

June 2019

# Aneki Housing for Women Modular Supportive Housing Resident Outcomes

Results at Six Months after Opening



**BC HOUSING**

**RESEARCH CENTRE**



# BC HOUSING

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## RESEARCH CENTRE

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, advances in building science, and new technologies encourages best practice. 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.

## Acknowledgements

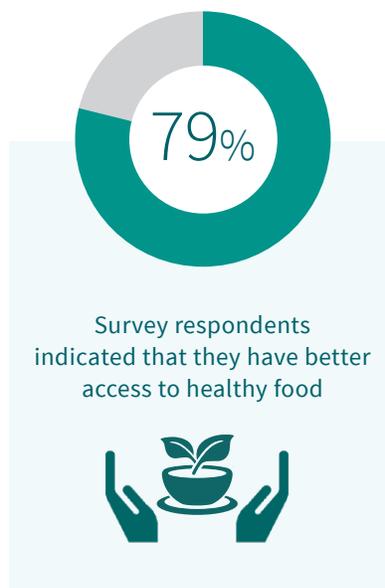
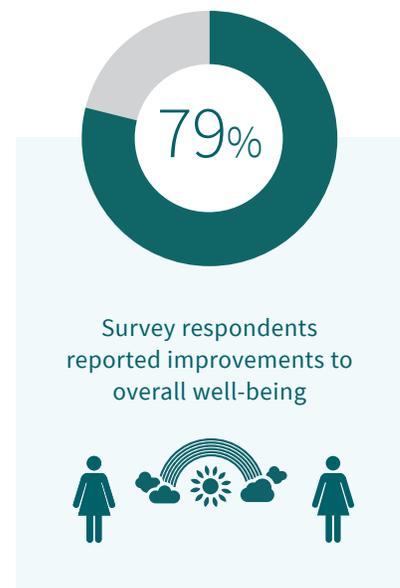
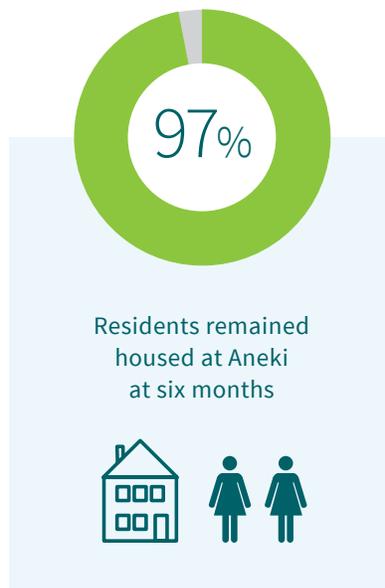
BC Housing gratefully acknowledges Atira Women's Resource Society for sharing their insights on Aneki Housing for Women and for supporting this study. We also acknowledge the contribution of the City of Vancouver for assisting in the development of this research and for reviewing the data and this report. We would like to sincerely thank all the residents who shared their perspectives through the resident survey as part of this study.

In Vancouver, the Rapid Response to Homelessness program is delivered as Temporary Modular Housing (TMH).



This snapshot shows outcomes for residents of Aneki Housing for Women (Aneki), a modular supportive housing development in Vancouver, B.C., six months after the building opened.

Please refer to page 14, Research Methodology for information about data sources.



# ANEKI HOUSING FOR WOMEN



Housing provider, Atira Women's Resource Society (Atira) operates Aneki, providing on-site support coverage 24 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 Card
- › Open a bank account
- › Access food

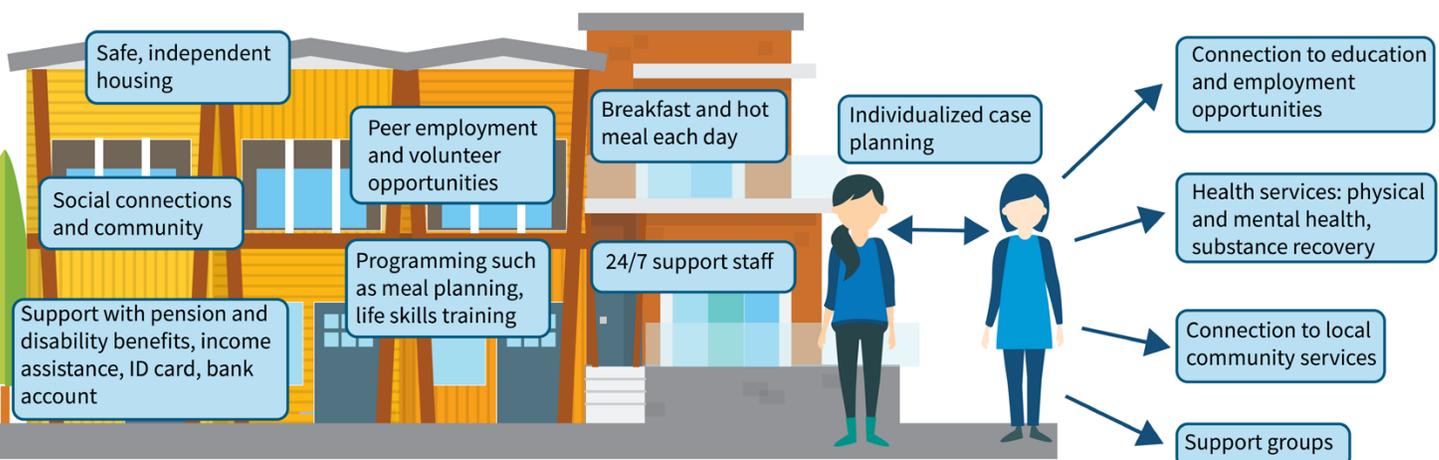
## Residents health improves and hospital use lessens in modular supportive homes

Aneki Housing for Women (Aneki) opened in April 2018 and is funded under the Rapid Response to Homelessness program.

Aneki provides 39 units for individuals experiencing homelessness or at risk of homelessness. The building is located in the Downtown Eastside neighbourhood of Vancouver, B.C.

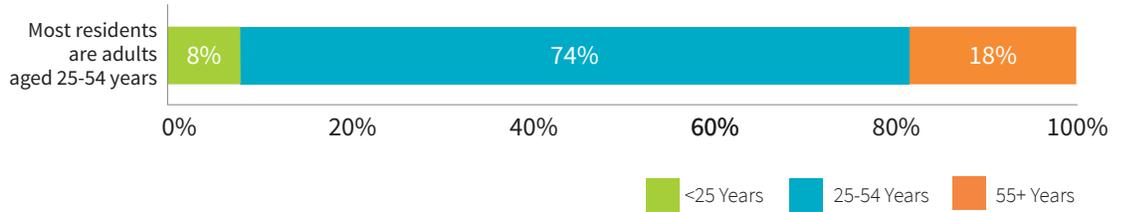
The Government of British Columbia announced the Rapid Response to Homelessness program in 2017 as an immediate response to homelessness across the province. The Province committed \$291 million over two years to build 2,000 modular supportive housing units for people who are homeless or at risk of homelessness.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

Each self-contained studio apartment is 250 square feet and includes a three-piece bathroom, two-burner stovetop and a counter-height fridge. The building includes 700 square feet of amenity space for social gatherings and meals. Seven units are wheelchair accessible.

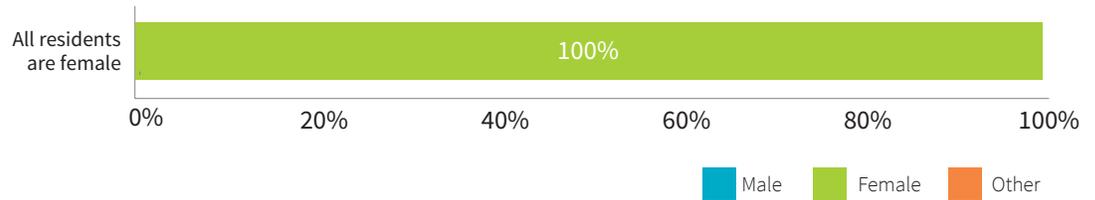


## Resident Profile

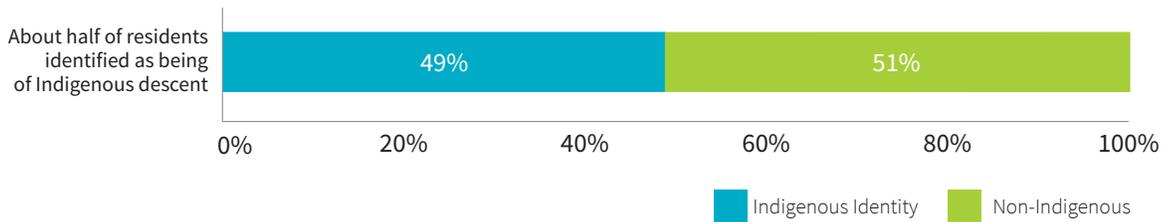
Aneki provides housing for a mixed community of female residents. This includes persons of different ethnicities and ages. Residents also have a mix of vulnerabilities and support needs. Staff reported that it has taken a few months for residents to become comfortable in the building and with each other, but the residence now has a good social dynamic.



Source: BC Housing, Housing Connections Database

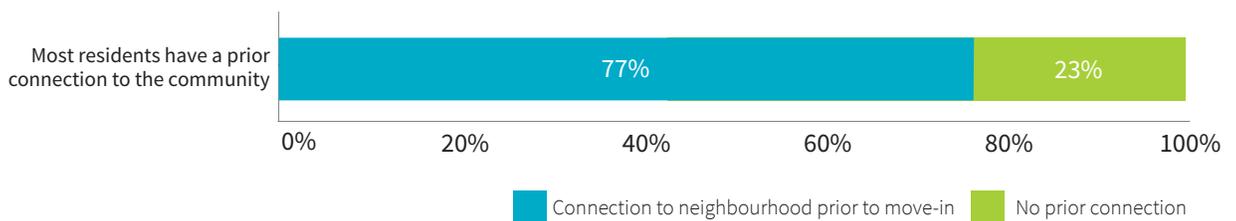


Source: BC Housing, Housing Connections Database



Source: City of Vancouver Homelessness Services Database

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



Source: Resident Survey

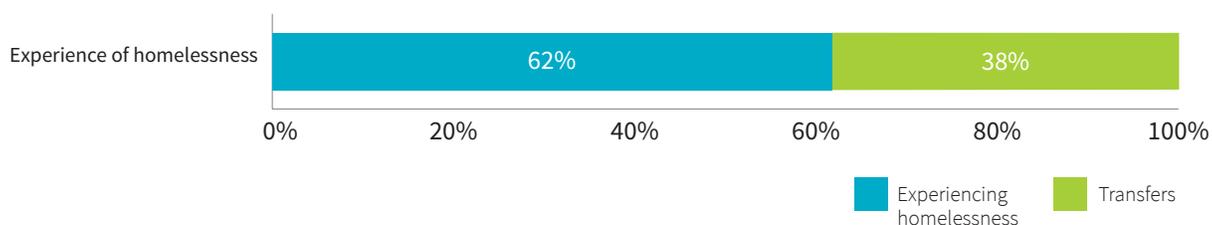
## Experience of Homelessness

### OUTCOME: DECREASED

Sixty-two per cent of residents were experiencing homelessness immediately prior to moving into their Aneki unit.

Thirty-eight per cent of residents were living in housing that did not meet their support needs.

Because units were vacated by people who moved to Aneki, others living on the street or in shelters took their places, strengthening the positive impact of the modular supportive housing program.



Source: City of Vancouver Homelessness Services Database

## Housing Stability

### OUTCOME: INCREASED

Ninety-seven per cent of the first Aneki residents to move into the building remained housed there six months after moving into their homes.

One person was no longer housed at Aneki six months after move-in due to eviction.



Source: City of Vancouver

## Quality of Life for Residents

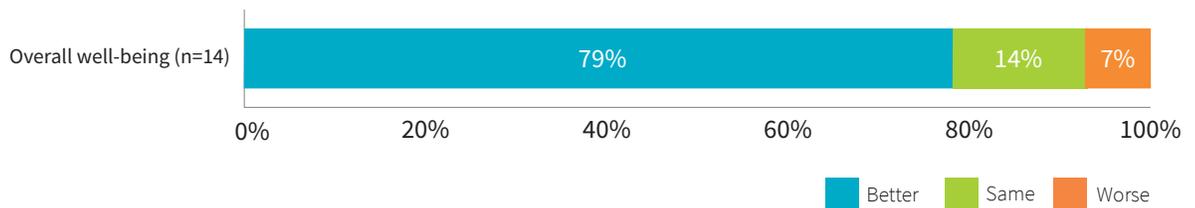
### OUTCOME: IMPROVED

#### Overall Well-being

The majority of survey respondents (79 per cent) reported improvements in their overall well-being. Staff also noted these changes, reporting that originally many residents took time to adjust to their new homes, but the atmosphere is now much happier, and residents have a sense of belonging. They spoke about the trust that residents have been able to develop.

*“Living on the street is not easy and you don’t trust anyone. It takes a while, but they do trust us now...which is huge.”*

– Aneki staff member



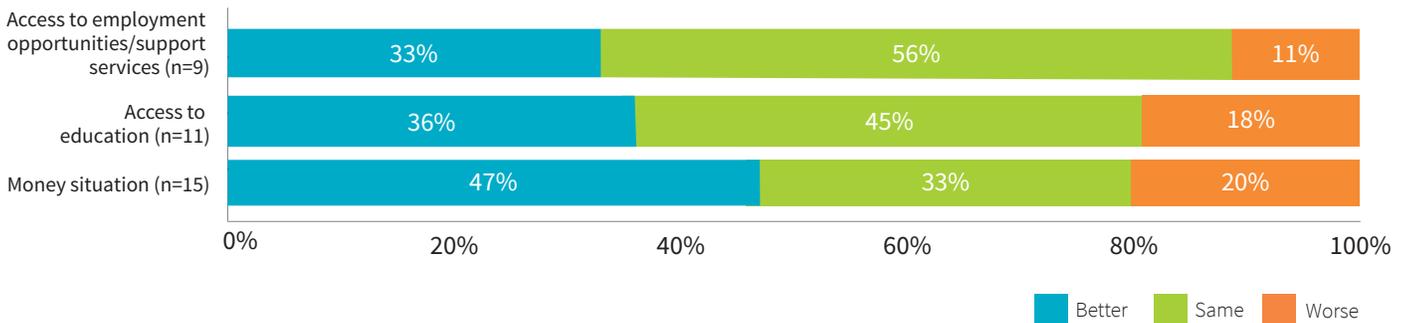
Source: Resident Survey

#### Employment, Income and Education

Staff reported that a few residents have begun volunteering with non-profit organizations located in the neighbourhood since their move to Aneki.

In the resident survey, 33 per cent of respondents reported better access to employment opportunities and employment services since their move to Aneki, while 36 per cent reported better access to education.

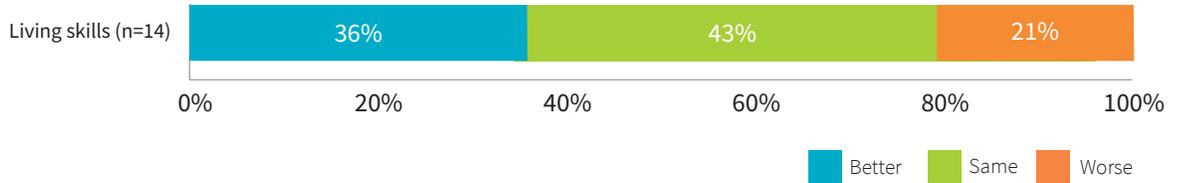
Forty-seven per cent of survey respondents reported that their money situation had improved, while 33 per cent reported that it had remained the same.



Source: Resident Survey

## Living Skills

Over a third of survey respondents (36 per cent) reported that their living skills had improved. Aneki staff reported that the staff to resident ratio allows staff to take the time to work with residents on improving their living skills. One staff member spoke of her hope that residents would learn the life skills they would need to move into an independent social housing building in the future.



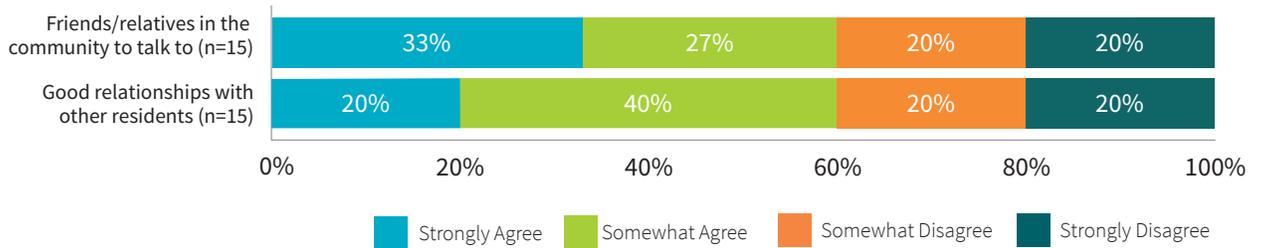
Source: Resident Survey

## Social Connections

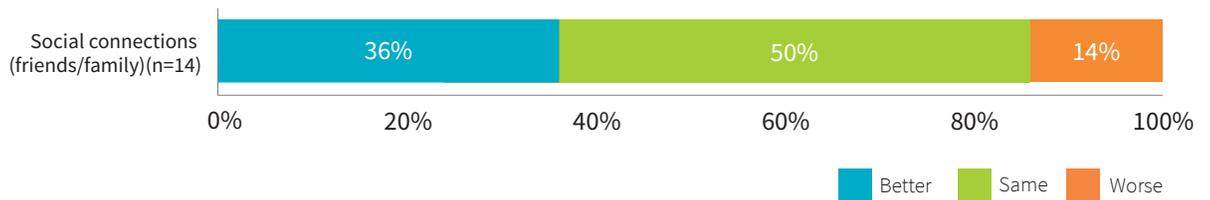
Over half of Aneki residents have also experienced improved social connections. Sixty per cent of survey respondents somewhat or strongly agreed that they had friends or relatives in the community to talk to, while 60 per cent reported good relationships with other residents. Thirty-six per cent of survey respondents reported improvements in their social connections.

Aneki staff identified the communal kitchen as a key element in bringing residents together in the building. Residents gather together and cook meals in the communal kitchen.

Staff also mentioned that a few residents have come into conflict with other residents or with guests. Staff are there to support the residents and let them know they are safe.



Source: Resident Survey

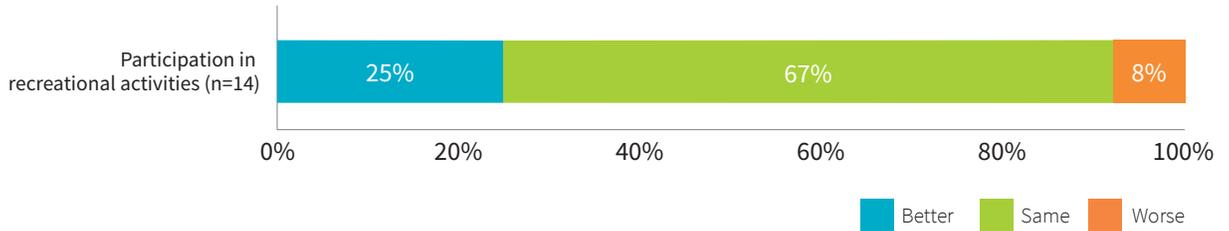


Source: Resident Survey

## Recreation

The nearby community centre has made it possible for residents to increase their access to recreational activities, with some residents accessing the programs and facilities at the centre. Aneki staff reported that one resident joined the community centre to go swimming.

Participation in recreational activities has improved for a quarter (25 per cent) of resident survey respondents, while remaining the same for the majority of respondents (67 per cent).

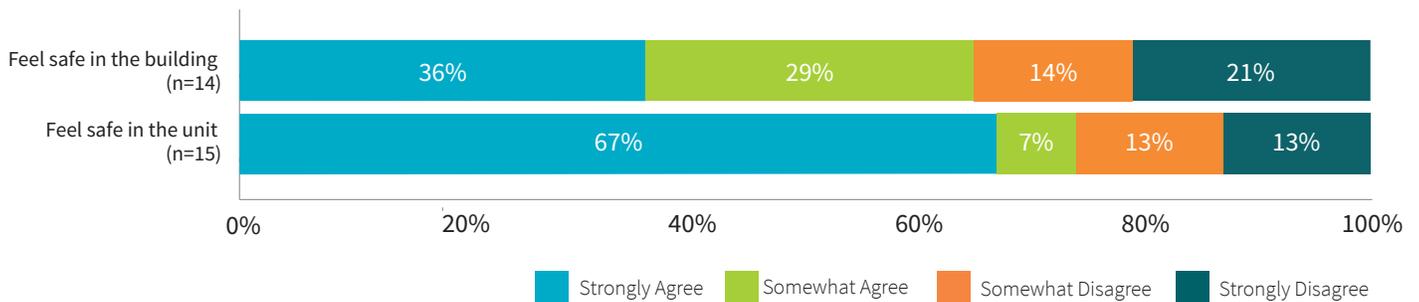


Source: Resident Survey

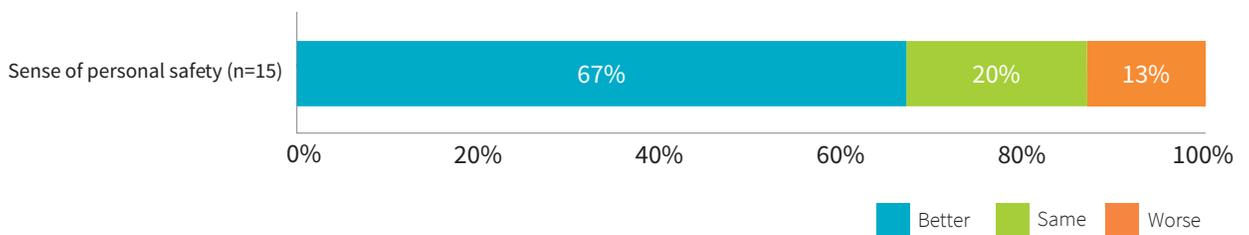
## Safety

Sixty-five per cent of survey respondents somewhat or strongly agreed that they felt safe in the building, while 74 per cent agreed that they felt safe in their unit. The majority of survey respondents (67 per cent) reported an improvement in their sense of personal safety.

Staff indicated that staff have good relationships with the police, health care teams, first responders, and other non-profits in the Downtown Eastside, who are all committed to helping Aneki residents (and others) remain healthy and safe.



Source: Resident Survey



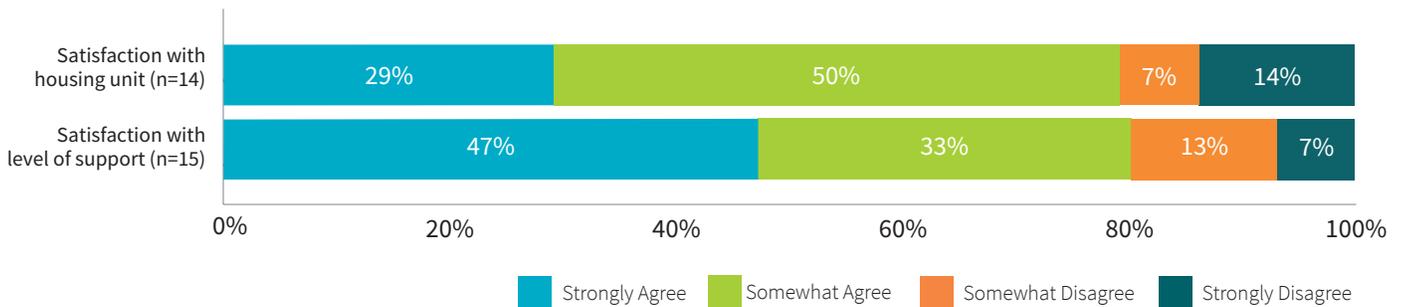
Source: Resident Survey

## Satisfaction with Housing and Supports

Aneki staff reported that the majority of residents are satisfied with their housing situation at Aneki Housing for Women.

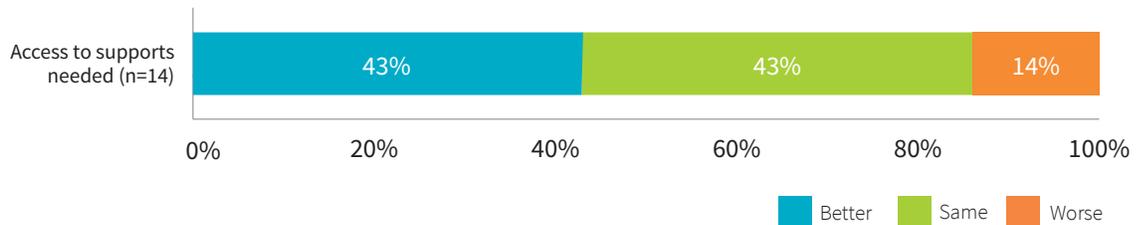
*“Thrilled, I think they are absolutely thrilled.”*  
– Aneki staff member

The resident survey supports staff perceptions that residents are satisfied with their housing and supports. The majority of survey respondents (79 per cent) somewhat or strongly agreed that they were satisfied with their housing unit, while 80 per cent of survey respondents somewhat or strongly agreed that they were satisfied with the level of supports they receive at Aneki.



Source: Resident Survey

Forty-three per cent of survey respondents reported that access to the supports they need has improved, while another 43 per cent reported that access has stayed the same. Aneki staff reported that some residents have begun accessing supports that they were not accessing prior to their move to the building. They reported that one resident would make appointments but never go to them. Now an Aneki staff member is able to accompany this resident to her appointment and assist with follow-up, increasing her access to supports.



Source: Resident Survey

## Challenges

Aneki staff identified interpersonal relations among residents at Aneki as one challenge. They spoke about a settling period that is required as residents who are used to living in shelters or outdoors get accustomed to living in close quarters with other people.

The structure and rules of the building have also posed a challenge for some residents, and Aneki has experienced challenges with theft from common areas.

Aneki staff also identified challenges related to the modular building design, including:

- Insufficient storage space and shelving in residents’ units.
- Lack of space where staff can meet with residents in private.
- The location of the accessible units at the back of the building and the lack of accessibility features in units for residents who have mobility challenges, but are not in wheelchairs.

## Residents' Health

### OUTCOME: IMPROVED

*“Health has improved because of association with the clinics. We can actually take the women to their appointments and they get comfortable with us.”*

– Aneki staff member



Staff reported that improved health has been a positive outcome for many residents at Aneki. Residents have access to their own shower, laundry facilities, and staff supports that they did not have before.

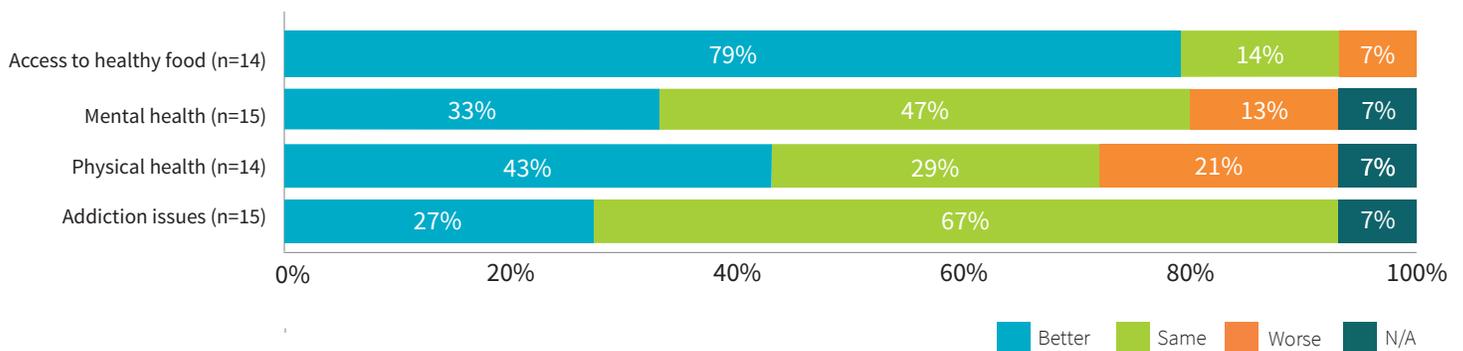
Aneki staff also mentioned the lack of trust that many residents have in the health care system. They reported that having Aneki staff there to help them navigate that system has been very helpful.

The resident survey also identified improvements in the health of Aneki residents. Seventy-nine per cent of survey

respondents indicated that they have better access to healthy food since their move to Aneki.

One third (33 per cent) of survey respondents reported improvements to their mental health since moving into their unit, while 43 per cent reported an improvement in their physical health.

Twenty-seven per cent of survey respondents reported improvements in addiction issues; 67 per cent reported that their addiction issues had remained the same; and seven per cent reported that this question did not apply to them. No survey respondent reported a worsening in this area.



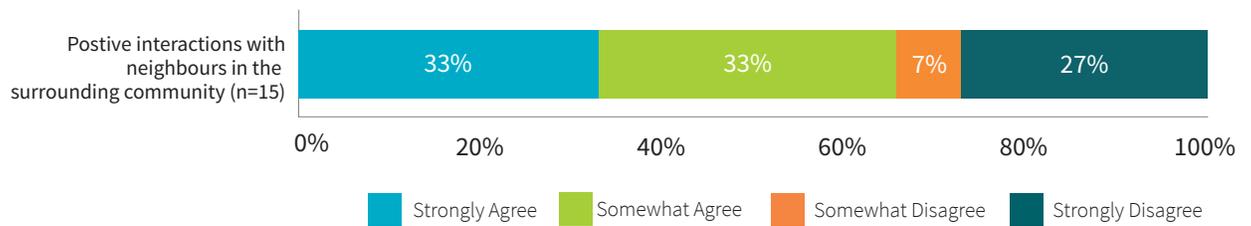
Source: Resident Survey

## Community Relations

### OUTCOME: IMPROVED

Aneki staff commented that neighbours are happy that staff are in the building 24 hours every day and looking out for the neighbourhood. Aneki staff reported an incident where they were able to respond to an overdose that took place across the street from Aneki.

Resident survey responses supported staff perceptions on community relations. Sixty-six per cent of survey respondents somewhat or strongly agreed that they have experienced positive interactions with the surrounding community.



Source: Resident Survey



## Health Care System Usage

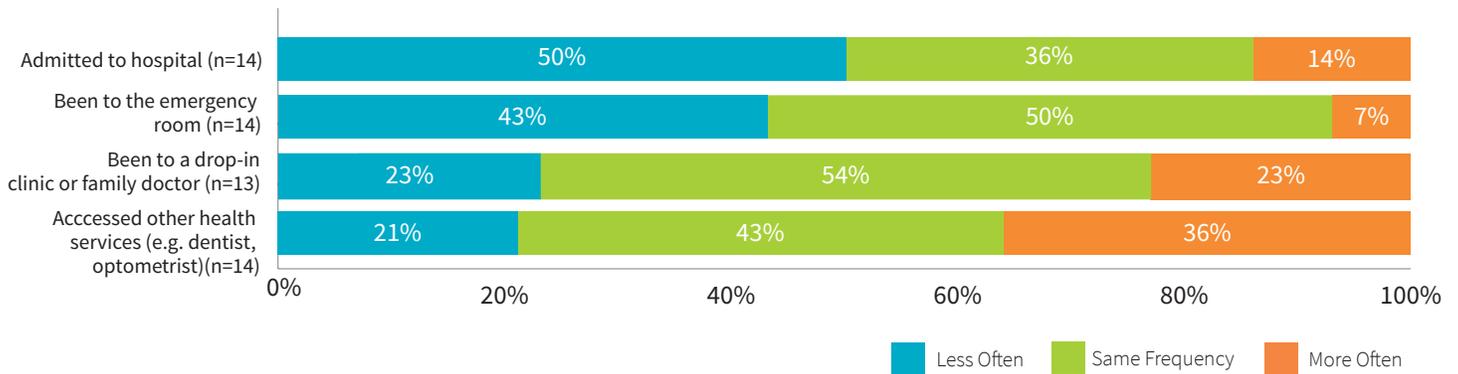
### OUTCOME: REDUCED USE OF EMERGENCY SERVICES

Aneki staff reported that at least three of their residents have gone to the hospital for long-term hospital stays, but otherwise, they have been fortunate in terms of resident health.

Residents reported that their use of health services has decreased. Half of survey respondents (50 per cent) indicated that they had been admitted to hospital less

often since moving into Aneki, while 43 per cent reported that they had been to the emergency room less often.

Almost a quarter of survey respondents (23 per cent) reported that they had been to a drop-in clinic or family doctor more often since moving into Aneki and 36 per cent reported accessing other health services (such as dentist or optometrist) more often.



Source: Resident Survey





Data provided in this report was collected six months after Aneki Housing for Women opened. The outcomes are based on the 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 voluntary resident survey was made available to Aneki residents in December 2018. The objective of this survey was to measure the change in well-being and quality of life that residents have experienced because of the program. The resident survey results are self-reported by residents.

- Thirty-eight per cent of Aneki 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 Atira Women's Resource Society staff in December 2018. 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 program.

## Housing Connections Data

Data on housing stability and some 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.

## City of Vancouver Data

Data on some resident demographic information and previous living situation was accessed from the City of Vancouver Homelessness Services Database.

## Partners

This study is being undertaken at modular supportive housing developments across the province in collaboration with non-profit housing societies and other partners. In Vancouver, the Rapid Response to Homelessness program is delivered as Temporary Modular Housing (TMH).

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For more information, visit our website at: [www.bchousing.org](http://www.bchousing.org)