

SENIOR HOUSING – OUTCOMES REPORTS APRIL 1 2017 – MARCH 31 2018

PROGRAM DESCRIPTION – Senior Housing (SH) consists of sixty units available to low-to-moderate income seniors and persons with disabilities 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	2012 2013	2013 2014	2014 2015	2015 2016	2016 2017	2017 2018	6 Yr Comp Ave	Findings
# of adult males housed	30	28	26	25	26	24	27	The six year comparative data appears relatively static. Given the demographic housed, staff are of the opinion this will continue to remain static year over year.
# of adult females housed	33	32	35	34	34	37	34	
Total	63	60	61	59	60	61	61	
Average age of adult tenants	60	60	62	65	67	67	63	It is anticipated the average age of tenants will continue to rise gradually as they age in place.
Average length of tenancy (yrs.)	1.5	2	3	4	4	4	3	A possible emerging statistic is noted this year from last regarding the average length of tenancy. Staff will continue to monitor to see if this trend indicates a time when tenants begin to require higher care services and are no longer able to live independently directing their own care needs.
# of tenants who moved to higher care facilities	1	2	4	2	1	2	2	It is anticipated the statistics recorded in each of these four categories will remain relatively static year over year.
# of deceased tenants	0	1	2	2	3	3	2	
# of tenants who returned to non-subsidized housing	5	6	3	4	2	2	4	
# of minorities housed	1	1	2	2	2	2	2	



File Status at Year End	2012 2013	2013 2014	2014 2015	2015 2016	2016 2017	2017 2018	6 Yr Comp Ave	Findings
Open	60	60	60	60	60	60	60	Comparative data remains static and staff are confident that these statistics will change very little year over year.
Closed	7	9	9	11	8	9	9	

Risks & Barriers	2012 2013	2013 2014	2014 2015	2015 2016	2016 2017	2017 2018	6 Yr Comp Ave	Findings
# experiencing significant barriers as a result of English as a second language / cultural issues	2	2	3	3	2	2	2	There are no notable or significant changes 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 health issues.
# experiencing significant barriers due to physical/health issues	38	38	36	33	29	33	35	
# experiencing significant barriers based on mental health issues or anti-social behaviors	25	26	22	21	18	19	22	
# experiencing long term mental health problems	19	17	14	13	12	12	15	
# significantly involved in alcohol or drug misuse	10	6	1	1	1	1	3	

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 to maintain safe, affordable housing for as long as possible. That said, during this year there were no identified needs requiring tenant referrals to other community services.

GOAL SETTING & RESULTS Service outcomes are intended to assess the safety and affordability of the living environment; health and social benefits afforded from living in a stable micro-community. Sixty eight surveys were distributed to tenants. Surveys are distributed at time of intake for pre-tenancy responses and again at time when tenancy ends. Additionally, surveys are distributed once annually at time of rent review to receive current tenant responses. Twenty-one of 66 tenants completed and returned surveys however, many of the tenants did not respond fully to all the survey questions. Despite added survey explanation from the year previous as we endeavor to allow tenants to complete this survey anonymously and therefore without help unless requested it has been our experience with this population that not all surveys are completed fully. Program staff will determine if a full redesign of the survey is necessary going forward for better responses.



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	Tenants at time of annual rent reviewed for SH tenants	90% of respondents	83% (15 of 18)	x
2. Provide affordable housing	Length of tenancy	All SH Housing tenants	4 years	4 years	✓
3. Provide stable housing	Length of tenancy	All SH Housing tenants	4 years	4 years	✓

Effectiveness Measures (continued):

Findings: Seventy nine surveys were distributed and 23 tenants responded partially to the survey. Of these 21, 15 of 18 respondents indicated their housing was secure. The survey return response rate continued to remain low year over year. The average length of stay this year is now 4 years.	Recommendations: a. Continue to monitor and report tenant feedback on the effectiveness of senior housing relative to the areas of safety; and monitor length of tenancy rates to assess affordability and stability of these housing units. Re-establish effectiveness targets as follows: Safety @ 90%; affordability and stability at 4 year averages. b. Review feedback survey and process to enhance clarity and feedback.
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PAST PARTICIPANT FEEDBACK: Past participant feedback is intended to solicit feedback from tenants after they have left SH housing. However, in the SH 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 monitor 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	SH Housing Unit	99%	99%	✓
Findings: There are a total of 60 SH units available monthly. During the course of the 12-month reporting period there was a total of 10 vacant units for the year. In calculating the occupancy / vacancy rates our formula is as follows: 10 vacant units / 720 total units = .01 or (.01 x 100 =) 1% vacancies. The corresponding occupancy rate is 99 %.				Recommendations: Continue to strive to maintain an occupancy rate of 99% for the 2018-19 year.	



PROGRAM SATISFACTION

Objective Type: Consumer Input	Indicator	Who Applied To	Target Goal Expectancy	Actual Result	Met or Exceeded
Maintain tenant satisfaction levels	Tenant satisfaction	Tenants at time of annual rent review of SH housing (79 surveys distributed; and 24 completed surveys returned)	85%	87% (21 of 24)	✓
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 (9 surveys distributed; and 9 completed surveys returned)	85%	100% (9 of 9)	✓
Findings: Tenants and stakeholders indicated their overall satisfaction with housing and property management services was well beyond the targeted 85% ratio.			Recommendations: Continue to monitor to ensure a minimum of 85% tenant satisfaction is sustained by formally soliciting and recording stakeholder satisfaction feedback data throughout the 2018-19 program year. Staff again will work to increase tenant survey response rates.		

PROGRAM ACCESSIBILITY: During the year program staff received 12 requests to accommodate tenants. Each of these requests upon review was deemed reasonable and as such staff undertook the following measures to accommodate: Assisted 11 tenants with help applying to BC Housing as tenants did not have outside supports for this. 1 connected a tenant experiencing mild depression to a resource to receive community support. 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
Tenants, or perspective tenants, requiring accommodation in order to facilitate access	% of tenants requiring accommodation	All tenants accessing housing	5%	23% (14 of 60)	✓
Housing Registry Waitlist	% of tenant on waitlist to receive housing	All tenants on the waitlist that received housing in the fiscal	100%	100% (9 of 9)	✓
Accessibility Findings: 14 tenants were able to access or continue to remain living in this housing due to staff assistance with special accommodation requests. 9 of 9 tenants on the housing registry were housed in these units during the year.			Recommendations: Continue to support tenants with accommodation requests. Fill 100% available vacant units with tenants from the Housing Registry waitlist as units become available.		



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ADMINISTRATIVE OBJECTIVES:

Objective	Type: Administrative	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.		External training opportunities	SH Staff	2	2	✓
Findings: Staff were able to attend 2 trainings over the fiscal year.				Recommendations: a. Continue to make available opportunities for the professional development of staff.		

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

Date: May 10 2018
Report Reviewed by Carey Fraser, Executive Director