

CONTINUUM OF CARE (CoC) BOARD

NOVEMBER 16, 2022 | 3:00-5:00PM

ZOOM MEETING (LINK WILL BE SHARED VIA EMAIL)

TIME	AGENDA ITEM
3:00pm	1. Call to Order
3:03pm	2. Welcome/Introductions
3:05pm	3. Public Comment
3:10pm	4. Approval of Agenda (ACTION)
3:12pm	5. Approval of Minutes (ACTION)
3:15pm	6. 2023 Point-In-Time (PIT) Count Methodology and Updates – <i>Andrew Kraemer, Office of Community & Economic Development (OCED)</i> (ACTION)
3:20pm	7. FY 2022-2023 Funding Changes – <i>Kristin Kunes, OCED</i> (ACTION)
3:30pm	8. Housing Access for Washtenaw County (HAWC) Call Center Data & Updates – <i>Andrew Kraemer, OCED</i>
3:35pm	9. Coordinated Entry System Changes – <i>Morghan Boydston, OCED</i>
3:50pm	10. CoC Change Process: Next Steps – <i>Morghan Boydston, OCED and Amanda Carlisle, Washtenaw Housing Alliance (WHA)</i>
4:10pm	11. Hunger & Homelessness Awareness Week Announcement – <i>Dan Kelly, SAWC, and Amanda Carlisle, WHA</i>
4:15pm	12. Permanent Housing Updates a. <i>Rhonda Weathers, SOS Community Services</i> b. <i>Aubrey Patino, Avalon Housing</i> c. <i>Jan Little, Michigan Ability Partners</i> d. <i>Andrew Kraemer, OCED</i>
4:25pm	13. Shelter Updates (Individuals) a. <i>Dan Kelly, SAWC</i> b. <i>Krista Girty, Ozone House</i>
4:35pm	14. Shelter Updates (Families) a. <i>Rhonda Weathers, SOS Community Services</i> b. <i>Ellen Schulmeister, IHN at Alpha House</i> c. <i>Christine Watson, SafeHouse Center</i>
4:45pm	15. Board Member Updates/Issues
4:55pm	16. Public Comment
5:00pm	17. Adjournment

CONTINUUM OF CARE (CoC) BOARD

SEPTEMBER 21, 2022 | 3:00-5:00PM

ZOOM MEETING (LINK WILL BE SHARED VIA EMAIL)

Board members present: N. Adelman, A. Carlisle, J. Epps, T. Gillotti, P. Cornell-Allen (for K. Girty), B. Goodwill, J. Hall, J. Hieftje, K. Hoener, C. Johnson (for D. Kelly), T. Lee, J. Little, J. Mogensen, A. Patiño, A. Seipelt, S. Darden (for K. Montgomery), R. Weathers, K. Wyatt

Board members not present themselves or by proxy: N. Beagle, D. DeGiusti, G. Dill, S. Dowling, Z. Fosler, D. Forsberg, R. Kraut, J. Monahan, J. Rosen, R. Smith, S. Wyman

Community members present: J. Averill (WHA), M. Behnke (HAWC), V. Daffin, C. Distelrath (CSH), L. Bishop Gilmore (CSH), S. Lapides (WHA), A. Asberry Payne, N. Treadwell, S. Williams

OCED staff present: M. Boydston, K. Kunes, A. Kraemer, N. DuBois

TIME	AGENDA ITEM
3:00pm	1. Call to Order J. Hieftje called the meeting to order at 3:04.
3:03pm	2. Welcome/Introductions
3:05pm	3. Public Comment None.
3:07pm	4. Approval of Agenda (ACTION) J. Hall moved to approve the agenda. A. Carlisle seconded. There was no further discussion and the motion was carried with no opposition.
3:10pm	5. Approval of Minutes (ACTION) A. Seipelt moved to approve the minutes. T. Lee seconded. There was no further discussion and the motion was carried with no opposition.
3:12pm	6. Approval of Ranking Policies for CoC Program Funding Competition (ACTION) – Andrew Kraemer, Office of Community and Economic Development (OCED) A. Carlisle moved to discuss item. T. Lee seconded. A. Kraemer overviewed ranking policies, contained in the Board packet. No questions or discussion. The motion to approve the 2022 Ranking Policies for CoC Program Funding Competition carried without opposition.
3:20pm	7. Approval of Funding Review Team recommendations for CoC Funding Competition (ACTION) – Funding Review Team

	A. Carlisle moved to discuss item. A. Seipelt seconded. A. Carlisle provided information about the FRT's process this year and pointed to pages of the CoC Board Packet that contain the recommendations. All projects that requested renewal funding are being renewed. Avalon Housing submitted an application for the resources Ozone House is no longer applying for. No other projects applied for that money and the FRT recommended it proceed. For the Bonus Funding, the FRT recommended the SOS Community Services application for a Supportive Service Only – Coordinated Entry grant, per the approved ranking policies. SOS Community Services also applied for the Domestic Violence Bonus funding and the FRT recommended their project. No questions or discussion. The motion to approve the CoC Funding Competition Recommendations 2022-2023 carried without opposition.
3:30pm	8. Approval of Ranking Policies for Unsheltered Notice Of Funding Opportunity (NOFO) (ACTION) – <i>Kristin Kunes, OCED</i> J. Mogensen moved to discuss item. A. Seipelt seconded. K. Kunes gave more information about the Unsheltered NOFO process and the ranking policies. Washtenaw County is eligible for about \$2 million in funds. Through a community meeting, resulting discussions and request for reviews from the CoC Listserv, the community was most interested in funding Supportive Service Only projects. A. Carlisle asked if first would be the SSO, then SSO-CE, and then RRH, and if based on that, would we want to see where all of the projects shake out to make sure all could be funded? Can an adjustment be made by score to group them together? Maybe too late, but housing is super important to being able to end unsheltered homelessness so if we could add a housing project, that would be good. K. Kunes answered that it is part of the ranking policies that the community is interested in funding all components and that the current language gives the FRT the leeway to make that decision. No other questions or discussion. The motion to approve the Ranking Policies for the Unsheltered NOFO carried without opposition.
3:40pm	9. Virtual Voting on Unsheltered NOFO Projects & Application (ACTION) – <i>Kristin Kunes, OCED</i> A. Seipelt moved to discuss item. A. Carlisle seconded. K. Kunes said that project applications will be shared with the FRT and discussed at their next meeting on 9/29. HUD requires that projects be notified before 10/5, so the projects will need to go before the CoC Board. Virtual voting could occur in lieu of scheduling an additional CoC Board Meeting.

	J. Hieftje said it seemed like a good solution and appreciated that there was going to be a vote on the decision to do this. It does not seem to be a thing we would like to shift to doing all of the time but works well for infrequent needs. No further questions or discussion. The motion to approve the Virtual Voting option carried without opposition.
3:50pm	10. Update on Coordinated Entry – <i>Morghan Boydston, OCED, & Major Brian Goodwill, Salvation Army</i> M. Boydston provided updates. The RFP is live and due soon. OCED is thinking that the larger transition of the coordinated entry process will take at least 12 months – a new provider will be on board in November, and then there will be a transition period to test what works. At the Coordinated Entry Meeting, discussions were had about closing the phone line for one day during the transition to make sure there is no instability in the system. The ideal timing would be a week day when community would be least impacted (not Monday or Friday). We are looking at Wednesday the 28th to transition staff and this work over. We will be releasing communication about this but wanted to give the CoC Board a heads up. B. Goodwill added that starting a week from today, to keep things smooth, the HAWC employees working for Salvation Army will begin working with the new equipment through the 30th. They will be Salvation Army employees through Friday, which ties into the end of the pay period and fiscal year. Starting the following Monday, my understanding is that they will be employed by Manpower, essentially doing the same job functions with slightly different equipment and Ring Central. A. Patino asked if the current capacity issues, in terms of how long it takes for folks to get assessed, etc., if it has to do with staff capacity? Or what is the root cause? M. Boydston answered it was in part due to staff shortages and transitions happening which created gaps. We are working with providers to fill those roles, looking at bringing in CV dollars to help support providers who are stepping in. Folks can only do so much and we are working every day to fill those gaps. B. Goodwill said in the last month we had 5 HAWC employees resigned, and it's difficult to juggle that. Other Salvation Army staff have stepped up. K. Wyatt expressed concern about the current employees and how this is effecting them. It has to be hard – it's a lot of change, transition, insecurity, confusion. Is there any way they can be supported? Brian mentioned you already lost some and there was understaffing to begin

with. M. Boydston said we reached out to Manpower and the staff that Salvation Army is keeping, they will have temp position through the end of the year to do this work, and whomever the new providers are, are more than welcome to bring them on to maintain knowledge and transition. That's the plan now. K. Wyatt observed that it still sounds confusing and traumatic for the employees – change is always hard. Not knowing who your employer is, if you're going to be employed, I'm concerned we're going to lose staff in a process that can't afford to lose staff. I wish I had an answer to offer but I think it's something we have to think about. If I were in that position, I would be really concerned.

T. Lee followed up, saying it was concerning – with the switch over to Manpower, are the employees losing any benefits that they might have had with Salvation Army and what will that transition look like for them? B. Goodwill said that he wasn't sure what they will have at Manpower, some currently have medical benefits and others have elected not to. M. Boydston said that employees will not receive benefits as employed through Manpower but they will receive the same pay.

J. Hall said that it sounded like there was potential additional funding for this process – how will that work in the timing? M. Boydston said the timeline is out of our control and we're trying to sync it as best as possible. We had meetings on the front end with providers that coordinated entry funding could come through the bonus project. The two opportunities have different timelines. The HUD funds wouldn't pay out until next year, so it is out of our control, though we are bringing in MSHDA ESG fund carry over and additional CDBG-CV funds. We'll be putting out additional asks so if there is a provider that is awarded this contract we can help make it work. It is hard without knowing who the actual provider we're contracting with is. J. Hall responded that I understand there are a lot of moving pieces, will you have to frontload some of the dollars? Are you talking to the County about it? I would be concerned about underfunding it from the start. T. Gillotti said there are some CARES Act dollars we could use and we will ask the County for some additional dollars after the RFP comes back. We are in conversations about the need for an additional County investment – there is interest in making this work well. The stuff we have control over (like MSHDA carryover) we have committed, and we are working on additional investments. We'll continue to give you updates as we learn more and things are solidified.

K. Wyatt said that this has to be like juggling plates, trying to get all of the moving pieces without ending with broken dishes. Based on my familiarity with the challenges HAWC was facing, there's money (underfunding) and getting enough staff. To circle back to some of the very good staff HAWC

has, is there anyway that at least the medical benefits the staff are dependent on can be covered through the temporary Manpower contract? That's got to be hard for those families. If you lose staff, that will be an issue for outcomes. B. Goodwill said that as part of the separation agreements, Salvation Army employees can extend it for a full month through October but that's as much as the Salvation Army can do. M. Boydston said the provider will be contracted by November at the latest. We wanted to give time on the front-end to make sure that at least the phone center was stable through December 31st and giving an appropriate amount of strategic planning. We can check with Manpower about benefits.

A. Carlisle wanted to clarify for folks who aren't as into the weeds of the CoC, that the Bonus project application we just voted on for a coordinated entry grant, we probably won't even know if we'll get it until the end of the year or beginning of next year, and HUD usually does contracts with renewals first and then bonus projects. I think the earliest amount of time it could be contracted it would be July 2023, so I appreciate that OCED is working to patchwork that in the meantime. And, it's worth noting that Washtenaw County hasn't received a bonus project in 6 years, so we as a community need to think about alternatives since that might not be likely.

J. Mogensen asked about the staffing transition – I envision an MLive article saying, 'County crashes Coordinated Entry System.' It's incredible what people have done in terms of figuring out a transition, but I'm thinking there is a case to be made that the County needs to find emergency funding to stabilize this. It should be possible. These are incredibly complicated – staffing HAWC is a hard job. In some cases, it involves relationships and that kind of thing, I want to make sure... not because people are inadequately preparing, but I want to make sure we really have that plan and the funding we need for this time until we're able to make the transition. T. Gillotti said this point was duly noted. HAWC call center staff have been incredible, but there have been so many partners that have pitched in to stabilize the system throughout this transition. It's been amazing and difficult. We are trying to make sure that as important as the intake call center piece is, that we're supporting the assessment and other pieces of the pipeline. As Morghan mentioned, we want to take a minute to make sure we're planning it effectively and ramping it up. It's top of our minds every day.

No further discussion.

4:10pm

11. CSH CoC Engagement: CoC Change Process – *Lindsey Bishop Gilmore & Catherine Distelrath, CSH*

C. Distelrath began with a recap of CSH’s engagement with the Washtenaw CoC – board member interviews, FRT recommendations, All Staff Training & All Membership meeting, engagement with people with lived experience and CoC participants, and recently development of recommendations and staffing of the workplan. L. Bishop Gilmore said the focus of the work group is *how* you work together – how to have authentic conversations, creating welcoming and inclusive spaces. We are also providing recommendations on some of the governance documents. There are 4 main recommendations: addressing racism, white dominant culture norms and power dynamics that are present within the CoC; improve accountability and transparency across the CoC; creating a CoC Board that is welcoming, inclusive, and accountable; and make the inclusion of people with lived experience of homelessness and housing instability a priority systemwide. In August, we started a short-term strategic planning workgroup that met 4 times in total. Now, there is a draft workplan that is included in the Board packet. It has goals, action steps, roles (champion, responsible party), key performance measures, and a timeline.

J. Mogensen thanked the other members of the work group and said that moving forward, the CoC should look at the workplan and think through the ways that we can move it forward. The workplan is really good, but in the midst of all the other things going on, and it seems that sometimes the CoC is a place where all the really important discussions happen either before or after the meetings and things don’t happen in the meetings. Depending on the decisions, it can impact the system as a whole – it’s not tiny or as large as systems referenced in the materials. I think we can figure out how to do this but it will be a really interesting things moving forward. C. Distelrath responded that these recommendations are more around the way the CoC works together and not actual activities – which can make it hard to prioritize, so it will be important for folks to take it seriously. We can’t do it all at the same time, so how do we prioritize?

C. Distelrath provided overview of priority action items:

1A. Engage in facilitated mediation among board members that have been a part of and impacted by the changes to coordinated funding and changes to funding distribution. This is moving forward already – CSH met with a mediator and connected them with OCED & WHA to start the process.

1D. Develop an understanding of the different types of power, how power is used, and the power CoC Board Members hold, and then explore the various power dynamics that are at play within the CoC Board and actively work to share power and harness power toward a common goal.

A. Carlisle said that in the workgroup we had a lot of discussion about those two as priority. CoC work is important, requires a lot of bureaucratic understanding – this is an opportunity to bring everyone who is participating not just on the Board but in the CoC in general to be able to have better knowledge, more knowledge of processes, and understand who holds the power/knowledge that can be shared. I’m looking forward to engaging in the facilitated mediation but also looking at the second one as a way to improve the CoC Board.

K. Kunes was wondering if there was a distinction between the goals for the CoC Board versus how it could be broadened to include other entities in the CoC that might be omitted from certain spaces.

J. Mogensen said when thinking about 1D, the CoC Board is structured by people having identities within that structure – the funders, the nonprofit leaders, the important stakeholders. As we’ve been meeting virtually... after in-person meetings, I would do a lot of networking, but now... I think, as I remember it, that the WHA was a CoC Board before there was one, so that was one of the issues that came up, there was conflict in the community... Funding decisions impact CoC Board members differentially depending on their positionality. As an observer I’m not really sure where some of the tension is coming from.

L. Bishop Gilmore talked about the workgroup’s interest in broadening the table – having more people with lived experience present, but first, getting our house in order – are we creating a space in which people can actively participate? I’ve heard a lot about how decisions are being made, being clear and transparent about it, and that’s one of the goals in the action plan. Being clear around conflict of interest. It felt like these two things were important before having these conversations around Board member expectations, how are we showing up at this table, and even if the Board reorganizes, many of you will still be in this space so thinking about the power you’re bringing to the table. And, how are we addressing any of the harm that was created so we can work collectively together in the future? L. Bishop Gilmore shifted to a discussion around power – trying to define power, types of power in system change work, power in meetings and power dynamics.

K. Kunes said I am really excited about this work and how it lands during these large changes in our CoC. I’m curious... I worry from here, are power dynamics perpetuated by the uncertainty around what’s next? Who is the champion? Who does the fleshing out? Do we perpetuate the same problems if OCED is staffing the workplan to get it done? C. Distelrath said that came up in the workgroup, and it seemed like there was general

	agreement in the group that the process of the mediation is a very important piece and that's why it was one of the things that definitely need to move forward, and I'm hoping that will help unpack the tension and conflict around who is doing what. And the process of unpacking power dynamics, I think that's where we got to – these things need to happen to hopefully lead to clarity around who can take the lead on it. A. Carlisle said we definitely discussed it in the workgroup, and I want to encourage... the workplan is something that none of us have done before or have skills in, so this is the perfect opportunity for other folks who might not be engrained in the CoC to be able to assist and contribute to the movement of the action plan moving forward. A good opportunity for folks to contribute. J. Mogensen said I think it makes sense in the midst of all the intense work that's happening, that there might be a way that we figure out we don't kick it down the road, but we don't do it right away either. There's applications, funding, all that stuff, so maybe we figure out when to do it so it's not ambiguous but not right now. No further discussion.
4:40pm	12. Shelter Updates (Individuals) a. <i>Dan Kelly, Shelter Association of Washtenaw County (SAWC)</i> b. <i>Krista Girty, Ozone House</i> C. Johnson provided shelter update. We are opening the warming shelter up on November 7th, we'll continue to monitor the weather leading up to that date. We are bringing back Ypsi Day shelter. We are hoping to open the day shelter earlier this year, typically it opens in December but we're hoping for the middle of November. We've been working in connection with the street outreach team – we know we've seen a huge increase in folks sleeping outside, including people sleeping outside of our building. P. Cornell-Allen provided Ozone House update. At Safe Stay, our emergency youth shelter for minors, things have been slower – that's not totally unusual for this time of year, usually see a lull in late summer and things pick up as school resumes. Miller House, our transitional living program for young adults, continues to operate near capacity. Our drop-in center was impacted throughout the pandemic because of the close proximity but it has resumed programming in the afternoon and early evening hours. It's located 1 block from the Ypsi Transit Station on Hamilton. We are back almost to full capacity there offering services and programming. We are still being impacted with staffing, I know we talked

about staffing challenges with HAWC and that's continuing to be a challenge for us.	
4:45pm	13. Shelter Updates (Families) a. <i>Major Brian Goodwill, Salvation Army</i> b. <i>Rhonda Weathers, SOS Community Services</i> c. <i>Ellen Schulmeister, IHN at Alpha House</i> d. <i>Kim Montgomery, Safe House Center</i> B. Goodwill said there are two families in hotels and we're working to make sure we get that closed down with transitions taking place. A. Carlisle reported on behalf of R. Weathers, said SOS shelters are full, but they have secured two additional 3-bedroom homes that they are in the process of furnishing. E. Schulmeister was not present. S. Darden provided SafeHouse update, the helpline has been busy. We have several job openings on our website, our walk-in hours have changed, we are currently 9am-2pm Mon-Thurs and 9am-5pm on Friday, but our helpline is still 24/7, and services are still free and confidential. We are preparing for October which is Domestic Violence Awareness month so you might be aware of several things we're putting on.
4:50pm	14. Board Member Updates/Issues None
4:57pm	15. Public Comment None
5:00pm	16. Adjournment J. Hieftje adjourned at 5:02pm.

ACTION ITEM SUMMARY

CONTINUUM OF CARE (CoC) BOARD | November 16, 2022

Adoption of the 2023 Point-in-Time Count Methodology

The Point-in-Time (PIT) count is a count of sheltered and unsheltered homeless persons on a single night in January. HUD requires that CoCs conduct an annual count of homeless persons who are sheltered in emergency shelter, transitional housing, and Safe Havens on a single night, and a bi-annual count of the unsheltered population. HUD requires CoCs to submit PIT count data and information on the methodology used to generate their sheltered and unsheltered counts. HUD uses this information to ensure the data collected is valid and reliable. The information is also used to evaluate the progress CoCs are making on reducing homelessness generally and among specific subpopulations. HUD uses this information to inform annual appropriations for homelessness programs and score CoCs during the CoC Program Competitions; it is also an important source for local programs and system planning.

The final PIT count methodology must be approved by the CoC in accordance with the CoC's Governance Charter. The 2023 PIT Count Methodology is attached.

Current Action Needed:

Approval of the 2023 PIT Count Methodology as submitted in this packet that details methodology that will be used to carry out the PIT Count in January 2023.

Motion:

The CoC Board approves the submitted 2023 PIT Count Methodology to be used when conducting sheltered and unsheltered counts in January 2023.

FY2022-2023 Funding Changes

On August 3rd, 2022, the CoC Board approved the Emergency Solutions Grant (ESG) Funding Recommendations for the Fiscal Year 2022-2023. Included in this recommendation was allocating Salvation Army of Washtenaw County \$58,565 in HUD ESG funds (\$40,977 for Prevention Case Management and \$17,588 for Prevention Direct Assistance). Since that time, Salvation Army made the decision to end their work on prevention. This work has since transitioned to SOS Community Services in collaboration with the Office of Community and Economic Development (OCED). Further, due to the nature of the disengagement process with Salvation Army as the Housing Assessment and Resource Agency (HARA), no subrecipients were identified for MSHDA ESG funds. Since that time, SOS Community Services and the Shelter Association of Washtenaw County (SAWC) have been selected following the completion of the Request for Proposals (RFP) process. There are no changes to the total MSHDA ESG or HUD ESG allocations for Washtenaw County.

Current Action Needed:

This Action Item seeks to inform the CoC Board of these important changes and request their approval to shift funds between providers as needed.

Motion:

The CoC Board approves discretion to shift Salvation Army's HUD ESG allocation to another provider and subcontract with SOS and SAWC for MSHDA ESG.

2023 Point-in-Time Count Methodology

Approved by the CoC Board: (date)

Introduction

The Point-in-Time (PIT) count is a count of sheltered and unsheltered homeless persons on a single night in January. HUD requires that Continuums of Care conduct an annual count of homeless persons who are sheltered in emergency shelter, transitional housing, and Safe Havens on a single night.

HUD requires CoCs to submit PIT count data and information on the methodology used to generate their sheltered and unsheltered counts. HUD uses this information to ensure the data are valid and reliable and to evaluate the progress CoCs are making on reducing homelessness generally and among specific subpopulations. This information is also used by HUD to score CoCs during CoC Program Competitions and is an important source for local program and system planning.

This document outlines Washtenaw County CoCs PIT Count Methodology used to carry out the PIT count. **PIT Count Methodology must be approved by the CoC Board.** For reference and more detailed information, please refer to HUD's [PIT Count Methodology Guide](#)¹.

Sheltered PIT Count Methodology

Standards

HUD has outlined three standards for conducting a count of people who are homeless and in shelter (emergency shelter, Safe Haven, or transitional housing projects) on the night of the count. You can view these beginning on page 14 of HUD's [PIT Count Methodology Guide](#).

Approaches

Main approaches to generate accurate sheltered PIT Counts:

- ☒ Complete census count
- ☐ Random sample and extrapolation
- ☐ Non-random sample and extrapolation

Washtenaw County CoC uses a complete coverage count for the sheltered count because all CoC projects collect complete and accurate data from all clients for each population and subpopulation characteristic.

Data Collection

Methods used to gather and calculate subpopulation data for sheltered homeless persons:

- | | |
|--|---|
| ☒ HMIS | ☐ Interview of sheltered persons |
| ☐ HMIS plus Extrapolation | ☐ Samples of PIT interviews plus extrapolation |

CoC selected HMIS to collect and calculate the sheltered PIT Count data due to strong HMIS coverage and data quality and the regular trainings we hold on program entry/exit protocol. In addition to ensuring good data quality year-round, the HMIS System Administrator conducts a number of trainings with Contributing HMIS Organizations to prepare for the PIT count and subsequent data pulls. Training topics include training on data quality, program entry/exit protocol, and running reports to ensure data completeness.

Unsheltered PIT Count Methodology

Standards

HUD has outlined three standards for conducting a count of people who are homeless and unsheltered on the night of the count. These can be viewed beginning on page 17 of HUD's [PIT Count Methodology Guide](#).

Approaches

CoCs may complete their unsheltered count on the night designated for the count (i.e., "night of the count" approach), over the 7 days following the night of the count (i.e., "post-night"), or through a combination of these approaches. Post-night counts are typically service-based counts.

- | | |
|--|--|
| ☒ Night of the Count Complete Census | ☐ |
| ☒ Night of Count- known locations | ☒ Post-Night Service-based count |
| ☐ Night of Count- random sample | ☐ HMIS |

Washtenaw County CoC will conduct a complete census for its unsheltered count, but will use elements of a known location & service-based count to ensure it did not miss any unsheltered persons. We select this methodology because the CoC covers a relatively compact geographic area and has the resources to deploy approximately 25 enumerators to canvas the entire geography. Known locations will be incorporated into the plan, based on outreach staff knowledge of where unsheltered homeless persons usually stay. Also, the CoC will use a service-based approach to survey at the only breakfast program that people experiencing homelessness often attend. The CoC will conduct a service based count the following day for youth in partnership with Ozone House.

Data Collection

In addition to the surveys, the CoC may utilize the PIT Count Data Extrapolation Tool in conjunction with a complete count methodology to assist in obtaining gender, ethnicity and race for a small number of households with whom the CoC was not able to collect this information. Due to the PIT Count being conducted over night, some individuals approached by enumerators may be unable to fully complete the PIT Count survey.

PIT Count Data Quality

To review the three PIT Count Data Quality standards, please reference page 8 of HUD's [PIT Count Methodology Guide](#)

Sheltered Data Quality

- | | |
|---|--|
| ☒ Training | ☒ HMIS |
| ☒ Follow-up | ☒ Non-HMIS de-duplication techniques |

To ensure an accurate count and good data quality, all emergency shelter (ES) and transitional housing (TH) will conduct the sheltered count at the same time on the night of the PIT count. The count will be implemented in accordance with a comprehensive plan and corresponding detailed timeline, established by the CoC, HMIS Lead and with input from partner agencies. Following the PIT count, the HMIS System Administrator, in collaboration with ES and TH administrative staff, will reconcile HMIS data with internal data, using de-duplication techniques, to ensure that each sheltered person is only counted once across the continuum.

Unsheltered Data Quality

- | | |
|--|---|
| ☒ Training | ☒ Unique Identifier |
| ☒ Blitz Count | ☒ Survey Question |
| ☒ Enumerator Observation | |

The CoC holds pre-meetings with a CoC Subcommittee to identify known locations of unsheltered households, plan for day-of logistics to ensure all geography would be covered, and refine the PIT count tool/survey. These meetings involve people from various sectors to ensure all populations are represented, including youth volunteers and staff from CoC's homeless youth providers to identify locations for unsheltered youth. PIT Count coordinators engage all police departments in the county to contact PIT headquarters if they encountered anyone who needed to be surveyed meeting with current consumers of

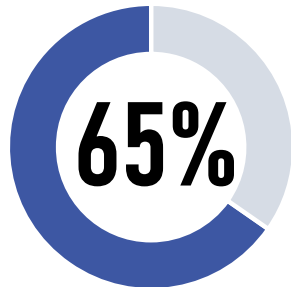
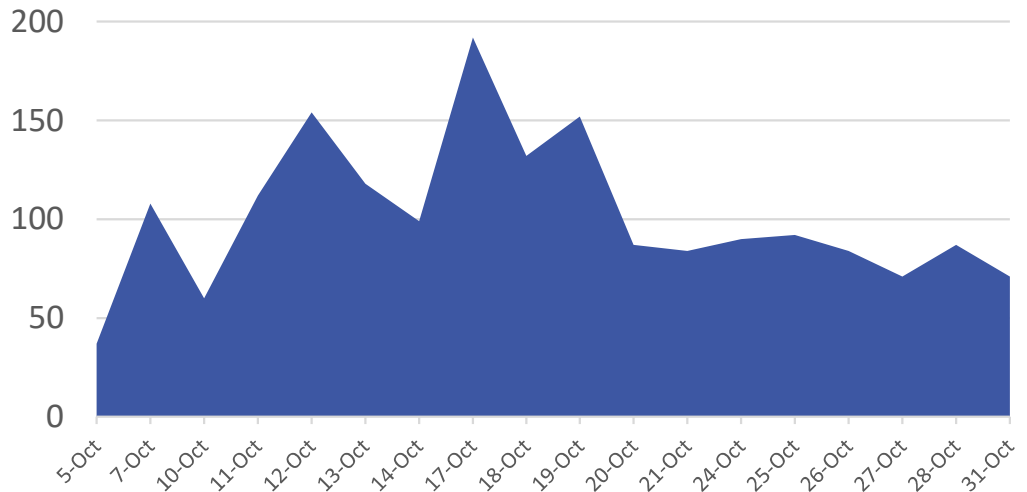
homeless services and meeting with youth volunteers and staff from the CoC's homeless youth provider to identify locations of unsheltered youth.

ⁱ <https://www.hudexchange.info/resource/4036/point-in-time-count-methodology-guide/>

1,830
Total Calls

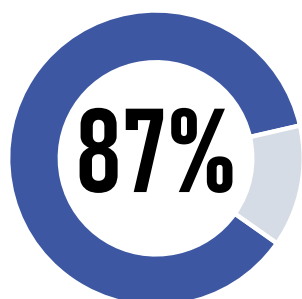
102
Calls per day

HAWC Call Volume per Day



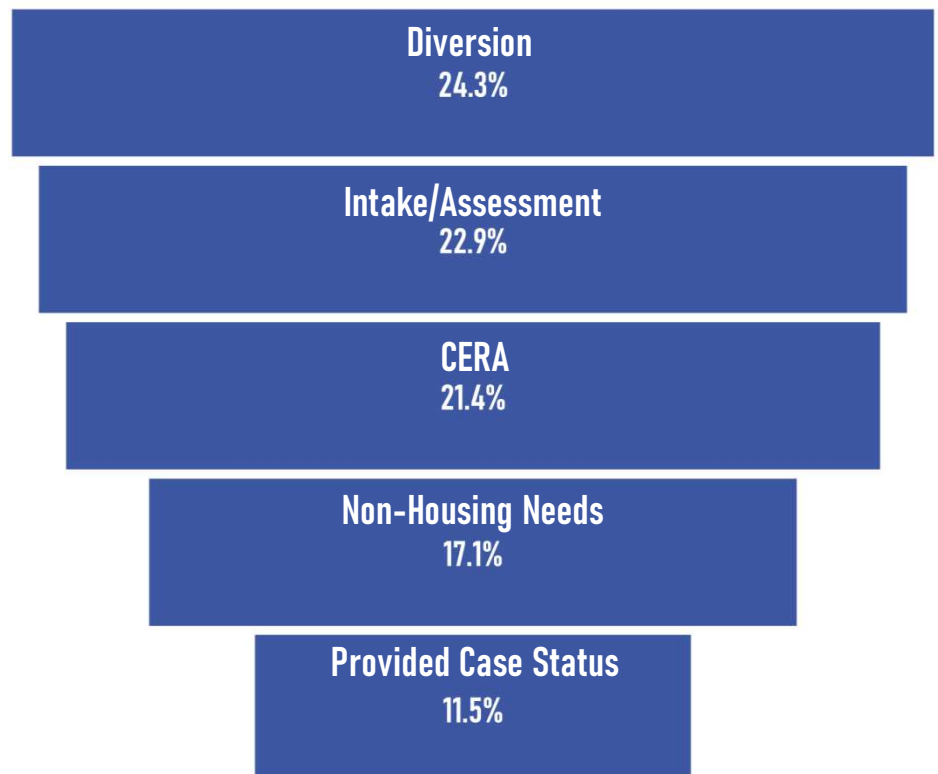
Of Calls Answered in
less than 5 minutes

6:00 Minutes
Average Wait Time



Successfully completed calls

Types of Calls



7 Referrals to Permanent
Housing Resources



NATIONAL HUNGER & HOMELESSNESS AWARENESS WEEK

NOVEMBER 13–19

JOIN HUNDREDS OF COMPASSIONATE FRIENDS AND BUSINESS PARTNERS
AS WE WORK TO IMPACT HUNGER AND HOMELESSNESS
RIGHT HERE IN OUR COMMUNITY



SUNDAY

NOV 13TH

SERVICE SUNDAY &
BOTTLE DRIVE



A2 NEIGHBORHOODS
& FAITH BASED
ORGANIZATIONS

MONDAY

NOV 14TH

HEALTH & WELLNESS FAIR



DELONIS CENTER
2–4 PM

TUESDAY

NOV 15TH

STATE OF HOMELESSNESS &
AFFORDABLE HOUSING
HOSTED BY WHA



WASHTENAW COMMUNITY
COLLEGE
8–10 AM

WEDNESDAY

NOV 16TH

SNAP CHALLENGE



REMOTE PARTICIPATION
OPEN

THURSDAY

NOV 17TH

PUT A ROOF ON IT
COMEDY FOR A CAUSE



A2 COMEDY SHOWCASE
7:30 PM

FRIDAY

NOV 18TH

FILL THAT TRUCK
CLOTHING & FOOD DRIVE



ZINGERMAN'S ROADHOUSE
9AM–6PM

SATURDAY

NOV 19TH

HUSTLE FOR HOUSING
WALK/MARCH



LIBERTY PLAZA
10AM–12PM



SPONSORED BY THE
SHELTER ASSOCIATION OF WASHTENAW COUNTY
IN PARTNERSHIP WITH WHA

FOR MORE INFORMATION VISIT: ANNARBORSHELTER.ORG/EVENTS



HUNGER
& HOME
LESSNESS
AWARENESS
WEEK
16



HUNGER & HOMELESSNESS AWARENESS WEEK

EVENT DESCRIPTIONS



Participating in National Hunger and Homelessness Awareness Week raises awareness, seeks to combat hunger and homelessness in your community, and bolsters the national social movement to end these social ills. Together we can eliminate the myth that hunger and homelessness are inevitable consequences of our society and recognize that ending hunger and homelessness is an achievable goal!



SERVICE SUNDAY/ POP BOTTLE DRIVE , NOV 13TH

Select Faith-Based Organizations will focus their religious services on homelessness and hunger issues. Prayer breakfast or lunches, meetings, gatherings or candlelight vigils suggested. Sponsor a collections or donations drive, sponsor a viewing of a homeless related movie, raise awareness about homelessness and the impact the shelter is making in the community. Challenge congregates/members with a call to action to become more involved in the community and hunger and homelessness awareness week activities, schedule a tour and/or become a shelter volunteer. Support fundraising efforts by collecting pop cans in local neighborhoods



HEALTH & WELLNESS FAIR-NOV 14TH

This free community event from 2-5 pm at our Delonis Center is designed to support our clients by encouraging healthy life styles, preventing and manage disease, and connecting to community resources. Vendors will set up display tables, promote their brand and product and passion for supporting vulnerable populations.



STATE OF HOMELESSNESS & AFFORDABLE HOUSING- NOV 15TH

The Washtenaw Housing Alliance is hosting a State of Homelessness event at 8:00 am at Washtenaw Community College, Morris Lawrence Building. Clients of the Shelter Association of Washtenaw County & other community members experiencing food and housing insecurities will speak at the event. Keynote Speaker: Dr. Abdul El-Syed (a political contributor at CNN, the author of Healing Politics: A Doctor's Journey into the Heart of Our Political Epidemic and Medicare for All: A Citizen's Guide (co-authored with Micah Johnson),and the host of America Dissected with Dr. Abdul El-Sayed, a podcast about politics and public health produced by Crooked Media. In 2020, he served on the Joe Biden-Bernie Sanders Unity Task Force on health care.)



SNAP CHALLENGE, NOV 16TH

The SNAP Challenge brings home the struggle that many Americans face on a daily basis. It quickly focuses your mind and your stomach on just how little food \$4 a day buys. It also demonstrates that it is difficult, if not impossible, to eat a balanced diet on \$28 weekly, especially fresh fruits and vegetables. That is the crux of the challenge: to provide a small glimpse into the choices that people who use food stamps must make each day. Alternatively, participants are asked to post messages on Social Media and outside their cubicles. "I am Fasting today, ask me why"



PUT A ROOF ON IT: COMEDY FOR A CAUSE- NOV 17TH

This annual event is out funniest FUNdraiser of the year. Entertainer Andy Beningo will entertain at the Ann Arbor Comedy Showcase with all proceeds going to the SAWC, Tickets are \$20, cash bar, the show begins at 7:30 p.m. with doors opening at 7:15 p.m. Tickets can be purchased at www.annarborshelter.org or shorturl.at/gjX15



FILL THAT TRUCK- NOV 18TH

Stop by a Zingerman's Roadhouse and help us FILL THAT TRUCK from 9 am to 6 p.m. Please donate much needed(NEW) items for men and women in need at the shelter including men and women's: socks, underwear, sweat pants, sweatshirts, t-shirts, winter coats, hats, gloves, and snack items such as ramen noodles, granola, bars, coffee, fruit snacks, individual cracker and pretzel packages, towels, shampoo and conditioner. LET'S FILL THAT TRUCK!



HUSTLE FOR HOUSING MARCH/RALLY- NOV 19TH

Join countless community members, partners and councilmen and women for a peaceful march and rally to raise awareness about housing scarcity, hunger and homelessness and gain momentum for housing efforts in Washtenaw County for over 3500 people experiencing homelessness. Event begins at Liberty Plaza at 10 am and ends with light refreshments and fellowship at our Delonis Center location.

Thank you to our sponsors!



First Merchants





SHELTER ASSOCIATION OF WASHTENAW COUNTY
WINTER PROGRAMS INFORMATION 2022-2023

*PLEASE NOTE THAT DUE TO COVID-19 – OUR SHELTERING OPTIONS MAY CHANGE,
INFORMATION WILL BE UPDATED AS NEEDED*

When is the winter shelter open? – November 7th, 2022 – March 31st, 2023 pending weather conditions. Overnight Shelter is available each night beginning at 7:00pm.

How is this year different because of COVID-19? - Because of the pandemic, our sheltering may be different this year. Shelter beds are limited, so if you're able to stay at a family members, friends, or anywhere else, it is highly encouraged and we will try divert individuals from shelter as much as possible. We have enhanced health and safety practices and will open additional offsite location(s) if needed to ensure the safety of guests.

Will I be safe? - We work diligently with the Public Health department to maintain health and safety protocols to keep you safe. Everyone at the shelter locations are required to wear a mask and adhere to health and safety protocols. If anyone is ill, we will work to get them medical attention immediately.

How do I get into the shelter? – Any individuals seeking emergency shelter please contact Housing Access of Washtenaw County at 734-961-1999 to obtain a referral to the Delonis Center. If it is after 5pm or weekend, please come to the Delonis Center and we'll assist ensuring you're served. Families, please contact Housing Access of Washtenaw County to be referred to appropriate shelter resources.

What is provided? – Individuals are provided a safe place to sleep each night and can access a wide variety of services including meals, case management, medical care, and most importantly help finding permanent housing.

Where is shelter provided? - Nighttime accommodations are at the Delonis Center; 312 W. Huron St., Ann Arbor and offsite locations including Congregation partners. During day-time hours, those seeking shelter should first contact Housing Access of Washtenaw County to obtain a referral for shelter at 734-961-1999. If it is after 5pm or weekend, please come to the Delonis Center and we'll assist with ensuring you're served and provide transportation to an offsite location if needed.

What about during the daytime? – Daytime shelter accommodations are available throughout the winter shelter season. Day shelter is provided through a partnership with the local group MISSION beginning in late November. Day-time accommodations will also be provided beginning in November, Monday-Thursday at Freighthouse in Ypsilanti in partnership with the City of Ypsilanti. Please see the schedule below for a list of locations. Some Day-time sites open hours vary. If you are seeking day shelter on the weekend, please call 734-662-2829 to be given the most up to date information. We will have day-time shelter accommodations 7 days a week.

How can I be connected to housing resources? An Intake Specialist will connect with you via phone to discuss housing resources and share information about SAWC housing case management assisting you with your housing search. See staff member to complete an intake and be connected to a case manager.

Who's here to support me during my housing crisis? There are a number organizations devoted to helping you. Whether you call Housing Access of Washtenaw County or visit the Delonis Center for shelter, you will be connected to a network of almost 30 organizations to help you with moving into safe, permanent housing.

Please contact the Delonis Center at 734-662-2829 if you have any questions or need more information.

Day Time Warming Shelter Location(s)		
Location	Address	Month
Freighthouse (Mon. – Thur., 8-6pm)	100 Market Pl, Ypsilanti, MI 48198	November 1, 2022 – March 31, 2023
Ann Arbor Day Shelter	Various locations TBA Soon	TBA Soon
Delonis Center (Weekends only)	312 W. Huron St., Ann Arbor	November 7, 2022 – March 31, 2023