



**FAMILY HOUSING – OUTCOMES REPORT April 1 2018 through March 31 2019**

**PROGRAM DESCRIPTION** – Family Housing consists of sixty-five housing units located at Sonja’s Gardens (Cranbrook) and Molnar Gardens (Golden) available to low-to-moderate income families 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	2014 2015	2015 2016	2016 2017	2017 2018	2018 2019	5 Year Average	Findings
# of adult males housed	19	20	24	20	23	21.2	The data has remained reasonably consistent over the past 5 years  In 2013-2014 the real estate market in Cranbrook experienced an adjustment allowing for lower income populations access to the market. The market has increased year over year since, therefore pushing the lower income earners out of the market. The findings support this observation.
# of adult females housed	54	50	50	54	53	52.2	
# of male children housed	26	30	31	33	28	29.6	
# of female children housed	29	26	30	33	35	30.6	
Total	128	126	135	140	139	133.6	
Average age of adult tenants	42	40	41	40	42	41	
Average age of youth tenants	7	6	6	6	6	6.2	
Average length of tenancy	5	5	5	5	5	5	
# of tenants who moved to home ownership	1	0	0	0	1	0.4	
# of tenants who moved to higher care facilities	0	1	1	1	1	0.8	
# of deceased tenants	0	1	1	1	4	1.4	
Key Demographics	2014 2015	2015 2016	2016 2017	2017 2018	2018 2019	5 Year Average	Findings
# of clients who secured and moved on to non-subsidized housing & or other housing options	10	4	11	14	15	10.8	Both the number of clients who secured and moved on to non-subsidized housing & or other housing options and minorities housed has seen an increase over the past 2 fiscal years.



# of minorities housed	10	12	10	15	16	12.6	
<b>File Status at Year End</b>	<b>2014 2015</b>	<b>2015 2016</b>	<b>2016 2017</b>	<b>2017 2018</b>	<b>2018 2019</b>	<b>5 Year Average</b>	<b>Findings</b>
Open	65	65	65	65	65	65	Files are opened / closed when tenants become newly housed
Closed	10	17	12	15	21	15	
<b>Risks &amp; Barriers</b>	<b>2014 2015</b>	<b>2015 2016</b>	<b>2016 2017</b>	<b>2017 2018</b>	<b>2018 2019</b>	<b>5 Year Average</b>	<b>Findings</b>
# experiencing significant barriers as a result of English as a second language / cultural issues	10	10	7	8	9	8.8	Data appears relatively static with no new trends identified.
# experiencing significant barriers due to physical/health issues	38	33	34	34	38	35.4	
# experiencing significant barriers based on mental health issues or anti-social behaviors	32	29	32	32	33	31.6	
# experiencing long term mental health problems	31	30	31	29	26	29.4	
# significantly involved in alcohol or drug misuse	27	32	33	29	25	29.2	

**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 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 14 tenants were referred to other community service providers. Examples of community referrals in family housing typically include family legal services, homecare services, or community resource centres. In addition to tenants being referred to resources outside the agency, 1 tenant was referred to other services offered by the agency.

Referral Elsewhere	2014 2015	2015 2016	2016 2017	2017 2018	2018 2019	5 Year Average	Findings
Referral to other services offered by the agency	1	6	3	6	1	3.4	There was an increase in community referrals this fiscal year compare to the previous 2; however, internal agency referrals have decreased.
Referral in the community	1	13	9	8	14	9	

**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. 85 surveys were distributed to tenants and 66 were returned. Surveys are distributed at intake for pre-service responses and again at exit as well as annually at time of rent review for post-service or service-to-date 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 due to accessing secure and affordable housing	All Tenants at Time of Survey	90%	85% (53 of 62)	X
2. Provide affordable housing	Length of tenancy	All Family Housing Tenants (65 units)	5 yrs.	100%	✓
3. Provide stable housing	Length of tenancy	All Family Housing Tenants (65 units)	5 yrs.	100%	✓

**PAST PARTICIPANT FEEDBACK** – Past participant feedback is intended to solicit feedback from tenants after they have left family housing to determine if 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 non-intrusive 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	Family Housing Units	99%	95%	X

### 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 family housing tenants	85%	88% (58 of 66)	✓
Objective Type: Stakeholder Input	Indicator	Who Applied To	Target Goal Expectancy	Actual Result	Met or Exceeded
Maintain stakeholder satisfaction levels	Stakeholders satisfaction	Non Tenant stake holders responses	85%	100% (18 of 18)	✓

**PROGRAM ACCESSIBILITY:** During the year program staff received 14 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 connected them with community services, family members, BC Housing, Income Assistance, and MCFD. These activities assisted tenants with their access to subsidized family 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
Tenants accessing services requiring accommodation to facilitate access	% of tenants requesting access accommodation	All tenants who are accessing housing	5%	21% (14 of 65)	✓
BC Housing Registry Waitlist	% of tenant on waitlist to receive housing	All tenants on the waitlist that received housing in the fiscal	100%	53% (8 of 15)	X

### ADMINISTRATIVE OBJECTIVES

Objective Type: Administration Objectives	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.	Staff opportunities for external professional development	Staff	100%	150%	✓
<b>Findings:</b> Staff were able to attend 2 outside trainings over the fiscal year		<b>Recommendations:</b> a. Continue to make available opportunities for the professional development of staff.			

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

Date: April 11, 2019  
Report Reviewed by: Executive Director