

July 2021

Yale Road Modular Supportive Housing Resident Outcomes



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Acknowledgements

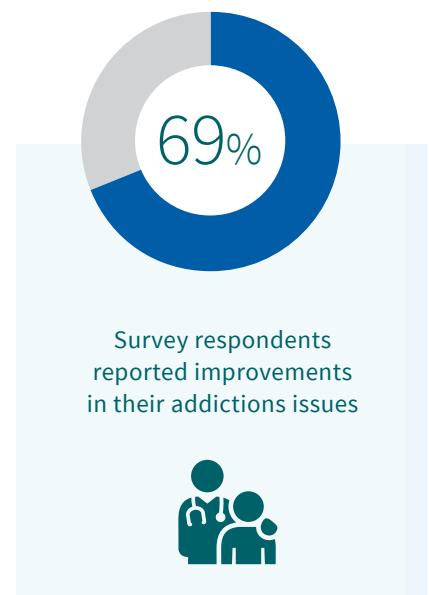
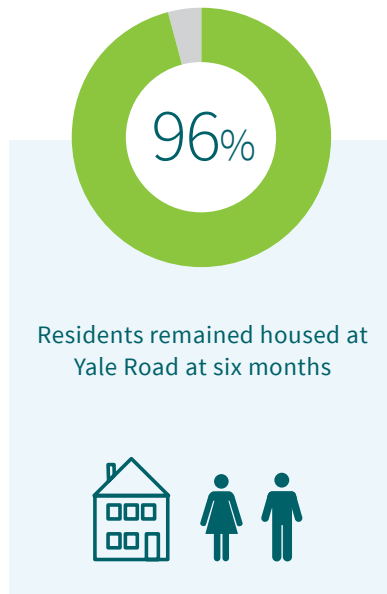
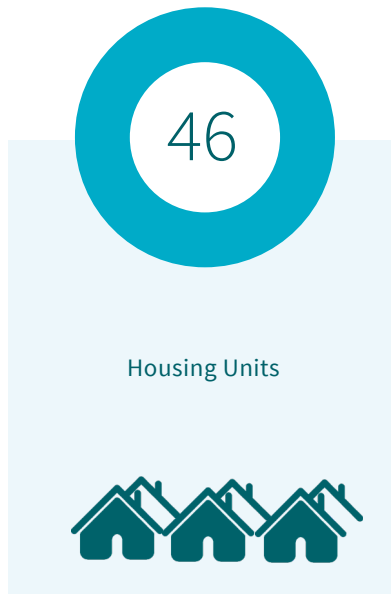
BC Housing gratefully acknowledges Raincity Housing and Support Society for sharing their insights on Yale Road Modular Housing, a modular housing development in Chilliwack, and for supporting this study. We would like to sincerely thank all the residents who shared their perspectives through the resident survey as part of this study.





This snapshot shows outcomes for residents of Yale Road Modular Housing (Yale Road), a modular supportive housing development in Chilliwack, B.C., nine months after the building opened.

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



YALE ROAD



Housing provider, Raincity Housing and Support Society operates Yale Road, providing on-site support coverage twenty-four hours every day of the week and helping residents to:

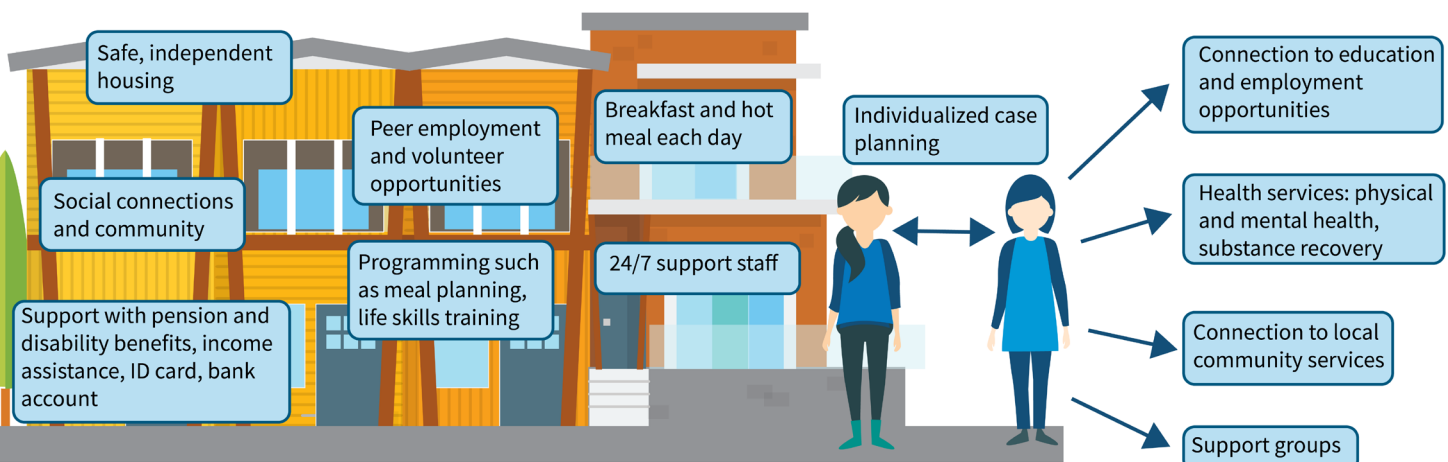
- › Maintain their homes
- › Enhance their life skills, including learning to cook
- › Connect with education, employment, health, and independent housing
- › Access community information, social and recreational programs
- › Participate in case planning and needs assessments
- › Access income assistance,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

Modular units funded under Rapid Response to Homelessness program deliver results

Yale Road Modular Housing (Yale Road) opened in April 2019 and is funded under the Rapid Response to Homelessness program. Yale Road provides 46 units of housing for individuals experiencing homelessness or at risk of homelessness in Chilliwack, 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 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.

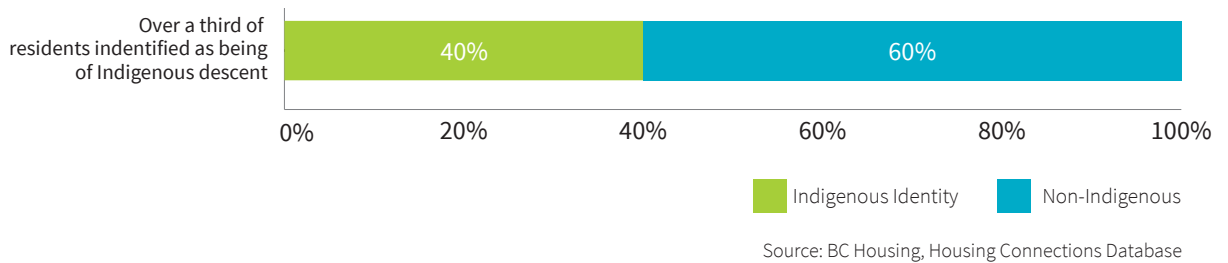
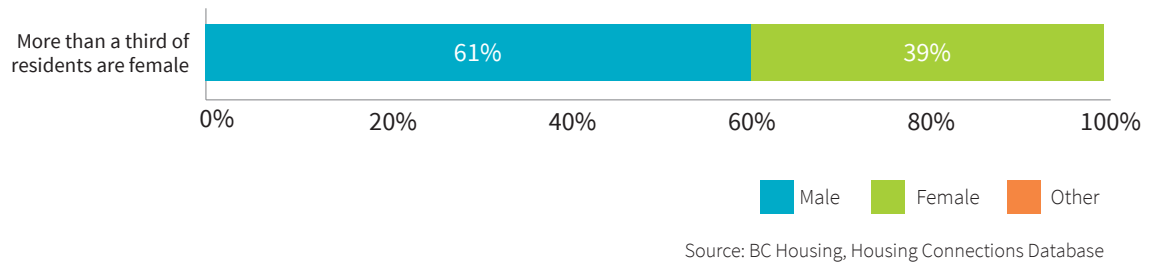
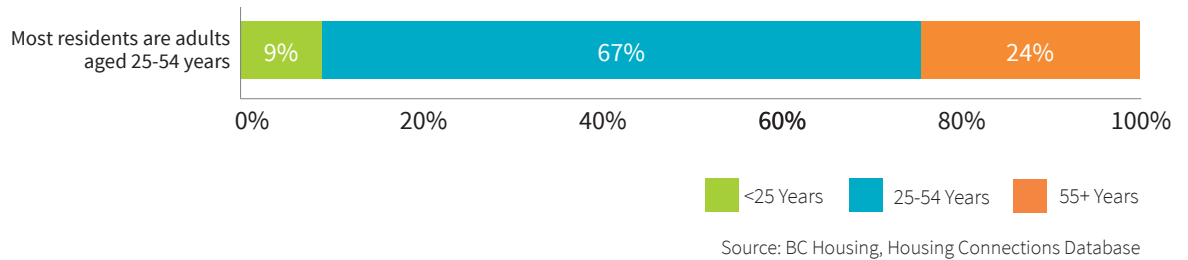
Each self-contained studio apartment is 320 square feet and includes a 3-piece bathroom, 2-burner stovetop and a full-height fridge. Each building includes 2,000 square feet of amenity space with an oven for social gatherings and meals. Six units on the first floor of the building are wheelchair accessible.



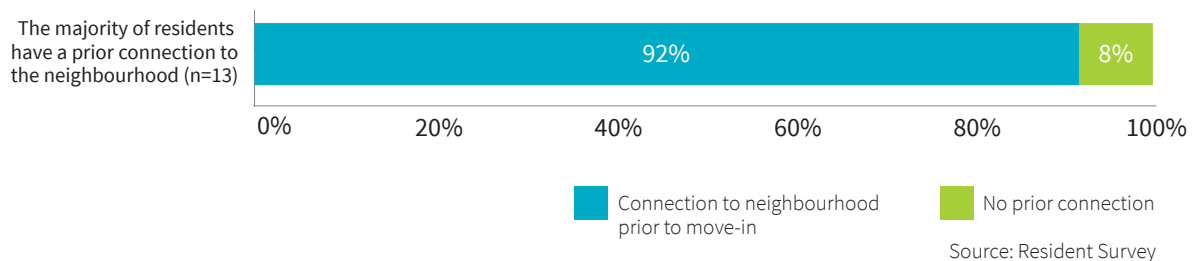


Resident Profile

Yale Road 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 over the age of 55.



Ninety-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 Yale Road or in the past, having friends or relatives in the neighbourhood, and using services located in the neighbourhood.

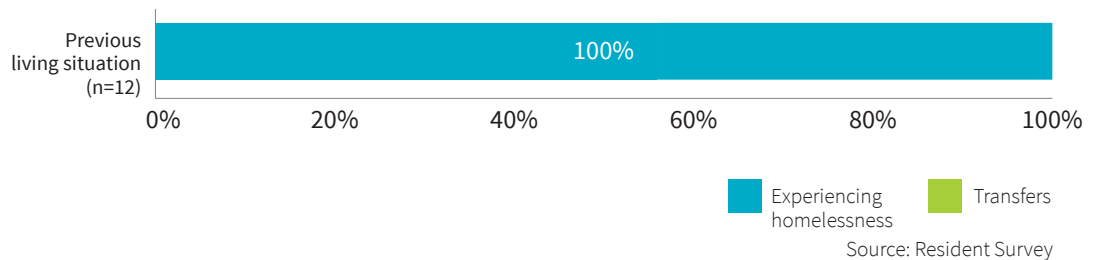




Experience of Homelessness

OUTCOME: **DECREASED**

All residents who responded to the survey were experiencing homelessness immediately prior to moving into Yale Road. Staff reported that many residents were living outside on the outskirts of town, while others were staying in the local emergency shelter.



Housing Stability

OUTCOME: **INCREASED**

Ninety-six per cent of the first residents at Yale Road remained housed there six months after moving into their homes. The two residents who moved out before six months were asked to leave due to aggressive behaviour.



Source: City of Vancouver



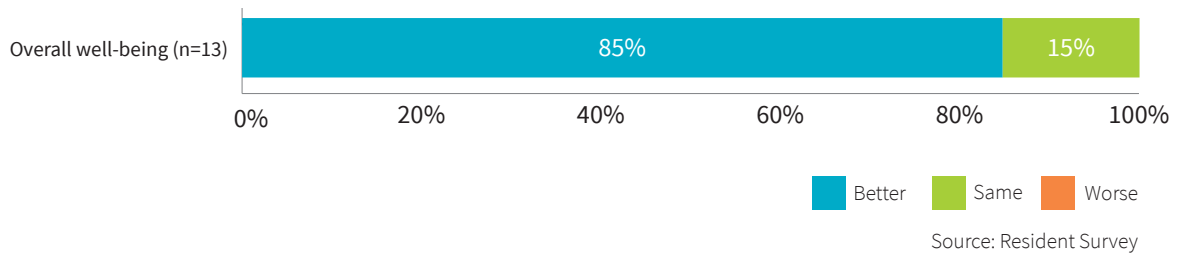
Quality of Life for Residents

OUTCOME: IMPROVED

Overall Well-being

Eighty-five per cent of survey respondents reported improvements in their overall well-being, while 15 per cent of survey respondents reported that their well-being remained the same. Staff reported that the wrap-around services offered at Yale Road are helping residents improve many aspects of their health and well-being.

“The majority of residents are ecstatic to be somewhere safe instead of wondering where they will be in the next couple days.”
 – Yale Road staff member

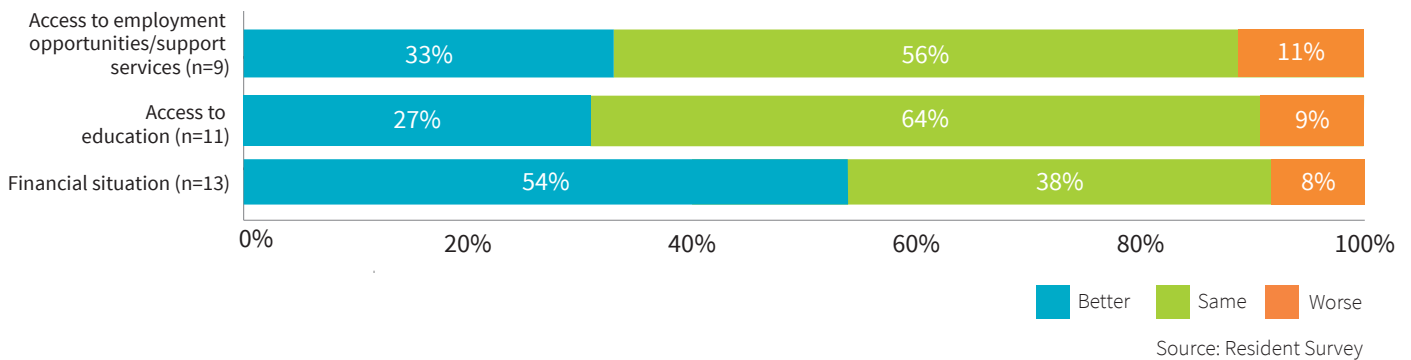


Employment, Income and Education

Thirty-three per cent of survey respondents reported better access to employment opportunities since moving into Yale Road, while 27 per cent reported better access to education.

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

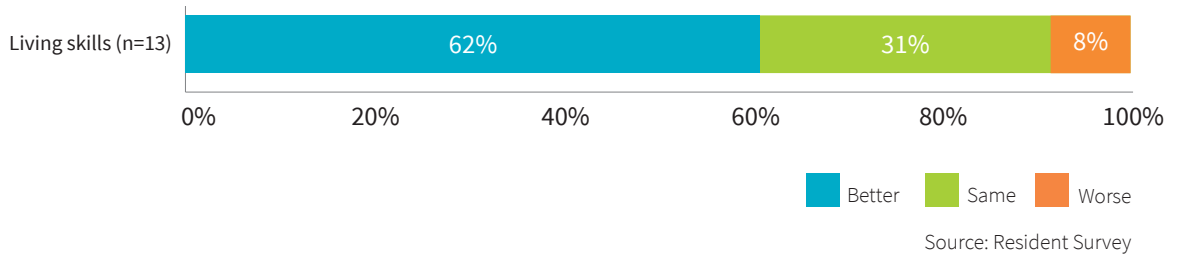
While some residents are still focusing on settling in and improving their health, staff reported that other residents are taking courses and getting involved in the community. In addition, some residents have started working towards employment in the culinary arts and trades.





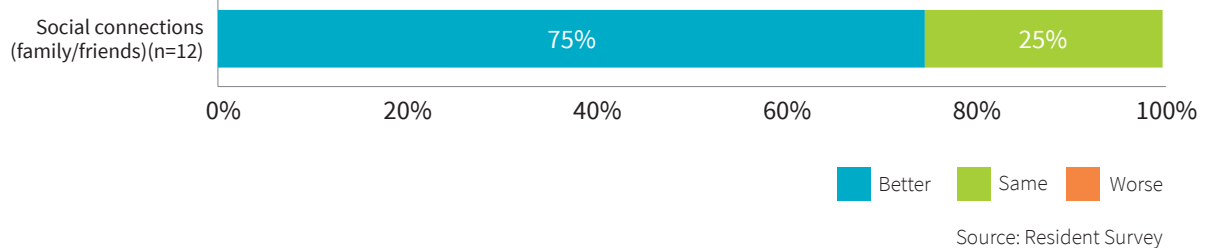
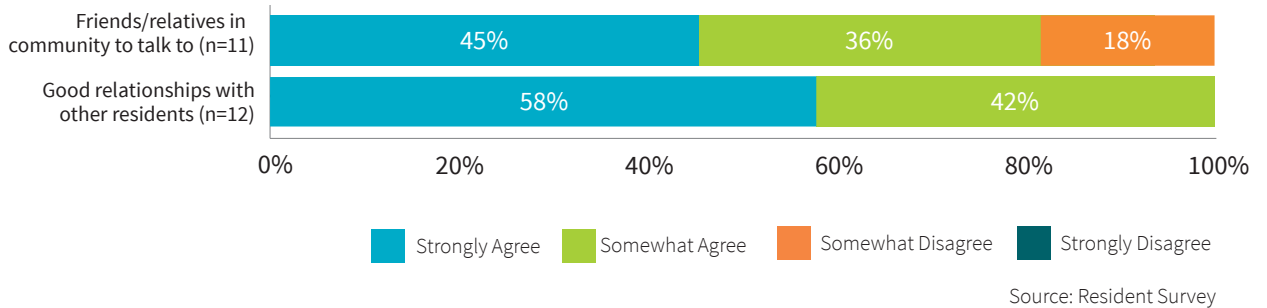
Living Skills

Sixty-two per cent of survey respondents reported that their living skills had improved, while living skills remained the same for 31 per cent of residents. Staff reported that having access to amenities such as a fridge, microwave and stove top allows residents to prepare some of their own meals.



Social Connections

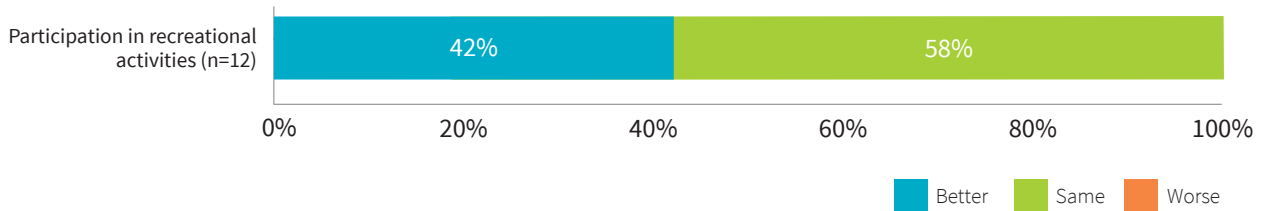
Yale Road residents reported improved social connections. Eighty-one per cent of survey respondents somewhat or strongly agreed that they have friends or relatives in the community to talk to, while all reported good relationships with other residents. Seventy-five per cent of survey respondents reported improvements in their social connections.





Recreation

Forty-two per cent of survey respondents reported improved participation in recreational activities, while participation remained the same for 58 per cent of respondents. According to staff, several residents have accessed subsidized recreation passes for community amenities.

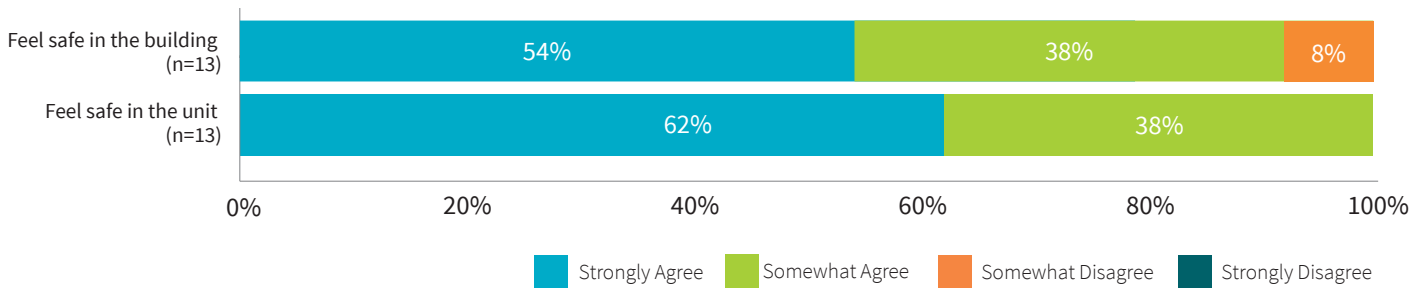


Source: Resident Survey

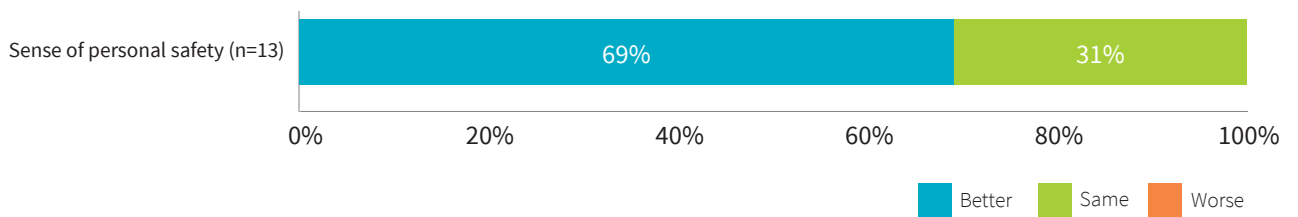
Safety

The majority of survey respondents (92 per cent) somewhat or strongly agreed that they felt safe in the building, while all agreed that they felt safe in their home.

Most survey respondents (69 per cent) reported an improvement in their sense of personal safety.



Source: Resident Survey



Source: Resident Survey

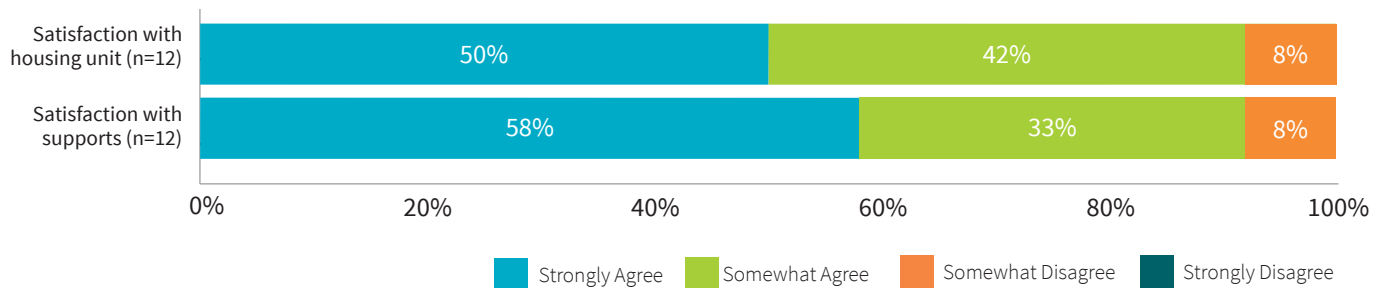


Satisfaction with Housing and Supports

The resident survey supports staff perceptions that residents are satisfied with their housing and supports. Most survey respondents (92 per cent) somewhat or strongly agreed that they were satisfied with their housing unit, while 92 per cent of survey respondents somewhat or strongly agreed that they were satisfied with the level of supports they receive at Yale Road.

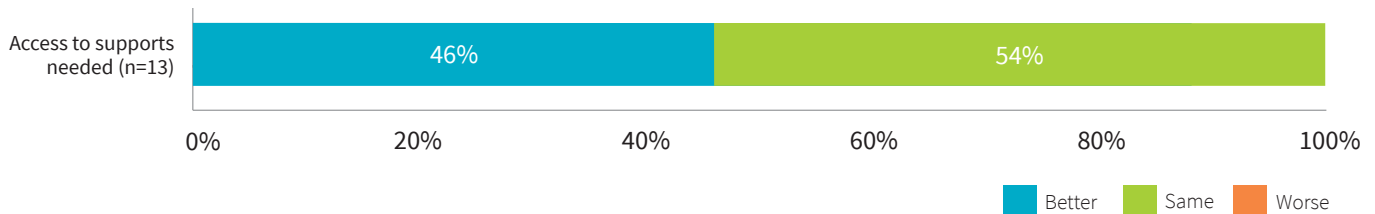
“Residents like that this is their home and their safe space.”

– Yale Road staff member



Source: Resident Survey

Forty-six per cent of survey respondents reported that access to the supports they need has improved, while 54 per cent reported that access has stayed the same. Staff reported that residents have started accessing a range of supports offered at the building. This includes Ministry of Social Development outreach workers who visit the building, mental health supports, and assistance getting IDs.



Source: Resident Survey

Challenges

Some of Yale Road residents have experienced challenges since moving to their new home. Staff reported that adjusting from living outside to living inside has been a challenge for some residents.

Staff also mentioned that the harm-reduction and client-centred approach at Yale Road is different from the service model of other organizations in the area. It has taken residents, staff, and the larger community time to adjust to this approach. Yale Road has mitigated this challenge by bringing in experienced staff from Vancouver

who are used to this model, and by ensuring training for staff and extensive communication with residents. As residents adjust to this approach, they are experiencing the benefits of this model, such as increased trust in staff and connection to services.

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

- The layout of the yard makes it difficult for staff to monitor the gazebo area.
- The lack of an elevator is challenging for residents with mobility issues.



Residents' Health

OUTCOME: IMPROVED

Seventy-seven per cent of survey respondents indicated that they have better access to healthy food since their move to Yale Road.

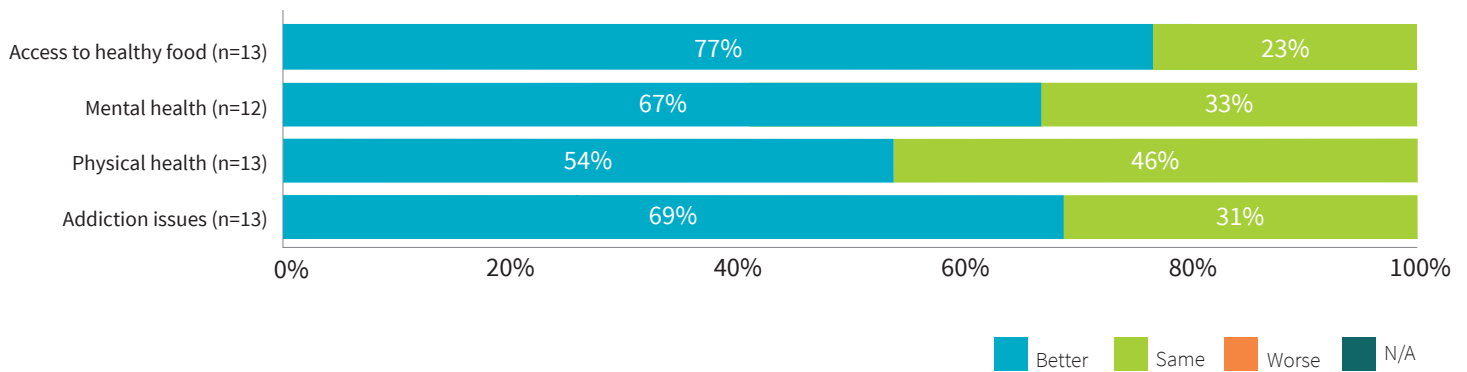
Sixty-seven per cent of survey respondents reported improvements to their mental health since moving into their home and 54 per cent of survey respondents indicated an improvement in their physical health.

Sixty-nine per cent of survey respondents reported improvements in addiction issues, while 31 per cent reported that their addiction issues had remained the same.

Staff reported that resident's overall health is improving since moving into Yale Road as residents have access to health supports that they did not have when living outside or in a shelter.

"The food we provide here is helping people gain weight and regain their health."

– Yale Road staff member



Source: Resident Survey



Health Care System Usage

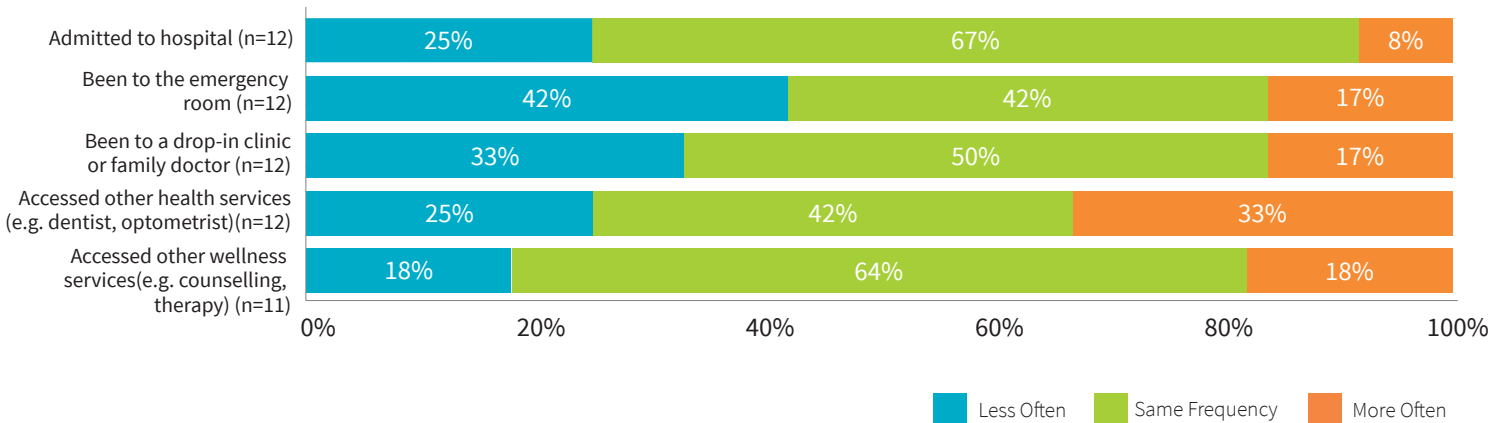
OUTCOME: REDUCED USE OF EMERGENCY SERVICES

Twenty-five per cent of survey respondents indicated that they have been admitted to hospital less often since moving to Yale Road, while 67 per cent reported they had been admitted to hospital with the same frequency.

A higher percentage of residents reduced their trips to the emergency room, with 42 per cent of survey respondents reporting they had been to the emergency room less often. Forty-two per cent of survey respondents indicated that they had been to the emergency room with the same frequency.

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

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



Source: Resident Survey



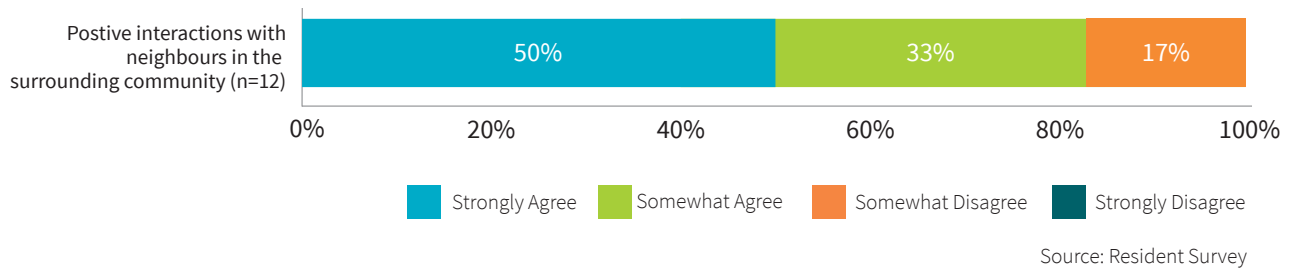


Community Relations

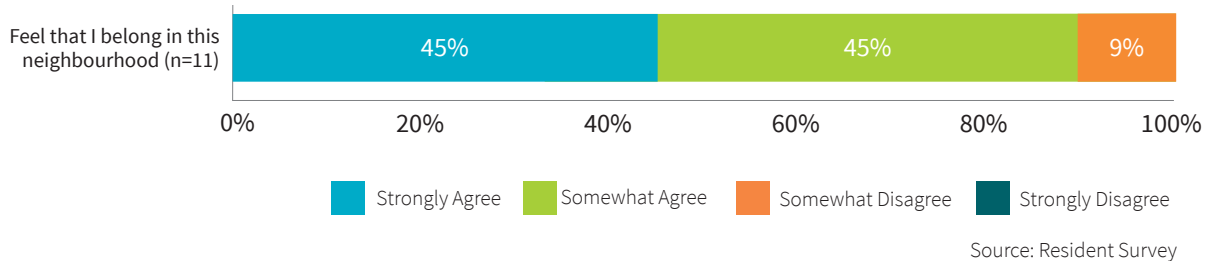
OUTCOME: MIXED

Yale Road staff indicated that the relationship with the wider community is mixed. Staff reported that Yale Road is harm-reduction based and client-centred, which is a different and unfamiliar approach compared to other services in the area. Staff are working to ensure they address neighbourhood concerns and build relationships in the community. When the building first opened, staff conducted extensive outreach with the community.

The majority of survey respondents strongly or somewhat agreed that they have experienced positive interactions with the surrounding community (83 per cent).



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



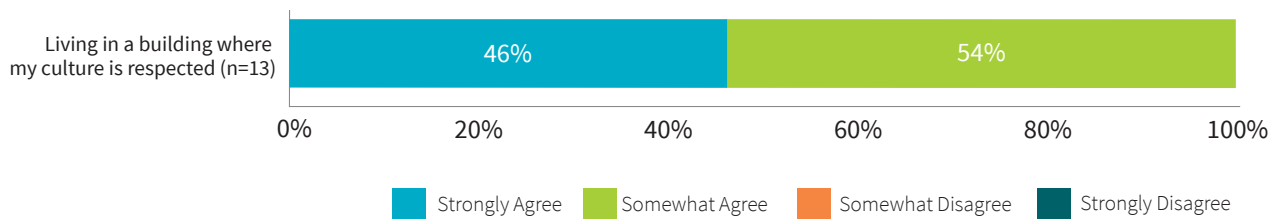


Access to Cultural Programming

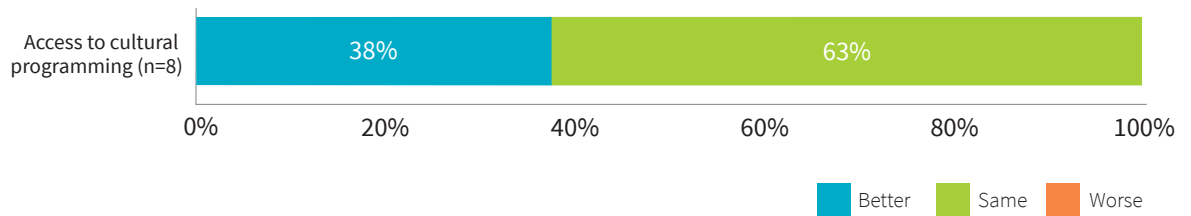
OUTCOME: POSITIVE

Yale Road is home to individuals from a range of cultural backgrounds. All survey respondents reported that they feel their culture is respected at Yale Road. Thirty-eight 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.

Yale Road has an Indigenous Cultural Liaison on staff who offers cultural services to both Indigenous and non-Indigenous residents. Staff also reported that individuals are signing up for courses and other services offered through the Sto:lo Nation.



Source: Resident Survey



Source: Resident Survey

Data provided in this report was collected nine months after Yale Road 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 Yale Road residents in January 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.

- Twenty-eight per cent of Yale Road 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 Raincity Housing and Support Society staff in January 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.