SUPPORT SERVICES & HOUSING REPORT

FY 2020 - 21

ANN ARBOR HOUSING COMMISSION

APRIL 2022
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SUPPORT SERVICES
Across All Properties
By Property
Homeless & Non-Homeless at Admission Households
Single/Adult-Only & At Least One < 18 Households
Senior Households (62 or Older)
Permanent supportive housing provides affordable housing and voluntary supportive services to meet the needs of those experiencing chronic homelessness. This “housing first” model provides housing without preconditions such as sobriety or participation in treatment services. Support services are a key element for many low-income or formerly homeless individuals and families to stay housed in affordable, healthier environments. According to the National Low Income Housing Coalition, studies show that Housing First reduces hospital visits, admissions, and duration of hospital stays, and overall public system spending is reduced by nearly as much as is spent on housing.

This report summarizes demographics and support services provided at eight Ann Arbor Housing Commission (AAHC) properties over the 2020–2021 fiscal years. 91 percent of households living with the AAHC received support services during this period.

The AAHC demonstrated higher housing retention rates for households at these properties than national averages. 40 percent of these households were homeless at admission – 97 percent of them stayed housed with the AAHC for at least one year. Eviction rates were also far lower at the AAHC during this period than local and state-wide averages in Michigan. These findings indicate the importance of supportive services for Ann Arbor residents pursuing housing stability and healthy lives.
HEADS OF HOUSEHOLDS DEMOGRAPHICS
HEADS OF HOUSEHOLDS
DEMOGRAPHICS
ACROSS ALL PROPERTIES

384 households
in total housed during FY 2020 - 2021
(July 2019 - June 2021)

Properties:
Baker Commons
Creekside Court
Green Baxter Court
Hikone

Maple Meadows
Miller Manor
State Crossing
West Arbor

Service Providers:
Avalon Housing
Community Action Network (CAN)
Peace Neighborhood Center (PNC)
HEADS OF HOUSEHOLDS DEMOGRAPHICS
ACROSS ALL PROPERTIES

Sex

Female (57%)
Male (43%)

Age

Average: 49 yrs old
HEADS OF HOUSEHOLDS DEMOGRAPHICS

ACROSS ALL PROPERTIES

Ethnicity

- Non-Hispanic (98%)
- Hispanic (2%)

Race

- Black/African American Only: 250
- White Only: 150
- Asian Only: 0
- American Indian/Alaska Native Only: 0
- Native Hawaiian/Other Pacific Islander Only: 0
- White, Black/African American: 0
- Other Combination: 0

54% 40% 2%
HEADS OF HOUSEHOLDS
DEMOGRAPHICS
ACROSS ALL PROPERTIES

Family Size

- 1 (56%)
- 2 to 5 (37%)
- 6 to 9 (7%)

Dependents

- None (62%)
- At least one dependent (38%)

Household Major Income

- SS/SSI/Pensions: 61%
- Wages
- Other Income
- No Income

0 50 100 150 200 250 households
HEADS OF HOUSEHOLDS DEMOGRAPHICS

ACROSS ALL PROPERTIES

Total Annual Income

- $0
- $1 to $9,999
- $10,000 to $19,999
- $20,000 to $29,999
- $30,000 to $39,999
- $40,000 to $49,999
- $50,000 to $59,999
- $60,000 to $69,999

Average: $13,734

Monthly (Adjusted) Income

- $0
- $1 to $999
- $1,000 to $1,999
- $2,000 to $2,999
- $3,000 to $3,999
- $4,000 to $4,999
- $5,000 to $5,999

Average: $1,079
2

SUPPORT SERVICES & HOUSING
SUPPORT SERVICES & HOUSING ACROSS ALL PROPERTIES

Length of Stay in Years (as of June 2021)

*Most of these 97 households moved in less than 12 months prior to the end of the fiscal period, but did not necessarily leave the AAHC in less than a year. (64 new units opened as construction at Creekside Court & State Crossing was completed at the end of 2020.)

Housing Retention

99% stayed housed for at least 1 year

(366 out of 371 households*)

Homeless at Admission: 97%
Non-Homeless at Admission: 99%

†Housing retention for households who had moved in less than 1 year prior to the end of the fiscal period was assessed based on whether these households were still housed with the AAHC 12 months after their move-in. The time period for analysis extends until January 2022 – therefore, this rate excludes 13 out of 384 households who moved in after February 2021.
SUPPORT SERVICES & HOUSING
ACROSS ALL PROPERTIES

97% retention rate for homeless households exceeds national averages.

Housing First approach: prioritizes providing permanent housing to people experiencing homelessness, serving as a platform from which they can pursue personal goals and improve their quality of life. This approach can benefit both homeless families and individuals with any degree of service needs. The U.S. Interagency Council on Homelessness & HUD cite Housing First as a best practice.

- According to the Homelessness Policy Research Institute, studies from across the nation in 2019 found retention rates between 74% and 94% for permanent supportive housing participants (an average of 86%).

- A 2009 study commissioned by HUD found that in three Housing First programs, 84% stayed housed after one year. The findings indicated that Housing First programs are successfully housing people with serious mental illness through intensive, ongoing services and housing subsidies.
SUPPORT SERVICES & HOUSING ACROSS ALL PROPERTIES

Of 384 total households:

350 households (91%)
Used at least one support service

153 households (40%)
Homeless at admission
90% of them used support services

6 households (1.6%)
Evicted

Michigan eviction filing rates in 2018:

17% state-wide (roughly 1 eviction case filed for every 6 rental housing units)

11% in Washtenaw County
SUPPORT SERVICES & HOUSING
ACROSS ALL PROPERTIES

76 (out of 384) households moved out of their units:

- 26 of them left AAHC housing
- 6 households evicted
- 4 needed assisted living/higher level of care
- 3 moved in with/closer to family
- 6 voluntarily withdrew
- 2 bought a house/no longer needed subsidized housing
- 3 moved into a different housing program
- 2 unknown

50 households who left their unit but not AAHC programs:

- 25 transferred to a different AAHC unit
- 12 deceased
- 13 received tenant based vouchers

(7% of all households)
3

EVICTION PREVENTION SERVICES
EVICTED: 1 household evicted for arson
   1 household incarcerated for 18 months*
   4 households moved to higher level of housing/care and would not surrender unit†

2 used Eviction Prevention Services

Average number of services used per household: 5

4 homeless at admission

*HUD requires lease termination if tenant is absent over 6 months.
†AAHC required possession of the unit to service others in need of housing.
EVICION PREVENTION SERVICES

Of 384 total households:

52 households (14%) used Eviction Prevention Services

44 households stayed housed (85%)

2 households evicted

6 households used Eviction Prevention Services, were not evicted, but no longer live with the AAHC

5 withdrew

2 moved into another housing program

2 voluntarily moved elsewhere

1 needed higher level of care

1 unknown
Households that were **homeless at admission** or **single/adult-only** had greater use of Eviction Prevention Services.
SUPPORT SERVICES
SUPPORT SERVICES
ACROSS ALL PROPERTIES

Top services used across all properties:
## SUPPORT SERVICES

### BY PROPERTY

<table>
<thead>
<tr>
<th>Location</th>
<th>Total Units</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Baker Commons</strong></td>
<td>64</td>
</tr>
<tr>
<td>64 1-bdr</td>
<td></td>
</tr>
<tr>
<td><strong>Creekside Court</strong></td>
<td>32</td>
</tr>
<tr>
<td>8 1-bdr, 12 2-bdr, 6 3-bdr, 2 4-bdr, 4 5-bdr</td>
<td></td>
</tr>
<tr>
<td><strong>Green Baxter Court</strong></td>
<td>23</td>
</tr>
<tr>
<td>8 2-bdr, 11 3-bdr, 4 4-bdr</td>
<td></td>
</tr>
<tr>
<td><strong>Hikone</strong></td>
<td>29</td>
</tr>
<tr>
<td>10 2-bdr, 14 3-bdr, 5 4-bdr</td>
<td></td>
</tr>
<tr>
<td><strong>Maple Meadows</strong></td>
<td>29</td>
</tr>
<tr>
<td>10 2-bdr, 14 3-bdr, 5 4-bdr</td>
<td></td>
</tr>
<tr>
<td><strong>Miller Manor</strong></td>
<td>106</td>
</tr>
<tr>
<td>99 1-bdr, 5 2-bdr, 2 studio</td>
<td></td>
</tr>
<tr>
<td><strong>State Crossing</strong></td>
<td>32</td>
</tr>
<tr>
<td>23 1-bdr, 9 2-bdr</td>
<td></td>
</tr>
<tr>
<td><strong>West Arbor</strong></td>
<td>46</td>
</tr>
<tr>
<td>8-1bdr, 4 2-bdr, 12 3-bdr, 12 4-bdr, 10 5-bdr</td>
<td></td>
</tr>
</tbody>
</table>
Top services used at Baker Commons:

Services Provider: PNC

Jul. 19 - Jun. 21 | 75 households

Participation rate: 76%

- Mental Health Support: 43%
- Food Program: 46%
- Connections to Mainstream Services and Community Resources: 45%
- Coordination of Entitlements: 37%
- Assistance With Basic Needs: 36%
- Medical Care: 20%
**SUPPORT SERVICES**

**BY PROPERTY**

*Top services used at Creekside Court:*

**Services Provider:** CAN  
**Jan. 21 - Jun. 21 | 32 households**  
**Participation rate:** 94%

<table>
<thead>
<tr>
<th>Service</th>
<th>Participation Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Connections to Mainstream Services and Community Resources</td>
<td>94%</td>
</tr>
<tr>
<td>Medical Care</td>
<td></td>
</tr>
<tr>
<td>Youth and Community Center Programs</td>
<td></td>
</tr>
<tr>
<td>Assistance With Basic Needs</td>
<td></td>
</tr>
<tr>
<td>Tenancy Problems and Lease Violations</td>
<td>13%</td>
</tr>
<tr>
<td>Conflict Resolution</td>
<td></td>
</tr>
</tbody>
</table>
Top services used at Green Baxter Court:

Services Provider: CAN
Jul. 19 - Jun. 21 | 25 households  Participation rate: 100%

- Youth and Community Center Programs: 100%
- Assistance With Basic Needs: 100%
- Medical Care: 100%
- COVID Relief Effort: 84%
- Household Maintenance and Activities of Daily Living: 84%
- Education and Employment Support: 84%
SUPPORT SERVICES
BY PROPERTY

Top services used at Hikone:

Services Provider: CAN
Jul. 19 - Jun. 21 | 36 households
Participation rate: 97%

- Youth and Community Center Programs: 94%
- Connections to Mainstream Services and Community Resources: 81%
- Household Maintenance and Activities of Daily Living: 81%
- Assistance With Basic Needs: 81%
- Medical Care: 78%
- Education and Employment Support: 81%
SUPPORT SERVICES

BY PROPERTY

Top services used at Maple Meadows:

Services Provider: PNC
Jul. 19 - Jun. 21 | 35 households

Participation rate: 77%

- Youth and Community Center Programs: 54%
- Connections to Mainstream Services and Community Resources: 54%
- Household Maintenance and Activities of Daily Living: 40%
- Advocacy: 37%
- Education and Employment Support: 37%
- Conflict Resolution: 37%
SUPPORT SERVICES

BY PROPERTY

Top services used at Miller Manor:

Services Provider: Avalon
Jul. 19 - Jun. 21 | 114 households

- Guest Monitoring and Support: 100%
- Connections to Mainstream Services and Community Resources: 50%
- Mental Health Support: 50%
- Medical Care: 50%
- Substance Abuse Recovery Support: 50%
- Transportation: 34%

Participation rate: 100%
SUPPORT SERVICES
BY PROPERTY

Top services used at State Crossing:

Services Provider: Avalon
Oct. 20 - Jun. 21 | 32 households

Participation rate: 63%

- Assistance with Basic Needs: 56%
- Household Maintenance and Activities of Daily Living: 56%
- Mental Health Support: 20%
- Substance Abuse Recovery Support: 19%
- Tenancy Problems and Lease Violations: 19%
- Transportation: 19%
SUPPORT SERVICES

BY PROPERTY

Top services used at West Arbor:

Services Provider: Avalon
Jul. 19 - Jun. 21 | 21 households

Participation rate: 90%

- Assistance with Basic Needs: 90%
- Connections to Mainstream Services and Community Resources
- Housing Stability
- Conflict Resolution
- Mental Health Support
- Legal Services: 48%
SUPPORT SERVICES

BY PROPERTY

Top services used at West Arbor:

Services Provider: PNC
Jul. 19 - Jun. 21 | 29 households

Participation rate: 79%

Case Management: 69%
Mental Health Support: 27%
Advocacy: 17%
Education and Employment Support: 17%
Assistance with Basic Needs: 17%
Medical Care: 17%
SUPPORT SERVICES

HOMELESS VS. NON-HOMELESS AT ADMISSION HOUSEHOLDS

Top services used:
SUPPORT SERVICES

SINGLE/ADULT-ONLY HOUSEHOLDS

Top services used:

- Medical Care: 49%
- Guest Monitoring and Support: 30%
- Mental Health Support: 20%
- Medical Care: 10%
- Assistance with Basic Needs: 0%

HOUSEHOLDS WITH AT LEAST ONE < 18 YR-OLD

Top services used:

- Connections to Mainstream Services: 63%
- Employment Support: 40%
- Education and Employment Support: 22%
- House Maintenance and Activities of Daily Living: 20%
- Tenancy Problems and Lease Violations: 0%
SUPPORT SERVICES

SENIOR HOUSEHOLDS (62 OR OLDER)

Top services used:

90% received at least one service (out of 78 senior households)