

**ANDERSON GARDENS SUPPORTIVE LIVING – OUTCOMES REPORT APRIL 1 2017 – MARCH 31 2018**

**PROGRAM DESCRIPTION** – Anderson Gardens consists of thirty-three supportive housing units available to low income seniors and person with disabilities 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, social and community connection opportunities, and 24-hour daily personal emergency 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	2013 2014	2014 2015	2015 2016	2016 2017	2017 2018	5 Year Comparative Average	Findings
# of males served	20	18	20	15	15	18	The data compiled over the five years of the operational period is consistent. It is the opinion of staff there will be no significant fluctuations in the majority of the data reported in these categories going forward. The one exception is the anticipation there will be an increase in the average length of tenant stay over time. Staff will monitor to identify trends.
# of females served	20	18	22	19	20	20	
<b>Total</b>	<b>40</b>	<b>36</b>	<b>42</b>	<b>34</b>	<b>35</b>	37	
Average age of tenants	56	56.8	58	58.7	59.3	58	
Average length of service (months)	12 mo.	23 mo.	28 mo.	36 mo.	42 mo.	28 mo.	
# of tenants who moved to higher care facilities	0	0	1	1	1	1	
# of deceased tenants	2	1	2	1	1	1	
# of tenants who returned to a non-supported housing	5	3	5	1	0	3	
% of minorities served (does not include First Nations)	0	0	0	0	0	0	
<b>File Status at Year End</b>	<b>2013 2014</b>	<b>2014 2015</b>	<b>2015 2016</b>	<b>2016 2017</b>	<b>2017 2018</b>	<b>5 Year Comparative Average</b>	
Open	33	32	33	33	33	33	File status, open and closed, remains reasonably static over the 5 year reporting period. Stabilizing noted within the reporting period of move outs/ file closures which is recognized by staff as due to a well-balanced tenant body living harmoniously.
Closed	7	4	8	3	2	5	



Risks & Barriers	2013	2014	2015	2016	2017	5 Year Comparative Average	Findings
	2014	2015	2016	2017	2018		
# experiencing significant barriers as a result of English as a second language / cultural issues	0	0	0	0	0	0	There are no notable or significant changes reported this year in any of the five reporting categories. Staff will continue to monitor this for emerging trends as they are of the opinion, that as tenants' age in place, there will be a rise in the number of tenants experiencing barriers due to increasing physical and mental health issues.
# experiencing significant barriers due to deteriorating physical/health issues (i.e. mobility loss, incontinence, dementia/paranoia, hearing loss, impaired vision, loss of etc.)	17	17	23	22	22	20	
# experiencing significant barriers based on mental health issues or anti-social behaviors	28	23	30	28	26	27	
# experiencing long term mental health problems	26	28	34	31	29	30	
# significantly involved in alcohol or drug misuse	5	2	4	5	9	5	

**REFERRAL ELSEWHERE:** Whenever risks and barriers such as those indicated above become prevailing factors, 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. Throughout the year tenants were referred to other community service providers. Referral records indicate that 4 tenants were referred to mental health & addiction services.

**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. With respect to hospitality services each of the current 33 tenants is able to access one main meal per day. Staff measured the number of tenants who take advantage of the daily meal.

Objective Type: Effectiveness Measures	Indicator	Who Applied To	Time Measure	Data Source	Target Goal Expectancy	Actual Result	Met or Exceeded
1. Maintain health through participation in daily meals	% of tenants who regularly took part in onsite daily meal	Tenants	Average Weekly total for the year	Weekly Count Report	75%	60.5% (19.5 of 33) Tenants on average	X *see findings
2. Maximize Tenant on-site social interaction through activity options	% of tenants will involve in on site social activities. (Target 30%)	Tenants	Average Weekly total for the year	Weekly Count Report	45%	69% (23 of 33)	✓
3. Maximize Tenant involvement in community	% of tenants involved in 2 or more positive community	Tenants	Average Weekly total for the year	Survey	25%	70% (14 of 20 annual)	✓



connections	connections per week					surveys returned reported "yes")	
<p><b>Findings:</b> Sixty percent took part in the daily meal, 69% took part in on-site social activities; and 70% made positive connections in the community. Examples of onsite activities include: Bike-share program, gardening program, chi-gong workshops, music jams, computer lab, Christmas and New Year's Parties, art therapy/studio arts program, Anderson Arts grant program (including final exhibition at Touchstones Gallery) and outdoor BBQs. A group of tenants cooperated to regularly host on-site party events which are open to the entire tenant body in the evenings in the first floor common area. These included New Years and Valentines dances and a 20<sup>th</sup> anniversary party.</p> <p><b>Objective Type: Effectiveness Measures</b> continued...</p> <p>Examples of community connections include: Nelson Community Services, Nelson Food Cupboard, Nelson CARES - Advocacy Center, Nelson Women's Center, Kootenay School of the Arts, Kootenay Career Development, Seniors Coordinating Society, ANCHORS - Aids Network Outreach and Support Society, Nelson Public Library, RDCK - Recreation Center, Nelson Mental Health and Addictions, Nelson Home Health, Community Low Cost Dental Clinic and other community recourses.</p> <p>* It should be noted that while participation in daily meals is below the 75% target, community connection has remained static at 70% in the last 2 years from 64% in 2015-16 (&amp; from 35% in the 2014-15 year). This movement out of isolation at Anderson, into the broader community directly affects the number of tenants at daily mid-day meals and indicates a healthy development in the tenant body as a whole.</p>					<p><b>Recommendations:</b> Continue to monitor and record participation in daily meal, onsite social activities, and involvement in positive community connection rates. As recommended in last year's report, objectives 2 and 3 targets were increased by a further 15% each (to 45% and 25%).</p>		

**PAST PARTICIPANT FEEDBACK** – Past participant feedback is intended to solicit feedback from clientele 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 feedback. Examples of tenant circumstances which support the above statement include the following: 1 tenant death; 1 tenant moved to long term, supported care. There were no withdrawals from the program by tenants who indicated they were ending tenancy because they found the supported housing did not suit to their desires or needs.



**PROGRAM EFFICIENCIES** – The efficiency measure staff chose to monitor was occupancy rates. The results are reported in the table below.

Objective Type: Efficiency Measures	Indicator	Applied To Whom	Time Measure	Data Source	Target Goal Expectancy	Actual Result	Met or Exceeded
1. Maintain occupancy at 98%	Occupancy rate	Anderson Garden units	2017-18 Fiscal Year	Housing Occupancy Record	99%	99.75% (395 of 396 units)	✓
2. Monitor meal quality	Food content/quality, taste, and presentation	Tenants	2017-18 Fiscal Year	Internal Tracking sheet	90%	100% 12 of 12	✓
<p><b>Findings</b> During the course of the 12 month reporting period there was a total of 1 vacant unit for the period of 1 month for the year. In calculating the occupancy / vacancy rates our formula is as follows: 1 vacant unit / 396 total units = .25% vacancies. The corresponding occupancy rate is 99.75%.</p> <p>To measure meal quality information was collected from staff randomly participating in one meal per month to test for quality and from tracking records provided by the food services contractor recording when accommodations were requested and/or performed for a tenant.</p> <p>The following evaluative benchmarks were used <b>1.</b> Were the 3 main food groups from the Canada Food Guide represented in the meal? <b>2.</b> Did the meal taste and appear appetizing? <b>3.</b> Was the contractor accommodating to tenant needs when reasonable to do so?</p>						<p><b>Recommendations:</b> i. Maintain an occupancy rate of 99% ii. Monitor quality of the mid-day meal – target is 90).</p>	

**PROGRAM SATISFACTION**

Objective Type: Consumer Input	Indicator	Who Applied To	Time Measure	Data Source	Target Goal Expectancy	Actual Result	Met or Exceeded
Maintain person served satisfaction levels	% of persons served who report overall program satisfaction	All open and closed files of persons residing / who have resided at Anderson	2017-18 Fiscal Year	Survey (32 distributed - 20 returned of which 17 indicated “good” levels and 2 indicated “satisfactory”)	85%	19/20 95%	✓
Maintain stakeholder satisfaction levels	% of non-tenant stakeholders who report service satisfaction	All other stakeholders	2017-18 Fiscal Year	Survey (5 surveys were distributed with 3 responses)	85%	100% (3 of 3)	✓
<p><b>Findings:</b> Tenants and stakeholders indicated their overall satisfaction with the housing and property management services above the targeted 85% ratio. Stakeholder surveys did not receive enough focus this year with staff change-overs.</p>				<p><b>Recommendations:</b> 1. Continue to monitor to ensure a minimum of 85% tenant satisfaction is sustained. 2. Increase efforts to formally solicit and formally record stakeholder satisfaction feedback throughout the 2018-2019 year.</p>			



**PROGRAM ACCESSIBILITY:** During the year program staff received 59 requests to accommodate tenants. Each of these requests upon review was deemed reasonable and or necessary and as such staff undertook the following measures to accommodate. Examples of some of the ways staff accommodated tenants include but are not limited to the following: advocated for tenants to receive greater supports/ frequency of support service/ higher care transfers, connected tenants with necessary additional community health service supports, dispute resolution; assisted tenants with extreme literacy to understand correspondence received; assisted tenants without phones with family telephone contact, working with police and tenants to sort out complaints, convincing tenants to go to the doctors when their health is compromised.

In addition to the above, program staff deemed that housing accessibility for tenants would be 100% sourced from the BC Housing Registry.

Objective Type: Access Measures	Indicator	Who Applied to	Target Goal Expectancy	Actual Result	Met or Exceeded
Tenants requiring accommodation to facilitate access	% of tenants requesting access accommodation	All Tenants who are accessing housing.	5%	178% 59 of 33	✓
BC Housing Registry Waitlist	% of tenants on waitlist to receive housing	All Tenants on the waitlist that received housing in the fiscal	100%	100% (2 of 2)	✓
<b>Findings:</b> 59 of 59 requests for additional accessibility requests were accommodated and 2 of 2 tenants on the registry waitlist were housed during the course of the fiscal year.		<b>Recommendations:</b> Continue to support tenants with accommodation requests. Fill 100% available vacant units with Tenants from BC Housing Registry waitlist as units become available.			

#### ADMINISTRATIVE OBJECTIVES

Objective Type: Administration Objectives	Indicator	Who Applied To	Target Goal Expectancy	Actual Result	Met or exceeded
1. Develop an internal database system to track key demographics and risks and barriers for data analysis and Annual Reporting purposes	Reporting data available	Anderson Gardens Tenants (33)	75%	100%	✓
2. Expand staff development opportunities to address client aging in place issues	Staff have increased knowledge	Anderson Gardens Staff	90%	100%	✓
<b>Findings:</b> Staff kept track of statistics throughout the 2017/2018 year. Staff were also provided with development opportunities such as attending: Naloxone Training, ASSIST, BCNPH Building Systems, Vulnerable People, Homelessness Awareness, ICAT (Interagency Case Assessment Team Training).		<b>Recommendations:</b> a. Continue to make available staff development opportunities. b. Continue to develop statistical tracking for Anderson Gardens and prioritize community connections to increase stakeholder feedback with new sources.			

**Report Prepared by:** Shonna Hayes, Housing Manager  
Excel System

**Data Sources:** Data Extrapolated From Internal

**Reviewed by:** Dana Hill, Director of Housing Services

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