



HAWC CALL CENTER

Housing Access for Washtenaw County

734-961-1999

8:30AM TO 5PM

Monday to Friday

WHAT DOES HAWC DO?

HAWC is Washtenaw County's central intake for individuals and families who are homeless or at-risk of homelessness. The central intake is the single point of entry for shelters and housing resources that are available to serve people experiencing homelessness in the county.

Those in need may call HAWC for housing assistance, resources, information and/or a referral at 734-961-1999.

Operating hours are Monday to Friday 8:30am to 5pm.

The office is closed for most federal holidays.

Please Note:

***Client Confidentiality:** HAWC Call Center staff **cannot** provide any client information to a person, an agency or an agency representative (even to confirm or deny if a client is working with HAWC) without the client's verbal permission while on the phone line with a HAWC staff member or a current Release of Information (ROI) or other legal guardianship paperwork is on file. The ROI must be signed and still valid (dated) by the client and notates specific details/information on what information the client is allowing HAWC staff to share and with whom. An ROI or legal guardianship paperwork can be emailed to HAWC@washtenaw.org for review.

*HAWC Call Center will be referenced to as "HAWC" from here on out

*SOS and Delonis/SAWC are HAWC Assessment Agencies

HOW CAN HAWC HELP ME?

****HAWC will not refer clients to call other agencies in the county as we know most agencies in the county work on a referral only basis. There are a few agencies we may suggest a client to call if it relates to their current situation and the clients requests additional resources. HAWC Call Center may suggest calling: CMH (Community Mental Health), HBS (Housing Bureau for Seniors 55+), Ozone House, Safe House, www.findhelp.org, www.affordablehousing.com, www.hopeclinic.com and 2-1-1.**

When a person calls HAWC, an intake specialist will ask questions to determine their needs and what assistance HAWC can provide. Once the needs are identified, an intake specialist will determine if the client qualifies for an intake and an appointment under the current guidelines.

If guidelines are met, HAWC intake staff can book one or any combination of the following 5 appointments:

- 1) SAWC/DELONIS Shelter Intake
- 2) Family Shelter Assessment Intake
- 3) Security Deposit Appointment Intake
- 4) Rental Arrearage Appointment Intake
- 5) Section 8/HCV Appointment (families only)

After the intake is completed, an appointment is booked with a HAWC Assessment Agency, or the client is directed to call the Delonis Center to book an assessment with a Delonis team member.

Please keep in mind for an intake/appointment to be booked with HAWC Intake Staff, we must get a verbal ROI for anyone 18 years of age or older. If the person is not physically with the caller at that time, HAWC will suggest a conference call with that person/s. In the event the conference call is not successful, the intake specialist will suggest that the client calls back once all adults are available to give their verbal ROI. Any person who is part of the intake/household will need to supply their social security numbers.

HAWC CALL CENTER RESPONSIBILITIES

1

Answer calls in a timely manner and determine the primary needs of the client.

2

During the call, determine what resources are available including an intake and appointment for those who qualify for shelter, Sec 8, security deposit or rental arrearage.

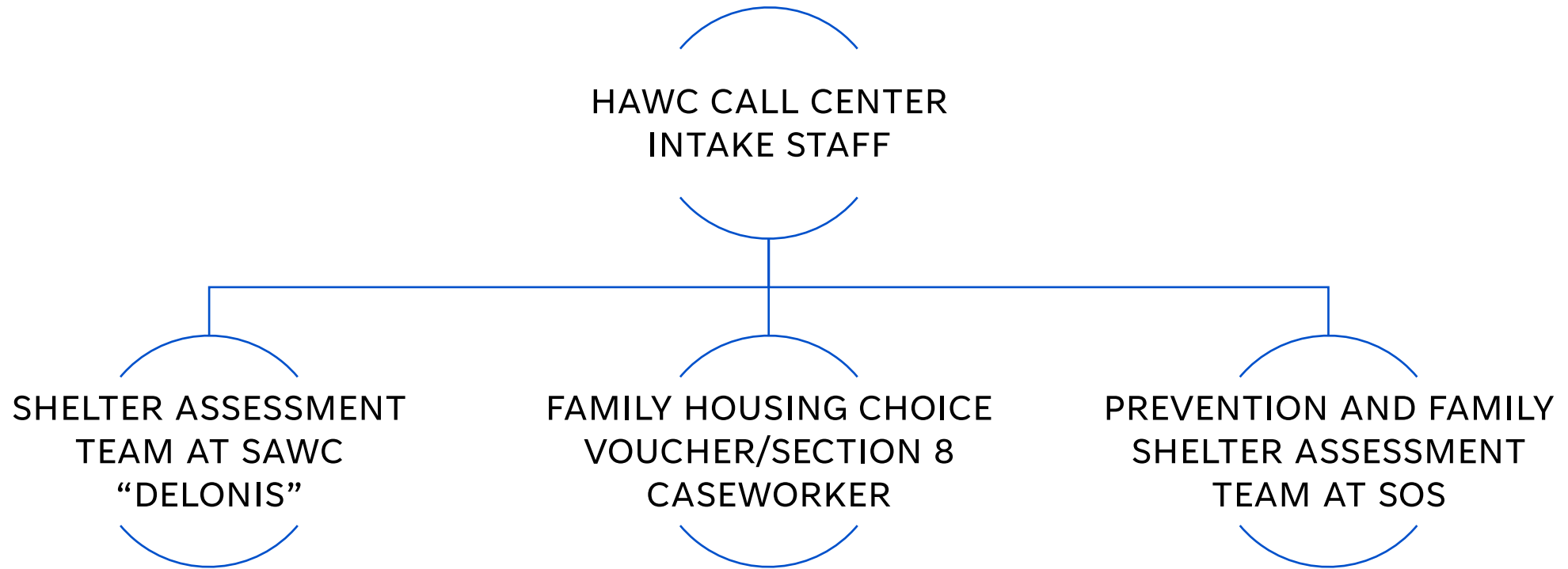
3

Record all data and client information in “real time” within Homeless Management Information System (HMIS) Service Point.

4

Book client's appointment with HAWC Assessment Agencies or provide phone number for SAWC/Delonis and provide the client with additional resources as needed.

HAWC Call Center Connects the HAWC Assessment Teams Together



HOUSING CHOICE VOUCHER/SECTION 8 FOR INDIVIDUALS AND FAMILIES

INDIVIDUALS with or without children who are 18 yrs old or older: SAWC “Delonis” will work with “individuals” to determine if they qualify for Section 8 after a clients’ intake with HAWC. The client would speak about Section 8 qualifications with a Delonis assessment team member.

FAMILIES with children under the age of 18 yrs old: An HCV appointment can be scheduled once: **1)** The family has completed their Family Shelter Assessment (FSA) with an SOS caseworker **2)** The caseworkers notes and VI-FSPDAT score are uploaded to the head of household (HoH) HMIS profile and **3)** HAWC receives a homeless verification letter (HVL) which can be emailed to HAWC@washtenaw.org and then uploaded to the clients HMIS profile. Once all three of those steps are completed, the client can call HAWC or intake will call the client once the HVL is received to book the HCV/Sec 8 appt. The HCV/Sec 8 caseworker can work with clients to self-certify if a HVL is not obtained by the client, however self-certification is only available to a client 1 time. An HVL is the best option for proof of homelessness. Intake will review current information/documentation that the client will need on their appointment date.

**As of 2/1/2024 HCV appointments are booking within 2-4 days of time of intake.

SAWC “DELONIS” SHELTER QUALIFICATIONS AND STEPS FOR AN INTAKE

SAWC “Delonis Center” is the adult shelter in Washtenaw County for people without children under the age of 18 yrs of age. No one under the age of 18 is permitted in the shelter.

As of 2/01/24 there is a waitlist for a residential bed, however clients may have access to non-residential services per Delonis rules. Please contact Delonis for an exact wait time for their residential beds.

SAWC Winter Warming Center is open from November to the end of March the Delonis Center operates an overnight winter warming center for adults 18 years of age or older. In addition to the overnight warming center there are daytime warming centers throughout Washtenaw County.

U.S. Military Veterans have access to a residential bed ASAP with their DD214 paperwork.

All client 18+ must provide a verbal ROI before an intake can begin and information is entered in HMIS.

QUALIFICATION AND INTAKE STEPS:

- Clients must physically be in Washtenaw County at time of intake/call.
- Category 1: Literally Homeless (Per HUD)- Client is sleeping in place not meant for human habitation (car, outside, abandoned house, etc.) or in a hotel paid for by a community agency, exiting a treatment facility, rehab, hospital, jail at the time of intake/call.
- Clients who are “doubled up” (staying with friends or family) or in a motel/hotel which is self-paid or paid for by family or friends are **NOT** considered category 1 and therefore not eligible for a shelter intake. If the motel/hotel is paid for by an area agency like Mission, CMH, Jewish Family Services, the client/s are considered category 1, and we can move forward with an intake.
- If a client qualifies for the Delonis shelter under current guidelines, an intake staff member will complete the intake in HMIS and send an electronic referral to Delonis. That referral expires 30 days from date of intake.
- The client will then call Delonis or physically go to Delonis to book their appointment with an assessment team member. Delonis phone number: 734-662-2829 ext. 254 – front desk.
- Delonis assessment team members will work with the client to determine if the person qualifies to apply for Sec. 8.
- The winter warming center usually operates from November to the end of March.

HAWC does not have hotel vouchers or any immediate/temporary shelter

FAMILY SHELTER QUALIFICATIONS AND STEPS FOR AN INTAKE

Once a family completes their intake with HAWC and their Family Shelter Assessment (FSA) appointment is completed with an SOS caseworker, they are placed on the family shelter waitlist. At this time in Washtenaw County, the wait for a housing resource or a shelter opening is roughly 5-6 plus months.

Currently, Washtenaw County does not have immediate or emergency shelter.

All client 18+ must provide a verbal ROI before an intake can begin and information is entered in HMIS.

HAWC does not have hotel vouchers or any immediate or temporary shelter

Qualifications and Intake Steps:

- The client must physically be in Washtenaw County at the time of the call and have children in their legal custody who are under the age of 18 years old.
- The clients must present as Category 1: Literally Homeless (Per HUD)- Client is sleeping in place not meant for human habitation (car, outside, abandoned house, park etc.) at the time of call. A client is considered Category. 1 if they are in a motel/hotel paid for by an area agency like Mission, CMH, Jewish Family Services.
- Clients who are “doubled-up” (staying with friends or family) or in a motel/hotel which is self-paid or paid for by friends or family are **NOT** considered Category 1 and therefore not eligible for a shelter intake until they present as Category 1.
- If current guidelines are met, an intake staff member will complete an intake then book an FSA appointment with a SOS caseworker. Family Shelter Assessments (FSA) appointments are currently booking within 2-4 days of the client's intake with HAWC.
- Once a client has completed their FSA assessment with an SOS caseworker, they are placed on the family shelter waitlist (CHP list) and instructed by the SOS caseworker to call HAWC 1x week to report their current living situation. Those weekly phone check-ins help to keep the family in “active” status on the CHP list. This call-in is referred to as a “FSA weekly check-in.”
- If a client has not called HAWC for their FSA weekly check-in at least 1 time in 60 days, they can be removed from the CHP/Family Shelter waitlist.
- Families are identified for a housing resource or shelter spot from the CHP list and placed into an appropriate shelter resource once one becomes available. A client should remember to update HAWC ASAP with changes in phone numbers or emails, as the phone number and/or email are how they are contacted for shelter resources.
- Once an FSA assessment is completed the client can call HAWC to book a Sec. 8 (HCV) appointment. Those appointments are booking within 2-4 days of call.

PREVENTION QUALIFICATIONS AND STEPS FOR AN INTAKE

Clients who schedule a rental arrearage or security deposit appointment must apply for their State Emergency Relief (SER) within 30 days of their prevention appointment date and have that tracking number available at their appointment. Intake staff will also remind the client if they are actively in court (depending on what step of eviction they are in) to submit an SER to the court clerk within 5-6 calendar days of their court appearance to qualify for the 14 day stay. All clients 18+ yrs of age or older must provide a verbal ROI to complete an intake. Appointments are booked on a first come, first served basis and are currently booking at 5-7 weeks out from the time of intake. HAWC Call Center cannot hold appointments dates for clients.

Rental Assistance:

- A clients' housing unit must be in Washtenaw County and client must still be physically living in the residence at the time of the appointment.
- Household gross income must fall within current Area Median Income (AMI) limits.
- Intake staff will complete a prevention intake in HMIS and book the next available appointment with an SOS Community Services caseworker.
- If a client owes their Section 8 managing agency (RPI, CMA, AAHC) back rent or living in transitional housing, they do not qualify for rental assistance appointment with HAWC.
- Intake staff will remind clients that an appointment **does not guarantee** financial assistance. The SOS case worker will determine any financial assistance at their appointment, and to please continue to look for resources before their appointment to try to self-resolve.

Security Deposit:

- A clients' new apartment/home must be located within Washtenaw County and the client must be a Washtenaw County resident or have a child enrolled in the Washtenaw County school district.
- Household gross income must fall within current Area Median Income (AMI) limits.
- If client is renting with their Sec. 8 voucher, they must have their inspection completed and passed or scheduled (with a date) and have applied and been approved for the new home **BUT have not signed the lease** with the landlord/complex.
- Intake staff will complete a prevention intake in HMIS and book the next available appointment with an SOS Community Services case worker.
- Intake staff will remind clients that an appointment **does not guarantee** financial assistance. The SOS case worker will determine any financial assistance at their appointment, and to please continue to look for resources before their appointment to try to self-resolve.

Frequently Asked Questions

HAWC intake staff can not directly assist clients with finding or applying for a housing units. Intake staff may assist the client by sending the Housing Resource List or informing them of other possible resources. However, it is the responsibility of the client to search for and contact landlords or managing offices.

- 1. How long will it take for me to get into shelter?** Please call Delonis for a residential bed wait time estimate, it can be several months long. Family shelter wait time is 5-6 plus months for a housing resource to be identified or a shelter opening. US Military Veterans may have access to a Delonis Center bed ASAP with the proper paperwork (DD214).
- 2. I'm looking for a new home to rent, how can HAWC help me?** We have a housing resource list that we can email you. All units on this list are privately owned, clients must contact the leasing office and ask about the current waitlist and rental rates.
- 3. How long after my prevention appointment will it take for my landlord to receive a check for my back rent?** The turnaround time for the case worker is approximately 2-4 weeks, but a more accurate timeframe can be discussed on your appointment date.
- 4. I need movers, a moving truck and somewhere to store my stuff, can you help?** HAWC does not have those resource, please look at www.findhelp.org or <https://www.canfamilies.org/>.
- 5. Where do I apply for State Emergency Relief (SER)?** Please visit your MiBridges account via DHHS or call your DHHS case worker. Also visit www.newmibridges.Michigan.gov.
- 6. How do I get into Avalon or housing like Avalon?** Going through HAWC, you would work with a case worker through the shelter system. HAWC does not send direct referrals or coordinate directly with Avalon or any housing complex to place clients.
- 7. Where can I find other help?** We suggest www.findhelp.org, call 2-1-1, call HARA agencies for surrounding counties or <https://www.canfamilies.org/>.
- 8. Does HAWC have hotel vouchers or bus tokens?** No, currently HAWC does not have hotel vouchers, or a hotel program and we do not have bus tokens.
- 9. How do I get Sec. 8?** If you are Category 1 homeless, you work with a team assessment member at Delonis. If you are a family (kids under 18 yrs of age) after your FSA assessment, you would call HAWC to schedule an appointment. If you are not in the shelter system, you would apply through the MSHDA public portal when it is open.
- 10. I don't qualify for rental or security deposit help with HAWC, now what?** Please apply for your State Emergency Relief and please consider speak with your landlord about a payment plan, consider friends and family help or if you have a job, consider picking up additional hours. Another suggestions is Food Gathers Pantry to help offset daily food expenses to reallocate funds back to your rental arrearage or security deposit.