

August 2021

# Crow's Nest Modular Supportive Housing Resident Outcomes



**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).

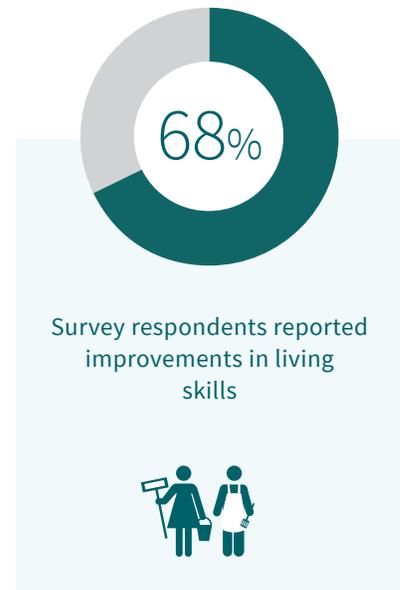
## Acknowledgements

BC Housing gratefully acknowledges North Coast Transition Society for sharing their insights on Crow's Nest Modular Housing 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 Crow's Nest Modular Housing, a modular supportive housing development in Prince Rupert, B.C., 10 months after the building opened.

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



# CROW'S NEST



Housing provider, North Coast Transition Society operates Crow's Nest, providing on-site support coverage twenty-four hours every day of the week and helping residents to:

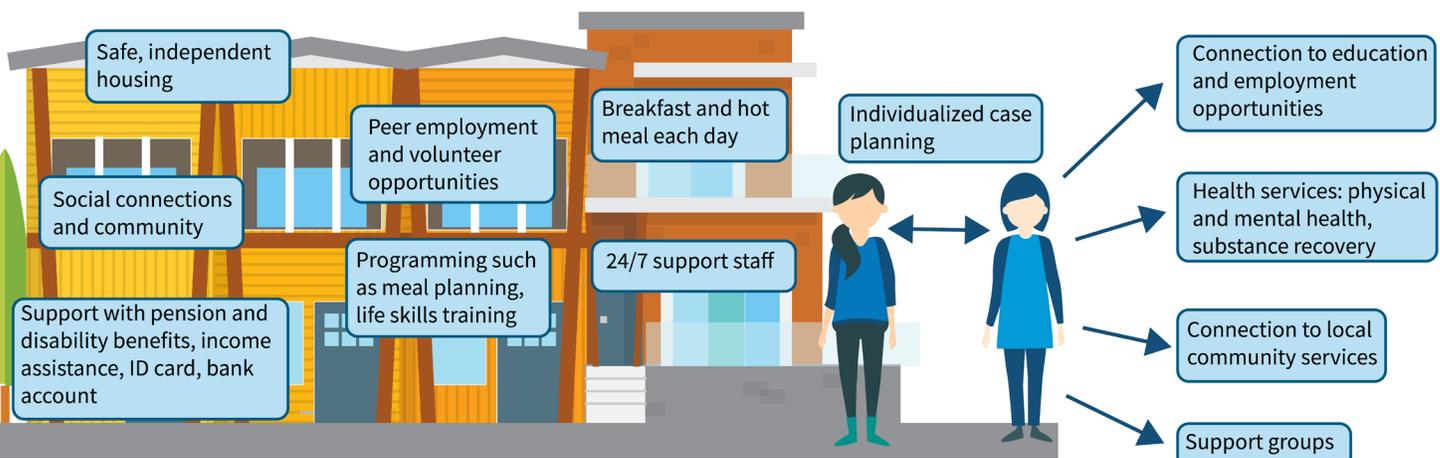
- › Maintain their units
- › Enhance their life skills, including learning to cook
- › Connect with education, employment, health, and independent housing
- › Access community information, social and recreational programs
- › Participate in case planning and needs assessments
- › Access income assistance,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

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

Crow's Nest Modular Housing (Crow's Nest) opened in April 2019 and is funded under the Rapid Response to Homelessness program. The building provides 36 units for individuals experiencing homelessness or at risk of homelessness. The building is located in Prince Rupert, British Columbia.

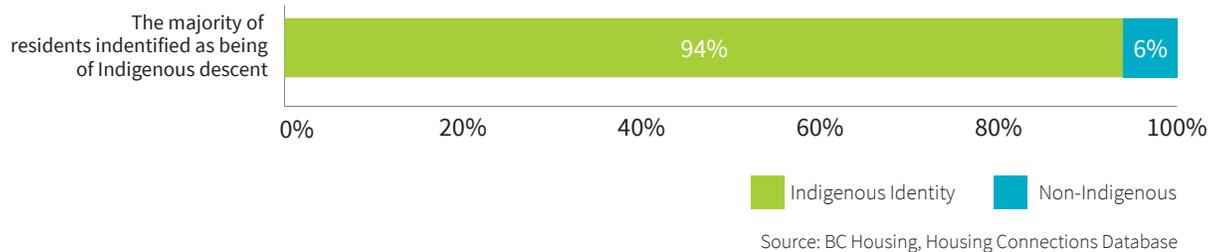
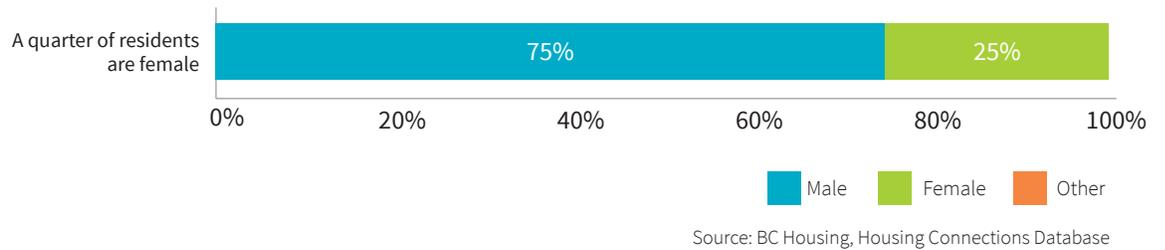
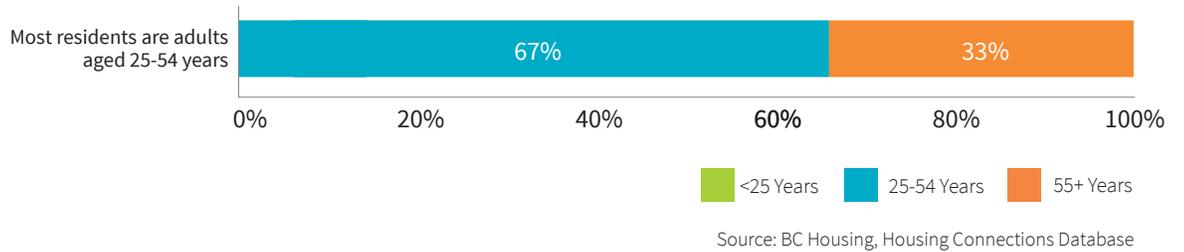
The Government of British Columbia announced the Rapid Response to Homelessness program in 2017 as an immediate response to homelessness across the province. The B.C. Government committed \$291 million over two years to build 2,000 modular supportive housing units for people who are homeless or at risk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

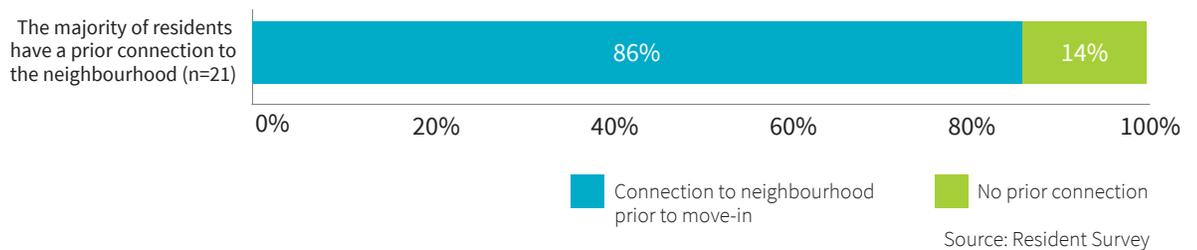


## Resident Profile

Crow's Nest 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. Residents of the building predominantly identify as Indigenous.



Eighty-six per cent of survey respondents indicated that they had a prior connection to the neighbourhood. These connections include living in the neighbourhood either previously or immediately prior to moving to Crow's Nest, having friends or relatives in the neighbourhood, and using services located in the neighbourhood.



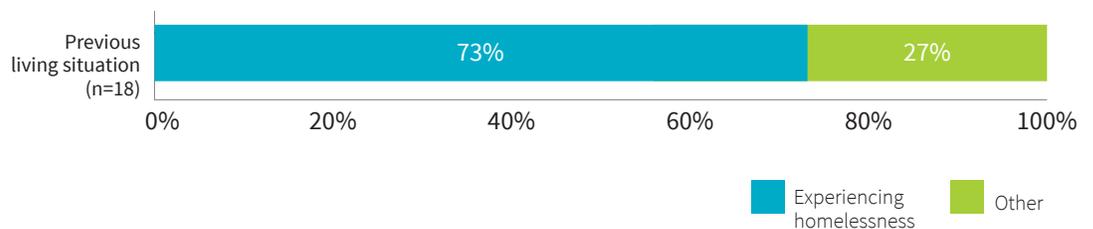


## Experience of Homelessness

### OUTCOME: DECREASED

The majority of residents who moved into Crow's Nest had previously been living in an emergency shelter in downtown Prince Rupert. Staff reported that several residents had previously been living outdoors in tents, while others had been living in an old hotel that is no longer in operation.

Seventy-three per cent of survey respondents identified their living situation as sheltered or unsheltered homeless prior to moving into the building, while 27 per cent of survey respondents identified their living situation as "other".



Source: Resident Survey

## Housing Stability

### OUTCOME: INCREASED

Eighty-nine per cent of the first Crow's Nest residents to move into the building remained housed there six months after moving into their units. Four residents were no longer housed at Crow's Nest. Staff reported that several people had been asked to leave due to violent or verbally abusive behaviour, and one resident relocated out of province.



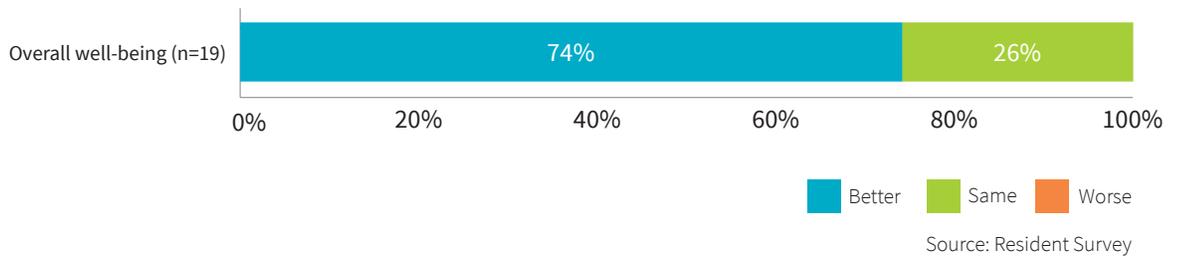


## Quality of Life for Residents

### OUTCOME: IMPROVED

#### Overall Well-being

Seventy-four per cent of survey respondents reported improvements in their overall well-being, while 26 per cent reported that their well-being remains the same.

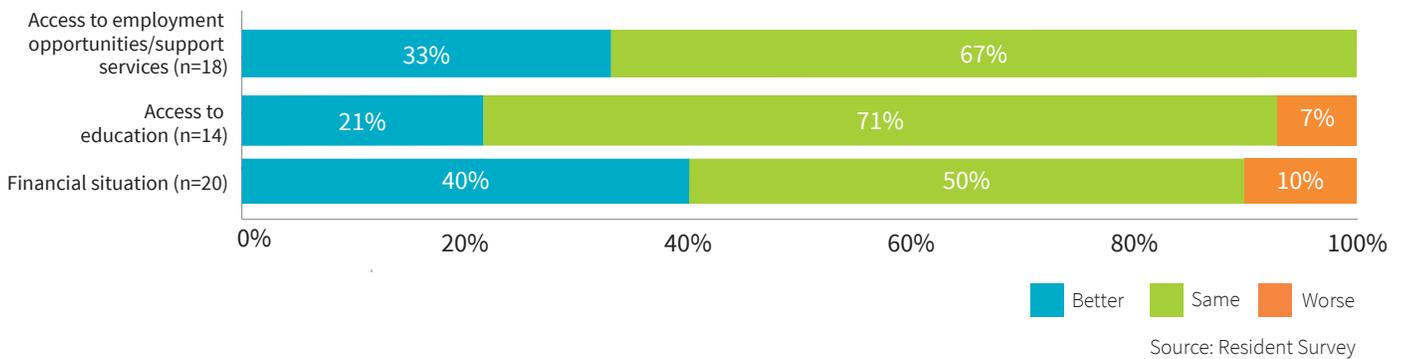


#### Employment, Income and Education

Staff reported that some Crow's Nest residents are participating in training programs and a few others are actively looking for work.

Thirty-three per cent of survey respondents reported better access to employment opportunities since their move, while 21 per cent reported better access to education.

Forty per cent of survey respondents reported that their financial situation had improved, while 10 per cent of survey respondents reported that their financial situation had worsened.

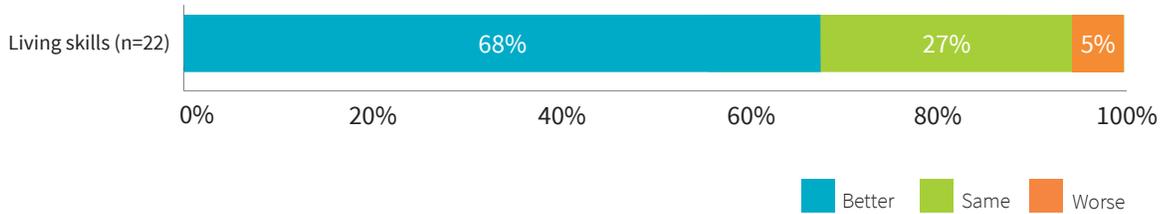




## Living Skills

Sixty-eight per cent of survey respondents reported that their living skills had improved, while 27 per cent reported their living skills remained the same.

Staff reported that a few residents have challenges maintaining their units, but that staff are able to provide support.



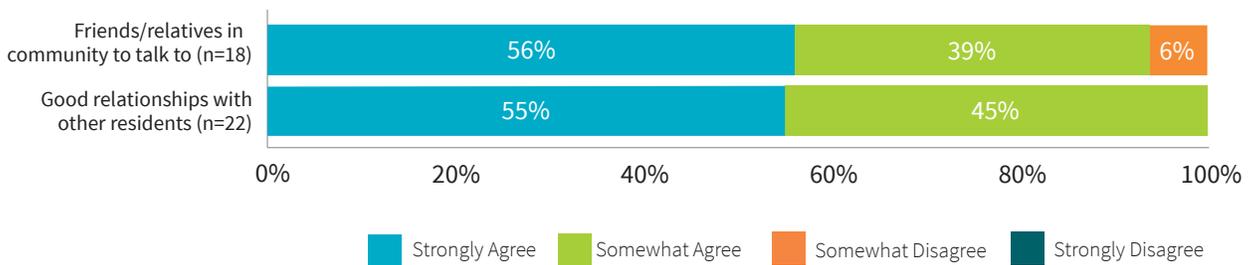
Source: Resident Survey

## Social Connections

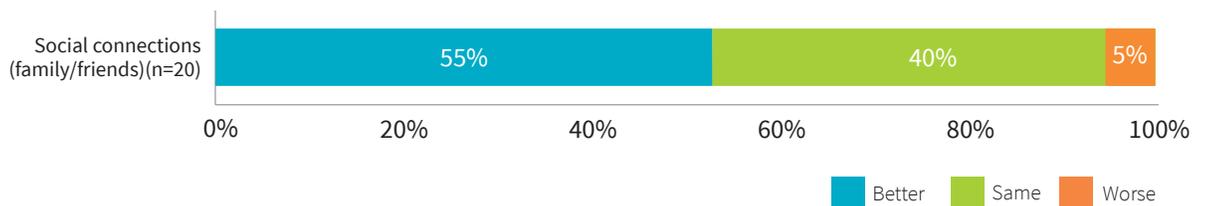
Crow's Nest residents reported improved social connections. Ninety-four per cent of survey respondents somewhat or strongly agreed that they had friends or relatives in the community to talk to, while all residents reported good relationships with other residents. Fifty-five per cent of survey respondents reported improved social connections.

Staff reported that most residents knew each other when they moved into the building. Many of the residents had previously been staying at a nearby shelter together.

*“Residents protect each other. It’s a close group.”*  
 – Crow’s Nest staff member



Source: Resident Survey

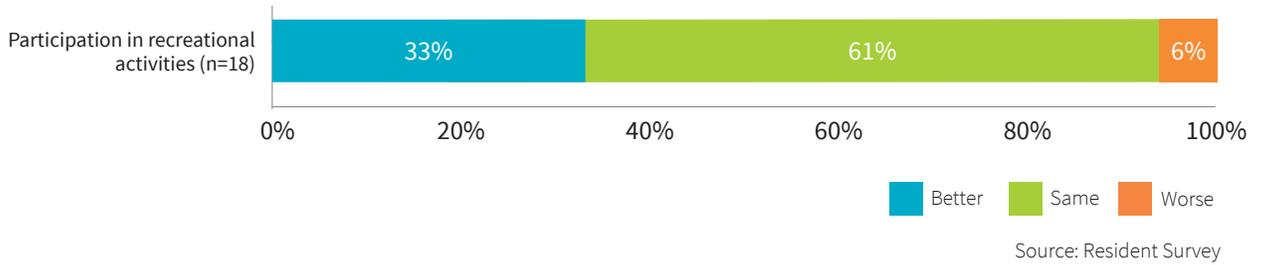


Source: Resident Survey



## Recreation

Thirty-three per cent of survey respondents reported improved participation in recreational activities, while participation remained the same for 61 per cent of respondents. Staff reported that the tenant support worker in the building is helping several residents obtain annual passes to the local recreation centre. The building also has a common room that residents use for social activities such as movie nights and having coffee together.

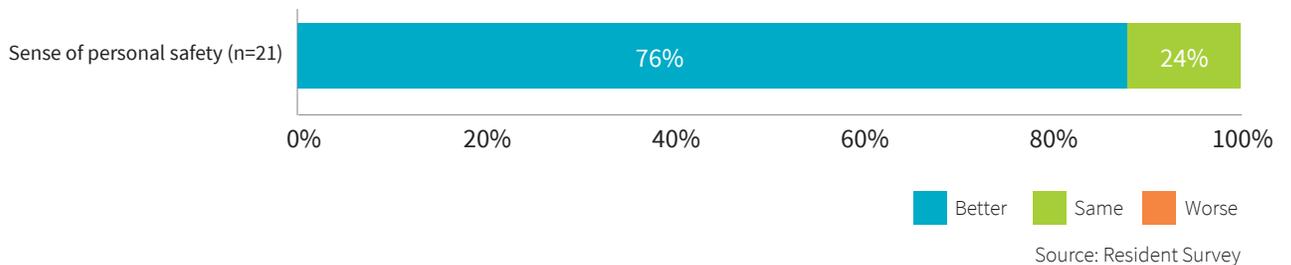
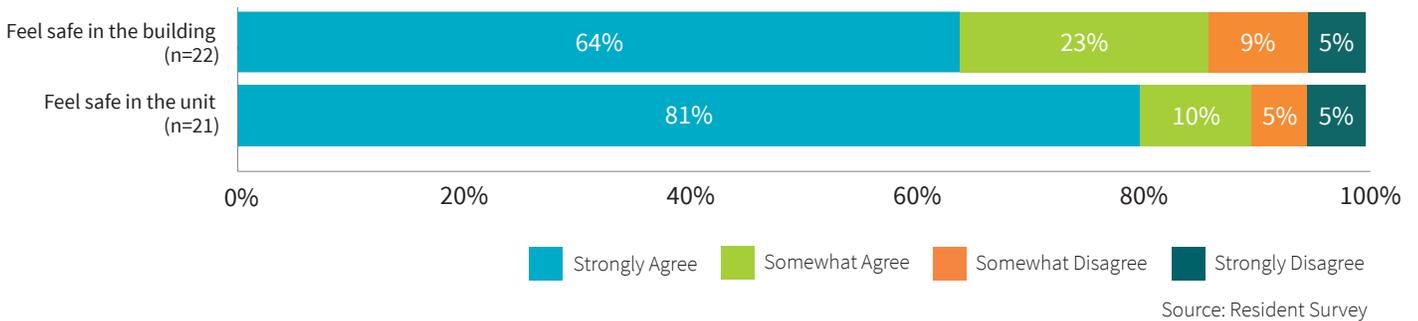


## Safety

The majority of survey respondents (87 per cent) somewhat or strongly agreed that they felt safe in the building, while 91 per cent agreed that they felt safe in their unit.

The majority of survey respondents (76 per cent) reported an improvement in their sense of personal safety. No survey respondent reported a worsening in this area.

Staff reported that several people had been asked to leave because they had been violent or verbally abusive.



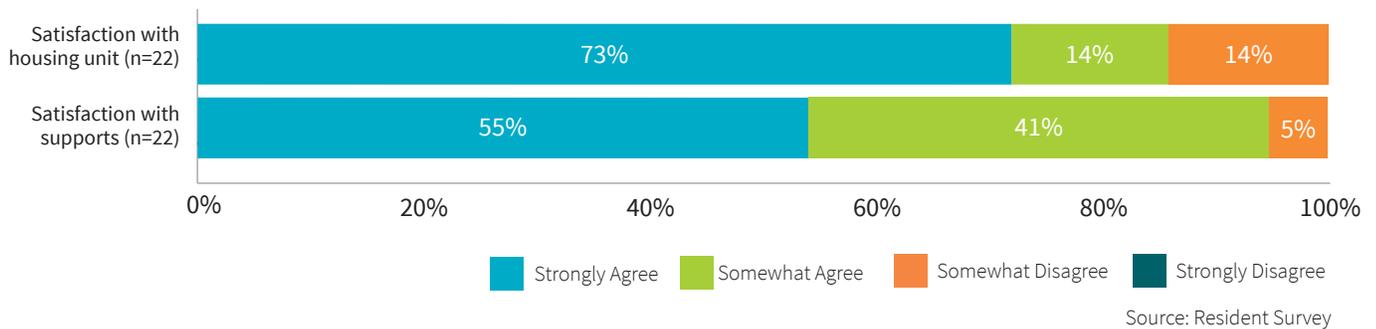


## Satisfaction with Housing and Supports

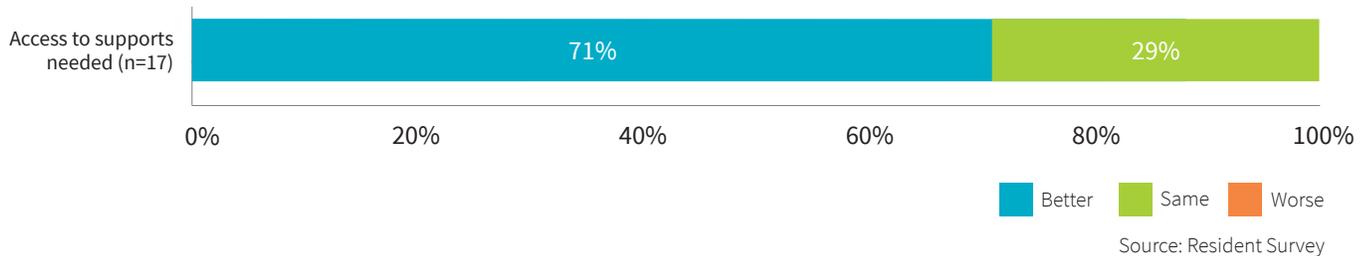
Staff reported that the majority of residents are satisfied with their housing situation at Crow's Nest.

Most survey respondents (87 per cent) somewhat or strongly agreed that they were satisfied with their housing unit, while 96 per cent of survey respondents somewhat or strongly agreed that they were satisfied with the level of supports they receive at Crow's Nest.

*"It has all the comforts of home. The units are great, and everyone is respectful"*  
 – Crow's Nest staff member



Most survey respondents (71 per cent) reported that access to the supports they need has improved, while 29 per cent reported that access has stayed the same. Staff reported that residents are accessing a range of supports including primary and mental health care and opioid assessments.



## Challenges

Some Crow's Nest residents have experienced challenges since moving to their new home. While, in general, relationships between residents are positive, there have been some conflicts. In addition, a few residents have found it challenging to adjust to the guidelines of the building, such as room checks and the guest policy.



## Residents' Health

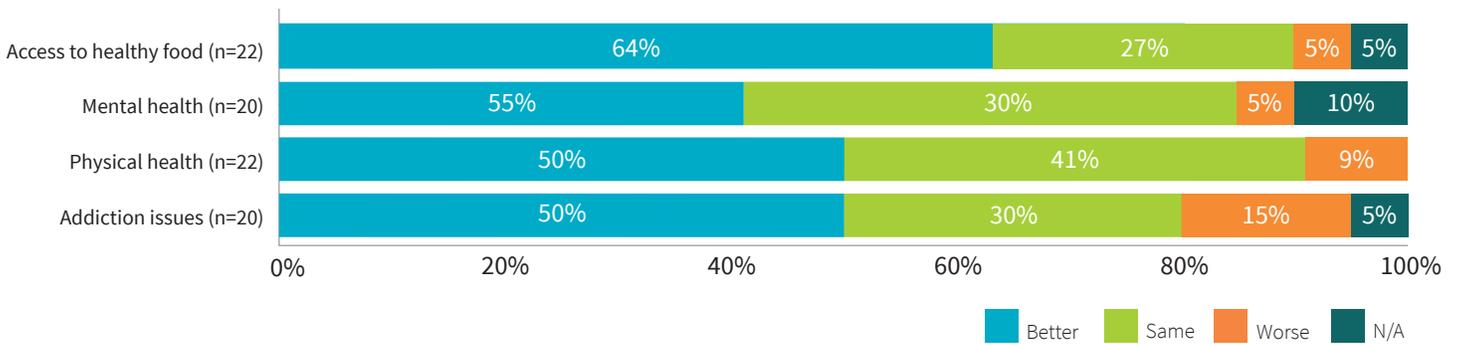
### OUTCOME: IMPROVED

Staff reported that outreach workers from Northern Health come to the building, and staff have noticed that many residents have seen immediate improvements to their physical health and mobility since moving to the building.

Sixty-four per cent of survey respondents indicated that they have better access to healthy food since their move to Crow's Nest.

Fifty-five per cent of survey respondents reported improvements to their mental health since moving into their modular unit and 50 per cent of survey respondents reported an improvement in their physical health.

Fifty per cent of survey respondents reported improvements in addiction issues, while 30 per cent reported that their addiction issues had remained the same, five per cent reported that this question did not apply to them, and 15 per cent reported that their addiction issue had worsened.



Source: Resident Survey





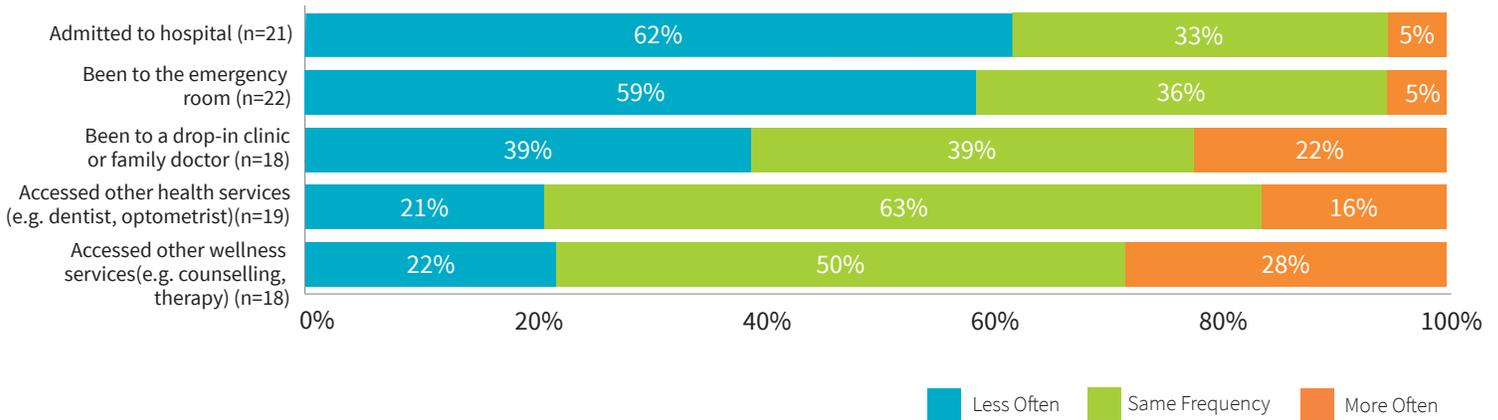
## Health Care System Usage

### OUTCOME: REDUCED USE OF EMERGENCY SERVICES

Some residents reported that their use of emergency health services has decreased. Sixty-two per cent of survey respondents indicated that they have been admitted to hospital less often since moving to Crow's Nest, while 33 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 59 per cent of survey respondents reporting they had been to the emergency room less often, and 36 per cent reporting they had been to the emergency room with the same frequency.

Twenty-two per cent of survey respondents reported that they had been to a drop-in clinic or family doctor more often since moving into Crow's Nest. Sixteen per cent of survey respondents reported accessing other health services (such as dentist or optometrist) more often, while 28 per cent of survey respondents reported accessing other wellness services (such as counselling and therapy) more often since moving into Crow's Nest. Access to these services remained the same for the majority of survey respondents.



Source: Resident Survey



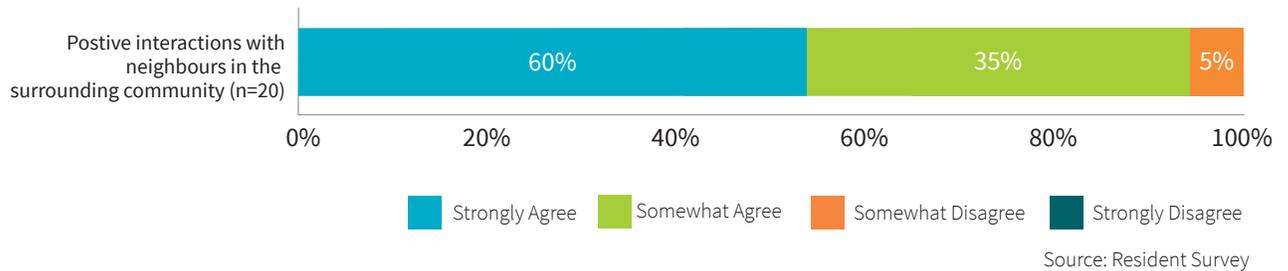


## Community Relations

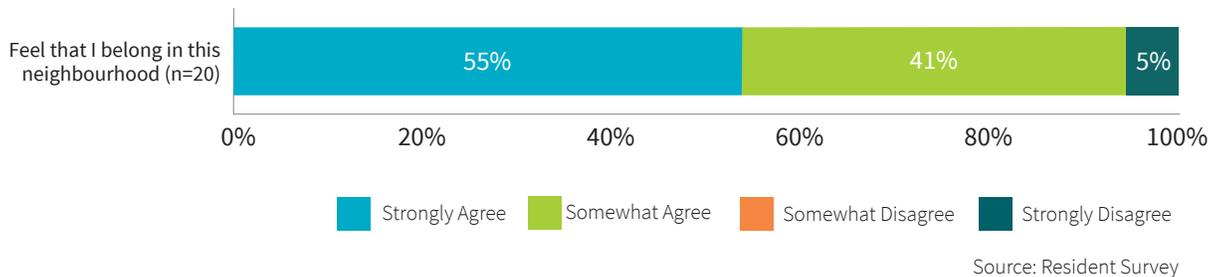
### OUTCOME: POSITIVE

Staff reported that Crow's Nest is located 10 minutes from downtown Prince Rupert and does not have any close neighbours. Staff have not heard any negative feedback from neighbours, although they did report that education on a harm reduction approach may be lacking in their community.

Most survey respondents strongly or somewhat agreed that they have experienced positive interactions with neighbours in the surrounding community (95 per cent).



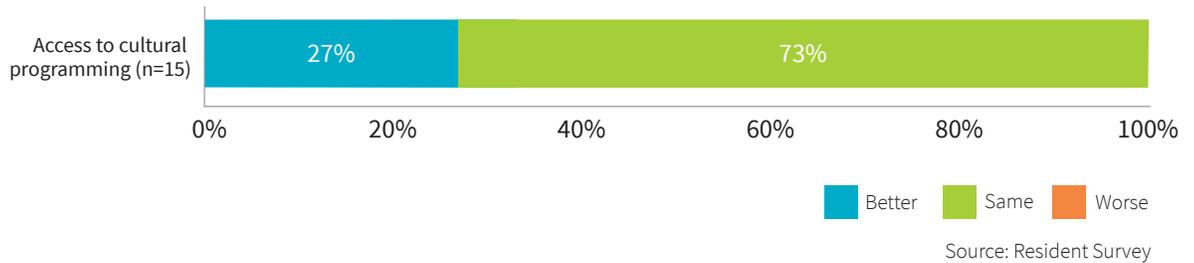
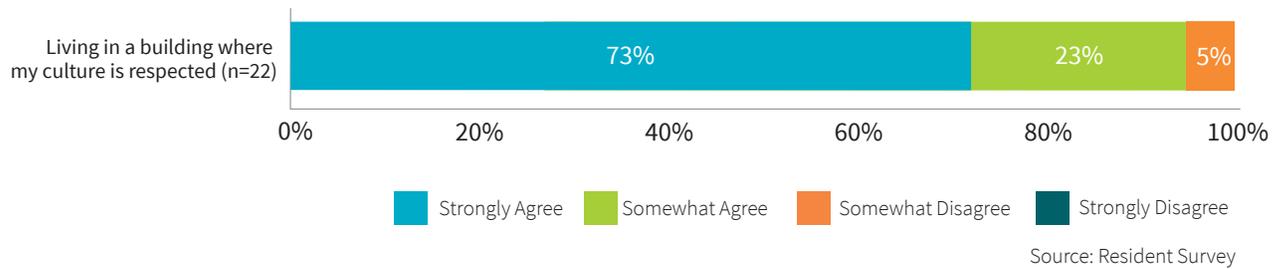
Ninety-five per cent of survey respondents felt that they belong in the neighbourhood.



## Access to Cultural Programming

### OUTCOME: POSITIVE

Crow's Nest primarily houses individuals who identify as Indigenous. Ninety-six per cent of survey respondents reported that they feel their culture is respected in the building. Twenty-seven per cent of survey respondents felt that their access to cultural programming had improved, while 73 per cent of survey respondents felt that their access had remained the same.



Data provided in this report was collected ten months after Crow's Nest 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 building 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 Crow's Nest residents in February 2020. 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.

- Sixty-one per cent of Crow's Nest 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 North Coast Transition Society staff in January 2020. 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. 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.

