

ALBANY CARES ANNUAL REPORT

Jan 1, 2021 – Dec 31, 2021

Number of Contacts by Quarter – 2021 (previous years for comparison)

| | 1 st Quarter | 2 nd Quarter | 3 rd Quarter | 4 th Quarter | 2021 Total | 2020 Total | 2019 Total |
|---------------------------------|-------------------------|-------------------------|-------------------------|-------------------------|---------------|---------------|---------------|
| Drop In Contacts | 0 | 0 | 0 | 0 | 0 | 161 | 436 |
| Phone Contacts | 98 | 167 | 60 | 108 | 433 | 448 | -- |
| Email Contacts (and mail, text) | 81 | 289 | 38 | 68 | 476 | 176 | -- |
| Face to Face Contacts | 1 | 7 | 13 | 30 | 51 | 26 | -- |
| Total Contacts | 180 | 463 | 111 | 206 | 960 | 911 | 839 |

Unduplicated Contacts – 2021 (previous years for comparison)

| | 2021 | 2020 | 2019 |
|--|------------|------|------|
| Unduplicated Drop Ins | 0 | 64 | 183 |
| Unduplicated Face to Face | 42 | -- | -- |
| Unduplicated Contacts with No Drop In/Face to Face | 382 | 280 | 95 |
| Unduplicated Total | 424 | 344 | 278 |
| Unduplicated Contacts with Professionals Making Referrals or Needing Information | 18 | 21 | 21 |
| Unduplicated CLIENT Contacts | 406 | 323 | 257 |

Client Demographics for 406 Unduplicated Clients

| Age | |
|--|-----|
| 80+ | 48 |
| 62-79 | 197 |
| 50-61 | 48 |
| 40-49 | 24 |
| 26-39 | 33 |
| 18-25 | 8 |
| Under 18 | 2 |
| Age unknown | 46 |
| City of Residence | |
| Albany | 319 |
| Berkeley | 32 |
| El Cerrito | 12 |
| Oakland | 9 |
| Richmond | 7 |
| Other (Emeryville, San Rafael, San Pablo, Vallejo) | 11 |
| Out of State | 5 |
| Residence Unknown | 11 |
| Housing Situation | |
| Owns | 166 |
| Rents – Market Rate | 102 |
| Homeless – in Vehicle/Shelter/Tent | 63 |
| Rents – Subsidized (Section 8, University Village etc) | 10 |
| Other - friend/family/renting room/housesit | 9 |
| Housing Situation Unknown | 56 |

Services

| Primary Issue Client Presents | |
|--|-----|
| Financial – Parcel Tax Exemptions, Utility Bills, Rental Assistance | 175 |
| Housing – Finding Affordable Housing | 118 |
| Homecare – Difficulty Living Alone or Finding Assistance | 36 |
| Donations/Concerns about Community | 31 |
| Health Care/Insurance issues | 25 |
| Legal | 10 |
| Other – Showers, Transportation Services, just to talk | 11 |
| We Referred Clients to These Agencies (some clients received >1 referral or 0 referrals) | |
| Parcel Tax Exemptions and Renter Rebates | 98 |
| Subsidized Housing Information | 29 |
| Homecare Resources: IHSS, Eldercare Specialists | 26 |
| Homeless Services other than Albany Project Hope | 25 |
| Albany Project Hope | 24 |
| Housing and Landlord/Tenant Counseling: ECHO Housing | 22 |
| Financial Assistance: Rent, Utility Payments | 24 |
| Medical and Mental Health Services, Health Insurance Counseling | 20 |
| Legal Resources: Bay Area Legal Aid, East Bay Community Law Center, etc | 13 |
| Crisis Services/Police/Domestic Violence/Adult Protective Services | 12 |
| Senior Services | 8 |
| Food Services | 7 |
| Financial Services/Estate Planning/Income Tax | 6 |
| Other: Home Repairs, Transportation, Mediation | 10 |

How Client Heard About CARES Program

| | |
|--|----|
| Albany Information Hotline (begun 3/2020) and Albany Senior Center | 81 |
| Other City Departments/City Website/ Enews/City Banners | 71 |
| CARES Flyers/Personal Outreach through Meal Delivery and Trashbill | 56 |
| Neighbor/Friend/Family | 38 |
| Postcards Regarding Parcel Tax Exemptions | 22 |
| Showers and Laundry Program/Volunteers | 17 |
| Police and Fire Department | 14 |
| Other Agency (BFHP, School Counselor, UC Berkeley) | 12 |
| Alameda County Library/Albany Community Center | 11 |
| Unknown | 84 |
| Assistance with Paperwork (applications, obtaining documents) | 19 |