

ALBANY COMMUNITY RESOURCE CENTER (ACRC) – 5-MONTH PILOT PROJECT

FINAL REPORT

The Albany City Council authorized the establishment of a Community Resource Center as a pilot project for a period of 12 months, to be reviewed by the Council following the pilot period. The Albany Community Resource Center was open from September 8, 2017 – February 2, 2018, closing prematurely due to a loss in staffing. While the ACRC was active, it was staffed by a part-time Resource Center Director and also supported by 8 volunteers. The Albany Community Resource Center Pilot Project’s main goal was to connect residents to services available by creating a location within the City of Albany where residents could learn about existing services and receive referrals and assistance as needed. ACRC was open Wednesdays & Fridays from 10am – 1pm, and was located in the Community Hall of the Albany United Methodist Church at 980 Stannage Ave. The Resource Center Director provided additional services during ACRC off-hours, primarily on Tuesdays & Thursdays.

SUMMARY OF UNDUPLICATED PEOPLE SERVED



54 people were served by the Resource Center Director & volunteers from September 2017 – January 2018



**39 served on-site at ACRC
980 Stannage Ave location**



**10 served via phone or email
outside of ACRC hours**



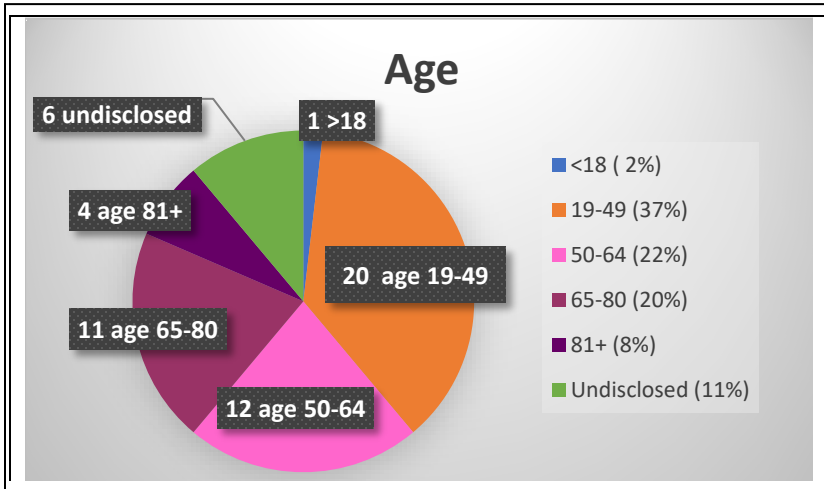
**5 served via in-person meetings
outside of ACRC hours**



**38 served were
Albany residents**

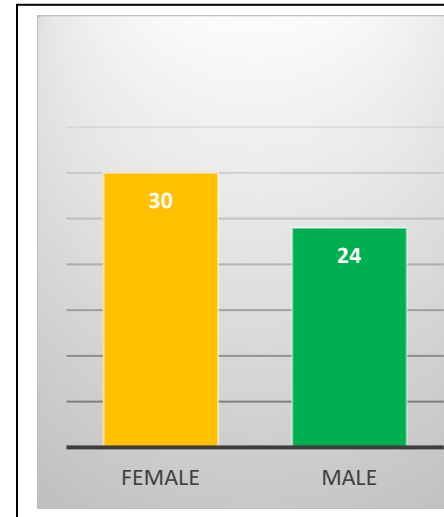
DEMOGRAPHICS OF PEOPLE SERVED

1. Age



People served ranged in age from 8 to 87. Twenty-seven (50%) were over age 50. Twenty were between ages 19 & 49. One was a minor. Six declined to share their age.

2. Gender



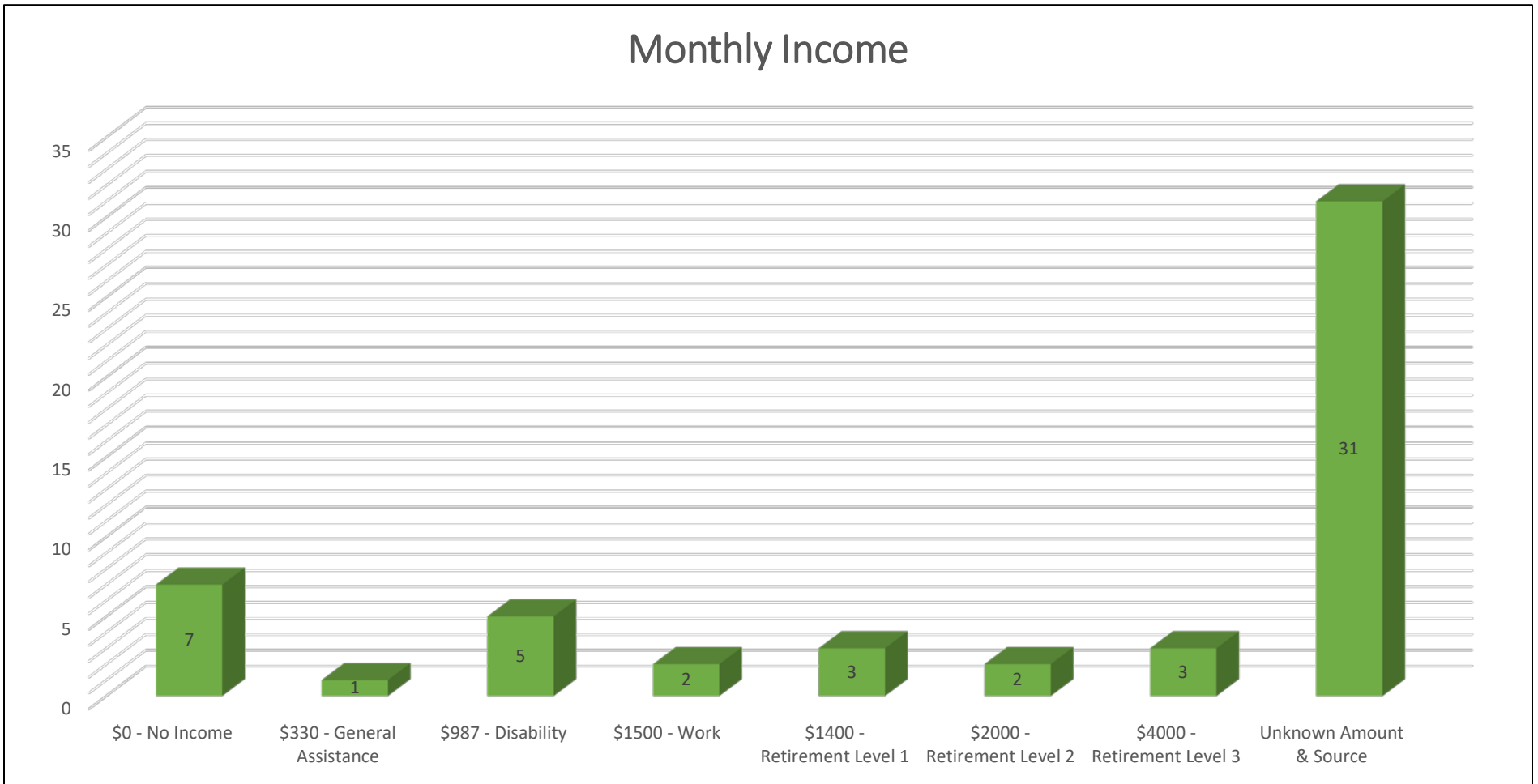
Just over half of people served were female (30). 24 were male.

3. Race/Ethnicity

Race and ethnicity was gathered depending on the level of service received. People who called or email with only one specific question were not required to fill out the intake form with race & ethnicity data.

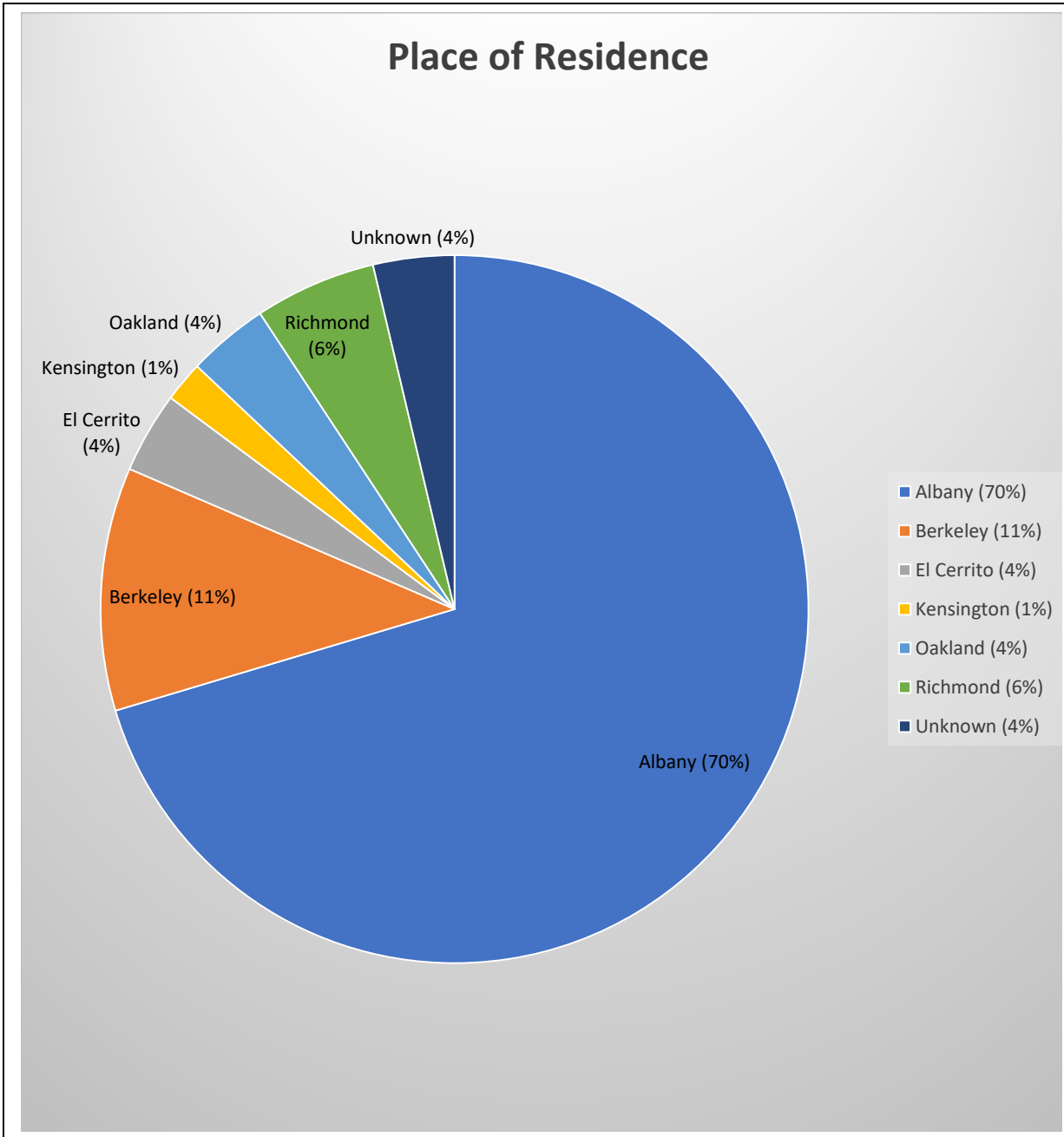
Asian	4
Black	5
Cajun	1
Human	2
Iranian	1
Latino	4
Mixed	1
unknown	18
White	18

4. Income



Income was usually not revealed by the people served unless the issue they requested assistance with required it. Of the 23 who shared their monthly income, 7 had no income, 1 was receiving \$330 in general assistance, 5 were on SSI disability (\$987/month), 2 received income from employment (~\$1500/month), and 8 received retirement income.

5. Place of Residence



38 people served by ACRC were Albany residents. Of the 38 Albany residents served, 25 were housed and 13 were homeless and considered Albany home.

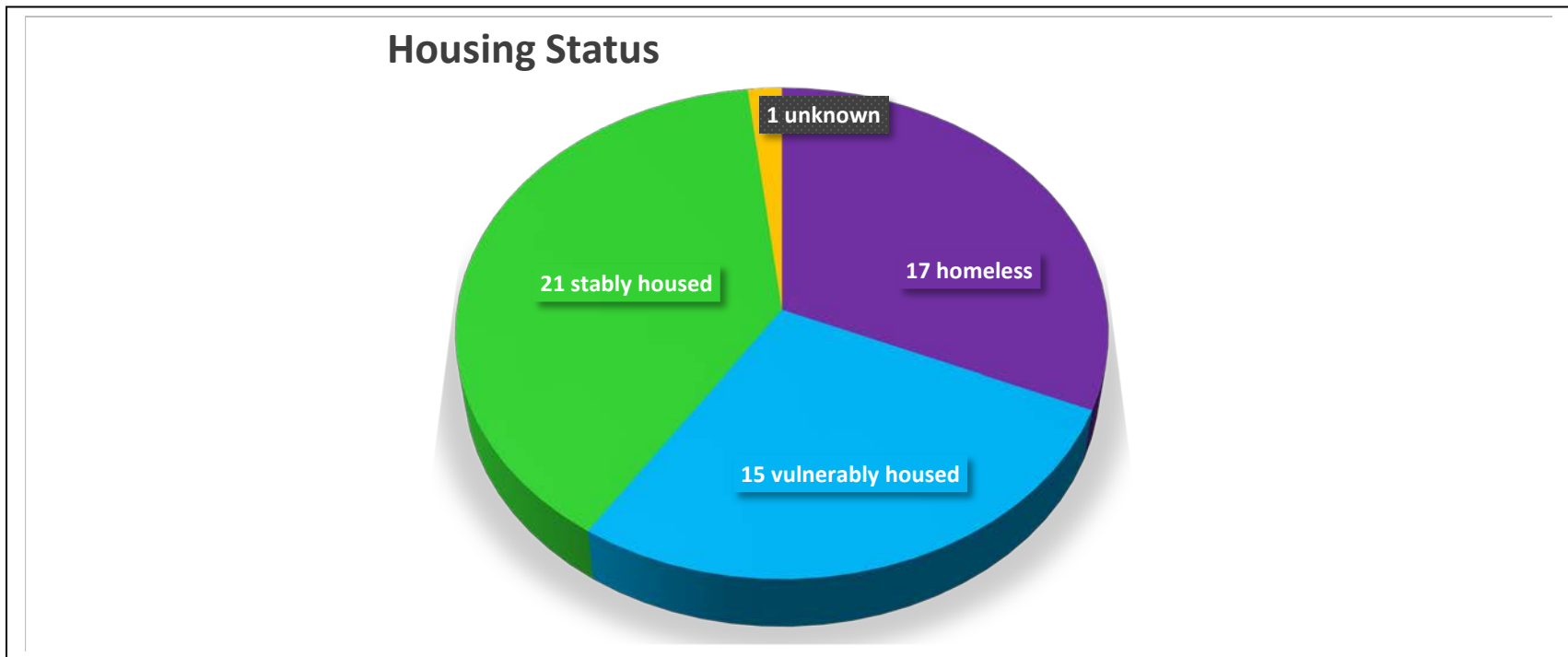
Some of those served who lived outside Albany had a significant interest in Albany, such as prior residence in Albany, but moved due to financial constraints, worked in Albany, had a child in AUSD schools, or had a parent, in-law, or other relative living in Albany.

Place of Residence	#	Other Interest in Albany
Albany	38	
Berkeley	6	2
El Cerrito	2	2
Kensington	1	
Oakland	2	
Richmond	3	2
Unknown	2	

6. Housing Status

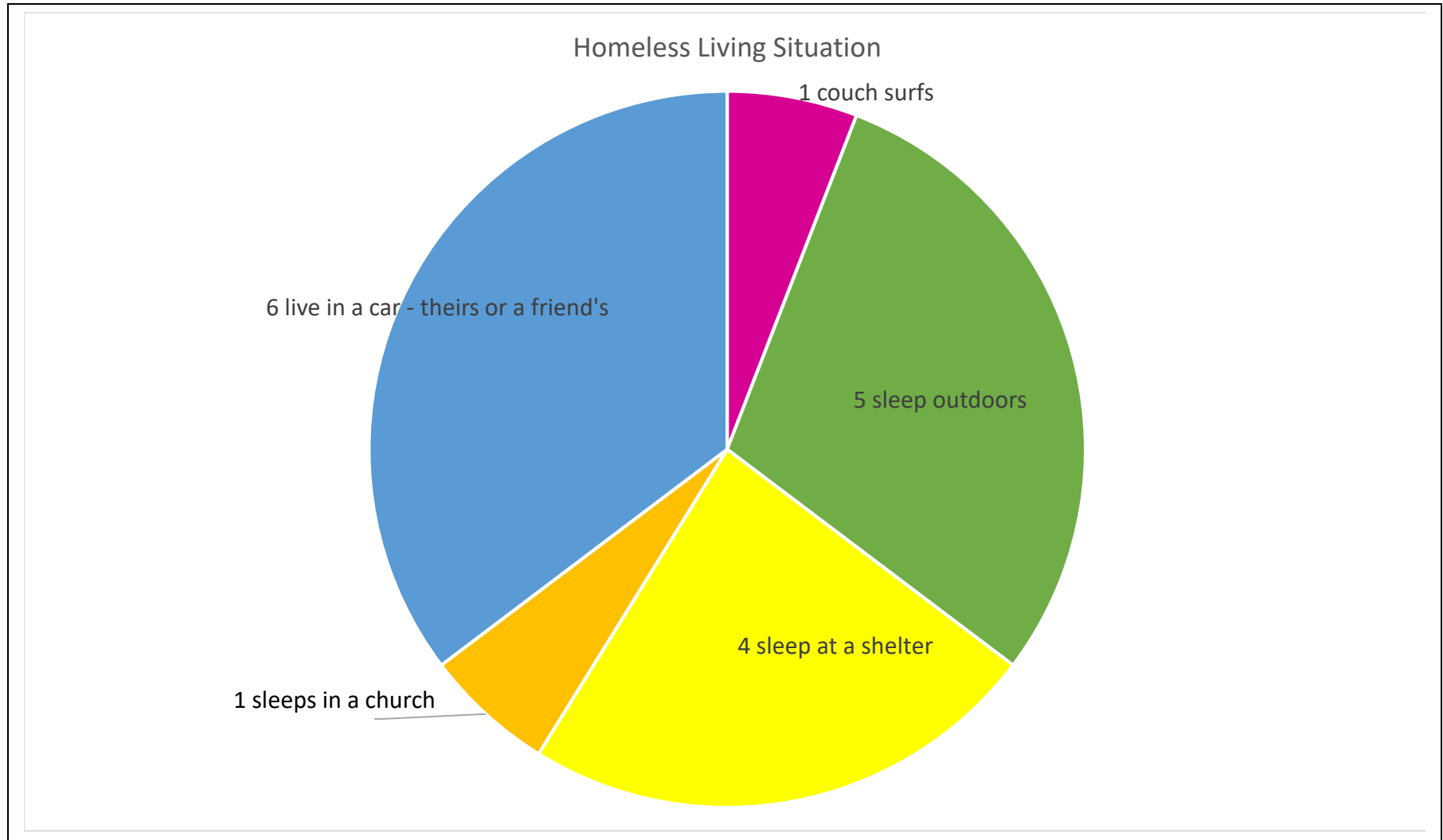
Housing was by far the most pressing issue for people served. 32 were either homeless or vulnerably housed – at imminent risk of losing their housing. The majority of people with vulnerable housing were older adults, single parents, asylum seekers, survivors of domestic violence, living with disability, and/or some combination of all of these. Reasons for housing vulnerability included steep rent increases, the sale of the building people were living in, loss of income, loss of a partner/parent/housemate, and unmet mental health support needs.

Of the 21 people served who were stably housed, 5 requested help with landlord-tenant issues, and 7 were seeking affordable housing and/or caregiving assistance for aging parents.



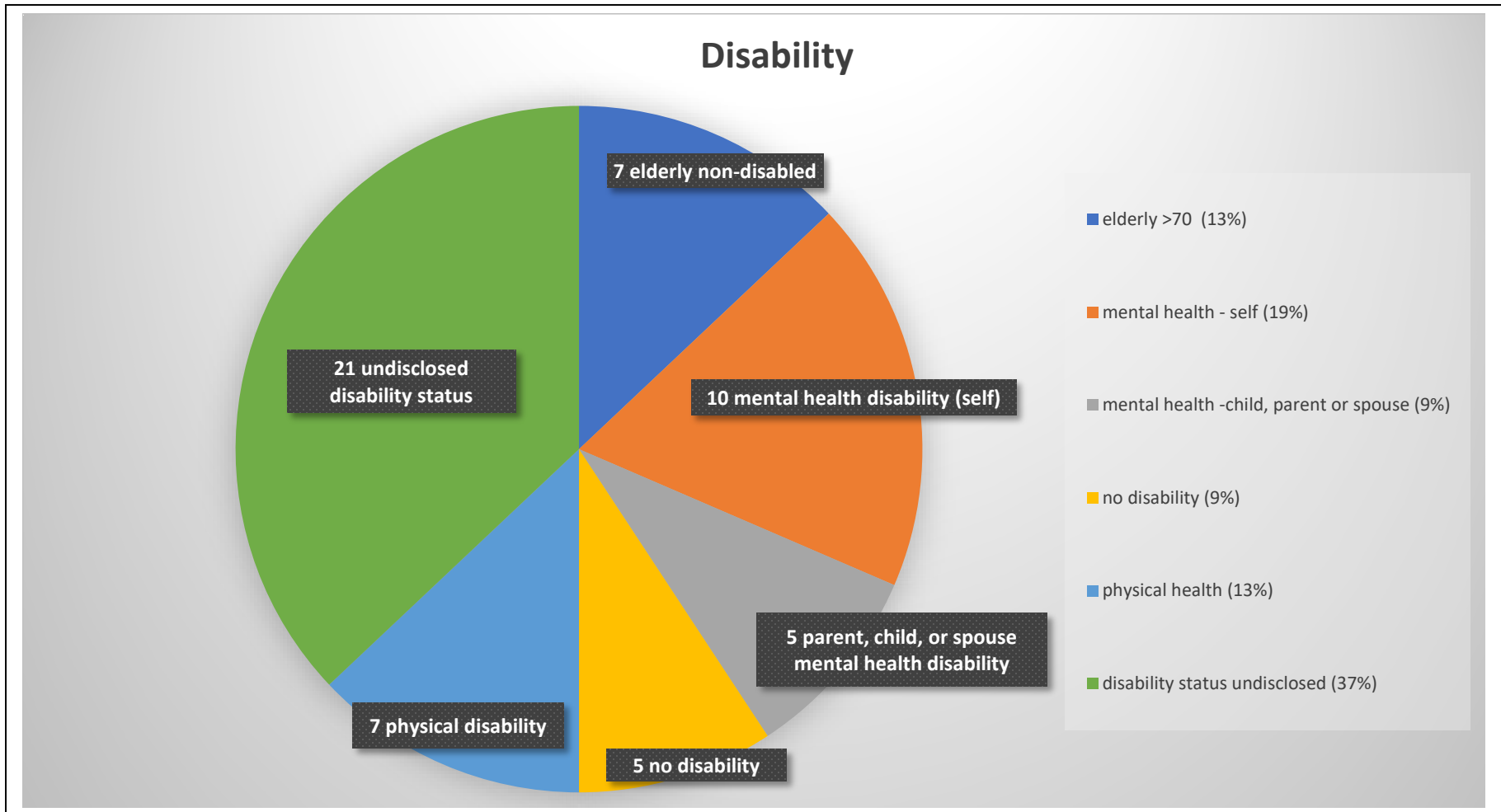
7. Homelessness – Sheltered/Unsheltered

17 people served by ACRC were homeless and ranged in age from 22 to 78. 13 of them considered Albany their home. The chart below shows the living situation of people experiencing homelessness served by ACRC.



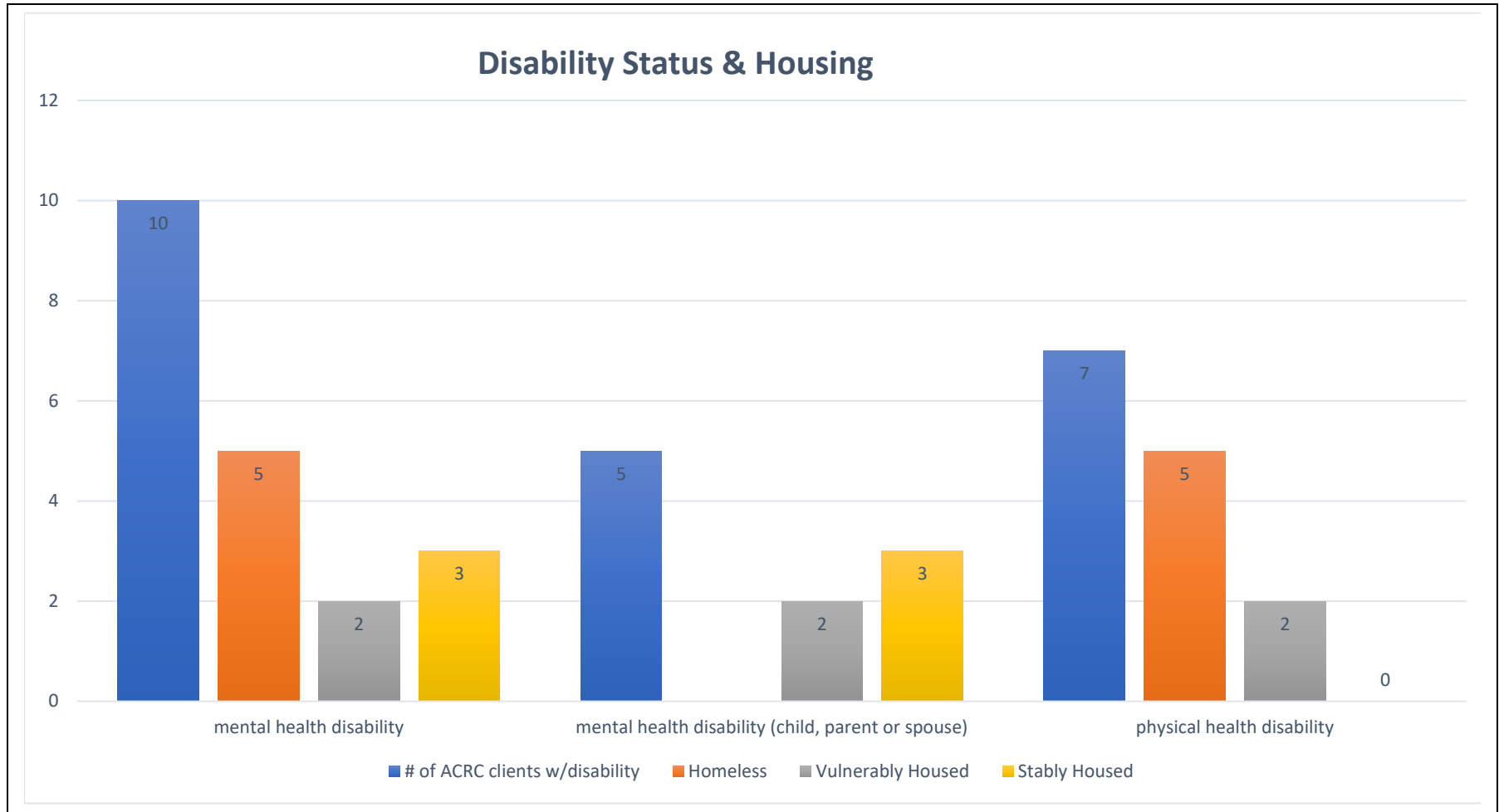
8. Disability Status

22 people served had a disability or were reaching out on behalf of a loved one with a disability. 21 additional people served did not disclose their disability status. Some were phone or email clients who had a specific question unrelated to disability status. The term “undisclosed” is used rather than “unknown” because there are many invisible disabilities that people may be reluctant to share unless it is relevant and necessary to the conversation at hand. Disability status became relevant when applying for low-income housing, paratransit, and caregiving services.



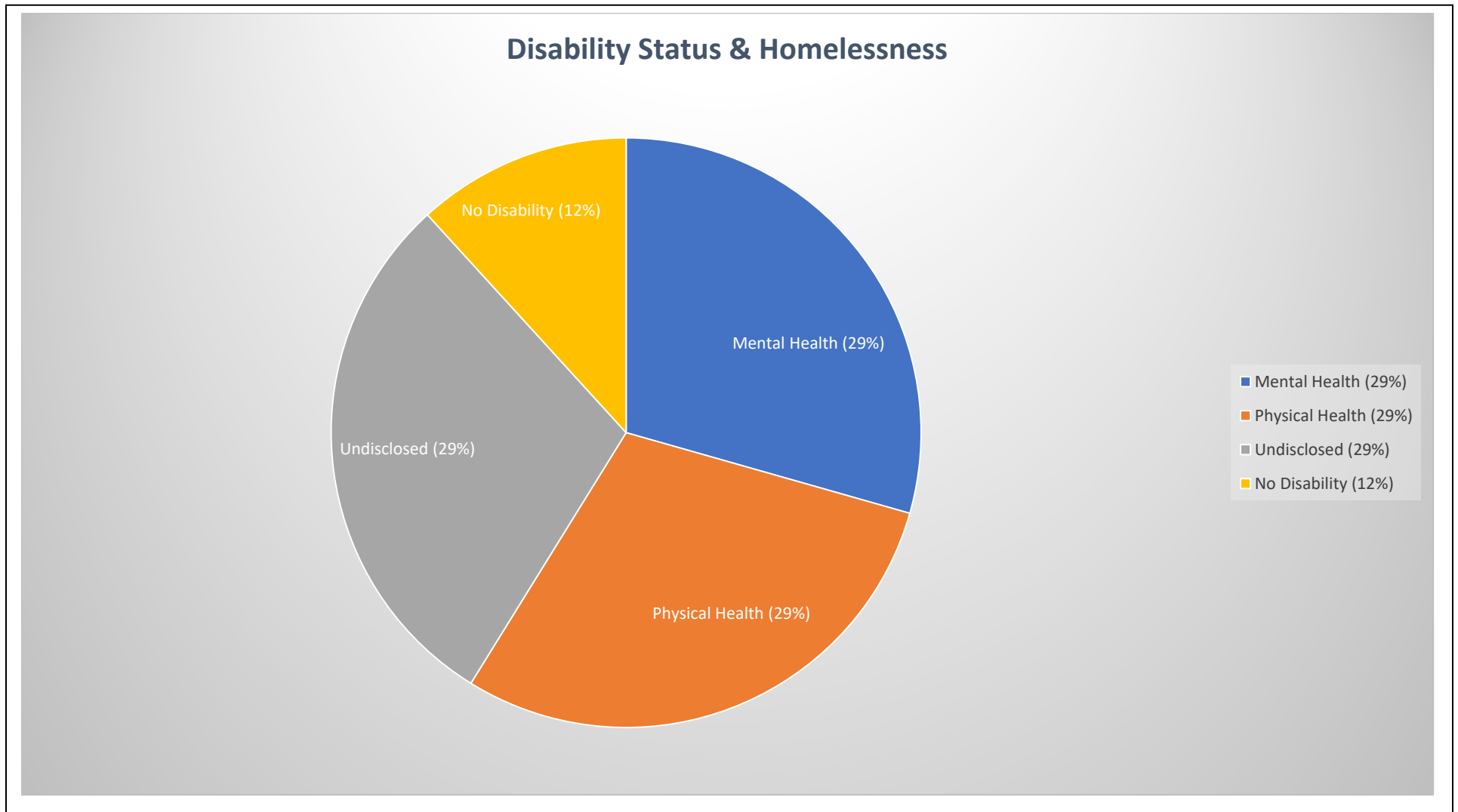
9. Disability Status & Housing

Health conditions seemed to affect the housing stability of people served at ACRC. 100% of people served who had a physical disability were either homeless or vulnerably housed. 70% of people served who had a mental health disability were homeless or vulnerably housed. 40% of family members with a mental health disability were vulnerably housed. *Note: The chart below shows the housing status of 22 people served who shared that they or their loved ones were diagnosed with a disability.



10. Disability Status & Homelessness

10 (58%) of the 17 people served who were homeless had a disability. 5 had a mental health disability, 5 had a physical health disability, 2 did not have a disability, and 5 were undisclosed.



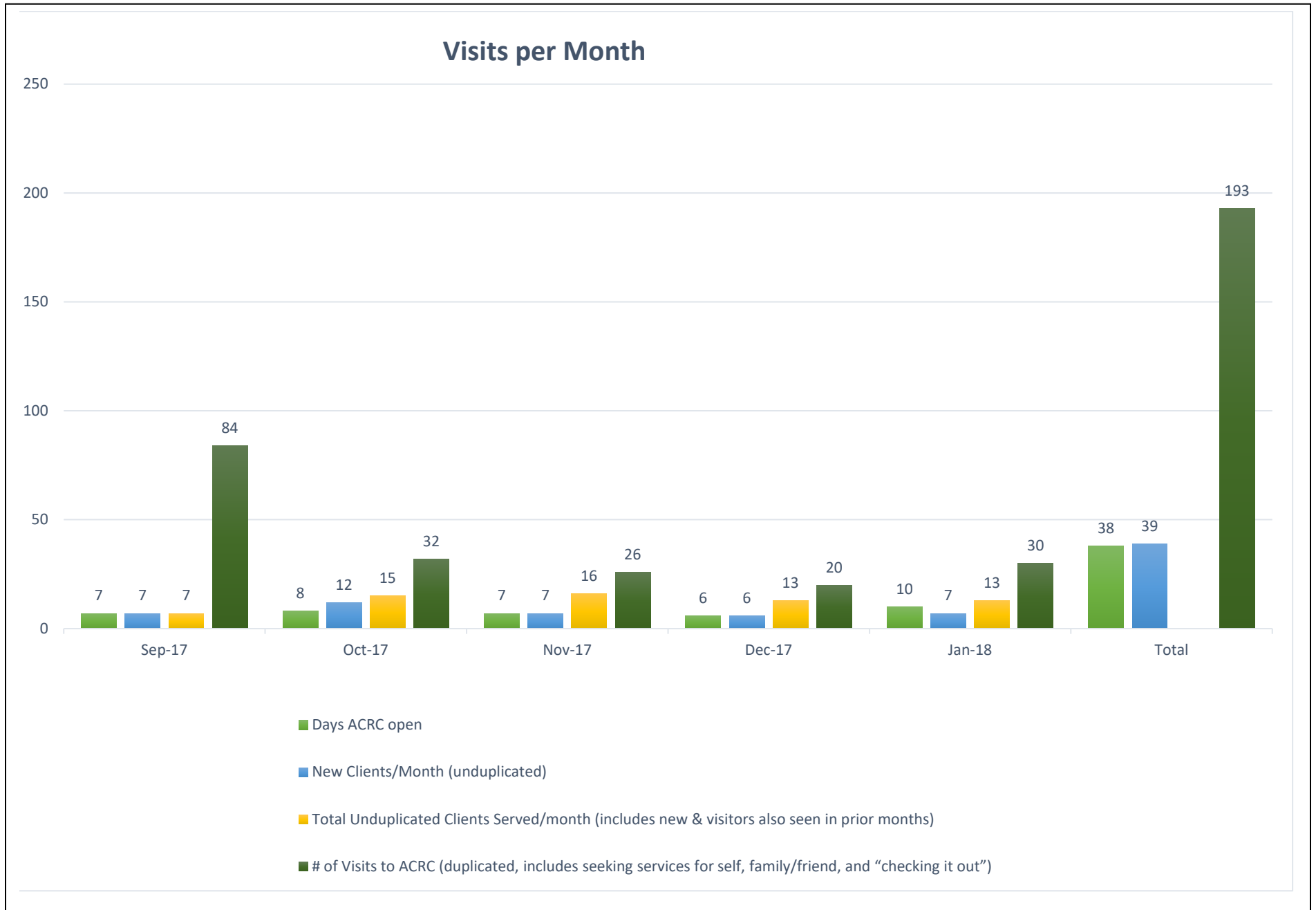
SERVICES PROVIDED ON SITE AT THE ALBANY COMMUNITY RESOURCE CENTER (ACRC)

1. Visits to ACRC

39 unduplicated people were served between September 2017 and January 2018. The charts (below & on next page) show the # of days ACRC was open each month, the # of new, unduplicated clients seen each month, the # of duplicated clients seen each month (counts new clients & clients seen in a prior month coming back in the current month), and the total # of visits to ACRC (counts each time the same client comes back as a separate “visit”). Apart from Sept 2017, which includes visitors to the Open House, the # of Visits row counts each time the Resource Center Director or a volunteer sat down with a client. For instance, in Oct 2017, there were 15 unduplicated clients served via 32 separate visits (i.e. each client came twice, or 5 clients came 6 times, etc). Put another way, the RCD & volunteers provided comfort, a listening ear, referrals, &/or advocacy 32 times that month.

Description	Sept 2017	Oct 2017	Nov 2017	Dec 2017	Jan 2018	Total
Days ACRC open	7	8	7	6	10	38
New People served /Month (unduplicated)	7	12	7	6	7	39
Total People served/month (includes new & people served in prior months)	7	15	16	13	13	64
# of visits to ACRC (duplicated, includes seeking services for self, family/friend, and “checking it out)	84 (includes Open House)	32	26	20	30	193

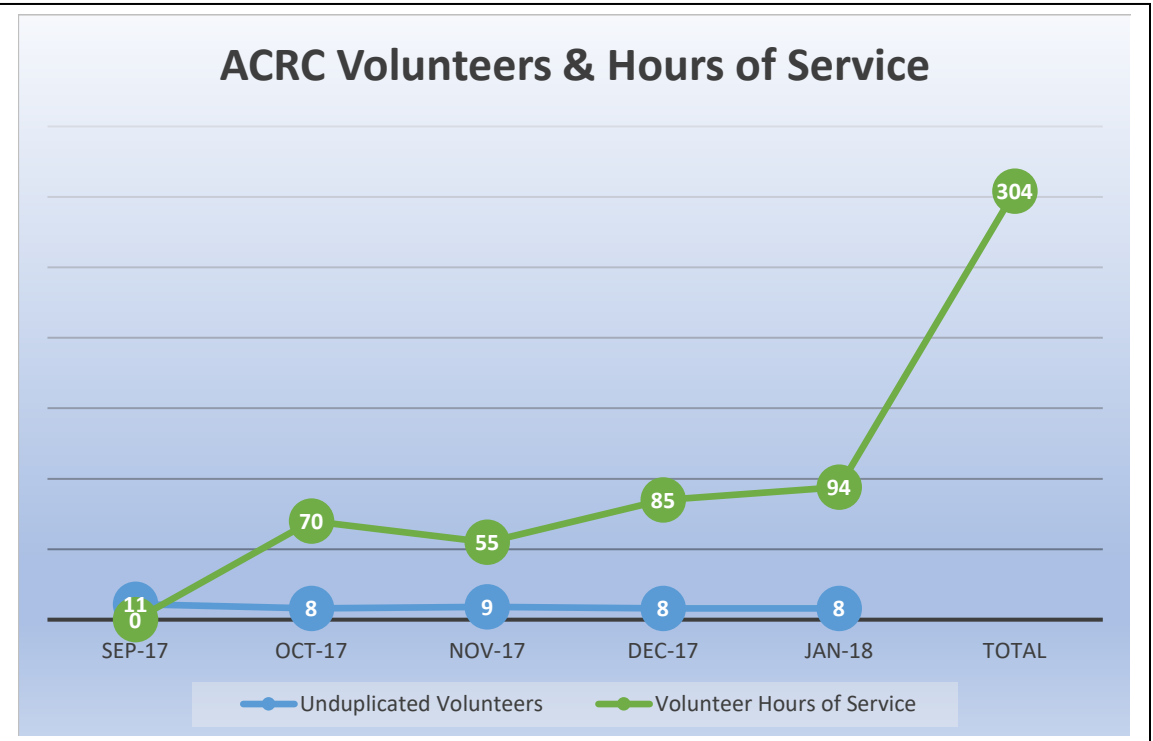
2. Visits to ACRC Chart



3. ACRC Volunteers

ACRC had a committed team of 8 volunteers. Their prior experience ranged from nursing and social work to construction and city government. Their duties at ACRC ranged from center setup and takedown, to preparing coffee and snacks, to providing the full range of center services from emotional support via 1-on-1 conversations, to completing intakes and providing referrals and advocacy.

*Note: Volunteer time was tracked as “days of service” in October 2017; The metric changed to actual hours of service in November 2017.

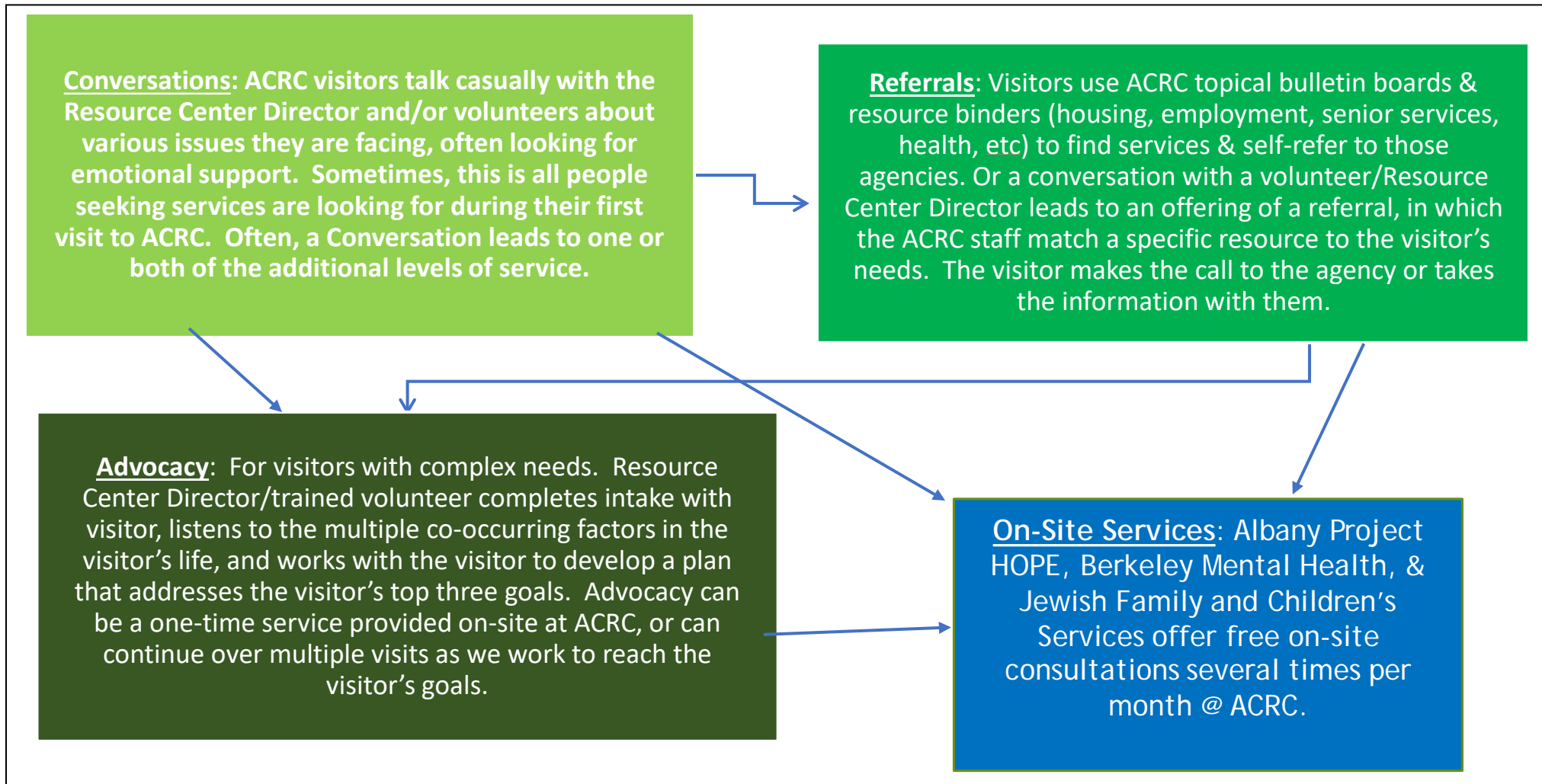


Description	Sept 2017	Oct 2017	Nov 2017	Dec 2017	Jan 2018	Total
Unduplicated Volunteers	11	8	9	8	8	
Volunteer Days/Hours of Service	Not counted	28 days of service*	55 hours of service	85 hours of service	94 hours of service	304 hours of service*

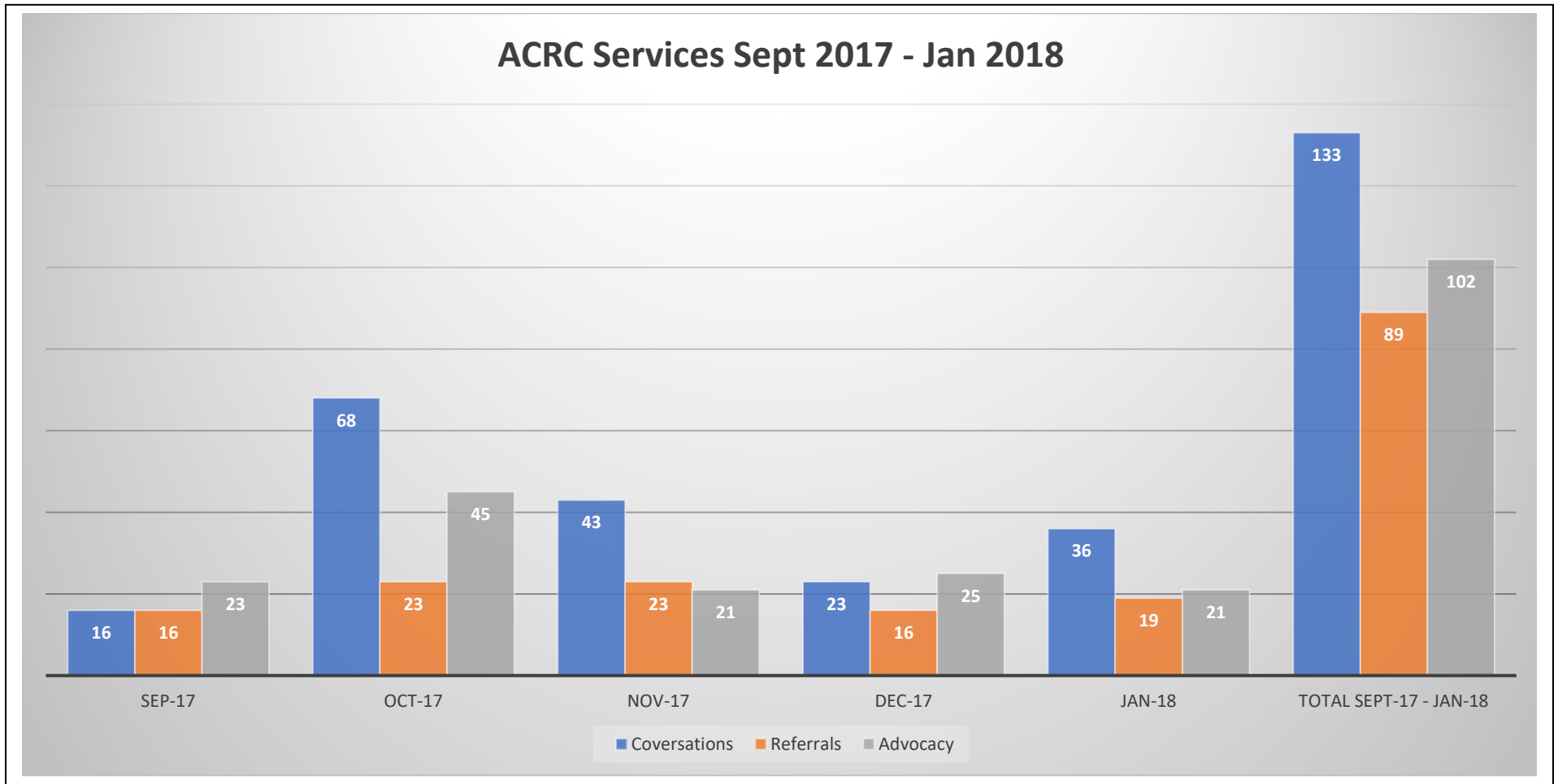
*Presumes approximately 2.5 hours for each “day of service” in October 2017

4. Description of Service Levels Provided On-Site

Services at ACRC were divided into four levels – Conversations, Referrals, Advocacy, and On-Site Services (provided by other agencies). People received service at any level. Typically, the visits would start with a conversation, which led naturally into a referral to external agencies/on-site services or advocacy (similar to traditional case management). Services were not necessarily linear – as the arrows show below, there were many paths to receive advocacy and/or services provided by other agencies on-site.



5. Services Levels Provided On-Site by Resource Center Director & Volunteers



The chart above shows the services provided at ACRC counted by level of service – the # of conversations, referrals, and advocacy provided each month.

6. Services Provided On-Site by Resource Center Director & Volunteers – Main Concerns Addressed

Main Concerns Addressed:

Housing

Homelessness

Medical, Mental Health, or Dental Care

Housing related issues were the primary concern addressed at ACRC. These issues included housing vulnerability, tenant/landlord issues, seeking low-income housing, seeking senior housing for self/parent, and seeking mortgage assistance. Other people came to the ACRC seeking services because they were experiencing homelessness. They were referred to Albany Project HOPE, but for those who came to the ACRC regularly, the ACRC Director and volunteers provided assistance with other issues. Medical care, including physical, mental, and dental health services, were the next most-requested services. Other issues addressed included caregiving for aging parents, affordable childcare, immigration, employment, transportation issues, and food insecurity.

7. Services Provided On-Site by Other Agencies

Albany Project HOPE (homeless services contracted through Berkeley Food & Housing Project), Berkeley Mental Health, Jewish Family & Children’s Services (immigration legal consultations) all committed to having staff on-site at ACRC several times per month. A dental hygienist also offered services, but it quickly became apparent that our clients’ high level of need outpaced what could be offered at the site. Jewish Family & Community Services had a staff change that prevented their consultant from coming to ACRC in December and January.

Service Provider	Sept # of Days Available	Sept # Served	Oct # Days Available	Oct # Served	Nov # Days Available	Nov # Served	Dec # Days Available	Dec # Served	Jan # Days Available	Jan # Served
Albany Project Hope	2	4	4	8	3	4	3	5	3	0
Berkeley Mental Health	3	2	1	1	1	1	1	1	1	2
Jewish Family & Community Services (Immigration Consultations)	2	5	1	0	1	0				
Oral Hygiene	1	0	1	0						

ADDITIONAL ASSISTANCE PROVIDED BY RESOURCE CENTER DIRECTOR (OUTSIDE OF ACRC HOURS)

The Resource Center Director (RCD) provided services to Albany residents who could not come to ACRC during open hours, or who were physically unable to come to the Center, via phone, email, and in-person meetings at the Senior Center or clients' homes. The RCD provided referral and advocacy-level service to 15 unduplicated clients who did not come to ACRC. In addition to intensive follow-up work with clients who began services at ACRC, people contacted the RCD with concerns about housing, homeless services, and medical care. The additional request seen primarily by phone came from adult children seeking recommendations about caregiving options for aging/elderly parents, many of whom were diagnosed with dementia.

