

WOMEN'S SERVICES - HAVEN GARDENS SECOND STAGE HOUSING - OUTCOMES REPORT APRIL 1ST 2015– MARCH 31ST 2016

PROGRAM DESCRIPTION Haven Gardens provides supportive second stage transitional housing and support services in a safe environment. Program objectives are individualized, practical and short-term (generally, not exceeding 18 months), to adult women and their children who have experienced or are at-risk of abuse, threats, or violence. A fundamental premise to service delivery is to respect women's rights to make choices based on their own understanding of their options. The services operate out of our housing complex that has 18 apartment style units and is provided, typically, to women who have completed first stage transition housing and who are ready to engage in the life-skills programming offered through Haven Gardens 2nd stage transitional housing services with the ultimate goal to prepare for success in their return to independent, main-stream living.

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. The data referenced in this report was collected, recorded, and collated via the use of the Share Vision electronic database system.

Key Demographic Indicators	2010 2011	2011 2012	2012 2013	2013 2014	2014 2015	2015 2016	6 Yr. Comparative Average	Findings
# Women in 2 nd Stage Services	36	32	33	32	31	35	33	Comparative data remains consistent over the 6 year time frame. Notable from the 14/15 outcome report was a significant drop in male children. This year, however, this number seems to have returned to the norm.
# Female children in 2 nd Stage	9	7	8	6	6	7	7	
# Male children in 2 nd Stage	<u>5</u>	<u>6</u>	<u>8</u>	<u>12</u>	<u>4</u>	<u>8</u>	<u>7</u>	
Total # Women & Children Served	50	45	49	48	41	50	47	
Average length of stay in 2 nd Stage Services	6 mo.	9 mo.	8 mo.	9 mo.	8 mo.	7 mo.	8 mo.	The average length of stay also remains reasonably static year over year. The intent of this transitional program is for the length of stay to fluctuate between a minimum of 6 and a maximum of 18 months. This year, a number of participants exited the program early as a result of their inability to at that point in time, remain compliant with program eligibility criteria. This resulted in having a marginal impact on the year's average length of stay.
Average age range	41	41	38	37	37	37	39	The average age is reasonably consistent year over year.
# of ethnic minorities served	15	11	12	9	12	11	12	This statistic is reasonably consistent over the 6 year period
File Status at Year End	2010 2011	2011 2012	2012 2013	2013 2014	2014 2015	2015 2016	6 Yr. Comparative Average	Findings
Open	15	12	11	12	14	12	13	Data is consistent year over year and regularly fluctuates due to the ebb and flow of intake and discharge procedures.
Closed	21	19	21	20	17	23	20	

Risks & Barriers	2010 2011	2011 2012	2012 2013	2013 2014	2014 2015	2015 2016	6 Yr. Comparative Average	Findings
# demonstrating behaviors indicative of mental health or anti-social behaviors	19	23	36	31	23	19	27	Over the past 2 years staff note there has been a decrease in clients demonstrating behaviours indicative of mental health or anti-social behaviors. Staff will continue to monitor this to determine if this is an emerging trend.
# experiencing long-term mental health problems	19	8	14	22	22	22	24	The incidence of clients with long-term mental health problems has remained static for 3 consecutive years.
# significantly involved in drug or alcohol usage	12	11	14	17	17	19	15	This year's data indicates a marginal increase in the reporting of this statistic.
# of clients with personal health and safety concerns.	18	27	18	23	23	35	24	This year there was a significant increase in those clients who reported their personal health and safety was a concern at time of intake. Staff will continue to monitor this to determine if there is an emerging trend.
# involved in criminal activity	1	10	8	5	8	6	6	There was a decrease in the reporting of this statistic compared with the prior year. At this time, it is uncertain if this is an anomaly or the emergence of a positive trend.

REFERRAL ELSEWHERE: Whenever risks and barriers such as those indicated above become prevailing factors program staff work collaboratively with clients to ensure appropriate community referral sources are identified and to provide assistance with the referral elsewhere process. In total **107** referrals were made to other services. Of this total 29 referrals were made to other services offered by the Association and 78 were external referrals made to other community agencies. These referrals most often worked in tandem with the services clients received while participating in the second stage program.

GOAL SETTING & RESULTS: A standard component of the intake process is for staff to closely involve the women served in the setting of client goals. Service outcomes measuring feelings of safety, understanding levels of the domestic violence cycle, and knowledge of where to access help in the community are assessed at intake and at discharge. Of the 35 women served **23** completed the program by the end of the fiscal year. Of these, **18** clients responded fully (to both pre and post surveys) which measure service outcome achievement ratios.

Objective Type: Effectiveness Measures	Indicator	Who Applied to	Target Goal Expectancy	Actual Result	Met or Exceeded
To reduce safety risk - 18 women responded to pre-post services surveys. At intake 18 women expressed they had high-medium safety concerns and at discharge 18 indicated they had reduced their safety risk.	% of clients indicating a reduced safety risk	All women accessing service who identified a safety risk at intake and who completed both pre-post surveys	85%	100% 18 of 18 women	✓
2. To increase understanding of cycle of violence - 18 women were surveyed pre-post services. At intake 9 of the 18 women reported they had low to moderate understanding of the cycle of violence and at discharge these 9 women indicated they had a higher understanding of the cycle of violence.	% of clients reporting increased understanding of the cycle of violence	All women accessing service who identified low understanding at intake of the cycle of violence and who completed both pre-post surveys	85%	100% 9 of 9 women	✓

GOAL SETTING & RESULTS (CONTINUED):

Objective Type: Effectiveness Measures	Indicator	Who Applied to	Target Goal Expectancy	Actual Result	Met or Exceeded
3. To increase knowledge of help available in the community - 18 women were surveyed pre-post services. At intake 6 of the 18 women reported they had little to moderate knowledge of help available, and at discharge 6 reported they had increased their knowledge of help available.	% of clients reporting they have little knowledge of help available in the community	All women accessing service who identified low knowledge at time of intake of help available to them in the community and who completed both pre-post surveys	85%	100% 6 of 6 women	✓
<p>Findings: Twenty three surveys were distributed and, of these, 18 completed surveys returned. Results identified that 18 of the 18 women indicated they had reduced safety concerns; 9 of the 18 women identified low understanding of the cycle of violence at intake and each of these 9 reported they had an increased understanding at time of discharge; and 6 of the 18 women identified low knowledge of community resources available to assist them at time of intake, and each of these 6 reported they had an increased knowledge of help available in the community at time of discharge. It is important to note that these responses are entirely the perspective of the clients served. It is notable that over time, as the women gain more knowledge about their strengths and challenges and their responses to the survey questions adapt accordingly.</p>			<p>Recommendations: Continue to monitor and report feedback on the effectiveness of the second stage program services relative to the women's perspective on their safety, understanding of the cycle of violence, and knowledge of help available. Strive to ensure increased numbers of pre and post services surveys are completed.</p>		

PAST PARTICIPANT FEEDBACK - The program received 6 responses from past participants. Past participant feedback is intended to solicit feedback from women after they have left the program. Focus groups are the mechanism utilized to collect data. It is our hope, that once out of the program for several months, the past participant has formulated thoughts about the program that they may not have had while in the program (i.e. Did the services actually assist in obtaining and maintaining the desired outcome?). Responses from these 6 past participants indicated they felt program had been successful for them and that they continue to use the skills learned in the program in their efforts to maintain healthy independent lifestyle post services.

PROGRAM EFFICIENCIES: The efficiency measure targeted by Haven Gardens' staff was to monitor program utilization identified through occupancy rates.

Objective: Efficiency Measures	Indicator	Who Applied to	Target Goal Expectancy	Actual Result	Met or Exceeded
Maintain occupancy at a rate that does exceed the annual vacancy loss targeted value.	Occupancy Rate	All program participants occupying units at Haven Gardens	90%	91%	✓
<p>Efficiency Findings: There are a total of 18 units available monthly. During the course of the 12 month reporting period there was a total 18.75 vacant units for the year. In calculating the occupancy / vacancy rates our formula is as follows: $18.75 \text{ vacant units} / 216 \text{ total units} = .09$ or $(.09 \times 100 =) 9\%$ vacancy rate or, correspondingly, an achieved occupancy rate of 91%. While the 90% target was achieved; due to the short-term transitional aspect of the program's housing component it should be noted that this target (of 90%) is a very difficult efficiency measure to consistently achieve year over year.</p>			<p>Recommendations: Continue to strive for a 90% occupancy rate for 2016-17; and to continue to ensure the updated referral package is widely distributed to applicable service providers.</p>		

PROGRAM SATISFACTION

Objective: Consumer Input Measures	Indicator	Who Applied to	Target Goal Expectancy	Actual Result	Met or Exceeded
1. To maintain person served satisfaction levels	Percent of persons served who report overall program satisfaction	All active and closed files	85%	100% (18 surveys distributed, 18 responses)	✓

PROGRAM SATISFACTION (CONTINUED):

Objective: Consumer Input Measures	Indicator	Who Applied to	Target Goal Expectancy	Actual Result	Met or Exceeded
2. To maintain stakeholder satisfaction levels	Percentage of stakeholders who report overall satisfaction with the service	All stakeholders responding to survey	85%	100% 21 surveys distributed 17 returned	✓
Findings: Clients and stakeholders indicated their overall satisfaction with the program services at ratios meeting or exceeding the established 85% target rate.			Recommendations: Continue to monitor to and work towards receiving a minimum of 85% survey satisfaction rate is achieved.		

PROGRAM ACCESSIBILITY: During the year program staff made further accommodations for 5 program participants accessing the service in the following ways: **(a)** Staff adapted service to provide educational information to 2 participants who had literacy deficits. **(b)** Assisted 1 participant to obtain the medical help they needed to be able to continue with the program. **(c)** Assisted 1 participant by holding their program spot while they obtained external specialized treatment to address addiction issues. **(d)** Modified 1 participant's living accommodations to make it more accessible for their medical needs.

Additionally, it is understood by staff, that women seeking services frequently experience additional challenges / barriers to success and as much as possible we endeavor to extend services to women with concurrent disorders or issues. Our target, therefore, is to provide access to a minimum of 50% of the women served as those experiencing concurrent issues. Results are as follows.

PROGRAM ACCESSIBILITY

Objective: Access Measures	Indicator	Who Applied to	Target Goal Expectancy	Actual Result	Met or Exceeded
1. To extend access, whenever possible, to include or extend services to women at-risk of violence but also who experience concurrent disorders/issues.	% of persons served who report concurrent issues including: homelessness, mental health, or substance misuse issues	All persons accessing services who report concurrent issues	50%	66% (23 of 35 women)	✓
Findings: Sixty-six % of the women served experience concurrent issues. Despite this high ratio, our staff team works diligently to ensure program access is interpreted as broadly as possible without compromising the program deliverables.			Recommendations: Continue to extend, whenever possible, services to women who not only experience domestic violence but also to those who experience concurrent disorders/ issues. Target remains at 50% of the total.		

ADMINISTRATIVE OBJECTIVES

Objective: Administrative Key Tasks	Indicator	Who Applied to	Target Goal Expectancy	Actual Result	Met or Exceeded
Continue to complete monthly case reviews with supervisor to ensure files are consistently meeting established standards.	Percentage of Improved Client File Reviews	Client Files	Client files consistently meet established standards	Monthly case reviews resulted in files consistently meeting established standards.	✓
Continue with the modified support worker schedule for clients to promote easier access to support worker in order to take advantage of increases opportunities for life skill trainings.	Percentage of Enhanced Client Access to Life Skills Training	Program Participants	Clients take advantage of increased access to services	Updated Support worker's work schedule to include day /afternoon/evening hours to increase access for client opportunities for life skill trainings	✓

ADMINISTRATIVE OBJECTIVES (CONTINUED):

Objective: Administrative Key Tasks	Indicator	Who Applied to	Target Goal Expectancy	Actual Result	Met or Exceeded
Continue to source out options for childcare services during group sessions as required.	Percentage of childcare sessions made available to group participants during group sessions	Program participants requiring childcare	Childcare available at 50% of group sessions	We were able to meet this target. As a CORS worker was available to provide childcare for all of the group sessions throughout the fiscal year.	✓
To ensure past participant focus groups are held, to solicit feedback. A minimum of two events are to be planned for the year 2015/2016.	Percentage of Past Participant Feedback Obtained	Past Participants	2 events planned for the 2015/2016 year with invited past participants.	We were able to achieve this objective fully as 2 events were hosted. 6 feedback surveys were received Going forward 2 events will be scheduled for the 2016-17 year.	✓
Administrative Results: This year, 4 of the 4 administrative objectives were achieved. Ensuring the availability of childcare during group sessions with the program participants was achieved and must be continued.			Recommendations: Continue to ensure childcare availability during group sessions so that program participants are able to access group sessions regularly.		

Data Sources: Excel Database Systems, Sharevision
Report Reviewed by: Executive Director

Report Prepared by: Administrator of Housing Services

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