

**WOMEN'S SERVICES - HAVEN GARDENS SECOND STAGE HOUSING - OUTCOMES REPORT**  
**APRIL 1 2020 to MARCH 31 2021**

**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 2<sup>nd</sup> 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 Demographics   | 2016-17   | 2017-18   | 2018-19   | 2019-20   | 2020-21   | 5 Year Average | Findings   |
|--|-----------|-----------|-----------|-----------|-----------|----------------|--|
| # Women in 2 <sup>nd</sup> Stage Services                        | 35        | 29        | 32        | 34        | 32        | 32             | Data is consistent year over year  |
| # Female children in 2 <sup>nd</sup> Stage                       | 6         | 7         | 2         | 4         | 4         | 5              |  |
| # Male children in 2 <sup>nd</sup> Stage                         | 9         | 6         | 4         | 4         | 8         | 6              |  |
| <b>Total # Women &amp; Children Served</b>                       | <b>50</b> | <b>42</b> | <b>38</b> | <b>42</b> | <b>44</b> | <b>43</b>      |  |
| Average length of stay in 2 <sup>nd</sup> Stage Services (years) | 0.83      | 0.66      | 1.08      | 0.73      | 0.74      | 0.81           |  |
| Average age range  | 37        | 38        | 42        | 41        | 36        | 39             |  |
| # of ethnic minorities served                                    | 12        | 8         | 10        | 6         | 10        | 9              |  |
| File Status at Year End  | 2016-17   | 2017-18   | 2018-19   | 2019-20   | 2020-21   | 4 Year Average | Findings   |
| Closed   | 23        | *         | 15        | 20        | 14        | 18             | Data is consistent year over year and regularly fluctuates due to the ebb and flow of intake and discharge procedures. 2017/2018 was not reported on so has not been included in the average calculation |

| Risks & Barriers   | 2016-17 | 2017-18 | 2018-19 | 2019-20 | 2020-21 | 5 Year Average | Findings   |
|--|---------|---------|---------|---------|---------|----------------|--|
| # demonstrating behaviors indicative of mental health or anti-social behaviors | 21      | 21      | 21      | 28      | 28      | 23.8           | Data demonstrates that there is consistency in the number of risks and barriers associated with women entering the program. With that said, there have been increases in the number of women with mental health (both long and short term) and drug/alcohol usage over the past 2 years. |
| # experiencing long-term mental health problems                                | 18      | 16      | 21      | 30      | 29      | 22.8           |  |
| # significantly involved in drug or alcohol usage                              | 14      | 12      | 14      | 14      | 23      | 15.4           |  |
| # of clients with personal health and safety concerns.                         | 35      | 22      | 32      | 33      | 32      | 30.8           |  |
| # involved in criminal activity  | 7       | 4       | 4       | 4       | 4       | 4.6            |  |

**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 108 referrals were made to other services. Of this total 25 referrals were made to other services offered by the Association and 89 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.

| Referral Elsewhere                               | 2016-17 | 2017-18 | 2018-19 | 2019-20 | 2020-21 | 5 Year Average | Findings  |
|--|---------|---------|---------|---------|---------|----------------|---|
| Referral to other services offered by the agency | 21      | 12      | 11      | 25      | 21      | 18             | Staff will ensure appropriate recording of statistics for the 2020-21 fiscal year |
| Referral in the community                        | 55      | 44      | 40      | 89      | 66      | 58.8           |   |

**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 34 women served 12 completed the program, 14 women continue to have an ongoing open file, and 1 ended programming before completion and did not fill out a post program feedback survey. Using data from the 19 participants who responded fully to both pre and post surveys we 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 - 19 women responded to pre-post services surveys 17 indicated through their surveys that they had reduced their safety risk. 1 women responded they had an average safety risk during pre and post surveys and women responded they had a low (good) safety risk during pre and post surveys  | % of clients indicating a reduced, or good safety risk.                               | All women accessing service who identified a safety risk at intake and who completed both pre-post surveys   | 85%                    | 89%<br>17/19 women   | ✓               |
| To increase understanding of cycle of violence - 19 women were surveyed pre-post services. 15women stated they had during the program increased their knowledge of the cycle of violence. 4 women did not answer this specific question on the pre-post survey   | % of clients reporting increased or good 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%<br>15/ 15 women | ✓               |
| To increase knowledge of help available in the community – 19 women were surveyed pre-post services. 19 women stated they had during the program increased their knowledge of help available in the community.   | % of clients reporting increased or good 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%<br>19/19 women  | ✓               |
| <b>Findings:</b> 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. Based on the results of the pre and post surveys our findings have shown successful results in our effectiveness measures for the programs goals. |   | <b>Recommendations:</b> 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. |                        |                      |                 |

**PAST PARTICIPANT FEEDBACK** - The program sent and received 2 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 2 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%   | 93%           | ✓               |
| Efficiency Findings: There are a total of 18 units available monthly. During the course of the 12 month reporting period there was a total 16 vacant units for the year. In calculating the occupancy / vacancy rates our formula is as follows: 16 vacant units / 216 total units = .07 or (.07 x 100 =) 7 % vacancy rate or, correspondingly, an achieved occupancy rate of 93%. |                |   | Recommendations: Continue to maintain our expectancy of a 90% occupancy rate for 2020-21; and to continue to ensure the updated referral package is widely distributed to applicable service providers. |               |                 |

**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%   | 89%<br>17 of 19 | ✓               |
| 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%   | 85%<br>5 of 7   | ✓               |
| Findings: Program participants 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 8 program participants accessing the service. 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.



### 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%                    | 94%<br>32 of 34 women | ✓               |
| Findings: 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 carry out 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 access to support and take advantage of life skill training opportunities.  | Percentage of Enhanced Client Access to Life Skills Training                                | Program Participants  | Clients take advantage of increased access to services                  | Support worker's work schedule continued to include day/ afternoon/evening hours to increase access for client opportunities for life skill trainings | ✓               |
| Continue to ensure childcare availability during group sessions so that program participants are able to access group sessions regularly.   | Percentage of childcare sessions made available to group participants during group sessions | Program participants requiring childcare  | Childcare available at 50% of group sessions                            | Childminding was provided by volunteers sourced from Volunteer Kootenays. Coverage for the group sessions was at 100% for the year.                   | ✓               |
| Ensure past participant focus groups are held, to solicit feedback. A minimum of two events are to be planned for the year 2019/2020.   | Percentage of Past Participant Feedback Obtained  | Past Participants   | 2 events planned for the 2019/2020 year with invited past participants. | We were able to achieve this objective fully as 2 events were hosted and 8 feedback surveys were received   | ✓               |
| 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: Childcare remains an important factor in group attendance. During a period of time this year where childcare was unable to be provided participants the group attendance rates dropped significantly. Continued provision of this service therefore remains an important factor for program success. |   |   |                 |

Data Sources: Excel Database Systems

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