

April 2019

Reiderman Residence Modular Supportive Housing Resident Outcomes

Results at Six Months after Opening



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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, advances in building science, and new technologies encourages best practice. 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.

Acknowledgements

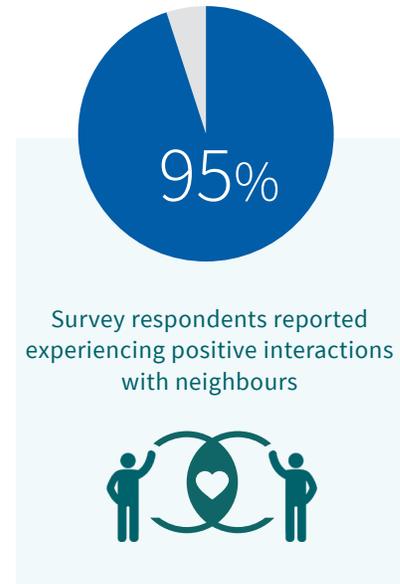
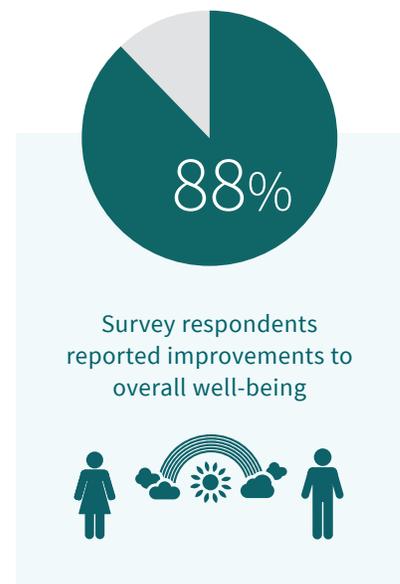
BC Housing gratefully acknowledges the Community Builders Group for sharing their insights on the Reidman Residence and for supporting this study. We also acknowledge the contribution of the City of Vancouver for assisting in the development of this research and for reviewing the data and this report. We would like to sincerely thank all the residents who shared their perspectives through the resident survey as part of this study.

In Vancouver, the Rapid Response to Homelessness program is delivered as Temporary Modular Housing (TMH).



This snapshot shows outcomes for residents of Reiderman Residence (Reiderman) a modular supportive housing development in Vancouver, B.C., six months after the building opened.

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



REIDERMAN RESIDENCE

7460
Heather Street



FIRST MODULAR UNITS UNDER RAPID RESPONSE TO HOMELESSNESS PROGRAM DELIVER RESULTS

Many seniors among 77 housed

Housing provider, Community Builders Group (Community Builders) operates the Reiderman, providing on-site support coverage 24 hours every day of the week and helping residents to:

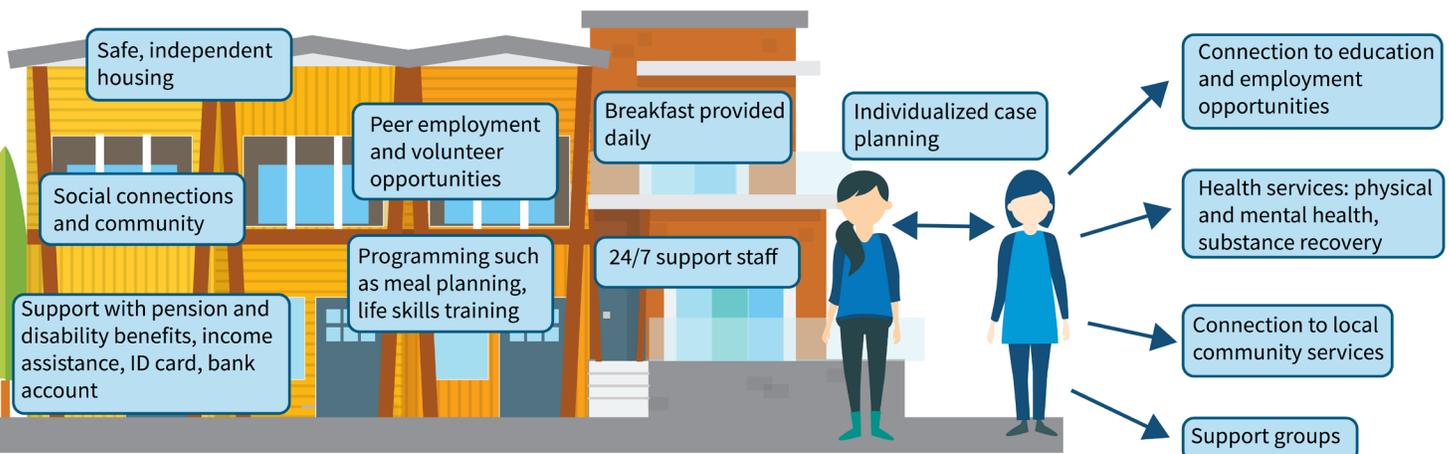
- › Maintain their units
- › Enhance their life skills, including learning to cook
- › Connect with education, employment, health, and independent housing
- › Access community information, social and recreational programs
- › Participate in case planning and needs assessments
- › Access income assistance,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

Reiderman Residence (Reiderman), the first supportive modular housing project funded under the BC government's Rapid Response to Homelessness program, was opened for occupancy in March 2018.

The two-building Reiderman is located in Vancouver's Marpole neighbourhood, and provides 77 units for individuals experiencing homelessness or at risk of homelessness. Most residents are seniors and people living with disabilities.

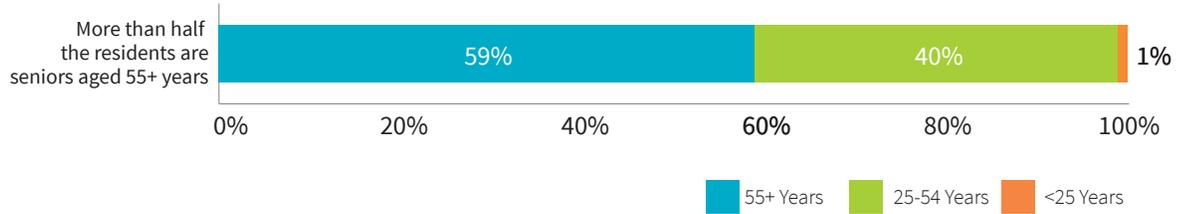
The Government of British Columbia announced the Rapid Response to Homelessness program in 2017 as an immediate response to homelessness across the province. The Province committed \$291 million over two years to build 2,000 modular supportive housing units for people who are homeless or at risk of homelessness. In addition, \$170 million was committed over three years to provide staffing and support services for residents.

Each self-contained studio apartment is 250 square feet and includes a three-piece bathroom, two-burner stovetop and a counter-height fridge. The building includes 700 square feet of amenity space with an oven for social gatherings and meals.

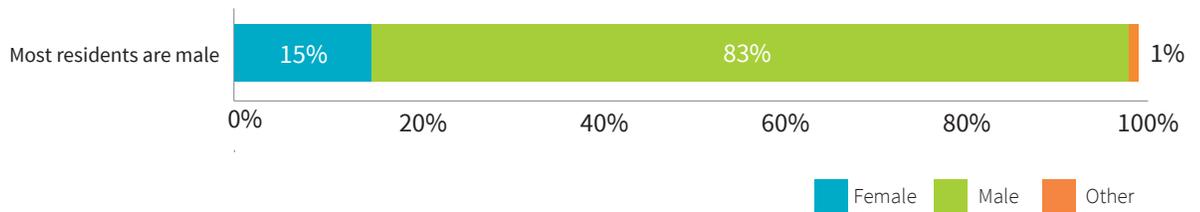


Resident Profile

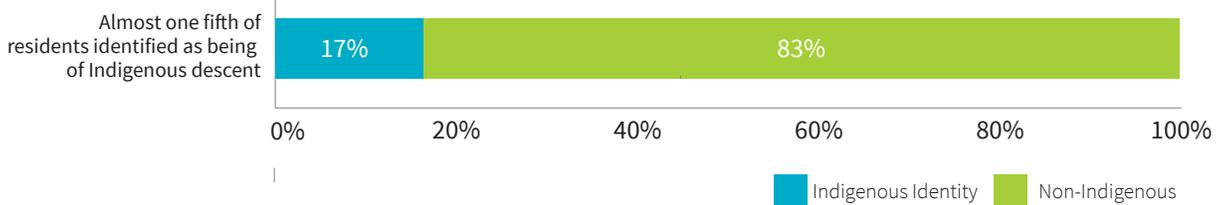
Reiderman provides housing for a mixed community of residents. This includes residents of different genders, ethnicities, ages and support needs. Staff reported that the mix of residents is working well, and that having some residents who are more independent than others means staff can dedicate their time and resources to the residents who need it the most. The priority for this building was seniors and people with disabilities.



Source: BC Housing, Housing Connections Database

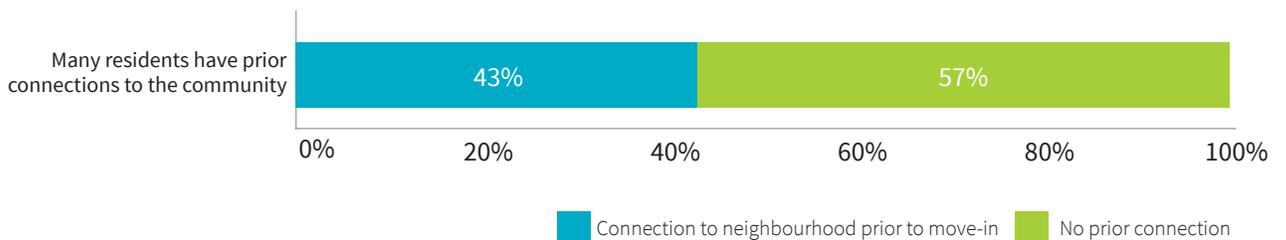


Source: BC Housing, Housing Connections Database



Source: City of Vancouver Homelessness Services Database

Forty-three per cent of survey respondents indicated that they had a prior connection to the neighbourhood. These connections included living in the neighbourhood immediately prior to moving to Reiderman or in the past, having friends or relatives in the neighbourhood, and using services located in the neighbourhood.



Source: Resident Survey

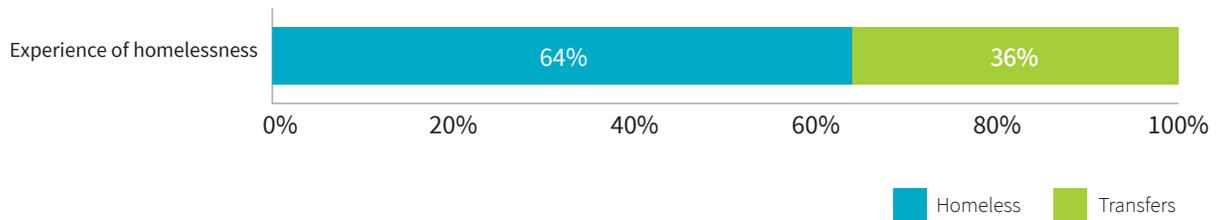
Experience of Homelessness

OUTCOME: DECREASED

Sixty-four per cent of residents were experiencing homelessness immediately prior to moving into their Reiderman unit.

Thirty-six per cent of residents were living in housing that did not meet their support needs.

Because units were vacated by people who moved to Reiderman, others living on the street or in shelters took their places, strengthening the positive impact of the modular supportive housing program.



Source: City of Vancouver Homelessness Services Database

Housing Stability

OUTCOME: INCREASED

Ninety per cent of the first Reiderman residents to move into the building remained housed there six months after moving into their units.

Only 10 per cent of residents were no longer housed at the Reiderman six months after move-in. Some moved to more appropriate housing (lower or higher support), some to long-term hospitalization, a few left their units without notice, and two residents passed away.

As of September 2018, six months after move-in, no residents had been evicted.



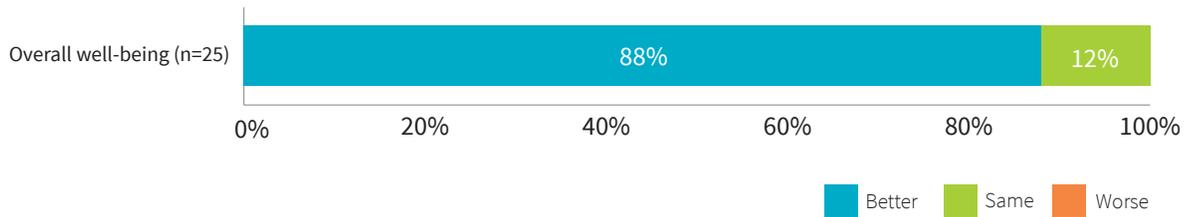
Source: City of Vancouver

Quality of Life for Residents

OUTCOME: IMPROVED

Overall Well-being

The majority of survey respondents (88 per cent) reported improvements in their overall well-being. Staff also noted these changes, reporting that they have seen improvements in the health, responsibility and stability of residents overall.



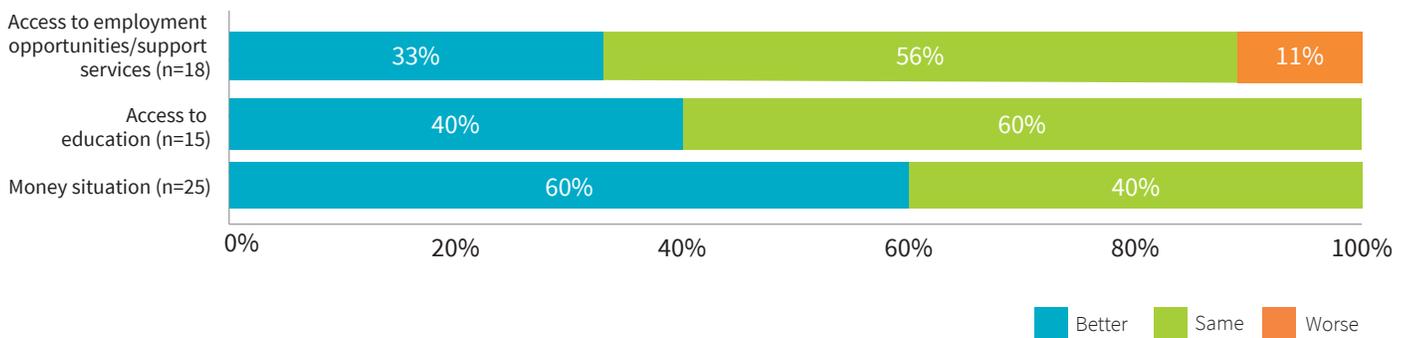
Source: Resident Survey

Employment, Income and Education

Staff reported that seven residents in the building had found employment. In addition, several residents had begun accessing educational opportunities through Vancouver Community College and WorkBC.

In the resident survey, 33 per cent of respondents reported better access to employment opportunities and employment support services since their move, while 40 per cent reported better access to education.

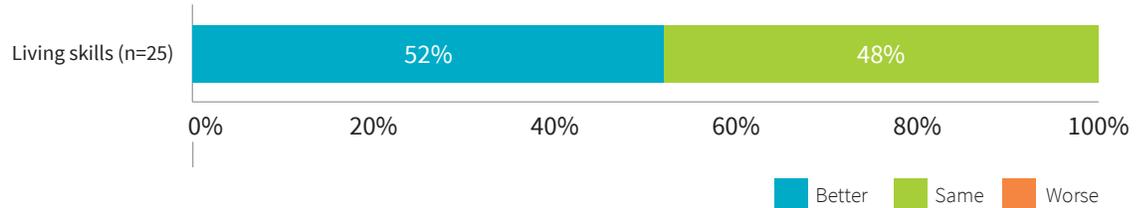
Sixty per cent of survey respondents reported that their money situation improved; 40 per cent said it was unchanged.



Source: Resident Survey

Living Skills

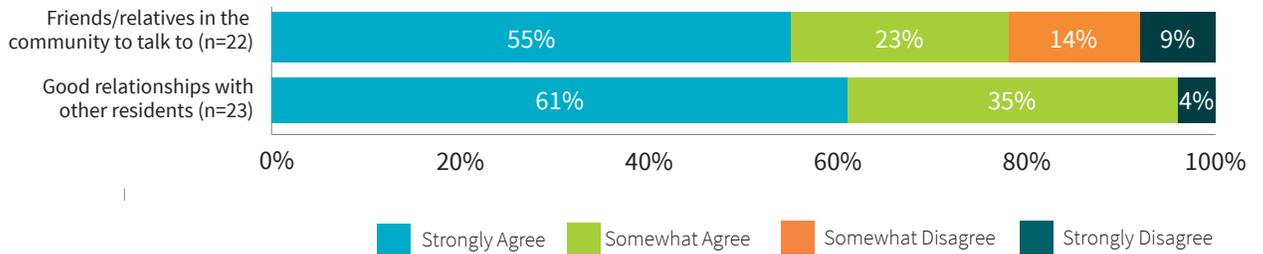
More than half of survey respondents reported that their living skills had improved. No survey respondents reported a worsening in this area. Many residents are learning how to cook through a program provided at Reiderman. Staff help residents clean and maintain their own units.



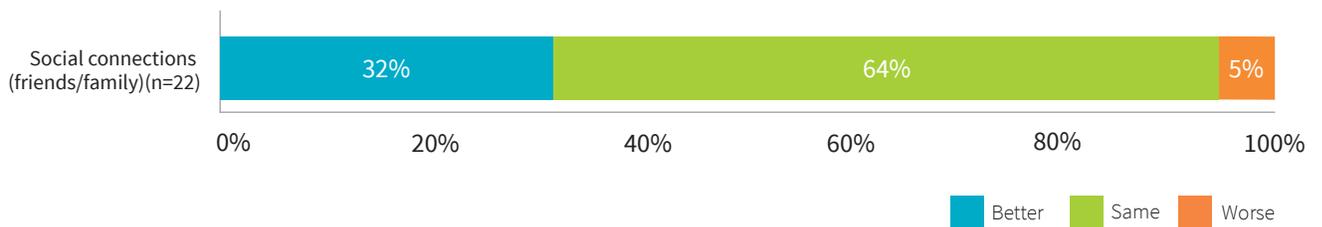
Source: Resident Survey

Social Connections

Reiderman residents also reported improved social connections. Seventy-eight per cent of survey respondents somewhat or strongly agreed that they had friends or relatives in the community to talk to, while 96 per cent reported good relationships with other residents. Thirty-two per cent of survey respondents reported improvements in their social connections.



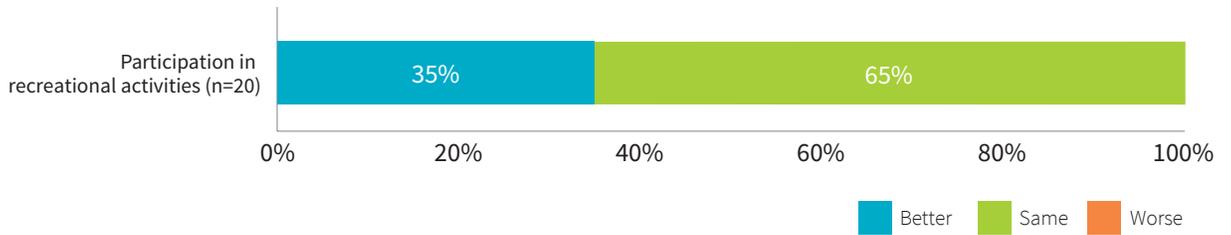
Source: Resident Survey



Source: Resident Survey

Recreation

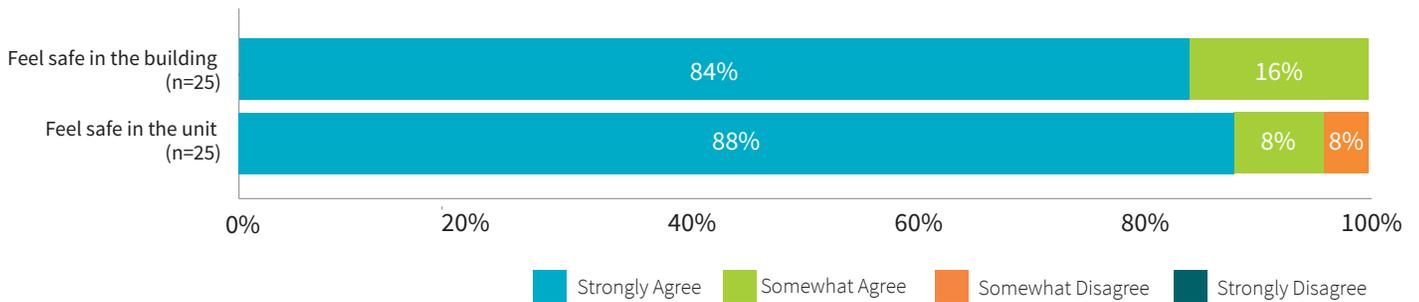
The nearby community centre has made it possible for residents to access recreational activities, and residents are participating in programs and using facilities. Reiderman staff also reported that the outdoor space and yard around the building has been a popular area for residents to play games such as soccer and bocce. In the resident survey, 35 per cent of respondents reported improved participation in recreational activities. No survey respondent reported a worsening in this area.



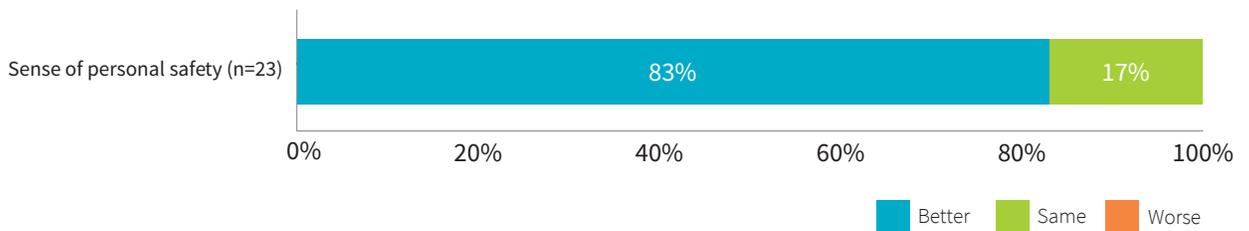
Source: Resident Survey

Safety

All survey respondents somewhat or strongly agreed that they felt safe in the building, while almost all agreed that they felt safe in their unit. The majority of survey respondents reported an improvement in their sense of personal safety.



Source: Resident Survey



Source: Resident Survey

Satisfaction with Housing and Supports

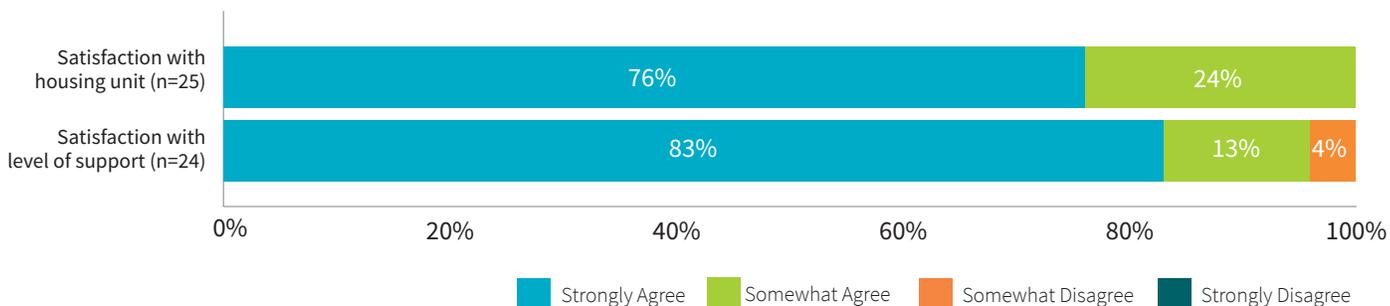
Staff reported that the majority of residents are satisfied with their housing situation at Reiderman.

“I would say they are very satisfied. I get positive comments all the time. They are very grateful.”

– Reiderman staff member

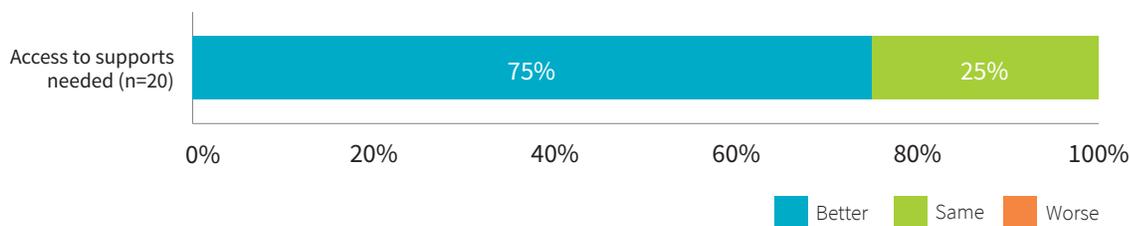
RESULTS AT SIX MONTHS

The resident survey supports 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 96 per cent of survey respondents somewhat or strongly agreed that they were satisfied with the level of support they receive at Reiderman.



Source: Resident Survey

Most survey respondents reported that it is easier to get the help they need than before they moved to Reiderman, while 25 per cent reported that access to supports has stayed the same. Reiderman staff reported that residents have begun accessing services that they were not accessing before moving into the building, such as counselling for addictions, a pharmacy that delivers medication, home support, assistance with using the food bank, applying for Income Assistance, and obtaining identification documents and transit passes.



Source: Resident Survey

Challenges

A lack of transit options close to Reiderman presents a challenge for some elderly residents and some residents with mobility challenges. Some of these residents have experienced challenges accessing services and groceries. Staff have helped residents adapt through a grocery delivery program and by connecting residents who qualify with bus pass programs, Meals on Wheels and HandyDart. In addition, a volunteer drives residents to the food bank once a week.

Some Reiderman residents experienced challenges in adjusting to living in stable housing after experiencing

homelessness. Reiderman staff reported that moving from an outdoor lifestyle to an indoor lifestyle was difficult for some, especially if they had lived outside for many years.

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

- The small size of the fridge and freezer in each unit, which has made food storage and budgeting for groceries more difficult. This issue was mitigated when building staff allowed residents to store food in the common-room fridge.
- Some residents with mobility challenges have difficulty opening the heavy doors.

Residents' Health

OUTCOME: IMPROVED

“Seeing people stabilize. (...) Just seeing some tenants in clean clothes, taking care of themselves a bit more. Getting connected with doctors, pharmacies and ensuring their needs are met.”

– Reiderman staff member

“They can finally sleep well. It is quiet, they have a comfortable bed. Some of them have been homeless for 18 years. Sleeping well after 18 years can be a dramatic change.”

– Reiderman staff member

Staff reported that improved health has been a positive outcome for many residents at Reiderman. Residents have access to healthy food through a grocery program and a daily breakfast provided by the Community Builders. For many residents, being able to sleep somewhere quiet in a comfortable bed has led to improvements. One staff member noted that personal hygiene has improved for many residents, as they now have their own showers and easy access to laundry facilities.



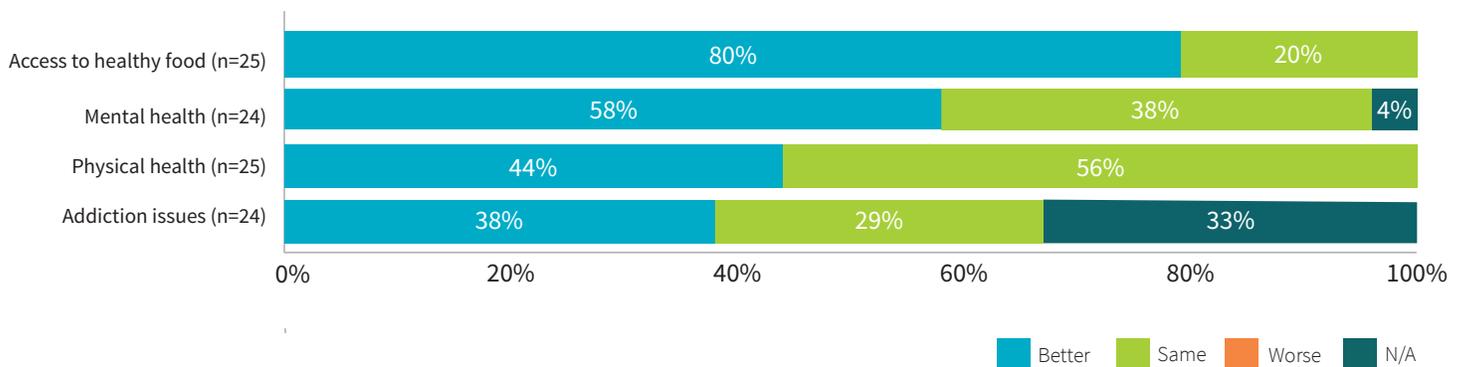
Some residents have started accessing counselling for addictions through the South Mental Health team, and some residents have been connected with Home Support to help them with personal care, medication management, and some light housekeeping chores.

In the resident survey, 80 per cent of respondents indicated that they have better access to healthy food since moving to Reiderman.

Fifty-eight per cent of resident survey respondents reported improvements to their mental health since moving into their unit and 44 per cent reported an improvement in their physical health.

Thirty-eight per cent of survey respondents reported improvements in addiction issues; 29 per cent reported that their addiction issues had remained the same; and 33 per cent reported that this question did not apply to them.

No survey respondent reported worsening in these four health areas.



Source: Resident Survey

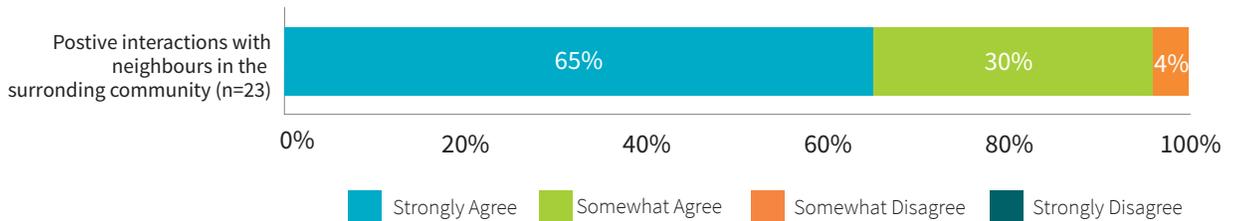
Community Relations

OUTCOME: IMPROVED

Reiderman staff indicated that the relationship with the wider community has improved over time, and some neighbours now bring donations to the building. Kitchen on a Mission, a student-led non-profit, also donates fresh bread on a regular basis.

When Reiderman first opened, Community Builders had a staff position called “Tenant Community Liaison”. This staff person organized community walks around the neighbourhood to pick up garbage, and some residents took part as a volunteer activity.

Staff perceptions of improved community relations are confirmed by residents. Sixty-five per cent of survey respondents strongly agreed that they have experienced positive interactions with the surrounding community, while 30 per cent somewhat agreed.



Source: Resident Survey

Health Care System Usage

OUTCOME: REDUCED USE OF EMERGENCY SERVICES

Some residents have changed the way they use health care services since moving into Reiderman. Reiderman staff reported that for some residents the level of support available at Reiderman has meant fewer trips to the hospital. For example, prior to moving to Reiderman one resident would frequently visit hospital due to a chronic health concern. Since his move into Reiderman, staff were able to connect him to a pharmacy and stabilize his condition.

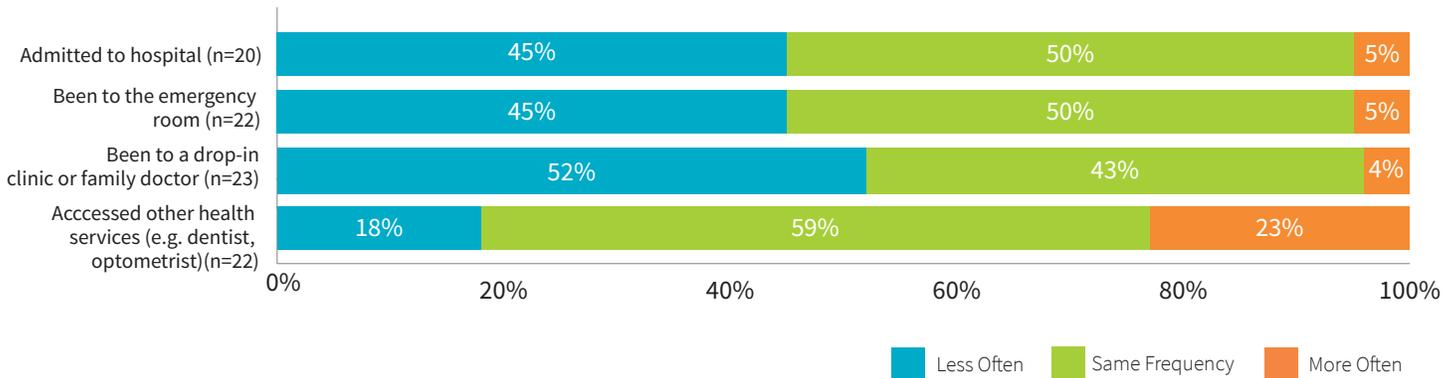
Residents also reported decreased use of emergency health services. Forty-five per cent of survey respondents indicated that they have been to the emergency room or been admitted to hospital less often since moving into Reiderman, while half of survey respondents reported using these services with the same frequency, including not at all.

About half of survey respondents reported that they had been to a drop-in clinic or family doctor less often since moving into Reiderman, while a similar number reported accessing these services with the same frequency or more often. At least two residents have been admitted to hospital for long-term stays.

Almost a quarter of survey respondents said they use other health services, such as a dentist or optometrist, more often since moving into Reiderman, while access remained the same for the majority of survey respondents.

“In the past (...) he would wait until the condition was severe and then call 911 and go. This was normal for him. But now he is able to manage his condition with help from staff.”

– Reiderman staff member



Source: Resident Survey

Data provided in this report was collected six months after Reiderman Residence opened. The outcomes are based on the 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 voluntary resident survey was made available to Reiderman residents in September 2018. The objective of this survey was to measure the change in well-being and quality of life that residents have experienced because of the program. The resident survey results are self-reported by residents.

- Thirty-two per cent of Reiderman 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 Community Builders' staff in September 2018. 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 program.

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.

City of Vancouver Data

Data on some resident demographic information and previous living situation was accessed from the City of Vancouver Homelessness Services Database.

Partners

This study is being undertaken at modular supportive housing developments across the province in collaboration with non-profit housing societies and other partners. In Vancouver, the Rapid Response to Homelessness program was delivered as Temporary Modular Housing (TMH).

