

November 2021

Mazarine Lodge Modular Supportive Housing Resident Outcomes



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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

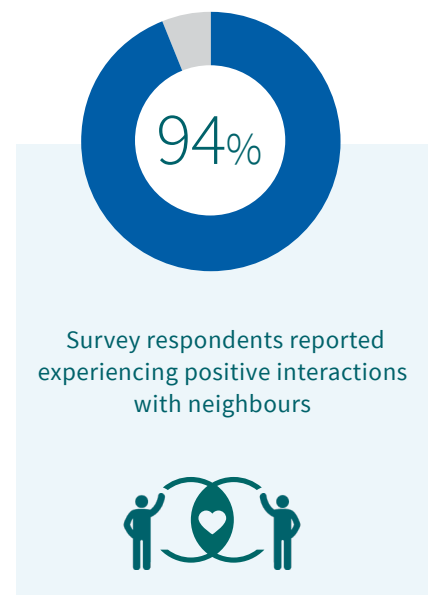
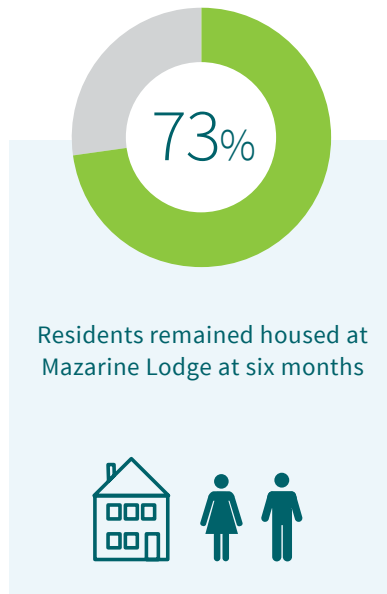
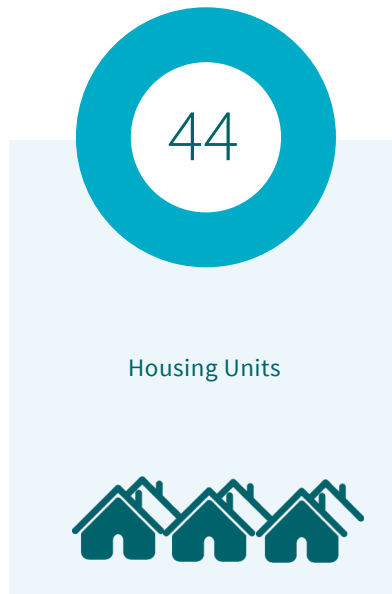
BC Housing gratefully acknowledges The Elizabeth Fry Society of Greater Vancouver for sharing their insights on Mazarine Lodge, a modular housing development in New Westminster, and for supporting this study. We would like to sincerely thank all the residents who shared their perspectives through the resident survey as part of this study.





This snapshot shows outcomes for residents of Mazarine Lodge a modular supportive housing development in New Westminster, B.C., eight months after the building opened.

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



MAZARINE LODGE



Housing provider, The Elizabeth Fry Society of Greater Vancouver, operates Mazarine Lodge, providing on-site support coverage twenty-four hours every day of the week and helping residents to:

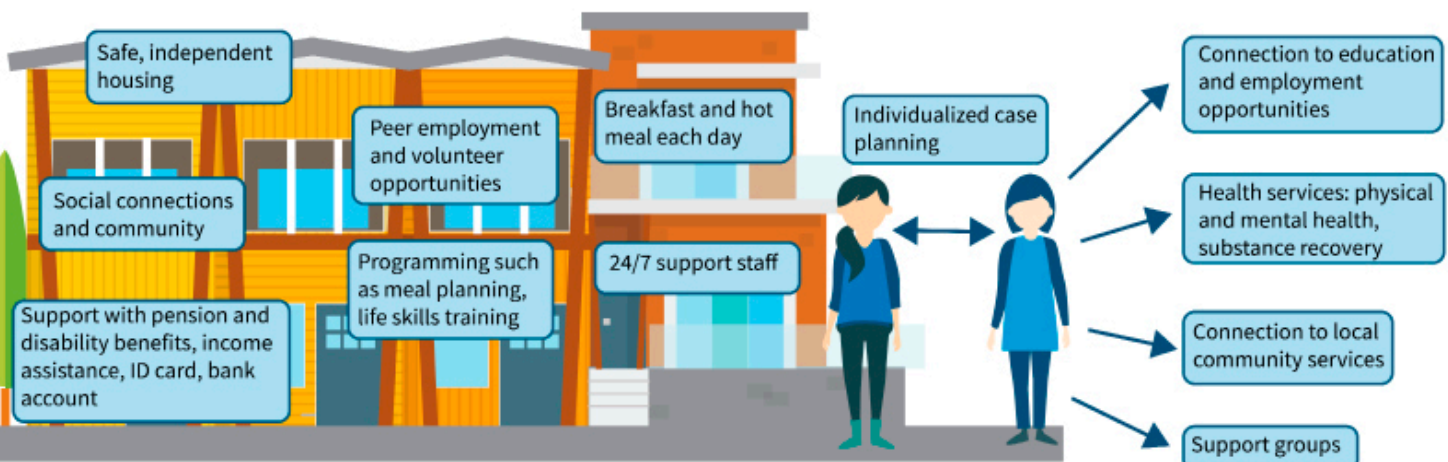
- › Maintain their homes
- › Enhance their social and life skills
- › Connect with education, employment, health, and independent housing
- › Access community information, social and recreational programs
- › Participate in case planning and needs assessments
- › Access income assistance, pension benefits,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

Modular units funded under Rapid Response to Homelessness program deliver results

Mazarine Lodge opened in August 2020 and is funded under the Rapid Response to Homelessness program. Mazarine Lodge provides 44 units of housing for individuals experiencing homelessness or at risk of homelessness in New Westminster, 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 close to 310 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. Six units on the first floor of the building are wheelchair accessible.

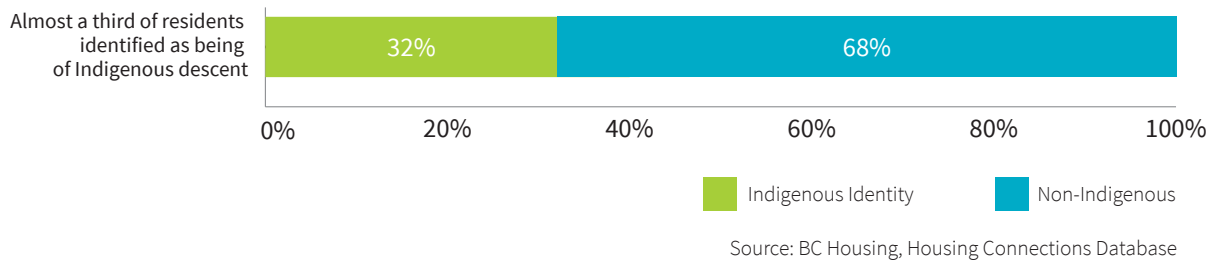
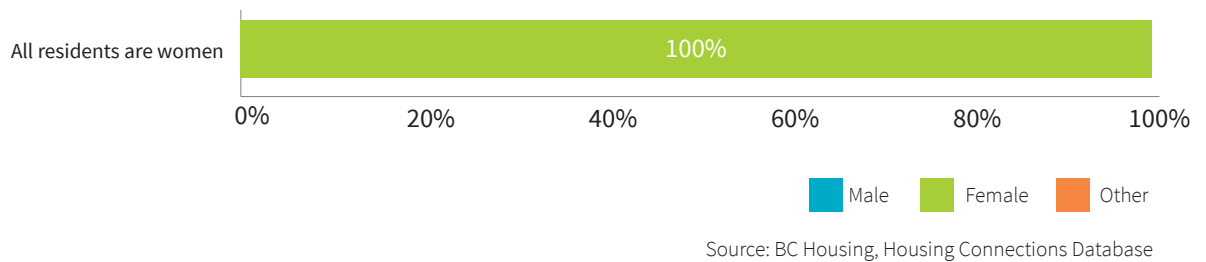
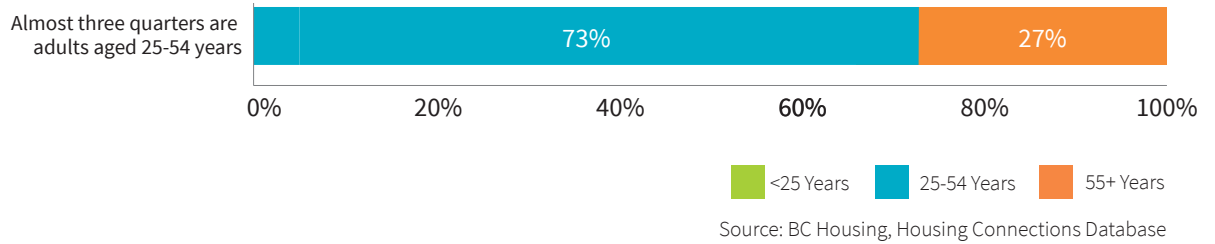




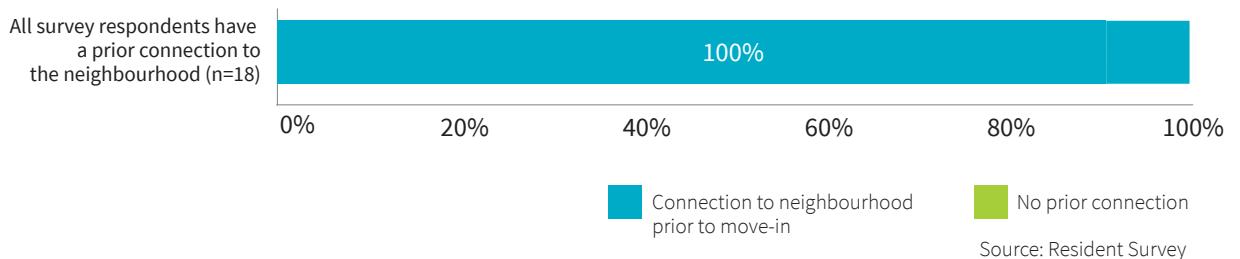
Resident Profile

Mazarine Lodge provides housing for women. This includes women with a mix of vulnerabilities and support needs, who range in age from the mid-20s to 60s.

Staff reported that their resident mix at Mazarine Lodge is working fairly well.



All 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 Mazarine Lodge or in the past, having friends or relatives in the neighbourhood, and using services located in the neighbourhood.

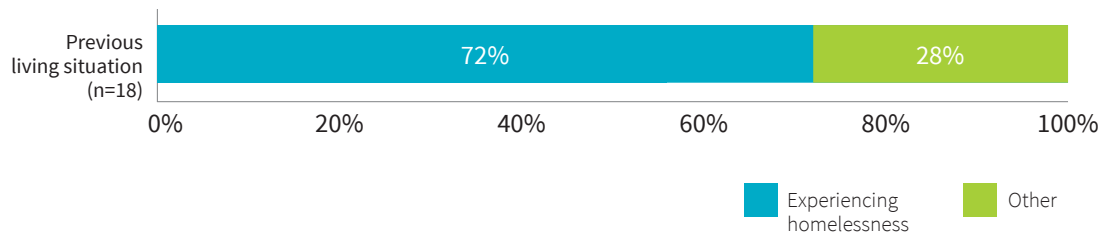


Experience of Homelessness

OUTCOME: DECREASED

Almost three quarters of the residents who responded to the survey (72 per cent) were experiencing homelessness immediately prior to moving into Mazarine Lodge.

Staff reported that it was a requirement that residents moving into Mazarine Lodge had a strong connection to the City of New Westminster. They also noted that the majority were homeless or staying in shelters, while others were facing eviction or unstable living situations and had nowhere else to go.



Source: Resident Survey

Housing Stability

OUTCOME: INCREASED

Almost three quarters of the first residents at Mazarine Lodge (73 per cent) remained housed there six months after moving into their homes. Eight residents moved out before the six-month mark, representing 27 per cent of the first residents at Mazarine Lodge.

Four residents left for other housing situations, including moving in with family or friends and other supportive housing. The other four residents were required to leave due to varying challenges, including acute mental health and behaviour issues that could not be accommodated in the building. Two of those residents departed to a hospital.





Quality of Life for Residents

OUTCOME: IMPROVED

Overall Well-being

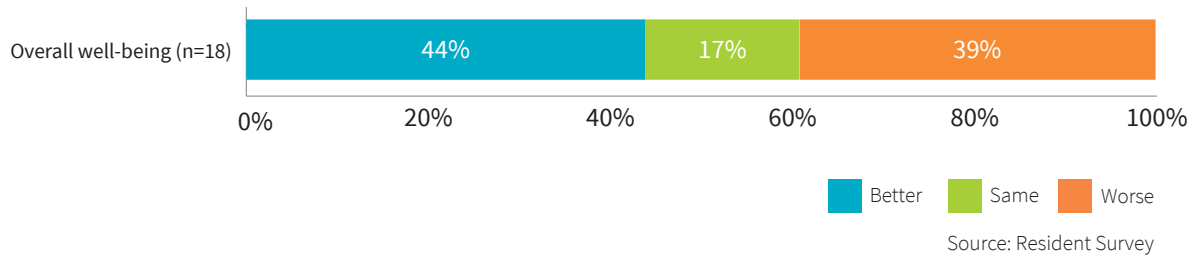
Forty-four per cent of survey respondents reported improvements in their overall well-being, while 17 per cent of survey respondents reported that their well-being remained the same.

“The most positive change across the board is noticing the ability of residents to stabilize in a number of areas — mental health, physical health, etc. — and to settle and participate in their own healing.”

– Mazarine Lodge staff member

Staff reported that residents of Mazarine Lodge have experienced many positive changes since they have moved into their modular units. These include feeling more secure as they have a place to live, and increased capacity to engage with supports — such as counselling, and access to food. At the same time, there is a disconnect between what clients expect staff to do and the service that housing support workers are able to provide.

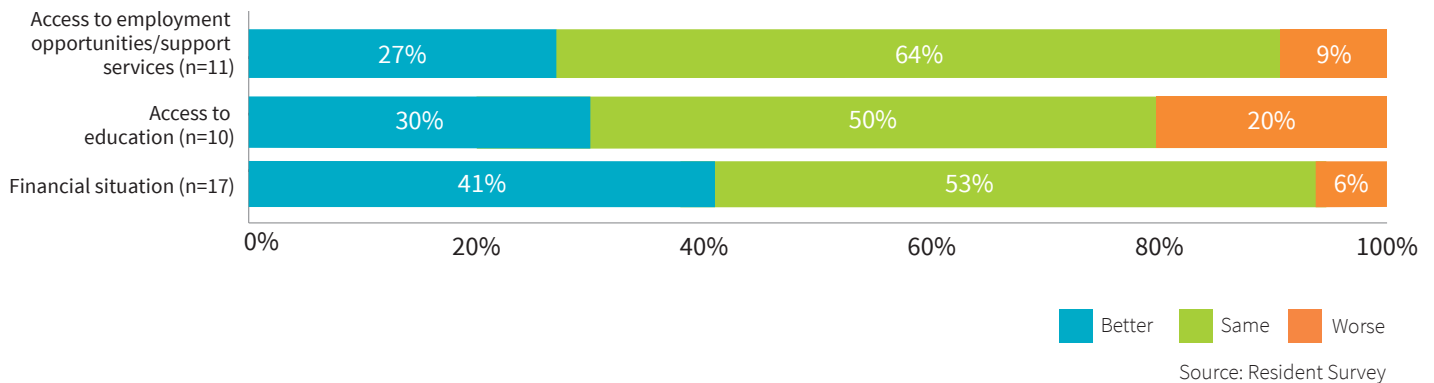
COVID-19 also created some barriers for service, such as no communal meals (take out only) and no visitors. Living in a structured facility with structured mealtimes, maintenance/Health and Safety Inspections, and scheduled fire drills, can be a challenge for some clients as they are not used to this environment.



Employment, Income and Education

Over a quarter of survey respondents reported better access to employment opportunities since their move, while almost a third of survey respondents reported better access to education. Forty-one per cent of survey respondents reported that their financial situation had improved.

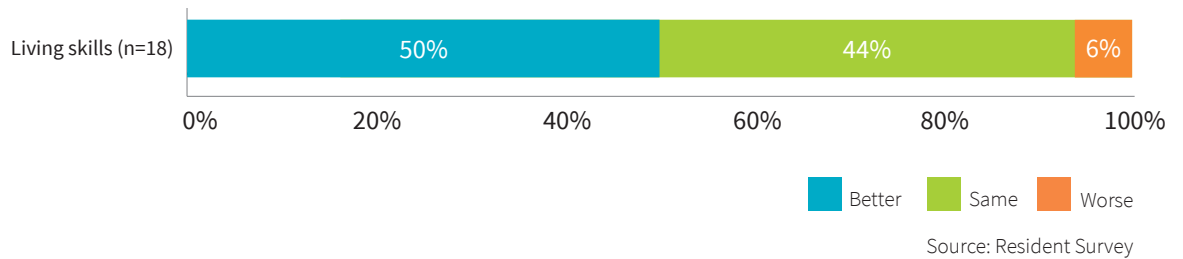
Staff reported that one resident had found employment and others were doing online schooling and completing their high school education.



Living Skills

Half of survey respondents reported that their living skills had improved, while living skills remained the same for 44 per cent of residents.

“A number of residents have been able to leave Mazarine Lodge. They have been able to move forward with their lives.”
 – Mazarine Lodge Staff Member

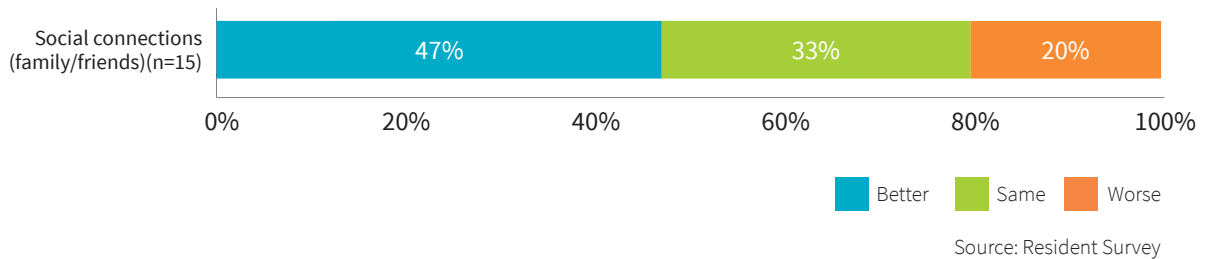
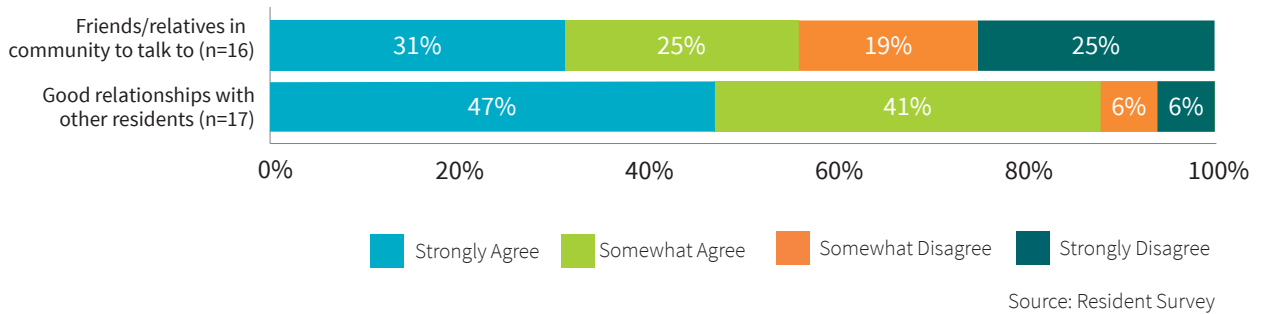


Social Connections

Mazarine Lodge residents reported improved social connections. More than half of survey respondents somewhat or strongly agreed that they have friends or relatives in the community to talk to, while the majority of respondents reported good relationships with other residents.

Almost half of survey respondents reported improvements in their social connections, while a third indicated that their social connections remained the same.

Staff reported that many of their residents at Mazarine Lodge have made friends with other residents in the building.

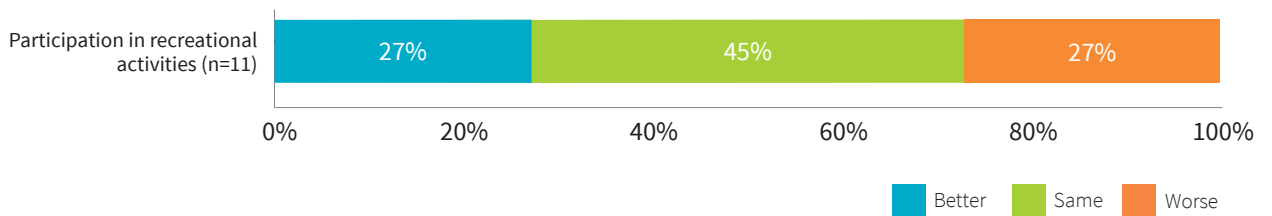




Recreation

Over a quarter of survey respondents reported that their participation in recreational activities improved, while 45 per cent reported that it remained the same.

Staff also reported that Mazarine Lodge is near a community centre, park, stores, and the library, which makes it easy for residents to access resources. Some of their residents also have recreation passes. However, staff noted that with the COVID-19 pandemic restrictions, access to recreation for residents has been difficult.



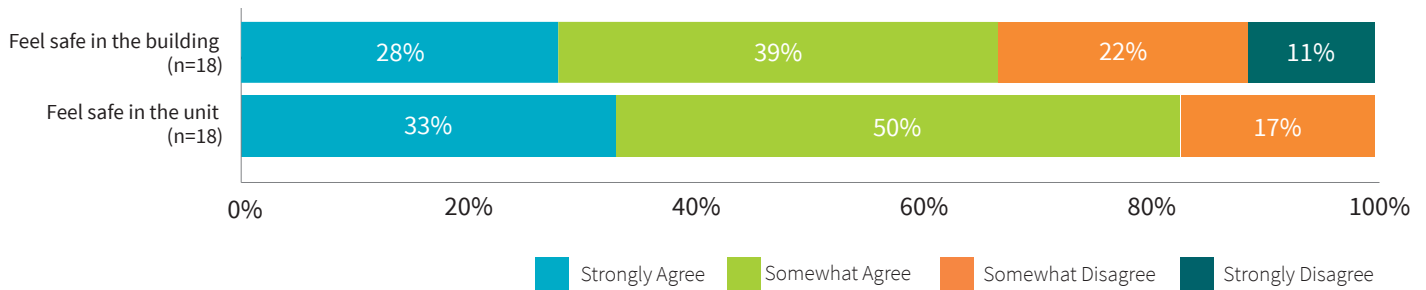
Source: Resident Survey

Safety

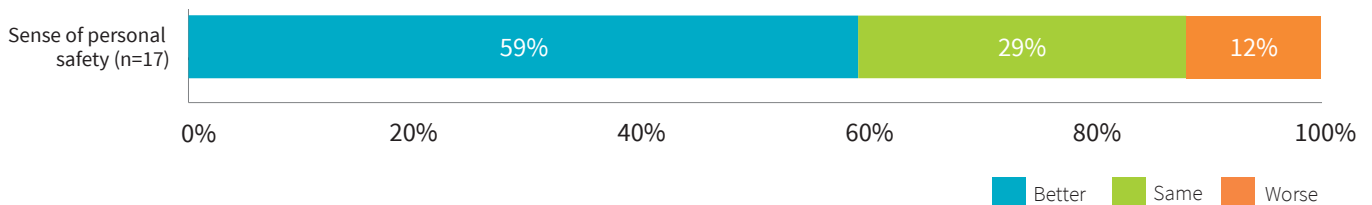
Sixty-seven per cent of survey respondents somewhat or strongly agreed that they felt safe in the building. Eighty-three per cent of survey respondents strongly or somewhat agreed that they feel safe in their unit.

More than half of survey respondents reported an improvement in their sense of personal safety.

“For the most part, a lot of [residents] are grateful and happy to have secure and stable housing.”
 – Mazarine Lodge Staff Member



Source: Resident Survey

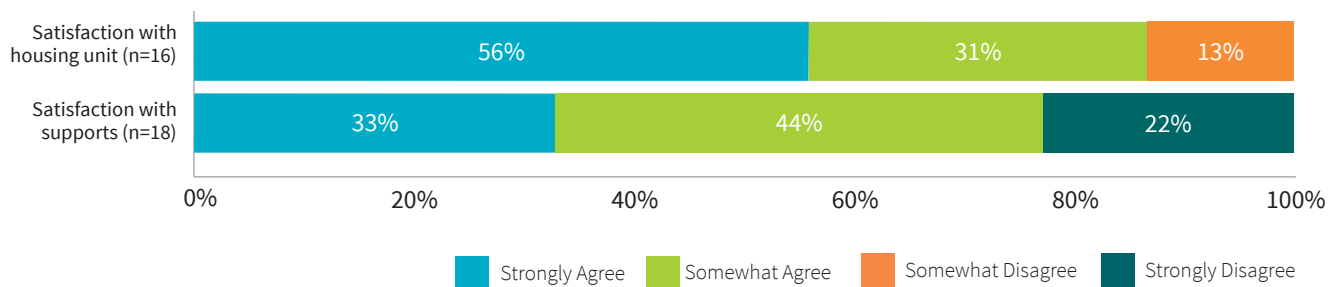


Source: Resident Survey

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 (87 per cent) somewhat or strongly agreed that they were satisfied with their housing unit, while over three quarters of survey respondents somewhat or strongly agreed that they were satisfied with the level of supports they receive at Mazarine Lodge.

“[One of the things that residents like the most] is that the ceiling is high, and the rooms feel spacious.”
 – Mazarine Lodge Staff Member

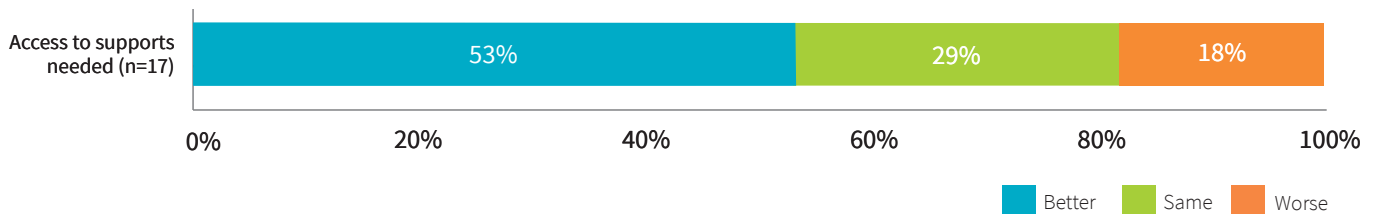


Source: Resident Survey

Over half of survey respondents reported that access to the supports they need has improved, while 29 per cent reported that access has stayed the same.

Staff reported that it has been easier for residents to obtain government ID and access a variety of resources since they moved into Mazarine Lodge. This includes mental health supports, counselling, medical services, recreation activities and the food bank.

Staff also report that COVID-19 had an impact on the ability of residents to access services. For example, group programming and group dining were not available, and visitors were not able to attend the site until the BC Restart plan in September 2021.



Source: Resident Survey



Challenges

Mazarine Lodge residents have experienced some challenges since moving to their new homes. Staff noted that some residents who had previously been unsheltered required a transition period to get used to living indoors. Adjusting to the building's policies and living within a structured living space can also be challenging for some residents. Restrictions put in place because of COVID-19 created additional challenges. Staff also note that having a mix of residents who use substances with others in different stages of recovery makes it difficult for residents who are trying to stay sober.

Mazarine Lodge staff also identified challenges related to the modular building design, including:

- Inability to control the lights in common areas
- Concerns about the security system as it is electronic/key fob based. They would prefer a physical lock and key
- Functionality issues in the way the front door and bathroom door open in the units
- The layout of the reception area
- For the wheelchair accessible suites, front doors are spring loaded and don't stay open
- The closet racks in the units are not secure because they aren't long enough or weren't installed correctly
- There is a basketball court in front of the parking lot



Residents' Health

OUTCOME: IMPROVED

Sixty-seven per cent of survey respondents indicated that they have better access to healthy food since their move to Mazarine Lodge.

Nineteen per cent of survey respondents reported improvements to their mental health since moving into their home. Nearly one third of survey respondents reported that their mental health had remained the same, and another third reported that their mental health was worse.

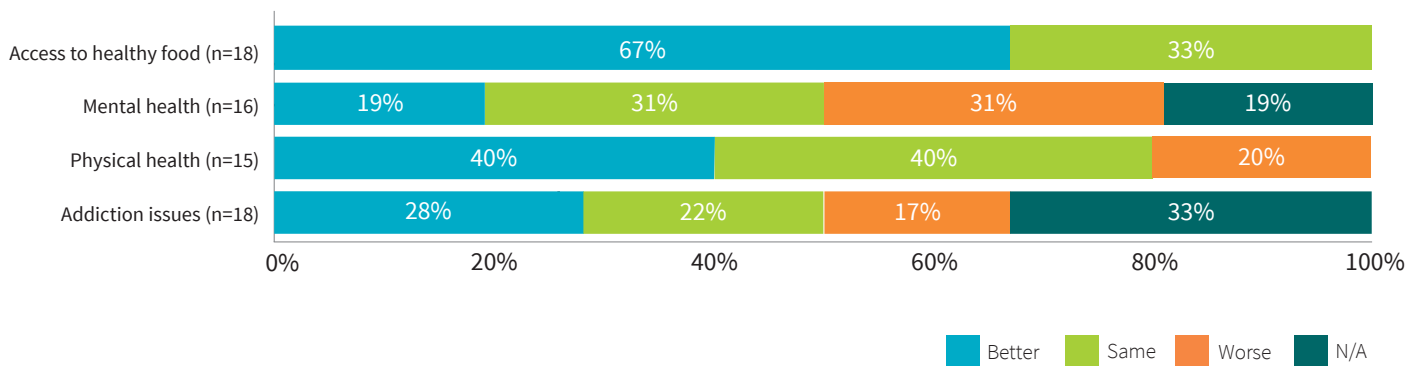
Staff reported that isolation due to COVID-19 was a significant factor. The location of the building — separated from the rest of New Westminster, contributed to feelings of isolation.

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

Over a quarter of survey respondents reported improvements in addiction issues, while a third of survey respondents reported that this question did not apply to them.

“[Residents] are able to work with someone, and work on their goals and things that they need — that has been really great.”

– Mazarine Lodge Staff Member



Source: Resident Survey





Health Care System Usage

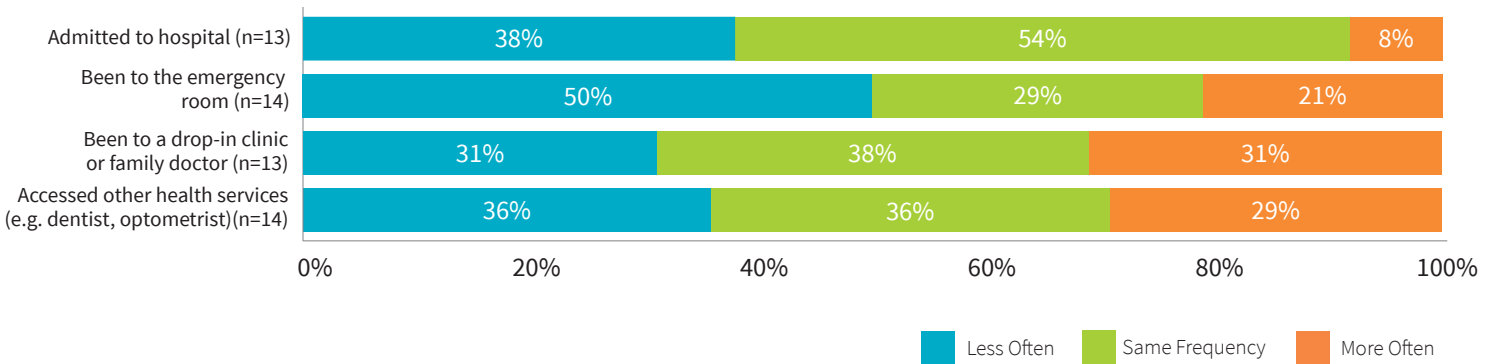
OUTCOME: REDUCED USE OF EMERGENCY SERVICES

Thirty-eight per cent of survey respondents indicated that they have been admitted to hospital less often since moving to Mazarine Lodge, while 54 per cent reported they had been admitted to hospital with the same frequency.

Half 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.

Almost a third of survey respondents reported that they had been to a drop-in clinic or family doctor more frequently since moving into Mazarine Lodge.

Over a quarter of survey respondents reported accessing other health services (such as dentist or optometrist) more frequently.



Source: Resident Survey

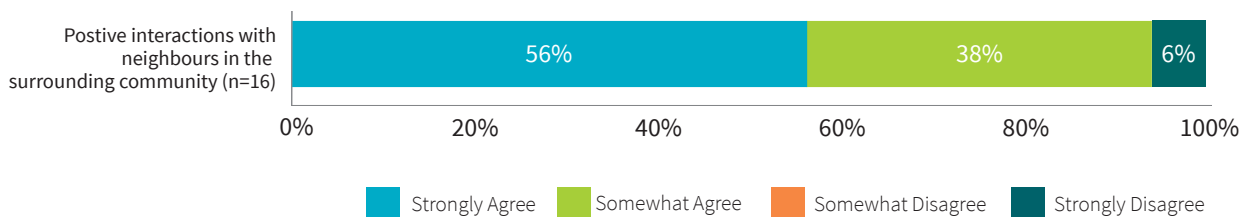
Note: Percentages in this chart do not add up to 100% because of rounding.

Community Relations

OUTCOME: POSITIVE

The majority of survey respondents (94 per cent) strongly or somewhat agreed that they have experienced positive interactions with the surrounding community.

Mazarine Lodge staff indicated that they have received support from the community. For example, over the last Christmas, they received donations and gifts from stakeholders for the residents at Mazarine Lodge. They were able to supply all residents with gifts from the community.



Source: Resident Survey

Data provided in this report was collected eight months after Mazarine Lodge 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 Mazarine Lodge residents in April 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.

- Forty-three per cent of Mazarine Lodge 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 staff of The Elizabeth Fry Society of Greater Vancouver in April 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.



Contact: **Research Centre** Email: research@bchousing.org Phone: **604-439-4135**

For more information, visit our website at: www.bchousing.org