

Albany Project HOPE
Homeless Outreach and Engagement Program
Berkeley Food and Housing Project Narrative Report to City Council
July 2022- September 2022

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 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 conflict resolution and financial budgeting. 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 239 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 paperwork for housing or benefits 66 times. Two clients received a short-term motel stay this quarter. The HN has provided 20 referrals and linkages to other emergency housing resources and shelters. 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 53 home visits and conversations this quarter to support life skills development. The HN conducted outreach to 14 unsheltered persons and completed 24 housing case plans. Four permanently housed clients have now been in their units for six months, and two have maintained their housing for over 12 months. Five clients were successfully matched with Permanent Supportive Housing (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 48 times this quarter.

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. The HN has continued working with this client to support them in becoming comfortable living indoors and providing much-needed linkages to more intensive psychiatric and medical services. The team helped 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. 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.

Successes

The Albany Project HOPE team has had several permanent housing matches and progress with a young adult with severe mental illness living in a camper in Albany. This client faced additional challenges by not having documented proof of citizenship which prevented him from providing the necessary documentation to be placed on the County's Coordinated Entry PSH list. Thanks to the support from the Albany Project HOPE HN and the client's brother, this client was able to secure housing in a Rapid Rehousing unit. At the same time, we work to assist with obtaining the necessary documents for permanent housing. Five clients received PSH matches, which the team is actively pursuing.

Two new clients were placed in rapid rehousing units and are actively working to collect documents to be eligible for permanent supportive housing through Alameda County's Coordinated Entry process. Additionally, we secured a second 4-bedroom master leased the home to provide transitional housing assistance for clients awaiting permanent supportive housing. We've already moved a new client who recently secured employment and anticipate moving in three additional clients in the coming weeks.

Challenges

Unfortunately, the Supervisory Case Manager who was promoted internally supports the Albany Project Hope team accepted a new position with the City of Richmond and resigned. The Director of Programs has continued to support the program as we began recruitment to backfill this position.

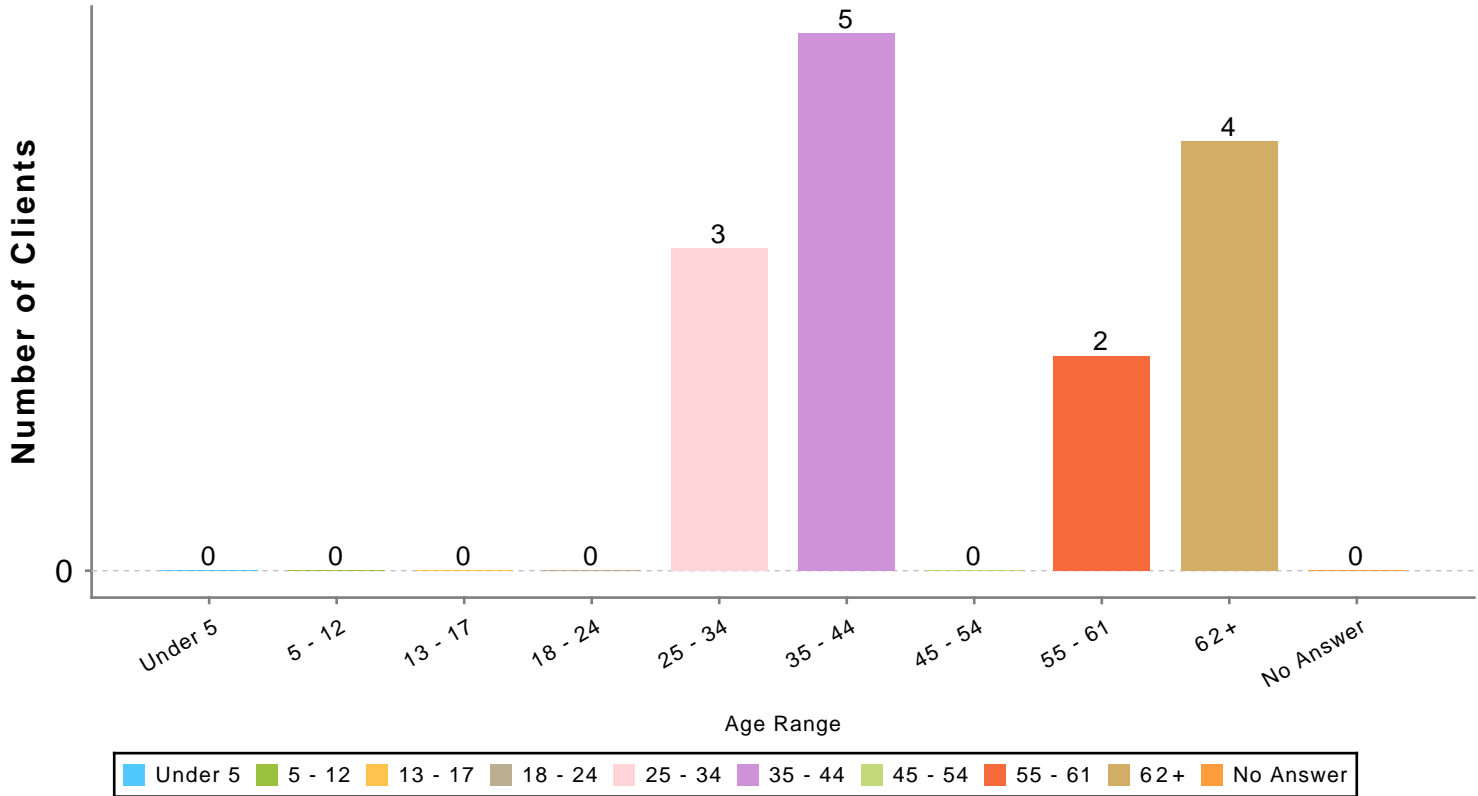
As noted in previous quarterly reports, our clients' severe mental health disabilities make essential communication and coordination of services challenging for our team. Concerns with clients' responsiveness to phone calls, requests to meet, and their cooperation with obtaining required documentation,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

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. 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 due to mental health disabilities, creating concern among the community. Regular mental health assistance is needed to help some clients succeed in obtaining and sustaining permanent housing.

Finally, tragedy struck the Albany Project Hope program again as we lost another longtime client due to injuries sustained after an altercation. This client had been in Rapid Rehousing for over a year and had recently begun cost sharing in his rent as he moved closer to obtaining a PSH match. The sudden loss of this client has proved devastating for our team, especially for our HN, who worked closely with this client. Our team has communicated with the client's former landlord and ensured the client's belongings were given to his next of kin. Per BFHP protocol, all staff who were working with this client were offered support and resources via our Employee Assistance Program.

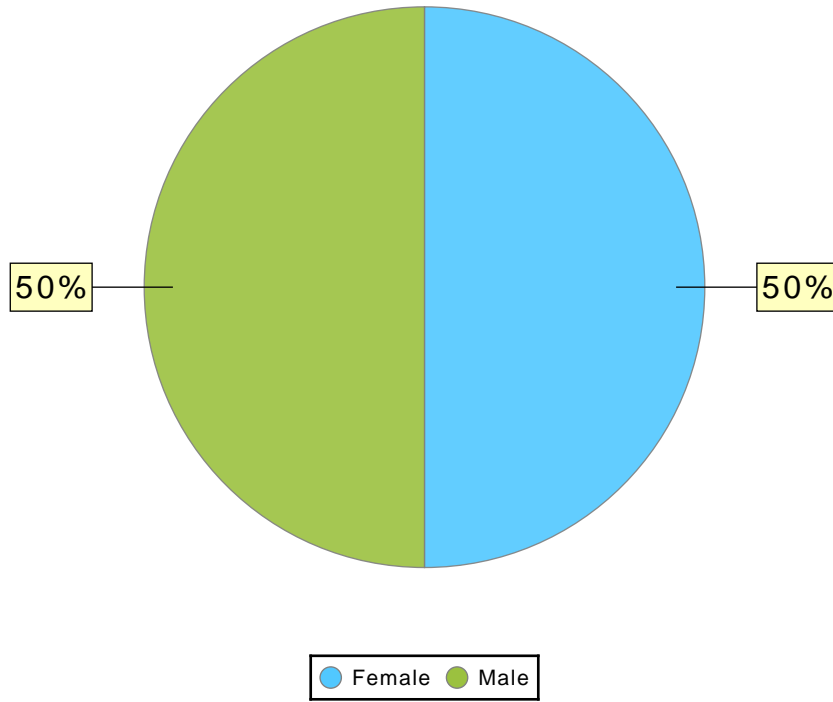
HOUSING NAVIGATION

Age Range Chart



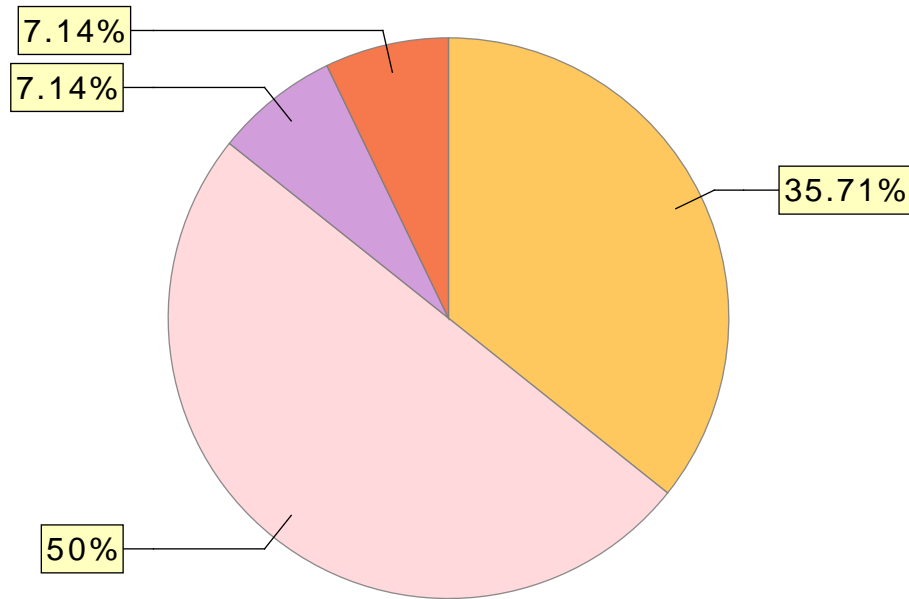
Age Range	# of Clients
Under 5	0
5 - 12	0
13 - 17	0
18 - 24	0
25 - 34	3
35 - 44	5
45 - 54	0
55 - 61	2
62+	4
No Answer	0
Total:	14

Gender Chart



Gender	# of Clients
Female	7
Male	7
No Single Gender	0
Transgender	0
Questioning	0
Client doesn't know	0
Client refused	0
No Answer	0
Total:	14

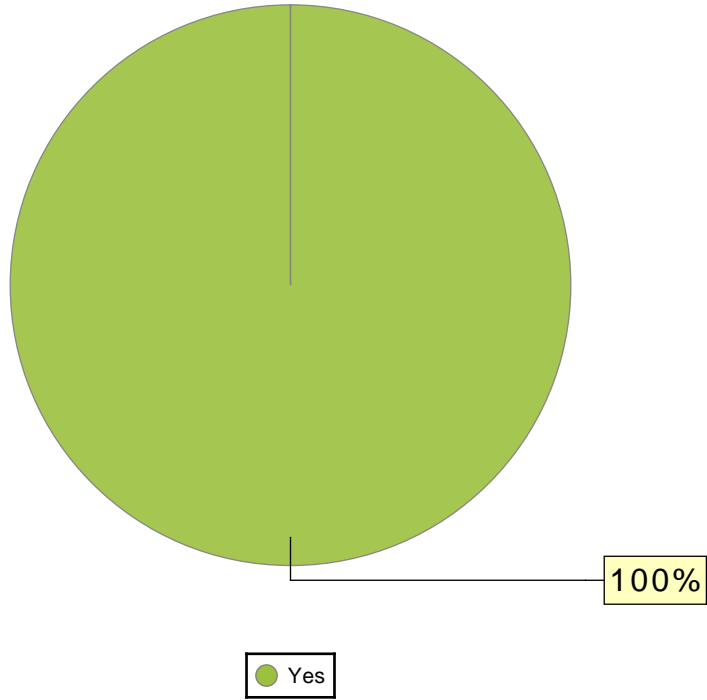
Race Chart



● Black, African American, or African
 ● White
 ● Multiple races
 ● Client Don't know / Refused

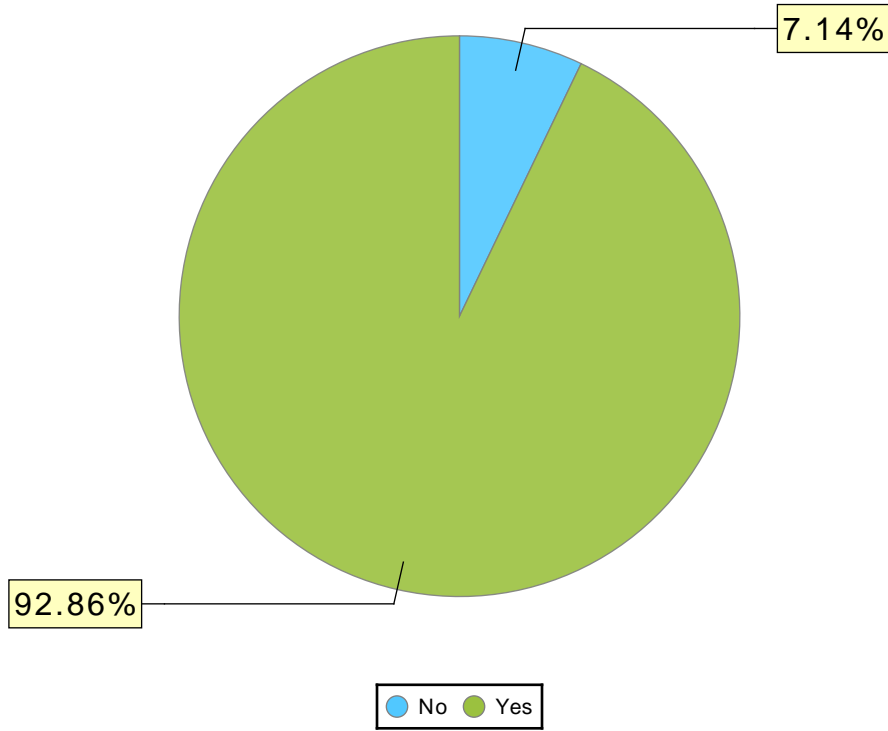
Race	# of Clients
American Indian, Alaska Native, or Indigenous	0
Asian or Asian American	0
Black, African American, or African	5
Native Hawaiian or Pacific Islander	0
White	7
Multiple races	1
Client Don't know / Refused	1
No Answer	0
Total:	14

Disabled (Adults & HoH) Chart



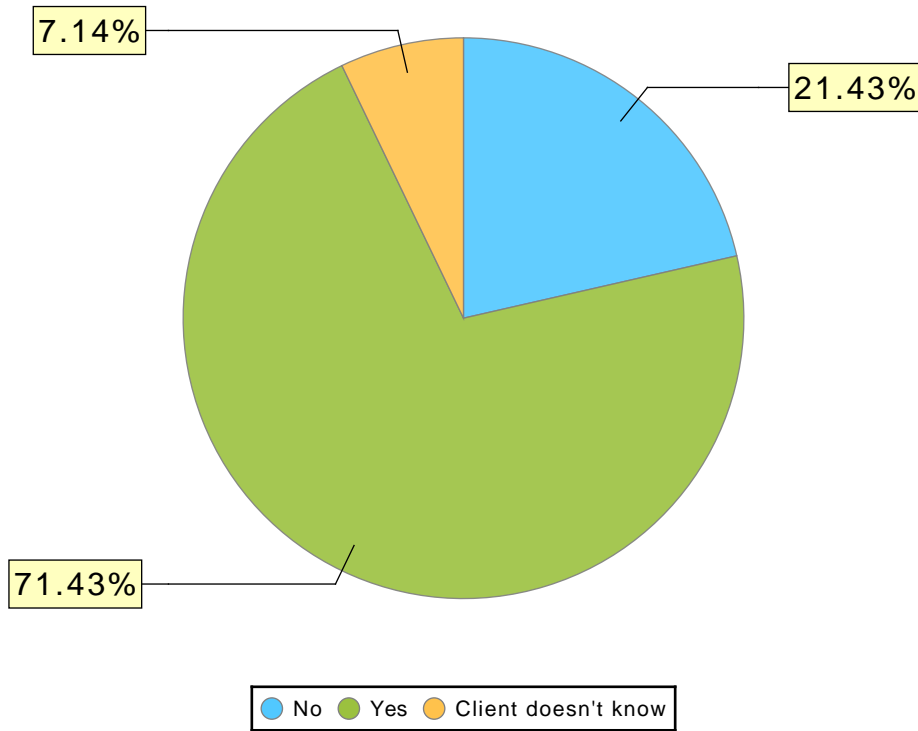
Disabled (Adults & HoH)	# of Clients
No	0
Yes	14
Client doesn't know	0
Client refused	0
No Answer	0
Total:	14

Physical Disability Chart



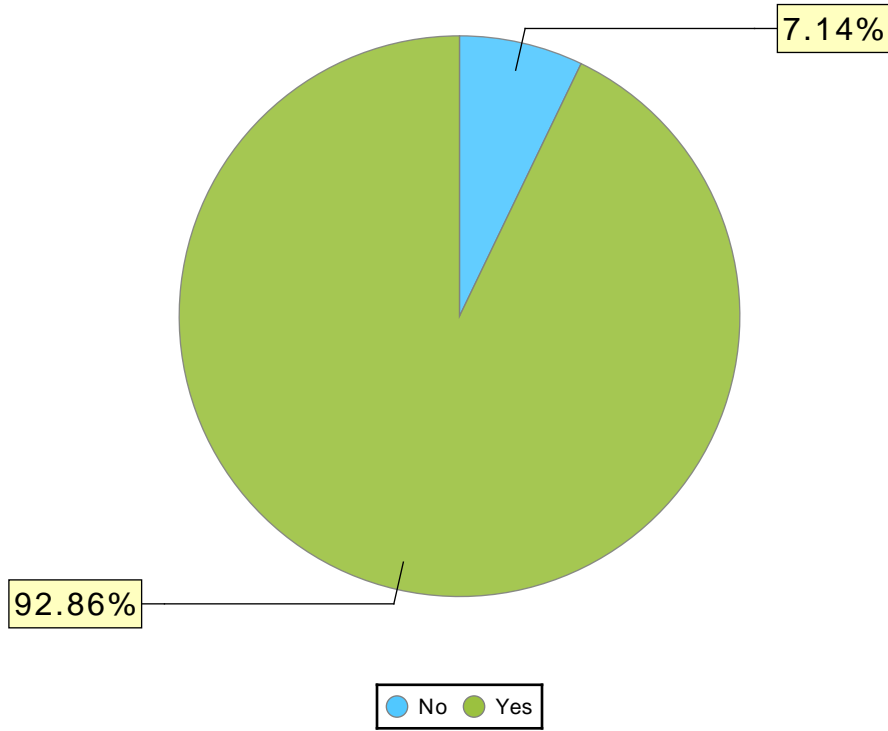
Physical Disability	# of Clients
No	1
Yes	13
Client doesn't know	0
Client refused	0
No Answer	0
Total:	14

Developmental Disability Chart



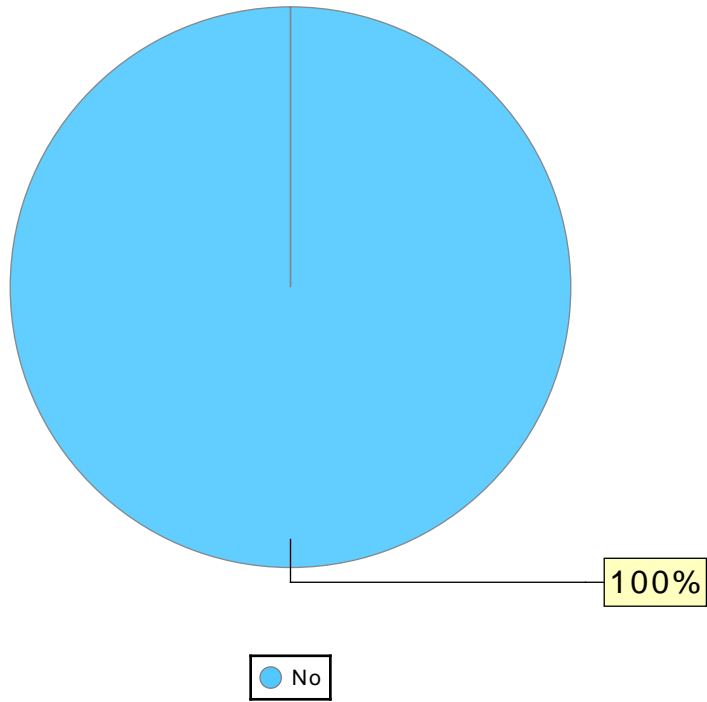
Developmental Disability	# of Clients
No	3
Yes	10
Client doesn't know	1
Client refused	0
No Answer	0
Total:	14

Chronic Health Condition Chart



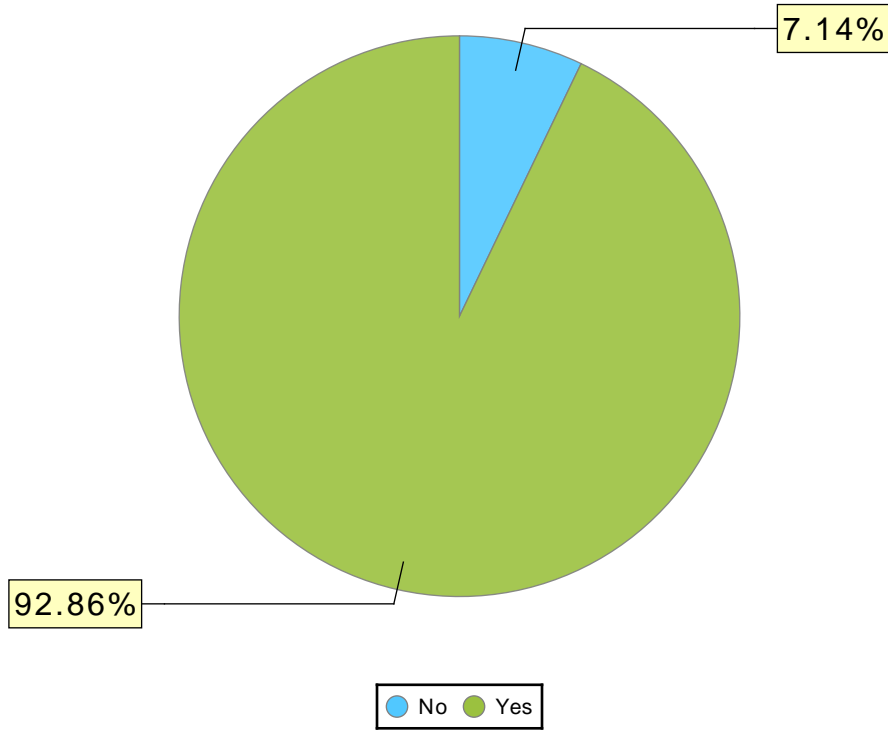
Chronic Health Condition	# of Clients
No	1
Yes	13
Client doesn't know	0
Client refused	0
No Answer	0
Total:	14

HIV/AIDS Chart



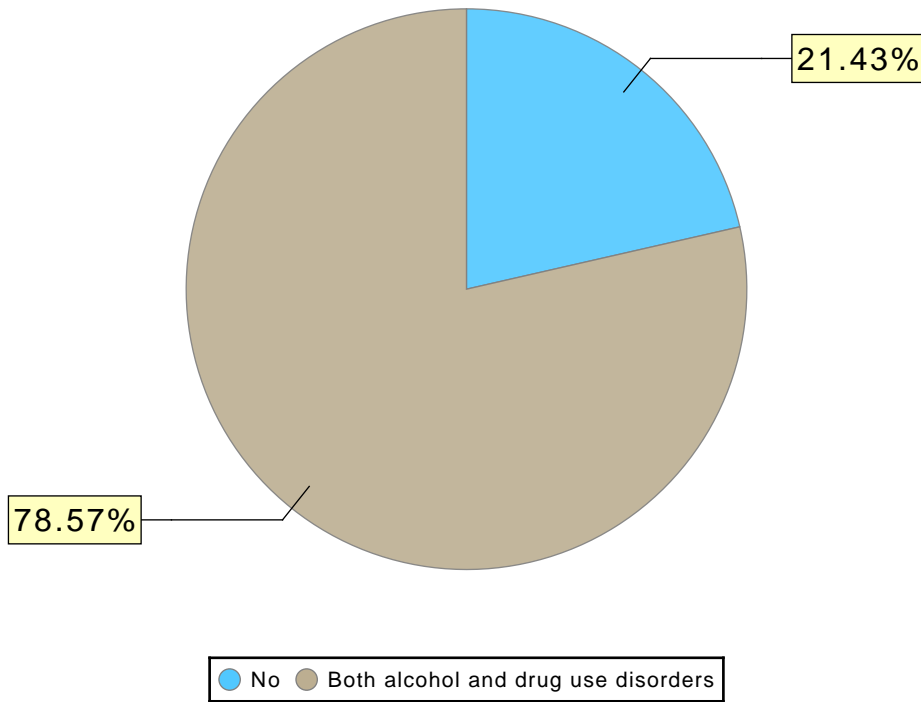
HIV/AIDS	# of Clients
No	14
Yes	0
Client doesn't know	0
Client refused	0
No Answer	0
Total:	14

Mental Health Disorder Chart



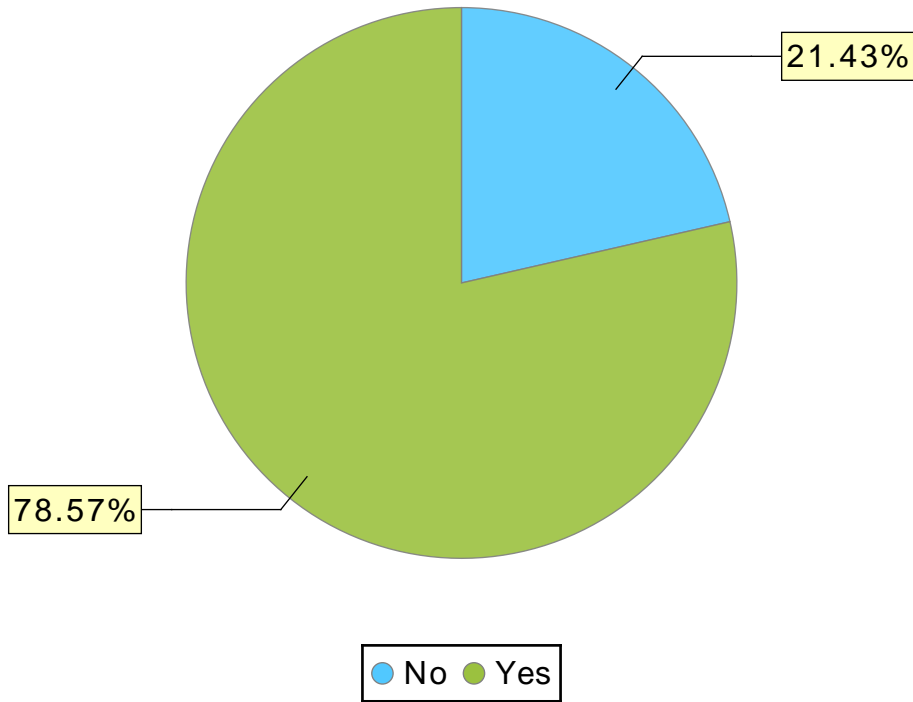
Mental Health Disorder	# of Clients
No	1
Yes	13
Client doesn't know	0
Client refused	0
No Answer	0
Total:	14

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	11
Client doesn't know	0
Client refused	0
No Answer	0
Total:	14

Chronic Homelessness (Adults & HoH) Chart



Chronic Homelessness (Adults & HoH)	# of Clients
No	3
Yes	11
Clients Entering from Homelessness	# of Clients
Yes	14
No	0
Approximate Date Started	# of Clients
365 Days or More	7
Less Than 365 Days	7
Missing	0
Not applicable	0
Times Homeless in the Past Three Years	# of Clients
One Time	5
Two Times	2
Three Times	0
Four or more times	7
Client doesn't know	0
Client refused	0

Client Demographics Report

BFHP - Berkeley Food and Housing Project

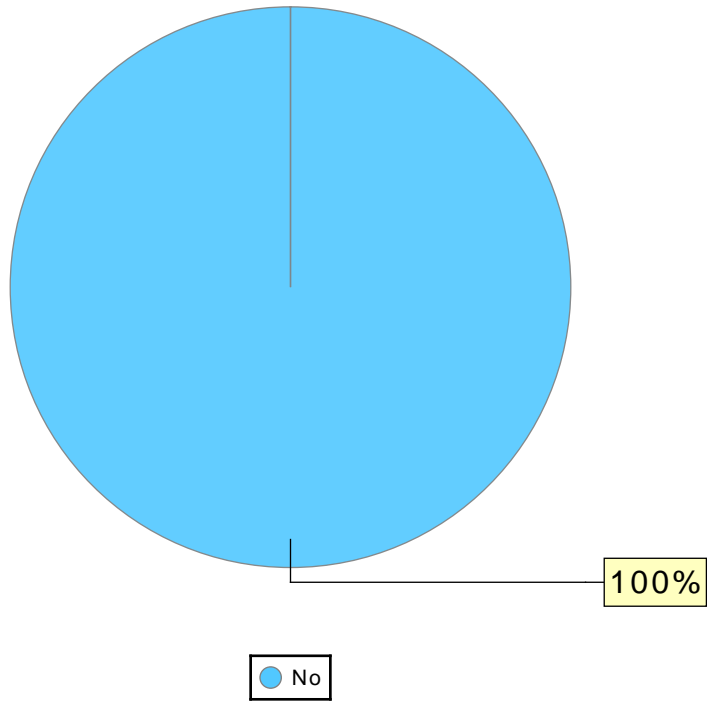
Date Range: 07/01/2022 thru 09/30/2022

Veteran: All

Client Project Stays: All active

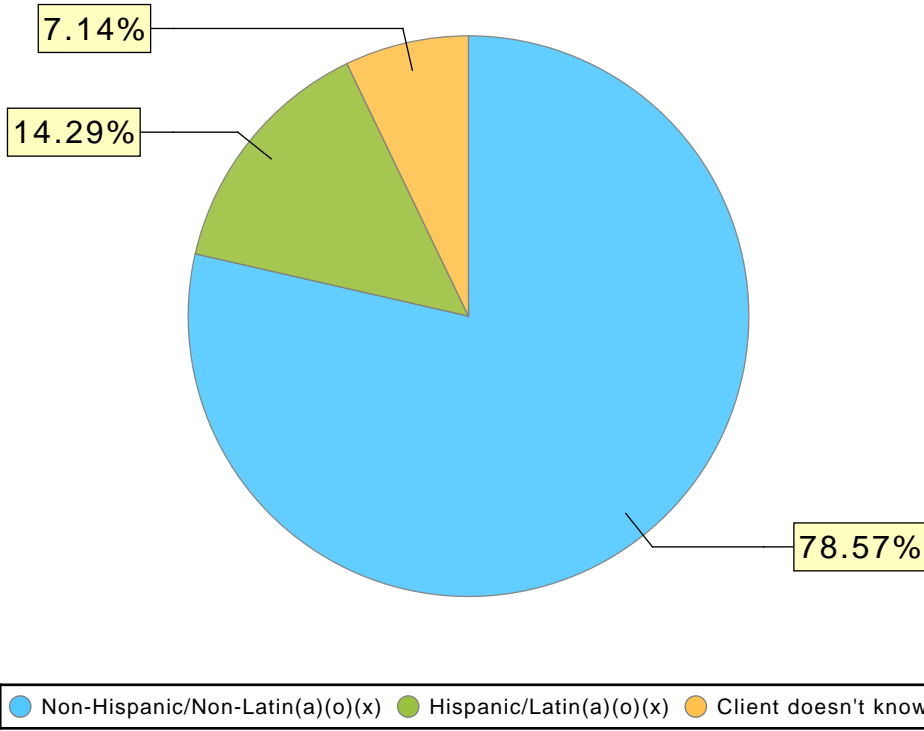
Times Homeless in the Past Three Years	# of Clients
No Answer	0
Total Months Homeless in the Past Three years	# of Clients
One month (this time is the first month)	0
Two Months	1
Three Months	1
Four Months	0
Five Months	0
Six Months	0
Seven Months	0
Eight Months	0
Nine Months	0
Ten Months	0
Eleven Months	0
Twelve Months	0
More than 12 Months	12
Client doesn't know	0
Client refused	0
No Answer	0
Not Applicable	0
Total:	14

Veteran Status (Adults Only) Chart



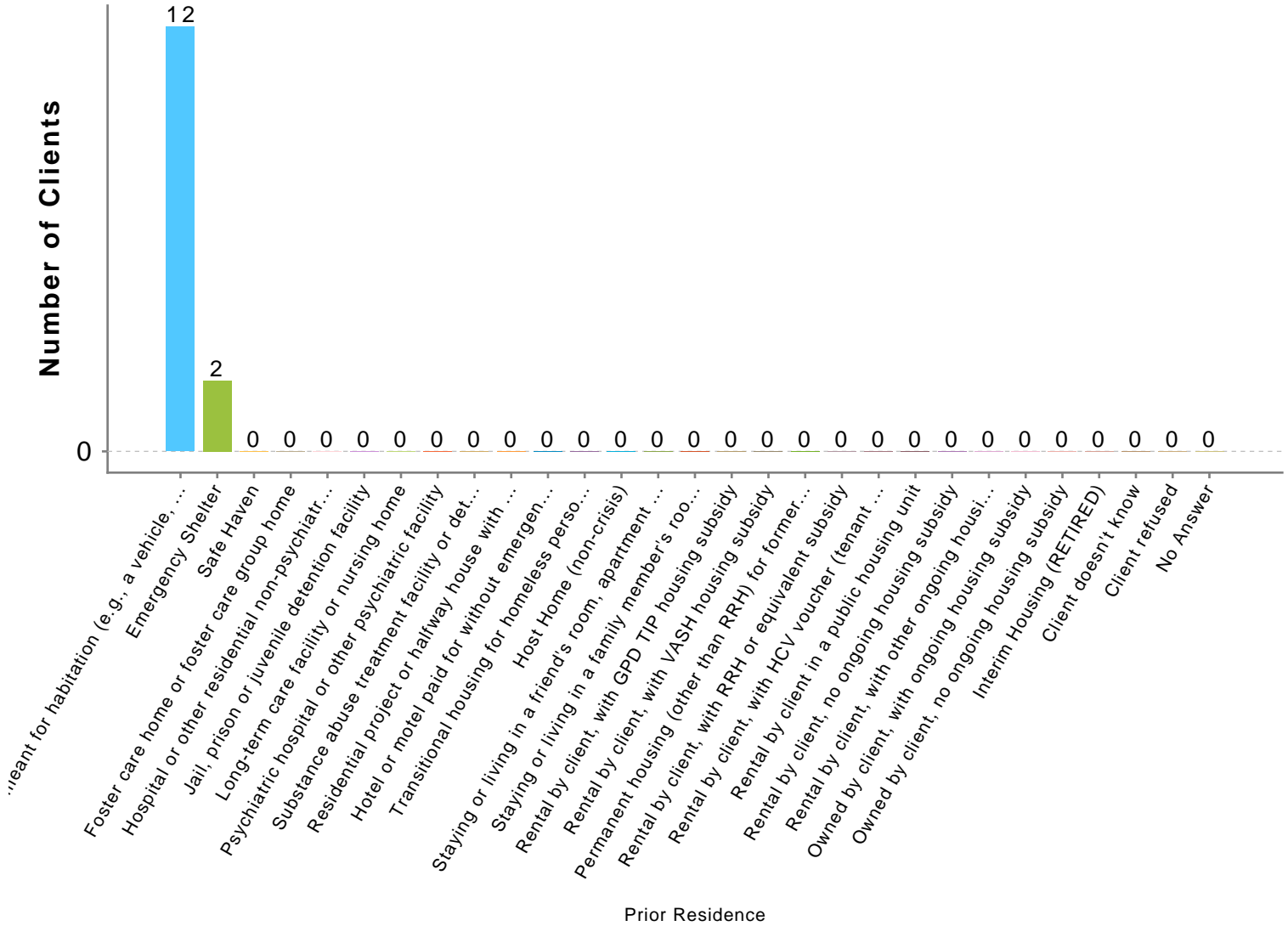
Veteran Status (Adults Only)	# of Clients
No	14
Yes	0
Client doesn't know	0
Client refused	0
No Answer	0
Total:	14

Hispanic Ethnicity Chart



Hispanic Ethnicity	# of Clients
Non-Hispanic/Non-Latin(a)(o)(x)	11
Hispanic/Latin(a)(o)(x)	2
Client doesn't know	1
Client refused	0
No Answer	0
Total:	14

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, or RHY-funded 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	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

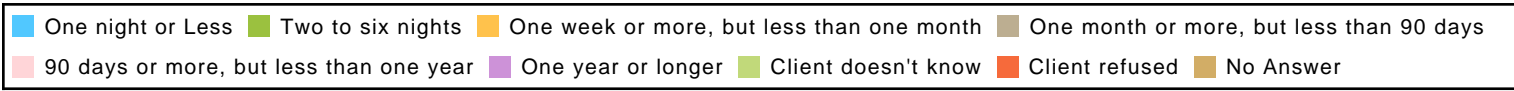
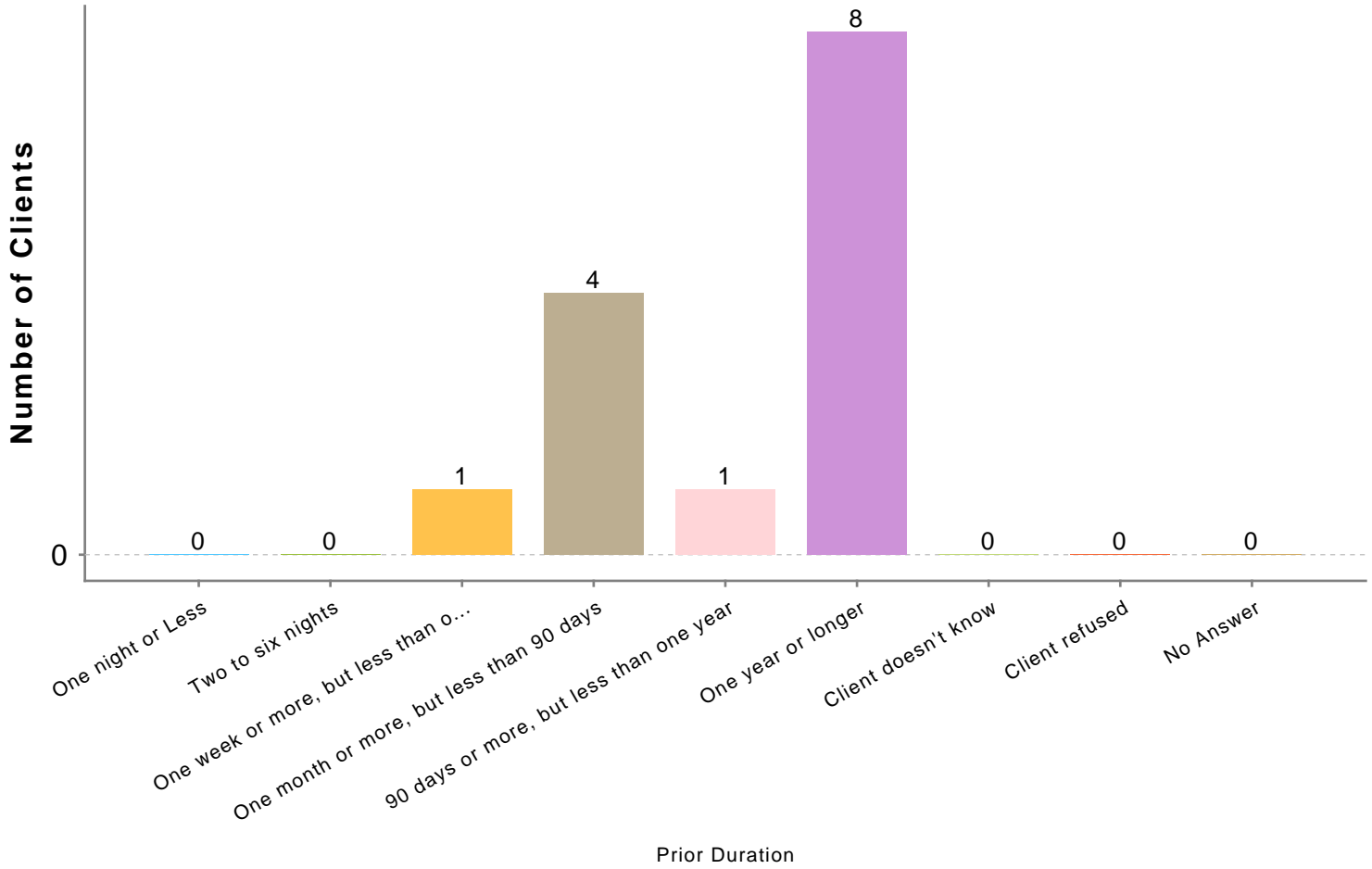
Date Range: 07/01/2022 thru 09/30/2022

Veteran: All

Client Project Stays: All active

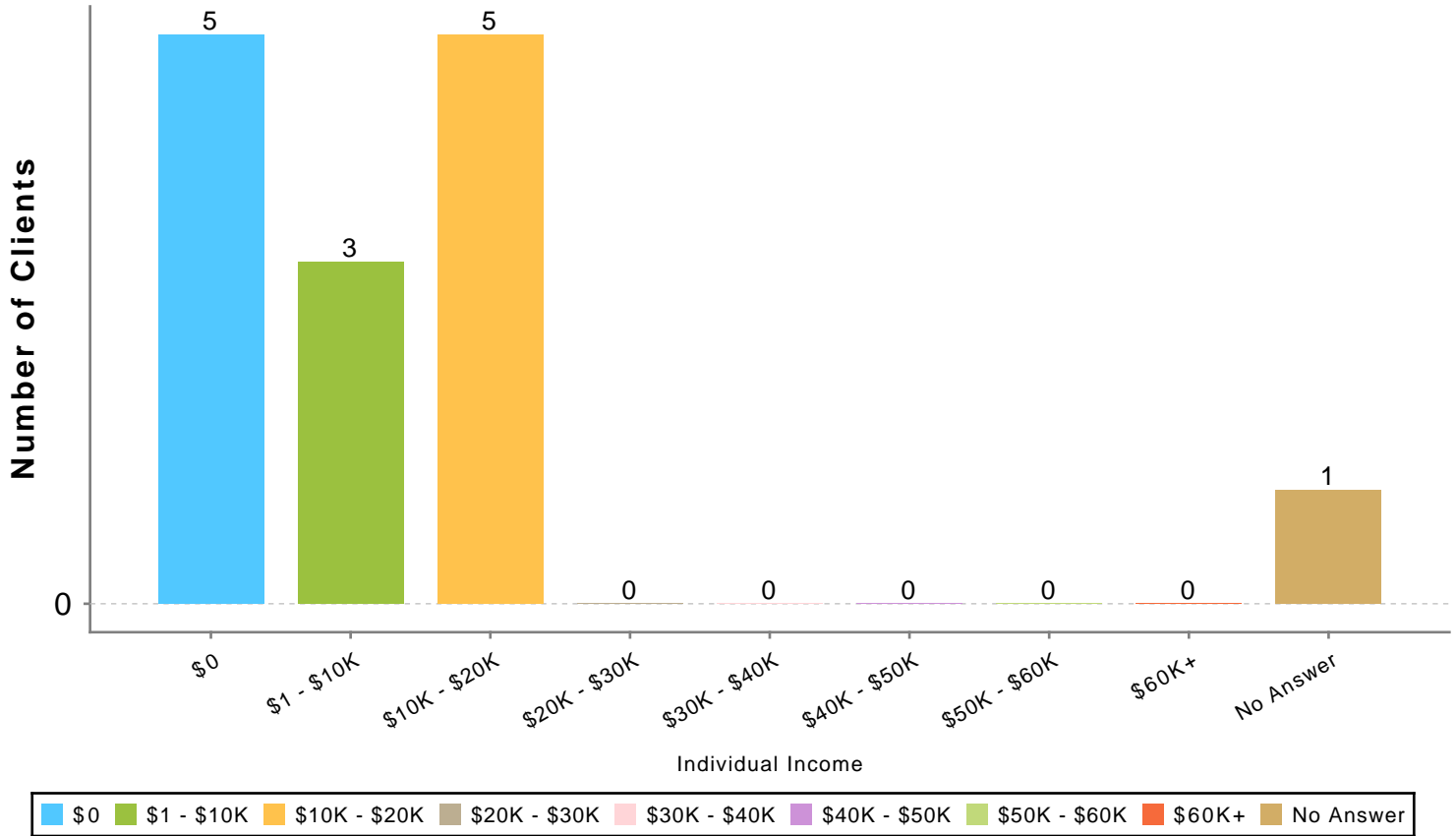
Prior Living Situation (Adults & HoH)	# of Clients
Place not meant for habitation (e.g., a vehicle, an abandoned building, bus/train/subway station/airport or anywhere outside)	12
Emergency shelter, including hotel or motel paid for with emergency shelter voucher, or RHY-funded Host Home shelter	2
Safe 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:	14

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	1
One month or more, but less than 90 days	4
90 days or more, but less than one year	1
One year or longer	8
Client doesn't know	0
Client refused	0
No Answer	0
Total:	14

Individual Income (Adults & HoH) Chart



Individual Income (Adults & HoH)	# of Clients
\$0	5
\$1 - \$10K	3
\$10K - \$20K	5
\$20K - \$30K	0
\$30K - \$40K	0
\$40K - \$50K	0
\$50K - \$60K	0
\$60K+	0
No Answer	1
Total:	14

Client Demographics Report

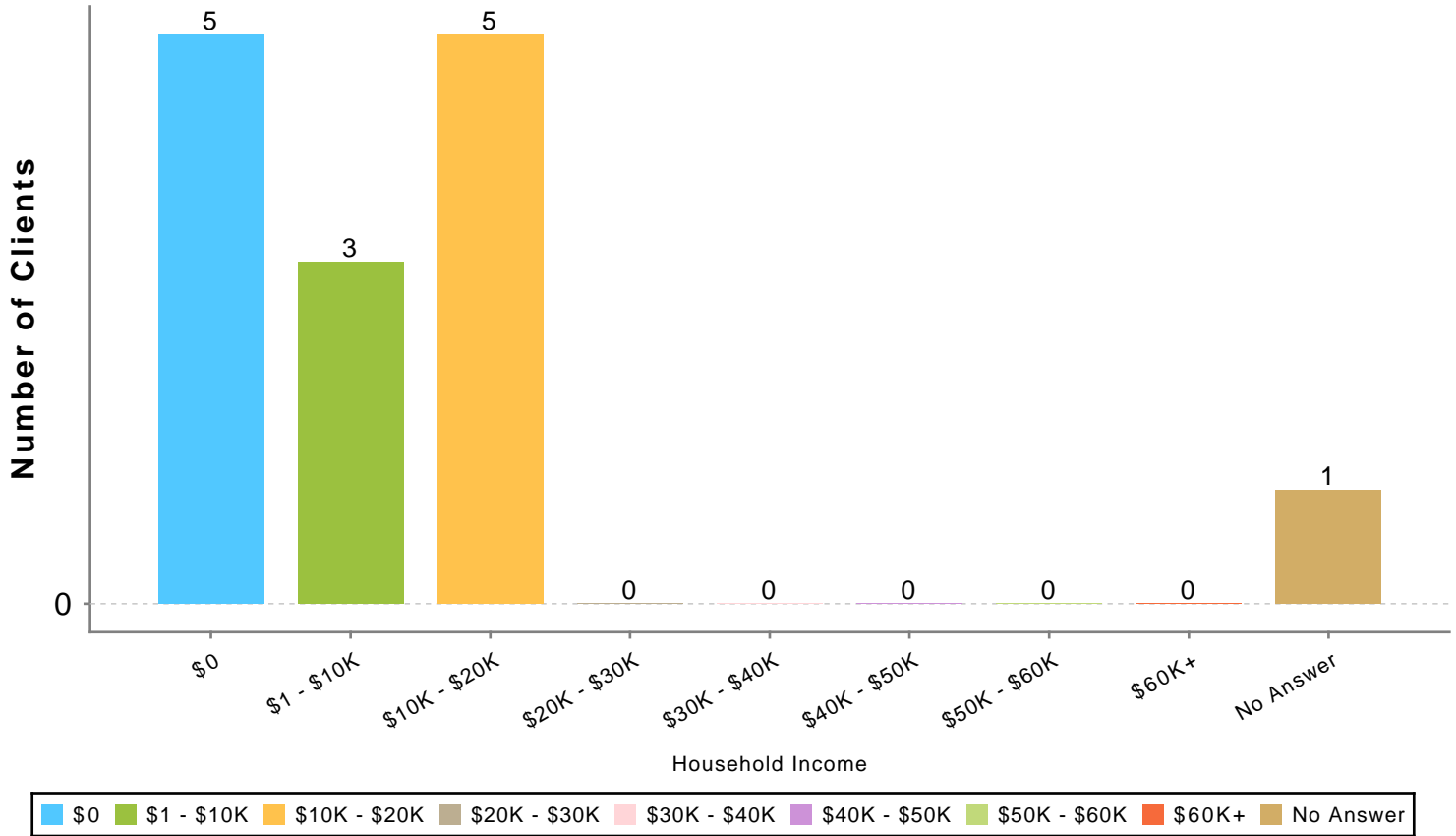
BFHP - Berkeley Food and Housing Project

Date Range: 07/01/2022 thru 09/30/2022

Veteran: All

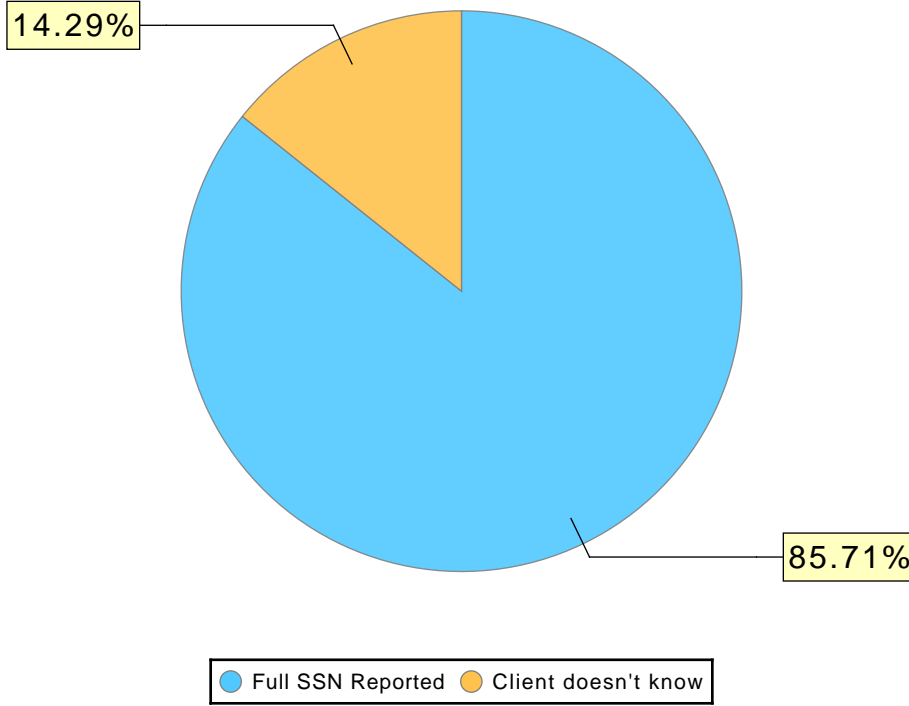
Client Project Stays: All active

Household Income Chart



Household Income	# of Clients
\$0	5
\$1 - \$10K	3
\$10K - \$20K	5
\$20K - \$30K	0
\$30K - \$40K	0
\$40K - \$50K	0
\$50K - \$60K	0
\$60K+	0
No Answer	1
Total:	14

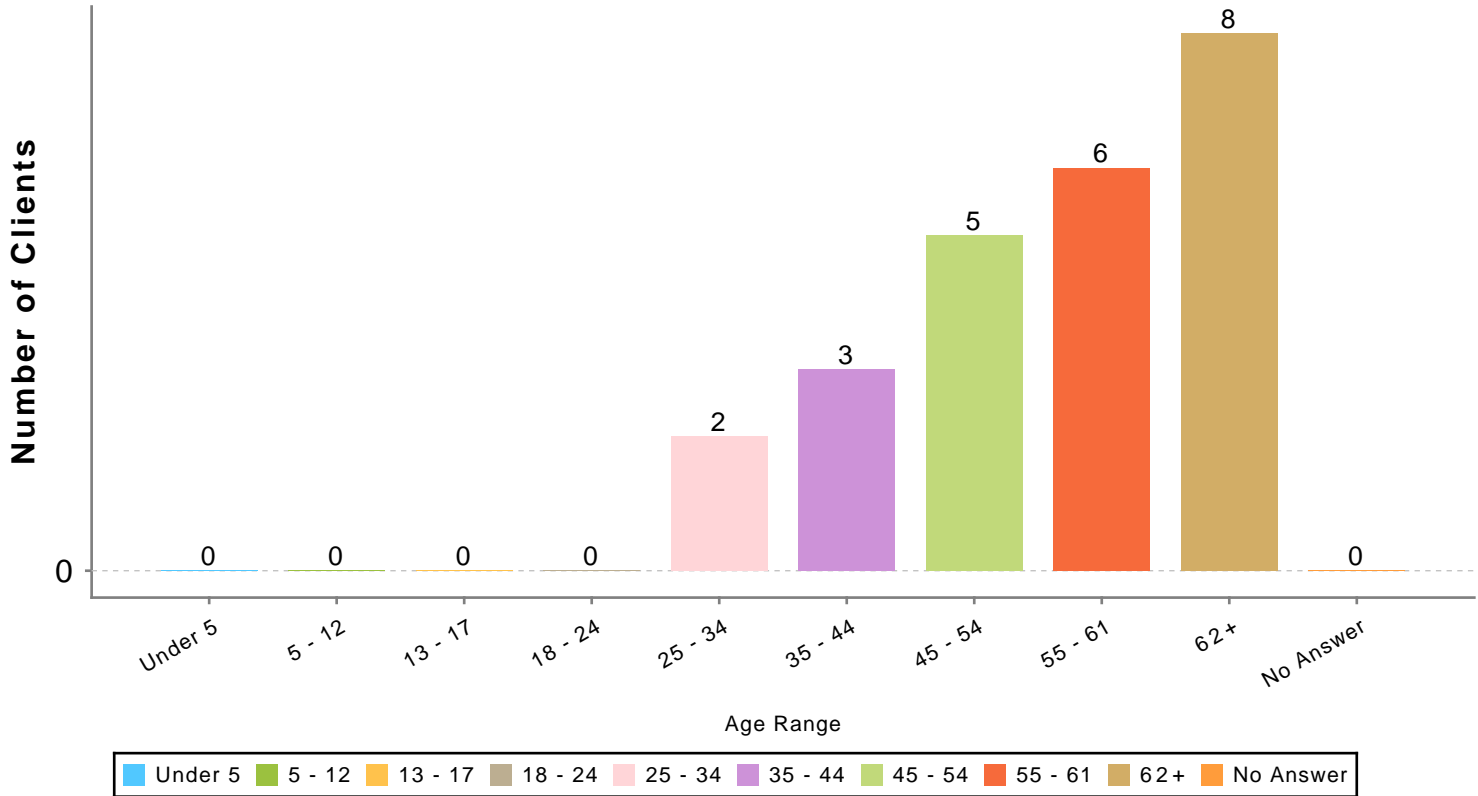
SSN Validity Chart



SSN Validity	# of Clients
Full SSN Reported	12
Approximate or partial SSN reported	0
Client doesn't know	2
Client refused	0
No Answer	0
Total:	14

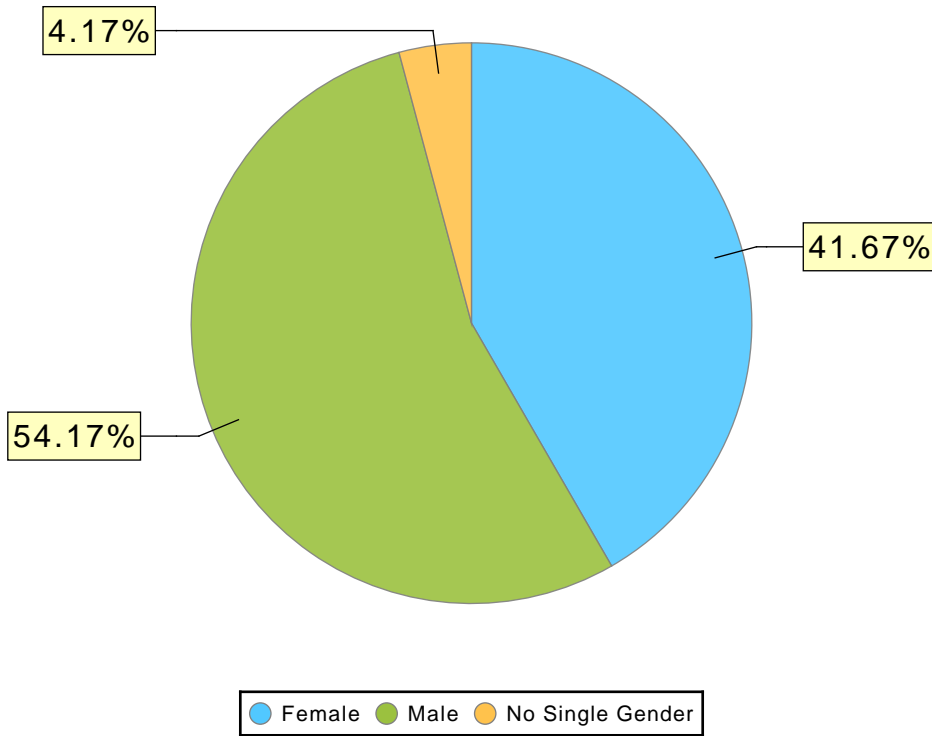
OUTREACH

Age Range Chart



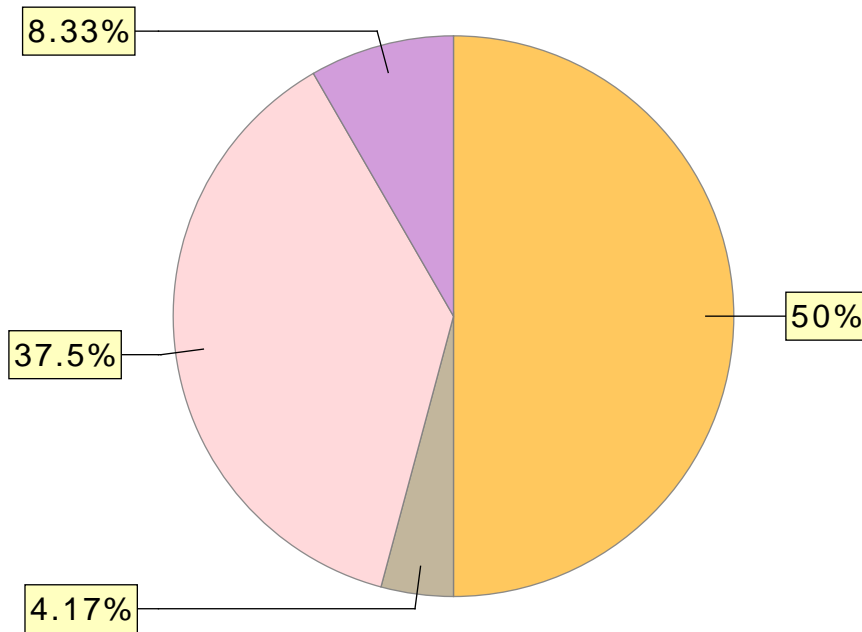
Age Range	# of Clients
Under 5	0
5 - 12	0
13 - 17	0
18 - 24	0
25 - 34	2
35 - 44	3
45 - 54	5
55 - 61	6
62+	8
No Answer	0
Total:	24

Gender Chart



Gender	# of Clients
Female	10
Male	13
No Single Gender	1
Transgender	0
Questioning	0
Client doesn't know	0
Client refused	0
No Answer	0
Total:	24

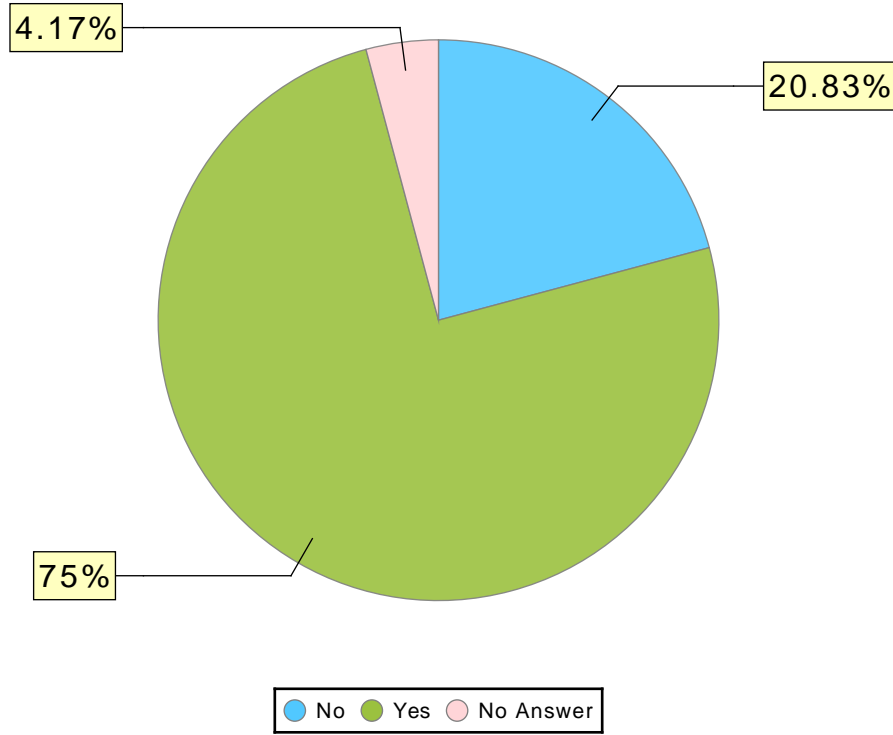
Race Chart



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

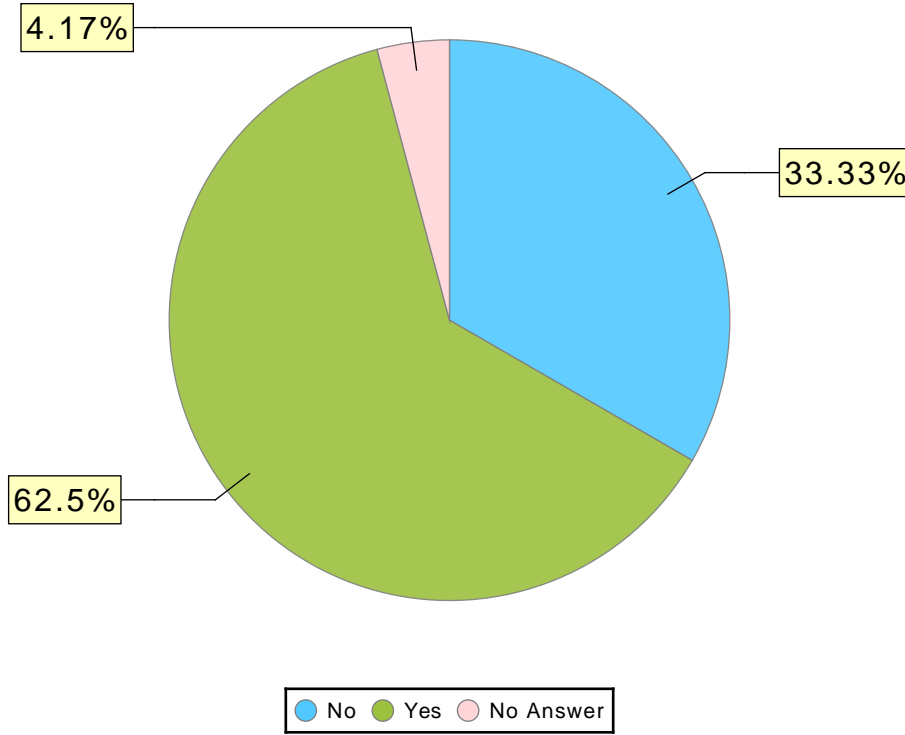
Race	# of Clients
American Indian, Alaska Native, or Indigenous	0
Asian or Asian American	0
Black, African American, or African	12
Native Hawaiian or Pacific Islander	1
White	9
Multiple races	2
Client Don't know / Refused	0
No Answer	0
Total:	24

Disabled (Adults & HoH) Chart



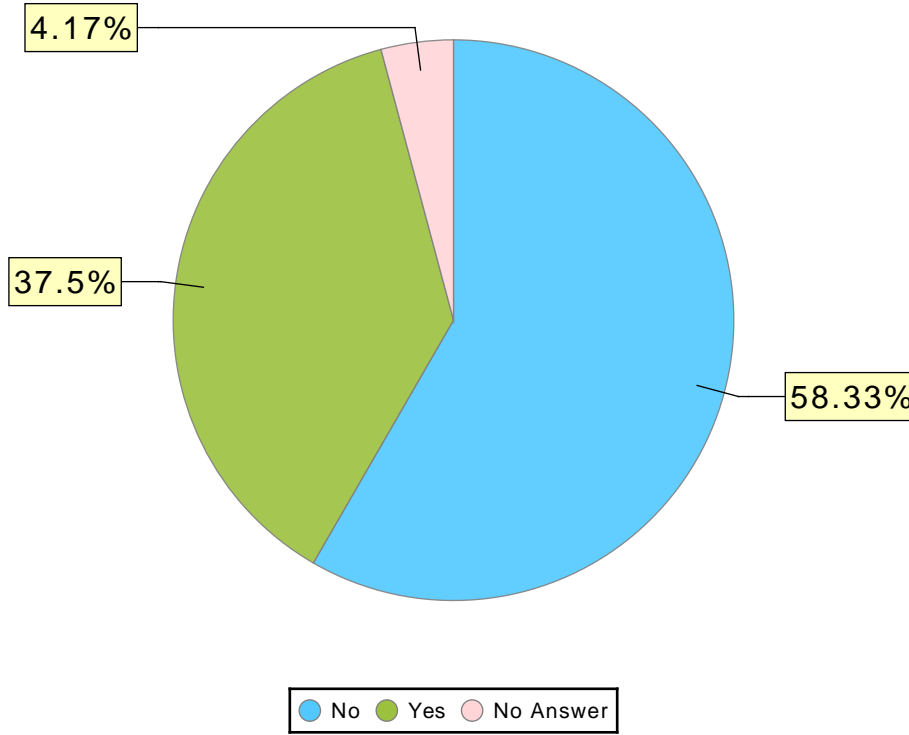
Disabled (Adults & HoH)	# of Clients
No	5
Yes	18
Client doesn't know	0
Client refused	0
No Answer	1
Total:	24

Physical Disability Chart



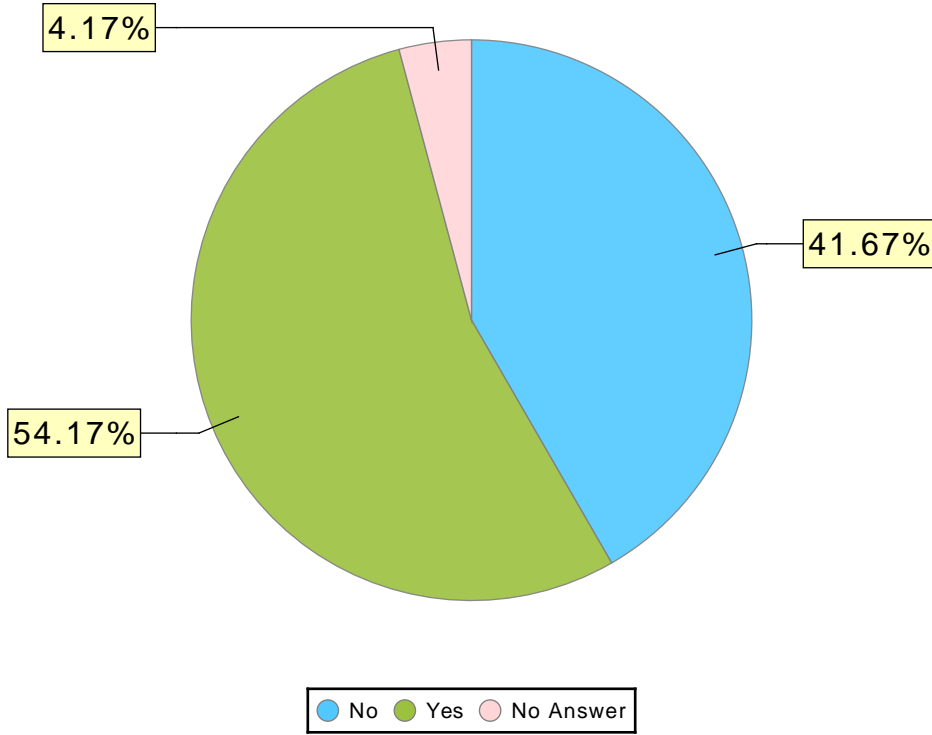
Physical Disability	# of Clients
No	8
Yes	15
Client doesn't know	0
Client refused	0
No Answer	1
Total:	24

Developmental Disability Chart



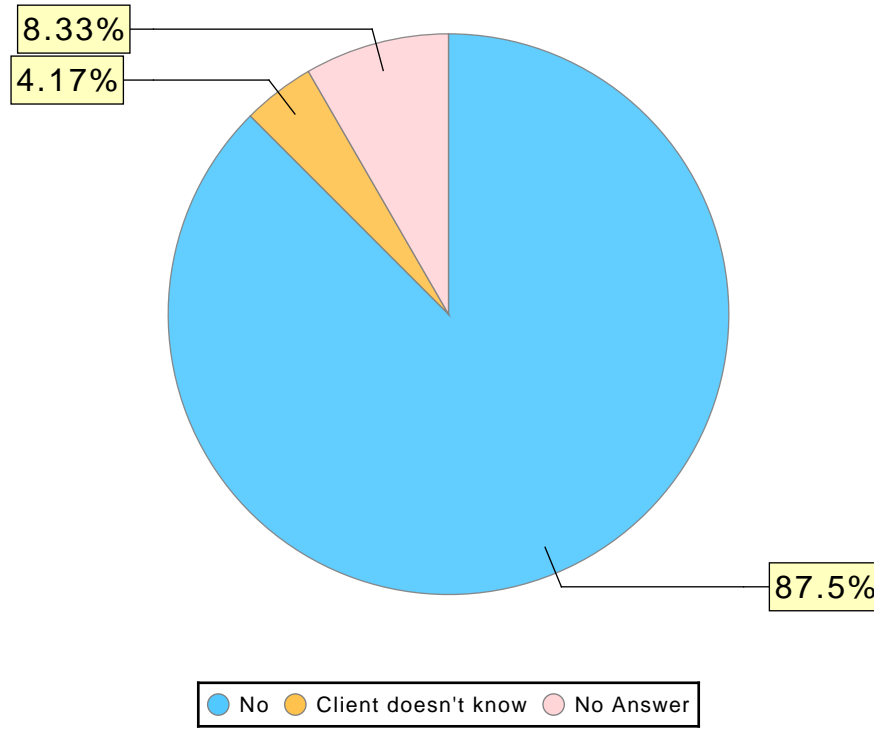
Developmental Disability	# of Clients
No	14
Yes	9
Client doesn't know	0
Client refused	0
No Answer	1
Total:	24

Chronic Health Condition Chart



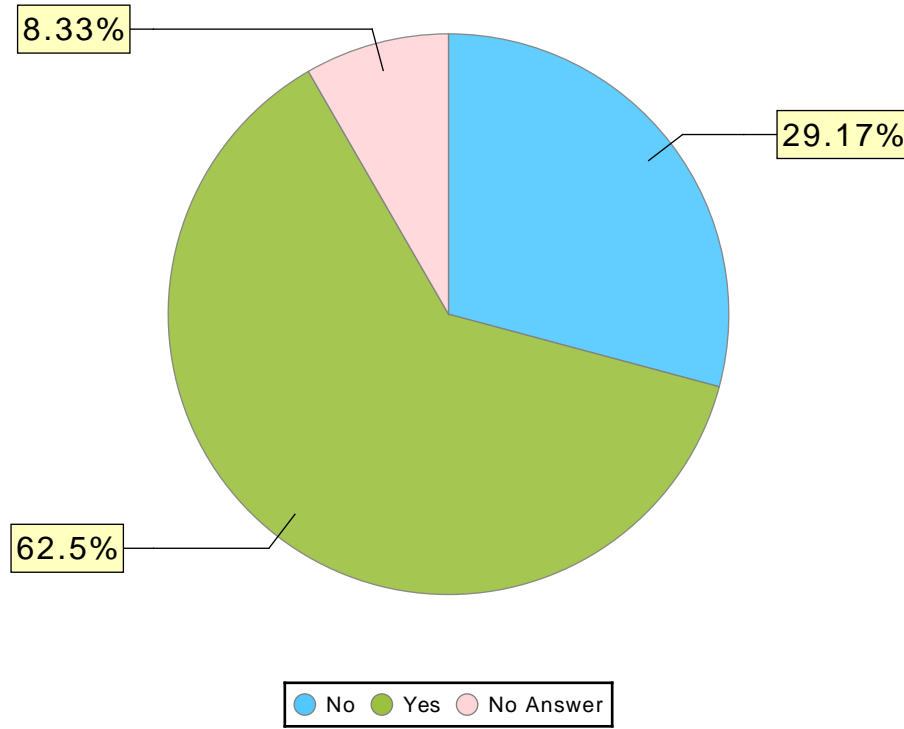
Chronic Health Condition	# of Clients
No	10
Yes	13
Client doesn't know	0
Client refused	0
No Answer	1
Total:	24

HIV/AIDS Chart



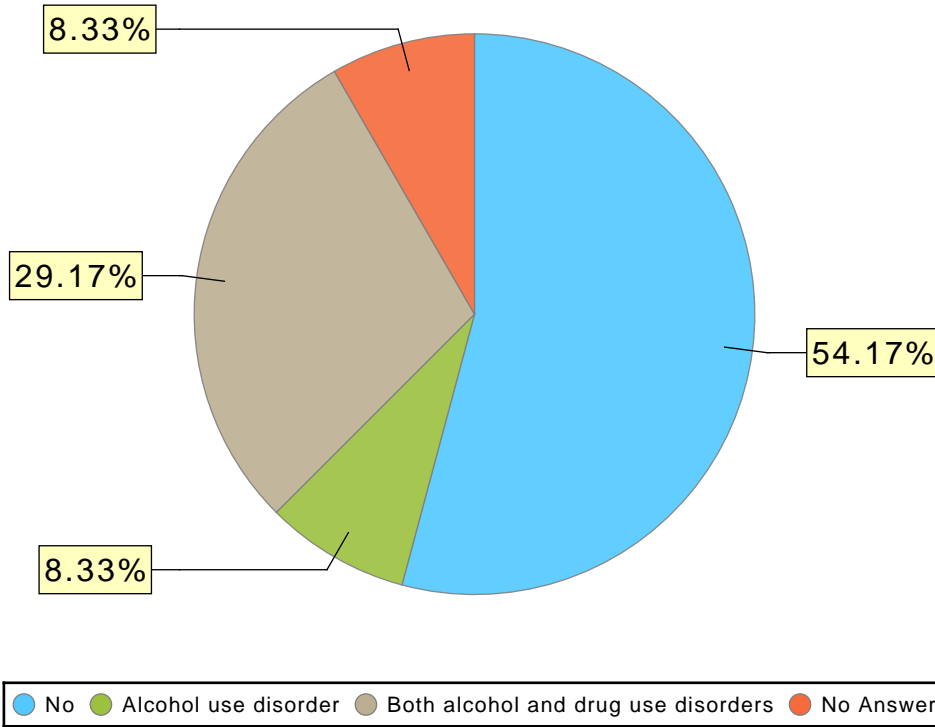
HIV/AIDS	# of Clients
No	21
Yes	0
Client doesn't know	1
Client refused	0
No Answer	2
Total:	24

Mental Health Disorder Chart



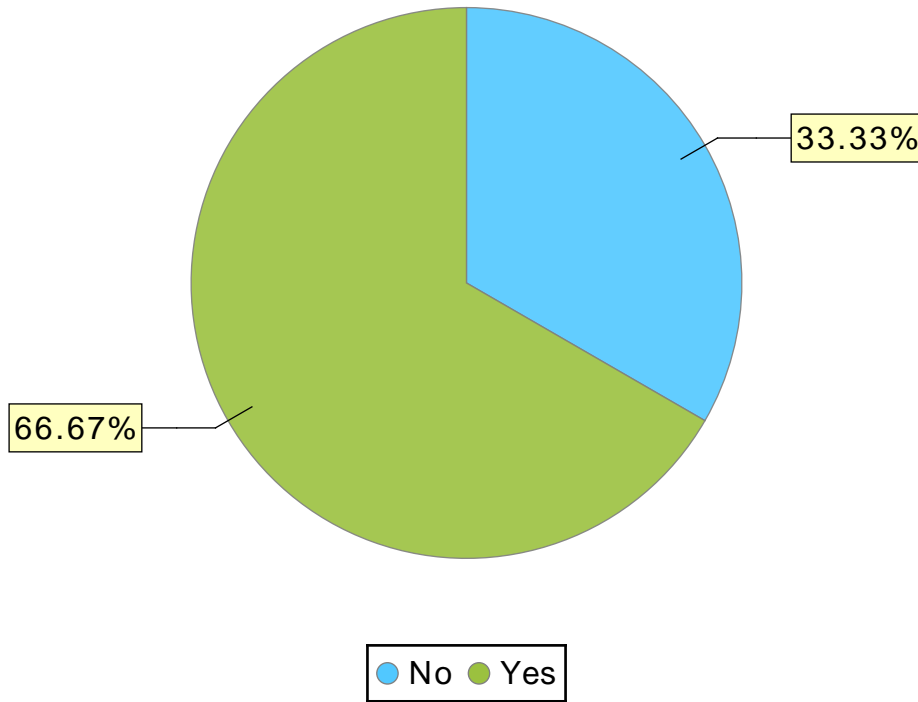
Mental Health Disorder	# of Clients
No	7
Yes	15
Client doesn't know	0
Client refused	0
No Answer	2
Total:	24

Substance Use Disorder Chart



Substance Use Disorder	# of Clients
No	13
Alcohol use disorder	2
Drug use disorder	0
Both alcohol and drug use disorders	7
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	8
Yes	16
Clients Entering from Homelessness	# of Clients
Yes	23
No	1
Approximate Date Started	# of Clients
365 Days or More	18
Less Than 365 Days	5
Missing	0
Not applicable	1
Times Homeless in the Past Three Years	# of Clients
One Time	10
Two Times	1
Three Times	2
Four or more times	10
Client doesn't know	0
Client refused	0

Client Demographics Report

BFHP - Berkeley Food and Housing Project

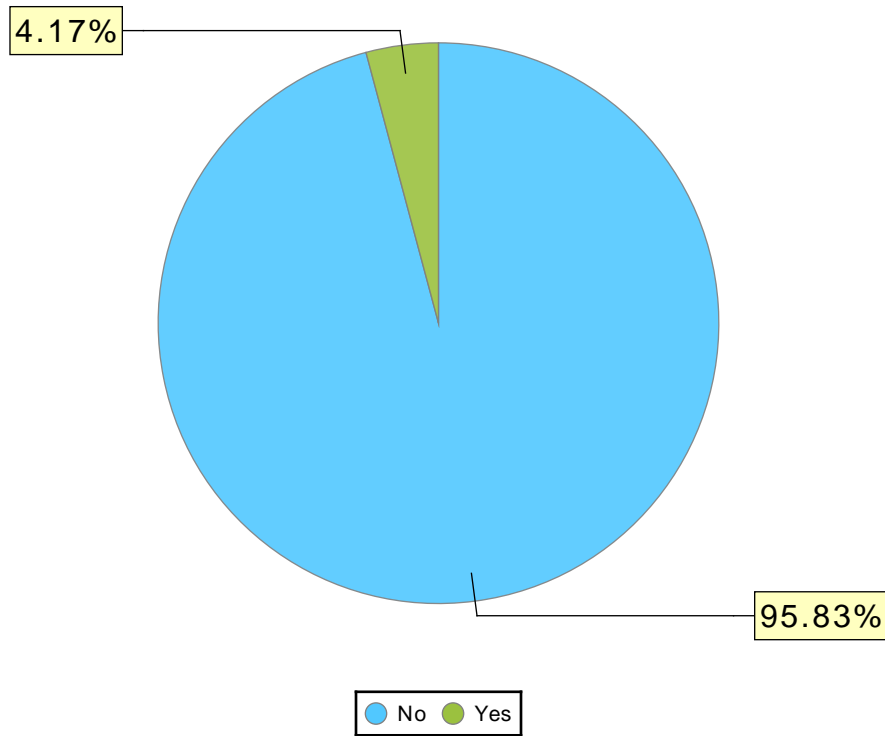
Date Range: 07/01/2022 thru 09/30/2022

Veteran: All

Client Project Stays: All active

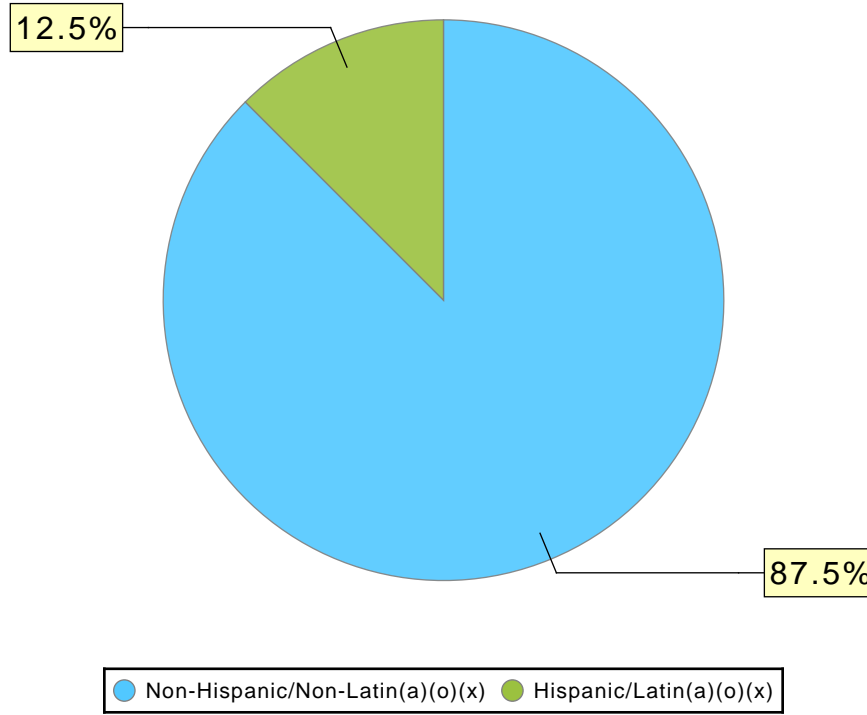
Times Homeless in the Past Three Years	# of Clients
No Answer	1
Total Months Homeless in the Past Three years	# of Clients
One month (this time is the first month)	0
Two Months	2
Three Months	1
Four Months	1
Five Months	2
Six Months	0
Seven Months	1
Eight Months	0
Nine Months	0
Ten Months	0
Eleven Months	1
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



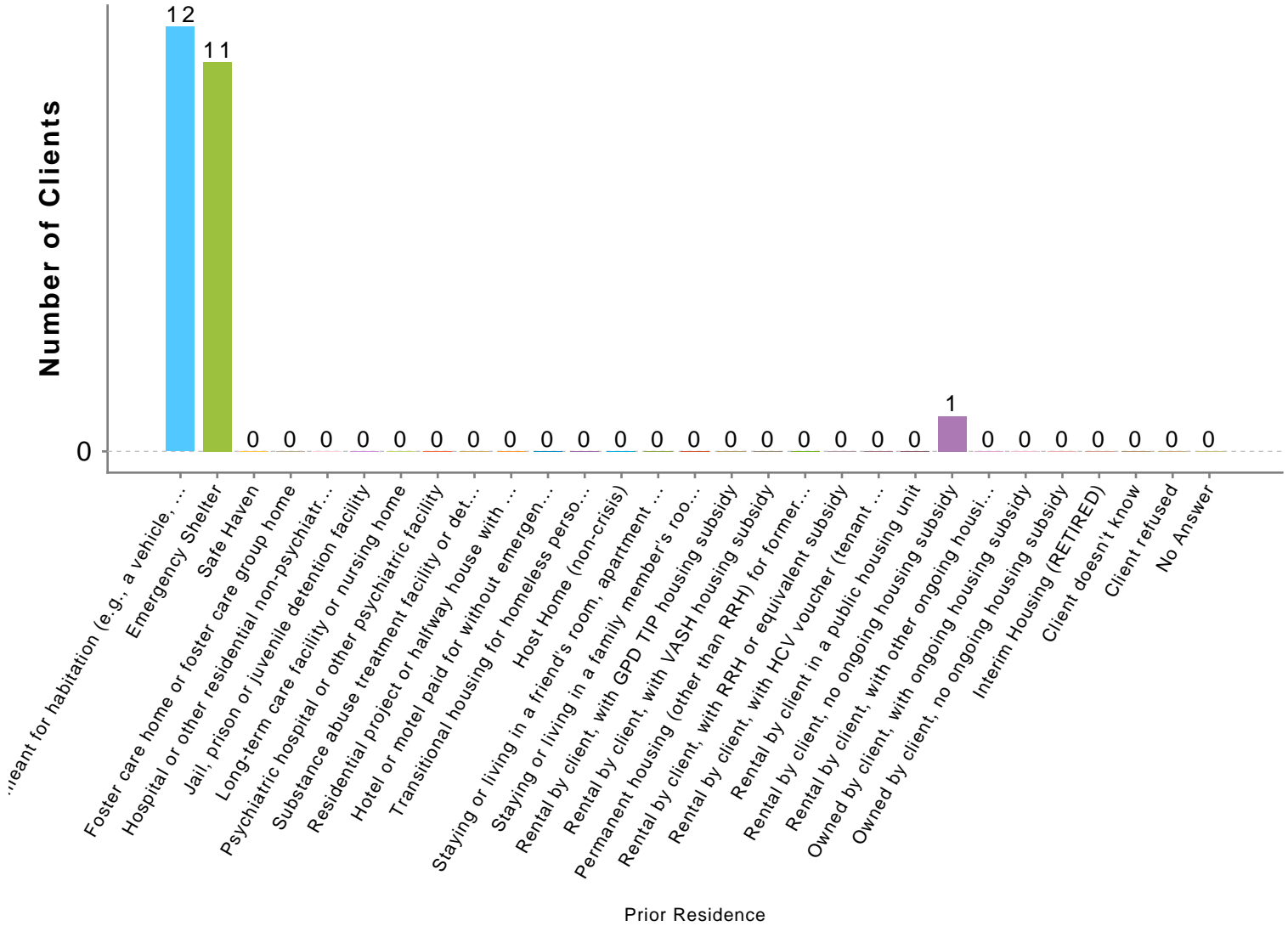
Veteran Status (Adults Only)	# of Clients
No	23
Yes	1
Client doesn't know	0
Client refused	0
No Answer	0
Total:	24

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	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
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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
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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

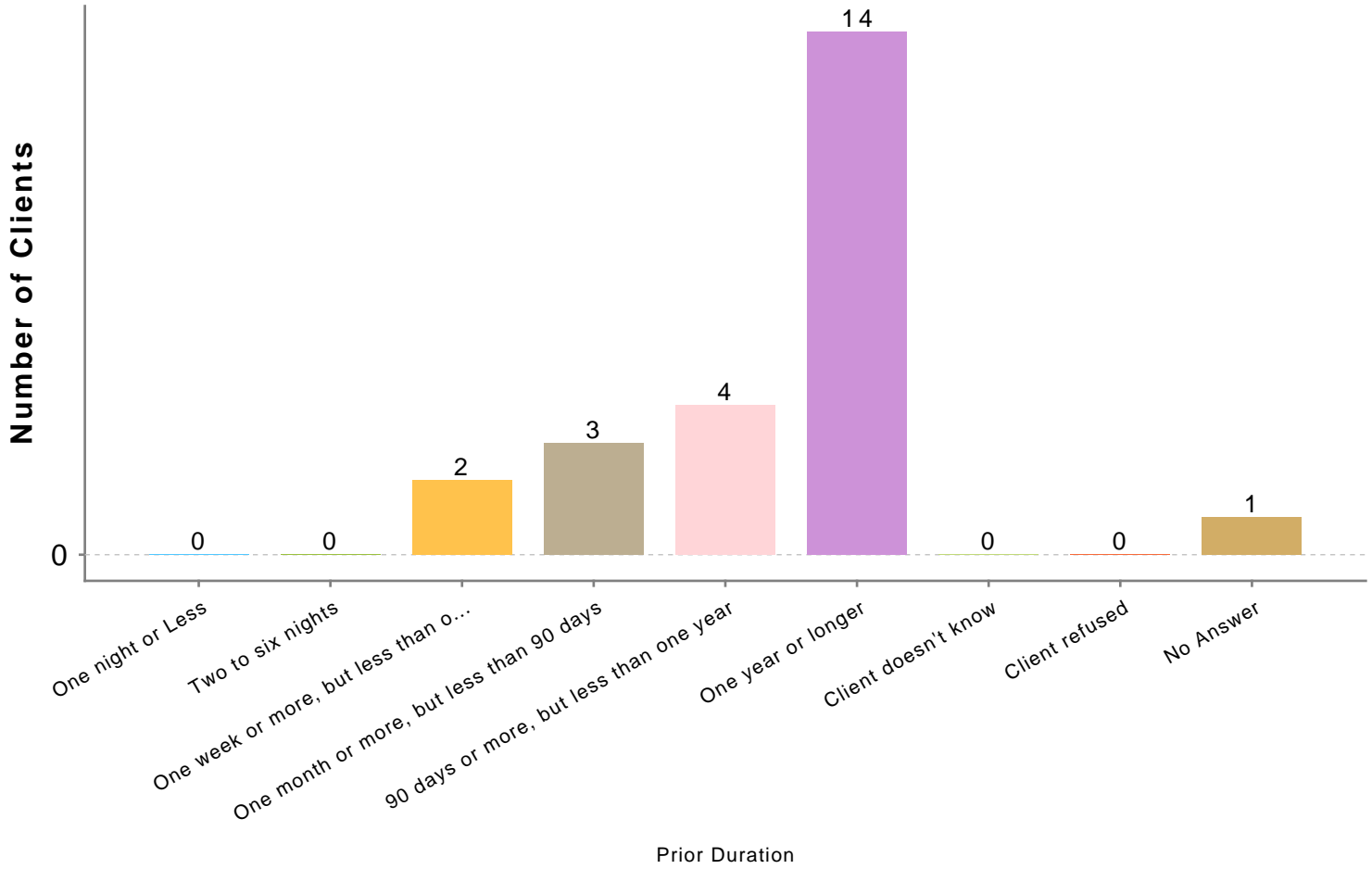
Date Range: 07/01/2022 thru 09/30/2022

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)	12
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	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:	24

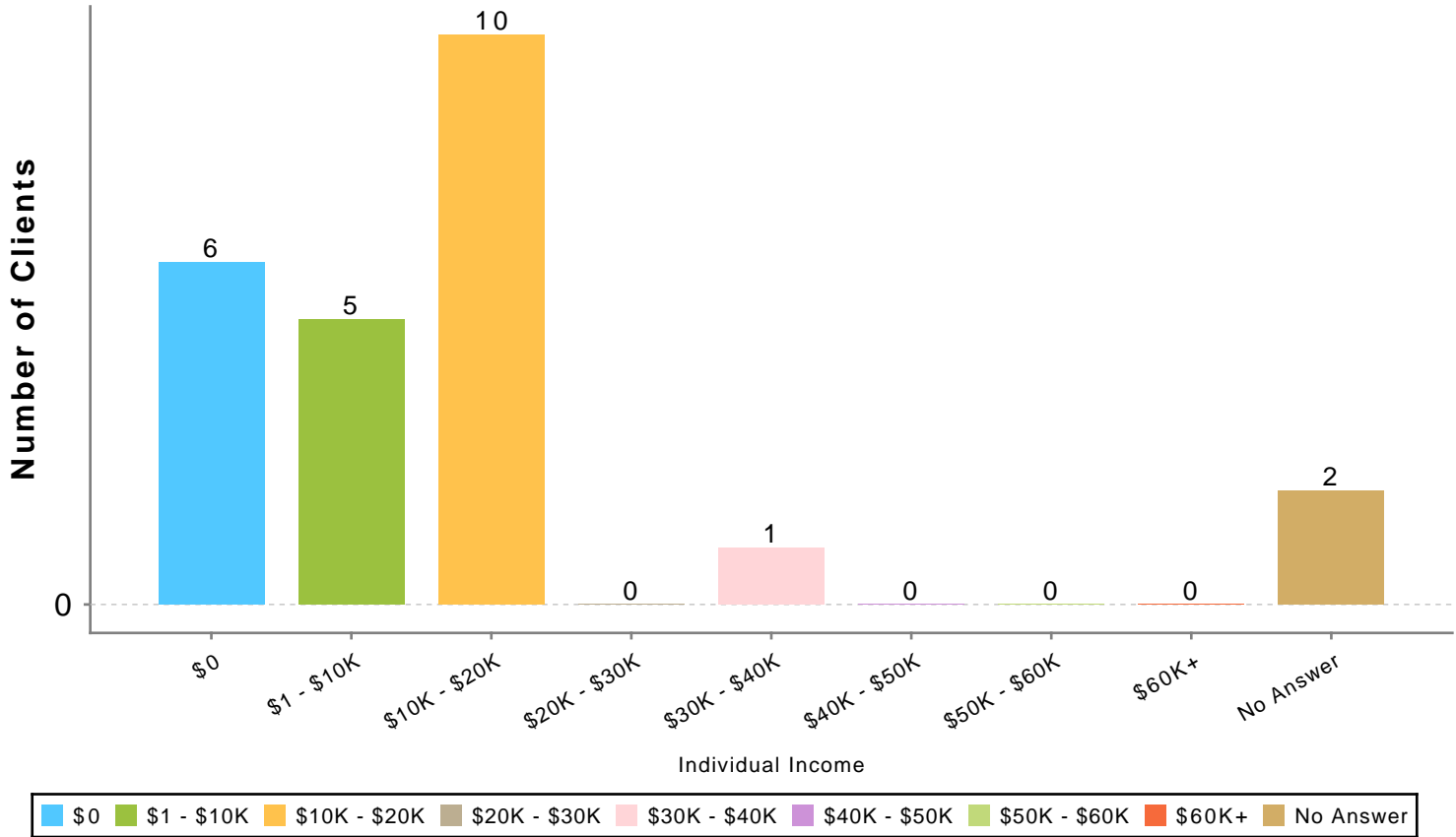
Prior Living Duration (Adults & HoH) Chart



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
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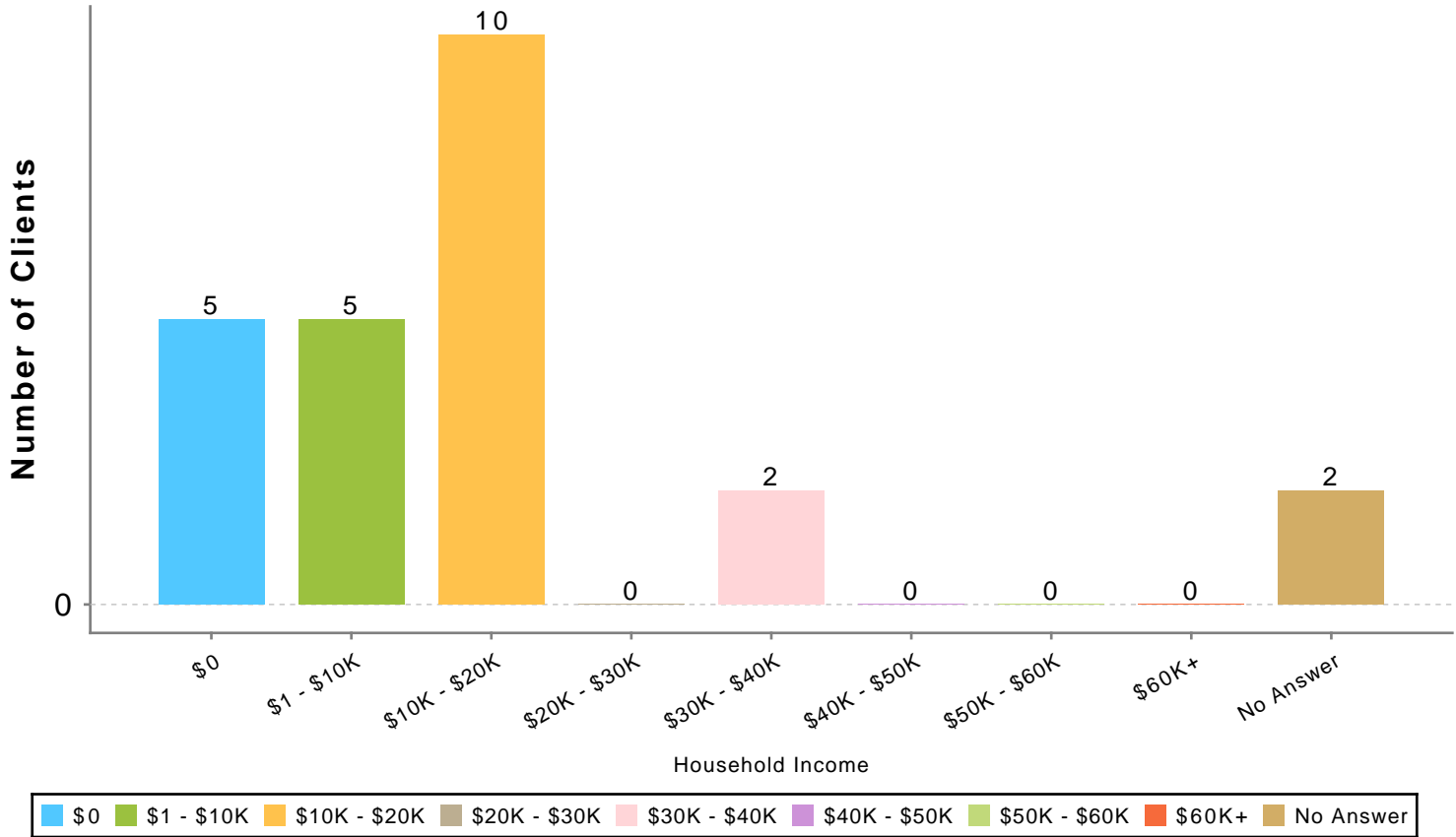
Prior Living Duration (Adults & HoH)	# of Clients
One night or Less	0
Two to six nights	0
One week or more, but less than one month	2
One month or more, but less than 90 days	3
90 days or more, but less than one year	4
One year or longer	14
Client doesn't know	0
Client refused	0
No Answer	1
Total:	24

Individual Income (Adults & HoH) Chart



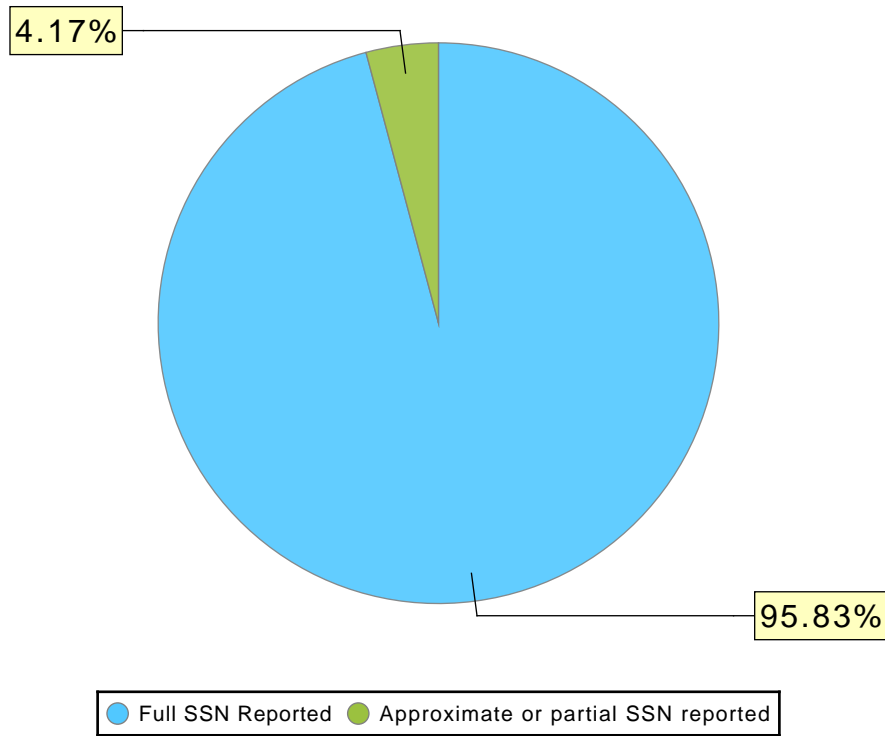
Individual Income (Adults & HoH)	# of Clients
\$0	6
\$1 - \$10K	5
\$10K - \$20K	10
\$20K - \$30K	0
\$30K - \$40K	1
\$40K - \$50K	0
\$50K - \$60K	0
\$60K+	0
No Answer	2
Total:	24

Household Income Chart



Household Income	# of Clients
\$0	5
\$1 - \$10K	5
\$10K - \$20K	10
\$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	1
Client doesn't know	0
Client refused	0
No Answer	0
Total:	24