



Status Report: 2020

Outreach Methods:
 Posters at City Facilities
 Flyers Available at City Facilities
 and via mail distribution
 City Website - City ENews
 Senior Center Newsletter
 Activity Guide

Rent Review - Initial Engagement - Conducted by Albany CARES

Landlords	31
Tenants	37
Others	11

Methods of Engagement
 In Person - Email - Telephone

Rent Review - Engagement Management - Referrals to ECHO

<u>Counseling /Advocacy</u>	<u>Landlord / Tenant Issue</u>	<u>Conciliation</u>	<u>Mediation</u>
33	46	4	1