



**SENIOR HOUSING – OUTCOMES REPORTS**  
**APRIL 1 2020 to MARCH 31 2021**

**PROGRAM DESCRIPTION** – Senior Housing (SH) consists of sixty units available to low-to-moderate income seniors and persons with disabilities 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	26	24	25	25	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	34	37	37	42	44	39	
<b>Total</b>	<b>60</b>	<b>61</b>	<b>62</b>	<b>67</b>	<b>67</b>	<b>63</b>	
Average age of adult tenants	67	67	68	69	69	68	
Average length of tenancy (yrs.)	4	4	5	5	5	4.6	
# of tenants who moved to higher care facilities	1	2	0	4	2	1.8	
# of deceased tenants	3	3	2	0	2	2	
# of tenants who returned to non-subsidized housing	2	2	0	1	0	1	
# of minorities housed	2	2	2	3	5	2.8	
File Status at Year End	2016-17	2017-18	2018-19	2019-20	2020-21	5 Year Average	Findings
Closed (# of move outs)	8	9	5	5	4	6	Current fiscal year findings show a decrease in the number of move outs compared to previous years. Tenants, particularly seniors, have been 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	2	2	1	0	0	1	Current fiscal year findings are within a reasonable range of previous fiscal year findings indicating consistency in risks and barriers since the method for tracking was updated to better reflect the senior population housed.
# experiencing significant barriers due to physical/health issues	29	33	36	39	41	36	
# experiencing significant barriers based on mental health issues or anti-social behaviors	18	19	20	27	29	23	
# experiencing long term mental health problems	12	12	15	35	40	23	
# significantly involved in alcohol or drug misuse	1	1	1	7	6	3	

**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. This year 1 referral was made to an internal CMHA program.

**PAST PARTICIPANT FEEDBACK:** Past participant feedback is intended to solicit feedback from tenants after they have left SH housing. However, in the SH 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 and social benefits afforded from living in a stable micro-community. 65 surveys were distributed to tenants. Surveys are distributed at time of intake for pre-tenancy responses and again at time when tenancy ends. Additionally, surveys are distributed once annually at time of rent review to receive current tenant responses. 43 of 65 tenants completed and returned surveys however, many of the tenants did not respond fully to all the survey questions.



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%	95% (39 of 41)	✓
2. Provide affordable housing	The affordability of rental unit	All tenants at time of survey	90%	100% (40 of 41)	✓
3. Provide stable housing	Length of tenancy	All tenants accessing housing during the fiscal year	4 years	4.6 years	✓
<b>Findings:</b> Of the 43 returned surveys 41 responded to the question “the security of the access/entry to your residence. 39 of 41 respondents indicated good or satisfactory responses to this question. Of the 43 returned surveys 40 responded to the question “the affordability of your rental unit.” 40 of 40 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 4.6 years meeting our 4 year target.			<b>Recommendations:</b> Continue to monitor and maintain tenant feedback on the effectiveness of seniors housing relative to the areas of safety, affordability (90%) and stability (4 years).		

**PROGRAM EFFICIENCIES** – The efficiency measured by housing staff was to monitor program utilization by monitoring 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 seniors housing units	99%	99%	✓
<b>Findings:</b> There are a total of 60 SH units available monthly. During the course of the 12-month reporting period there was a total of 3 vacant units for the year. In calculating the occupancy / vacancy rates our formula is as follows: 3 vacant units / 720 total units = .004 or (.004 x 100 =) 0.4% vacancies. The corresponding occupancy rate is 99%.			<b>Recommendations:</b> Continue to strive to 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 seniors housing tenants at time of survey	85%	95% (39 of 39)	✓
2. Maintain stakeholder satisfaction levels	Stakeholders satisfaction	All stakeholders at time of survey	85%	100% (3 of 3)	✓
<b>Findings:</b> Of the 43 tenant surveys returned 39 responded to the question asking if staff are willing to listen and provide answers to property management questions. 39 of 39 respondents indicated good or satisfactory responses to this question. 3 non-tenant stakeholder feedback surveys were distributed and 3 were returned. 3 of 3 respondents indicated “yes” to the question did the program meet your expectations for service delivery to the service user?			<b>Recommendations:</b> Continue to monitor to ensure a minimum of 85% tenant and stakeholder satisfaction is sustained by formally soliciting and recording satisfaction feedback data throughout the fiscal year		

**PROGRAM ACCESSIBILITY:** During the year program staff received 19 requests to accommodate 13 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%	19% (13 of 67)	✓
<b>Accessibility Findings:</b> All 19 requests for accommodation from 13 different tenants was deemed achievable and as such implemented.			<b>Recommendations:</b> Continue to consider and support tenants with accommodation requests.		



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**ADMINISTRATIVE OBJECTIVES:**

Objective Type: Administrative	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 seniors housing staff	2	26	✓
<b>Findings:</b> Staff were able to attend 26 trainings over the fiscal year. Due to COVID-19 additional trainings were available and many traditionally in-person trainings went virtual which facilitated access.			<b>Recommendations:</b> a. 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