

Albany Project HOPE
Homeless Outreach and Engagement Program
Berkeley Food and Housing Project Narrative
April-June 2016
Report to City Council

Activities to Date

The Albany Homeless Outreach and Engagement Program has continued providing Case Management and housing assistance to clients this quarter. The BFHP full time Case Manager has been active in the community providing outreach services and referrals. Case Manager conducts on site home visits twice weekly and bi-monthly house meetings at shared housing unit in Oakland to ensure a pleasant living environment for residents. These also provide opportunity to assist with rental applications, medical forms and any other questions and/or assistance needs. CM provided transportation assistance for clients to HAC, Social Service Dept, Life Long Clinic and Trust Clinic. CM working closely with client to gain access to the Trust Clinic to provide ongoing services after exit from Project Hope

We housed another client who had been homeless in Albany for two years. CM assisted client in move-in and accessing basic needs to ensure a successful indoor living experience.

Case Manager has attended the weekly shower program at the Aquatic Center to provide outreach and referrals. At the shower program, CM has had 12 conversations with the potential clients for housing services which led to two continued conversations. It was discovered that several other participants were living in their cars and were not interested in housing services. Those individuals were given a services packet with food, clothing and shelter information. Case Manager has canvassed target areas with the Albany van to provide immediate transportation service to and from shower program.

CM identified another potential Albany client who self-disclosed a drug problem. CM engaged in several conversations that led to his acceptance of an in-patient drug/alcohol program where he could get help for his drug addiction.

Case Manager has visited the Senior Center to provide outreach services to a potential client who was looking for housing assistance. Client was given an intake and housing goals were discussed. Assistance was provided in the form of transportation to move personal belongings from one storage facility to another, bus passes, as well as other personal hygiene needs

Case Manager identified several unsheltered individuals who pan handle near San Pablo and Solano and have made contact. Two of the three individuals refused to identify themselves but progress has been made with one who would only accept referral information. All three declined housing assistance.

CM is working with housed participant on low income housing unit searches

This quarter CM has provided outreach to approx. 54 potential participant with two intakes. Of those two intakes, one client was housed and one is currently in housing search. Case Manager is in continued contact with 6 other unsheltered individual with one of those six potentially receiving an intake to assist with drug treatment referral.

- **Successes this Quarter**

- This quarter included approximately 54 conversations regarding community resources, housing and social services. One client has been housed who had been homeless for 2 years. He is rebuilding a relationship with a young son and turning his life around and away from gang violence and incarceration. Project Hope has assisted with tattoo removal referrals and worked closely with the client in anger management techniques and community living techniques.
- Case Manager continues to successfully access donation sites to assist housed clients with basic living necessities.
- Housing conflict has been successfully worked out through intense Case Management and regular home visits/house meetings.
- CM has worked closely with the housed client with the longest prior homelessness in teaching how to adjust to indoor living. This includes cooking and cleaning and accessing legal (HAC) and social security/GA.
- Case Manager has done regular “check-ins” with the Landlord; however there has been no conflict or rent issues.

Challenges this Quarter

- Lack of affordable housing continues to be a struggle in the current market. We continue to search for affordable, single room rentals that fit the limited budget of the population we serve.
- Meeting client expectations in selected areas has been an issue due to landlords simply not wanting housing subsidies
- CM has received some resistance from unsheltered individuals but continues to attempt contact and trust building.