



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

PROGRAM DESCRIPTION – Family Housing consists of sixty-five housing units located at Sonja’s Gardens (Cranbrook) and Molnar Gardens (Golden) available to low-to-moderate income families 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	2016-17	2017-18	2018-19	2019-20	2020-21	5 Year Average	Findings
# of adult males housed	24	20	23	26	29	24	Current fiscal year findings are within a reasonable range of the 5 year average indicating consistency in key demographics. The number of tenants who moved to non-subsidized/other housing options decreased significantly as tenants have been far less likely to move during COVID-19.
# of adult females housed	50	54	53	62	63	56	
# of male children housed	31	33	28	35	36	33	
# of female children housed	30	33	35	47	46	38	
Total	135	140	139	170	174	151	
Average age of adult tenants	41	40	42	39	39	40	
Average age of youth tenants	6	6	6	6	6	6	
Average length of tenancy	5	5	5	7	5	5	
# of tenants who moved to home ownership	0	0	1	0	0	0.2	
# of tenants who moved to higher care facilities	1	1	1	2	2	1.4	
# of deceased tenants	1	1	4	1	1	1.6	
# of clients who secured and moved on to non-subsidized housing & or other housing options	11	14	15	16	3	12	
# of minorities housed	10	15	16	14	17	14	



File Status at Year End	2016-17	2017-18	2018-19	2019-20	2020-21	5 Year Average	Findings
Closed (# of move outs)	12	15	21	15	9	14	The number of tenants who moved decreased significantly as tenants have been far less likely to move during COVID-19.
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	7	8	9	7	8	8	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	34	34	38	33	30	34	
# experiencing significant barriers based on mental health issues or anti-social behaviors	32	32	33	27	24	30	
# experiencing long term mental health problems	31	29	26	22	19	25	
# significantly involved in alcohol or drug misuse	33	29	25	18	15	24	

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 the 1 tenant was 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 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.



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. 89 surveys were distributed to tenants and 87 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.

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	90%	99% (85 of 86)	✓
2. Provide affordable housing	The affordability of rental unit	All tenants at time of survey	90%	99% (85 of 86)	✓
3. Provide stable housing	Length of tenancy	All tenants accessing housing during the fiscal year	5 years	5 years	✓
<p>Findings: Of the 87 returned surveys 86 responded to the question “the security of the access/entry to your residence. 85 of 86 respondents indicated good or satisfactory responses to this question. Of the 87 returned surveys 86 responded to the question “the affordability of your rental unit” 85 of 86 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 5 year target, and appears to continue to represent the time period required for a family to stabilize financially and then secure other (non-subsidized) housing.</p>			<p>Recommendations: Continue to monitor and maintain tenant feedback on the effectiveness of family housing relative to the areas of safety, affordability (90%) and stability (5 years).</p>		

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 family housing units	99%	97%	X
<p>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 25 vacant units for the year. When calculating the occupancy / vacancy rates our formula is as follows: 25 vacant units / 780 total units = .03 or (.03 x 100 =) 3% vacancy. The corresponding occupancy rate is 97%.</p>			<p>Recommendations: Continue to strive for an occupancy rate of 99%.</p>		



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 family housing tenants at time of survey	85%	99% (85 of 86)	✓
2. Maintain stakeholder satisfaction levels	Stakeholders satisfaction	All stakeholders at time of survey	85%	93% (13 of 14)	✓
Findings: Of the 87 tenant surveys returned 86 responded to the question asking if staff are willing to listen and provide answers to property management questions. 85 of 86 respondents indicated good or satisfactory responses to this question. 14 non-tenant stakeholder feedback surveys were distributed and 14 were returned. 13 of 14 respondents indicated “yes” to the question did the program meet your expectations for service delivery to the service user?			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		

PROGRAM ACCESSIBILITY: During the year program staff received 18 requests to accommodate 16 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 access accommodation	All tenants accessing housing during the fiscal year	5%	17% (16 of 92)	✓
Accessibility Findings: All 18 requests for accommodation from 16 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 completed for staff	Staff	2	25	✓
Findings: Staff were able to attend 25 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 12, 2021

Report Reviewed by Carey Fraser, Executive Director