

FAMILY and SENIOR HOUSING CASTLEGAR – OUTCOMES REPORT April 1 2015 through March 31 2016

PROGRAM DESCRIPTION – Family Housing consists of seventy-three housing units available to low-to-moderate income family who are able to live independently. Core services provided are property management services. Ten more units are intended for seniors and are available to low-to-moderate income seniors and persons with disabilities who are able to live independently. Core services provided are property management services. In total there are 86 units of housing in Castlegar, however, two units are contracted out to Interior Health and 1 to the Safe Home Operator and as such we don't include these units in our data collection totals.

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	Start Up Period Aug -Mar 2015	2015 2016	1.67 year Comparative Average	Findings
# of adult males housed	19	29	24	Comparative data represents a period of less than two years and, as such, it is premature to evaluate for trends. That said, staff are of the opinion these statistics reflect what they would expect as typical (or standard) of the demographic generally housed in this type of housing.
# of adult females housed	68	92	80	
# of male children or youth housed	48	77	63	
# of female children/ youth housed	26	41	34	
Total	161	239	200	
Average age of adult tenants	48	44	46	
Average age of tenant children	8	8	8	
Average length of tenancy	3 yrs.	3 yrs.	3	
# of tenants who moved to home ownership	3	0	2	
# of tenants who moved to higher care facilities	1	4	3	
# of deceased tenants	0	0	0	
# of tenants who secured and moved on to non-subsidized housing & or other housing options	4	8	6	
# of minorities housed	5	0	3	
# of tenants who secured and moved on to non-subsidized housing & or other housing options	4	8	6	
File Status at Year End	Start Up Period Aug -Mar 2015	2015 2016	1.67 year Comparative Average	Findings
Open	83	83	83	We are not yet able to track trends, with less than two years comparative data. However this data at present appears to be typical with no anomalies noted.
Closed	8	21	15	

Main Administration

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Trail Center

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Nelson Center

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Phone: 250-354-1236
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Risks & Barriers	Start Up Period Aug -Mar 2015	2015 2016	1.67 Year Comparative Average	Findings
# experiencing significant barriers as a result of English as a second language / cultural issues	2	1	2	Despite the shortness of the time frame measured and, as stated previously, these results are reasonably congruent with the data collected for other Association complexes that house a similar demographic.
# experiencing significant barriers due to physical/health issues	5	9	7	
# experiencing significant barriers based on mental health issues or anti-social behaviors	4	5	5	
# experiencing long term mental health problems	3	9	6	
# significantly involved in alcohol or drug misuse	1	4	3	

REFERRAL ELSEWHERE: Whenever risks and barriers such as those indicated above become prevailing factors, housing 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 the **2** tenants were referred to resources outside the agency while we continued to work collaboratively with them.

GOAL SETTING & RESULTS: Service outcomes are intended to assess the safety and affordability of the living environment, health benefits, and value of social opportunities provided. One hundred and thirty three (133) surveys were distributed to tenants. Surveys are distributed at time of intake for pre-service responses and again at exit as well as annually at time of rent review for post-service or service-to-date responses. Fifty completed surveys were returned.

Objective Type: Effectiveness Measures	Indicator	Who Applied To	Target Goal Expectancy	Actual Result	Met or Exceeded
1. Provide secure housing	Increased safety for tenants due to accessing secure and affordable housing	All Castlegar Housing Tenants (55 of 133 surveys were completed)	85%	89% 49 of 55	✓
2. Provide affordable housing	Length of tenancy (based on records passed on to the Association at time of operations transfer)	All Castlegar Housing Tenants (data collected from client files)	3 yrs.	100%	✓
3. Provide stable housing	Length of tenancy (as stated above)	All Castlegar Housing Tenants (data collected from client files)	3 yrs.	100%	✓
Findings: One hundred and thirty-three (133) surveys were distributed and, of these, 55 were completed. Forty nine of the 55 respondents (89%) indicated that access to this secure housing increased their safety. At time of start-up, current tenants' files were transferred to the Association from BC Housing and with this information we are able measure length of tenancy beyond the 1.67 years as the operator. This year the average length of tenancy remains static at the 3 year time period and compares with the prior year. This correlates with the expectation that access to these rental units provides secure and affordable housing opportunities; and also appears to be indicative of the time-length required for a family to stabilize financially and then secure market housing.			Recommendations: Continue to monitor and report tenant feedback on the effectiveness of the Castlegar properties housing relative to the areas of safety. Maintain 85% achievement target for tenant safety, and 3 year length of tenancy as an indicator of the stability and affordability this housing avails to tenants.		

PAST PARTICIPANT FEEDBACK – Past participant feedback is intended to solicit feedback from tenants after they have left our Castlegar properties housing to determine if access to subsidized social housing effectively assisted them to re-integrate into mainstream housing and to a more mainstream lifestyle. However, it is difficult to sustain contact with past tenants due to privacy rights; tenants moving on to home ownership; relocation to another community; status change (i.e. marriage, death, or the need to move to a higher care facility) etc. As such, we have been unable to as yet establish a functional method of collecting past participant feedback from tenants who have left subsidized family housing.

PROGRAM EFFICIENCIES – The efficiency measured by housing staff was to monitor program utilization using occupancy rates.

Objective Type: Efficiency Measures	Indicator	Who Applied To	Target Goal Expectancy	Actual Result	Met or Exceeded
Maintain Occupancy at 99%	Occupancy rate	Castlegar Housing Units	99%	98%	-✓ (Almost met)
Findings: There are a total number of 83 units available monthly. During the course of the 12 month reporting period there was a total of 23.5 vacant units for the reporting period. In calculating the occupancy / vacancy rates our formula is as follows: 23.5 vacant units / 1020 total units = .02 or (.02 x 100 =) 2% vacancy. The corresponding occupancy rate is 98%. This is a significant overall increase of 9% compared with reported the occupancy from the 2014-15 fiscal year, which was 89%.					Recommendations: Continue to strive to achieve a targeted occupancy rate of 99% for the 2016-17 year.

PROGRAM SATISFACTION: Satisfaction surveys are distributed annually to all tenants who have been housed for 12 months or longer.

Objective Type: Consumer Input	Indicator	Who Applied To	Target Goal Expectancy	Actual Result	Met or Exceeded
Maintain tenant satisfaction levels	Tenant Satisfaction	Castlegar housing tenants (36 returned continuing tenant feedback surveys)	85%	92% 33 of 36	✓
Maintain stakeholder satisfaction levels	Stakeholders satisfaction	Non tenant stakeholder 18 distributed; 9 responses	85%	100% 9 of 9	✓
Findings: Of the 36 tenant surveys returned 33 indicated their overall satisfaction with housing and property management services. Eighteen non-tenant stakeholder feedback surveys were distributed and 9 were returned. All 9 indicated a high level of satisfaction with the program.			Recommendations: Continue to monitor to ensure a minimum of 85% tenant satisfaction is sustained and continue to solicit stakeholder satisfaction feedback data throughout the 2016-17 fiscal year.		

PROGRAM ACCESSIBILITY: During the year program staff received 8 requests to accommodate tenants. Two of these were referrals to community agencies to help sustain the tenant's tenancy, 4 were to help tenants without family or community supports with applications, and 2 were for assistance with other housing needs. In addition to the above, program staff deemed that housing accessibility for tenants would be 100% sourced from the BC Housing Registry which affords maximum accessibility through province-wide exposure to potential tenants.

Objective Type: Access Measures	Indicator	Who Applied to	Target Goal Expectancy	Actual Result	Met or Exceeded
Tenants accessing services requiring accommodation to facilitate access	% of tenants requesting accommodation	All tenants who are requesting reasonable housing accommodation	100%	100% (8 of 8)	✓
BC Housing Registry Waitlist	% of tenants on waitlist to receive housing	All tenants on the waitlist that received housing in the fiscal	100%	100% (23 of 23)	✓

PROGRAM ACCESSIBILITY (Continued):

<p>Accessibility Findings: Eight requests for special accommodation were received and each of these requests was deemed feasible and, therefore, carried out. Twenty three of 23 tenants on the waitlist were housed during the course of the year from the BC Housing Registry.</p>	<p>Recommendations: Continue to support tenants with accommodation requests. Fill 100% available vacant units with tenant applications from BC Housing Registry.</p>
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ADMINISTRATIVE OBJECTIVES

Objective Type: Administration Objectives	Indicator	Who Applied To	Target Goal Expectancy	Actual Result	Met
a. Make available at least two external professional development opportunities to staff by end of the fiscal year.	External training sessions	Castlegar Housing Staff	2	1	X
b. In the 2015-16 fiscal year, now that staff are more familiar with processes, they will be more diligent in the regular entering of data into the database system so that current and up to date statistical information is recorded.	Increased reporting data available		Stakeholder feedback for 2015/16	Yes	✓
<p>Findings: The Association’s housing staff were able to attend 1 external training session. A second training had been scheduled however it was canceled by the third party sponsor. Statistics and non-tenant stakeholder feedback surveys were distributed and tracked for the 2015/16 fiscal year.</p>		<p>Recommendations: a. Continue to develop statistical tracking for the Castlegar Housing sites and develop stronger relationships with community stakeholders to increase feedback return rates. b. Modify tenant surveys going forward to provide more clarity and increase overall response rates.</p>			

Data collated: via Excel Spreadsheet

Report Completed by: James Suffredine, Administrator of Housing Services

Date: April 30 2016

Report Reviewed by: Janice Ivan, Executive Director