

September 2021

My Place 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

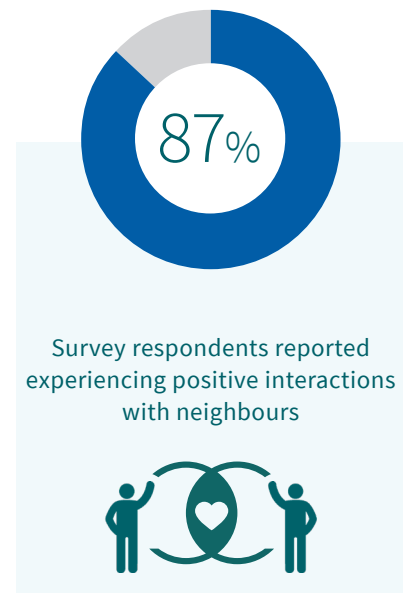
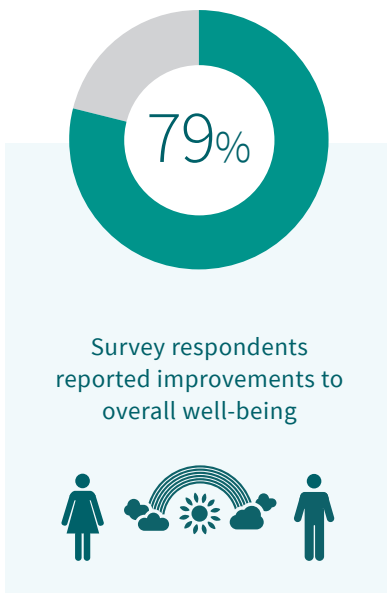
BC Housing gratefully acknowledges Turning Points Collaborative Society for sharing their insights on My Place, a modular housing development in Vernon, and for supporting this study. We would like to sincerely thank all the residents who shared their perspectives through the resident survey as part of this study.





This snapshot shows outcomes for residents of My Place, a modular supportive housing development in Vernon, B.C., nineteen months after the building opened.

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



MY PLACE



Housing provider, Turning Points Collaborative Society operates My Place, providing on-site support coverage twenty-four hours every day of the week and helping residents to:

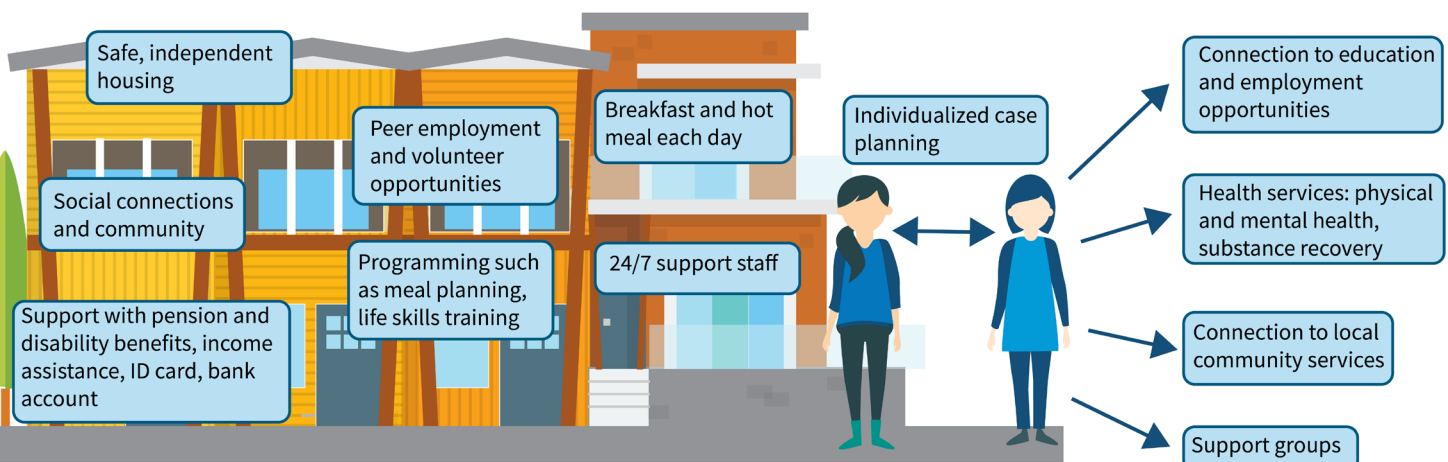
- › Maintain their homes
- › Enhance their life skills, including learning to cook
- › Connect with education, employment, health, and independent housing
- › Access community information, social and recreational programs
- › Participate in case planning and needs assessments
- › Access income assistance,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

Modular units funded under Rapid Response to Homelessness program deliver results

My Place opened in April 2019 and is funded under the Rapid Response to Homelessness program. My Place provides 52 units of housing for individuals experiencing homelessness or at risk of homelessness in Vernon, 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, a single burner hotplate and a full-height fridge. Each building includes 2,000 square feet of amenity space with an oven for social gatherings and meals. Three units on the first floor of the building are wheelchair accessible.

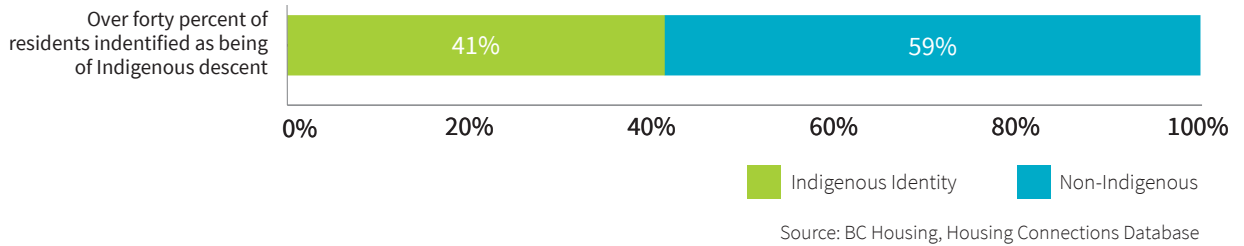
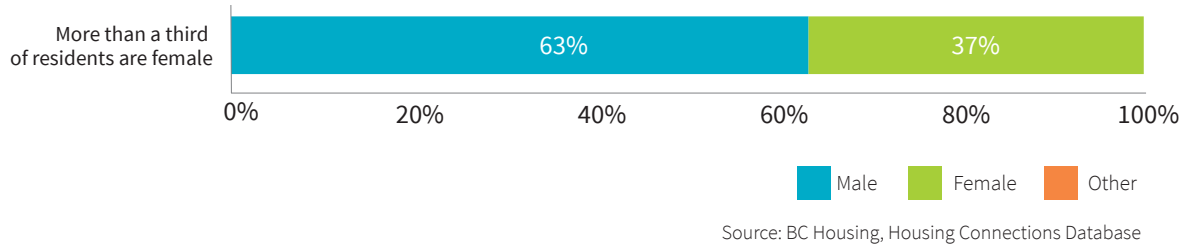
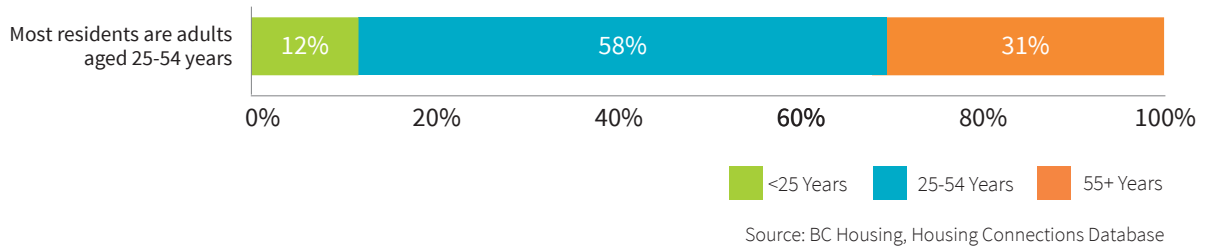




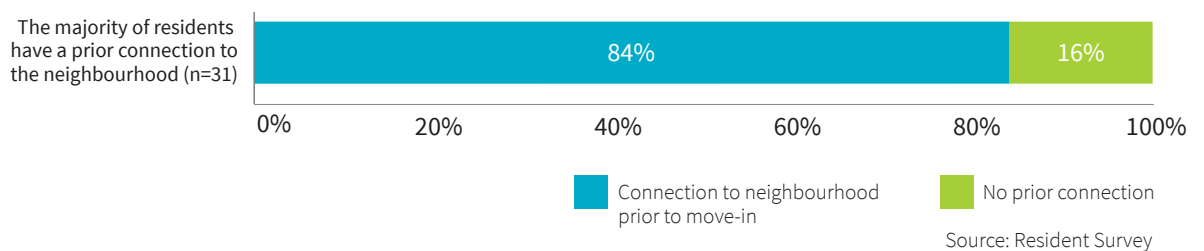
Resident Profile

My 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. While the majority of residents are adults aged 25-54 years, a high proportion of individuals in the building are 55 years of age or older.

“I think our mix of residents is working really well. It allows residents who need more support to have access to it 24/7 and those who need less support still have access when they need it.”
 – My Place staff member



Eighty-four 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 My Place or in the past, having friends or relatives in the neighbourhood, and using services located in the neighbourhood.

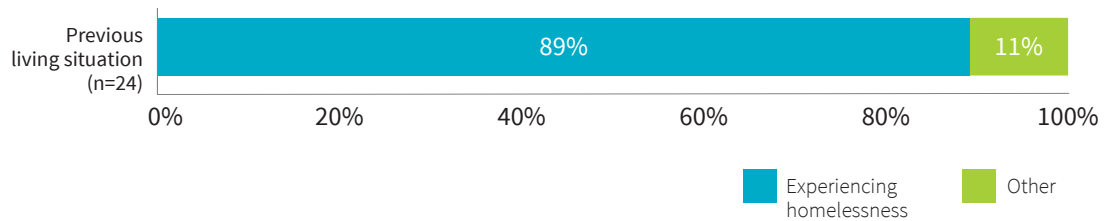




Experience of Homelessness

OUTCOME: DECREASED

Almost all residents who responded to the survey were experiencing homelessness immediately prior to moving into My Place. Staff reported that the majority of residents had been staying in emergency shelters in Vernon or living in an unstable living situation prior to their move to My Place.



Source: Resident Survey

Housing Stability

OUTCOME: INCREASED

Ninety per cent of the first residents at My Place remained housed there six months after moving into their homes. Five residents left before six months to situations including a shelter, the hospital and other or unknown situations.





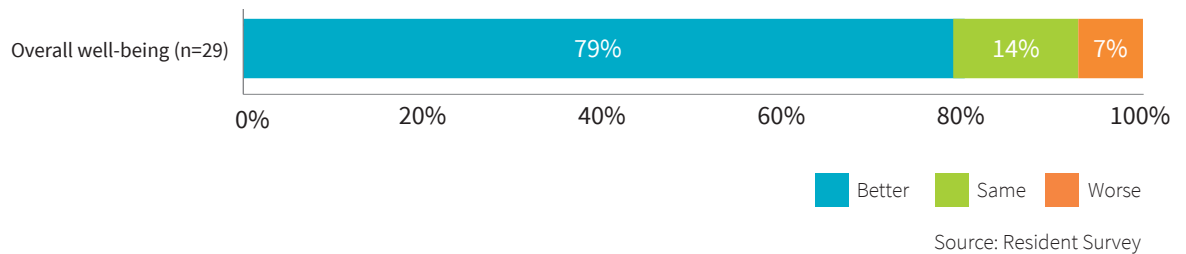
Quality of Life for Residents

OUTCOME: IMPROVED

Overall Well-being

Seventy-nine per cent of survey respondents reported improvements in their overall well-being, while 14 per cent of survey respondents reported that their well-being remained the same. Staff reported that they have seen very dramatic positive changes in overall well-being for My Place residents.

“I think giving people the option to have a door that closes changes everything. It has allowed them to build their independence.”
 – My Place staff member



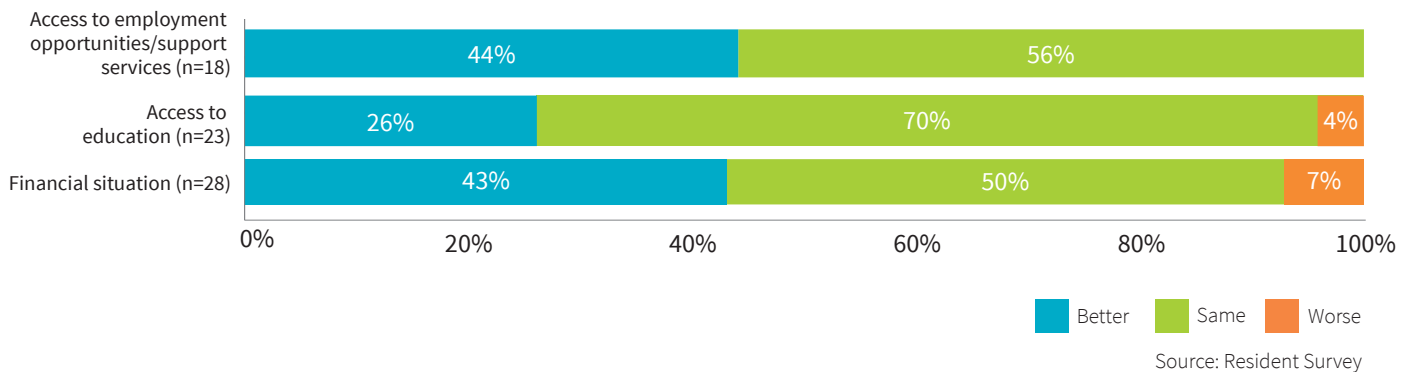
Source: Resident Survey

Employment, Income and Education

Forty-four per cent of survey respondents reported better access to employment opportunities since their move to My Place, while 26 per cent reported better access to education.

Forty-three per cent of survey respondents reported that their financial situation had improved.

While some residents are still focusing on settling in and improving their health, staff reported that several residents are working or looking for employment opportunities and a few people are pursuing educational opportunities.



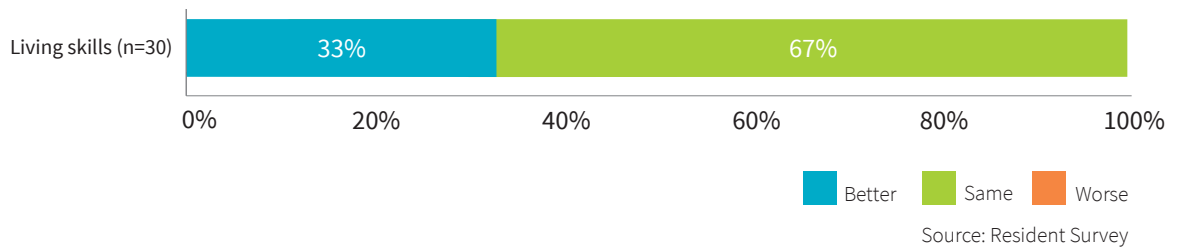
Source: Resident Survey



Living Skills

Thirty-three per cent of survey respondents reported that their living skills had improved, while living skills remained the same for 67 per cent of residents. Staff reported that improvements in living skills have been dramatic for some residents. Individuals who previously had trouble keeping their belongings manageable, are now maintaining clean, organized and nicely decorated units.

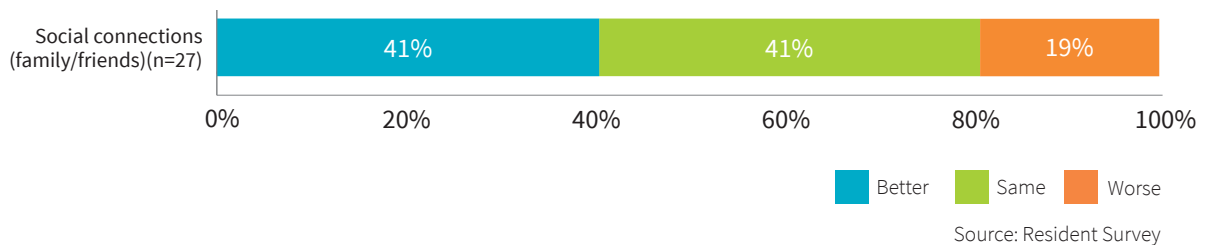
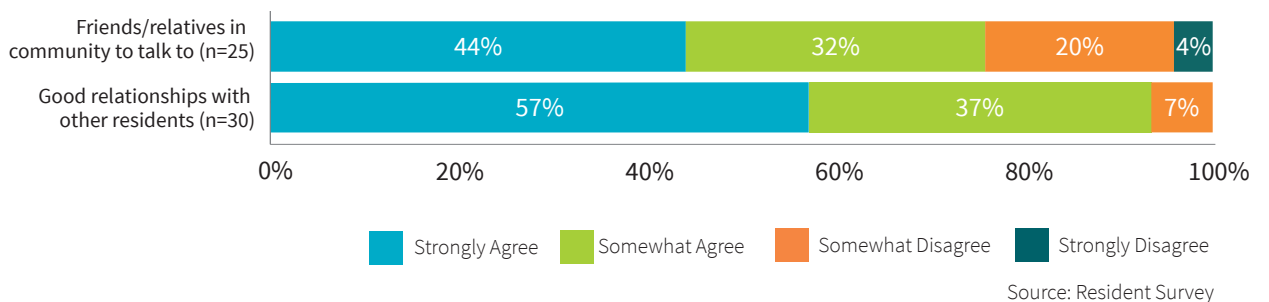
“Having a place to call their own makes such a difference.”
 – My Place staff member



Social Connections

My Place residents reported improved social connections. Seventy-six per cent of survey respondents somewhat or strongly agreed that they have friends or relatives in the community to talk to, while 93 per cent reported good relationships with other residents. Forty-one per cent of survey respondents reported improvements in their social connections, while 41 per cent indicated that their social connections remained the same.

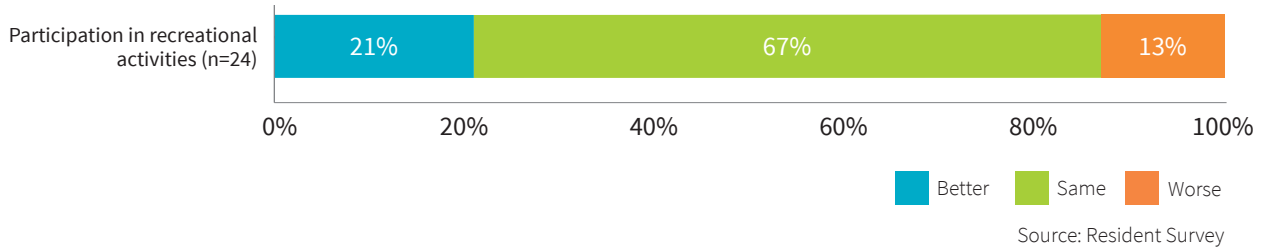
Staff reported a lot of community building happened before residents moved into the building, as many residents lived together in a temporary bridging housing situation prior to their move into My Place.





Recreation

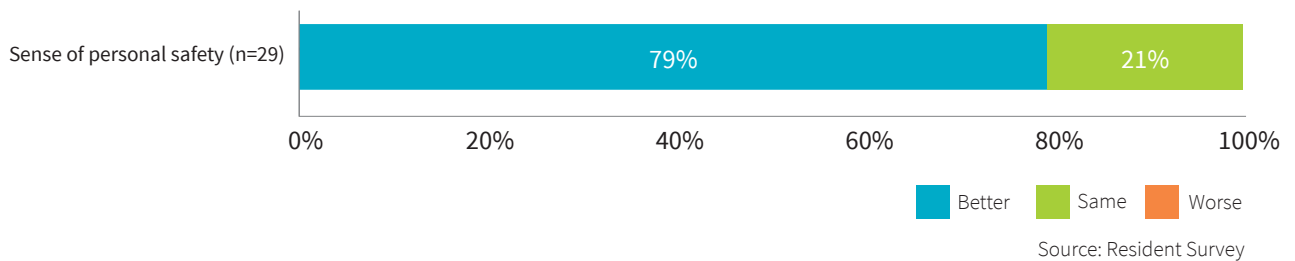
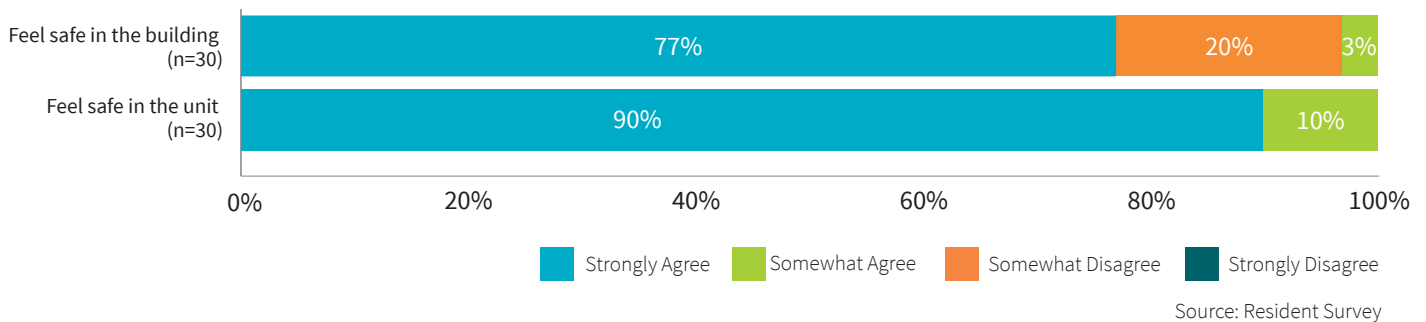
Twenty-one per cent of survey respondents reported improved participation in recreational activities, while participation remained the same for 67 per cent of respondents. There have been opportunities for residents to participate in recreational activities in the building, including bingo nights and games nights, but these have been on hold during the COVID pandemic to limit the spread of the virus.



Safety

The majority of survey respondents (97 per cent) somewhat or strongly agreed that they felt safe in the building, while 90 per cent agreed that they felt safe in their home.

Most survey respondents (79 per cent) reported an improvement in their sense of personal safety.

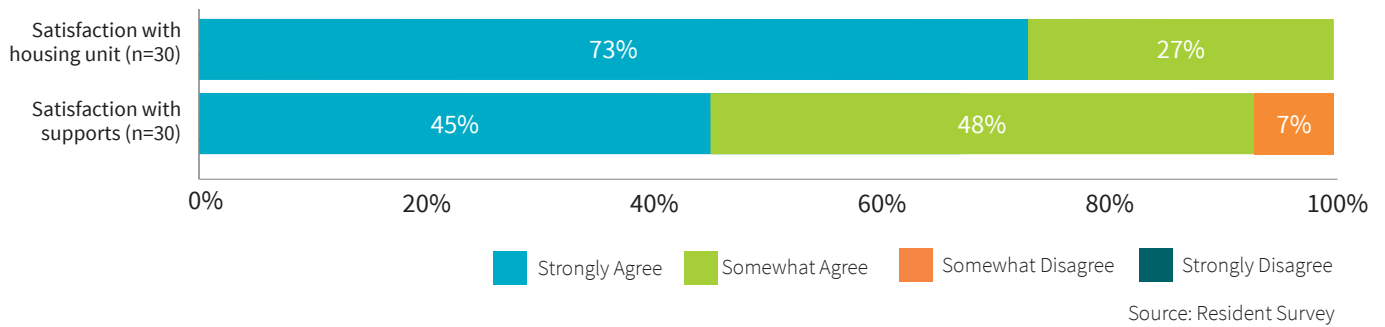




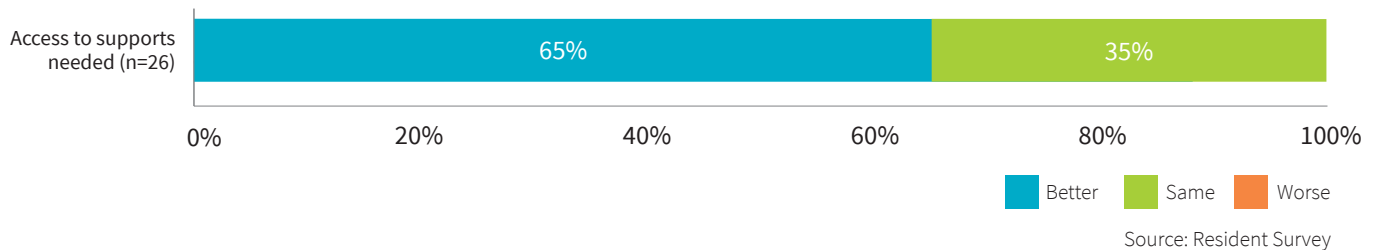
Satisfaction with Housing and Supports

The resident survey confirms staff perceptions that residents are satisfied with their housing and supports. All survey respondents somewhat or strongly agreed that they were satisfied with their housing unit, while 93 per cent of survey respondents somewhat or strongly agreed that they were satisfied with the level of supports they receive at My Place.

“I think that the majority of residents are satisfied. We hear every day how thankful residents are and how grateful they are to have staff here seven days a week to support them.”
 – My Place staff member



Sixty-five per cent of survey respondents reported that access to the supports they need has improved, while 35 per cent reported that access has stayed the same. Staff reported that residents have begun accessing a range of supports offered at the building and in the community, including opioid replacement, counselors, mental health support, health care, and recreational activities.



Challenges

Some of My Place residents have experienced challenges since moving to their new home. Staff mentioned that adjusting from living outside to living inside has been a challenge for some residents and living in close quarters with other residents is challenging for some.

In addition, some residents have experienced a challenge in managing their recovery from substance use when other residents are using substances in the building.

My Place staff also identified challenges related to the modular building design and location, including:

- The lack of storage for residents.
- The lack of air conditioning in the kitchen.
- Some functionality within the kitchen could be improved.
- Not having enough space to park and charge mobility scooters for residents who need them.



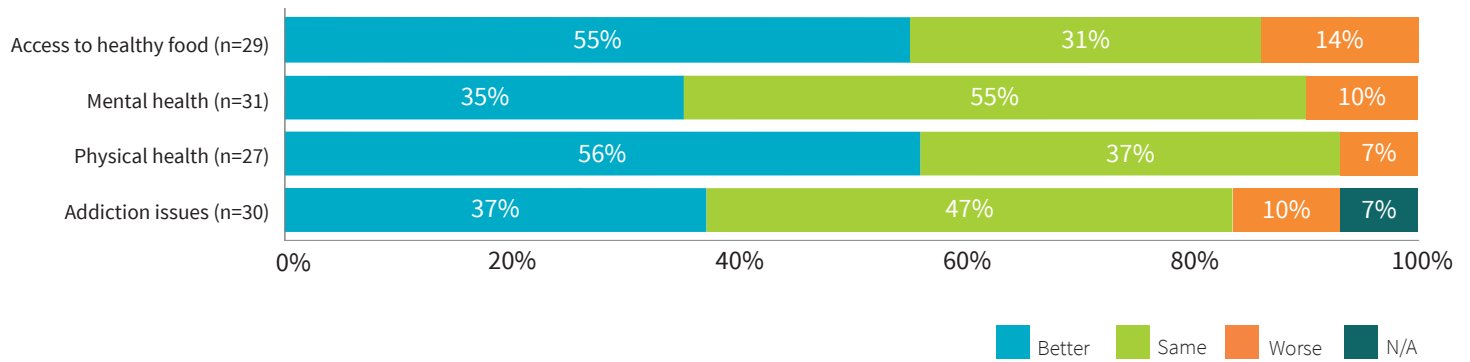
Residents' Health

OUTCOME: IMPROVED

Fifty-five per cent of survey respondents indicated that they have better access to healthy food since their move to My Place.

Thirty-five per cent of survey respondents reported improvements to their mental health since moving into their home, while 55 per cent indicated their mental health remained the same. Fifty-six per cent of survey respondents indicated an improvement in their physical health.

Thirty-seven per cent of survey respondents reported improvements in addiction issues, while 47 per cent reported that their addiction issues had remained the same.



Source: Resident Survey





Health Care System Usage

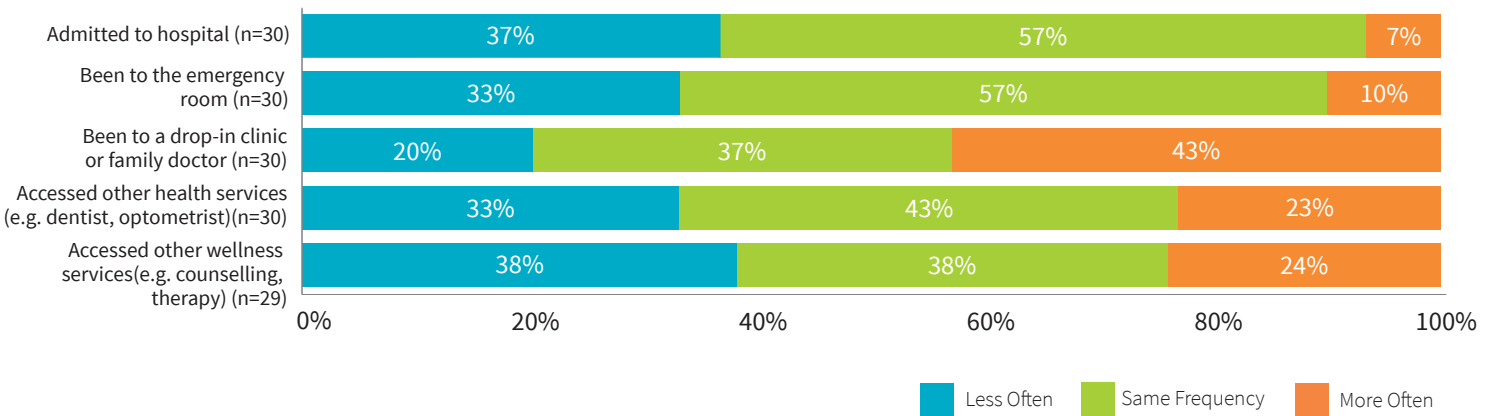
OUTCOME: REDUCED USE OF EMERGENCY SERVICES

Thirty-seven per cent of survey respondents indicated that they have been admitted to hospital less often since moving to My Place, while 57 per cent reported they had been admitted to hospital with the same frequency.

A similar percentage of residents reduced their trips to the emergency room, with thirty-three per cent of survey respondents reporting they had been to the emergency room less often. Fifty-seven per cent of survey respondents indicated that they had been to the emergency room with the same frequency.

Forty-three per cent of survey respondents reported that they had been to a drop-in clinic or family doctor more frequently since moving into My Place.

Twenty-three per cent of survey respondents reported accessing other health services (such as dentist or optometrist) more frequently. Twenty-four per cent of survey respondents indicated accessing other wellness services (such as counselling and therapy) more frequently since moving into My Place.



Source: Resident Survey





Community Relations

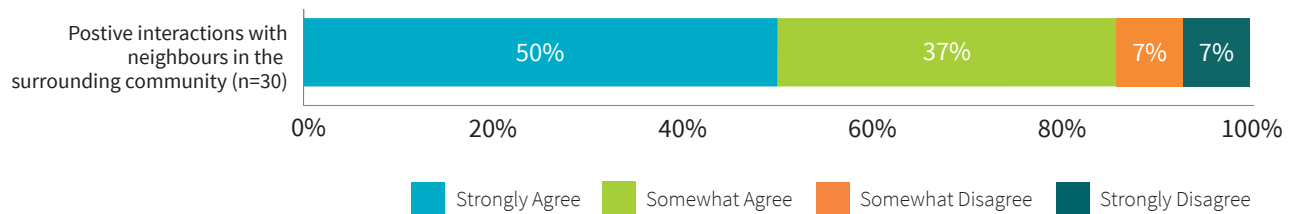
OUTCOME: POSITIVE

My Place staff indicated that the relationship with the wider community is fairly positive. Staff reported that when the building first opened, they encountered community members who had a lot of questions about the building and how it operates, but that they were able to talk with them about the project and alleviate concerns.

“Community members would show up at the door with one attitude and leave with another. Concern often comes from lack of information”.

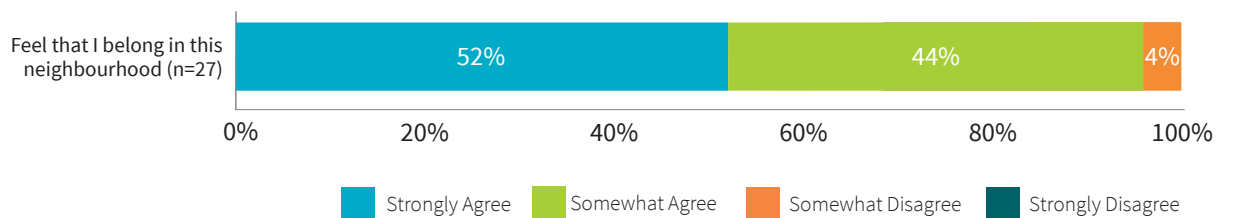
– My Place staff member

The majority of survey respondents strongly or somewhat agreed that they have experienced positive interactions with the surrounding community (87 per cent).



Source: Resident Survey

Ninety-six per cent of survey respondents feel that they belong in the neighbourhood.



Source: Resident Survey

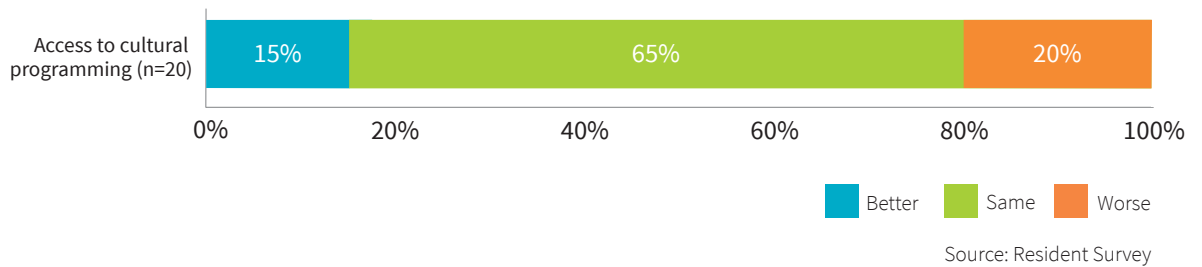
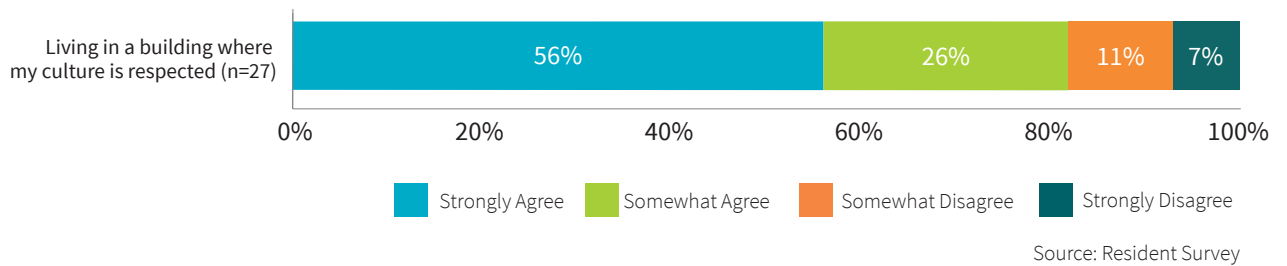




Access to Cultural Programming

OUTCOME: POSITIVE

My Place houses individuals from a range of cultural backgrounds. Almost all (82 per cent) of survey respondents reported that they feel their culture is respected at My Place. Fifteen per cent of survey respondents felt that their access to cultural programming had improved, while 65 per cent of survey respondents felt that their access had remained the same.



Data provided in this report was collected nineteen months after My Place 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 My Place residents in October 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 per cent of My 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 Turning Points Collaborative Society staff in August 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 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