

FAMILY AND SENIOR HOUSING CASTLEGAR – OUTCOMES REPORT
APRIL 1 2019 to MARCH 31 2020

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	2015 2016	2016 2017	2017 2018	2018 2019	2019 2020	5 Year Average	Findings
# of adult males housed	29	30	28	27	29	28.6	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	92	82	81	81	88	84.8	
# of male children or youth housed	77	67	65	57	76	68.4	
# of female children/ youth housed	41	45	43	49	51	45.8	
Total	239	223	217	214	244	227.4	
Average age of adult tenants	44	44	45	46	48	45.4	
Average age of tenant children	8	8	9	9	9	8.6	
Average length of tenancy in years	3	4	4	5	5	4.2	
# of tenants who moved to home ownership	0	1	0	1	0	0.4	
# of tenants who moved to higher care facilities	4	0	1	0	3	1.6	
# of deceased tenants	0	3	2	0	2	1.4	
# of tenants who secured and moved on to non-subsidized housing & or other housing options	8	8	8	0	10	6.8	
# of minorities housed	0	8	5	5	6	4.8	



File Status at Year End	2015 2016	2016 2017	2017 2018	2018 2019	2019 2020	5 Year Average	Findings
Open	83	82	83	83	83	82.8	The number of move-outs increased this year due to a higher number of tenant issues. This is partially related to housing construction at Riverview Court causing stress on tenants.
Closed	21	17	11	11	20	16	

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	1	1	1	1	1	1	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	9	11	8	8	11	9.4	
# experiencing significant barriers based on mental health issues or anti-social behaviors	5	5	6	7	8	6.2	
# experiencing long term mental health problems	9	10	10	7	7	8.6	
# significantly involved in alcohol or drug misuse	4	4	3	1	2	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.

Referral Elsewhere	2015 2016	2016 2017	2017 2018	2018 2019	2019 2020	5 Year Average	Findings
Referral to other services offered by the agency	0	0	0	0	0	0	Data appears relatively static with no new trends identified.
Referral in the community	3	4	2	4	4	3.4	



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. 86 surveys were distributed to tenants at time of rent review and 44 completed surveys were returned.

Objective Type: Effectiveness Measures	Indicator	Who Applied To	Target Goal Expectancy	Actual Result	Met or Exceeded
1. Provide secure housing	The security of the access/entry to tenant residence	All Tenants at Time of Survey	85%	84% 36 of 43	X
2. Provide affordable housing	The affordability of rental unit	All Tenants at Time of Survey	85%	86% (38 of 44)	✓
3. Provide stable housing	Length of tenancy	All Tenants at Time of Survey	3 yrs	5 yrs	✓
Findings: Of the 44 returned surveys 43 responded to the question “the security of the access/entry to your residence.” 36 of 43 respondents indicated good or satisfactory responses to this question. Of the 44 returned surveys 44 responded to the question “the affordability of your rental unit.” 38 of 44 respondents indicated good or satisfactory responses to this question. The average length of stay is a statistic recorded in, and gathered from, tenant files. The average length of tenancy is currently 5 years meeting our 3 year target.			Recommendations: Maintain 85% achievement target for tenant safety and affordability and 3 year length of tenancy as an indicator of the stability and affordability this housing avails to tenants.		

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%	98%	X
Findings: There are a total number of 85 units available monthly. During the course of the 12 month reporting period there was a total of 20.5 vacant units for the reporting period. In calculating the occupancy / vacancy rates our formula is as follows: 20.5 Vacant units / 1020 total units = .02 or (.02 x 100 =) 2% vacancy. The corresponding occupancy rate is 98%.			Recommendations: Continue to strive to achieve a targeted occupancy rate of 99% for the 2020-21 year.		

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%	95% 42 of 44	✓
Maintain stakeholder satisfaction levels	Stakeholders satisfaction	Non tenant stakeholder (14 returned stakeholder feedback surveys)	85%	100% 7 of 7	✓
Findings: Of the 44 tenant surveys returned 42 indicated their overall satisfaction with housing and property management (willing to listen and provide answers to property management related questions). 13 non-tenant stakeholder feedback surveys were distributed and 7 were returned. All 7 indicated a high level of satisfaction with the program.			Recommendations: Continue to monitor to ensure a minimum of 85% tenant satisfaction is sustained and continue to solicit stakeholder satisfaction feedback data throughout the 2020-21 fiscal year.		

PROGRAM ACCESSIBILITY: During the year program staff received 5 requests to accommodate tenants. 3 of these referrals included adding an accessibility feature to the unit and the other 2 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 access accommodation	All tenants who are accessing housing	5%	6% (5 of 83)	✓
BC Housing Registry Waitlist	% of tenants on waitlist to receive housing	All tenants on the waitlist that received housing in the fiscal	100%	100% (20 of 20)	✓
Accessibility Findings: 5 requests for special accommodation were received and each of these requests was deemed feasible and, therefore, carried out. 20 of 20 tenants on the waitlist were housed during the course of the year from the BC Housing Registry.			Recommendations: Continue to support tenants with accommodation requests. Fill 100% available vacant units with tenant applications from BC Housing Registry.		



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	4	✓
b. Increase tenant overall survey returned response rate	Increased response return rate of surveys distributed and returned	Castlegar housing staff	50%	51%	✓
Findings: The Association's housing staff were able to attend 4 external training sessions.		Recommendations: It is recommended that we continue to maintain both administrative goals for the 2020-2021 year to ensure they are met year over year.			

Data collated: via Excel Spreadsheet

Report Completed by Justine Cohen, Director of Housing Services

Date: April 15, 2020

Report Reviewed by: Carey Fraser, Executive Director