

Albany Project HOPE
Homeless Outreach and Engagement Program
Berkeley Food and Housing Project
Report to City Council
January - March 2019

Activities

Housing Navigation

The Albany housing navigator has continued to support the clients currently housed at 1647 14th St in Oakland. Each existing rapid re-housing (RRH) client has a completed and updated stability plan. This quarter, the Albany Housing Navigator has focused on supporting RRH clients by increasing their applications to subsidized housing. Additionally, the Housing Navigator has helped all clients to increase their income through employment in order to become financially stable. As several RRH clients are nearing the end of their housing subsidy assistance, additional attention has been given to their financial stability and long-term housing goals.

The Albany housing navigator continues to maintain contact with tenants and landlords at the 1647 14th Street unit to ensure regular payment of rent and good building maintenance. The housing navigator visits tenants at the house at least once a month. Recently, the Housing Navigator coordinated a house meeting with the landlord to address interpersonal conflicts between tenants. The meeting allowed all parties to agree on resolutions to ensure safety and stability in the house.

There were 17 clients in housing navigation this past quarter. Three of these clients have received matches to Permanent Supportive Housing through the Coordinated Entry System. The Housing Navigator is working with Berkeley Food and Housing Project's (BFHP's) Landlord Liaison to find affordable housing options for RRH. Clients have continued to receive assistance in obtaining all necessary eligibility documents for subsidized housing. This quarter, the Housing Navigator worked with clients to obtain IDs, disability verifications, and name change documents. The Housing Navigator has provided transportation to necessary appointments including with SSDI attorneys and at the Department of Rehabilitation. The Housing Navigator remains presents during appointments to ensure that client needs are met.

Outreach

This quarter, the Housing Navigator has increased outreach along Solano Ave, the Ohlone Greenway, and near the intersection of San Pablo Ave and Marin Ave. The additional focus on these locations stems from an increase in outreach requests for individuals residing near these

areas. The Albany Police Department has helped significantly with outreach requests and ensuring that clients are connected to housing services.

The Housing Navigator has continued to engage in regular outreach at the Library and Albany Shower Program. Both locations have allowed the Navigator to consistently meet new clients, as well as check in with regular contacts. The Albany CARES volunteers have also been instrumental in referring clients to services and encouraging clients to maintain contact with the Housing Navigator. Through the Albany CARES program, the Housing Navigator gained two clients for Housing Navigation and several other clients who required assistance with various services. Outreach at the Albany CARES annex has decreased due to the Housing Navigator's increased housing navigation case load. The Housing Navigator regularly connects with the Albany CARES coordinator, who often refers clients to Albany Project HOPE for housing and other services.

The Albany Housing Navigator responded to six outreach requests through the Albany Project HOPE line. Calls were made by individuals seeking services for themselves. Last quarter, the Project HOPE line received several calls from business owners and housed Albany citizens trying to connect unhoused community members to services. This quarter, the Project HOPE line did not receive any third party calls.

Predictably, there has been a decrease in new client contacts since the last quarter. Much of the outreach experience this quarter involves interactions with already assessed clients or other individuals who are known to the Housing Navigator.

Successes

Housing Navigation has seen several housing successes this quarter. The Albany Housing Navigator has identified eleven potential candidates for Rapid Rehousing. Stability plans were completed for all households and they were submitted for RRH consideration. One client has been approved for a shared housing option in Oakland and will be moving in by April 12, 2019. The client will receive move-in and rental subsidy assistance through the Albany Impact grant program. Two other RRH candidates have applied and been approved for a unit that is undergoing renovations in Stockton. The Housing Navigator is waiting to receive a move-in date for this location.

Additionally, three clients in Housing Navigation have received Permanent Supportive Housing matches through the Coordinated Entry System. These matches offer lifetime, site-specific subsidies to the matched clients. The Housing Navigator worked with all clients to complete applications and gather documents for these matches. All applications are under review by Homestretch.

Through outreach, the Housing Navigator has successfully helped several clients to attain income assistance. The Navigator linked one client to payee services that allowed him to access his SSDI income. The Albany CARES program referred two literally homeless clients with various immediate needs. Through coordination with the Homeless Action Center, the Housing Navigator assisted these two clients with accessing income and medical insurance for the first time in two years.

The Housing Navigator has helped several clients to engage more fully in their mental and physical wellness. Through Housing Stability Plans, the Navigator and client develop goals around medical insurance, annual physicals, and accessing mental health care. Many clients have completed annual physicals for the first time in years. With the Navigator's assistance, three clients have access to mental health care for the first time. Support is given through direct referrals to mental health providers, regular check-ins on the status of care access, and the creation of weekly and monthly goals around therapy attendance. The Housing Navigator also supported one individual in completing a mental-health related course required for his probation. The Navigator provided some financial assistance for course fees, and coordinated with the class facilitator to ensure client's success in the course.

Lastly, the Housing Navigator has continued to distribute Albany Project HOPE posters to businesses on San Pablo Ave and Solano Ave. Some business owners have declined to put up posters. Several other business, such as Solano Cleaning Center and Suzette's, have accepted posters to be placed in store lobbies or windows. The Navigator will continue to offer the posters to interested businesses.

Challenges

When presenting housing options, the Navigator aims to always provide a realistic expectation of wait times and how subsidies are offered. This quarter, the Housing Navigator has identified and worked with more clients who are interested in the RRH subsidy program. The primary challenge has been the issue of housing affordability in the area.

Because of the increase in RRH-interested clients this quarter, the Housing Navigator increased her focus on meeting property owners and finding housing options. Many of the clients currently referred for RRH live on fixed incomes from SSI or SSDI. The majority of landlords are offering units outside the price range of most RRH candidates, often listing units that are priced higher than the average SSI or SSDI monthly income. Several landlords have also expressed a strong preference for tenants who work. Many current RRH candidates in the Albany Project HOPE program are unable to work due to age and disability, or are still completing job training programs prior to gaining employment. One property owner has offered a low-cost, shared bedroom option (two people per room). However, this option is for men only, thus unavailable to the women who are awaiting RRH matches. Additionally, the majority of RRH candidates are hesitant to accept shared rooms due to safety concerns, or concerns about personal mental health.

The rise in RRH candidates has led to an increased focus on Housing Navigation and housing search, leading to a decreased focus in outreach activities. Last quarter, outreach work encompassed most of the Navigator's time, as outreach was necessary to identify clients interested in housing resources. Now that several candidates have been identified for RRH, the focus is now on finding appropriate housing options for clients. The Housing Navigator must remain flexible, committed to the outreach schedule and also responsive to any immediate needs that may arise for clients in Housing Navigation.

ATTACHMENT

BFHP Albany PROJECT PERFORMANCE MEASURES

Due on the 15th of each month following the quarter

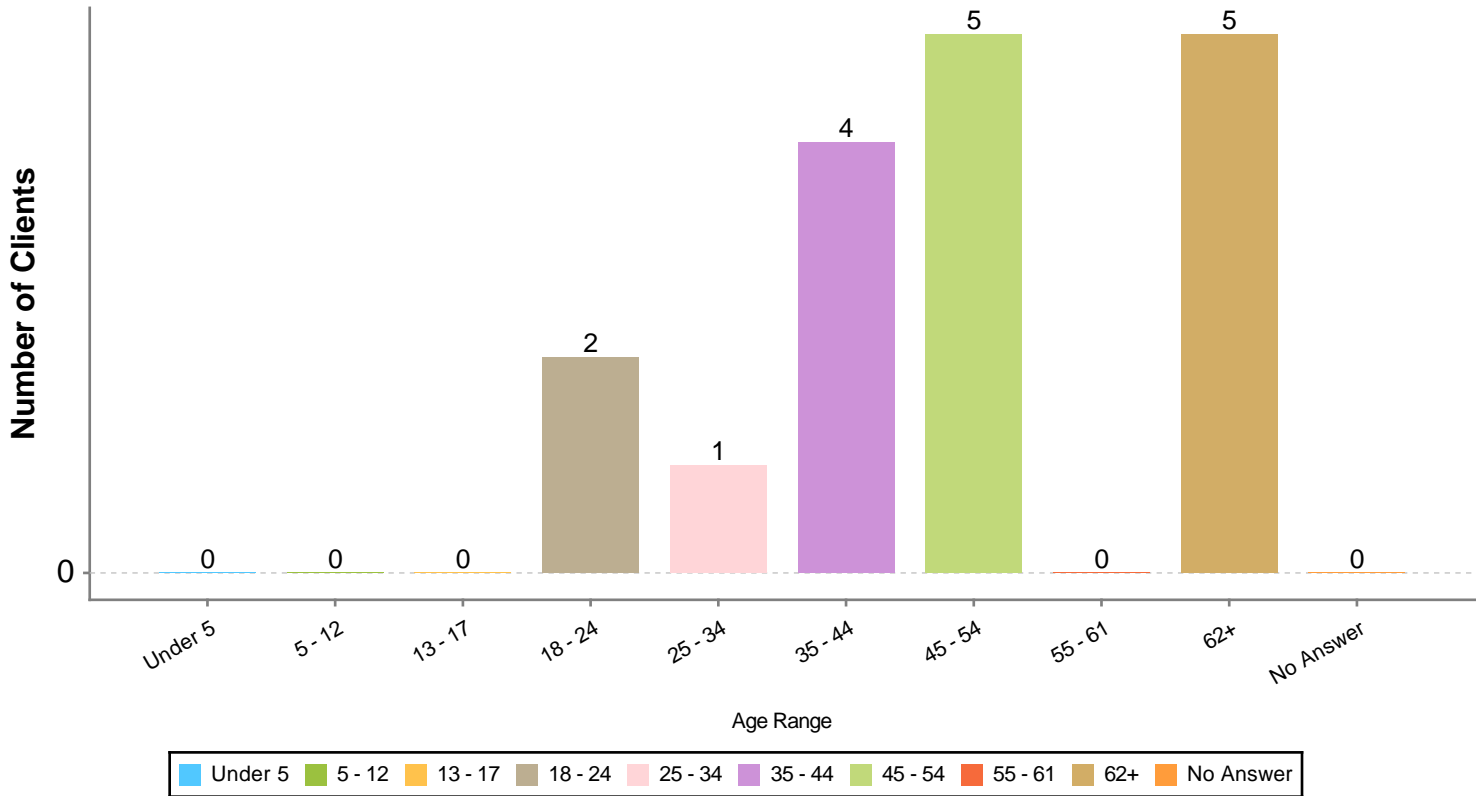
Project Performance Measures and Targets				
Performance Measure	Target	Progress/Activity this period	Year to date statistics	Comments
Outreach contacts (unduplicated contact with a new client)	30	32	92	
Performed initial intake/enrollment	12	5	19	
Number of housing case plans performed	10	11	25	
New Clients Housed	6	1	1	
Clients maintaining housing for 6 months	4	3	3	
*Clients maintaining housing for a year	4	2	2	
Clients exited from Aftercare program	4	0	1	
Clients receiving prevention	2	1	3	

*This measure duplicates clients in the measure above. It includes only non-exited clients.

Albany Project HOPE

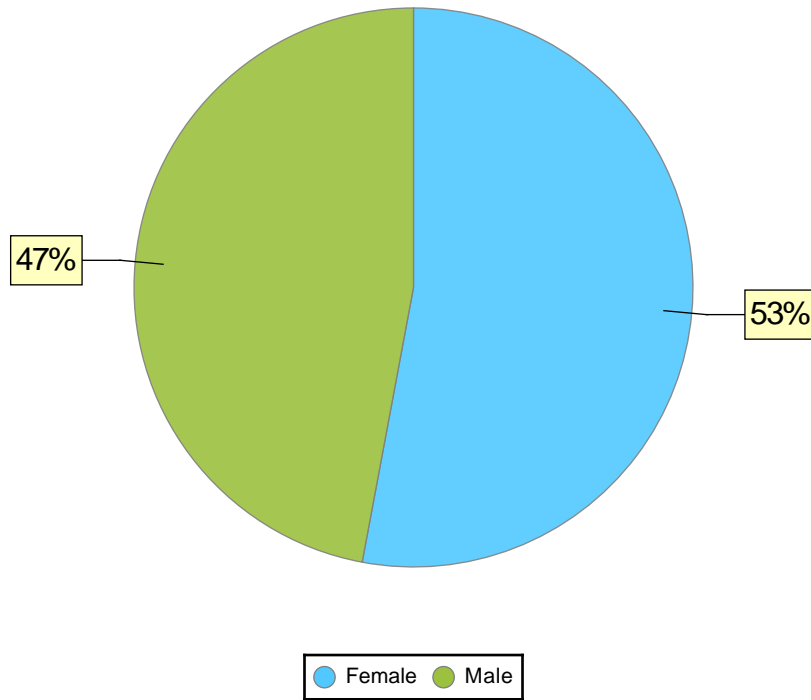
Demographic Report Housing Navigation Clients

Client Age Range Chart



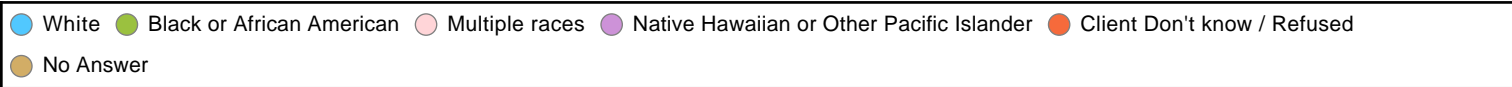
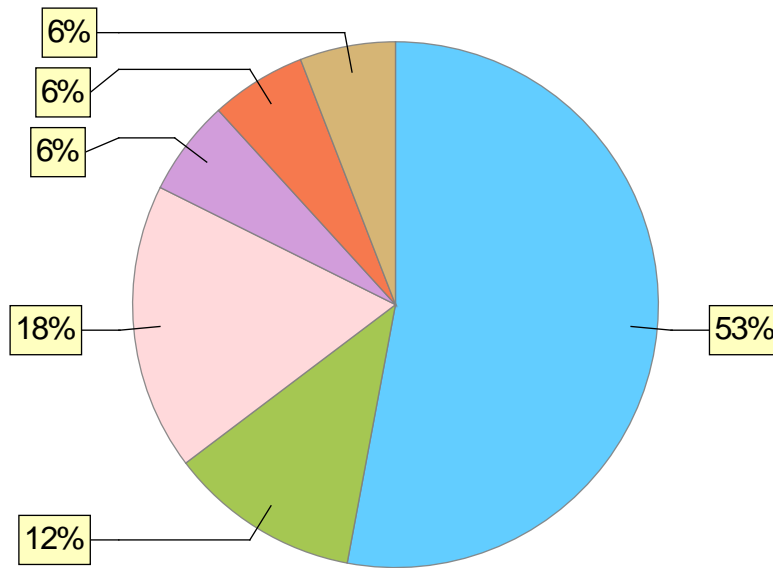
Age Range	# of Clients
Under 5	0
5 - 12	0
13 - 17	0
18 - 24	2
25 - 34	1
35 - 44	4
45 - 54	5
55 - 61	0
62+	5
No Answer	0
Total:	17

Gender



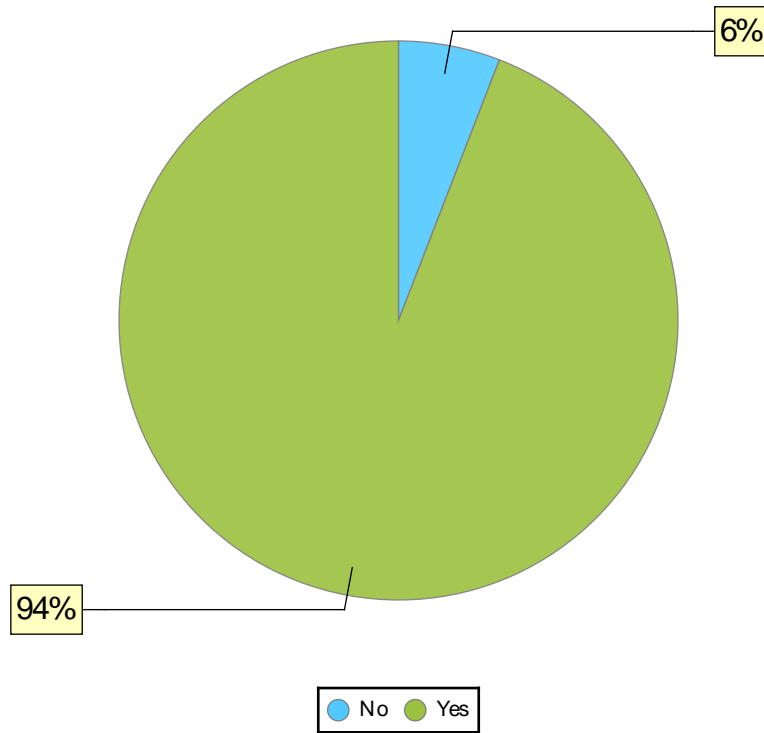
Gender	# of Clients
Female	9
Male	8
Trans Female (MTF or Male to Female)	0
Trans Male (FTM or Female to Male)	0
Gender Non-Conforming (i.e. not exclusively male or female)	0
Client doesn't know	0
Client refused	0
No Answer	0
Total:	17

Race



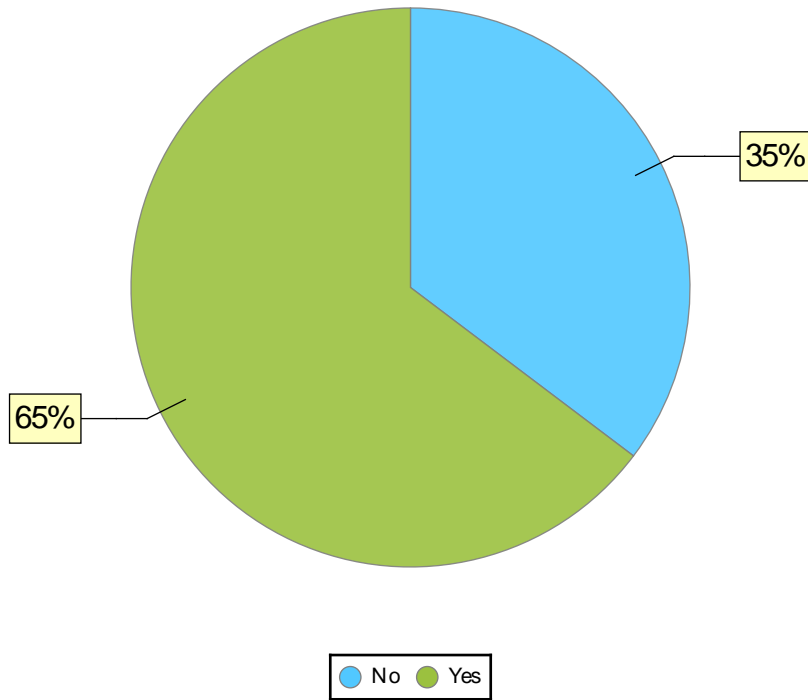
Race Demographic	# of Clients
White	9
Black or African American	2
Asian	0
American Indian or Alaska Native	0
Multiple races	3
Native Hawaiian or Other Pacific Islander	1
Client Don't know / Refused	1
No Answer	1
Total:	17

Disabled Demographic (Adults & HoHH) Chart



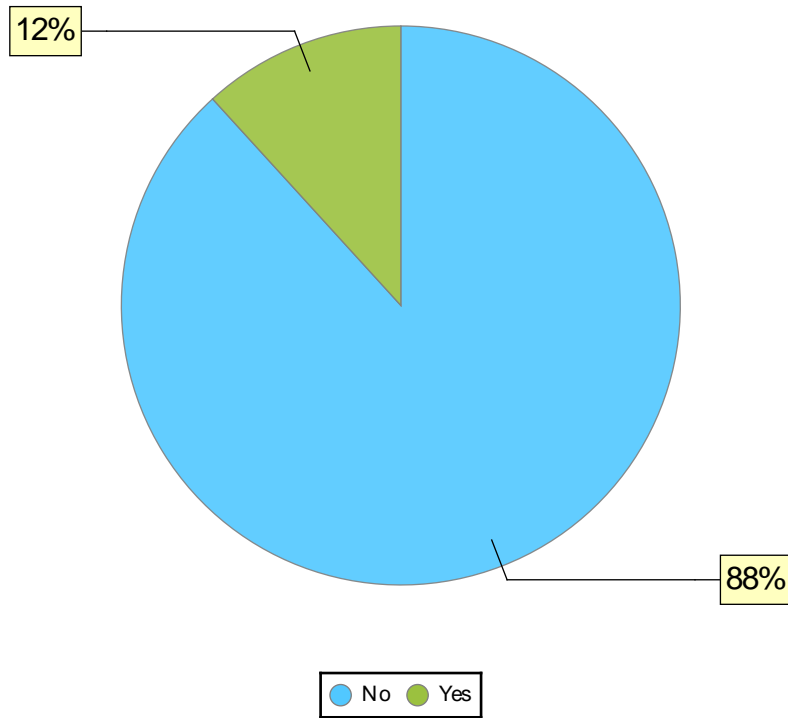
Disabled Demographic (Adults & HoHH)	# of Clients
No	1
Yes	16
Client doesn't know	0
Client refused	0
No Answer	0
Total:	17

Physical Disability Chart



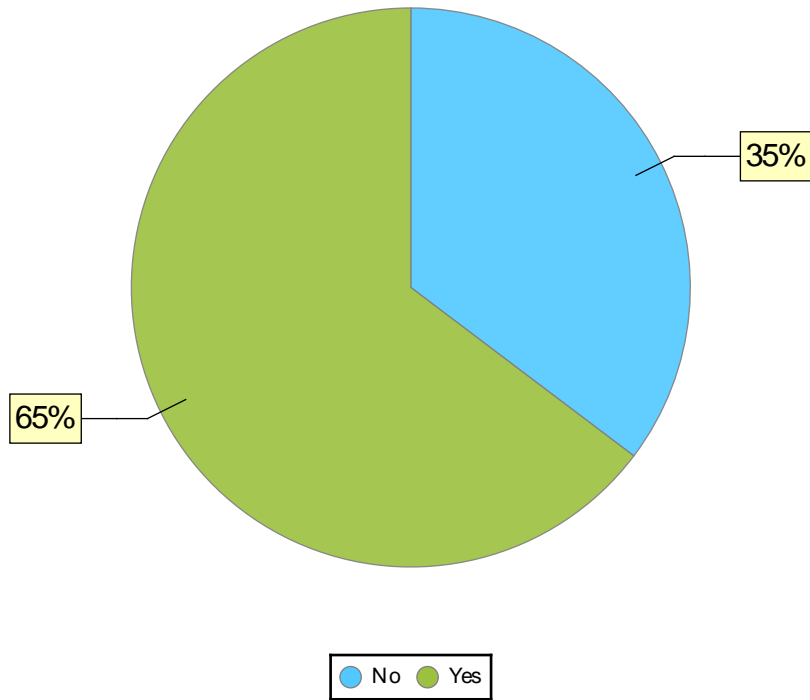
Physical Disability	# of Clients
No	6
Yes	11
Client doesn't know	0
Client refused	0
No Answer	0
Total:	17

Developmental Disability Chart



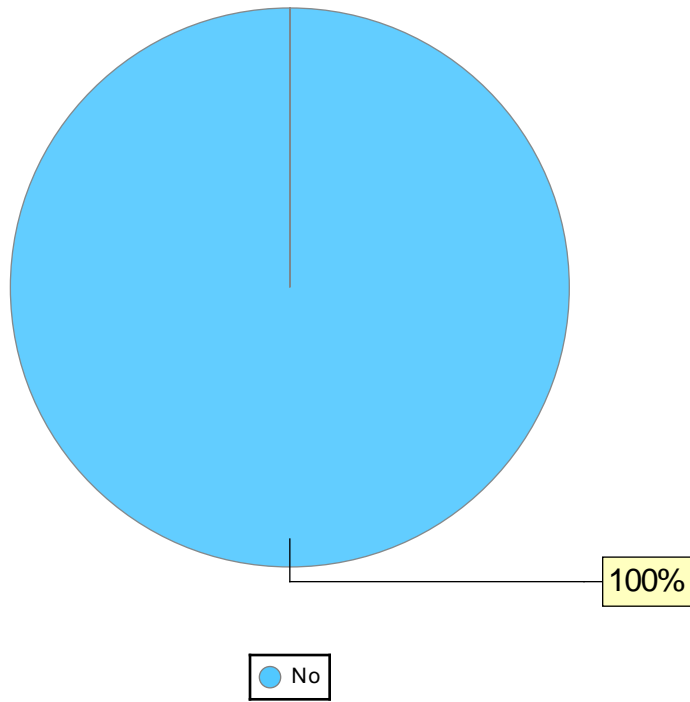
Developmental Disability	# of Clients
No	15
Yes	2
Client doesn't know	0
Client refused	0
No Answer	0
Total:	17

Chronic Health Condition Chart



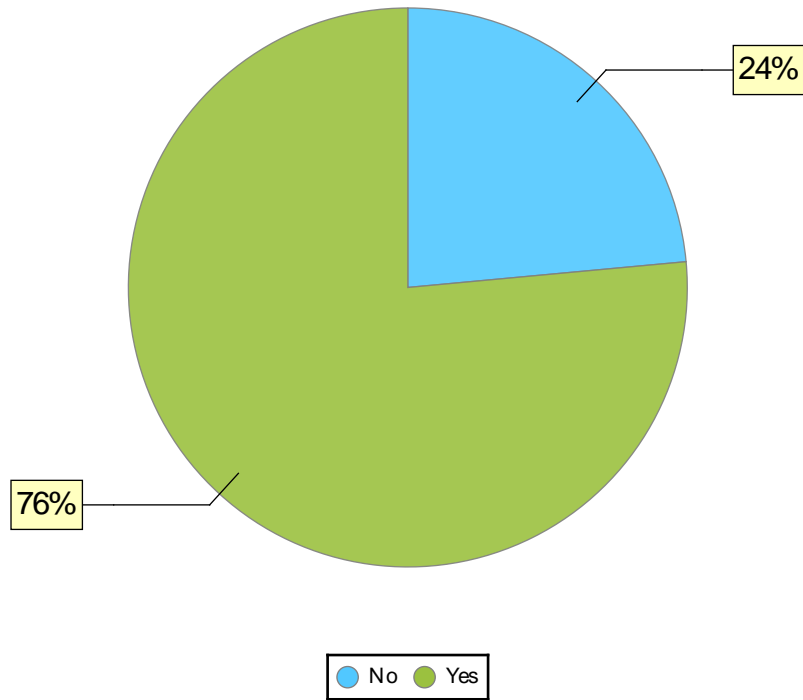
Chronic Health Condition	# of Clients
No	6
Yes	11
Client doesn't know	0
Client refused	0
No Answer	0
Total:	17

HIV/AIDS Chart



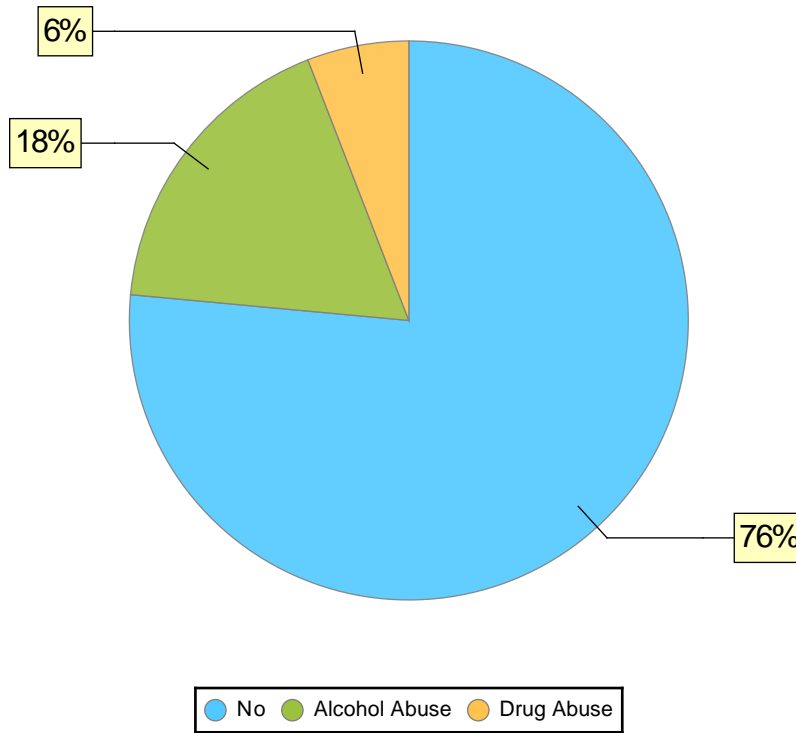
HIV/AIDS	# of Clients
No	17
Yes	0
Client doesn't know	0
Client refused	0
No Answer	0
Total:	17

Mental Health Problem Chart



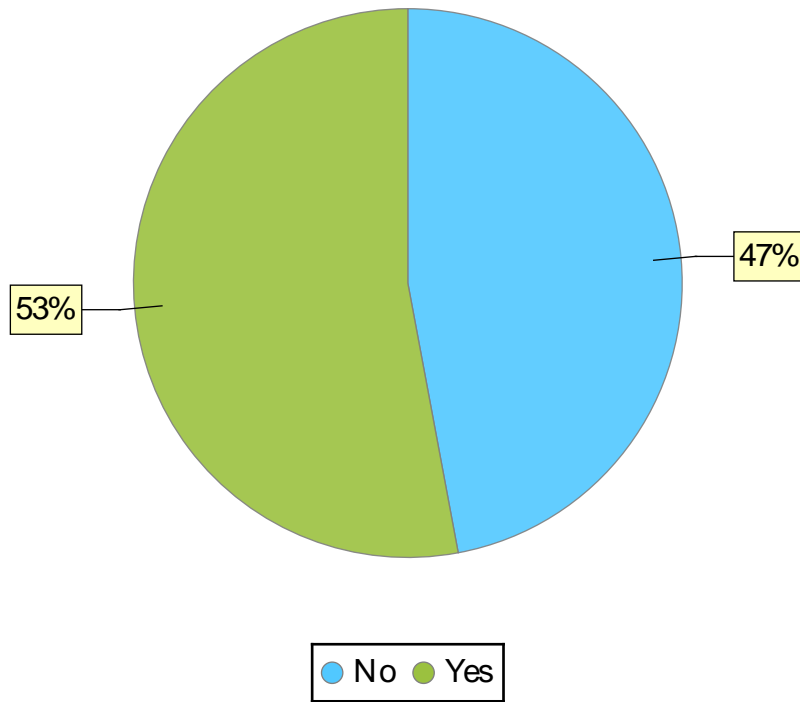
Mental Health Problem	# of Clients
No	4
Yes	13
Client doesn't know	0
Client refused	0
No Answer	0
Total:	17

Substance Abuse Chart



Substance Abuse	# of Clients
No	13
Alcohol Abuse	3
Drug Abuse	1
Both Alcohol and Drug Abuse	0
Client doesn't know	0
Client refused	0
No Answer	0
Total:	17

Chronic Homeless Demographic (Adults & HoH) Chart



Chronic Homeless (Adults & HoH)	# of Clients
No	8
Yes	9
Client Entering From the Streets, ES, or Safe Haven	# of Clients
No	16
Yes	1
Approximate Date Started	# of Clients
365 Days or More	9
Less Than 365 Days	6
Missing	0
Not applicable	2
Times Homeless in the Past Three Years	# of Clients
One Time	8
Two Times	2
Three Times	2
Four or more times	3
Client doesn't know	0

Client Demographics Report

CA-502 Alameda County/Oakland

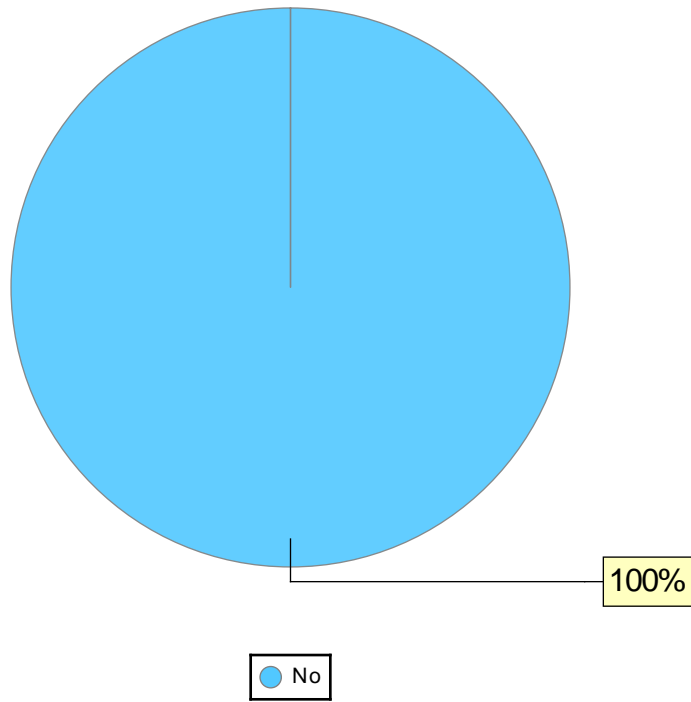
Date Range: 01/01/2019 AND 03/31/2019

Veteran: All

Client Project Stays: All active

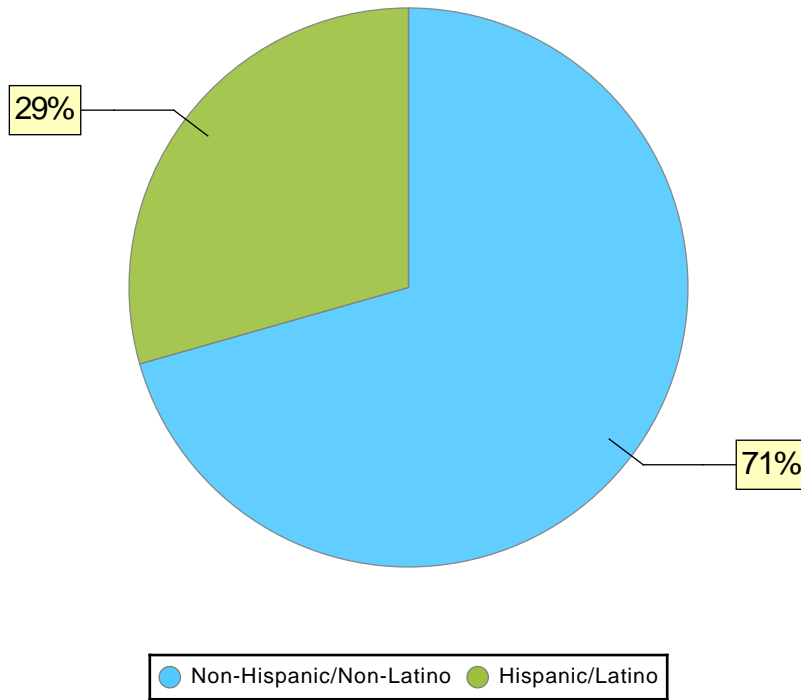
Times Homeless in the Past Three Years	# of Clients
Client refused	0
No Answer	2
Total Months Homeless in the Past Three years	# of Clients
One month (this time is the first month)	0
Two Months	2
Three Months	1
Four Months	0
Five Months	1
Six Months	0
Seven Months	2
Eight Months	0
Nine Months	0
Ten Months	0
Eleven Months	0
Twelve Months	0
More than 12 Months	9
Client doesn't know	0
Client refused	0
No Answer	0
Not Applicable	2
Total:	17

Veteran Status - Adults Only



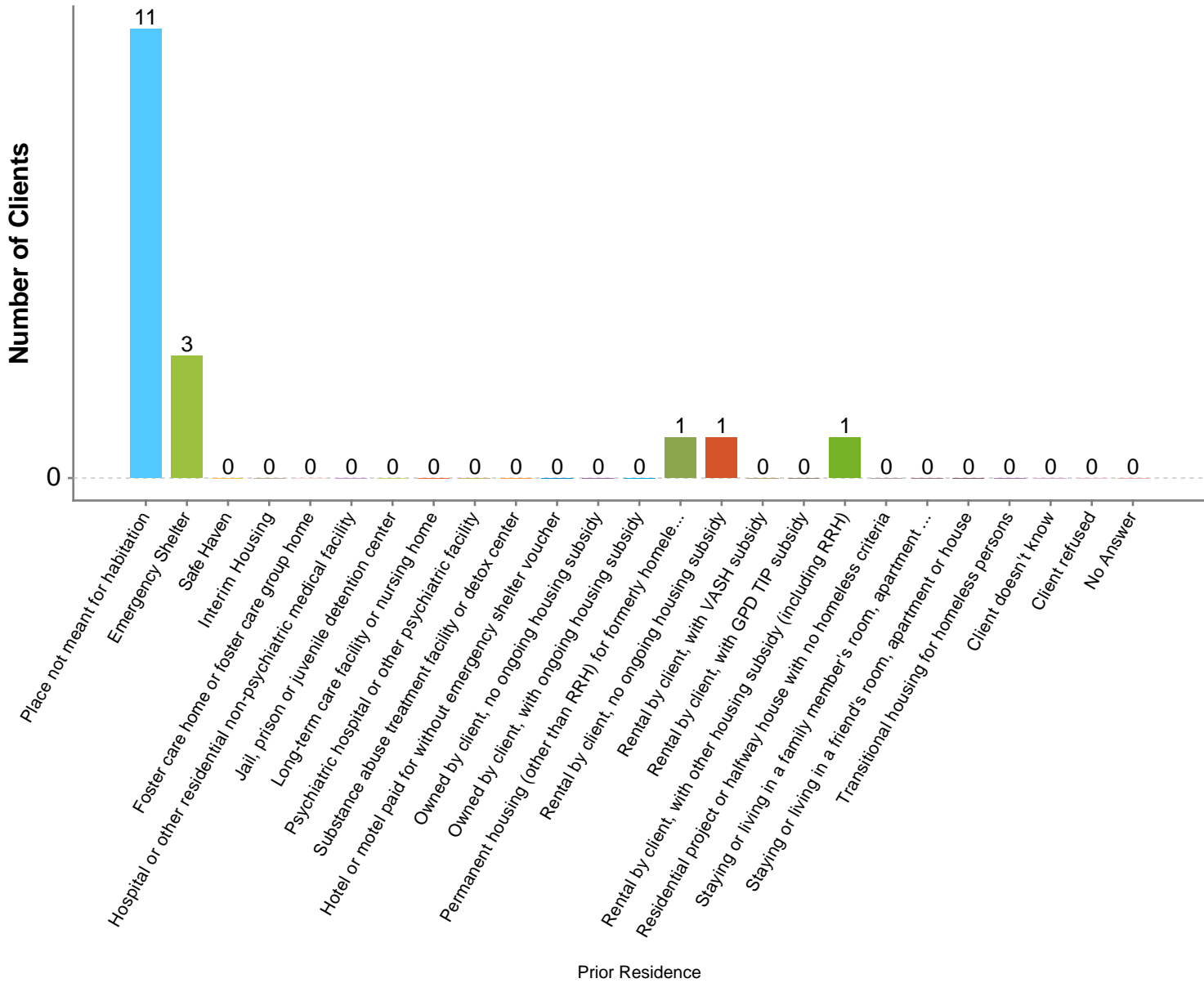
Veteran Demographic	# of Clients
No	17
Yes	0
Client doesn't know	0
Client refused	0
No Answer	0
Total:	17

Hispanic Ethnicity Demographic



Hispanic Ethnicity Demographic	# of Clients
Non-Hispanic/Non-Latino	12
Hispanic/Latino	5
Client doesn't know	0
Client refused	0
No Answer	0
Total:	17

Prior Living Situation (Adults & HoHH) Chart



Place not meant for habitation	Emergency Shelter, including hotel/motel paid for with voucher	Safe Haven	Interim Housing
Foster care home or foster care group home	Hospital or other residential non-psychiatric medical facility		
Jail, prison or juvenile detention center	Long-term care facility or nursing home	Psychiatric hospital or other psychiatric facility	
Substance abuse treatment facility or detox center	Hotel or motel paid for without emergency shelter voucher		
Owned by client, no ongoing housing subsidy	Owned by client, with ongoing housing subsidy		
Permanent housing (other than RRH) for formerly homeless persons	Rental by client, no ongoing housing subsidy		
Rental by client, with VASH subsidy	Rental by client, with GPD TIP subsidy	Rental by client, with other housing subsidy (including RRH)	
Residential project or halfway house with no homeless criteria	Staying or living in a family member's room, apartment or house		
Staying or living in a friend's room, apartment or house	Transitional housing for homeless persons	Client doesn't know	Client refused
No Answer			

Prior Living Situation (Adults & HoHH)	# of Clients
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Client Demographics Report

CA-502 Alameda County/Oakland

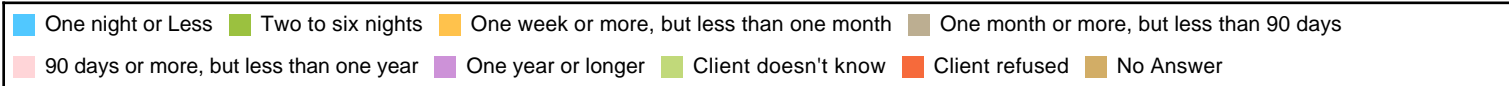
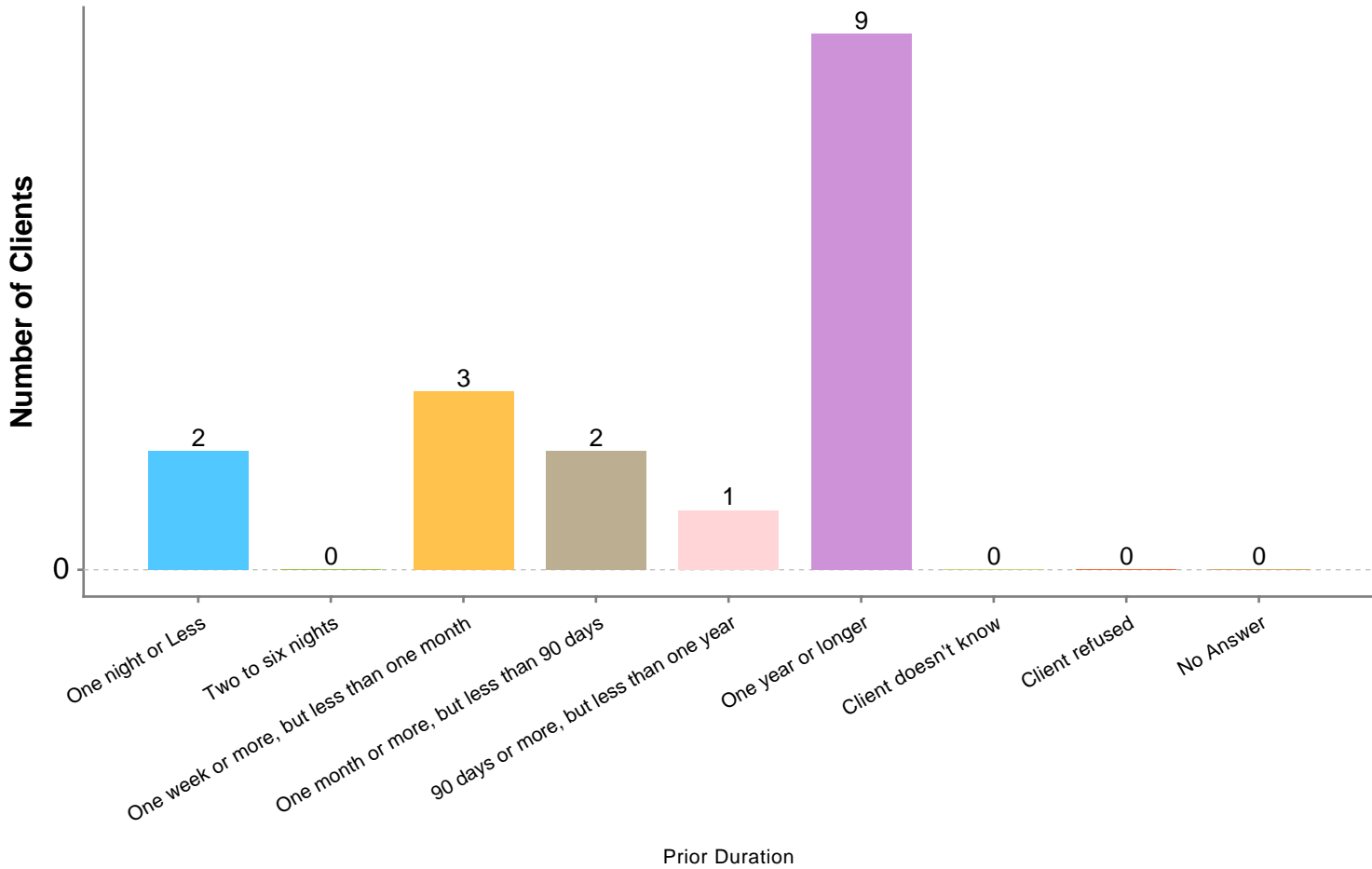
Date Range: 01/01/2019 AND 03/31/2019

Veteran: All

Client Project Stays: All active

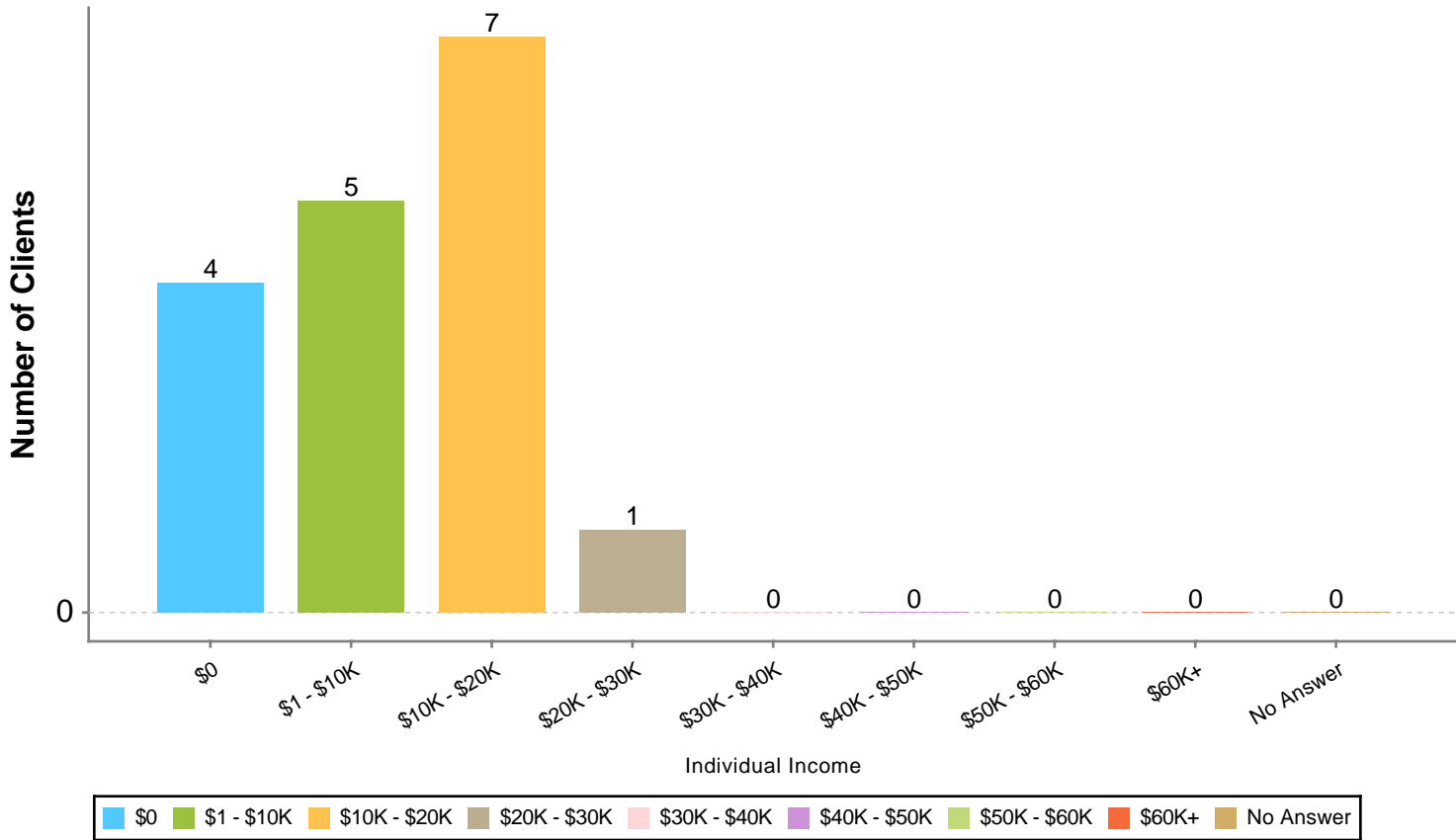
Prior Living Situation (Adults & HoHH)	# of Clients
Place not meant for habitation	11
Emergency Shelter, including hotel/motel paid for with voucher	3
Safe Haven	0
Interim Housing	0
Foster care home or foster care group home	0
Hospital or other residential non-psychiatric medical facility	0
Jail, prison or juvenile detention center	0
Long-term care facility or nursing home	0
Psychiatric hospital or other psychiatric facility	0
Substance abuse treatment facility or detox center	0
Hotel or motel paid for without emergency shelter voucher	0
Owned by client, no ongoing housing subsidy	0
Owned by client, with ongoing housing subsidy	0
Permanent housing (other than RRH) for formerly homeless persons	1
Rental by client, no ongoing housing subsidy	1
Rental by client, with VASH subsidy	0
Rental by client, with GPD TIP subsidy	0
Rental by client, with other housing subsidy (including RRH)	1
Residential project or halfway house with no homeless criteria	0
Staying or living in a family member's room, apartment or house	0
Staying or living in a friend's room, apartment or house	0
Transitional housing for homeless persons	0
Client doesn't know	0
Client refused	0
No Answer	0
Total:	17

Prior Living Duration (Adults & HoHH) Chart



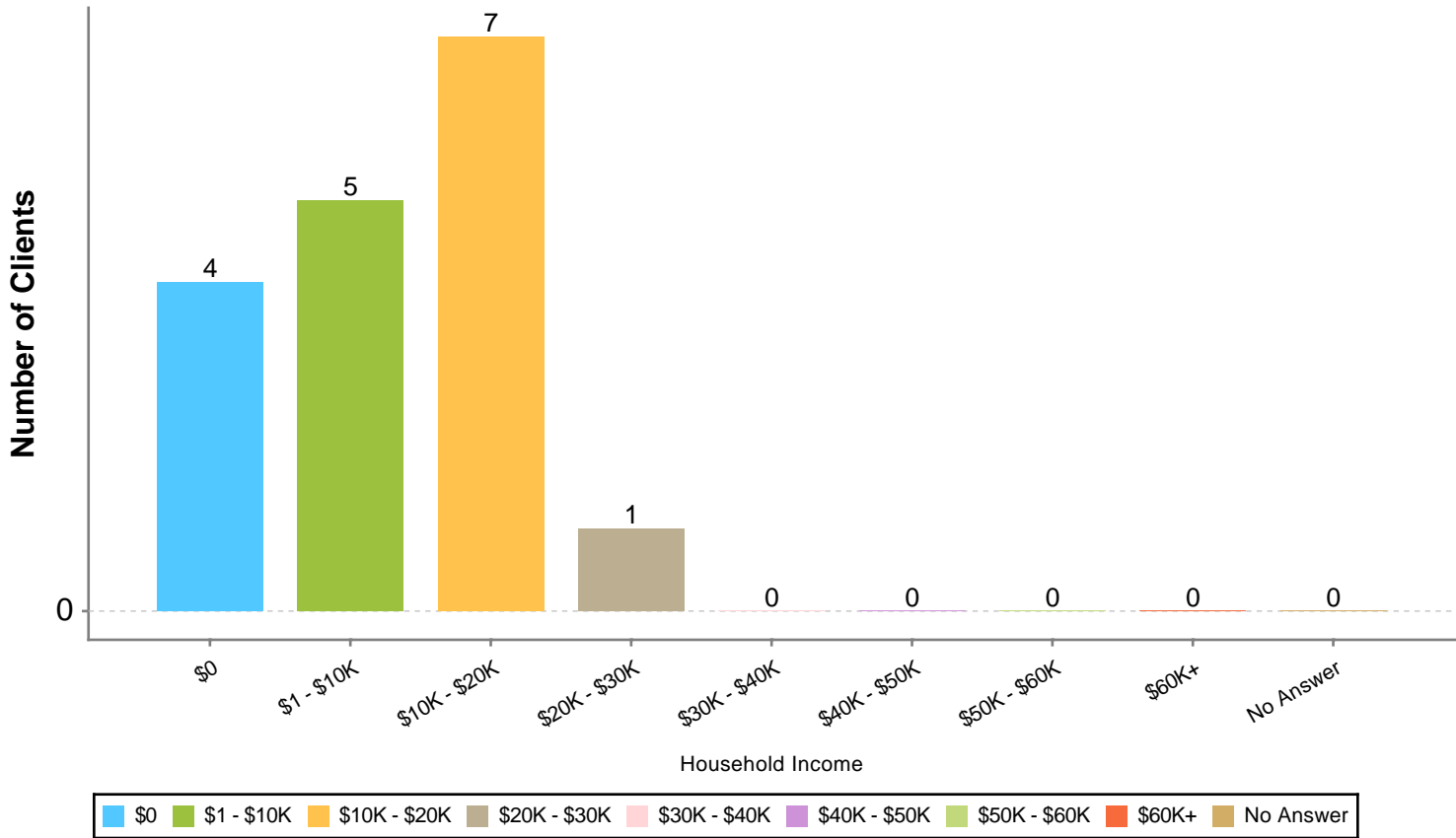
Prior Living Duration (Adults & HoHH)	# of Clients
One night or Less	2
Two to six nights	0
One week or more, but less than one month	3
One month or more, but less than 90 days	2
90 days or more, but less than one year	1
One year or longer	9
Client doesn't know	0
Client refused	0
No Answer	0
Total:	17

Individual Income (Adults & HoHH) Chart



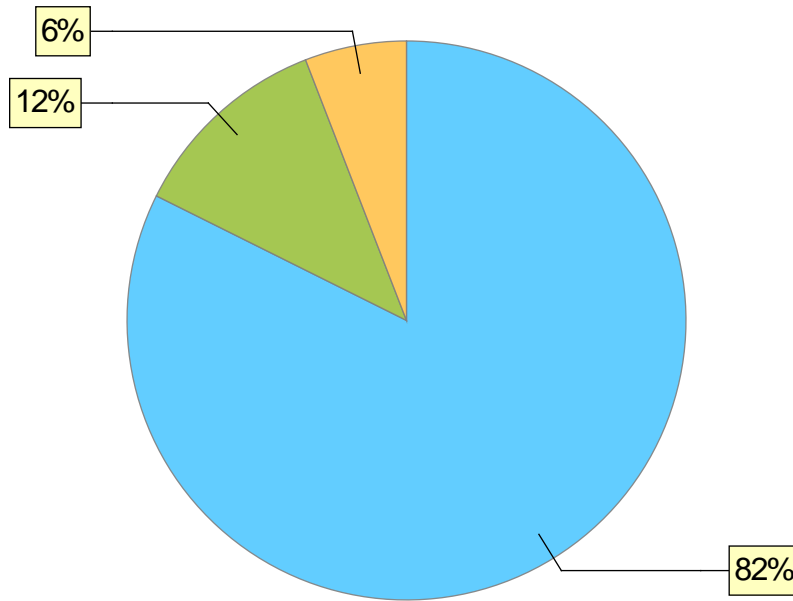
Individual Income (Adults & HoHH)	# of Clients
\$0	4
\$1 - \$10K	5
\$10K - \$20K	7
\$20K - \$30K	1
\$30K - \$40K	0
\$40K - \$50K	0
\$50K - \$60K	0
\$60K+	0
No Answer	0
Total:	17

Household Income Chart



Household Income	# of Clients
\$0	4
\$1 - \$10K	5
\$10K - \$20K	7
\$20K - \$30K	1
\$30K - \$40K	0
\$40K - \$50K	0
\$50K - \$60K	0
\$60K+	0
No Answer	0
Total:	17

SSN Validity Chart



● Full SSN Reported ● Approximate or partial SSN reported ● Client doesn't know

SSN Validity	# of Clients
Full SSN Reported	14
Approximate or partial SSN reported	2
Client doesn't know	1
Client refused	0
No Answer	0
Total:	17

Client Demographics Report

CA-502 Alameda County/Oakland

Date Range: 01/01/2019 AND 03/31/2019

Veteran: All

Client Project Stays: All active

Programs

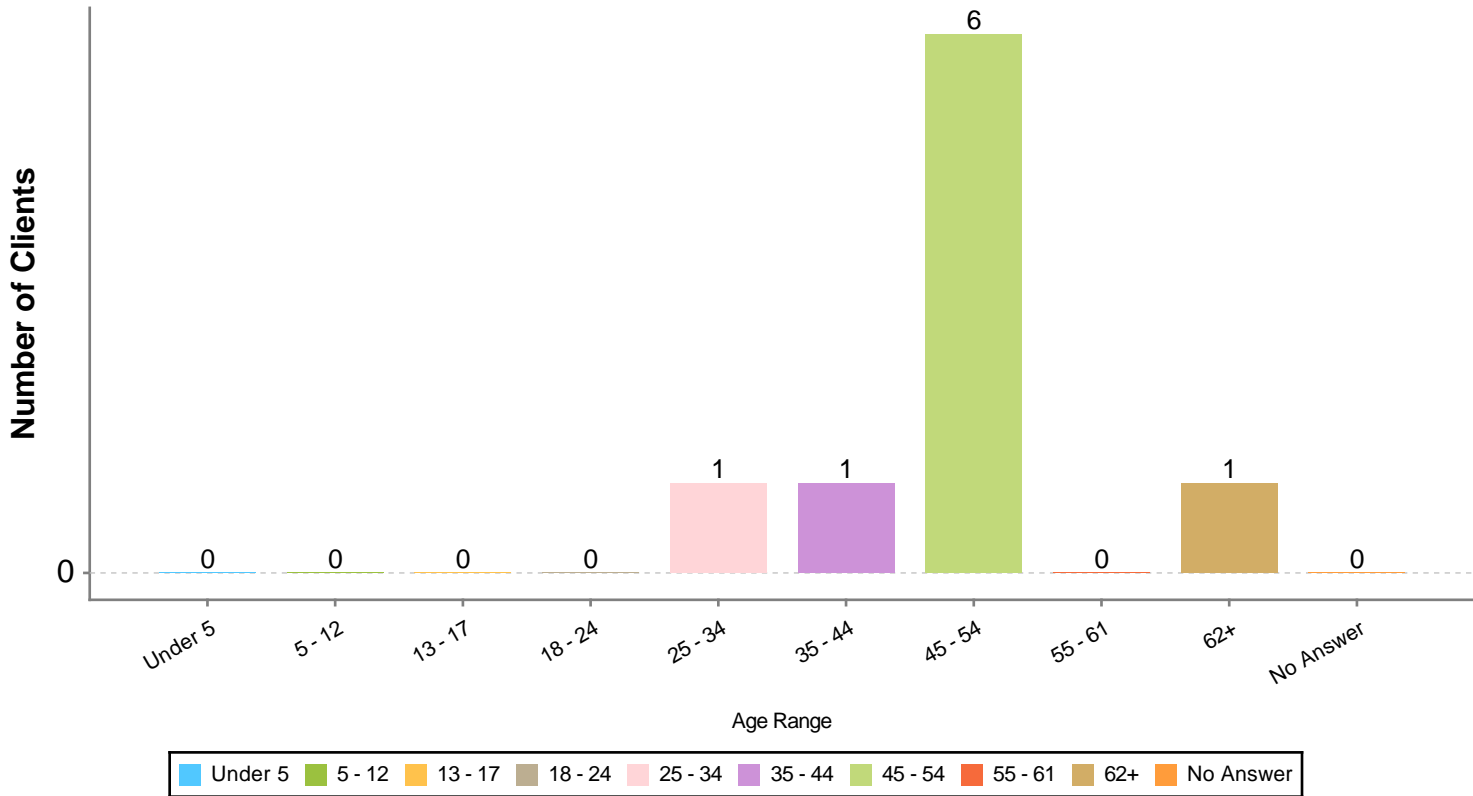
Services Only

[BFHP - Berkeley Food and Housing Project] BFHP-NA-SSO-Albany Housing Navigation-Alb

Albany Project HOPE

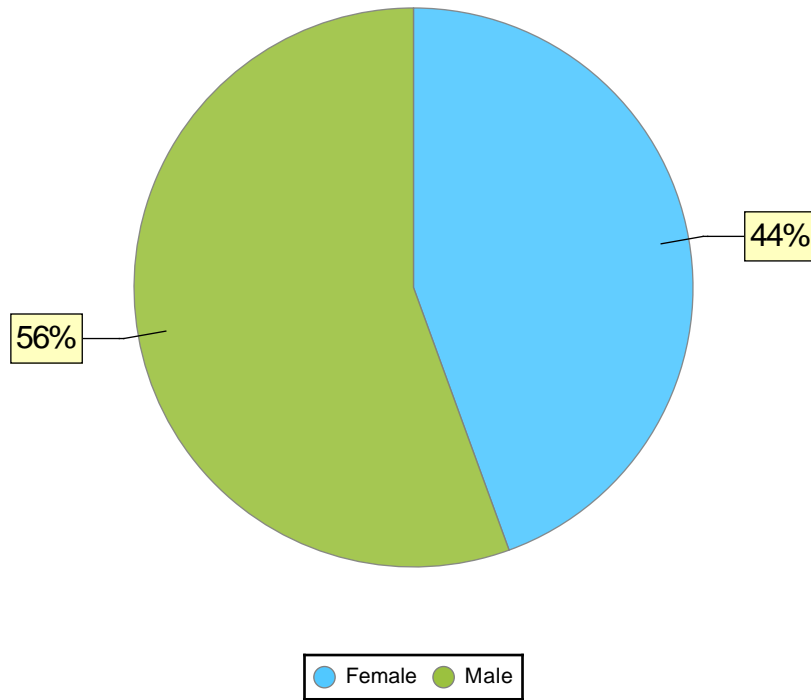
Demographic Report Outreach Clients

Client Age Range Chart



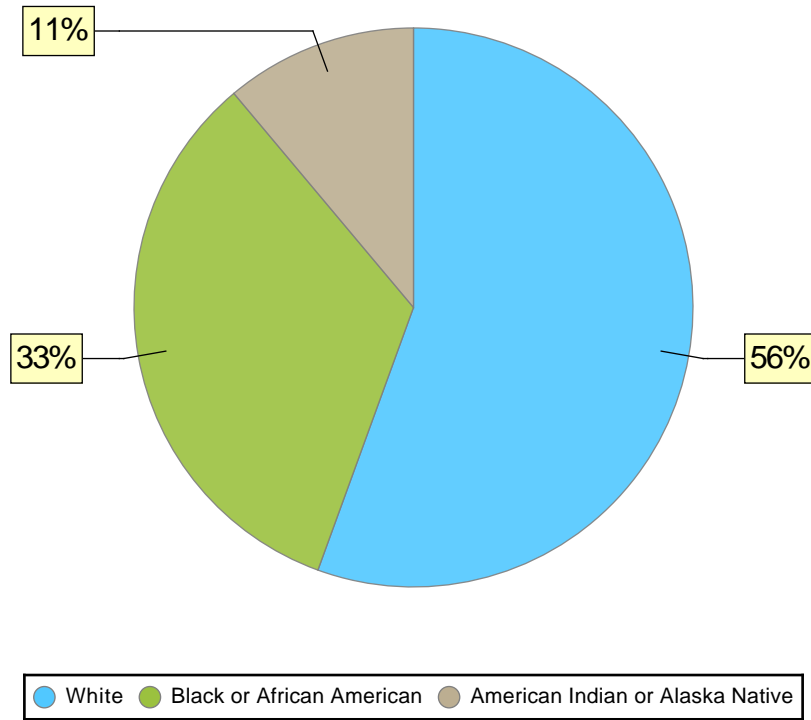
Age Range	# of Clients
Under 5	0
5 - 12	0
13 - 17	0
18 - 24	0
25 - 34	1
35 - 44	1
45 - 54	6
55 - 61	0
62+	1
No Answer	0
Total:	9

Gender



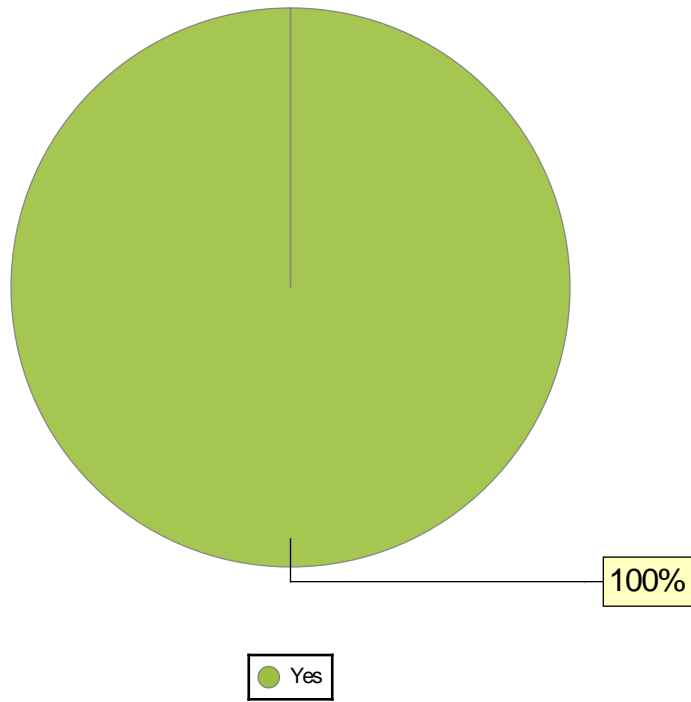
Gender	# of Clients
Female	4
Male	5
Trans Female (MTF or Male to Female)	0
Trans Male (FTM or Female to Male)	0
Gender Non-Conforming (i.e. not exclusively male or female)	0
Client doesn't know	0
Client refused	0
No Answer	0
Total:	9

Race



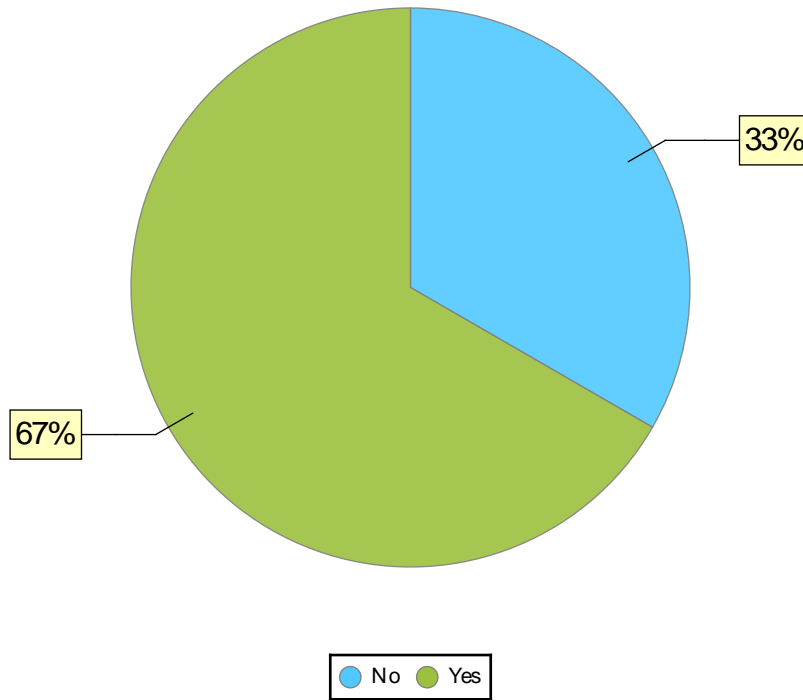
Race Demographic	# of Clients
White	5
Black or African American	3
Asian	0
American Indian or Alaska Native	1
Multiple races	0
Native Hawaiian or Other Pacific Islander	0
Client Don't know / Refused	0
No Answer	0
Total:	9

Disabled Demographic (Adults & HoHH) Chart



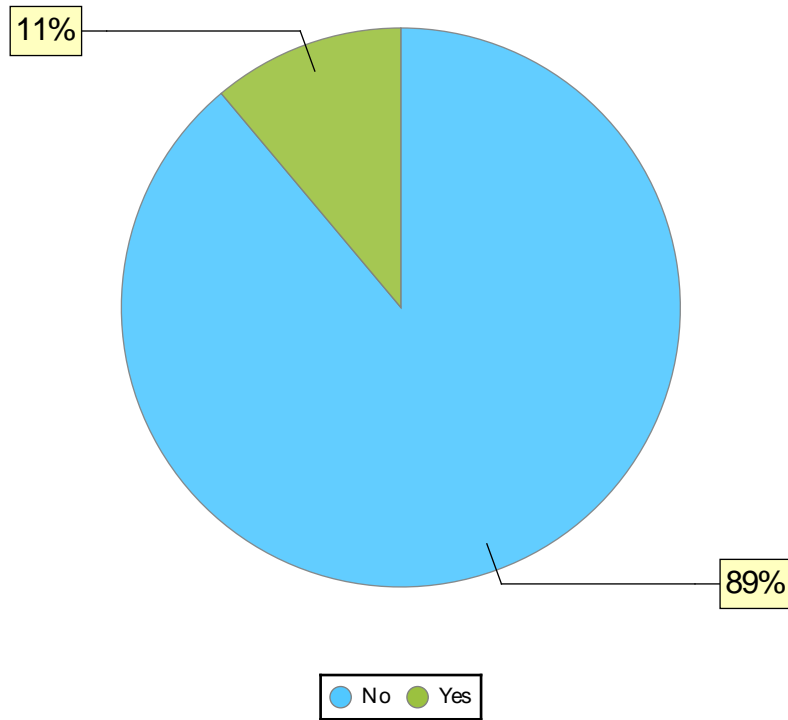
Disabled Demographic (Adults & HoHH)	# of Clients
No	0
Yes	9
Client doesn't know	0
Client refused	0
No Answer	0
Total:	9

Physical Disability Chart



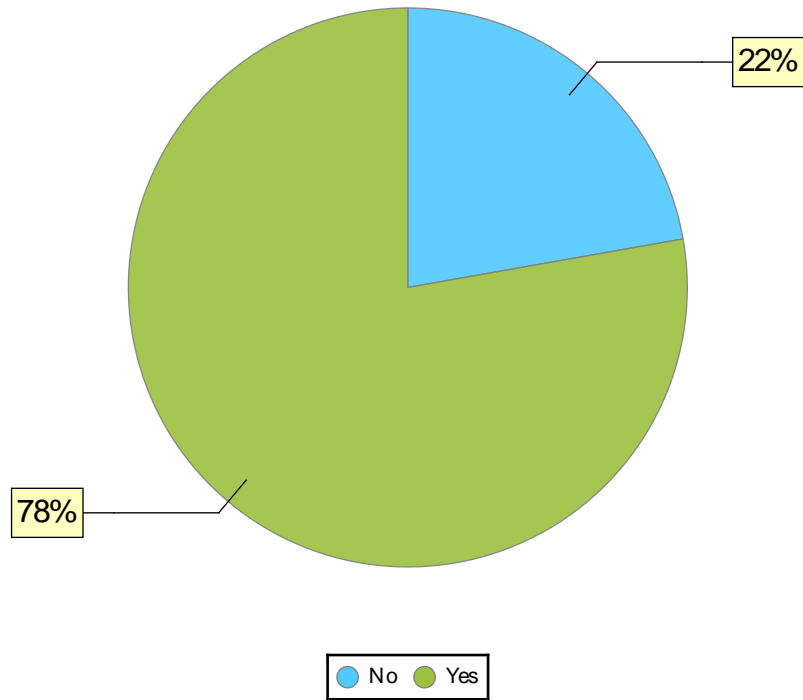
Physical Disability	# of Clients
No	3
Yes	6
Client doesn't know	0
Client refused	0
No Answer	0
Total:	9

Developmental Disability Chart



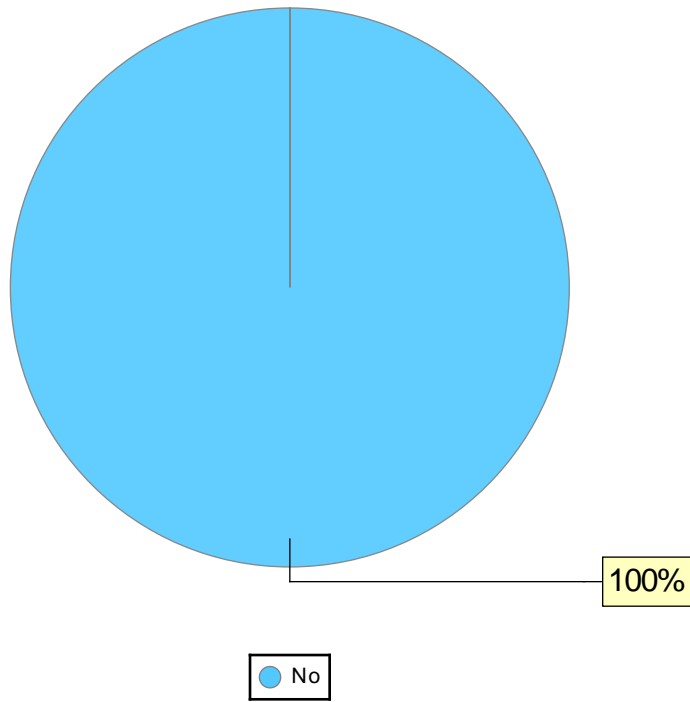
Developmental Disability	# of Clients
No	8
Yes	1
Client doesn't know	0
Client refused	0
No Answer	0
Total:	9

Chronic Health Condition Chart



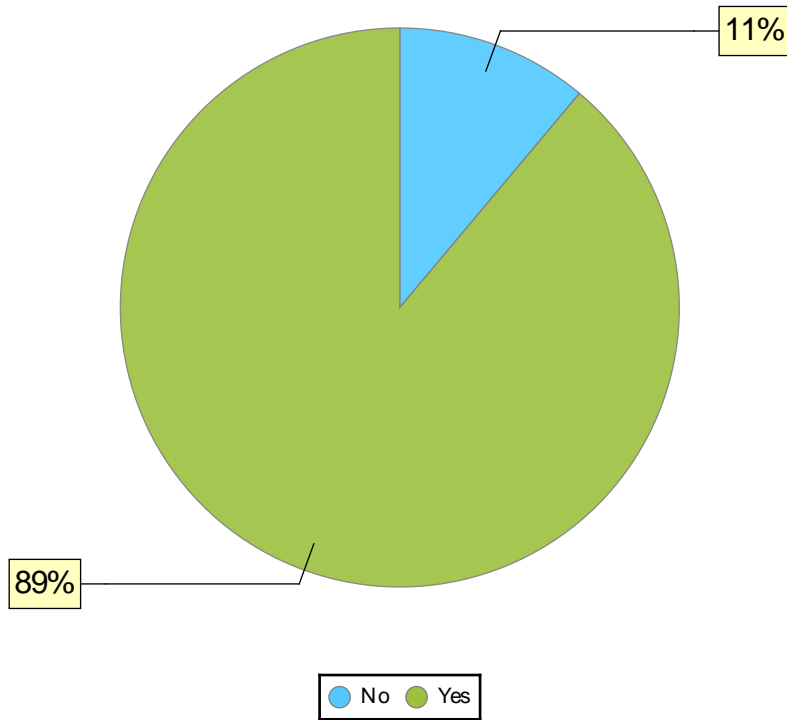
Chronic Health Condition	# of Clients
No	2
Yes	7
Client doesn't know	0
Client refused	0
No Answer	0
Total:	9

HIV/AIDS Chart



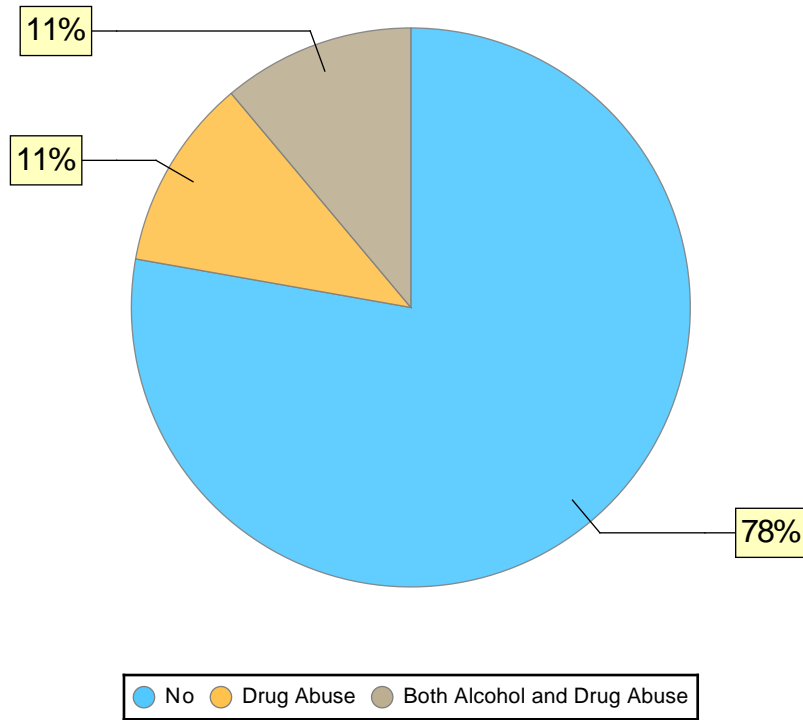
HIV/AIDS	# of Clients
No	9
Yes	0
Client doesn't know	0
Client refused	0
No Answer	0
Total:	9

Mental Health Problem Chart



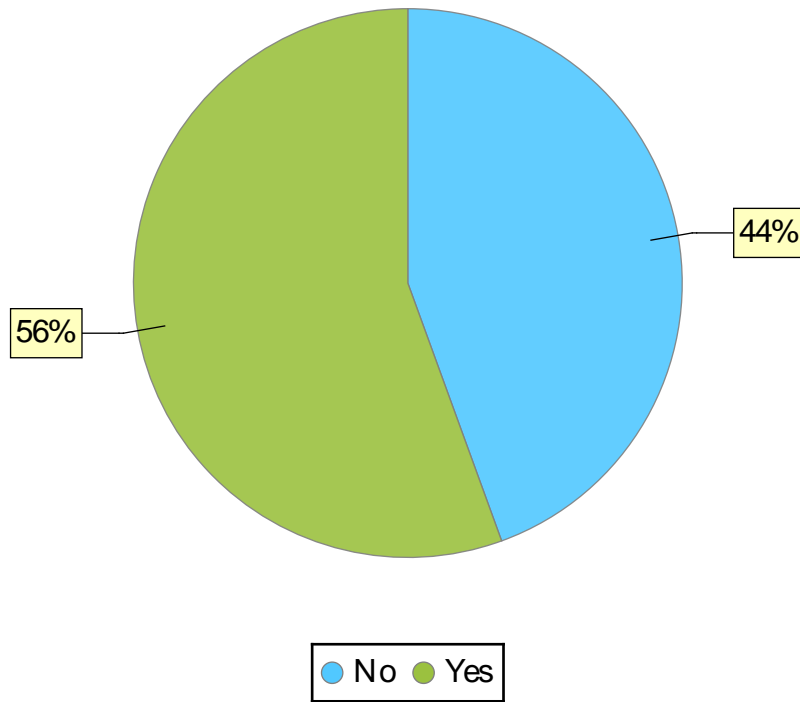
Mental Health Problem	# of Clients
No	1
Yes	8
Client doesn't know	0
Client refused	0
No Answer	0
Total:	9

Substance Abuse Chart



Substance Abuse	# of Clients
No	7
Alcohol Abuse	0
Drug Abuse	1
Both Alcohol and Drug Abuse	1
Client doesn't know	0
Client refused	0
No Answer	0
Total:	9

Chronic Homeless Demographic (Adults & HoH) Chart



Chronic Homeless (Adults & HoH)	# of Clients
No	4
Yes	5
Client Entering From the Streets, ES, or Safe Haven	# of Clients
No	9
Yes	0
Approximate Date Started	# of Clients
365 Days or More	5
Less Than 365 Days	4
Missing	0
Not applicable	0
Times Homeless in the Past Three Years	# of Clients
One Time	5
Two Times	0
Three Times	2
Four or more times	1
Client doesn't know	0

Client Demographics Report

CA-502 Alameda County/Oakland

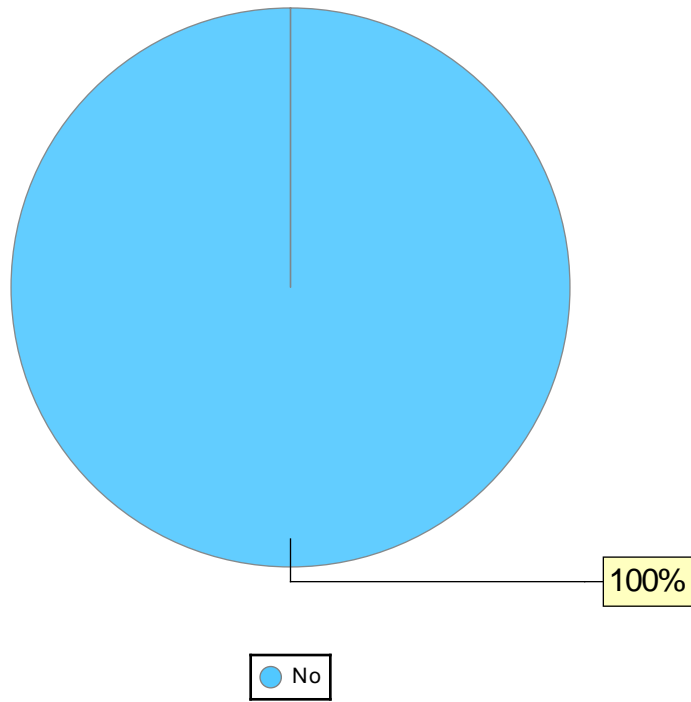
Date Range: 01/01/2019 AND 03/31/2019

Veteran: All

Client Project Stays: All active

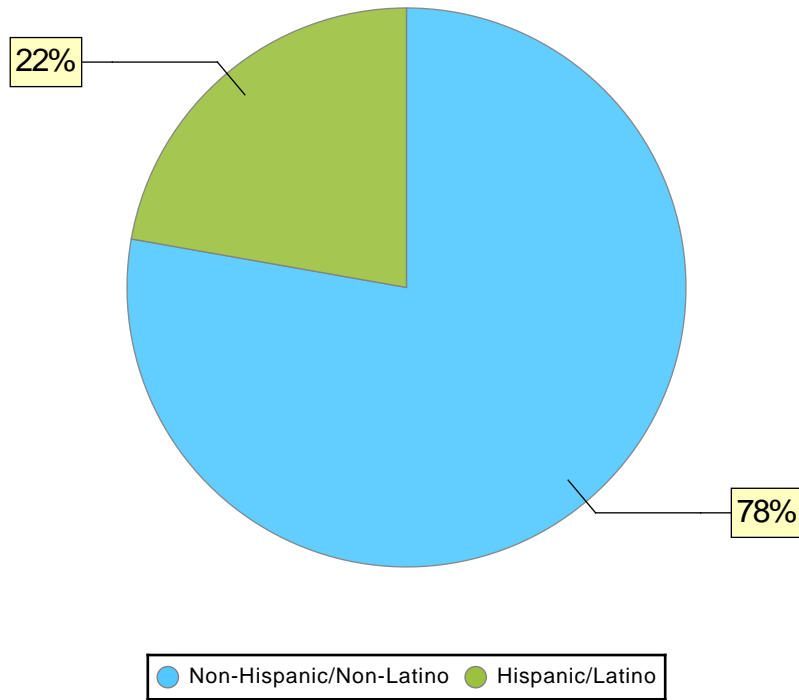
Times Homeless in the Past Three Years	# of Clients
Client refused	0
No Answer	1
Total Months Homeless in the Past Three years	# of Clients
One month (this time is the first month)	1
Two Months	0
Three Months	0
Four Months	0
Five Months	1
Six Months	1
Seven Months	0
Eight Months	0
Nine Months	0
Ten Months	0
Eleven Months	0
Twelve Months	0
More than 12 Months	5
Client doesn't know	0
Client refused	0
No Answer	1
Not Applicable	0
Total:	9

Veteran Status - Adults Only



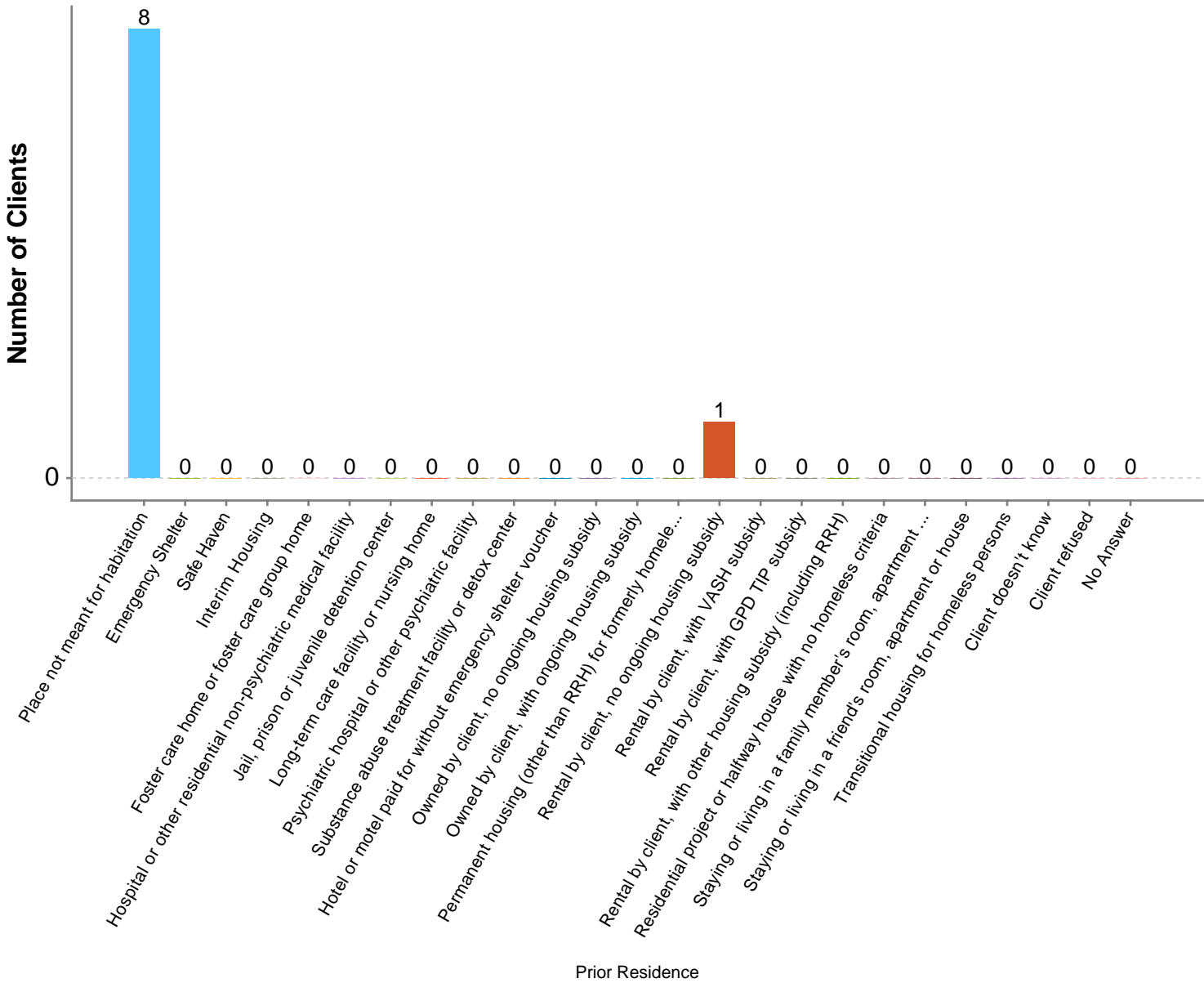
Veteran Demographic	# of Clients
No	9
Yes	0
Client doesn't know	0
Client refused	0
No Answer	0
Total:	9

Hispanic Ethnicity Demographic



Hispanic Ethnicity Demographic	# of Clients
Non-Hispanic/Non-Latino	7
Hispanic/Latino	2
Client doesn't know	0
Client refused	0
No Answer	0
Total:	9

Prior Living Situation (Adults & HoHH) Chart



Place not meant for habitation	Emergency Shelter, including hotel/motel paid for with voucher	Safe Haven	Interim Housing
Foster care home or foster care group home	Hospital or other residential non-psychiatric medical facility		
Jail, prison or juvenile detention center	Long-term care facility or nursing home	Psychiatric hospital or other psychiatric facility	
Substance abuse treatment facility or detox center	Hotel or motel paid for without emergency shelter voucher		
Owned by client, no ongoing housing subsidy	Owned by client, with ongoing housing subsidy		
Permanent housing (other than RRH) for formerly homeless persons	Rental by client, no ongoing housing subsidy		
Rental by client, with VASH subsidy	Rental by client, with GPD TIP subsidy	Rental by client, with other housing subsidy (including RRH)	
Residential project or halfway house with no homeless criteria	Staying or living in a family member's room, apartment or house		
Staying or living in a friend's room, apartment or house	Transitional housing for homeless persons	Client doesn't know	Client refused
No Answer			

Prior Living Situation (Adults & HoHH)	# of Clients
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Client Demographics Report

CA-502 Alameda County/Oakland

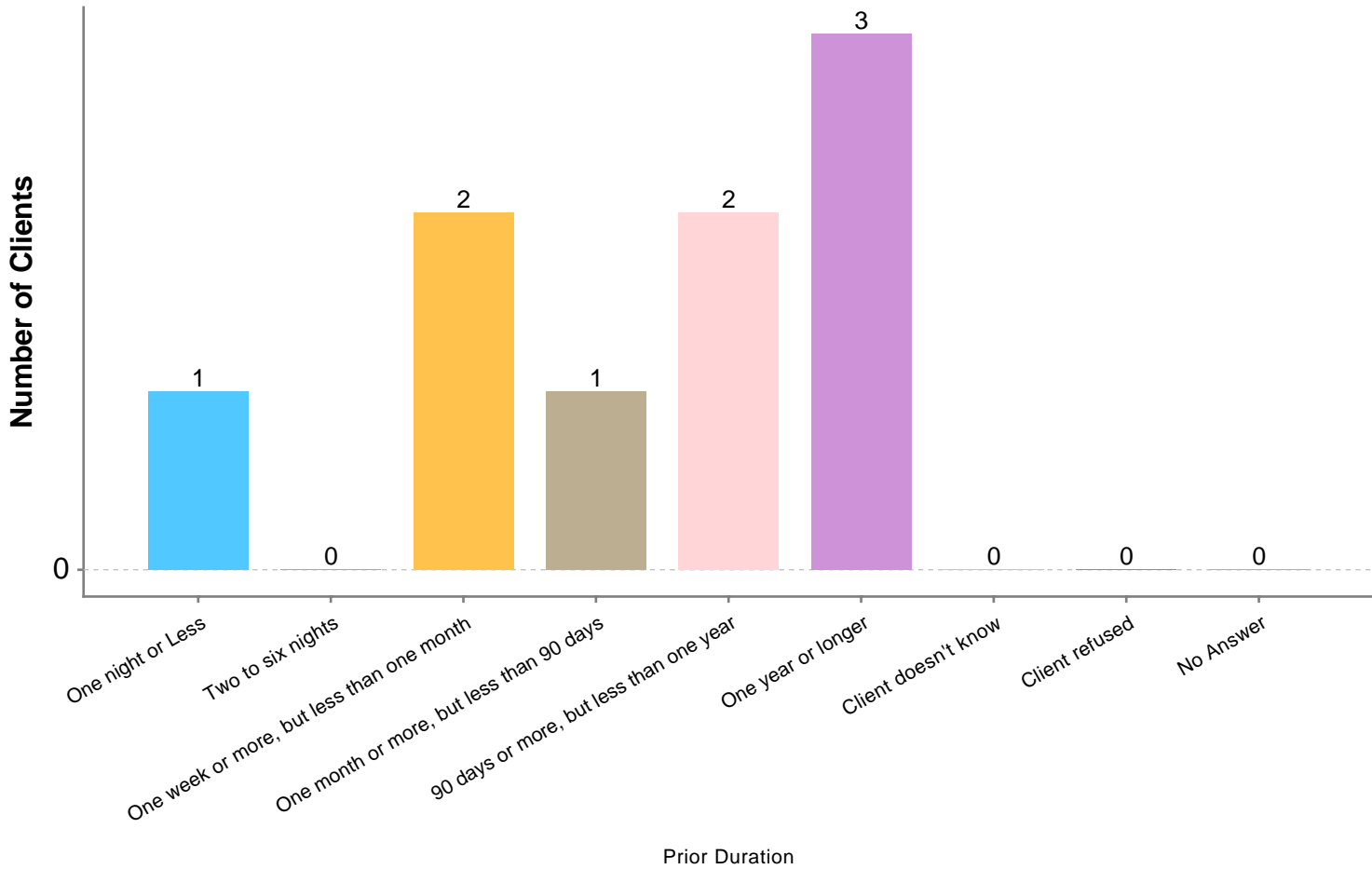
Date Range: 01/01/2019 AND 03/31/2019

Veteran: All

Client Project Stays: All active

Prior Living Situation (Adults & HoHH)	# of Clients
Place not meant for habitation	8
Emergency Shelter, including hotel/motel paid for with voucher	0
Safe Haven	0
Interim Housing	0
Foster care home or foster care group home	0
Hospital or other residential non-psychiatric medical facility	0
Jail, prison or juvenile detention center	0
Long-term care facility or nursing home	0
Psychiatric hospital or other psychiatric facility	0
Substance abuse treatment facility or detox center	0
Hotel or motel paid for without emergency shelter voucher	0
Owned by client, no ongoing housing subsidy	0
Owned by client, with ongoing housing subsidy	0
Permanent housing (other than RRH) for formerly homeless persons	0
Rental by client, no ongoing housing subsidy	1
Rental by client, with VASH subsidy	0
Rental by client, with GPD TIP subsidy	0
Rental by client, with other housing subsidy (including RRH)	0
Residential project or halfway house with no homeless criteria	0
Staying or living in a family member's room, apartment or house	0
Staying or living in a friend's room, apartment or house	0
Transitional housing for homeless persons	0
Client doesn't know	0
Client refused	0
No Answer	0
Total:	9

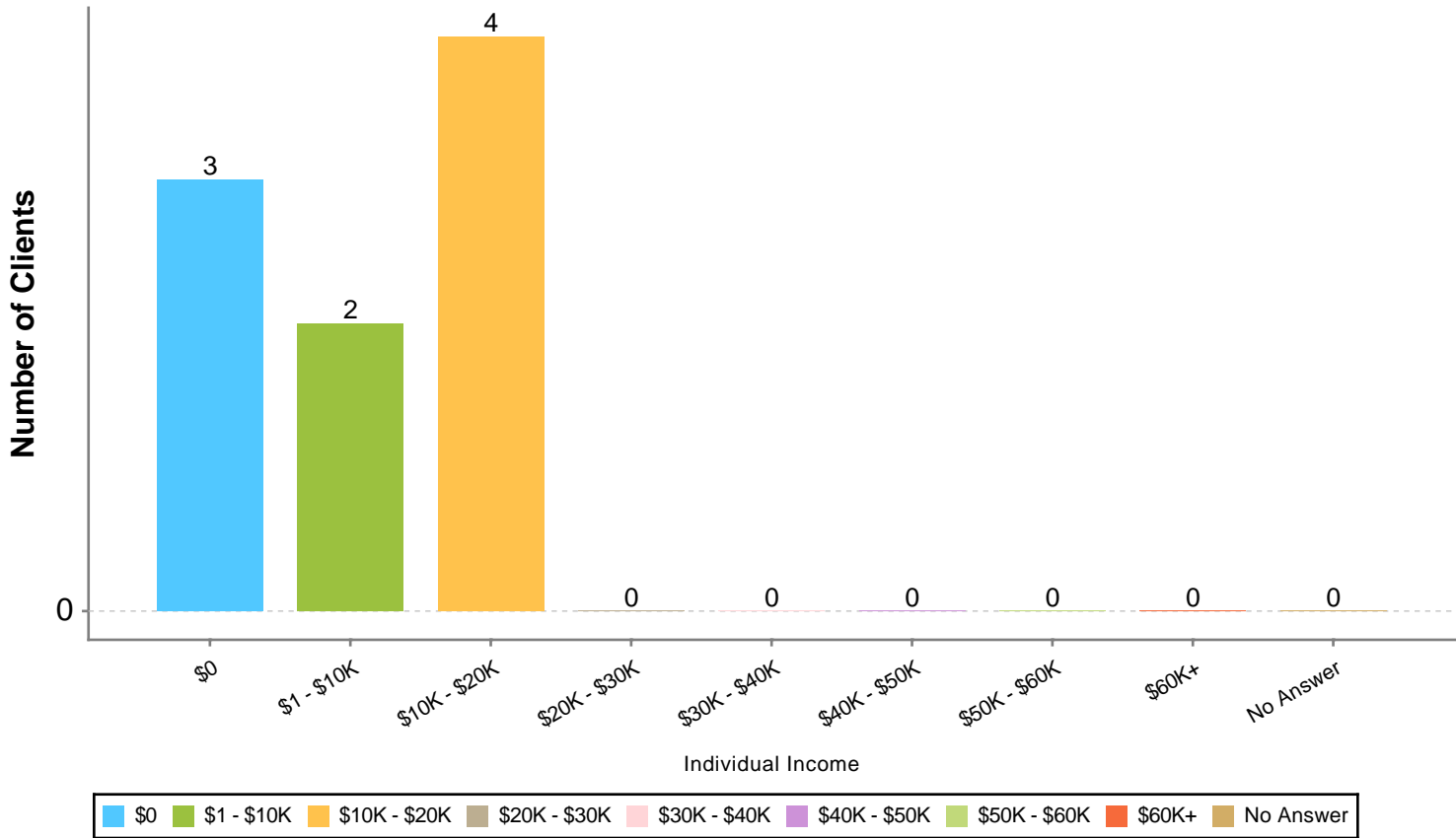
Prior Living Duration (Adults & HoHH) Chart



■ One night or Less
 ■ Two to six nights
 ■ One week or more, but less than one month
 ■ One month or more, but less than 90 days
 ■ 90 days or more, but less than one year
 ■ One year or longer
 ■ Client doesn't know
 ■ Client refused
 ■ No Answer

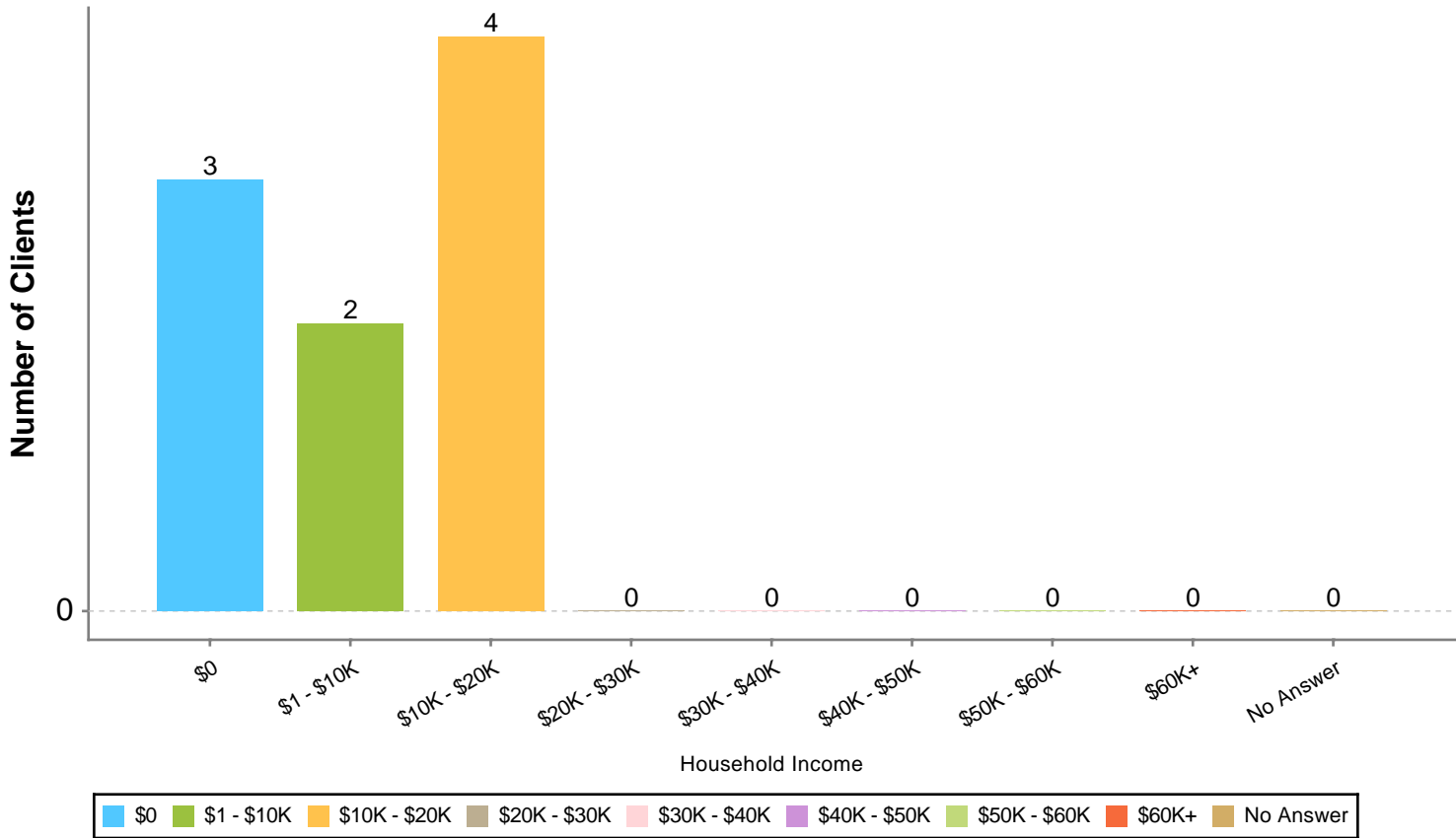
Prior Living Duration (Adults & HoHH)	# of Clients
One night or Less	1
Two to six nights	0
One week or more, but less than one month	2
One month or more, but less than 90 days	1
90 days or more, but less than one year	2
One year or longer	3
Client doesn't know	0
Client refused	0
No Answer	0
Total:	9

Individual Income (Adults & HoHH) Chart



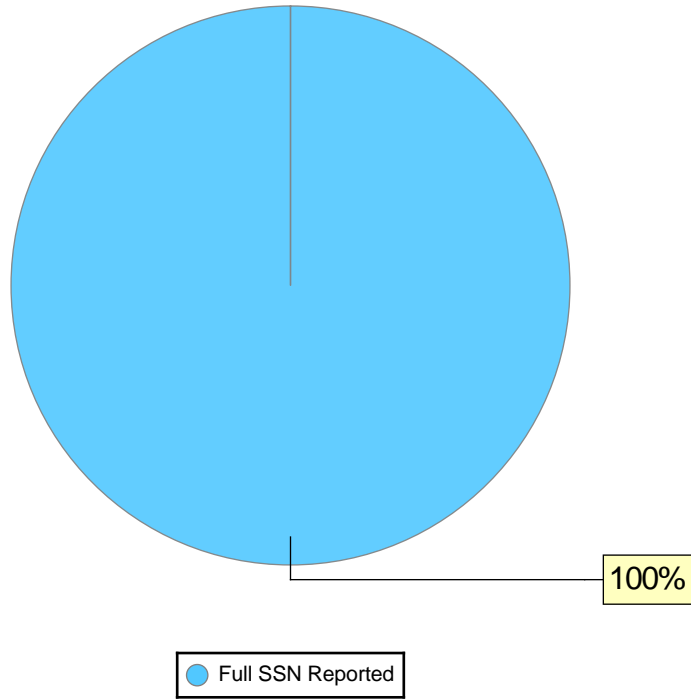
Individual Income (Adults & HoHH)	# of Clients
\$0	3
\$1 - \$10K	2
\$10K - \$20K	4
\$20K - \$30K	0
\$30K - \$40K	0
\$40K - \$50K	0
\$50K - \$60K	0
\$60K+	0
No Answer	0
Total:	9

Household Income Chart



Household Income	# of Clients
\$0	3
\$1 - \$10K	2
\$10K - \$20K	4
\$20K - \$30K	0
\$30K - \$40K	0
\$40K - \$50K	0
\$50K - \$60K	0
\$60K+	0
No Answer	0
Total:	9

SSN Validity Chart



SSN Validity	# of Clients
Full SSN Reported	9
Approximate or partial SSN reported	0
Client doesn't know	0
Client refused	0
No Answer	0
Total:	9

Client Demographics Report

CA-502 Alameda County/Oakland

Date Range: 01/01/2019 AND 03/31/2019

Veteran: All

Client Project Stays: All active

Programs

Street Outreach

[BFHP - Berkeley Food and Housing Project] BFHP-NA-SO-Albany Outreach-Alb