

**ANDERSON GARDENS SUPPORTIVE LIVING – OUTCOMES REPORT APRIL 1 2018 – MARCH 31 2019**

**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	2014 2015	2015 2016	2016 2017	2017 2018	2018 2019	5 Year Average	Findings
# of males served	18	20	15	15	14	17.3	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	18	22	19	20	21	20	
<b>Total</b>	36	42	34	35	35	37.3	
Average age of tenants	56.8	58	58.7	59.3	59.9	58.1	
Average length of service (months)	23 mo.	28 mo.	36 mo.	42 mo.	47.5 mo.	31.4 mo.	
# of tenants who moved to higher care facilities	0	1	1	1	1	0.6	
# of deceased tenants	1	2	1	1	0	1.16	
# of tenants who returned to a non-supported housing	3	5	1	0	1	2.5	
% of minorities served (does not include First Nations)	0	0	0	0	0	0	
File Status at Year End	2014 2015	2015 2016	2016 2017	2017 2018	2018 2019	6 Year Average	Findings
Open	32	33	33	33	33	32.8	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	4	8	3	2	2	4.3	

Risks & Barriers	2014 2015	2015 2016	2016 2017	2017 2018	2018 2019	5 Year Average	Findings
# experiencing significant barriers as a result of English as a second language / cultural issues	0	0	0	0	0	0	<p>There have been notable changes reported this year in two of the five reporting categories. The # of tenants involved in alcohol/drug misuse has doubled since 2013. This may be due to new tenants coming from the A category of absolute homelessness ie. Shelters/transition house where the stress levels would be elevated and exposure to more addictive behaviors may have affected usage levels.</p> <p>Staff will continue to monitor this for emerging trends as it is becoming apparent, that as tenants' age in place, there has been a rise in the number of tenants experiencing barriers due to increasing physical and mental health issues.</p>
# experiencing significant barriers due to deteriorating physical/health issues (i.e. mobility loss, incontinence, dementia/paranoia, hearing loss, impaired vision, loss of etc.)	17	23	22	22	24	20.8	
# experiencing significant barriers based on mental health issues or anti-social behaviors	23	30	28	26	29	27	
# experiencing long term mental health problems	28	34	31	29	26	29	
# significantly involved in alcohol or drug misuse	2	4	5	9	11	6	

**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 various community service providers. The highest rate of referrals were to food bank services and the Kutunai Art Therapy Institute. Referral records indicate that 8 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 and in-house activities. The data for category 3 has traditionally been correlated from tenant surveys, however, this year the survey was changed and the data is not available. We have based the numbers for #3 on observation and Tenant Support data collected throughout the year, but it will not accurately reflect the actual numbers of tenants who are accessing services in the community. We will return to the original surveys for the 2019-20 season.

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%	60.0% (20 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%	66% (21.8 of 33)	✓
3. Maximize Tenant involvement in community connections	% of tenants involved in 2 or more positive community connections per week	Tenants	Average Weekly total for the year	Tenant Referrals/ observation	25%	70%	✓

**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: 6 tenant deaths; 3 tenants moved to long term, supported care. Over six years there have been three tenants who indicated they were ending tenancy because they found the supported housing did not suit 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	2018-19 Fiscal Year	Housing Occupancy Record	99%	100% (396 of 396 units)	✓
Objective Type: Efficiency Measures	Indicator	Applied To Whom	Time Measure	Data Source	Target Goal Expectancy	Actual Result	Met or Exceeded
2. Monitor meal quality	Food content/quality, taste, and presentation	Tenants	2018-19 Fiscal Year	Internal Tracking sheet	90%	100% 12 of 12	✓

#### 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	2018-19 Fiscal Year	Survey (33 distributed - 32 returned of which reported: 79% “good” levels, 19% “satisfactory” & 2% “Poor”	85%	98% Satisfied	✓
Maintain stakeholder satisfaction levels	% of non-tenant stakeholders who report service satisfaction	All other stakeholders	2018-19 Fiscal Year	Survey (9 surveys were distributed with 6 responses)	85%	100% (6 of 6)	✓

**PROGRAM ACCESSIBILITY:** During the year program staff received 61 requests to accommodate 19 different tenants. Each of these requests upon review was deemed reasonable and or necessary and as such staff undertook the following measures to accommodate. Examples 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, working with police and tenants to sort out complaints, assisting tenants 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/maintenance of tenancy.	% of tenants requesting access/accommodation	All Tenants who are accessing housing.	5%	57.5% 19 of 33 tenants	✓
BC Housing Registry Waitlist	% of tenants on waitlist to receive housing	All Tenants on the waitlist that received housing.	100%	100% (2 of 2)	✓

**ADMINISTRATIVE OBJECTIVES**

<b>Objective</b> Type: Administration Objectives	<b>Indicator</b>	<b>Who Applied To</b>	<b>Target Goal Expectancy</b>	<b>Actual Result</b>	<b>Met or exceeded</b>
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%	85%	✓
2. Expand staff development opportunities to address client aging in place issues	Staff have increased knowledge	Anderson Gardens Staff	90%	100%	✓

**Report Prepared by:** Housing Manager

**Reviewed by:** Director of Housing Services and Executive Director

**Data Sources:** Data Extrapolated From Internal Excel System

**Date:** April 8, 2019