

Albany Project HOPE
Homeless Outreach and Engagement Program
Insight Housing (formerly Berkeley Food and Housing Project)
Report to City Council October 2023 - December 2023

Activities To-Date

When engaging with unhoused individuals who often require multiple outreach attempts to build rapport and trust, great care is taken. The Albany Project Hope team continues to be available for outreach efforts when called by Albany PD, the Albany CARES team, and during regularly scheduled outreach shifts. Our Housing Navigator (HN) continues to conduct weekly and daily high-need client home visits to ensure clients receive needed support adjusting to new housing units. These home visits include checking if clients have adequate food, linkage to resources, and maintaining a level of cleanliness. We encourage clients to participate in essential self-care and hygiene routines, abide by the landlord and rental agreement rules, and practice other life skills for successful housing stability, including conflict resolution and financial budgeting. Problem-solving and mediation between housed clients and their landlords are provided to ensure clients can maintain housing and retain relationships with landlords who, in return, will continue to partner with us in housing clients in the future.

This quarter, the Housing Navigator conducted outreach to 114 unsheltered persons, 13 of which agreed to enroll into the program. HN has facilitated 365 conversations with clients, covering a range of topics such as housing, benefits, employment, and medical care. Transportation services were provided to 185 clients for medical appointments, social services, and DMV. Transportation has also been an essential part in assisting clients in securing and maintaining permanent housing, going to grocery store, and linkage to shelter. HN has conducted 69 home visits to ensure housing retention, providing vital tenancy support services paired with life skills assistance. Four clients were successfully matched with PSH unit through Coordinated Entry and are working with the HN to obtain updated documents and complete additional paperwork to move forward with those matches. Three clients at the Albany transitional houses are working with the HN to gather the necessary documentation to be eligible for permanent supportive housing (PSH) opportunities through the Alameda County's Coordinated Entry System. We have not provided any additional short-term motel stays, but rather connected people to shelter resources through the Homeless Resource Centers (HRC) operated by Alameda County.

Outreach engagement focused on referrals from the Albany PD and the Albany CARES team, including the support of one well-known and high-need client. Currently we have five vacancies between the two Albany transitional houses for new outreach referrals, as we will work diligently on filling these vacancies. The HN has continued working with clients to support them with building crucial life skills, linkages to medical and psychiatric care, and maintaining cleanliness in their temporary shelter environment in preparation for permanent housing. The team helped two clients with rental assistance this quarter, while discussions surrounding cost-share for current units and other permanent housing options continue to ensure all clients have housing stability once our services end. The staff has continued to support clients by providing Personal Protective Equipment (PPE), such as gloves and masks, and demonstrating the proper use of PPE as seasonal and COVID illnesses continue to affect our communities.

Successes

The Albany Project HOPE Program team has received four PSH matches, and we are in the process of completing all required documentation to move into an affordable housing unit. One client moved out of the Albany transitional house independently and will be stably housed without needing further support from the Albany Project Hope Program.

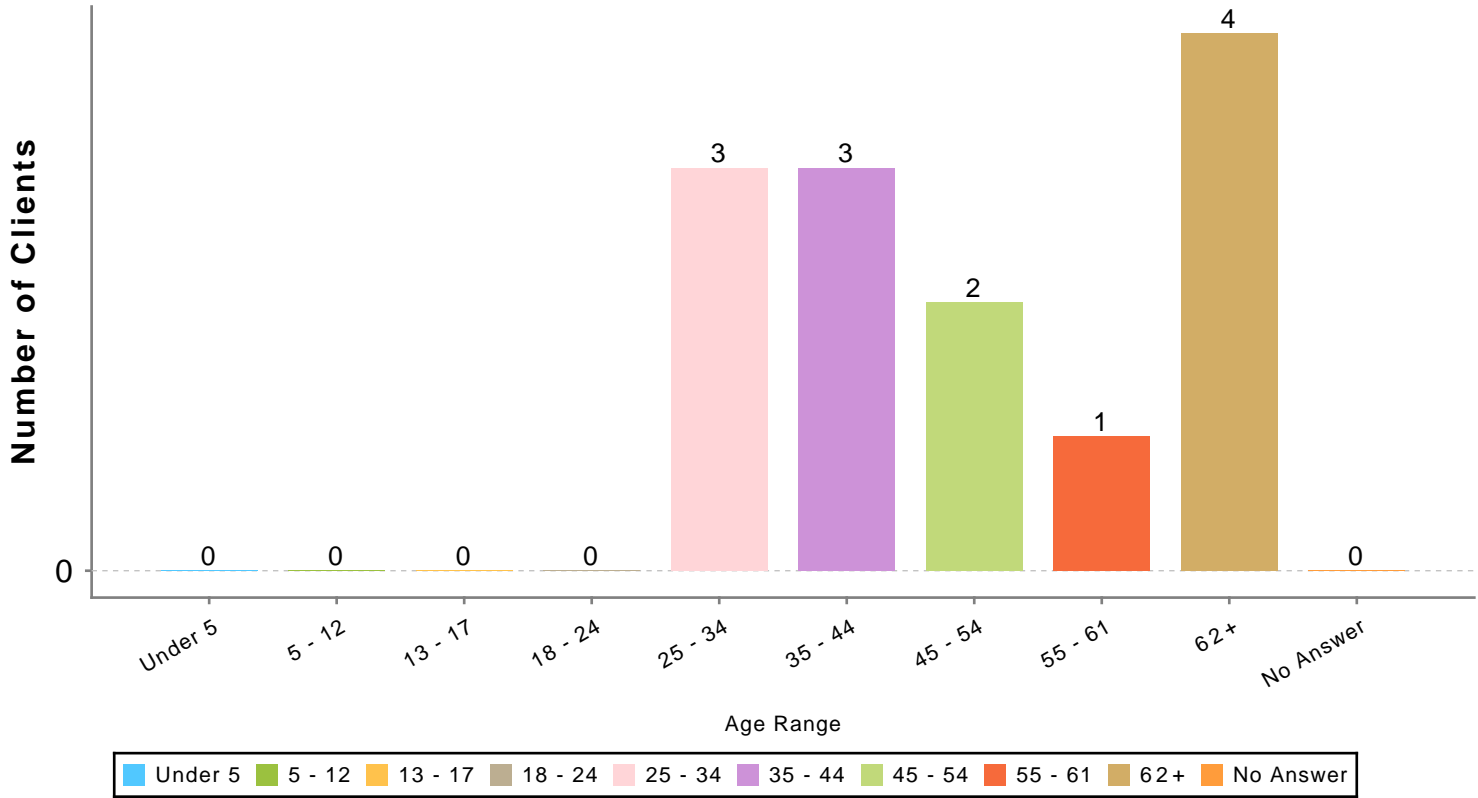
Two clients moved out of the Albany transitional house and successfully moved into their own units via RRH funds. Additionally, furniture and household goods were purchased for these clients' newly leased apartments. These two clients will continue working with HN in preparation for their upcoming PSH match. HN continues motivating clients to go into and stay in the emergency shelters throughout Alameda/Contra Costa Counties in the interim and until permanent housing is secured. Lastly, Insight Housing provided seven \$50. dollar gift cards to our active Albany Project Hope Program participants for the Christmas holiday.

Challenges

We continue to experience delays in the PSH matching system from the Alameda County's Coordinated Entry System. Noting that the current waitlist is approximately twelve months for someone to begin receiving matches once in the housing queue. Additionally, many of our clients' severe mental health disabilities make essential communication and coordination of services challenging for our team. Concerns with clients' responsiveness to phone calls, requests to meet, and their cooperation with obtaining required documentation such as accurate income statements have posed a challenge to securing housing units after a PSH match is received. Also, we've experienced clients declining shelter options while awaiting permanent housing while others who have a temporary shelter stay choose to return to familiar locations in the community due to mental health disabilities, creating concern among the community. Some clients receive multiple PSH matches while others have yet to receive one, making it challenging to find housing support for those clients and, in return, discouraging them. Regular mental health assistance is needed to help some clients be successful in the search for obtaining and sustaining permanent housing.

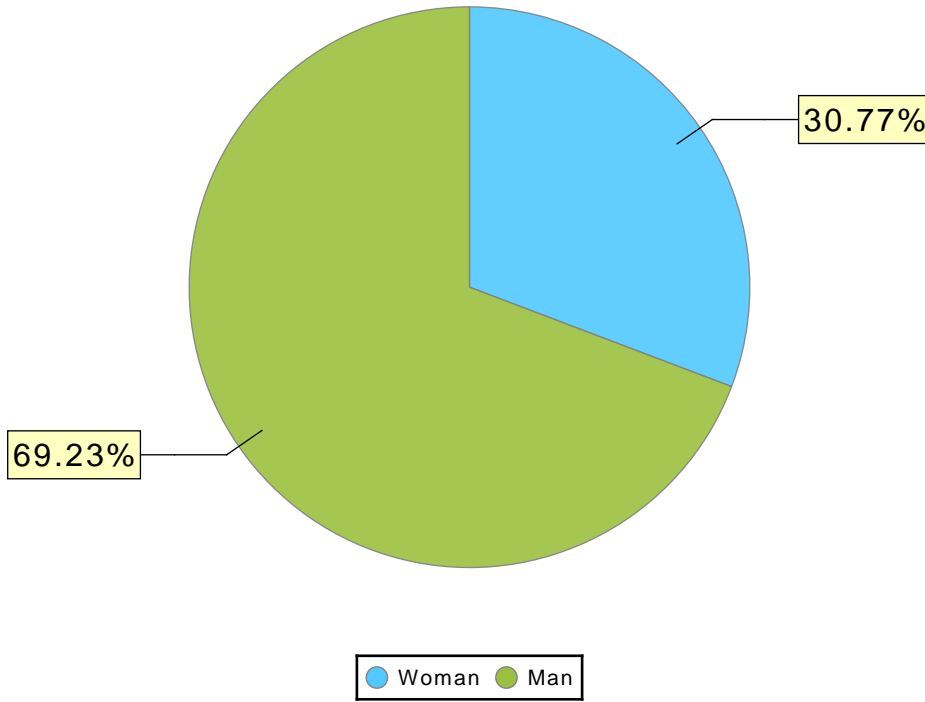
Finally, we continue to have a vacancy for the Clinical Case Manager position currently. We are actively recruiting to backfill the position while we continue to serve clients with multiple mental health disorders in the program.

Age Range Chart



Age Range	# of Clients
Under 5	0
5 - 12	0
13 - 17	0
18 - 24	0
25 - 34	3
35 - 44	3
45 - 54	2
55 - 61	1
62+	4
No Answer	0
Total:	13

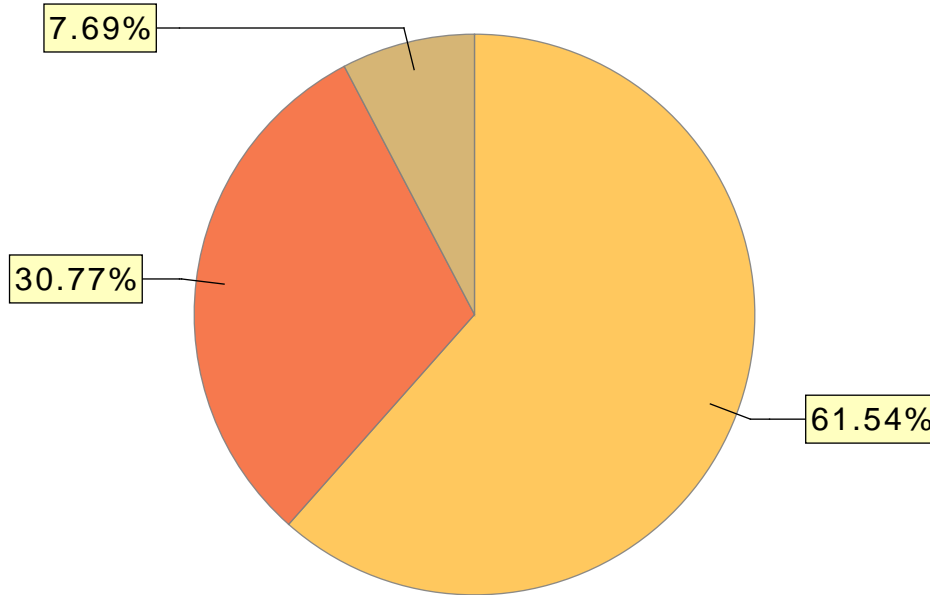
Gender Chart



Gender	# of Clients
Woman	4
Man	9
Culturally Specific Identity	0
Transgender	0
Non-Binary	0
Questioning	0
Different Identity	0
Woman / 1 Other Gender Identity	0
Man / 1 Other Gender Identity	0
Culturally Specific Identity / 1 Other Gender Identity	0
Transgender / 1 Other Gender Identity	0
Non-Binary / 1 Other Gender Identity	0
Questioning / Different Identity	0
More than 2 Gender Identities	0
Client doesn't know	0
Client prefers not to answer	0
No Answer	0

Total: 13

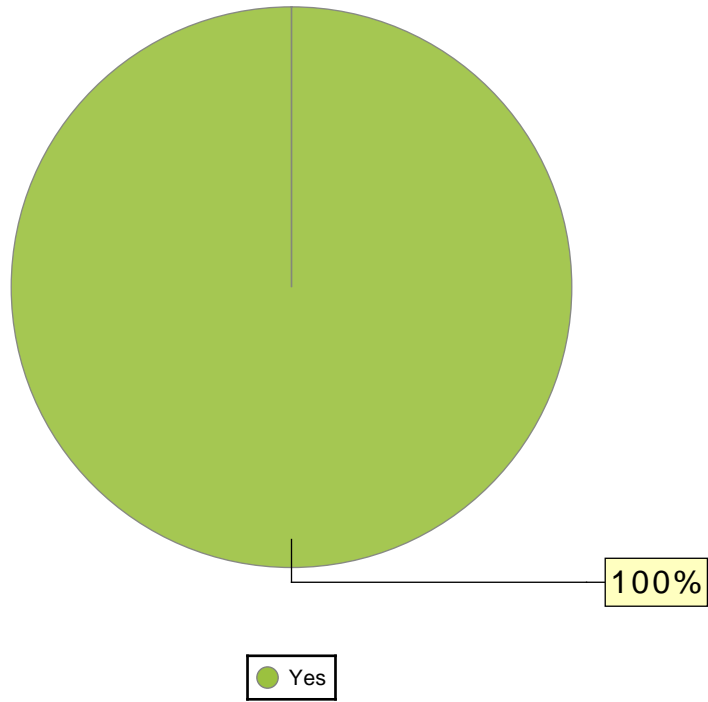
Race and Ethnicity Chart



● Black, African American, or African
 ● White
 ● Multiracial

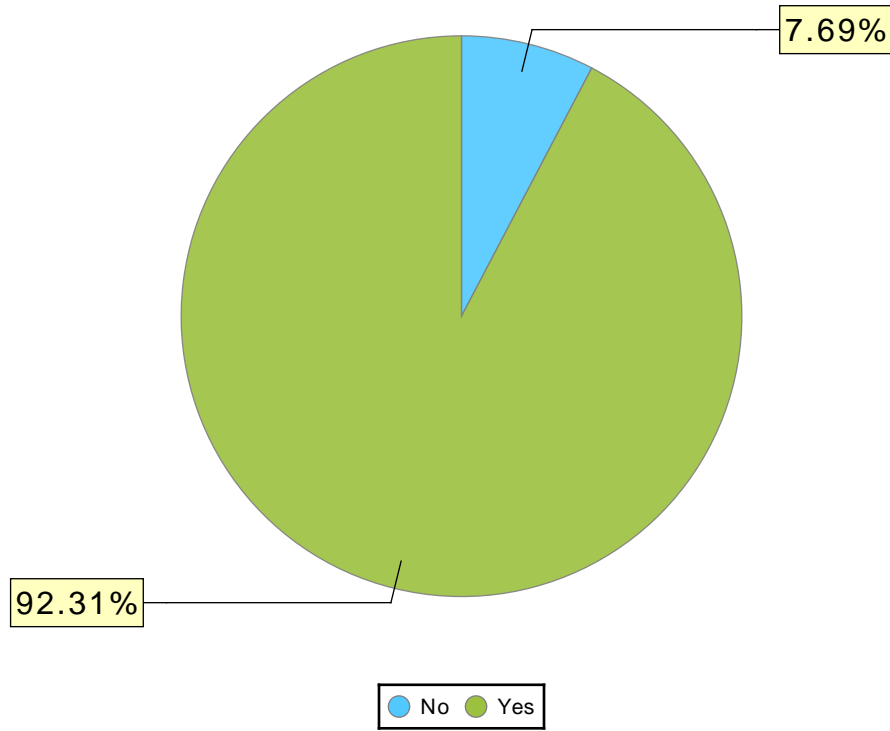
Race and Ethnicity	# of Clients
American Indian, Alaska Native, or Indigenous	0
Asian or Asian American	0
Black, African American, or African	8
Hispanic/Latina/e/o	0
Middle Eastern or North African	0
Native Hawaiian or Pacific Islander	0
White	4
Multiracial	1
Client doesn't know / prefers not to answer	0
No Answer	0
Total:	13

Disabled (Adults & HoH) Chart



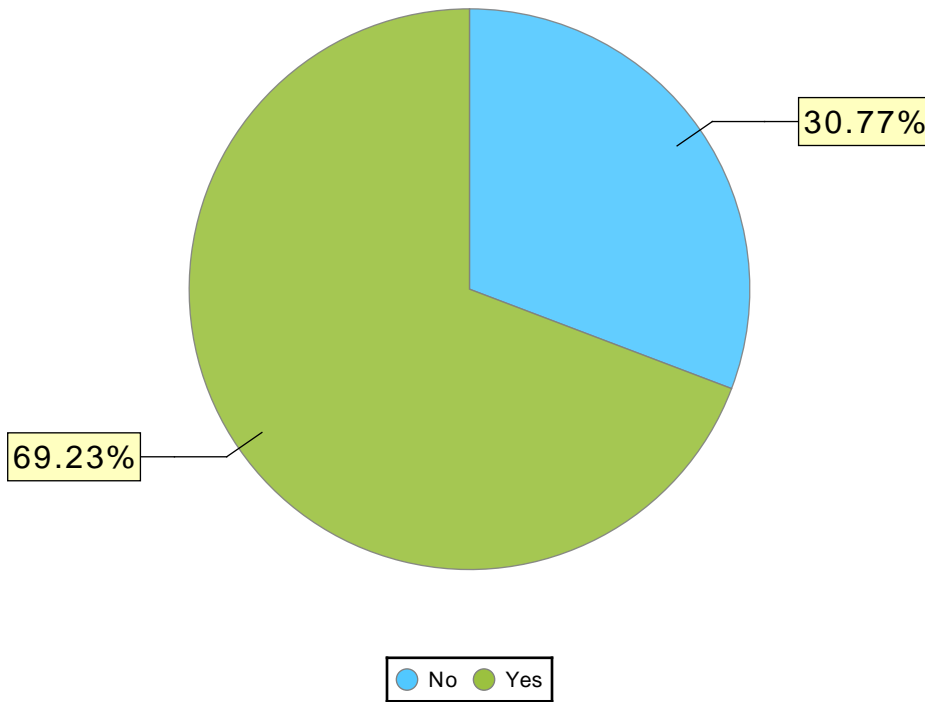
Disabled (Adults & HoH)	# of Clients
No	0
Yes	13
Client doesn't know	0
Client prefers not to answer	0
No Answer	0
Total:	13

Physical Disability Chart



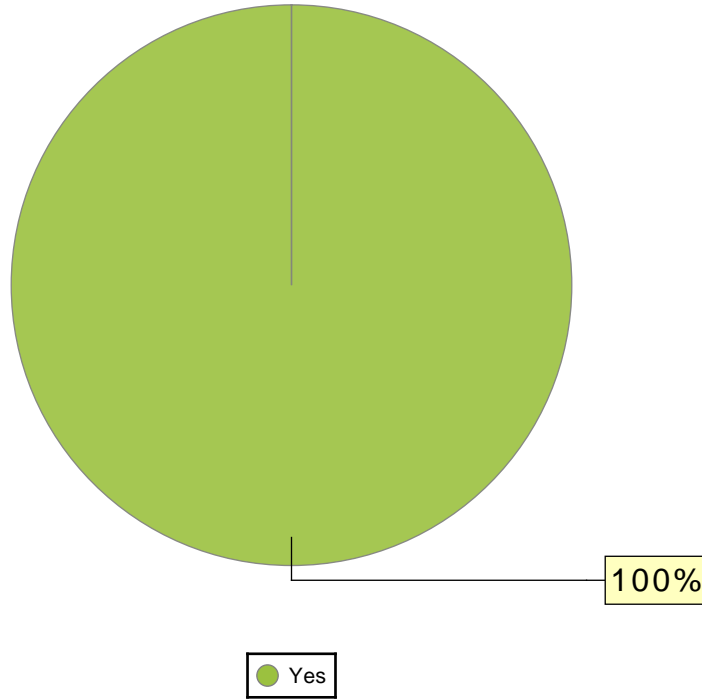
Physical Disability	# of Clients
No	1
Yes	12
Client doesn't know	0
Client prefers not to answer	0
No Answer	0
Total:	13

Developmental Disability Chart



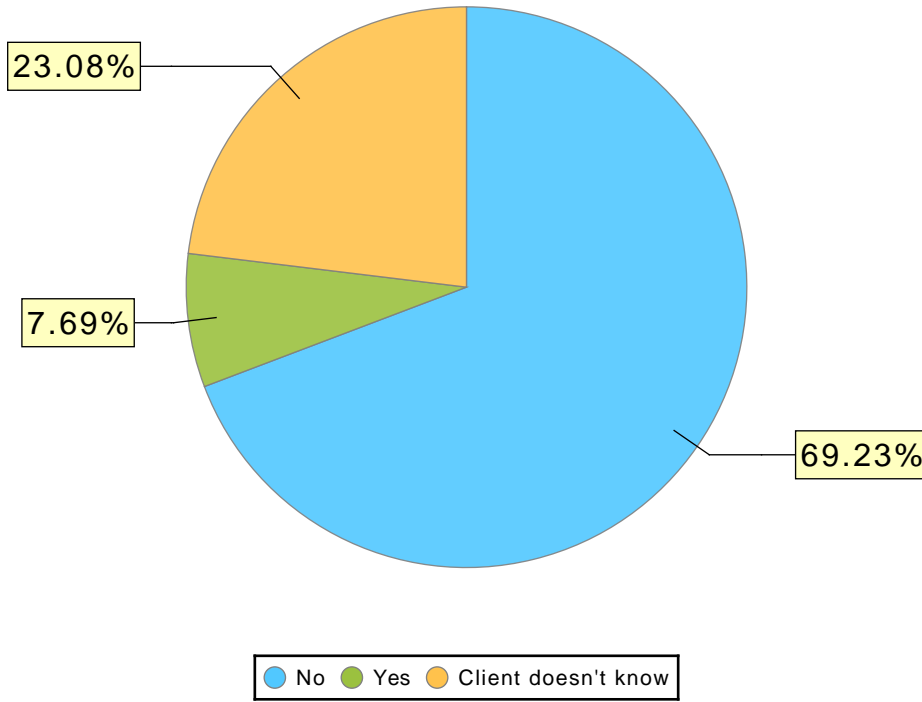
Developmental Disability	# of Clients
No	4
Yes	9
Client doesn't know	0
Client prefers not to answer	0
No Answer	0
Total:	13

Chronic Health Condition Chart



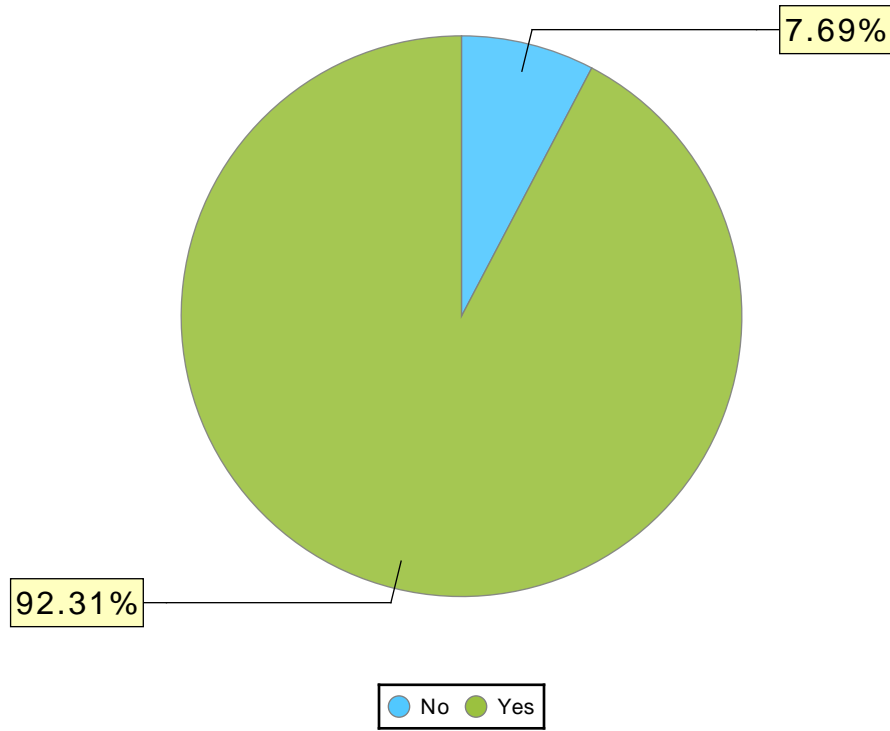
Chronic Health Condition	# of Clients
No	0
Yes	13
Client doesn't know	0
Client prefers not to answer	0
No Answer	0
Total:	13

HIV/AIDS Chart



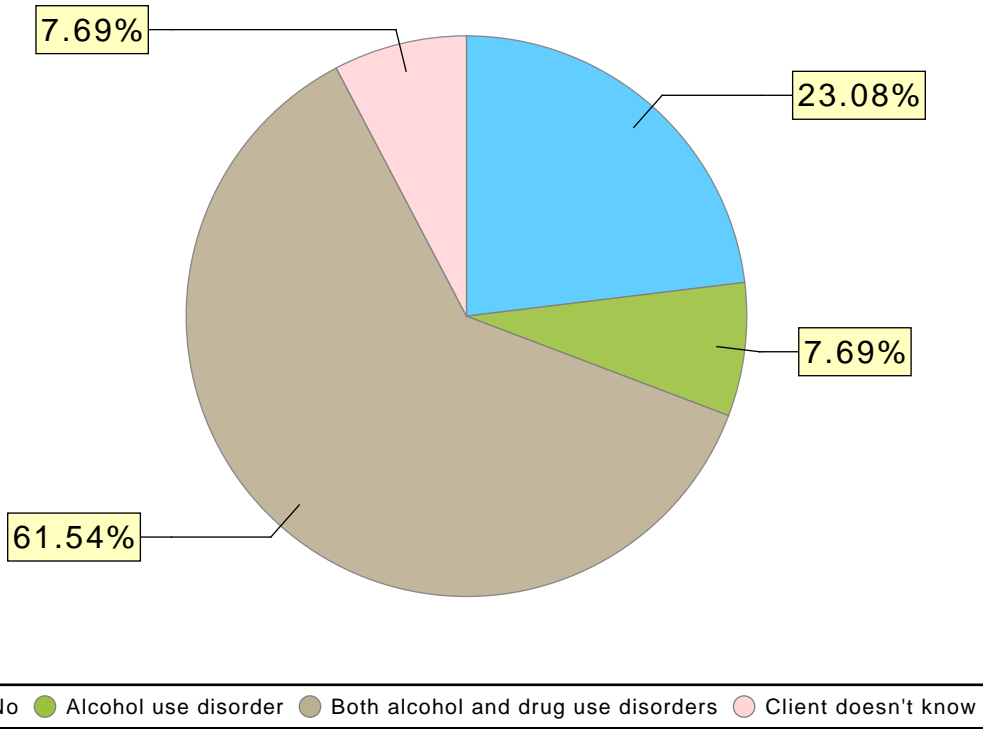
HIV/AIDS	# of Clients
No	9
Yes	1
Client doesn't know	3
Client prefers not to answer	0
No Answer	0
Total:	13

Mental Health Disorder Chart



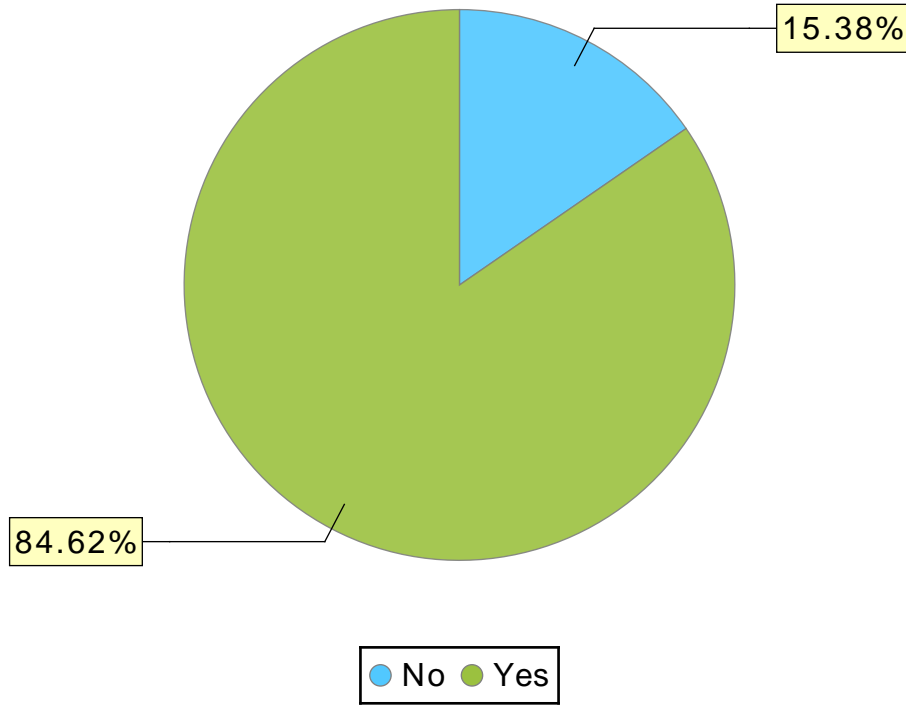
Mental Health Disorder	# of Clients
No	1
Yes	12
Client doesn't know	0
Client prefers not to answer	0
No Answer	0
Total:	13

Substance Use Disorder Chart



Substance Use Disorder	# of Clients
No	3
Alcohol use disorder	1
Drug use disorder	0
Both alcohol and drug use disorders	8
Client doesn't know	1
Client prefers not to answer	0
No Answer	0
Total:	13

Chronic Homelessness (Adults & HoH) Chart



Chronic Homelessness (Adults & HoH)	# of Clients
No	2
Yes	11
Client doesn't know	0
Client prefers not to answer	0
Data not collected	0
Unknown CH Status	0
Clients Entering from Homelessness	# of Clients
Yes	13
No	0
Approximate Date Started	# of Clients
365 Days or More	10
Less Than 365 Days	3
Missing	0
Not applicable	0
Times Homeless in the Past Three Years	# of Clients
One Time	7
Two Times	0

Client Demographics Report

IH - Insight Housing

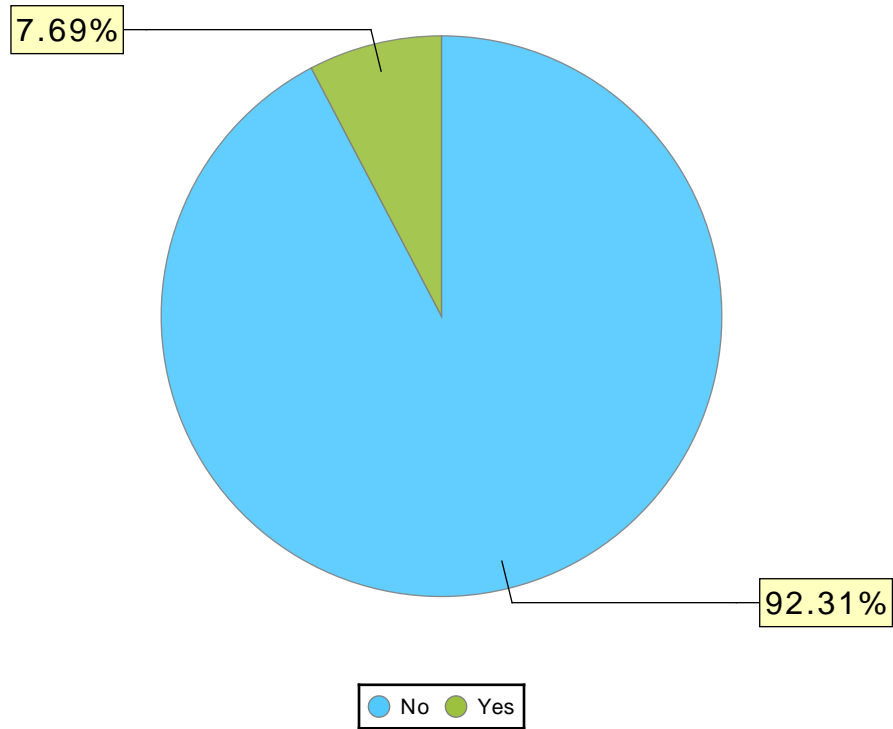
Date Range: 10/01/2023 thru 12/31/2023

Veteran: All

Client Project Stays: All active

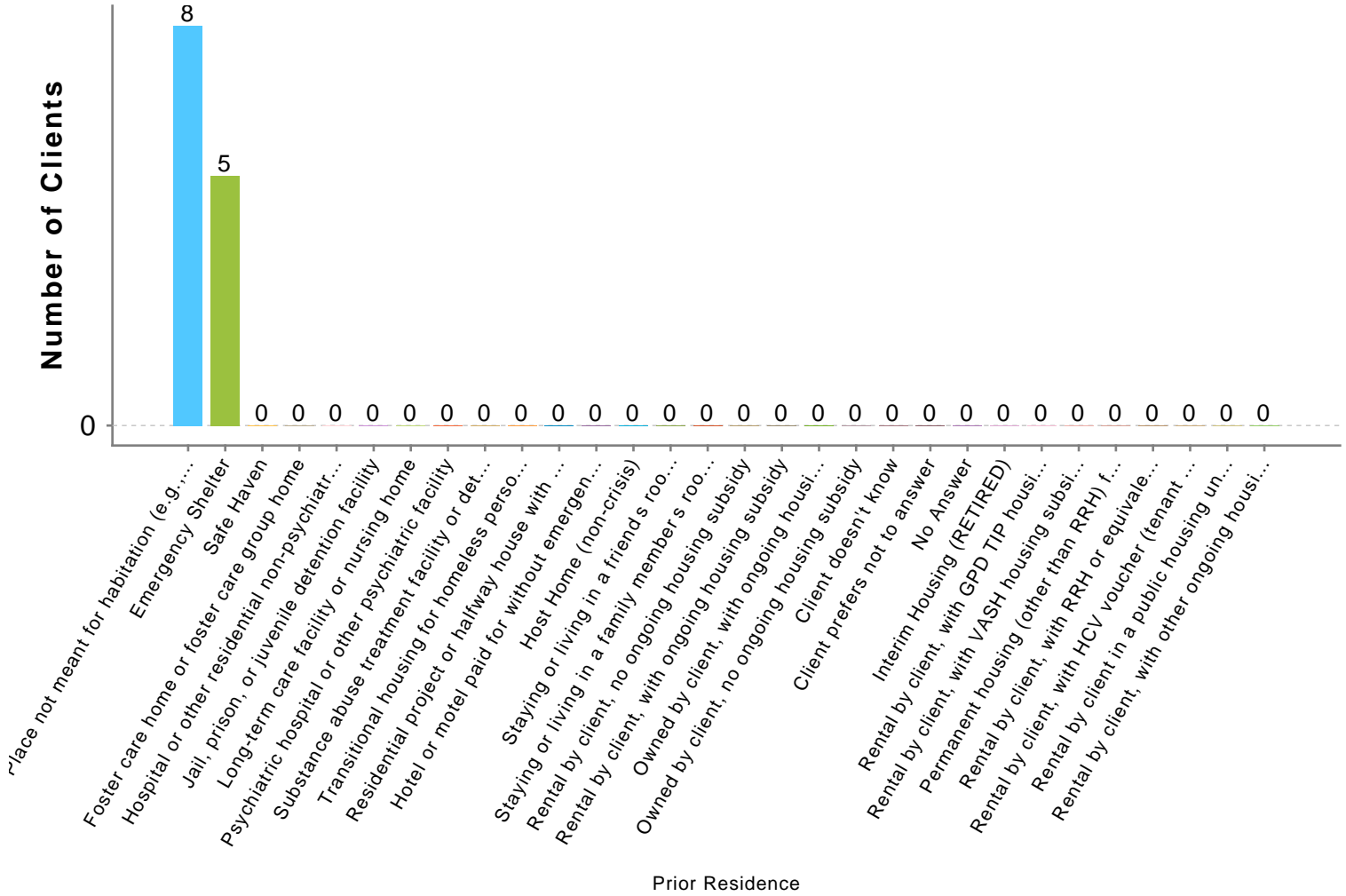
Times Homeless in the Past Three Years	# of Clients
Three Times	0
Four or more times	6
Client doesn't know	0
Client prefers not to answer	0
No Answer	0
Total Months Homeless in the Past Three years	# of Clients
One month (this time is the first month)	0
Two Months	0
Three Months	0
Four Months	0
Five Months	1
Six Months	0
Seven Months	0
Eight Months	0
Nine Months	0
Ten Months	0
Eleven Months	1
Twelve Months	0
More than 12 Months	11
Client doesn't know	0
Client prefers not to answer	0
No Answer	0
Not Applicable	0
Total:	13

Veteran Status (Adults Only) Chart



Veteran Status (Adults Only)	# of Clients
No	12
Yes	1
Client doesn't know	0
Client prefers not to answer	0
No Answer	0
Total:	13

Prior Living Situation (Adults & HoH) Chart



Place not meant for habitation (e.g., a vehicle, an abandoned building, bus/train/subway station/airport or anywhere outside)	Emergency shelter, including hotel or motel paid for with emergency shelter voucher, Host Home shelter	Safe Haven
Foster care home or foster care group home	Hospital or other residential non-psychiatric medical facility	
Jail, prison, or juvenile detention facility	Long-term care facility or nursing home	Psychiatric hospital or other psychiatric facility
Substance abuse treatment facility or detox center	Transitional housing for homeless persons (including homeless youth)	
Residential project or halfway house with no homeless criteria	Hotel or motel paid for without emergency shelter voucher	
Host Home (non-crisis)	Staying or living in a friend's room, apartment, or house	
Staying or living in a family member's room, apartment, or house	Rental by client, no ongoing housing subsidy	
Rental by client, with ongoing housing subsidy	Owned by client, with ongoing housing subsidy	
Owned by client, no ongoing housing subsidy	Client doesn't know	Client prefers not to answer
No Answer		
Interim Housing (RETIRED)	Rental by client, with GPD TIP housing subsidy (RETIRED)	
Rental by client, with VASH housing subsidy (RETIRED)		
Permanent housing (other than RRH) for formerly homeless persons (RETIRED)		
Rental by client, with RRH or equivalent subsidy (RETIRED)	Rental by client, with HCV voucher (tenant or project based) (RETIRED)	
Rental by client in a public housing unit (RETIRED)	Rental by client, with other ongoing housing subsidy (RETIRED)	

Prior Living Situation (Adults & HoH)	# of Clients
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Client Demographics Report

IH - Insight Housing

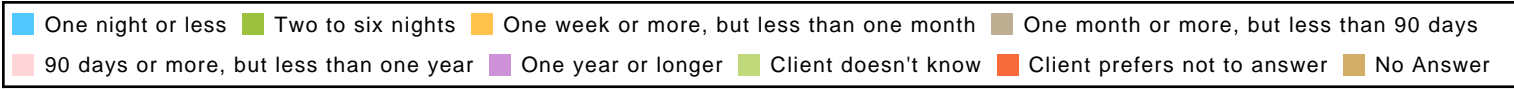
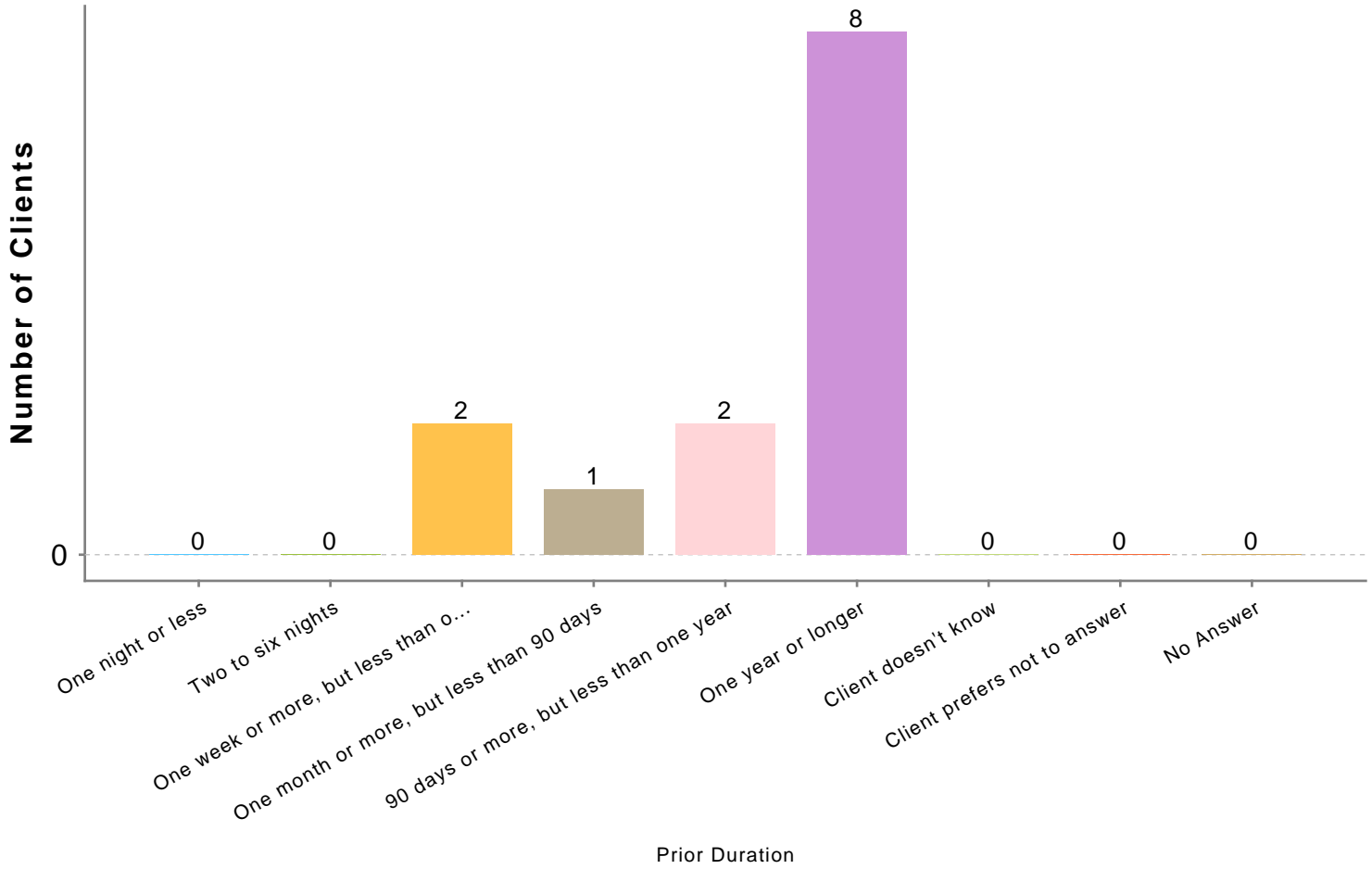
Date Range: 10/01/2023 thru 12/31/2023

Veteran: All

Client Project Stays: All active

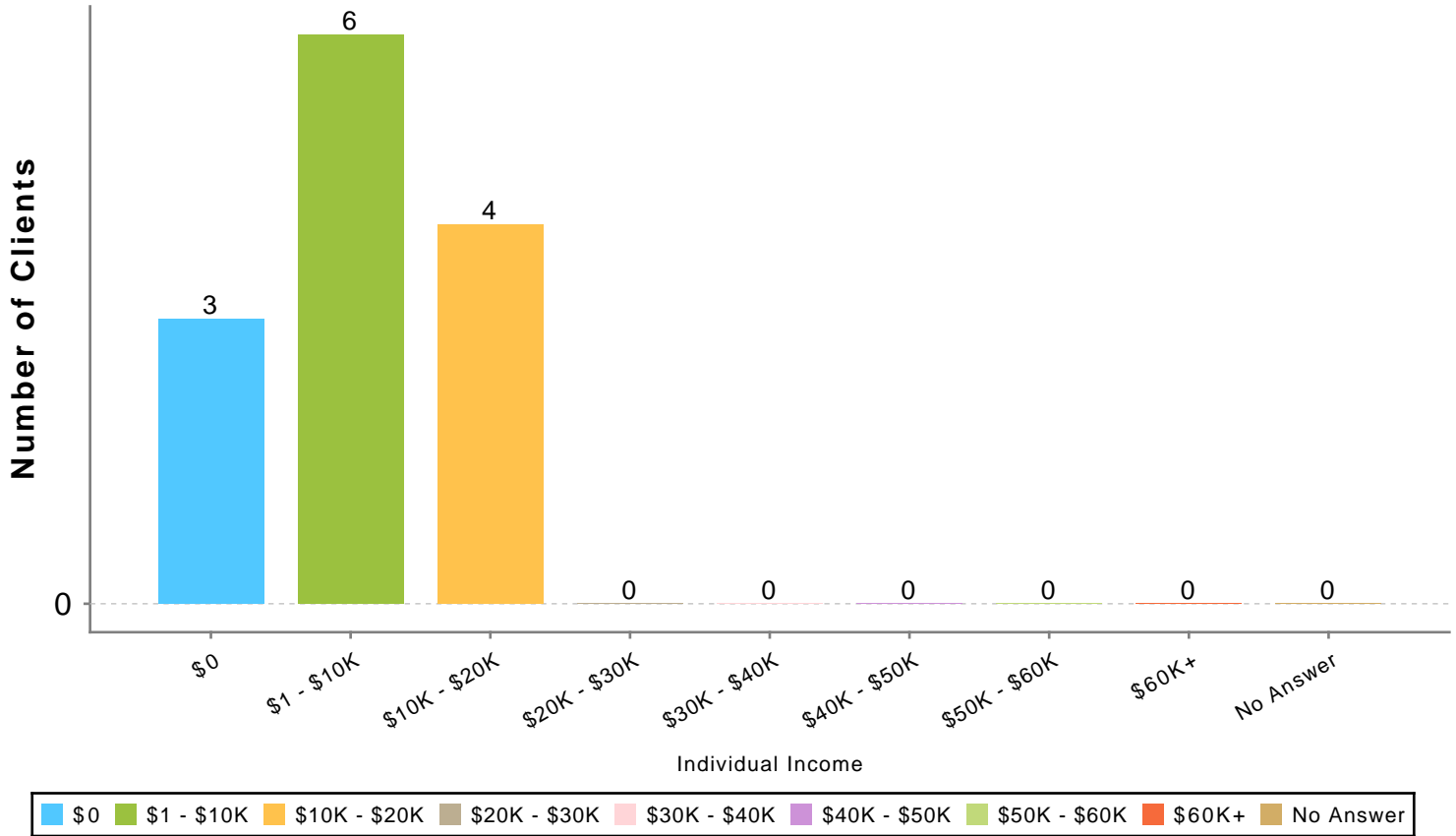
Prior Living Situation (Adults & HoH)	# of Clients
Place not meant for habitation (e.g., a vehicle, an abandoned building, bus/train/subway station/airport or anywhere outside)	8
Emergency shelter, including hotel or motel paid for with emergency shelter voucher, Host Home shelter	5
Safe Haven	0
Foster care home or foster care group home	0
Hospital or other residential non-psychiatric medical facility	0
Jail, prison, or juvenile detention facility	0
Long-term care facility or nursing home	0
Psychiatric hospital or other psychiatric facility	0
Substance abuse treatment facility or detox center	0
Transitional housing for homeless persons (including homeless youth)	0
Residential project or halfway house with no homeless criteria	0
Hotel or motel paid for without emergency shelter voucher	0
Host Home (non-crisis)	0
Staying or living in a friends room, apartment, or house	0
Staying or living in a family members room, apartment, or house	0
Rental by client, no ongoing housing subsidy	0
Rental by client, with ongoing housing subsidy	0
Owned by client, with ongoing housing subsidy	0
Owned by client, no ongoing housing subsidy	0
Client doesn't know	0
Client prefers not to answer	0
No Answer	0
Interim Housing (RETIRED)	0
Rental by client, with GPD TIP housing subsidy (RETIRED)	0
Rental by client, with VASH housing subsidy (RETIRED)	0
Permanent housing (other than RRH) for formerly homeless persons (RETIRED)	0
Rental by client, with RRH or equivalent subsidy (RETIRED)	0
Rental by client, with HCV voucher (tenant or project based) (RETIRED)	0
Rental by client in a public housing unit (RETIRED)	0
Rental by client, with other ongoing housing subsidy (RETIRED)	0
Total:	13

Prior Living Duration (Adults & HoH) Chart



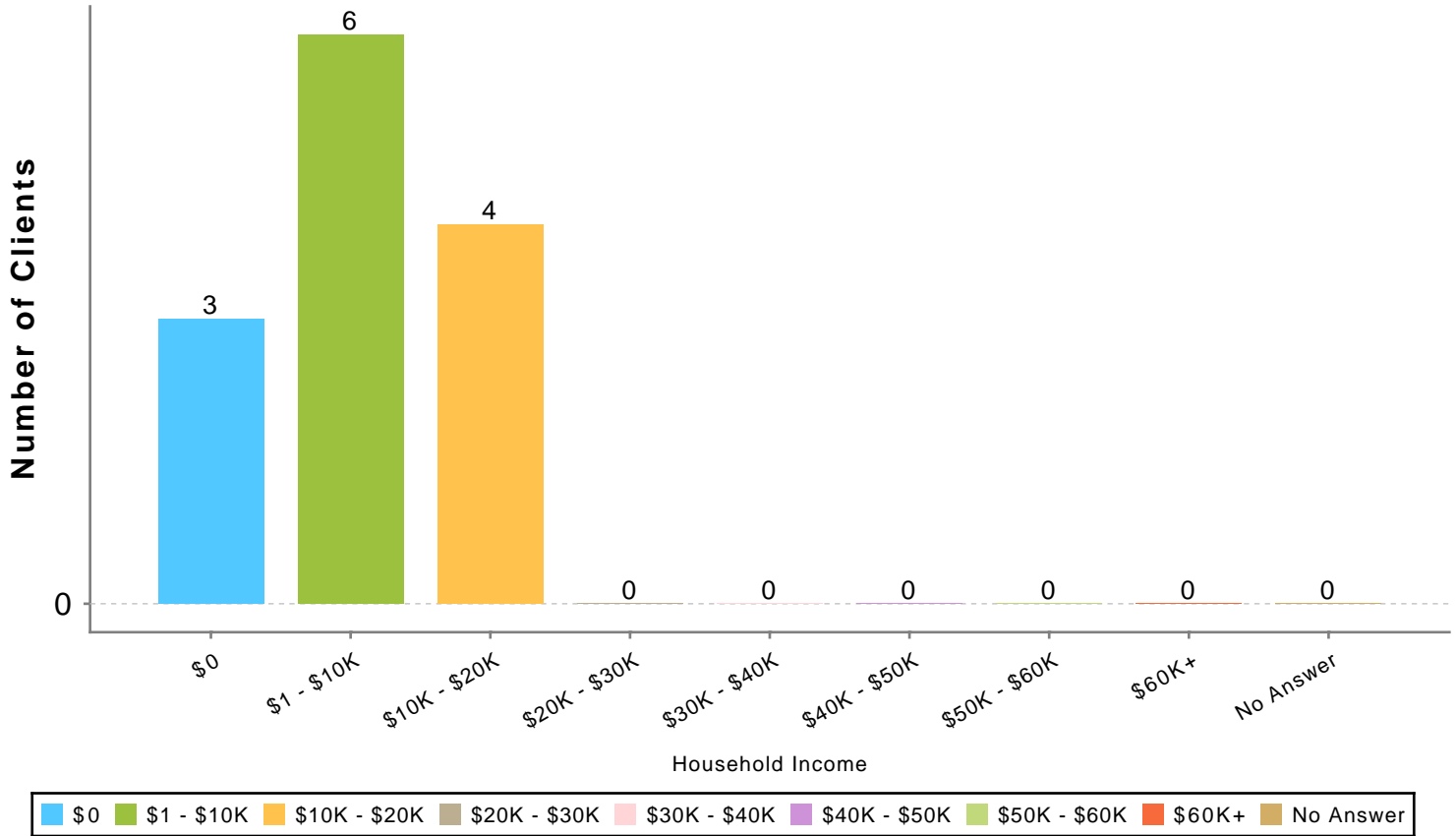
Prior Living Duration (Adults & HoH)	# of Clients
One night or less	0
Two to six nights	0
One week or more, but less than one month	2
One month or more, but less than 90 days	1
90 days or more, but less than one year	2
One year or longer	8
Client doesn't know	0
Client prefers not to answer	0
No Answer	0
Total:	13

Individual Income (Adults & HoH) Chart



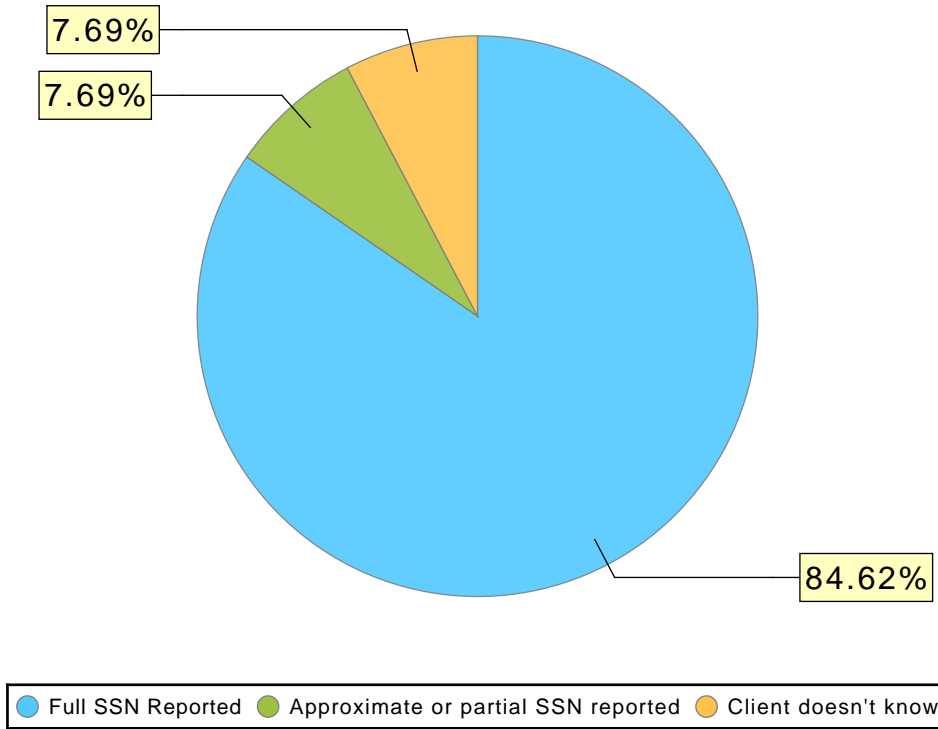
Individual Income (Adults & HoH)	# of Clients
\$0	3
\$1 - \$10K	6
\$10K - \$20K	4
\$20K - \$30K	0
\$30K - \$40K	0
\$40K - \$50K	0
\$50K - \$60K	0
\$60K+	0
No Answer	0
Total:	13

Household Income Chart



Household Income	# of Clients
\$0	3
\$1 - \$10K	6
\$10K - \$20K	4
\$20K - \$30K	0
\$30K - \$40K	0
\$40K - \$50K	0
\$50K - \$60K	0
\$60K+	0
No Answer	0
Total:	13

SSN Validity Chart



SSN Validity	# of Clients
Full SSN Reported	11
Approximate or partial SSN reported	1
Client doesn't know	1
Client prefers not to answer	0
No Answer	0
Total:	13

Client Demographics Report

IH - Insight Housing

Date Range: 10/01/2023 thru 12/31/2023

Veteran: All

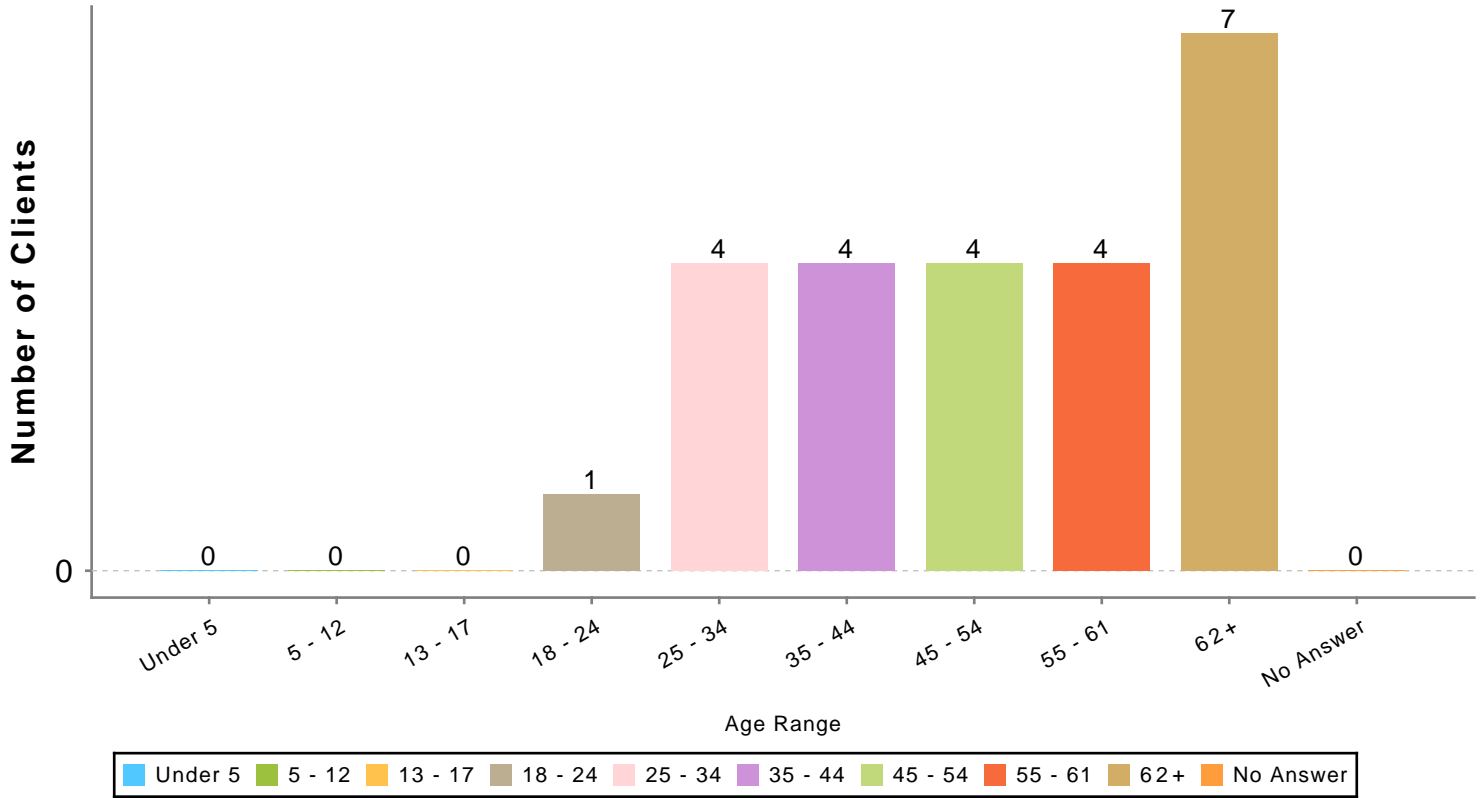
Client Project Stays: All active

Programs

Services Only

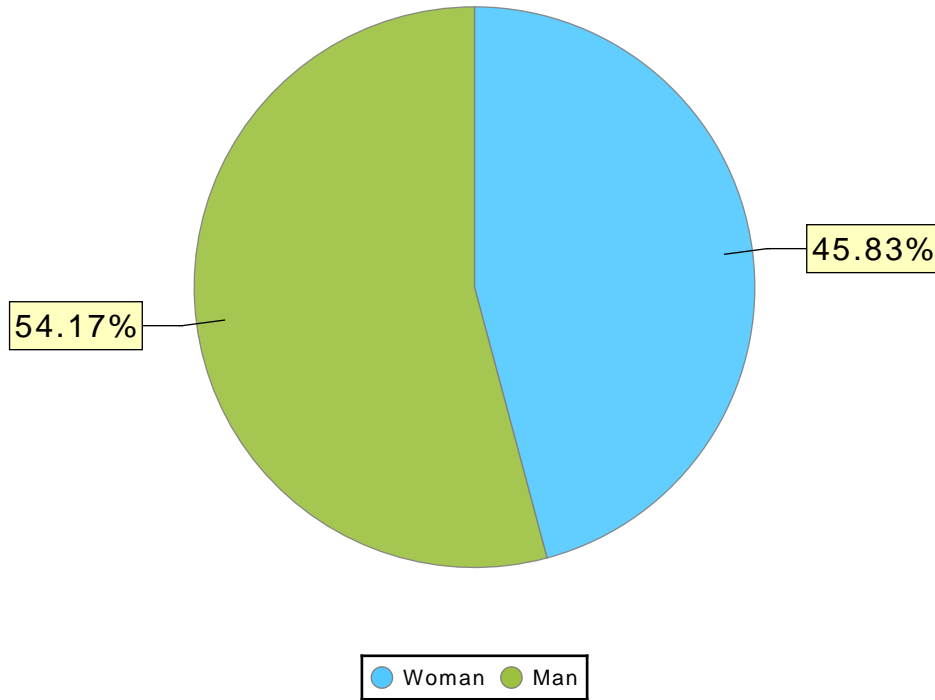
BFHP-NA-SSO-Albany Housing Navigation-Alb

Age Range Chart



Age Range	# of Clients
Under 5	0
5 - 12	0
13 - 17	0
18 - 24	1
25 - 34	4
35 - 44	4
45 - 54	4
55 - 61	4
62+	7
No Answer	0
Total:	24

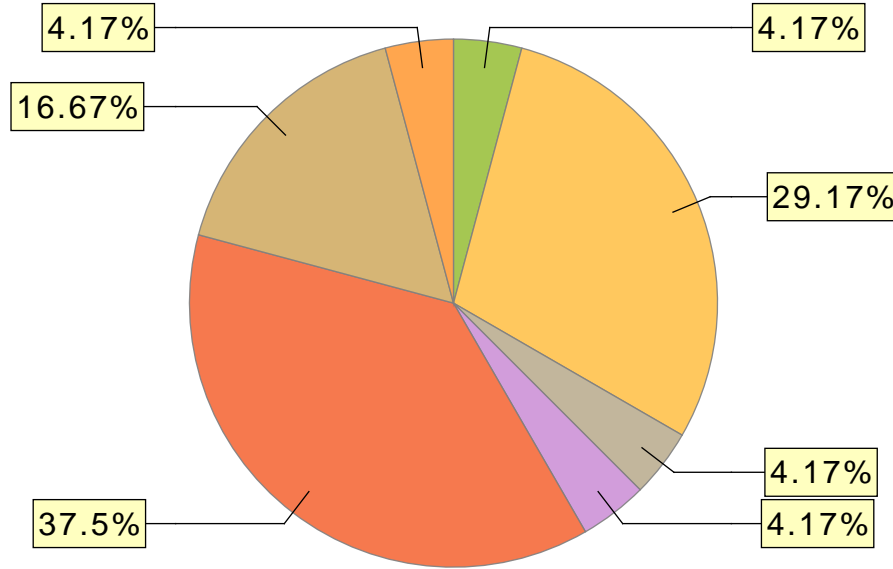
Gender Chart



Gender	# of Clients
Woman	11
Man	13
Culturally Specific Identity	0
Transgender	0
Non-Binary	0
Questioning	0
Different Identity	0
Woman / 1 Other Gender Identity	0
Man / 1 Other Gender Identity	0
Culturally Specific Identity / 1 Other Gender Identity	0
Transgender / 1 Other Gender Identity	0
Non-Binary / 1 Other Gender Identity	0
Questioning / Different Identity	0
More than 2 Gender Identities	0
Client doesn't know	0
Client prefers not to answer	0
No Answer	0

Total: 24

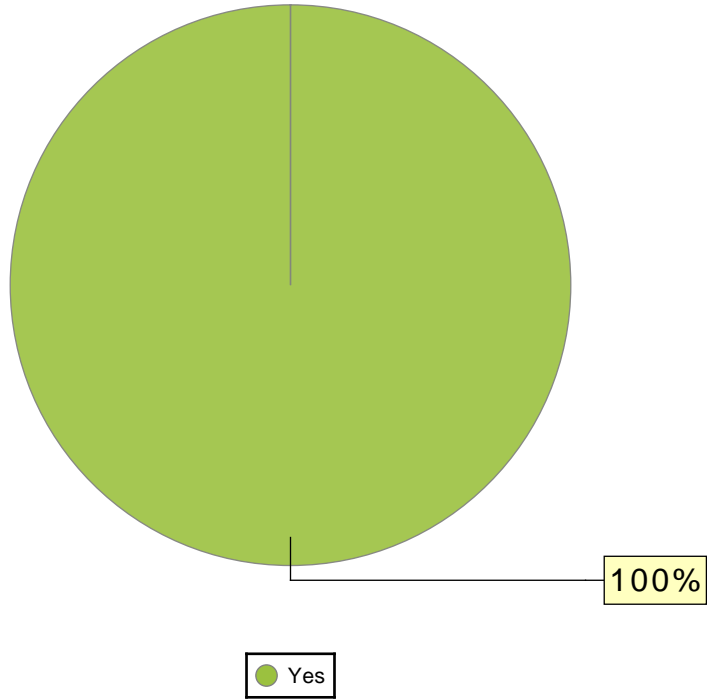
Race and Ethnicity Chart



● Asian or Asian American
 ● Black, African American, or African
 ● Hispanic/Latina/e/o
 ● Native Hawaiian or Pacific Islander
 ● White
 ● Multiracial
 ● Client doesn't know / prefers not to answer

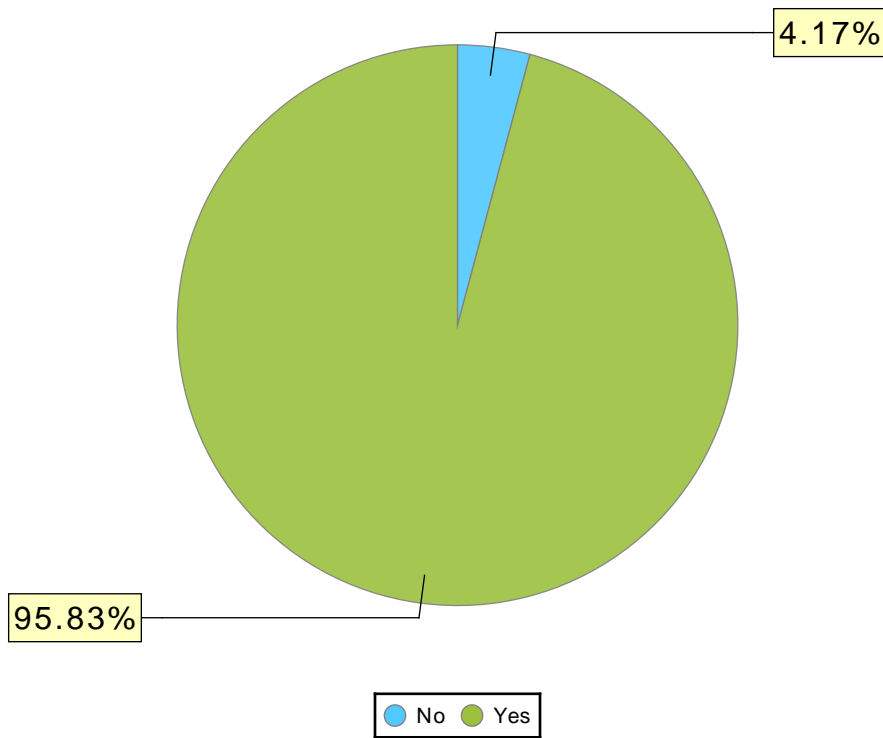
Race and Ethnicity	# of Clients
American Indian, Alaska Native, or Indigenous	0
Asian or Asian American	1
Black, African American, or African	7
Hispanic/Latina/e/o	1
Middle Eastern or North African	0
Native Hawaiian or Pacific Islander	1
White	9
Multiracial	4
Client doesn't know / prefers not to answer	1
No Answer	0
Total:	24

Disabled (Adults & HoH) Chart



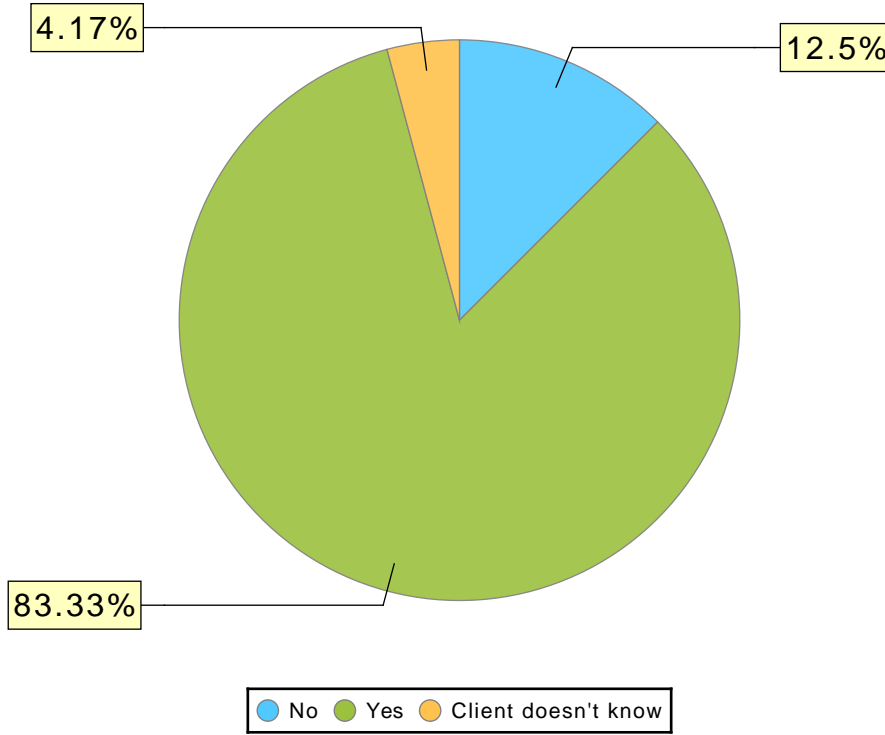
Disabled (Adults & HoH)	# of Clients
No	0
Yes	24
Client doesn't know	0
Client prefers not to answer	0
No Answer	0
Total:	24

Physical Disability Chart



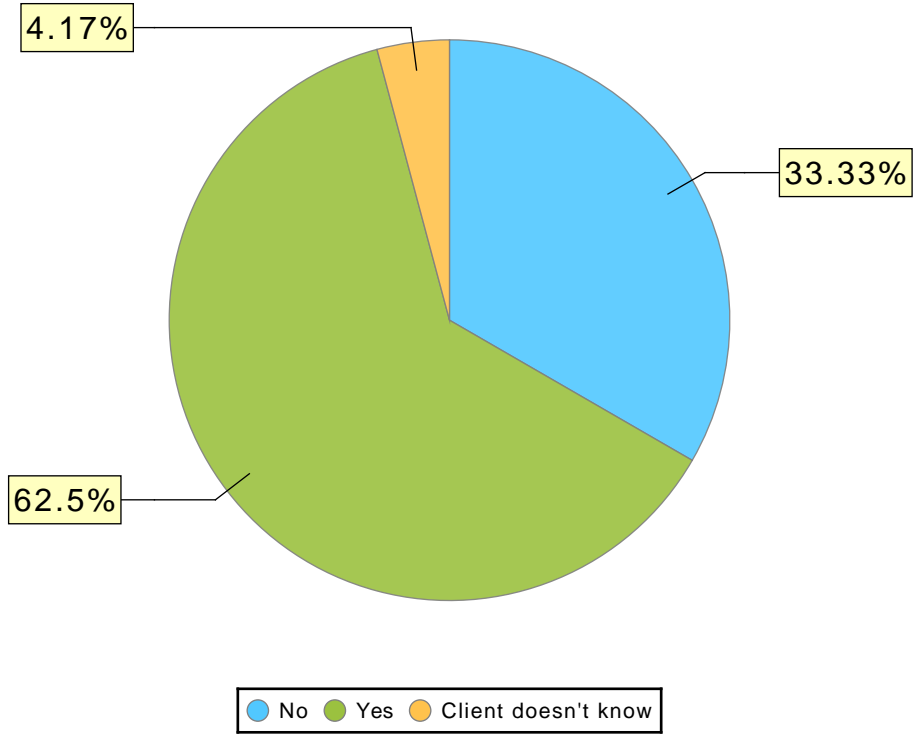
Physical Disability	# of Clients
No	1
Yes	23
Client doesn't know	0
Client prefers not to answer	0
No Answer	0
Total:	24

Developmental Disability Chart



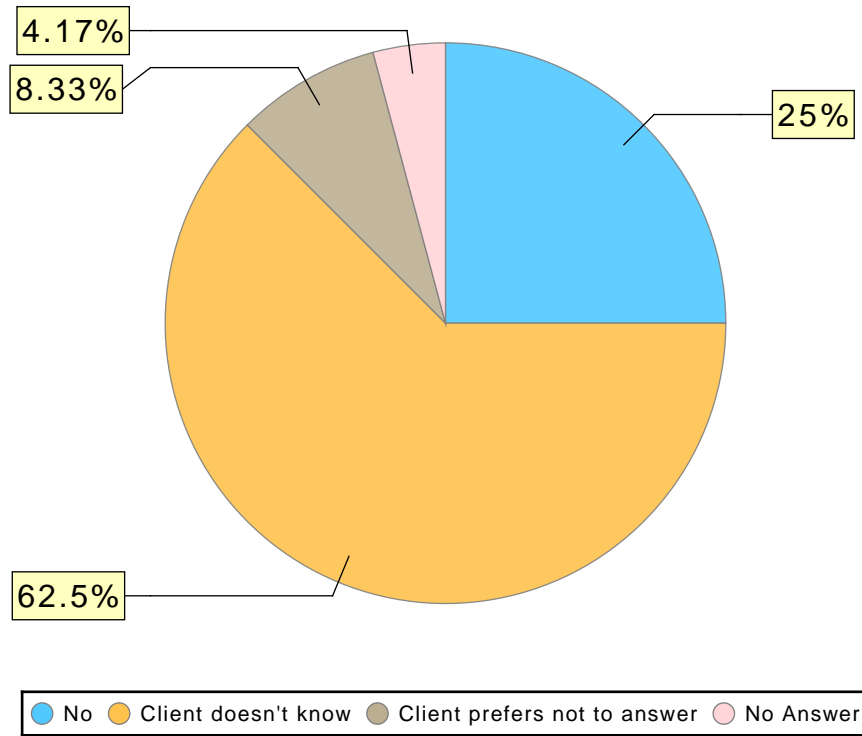
Developmental Disability	# of Clients
No	3
Yes	20
Client doesn't know	1
Client prefers not to answer	0
No Answer	0
Total:	24

Chronic Health Condition Chart



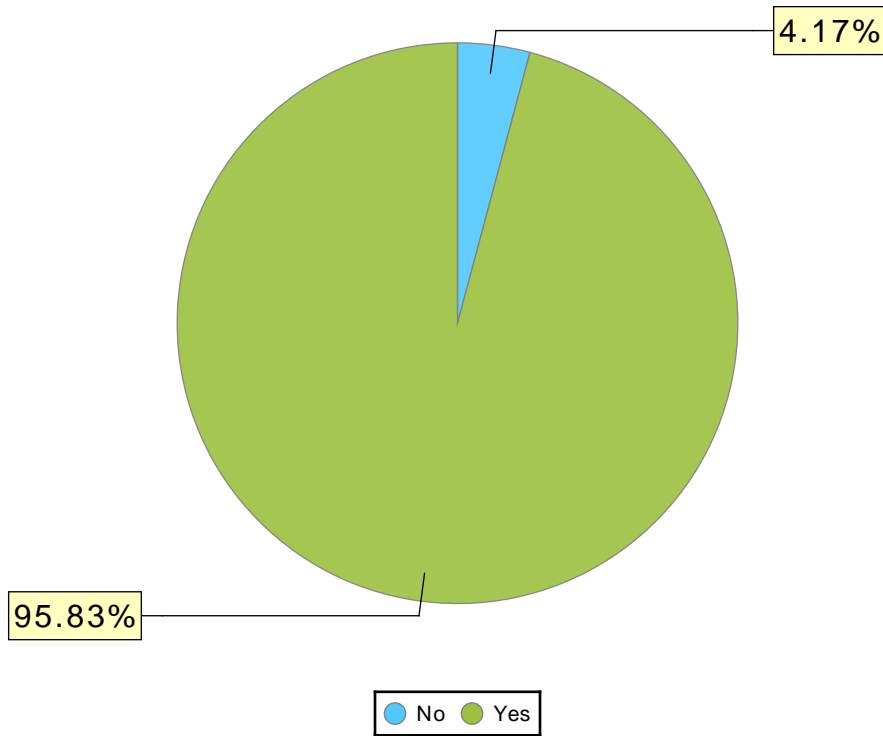
Chronic Health Condition	# of Clients
No	8
Yes	15
Client doesn't know	1
Client prefers not to answer	0
No Answer	0
Total:	24

HIV/AIDS Chart



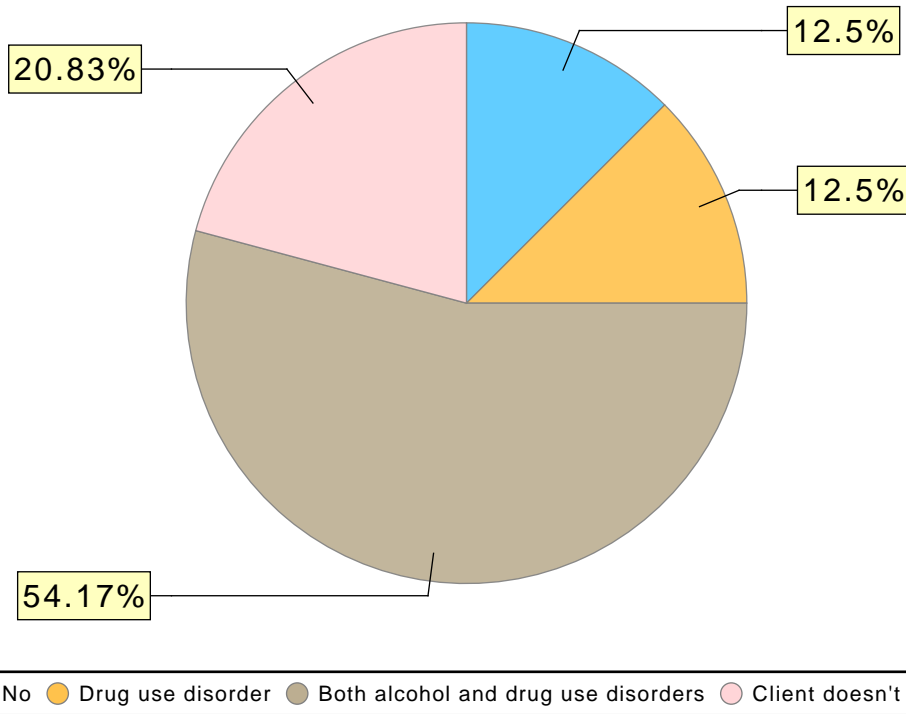
HIV/AIDS	# of Clients
No	6
Yes	0
Client doesn't know	15
Client prefers not to answer	2
No Answer	1
Total:	24

Mental Health Disorder Chart



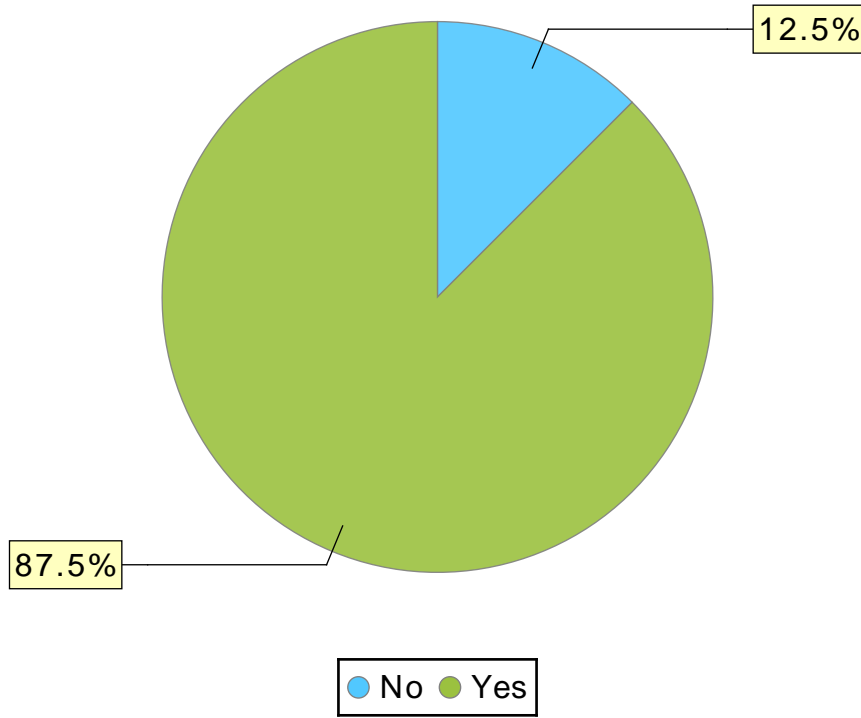
Mental Health Disorder	# of Clients
No	1
Yes	23
Client doesn't know	0
Client prefers not to answer	0
No Answer	0
Total:	24

Substance Use Disorder Chart



Substance Use Disorder	# of Clients
No	3
Alcohol use disorder	0
Drug use disorder	3
Both alcohol and drug use disorders	13
Client doesn't know	5
Client prefers not to answer	0
No Answer	0
Total:	24

Chronic Homelessness (Adults & HoH) Chart



Chronic Homelessness (Adults & HoH)	# of Clients
No	3
Yes	21
Client doesn't know	0
Client prefers not to answer	0
Data not collected	0
Unknown CH Status	0
Clients Entering from Homelessness	# of Clients
Yes	23
No	1
Approximate Date Started	# of Clients
365 Days or More	19
Less Than 365 Days	5
Missing	0
Not applicable	0
Times Homeless in the Past Three Years	# of Clients
One Time	1
Two Times	2

Client Demographics Report

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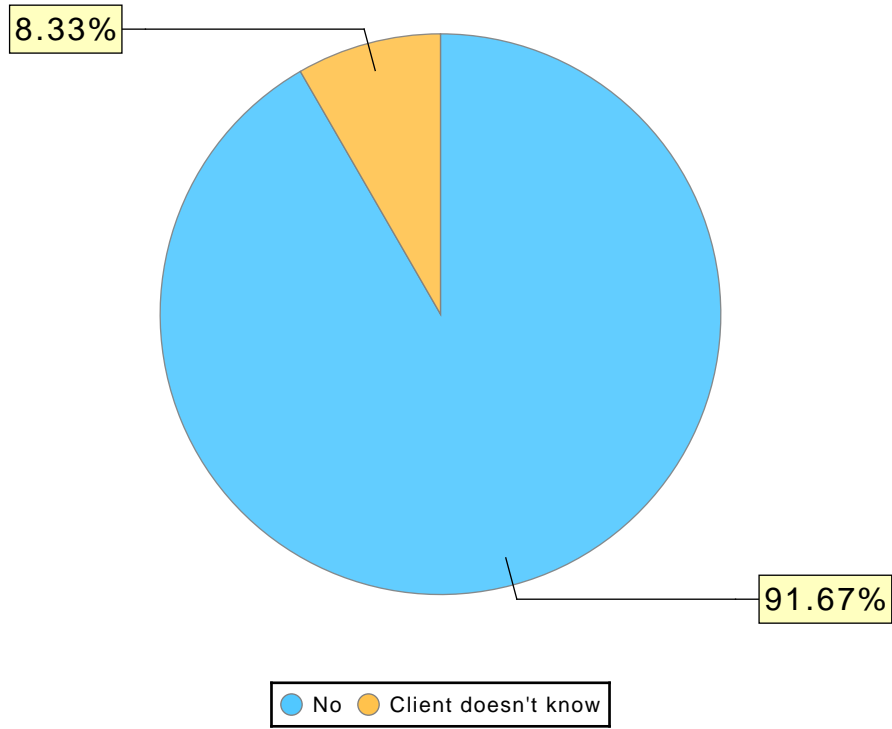
Date Range: 10/01/2023 thru 12/31/2023

Veteran: All

Client Project Stays: All active

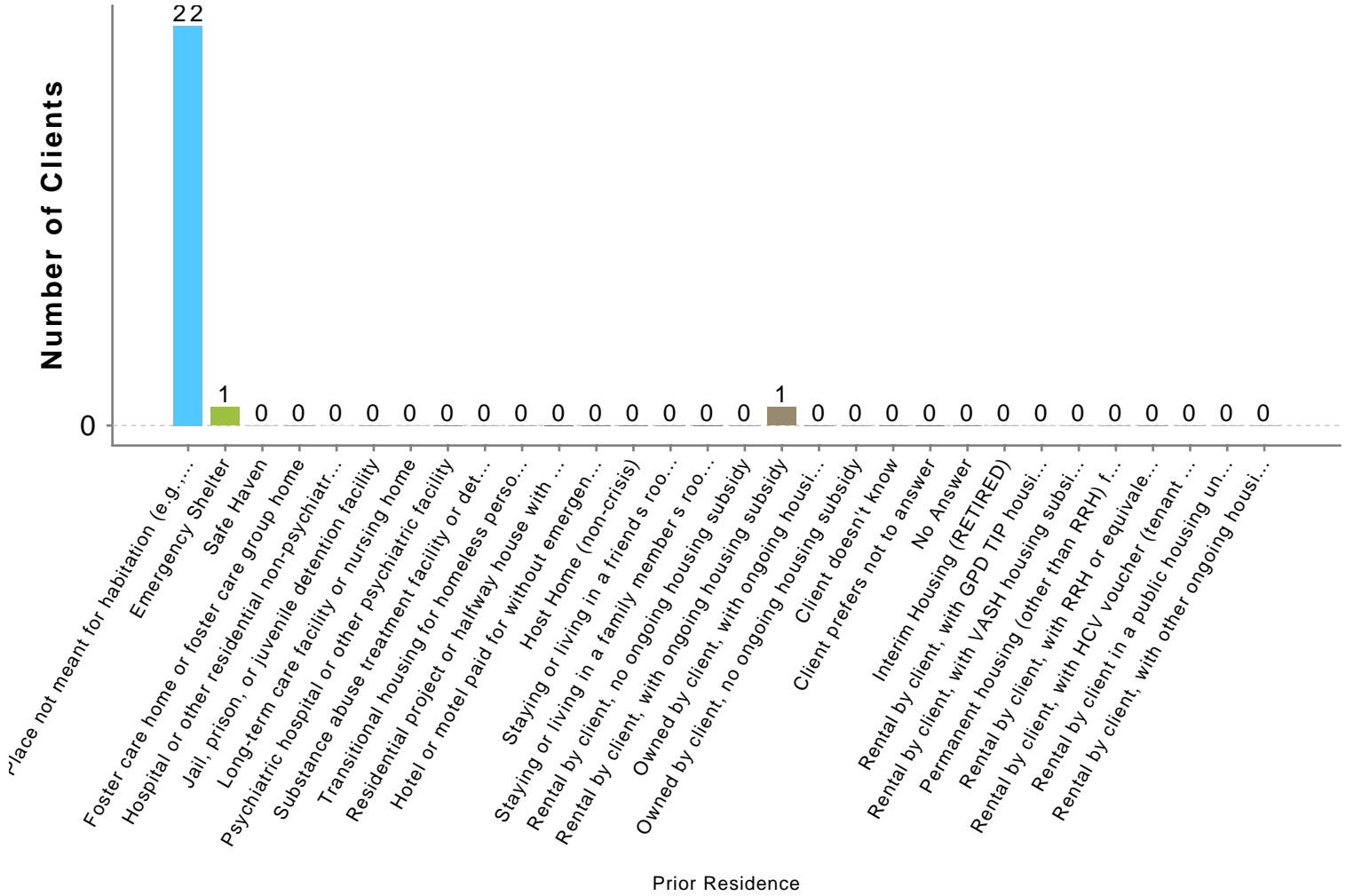
Times Homeless in the Past Three Years	# of Clients
Three Times	1
Four or more times	20
Client doesn't know	0
Client prefers not to answer	0
No Answer	0
Total Months Homeless in the Past Three years	# of Clients
One month (this time is the first month)	1
Two Months	0
Three Months	1
Four Months	1
Five Months	0
Six Months	0
Seven Months	0
Eight Months	0
Nine Months	0
Ten Months	0
Eleven Months	0
Twelve Months	0
More than 12 Months	21
Client doesn't know	0
Client prefers not to answer	0
No Answer	0
Not Applicable	0
Total:	24

Veteran Status (Adults Only) Chart



Veteran Status (Adults Only)	# of Clients
No	22
Yes	0
Client doesn't know	2
Client prefers not to answer	0
No Answer	0
Total:	24

Prior Living Situation (Adults & HoH) Chart



- Place not meant for habitation (e.g., a vehicle, an abandoned building, bus/train/subway station/airport or anywhere outside)
- Emergency shelter, including hotel or motel paid for with emergency shelter voucher, Host Home shelter
- Safe Haven
- Foster care home or foster care group home
- Hospital or other residential non-psychiatric medical facility
- Jail, prison, or juvenile detention facility
- Long-term care facility or nursing home
- Psychiatric hospital or other psychiatric facility
- Substance abuse treatment facility or detox center
- Transitional housing for homeless persons (including homeless youth)
- Residential project or halfway house with no homeless criteria
- Hotel or motel paid for without emergency shelter voucher
- Host Home (non-crisis)
- Staying or living in a friend's room, apartment, or house
- Staying or living in a family member's room, apartment, or house
- Rental by client, no ongoing housing subsidy
- Rental by client, with ongoing housing subsidy
- Owned by client, with ongoing housing subsidy
- Owned by client, no ongoing housing subsidy
- Client doesn't know
- Client prefers not to answer
- No Answer
- Interim Housing (RETIRED)
- Rental by client, with GPD TIP housing subsidy (RETIRED)
- Rental by client, with VASH housing subsidy (RETIRED)
- Permanent housing (other than RRH) for formerly homeless persons (RETIRED)
- Rental by client, with RRH or equivalent subsidy (RETIRED)
- Rental by client, with HCV voucher (tenant or project based) (RETIRED)
- Rental by client in a public housing unit (RETIRED)
- Rental by client, with other ongoing housing subsidy (RETIRED)

Prior Living Situation (Adults & HoH)	# of Clients
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Client Demographics Report

IH - Insight Housing

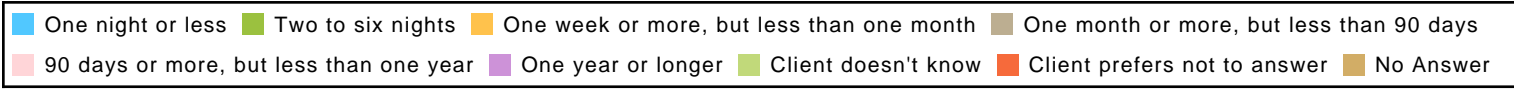
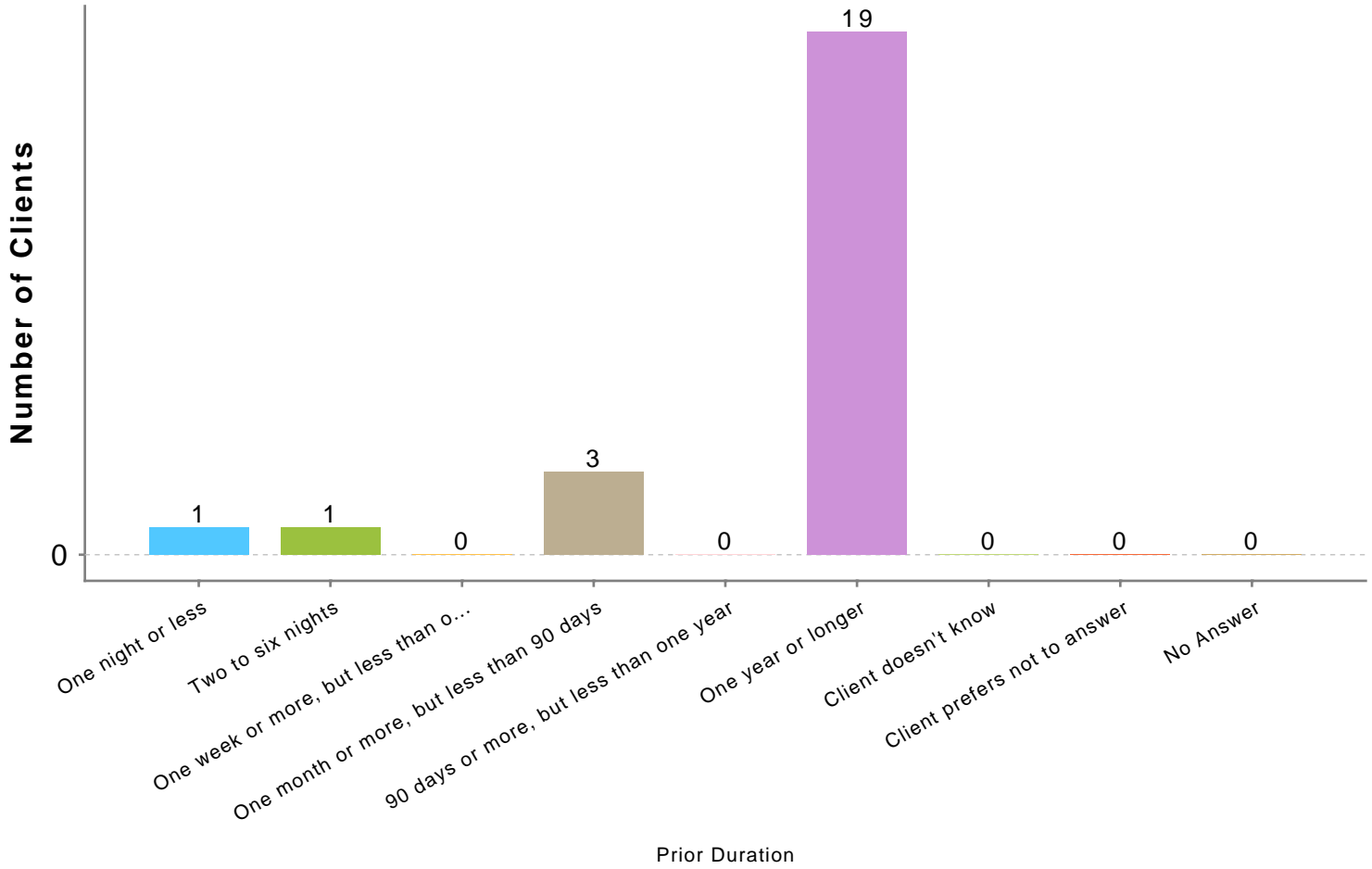
Date Range: 10/01/2023 thru 12/31/2023

Veteran: All

Client Project Stays: All active

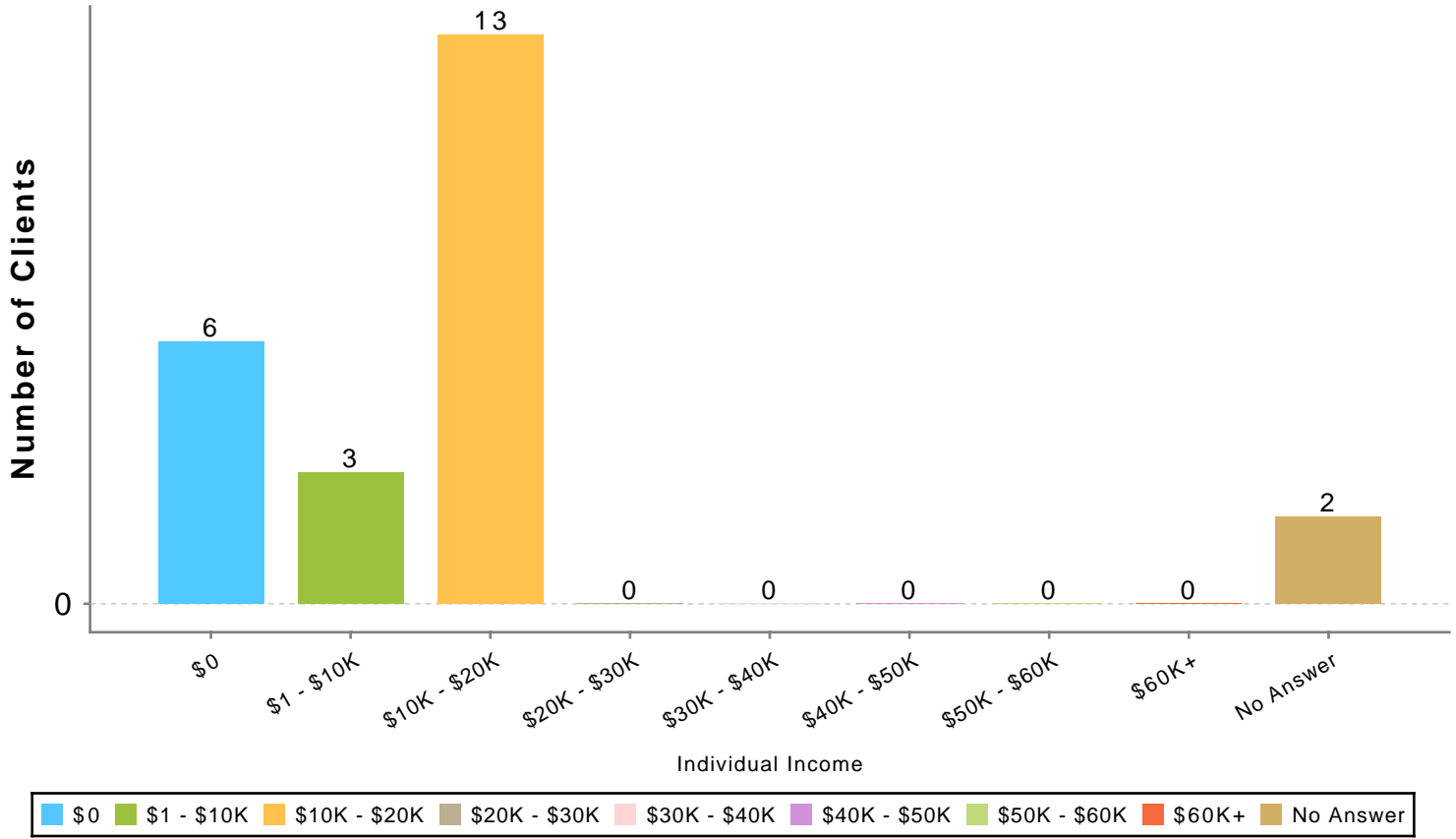
Prior Living Situation (Adults & HoH)	# of Clients
Place not meant for habitation (e.g., a vehicle, an abandoned building, bus/train/subway station/airport or anywhere outside)	22
Emergency shelter, including hotel or motel paid for with emergency shelter voucher, Host Home shelter	1
Safe Haven	0
Foster care home or foster care group home	0
Hospital or other residential non-psychiatric medical facility	0
Jail, prison, or juvenile detention facility	0
Long-term care facility or nursing home	0
Psychiatric hospital or other psychiatric facility	0
Substance abuse treatment facility or detox center	0
Transitional housing for homeless persons (including homeless youth)	0
Residential project or halfway house with no homeless criteria	0
Hotel or motel paid for without emergency shelter voucher	0
Host Home (non-crisis)	0
Staying or living in a friends room, apartment, or house	0
Staying or living in a family members room, apartment, or house	0
Rental by client, no ongoing housing subsidy	0
Rental by client, with ongoing housing subsidy	1
Owned by client, with ongoing housing subsidy	0
Owned by client, no ongoing housing subsidy	0
Client doesn't know	0
Client prefers not to answer	0
No Answer	0
Interim Housing (RETIRED)	0
Rental by client, with GPD TIP housing subsidy (RETIRED)	0
Rental by client, with VASH housing subsidy (RETIRED)	0
Permanent housing (other than RRH) for formerly homeless persons (RETIRED)	0
Rental by client, with RRH or equivalent subsidy (RETIRED)	0
Rental by client, with HCV voucher (tenant or project based) (RETIRED)	0
Rental by client in a public housing unit (RETIRED)	0
Rental by client, with other ongoing housing subsidy (RETIRED)	0
Total:	24

Prior Living Duration (Adults & HoH) Chart



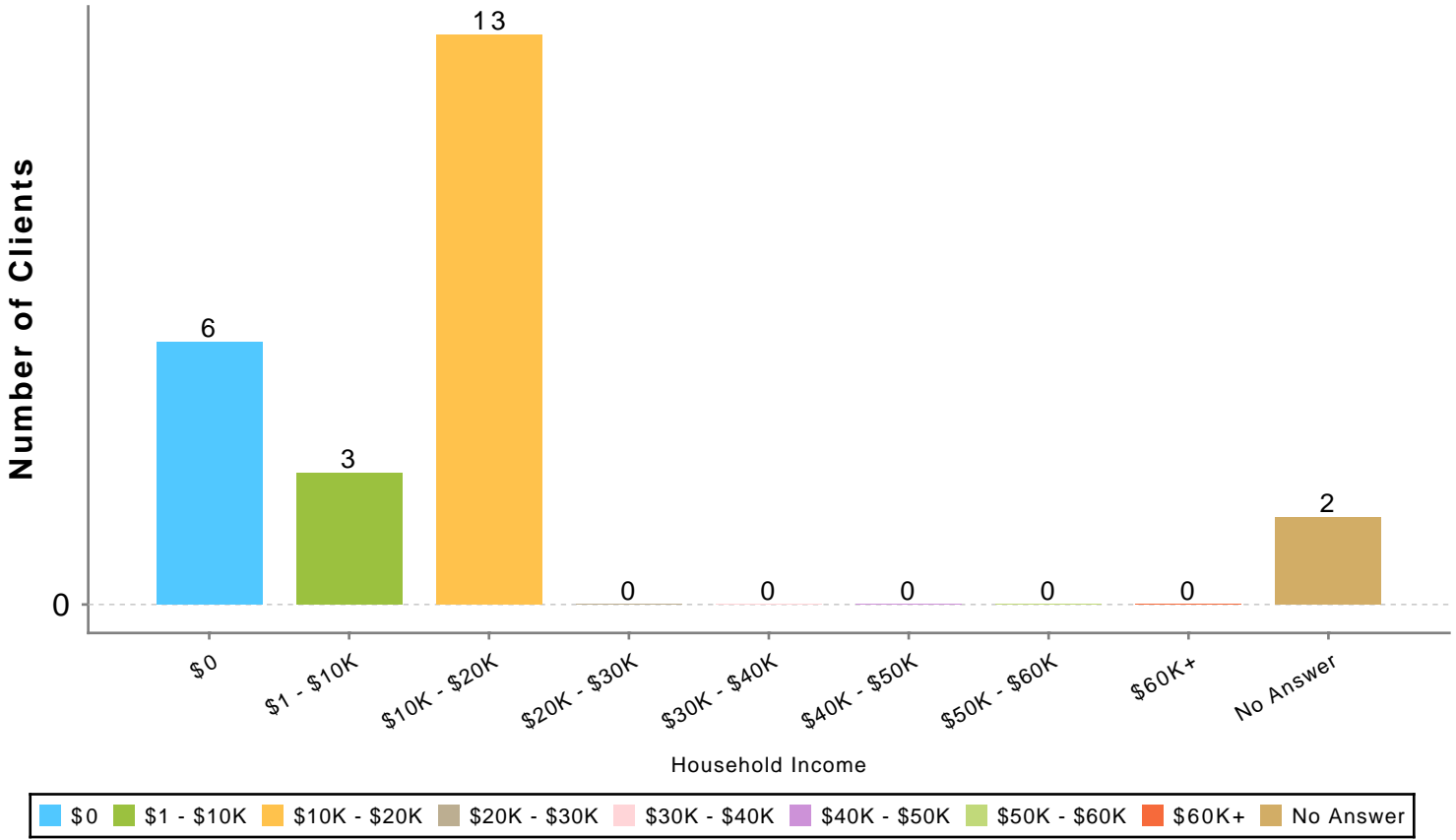
Prior Living Duration (Adults & HoH)	# of Clients
One night or less	1
Two to six nights	1
One week or more, but less than one month	0
One month or more, but less than 90 days	3
90 days or more, but less than one year	0
One year or longer	19
Client doesn't know	0
Client prefers not to answer	0
No Answer	0
Total:	24

Individual Income (Adults & HoH) Chart



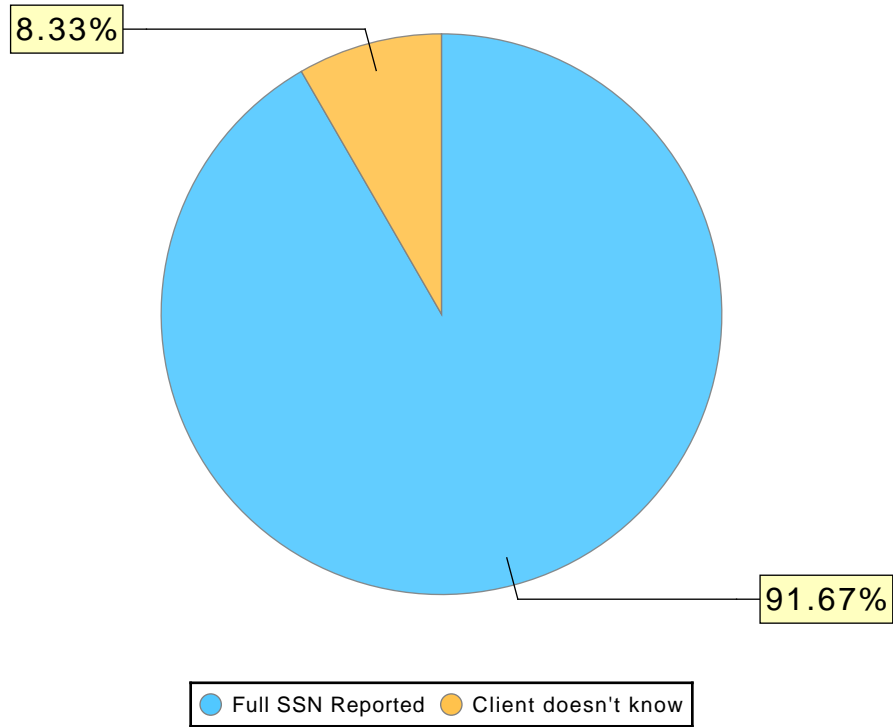
Individual Income (Adults & HoH)	# of Clients
\$0	6
\$1 - \$10K	3
\$10K - \$20K	13
\$20K - \$30K	0
\$30K - \$40K	0
\$40K - \$50K	0
\$50K - \$60K	0
\$60K+	0
No Answer	2
Total:	24

Household Income Chart



Household Income	# of Clients
\$0	6
\$1 - \$10K	3
\$10K - \$20K	13
\$20K - \$30K	0
\$30K - \$40K	0
\$40K - \$50K	0
\$50K - \$60K	0
\$60K+	0
No Answer	2
Total:	24

SSN Validity Chart



SSN Validity	# of Clients
Full SSN Reported	22
Approximate or partial SSN reported	0
Client doesn't know	2
Client prefers not to answer	0
No Answer	0
Total:	24

Client Demographics Report

IH - Insight Housing

Date Range: 10/01/2023 thru 12/31/2023

Veteran: All

Client Project Stays: All active

Programs

Street Outreach

BFHP-NA-SO-Albany Outreach-Alb