

HOMELESS AT RISK – OUTCOMES REPORTS
APRIL 1 2019 to MARCH 31 2020

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	2015 2016	2016 2017	2017 2018	2018 2019	2019 2020	5 Year Average	Findings
# of adult males housed	23	25	22	25	28	24.6	The data has remained reasonably consistent over the past 5 years
# of adult females housed	22	22	21	24	27	23.2	
Total	45	47	43	49	55	47.8	
Average age of adult tenants	46	47	48	46	48	47	
Average length of tenancy	7	8	8	8	10	8.2	
# of tenants who moved to higher care facilities	1	1	2	0	2	1.2	
# of deceased tenants	1	1	2	0	2	1.2	
# of clients who returned to non-subsidized housing/other	1	0	0	7	4	2.4	
# of minorities housed	1	1	1	4	4	2.2	
File Status at Year End	2015 2016	2016 2017	2017 2018	2018 2019	2019 2020	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.
Closed	5	3	6	4	8	5.2	

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	5	5	5	5	4	4.8	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.
# experiencing significant barriers due to physical/health issues	35	32	30	37	37	34.2	



# experiencing significant barriers based on mental health issues or anti-social behaviors	33	32	30	34	37	33.2	
# experiencing long term mental health problems	31	31	29	33	35	31.8	
# significantly involved in alcohol or drug misuse	19	21	20	19	19	19.6	

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. Throughout the year 4 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, 1 tenant was 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	4	3	3	3	1	2.8	Data appears relatively static with no new trends identified.
Referral in the community	5	4	4	3	4	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. 73 surveys were distributed to tenants and 53 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%	91% (42 of 46)	✓
2. Provide affordable housing	The affordability of rental unit	All Tenants at Time of Survey	90%	92% (48 of 52)	✓
3. Provide stable housing	Length of tenancy	All HAR Housing Tenants	7 years	11 years	✓
Findings: Of the 53 returned surveys 46 responded to the question “the security of the access/entry to your residence. 42 of 46 respondents indicated good or satisfactory responses to this question. Of the 53 returned surveys 52 responded to the question “the affordability of your rental unit” 48 of 52 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 has increased to 11 years showing that this target tenant population is continuing to be able to remain independent and direct their own care prior to moving to higher care facilities.				Recommendations: Continue to monitor and maintain tenant feedback on the effectiveness of HAR housing relative to the areas of safety, affordability (90%) and stability (7 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
Findings: There are a total of 46 HAR units available monthly. During the 12 month reporting period there was a total of 13 vacant units during the year. In calculating the occupancy / vacancy rates our formula is as follows: 13 vacant units / 552 total units = .02 or (.02 x 100 =) 2% vacancies. The corresponding occupancy rate is 98%.				Recommendations maintain an occupancy rate of 99% for the coming 2020-21 fiscal 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 tenants of HAR housing	85%	98% (51 of 52)	✓
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%	94% (33 of 35)	✓
Findings: Of the 53 tenant surveys returned 52 responded to the question asking if staff are willing to listen and provide answers to property management questions. 51 of 52 respondents indicated good or satisfactory responses to this question. 35 non-tenant stakeholder feedback surveys were distributed and 35 were returned. 33 of 35 respondents indicated “yes” to the question did the program meet your expectations for service delivery to the service user?			Recommendations: 1. Continue to monitor to ensure a minimum of 85% tenant satisfaction is sustained. 2. Continue to formally solicit and record stakeholder satisfaction feedback throughout the 2020-21 program 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
1. Tenants accessing services requiring accommodation to facilitate access	% of tenants requesting accommodation	All tenants who are accessing housing	5%	43% (20 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% (5 of 5)	✓
Accessibility Findings: Each of the 20 requests for further accessibility initiatives was deemed achievable and as such, implemented. 5 of 5 tenants housed came from the registry waitlist during the course of the year.		Recommendations: a. Continue to support tenants with minor accommodation requests on a regular basis. b. Record and consider any substantive accommodation requests to determine if these are reasonable and / or doable. c. Continue to fill 100% of vacancies with tenants who have applied via the on-line Housing Registry and waitlist these applicants for housing as units become available.			

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%	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