

April 2022

Joyce and Harvie Modular Modular Supportive Housing Resident Outcomes



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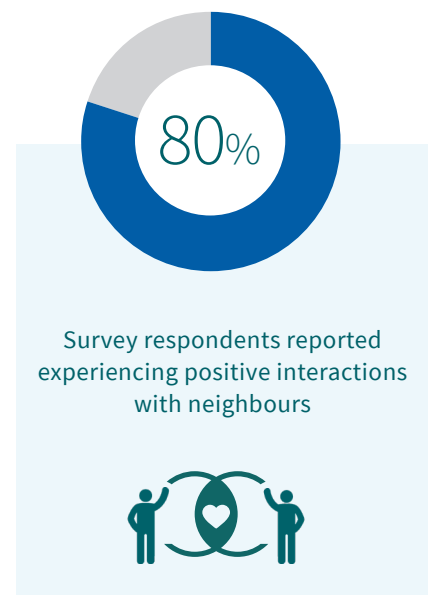
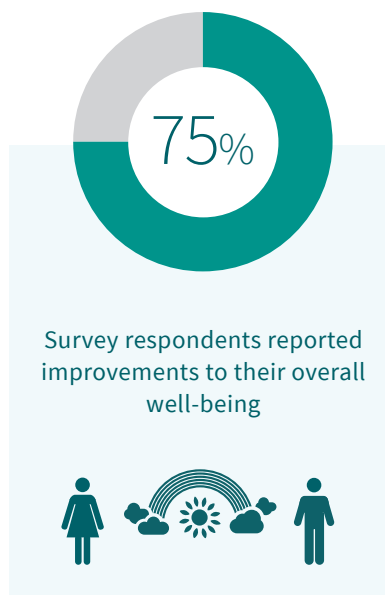
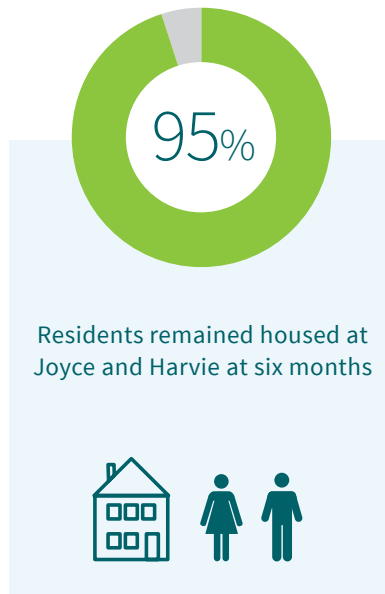
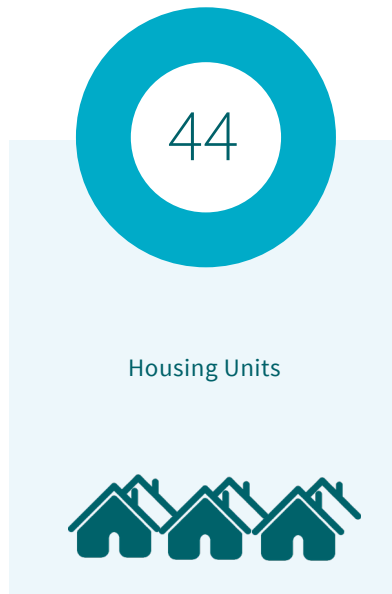
Acknowledgements

BC Housing gratefully acknowledges Lift Community Services for sharing their insights on Joyce and Harvie, a modular housing development in Powell River, 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 Joyce and Harvie a modular supportive housing development in Powell River, B.C., twenty months after the building opened.

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



JOYCE AND HARVIE MODULAR



Housing provider, Lift Community Services, operates Joyce and Harvie, providing on-site support coverage twenty-four hours every day of the week and helping residents to:

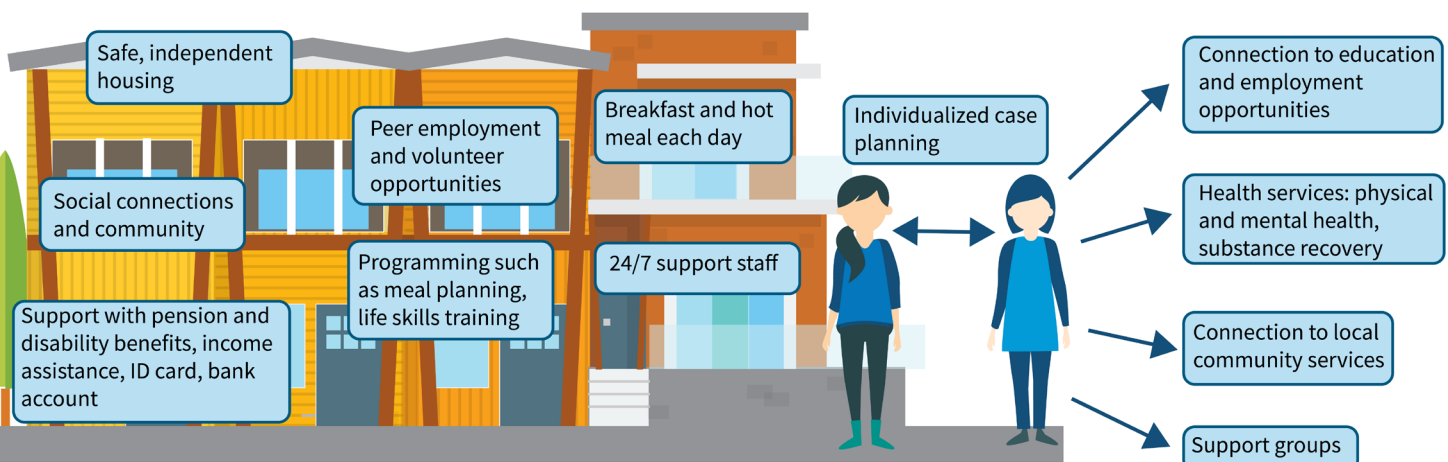
- › Maintain their homes
- › Enhance their life skills, including learning to cook
- › Connect with education, employment, health, and independent housing
- › Access community information, social and recreational programs
- › Participate in case planning and needs assessments
- › Access income assistance, 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

Joyce and Harvie opened in December 2019 and is funded under the Rapid Response to Homelessness program. Joyce and Harvie provides 44 units of housing for individuals experiencing homelessness or at risk of homelessness in Powell River, 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.

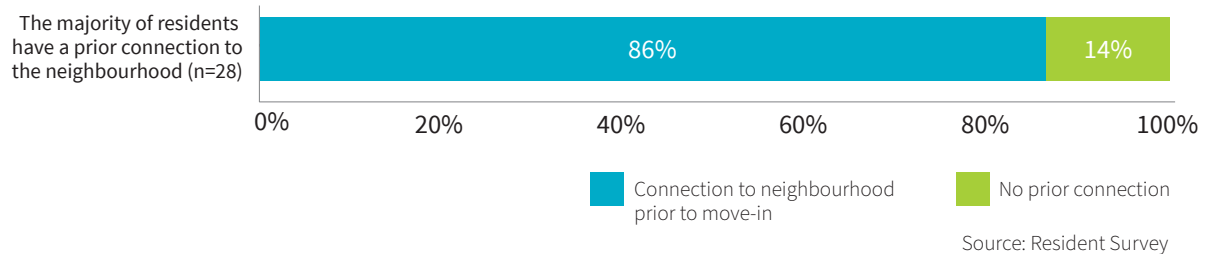
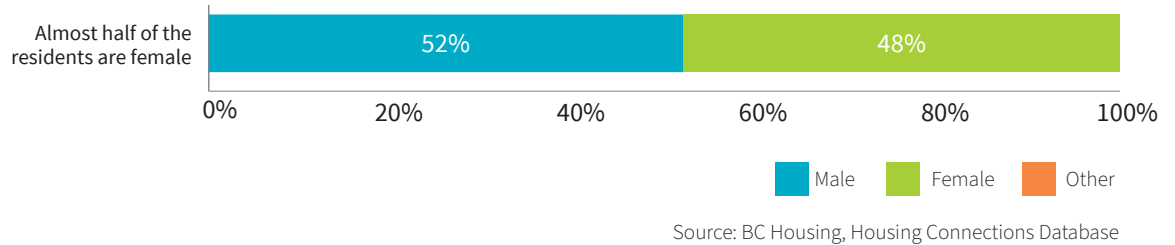
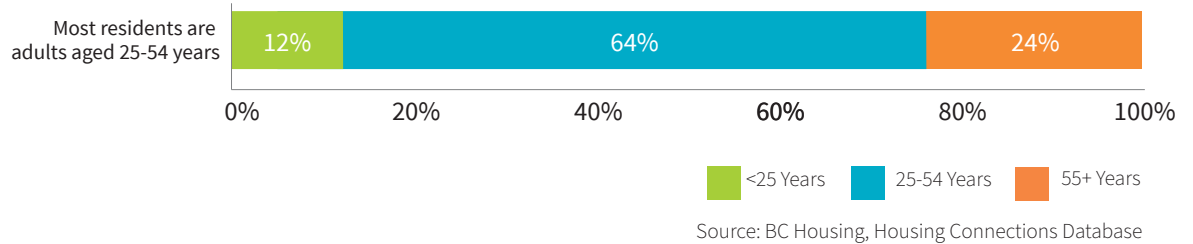
Each self-contained studio apartment is 320 square feet and includes a 3-piece bathroom, 2-burner stovetop and a full-height fridge. Each building includes 2,000 square feet of amenity space with an oven for social gatherings and meals. Four units on the first floor of the building are wheelchair accessible.



Resident Profile

Joyce and Harvie 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.

Staff reported that their resident mix is working very well and that residents have created friendships with each other.



Experience of Homelessness

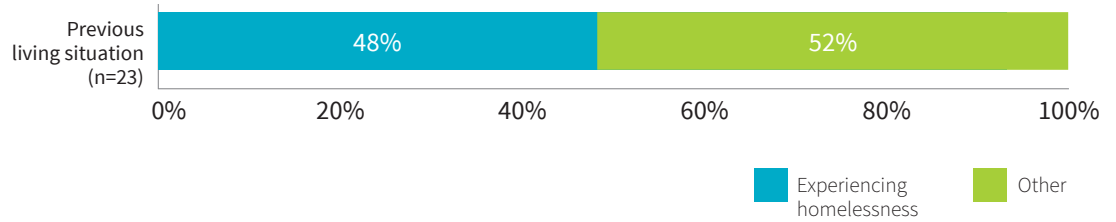
OUTCOME: DECREASED

Almost half of survey respondents (48 per cent) were experiencing homelessness immediately prior to moving into Joyce and Harvie.

Staff reported that some of their residents were living in temporary emergency winter shelters. Others were on the street, couch-surfing or living in substandard accommodation.

“It is great to see the potential blossom when homeless people are housed. Some of the transformations have been amazing.”

– Joyce and Harvie staff member



Source: Resident Survey

Housing Stability

OUTCOME: INCREASED

The majority of the first residents at Joyce and Harvie (95 per cent) remained housed there six months after moving into their homes.

Staff reported that the remaining five per cent were residents who had been asked to leave because of mental health and related behavioural issues that could not be accommodated within the building. Some residents who stayed at Joyce and Harvie for longer than six months have now moved on to independent housing situations.



Quality of Life for Residents

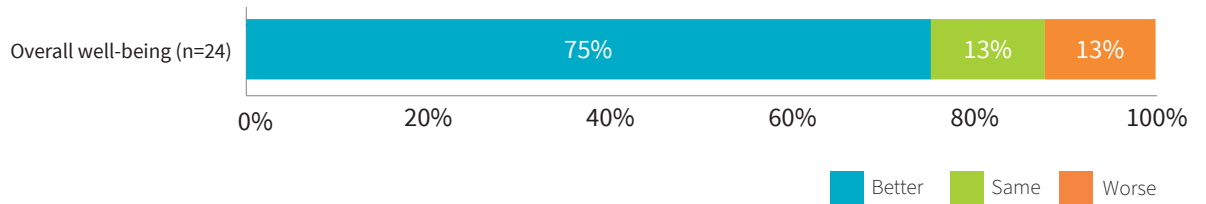
OUTCOME: IMPROVED

Overall Well-being

Three-quarters of survey respondents reported improvements in their overall well-being, while 13 per cent of survey respondents reported that their well-being remained the same.

Staff reported that residents of Joyce and Harvie have experienced many positive changes since they moved into their modular units. These include having a place to sleep every night, a place to bring and keep their belongings, and being provided with nutritious food. Staff noted that not being able to have family and friends over during COVID-19 was a major frustration for residents, but this has improved since pandemic restrictions eased.

“Residents have a sense of community. It is a happy place.”
– Joyce and Harvie staff member



Source: Resident Survey

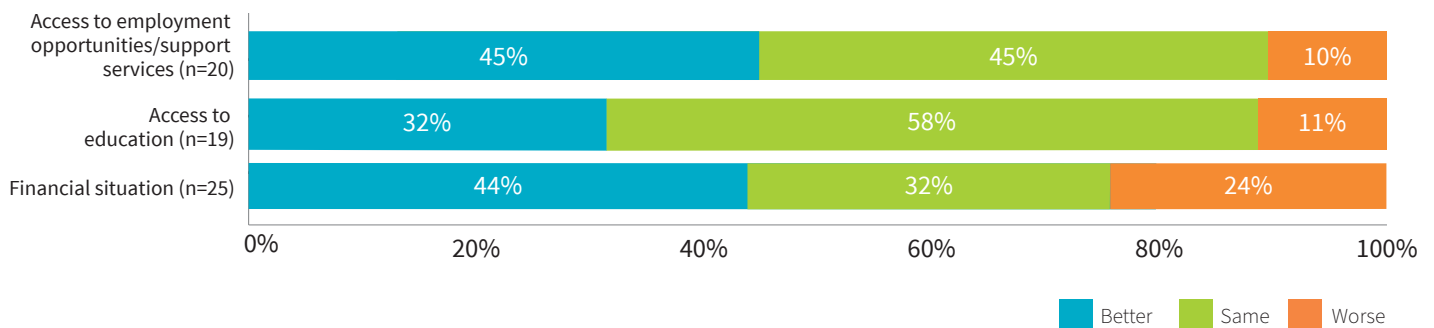
Note: Percentages in this chart do not add up to 100% because of rounding.

Employment, Income and Education

Almost half of survey respondents reported better access to employment opportunities since their move. Nearly a third of survey respondents reported better access to education.

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

Staff reported that some residents have accessed employment supports and that a few residents have found work and have been employed for at least eight months.



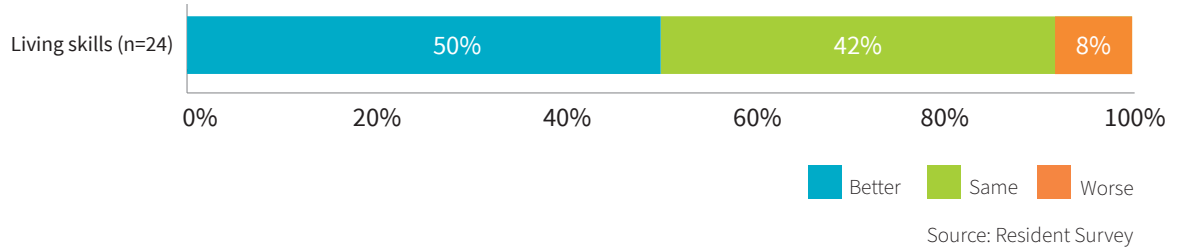
Source: Resident Survey

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

Living Skills

Half of survey respondents reported that their living skills have improved, while living skills remained the same for 42 per cent of residents.

Staff reported that since their move into Joyce and Harvie, residents have been able to take better care of themselves. This includes improved hygiene (e.g. ability to shower), and having access to nutritious food.

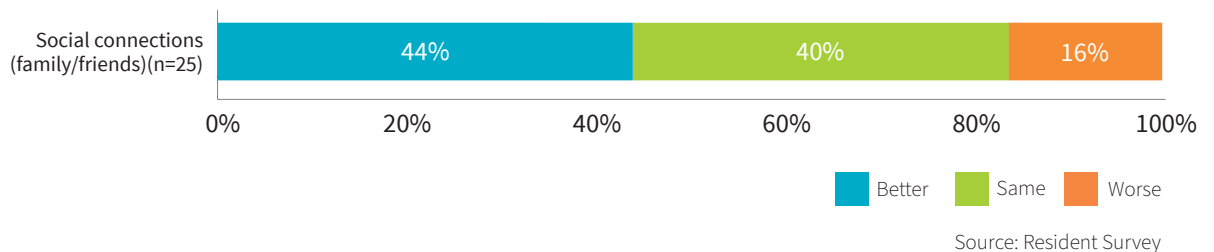
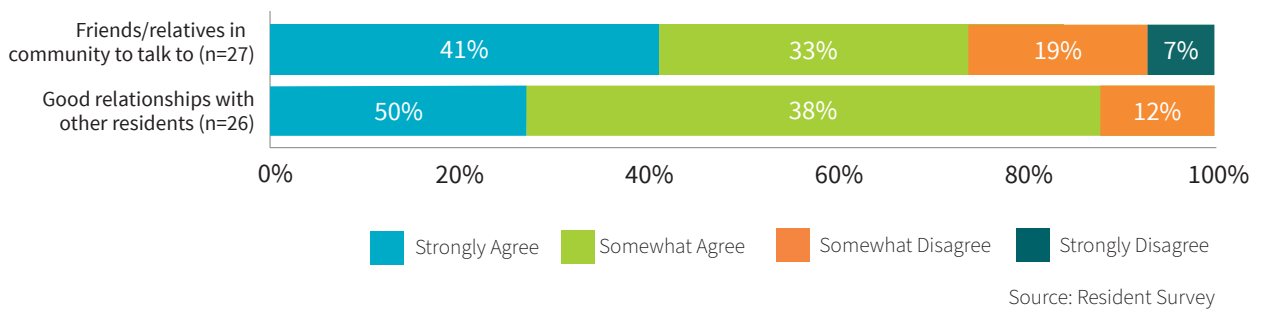


Social Connections

Almost three quarters of survey respondents somewhat or strongly agreed that they have friends or relatives in the community to connect with. Eighty-eight per cent of respondents reported good relationships with other residents. Forty-four per cent of survey respondents reported improvements in their social connections.

Staff reported that there is a sense of community among the residents at Joyce and Harvie.

“Residents are more stable because they have more family connections due to having a stable place to live.”
 – Joyce and Harvie staff member

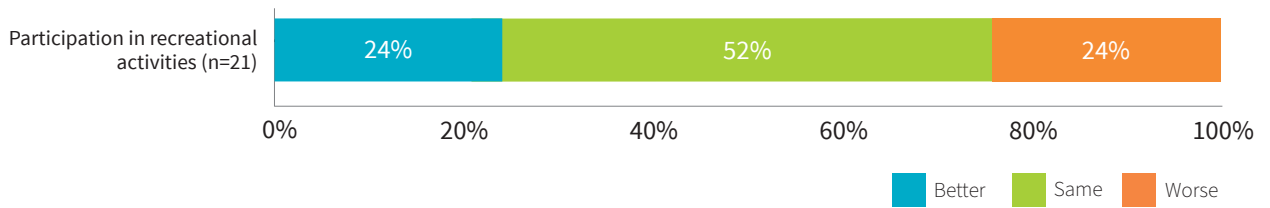


Recreation

Almost a quarter of survey respondents reported that their participation in recreational activities improved, while 52 per cent reported that it remained the same.

Staff reported that they have green space at Joyce and Harvie that the residents use for growing vegetables and flowers.

Staff also reported that Joyce and Harvie is downtown and close to many other resources. Some residents have been able to obtain passes to the Powell River Recreation Centre, as well as bus passes. However, staff noted that with the COVID-19 pandemic restrictions, recreation for their residents has been difficult.



Source: Resident Survey

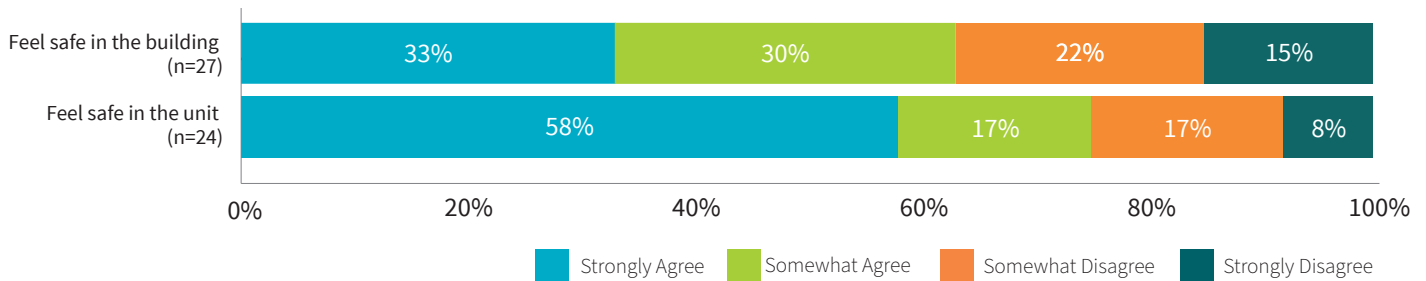
Safety

Sixty-three per cent of survey respondents somewhat or strongly agreed that they felt safe in the building. Three quarters of survey respondents strongly or somewhat agreed that they feel safe in their unit.

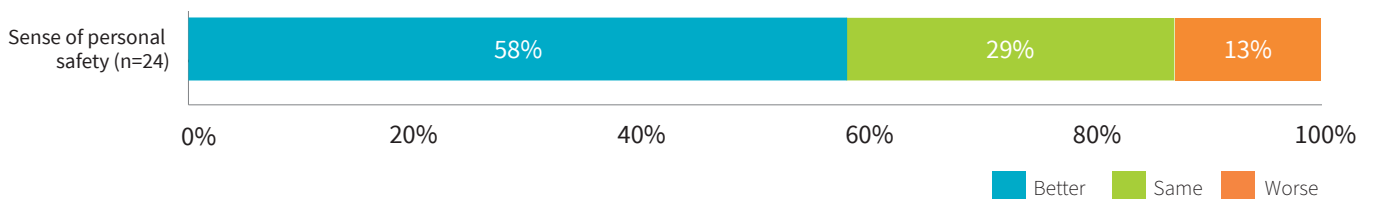
More than half of survey respondents reported an improvement in their sense of personal safety.

“One of the things residents like the most about living at Joyce and Harvie is having a place to call home. They have a sense of belonging and a sense of security.”

– Joyce and Harvie staff member



Source: Resident Survey



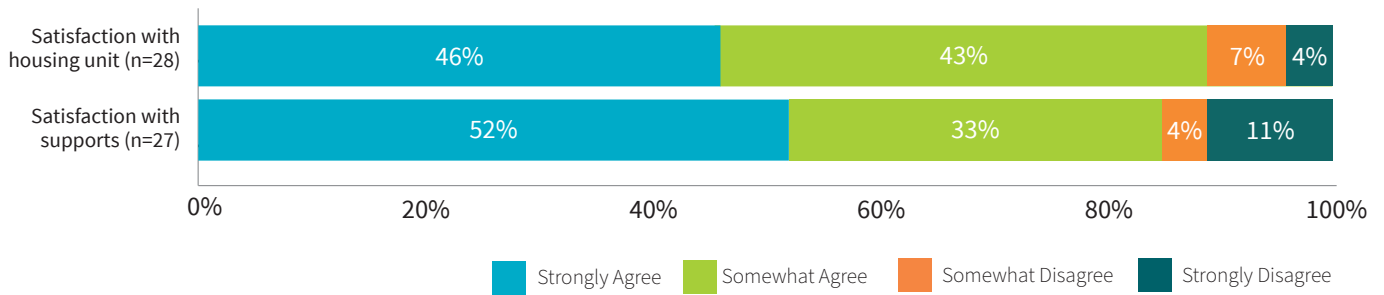
Source: Resident Survey



Satisfaction with Housing and Supports

The resident survey supports staff perceptions that most residents are satisfied with their housing and supports. The majority of survey respondents (89 per cent) somewhat or strongly agreed that they were satisfied with their housing unit. Eighty-five per cent of survey respondents somewhat or strongly agreed that they were satisfied with the level of supports they receive at Joyce and Harvie.

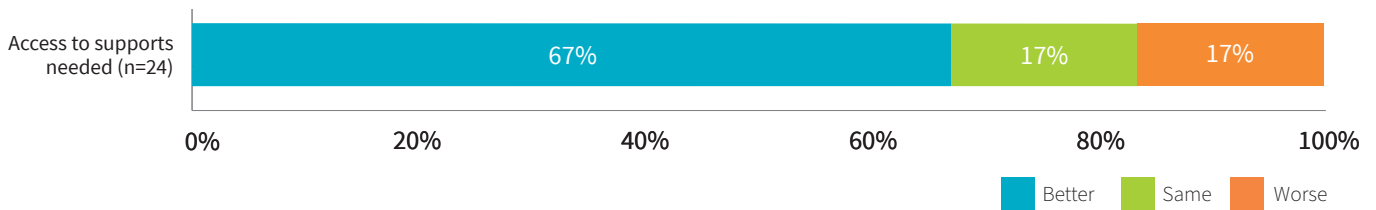
“The majority of residents are happy. They express gratitude for having a place to live and meals daily.”
 – Joyce and Harvie staff member



Source: Resident Survey

More than two-thirds 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 many residents have been able to access mental health services since moving into Joyce and Harvie. Some residents have accessed addictions treatment. Before moving into Joyce and Harvie, it was difficult for residents to access mental health services and difficult for mental health services to find their clients who were experiencing homelessness.



Source: Resident Survey

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





Challenges

A major challenge with the building has been the lack of deadbolts in the units. There have been reports of some break-ins by other residents within the building which has caused security issues. BC Housing has approved funding to provide deadbolts for all units to address this concern. Staff have recommended more consultation with supportive housing operators in the process of designing a building to ensure the building will meet their needs and the needs of their residents.

Challenges related to the modular building design, include:

- Lack of space for physical activity, storage – including lockers – and programming
- Lack of space for maintenance staff and equipment

Staff have identified a need for more units to house more people experiencing homelessness, or additional buildings, as some people come to Joyce and Harvie looking for a place to sleep.

Joyce and Harvie staff also expressed concern that the Vulnerable Assessment Tool (VAT) does not provide an accurate picture of vulnerability. They reported that the language is too abstract and can be difficult to understand. In addition, some people feel ashamed of their health issues and try to minimize them for fear that they won't be offered a unit. BC Housing is aware of the challenges with the VAT and are working to simplify the questions within the tool where possible.

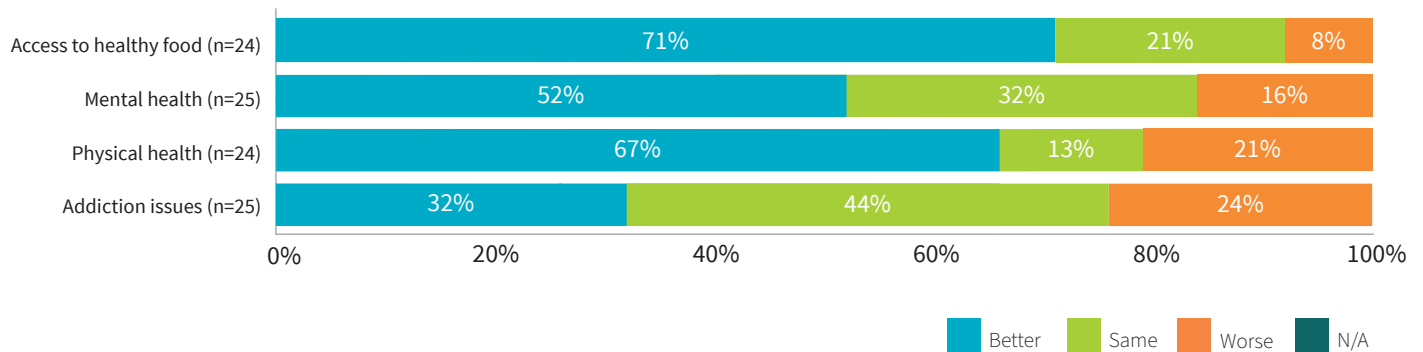
Residents' Health

OUTCOME: IMPROVED

Seventy-one per cent of survey respondents indicated that they have better access to healthy food since their move to Joyce and Harvie. Over half of survey respondents reported improvements to their mental health since moving into their home.

Sixty-seven per cent of survey respondents indicated an improvement in their physical health. Almost a third of survey respondents reported improvements in addiction issues.

Staff reported that residents also have access to harm reduction services. They are empowered to use safely and therefore experience less stigma and feel more humanized.



Source: Resident Survey

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

Health Care System Usage

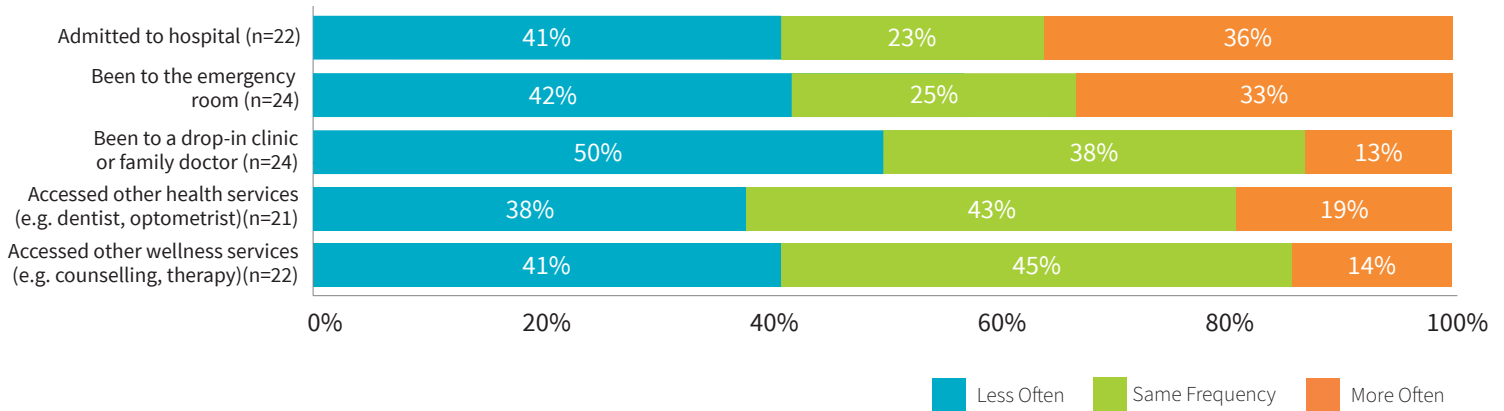
OUTCOME: REDUCED USE OF EMERGENCY SERVICES

Forty-one per cent of survey respondents indicated that they have been admitted to hospital less often since moving to Joyce and Harvie. Twenty-three 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. A quarter of survey respondents indicated that they had been to the emergency room with the same frequency.

Thirteen per cent of survey respondents reported that they had been to a drop-in clinic or family doctor more frequently since moving into Joyce and Harvie.

Nineteen per cent of survey respondents reported accessing other health services, such as a dentist or optometrist, more frequently. Fourteen per cent of survey respondents reported accessing other wellness services, such as counselling or therapy, more often.



Source: Resident Survey

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

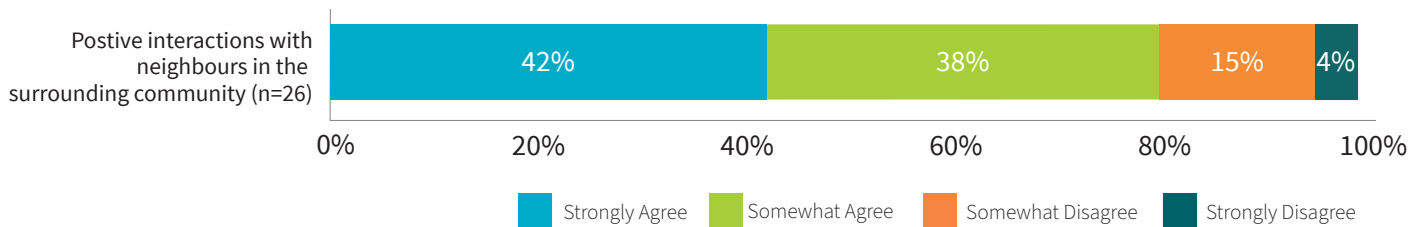


Community Relations

OUTCOME: POSITIVE

The majority of survey respondents (80 per cent) strongly or somewhat agreed that they have experienced positive interactions with the surrounding community.

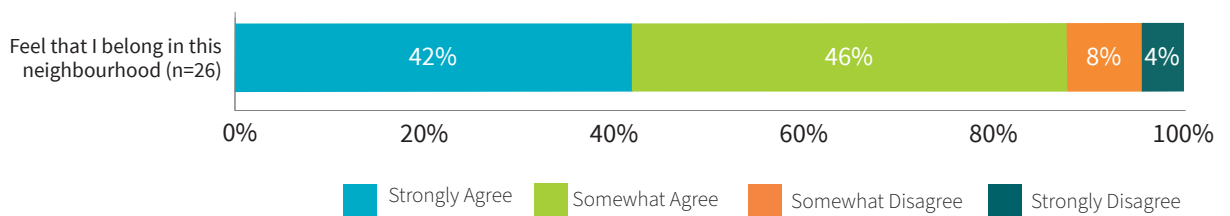
Joyce and Harvie staff found that some people in the community were supportive of the building from the start while it has taken others more time. Staff have found it is important to educate the community about supportive housing, the Housing First policy and harm reduction. Joyce and Harvie staff are planning for another community meeting after COVID-19 restrictions are lifted.



Source: Resident Survey

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

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

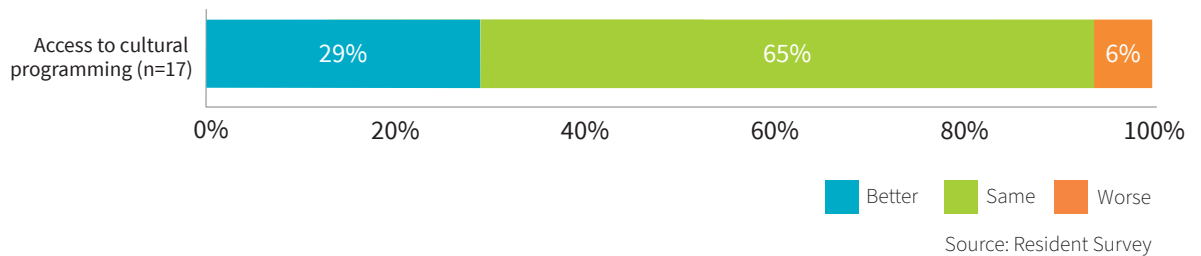
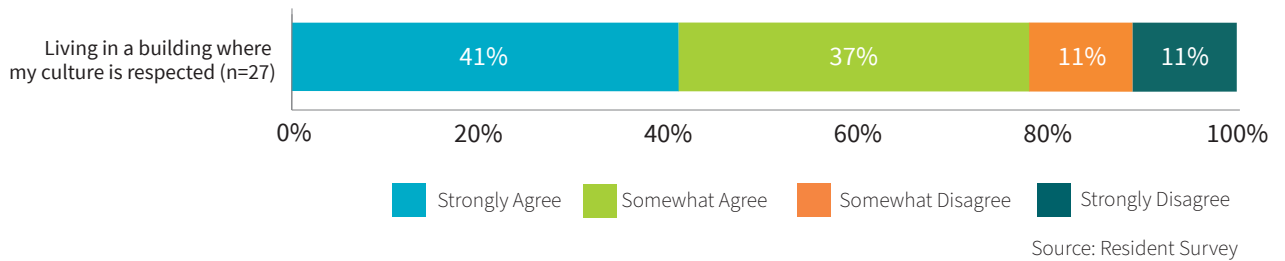


Source: Resident Survey

Access to Cultural Programming

OUTCOME: POSITIVE

Over three quarters of survey respondents agreed that their culture is respected at Joyce and Harvie. Twenty-nine per cent of survey respondents felt that their access to cultural programming had improved, while 65 per cent of survey respondents felt that access has remained the same.



Data provided in this report was collected twenty months after Joyce and Harvie 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 Joyce and Harvie residents in June 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.

- Sixty-four per cent of Joyce and Harvie 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 Lift Community Services staff in July 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.