

December 2021

Norland Place Modular Supportive Housing Resident Outcomes



BC HOUSING

RESEARCH CENTRE



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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. Sign up to receive the latest news and updates at www.bchousing.org/subscribe.

Acknowledgements

BC Housing gratefully acknowledges Progressive Housing Society for sharing their insights on Norland Place, a modular housing development in Burnaby, 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.

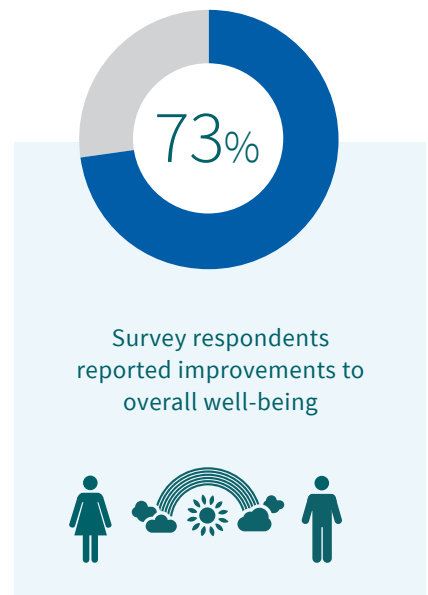
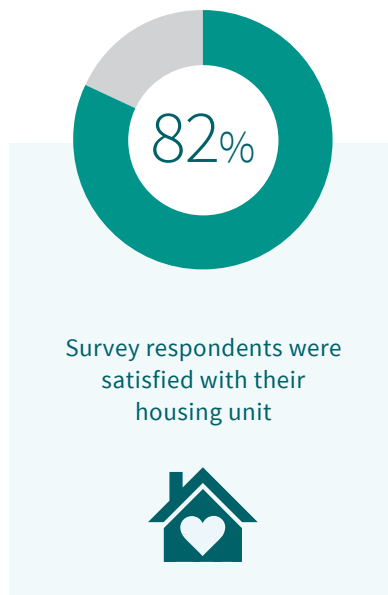
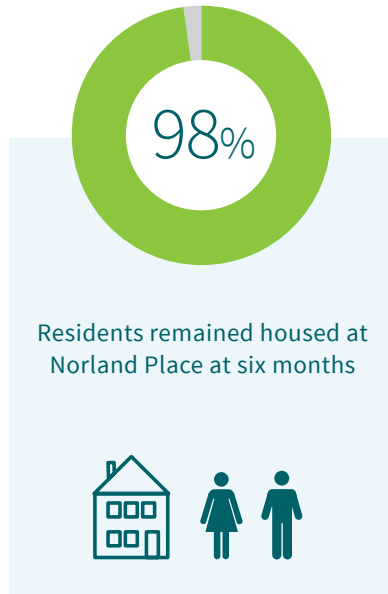


PROGRESSIVE
HOUSING SOCIETY



This snapshot shows outcomes for residents of Norland Place a modular supportive housing development in Burnaby, B.C., eighteen months after the building opened.

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



NORLAND PLACE



Progressive Housing Society operates Norland Place, providing on-site support coverage twenty-four hours every day of the week and helping residents to:

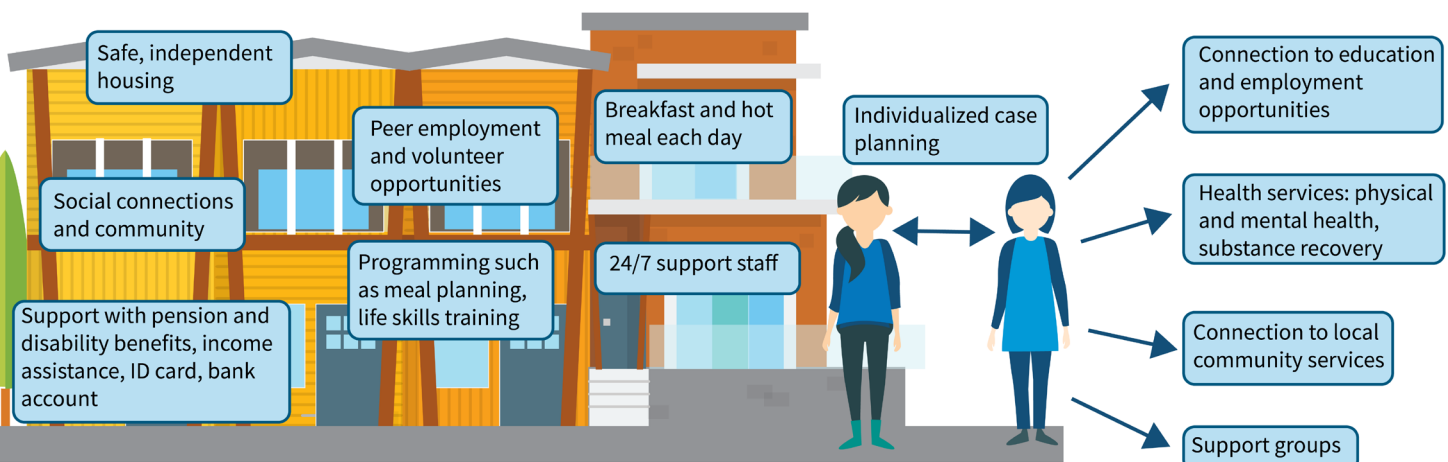
- › Maintain their homes
- › Enhance their social and life skills, including learning to cook
- › Connect with education, employment, health, and independent housing
- › Access community information, social and recreational programs
- › Participate in case planning and needs assessments
- › Access income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

Modular units funded under Rapid Response to Homelessness program deliver results

Norland Place opened in October 2019 and is funded under the Rapid Response to Homelessness program. Norland Place provides 52 units of housing for individuals experiencing homelessness or at risk of homelessness in Burnaby, 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.

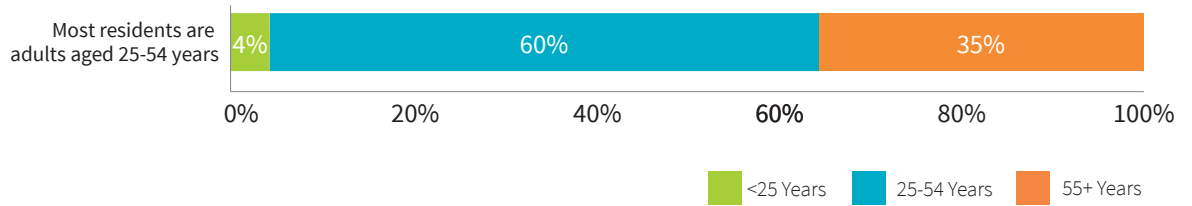
Each self-contained studio apartment is 320 square feet and includes a 3-piece bathroom, 2-burner stovetop and a full-height fridge. Each building includes 2,000 square feet of amenity space with an oven for social gatherings and meals. Ten units on the first floor of the building are wheelchair accessible.



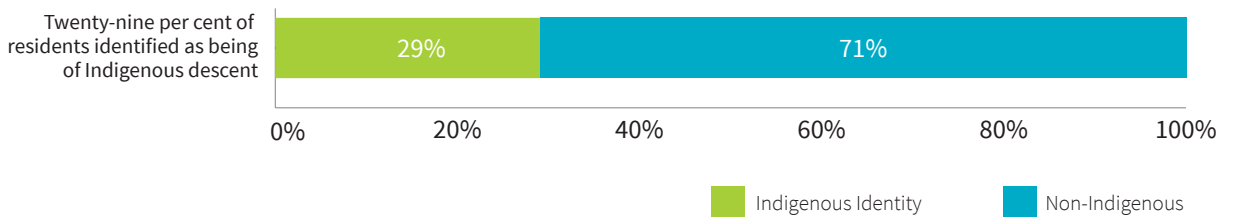
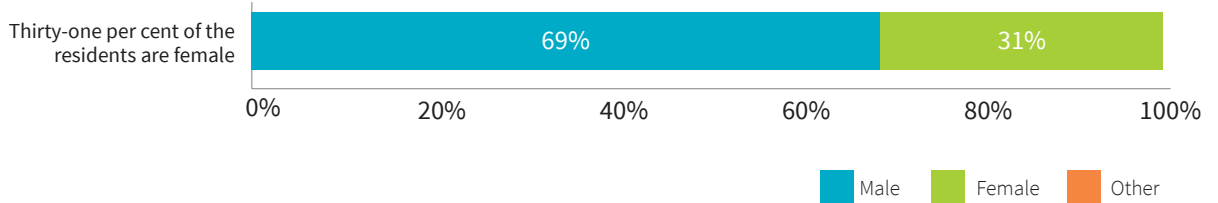
Resident Profile

Norland 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.

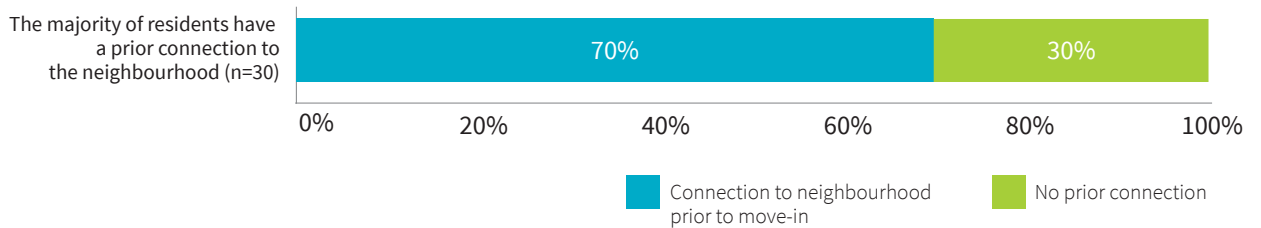
Staff reported that most residents knew each other before moving in, which has helped with developing relationships and a sense of community in the building.



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



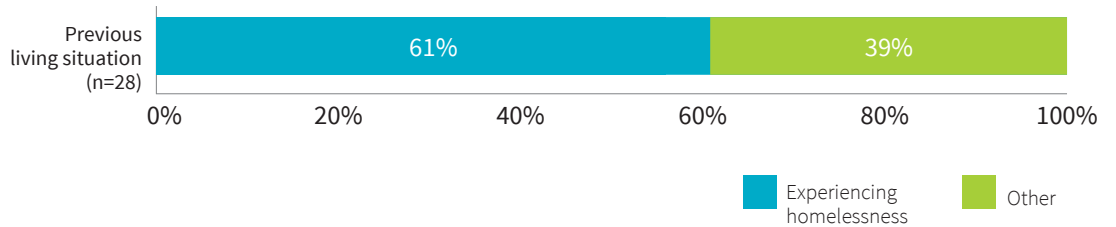
Seventy per cent of survey respondents indicated that they had a prior connection to the neighbourhood. These connections include living in the neighbourhood either immediately prior to moving to Norland Place or in the past, having friends or relatives in the neighbourhood, and using services located in the neighbourhood.



Experience of Homelessness

OUTCOME: DECREASED

Over half of the residents who responded to the survey were experiencing homelessness immediately prior to moving into Norland Place. Staff reported that the majority of residents had previously been staying in shelters or camping outdoors prior their move, while others were living in housing that was not suitable for their needs.



Source: Resident Survey

Housing Stability

OUTCOME: INCREASED

Ninety-eight per cent of the first residents at Norland Place remained housed there six months after moving into their homes.





Quality of Life for Residents

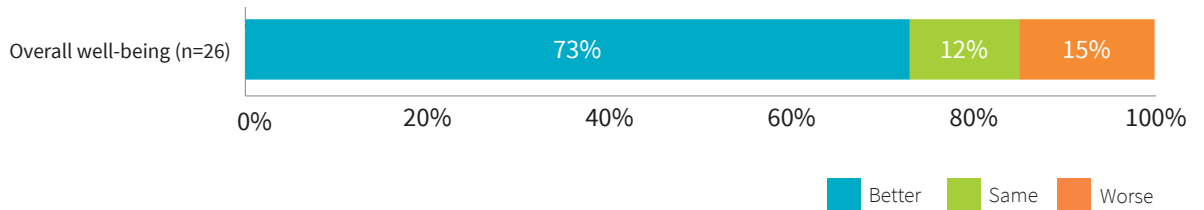
OUTCOME: IMPROVED

Overall Well-being

Seventy-three per cent of survey respondents reported improvements in their overall well-being. Twelve per cent of survey respondents reported that their well-being remained the same.

“I’ve seen some personal growth in people who have been evicted elsewhere and have been able to work through issues here and maintain their housing and start working with staff on some of their goals.”

– Norland Place staff member



Source: Resident Survey

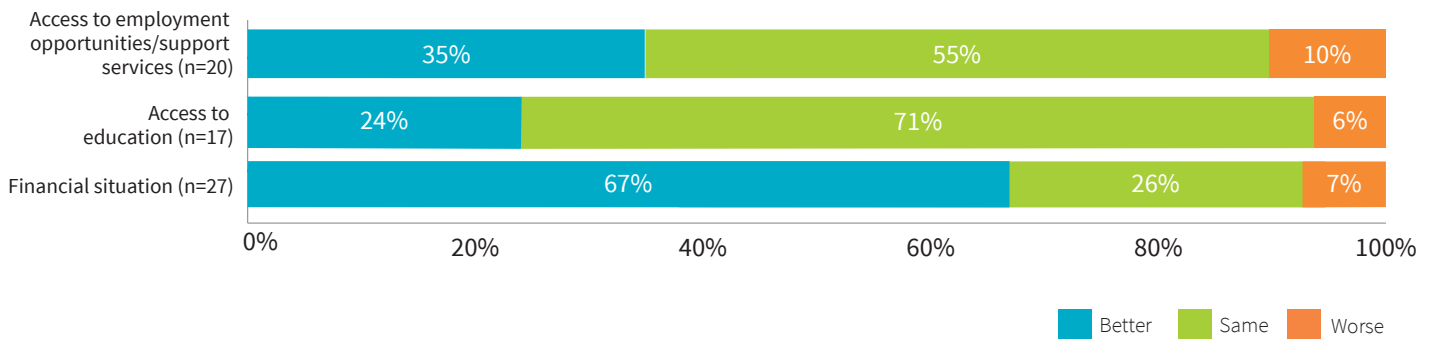
Note: Percentages in this chart do not add up to 100% because of rounding.

Employment, Income and Education

Thirty-five per cent of survey respondents reported better access to employment opportunities since their move, while 24 per cent reported better access to education.

Sixty-seven per cent of survey respondents reported that their financial situation had improved.

Staff reported that several residents work found employment in the construction industry.



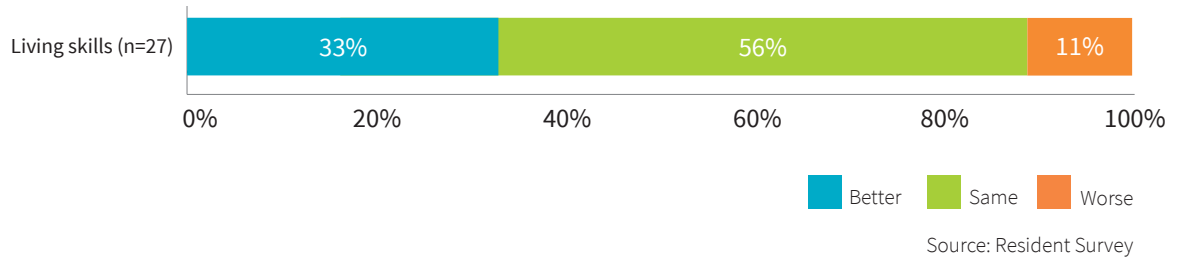
Source: Resident Survey

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Living Skills

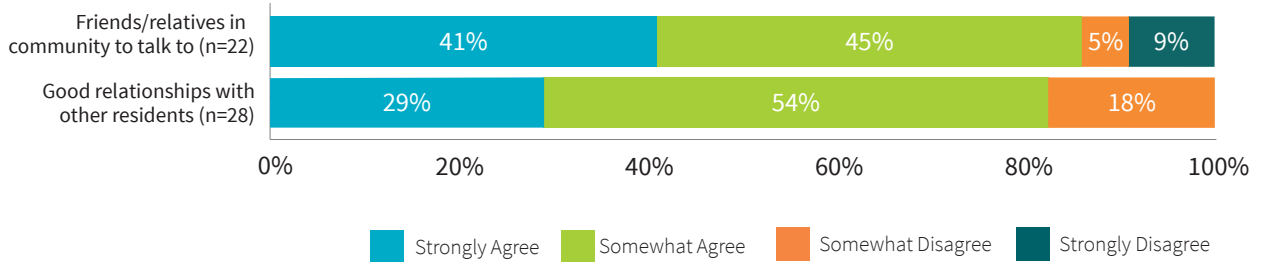
Thirty-three per cent of survey respondents reported that their living skills had improved, while living skills remained the same for 56 per cent of residents.



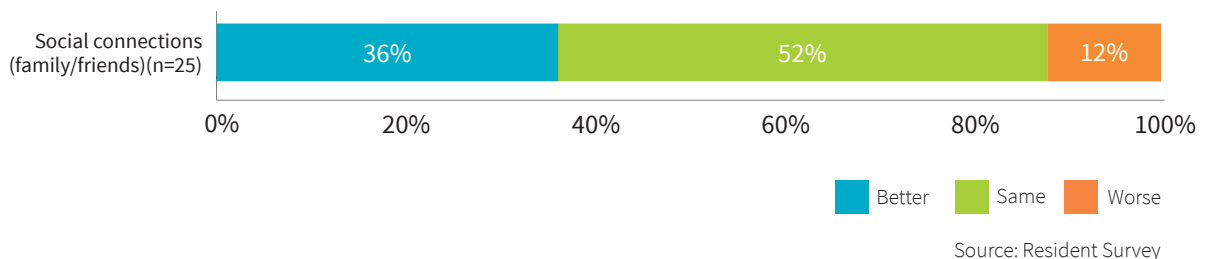
Social Connections

Eighty-six per cent of survey respondents somewhat or strongly agreed that they have friends or relatives in the community to talk to, while 83 per cent reported good relationships with other residents. Thirty-six per cent of survey respondents reported improvements in their social connections, while 52 per cent indicated that their social connections remained the same.

Staff reported that the building residents have formed a community. They noted that many residents knew each other prior to moving into the building.



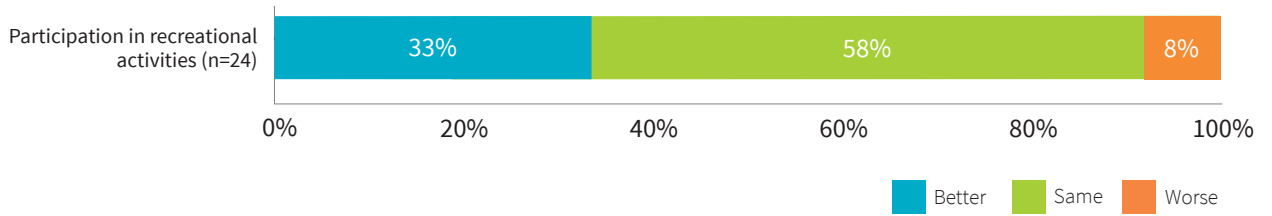
Note: Percentages in this chart do not add up to 100% because of rounding.





Recreation

Thirty-three per cent of survey respondents reported improved participation in recreational activities, while participation remained the same for 58 per cent of respondents. Staff reported that the building hosts a workshop program and a walking program for residents of the building.



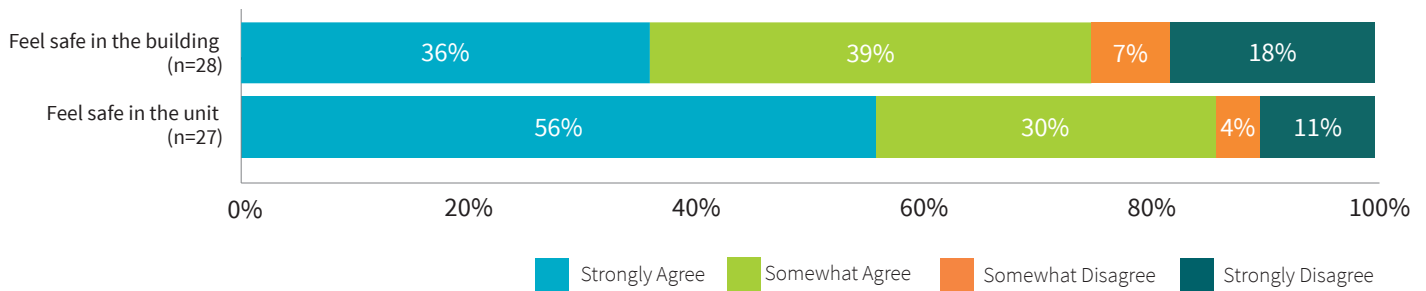
Source: Resident Survey

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

Safety

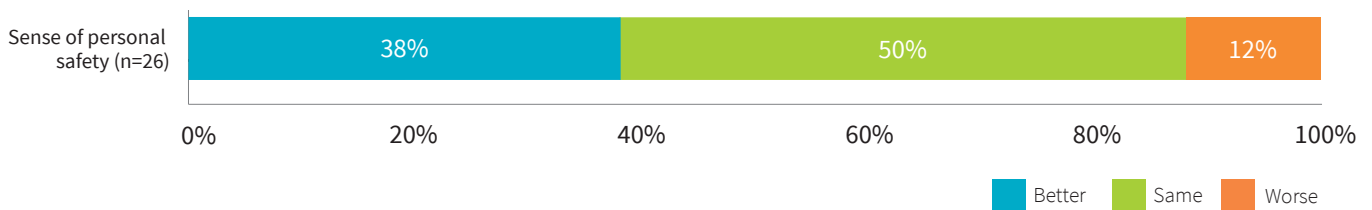
The majority of survey respondents (75 per cent) somewhat or strongly agreed that they felt safe in the building, while eighty-six per cent agreed that they felt safe in their home.

Over a third of survey respondents (38 per cent) reported an improvement in their sense of personal safety.



Source: Resident Survey

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

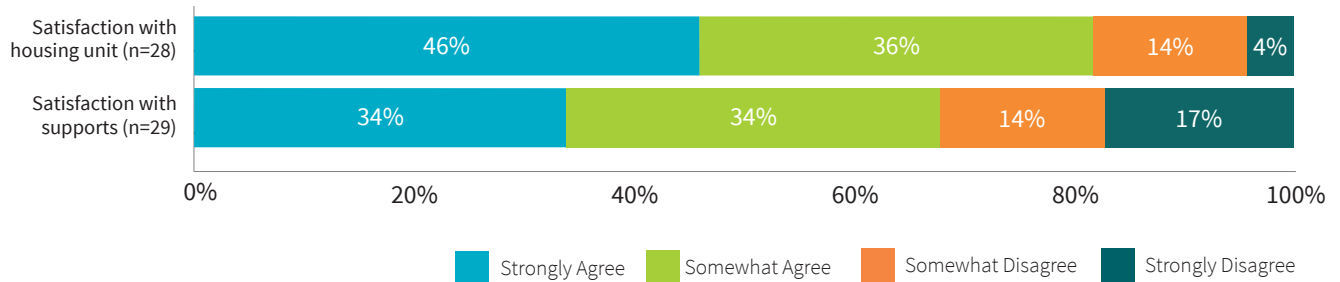


Source: Resident Survey



Satisfaction with Housing and Supports

The resident survey supports staff perceptions that residents are satisfied with their housing and supports. Most survey respondents (82 per cent) somewhat or strongly agreed that they were satisfied with their housing unit, while 68 per cent of survey respondents somewhat or strongly agreed that they were satisfied with the level of supports they receive at Norland Place.



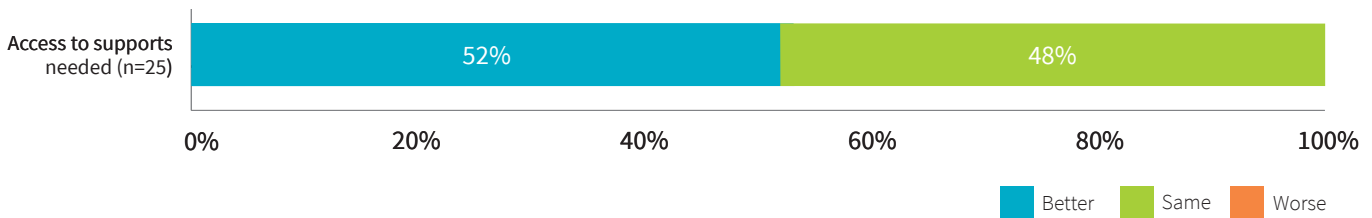
Source: Resident Survey

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

Fifty-two per cent of survey respondents reported that access to the supports they need has improved, while 48 per cent reported that access has stayed the same.

Staff reported that residents have started accessing a range of supports that they were not using prior to their move to the building, including home health supports, advocacy services, and mental health supports.

“The building is one of the cleanest sites that I’ve worked in – staff and residents care.”
– Norland Place staff member



Source: Resident Survey

Challenges

Some of the Norland Place residents have experienced challenges since moving to their new home. Staff report that adjusting to a shared housing environment, budgeting and managing their number of belongings has been difficult for residents. Staff also identified that there is a lack of services in Burnaby geared towards their residents.

Norland Place staff also identified challenges related to the modular building design, including:

- The lack of an elevator creates a challenge for some residents.
- The lack of storage for staff purposes.
- Difficulty using the kitchen space to provide enough meals for all residents, due to lack of storage and the electric stove.
- Overheating on the upper floors.

Residents' Health

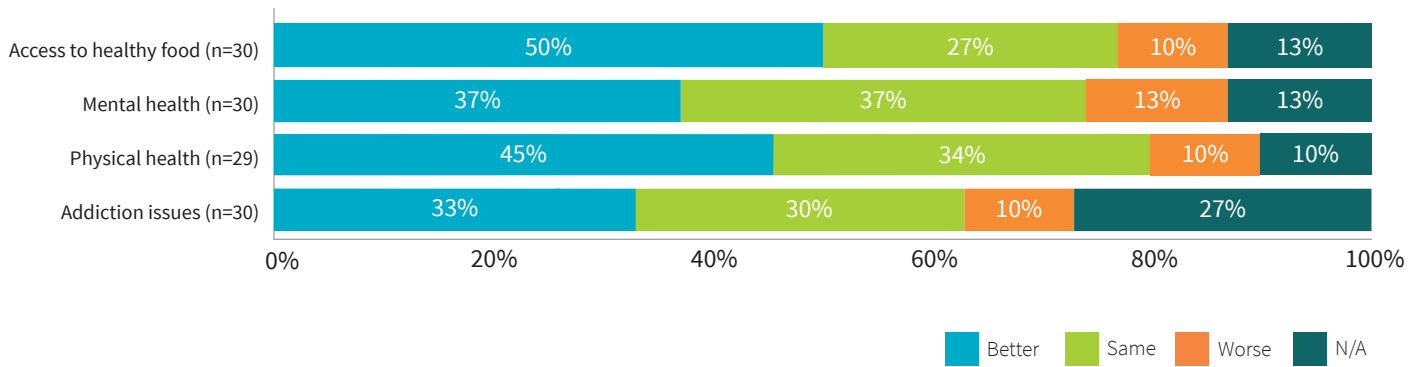
OUTCOME: IMPROVED

Half of all survey respondents indicated that they have better access to healthy food since their move to Norland Place.

Thirty-seven per cent of survey respondents reported improvements to their mental health since moving into their home, while 13 per cent reported that this question did not apply to them.

Thirty-three per cent of survey respondents reported improvements in addiction issues, while 30 per cent reported that their addiction issues had remained the same. Twenty-seven per cent reported that this question did not apply to them.

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



Source: Resident Survey

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





Health Care System Usage

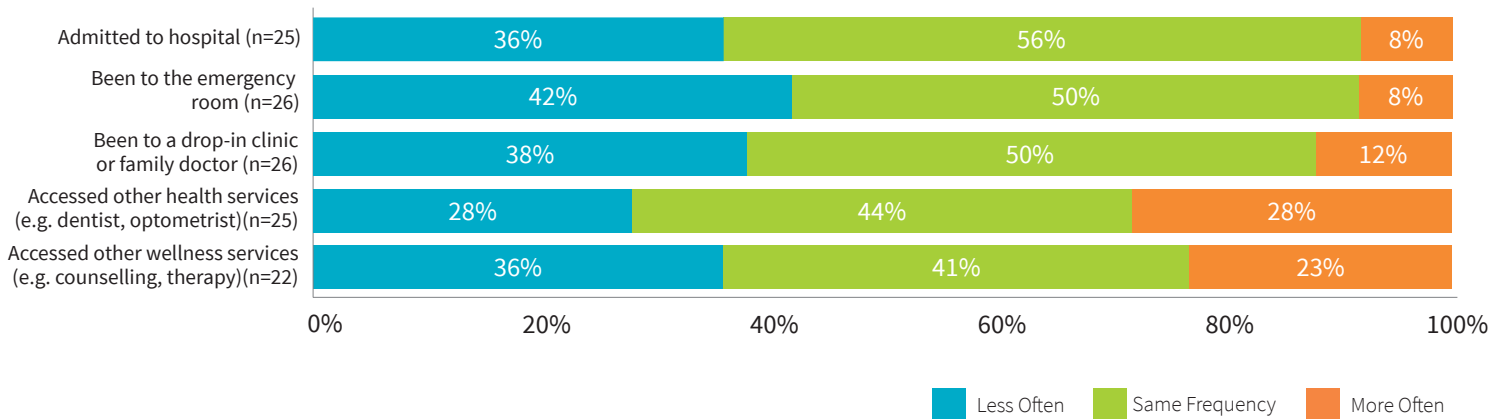
OUTCOME: REDUCED USE OF EMERGENCY SERVICES

Thirty-six per cent of survey respondents indicated that they have been admitted to hospital less often since moving to Norland Place, while 56 per cent reported they had been admitted to hospital with the same frequency.

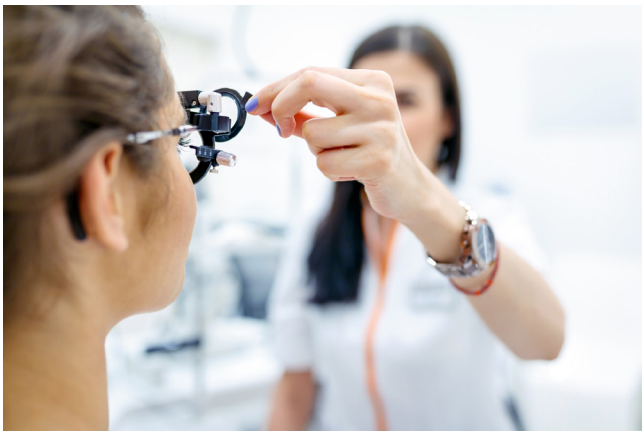
Similarly, 42 per cent of survey respondents reported that they had been to the emergency room less often, while half reported that they had been to the emergency room with the same frequency.

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

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



Source: Resident Survey



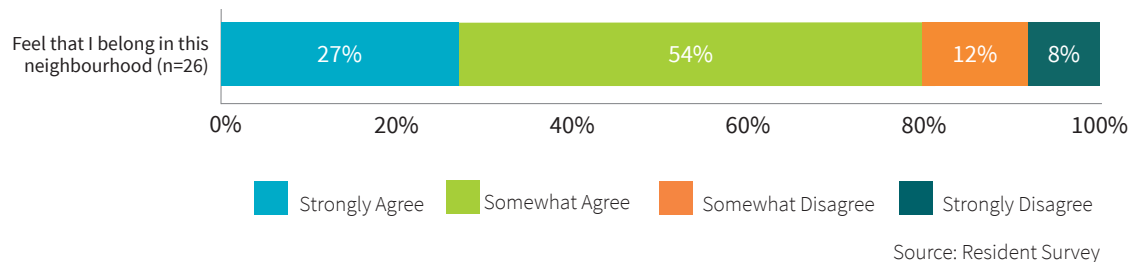
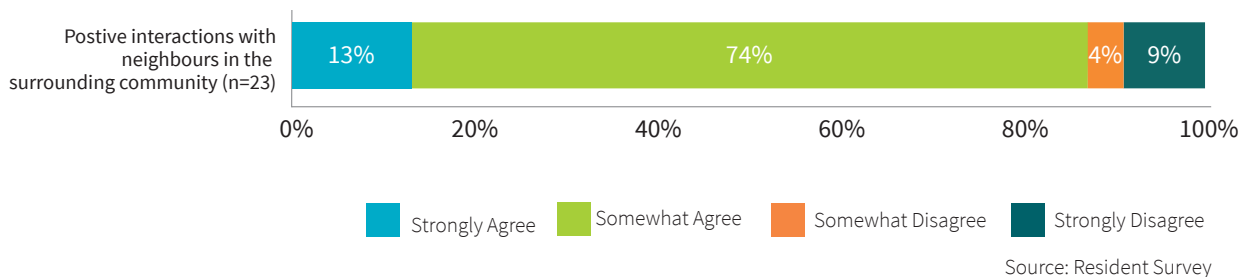


Community Relations

OUTCOME: POSITIVE

Norland Place staff indicated a positive relationship with the wider community. Norland Place is located in an area of Burnaby without many neighbours. Staff indicated that they have received some donations from the neighbouring community. Although they have received a few complaints, they have been able to address all issues.

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



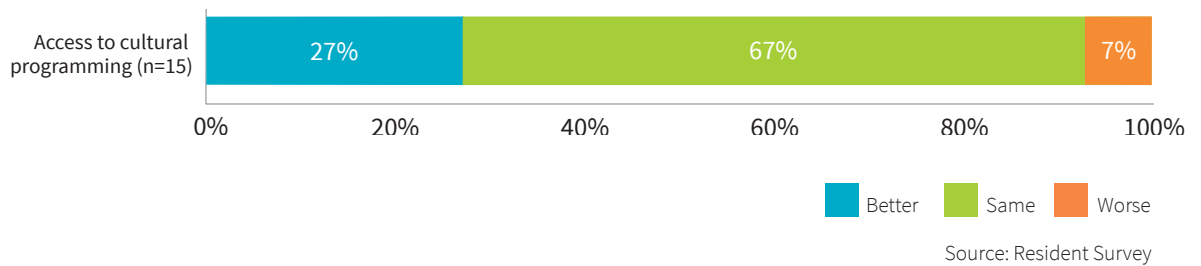
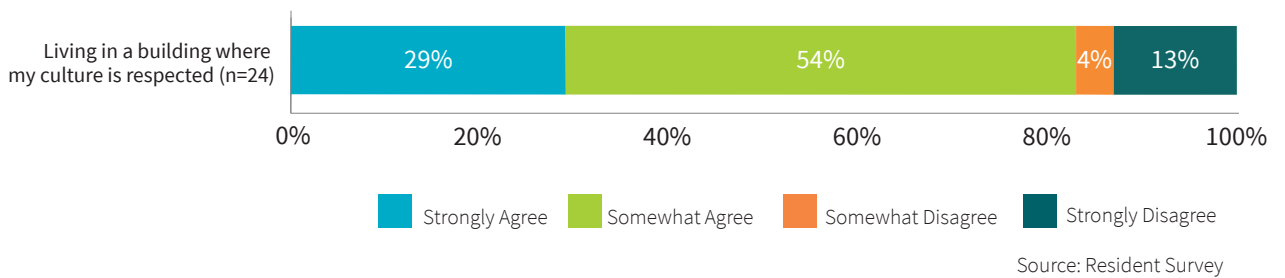
Note: Percentages in this chart do not add up to 100% because of rounding.



Access to Cultural Programming

OUTCOME: POSITIVE

Norland Place houses individuals from a range of cultural backgrounds. Most survey respondents (83 per cent) reported that they feel their culture is respected at Norland Place. Twenty-seven per cent of survey respondents felt that their access to cultural programming had improved, while 67 per cent of survey respondents felt that their access had remained the same.



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



Data provided in this report was collected eighteen months after Norland 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 Norland Place residents in March 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.

- Fifty-eight per cent of Norland 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 Progressive Housing staff in February 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