

Albany Project HOPE
Homeless Outreach and Engagement Program
Berkeley Food and Housing Project Narrative Report to City Council
January 2022 – March 2022

Activities To-Date

Great care is taken when engaging with unhoused individuals who often require multiple outreach attempts to build rapport and trust. 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 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, maintaining a level of cleanliness of the team, and not hoarding. 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 money management. Problem-solving and mediation between recently 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 (HN) facilitated 124 conversations covering a wide range of topics with clients, including housing searches and options, obtaining benefits, employment, and medical care. The HN also assisted clients with with paperwork for housing or benefits 27 times. Three clients received a short-term motel stay this quarter. The HN has provided 23 referrals and linkages to other emergency housing resources and shelters. We understand that frequent home visits are critical to increasing housing retention and providing essential tenancy support to formerly homeless individuals, paired with life skills assistance. Our HN conducted 38 home visits and conversations during this quarter to support life skills development. The HN conducted outreach to 24 unsheltered persons and completed 9 housing case plans. Nine permanently housed clients have now been in their units for six months, and seven of those have maintained their housing for over 12 months. Five clients were successfully matched with PSH units through Coordinated Entry and are working with the HN to obtain updated documents and complete additional paperwork to move forward with those matches. Transportation has been essential in assisting clients in securing and maintaining permanent housing, including transport and help to view new units, transport to grocery stores, medical appointments, and obtaining money orders and other payment vouchers for their rent and shelter. The HN assisted clients with transportation support 53 times this quarter.

Outreach engagement focused on referrals from the Albany PD and Albany CARES team, including the continued support of one well-known and high-need client. The HN has continued working with this client to support them in the long process of becoming comfortable living indoors and also providing much-needed linkages to more intensive psychiatric and medical services. The team supported six clients with rental assistance this quarter. Discussions surrounding cost-share for current units and other permanent housing options continue to ensure all clients have housing stability once our services end. Staff have continued to support clients by

providing Personal Protective Equipment (PPE), such as gloves and masks, and demonstrating the proper use of PPE.

Successes

The Albany Project HOPE team has had several permanent housing matches and progress with a well-known, chronically homeless client this quarter. This client was matched to a PSH unit in Alameda but due to significant mental health issues has been reluctant to stay there consistently. Thanks to the ongoing support from the Albany Project HOPE HN, this client is slowly adapting and becoming more comfortable living inside in his own place. Five clients received PSH matches, which the team is actively pursuing. Additionally, one client completed paperwork for the request to port a section 8 voucher from HACA to Oakland Housing Authority, where the client is residing in a Rapid Rehousing unit.

Four clients who successfully moved into the Albany transitional house continued working on documents and completing assessments needed for PSH. One client at the house is preparing to move into his PSH unit in April, at which point another client currently receiving rental support from us in a RRH unit will move into the vacated Albany house room. HN continues motivating clients to go into and stay in the shelter in the interim and until permanent housing is secured.

Challenges

We continue to experience staffing challenges despite conducting several interviews as we recruit for the Supervisory Case Manager (SCM) position vacated in April 2021. However, we have a very promising internal candidate who we expect to step into the SCM role during Q4. Throughout Q3, the Senior Program Manager (SPM) of Residential Services provided most direct support to the HN, with additional leadership and guidance from The Associate Director of Programs (ADP). This team as worked together to ensure no gap in services and support for clients.

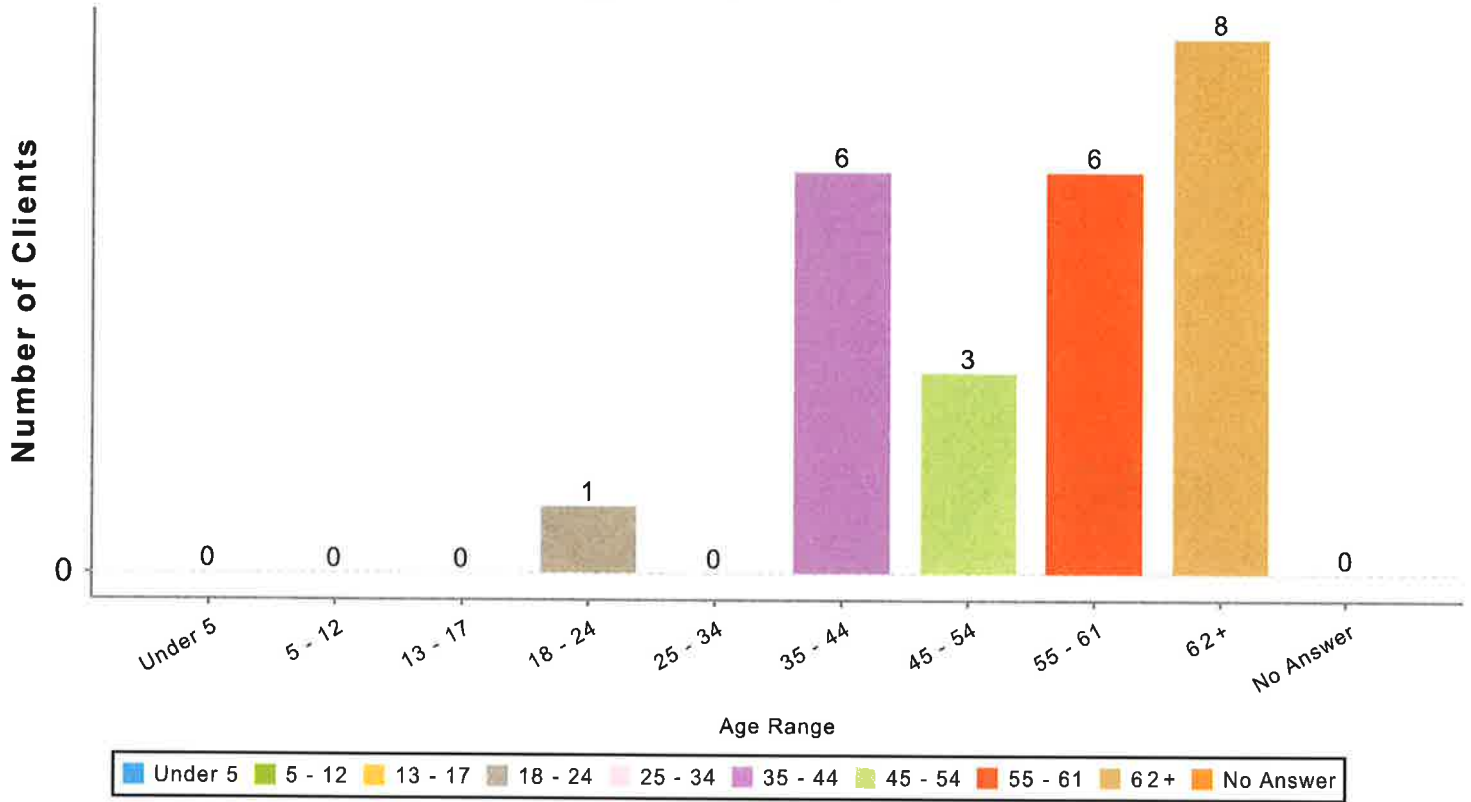
As noted in previous quarterly reports, our clients' severe mental health disabilities make essential communication and coordination of services challenging for our team. Concerns with clients' responsiveness to phone calls, requests to meet, and their cooperation with obtaining required documentation such as accurate income statements have posed a challenge to securing housing units after a PSH match is received. Additionally, several (approximately 8) homeless individuals referred for outreach services by APD of the CARES team during the quarter either refused services or were unable to be located in the community so no enrollment was conducted. Additional challenges include some clients refusing 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.

BFHP Albany Project Hope
Project Performance Measures and Targets FY21-22
*Due on the 15th of each month following quarter end

Performance Measure	Target	Q1 progress/activity	Q2 progress/activity	Q3 progress/activity	Q4 progress/activity	Year to date statistics	Comments
Outreach contacts (unduplicated contact with a new client)	60	17	33	24		74	
Performed initial intake/enrollment	40	2	1	5		8	
Number of housing case plans performed	25	10	20	9		39	
New Clients Housed (RRH)	12	0	0	5		5	
Master Leasing – New clients housed	10	4	0	2		6	
Clients maintaining housing for 6 months	8	4	3	9		16	
*Clients maintaining housing for a year	7	3	1	7		11	
Clients matched with PSH-Coordinated Entry	6	2	5	5		12	
New Clients - prevention	6	0	0	0		0	
Clients receiving flexible housing subsidy for move in costs	10	2	0	2		4	
Clients receiving short-term motel stay	8	0	1	3		4	
Clients served with Landlords incentives	12	0	0	0		0	
*May include duplicate clients							

HOUSING NAVIGATION

Age Range Chart



Age Range	# of Clients
Under 5	0
5 - 12	0
13 - 17	0
18 - 24	1
25 - 34	0
35 - 44	6
45 - 54	3
55 - 61	6
62+	8
No Answer	0
Total:	24

Client Demographics Report

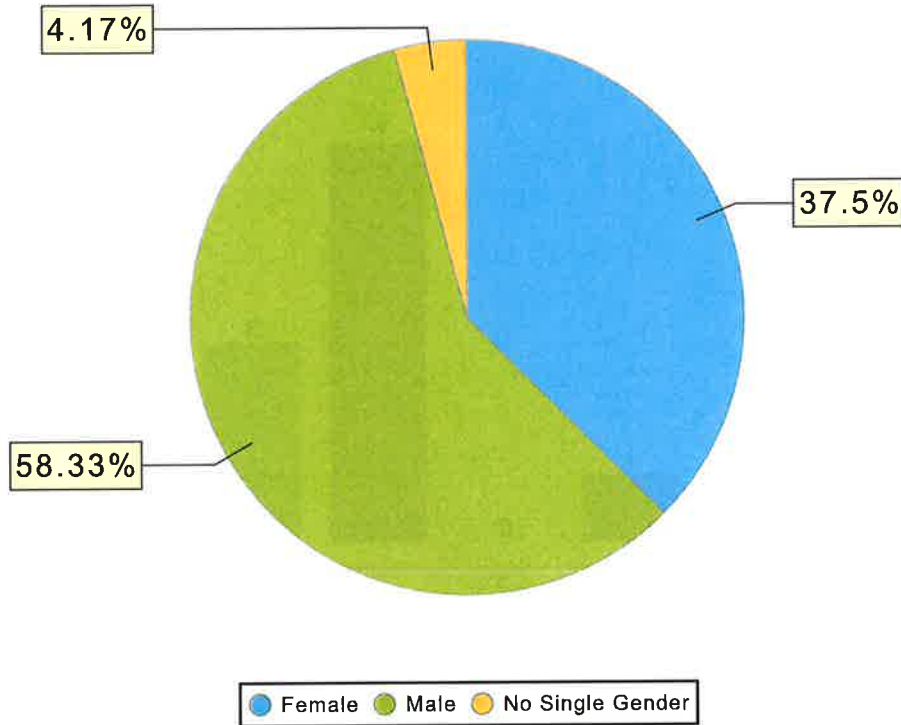
BFHP - Berkeley Food and Housing Project

Date Range: 01/01/2022 thru 03/31/2022

Veteran: All

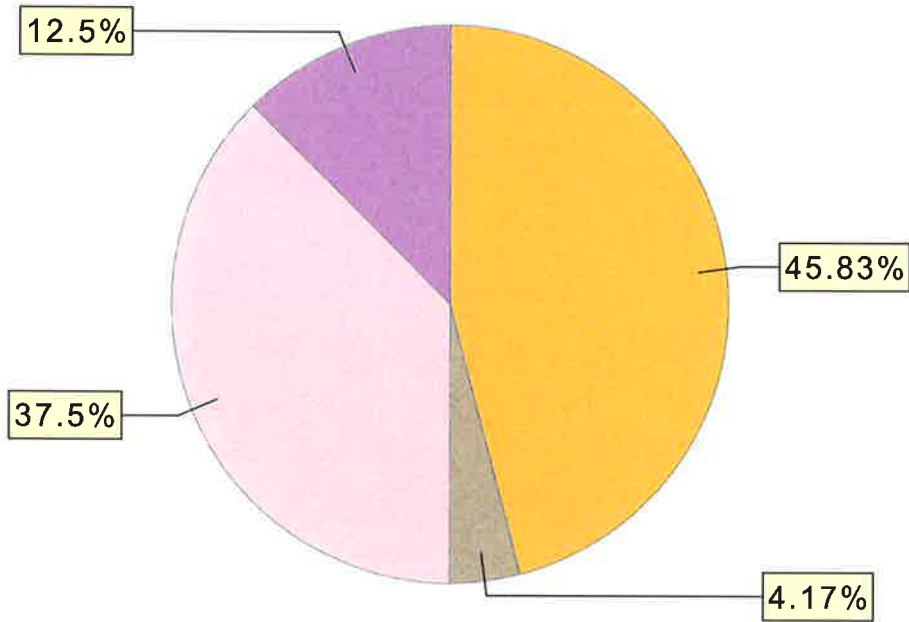
Client Project Stays: All active

Gender Chart



Gender	# of Clients
Female	9
Male	14
No Single Gender	1
Transgender	0
Questioning	0
Client doesn't know	0
Client refused	0
No Answer	0
Total:	24

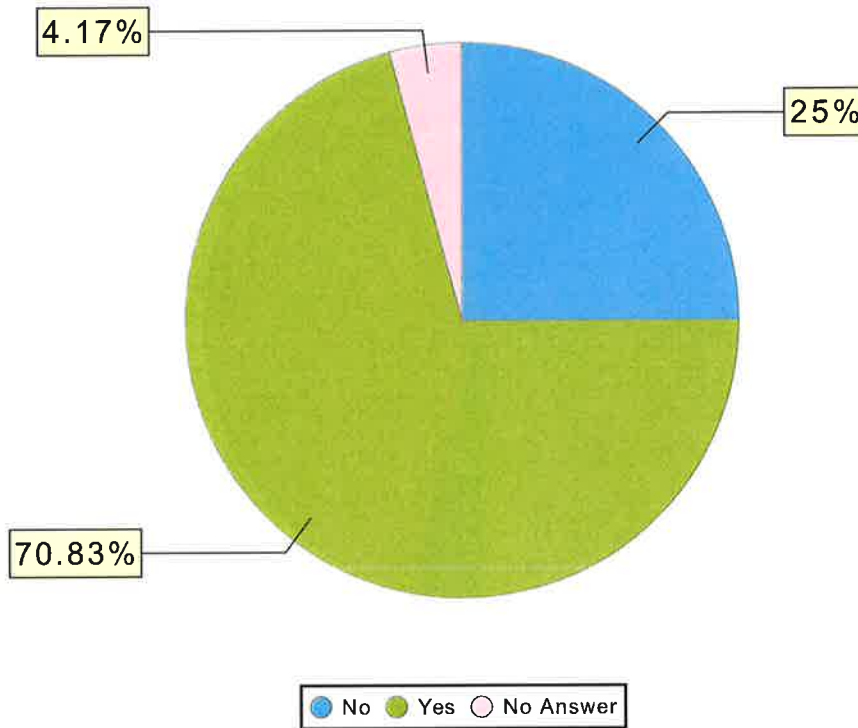
Race Chart



● Black, African American, or African
 ● Native Hawaiian or Pacific Islander
 ○ White
 ● Multiple races

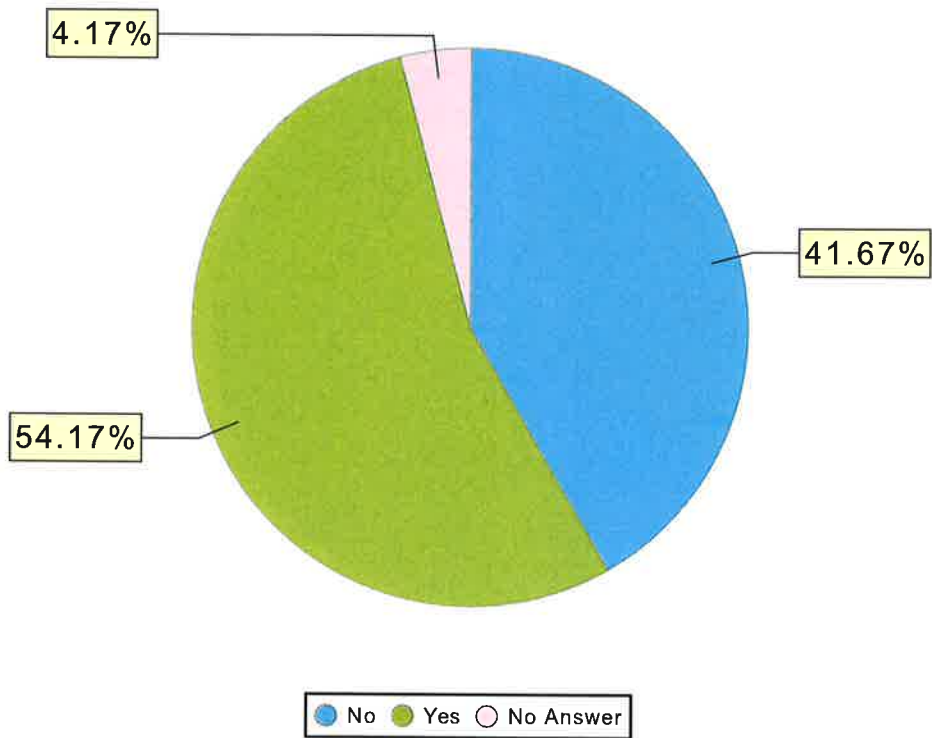
Race	# of Clients
American Indian, Alaska Native, or Indigenous	0
Asian or Asian American	0
Black, African American, or African	11
Native Hawaiian or Pacific Islander	1
White	9
Multiple races	3
Client Don't know / Refused	0
No Answer	0
Total:	24

Disabled (Adults & HoH) Chart



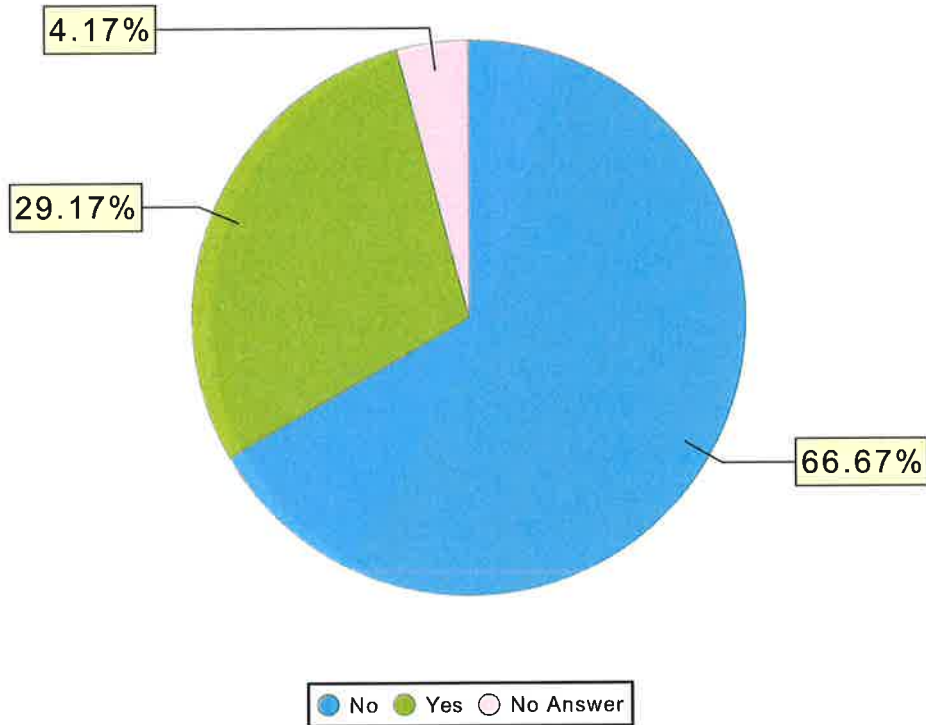
Disabled (Adults & HoH)	# of Clients
No	6
Yes	17
Client doesn't know	0
Client refused	0
No Answer	1
Total:	24

Physical Disability Chart



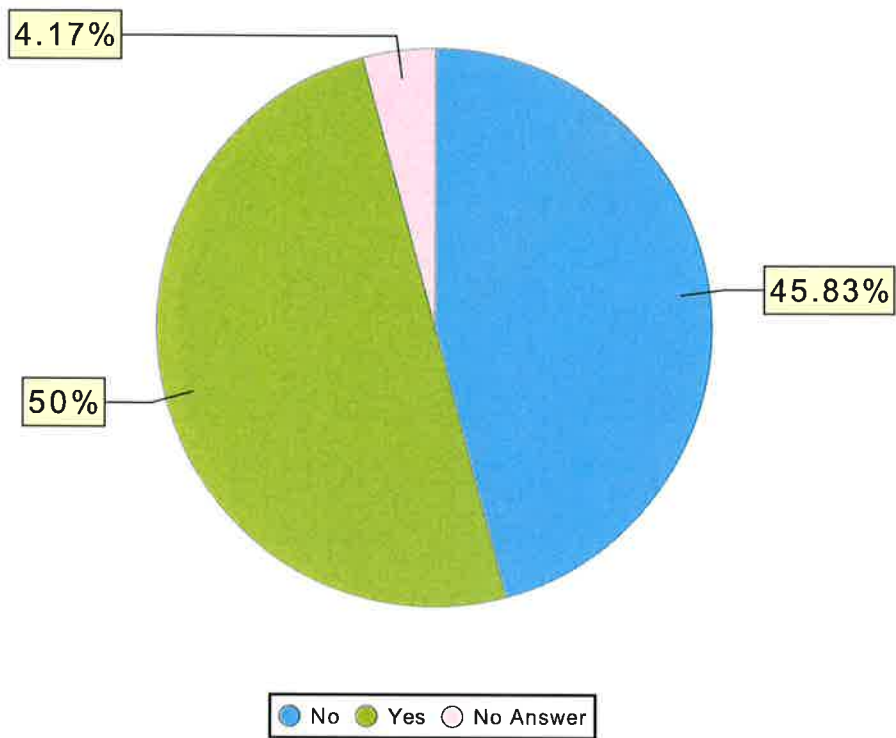
Physical Disability	# of Clients
No	10
Yes	13
Client doesn't know	0
Client refused	0
No Answer	1
Total:	24

Developmental Disability Chart



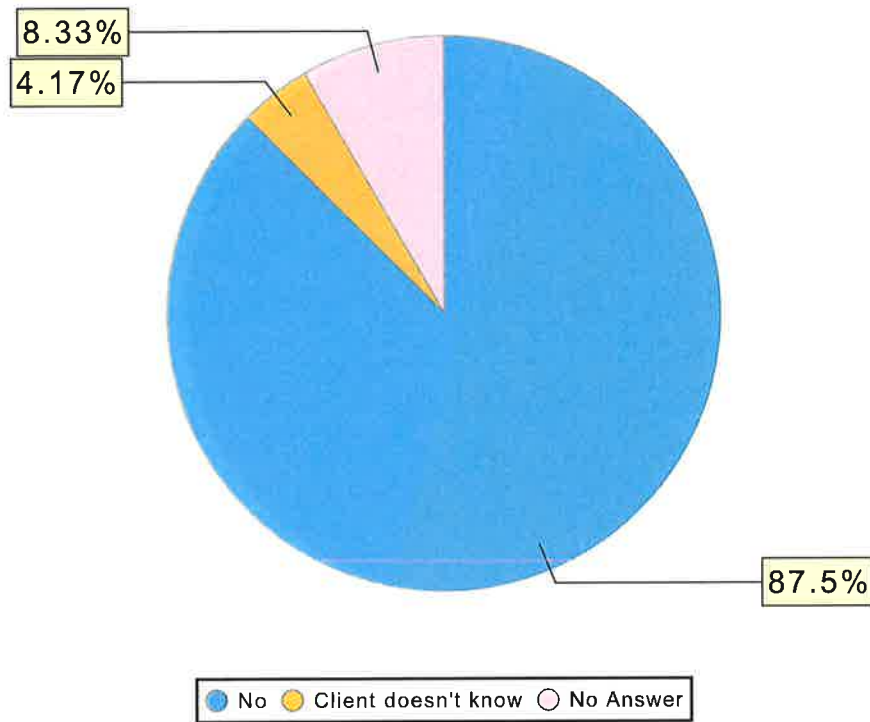
Developmental Disability	# of Clients
No	16
Yes	7
Client doesn't know	0
Client refused	0
No Answer	1
Total:	24

Chronic Health Condition Chart



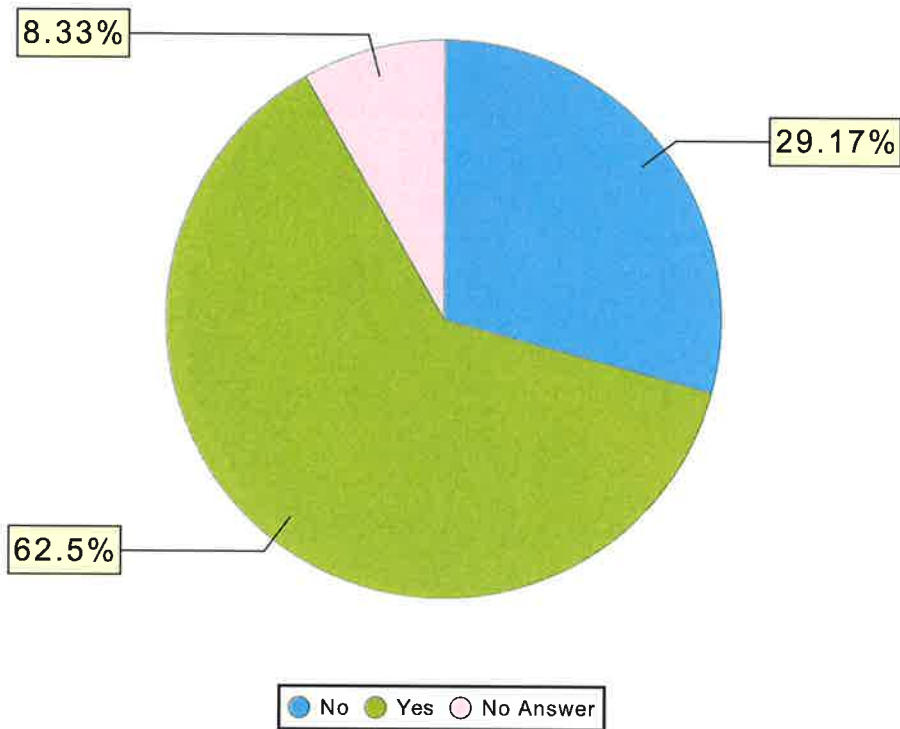
Chronic Health Condition	# of Clients
No	11
Yes	12
Client doesn't know	0
Client refused	0
No Answer	1
Total:	24

HIV/AIDS Chart



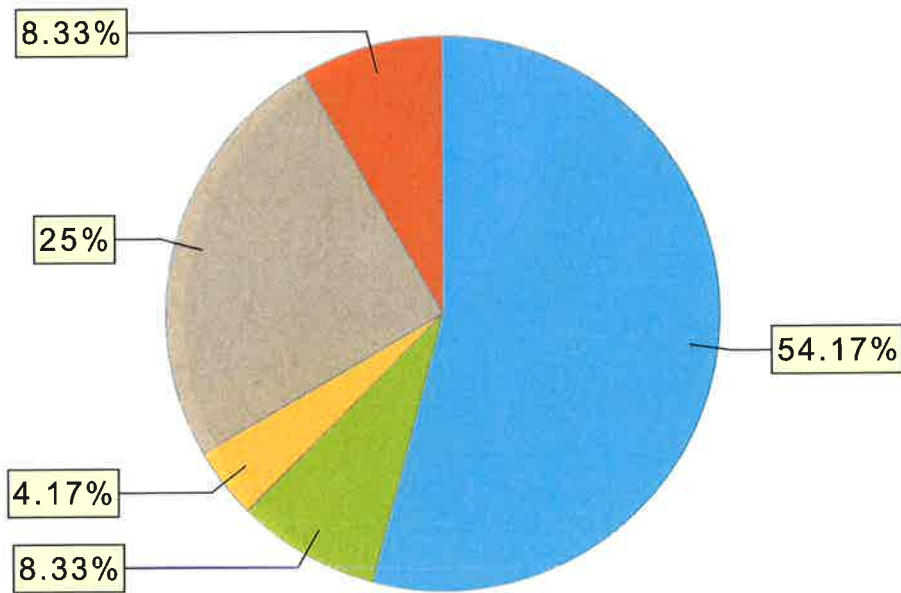
HIV/AIDS	# of Clients
No	21
Yes	0
Client doesn't know	1
Client refused	0
No Answer	2
Total:	24

Mental Health Disorder Chart



Mental Health Disorder	# of Clients
No	7
Yes	15
Client doesn't know	0
Client refused	0
No Answer	2
Total:	24

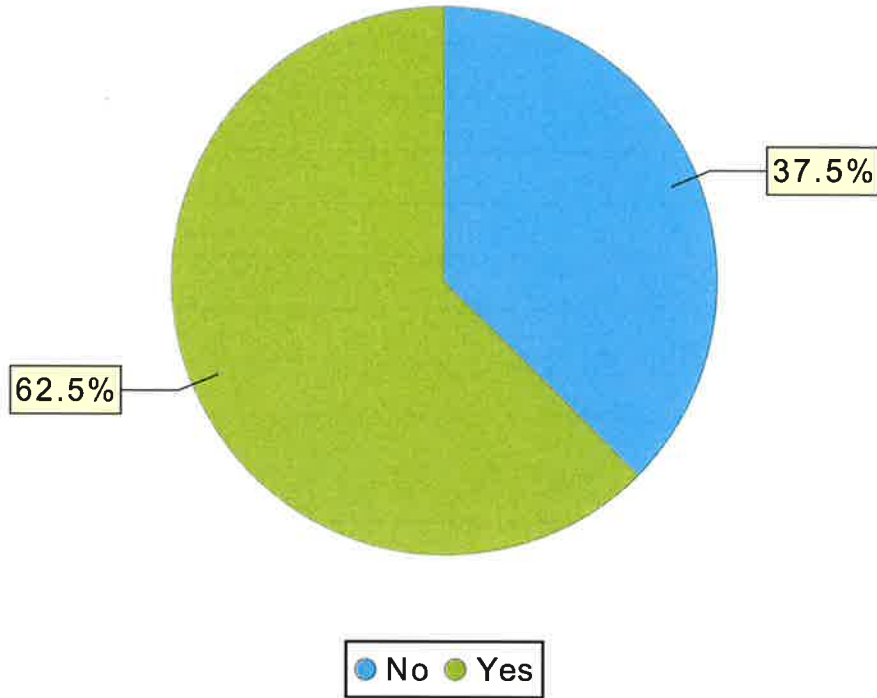
Substance Use Disorder Chart



● No
 ● Alcohol use disorder
 ● Drug use disorder
 ● Both alcohol and drug use disorders
 ● No Answer

Substance Use Disorder	# of Clients
No	13
Alcohol use disorder	2
Drug use disorder	1
Both alcohol and drug use disorders	6
Client doesn't know	0
Client refused	0
No Answer	2
Total:	24

Chronic Homelessness (Adults & HoH) Chart



Chronic Homelessness (Adults & HoH)	# of Clients
No	9
Yes	15
Clients Entering from Homelessness	# of Clients
Yes	23
No	1
Approximate Date Started	# of Clients
365 Days or More	17
Less Than 365 Days	6
Missing	0
Not applicable	1
Times Homeless in the Past Three Years	# of Clients
One Time	8
Two Times	1
Three Times	2
Four or more times	12
Client doesn't know	0
Client refused	0

Client Demographics Report

BFHP - Berkeley Food and Housing Project

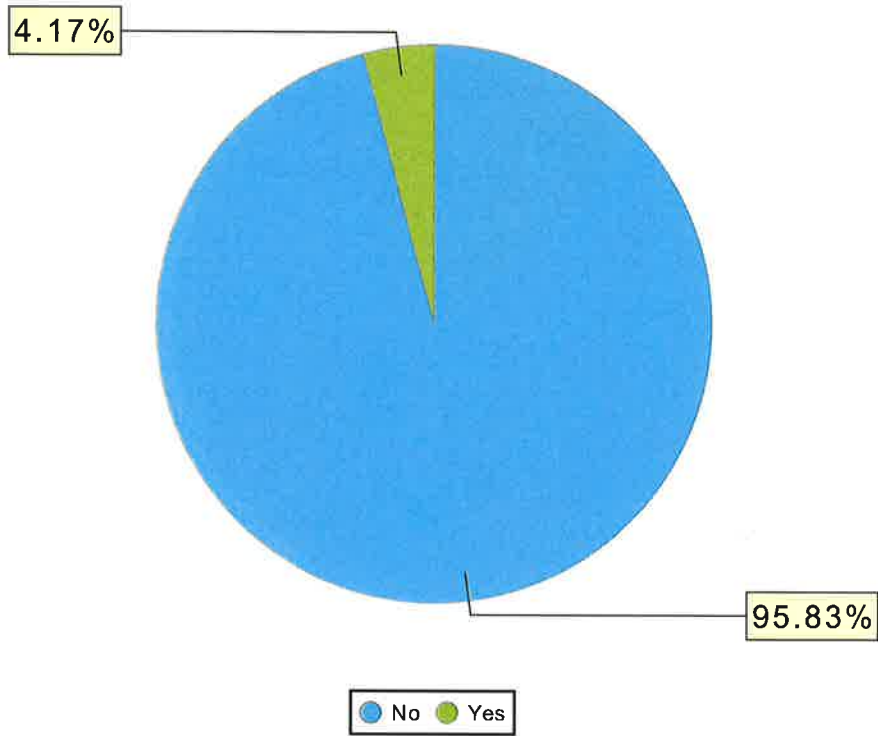
Date Range: 01/01/2022 thru 03/31/2022

Veteran: All

Client Project Stays: All active

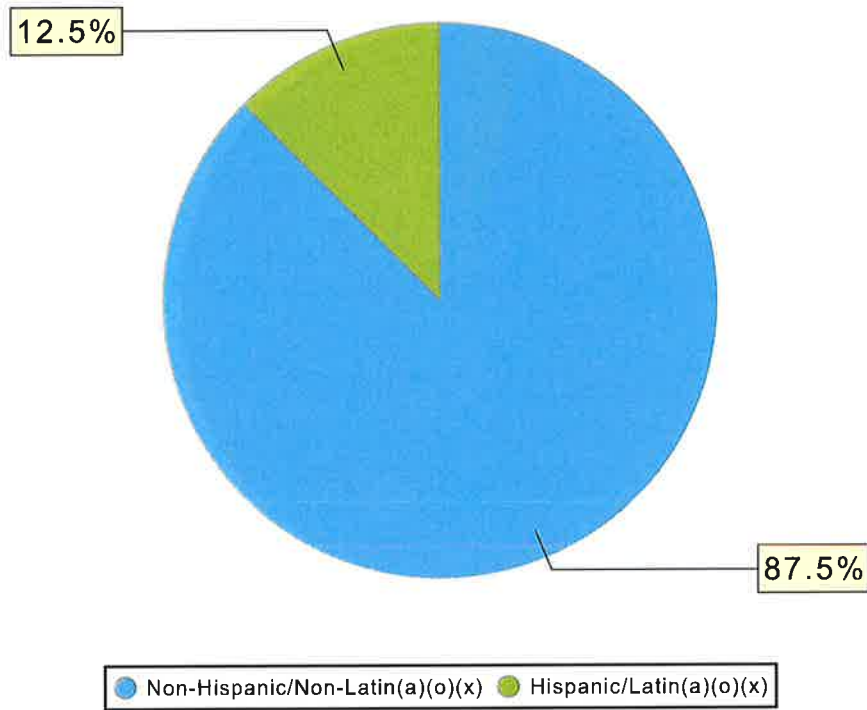
Times Homeless in the Past Three Years	# of Clients
No Answer	1
Total Months Homeless in the Past Three years	# of Clients
One month (this time is the first month)	0
Two Months	2
Three Months	1
Four Months	1
Five Months	2
Six Months	0
Seven Months	2
Eight Months	0
Nine Months	0
Ten Months	0
Eleven Months	0
Twelve Months	0
More than 12 Months	15
Client doesn't know	0
Client refused	0
No Answer	0
Not Applicable	1
Total:	24

Veteran Status (Adults Only) Chart



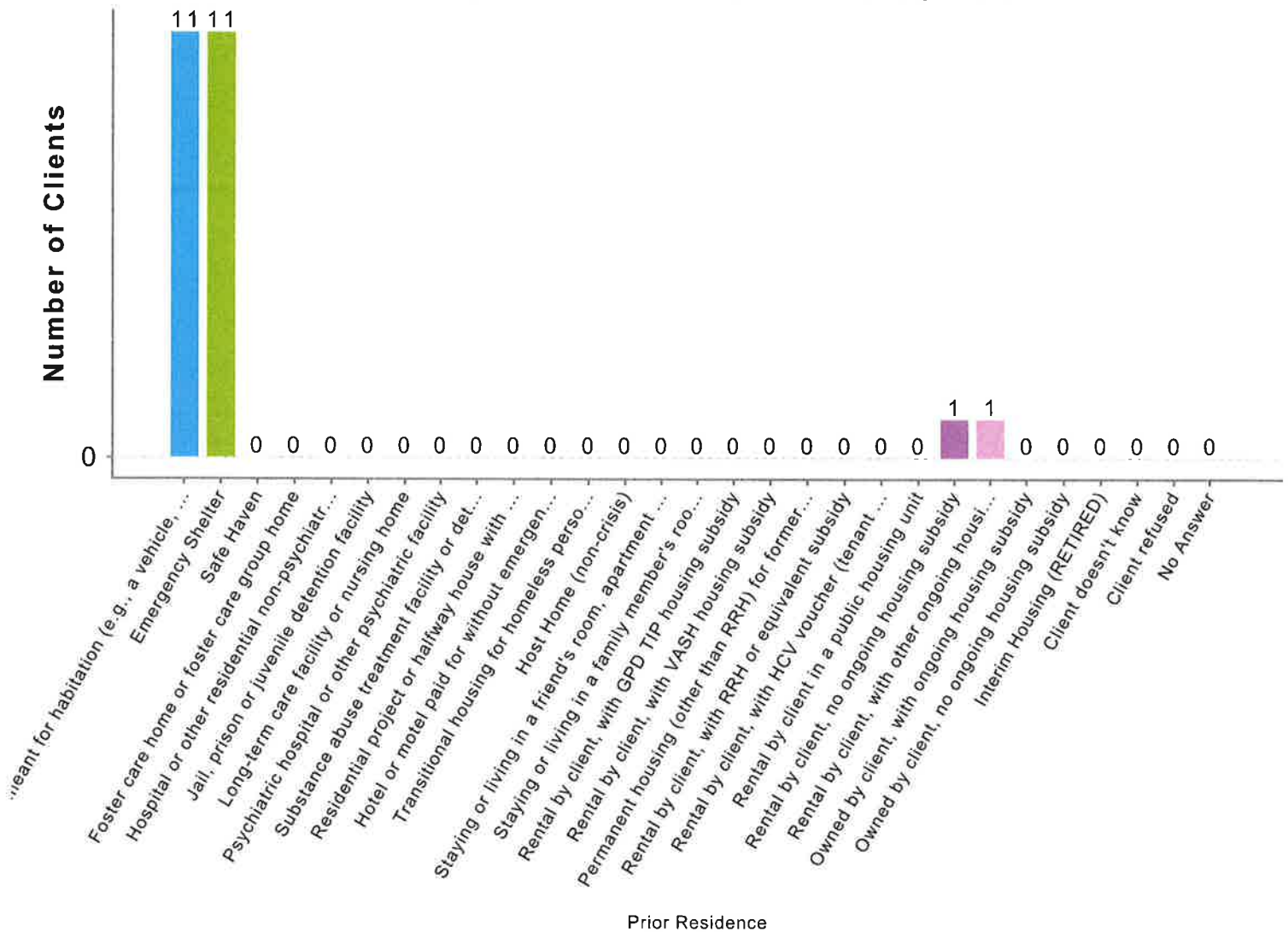
Veteran Status (Adults Only)	# of Clients
No	23
Yes	1
Client doesn't know	0
Client refused	0
No Answer	0
Total:	24

Hispanic Ethnicity Chart



Hispanic Ethnicity	# of Clients
Non-Hispanic/Non-Latin(a)(o)(x)	21
Hispanic/Latin(a)(o)(x)	3
Client doesn't know	0
Client refused	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)	Safe Haven
Emergency shelter, including hotel or motel paid for with emergency shelter voucher, or RHY-funded Host Home shelter	Hospital or other residential non-psychiatric medical facility
Foster care home or foster care group home	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	Residential project or halfway house with no homeless criteria
Hotel or motel paid for without emergency shelter voucher	Transitional housing for homeless persons (including homeless youth)
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, with GPD TIP housing subsidy
Rental by client, with VASH housing subsidy	Permanent housing (other than RRH) for formerly homeless persons
Rental by client, with RRH or equivalent subsidy	Rental by client, with HCV voucher (tenant or project based)
Rental by client, with HCV voucher (tenant or project based)	Rental by client in a public housing unit
Rental by client, no ongoing housing subsidy	Rental by client, with other ongoing housing subsidy
Rental by client, with other ongoing housing subsidy	Owned by client, with ongoing housing subsidy
Owned by client, with ongoing housing subsidy	Owned by client, no ongoing housing subsidy
Owned by client, no ongoing housing subsidy	Interim Housing (RETIRED)
Interim Housing (RETIRED)	Client doesn't know
Client doesn't know	Client refused
Client refused	No Answer
No Answer	

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

BFHP - Berkeley Food and Housing Project

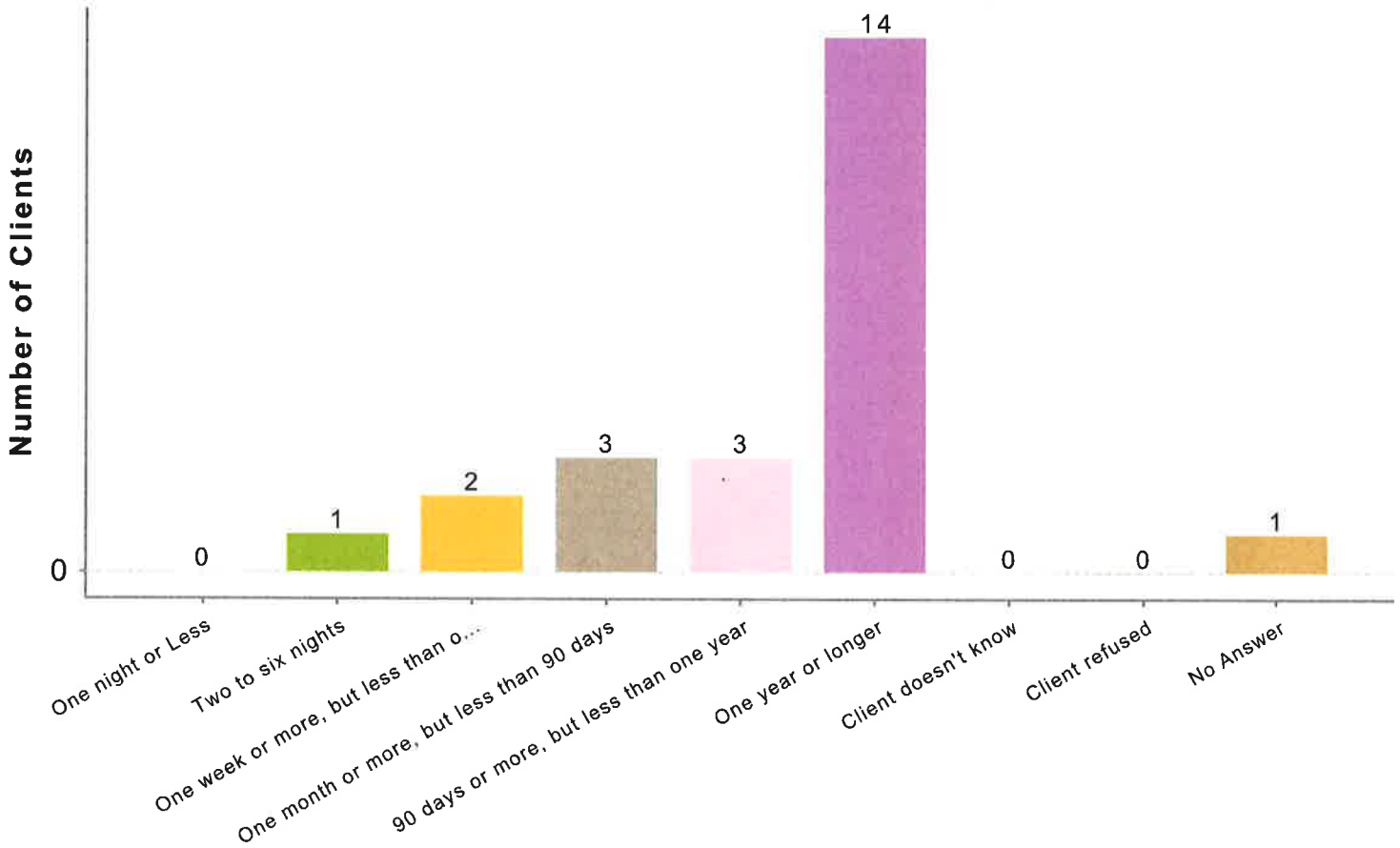
Date Range: 01/01/2022 thru 03/31/2022

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)	11
Emergency shelter, including hotel or motel paid for with emergency shelter voucher, or RHY-funded Host Home shelter	11
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
Residential project or halfway house with no homeless criteria	0
Hotel or motel paid for without emergency shelter voucher	0
Transitional housing for homeless persons (including homeless youth)	0
Host Home (non-crisis)	0
Staying or living in a friend's room, apartment or house	0
Staying or living in a family member's room, apartment or house	0
Rental by client, with GPD TIP housing subsidy	0
Rental by client, with VASH housing subsidy	0
Permanent housing (other than RRH) for formerly homeless persons	0
Rental by client, with RRH or equivalent subsidy	0
Rental by client, with HCV voucher (tenant or project based)	0
Rental by client in a public housing unit	0
Rental by client, no ongoing housing subsidy	1
Rental by client, with other ongoing housing subsidy	1
Owned by client, with ongoing housing subsidy	0
Owned by client, no ongoing housing subsidy	0
Interim Housing (RETIRED)	0
Client doesn't know	0
Client refused	0
No Answer	0
Total:	24

Prior Living Duration (Adults & HoH) Chart



Prior Duration

One night or Less	Two to six nights	One week or more, but less than one month	One month or more, but less than 90 days	90 days or more, but less than one year	One year or longer	Client doesn't know	Client refused	No Answer
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Prior Living Duration (Adults & HoH)	# of Clients
One night or Less	0
Two to six nights	1
One week or more, but less than one month	2
One month or more, but less than 90 days	3
90 days or more, but less than one year	3
One year or longer	14
Client doesn't know	0
Client refused	0
No Answer	1
Total:	24

Client Demographics Report

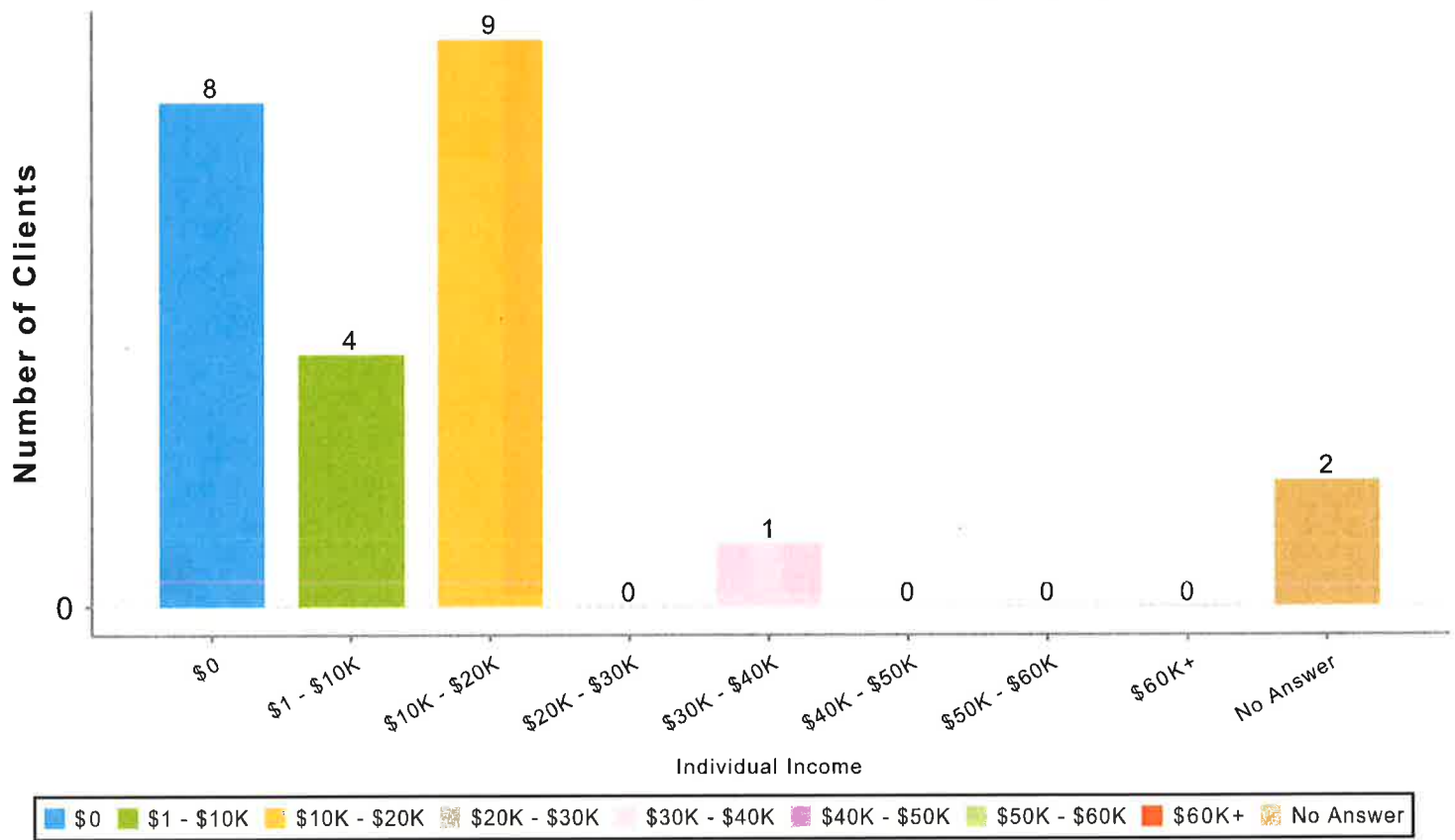
BFHP - Berkeley Food and Housing Project

Date Range: 01/01/2022 thru 03/31/2022

Veteran: All

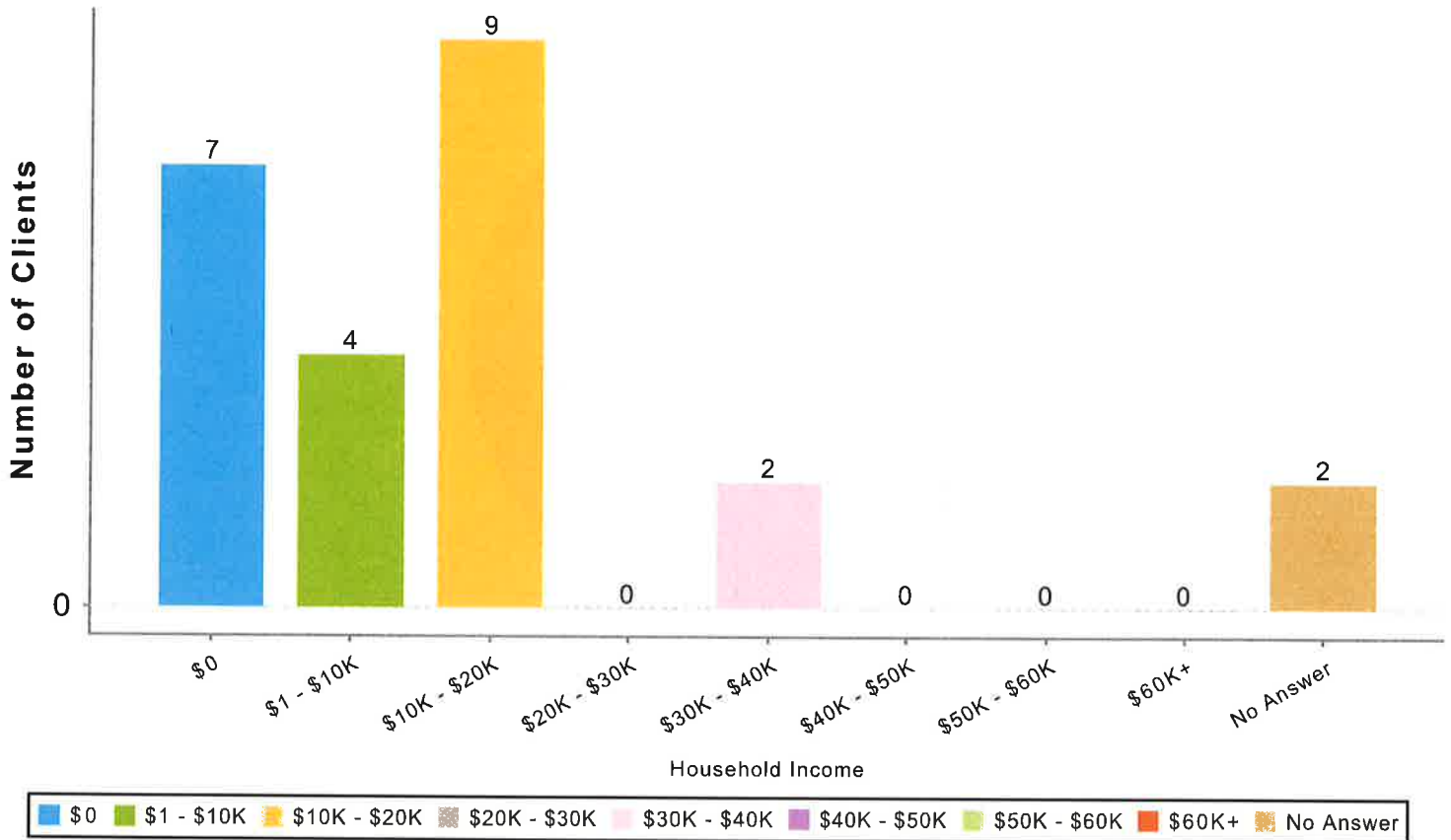
Client Project Stays: All active

Individual Income (Adults & HoH) Chart



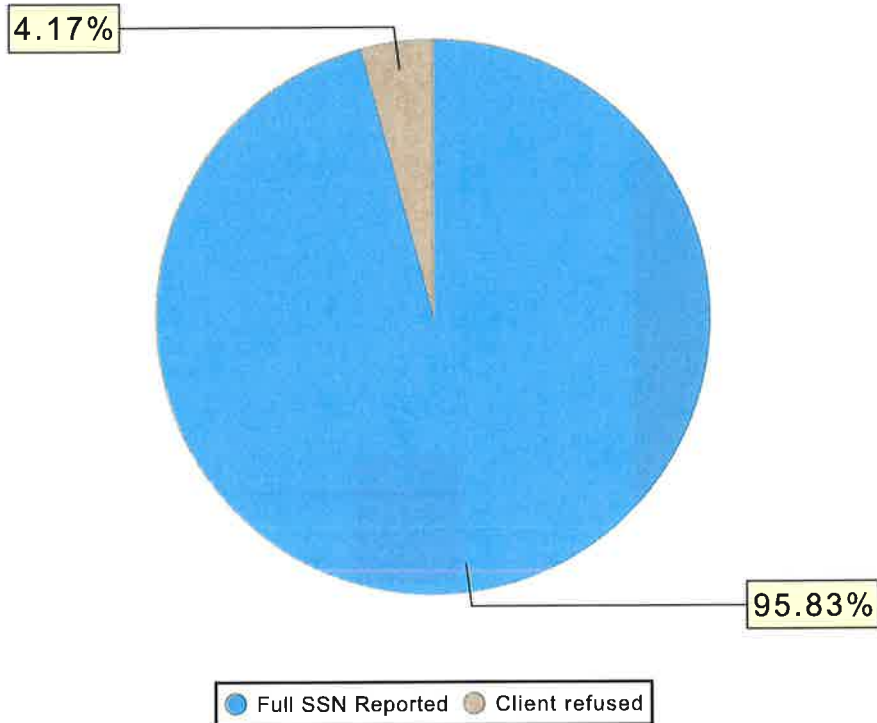
Individual Income (Adults & HoH)	# of Clients
\$0	8
\$1 - \$10K	4
\$10K - \$20K	9
\$20K - \$30K	0
\$30K - \$40K	1
\$40K - \$50K	0
\$50K - \$60K	0
\$60K+	0
No Answer	2
Total:	24

Household Income Chart



Household Income	# of Clients
\$0	7
\$1 - \$10K	4
\$10K - \$20K	9
\$20K - \$30K	0
\$30K - \$40K	2
\$40K - \$50K	0
\$50K - \$60K	0
\$60K+	0
No Answer	2
Total:	24

SSN Validity Chart



SSN Validity	# of Clients
Full SSN Reported	23
Approximate or partial SSN reported	0
Client doesn't know	0
Client refused	1
No Answer	0
Total:	24

Client Demographics Report

BFHP - Berkeley Food and Housing Project

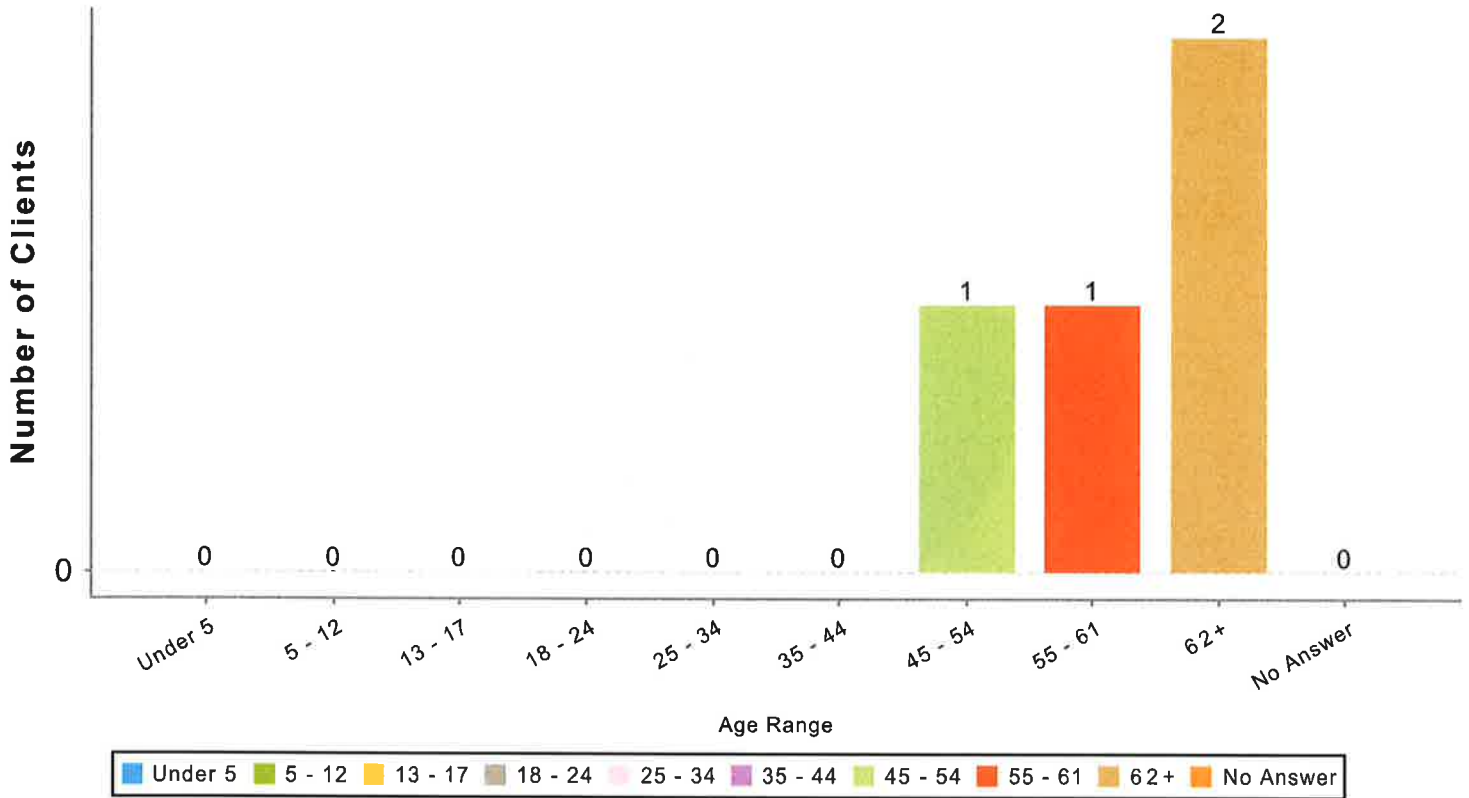
Date Range: 01/01/2022 thru 03/31/2022

Veteran: All

Client Project Stays: All active

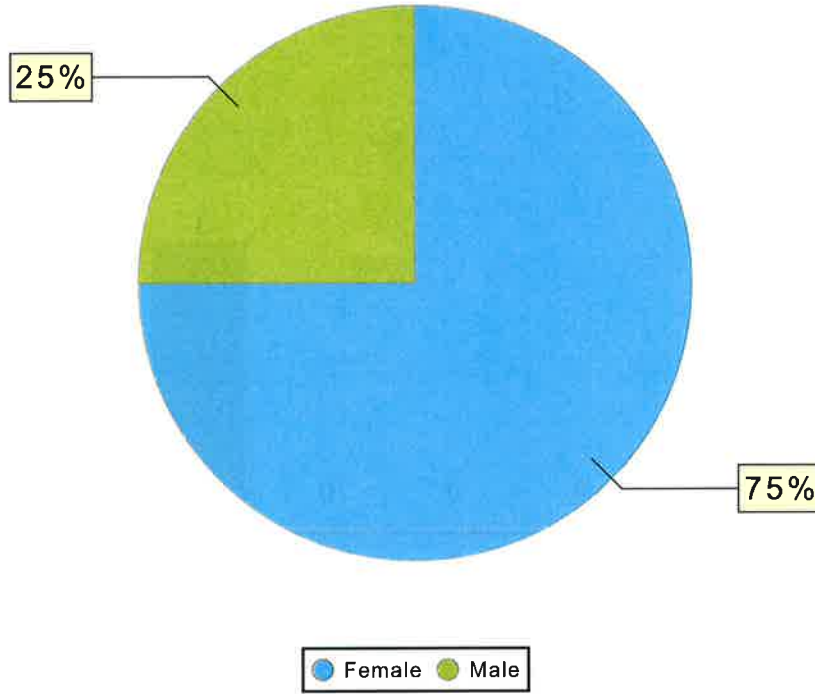
OUTREACH

Age Range Chart



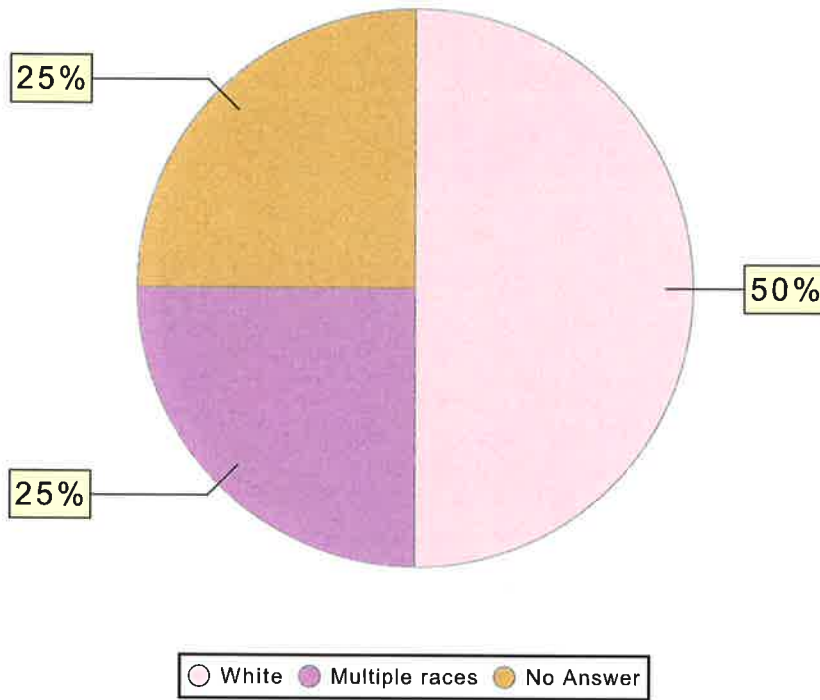
Age Range	# of Clients
Under 5	0
5 - 12	0
13 - 17	0
18 - 24	0
25 - 34	0
35 - 44	0
45 - 54	1
55 - 61	1
62+	2
No Answer	0
Total:	4

Gender Chart



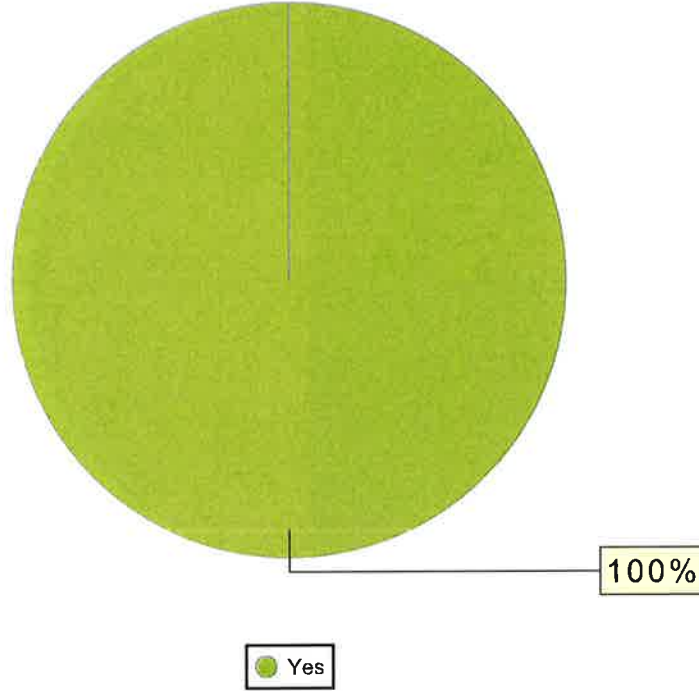
Gender	# of Clients
Female	3
Male	1
No Single Gender	0
Transgender	0
Questioning	0
Client doesn't know	0
Client refused	0
No Answer	0
Total:	4

Race Chart



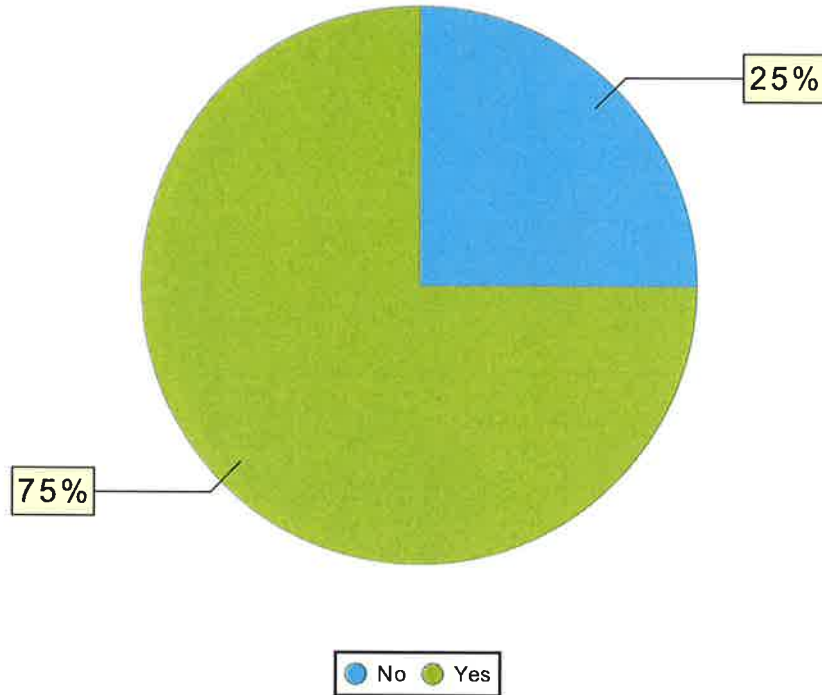
Race	# of Clients
American Indian, Alaska Native, or Indigenous	0
Asian or Asian American	0
Black, African American, or African	0
Native Hawaiian or Pacific Islander	0
White	2
Multiple races	1
Client Don't know / Refused	0
No Answer	1
Total:	4

Disabled (Adults & HoH) Chart



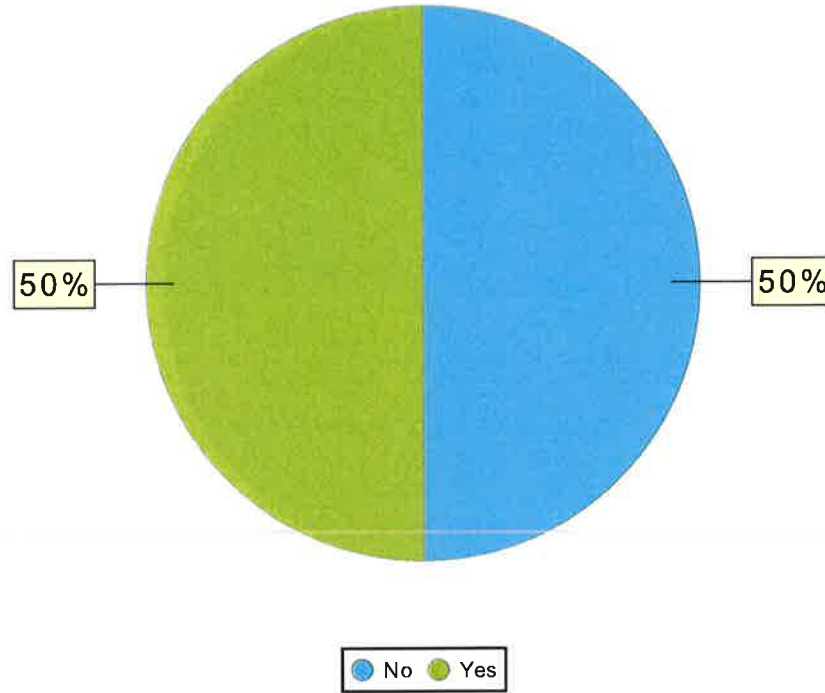
Disabled (Adults & HoH)	# of Clients
No	0
Yes	4
Client doesn't know	0
Client refused	0
No Answer	0
Total:	4

Physical Disability Chart



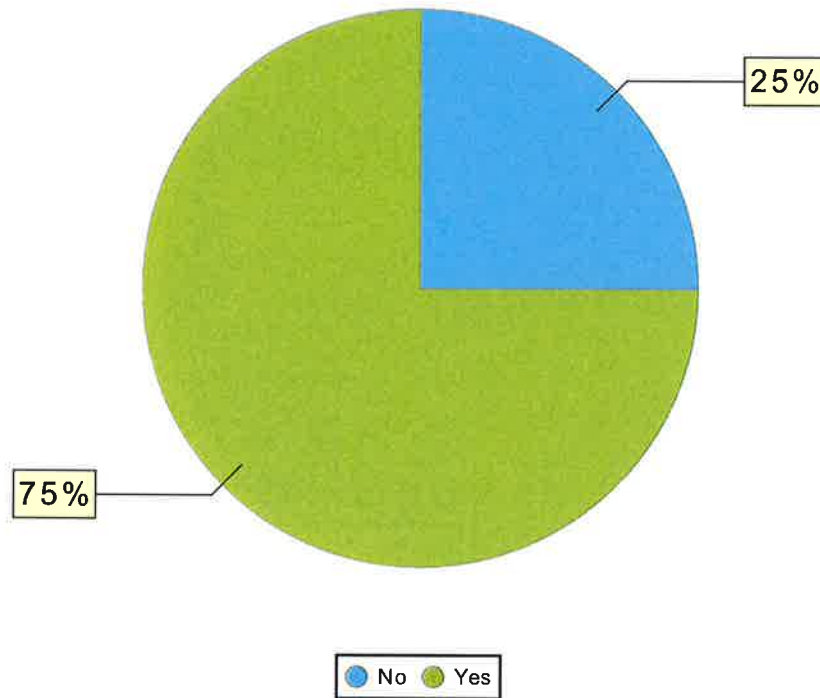
Physical Disability	# of Clients
No	1
Yes	3
Client doesn't know	0
Client refused	0
No Answer	0
Total:	4

Developmental Disability Chart



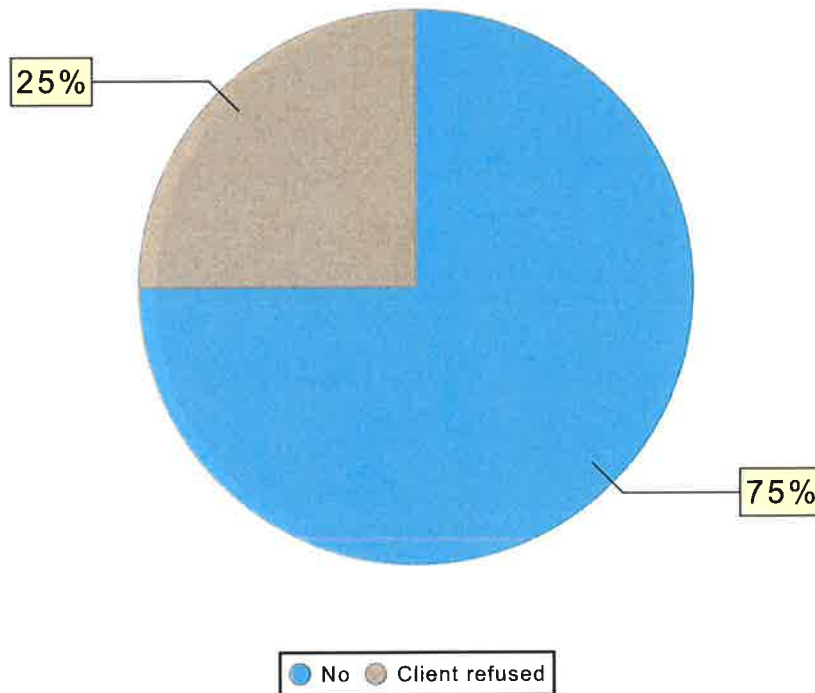
Developmental Disability	# of Clients
No	2
Yes	2
Client doesn't know	0
Client refused	0
No Answer	0
Total:	4

Chronic Health Condition Chart



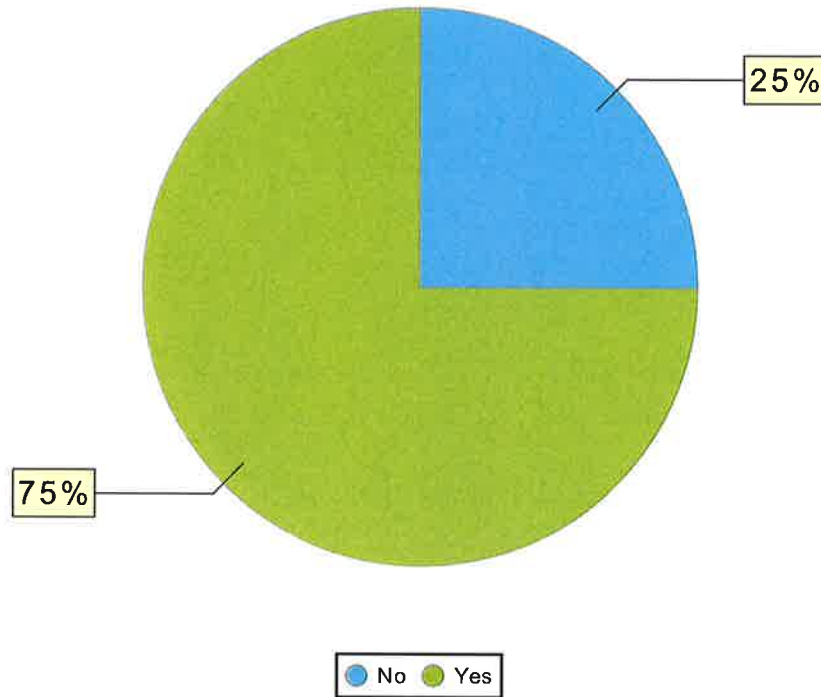
Chronic Health Condition	# of Clients
No	1
Yes	3
Client doesn't know	0
Client refused	0
No Answer	0
Total:	4

HIV/AIDS Chart



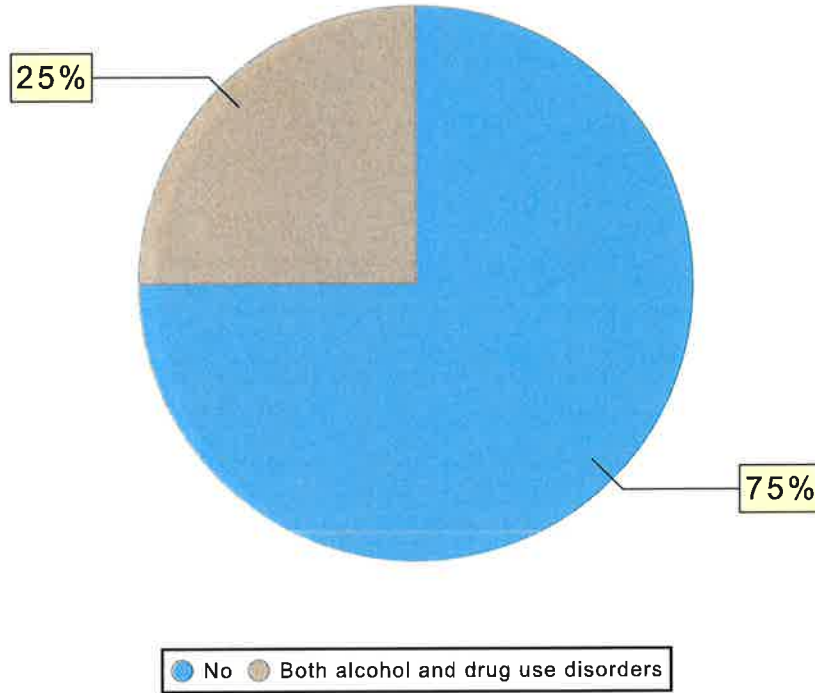
HIV/AIDS	# of Clients
No	3
Yes	0
Client doesn't know	0
Client refused	1
No Answer	0
Total:	4

Mental Health Disorder Chart



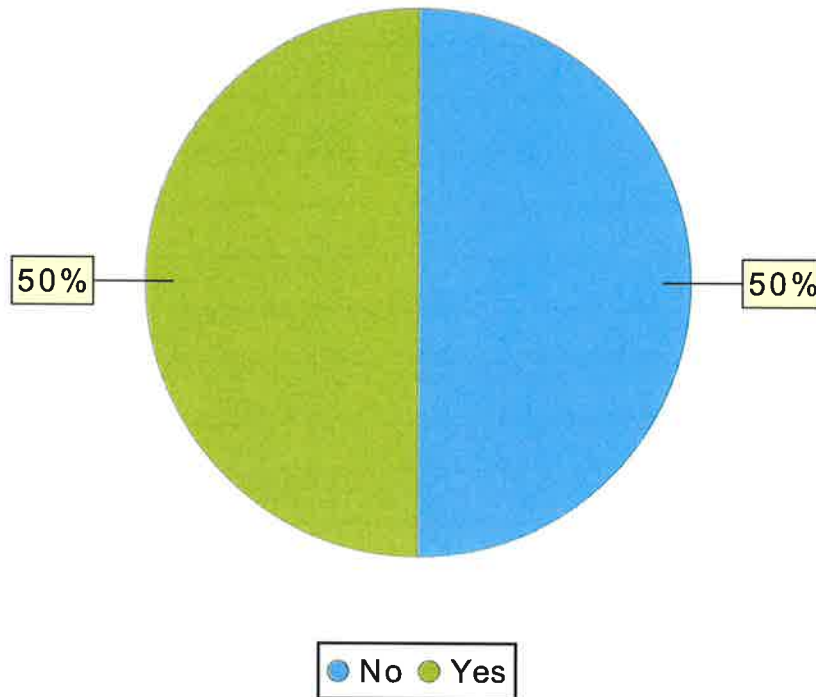
Mental Health Disorder	# of Clients
No	1
Yes	3
Client doesn't know	0
Client refused	0
No Answer	0
Total:	4

Substance Use Disorder Chart



Substance Use Disorder	# of Clients
No	3
Alcohol use disorder	0
Drug use disorder	0
Both alcohol and drug use disorders	1
Client doesn't know	0
Client refused	0
No Answer	0
Total:	4

Chronic Homelessness (Adults & HoH) Chart



Chronic Homelessness (Adults & HoH)	# of Clients
No	2
Yes	2
Clients Entering from Homelessness	# of Clients
Yes	4
No	0
Approximate Date Started	# of Clients
365 Days or More	1
Less Than 365 Days	3
Missing	0
Not applicable	0
Times Homeless in the Past Three Years	# of Clients
One Time	1
Two Times	1
Three Times	1
Four or more times	1
Client doesn't know	0
Client refused	0

Client Demographics Report

BFHP - Berkeley Food and Housing Project

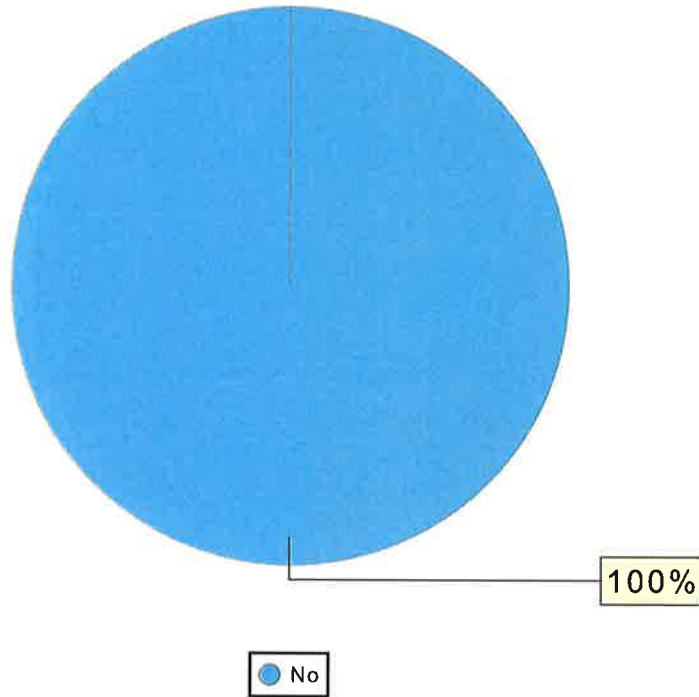
Date Range: 01/01/2022 thru 03/31/2022

Veteran: All

Client Project Stays: All active

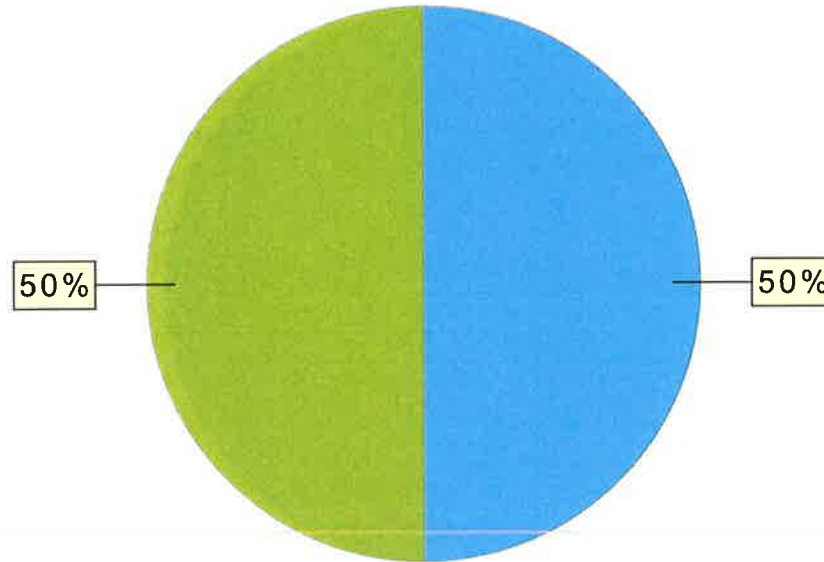
Times Homeless in the Past Three Years	# of Clients
No Answer	0
Total Months Homeless in the Past Three years :	# of Clients
One month (this time is the first month)	0
Two Months	1
Three Months	1
Four Months	0
Five Months	0
Six Months	0
Seven Months	0
Eight Months	0
Nine Months	0
Ten Months	0
Eleven Months	0
Twelve Months	0
More than 12 Months	2
Client doesn't know	0
Client refused	0
No Answer	0
Not Applicable	0
Total:	4

Veteran Status (Adults Only) Chart



Veteran Status (Adults Only)	# of Clients
No	4
Yes	0
Client doesn't know	0
Client refused	0
No Answer	0
Total:	4

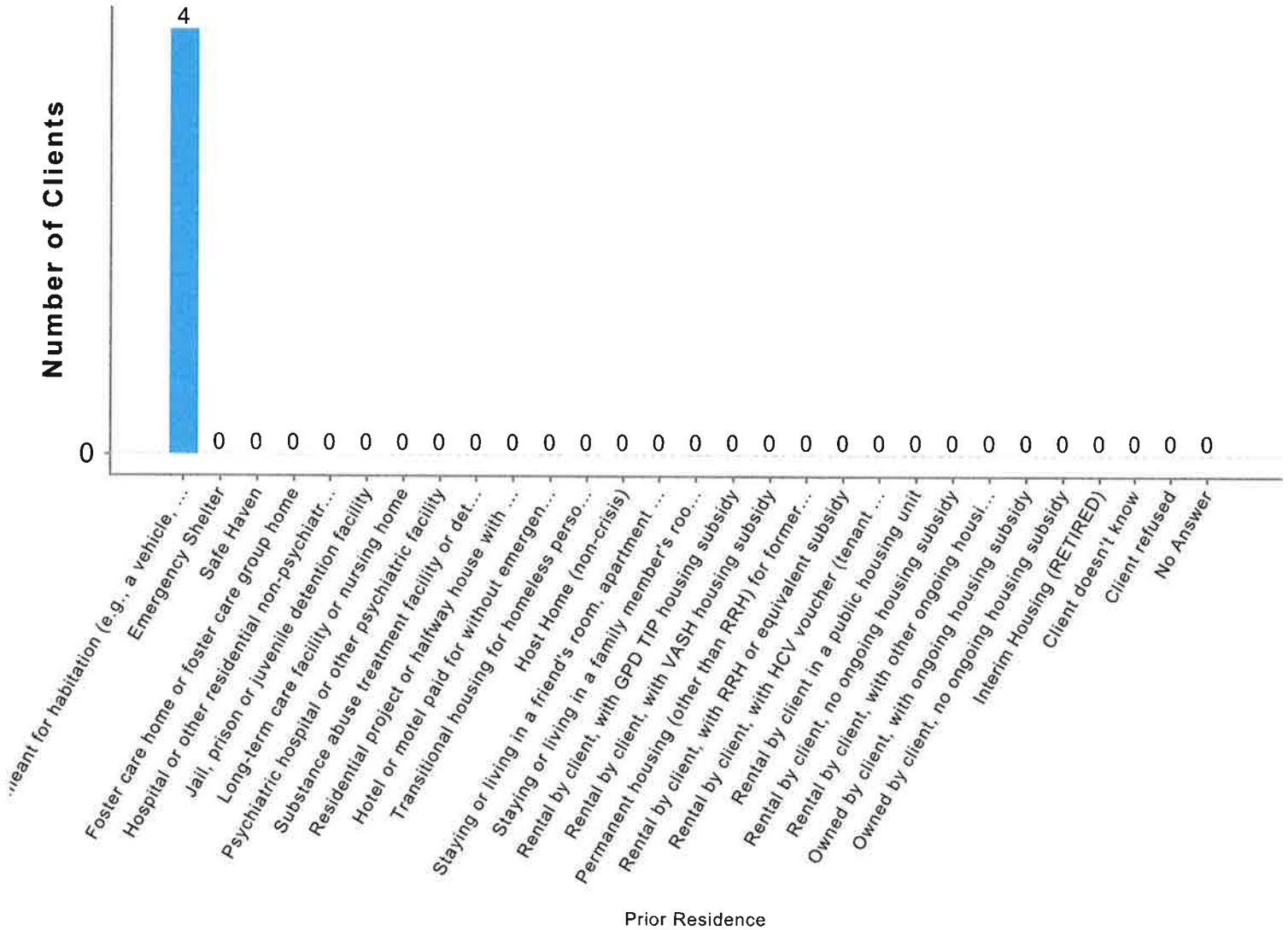
Hispanic Ethnicity Chart



● Non-Hispanic/Non-Latin(a)(o)(x) ● Hispanic/Latin(a)(o)(x)

Hispanic Ethnicity	# of Clients
Non-Hispanic/Non-Latin(a)(o)(x)	2
Hispanic/Latin(a)(o)(x)	2
Client doesn't know	0
Client refused	0
No Answer	0
Total:	4

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)	Safe Haven
Emergency shelter, including hotel or motel paid for with emergency shelter voucher, or RHY-funded Host Home shelter	
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	Residential project or halfway house with no homeless criteria
Hotel or motel paid for without emergency shelter voucher	Transitional housing for homeless persons (including homeless youth)
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, with GPD TIP housing subsidy
Rental by client, with VASH housing subsidy	Permanent housing (other than RRH) for formerly homeless persons
Rental by client, with RRH or equivalent subsidy	Rental by client, with HCV voucher (tenant or project based)
Rental by client in a public housing unit	Rental by client, no ongoing housing subsidy
Rental by client, with other ongoing housing subsidy	Owned by client, with ongoing housing subsidy
Owned by client, no ongoing housing subsidy	Interim Housing (RETIRED)
Client doesn't know	Client refused
No Answer	

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

BFHP - Berkeley Food and Housing Project

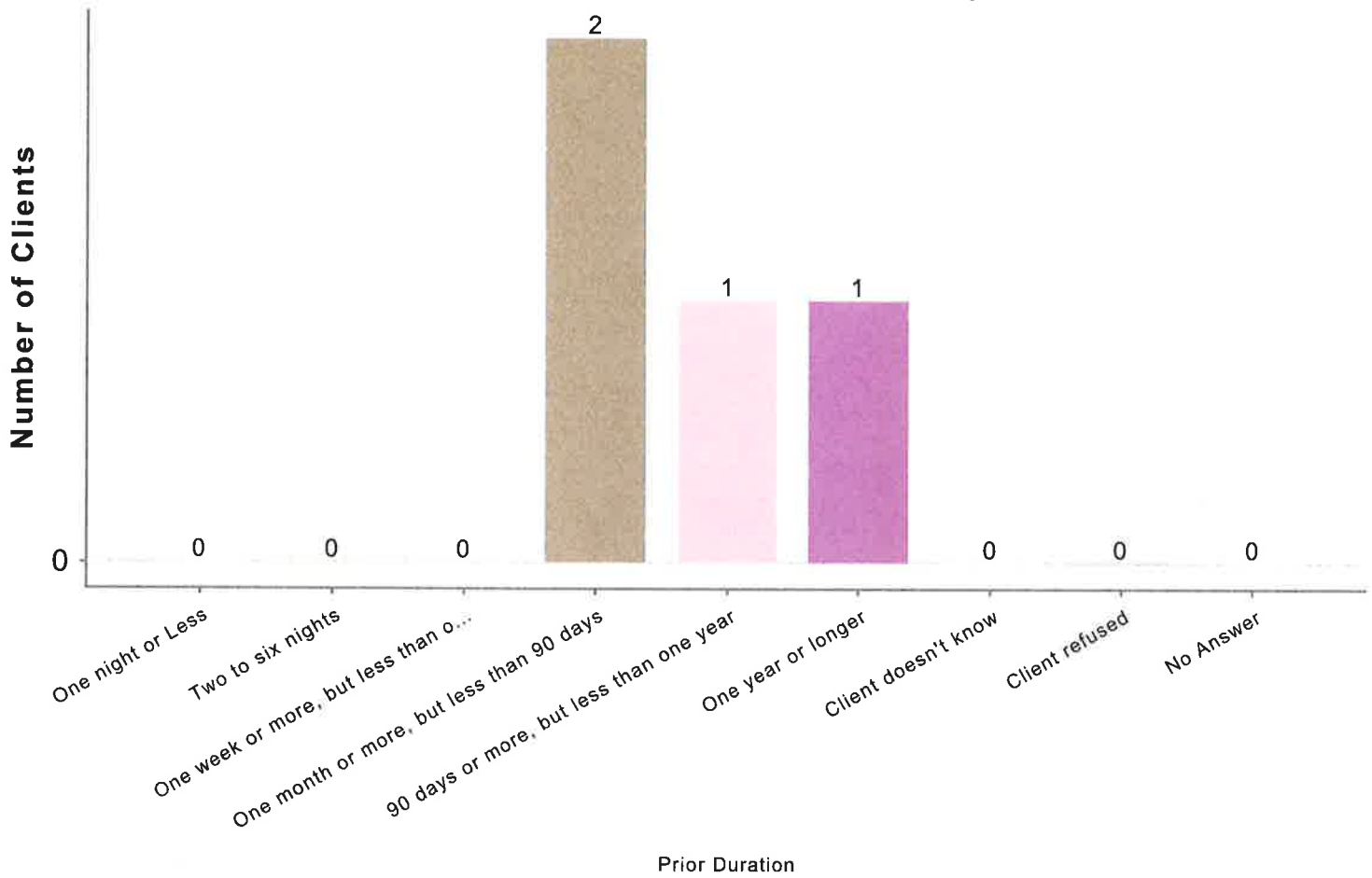
Date Range: 01/01/2022 thru 03/31/2022

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)	4
Emergency shelter, including hotel or motel paid for with emergency shelter voucher, or RHY-funded Host Home shelter	0
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
Residential project or halfway house with no homeless criteria	0
Hotel or motel paid for without emergency shelter voucher	0
Transitional housing for homeless persons (including homeless youth)	0
Host Home (non-crisis)	0
Staying or living in a friend's room, apartment or house	0
Staying or living in a family member's room, apartment or house	0
Rental by client, with GPD TIP housing subsidy	0
Rental by client, with VASH housing subsidy	0
Permanent housing (other than RRH) for formerly homeless persons	0
Rental by client, with RRH or equivalent subsidy	0
Rental by client, with HCV voucher (tenant or project based)	0
Rental by client in a public housing unit	0
Rental by client, no ongoing housing subsidy	0
Rental by client, with other ongoing housing subsidy	0
Owned by client, with ongoing housing subsidy	0
Owned by client, no ongoing housing subsidy	0
Interim Housing (RETIRED)	0
Client doesn't know	0
Client refused	0
No Answer	0
Total:	4

Prior Living Duration (Adults & HoH) Chart



One night or Less	Two to six nights	One week or more, but less than one month	One month or more, but less than 90 days
90 days or more, but less than one year	One year or longer	Client doesn't know	Client refused
No Answer			

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	0
One month or more, but less than 90 days	2
90 days or more, but less than one year	1
One year or longer	1
Client doesn't know	0
Client refused	0
No Answer	0
Total:	4

Client Demographics Report

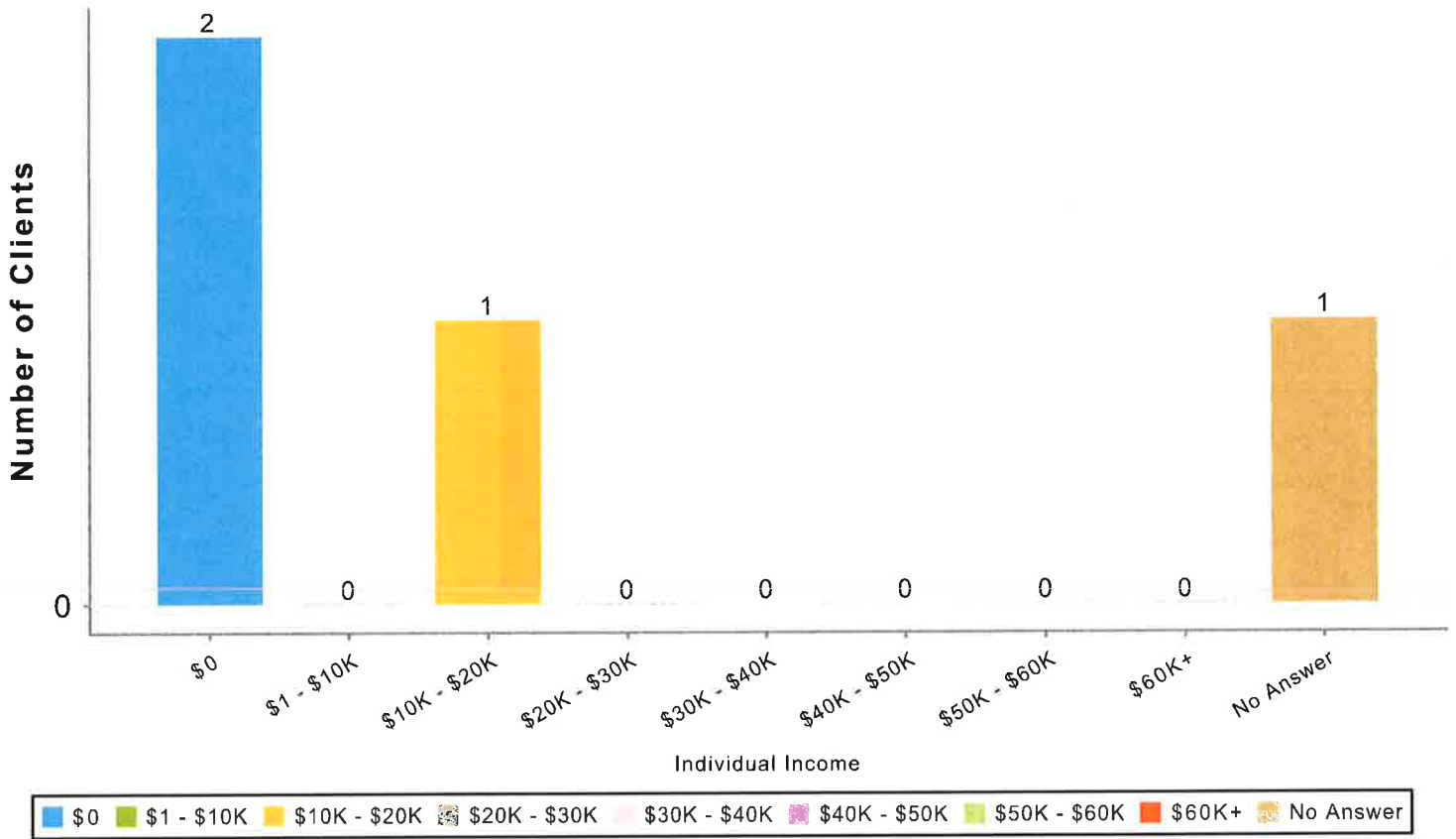
BFHP - Berkeley Food and Housing Project

Date Range: 01/01/2022 thru 03/31/2022

Veteran: All

Client Project Stays: All active

Individual Income (Adults & HoH) Chart



Individual Income (Adults & HoH)	# of Clients
\$0	2
\$1 - \$10K	0
\$10K - \$20K	1
\$20K - \$30K	0
\$30K - \$40K	0
\$40K - \$50K	0
\$50K - \$60K	0
\$60K+	0
No Answer	1
Total:	4

Client Demographics Report

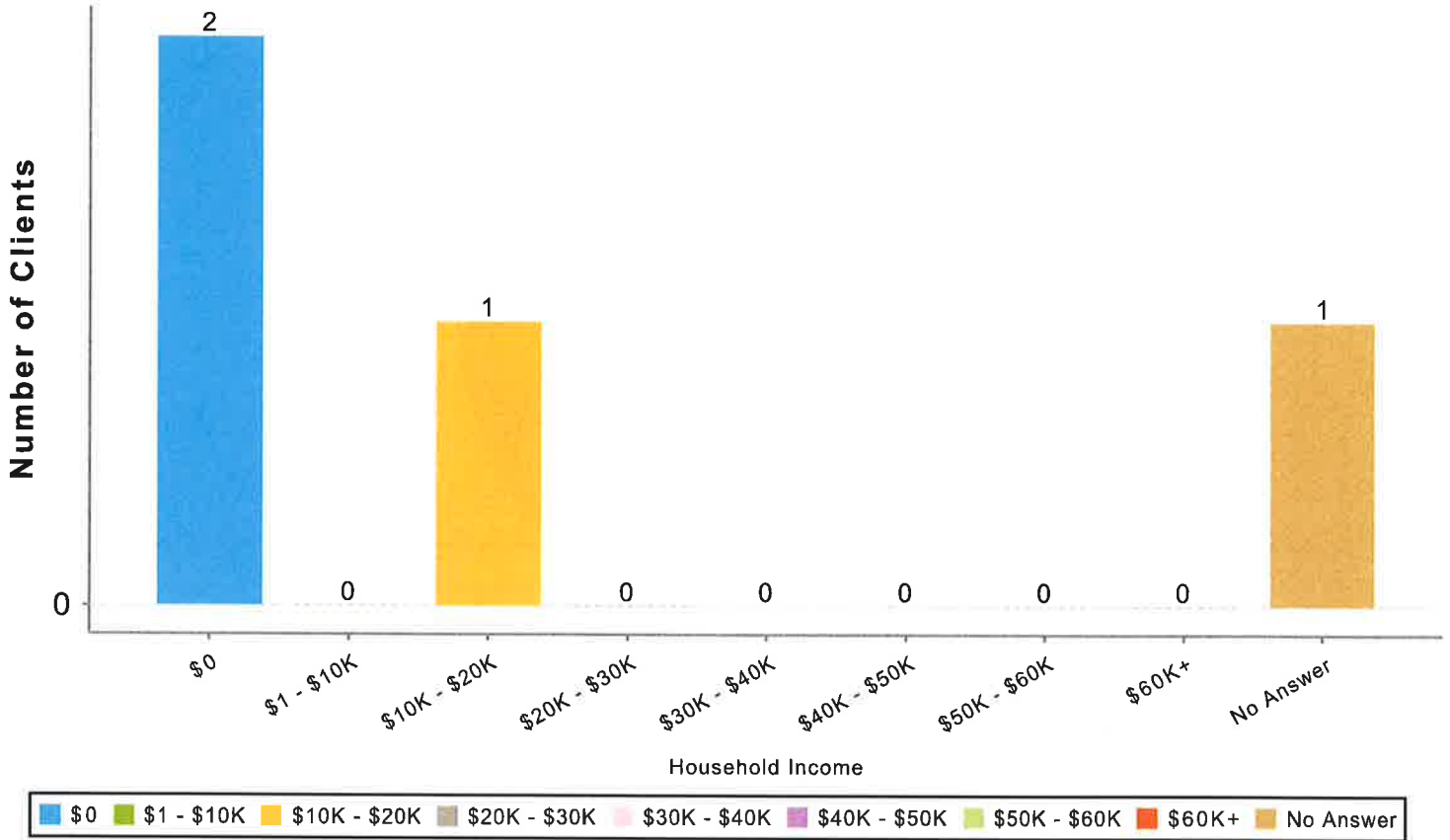
BFHP - Berkeley Food and Housing Project

Date Range: 01/01/2022 thru 03/31/2022

Veteran: All

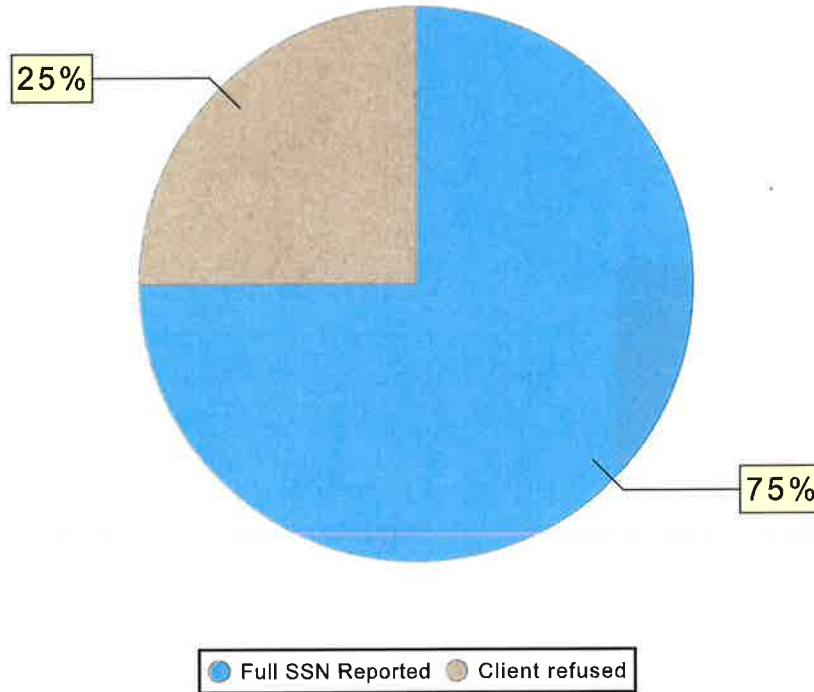
Client Project Stays: All active

Household Income Chart



Household Income	# of Clients
\$0	2
\$1 - \$10K	0
\$10K - \$20K	1
\$20K - \$30K	0
\$30K - \$40K	0
\$40K - \$50K	0
\$50K - \$60K	0
\$60K+	0
No Answer	1
Total:	4

SSN Validity Chart



SSN Validity	# of Clients
Full SSN Reported	3
Approximate or partial SSN reported	0
Client doesn't know	0
Client refused	1
No Answer	0
Total:	4