



SILVER CITY GARDENS SUPPORTIVE LIVING – OUTCOMES REPORT
APRIL 1 2020 to MARCH 31 2021

PROGRAM DESCRIPTION – Silver City Gardens consists of thirty-four supportive housing units available to low-to-moderate income seniors and persons with disabilities 55+ who are able to direct their own care and whose health is better managed by support and care received within a community setting. Core hospitality services provided include one primary meal per day, light housekeeping and linen services, some on-site social opportunities and community connections, basic TV cable and access to 24-hour daily response buttons.

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
Number of males served	12	18	20	17	14	16	Current fiscal year findings are within a reasonable range of the 5 year average indicating consistency in key demographics. It can be noted that the average age of tenants has been on the decline over the past 5 years which is consistent with tenants aging in place and new (younger) tenants moving into vacant units.
Number of females served	28	31	22	27	26	27	
Total	40	49	42	44	40	43	
Average age of tenants	81	79	76	76	73	77	
Average length of service	4	3	2	2	2	3	
Number of tenants who moved to higher care facilities	3	3	4	6	3	4	
Number of deceased tenants	4	10	1	3	2	4	
Number of tenants who returned to a non-supportive living environment	1	1	5	3	0	2	
# of minorities housed	0	0	0	0	0	0	
File Status at Year End	2016-17	2017-18	2018-19	2019-20	2020-21	5 Year Average	Findings
Closed	8	15	10	12	6	10	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	0	0	0	0	0	0	Current fiscal year findings are within a reasonable range of the 5 year average indicating consistency in key demographics. The method for tracking the # experiencing significant barriers due to physical/health issues has been updated to better reflect the senior population housed which has accounted for the overall increase.
# experiencing significant barriers due to physical/health issues	14	4	5	7	32	12	
# experiencing significant barriers based on mental health issues or anti-social behaviors	10	10	10	9	17	11	
# experiencing long term mental health problems	4	3	5	4	0	3	
# significantly involved in alcohol or drug misuse	0	0	0	0	0	0	

REFERRAL ELSEWHERE: Tenants typically have moved into Silver City Gardens with existing health and community supports. On-going observation by the Silver City Gardens Housing and Hospitality team and appropriate follow up with Tenants around added support is done on a regular basis to ensure Tenant success. The Property Manager continues to keep Information regarding community supports current and available for all Tenants in pamphlet racks as well as through discussions as required with Tenants. Overall, the Housing and Hospitality staff collaborate as a team along with tenants to maintain safe, affordable housing for as long as possible. Referral records indicate that 3 Tenants over the year have been able to age in place with supports until such time that Complex Care or Assisted Living services were required. Silver City Gardens support, along with other community and health support, has enabled Tenants to live at a higher level of independence as they age in place.

PAST PARTICIPANT FEEDBACK – Past participant feedback is intended to solicit feedback from tenants after they have left the program. However, due to the natural aging and end of the life cycle reality, we are for the most part unable to obtain past participant.

GOAL SETTING & RESULTS: Service outcomes are intended to assess the safety and affordability of the living environment, quality of hospitality services, and value of social opportunities provided. Service outcomes are reported in the table below and represent current tenants and in some questions also tenants who have ended tenancy during the year.



Objective: Effectiveness Measures	Indicator	Who Applied to	Target Goal Expectancy	Actual Result	Met or Exceeded
1. Promote aging in place	% of tenants who have held a tenancy longer than 12 months	All tenants at time of survey	70%	80% (32 of 40)	✓
2. Maintain health and minimize hospital visits	% of tenants who were not hospitalized for longer than 24 hrs.	All tenants at time of survey	70%	85% (34 of 40)	✓
3. Maximize involvement in social and community activities	% of tenants who are involved in 2 or more social activities each week (both on and off site)	All tenants accessing housing during the fiscal year	70%	78% (31 of 40)	✓
Findings: 32 of 40 tenants have held a tenancy at Silver City Gardens for more than 12 months. All hospitalizations that did occur for more than 24 hours were due to health issues, with the Tenant returning home. 3 tenants had repeated hospitalizations related to a chronic health condition. There was 1 death in hospital. 31 of 40 tenants were engaged in some form of social activity both on and off site. Examples of activities include, but are not limited to: bingo, church, games, senior centre activities, aquatic centre swimming and exercise, walking, social outings, regular social visitors, meals at SCG, mental health outreach support and Bridges day program.			Recommendations: Continue to promote aging in place and maintain tenant health particularly through nutrition, appropriate referrals to community health care supports, and social involvement on and off site. Continue to monitor hospital stays and promote community involvement so that tenants remain active and the potential of isolation is reduced.		

PROGRAM EFFICIENCIES –Two efficiency measures were selected by staff. The first efficiency measure was to monitor occupancy rates. The target occupancy goal established was 99%. The second was to monitor food costs without compromising nutritional value and, as such, the costs per person, per meal, per day were documented. The target goal established was to maintain food costs at budgeted levels (at a projected 13% increase per person) without compromising nutrition. Efficiency results have been tabulated below.

Objective: Efficiency Measure	Indicator	Who Applied to	Target Goal Expectancy	Actual Result	Met or Exceed
1. Maintain occupancy at 99%	Occupancy rate	All SCG housing units	99%	95%	X
2. Maintain costs of food service without compromising nutrition	Meal cost per person, per day	All tenants accessing housing during the fiscal year	Meal cost does not increase by more than 13%	2019-20 = \$5.12 2020-21 = \$5.27 = 2.8% increase	✓
Findings: There are a total of 34 units available monthly. During the course of the 12 month reporting period there was a total of 19.5 vacant units. When calculating the occupancy / vacancy rates our formula is as follows: 19.5 vacant units / 408 total units = .05 or (.05 x 100 =) 5% vacancy. The corresponding occupancy rate is 95%. The meal costs are tracked monthly to determine average cost pp/ per day. This year the cost per person per meal increased by 2.8%.			Recommendations: Staff will continue to monitor and attempt to achieve an occupancy rate of 99% for the upcoming fiscal year. Staff will strive to average a meal cost per person at a rate that does not exceed a 13% increase over the year while also ensuring these efficiencies do not compromise nutritional value.		



PROGRAM SATISFACTION

Objective Type: Consumer Input	Indicator	Who Applied to	Target Goal Expectancy	Actual Result	Met or Exceeded
1. To maintain personal satisfaction levels	Tenant satisfaction	All Castlegar housing tenants at time of survey	85%	96% (11 of 11)	✓
2. To maintain stakeholder satisfaction levels	Stakeholders satisfaction	All stakeholders at time of survey	85%	% (0 of 0)	N/A
Findings: Of the 11 tenant surveys returned 11 responded to the question asking if staff are willing to listen and provide answers to property management questions. 11 of 11 respondents indicated good or satisfactory responses to this question. Stakeholder feedback surveys were not provided this year.			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 16 requests to accommodate 10 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%	25% (10 of 40)	✓
Accessibility Findings: All 16 requests for accommodation from 10 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 completed for staff	All SCG staff	2	5	✓
Findings: Staff were able to attend 5 outside trainings over the fiscal year.			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 9, 2021

Report Reviewed by Carey Fraser, Executive Director