

ALBANY CARES ANNUAL REPORT - 2023

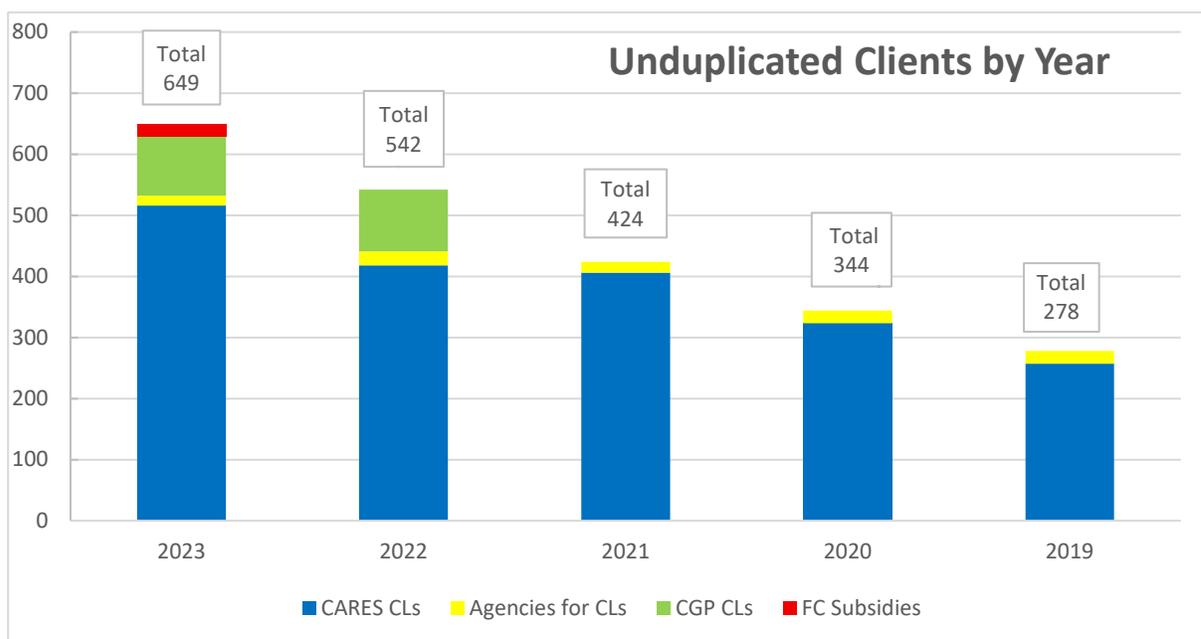
Jan 1, 2023 – Dec 31, 2023

Number of CARES Contacts by Year (previous years for comparison)

	2023	2022	2021	2020	2019
Phone Contacts	438	417	433	448	403
Email Contacts (and mail, text)	450	442	476	176	
In Person Contacts	287	249	51	187	436
Total Contacts	1175	1108	960	911	839

Number of Unduplicated Clients (previous years for comparison)

	2023	2022	2021	2020	2019
Unduplicated CARES clients (including RAP-ARPA)	516	418	406	323	257
Clients of the Community Grocery Program only (ARPA)	97	101	--	--	--
Clients of Friendship Club Subsidies only (ARPA)	20	--	--	--	--
Professionals contacting us on behalf of their clients	16	23	18	21	21
All unduplicated clients for the year	649	542	424	344	278
First time getting services from CARES/ARPA	345	378	246	251	257



Client Demographics for 516 Unduplicated Clients

Age	
80+	34
62-79	212
50-61	62
40-49	61
26-39	48
18-25	6
Under 18	0
Age unknown	93
City of Residence	
Albany (including those who own business or property in Albany)	449
Berkeley	13
El Cerrito	4
Richmond	7
Other parts of Alameda County	5
Other parts of Contra Costa County	3
Other	6
Residence Unknown	29
Housing Situation	
Rents – Market Rate	181
Owns (including clients who live in their family-owned home)	179
Homeless – in Vehicle/Shelter/Tent	73
Rents – Subsidized (Section 8, University Village etc)	25
Other – with Friend/Renting Room/Housesit/Rent from Family	27
Housing Situation Unknown	31
How Client Heard About CARES Program	
Direct outreach during Community Grocery Program	51
Postcard advertising PTE and RAP Programs	48
Albany Senior Center and Info Line (during Covid)	45
Community Members, Friends, Neighbors, Family	44
Outreach at events - Gateview Drill, July 4 th , NNO, Coffee with Cops	36
Albany Community Center, Library, and Outreach in Building	34
Other City Depts/Staff – Deputy City Clerk, CDD, Finance	33
Outreach to Participants in ARPA Programs and PTE applicants	34
City Website, ENews, and Internet in general	31
APD, AFD, and Albany Crisis Team	27
Agency Referrals - ECHO, AUSD, 211, UC, BACS, Lifelong, County	22
Activity Guide, Signs and Posters, PTE/RR Help Form Workshop	17
Received communication from CARES Program	15
Showers/Laundry Programs, outreach to these programs	8
Unknown	71

Presenting Issues (some clients present with 2 issues)	
Parcel Tax Exemptions and Renter Rebates	159
Financial – Rental Assistance, Utility Bills, Income Tax	104
Homelessness (including community members' concerns)	64
Community, Neighborhood Issues and Questions (not including homelessness)	62
Landlord/Tenant Issues (including rent increases)	58
Medical and Mental Health Issues/Insurance	53
Finding Affordable Housing	50
Homecare – Need for Assisted Living, Help at Home, Difficulty Living Alone	22
Food Resources	11
Legal	9
Employment	8
Other – Tech Issues, Transportation Services, Showers and Laundry	10
Types of Referrals Made	
Subsidized Housing Information: Open House, Alameda County Portal, SAHA Housing	
Landlord/Tenant and Housing Counseling: ECHO Housing, Eviction Defense Center	
Financial Assistance: Rental Assistance Programs (ECHO), Spectrum, SOS, Rebuilding Together	
Homeless Outreach and Navigation: Albany Project Hope, Housing Resource Center (BACS)	
Other Homeless Services: Albany Thrives Together Showers/Laundry, Dorothy Day House	
Homecare Resources: In Home Support Services, Eldercare Specialists, Assisted Living Programs	
Crisis Services: Police, Albany Crisis Team, Adult Protective Services	
Senior Services: Albany Senior Center for Food Programs, Tech Assistance, and Recreation Programs	
Medicare and Estate Planning: HICAP, Senior Medi-Benefits, HERA	
Food Services: CalFresh, Berkeley Food Pantry, Berkeley Food Network, Community Grocery Program	
Legal Resources: Bay Area Legal Aid, HERA, HAC	