

ALBANY CARES ANNUAL REPORT

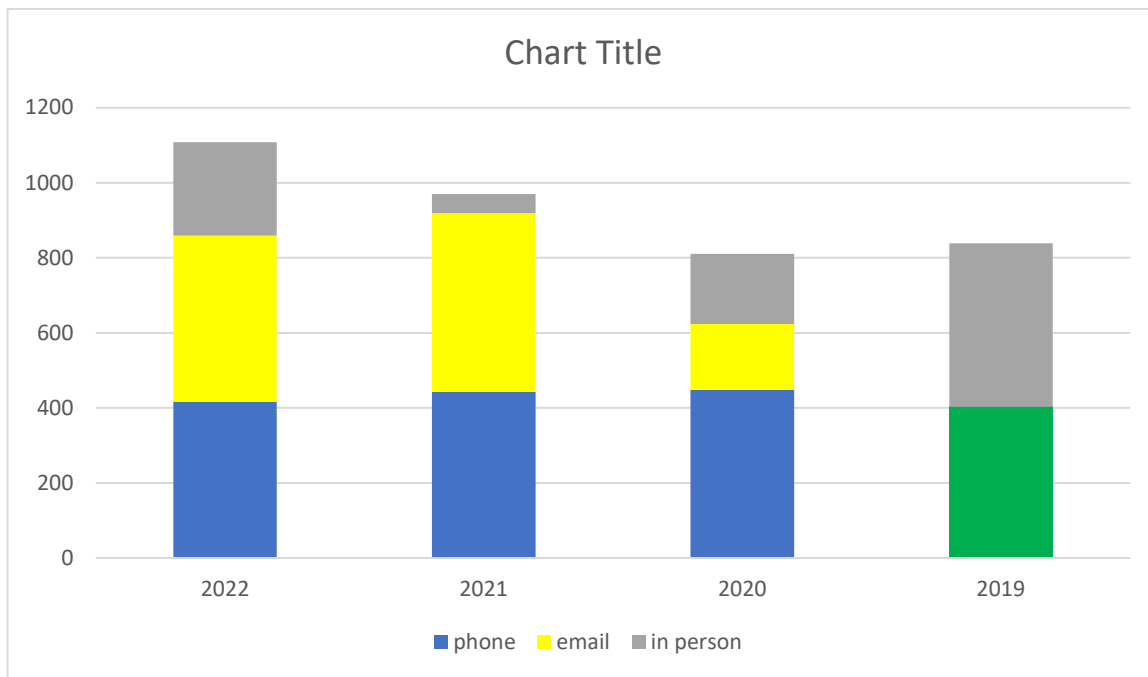
Jan 1, 2022 – Dec 31, 2022

Number of CARES Contacts by Quarter – 2022

	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	Total
Phone Contacts	115	136	98	68	417
Email Contacts (and mail, text)	103	149	102	88	442
In Person Contacts	28	97	71	53	249
Total Contacts	246	382	271	209	1108

Number of CARES Contacts by Year

	2022	2019	2021	2020
Phone Contacts	417	403	433	448
Email Contacts (and mail, text)	442		476	176
In Person Contacts	249	436	51	187
Total Contacts	1108	839	960	911



Number of Unduplicated Clients – 2022

previous years for comparison

Note: the 2022 numbers include Community Grocery Program clients

	2022	2021	2020	2019
Unduplicated Clients	542	424	344	278
CGP Clients who used no other services from Albany CARES	113	--	--	--
Unduplicated Contacts with Professionals on behalf of clients	23	18	21	21
Unduplicated CARES Clients	406	406	323	257

Services for 406 Clients

Presenting Issue	
Parcel Tax Exemptions and Renter Rebates	103
Homelessness (including those looking for assistance for homeless residents)	78
Landlord/Tenant	39
Health Care/Insurance issues (including Mental Health)	38
Finding Affordable Housing	32
Financial (including Utility Bills and Rental Assistance)	28
Food Referrals	15
Homecare – Difficulty Living Alone or Finding Assistance	23
Community (including issues with neighbors)	20
Other (including Showers, Transportation, Employment)	20
Legal (including Homeownership Issues)	10
Agencies/Services Clients Referred To	
Note: some clients received >1 referral or 0 referrals	
Parcel Tax Exemptions and Renter Rebates	98
Subsidized Housing Information	35
Homecare Resources: IHSS, Eldercare Specialists	26
Homeless Services other than Albany Project Hope	25
Albany Project Hope	24
Housing and Landlord/Tenant Counseling: ECHO Housing	24
Financial Assistance: Rent, Utility Payments	22
Medical and Mental Health Services, Health Insurance Counseling	20
Legal Resources: Bay Area Legal Aid, East Bay Community Law Center, etc	13
Crisis Services/Police/Domestic Violence/Adult Protective Services	12
Senior Services	8
Food Services	7
Financial Services/Estate Planning/Income Tax	6
Other: Home Repairs, Transportation, Mediation	10

How Client Heard About CARES Program

Albany Information Hotline (begun 3/2020) and Albany Senior Center	81
Other City Departments/City Website/ Enews/City Banners	71
CARES Flyers/Personal Outreach through Meal Delivery and Trashbill	56
Neighbor/Friend/Family	38
Postcards Regarding Parcel Tax Exemptions	22
Showers and Laundry Program/Volunteers	17
Police and Fire Department	14
Other Agency (BFHP, School Counselor, UC Berkeley)	12
Alameda County Library/Albany Community Center	11
Unknown	84

Client Demographics for 406 Unduplicated Clients

Age	
80+	27
62-79	161
50-61	53
40-49	37
26-39	33
18-25	12
Age unknown	95
City of Residence	
Albany (including 20 who work, own business or property in Albany)	331
Berkeley	19
El Cerrito	14
Richmond	11
Oakland and other parts of Alameda County	10
Kensington and other parts of Contra Costa County	10
Residence Unknown or other	23
Housing Situation of 311 Albany residents	
Owns	103
Rents – Market Rate	99
Homeless – in Vehicle/Shelter/Tent	50
Rents – Subsidized (Section 8, University Village etc)	16
Other - friend/family/renting room/housesit	15
Housing Situation Unknown	28