



Shelter Association of Washtenaw County 2018-2019 Winter Shelter Update: 11/12/18 – 04/08/19

THE WINTER SHELTER PROGRAM

The Shelter Association of Washtenaw County provides additional day-time and overnight emergency shelter to individuals experiencing homelessness in Washtenaw County during the winter months. The SAWC Winter Program also operates as an access point to key supportive services in efforts to achieve SAWC’s mission of ending homelessness. Supportive services offer individualized housing plans, intensive case management, and housing voucher sign up assistance. Additional basic need services include an onsite medical clinic, laundry, storage, showers, phone and mail access. These basic need services are designed to help those served preserve the dignity they deserve as they move from homelessness to housing.

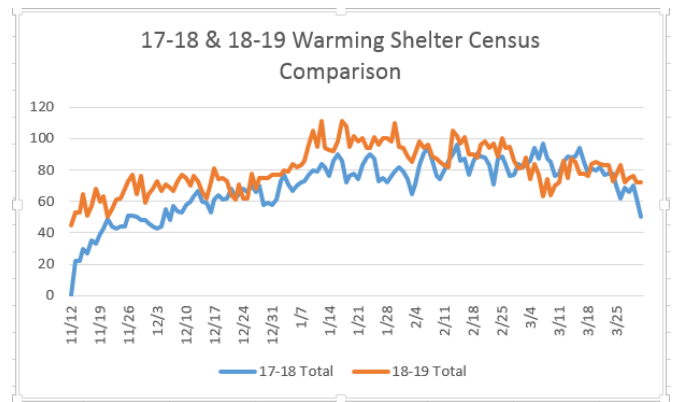
The Winter Program entails a capacity of 113 emergency shelter beds; including 62 beds for men in the 1st floor cafeteria, 26 beds on the second floor for women, and 25 rotating shelter beds hosted in partnership with 20 partner congregations. The Winter Program also operates a day shelter that is provided off-site during the week at local congregations and onsite at the Delonis Center on weekends. The daytime warming accommodations are implemented by local organization, MISSION through the management of SAWC. During the season, daytime shelter rotates to five congregations that provide an array of client amenities: onsite laundry and shower facilities, clothing closets, snacks, and gifts for the clients. The rotating shelter was open until 4/8 during the 18-19 season.

NUMBERS AT A GLANCE** - DATA PENDING ADDITIONAL AUDIT

486 served	16% increased utilization	34% are 51+ in age	12% age 18-24	*9 lives saved through the use of naloxone and emergency substance use response
9 lives saved*	Average of 81 served per night	67% disabled	Highest Occupancy of 114 persons	

During the 18-19 season nearly 70% of those served have had a disabling condition. Over the last five warming shelter seasons, the disability rate has increased from 45% to 67% of those served. Although this increase may partially be attributed to increased data quality entered by SAWC staff, we do not believe that is the primary factor for the increase. Over the years, the SAWC has experienced an increase in the level of acuity of those served.

The Shelter Association has also seen a significant increase in the utilization rate compared to prior seasons. The *Census Comparison graph* notes the nightly guest onsite census in the Winter Shelter program this winter in comparison to the previous 17-18 season. The increase may be a result of SAWC policy changes to lower barriers. It may also be affected by increased staff training to aid in mediating guest conflicts, all centered around the goal of helping those served maintain access to shelter. Because of this increased utilization, in late January SAWC, through partnership with Washtenaw County, Ann Arbor Public Schools, Golden Limousine, AATA, Ann Arbor Area Community Foundation, and the support of local community members, opened a temporary off-site overnight warming shelter during the record winter storm. The total served during this time was the highest since the polar vortex of 2013-2014.



Additional trends during this winter shelter season included: a continuing high level of substance use needs, especially as it pertains to opioids amongst some guests; increasing numbers and acuity of youth; and 8 survivors of human trafficking seeking shelter. As a result of these increased needs, we have joined the University of Michigan associated pilot program *Opt-In* that aids in distributing naloxone directly to those experiencing homelessness, have strengthened partnership with Ozone House to aid homeless youth, and have worked to design agency protocols to work with those fleeing human trafficking. Please see the attached draft human trafficking service plan for more information. We are currently working to improve on these practices by connecting with the University of Michigan human trafficking clinic and other area organizations including Sanctum House and the Sparrow Project.