

**Report to Albany City Council:
April 2014-June 2014**

Activities To-Date

Activities of Project Hope were significantly re-vamped in this quarter after the hiring of a full time case manager, Charles Joseph, in mid-March to work 40 hours per week on Outreach, Engagement and Case Management with people who are homeless in Albany. As mentioned in the previous report – the main focus of the case manager’s work in March and continuing into April - was building relationships with Bulb clients and moving them into housing.

Although we had anticipated starting broader Albany outreach efforts in April, the demand for housing and accompanying work load did not allow for any additional time to be spent outside of assisting people on the Bulb or people who were formerly on the Bulb.

Successes in Quarter Two

This quarter, 17 people moved into housing bringing the total housed to 26 for the year. We continued the trend of using shared housing as a way of creating affordability for homeless clients as well as allowing them to maintain some of the communities that had been formed while living on the Bulb. Currently 22 of our housed clients are living in 7 shared households. Another success of this quarter was continued collaboration amongst service providers and others within Albany. In addition, collaborations with the City of Berkeley and with Berkeley providers were established as many of the people formerly living at the Bulb relocated to Berkeley. This quarter also saw the more thorough development of case plans for recently housed clients.

HMIS Documentation

As of July 1st 2014, 47 people have engaged with BFHP Case Managers to the extent of completing an HMIS (Homeless Management Information System) intake – 10 intakes were completed in the 4th Quarter. Our outcomes report shows that 26 clients have moved into permanent housing since July 2013 and 17 moved into permanent housing in this quarter. Twenty three (23) clients remain engaged with the Albany Project Hope Case Manager for aftercare services – support in maintaining their housing. HMIS reports are attached.

Challenges in Quarter Two

One challenge of this quarter was the high level of need for housing assistance coupled with the urgent timeline of trying to house as many people as possible before they had to leave the Bulb. After people moved off the Bulb this challenge remained as many people who were formerly homeless in Albany moved to other areas. The external pressures continued for the one staff person to assist as many clients as possible in moving into housing as quickly as possible.

Finding affordable housing and landlords willing to work with clients with low income and poor credit/poor rental histories remained a challenge and a time consuming process.

Another challenge of this quarter has been finding the balance between providing housing search and placement assistance to clients who are still homeless and providing housing maintenance, case management services to those already housed. With so many people in housing and with many of them requiring high levels of support to maintain their housing, providing on going case management support could be a full time job in itself. Towards the end of this quarter, at the direction of the City of Albany, the emphasis of the work has shifted more towards the housing maintenance work. However, there are still several former Albany Bulb clients who are homeless and need housing. There are currently 5 former Bulb residents we are aware of and whom we have not yet started working with on housing plans. In addition, there are other homeless people living in Albany who are also requesting housing assistance or being referred to us by the Albany police. Albany Police Department has referred a total of 3 people to the Project Hope case manager: of these individuals, one was successfully provided with a rapid re-housing subsidy to move into permanent housing, and the other two are actively working with the case manager to obtain permanent housing.

A third challenge of this quarter has been the actual work of housing maintenance services. The Project Hope Case Manager has spent a lot of time assisting recently formed households in managing conflict amongst roommates. Assisting clients with basic living skills and upholding basic tenancy responsibilities has also been a challenge.