



SILVER CITY GARDENS SUPPORTIVE LIVING – OUTCOMES REPORT APRIL 1 2018 – MARCH 31 2019

PROGRAM DESCRIPTION – Silver City Gardens consists of thirty-four supportive housing units available to low-to-moderate income seniors 55+ 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, light housekeeping and linen services, some on-site social opportunities and community connections, basic TV cable and access to 24-hour daily 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
Number of males served	3	6	12	18	20	11.8	<u>Male/Female Served:</u> This year's data shows another increase in the number of male tenants housed year over year.
Number of females served	27	30	28	31	22	27.6	
Total	30	36	40	49	42	39.4	
Average age of tenants	85 yrs.	84 yrs.	81 yrs.	79 yrs.	75.5 Yrs.	80.9	<u>Average Age:</u> This year's data continues to support the average age of the tenants has reduced. There are tenants who have moved to higher level care that are in the 90 year age range. We also have had an increase in Tenant move in that are in the 60 year age range. Our youngest Tenant is 57 with community supports and our oldest Tenant being 97 and aging in place with community supports.
Average length of service	4 yrs.	4 yrs.	4 yrs.	3 yrs.	2.4 yrs.	3.48 yrs.	
Number of tenants who moved to higher care facilities	4	4	3	3	4	3.6	<u>Length of Stay:</u> There has been an increased turnover of Tenants and 9 Tenants that have been here 8 months or less.
Number of deceased tenants	2	6	4	10	1	4.6	<u>Move to higher support:</u> Remains consistent with previous years.
Number of tenants who returned to a non-supportive living environment	0	0	1	1	5	1.4	<u>Deceased:</u> Significant increase in deceased Tenants in last year's reporting which supports the increase in number of new Tenants for the current report.
Percentage of minorities served	6%	4%	0%	0%	0%	2%	<u>Move to less support:</u> Marked increase for Tenants not requiring the hospitality support and move to less supportive environment. <u>Minorities:</u> Consistent at 0% last three years.



File Status at Year End	2014 2015	2015 2016	2016 2017	2017 2018	2018 2019	5 Year Average	Findings
Open	32	32	33	34	34	33	Number of files closed this year is fairly consistent with past data.
Closed	6	10	8	15	10	9.8	

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%	3%	0%	0%	0%	0.6%	<p><u>Language and Cultural:</u> Data remains consistent.</p> <p><u>Mental Health Barriers:</u> Tenants presenting with mental health barriers are well maintained with Mental Health and Substance Use health authority support as well as a supportive community environment at Silver City Gardens. A small number of Tenants have a tendency to isolate and are encouraged to come for meals and socialization. Also, Bounce Back information was distributed to these Tenants.</p>
% experiencing significant barriers based on mental health issues or anti-social behaviors	17%	13%	40%	12%	16%	19.5%	
% experiencing long term mental health problems	7%	8%	28%	30%	29%	20.4%	
% significantly involved in alcohol or drug misuse	6%	6%	13%	8%	16%	20.6%	
% experiencing significant barriers based on increasing physical and health needs.	-	-	60%	60%	19%	46.3%	<p><u>Alcohol and Drug Misuse:</u> There are no current Tenants that are experiencing housing or relational issues with respect to substance use. The use of nicotine is the most prevalent substance use issue for a small group of Tenants.</p> <p><u>Physical and Health Barriers:</u> The major concerns with physical and health barriers are related to pain and mobility issues and a small number of Tenants who are experiencing cognitive decline with an increase in home support services.</p>



REFERRAL ELSEWHERE: Several Tenants were admitted into the program with existing health and community supports. On-going observation by the Silver City Gardens Housing and Hospitality team and appropriate follow up with Tenants around added support is done on a regular basis to ensure Tenant success. Information regarding community supports is kept current and is available for all Tenants in our pamphlet racks as well as through discussions with the Manager/designate

Overall the Housing and Hospitality staff collaborate as a team along with tenants to maintain safe, affordable housing for as long as possible. Referral records indicate that 4 Tenants over the year have been able to age in place with supports until such time that Complex Care services were required. 1 Tenant was managed with multiple health issues until hospitalization and subsequent death. Silver City Gardens support along with other community and health support has enabled Tenants to live at a higher level of independence.

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. Service outcomes are reported in the table below and represent current tenants and in some questions also tenants who have ended tenancy during the year.

Objective: Effectiveness Measures	Indicator	Who Applied to	Actual Result	Met or Exceeded
1. Promote aging in place	70% of tenants of SCG have held a tenancy longer than 12 months on March 31st 2019	SCG tenants	76% (32 of 42)	✓
2. Maintain health and minimize hospital visits	70% of tenants who resided in SCG from April 1/18 to March 31/19 were not hospitalized longer than 24 hrs.	SCG tenants	88% (37 of 42)	✓
3. Maximize involvement in social and community activities	70% of tenants of SCG are involved in 2 or more social activities each week (both on and off site) over the 12 mo. period	SCG tenants	83% (26 of 31) (current tenants only as of Mar 31 2019)	✓

PAST PARTICIPANT FEEDBACK – Past participant feedback is intended to solicit feedback from tenants 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. The number of files closed due to tenant moving on to higher care facilities and tenant death was 5. The other Tenants moved to un-supported care. All 5 Tenants enjoyed their stay at Silver City Gardens but did not require the hospitality portion of the program and therefore did not want to pay for this service.

PROGRAM EFFICIENCIES –Two efficiency measures were selected by staff. The first efficiency measure was to monitor occupancy rates. The target occupancy goal established was 99%. The second was to monitor food costs without compromising nutritional value and, as such, the costs per person, per meal, per day were documented. The target goal established was to maintain food costs at budgeted levels (at a projected 13% increase per person) without compromising nutrition. Note that food costs refer to the direct cost of food ONLY and do not include indirect costs such as staffing. Efficiency results have been tabulated below.

Objective: Efficiency Measure	Indicator	Who Applied to	Target Goal Expectancy	Actual Result	Met or Exceeded
1. Maintain occupancy at 99%	Occupancy rate	SCG Units	99%	98.6%	✓
2. Maintain costs of food service without compromising nutrition	Meal cost per person, per day does not increase by more than at 13%	SCG Tenants	13% increase over prior year per person, per meal, per day	4% decrease in cost per meal, per person, per day over year	✓

PROGRAM SATISFACTION

Objective: Consumer Input Measures	Indicator	Who Applied to	Target Goal Expectancy	Actual Result	Met or Exceeded
1. To maintain personal satisfaction levels	Persons served report overall satisfaction with Tenancy and Hospitality Services	All Tenants accessing services who responded to the survey	85%	85% (11 of 13)	✓
Objective Stakeholder Input Measures	Indicator	Who Applied to	Target Goal Expectancy	Actual Result	Met or Exceeded
2. To maintain stakeholder satisfaction levels	Stakeholders who report overall service satisfaction	All stakeholders responding to survey (4 sent 4 returned)	85%	100% (4 of 4)	✓

PROGRAM ACCESSIBILITY: The Silver City Gardens application process was transferred to the BC Housing website in late 2014 to expand access to seniors for housing. Interior Health Authority staff and other community partners (including Home Health, Mental Health and Substance Use and Acute Care services) were given information regarding the new application process. Silver City Gardens contact and general information is in the “Closing the Gap in Senior’s Care” on line resource pamphlet. The information is also on the FETCH website. Currently the Thriving for Poverty Reduction for All website is under development of which Silver City Gardens information will be accessible through this on-line resource.

Objective Type: Access Measures	Indicator	Who Applied To	Target Goal Expectancy	Actual Result	Met or Exceeded
1. To increase access to health and personal care	100% of tenants who connected with appropriate services	Tenants with identified needs	80%	100% (4 of 4)	✓
2. 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)	✓

ADMINISTRATIVE OBJECTIVES

Objective Type: Administration Objective	Indicator	Who Applied To	Actual Result	Administrative Objective Achieved
1. Expand staff development opportunities	Key duties of staff positions and routines reviewed and updated	SCG Staff	All employee job duties were reviewed and updated to correspond with the new routines in dietary and housekeeping roles. Policy and procedure for SCG hospitality services updated, including Food and Sanitation Plan, Menus, Standardized orders, duty checklists, general SCG procedures. The Clerk position was expanded and employee had opportunity to move into the role of Assistant to Property Manager. All regular full-time staff have updated the core trainings for the year. Monthly Staff Meetings include regular OH&S drills. We have also had two staff orientations- 1 Cook, 1 Housekeeper.	✓
2. Develop and build the distribution, return rates, and collection of statistical information for both tenants and non-tenant stakeholders.	Increased survey response and feedback rates for 2018-2019 year	Trail Services Property and Operations Manager	47% returned surveys of those distributed. Manager met with each Tenant over the period of time when surveys were being collected to encourage Tenant feedback and gather other statistical data.	✓

Data Confirmed by: Property and Operations Manager Trail Services

Reviewed by: Director of Housing Services and Executive Director

Date: April 1, 2019