

**Albany Project HOPE**  
**Homeless Outreach and Engagement Program**  
**Berkeley Food and Housing Project Narrative**

**Report to City Council**  
**October 2015-December 2015**

**Activities To-Date**

The Albany Homeless Outreach and Engagement Program has continued providing case management and housing aftercare assistance to clients this quarter. The BFHP full time Albany Case Manager resigned during this report period, and the Albany half time case manager took on an expanded role and continued to provide services to 3 Oakland households who were former Bulb residents. These residents required additional aftercare interventions in order to remain stably housed. Those individuals continue to require weekly staff checks to ensure continued stability, on time rent payment, roommate civility and productive daily living. Case management contacts were increased through daily phone calls and weekly site visits.

Outreach interventions for unsheltered individuals in Albany are ongoing. The Albany case manager scheduled daily blocks of time to tour the “target areas” presenting service information, building relationships, and offering housing services. These efforts directly decreased the number of individuals residing in campsites and in the Target Creekside sites. The Albany case manager, assisted by the Albany Police Department, met with 7 individuals that remained in the area. All 7 were referred to City of Berkeley shelter space, showers at the downtown Berkeley BOSS facility and were offered brochures listing free meal locations. All 7 unsheltered individuals were invited to enter the Albany Homeless Outreach and Engagement Program. The individuals accepted the service referrals and moved out of the area.

Upon receiving a call from the Albany Community and Human Service Manager asking for a presence at the Albany Community Center, the Albany case manager proceeded to the “identified” area and provided outreach effort to the 6 unsheltered individuals that were hanging about in the front of the center. Once they were engaged in outreach, referral conversation the Albany case manager offered information about the City of Albany Homeless Outreach and Engagement Program, offered service referrals and other resources. The individuals were receptive, 2 of the 6 accepted referral to the program, and made an appointment for Program Intake. One of the 6 accepted shelter referral and entered the BFHP shelter that evening. Two of the 6 were resistant to information but moved away from the area. One of the 6 individuals stated he was housed and living with family. The last of the 6

individuals stated she wanted to “think about” working with the program, took the offered business card and left the the area.

Note: Two of the 6 entered the Albany Homeless Outreach and Engagement Program in January 2016

### **Successes in Quarter Four**

- The program is interviewing applicants to fill the role of full time case manager. We are in the final process and will fill the position by January 2016.
- This quarter services included 23 client contacts and 23 life skill interventions for 11 residents residing in the Richmond, Oakland locations. Albany case manager had 24 landlord interventions on behalf of the 14<sup>th</sup> Street residents whose issues included: non-payment of client rent share, excessive hoarding, and roommate disagreements. These deficiencies resulted in further client disengagement from case management interventions. Clients were not keeping scheduled case management meetings and would not respond to calls. After many unsuccessful attempts to meet with the involved clients, the Albany case manager persisted and was able to make contact with the clients and assisted in designing a roommate contract to address the chaotic environment. Contract stipulations included scheduled balance owed payment plan agreements with the Landlord, clearing of debris in front yard and roommate respect.
- Albany case manager made site visits to engage with 2 of the 4 housed individuals at the Oakland location who appeared to be returning to former alcohol and drug addiction history. Referrals were made to Options Recovery Center located in Berkeley, and Cherry Hill Treatment Center located In Oakland. Options Recovery Center responded to the referral and made contact with the clients. One resident accepted services and now maintains his sobriety due to program interventions.
- Albany case manager continued to provide housing case management and after care services to 23 former Bulb related (and now permanently housed) individuals, updating or amending case plans to ensure “continued stability”. Amendments included budget restructuring, employment referrals, self-care, and roommate intervention, balancing landlord-renter relationships, and adhering to Landlord’s standard of occupancy.
- There was 1 family exit in Quarter 4. One family of 3 adults and 1 child exited Albany aftercare and have moved into Independent permanent sustainability status.

### **Challenges in Quarter Four**

- Lack of affordable housing in the current market remains an issue. We will continue to research shared housing opportunities, as well as single room rentals that fit limited budgets.

- Roommates that may have entered the lease as strangers and have very diverse backgrounds and daily living experiences find it difficult to forge friendships and merge lifestyles.
- Roommates that engage in “unhealthy” daily living behaviors affecting others in the unit who lead quiet, productive daily lives remain a challenging area.
- Three of a 4 member household in Oakland faced eviction notices in Quarter 4 due to late rental payments, and hoarding behaviors. Two are working with Albany case manager to decrease number of site visits related to these challenges.