

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

Activities To-Date

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 team works diligently to build relationships with outreach contacts in order to begin partnering with them to work towards housing. 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. The team encourages 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 241 conversations covering a wide range of topics with clients, including housing searches and options, obtaining benefits, employment, obtaining core documentation and medical care. The HN also assisted clients with paperwork for housing or benefits 50 times. Two clients received a short-term motel stay this quarter. The HN has provided 15 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 50 home visits and conversations this quarter to support life skills development. The HN conducted outreach to 85 unsheltered persons and completed 14 housing case plans. Three permanently housed clients have now been in their units for six months, and one have maintained their housing for over 12 months. Two 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 49 times this quarter.

The team helped 3 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. Basic supplies such as hygiene products, socks, water and food have been provided to outreach contacts.

Successes

We have permanently secured a new Program Manager, Cynthia Chavez to manage the Albany Project Hope Program. Cynthia is supervised by Regional Director of Residential Services, Stacey Burmaster. A Senior Program Manager will be hired in the first quarter of 2023-2024 fiscal year to support this program. Angela Upshaw, Director of Programs has been involved in the transition.

The Albany Project HOPE team has had several permanent housing matches. Three participants were placed in rapid rehousing units. The HN is actively working to collect documents to be eligible for permanent supportive housing through Alameda County's Coordinated Entry process.

This quarter the Albany Project Hope Program HN has diligently worked with a 25 yr. old who was born with autism and MR. Our HN successfully housed this client in February 2021, but more importantly we recently received a letter of acceptance from the Regional Center of the East Bay (Advocates for children and adults with Developmental Disabilities). This is a lifetime program that will follow and support this client with information and services ranging from specialized medical & dental, housing, transportation, job training, etc.

Additionally, the Albany Project Hope Program HN was determined to get another client out of an RV and successfully into his own private studio with the RRH subsidy. Finding housing for this client was quite a challenge because he did not have any core documentation such as a birth certificate, social security card, or ID. During the trust building process HN it was discovered that the client had a brother. HN reached out to the brother, but he refused to help. In the end, HN persevered, and she was able to find a studio apartment the client could reside in without needing any of his core documents.

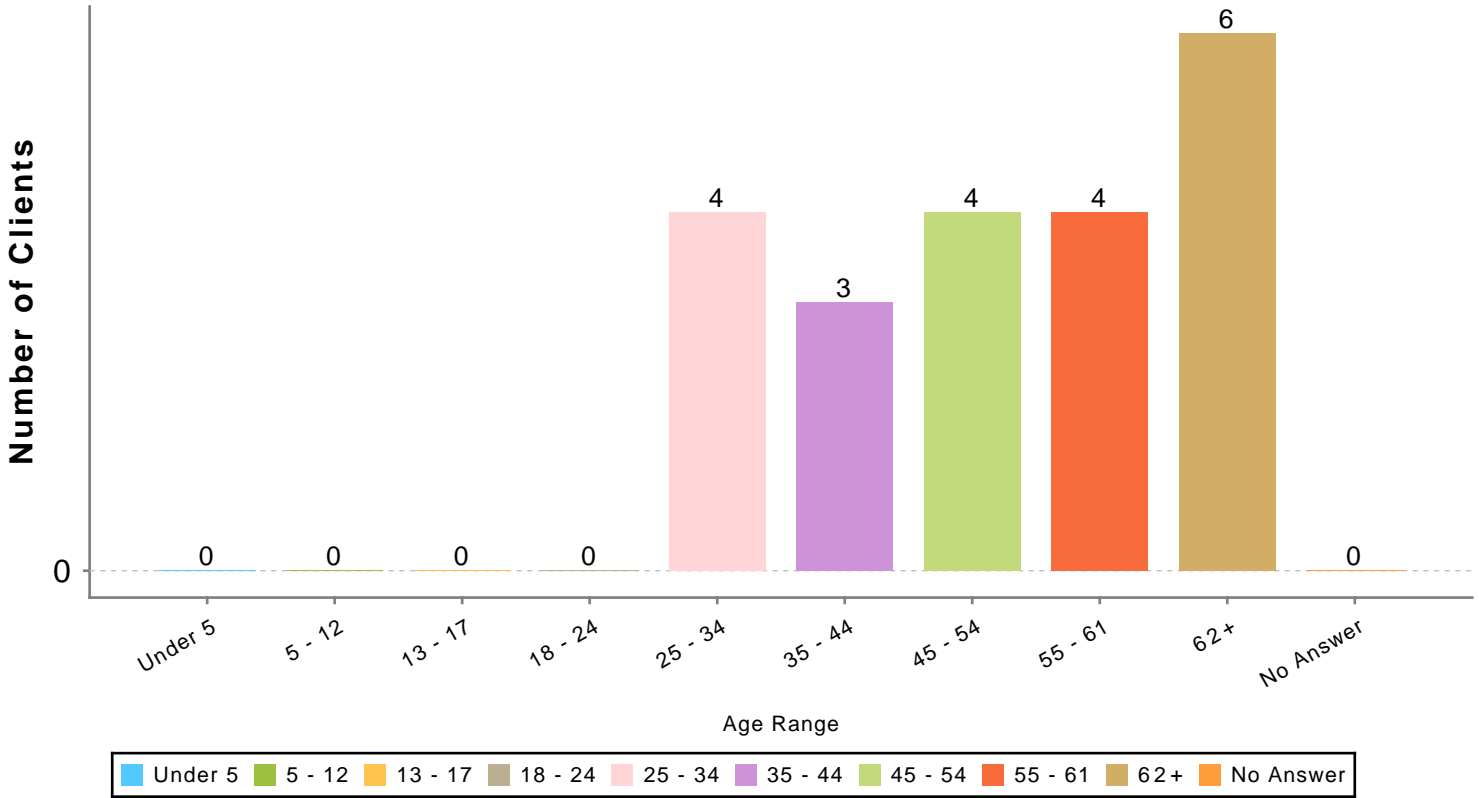
Challenges

As noted in previous quarterly reports, participants have severe mental health disabilities. This makes essential communication and coordination of services challenging for our team. The process of obtaining housing is complicated and requires ongoing partnership with the HN. Trust is essential for new participants to agree to partner with the HN. She provides supplies to meet basic needs and consistently checks in on known places people congregate. The process of building rapport with new referrals is slow. Participants may be unable to keep phones charged so arriving for scheduled meetings or coordinating at all can be difficult.

Some clients do not have high enough scores to be eligible to be matched for PSH matches. The HN is able to conduct the assessments again where appropriate. Repeating those assessments can be frustrating for participants and can shake their trust in the process. Additional challenges include some clients refusing shelter options. Some prefer motel rooms when shelter beds are available, which is not feasible. 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.

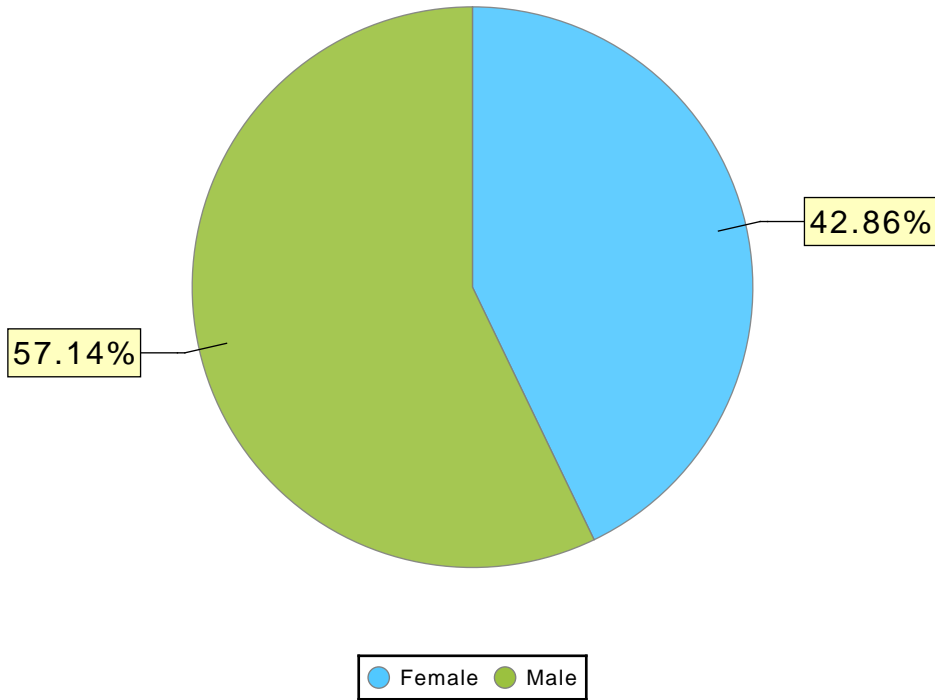
HOUSING NAVIGATION

Age Range Chart



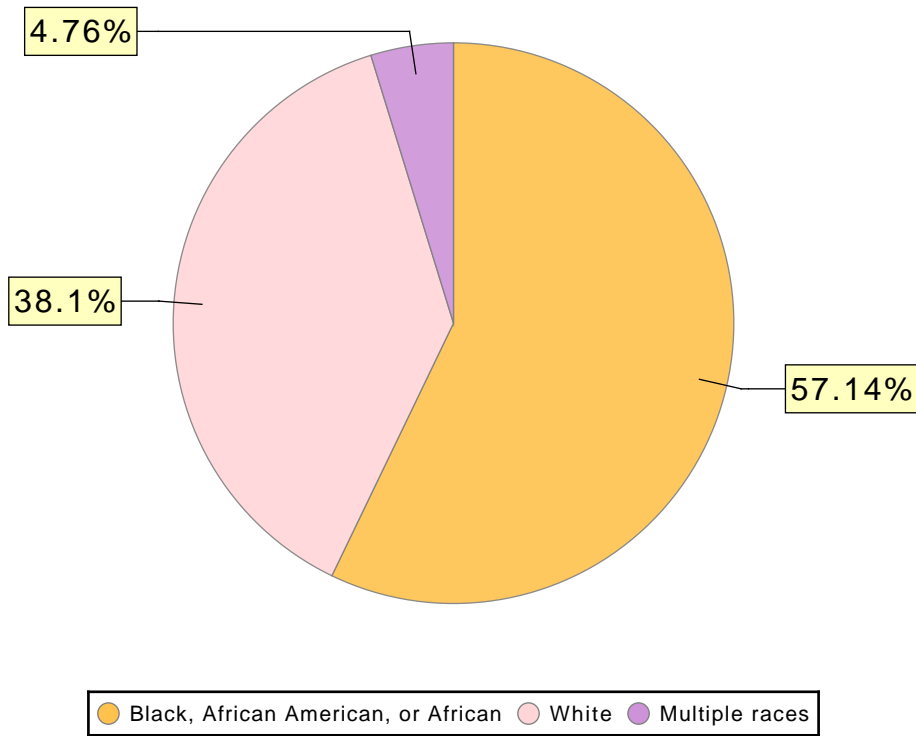
Age Range	# of Clients
Under 5	0
5 - 12	0
13 - 17	0
18 - 24	0
25 - 34	4
35 - 44	3
45 - 54	4
55 - 61	4
62+	6
No Answer	0
Total:	21

Gender Chart



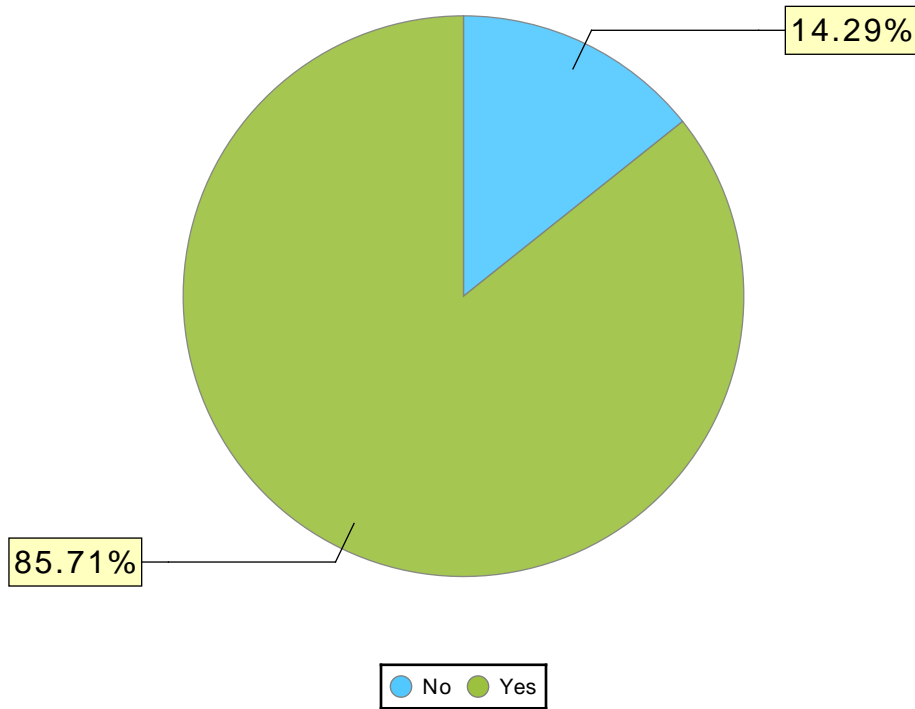
Gender	# of Clients
Female	9
Male	12
No Single Gender	0
Transgender	0
Questioning	0
Client doesn't know	0
Client refused	0
No Answer	0
Total:	21

Race Chart



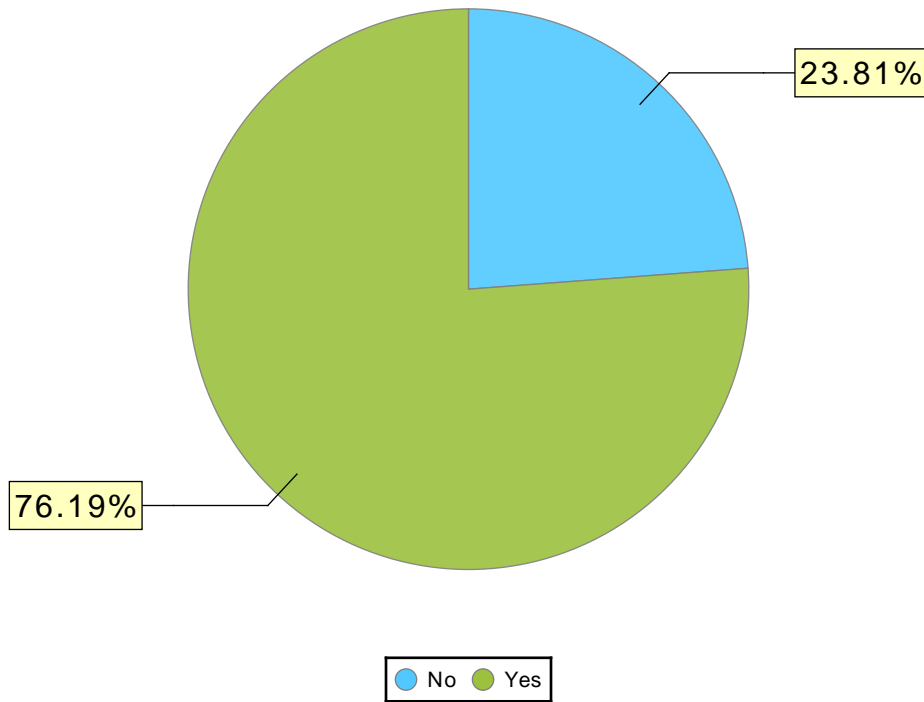
Race	# of Clients
American Indian, Alaska Native, or Indigenous	0
Asian or Asian American	0
Black, African American, or African	12
Native Hawaiian or Pacific Islander	0
White	8
Multiple races	1
Client Don't know / Refused	0
No Answer	0
Total:	21

Disabled (Adults & HoH) Chart



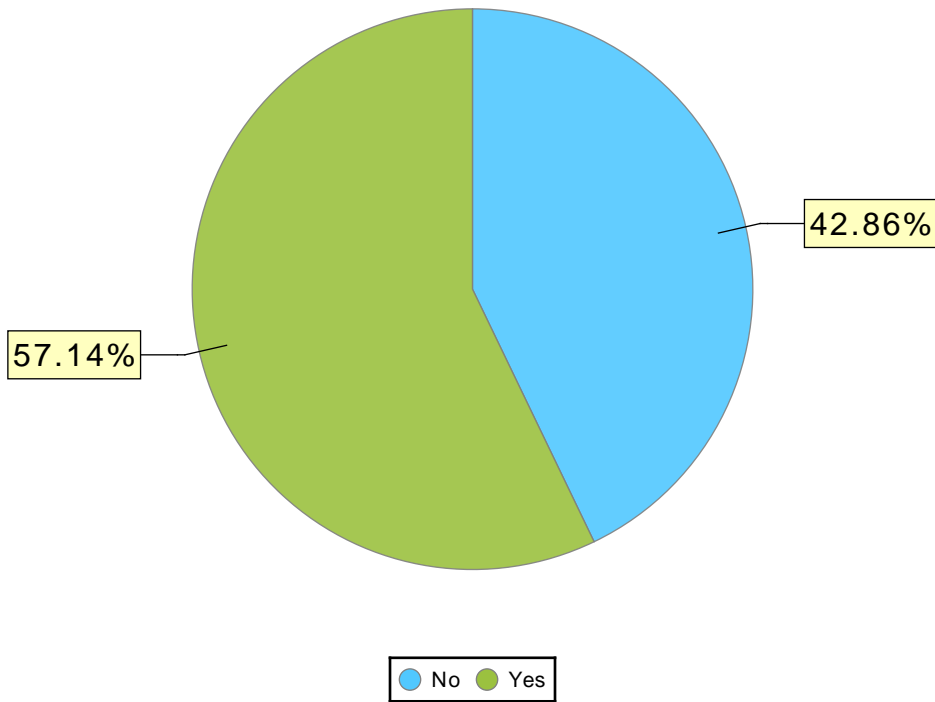
Disabled (Adults & HoH)	# of Clients
No	3
Yes	18
Client doesn't know	0
Client refused	0
No Answer	0
Total:	21

Physical Disability Chart



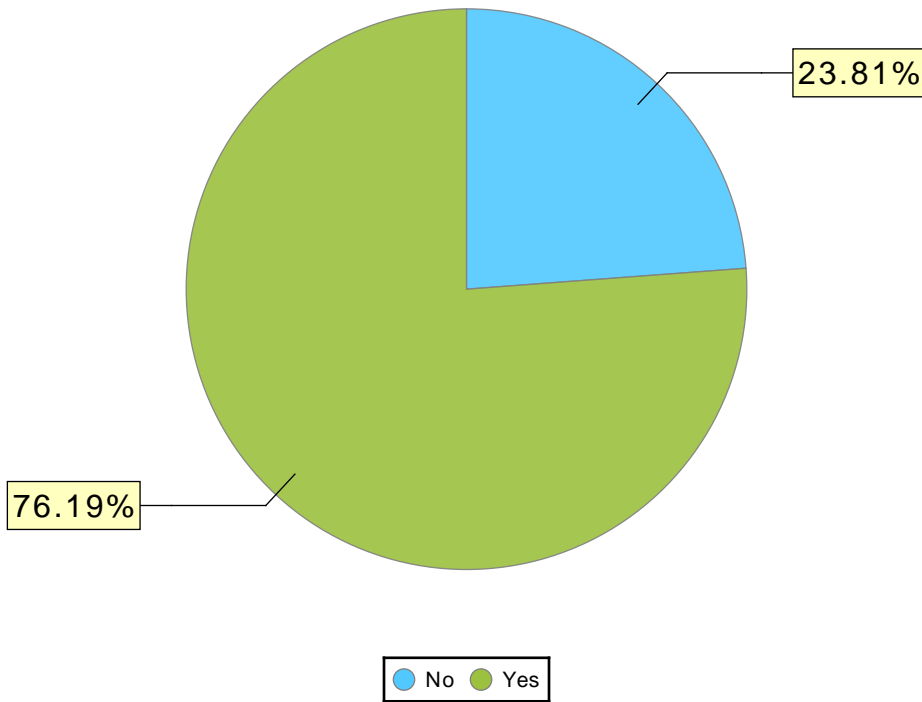
Physical Disability	# of Clients
No	5
Yes	16
Client doesn't know	0
Client refused	0
No Answer	0
Total:	21

Developmental Disability Chart



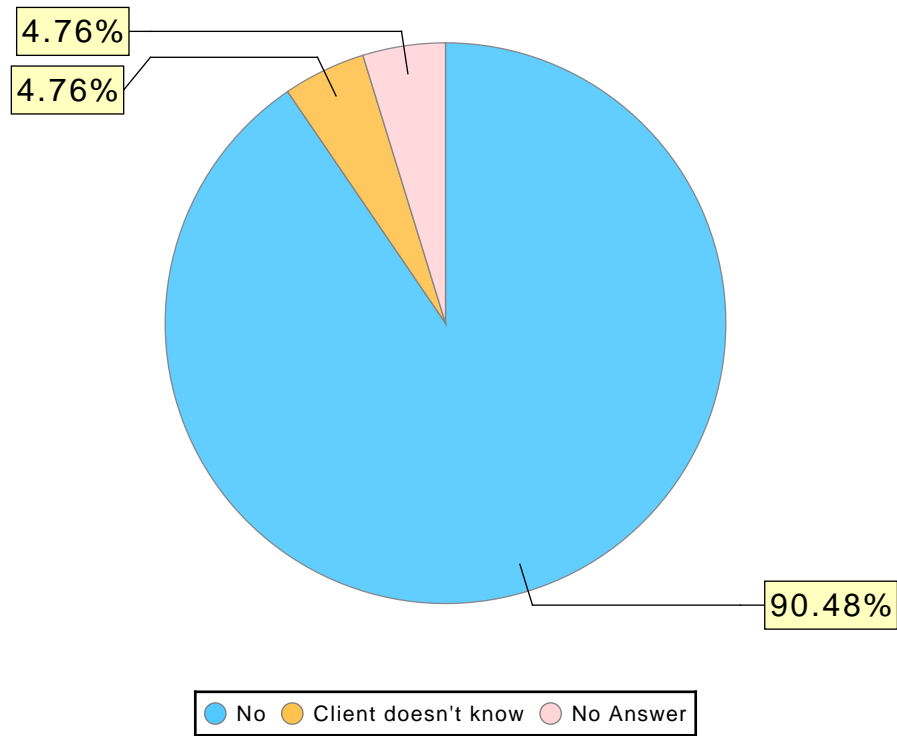
Developmental Disability	# of Clients
No	9
Yes	12
Client doesn't know	0
Client refused	0
No Answer	0
Total:	21

Chronic Health Condition Chart



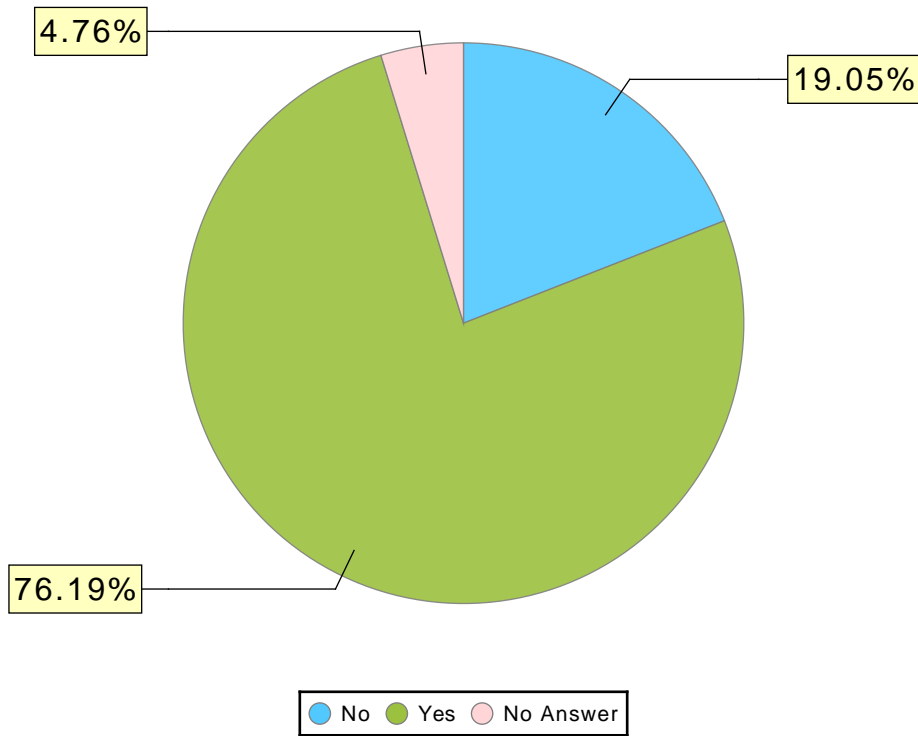
Chronic Health Condition	# of Clients
No	5
Yes	16
Client doesn't know	0
Client refused	0
No Answer	0
Total:	21

HIV/AIDS Chart



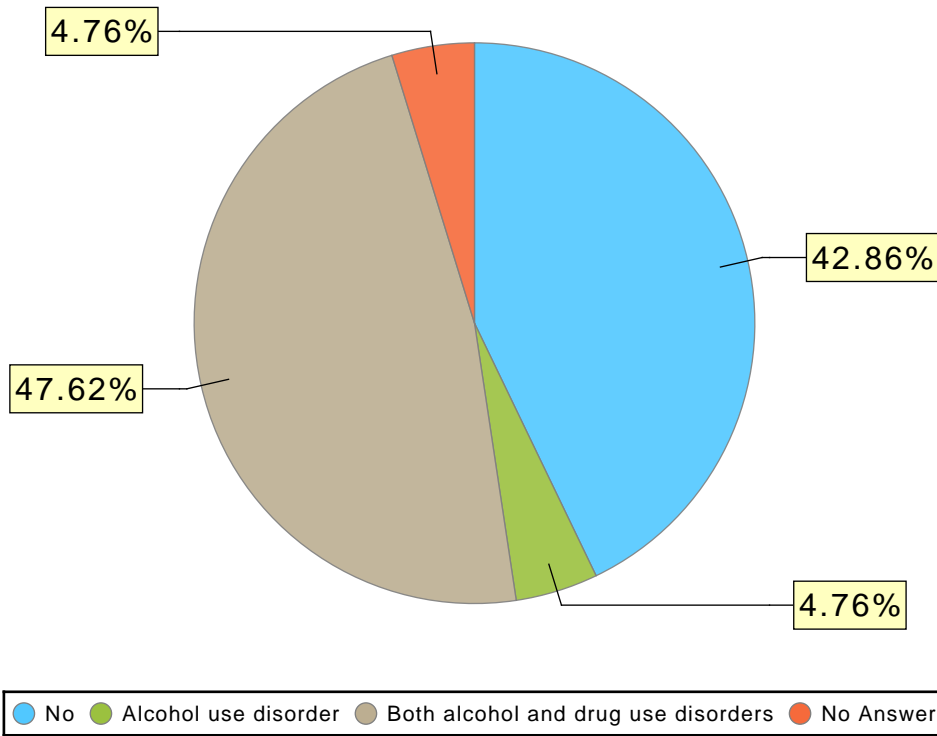
HIV/AIDS	# of Clients
No	19
Yes	0
Client doesn't know	1
Client refused	0
No Answer	1
Total:	21

Mental Health Disorder Chart



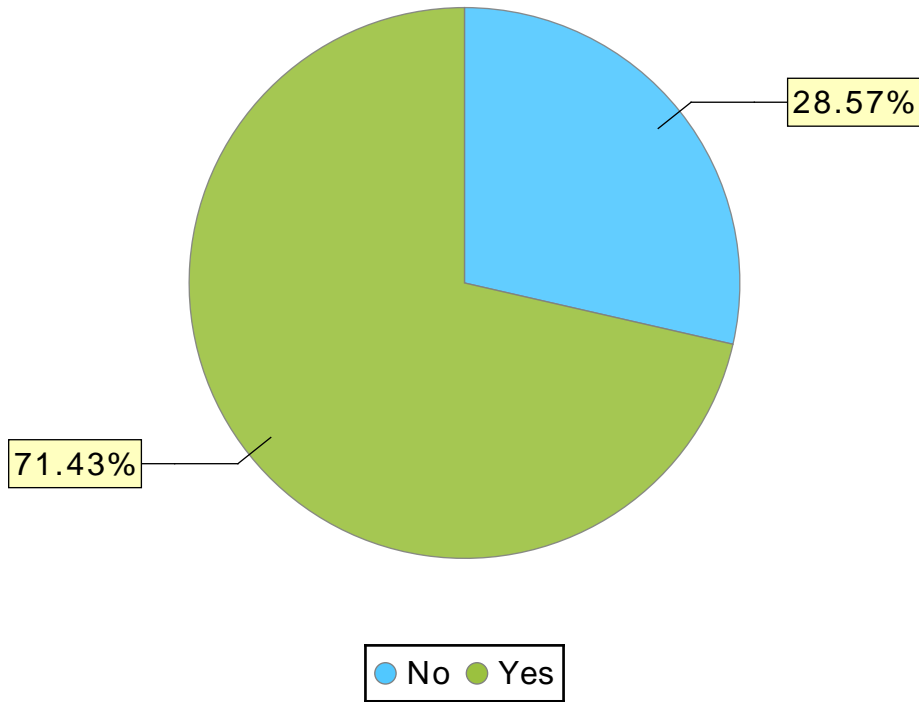
Mental Health Disorder	# of Clients
No	4
Yes	16
Client doesn't know	0
Client refused	0
No Answer	1
Total:	21

Substance Use Disorder Chart



Substance Use Disorder	# of Clients
No	9
Alcohol use disorder	1
Drug use disorder	0
Both alcohol and drug use disorders	10
Client doesn't know	0
Client refused	0
No Answer	1
Total:	21

Chronic Homelessness (Adults & HoH) Chart



Chronic Homelessness (Adults & HoH)	# of Clients
No	6
Yes	15
Clients Entering from Homelessness	# of Clients
Yes	20
No	1
Approximate Date Started	# of Clients
365 Days or More	15
Less Than 365 Days	5
Missing	0
Not applicable	1
Times Homeless in the Past Three Years	# of Clients
One Time	11
Two Times	0
Three Times	1
Four or more times	8
Client doesn't know	0
Client refused	0

Client Demographics Report

CA-502 Alameda County/Oakland

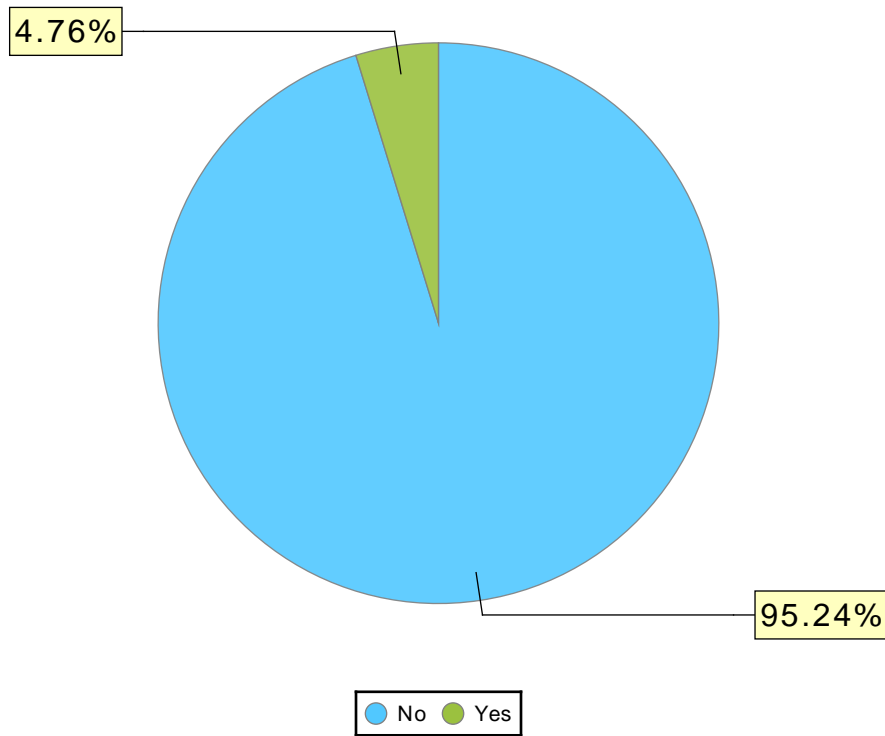
Date Range: 10/01/2022 thru 12/31/2022

Veteran: All

Client Project Stays: All active

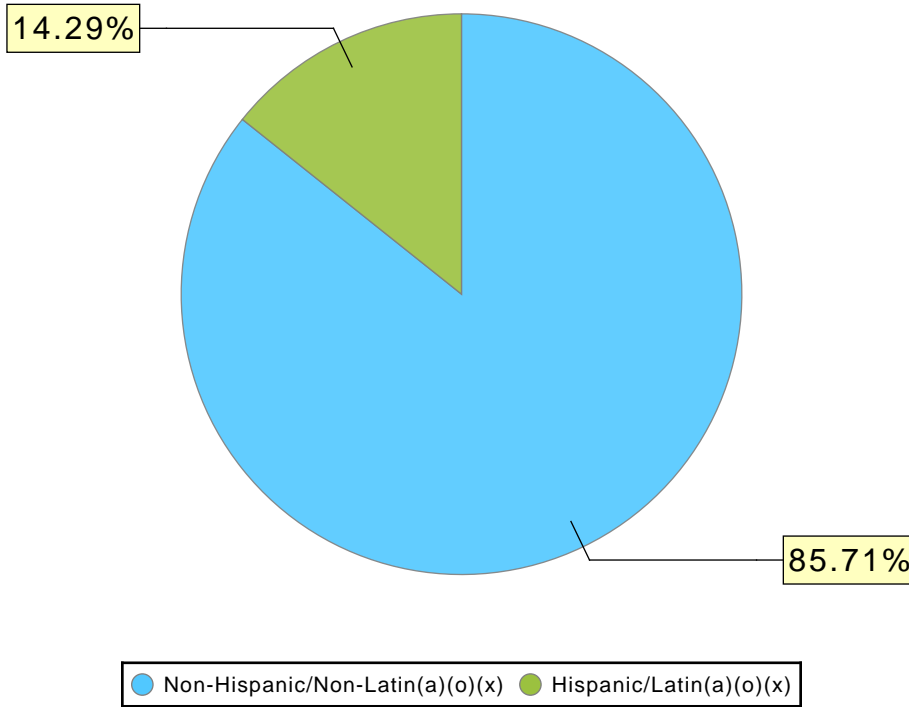
Times Homeless in the Past Three Years	# of Clients
No Answer	1
Total Months Homeless in the Past Three years	# of Clients
One month (this time is the first month)	0
Two Months	1
Three Months	0
Four Months	1
Five Months	1
Six Months	0
Seven Months	1
Eight Months	0
Nine Months	0
Ten Months	0
Eleven Months	1
Twelve Months	0
More than 12 Months	15
Client doesn't know	0
Client refused	0
No Answer	0
Not Applicable	1
Total:	21

Veteran Status (Adults Only) Chart



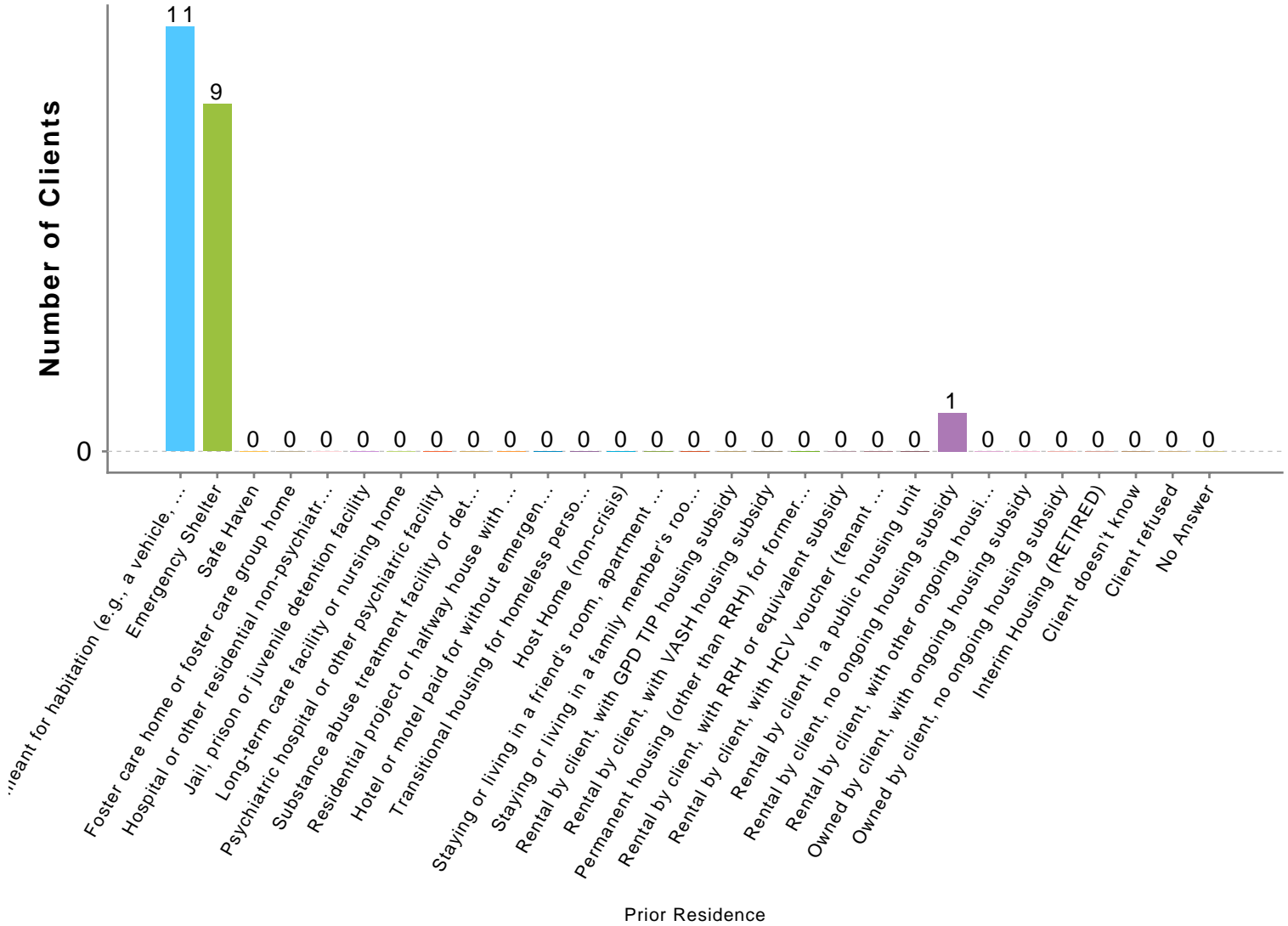
Veteran Status (Adults Only)	# of Clients
No	20
Yes	1
Client doesn't know	0
Client refused	0
No Answer	0
Total:	21

Hispanic Ethnicity Chart



Hispanic Ethnicity	# of Clients
Non-Hispanic/Non-Latin(a)(o)(x)	18
Hispanic/Latin(a)(o)(x)	3
Client doesn't know	0
Client refused	0
No Answer	0
Total:	21

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
Hospital or other residential non-psychiatric medical facility	Long-term care facility or nursing home
Jail, prison or juvenile detention facility	Psychiatric hospital or other psychiatric facility
Long-term care facility or nursing home	Substance abuse treatment facility or detox center
Psychiatric hospital or other psychiatric facility	Residential project or halfway house with no homeless criteria
Substance abuse treatment facility or detox center	Hotel or motel paid for without emergency shelter voucher
Residential project or halfway house with no homeless criteria	Transitional housing for homeless persons (including homeless youth)
Hotel or motel paid for without emergency shelter voucher	Host Home (non-crisis)
Transitional housing for homeless persons (including homeless youth)	Staying or living in a friend's room, apartment or house
Host Home (non-crisis)	Staying or living in a family member's room, apartment or house
Staying or living in a friend's room, apartment or house	Rental by client, with GPD TIP housing subsidy
Staying or living in a family member's room, apartment or house	Rental by client, with VASH housing subsidy
Rental by client, with GPD TIP housing subsidy	Permanent housing (other than RRH) for formerly homeless persons
Rental by client, with VASH housing subsidy	Rental by client, with RRH or equivalent subsidy
Permanent housing (other than RRH) for formerly homeless persons	Rental by client, with HCV voucher (tenant or project based)
Rental by client, with RRH or equivalent subsidy	Rental by client, in a public housing unit
Rental by client, with HCV voucher (tenant or project based)	Rental by client, no ongoing housing subsidy
Rental by client, in a public housing unit	Rental by client, with other ongoing housing subsidy
Rental by client, no ongoing housing subsidy	Owned by client, with ongoing housing subsidy
Rental by client, with other ongoing housing subsidy	Owned by client, no ongoing housing subsidy
Owned by client, with ongoing housing subsidy	Interim Housing (RETIRED)
Owned by client, no ongoing housing subsidy	Client doesn't know
Interim Housing (RETIRED)	Client refused
Client doesn't know	No Answer
Client refused	
No Answer	

Prior Living Situation (Adults & HoH)	# of Clients
---------------------------------------	--------------

Client Demographics Report

CA-502 Alameda County/Oakland

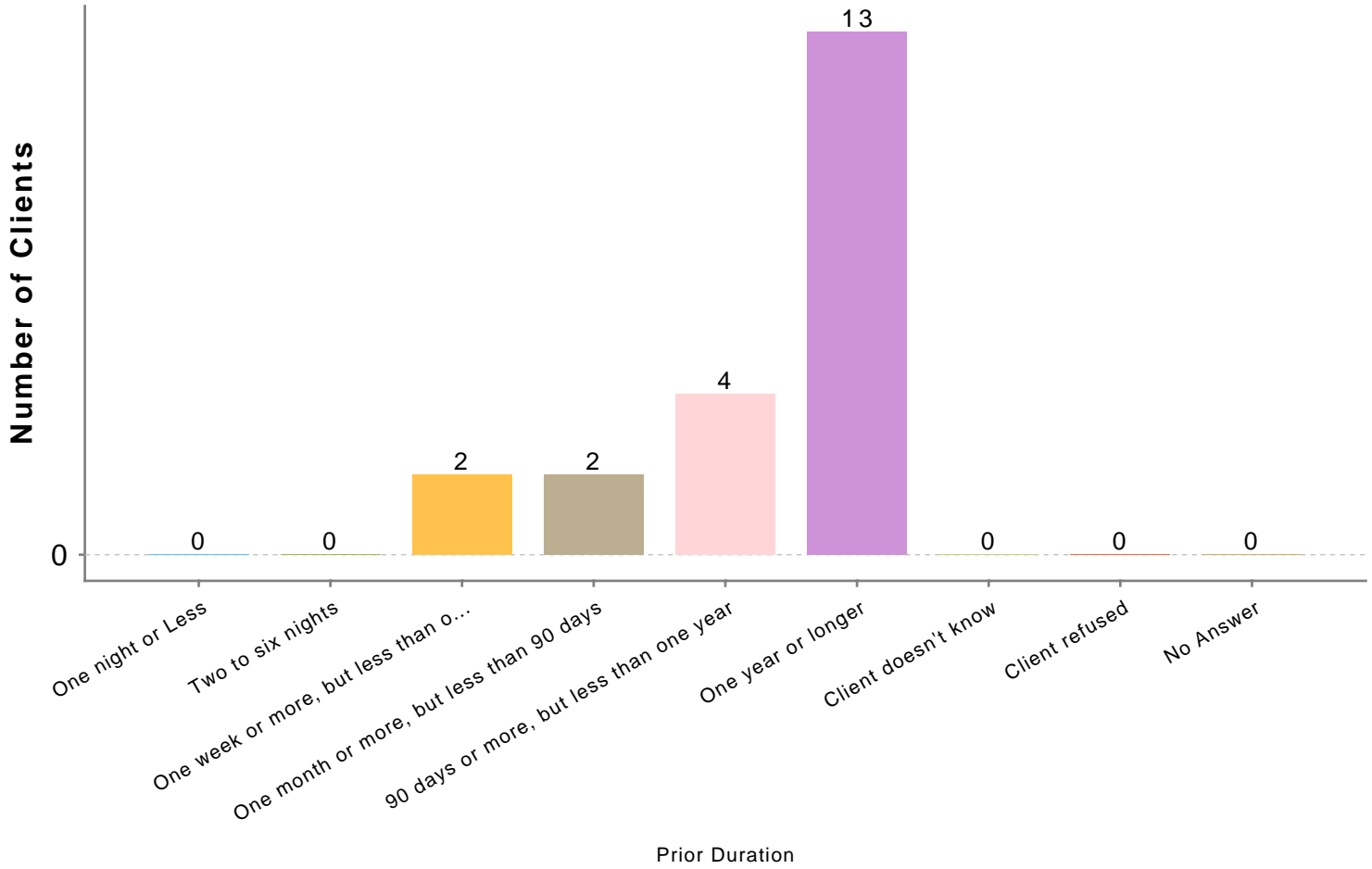
Date Range: 10/01/2022 thru 12/31/2022

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	9
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:	21

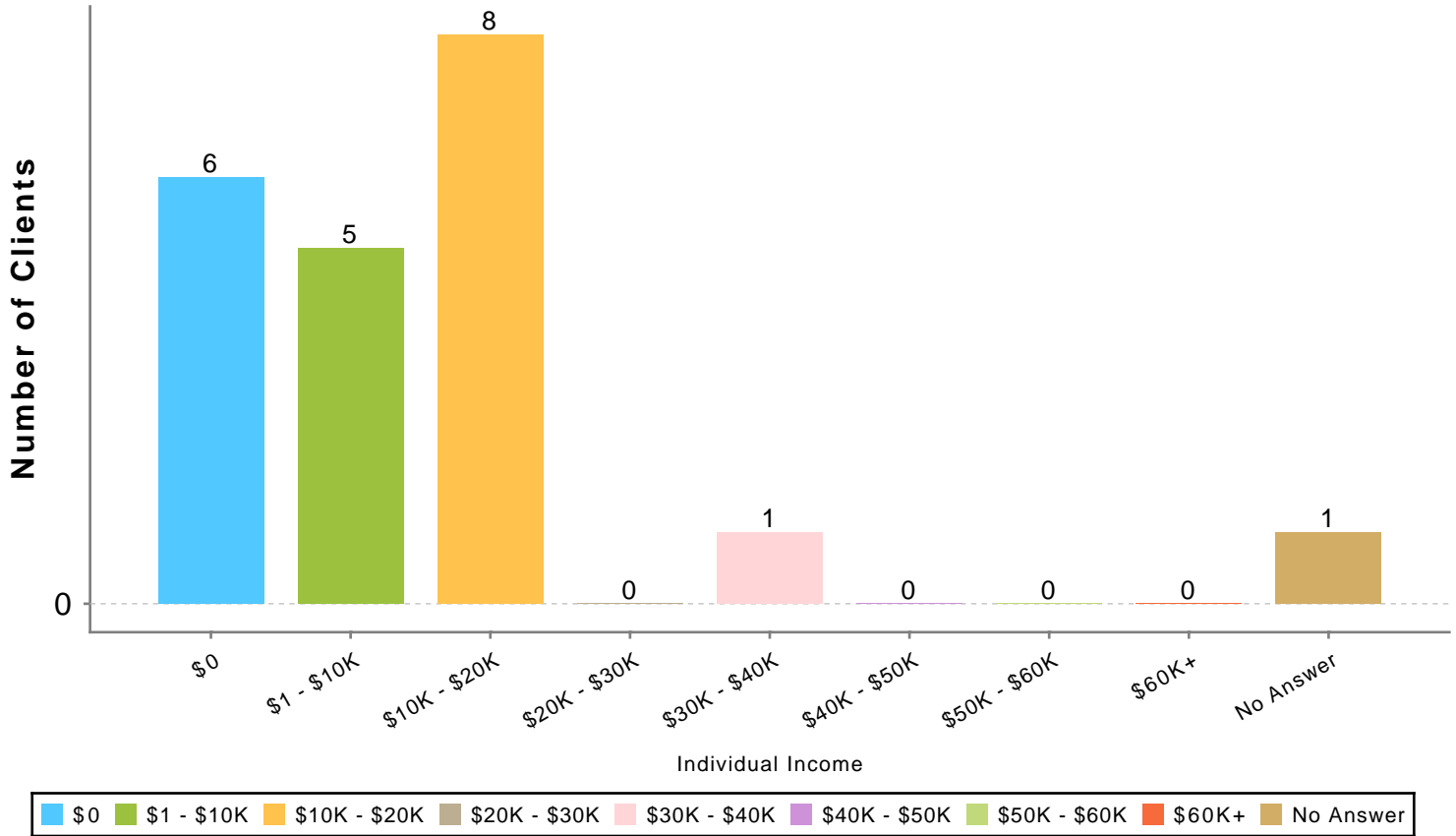
Prior Living Duration (Adults & HoH) Chart



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
-------------------	-------------------	---	--	---	--------------------	---------------------	----------------	-----------

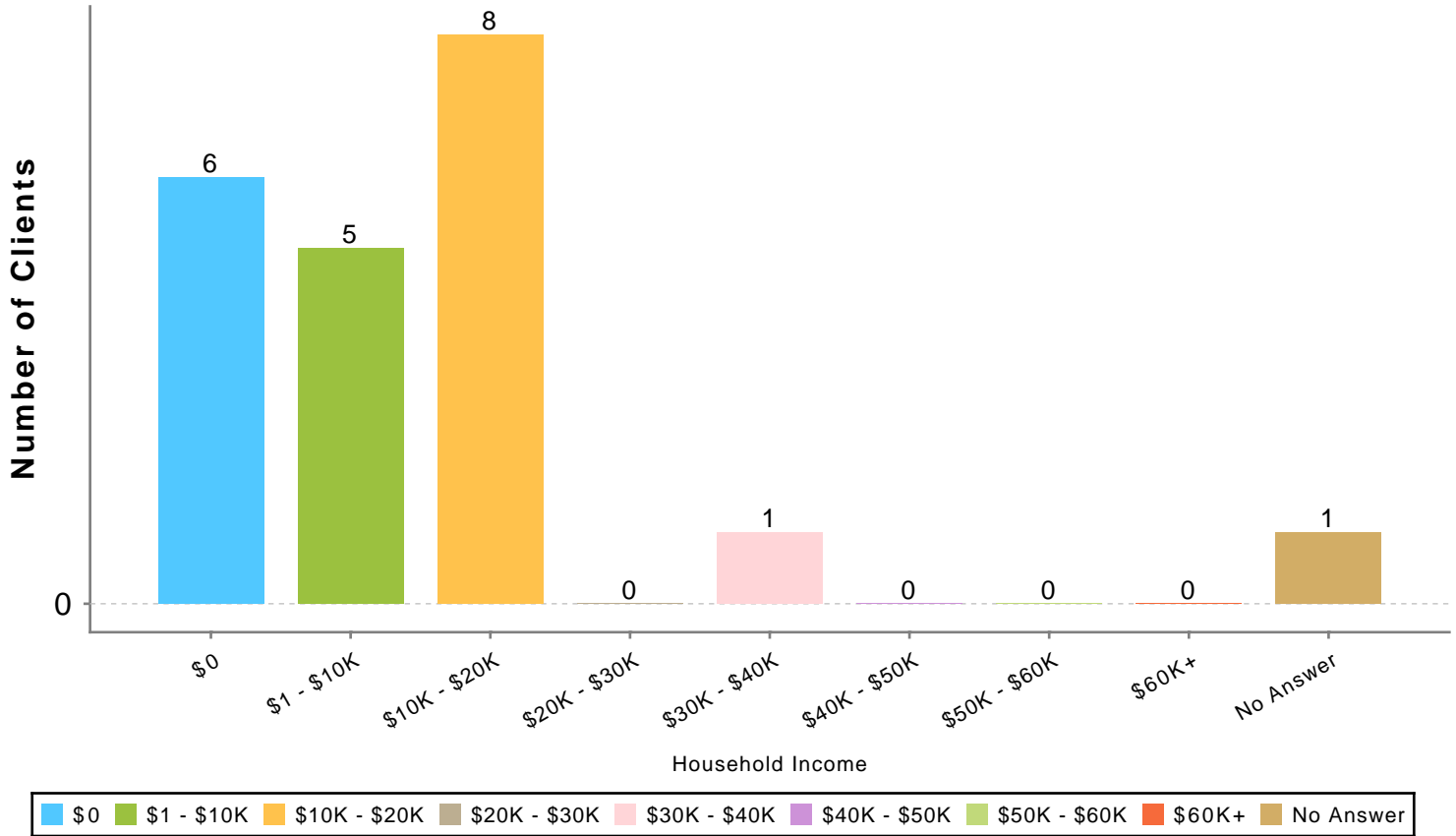
Prior Living Duration (Adults & HoH)	# of Clients
One night or Less	0
Two to six nights	0
One week or more, but less than one month	2
One month or more, but less than 90 days	2
90 days or more, but less than one year	4
One year or longer	13
Client doesn't know	0
Client refused	0
No Answer	0
Total:	21

Individual Income (Adults & HoH) Chart



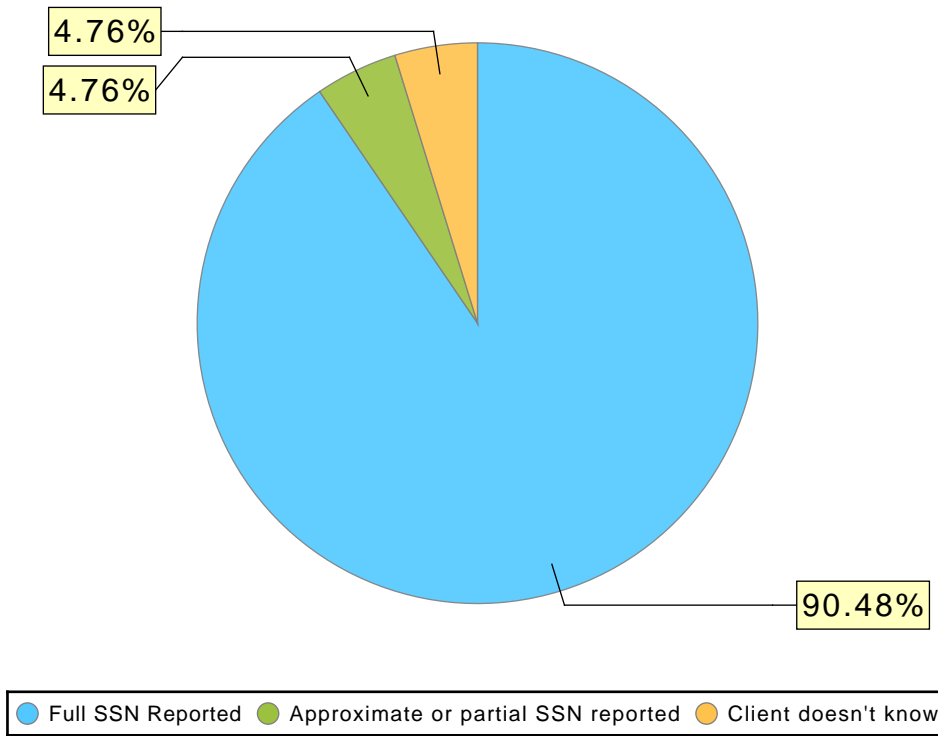
Individual Income (Adults & HoH)	# of Clients
\$0	6
\$1 - \$10K	5
\$10K - \$20K	8
\$20K - \$30K	0
\$30K - \$40K	1
\$40K - \$50K	0
\$50K - \$60K	0
\$60K+	0
No Answer	1
Total:	21

Household Income Chart



Household Income	# of Clients
\$0	6
\$1 - \$10K	5
\$10K - \$20K	8
\$20K - \$30K	0
\$30K - \$40K	1
\$40K - \$50K	0
\$50K - \$60K	0
\$60K+	0
No Answer	1
Total:	21

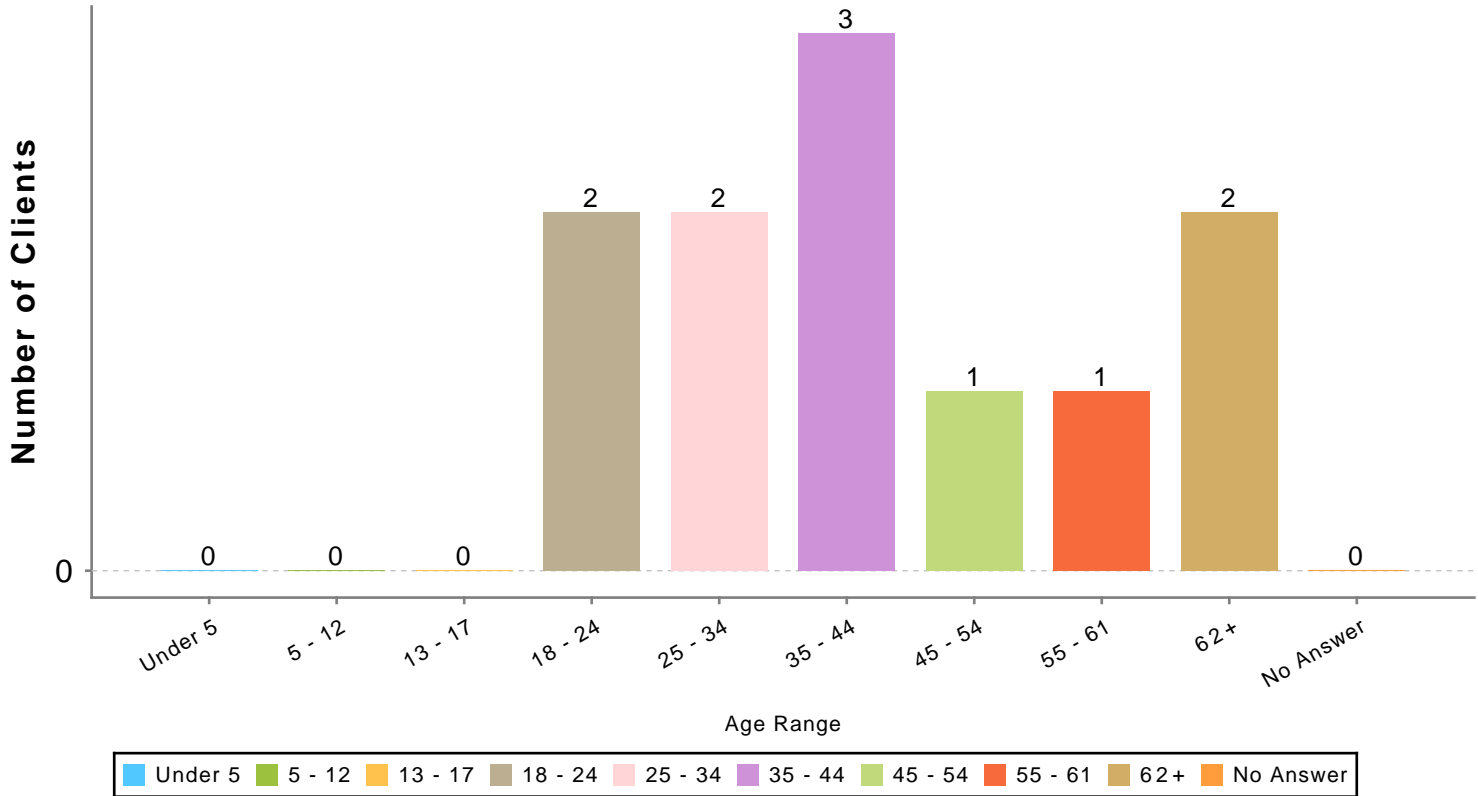
SSN Validity Chart



SSN Validity	# of Clients
Full SSN Reported	19
Approximate or partial SSN reported	1
Client doesn't know	1
Client refused	0
No Answer	0
Total:	21

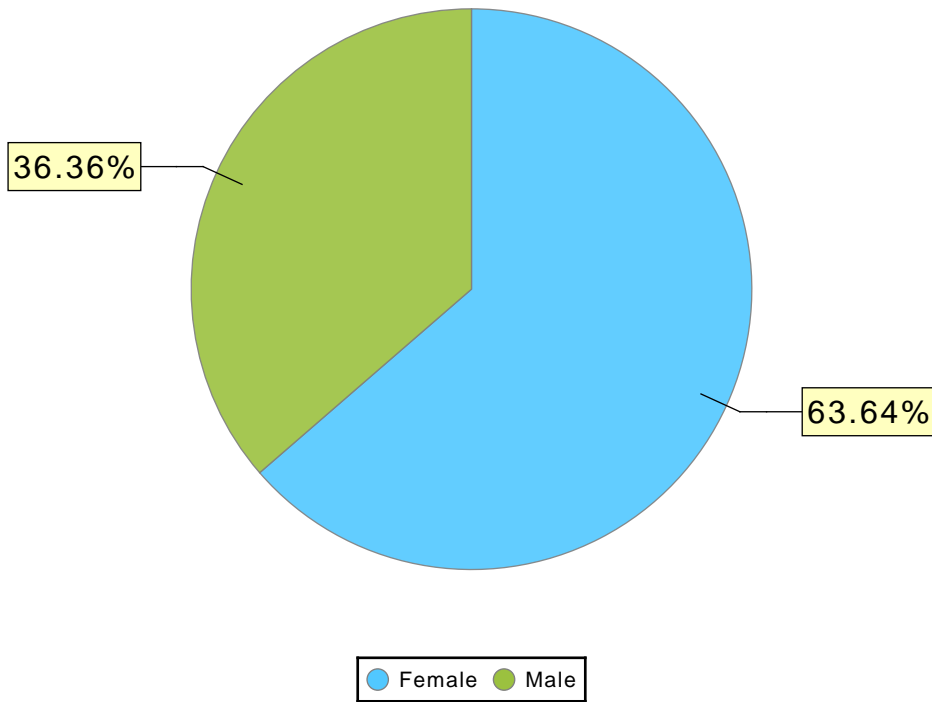
OUTREACH

Age Range Chart



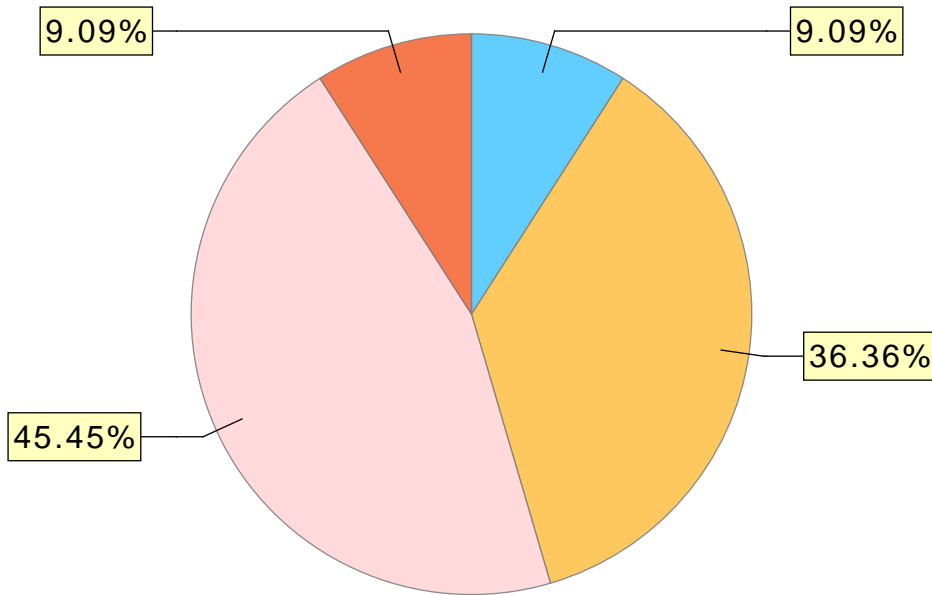
Age Range	# of Clients
Under 5	0
5 - 12	0
13 - 17	0
18 - 24	2
25 - 34	2
35 - 44	3
45 - 54	1
55 - 61	1
62+	2
No Answer	0
Total:	11

Gender Chart



Gender	# of Clients
Female	7
Male	4
No Single Gender	0
Transgender	0
Questioning	0
Client doesn't know	0
Client refused	0
No Answer	0
Total:	11

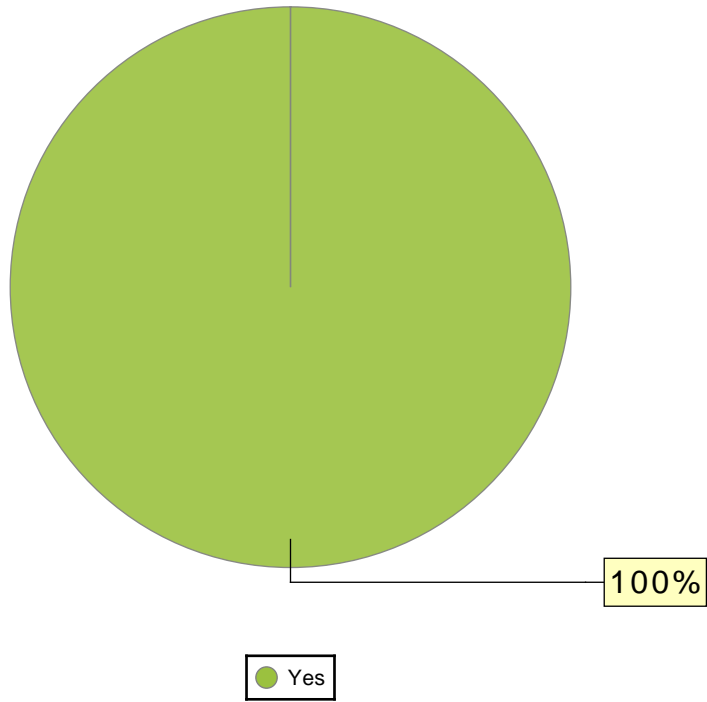
Race Chart



● American Indian, Alaska Native, or Indigenous
 ● Black, African American, or African
 ● White
 ● Client Don't know / Refused

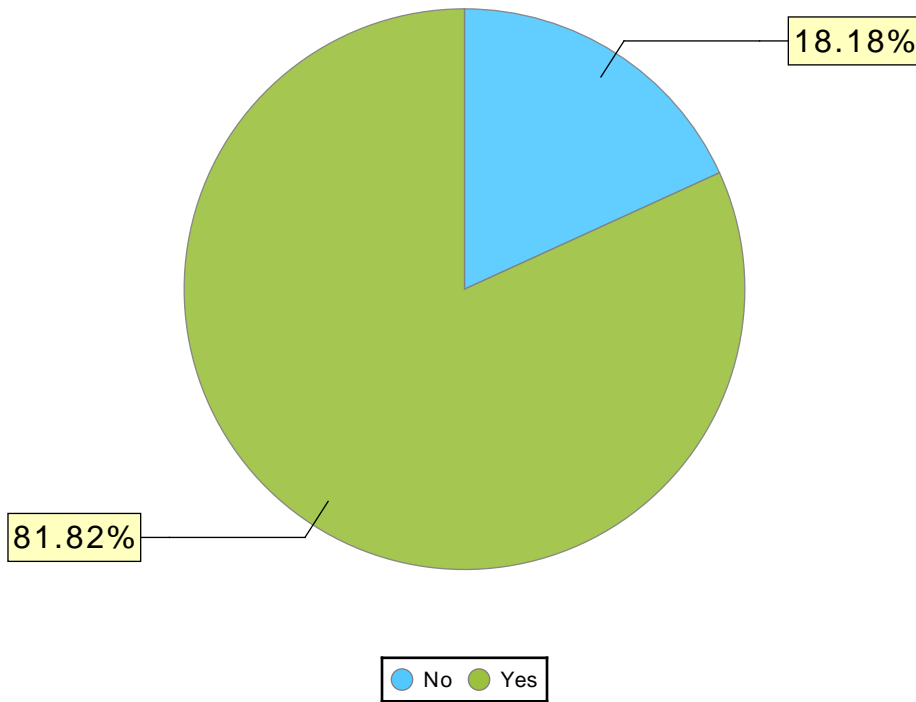
Race	# of Clients
American Indian, Alaska Native, or Indigenous	1
Asian or Asian American	0
Black, African American, or African	4
Native Hawaiian or Pacific Islander	0
White	5
Multiple races	0
Client Don't know / Refused	1
No Answer	0
Total:	11

Disabled (Adults & HoH) Chart



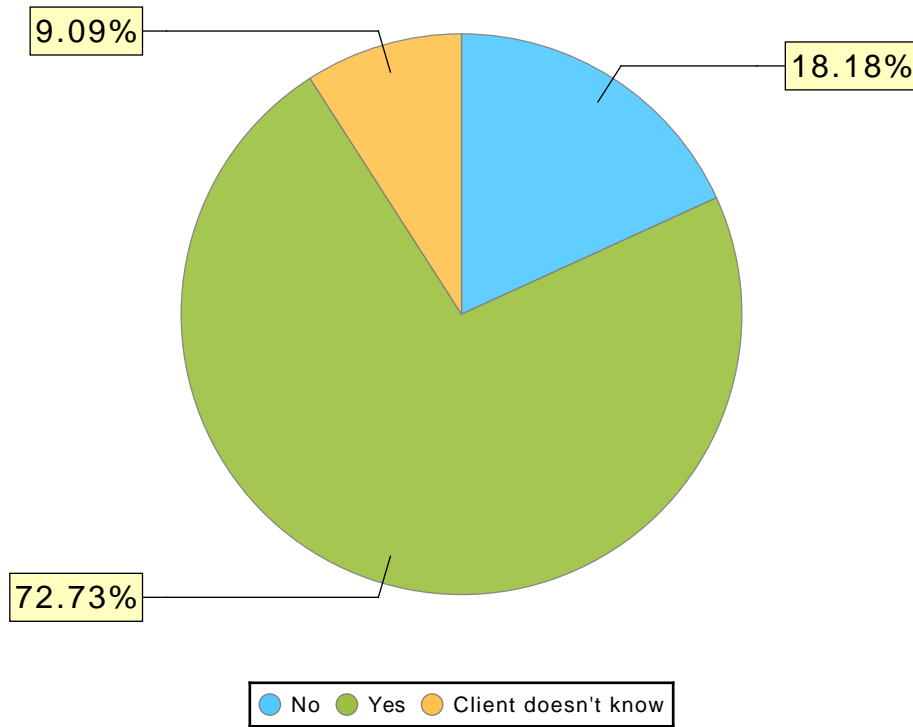
Disabled (Adults & HoH)	# of Clients
No	0
Yes	11
Client doesn't know	0
Client refused	0
No Answer	0
Total:	11

Physical Disability Chart



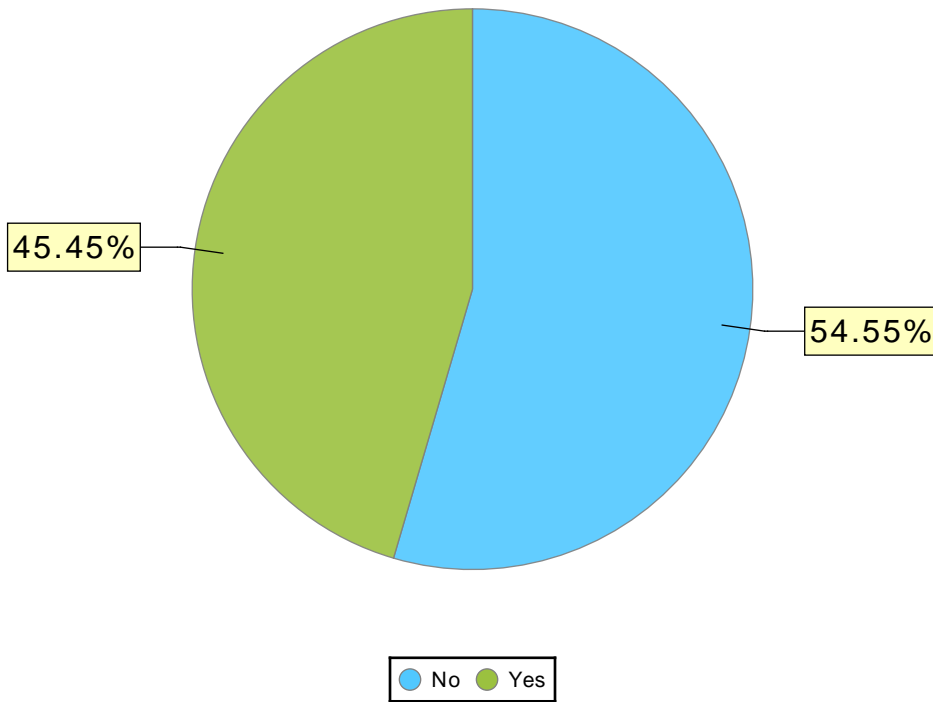
Physical Disability	# of Clients
No	2
Yes	9
Client doesn't know	0
Client refused	0
No Answer	0
Total:	11

Developmental Disability Chart



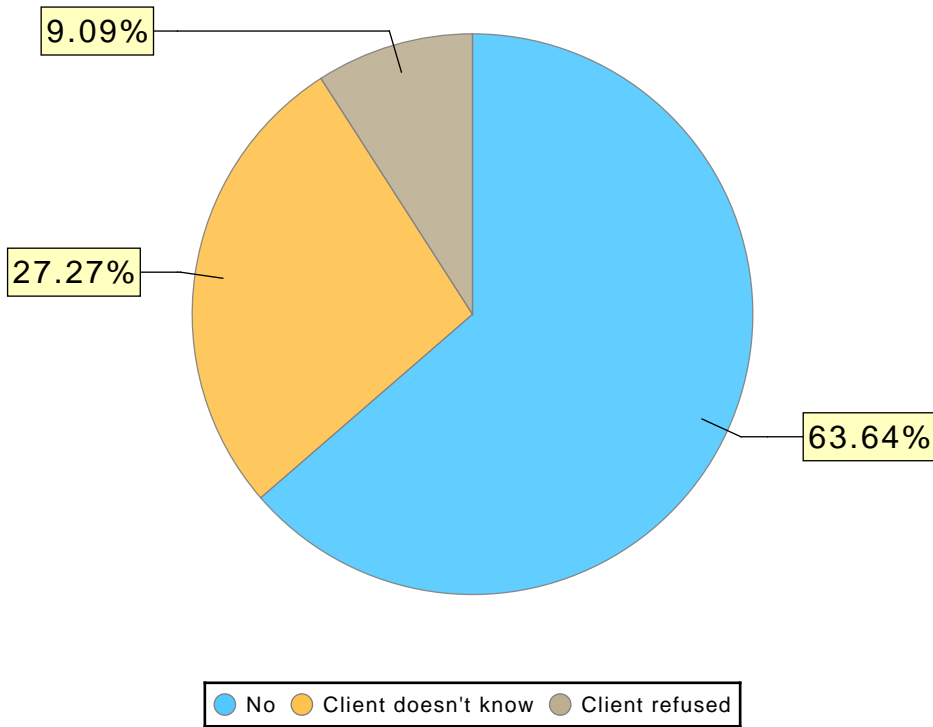
Developmental Disability	# of Clients
No	2
Yes	8
Client doesn't know	1
Client refused	0
No Answer	0
Total:	11

Chronic Health Condition Chart



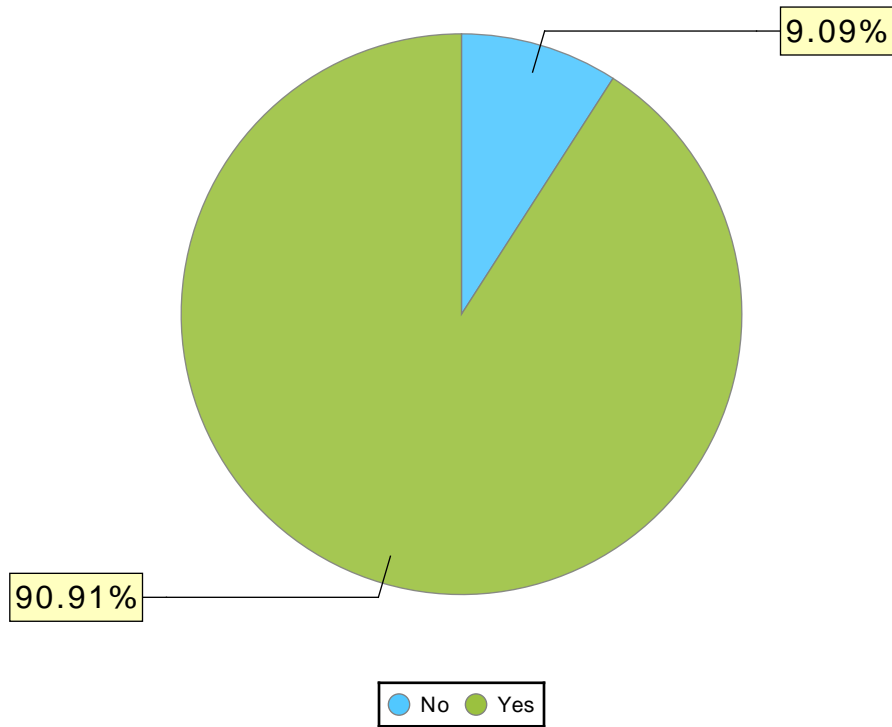
Chronic Health Condition	# of Clients
No	6
Yes	5
Client doesn't know	0
Client refused	0
No Answer	0
Total:	11

HIV/AIDS Chart



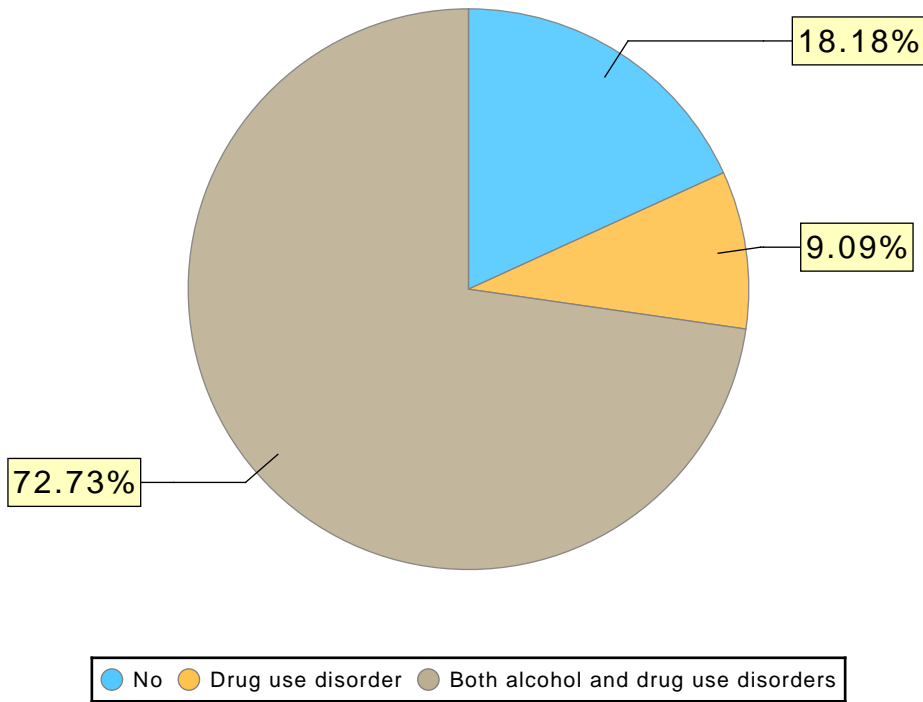
HIV/AIDS	# of Clients
No	7
Yes	0
Client doesn't know	3
Client refused	1
No Answer	0
Total:	11

Mental Health Disorder Chart



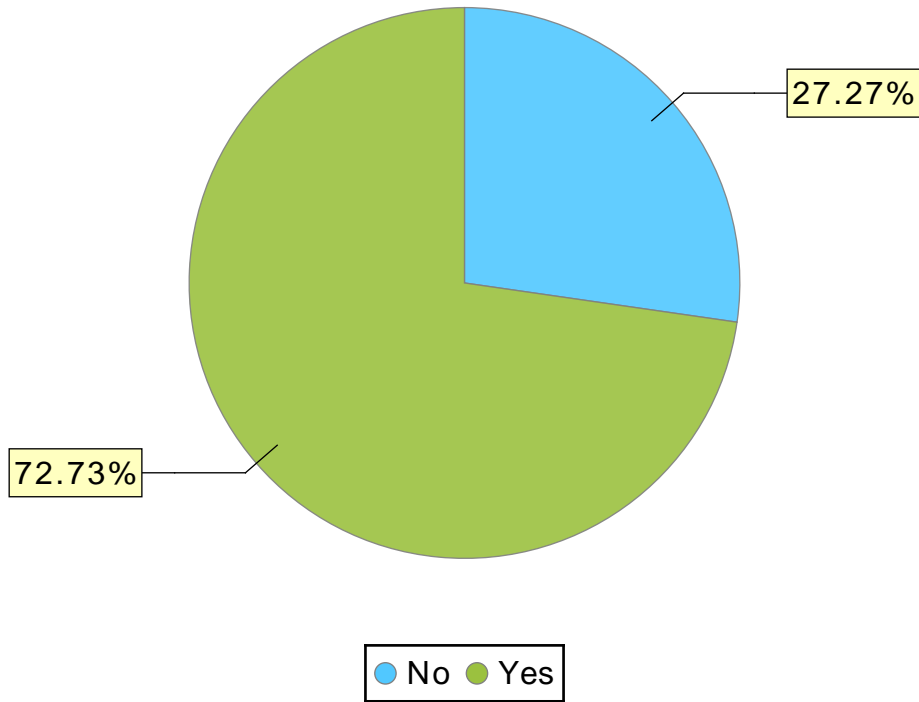
Mental Health Disorder	# of Clients
No	1
Yes	10
Client doesn't know	0
Client refused	0
No Answer	0
Total:	11

Substance Use Disorder Chart



Substance Use Disorder	# of Clients
No	2
Alcohol use disorder	0
Drug use disorder	1
Both alcohol and drug use disorders	8
Client doesn't know	0
Client refused	0
No Answer	0
Total:	11

Chronic Homelessness (Adults & HoH) Chart



Chronic Homelessness (Adults & HoH)	# of Clients
No	3
Yes	8
Clients Entering from Homelessness	# of Clients
Yes	11
No	0
Approximate Date Started	# of Clients
365 Days or More	5
Less Than 365 Days	6
Missing	0
Not applicable	0
Times Homeless in the Past Three Years	# of Clients
One Time	1
Two Times	1
Three Times	0
Four or more times	9
Client doesn't know	0
Client refused	0

Client Demographics Report

CA-502 Alameda County/Oakland

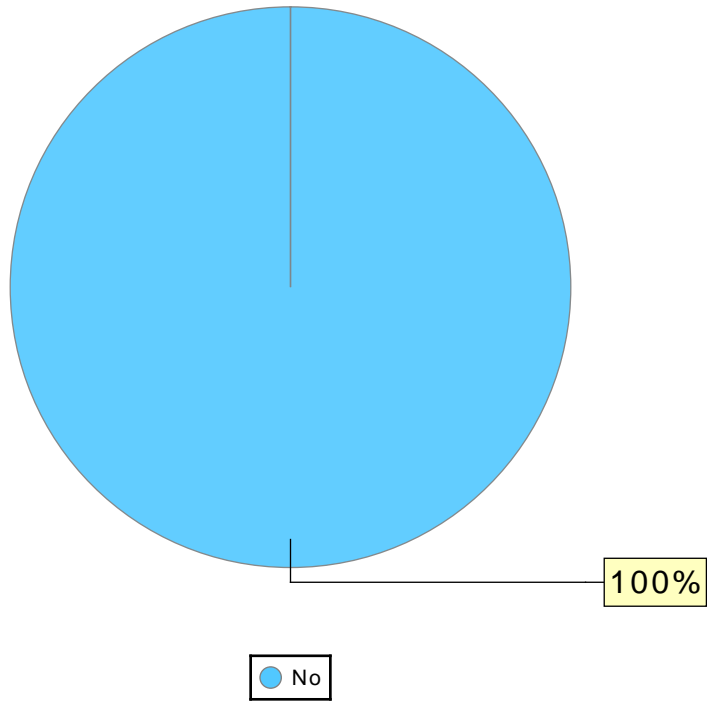
Date Range: 10/01/2022 thru 12/31/2022

Veteran: All

Client Project Stays: All active

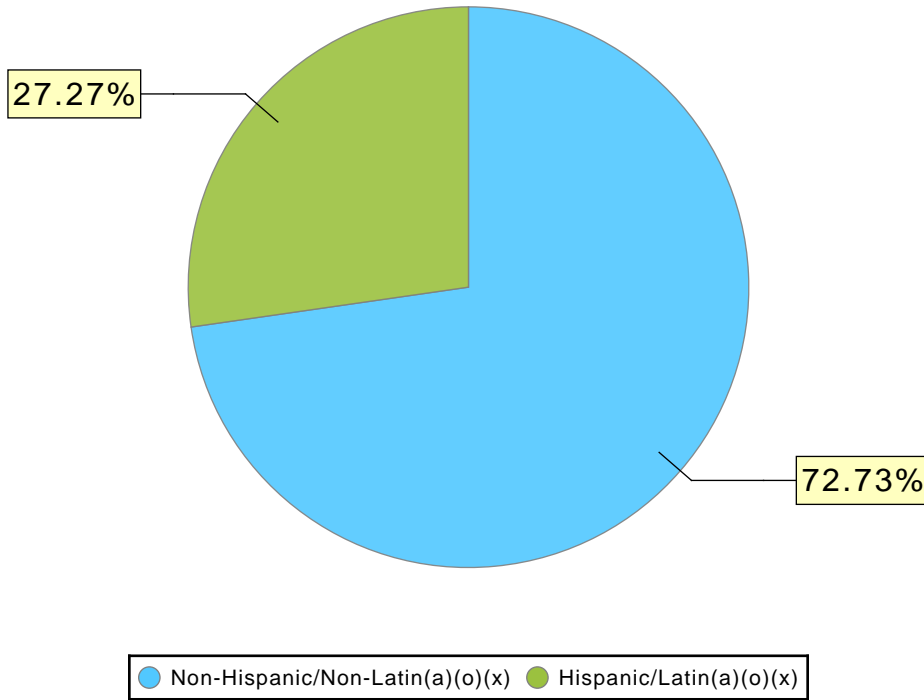
Times Homeless in the Past Three Years	# of Clients
No Answer	0
Total Months Homeless in the Past Three years	# of Clients
One month (this time is the first month)	1
Two Months	0
Three Months	1
Four Months	1
Five Months	0
Six Months	0
Seven Months	0
Eight Months	0
Nine Months	0
Ten Months	0
Eleven Months	0
Twelve Months	0
More than 12 Months	8
Client doesn't know	0
Client refused	0
No Answer	0
Not Applicable	0
Total:	11

Veteran Status (Adults Only) Chart



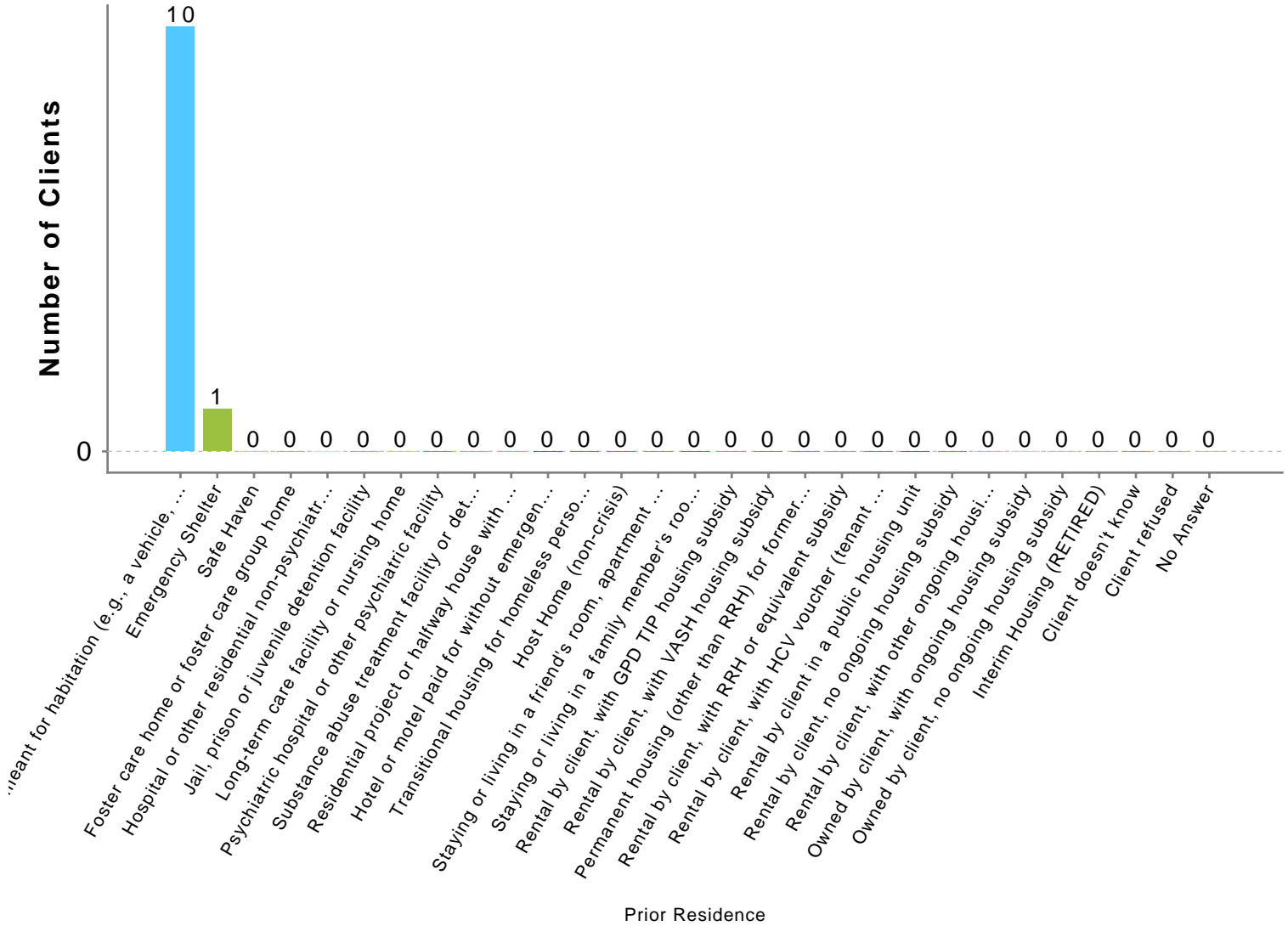
Veteran Status (Adults Only)	# of Clients
No	11
Yes	0
Client doesn't know	0
Client refused	0
No Answer	0
Total:	11

Hispanic Ethnicity Chart



Hispanic Ethnicity	# of Clients
Non-Hispanic/Non-Latin(a)(o)(x)	8
Hispanic/Latin(a)(o)(x)	3
Client doesn't know	0
Client refused	0
No Answer	0
Total:	11

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 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
---------------------------------------	--------------

Client Demographics Report

CA-502 Alameda County/Oakland

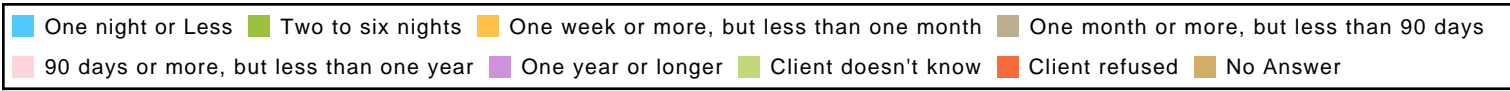
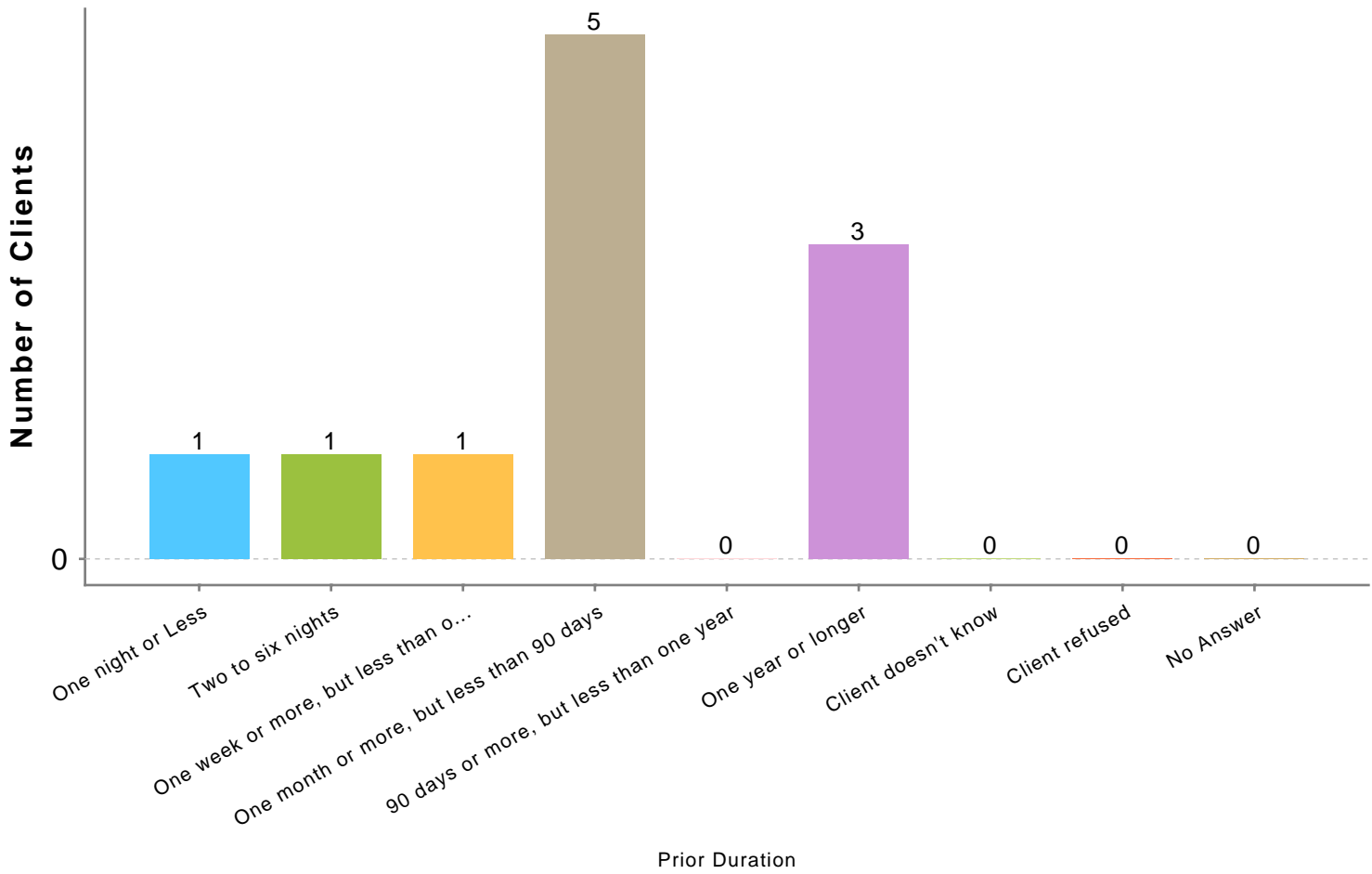
Date Range: 10/01/2022 thru 12/31/2022

Veteran: All

Client Project Stays: All active

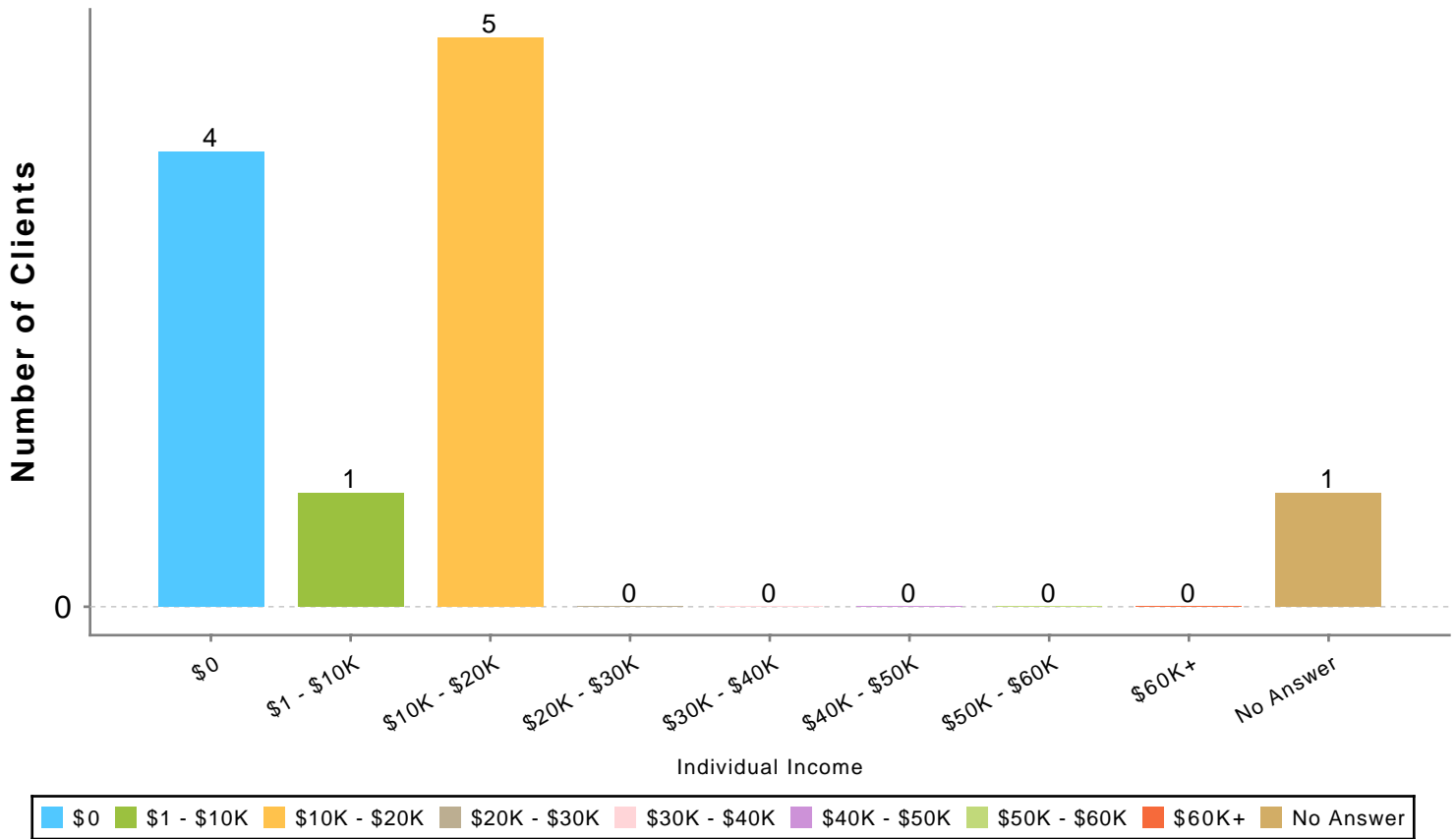
Prior Living Situation (Adults & HoH)	# of Clients
Place not meant for habitation (e.g., a vehicle, an abandoned building, bus/train/subway station/airport or anywhere outside)	10
Emergency shelter, including hotel or motel paid for with emergency shelter voucher, or RHY-funded Host Home shelter	1
Safe 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
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:	11

Prior Living Duration (Adults & HoH) Chart



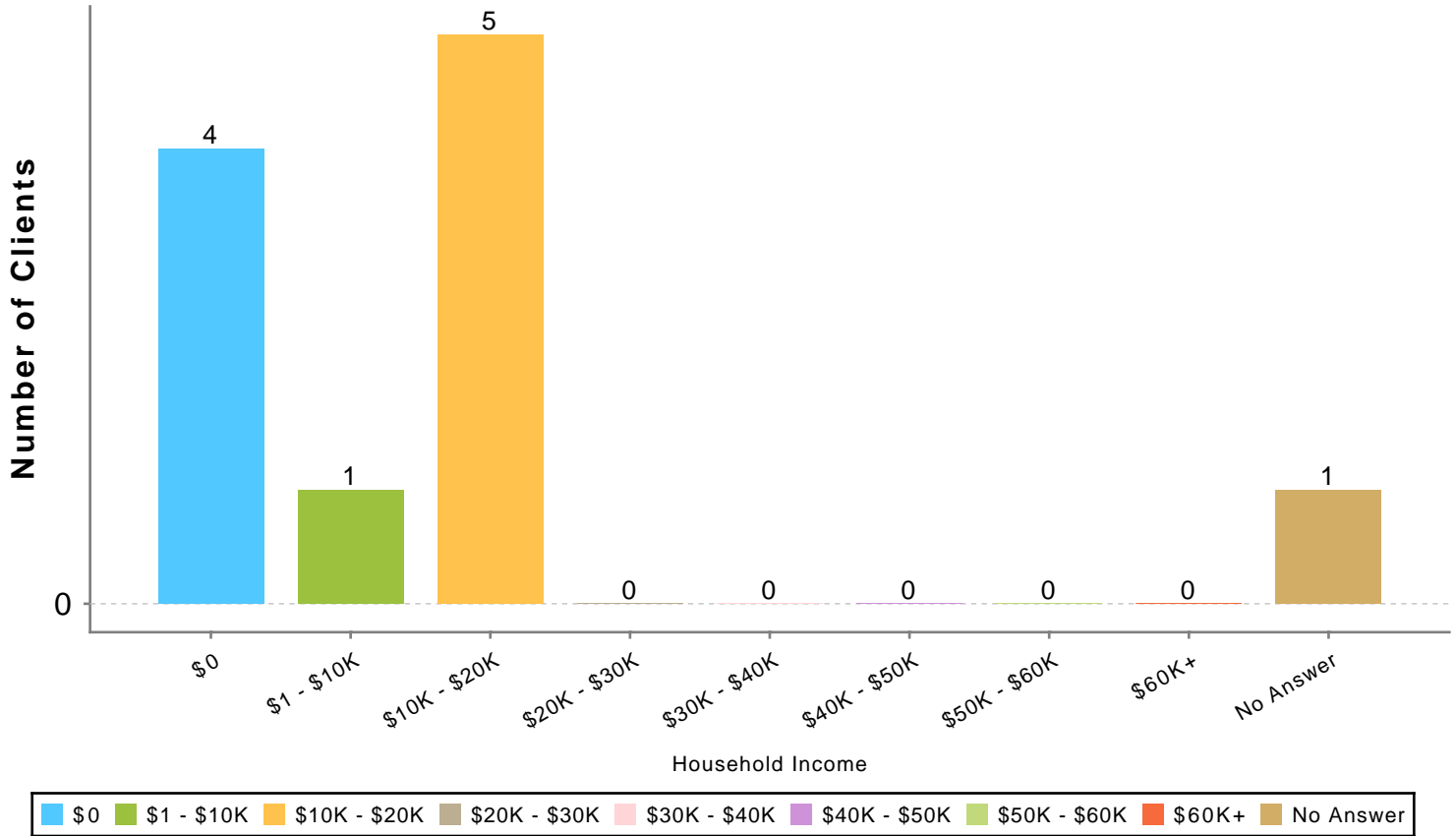
Prior Living Duration (Adults & HoH)	# of Clients
One night or Less	1
Two to six nights	1
One week or more, but less than one month	1
One month or more, but less than 90 days	5
90 days or more, but less than one year	0
One year or longer	3
Client doesn't know	0
Client refused	0
No Answer	0
Total:	11

Individual Income (Adults & HoH) Chart



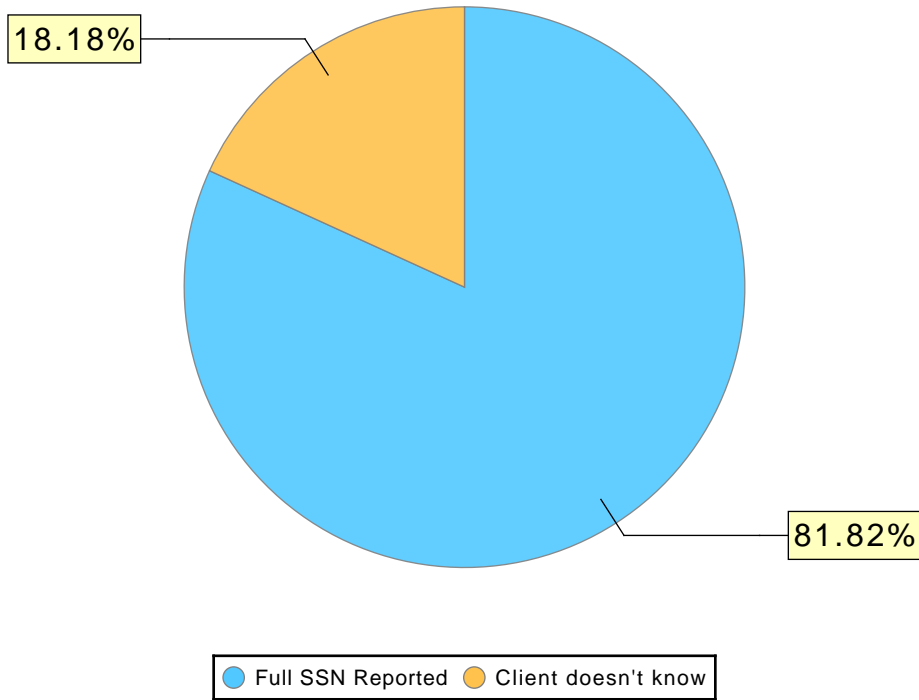
Individual Income (Adults & HoH)	# of Clients
\$0	4
\$1 - \$10K	1
\$10K - \$20K	5
\$20K - \$30K	0
\$30K - \$40K	0
\$40K - \$50K	0
\$50K - \$60K	0
\$60K+	0
No Answer	1
Total:	11

Household Income Chart



Household Income	# of Clients
\$0	4
\$1 - \$10K	1
\$10K - \$20K	5
\$20K - \$30K	0
\$30K - \$40K	0
\$40K - \$50K	0
\$50K - \$60K	0
\$60K+	0
No Answer	1
Total:	11

SSN Validity Chart



SSN Validity	# of Clients
Full SSN Reported	9
Approximate or partial SSN reported	0
Client doesn't know	2
Client refused	0
No Answer	0
Total:	11