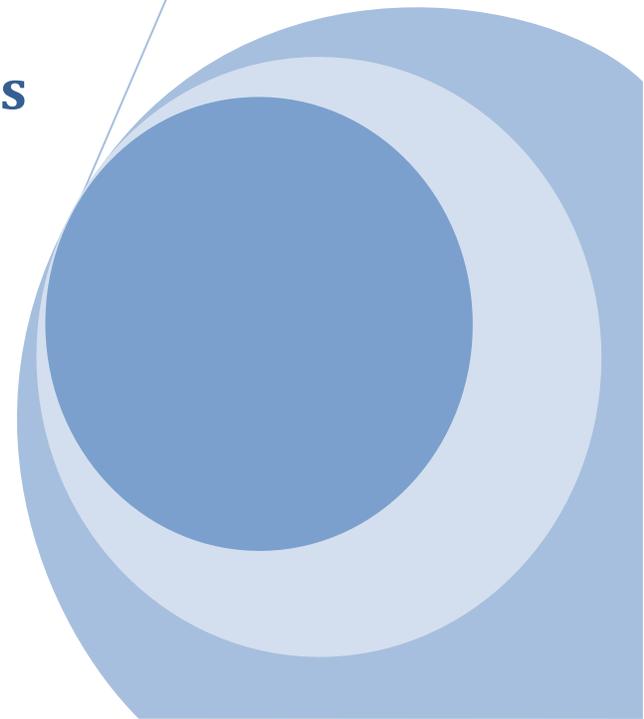




# Measuring Tenant Outcomes at Sanford Apartments

First Year of Operations – July 2012 to June 2013

Prepared by:  
MPA Society and  
BC Housing's  
Research and Corporate Planning Department  
August 2013



## Introduction

Sanford Apartments is a supportive housing project for adults who are homeless or at-risk of homelessness and require support to maintain their housing. The building, which opened in July 2012, has 62 self-contained studio apartments. Supports are provided through several on-site staff. The manager and outreach worker are on-site Monday to Friday from 9 a.m. to 5 p.m. There are also two mental health workers on-site 24 hours a day, seven days a week. The building, located at Fir Street and 7<sup>th</sup> Avenue in Vancouver has MPA tenant advocacy services and a resource centre on-site. The development of Sanford Apartments was funded through BC Housing, the City of Vancouver, and the Vancouver Streethome Foundation. On-going operating subsidies and support services are funded by BC Housing and Vancouver Coastal Health.

The purpose of this report is to measure the success of tenant outcomes following Sanford Apartments' first year of operations. Collecting data for outcome indicators helps create a body of evidence-based research to measure the need for and success of programs to funders, as well as helping service providers ensure they are accountable to their stakeholders.

The following outcome indicators are examined in this report:

<b>Goals</b>	<b>Housing Stability for Tenants</b>	<b>Tenants Are Transitioning to Appropriate Housing</b>	<b>Strong/Improving Tenant Satisfaction, Well-Being, and Sense of Community</b>
<b>Indicators</b>	<ul style="list-style-type: none"><li>• Length of tenure</li><li>• Unit turnover</li><li>• Vacate reasons</li></ul>	<ul style="list-style-type: none"><li>• Where tenants go when they leave</li><li>• Where tenants lived prior</li></ul>	<ul style="list-style-type: none"><li>• Attendance at on-site activities and events</li><li>• Tenant satisfaction</li><li>• Tenant well-being</li></ul>

The outcome indicators selected to help measure success were identified through several means: Sanford Apartments staff's definition of success for the tenants and the project overall, and input from the Vancouver Streethome Foundation's Research and Data Committee.

Data was collected from MPA Society's client records (July 3, 2012 to July 2, 2013), activity attendance records (March - July 2013), and tenant satisfaction survey (July 2013). The data was aggregated by MPA Society and BC Housing staff.

## Summary of Key Findings

- Most tenants are remaining stably housed through the supportive housing programs offered at Sanford Apartments:
  - 89 per cent of tenants who moved in at the opening of Sanford Apartments have remained housed at the site for approximately one year.
  - Unit turnover has been low, with an average monthly turnover of one per cent.
  - Of the seven tenants who left during the first year, four moved through planned moves, two tenants were evicted and one tenant abandoned his/her unit.
- Most tenants are moving along the housing continuum as a result of the programming at Sanford Apartments:
  - 37 per cent of current tenants were homeless prior to moving into Sanford Apartments.
  - 29 per cent of current tenants were in treatment facilities (such as licensed care) but were ready for more independent housing prior to moving into Sanford Apartments.
  - Of the seven tenants who have left during the first year, over half moved to units that were more appropriate for their health care needs.
  - One tenant who left Sanford Apartments was known to have returned to homelessness.
- Tenant satisfaction, well-being, and sense of community are improving for many tenants at Sanford Apartments:
  - A range of on-site social activities are available on a weekly and monthly basis to tenants, with movie nights, coffee groups, tea time, and special events particularly well-attended.
  - Over 90 per cent of survey respondents reported being satisfied with support from staff, access to supports, and a sense of pride and safety in their homes.
  - Almost two-thirds of survey respondents felt their overall well-being had improved since moving into Sanford Apartments.

On the tenant satisfaction survey, tenants were asked what they like best about living at Sanford Apartments. Responses included:

- "Security, I'm safe...I'm not always on guard."
- "Having my own personal space, staff to talk to."
- "EVERYTHING! The staff are understanding; most of the tenants are cool [and] this (to quote the musical west side story) 'There is a place for us!'"
- "Being able to enjoy walking about drug free."
- "The variety of activities, staff and location."

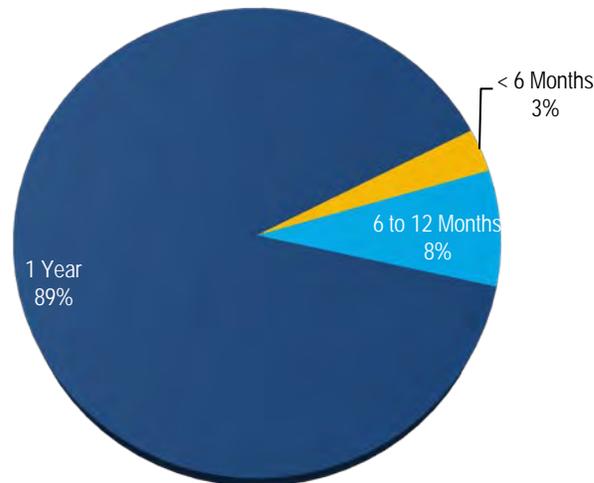
## Results and Outcome Indicators

**Indicator** Length of Time Housed at Sanford Apartments

**Ideal Trends** Tenants should remain stably housed.

- Data**
- 89 per cent of the tenants who moved in at the opening of the building have been stably housed at Sanford Apartments for approximately one year.
    - Seven tenants moved out of Sanford Apartments between July 2012 and June 2013.
    - Two tenants moved out within the first six months after Sanford Apartments opened.
    - Five tenants moved out between six to 12 months after Sanford Apartments opened.

**Length of Tenure for Tenants  
who Moved in at Opening  
of the Project, as of July 2, 2013**



- The seven tenants who moved into vacated units at Sanford Apartments were still housed in those units as of July 2, 2013.

**Data Source** MPA Society Client Records, July 3, 2012 to July 2, 2013.

**Limitations** Not all tenants moved in on July 3, 2012, as there was a staged move-in over the summer of 2012.

**Context** n/a

**Indicator**                      **Unit Turnover at Sanford Apartments**

**Ideal Trends**                If tenants are remaining stably housed, there should be limited unit turnover.

- Data**
- Seven units were vacated at Sanford Apartments between July 2012 and June 2013.
  - The average monthly unit turnover at Sanford Apartments was one per cent.
  - There were seven months between July 2012 and June 2013 where no units were vacated at Sanford Apartments.

**Unit Turnover at Sanford Apartments  
July 2012 - June 2013**

<b>Month</b>	<b># of Units Vacated</b>	<b>Turnover Rate</b>
Jul-12	0	0%
Aug-12	0	0%
Sep-12	0	0%
Oct-12	0	0%
Nov-12	1	2%
Dec-12	1	2%
Jan-13	2	3%
Feb-13	0	0%
Mar-13	0	0%
Apr-13	0	0%
May-13	2	3%
Jun-13	1	2%
<b>Average Monthly Unit Turnover</b>		<b>1%</b>

**Data Source**                MPA Society Client Records, July 3, 2012 to July 2, 2013.

- Limitations**
- There may be higher unit turnover during the first year of a project, as the balance between tenant mix and available program supports is established.
  - There was one tenant who was transferred to a unit that was vacant because the original tenant never moved in. The transfer was excluded from these calculations.

**Context**                      n/a

**Indicator**                    **Vacate Reasons for Tenants at Sanford Apartments**

**Ideal Trends**                Ideally, move-outs should be planned, either through assistance of staff to find housing that is more appropriate for the tenant's needs or through notice given by the tenant.

- Data**
- Over half of the moves from Sanford Apartments between July 2012 and June 2013 were planned.
    - Two tenants went to more appropriate housing with the assistance of support staff.
    - Two tenants gave advance notice of their intent to move out.
  - Three moves from Sanford Apartments between July 2012 and June 2013 were not planned.
    - Two tenants were evicted
    - One tenant abandoned his/her unit without notice to the housing provider.

**Type of Moves for Tenants Who Vacated Units at Sanford Apartments between July 2012 and June 2013**

Type of Move Out	#
Evictions	2
Planned with Support Staff	2
Notice Given by Tenant	2
Abandoned	1
<b>Total Move Outs July 2012 - June 2013</b>	<b>7</b>

**Data Source**                MPA Society Client Records, July 3, 2012 to July 2, 2013.

**Limitations**                 n/a

**Context**                      Sanford staff work collaboratively with residents on an ongoing basis to prevent and/or address potential tenancy concerns, with evictions being viewed as a last resort. When it is apparent that an eviction is necessary, staff continue to work with the resident to plan a transition to more appropriate housing or other community supports wherever possible.

**Indicator**                      **Where Tenants Go When They Leave Sanford Apartments**

**Ideal Trends**                      Ideally, tenants who leave Sanford Apartments should be moving along the housing continuum to housing that is more appropriate for their needs.

- Data**
- Four tenants who left Sanford Apartments between July 2012 and June 2013 moved to units that were more appropriate for their health needs.
  - One tenant who vacated Sanford Apartments between July 2012 and June 2013 became homeless.

**Where Tenants Went Upon Leaving Sanford Apartments  
Between July 2012 and June 2013**

<b>Destination</b>	<b>#</b>
More Appropriate Unit for Health Needs	4
Homeless	1
Moved in with Friends/Family	1
Unknown	1
<b>Total Move Outs July 2012 - June 2013</b>	<b>7</b>

**Data Source**                      MPA Society Client Records, July 3, 2012 to July 2, 2013.

**Limitations**                      n/a

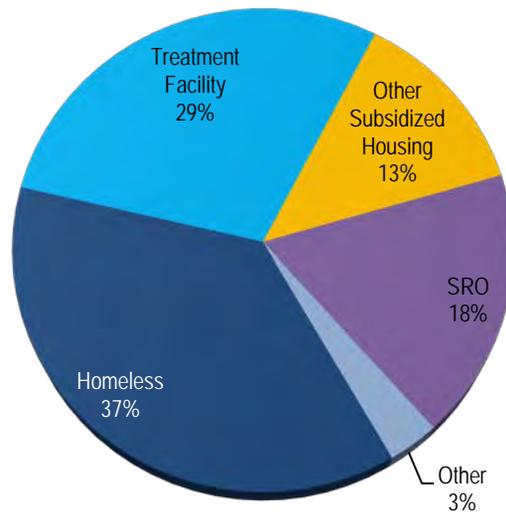
**Context**                              n/a

**Indicator**                      **Where Tenants Lived Prior to Moving into Sanford Apartments**

**Ideal Trends**                      Ideally there should be a mix of tenants coming from the street or shelters, treatment facilities, single room occupancy hotels (SROs), and other unstable living situations or housing that did not meet the tenant’s needs.

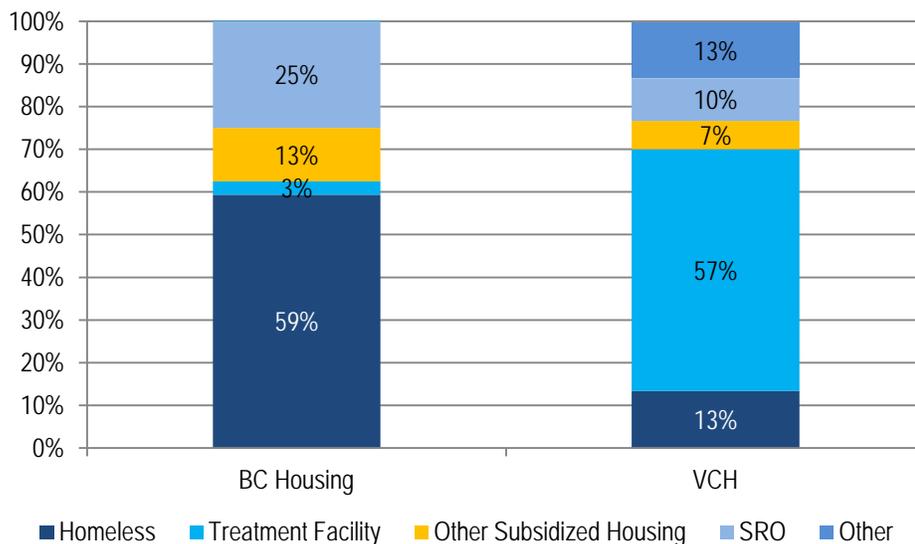
- Data**
- 37 per cent of the current tenants in June 2013 were homeless prior to moving into Sanford Apartments.
  - 29 per cent of the current tenants in June 2013 were living in treatment facilities, such as licensed care, prior to moving into Sanford Apartments.
  - 31 per cent of the current tenants in June 2013 were living in SROs or other subsidized housing prior to moving into Sanford Apartments.

**Where Tenants Lived Prior to Moving into Sanford Apartments, as of July 2, 2013**



- Over half of the current tenants housed by BC Housing were homeless prior to moving into Sanford Apartments.
- Over half of the current tenants housed by Vancouver Coastal Health were living in treatment facilities (but ready for more independent housing) prior to moving into Sanford Apartments.

### Where Tenants Were Living Prior to Sanford Apartments, Current Tenants as of July 2, 2013



N-BCH =32 and N-VCH=30

#### Data Source

MPA Society Client Records, July 2013.

#### Limitations

- In partnership with Vancouver Coastal Health, 30 units at Sanford Apartments offer enhanced housing supports. Vancouver Coastal Health is responsible for referring clients to these units. Most clients referred to the enhanced program units come from licensed care facilities or other Vancouver Coastal Health units where the level of services provided is no longer appropriate for the client. Vancouver Coastal Health may also refer clients who are unstably housed or housed in units with insufficient mental health supports.
- MPA selects tenants for Sanford Apartments in partnership with Vancouver Coastal Health for the enhanced housing units and with BC Housing for the remaining units.

#### Context

n/a

**Indicator Attendance at On-Site Activities at Sanford Apartments**

**Ideal Trends** Attendance at on-site activities is an indicator of the sense of community within a supportive housing project. Ideally, there should be a range of activities on a regular basis to engage tenants, with strong attendance.

- Data**
- A range of social activities were available on a weekly and monthly basis to tenants at Sanford Apartments.
  - Movie nights, coffee groups, tea time, and special events were particularly well-attended.

**Attendance at Activities Offered at Sanford Apartments, March - July 2013**

<b>Activities</b>	<b>Mar-13</b>	<b>Apr-13</b>	<b>May-13</b>	<b>Jun-13</b>	<b>Jul-13</b>
Birthday Cake (monthly)	14	9	25	23	23
Coffee Group	n/a	56	61	81	66
Coping skills	6	5	n/a	n/a	n/a
Gardening	n/a	4	5	15	10
Karaoke	n/a	n/a	25	25	34
Exercises	20	6	6	4	2
Movie Night	47	49	61	39	35
Needle Works/Crafts	4	4	6	8	n/a
Newsletter (monthly)	0	4	9	14	2
Special Events	30	n/a	n/a	n/a	68
Tea Time (twice weekly)	70	44	59	57	47

**Data Source** MPA Society Records, March-July 2013.

- Limitations**
- Activities are weekly unless otherwise noted.
  - Attendance may add up to more than 62 people, as some activities are held more than once a month.

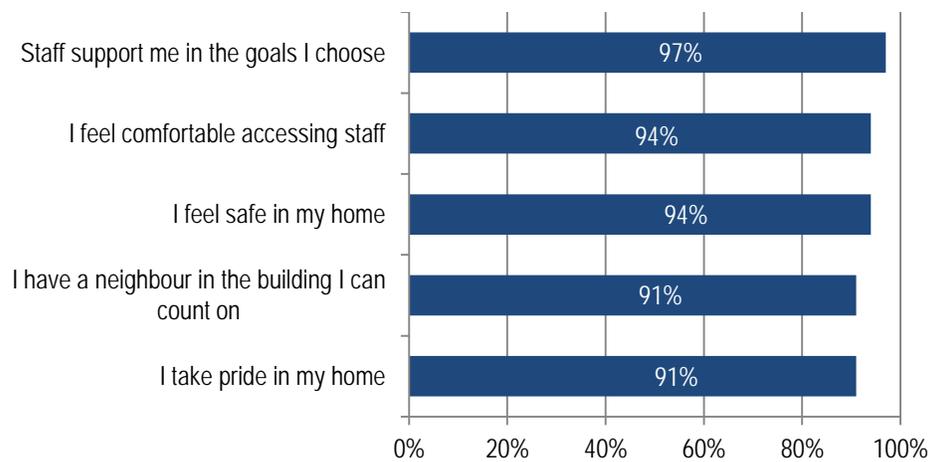
**Context** Sanford staff respond to resident suggestions and feedback regarding activities programming with the goal of creating a safe and fun social environment that all residents can participate in.

**Indicator**      **Tenant Satisfaction at Sanford Apartments**

**Ideal Trends**      As tenants settle in to their new homes, they should feel safe and a sense of pride in their homes and that they are getting the supports they need.

- Data**
- Over 90 per cent of survey respondents felt supported by staff and comfortable accessing staff at Sanford Apartments.
  - Over 90 per cent of survey respondents felt safe and a sense of pride in their home at Sanford Apartments.
  - Over 90 per cent of survey respondents said they have a neighbour they can count on at Sanford Apartments.

**Proportion of Survey Respondents Who Agreed with Tenant Satisfaction Statements at Sanford Apartments, July 2013**



**Data Source**      Sanford Apartments Tenant Survey, July 2013.

- Limitations**
- The survey was conducted in July 2013, approximately one year after Sanford Apartments opened.
  - Surveys were received from 53 per cent of the tenants at Sanford Apartments.
  - Surveys are not available for tenants who left Sanford Apartments over the past year.

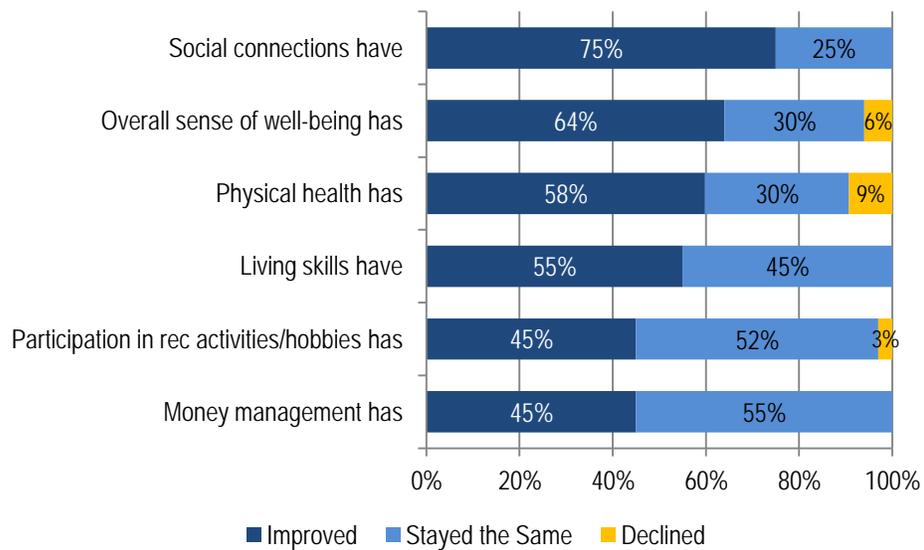
**Context**      Residents were informed by staff that the surveys were anonymous and voluntary.

**Indicator**      **Tenant Well-Being at Sanford Apartments**

**Ideal Trends**      As tenants settle in to their new homes, they should feel that their overall well-being is improving, including social connections and health related indicators.

- Data**
- 64 per cent of survey respondents felt their overall well-being improved since moving into Sanford Apartments.
  - Over half of survey respondents felt their social connections, physical health, and living skills improved since moving into Sanford Apartments.
  - Less than half of survey respondents felt that their participation in hobbies and money management skills had improved since moving into Sanford Apartments.

**Proportion of Survey Respondents Whose Well-Being Indicators Improved, Stayed the Same, or Declined Since Moving into Sanford Apartments, July 2013**



**Data Source**      Sanford Apartments Tenant Survey, July 2013.

- Limitations**
- The survey was conducted in July 2013, approximately one year after Sanford Apartments opened.
  - Surveys were received from 53 per cent of the tenants at Sanford Apartments.
  - Surveys are not available for tenants who left Sanford Apartments over the past year.
  - Responses are self-reported by tenants and, therefore, perception based.

**Context**      Residents were informed by staff that the surveys were anonymous and voluntary.

## Appendix A: Description of Programs at Sanford Apartments

There are two programs at Sanford Apartments:

1. There are 30 units dedicated for the enhanced supports program for tenants diagnosed mental health conditions. Tenants are referred to these units from the Vancouver Health Authority's mental health housing services. Tenants must sign a program agreement and commit to participation in the program, which includes accessing the on-site services, such as support with medications and a daily hot meal program at dinner. On-site support staff actively follow-up with tenants to ensure they are accessing support services in the community they need to maintain their tenancy and health. While on-site staff will advocate on behalf of tenants if needed, staff work to empower tenants to navigate support services on their own and encourage self-advocacy. The goal of this program is to help tenants move on to more independent housing or licensed care as appropriate. Many of the tenants came from hospitals, licensed care facilities, or housing arrangements where they were not receiving adequate supports.
2. The remaining 32 units are dedicated to more independent housing. Tenants sign a lease and rules are based on the *Residential Tenancy Act* (known as the RTA program). Tenants in this more independent program have low incomes, with many having experienced homelessness or transferred from transitional housing. Most of the tenants have a connection to the Kitsilano neighbourhood. Most tenants in this program have co-existing health conditions, including addiction and mental health issues. Tenants in this program have access to the on-site supports and there is an outreach worker assigned to support the needs of this group of tenants. The outreach worker is currently engaged in ongoing supportive work including: maintaining tenancy; living skills; and facilitating physical and/or mental health follow-up with 26 of the 32 RTA program residents. Accessing the on-site supports is not mandatory for the tenants in this program.

Tenants in both programs have access to a range of on-site services and activities, including:

- Life-skills development
- Conflict resolution skills development
- Assistance with managing finances
- Referrals, advocacy, and support with accessing support services in the community, such as primary medical care, income assistance, mental health supports, etc.
- Recreational activities, such as weekly movie nights, nightly workouts, educational workshops, weekly tea time (where tenants sample teas and discuss current events), bingo, ad hoc celebrations, coffee mornings on statutory holidays when other drop-in services are closed, monthly birthday celebrations and personalized birthday acknowledgements, etc.
- Tenant-led newsletter
- MPA resource centre