

**Report to Albany City Council:
July 2014-Sept 2014**

Activities To-Date

At the start of this quarter, 23 clients were actively engaged with the Albany Case Manager and were working on housing maintenance. This has continued to be the main activity of the quarter with regular home visits comprising the bulk of the case manager's work.

The Albany Case Manager responded to 2 calls for outreach this quarter from the police department in Albany and made initial outreach contact with several people at the Library and at the Safeway on Solano Avenue. In addition, the case manager has maintained outreach contact with several people from the Albany Bulb who are not housed but who have expressed an interest in housing.

Successes in Quarter Three

This quarter, 5 additional people moved into housing bringing the total housed to 31 since the beginning of the contract. Two of these clients, a couple, were housed with the assistance of the Trust Clinic in Oakland. Two additional clients, also a couple, were housed within the City of Albany, the only clients to have been housed within Albany. The 5th client, a single man, was housed in Oakland. By the end of Quarter Three, 8 people (3 households) had transitioned off of housing subsidies and are paying the rent on their own. BFHP continues to work closely with HAC and the Solano Community Church in our case management work.

HMIS Documentation

The HMIS system recently underwent an upgrade that left the outcomes reporting section off line. As soon as the report is working we will submit it to the City of Albany.

Challenges in Quarter Three

Subsidy Uncertainty

This quarter started with uncertainty regarding the amount of subsidy money that would be available to existing and new clients moving forward. As the fiscal year ended, several sources of subsidy funding also came to an end. The Urban County ESG money, which BFHP had been using to house many Albany clients, ran out at the end of June. BFHP applied for renewed funding from the county, expecting to be notified prior to the start of the next fiscal year on July,1 2014. However, due to the County's process, BFHP was not notified that it would receive the funds until late July and the funds were not available until mid August. This left a gap in paying the rent for many clients. Also, at the start of June it was not known how much, if any, subsidy money the City of Albany would be providing after June 30, 2014. Therefore, at the end of June and in July several households were transitioned off of subsidies more quickly than would have been ideal and other households had their source of subsidy switched around to

maximize the money that was left for the most vulnerable households. In addition to the uncertainty about Urban County ESG and Albany Funds, the City of Berkeley also put their ESG process on hold in July and no additional subsidy money was available.

Reduced Client Engagement

Although it is a success that several households have transitioned off of subsidies, one impact has been that several of these clients also transitioned to having significantly less engagement with the Albany Case Manager. Other clients who remain on the subsidy also reduced their contact with the case manager once housing was obtained. In part this may be because the Albany Case Manager was so closely associated with helping people move off the Bulb and into housing that once this was achieved the relationship seemed to be over. The Albany Case Manager has continued to reach out to these households and remains available for support and assistance if it is requested in the future.

Clients Who Left Housing

Three people who were housed by the Project Hope Case Manager moved out of their housing this quarter. Two people had stable housing outcomes - one returned to the East coast to live with family and one became critically ill and moved to a skilled nursing facility. The third person has returned to living on the streets. She remains in contact with the Albany Case Manager and he is continuing to try to re-engage her around housing.

Transitioning from Homelessness to Being Housed

As in the last quarter, the work of assisting people to maintain housing has continued to be challenging. The Project Hope Case Manager has spent a lot of time assisting recently formed households in managing conflict amongst roommates, learning basic living skills and upholding basic tenancy responsibilities. Several households have had neighbor and landlord concerns raised around issues such as noise and activity during the night as clients get used to living inside and having regular night and day schedules.

Upcoming Challenges

A challenge going forward is that all sources of subsidy money will be exhausted over the next few months. While some households are on track to take over rent payments themselves, other households need more time to stabilize. Many clients are working with HAC and have applied for SSI but haven't received it yet. These clients are at risk of returning to homelessness when their subsidies end. In keeping with a true Rapid Re-Housing Model, which holds that permanent housing success cannot be predicted at the onset of working with a client, BFHP gave all clients a chance and housed people with multiple barriers to maintaining housing. It is still our hope and intention to assist all clients in maintaining their housing independently, but we also recognize that this may not be possible for everyone. The Project Hope Case Manager, along with other partners, is seeking solutions to keep these clients housed. Activities thus far have included reaching out to other non-profit and governmental agencies in Alameda County to look for subsidy dollars, investigating whether funds can be moved from BFHP's Homelessness Prevention contracts to rapid Re-Housing contracts, encouraging clients who are able to work to

connect with BFHP's Employment Specialist, and as a last resort, reaching out to providers of transitional housing to ensure that beds could be available if clients are interested.