Albany Project HOPE
Homeless Outreach and Engagement Program
Insight Housing Narrative Report to City Council
October 1st – December 31st, 2024

The Albany Project Hope team has made progress this quarter in outreach and housing navigation efforts, supporting individuals experiencing housing instability in Albany. Our commitment to connecting unsheltered clients with essential resources, improving housing retention, and fostering collaboration with community partners has been at the forefront of our mission.

Activities this quarter include:

Outreach Efforts:

Our case managers successfully reached out to 17 unsheltered clients and enrolled 5 of them under outreach in HMIS. We conducted outreach over 60 days at Albany CARES Drop-In Hours, engaging with community members daily to raise awareness about available resources and services. Despite the challenging environment, we were unable to provide short-term motel stays this quarter, highlighting the ongoing gap in bridging access from temporary to permanent housing options.

Housing Navigation Services:

Housing navigation has been critical in assisting clients toward stability. This quarter, we completed 1 Coordinated Entry System (CES) assessments to identify housing needs and eligibility for various programs and developed 2 tailored housing stability plans to address unique client circumstances. Our team facilitated 4 housing searches, helping clients locate suitable and affordable options. Through targeted stabilization strategies, we successfully supported 2 households in maintaining their residences. Additionally, the team conducted 18 home visits to provide direct support and assess living conditions, ensuring participants received the assistance they needed.

2 clients were provided with funds for move-in costs this quarter. We also assisted 3 clients in obtaining essential household items, 1 for the master-leased home in Oakland and 2 in our RRH program, which will support their transitions into stable housing.

Support for Landlords:

We provided ongoing support to 2 landlords, fostering positive relationships that enhance their participation in housing stability efforts. This included educating landlord on tenant needs, maintaining properties and willingness to collaborate with the Albany program. Timely completion of Temporary Financial Assistance forms ensured that payments to the landlords were made promptly, contributing to a supportive housing environment.

Referrals and Linkages:

We successfully connected participants to three external service providers, ensuring access to crucial resources such as mental health and medical support, and increasing income. This coordination with providers like Lifelong Medical, Berkeley Mental Health, Cal-Pep and Alameda County Social Services in downtown Oakland which have led to improved outcomes for participants, demonstrating the importance of partnership in achieving lasting change.

Transportation Services:

Transportation support was essential this quarter, with the case manager assisting clients 105 times in securing and maintaining permanent housing. This included transporting clients to view new units, grocery stores, medical appointments, and helping them obtain money orders and other payment vouchers for rent and shelter.

Service Tracking:

Our data tracking reflects 98 total interactions with clients this quarter, showcasing a diverse range of needs and the effectiveness of our interventions.

Conclusion:

The Project Hope Program continues to make significant strides in supporting individuals facing housing instability in Albany. Through dedicated outreach, housing navigation, and collaboration with community partners, we aim to foster lasting change in the community.

Goals for next quarter

To further strengthen our impact, we plan to:

- Fill all rooms in both houses with participants
- Expand partnerships with additional service providers.
- Enhance outreach efforts with supplies and incentives for participation in the program.
- Increase outreach efforts along with housing navigation enrollments.

By focusing on these areas, we hope to continue making a meaningful difference in the lives of those we serve.

Success

This quarter, we have been working with a client who has been staying in her car alongside her young son for over 2 years. Our case manager was able to help her increase her income, find a landlord willing to rent to her and move her into her own 1-bedroom apartment just in time for the holidays. We were able to provide move-in supplies and furniture to help them build their new home.

Now, the client is working full-time, her son is excelling in school and actively engaging with the case manager, marking a significant step forward given her previous reluctance to accept help. This

transformation not only highlights the effectiveness of the program but also illustrates the power of building trust and fostering collaboration in helping individuals overcome barriers to stability.
Another success is having another case manager supporting our full-time case manager with outreach and housing navigation. She has been a vital part of this team, and her onboarding has largely contributed to the increase in outreach and interaction numbers.

Challenges

Our challenges gave included that some clients still refuse available shelter options, often preferring motel or solo rooms despite the lack of availability or sustainability long term. We think it would be beneficial to have consistent access to mental health assistance to help some clients successfully obtain and sustain permanent housing. Addressing these systemic issues remains critical for enhancing overall impact and better serving the community.

Project Performance Measures and Targets				
Performance Measure	**Target**	**Progress/Activity this period**	**Year to date statistics**	**Comments**
Outreach contacts (unduplicated contact with a new client)	80	17	25	
Performed initial intake/enrollment	50	5	9	
Number of housing case plans performed	40	2	3	
New Clients Housed (RRH)	5	2	3	
Master Leasing – New clients housed	7	1	3	
Clients maintaining housing for 6 months	12	1	3	
*Clients maintaining housing for a year	10	1	2	
Clients matched with PSH- Home Stretch	20	1	3	
New Clients - prevention	5	0		
Clients receiving flexible housing subsidy for move in costs	6	2	2	
Clients served with Flexible Funding	14	3	4	

SERVICES	**24-Jul**	**24-Aug**	**24-Sep**	**24-Oct**	**24-Nov**	**24-Dec**	**25-Jan**	**25-Feb**	**25-Mar**	**25-Apr**	**25-May**	**25-Jun**	**YTD**

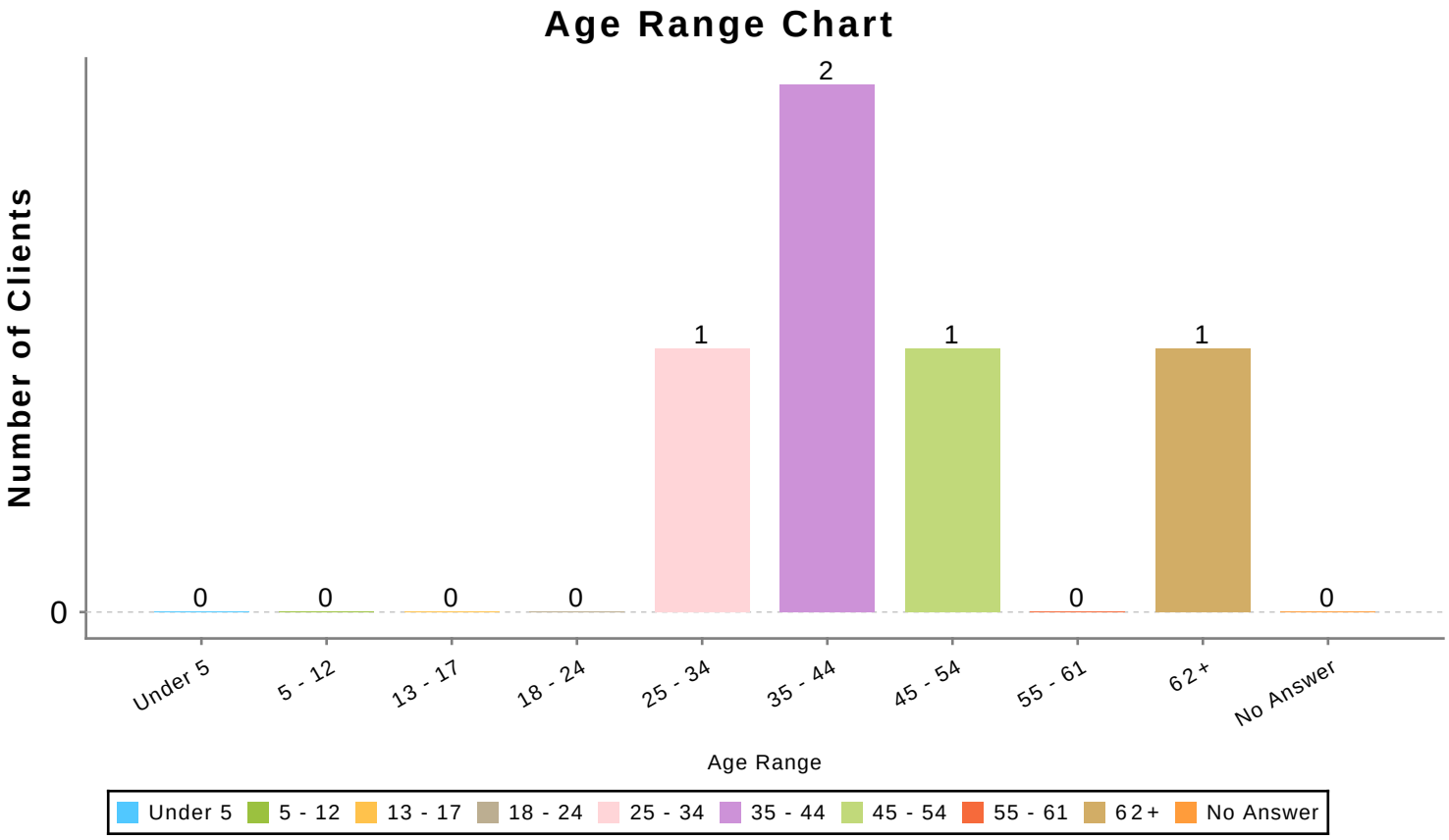
Discussion about Housing	12	10	17	4	2	16							**61**
Discussion about Benefits	3	6	2	4	2	8							**25**
Discussion about Medical Care	7	5	3	4	6	3							**28**
Discussion about Homeward Bound	9	6	3	8	14	6							**46**
Discussion about Employment	16	11	4	13	6	8							**58**
All other Discussions (document topic in narrative)	10	4	12	6	9	6							**47**
Assistance with paperwork (specify details)	4	4	2	6	9	11							**36**
Transporting to medical appt	6	8	4	6	8	2							**34**
Transporting to social services	12	9	6	8	11	9							**55**
Transporting client to DMV	4	3	8	12	11	4							**42**
Transporting client to shelter	0	0	0	3	0	0							**3**
Transporting client to employment specialist	0	0	0	0	0	0							**0**

All other Transportation (document location in narrative)	6	8	11	14	12	10							**61** **0**
DMV Voucher provided	2	3	6	8	5	6							**30**
Bus tickets provided	0	0	0	0	0	0							**0**
Referrals and linkages to other services	7	5	9	12	10	16							**59**
Life skills assistance	2	4	6	4	2	3							**21**
Outreach supplies	0	0	0	0	0	5							**5**
Other (Document topic in narrative)	0	0	0	0	0	0							0

Client Demographics Report

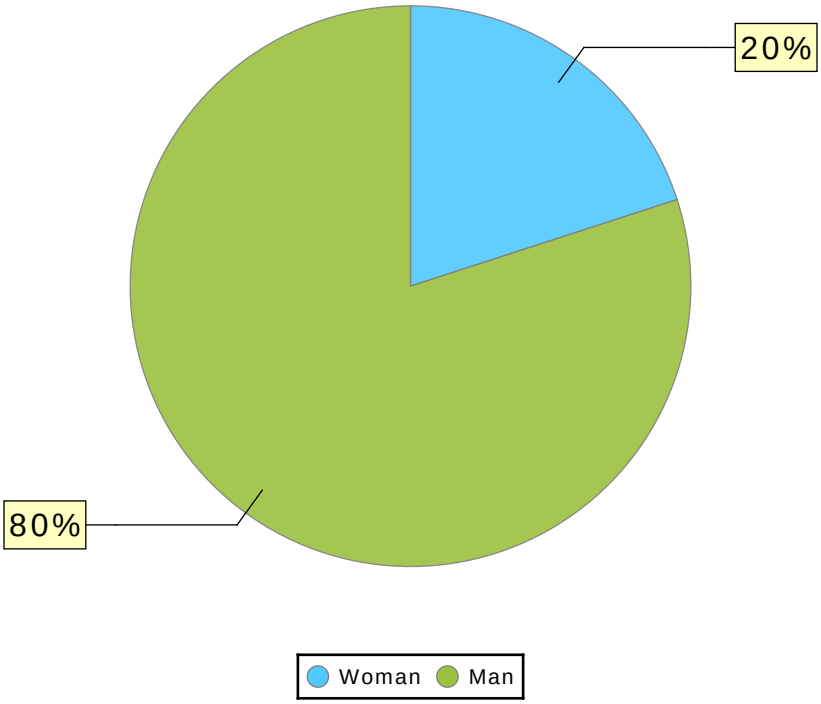
Outreach

IH - Insight Housing
Date Range: 10/01/2024 thru 12/31/2024
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	1
35 - 44	2
45 - 54	1
55 - 61	0
62+	1
No Answer	0
Total:	**5**

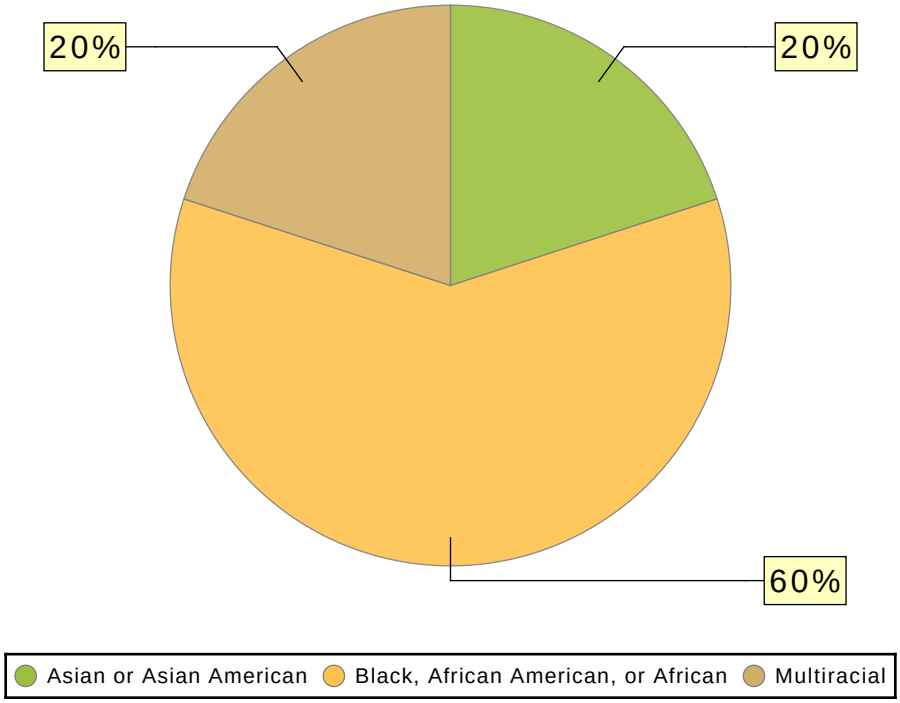
Gender Chart



Gender	# of Clients
Woman	1
Man	4
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

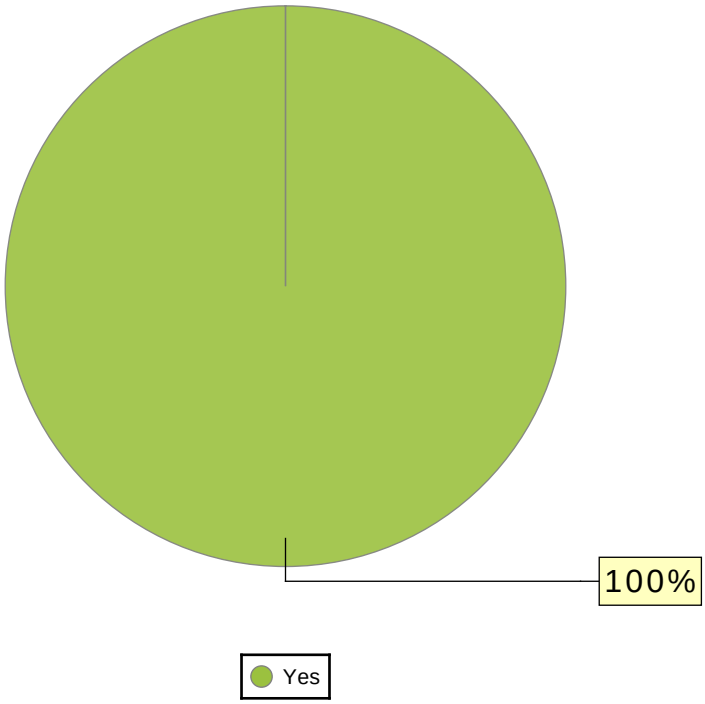
Total:	**5**

Race and Ethnicity Chart



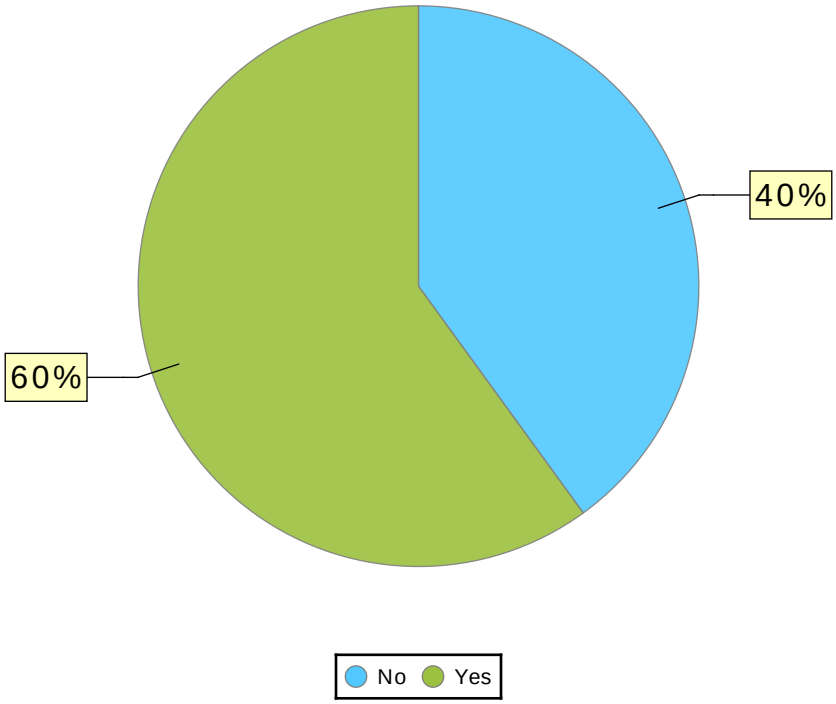
Race and Ethnicity	# of Clients
American Indian, Alaska Native, or Indigenous	0
Asian or Asian American	1
Black, African American, or African	3
Hispanic/Latina/e/o	0
Middle Eastern or North African	0
Native Hawaiian or Pacific Islander	0
White	0
Multiracial	1
Client doesn't know / prefers not to answer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

Disabled (Adults & HoH) Chart



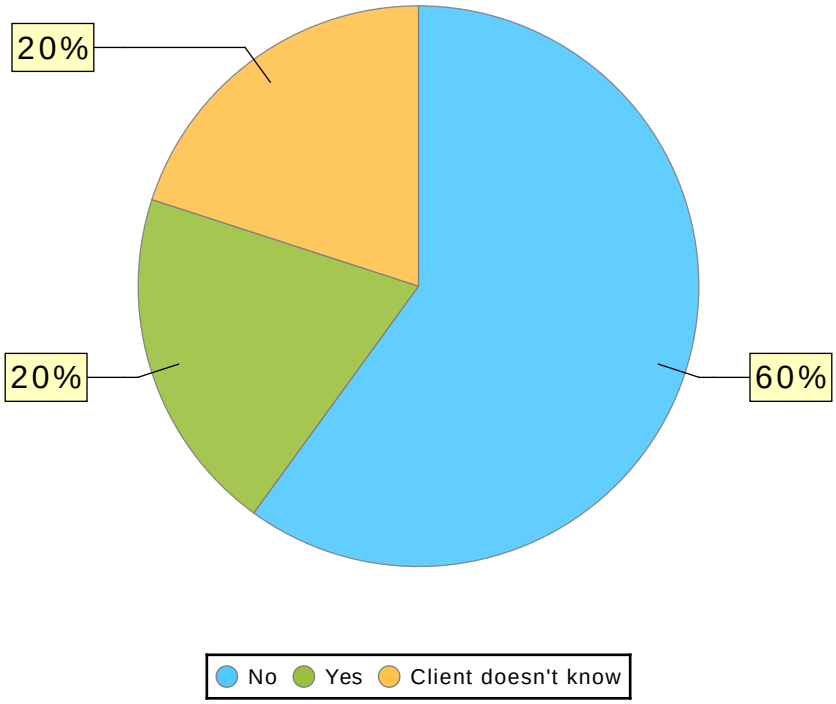
Disabled (Adults & HoH)	# of Clients
No	0
Yes	5
Client doesn't know	0
Client prefers not to answer	0
No Answer	0
Total:	**5**

Physical Disability Chart



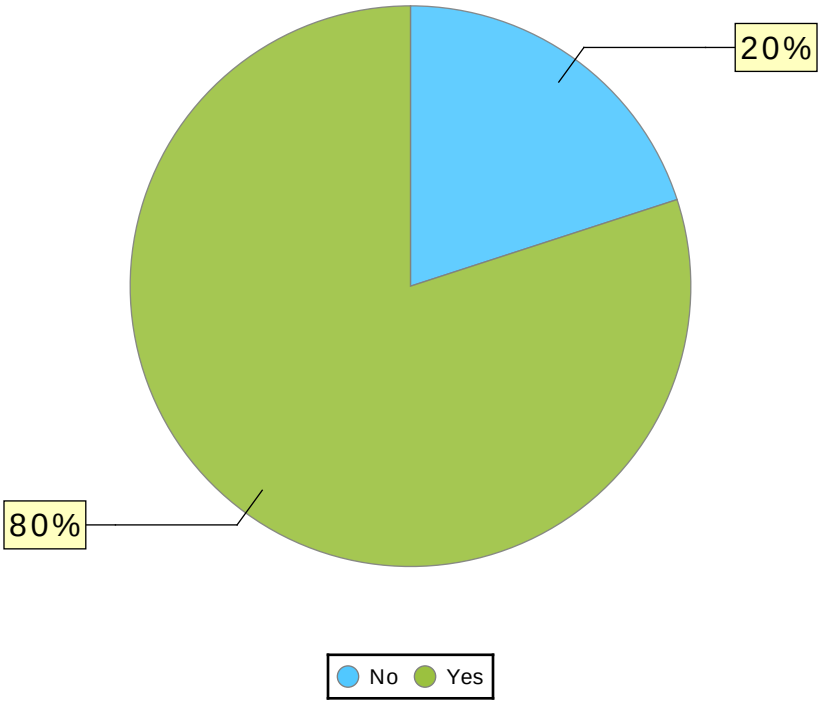
Physical Disability	# of Clients
No	2
Yes	3
Client doesn't know	0
Client prefers not to answer	0
No Answer	0
Total:	**5**

Developmental Disability Chart



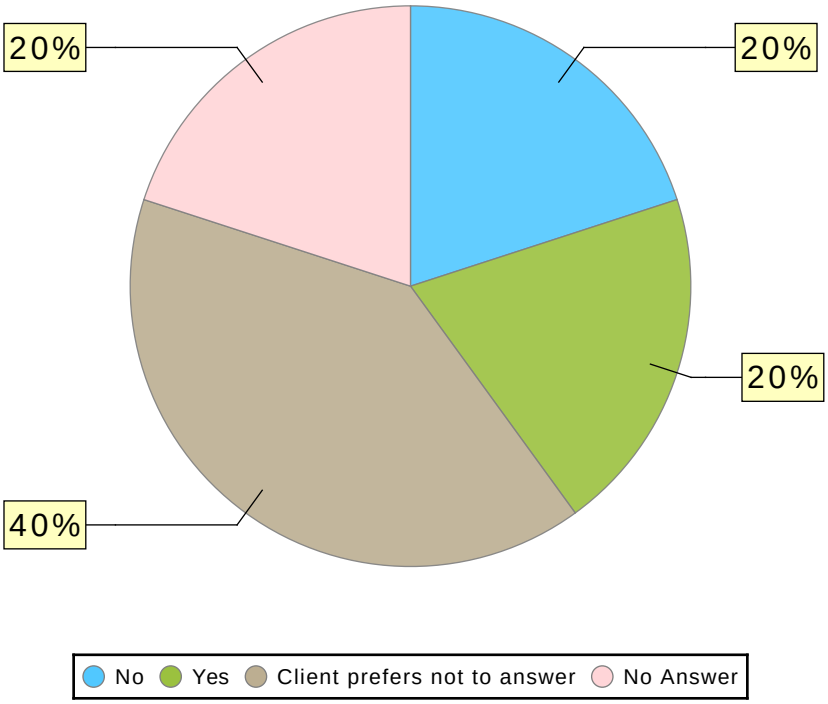
Developmental Disability	# of Clients
No	3
Yes	1
Client doesn't know	1
Client prefers not to answer	0
No Answer	0
Total:	**5**

Chronic Health Condition Chart



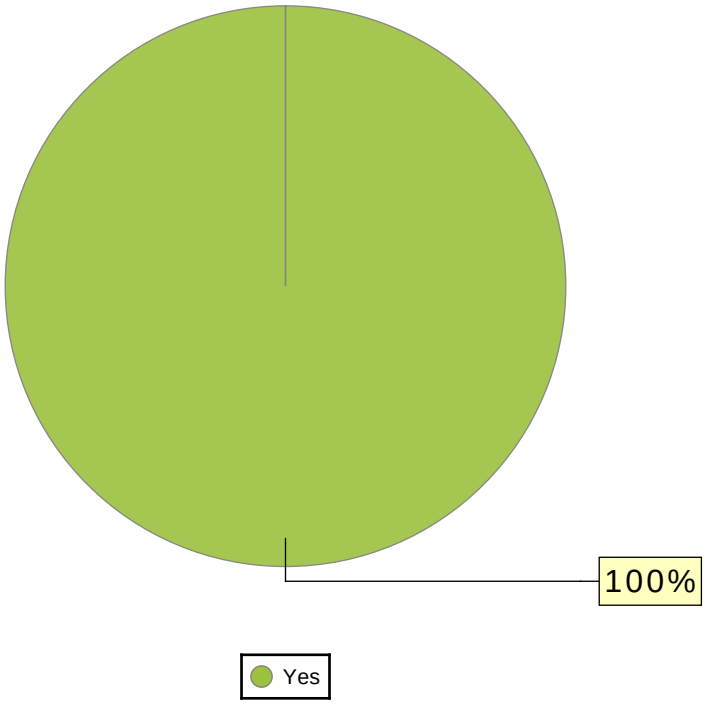
Chronic Health Condition	# of Clients
No	1
Yes	4
Client doesn't know	0
Client prefers not to answer	0
No Answer	0
Total:	**5**

HIV/AIDS Chart



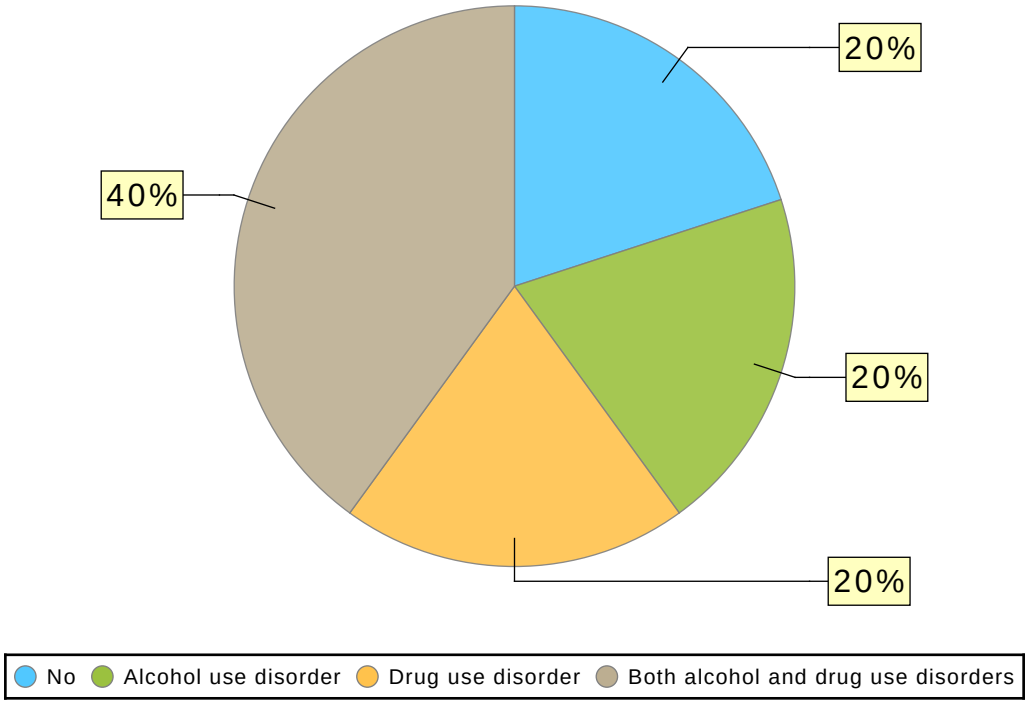
HIV/AIDS	# of Clients
No	1
Yes	1
Client doesn't know	0
Client prefers not to answer	2
No Answer	1
Total:	**5**

Mental Health Disorder Chart



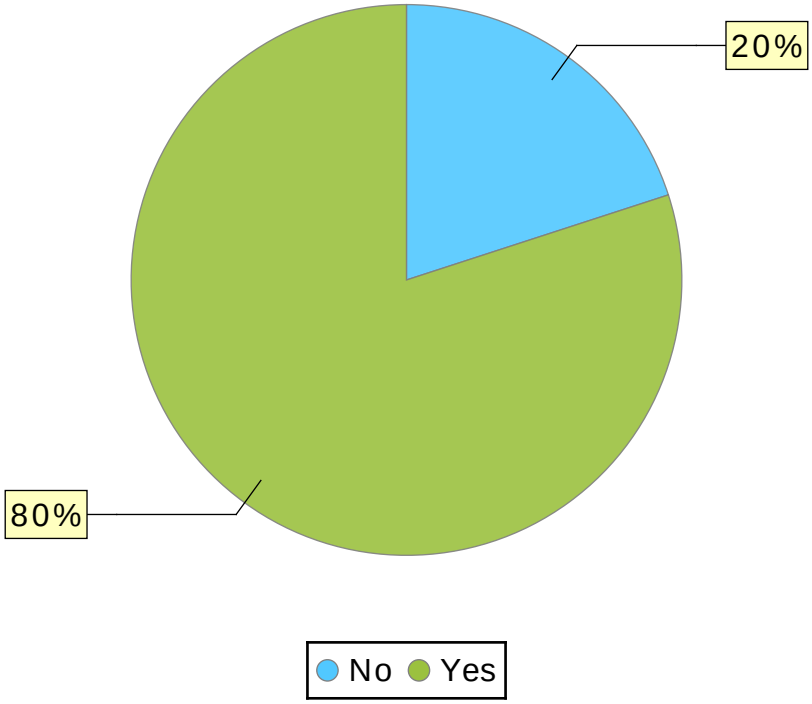
Mental Health Disorder	# of Clients
No	0
Yes	5
Client doesn't know	0
Client prefers not to answer	0
No Answer	0
Total:	**5**

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	2
Client doesn't know	0
Client prefers not to answer	0
No Answer	0
Total:	**5**

Chronic Homelessness (Adults & HoH) Chart

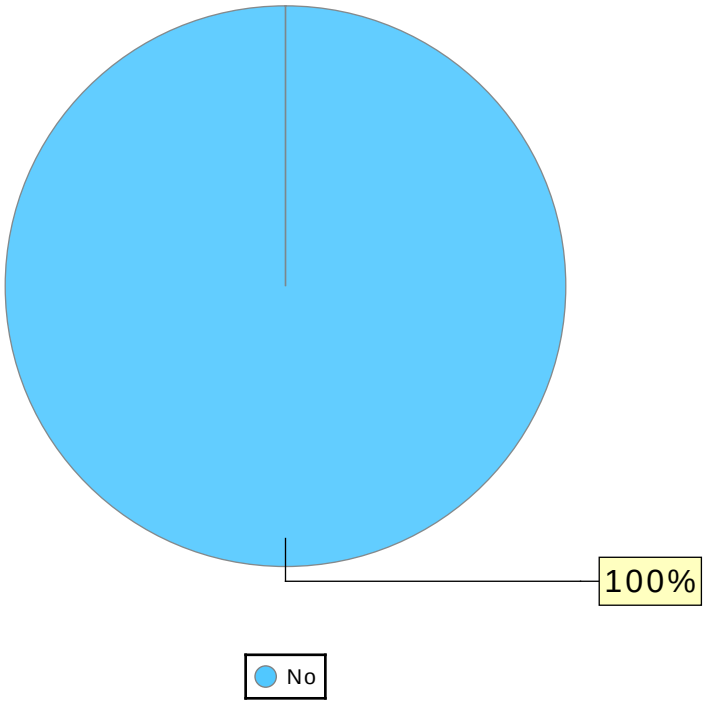


Chronic Homelessness (Adults & HoH)	# of Clients
No	1
Yes	4
Client doesn't know	0
Client prefers not to answer	0
Data not collected	0
Unknown CH Status	0
Clients Entering from Homelessness	**# of Clients**
Yes	5
No	0
Approximate Date Started	**# of Clients**
365 Days or More	3
Less Than 365 Days	2
Missing	0
Not applicable	0
Times Homeless in the Past Three Years	**# of Clients**
One Time	0
Two Times	1

Times Homeless in the Past Three Years	# of Clients
Three Times	0
Four or more times	4
Client doesn't know	0
Client prefers not to answer	0
No Answer	0

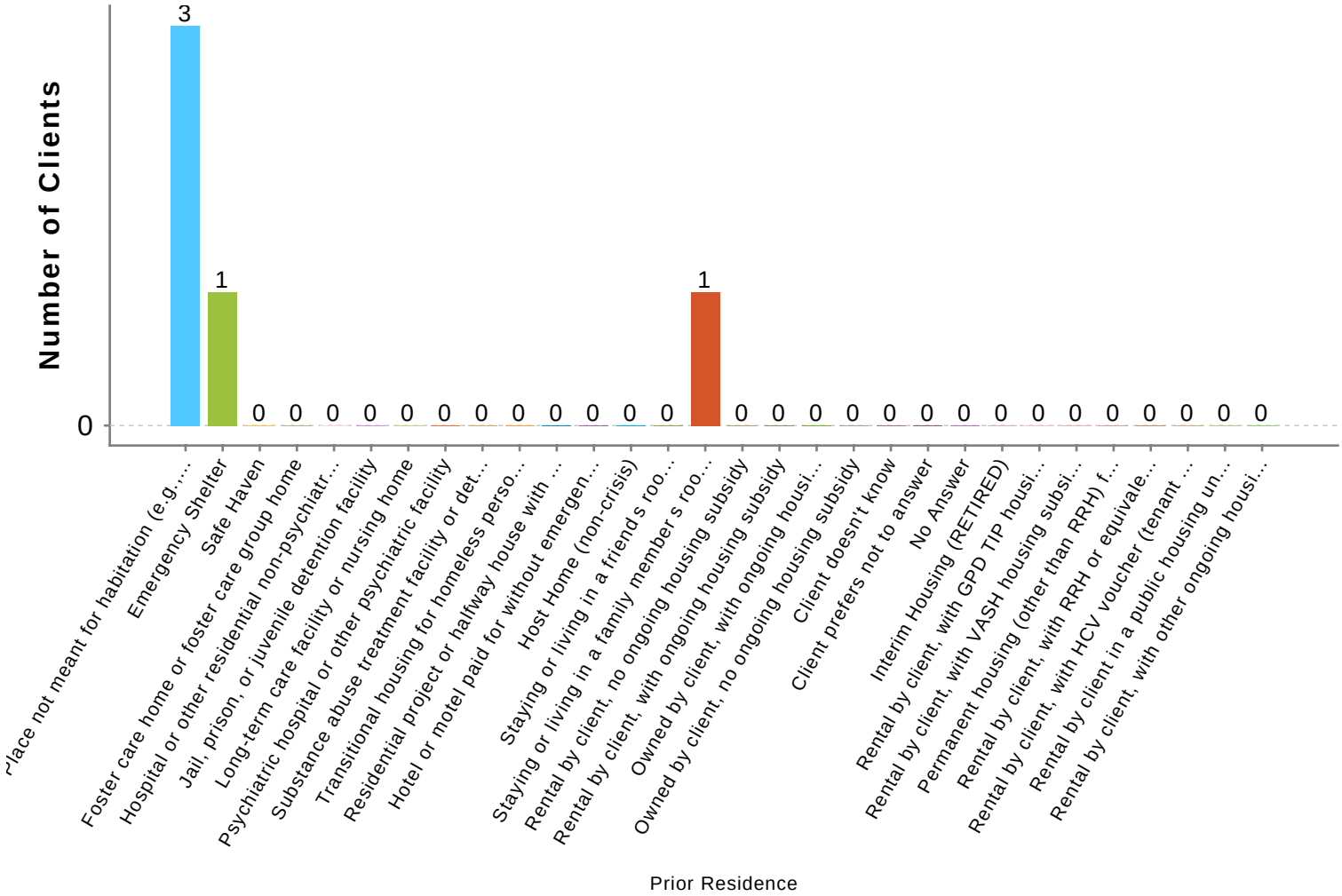
Total Months Homeless in the Past Three Years	# of Clients
One month (this time is the first month)	1
Two Months	0
Three Months	0
Four Months	0
Five Months	0
Six Months	0
Seven Months	0
Eight Months	0
Nine Months	0
Ten Months	0
Eleven Months	0
Twelve Months	0
More than 12 Months	4
Client doesn't know	0
Client prefers not to answer	0
No Answer	0
Not Applicable	0
Total:	**5**

Veteran Status (Adults Only) Chart



Veteran Status (Adults Only)	# of Clients
No	5
Yes	0
Client doesn't know	0
Client prefers not to answer	0
No Answer	0
Total:	**5**

Prior Living Situation (Adults & HoH) Chart

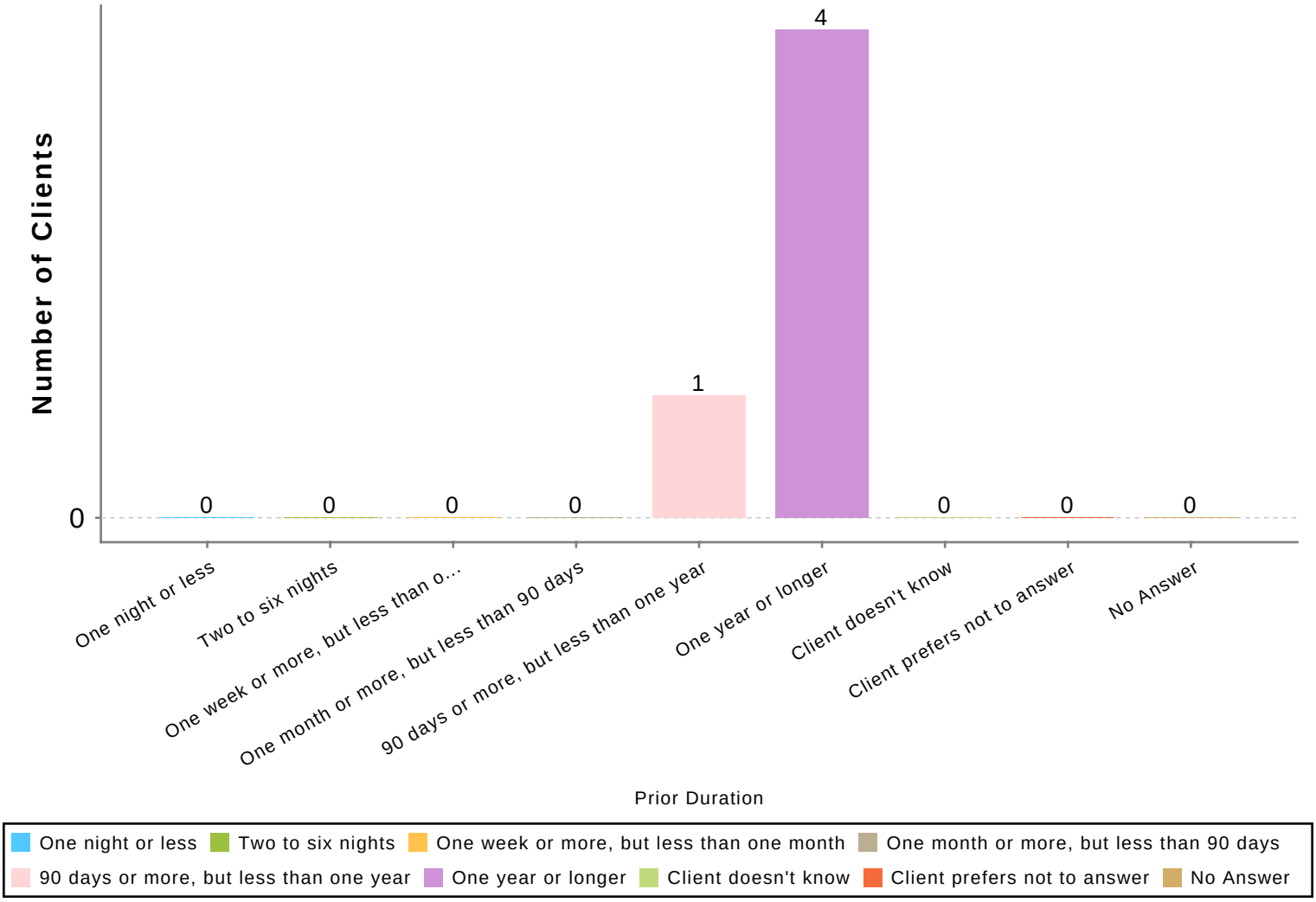


- Place not meant for habitation (e.g., a vehicle, an abandoned building, bus/train/subway station/airport or anywhere outside)
- Emergency shelter, including hotel or motel paid for with emergency shelter voucher, Host Home shelter
- Safe Haven
- Foster care home or foster care group home
- Hospital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

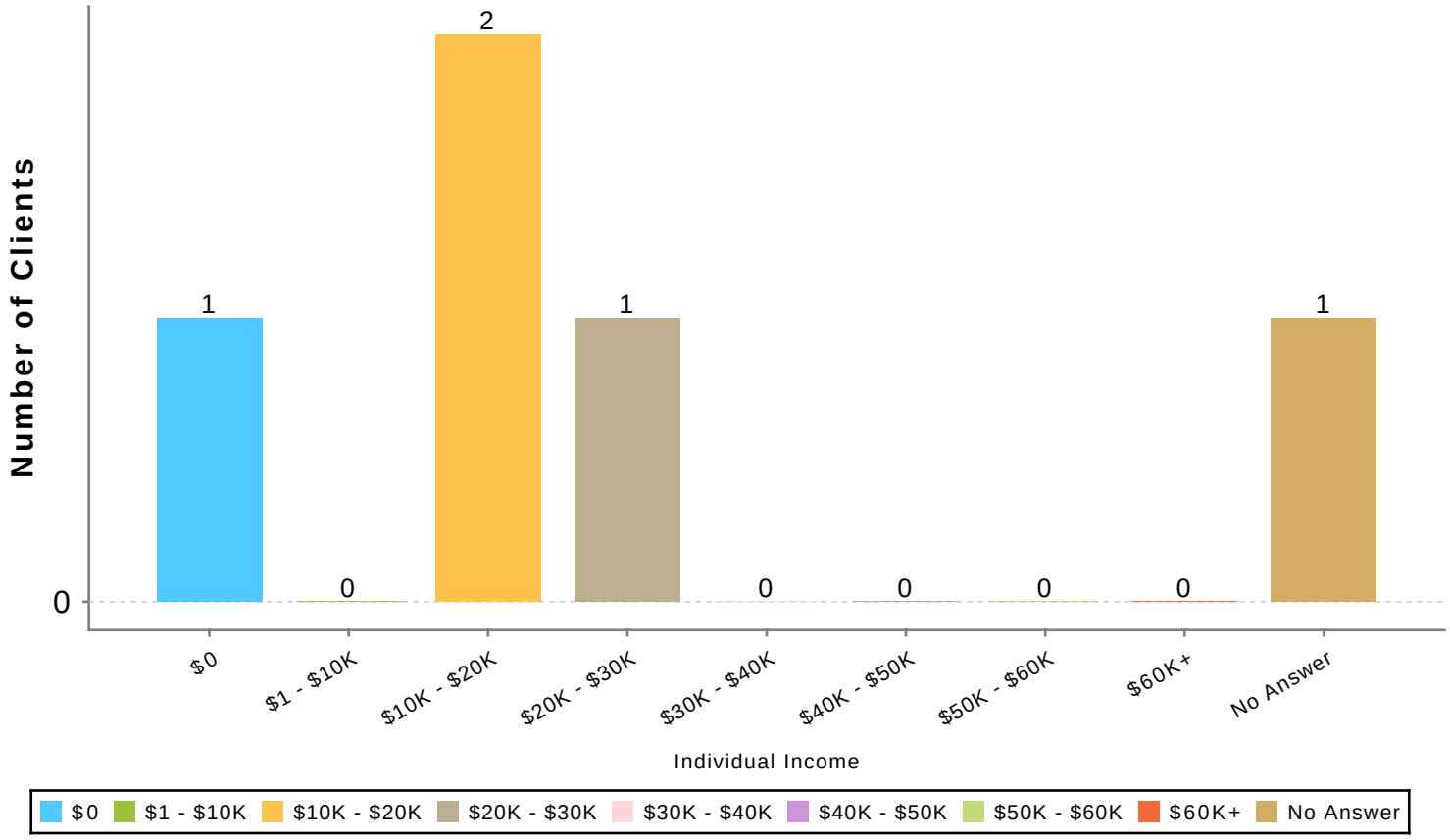
Prior Living Situation (Adults & HoH)	# of Clients
Place not meant for habitation (e.g., a vehicle, an abandoned building, bus/train/subway station/airport or anywhere outside)	3
Emergency shelter, including hotel or motel paid for with emergency shelter voucher, Host Home shelter	1
Safe Haven	0
Foster care home or foster care group home	0
Hospital or other residential non-psychiatric medical facility	0
Jail, prison, or juvenile detention facility	0
Long-term care facility or nursing home	0
Psychiatric hospital or other psychiatric facility	0
Substance abuse treatment facility or detox center	0
Transitional housing for homeless persons (including homeless youth)	0
Residential project or halfway house with no homeless criteria	0
Hotel or motel paid for without emergency shelter voucher	0
Host Home (non-crisis)	0
Staying or living in a friends room, apartment, or house	0
Staying or living in a family members room, apartment, or house	1
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:	**5**

Prior Living Duration (Adults & HoH) Chart



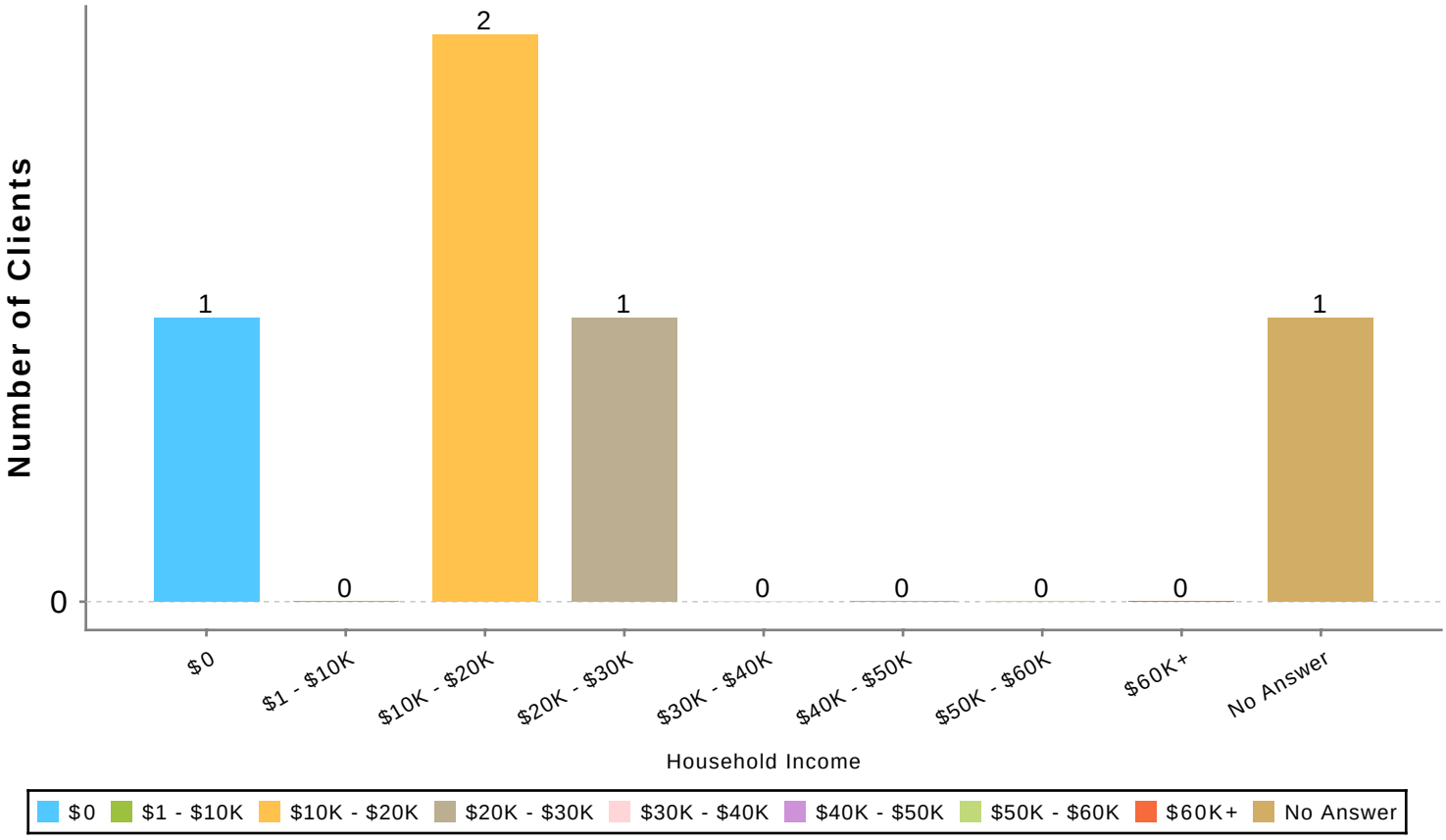
Prior Living Duration (Adults & HoH)	# of Clients
One night or less	0
Two to six nights	0
One week or more, but less than one month	0
One month or more, but less than 90 days	0
90 days or more, but less than one year	1
One year or longer	4
Client doesn't know	0
Client prefers not to answer	0
No Answer	0
Total:	**5**

Individual Income (Adults & HoH) Chart



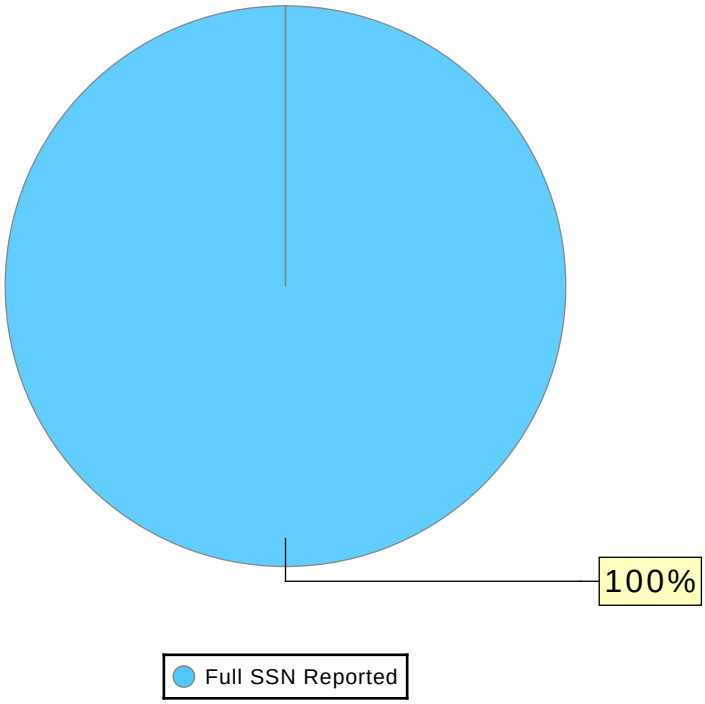
Individual Income (Adults & HoH)	# of Clients
$0	1
$1 - $10K	0
$10K - $20K	2
$20K - $30K	1
$30K - $40K	0
$40K - $50K	0
$50K - $60K	0
$60K+	0
No Answer	1
Total:	**5**

Household Income Chart



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

SSN Validity Chart

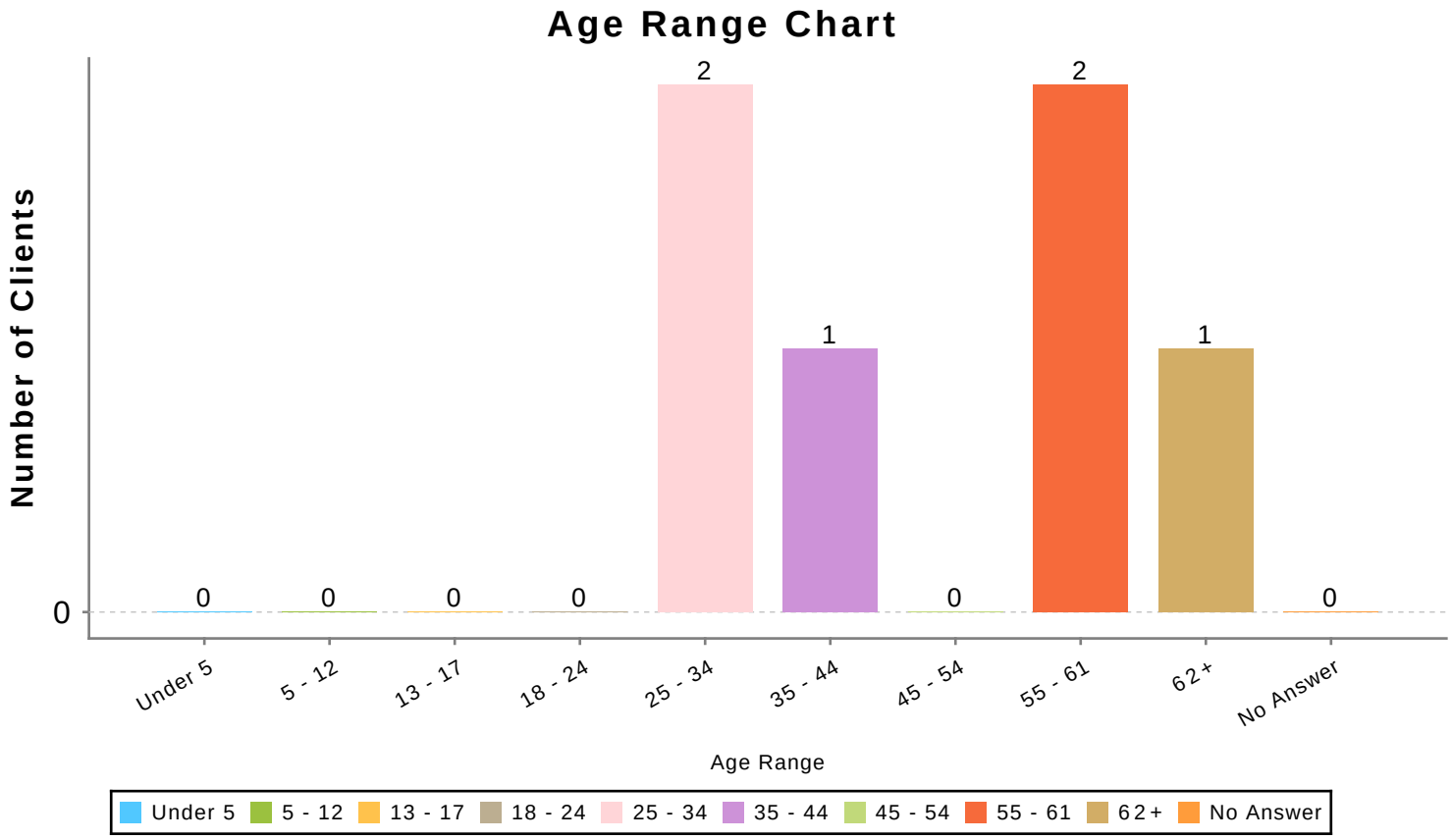


SSN Validity	# of Clients
Full SSN Reported	5
Approximate or partial SSN reported	0
Client doesn't know	0
Client prefers not to answer	0
No Answer	0
Total:	**5**

Client Demographics Report

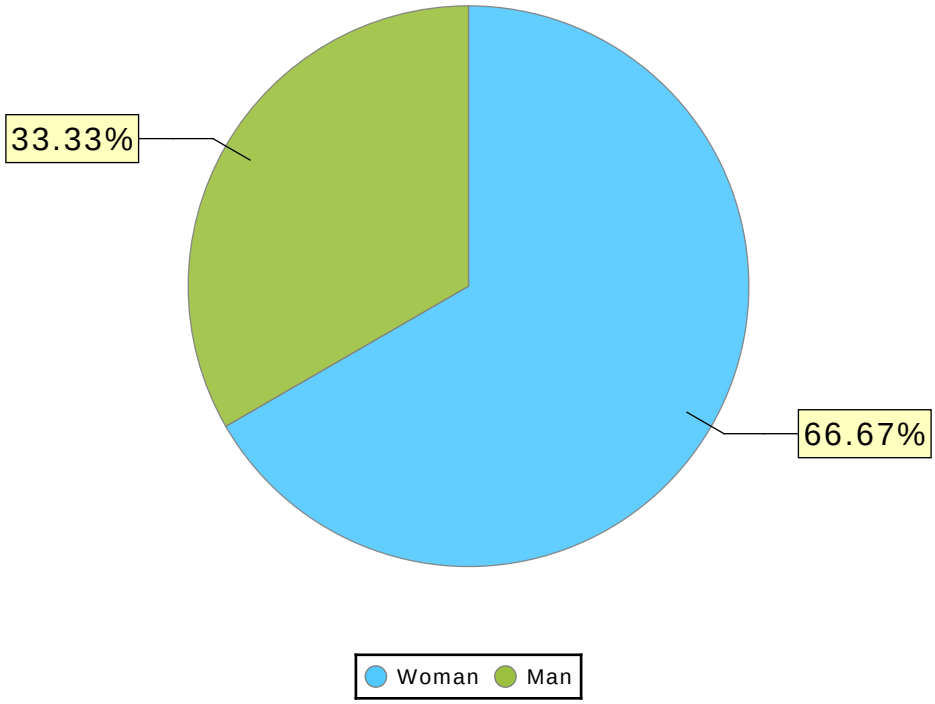
Housing Navigation

IH - Insight Housing
Date Range: 10/01/2024 thru 12/31/2024
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	2
35 - 44	1
45 - 54	0
55 - 61	2
62+	1
No Answer	0
Total:	**6**

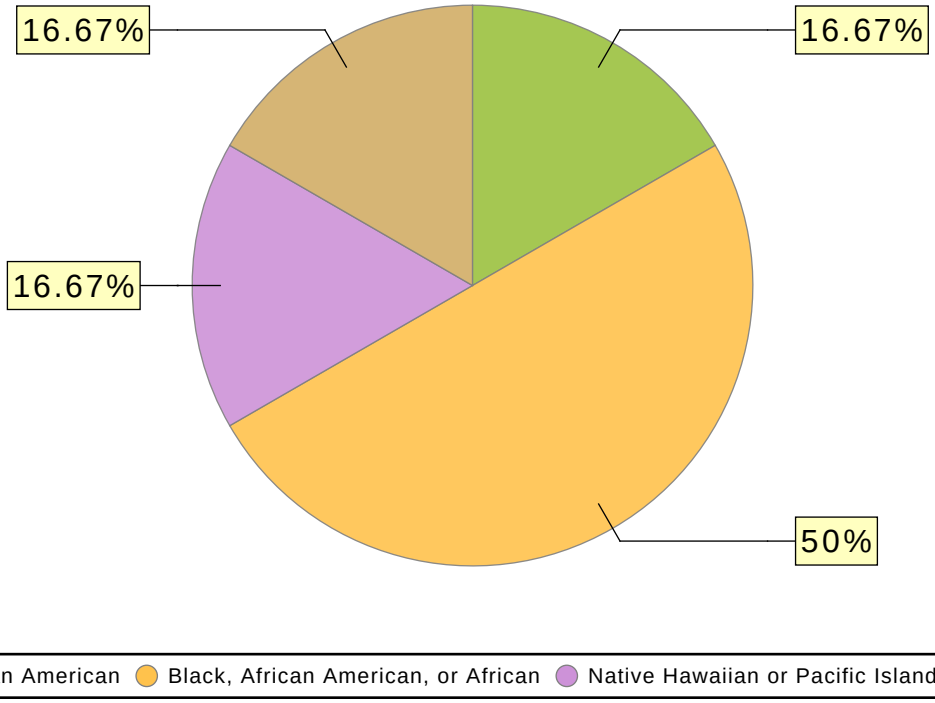
Gender Chart



Gender	# of Clients
Woman	4
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

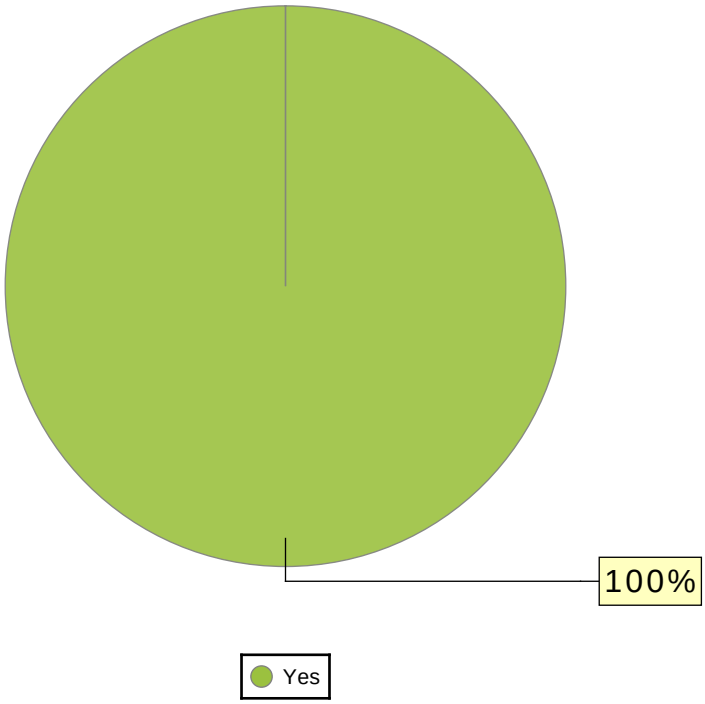
Total:	**6**

Race and Ethnicity Chart



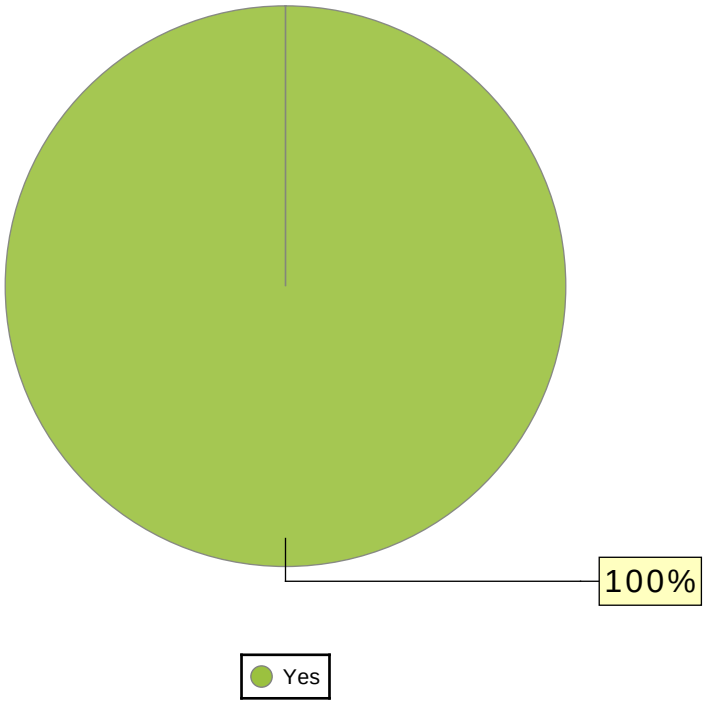
Race and Ethnicity	# of Clients
American Indian, Alaska Native, or Indigenous	0
Asian or Asian American	1
Black, African American, or African	3
Hispanic/Latina/e/o	0
Middle Eastern or North African	0
Native Hawaiian or Pacific Islander	1
White	0
Multiracial	1
Client doesn't know / prefers not to answer	0
No Answer	0
Total:	**6**

Disabled (Adults & HoH) Chart



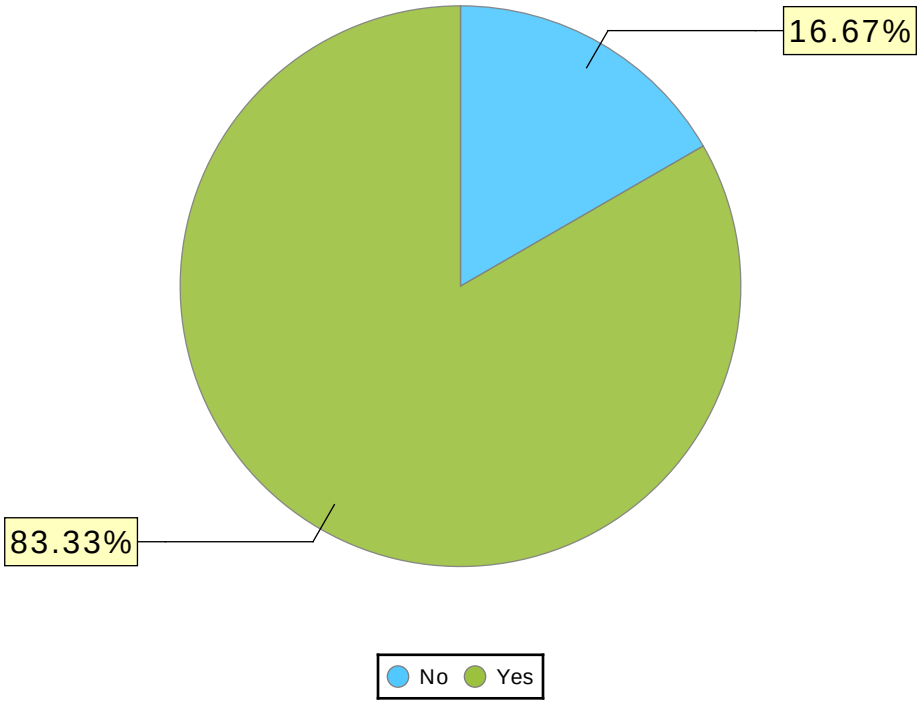
Disabled (Adults & HoH)	# of Clients
No	0
Yes	6
Client doesn't know	0
Client prefers not to answer	0
No Answer	0
Total:	**6**

Physical Disability Chart



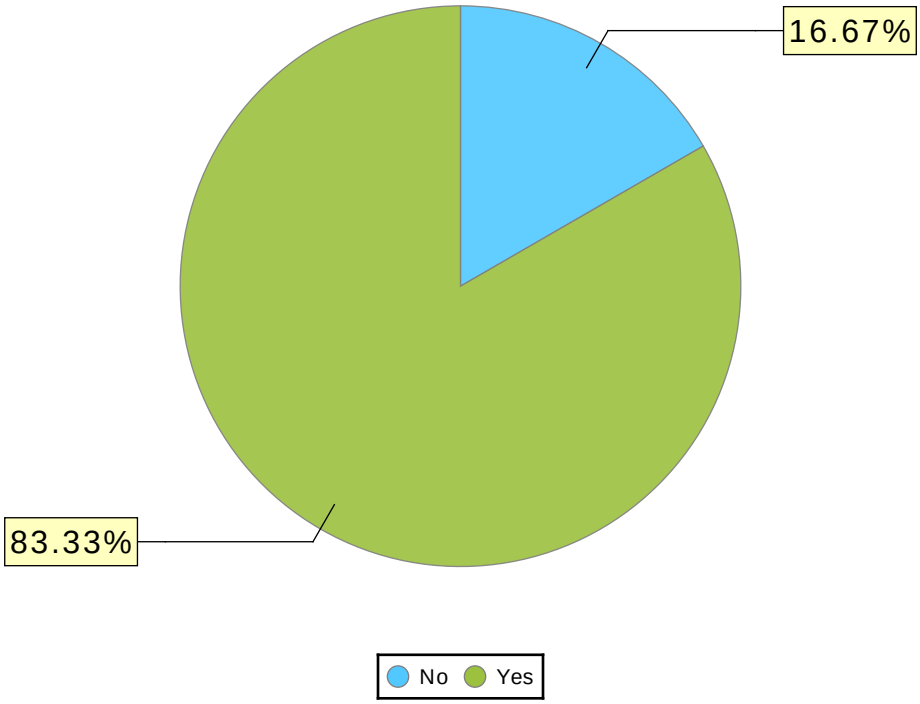
Physical Disability	# of Clients
No	0
Yes	6
Client doesn't know	0
Client prefers not to answer	0
No Answer	0
Total:	**6**

Developmental Disability Chart



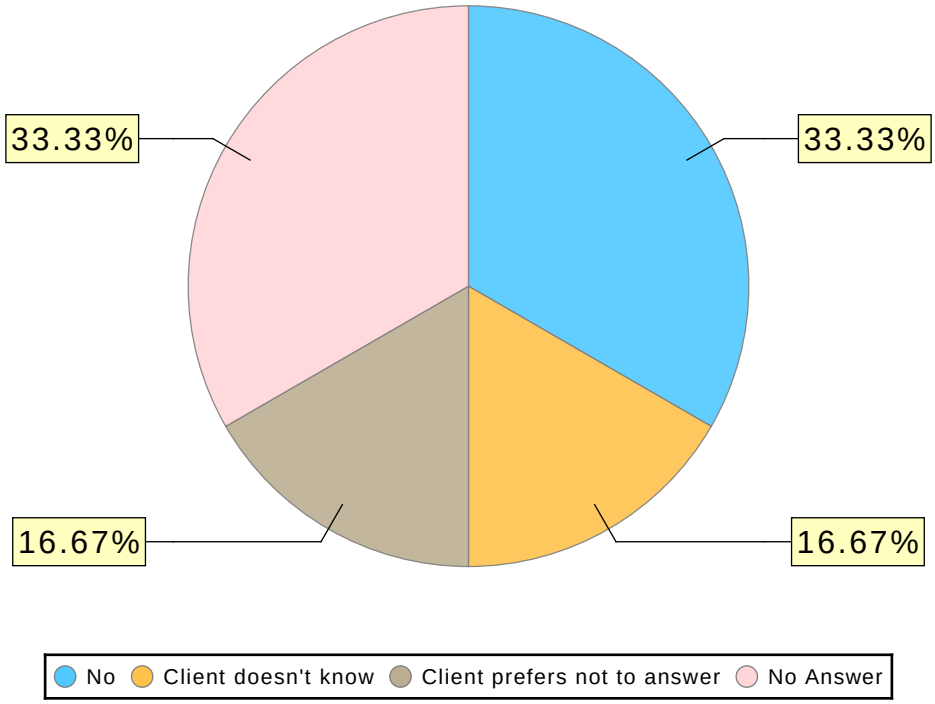
Developmental Disability	# of Clients
No	1
Yes	5
Client doesn't know	0
Client prefers not to answer	0
No Answer	0
Total:	**6**

Chronic Health Condition Chart



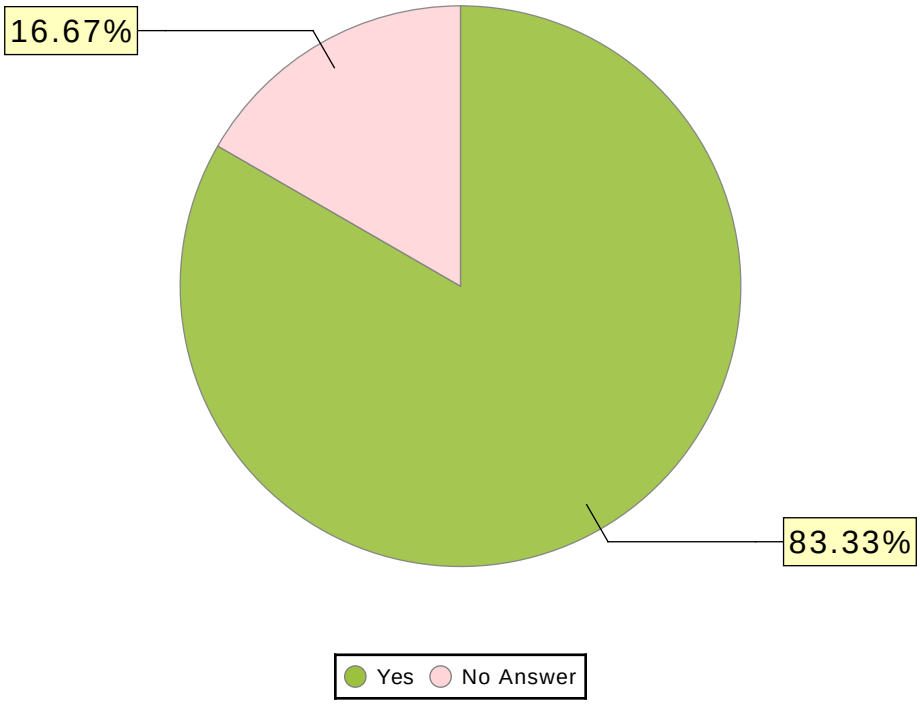
Chronic Health Condition	# of Clients
No	1
Yes	5
Client doesn't know	0
Client prefers not to answer	0
No Answer	0
Total:	**6**

HIV/AIDS Chart



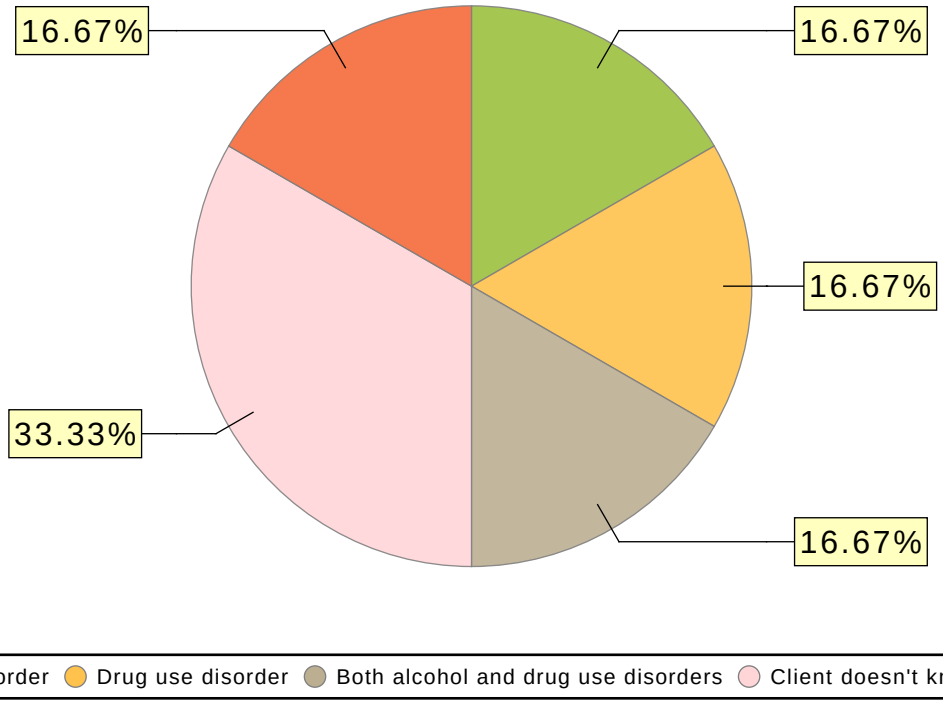
HIV/AIDS	# of Clients
No	2
Yes	0
Client doesn't know	1
Client prefers not to answer	1
No Answer	2
Total:	**6**

Mental Health Disorder Chart



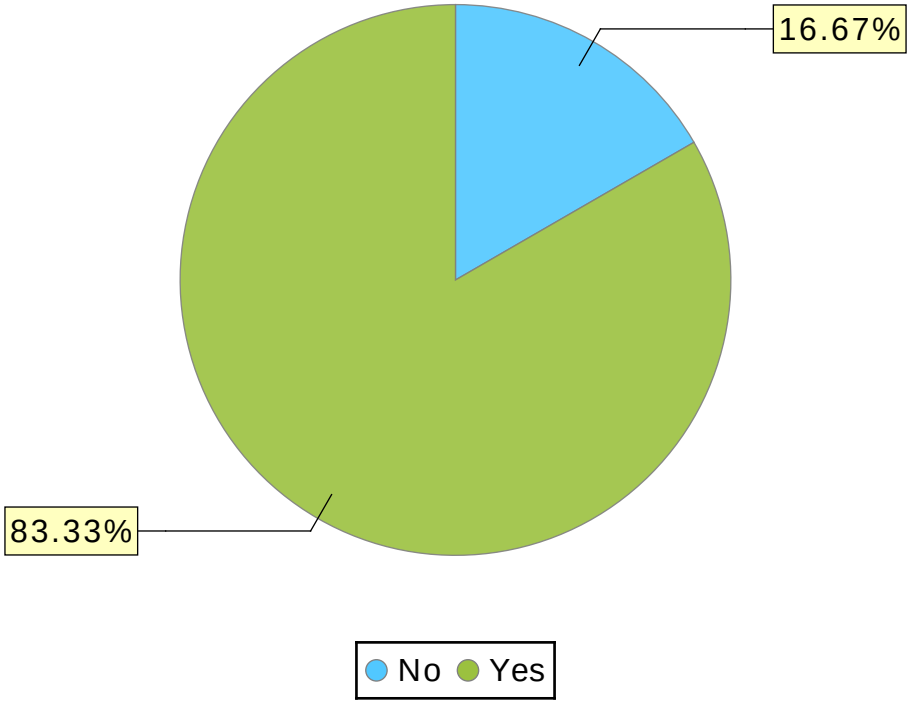
Mental Health Disorder	# of Clients
No	0
Yes	5
Client doesn't know	0
Client prefers not to answer	0
No Answer	1
Total:	**6**

Substance Use Disorder Chart



Substance Use Disorder	# of Clients
No	0
Alcohol use disorder	1
Drug use disorder	1
Both alcohol and drug use disorders	1
Client doesn't know	2
Client prefers not to answer	0
No Answer	1
Total:	**6**

Chronic Homelessness (Adults & HoH) Chart

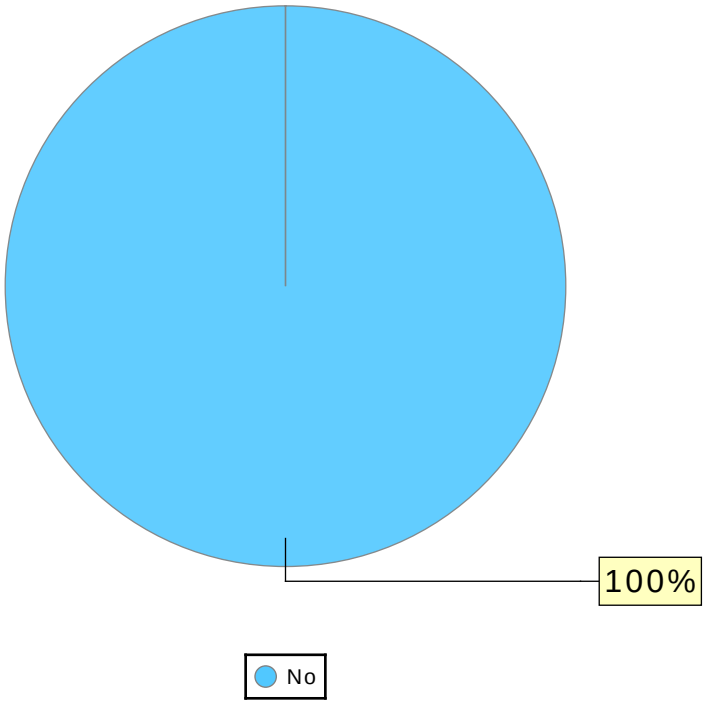


Chronic Homelessness (Adults & HoH)	# of Clients
No	1
Yes	5
Client doesn't know	0
Client prefers not to answer	0
Data not collected	0
Unknown CH Status	0
Clients Entering from Homelessness	**# of Clients**
Yes	6
No	0
Approximate Date Started	**# of Clients**
365 Days or More	4
Less Than 365 Days	2
Missing	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	5
Client doesn't know	0
Client prefers not to answer	0
No Answer	0

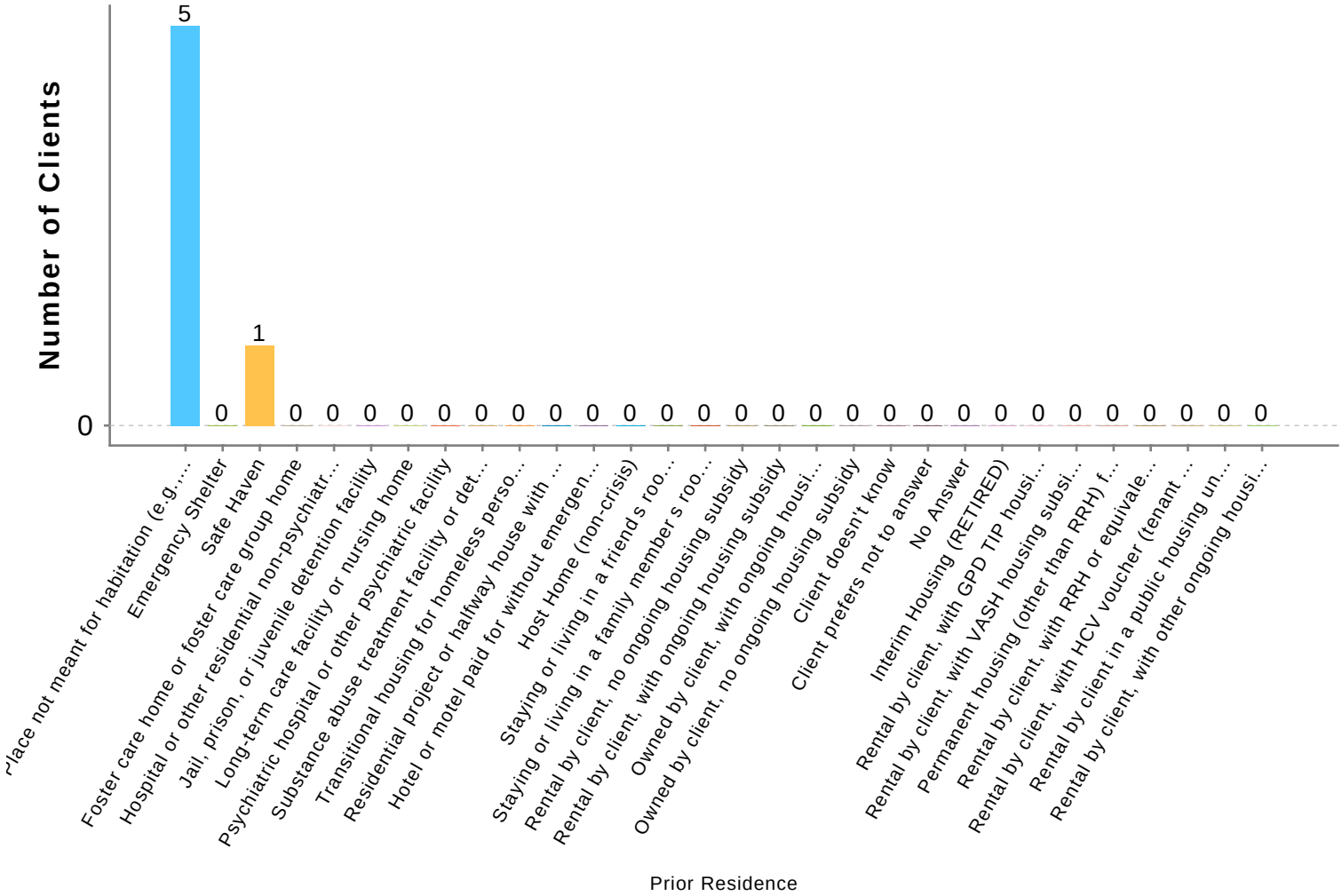
Total Months Homeless in the Past Three Years	# of Clients
One month (this time is the first month)	0
Two Months	1
Three Months	0
Four Months	0
Five Months	0
Six Months	0
Seven Months	0
Eight Months	0
Nine Months	0
Ten Months	0
Eleven Months	0
Twelve Months	0
More than 12 Months	5
Client doesn't know	0
Client prefers not to answer	0
No Answer	0
Not Applicable	0
Total:	**6**

Veteran Status (Adults Only) Chart



Veteran Status (Adults Only)	# of Clients
No	6
Yes	0
Client doesn't know	0
Client prefers not to answer	0
No Answer	0
Total:	**6**

Prior Living Situation (Adults & HoH) Chart

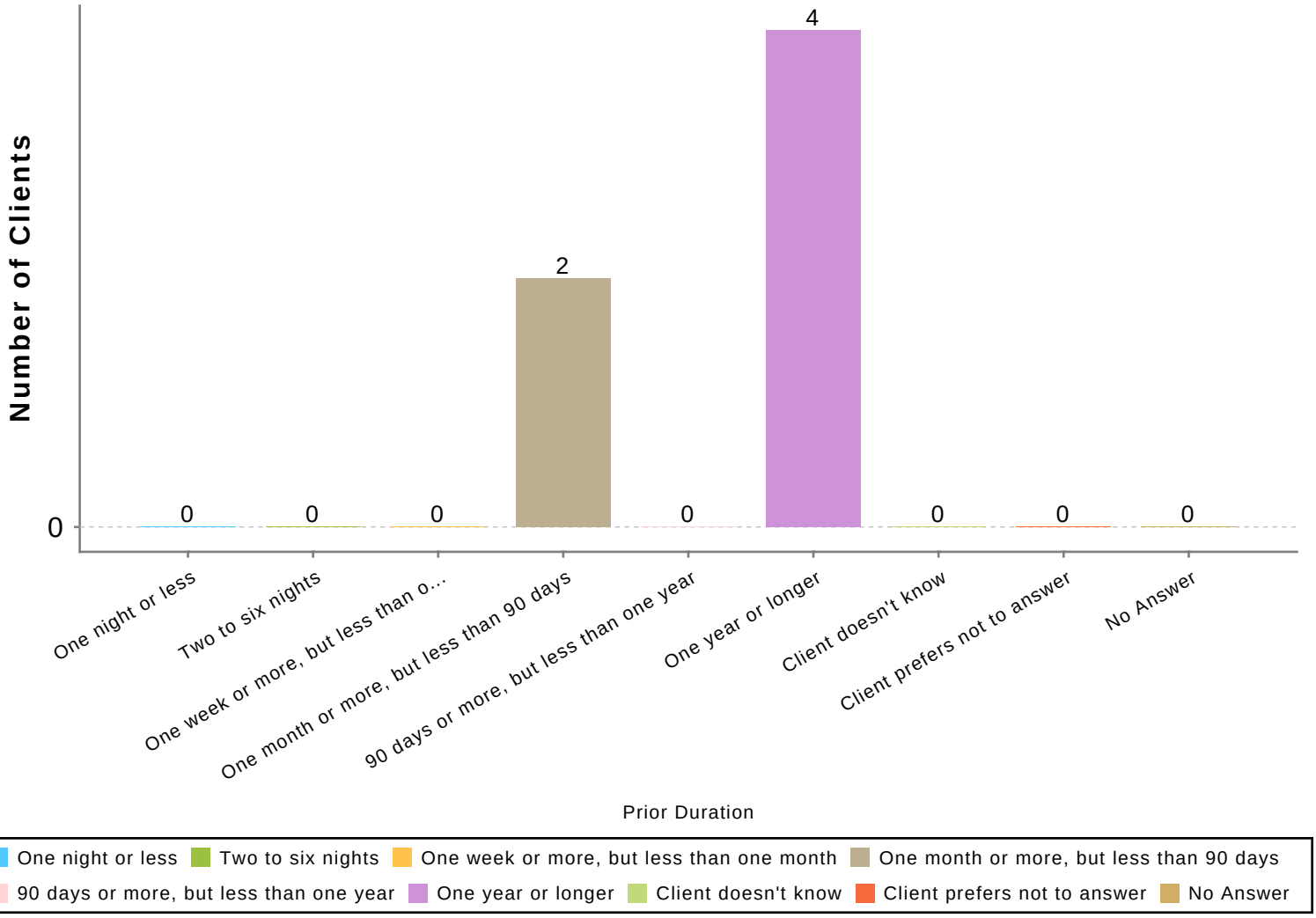


- Place not meant for habitation (e.g., a vehicle, an abandoned building, bus/train/subway station/airport or anywhere outside)
- Emergency shelter, including hotel or motel paid for with emergency shelter voucher, Host Home shelter
- Safe Haven
- Foster care home or foster care group home
- Hospital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

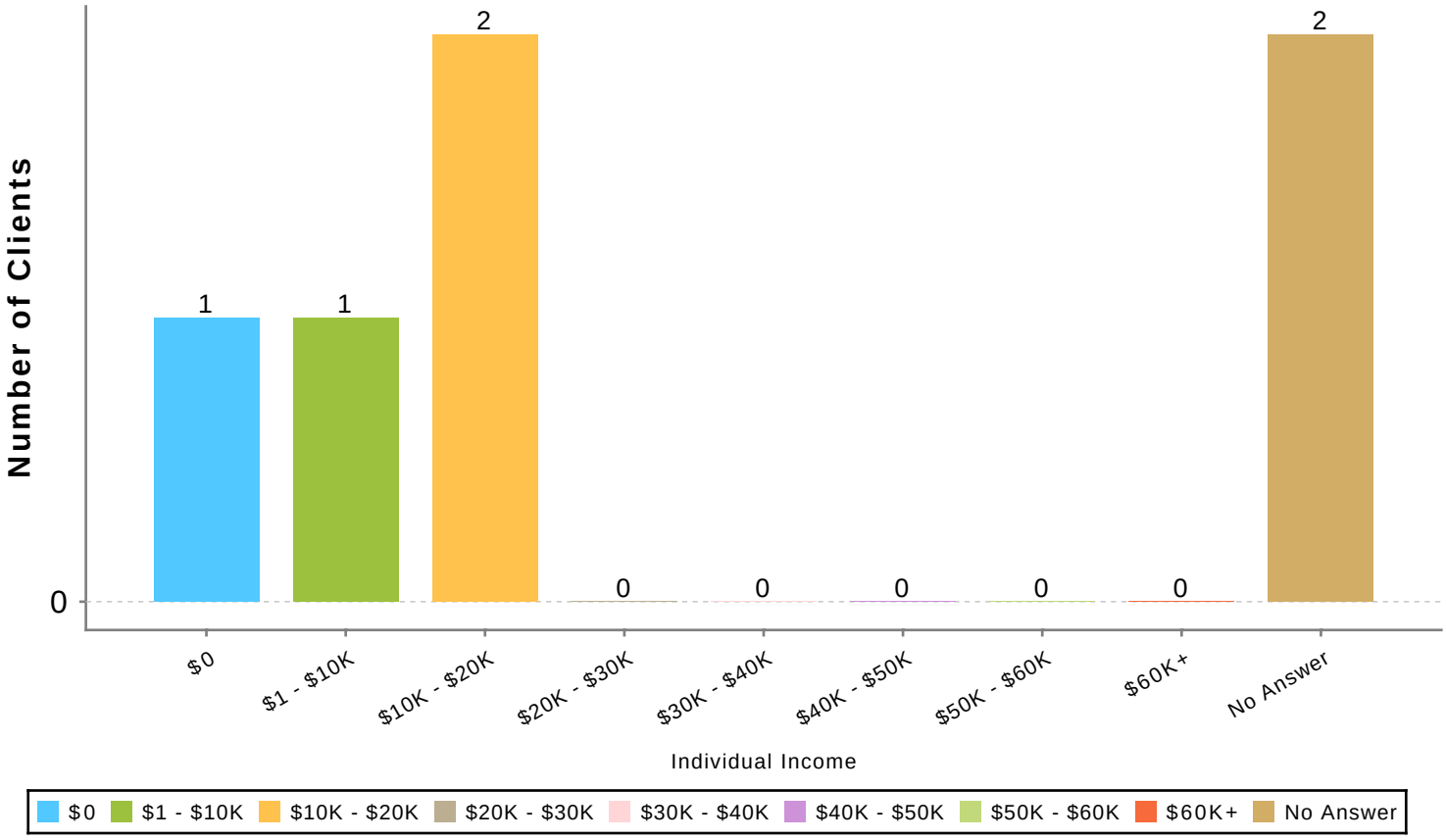
Prior Living Situation (Adults & HoH)	# of Clients
Place not meant for habitation (e.g., a vehicle, an abandoned building, bus/train/subway station/airport or anywhere outside)	5
Emergency shelter, including hotel or motel paid for with emergency shelter voucher, Host Home shelter	0
Safe Haven	1
Foster 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:	**6**

Prior Living Duration (Adults & HoH) Chart



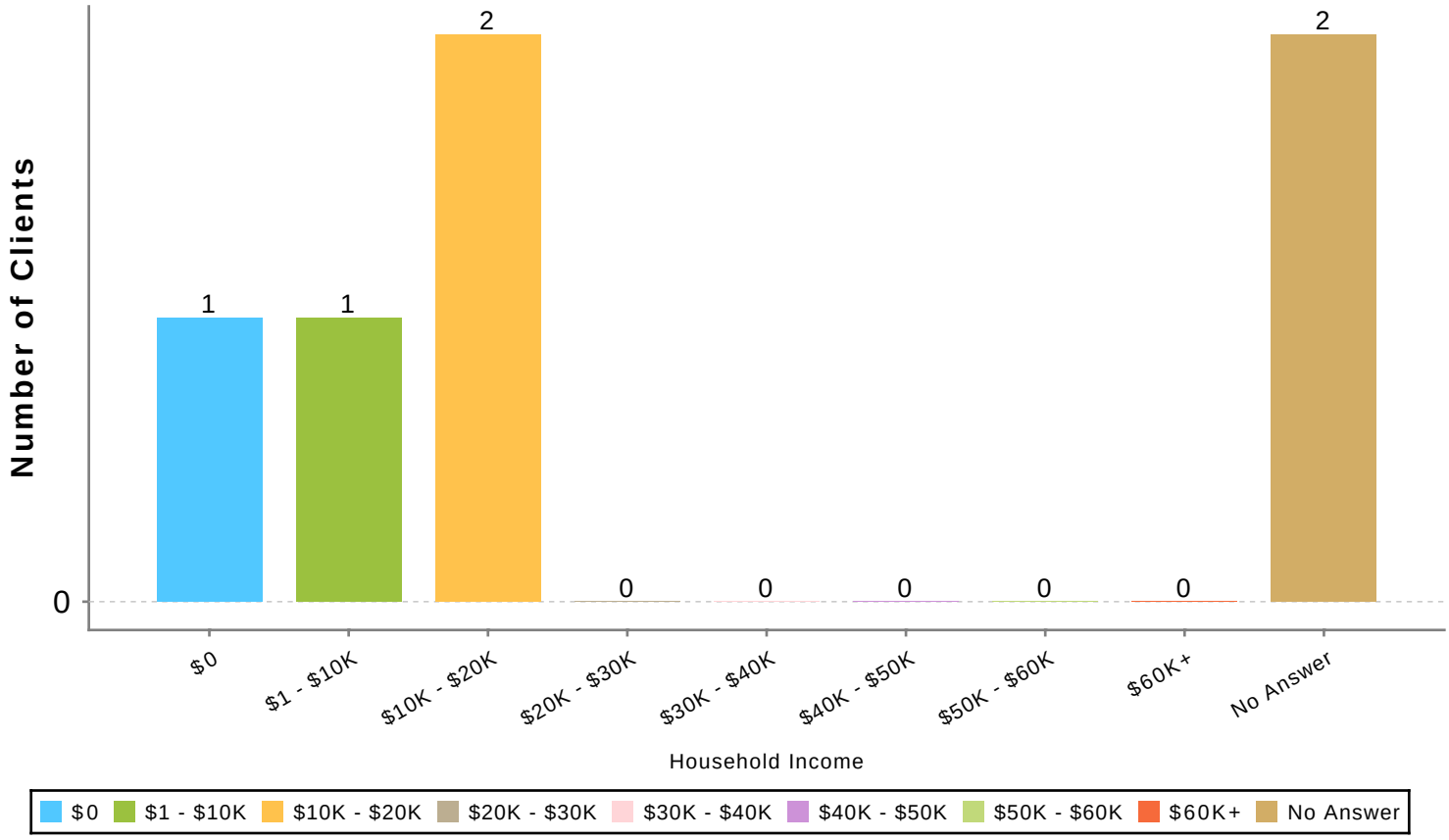
Prior Living Duration (Adults & HoH)	# of Clients
One night or less	0
Two to six nights	0
One week or more, but less than one month	0
One month or more, but less than 90 days	2
90 days or more, but less than one year	0
One year or longer	4
Client doesn't know	0
Client prefers not to answer	0
No Answer	0
Total:	**6**

Individual Income (Adults & HoH) Chart



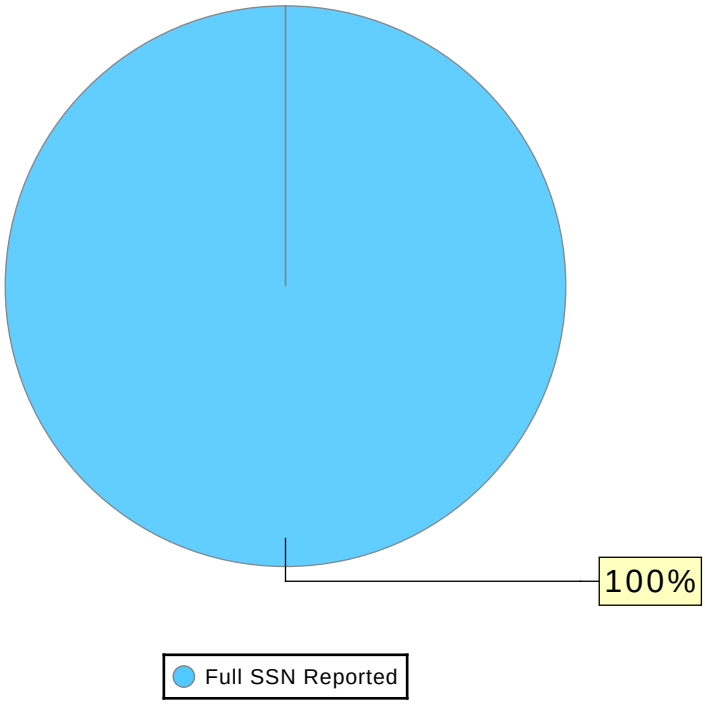
Individual Income (Adults & HoH)	# of Clients
$0	1
$1 - $10K	1
$10K - $20K	2
$20K - $30K	0
$30K - $40K	0
$40K - $50K	0
$50K - $60K	0
$60K+	0
No Answer	2
Total:	**6**

Household Income Chart



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

SSN Validity Chart



SSN Validity	# of Clients
Full SSN Reported	6
Approximate or partial SSN reported	0
Client doesn't know	0
Client prefers not to answer	0
No Answer	0
Total:	**6**