

July 2021

Rosethorn House 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.

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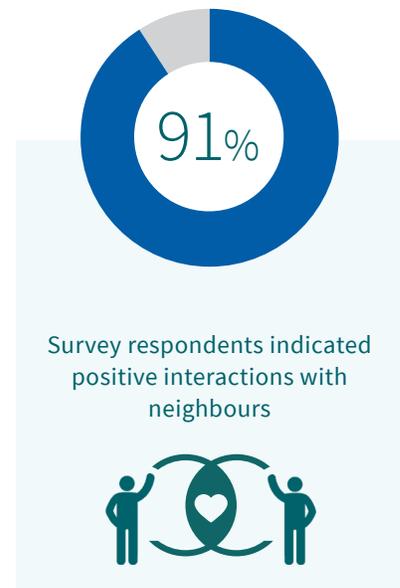
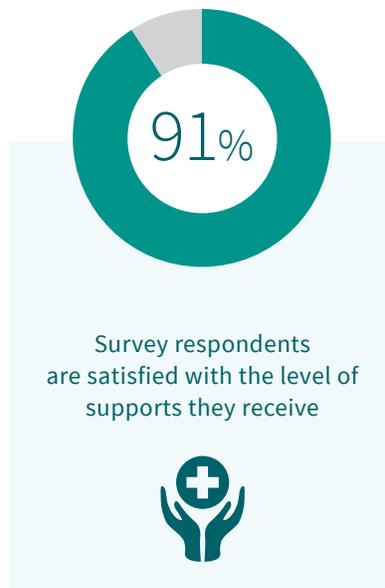
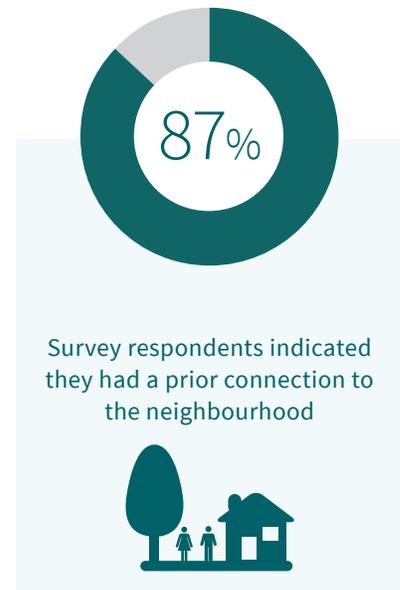
Acknowledgements

BC Housing gratefully acknowledges the Canadian Mental Health Association – Kamloops Branch for sharing their insights on Rosethorn House, a modular housing development in Kamloops, 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 Rosethorn House a modular supportive housing development in Kamloops, B.C., sixteen months after the building opened.

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



ROSETHORN HOUSE



Housing provider, Canadian Mental Health Association – Kamloops Branch, operates Rosethorn House, providing on-site support coverage twenty-four hours every day of the week and helping residents to:

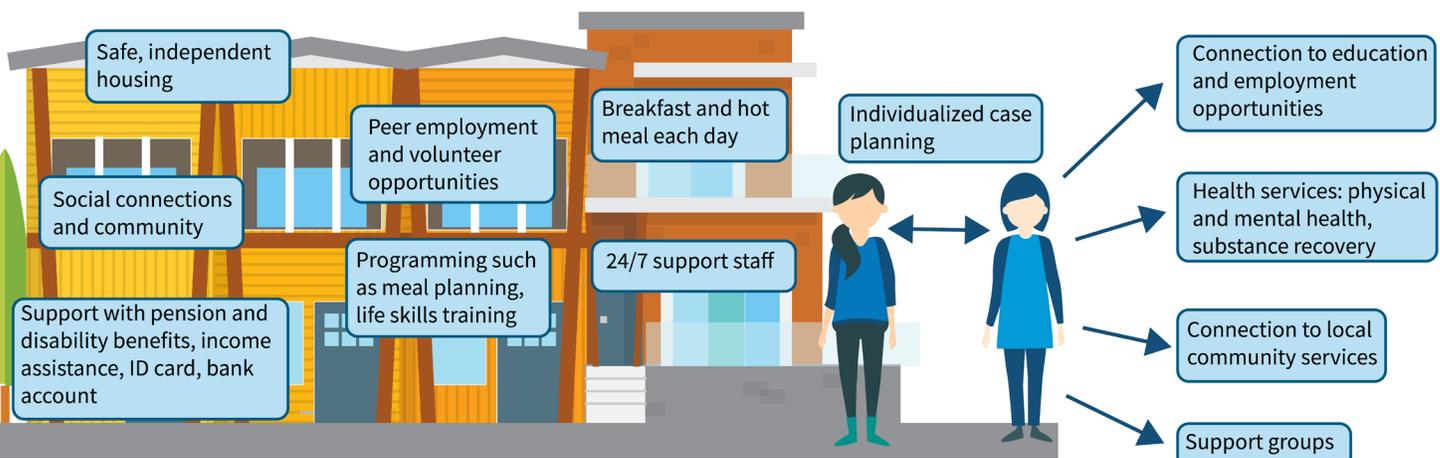
- › Maintain their units
- › Enhance their life skills, including learning to cook
- › Connect with education, employment, health, and independent housing
- › Access community information, social and recreational programs
- › Participate in case planning and needs assessments
- › Access income assistance,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

Modular units funded under Rapid Response to Homelessness program deliver results

Rosethorn House opened in January 2020 and is funded under the Rapid Response to Homelessness program. Rosethorn House provides 42 units of housing for individuals experiencing homelessness or at risk of homelessness in Kamloops, 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.

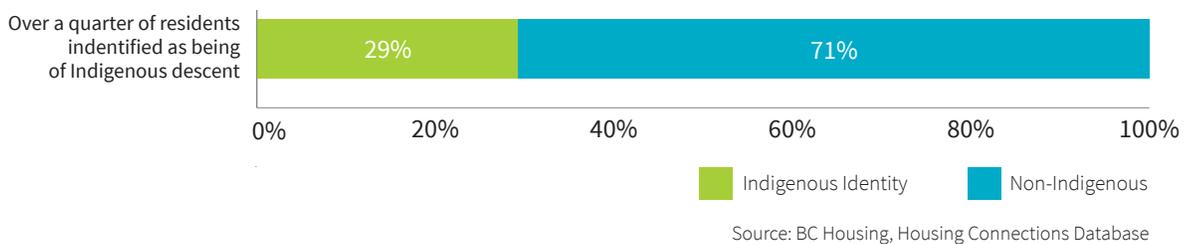
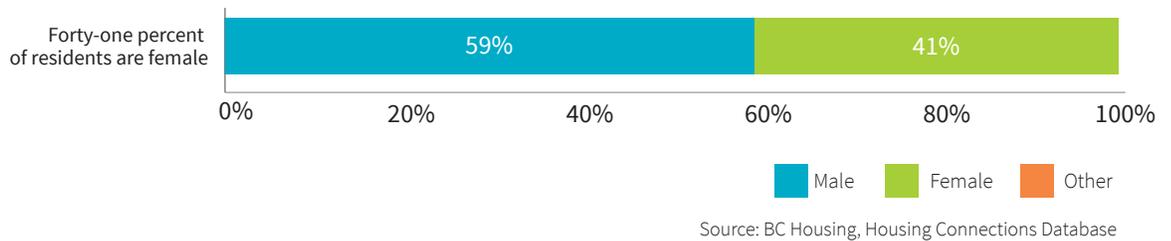
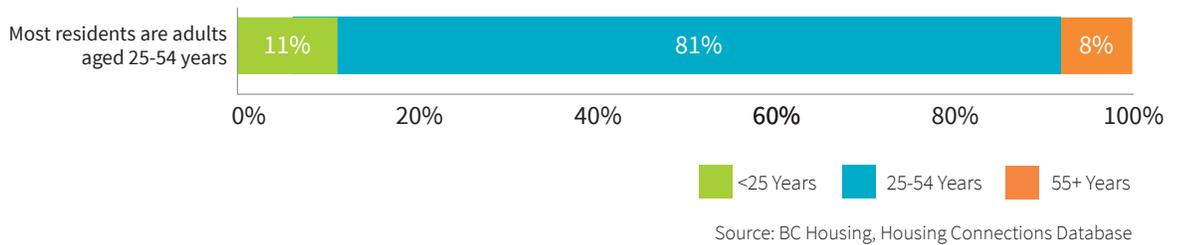
Each self-contained studio apartment is 320 square feet and includes a 3-piece bathroom, 2-burner stovetop and an apartment sized fridge. Each building includes 2,000 square feet of amenity space with an area for social gatherings and meals. Six units on the first floor of the building are wheelchair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



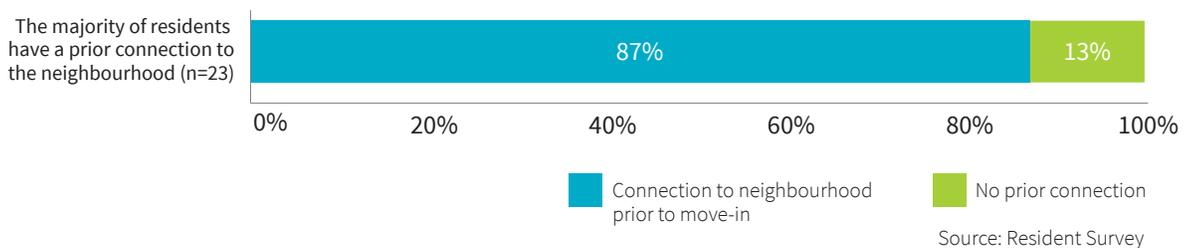
Resident Profile

Rosethorn House 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. Most residents are adults aged 25-54 years.

Staff reported that they have a good mix of residents, a community with people that get along well and advocate for each other.



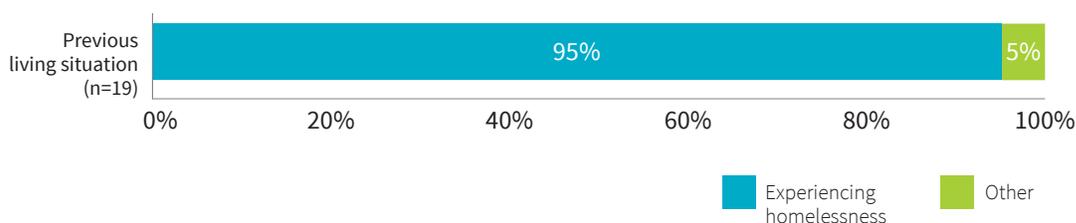
Eighty-seven per cent of survey respondents indicated that they had a prior connection to the neighbourhood. These connections include living in the neighbourhood either immediately prior to moving to Rosethorn House or in the past, having friends or relatives in the neighbourhood, and using services 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 Rosethorn House. Staff reported that many individuals were homeless and living on the street for more than four years before moving into housing, making the transition difficult. It can take about eight months for residents to settle into their housing and supports.

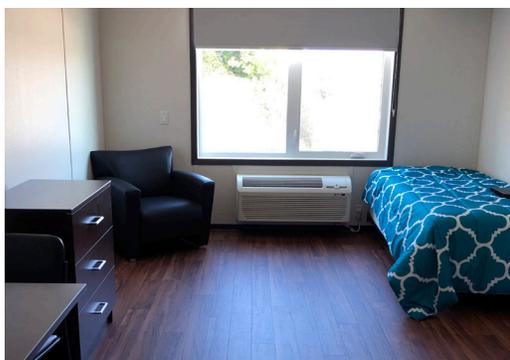


Source: Resident Survey

Housing Stability

OUTCOME: INCREASED

Eighty-four per cent of the first residents at Rosethorn House remained housed there six months after moving into their homes. Most residents who left Rosethorn House unit before the six-month mark had health issues that the housing operator was unable to support. One resident passed away. Staff reported that they do their best to work with individuals at risk of eviction, and they have one of the highest retention rates and lowest number of evictions.

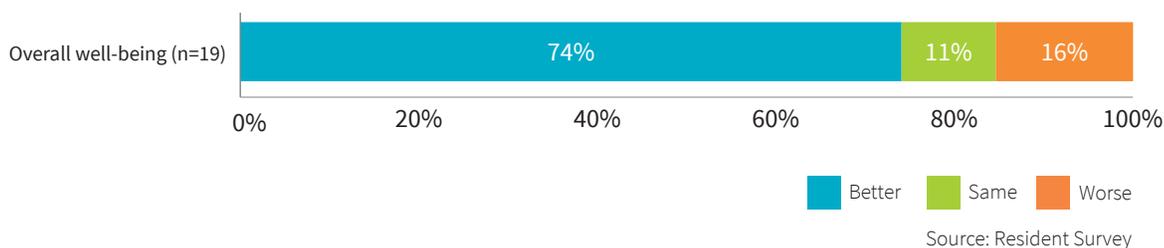


Quality of Life for Residents

OUTCOME: IMPROVED

Overall Well-being

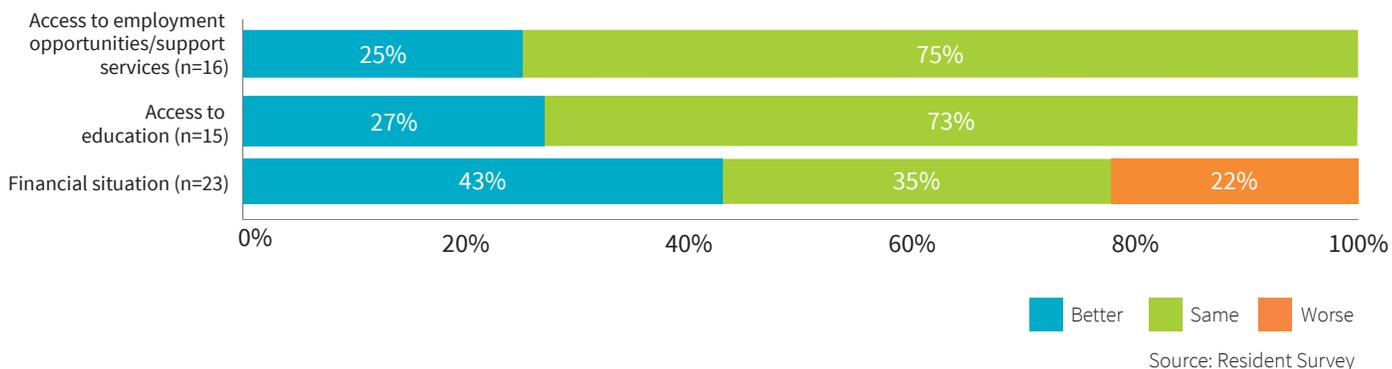
Seventy-four per cent of survey respondents reported improvements in their overall well-being, while 11 per cent of survey respondents reported that their well-being remained the same. Sixteen per cent of respondents reported that their well-being was worse. Staff reported that many individuals were homeless and living on the street for more than four years before moving into housing, making the transition difficult. It can take about eight months for residents to settle into their housing and supports.



Employment, Income and Education

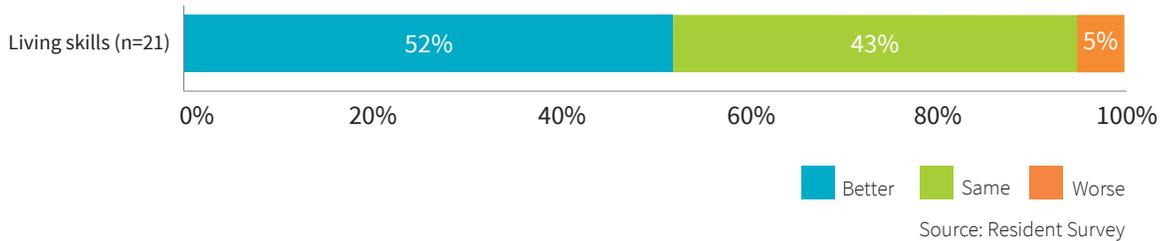
Twenty-five per cent of survey respondents reported better access to employment opportunities since their move, while 27 per cent reported better access to education. Staff reported that two residents have gained employment since moving into Rosethorn House.

Forty-three per cent of survey respondents reported that their financial situation had improved, while 22 per cent reported that their financial situation was worse. Staff suggested this may be due to COVID-19. The pandemic has forced many individuals to stay indoors and spend more money on groceries rather than accessing programs that provided daily meals. This was an unforeseen cost for many residents. Food security is an ongoing issue in the community.



Living Skills

Fifty-two per cent of survey respondents reported that their living skills had improved, while living skills remained the same for 43 per cent of residents.

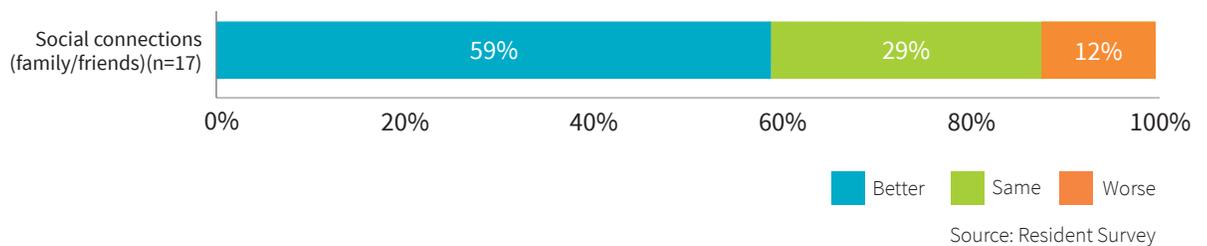
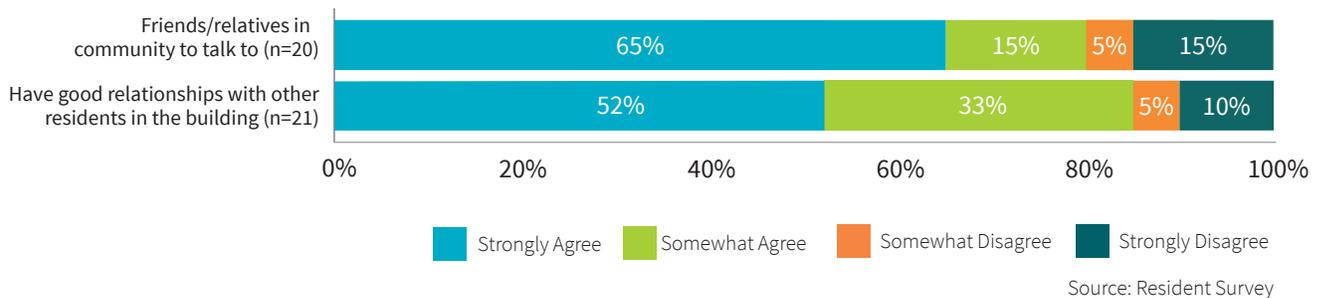


Social Connections

Rosethorn House residents reported improved social connections. Eighty per cent of survey respondents somewhat or strongly agreed that they have friends or relatives in the community to talk to, while 85 per cent reported good relationships with other tenants.

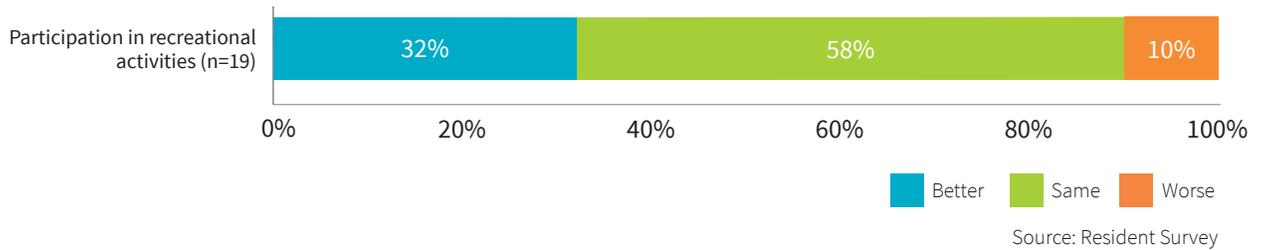
Fifty-nine per cent of survey respondents reported improvements in their social connections, while 29 per cent indicated that their social connections remained the same. Twelve per cent of respondents reported that their social connections were worse, and though the residents did not comment on the reasons, the COVID-19 pandemic restrictions likely posed challenges for socializing.

Staff reported that it is has been difficult for residents to connect due to COVID-19. To help address this, Rosethorn House staff created a peer-program – a work opportunity for residents to go out into the community and do trash collection when the weather permitted. This enabled residents to get some exercise, connect with others and earn money, while keeping their community clean.



Recreation

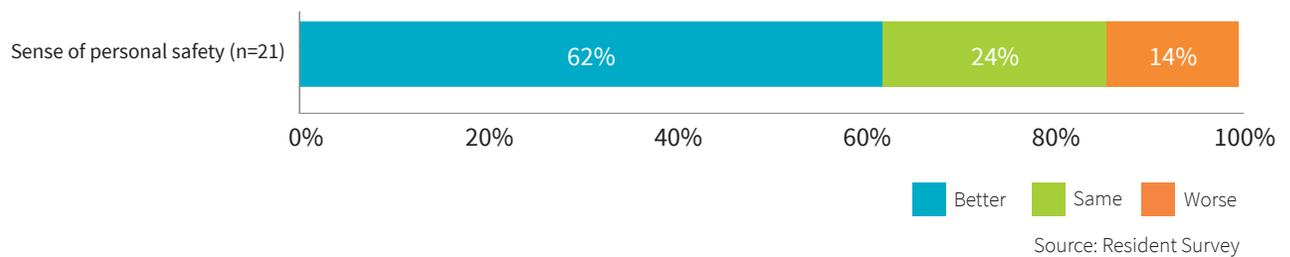
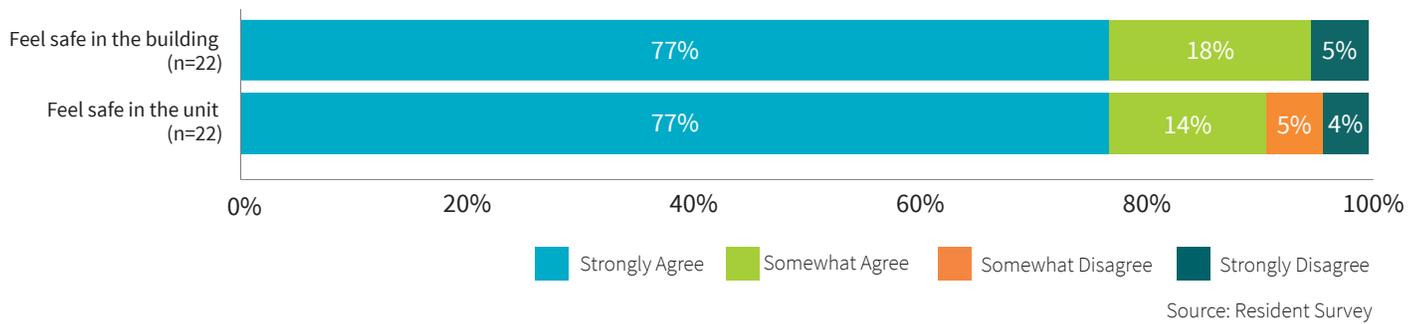
Thirty-two per cent of survey respondents reported improved participation in recreational activities, while participation remained the same for 58 per cent of respondents.



Safety

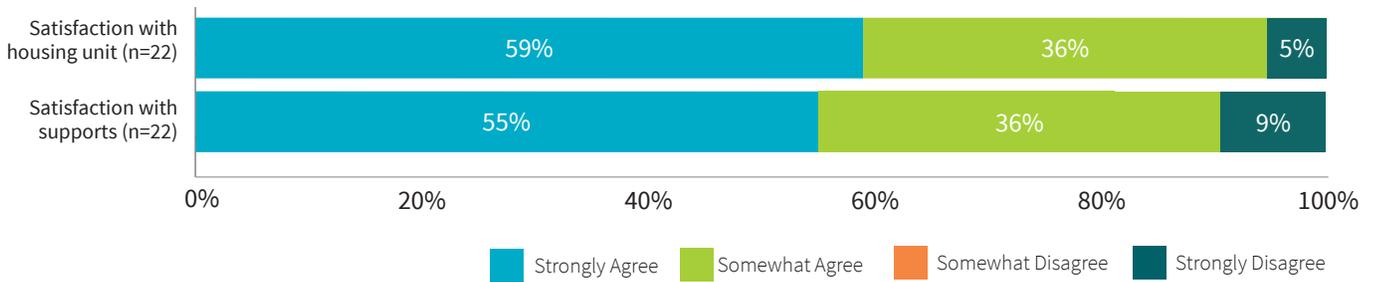
The majority of survey respondents (95 per cent) somewhat or strongly agreed that they felt safe in the building, while 91 per cent agreed that they felt safe in their home.

Most survey respondents (62 per cent) reported an improvement in their sense of personal safety.



Satisfaction with Housing and Supports

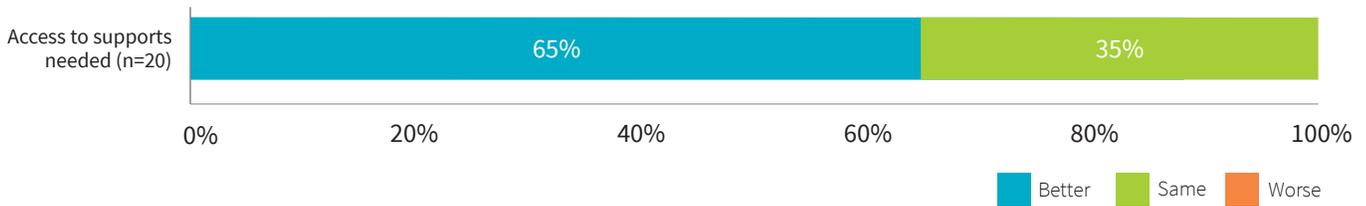
The resident survey supports staff perceptions that residents are satisfied with their housing and supports. Most survey respondents (95 per cent) somewhat or strongly agreed that they were satisfied with their housing unit, while 91 percent of survey respondents somewhat or strongly agreed that they were satisfied with the level of supports they receive at Rosethorn House.



Source: Resident Survey

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 some days, residents are thankful for the services they receive, while other days, residents feel that staff/programs should be doing more for them. The staff at Rosethorn House work hard to meet residents in the middle – supporting individuals while encouraging them to do what they can on their own.



Source: Resident Survey

Challenges

Some Rosethorn House residents have experienced challenges since moving to their new home. Staff reported that one of the biggest challenges for residents has been adjusting to living inside, as a lot of residents had been living outside for many years.

Residents have also experienced challenges with managing the volume of their belongings and ensuring they aren't accumulating too many items for their space. Staff have been able to work with residents on this issue.

Rosethorn House staff also identified challenges related to staffing. It is difficult to support residents with two staff per shift for 42 residents.

Staff suggested that higher quality materials for the finishings could help reduce longer term operating and maintenance costs. There have also been issues with the low-flow toilets being able to handle waste.

"I think it's so great. It's wonderful seeing people turn it into a home. It's big enough for them to use it as a home."

– Rosethorn House staff member

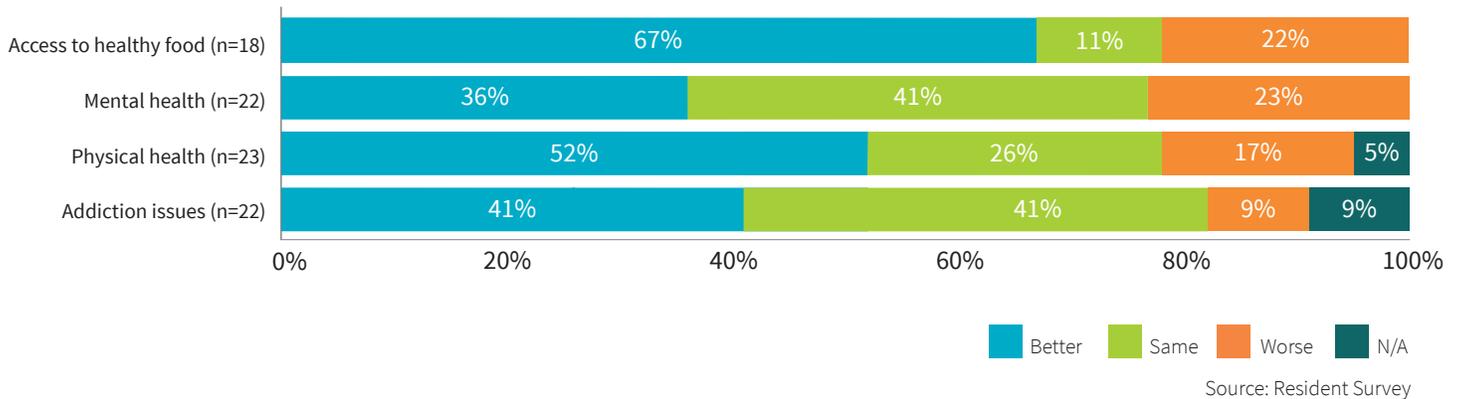
Residents' Health

OUTCOME: IMPROVED

Sixty-seven per cent of survey respondents indicated that they have better access to healthy food since their move to Rosethorn House. Thirty-six per cent of survey respondents reported improvements to their mental health since moving into their home.

Forty-one per cent of survey respondents reported improvements in addiction issues, while 41 per cent reported that their addiction issues had remained the same, and nine per cent reported this question did not apply to them.

Fifty-two per cent of survey respondents indicated an improvement in their physical health.



Health Care System Usage

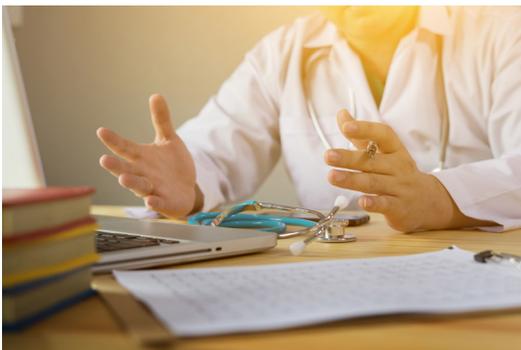
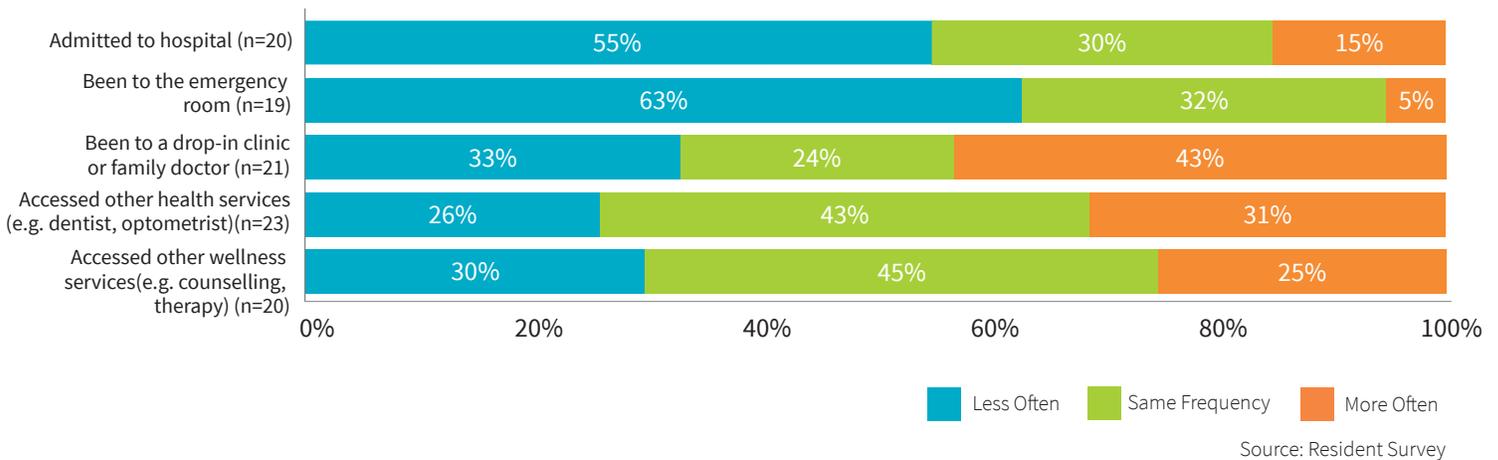
OUTCOME: DECREASED USE OF EMERGENCY SERVICES

Fifty-five per cent of survey respondents indicated that they have been admitted to hospital less often since moving to Rosethorn House, while 30 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. Sixty-three per cent of survey respondents reported that they had been to the emergency room less often. Thirty-two 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.

Thirty-one per cent of survey respondents reported accessing other health services (such as dentist or optometrist) more frequently. Twenty-five per cent of survey respondents reported accessing other wellness services (such as counselling and therapy) more frequently since moving into Rosethorn House.



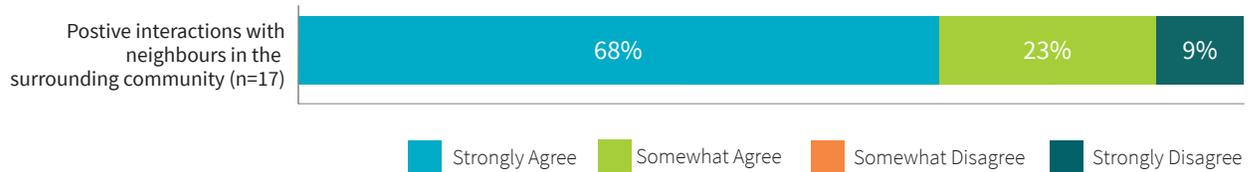
Community Relations

OUTCOME: POSITIVE

The majority of survey respondents strongly or somewhat agreed that they have experienced positive interactions with the surrounding community (91 per cent).

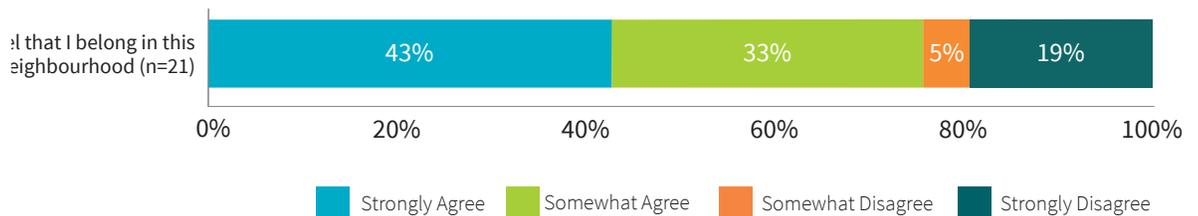
“It’s hard to explain it, when you see how much our tenants support each other. The comradery, sense of well-being, and belonging is huge. It feels so good for tenants to have a house, not be judged, be themselves and be ok.”

– Rosethorn House staff member



Source: Resident Survey

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



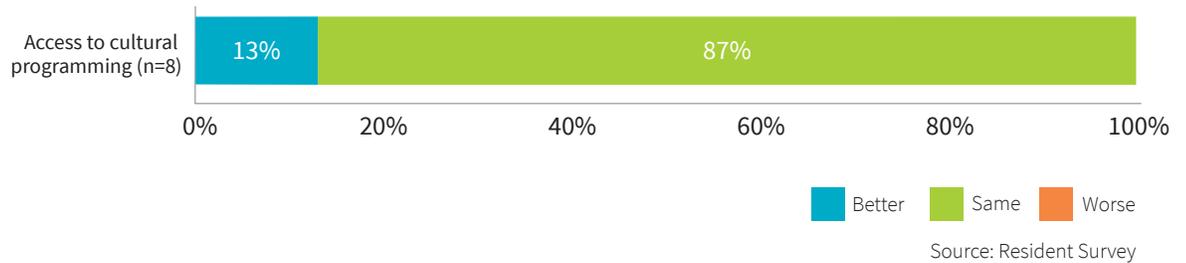
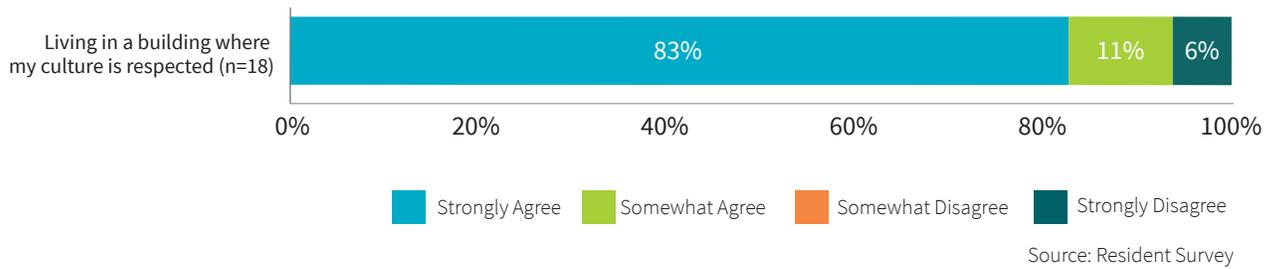
Source: Resident Survey

Access to Cultural Programming

OUTCOME: POSITIVE

Ninety-four per cent of survey respondents reported that they feel their culture is respected at Rosethorn House.

The majority of survey respondents (87 per cent) felt that their access to cultural programming had remained the same, while 13 per cent of survey respondents felt their access to cultural programming had improved.



Data provided in this report was collected sixteen months after Rosethorn House 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 building 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 Rosethorn House 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.

- Fifty-four per cent of Rosethorn House 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 Canadian Mental Health Association staff 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