

**Albany Project HOPE**  
**Homeless Outreach and Engagement Program**  
**Berkeley Food and Housing Project Narrative Report to City Council**  
**July 2021-September 2021**

**Activities To-Date**

Great care is taken when engaging with unhoused individuals who often require multiple outreach attempts to build rapport and trust. The Albany Project Hope team continues to be available for outreach efforts when called by Albany PD, the Albany CARES team, and during regularly scheduled outreach shifts. Our Housing Navigator continues to conduct weekly and daily high-need client home visits to ensure clients receive needed support adjusting to new housing units. These home visits include checking if clients have adequate food, maintaining a level of cleanliness of the team, and not hoarding. Encourage clients to participate in essential self-care and hygiene routines, abide by the landlord and rental agreement rules, and practice other life skills for successful housing stability, including money management. Problem-solving and mediation between recently housed clients and their landlords are provided to ensure clients can maintain housing and retain relationships with landlords who, in return, will continue to partner with us in housing clients in the future.

This quarter, the Housing Navigator conducted outreach to seventeen unsheltered persons, two of whom agreed to be fully enrolled and entered into HMIS. The four clients who moved into the Albany transitional house last quarter remain there and are working with the HN to gather the necessary documentation to be eligible for permanent supportive housing (PSH) opportunities through Alameda County's Coordinated Entry System. Four clients who were permanently housed have now been in their units for six months. An additional three have been in their units for over 12 months. Two clients were successfully matched with PSH units through Coordinated Entry and are working with the HN to obtain updated documents and complete additional paperwork to move forward with those matches. We have not provided any additional short-term motel stays, rather connecting people to shelter resources through the Homeless Resource Centers (HRC) operated by Alameda County. Transportation has been essential in assisting clients in securing and maintaining permanent housing, including transport and help to view new units, transport to grocery stores, medical appointments, and shelter.

Outreach engagement focused on referrals from the Albany PD and Albany CARES team, including the continued support of one well-known and high-need client. The HN has continued working with this client to be eligible for a housing match through the Coordinated Entry System. The team supported seven clients with rental assistance this quarter. A reduction from the eleven supported last quarter. This reduction is due to helping all four receive housing vouchers through Coordinated Entry. One additional client who received a voucher is expected to move into housing next quarter. Discussions surrounding cost-share for current units and other permanent housing options continue to ensure all clients have housing stability once our services end. Staff have continued to support clients by providing Personal Protective Equipment (PPE), such as gloves and masks, and demonstrating the proper use of PPE.

## **Successes**

The Albany Project HOPE team has had several permanent housing matches and progress with a well-known, chronically homeless client this quarter. Two clients received PSH matches, and one client confirmed to have a section 8 voucher and started the process to port the voucher from HACA to Oakland Housing Authority, where the client is residing in a Rapid Rehousing unit. One client completed all required documentation to move into an affordable housing unit and should move in soon.

Four clients who successfully moved into the Albany transitional house continued working on documents and completing assessments needed for PSH. Additionally, staff successfully continued to search for housing for a well-known and chronically disabled client who recently received a housing voucher. HN continues motivating clients to go into and stay in the shelter in the interim and until permanent housing is secured.

## **Challenges**

We continue to experience staffing challenges as we recruit for the Supervisory Case Manager (SCM) position vacated in April 2021. The Associate Director of Programs has provided additional support to the Housing Navigator and has taken on most of the duties of the SCM. We are actively recruiting to backfill the position while we continue to serve clients in the program.

Additionally, many of our clients' severe mental health disabilities make essential communication and coordination of services challenging for our team. Concerns with clients' responsiveness to phone calls, requests to meet, and their cooperation with obtaining required documentation such as accurate income statements have posed a challenge to securing housing units after a PSH match is received. Additional challenges include some clients refusing shelter options while awaiting permanent housing while others who have a temporary shelter stay choose to return to familiar locations in the community due to mental health disabilities, creating concern among the community. Some clients receive multiple PSH matches while others have yet to receive one, making it challenging to find housing support for those clients and, in return, discouraging them. Regular mental health assistance is needed to help some clients be successful in the search for obtaining and sustaining permanent housing.

**BFHP Albany Project Hope**  
**Project Performance Measures and Targets FY21-22**

\*Due on the 15th of each month following quarter end

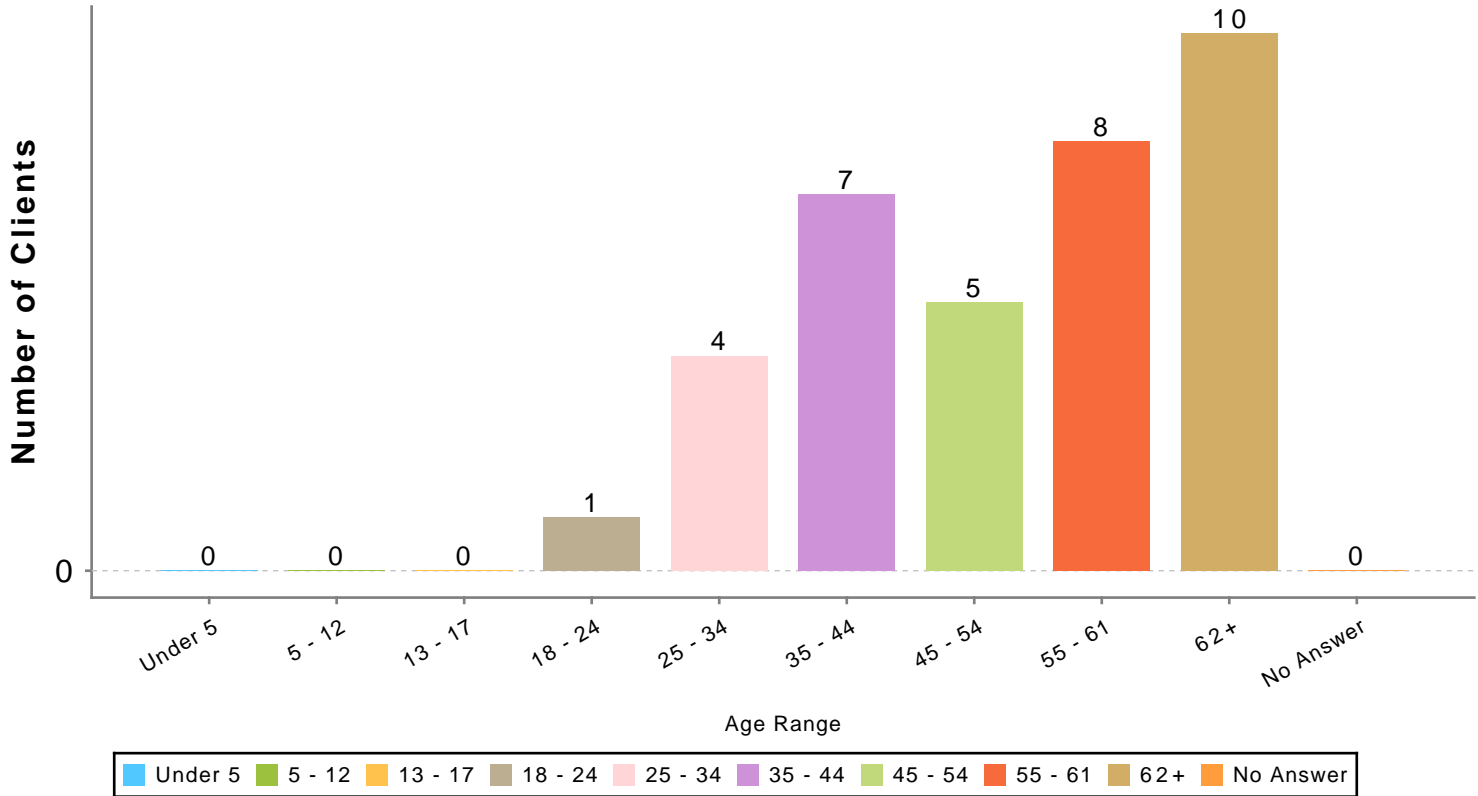
<b>Performance Measure</b>	<b>Target</b>	<b>Q1 progress/ activity</b>	<b>Q2 progress/ activity</b>	<b>Q3 progress/ activity</b>	<b>Q4 progress/ activity</b>	<b>Year to date statistics</b>	<b>Comments</b>
Outreach contacts (unduplicated contact with a new client)	60	17				17	
Performed initial intake/enrollment	40	2				2	
Number of housing case plans performed	25	10				10	
New Clients Housed (RRH)	12	0				0	
Master Leasing – New clients housed	10	4				4	
Clients maintaining housing for 6 months	8	4				4	
*Clients maintaining housing for a year	7	3				3	
Clients matched with PSH- Coordinated Entry	6	2				2	
New Clients - prevention	6	0				0	
Clients receiving flexible housing subsidy for move in costs	10	2				2	
Clients receiving short- term motel stay	8	0				0	
Clients served with Landlords incentives	12	0				0	

\*May include duplicate  
clients



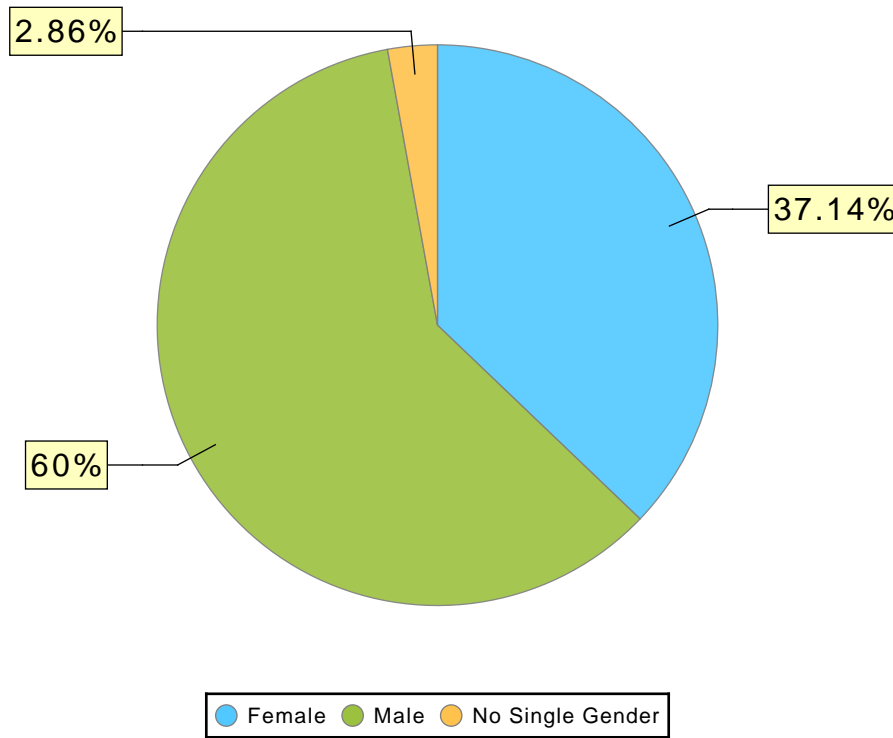
**Client Demographics**  
**Housing Navigation**

### Age Range Chart



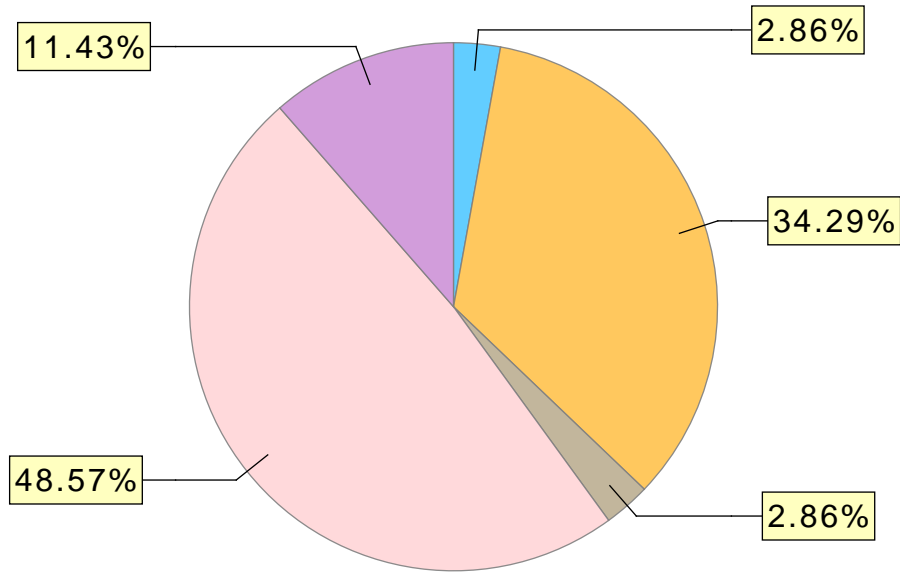
Age Range	# of Clients
Under 5	0
5 - 12	0
13 - 17	0
18 - 24	1
25 - 34	4
35 - 44	7
45 - 54	5
55 - 61	8
62+	10
No Answer	0
<b>Total:</b>	<b>35</b>

### Gender Chart



Gender	# of Clients
Female	13
Male	21
No Single Gender	1
Transgender	0
Questioning	0
Client doesn't know	0
Client refused	0
No Answer	0
<b>Total:</b>	<b>35</b>

### Race Chart

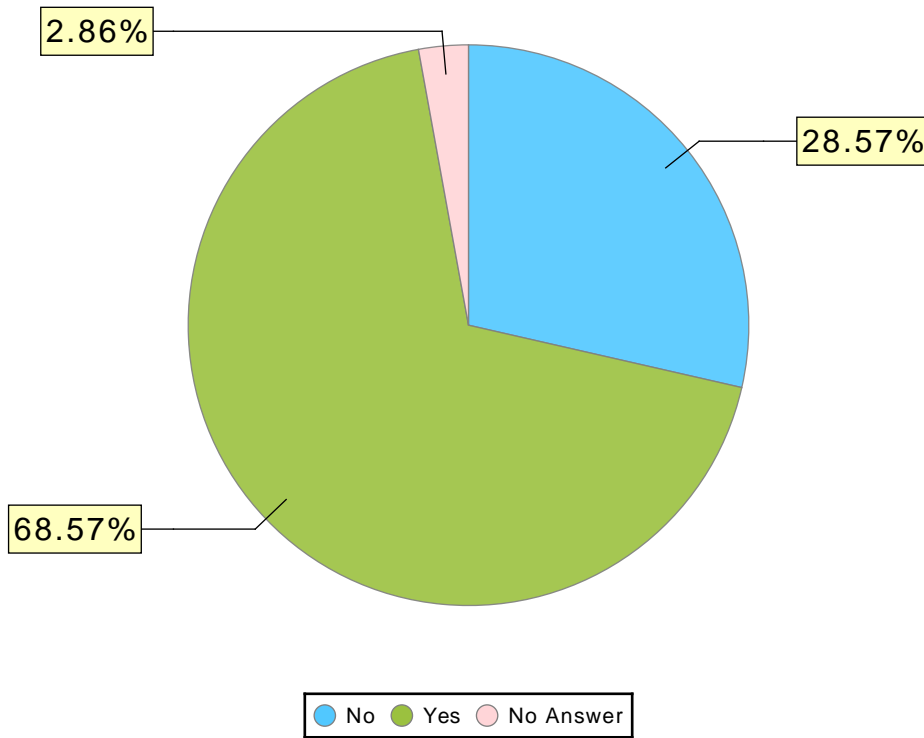


● American Indian, Alaska Native, or Indigenous 
 ● Black, African American, or African 
 ● Native Hawaiian or Pacific Islander 
 ● White 
 ● Multiple races

Race	# of Clients
American Indian, Alaska Native, or Indigenous	1
Asian or Asian American	0
Black, African American, or African	12
Native Hawaiian or Pacific Islander	1
White	17
Multiple races	4
Client Don't know / Refused	0
No Answer	0
<b>Total:</b>	<b>35</b>

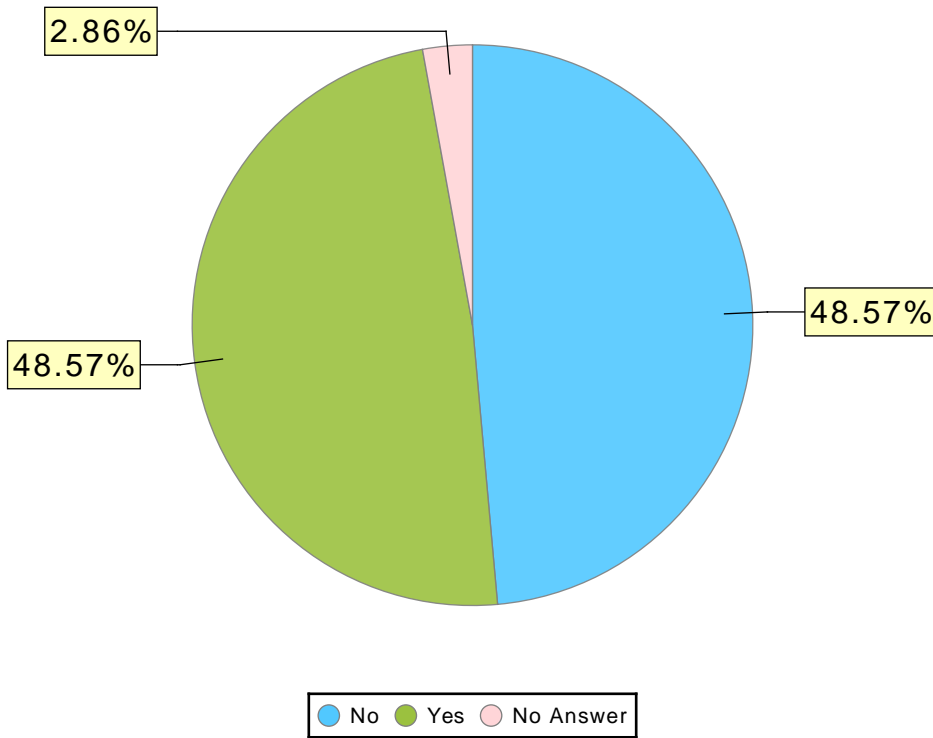


**Disabled (Adults & HoH) Chart**



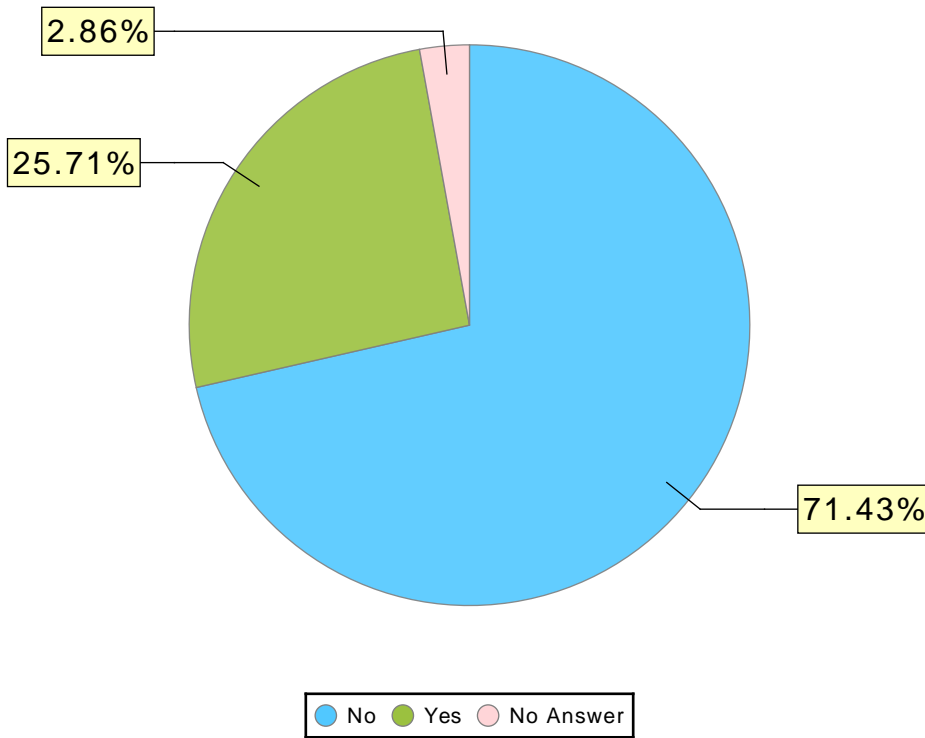
Disabled (Adults & HoH)	# of Clients
No	10
Yes	24
Client doesn't know	0
Client refused	0
No Answer	1
<b>Total:</b>	<b>35</b>

### Physical Disability Chart



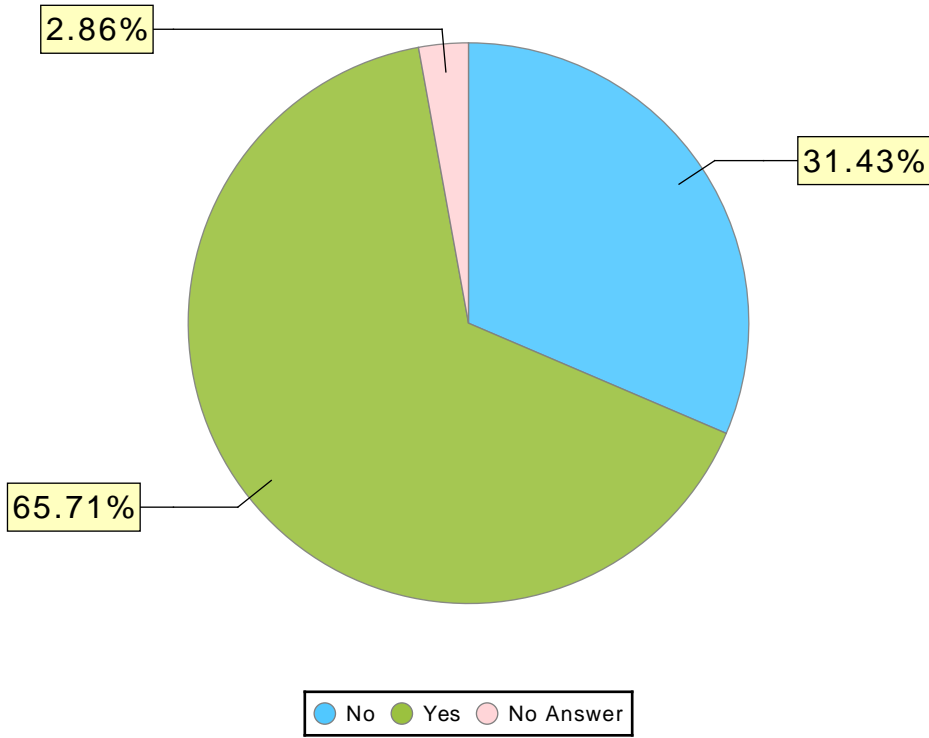
Physical Disability	# of Clients
No	17
Yes	17
Client doesn't know	0
Client refused	0
No Answer	1
<b>Total:</b>	<b>35</b>

**Developmental Disability Chart**



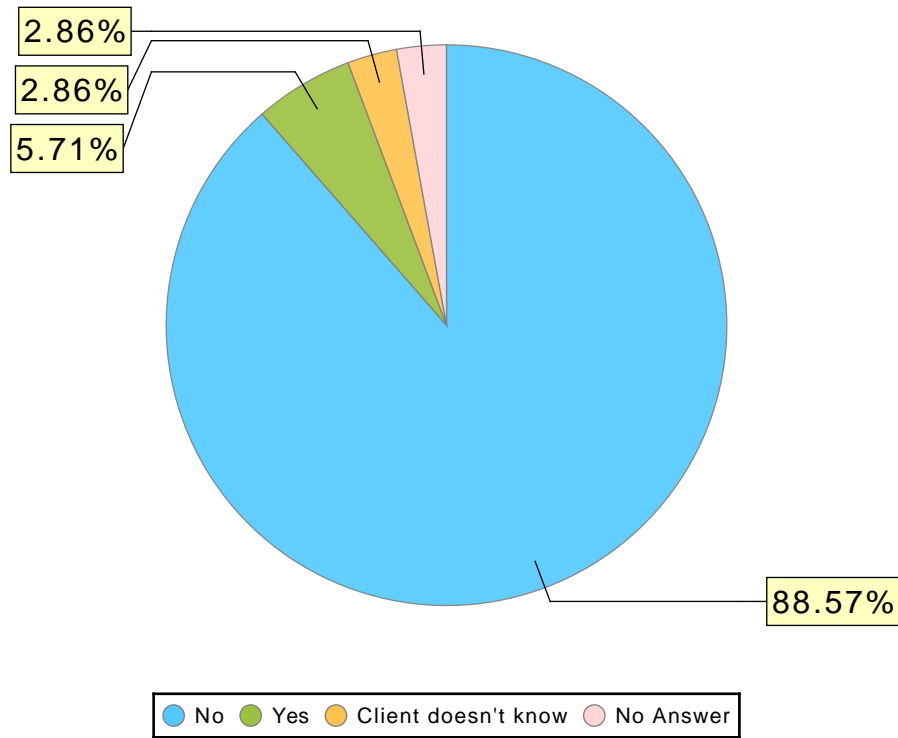
Developmental Disability	# of Clients
No	25
Yes	9
Client doesn't know	0
Client refused	0
No Answer	1
<b>Total:</b>	<b>35</b>

**Chronic Health Condition Chart**



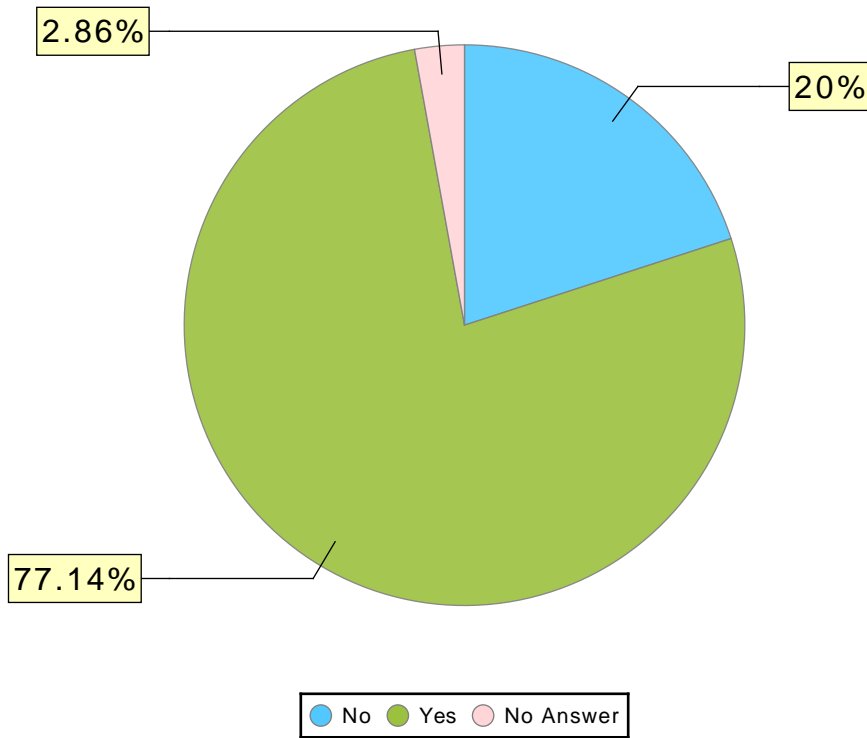
Chronic Health Condition	# of Clients
No	11
Yes	23
Client doesn't know	0
Client refused	0
No Answer	1
<b>Total:</b>	<b>35</b>

**HIV/AIDS Chart**



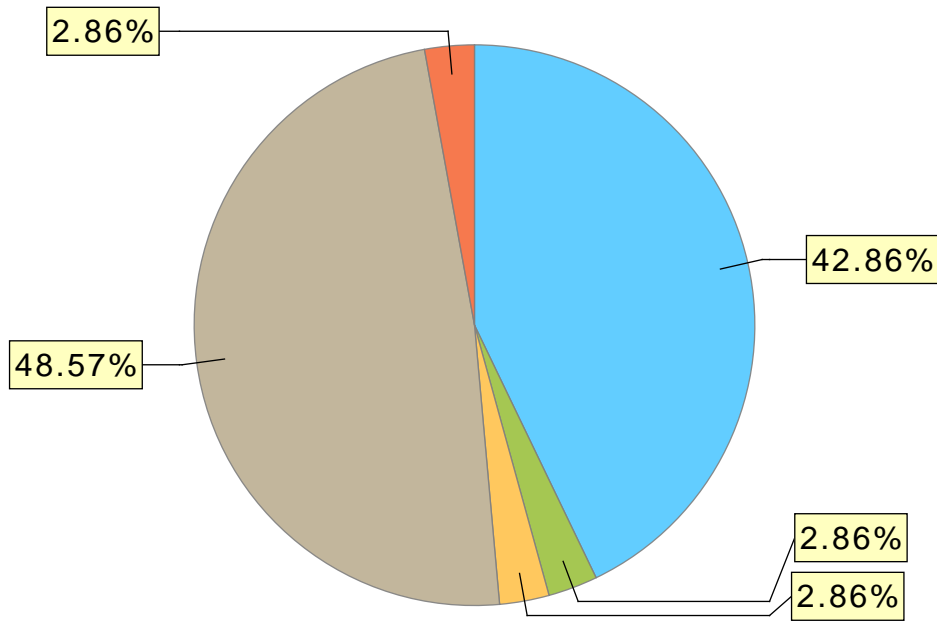
HIV/AIDS	# of Clients
No	31
Yes	2
Client doesn't know	1
Client refused	0
No Answer	1
<b>Total:</b>	<b>35</b>

**Mental Health Disorder Chart**



Mental Health Disorder	# of Clients
No	7
Yes	27
Client doesn't know	0
Client refused	0
No Answer	1
<b>Total:</b>	<b>35</b>

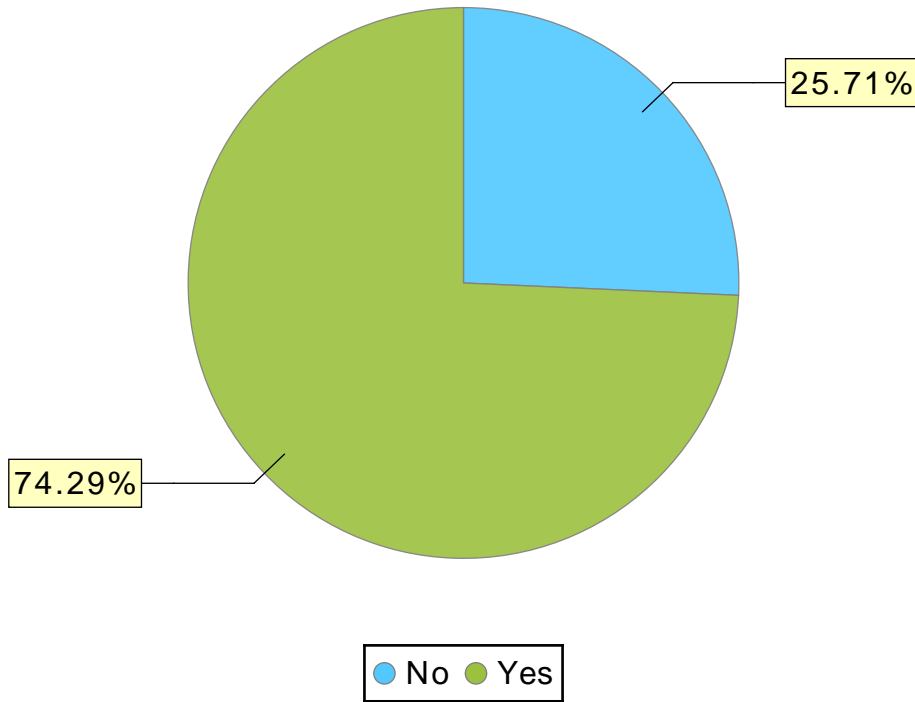
**Substance Use Disorder Chart**



● No 
 ● Alcohol use disorder 
 ● Drug use disorder 
 ● Both alcohol and drug use disorders 
 ● No Answer

Substance Use Disorder	# of Clients
No	15
Alcohol use disorder	1
Drug use disorder	1
Both alcohol and drug use disorders	17
Client doesn't know	0
Client refused	0
No Answer	1
<b>Total:</b>	<b>35</b>

**Chronic Homelessness (Adults & HoH) Chart**



<b>Chronic Homelessness (Adults &amp; HoH)</b>	<b># of Clients</b>
No	9
Yes	26
<b>Clients Entering from Homelessness</b>	<b># of Clients</b>
Yes	33
No	2
<b>Approximate Date Started</b>	<b># of Clients</b>
365 Days or More	28
Less Than 365 Days	5
Missing	0
Not applicable	2
<b>Times Homeless in the Past Three Years</b>	<b># of Clients</b>
One Time	8
Two Times	0
Three Times	2
Four or more times	23
Client doesn't know	0
Client refused	0



# Client Demographics Report

## BFHP - Berkeley Food and Housing Project

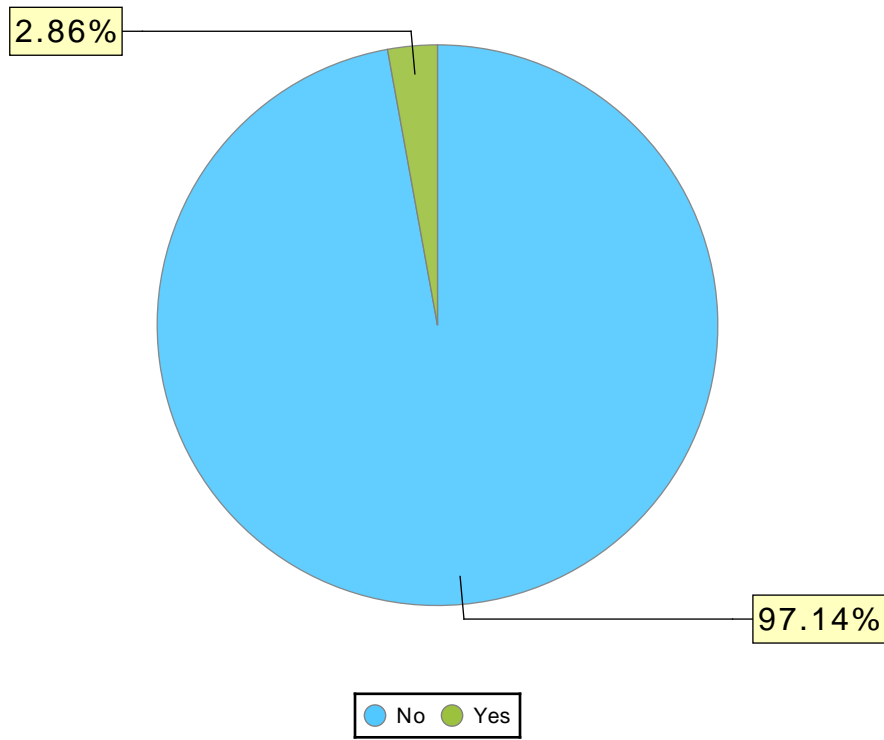
Date Range: 07/01/2021 thru 09/30/2021

Veteran: All

Client Project Stays: All active

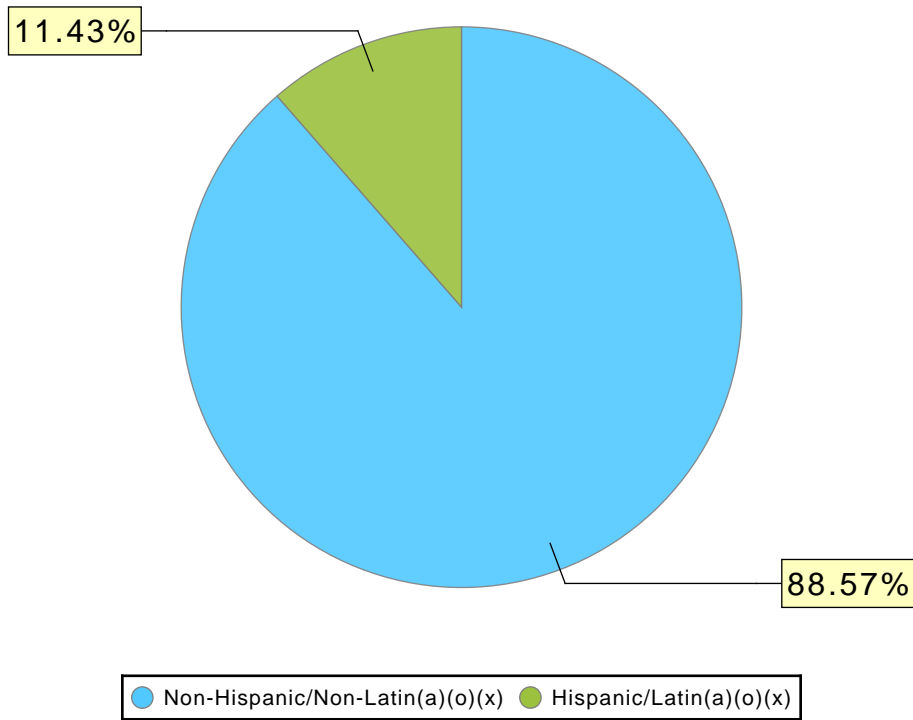
Times Homeless in the Past Three Years	# of Clients
No Answer	2
Total Months Homeless in the Past Three years	# of Clients
One month (this time is the first month)	0
Two Months	1
Three Months	0
Four Months	2
Five Months	2
Six Months	0
Seven Months	2
Eight Months	0
Nine Months	0
Ten Months	0
Eleven Months	0
Twelve Months	0
More than 12 Months	26
Client doesn't know	0
Client refused	0
No Answer	0
Not Applicable	2
<b>Total:</b>	<b>35</b>

**Veteran Status (Adults Only) Chart**



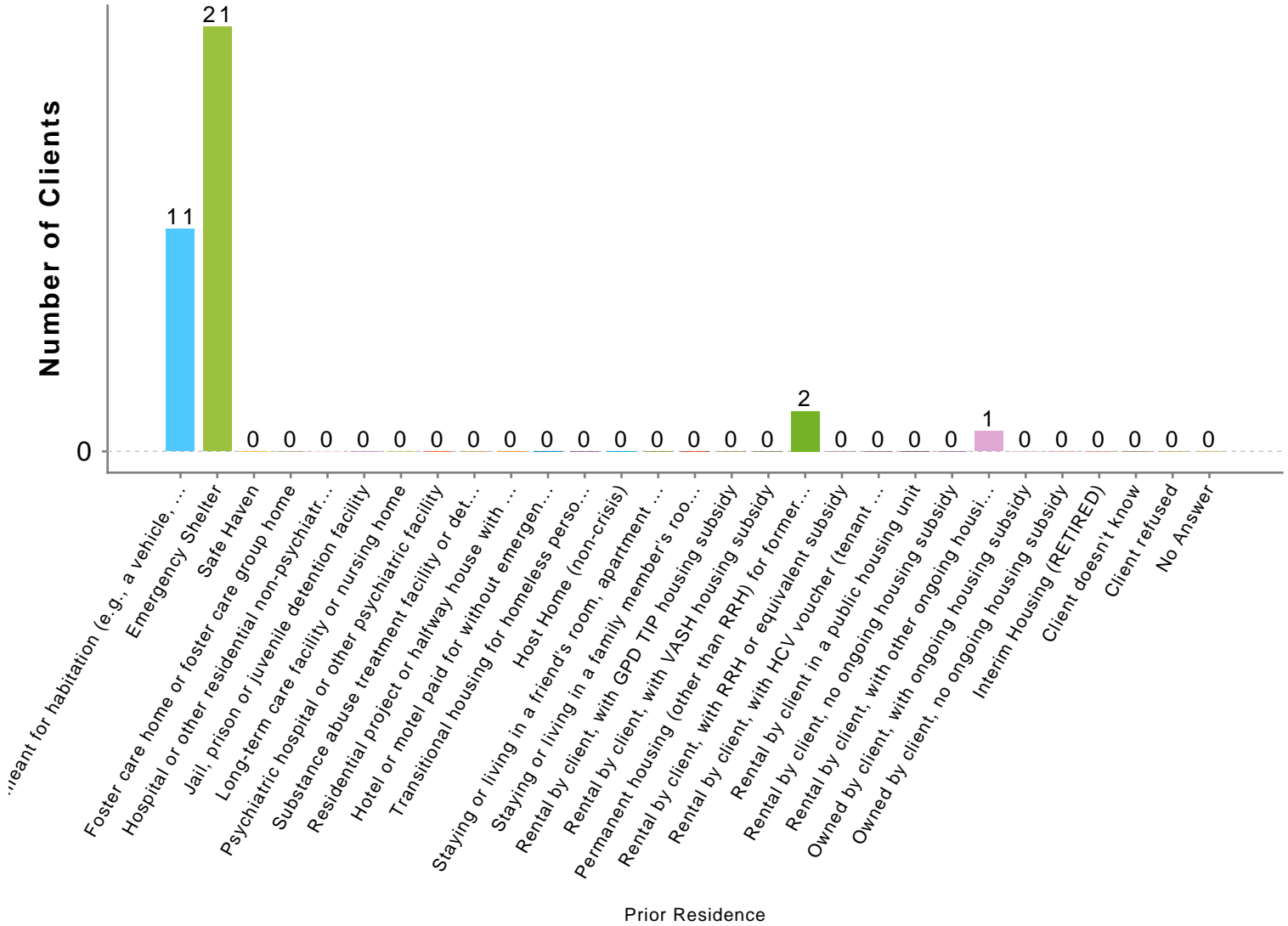
Veteran Status (Adults Only)	# of Clients
No	34
Yes	1
Client doesn't know	0
Client refused	0
No Answer	0
<b>Total:</b>	<b>35</b>

**Hispanic Ethnicity Chart**



Hispanic Ethnicity	# of Clients
Non-Hispanic/Non-Latin(a)(o)(x)	31
Hispanic/Latin(a)(o)(x)	4
Client doesn't know	0
Client refused	0
No Answer	0
<b>Total:</b>	<b>35</b>

### Prior Living Situation (Adults & HoH) Chart



Place not meant for habitation (e.g., a vehicle, an abandoned building, bus/train/subway station/airport or anywhere outside)	Emergency shelter, including hotel or motel paid for with emergency shelter voucher, or RHY-funded Host Home shelter	Safe Haven
Foster care home or foster care group home	Hospital or other residential non-psychiatric medical facility	
Jail, prison or juvenile detention facility	Long-term care facility or nursing home	Psychiatric hospital or other psychiatric facility
Substance abuse treatment facility or detox center	Residential project or halfway house with no homeless criteria	
Hotel or motel paid for without emergency shelter voucher	Transitional housing for homeless persons (including homeless youth)	
Host Home (non-crisis)	Staying or living in a friend's room, apartment or house	
Staying or living in a family member's room, apartment or house	Rental by client, with GPD TIP housing subsidy	
Rental by client, with VASH housing subsidy	Permanent housing (other than RRH) for formerly homeless persons	
Rental by client, with RRH or equivalent subsidy	Rental by client, with HCV voucher (tenant or project based)	
Rental by client in a public housing unit	Rental by client, no ongoing housing subsidy	
Rental by client, with other ongoing housing subsidy	Owned by client, with ongoing housing subsidy	
Owned by client, no ongoing housing subsidy	Interim Housing (RETIRED)	Client doesn't know
	Client refused	No Answer

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

## BFHP - Berkeley Food and Housing Project

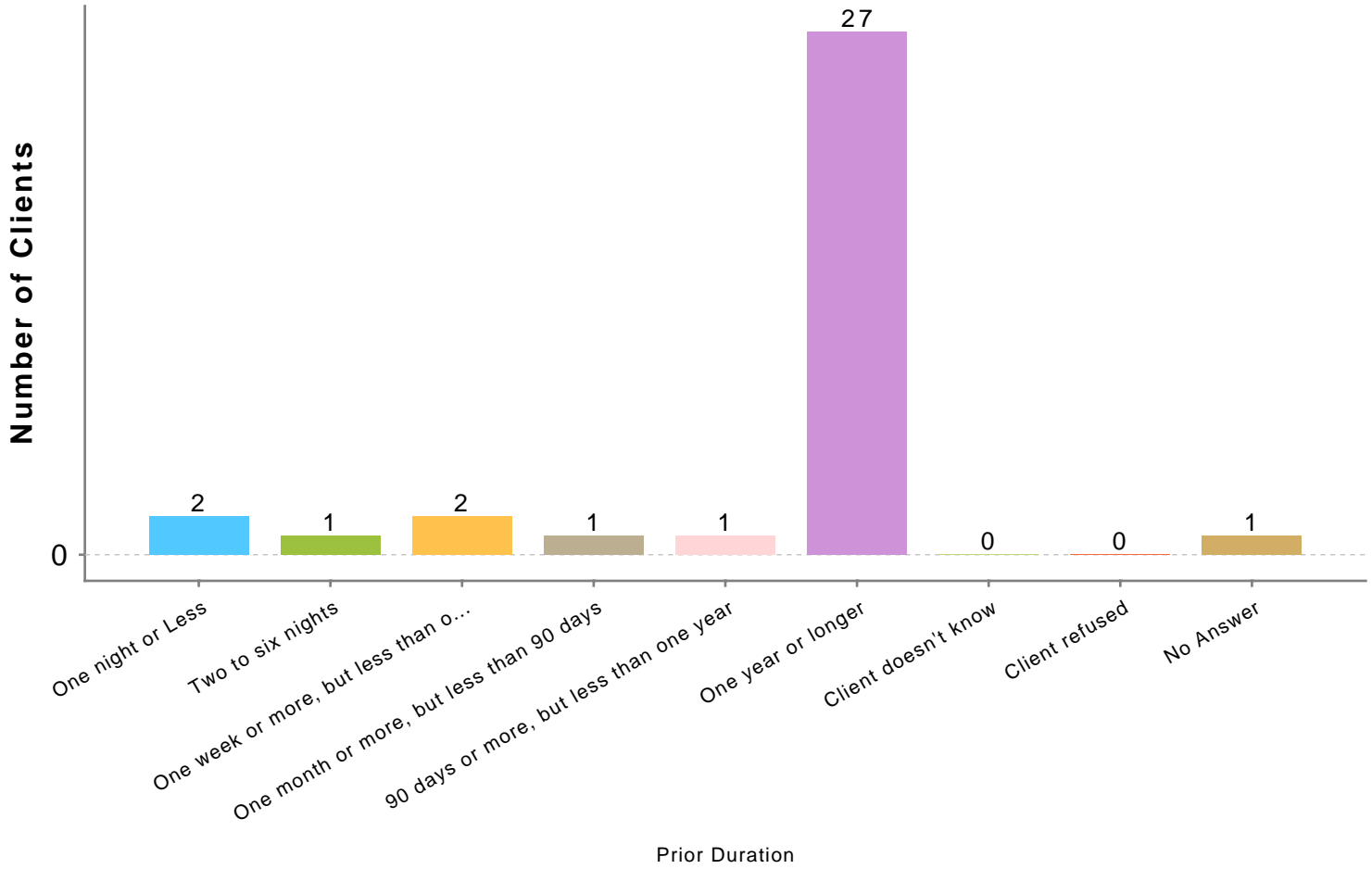
Date Range: 07/01/2021 thru 09/30/2021

Veteran: All

Client Project Stays: All active

Prior Living Situation (Adults & HoH)	# of Clients
Place not meant for habitation (e.g., a vehicle, an abandoned building, bus/train/subway station/airport or anywhere outside)	11
Emergency shelter, including hotel or motel paid for with emergency shelter voucher, or RHY-funded Host Home shelter	21
Safe Haven	0
Foster care home or foster care group home	0
Hospital or other residential non-psychiatric medical facility	0
Jail, prison or juvenile detention facility	0
Long-term care facility or nursing home	0
Psychiatric hospital or other psychiatric facility	0
Substance abuse treatment facility or detox center	0
Residential project or halfway house with no homeless criteria	0
Hotel or motel paid for without emergency shelter voucher	0
Transitional housing for homeless persons (including homeless youth)	0
Host Home (non-crisis)	0
Staying or living in a friend's room, apartment or house	0
Staying or living in a family member's room, apartment or house	0
Rental by client, with GPD TIP housing subsidy	0
Rental by client, with VASH housing subsidy	0
Permanent housing (other than RRH) for formerly homeless persons	2
Rental by client, with RRH or equivalent subsidy	0
Rental by client, with HCV voucher (tenant or project based)	0
Rental by client in a public housing unit	0
Rental by client, no ongoing housing subsidy	0
Rental by client, with other ongoing housing subsidy	1
Owned by client, with ongoing housing subsidy	0
Owned by client, no ongoing housing subsidy	0
Interim Housing (RETIRED)	0
Client doesn't know	0
Client refused	0
No Answer	0
<b>Total:</b>	<b>35</b>

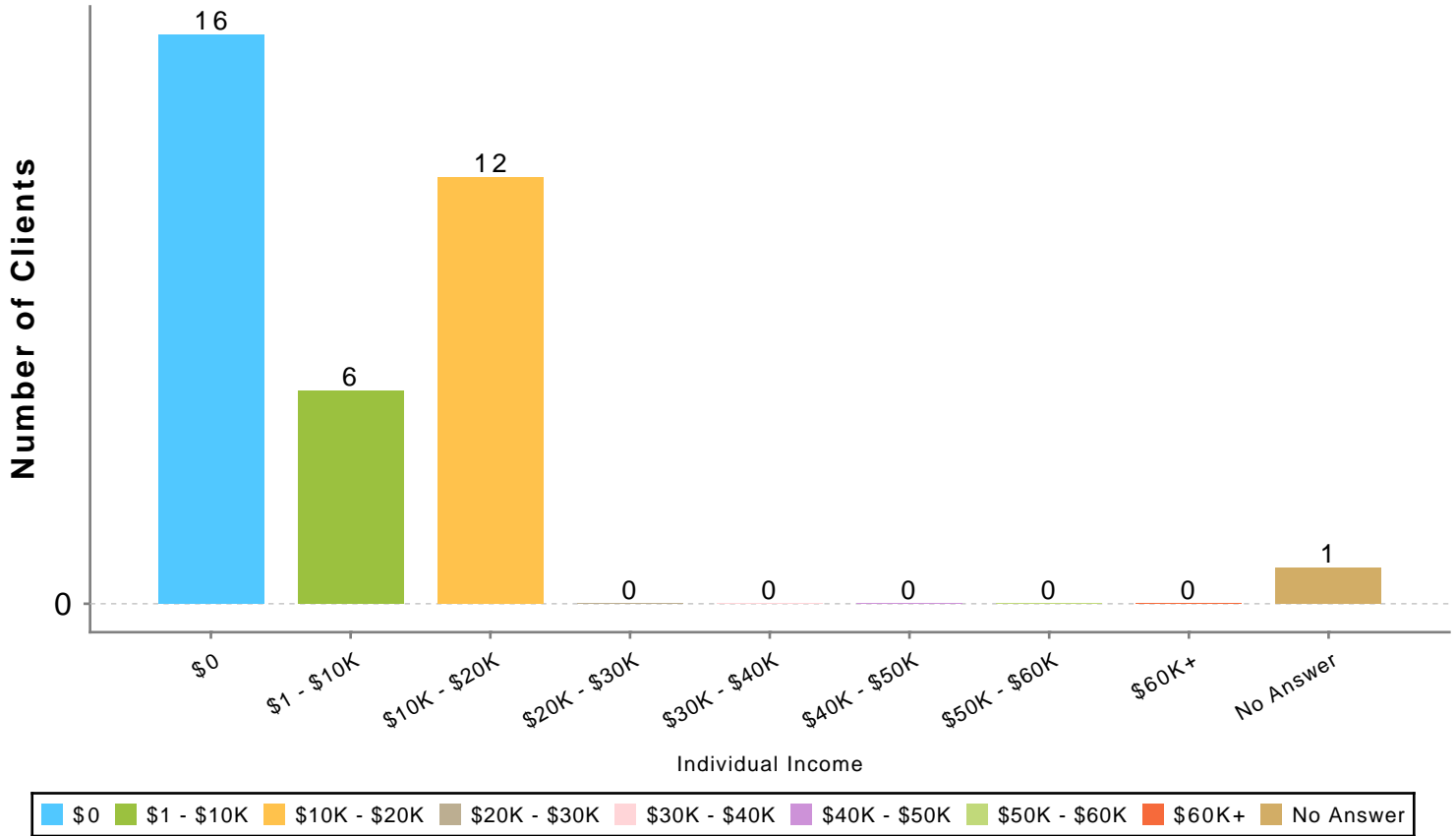
### Prior Living Duration (Adults & HoH) Chart



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
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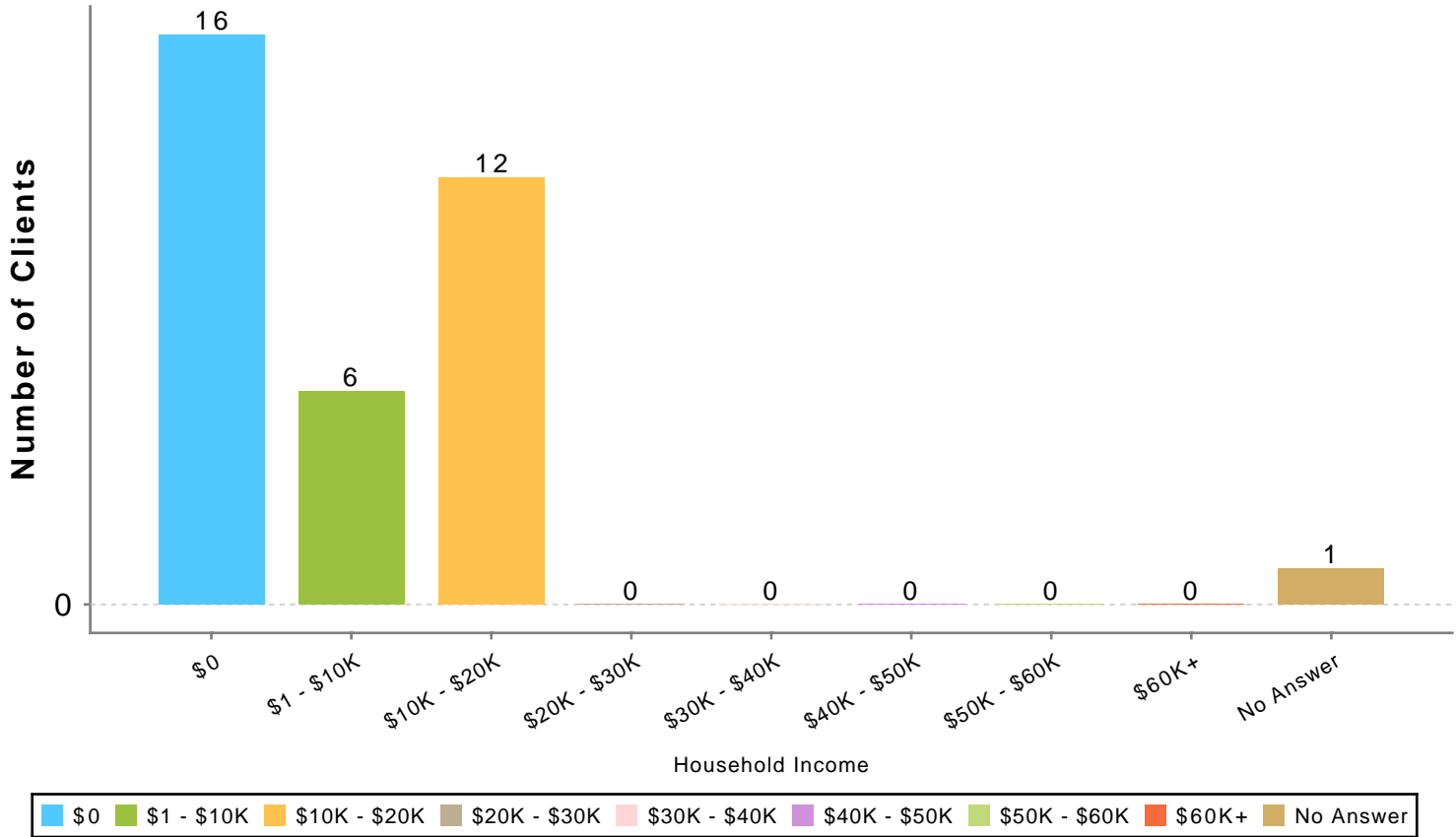
Prior Living Duration (Adults & HoH)	# of Clients
One night or Less	2
Two to six nights	1
One week or more, but less than one month	2
One month or more, but less than 90 days	1
90 days or more, but less than one year	1
One year or longer	27
Client doesn't know	0
Client refused	0
No Answer	1
<b>Total:</b>	<b>35</b>

### Individual Income (Adults & HoH) Chart



Individual Income (Adults & HoH)	# of Clients
\$0	16
\$1 - \$10K	6
\$10K - \$20K	12
\$20K - \$30K	0
\$30K - \$40K	0
\$40K - \$50K	0
\$50K - \$60K	0
\$60K+	0
No Answer	1
<b>Total:</b>	<b>35</b>

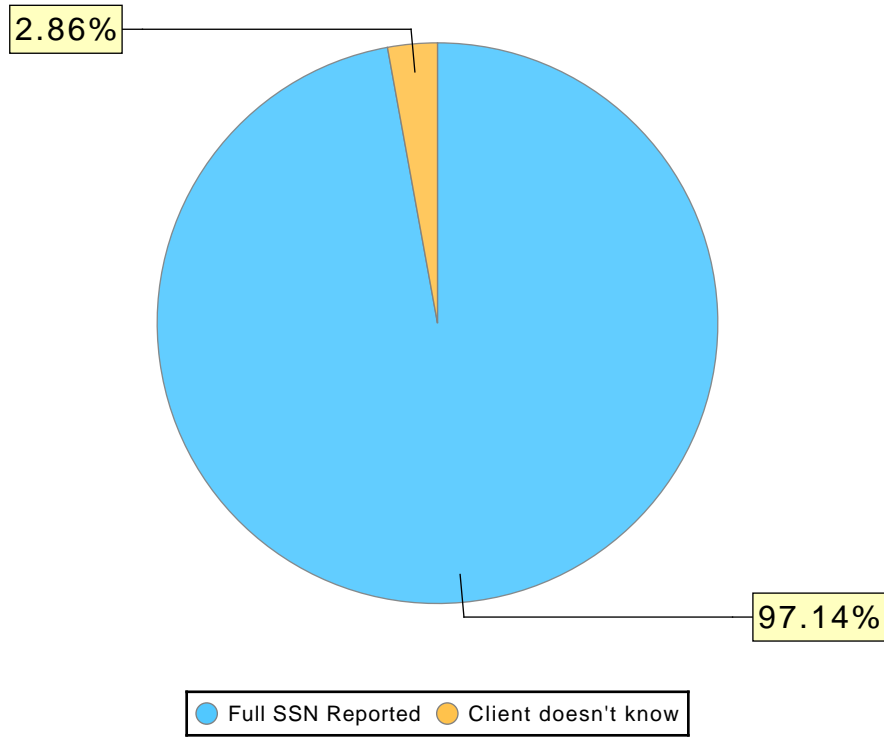
### Household Income Chart



Household Income	# of Clients
\$0	16
\$1 - \$10K	6
\$10K - \$20K	12
\$20K - \$30K	0
\$30K - \$40K	0
\$40K - \$50K	0
\$50K - \$60K	0
\$60K+	0
No Answer	1
<b>Total:</b>	<b>35</b>



**SSN Validity Chart**



SSN Validity	# of Clients
Full SSN Reported	34
Approximate or partial SSN reported	0
Client doesn't know	1
Client refused	0
No Answer	0
<b>Total:</b>	<b>35</b>

# Client Demographics Report

## BFHP - Berkeley Food and Housing Project

Date Range: 07/01/2021 thru 09/30/2021

Veteran: All

Client Project Stays: All active

### Programs

### Services Only

BFHP-NA-SSO-Albany Housing Navigation-Alb

# **Client Demographics Outreach**

# Client Demographics Report

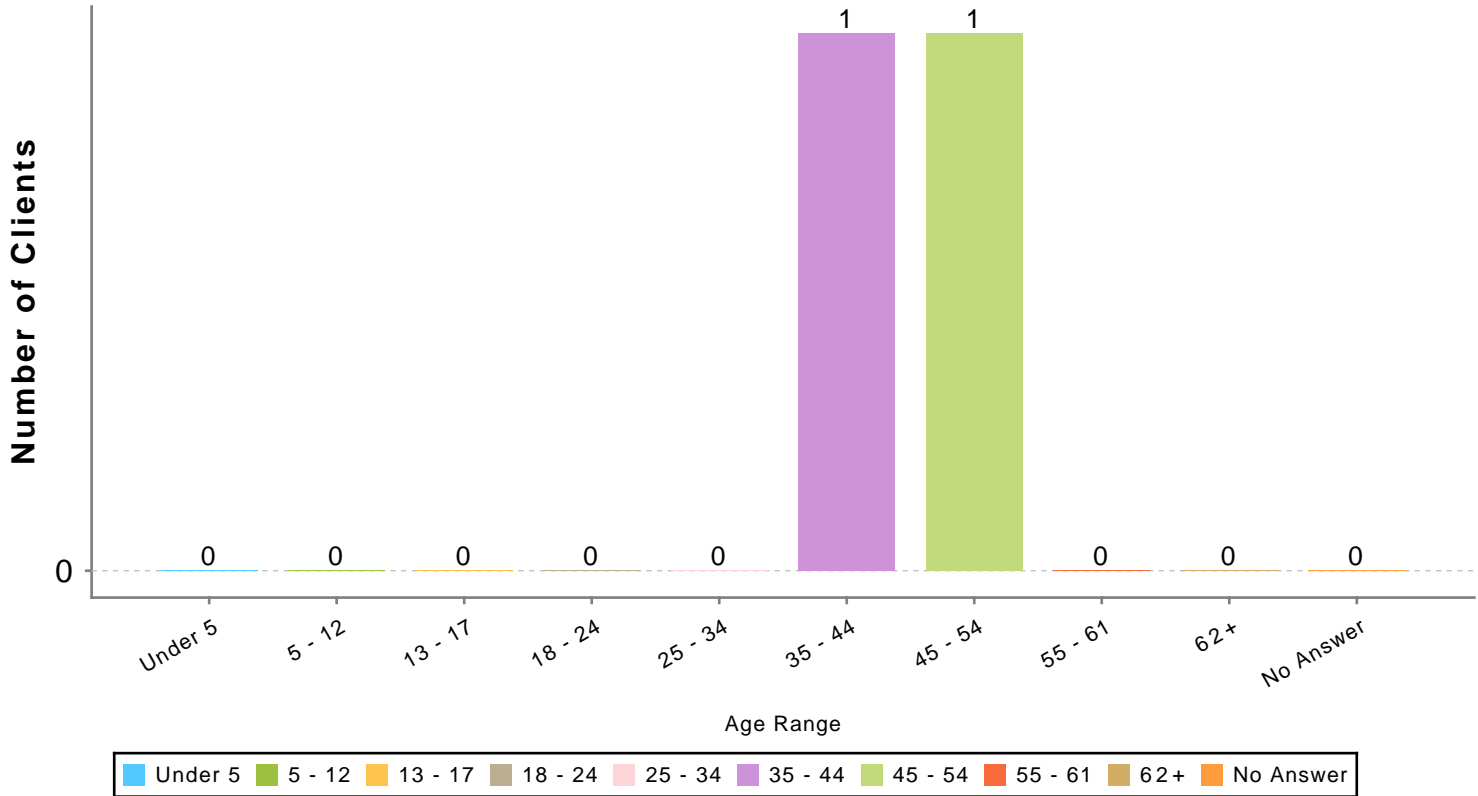
## BFHP - Berkeley Food and Housing Project

Date Range: 07/01/2021 thru 09/30/2021

Veteran: All

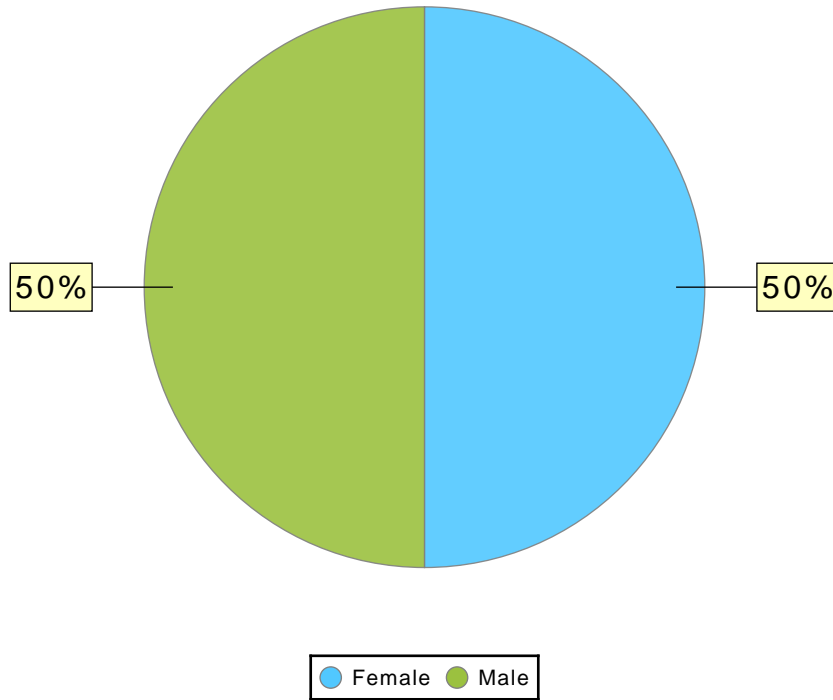
Client Project Stays: All active

### Age Range Chart



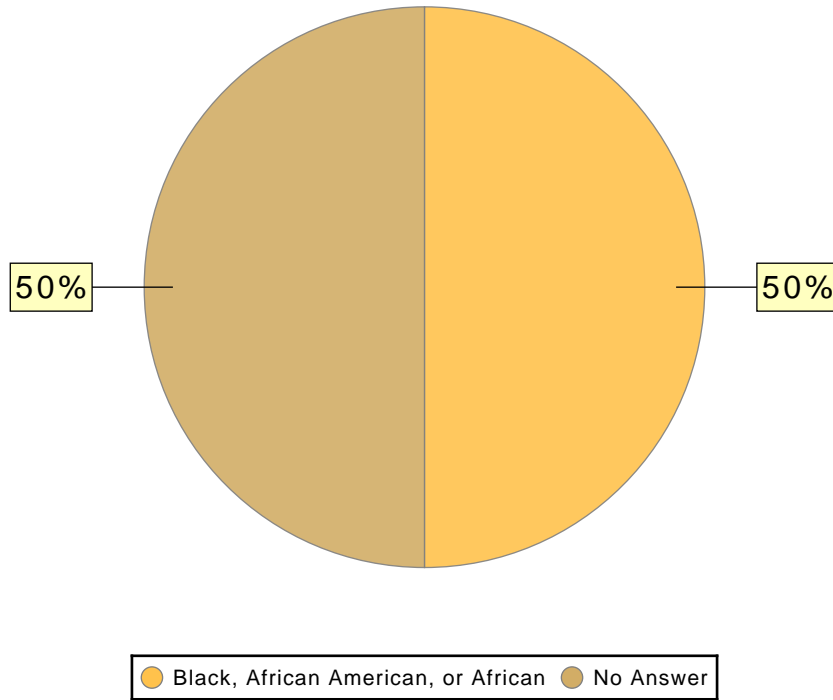
Age Range	# of Clients
Under 5	0
5 - 12	0
13 - 17	0
18 - 24	0
25 - 34	0
35 - 44	1
45 - 54	1
55 - 61	0
62+	0
No Answer	0
<b>Total:</b>	<b>2</b>

**Gender Chart**



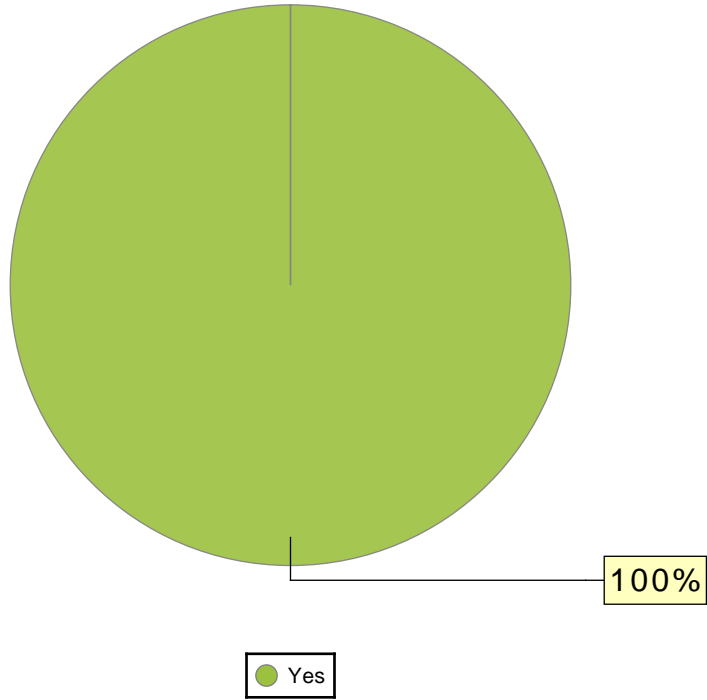
Gender	# of Clients
Female	1
Male	1
No Single Gender	0
Transgender	0
Questioning	0
Client doesn't know	0
Client refused	0
No Answer	0
<b>Total:</b>	<b>2</b>

**Race Chart**



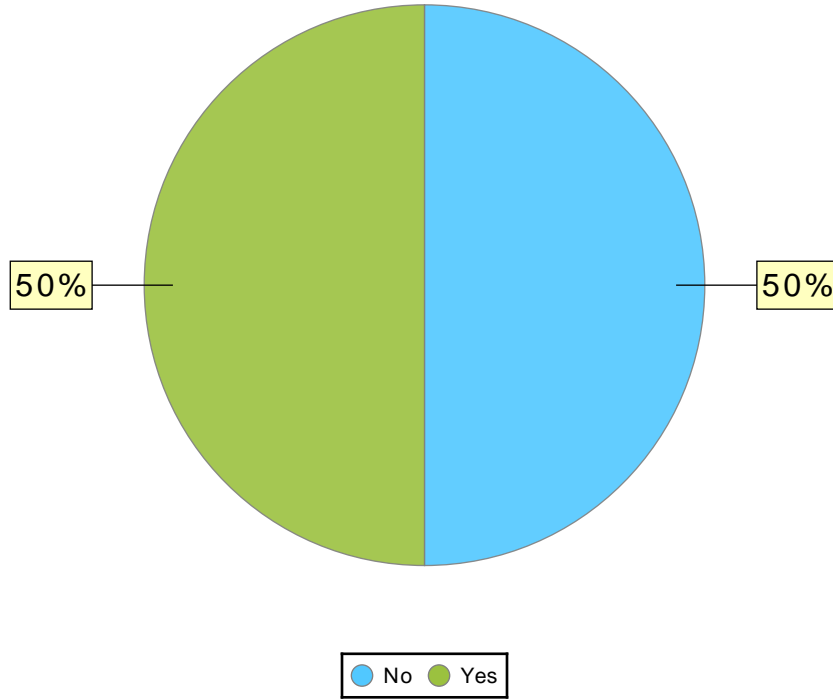
Race	# of Clients
American Indian, Alaska Native, or Indigenous	0
Asian or Asian American	0
Black, African American, or African	1
Native Hawaiian or Pacific Islander	0
White	0
Multiple races	0
Client Don't know / Refused	0
No Answer	1
<b>Total:</b>	<b>2</b>

**Disabled (Adults & HoH) Chart**



Disabled (Adults & HoH)	# of Clients
No	0
Yes	2
Client doesn't know	0
Client refused	0
No Answer	0
<b>Total:</b>	<b>2</b>

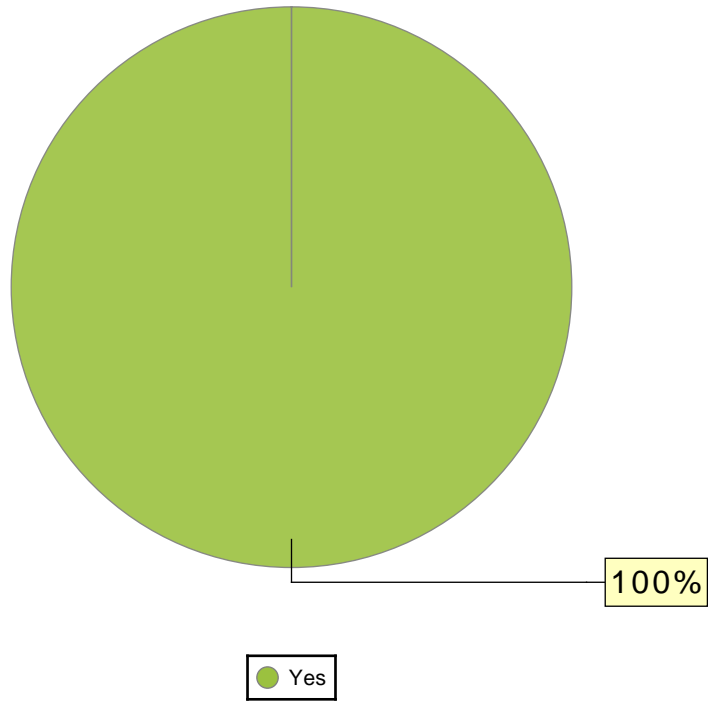
**Physical Disability Chart**



Physical Disability	# of Clients
No	1
Yes	1
Client doesn't know	0
Client refused	0
No Answer	0
<b>Total:</b>	<b>2</b>

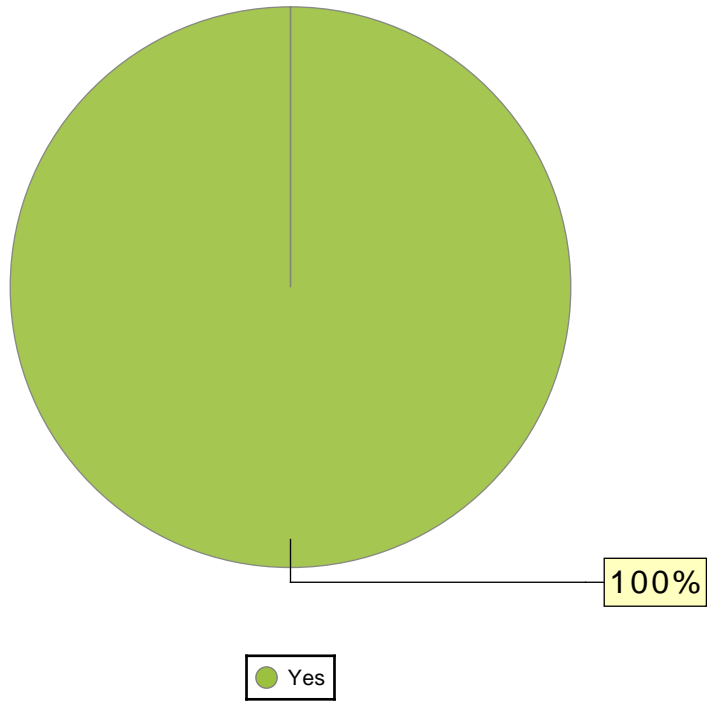


**Developmental Disability Chart**



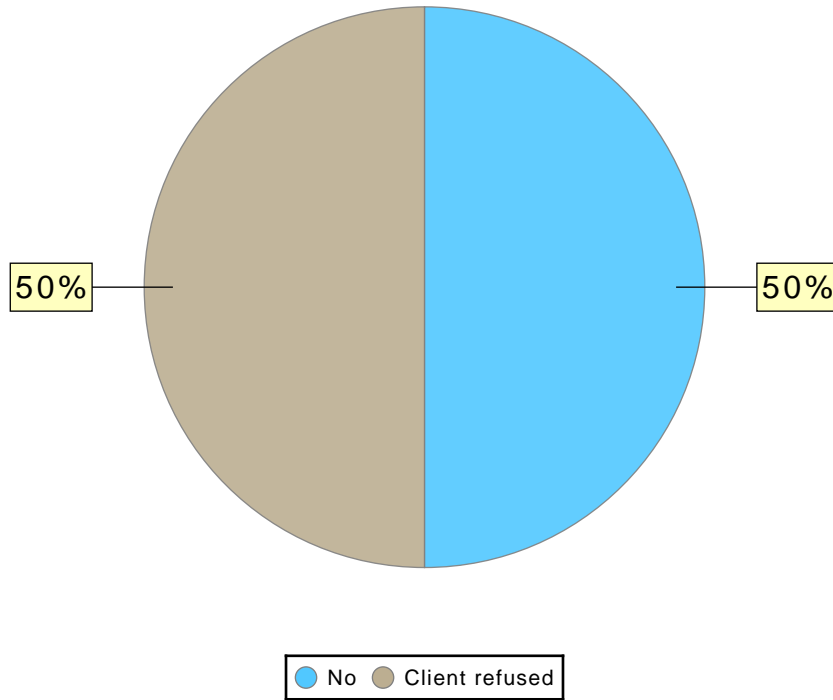
Developmental Disability	# of Clients
No	0
Yes	2
Client doesn't know	0
Client refused	0
No Answer	0
<b>Total:</b>	<b>2</b>

**Chronic Health Condition Chart**



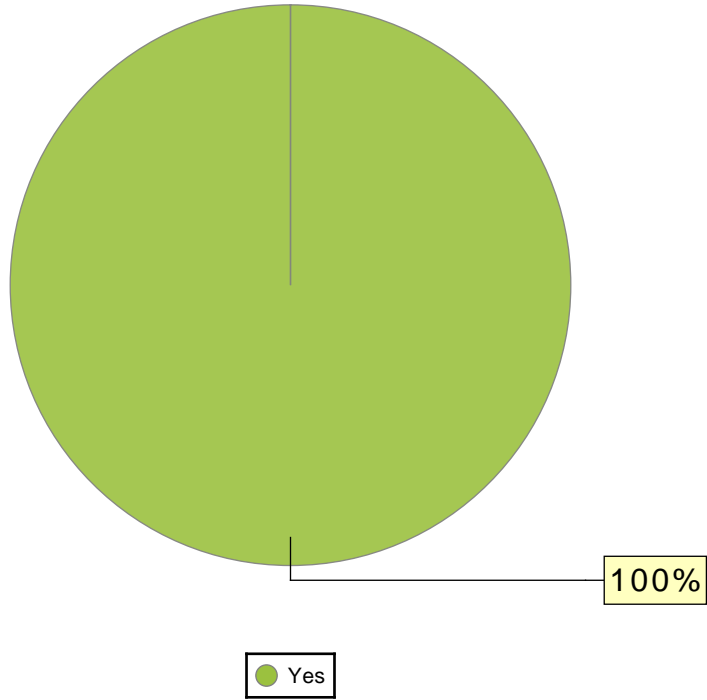
Chronic Health Condition	# of Clients
No	0
Yes	2
Client doesn't know	0
Client refused	0
No Answer	0
<b>Total:</b>	<b>2</b>

**HIV/AIDS Chart**



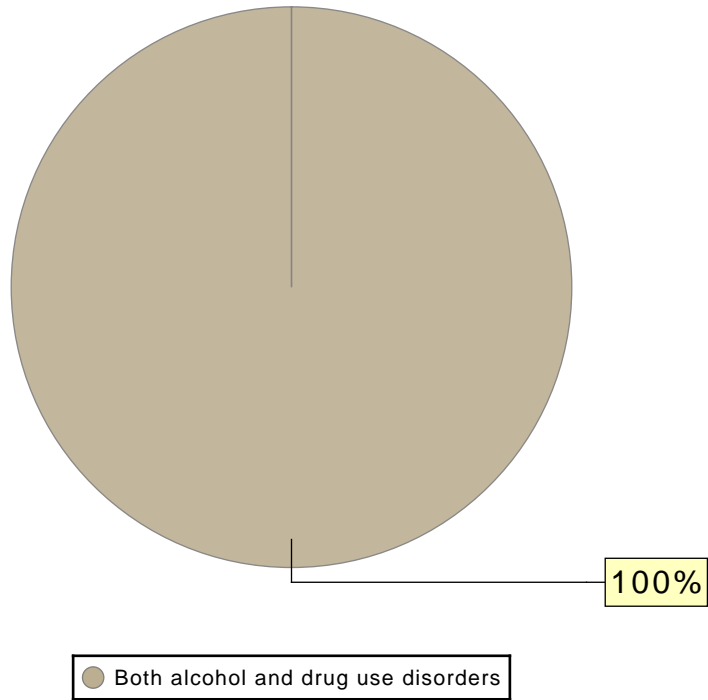
HIV/AIDS	# of Clients
No	1
Yes	0
Client doesn't know	0
Client refused	1
No Answer	0
<b>Total:</b>	<b>2</b>

**Mental Health Disorder Chart**



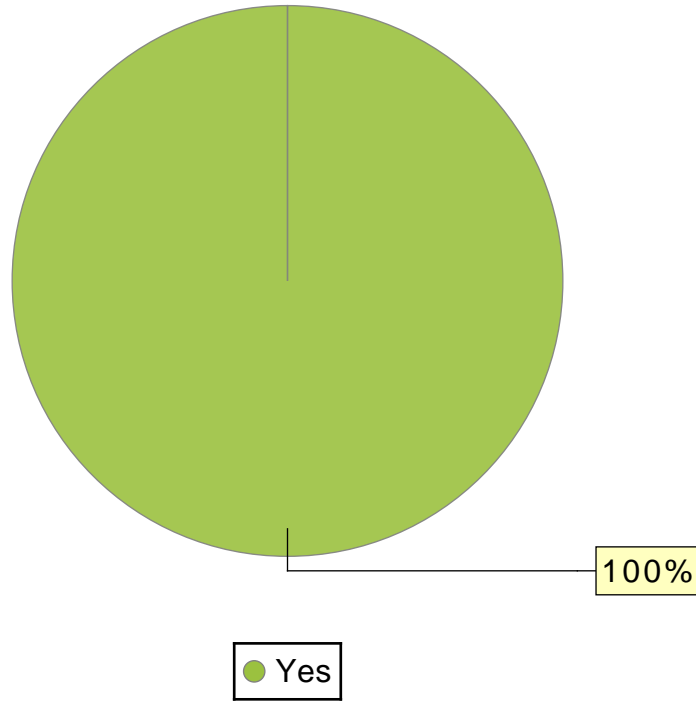
Mental Health Disorder	# of Clients
No	0
Yes	2
Client doesn't know	0
Client refused	0
No Answer	0
<b>Total:</b>	<b>2</b>

**Substance Use Disorder Chart**



Substance Use Disorder	# of Clients
No	0
Alcohol use disorder	0
Drug use disorder	0
Both alcohol and drug use disorders	2
Client doesn't know	0
Client refused	0
No Answer	0
<b>Total:</b>	<b>2</b>

**Chronic Homelessness (Adults & HoH) Chart**



Chronic Homelessness (Adults & HoH)	# of Clients
No	0
Yes	2
Clients Entering from Homelessness	# of Clients
Yes	2
No	0
Approximate Date Started	# of Clients
365 Days or More	2
Less Than 365 Days	0
Missing	0
Not applicable	0
Times Homeless in the Past Three Years	# of Clients
One Time	0
Two Times	0
Three Times	1
Four or more times	1
Client doesn't know	0
Client refused	0

# Client Demographics Report

## BFHP - Berkeley Food and Housing Project

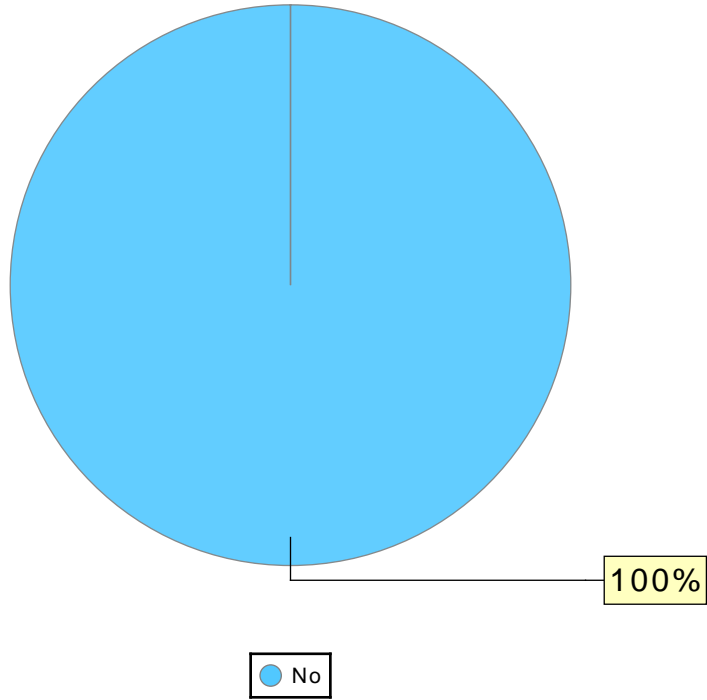
Date Range: 07/01/2021 thru 09/30/2021

Veteran: All

Client Project Stays: All active

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

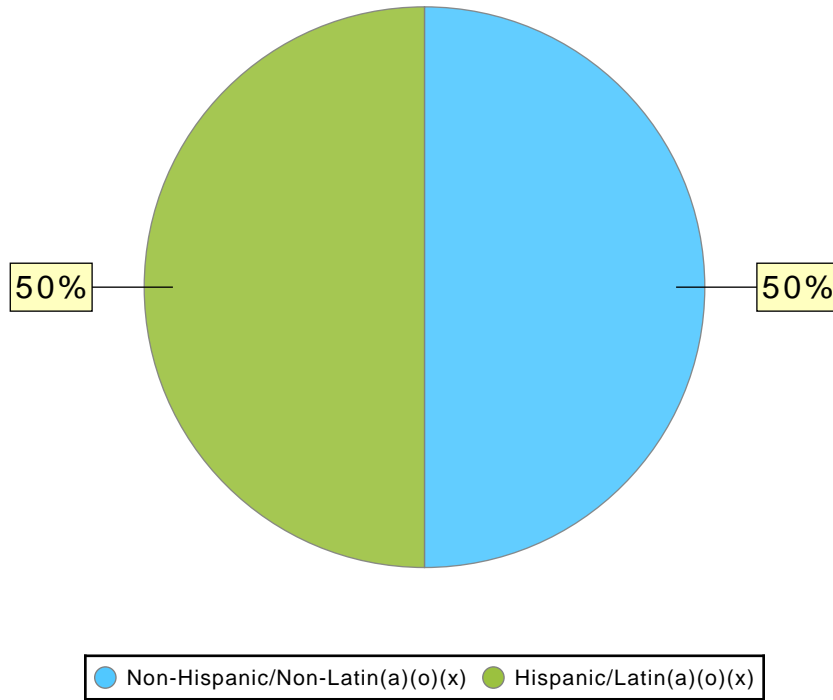
**Veteran Status (Adults Only) Chart**



Veteran Status (Adults Only)	# of Clients
No	2
Yes	0
Client doesn't know	0
Client refused	0
No Answer	0
<b>Total:</b>	<b>2</b>

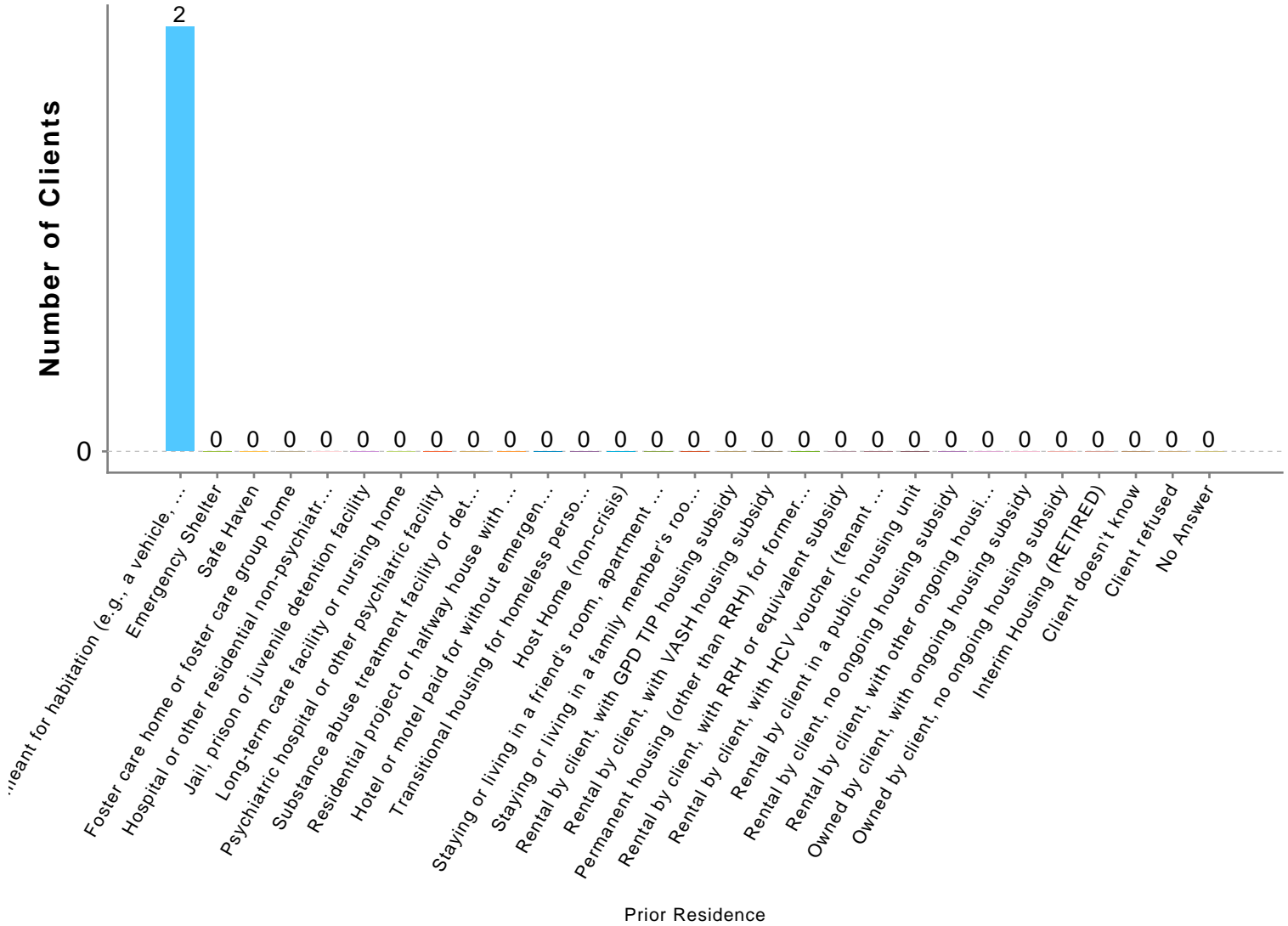


**Hispanic Ethnicity Chart**



Hispanic Ethnicity	# of Clients
Non-Hispanic/Non-Latin(a)(o)(x)	1
Hispanic/Latin(a)(o)(x)	1
Client doesn't know	0
Client refused	0
No Answer	0
<b>Total:</b>	<b>2</b>

### Prior Living Situation (Adults & HoH) Chart



Place not meant for habitation (e.g., a vehicle, an abandoned building, bus/train/subway station/airport or anywhere outside)	Emergency shelter, including hotel or motel paid for with emergency shelter voucher, or RHY-funded Host Home shelter	Safe Haven
Foster care home or foster care group home	Hospital or other residential non-psychiatric medical facility	
Jail, prison or juvenile detention facility	Long-term care facility or nursing home	Psychiatric hospital or other psychiatric facility
Substance abuse treatment facility or detox center	Residential project or halfway house with no homeless criteria	
Hotel or motel paid for without emergency shelter voucher	Transitional housing for homeless persons (including homeless youth)	
Host Home (non-crisis)	Staying or living in a friend's room, apartment or house	
Staying or living in a family member's room, apartment or house	Rental by client, with GPD TIP housing subsidy	
Rental by client, with VASH housing subsidy	Permanent housing (other than RRH) for formerly homeless persons	
Rental by client, with RRH or equivalent subsidy	Rental by client, with HCV voucher (tenant or project based)	
Rental by client in a public housing unit	Rental by client, no ongoing housing subsidy	
Rental by client, with other ongoing housing subsidy	Owned by client, with ongoing housing subsidy	
Owned by client, no ongoing housing subsidy	Interim Housing (RETIRED)	Client doesn't know
	Client refused	No Answer

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

## BFHP - Berkeley Food and Housing Project

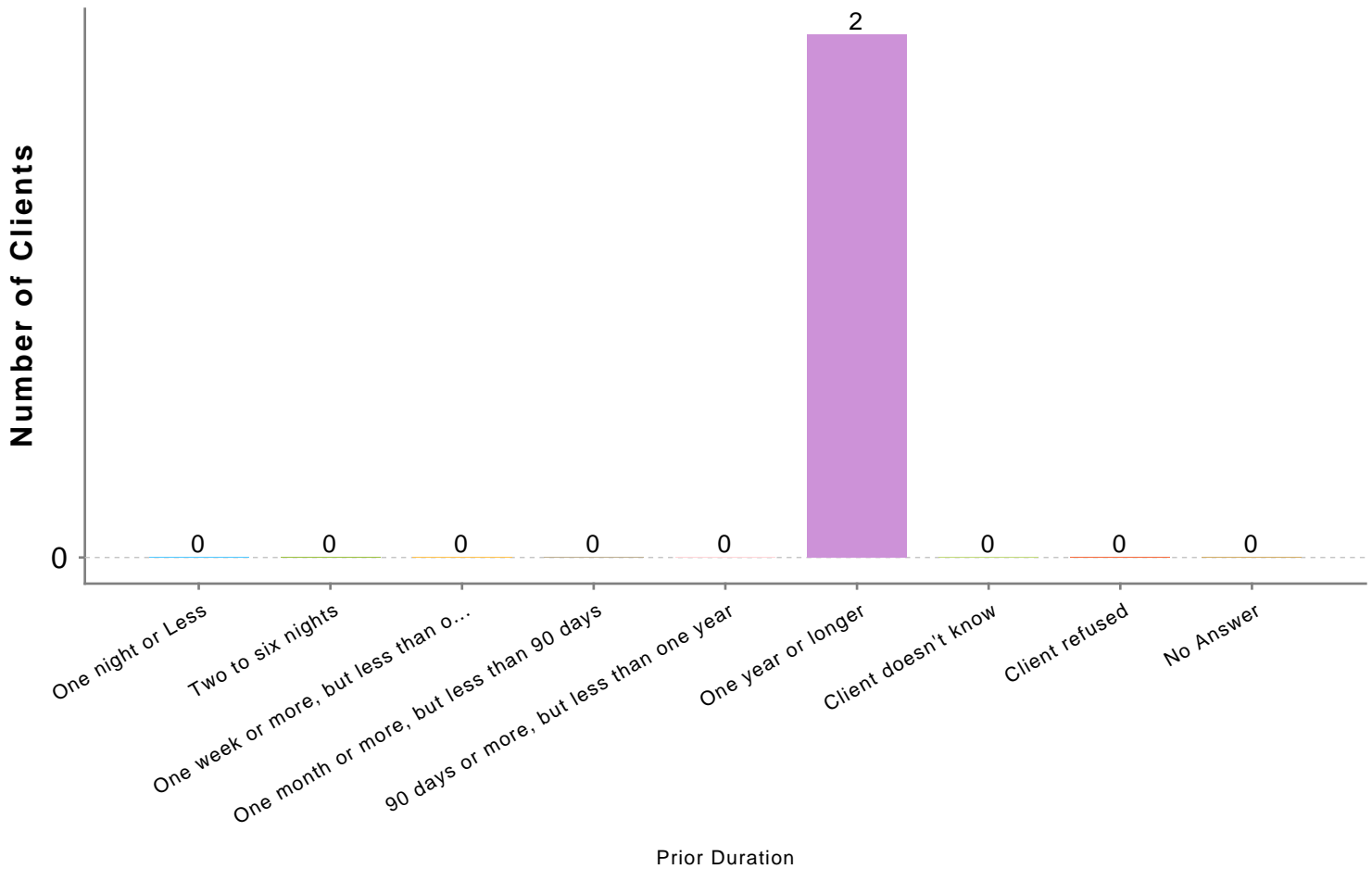
Date Range: 07/01/2021 thru 09/30/2021

Veteran: All

Client Project Stays: All active

Prior Living Situation (Adults & HoH)	# of Clients
Place not meant for habitation (e.g., a vehicle, an abandoned building, bus/train/subway station/airport or anywhere outside)	2
Emergency shelter, including hotel or motel paid for with emergency shelter voucher, or RHY-funded Host Home shelter	0
Safe Haven	0
Foster care home or foster care group home	0
Hospital or other residential non-psychiatric medical facility	0
Jail, prison or juvenile detention facility	0
Long-term care facility or nursing home	0
Psychiatric hospital or other psychiatric facility	0
Substance abuse treatment facility or detox center	0
Residential project or halfway house with no homeless criteria	0
Hotel or motel paid for without emergency shelter voucher	0
Transitional housing for homeless persons (including homeless youth)	0
Host Home (non-crisis)	0
Staying or living in a friend's room, apartment or house	0
Staying or living in a family member's room, apartment or house	0
Rental by client, with GPD TIP housing subsidy	0
Rental by client, with VASH housing subsidy	0
Permanent housing (other than RRH) for formerly homeless persons	0
Rental by client, with RRH or equivalent subsidy	0
Rental by client, with HCV voucher (tenant or project based)	0
Rental by client in a public housing unit	0
Rental by client, no ongoing housing subsidy	0
Rental by client, with other ongoing housing subsidy	0
Owned by client, with ongoing housing subsidy	0
Owned by client, no ongoing housing subsidy	0
Interim Housing (RETIRED)	0
Client doesn't know	0
Client refused	0
No Answer	0
<b>Total:</b>	<b>2</b>

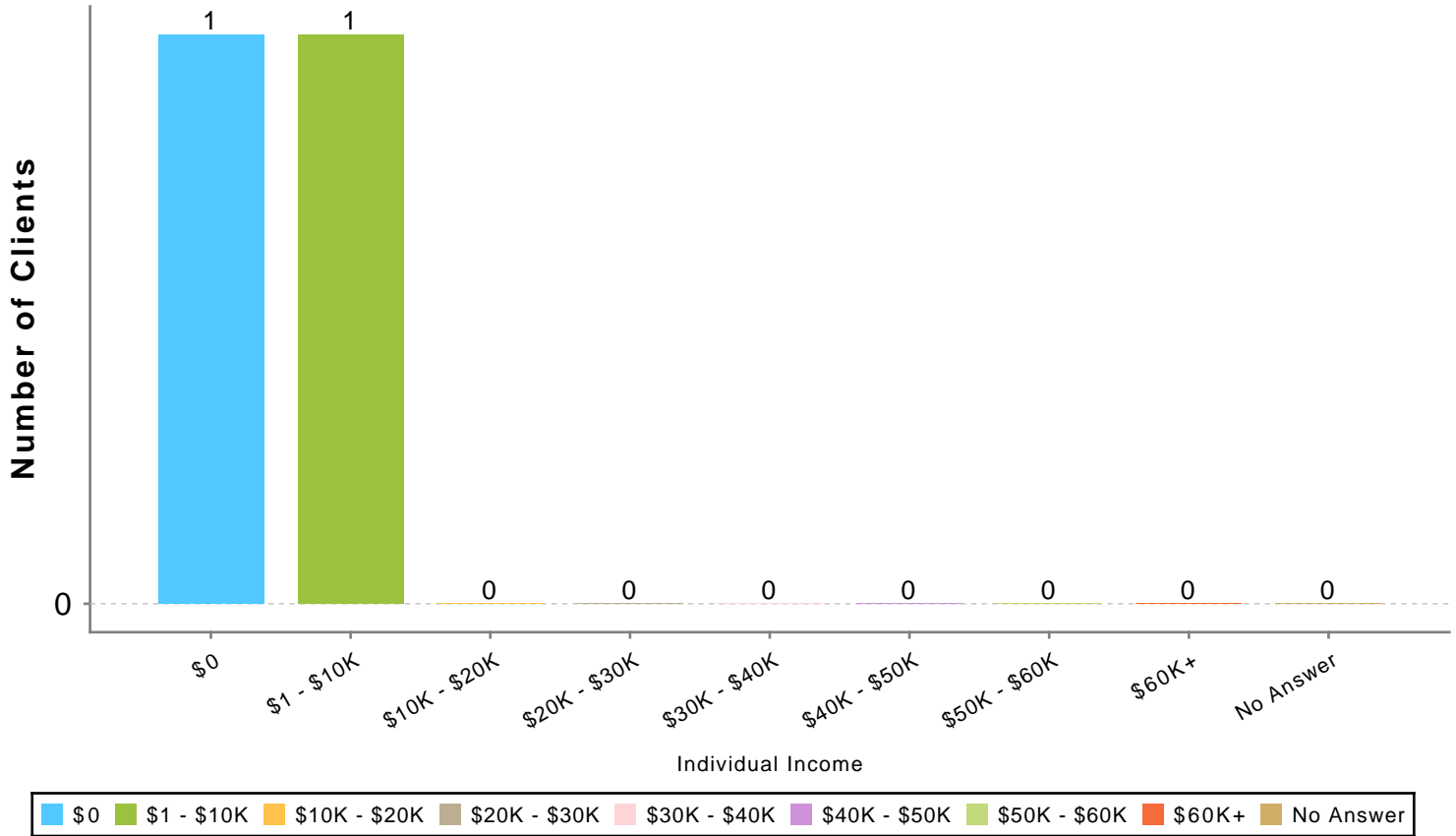
### Prior Living Duration (Adults & HoH) Chart



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 & HoH)	# of Clients
One night or Less	0
Two to six nights	0
One week or more, but less than one month	0
One month or more, but less than 90 days	0
90 days or more, but less than one year	0
One year or longer	2
Client doesn't know	0
Client refused	0
No Answer	0
<b>Total:</b>	<b>2</b>

### Individual Income (Adults & HoH) Chart



Individual Income (Adults & HoH)	# of Clients
\$0	1
\$1 - \$10K	1
\$10K - \$20K	0
\$20K - \$30K	0
\$30K - \$40K	0
\$40K - \$50K	0
\$50K - \$60K	0
\$60K+	0
No Answer	0
<b>Total:</b>	<b>2</b>

# Client Demographics Report

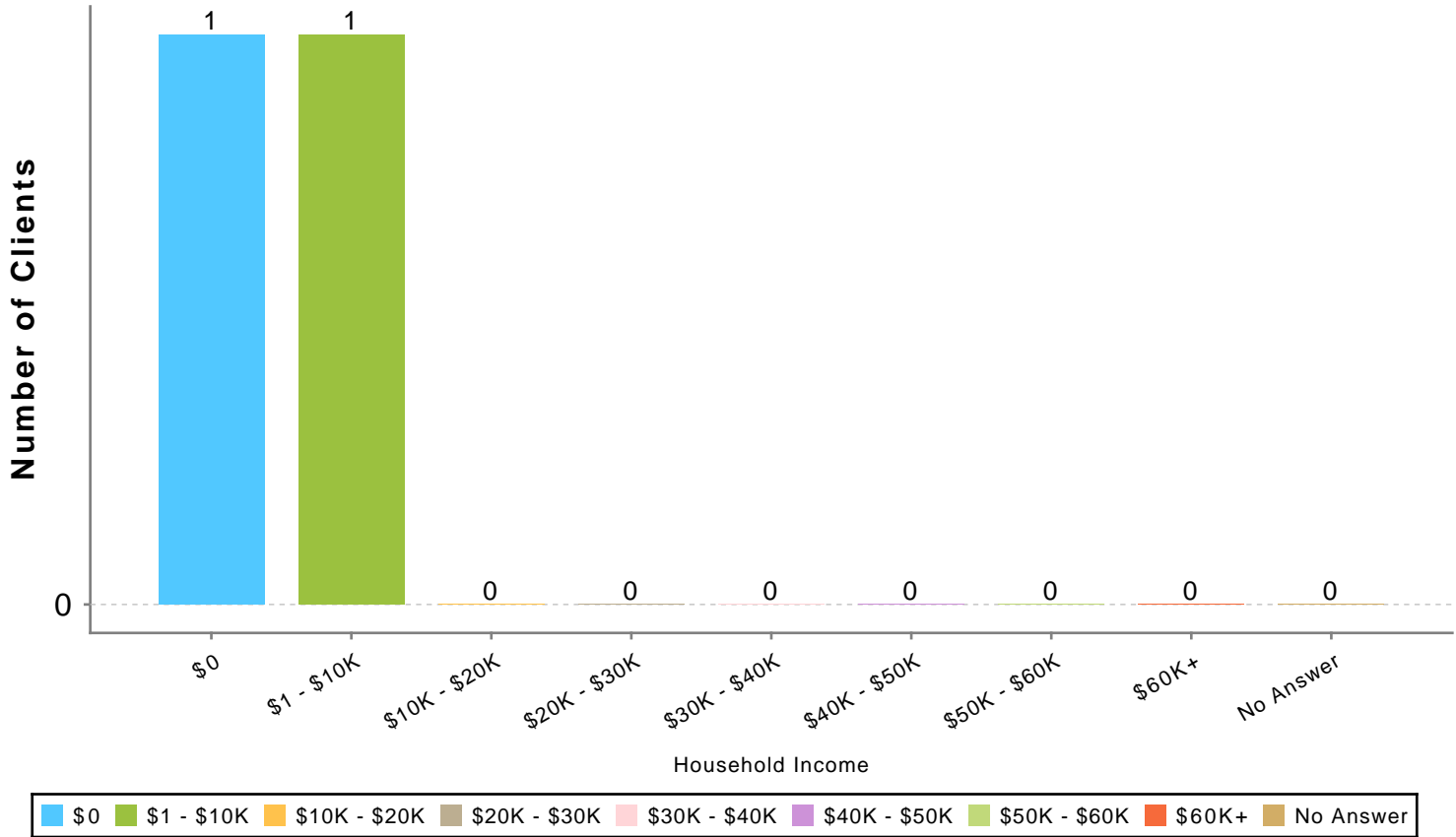
## BFHP - Berkeley Food and Housing Project

Date Range: 07/01/2021 thru 09/30/2021

Veteran: All

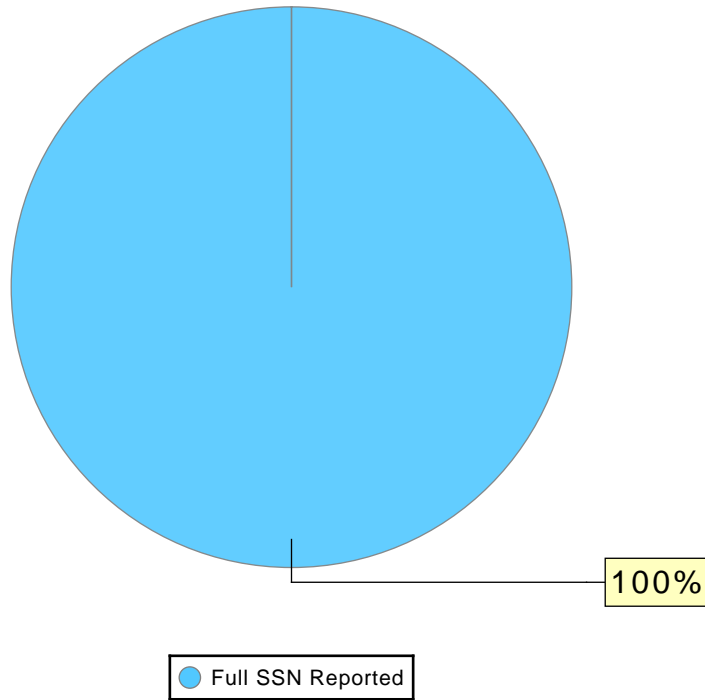
Client Project Stays: All active

### Household Income Chart



Household Income	# of Clients
\$0	1
\$1 - \$10K	1
\$10K - \$20K	0
\$20K - \$30K	0
\$30K - \$40K	0
\$40K - \$50K	0
\$50K - \$60K	0
\$60K+	0
No Answer	0
<b>Total:</b>	<b>2</b>

**SSN Validity Chart**



SSN Validity	# of Clients
Full SSN Reported	2
Approximate or partial SSN reported	0
Client doesn't know	0
Client refused	0
No Answer	0
<b>Total:</b>	<b>2</b>

# Client Demographics Report

## BFHP - Berkeley Food and Housing Project

Date Range: 07/01/2021 thru 09/30/2021

Veteran: All

Client Project Stays: All active

### Programs

#### *Street Outreach*

BFHP-NA-SO-Albany Outreach-Alb