

Albany Project HOPE
Homeless Outreach and Engagement Program
Berkeley Food and Housing Project
Report to City Council
April 2019 – June 2019

Activities

Housing Navigation

There are twenty-one clients in housing navigation. The Albany housing navigator has continued to support the clients currently housed on 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 in increasing their applications to subsidized housing and helping clients handle utility payments. The Housing Navigator provided emergency utility assistance and discussed ways to reduce water and electricity use with each client in the household, as well as one other tenant in the house that is not a client. One current RRH client expects to be fully financially stable and paying full rent by July 2019.

This quarter, the Housing Navigator has continued to work with the Landlord Liaison to find potential units for clients. The Housing Navigator made an average of 5-10 housing inquiries to landlords and property managers weekly, requesting information on accessibility of units and the landlord's willingness to accept assistance from a housing agency. During the 4th quarter, the Housing Navigator visited twelve separate units with clients to assess potential Rapid Rehousing options. One client is still in process for a housing match to a project-based subsidized unit in Berkeley, CA. The client was matched to this unit through the Coordinated Entry System.

Clients have continued to receive assistance in obtaining all necessary eligibility documents for subsidized housing. This quarter, the Housing Navigator has supported clients in accessing IDs, disability verifications, and birth certificates. Additionally, several clients received support in accessing basic incomes options, such as food stamps and cash assistance. The Housing Navigator has provided transportation to necessary appointments, such as meetings with primary care providers. The Housing Navigator remains present during appointments to ensure that client needs are met.

Outreach

This quarter, the Housing Navigator received an increase of outreach requests for clients that were previously on the navigator's case load. Through outreach, the Housing Navigator has been able to offer shelter and other resources to clients who have returned to the community.

The Housing Navigator has continued to engage in regular outreach at the Library, Albany CARES program, and Albany Shower Program. These 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 ensuring that contact is maintained with the Housing Navigator.

The Albany Housing Navigator responded to four outreach requests from the Albany Project HOPE line. Calls were mostly made by individuals seeking services for themselves, with only one call made by a housed Albany resident requesting general information about the program.

Successes

Housing Navigation has seen several housing successes this quarter. Two clients within the same household received a match to a new subsidized family housing building in Oakland. One client of the household was pregnant at the time of this match. When the household had their baby, the Housing Navigator collaborated with Family Front Door (FFD) to provide a bridge motel voucher to ensure that the family remained indoors while awaiting their move-in date. BFHP and FFD both offered motel assistance. The Housing Navigator supported the household at their lease signing and provided hands-on assistance with the move-in process. Lastly, the Housing Navigator completed paperwork to pay the deposit for the unit.

Additionally, one client is currently in-process for a match for senior subsidized housing. The Housing Navigator assisted the client in completing initial paperwork for the unit, as well as submitting an accommodation request. The client submitted an accommodation request to request specific changes to the unit so that it would meet her accessibility needs. Through this process, the Housing Navigator served as an essential means of communication between the client and housing agency. Additionally, with assistance from the Housing Navigator the client established a new primary care provider for physical wellness. The new care provider worked with the client to complete paperwork for the accommodation request and addressed the client's ongoing health concerns.

The Housing Navigator has also been helping a Transitional-Aged Youth (age 22 years), who has a developmental disability, access disability resources, income, and documents. When the Housing Navigator first met the client, she was completely without any documents or ID. The client is now connected to an attorney specializing in SSDI income. The Housing Navigator is currently helping the client with obtaining a Social Security card and birth certificate. The client

has also completed an intake for the Regional Center, an agency specializing in supporting individuals with intellectual and cognitive disabilities.

Lastly, the Housing Navigator provided Homeless Prevention assistance to two households living in the UC Village, with one household including young children. Due to financial instability, both households accrued high balances in unpaid rent. The Housing Navigator received referrals for the households through the Albany CARES program and the UC Berkeley Social Worker. The Housing Navigator worked with each household to acquire necessary documents for eligibility and rent payment. Then, the Navigator worked with UC Berkeley staff on accepting payment from a third-party agency.

Challenges

While presenting various housing options, the Navigator aims to always provide a realistic expectation of wait times and how subsidies are offered. This quarter, the Housing Navigator supported two households in completing paperwork for subsidized housing options. The Navigator served as a communication liaison between clients and housing agencies, helping clients manage anxiety and maintain patience during the application and eligibility process.

The Housing Navigator has been working with a client seeking housing with a Section 8 voucher. While access to Section 8 provides the client with an essential resource to cover rent, many landlords continue to reject Section 8 recipients as tenants. This greatly narrows the options available to the client. The Navigator has contacted numerous units to see if they are accessible to the client and if a property manager is willing to accept the subsidy. The Navigator has supported the client in working with her mental health team and to realistically assess her options with housing. The Albany CARES program coordinator has also been assisting the client with housing options in Alameda County.

Lastly, the Housing Navigator has also experienced challenges with several outreach contacts who require intensive mental health case management. Several clients are difficult to track, sometimes unreachable for weeks or months and then resurface at an outreach site. The Housing Navigator has always attempted to refer these clients to the mobile mental health team from Berkeley Mental Health. However, due to the clients' instability and the high demand for BMH services, these referrals are often unsuccessful and clients remain unconnected to essential mental health services. The Navigator is often unable to productively work with these clients when they are not stabilized through mental health support.

ATTACHMENT

BFHP Albany PROJECT PERFORMANCE MEASURES

Due on the 15th of each month following the quarter

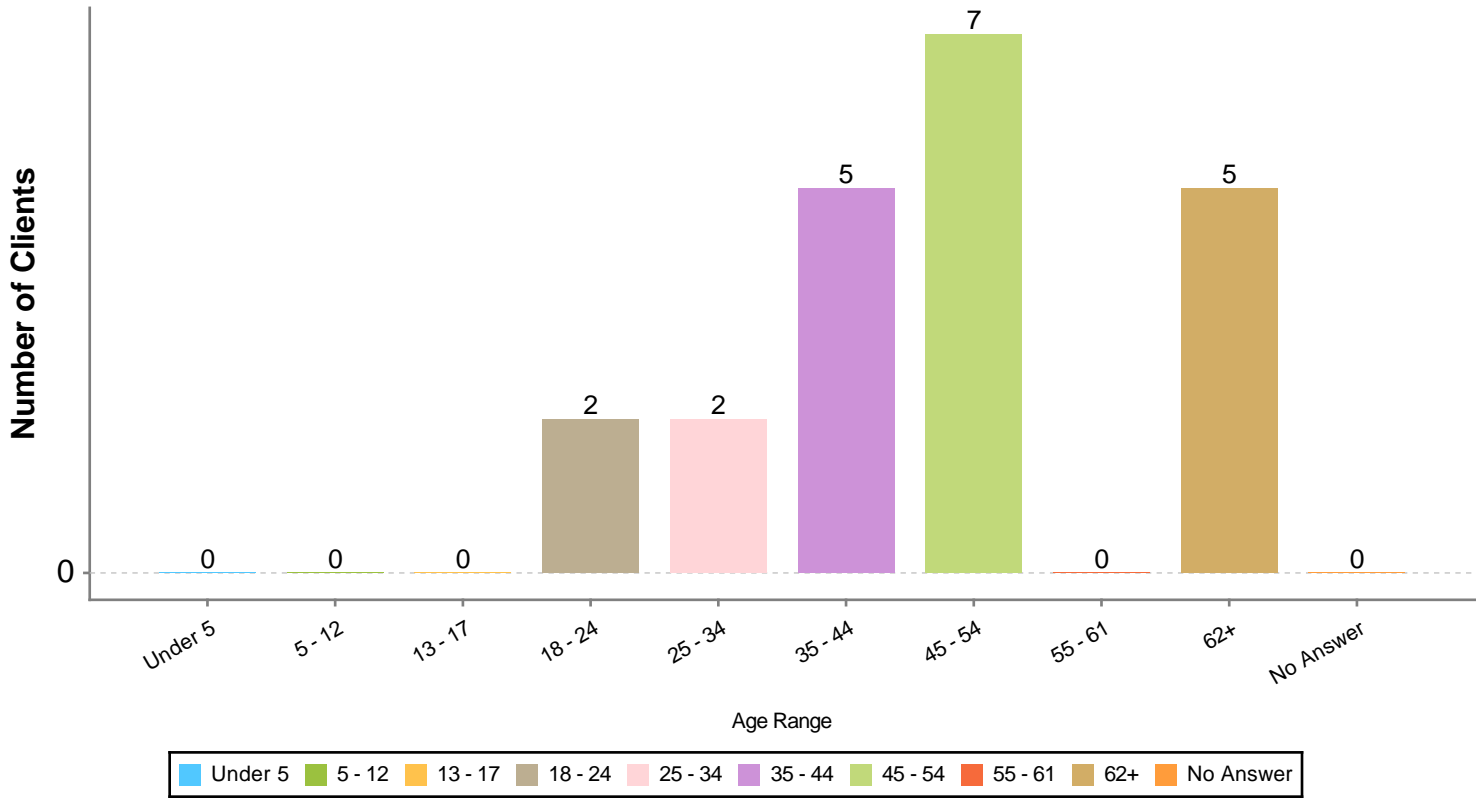
Project Performance Measures and Targets				
Performance Measure	Target	Progress/Activity this period	Year to date statistics	Comments
Outreach contacts (unduplicated contact with a new client)	30	18	110	
Performed initial intake/enrollment	12	7	26	
Number of housing case plans performed	10	13	48	
New Clients Housed	6	2	3	
Clients maintaining housing for 6 months	4	3	3	
*Clients maintaining housing for a year	4	3	5	
Clients exited from Aftercare program	4	0	1	
Clients receiving prevention	2	2	5	

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

Albany Project HOPE
Demographics Report
Housing Navigation

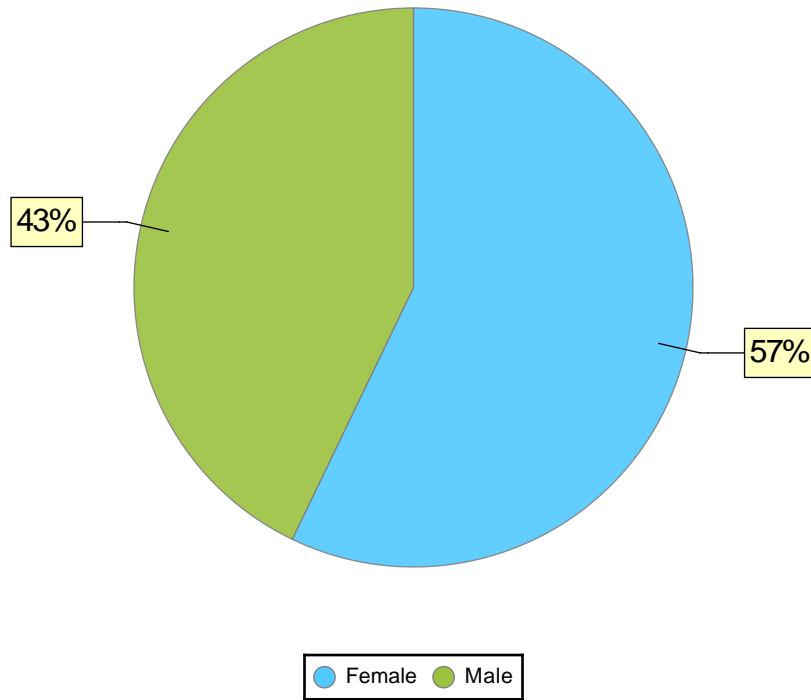
HOUSING NAVIGATION

Client Age Range Chart



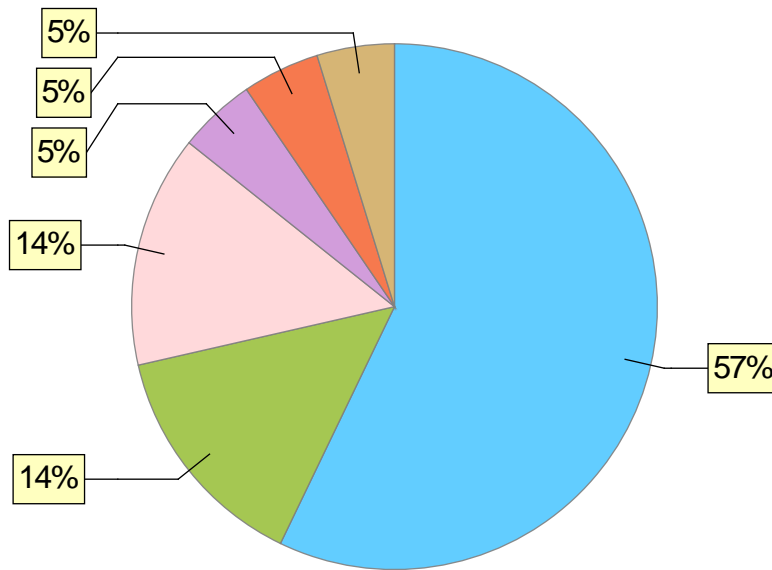
Age Range	# of Clients
Under 5	0
5 - 12	0
13 - 17	0
18 - 24	2
25 - 34	2
35 - 44	5
45 - 54	7
55 - 61	0
62+	5
No Answer	0
Total:	21

Gender



Gender	# of Clients
Female	12
Male	9
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:	21

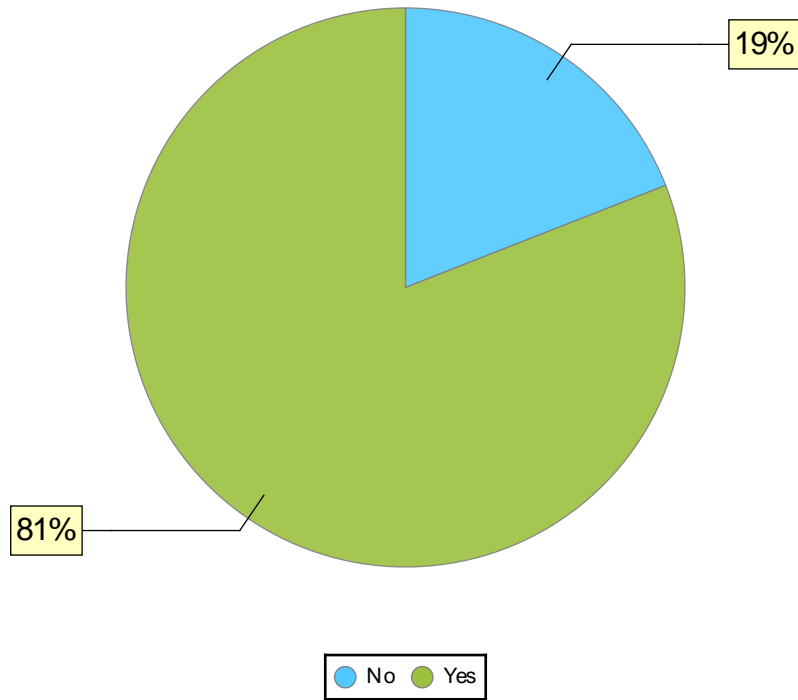
Race



● White	● Black or African American	● Multiple races	● Native Hawaiian or Other Pacific Islander	● Client Don't know / Refused
● No Answer				

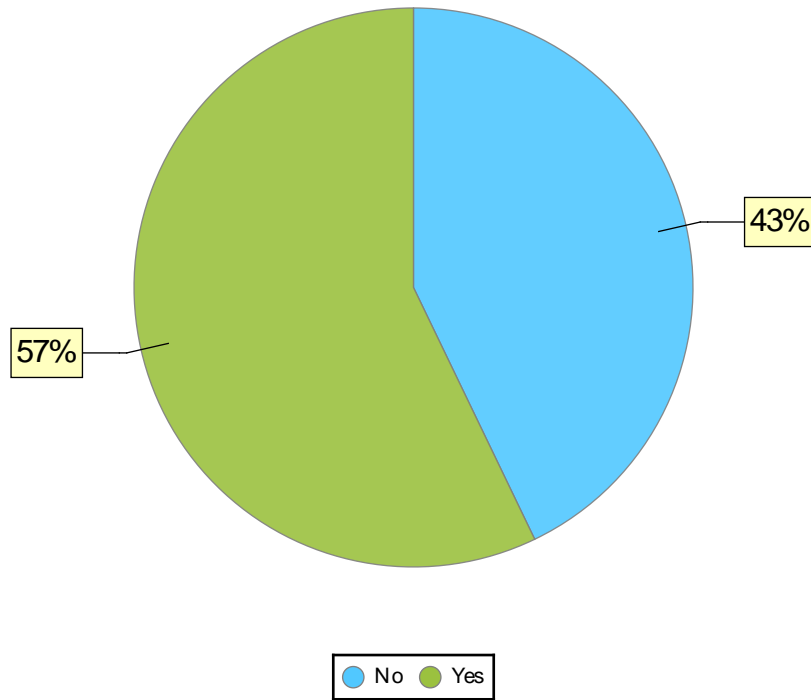
Race Demographic	# of Clients
White	12
Black or African American	3
Asian	0
American Indian or Alaska Native	0
Multiple races	3
Native Hawaiian or Other Pacific Islander	1
Client Don't know / Refused	1
No Answer	1
Total:	21

Disabled Demographic (Adults & HoHH) Chart



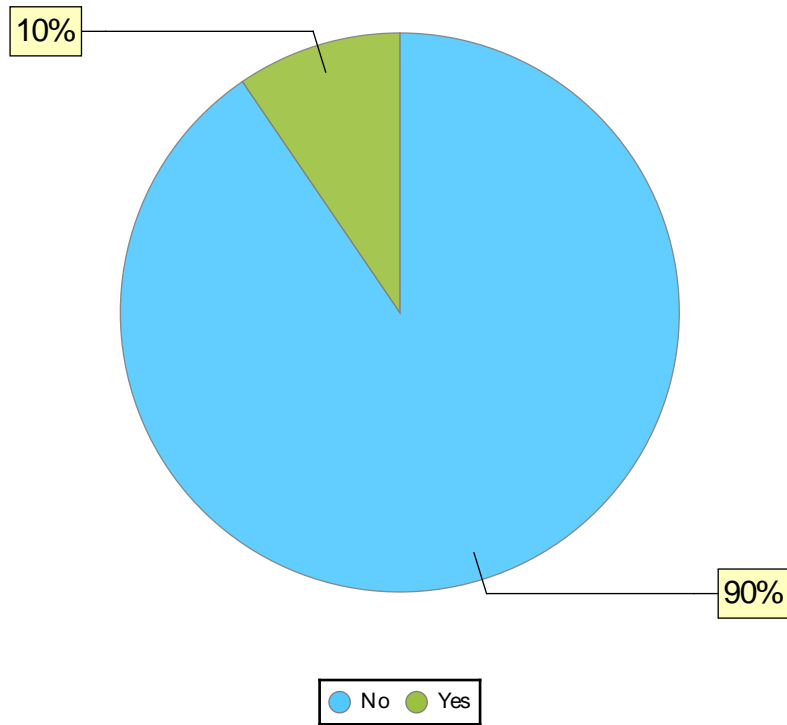
Disabled Demographic (Adults & HoHH)	# of Clients
No	4
Yes	17
Client doesn't know	0
Client refused	0
No Answer	0
Total:	21

Physical Disability Chart



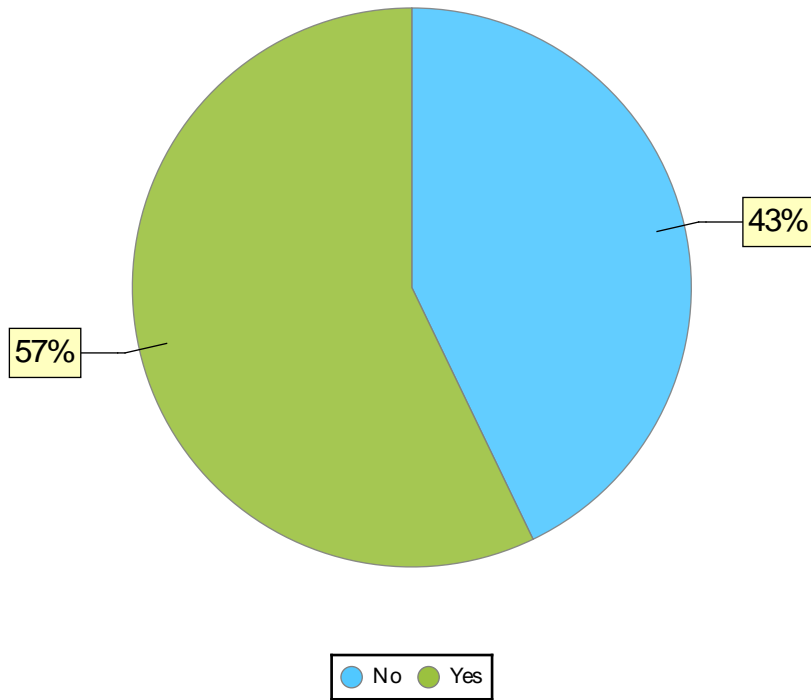
Physical Disability	# of Clients
No	9
Yes	12
Client doesn't know	0
Client refused	0
No Answer	0
Total:	21

Developmental Disability Chart



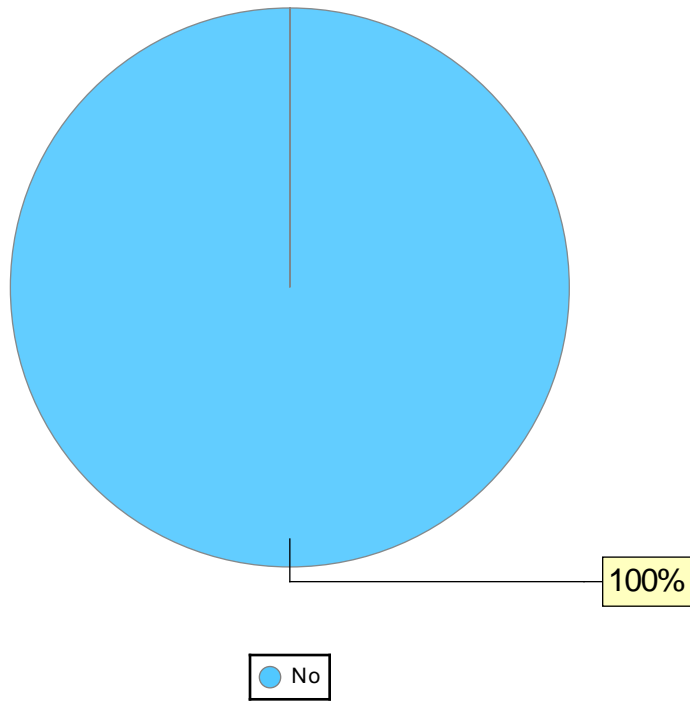
Developmental Disability	# of Clients
No	19
Yes	2
Client doesn't know	0
Client refused	0
No Answer	0
Total:	21

Chronic Health Condition Chart



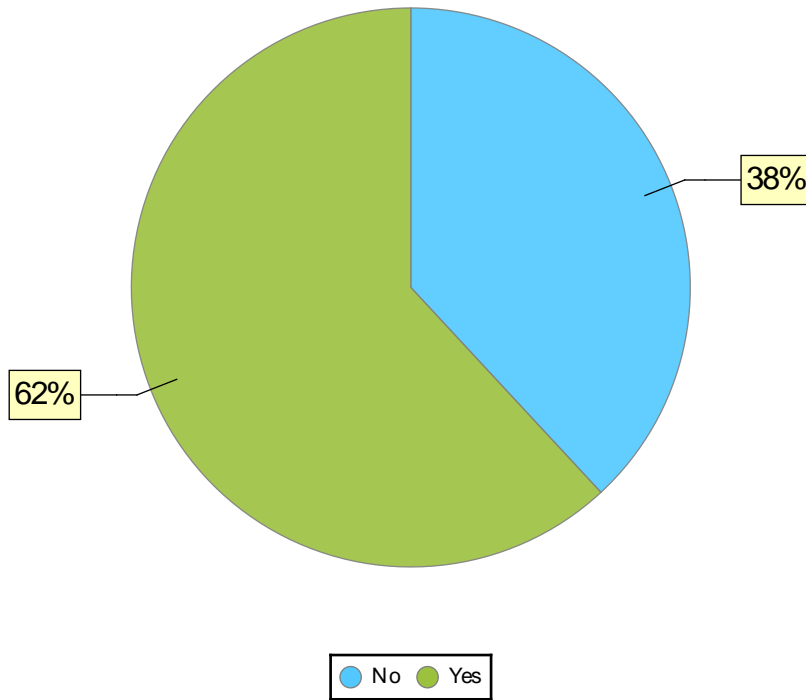
Chronic Health Condition	# of Clients
No	9
Yes	12
Client doesn't know	0
Client refused	0
No Answer	0
Total:	21

HIV/AIDS Chart



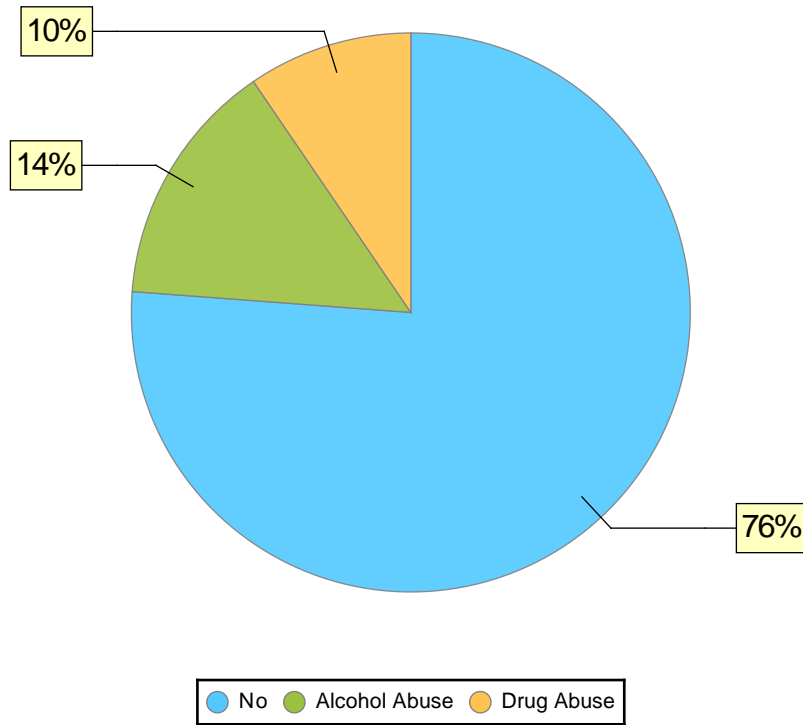
HIV/AIDS	# of Clients
No	21
Yes	0
Client doesn't know	0
Client refused	0
No Answer	0
Total:	21

Mental Health Problem Chart



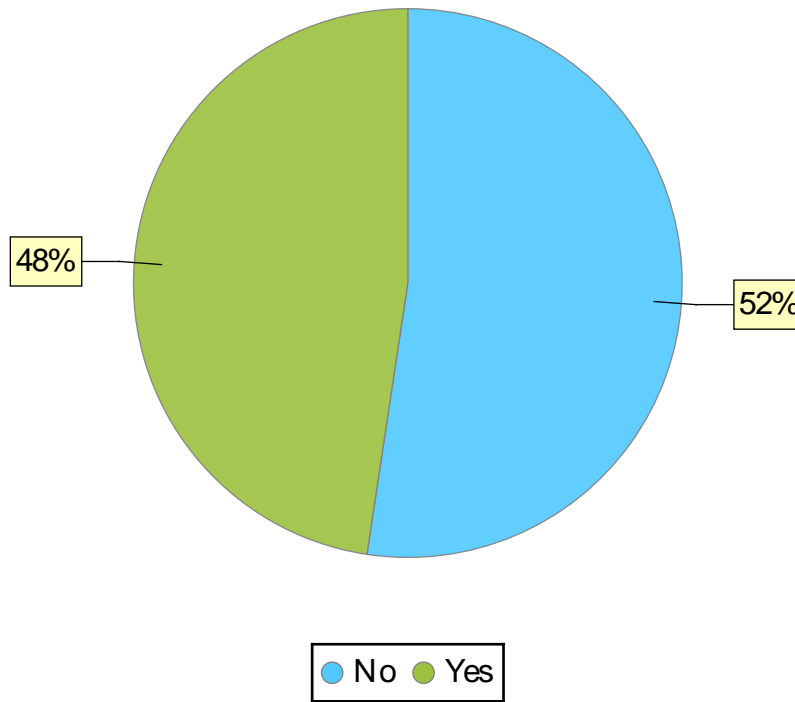
Mental Health Problem	# of Clients
No	8
Yes	13
Client doesn't know	0
Client refused	0
No Answer	0
Total:	21

Substance Abuse Chart



Substance Abuse	# of Clients
No	16
Alcohol Abuse	3
Drug Abuse	2
Both Alcohol and Drug Abuse	0
Client doesn't know	0
Client refused	0
No Answer	0
Total:	21

Chronic Homeless Demographic (Adults & HoH) Chart



Chronic Homeless (Adults & HoH)	# of Clients
No	11
Yes	10
Client Entering From the Streets, ES, or Safe Haven	# of Clients
No	19
Yes	2
Approximate Date Started	# of Clients
365 Days or More	12
Less Than 365 Days	6
Missing	0
Not applicable	3
Times Homeless in the Past Three Years	# of Clients
One Time	8
Two Times	3
Three Times	2
Four or more times	5
Client doesn't know	0

Client Demographics Report

CA-502 Alameda County/Oakland

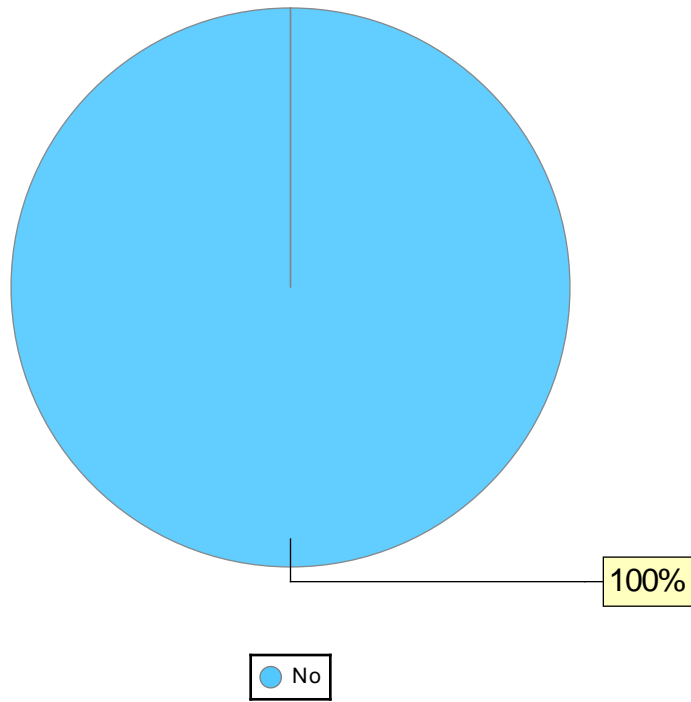
Date Range: 04/01/2019 AND 06/30/2019

Veteran: All

Client Project Stays: All active

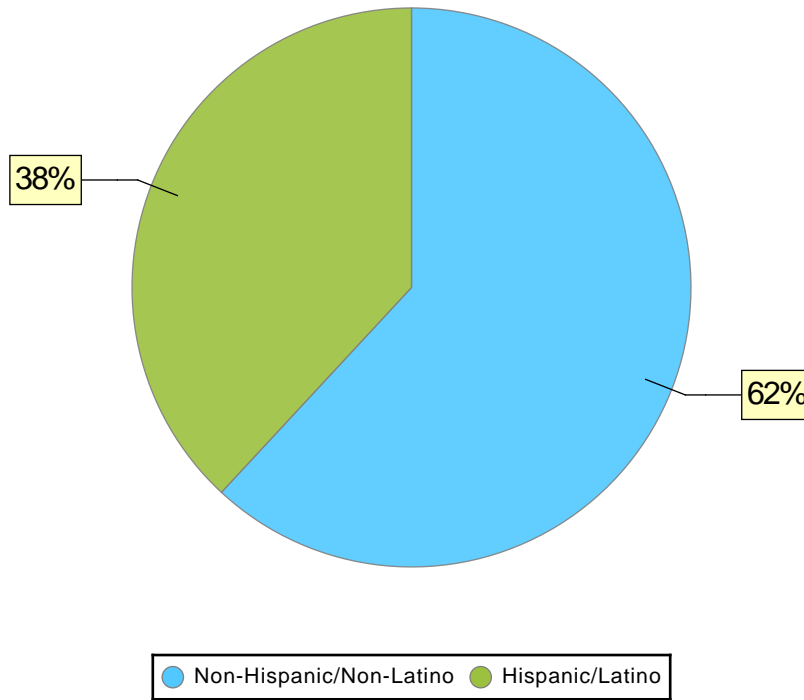
Times Homeless in the Past Three Years	# of Clients
Client refused	0
No Answer	3
Total Months Homeless in the Past Three years	# of Clients
One month (this time is the first month)	0
Two Months	2
Three Months	1
Four Months	0
Five Months	1
Six Months	0
Seven Months	2
Eight Months	0
Nine Months	0
Ten Months	0
Eleven Months	0
Twelve Months	0
More than 12 Months	12
Client doesn't know	0
Client refused	0
No Answer	0
Not Applicable	3
Total:	21

Veteran Status - Adults Only



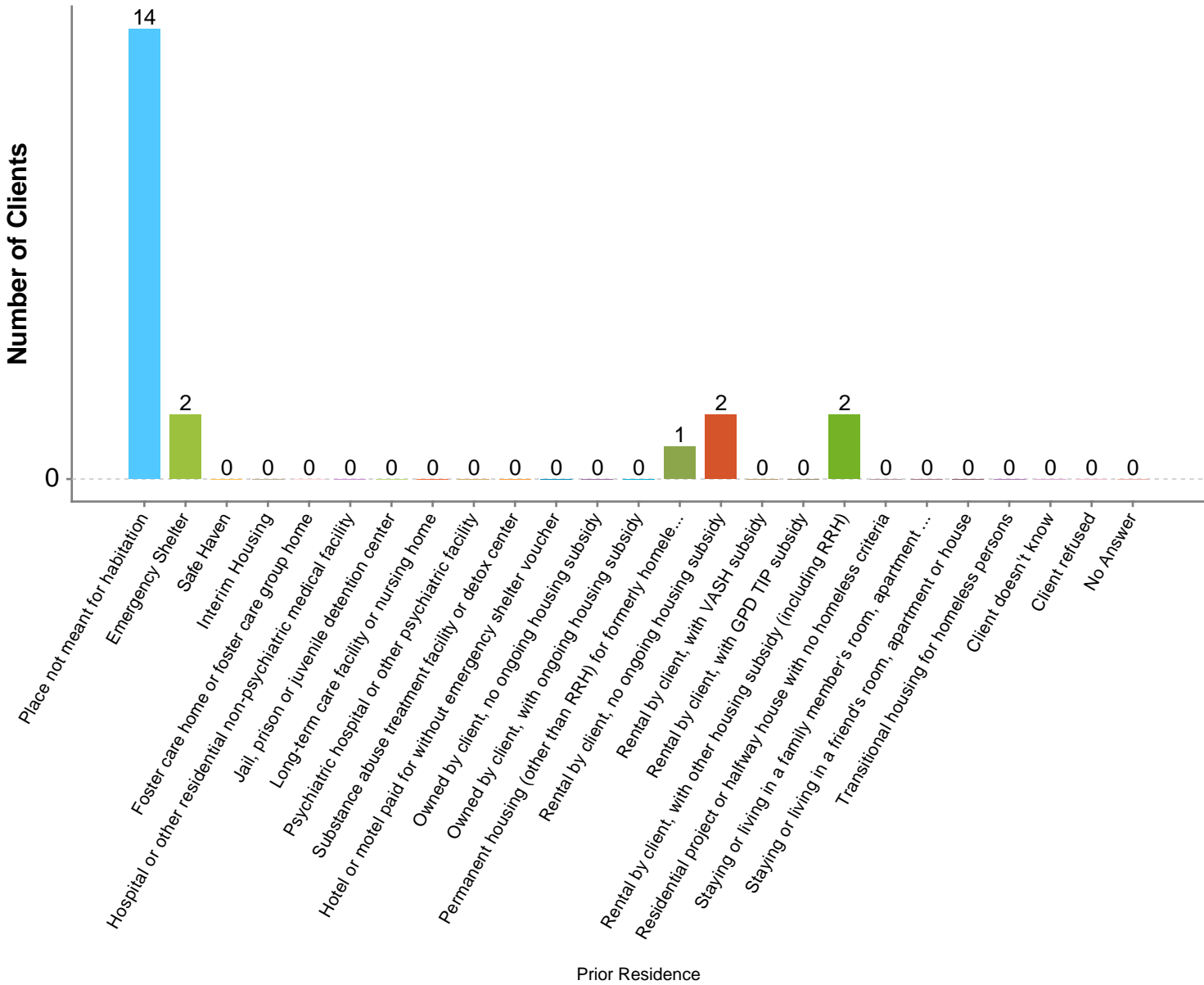
Veteran Demographic	# of Clients
No	21
Yes	0
Client doesn't know	0
Client refused	0
No Answer	0
Total:	21

Hispanic Ethnicity Demographic



Hispanic Ethnicity Demographic	# of Clients
Non-Hispanic/Non-Latino	13
Hispanic/Latino	8
Client doesn't know	0
Client refused	0
No Answer	0
Total:	21

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

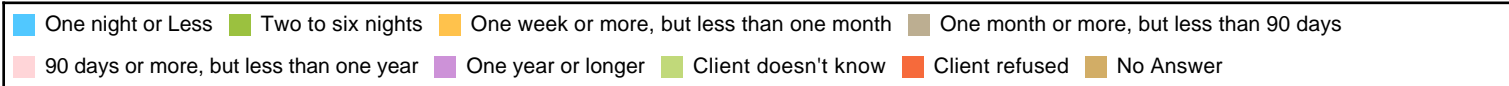
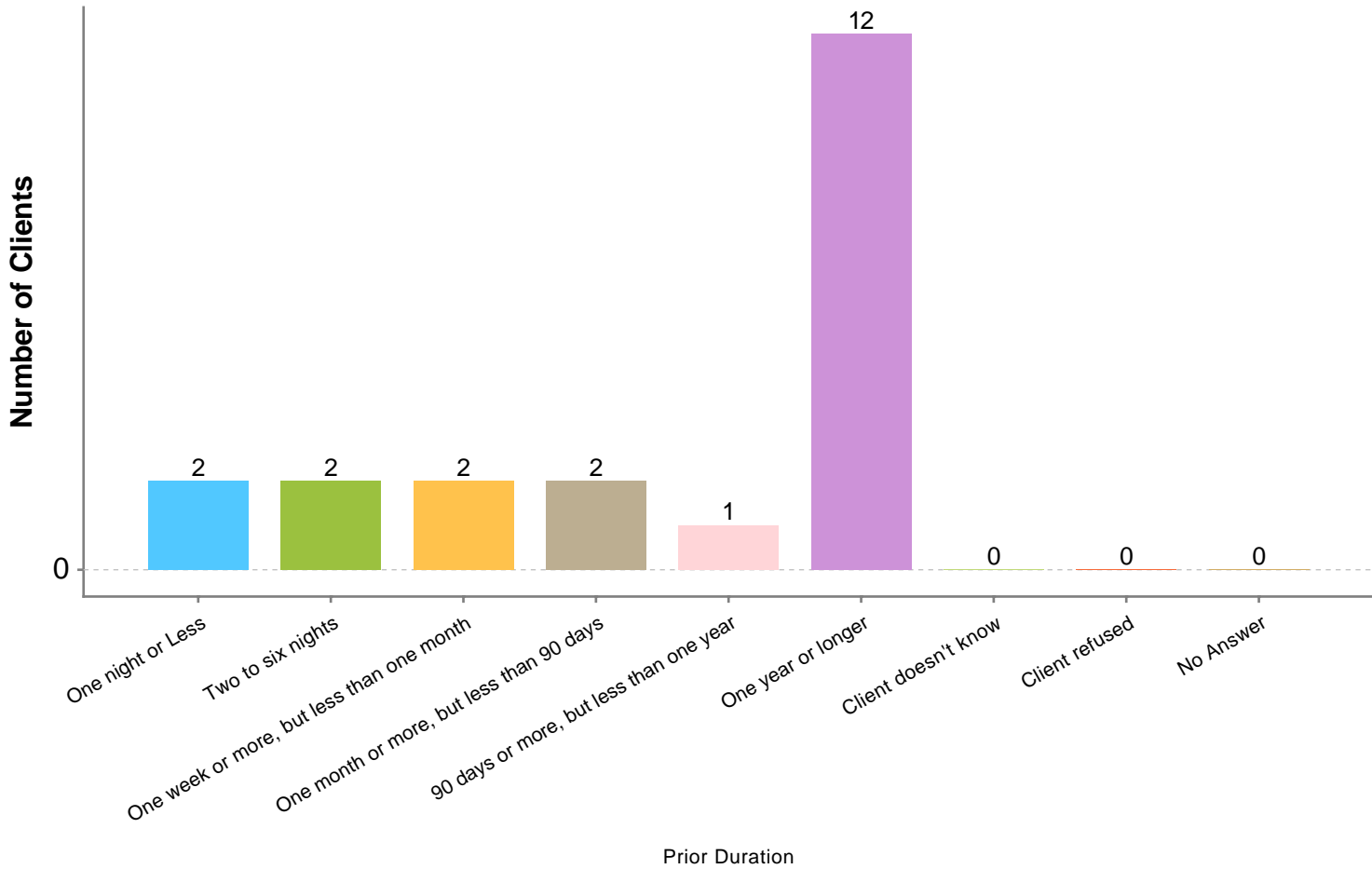
Date Range: 04/01/2019 AND 06/30/2019

Veteran: All

Client Project Stays: All active

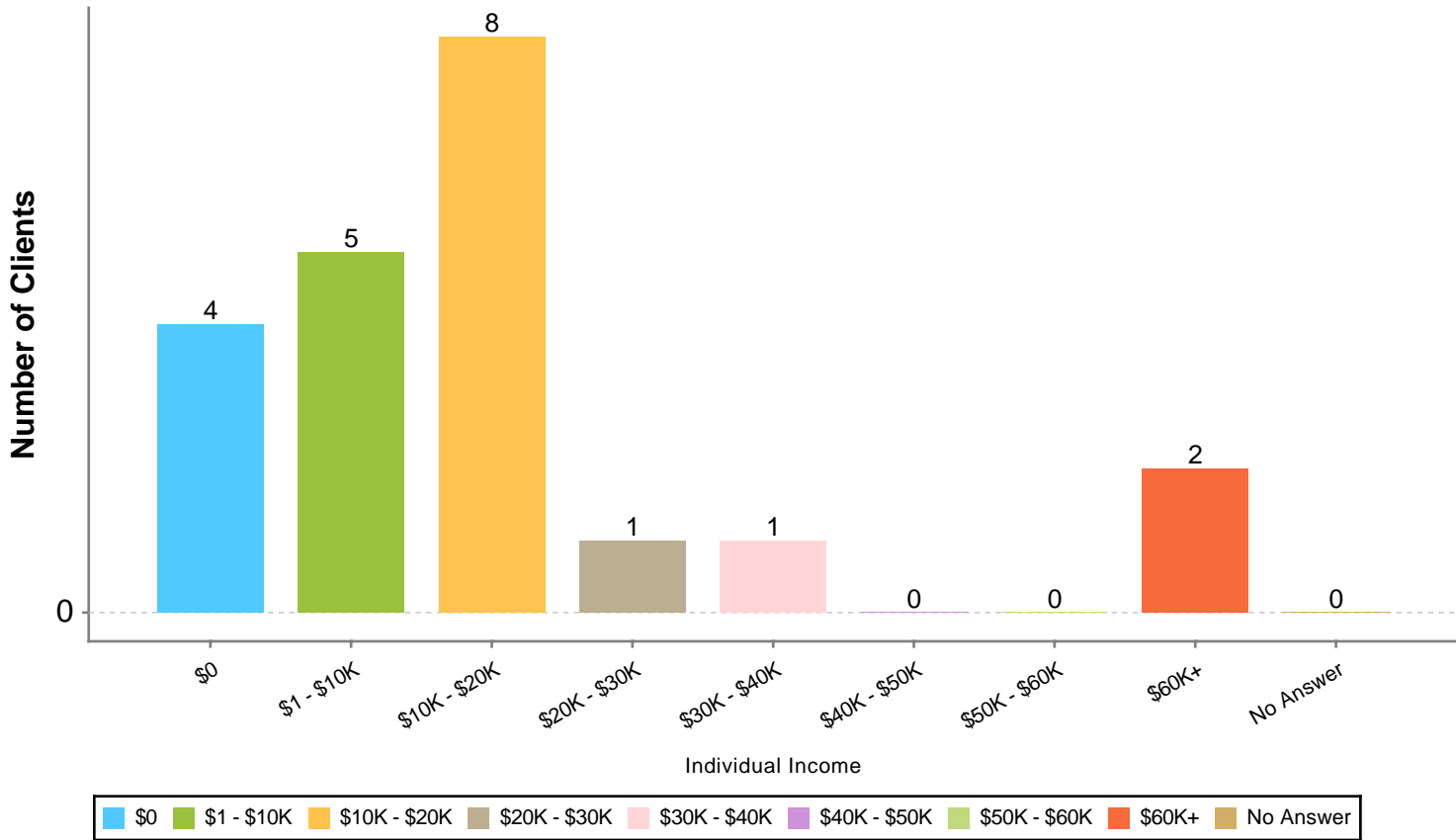
Prior Living Situation (Adults & HoHH)	# of Clients
Place not meant for habitation	14
Emergency Shelter, including hotel/motel paid for with voucher	2
Safe Haven	0
Interim Housing	0
Foster care home or foster care group home	0
Hospital or other residential non-psychiatric medical facility	0
Jail, prison 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	2
Rental by client, with VASH subsidy	0
Rental by client, with GPD TIP subsidy	0
Rental by client, with other housing subsidy (including RRH)	2
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:	21

Prior Living Duration (Adults & HoHH) Chart



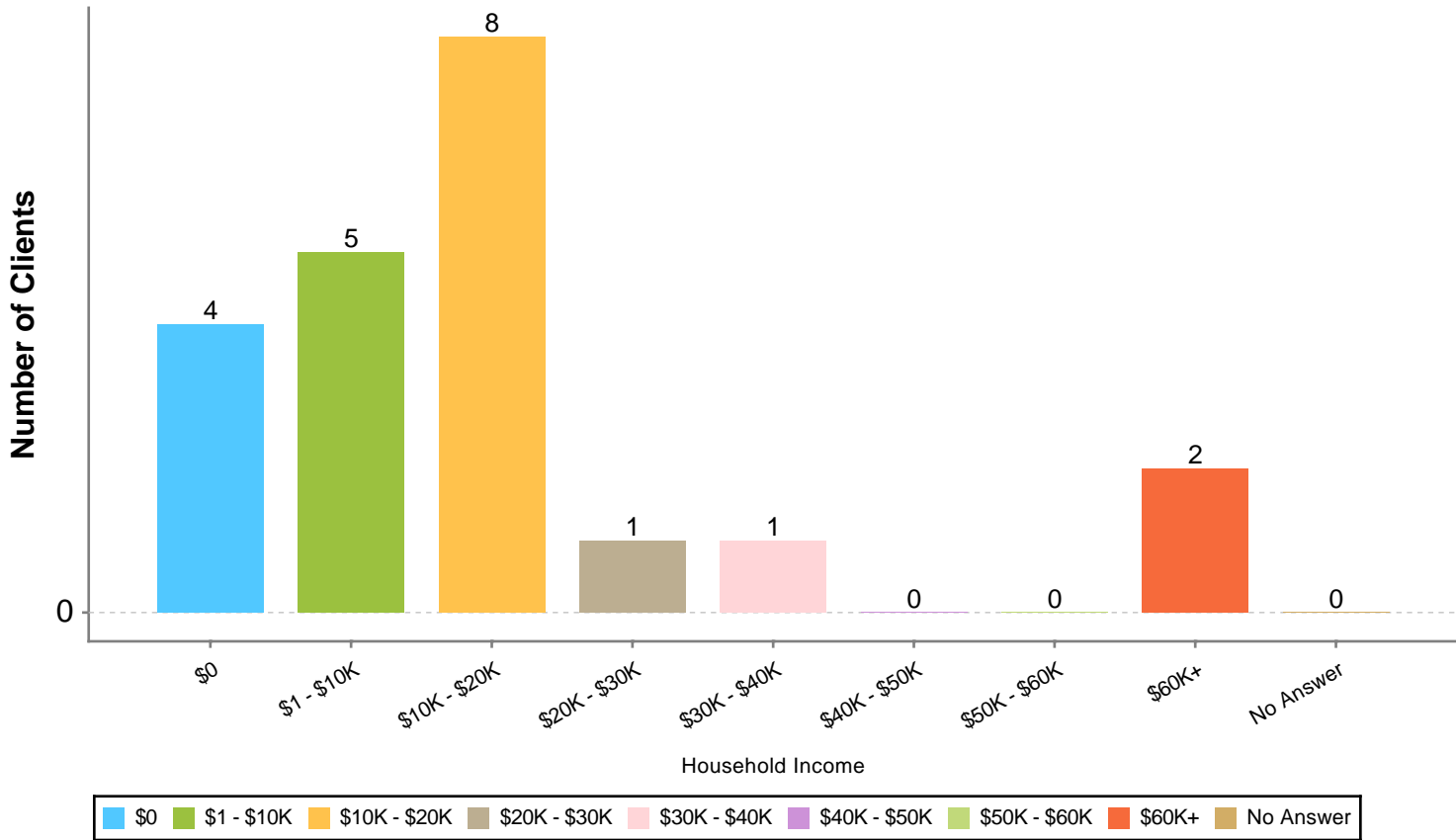
Prior Living Duration (Adults & HoHH)	# of Clients
One night or Less	2
Two to six nights	2
One week or more, but less than one month	2
One month or more, but less than 90 days	2
90 days or more, but less than one year	1
One year or longer	12
Client doesn't know	0
Client refused	0
No Answer	0
Total:	21

Individual Income (Adults & HoHH) Chart



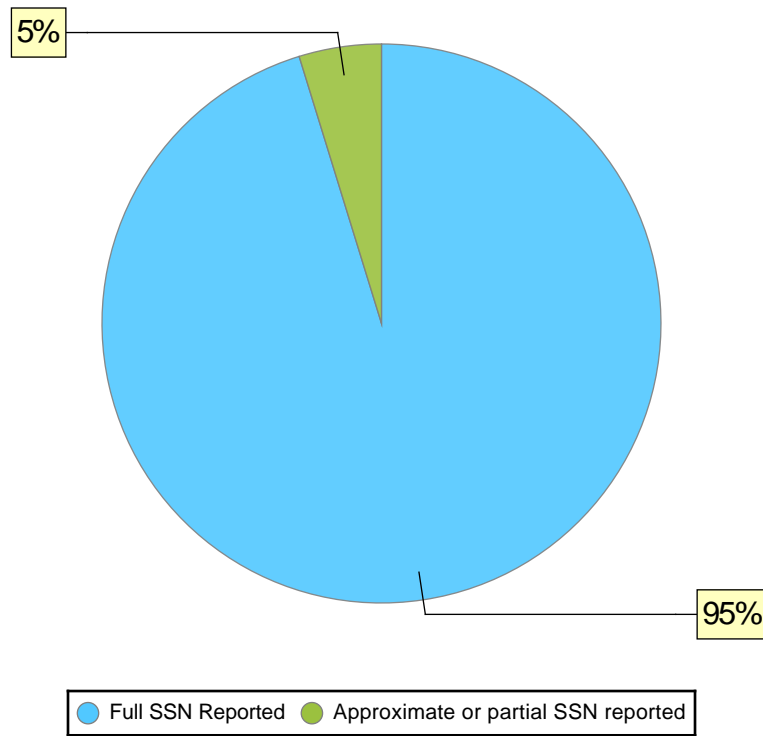
Individual Income (Adults & HoHH)	# of Clients
\$0	4
\$1 - \$10K	5
\$10K - \$20K	8
\$20K - \$30K	1
\$30K - \$40K	1
\$40K - \$50K	0
\$50K - \$60K	0
\$60K+	2
No Answer	0
Total:	21

Household Income Chart



Household Income	# of Clients
\$0	4
\$1 - \$10K	5
\$10K - \$20K	8
\$20K - \$30K	1
\$30K - \$40K	1
\$40K - \$50K	0
\$50K - \$60K	0
\$60K+	2
No Answer	0
Total:	21

SSN Validity Chart



SSN Validity	# of Clients
Full SSN Reported	20
Approximate or partial SSN reported	1
Client doesn't know	0
Client refused	0
No Answer	0
Total:	21

Client Demographics Report

CA-502 Alameda County/Oakland

Date Range: 04/01/2019 AND 06/30/2019

Veteran: All

Client Project Stays: All active

Programs

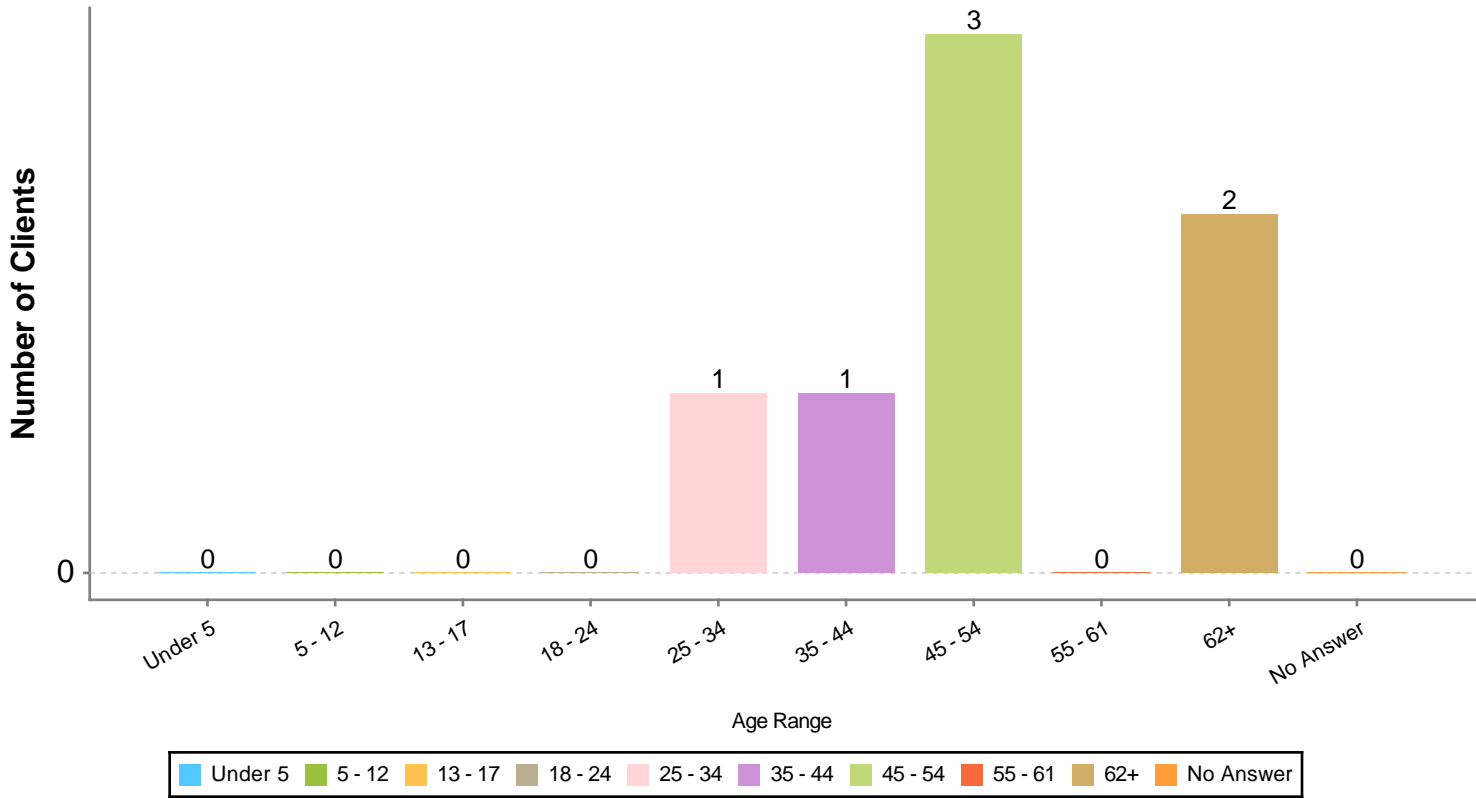
Services Only

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

Albany Project HOPE
Demographics Report
Outreach

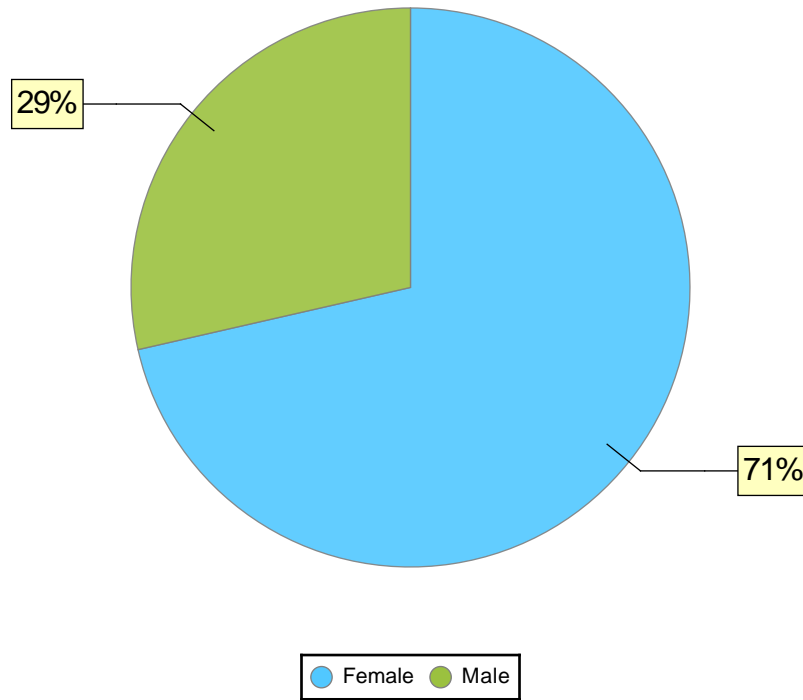
OUTREACH

Client Age Range Chart



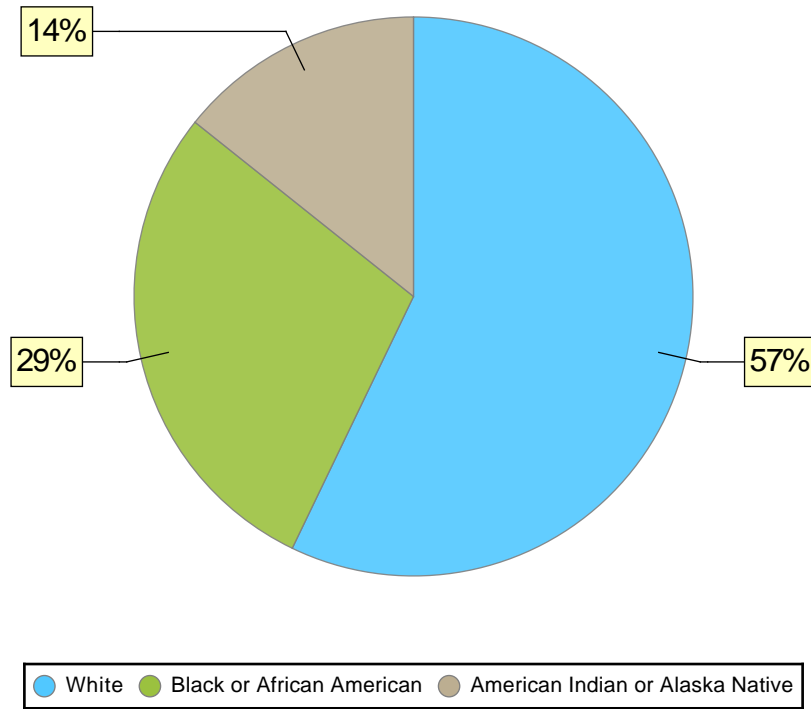
Age Range	# of Clients
Under 5	0
5 - 12	0
13 - 17	0
18 - 24	0
25 - 34	1
35 - 44	1
45 - 54	3
55 - 61	0
62+	2
No Answer	0
Total:	7

Gender



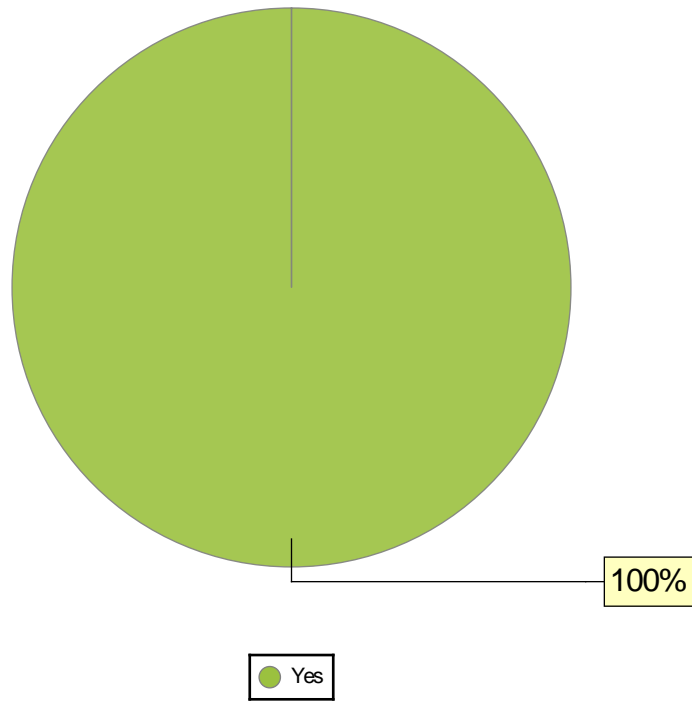
Gender	# of Clients
Female	5
Male	2
Trans Female (MTF or Male to Female)	0
Trans Male (FTM or Female to Male)	0
Gender Non-Conforming (i.e. not exclusively male or female)	0
Client doesn't know	0
Client refused	0
No Answer	0
Total:	7

Race



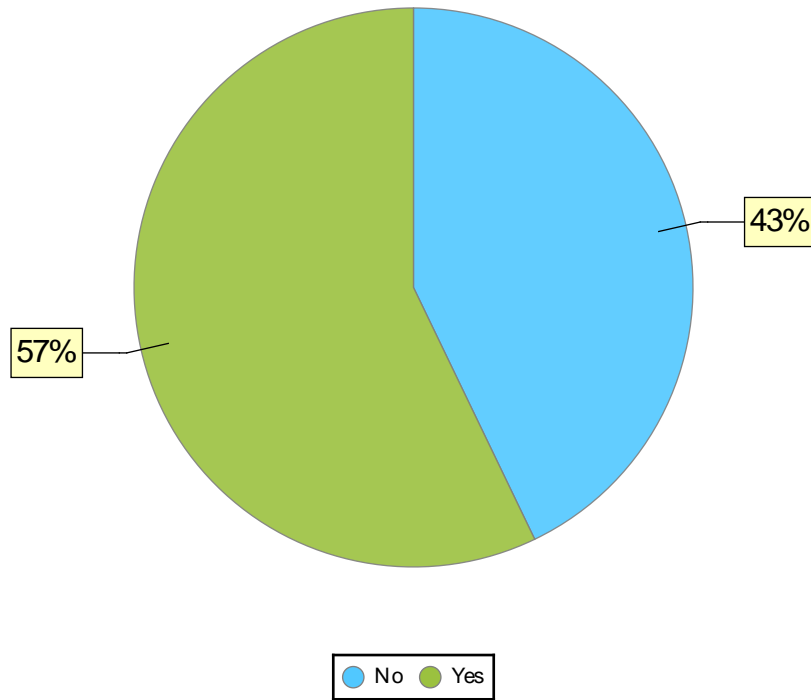
Race Demographic	# of Clients
White	4
Black or African American	2
Asian	0
American Indian or Alaska Native	1
Multiple races	0
Native Hawaiian or Other Pacific Islander	0
Client Don't know / Refused	0
No Answer	0
Total:	7

Disabled Demographic (Adults & HoHH) Chart



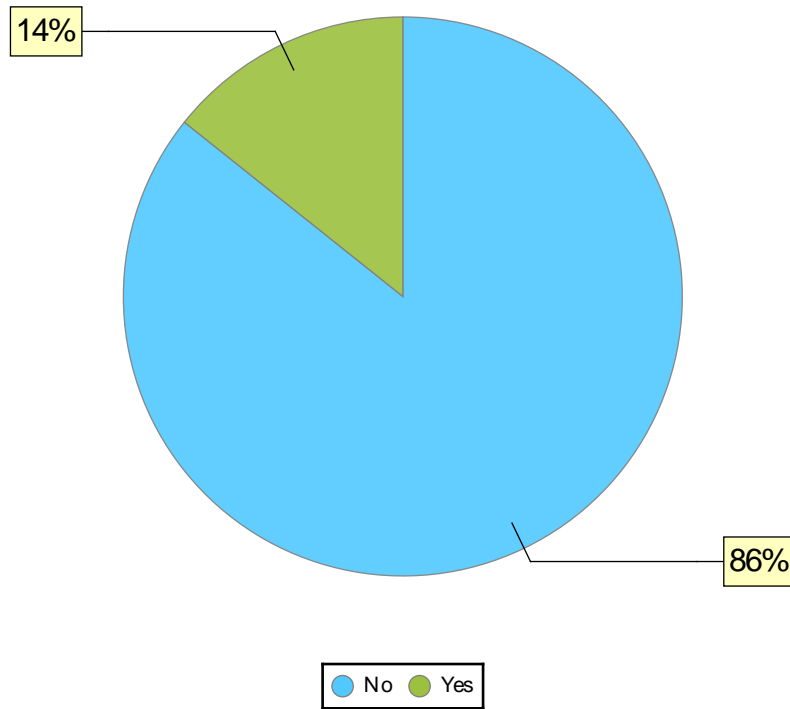
Disabled Demographic (Adults & HoHH)	# of Clients
No	0
Yes	7
Client doesn't know	0
Client refused	0
No Answer	0
Total:	7

Physical Disability Chart



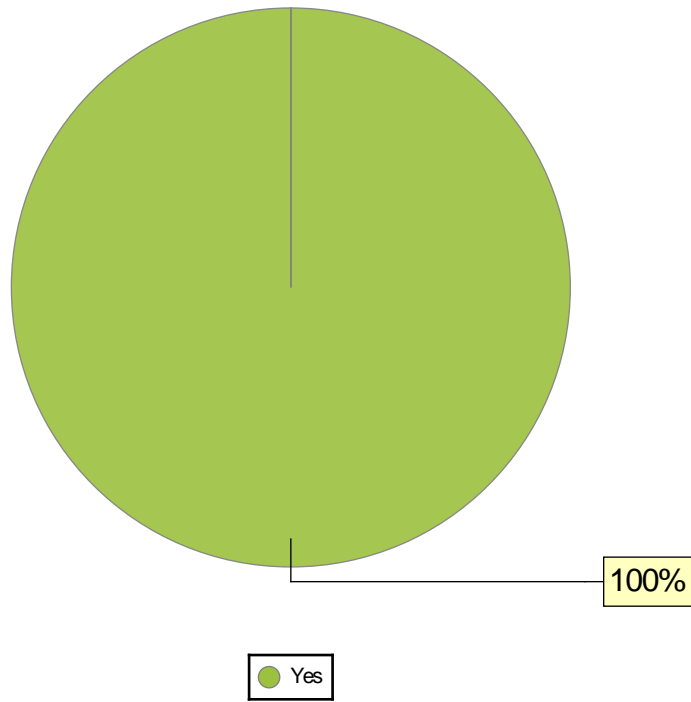
Physical Disability	# of Clients
No	3
Yes	4
Client doesn't know	0
Client refused	0
No Answer	0
Total:	7

Developmental Disability Chart



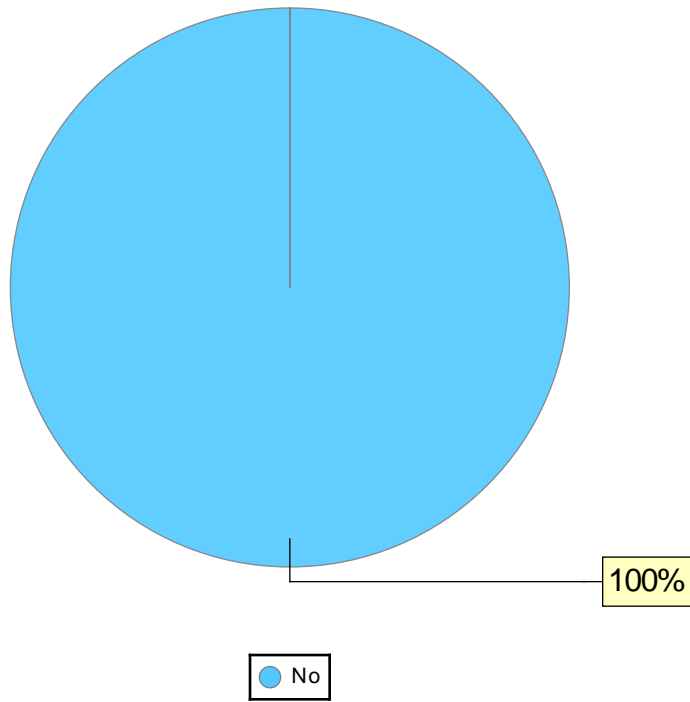
Developmental Disability	# of Clients
No	6
Yes	1
Client doesn't know	0
Client refused	0
No Answer	0
Total:	7

Chronic Health Condition Chart



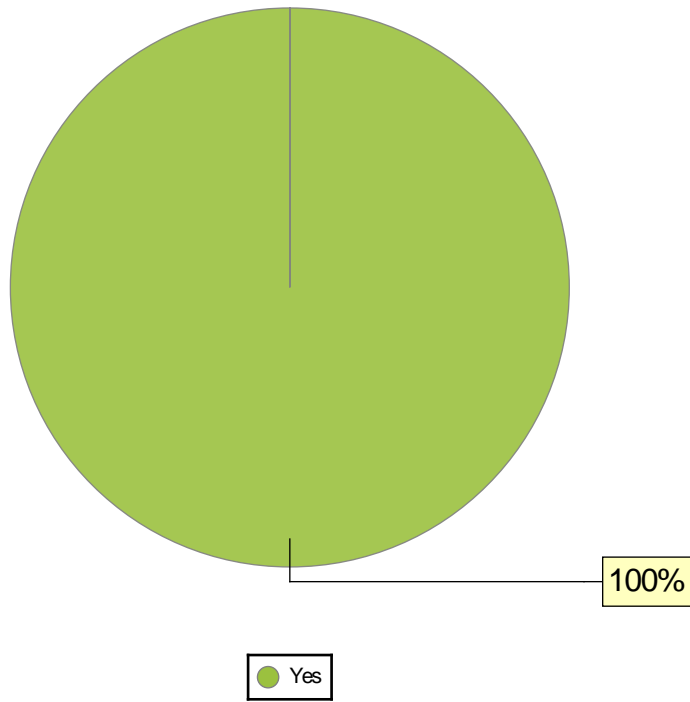
Chronic Health Condition	# of Clients
No	0
Yes	7
Client doesn't know	0
Client refused	0
No Answer	0
Total:	7

HIV/AIDS Chart



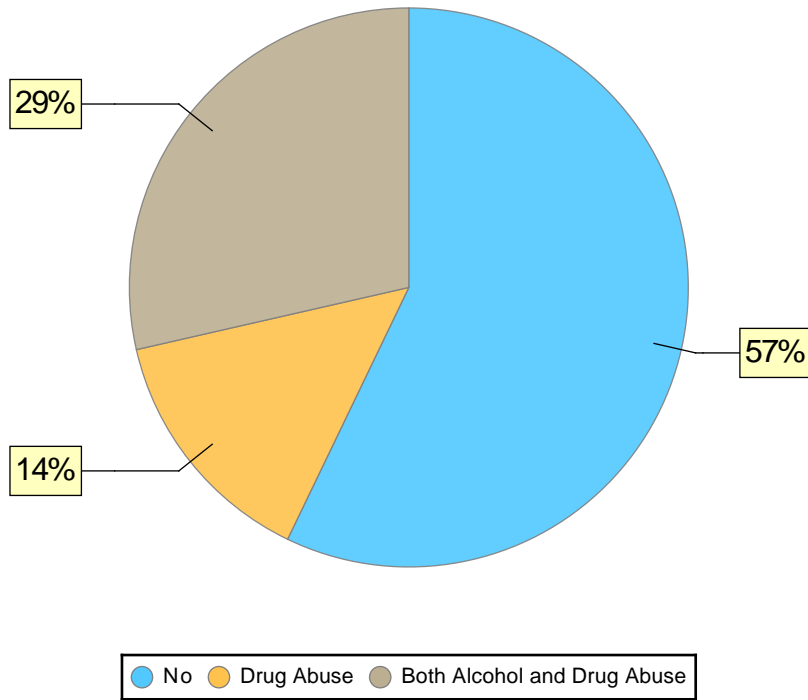
HIV/AIDS	# of Clients
No	7
Yes	0
Client doesn't know	0
Client refused	0
No Answer	0
Total:	7

Mental Health Problem Chart



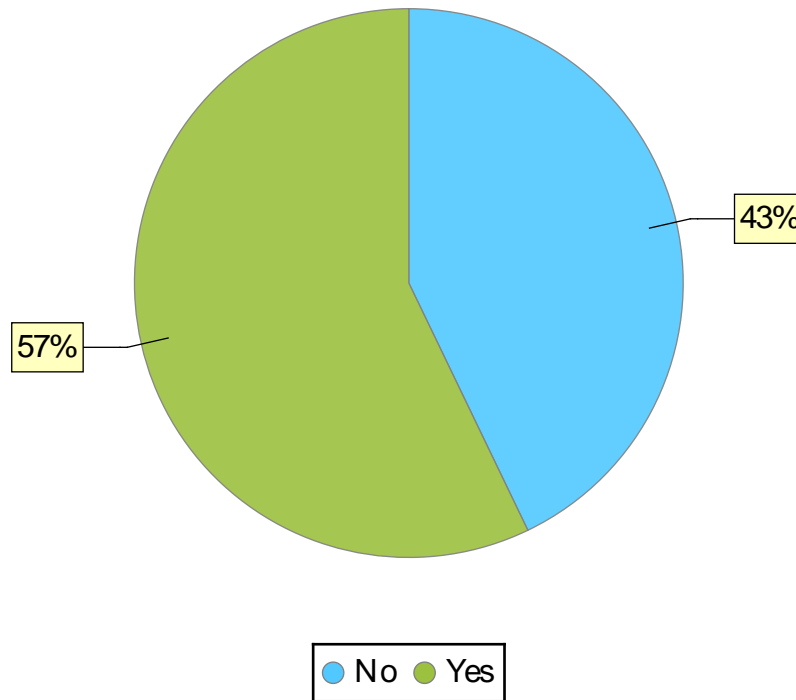
Mental Health Problem	# of Clients
No	0
Yes	7
Client doesn't know	0
Client refused	0
No Answer	0
Total:	7

Substance Abuse Chart



Substance Abuse	# of Clients
No	4
Alcohol Abuse	0
Drug Abuse	1
Both Alcohol and Drug Abuse	2
Client doesn't know	0
Client refused	0
No Answer	0
Total:	7

Chronic Homeless Demographic (Adults & HoH) Chart



Chronic Homeless (Adults & HoH)	# of Clients
No	3
Yes	4
Client Entering From the Streets, ES, or Safe Haven	# of Clients
No	7
Yes	0
Approximate Date Started	# of Clients
365 Days or More	4
Less Than 365 Days	3
Missing	0
Not applicable	0
Times Homeless in the Past Three Years	# of Clients
One Time	4
Two Times	0
Three Times	1
Four or more times	2
Client doesn't know	0

Client Demographics Report

CA-502 Alameda County/Oakland

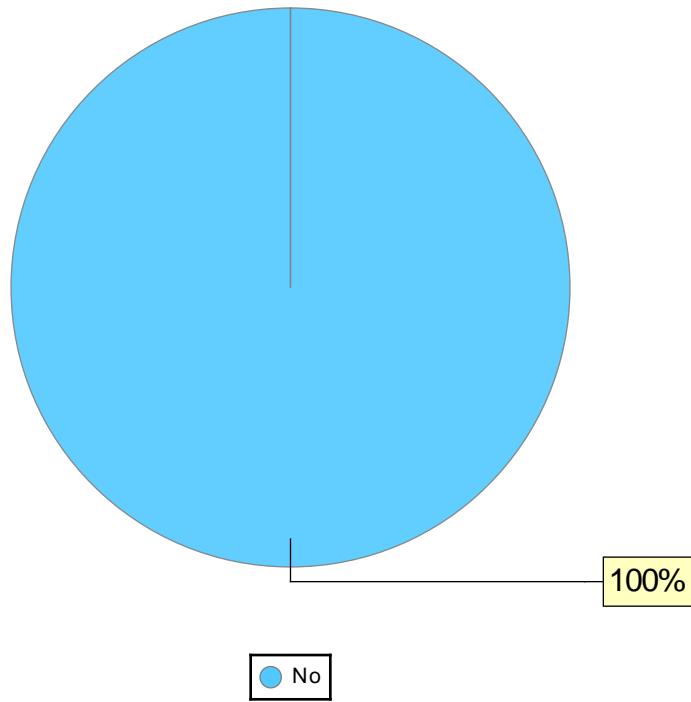
Date Range: 04/01/2019 AND 06/30/2019

Veteran: All

Client Project Stays: All active

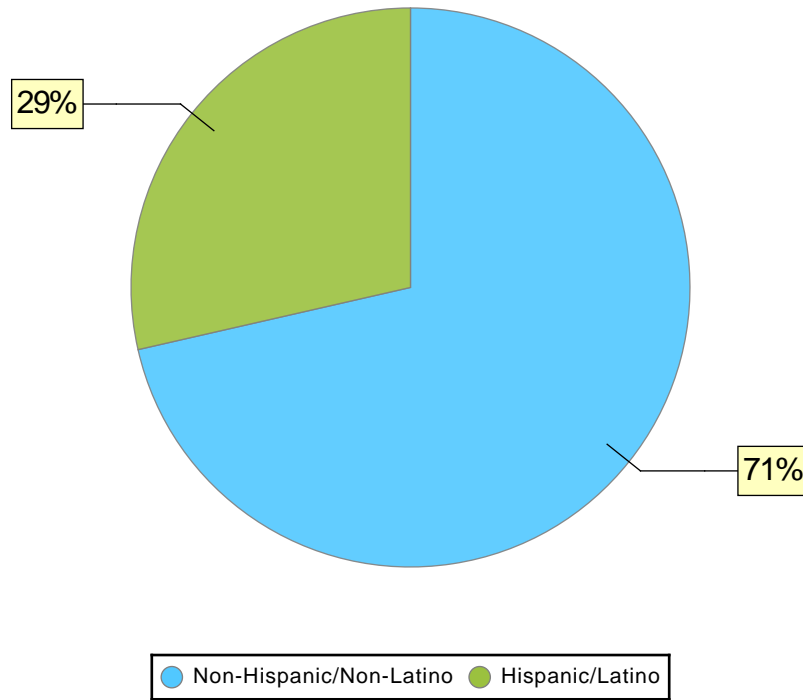
Times Homeless in the Past Three Years	# of Clients
Client refused	0
No Answer	0
Total Months Homeless in the Past Three years	# of Clients
One month (this time is the first month)	2
Two Months	0
Three Months	0
Four Months	0
Five Months	0
Six Months	1
Seven Months	0
Eight Months	0
Nine Months	0
Ten Months	0
Eleven Months	0
Twelve Months	0
More than 12 Months	4
Client doesn't know	0
Client refused	0
No Answer	0
Not Applicable	0
Total:	7

Veteran Status - Adults Only



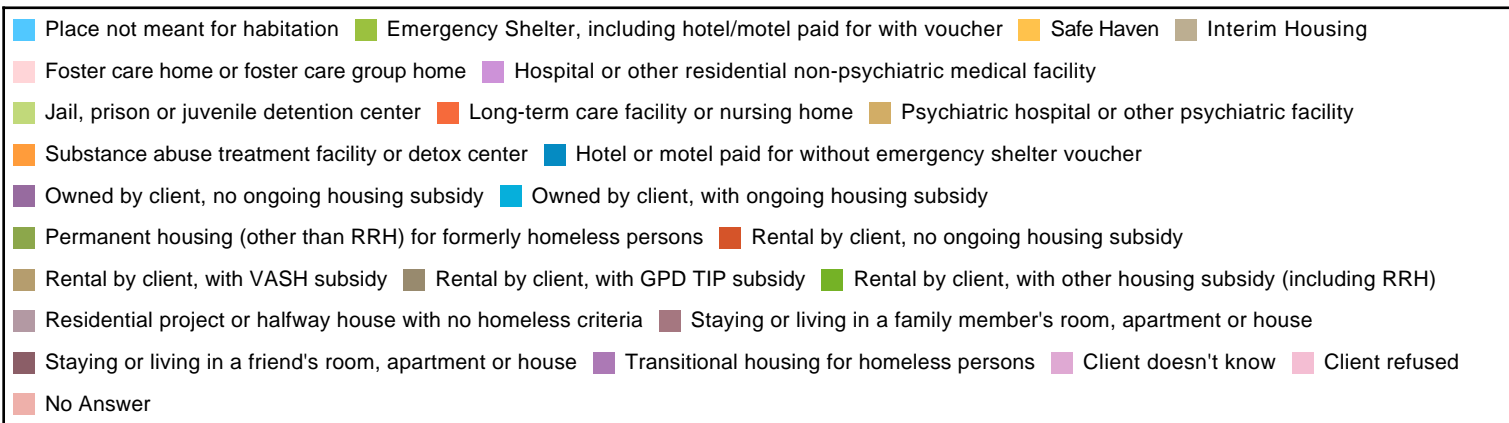
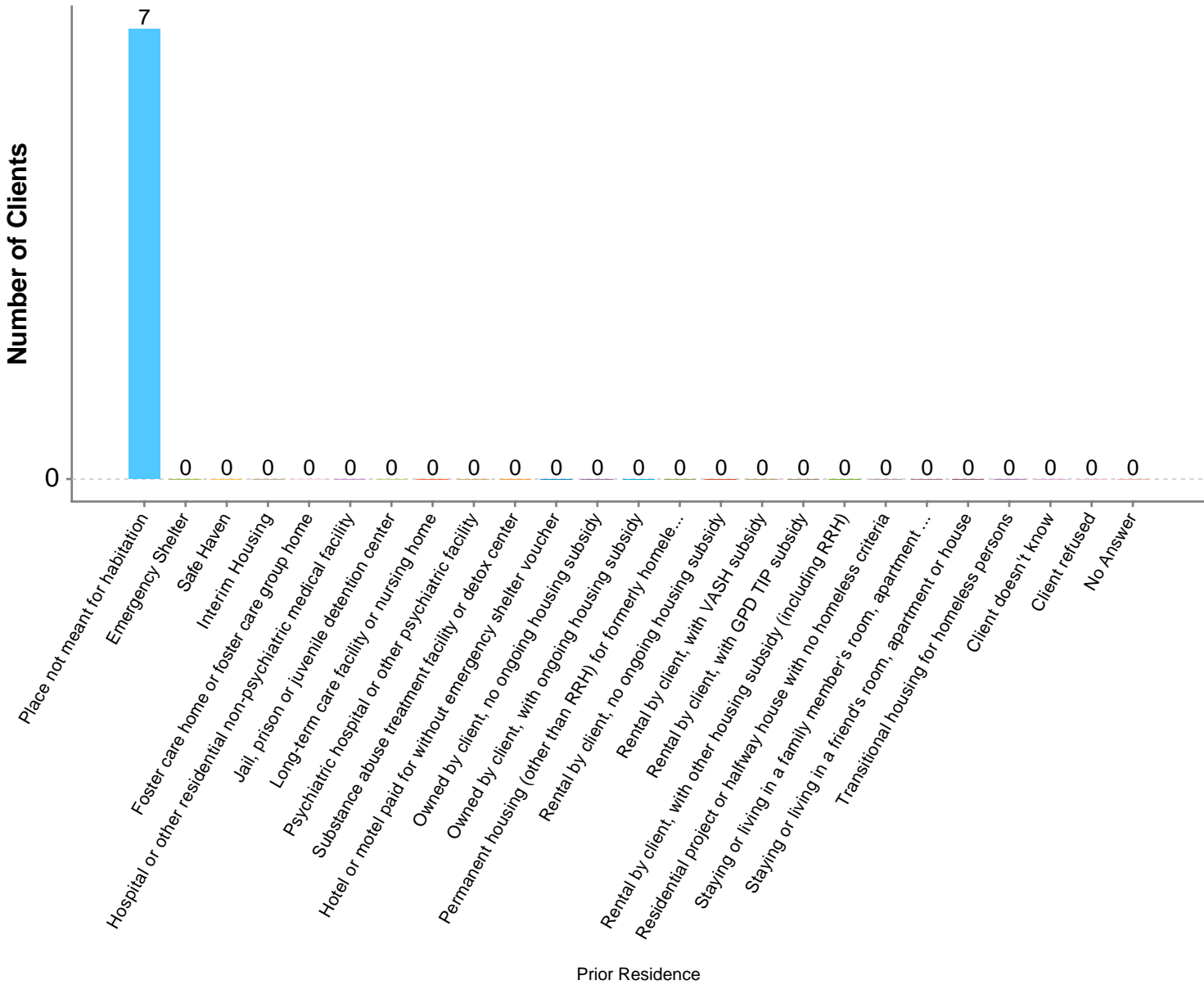
Veteran Demographic	# of Clients
No	7
Yes	0
Client doesn't know	0
Client refused	0
No Answer	0
Total:	7

Hispanic Ethnicity Demographic



Hispanic Ethnicity Demographic	# of Clients
Non-Hispanic/Non-Latino	5
Hispanic/Latino	2
Client doesn't know	0
Client refused	0
No Answer	0
Total:	7

Prior Living Situation (Adults & HoHH) Chart



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

CA-502 Alameda County/Oakland

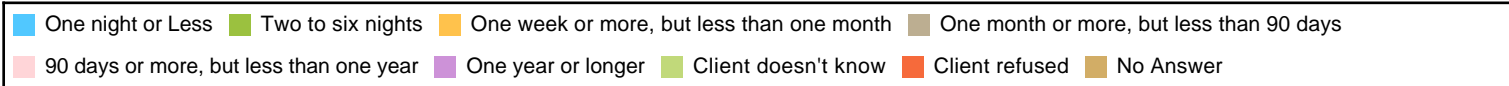
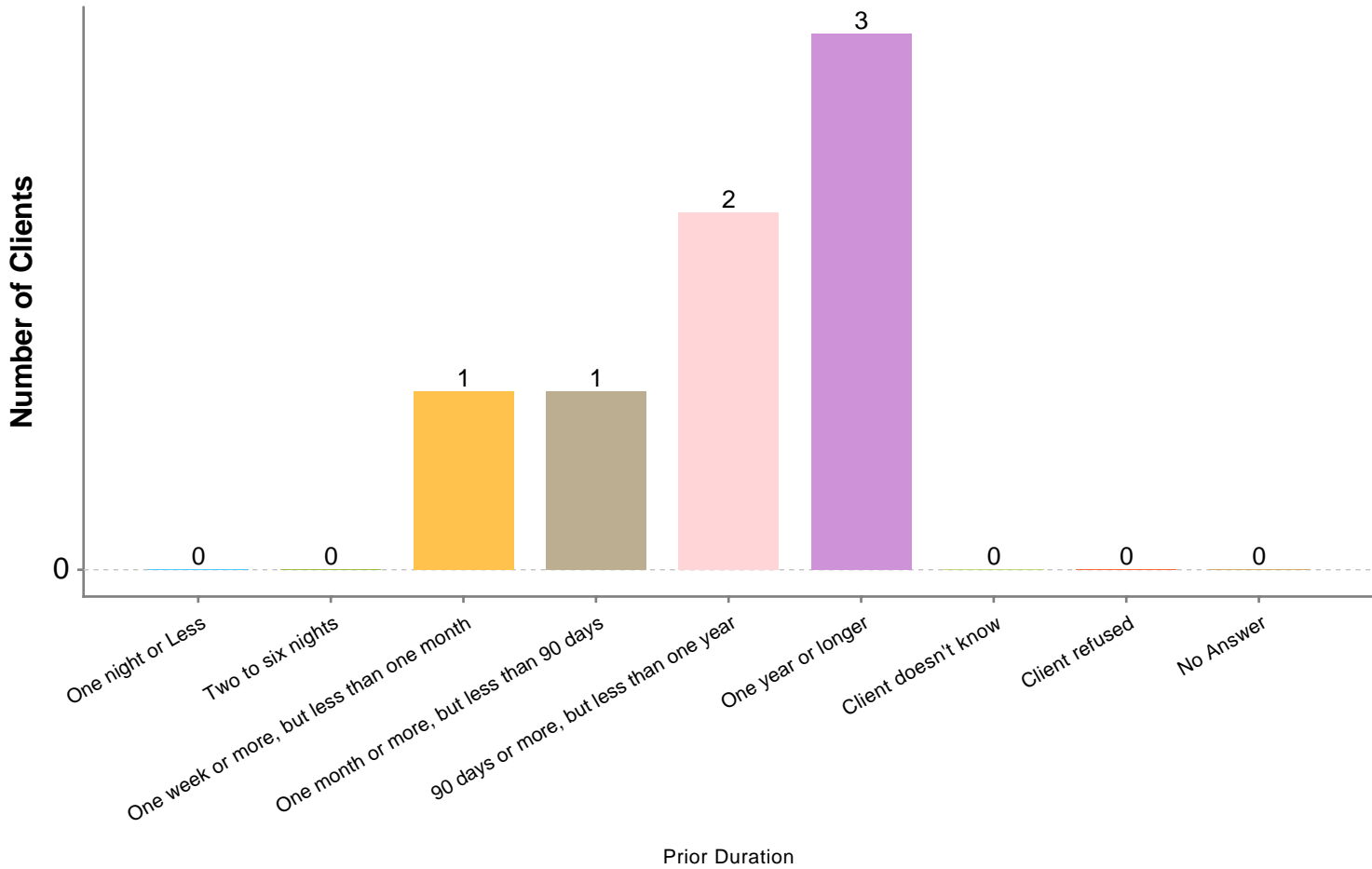
Date Range: 04/01/2019 AND 06/30/2019

Veteran: All

Client Project Stays: All active

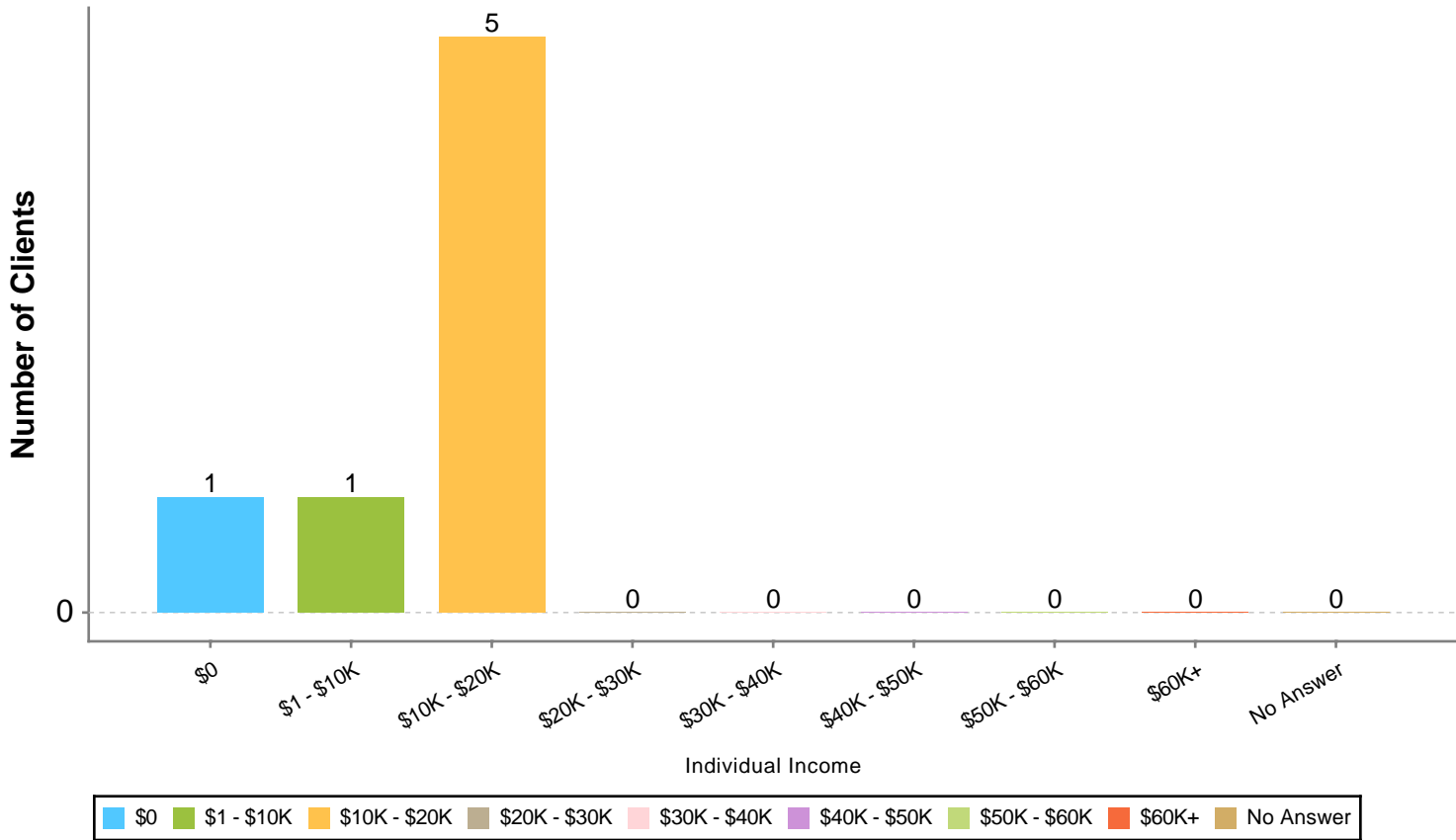
Prior Living Situation (Adults & HoHH)	# of Clients
Place not meant for habitation	7
Emergency Shelter, including hotel/motel paid for with voucher	0
Safe Haven	0
Interim Housing	0
Foster care home or foster care group home	0
Hospital or other residential non-psychiatric medical facility	0
Jail, prison 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	0
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:	7

Prior Living Duration (Adults & HoHH) Chart



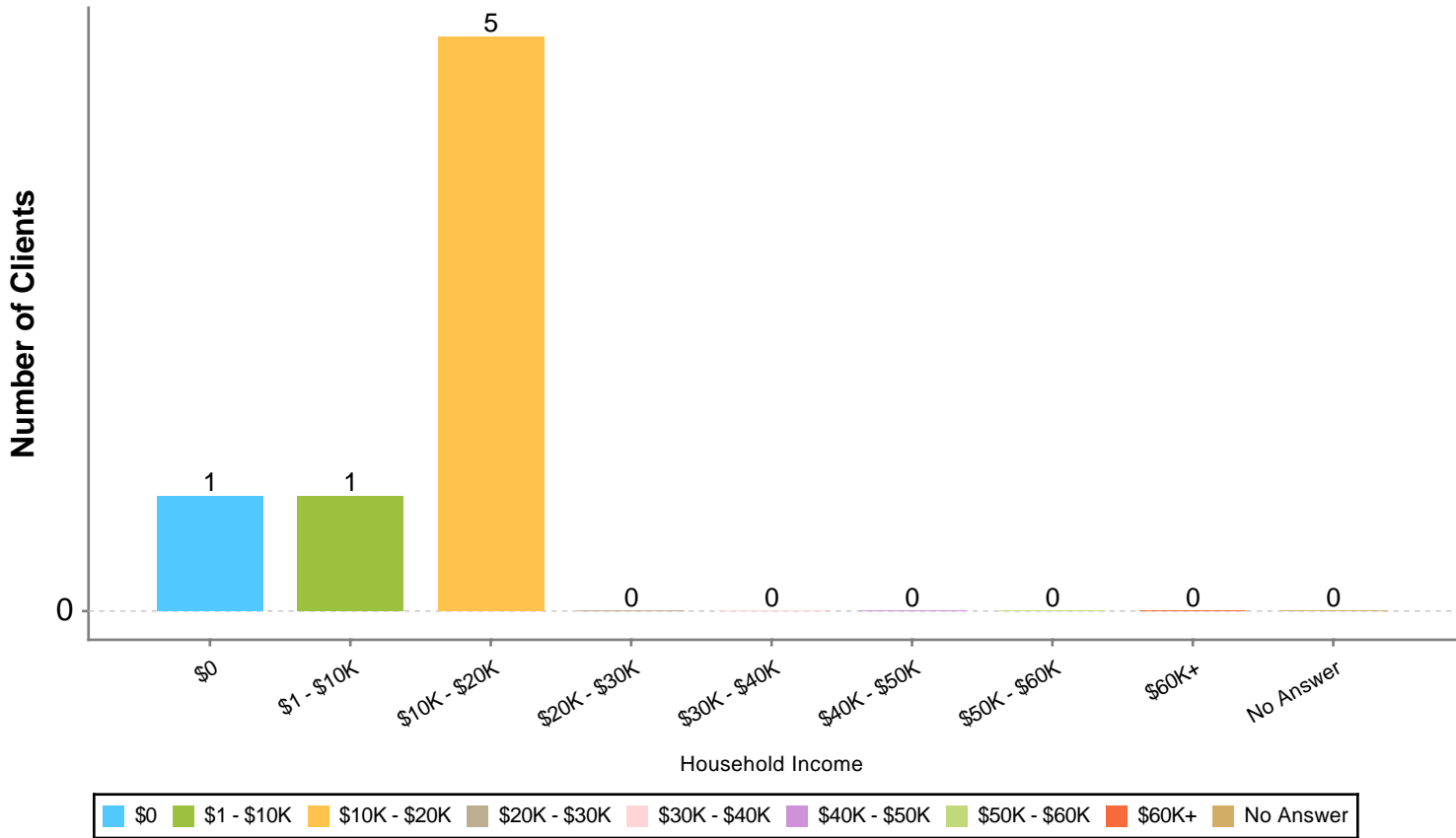
Prior Living Duration (Adults & HoHH)	# of Clients
One night or Less	0
Two to six nights	0
One week or more, but less than one month	1
One month or more, but less than 90 days	1
90 days or more, but less than one year	2
One year or longer	3
Client doesn't know	0
Client refused	0
No Answer	0
Total:	7

Individual Income (Adults & HoHH) Chart



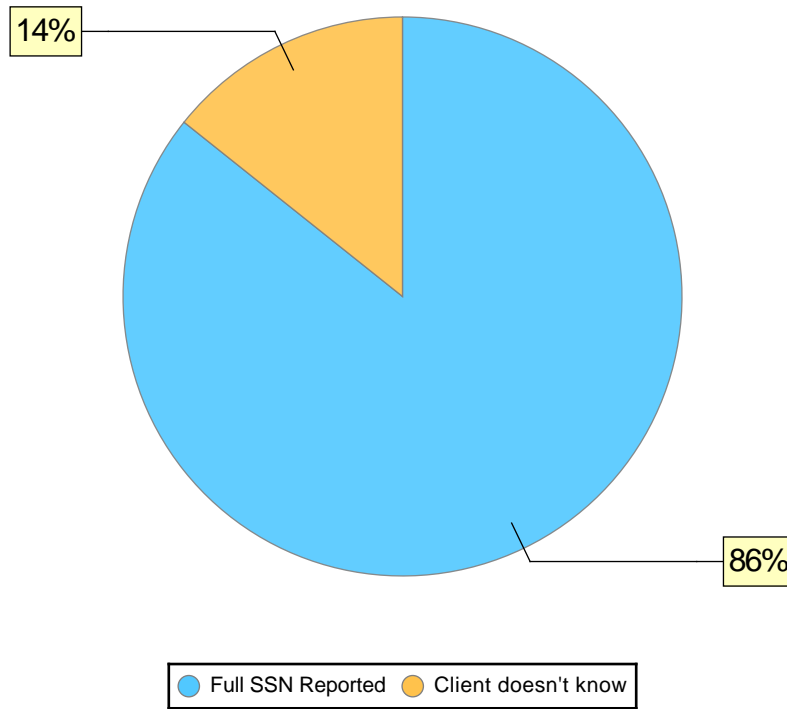
Individual Income (Adults & HoHH)	# of Clients
\$0	1
\$1 - \$10K	1
\$10K - \$20K	5
\$20K - \$30K	0
\$30K - \$40K	0
\$40K - \$50K	0
\$50K - \$60K	0
\$60K+	0
No Answer	0
Total:	7

Household Income Chart



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

SSN Validity Chart



SSN Validity	# of Clients
Full SSN Reported	6
Approximate or partial SSN reported	0
Client doesn't know	1
Client refused	0
No Answer	0
Total:	7

Client Demographics Report

CA-502 Alameda County/Oakland

Date Range: 04/01/2019 AND 06/30/2019

Veteran: All

Client Project Stays: All active

Programs

Street Outreach

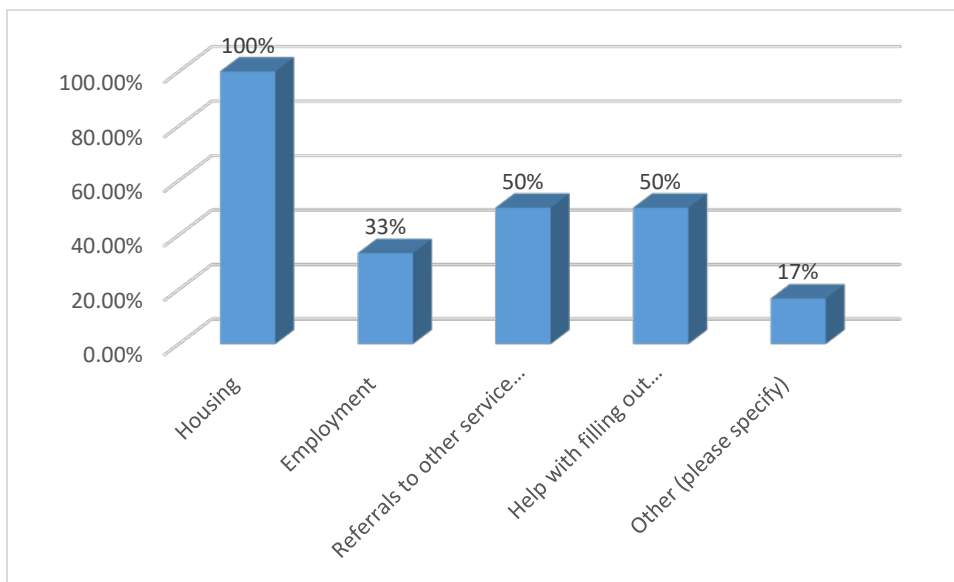
[BFHP - Berkeley Food and Housing Project] BFHP-NA-SO-Albany Outreach-Alb

Albany Project HOPE
Homeless Outreach and Engagement Program
Berkeley Food and Housing Project
Client Survey Results
July 2019

BFHP administered a client satisfaction survey to clients during the last quarter of FY 2019. The clients had the option of including their names, or responding anonymously. We received responses from six clients. Of these clients, four indicated they were in the process of receiving services, one reported having completed receiving services, and the other did not respond to the question.

All of the clients had received help with housing, while some also were assisted with employment services and/or with referrals to other service providers (see figure 1).

Figure 1. Types of Services received



Source: BFHP client satisfaction survey Spring 2019

Table 1 shows the average client response to items that included a Likert scale response (ranging from 1-strongly disagree to 4-strongly agree). It shows that respondents largely agreed or strongly agreed to these items, demonstrating high satisfaction with services provided. Importantly, there is high agreement with the belief on the part of respondents that they have a say in their services.

Table I. Client Satisfaction with Services

Survey Item	Average Response
1. I like the services that I receive from this organization.	3.5
2. I feel like I have a say in my services.	3.83
3. Staff have helped me set goals for myself.	3.5
4. I receive the kinds of services that I want and need.	3.8
5. Staff returned my calls.	3.5
6. Services were available at times and places that were good for me.	3.5
7. Staff believe that I can grow, change and recover.	3.33
8. I feel comfortable asking questions about my services.	3.5
9. I feel free to complain when I am not satisfied.	3.6
10. I was given information about my rights.	3.4
11. Staff respect my wishes about confidentiality.	3.8
12. Staff help me obtain information I need concerning my needs and benefits.	3.8
13. My case managers listen to what I have to say.	3.5
14. My case managers help me to set goals for myself.	3.5
15. I participate in my service planning.	3.4

Source: BFHP client satisfaction survey Spring 2019

Table 2 provides the average response to the next block of items, using the same scale. These items address how clients felt about the services they received. Again, the average response was a score between 3 (agree) and 4 (strongly agree).

Table 2: Reception of Services

Survey Item	Average Response
16. Staff have respected my wishes about who is, and who is not, to be given information about my services.	3.5
17. Staff are sensitive to my cultural / ethnic background (race, religion, language, etc.)	3.6
18. I can have the life I want, despite my recent challenges/problems.	3.33
19. I feel like I am in control of my services.	3.67
20. My wishes are respected about the amount of family involvement I want in my services.	3.8
21. The services I receive are helping to resolve my problem(s).	3.67
22. I would recommend this organization to a friend or a family member.	3.33

Source: BFHP client satisfaction survey Spring 2019

Table 3 provides the average response, using the same Likert four-point scale, to items addressing how the client feels about progress they have made since working with BFHP. The items were preceded by the statement “Since working with this agency...” Again, the scores show high agreement. One item,

#28 has a lower score because two of the six survey respondents disagreed that their problems are not bothering them as much.

Table 3: Progress Made Since Working with BFHP

Survey Item	Average response
23. I deal more effectively with daily problems.	3.17
24. I am better able to control my life.	3.5
25. I am better able to deal with crisis.	3.33
26. I am getting along better with my family.	3.4
27. I do better in social situations.	3.4
28. My problems are not bothering me as much.	3
29. I feel I am coping with life better.	3.33

Source: BFHP client satisfaction survey Spring 2019

Clients had the option to add written comments at the end of the survey. Two respondents did so:

Table 4: Open-ended Comments

Incredibly grateful for the help, support and professionalism! Katlyn Tracy was a superb case manager. I was very happy with her. I will miss her.

Source: BFHP client satisfaction survey Spring 2019

In summary, while the number of responses was low, those clients that did complete the survey showed a high degree of satisfaction with the services they receive, their relationship with BFHP, and their progress since having received BFHP services.