



**WOMEN'S SERVICES - HAVEN GARDENS SECOND STAGE HOUSING - OUTCOMES REPORT APRIL 1<sup>ST</sup> 2017– MARCH 31<sup>ST</sup> 2018**

**PROGRAM DESCRIPTION** Haven Gardens provides supportive second stage transitional housing and support services in a safe environment. Program objectives are individualized, practical and short-term (generally, not exceeding 18 months), 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 services operate out of our housing complex that has 18 apartment style units and is provided, typically, to women who have completed first stage transition housing and who are ready to engage in the life-skills programming offered through Haven Gardens 2<sup>nd</sup> stage transitional housing services with the ultimate goal to prepare for success in their return to independent, main-stream living.

**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.

Key Demographic Indicators	2011 2012	2012 2013	2013 2014	2014 2015	2015 2016	2016 2017	2017 2018	7 Yr. Comp Ave	Findings
# Women in 2 <sup>nd</sup> Stage Services	32	33	32	31	35	35	29	32	Comparative average remains consistent with this year's data.
# Female children in 2 <sup>nd</sup> Stage	7	8	6	6	7	6	7	7	
# Male children in 2 <sup>nd</sup> Stage	<u>6</u>	<u>8</u>	<u>12</u>	<u>4</u>	<u>8</u>	<u>9</u>	<u>6</u>	<u>8</u>	
Total # Women & Children Served	45	49	48	41	50	50	42	47	
Average length of stay in 2 <sup>nd</sup> Stage Services	9 mo.	8 mo.	9 mo.	8 mo.	7 mo.	10 mo.	8 mo.	8 mo.	The average length of stay also remains reasonably static year over year. The intent of this transitional program is for the length of stay to fluctuate between a minimum of 6 and a maximum of 18 months. This year, a number of participants fully completed the program. This resulted in having a marginal impact on the year's average length of stay when compared to last year.
Average age range	41	38	37	37	37	37	38	37	The average age is reasonably consistent year over year.
# of ethnic minorities served	11	12	9	12	11	12	8	10	This statistic is reasonably consistent over the 6 year period
File Status at Year End	2011 2012	2012 2013	2013 2014	2014 2015	2015 2016	2016 2017	2017 2018	7 Yr. Comp Ave	Findings
Open	12	11	12	14	12	12		12	Data is consistent year over year and regularly fluctuates due to the ebb and flow of intake and discharge procedures.
Closed	19	21	20	17	23	23		21	



Risks & Barriers	2011 2012	2012 2013	2013 2014	2014 2015	2015 2016	2016 2017	2017 2018	7 Yr. Comp Ave	Findings
# demonstrating behaviors indicative of mental health or anti-social behaviors	23	36	31	23	19	21	21	25	Data demonstrates that there is a consistent number of women entering the program with congruent mental health and anti-social behaviors.
# experiencing long-term mental health problems	8	14	22	22	22	18	16	17	The incidence of clients with long-term mental health problems has declined for the past 2 years.
# significantly involved in drug or alcohol usage	11	14	17	17	19	14	12	15	2017-18 saw another reduction in the number of participants significantly involved with drugs or alcohol. Staff are of the opinion that this statistic has been relatively fluid over the years and sees fluctuations often depending on where program participants are referred from.
# of clients with personal health and safety concerns.	27	18	23	23	35	35	22	26	This statistic has remained close to the comparative average for the last 7 years
# involved in criminal activity	10	8	5	8	6	7	4	7	

**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 76 referrals were made to other services. Of this total 12 referrals were made to other services offered by the Association and 44 were external referrals made to other community agencies. These referrals most often worked in tandem with the services clients received while participating in the second stage program.

**GOAL SETTING & RESULTS:** A standard component of the intake process is for staff to closely involve the women served in the setting of 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 29 women served 11 completed the program, 18 women continue to have an ongoing open file, and 3 ended programming before completion and did not fill out a post program feedback survey. Using data from the 8 participants who responded fully to both pre and post surveys we measure service outcome achievement ratios.



Objective Type: Effectiveness Measures	Indicator	Who Applied to	Target Goal Expectancy	Actual Result	Met or Exceeded
To reduce safety risk - 8 women responded to pre-post services surveys 8 indicated through their surveys that they had reduced their safety risk. 4 women responded they had an average safety risk during pre and post surveys and 4 women responded they had a low (good) safety risk during pre and post surveys	% of clients indicating a reduced, or good safety risk.	All women accessing service who identified a safety risk at intake and who completed both pre-post surveys	85%	100% 8 of 8 women	✓
Objective Type: Effectiveness Measures (continued)	Indicator	Who Applied to	Target Goal Expectancy	Actual Result	Met or Exceeded
2. To increase understanding of cycle of violence - 8 women were surveyed pre-post services. 8 women stated they had during the program increased their knowledge of the cycle of violence. 4 women stated they had good knowledge in both pre and post surveys and 4 woman stated an average knowledge in pre/post surveys	% of clients reporting increased or good understanding of the cycle of violence	All women accessing service who identified low understanding at intake of the cycle of violence and who completed both pre-post surveys	85%	100% 8 of 8 women	✓
3. To increase knowledge of help available in the community - 8 women were surveyed pre-post services. 8 women stated they had during the program increased their knowledge of help available in the community. 4 women stated they had good knowledge in both pre and post surveys and 4 woman stated an average knowledge of help available in the community in pre/post surveys	% of clients reporting increased or good knowledge of help available in the community	All women accessing service who identified low knowledge at time of intake of help available to them in the community and who completed both pre-post surveys	85%	100% 8 of 8 women	✓
<b>Findings:</b> It is important to note that these responses are entirely the perspective of the clients served. It is notable that over time, as the women gain more knowledge about their strengths and challenges and their responses to the survey questions adapt accordingly. Based on the results of the pre and post surveys our findings have shown successful results in our effectiveness measures for the programs goals.		<b>Recommendations:</b> Continue to monitor and report feedback on the effectiveness of the second stage program services relative to the women's perspective on their safety, understanding of the cycle of violence, and knowledge of help available. Strive to ensure increased numbers of pre and post services surveys are completed.			

**PAST PARTICIPANT FEEDBACK** - The program sent received 10 responses from past participants. Past participant feedback is intended to solicit feedback from women after they have left the program. Focus groups are 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 may not have had while in the program (i.e. Did the services actually assist in obtaining and maintaining the desired outcome?). Responses from these 10 past participants indicated they felt program had been successful for them and that they continue to use the skills learned in the program in their efforts to maintain healthy independent lifestyle post services.

**PROGRAM EFFICIENCIES:** The efficiency measure targeted by Haven Gardens' staff was to monitor program utilization identified through occupancy rates.

Objective: Efficiency Measures	Indicator	Who Applied to	Target Goal Expectancy	Actual Result	Met or Exceeded
Maintain occupancy at a rate that does exceed the annual vacancy loss targeted value.	Occupancy Rate	All program participants occupying units at Haven Gardens	90%	91%	✓
Efficiency Findings: There are a total of 18 units available monthly. During the course of the 12 month reporting period there was a total 20.25 vacant units for the year. In calculating the occupancy / vacancy rates our formula is as follows: 20.25 vacant units / 216 total units = .09 or (.09 x 100 =) 9 % vacancy rate or, correspondingly, an achieved occupancy rate of 91%. While the 90% target was achieved; due to the short-term transitional aspect of the program's housing component it should be noted that this target (of 90%) is a very difficult efficiency measure to consistently achieve year over year.			Recommendations: Continue to maintain our expectancy of a 90% occupancy rate for 2018-19; and to continue to ensure the updated referral package is widely distributed to applicable service providers.		

#### PROGRAM SATISFACTION

Objective: Consumer Input Measures	Indicator	Who Applied to	Target Goal Expectancy	Actual Result	Met or Exceeded
1. To maintain person served satisfaction levels	Percent of persons served who report overall program satisfaction	All active and closed files	85%	100% (8 surveys distributed, 8 good response)	✓
Objective: Consumer Input Measures	Indicator	Who Applied to	Target Goal Expectancy	Actual Result	Met or Exceeded
2. To maintain stakeholder satisfaction levels	Percentage of stakeholders who report overall satisfaction with the service	All stakeholders responding to survey	85%	100% 30 surveys distributed 24 returned. 24 positive responses.	✓
Findings: Program participants and stakeholders indicated their overall satisfaction with the program services at ratios meeting or exceeding the established 85% target rate.			Recommendations: Continue to monitor to and work towards receiving a minimum of 85% survey satisfaction rate is achieved.		

**PROGRAM ACCESSIBILITY:** During the year program staff made further accommodations for 13 program participants accessing the service in the following ways: (a) Staff adapted service to provide educational information to 5 participants who had literacy or language deficits. (b) Met in 2 separate participants outside of the office but inside the building to accommodate childcare needs and convenience for the participant. (c) Supported 6 participants by advocating for legal services to take on pro bono case and brought a client out of town to meet the lawyer or Reinstating a participant into the program who had to leave due to higher care and mental health needs at the time but has had rehabilitation.

Additionally, it is understood by staff, that women seeking services frequently experience additional challenges / barriers to success and as much as possible we endeavor to extend services to women with concurrent disorders or issues. Our target, therefore, is to provide access to a minimum of 50% of the women served as those experiencing concurrent issues. Results are as follows.

#### PROGRAM ACCESSIBILITY

Objective: Access Measures	Indicator	Who Applied to	Target Goal Expectancy	Actual Result	Met or Exceeded
1. To extend access, whenever possible, to include or extend services to women at-risk of violence but also who experience concurrent disorders/issues.	% of persons served who report concurrent issues including: homelessness, mental health, or substance misuse issues	All persons accessing services who report concurrent issues	50%	72% (21 of 29 women)	✓
Findings: Seventy Two percent of the women served experience concurrent issues. Our staff team works diligently to ensure program access is interpreted as broadly as possible without compromising the program deliverables.		Recommendations: Continue to extend, whenever possible, services to women who not only experience domestic violence but also to those who experience concurrent disorders/ issues. Target remains at 50% of the total.			

#### ADMINISTRATIVE OBJECTIVES

Objective: Administrative Key Tasks	Indicator	Who Applied to	Target Goal Expectancy	Actual Result	Met or Exceeded
Continue to carry out monthly case reviews with supervisor to ensure files are consistently meeting established standards.	Percentage of Improved Client File Reviews	Client Files	Client files consistently meet established standards	Monthly case reviews resulted in files consistently meeting established standards.	✓
Continue with the modified support worker schedule for clients to promote access to support and take advantage of life skill training opportunities.	Percentage of Enhanced Client Access to Life Skills Training	Program Participants	Clients take advantage of increased access to services	Support worker's work schedule continued to include day/ afternoon/evening hours to increase access for client opportunities for life skill trainings	✓
Continue to ensure childcare availability during group sessions so that program participants are able to access group sessions regularly.	Percentage of childcare sessions made available to group participants during group sessions	Program participants requiring childcare	Childcare available at 50% of group sessions	Childminding was provided by volunteers sourced from Volunteer Kootenays. Coverage for the group sessions was at 100% for the year.	✓



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La santé mentale pour tous



<p>Ensure past participant focus groups are held, to solicit feedback. A minimum of two events are to be planned for the year 2017/2018.</p>	<p>Percentage of Past Participant Feedback Obtained</p>	<p>Past Participants</p>	<p>2 events planned for the 2017/2018 year with invited past participants.</p>	<p>We were able to achieve this objective fully as 2 events were hosted. 10 feedback surveys were received As with the previous year going forward 2 events will be scheduled for the 2018-19 year.</p>	<p>✓</p>
<p>Administrative Results: This year, 4 of the 4 administrative objectives were achieved. Ensuring the availability of childcare during group sessions with the program participants was achieved and must be continued.</p>			<p>Recommendations: Childcare remains an important factor in group attendance. During a period of time this year where childcare was unable to be provided participants the group attendance rates dropped significantly. Continued provision of this service therefore remains an important factor for program success.</p>		

Data Sources: Excel Database Systems  
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Date: May 11, 2018  
Report Reviewed by: Carey Fraser, Executive Director