

**Report to Albany City Council:  
October 2014-December 2014**

**Activities To-Date**

The program has continued providing case management/housing maintenance assistance to clients this quarter. The Project Hope Case Manager position became vacant in mid November and case management responsibilities for the clients with the most urgent needs were distributed to other case managers of BFHP's Multi Service Center. Despite the lack of a full time case manager, services were provided to approximately 15 clients this quarter. No new clients became housed this quarter, no clients transitioned off of a subsidy and no clients lost their housing.

**Successes in Quarter Four**

Housing was maintained this quarter for all participants including some households whose housing status was previously in jeopardy. BFHP staff worked intensely with the household most at risk of eviction due to nonpayment of rent, many extra people living at the property and significant property damage. By the end of the quarter the people residing in the household had returned to the lease holders only and movement is underway to move all residents to other living situations in the near future. In December, one resident of this household began Representative Payee (money management) services with the BFHP Representative Case Manager.

The household in the Oakland master leased unit successfully transitioned onto their own leases in the same property at the end of the quarter. They will stay in this unit while they work with the new Case Manager to move to more affordable housing in the near future.

Through advocacy with the City of Berkeley, BFHP received four (4) City of Berkeley Shelter plus Care (permanent supportive housing) vouchers designated for Albany clients. The four clients have been identified and staff has been working diligently to get the applications completed and the vouchers in hand. One Albany couple has received their voucher and has been looking for a unit. Two additional clients are working with their case manager to obtain all their needed documentation in order to submit their application. This has been a slow process. (One of these clients had his application submitted by mid January) The 4<sup>th</sup> client is still homeless on the street and will require extensive outreach by the new Albany Case Manager to move her through the Shelter plus Care process.

Through advocacy with Alameda County we have been able to move money from our Urban County ESG Prevention funds to our Urban County ESG Rapid Re-Housing funds. This allows us to continue serving clients with ESG subsidies and reduces the previous quarter's concern of having subsidies end before clients were able to take over rental payments themselves.

We have increased our collaboration with HAC (Homeless Action Center) this quarter and their staff has helped to support clients during this time of not having a full time case manager.

At the end of Quarter 4 a new Albany Project Hope Case Manager was identified. Carmen Francois worked with clients at the Albany Bulb in 2013 at the start of the project. She has been working for the past year as a case manager at BFHP's Men's Shelter and she is excited to return to working with the Project Hope clients. She will be full time in the Project Hope position by the end of January.

By having the Project Hope clients case managed by a variety of staff of the Multi Service Center, clients have become more a part of that program. Several Project Hope clients participated in holiday events at the BFHP Multi Service Center including Thanksgiving day dinner, a holiday open house with food and gifts in mid December and a Christmas dinner on December 23<sup>rd</sup>.

### **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. A demographic report for all clients served in calendar year 2014 is attached.

### **Challenges in Quarter Four**

The departure of the Albany Project Hope Case Manager has been the most significant challenge this quarter as it impacts our ability to maintain continuity with clients. We have done our best to ensure that those clients with the highest needs have continued to receive quality services from other staff. Challenges related to managing every day living situations has continued. Moving clients through the Shelter plus Care application process has also proved challenging as many clients have no ID, no proof of income and find it difficult to obtain these documents on their own. Case Managers are working with them, little by little, to get this done.