

April 2021

# Goodacre 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 Smithers Community Services Association for sharing their insights on Goodacre Place, a modular housing development in Smithers, B.C. 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.

All housing photos are courtesy of Nomodic.

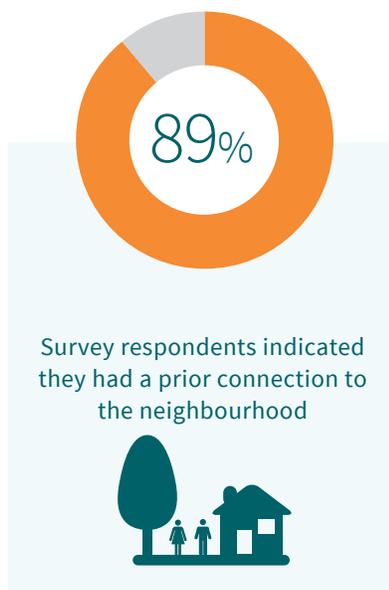
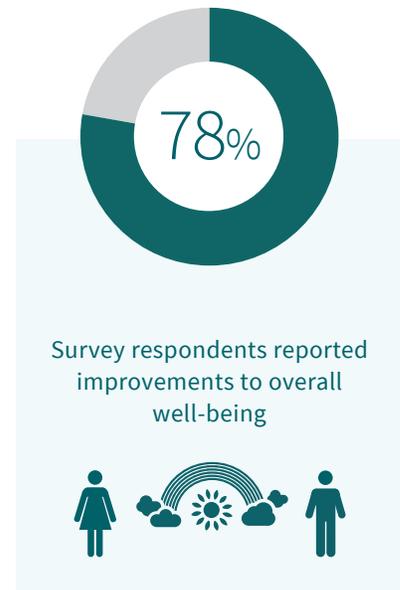


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Smithers Community Services Association  
"A place where hope, opportunities and possibilities are realized"  
[www.scsa.ca](http://www.scsa.ca)

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

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



# GOODACRE PLACE



Housing provider, Smithers Community Services Association operates Goodacre Place, providing on-site support coverage twenty-four hours a day every day of the week and helps residents to:

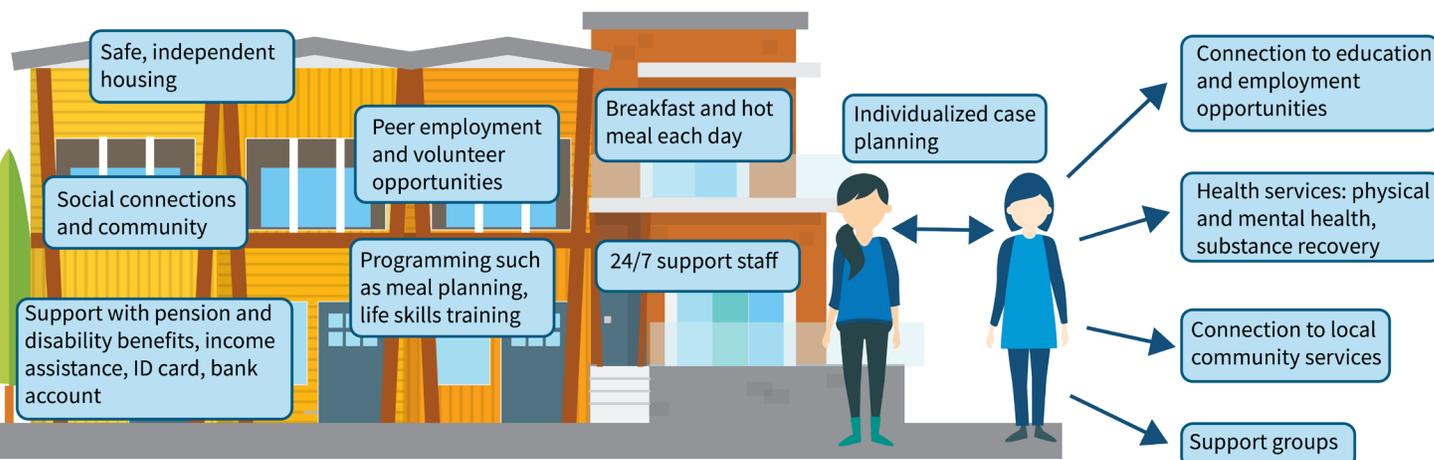
- › Maintain their homes
- › Enhance their life skills, including learning to cook
- › Connect with education, employment, health, and independent housing
- › Access community information, social and recreational programs
- › Participate in case planning and needs assessments
- › Access income assistance,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

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

Goodacre Place opened in April 2019 and is funded under the Rapid Response to Homelessness program. Goodacre Place provides 22 units of housing for individuals experiencing homelessness or at risk of homelessness. The building also contains six short stay emergency shelter beds. The building is located in Smithers, B.C.

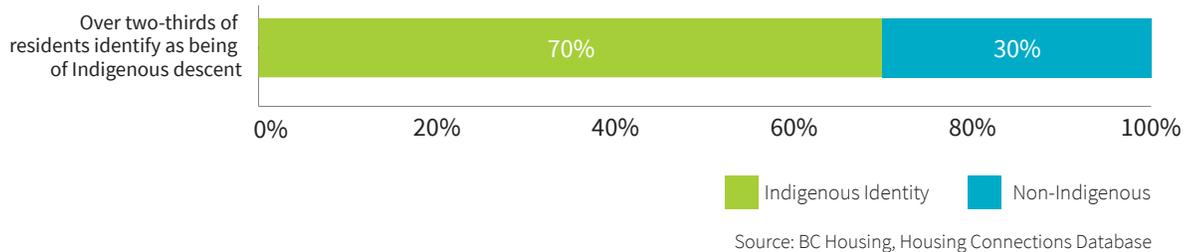
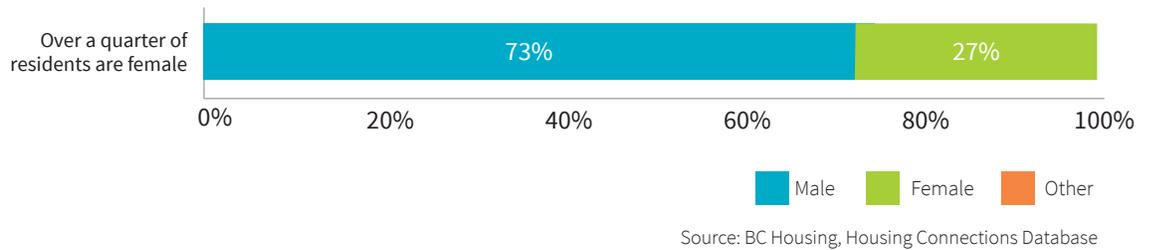
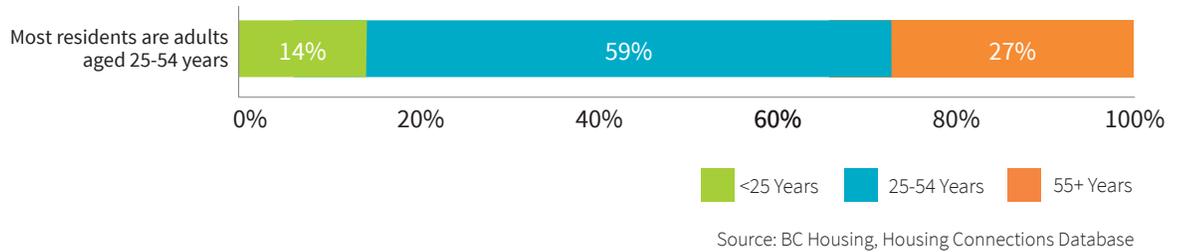
The Government of British Columbia announced the Rapid Response to Homelessness program in 2017 as an immediate response to homelessness across B.C. The Province committed \$291 million over two years to build 2,000 modular supportive housing units for people experiencing homelessness or at risk of homelessness.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

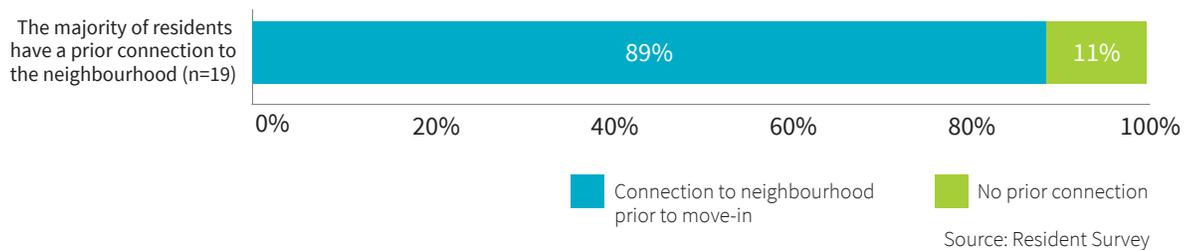


## Resident Profile

Goodacre 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. Staff reported that they put a lot of thought into the resident composition of the building with regards to the impacts on the community and ensuring optimal safety within the building.



The majority of survey respondents (89 per cent) indicated that they had a prior connection to the neighbourhood. These connections included living in the neighbourhood either previously or immediately prior to moving to Goodacre Place, having friends or relatives in the neighbourhood, and using services located in the neighbourhood.

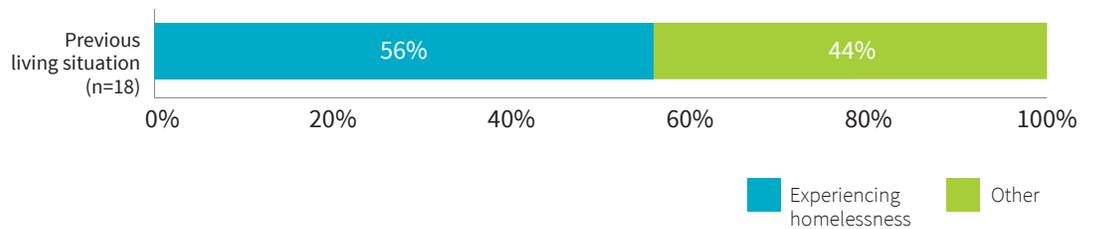


## Experience of Homelessness

### OUTCOME: DECREASED

Fifty-six per cent of residents were experiencing homelessness immediately prior to moving into their Goodacre Place home.

Forty-four per cent of residents were living in housing that did not meet their support needs. Staff reported that while over half of current residents had previously been living on the street or in a tent community, many individuals were living in substandard housing that was unsafe and did not provide them with stable housing situations.



## Housing Stability

### OUTCOME: INCREASED

Ninety-one per cent of the first Goodacre Place residents to move into the building remained housed there six months after moving into their homes. One person abandoned their unit and one person passed away.



Photos: Courtesy of Nomadic

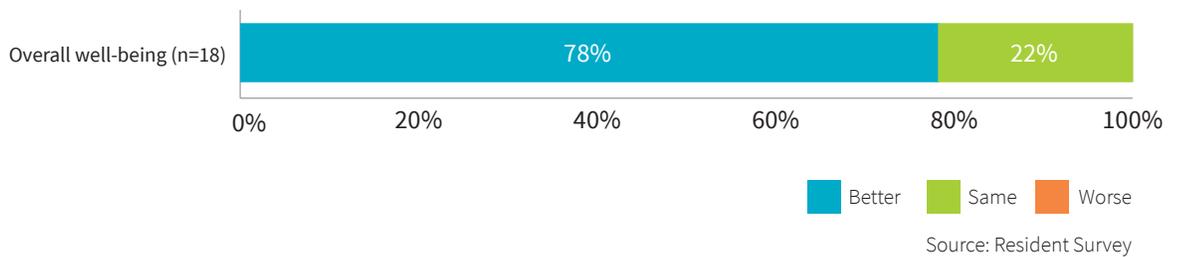


## Quality of Life for Residents

### OUTCOME: IMPROVED

#### Overall Well-being

Seventy-eight per cent of survey respondents reported improvements in their overall well-being, while 22 per cent of survey respondents reported that their well-being remained the same. Staff reported that residents of the building are no longer in “survival mode” and have been able to sleep as much as they need to, greatly increasing their overall well-being.

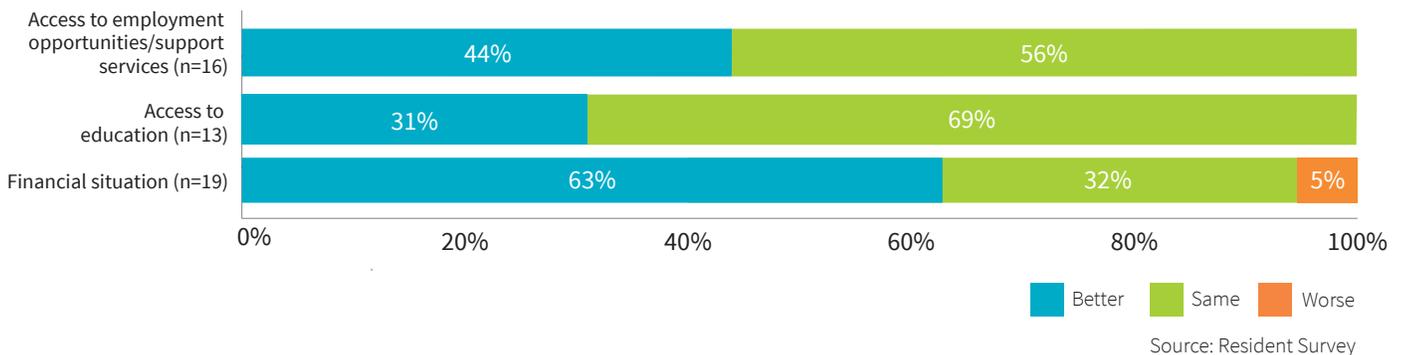


#### Employment, Income and Education

Forty-four per cent of survey respondents reported better access to employment opportunities since moving in, while 31 per cent reported better access to education.

Sixty-three per cent of respondents reported that their financial situation had improved, while five per cent of survey respondents reported that their financial situation had worsened.

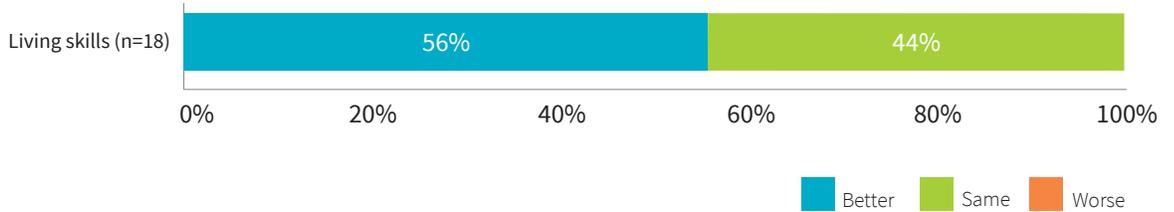
Staff reported that several residents were already working when they moved into Goodacre Place, while others have found employment since their move. Employment opportunities have included traffic flagging, the food industry, and working in grocery stores.





## Living Skills

Fifty-six per cent of survey respondents reported that their living skills had improved, while living skills remained the same for 44 per cent of residents. Staff reported that the building is bright and tidy and that most residents take pride in keeping the building clean.

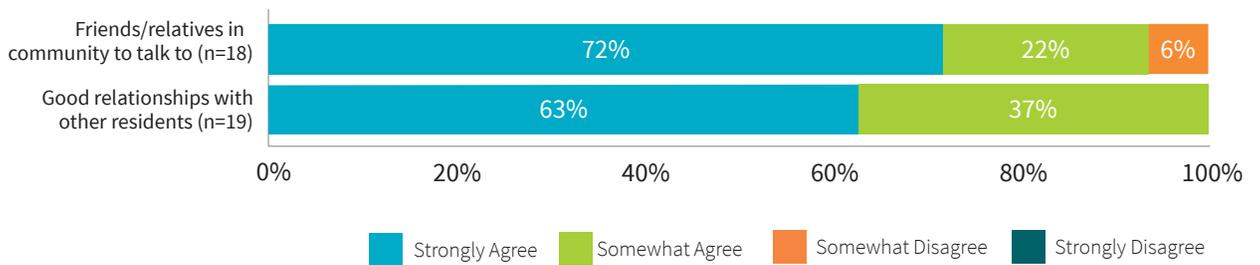


Source: Resident Survey

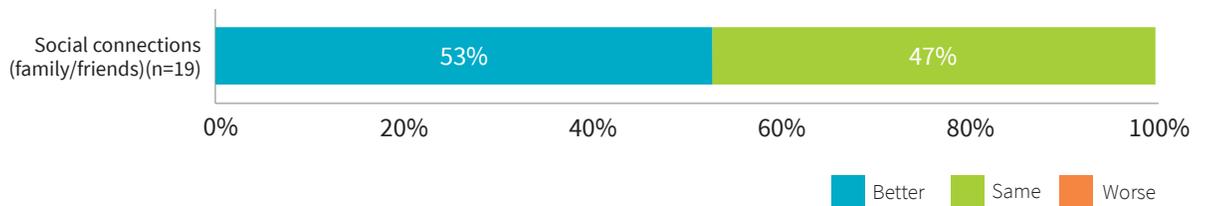
## Social Connections

Goodacre Place residents reported improved social connections. Ninety-four per cent of survey respondents somewhat or strongly agreed that they have friends or relatives in the community to talk to, while 100 per cent reported good relationships with other residents.

Fifty-three per cent of survey respondents reported improvements in their social connections. Staff reported that most residents enjoy the community of a supportive housing environment rather than living independently where they may feel lonely.



Source: Resident Survey



Source: Resident Survey

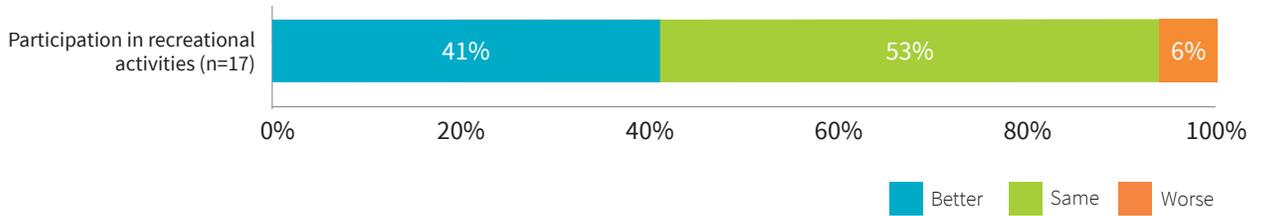
# RESULTS AT SIX MONTHS

## Recreation

In the resident survey, 41 per cent of respondents reported improved participation in recreational activities, while participation remained the same for 53 per cent of respondents.

*“People are going to the gym regularly, doing volunteer work, and pursuing interests such as reading and writing.”*

– Goodacre Place staff member

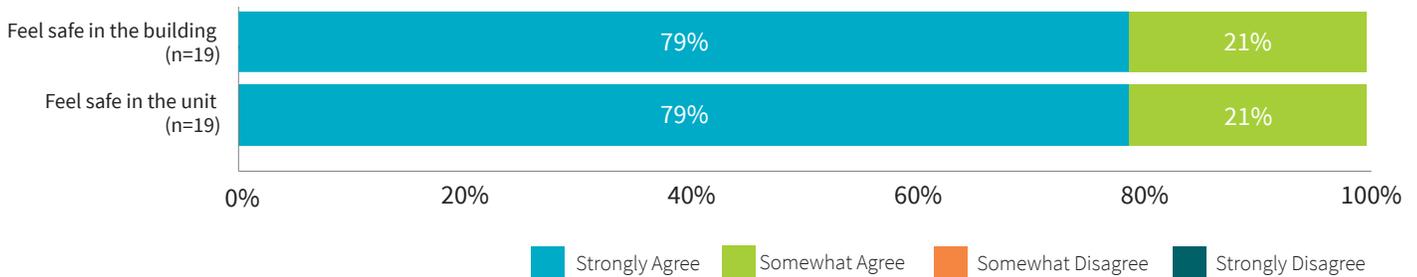


Source: Resident Survey

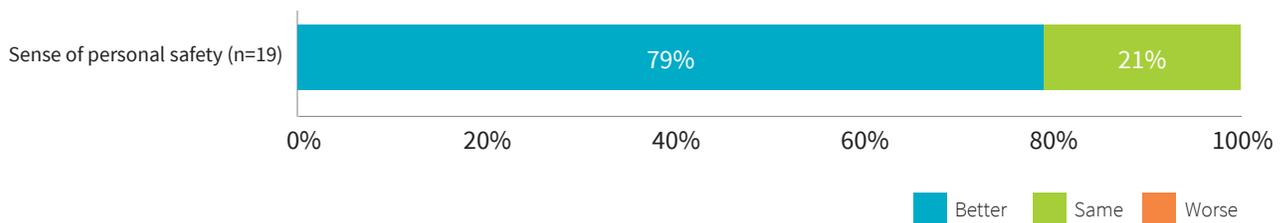
## Safety

All survey respondents somewhat or strongly agreed that they felt safe in the building and in their home.

Most survey respondents (79 per cent) reported an improvement in their sense of personal safety. Staff reported that policies such as the guest policy may not appeal to all residents, but these policies do allow the majority of residents to feel safe in the building.



Source: Resident Survey



Source: Resident Survey

*“With housing stability and the safety that comes with that, residents can move on to address other issues, pursue interests, and get medical needs addressed.”*

– Goodacre Place staff member



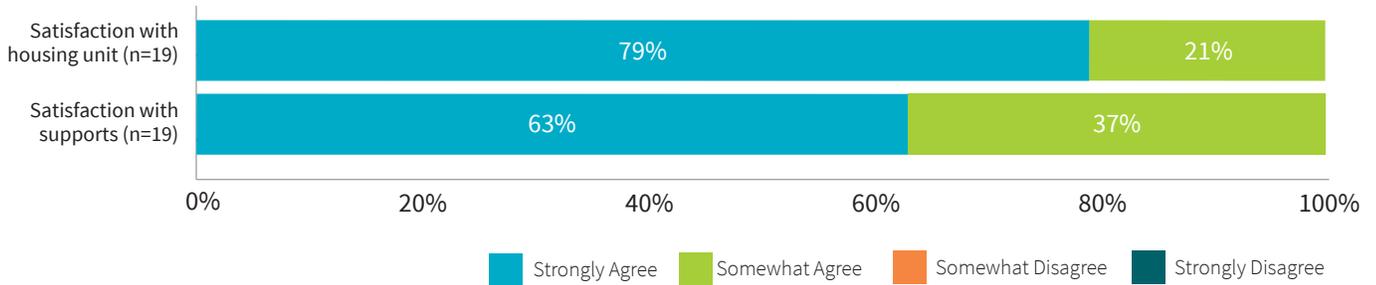
## Satisfaction with Housing and Supports

All survey respondents somewhat or strongly agreed that they were satisfied with their housing unit and with the level of supports they receive at Goodacre Place.

The resident survey supports staff perceptions that the majority of residents are satisfied with their housing and supports.

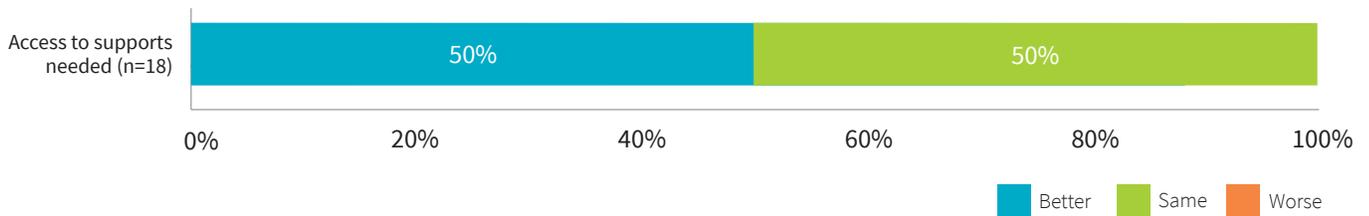
*“Residents have developed a sense of ownership over the housing. They are helping around the site, gardening and bringing in decorations. They are demonstrating that they are satisfied through these behaviours.”*

– Goodacre Place staff member



Source: Resident Survey

Half of survey respondents (50 per cent) reported that access to the supports they need has improved, while 50 per cent reported that access has stayed the same. Goodacre Place staff reported that residents are more connected to supports than they were prior to moving into the building. There are outreach workers, home support workers, and occupational therapists visiting the site. As staff see residents every day, they find it easier to connect residents to desired supports compared to when residents were living in a shelter.



Source: Resident Survey





## Challenges

Some Goodacre Place residents have experienced challenges since moving to their new home. Staff mentioned that some residents express frustration with the rules of the building, and some would prefer their own key instead of being buzzed in by staff when entering the building.

Staff also mentioned that residents have had some challenges limiting their belongings to fit in the space. Since the units were already furnished when residents moved in, some residents had to obtain storage units for some of their furniture.

Goodacre Place staff also identified challenges related to the modular building design and programming, including:

- Some deficiencies with the new building which have since been remedied, including leaking pipes, and hot and cold water issues.
- The lack of natural landscaping around the building. Staff and residents would prefer more nature and less cement.
- The fact that the short stay beds are not located on the first floor. Staff would prefer if those beds were closer to the office.
- Challenges associated with having short stay beds in a supportive housing complex. These challenges include explaining to the community the difference between the supportive and short-stay models.

## Residents' Health

### OUTCOME: IMPROVED

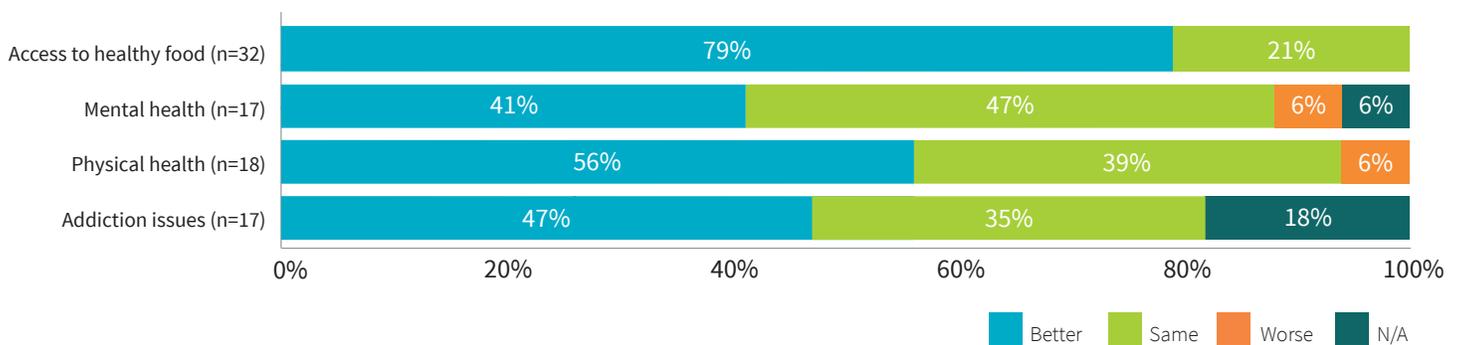
*“Access to health care professionals has made a profound difference for residents.”*

– Goodacre Place staff member

Seventy-nine per cent of survey respondents indicated that they have better access to healthy food since moving to Goodacre Place.

Forty-one per cent of survey respondents reported improvements to their mental health since moving into their home and 56 per cent of survey respondents reported an improvement in their physical health.

Forty-seven per cent of survey respondents reported improvements in addiction issues, while 33 per cent reported that their addiction issues had remained the same, and 18 per cent reported that this question did not apply to them.



Source: Resident Survey

## Health Care System Usage

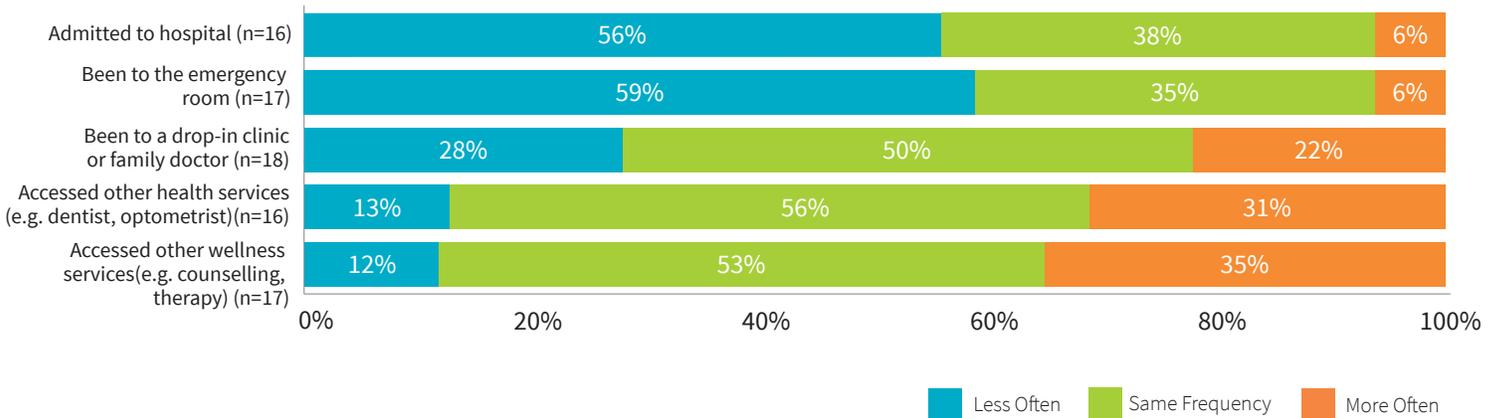
### OUTCOME: REDUCED USE OF EMERGENCY SERVICES

Fifty-six per cent of survey respondents indicated that they have been admitted to hospital less frequently since moving to Goodacre Place, while 38 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 frequently, and 35 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 frequently since moving into Goodacre Place, while 28 per cent reported that they had accessed these services less frequently.

Thirty-one per cent of survey respondents reported accessing other health services (such as dentist or optometrist) more frequently, while 35 per cent of survey respondents reported accessing other wellness services (such as counselling and therapy) more frequently since moving into Goodacre Place.



Source: Resident Survey





## Community Relations

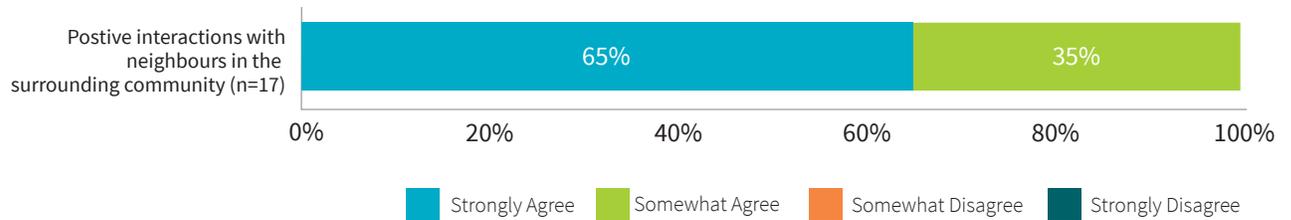
### OUTCOME: POSITIVE

*“We don’t have a lot of interactions with the community, but when we do, they are positive and agreeable.”*

– Goodacre Place staff member

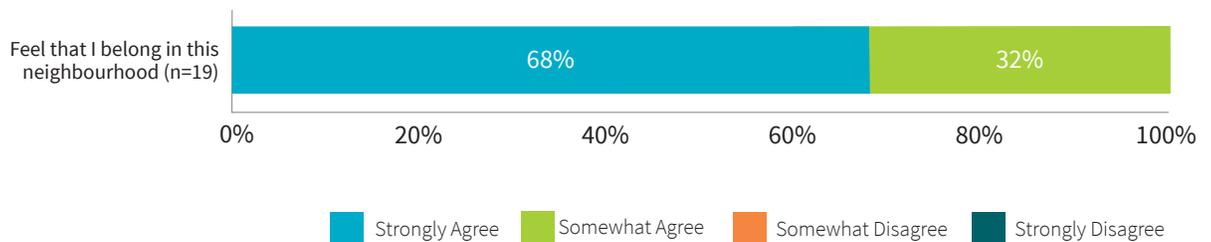
Goodacre Place staff indicated that the relationship with the wider community is generally positive. Some residential neighbours of the building have brought vegetables from their gardens for residents, and neighbours have said they like the appearance of the building.

Resident survey responses supported staff perceptions. All survey respondents strongly or somewhat agreed that they have experienced positive interactions with the surrounding community.



Source: Resident Survey

All survey respondents felt that they belong in the neighbourhood.



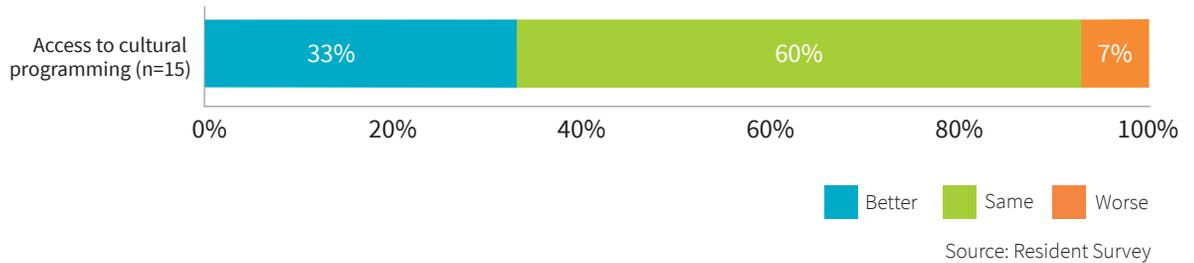
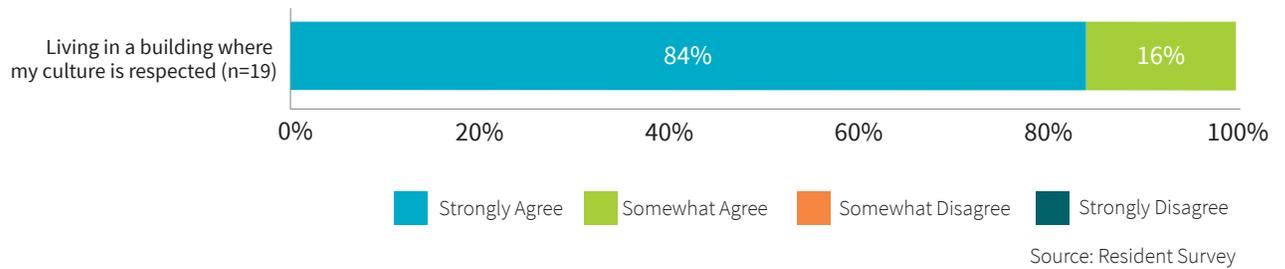
Source: Resident Survey



## Access to Cultural Programming

### OUTCOME: POSITIVE

Goodacre Place houses individuals from a range of cultural backgrounds. All survey respondents reported that they feel that their culture is respected at Goodacre Place. Thirty-three per cent of survey respondents felt that their access to cultural programming had improved, while 60 per cent of survey respondents felt that their access had remained the same.



Data provided in this report was collected six months after Goodacre 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 Goodacre Place residents in October 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.

- Eighty-six per cent of Goodacre 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 Smithers Community Services Association 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.

## Partners

This study is being undertaken at modular supportive housing developments across the province in collaboration with non-profit housing societies and other partners.

