

January 2021

Alderbridge Modular Supportive Housing Resident Outcomes

Results at Six Months after Opening



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BC Housing's Research Centre works in collaboration with housing sector partners to foster excellence in residential construction and find innovative solutions for affordable housing in British Columbia. Sharing leading-edge research and advances in building science and new technologies encourages best practices.

The Research Centre identifies and bridges research gaps to address homelessness, housing affordability, social housing challenges and the needs of distinct populations. Mobilizing knowledge and research expertise helps improve the quality of housing and leads to innovation and adoption of new construction techniques, Building Code changes, and enhanced education and training programs.

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Acknowledgements

BC Housing gratefully acknowledges Raincity Housing and Support Society for sharing their insights on Alderbridge Modular Housing and for supporting this study. We would like to sincerely thank all the residents who shared their perspectives through the resident survey as part of this study.

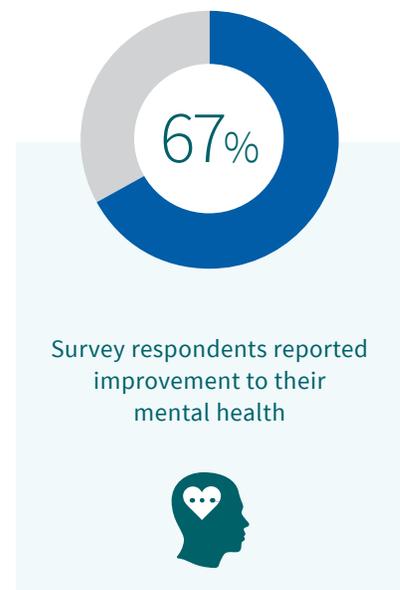
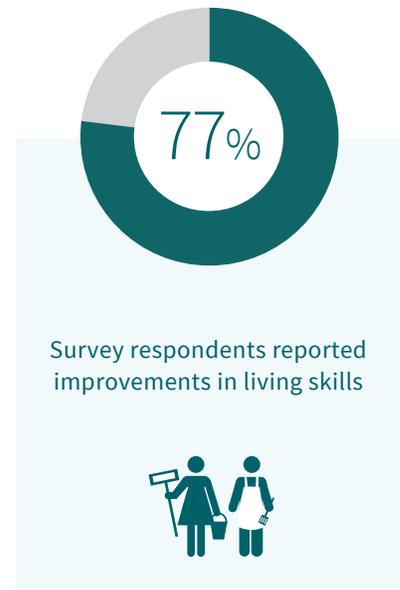


RESULTS SNAPSHOT



This snapshot shows outcomes for residents of Alderbridge Modular Housing, a modular supportive housing development in Richmond, B.C., six months after the building opened.

Please refer to page 15, Research Methodology for information about data sources.



ALDERBRIDGE



Housing provider, Raincity Housing and Support Society operates Alderbridge, providing on-site support coverage twenty-four hours every day of the week and helping residents to:

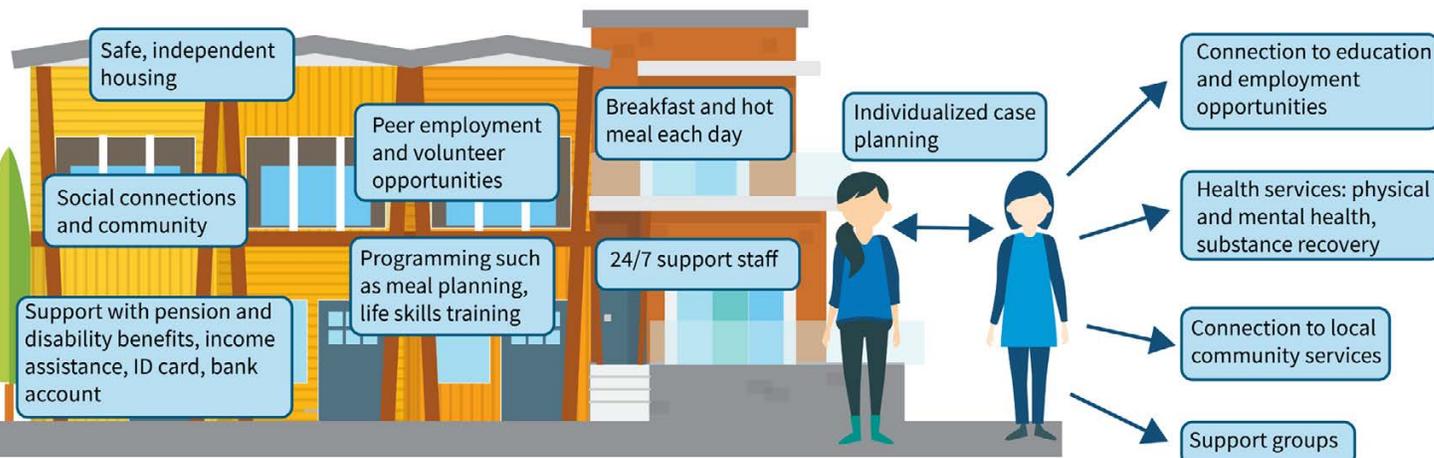
- › Maintain their units
- › Enhance their life skills, including learning to cook
- › Connect with education, employment, health, and independent housing
- › Access community information, social and recreational programs
- › Participate in case planning and needs assessments
- › Access income assistance, pension benefits, disability benefits, and apply for BC Identification
- › Open a bank account
- › Access food

Modular units funded under Rapid Response to Homelessness program deliver results

Alderbridge Modular Housing (Alderbridge) opened in March 2019 and is funded under the Rapid Response to Homelessness program. Alderbridge provides 40 units for individuals experiencing homelessness or at risk of homelessness. The building is located in Richmond, British Columbia.

The Government of British Columbia announced the Rapid Response to Homelessness program in 2017 as an immediate response to homelessness across the province. The Province committed \$291 million over two years to build 2,000 modular supportive housing units for people who are homeless or at risk of homelessness. In addition, \$170 million was committed over three years to provide staffing and support services for residents.

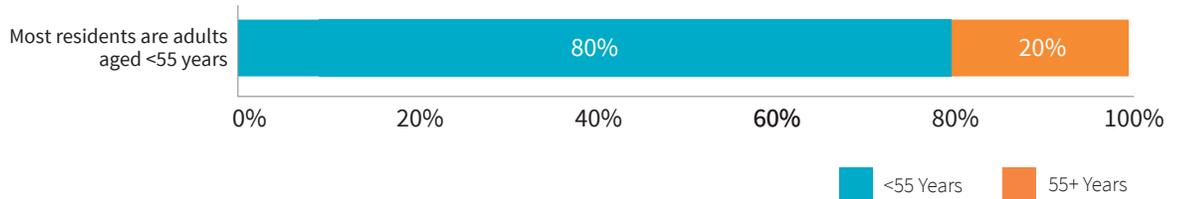
Each self-contained studio apartment is 320 square feet and includes a 3-piece bathroom, 2-burner stovetop and a full-height fridge. The building includes 2,000 square feet of amenity space with a commercial kitchen, TV lounge, dining area and several small breakout rooms. Six units on the first floor are wheelchair accessible.



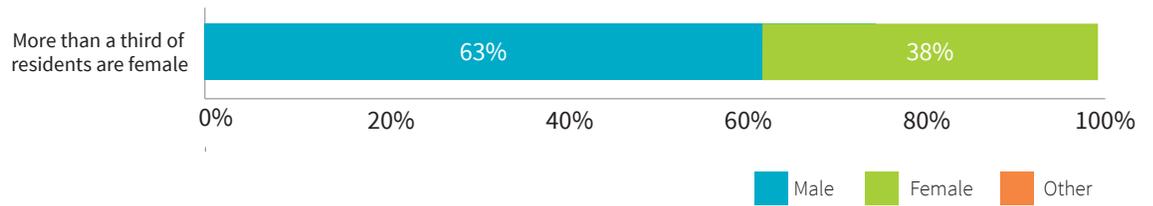


Resident Profile

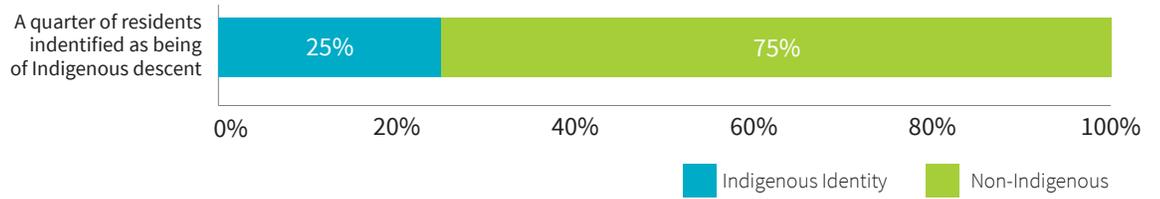
Alderbridge provides housing for a mixed community of residents. This includes residents with different genders, ethnicities, and ages. Residents also have a mix of vulnerabilities and support needs.



Source: BC Housing, Housing Connections Database

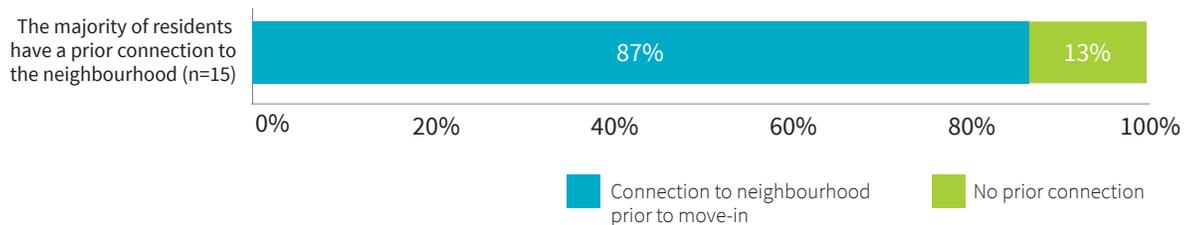


Source: BC Housing, Housing Connections Database



Source: BC Housing, Housing Connections Database

Eighty-seven per cent of survey respondents indicated that they had a prior connection to the neighbourhood. These connections included living in the neighbourhood either previously or immediately prior to moving to Alderbridge, having friends or relatives in the neighbourhood, and using services located in the neighbourhood.



Source: Resident Survey

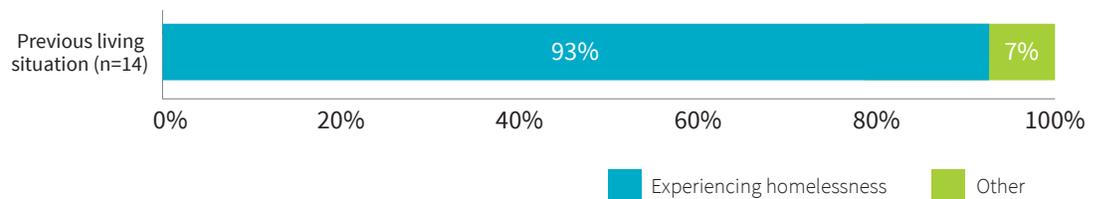


Experience of Homelessness

OUTCOME: DECREASED

Alderbridge has a mandate to serve residents who have experienced at least two years of homelessness in Richmond, and staff reported that many residents have experienced at least three years of homelessness in the community.

Ninety-three per cent of survey respondents identified their living situation as sheltered or unsheltered homeless prior to moving into the building, while seven per cent of survey respondents identified their living situation as “other”.



Source: Resident Survey

Housing Stability

OUTCOME: INCREASED

Ninety-eight per cent of the first Alderbridge residents to move into the building remained housed there six months after moving into their units. One resident was no longer housed at Alderbridge after six months due to an eviction.



Source: City of Vancouver

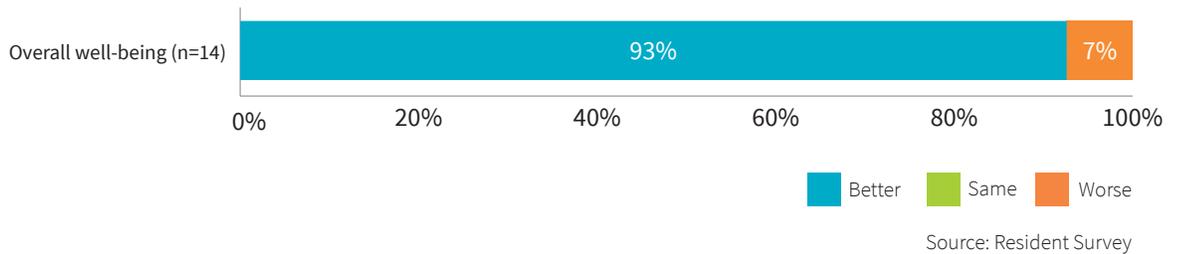


Quality of Life for Residents

OUTCOME: **IMPROVED**

Overall Well-being

Ninety-three per cent of survey respondents reported improvements in their overall well-being.

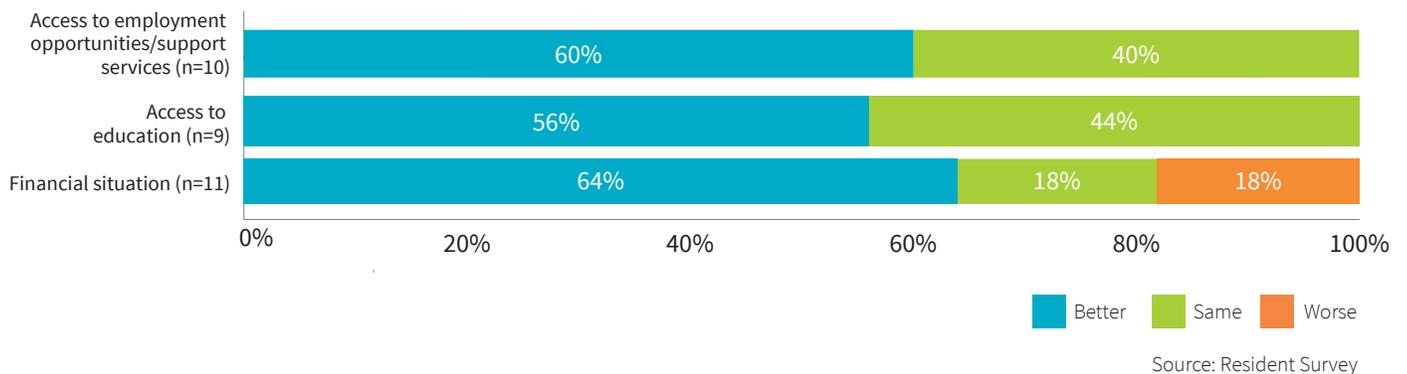


Employment, Income and Education

Alderbridge’s in-house employment program provides residents with the opportunity to assist with maintenance of the building in exchange for an honorarium, and staff reported that many residents participate in this program. In addition, staff reported that two residents have found employment outside of the building.

Sixty per cent of survey respondents reported better access to employment opportunities since their move, while 56 per cent reported better access to education.

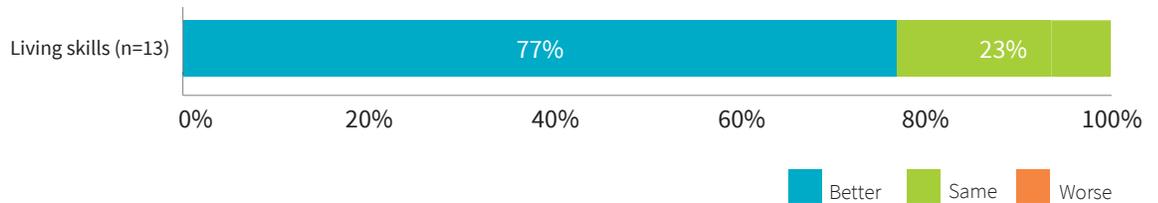
Sixty-four per cent of survey respondents reported that their financial situation had improved, while 18 per cent of survey respondents reported that their financial situation had worsened.





Living Skills

Seventy-seven per cent of survey respondents reported that their living skills had improved, while 23 per cent reported their living skills remained the same. Staff noted that they are assisting residents to maintain a safe environment in their units through monthly room inspections.



Source: Resident Survey

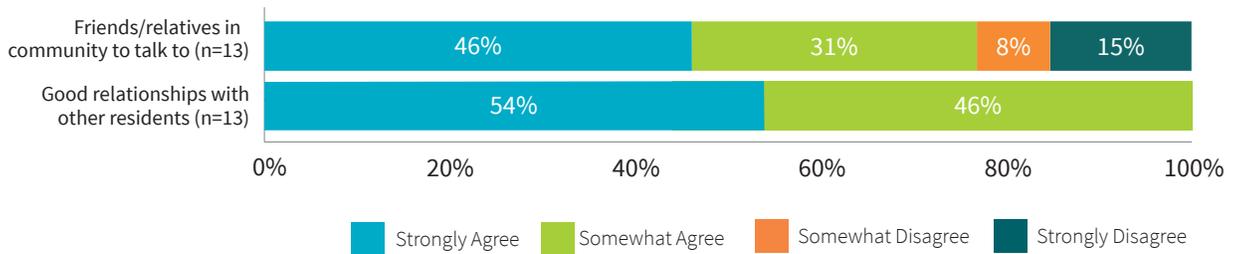
Social Connections

Alderbridge residents reported improved social connections. Seventy-seven per cent of survey respondents somewhat or strongly agreed that they had friends or relatives in the community to talk to, while all residents reported good relationships with other residents. Fifty-eight per cent of survey respondents reported improved social connections.

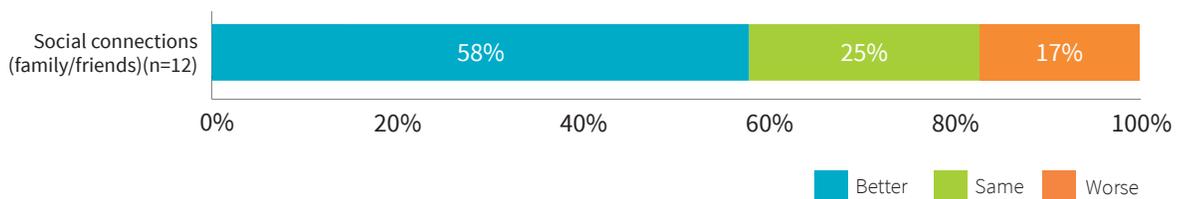
Staff reported that many residents knew each other before moving into the building because they stayed at the same shelter or used the same services in the community. Staff reported that the building is now a very close-knit community. A few residents have had challenges with living in close proximity to other residents, and for some residents, building trust in staff is an ongoing process.

“Residents look out for each other. A good relationship exists between residents and with staff for the most part.”

– Alderbridge staff



Source: Resident Survey



Source: Resident Survey

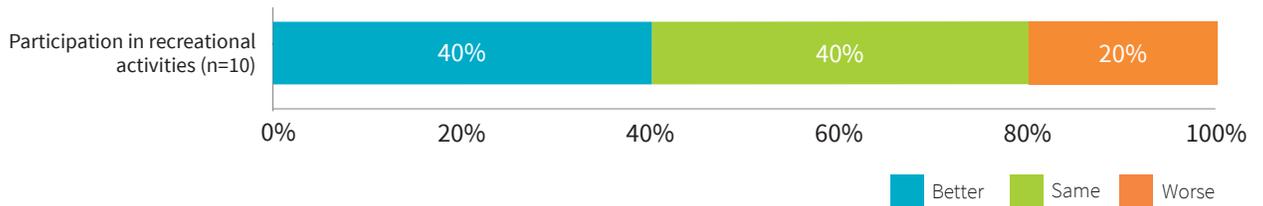


Recreation

“We are working closely with residents to get their recreation passes and library cards. Everything is within walking distance.”

– Alderbridge staff

Forty per cent of survey respondents reported improved participation in recreational activities, while participation remained the same for 40 per cent of respondents. Staff reported that many residents are involved with two nearby churches that offer community activities such as art nights and gardening activities.



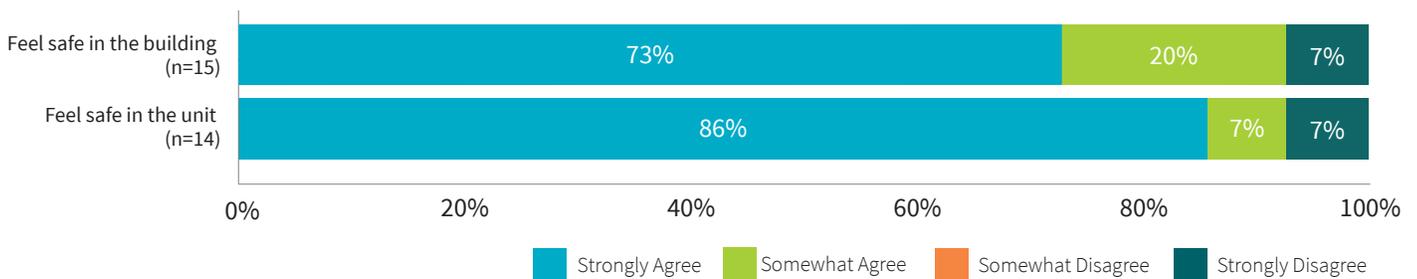
Source: Resident Survey

Safety

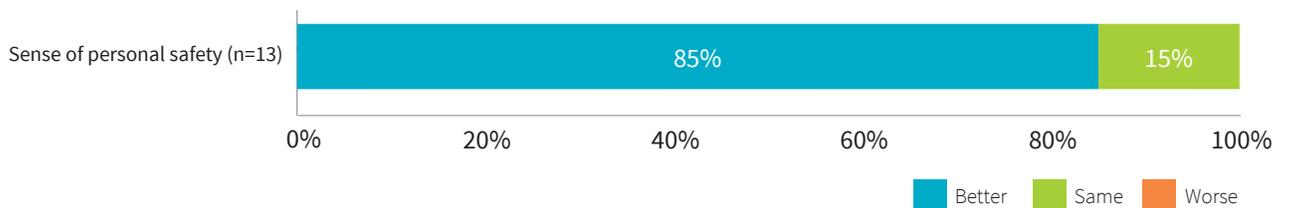
The majority of survey respondents (93 per cent) somewhat or strongly agreed that they felt safe in the building, while 92 per cent agreed that they felt safe in their unit.

The majority of survey respondents (85 per cent) reported an improvement in their sense of personal safety. No survey respondent reported a worsening in this area.

Staff reported that conflicts between residents that may have been an issue when residents were unsheltered are minimized in the building because residents now have their own space.



Source: Resident Survey



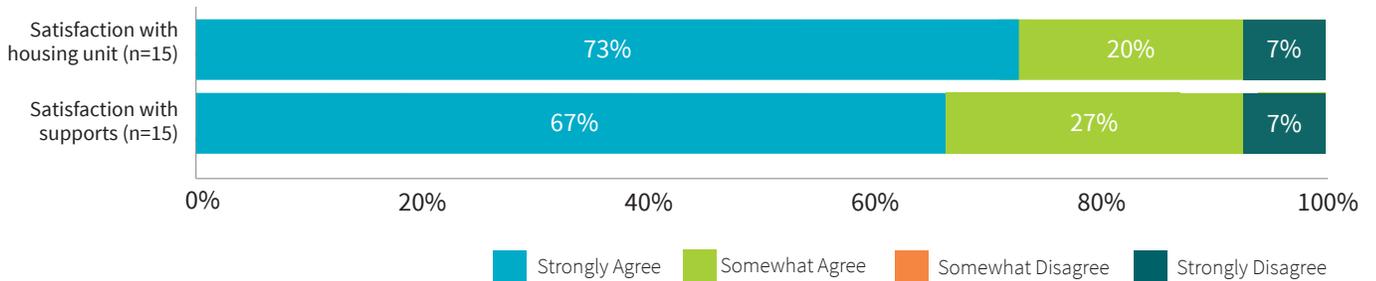
Source: Resident Survey



Satisfaction with Housing and Supports

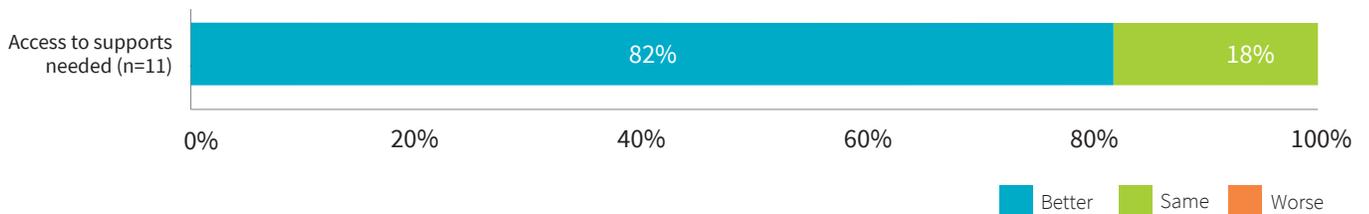
Staff reported that the majority of residents are satisfied with their housing situation at Alderbridge.

Most survey respondents (93 per cent) somewhat or strongly agreed that they were satisfied with their housing unit, while 94 per cent of survey respondents somewhat or strongly agreed that they were satisfied with the level of supports they receive at Alderbridge.



Source: Resident Survey

Most survey respondents (82 per cent) reported that access to the supports they need has improved, while 18 per cent reported that access has stayed the same. Staff reported that residents access a range of supports including primary and mental health care and opioid assessments.



Source: Resident Survey

Challenges

Some Alderbridge residents have experienced challenges since moving to their new home. While, in general, relationships between staff and residents are positive, staff mentioned that building trust in staff has taken longer for some residents. In addition, residents who had previously been unsheltered required a transition period to get used to living indoors.

Staff also mentioned that some residents have had interpersonal challenges with others in the building, although these are mitigated by the fact that all residents have their own personal space within the building (their units).



Residents' Health

OUTCOME: IMPROVED

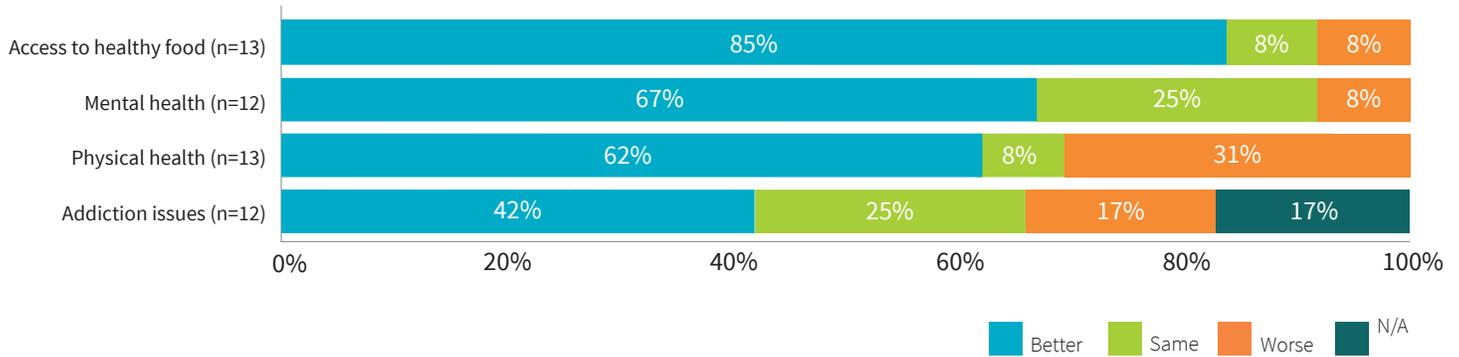
Staff reported that residents have had a lot of success in getting their health care needs met since the building opened.

Eighty-five per cent of survey respondents indicated that they have better access to healthy food since their move to Alderbridge.

Sixty-seven per cent of survey respondents reported improvements to their mental health since moving into their modular unit. Sixty-two per cent of survey

respondents reported an improvement in their physical health.

Forty-two per cent of survey respondents reported improvements in addiction issues, while 25 per cent reported that their addiction issues had remained the same. Seventeen per cent reported that this question did not apply to them, and 17% reported that their addiction issue had worsened.



Source: Resident Survey





Health Care System Usage

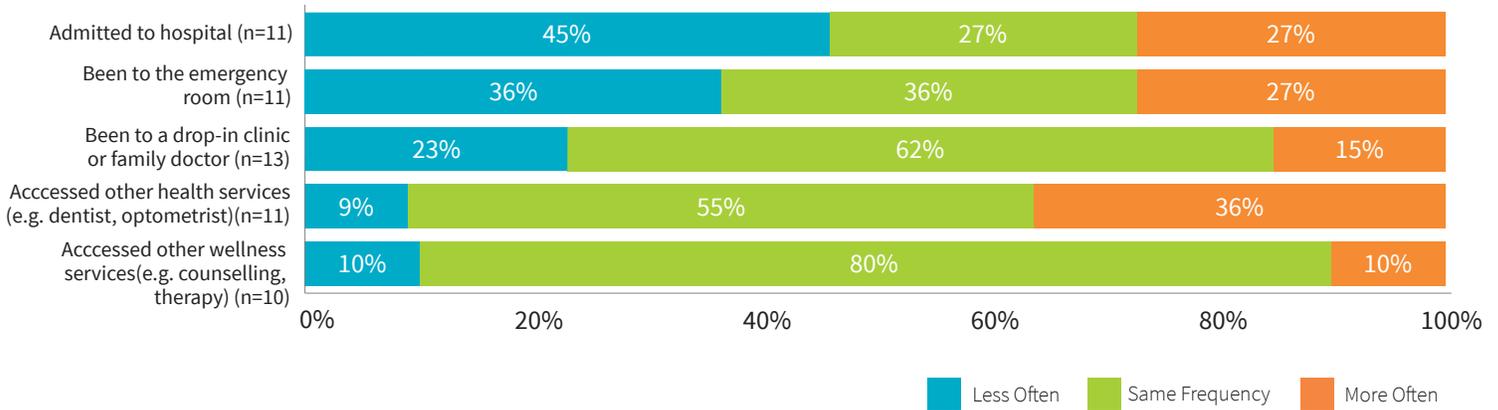
OUTCOME: REDUCED USE OF EMERGENCY SERVICES

Some residents reported that their use of emergency health services has decreased. Forty-five per cent of survey respondents indicated that they have been admitted to hospital less often since moving to Alderbridge, while 27 per cent reported they had been admitted to hospital with the same frequency.

A similar trend was seen in trips to the emergency room, with 36 per cent of survey respondents reporting they had been to the emergency room less often, and 36 per cent reporting they had been to the emergency room with the same frequency.

Twenty-three per cent of survey respondents reported that they had been to a drop-in clinic or family doctor less often since moving into Alderbridge. Thirty-six per cent of survey respondents reported accessing other health services (such as dentist or optometrist) more often, while 10 per cent of survey respondents reported accessing other wellness services (such as counselling and therapy) more often since moving into Alderbridge. Access to these services remained the same for the majority of survey respondents.

Staff reported that trips to the hospital have increased for some residents, but that this is a positive change, as residents are going to the hospital to address medical issues that they weren't able to address before.



Source: Resident Survey





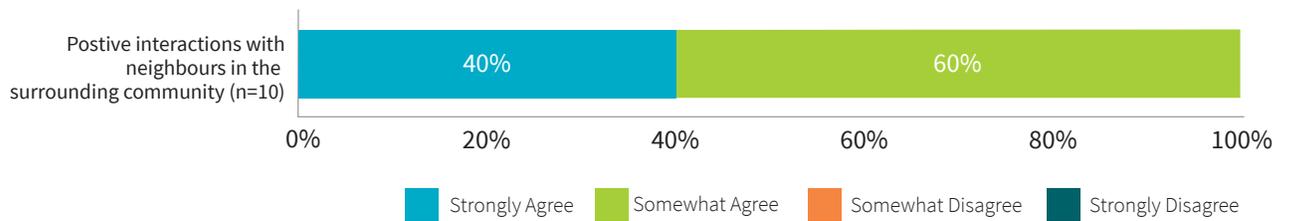
Community Relations

OUTCOME: POSITIVE

While there was significant opposition to the modular building prior to opening, Alderbridge staff indicated that the relationship with the wider community is now mostly positive. This building is the first modular supportive housing developed in Richmond and Raincity Housing and Support Society and the City of Richmond are collaborating to positively engage the community.

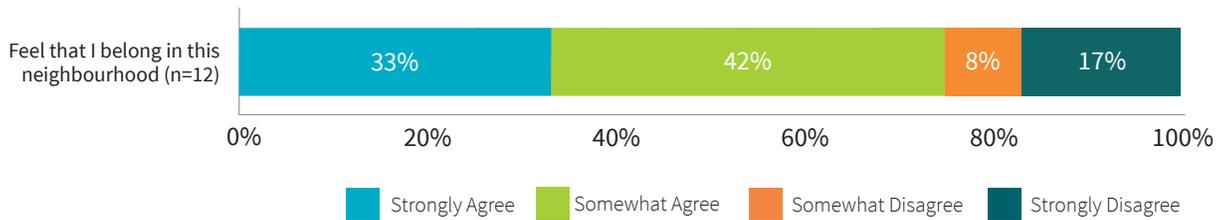
Staff reported that individuals from surrounding housing developments have dropped off donations and that a nearby hotel has donated bed sheets and shampoo.

Resident survey responses supported staff perceptions. All survey respondents strongly or somewhat agreed that they have experienced positive interactions with the surrounding community.



Source: Resident Survey

Seventy-five per cent of survey respondents felt that they belong in the neighbourhood. Staff reported that the building is well integrated into the quiet residential neighbourhood. Staff also mentioned, however, that the community opposition to the building prior to opening may have left some residents feeling unwelcome in the neighbourhood.



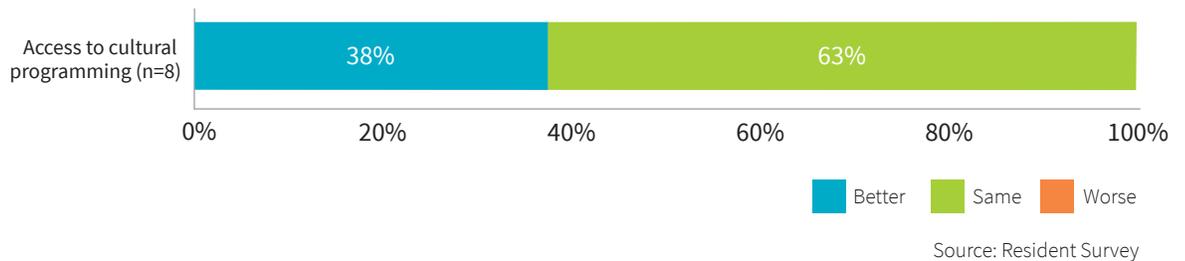
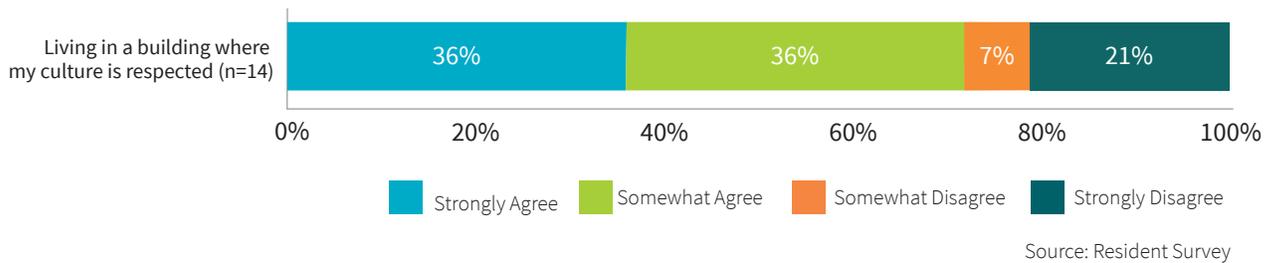
Source: Resident Survey



Access to Cultural Programming

OUTCOME: POSITIVE

Alderbridge houses individuals from a range of cultural backgrounds. Seventy-two per cent of survey respondents reported that they feel that their culture is respected in the building. Thirty-eight per cent of survey respondents felt that their access to cultural programming had improved, while 63 per cent of survey respondents felt that their access had remained the same.





Data provided in this report was collected six months after Alderbridge opened. The outcomes from this report are based on residents who moved into the building when it opened. Outcomes may change over time as the resident mix in the building changes.

Resident Survey

A resident survey was made available to Alderbridge residents in October 2019. The objective of this survey was to measure the change in well-being and quality of life that residents have experienced because of the supportive housing development. The resident survey results are self-reported by residents.

- Thirty-eight per cent of Alderbridge residents responded to the resident survey.
- Not all survey respondents chose to answer all questions.
- Data for each question is based on those who answered.

Housing Provider Interviews

Housing provider interviews were conducted with three Raincity Housing and Support Society staff in October 2019. The objective of these interviews was to gather information about the change in well-being and quality of life that residents have experienced because of the supportive housing development.

Housing Connections Data

Data on housing stability, and demographic information was sourced from BC Housing's Housing Connections Database for the first residents who moved into the building. Percentages presented in this report are based on those individuals for whom data was available.

