

December 2021

Legacy Manor 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

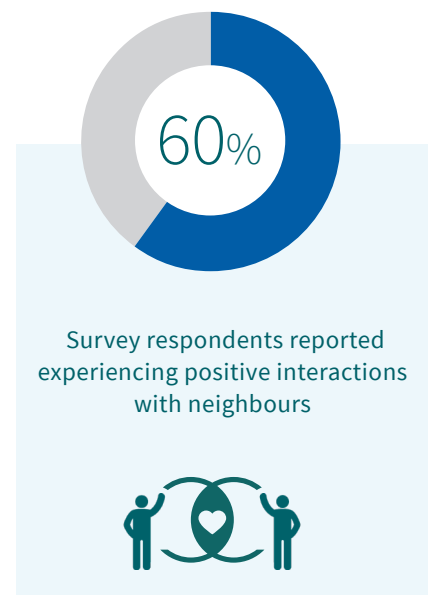
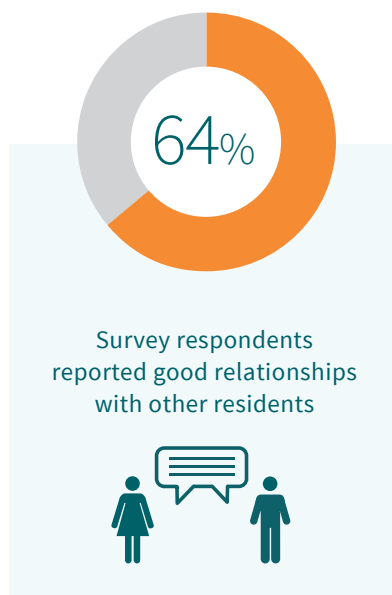
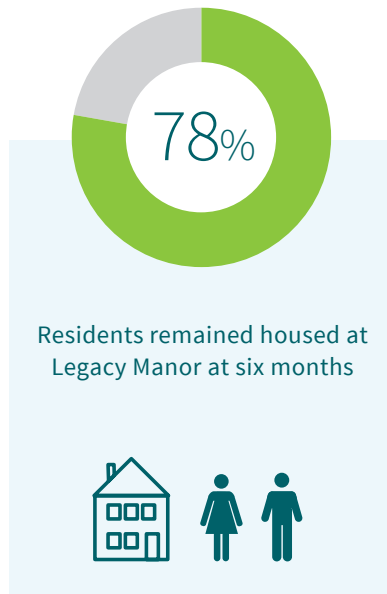
BC Housing gratefully acknowledges The Elizabeth Fry Society of Greater Vancouver for sharing their insights on Legacy Manor, a modular housing development in Abbotsford, and for supporting this study. We would like to sincerely thank all the residents who shared their perspectives through the resident survey as part of this study.





This snapshot shows outcomes for residents of Legacy Manor a modular supportive housing development in Abbotsford, B.C., twenty-one months after the building opened.

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



LEGACY MANOR



Housing provider, The Elizabeth Fry Society of Greater Vancouver, operates Legacy Manor, and offers on-site support coverage twenty-four hours, every day of the week. They help residents to:

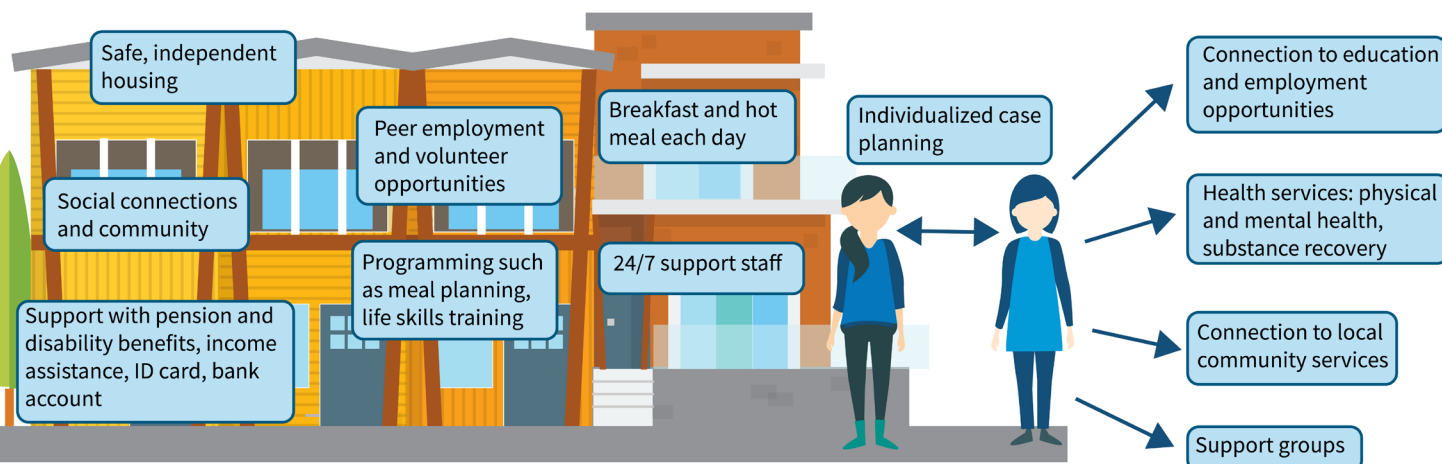
- › Maintain their homes
- › Enhance their life skills, including learning to cook
- › Connect with education, employment, health, and independent housing
- › Access community information, social and recreational programs
- › Participate in case planning and needs assessments
- › Access income assistance,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

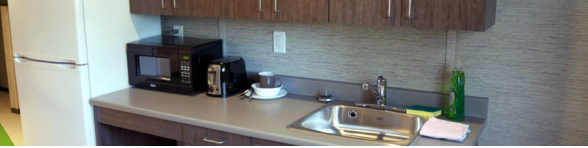
Modular units funded under Rapid Response to Homelessness program deliver results

Legacy Manor opened in August 2019 and is funded under the Rapid Response to Homelessness program. Legacy Manor provides 37 units of housing for individuals experiencing homelessness or at risk of homelessness in Abbotsford, 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.

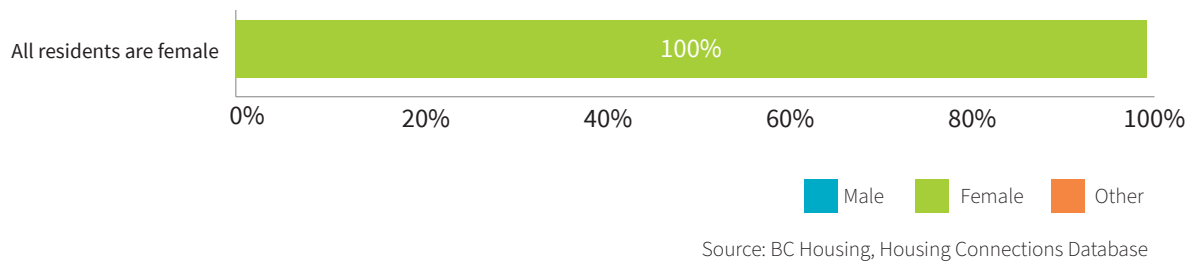
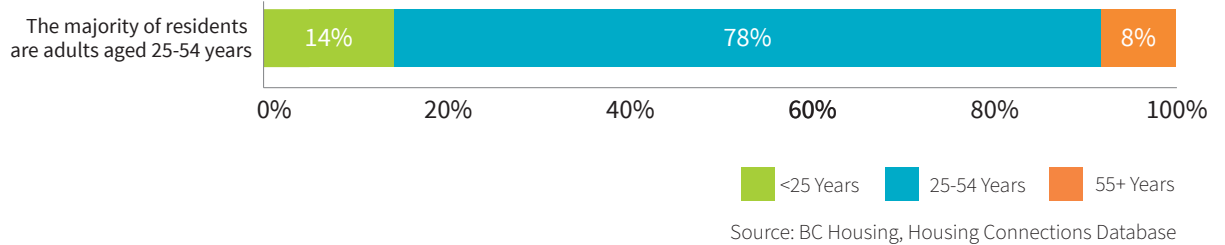
Each self-contained studio apartment is 320 square feet and includes a 3-piece bathroom and some furniture. Kitchens include a fridge, sink, microwave, coffee pot, toaster and cupboards. Each building includes 2,000 square feet of amenity space with an oven for social gatherings and meals. One unit on the first floor of the building is wheelchair accessible.





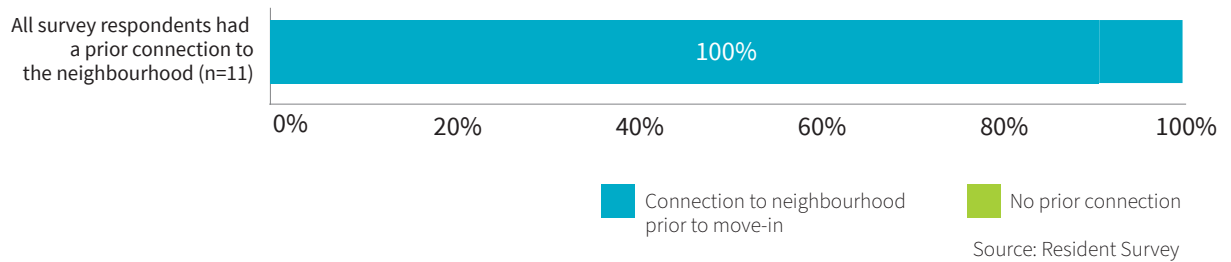
Resident Profile

Legacy Manor provides housing for a mixed community of female residents. This includes residents with different ages and ethnicities. Residents also have a mix of vulnerabilities and support needs.



All 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 Legacy Manor or in the past, having friends or relatives in the neighbourhood, and using services located in the neighbourhood.

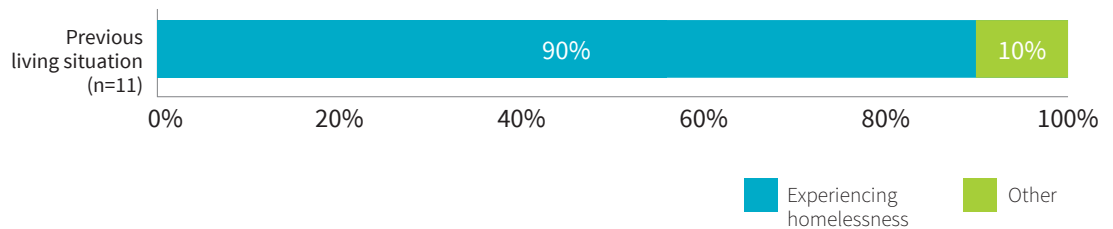


Experience of Homelessness

OUTCOME: DECREASED

Almost all the residents who responded to the survey (90 per cent) were experiencing homelessness immediately prior to moving into Legacy Manor.

Staff reported that almost all residents who moved into Legacy Manor had been experiencing homelessness in Abbotsford for at least six months.



Source: Resident Survey

Housing Stability

OUTCOME: INCREASED

Over three quarters of the first residents at Legacy Manor (78 per cent) remained housed six months after moving into their homes.

Eight residents from Legacy Manor moved out before the end of six months. Staff reported that most departures were voluntary. Staff reported that some residents have moved to independent living, moved in with family or moved out of the province. Others were required to leave because of behaviour and mental health challenges that could not be accommodated in the building at the time. Some were admitted to hospital because of their mental health needs.

Staff reported that they always offer to work with residents to help them find other housing options. However, some residents choose not to work with staff, and in these cases, it is unclear where residents go when they leave.



Quality of Life for Residents

OUTCOME: IMPROVED

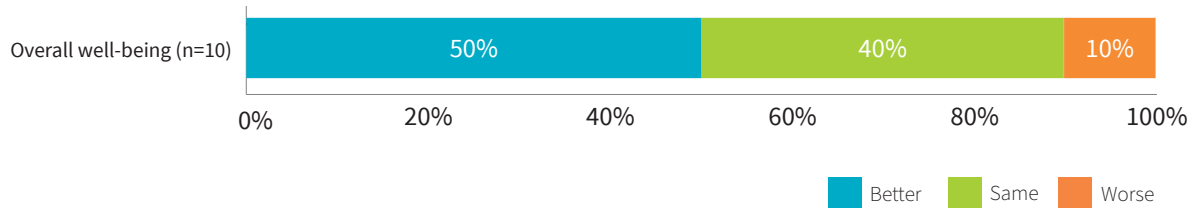
Overall Well-being

Fifty per cent of survey respondents reported improvements in their overall well-being, while 40 per cent of survey respondents reported that their well-being remained the same.

Staff reported that residents of Legacy Manor experienced many positive changes since they moved into their modular units. These include reuniting with and regaining custody of their children, going to school, improved personal hygiene, and better health.

“As soon as [new residents] move in, we work with them to figure out what type of services they need and connect them with those services.”

– Legacy Manor staff member



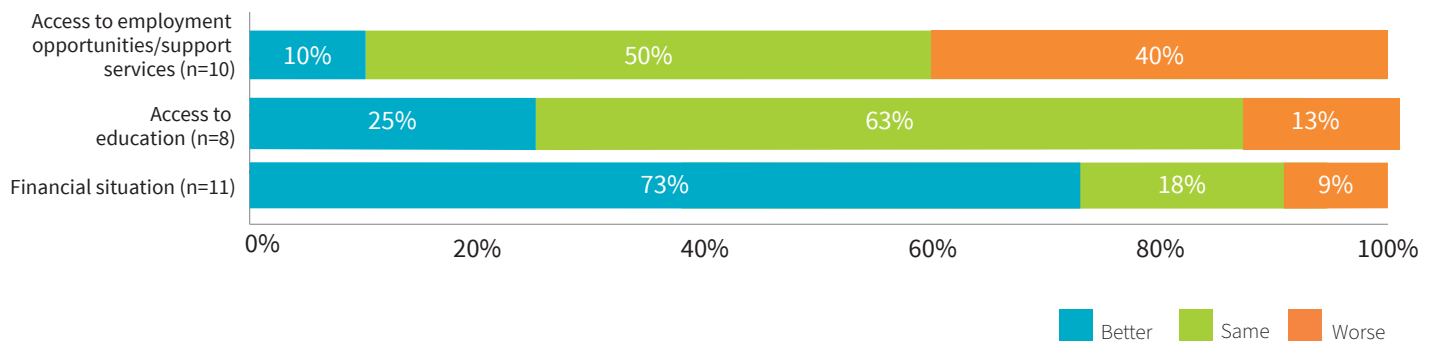
Source: Resident Survey

Employment, Income and Education

Ten per cent of survey respondents reported better access to employment opportunities since their move, while a quarter of survey respondents reported better access to education.

Seventy-three per cent of survey respondents reported that their financial situation had improved.

Staff reported that several of their residents are employed full or part-time, and others went back to school and/or have accessed employment training. Staff offer residents an opportunity to develop an education and employment plan, as part of the case management process. It is up to each resident to participate in a case management plan and to determine their goals. Staff also reported that during the COVID-19 pandemic, some employers were not hiring as well as employment programs being closed. This made it difficult for residents to find employment.



Source: Resident Survey

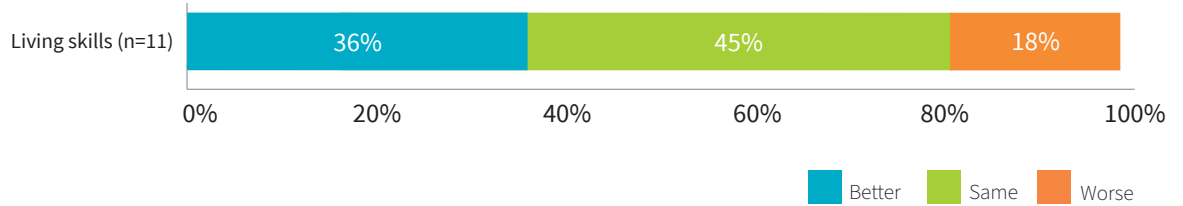
Note: Percentages in this chart do not add up to 100% because of rounding.

Living Skills

Thirty-six per cent of survey respondents reported that their living skills improved. Living skills remained the same for 45 per cent of residents.

“At Legacy Manor, there is no client that has not been connected with additional supports.”

– Legacy Manor Staff Member



Source: Resident Survey

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

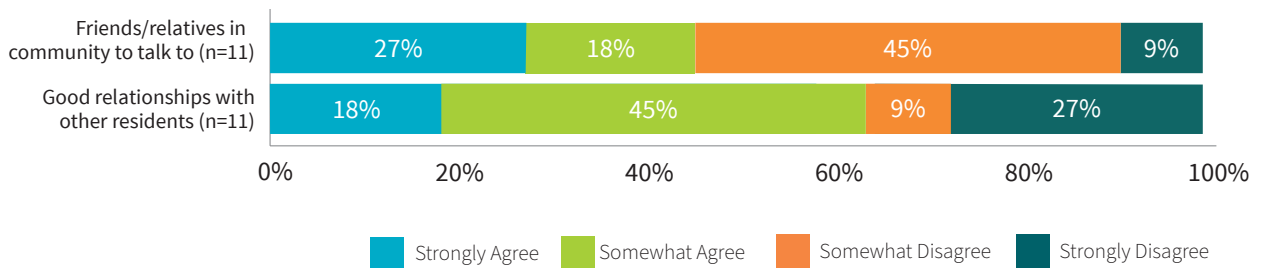
Social Connections

Legacy Manor residents reported improved social connections. Forty-five per cent of survey respondents somewhat or strongly agreed that they have friends or relatives in the community to talk to. Sixty-four per cent of respondents reported good relationships with other residents.

Thirty per cent of survey respondents reported improvements in their social connections, while the same percentage indicated that their social connections remained the same.

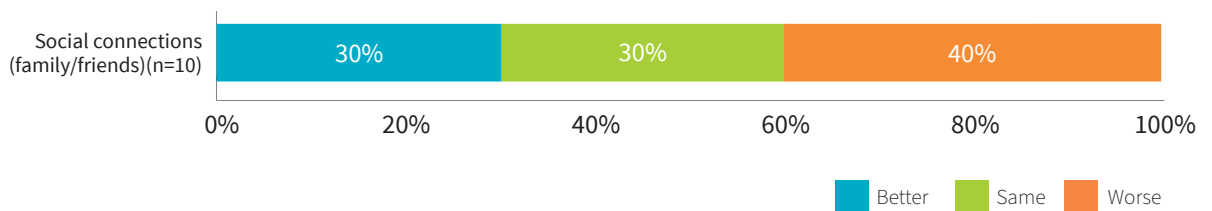
Staff reported that during the COVID-19 pandemic, visitor access was restricted, although they tried to accommodate children visiting their mothers or grandmothers. Adults were not allowed to enter the building unless they were emergency staff. Residents who were used to living in an encampment and around others they were familiar with, may have felt less supported when they moved indoors.

Staff also observed that residents reconnected with family members once they had a stable place to live.



Source: Resident Survey

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



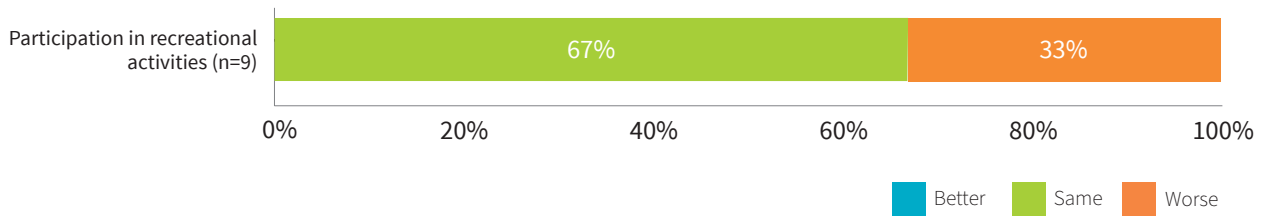
Source: Resident Survey



Recreation

Sixty-seven per cent of survey respondents reported that their participation in recreational activities remained the same, while 33 per cent reported that it worsened. Staff reported that before the COVID-19 pandemic, Legacy Manor’s common area was very popular, and was used regularly by its residents.

Staff also reported that before the pandemic, clients were going to the recreation centre, but this stopped due to public health restrictions, leaving a gap in recreational opportunities.



Source: Resident Survey

Safety

Over half of survey respondents somewhat or strongly agreed that they felt safe in the building. Seventy-three percent of survey respondents strongly or somewhat agreed that they feel safe in their unit.

Half of survey respondents expressed an improvement in their sense of personal safety, while 40 per cent reported that this had remained the same.

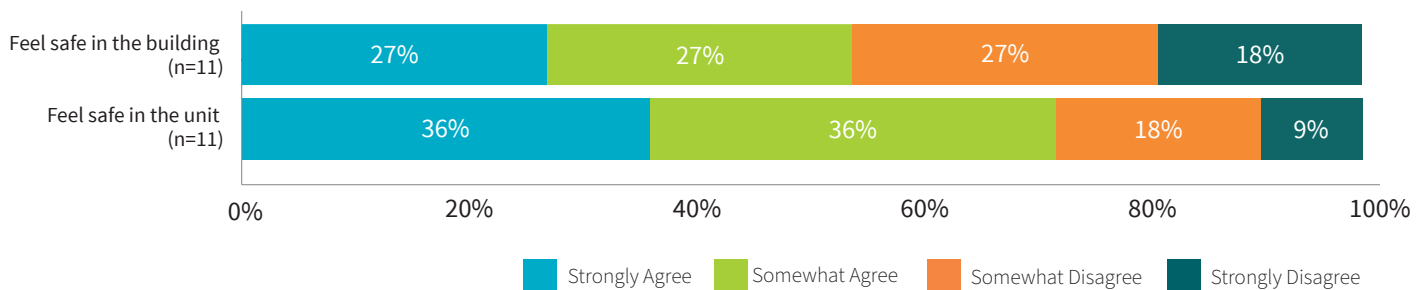
Staff explained that two staff are on site at the building at all times, and a supervisor is on site during the day. Factors that could affect why some residents may not feel safe in the building include the following:

- Some residents experience complex mental health and addictions issues. On some occasions, services

available were not adequate for residents requiring complex services. At the time of this report, services were not available in the local community to help adequately support residents with serious, overlapping mental health and addiction challenges

- Some residents may have known each other before moving into the building, and if their experiences were not positive, this may cause them to feel unsafe.
- Some female residents feel threatened by certain men that spend time near the facility and are known to be unsafe.

Staff reported that the location of Legacy Manor makes it easy to monitor who is coming onto the property.



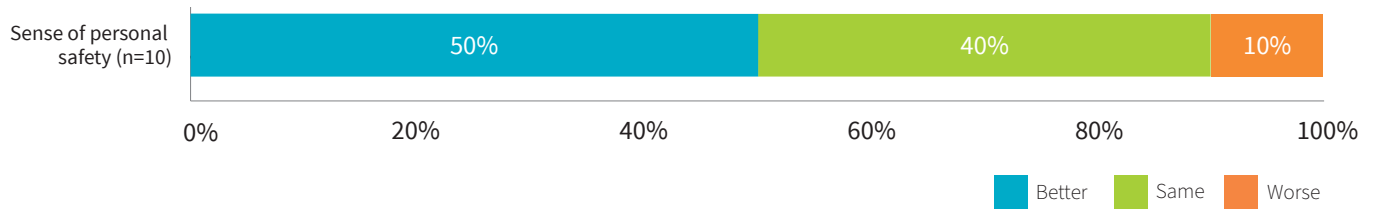
Source: Resident Survey

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



“One of the things that [residents] say they like the most is that they feel safe here.”

– Mazarine Lodge Staff Member

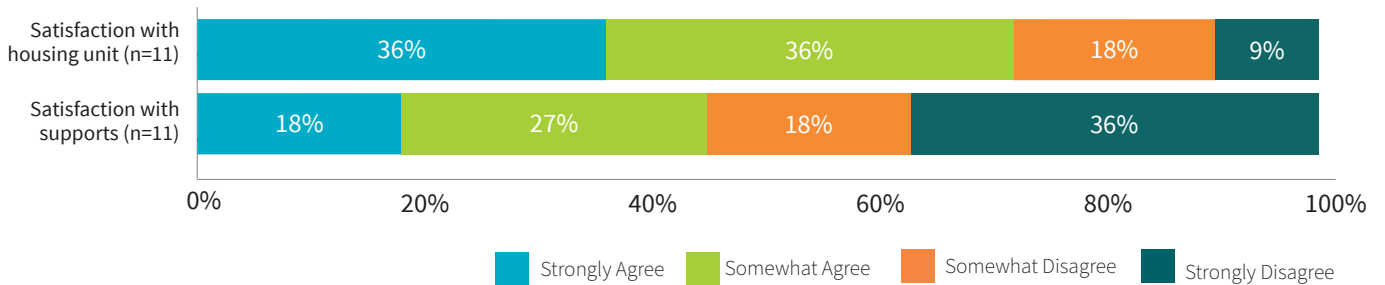


Source: Resident Survey

Satisfaction with Housing and Supports

The resident survey supports staff perceptions that residents are satisfied with their housing and supports.

Almost three quarters of survey respondents (73 per cent) somewhat or strongly agreed that they were satisfied with their housing unit, while 45 per cent of survey respondents somewhat or strongly agreed that they were satisfied with the level of supports they receive at Legacy Manor.



Source: Resident Survey

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



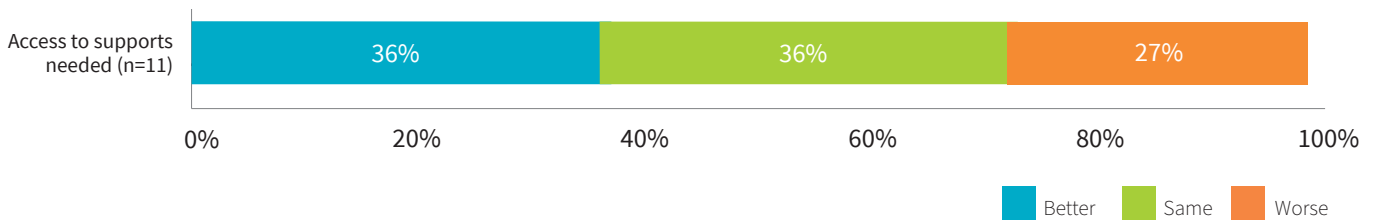


Thirty-six per cent of survey respondents reported that access to the supports they need has improved, while 36 per cent reported that access stayed the same.

Staff explained that Legacy Manor has limited support services within the building. Their approach is to sign residents up with food banks, pharmacy delivery programs, employment programs, training programs, churches, spiritual supports, optometrists, dentists, counselling, bus passes, and other services.

“I am a big proponent of housing first, and giving people housing and supports. I am so pleased with all the positive changes that have occurred here, and that we were able to witness and facilitate.”

– Legacy Manor Staff Member



Source: Resident Survey

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

Challenges

Legacy Manor residents have experienced some obstacles since moving to their new homes. Staff noted that some residents who were previously unsheltered, required a transition period to get used to living indoors. In addition, some residents found it difficult to live in close proximity with other residents.

Staff also reported that residents found it hard to adjust to the no-visitor policy, when restrictions were in place because of the COVID-19 pandemic. Staff are looking to reintroduce visitors in the future.

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

- Insufficient storage space, especially because if a resident moves out, staff need to store their belongings for 60 days
- Lack of office space – they have to use a client unit as an office
- Difficulty in making modifications to the building because it is made of containers
- The building is not designed for heavy use by the resident population
- Legacy Manor is built on a slope, which makes it difficult for people in a wheelchair to get around the neighbourhood.

Residents' Health

OUTCOME: IMPROVED

Sixty-four per cent of survey respondents indicated that they have better access to healthy food since their move to Legacy Manor.

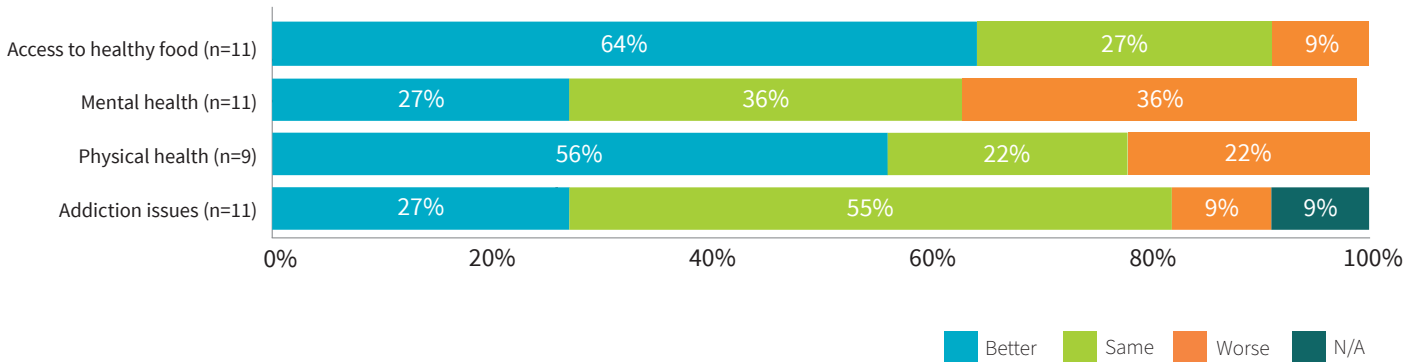
Twenty-seven per cent of survey respondents reported improvements to their mental health since moving into their home.

Over half of survey respondents indicated an improvement in their physical health.

Twenty-seven per cent of survey respondents noted improvements in their struggles with addiction, while nine per cent reported that this question did not apply to them.

Staff reported that the COVID-19 pandemic played a part in the decline of the residents' mental health for several reasons. Some of the supports they may have accessed before the pandemic, were closed. As well, moving to a new environment takes time to adjust and creates anxiety, even if the resident has moved from a negative environment.

“Residents like the meals the most, we have a really good chef.”
 – Legacy Manor Staff Member



Source: Resident Survey

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





Health Care System Usage

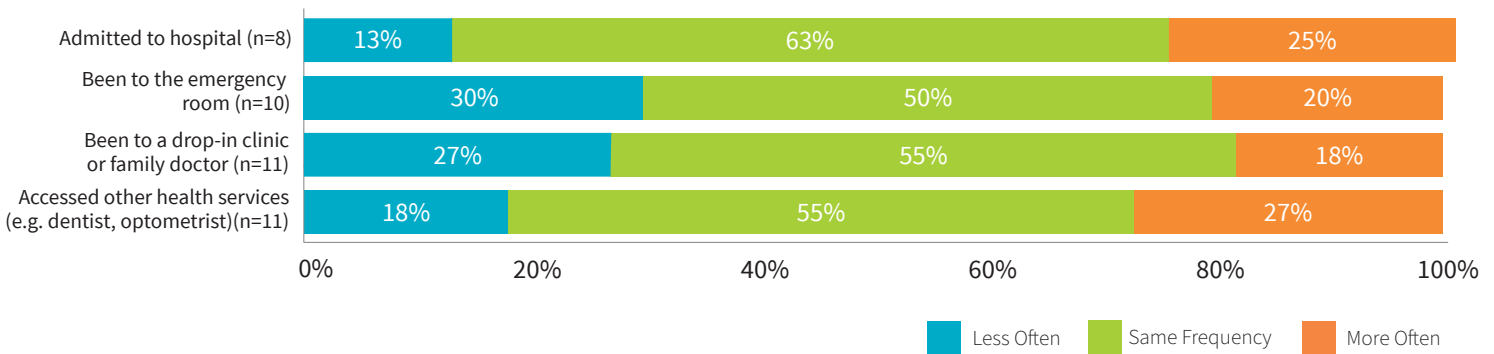
OUTCOME: REDUCED USE OF EMERGENCY SERVICES

Thirteen per cent of survey respondents indicated that they have been admitted to hospital less often since moving to Legacy Manor. Sixty-three per cent reported they had been admitted to hospital with the same frequency.

Almost a third of survey respondents reported that they had been to the emergency room less often. Half of survey respondents indicated that they had been to the emergency room with the same frequency.

Eighteen per cent of survey respondents reported that they had been to a drop-in clinic or family doctor more often since moving into Legacy Manor.

More than a quarter of survey respondents reported accessing other health services (such as a dentist or optometrist) more frequently.



Source: Resident Survey

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

Community Relations

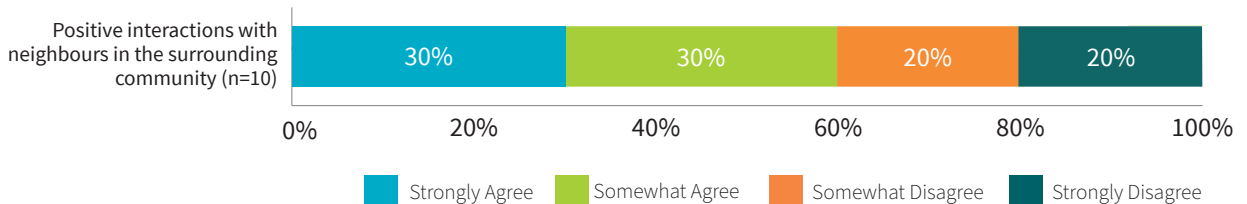
OUTCOME: POSITIVE

More than half of the survey respondents (60 per cent) strongly or somewhat agreed that they have experienced positive interactions with the surrounding community.

Legacy Manor staff indicated they have a good relationship with their immediate neighbours. Before the COVID-19 pandemic, they held community meetings every three months. While the pandemic forced these meetings to end, they still received some community donations.

“The immediate neighbours were originally very concerned about the building. However, once we opened our doors, let them in, and opened a channel for communication, they could see that their fears were not realized.”

– Legacy Manor Staff Member



Source: Resident Survey

Data provided in this report was collected twenty-one months after Legacy Manor 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 population within the building changes.

Resident Survey

A resident survey was made available to Legacy Manor residents in April 2021. The objective of this survey was to measure the change in well-being and quality of life that residents experienced because of the supportive housing development. The resident survey results are self-reported by residents.

- Thirty per cent of Legacy Manor residents responded to the resident survey.
- Not all survey respondents chose to answer all of the questions.
- Data for each question is based on those who answered.

Housing Provider Interviews

Housing provider interviews were conducted with four of The Elizabeth Fry Society of Greater Vancouver 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