

**SENIOR HOUSING – OUTCOMES REPORTS**  
**APRIL 1 2019 to MARCH 31 2020**

**PROGRAM DESCRIPTION** – Senior Housing (SH) consists of sixty units available to low-to-moderate income seniors and persons with disabilities 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	25	26	24	25	25	25	The five year comparative data appears relatively static. Given the demographic housed, staff are of the opinion this will continue to remain static year over year.
# of adult females housed	34	34	37	37	42	36.8	
Total	59	60	61	62	67	61.8	
Average age of adult tenants	65	67	67	68	69	67.2	It is anticipated the average age of tenants will continue to rise gradually as they age in place.
Average length of tenancy (yrs.)	4	4	4	4.78	5	4.35	The average length of tenancy remains relatively static
# of tenants who moved to higher care facilities	2	1	2	0	4	1.8	It is anticipated the statistics recorded in each of these four categories will remain relatively static year over year.
# of deceased tenants	2	3	3	2	0	2	
# of tenants who returned to non-subsidized housing	4	2	2	0	1	1.8	
# of minorities housed	2	2	2	2	3	1.1	

File Status at Year End	2015 2016	2016 2017	2017 2018	2018 2019	2019 2020	5 Year Average	Findings
Open	60	60	60	60	60	60	Comparative data remains static and staff are confident that these statistics will change very little year over year.
Closed	11	8	9	5	5	7.6	

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	3	2	2	1	0	1.6	The number of tenants experiencing long term mental health problems and alcohol or drug misuse has risen considerably this year. This is attributed, in part, to a new Property Manager who completes a thorough intake assessment of tenants. In addition, as tenants age in place barriers are noted to increase. Staff will continue to monitor this for emerging trends as they are of the opinion, that as tenants' age in place, there will be a rise in the number of tenants experiencing barriers due to increasing physical and health issues.
# experiencing significant barriers due to physical/health issues	33	29	33	36	39	35.2	
# experiencing significant barriers based on mental health issues or anti-social behaviors	21	18	19	20	27	21	
# experiencing long term mental health problems	13	12	12	15	35	17.4	
# significantly involved in alcohol or drug misuse	1	1	1	1	7	2.2	

**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. That said, during this year there were no identified needs requiring tenant referrals to other community services.

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	Staff will ensure appropriate recording of statistics for the 2020-21 fiscal year
Referral in the community	0	0	0	0	0	0	

**GOAL SETTING & RESULTS** Service outcomes are intended to assess the safety and affordability of the living environment; health and social benefits afforded from living in a stable micro-community. 60 surveys were distributed to tenants. Surveys are distributed at time of intake for pre-tenancy responses and again at time when tenancy ends. Additionally, surveys are distributed once annually at time of rent review to receive current tenant responses. 50 of 60 tenants completed and returned surveys however, many of the tenants did not respond fully to all the survey questions.



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%	96% (43 of 45)	✓
2. Provide affordable housing	The affordability of rental unit	All Tenants at Time of Survey	90%	95% (39 of 41)	✓
3. Provide stable housing	Length of tenancy	All SH Housing tenants	4 years	4.78 years	✓

**Effectiveness Measures:**

Findings: Of the 25 returned surveys 45 responded to the question “the security of the access/entry to your residence. 43 of 45 respondents indicated good or satisfactory responses to this question. Of the 25 returned surveys 41 responded to the question “the affordability of your rental unit” 39 of 41 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 4.78 years meeting our 4 year target.	Recommendations: Continue to monitor and maintain tenant feedback on the effectiveness of seniors housing relative to the areas of safety, affordability (90%) and stability (4 years).
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**PAST PARTICIPANT FEEDBACK:** Past participant feedback is intended to solicit feedback from tenants after they have left SH housing. However, in the SH 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 monitor 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	SH Housing Unit	99%	99%	✓
Findings: There are a total of 60 SH units available monthly. During the course of the 12-month reporting period there was a total of 7 vacant units for the year. In calculating the occupancy / vacancy rates our formula is as follows: 7 vacant units / 720 total units = .010 or (.010 x 100 =) 1% vacancies. The corresponding occupancy rate is 99%.				Recommendations: Continue to strive to maintain 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	Tenants at time of annual rent review of SH housing	85%	95% (42 of 44)	✓
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%	100% (2 of 2)	✓
Findings: Of the 52 tenant surveys returned 44 responded to the question asking if staff are willing to listen and provide answers to property management questions. 42 of 44 respondents indicated good or satisfactory responses to this question. 4 non-tenant stakeholder feedback surveys were distributed and 2 were returned. 2 of 2 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 program year.		

**PROGRAM ACCESSIBILITY:** During the year program staff received 4 requests to accommodate tenants. Each of these requests upon review was deemed reasonable and as were carried out by staff. 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, or perspective tenants, requiring accommodation in order to facilitate access	% of tenants requiring accommodation	All tenants accessing housing	5%	1% (4 of 60)	X
Housing Registry Waitlist	% of tenant on waitlist to receive housing	All tenants on the waitlist that received housing in the fiscal	100%	100% (5 of 5)	✓
<u>Accessibility Findings:</u> 4 tenants were able to access or continue to remain living in this housing due to staff assistance with special accommodation requests. 5 of 5 tenants on the housing registry were housed in these units during the year.			<u>Recommendations:</u> Continue to support tenants with accommodation requests. Fill 100% available vacant units with tenants from the Housing Registry waitlist as units become available.		



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Kootenays  
Mental health for all

Association canadienne  
pour la santé mentale  
Kootenays  
La santé mentale pour tous



**ADMINISTRATIVE OBJECTIVES:**

Objective	Type: Administrative	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.		External training opportunities	SH Staff	2	6	✓
Findings: Staff were able to attend 6 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