

Albany Project HOPE
Homeless Outreach and Engagement Program
Berkeley Food and Housing Project Narrative
Report to City Council
July-September, 2016

Activities to Date

The Albany Homeless Outreach and Engagement Program along with its full time Case Manager has continued to work closely with housed clients providing all levels of case management services. With the housed clients at the shared housing facility in Oakland there have been individual assistance in permanent housing search, filling out applications and getting on all housing lists. Making certain clients are obtaining medical appointment for overall good health has been a priority. Most of our clients have not been (to a medical doctor in a very long time if ever). With CM assistance, that is changing. One of the clients is actually addressing a chronic condition that requires bi-weekly appointments at Highland Hospital. CM is providing emotional support and transportation to ensure client's quality of life goals are being met.

Case Manager continues to provide outreach to the homeless population and others struggling in Albany. CM has been able to provide support in the form of: transportation to DMV, the hospital and Albany shower; donations such as blankets, toiletries, food sites; and referrals to legal organizations (HAC) to over 50 people over the past quarter. Only a small handful are interested in longer term assistance but CM continues to call them periodically to "check-in" and see if they are ready for longer term help.

The program cell phone has been a great communication tool and we have been able to provide longer term assistance for two people who have called that line who were literally homeless in Albany. CM is also working with a displaced senior in Albany and his caretaker in searching for suitable housing.

Case Manager continues to provide weekly house meetings at a shared housing unit in Oakland to manage disputes and to ensure timely rent payments and that all housing needs are met.

Case Manager stays in constant contact with landlord with weekly "check-ins" with positive and problem free results.

This quarter CM has provided outreach to approximately 52 potential participants. Twelve have turned out to be "travelers" and not needing long term services; however of those 12, CM was able to refer 8 to services to help them in their struggle to leave the Bay Area.

Of the remaining 40 contacted through outreach, paperwork was completed on 15 who were provided with various referrals with two people asking for housing assistance. The remaining 25

either refused services or we are still in the “talking stages” of outreach or have not been seen after initial contact.

PLEASE NOTE: Some of these outreach numbers are to people who wouldn't identify whether they were homeless in Berkeley or Albany. Some have said Albany and been located in Albany one week but in the Berkeley “side” the next. Case Manager felt it necessary to talk to them all in order to establish a clearer picture as to where they are really sleeping. Because of the transient nature of the population, CM is not doing full HMIS intakes on every person whom she contacts. Therefore, their numbers would not be reflected on an HMIS report, but rather through the activity report and this narrative.

Successes this Quarter

Project HOPE has successfully housed two more clients. One is a 66 year old elderly women who was very determined in what she would settle for and case managing was a struggle at times. She proved to be very grateful to Project HOPE's efforts to secure housing and financial assistance to help her to move-in. CM has checked in with her weekly and she is doing great. She has been exited as a very successful program completion.

The other client is a 49 year old male who was literally homeless in Albany sleeping near the library, who fell into hard times after his rent doubled and he was unable to maintain his job as basic needs were not being met such as showers, clean clothes and transportation costs. He is also responsible for a fiancé (who continues to work) and small child. Project HOPE has assisted in securing a place to live and several job referrals. He has gotten back into recovery from alcohol abuse, from which he had relapsed during his homelessness. CM speaks to him weekly and he is doing well.

Our client with the longest time homelessness has finally gotten his CA ID, which was a 6 month long effort, and has been referred to and accepted by the TRUST Clinic, where he will be able to access further services to help ensure he will not return to homelessness.

Our client who has been in the program the longest, has gotten his SSI court date in December which will allow him to become fully self-supporting. This is an original “bulb client” who has battled with drug addiction. Project HOPE has been instrumental getting him the supportive services he has required.

Challenges this Quarter

Lack of affordable housing in the current market continues to be a problem. Landlords are reluctant to house people with subsidies and our client base brings with them questionable credit reports and poor tenant histories. We continue to search for shared housing opportunities that will fit limited budgets. Although that speaks to the housing itself, it makes housemate matching

challenging as some of our clients have physical and/or mental health issues that makes consideration of cohabitating sometimes a long and thoughtful process.