

FAMILY AND SENIOR HOUSING CASTLEGAR – OUTCOMES REPORT
APRIL 1 2020 to MARCH 31 2021

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	2016-17	2017-18	2018-19	2019-20	2020-21	5 Year Average	Findings
# of adult males housed	30	28	27	29	26	28	Current fiscal year findings are within a reasonable range of the 5 year average indicating consistency in key demographics.
# of adult females housed	82	81	81	88	79	82	
# of male children or youth housed	67	65	57	76	66	66	
# of female children/ youth housed	45	43	49	51	48	47	
Total	223	217	214	244	219	223	
Average age of adult tenants	44	45	46	48	48	46	
Average age of tenant children	8	9	9	9	9	9	
Average length of tenancy in years	4	4	5	5	5	5	
# of tenants who moved to home ownership	1	0	1	0	0	0.4	
# of tenants who moved to higher care facilities	0	1	0	3	0	0.8	
# of deceased tenants	3	2	0	2	0	1.4	
# of tenants who secured and moved on to non-subsidized housing & or other housing options	8	8	0	10	3	6	
# of minorities housed	8	5	5	6	3	5	



File Status at Year End	2016-17	2017-18	2018-19	2019-20	2020-21	5 Year Average	Findings
Closed (# of move outs)	17	11	11	20	10	14	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	1	1	1	1	1	1	Current fiscal year findings are within a reasonable range of the 5 year average indicating consistency in risks and barriers.
# experiencing significant barriers due to physical/health issues	11	8	8	11	8	9	
# experiencing significant barriers based on mental health issues or anti-social behaviors	5	6	7	8	7	7	
# experiencing long term mental health problems	10	10	7	7	7	8	
# significantly involved in alcohol or drug misuse	4	3	1	2	2	2	

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 3 tenants were referred to resources outside the agency while we continued to work collaboratively with them.

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.

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. 92 surveys were distributed to tenants at time of rent review and 52 completed surveys were returned.

Objective Type: Effectiveness Measures	Indicator	Who Applied To	Target Goal Expectancy	Actual Result	Met or Exceeded
1. Provide secure housing	The security of the access/entry to tenant residence	All tenants at time of survey	85%	100% (47 of 47)	✓
2. Provide affordable housing	The affordability of rental unit	All tenants at time of survey	85%	96% (45 of 47)	✓
3. Provide stable housing	Length of tenancy	All tenants accessing housing during the fiscal year	3 yrs	5 yrs	✓
Findings: Of the 52 returned surveys 47 responded to the question “the security of the access/entry to your residence.” 47 of 47 respondents indicated good or satisfactory responses to this question. Of the 52 returned surveys 47 responded to the question “the affordability of your rental unit.” 45 of 47 respondents indicated good or satisfactory responses to this question. The average length of stay is a statistic recorded in, and gathered from, tenant files. The average length of tenancy is currently 5 years meeting our 3 year target.			Recommendations: Maintain 85% achievement target for tenant safety and affordability and 3 year length of tenancy as an indicator of the stability and affordability this housing avails to tenants.		

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
1. Maintain Occupancy at 99%	Occupancy rate	All Castlegar housing units	99%	98%	X
Findings: There are a total number of 85 units available monthly. During the course of the 12 month reporting period there was a total of 15.5 vacant units for the reporting period. In calculating the occupancy / vacancy rates our formula is as follows: 15.5 Vacant units / 1020 total units = .02 or (.02 x 100 =) 2% vacancy. The corresponding occupancy rate is 98%.			Recommendations: Continue to strive to achieve a targeted occupancy rate of 99% for the upcoming fiscal year		

PROGRAM SATISFACTION:

Objective Type: Consumer Input	Indicator	Who Applied To	Target Goal Expectancy	Actual Result	Met or Exceeded
1. Maintain tenant satisfaction levels	Tenant satisfaction	All Castlegar housing tenants at time of survey	85%	96% (45 of 47)	✓
2. Maintain stakeholder satisfaction levels	Stakeholders satisfaction	All stakeholders at time of survey	85%	100% 7 of 7	✓
<p>Findings: Of the 52 tenant surveys returned 47 responded to the question asking if staff are willing to listen and provide answers to property management questions. 45 of 47 respondents indicated good or satisfactory responses to this question. 10 non-tenant stakeholder feedback surveys were distributed and 7 were returned. 7 of 7 respondents indicated “yes” to the question did the program meet your expectations for service delivery to the service user?</p>			<p>Recommendations: Continue to monitor to ensure a minimum of 85% tenant satisfaction is sustained and continue to solicit stakeholder satisfaction feedback data throughout the fiscal year</p>		

PROGRAM ACCESSIBILITY: During the year program staff received 6 requests to accommodate 5 different tenants. Each of these requests upon review was deemed reasonable and as such staff undertook the following measures to accommodate: provided additional support and/or information, added an accessibility feature to a tenant unit, attended a meeting with a tenant and third party, completed outreach on behalf of a tenant and contacted family and/or friends to discuss tenancy.

Objective Type: Access Measures	Indicator	Who Applied to	Target Goal Expectancy	Actual Result	Met or Exceeded
1. Tenants accessing services requiring accommodation to facilitate access	% of tenants requesting accommodation	All tenants accessing housing during the fiscal year	5%	5% (4 of 105)	✓
<p>Accessibility Findings: All 6 requests for accommodation from 5 different tenants was deemed achievable and as such implemented.</p>			<p>Recommendations: Continue to support tenants with accommodation requests.</p>		



ADMINISTRATIVE OBJECTIVES

Objective Type: Access Measures	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 completed for staff	All Castlegar housing staff	2	15	✓
Findings: Staff were able to attend 15 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 9, 2021

Report Reviewed by: Carey Fraser, Executive Director