

August 2021

Cole Starnes Place Modular Supportive Housing Resident Outcomes



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Acknowledgements

BC Housing gratefully acknowledges Lookout Housing and Health Society for sharing their insights on Cole Starnes Place, a modular housing development in Abbotsford, 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.

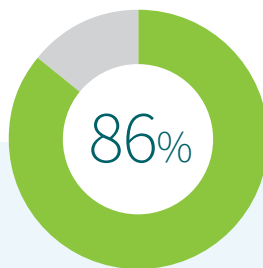


This snapshot shows outcomes for residents of Cole Starnes Place (Cole Starnes), a modular supportive housing development in Abbotsford, B.C., ten months after the building opened.

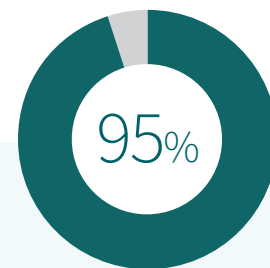
Please refer to page 15, Research Methodology for information about data sources.



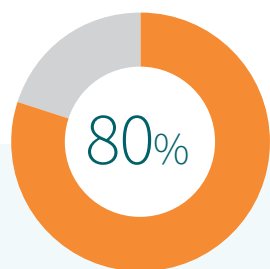
Housing Units



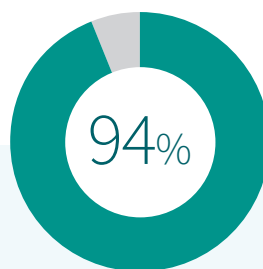
Residents remained housed at Cole Starnes at six months



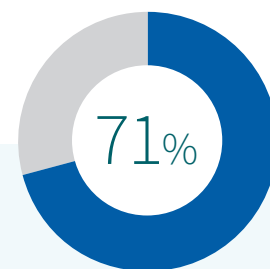
Survey respondents were satisfied with their housing unit



Survey respondents reported improvements to overall well-being



Survey respondents reported that their culture is respected at Cole Starnes



Survey respondents reported improvements in their addiction issues



COLE STARNES PLACE



Housing provider, Lookout Housing and Health Society operates Cole Starnes, providing on-site support coverage twenty-four hours every day of the week and helping residents to:

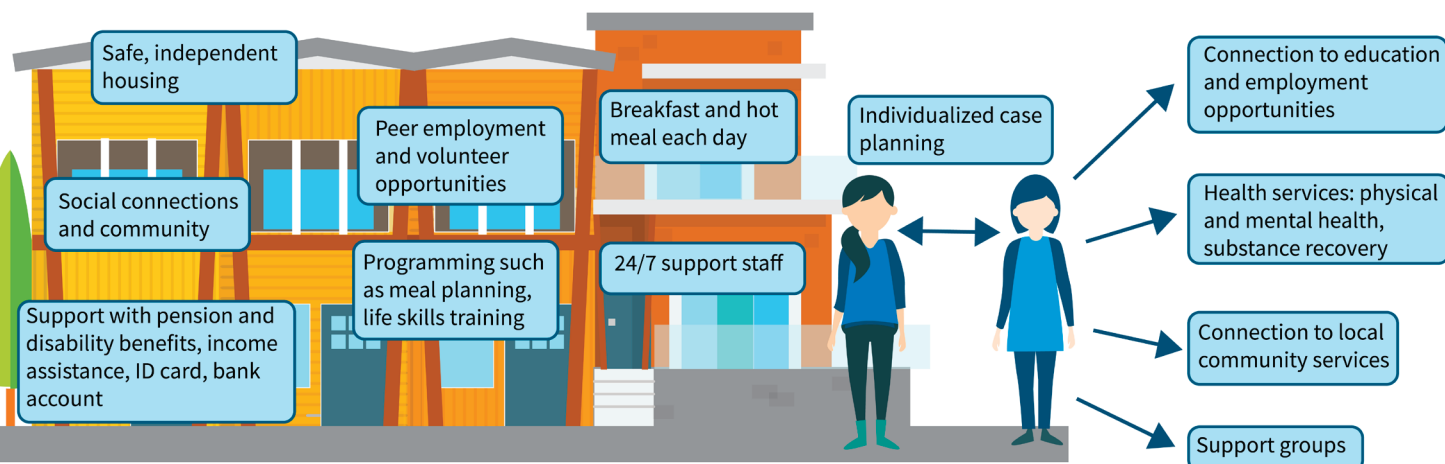
- › Maintain their homes
- › Enhance their life skills, including learning to cook
- › Connect with education, employment, health, and independent housing
- › Access community information, social and recreational programs
- › Participate in case planning and needs assessments
- › Access income assistance,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

Modular units funded under Rapid Response to Homelessness program deliver results

Cole Starnes Place (Cole Starnes) opened in April 2019 and is funded under the Rapid Response to Homelessness program. The building provides 44 units of housing for individuals experiencing homelessness or at risk of homelessness in Abbotsford, 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 B.C. Government 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. Each building includes 2,000 square feet of amenity space with an oven for social gatherings and meals. Six units on the first floor of the building are wheelchair accessible.

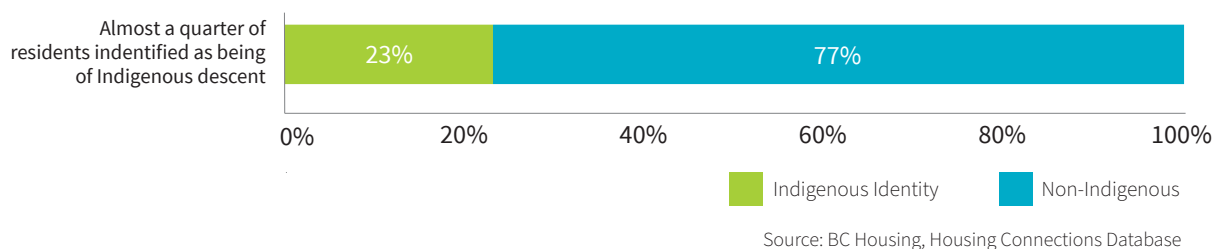
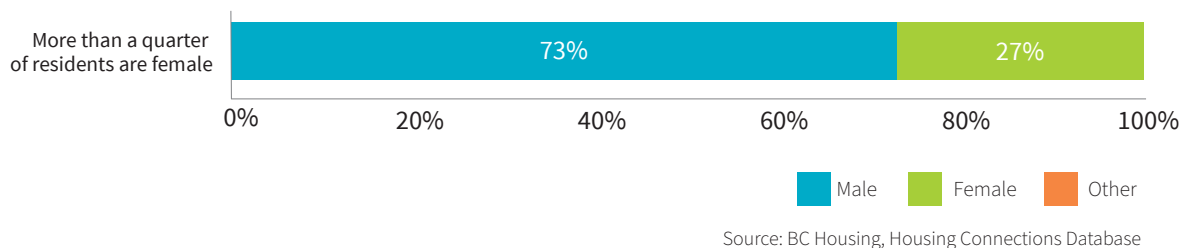
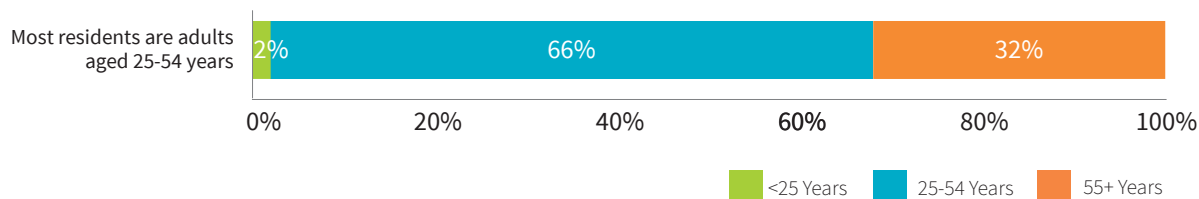


Resident Profile

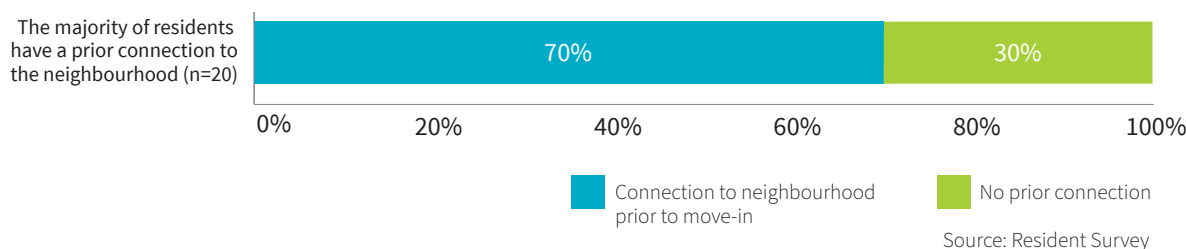
Cole Starnes provides housing for a mixed community of residents. This includes residents with different genders, ethnicities, and ages. Residents also have a mix of vulnerabilities and support needs. While the majority of residents are adults aged 25-54 years, a high proportion of individuals in the building are 55 years of age and older.

"What I like most about the building is our diverse group of tenants. Everybody is different, everybody is moving forward."

– Cole Starnes staff member



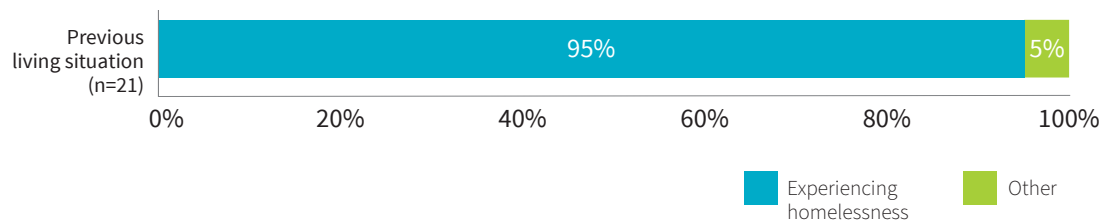
Seventy per cent of survey respondents indicated that they had a prior connection to the neighbourhood. These connections include living in the neighbourhood either immediately prior to moving to Cole Starnes or in the past, having friends or relatives in the neighbourhood, and using services located in the neighbourhood. Staff reported that all tenants in the building were Abbotsford residents.



Experience of Homelessness

OUTCOME: **DECREASED**

Almost all residents who responded to the survey were experiencing homelessness immediately prior to moving into Cole Starnes. Staff reported that the majority of residents had previously been staying in emergency shelters in Abbotsford or in tents located in Abbotsford and in forested areas.



Housing Stability

OUTCOME: **INCREASED**

Eighty-six per cent of the first residents at Cole Starnes remained housed there six months after moving into their homes. Among those who left before the six-month mark, one person moved into independent subsidized housing and one passed away, while the four others went on to other or unknown situations.



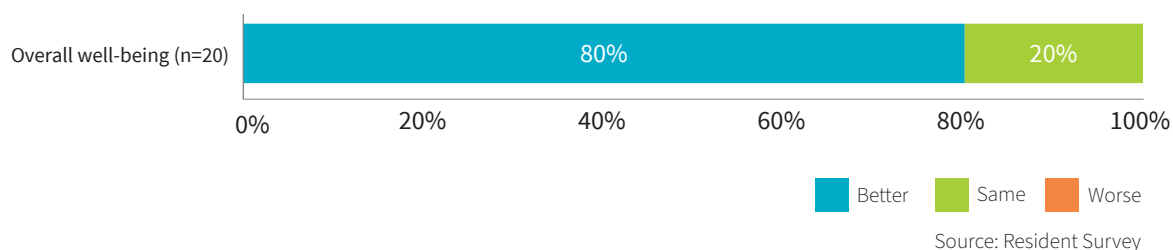
Source: City of Vancouver

Quality of Life for Residents

OUTCOME: IMPROVED

Overall Well-being

Eighty per cent of survey respondents reported improvements in their overall well-being, while 20 per cent of survey respondents reported that their well-being remained the same. Staff reported that the majority of residents appear much happier at Cole Starnes than they had been while staying in the shelter system.

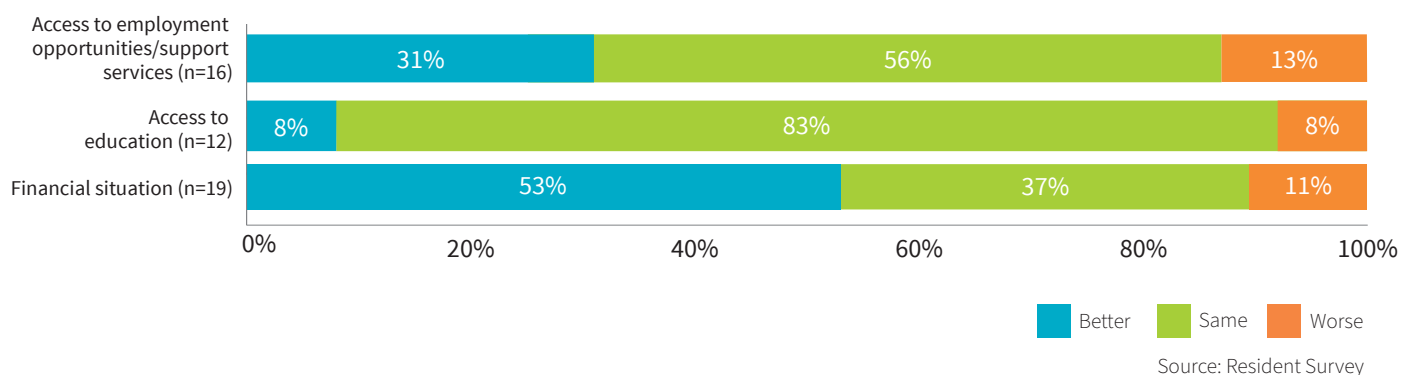


Employment, Income and Education

Thirty-one per cent of survey respondents reported better access to employment opportunities since their move, while eight per cent reported better access to education.

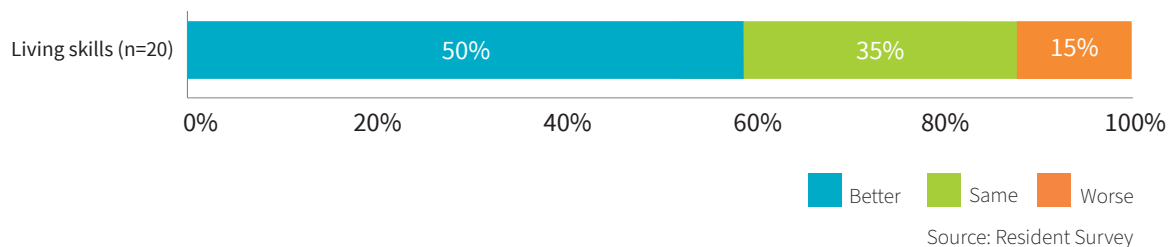
Fifty-three per cent of survey respondents reported that their financial situation had improved.

While some residents are still focusing on settling in and improving their health, staff reported that many residents are now able to think about employment. One client has moved out to independent housing and now has a full-time job. Other residents are working with a home moving program run by Lookout Housing and Health society. Through this social enterprise program, residents help Lookout clients move their belongings into housing and develop their work skills and experience.



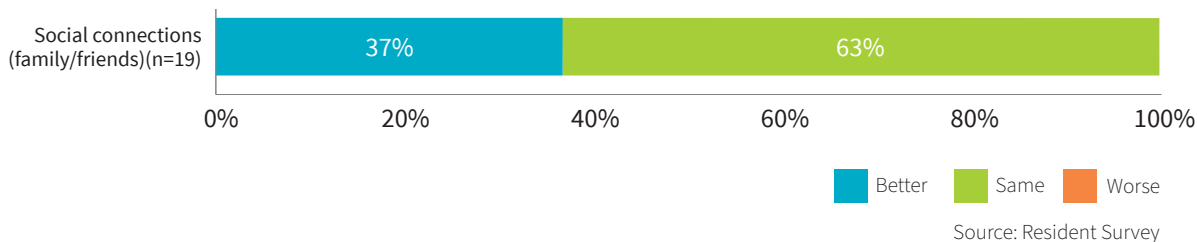
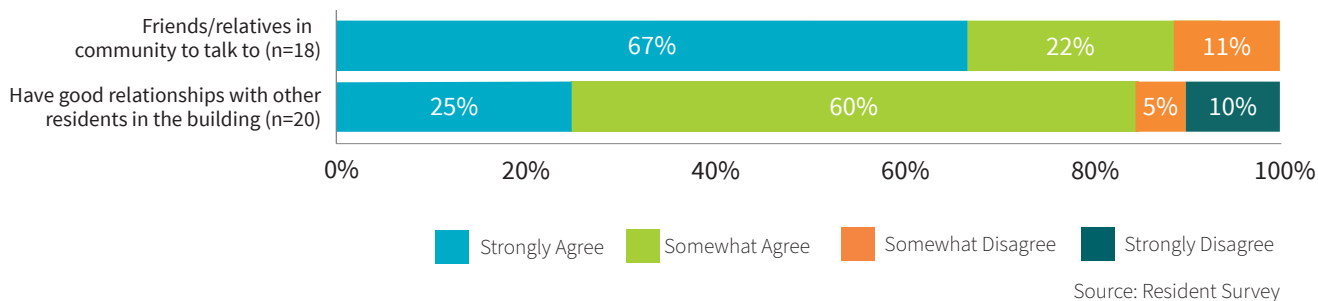
Living Skills

Fifty per cent of survey respondents reported that their living skills had improved, while living skills remained the same for 35 per cent of residents. Staff reported that they are able to help residents who have trouble keeping their room clean and doing laundry but that the goal is to assist residents in building up their confidence and life skills and be able to do this themselves.



Social Connections

Cole Starnes residents reported improved social connections. Eighty-nine per cent of survey respondents somewhat or strongly agreed that they have friends or relatives in the community to talk to, while 85 per cent reported good relationships with other residents. Thirty-seven per cent of survey respondents reported improvements in their social connections, while 63 per cent indicated that their social connections remained the same. Staff reported that many residents are re-connecting with family, now that they have a stable place to live.

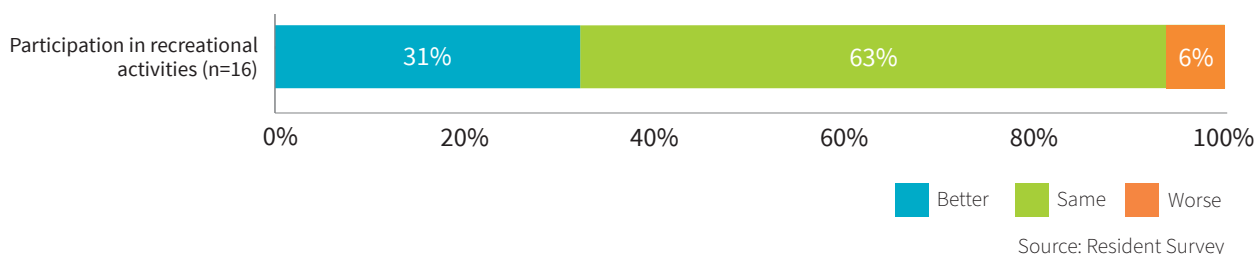


Recreation

Thirty-one per cent of survey respondents reported improved participation in recreational activities, while participation remained the same for 63 per cent of respondents. According to staff, there have been opportunities for residents to participate in music programs in the building and several residents have signed up for a library card.

“We have a lot of talented residents that enjoy doing art and playing music.”

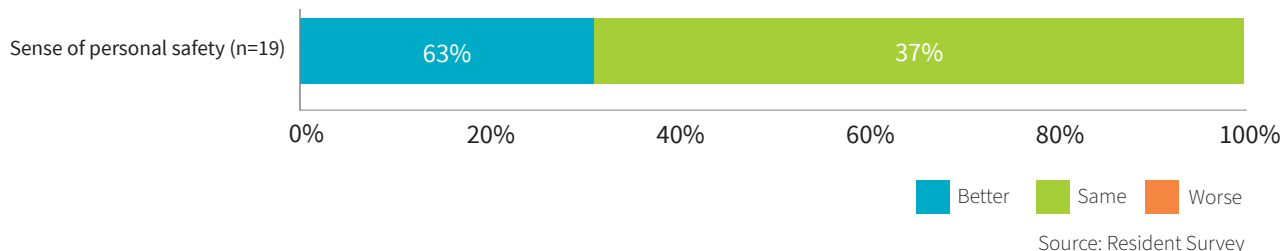
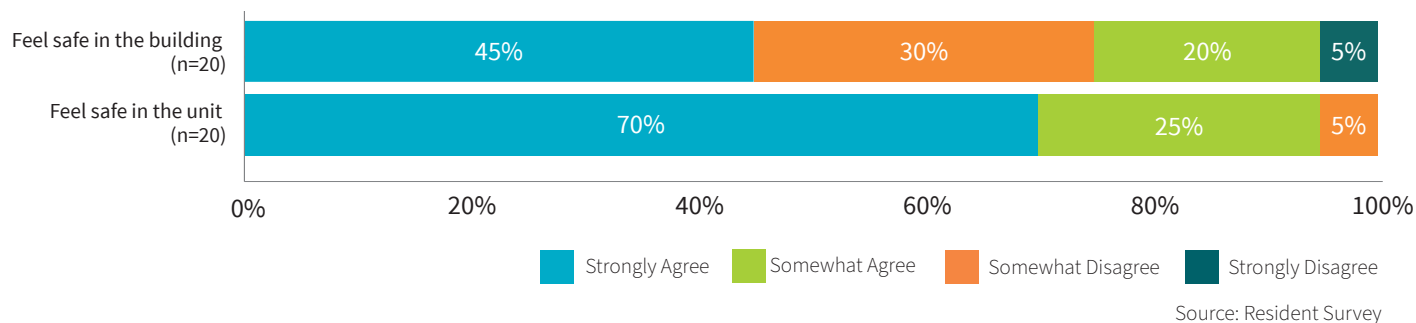
– Cole Starnes staff member



Safety

The majority of survey respondents (75 per cent) somewhat or strongly agreed that they felt safe in the building, while 95 per cent agreed that they felt safe in their home.

Most survey respondents (63 per cent) reported an improvement in their sense of personal safety.

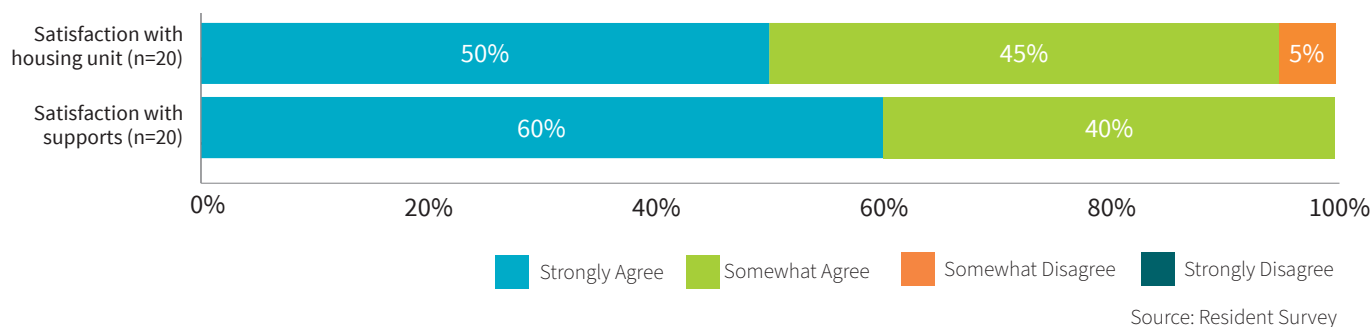


Satisfaction with Housing and Supports

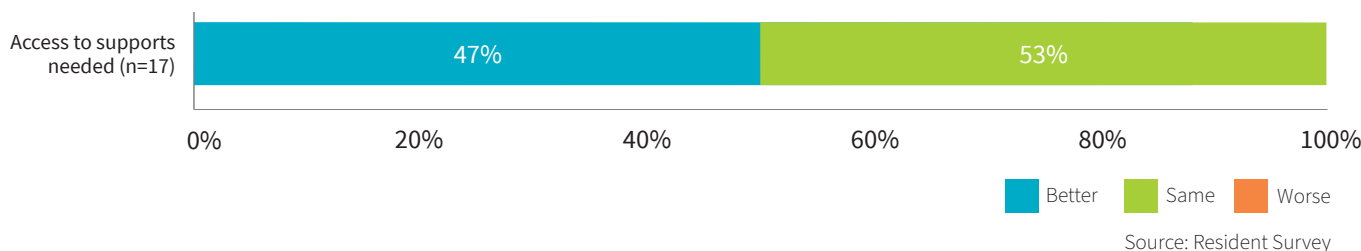
The resident survey supports staff perceptions that residents are satisfied with their housing and supports. Most survey respondents (95 per cent) somewhat or strongly agreed that they were satisfied with their housing unit, while all survey respondents somewhat or strongly agreed that they were satisfied with the level of supports they receive at Cole Starnes.

“I think most people are completely satisfied. When they are ready, they know they can come to staff and we’re ready to assist.”

– Cole Starnes staff member



Forty-seven per cent of survey respondents reported that access to the supports they need has improved, while 53 per cent reported that access has stayed the same. Staff reported that residents have started accessing a range of supports offered at the building and in the community, including medical supports, counselling, and dentistry.



Challenges

Some of Cole Starnes residents have experienced challenges since moving to their new home. Staff mentioned that adjusting from living outside to living inside has been a challenge for some residents. Residents who had been living in the shelter system or outside for a long time were not used to sleeping in their own space. A few people slept in the common area until they became comfortable in their units.

Cole Starnes staff also identified challenges related to the modular building design and location, including:

- The location of the building is quite far from other resources in the community.
- The lack of an elevator is challenging for residents with mobility issues.

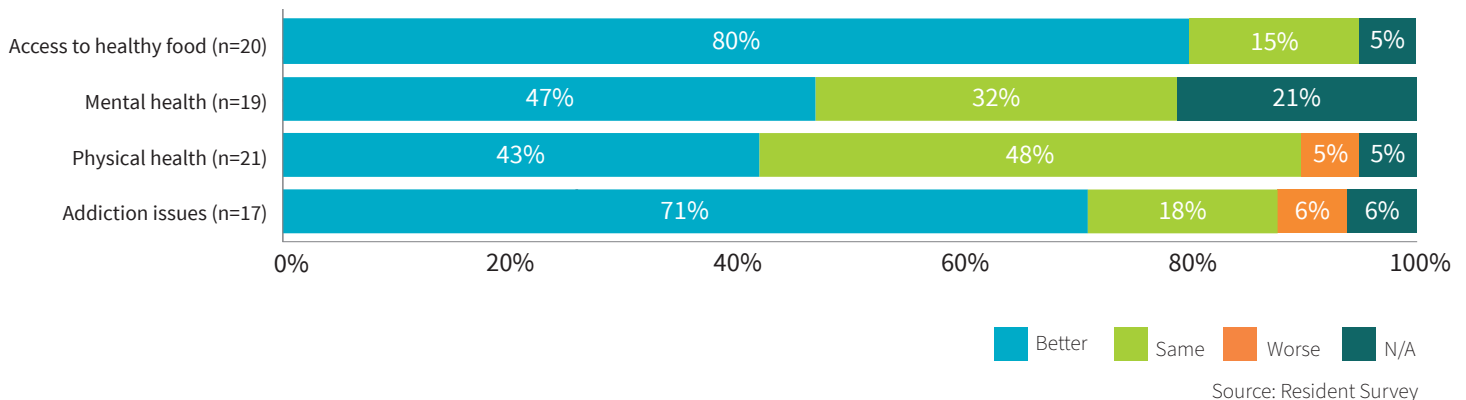
Residents' Health

OUTCOME: IMPROVED

Eighty per cent of survey respondents indicated that they have better access to healthy food since their move to Cole Starnes.

Forty-seven per cent of survey respondents reported improvements to their mental health since moving into their home, while 21 per cent indicated this question did not apply to them. Forty-three per cent of survey respondents indicated an improvement in their physical health.

Seventy-one cent of survey respondents reported improvements in addiction issues, while 18 per cent reported that their addiction issues had remained the same.



Health Care System Usage

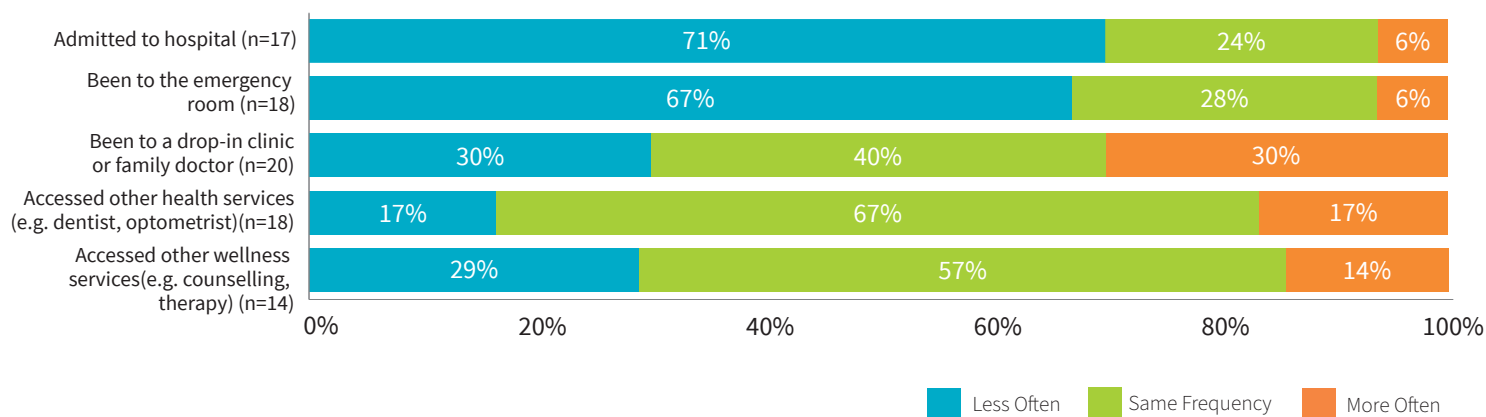
OUTCOME: REDUCED USE OF EMERGENCY SERVICES

Seventy-one per cent of survey respondents indicated that they have been admitted to hospital less often since moving to Cole Starnes, while 24 per cent reported they had been admitted to hospital with the same frequency.

A similar percentage of residents reduced their trips to the emergency room, with sixty-seven per cent of survey respondents reporting they had been to the emergency room less often. Twenty-eight per cent of survey respondents indicated that they had been to the emergency room with the same frequency.

Thirty per cent of survey respondents reported that they had been to a drop-in clinic or family doctor more frequently since moving into Cole Starnes.

Seventeen per cent of survey respondents reported accessing other health services (such as dentist or optometrist) more frequently. Fourteen per cent of survey respondents indicated accessing other wellness services (such as counselling and therapy) more frequently since moving into Cole Starnes.



Source: Resident Survey

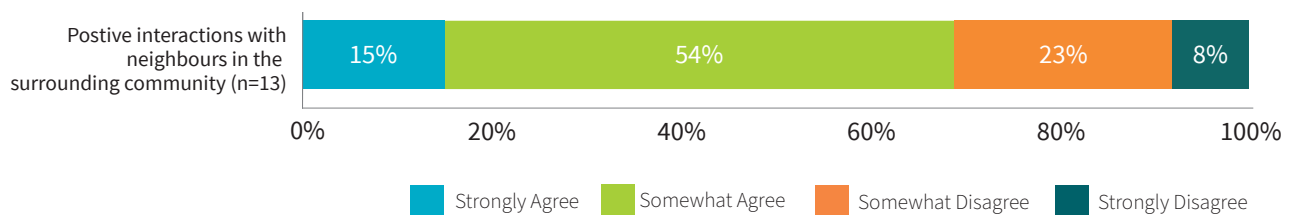


Community Relations

OUTCOME: MIXED

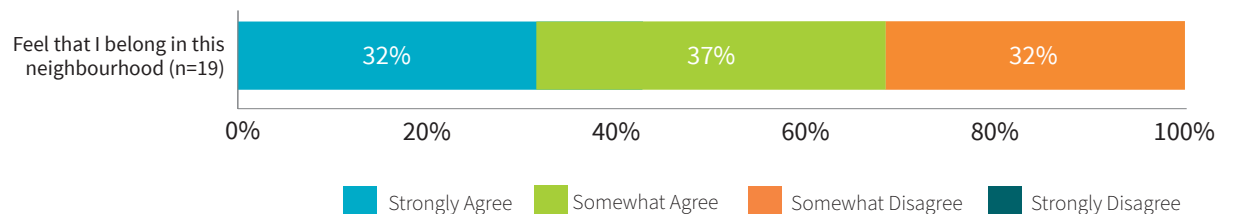
Staff reported that when the building first opened, they encountered a lot of resistance in the community but now they receive a lot of donations from the community, including food, clothing and seasonal items.

The majority of survey respondents strongly or somewhat agreed that they have experienced positive interactions with the surrounding community (69 per cent).



Source: Resident Survey

Sixty-nine per cent of survey respondents feel that they belong in the neighbourhood.



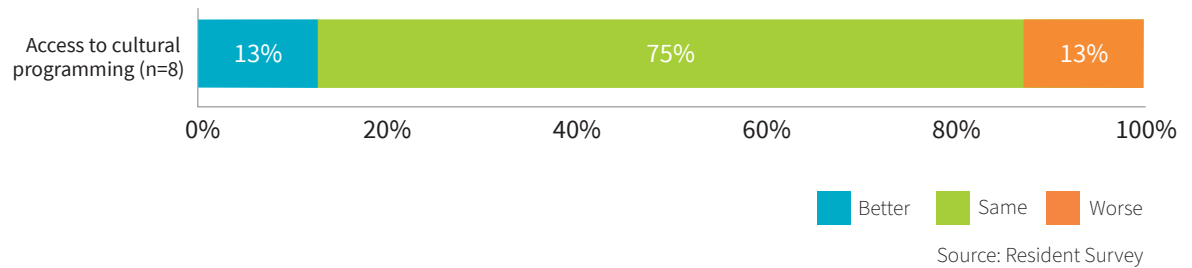
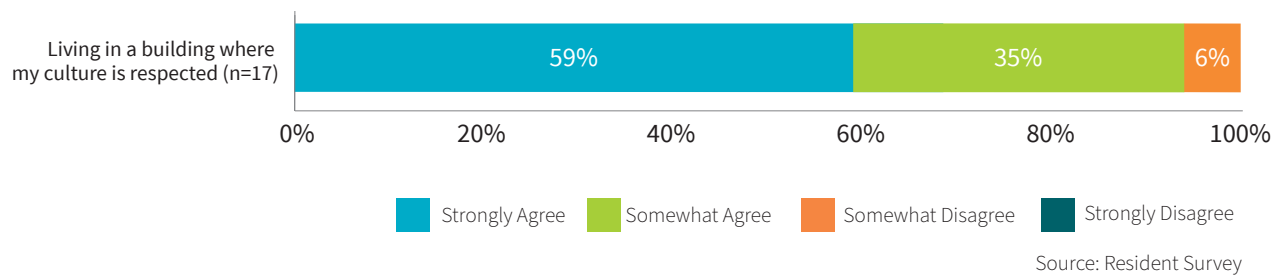
Source: Resident Survey



Access to Cultural Programming

OUTCOME: **POSITIVE**

Cole Starnes houses individuals from a range of cultural backgrounds. Almost all (94 per cent) of survey respondents reported that they feel their culture is respected at Cole Starnes. Thirteen per cent of survey respondents felt that their access to cultural programming had improved, while 75 per cent of survey respondents felt that their access had remained the same.



Data provided in this report was collected ten months after Cole Starnes Place opened. Data from the Housing Connections database is from six months after the first residents moved into the building to be comparable across reports. While all evaluations were originally planned for six months after the building opened, some of the later surveys and interviews were delayed. Outcomes may change over time as the resident mix in the building changes.

Resident Survey

A resident survey was made available to Cole Starnes residents in February 2020. 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.

- Forty-eight per cent of Cole Starnes 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 Lookout Housing and Health Society staff in February 2020. 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 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.

Partners

This study is being undertaken at modular supportive housing developments across the province in collaboration with non-profit housing societies and other partners.

