

June 2019

Surrey Temporary Modular Buildings Modular Supportive Housing Resident Outcomes

Results at Six Months after Opening



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Acknowledgements

BC Housing gratefully acknowledges the contributions of Lookout Housing and Health Society and thanks them for sharing their insights on the three temporary modular supportive housing sites – Nancy Gerard Building, Steve Cobon Building and Nickerson Place – and for supporting this study. We would like to sincerely thank all residents who shared their perspectives through the Resident Survey.





This snapshot shows outcomes for residents of Nancy Gerard Building, Steve Cobon Building and Nickerson Place, three temporary modular supportive housing developments in Surrey, six months after the buildings opened in June 2018.

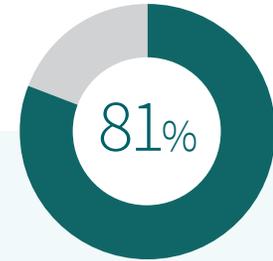
Please refer to page 14, Research Methodology for information about data sources.



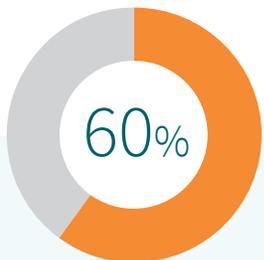
Housing Units across 3 buildings



Residents remained housed at their Surrey modular building at six months



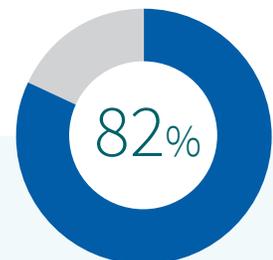
Survey respondents reported improvements to overall well-being



Survey respondents reported improvement in their living skills



Survey respondents reported improved access to employment opportunities and employment support services



Survey respondents reported experiencing positive interactions with neighbours



SURREY TEMPORARY MODULAR BUILDINGS



Housing provider Lookout Housing and Health Society operates the three buildings, providing on-site support 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
- › Open a bank account
- › Access food

Rapid Response to Homelessness program delivers results at three Surrey temporary modular supportive housing sites

Funded under the Rapid Response to Homelessness program, three temporary modular supportive housing sites opened June 2018 in Surrey, 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.

Nancy Gerard Building, Steve Cobon Building and Nickerson Place – the Surrey modular buildings – provide a total of 161 units for individuals experiencing homelessness or at risk of homelessness. The homes are temporarily located in the City Centre neighbourhood on privately-owned vacant properties slated for redevelopment and leased by the City on a short-term basis.

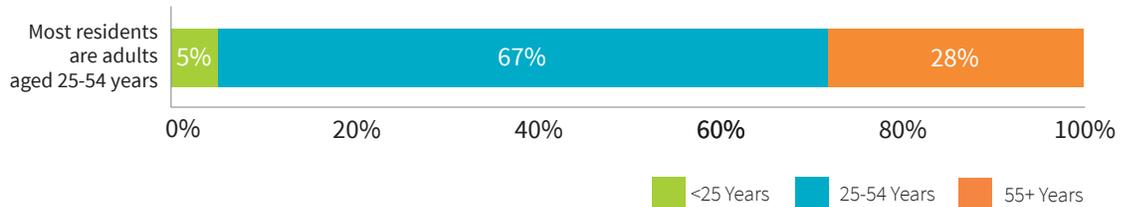
The three sites house people who were camping on 135A Street or were accessing local shelter services. Located near health and social services on 135A Street, the sites represent Phase 1 of a two-phase process to transition people living on Surrey streets into safe, supported housing.

Phase 2 will provide 250 studio apartment units in five semi-permanent modular housing buildings located across the City; Phase 1 temporary buildings will be decommissioned when Phase 2 housing is available.

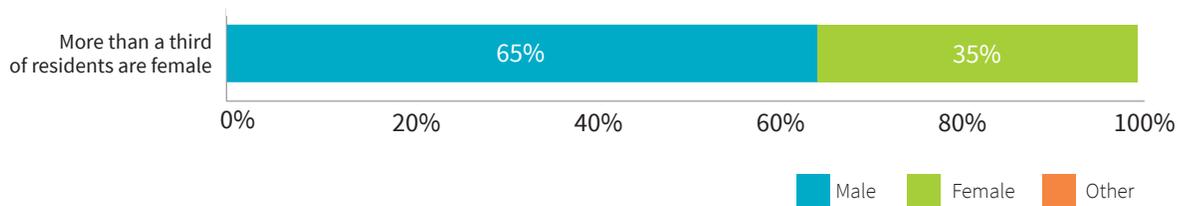
The temporary supportive housing is being provided in re-purposed, portable workforce housing. Each self-contained room is 150 square feet and includes a private bathroom and a counter-height fridge. Units in one building are also equipped with microwave ovens. The buildings include amenity space for social gatherings and meals. Several rooms in each building are wheelchair-accessible.

Resident Profile

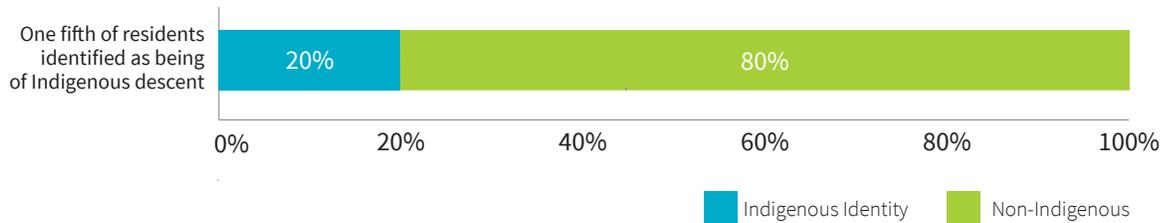
Nancy Gerard Building, Steve Cobon Building and Nickerson Place – the Surrey modular buildings – provide housing for a mixed community of residents representing a range of genders, ethnicities, and ages. Each building has tailored their supports to a slightly different clientele in order to engage with community partners and provide residents with the specialized support they need. One building supports an older group of residents, and one building is geared to supporting residents who use injectable drugs. All three buildings have the support of an Integrated Case Management team.



Source: BC Housing, Housing Connections Database

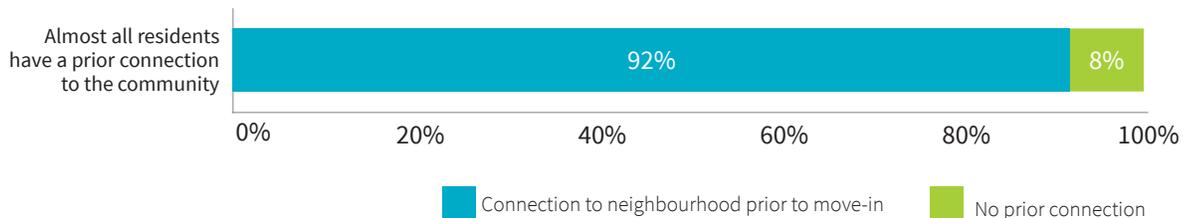


Source: BC Housing, Housing Connections Database



Source: BC Housing, Housing Connections Database

Prior connections to the neighbourhood were strong with 92 per cent of survey respondents indicating they had lived in the neighbourhood immediately prior to moving to a Surrey modular or in the past, had friends or relatives in the neighbourhood, or used services located there. Staff reported that the majority of residents had been camping on 135A Street, and the rest came from shelters in the area.



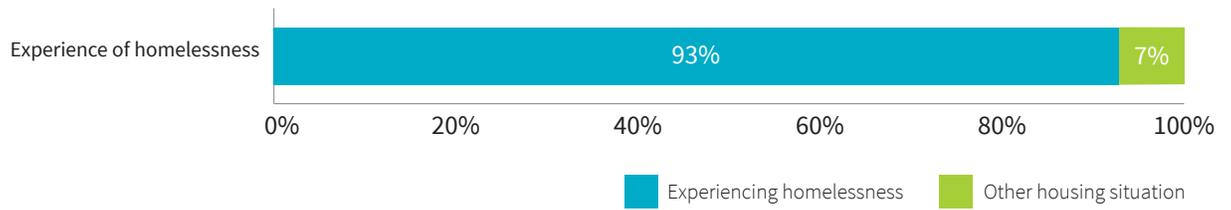
Source: Resident Survey



Experience of Homelessness

OUTCOME: DECREASED

Ninety-three per cent of residents were experiencing homelessness immediately prior to moving into Surrey modular units. Seven per cent of residents transferred from another housing situation that did not meet their support needs.



Source: BC Housing, Housing Connections Database

Housing Stability

OUTCOME: INCREASED

Ninety-five per cent of the first Surrey modular residents remained housed there six months after moving into their units. Eight people were no longer housed at the Surrey modular buildings six months after move-in. Four residents were evicted, two passed away, and two moved to different living situations.





Quality of Life for Residents

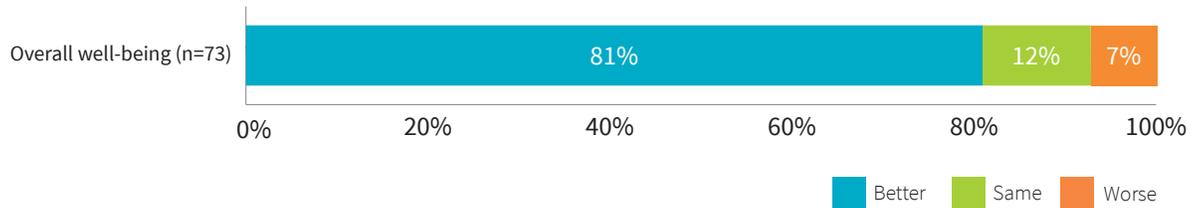
OUTCOME: IMPROVED

Overall Well-being

Eighty-one per cent of survey respondents reported improvements in their overall well-being. Staff noted that many residents have developed a sense of belonging and have been able to stabilize since moving into a Surrey modular.

“Everyone is so happy - they have their own key, their own room.”

– Steve Cobon Building staff member



Source: Resident Survey

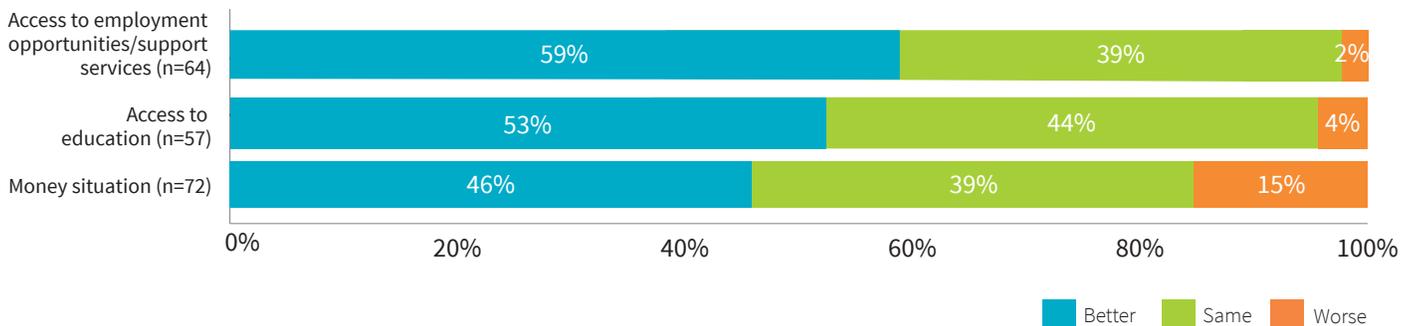
Employment, Income and Education

Staff reported that some residents are now able to pursue education and employment opportunities because they can now secure their belongings. The Surrey modular buildings also offer peer programs for residents who do maintenance work around the buildings.

In the resident survey, 59 per cent of respondents reported better access to employment opportunities and employment support services since their move, while 53 per cent reported better access to education. Forty-six per cent of survey respondents reported that their money situation had improved.

“One resident is going to a culinary training program in Vancouver now that he has a place he can lock his stuff away.”

– Steve Cobon Building staff member

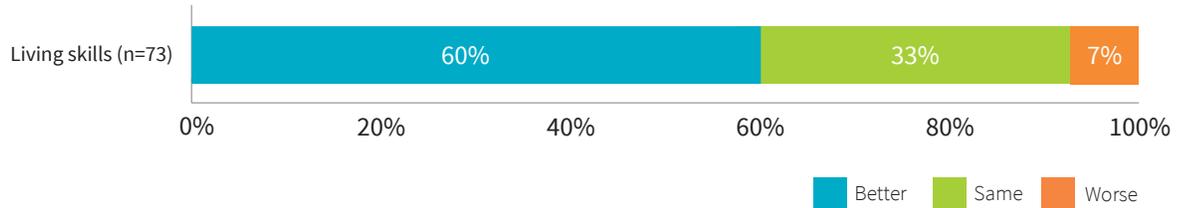


Source: Resident Survey



Living Skills

Sixty per cent of survey respondents reported that their living skills had improved. Staff noted that the buildings are staffed 24 hours every day of the week, and that staff can build relationships with residents who are working on enhancing their life skills.

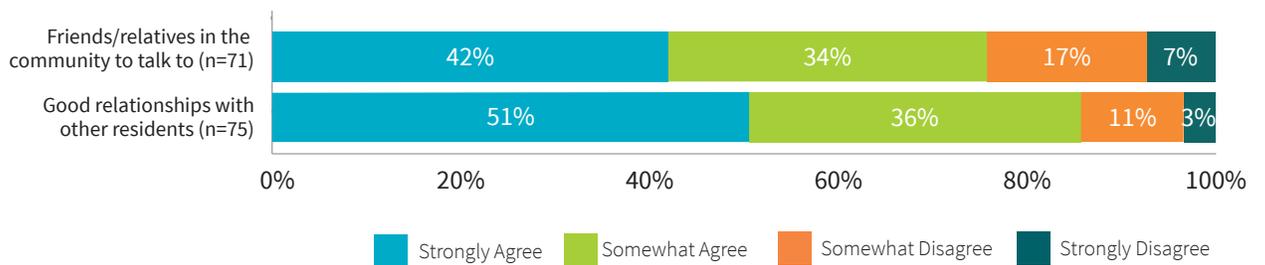


Source: Resident Survey

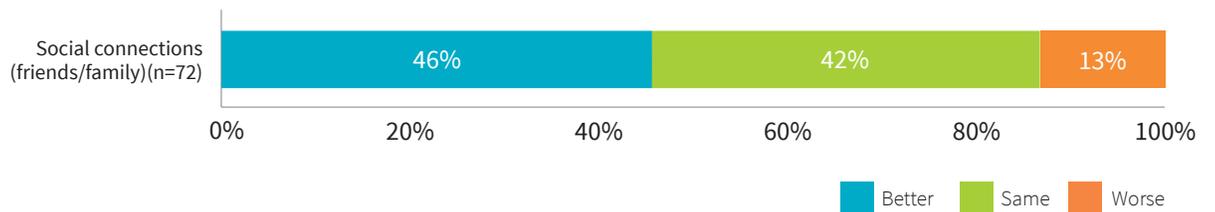
Social Connections

Surrey modular residents reported improved social connections. Seventy-six per cent of survey respondents somewhat or strongly agreed that they had friends or relatives in the community to talk to, while 87 per cent reported good relationships with other residents. Forty-six per cent of survey respondents reported improvements in their social connections.

The sense of community in the buildings varied from site to site. At one building, staff noted that residents living at that site were not very social and tended to stick to themselves.



Source: Resident Survey



Source: Resident Survey

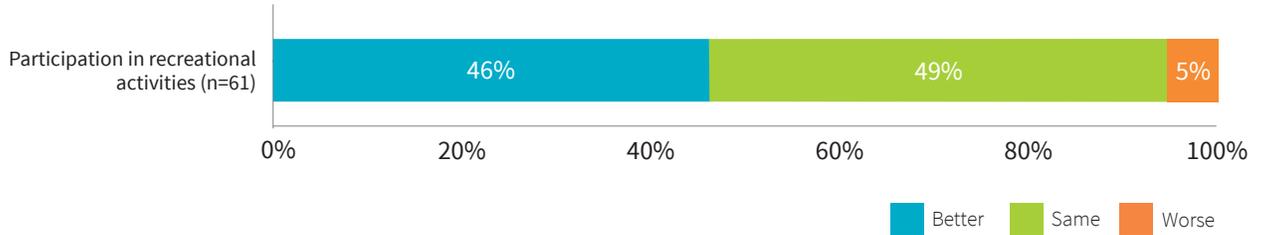
At another building, staff reported that residents have developed a good sense of community. Many residents who moved into the building already knew each other. This has been both positive and negative as some residents do not get along well with each other due to prior conflicts.



Recreation

The nearby community centre has made it possible for residents to increase their access to recreational activities, with some residents using the gym and other facilities there. Staff noted that although residents receive a recreation pass, they still have to pay a fee which inhibits their access to the community centre.

In the resident survey, 46 per cent of respondents reported improved participation in recreational activities.

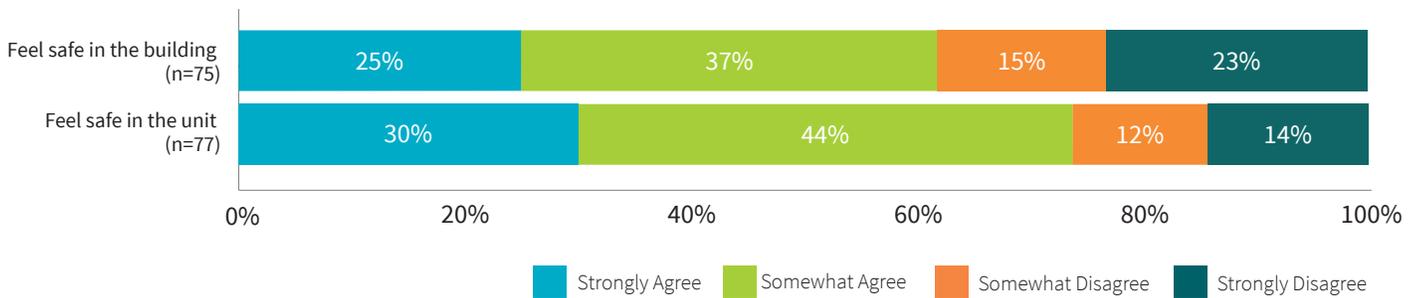


Source: Resident Survey

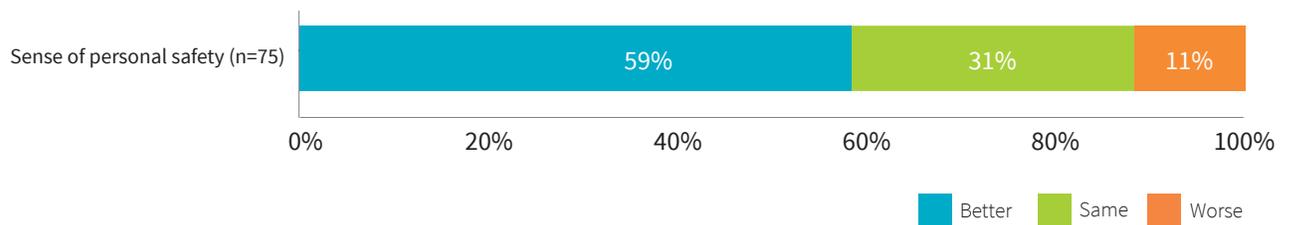
Safety

The majority of survey respondents (62 per cent) somewhat or strongly agreed that they felt safe in the buildings, while 74 per cent agreed that they felt safe in their units.

Fifty-nine per cent of survey respondents reported an improvement in their sense of personal safety.



Source: Resident Survey



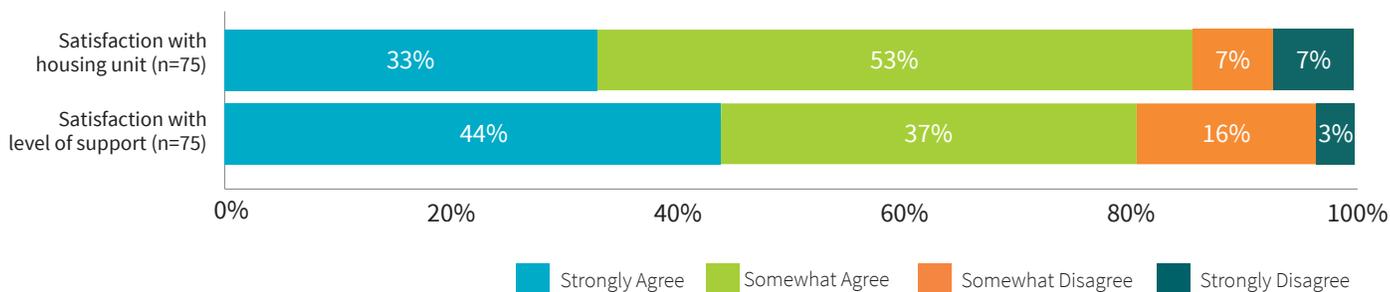
Source: Resident Survey



Satisfaction with Housing and Supports

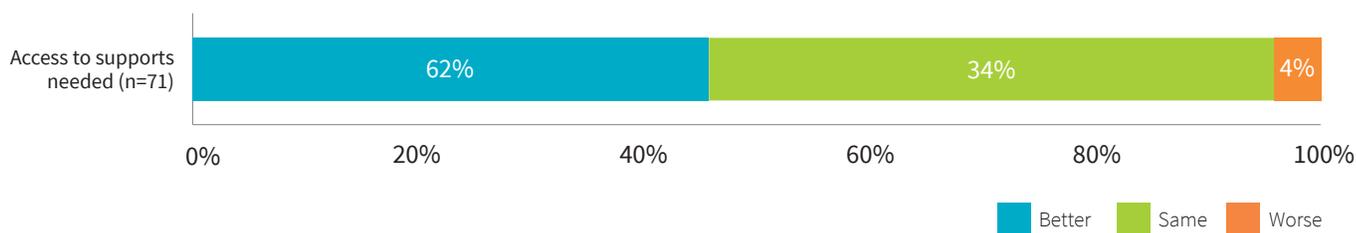
Staff reported that the majority of Surrey modular residents are satisfied with their housing situation. They reported that residents are generally happy with their units and very happy to have their own fridges.

The resident survey supports staff perceptions that residents are fairly satisfied with their housing and supports. Most survey respondents (86 per cent) somewhat or strongly agreed that they were satisfied with their housing unit, while 81 per cent of survey respondents somewhat or strongly agreed that they were satisfied with the level of supports that they receive.



Source: Resident Survey

Most survey respondents (62 per cent) reported that access to the supports they need has improved, while 34 per cent reported that access has stayed the same.



Source: Resident Survey

Challenges

Surrey modular residents have experienced some challenges since moving to their new units, including adjusting to rules such as the guest policy. In addition, staff noted that having up to 60 people with different lifestyles and different schedules living in the same space can be challenging.

Other challenges include managing guest access to the buildings, especially when they first opened, and addressing security issues related to building design. Additional security cameras have been installed as a mitigation measure.

Other challenges related to the modular building design, include:

- Some appliances and hardware is not durable and has broken (microwaves and window latches).
- The ventilation system is very loud and has led to resident complaints.

The closure of a nearby drop-in means many individuals experiencing homelessness in the neighbourhood have nowhere to go during the day. This has resulted in more people outdoors in the neighbourhood creating concerns for neighbours, who mistakenly attribute the additional activity to the modular sites.



Residents' Health

OUTCOME: IMPROVED

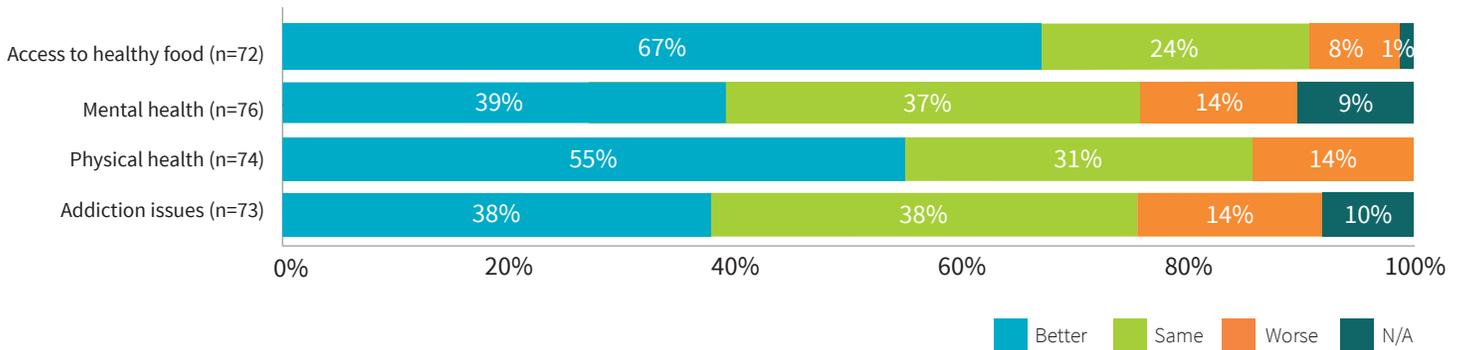
Sixty-seven per cent of survey respondents indicated that they have better access to healthy food since their move to a Surrey modular unit.

Thirty-nine per cent of survey respondents reported improvements to their mental health since moving into their modular unit and 55 per cent of survey respondents reported an improvement in their physical health.

Thirty-eight per cent of survey respondents reported improvements in addiction issues, while 38 per cent reported that their addiction issues had remained the same, and 10 per cent reported that this question did not apply to them.

Staff noted that drug and alcohol use was reduced compared to when residents were living outdoors. While many residents still struggle with mental health challenges, staff noted there are fewer severe mental health crises.

“Changes are happening in drug use because people don’t need to use drugs to sleep at night, they have a home base.”
 – Nickerson Place staff member



Source: Resident Survey



Community Relations

OUTCOME: **IMPROVED**

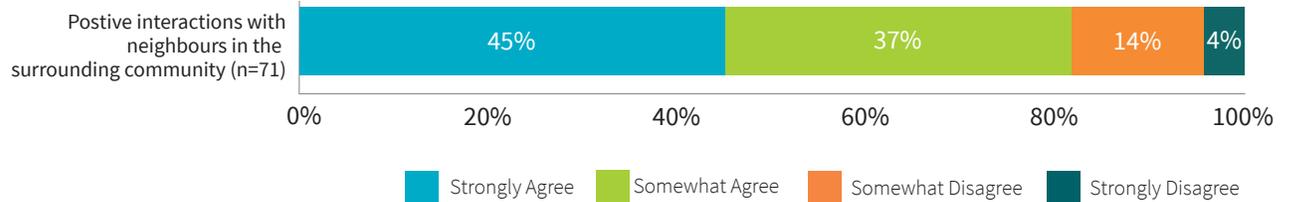


“There are a lot of compassionate people living and working in the neighbourhood. Anybody who has been here for a while, knows what was going on 135A. Most of the community partners and neighbours recognize this as a work in progress.”

– Steve Cobon Building staff member

Surrey modular staff indicated that the relationship with the wider community is fairly positive. Resident survey responses supported staff perceptions. Most survey respondents – 82 per cent – strongly or somewhat agreed that they have experienced positive interactions with the surrounding community.

Staff noted that they have regular Community Advisory Committee meetings with local businesses and that these meetings are now positive. They also said that community relations can be challenging because some neighbouring businesses assume that Surrey modular residents are responsible if something happens in the neighbourhood, but typically they are not.



Source: Resident Survey



Health Care System Usage

OUTCOME: REDUCED USE OF EMERGENCY SERVICES

Staff reported that many residents are taking a more proactive approach to their health and accessing the emergency health care system less often. This change is in part due to staff who are proactive if they see a resident who requires medical attention.

Residents perceptions are aligned with staff with some residents reporting decreased use of emergency health services. Forty-one per cent of survey respondents indicated that they have been admitted to hospital less often since moving to a Surrey modular, while 46 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 42 per cent of survey respondents reporting they had been to the emergency room less often, and 44 per cent reporting they had been to the emergency room with the same frequency.

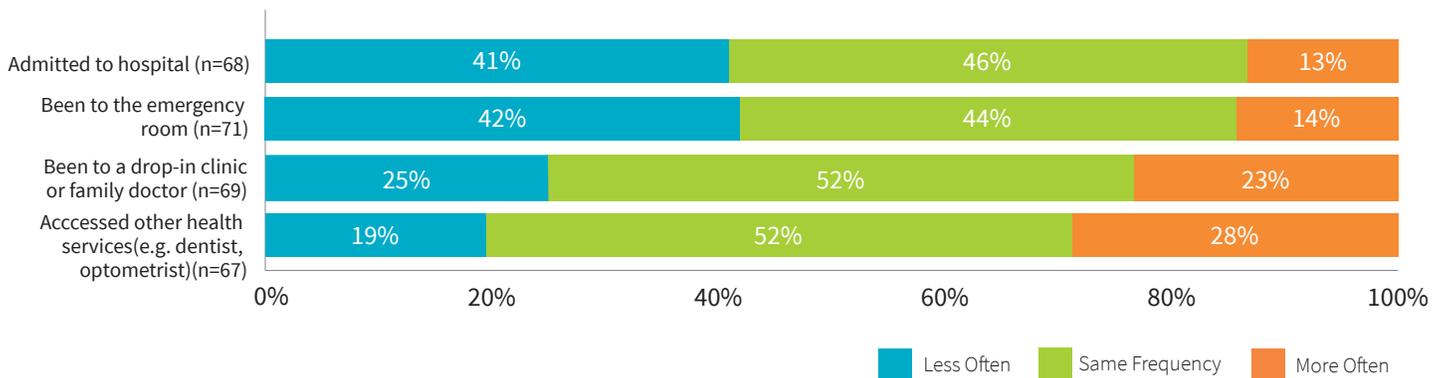
Twenty-five per cent of survey respondents reported that they had been to a drop-in clinic or family doctor less often since moving into a Surrey modular unit. Nineteen



“There has been a substantial reduction in the burden on the health care system since residents lived on 135A Street.”

– Nancy Gerard Building staff member

per cent of survey respondents reported accessing other health services (such as dentist or optometrist) less often, while access remained the same for the majority of survey respondents.



Source: Resident Survey



Data provided in this report was collected six months after the Surrey modular sites opened. The outcomes are based on the first residents who moved into the buildings. Outcomes may change over time as the resident mix in the buildings change.

Resident Survey

A voluntary resident survey was made available to Surrey modular residents in January 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 program. The resident survey results are self-reported by residents.

- Forty-nine per cent of Surrey modular 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 January 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 program.

Housing Connections Data

Data on housing stability and demographic information came 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

The evaluation of modular supportive housing developments in Surrey was undertaken in collaboration with Lookout Housing and Health Society. Additional evaluations are planned for modular housing under development in other communities across the province.