

**SENIOR HOUSING – OUTCOMES REPORTS APRIL 1 2015 – MARCH 31 2016**

**PROGRAM DESCRIPTION** – Senior Housing (SH) consists of sixty units available to low-to-moderate income seniors and persons with disabilities who are able to live independently. Core services provided are property management services.

**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	2011 2012	2012 2013	2013 2014	2014 2015	2015 2016	4 Year Comparative Average	Findings
# of adult males housed	No reporting data operation start up at year mid-point	30	28	26	25	27	The four year comparative data appears relatively static. Given the demographic housed, staff are of the opinion this will continue to remain static year over year.  It is anticipated the average age of tenants will continue to rise gradually as they age in place.  In synchronization with the above it is also anticipated the average length of stay will continue to increase over the coming years.  It is not expected that tenants in senior housing would move to home ownership. Often tenants are coming from home ownership for accessibility and affordability reasons. It is therefore recommended that, going forward, this statistic be removed from future reports.  It is anticipated the statistics recorded in each of these four categories will remain relatively static year over year.
# of adult females housed		33	32	35	34	34	
<b>Total</b>		63	60	61	59	61	
Average age of adult tenants	“	60	60	62	65	62	
Average length of tenancy (yrs.)	“	1.5	2	3	4	2.6	
# of tenants who moved to home ownership	“	0	0	0	0	0	
# of tenants who moved to higher care facilities	“	1	2	4	2	2	
# of deceased tenants	“	0	1	2	2	1	
# of tenants who returned to non-subsidized housing	“	5	6	3	4	4.50	
# of minorities housed	“	1	1	2	2	2	

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File Status at Year End	2011 2012	2012 2013	2012 2013	2014 2015	2015 2016	4 Year Comparative Average	Findings
Open	No reporting data operation start up at year mid-point	60	60	60	60	60	Comparative data remains static and staff are confident that these statistics will change very little year over year.
Closed	"	7	9	9	11	9	
Risks & Barriers	2011 2012	2012 2013	2013 2014	2014 2015	2015 2016	4 Year Comparative Average	Findings
# experiencing significant barriers as a result of English as a second language / cultural issues	No reporting data operation start up at year mid-point	2	2	3	3	2.5	There are no notable or significant changes this year in any of the five reporting categories. Staff will continue to monitor this for emerging trends as they are of the opinion, 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 physical/health issues	"	38	38	36	33	36	
# experiencing significant barriers based on mental health issues or anti-social behaviors	"	25	26	22	21	24	
# experiencing long term mental health problems	"	19	17	14	13	16	
# significantly involved in alcohol or drug misuse	"	10	6	1	1	4.5	

**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. That said, during this year there were no identified needs requiring tenant referrals to other community services.

**GOAL SETTING & RESULTS** Service outcomes are intended to assess the safety and affordability of the living environment; health and social benefits afforded from living in a stable micro-community. Sixty eight surveys were distributed to tenants. Surveys are distributed at time of intake for pre-tenancy responses and again at time when tenancy ends. Additionally, surveys are distributed once annually at time of rent review to receive current tenant responses. Twenty-four of 68 tenants completed and returned surveys however, many of the tenants did not respond fully to all the survey questions. In hindsight, we realize more explanation to tenants of survey intent and survey feedback needs to be provided. Going forward changes will be made to both the survey and the distribution and explanation process to ensure more complete response rates are achieved for future reports.

Objective Type: Effectiveness Measures	Indicator	Who Applied To	Target Goal Expectancy	Actual Result	Met or Exceeded
1. Provide secure housing ( 10 respondents)	Increased safety for tenants housed due to accessing secure and affordable housing	Tenants at time of annual rent reviewed for SH tenants	90% of respondents	90% (9 of 10)	✓/x almost met
2. Provide affordable housing	Length of tenancy	All SH Housing tenants	4 years	4 years	✓
3. Provide stable housing	Length of tenancy	All SH Housing tenants	4 years	4 years	✓

**Effectiveness Measures (continued):**

<p><b>Findings:</b> Sixty-eight surveys were distributed and twenty-four tenants responded partially to the survey. Of these 24, ten fully completed all survey questions. Nine of these 10 respondents indicated their housing was secure. It is noted the response rate is low and staff will, going forward, endeavor to increase return ratios. The average length of stay this year is now 4 years, which is representative of the length of time these housing units have been open/available as rentals. Staff feel confident that the average length of tenancy will continue to rise year over year which is a further demonstration that this housing is both affordable and stable.</p>	<p><b>Recommendations:</b> <b>a.</b> Continue to monitor and report tenant feedback on the effectiveness of senior housing relative to the areas of safety; and monitor length of tenancy rates to assess affordability and stability of these housing units. Re-establish effectiveness targets as follows: Safety @ 90%; affordability and stability at 4 year averages. <b>b.</b> Review feedback survey and process to enhance clarity and feedback.</p>
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**PAST PARTICIPANT FEEDBACK:** Past participant feedback is intended to solicit feedback from tenants after they have left SH housing. However, in the SH units the turnover rates are exceptionally low and, as such, past participant feedback is difficult, if not impossible, to achieve.

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

Objective Type: Efficiency Measures	Indicator	Who Applied To	Target Goal Expectancy	Actual Result	Met or Exceeded
Maintain occupancy at 99%	Occupancy rate	SH Housing Unit	99%	98%	-✓ (almost met)
<p><b>Findings:</b> There are a total of 60 SH units available monthly. During the course of the 12-month reporting period there was a total of 14.5 vacant units for the year. In calculating the occupancy / vacancy rates our formula is as follows: <math>14.5 \text{ vacant units} / 720 \text{ total units} = .02</math> or <math>(.02 \times 100 =) 2\%</math> vacancies. The corresponding occupancy rate is 98 %.</p>				<p><b>Recommendations:</b> Continue to strive to maintain an occupancy rate of 99% for the 2016-17 year.</p>	

**PROGRAM SATISFACTION**

Objective Type: Consumer Input	Indicator	Who Applied To	Target Goal Expectancy	Actual Result	Met or Exceeded
Maintain tenant satisfaction levels	Tenant satisfaction	Tenants at time of annual rent review of SH housing (68 surveys distributed; and 10 completed surveys returned)	85%	90% (9 of 10)	✓
Objective Type: Stakeholder Input	Indicator	Who Applied To	Target Goal Expectancy	Actual Result	Met or Exceeded
Maintain stakeholder satisfaction levels	Stakeholders satisfaction	Non Tenant stakeholders (20 surveys distributed; and 20 completed surveys returned)	85%	100% (20 of 20)	✓
<p><b>Findings:</b> Tenants and stakeholders indicated their overall satisfaction with housing and property management services was well beyond the targeted 85% ratio.</p>			<p><b>Recommendations:</b> Continue to monitor to ensure a minimum of 85% tenant satisfaction is sustained by formally soliciting and recording stakeholder satisfaction feedback data throughout the 2016-17 fiscal year. Staff will work to increase tenant survey response rates.</p>		

**PROGRAM ACCESSIBILITY:** During the year program staff received 4 requests to accommodate tenants. Each of these requests upon review was deemed reasonable and as such staff undertook the following measures to accommodate: assisted 2 tenants with the transfer application process to other Association housing units; met a prospective tenant at the hospital to help complete intake paperwork, helped a fourth tenant with Guaranteed Income Supplement application. These activities assisted tenants to access a subsidized senior housing unit. In addition to the above, program staff deemed that housing accessibility for tenants would be 100% sourced from the 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, or perspective tenants, requiring accommodation in order to facilitate access	% of tenants requiring accommodation	All tenants accessing housing	5%	7% (4 of 60)	✓
Housing Registry Waitlist	% of tenant on waitlist to receive housing	All tenants on the waitlist that received housing in the fiscal	100%	100% (11 of 11)	✓
<b>Accessibility Findings:</b> Four tenants were able to access this housing due to staff assistance with special accommodation requests. Eleven of 11 tenants on the housing registry were housed in these units during the year.		<b>Recommendations:</b> Continue to support tenants with accommodation requests. Fill 100% available vacant units with tenants from the Housing Registry waitlist as units become available.			

#### ADMINISTRATIVE OBJECTIVES:

Objective Type: Administrative	Indicator	Who Applied To	Target Goal Expectancy	Actual Result	Met or Exceeded
1. Make available at least two external professional development opportunities to staff by end of the fiscal year.	External training opportunities	SH Staff	2	2	✓
<b>Findings:</b> Staff were able to attend 2 outside trainings over the fiscal year including the BC Non-Profit Housing Association's <i>Regional Education, Networking &amp; Trade show</i> in Kamloops.			<b>Recommendations:</b> a. Continue to make available opportunities for the professional development of staff. b. review and modify the process and content of feedback surveys to provide more clarity and increase feedback data c. Remove from Key Demographics category " <i>Number of Tenants Who Move to Home Ownership</i> ".		

Data collated via Excel Spreadsheet

Report Completed by James Suffredine, Administrator of Housing Services

Date: May 19 2016

Report Reviewed by Janice Ivan, Executive Director