



HOMELESS AT RISK – OUTCOMES REPORTS
APRIL 1 2020 to MARCH 31 2021

PROGRAM DESCRIPTION – Homeless-At- Risk (HAR) housing consists of forty-six units (Abbott Gardens in Cranbrook, and Gatehouse Gardens in Kimberley) available to low income, marginalized persons 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	25	22	25	28	23	25	Current fiscal year findings are within a reasonable range of the 5 year average indicating consistency in key demographics.
# of adult females housed	22	21	24	27	32	25	
Total	47	43	49	55	55	50	
Average age of adult tenants	47	48	46	48	50	48	
Average length of tenancy	8	8	8	10	8	8	
# of tenants who moved to higher care facilities	1	2	0	2	3	1.6	
# of deceased tenants	1	2	0	2	0	1	
# of clients who returned to non-subsidized housing/other	0	0	7	4	1	2.4	
# of minorities housed	1	1	4	4	2	3	
File Status at Year End	2016-17	2017-18	2018-19	2019-20	2020-21	5 Year Average	Findings
Closed (# of move outs)	3	6	4	8	7	6	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	5	5	5	4	3	4	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	32	30	37	37	36	34	
# experiencing significant barriers based on mental health issues or anti-social behaviors	32	30	34	37	35	34	
# experiencing long term mental health problems	31	29	33	35	29	31	
# significantly involved in alcohol or drug misuse	21	20	19	19	20	20	

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

PAST PARTICIPANT FEEDBACK: Past participant feedback is intended to solicit feedback from tenants after they have left HAR housing. However, in the HAR units the turnover rates are exceptionally low and, as such, past participant feedback is difficult if not impossible to achieve.

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. 56 surveys were distributed to tenants and 54 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%	96% (51 of 53)	✓
2. Provide affordable housing	The affordability of rental unit	All tenants at time of survey	90%	98% (48 of 49)	✓
3. Provide stable housing	Length of tenancy	All tenants accessing housing during the fiscal year	7 years	8 years	✓
Findings: Of the 54 returned surveys 53 responded to the question “the security of the access/entry to your residence. 51 of 53 respondents indicated good or satisfactory responses to this question. Of the 54 returned surveys 49 responded to the question “the affordability of your rental unit” 48 of 49 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 has increased to 8 years showing that this target tenant population is continuing to be able to remain independent and direct their own care prior to moving to higher care facilities.			Recommendations: Continue to monitor and maintain tenant feedback on the effectiveness of family housing relative to the areas of safety, affordability (90%) and stability (7 years).		

PROGRAM EFFICIENCIES – The efficiency measured by housing staff was to examine program utilization by monitoring occupancy rates.

Objective Type: Efficiency Measures	Indicator	Who Applied To	Target Goal Expectancy	Actual Result	Met or Exceeded
Maintain occupancy at 99%	Occupancy rate	All HAR Housing Units	99%	97%	x
Findings: There are a total of 46 HAR units available monthly. During the 12 month reporting period there was a total of 15 vacant units during the year. In calculating the occupancy / vacancy rates our formula is as follows: $15 \text{ vacant units} / 552 \text{ total units} = .02$ or $(.02 \times 100 =) 3\%$ vacancies. The corresponding occupancy rate is 97%.			Recommendations maintain an occupancy rate of 99%		



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 HAR housing tenants at time of survey	85%	98% (52 of 53)	✓
2. Maintain stakeholder satisfaction levels	Stakeholders satisfaction	All stakeholders at time of survey	85%	84% (21 of 25)	x
Findings: Of the 54 tenant surveys returned 53 responded to the question asking if staff are willing to listen and provide answers to property management questions. 52 of 53 respondents indicated good or satisfactory responses to this question. 26 non-tenant stakeholder feedback surveys were distributed and 25 were returned. 21 of 25 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 19 requests to accommodate 17 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
Tenants accessing services requiring accommodation to facilitate access	% of tenants requesting access accommodation	All tenants who are accessing housing	5%	31% (17 of 55)	✓
Accessibility Findings: All 19 requests for accommodation from 17 different tenants was deemed achievable and as such implemented.			Recommendations: Continue to consider and support tenants with accommodation requests.		



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 scheduled for staff	HAR 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