



BRITISH
COLUMBIA

VIA EMAIL

March 2, 2021

His Worship John Vassilaki and Council
City of Penticton
171 Main Street
Penticton BC V2A 5A9

Dear Mayor Vassilaki and Council:

Thank you again for meeting with our ministry twice on the matter of supportive housing in your community. I appreciate your interest in supportive housing outcomes as we continue to develop much-needed housing for those experiencing homelessness in Penticton.

I am pleased to share with you the attached draft scope of work for the supportive housing evaluation that you requested. We would be happy to meet with you at a later date to discuss this review further.

Yours truly,

A handwritten signature in black ink, appearing to be 'D. Eby'.

David Eby, QC
Attorney General and
Minister Responsible for Housing

Attachment

**Penticton Supportive Housing Outcomes:
Proposed Scope of Work
February 2021**

Supportive Housing Evaluation

Supportive housing is affordable housing that provides access to support staff who help residents experience stability, enhance their independent living skills, and reconnect with their communities. The supportive housing evaluation will seek to measure the impact of supportive housing on the residents, non-profit housing operators, and BC Housing. Specific outcomes that will be examined include impacts on:

- Homelessness
- Housing Stability
- Quality of Life
- Health of Residents
- Community acceptance
- Use of emergency health care services

The evaluation will be undertaken with three supportive housing developments – Fairhaven, Compass Court and Burdock House - in Penticton. It may not be possible to obtain data on all outcomes for the three supportive housing developments, however, every effort will be made to collect all data in each case. BC Housing will procure an external firm for data collection and analysis.

Information from the non-profit provider survey, resident survey, CAC survey, and administrative data will be compiled into one report, as well as individual reports for each site. It is expected that this information will be used by housing providers, municipalities, BC Housing, and the provincial government to show the impact that supportive housing is having in the community.

Project Activities

a. Resident Survey

The objective of the resident survey is to measure the change in well-being and quality of life that supportive housing residents have experienced as a result of being housed. Surveys will be paper-based and voluntary and will be administered by housing operator staff to all building residents. Residents must have resided in the building for a minimum of 6 months. Data from the survey provides information on connection to the neighbourhood, access to health services and satisfaction with housing.

b. Housing Provider Interviews

The objective of the housing operator interview is to gather information about the change in well-being and quality of life that supportive housing residents may have experienced as a result of the supportive housing and associated support services provided by staff. Information gathered from the housing operator staff is meant to supplement information provided by residents in the resident survey, and other administrative data already regularly reported as part of operating agreement with BC Housing.

c. Community Advisory Committee Survey

The objective of the CAC survey is to collect feedback from members of the Community Advisory Committees, which include representatives from the community and local organizations. Information gathered from the CAC will supplement other sources of data to help build an understanding of how the housing is integrating into the community.

d. Administrative Data

This data will be accessed through BC Housing internal administrative data sources. Housing stability data will be accessed through BC Housing databases for residents who have lived in the supportive housing. The administrative data provides information about resident demographics – age, gender, Indigeneity, length of time housed and support needs.

Other data that would be analyzed if it can be obtained from other agencies and organizations e could include ambulance calls, overdoses, emergency room visits, hospital stays, and police calls and visits. It may not be possible to obtain all data for the three supportive housing developments, however, every effort will be made to collect the data.

f. Privacy Considerations

All project activities will be reviewed by BC Housing's privacy officer. No private information will be collected through the surveys and all data will be reported in aggregate.