Albany Project HOPE
Homeless Outreach and Engagement Program
Insight Housing Narrative Report to City Council
Jan 2023-March 2023

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 Program team continues to be available for outreach efforts when called by Albany Police Department, the Albany CARES team, and during regularly scheduled outreach shifts. Our Housing Navigator (HN) 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, any needed maintenance, and maintaining a level of cleanliness. We 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 forty-one unsheltered persons, fourteen of whom agreed to continue engagement via outreach and entered as such in 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 the Alameda County's Coordinated Entry System. Twenty one clients were enrolled in Navigation Services and entered into HMIS, as they continue to work with HN on doc readiness. One client was successfully matched with PSH unit through Coordinated Entry and is 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, but 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 grocery stores, medical appointments, and shelter.

Outreach engagement continues to focus on referrals from the Albany Police Department 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 five clients with rental assistance this 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 Program team has received one PSH match, and we are in the process of completing 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 clients. HN continues motivating clients to go into and stay in the emergency shelters throughout Alameda/Contra Costa Counties in the interim and until permanent housing is secured.

Challenges

We continue to experience delays in the PSH matching system from the Alameda County's Coordinated Entry System. Noting that it takes approx. 6-12 months for someone to begin receiving matches once in the housing queue. This quarter we have had no housing matches. 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. Other challenges include some clients declining 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.

Lastly, we continue to have a challenge in hiring a Clinical Case Manager. We are actively recruiting to backfill the position while we continue to serve clients with multiple mental health disorders in the program.

BFHP Albany Project Hope

Project Performance Measures and Targets FY22-23

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

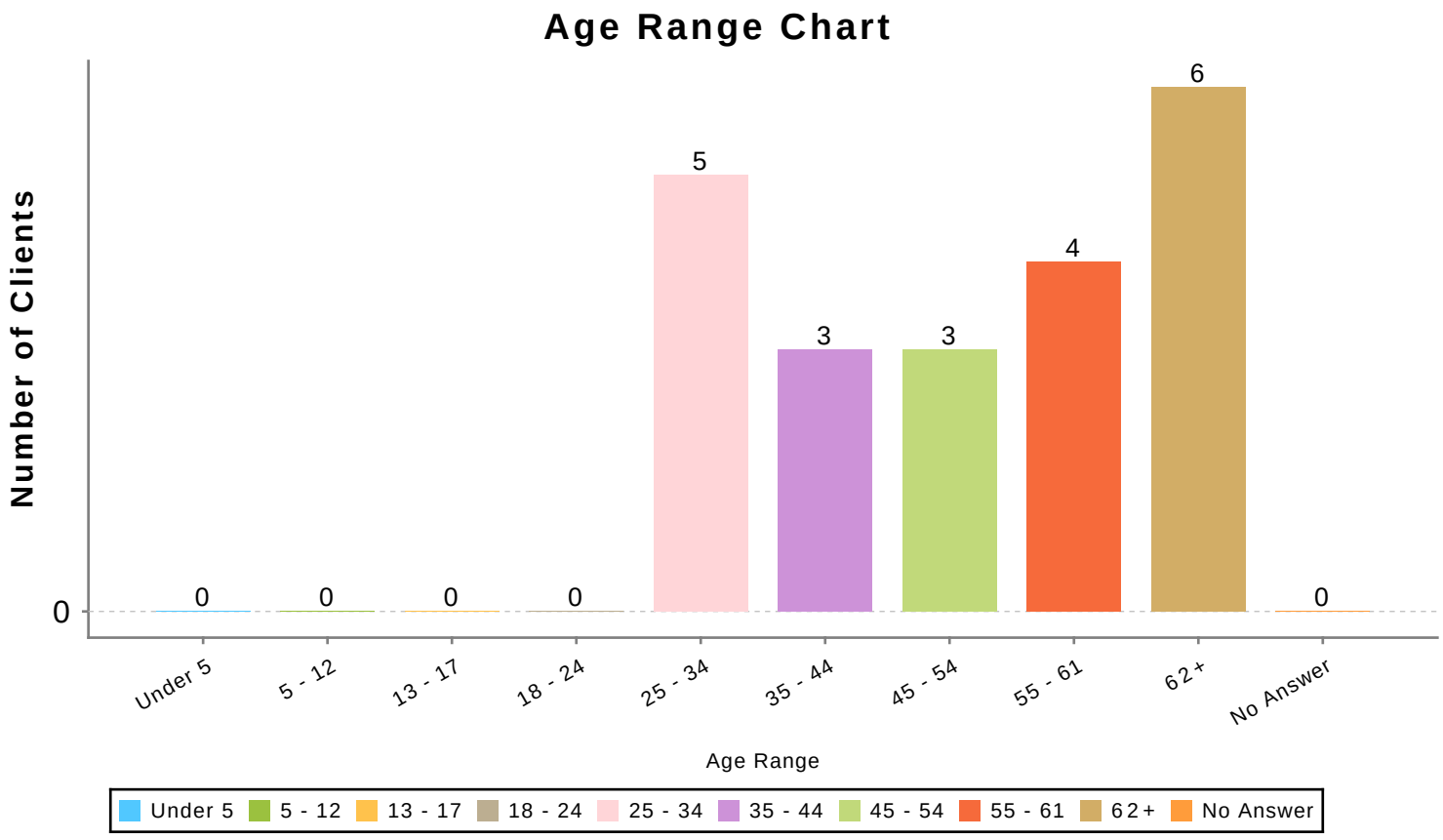
Performance Measure	Target	22-Jul	22-Aug	22-Sep	Q1 progress/ activity	22-Oct	22-Nov	22-Dec	Q2 progress/ activity	23-Jan	23-Feb	23-Mar	Q3 progress/ activity	23-Apr	23-May	23-Jun	Q4 progress/ activity	Year to date statistics	Comments
Outreach contacts (unduplicated contact with a new client)	80	3	6	5	14	22	34	29	85	26	9	6	41					140	
Performed initial intake/enrollment	50	6	8	10	24	4	0	2	6	14	6	4	24					54	
Number of housing case plans performed	40	6	8	10	24	8	2	4	14	2	3	3	8					46	
New Clients Housed (RRH)	18	1	1	0	2	0	0	0	0	0	0	0	0					2	
Master Leasing – New clients housed	14	1	2	1	4	3	0	1	4	0	0	0	0					8	
Clients maintaining housing for 6 months	12	1	2	1	4	2	0	1	3	2	0	0	2					9	
*Clients maintaining housing for a year	10	0	2	0	2	0	1	0	1	0	0	0	0					3	
Clients matched with PSH- Coordinated Entry	20	3	2	0	5	2	0	0	2	1	1	2	4					11	
Clients receiving flexible housing subsidy for move in costs	10	0	1	1	2	3	0	0	3	0	0	0	0					5	
Clients served with Flexible Funding	14	2	3	1	6	0	1	2	3	0	0	0	0					9	

*May include duplicate clients

Client Demographics Report

Housing Navigation

IH - Insight Housing
Date Range: 01/01/2023 thru 03/31/2023
Veteran: All
Client Project Stays: All active

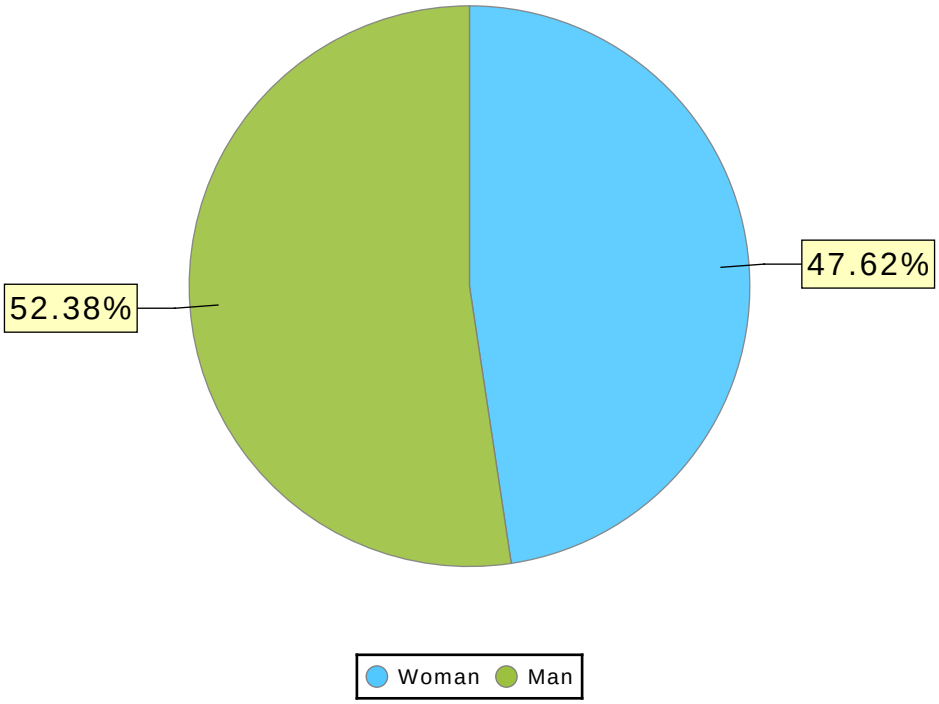


Age Range	# of Clients
Under 5	0
5 - 12	0
13 - 17	0
18 - 24	0
25 - 34	5
35 - 44	3
45 - 54	3
55 - 61	4
62+	6
No Answer	0
Total:	**21**

Client Demographics Report

IH - Insight Housing
Date Range: 01/01/2023 thru 03/31/2023
Veteran: All
Client Project Stays: All active

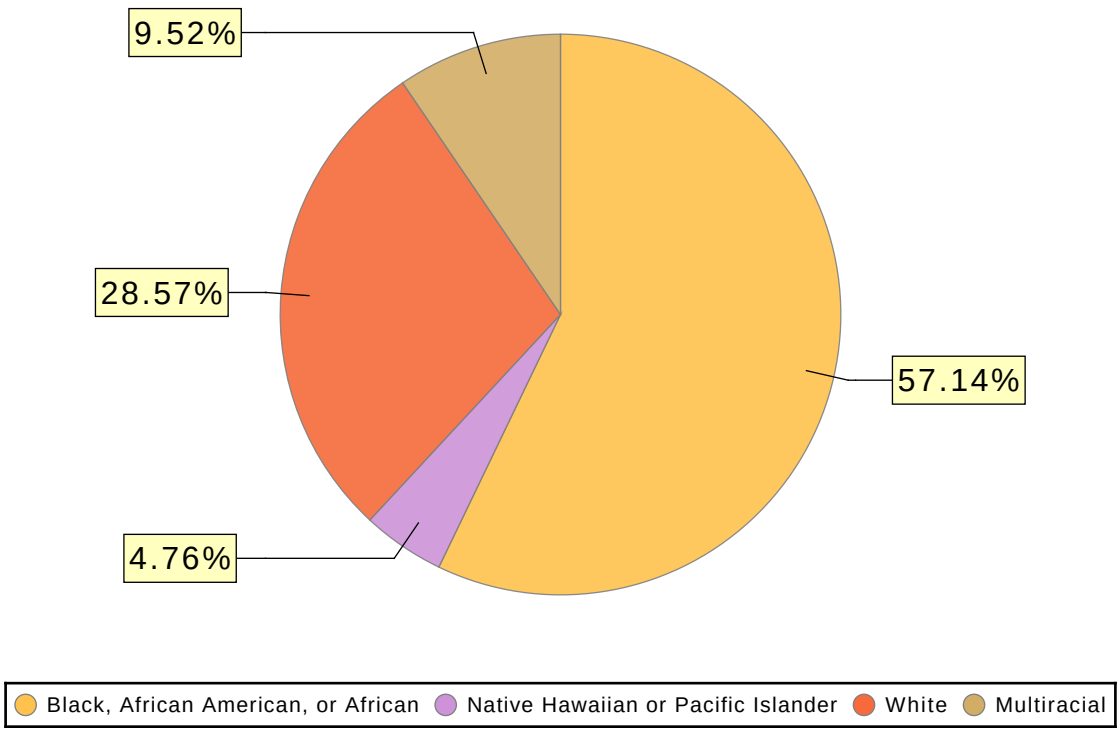
Gender Chart



Gender	# of Clients
Woman	10
Man	11
Culturally Specific Identity	0
Transgender	0
Non-Binary	0
Questioning	0
Different Identity	0
Woman / 1 Other Gender Identity	0
Man / 1 Other Gender Identity	0
Culturally Specific Identity / 1 Other Gender Identity	0
Transgender / 1 Other Gender Identity	0
Non-Binary / 1 Other Gender Identity	0
Questioning / Different Identity	0
More than 2 Gender Identities	0
Client doesn't know	0
Client prefers not to answer	0
No Answer	0

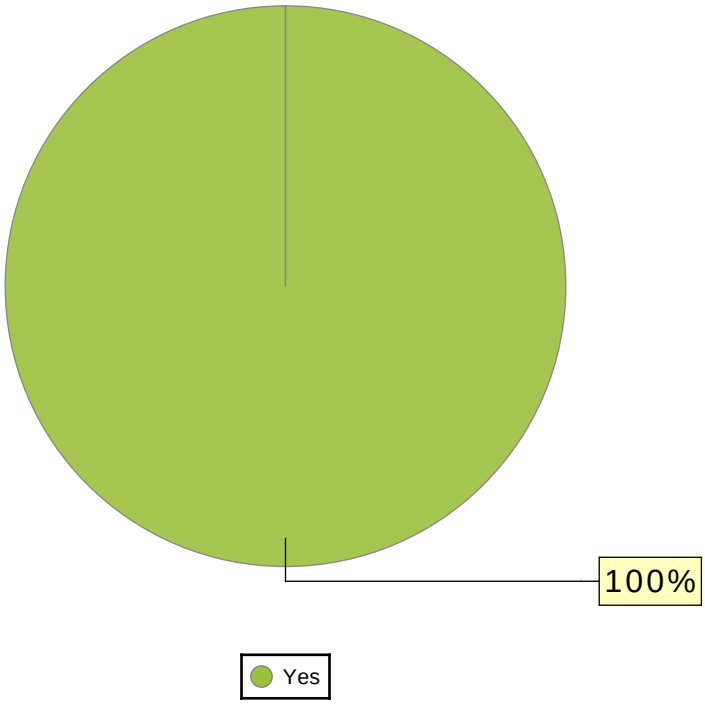
Total:	**21**

Race and Ethnicity Chart



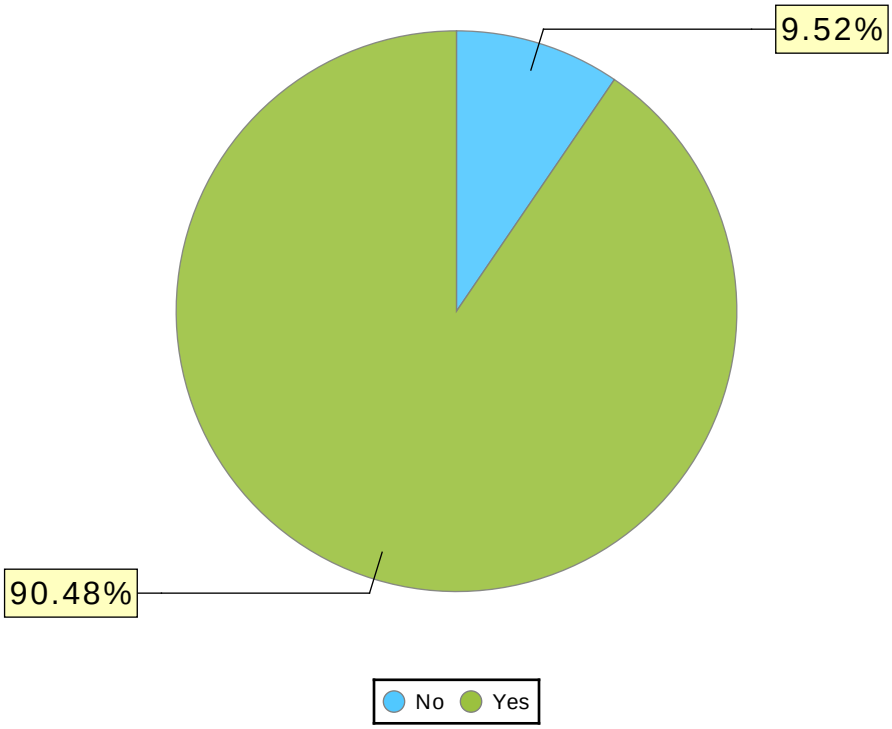
Race and Ethnicity	# of Clients
American Indian, Alaska Native, or Indigenous	0
Asian or Asian American	0
Black, African American, or African	12
Hispanic/Latina/e/o	0
Middle Eastern or North African	0
Native Hawaiian or Pacific Islander	1
White	6
Multiracial	2
Client doesn't know / prefers not to answer	0
No Answer	0
Total:	**21**

Disabled (Adults & HoH) Chart



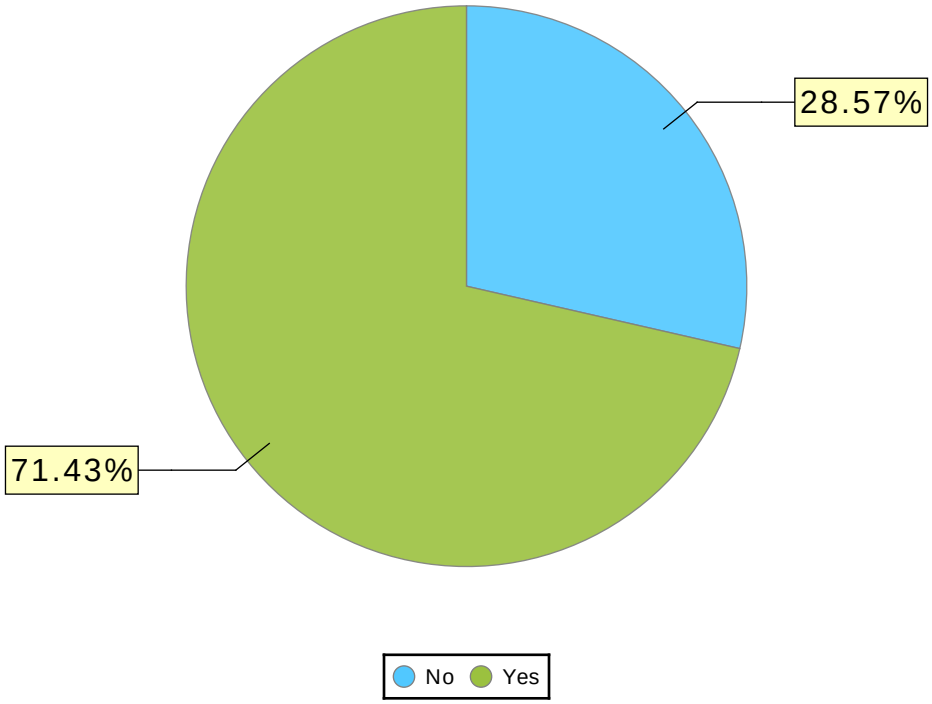
Disabled (Adults & HoH)	# of Clients
No	0
Yes	21
Client doesn't know	0
Client prefers not to answer	0
No Answer	0
Total:	**21**

Physical Disability Chart



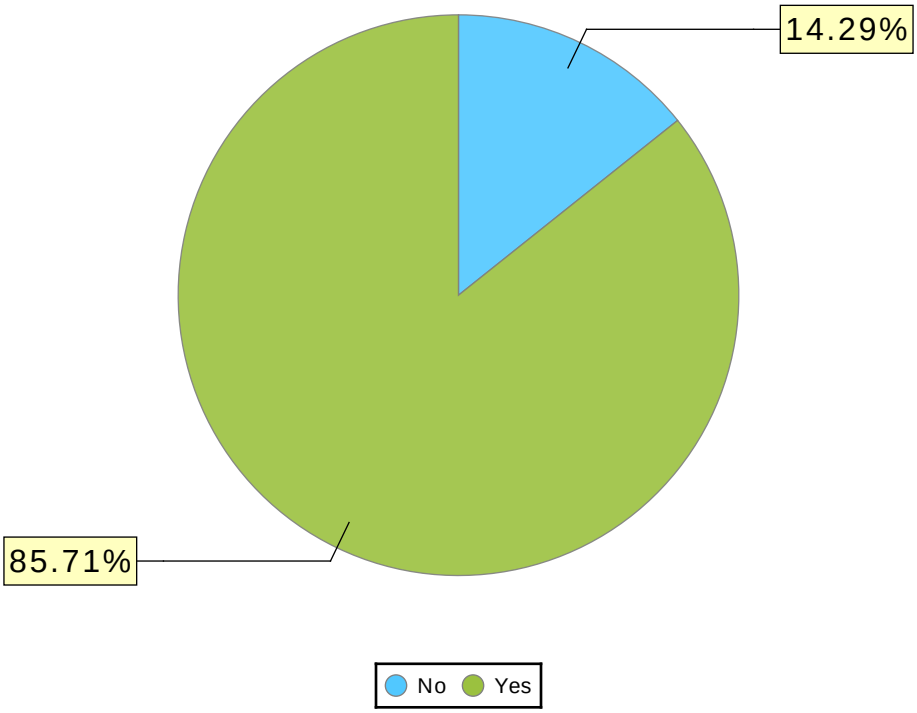
Physical Disability	# of Clients
No	2
Yes	19
Client doesn't know	0
Client prefers not to answer	0
No Answer	0
Total:	**21**

Developmental Disability Chart



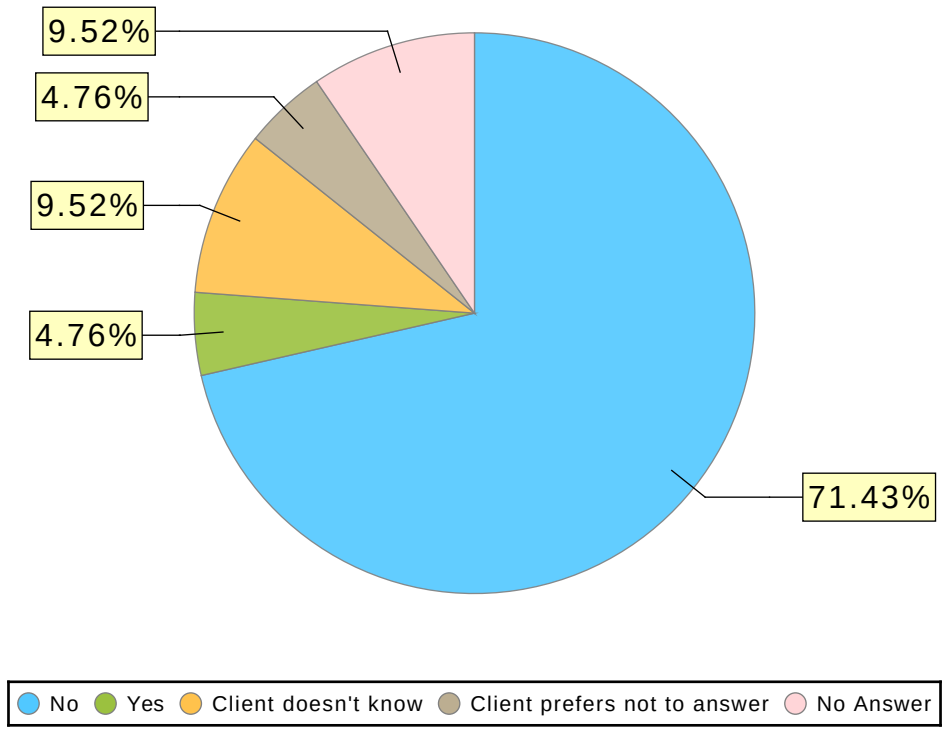
Developmental Disability	# of Clients
No	6
Yes	15
Client doesn't know	0
Client prefers not to answer	0
No Answer	0
Total:	**21**

Chronic Health Condition Chart



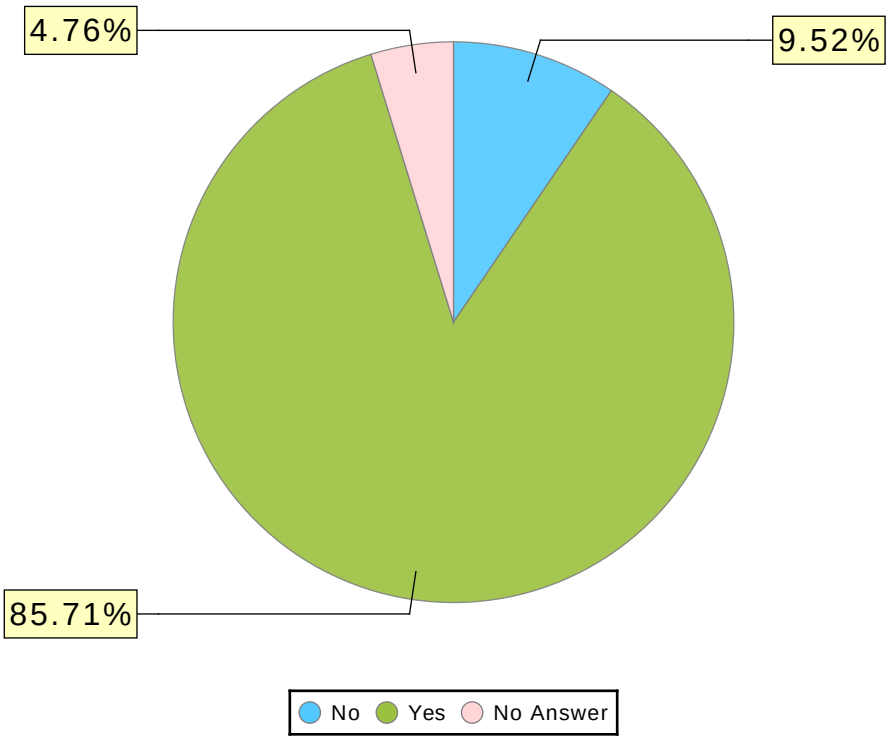
Chronic Health Condition	# of Clients
No	3
Yes	18
Client doesn't know	0
Client prefers not to answer	0
No Answer	0
Total:	**21**

HIV/AIDS Chart



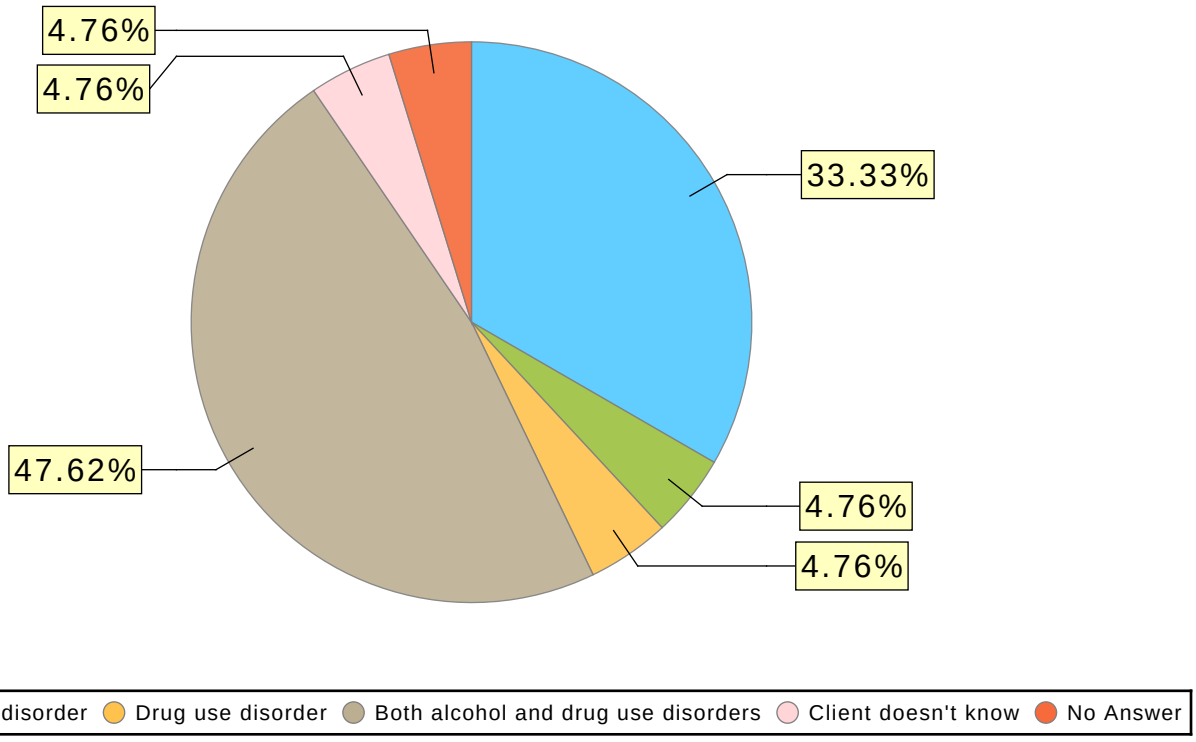
HIV/AIDS	# of Clients
No	15
Yes	1
Client doesn't know	2
Client prefers not to answer	1
No Answer	2
Total:	**21**

Mental Health Disorder Chart



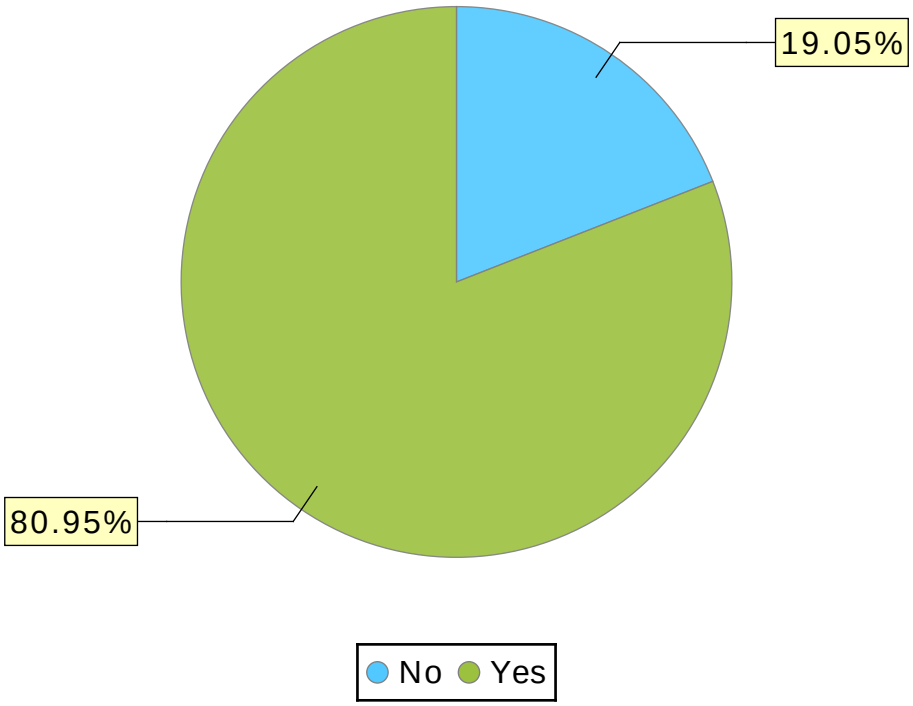
Mental Health Disorder	# of Clients
No	2
Yes	18
Client doesn't know	0
Client prefers not to answer	0
No Answer	1
Total:	**21**

Substance Use Disorder Chart



Substance Use Disorder	# of Clients
No	7
Alcohol use disorder	1
Drug use disorder	1
Both alcohol and drug use disorders	10
Client doesn't know	1
Client prefers not to answer	0
No Answer	1
Total:	**21**

Chronic Homelessness (Adults & HoH) Chart

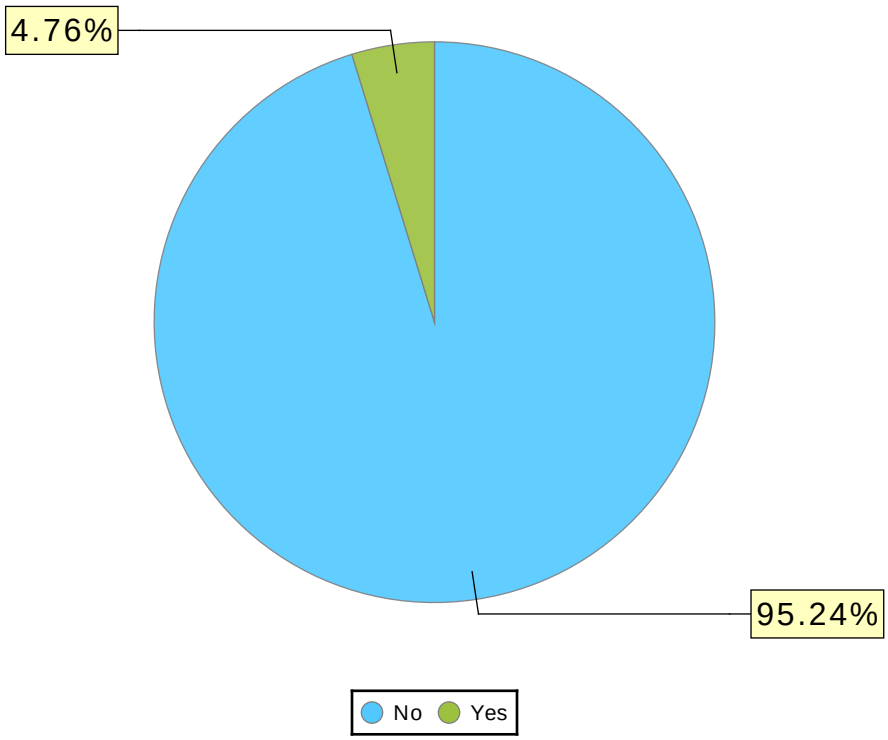


Chronic Homelessness (Adults & HoH)	# of Clients
No	4
Yes	17
Client doesn't know	0
Client prefers not to answer	0
Data not collected	0
Unknown CH Status	0
Clients Entering from Homelessness	**# of Clients**
Yes	21
No	0
Approximate Date Started	**# of Clients**
365 Days or More	16
Less Than 365 Days	5
Missing	0
Not applicable	0
Times Homeless in the Past Three Years	**# of Clients**
One Time	11
Two Times	0

Times Homeless in the Past Three Years	# of Clients
Three Times	1
Four or more times	9
Client doesn't know	0
Client prefers not to answer	0
No Answer	0

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	1
Five Months	1
Six Months	0
Seven Months	1
Eight Months	0
Nine Months	0
Ten Months	0
Eleven Months	1
Twelve Months	0
More than 12 Months	16
Client doesn't know	0
Client prefers not to answer	0
No Answer	0
Not Applicable	0
Total:	**21**

Veteran Status (Adults Only) Chart

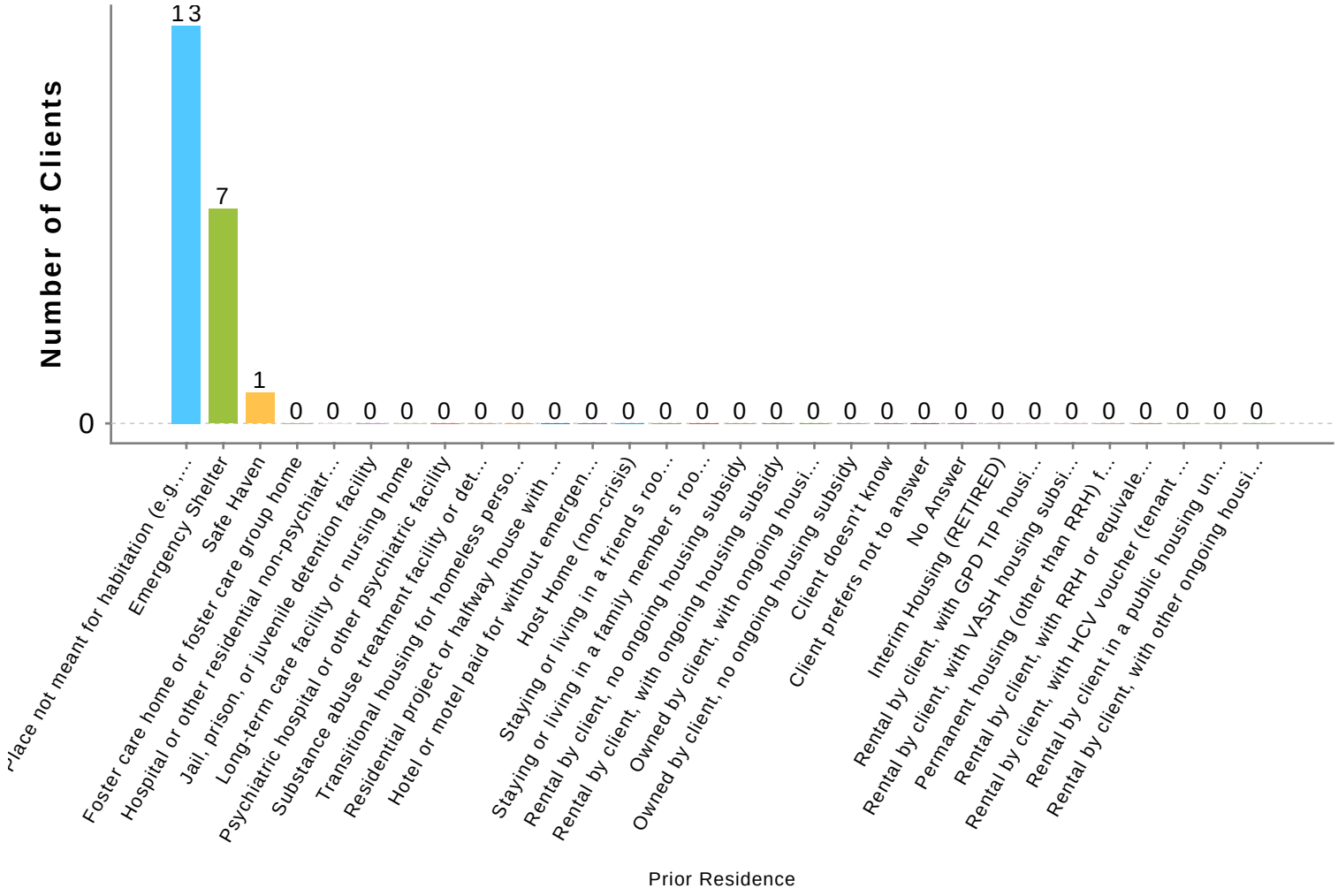


Veteran Status (Adults Only)	# of Clients
No	20
Yes	1
Client doesn't know	0
Client prefers not to answer	0
No Answer	0
Total:	**21**

Client Demographics Report

IH - Insight Housing
Date Range: 01/01/2023 thru 03/31/2023
Veteran: All
Client Project Stays: All active

Prior Living Situation (Adults & HoH) Chart

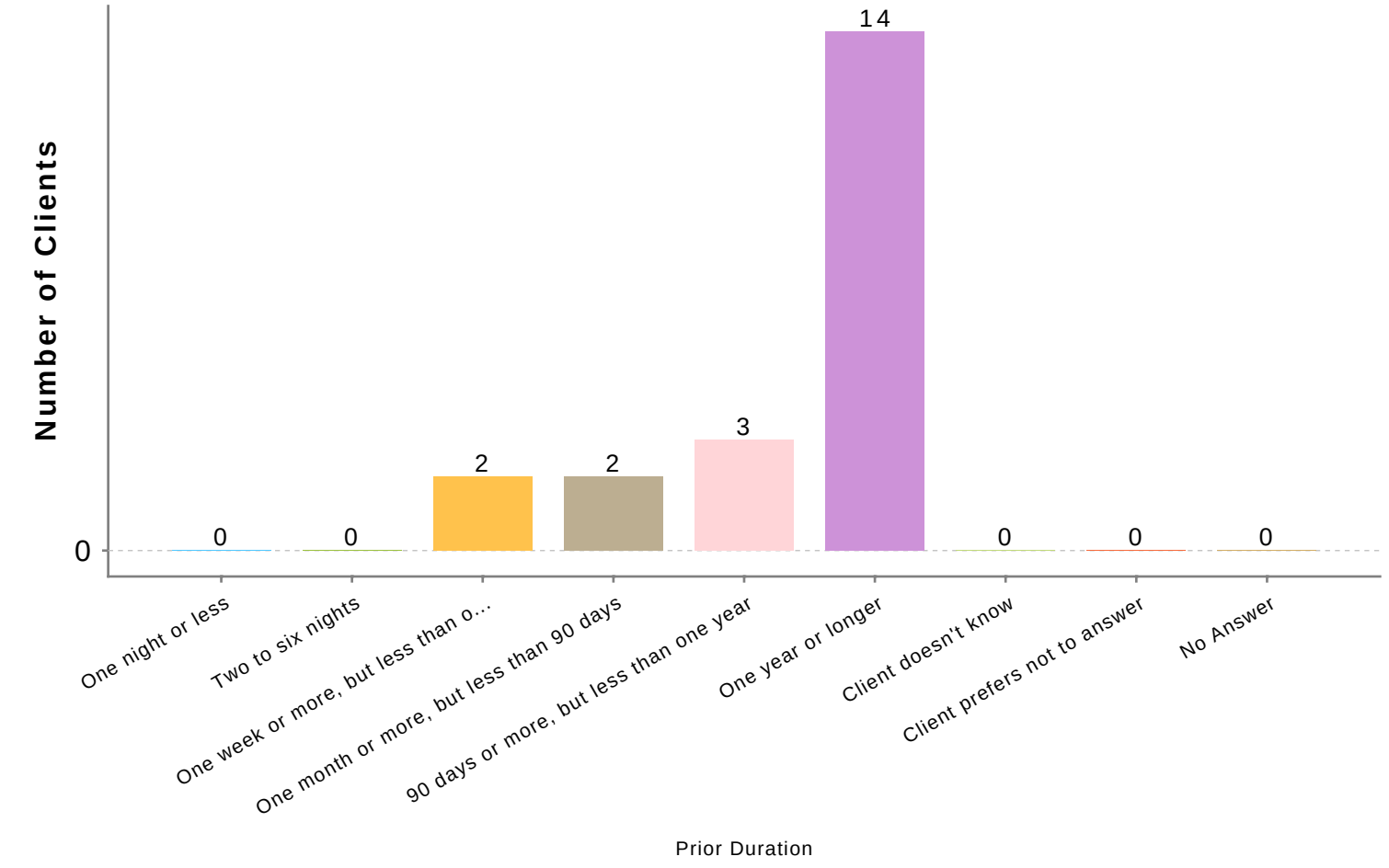


- Place not meant for habitation (e.g., a vehicle, an abandoned building, bus/train/subway station/airport or anywhere outside)
- Emergency shelter, including hotel or motel paid for with emergency shelter voucher, Host Home shelter
- Safe Haven
- Foster care home or foster care group home
- Hospital 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
- Transitional housing for homeless persons (including homeless youth)
- Residential project or halfway house with no homeless criteria
- Hotel or motel paid for without emergency shelter voucher
- 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, no ongoing housing subsidy
- Rental by client, with ongoing housing subsidy
- Owned by client, with ongoing housing subsidy
- Owned by client, no ongoing housing subsidy
- Client doesn't know
- Client prefers not to answer
- No Answer
- Interim Housing (RETIRED)
- Rental by client, with GPD TIP housing subsidy (RETIRED)
- Rental by client, with VASH housing subsidy (RETIRED)
- Permanent housing (other than RRH) for formerly homeless persons (RETIRED)
- Rental by client, with RRH or equivalent subsidy (RETIRED)
- Rental by client, with HCV voucher (tenant or project based) (RETIRED)
- Rental by client in a public housing unit (RETIRED)
- Rental by client, with other ongoing housing subsidy (RETIRED)

Prior Living Situation (Adults & HoH)	# of Clients

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)	13
Emergency shelter, including hotel or motel paid for with emergency shelter voucher, Host Home shelter	7
Safe Haven	1
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
Transitional housing for homeless persons (including homeless youth)	0
Residential project or halfway house with no homeless criteria	0
Hotel or motel paid for without emergency shelter voucher	0
Host Home (non-crisis)	0
Staying or living in a friends room, apartment, or house	0
Staying or living in a family members room, apartment, or house	0
Rental by client, no ongoing housing subsidy	0
Rental by client, with ongoing housing subsidy	0
Owned by client, with ongoing housing subsidy	0
Owned by client, no ongoing housing subsidy	0
Client doesn't know	0
Client prefers not to answer	0
No Answer	0
Interim Housing (RETIRED)	0
Rental by client, with GPD TIP housing subsidy (RETIRED)	0
Rental by client, with VASH housing subsidy (RETIRED)	0
Permanent housing (other than RRH) for formerly homeless persons (RETIRED)	0
Rental by client, with RRH or equivalent subsidy (RETIRED)	0
Rental by client, with HCV voucher (tenant or project based) (RETIRED)	0
Rental by client in a public housing unit (RETIRED)	0
Rental by client, with other ongoing housing subsidy (RETIRED)	0
Total:	**21**

Prior Living Duration (Adults & HoH) Chart

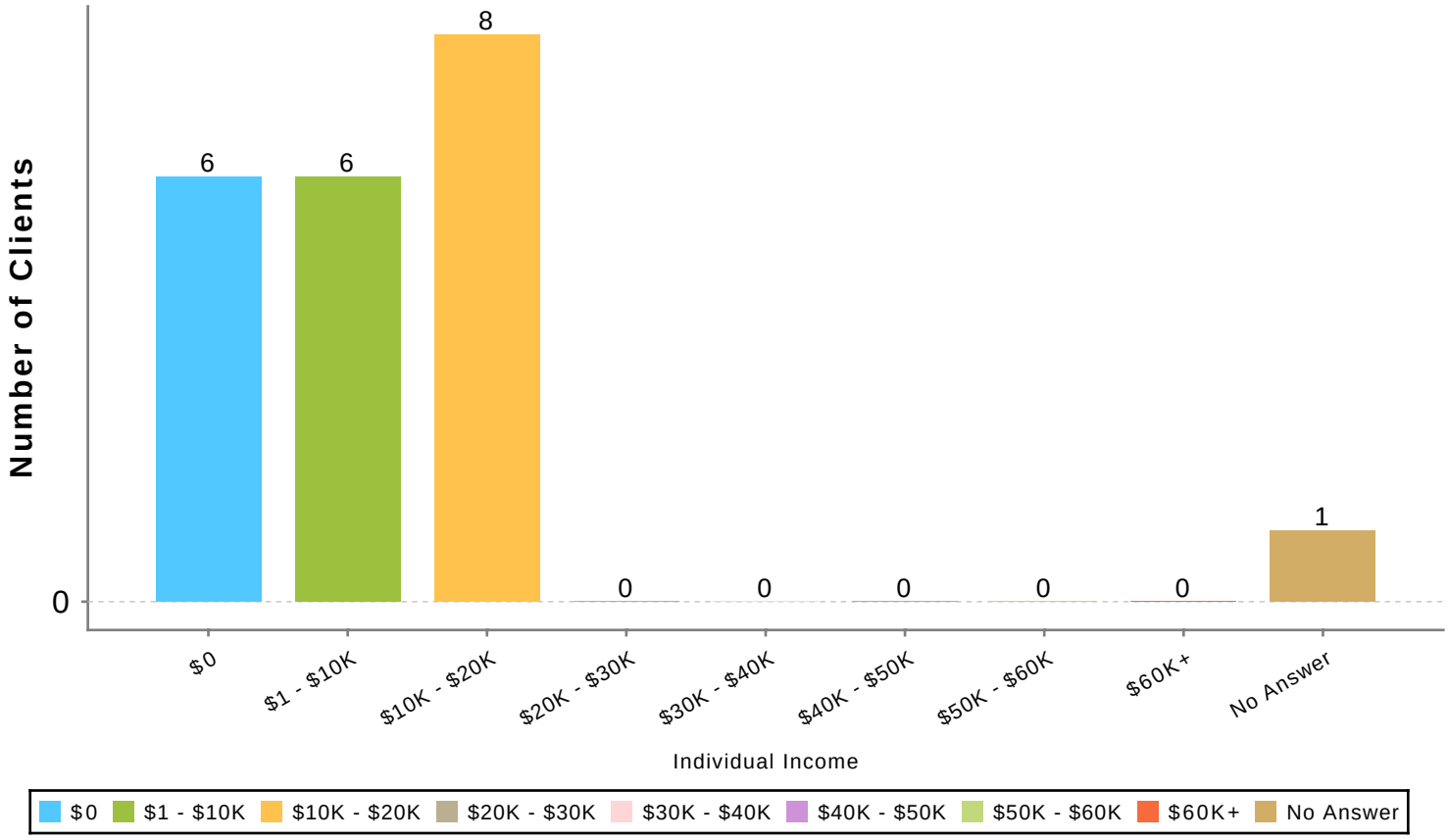


Prior Living Duration (Adults & HoH)	# of Clients
One night or less	0
Two to six nights	0
One week or more, but less than one month	2
One month or more, but less than 90 days	2
90 days or more, but less than one year	3
One year or longer	14
Client doesn't know	0
Client prefers not to answer	0
No Answer	0
Total:	**21**

Client Demographics Report

IH - Insight Housing
Date Range: 01/01/2023 thru 03/31/2023
Veteran: All
Client Project Stays: All active

Individual Income (Adults & HoH) Chart

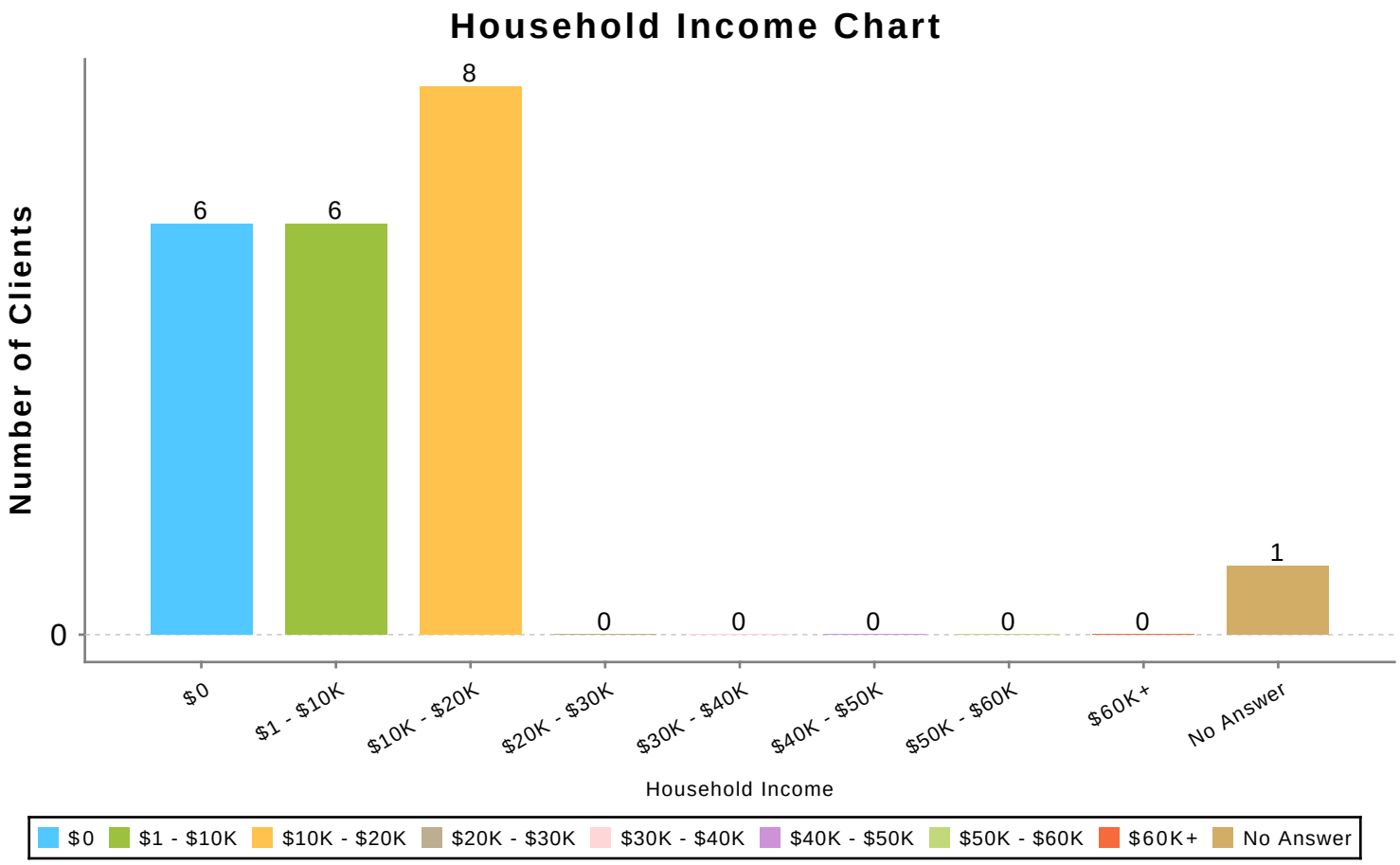


Individual Income (Adults & HoH)	# of Clients
$0	6
$1 - $10K	6
$10K - $20K	8
$20K - $30K	0
$30K - $40K	0
$40K - $50K	0
$50K - $60K	0
$60K+	0
No Answer	1
Total:	**21**

Client Demographics Report

IH - Insight Housing
Date Range: 01/01/2023 thru 03/31/2023
Veteran: All
Client Project Stays: All active

Household Income Chart

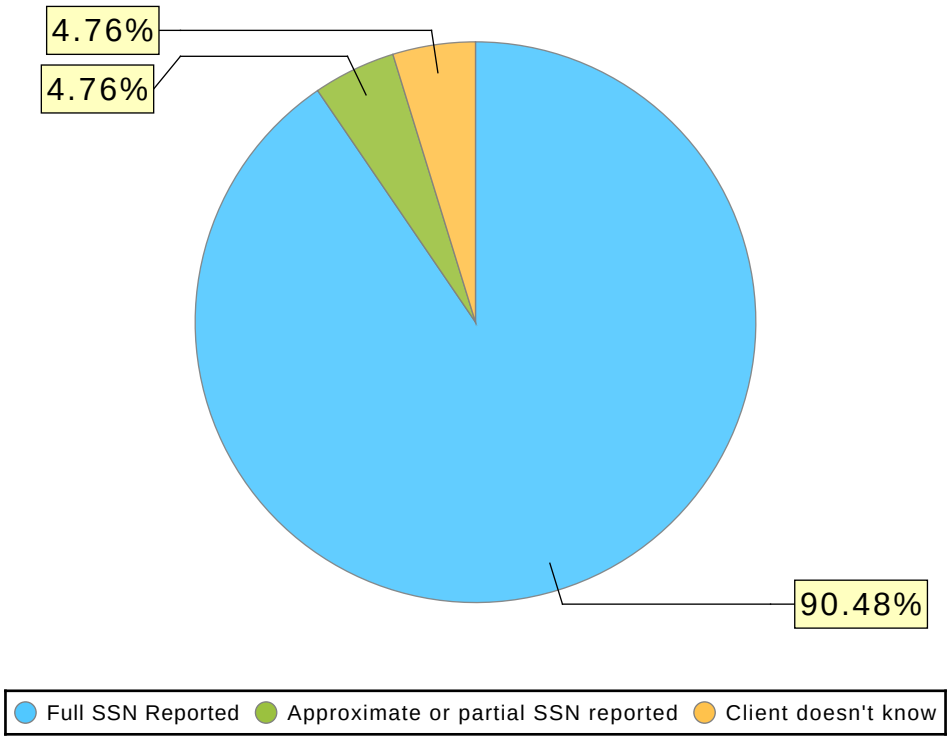


Household Income	# of Clients
$0	6
$1 - $10K	6
$10K - $20K	8
$20K - $30K	0
$30K - $40K	0
$40K - $50K	0
$50K - $60K	0
$60K+	0
No Answer	1
Total:	**21**

Client Demographics Report

IH - Insight Housing
Date Range: 01/01/2023 thru 03/31/2023
Veteran: All
Client Project Stays: All active

SSN Validity Chart



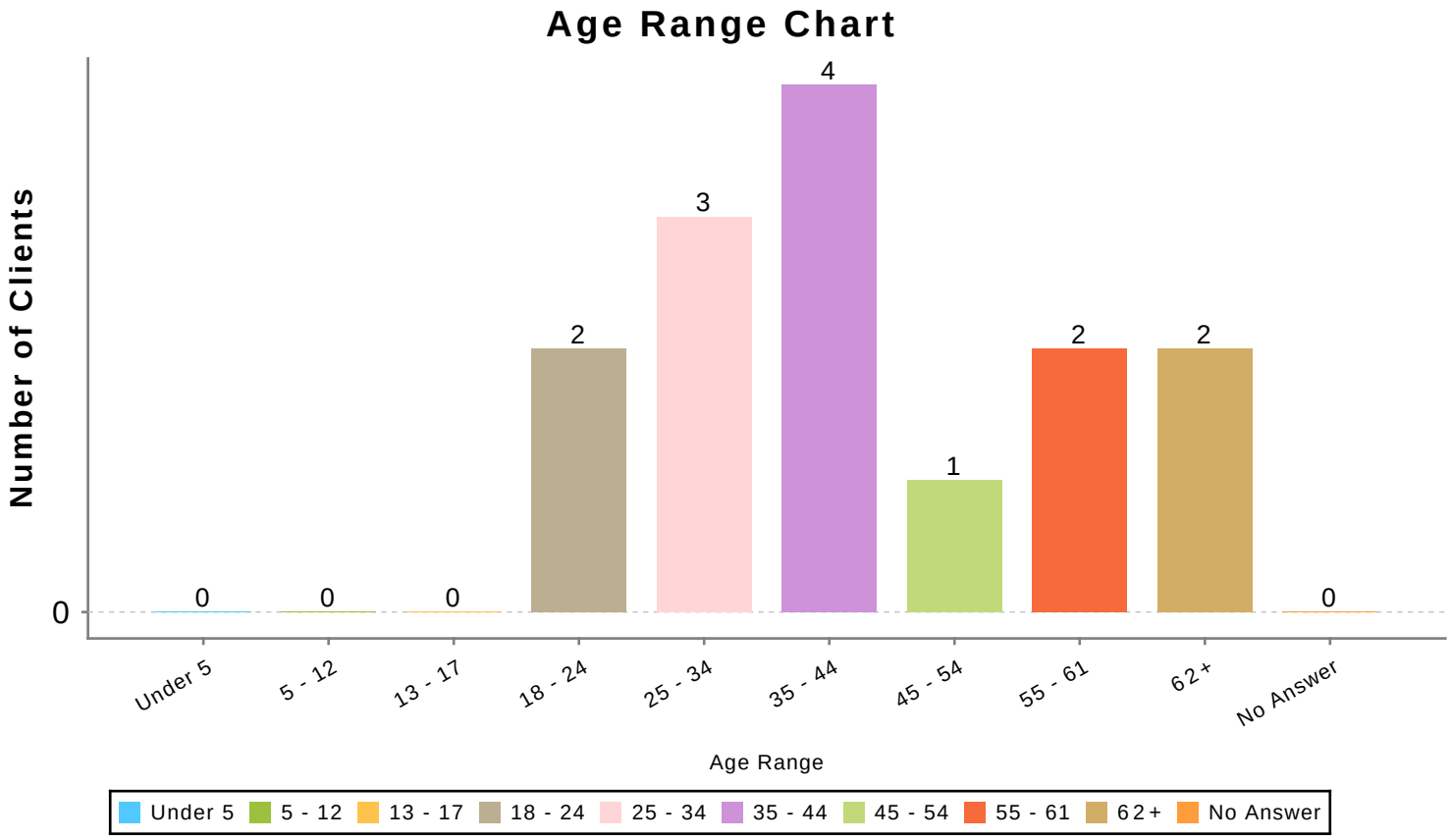
SSN Validity	# of Clients
Full SSN Reported	19
Approximate or partial SSN reported	1
Client doesn't know	1
Client prefers not to answer	0
No Answer	0
Total:	**21**

Programs
Services Only
BFHP-NA-SSO-Albany Housing Navigation-Alb

Client Demographics Report

Outreach

IH - Insight Housing
Date Range: 01/01/2023 thru 03/31/2023
Veteran: All
Client Project Stays: All active

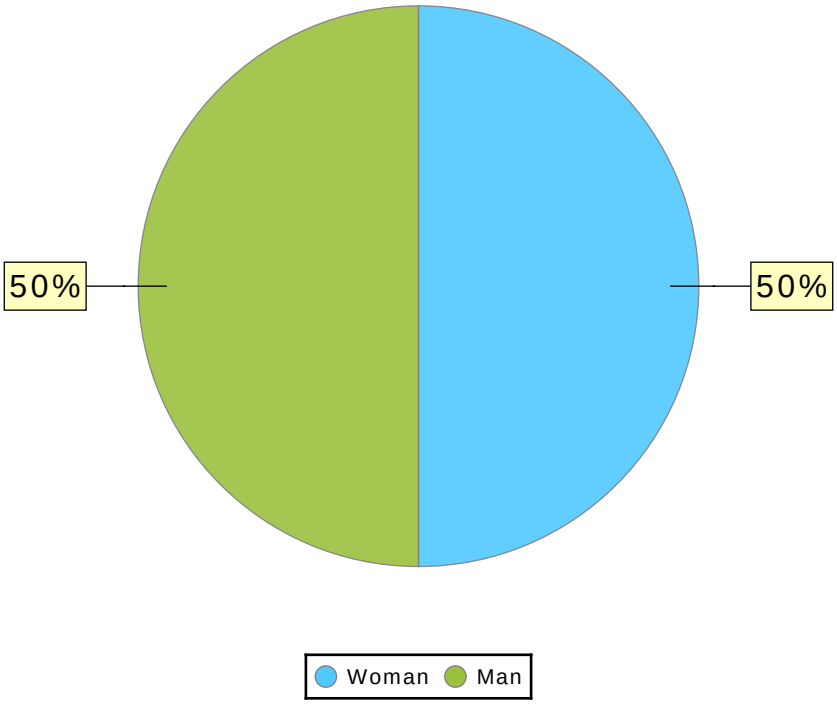


Age Range	# of Clients
Under 5	0
5 - 12	0
13 - 17	0
18 - 24	2
25 - 34	3
35 - 44	4
45 - 54	1
55 - 61	2
62+	2
No Answer	0
Total:	**14**

Client Demographics Report

IH - Insight Housing
Date Range: 01/01/2023 thru 03/31/2023
Veteran: All
Client Project Stays: All active

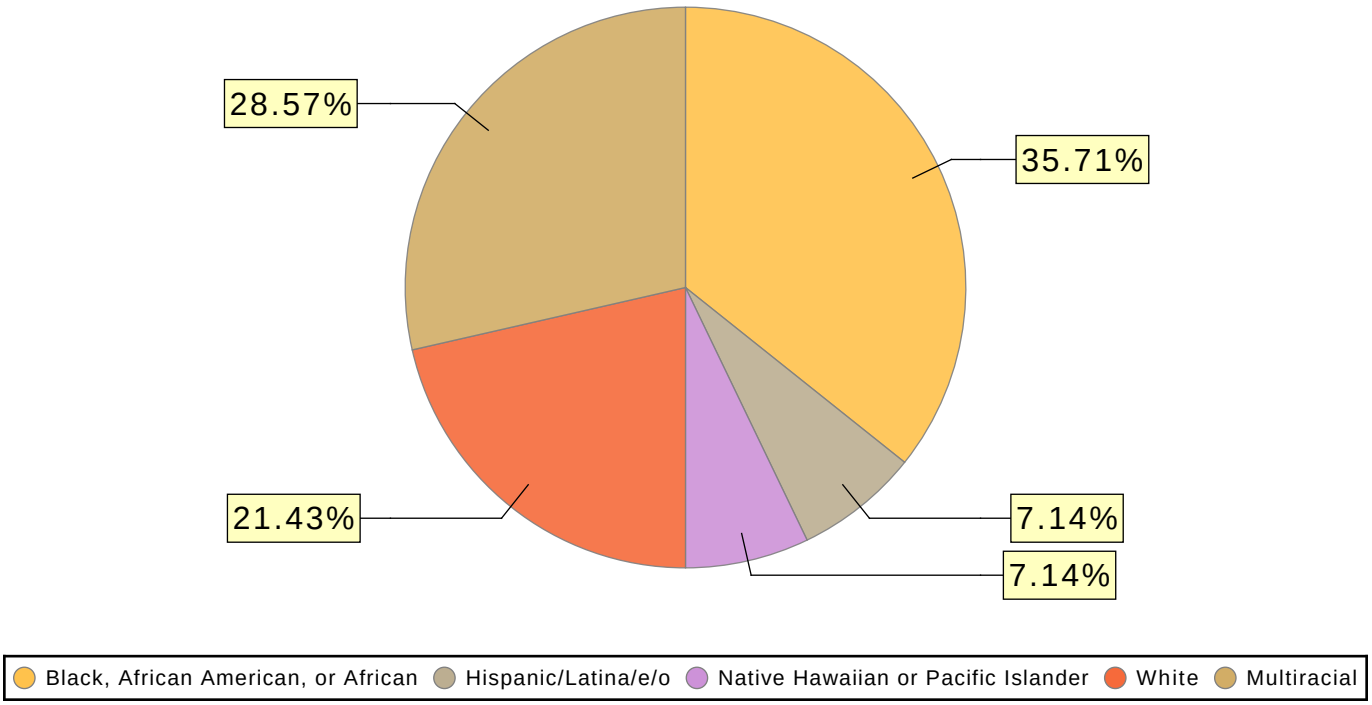
Gender Chart



Gender	# of Clients
Woman	7
Man	7
Culturally Specific Identity	0
Transgender	0
Non-Binary	0
Questioning	0
Different Identity	0
Woman / 1 Other Gender Identity	0
Man / 1 Other Gender Identity	0
Culturally Specific Identity / 1 Other Gender Identity	0
Transgender / 1 Other Gender Identity	0
Non-Binary / 1 Other Gender Identity	0
Questioning / Different Identity	0
More than 2 Gender Identities	0
Client doesn't know	0
Client prefers not to answer	0
No Answer	0

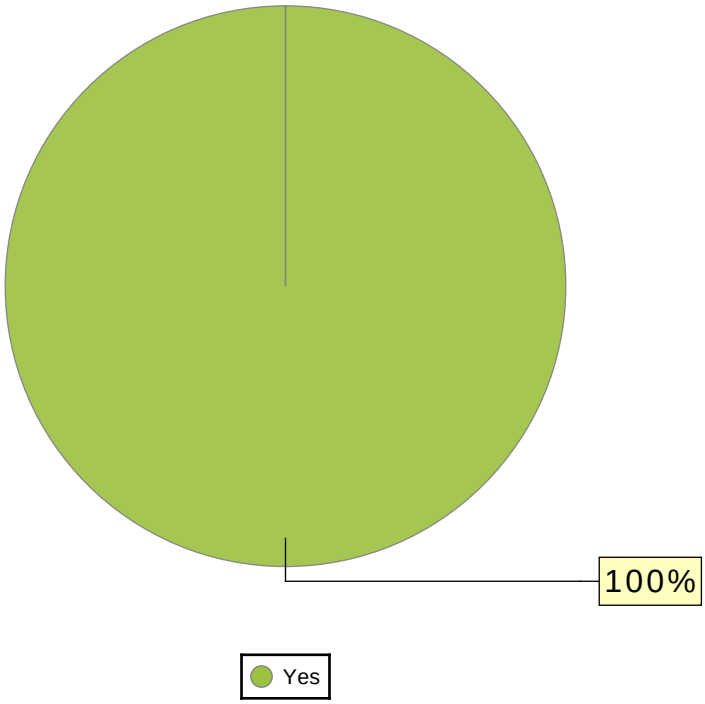
Total:	**14**

Race and Ethnicity Chart



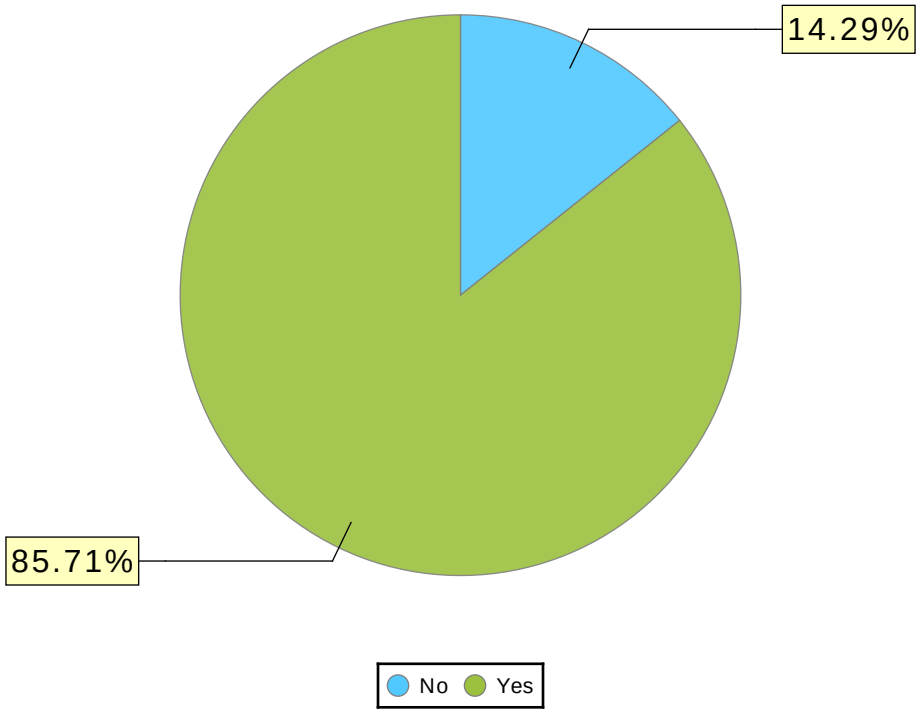
Race and Ethnicity	# of Clients
American Indian, Alaska Native, or Indigenous	0
Asian or Asian American	0
Black, African American, or African	5
Hispanic/Latina/e/o	1
Middle Eastern or North African	0
Native Hawaiian or Pacific Islander	1
White	3
Multiracial	4
Client doesn't know / prefers not to answer	0
No Answer	0
Total:	**14**

Disabled (Adults & HoH) Chart



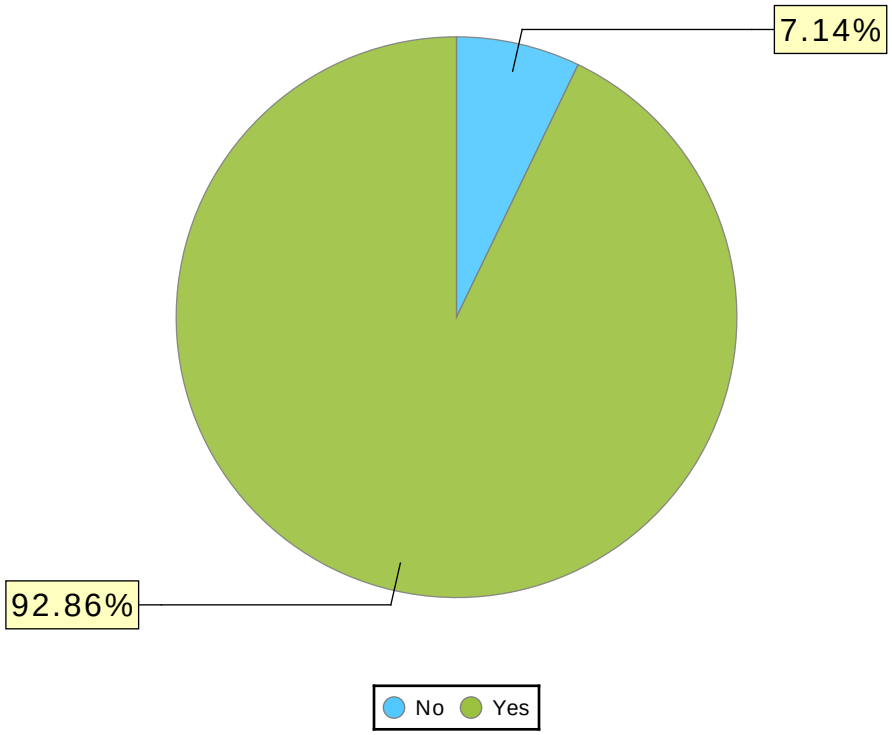
Disabled (Adults & HoH)	# of Clients
No	0
Yes	14
Client doesn't know	0
Client prefers not to answer	0
No Answer	0
Total:	**14**

Physical Disability Chart



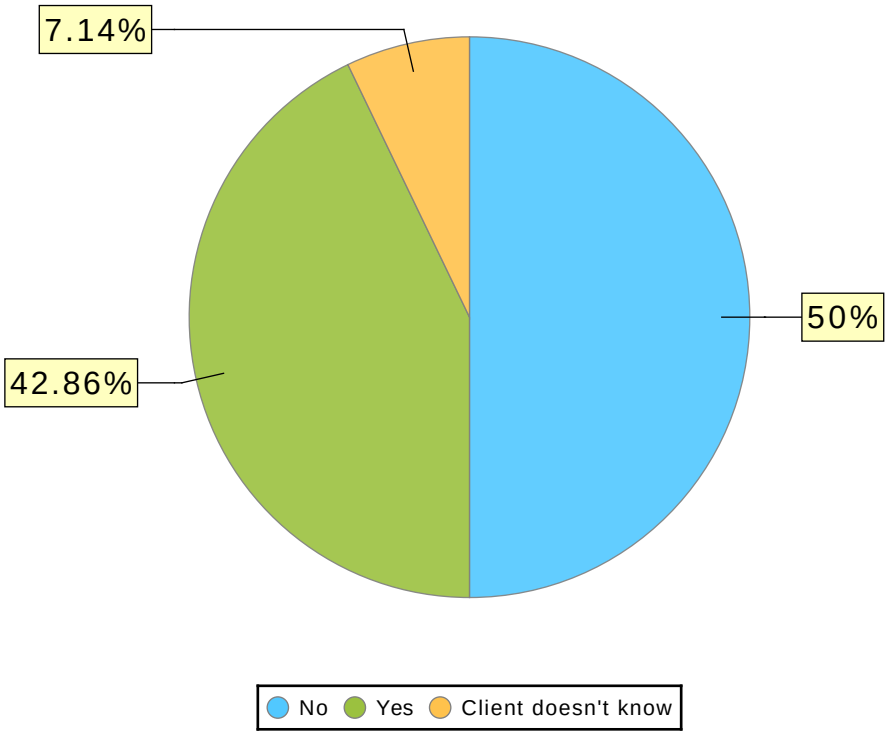
Physical Disability	# of Clients
No	2
Yes	12
Client doesn't know	0
Client prefers not to answer	0
No Answer	0
Total:	**14**

Developmental Disability Chart



Developmental Disability	# of Clients
No	1
Yes	13
Client doesn't know	0
Client prefers not to answer	0
No Answer	0
Total:	**14**

Chronic Health Condition Chart

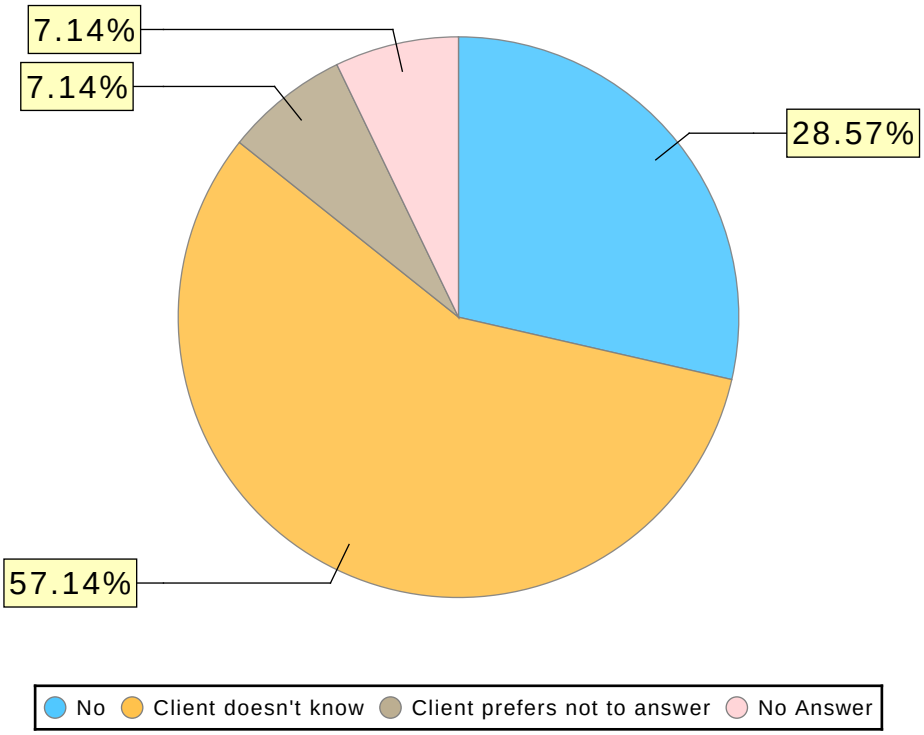


Chronic Health Condition	# of Clients
No	7
Yes	6
Client doesn't know	1
Client prefers not to answer	0
No Answer	0
Total:	**14**

Client Demographics Report

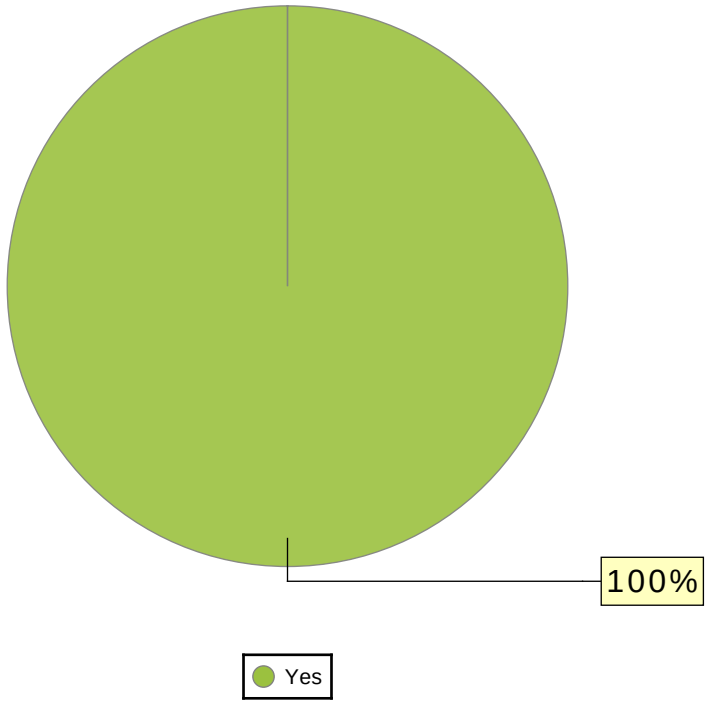
IH - Insight Housing
Date Range: 01/01/2023 thru 03/31/2023
Veteran: All
Client Project Stays: All active

HIV/AIDS Chart



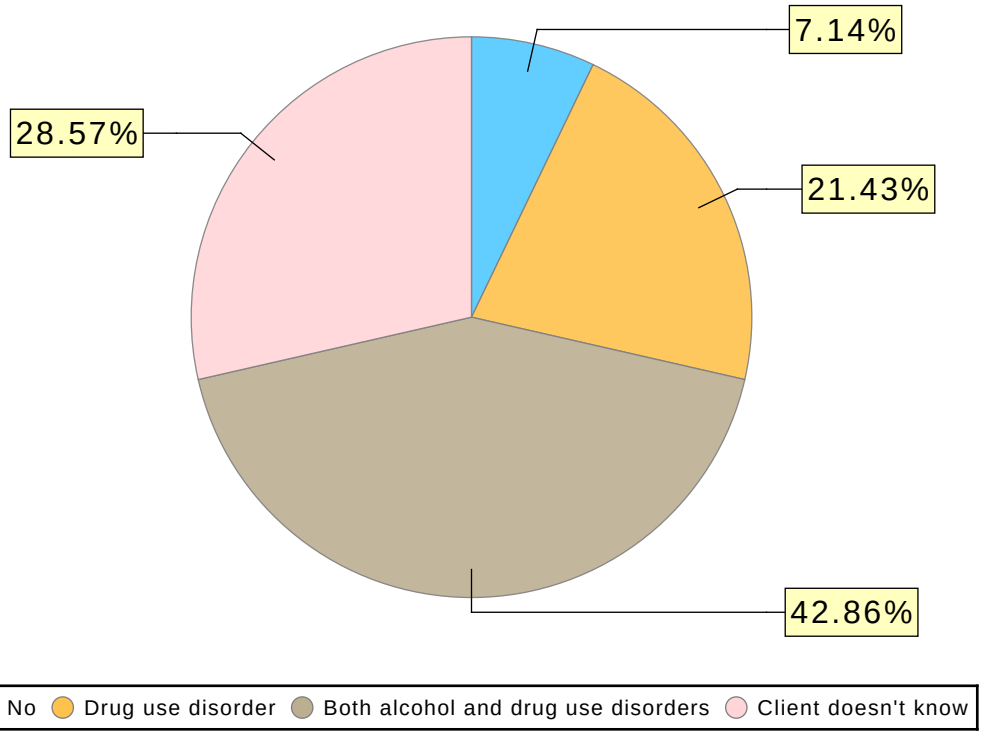
HIV/AIDS	# of Clients
No	4
Yes	0
Client doesn't know	8
Client prefers not to answer	1
No Answer	1
Total:	**14**

Mental Health Disorder Chart



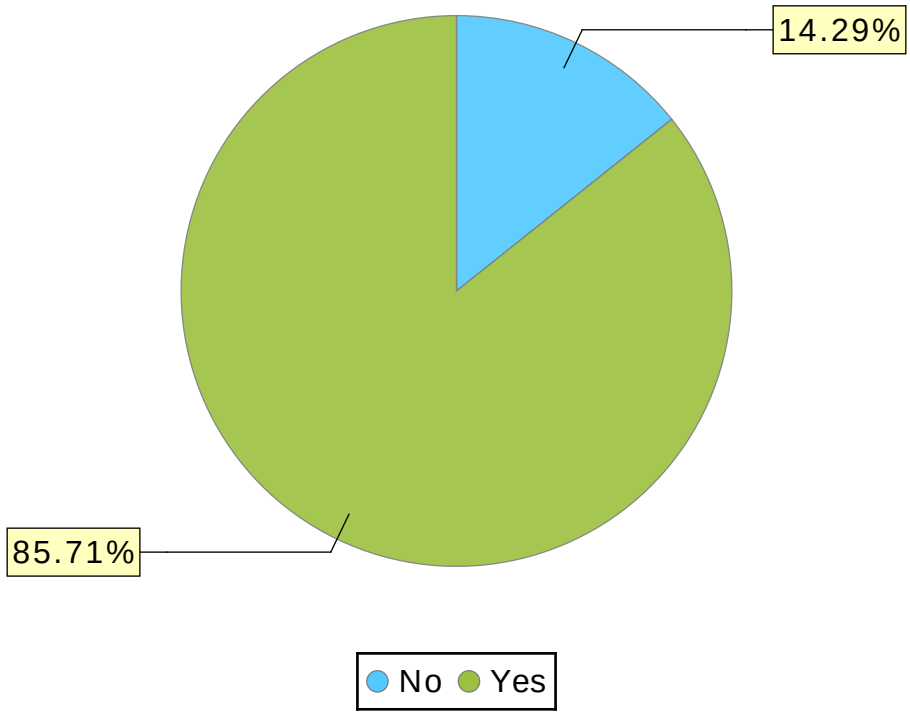
Mental Health Disorder	# of Clients
No	0
Yes	14
Client doesn't know	0
Client prefers not to answer	0
No Answer	0
Total:	**14**

Substance Use Disorder Chart



Substance Use Disorder	# of Clients
No	1
Alcohol use disorder	0
Drug use disorder	3
Both alcohol and drug use disorders	6
Client doesn't know	4
Client prefers not to answer	0
No Answer	0
Total:	**14**

Chronic Homelessness (Adults & HoH) Chart

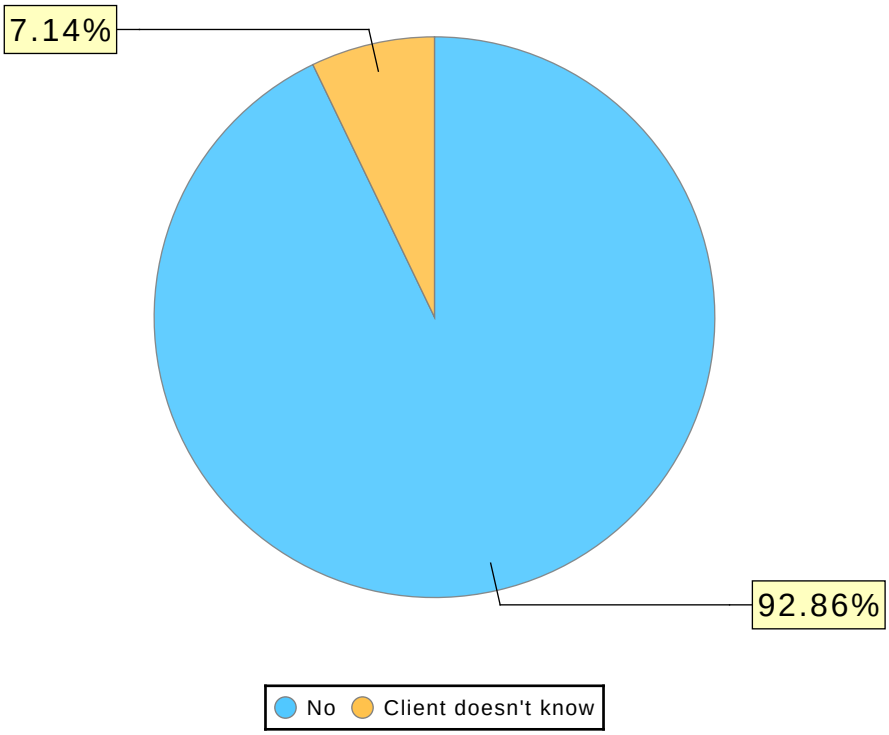


Chronic Homelessness (Adults & HoH)	# of Clients
No	2
Yes	12
Client doesn't know	0
Client prefers not to answer	0
Data not collected	0
Unknown CH Status	0
Clients Entering from Homelessness	**# of Clients**
Yes	13
No	1
Approximate Date Started	**# of Clients**
365 Days or More	11
Less Than 365 Days	3
Missing	0
Not applicable	0
Times Homeless in the Past Three Years	**# of Clients**
One Time	1
Two Times	0

Times Homeless in the Past Three Years	# of Clients
Three Times	0
Four or more times	13
Client doesn't know	0
Client prefers not to answer	0
No Answer	0

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	1
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	12
Client doesn't know	0
Client prefers not to answer	0
No Answer	0
Not Applicable	0
Total:	**14**

Veteran Status (Adults Only) Chart

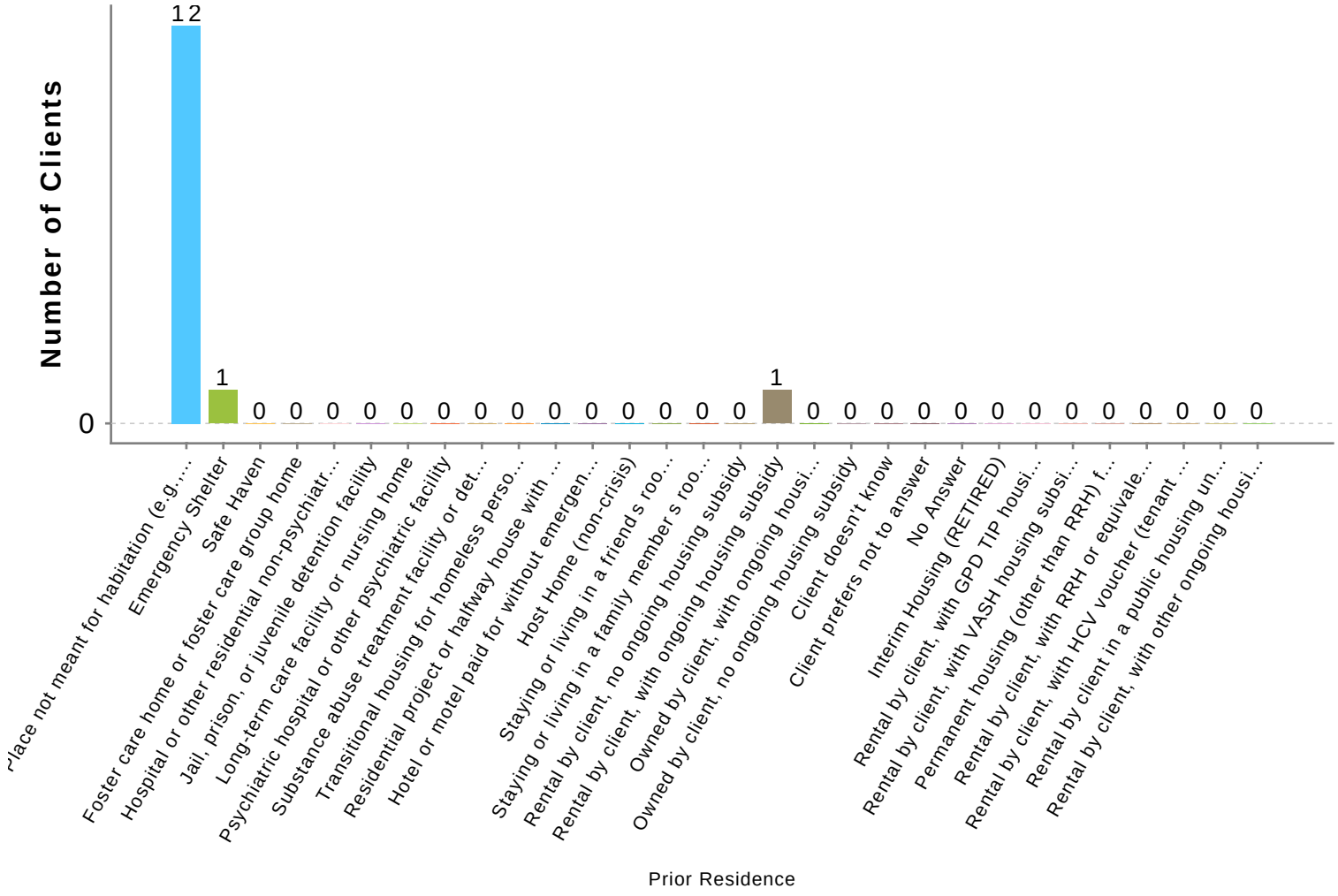


Veteran Status (Adults Only)	# of Clients
No	13
Yes	0
Client doesn't know	1
Client prefers not to answer	0
No Answer	0
Total:	**14**

Client Demographics Report

IH - Insight Housing
Date Range: 01/01/2023 thru 03/31/2023
Veteran: All
Client Project Stays: All active

Prior Living Situation (Adults & HoH) Chart

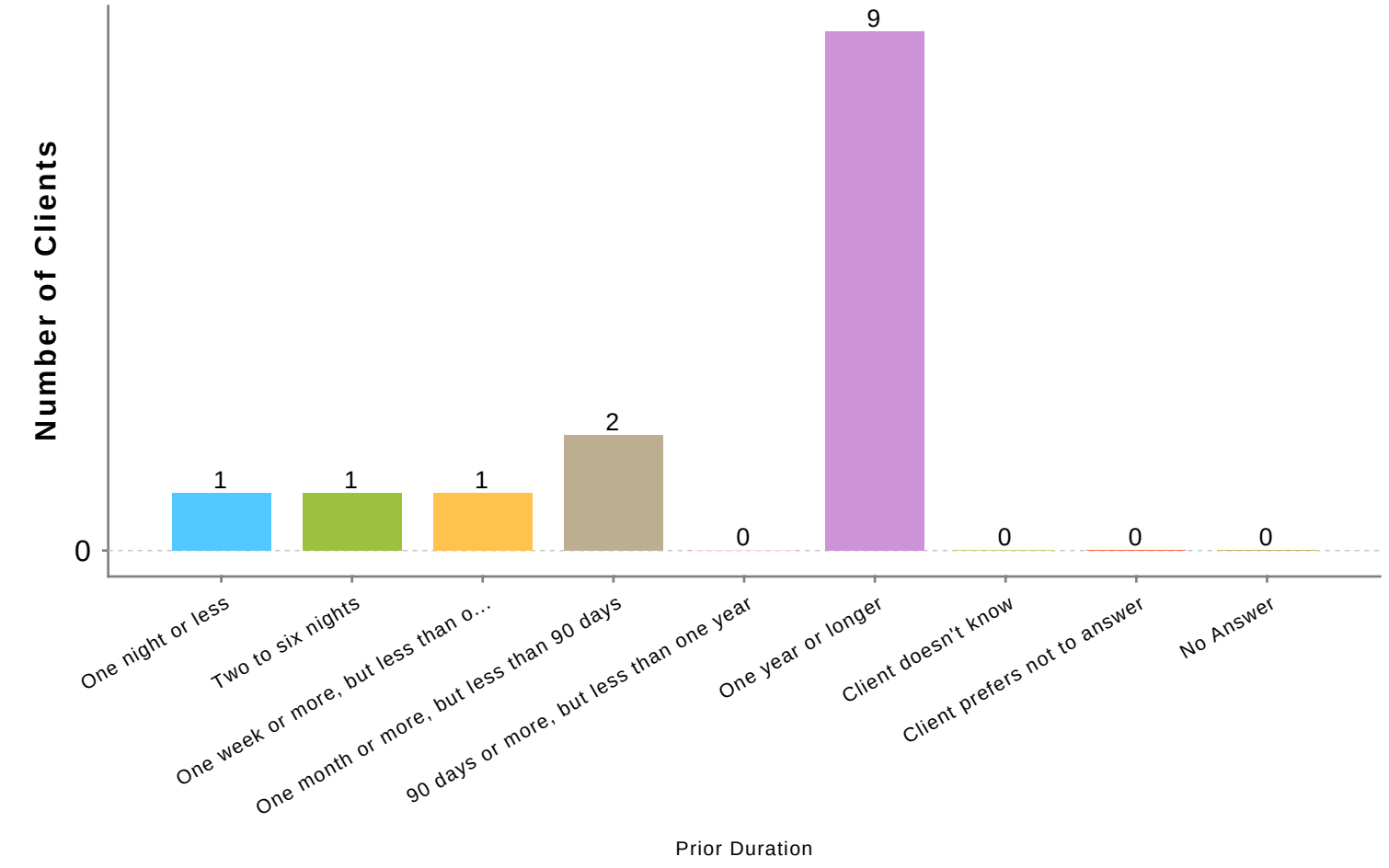


- Place not meant for habitation (e.g., a vehicle, an abandoned building, bus/train/subway station/airport or anywhere outside)
- Emergency shelter, including hotel or motel paid for with emergency shelter voucher, Host Home shelter
- Safe Haven
- Foster care home or foster care group home
- Hospital 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
- Transitional housing for homeless persons (including homeless youth)
- Residential project or halfway house with no homeless criteria
- Hotel or motel paid for without emergency shelter voucher
- 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, no ongoing housing subsidy
- Rental by client, with ongoing housing subsidy
- Owned by client, with ongoing housing subsidy
- Owned by client, no ongoing housing subsidy
- Client doesn't know
- Client prefers not to answer
- No Answer
- Interim Housing (RETIRED)
- Rental by client, with GPD TIP housing subsidy (RETIRED)
- Rental by client, with VASH housing subsidy (RETIRED)
- Permanent housing (other than RRH) for formerly homeless persons (RETIRED)
- Rental by client, with RRH or equivalent subsidy (RETIRED)
- Rental by client, with HCV voucher (tenant or project based) (RETIRED)
- Rental by client in a public housing unit (RETIRED)
- Rental by client, with other ongoing housing subsidy (RETIRED)

Prior Living Situation (Adults & HoH)	# of Clients

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)	12
Emergency shelter, including hotel or motel paid for with emergency shelter voucher, Host Home shelter	1
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
Transitional housing for homeless persons (including homeless youth)	0
Residential project or halfway house with no homeless criteria	0
Hotel or motel paid for without emergency shelter voucher	0
Host Home (non-crisis)	0
Staying or living in a friends room, apartment, or house	0
Staying or living in a family members room, apartment, or house	0
Rental by client, no ongoing housing subsidy	0
Rental by client, with ongoing housing subsidy	1
Owned by client, with ongoing housing subsidy	0
Owned by client, no ongoing housing subsidy	0
Client doesn't know	0
Client prefers not to answer	0
No Answer	0
Interim Housing (RETIRED)	0
Rental by client, with GPD TIP housing subsidy (RETIRED)	0
Rental by client, with VASH housing subsidy (RETIRED)	0
Permanent housing (other than RRH) for formerly homeless persons (RETIRED)	0
Rental by client, with RRH or equivalent subsidy (RETIRED)	0
Rental by client, with HCV voucher (tenant or project based) (RETIRED)	0
Rental by client in a public housing unit (RETIRED)	0
Rental by client, with other ongoing housing subsidy (RETIRED)	0
Total:	**14**

Prior Living Duration (Adults & HoH) Chart

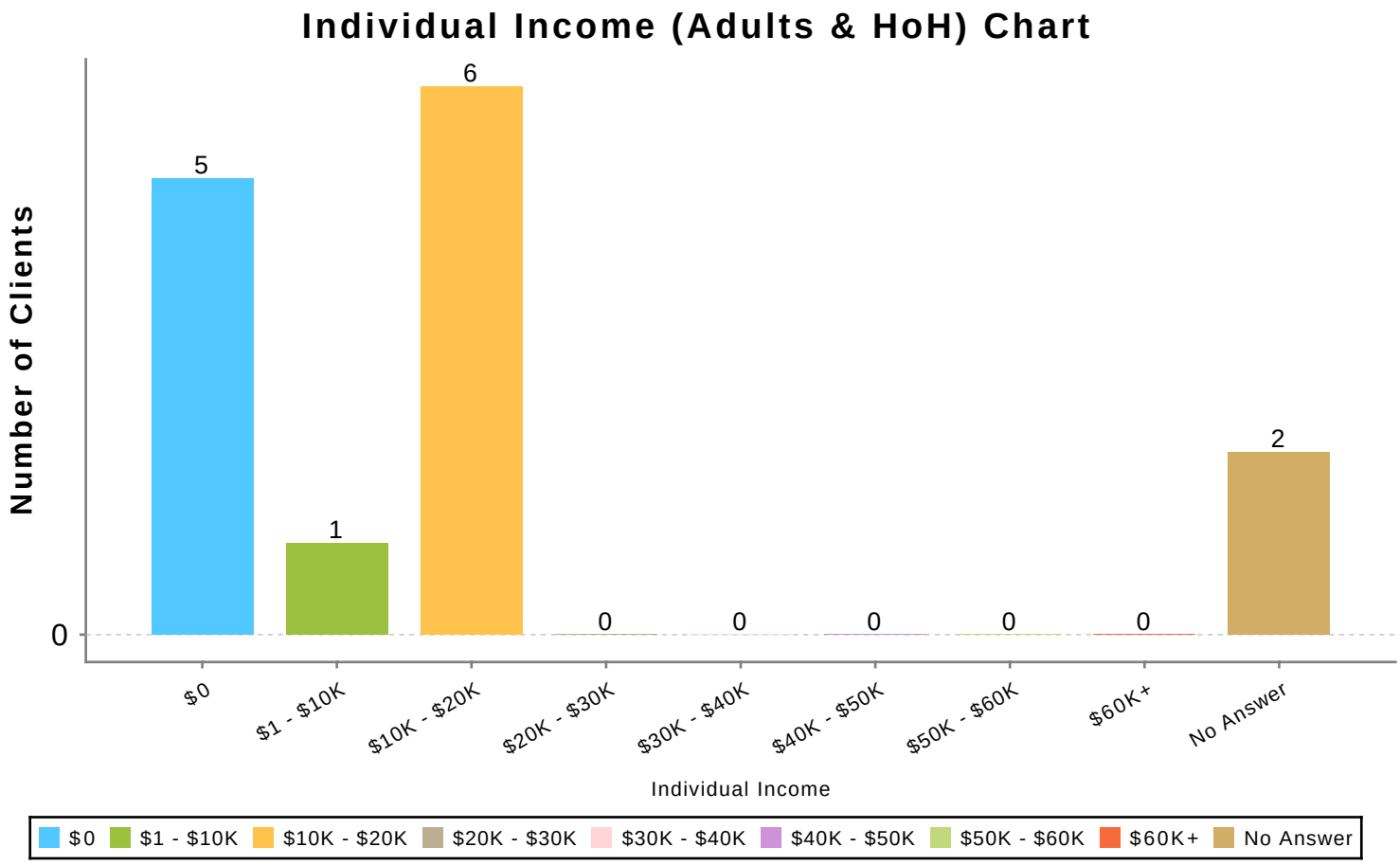


Prior Living Duration (Adults & HoH)	# of Clients
One night or less	1
Two to six nights	1
One week or more, but less than one month	1
One month or more, but less than 90 days	2
90 days or more, but less than one year	0
One year or longer	9
Client doesn't know	0
Client prefers not to answer	0
No Answer	0
Total:	**14**

Client Demographics Report

IH - Insight Housing
Date Range: 01/01/2023 thru 03/31/2023
Veteran: All
Client Project Stays: All active

Individual Income (Adults & HoH) Chart

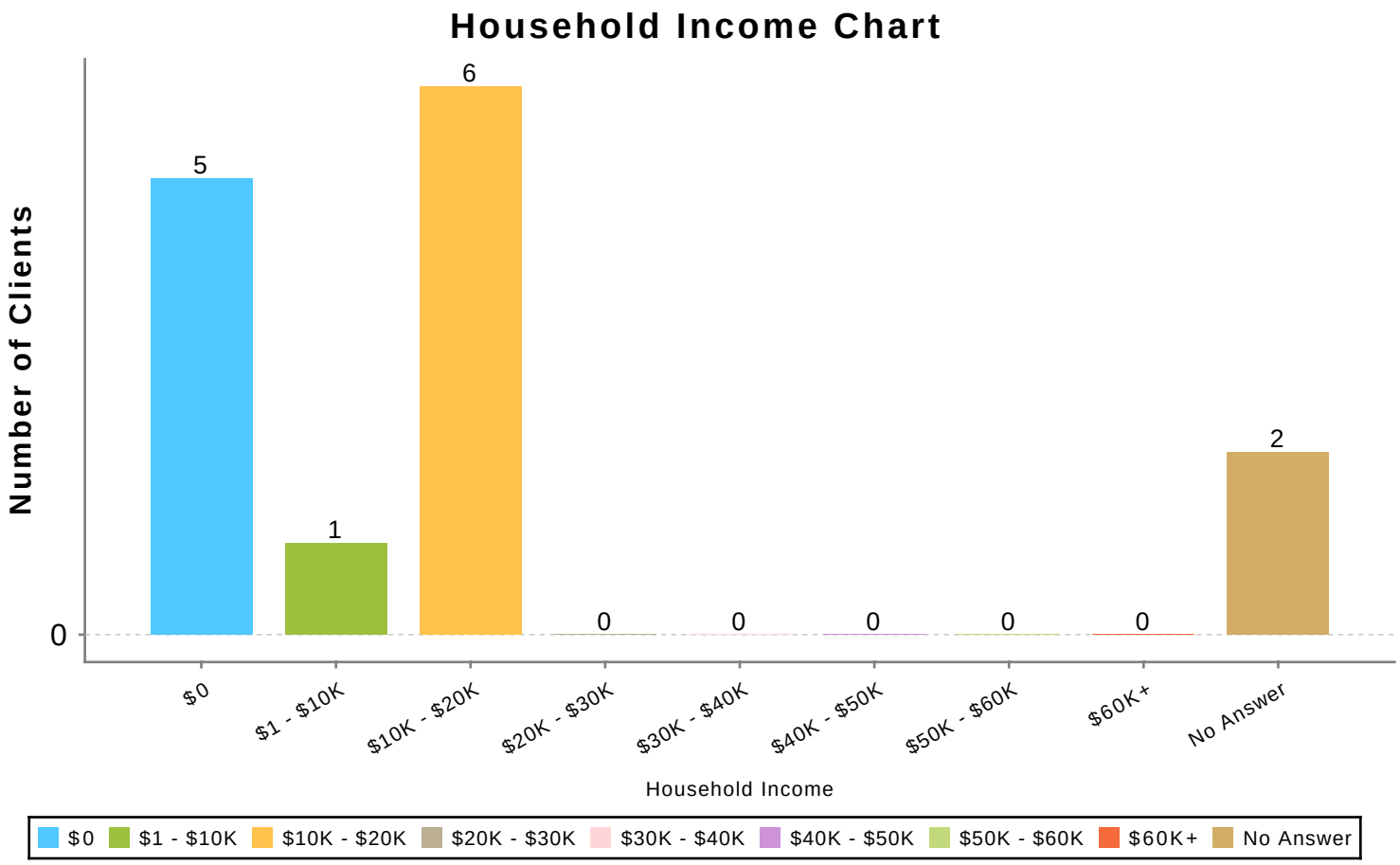


Individual Income (Adults & HoH)	# of Clients
$0	5
$1 - $10K	1
$10K - $20K	6
$20K - $30K	0
$30K - $40K	0
$40K - $50K	0
$50K - $60K	0
$60K+	0
No Answer	2
Total:	**14**

Client Demographics Report

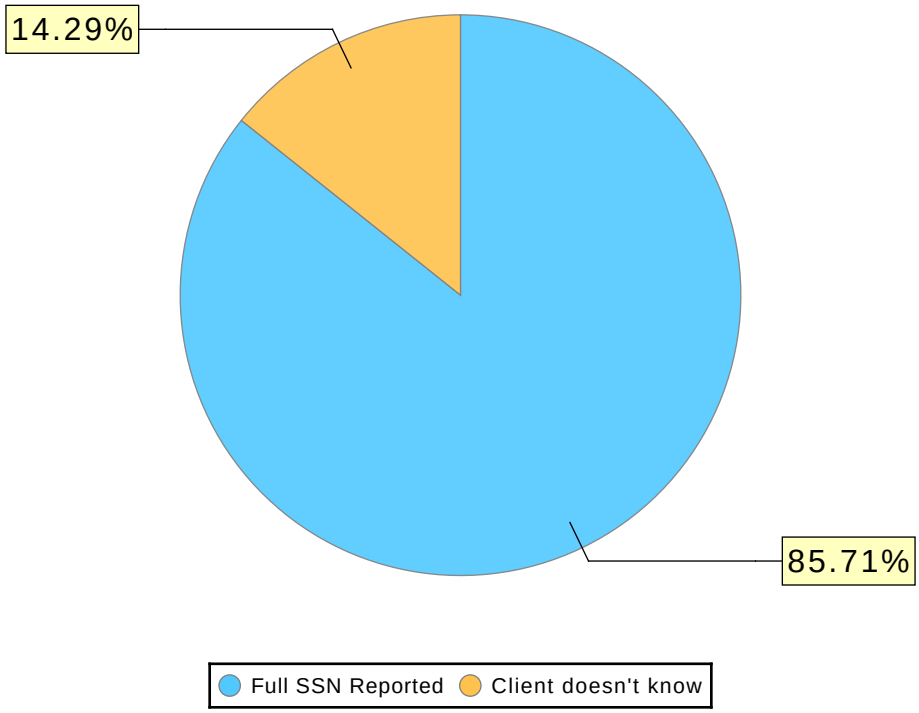
IH - Insight Housing
Date Range: 01/01/2023 thru 03/31/2023
Veteran: All
Client Project Stays: All active

Household Income Chart



Household Income	# of Clients
$0	5
$1 - $10K	1
$10K - $20K	6
$20K - $30K	0
$30K - $40K	0
$40K - $50K	0
$50K - $60K	0
$60K+	0
No Answer	2
Total:	**14**

SSN Validity Chart



SSN Validity	# of Clients
Full SSN Reported	12
Approximate or partial SSN reported	0
Client doesn't know	2
Client prefers not to answer	0
No Answer	0
Total:	**14**

Programs
Street Outreach
BFHP-NA-SO-Albany Outreach-Alb