

TALK TO US

(734) 961-1999

HAWC Call Center Hours

Monday: 8:30 am - 5:00 pm

Tuesday: 8:30 am - 5:00 pm

Wednesday: 8:30 am - 5:00 pm

Thursday: 8:30 am - 5:00 pm

Friday: 8:30 am - 5:00 pm

*Due to the Ongoing COVID-19 Pandemic, HAWC's
Offices are Closed to Walk-In Clients*

Please note, due to very high call volumes,
calls may not be answered immediately. Please
leave a message and one of our Intake
Specialist will return your call as soon as
possible.

After Hours

Call United Way at 211

This is a free information
and referral service hotline

No Access to a Phone?

Email us at:

HAWC.Washtenaw@usc.salvationarmy.org



A Front Door Approach to
Housing Assistance

A Program of the Salvation Army

What Are People Saying About HAWC?

Client

"Thank you so much for working with us. My children and I were staying with friends for so long I wasn't angry when they told me we had to get out. I just hadn't planned for it, so I had no idea where we were going to sleep that night. When I called HAWC the lady was so encouraging and was able to get us into shelter. I just moved into my apartment and wanted to send you this card to show my appreciation."

- Janeen, Washtenaw County resident and
HAWC Client

Landlord

"It was been difficult getting my tenants to even speak to me when they get behind on rent. I spoke to a HAWC person at court and she gave me information to distribute to clients about calling HAWC when they sign their lease or when they start to fall behind in rent. Since I started working with HAWC, I've seen great results with rent payments and saved so much time."

-Robert, Washtenaw County Resident and
Landlord

Agency Staff

"I was initially hesitant about the HAWC process, but so many clients have said that it is so much easier to call one place (HAWC) than all over the city looking for housing assistance."

-Mildred, a former agency staff person
and Washtenaw County resident



Housing Access for Washtenaw County is a program of
The Salvation Army in partnership with Interfaith
Hospitality Network at Alpha House, Shelter
Association of Washtenaw County, SOS Community
Services, Ozone House, Housing Bureau for Seniors,
MSHDA, SafeHouse Center, Washtenaw Housing Alliance,
and Washtenaw County

How Does Coordinated Entry Work?

What is HAWC?

Washtenaw County's central intake for individuals and families who are homeless or at risk of homelessness. Residents of Washtenaw County may call HAWC for housing assistance, information and/or referral. HAWC services as the first point of access to the Coordinated Entry process to address housing needs.



Call HAWC with your housing questions



A HAWC Intake Specialist will ask you some questions about your housing situation



You will be provided with appropriate assistance, information, resource and/or referral to address your housing need based on eligibility

Who Should Call?

Anyone with a housing question, need, issue, or concern.

What Does HAWC Offer?

You may receive:

- Shelter
- Housing
- Information and referral(s) to housing and services
- Housing related financial assistance
- Education to obtain and sustain housing

How Does HAWC Work?

This "front door" approach guides decisions surrounding housing in Washtenaw County, which allows us to:

- **Streamlines access & referral** to services & housing
- Ensures all people experiencing a housing crisis have **fair & equal access** to available resources
- Uses **standardized tools & best practices**
- Incorporates a system-wide, **Housing First approach** to all programs
- **Prioritizes those with highest needs for available resources**



Engage Access Triage Match Navigate

Please note, housing resources in Washtenaw County are extremely limited, so HAWC may not be able to assist all will housing needs