

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

Report to City Council

January 2016-March 2016

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 has worked diligently with existing housed clients in maintaining their path to successful housing and full self-sufficiency. CM has worked with a client who has been in the program the longest and is extremely active in housing search, filling out multiple applications per week and accessing other agencies with permanent housing search. Case Manager has offered and provided guidance to other service agencies for income options and day to day healthy living.

Additionally we housed two new households in a shared housing unit in Oakland as of Feb 1, 2016. Of the two recently housed clients, one has required intensive case management in obtaining ID and other services due to the nature of his homeless history. In working with the client who has been living outside for 25+ years, Case Manager discovered he has not ever had a CA ID. Resolving this obstacle has required multiple trips to the Naturalization Dept. in San Francisco as well as the DMV. Without a CA ID, he has been unable to fully access Social Security and Alameda Co. Social Service agencies. This process has been ongoing since December, 2015 and we are getting closer to resolving this obstacle.

- Case Manager continues weekly home visits to ensure continued stability, on time rent payments, roommate civility and productive daily living. Case management has maintained continuous contact with all clients through scheduled phone calls and twice weekly site visits.
- Case Manager's contact with shared housing landlord has lessened due to positive housing arrangements and consistent case management. Rents have been paid on time resulting in no late charges.
- Case Manager has accessed many donation sites for basic living needs such as clothing and food. Items such as a bicycle, linens and laundry soap are a few of the many other essentials accessed on behalf of the client(s). Case Manager has ensured newly housed clients' safety by supplying a handicap shower bench and sturdy walking cane.
- Outreach interventions for unsheltered individuals in Albany are ongoing. The Albany Case Manager has scheduled daily blocks of time to tour the "target areas" presenting

service information, building relationships, and offering housing services. Additionally Case Manager has visited the Albany Shower pilot program weekly to offer service to the population served there.

- This quarter Case Manager has provided outreach to approx. 35 potential participants and housed two clients as of Feb, 2016. Case Manager is in contact with 5 of the potential participants, building trust and beginning the homeless to housing process. Of the approx. 28 other individuals, referrals and information were given when needs were identified such as shower, food, shelters, computer access, Options Recovery Transitional Housing and Suitcase Clinic to address health related issues..

Successes in Quarter

- The program has filled the full time case manager position as of January, 2016.
- This quarter services included over 34 potential client contacts. Two individuals have been housed. One of those clients has been outdoors for 25+ years; the other for 5 years. Both clients have been working to access various service agencies to work toward a place of self-sufficiency. It has taken 4 mos. to obtain a CA ID for a long-term homeless client due to naturalization issues but that goal was realized after intensive case management efforts.
- Case Manger has been extremely successful in locating basic living essentials through donation sites.
- Albany Case Manager has had minimal tenant/landlord conflict due to consistent home visits and telephone check-ins. Case Managers created clients stability plans to reflect their responsibility in shared utility cost and /or portions of the rent and room inspections to avoid excess clutter and hoarding.
- Of the 6 currently housed clients in Albany aftercare all are showing tangible efforts in improving their living conditions. Two are in various stages of the SSI process. Two currently receiving SSI, and two are receiving GA. Due to extreme homeless, accessing other agencies' benefits has been a lengthy process.
- Case Manager has had twice weekly meetings at shared housing unit. These meetings have been set in place to provide "teaching moments" in cooking safety and housekeeping meant to give clients a sense of confidence in the kitchen and pride in their living spaces.

Challenges in Quarter

- 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.

- Obtaining a CA ID for a client has taken 2 trips to Naturalization and 3 trips to DMV. Also, this client had nothing in terms of clothing and food. Client had been homeless for so long that using a key for the first time was a teaching moment.
- Roommates have had moderate difficulties adjusting to one another in shared housing units. Minor disputes have resulted in positive conflict resolution techniques.