



ANNUAL REPORT

Jan 1, 2020 – Dec 31, 2020

Number of Contacts by Quarter – 2020 (2019 data for comparison)

	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	2020 Total	2019 Total
Drop In Contacts	161	0	0	0	161	436
Other Contacts: email, phone, etc.	146	282	179	143	750	403
Total Contacts	308	282	179	143	911	839

Unduplicated Contacts – 2020 (2019 data for comparison)

	2020	2019
Unduplicated Drop Ins	64	183
Unduplicated Contacts with No Drop In	280	95
Unduplicated Total	344	278
Unduplicated Contacts with Professionals Making Referrals or Needing Information	21	21
Unduplicated CLIENT Contacts	323	257

Client Demographics for 323 Unduplicated Clients

Age	
80+	26
62-79	131
50-61	54
40-49	31
26-39	31
18-25	9
Under 18	1
Age unknown	40
Ethnicity	
European American	86
African American	38
Asian American	37
Latinx American	20
Middle Eastern/North African American	11
Other	4
Ethnicity Unknown	127
City of Residence	
Albany	229
Berkeley	26
El Cerrito	17
Oakland	9
Richmond	8
Other (SF, San Rafael, Alameda, San Pablo, Martinez, Walnut Creek)	11
Out of State	11
Residence Unknown	12
Housing Situation	
Owns	88
Rents	91
Homeless	73
With Family	15
Other - friend/work exchange/renting room	8
Housing Situation Unknown	48

Services

Primary Issue Client Presents	
Housing – Finding Affordable Housing	120
Financial – Parcel Tax Exemptions, Utility Bills, Rental Assistance	76
Donations/Concerns about Community	36
Health Care/Insurance issues	28
Homecare – Difficulty Living Alone or Finding Assistance	24
Food Assistance	15
Legal	12
Other – Child Care, Employment, just to talk	12
How Client Heard About CARES Program	
Albany Information Hotline (begun 3/2020)	66
Albany Senior Center	45
Other City Departments/City Website/Police Department/	41
Neighbor/Friend/Family	32
Showers and Laundry Program/Volunteers	22
Outreach (Flyers/Street Sign/City Banner)	22
Alameda County Library/Albany Community Center/CARES Library Stand	12
Other Agency (School Counselor, UC Berkeley)	12
Unknown	72
Assistance Provided	
Advice and Referral Only	126
Referral and Additional Assistance (Research, Contact with Agencies, Paperwork)	46
Conversation/Information	133
Unable to Provide Assistance	18

Referrals Made

We Referred Clients to These Agencies	
Albany Project Hope	32
Subsidized Housing Information	31
Housing Counseling/Rent Assistance: ECHO Housing, AC Housing Renew, etc	25
Legal Resources: Bay Area Legal Aid, East Bay Community Law Center, etc	17
Showers and Food Programs	15
City Services: Essential Services, Mercy Brown Bag, etc.	15
Medical and Mental Health Services, Health Insurance Counseling	14
Homecare Resources: Center for Elder Independence, IHSS, Eldercare Specialists	12
Adult Protective Services	8
Employment Development Department	7
Financial Assistance: EDD, Utility Payments	6
Donation Centers	6
Other: UC Resources, 211, Services in Other Counties/Cities	10

