

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

PROGRAM DESCRIPTION – Family Housing consists of sixty-five housing units available to low-to-moderate income family 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	5-Yr Comparative Average	Findings
# of adult males housed	21	28	18	19	20	21	The data has remained reasonably consistent over the five year period. The one exception is number of children housed. It is the opinion of staff that an emerging trend is that families we are housing are smaller in number.
# of adult females housed	50	53	44	54	50	50	
# of male children housed	35	31	33	26	30	31	
# of female children housed	39	37	27	29	26	32	
Total	145	149	122	128	126	134	
Average age of adult tenants	40	40	42	42	40	41	
Average age of youth tenants	6	6	7	7	6	7	
Average length of tenancy	4	4	4	5	5	4	
# of tenants who moved to home ownership	1	2	3	1	0	2	
# of tenants who moved to higher care facilities	3	0	1	0	1	1	
# of deceased tenants	0	1	0	0	1	1	
Key Demographics	2011 2012	2012 2013	2013 2014	2014 2015	2015 2016	5-Yr Comparative Average	Findings
# of clients who secured and moved on to non-subsidized housing & or other housing options	18	13	13	10	4	12	There was a significant decline in the number of tenants moving on to home ownership this year. It is premature to consider this to be a trend however staff will monitor this statistic closely going forward.
# of minorities housed	8	7	9	10	12	9	Marginal but steady increase in this statistic has been noted by staff.

Main Administration

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Trail Center

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Fax: 250-368-5230

Nelson Center

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File Status at Year End	2011 2012	2012 2013	2013 2014	2014 2015	2015 2016	5-Yr Comparative Average	Findings
Open	65	65	65	65	65	65	Files are opened / closed when tenants become newly housed or move on to other housing. No anomalies have been identified.
Closed	21	16	14	10	17	16	
Risks & Barriers	2011 2012	2012 2013	2013 2014	2014 2015	2015 2016	5-Yr Comparative Average	Findings
# experiencing significant barriers as a result of English as a second language / cultural issues	5	8	8	10	10	8	Data appears relatively static with no new trends identified.
# experiencing significant barriers due to physical/health issues	36	38	41	38	33	37	
# experiencing significant barriers based on mental health issues or anti-social behaviors	23	32	32	32	29	30	
# experiencing long term mental health problems	23	32	32	31	30	30	
# significantly involved in alcohol or drug misuse	26	29	29	27	32	29	

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 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 **13** tenants were referred to other community service providers. Examples of community referrals in family housing typically include family legal services, homecare services, or community resource centres. In addition to tenants being referred to resources outside the agency, **6** tenants were referred to other services offered by the agency. Some examples include employment services, youth services, and community outreach.

Referral Elsewhere	2011 2012	2012 2013	2013 2014	2014 2015	2015 2016	5-Yr Comparative Average	Findings
Referral to other services offered by the agency	Data not collected	14	10	1	6	8	Referrals have seen a notable increase over the prior year which is the result of improved tracking of this statistic by staff. Staff will continue to work with tenants and make appropriate referrals as warranted.
Referral in the community	"	12	6	1	13	8	

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. Seventy six surveys were distributed to tenants and 68 were returned. Surveys are distributed at 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. 68 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 Tenants at Time of Annual Review (48)	90%	98% (47 of 48)	✓
2. Provide affordable housing	Length of tenancy	All Family Housing Tenants (65 units)	5 yrs.	100%	✓
3. Provide stable housing	Length of tenancy	All Family Housing Tenants (65 units)	5 yrs.	100%	✓
Findings: 76 surveys were distributed and, of these, 68 completed surveys returned. Of the 68 returned surveys 48 responded to the question asking if this housing had reduced their safety risk. Forty seven of forty-eight respondents indicated yes to this question. The average length of stay is a statistic recorded in, and gathered from, tenant files. The average length of tenancy remains at 5 years, and appears to represent the time period required for a family to stabilize financially and then secure other (non-subsidized) housing.			Recommendations: a. Continue to monitor and report tenant feedback on the effectiveness of family housing relative to the areas of safety; and monitor length of tenancy to assess affordability and stability of these housing units. b. Review survey questionnaire to enhance clarity.		

PAST PARTICIPANT FEEDBACK – Past participant feedback is intended to solicit feedback from tenants after they have left family housing to determine if 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 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 non-intrusive 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	Family Housing Units	99%	94%	X (almost met)
Findings: There are a total of 65 family units available monthly. During the course of the 12 month reporting period there was a total of 45 vacant units for the year. The majority of these vacancies came from our Golden site because with the downturn experienced in the economy it became impossible for us to rent 12 units at Low End of Market rates, a written requirement of this site's operating agreement. To address the problem we had to apply for and wait to receive a two year amendment to our operating agreement granting us permission to rent all units as Rent Geared to Income subsidized units. This amendment wasn't received until after the end of the fiscal year. When calculating the occupancy / vacancy rates our formula is as follows: 45 vacant units / 780 total units = .06 or (.06 x 100 =) 6% vacancy. The corresponding occupancy rate is 94%. The operating agreement has since been modified and it is expected that these chronic vacancies will be filled quickly as a result.				Recommendations: Continue to strive for an occupancy rate of 99% for the 2016-17 year	

PROGRAM SATISFACTION

Objective Type: Consumer Input	Indicator	Who Applied To	Target Goal Expectancy	Actual Result	Met or Exceeded
Maintain tenant satisfaction levels	Tenant Satisfaction	All family housing tenants	85%	97% (69 of 71)	✓
Objective Type: Stakeholder Input	Indicator	Who Applied To	Target Goal Expectancy	Actual Result	Met or Exceeded
Maintain stakeholder satisfaction levels	Stakeholders satisfaction	Non Tenant stake holders responses	85%	93% (27 of 29)	✓
Findings: Tenants and stakeholders indicated their overall satisfaction with housing and property management services above the targeted 85% ratio.			Recommendations: 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 year.		

PROGRAM ACCESSIBILITY: During the year program staff received 21 requests to accommodate tenants. Each of these requests upon review was deemed reasonable and as such staff undertook the following measures to accommodate: assisted tenants by connected them with community services, family members, BC Housing, Income Assistance, and MCFD. These activities assisted tenants with their access to subsidized family housing options. 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 accessing services requiring accommodation to facilitate access	% of tenants requesting access accommodation	All tenants who are accessing housing	5%	32% (21 of 65)	✓
BC Housing Registry Waitlist	% of tenant on waitlist to receive housing	All tenants on the waitlist that received housing in the fiscal	100%	100% (14 of 14)	✓
Accessibility Findings: Twenty-one of 65 tenants made requests for special accommodation and each of these requests were granted. Fourteen of 14 tenants on the waitlist were housed during the course of the year.			Recommendations: Continue to consider and support tenants with accommodation requests. Fill 100% available vacant units with tenants from BC Housing Registry waitlist as units become available.		

ADMINISTRATIVE OBJECTIVES

Objective Type: Administration Objectives	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.	Staff opportunities for external professional development	Staff	100%	100%	✓
Findings: Staff were able to attend 2 outside trainings over the fiscal year including the BC Non-Profit Housing Association's <i>Regional Education, Networking & Trade show</i> in Kamloops.			Recommendations: 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.		

Data collated and completed by James Suffredine, Administrator of Housing Services

Reviewed by Janice Ivan, Executive Director

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