Albany Project HOPE
Homeless Outreach and Engagement Program
Insight Housing Narrative Report to City Council
April 2024 – June 2024

Activities To-Date

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 team works diligently to build relationships with outreach contacts to begin partnering with them to work towards housing. Our Housing Navigator 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, maintaining a level of cleanliness of the team, and not hoarding. The team encourages 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.

This quarter, the Housing Navigator (HN) outreached thirty-five unsheltered clients, while enrolling sixteen under outreach in HMIS. Two clients received a short-term motel stay in this quarter. Frequent home visits are critical to increasing housing retention and providing essential tenancy support to formerly homeless individuals, paired with life skills assistance. Nineteen clients accepted enrollment in Navigations services, and worked toward document readiness with HN. One client was successfully matched with PSH units through Coordinated Entry and is working with the HN to obtain updated documents and complete additional paperwork to move forward with those matches. Transportation has been essential in assisting clients in securing and maintaining permanent housing, including transport and help to view new units, transport to grocery stores, medical appointments, and obtaining money orders and other payment vouchers for their rent and shelter. The HN assisted clients with transportation support 98 times 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. Basic supplies such as hygiene products, socks, water, and food have been provided to outreach contacts.

Successes

A participant was enrolled into the program and at the time of enrollment was addicted to alcohol. He went through withdrawal and is now in recovery. He has a steady full-time job and is residing in the Albany house. He is working on being housed and his application has been submitted through homestretch. We are awaiting a response. This participant is a great success story.

Challenges

As noted in previous quarterly reports, participants have severe mental health disabilities. This makes essential communication and coordination of services challenging for our team. The process of obtaining housing is complicated and requires ongoing partnership with the HN. Trust is essential for new participants to agree to partner with the HN. She provides supplies to meet basic needs and consistently checks in on known places where people congregate. The process of building rapport with new referrals is slow. Participants may be unable to keep phones charged so arriving for scheduled meetings or coordinating at all can be difficult.

Some clients do not have high enough scores to be eligible to be matched for PSH matches. The HN can conduct the assessments again where appropriate. Repeating those assessments can be frustrating for participants and can shake their trust in the process. Additional challenges include some clients refusing shelter options. Some prefer motel rooms where shelter beds are available, which is not feasible. Others who have a temporary shelter stay choose to return to familiar locations due to mental health disabilities, creating concern among the community. Regular mental health assistance is needed to help some clients succeed in obtaining and sustaining permanent housing.

Lastly, the HomeStretch system (Alameda County's Coordinated Entry process) has reported a 6–12-month slowdown before participants can successfully obtain a hosing match. So, as a result there have been no successful client housing placements these two quarters.

Client Satisfaction Surveys

Four clients completed the satisfaction surveys, comprised of thirty-three multiple-choice questions. The questions allowed clients to respond to accessing services, inclusiveness of decision making in their care, support and communications from staff, and their overall feeling of how the program has affected their stability as well as diversity, equity, inclusion, and belonging questions. The survey recorded responses using a five-point scale with possible options ranging from strongly agree to disagree strongly. Overall, clients reported they either strongly agreed or agreed that they like the organization, feel like they have a say in their services, feel comfortable asking questions, and feel they are coping despite challenges and problems.

FY 23 – 24 Satisfaction Surveys

What stage are you in with respect to receiving services?

Answer Choices	Responses	
Have not received services yet	0.00%	0
Am in the process of receiving services	100.00%	4
Just completed my work with Insight Housing	0.00%	0
Completed my work with Insight Housing at least one month ago	0.00%	0

Types of Services you receive

Answer Choices	Responses	
Housing	75.00%	3
Employment	50.00%	2
Referrals to other service providers (e.g., medical, legal)	75.00%	3
Help with filling out forms/applications	100.00%	4
Other (please specify)	75.00%	3

Services

The average below is out of a 4.0 scale

	Average
1. I like the services that I receive from this organization.	3.75
2. I feel like I have a say in my services.	3.75
3. Staff have helped me set goals for myself.	3.75
4. I receive the kinds of services that I want and need.	3.75
5. Staff returned my calls.	3.75
6. Services were available at times and places that were good for me.	3.75
7. Staff believe that I can grow, change and recover.	3.75
8. I feel comfortable asking questions about my services.	3.75
9. I feel free to complain when I am not satisfied.	3.75
10. I was given information about my rights.	3.75

11. Staff respect my wishes about confidentiality.	3.75
12. Staff help me obtain information I need concerning my needs and benefits.	3.75
13. My case managers listen to what I have to say.	3.75
14. My case managers help me to set goals for myself.	3.75
15. I participate in a plan that meets my needs and expectations.	3.75
16. Staff have respected my wishes about who is, and who is not, to be given information about my services.	3.5
17. Staff are sensitive to my cultural / ethnic background (race, religion, language, etc.)	3.5
18. I can still achieve the life I desire, despite the recent challenges or problems I've faced.	3.75
19. I feel like I am in control of the services I receive.	3.75
20. My wishes are respected about the amount of family involvement I want in my services.	4
21. The services I receive are helping to resolve my problem(s).	3.75
22. I would recommend this organization to a friend or a family member.	3.75

Since working with this agency…

The average below is out of a 4.0 scale

	Average
23. I deal more effectively with daily problems.	3.5
24. I am better able to control my life.	3.75
25. I am better able to deal with crisis.	3.5
26. I am getting along better with my family.	3.33
27. I do better in social situations.	3.5
28. My problems are not bothering me as much.	3.75
29. I feel I am coping with life better.	3.75

Diversity, Equity, Inclusion, and Belonging

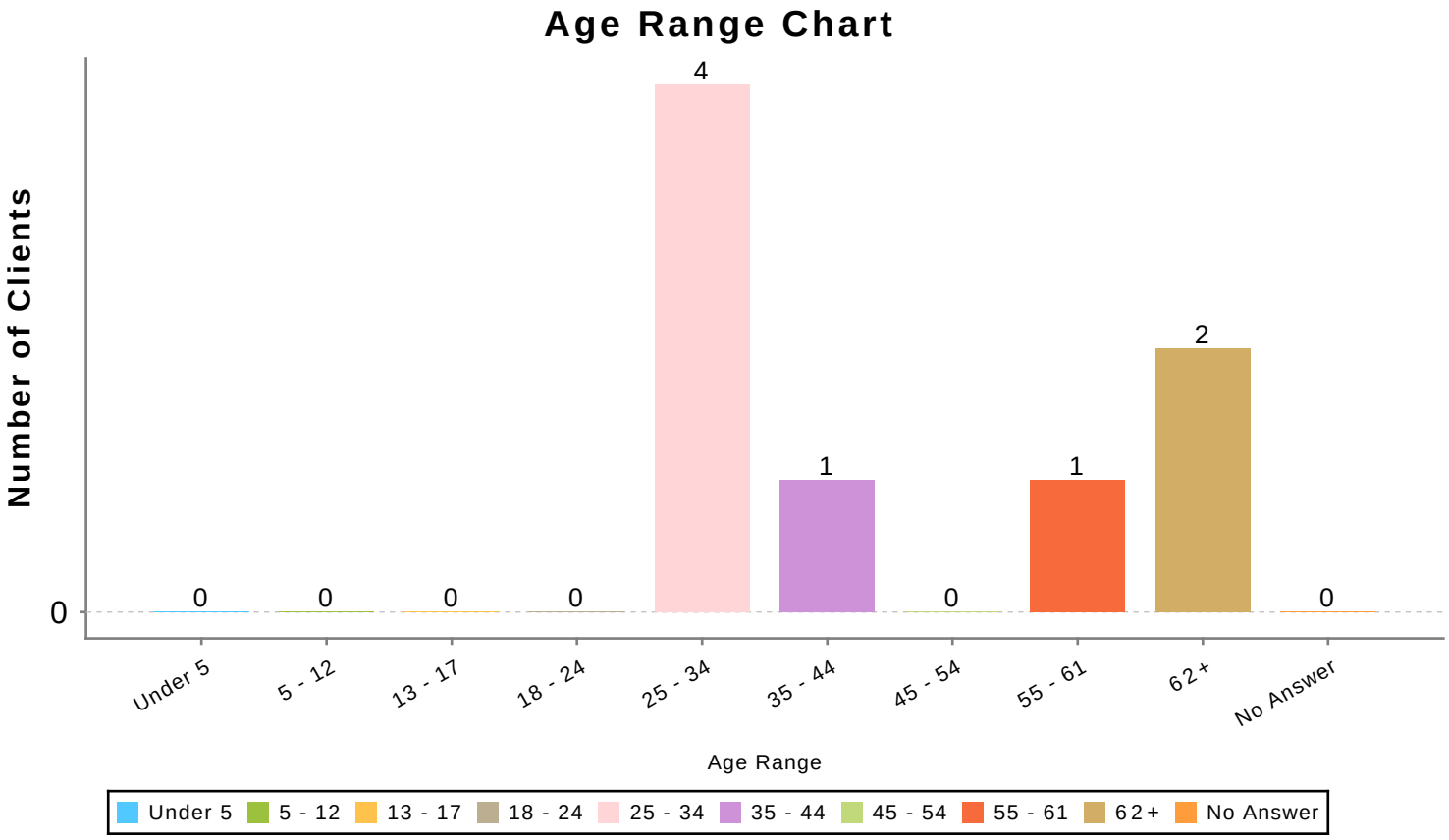
The average below is out of a 4.0 scale

	Average
30. I feel included and respected by Insight Housing staff.	3.75
31. At Insight Housing, staff appreciate others whose race, ethnicity, religion, gender identity and/or sexual orientation is different from their own.	3.75
32. Insight housing provides an environment that is free of discrimination and harassment.	3.75
33. I feel safe to show up as my authentic self when working with Insight Housing staff.	3.75

Client Demographics Report

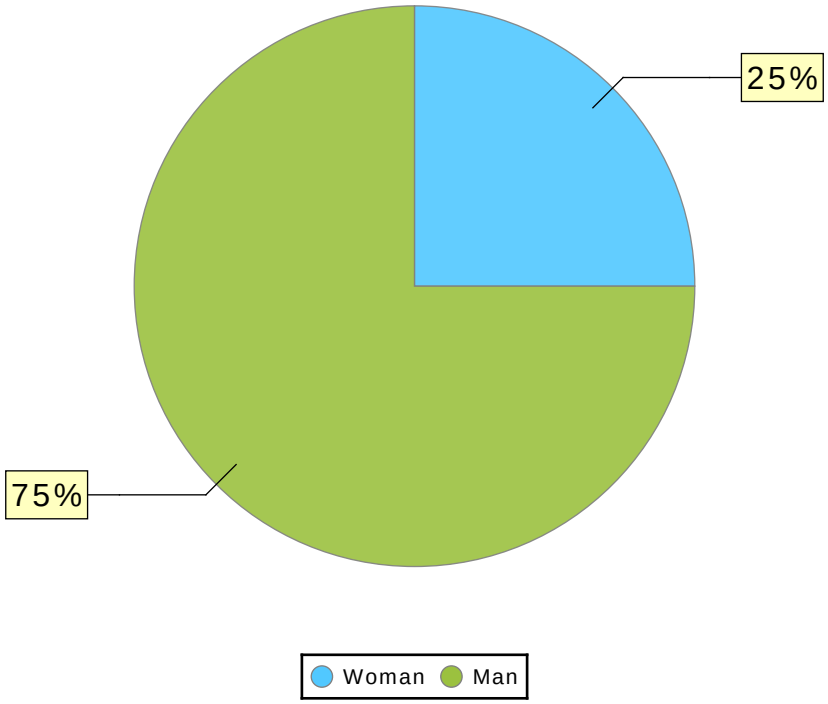
Housing Navigation

IH - Insight Housing
Date Range: 04/01/2024 thru 06/30/2024
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	4
35 - 44	1
45 - 54	0
55 - 61	1
62+	2
No Answer	0
Total:	**8**

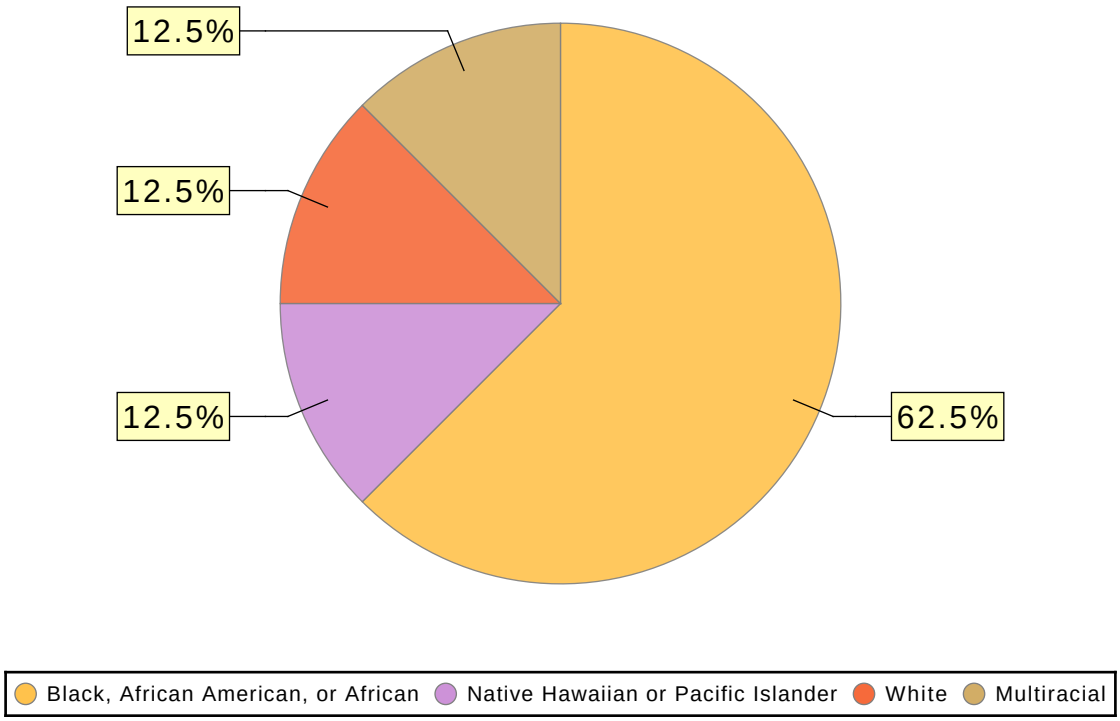
Gender Chart



Gender	# of Clients
Woman	2
Man	6
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

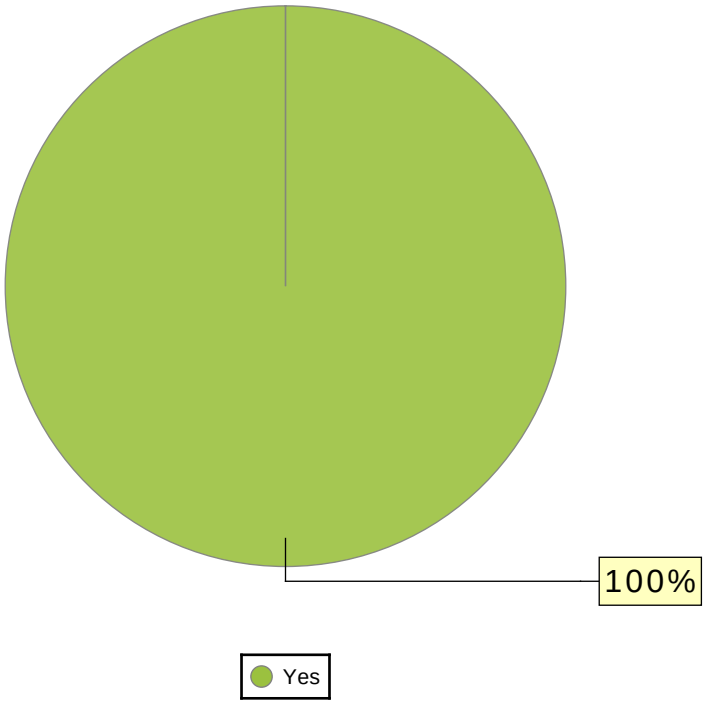
Total:	**8**

Race and Ethnicity Chart



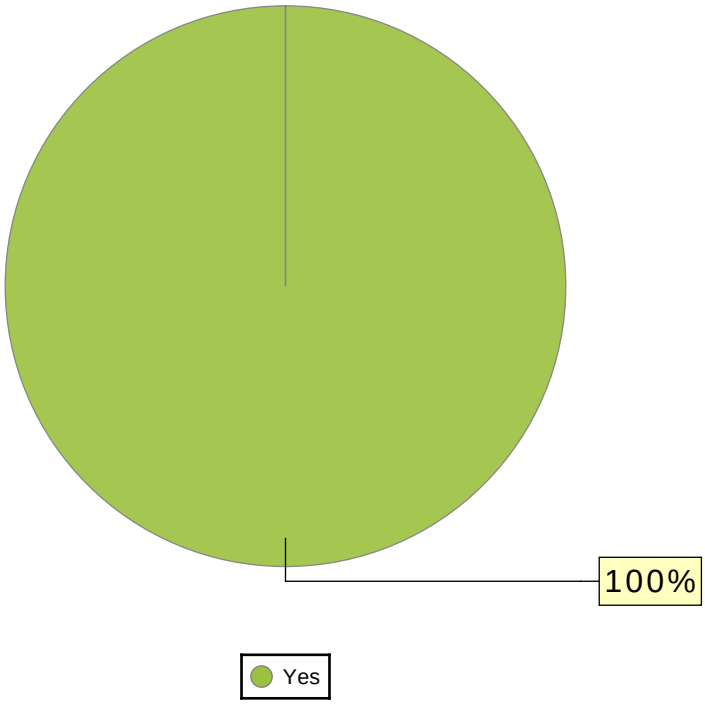
Race and Ethnicity	# of Clients
American Indian, Alaska Native, or Indigenous	0
Asian or Asian American	0
Black, African American, or African	5
Hispanic/Latina/e/o	0
Middle Eastern or North African	0
Native Hawaiian or Pacific Islander	1
White	1
Multiracial	1
Client doesn't know / prefers not to answer	0
No Answer	0
Total:	**8**

Disabled (Adults & HoH) Chart



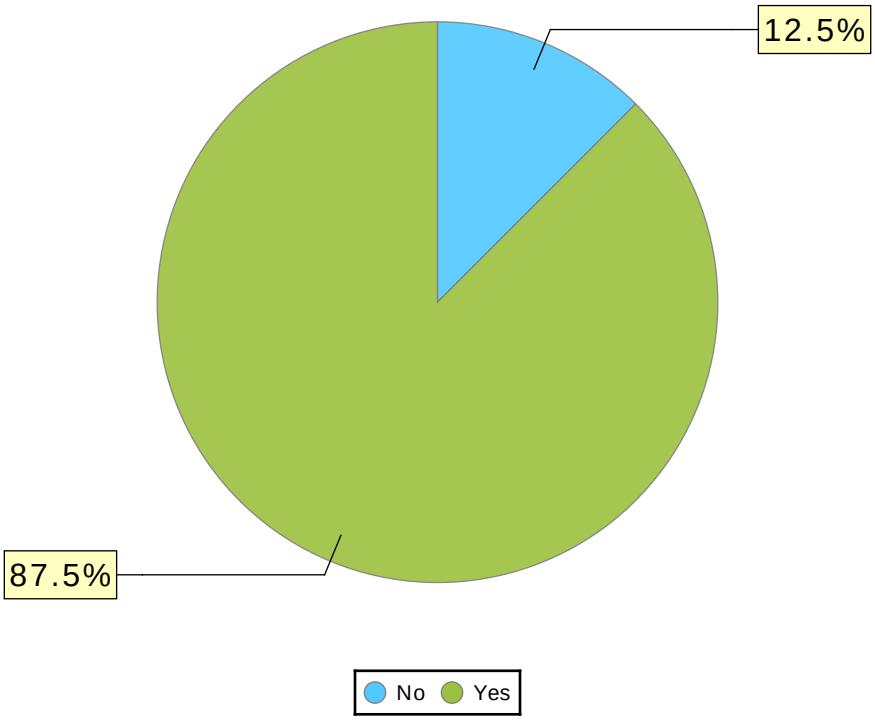
Disabled (Adults & HoH)	# of Clients
No	0
Yes	8
Client doesn't know	0
Client prefers not to answer	0
No Answer	0
Total:	**8**

Physical Disability Chart



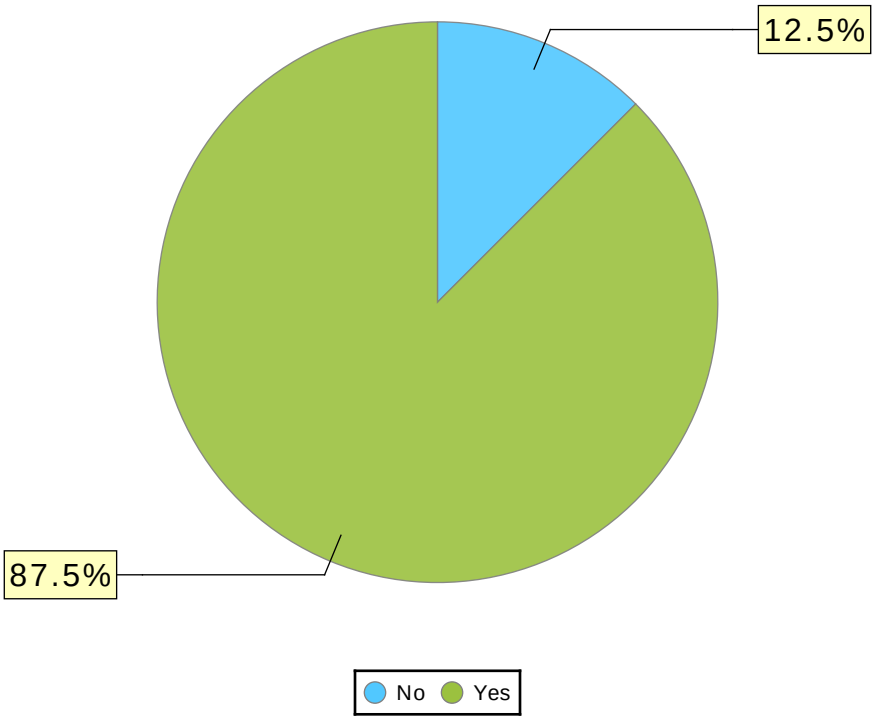
Physical Disability	# of Clients
No	0
Yes	8
Client doesn't know	0
Client prefers not to answer	0
No Answer	0
Total:	**8**

Developmental Disability Chart



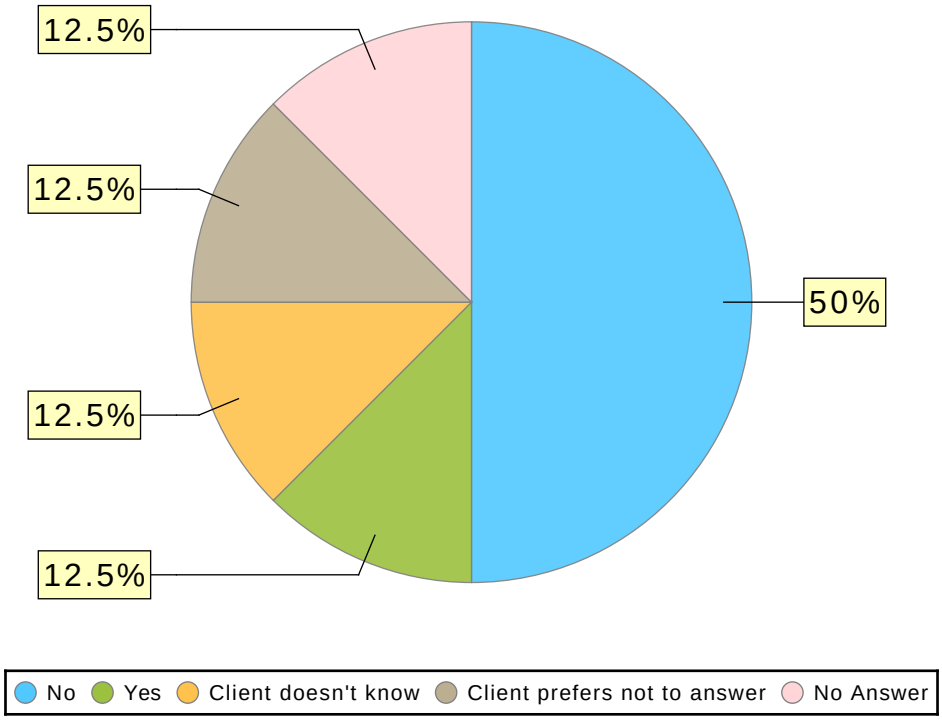
Developmental Disability	# of Clients
No	1
Yes	7
Client doesn't know	0
Client prefers not to answer	0
No Answer	0
Total:	**8**

Chronic Health Condition Chart



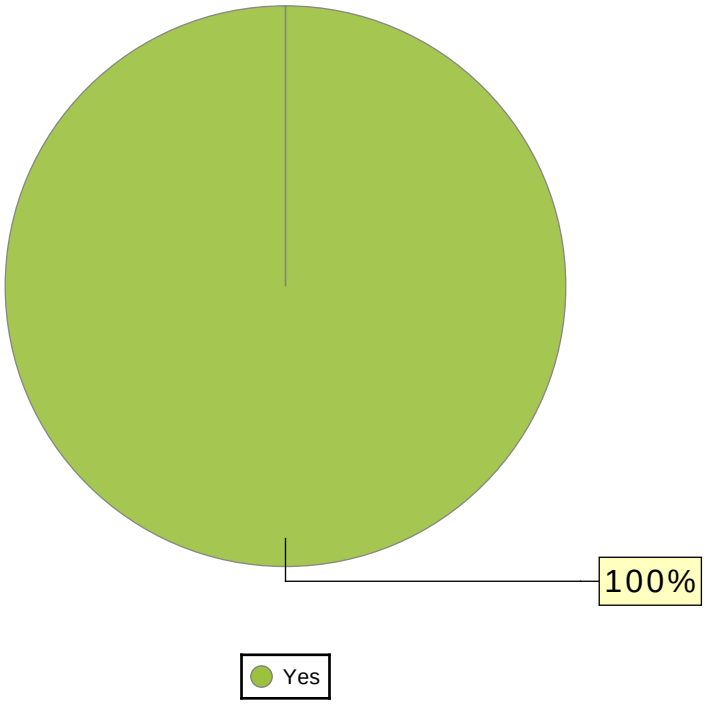
Chronic Health Condition	# of Clients
No	1
Yes	7
Client doesn't know	0
Client prefers not to answer	0
No Answer	0
Total:	**8**

HIV/AIDS Chart



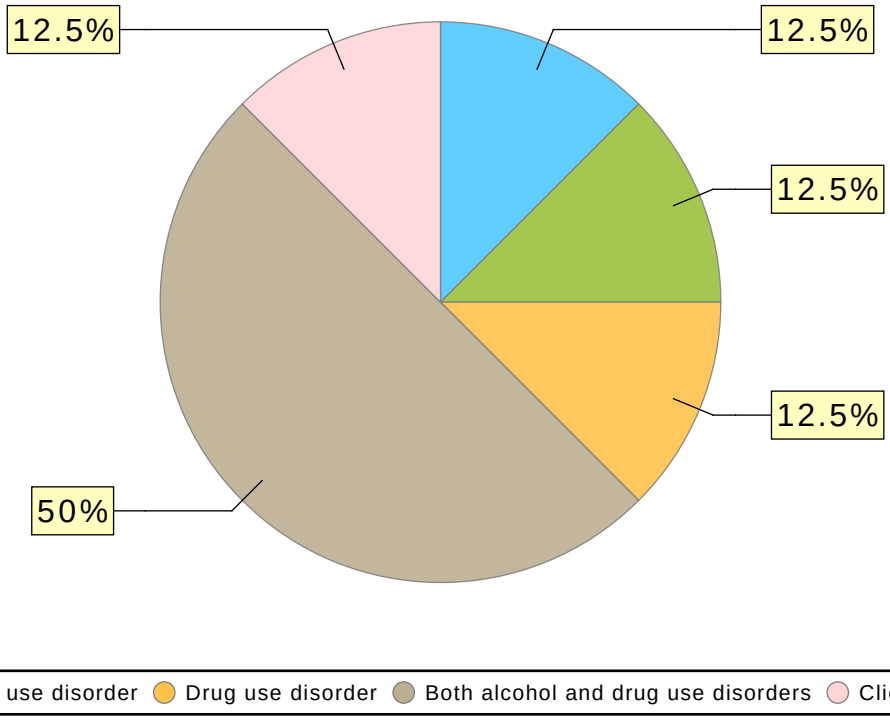
HIV/AIDS	# of Clients
No	4
Yes	1
Client doesn't know	1
Client prefers not to answer	1
No Answer	1
Total:	**8**

Mental Health Disorder Chart



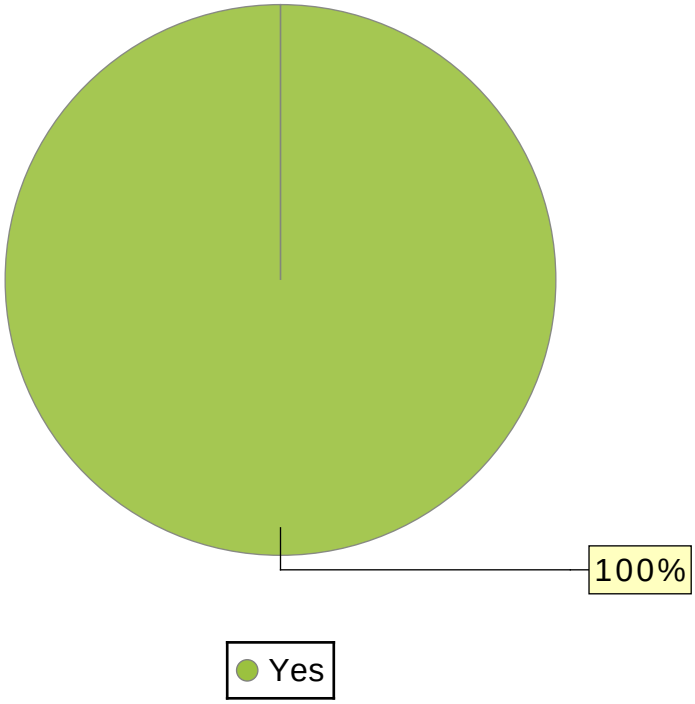
Mental Health Disorder	# of Clients
No	0
Yes	8
Client doesn't know	0
Client prefers not to answer	0
No Answer	0
Total:	**8**

Substance Use Disorder Chart



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

Chronic Homelessness (Adults & HoH) Chart

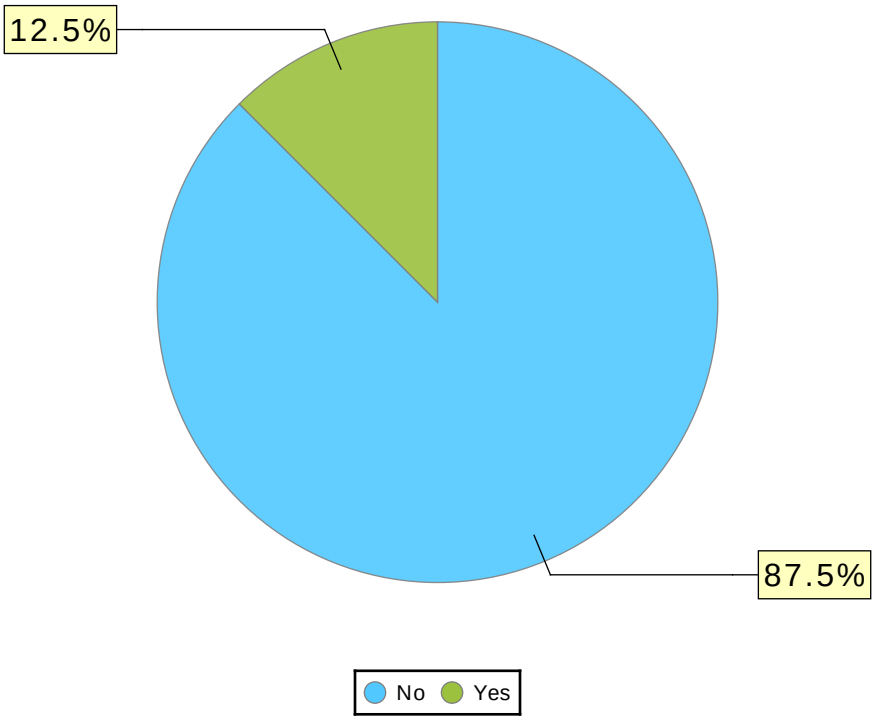


Chronic Homelessness (Adults & HoH)	# of Clients
No	0
Yes	8
Client doesn't know	0
Client prefers not to answer	0
Data not collected	0
Unknown CH Status	0
Clients Entering from Homelessness	**# of Clients**
Yes	8
No	0
Approximate Date Started	**# of Clients**
365 Days or More	7
Less Than 365 Days	1
Missing	0
Not applicable	0
Times Homeless in the Past Three Years	**# of Clients**
One Time	3
Two Times	0

Times Homeless in the Past Three Years	# of Clients
Three Times	0
Four or more times	5
Client doesn't know	0
Client prefers not to answer	0
No Answer	0

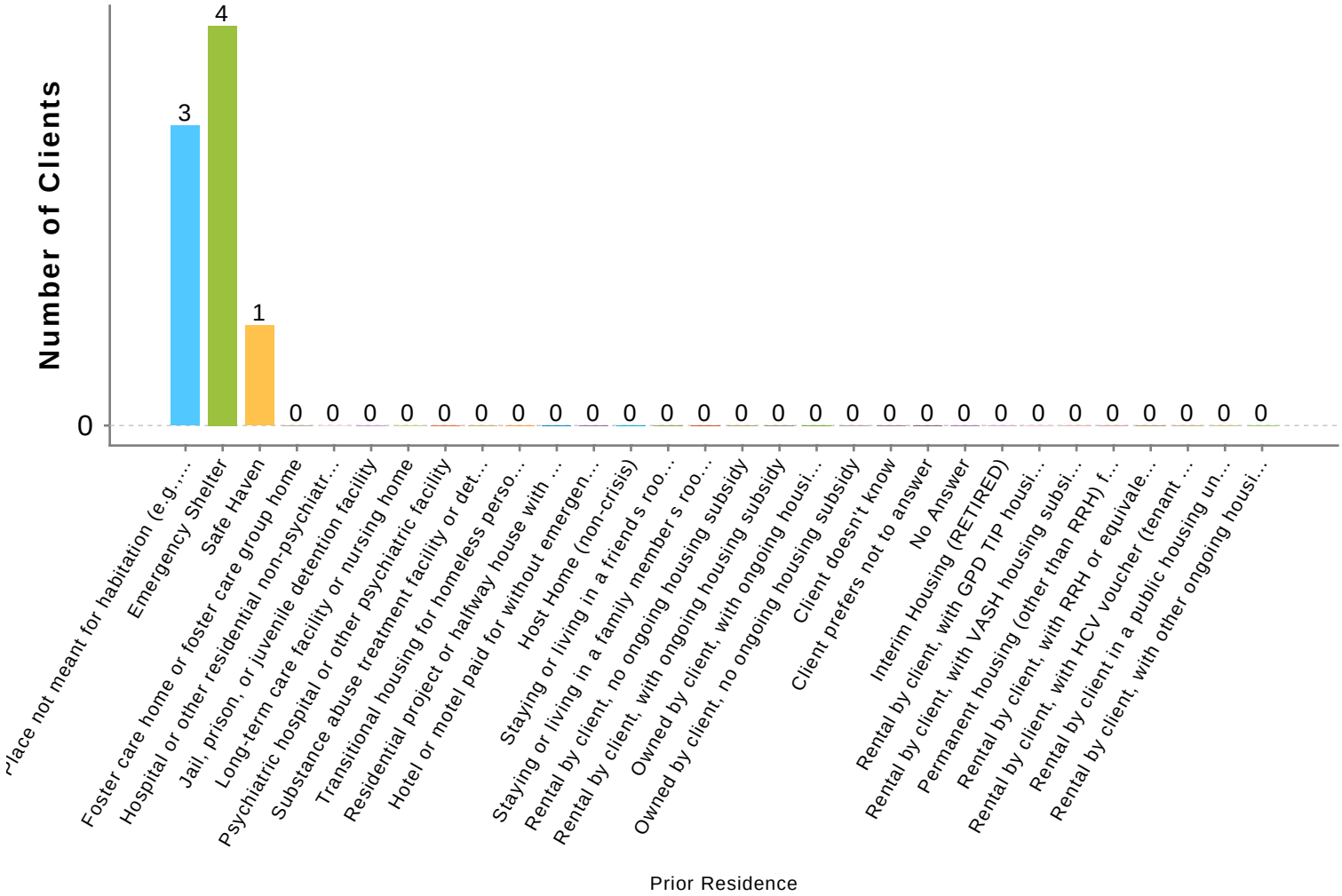
Total Months Homeless in the Past Three years	# of Clients
One month (this time is the first month)	0
Two Months	0
Three Months	0
Four Months	0
Five Months	0
Six Months	0
Seven Months	0
Eight Months	0
Nine Months	0
Ten Months	0
Eleven Months	0
Twelve Months	0
More than 12 Months	8
Client doesn't know	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	1
Client doesn't know	0
Client prefers not to answer	0
No Answer	0
Total:	**8**

Prior Living Situation (Adults & HoH) Chart

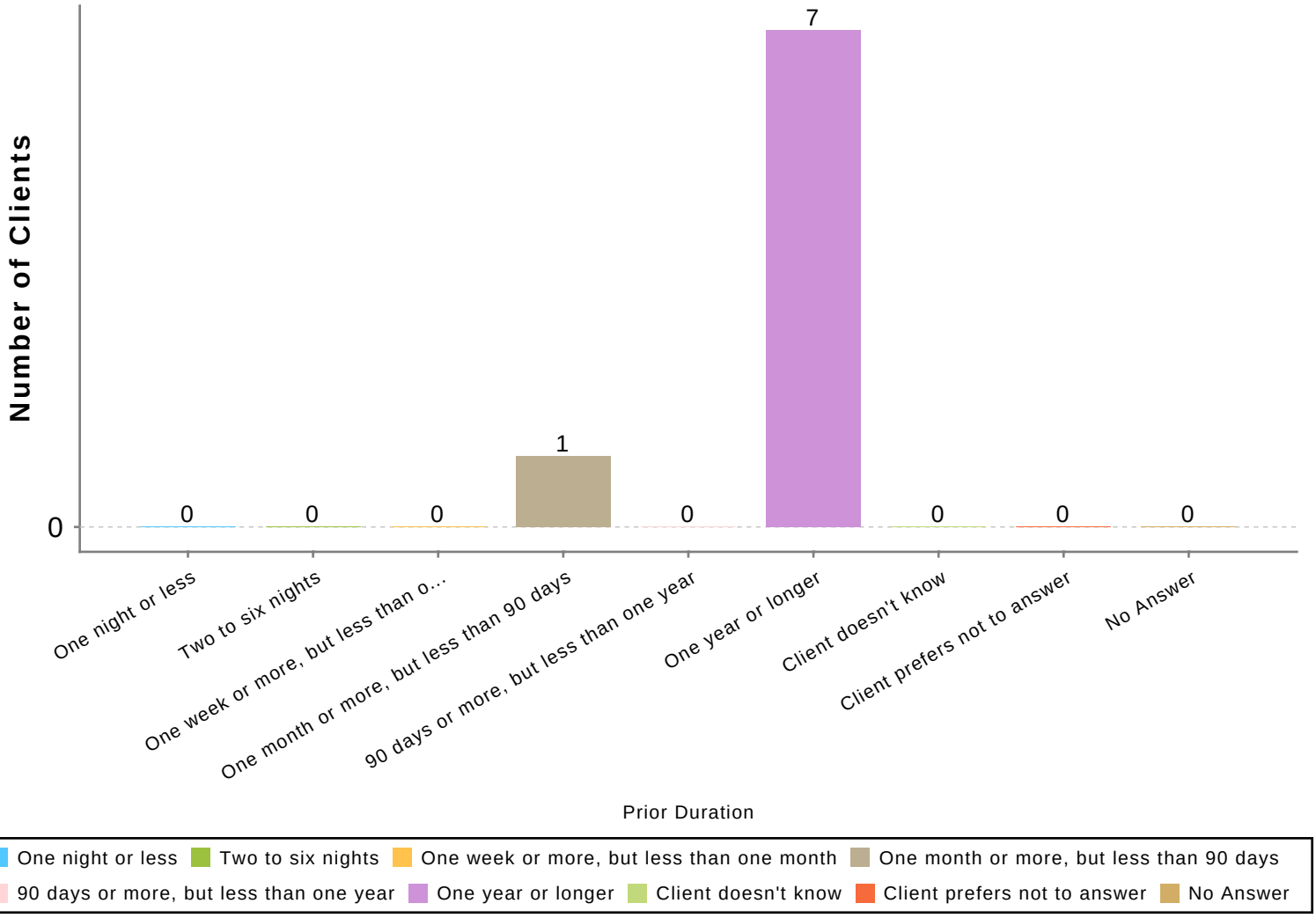


- Place not meant for habitation (e.g., a vehicle, an abandoned building, bus/train/subway station/airport or anywhere outside)
- Emergency shelter, including hotel or motel paid for with emergency shelter voucher, Host Home shelter
- Safe Haven
- Foster care home or foster care group home
- Hospital 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

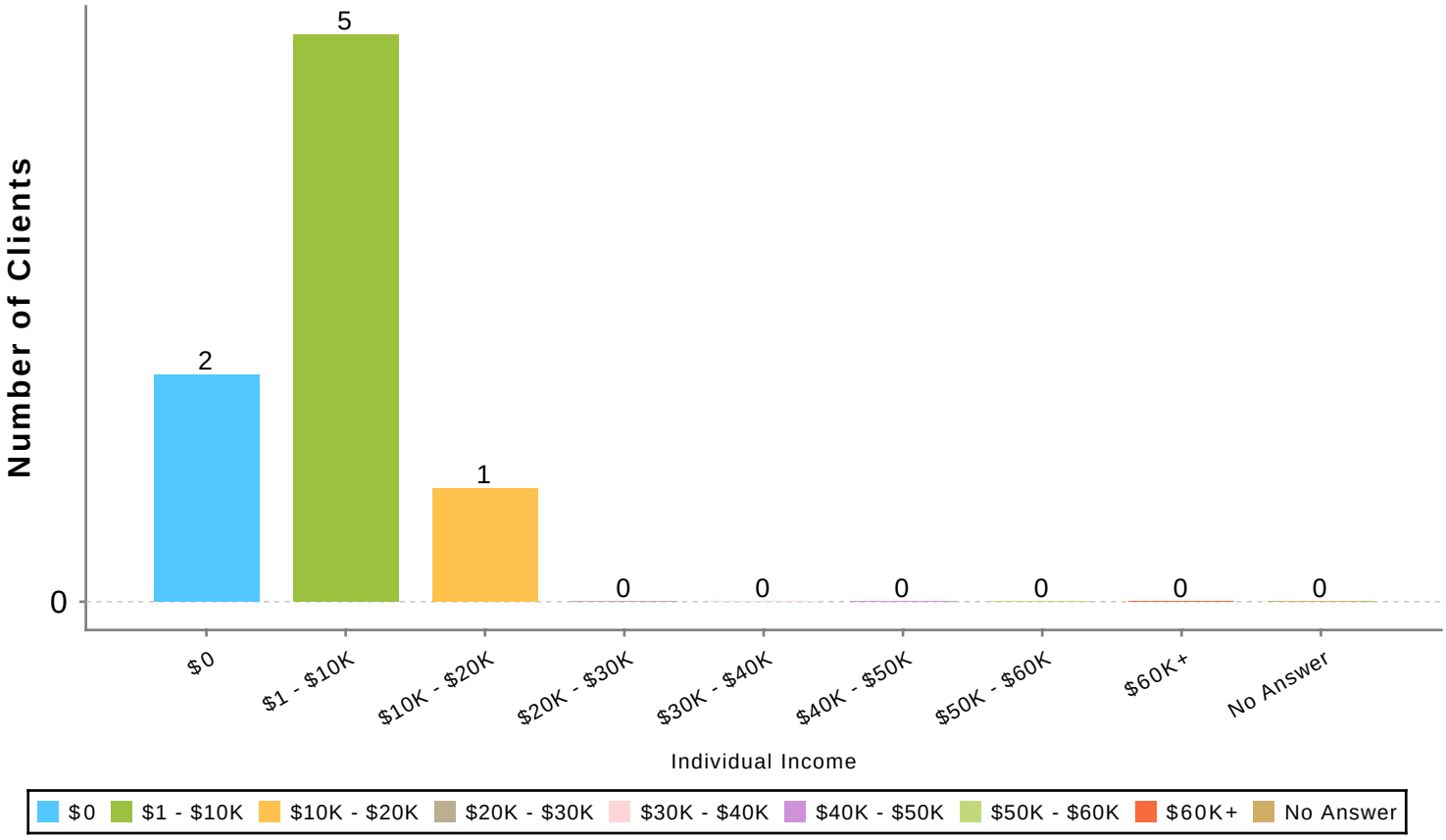
Prior Living Situation (Adults & HoH)	# of Clients
Place not meant for habitation (e.g., a vehicle, an abandoned building, bus/train/subway station/airport or anywhere outside)	3
Emergency shelter, including hotel or motel paid for with emergency shelter voucher, Host Home shelter	4
Safe Haven	1
Foster 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:	**8**

Prior Living Duration (Adults & HoH) Chart



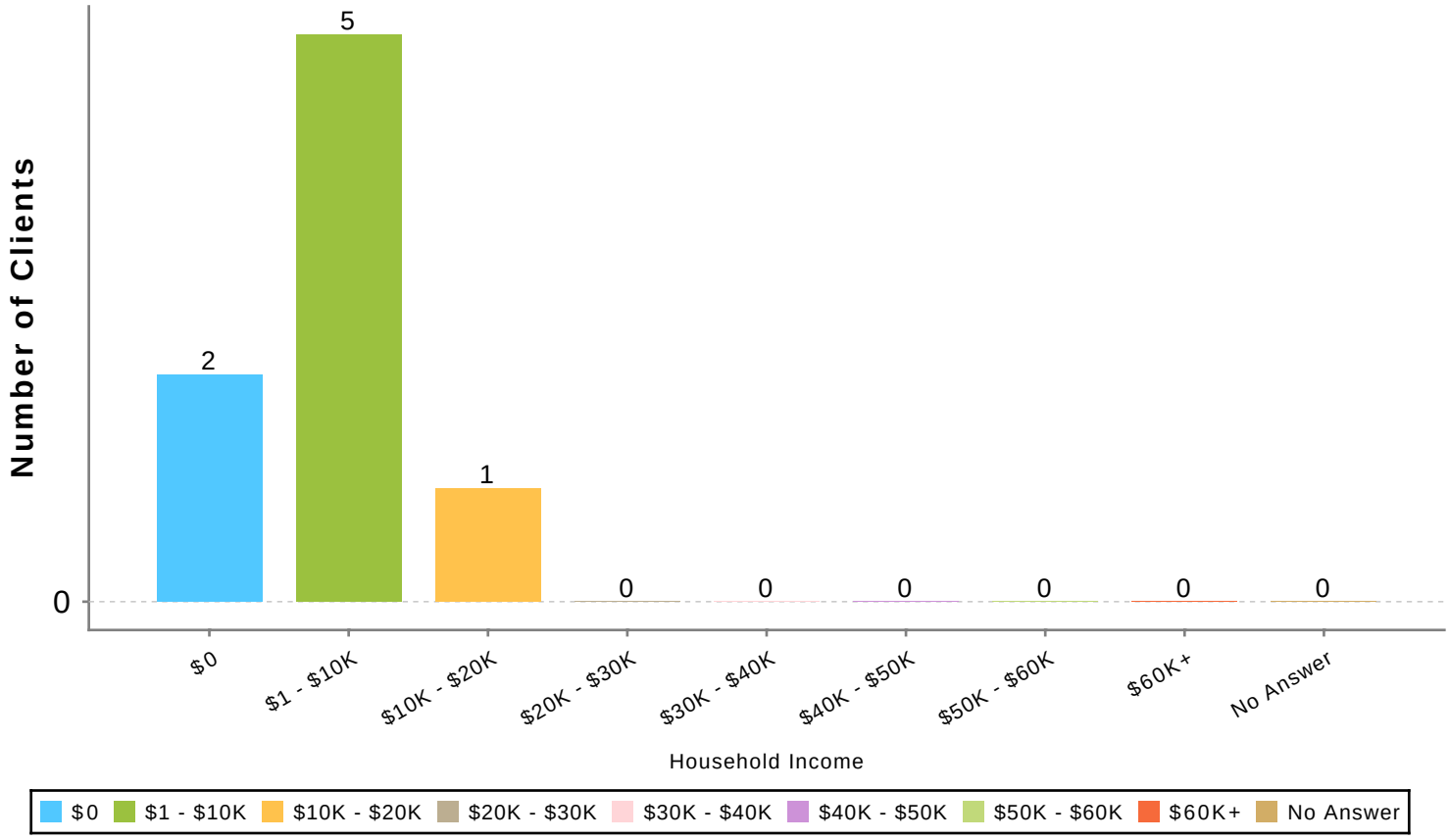
Prior Living Duration (Adults & HoH)	# of Clients
One night or less	0
Two to six nights	0
One week or more, but less than one month	0
One month or more, but less than 90 days	1
90 days or more, but less than one year	0
One year or longer	7
Client doesn't know	0
Client prefers not to answer	0
No Answer	0
Total:	**8**

Individual Income (Adults & HoH) Chart



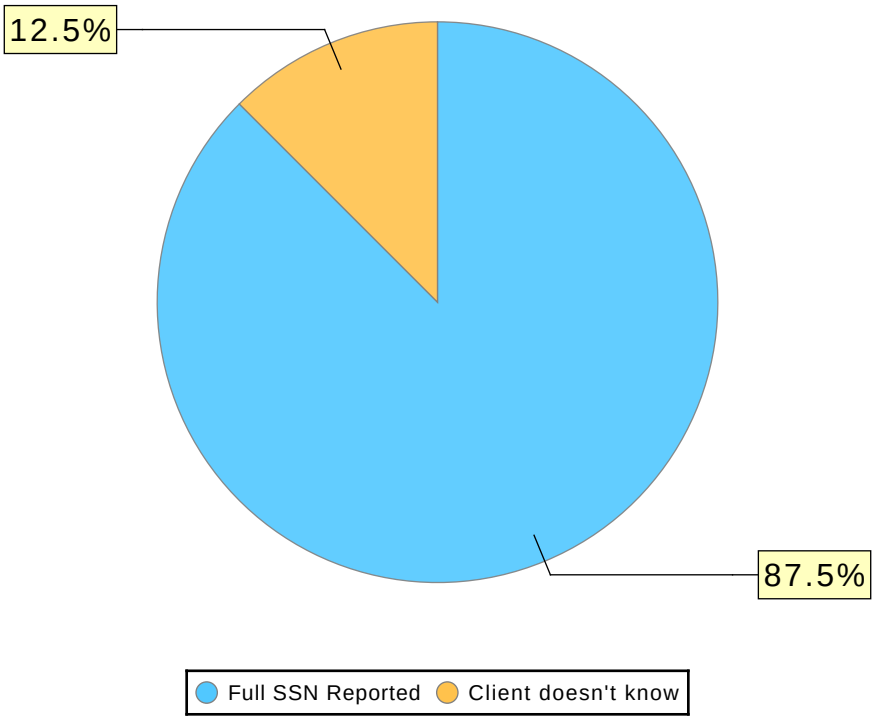
Individual Income (Adults & HoH)	# of Clients
$0	2
$1 - $10K	5
$10K - $20K	1
$20K - $30K	0
$30K - $40K	0
$40K - $50K	0
$50K - $60K	0
$60K+	0
No Answer	0
Total:	**8**

Household Income Chart



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

SSN Validity Chart



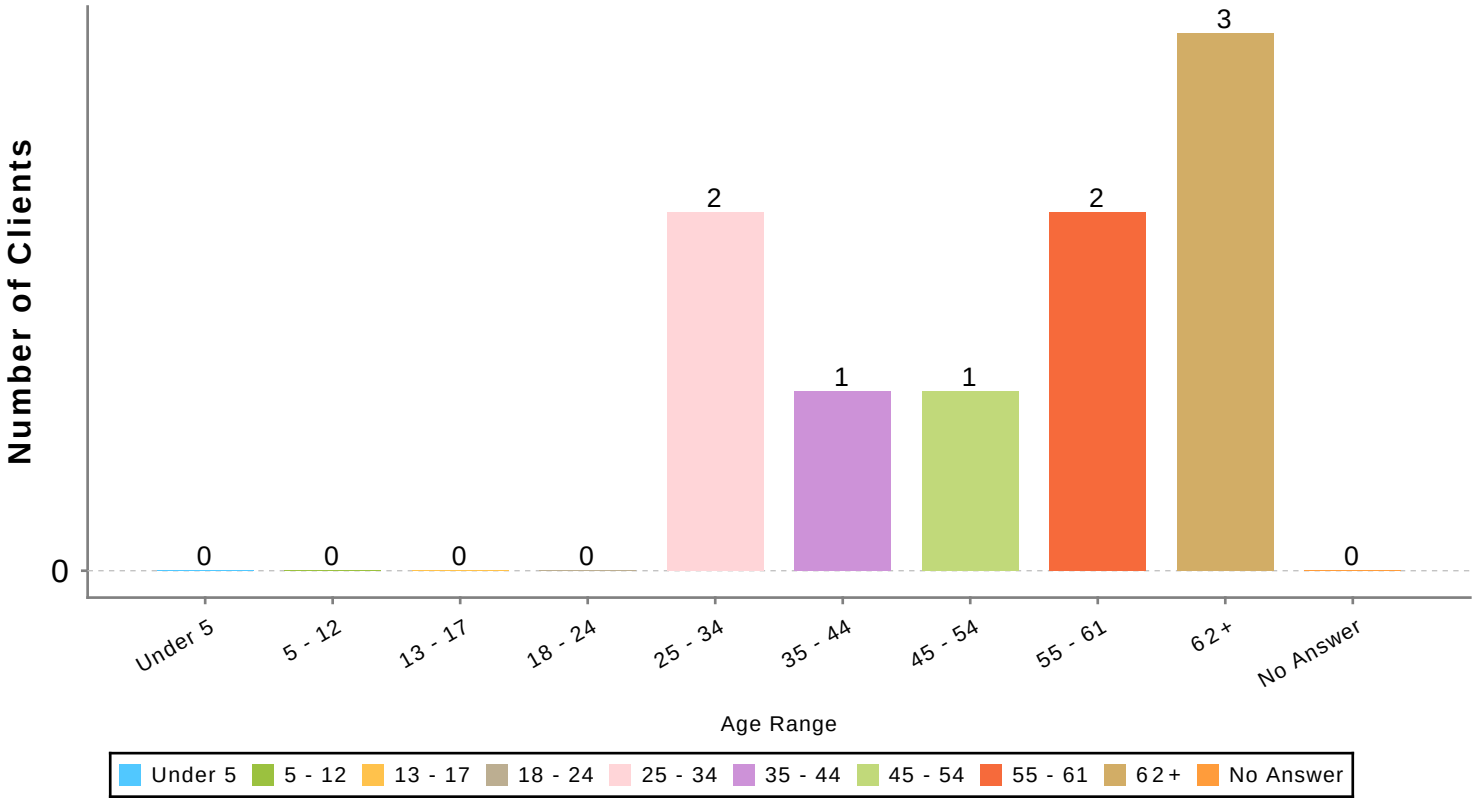
SSN Validity	# of Clients
Full SSN Reported	7
Approximate or partial SSN reported	0
Client doesn't know	1
Client prefers not to answer	0
No Answer	0
Total:	**8**

Client Demographics Report

Outreach

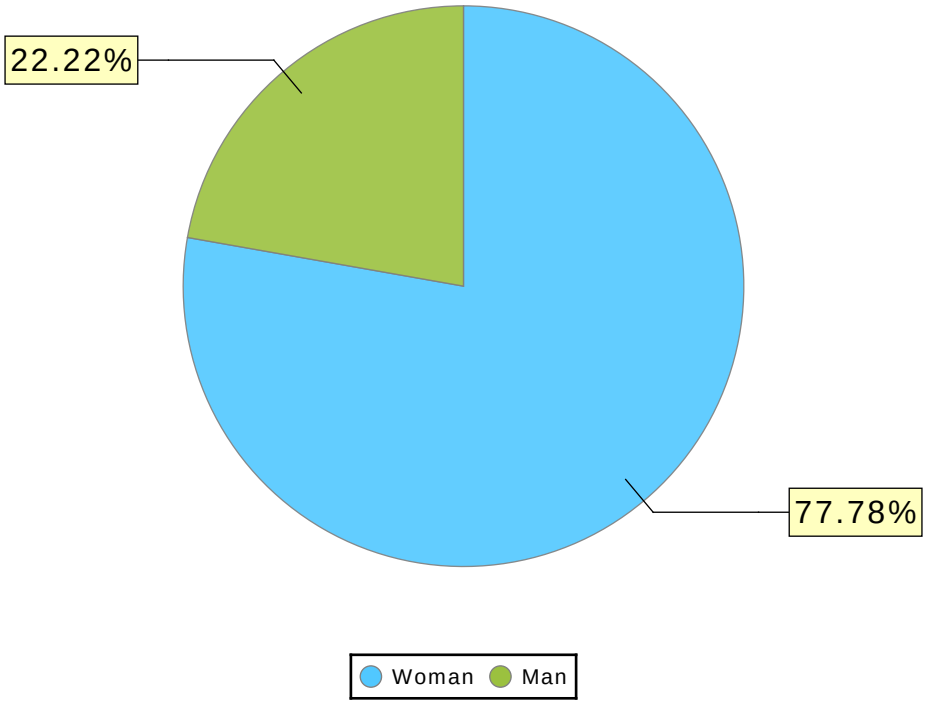
IH - Insight Housing
Date Range: 04/01/2024 thru 06/30/2024
Veteran: All
Client Project Stays: All active

Age Range Chart



Age Range	# of Clients
Under 5	0
5 - 12	0
13 - 17	0
18 - 24	0
25 - 34	2
35 - 44	1
45 - 54	1
55 - 61	2
62+	3
No Answer	0
Total:	**9**

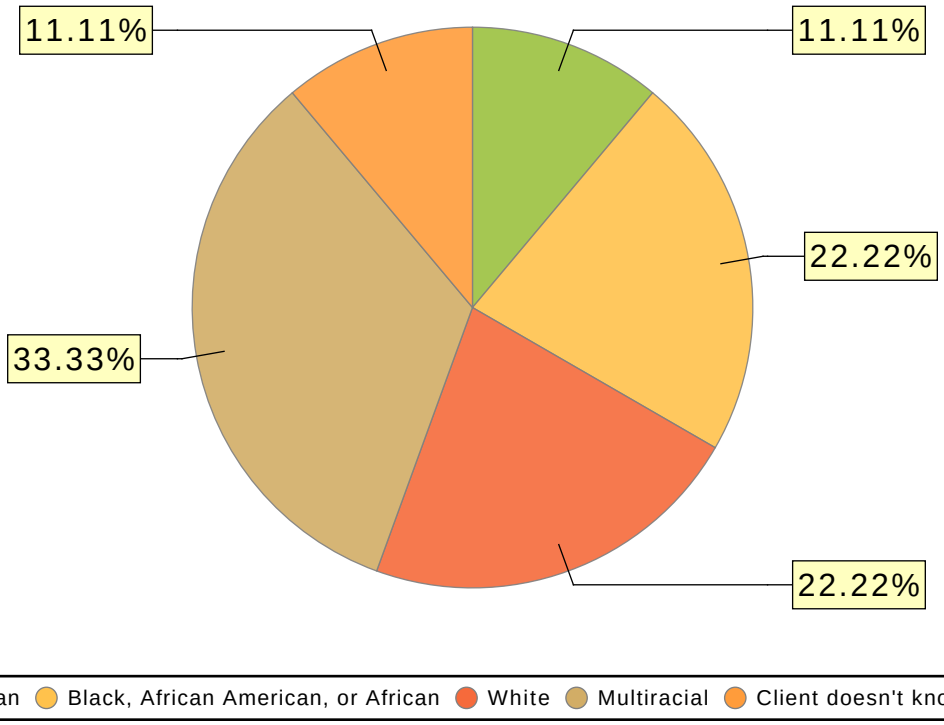
Gender Chart



Gender	# of Clients
Woman	7
Man	2
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

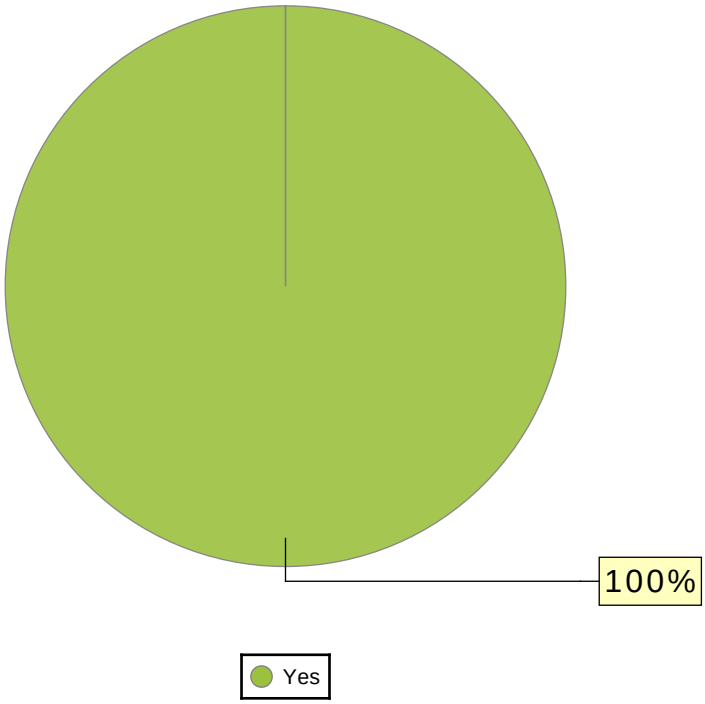
Total:	**9**

Race and Ethnicity Chart



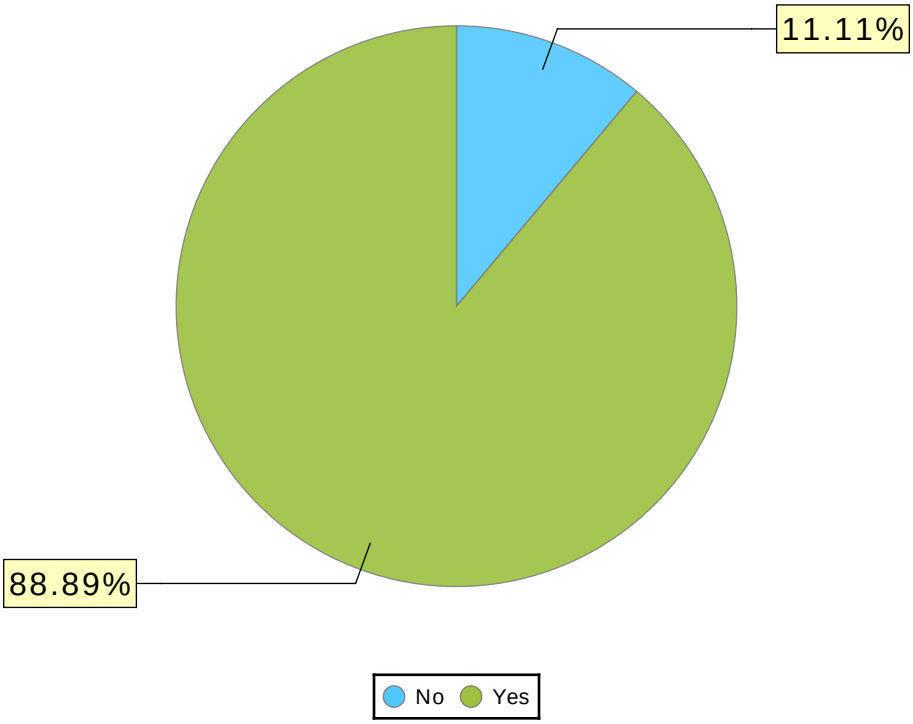
Race and Ethnicity	# of Clients
American Indian, Alaska Native, or Indigenous	0
Asian or Asian American	1
Black, African American, or African	2
Hispanic/Latina/e/o	0
Middle Eastern or North African	0
Native Hawaiian or Pacific Islander	0
White	2
Multiracial	3
Client doesn't know / prefers not to answer	1
No Answer	0
Total:	**9**

Disabled (Adults & HoH) Chart



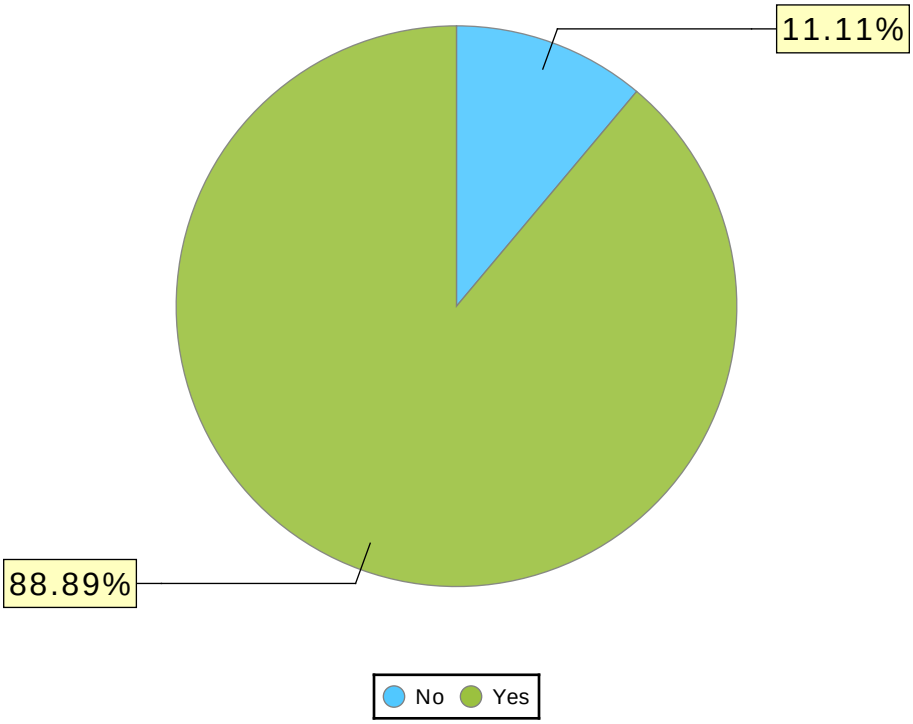
Disabled (Adults & HoH)	# of Clients
No	0
Yes	9
Client doesn't know	0
Client prefers not to answer	0
No Answer	0
Total:	**9**

Physical Disability Chart



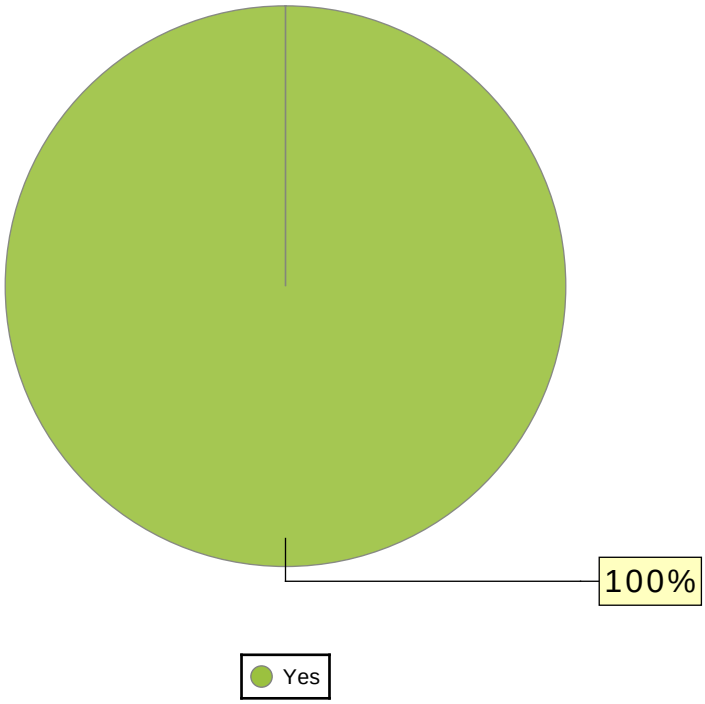
Physical Disability	# of Clients
No	1
Yes	8
Client doesn't know	0
Client prefers not to answer	0
No Answer	0
Total:	**9**

Developmental Disability Chart



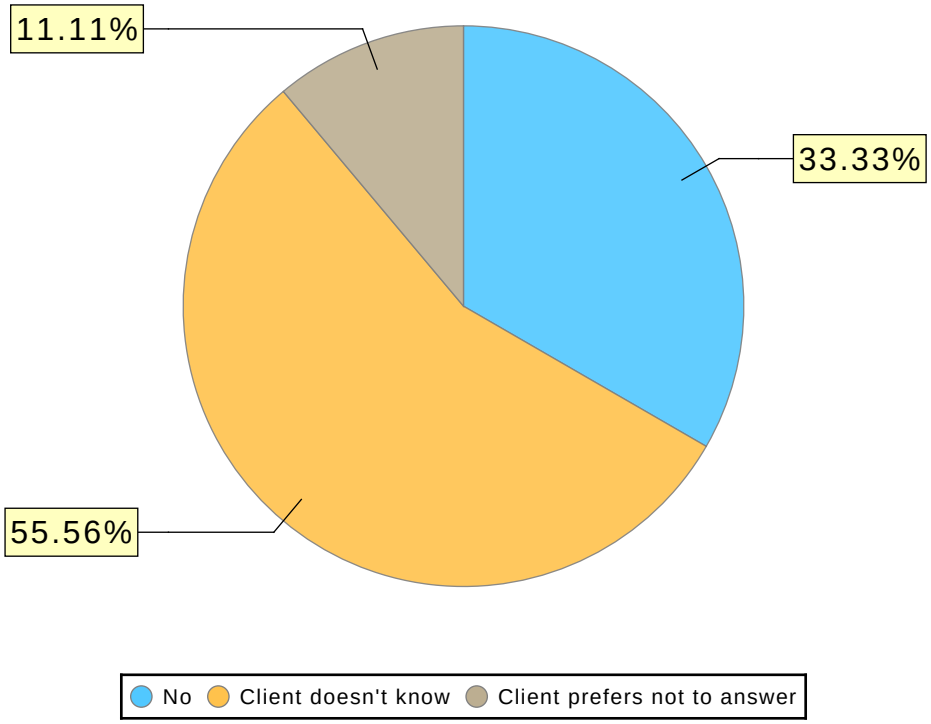
Developmental Disability	# of Clients
No	1
Yes	8
Client doesn't know	0
Client prefers not to answer	0
No Answer	0
Total:	**9**

Chronic Health Condition Chart



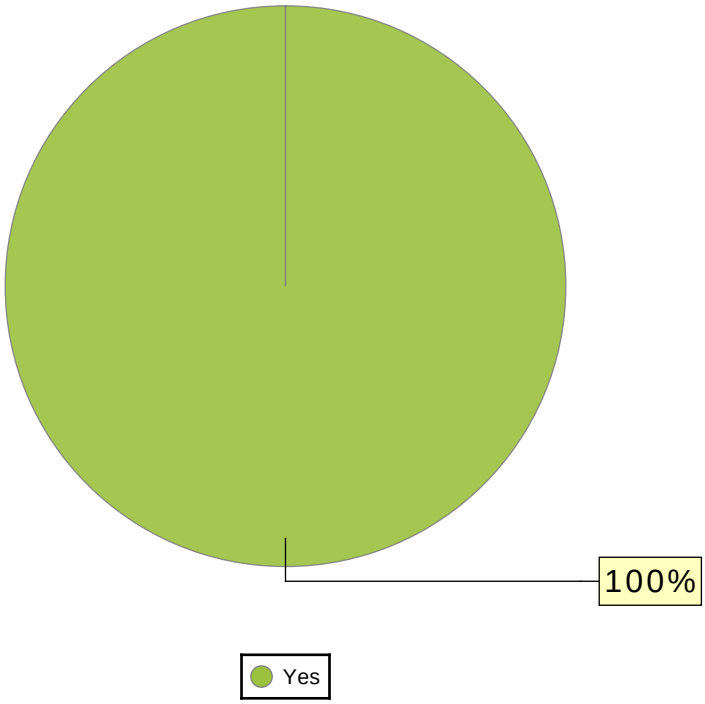
Chronic Health Condition	# of Clients
No	0
Yes	9
Client doesn't know	0
Client prefers not to answer	0
No Answer	0
Total:	**9**

HIV/AIDS Chart



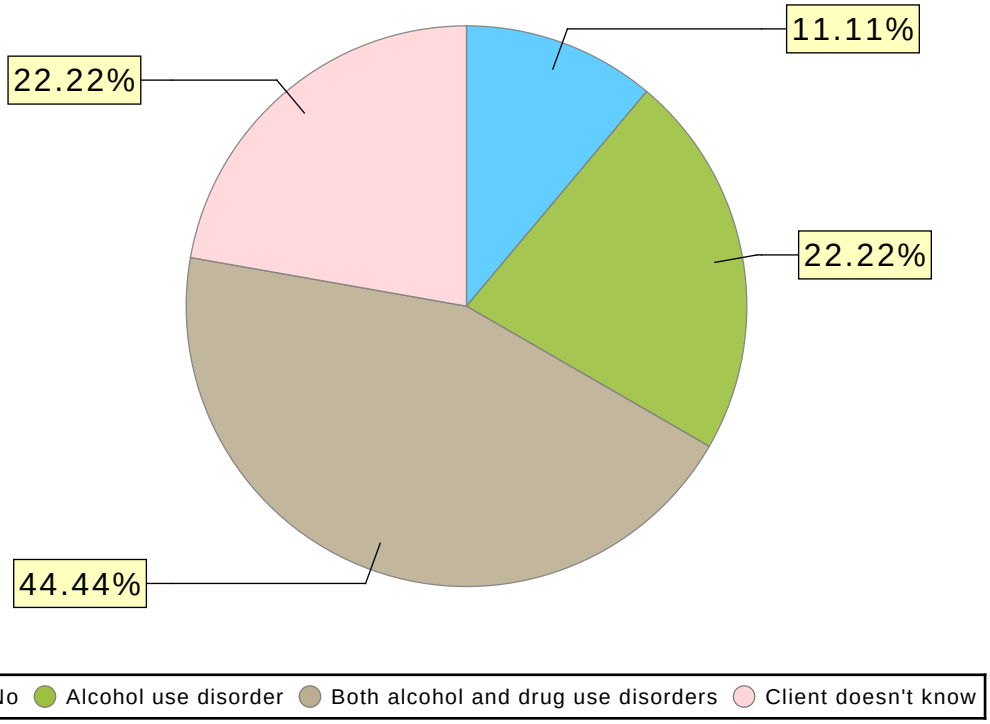
HIV/AIDS	# of Clients
No	3
Yes	0
Client doesn't know	5
Client prefers not to answer	1
No Answer	0
Total:	**9**

Mental Health Disorder Chart



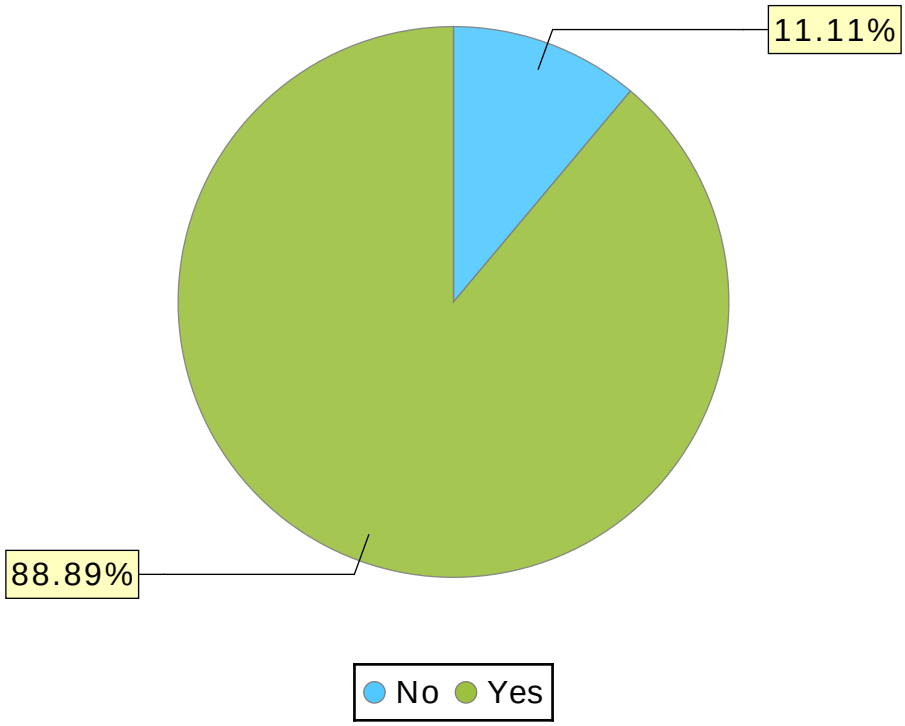
Mental Health Disorder	# of Clients
No	0
Yes	9
Client doesn't know	0
Client prefers not to answer	0
No Answer	0
Total:	**9**

Substance Use Disorder Chart



Substance Use Disorder	# of Clients
No	1
Alcohol use disorder	2
Drug use disorder	0
Both alcohol and drug use disorders	4
Client doesn't know	2
Client prefers not to answer	0
No Answer	0
Total:	**9**

Chronic Homelessness (Adults & HoH) Chart

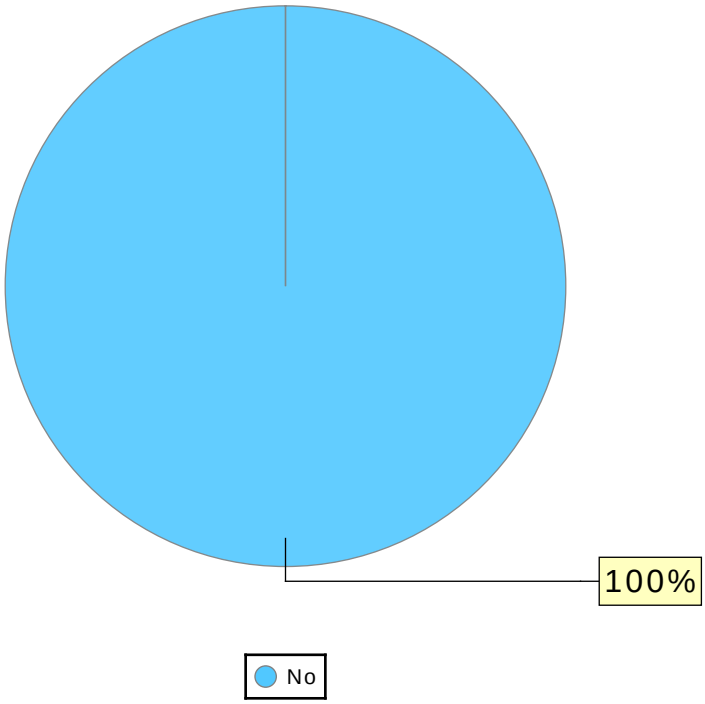


Chronic Homelessness (Adults & HoH)	# of Clients
No	1
Yes	8
Client doesn't know	0
Client prefers not to answer	0
Data not collected	0
Unknown CH Status	0
Clients Entering from Homelessness	**# of Clients**
Yes	9
No	0
Approximate Date Started	**# of Clients**
365 Days or More	8
Less Than 365 Days	1
Missing	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	8
Client doesn't know	0
Client prefers not to answer	0
No Answer	0

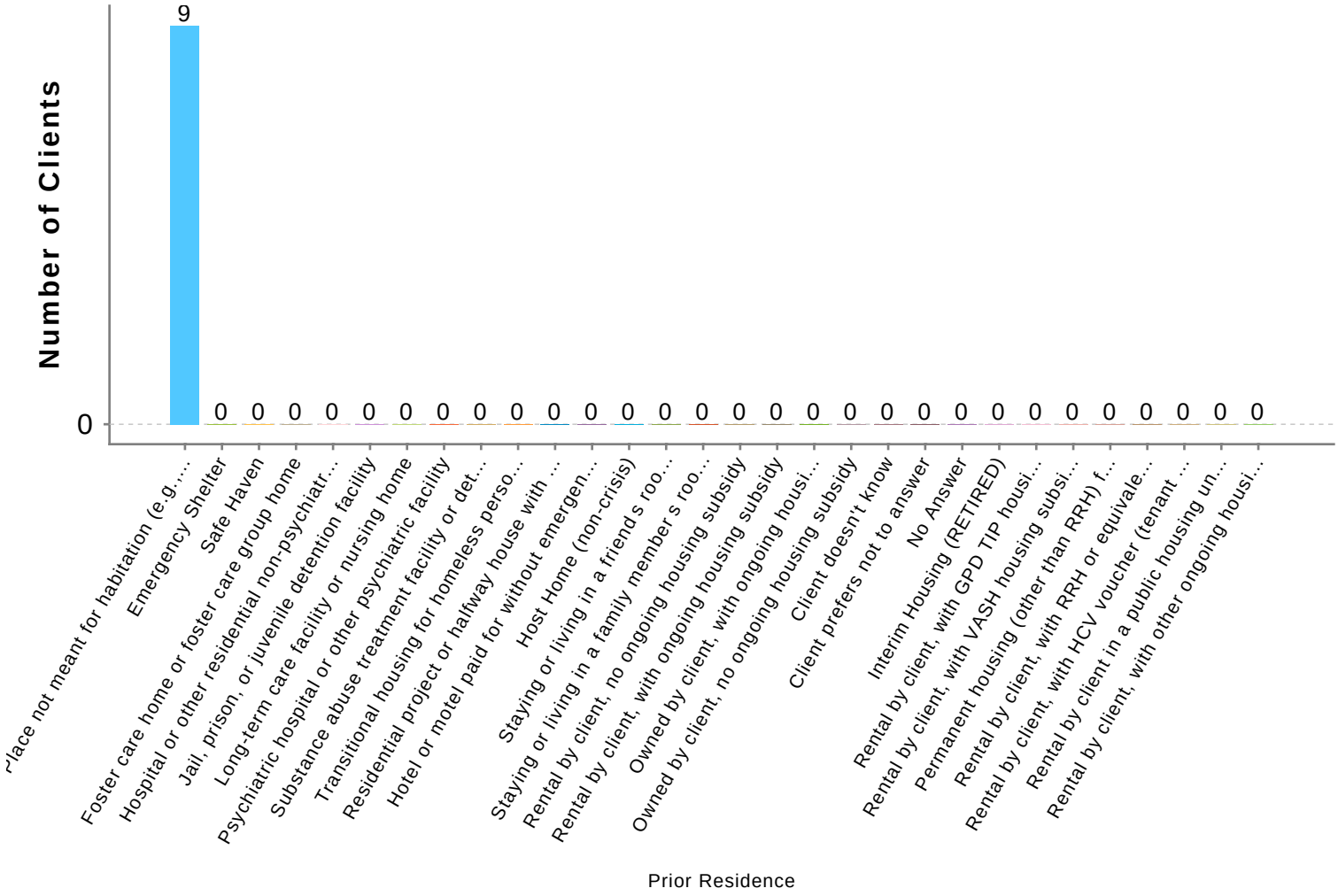
Total Months Homeless in the Past Three years	# of Clients
One month (this time is the first month)	0
Two Months	0
Three Months	0
Four Months	0
Five Months	0
Six Months	0
Seven Months	0
Eight Months	0
Nine Months	0
Ten Months	0
Eleven Months	1
Twelve Months	0
More than 12 Months	8
Client doesn't know	0
Client prefers not to answer	0
No Answer	0
Not Applicable	0
Total:	**9**

Veteran Status (Adults Only) Chart



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

Prior Living Situation (Adults & HoH) Chart

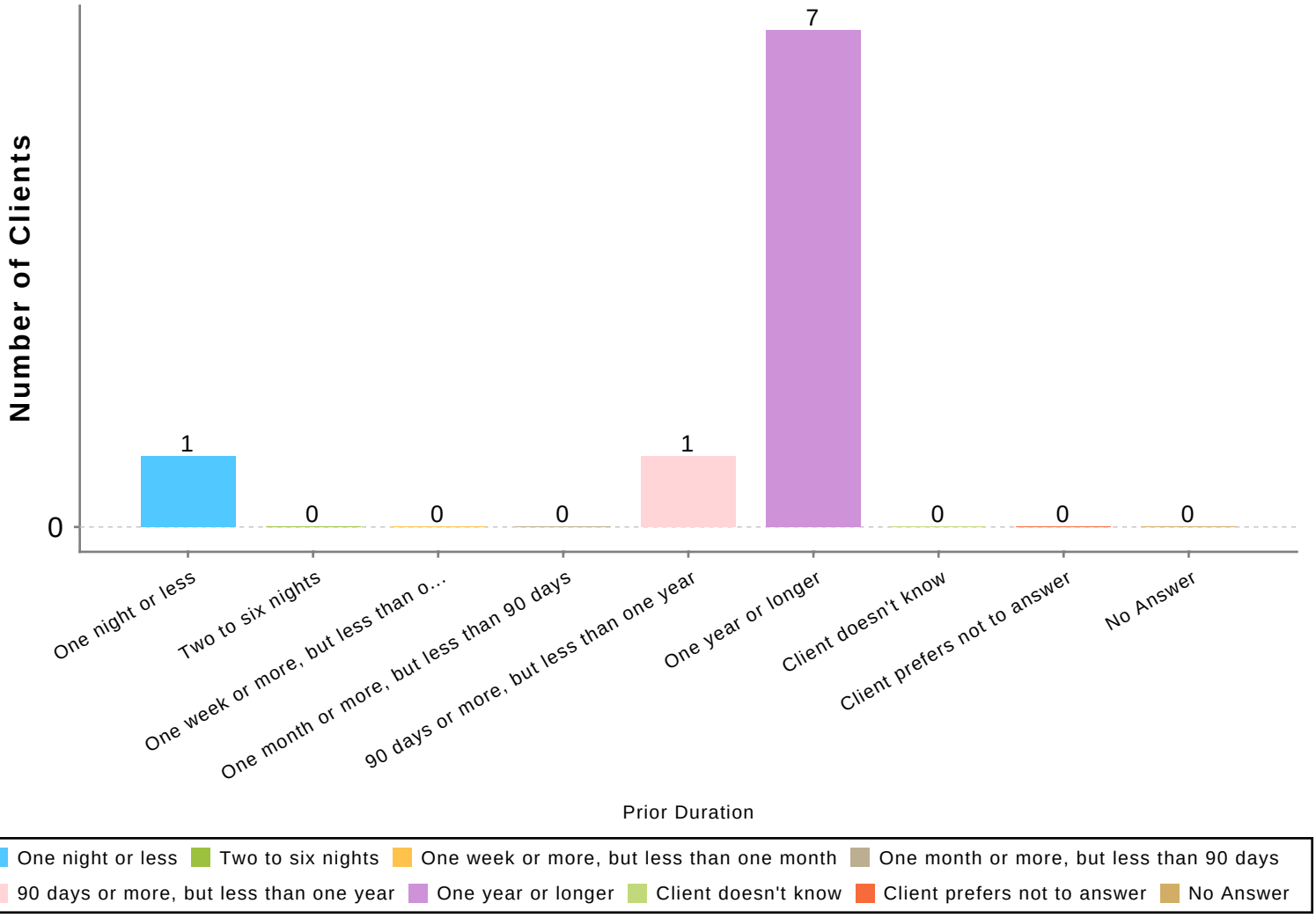


- Place not meant for habitation (e.g., a vehicle, an abandoned building, bus/train/subway station/airport or anywhere outside)
- Emergency shelter, including hotel or motel paid for with emergency shelter voucher, Host Home shelter
- Safe Haven
- Foster care home or foster care group home
- Hospital 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

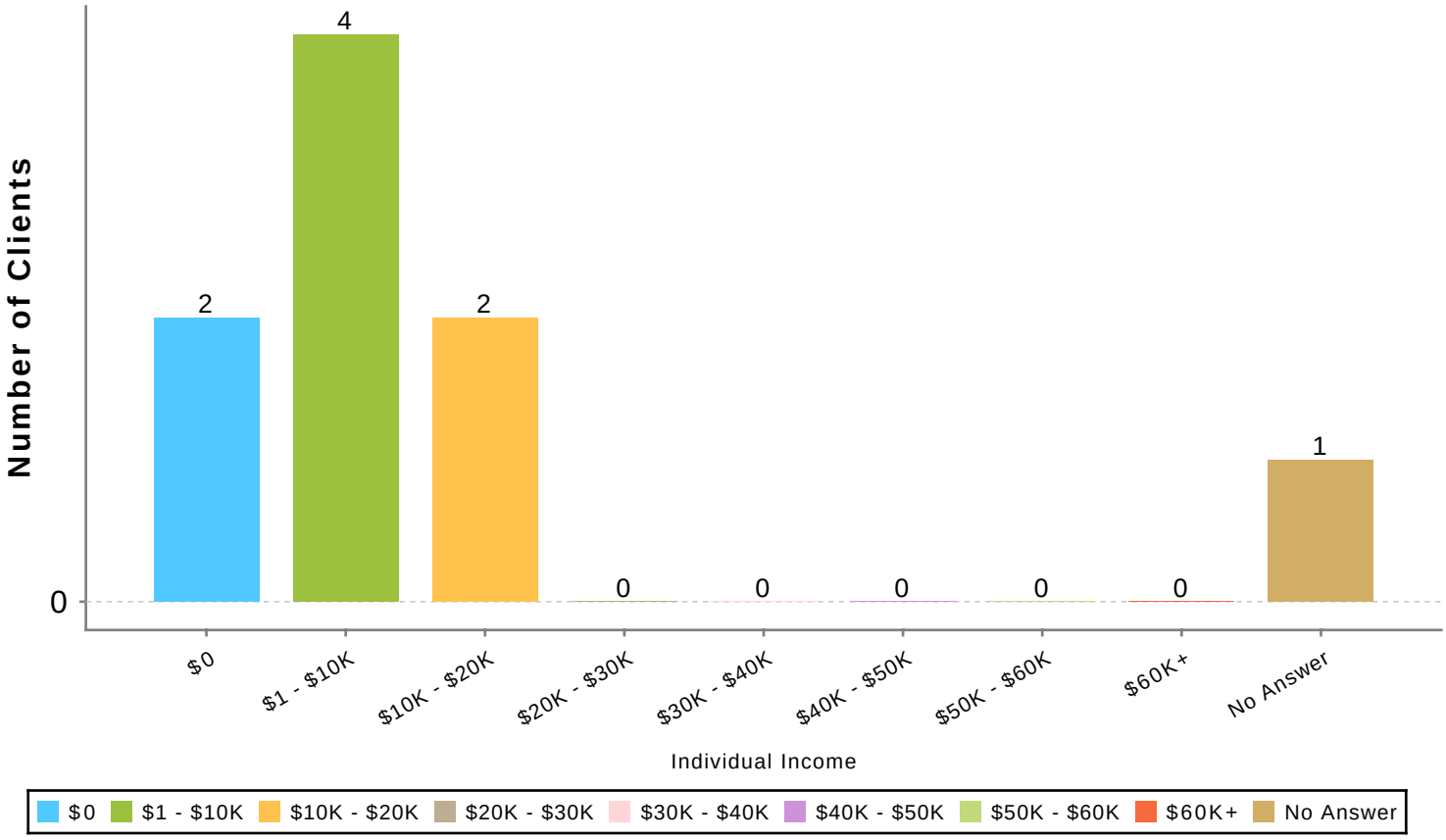
Prior Living Situation (Adults & HoH)	# of Clients
Place not meant for habitation (e.g., a vehicle, an abandoned building, bus/train/subway station/airport or anywhere outside)	9
Emergency shelter, including hotel or motel paid for with emergency shelter voucher, Host Home shelter	0
Safe Haven	0
Foster 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:	**9**

Prior Living Duration (Adults & HoH) Chart



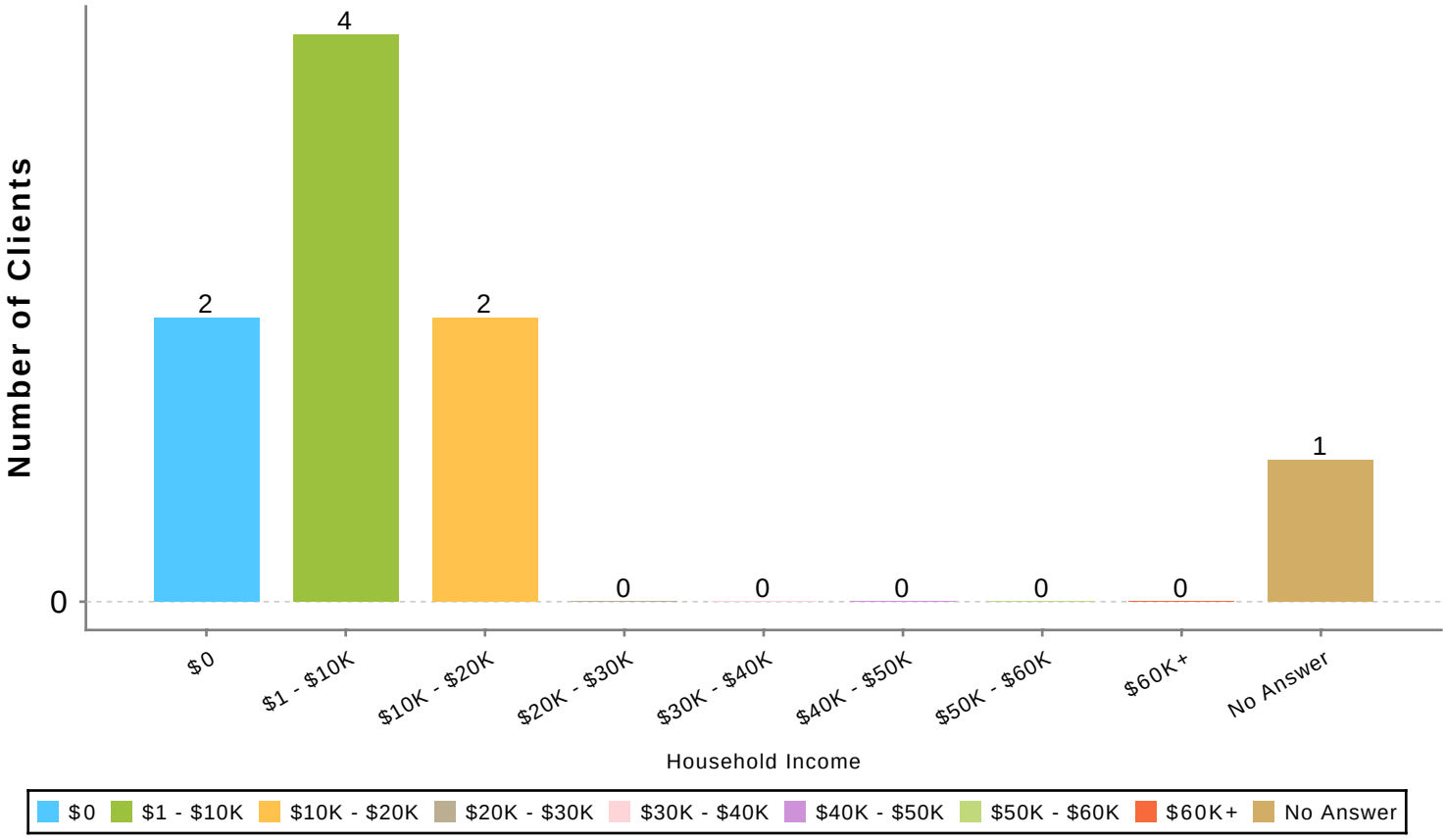
Prior Living Duration (Adults & HoH)	# of Clients
One night or less	1
Two to six nights	0
One week or more, but less than one month	0
One month or more, but less than 90 days	0
90 days or more, but less than one year	1
One year or longer	7
Client doesn't know	0
Client prefers not to answer	0
No Answer	0
Total:	**9**

Individual Income (Adults & HoH) Chart



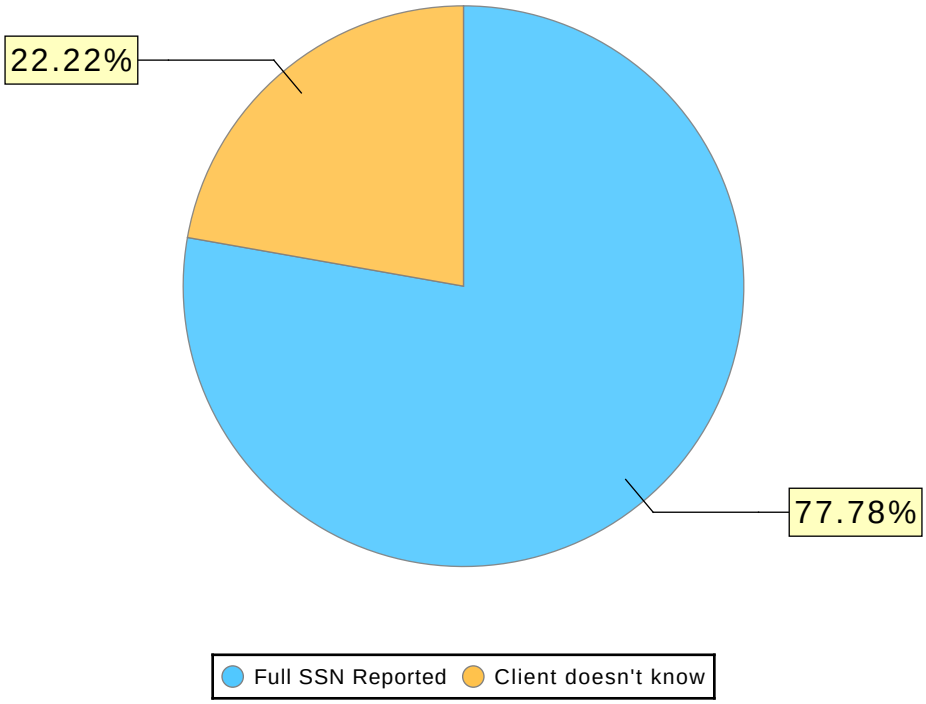
Individual Income (Adults & HoH)	# of Clients
$0	2
$1 - $10K	4
$10K - $20K	2
$20K - $30K	0
$30K - $40K	0
$40K - $50K	0
$50K - $60K	0
$60K+	0
No Answer	1
Total:	**9**

Household Income Chart



Household Income	# of Clients
$0	2
$1 - $10K	4
$10K - $20K	2
$20K - $30K	0
$30K - $40K	0
$40K - $50K	0
$50K - $60K	0
$60K+	0
No Answer	1
Total:	**9**

SSN Validity Chart



SSN Validity	# of Clients
Full SSN Reported	7
Approximate or partial SSN reported	0
Client doesn't know	2
Client prefers not to answer	0
No Answer	0
Total:	**9**