



HOMELESS AT RISK – OUTCOMES REPORTS April 1 2018 – MARCH 31 2019

PROGRAM DESCRIPTION – Homeless-At- Risk (HAR) housing consists of forty-six units (Abbott Gardens in Cranbrook, and Gatehouse Gardens in Kimberley) available to low income, marginalized persons 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	28	23	25	22	25	24.6	Comparative data is very consistent over the past 5 years
# of adult females housed	20	22	22	21	24	21.8	
Total	48	45	47	43	49	46.4	
Average age of adult tenants	48	46	47	48	46	47	
Average length of tenancy	6	7	8	8	8	7.4	
# of tenants who moved to higher care facilities	3	1	1	2	0	1.4	
# of deceased tenants	2	1	1	2	0	1.2	
# of clients who returned to non-subsidized housing/other	7	1	0	0	7	3	
# of minorities housed	1	1	1	1	4	1.6	
File Status at Year End	2014 2015	2015 2016	2016 2017	2017 2018	2018 2019	5 Year Average	Findings
Open	46	46	46	46	46	46	Relatively consistent year over year. The number of open and closed files fluctuates at any given time and typically no trends are noted. However it does reflect towards the opinion of staff that recent years have shown an ageing in place trend with fewer closed files.
Closed	12	5	3	6	4	6	

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	5	5	5	5	5	5	5 year comparative average continues to indicate that the number of tenants experiencing health related issues is relatively static. These findings are not surprising given this population is typically considered to be one that is marginalized. Staff will continue to monitor for any statistical trends.
# experiencing significant barriers due to physical/health issues	39	35	32	30	37	34.6	
# experiencing significant barriers based on mental health issues or anti-social behaviors	42	33	32	30	34	34.2	

# experiencing long term mental health problems	40	31	31	29	33	32.8	
# significantly involved in alcohol or drug misuse	24	19	21	20	19	20.6	

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 who request these referrals. This year **6 tenants** received referrals to community resources to ensure they were able to maintain safe, affordable housing for as long as possible. Some examples include but are not limited to: mental health, addictions services, and other relevant agencies that provide individualized support.

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. 61 surveys were distributed to tenants. Surveys are distributed at time of intake for pre-service responses and again at time of exit. As well, surveys are distributed annually at time of rent review to record service-to-date responses. 61 completed surveys (pre, post, or at time of rent review) 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 housed due to accessing secure and affordable housing	All HAR Housing Tenants	90%	98% (46 of 47)	✓
2. Provide affordable housing	Length of tenancy	All HAR Housing Tenants	7 years	8 years	✓
3. Provide stable housing	Length of tenancy	All HAR Housing Tenants	7 years	8 years	✓

PAST PARTICIPANT FEEDBACK: Past participant feedback is intended to solicit feedback from tenants after they have left HAR housing. However, in the HAR 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 examine 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	HAR Housing Units	99%	98%	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 tenants of HAR housing	85%	100% (46 of 46)	✓
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	85%	100% (17 of 17)	✓

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 connecting them with community services, family members, BC Housing and Ministry of Health and Social Development. These activities assisted tenants with their access to subsidized 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
1. Tenants accessing services requiring accommodation to facilitate access	% of tenants requesting accommodation	All tenants who are accessing housing	5%	30% (14 of 46)	✓
2. BC Housing Registry Waitlist	% of tenants on waitlist for housing	All tenants on the waitlist that received housing in the fiscal	100%	100% (4 of 4)	✓

ADMINISTRATIVE OBJECTIVES

Objective Type: Access Measures	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.	Number of external trainings scheduled for staff	HAR Staff	75%	150%	✓
Findings: Staff were able to attend 2 outside 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: Director of Housing Services

Date: April 16, 2019
Report Reviewed by Executive Director



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