

WOMEN'S SERVICES - KOOTENAY HAVEN TRANSITION HOUSE - OUTCOMES REPORT APRIL 1ST 2017– MARCH 31ST 2018

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 Share Vision electronic database system and tabulation.

Key Demographic Indicators	2013 2014	2014 2015	2015 2016	2016 2017	2017 2018	2013-18 5 Yr. Comparative	Findings
# of Women accessing residential services	79	97	94	84	71	85	The total number of women and their children served in Kootenay Haven 1 st Stage Services was lower than average. Extensive renovations to bedrooms, bathroom and storage areas may have impacted women who preferred to make alternate arrangements with staff, thus effecting occupancy. Ten of these women served were served more than once during the fiscal year. In the year prior nine women were served more than once during that fiscal.
# of Female children in residence	9	10	15	22	14	14	
# of Male children in residence	15	11	14	15	9	13	
Total	103	118	123	121	94	112	
Average length of stay	20 days	18 days	18 days	17 days	16 days	18 days	Twelve of this year's overall total bed stays were 40 days plus in duration, which exceeds the standard 30 day bed stay. It is the opinion of staff that these extended stays were primarily due to the lack of available affordable housing. Despite these extended stays, the overall average length of stay remains comparable with the previous 5 years.
File Status at Year End	2013 2014	2014 2015	2015 2016	2016 2017	2017 2018	2013-18 5 Yr. Comparative	Findings
Open	4	10	2	5	2	5	As stated above, extensive renovations impacted overall occupancy. The height of renovation disruption was at year end and may explain why we had 2 residents at that point.
Closed	75	97	92	79	69	82	

Risks & Barriers	2013 2014	2014 2015	2015 2016	2016 2017	2017 2018	2013-18 5 Yr. Comparative	Findings
# and % of women demonstrating behaviors indicative of mental health and / or anti-social behaviours	46 of 79 58%	57 of 97 58%	55 of 94 58%	42 of 84 50%	39 of 71 55%	56%	The percentage of clients experiencing mental health issues continues exceed over half of those served.
# and % of women with personal health and safety concerns due to risk of violence	61 77%	66 68%	87 92%	81 96%	68 96%	86%	96% of women served this year, indicated they were experiencing health and safety concerns due to their potential risk of violence.
# and % experiencing long-term mental health problems (list diagnosis at intake)	44 55%	44 45%	40 42%	43 51%	35 49%	48%	Almost half the women served have been diagnosed with some manner of mental health label.
# and % significantly involved in drug or alcohol usage	43 54%	57 58%	42 44%	40 48%	41 58%	52%	This statistic is recorded based on self-disclosure of the woman at time of intake. This year's findings are congruent with the 5 year average.
% involved in criminal activity	21 26%	19 9%	17 18%	17 20%	9 13%	17%	Percentage of women served with criminal records is lower this year, however, this does not seem to be an emerging trend. 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 clients to ensure appropriate community referral sources are identified and to provide assistance with the referral elsewhere process. In total, 111 community referrals were made on behalf of clients 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 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 71 women served, 66 responded fully to both the pre and post surveys, which measure service outcome achievement ratios. Post surveys may occur at time of discharge, or at the time when a client has 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
1. Safer place to live	% of people served when 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. (N= 66)	75% of women accessing services.	100% (66 of 66) of women completing services indicated at end of services they were transitioning into a safer place.	✓ Exceeded
2. To increase understanding of cycle of violence:	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 post surveys were completed by client or by client with staff assistance. (N=66)	75% of women accessing services	100% (66 of 66) of women completing program services indicated they had an increased understanding of the cycle of violence	✓ Exceeded
3. To increase knowledge of help available in the community	Increased knowledge of help available in the community	All women accessing service that identified limited or had minimal knowledge of help available in the community and for whom post surveys were completed by client or staff. (N= 66)	75% of women accessing services	100% (66 of 66) of women completing services identified they had an increased connectedness to community supports.	✓ Exceeded
Findings: 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 clients 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.				Recommendations: 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.	

PAST PARTICIPANT FEEDBACK - The program distributed and received 14 responses from past participants. Past Participant feedback is intended to solicit feedback from women after they have left the program. Focus groups (Drop-ins; Aftercare communications; Christmas gathering) were 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 not have had while in the program (i.e. Did the services actually assist in obtain and maintaining the desired outcome?). Fourteen (14) women reported that since discharge they feel a reduction to their safety risk. One Hundred percent (100%) of these women also indicated they had sustained their increased understanding of the cycle of violence; and 100% were more aware of resources available to them in the community.

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	60% 2190 of 3650	Met
<p>Findings: The occupancy rate data was collected and recorded monthly by way of a manual data sheet. Monthly occupancy rates were tallied at the end of the fiscal year and then divided by 12 (months) to determine the annual monthly average. This annual monthly average was then tabulated as a percentage. The formula utilized is as follows: (100% occupancy is 10 beds x 365 days per year= 3650 bed stays). Actual occupancy for the year was 2190 bed stays; monthly average of 183 bed stays a month. This equates to a 60 % average occupancy rate for the year. During the year there were 31 nights where we were at capacity and another 8 nights where we were beyond capacity.</p>					<p>Recommendations: Maintain occupancy rates at a minimum of 60%.</p>

PROGRAM SATISFACTION

Objective: Consumer Input	Indicator	Who Applied to	Target Expectancy	Actual Result	Met or Exceeded
1.a To maintain person served satisfaction levels	Percent of persons Served who report overall program satisfaction and rated the services to be average or good.	All Persons served who completed exit survey	85%	100 % 66 of 66	✓ Exceeded
1.b To maintain client centered services.	Percent of person served who reported that services were client centered.	All Persons served who completed exit survey	100%	100% 66 of 66	✓ Met
Objective: Stakeholder Input	Indicator	Who Applied to	Target Expectancy	Actual Result	Met or Exceeded
2. To maintain stakeholder satisfaction levels	Percent of other stakeholders who report overall satisfaction with services	All other stakeholders (Surveys 20distributed: 20 responses)	85%	100%	✓ Exceeded
<p>Findings: Self-reporting from persons served and other stakeholders indicates satisfaction rates are above the established 85% target ratio.</p>			<p>Recommendations: Continue to monitor to ensure a minimum of 85% satisfaction is sustained.</p>		

PROGRAM ACCESSIBILITY During the year program staff received 64 requests to accommodate special needs of women in program (13 mobility; 30 dietary; 21 learning disabilities, etc.). 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 client group as well. We target at minimum, half the women served, to be those who experience concurrent issues/disorders.

PROGRAM ACCESSIBILITY

Objective: Access Measures	Indicator	Who Applied to	Target Expectancy	Actual Result	Met or Exceeded
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%	77% 55 of 71	✓ Exceeded
<p>Findings: 1. Program staff had 64 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. We also purchased speciality items as available and whenever possible to address other special needs requests for accommodation. 2. As was the case throughout previous years, many women served report concurrent issues (55/71). The trend whereby women report more than one co-occurring issue (sometimes as many as three or four) continues. 41 women reported substance misuse issues; 51 reported homelessness; and 43 women reported a mental health diagnosis.</p>			<p>Recommendations: 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.</p>		

ADMINISTRATIVE OBJECTIVES

Objective: Key Administrative Tasks	Indicator	Who Applied to	Target Expectancy	Actual Result	Met or Exceeded
1. To increase customized staff professional development trainings for staff in Women's Services program.	Increased staff knowledge	Transition House Staff Team	Minimum two trainings during the year related to concurrent issues.	<ul style="list-style-type: none"> - 2 day ASIST training for 4 staff team members. -2 Day Mental Health First Aid for 1 team member. - 2 Day First responder to Disclosure of Sexual Assault and Abuse training -Response Base Practice for 2 team members -Victims Service and Crime Prevention certificate for 1 team member. -2 Day OSH Training for 1 team member -2 Day First Aid training for 1 team member -9 hrs Crisis Line Refresher training for 2 team members. 	<p style="text-align: center;">✓ Exceeded</p>
2. Acquire new educational resources	New educational resources acquired	New educational resources acquired	five new resources	<ul style="list-style-type: none"> - Queering Sexual violence – Jennifer Patterson - Trauma Stewardship – Laura Van Dernoot Lipsky - Building consent – Kitty Stryker - New Hope for People with Borderline personality disorder – Neil R Bocklan - Healing Depression and Bi Polar Disorder without drugs – Gracelyn Guyol - How to control your anxiety before it controls you – Albert Ellis - Self Care cards – (52 card deck) Cheryl Richardson - Mindfulness cards –Rohan Gunatillake - Violence Against Indigenous women: Literature, Activism, Resistance –Allison Hargreaves - Living on the land: Indigenous women's understanding of Place –Nathalie Kermaal 	<p style="text-align: center;">✓ Exceeded</p>

Data Confirmed by: Nancy Reid, Director of Women's & Mental Health Services
Data Source: Share Vision database system; Excel

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