



FAMILY HOUSING – OUTCOMES REPORT

APRIL 1 2019 to MARCH 31 2020

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	2015 2016	2016 2017	2017 2018	2018 2019	2019 2020	5 Year Average	Findings
# of adult males housed	20	24	20	23	26	22.6	The data has remained reasonably consistent over the past 5 years
# of adult females housed	50	50	54	53	62	53.8	
# of male children housed	30	31	33	28	35	31.4	
# of female children housed	26	30	33	35	47	34.2	
Total	126	135	140	139	170	142	
Average age of adult tenants	40	41	40	42	39	40.4	
Average age of youth tenants	6	6	6	6	6	6	
Average length of tenancy	5	5	5	5	7	5.4	
# of tenants who moved to home ownership	0	0	0	1	0	0.2	
# of tenants who moved to higher care facilities	1	1	1	1	2	1.2	
# of deceased tenants	1	1	1	4	1	1.6	
# of clients who secured and moved on to non-subsidized housing & or other housing options	4	11	14	15	16	11.8	
# of minorities housed	12	10	15	16	14	13.4	

File Status at Year End	2015 2016	2016 2017	2017 2018	2018 2019	2019 2020	5 Year Average	Findings
Open	65	65	65	65	60	64	Relatively consistent year over year. The number of open and closed files fluctuates at any given time and typically no trends are noted.
Closed	17	12	15	21	15	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	10	7	8	9	7	8.2	Data appears relatively static with no new trends identified.
# experiencing significant barriers due to physical/health issues	33	34	34	38	33	34.4	
# experiencing significant barriers based on mental health issues or anti-social behaviors	29	32	32	33	27	30.6	
# experiencing long term mental health problems	30	31	29	26	22	27.6	
# significantly involved in alcohol or drug misuse	32	33	29	25	18	27.4	

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 10 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, 4 tenants were referred to other services offered by the agency.

Referral Elsewhere	2015 2016	2016 2017	2017 2018	2018 2019	2019 2020	5 Year Average	Findings
Referral to other services offered by the agency	6	3	6	1	4	4	Data appears relatively static with no new trends identified.
Referral in the community	13	9	8	14	10	10.8	

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. 143 surveys were distributed to tenants and 85 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	The security of the access/entry to tenant residence	All Tenants at Time of Survey	90%	92% (77 of 84)	✓
2. Provide affordable housing	The affordability of rental unit	All Tenants at Time of Survey	90%	92% (77 of 84)	✓
3. Provide stable housing	Length of tenancy	All Family Housing Tenants (65 units)	5 years	100%	✓
Findings: Of the 85 returned surveys 84 responded to the question “the security of the access/entry to your residence. 77 of 84 respondents indicated good or satisfactory responses to this question. Of the 85 returned surveys 84 responded to the question “the affordability of your rental unit” 77 of 84 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 5 year target, and appears to continue to represent the time period required for a family to stabilize financially and then secure other (non-subsidized) housing.			Recommendations: Continue to monitor and maintain tenant feedback on the effectiveness of family housing relative to the areas of safety, affordability (90%) and stability (5 years).		

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 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%	97%	X
Findings: There are a total of 65 family units available monthly. During the course of the 12 month reporting period there was a total of 26 vacant units for the year. When calculating the occupancy / vacancy rates our formula is as follows: 26 vacant units / 780 total units = .03 or (.03 x 100 =) 3% vacancy. The corresponding occupancy rate is 97%.			Recommendations: Continue to strive for an occupancy rate of 99% for the 2020-21 year.		

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%	93% (77 of 83)	✓
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%	95% (20 of 21)	✓
Findings: Of the 85 tenant surveys returned 83 responded to the question asking if staff are willing to listen and provide answers to property management questions. 77 of 83 respondents indicated good or satisfactory responses to this question. 21 non-tenant stakeholder feedback surveys were distributed and 21 were returned. 20 of 21 respondents indicated “yes” to the question did the program meet your expectations for service delivery to the service user?			Recommendations: Continue to monitor to ensure a minimum of 85% tenant satisfaction is sustained by formally soliciting and recording stakeholder satisfaction feedback data throughout the 2020-21 year.		

PROGRAM ACCESSIBILITY: During the year program staff received 20 requests to accommodate tenants. Each of these requests upon review was deemed reasonable and as such staff undertook the following measures to accommodate: provided additional support and/or information, added an accessibility feature to a tenant unit, attended a meeting with a tenant and third party, completed outreach on behalf of a tenant and contacted family and/or friends to discuss tenancy. 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%	31% (20 of 65)	✓
BC Housing Registry Waitlist	% of tenant on waitlist to receive housing	All tenants on the waitlist that received housing in the fiscal	75%	94% (15 of 16)	✓
Accessibility Findings: 20 of 65 tenants made requests for special accommodations and each of these requests were reviewed and granted. 15 of 16 tenants housed came from the registry waitlist during the course of the year. The 1 tenant not housed from the registry waitlist were in Molnar Gardens where CMHA has received approval from BC Housing to fill the units at Low End Market if unable to fill from the registry.			Recommendations: Continue to consider and support tenants with accommodation requests and fill units through the BC Housing Registry Waitlist.		



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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%	400%	✓
Findings: Staff were able to attend 8 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 Justine Cohen, Director of Housing Services

Date: April 1, 2020
Report Reviewed by Carey Fraser, Executive Director