

**WOMEN'S SERVICES - KOOTENAY HAVEN TRANSITION HOUSE - OUTCOMES REPORT APRIL 1<sup>ST</sup> 2020– MARCH 31<sup>ST</sup> 2021**

**PROGRAM DESCRIPTION** Kootenay Haven Transition House provides supportive transitional housing in a safe environment. Program objectives are individualized, practical and short-term (generally, not exceeding 30 days), 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 home has 10 beds and service is provided on a highest-need, first-served basis.

**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 ShareVision electronic database system and tabulation.

Key Demographic Indicators	2016 2017	2017 2018	2018 2019	2019 2020	2020 2021	5 Yr. Comparative	Findings
# of Women accessing residential services	84	71	55	81	74	<b>73</b>	This year is comparable to previous years for the number of women served. We had some quiet months around the beginning of the Covid-19 protocols. There has been a slight decrease in the number of children staying. This is partly due to children remaining in one residence (with family) in order to decrease their movement and exposure during Covid-19.
# of Female children in residence	22	14	15	13	5	<b>14</b>	
# of Male children in residence	15	9	3	12	9	<b>10</b>	
<b>Total</b>	<b>121</b>	<b>94</b>	<b>73</b>	<b>106</b>	<b>88</b>	<b>96</b>	
Average length of stay	17 days	16 days	21 days	18 days	15 days	<b>17 days</b>	The average length of stay has been fairly consistent. We have had women stay longer than the 30 days due to lack of affordable housing and we have had a number of short stays due to the increasing number of women with addictions that chose to only stay for a few days.
File Status at Year End	2016 2017	2017 2018	2018 2019	2019 2020	2020 2021	5 Yr. Comparative	Findings
Open	5	2	2	4	6	<b>4</b>	The trend remains the same for open files.
Closed	79	69	53	77	68	<b>70</b>	

Risks & Barriers	2016 2017	2017 2018	2018 2019	2019 2020	2020 2021	5 Yr. Comparative	Findings
# and % of women demonstrating behaviors indicative of mental health and / or anti-social behaviours	42 of 84 50%	39 of 71 55%	27 of 55 49%	50 of 81 62%	50 of 74 67%	57%	This years' findings are relatively the same trend over the last 5 years. Staff are finding that the trend continues to rise in MH behaviour amongst the women served.
# and % of women with personal health and safety concerns due to risk of violence	81 96%	68 96%	35 64%	78 96%	64 86%	88%	96% of women served this year, indicated they were experiencing health and safety concerns due to their potential risk of violence. We also served women who were awaiting substance misuse treatment.
# and % experiencing long-term mental health problems (list diagnosis at intake)	43 51%	35 49%	31 56%	22 27%	50 68%	50%	The percentage of women with diagnosed mental health problems is significantly higher this year that the year before and slightly higher than previous years. Quite possibly women are disclosing these issues more often due to decreased stigmatization of mental health diagnosis.
# and % significantly involved in drug or alcohol usage	40 48%	41 58%	28 51%	32 40%	43 58%	51%	This year has shown an increase of substance use issues. KHTH has worked to make access as low barrier as possible for all women. Staff education with regards to addiction and remaining non-judgemental have allowed women to talk more openly about these issues.
% involved in criminal activity	17 20%	9 13%	4 7%	6 7%	22 30%	15%	These findings are based on self-reported data during the intake process.

**REFERRAL ELSEWHERE:** Whenever risks and barriers such as those indicated above become prevailing factors program staff work collaboratively with the women to ensure appropriate community referral sources are identified and to provide assistance with the referral elsewhere process. In total, 167 community referrals were made on behalf of the women to other programs and agencies.

**GOAL SETTING & RESULTS:** As a standard component of the intake process staff work with the women served to engage them in setting personal 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 74 women served, 56 responded fully to pre surveys and 33 completed post-surveys. Post surveys may occur at time of discharge, or at the time when the women have completed the educational component of the program. The educational component referenced here is specific to the cycle of violence and to the development of sustainment of healthy relationships etc. Completion of post surveys prior to discharge is intentional and serves to assist staff in capturing information required for both pre and post survey comparisons. Established service delivery effectiveness measures and outcomes achieved are recorded in the table below.

**EFFECTIVENESS MEASURES:**

Objective: Effectiveness Measures	Indicator	Who Applied to	Target Goal Expectancy	Actual Result	Met or Exceeded
<b>1. Safer place to live</b>	% of the women leaving the program, indicate they were going to a safer place.	All women accessing service who identified with crisis or safety risk at intake who completed pre admission and post surveys were completed.	75% of women accessing services.	<b>97% (32 of 33)</b> of women completing services indicated at end of services they were transitioning into a safer place.	✓ Exceeded
<b>2. To increase understanding of cycle of violence:</b>	Increased understanding of the cycle of violence	All women accessing service <u>who identified limited or minimal understanding of the cycle of violence</u> and for whom completed post surveys by themselves or with staff assistance.	75% of women accessing services	<b>100% (33 of 33)</b> of women completing program services indicated they had an increased understanding of the cycle of violence	✓ Exceeded
<b>3. To increase knowledge of help available in the community</b>	Increased knowledge of help available in the community	All women accessing services that identified limited or had minimal knowledge of help available in the community and for whom post surveys were completed by the women or staff.	75% of women accessing services	<b>100% (33 of 33)</b> of women completing services identified they had an increased connectedness to community supports.	✓ Exceeded
<p><b>Findings:</b> Each of the 3 effectiveness outcome measures exceeded the targeted achievement ratios! Service delivery effectiveness results were collected using a pre and post interview based survey. Multiple choice survey questions were posed to the women upon admission and at either discharge or after the educational goals was completed. Achievement assessments looked at increased knowledge of cycle of violence and community resources on a before intervention basis and on a post teaching and learning basis.</p>				<p><b>Recommendations:</b> Continue to use pre and post surveys to measure the identified effectiveness outcomes. Continue to complete post survey at either discharge or after education goals are completed as this has increased completion rate. Achievement ratios remain consistent with the established minimum target of 75% for each of the 3 outcome measures.</p>	

**PAST PARTICIPANT FEEDBACK** - The program did not distribute past participant feedback forms after June 2018. 0 Past Participant Feedback forms were returned this fiscal year.

**PROGRAM EFFICIENCIES:** The efficiency measured by Transition House staff is service utilization rates. Monthly occupancy rates are recorded through the tabulation of the number of beds occupied each night at the Transition House (10 bed resource). The documentation of occupancy rates was monitored to determine service utilization rates over time. The target goal established was to maintain a minimum average service utilization rate (of 60% occupancy) over the term of the fiscal year. Efficiency results have been tabulated below.

Objective: Efficiency Measures	Indicator	Who Applied to	Target Goal Expectancy	Actual Result	Met or Exceeded
To maintain service utilization rates	Occupancy Rate (bed stays)	Nightly Bed Utilization	60% occupancy rate	77% 1684 of 2190	met
<p><b>Findings:</b> Based on an internal Balanced Score Card We reached 91% of our annual goal, and the monthly bed stays rate was 140 bed stays per month.</p>			<p><b>Recommendations:</b> Maintain occupancy rates at a minimum of 60%.</p>		

**PROGRAM SATISFACTION**

<b>Objective: Consumer Input</b>	<b>Indicator</b>	<b>Who Applied to</b>	<b>Target Expectancy</b>	<b>Actual Result</b>	<b>Met or Exceeded</b>
1.a To maintain person served satisfaction levels	Percent of women who reported an overall program satisfaction and rated the services to be average or good.	All Persons served who completed exit survey	85%	97% 32 of 33	✓ Met
1.b To maintain the women centered services.	Percent of women who reported services as being women centered.	All persons served who completed exit survey	100%	100% 33 of 33	✓ Met
<b>Objective: Stakeholder Input</b>	<b>Indicator</b>	<b>Who Applied to</b>	<b>Target Expectancy</b>	<b>Actual Result</b>	<b>Met or Exceeded</b>
2. To maintain stakeholder satisfaction levels	Percent of other stakeholders who report overall satisfaction with services	All other stakeholders	85%	100%	✓ Exceeded
<b>Findings:</b> Only 2 responses from a Survey sent out to program stakeholders were received. Of all 3 they rated the levels of satisfaction at 100%			<b>Recommendations:</b> Continue to monitor to ensure a minimum of 85% satisfaction is sustained.		

**PROGRAM ACCESSIBILITY** During the year program staff received 35 requests to accommodate special needs of women in program. Each of these requests were considered and upon review deemed reasonable to accommodate. Additionally, it is understood by staff that women seeking services frequently experience additional issues and, as such, we endeavor to extend services whenever possible to this the women group as well. We target at minimum, half the women served, to be those who experience concurrent issues/disorders.

**PROGRAM ACCESSIBILITY**

<b>Objective: Access Measures</b>	<b>Indicator</b>	<b>Who Applied to</b>	<b>Target Expectancy</b>	<b>Actual Result</b>	<b>Met or Exceeded</b>
1. Respond to requests for accommodations	People with special needs (dietary, disabilities etc.) are accommodated wherever possible.	All persons accessing services who report the need for accommodations	100%	100%	✓ Met
2. To maintain access by continuing, whenever possible, to include or extend service access to women at-risk of violence but also who experience concurrent issues	Percent of persons served who report concurrent issues including: homelessness, mental health, or substance misuse issues	All persons accessing services who report concurrent issues	50%	100% 74 of 74	✓ Exceeded
<b>Findings:</b> 1. Program staff had 35 requests to accommodate for special needs upon review these requests were deemed reasonable and we were able to accommodate. Regarding the mobility issues requests we provided services on one level of the house and transportation beyond the norm. 2. As was the case throughout previous years, all women served report concurrent issues. The trend whereby women report more than one co-occurring issue (sometimes as many as three or four) continues.			<b>Recommendations:</b> Continue to maintain and broaden program access to include those women experiencing concurrent issues at a minimum of 50%, while managing the intake process to ensure that beds remain available for women fleeing violence.		

**ADMINISTRATIVE OBJECTIVES**

Objective: Key Administrative Tasks	Indicator	Who Applied to	Target Expectancy	Actual Result	Met or Exceeded
1. Acquire new educational resources	New educational resources acquired	New educational resources acquired	Five new resources	<ul style="list-style-type: none"> <li>- BC Transition House Training</li> <li>-Reducing Barriers</li> <li>-Harm Reduction</li> <li>-Trauma Informed Practice workbook</li> </ul>	<p style="text-align: center;">✓</p> <p>Met</p>

Completed by: Brooke Belkin, Director of Women and Youth Services

Date: Apr 15 2021

Reviewed by: Carey Fraser, Executive Director

Data Source: Share Vision database system, balanced score card, The women files