

March 2022

Samuel Place Modular Supportive Housing Resident Outcomes



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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

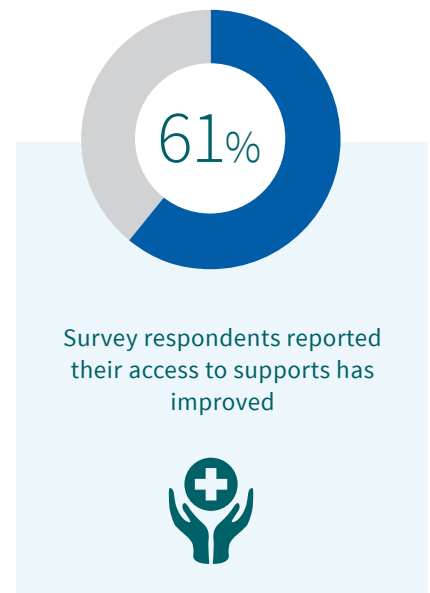
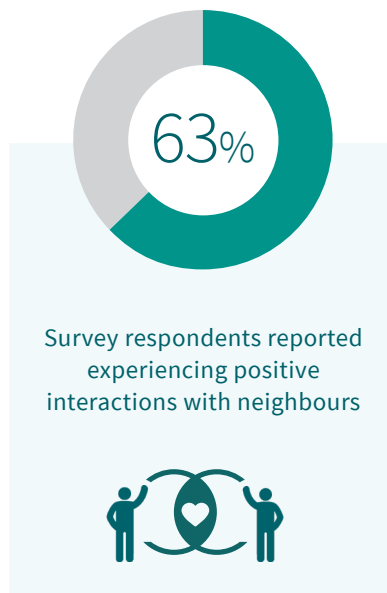
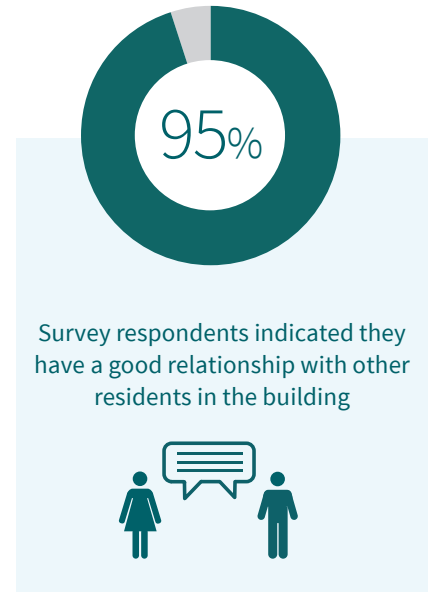
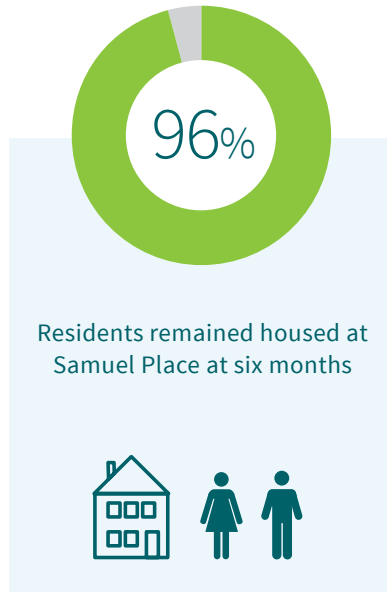
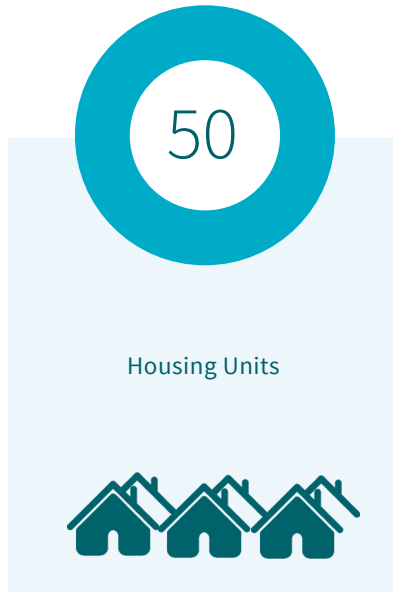
BC Housing gratefully acknowledges The John Howard Society of Okanagan and Kootenay for sharing their insights on Samuel Place, a modular housing development in Kelowna, and for supporting this study. We would like to sincerely thank all the residents who shared their perspectives through the resident survey as part of this study.

JohnHoward
SOCIETY OF OKANAGAN & KOOTENAY



This snapshot shows outcomes for residents of Samuel Place a modular supportive housing development in Kelowna, B.C., six months after the building opened.

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



SAMUEL PLACE



The John Howard Society of Okanagan and Kootenay, operates Samuel Place, providing on-site support coverage twenty-four hours every day of the week and helping residents to:

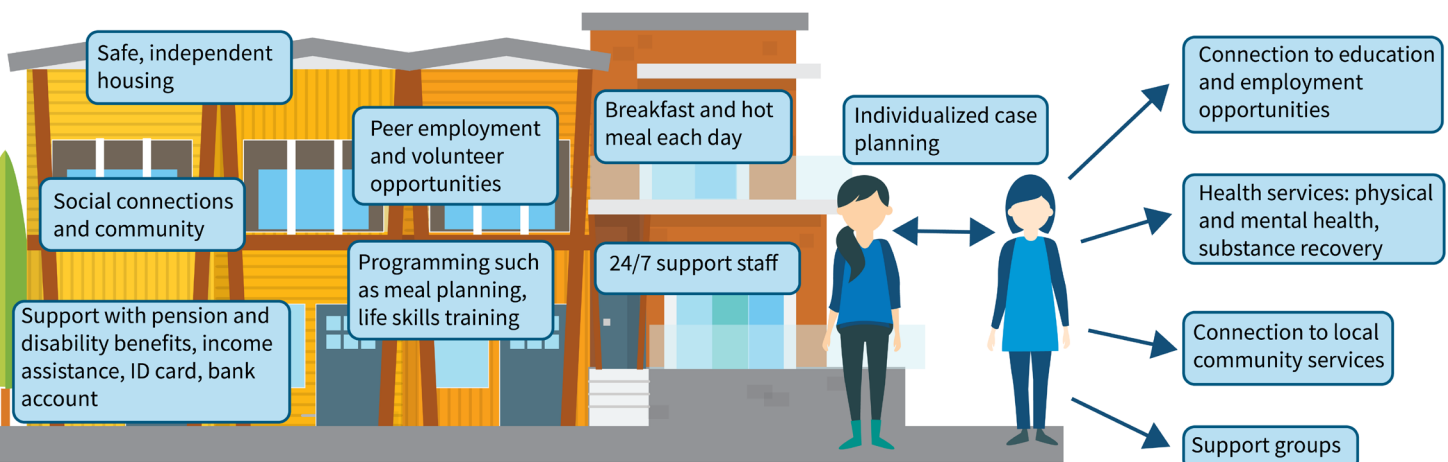
- › Maintain their homes
- › Enhance their life skills, including learning to cook
- › Connect with education, employment, health, and independent housing
- › Access community information, social and recreational programs
- › Participate in case planning and needs assessments
- › Access income assistance,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

Modular units funded under Rapid Response to Homelessness program deliver results

Samuel Place opened in April 2020 and is funded under the Rapid Response to Homelessness program. Samuel Place provides 50 units of housing for individuals experiencing homelessness or at risk of homelessness in Kelowna, 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 Induction cooktop and a full-height fridge. Each building includes 2,000 square feet of amenity space with an oven for social gatherings and meals. Five units on the first floor of the building are wheelchair accessible.

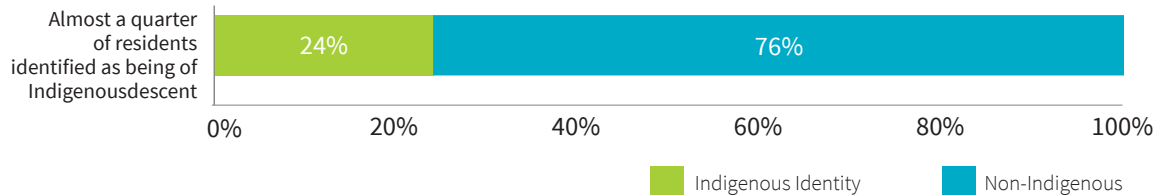
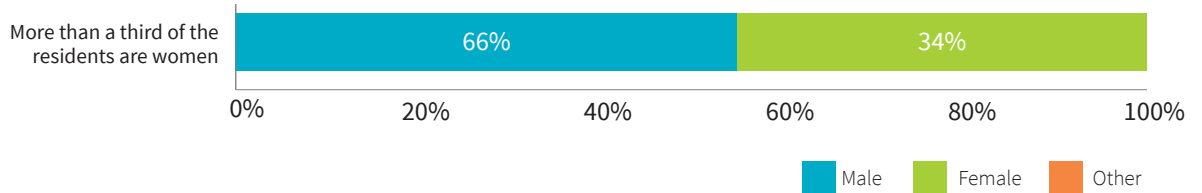
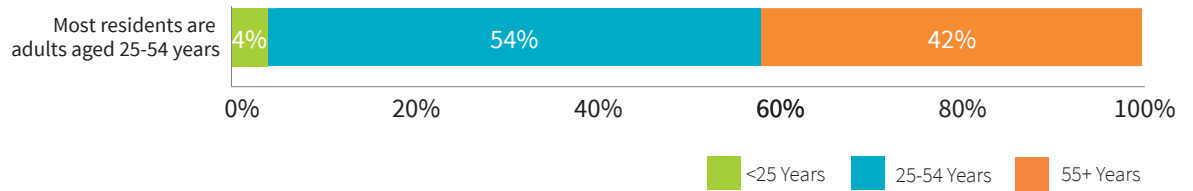




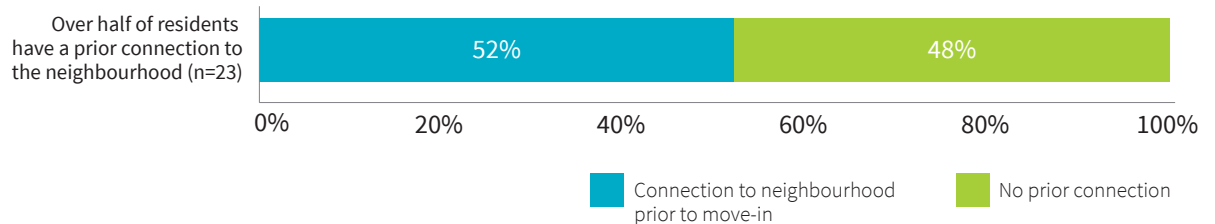
Resident Profile

Samuel 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 like the diverse age range that we have in the building. It gives the building a nice overall feel to have older and younger folks living here.” – Samuel Place staff member



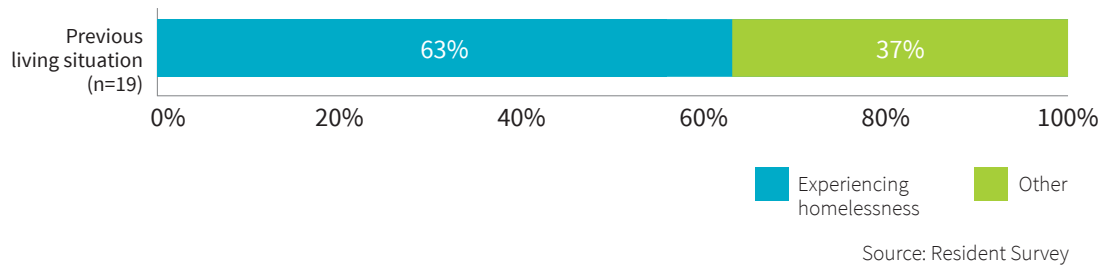
Fifty-two per cent of survey respondents indicated that they had a prior connection to the neighbourhood. These connections include living in the neighbourhood either immediately prior to moving to Samuel Place or in the past, having friends or relatives in the neighbourhood, and using services located 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 Samuel Place. Staff reported that the majority of residents had previously been staying in temporary housing prior to moving in, while the rest were living in an emergency shelter or housing that didn't meet their needs.



Housing Stability

OUTCOME: INCREASED

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



Source: City of Vancouver

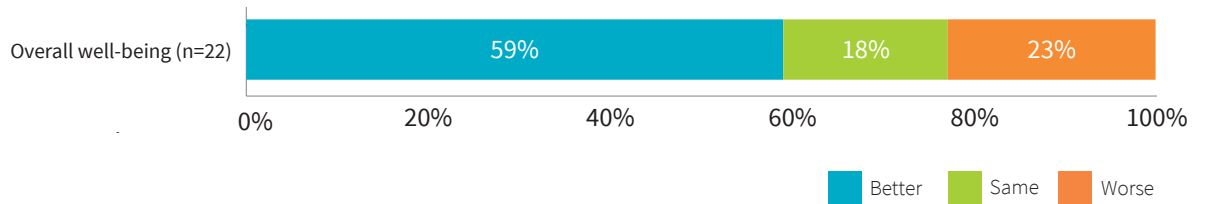


Quality of Life for Residents

OUTCOME: IMPROVED

Overall Well-being

Fifty-nine per cent of survey respondents reported improvements in their overall well-being, while 18 per cent of survey respondents reported that their well-being remained the same.



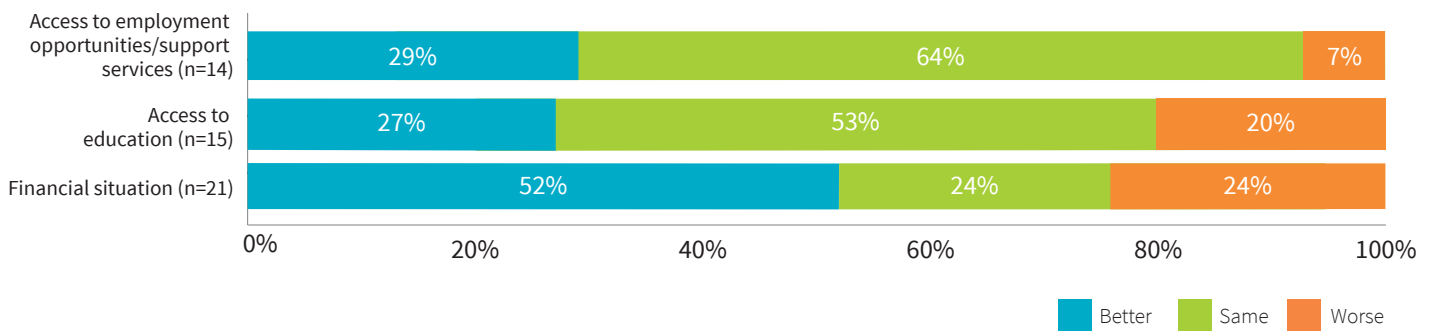
Source: Resident Survey

Employment, Income and Education

Twenty-nine per cent of survey respondents reported better access to employment opportunities since their move, while 27 per cent reported better access to education.

Fifty-two per cent of survey respondents reported that their financial situation had improved.

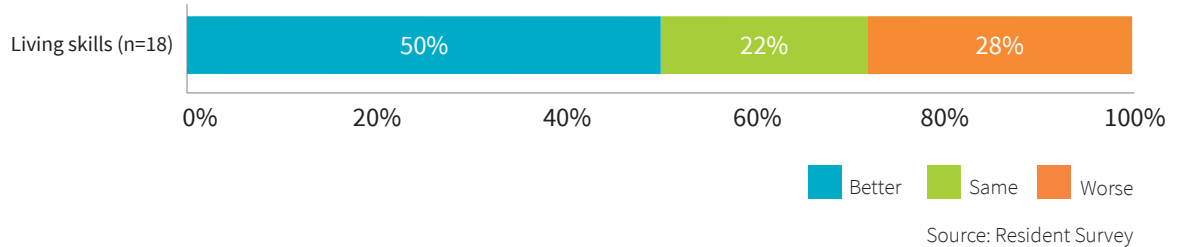
Staff reported that a few residents are looking for employment and education opportunities.



Source: Resident Survey

Living Skills

Half of the survey respondents reported that their living skills had improved, while living skills remained the same for 22 per cent of residents. Twenty-eight per cent reported that their living skills were worse. Staff noted that moving into housing from a shelter or the streets made residents aware of the life skills they require. Staff perform monthly room inspections and offer additional support to residents as needed.



Social Connections

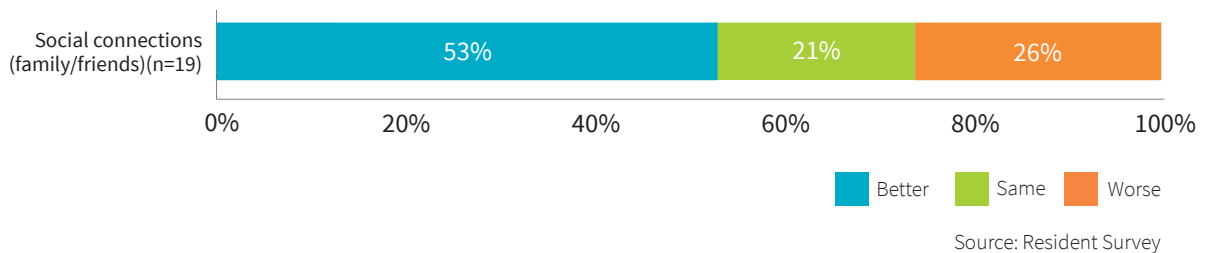
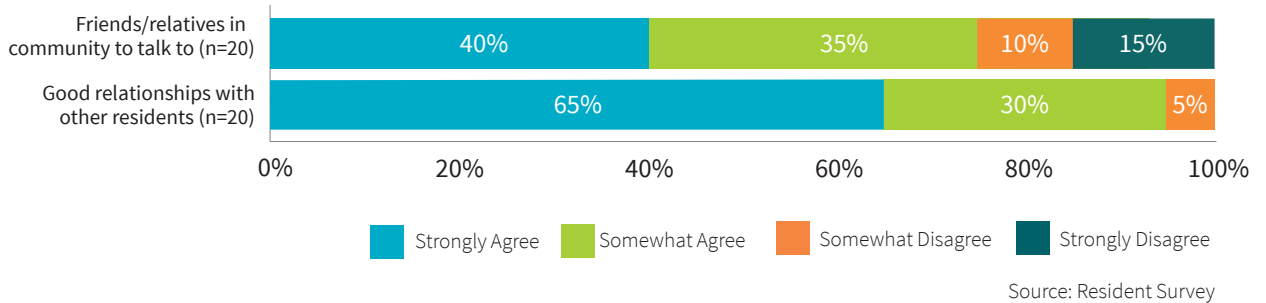
Samuel Place residents reported improved social connections. Seventy-five per cent of survey respondents somewhat or strongly agreed that they have friends or relatives in the community to talk to, while ninety-five per cent reported good relationships with other residents.

Fifty-three per cent of survey respondents reported improvements in their social connections, while 21 per cent indicated that their social connections remained the same. Staff reported that there is a community feeling in the building. Residents often gather in the backyard to play cards.

“The backyard is one of my favourite spaces to see all the residents creating a community together.”

“This area is the hub of the building.”

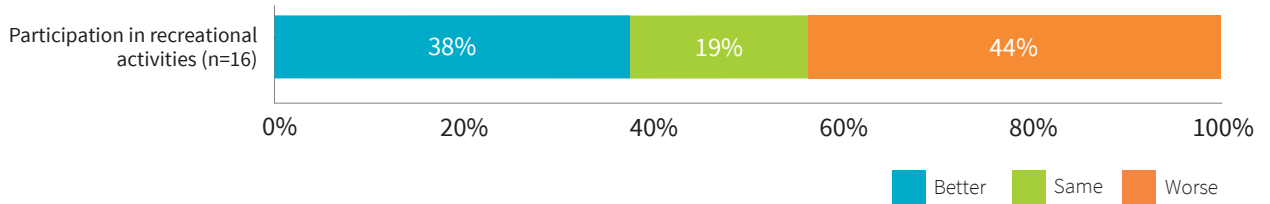
– Samuel Place staff member





Recreation

Thirty-eight per cent of survey respondents reported improved participation in recreational activities, while participation remained the same for 19 per cent of respondents. Forty-four per cent of residents reported a decrease in participation in recreational activities. Staff reported that a number of their residents would really like to access recreational facilities, but COVID-19 has been a barrier.



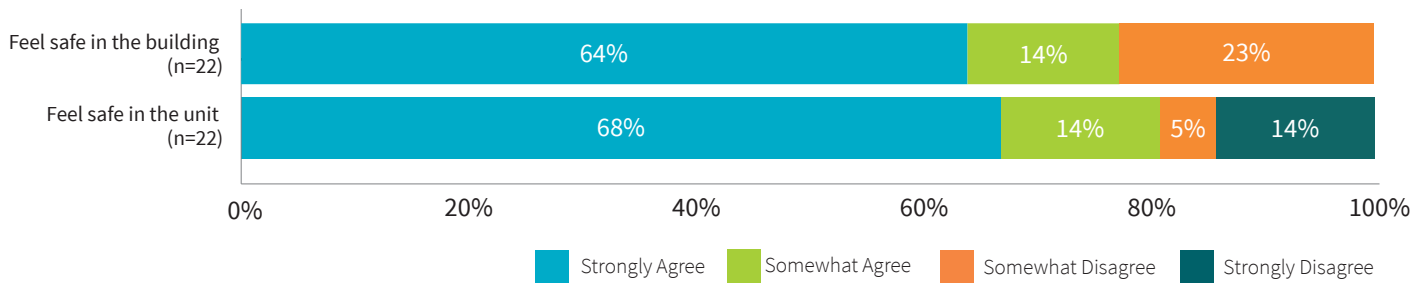
Source: Resident Survey

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

Safety

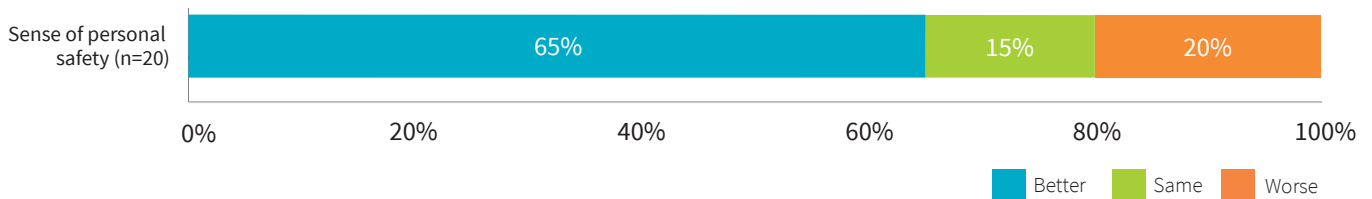
The majority of survey respondents (78 per cent) somewhat or strongly agreed that they felt safe in the building, while eighty-two per cent agreed that they felt safe in their home.

Most survey respondents (65 per cent) reported an improvement in their sense of personal safety.



Source: Resident Survey

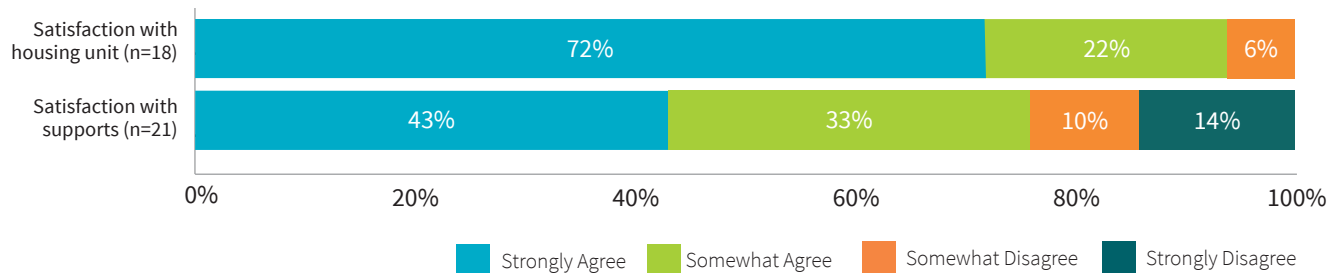
Note: Percentages in this chart do not add up to 100% because of rounding.



Source: Resident Survey

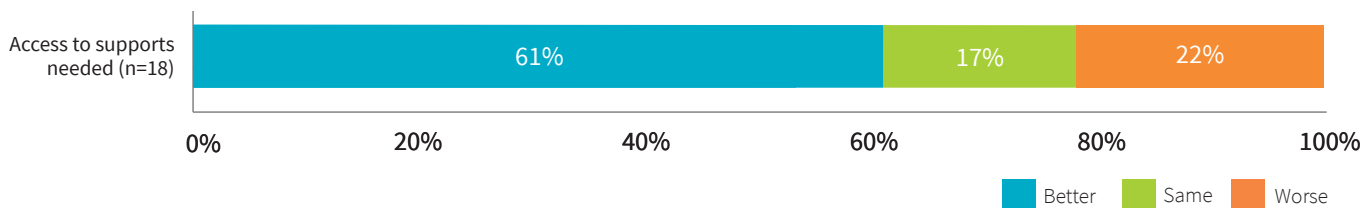
Satisfaction with Housing and Supports

The resident survey supports staff perceptions that residents are satisfied with their housing and supports. Most survey respondents (94 per cent) somewhat or strongly agreed that they were satisfied with their housing unit. Seventy-six per cent of survey respondents somewhat or strongly agreed that they were satisfied with the level of supports they receive at Samuel Place.



Source: Resident Survey

Sixty-one per cent of survey respondents reported that access to the supports they need has improved, while 17 per cent reported that access has stayed the same. Staff reported that residents have started accessing a range of supports offered at the building and in the community, including cultural, mental and other health supports.



Source: Resident Survey

Challenges

Some of the Samuel Place residents have experienced challenges since moving to their new home. Staff reported that the COVID-19 pandemic placed a strain on residents, as they were not allowed to have guests in the building for a period of time. Some residents have struggled to follow some of the building guidelines.

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

- A lack of accessibility features
- The institutional feel of the lighting and some other elements of the building



Residents' Health

OUTCOME: IMPROVED

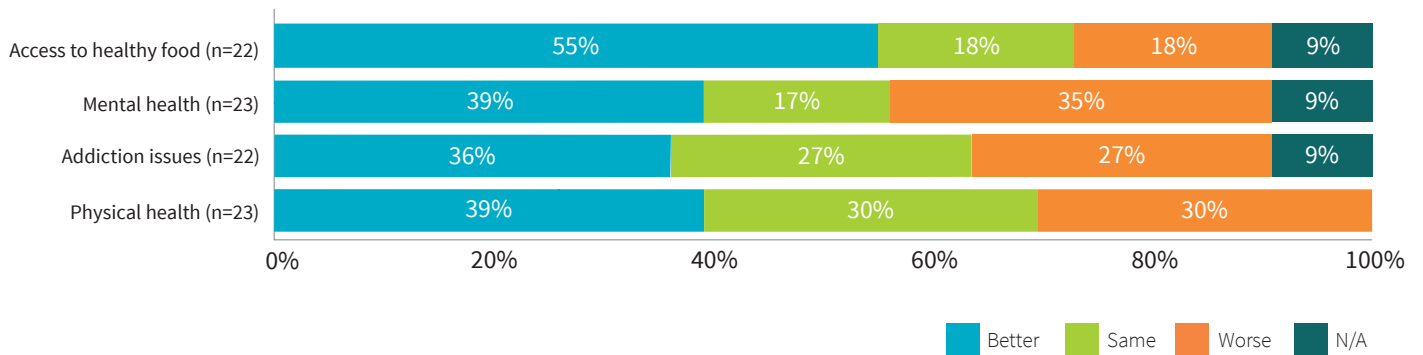
Fifty-five per cent of survey respondents indicated that they have better access to healthy food since their move to Samuel Place.

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

Thirty-six per cent of survey respondents reported improvements in addiction issues, while 27 per cent reported that their addiction issues had remained the same.

Thirty-nine per cent of survey respondents indicated an improvement in their physical health.

The COVID-19 pandemic may have impacted the physical and mental health results in the survey. Many residents struggled with isolation during this time.



Source: Resident Survey

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



Health Care System Usage

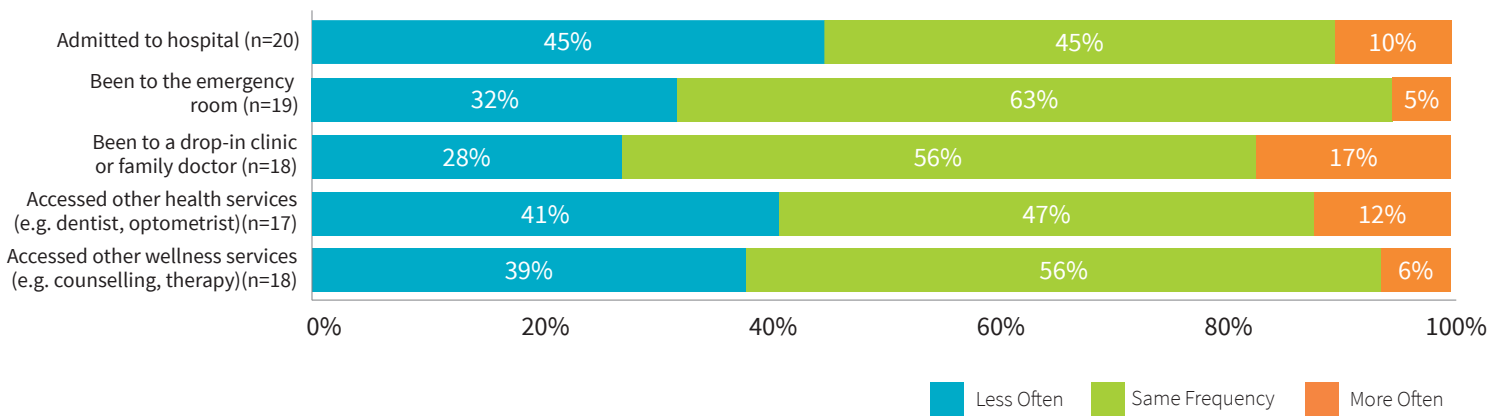
OUTCOME: REDUCED USE OF EMERGENCY SERVICES

Forty-five per cent of survey respondents indicated that they have been admitted to hospital less often since moving to Samuel Place. Forty-five per cent reported they had been admitted to hospital with the same frequency.

Thirty-two per cent of survey respondents reported that they had been to the emergency room less often. Sixty-three per cent of survey respondents indicated that they had been to the emergency room with the same frequency.

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

Twelve per cent of survey respondents reported accessing other health services (such as dentist or optometrist) more frequently. Six per cent of survey respondents indicated accessing other wellness services (such as counselling and therapy) more frequently since moving into Samuel Place.



Source: Resident Survey

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





Community Relations

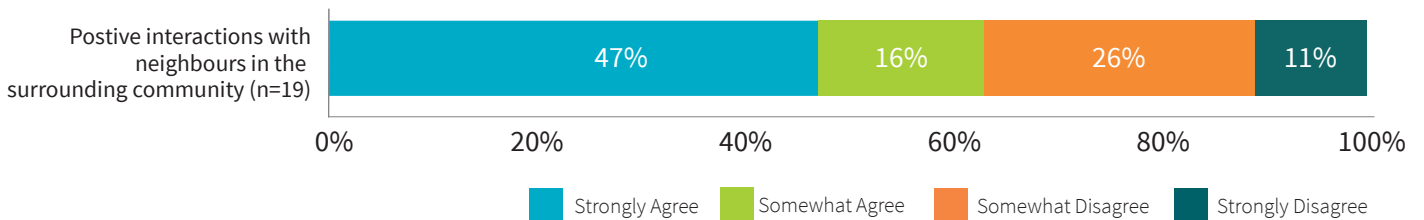
OUTCOME: POSITIVE

Samuel Place staff indicated that the relationship with the wider community is fairly positive. Staff reported that neighbours have brought a few issues (such as the presence of shopping carts outside the building) to the attention of staff, and these were dealt with quickly.

The majority of survey respondents strongly or somewhat agreed that they have experienced positive interactions with the surrounding community (63 per cent).

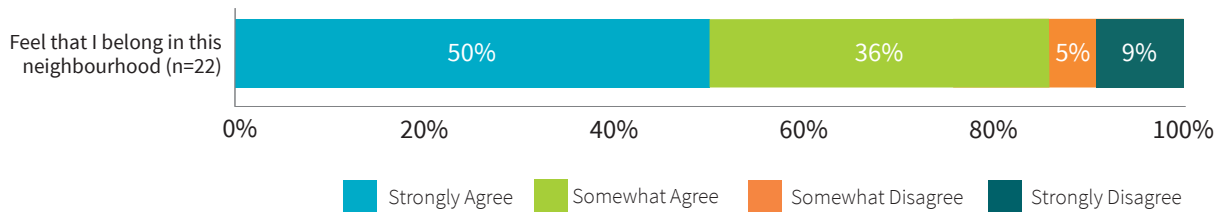
“We fit really well in this community and we are a part of the community instead of apart from the community.”

– Samuel Place staff member



Source: Resident Survey

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

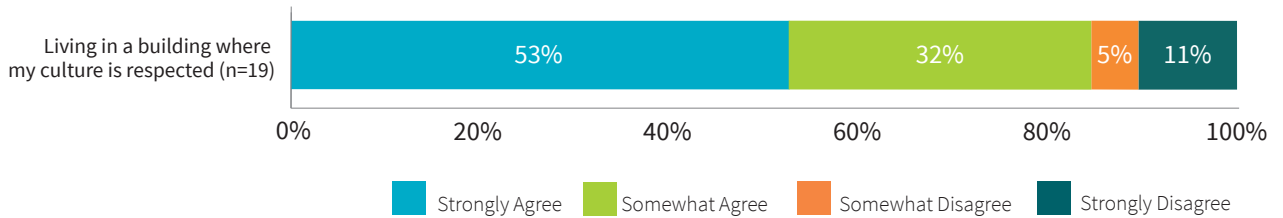


Source: Resident Survey

Access to Cultural Programming

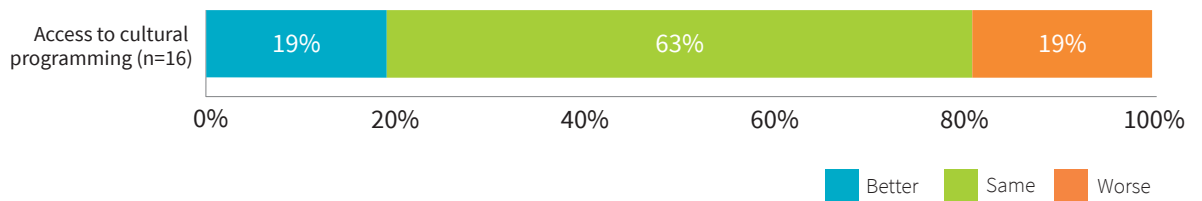
OUTCOME: POSITIVE

Samuel Place houses individuals from a range of cultural backgrounds. Eighty-five per cent of survey respondents reported that they feel their culture is respected at Samuel Place. Nineteen per cent of survey respondents felt that their access to cultural programming had improved, while 63 per cent of survey respondents felt that their access had remained the same.



Source: Resident Survey

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



Source: Resident Survey

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



Data provided in this report was collected six months after Samuel 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 Samuel 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.

- Forty-eight per cent of Samuel 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 John Howard Society staff in September 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.

