

ANDERSON GARDENS SUPPORTIVE LIVING – OUTCOMES REPORT APRIL 1 2015 – MARCH 31 2016

PROGRAM DESCRIPTION – Anderson Gardens consists of thirty-three supportive housing units available to low-to-moderate income seniors and person with disabilities who are able to direct their own care and whose health is better managed by support and care received within a community setting. Core hospitality services provided include one primary meal per day, social and community connection opportunities, and 24-hour daily response buttons.

PURPOSE – This report is intended for board, management, program staff, stakeholders and persons served. Feedback and suggestions to assist with continuous quality improvement planning are both solicited and encouraged.

Key Demographics	2013 2014	2014 2015	2015 2016	3 Year Comparative Average	Findings
# of males served	20	18	20	19.3	The data compiled over the three years of the operational period is consistent. It is the opinion of staff there will be no significant fluctuations in the majority of the data reported in these categories going forward. One exception, however, is the expectation there will be an increase in the average length of tenant stay over time. Staff will monitor to identify trends.
# of females served	20	18	22	20	
Total	40	36	42	39.3	
Average age of tenants	56	56.8	58	56.9	
Average length of service (months)	12 mo.	23 mo.	28 mo.	21 mo.	
# of tenants who moved to higher care facilities	0	0	1	0.3	
# of deceased tenants	2	1	2	1.6	
# of tenants who returned to a non-supported housing	5	3	5	4.3	
% of minorities served	0	0	0	0	
File Status at Year End	2013 2014	2014 2015	2015 2016	3 Year Comparative Average	
Open	33	32	33	33	File status, open and closed, remains reasonably static over the 3 year reporting period.
Closed	7	4	8	6.3	
Risks & Barriers	2013 2014	2014 2015	2015 2016	3 Year Comparative Average	Findings
# experiencing significant barriers as a result of English as a second language / cultural issues	0	0	0	0	There are no notable or significant changes reported this year in any of the five reporting categories. Staff will continue to monitor this for emerging trends anticipating, that as tenants' age in place, there will be a rise in the number of tenants experiencing barriers due to increasing physical and health issues.
# experiencing significant barriers due to deteriorating physical/health issues (i.e. mobility loss, incontinence, dementia/paranoia, hearing loss, impaired vision, loss of etc.)	17	17	23	19	
# experiencing significant barriers based on mental health issues or anti-social behaviors	28	23	30	27	
# experiencing long term mental health problems	26	28	34	27	
# significantly involved in alcohol or drug misuse	5	2	4	3.6	

Main Administration

39 - 13th Avenue South
Cranbrook BC V1C 2V4
Phone: 250-426-5222
Fax: 250-426-2134

Trail Center

1939 Columbia Avenue
Trail BC V1R 1K5
Phone: 250-368-5223
Fax: 250-368-5230

Nelson Center

302 Anderson Street
Nelson BC V1L 3Y1
Phone: 250-354-1236
Fax: 250-352-3652

REFERRAL ELSEWHERE: Whenever risks and barriers such as those indicated above become prevailing factors, staff work with tenants to ensure appropriate community referral sources are identified and to provide assistance with the referral elsewhere process. Housing staff work collaboratively with tenants to maintain safe, affordable housing for as long as possible. Throughout the year tenants were referred to other community service providers. Referral records indicate that 4 tenants were referred to mental health & addiction services.

GOAL SETTING & RESULTS: Service outcomes are intended to assess the safety and affordability of the living environment, quality of hospitality services, and value of social opportunities provided. With respect to hospitality services each of the current 34 tenants (one unit houses a couple) is able to access one main meal per day. Staff measured the number of tenants who take advantage of the daily meal.

Objective Type: Effectiveness Measures	Indicator	Who Applied To	Time Measure	Data Source	Target Goal Expectancy	Actual Result	Met or Exceeded
1. Maintain health through participation in daily meals	% of tenants who regularly took part in onsite daily meal	Tenants	Average Weekly total for the year	Weekly Count Report	75%	62% (21 of 34)	X *see findings
2. Maximize Tenant on-site social interaction through activity options	% of tenants will involve in on site social activities per week (target 30%)	Tenants	Average Weekly total for the year	Weekly Count Report	30%	56% (19 of 34)	✓
3. Maximize Tenant involvement in community connections	% of tenants involved of 2 or more positive community connections per week	Tenants	Average Weekly total for the year	Survey	10%	64% (16 of 25)	✓
<p>Findings: Sixty-two percent of tenants took part in the daily meal, 56% took part in on-site social activities; and 64% made positive connections in the community. Examples of onsite activities include: Bike-share program, weekly Tai-chi, Chi-gong workshop, gardening, in-house portrait photography project, art therapy program and studio arts program (including three public exhibitions) tenant generated bi-annual compilation of poetry, jigsaw puzzle teams, holiday gift exchange and BBQ lunches. A group of tenants cooperated to regularly host on-site party events which are open to the entire tenant body in the evenings in the first floor common area. These included Halloween, New Years and Valentines dances and a farewell party for a tenant leaving Anderson. Examples of community connections include: CBT, Advocacy Center, Women's Center, Career Development Center, Seniors Coordinating Society, Public Library, Recreation Center, Hope Air, Mental Health and Addictions, Quit Now, Low Cost Dental Clinic and other community recourses. * It should be noted that while participation in daily meals is down this year, community connections has substantially increased from 35% to 64%. This movement out of isolation at Anderson into the broader community directly affects the number of tenants at daily mid-day meals and indicates a healthy development in the tenant body as a whole. While staff are pleased with the increases noted in the community connectedness of tenants staff will, going forward, work towards meeting meal participation rates at the targeted 75% threshold.</p>					<p>Recommendations: Continue to monitor and record participation in daily meal, onsite social activities, and involvement in positive community connection rates. As recommended in last year's report, staff increased established targets in effectiveness measures #2 and #3 from the previous fiscal year by an additional 5%. For next year the meal participation target will remain at 75%. Objectives 2 and 3 targets will be increased by a further 15% each (45% and 25%).</p>		

PAST PARTICIPANT FEEDBACK – Past participant feedback is intended to solicit feedback from clientele after they have left the program. However, due to the natural aging and end of the life cycle reality we are, for the most part, unable to obtain this feedback. Examples of tenant circumstances which support the above statement include the following: 2 tenant deaths; 2 tenant evictions; and 2 tenants who abandoned their units. There were no withdrawals from the program by tenants who indicated they were ending tenancy because they found supported housing did not suit their desires or needs.

PROGRAM EFFICIENCIES – The efficiency measure staff chose to monitor was occupancy rates. The results are reported in the table below.

Objective Type: Efficiency Measures	Indicator	Applied To Whom	Time Measure	Data Source	Target Goal Expectancy	Actual Result	Met or Exceeded
1. Maintain occupancy at 98%	Occupancy rate	Anderson Garden units	2015-16 Fiscal Year	Housing Occupancy Record	99%	99% (392 of 396 units)	✓
Objective Type: Efficiency Measures	Indicator	Applied To Whom	Time Measure	Data Source	Target Goal Expectancy	Actual Result	Met or Exceeded
2. Monitor meal quality	food content/quality, taste, and presentation	Tenants	2015-16 Fiscal Year	Internal Tracking	90%	100% 12 of 12	✓
<p>Findings During the course of the 12 month reporting period there was a total of 4 vacant units for the period of one month each. In calculating the occupancy / vacancy rates our formula is as follows: 4 vacant units / 396 total units = 1% vacancy. The corresponding occupancy rate is 99%.</p> <p>To measure meal quality, information was collected from staff randomly participating in one meal per month to test for quality. The following evaluative benchmarks were used: 1. Were the 3 main food groups from the Canada Food Guide represented in the meal. 2. Did the meal taste and appear appetizing.</p>						<p>Recommendations: a. Maintain an occupancy rate of 99% b. Monitor quality of the mid-day meal – target is 90.</p>	

PROGRAM SATISFACTION

Objective Type: Consumer Input	Indicator	Who Applied To	Time Measure	Data Source	Target Goal Expectancy	Actual Result	Met or Exceeded
Maintain person served satisfaction levels	% of persons served who report overall program satisfaction	All open and closed files of persons residing / or who have resided at AG	2015-16 Fiscal Year	Survey (31 distributed - 25 returned of which 23 indicated “good” levels and two indicated “satisfactory”)	85%	100% (25 of 25)	✓
Maintain stakeholder satisfaction levels	% of non-tenant stakeholders who report service satisfaction	All other stakeholders	2015-16 Fiscal Year	Survey (15 surveys were distributed with 7 responses)	85%	100% (7 of 7)	✓
<p>Findings: Tenants and stakeholders indicated their overall satisfaction with the housing and property management services above the targeted 85% ratio.</p>				<p>Recommendations: 1. Continue to monitor to ensure a minimum of 85% tenant satisfaction is sustained. 2. Continue to formally solicit and record stakeholder satisfaction feedback throughout the 2016-2017 year.</p>			

PROGRAM ACCESSIBILITY: During the year program staff received 26 requests to accommodate tenants. Each of these requests upon review was deemed reasonable and as such staff undertook measures to accommodate. *Some* examples of some of the ways staff accommodated tenants include but are not limited to the following: Daily accommodations made by kitchen staff for a tenant with gluten free dietary needs; connected tenants with necessary additional community health service supports; assisted tenants with extreme literacy challenges to understand correspondence received; assisted tenants without phones to connect with family. In addition to the above, program staff deemed that housing accessibility for tenants would be 100% sourced from the BC Housing Registry.

Objective Type: Access Measures	Indicator	Who Applied to	Target Goal Expectancy	Actual Result	Met or Exceeded
Tenants requiring accommodation to facilitate access	% of tenants requesting access accommodation	All tenants who are accessing housing.	5%	79% (26 of 34)	✓

PROGRAM ACCESSIBILITY (CONTINUED):

Objective Type: Access Measures	Indicator	Who Applied to	Target Goal Expectancy	Actual Result	Met or Exceeded
BC Housing Registry Waitlist	% of tenants on waitlist to receive housing	All tenants on the waitlist that received housing in the fiscal	100%	100% (9 of 9)	✓
Findings: Twenty-six of 26 requests for additional accessibility were accommodated and 9 of 9 tenants on the registry waitlist were housed during the course of the fiscal year.		Recommendations: Continue to support tenants with accommodation requests. Fill 100% available vacant units with tenants from BC Housing Registry.			

ADMINISTRATIVE OBJECTIVES

Objective Type: Administration Objectives	Indicator	Who Applied To	Target Goal Expectancy	Actual Result	Met or exceeded
1. Develop an internal database system to track key demographics and risks and barriers for data analysis and Annual Reporting purposes	Reporting data available	Anderson Gardens Tenants (34)	75%	100%	✓
2. Expand staff development opportunities to address client aging in place issues	Staff have increased knowledge.	Anderson Gardens Staff	90%	100%	✓
Findings: Staff collected statistical data throughout the 2015/2016 year. Staff were also provided with professional development opportunities such as attending the BCNPHA RENTS conference.			Recommendations: a. Continue to make available staff professional development opportunities. b. Continue to develop statistical tracking for Anderson Gardens and continue to maintain relationships with community stakeholders.		

Report Prepared by: Qadesh Markowski, Housing Manager

Reviewed by: James Suffredine Administrator of Housing Services & Janice Ivan, Executive Director

Data Sources: Data Extrapolated From Internal Excel System

Date: May 10, 2016