



FAMILY and SENIOR HOUSING CASTLEGAR – OUTCOMES REPORT April 1 2018 through March 31 2019

PROGRAM DESCRIPTION – Family Housing consists of seventy-three housing units available to low-to-moderate income family who are able to live independently. Core services provided are property management services. Ten more units are intended for seniors and are available to low-to-moderate income seniors and persons with disabilities who are able to live independently. Core services provided are property management services. In total there are 86 units of housing in Castlegar, however, two units are contracted out to Interior Health and 1 to the Safe Home Operator and as such we don't include these units in our data collection totals.

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	Aug - Mar 2015	2015 2016	2016 2017	2017 2018	2018 2019	4.67 Year Average	Findings
# of adult males housed	19	29	30	28	27	28.5	These statistics reflect what they would expect as typical (or standard) of the demographic generally housed in this type of housing.
# of adult females housed	68	92	82	81	81	86.5	
# of male children or youth housed	48	77	67	65	57	67.2	
# of female children/ youth housed	26	41	45	43	49	43.7	
Total	161	239	223	217	214	225.7	
Average age of adult tenants	48	44	44	45	46	48.6	
Average age of tenant children	8	8	8	9	9	9	
Average length of tenancy in years	3	3	4	4	5	4.1	
# of tenants who moved to home ownership	3	0	1	0	1	1.1	
# of tenants who moved to higher care facilities	1	4	0	1	0	1.3	
# of deceased tenants	0	0	3	2	0	1.1	
# of tenants who secured and moved on to non-subsidized housing & or other housing options	4	8	8	8	0	6	
# of minorities housed	5	0	8	5	5	4.9	

File Status at Year End	Aug - Mar 2015	2015 2016	2016 2017	2017 2018	2018 2019	4.67 Year Average	Findings
Open	83	83	82	83	83	88.7	Data appears to be consistent year over year.
Closed	8	21	17	11	11	14.6	

Risks & Barriers	Aug - Mar 2015	2015 2016	2016 2017	2017 2018	2018 2019	4.67 Year Average	
# experiencing significant barriers as a result of English as a second language / cultural issues	2	1	1	1	1	1.3	These results are reasonably congruent with the data collected for other Association complexes that house a similar demographic.
# experiencing significant barriers due to physical/health issues	5	9	11	8	8	8.8	
# experiencing significant barriers based on mental health issues or anti-social behaviors	4	5	5	6	7	5.8	
# experiencing long term mental health problems	3	9	10	10	7	8.4	
# significantly involved in alcohol or drug misuse	1	4	4	3	1	2.8	

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. Throughout the year the 4 tenants were referred to resources outside the agency while we continued to work collaboratively with them.

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. 73 surveys were distributed to tenants at time of rent review and 31 completed surveys 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 due to accessing secure and affordable housing	All Castlegar Housing Tenants	85%	97% 30 of 31	✓
2. Provide affordable housing	Length of tenancy (based on records passed on to the Association at time of operations transfer)	All Castlegar Housing Tenants (data collected from client files)	3 yrs	5 yrs	✓



3. Provide stable housing	Length of tenancy (as stated above)	All Castlegar Housing Tenants (data collected from client files)	3 yrs	5 yrs	✓
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PAST PARTICIPANT FEEDBACK – Past participant feedback is intended to solicit feedback from tenants after they have left our Castlegar properties housing to determine if access to subsidized social housing effectively assisted them to re-integrate into mainstream housing and to a more mainstream lifestyle. However, it is difficult to sustain contact with past tenants due to privacy rights; tenants moving on to home ownership; relocation to another community; status change (i.e. marriage, death, or the need to move to a higher care facility) etc. As such, we have been unable to as yet establish a functional method of collecting past participant feedback from tenants who have left subsidized family housing.

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

Objective Type: Efficiency Measures	Indicator	Who Applied To	Target Goal Expectancy	Actual Result	Met or Exceeded
Maintain Occupancy at 99%	Occupancy rate	Castlegar Housing Units	99%	99%	✓

PROGRAM SATISFACTION: Satisfaction surveys are distributed annually to all tenants who have been housed for 12 months or longer.

Objective Type: Consumer Input	Indicator	Who Applied To	Target Goal Expectancy	Actual Result	Met or Exceeded
Maintain tenant satisfaction levels	Tenant Satisfaction	Castlegar housing tenants (31 returned continuing tenant feedback surveys)	85%	90% 28 of 31	✓
Maintain stakeholder satisfaction levels	Stakeholders satisfaction	Non tenant stakeholder (14 returned stakeholder feedback surveys)	85%	100% 14 of 14	✓



PROGRAM ACCESSIBILITY: During the year program staff received 14 requests to accommodate tenants. 4 of these were referrals to community agencies in order to help sustain the tenant’s tenancy. In addition to the above, program staff deemed that housing accessibility for tenants would be 100% sourced from the BC 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 accessing services requiring accommodation to facilitate access	% of tenants requesting accommodation	All tenants who are requesting reasonable housing accommodation	100%	100% (14 of 14)	✓
BC Housing Registry Waitlist	% of tenants on waitlist to receive housing	All tenants on the waitlist that received housing in the fiscal	100%	100% (11 of 11)	✓

ADMINISTRATIVE OBJECTIVES

Objective Type: Administration Objectives	Indicator	Who Applied To	Target Goal Expectancy	Actual Result	Met
a. Make available at least two external professional development opportunities to staff by end of the fiscal year.	External training sessions	Castlegar Housing Staff	2	2	✓
b. increase tenant overall survey returned response rate	Increased response return rate of surveys distributed and returned	Castlegar housing staff	50%	51%	✓

Data collated: via Excel Spreadsheet
Report Completed by: Director of Housing Services

Date: April 16, 2019
Report Reviewed by: Executive Director