

February 2022

# Trethewey Modular Modular Supportive Housing Resident Outcomes



**BC HOUSING**

**RESEARCH CENTRE**



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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).

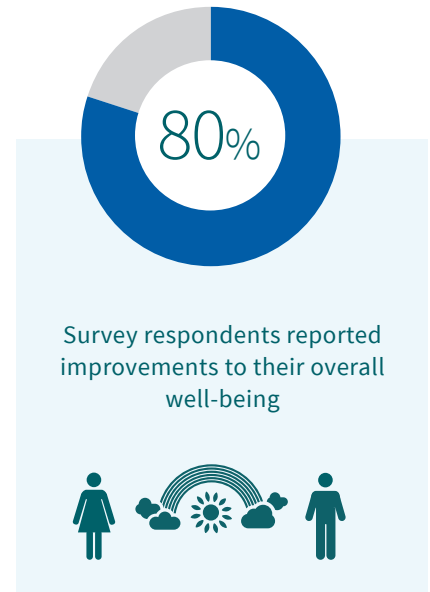
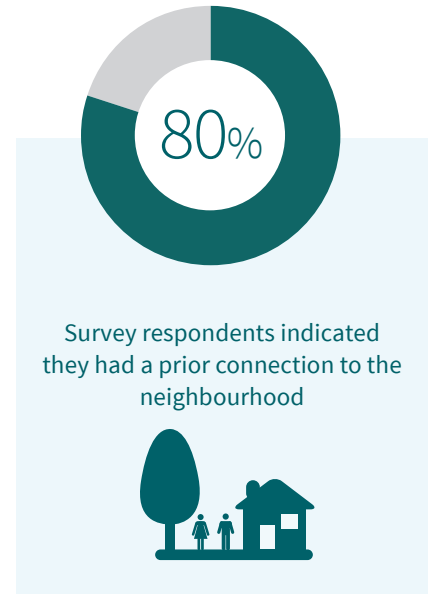
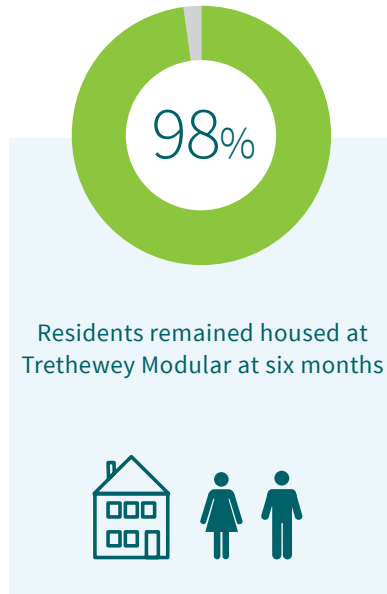
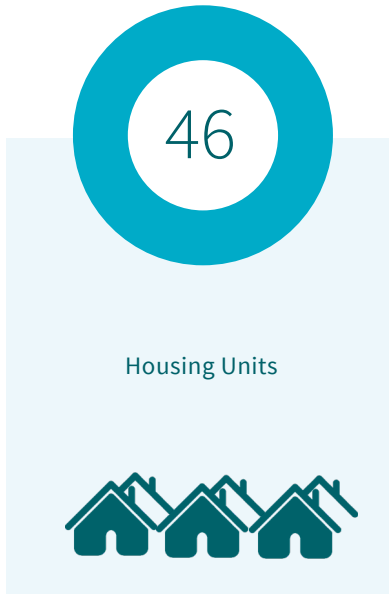
## Acknowledgements

BC Housing gratefully acknowledges Raincity Housing and Support Society for sharing their insights on Trethewey Modular, a modular housing development in Chilliwack, 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 Trethewey Modular a modular supportive housing development in Chilliwack, B.C., sixteen months after the building opened.

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



# TRETHEWEY MODULAR



Housing provider, Raincity Housing and Support Society, operates Trethewey Modular, providing on-site support coverage twenty-four hours every day of the week and helping residents to:

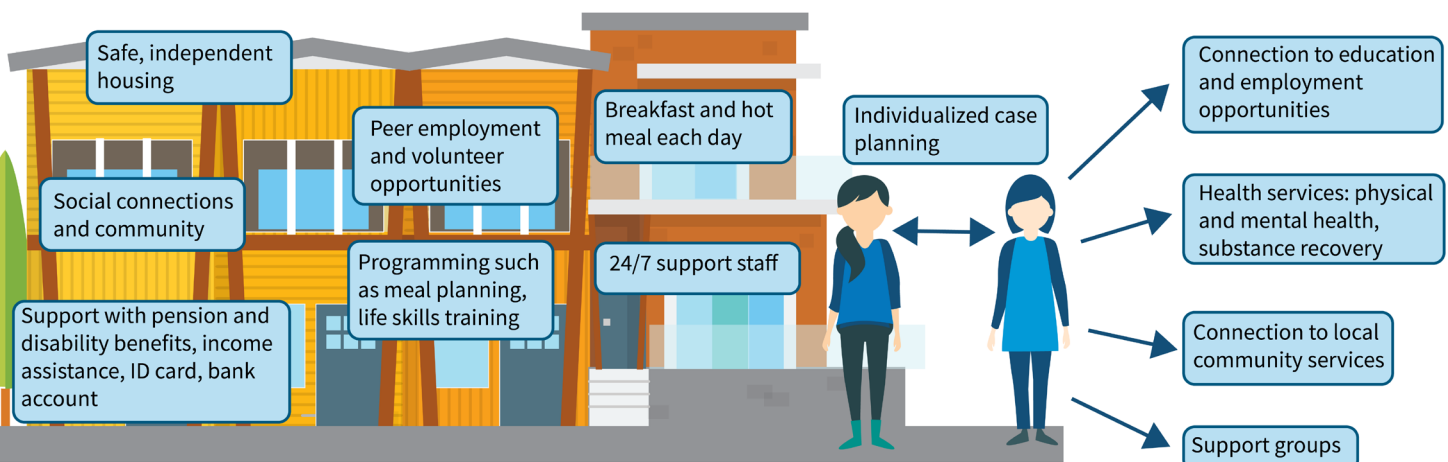
- › Maintain their homes
- › Enhance their life skills, including learning to cook
- › Connect with education, employment, health, and independent housing
- › Access community information, social and recreational programs
- › Participate in case planning and needs assessments
- › Access income assistance,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

## Modular units funded under Rapid Response to Homelessness program deliver results

Trethewey Modular opened in November 2019 and is funded under the Rapid Response to Homelessness program. Trethewey Modular provides 46 units of housing for individuals experiencing homelessness or at risk of homelessness in Chilliwack, 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. Five units on the first floor of the building are wheelchair accessible.

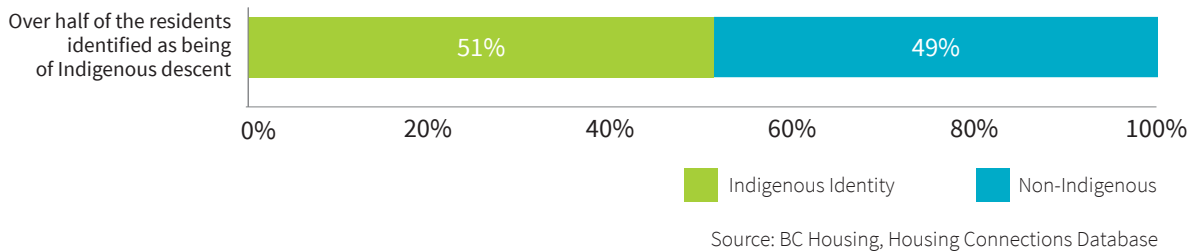
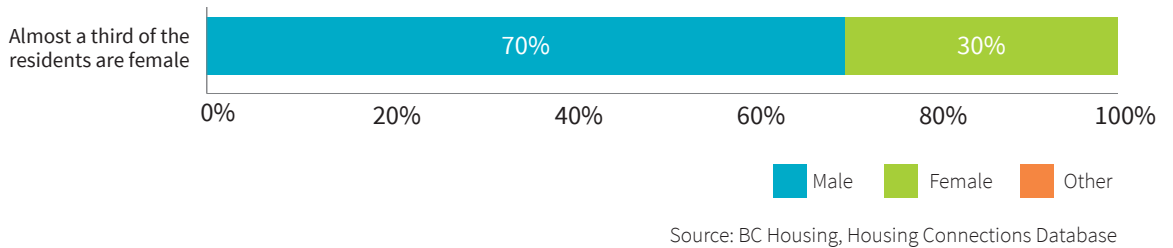
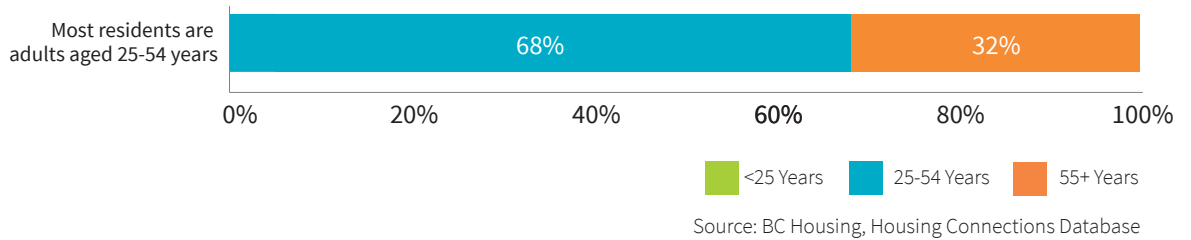




## Resident Profile

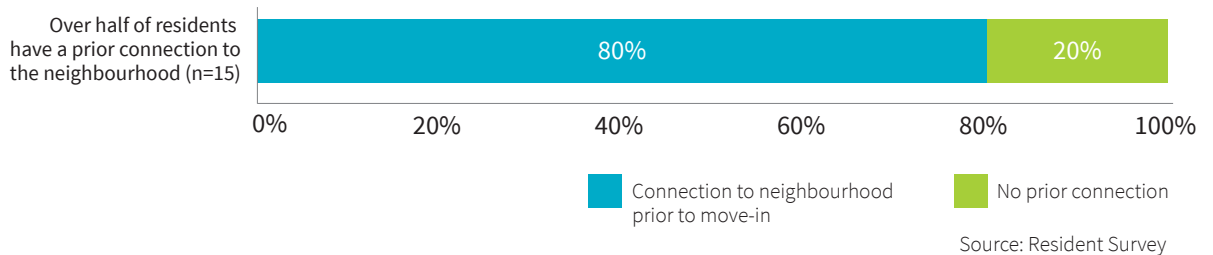
Trethewey Modular provides housing for a mixed community of residents. This includes residents with different genders, ethnicities, and ages. Residents also have a mix of vulnerabilities and support needs. While the majority of residents are adults aged 25-54 years, a high proportion of individuals in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

*“It’s a good mix – it’s a more mature tenant base – everyone gets along pretty well.”*  
 – Trethewey Modular staff member



Eighty 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 Trethewey Modular or in the past, having friends or relatives in the neighbourhood, and using services located in the neighbourhood.



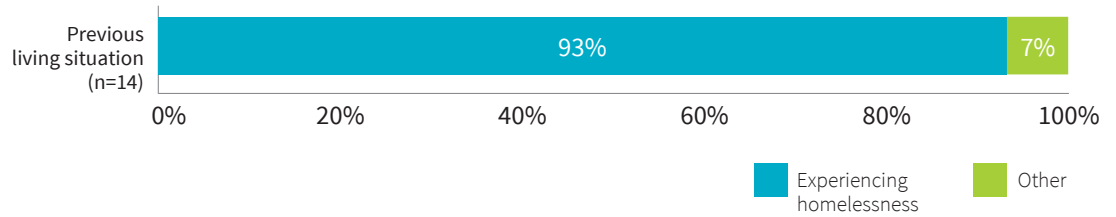


## Experience of Homelessness

### OUTCOME: DECREASED

Almost all the residents who responded to the survey (93 per cent) were experiencing homelessness immediately prior to moving into Trethewey Modular.

Staff reported that the majority of residents had previously been staying in shelters, homeless encampments, or couch-surfing prior their move. A few seniors who could no longer afford their rent and became homeless also moved in. All residents had lived in Chilliwack for three to five years.



Source: Resident Survey

## Housing Stability

### OUTCOME: INCREASED

Almost all the first residents at Trethewey Modular (98 per cent) remained housed there six months after moving into their homes.





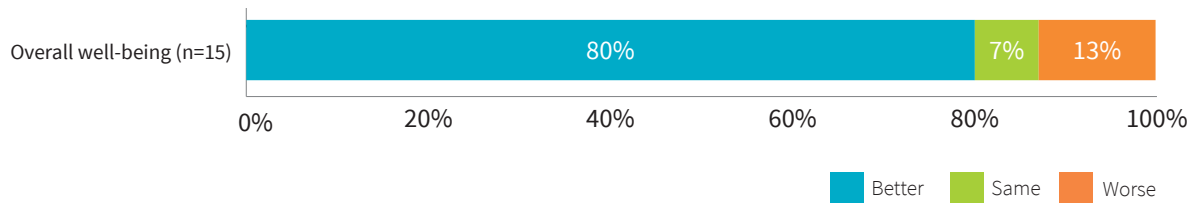
## Quality of Life for Residents

### OUTCOME: IMPROVED

#### Overall Well-being

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

Staff reported that residents of Trethewey Modular have experienced many positive changes since they moved into their homes. These include improved health, connecting with family and friends, celebrating holidays and establishing a respectful and trusting community within the building.



Source: Resident Survey

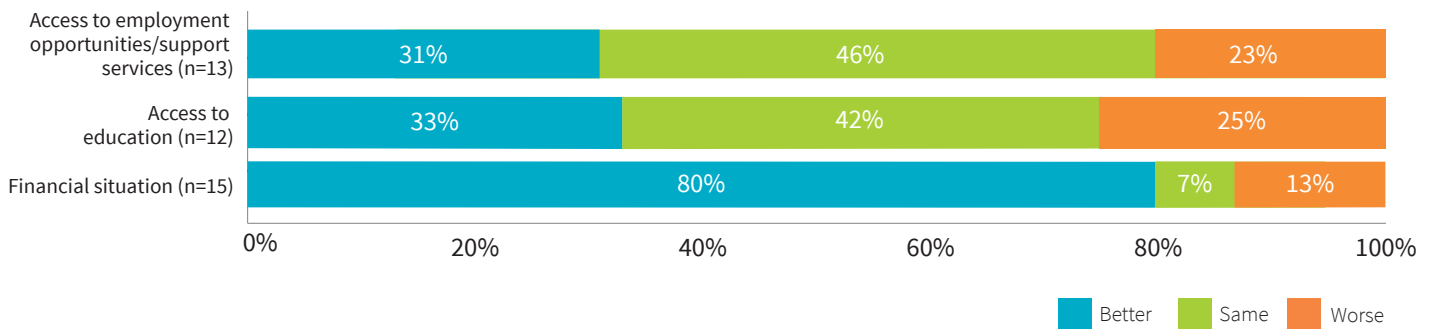
#### Employment, Income and Education

Thirty-one per cent of survey respondents reported better access to employment opportunities since their move, while 33 per cent reported better access to education.

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

Staff reported that while some residents are accessing job boards and resume supports, COVID-19 has made it difficult to implement programs.

*“We have a peer program here [at Trethewey Modular] where residents help keep the neighbourhood tidy. Some neighbours have offered [our residents] part-time jobs to help with clean-up.”*  
 – Trethewey Modular staff member

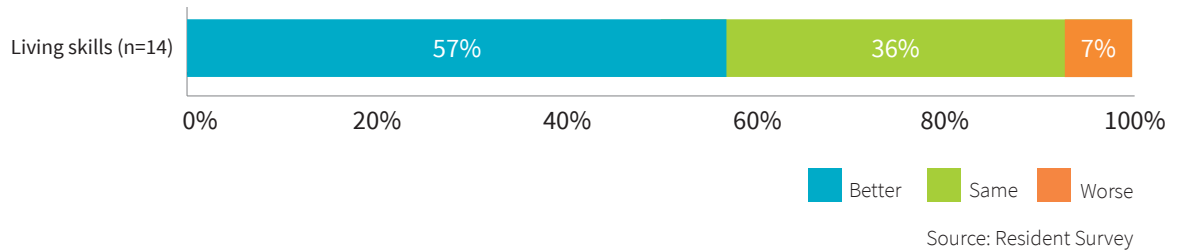


Source: Resident Survey

## Living Skills

Fifty-seven per cent of survey respondents reported that their living skills had improved, while living skills remained the same for 36 per cent of residents.

Staff reported that the building is tidy and that most residents take pride in keeping the building clean.

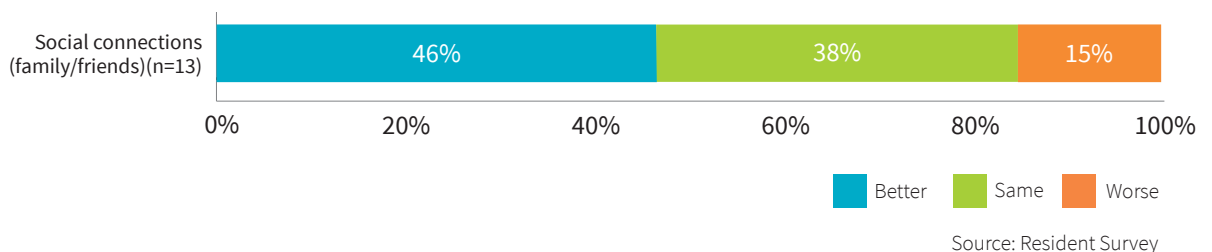
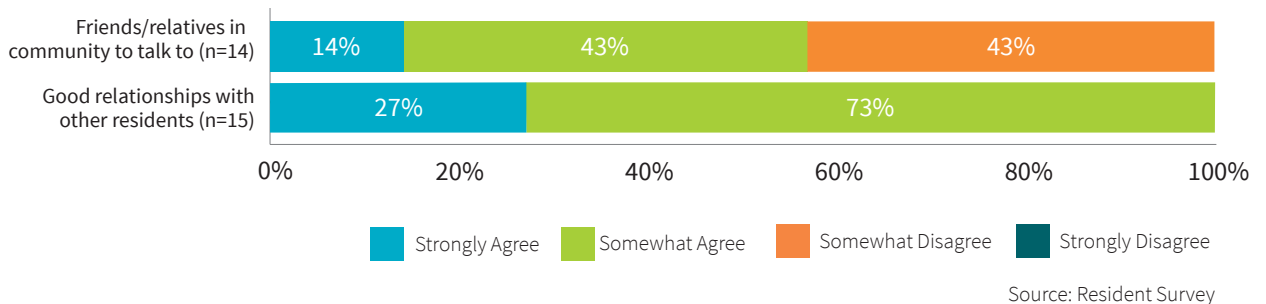


## Social Connections

Trethewey Modular residents reported improved social connections. Fifty-seven per cent of survey respondents somewhat or strongly agreed that they have friends or relatives in the community to talk to, while all respondents reported good relationships with other residents.

Forty-six per cent of survey respondents reported improvements in their social connections, while 38 per cent indicated that their social connections remained the same.

Staff reported that Trethewey Modular residents are becoming more involved with the community.



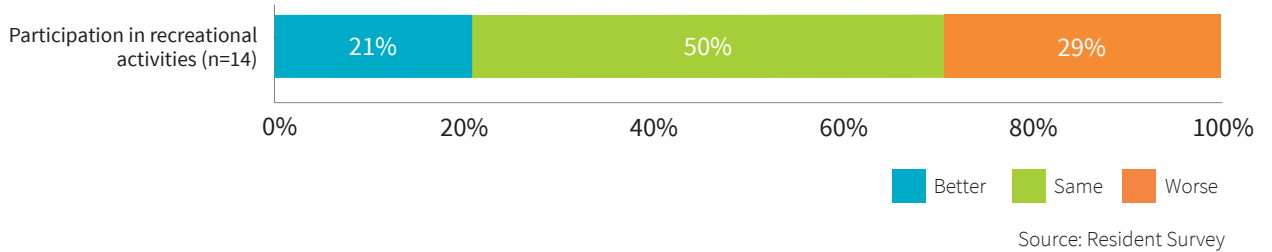
Note: Percentages in this chart do not add up to 100% because of rounding.



## Recreation

Twenty-one per cent of survey respondents reported improved participation in recreational activities, while participation remained the same for half of the respondents.

Staff reported that Trethewey Modular is located in a commercial and residential neighbourhood that is fairly central. Residents have a lot of access to the city and surrounding area and can walk to most places.

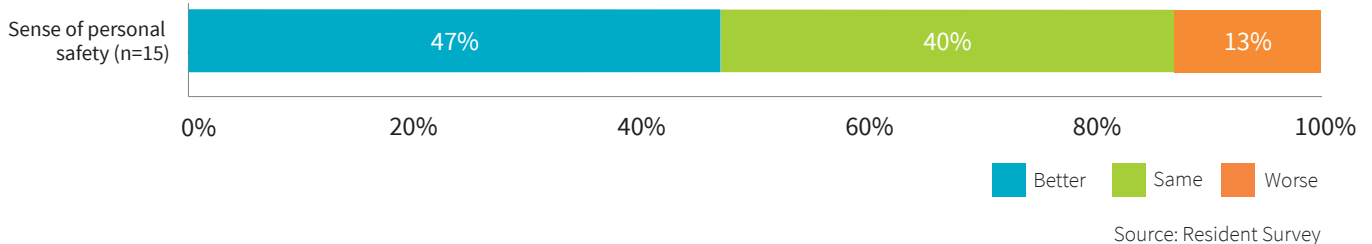
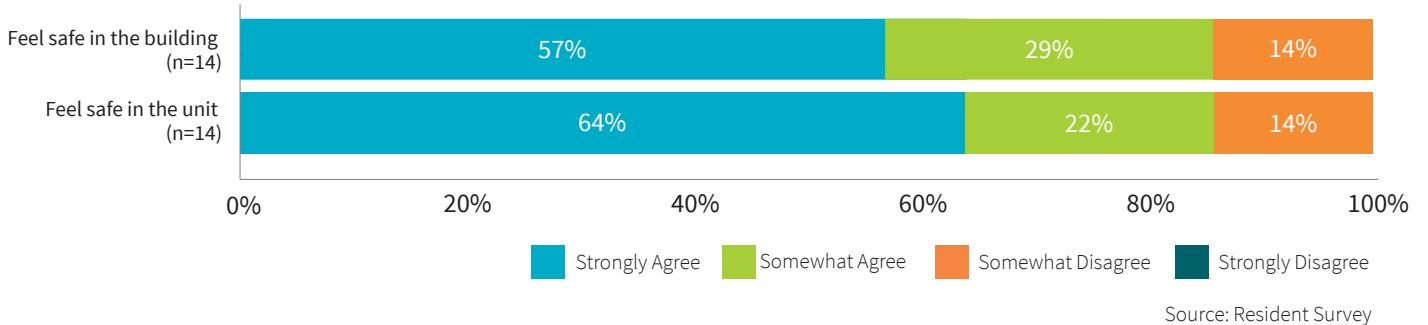


## Safety

Eighty-six per cent of survey respondents somewhat or strongly agreed that they felt safe in the building. The same percentage of survey respondents somewhat or strongly agreed that they felt safe in their unit.

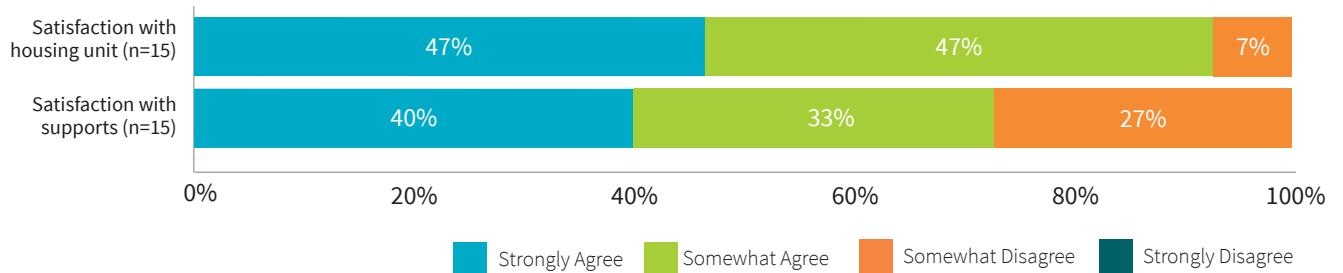
Almost half of survey respondents (47 per cent) reported an improvement in their sense of personal safety.

Staff reported that there is secure access into the building. There are also cameras and communication with the rooms through phones, which help residents feel safe.



## Satisfaction with Housing and Supports

The resident survey supports staff perceptions that residents are satisfied with their housing and supports. The majority of survey respondents (94 per cent) somewhat or strongly agreed that they were satisfied with their housing unit. Seventy-three per cent of survey respondents somewhat or strongly agreed that they were satisfied with the level of supports they receive at Trethewey Modular.

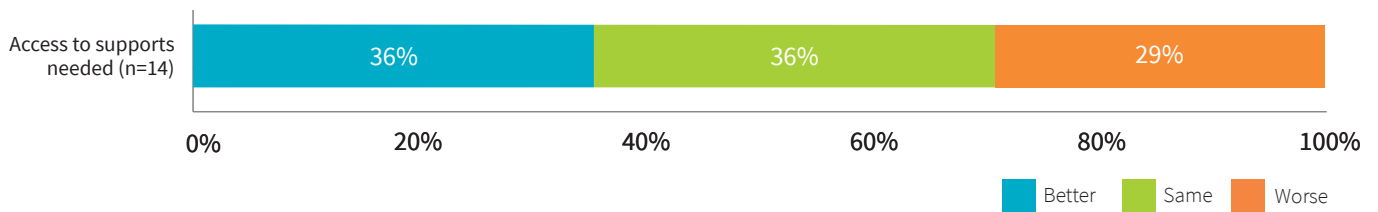


Source: Resident Survey

Note: Percentages in this chart do not add up to 100% because of rounding.

Thirty-six per cent of survey respondents reported that access to the supports they need has improved, while the same percentage reported that access has stayed the same.

Staff reported that residents are accessing a range of supports that they were not using prior to their move to the building, including health supports (dentist, doctors, optometrists); medication, volunteering, referrals to job placements, obtaining ID cards, and reconnecting with their children.



Source: Resident Survey

Note: Percentages in this chart do not add up to 100% because of rounding.

## Challenges

Staff mentioned that adjusting from living outside to living inside has been a challenge for some residents as it takes time to learn how to live in a community, and trust staff in the building.

Trethewey Modular staff also identified the lack of an elevator in the building as a challenge related to the modular building design.

## Residents' Health

### OUTCOME: MIXED

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

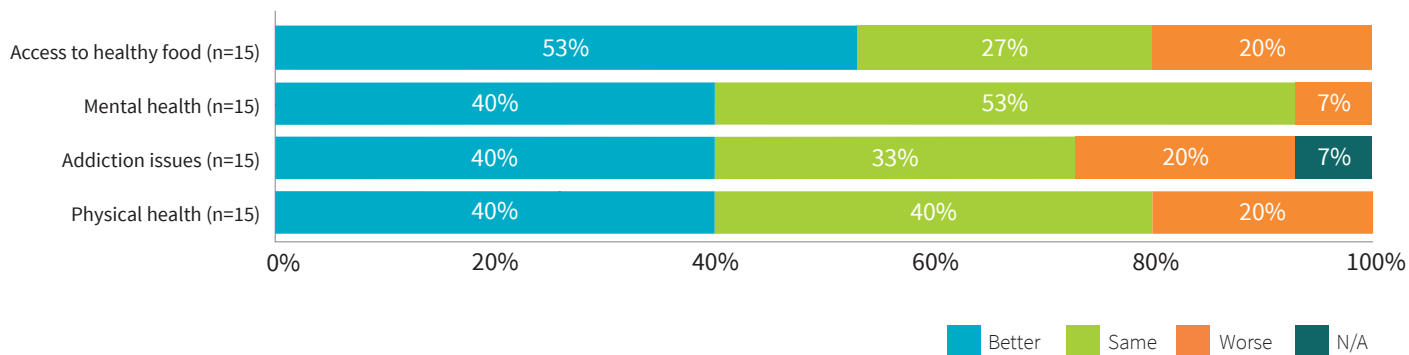
Forty per cent of survey respondents reported improvements to their mental health since moving into their home.

Forty per cent of survey respondents reported improvements in addiction issues, while 20 per cent reported that their addiction issues had worsened. Seven per cent reported that this question did not apply to them.

Forty per cent of survey respondents indicated an improvement in their physical health.

*"We have a good peer support team for overdose prevention, safe injection room and safe supply."*

- Trethewey Modular staff member



Source: Resident Survey



## Health Care System Usage

### OUTCOME: REDUCED USE OF EMERGENCY SERVICES

Sixty-two per cent of survey respondents indicated that they have been admitted to hospital less often since moving to Trethewey Modular, while 31 per cent reported they had been admitted to hospital with the same frequency.

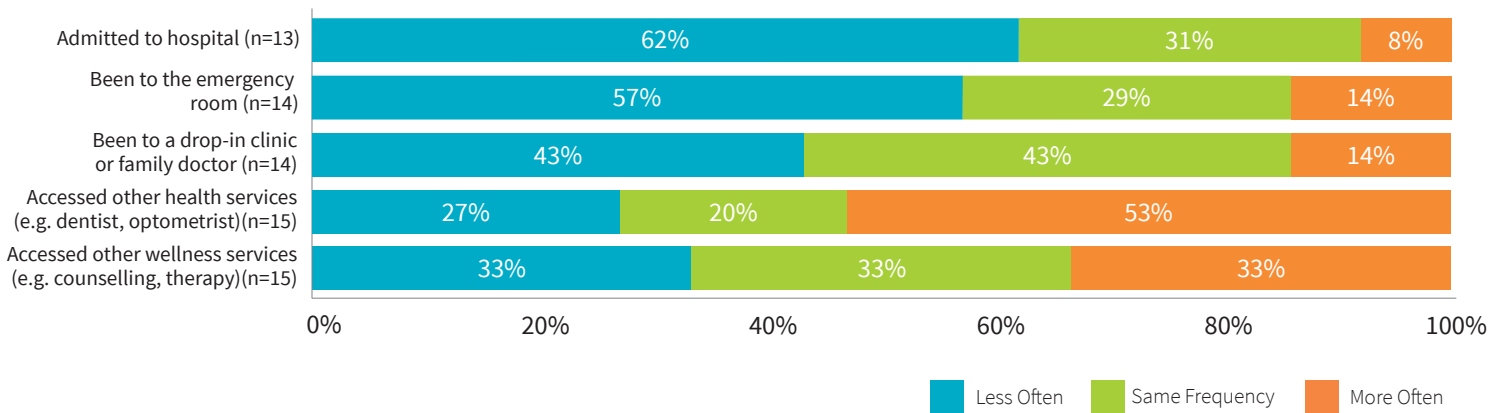
Fifty-seven per cent of survey respondents reported that they had been to the emergency room less often. Twenty-nine per cent of survey respondents indicated that they had been to the emergency room with the same frequency.

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

Fifty-three per cent of survey respondents reported accessing other health services (such as dentist or optometrist) more frequently. A third of survey respondents indicated accessing other wellness services (such as counselling and therapy) more frequently since moving into Trethewey Modular.

*“[A few residents] probably would not have gone to the hospital if they were not in the building.”*

– Trethewey Modular Staff Member



Source: Resident Survey

Note: Percentages in this chart do not add up to 100% because of rounding.

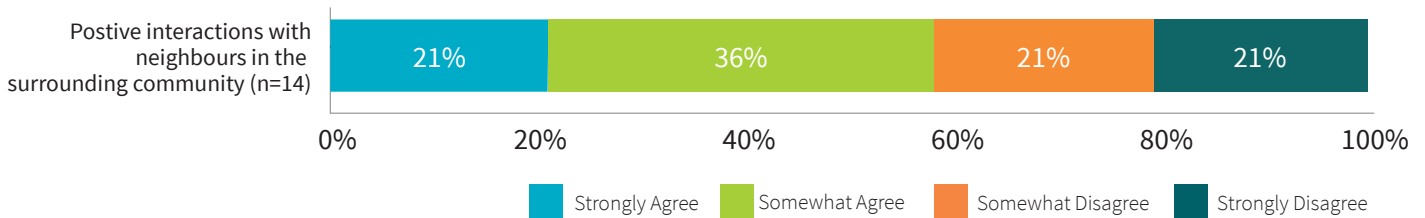


## Community Relations

### OUTCOME: POSITIVE

Trethewey Modular staff indicated that they have a very good relationship with their neighbours and work with different organizations, such as businesses, RCMP and the local church. They also have a Community Advisory Committee (CAC). This panel meets with residents once a month to address any issues or concerns.

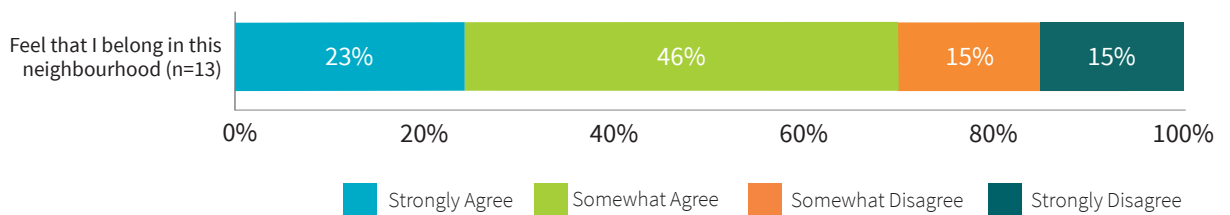
More than half of the survey respondents (57 per cent) somewhat or strongly agreed that they have experienced positive interactions with the surrounding community.



Source: Resident Survey

Note: Percentages in this chart do not add up to 100% because of rounding.

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



Source: Resident Survey

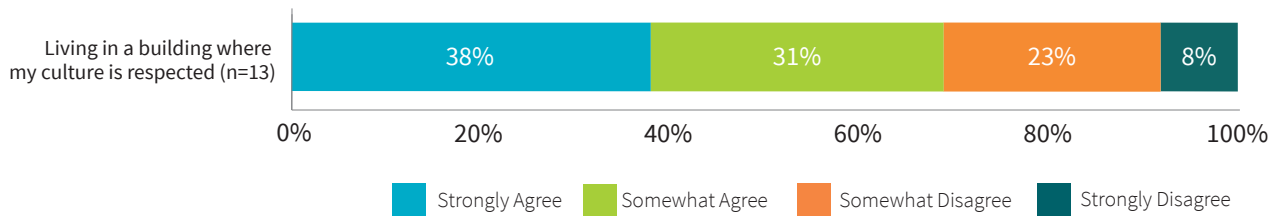
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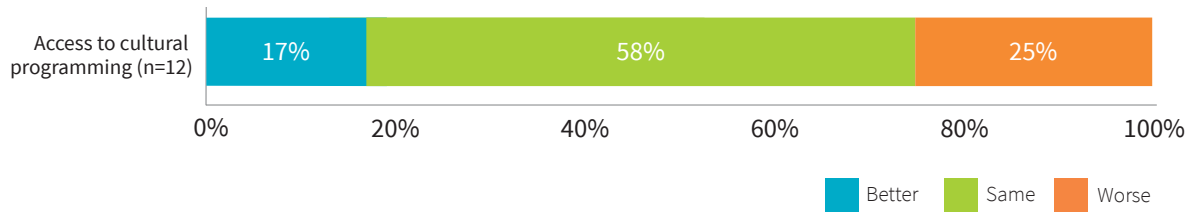
## Access to Cultural Programming

### OUTCOME: POSITIVE

Trethewey Modular houses individuals from a range of cultural backgrounds. Sixty-nine per cent of survey respondents reported that they feel their culture is respected at Trethewey Modular. Seventeen per cent of survey respondents feel that their access to cultural programming had improved, while 58 per cent of survey respondents feel that their access had remained the same.



Source: Resident Survey



Source: Resident Survey



Data provided in this report was collected sixteen months after Trethewey Modular 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 buildings 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 Trethewey Modular residents in March 2021. 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-three per cent of Trethewey 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 Raincity Housing and Support Society staff in March 2021. 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.

