

January 2021

# Hummingbird Place 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 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.

Learn more about the Research Centre at [www.bchousing.org](http://www.bchousing.org). Sign up to receive the latest news and updates at [www.bchousing.org/subscribe](http://www.bchousing.org/subscribe).

## Acknowledgements

BC Housing gratefully acknowledges PHS Community Services Society (PHS) for sharing their insights on Hummingbird Place, a modular housing development in Vancouver, 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.

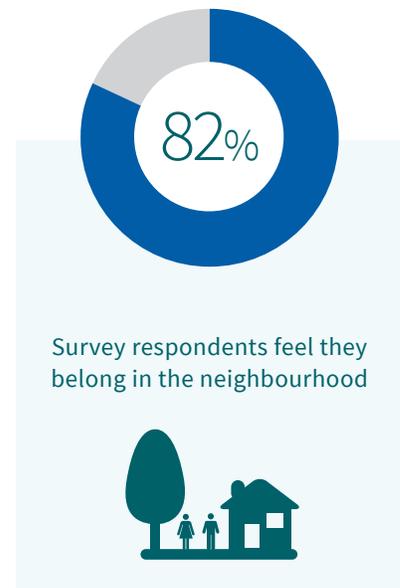
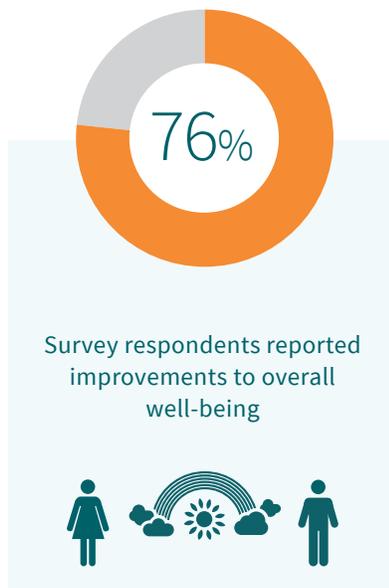
In Vancouver, the Rapid Response to Homelessness program is delivered as Temporary Modular Housing (TMH).



# RESULTS SNAPSHOT

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

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



# HUMMINGBIRD PLACE



Housing provider, PHS Community Services Society (PHS) operates Hummingbird Place, providing on-site support coverage twenty-four hours every day of the week and helping residents to:

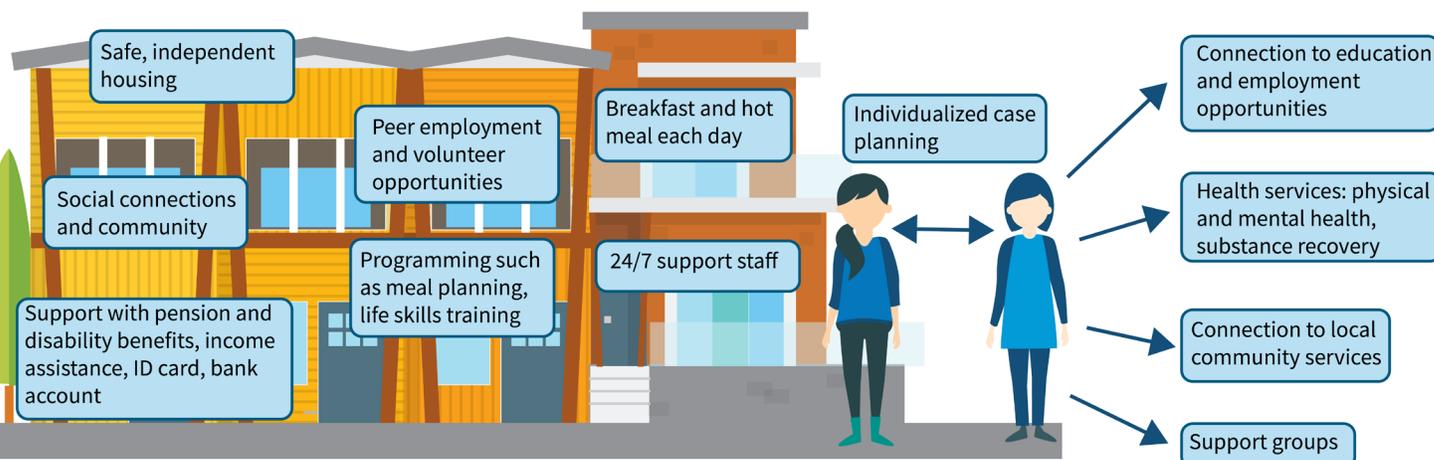
- › Maintain their homes
- › Enhance their life skills, including learning to cook
- › Connect with education, employment, health, and independent housing
- › Access community information, social and recreational programs
- › Participate in case planning and needs assessments
- › Access income assistance, 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

Hummingbird Place opened in January 2019 and is funded under the Rapid Response to Homelessness program. Hummingbird Place provides 52 units of housing in two buildings for individuals experiencing homelessness or at risk of homelessness. The buildings are located in the False Creek neighbourhood of Vancouver.

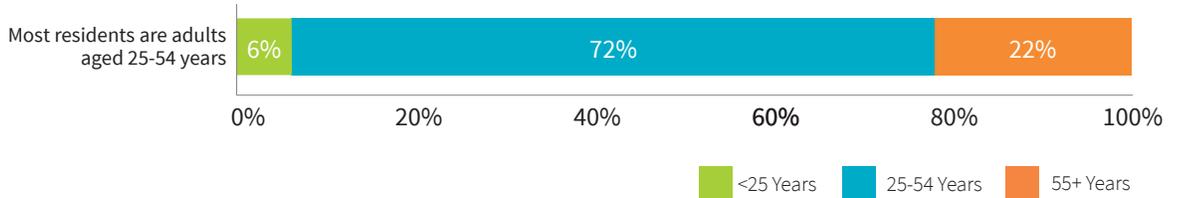
The Government of British Columbia announced the Rapid Response to Homelessness program in 2017 as an immediate response to homelessness across the province. The Province committed \$291 million over two years to build 2,000 modular supportive housing units for people who are homeless or at risk of homelessness.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

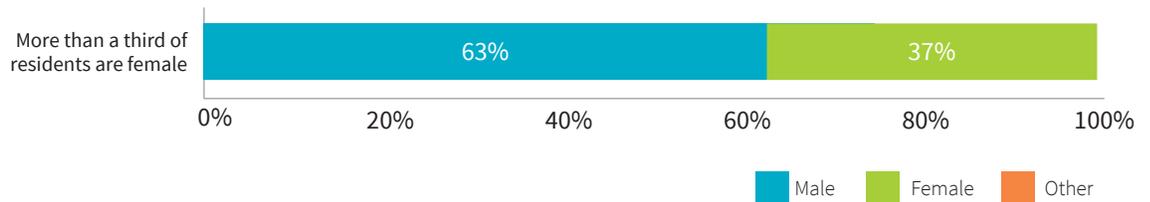


## Resident Profile

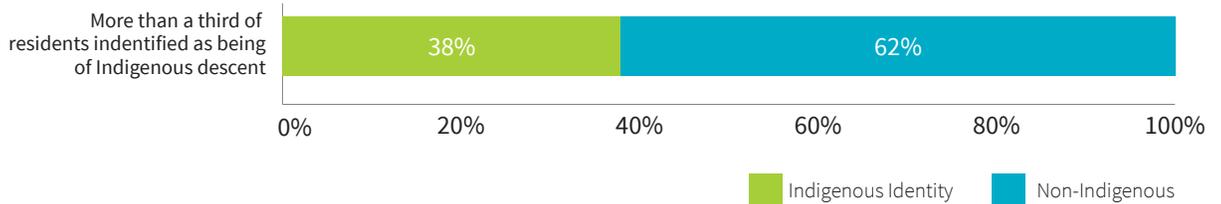
Hummingbird Place provides housing for a mixed community of residents. This includes residents with different genders, ethnicities, and ages. Residents also have a mix of vulnerabilities and support needs.



Source: BC Housing, Housing Connections Database

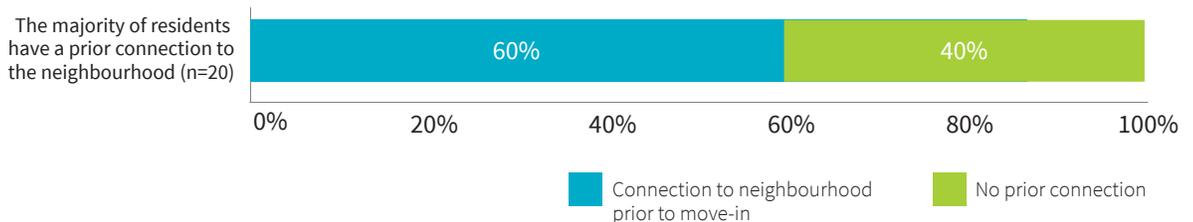


Source: BC Housing, Housing Connections Database



Source: BC Housing, Housing Connections Database

The majority 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 Hummingbird Place or in the past, having friends or relatives in the neighbourhood, and using services located in the neighbourhood. Staff reported that individuals referred to the building were generally people who were experiencing homelessness in the False Creek area.



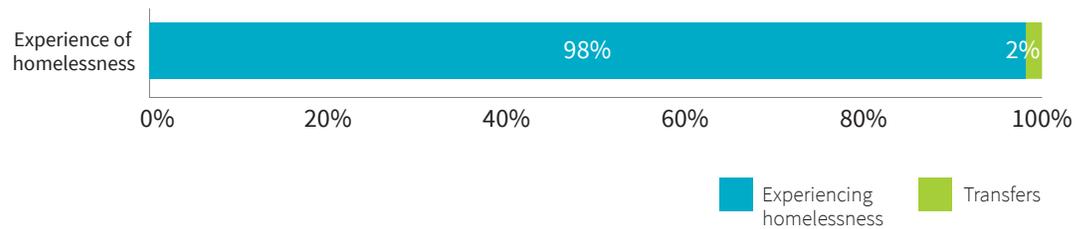
Source: Resident Survey

## Experience of Homelessness

### OUTCOME: DECREASED

Almost all residents (98 per cent) were experiencing homelessness immediately prior to moving into their Hummingbird Place home.

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



Source: City of Vancouver Homeless Services Database

## Housing Stability

### OUTCOME: INCREASED

Ninety-eight per cent of the first Hummingbird Place residents remained housed there six months after moving into their homes. One resident was no longer housed at Hummingbird Place, as they had relocated to housing that better met their needs.



## Quality of Life for Residents

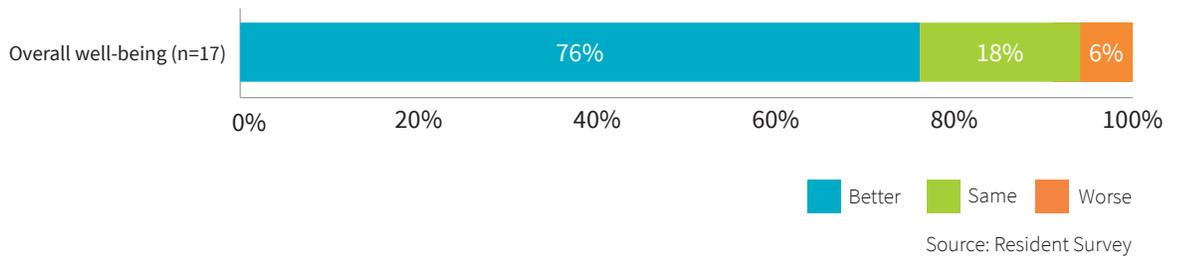
### OUTCOME: IMPROVED

#### Overall Well-being

Seventy-six per cent of survey respondents reported improvements in their overall well-being, while 18 per cent of survey respondents reported that their well-being remained the same.

*“There are so many positive things to being inside rather than outside. People look more secure and comfortable; people are feeling safer.”*

– Hummingbird Place staff member

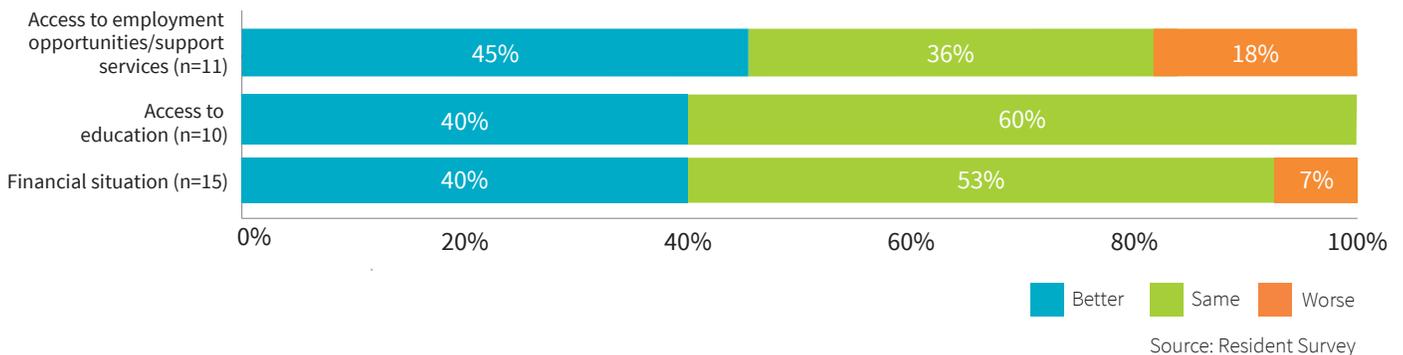


#### Employment, Income and Education

In the resident survey, 45 per cent of respondents reported better access to employment opportunities since their move, while 40 per cent reported better access to education.

Forty per cent of survey respondents reported that their financial situation had improved.

Staff reported that Sole Food Street Farms, an urban farm project, is located on the same site, and that several residents have started working with that organization. Other residents participate in the neighbourhood clean team, volunteering to pick up garbage in the neighbourhood.

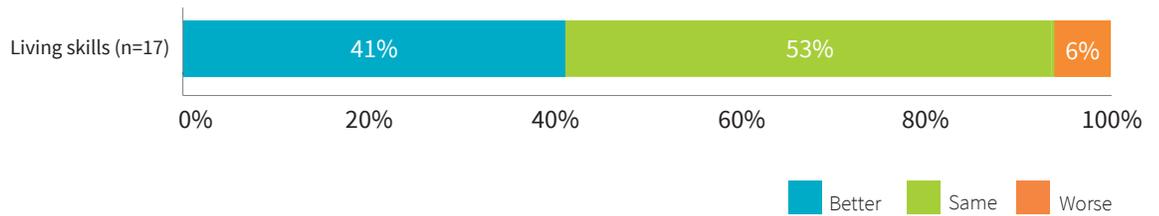


## Living Skills

Forty-one per cent of survey respondents reported that their living skills had improved, while living skills remained the same for 53 per cent of residents. Staff reported that they are helping residents who need assistance with maintaining their space and relearning living skills.

*“Some folks who have been living outside for a long time are starting to develop or reacquaint themselves with inside life skills.”*

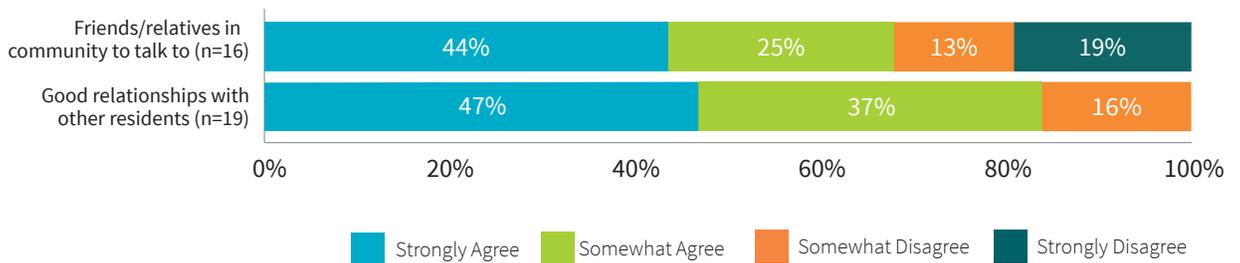
– Hummingbird Place staff member



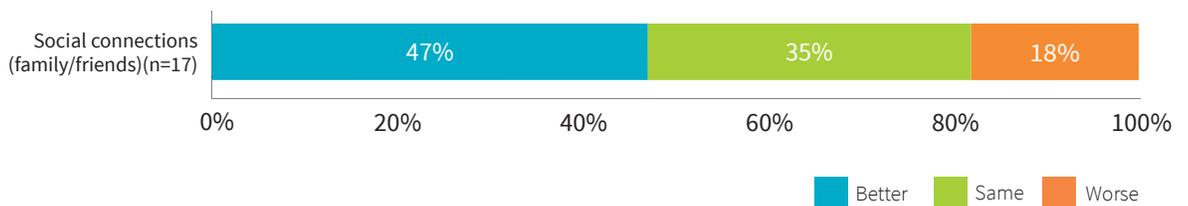
Source: Resident Survey

## Social Connections

Hummingbird Place residents reported improved social connections. Sixty-nine per cent of survey respondents somewhat or strongly agreed that they have friends or relatives in the community to talk to, while 84 per cent reported good relationships with other residents. Forty-seven per cent of survey respondents reported improvements in their social connections. Staff noted that residents are happy living in a building where they know their neighbours, and that it feels like a community.



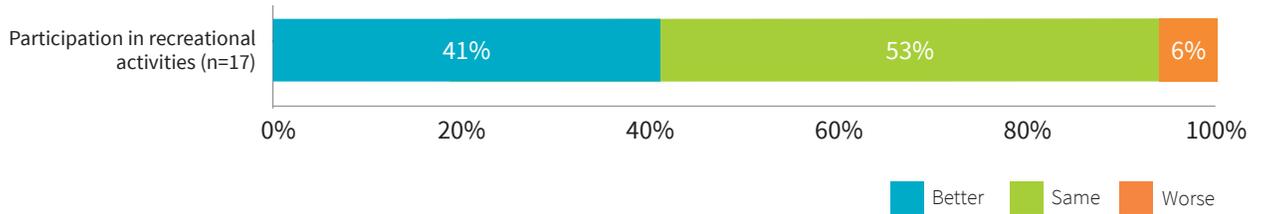
Source: Resident Survey



Source: Resident Survey

## Recreation

Thirty-six per cent of survey respondents reported improved participation in recreational activities, while participation remained the same for 50 per cent of respondents. According to staff, several residents access local community centres to visit the library and use other services.

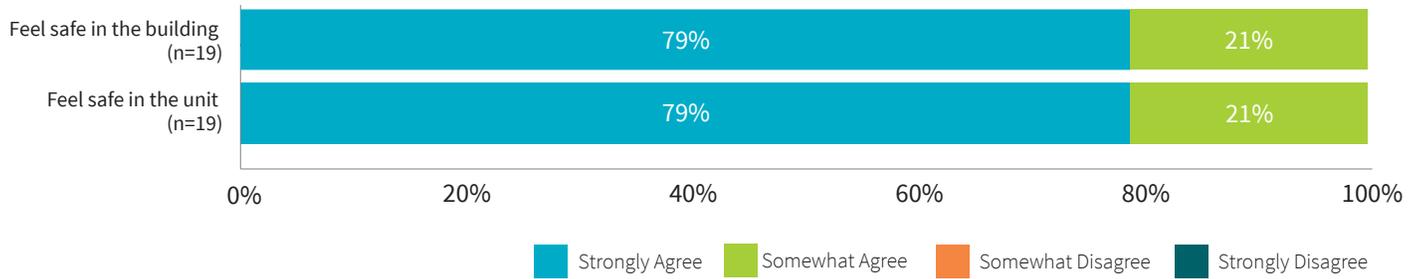


Source: Resident Survey

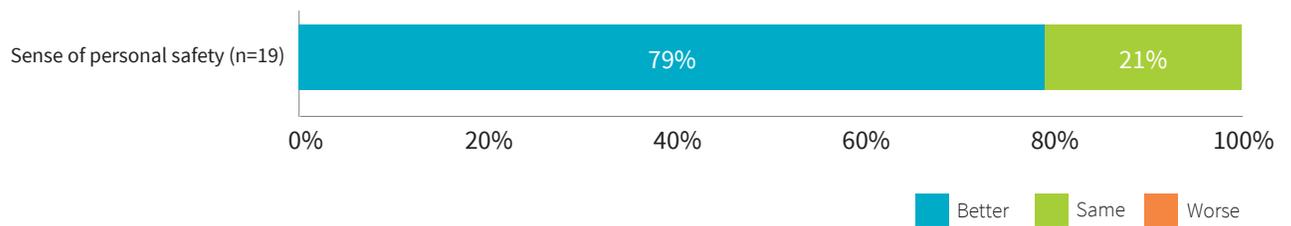
## Safety

The majority of survey respondents (77 per cent) somewhat or strongly agreed that they felt safe in the building, while 83 per cent agreed that they felt safe in their home.

Most survey respondents (53 per cent) reported an improvement in their sense of personal safety.



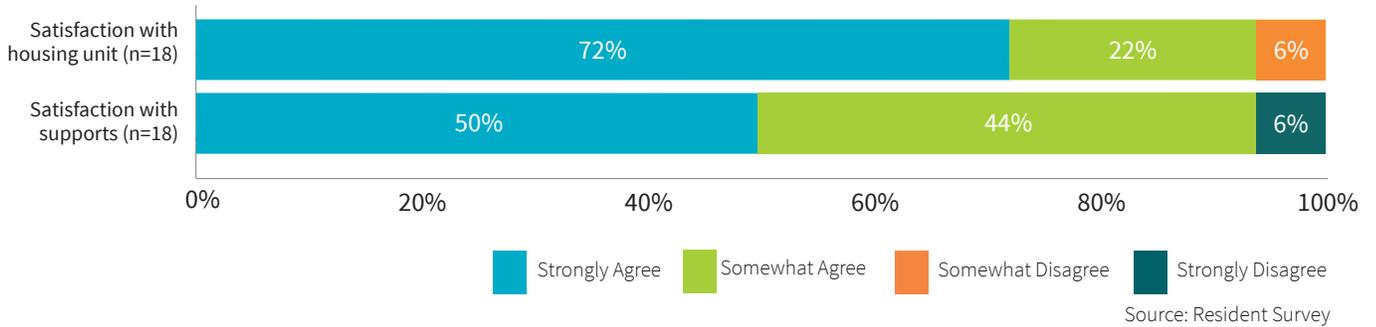
Source: Resident Survey



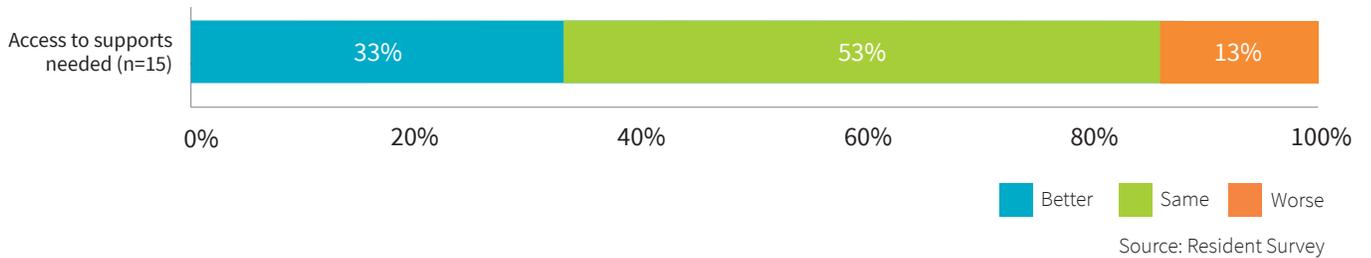
Source: Resident Survey

## Satisfaction with Housing and Supports

The resident survey supports staff perceptions that residents are satisfied with their housing and supports. Most survey respondents (94 per cent) somewhat or strongly agreed that they are satisfied with their housing unit, while 94 per cent of survey respondents somewhat or strongly agreed that they are satisfied with the level of supports they receive at Hummingbird Place.



A third of survey respondents (33 per cent) reported that access to the supports they need has improved, while 53 per cent reported that access has stayed the same.



## Challenges

Some Hummingbird Place residents have experienced challenges since moving to their new home. Staff mentioned that it can be a challenge balancing the needs of different residents in the building. While some residents require additional supports, others would like more independence and are not happy with some of the guidelines in the building.

Staff also mentioned that noise can be an issue in the building. Some residents would also like less rotation of staff as they stabilize in their housing.

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

- Issues of overheating in the building, especially on the 3rd floor.
- Issues with the quality of some fixtures in the building including the locks and walls.

## Residents' Health

### OUTCOME: IMPROVED

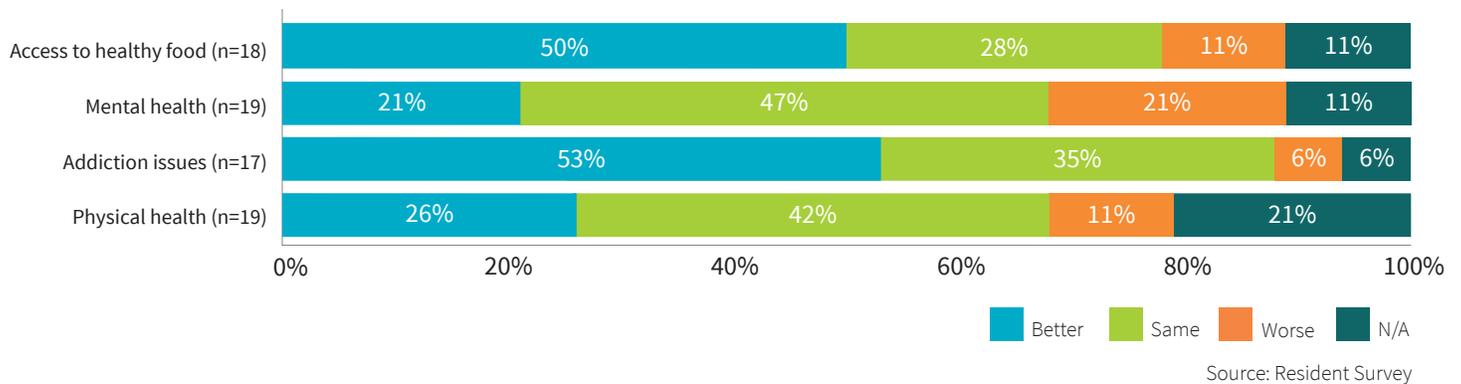
*"Missing a meal can make people grumpy. You get a bit of food in you and things calm down. It's one less thing that you need to worry about."*

– Hummingbird Place staff member

Fifty per cent of survey respondents indicated that they have better access to healthy food since their move to Hummingbird Place.

Twenty-one per cent of survey respondents reported improvements to their mental health since moving into their home and 53 per cent of survey respondents indicated an improvement in their physical health.

Twenty-six per cent of survey respondents reported improvements in addiction issues, while 42 per cent reported that their addiction issues had remained the same. Twenty-one per cent noted that this question did not apply to them.



## Health Care System Usage

### OUTCOME: REDUCED USE OF EMERGENCY SERVICES

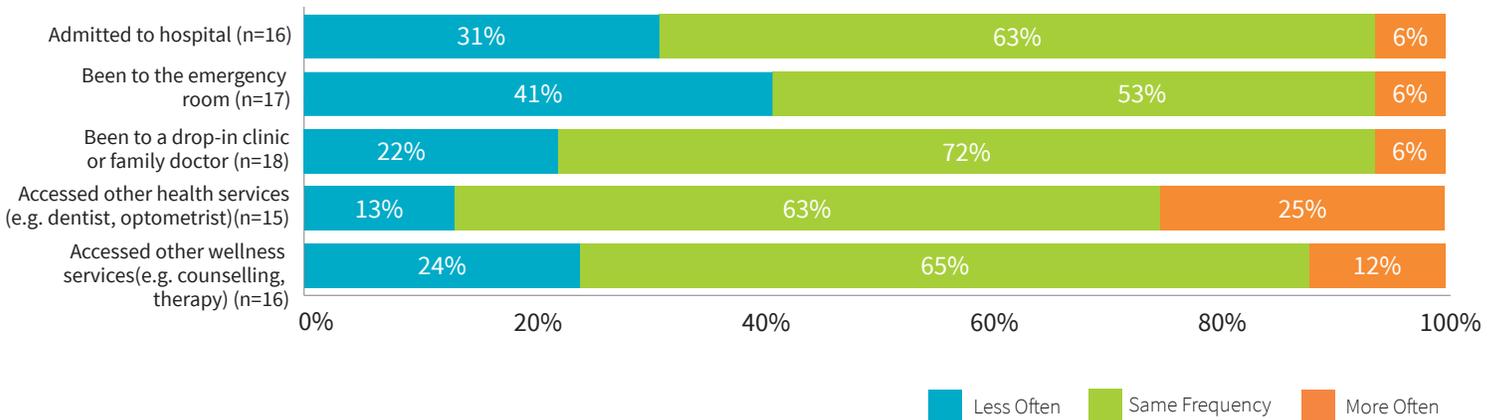
A significant percentage of residents reported that their use of emergency health services has decreased at Hummingbird Place.

Thirty-one per cent of survey respondents indicated that they have been admitted to hospital less frequently since moving to Hummingbird Place, while 63 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 41 per cent of survey respondents reporting they had been to the emergency room less often. Fifty-three per cent of survey respondents indicated that they had been to the emergency room with the same frequency.

While most survey respondents reported they had been to a drop-in clinic or family doctor with the same frequency, twenty-two per cent reported that they had been less frequently since moving into Hummingbird Place.

Twenty-five per cent of survey respondents reported accessing other health services (such as dentist or optometrist) more frequently. Twelve per cent of survey respondents indicated accessing other wellness services (such as counselling and therapy) more frequently since moving into Hummingbird Place.



Source: Resident Survey



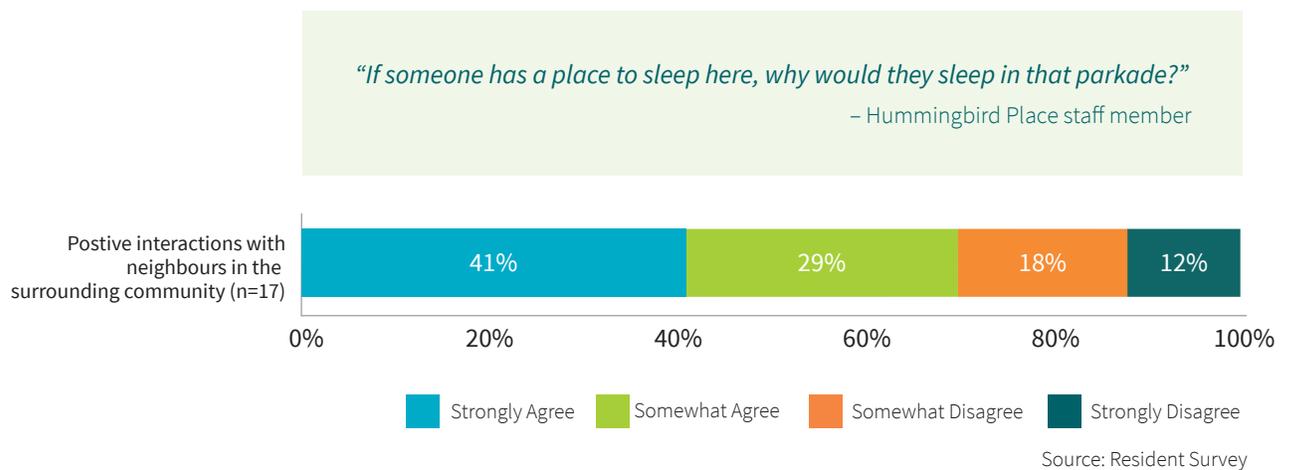
## Community Relations

### OUTCOME: POSITIVE

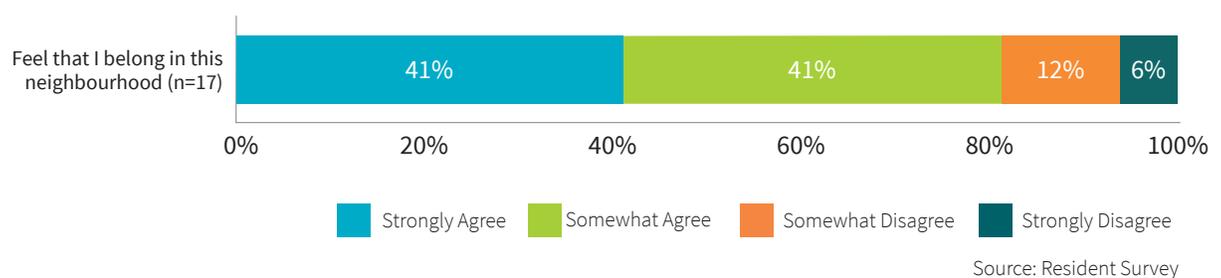
Hummingbird Place staff indicated that the relationship with the wider community is fairly positive. Staff expected to see more community resistance, but they find that neighbours are dropping off donations and are in general supportive.

Staff felt that sometimes Hummingbird Place residents are blamed for the actions of individuals who are still experiencing homelessness in the community, such as sleeping in parkades.

The resident survey responses supported staff perceptions. The majority of survey respondents strongly or somewhat agreed that they have experienced positive interactions with the surrounding community (70 per cent).



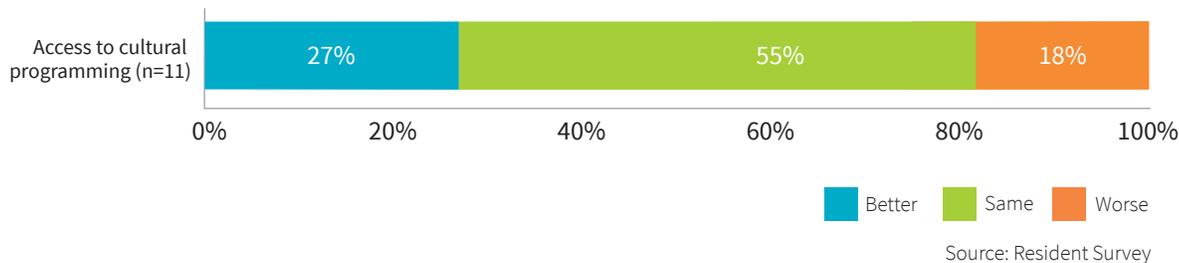
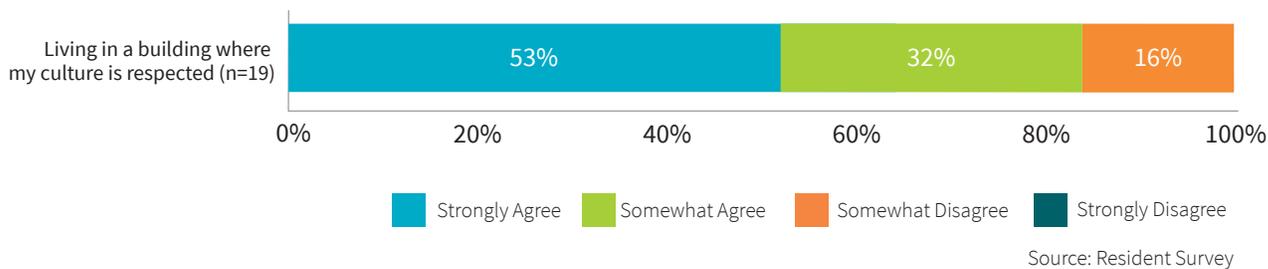
Eighty-two per cent of survey respondents feel that they belong in the neighbourhood.



## Access to Cultural Programming

### OUTCOME: POSITIVE

Hummingbird Place houses individuals from a range of cultural backgrounds. Eighty-five per cent of survey respondents reported that they feel that their culture is respected at Hummingbird Place. Twenty-seven per cent of survey respondents felt that their access to cultural programming had improved, while 55 per cent of survey respondents felt that their access had remained the same.



Data provided in this report was collected six months after Hummingbird Place 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 Hummingbird Place residents in September 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 Hummingbird Place 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 staff in September 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 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).

