

June 2019

Chartrand Place 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, 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

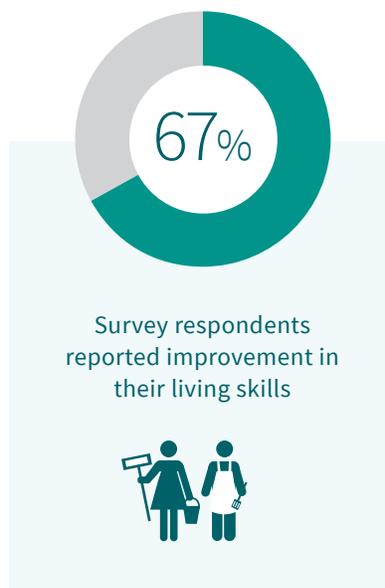
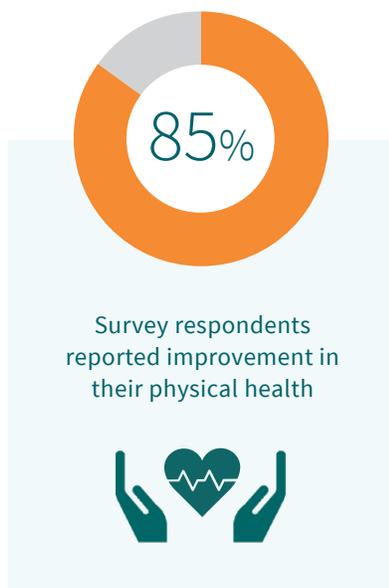
BC Housing gratefully acknowledges PHS Community Services Society for sharing their insights on Chartrand Place and for supporting this study. We also acknowledge the contribution of the City of Vancouver for assisting in the development of this research and for reviewing the data and this report. We 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 Chartrand Place (Chartrand) 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.



CHARTRAND PLACE



Housing provider, PHS Community Services Society (PHS) operates Chartrand Place, 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

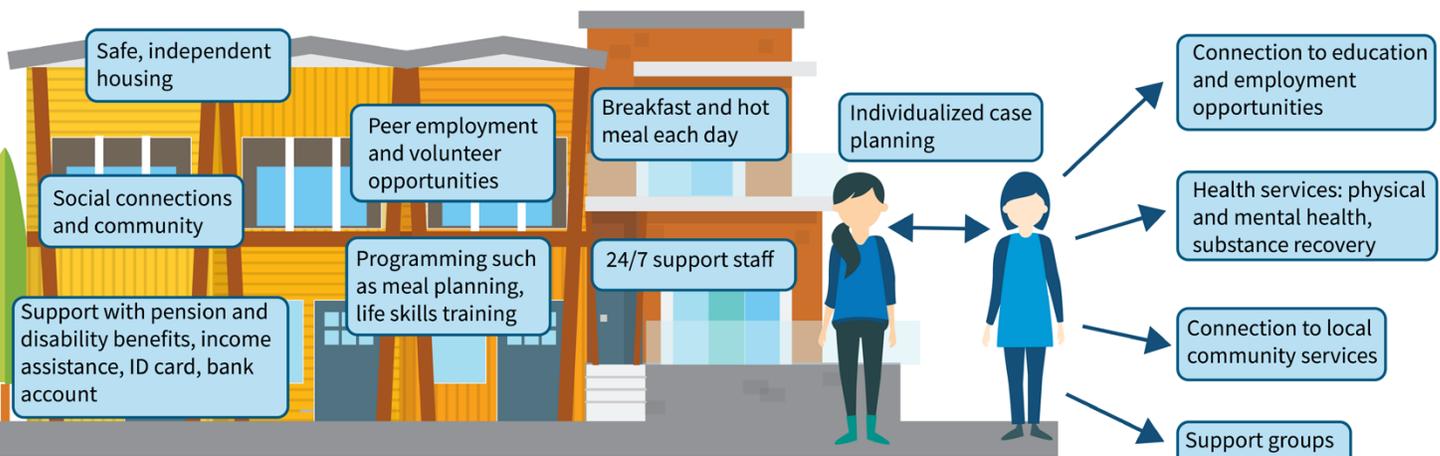
Residents health and well-being improves in modular supportive housing

Chartrand Place (Chartrand) opened in April 2018 and is funded under the Rapid Response to Homelessness program.

Chartrand 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., on the site of a former homeless camp, the Sugar Mountain Encampment.

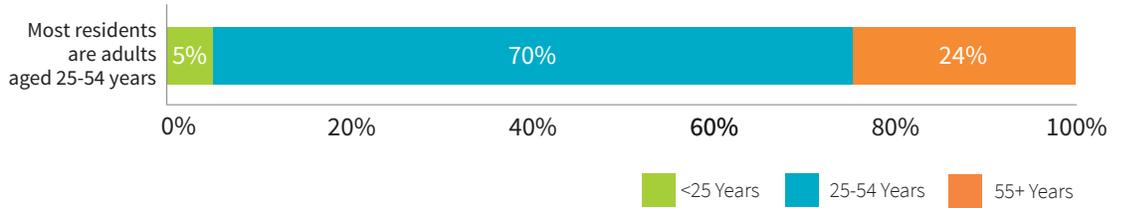
The Government of British Columbia announced the Rapid Response to Homelessness program in 2017 as an immediate response to homelessness across the province. The Province committed \$291 million over two years to build 2,000 modular supportive housing units for people who are homeless or at risk of homelessness.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

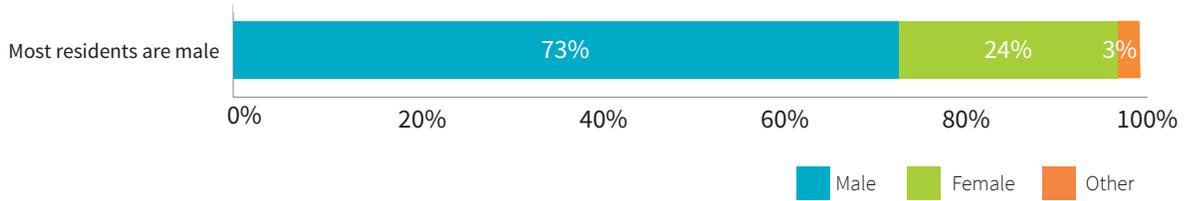


Resident Profile

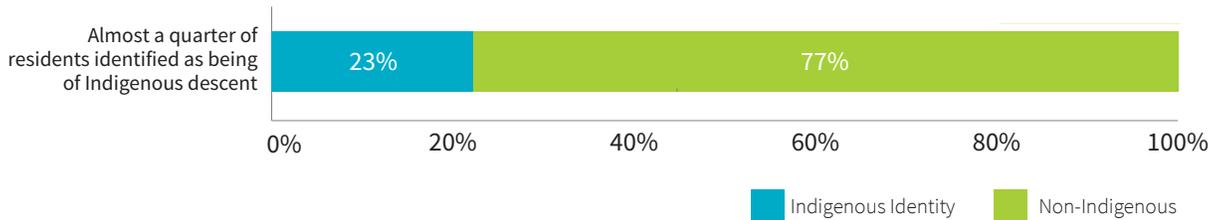
Chartrand provides housing for a mixed community of residents. This includes people of different genders, ethnicities, and ages. Residents also have a mix of vulnerabilities and support needs. Staff reported that it has taken a few months for residents to become comfortable in the building and with each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



Source: BC Housing, Housing Connections Database

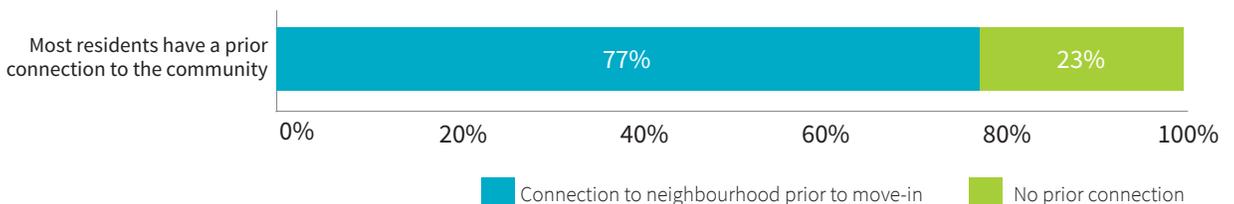


Source: BC Housing, Housing Connections Database



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 Chartrand Place or in the past, having friends or relatives in the neighbourhood, and using services located in the neighbourhood.



Source: Resident Survey

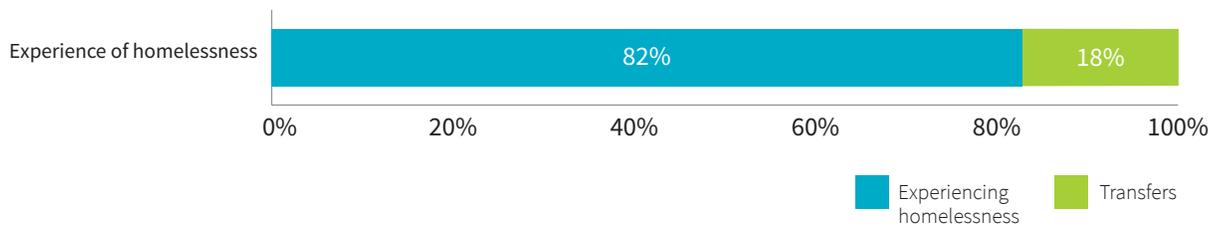
Experience of Homelessness

OUTCOME: DECREASED

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

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

Because units were vacated by people who moved to Chartrand, 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 Chartrand residents to move into the building remained housed there six months after moving into their homes.

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



Source: City of Vancouver



Quality of Life for Residents

OUTCOME: IMPROVED

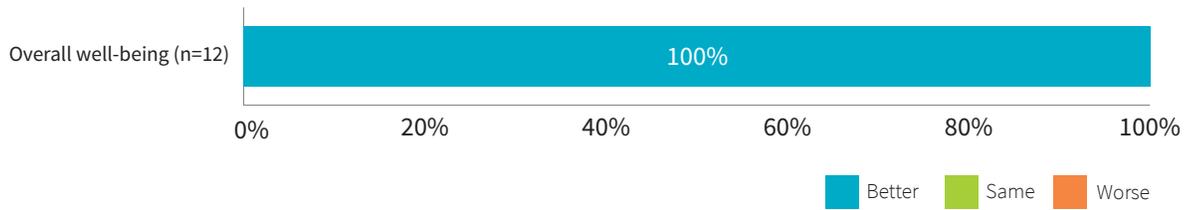
Overall Well-being

All survey respondents (100 per cent) reported improvements in their overall well-being. Staff also noted these changes, reporting that a stable environment has led to positive changes for residents, in part due to the frequent interactions and trusting relationships that have developed between residents and staff.

“Not having your entire life on your back has been amazing for people. Once people have a roof over their heads, it’s amazing what they can accomplish.”

– Chartrand staff member

For some residents, especially those coming from the shelter or from living outdoors, not having to carry their belongings everywhere they go has been a very positive change.



Source: Resident Survey

Employment, Income and Education

Staff reported that several residents in the building had found employment. This work is primarily peer work offered through PHS.

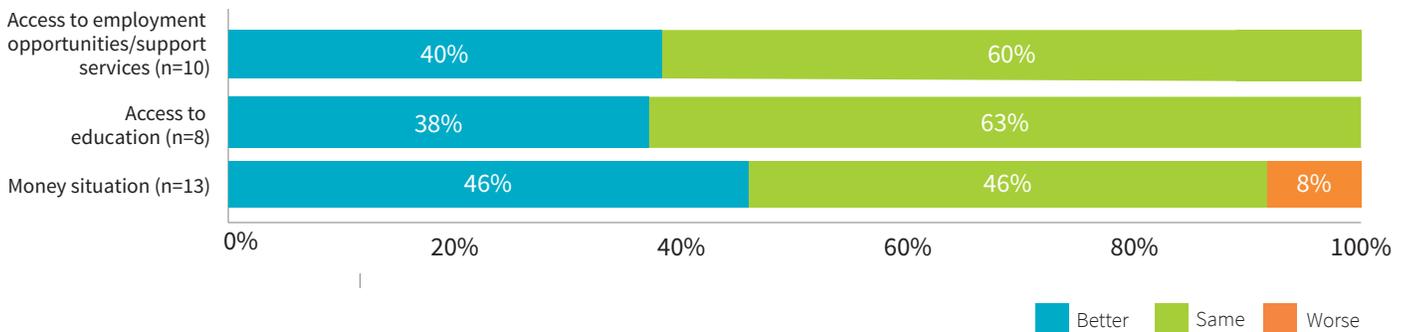
A staff member commented about a resident who is now working:

“Seeing him have that sense of responsibility and the pride that comes with employment. It has been really incredible to watch him grow.”

– Chartrand staff member

In the resident survey, 40 per cent of respondents reported better access to employment opportunities and employment support services since their move, while 38 per cent reported better access to education.

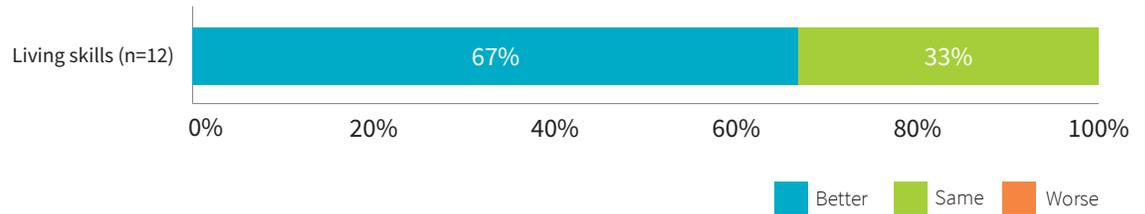
An equal proportion of survey respondents (46 per cent) reported that their money situation has improved as reported that it has remained the same.



Source: Resident Survey

Living Skills

Over two-thirds of survey respondents (67 per cent) reported that their living skills had improved. No survey respondents reported a worsening in this area. Chartrand staff noted that they are also helping some residents who have hoarding tendencies.

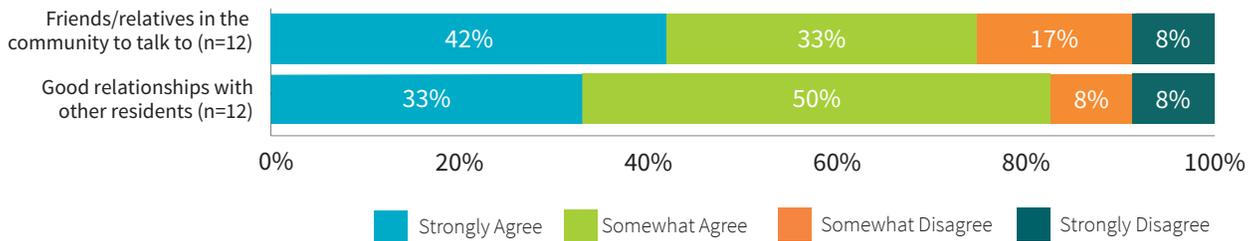


Source: Resident Survey

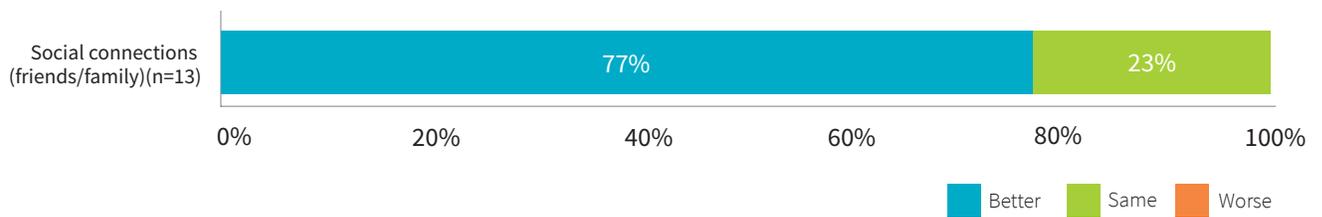
Social Connections

Chartrand residents also reported improved social connections. Three-quarters of survey respondents (75 per cent) somewhat or strongly agreed that they had friends or relatives in the community to talk to, while 83 per cent reported good relationships with other residents. Seventy-seven per cent of survey respondents reported improvements in their social connections.

Staff noted that one of the very positive changes that has occurred at Chartrand has been youth who have reconnected with their families. Several youth who have aged out of foster care are living at Chartrand and staff noted that now that these youth have a place to live, they can connect with supports.



Source: Resident Survey



Source: Resident Survey

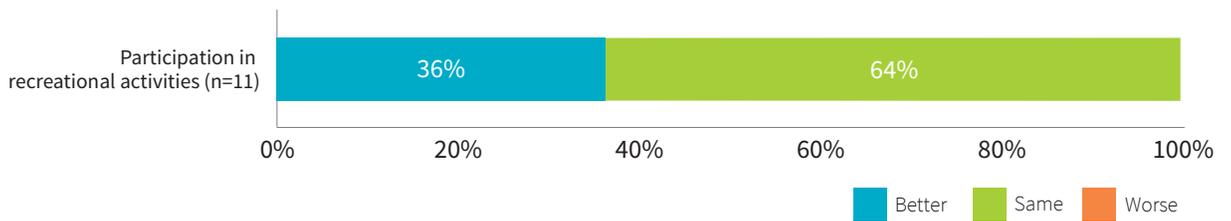
Staff also reported that residents are very involved in each others' lives, which can be both positive and negative. The building is quite a small and intimate environment and residents inevitably run into each other. This has been a difficult transition for residents who are not used to living with others.

"It's pretty cool to meet people's families and see them reunite (...). It has been pretty beautiful."

- Chartrand staff member

Recreation

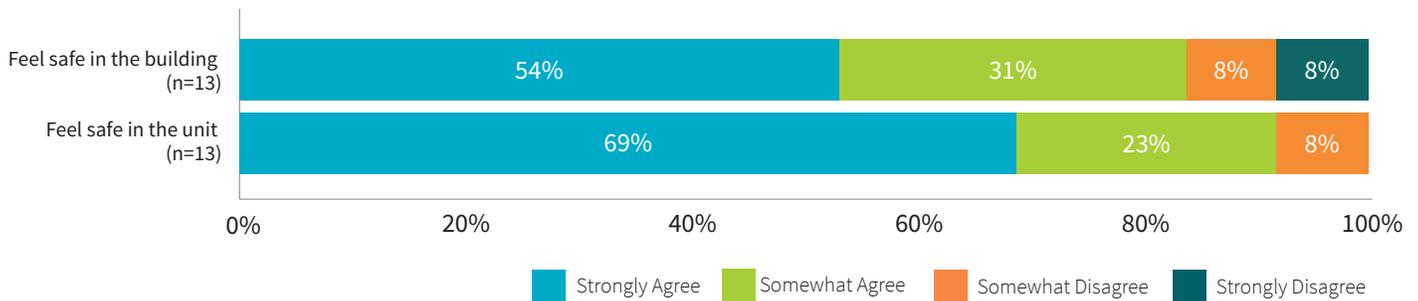
The nearby community centre has made it possible for residents to increase their access to recreational activities, with some residents accessing the gym, computers, library, and other facilities at the centre. In the summer, Chartrand staff organized fieldtrips and barbeque picnics for residents. Staff noted that additional funding for recreational programming would be beneficial, because recreational activities bring people together. Residents have also started working in the on-site garden and the building hosts a movie night every week. In the resident survey, 36 per cent of respondents reported improved participation in recreational activities. No survey respondent reported a worsening in this area.



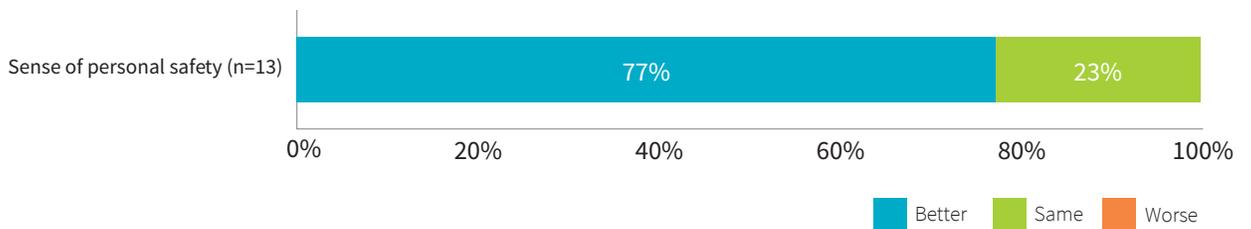
Source: Resident Survey

Safety

The majority of survey respondents (85 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 (77 per cent) reported an improvement in their sense of personal safety. No survey respondent reported a worsening in this area.



Source: Resident Survey



Source: Resident Survey

Satisfaction with Housing and Supports

Chartrand staff reported that the majority of residents are satisfied with their housing situation at Chartrand.

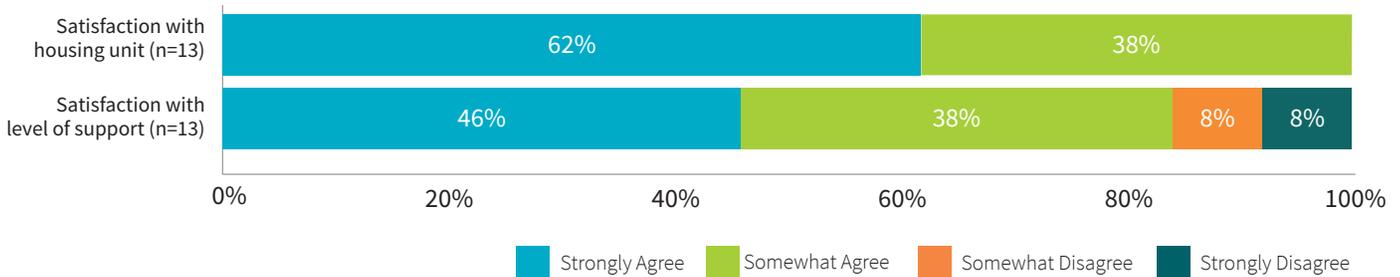
“Generally speaking, most residents are happy and grateful to be inside and be in a space. I can tell that residents generally want to make the space better.”

– Chartrand staff member

Satisfaction with Housing and Supports

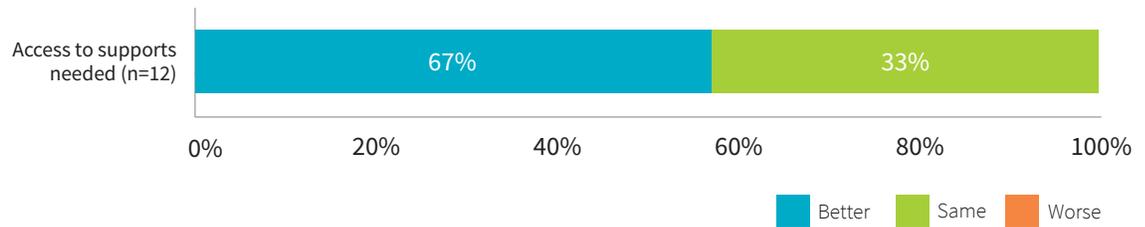
Staff felt that residents were particularly happy with their new units. Residents and staff were impressed by the fact that the units have new furniture, air conditioning, and do not feel institutional. Staff commented that residents at Chartrand feel a lot of pride because they have a brand new unit. Staff have heard repeatedly from residents that “no one else lived here before” and note that residents are inspired to do more with their lives when they have such a positive home environment.

The resident survey supports staff perceptions that residents are satisfied with their housing and supports. All survey respondents (100 per cent) somewhat or strongly agreed that they were satisfied with their housing unit, while 84 per cent of survey respondents somewhat or strongly agreed that they were satisfied with the level of supports they receive at Chartrand.



Source: Resident Survey

Most survey respondents (67 per cent) reported that access to the supports they need has improved, while 33 per cent reported that access has stayed the same. Chartrand staff reported that residents have begun accessing supports that they were not accessing prior to their move to the building, such as opioid replacement therapy, the local health care clinic, a grief and loss counselling group, and other medical support.



Source: Resident Survey

Challenges

Chartrand residents have experienced some challenges since moving to their new homes. Staff noted that some residents who had previously been unsheltered required a transition period to get used to living indoors. In addition, some residents have experienced a challenge living in close proximity to other residents.

Theft has also been a concern in the building. Staff have encouraged residents to take responsibility for their own belongings and keep them locked safely in their rooms.

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

- The walls are easily damaged, and some walls have already undergone repairs.
- Storage space is insufficient in the building, both for residents and staff.

Residents' Health

OUTCOME: IMPROVED

Many Chartrand residents have serious health issues, and the majority have had a hospital stay since moving here. While health challenges remain, some residents have experienced positive health outcomes, as onsite staff are able to call ambulances quickly when required and can encourage residents to visit the hospital when needed. Several residents have received new wheelchairs, and residents are now able to access occupational therapists.

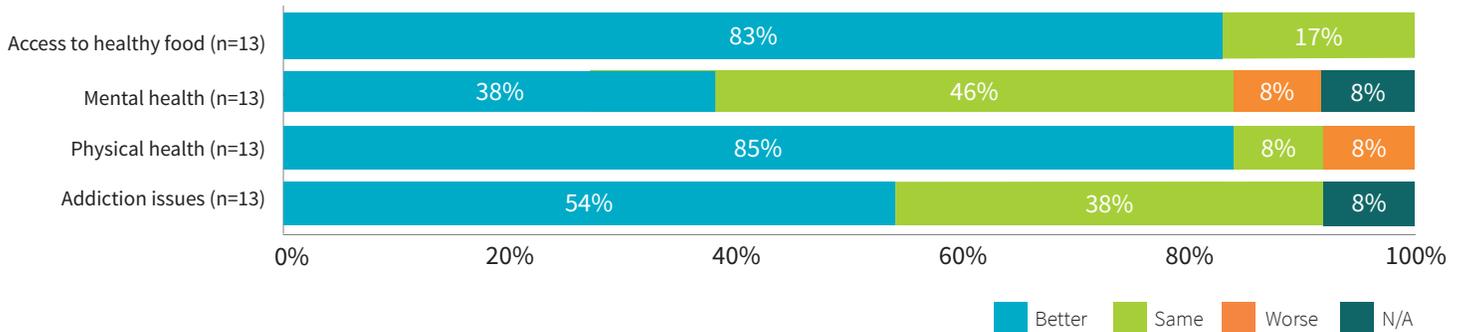
The resident survey also identified improvements in the health of Chartrand residents. Over eighty per cent of survey respondents indicated that they have better access to healthy food since their move to Chartrand.

Thirty-eight per cent of survey respondents reported improvements to their mental health since moving into their unit and 85 per cent of survey respondents reported an improvement in their physical health.

“One great thing is that when you are stable in your housing, you can go to the hospital if you need to or go to a clinic. We are seeing healthy, positive changes such as residents who have received new wheelchairs and are able to see an occupational therapist.”

– Chartrand staff member

Fifty-four per cent of survey respondents reported improvements in addiction issues, while 38 per cent reported that their addiction issues had remained the same, and eight per cent reported that this question did not apply to them. No survey respondent reported a worsening in this area.



Source: Resident Survey



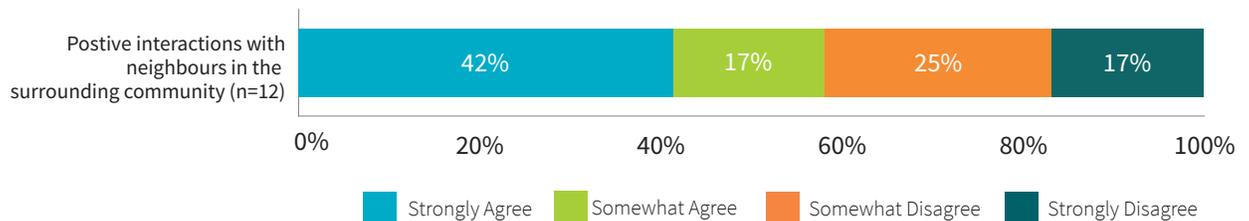
Community Relations

OUTCOME: IMPROVED

Chartrand staff indicated that the relationship with the wider community is fairly positive. Staff have worked hard to be aware of neighbours' concerns and to communicate with them. They want to be a good neighbour and also be respected as part of the neighbourhood.

The location of Chartrand is unique, as it was built on the site of a former homeless camp, the Sugar Mountain Encampment. The site has transformed from a location filled with tents, to a well-maintained affordable housing building with a garden. Despite this, staff have received some negative feedback from neighbours, often related to clutter outside the building. To address this, a group of residents goes out into the neighbourhood three times a day to clean up and prevent situations that cause concern.

Resident survey responses on community relations were mixed. Forty-two per cent of survey respondents strongly agreed that they have experienced positive interactions with the surrounding community, while 17 per cent somewhat agreed. Forty-two per cent of residents disagreed (strongly or somewhat) that they had experienced positive interactions with neighbours.



Source: Resident Survey

Health Care System Usage

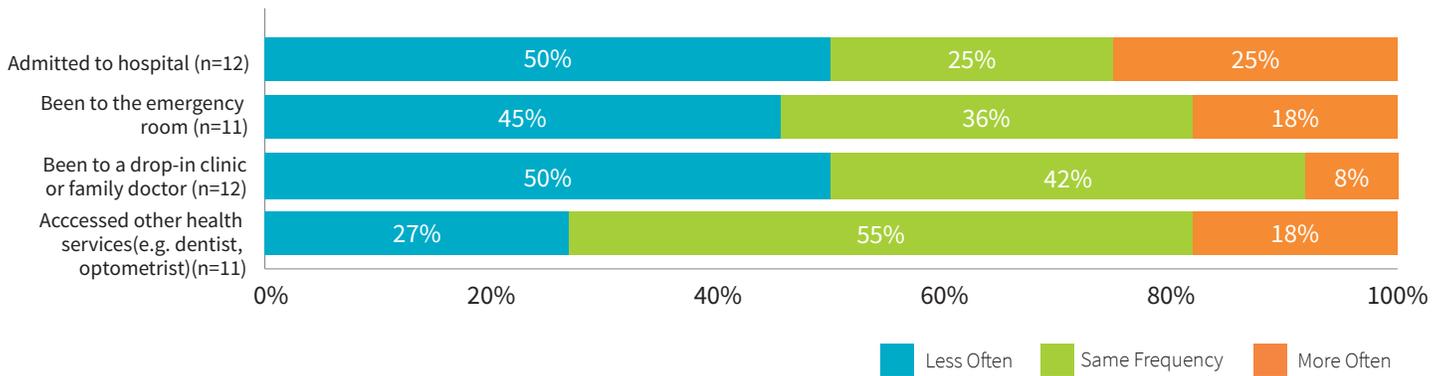
OUTCOME: REDUCED USE OF EMERGENCY SERVICES

Chartrand residents have complex health issues, and many have been to the hospital since moving into their homes. However, staff and additional health supports are available to help residents manage their chronic conditions, and staff believe that residents have avoided longer-term hospital stays due to this support.

Some residents reported that their use of emergency health services has decreased. Half of survey respondents (50 per cent) indicated that they have been admitted to hospital less often since moving to Chartrand Place, while 25 per cent reported they had been admitted to hospital more often.

A similar trend was seen in trips to the emergency room, with 45 per cent of survey respondents reporting they had been to the emergency room less often, and 18 per cent reporting they had been to the emergency room more often since their move.

Half of survey respondents reported that they had been to a drop-in clinic or family doctor less often since moving into Chartrand. Eighteen per cent of survey respondents reported accessing other health services (such as dentist or optometrist) more often since moving into Chartrand, while access remained the same for the majority of survey respondents.



Source: Resident Survey





Data provided in this report was collected six months after Chartrand Place opened. The outcomes from this report 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 Chartrand residents in November 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-three per cent of Chartrand 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 PHS Community Services Society staff in November 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).