

January 2020

tə cecəw (The Beach) Modular Supportive Housing Resident Outcomes

Results at Six Months after Opening



BC HOUSING

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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 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. Sign up to receive the latest news and updates at www.bchousing.org/subscribe.

Acknowledgements

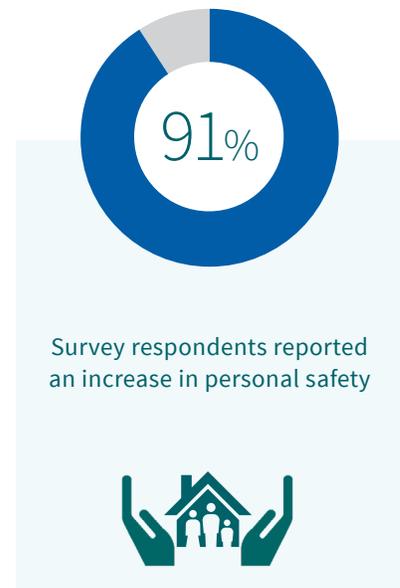
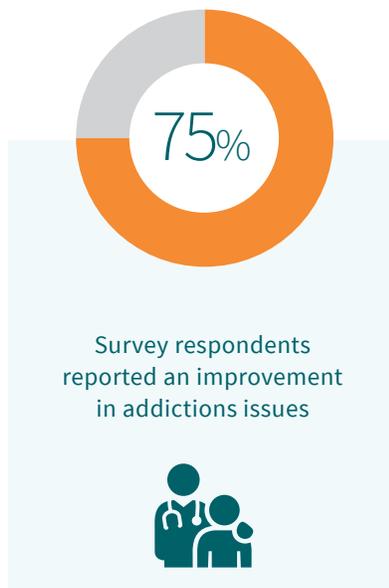
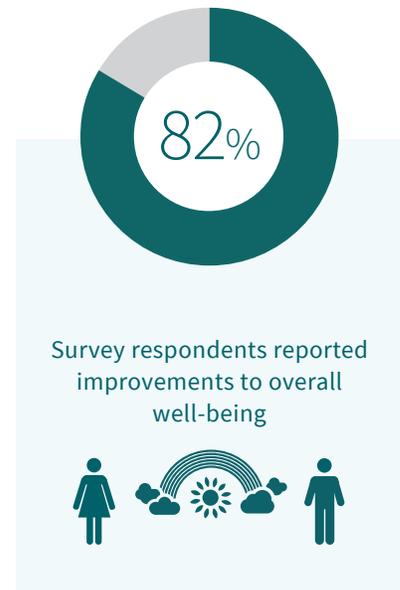
BC Housing gratefully acknowledges Coast Mental Health for sharing their insights on tə cecəw, a modular housing development in Vancouver, and for supporting this study. We also acknowledge the contribution of the City of Vancouver for assisting in the development of this research and for reviewing the 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).



This snapshot shows outcomes for residents of t̄a cec̄aw, 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.



tə cecəw (The Beach)



Housing provider, Coast Mental Health operates tə cecəw, 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

¹ www.coastmentalhealth.com/assets/media/2018/11/The-Soul-Canoe.pdf

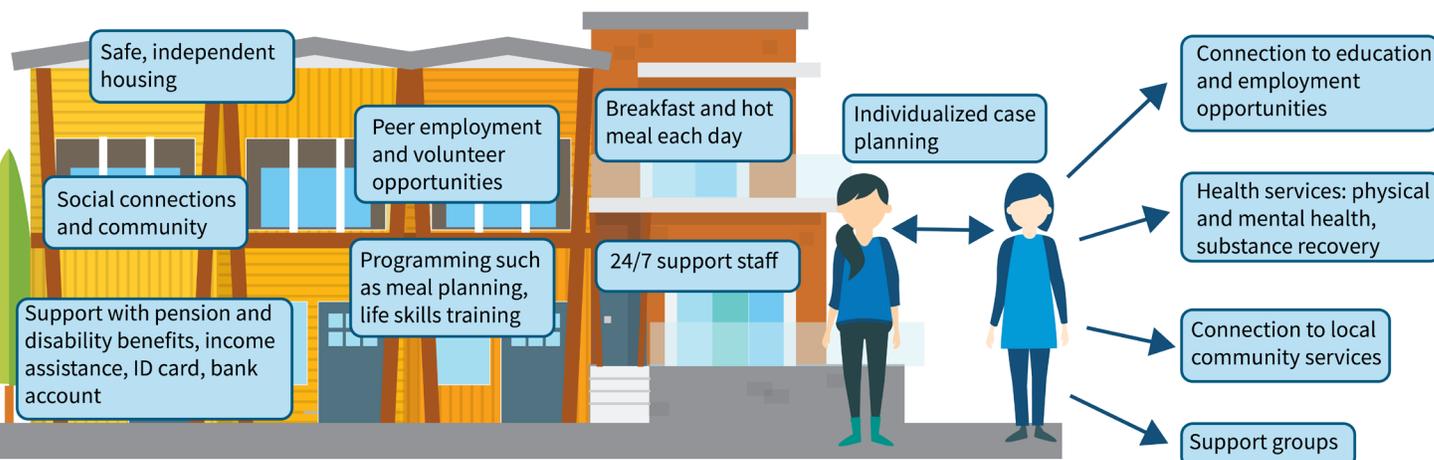
Modular units funded under Rapid Response to Homelessness program deliver results

tə cecəw opened in October 2018 and is funded under the Rapid Response to Homelessness program. The name “tə cecəw” means “The Beach” in the Musqueam language. To learn more about the naming ceremony for this project, visit The Coast Mental Health website.¹

tə cecəw provides 46 units of housing for individuals experiencing homelessness or at risk of homelessness. The building is located in the South Cambie neighbourhood of Vancouver.

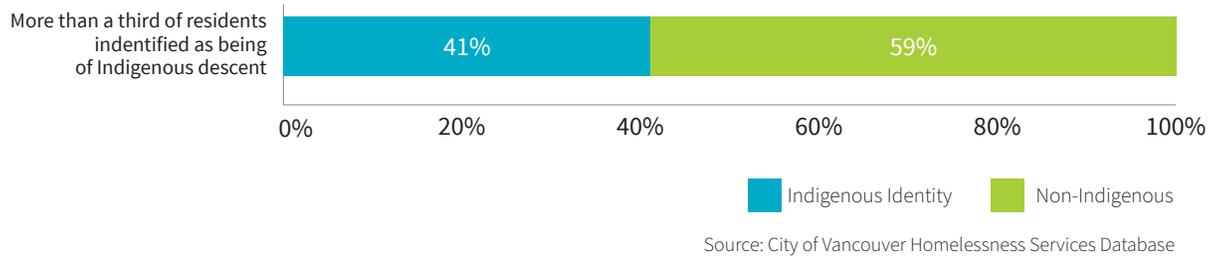
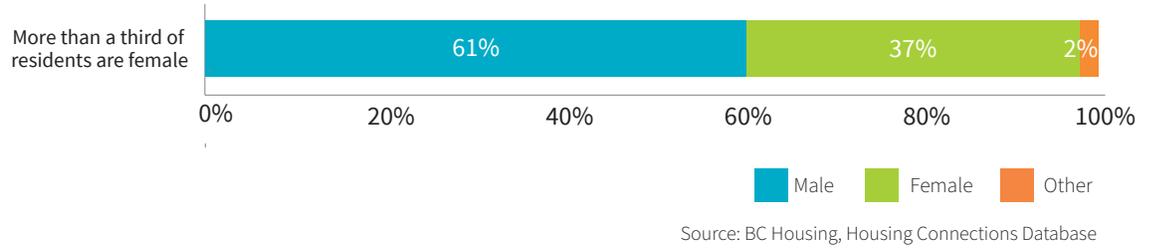
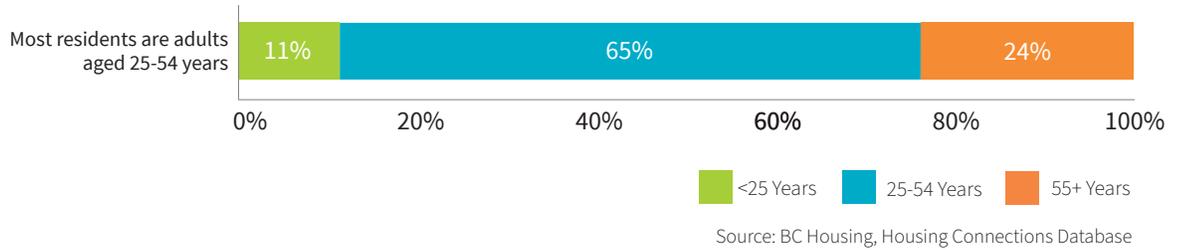
The Government of British Columbia announced the Rapid Response to Homelessness program in 2017 as an immediate response to homelessness across the province. The Province committed \$291 million over two years to build 2,000 modular supportive housing units for people who are homeless or at risk of homelessness. 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. The building includes 2,000 square feet of amenity space with a commercial kitchen, TV lounge, dining area and several small breakout rooms. Six units on the first floor are wheelchair accessible.

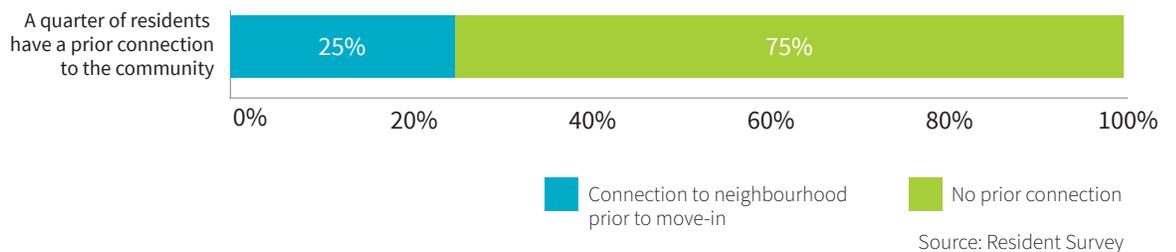


Resident Profile

tə cecəw 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. Indigenous individuals were prioritized for this development, and a number of units were reserved for youth referred by community agencies.



Twenty-five per cent of survey respondents indicated that they had a prior connection to the neighbourhood. These connections included living in the neighbourhood either immediately prior to moving to tə cecəw or in the past, having friends or relatives in the neighbourhood, and using services located in the neighbourhood. Staff reported that many residents frequented the Mt. Pleasant/South Granville area or had ties to the Little Mountain neighborhood prior to moving in.

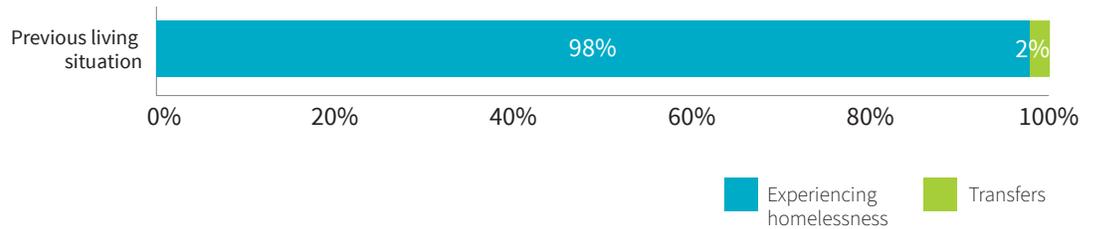


Experience of Homelessness

OUTCOME: DECREASED

Ninety-eight per cent of residents were experiencing homelessness immediately prior to moving into their t̄ cec̄w home.

Two per cent of residents were living in housing that did not meet their support needs and transferred from those housing situations into t̄ cec̄w.



Source: City of Vancouver Homelessness Services Database

Housing Stability

OUTCOME: INCREASED

Ninety-six per cent of the first t̄ cec̄w residents to move into the building remained housed there six months after moving into their homes. Two residents were no longer housed at t̄ cec̄w. One resident transferred to another modular housing building because of the need for a ground floor unit, and one resident was evicted.



Source: City of Vancouver

Quality of Life for Residents

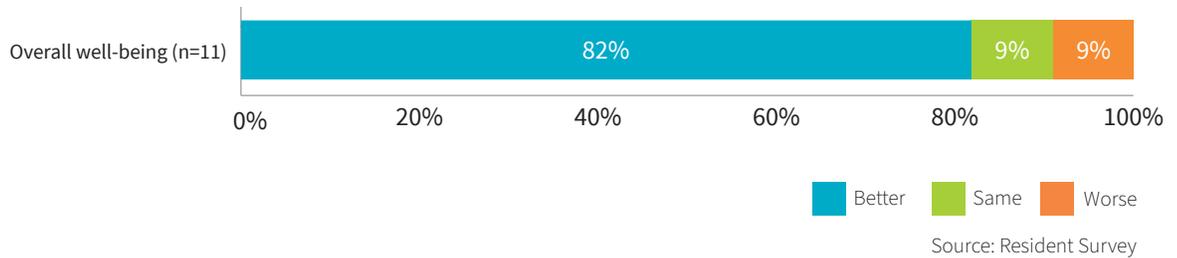
OUTCOME: IMPROVED

Overall Well-being

Eighty-two per cent of survey respondents reported improvements in their overall well-being.

“A lot of people who moved in have been able to stabilize their lives. This means they are now getting important medical needs addressed, have better access to healthy food, and they are able to sleep and rest.”

– tā cecaw staff member

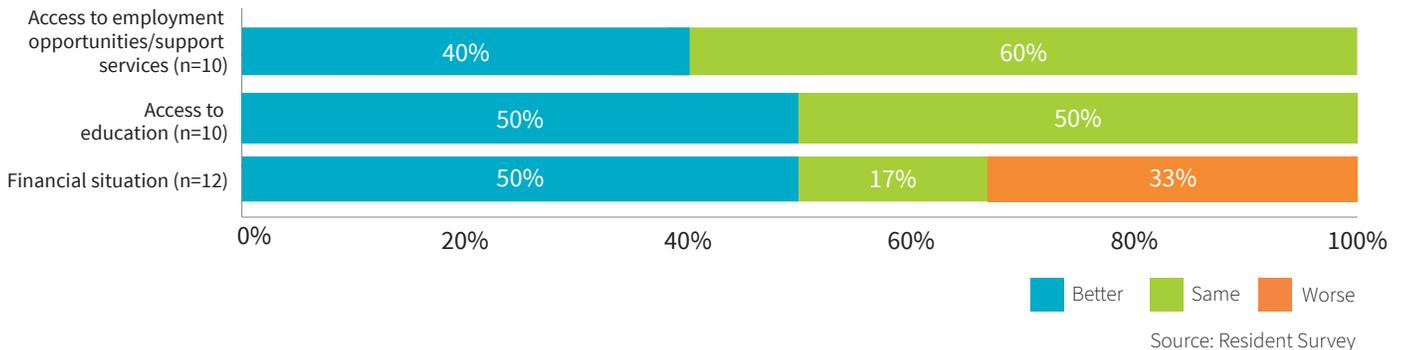


Employment, Income and Education

Staff reported that they will create an internal paid position for a resident to gain work experience with basic building maintenance at tā cecaw. Staff also mentioned that one resident has been doing odd-jobs for neighbours, such as mowing lawns and shoveling sidewalks, and some residents have secured paid work or volunteer positions in the community through local businesses and churches.

In the resident survey, 40 per cent of respondents reported better access to employment opportunities since their move, while 50 per cent reported better access to education.

Fifty per cent of survey respondents reported that their financial situation had improved, while 33 per cent of survey respondents reported that their financial situation had worsened.



Living Skills

Fifty per cent of survey respondents reported that their living skills had improved, while 17 per cent reported a worsening in this area. Staff reported that some residents, especially those who have experienced homelessness for an extended period, need to re-learn basic life skills like cooking, cleaning, and shopping for groceries. Staff also reported that some residents are volunteering their time to keep the building and front-lawn maintained.

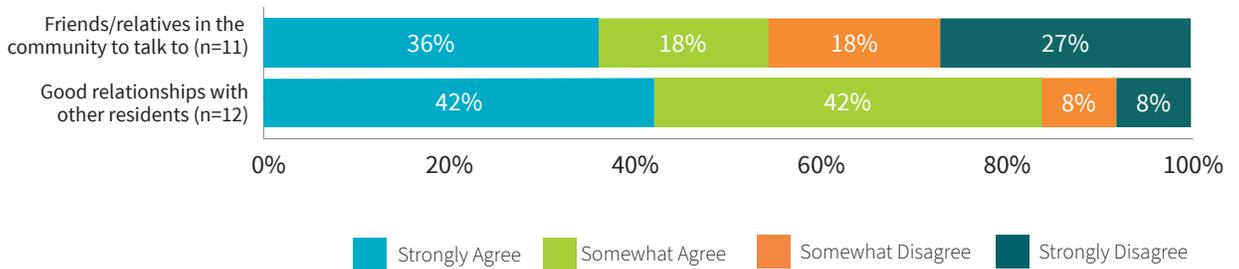


Source: Resident Survey

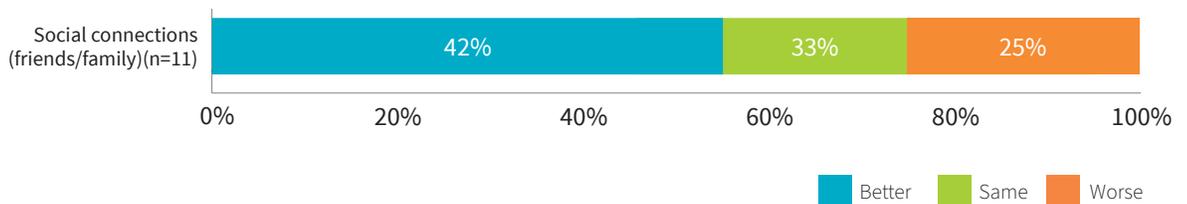
Social Connections

Most residents reported improved social connections. Fifty-four 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-two per cent of survey respondents reported improvements in their social connections.

Staff reported that the small size of the building and the physical layout of the space was favourable for creating a sense of community among residents. In addition, they reported that several residents have reconnected with family, now that they have their own place.



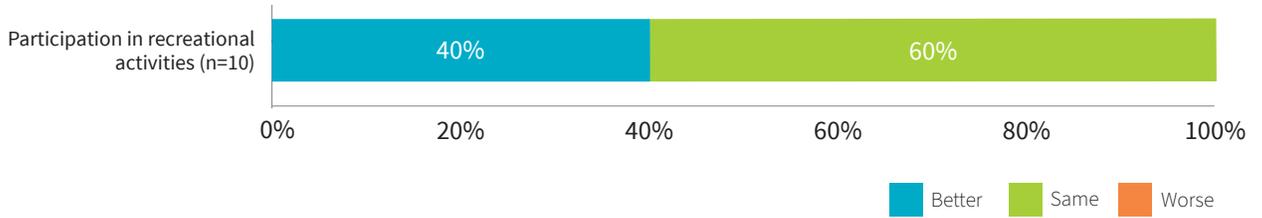
Source: Resident Survey



Source: Resident Survey

Recreation

In the resident survey, 40 per cent of respondents reported improved participation in recreational activities, while participation remained the same for 60 per cent of respondents. Staff reported that they have organized outings to local attractions such as Van Dusen Gardens and Nat Bailey stadium. Some residents are accessing the local community centre, while a few residents are volunteering at the nearby community garden.



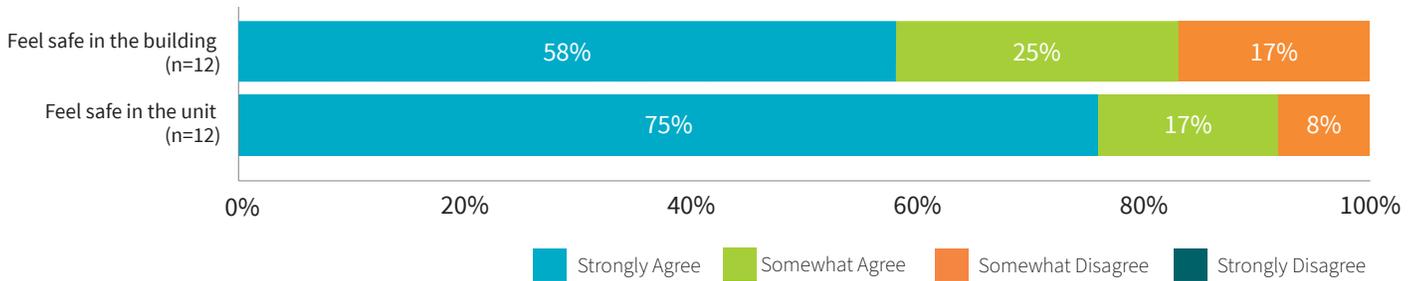
Source: Resident Survey

Safety

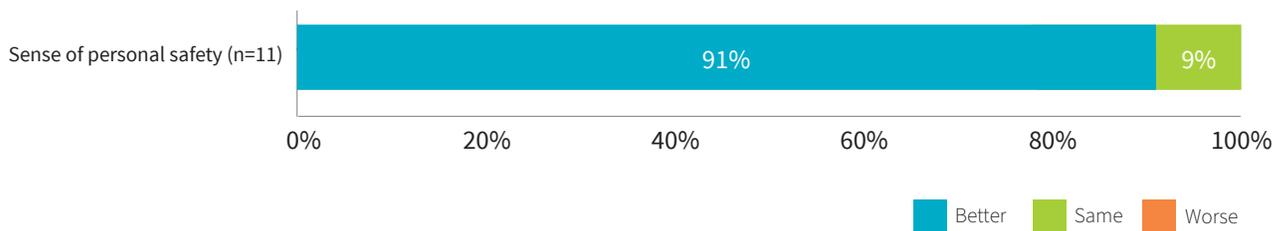
The majority of survey respondents (83 per cent) somewhat or strongly agreed that they felt safe in the building, while 92 per cent agreed that they felt safe in their home.

The majority of survey respondents (91 per cent) reported an improvement in their sense of personal safety. No survey respondent reported a worsening in this area.

“People feel safe here and they know that we care about their safety and we care about their well-being.”
 – tā cecaw staff member



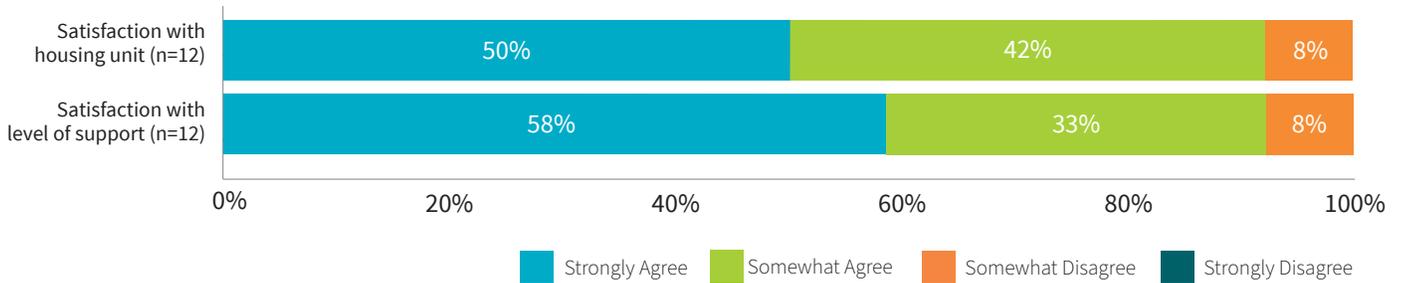
Source: Resident Survey



Source: Resident Survey

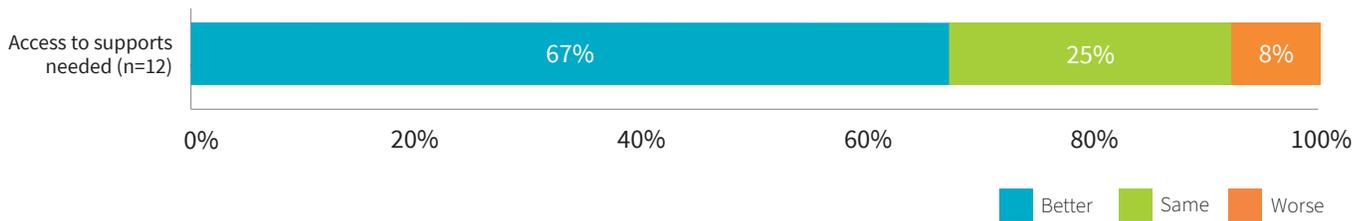
Satisfaction with Housing and Supports

The survey confirms staff perceptions that residents are satisfied with their housing and supports. Most survey respondents (92 per cent) somewhat or strongly agreed that they were satisfied with their housing home, while 91 per cent of survey respondents somewhat or strongly agreed that they were satisfied with the level of supports they receive at tã cecãw.



Source: Resident Survey

tã cecãw staff reported that residents now have access to a range of supports including primary health care, dental and vision care, opiate replacement therapy, addictions treatment and detox, and have been connected with income assistance, opened bank accounts, and filed their taxes. Most survey respondents (67 per cent) reported that access to their required supports has improved, while 25 per cent reported that access has stayed the same.



Source: Resident Survey

Challenges

Some tã cecãw residents have experienced challenges since moving to their new home. Staff mentioned the harm reduction approach used in the building to reduce the risks associated with substance use can be difficult for residents in different stages in recovery. Staff have mitigated these challenges with rules regarding the use of common areas.

Staff also mentioned that some residents have had interpersonal challenges with others in the building, and that developing trust among residents may take some time.

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

- Noise transfer between floors and units
- Lack of storage space to hold large items and furniture for residents moving in or out
- Issues with the heating and cooling system

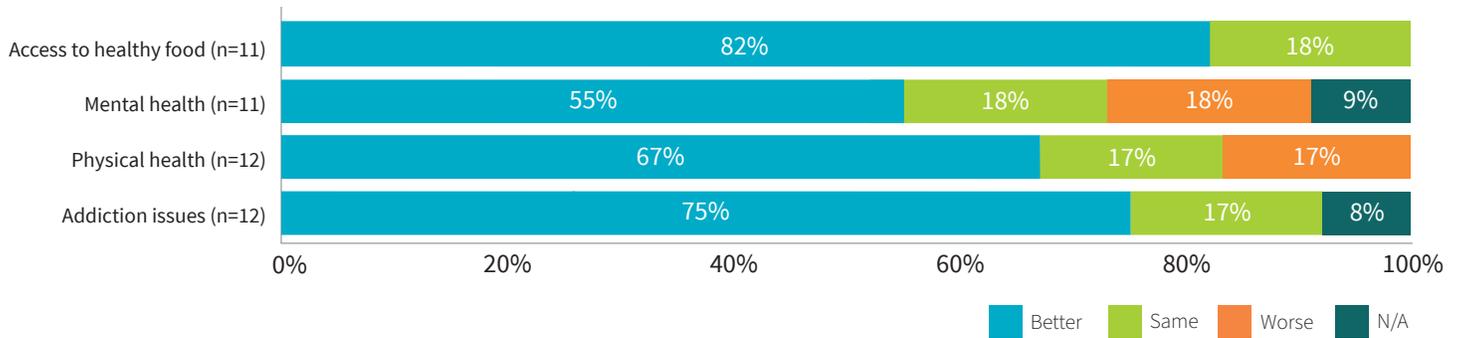
Residents' Health

OUTCOME: IMPROVED

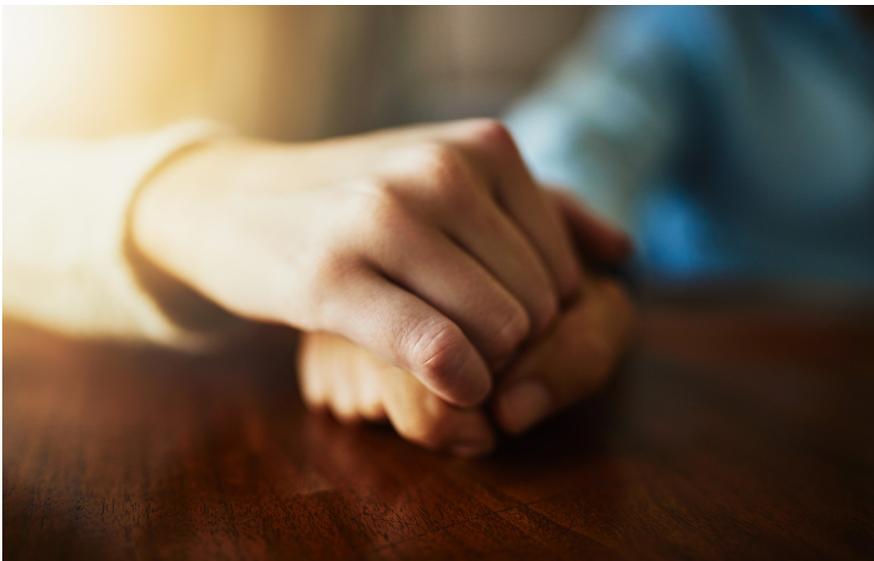
Eighty-two per cent of survey respondents indicated that they have better access to healthy food since their move to tā cecāw.

Fifty-five per cent of survey respondents reported improvements to their mental health since moving into their home and 67 per cent of survey respondents reported an improvement in their physical health.

Seventy-five per cent of survey respondents reported improvements in addiction issues, while 17 per cent reported that their addiction issues had remained the same, and 8 per cent reported that this question did not apply to them.



Source: Resident Survey



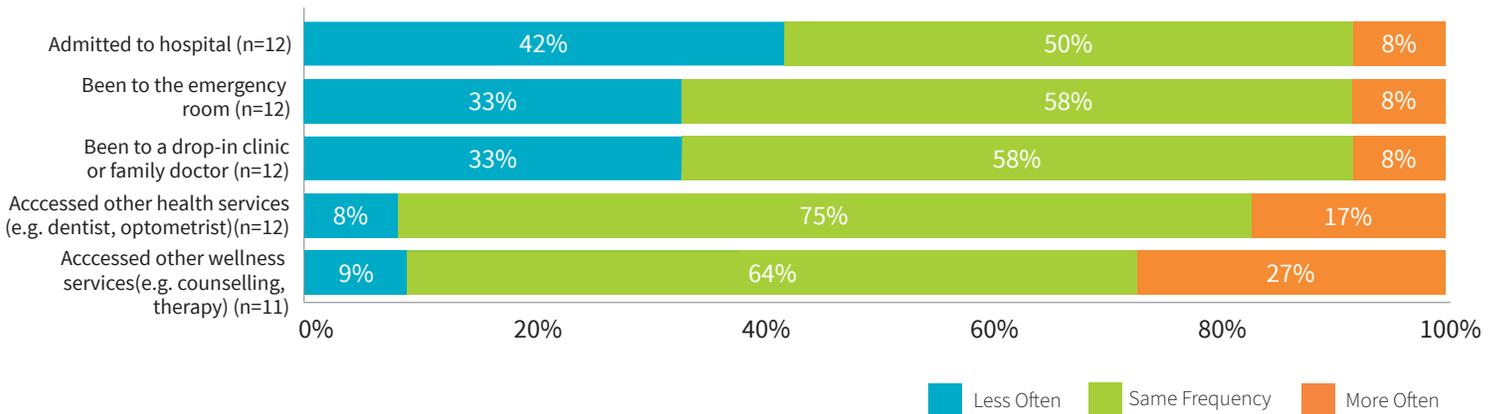
Health Care System Usage

OUTCOME: REDUCED USE OF EMERGENCY SERVICES

Some residents reported that their use of emergency health services has decreased. Forty-two per cent of survey respondents indicated that they have been admitted to hospital less often since moving to tā cecāw, while 50 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 33 per cent of survey respondents reporting they had been to the emergency room less often, and 58 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 less often since moving into tā cecāw. Seventeen per cent of survey respondents reported accessing other health services (such as dentist or optometrist) more often, while 27 per cent of survey respondents reported accessing other wellness services (such as counselling and therapy) more often since moving into tā cecāw. Access to these services remained the same for the majority of survey respondents.



Source: Resident Survey

Community Relations

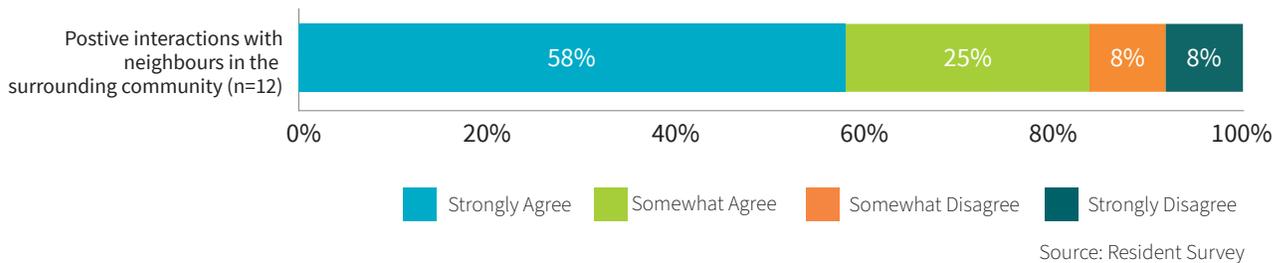
OUTCOME: POSITIVE

tā cecaw staff indicated that the relationship with the wider community is mostly positive.

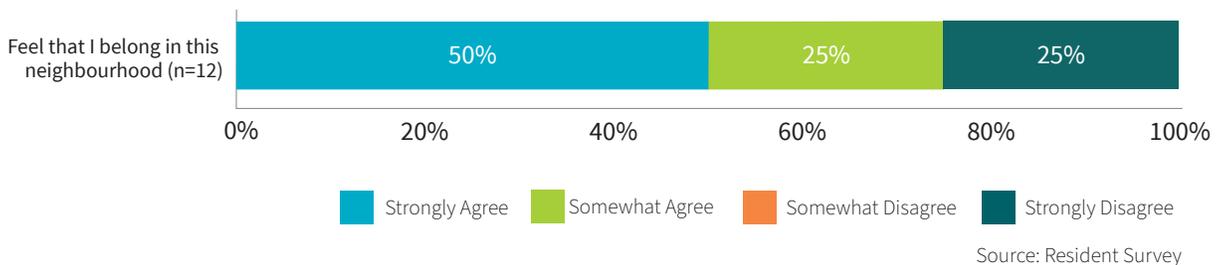
Staff reported that a successful community luncheon was held in the building when tā cecaw first opened and received a good reception from neighbours. However, staff felt that some neighbours are quick to assume that tā cecaw residents are responsible when there are incidents in the neighbourhood.

“On the whole, the neighbours wish us well and want to see us succeed.”
 – tā cecaw staff member

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 (83 per cent).



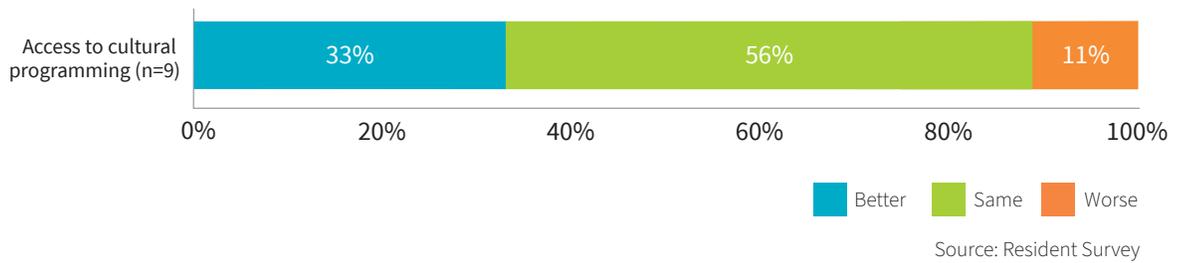
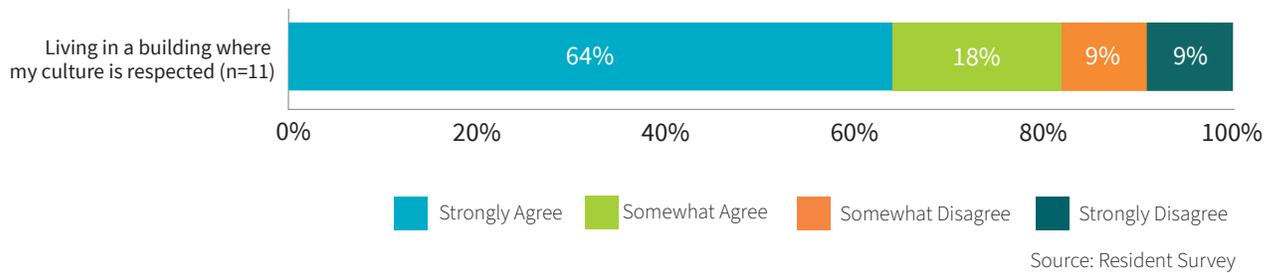
Seventy-five per cent of survey respondents felt that they belong in the neighbourhood. Staff reported that the building is well integrated into the quiet residential neighbourhood.



Access to Cultural Programming

OUTCOME: POSITIVE

tə cecəw houses individuals from a range of cultural backgrounds. Eighty-two per cent of survey respondents reported that they feel that their culture is respected at tə cecəw. Thirty-three per cent of survey respondents felt that their access to cultural programming had improved, while 56 per cent of survey respondents felt that their access had remained the same.



Data provided in this report was collected six months after tē cecāw 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 tē cecāw residents in April 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.

- Twenty-six per cent of tē cecāw 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 two Coast Mental Health 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 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).