving around behavioral issues.

Community Building: A sense of community provides safety, security, and comfort. Community building activities can include recreational events, resident council, ice cream socials with the AAPD, property beautification, art projects and anything else that gets neighbors talking to neighbors.

Quality of Life Services: Food pantries, hot meals, financial literacy classes, family enrichment, peer counseling, educational classes, back-to-school supplies and furniture. Some tenants need assistance transitioning to independent living and also need help with housekeeping. At the family sites, the service providers spend a lot of time working with the schools to improve educational outcomes for our tenants.

Self-Sufficiency: Service providers and the AAHC provide a variety of educational, college prep programs and career training which can include after school programs, tutoring, resume writing, practice job interviews, and eliminating barriers such as bus tokens for transportation or funds to buy a suit. The AAHC also hires tenants to do work such as landscaping, serving meals, recycling and janitorial services.

Washtenaw County Community Mental Health – All properties

WCCMH provides mental health, psychiatric, nursing, psycho-therapy, community living support, crisis services, supportive employment, supported employment and other skill building services to about 30% of AAHC families and individuals that live in our housing.

Washtenaw County Community Mental Health – Baker, Seventh, Broadway, W Washington

In addition to the above services, WCCMH and the AAHC share the cost of an on-site case manager, who provides a range of services for tenants who are not eligible for CMH services such as eviction prevention, quality of life, and crisis services.

Veteran's Administration – Voucher Program and Miller Manor

The AAHC administers 226 vouchers for chronically homeless veterans who are referred to the AAHC by the VA which provides wrap-around services to tenants. Services can include medical, psychological, substance abuse, physical therapy, medication management, and counseling.

Avalon Housing & Veteran's Administration – Miller Manor

Miller Manor is a unique property and opportunity to provide 24/7 supportive services to about 60 previously chronically homeless individuals and about 46 tenants from the AAHC's waitlist. The program is grounded in a housing-first philosophy, based on a belief that housing is a basic human need that must be met in order for residents to manage the challenges and behaviors that led to homelessness. Tenant supports are focused first on helping them maintain a stable housing situation, and then on improving their quality of life. Services are not required and they are not time limited, but may decrease over time as tenants increase their independence and their peer support network. Miller Manor's services have expanded over time. Packard Clinic opened a medical clinic. Resident artists lead art therapy programs. Miller has an active resident council and peer-led therapy groups.

Avalon Housing & Peace Neighborhood Center – West Arbor

West Arbor has over 150 children and youth under the age of 18 so Avalon and PNC are working with both adults and children. Avalon provides case management services to the homeless families and PNC provides services to the families that entered through the AAHC's waitlist. Since PNC's community center is a few blocks away, they provide both on-site and off-site programming for families and youth.

Peace Neighborhood Center – Maple Meadows

PNC provides community building, after-school and summer programming as well as eviction prevention activities at Maple Meadows. PNC also provides bus rides for families to attend programming at Peace Neighborhood Center.

Community Action Network – Green Baxter Court & Hikone

Community building, family services, after-school and summer programs, eviction prevention, food pantry, recreational activities, life skills, active resident councils, community gardens.

Community Action Network & Avalon Housing – Platt Road & White/State/Henry (Swift Lane)

Avalon will provide community building, eviction prevention, life skills, resident council support and case management to the residents at State Crossing, 60% of whom will be homeless and/or have special needs. CAN will be providing community building, family services, after-school and summer programs, eviction prevention, food pantry, recreational activities, life skills, and resident council support.

SOS – Housing Choice Voucher Program Eviction Prevention

The AAHC administers 1300+ vouchers and about 8-10% of those vouchers turn over each year due to tenants voluntarily leaving the program such as being over-income and tenants involuntarily leaving the program due to evictions and program violations. Many of the families who involuntarily left the program ended up being homeless and re-entered housing through the local homeless provider system. It is much less traumatic to the family and much less expensive for the community to assist families to stay housed than to become homeless and re-enter housing through the homeless system. In 2016, we started a PILOT program to identify families who were in danger of losing their voucher and referred them to SOS for assistance in whatever they needed to do to stay housed. Involuntary terminations have decreased by over 30%.