

# ALBANY CARES ANNUAL REPORT

## January 1 – December 31, 2019

### Number of Contacts by Quarter

	1 <sup>st</sup> Quarter	2 <sup>nd</sup> Quarter	3 <sup>rd</sup> Quarter	4 <sup>th</sup> Quarter
Drop In Contacts	65	86	117	168
Other Contacts: emails, phone calls, other face to face	59	98	108	138
Total Contacts	124	184	225	306
Number of Drop In Days	26	26	26	22

### Average Number of Weekly Contacts by Quarter

	1 <sup>st</sup> Quarter	2 <sup>nd</sup> Quarter	3 <sup>rd</sup> Quarter	4 <sup>th</sup> Quarter
Drop In Contacts	5	7	9	15
Total Contacts	10	14	17	28

### Number of Unduplicated Contacts by Quarter

	1 <sup>st</sup> Quarter	2 <sup>nd</sup> Quarter	3 <sup>rd</sup> Quarter	4 <sup>th</sup> Quarter
Unduplicated Drop Ins	35	47	61	63
Unduplicated Other Contacts Only	21	33	40	28
Total	56	80	101	91
Unduplicated Contacts with City Staff/Volunteers for Info/Advice/Referrals	7	2	6	5
Unduplicated Client Contacts	49	78	95	86

### Unduplicated Contacts for the Year

Unduplicated Drop Ins	183
Unduplicated Other Contacts Only	95
Unduplicated Total	278
Unduplicated Contacts with Community Members for Info/Advice/Referrals	21
<b>Unduplicated CLIENT Contacts</b>	<b>257</b>

## Client Demographics

AGE	
80+	27
62-79	104
50-61	37
41-49	20
26-40	24
18-25	4
Under 18	5
Age unknown	36
GENDER	
Female	174
Male	81
Non Binary/Trans	2
ETHNICITY	
European American	112
African American	33
Asian American	30
Latinx American	24
Other	17
Ethnicity Unknown	41
CITY OF RESIDENCE	
Albany	136
Berkeley	34
El Cerrito	15
Richmond	12
Oakland	5
Kensington	5
Other (San Rafael, Emeryville, Orinda)	9
Out of State	5
Residence Unknown	36

## Client Housing Situation

Housed		195
Rents, Non-Subsidized	55	
Owns	42	
Rents, Subsidized	7	
Other (with friend/housing exchange)	5	
Housed, Details Unknown	86	
Homeless		47
Housing Situation Unknown		15

## Services

<b>Main issue</b>	
Housing	102
Homecare	37
Health Care/Insurance issues	30
Financial (parcel tax, needing supplies, utility bills)	21
Mental Health Support	21
Donations/Concerns about Community	13
Legal	11
Employment	9
Other	13
<b>Type of Assistance</b>	
Conversation/Information/Advice Only	91
Advice and Referral Only	80
Advice, Referral, and Assistance with Phone Calls	21
Additional Assistance: research, help with paperwork, follow up	65
<b>Additional Assistance (individual clients may receive more than one of the services below)</b>	
Research	42
Follow Up with Client	44
Advocacy	19
Assistance with Paperwork (applications, other documents)	14
Home Visit or Accompany to Appointment	6
<b>Resources to Which we Referred</b>	
Housing Lists Compiled by Open House, Albany CARES, and other agencies	52
Berkeley Food and Housing Project	33
Legal Resources: Bay Area Legal Aid, East Bay Community Law Center, Legal Assistance for Seniors, and others	22
Health Insurance Counseling and Advocacy Project (HICAP)	21
Homecare Resources: Ashby Village, Center for Elder Independence, IHSS, Homecare Agencies	15
ECHO Housing	14
Berkeley Mental Health	13
211/Bay Area Community Services	12
Showers Program	6
Food Programs	6
Other: CalFresh, Alzheimers Assn, Homeless Advocacy Cntr	22
<b>How Client found out about CARES</b>	
Albany Senior Center	64
Other Albany Program/Staff/City Website	39
Neighbor/Friend/Family	38
Outreach/Flyer/Out Street Sign	26
Alameda County Library/Albany Community Center	13
Showers Program	9
Other (BFHP, High School Counselor, UCB/Univ Village)	20
Unknown	49