

January 2020

Hearthstone Modular Supportive Housing Resident Outcomes

Results at Six Months after Opening



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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

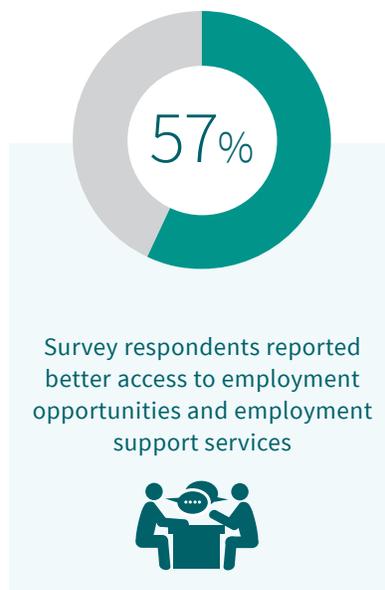
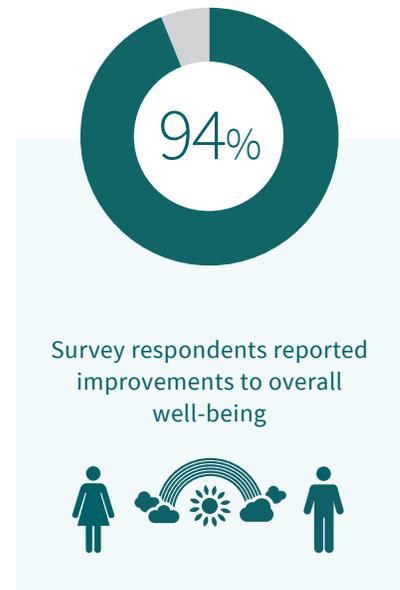
BC Housing gratefully acknowledges the John Howard Society of the Central and South Okanagan for sharing their insights on Hearthstone and for supporting this study. We would like to sincerely thank all the residents who shared their perspectives through the resident survey as part of this study.

JohnHoward
SOCIETY OF CENTRAL & SOUTH OKANAGAN

RESULTS SNAPSHOT

This snapshot shows outcomes for residents of Hearthstone, a modular supportive housing development in Kelowna, B.C., six months after the building opened.

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



HEARTHSTONE



Housing provider, John Howard Society of the Central and South Okanagan operates Hearthstone, providing on-site support coverage twenty-four hours every day of the week and helping residents to:

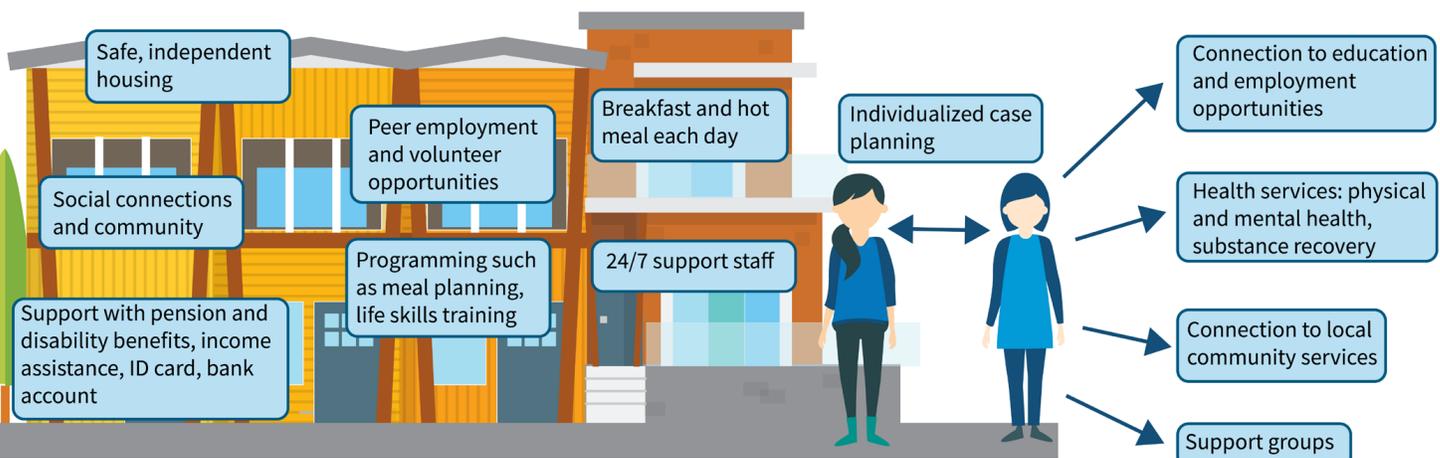
- › Maintain their homes
- › Enhance their life skills, including learning to cook
- › Connect with education, employment, health, and independent housing
- › Access community information, social and recreational programs
- › Participate in case planning and needs assessments
- › Access income assistance,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

Modular units funded under Rapid Response to Homelessness program deliver results

Hearthstone opened in November 2018 and is funded under the Rapid Response to Homelessness program. Hearthstone provides 46 units for individuals experiencing homelessness or at risk of homelessness. The building is located in Kelowna, 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 three-piece bathroom, two-burner stovetop and a full-height fridge. The building includes 2,000 square feet of amenity space with an oven for social gatherings and meals. Six units on the first floor are wheelchair-accessible.

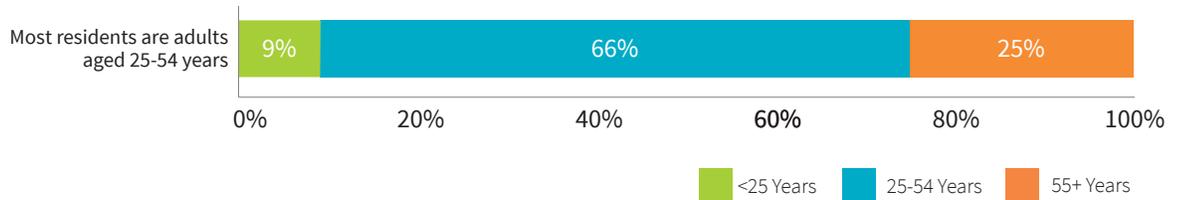


Resident Profile

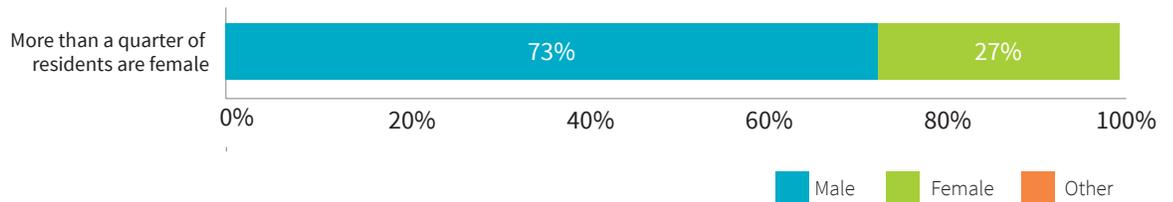
Hearthstone provides housing for a mixed community of residents. This includes residents with different genders, ethnicities, ages, vulnerabilities and support needs.

"We have a really good mix of people in the building"

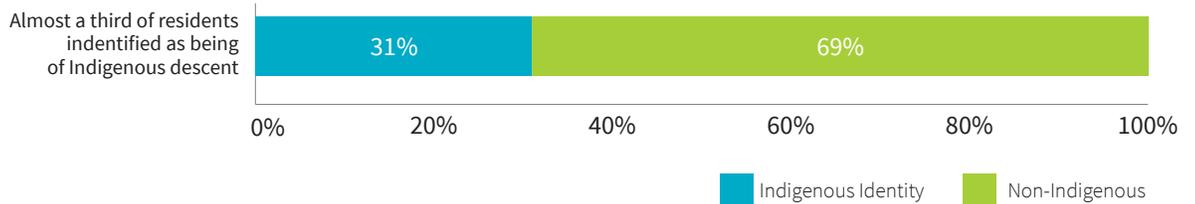
– Hearthstone staff member



Source: BC Housing, Housing Connections Database

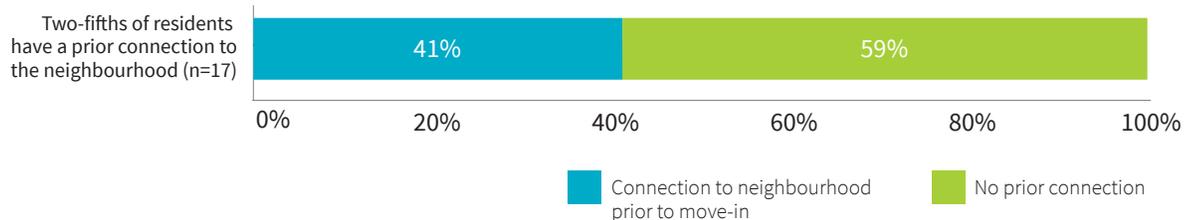


Source: BC Housing, Housing Connections Database



Source: BC Housing, Housing Connections Database

Forty-one 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 Hearthstone, having friends or relatives in the neighbourhood, and using services located in the neighbourhood.

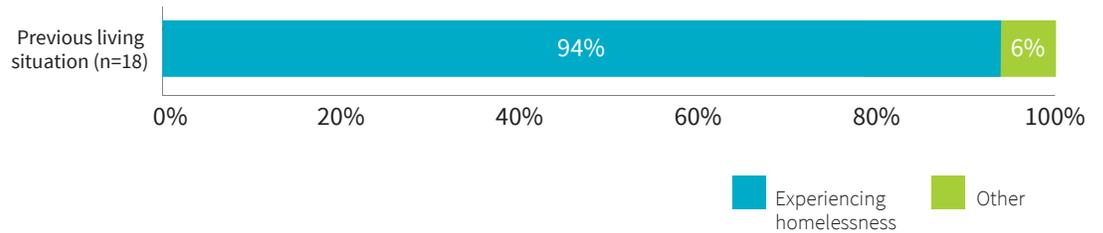


Source: Resident Survey

Experience of Homelessness

OUTCOME: DECREASED

Ninety-four per cent of survey respondents were experiencing homelessness immediately prior to moving into their Hearthstone unit. Six per cent of survey respondents transferred from another housing situation.



Source: Resident Survey

Housing Stability

OUTCOME: INCREASED

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



Source: City of Vancouver

Quality of Life for Residents

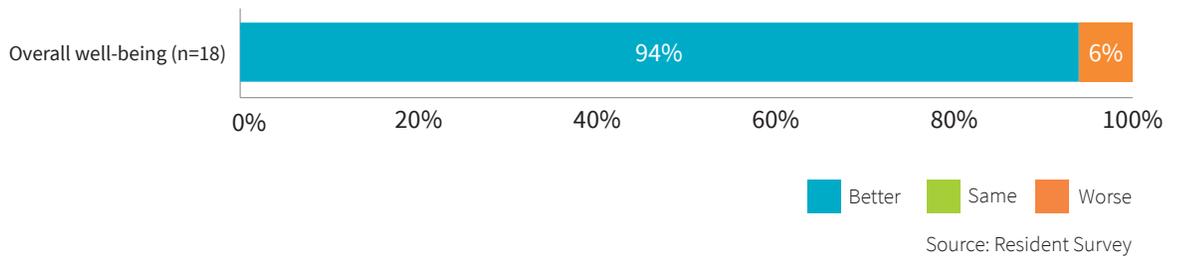
OUTCOME: IMPROVED

Overall Well-being

Ninety-four per cent of survey respondents reported improvements in their overall well-being. Staff reported that they have seen residents able to respond more constructively to stressors. They also reported a positive atmosphere has developed rapidly over a short time.

“We had one resident who was very hard to engage with when he moved in. He is now an amazing member of the community.”

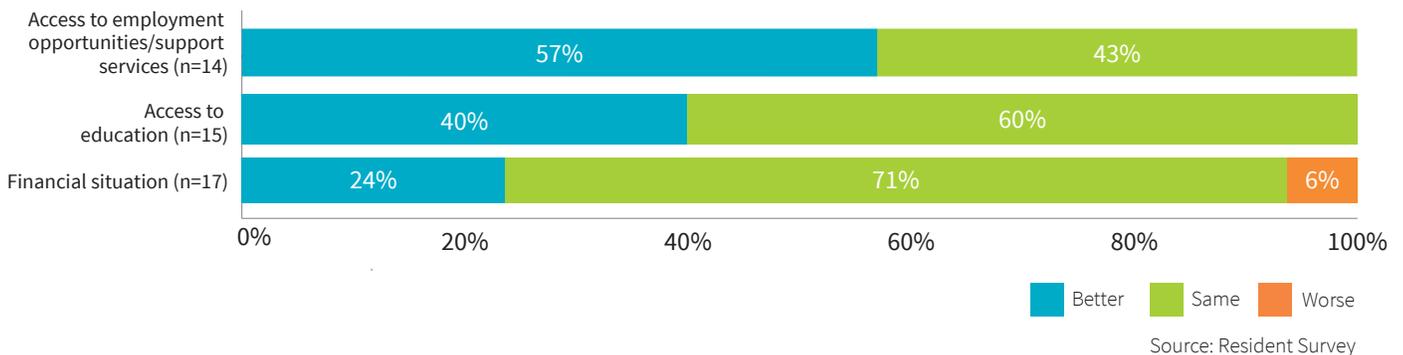
– Hearthstone staff member



Employment, Income and Education

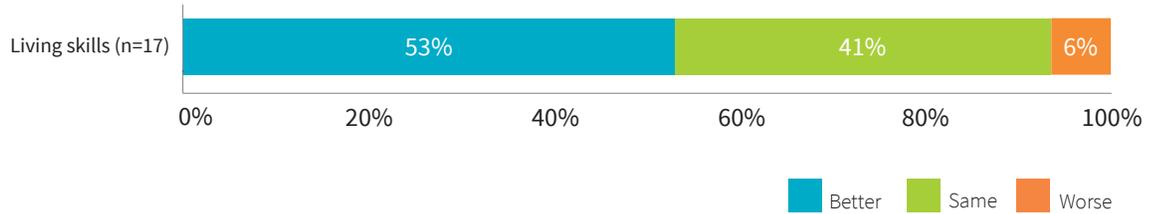
Staff reported that many local organizations have reached out to offer employment opportunities to Hearthstone residents. A few residents were employed prior to moving into Hearthstone and have maintained their jobs, while others are developing their resumes. Many residents have become more financially stable. Staff noted that in the first six months, the priority for residents has been medical stability and defining long-term goals.

Fifty-seven per cent of respondents reported better access to employment opportunities since their move, while 40 per cent reported better access to education. Twenty-four per cent of survey respondents reported that their financial situation had improved.



Living Skills

Fifty-three per cent of survey respondents reported that their living skills had improved.



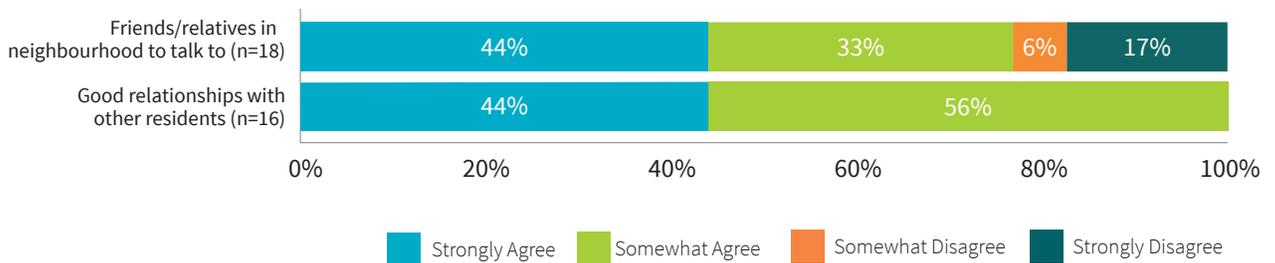
Source: Resident Survey

Social Connections

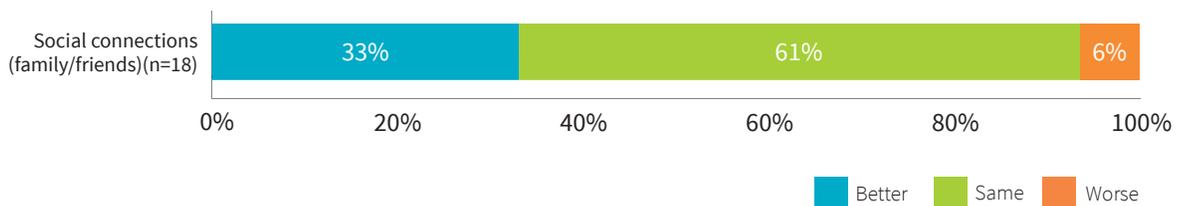
Staff noted that the common area in the building has enabled resident gatherings, including a community movie night, Holiday cookie decorating, and other events. Staff mentioned that residents love having a community.

Hearthstone residents reported improved social connections. Seventy-seven per cent of survey respondents somewhat or strongly agreed that they had friends or relatives in the neighbourhood to talk to, while 100 per cent reported good relationships with other residents. Thirty-three per cent of survey respondents reported improvements in their social connections.

“Just having those moments to get all the residents together, it’s a beautiful thing”
 – Hearthstone staff member



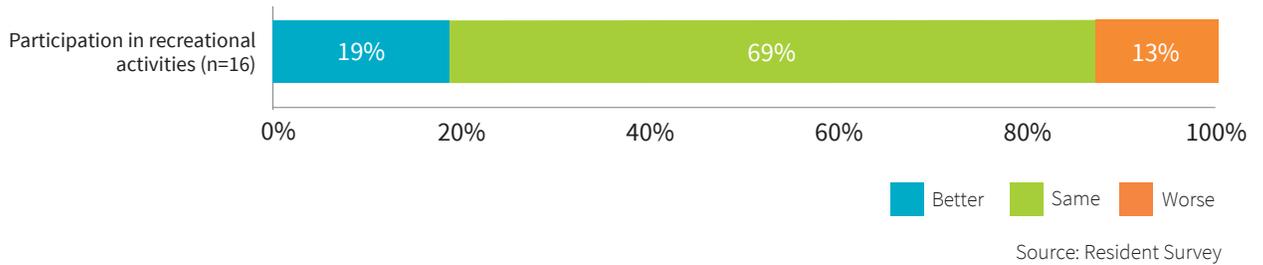
Source: Resident Survey



Source: Resident Survey

Recreation

Nineteen per cent of survey respondents reported improved participation in recreational activities. Staff reported that some residents go out for leisurely walks and play frisbee in the backyard.

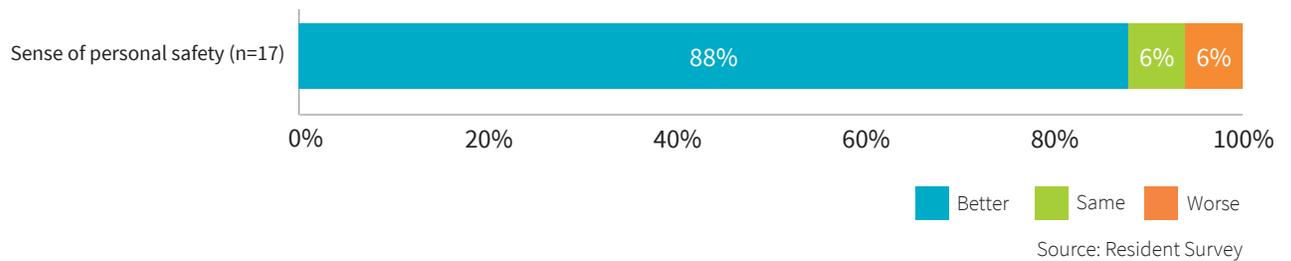
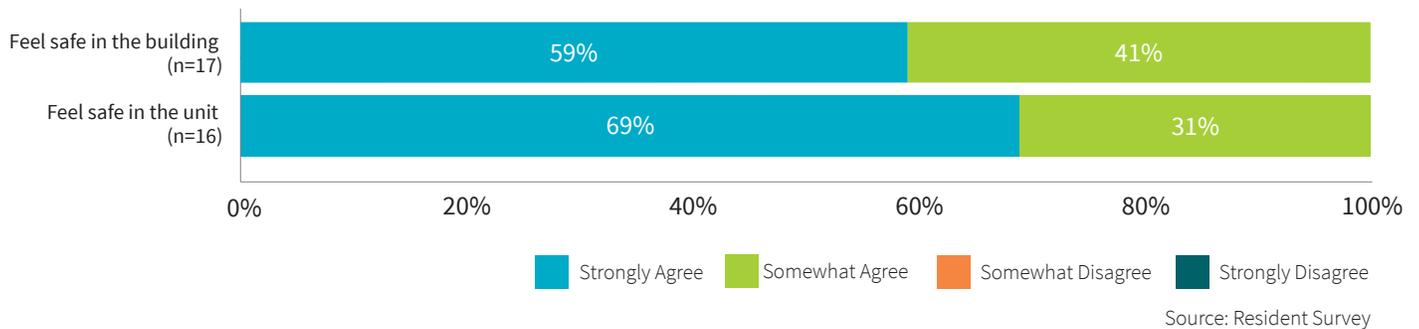


Safety

All survey respondents (100 per cent) somewhat or strongly agreed that they felt safe in the building and in their unit.

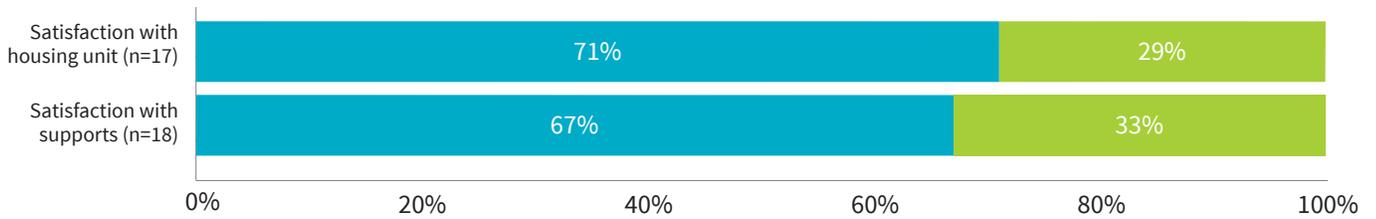
The majority of survey respondents (88 per cent) reported an improvement in their sense of personal safety.

Staff attribute the increased positive social behaviours of residents in the building to the safety that they feel living with non-judgemental and patient staff to support them.



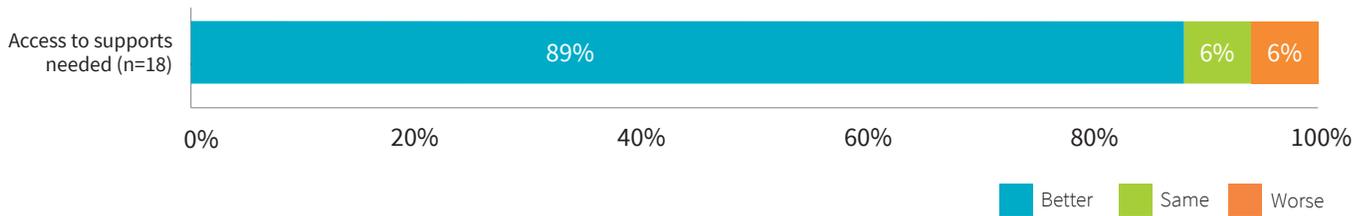
Satisfaction with Housing and Supports

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 and with the level of supports that they receive at Hearthstone.



Source: Resident Survey

Most survey respondents (89 per cent) reported that access to the supports that they need has improved, while 6% reported that access has stayed the same. Hearthstone staff reported that residents have started accessing supports that they were not accessing prior to their move, such as connecting with mental health supports and doctors. Other residents are accessing their previous supports more frequently now that they are housed.



Source: Resident Survey

Challenges

Hearthstone residents have experienced some challenges since moving to their new unit. Staff noted that some residents coming from shelters have experienced challenges adjusting to the expectations and boundaries of stable housing.

Staff also noted that the location of the building is a challenge for residents with mobility issues because the bus stops are a 10-minute walk from Hearthstone. It has also taken time for some residents to get to know and trust the staff.

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

- The building does not have an elevator, which is difficult for some residents with mobility issues.
- The backyard is very rocky and not accessible for people in wheelchairs.

Residents' Health

OUTCOME: IMPROVED

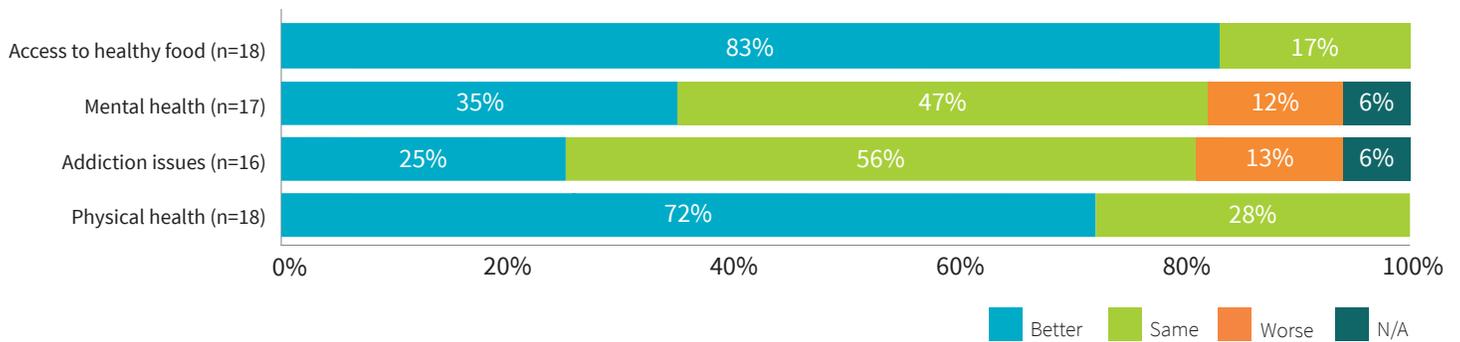
“Residents are a lot healthier. They are going to doctors and getting dental work done. I came from the shelter and I got to know people when they were street entrenched. It has been a 180 degree change in health for many residents.”

– Hearthstone staff member

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

Thirty-five per cent of survey respondents reported improvements to their mental health since moving into their modular unit. Twenty-five per cent of survey respondents reported improvements in addiction issues, while 56 per cent reported that their addiction issues had remained the same.

Seventy-two per cent of survey respondents reported an improvement in their physical health.



Source: Resident Survey



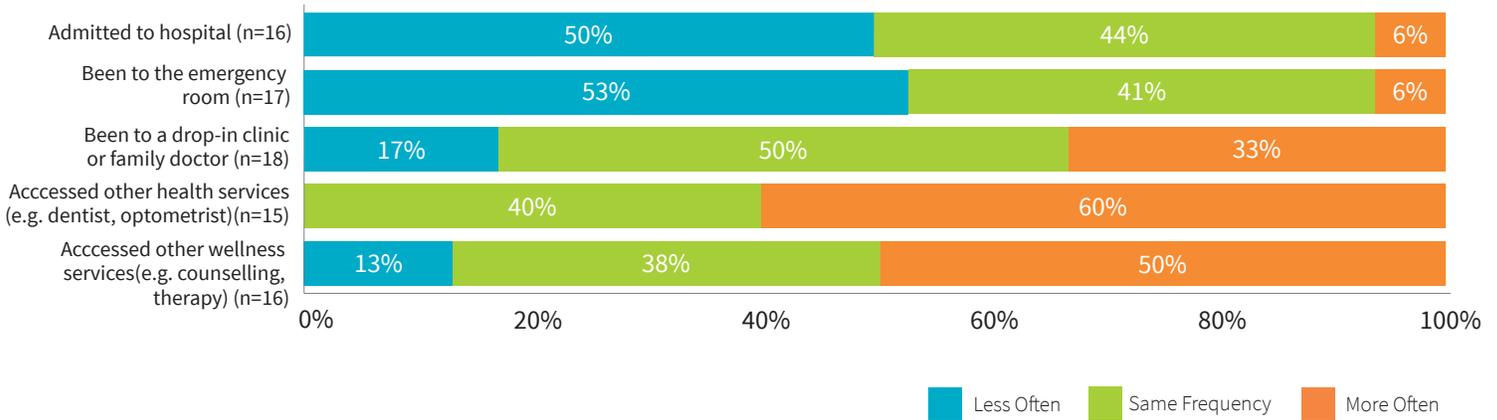
Health Care System Usage

OUTCOME: REDUCED USE OF EMERGENCY SERVICES

Some residents reported that their use of emergency health services has decreased. Fifty per cent of survey respondents indicated that they have been admitted to hospital less often since moving to Hearthstone, while 44 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 53 per cent of survey respondents reporting they had been to the emergency room less often, and 41 per cent reporting they had been to the emergency room with the same frequency.

Thirty-three per cent of survey respondents reported that they had been to a drop-in clinic or family doctor more often since moving into Hearthstone, while 60 per cent of survey respondents reported accessing other health services (such as dentist or optometrist) more often since moving into Hearthstone. Half of Hearthstone survey respondents reported accessing other wellness services such as counselling and therapy more frequently (50 per cent).



Source: Resident Survey



Community Relations

OUTCOME: IMPROVED

“We try to be the best neighbours that we can possibly be.”

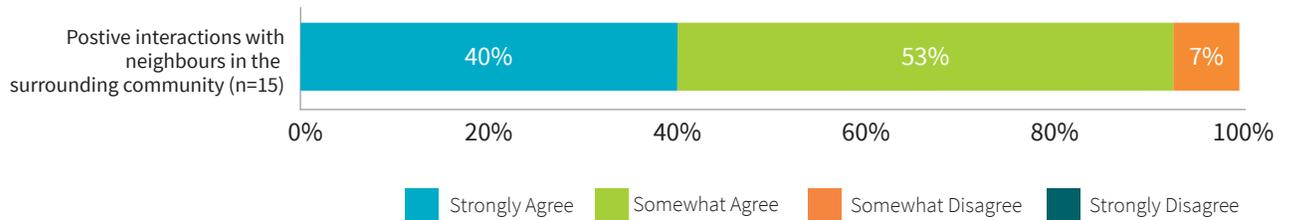
– Hearthstone staff member

Hearthstone staff indicated that the relationship with the wider community is fairly positive. The building is located in a commercial and industrial area and initially members of the community dropped by frequently to express concerns. Staff noted that there has been an encampment across from the site for a decade and that there are still people experiencing homelessness in the neighbourhood.

Many businesses are now aware that Hearthstone staff walk around the neighbourhood and assist with cleaning the area and connecting individuals with services if needed. Interactions with the majority of businesses are now very positive.

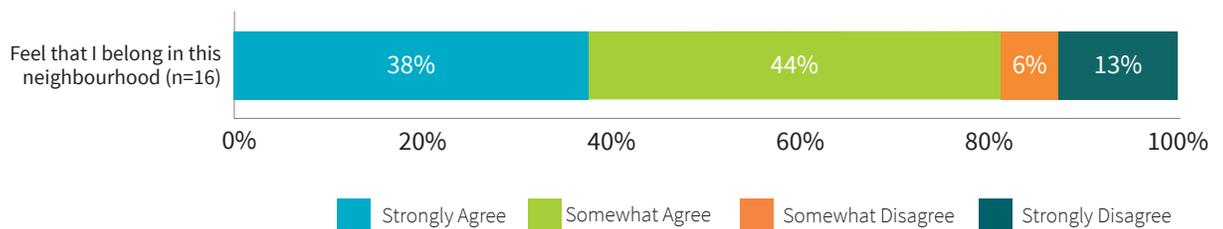
Staff reported that many neighbours have also dropped off donations such as kitchenware and gift cards.

Resident survey responses supported staff perceptions. Almost all survey respondents strongly or somewhat agreed that they have experienced positive interactions with the surrounding community (93 per cent).



Source: Resident Survey

Eighty-two per cent of survey respondents feel that they belong in the neighbourhood.

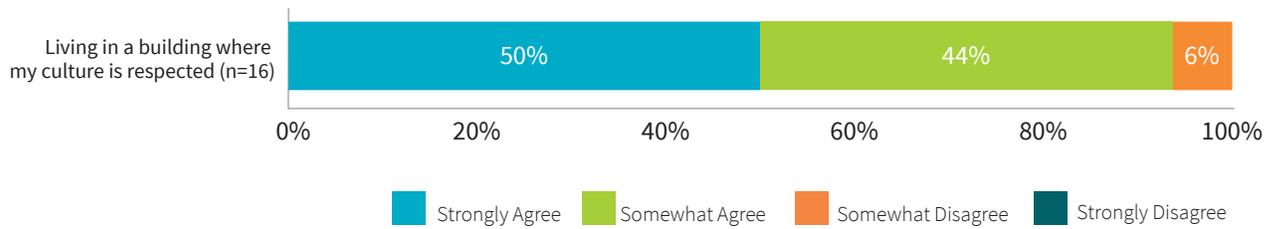


Source: Resident Survey

Access to Cultural Programming

OUTCOME: **IMPROVED**

Hearthstone houses individuals from a range of cultural backgrounds. Ninety-four per cent of survey respondents reported that they feel that their culture is respected at Hearthstone. Thirty-three per cent of survey respondents felt that their access to cultural programming had improved, while 67 per cent of survey respondents felt that their access had remained the same.



Source: Resident Survey



Source: Resident Survey



Data provided in this report was collected six months after Hearthstone 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 Hearthstone residents between May and July 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 survey results are self-reported by residents.

- Thirty-nine per cent of Hearthstone 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 John Howard Society staff in April 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. Housing stability data will also be assessed at 12 months post-opening. 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.