



**SOCIAL AND ECONOMIC JUSTICE COMMISSION
REGULAR MEETING**

City Hall Council Chambers – 1000 San Pablo Avenue

September 7, 2017 – 7:30 PM

AGENDA

****WRITTEN CORRESPONDENCE FOR THE SOCIAL & ECONOMIC JUSTICE
COMMISSION****

Persons interested in submitting written correspondence on an item listed on the agenda are requested to submit the correspondence and any related materials no later than 12:00 PM on the date of the meeting. If correspondence is received after the deadline, the Social & Economic Justice Commission may not have time to review its content.

- 1. CALL TO ORDER**
- 2. APPROVAL OF ACTION MINUTES: July 18, 2017**
- 3. PUBLIC COMMENT**

For persons desiring to address the Commission/Committee/Board on an item that is not on the agenda. Please note that each speaker is limited to three (3) minutes. The Chair may reduce the time limit per speaker depending on the number of speakers. The Brown Act limits the Commission's ability to take and/or discuss items that are not on the agenda; therefore, such items are normally referred to staff for comment or to a future agenda.

All persons wishing to speak on an item on the agenda are to fill out speaker cards and provide to the staff liaison. Comments related to items appearing on the agenda are taken up at the time the Commission deliberates each action item. The Chair will announce when the period for public comment is open on each agenda item.

- 4. ANNOUNCEMENTS FROM COMMITTEE MEMBERS**
- 5. ANNOUNCEMENTS FROM STAFF**
- 6. PRESENTATION**
- 7. UNFINISHED BUSINESS**

7-1 Soda Tax: Commission will discuss how to approach Council recommendation on health and welfare programs.

Staff Recommendation: Discuss and create a subcommittee that will do research on the use of soda tax revenue by other cities.

7-2 Community Resource Center: Chair Grossman will provide an update.

Staff Recommendation: Information only.

7-3 Promote Communitywide Inclusivity: Commission will continue to outline inclusivity plan.

Staff Recommendation: Discuss and brainstorm ideas for plan.

7-4 Albany Project HOPE: Commission will review quarterly report provided.

Staff Recommendation: Information only.

7-5 ECHO Housing: Commission will review quarterly reports provided for fair housing and landlord/tenant counseling programs conducted by ECHO Housing.

Staff Recommendation: Information only.

8. NEW BUSINESS

9. FUTURE AGENDA ITEMS

(Commission/Committee/Board Member announcement of requests for future agenda items. No public comment will be taken on announcement of future agenda items). **Next Meeting: Tuesday, October 3, 2017, 7:30pm, City Hall Council Chambers, 1000 San Pablo Ave.**

10. ADJOURNMENT

The Commission/Committee/Board agenda is available for public inspection at the Albany Community Center/Library, Senior Center and at City Hall. The agenda and supporting staff reports, when available, can be found on our web page at www.albanyca.org.

To view the live televised meetings, go to KALB Comcast channel 33, AT&T channel 99 or view in HD at [youtube.com/Albany KALB](http://youtube.com/AlbanyKALB). Please note that if you provide your name and address when speaking before the Commission it will become part of the official public record, which will be posted on the Internet and broadcast on KALB.

In compliance with the Americans with Disabilities Act (ADA), and State Law, if you need special assistance to participate in this meeting, please contact the City Administration Office 510-528-5710. Notification 48 hours prior to the meeting will enable the City to make reasonable arrangements to ensure accessibility to this meeting (28 CFR 35.102.104 ADA Title II)". Upon request, we will provide written agenda materials in appropriate alternate formats, of disability related modification or accommodation, including auxiliary aids or services to enable individuals with disabilities to participate in public meetings. Please deliver a written request, including your name, mailing address, phone number and brief description of the requested materials and preferred alternative format or auxiliary aid or service at least two (2) days before the meeting. Request should be sent to: City Clerk, 1000 San Pablo Avenue, Albany, CA 94706.



SOCIAL AND ECONOMIC JUSTICE COMMISSION MEETING

Tuesday, July 18 2017, 7:30 PM

City Hall – Council Chambers, 1000 San Pablo Avenue

ACTION MINUTES

1. Call to Order: 7:30 PM. Members Present: Chair Grossman, Members Beall and Diehl.
Members Absent: Bauer and Marks. Staff Present: Isabelle Leduc

2. Approval of Minutes: Motion to approve minutes from May 2, 2017 was made by Member Beall, and seconded by Member Diehl.

AYES: Members Baer, Beall, Diehl and Grossman

NOES: None

Abstain: None

Motion carried and so ordered.

3. Public Comments

4. Announcements from Commission Members

5. Announcement from Staff

6. Presentation

7. Unfinished Business

7-1 Community Resource Center: Chair Grossman provided an update and introduced Community Resource Center Director Alison Mertz.

7-2 Housing Element: Jeff Bond Community Development Director, provided an update on Housing Element policies and programs.

7-3 Alameda County Housing Bond: Jeff Bond, Community Development Director, provided an update on the Alameda County Housing Bond implementation plan.

7-4 Rent Review Program Implementation: Jeff Bond, Community Development Director, provided an update.

7-5 Promote Communitywide Inclusivity: The Commission discussed the outline for an inclusivity plan.

8. New Business

9. Future Agenda Items: Community Resource Center, Rent Review Ordinance, Inclusivity, Sanctuary City

10. Adjournment: 9:26 PM



**CITY OF ALBANY
CITY COUNCIL AGENDA
STAFF REPORT**

Agenda Date: July 31, 2017
Reviewed by: PC

SUBJECT: Albany Community Resource Center Update

REPORT BY: Isabelle Leduc, Human Services Director

SUMMARY

This report is an update on the implementation of the Albany Community Resource Center.

STAFF RECOMMENDATION

That the Council receive an update on the Albany Community Resource Center.

BACKGROUND

The Social and Economic Justice Commission researched the feasibility of a Community Resource Center as a venue for Albany residents to receive information and referrals to services available and asked Council to consider the inclusion of the development of a one-year Pilot Program for the Community Resource Center as part of the Council Strategic Plan. On February 6, 2017, Council approved the inclusion of the Community Resource Center Pilot Program as part of its Strategic Plan, and up to \$68,400 in funding.

DISCUSSION

The Community Resource Center's main goal is to bridge the service information gap by creating a location within the City where residents can learn about services available and receive referrals and assistance to fulfill unmet needs.

The Community Resource Center will be housed at the Albany United Methodist Church Community Room at 980 Stannage Avenue and open on Wednesdays and Fridays from 10:00 AM to 1:00 PM. The City is renting the community hall at the church, which includes a large community room, kitchen and bathrooms. The center is expected to open on Friday, September 8, at 10:00 AM. There will also be an open house celebration as part of Albany Local Week on Friday, September 29 from 10:00 AM – 1:00 PM.

Alison Mertz, the City's new part-time Resource Center Director started on June 5, 2017. Ms. Mertz holds a Master's in Social Work from UC Berkeley and has extensive

experience assisting in the design and launch of leading-edge anti-poverty, mental health support and advocacy programs. Alison works 20-25 hours per week and her office is located at the Senior Center Annex.

Since starting with the City of Albany, Alison has conducted outreach to different organizations such as Alta Bates, East Bay Refugee Forum, Berkeley Food Pantry, Lifelong Dental Clinic to name a few. She has met with UC Village's social worker, the City's Meals on Wheels Coordinator and visited the Diverse Housing Working Group shower program at the Albany Aquatic Center to better understand the different needs of the community. On July 18, she was introduced to the Social & Economic Justice Commission.

Alison is also working diligently on the logistics and programmatic structure of the Center, investigating options for resource databases, creating registration, assistance/referral intake forms and performance measure tracking forms. It is anticipated that much will be learned about unmet needs and underused resources through the operation of the Community Resource Center. To understand and assess the needs of Albany residents, the CRC Director will keep track of several performance measures:

- Number of unduplicated visitors
- Number of visits each day
- Service inquiries
- Referrals made
- Follow ups made
- Successful linkages to services
- Unmet needs
- Programs implemented
- Service Organization contacted
- Demographics (voluntary information)

A priority of the Resource Center Director is to make the center's atmosphere safe and welcoming to all. Volunteer greeters will welcome visitors and provide tours of the center. The City Council's statement on diversity and inclusion will be prominently displayed for everyone to see. There will be self-service stations created with the use of bulletin boards, flyers and binders with information on identified top unmet needs. iPads will be available for visitors interested in searching information online. The CRC Director will be available to assist anyone who wishes to receive one-on-one assistance and referrals. Refreshments will be available. The Community Resource Center will also be a space where visitors can meet with service professionals from Albany Project Hope, Berkeley Mental Health and other organizations as identified.

It is the current vision that the center will be supported by volunteers. Typical volunteer duties include setup and takedown, greeting people who come in, and refreshment providers. For volunteers with social work experience, assist the CRC Director with

information and referrals. Those interested in volunteering should contact the Resource Center Director, Alison Mertz at amertz@albanyca.org.

The Social and Economic Justice Commission (SEJC) requested that the Resource Center be named after Paul O’Curry who was a SEJC Commissioner and strong advocate for a resource center in Albany. According to the City’s naming policy, established by Resolution No. 2012-04, only city-owned facilities can be named after someone. To honor Mr. O’Curry, a statement of his work and photo will be posted prominently when the center is open at the church location and the official name of the center will be the “Albany Community Resource Center”.

Staff held a productive Community Resource Center stakeholders meeting on June 29, 2017 at the United Methodist Church. Organizations in attendance included the United Methodist Church, the Diverse Housing Group, the Albany Unified School District, UC Village, Berkeley Mental Health, Berkeley Food and Housing Project- Albany Project HOPE, Belmont Village as well as City staff from Police, Fire, and Human Services. Staff received useful information and leads on outreach efforts, potential service needs in the community, and agency collaboration. Another meeting will be scheduled in October after the Center opens.

SUSTAINABILITY IMPACT

N/A.

FINANCIAL IMPACT

The Community Resource Center is funded primarily from the Fiscal Year 2016 budget surplus not to exceed \$68,400.

Albany Project HOPE
Homeless Outreach and Engagement Program
Berkeley Food and Housing Project Narrative
Report to City Council
April-June 2017

Activities to Date

The Albany Homeless Outreach and Engagement Program, with its full time Case Manager and part-time Housing Navigator, has continued to work closely with housed clients and other residents to provide various levels of case management and outreach informational services

Each week CM spends 8-16 hours out in the field, speaking to potential clients for the first time and/or touching base with previously contacted persons in need of social services. Referrals have been made resulting in a higher quality of life for individuals living on the street. Case Manger is in contact with Albany police department via e-mail and has followed up on leads they have provided resulting in positive housing services. Other fruitful leads are coming from various public organizations and private citizens/business owners about people spotted on the street in need. CM makes every attempt to reach out to that person immediately as the street population tend to change camps frequently. CM continues to assist with research for individual needs of current clients such as bus routes, food pantries, clothing donation sites, libraries and other free computers for housing research and referral agencies.

Project HOPE's part-time Housing Navigator meets with individuals contacted in outreach and completes Face Sheets to determine participants' housing needs and how we can best serve them.

CM spends 5-10 hours per week keeping client files updated with accurate and detailed notes.

With the housed clients at the shared housing facility in Oakland, CM and Housing Navigator continue to provide assistance to clients in permanent housing search, filling out applications and getting on all housing lists. CM has also provided transportation to DMV, local hospitals and the Albany showers. Case Manager stays in constant contact with landlords with weekly "check-ins" with a positive results. Case Manger continues to ensure rents are paid on time and other landlord requirements are met.

CM makes 1 to 2 home visits weekly (1-2 hours each) to ensure good housekeeping and offer any assistance in reaching program goals, manage disputes, ensure timely rent payments and confirm that all housing needs are met. CM spends 6-8 hours each week driving clients to essential agency appointments where application assistance may be needed.

CM spends as much as a day each week gathering essential donations set up throughout the week such as blankets, toiletries, and food. Most clients are either on GA or Social Security so in

order to make ends meet, CM is diligent in supplying all participants with much needed donations and information about sites for food and other necessities.

Case Manager has accessed the Benevolent program for each client for various needs. For example a client who has just gotten a part-time job is very interested in going back to school. We have submitted paperwork to Benevolent for a simple laptop so that the client can further his educational goal, ultimately getting better job opportunities.

In terms of outreach, only a small handful are interested in longer term assistance but CM continues to call them periodically to “check-in” and see if they are ready for longer term help.

This quarter CM had some interaction with business owners in Albany who had contact with “sleepers” and/or individuals who were regularly hanging around their businesses. These calls have been positive as it gives CM the opportunity to meet people “where they’re at” and provide essential supplies such as water, handy wipes, socks and food. It has led to positive conversations and further meetings.

This quarter CM has provided outreach to 51 potential participants. Many were not interested in further discussion, including 24 “travelers” who did not identify with the city. Seventeen of those individuals had conversation with CM before. Of the new 10 potential housing clients, 3 were interested in housing services and they were housed this quarter. CM is having further conversations with the remaining 7 and they are in various stages of that process.

Case Manger attended a meeting for the new Community Resource Center and its partners. The meeting was dynamic and informative with all interested parties given the opportunity to share information. Case manager will be setting up an appointment with Alison Mertz to talk about collaborative ways to serve the needs of Albany’s indigent and other people.

PLEASE NOTE: Case Manager still finds that some outreach contacts are with people who wouldn’t identify as homeless either in Berkeley or Albany. Some have said Albany and been located in Albany one week and Berkeley the next. In most of these cases, they are more interested in donated items and services than in housing assistance.

Successes this Quarter

Project HOPE has successfully housed three more individuals who were literally living on Albany streets. Two of those individuals were referred to Homeless Action Center to begin the SSI application process and for assistance with GA/Cal Fresh and Medical.

CM also was able to obtain a bed and other essential items for the clients living at the Oakland shared housing location. Case Manager was able to assist one of the newly housed individuals in preparing his resume and locating several potential job leads. One application for Sprouts was accepted and the client was given an interview in which he received a job offer for part time employment.

Our longest participant completed the program successfully. He received SSI and moved to other permanent housing. He continues to work closely with the TRUST Clinic on his sobriety and good health.

Challenges this Quarter

One of our newly housed clients has some mental health issues that he, with CM assistance, has made some progress in addressing. While he is open to maintaining balance through medication and counseling, it has been a tough road. Client has lost 5 sets of keys, has very poor housekeeping and there have been reports of him taking food that doesn't belong to him. CM has addressed this many times verbally and has made certain the client has everything he needs to get his own food. Still there continue to be reports from other housemates. CM has set up another mandatory house meeting for July 17th to address this and any other housekeeping issues that may be of concern. CM will discuss this issues with Supervisor for other ideas in maintaining a trusting environment at the shared housing unit.

Lack of affordable housing in the current market continues to be a problem. Landlords are reluctant to rent to people with subsidies and our client base brings with them questionable credit reports and poor tenant histories. We continue to search for shared housing opportunities that will fit limited budgets. Although that may make housing affordable, it makes housemate matching challenging as some of our clients have physical and/or mental health that makes co-habitating sometimes a long and thoughtful process. Locating other subsidy options that are "open" can be scarce.

ATTACHMENT

BFHP Albany PROJECT PERFORMANCE MEASURES

Quarter 4

Due on the 15th of each month following the quarter

Project Performance Measures and Targets				
Performance Measure	Target	Progress/Activity this period	Year to date statistics	Comments
Outreach contacts (unduplicated contact with a new client)	20	21	104	
Performed initial intake/enrollment	10	10	32	
Number of housing case plans performed	17	15	38	
New Clients Housed	10	3	8	
Clients maintaining housing for 6 months	17	1	6	
*Clients maintaining housing for a year	13	1	4	
Clients exited from Aftercare program	7	1	4	

*This measure duplicates clients in the measure above



Eden Council for Hope & Opportunity
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ALAMEDA COUNTY
FAIR HOUSING
Report for April 2017 – June 2017

INVESTIGATIONS

During the fourth quarter of fiscal year 2016-2017, ECHO received 9 complaints of housing discrimination, 10 audits, and 11 inquiries.

We are finding that the protected classes alleging the most discrimination in this quarter are disability and race. The Coordinator closed 29 cases. One case is pending. See “Services by Protected Class” sheet for outcomes.

Significant Case:

A significant case for Alameda County dealt with a client who has two dogs that were his emotional support animals. The owner found out about the animals and told him to remove the animals since the owner had a no pet policy at the property. The tenant went on-line and found a business that will write, for a fee, a letter stating that your dog is a certified emotional support animal. He gave the letter to the owner. The owner refused to accept the letter. The tenant then called ECHO Housing for help.

People who are disabled have a right to request reasonable accommodations. Often those accommodations deal with needing emotional/support animals. The disabled individual must provide verification that he is disabled and needs a particular accommodation, i.e., support animal, accessible parking, live-in caregiver, etc. The tenant in this case did not do this. Going on-line and paying to have a letter written saying your animal is a certified support animal is not providing the necessary documentation that you are disabled and in need of a reasonable accommodation.

ECHO explained to the tenant that he needs to get a letter from his doctor stating that he is disabled and needs to have his two dogs for emotional support. The tenant was able to get a letter from his doctor and forwarded the letter to the landlord for his review.

CONTRACT GOALS

Housing Clinics

5/18/2017 – Golden Gate Library Fair Housing and Tenant/Landlord Clinic



June 24, 2017 – Albany Library Fair Housing and Tenant/Landlord Clinic

Flyer Distribution

626 flyers were distributed.

Mass Media

Bayfair Mall Kiosks

Newpark Mall Kiosks

Television or Radio Spot

4/1/2017 - KEAR Radio Interview aired Fair Housing Month

Fair Housing Owner Trainings

4/20/2017 – Apartment Owners’ Apartment Fair Housing Training

6/3/2017 – Lapham Property Management Fair Housing Training

6/21/2017 – Park Place Asset Management Fair Housing Training

Fair Housing Tenant Trainings

4/24/2017 – Cherryland Elementary Fair Housing Workshop

6/15/2017 – Housing Authority of Alameda County Fair Housing Training (JOB Club)

Fair Housing Service Provider Meetings

4/6/2017 – Alameda County Social Services Fair Housing Presentation

6/15/2017 – Housing Authority of Alameda County Fair Housing Training

ADDITIONAL ACTIVITIES

During the fourth quarter of fiscal year 2016-2017, the Coordinator attended a Northern California Fair Housing Coalition meeting on June 13, 2017 for case discussion, training, and legal consultation. On April 5, 2017, the Coordinator attended a Fair Housing Of Marin Fair Housing Conference; on April 12, 2017, webinar training on Criminal Records History; on April 13, 2017 – Albany Senior Resource Expo; on May 11, 2017, a Tester Training in which 8 persons were trained; and, on May 21 – 26, 2017, National Fair Housing Alliance Intermediate Fair Housing School.

Albany	Race	National Origin	Disability	Familial Status	Marital Status	Religion	Sex	Arbitrary	Other	TOTAL
Complaints/Inquiries/Audits										0
Properties Tested/Audited										0
Counseling										0
Referrals to Atty/DFEH/HUD										0
Insufficient Evidence										0
Cases Dropped										0
Resolved by ECHO										0
Pending										0
Successful Conciliation										0

Dublin	Race	National Origin	Disability	Familial Status	Marital Status	Religion	Sex	Arbitrary	Other	TOTAL
Complaints/Inquiries/Audits	1		2							3
Properties Tested/Audited	1									1
Counseling			2							2
Referrals to Atty/DFEH/HUD										0
Insufficient Evidence	1		1							2
Cases Dropped										0
Resolved by ECHO										0
Pending										0
Successful Conciliation										0

Emeryville	Race	National Origin	Disability	Familial Status	Marital Status	Religion	Sex	Arbitrary	Other	TOTAL
Complaints/Inquiries/Audits	1									1
Properties Tested/Audited										0
Counseling	1									1
Referrals to Atty/DFEH/HUD										0
Insufficient Evidence										0
Cases Dropped										0
Resolved by ECHO										0
Pending										0
Successful Conciliation										0

Newark	Race	National Origin	Disability	Familial Status	Marital Status	Religion	Sex	Arbitrary	Other	TOTAL
Complaints/Inquiries/Audits	5									5
Properties Tested/Audited	5									5
Counseling										0
Referrals to Atty/DFEH/HUD										0
Insufficient Evidence	5									5
Cases Dropped										0
Resolved by ECHO										0
Pending										0
Successful Conciliation										0

Piedmont	Race	National Origin	Disability	Familial Status	Marital Status	Religion	Sex	Arbitrary	Other	TOTAL
Complaints/Inquiries/Audits										0
Properties Tested/Audited										0
Counseling										0
Insufficient Evidence										0
Cases Dropped										0
Resolved by ECHO										0
Pending										0
Successful Conciliation										0

Unincorporated Alameda County	Race	National Origin	Disability	Familial Status	Marital Status	Religion	Sex	Arbitrary	Other	TOTAL
Complaints/Inquiries/Audits	9	2	8				1		1	21
Properties Tested/Audited	4									4
Counseling	5	2	8				1		1	17
Referrals to Atty/DFEH/HUD			1							1
Insufficient Evidence	6									6
Cases Dropped										0
Resolved by ECHO										0
Pending	1									1
Successful Conciliation										0

Note: In some instances, there will be more units of service for fair housing than actual clients. This is because some clients allege discrimination based on more than one protected class.

Fourth Quarter

SERVICE CATEGORY	ANNUAL GOAL	FIRST QTR	SECOND QTR	THIRD QTR	FOURTH QTR	YEAR TO DATE	% ANNUAL GOAL
Inquiries/Complaints/Audits	70	16	28	12	30	86	123%
Properties Tested/Audited	40	3	26	2	10	41	103%
Referral to Attorney/DFEH/HUD	15	5	0	3	1	9	60%
Housing Clinics	4	0	2	1	2	5	125%
Flyer Distribution	1200	450	380	1996	626	3452	288%
Mass Media	1	0	1	0	1	2	200%
Television or Radio Spot	1	2	0	1	0	3	300%
Fair Housing Owner Trainings	2	1	7	1	3	12	600%
Fair Housing Tenant Trainings	4	1	0	2	2	5	125%
No. CA FH Coalition	4	1	0	1	1	3	75%
TOTAL FAIR HOUSING	1341	479	444	2019	676	3618	270%

INQUIRIES/COMPLAINTS/AUDITS BY SERVICE AREA	ANNUAL GOAL	FIRST QTR	SECOND QTR	THIRD QTR	FOURTH QTR	YEAR TO DATE
Albany		1	1	0	0	2
Dublin		4	12	0	3	19
Emeryville		3	0	4	1	8
Newark		4	4	2	5	15
Piedmont		0	0	0	0	0
Unincorporated County		4	11	6	21	42
TOTAL		16	28	12	30	86

RESIDENCY	MEDIAN HOUSEHOLD INCOME				SIZE OF HSEHOLD		HEAD OF HSEHOLD		AGE OF HSEHOLD HEAD		ETHNICITY											LST QTR YTD	QTR. TOTAL	YEAR TO DATE	
	1	2	3	DTS	<5	5+	F	D	<62	62+	1	2	3	4	5	6	7	8	9	10	*				
	Albany																								
Dublin	2		1		3		2	2	1	2			1		2								16	3	19
Emeryville		1			1			1	1				1										7	1	8
Newark			5		5				5				5										10	5	15
Piedmont																							0	0	0
Uninc. AC	8	5	8		21		13	6	17	4			9	4	7						1	2	21	21	42
TOTAL	10	6	14	0	30	0	15	9	24	6	0	0	16	4	9	0	0	0	0	0	1	3	56	30	86
	INCOME CODE: 1) Below 30% of Median 2) 30-50% of Median 3) 50-80% of Median				HEAD OF HOUSEHOLD CODE: F) Female D) Disabled				ETHNICITY CODE: 1) American Indian or Alaska Native 2) Asian 3) Black or African America 4) Native Hawaiian or Other Pacific Islander 5) White 6) American Indian or Alaska Native and White 7) Asian and White 8) Black or African American and White 9) American Indian or Alaska Native and Black or African American 10) Balance/Other *Also Hispanic																

ECHO Housing Landlord/Tenant Counselor

Alameda County

Report for April-June 2017

Mary Colbert

Landlord/Tenant Counselor

Housing Counselor

ECHO Housing Landlord/Tenant Counseling Services
Alameda County
Report for April-June 2017

During the fourth quarter of FY 16-17, evictions, repairs and rent increases were the most common inquiries received and addressed by the Landlord/Tenant counseling staff. We handled 51 evictions, 14 deposits, 23 repairs, 22 rent increases, 10 entries, 3 retaliations, and 73 “other” inquiries. Other services include: breaking rental contracts and leases, mold, harassment, noise, rental assistance, and providing general information on tenants’ and landlords’ rights with referrals to attorneys, small claims court, and eviction defense center. We served 186 clients who had 196 inquiries in the fourth quarter. The Tenant/Landlord Counselors fielded a total of 814 inquiries for fiscal year 2016-17.

Cases Mediated

There were a total of 8 cases mediated this quarter. The majority of mediations pertain to evictions and rent increases.

Eviction Mediations

There were 7 eviction mediations, with two successfully mediated.

Example of an eviction mediation

The tenant was given a 60- day to move. She called ECHO for help to mediate to see if Landlord would rescind the notice or give her more time. The tenant stated she has been residing at the premises for 6 years and was never late with rent, and always had a good relationship with other tenants.

The Counselor called the Landlord, explained to him her feelings about time spent there as a tenant. The Landlord stated that after checking his records the 60-days was given to her in, and he would correct the mistake as soon as possible.

The Counselor will continue to conciliate and mediate between renters and housing providers to prevent homelessness.

Landlord-related inquiries

Of 186 clients this quarter, 3 were owners, property managers, and/or resident managers requesting information, referral, mediation, and assistance.

Housing Clinics

5/18/2017 – Golden Gate Library Fair Housing and Tenant/Landlord Clinic

6/24/2017 – Albany Library Fair Housing and Tenant/Landlord Clinic

Flyer Distribution

4/19/2017 – 485 flyers distributed to community-based organizations county-wide.

Mass Media

6/28/2017 - Bayfair Mall Kiosks

6/28/2017 - Newpark Mall Kiosks

Owner Trainings

N/A

Trends

Due to the stagnating economy, many of our clients are unemployed or working part time jobs and/or have been forced to receive public assistance, forcing them to move out of their homes, even out of the Bay Area due to the increases in rent. Many tenants facing eviction for failure to pay rent are ineligible for rent assistance programs, such as Seasons of Sharing, because there is a requirement that they must be able to cover their expenses going forward. Because of the stagnant job market, it has become difficult for tenants to qualify for rent assistance. We are witnessing, in the past year, more than ever, an exodus from Alameda County to West Contra Costa County and San Joaquin County. And, those tenants who are working, are forced to live where rents are relatively inexpensive and forced to make a longer commute.

Respectfully submitted,

Mary Colbert

Mary Colbert

Tenant/Landlord Counselor

Alameda County Rent Mediation Program
Fourth Quarter 2016-17
Rent Increase Inquiries

SUMMARY

For the fourth quarter, staff handled a total of 29 rent increase inquiries. Four of these inquiries were from tenants residing in the Urban County. Only two inquiries were negotiated successfully. The other 25 inquiries were from tenants who had questions about rent increases that they may be receiving but have not yet occurred. All tenants were given proper information about the Alameda County Ordinance and the amount of time to pay the increase according to state law.

In addition to the state law and ordinance information, every tenant is also offered mediation. In some cases mediation is not chosen because it is non-binding.

ALAMEDA COUNTY

TENANT/LANDLORD SERVICES

Fiscal Year 2016-17

Fourth Quarter

SERVICE CATEGORY	ANNUAL GOAL	FIRST QUARTER	SECOND QUARTER	THIRD QUARTER	FOURTH QUARTER	YEAR TO DATE	% ANNUAL GOAL
Information and Referral	950	196	170	188	186	740	78%
Mediations/Attempted Reconciliations	80	28	6	5	8	47	59%
Rent Services/Mediations	50	58	23	27	29	137	274%
Referral to Attorney/Small Claims Court	200	29	37	34	15	115	58%
Evictions Prevented	40	5	0	6	7	18	45%
Housing Clinics	4	0	2	1	2	5	125%
Flyer Distribution	1200	480	380	1970	485	3315	276%
Mass Media Marketing	1	0	1	0	1	2	200%
Television or Radio Spot	1	2	0	1	0	3	300%
Press Release or News Article	1	0	0	0	1	1	100%
Owner/Manager Training	2	2	7	1	0	10	500%
TOTAL TENANT/LANDLORD	2529	800	626	2233	734	4393	174%

CLIENTS BY SERVICE AREA	ANNUAL GOAL	FIRST QUARTER	SECOND QUARTER	THIRD QUARTER	FOURTH QUARTER	YEAR TO DATE
Albany		10	2	8	7	27
Dublin		17	14	11	17	59
Emeryville		4	9	6	13	32
Newark		26	20	26	19	91
Piedmont		1	1	1	2	5
Unincorporated County		138	124	136	128	526
TOTAL	0	196	170	188	186	740

Eden Council for Hope and Opportunity

ALBANY-Reporting Period: April through June 2017	Current	Last Period	YTD
1. Female	3	10	13
2. Disabled	1	2	3
3. Family Size			
1 - 4	7	20	27
5+	0	0	0
4. Age of Head of Household			
<18	0	0	0
<62	6	16	22
62+	1	4	5
5a. Ethnicity of Clients			
Hispanic	0	2	2
Not Hispanic	5	18	23
Chose not to respond	0	0	0
5b. Race of Clients			
American Indian/Alaska Native	0	0	0
Asian	2	0	2
Black or African American	0	2	2
Native Hawaiian or Pacific Islander	0	1	1
White	5	16	21
Multi-Race			
American Indian/Alaska Native & White	0	0	0
Asian & White	0	0	0
Black or African American & White	0	0	0
American Indian/Alaska Native & Black or African American	0	0	0
Other Multiple Race	0	1	1
6. Income Levels			
0 - 30% of Area Median Income (AMI)	2	2	4
31 - 50% of AMI	2	9	11
49 - 80% of AMI	3	9	12
81 - 100% of AMI	0	0	0
>100% of AMI	0	0	0
Chose not to respond	0	0	0
7. Impacts/Outcomes			
c. Households for whom counselor developed a sustainable household budget through the provision of financial management and/or budget services.	0	0	0
d. Households that improved their financial capacity (e.g. increased discretionary income, decreased debt load, increased savings, increased credit score) after receiving Housing Counseling Services.	0	0	0
e. Households that gained access to resources to help them improve their housing situation (e.g. down payment assistance, rental assistance, utility assistance, etc.) after receiving Housing Counseling Services.	0	5	5
f. Households that gained access to non-housing resources (e.g. social service programs, legal services, public benefits such as Social Security or Medicaid, etc) after receiving Housing Counseling Services.	1	8	9
g. Homeless or potentially homeless households that obtained temporary or permanent housing after receiving Housing Counseling Services.	0	1	1
h. Households that received rental counseling and avoided eviction after receiving Housing Counseling Services.	0	0	0
----- 1) Remained in place	0	0	0
----- 2) Voluntary Vacate	0	0	0
i. Households that received rental counseling and improved living conditions after receiving Housing Counseling Services.	6	6	12
Negotiated rent increase	0	0	0
TOTAL	7	20	25