

HOMELESS AT RISK – OUTCOMES REPORTS April 1 2017 – MARCH 31 2018

PROGRAM DESCRIPTION – Homeless-At- Risk (HAR) housing consists of forty-six units (Abbott Gardens in Cranbrook, and Gatehouse Gardens in Kimberley available to low income, marginalized persons 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	2011 2012	2012 2013	2013 2014	2014 2015	2015 2016	2016 2017	2017 2018	7-Yr Aver	Findings
# of adult males housed	23	25	25	28	23	25	22	24	Comparative data is very consistent over the 7 year time frame. Over the past 7 years the average length of stay has increased indicating tenants are aging in place.
# of adult females housed	25	23	24	20	22	22	21	22	
Total	48	48	49	48	45	47	43	47	
Average age of adult tenants	48	48	47	48	46	47	48	47	
Average length of tenancy	6	6	6	6	7	8	8	7	
# of tenants who moved to higher care facilities	1	3	1	3	1	1	2	2	
# of deceased tenants	1	1	0	2	1	1	2	1	The number of tenants moving to non-subsidized or other housing has continued to be significantly down. The opinion of staff maintains this is the ongoing result of tenants aging in place until they require relocation to other accommodations that provide assistance with daily living.
# of clients who returned to non-subsidized housing/other	3	4	5	7	1	0	0	3	
# of minorities housed	2	0	0	1	1	1	1	1	
File Status at Year End	2011 2012	2012 2013	2013 2014	2014 2015	2015 2016	2016 2017	2017 2018	7-Yr Ave	Findings
Open	46	46	46	46	46	46	46	46	Relatively consistent year over year. The number of open and closed files fluctuates at any given time and typically no trends are noted. However it does reflect towards the opinion of staff that recent years have shown an ageing in place trend with fewer closed files.
Closed	5	8	6	12	5	3	6	6	



Risks & Barriers	2011	2012	2013	2014	2015	2016	2017	7-Yr	Findings
	2012	2013	2014	2015	2016	2017	2018	Ave	
# experiencing significant barriers as a result of English as a second language / cultural issues	3	2	0	5	5	5	5	4	Continuing trends from last year fewer tenants overall experienced less risks and barriers than those noted in prior years. Comparative averages were slightly adjusted over the 7 year comparative average continues to indicate that the number of tenants experiencing health related issues is relatively static. These findings are not surprising given this population is typically considered to be one that is marginalized. Staff will continue to monitor for any statistical trends.
# experiencing significant barriers due to physical/health issues	32	34	34	39	35	32	30	34	
# experiencing significant barriers based on mental health issues or anti-social behaviors	35	40	39	42	33	32	30	40	
# experiencing long term mental health problems	35	40	39	40	31	31	29	36	
# significantly involved in alcohol or drug misuse	20	24	22	24	19	21	20	21	

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 who request these referrals. This year **7 tenants** received referrals to community resources to ensure they were able to maintain safe, affordable housing for as long as possible. Some examples include but are not limited to: mental health, addictions services, and other relevant agencies that provide individualized support.

GOAL SETTING & RESULTS Service outcomes are intended to assess the safety and affordability of the living environment, health benefits, and value of social opportunities provided. Forty-five (49) surveys were distributed to tenants. Surveys are distributed at time of intake for pre-service responses and again at time of exit. As well, surveys are distributed annually at time of rent review to record service-to-date responses. Forty-three (46) completed surveys (pre, post, or at time of rent review) were returned.

Objective Type: Effectiveness Measures	Indicator	Who Applied To	Target Goal Expectancy	Actual Result	Met or Exceeded
1. Provide secure housing	Increased safety for tenants housed due to accessing secure and affordable housing	All HAR Housing Tenants	90%	95% (44 of 46)	✓
2. Provide affordable housing	Length of tenancy	All HAR Housing Tenants	6 years	8 years	✓
3. Provide stable housing	Length of tenancy	All HAR Housing Tenants	6 years	8 years	✓
Findings: Forty-five (49) surveys were distributed and forty-three (46) responses were returned overall. Of these, 46 responded to the first effectiveness question, 44 of which indicated that having access to safe and affordable housing does reduce safety risks. The second and third effectiveness measures record the average length of stay with the intent to determine the affordability and stability of this housing. The average length of tenancy has increased to 8 years showing that this target tenant population is continuing to be able to remain independent and direct their own care prior to moving to higher care facilities				Recommendations: Continue to monitor and maintain tenant feedback on the effectiveness of HAR housing relative to the areas of safety (90%), affordability and stability (7 years)	

PAST PARTICIPANT FEEDBACK: Past participant feedback is intended to solicit feedback from tenants after they have left HAR housing. However, in the HAR units the turnover rates are exceptionally low and, as such, past participant feedback is difficult if not impossible to achieve.

PROGRAM EFFICIENCIES – The efficiency measured by housing staff was to examine program utilization by monitoring occupancy rates.

Objective Type: Efficiency Measures	Indicator	Who Applied To	Target Goal Expectancy	Actual Result	Met or Exceeded
Maintain occupancy at 99%	Occupancy rate	HAR Housing Units	99%	97%	x
Findings: There are a total of 46 HAR units available monthly. During the 12 month reporting period there was a total of 19.5 vacant units during the year. In calculating the occupancy / vacancy rates our formula is as follows: 19.5 vacant units / 552 total units = .03 or (.03 x 100 =) 3% vacancies. The corresponding occupancy rate is 97%.				Recommendations maintain an occupancy rate of 99% for the coming 2018-19 fiscal year. It is important to note that the higher vacancy rate can be related back to one unit requiring extensive repair; remaining vacant for several months.	

PROGRAM SATISFACTION

Objective Type: Consumer Input	Indicator	Who Applied To	Target Goal Expectancy	Actual Result	Met or Exceeded
Maintain tenant satisfaction levels	Tenant satisfaction	All tenants of HAR housing	85%	97% (45 of 46)	✓
Objective Type: Stakeholder Input	Indicator	Who Applied To	Target Goal Expectancy	Actual Result	Met or Exceeded
Maintain stakeholder satisfaction levels	Stakeholders satisfaction	Non-tenant stakeholders	85%	94% (16 of 17)	✓
Findings: Tenants and stakeholders indicated their overall satisfaction with housing and property management services above the targeted 85% rate by selecting either Good or Satisfactory in their feedback survey.		Recommendations: 1.Continue to monitor to ensure a minimum of 85% tenant satisfaction is sustained. 2. Continue to formally solicit and record stakeholder satisfaction feedback throughout the 2018-19 program year.			

PROGRAM ACCESSIBILITY: During the year program staff received 19 requests to accommodate tenants. Each of these requests upon review was deemed reasonable and as such staff undertook the following measures to accommodate: assisted tenants by connecting them with community services, family members, BC Housing and Ministry of Health and Social Development. These activities assisted tenants with their access to subsidized housing options. In addition to the above, program staff deemed that housing accessibility for tenants would be 100% sourced from the Housing Registry which affords maximum accessibility through province-wide exposure to potential tenants.

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 who are accessing housing	5%	41% (19 of 46)	✓
2. BC Housing Registry Waitlist	% of tenants on waitlist for housing	All tenants on the waitlist that received housing in the fiscal	100%	100% (6 of 6)	✓
Accessibility Findings: Each of the 19 requests for further accessibility initiatives was deemed achievable and as such, implemented. Two of 6 tenants on the waitlist were housed over the year.		Recommendations: a. Continue to support tenants with minor accommodation requests on a regular basis. b. Record and consider any substantive accommodation requests to determine if these are reasonable and / or doable. c. Continue to fill 100% of vacancies with tenants who have applied via the on-line Housing Registry and waitlist these applicants for housing as units become available.			

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 scheduled for staff	HAR Staff	75%	100%	✓
Findings: Staff were able to attend 2 outside trainings over the fiscal year including the BC Non-Profit Housing Association's <i>Regional Education, Networking & Trade show</i> in Cranbrook and additionally staff were trained in Applied Suicide Intervention Skills Training.			Recommendations: a. Continue to make available opportunities for the professional development of staff.		

Data collated via Excel Spreadsheet
Report Completed by Dana Hill, Administrator of Housing Services

Date: May 9, 2018
Report Reviewed by Carey Fraser, Executive Director