

On-site Services/Activities at the Robert J. Delonis Center

The only cause of homelessness is poverty.

58% of individuals who entered the Night Shelter Program had temporary or permanent housing at the time of their exit.

Community Kitchen (Food Gatherers)

- Lunches (Monday- Friday)
- Dinners (daily)
- Breakfasts (daily – residents only)

Michigan Works

- Employment specialist on site 20 hours per week
- Assistance with job searches
- Assistance with resume and cover letter writing
- Assistance with job skills assessment

Housing Placement

- Assistance with finding affordable housing options
- Administer program of thirty-six Shelter Plus Care vouchers
- SAWC Housing Coordinator – full-time

Medical Clinic

- Available hours five days per week
- Volunteer doctors from University of Michigan available one evening per week
- Chief Residents' Clinic (staffed by U of M Dept. of Internal Medicine) available one afternoon per week
- Volunteer doctor one morning a week
- Nurse Practitioner available two afternoons per week
- Monthly Podiatry Clinic provided by volunteer M.D.
- Foot Care Clinic two evenings per month provided by volunteer R.N. & nursing students
- Assistance with diagnostics
- Medical Case Management – assistance with obtaining health insurance and improving utilization of community health care resources
- Assistance with medication when available
- Assistance with treatment and/or referral when appropriate
- Medical outreach to off-site homeless community
- Sponsor Health Fairs - information and testing available about health issues common in the homeless population – 3 times annually – on site (twice) & at St. Andrew's Breakfast Program (once) – staffed by SAWC Health Clinic, nursing students from U of M School of Nursing & Washtenaw Community College, & community medical service providers

Health Services Access (Washtenaw/ Livingston County)

- Outreach worker on site 10 – 20 hours weekly
- Substance abuse assessments, referrals for treatment, and authorization for state/ county subsidized treatment
- Outreach to consumers regarding addressing substance abuse issues
- Consultation to Shelter Association Case Management staff regarding consumer related substance abuse issues

The Shelter Association's Winter Programs provided life saving warmth for over 250 individuals.

Washtenaw Health Plan

- Case Manager on site monthly
- Provides orientation to the plan and available services
- Assists in signing up for the plan

Washtenaw County Public Health STD/HIV Clinic

- On site weekly
- Medical exams for STD's
- Provide information/ education/ counseling about sexually transmitted diseases
- Dispense protective devices to reduce the risk of sexually transmitted diseases
- Provide testing for HIV, Hepatitis B & C, and syphilis (USR)

Department of Human Services

- Outreach worker on site weekly
- Assistance with eligibility determinations and applications for services

Sheltering Programs

- Men's Shelter (3rd floor) – 35 beds
- Women's Shelter (4th floor) – 15 beds
- Rotating Shelters (winter months only) – 25 spaces for men – 6 spaces for women
- Warming Center (winter months only or when temperature or wind chill is 20 degrees or below) (2nd floor) – spaces for up to 50 people
- Wait List Status (qualifies for a bed, but no bed currently available) – may stay overnight on 2nd floor
- Cooling Center (2nd floor) – when heat index is 90 degrees or above

Project Outreach Team (PORT) (CSTS)

- Mental health assessments
- Psychotropic medication for qualifying clients
- Case Management services for qualifying clients
- Nurse, psychiatrists on-site one-half day per week

12 Step Programs

- Alcoholics Anonymous Open (speaker) Meeting – weekly
- Alcoholics Anonymous 12 Step Study Group Meeting – weekly
- Big Book (AA) Study Group (with Dawn Farm Detox) – 5 days per week
- Narcotics Anonymous – weekly

Unite for Sight

- Vision screenings – on site monthly (Fall thru Spring)
- Referrals to health professionals for assistance for those with below normal eye vision acuity

Food Stamp Advocacy Project

- On site two times per month (Fall thru Spring)
- Determine eligibility for food stamp program through DHS
- Assist in completing paperwork to apply for food stamps

Over 25 organizations provide on-site services at the Robert J. Delonis Center.

Legal Consultation and Advice (No Representation)

- On site weekly
- Assistance with advice and counsel about legal issues

Veterans' Administration

- Washtenaw County Veterans' Services Officer on site weekly (by appointment)
- Homeless Veterans' Assistance worker on site weekly
- Assist in determining eligibility for a variety of benefits
- Facilitate obtaining benefits (i.e. medical, financial, entitlements)

Legal Assistance with Social Security Claims

- On site monthly (by appointment)
- Assist with disability eligibility determination
- Assist with applying for Social Security disability related claims/ entitlements

Washtenaw Literacy Program

- Individual help with improving reading & writing skills – on site – by appointment

"Smoking Cessation for the Homeless" Program

- Individual support for stopping cigarette smoking – behaviorally based

Ann Arbor School of Yoga

- On site weekly
- Introduction to Yoga - 10 sessions

Support Groups

- "Relationships" – weekly groups, gender specific – topic/ discussion focused – Women's group lead by social worker from St. Joe's Academic/OB Gyn Clinic through a Substance Abuse Prevention grant; Men's group lead by SAWC social worker
- "Learning Coping Skills" – weekly Women's Group – focus on identifying problematic trauma-based symptoms and developing healthy coping skills to address them – lead by SAWC social worker
- Fiber Arts/ Knitting Group – monthly activity group – focus on building sense of success through skill mastery, developing positive relaxation techniques, valuing creativity, and giving back to the community through working on projects which are donated to area hospitals/ non-profits – lead by community volunteer
- Introduction to Housing, Employment, Medical, and Case Management Services – every two weeks – focus on explaining Shelter Association resources/ assistance, options within the community, and expectations SAWC has for participants in the Shelter's program – lead by SAWC Housing Coordinator, MI Works representative, SAWC Medical Case Manager, and SAWC Case Manager

Each year the Delonis Center Health Clinic serves approximately 1100 unduplicated clients.

The Delonis Center uses over 400 volunteers who donate over 14,000 hours of their time per year.

Nearly 25% of those experiencing homelessness in Washtenaw County report that they are survivors of domestic violence.

Shelter Association clients earn less than 15% of the area median income (currently \$8655 per year).

- Informational sessions on medical issues (i.e. Breast & Cervical Cancer, Hypertension, Hep C, Diabetes) – monthly – lead by SAWC Health Clinic staff and speakers from other area medical services providers
 - Basic Computer Skills – weekly – focus on word processing, using emails, and searching the internet – lead by graduate level intern
 - “Motivation to Change” – weekly – gender specific – series of eight topic-focused groups utilizing a “Stages of Change” model related to use of alcohol/ other drugs – rolling admissions. Includes sessions on high risk behaviors, effects of specific substances, emotions, support systems, how to make changes, realistic goal setting and how to accomplish them. Facilitated by staff from Home of New Vision
 - “Expanding Options – Exploring the Dynamics of Aggression, Violence, and Controlling Behaviors” – weekly Men’s group- targeted at ex-offenders – topic-focused – rolling admissions – focuses on exploring the dynamics of aggression/ violence/ and controlling behavior in participants’ lives, providing a forum to discuss their experiences with violence/ aggression, challenging/ exploring beliefs, attitudes, and behaviors about controlling and abusive behavior, and, when appropriate, encouraging further participation in a batterers’ intervention program – facilitated by Catholic Social Services ADA staff
 - “Job Fit” – every other week – focus on identifying job skills and matching those to current job market – lead by MI WORKS representative
 - “Expression through Art” – weekly activity groups, gender specific – focus on expressing feelings, exploring trauma issues through art projects – lead by SAWC social worker
 - Basic Money Management - series of three weekly sessions focusing on setting financial goals, money management, & credit issues – offered monthly – lead by MSU Extension Services trainer
- Michigan Ability Partners Outreach Worker
- Case Management
- On site weekly – providing information about accessing MAP programs
 - Requirement for all SAWC residents and those on Waiting List for beds
 - Focuses on Income, Savings, Housing Program (ISH)
 - Identifies barriers to obtaining/ maintaining income (i.e. employment, mental health issues, substance abuse issues)
 - Assists in obtaining/ maintaining income (i.e. employment, entitlements)
 - Assists in saving income (residents must save at least 70% of income for housing upon exit)
 - Assists in locating affordable housing
 - Assists in referrals for ancillary services (i.e. transportation, clothing, health issues, counseling)
 - Assists in obtaining credit reports

The Shelter Association refers clients to over 50 agencies for services which range from acquiring identification to receiving dental care.

Social Work Services

- SAWC social worker – full time
- Assess clients for determination of strengths, challenges, and potential diagnoses
- Assess clients for potential family supports, family of origin issues, trauma symptoms, substance abuse, and/ or mental health issues which might impact a client's readiness for/ ability to successfully sustain housing
- Make recommendations to the Case Managers' team regarding most appropriate referrals/ interventions
- Act as liaison with foster care system. When appropriate, advocate for contact/ reunification with children no longer in the client's physical custody.
- When appropriate, provide supportive counseling (group and/ or individual) focusing on preparing clients to be able to make successful transition to therapy/ counseling available at treatment agencies in the wider community
- Provides individual supportive counseling to graduates of shelter housing program (Alumni) – focuses on identifying problems, barriers to maintaining post-shelter housing

Assessments

- For determination of needs -- physical, psychological, practical
- For determination of resources – income, skills, family support

Other Services

- Access to telephone for local phone calls
- Private voice mail box accounts to assist with obtaining employment and housing
- Access to showers, restrooms
- Access to laundry facilities
- Referrals for additional community supports
- Bus tokens (limited),
- "Fare Deal" card (AATA) income certification
- Assistance with GED preparation/ math tutoring (volunteers)
- Special programs (i.e. voter registration, tax preparation)

