

Albany Project HOPE
Homeless Outreach and Engagement Program
Insight Housing Narrative Report to City Council
April 2023- June 2023

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 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.

This quarter, the Housing Navigator (HN) outreached thirty-five unsheltered clients, while enrolling sixteen under outreach in HMIS. Two clients received a short-term motel stay in this quarter. Frequent home visits are critical to increasing housing retention and providing essential tenancy support to formerly homeless individuals, paired with life skills assistance. Nineteen clients accepted enrollment in Navigations services, and worked toward document readiness with HN. One client was successfully matched with PSH units through Coordinated Entry and is 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 98 times in these two quarters.

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

Program Manager, Cynthia Chavez continues 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 process of hiring a 0.5 FTE Clinical Case Manager is ongoing.

The Albany Project HOPE team has had several permanent housing matches. We have five (5) participants 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.

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 where 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 can 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 where 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.

Lastly, the HomeStretch system (Alameda County's Coordinated Entry process) has reported a 6–12-month slowdown before participants can successfully obtain a housing match. So, as a result there have been no successful client housing placements these two quarters.

Client Satisfaction Surveys

Eight clients completed the satisfaction surveys, comprised of twenty-two multiple-choice questions. The questions allowed clients to respond to accessing services, inclusiveness of decision making in their care, support and communications from staff, and their overall feeling of how the program has affected their stability. The survey recorded responses using a five-point scale with possible options ranging from strongly agree to disagree strongly. Overall, clients reported they either strongly agreed or agreed that they like the organization, feel like they have a say in their services, feel comfortable asking questions, and feel they are coping despite challenges and problems. Below are detailing additional client survey responses. The full survey results are attached.

1. ***I like the services that I have received from this organization.***
 - a. Seven (7) Agree and One (1) Strongly agree

2. ***I received the kind of services that I want and need.***
 - a. Eight (8) Strongly agree

3. ***Services were available at times and places that were good for me.***
 - a. Eight (8) Strongly agree

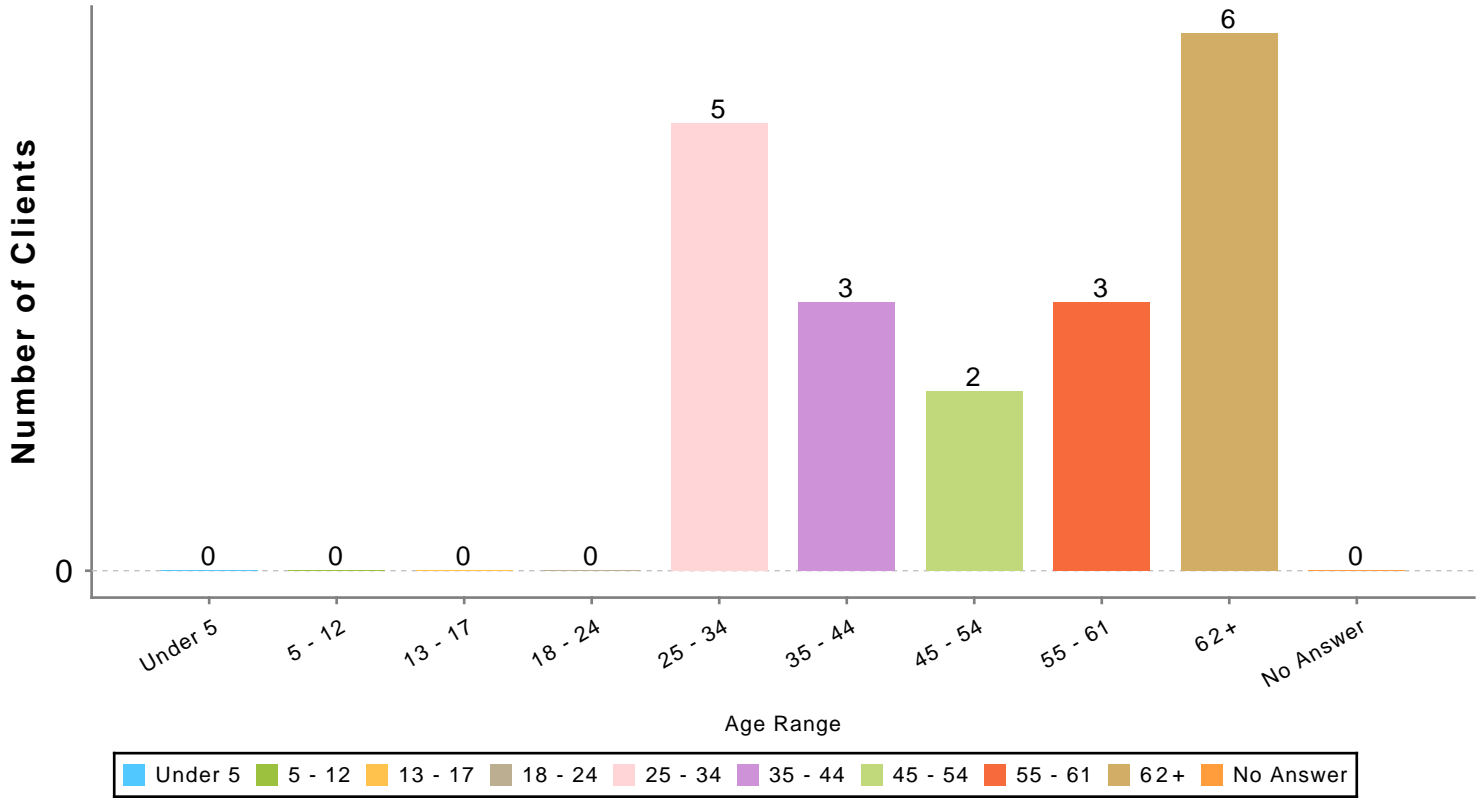
4. ***I feel comfortable asking questions about my services.***
 - a. Eight (8) Strongly agree

5. ***I feel like I am in control of my services.***
 - a. Eight (8) Strongly agree

6. ***I am better able to control my life.***
 - a. Eight (8) Strongly agree

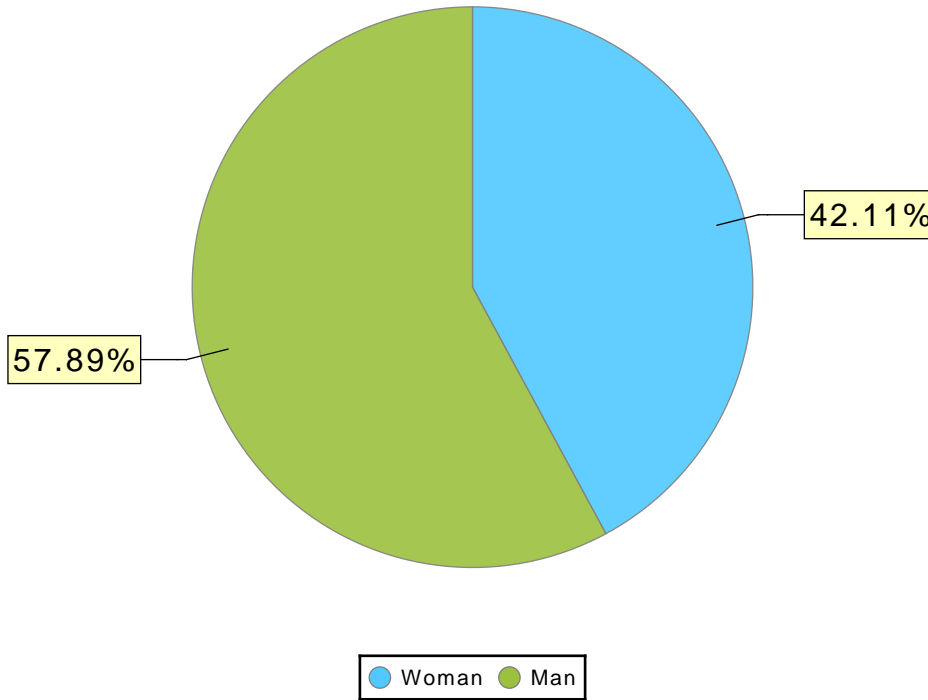
7. ***The services I receive are helping to resolve my problems.***
 - a. Eight (8) Strongly agree

Age Range Chart



Age Range	# of Clients
Under 5	0
5 - 12	0
13 - 17	0
18 - 24	0
25 - 34	5
35 - 44	3
45 - 54	2
55 - 61	3
62+	6
No Answer	0
Total:	19

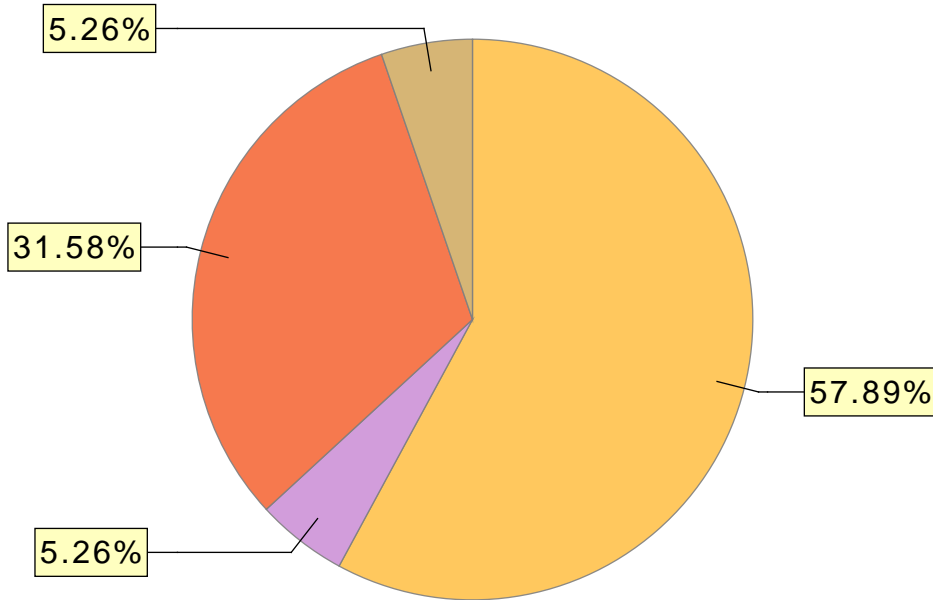
Gender Chart



Gender	# of Clients
Woman	8
Man	11
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: 19

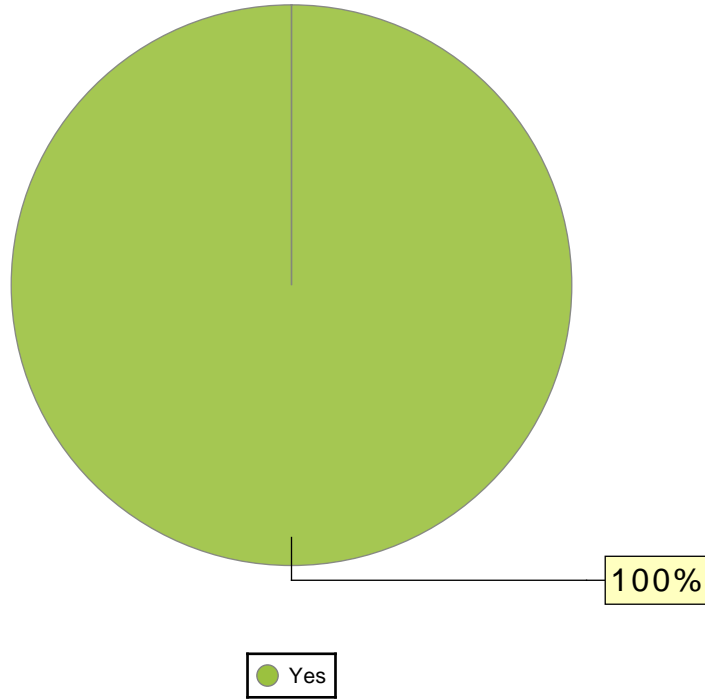
Race and Ethnicity Chart



● Black, African American, or African
 ● Native Hawaiian or Pacific Islander
 ● White
 ● Multiracial

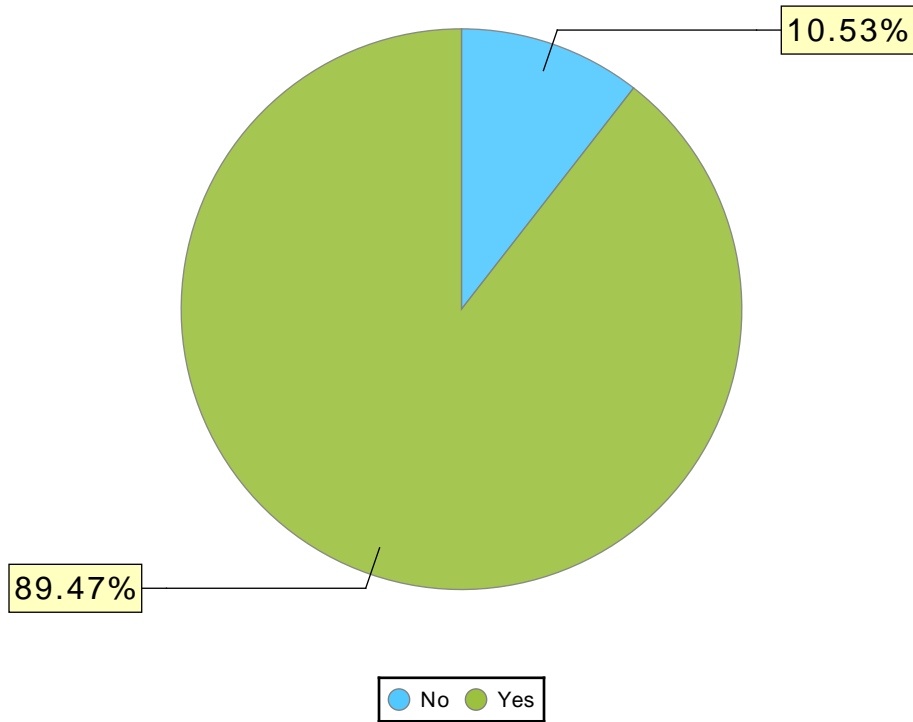
Race and Ethnicity	# of Clients
American Indian, Alaska Native, or Indigenous	0
Asian or Asian American	0
Black, African American, or African	11
Hispanic/Latina/e/o	0
Middle Eastern or North African	0
Native Hawaiian or Pacific Islander	1
White	6
Multiracial	1
Client doesn't know / prefers not to answer	0
No Answer	0
Total:	19

Disabled (Adults & HoH) Chart



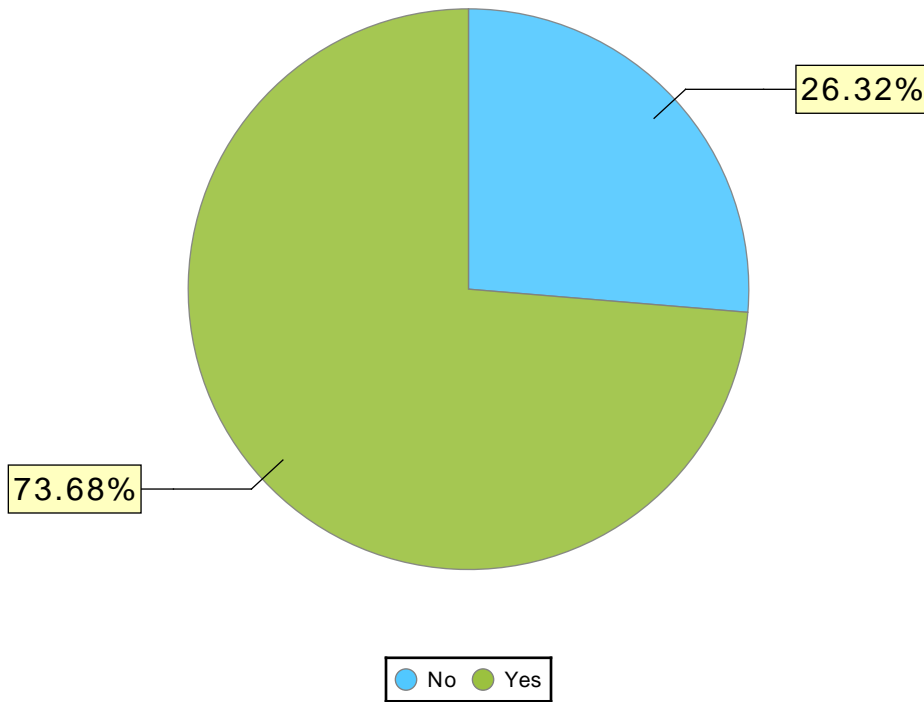
Disabled (Adults & HoH)	# of Clients
No	0
Yes	19
Client doesn't know	0
Client prefers not to answer	0
No Answer	0
Total:	19

Physical Disability Chart



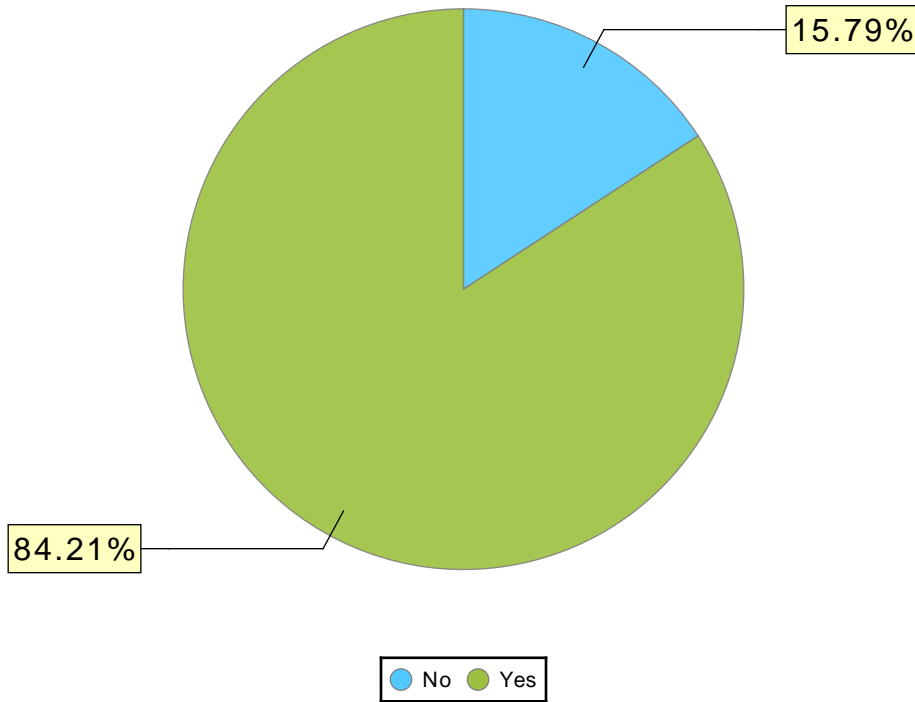
Physical Disability	# of Clients
No	2
Yes	17
Client doesn't know	0
Client prefers not to answer	0
No Answer	0
Total:	19

Developmental Disability Chart



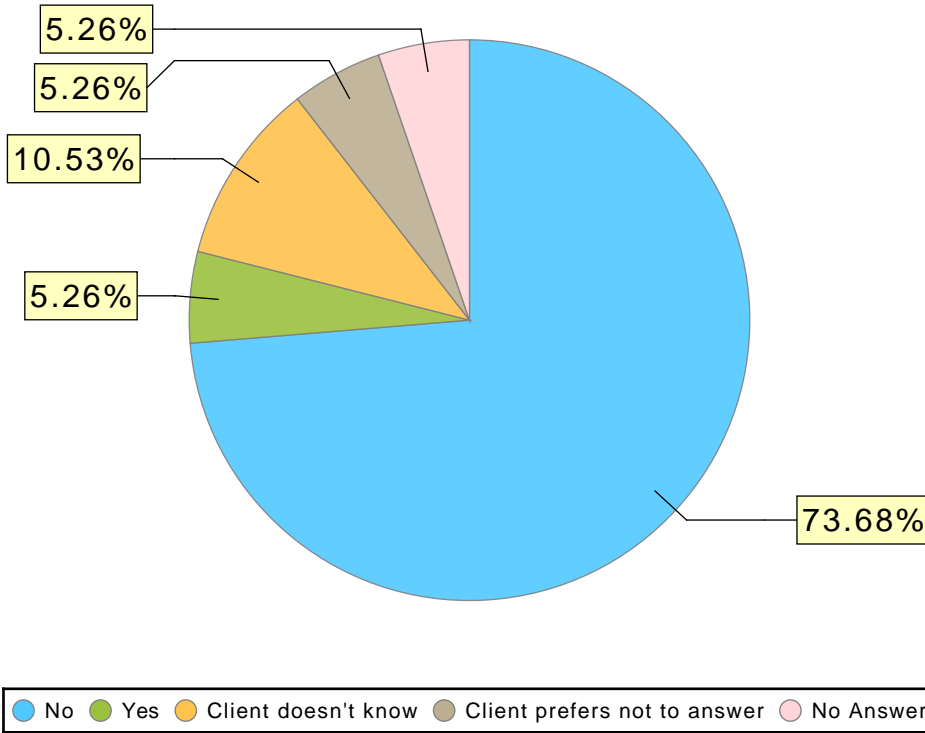
Developmental Disability	# of Clients
No	5
Yes	14
Client doesn't know	0
Client prefers not to answer	0
No Answer	0
Total:	19

Chronic Health Condition Chart



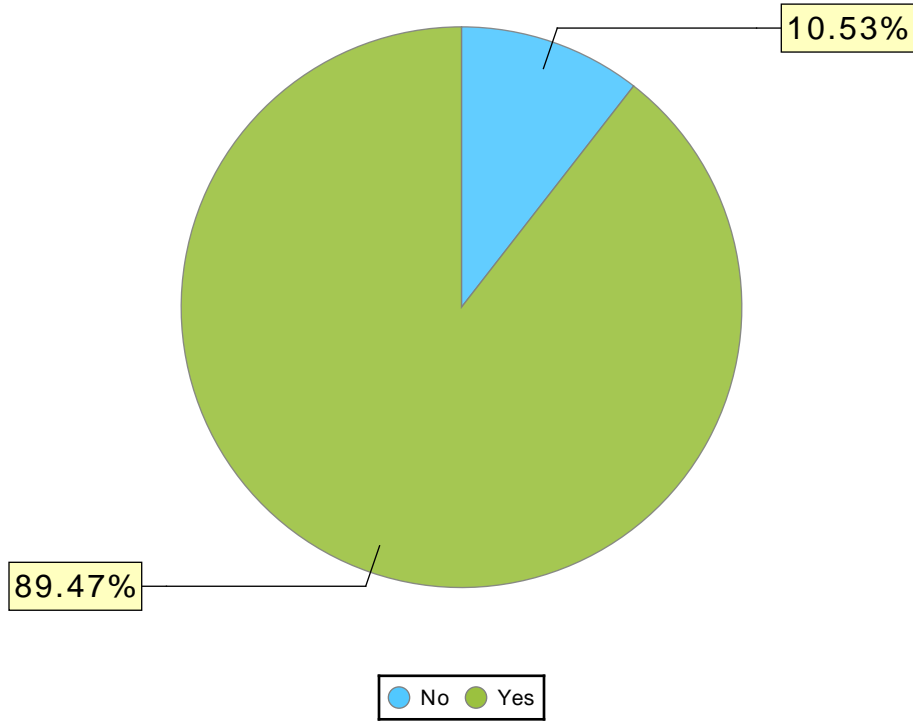
Chronic Health Condition	# of Clients
No	3
Yes	16
Client doesn't know	0
Client prefers not to answer	0
No Answer	0
Total:	19

HIV/AIDS Chart



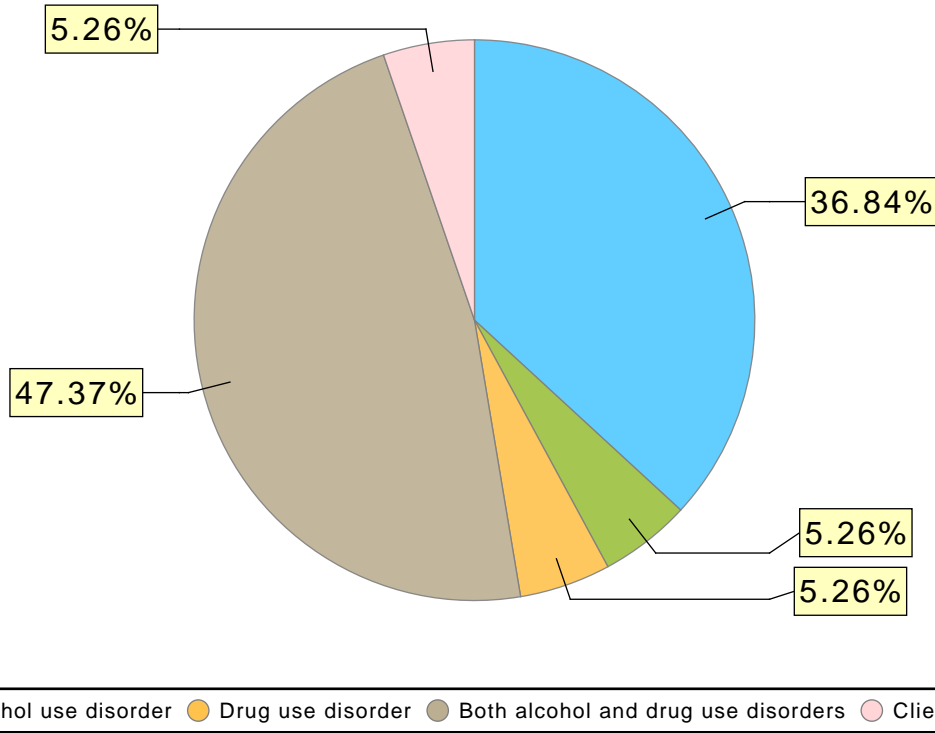
HIV/AIDS	# of Clients
No	14
Yes	1
Client doesn't know	2
Client prefers not to answer	1
No Answer	1
Total:	19

Mental Health Disorder Chart



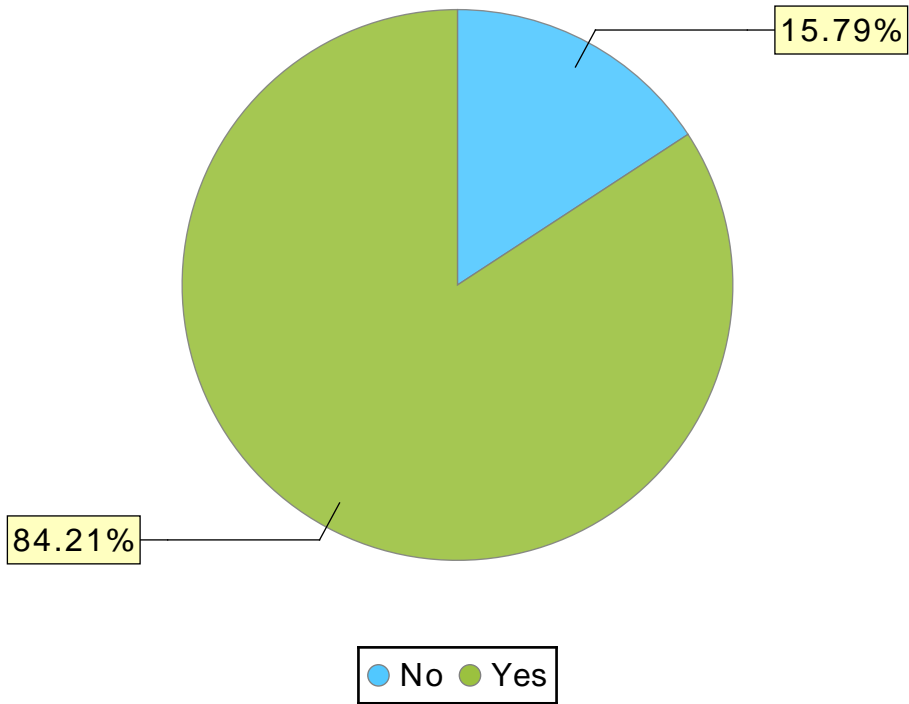
Mental Health Disorder	# of Clients
No	2
Yes	17
Client doesn't know	0
Client prefers not to answer	0
No Answer	0
Total:	19

Substance Use Disorder Chart



Substance Use Disorder	# of Clients
No	7
Alcohol use disorder	1
Drug use disorder	1
Both alcohol and drug use disorders	9
Client doesn't know	1
Client prefers not to answer	0
No Answer	0
Total:	19

Chronic Homelessness (Adults & HoH) Chart



Chronic Homelessness (Adults & HoH)	# of Clients
No	3
Yes	16
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	19
No	0
Approximate Date Started	# of Clients
365 Days or More	15
Less Than 365 Days	4
Missing	0
Not applicable	0
Times Homeless in the Past Three Years	# of Clients
One Time	9
Two Times	0

Client Demographics Report

IH - Insight Housing

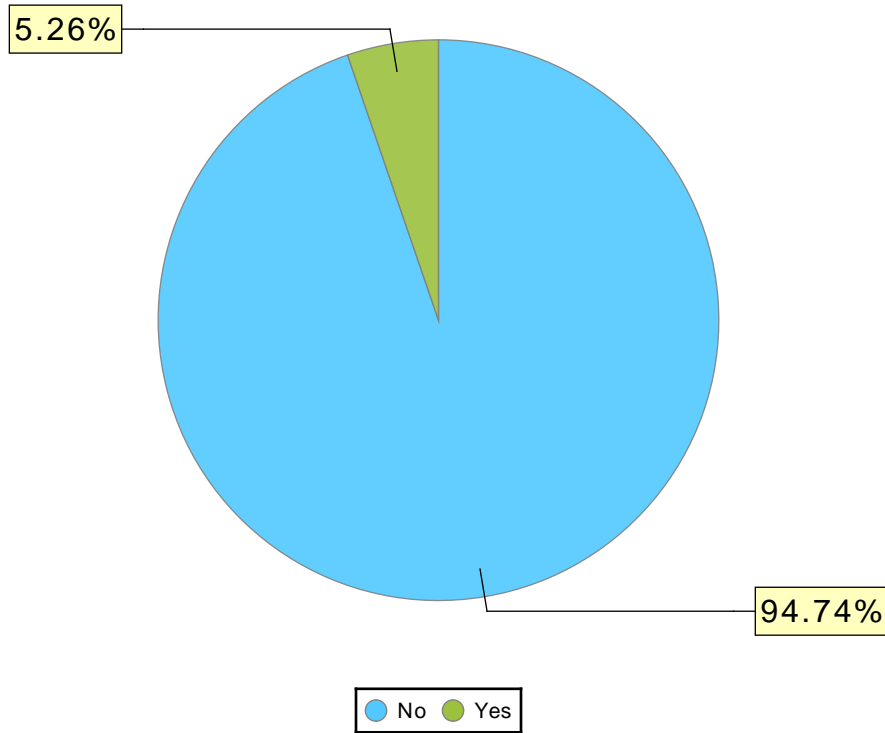
Date Range: 04/01/2023 thru 06/30/2023

Veteran: All

Client Project Stays: All active

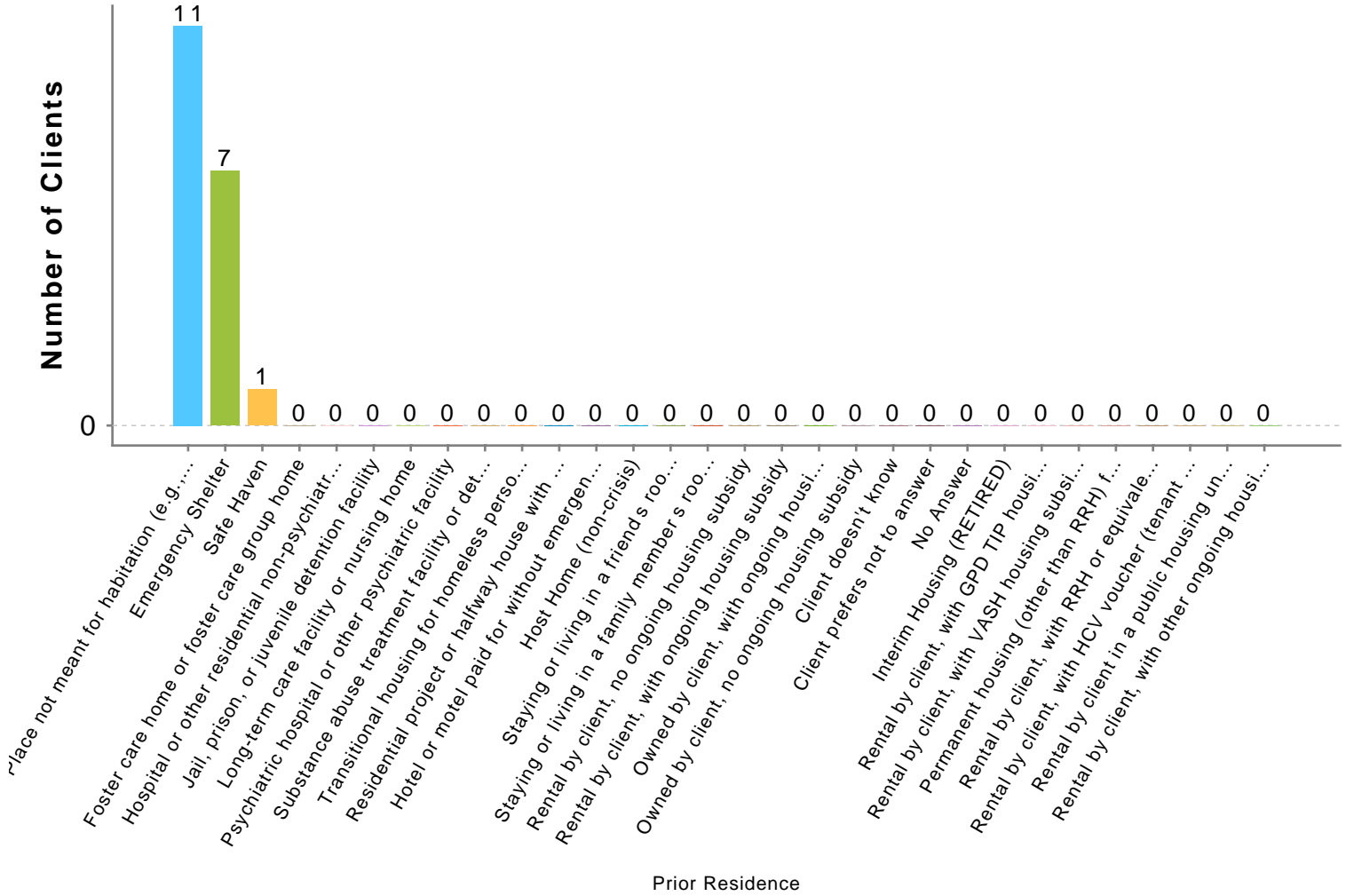
Times Homeless in the Past Three Years	# of Clients
Three Times	1
Four or more times	9
Client doesn't know	0
Client prefers not to answer	0
No Answer	0
Total Months Homeless in the Past Three years	# of Clients
One month (this time is the first month)	0
Two Months	0
Three Months	0
Four Months	1
Five Months	1
Six Months	0
Seven Months	1
Eight Months	0
Nine Months	0
Ten Months	0
Eleven Months	0
Twelve Months	0
More than 12 Months	16
Client doesn't know	0
Client prefers not to answer	0
No Answer	0
Not Applicable	0
Total:	19

Veteran Status (Adults Only) Chart



Veteran Status (Adults Only)	# of Clients
No	18
Yes	1
Client doesn't know	0
Client prefers not to answer	0
No Answer	0
Total:	19

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

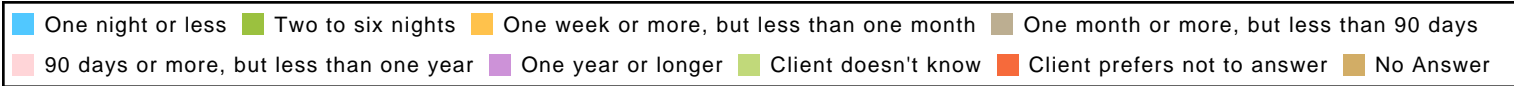
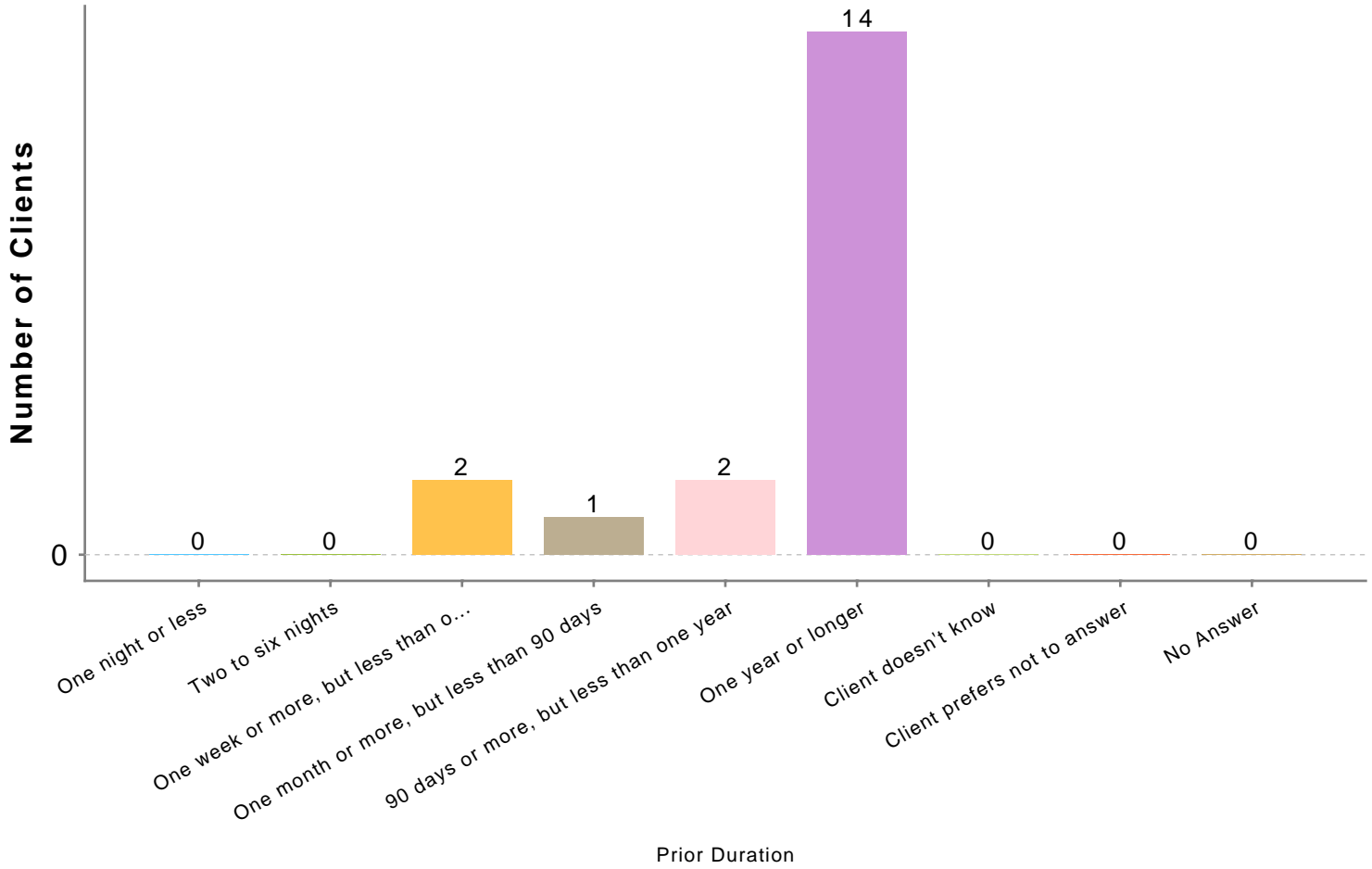
Date Range: 04/01/2023 thru 06/30/2023

Veteran: All

Client Project Stays: All active

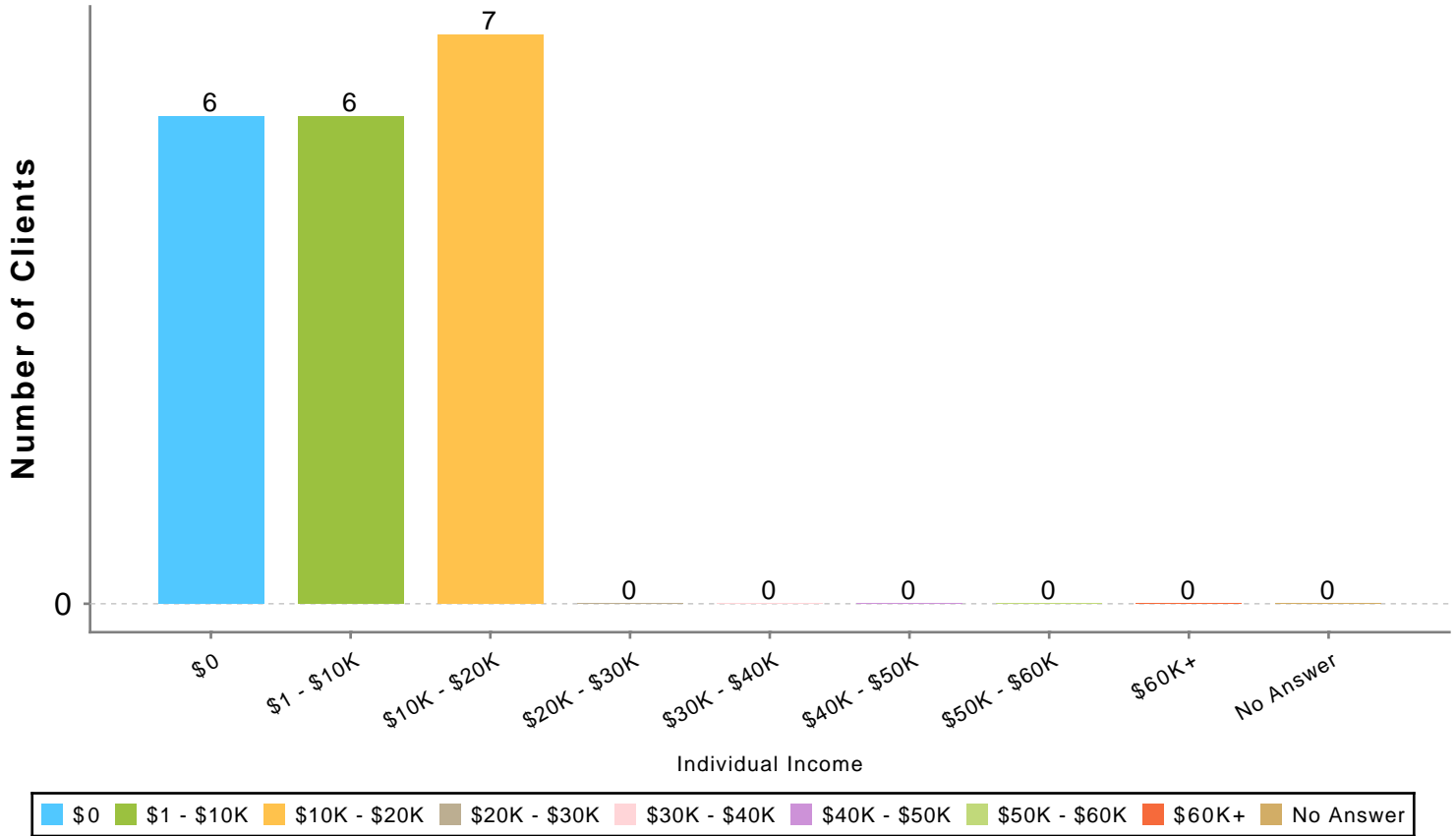
Prior Living Situation (Adults & HoH)	# of Clients
Place not meant for habitation (e.g., a vehicle, an abandoned building, bus/train/subway station/airport or anywhere outside)	11
Emergency shelter, including hotel or motel paid for with emergency shelter voucher, Host Home shelter	7
Safe Haven	1
Foster 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:	19

Prior Living Duration (Adults & HoH) Chart



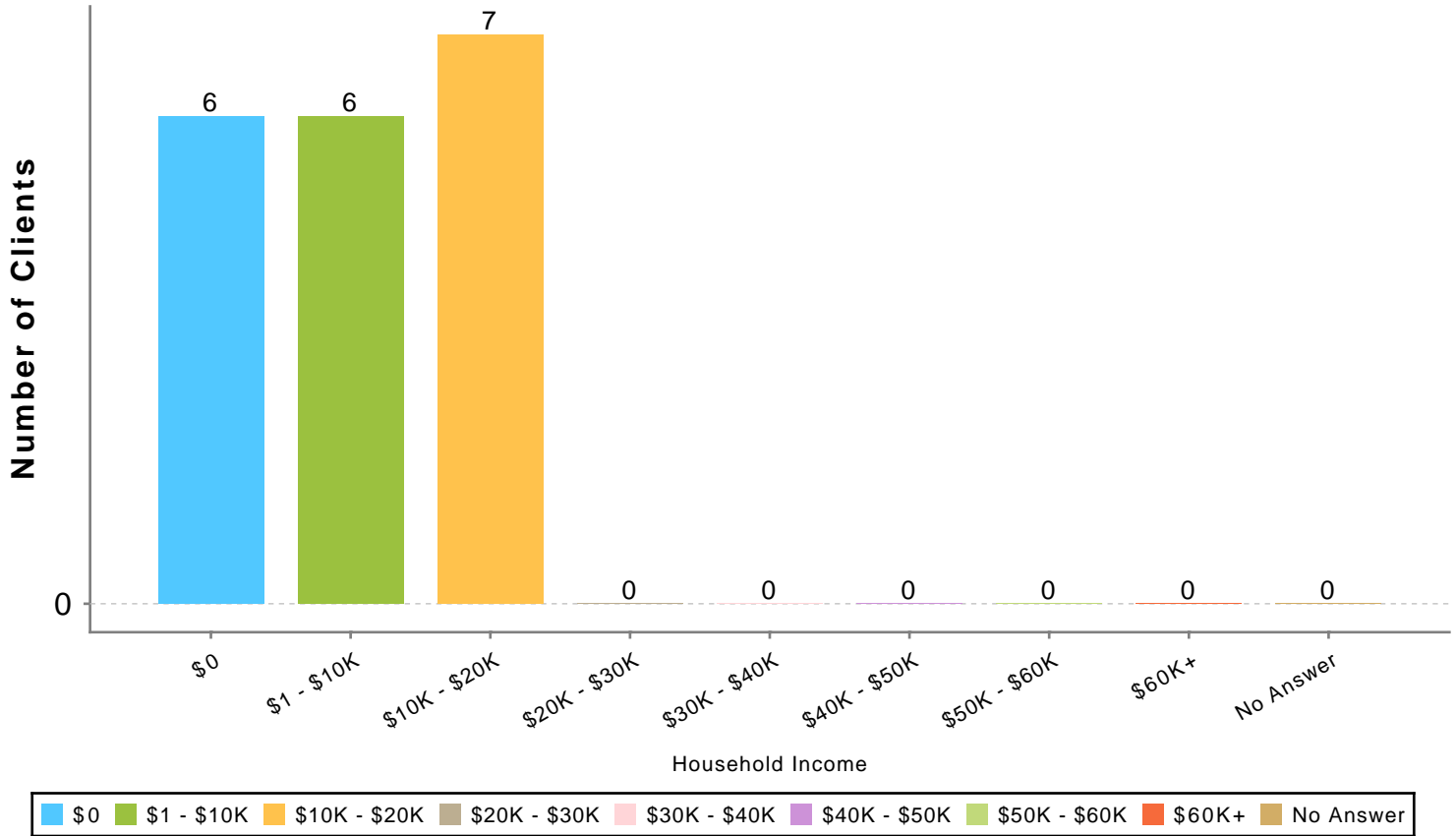
Prior Living Duration (Adults & HoH)	# of Clients
One night or less	0
Two to six nights	0
One week or more, but less than one month	2
One month or more, but less than 90 days	1
90 days or more, but less than one year	2
One year or longer	14
Client doesn't know	0
Client prefers not to answer	0
No Answer	0
Total:	19

Individual Income (Adults & HoH) Chart



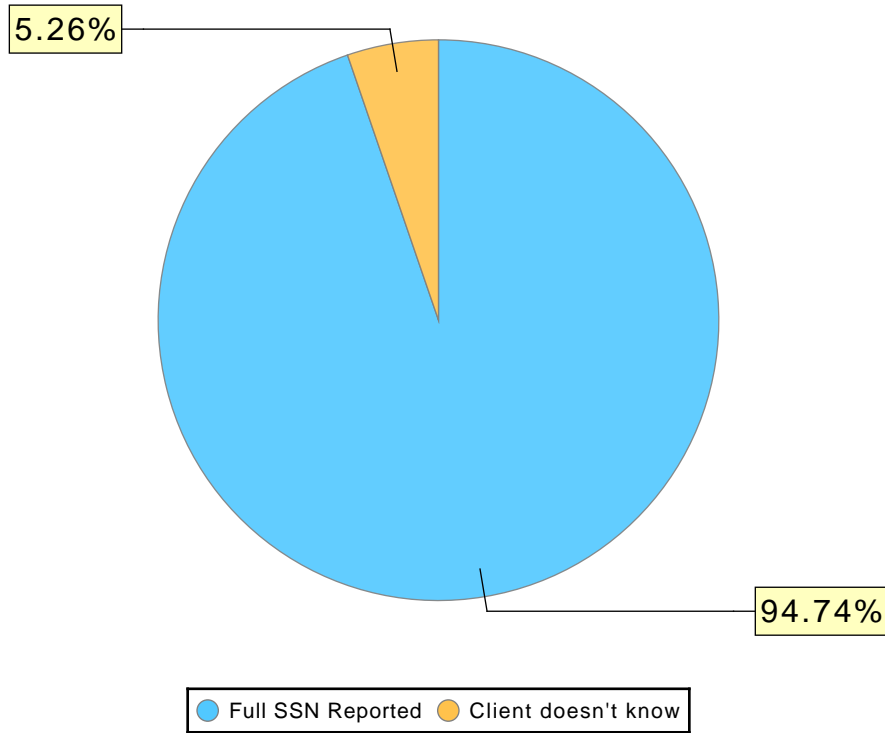
Individual Income (Adults & HoH)	# of Clients
\$0	6
\$1 - \$10K	6
\$10K - \$20K	7
\$20K - \$30K	0
\$30K - \$40K	0
\$40K - \$50K	0
\$50K - \$60K	0
\$60K+	0
No Answer	0
Total:	19

Household Income Chart



Household Income	# of Clients
\$0	6
\$1 - \$10K	6
\$10K - \$20K	7
\$20K - \$30K	0
\$30K - \$40K	0
\$40K - \$50K	0
\$50K - \$60K	0
\$60K+	0
No Answer	0
Total:	19

SSN Validity Chart



SSN Validity	# of Clients
Full SSN Reported	18
Approximate or partial SSN reported	0
Client doesn't know	1
Client prefers not to answer	0
No Answer	0
Total:	19

Client Demographics Report

IH - Insight Housing

Date Range: 04/01/2023 thru 06/30/2023

Veteran: All

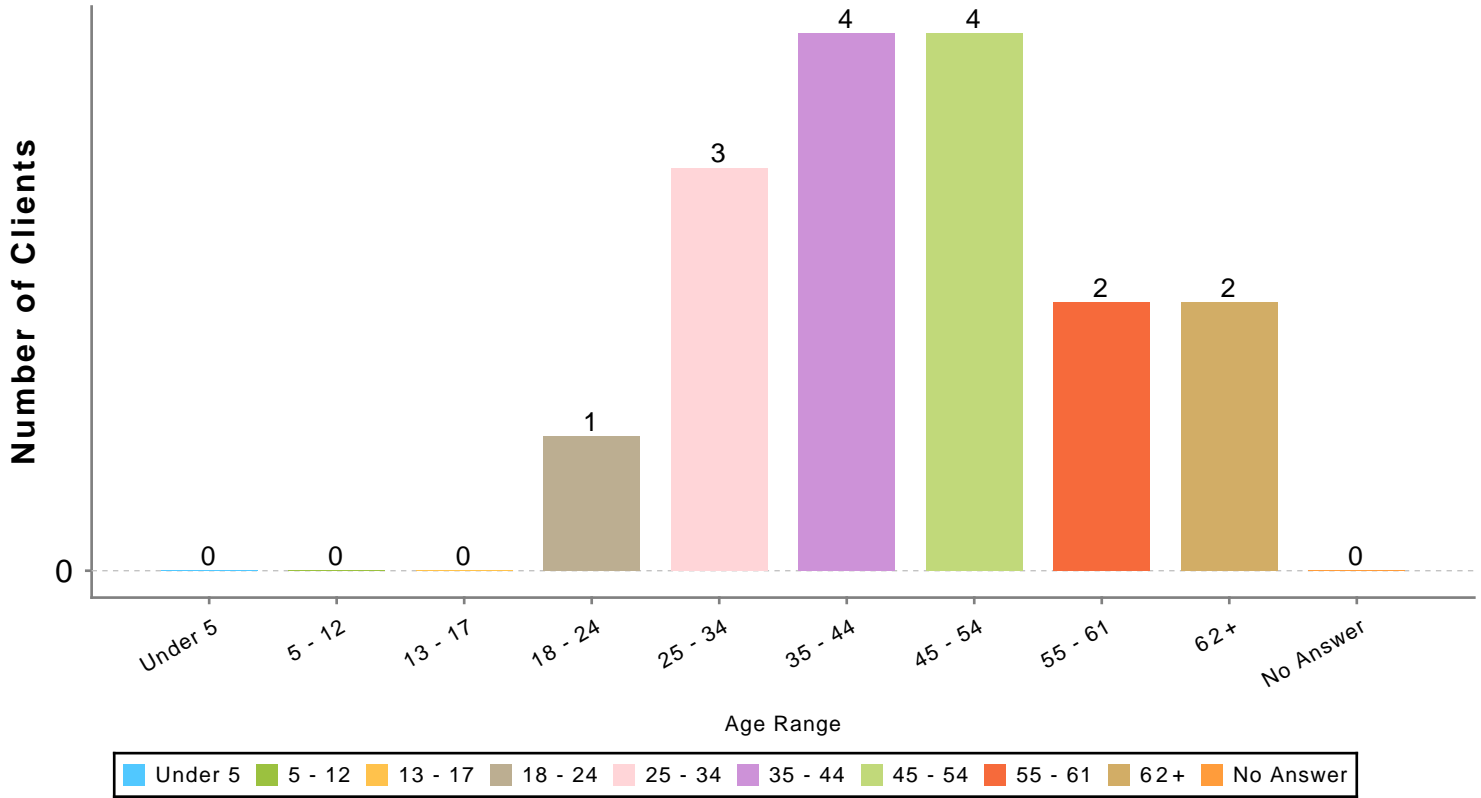
Client Project Stays: All active

Programs

Services Only

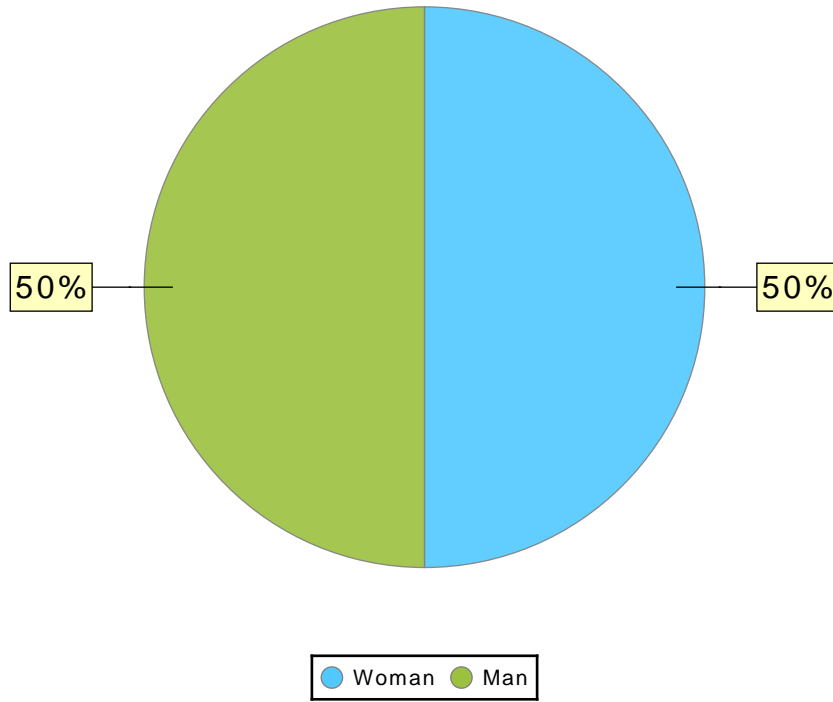
BFHP-NA-SSO-Albany Housing Navigation-Alb

Age Range Chart



Age Range	# of Clients
Under 5	0
5 - 12	0
13 - 17	0
18 - 24	1
25 - 34	3
35 - 44	4
45 - 54	4
55 - 61	2
62+	2
No Answer	0
Total:	16

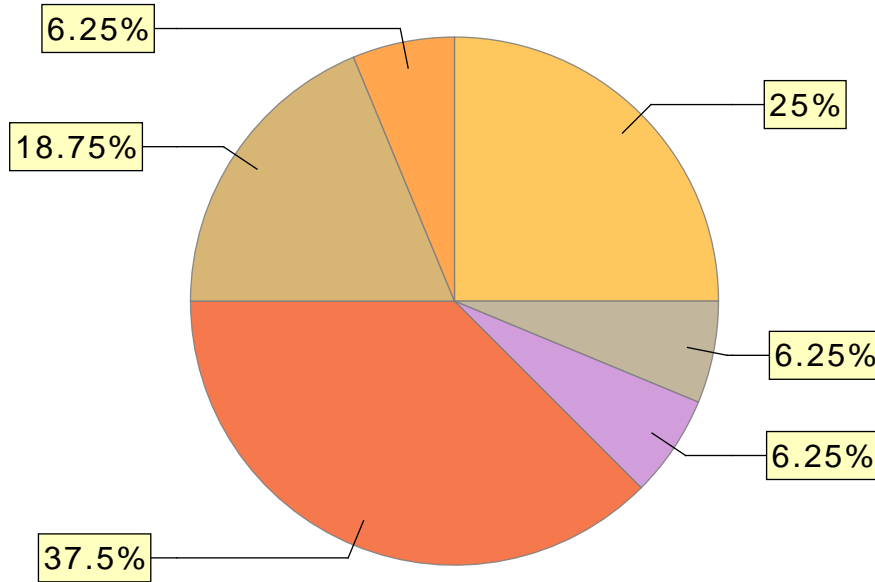
Gender Chart



Gender	# of Clients
Woman	8
Man	8
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: 16

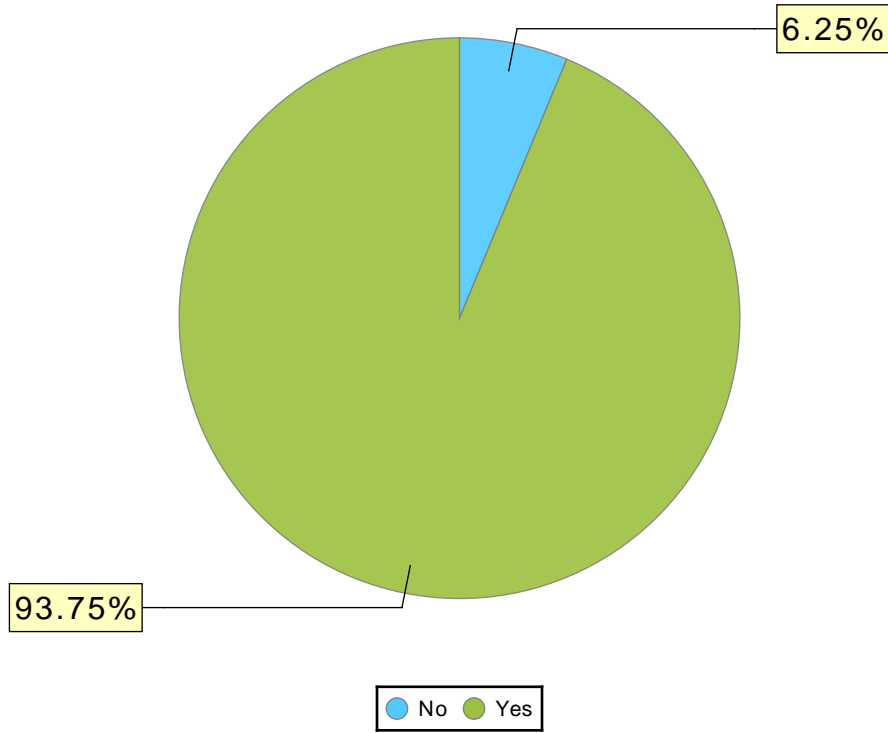
Race and Ethnicity Chart



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

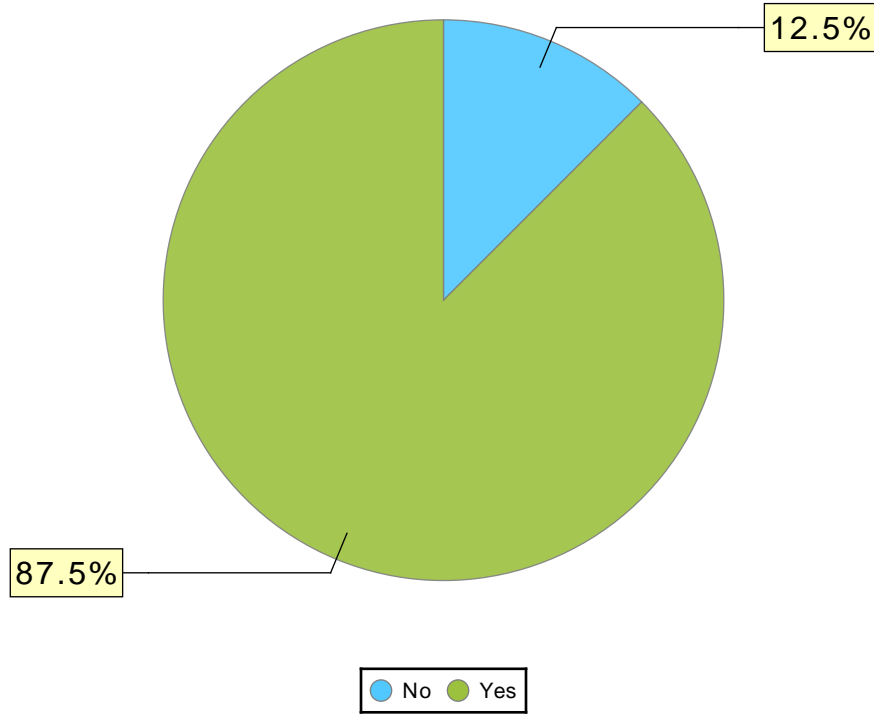
Race and Ethnicity	# of Clients
American Indian, Alaska Native, or Indigenous	0
Asian or Asian American	0
Black, African American, or African	4
Hispanic/Latina/e/o	1
Middle Eastern or North African	0
Native Hawaiian or Pacific Islander	1
White	6
Multiracial	3
Client doesn't know / prefers not to answer	1
No Answer	0
Total:	16

Disabled (Adults & HoH) Chart



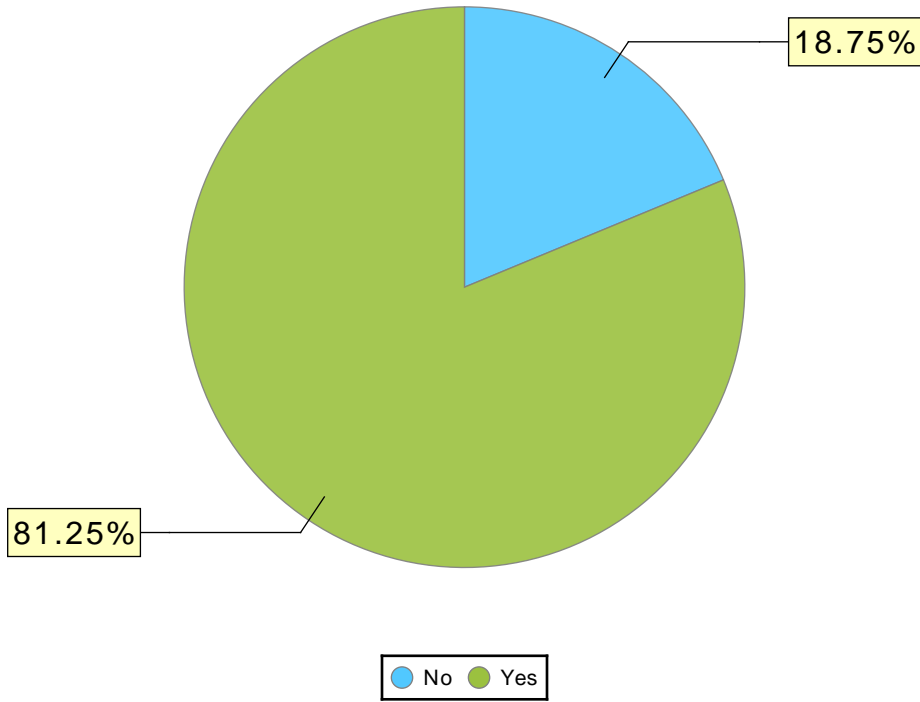
Disabled (Adults & HoH)	# of Clients
No	1
Yes	15
Client doesn't know	0
Client prefers not to answer	0
No Answer	0
Total:	16

Physical Disability Chart



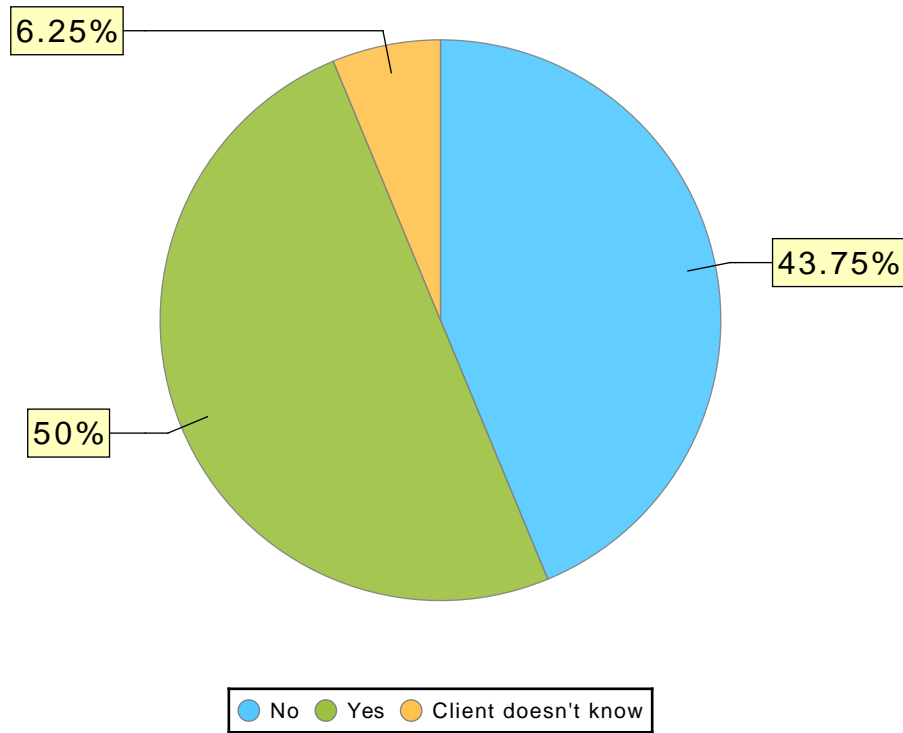
Physical Disability	# of Clients
No	2
Yes	14
Client doesn't know	0
Client prefers not to answer	0
No Answer	0
Total:	16

Developmental Disability Chart



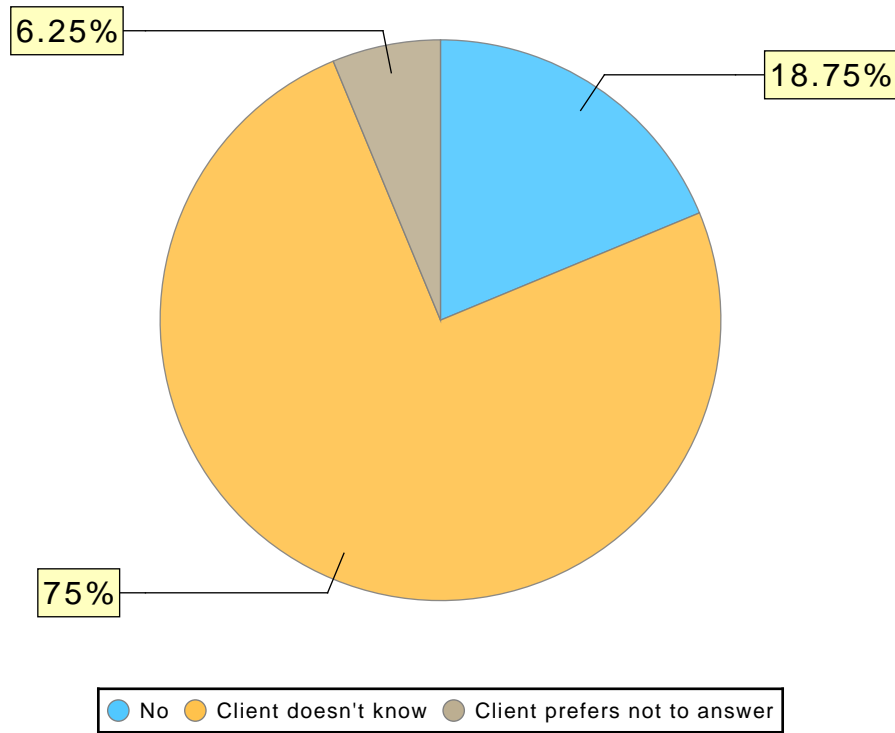
Developmental Disability	# of Clients
No	3
Yes	13
Client doesn't know	0
Client prefers not to answer	0
No Answer	0
Total:	16

Chronic Health Condition Chart



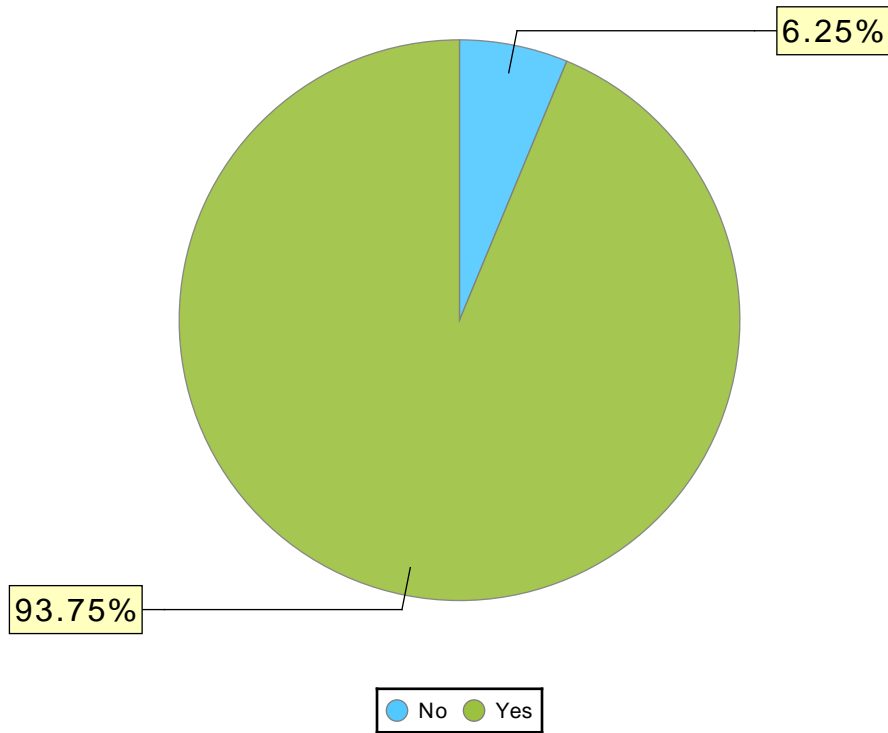
Chronic Health Condition	# of Clients
No	7
Yes	8
Client doesn't know	1
Client prefers not to answer	0
No Answer	0
Total:	16

HIV/AIDS Chart



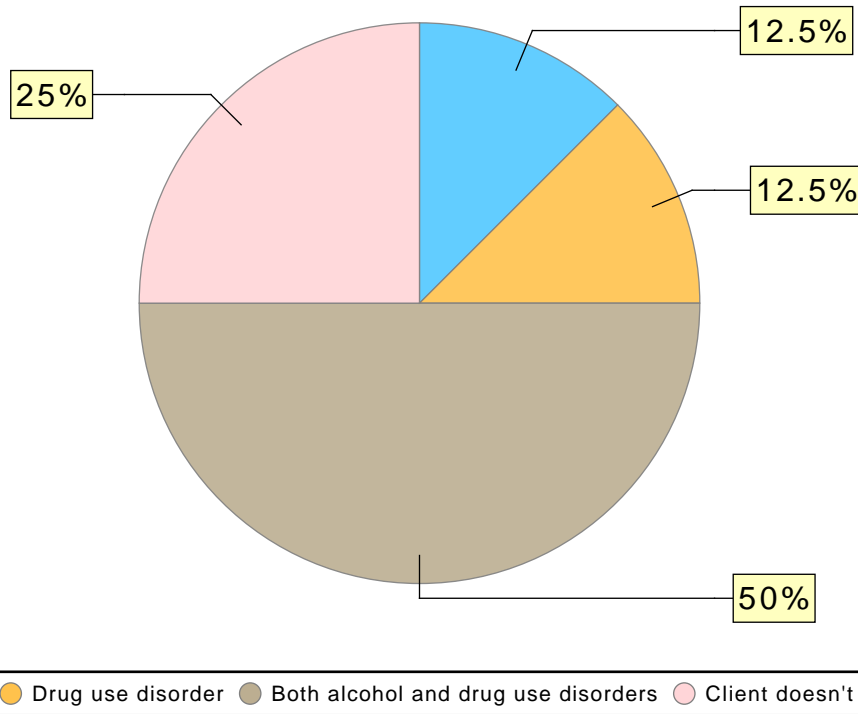
HIV/AIDS	# of Clients
No	3
Yes	0
Client doesn't know	12
Client prefers not to answer	1
No Answer	0
Total:	16

Mental Health Disorder Chart



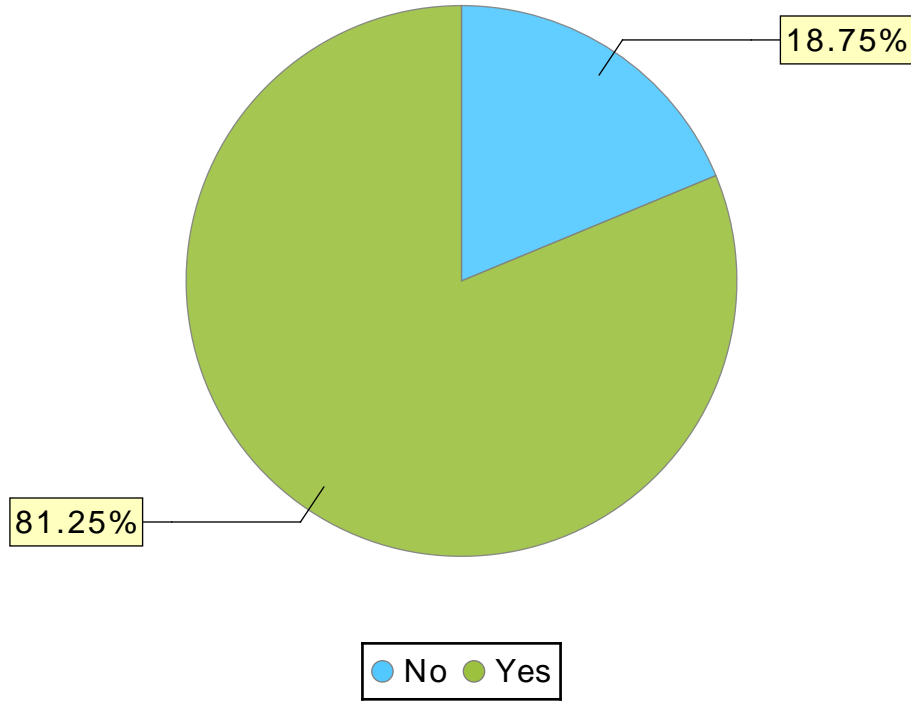
Mental Health Disorder	# of Clients
No	1
Yes	15
Client doesn't know	0
Client prefers not to answer	0
No Answer	0
Total:	16

Substance Use Disorder Chart



Substance Use Disorder	# of Clients
No	2
Alcohol use disorder	0
Drug use disorder	2
Both alcohol and drug use disorders	8
Client doesn't know	4
Client prefers not to answer	0
No Answer	0
Total:	16

Chronic Homelessness (Adults & HoH) Chart



Chronic Homelessness (Adults & HoH)	# of Clients
No	3
Yes	13
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	15
No	1
Approximate Date Started	# of Clients
365 Days or More	12
Less Than 365 Days	4
Missing	0
Not applicable	0
Times Homeless in the Past Three Years	# of Clients
One Time	1
Two Times	1

Client Demographics Report

IH - Insight Housing

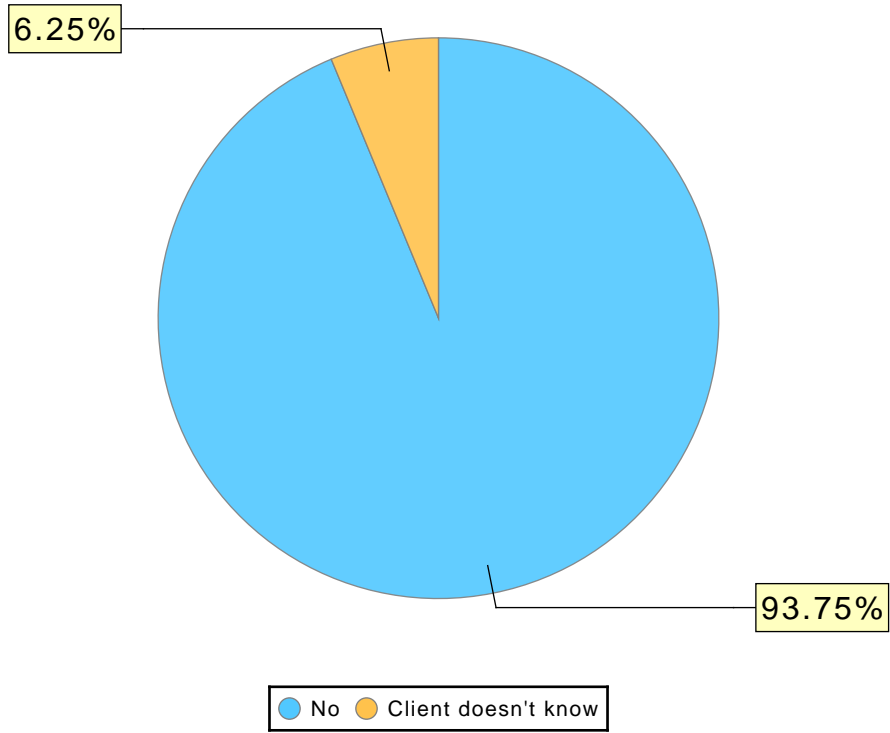
Date Range: 04/01/2023 thru 06/30/2023

Veteran: All

Client Project Stays: All active

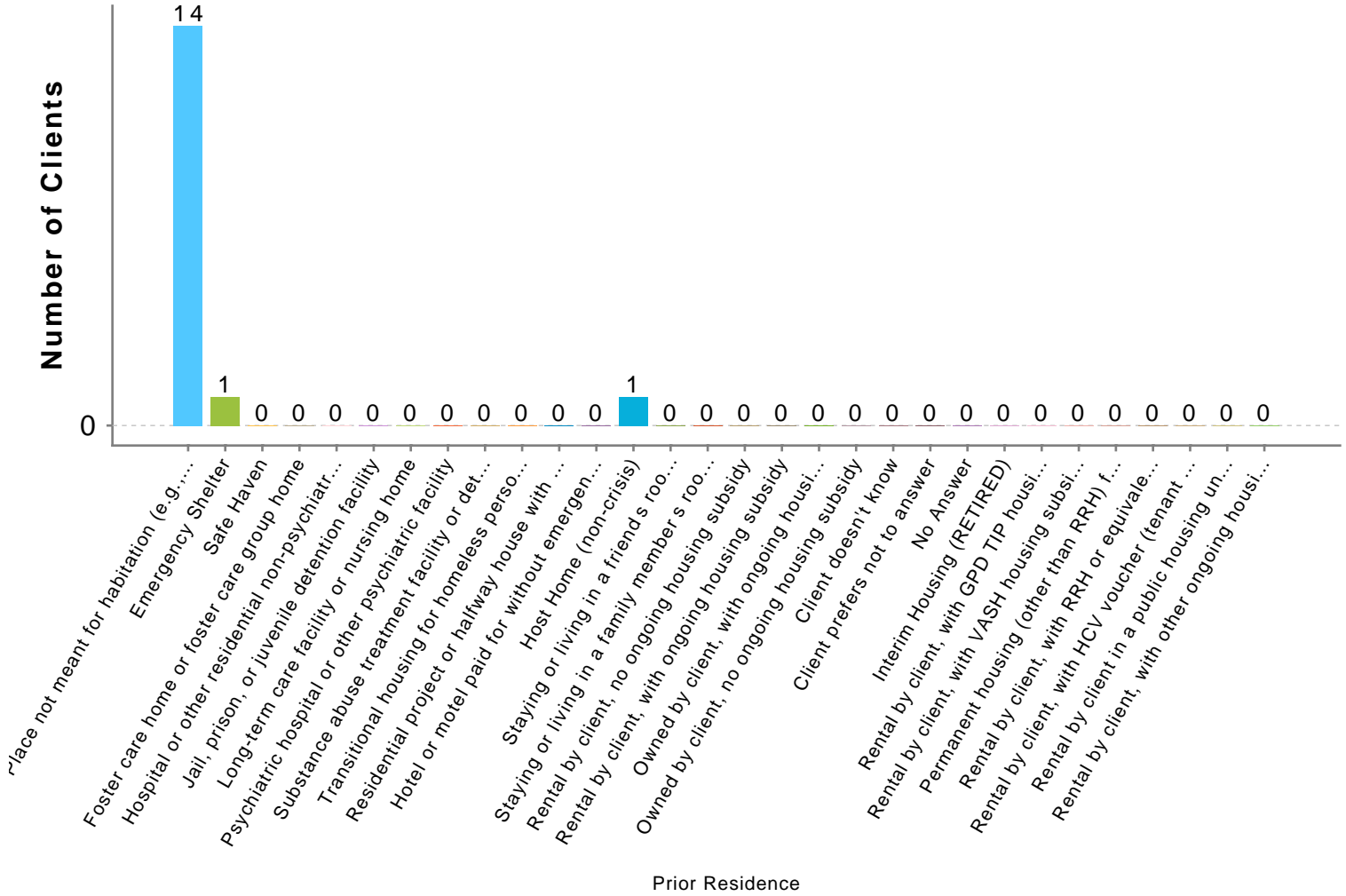
Times Homeless in the Past Three Years	# of Clients
Three Times	2
Four or more times	12
Client doesn't know	0
Client prefers not to answer	0
No Answer	0
Total Months Homeless in the Past Three years	# of Clients
One month (this time is the first month)	2
Two Months	0
Three Months	0
Four Months	1
Five 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	13
Client doesn't know	0
Client prefers not to answer	0
No Answer	0
Not Applicable	0
Total:	16

Veteran Status (Adults Only) Chart



Veteran Status (Adults Only)	# of Clients
No	15
Yes	0
Client doesn't know	1
Client prefers not to answer	0
No Answer	0
Total:	16

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, Host Home shelter	■ Hospital or other residential non-psychiatric medical facility
■ Foster care home or foster care group home	■ Psychiatric hospital or other psychiatric facility
■ Jail, prison, or juvenile detention facility	■ Long-term care facility or nursing home
■ 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

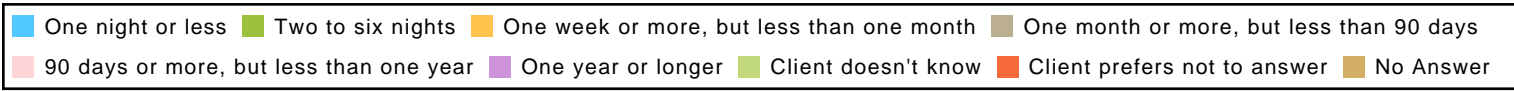
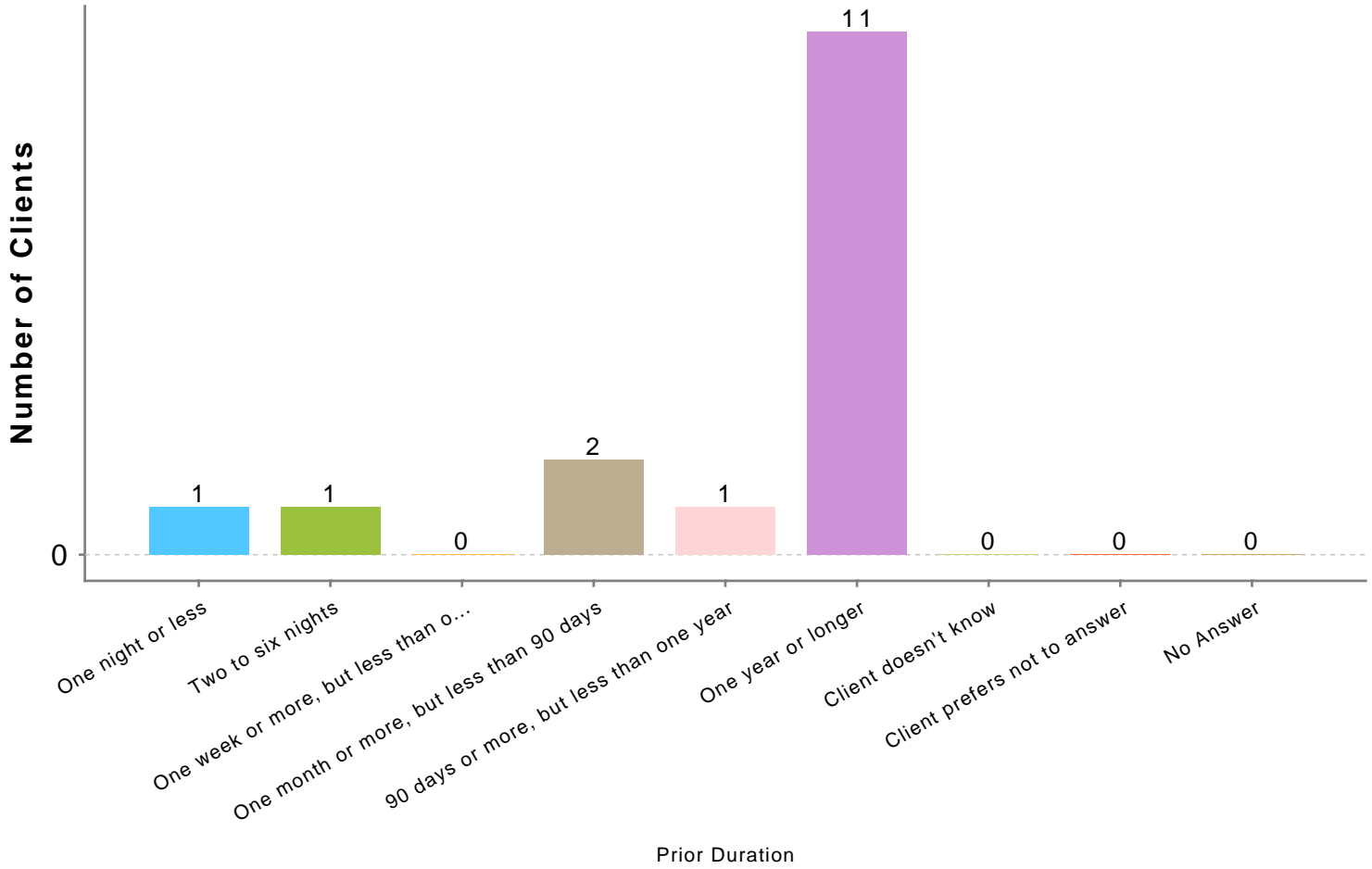
Date Range: 04/01/2023 thru 06/30/2023

Veteran: All

Client Project Stays: All active

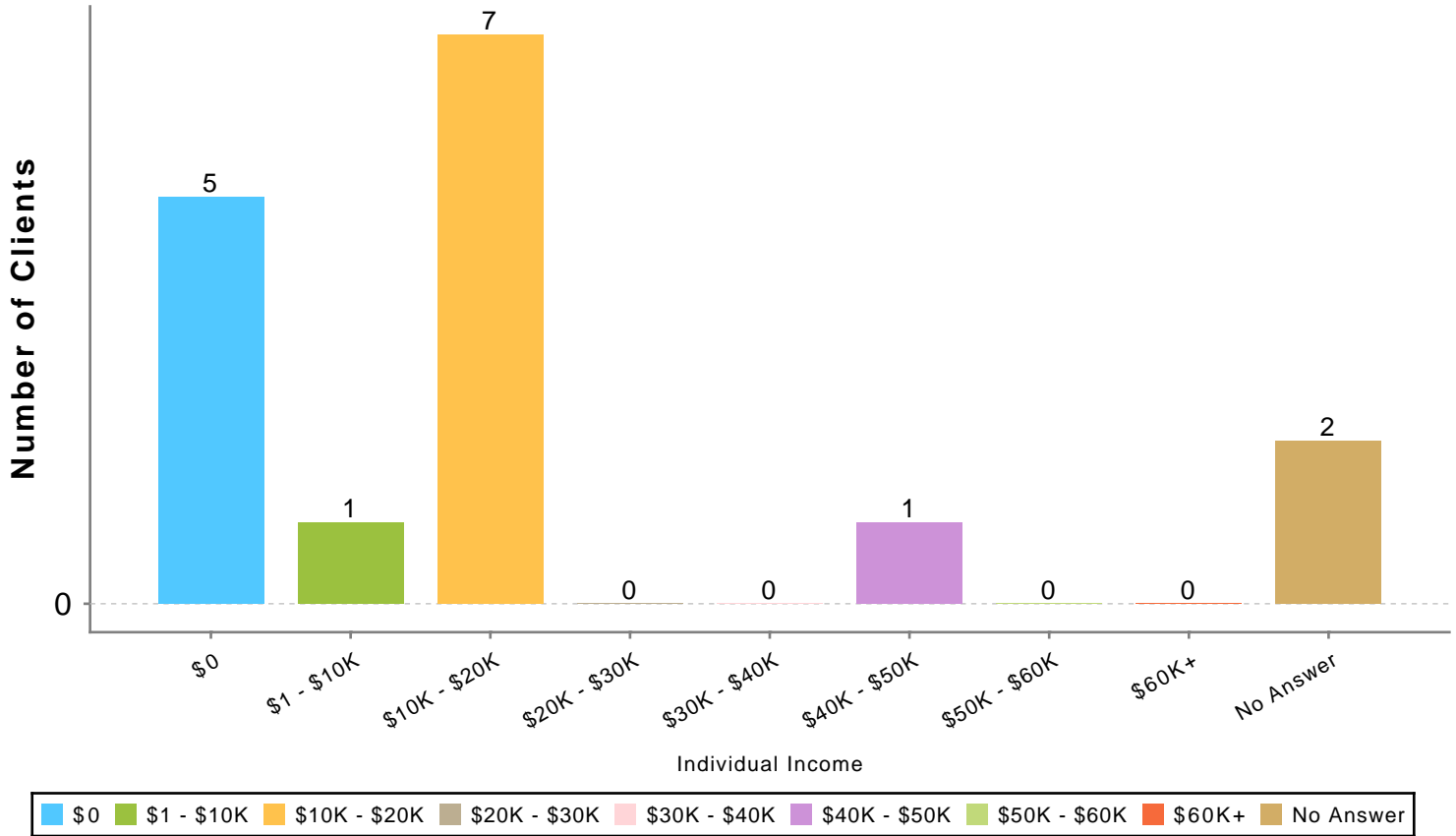
Prior Living Situation (Adults & HoH)	# of Clients
Place not meant for habitation (e.g., a vehicle, an abandoned building, bus/train/subway station/airport or anywhere outside)	14
Emergency shelter, including hotel or motel paid for with emergency shelter voucher, Host Home shelter	1
Safe Haven	0
Foster 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)	1
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:	16

Prior Living Duration (Adults & HoH) Chart



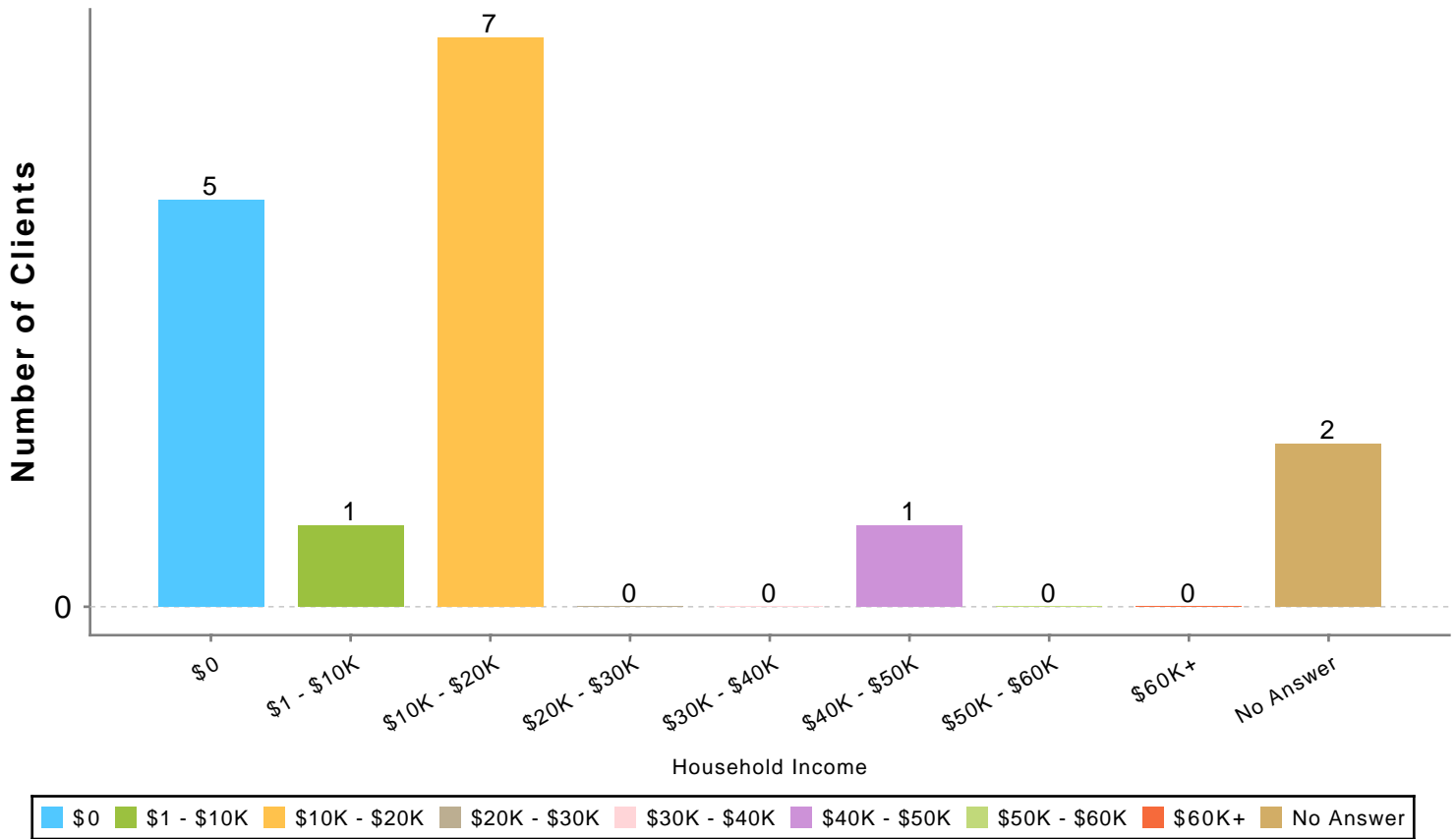
Prior Living Duration (Adults & HoH)	# of Clients
One night or less	1
Two to six nights	1
One week or more, but less than one month	0
One month or more, but less than 90 days	2
90 days or more, but less than one year	1
One year or longer	11
Client doesn't know	0
Client prefers not to answer	0
No Answer	0
Total:	16

Individual Income (Adults & HoH) Chart



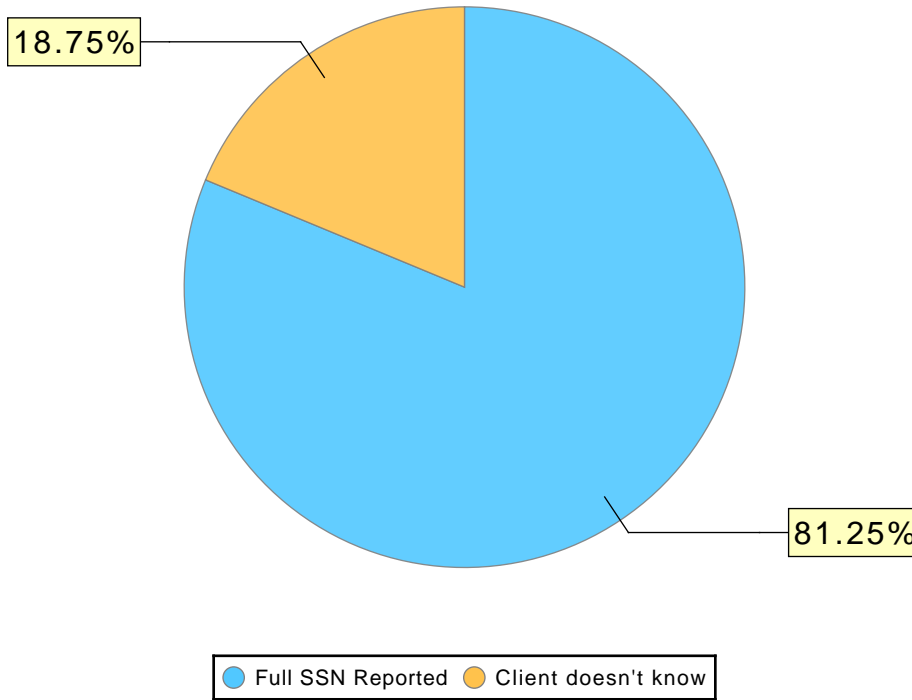
Individual Income (Adults & HoH)	# of Clients
\$0	5
\$1 - \$10K	1
\$10K - \$20K	7
\$20K - \$30K	0
\$30K - \$40K	0
\$40K - \$50K	1
\$50K - \$60K	0
\$60K+	0
No Answer	2
Total:	16

Household Income Chart



Household Income	# of Clients
\$0	5
\$1 - \$10K	1
\$10K - \$20K	7
\$20K - \$30K	0
\$30K - \$40K	0
\$40K - \$50K	1
\$50K - \$60K	0
\$60K+	0
No Answer	2
Total:	16

SSN Validity Chart



SSN Validity	# of Clients
Full SSN Reported	13
Approximate or partial SSN reported	0
Client doesn't know	3
Client prefers not to answer	0
No Answer	0
Total:	16

Client Demographics Report

IH - Insight Housing

Date Range: 04/01/2023 thru 06/30/2023

Veteran: All

Client Project Stays: All active

Programs

Street Outreach

BFHP-NA-SO-Albany Outreach-Alb