

Housing Access for Washtenaw County

A Program of the Salvation Army

Coordinated Entry for the
Washtenaw County Continuum of
Care





HAWC is Washtenaw County's single point of entry for the housing and homelessness coordinated entry system. HAWC assesses and refers all individuals and families who are experiencing homelessness or at-risk of experiencing homelessness to all available housing resources in the county. Residents of Washtenaw County may call HAWC for housing assistance, information and/or a referral.

Please note: there is a severe shortage of housing resources in Washtenaw County and HAWC is not able to help all people who are experiencing a housing crisis.



HAWC Operations



CALL CENTER HOURS

Monday-Friday: 8:30 am to 5:00 pm

After Hours: 211 (those in an unsafe location will be connected to on-call staff)



WALK-IN HOURS

Tuesdays: The Salvation Army | 9 S. Park St. Ypsilanti | 9am-noon

Thursdays: The Salvation Army | 100 Arbana Dr. Ann Arbor | 1-4pm



OUTREACH

- www.housingaccess.net
- Landlord Tenant Court
- Assessment appointments at the Delonis Center and CMH Towner (*appointments made by calling HAWC*)
- HAWC presentations to agencies & the public (*schedule at [HAWC Washtenaw@usc.salvationarmy.org](mailto:HAWC_Washtenaw@usc.salvationarmy.org)*)

How to Get Help?

HAWC serves approximately **2,500 households per month** over the phone in the following way:

STEP
1

Individuals & families call HAWC with any housing concerns or crises

STEP
2

HAWC completes an **intake screening to determine needs**

STEP
3

Based on need, HAWC helps households with next steps, which can include:

- Housing search tools
- Referrals to mainstream or legal services
- Prevention & diversion strategies
- Prevention assessment for financial assistance
- Homelessness assessment, including administration of common assessment tool VI-SPDAT
- Shelter referral
- Housing Choice Voucher paperwork

HUD Category 1: Homeless

Service Delivery

Intake Screening – Vulnerability Assessment – Referral to available Housing Resource

Definition

An individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning:

- Has a primary nighttime residence that is a public or private place not meant for human habitation;
- Is exiting an institution where (s)he has resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution

Homelessness & Prevention Services

- Shelter Referrals: as the single point of entry for coordinated entry Housing Access completes all shelter referrals for homeless individuals and shelter placement for families experiencing homelessness. (Category 1)
- Housing Choice Voucher (Homeless Preference): Administration of the waitlist is done by HAWC – which includes HCV sign-ups and recertification's. (Category 1 and 4)
- Direct Financial Assistance: HAWC assesses qualifying households who are at risk of becoming homeless to provide one time financial assistance to prevent eviction or first months rent or security deposit. (Category 1 & 2)

Diversion Services

- Diversion is a strategy that prevents homelessness for people seeking shelter by helping them identify immediate housing arrangements and at times connecting them with services and financial assistance to help them return to permanent housing
- Resources are provided to persons based on the screening completed with intake staff at the first point of contact.
- Some examples of resources provided are:
 - ✓ Housing search tools
 - ✓ Job search information
 - ✓ Referral to Education Project for Homeless Youth(EPHY) or other McKinney Vento services
 - ✓ Any and all program resources available within the community

Category 2: At-Risk

Service Delivery

Intake Screening - Prevention Assessment - Financial Assistance/Diversion

Definition

An individual or family who will imminently lose their primary nighttime residence, provided that:

- Residence will be lost within 14 days of the date of application for homeless assistance
- No subsequent residence has been identified
- And the individual or family lacks the resources or support networks needed to obtain other permanent housing

Financial Assistance

HAWC assesses qualifying households who are currently homeless or at risk of becoming homeless to provide **one-time financial assistance** to prevent eviction or for first months rent or security deposit.

Resources are dependent on funding availability and fluctuate throughout the year.

Prevention Funding Restrictions:

- Foreclosure prevention
- Rent to own/lease to purchase
- Transitional Housing
- Pay rent bills from a previous address
- Pay utilities and/or rent for tenants renting a unit owned by a family member
- Mortgage payments/mortgage refinancing costs
- Moving expenses
- Motel/hotel vouchers
- Furniture
- Construction or rehabilitation
- Utility assistance

HUD Category 4: Fleeing or Attempting to Flee DV

Service Delivery

Intake Screening– Safe Haven/Shelter Referral– Vulnerability Assessment (if necessary) – Housing Resources

Definition

Any individual or family who:

- Is fleeing, or is attempting to flee, domestic violence; has no other residence; and lacks the resources or support networks to obtain other permanent housing

Housed

- **Service Delivery**
 - Attempt to address short term and long term housing needs
 - Advocate on behalf of household to remain until other housing options can be identified
- **Resources Available**
 - Housing search tools
 - Referrals to mainstream or legal services
 - Any and all resources available to HAWC to help address their need

Common Documents

- Valid Identification (household members over the age of 18)
- Social Security Card (all household members)
- Birth certificates (household members under the age 18)
- Proof of SER application (T-number) [Financial Assistance]
- Approval Letter (Move-in Assistance) [Financial Assistance]
- 7 Day Notice or Summons [Financial Assistance]
- Proof of Income (3 months of Pay Stubs or SSI/SNAP/Other within 90 days) [Financial Assistance/HCV]
- Homelessness Verification Letter (Shelter/HCV)

For More Information:

Kara Painter, Associate Coordinator

- Kara_painter@usc.salvationarmy.org
- 734-548-6390

Eric Hendershot, Program Coordinator

- Eric_Hendershot@usc.salvationarmy.org
- 734-548-6091

Access HAWC:

Hotline:

734-961-1999

Fax:

734-668-0908

Address:

100 Arbana Drive
Ann Arbor, MI 48103

Website:

www.housingaccess.net

