



**CITY OF ALBANY
CITY COUNCIL AGENDA
STAFF REPORT**

Agenda Date: July 15, 2024
Reviewed by: NA

SUBJECT: FY 2025 & FY 2026 Contract with Insight Housing for Albany Project HOPE – Housing Opportunities Expanded

REPORT BY: Kate Miller, Recreation & Community Services Supervisor
Sid Schoenfeld, Recreation & Community Services Director

SUMMARY

The action before the City Council is to approve a 2-year contract for Fiscal Years 2025 and 2026 with Insight Housing (formerly Berkeley Food and Housing Project) at a cost not to exceed \$1,041,092 for the provision of services for Albany Project HOPE – Housing Opportunities Expanded, the City’s homeless outreach, engagement, and housing navigation program.

STAFF RECOMMENDATION

That the Council:

1. Receive presentation from Insight Housing on Albany Project HOPE – Housing Opportunities Expanded
2. Adopt Resolution No. 2024-62 authorizing the City Manager to enter into Contract No. C24-42 with Insight Housing for Fiscal Years 2025 and 2026 at a cost not to exceed \$1,041,092 for the continued provision of services for Albany Project HOPE – Housing Opportunities Expanded, the City’s homeless outreach, engagement, and housing navigation program.

BACKGROUND

Insight Housing has been providing homeless outreach, engagement, case management and housing services in the City of Albany since July 2013 and has developed a service intensive model based on best practices. Using Housing First and Harm Reduction principles in combination with responsive housing navigation services, in several cases Insight Housing has been able to house and retain housing for people who had been chronically homeless. One of the greatest reasons for this success is that case management (Housing Navigation) has been tailored to each client’s unique needs. For some, crisis intervention is offered regularly, while others are supported through community linkages on a weekly to monthly basis. As most

clients have not experienced much success with stability, this process of consistent engagement over time has been an effective strategy.

Insight Housing provides status reports to the City on a quarterly basis. All reports are posted on the Community Services page of the City website. Additionally, Insight Housing staff meets with Albany CARES (Community Access to Resources and Services) staff for monthly case conferences.

DISCUSSION

The current 2-year Contract No. C22-39 approved by Council on June 21, 2022, expired on June 30, 2024. A two-week extension was granted, however, to continue services provided by Albany Project HOPE, the contract with Insight Housing needs to be renewed. As with current Contract No. C22-39, a renewal of two years is proposed to ensure continuity of services.

During Fiscal Years 2023 and 2024 Albany Project HOPE was expanded in the amount of \$500,000 with American Rescue Plan Act (ARPA) funding as part of the City's temporary COVID Public Assistance Program. Service expansion included securing a second master leased house, additional rapid re-housing rental subsidies, short-term hotel stays and flex funding for program outreach expenses, assistance with move-in costs, supplies and food costs. 10% of a clinical manager's salary was also included to assist with disability verification and other necessary support to permanent housing. The new proposed contract for Fiscal Years 2025 and 2026 anticipates the end of ARPA funds but supplements the budget with Community Development Block Grant (CDBG) funds. The overall budget is approximately \$210,000 lower than the previous contract, however it addresses the funding decrease by implementing needed adjustments to staffing and planning for the reduction of the master leases from two to one house in the last six months of the contract.

Services

The Albany Project HOPE program will continue to use a Housing First/Rapid Re-housing approach to serving unhoused individuals in the community. Housing First philosophy holds that a person's need for housing is a basic need that should be met as quickly as possible, without any preconditions. Consistent with Housing First principals, the program will use a Harm Reduction approach when addressing both substance abuse and psychiatric issues. Harm Reduction is a set of practical strategies that reduce negative consequences of high-risk behaviors. Albany Project HOPE will continue to provide outreach and engagement; housing navigation; housing search/landlord relationship development, housing placement; and housing stabilization and retention services to homeless residents of Albany.

Each time the Housing Case Manager engages a person, they will offer a Coordinated Entry System (CES) assessment, any available options in shelter and offer to start working with the client towards permanent housing solutions. They will also assist in connecting clients to programs they may currently be participating in. The Housing Case Manager will, whenever possible, work on meeting immediate needs, as defined by the client, so that after each experience something positive has occurred and a more trusting relationship is forged. This

type of consistent and positive engagement is crucial in contributing to successfully helping the individual obtain housing and other services, when available. A daily defined outreach route incorporating key sites will be executed along with opportunities to reach out to clients that are identified as in need of assistance by City of Albany employees on an immediate crisis basis (Monday-Friday).

Staffing

Albany Project HOPE will be staffed by Insight Housing with one 0.5 full-time Program Manager and the equivalent of one 1.5 full-time Housing Case Manager. The Program Manager will provide program oversight, act as a contract liaison with the City of Albany and manage a caseload of clients in partnership with the Housing Case Manager. The Housing Case Manager will conduct ongoing outreach and provide case management in partnership with the Program Manager. The Housing Case Manager will work a flexible schedule in order to best connect with the homeless population in the community.

Staffing will also include 10% of a Senior Program Manager's time and 0.05% of a Regional Director's time to oversee the Albany Project HOPE program, ensure service objectives are met, monitor the budget and provide overall leadership and direction. The previous contract proposed 10% of a clinical manager's time to assist the Albany Project Hope team with disability verification and other necessary support for permanent housing, however it has been determined that additional time from a Housing Case Manager will better assist the program in meeting its goals of outreach, case management and housing navigation services.

The Program Manager and Housing Case Manager will sustain a visible presence in the City of Albany and continue to coordinate with Albany CARES staff. The Program Manager or Housing Case Manager will be assigned a daily outreach route that includes public parks and other areas within the public right of way that unhoused individuals are congregating. The Program Manager or Housing Case Manager will respond to direct referrals from Albany CARES staff, the Albany Police Department, and other City of Albany staff as appropriate.

The Program Manager will attend monthly regional case conferences as a City of Albany representative, monthly case conferences with Albany CARES staff, and participate in a monthly rapid re-housing projection meeting at Insight Housing to ensure that financial assistance to clients is being effectively distributed.

Housing Subsidies

The City will provide rapid re-housing subsidies, short-term hotel stays, and flexible housing subsidies for move-in costs and other program expenses such as, but not limited to, food, transit passes, clothing and household supplies.

Rapid re-housing is an interim housing program for some people experiencing homelessness to get quickly re-housed and remain housed. By design, rental assistance through rapid re-housing is a temporary and shallow subsidy. Aided by a housing case manager, the client is provided supportive services that will help them make the transition back to independent living

within a short time frame. Once this happens, the rapid re-housing “slot” turns over, and another client can be served until all resources are depleted. Insight Housing will work with Albany CARES to determine which unhoused clients are suitable for this type of assistance.

As part of its housing navigation strategy, Insight Housing has entered two master leases of houses to temporarily house clients while permanent housing is sought. Housing stability plans are developed for all individuals residing in the master leased homes. The cost associated with leasing, furnishing, and servicing the property for residents is also included in the contract. Both master leases will be maintained for the first 18 months of the contract, and one lease will be maintained during the last six months. Insight Housing will take steps to transition any individuals from the second house in advance of the lease ending. Insight Housing will also utilize contract funds for short-term hotel stays, as appropriate, to ensure the safety and health of people experiencing homelessness on the streets. Flexible housing subsidies for move-in costs, such as, but not limited to, furniture, kitchenware linens and other items to help the client transition into new housing. Other program expenses, such as, but not limited to, food, transit passes, and clothing, will also be covered by contract funds.

SOCIAL EQUITY AND INCLUSIVITY CONSIDERATIONS

The contract with Insight Housing allows for outreach, engagement, case management, and temporary housing for people who are experiencing homelessness in the City encouraging and aims at providing equal access to opportunities and resources for all in the community.

CITY COUNCIL STRATEGIC PLAN INITIATIVES

GOAL 4: Encourage Community Connectivity Through Diversity, Equity & Inclusivity;
 OBJECTIVE: Enhance programs and services for residents across the full lifespan

FINANCIAL CONSIDERATIONS

A combination of CDBG and ARPA funding approved on June 21, 2022 as part of the temporary COVID Public Assistance Program will be incorporated in the 2-year budget.

7/1/24-6/30/26	Amount
General Fund	\$221,092
CDBG	\$320,000
ARPA	\$500,000
GRAND TOTAL	\$1,041,092

The General Fund allocation remains stable as the estimated additional CDBG funding and allocation of ARPA funding mitigates the impact to the General Fund. It should be noted that ARPA funding is one-time funding and additional funding will need to be identified in the future should this current level of services provided through this contract remain.

Attachments

1. Resolution No. 2024-62
2. Insight Housing Proposed Scope of Service (Contract No. C24-42)
3. FY 2023-2024 Albany Project HOPE 3rd Quarter Report

1 \$1,041,092 with Insight Housing to continue services for Albany Project HOPE between
2 July 1, 2024 through June 30, 2026.

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JOHN MIKI, MAYOR

EXHIBIT A

City of Albany
Project Hope
PROPOSED SCOPE OF SERVICE July 1, 2024 through June 30, 2026

Insight Housing (IH), (hereafter “Consultant”) is proposing to continue services for Project Hope from July 2024 through June 2026. The contract will consist of street outreach and housing support services, that include locating and placing clients into housing and housing retention. The contract will also consist of maintaining two master leases, additional Rapid re-housing rental subsidies, flex funding for program and outreach expenses, and assistance with move-in costs.

City of Albany Project Hope: A model of working with chronically homeless individuals

After providing outreach, housing placement and housing retention to chronically homeless residents in the city of Albany for the past ten years, we have developed a service intensive model which utilizes best practices. Using Housing First and Harm Reduction principles in combination with intensive and responsive housing navigation services, IH has been able to house and retain housing for people no-one thought could be housed. In fact, many of our residents have retained housing for years even as we no longer offer them services. One of the greatest reasons for this success is that we have provided case management (Housing Navigation) tailored to each client’s unique needs.

For some we offer crisis intervention daily, for others we support them and make community linkages on a weekly to monthly basis. We can begin exactly where the client is and move from intensive multiple services to less intensive independence in the manner and timing of the needs of the client. As most of our clients have not experienced much success with stability this process of intensive engagement has been working extremely well.

Program Philosophy - Housing First/Rapid Re-Housing

The Project HOPE Housing Case Manager will use a Housing First/Rapid Re-housing approach to maintain recently housed clients in their housing as well as to house additional homeless residents of Albany. Housing First philosophy holds that people's need for housing is a basic need that should be met as quickly as possible, without any preconditions.

Consistent with Housing First principals, the program will use a Harm Reduction

approach when addressing both substance abuse and psychiatric issues. Harm Reduction is a set of practical strategies that reduce negative consequences of high-risk behaviors, incorporating a spectrum of interventions from safer use, to managed use, to abstinence.

Rapid re-housing (RRH) is an interim housing program for homeless people to get quickly re-housed and stay housed. By design, rental assistance is a short and shallow subsidy. Aided by a Housing Case Manager the client is provided supportive services that help make the transition back to independent living within a short time frame. Once this happens, the rapid re-housing “slot” turns over, and another client can be served until all resources are depleted.

Importance of Ongoing Housing Stabilization and Retention

Having been homeless in the past is a significant risk factor for future homelessness. We continue to mitigate the risks of a return to homelessness for these clients and have high outcomes. The challenges that our housed clients have and are experiencing include difficulty negotiating roommate conflicts, difficulty with basic life skills such as maintaining minimum cleanliness standards in their units, extensive property damage, non-payment of rent, lack of a stable income, and moving unauthorized people into their properties. All these issues could be putting some housed clients at risk of eviction and future homelessness.

Project HOPE and community partners are working intensively to lessen the risks of possible evictions and a return to homelessness.

Staffing

The project will be staffed by the equivalent of a one 0.5 FTE Program Manager and 1.5 full-time Housing Case Manager. The Program Manager role is to provide program oversight, and act as the contract liaison with the City of Albany and work with a case load of clients in partnership with the Housing Case Manager. The Housing Case Manager will work a flexible schedule, to best connect with the homeless population.

The Program Manager and Housing Case Manager will sustain a visible presence in the City of Albany and will act as part of the larger team being created by the Albany CARES program. The Program Manager or Housing Case Manager will be assigned a daily outreach route that includes the community center, the senior center, the area around the Safeway store, behind the Target store, Albany Hill, the shower program at the Albany Aquatic Center, Solano and San Pablo Avenues, the Ohlone Greenway and any other areas that people who are homeless congregate in. The Program Manager will also attend monthly regional case conferences as a City of Albany representative. The Program Manager will participate in a monthly rapid re-housing projection meeting at Insight Housing to ensure that financial assistance to clients is being effectively distributed.

The Program Manager will attend monthly Albany case conferences with Albany CARES staff, and the Housing Case Manager will attend as needed.

Program Description/Services

Project Hope will continue to provide outreach and engagement; housing navigation; housing search/landlord relationship development, housing placement; and housing stabilization and retention services to homeless residents of Albany. The focus of the work moving forward will be split between outreach, housing navigation and housing stabilization/retention.

Outreach

The Program Manager and Housing Case Manager will utilize part of their time to conduct outreach to homeless persons throughout the City of Albany. The goal of outreach is engagement, relationship building and assessment to encourage participation in services and housing resolution. Engagement can be a long process and it can take many contacts with a homeless individual before the Program Manager or Housing Case Manager may even be able to do an assessment. During this relationship and trust building process, the client chooses their level of engagement with staff and takes the lead in determining their initial needs and goals.

Each time the Program Manager or Housing Case Manager engages a person, they will offer a Coordinated Entry system (CES) assessment, any available options in shelter and work towards permanent housing solutions. The Program Manager and Housing Case Manager will, whenever possible, work on meeting immediate needs, as defined by the client, so that after each experience something positive has occurred and a more trusting relationship is forged. This type of consistent and positive engagement is crucial in contributing to successfully helping the individual obtain permanent housing when it is available. A daily defined outreach route incorporating the above listed sites will be executed along with opportunities to reach out to clients that are identified as in need of assistance by City of Albany employees on an immediate crisis basis (Monday-Friday).

Housing Navigation

CES Assessment

As the Program Manager and Housing Case Manager develop relationships with homeless individuals they will begin the process of CES assessment to establish prioritization for services available across Alameda County and to determine which services are the most effective for the person to resolve their homelessness. The CES assessment focuses on information directly relevant to the client's homelessness and its resolution. The goal of the assessment process is to understand:

- Immediate health or safety risks
- Housing history
- Strengths in obtaining and maintaining housing
- Barriers to obtaining and maintaining housing
- Preferences for housing.
- Linkages needed for wraparound services

Housing Stability Plans

After completing the CES assessment, the client will be placed on a county list and the Program Manager or Housing Case Manager will offer available and appropriate services to the client. If applicable, a housing stability plan will be created. The Housing Stability Plan is the basis for all service provision and is a guide for moving the participant households toward resolving any immediate crises and obtaining sustainable and appropriate, permanent housing as quickly as possible.

All Housing Stability Plans are composed of goals and objectives that are reasonable and realistic for the client to achieve. Some common components of a Housing Stability Plan may include obtaining ID, the creation of a monthly household budget and assistance with financial planning, employment search, addressing poor credit and past evictions, and managing mental health symptoms.

Housing Search

The Program Manager and Housing Case Manager are the primary staff that will have contact with landlords. Both the Program Manager and Housing Case Manager roles are to locate units in Albany and other areas, build relationships with landlords, and work with the client on the move in process.

The Program Manager and Housing Case Manager will provide a wide range of services directly related to establishing and maintaining housing stability.

These include:

- Linking eligible clients to available move-in assistance and utilities subsidy programs.
- Discussion of housing options with the household
- Research of housing options and encouraging the participant household to research options themselves.
- Providing tools and instruction to participant households regarding how to present themselves favorably to landlords
- If a prospective unit is identified, contacting landlord to arrange for the participant to see the unit.
- Negotiation and mediation with landlords around rents and tenant relationships
- Complete all necessary housing paperwork in collaboration with the landlord, including the lease agreement and IRS Form W-9
- Viewing the unit to ensure it is habitable and safe
- Work with the landlord to arrange for lease signature, coordinate household move-in, and arrange for payment of rent and/or security deposit as negotiated.

Supports to Maintain Housing: Housing Stabilization and Retention

Housing stabilization and retention goals are included in a client's Housing Stability Plan and are based on the client's specific needs.

Examples might include:

- Understanding lease requirements
- Avoiding property damage
- Basic household skills such as cooking and cleaning
- What constitutes good tenant behavior
- Budgeting with a focus on prioritizing rental payment
- Landlord /tenant rights and responsibilities

Home Visits

Regular home visits are an integral part of assessing and responding to housing retention barriers and will continue to be a core part of the program. Once clients become housed, the Housing Case Manager makes home visits frequently, with the exact frequency determined by the needs of the household. A home visit enables the Housing Case Manager to identify tenancy issues that become "teachable moments." Home visits provide opportunities for real life teaching of skills that are essential for lease renewals, return of tenants' security deposits, and good landlord references. Home visits are also an opportunity to assess the unit for health and safety issues.

Supports to Maintain Landlords

The Program Manager and Housing Case Manager will follow up with clients and landlords post move in and assist with resolving any conflicts. Their role is also to retain landlords in the program by offering support such as:

- Move in costs and rental subsidies
- Facilitating a meeting between the landlord and the client to review the lease

- The landlord is provided with contact information for the Housing Case Manager if any questions or concerns arise
- The Housing Case Manager checks in with the landlord while concerns are being addressed
- Mediating disputes to resolve landlord/participant concerns

Referrals and Linkage to Other Service Providers

Referrals to mainstream services, which help people obtain and maintain housing, are a top priority. These could include linking to resources for medical care, domestic violence services, drug use management and mental health. Additional priority areas are connecting clients to resources to assist them in increasing their income and with resources that can help address some of their tenancy barriers such as poor credit, or an eviction on their record.

Prevention Assistance

The program will provide financial assistance and other services within the scope of work of the housing Case Manager to prevent household(s) from being evicted, losing their homes, or becoming homeless.

Client Satisfaction Survey

IH will conduct a client satisfaction survey in April and provide a summary of responses in the 4th quarter report to the city.

Reporting

- IH will provide quarterly program statistics, performance measures and program narratives to the City of Albany using a template to be mutually determined.
- IH will provide monthly financial accounting to the City of Albany regarding temporary financial assistance (rapid re- housing projections).
- IH will provide monthly program statistics as required by the funding sources.

MEETINGS AND COORDINATION

- City of Albany convened meetings to coordinate services. These may include the Albany Police Department, the Albany CARES Program and others as needed: IH staff are required to attend to provide an increased level of service coordination and collaboration.
- City of Albany and County CES meetings: IH staff are required to attend.
- Monthly case conferences with Albany CARES staff: Program Manager or Housing Case Manager.
- North County HRC case conference meetings: Program Manager or Housing Case Manager.
- North County HRC Policy & Procedures meeting: agency representatives including Program Director level staff and Supervisors.
- North County HRC quarterly meeting: Director of Programs and Senior Program Manager(s) with program implementation authority.
- Other key meetings, as necessary.
- Coordinate outreach and housing navigation services with other non-profit outreach and housing providers serving the City of Albany.
- Coordinate with the Family Front Door program and other agencies that serve families experiencing homelessness to provide housing assistance.

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HMIS

IH is required to participate in the County's Homeless Management Information System (HMIS). HMIS requires the entry of client-level data into a centralized, web-based system as well as compliance with all applicable confidentiality and data security protocols.

- HMIS Outcomes and Demographic reports for Project Hope will be sent to the City of Albany on the 15th of the month following the end of a quarter.
- Completion of an HMIS intake will be a requirement for any client who is receiving rental assistance through the City of Albany or any other source.
- The Project Hope Program Manager and Housing Case Manager will complete HMIS intakes for all consenting clients who are actively engaged in case management and housing search.
- Completing an HMIS intake is not a requirement for receiving outreach, engagement, and initial case management services through Project Hope and therefore the Housing Case Manager will not be able to capture less engaged clients within the HMIS system.

Master Leased Homes and Emergency Motel Placements

IH has utilized hotel stays to ensure the safety and health of people experiencing homelessness on the streets. IH will provide emergency hotel stays for up to four clients for seven nights as needed and beneficial to their housing stability plan.

IH plans to continue utilizing the master leased house as a space of transition for individuals awaiting permanent housing placement. Master leasing a house has proven to be a cost effective and reliable temporary housing option for clients to stabilize while working towards a permanent housing solution. Therefore, a second master lease home was obtained utilizing ARPA funding previously approved by Albany City Council in November 2022. Housing stability plans will be developed for all individuals upon entry into one of the master leased homes with the intent to support clients in obtaining permanent supportive housing. Both master leased homes will be maintained during the first 18 months of the contract and one house will be maintained during the last six months of the contract.

EXHIBIT B

Budget

City of Albany- Project Hope July 1, 2024 - June 30, 2026

Item	Year 1	Year 2	Cumulative Total
1. Salaries	201,099	211,154	412,253
2. Personnel Expenses	560	560	1,120
3. Non-Salary Personnel & Administrative support	46,555	46,714	93,269
4. Master Leasing	93,540	70,740	164,280
5. Rapid Re-housing	126,000	126,000	252,000
6. Homeless Prevention	5,000	5,000	10,000
7. Emergency Motel	3,000	3,000	6,000
8. Program Expenses	22,000	16,000	38,000
9. Facilities/Operations	29,485	34,685	64,170
Grand Total	527,239	513,853	1,041,092

Budget Explanation

<i>1. Salaries</i>	<i>Year 1</i>	<i>Year 2</i>	<i>Cumulative Total</i>
Regional Director Residential Services: 0.05 FTE provides overall leadership and direction with regards to program service design, budget development, and contractual compliance.	7,950	8,347	16,297
Senior Program Manager: 0.10 FTE oversees the program, ensuring service objectives are met, monitoring and managing the budget, and certifying compliance.	9,010	9,460	18,470
Program Manager: 0.5 FTE provides program coordination, supervision of case management, oversight of master lease; prepares	40,068	42,071	82,139

program reports and coordinates program data collection.			
Housing Case Manager: 1.5 FTE conducts outreach, liaises with landlords, performs assessments, develops housing stabilization plan to reduce barriers to housing, and provides housing retention support as needed.	99,368	104,336	203,704
Facilities Staff: 0.10 FTE Maintenance technician and to support two master leased homes	6,359	6,677	13,036
Benefits: Payroll taxes, health and life benefits, and Workers' Compensation coverage for staff@ 30% of wages.	38,345	40,262	78,607
Total Salaries Detail	201,099	211,154	412,253
2. Personnel Expenses Detail			
Non-Salary Personnel Costs: Hiring costs including job posting and background checks; staff training classes and materials.	560	560	1,120
Total Personnel Expenses Detail	560	560	1,120
3. Non-Salary Personnel & Admin Support Detail			
Administrative Costs: record costs, prepare invoices, and monitor financial compliance of contract, including tracking and distribution of funds for financial assistance; and overall general organizational management.	46,555	46,714	93,269
Total Operational Detail	46,555	46,714	93,269
4. Master Leasing Detail			
House: Rent, utilities, internet access, insurance, repairs and maintenance, household supplies and furnishings.	93,540	70,740	164,280
Total Master Leasing Detail			
5. TFA Detail			
Rental subsidies	126,000	126,000	252,000
Motel Stays	3,000	3,000	6,000

Homeless Prevention	5,000	5,000	10,000
Total TFA Detail	134,000	134,000	268,000
6. Program Expenses			
Household supplies	12,000	6,000	18,000
Program Supplies: \$1,000 per client for move-in	7,000	7,000	14,000
Mileage: Transportation: Mileage reimbursement for program staff to visit participants; Vehicle operating costs (gas, insurance, maintenance) for accessing outreach sites and transporting clients.	3,000	3,000	6,000
Total Program Expenses Detail	22,000	16,000	38,000
7. Facilities/Operations Expense			
Facilities: extermination, janitorial services and supplies, repairs, maintenance supplies, utilities, property insurance	22,000	27,200	49,200
Operations: Information technology, insurance, payroll fee, audit and tax preparation, mail and postage	7,485	7,485	19,970
Total Facilities/Operations Expenses Detail	29,485	34,685	64,170

1. Homeless Housing Navigation Services and Program Management

City of Albany will fund a 1.5 FTE Housing Case Manager to conduct outreach, liaise with local landlords, manage the Rapid Re-Housing slots, and coordinate services for individuals experiencing homelessness in Albany. It will also fund a 0.5 FTE Program Manager to provide program coordination and supervision of case management, prepare program reports and coordinate program data collection, and supplement case management. Program leadership and management will be provided to support programmatic direction, ensure compliance with all contractual obligations, and manage the program budget.

2. Operations

City of Albany will fund operating costs that support program services and administration.

3. Master Leasing

City of Albany will fund the costs of leasing, furnishing, and servicing two properties to temporarily house clients while permanent housing is sought.

4. Rapid Re-Housing/Emergency motel stays/ Homeless Prevention

City of Albany will fund Rapid Re-Housing slots for individuals following the adopted County of Alameda Rapid re-housing guidelines. Funding will also be used to cover cost of hotel rooms in emergency situations. City of Albany will fund Prevention activities to prevent household(s) from being evicted, losing their homes, or becoming homeless.

5. Flexible Housing Subsidy

City of Albany will fund housing subsidies for move-in costs, emergency food assistance, clothing, transportation, and other items that remove barriers to being housed.

EXHIBIT D

INSIGHT HOUSING Albany Project HOPE PERFORMANCE

MEASURES FY 24-26 Due on the 15th of each month

Project Performance Measures and Targets following the quarter				
Performance Measure	Target	Progress/Activity this period	Year to date statistics	Comments
Outreach contacts (unduplicated contact with a new client)	80			
Performed initial intake/enrollment	50			
Number of housing case plans performed	40			
New Clients Housed (RRH)	5			
Master Leasing – New clients housed	7			
Clients maintaining housing for 6 months	12			
*Clients maintaining housing for a year	10			
Clients matched with PSH-Home Stretch	20			
New Clients - prevention	5			
Clients receiving flexible housing subsidy for move in costs	6			
Clients served with Flexible Funding	14			

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

EXHIBIT F

Albany Project HOPE Homeless Outreach and Engagement Program

Insight Housing Narrative

Due on the 15th of each month following the quarter

Activities

1. Outreach
 - a. Include number of days at Albany CARES drop in hours
2. Housing Navigation
 - a. CES Assessments
 - b. Housing stability plans
 - c. Housing Search
 - d. Housing Stabilization & Retention
 - e. Home Visits
 - f. Flexible housing subsidy move-in cost description
3. Support to Maintain Landlords
4. Referrals and linkages to Other Service Providers
5. Coordination with other providers
6. Details from Service Tracking spreadsheet

Successes this Quarter

Challenges this Quarter

Summary of Client Survey Responses (4th quarter only)

Albany Project HOPE
Homeless Outreach and Engagement Program
Insight Housing (formerly Berkeley Food and Housing Project)
Narrative Report to City Council
January 2024 – March 2024

Activities To-Date

When engaging with unhoused individuals who often require multiple outreach attempts to build rapport and trust, great care is taken. 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 (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, linkage to resources, 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 conflict resolution and financial budgeting. Problem-solving and mediation between 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 seven new unsheltered persons, two of which accepted enrollment into HMIS. Three clients were successfully matched with PSH unit through Coordinated Entry and are working with the HN to obtain updated documents and complete additional paperwork to move forward with those matches. There are two participants who are working at the Albany transitional houses, and 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. 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 focused on referrals from the Albany PD and the Albany CARES team, including field-based outreach of non-referrals. Currently we have six vacancies between the two Albany transitional houses for new outreach referrals. The HN has continued working with clients to support them in becoming comfortable living indoors and providing much-needed links to more intensive psychiatric and medical services. The team helped three 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. The staff has 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 three PSH matches during this quarter, and we continue the process of completing all required documentation to move into their respective units. One of these clients has successfully moved to his PSH new apartment unit in Oakland, CA. Household goods including furniture were purchased for this client.

HN continues motivating clients to go into and stay in the emergency shelters throughout Alameda/Contra Costa Counties in the interim until permanent housing is secured.

Lastly, we provided \$100. dollars to one former client to complete his rental security deposit towards his new apartment.

Challenges

We continue to experience delays in the PSH matching system from the Alameda County's Coordinated Entry System. Noting that the current waitlist is approximately twelve months for someone to begin receiving matches once in the housing queue. 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. 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. We've also experienced clients declining shelter options as they wait for 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. Regular mental health assistance is needed to help some clients be successful in the search for obtaining and sustaining permanent housing.

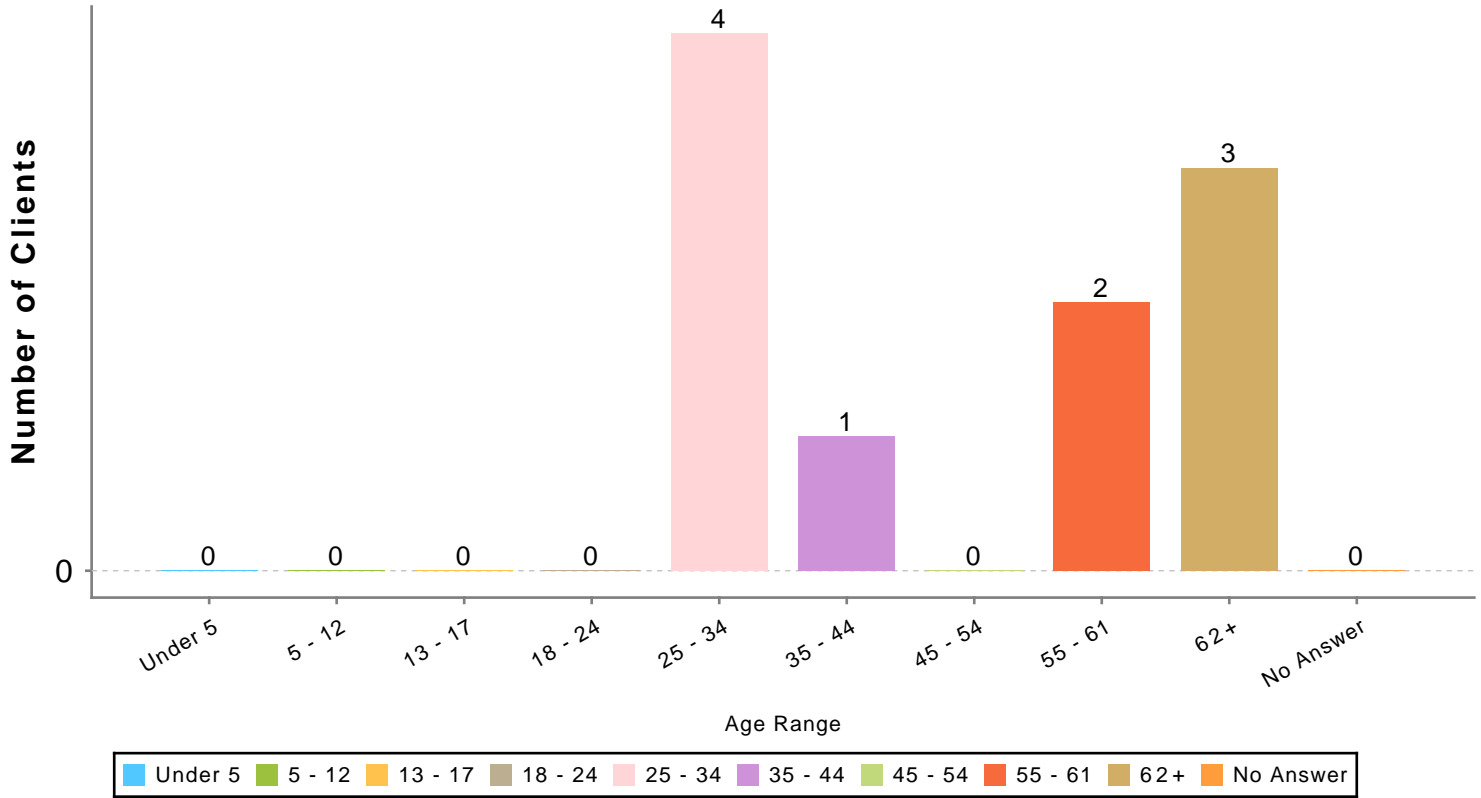
Finally, we continue to have a vacancy for the Clinical Case Manager position currently. We are actively recruiting to backfill the position while we continue to serve clients with multiple mental health disorders in the program.

BFHP Albany Project Hope
Project Performance Measures and Targets FY23-24
*Due on the 15th of each month following quarter end

Performance Measure	Target	23-Jul	23-Aug	23-Sep	Q1 progress/activity	23-Oct	23-Nov	23-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	1	3	4	8	56	44	14	114	1	3	3	7				0	129	
Performed initial intake/enrollment	50	22	14	12	48	6	4	3	13	0	0	0	0				0	61	
Number of housing case plans performed	40	62	64	86	212	44	22	8	74	4	0	0	4				0	290	
New Clients Housed (RRH)	18	0	0	0	0	0	2	0	2	1	0	0	1				0	3	
Master Leasing – New clients housed	14	0	0	1	1	0	2	0	2	0	0	0	0				0	3	
Clients maintaining housing for 6 months	12	0	0	0	0	8	8	8	24	0	0	0	0				0	24	
*Clients maintaining housing for a year	10	0	0	0	0	2	2	2	6	0	0	0	0				0	6	
Clients matched with PSH- Coordinated Entry	20	2	2	2	6	4	4	4	12	2	0	1	3				0	21	
Clients receiving flexible housing subsidy for move in costs	10	0	0	0	0	0	2	0	2	1	1	0	2				0	4	
Clients served with Flexible Funding	14	0	0	0	0	0	2	0	2	1	2	0	3				0	5	

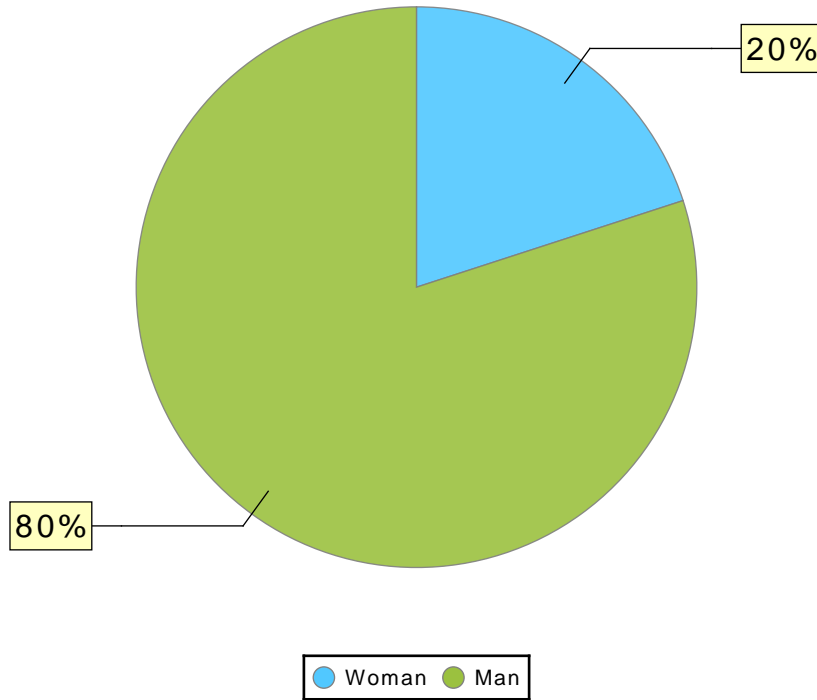
*May include duplicate clients

Age Range Chart



Age Range	# of Clients
Under 5	0
5 - 12	0
13 - 17	0
18 - 24	0
25 - 34	4
35 - 44	1
45 - 54	0
55 - 61	2
62+	3
No Answer	0
Total:	10

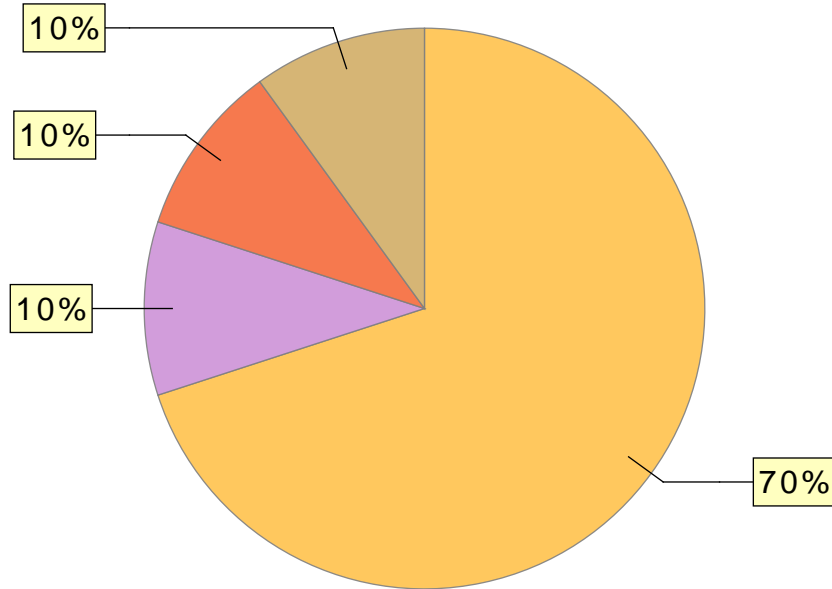
Gender Chart



Gender	# of Clients
Woman	2
Man	8
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: 10

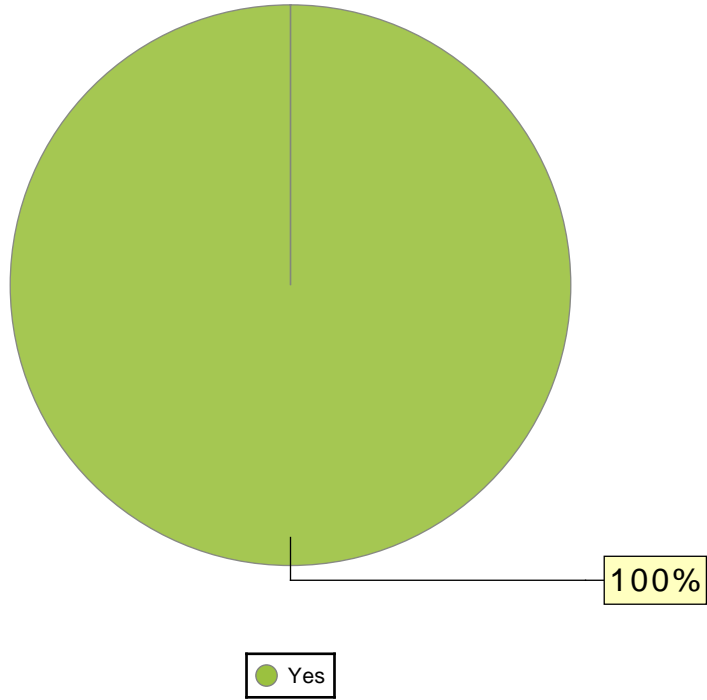
Race and Ethnicity Chart



● Black, African American, or African
 ● Native Hawaiian or Pacific Islander
 ● White
 ● Multiracial

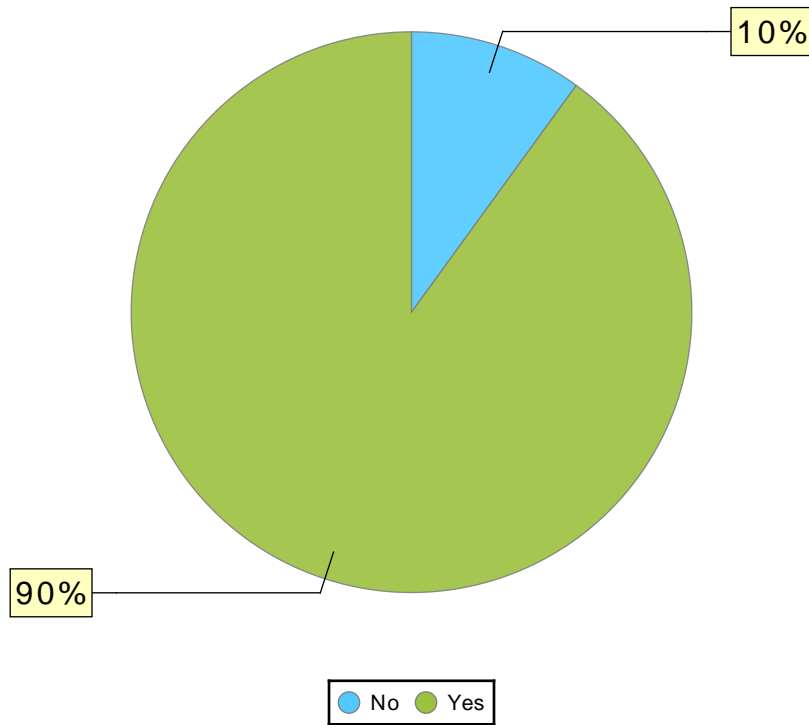
Race and Ethnicity	# of Clients
American Indian, Alaska Native, or Indigenous	0
Asian or Asian American	0
Black, African American, or African	7
Hispanic/Latina/e/o	0
Middle Eastern or North African	0
Native Hawaiian or Pacific Islander	1
White	1
Multiracial	1
Client doesn't know / prefers not to answer	0
No Answer	0
Total:	10

Disabled (Adults & HoH) Chart



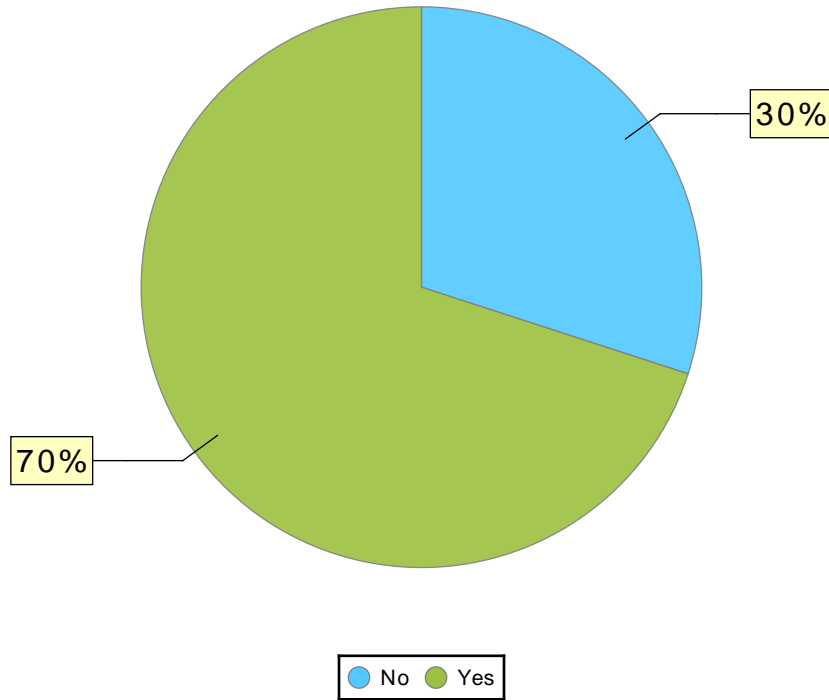
Disabled (Adults & HoH)	# of Clients
No	0
Yes	10
Client doesn't know	0
Client prefers not to answer	0
No Answer	0
Total:	10

Physical Disability Chart



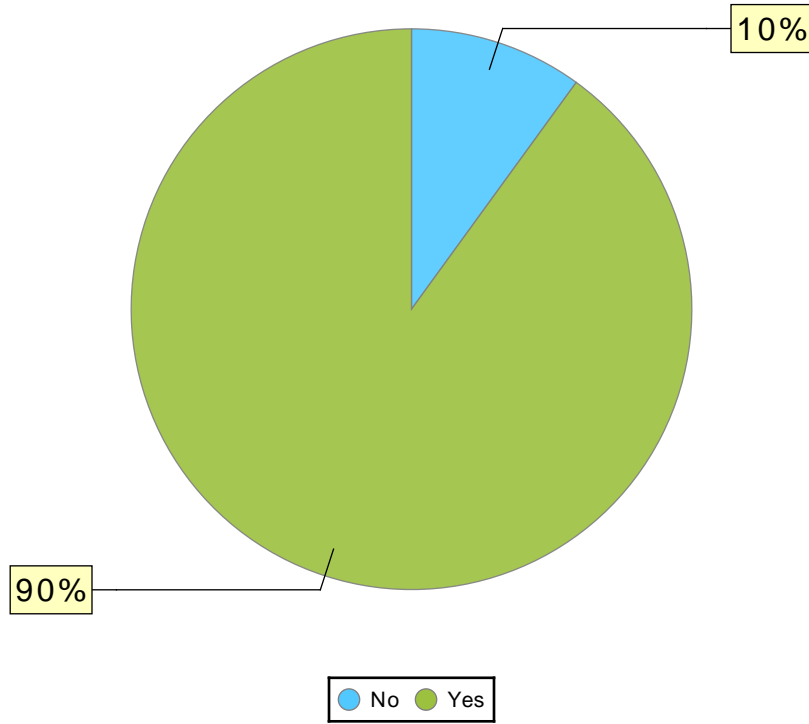
Physical Disability	# of Clients
No	1
Yes	9
Client doesn't know	0
Client prefers not to answer	0
No Answer	0
Total:	10

Developmental Disability Chart



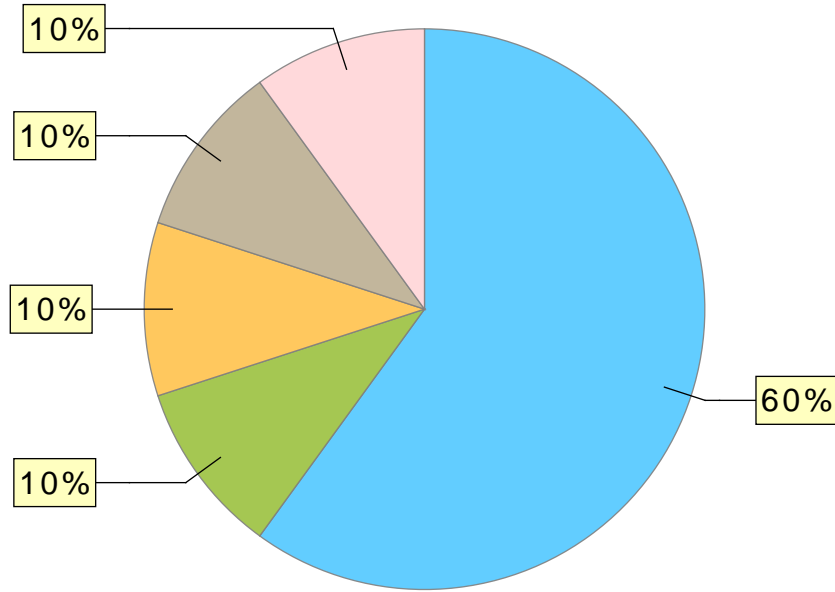
Developmental Disability	# of Clients
No	3
Yes	7
Client doesn't know	0
Client prefers not to answer	0
No Answer	0
Total:	10

Chronic Health Condition Chart



Chronic Health Condition	# of Clients
No	1
Yes	9
Client doesn't know	0
Client prefers not to answer	0
No Answer	0
Total:	10

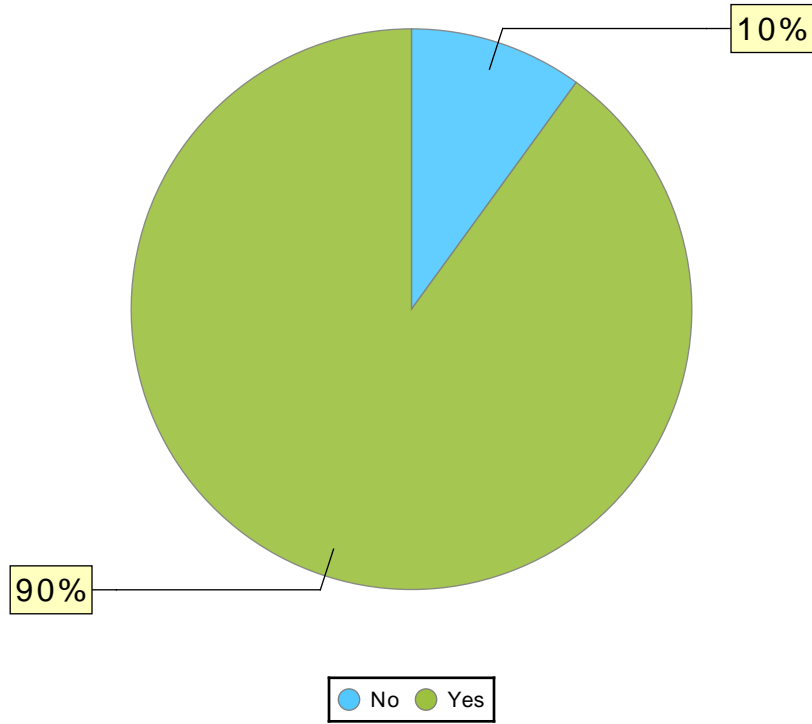
HIV/AIDS Chart



● No
 ● Yes
 ● Client doesn't know
 ● Client prefers not to answer
 ● No Answer

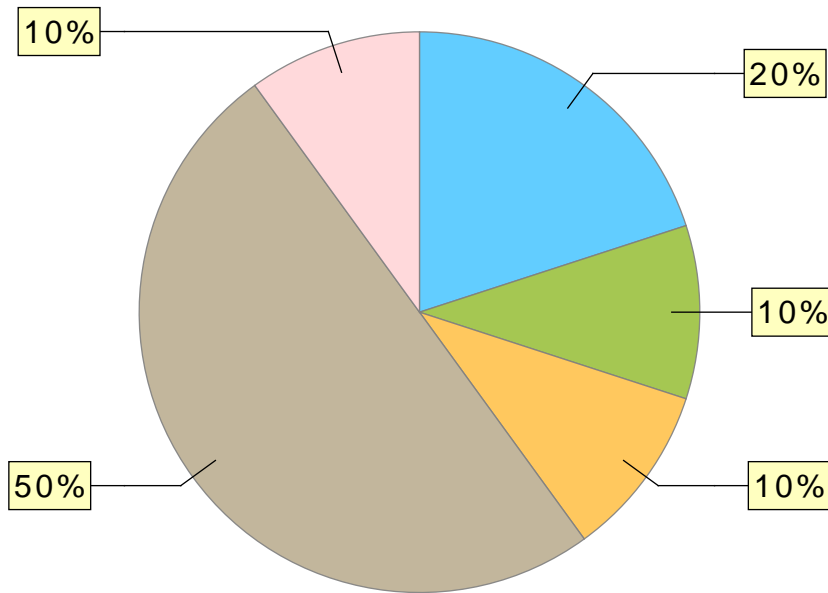
HIV/AIDS	# of Clients
No	6
Yes	1
Client doesn't know	1
Client prefers not to answer	1
No Answer	1
Total:	10

Mental Health Disorder Chart



Mental Health Disorder	# of Clients
No	1
Yes	9
Client doesn't know	0
Client prefers not to answer	0
No Answer	0
Total:	10

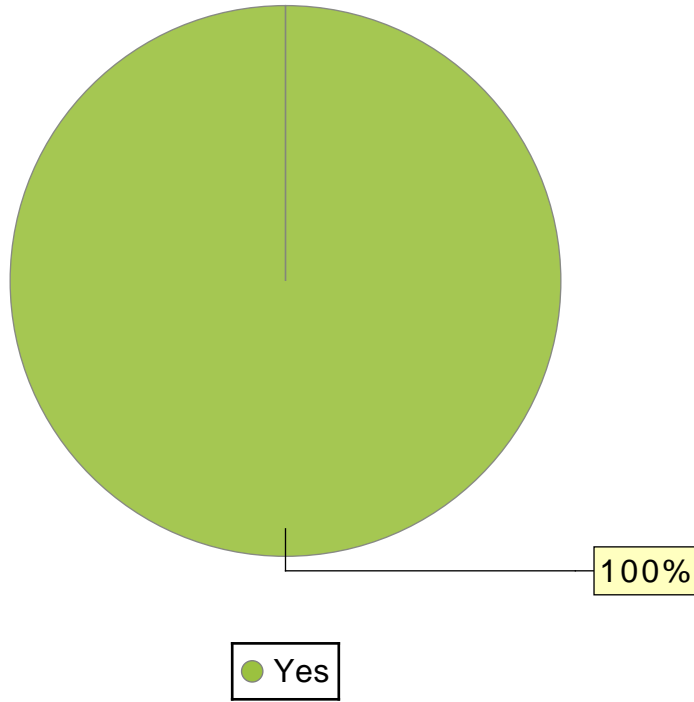
Substance Use Disorder Chart



● No
 ● Alcohol use disorder
 ● Drug use disorder
 ● Both alcohol and drug use disorders
 ● Client doesn't know

Substance Use Disorder	# of Clients
No	2
Alcohol use disorder	1
Drug use disorder	1
Both alcohol and drug use disorders	5
Client doesn't know	1
Client prefers not to answer	0
No Answer	0
Total:	10

Chronic Homelessness (Adults & HoH) Chart



Chronic Homelessness (Adults & HoH)	# of Clients
No	0
Yes	10
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	10
No	0
Approximate Date Started	# of Clients
365 Days or More	9
Less Than 365 Days	1
Missing	0
Not applicable	0
Times Homeless in the Past Three Years	# of Clients
One Time	4
Two Times	0

Client Demographics Report

IH - Insight Housing

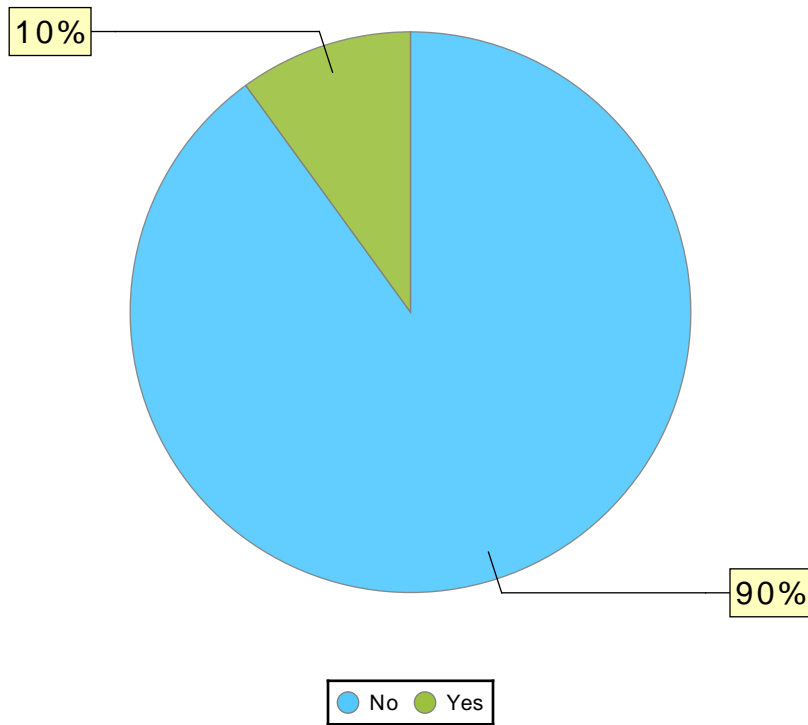
Date Range: 01/01/2024 thru 03/31/2024

Veteran: All

Client Project Stays: All active

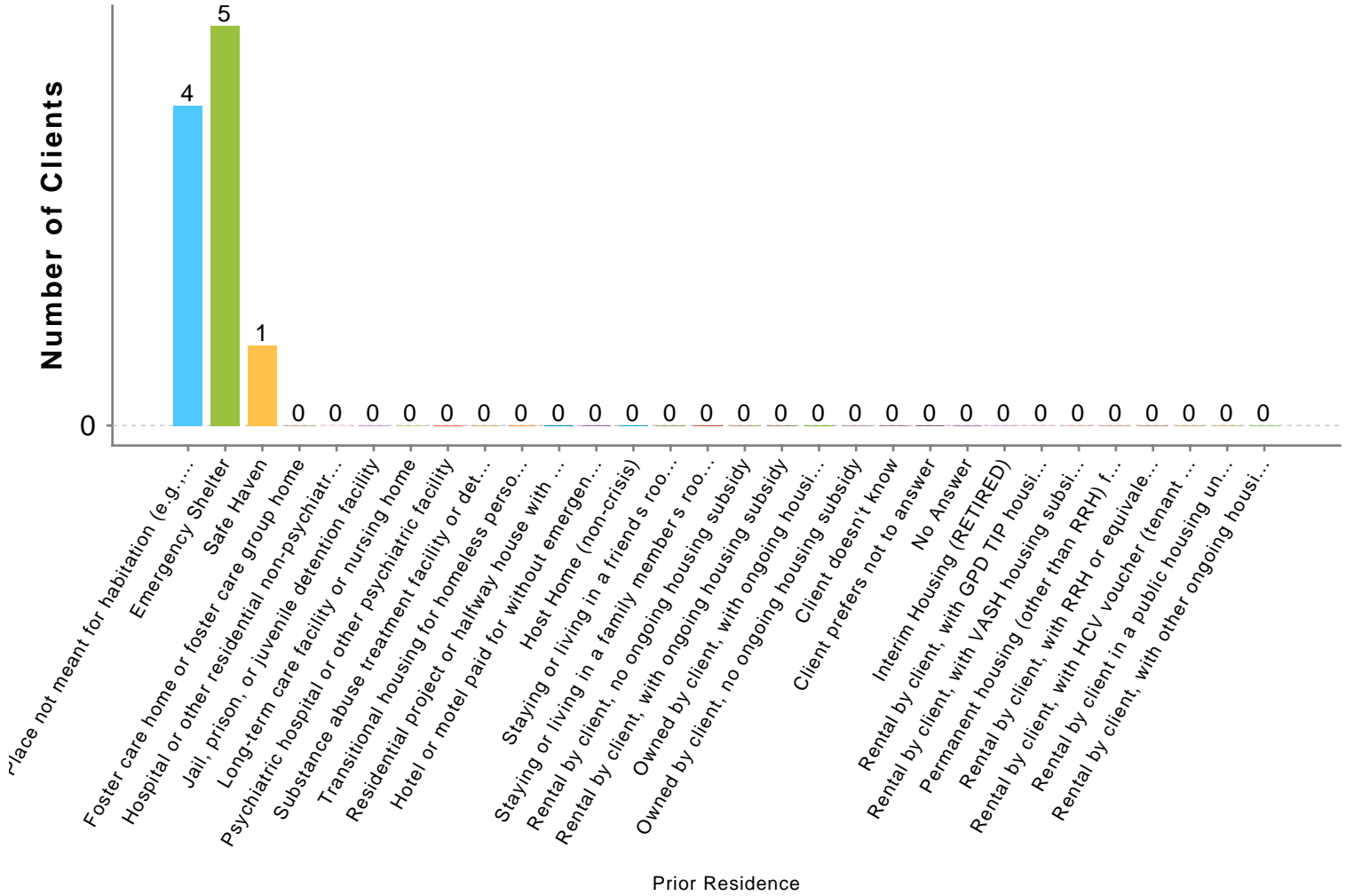
Times Homeless in the Past Three Years	# of Clients
Three Times	0
Four or more times	6
Client doesn't know	0
Client prefers not to answer	0
No Answer	0
Total Months Homeless in the Past Three years	# of Clients
One month (this time is the first month)	0
Two Months	0
Three Months	0
Four Months	0
Five 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	10
Client doesn't know	0
Client prefers not to answer	0
No Answer	0
Not Applicable	0
Total:	10

Veteran Status (Adults Only) Chart



Veteran Status (Adults Only)	# of Clients
No	9
Yes	1
Client doesn't know	0
Client prefers not to answer	0
No Answer	0
Total:	10

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)	■ Safe Haven
■ Emergency shelter, including hotel or motel paid for with emergency shelter voucher, Host Home shelter	■ Hospital or other residential non-psychiatric medical facility
■ Foster care home or foster care group home	■ Long-term care facility or nursing home
■ Jail, prison, or juvenile detention facility	■ 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
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Client Demographics Report

IH - Insight Housing

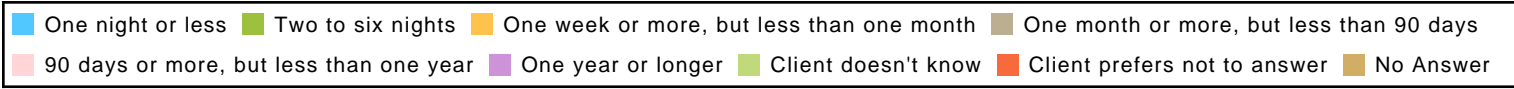
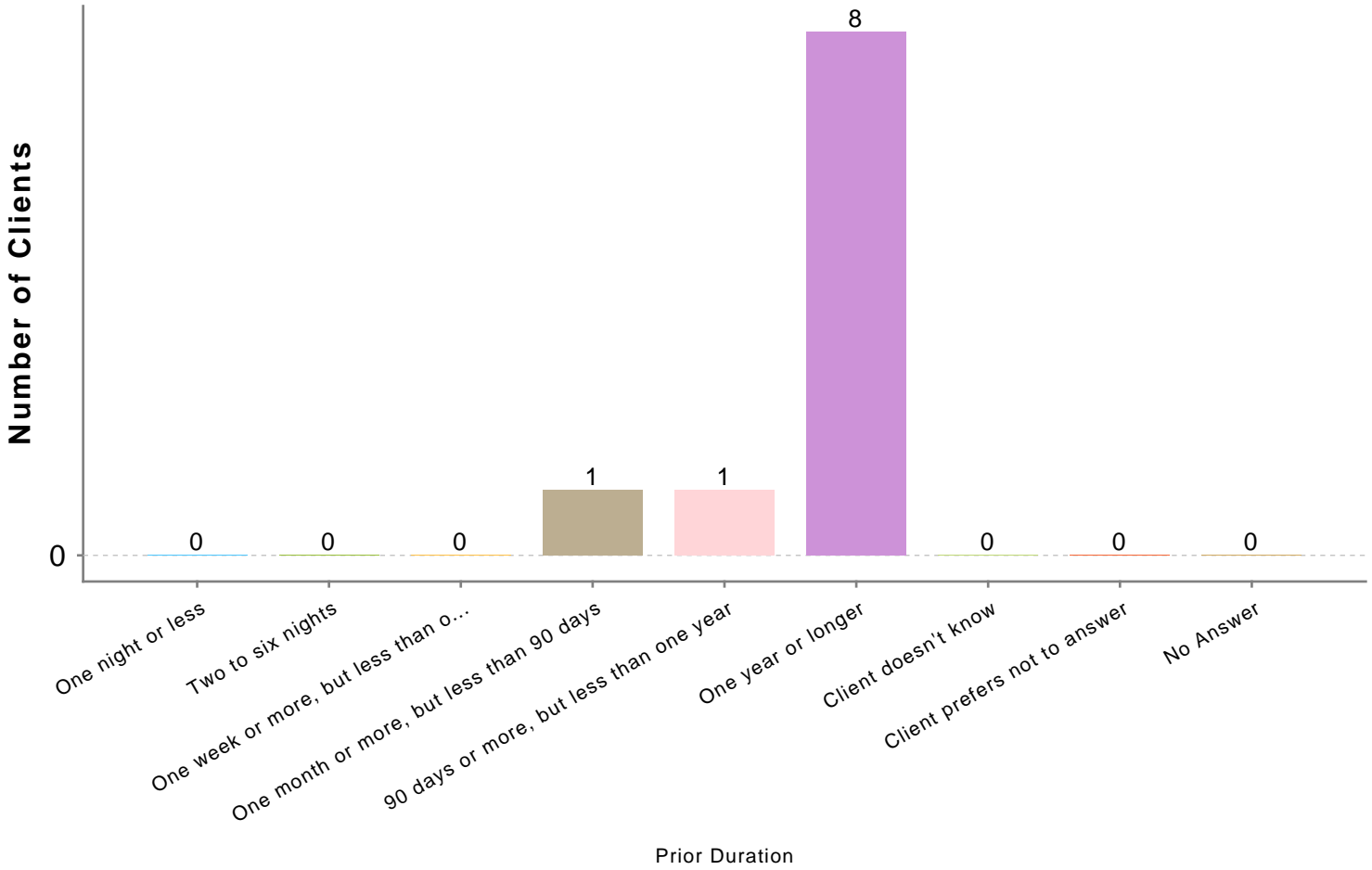
Date Range: 01/01/2024 thru 03/31/2024

Veteran: All

Client Project Stays: All active

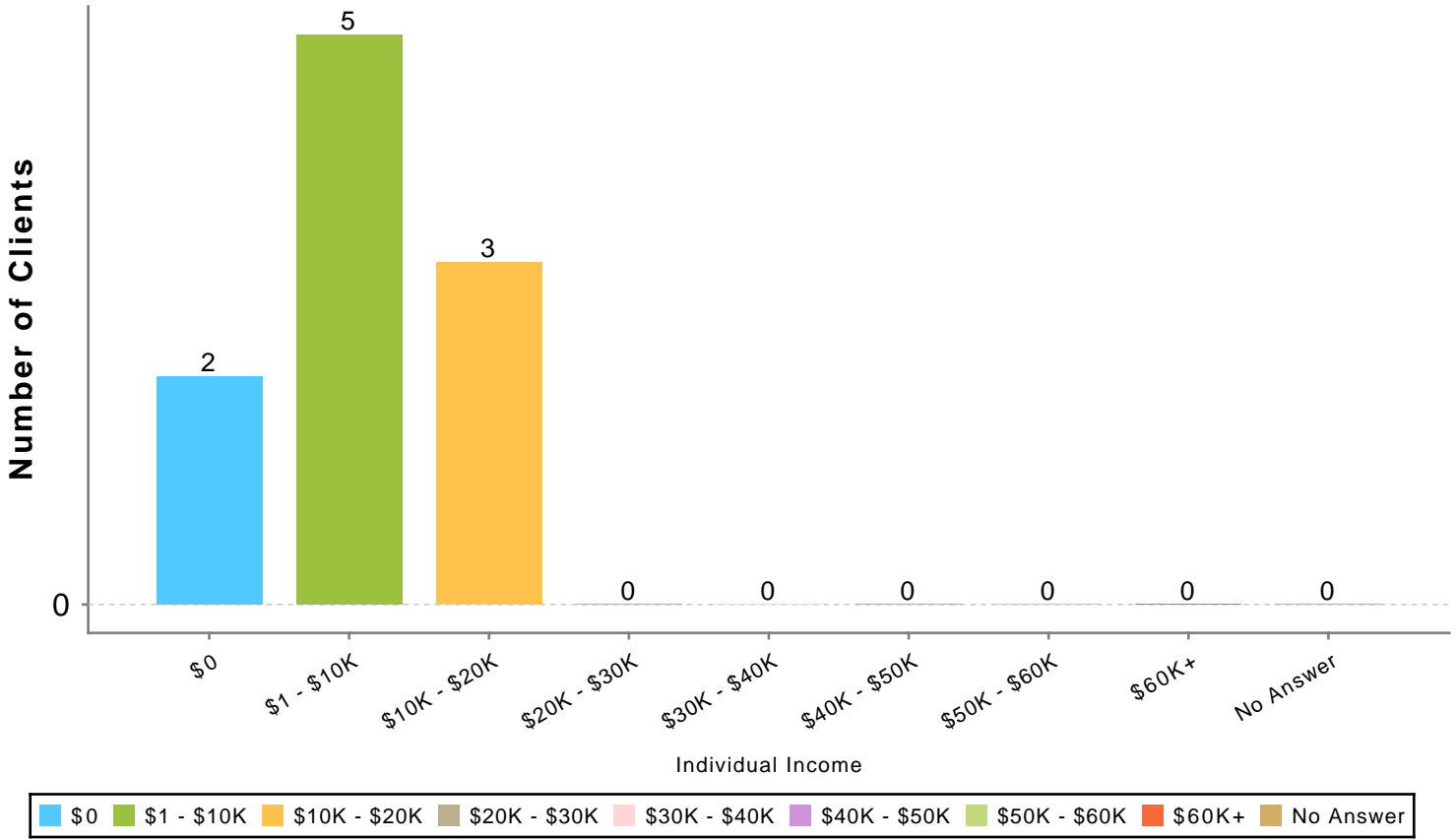
Prior Living Situation (Adults & HoH)	# of Clients
Place not meant for habitation (e.g., a vehicle, an abandoned building, bus/train/subway station/airport or anywhere outside)	4
Emergency shelter, including hotel or motel paid for with emergency shelter voucher, Host Home shelter	5
Safe Haven	1
Foster 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:	10

Prior Living Duration (Adults & HoH) Chart



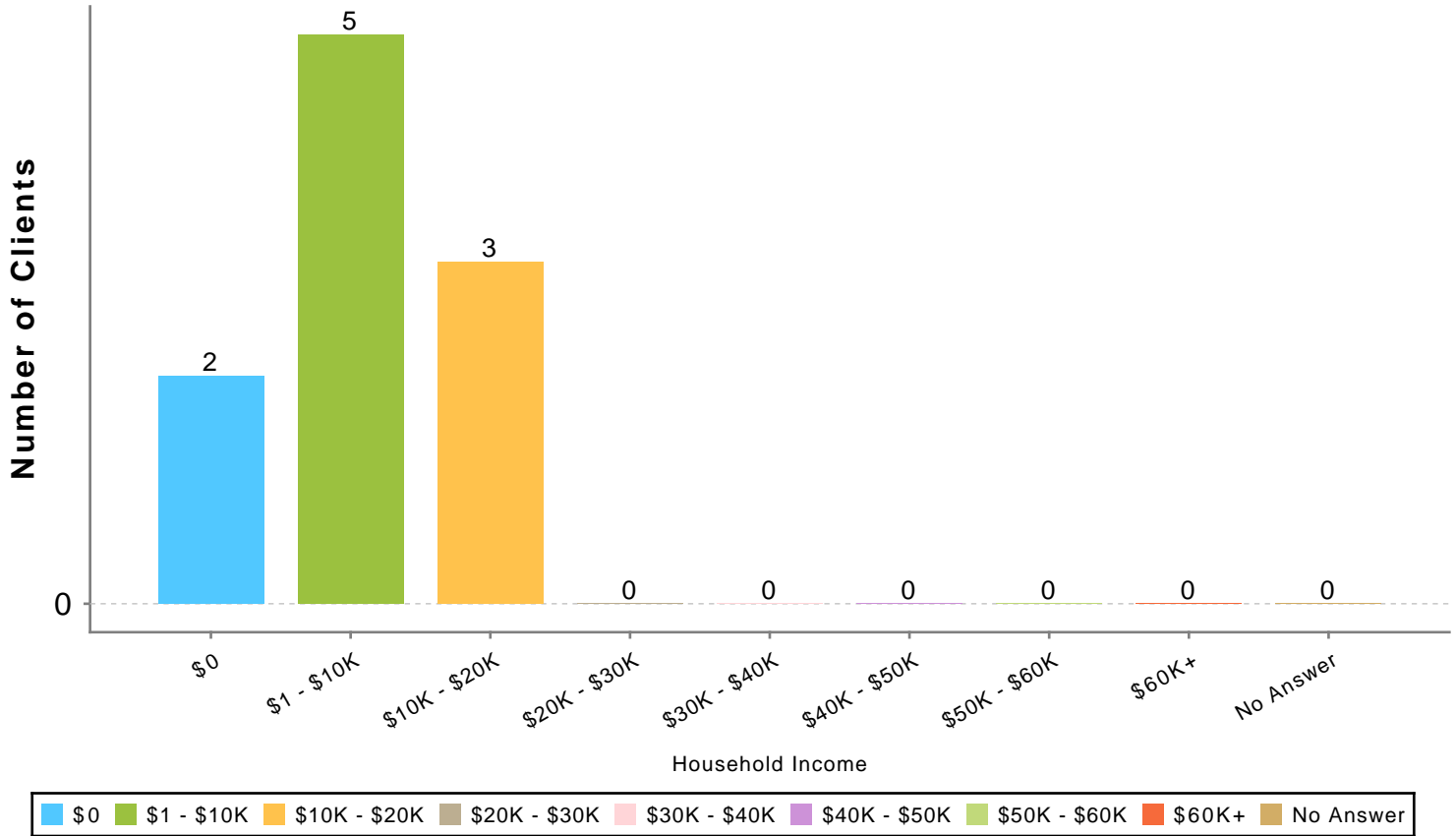
Prior Living Duration (Adults & HoH)	# of Clients
One night or less	0
Two to six nights	0
One week or more, but less than one month	0
One month or more, but less than 90 days	1
90 days or more, but less than one year	1
One year or longer	8
Client doesn't know	0
Client prefers not to answer	0
No Answer	0
Total:	10

Individual Income (Adults & HoH) Chart



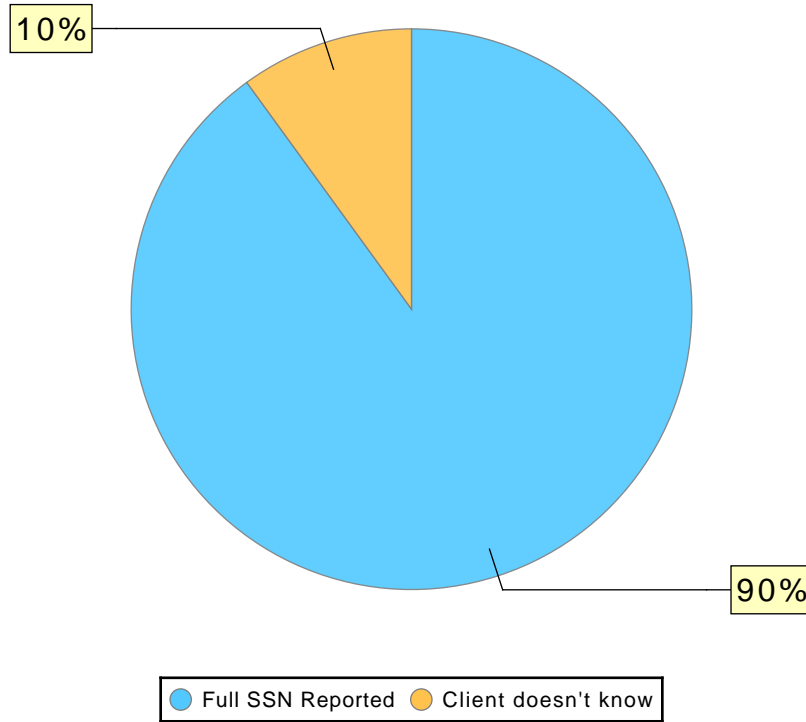
Individual Income (Adults & HoH)	# of Clients
\$0	2
\$1 - \$10K	5
\$10K - \$20K	3
\$20K - \$30K	0
\$30K - \$40K	0
\$40K - \$50K	0
\$50K - \$60K	0
\$60K+	0
No Answer	0
Total:	10

Household Income Chart



Household Income	# of Clients
\$0	2
\$1 - \$10K	5
\$10K - \$20K	3
\$20K - \$30K	0
\$30K - \$40K	0
\$40K - \$50K	0
\$50K - \$60K	0
\$60K+	0
No Answer	0
Total:	10

SSN Validity Chart



SSN Validity	# of Clients
Full SSN Reported	9
Approximate or partial SSN reported	0
Client doesn't know	1
Client prefers not to answer	0
No Answer	0
Total:	10

Client Demographics Report

IH - Insight Housing

Date Range: 01/01/2024 thru 03/31/2024

Veteran: All

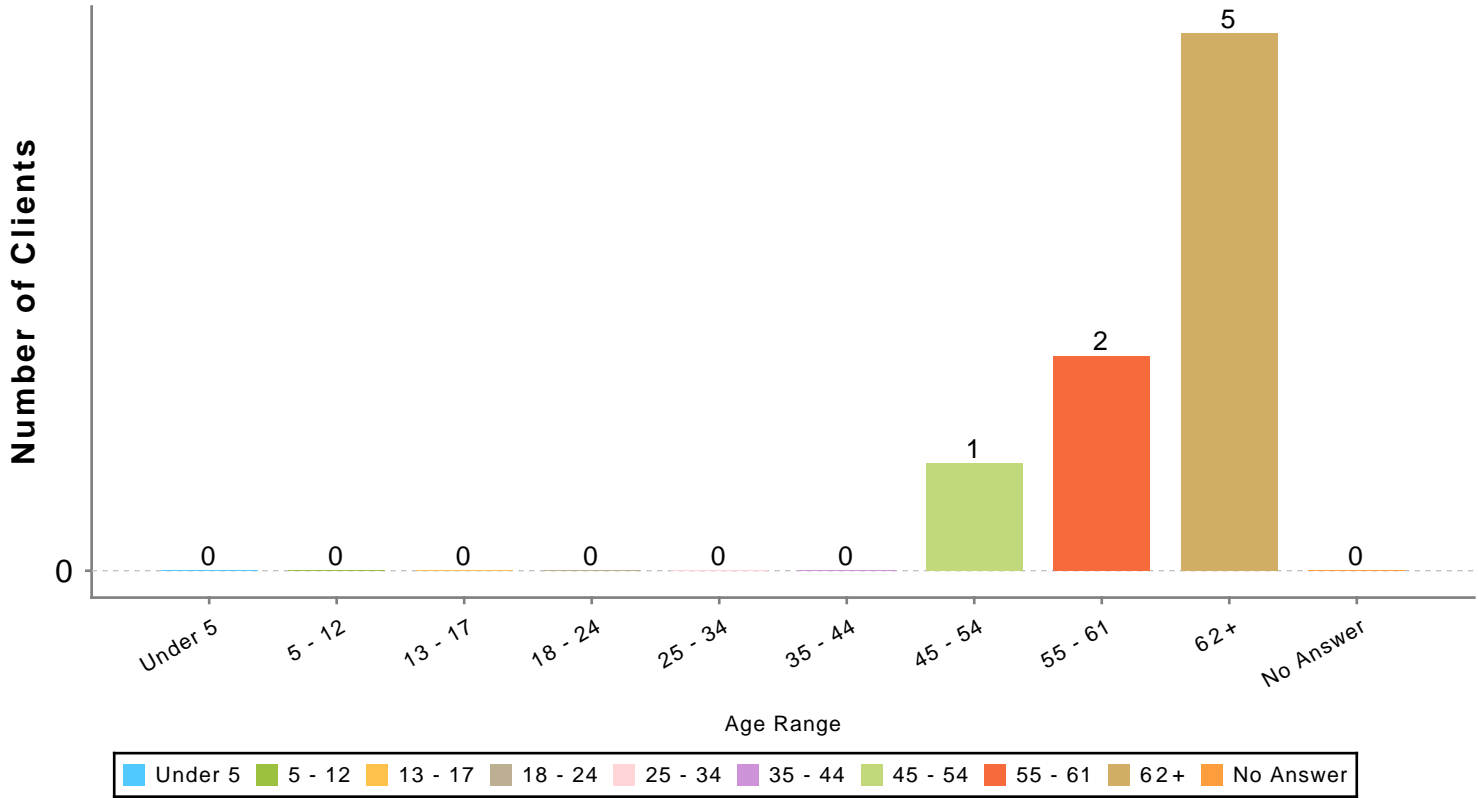
Client Project Stays: All active

Programs

Services Only

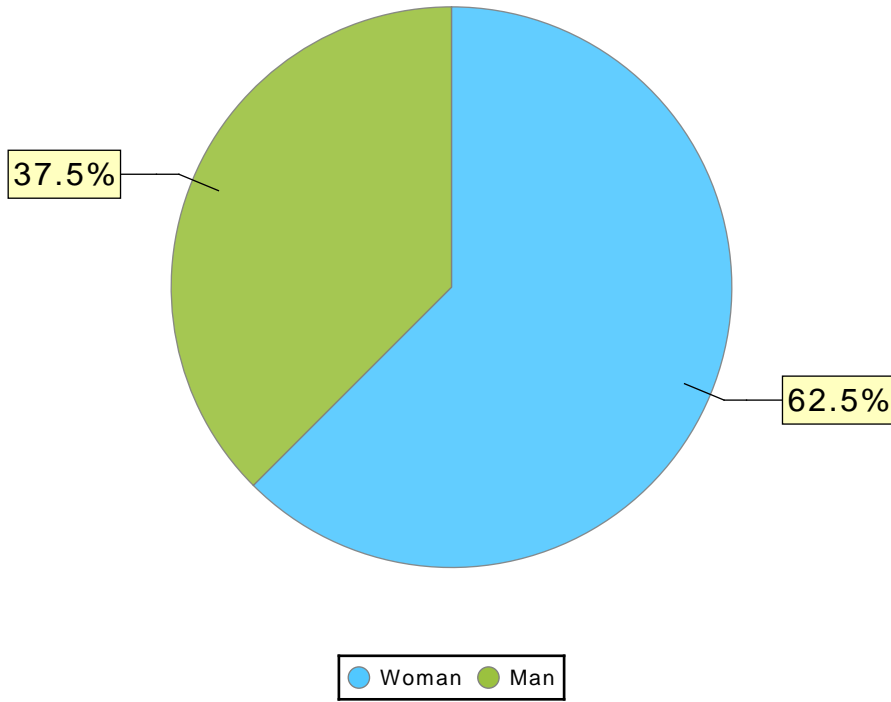
BFHP-NA-SSO-Albany Housing Navigation-Alb

Age Range Chart



Age Range	# of Clients
Under 5	0
5 - 12	0
13 - 17	0
18 - 24	0
25 - 34	0
35 - 44	0
45 - 54	1
55 - 61	2
62+	5
No Answer	0
Total:	8

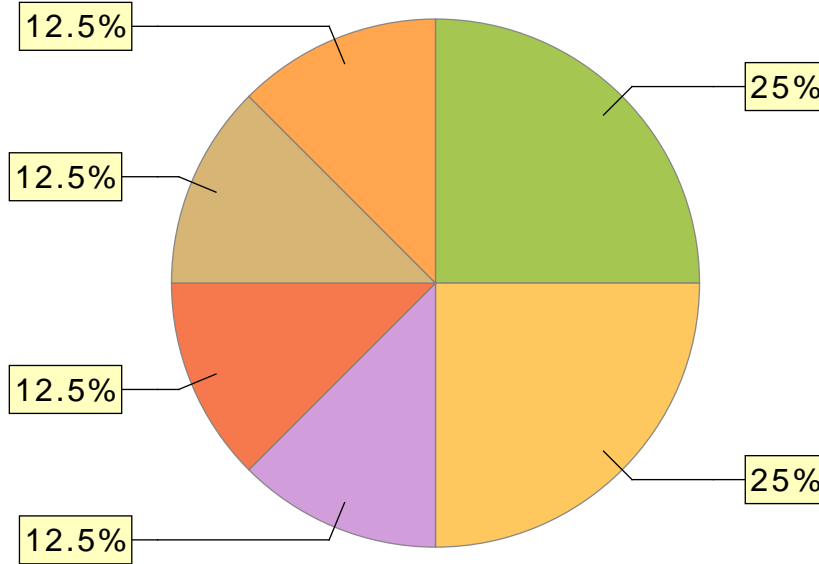
Gender Chart



Gender	# of Clients
Woman	5
Man	3
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: 8

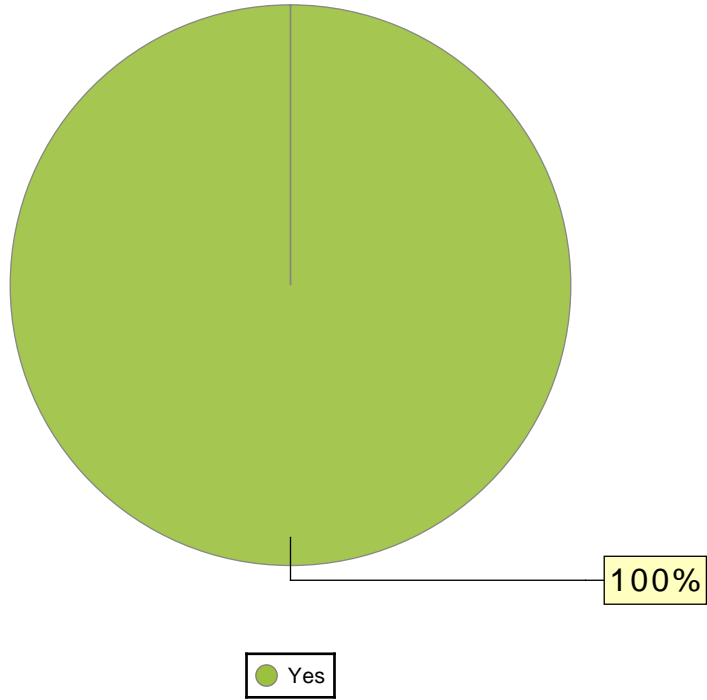
Race and Ethnicity Chart



● Asian or Asian American
 ● Black, African American, or African
 ● Native Hawaiian or Pacific Islander
 ● White
 ● Multiracial
 ● Client doesn't know / prefers not to answer

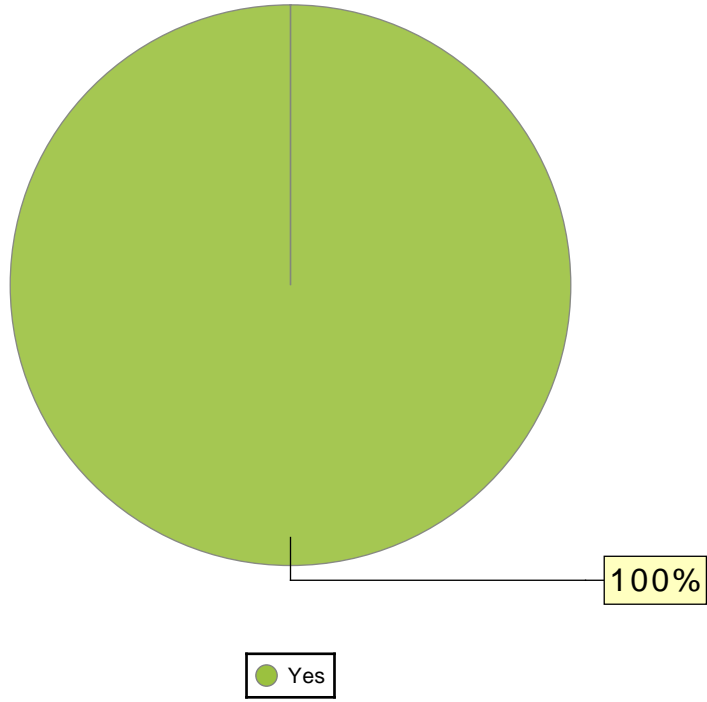
Race and Ethnicity	# of Clients
American Indian, Alaska Native, or Indigenous	0
Asian or Asian American	2
Black, African American, or African	2
Hispanic/Latina/e/o	0
Middle Eastern or North African	0
Native Hawaiian or Pacific Islander	1
White	1
Multiracial	1
Client doesn't know / prefers not to answer	1
No Answer	0
Total:	8

Disabled (Adults & HoH) Chart



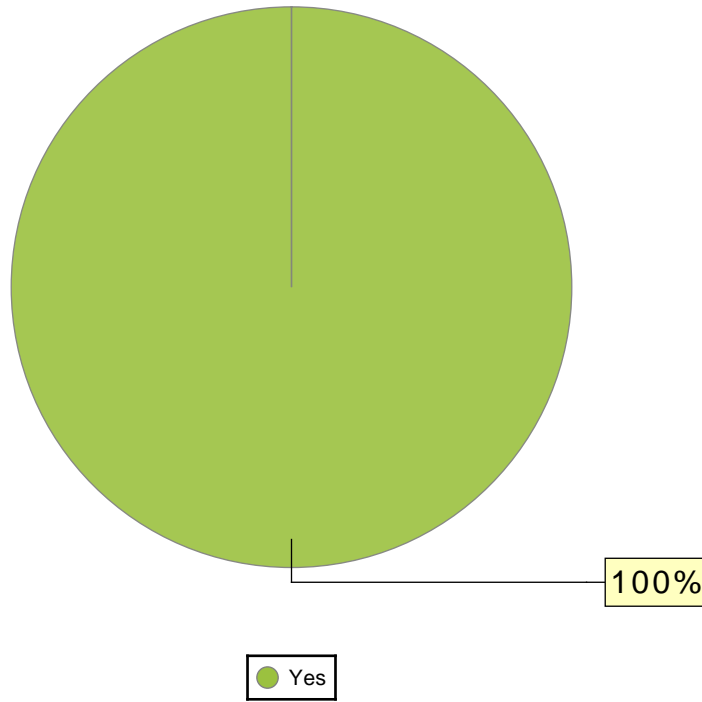
Disabled (Adults & HoH)	# of Clients
No	0
Yes	8
Client doesn't know	0
Client prefers not to answer	0
No Answer	0
Total:	8

Physical Disability Chart



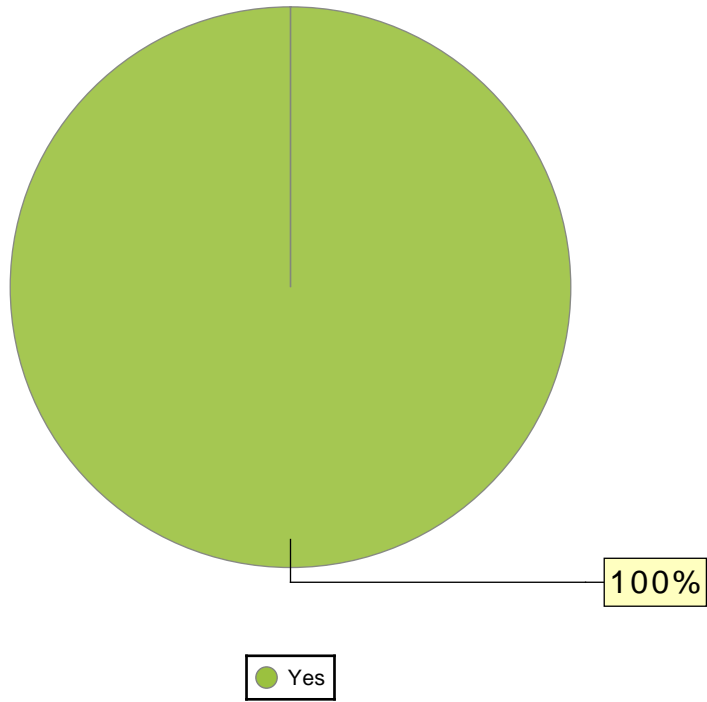
Physical Disability	# of Clients
No	0
Yes	8
Client doesn't know	0
Client prefers not to answer	0
No Answer	0
Total:	8

Developmental Disability Chart



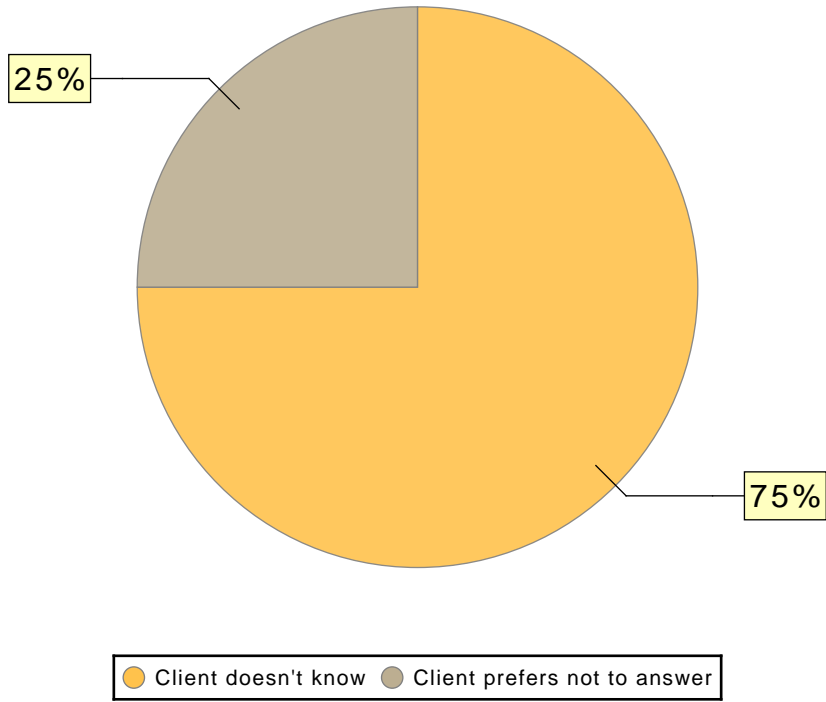
Developmental Disability	# of Clients
No	0
Yes	8
Client doesn't know	0
Client prefers not to answer	0
No Answer	0
Total:	8

Chronic Health Condition Chart



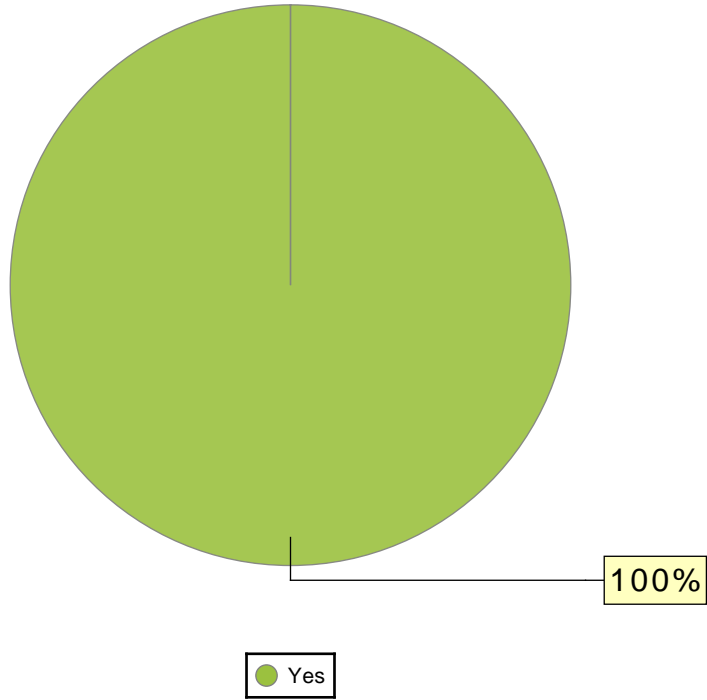
Chronic Health Condition	# of Clients
No	0
Yes	8
Client doesn't know	0
Client prefers not to answer	0
No Answer	0
Total:	8

HIV/AIDS Chart



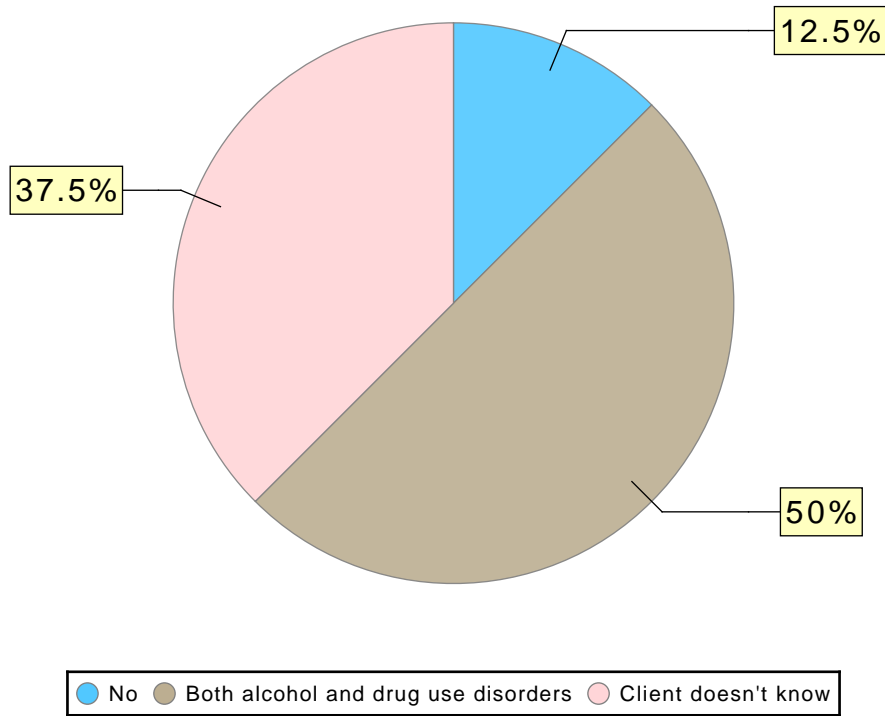
HIV/AIDS	# of Clients
No	0
Yes	0
Client doesn't know	6
Client prefers not to answer	2
No Answer	0
Total:	8

Mental Health Disorder Chart



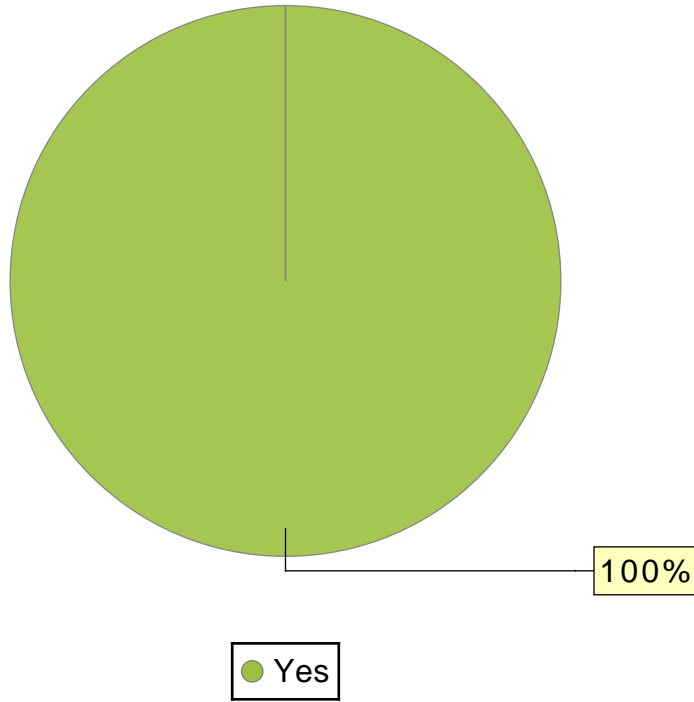
Mental Health Disorder	# of Clients
No	0
Yes	8
Client doesn't know	0
Client prefers not to answer	0
No Answer	0
Total:	8

Substance Use Disorder Chart



Substance Use Disorder	# of Clients
No	1
Alcohol use disorder	0
Drug use disorder	0
Both alcohol and drug use disorders	4
Client doesn't know	3
Client prefers not to answer	0
No Answer	0
Total:	8

Chronic Homelessness (Adults & HoH) Chart



Chronic Homelessness (Adults & HoH)	# of Clients
No	0
Yes	8
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	8
No	0
Approximate Date Started	# of Clients
365 Days or More	8
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

Client Demographics Report

IH - Insight Housing

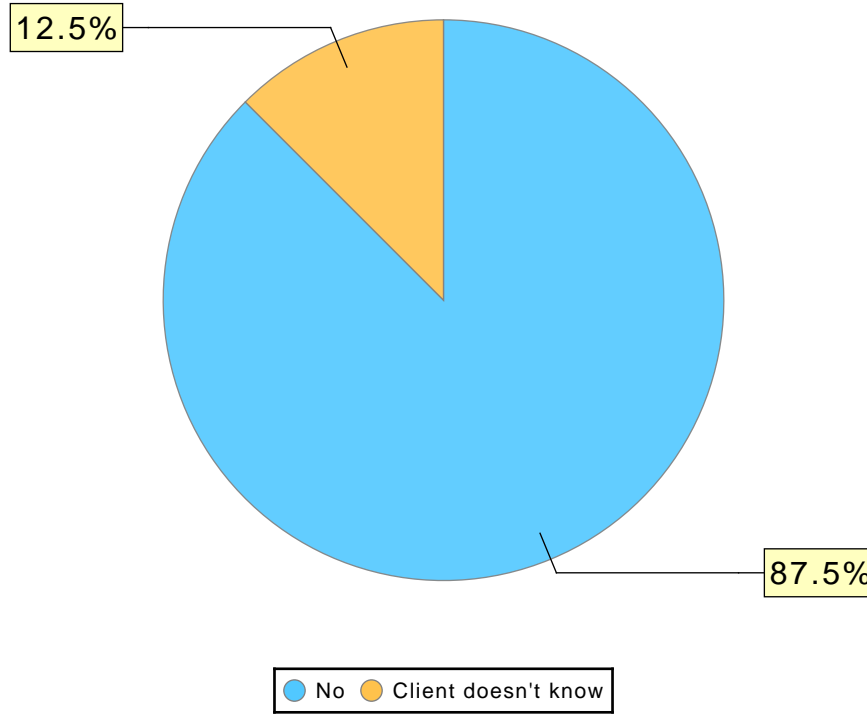
Date Range: 01/01/2024 thru 03/31/2024

Veteran: All

Client Project Stays: All active

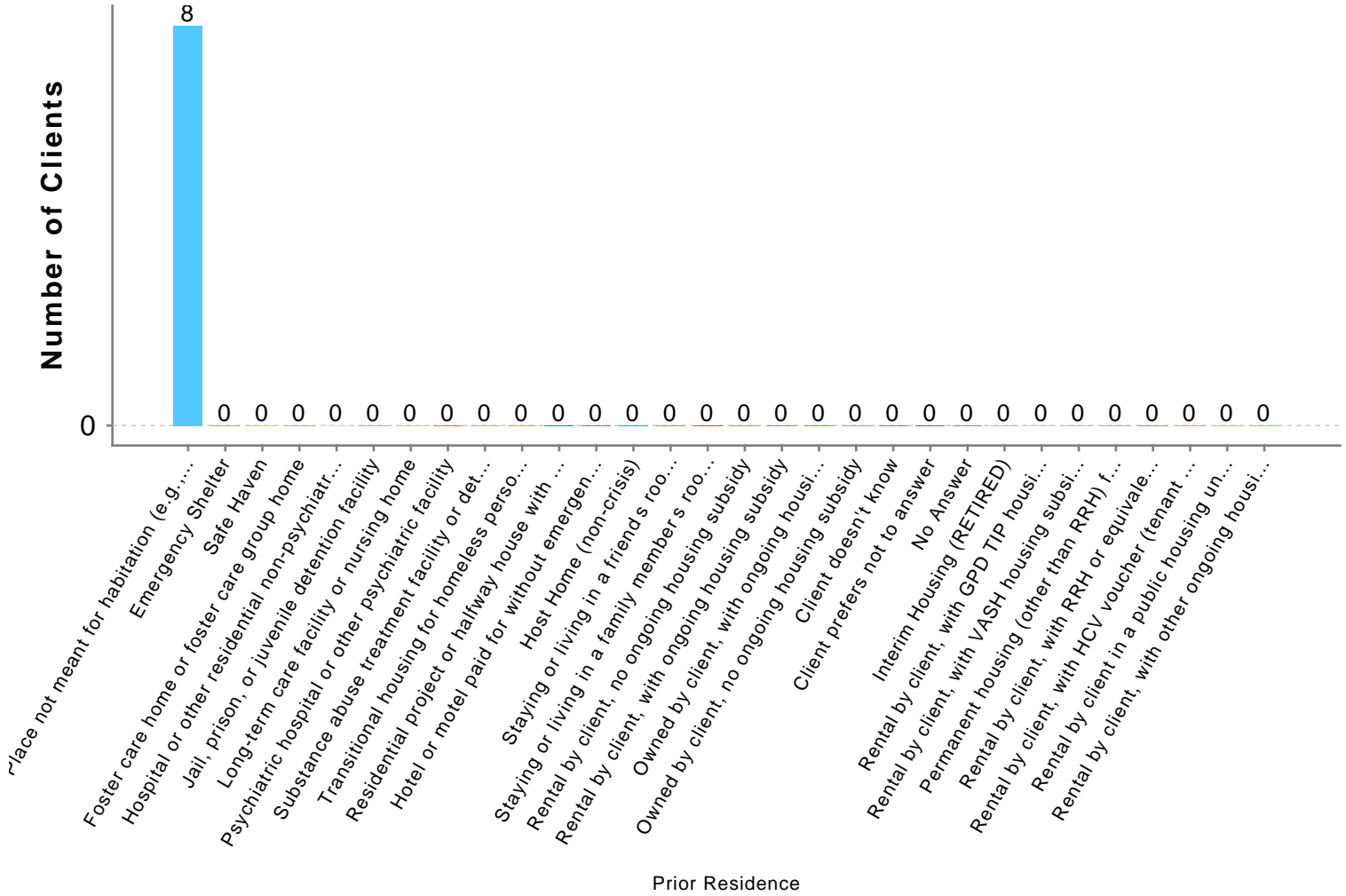
Times Homeless in the Past Three Years	# of Clients
Three Times	0
Four or more times	8
Client doesn't know	0
Client prefers not to answer	0
No Answer	0
Total Months Homeless in the Past Three years	# of Clients
One month (this time is the first month)	0
Two Months	0
Three Months	0
Four Months	0
Five 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	8
Client doesn't know	0
Client prefers not to answer	0
No Answer	0
Not Applicable	0
Total:	8

Veteran Status (Adults Only) Chart



Veteran Status (Adults Only)	# of Clients
No	7
Yes	0
Client doesn't know	1
Client prefers not to answer	0
No Answer	0
Total:	8

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
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Client Demographics Report

IH - Insight Housing

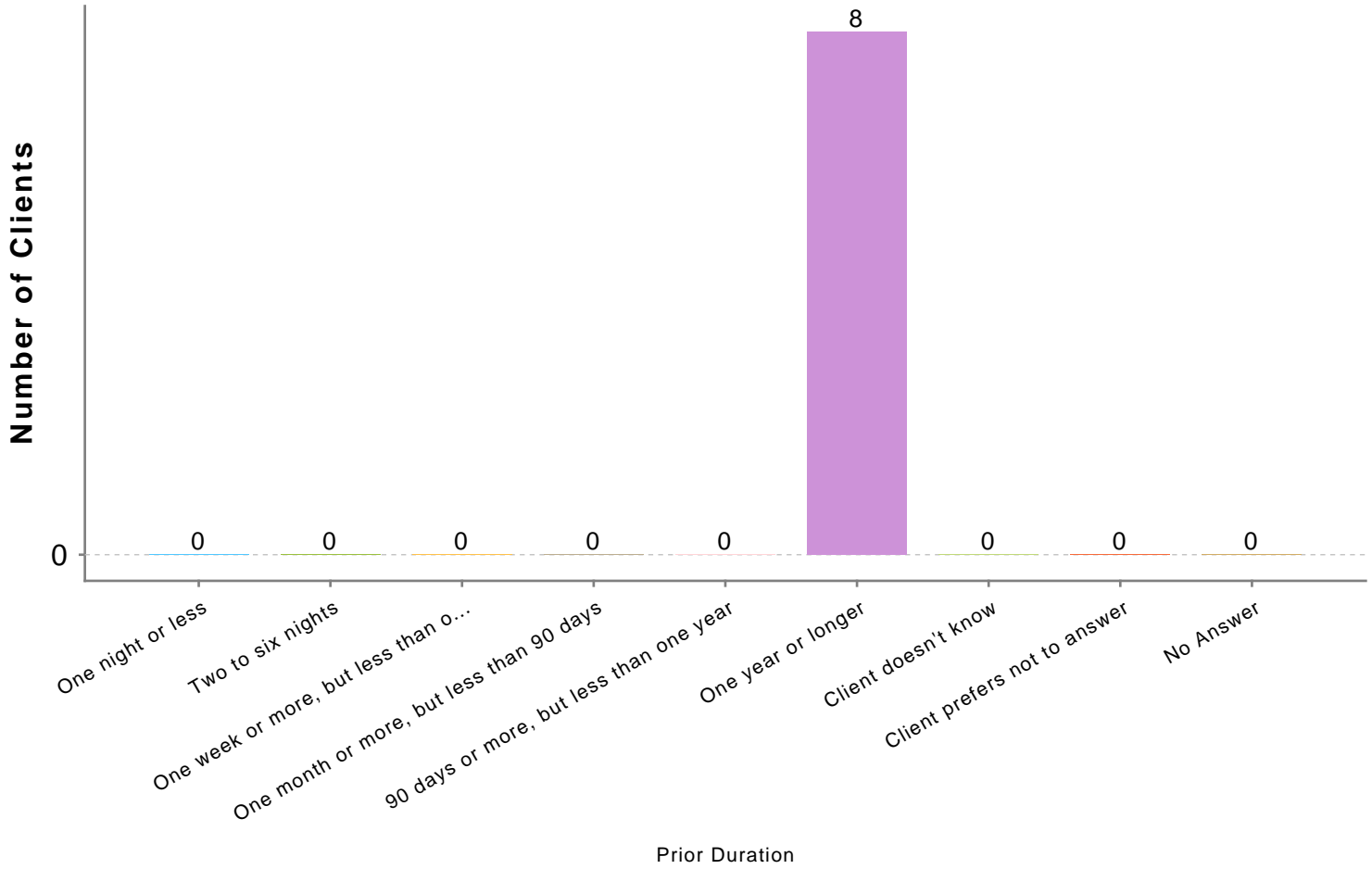
Date Range: 01/01/2024 thru 03/31/2024

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)	8
Emergency shelter, including hotel or motel paid for with emergency shelter voucher, 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
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:	8

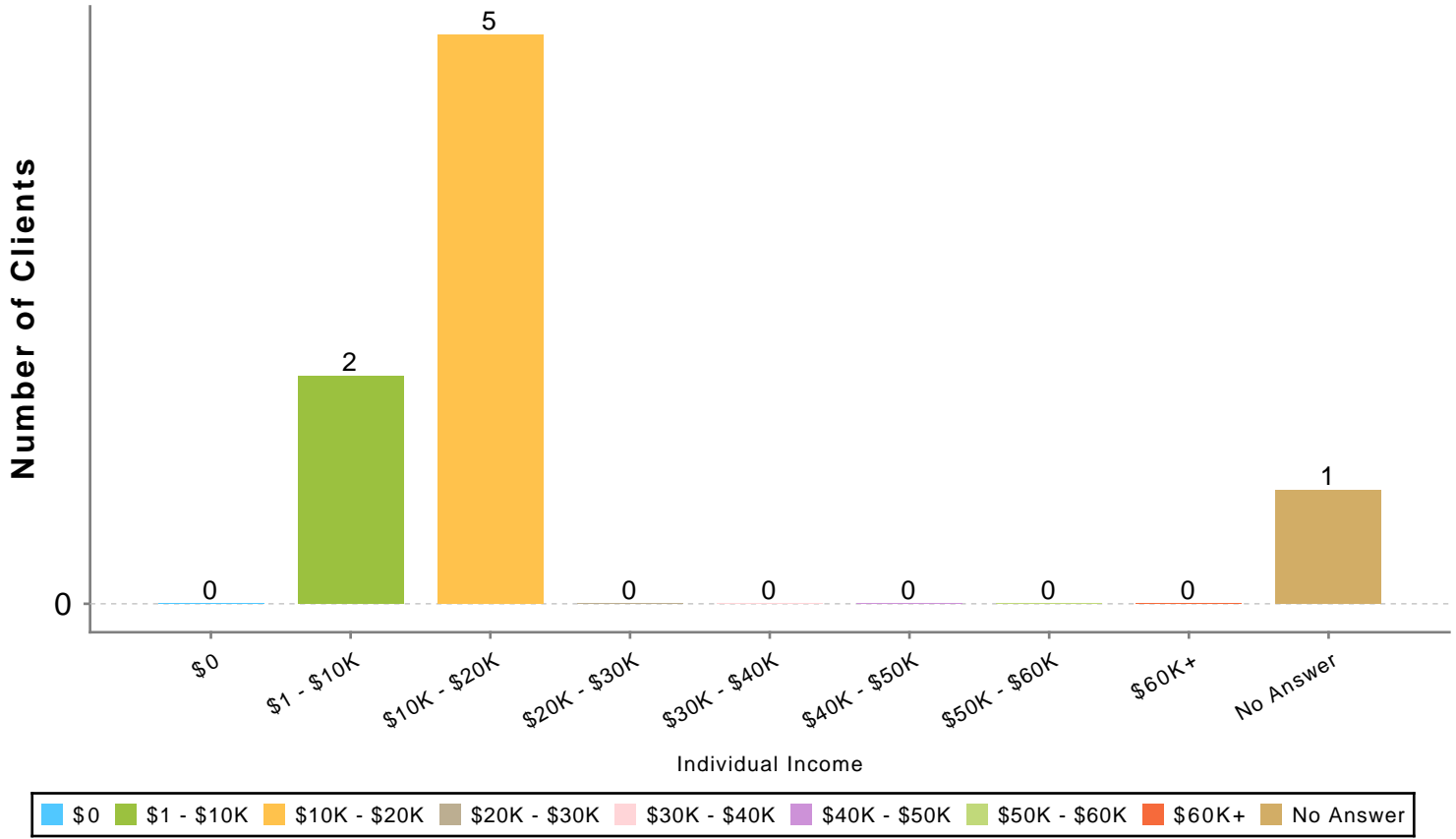
Prior Living Duration (Adults & HoH) Chart



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 prefers not to answer	No Answer
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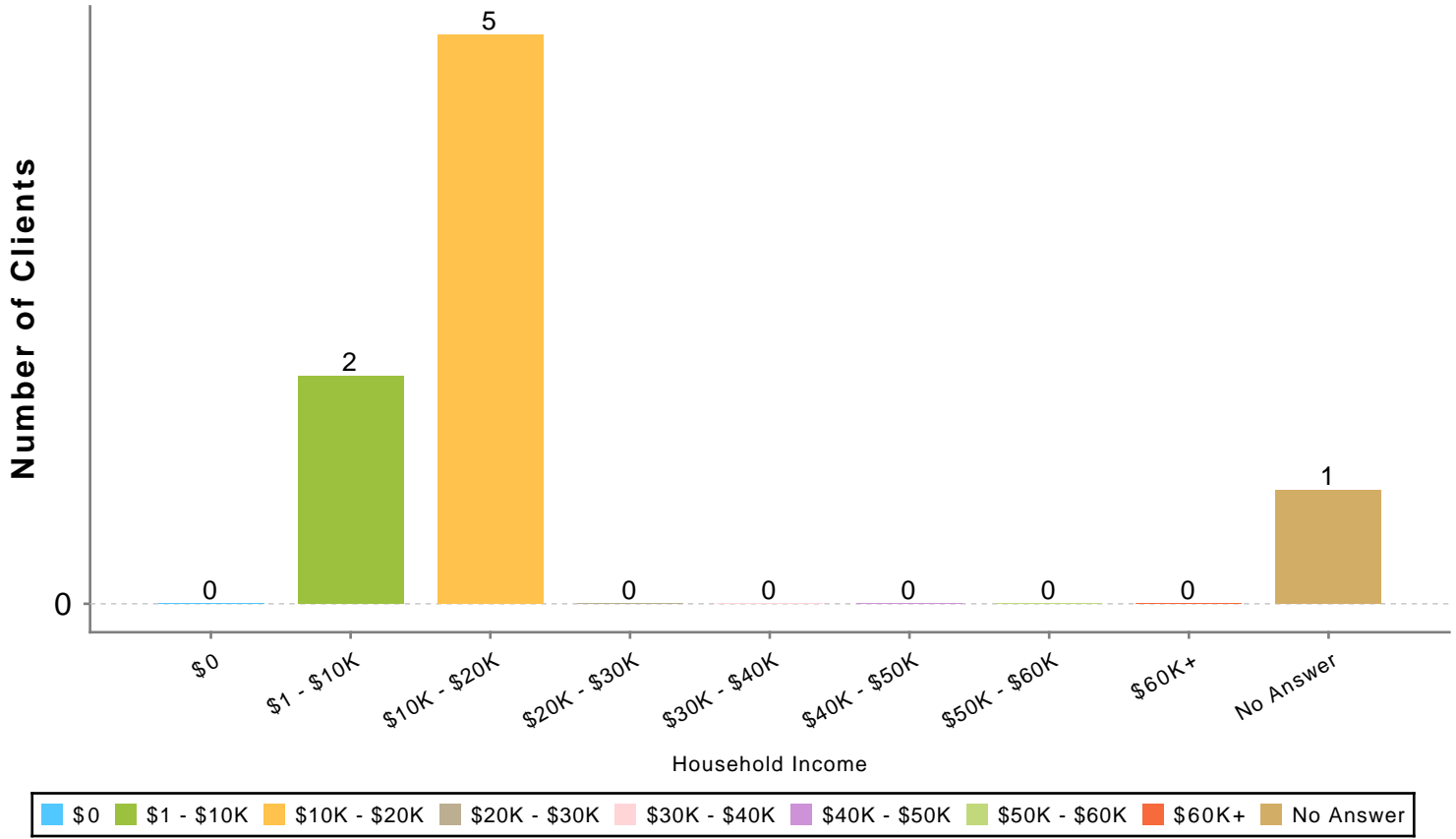
Prior Living Duration (Adults & HoH)	# of Clients
One night or less	0
Two to six nights	0
One week or more, but less than one month	0
One month or more, but less than 90 days	0
90 days or more, but less than one year	0
One year or longer	8
Client doesn't know	0
Client prefers not to answer	0
No Answer	0
Total:	8

Individual Income (Adults & HoH) Chart



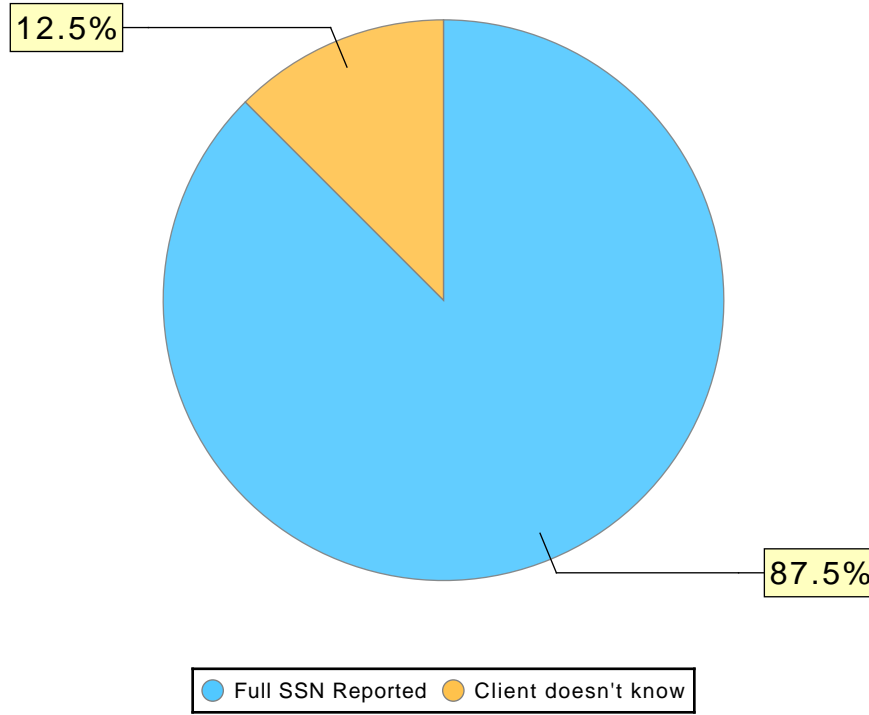
Individual Income (Adults & HoH)	# of Clients
\$0	0
\$1 - \$10K	2
\$10K - \$20K	5
\$20K - \$30K	0
\$30K - \$40K	0
\$40K - \$50K	0
\$50K - \$60K	0
\$60K+	0
No Answer	1
Total:	8

Household Income Chart



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

SSN Validity Chart



SSN Validity	# of Clients
Full SSN Reported	7
Approximate or partial SSN reported	0
Client doesn't know	1
Client prefers not to answer	0
No Answer	0
Total:	8

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Date Range: 01/01/2024 thru 03/31/2024

Veteran: All

Client Project Stays: All active

Programs

Street Outreach

BFHP-NA-SO-Albany Outreach-Alb