



ANDERSON GARDENS SUPPORTIVE LIVING – OUTCOMES REPORT
APRIL 1 2020 to MARCH 31 2021

PROGRAM DESCRIPTION – Anderson Gardens consists of thirty-three supportive housing units available to low 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 personal emergency 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	2016-17	2017-18	2018-19	2019-20	2020-21	5 Year Average	Findings
# of males served	15	15	14	17	15	15	Current fiscal year findings are within a reasonable range of the 5 year average indicating consistency in key demographics. As tenants age in place the average age and length of service (tenancy) gradually increases.
# of females served	19	20	21	23	18	20	
Total	34	35	35	40	33	35	
Average age of tenants	59	59	60	61	61	60	
Average length of service (years)	3	4	4	5	5	4	
# of tenants who moved to higher care facilities	1	1	1	3	1	1	
# of deceased tenants	1	1	0	0	1	0.6	
# of tenants who returned to a non-supported housing	1	0	1	4	0	1	
# of minorities served	0	0	0	0	0	0	

File Status at Year End	2016-17	2017-18	2018-19	2019-20	2020-21	5 Year Average	Findings
Closed (# of move outs)	3	2	2	7	2	3	Current fiscal year findings are within a reasonable range of the 5 year average indicating consistency in the number of move outs each year.
Risks & Barriers	2016-17	2017-18	2018-19	2019-20	2020-21	5 Year Average	Findings
# experiencing significant barriers as a result of English as a second language / cultural issues	0	0	0	0	0	0	Current fiscal year findings are within a reasonable range of the 5 year average indicating consistency in risks and barriers. The prominent barrier remains to be mental and physical health restrictions experienced by the tenants. These are mostly long term conditions and we do not anticipate this trend to change significantly with existing tenants.
# experiencing significant barriers due to physical/health issues	22	22	24	20	17	21	
# experiencing significant barriers based on mental health issues or anti-social behaviors	28	26	29	33	13*	26	
# experiencing long term mental health problems	31	29	26	33	30	30	
# significantly involved in alcohol or drug misuse	5	9	11	12	8	9	

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 various community service providers. The highest rate of referrals remained to be food bank services and the Kutunai Art Therapy Institute. Referral records indicate that 4 tenants were referred to mental health & addiction services and 2 tenants to residential alcohol rehabilitation.

PAST PARTICIPANT FEEDBACK – Past participant feedback is intended to solicit feedback from clientele after they have left the program. However, due to mental factors such as dementia or severe mental illness and end of the life cycle reality we are, for the most part, unable to obtain past participant feedback.

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 33 tenants is able to access one main meal per day. Staff measured the number of tenants who take advantage of the daily meal and in-house activities. The community access data is collected in the annual tenant surveys.

Objective Type: Effectiveness Measures	Indicator	Who Applied To	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	All tenants accessing housing during the fiscal year	75% (25 tenants)	64% (21 of 33)	X *see findings
2. Maximize Tenant on-site social interaction through activity options	% of tenants will involve in on site social activities.	All tenants accessing housing during the fiscal year	30% (10 tenants)	79% (26 of 33)	✓
3. Maximize Tenant involvement in community connections	% of tenants involved in 2 or more positive community connections per week	All tenants accessing housing during the fiscal year	25%	54% (7 of 13)	✓
<p>Objective Type: Effectiveness Measures Findings: Examples of onsite activities include: Bike-share program, gardening program, computer lab, Christmas and New Year's Parties, art therapy/studio arts program, AG Review (tenant publication) and pop up Art classes. This year the Anderson Arts project worked collaboratively to create large multi frame works for the hallways.</p> <p>Examples of community connections include: Nelson Community Services, Nelson Food Cupboard, Nelson CARES - Advocacy Center, Nelson Women's Center, Kootenay School of the Arts, Kootenay Career Development, Seniors Coordinating Society, ANCHORS - Aids Network Outreach and Support Society, Nelson Public Library, RDCK - Recreation Center, Nelson Mental Health and Addictions, Nelson Home Health, Community Low Cost Dental Clinic and other community recourses.</p> <p>* It should be noted that while participation in daily meals is below the 75% target, COVID-19 has had a significant impact.</p>			<p>Recommendations: Continue to monitor and record participation in daily meal, onsite social activities, and involvement in positive community connection rates for the upcoming fiscal year</p>		



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

Objective Type: Efficiency Measures	Indicator	Who Applied To	Target Goal Expectancy	Actual Result	Met or Exceeded
1. Maintain occupancy at 99%	Occupancy rate	All housing units	99%	100%	✓
2. Monitor meal quality	Food content/quality, taste, and presentation	1 random meal participant per month	90%	100% (12 of 12)	✓
<p>Findings During the course of the 12 month reporting period there were 0.5 vacant units. In calculating the occupancy / vacancy rates our formula is as follows: 0.5 vacant units / 396 total units = 0.0% vacancies. The corresponding occupancy rate is 100%.</p> <p>The following evaluative benchmarks were used to determine meal quality satisfaction</p> <ol style="list-style-type: none"> 1. Were the 3 main food groups from the Canada Food Guide represented in the meal? 2. Did the meal taste and appear appetizing? 3. Was the contractor accommodating to tenant needs when reasonable to do so? 			<p>Recommendations: Maintain an occupancy rate of 99% and continue to monitor quality of the mid-day meal</p>		

PROGRAM SATISFACTION

Objective Type: Consumer Input	Indicator	Who Applied To	Target Goal Expectancy	Actual Result	Met or Exceeded
Maintain person served satisfaction levels	% of persons served who report overall program satisfaction	All tenants at time of survey	85%	100% (13 of 13)	✓
Maintain stakeholder satisfaction levels	% of non-tenant stakeholders who report service satisfaction	All stakeholders at time of survey	85%	N/A	N/A
<p>Findings: Of the 13 tenant surveys returned 13 responded to the question asking if staff are willing to listen and provide answers to property management questions. 13 of 13 respondents indicated good or satisfactory responses to this question. 3 non-tenant stakeholder feedback surveys were distributed and 0 were returned.</p>			<p>Recommendations: Continue to monitor to ensure a minimum of 85% tenant and stakeholder satisfaction is sustained by formally soliciting and recording feedback data throughout the fiscal year</p>		



PROGRAM ACCESSIBILITY: During the year program staff received 45 requests to accommodate 15 different tenants. Each of these requests upon review was deemed reasonable and or necessary and as such staff undertook the following measures to accommodate. Examples include but are not limited to the following: advocated for tenants to receive greater supports/ frequency of support service/ higher care transfers, connected tenants with necessary additional community health service supports, dispute resolution, working with police and tenants to sort out complaints, assisting tenants when their health is compromised.

Objective Type: Access Measures	Indicator	Who Applied to	Target Goal Expectancy	Actual Result	Met or Exceeded
1. Tenants requiring accommodation to facilitate access/maintenance of tenancy.	% of tenants requesting access/accommodation	All Tenants who are accessing housing.	5%	49% (17 of 35)	✓
Finding: All 45 requests for accommodation from 15 different tenants was deemed achievable and as such implemented.			Recommendations: Continue to consider and support tenants with accommodation requests.		

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.	Number of external trainings scheduled for staff	Anderson Gardens staff	2	23	✓
Findings Staff were able to attend 23 outside trainings over the fiscal year. Due to COVID-19 additional trainings were available and many traditionally in-person trainings went virtual which facilitated access.			Recommendations: Continue to make available opportunities for the professional development of staff.		

Data collated via Excel Spreadsheet

Report Completed by Justine Cohen, Director of Housing Services

Date: April 16, 2021

Report Reviewed by Carey Fraser, Executive Director