



ANDERSON GARDENS SUPPORTIVE LIVING – OUTCOMES REPORT

APRIL 1 2019 to MARCH 31 2020

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	2015 2016	2016 2017	2017 2018	2018 2019	2019 2020	5 Year Average	Findings
# of males served	20	15	15	14	17	16.2	<p>The data compiled over six years of the operational period is consistent. There has been a gradual increase in the average age, as most tenants fall within the 60 year mark.</p> <p>As tenants age in place they are transferred to assisted living facilities within several months of application. There were two tenants whose mental disability/illness precluded them from maintaining their independent status and were referred back to supportive community organizations.</p>
# of females served	22	19	20	21	23	21	
Total	42	34	35	35	40	37.2	
Average age of tenants	58	58.7	59.3	59.9	60.9	58.9	
Average length of service (years)	2.3	3	3.5	3.9	5	3.5	
# of tenants who moved to higher care facilities	1	1	1	1	3	1.16	
# of deceased tenants	2	1	1	0	0	.83	
# of tenants who returned to a non-supported housing	5	1	0	1	4	2.3	
% of minorities served (does not include First Nations)	0	0	0	0	0	0	



File Status at Year End	2015 2016	2016 2017	2017 2018	2018 2019	2019 2020	5 Year Average	Findings
Open	33	33	33	33	33	33	File status: This year had a higher number of closures than the past 4 years. Figuring prominently was the return of 4 female tenants to live with family members in unsubsidized housing outside of the Nelson area.
Closed	8	3	2	2	7	4.4	
Risks & Barriers	2015 2016	2016 2017	2017 2018	2018 2019	2019 2020	5 Year Average	Findings
# experiencing significant barriers as a result of English as a second language / cultural issues	0	0	0	0	0	0	The prominent barrier remains to be mental and physical health restrictions experienced by the tenants. These are mostly long term conditions and we do not anticipate this trend to change significantly with existing tenants.
# experiencing significant barriers due to deteriorating physical/health issues (i.e. mobility loss, incontinence, dementia/paranoia, hearing loss, impaired vision, loss of etc.)	23	22	22	24	20	22.2	
# experiencing significant barriers based on mental health issues or anti-social behaviors	30	28	26	29	33	29.2	The newest category of homeless seniors in Nelson is due to renoviction. This may affect the statistical data over the next decade as these seniors are more accustomed to long term living arrangements and exposure to neighbors/support workers and community services. We may see a decline in the severity of long term mental and physical illness as a result.
# experiencing long term mental health problems	34	31	29	26	33	30.6	
# significantly involved in alcohol or drug misuse	4	5	9	11	12	8.2	



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 remained to be food bank services and the Kutunai Art Therapy Institute. Referral records indicate that 4 tenants were referred to mental health & addiction services and 2 tenants to residential alcohol rehabilitation.

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 community access data is collected in the annual tenant surveys.

Objective Type: Effectiveness Measures	Indicator	bTime 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	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%)	Average Weekly total for the year	Weekly Count Report	45%	51.5% (17 of 33)	✓
3. Maximize Tenant involvement in community connections	% of tenants involved in 2 or more positive community connections per week	Average Weekly total for the year	Tenant Referrals/ survey responses	25%	64%	✓
Objective Type: Effectiveness Measures Findings: Examples of onsite activities include: Bike-share program, gardening program, computer lab, Christmas and New Year's Parties, art therapy/studio arts program, AG Review (tenant publication) and pop up Art classes. This year the Anderson Arts project worked collaboratively to create large multi frame works for the hallways. Examples of community connections include: Nelson Community Services, Nelson Food Cupboard, Nelson CARES - Advocacy Center, Nelson Women's Center, Kootenay School of the Arts, Kootenay Career Development, Seniors Coordinating Society, ANCHORS - Aids Network Outreach and Support Society, Nelson Public Library, RDCK - Recreation Center, Nelson Mental Health and Addictions, Nelson Home Health, Community Low Cost Dental Clinic and other community recourses. * It should be noted that while participation in daily meals is below the 75% target, there is a growing number of tenants who utilize the dining room as opposed to take-out. This movement out of isolation at Anderson, into a group					Recommendations: Continue to monitor and record participation in daily meal, onsite social activities, and involvement in positive community connection rates.	



interaction is a significant change in the tenant body. We're seeing tables being put together during the lunch hour to accommodate groups, and people are staying in the dining room for the one hour that it is open to socialize.	
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PAST PARTICIPANT FEEDBACK – Past participant feedback is intended to solicit feedback from clientele after they have left the program. However, due to mental factors such as dementia or severe mental illness and end of the life cycle reality we are, for the most part, unable to obtain past participant feedback.

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	Data Source	Target Goal Expectancy	Actual Result	Met or Exceeded
1. Maintain occupancy at 98%	Occupancy rate	Housing Occupancy Record	99%	99.5% (394 of 396 units)	✓
Objective Type: Efficiency Measures	Indicator	Data Source	Target Goal Expectancy	Actual Result	Met or Exceeded
2. Monitor meal quality	Food content/quality, taste, and presentation	Internal Tracking sheet	90%	100% 12 of 12	✓
<p>Findings During the course of the 12 month reporting period there were 2 vacant units over the period of one year. In calculating the occupancy / vacancy rates our formula is as follows: 2 vacant units / 396 total units = 0.5% vacancies. The corresponding occupancy rate is 99.5%. To measure meal quality information was collected from staff randomly participating in one meal per month to test for quality and from tracking records provided by the food services contractor recording when accommodations were requested and/or performed for a tenant. The following evaluative benchmarks were used 1. Were the 3 main food groups from the Canada Food Guide represented in the meal? 2. Did the meal taste and appear appetizing? 3. Was the contractor accommodating to tenant needs when reasonable to do so?</p>				<p>Recommendations: i. Maintain an occupancy rate of 99% ii. Monitor quality of the mid-day meal – target is 90).</p>	



PROGRAM SATISFACTION

Objective Type: Consumer Input	Indicator	Who Applied To	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	Survey (33 distributed - 19 returned of which reported: 88% "good" levels, 12% "satisfactory" & 0% "Poor"	85%	100% Satisfied	✓
Maintain stakeholder satisfaction levels	% of non-tenant stakeholders who report service satisfaction	All other stakeholders	There is no data to report this year, 3 surveys given/0 return	85%		
Findings: Tenants indicated their overall satisfaction with the housing and property management services above the targeted 85% ratio. Stakeholder surveys are harder to procure as most service providers/stake holders have seen the building and reviewed services over the last six years.			Recommendations: 1. Continue to monitor to ensure a minimum of 85% tenant satisfaction is sustained. 2 Continue efforts to formally solicit and record stakeholder satisfaction feedback throughout the 2020-2021 year.			

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%	66% - 22 of 33 tenants	✓
BC Housing Registry Waitlist	% of tenants on waitlist to receive housing	All Tenants on the waitlist that received housing.	100%	100% (7 of 7)	✓
Finding: 84 requests for additional accessibility requests were accommodated and 7 of 7 tenants on the registry waitlist were housed during the course of the fiscal year. There was a higher volume of accommodations made this year, this was accompanied by higher unit turn overs, tenant disputes and Dispute Resolution Hearings.			Recommendations: Continue to support tenants with accommodation requests. Fill 100% available vacant units with Tenants from BC Housing Registry waitlist as units become available.		



ADMINISTRATIVE OBJECTIVES

Objective Type: Administration Objectives	Indicator	Who Applied To	Target Goal Expectancy	Actual Result	Met or exceeded
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%	✓
Findings a. Staff were provided with development opportunities such as attending: Industrial First Aid, Mental Health First Aid, Prevention of Violence Against Women Information and Networking session, Reaching Home: Community Planning for Homelessness Reduction, Non-Profit Budgeting for Beginners, Standard First Aid and a Restorative Justice Workshop. b. Staff kept track of statistics throughout the 2019/2020 year, and helped to make improvements to the Data Collection spreadsheets that aided in tracking.			Recommendations: a. Continue to make available staff development opportunities. b. Continue to develop statistical tracking for Anderson Gardens and prioritize community connections to increase stakeholder feedback with new sources.		

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Data Sources: Data Extrapolated From Internal Excel System
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