

Community Services and Social Development

Live Well Brantford-Brant Resident Survey Results

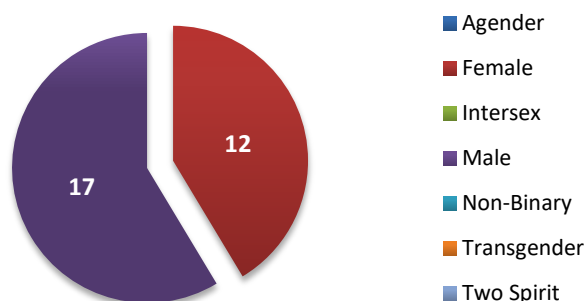


A quality of life questionnaire for residents participating in the Live Well Brantford-Brant program was conducted from July 26 – August 3, 2021 in order to gather anonymous qualitative data on their experience in the program. Residents had the option of completing a voluntary survey to help provide information and to determine what impact, if any, the Live Well Program has had on their quality of life.

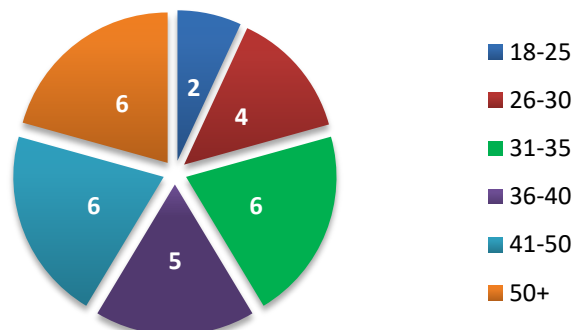
Twenty-nine (n=29) completed surveys were received with the majority of survey questions voluntarily answered by all participating respondents.

Demographic information was collected as part of the survey to get a better understanding of the client group providing feedback:

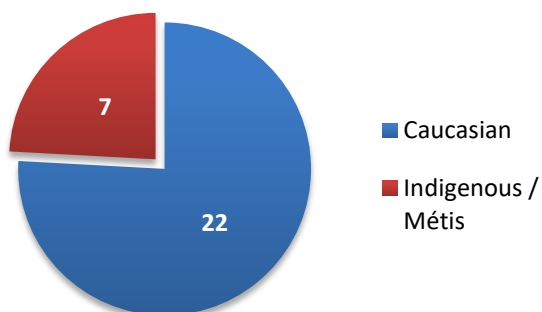
Gender (self-identified)



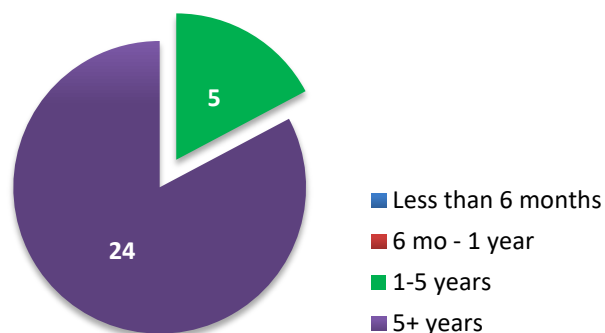
Age Group



Race/Ethnicity (self-identified)



Resident of Brantford/Brant County



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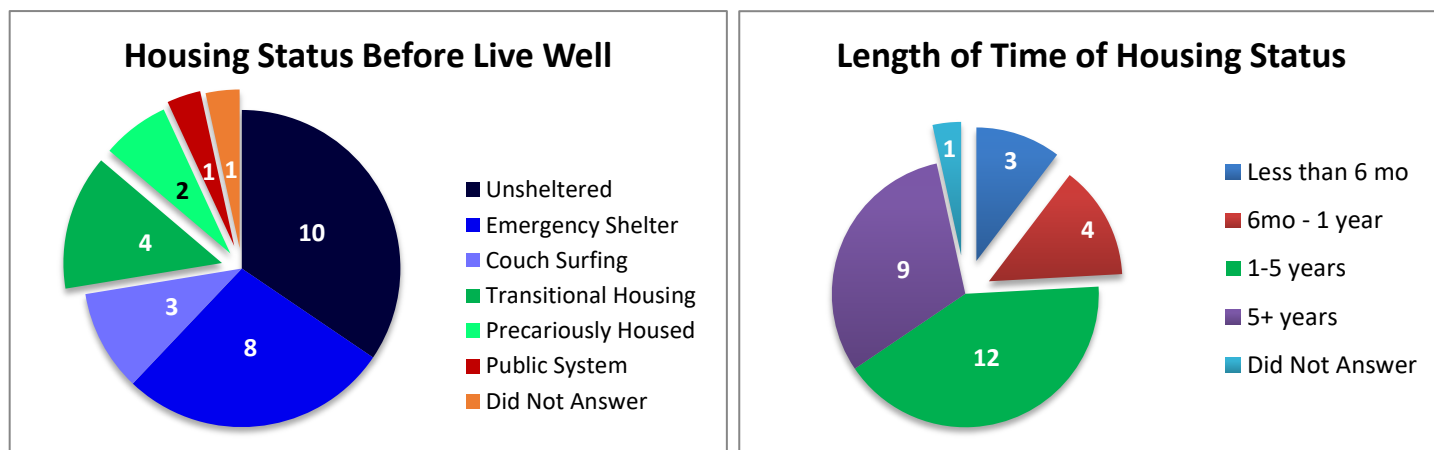
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Housing Status before entering the Live Well Program was asked:

Out of 29 responses, 21 people (72%) stated they were either unsheltered, in an emergency shelter, or couch surfing prior to entering the Live Well Program. Four were in transitional housing and two residents were precariously housed prior to entering the program.

The majority of respondents (n=21, 72%) had experienced their housing status for over one year.



Housing Status Explanations:

Unsheltered - where an individual stayed in an unsheltered location such as a public space, park, tent, vehicle, or other place not intended for human habitation

Emergency Shelter - where an individual stayed in an emergency shelter, hotel or motel, and/or domestic violence shelters for emergency accommodations

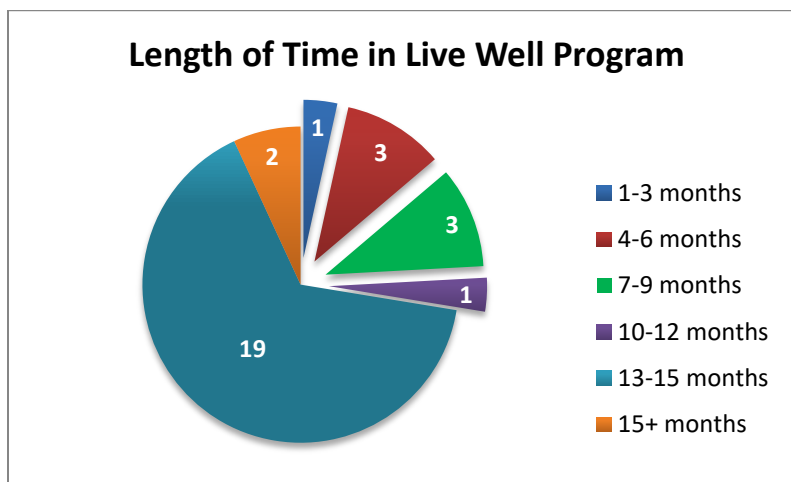
Couch Surfing - where an individual stayed with a friend, family member, or stranger, because they do not have a secure place of their own.

Transitional Housing - where an individual stayed in transitional housing which is a temporary type of accommodation meant to bridge the gap from homelessness to permanent housing.

Precariously Housed – where an individual has accommodations that are temporary/lacks security of tenure.

Public System - where an individual does not have a home to return to after discharge from a public system (e.g., correctional halfway houses, hospitals, treatment centres, etc.)

The majority of survey respondents (n=21, 72%) have been participating in the Live Well Program for more than a year.



In order to determine if any changes to quality of life were experienced by residents of the Live Well Program after participating over a period of time, a baseline was required. The questionnaire first asked residents to reflect back on the time before they entered the Live Well program and to answer some questions about their quality of life. When thinking back to their time before the Live Well program, many respondents 'disagreed' or 'strongly disagreed' with statements such as feeling optimistic about their future, feeling physically or emotionally safe, and feeling connected to their community.

The second part of the questionnaire asked respondents to answer the same questions based on their current situations as residents in the Live Well Brantford-Brant program. Many respondents 'strongly agreed' or 'agreed' with statements such as being able to access medical help and feeling that their physical and emotional health needs are being met.

More importantly, responses indicate that residents subjective feelings about their own quality of life increased after participating in the Live Well program, with the majority selecting 'agree' or 'strongly agree' with statements such as feeling optimistic about their future, having someone to reach out to if they need help, feeling healthy, and feeling physically and emotionally safe.

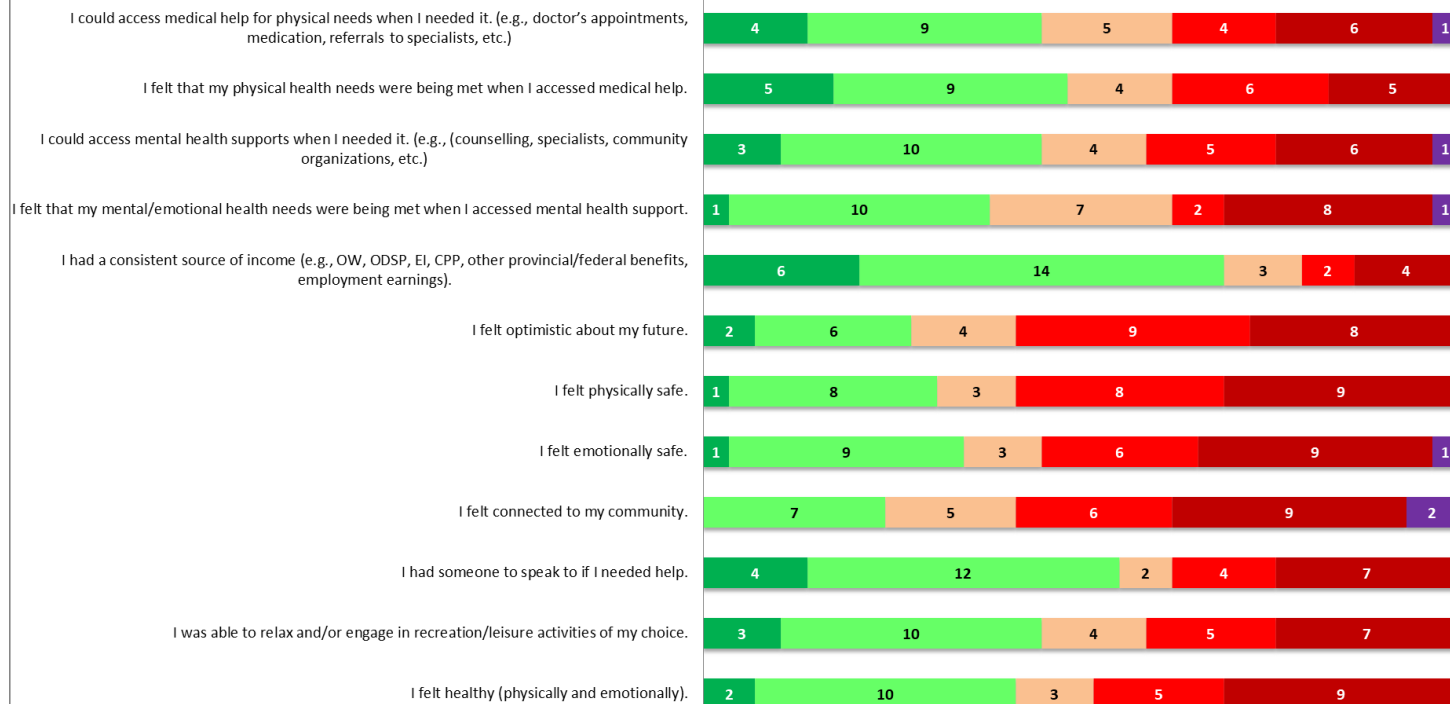
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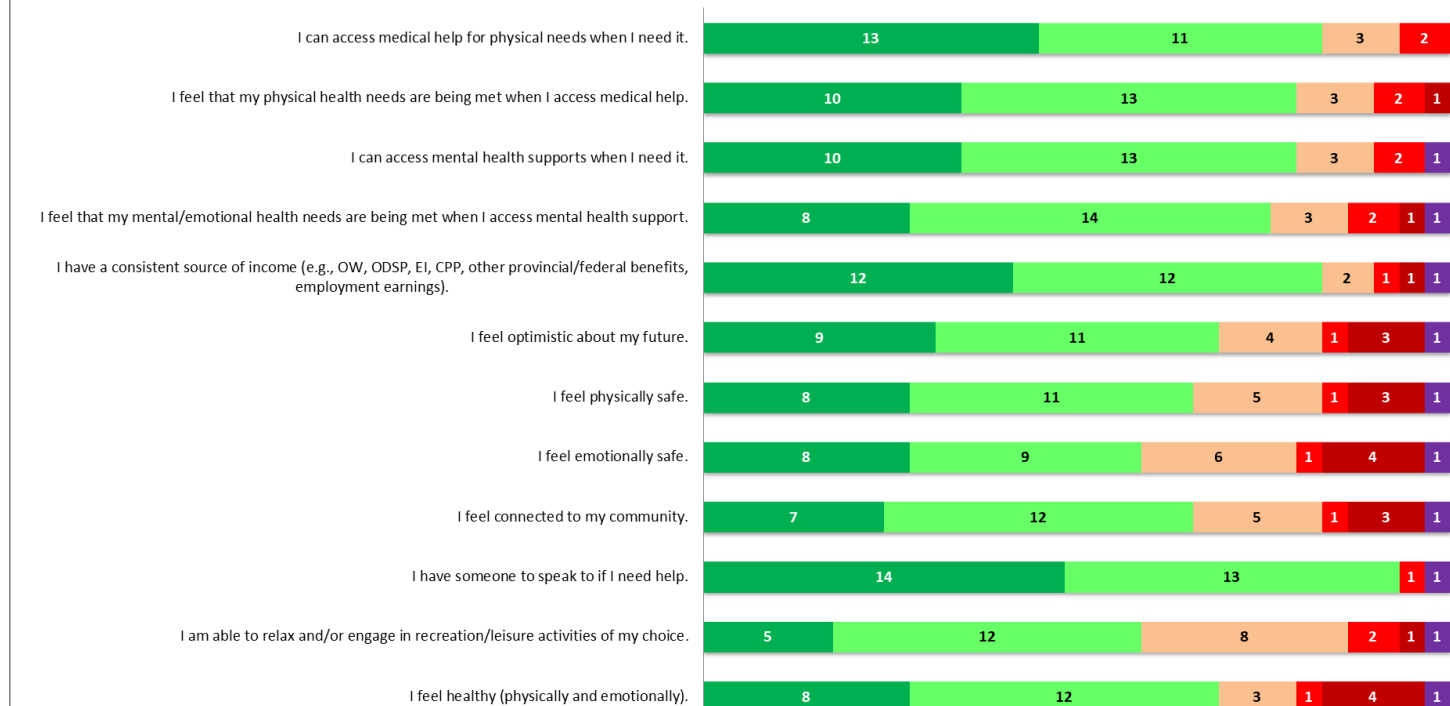
Before Entering the Live Well Program

Strongly Agree Agree Neutral Disagree Strongly Disagree N/A or did not answer



Since Entering the Live Well Program

Strongly Agree Agree Neutral Disagree Strongly Disagree N/A or did not answer



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Residents were asked to provide any other comments and input to their experiences in the Live Well Program. Details that may identify a resident have been omitted from comments:

"I like having people around to keep an eye and to support me when I need it. I did not have that [where] I lived. Since living at Marlene, I have been able to keep better track of my money, decrease my drinking and have my basic needs met. I like the accommodations at Marlene, such as A/C, heat and a nice hot shower and having comfortable place to sleep. I enjoy having my friends over and having security on site to help me feel safe. I am very happy to be living at live well and feel very supported."

"I like living at the Live Well Program. I really like my worker who helps me in so many ways. The staff help me feel better emotionally, and feel that my needs are now being met. I feel safe and my physical and mental health is it [an] all time high and [I] feel strength. Thank you live well for not giving up on me."

"I view the program as a stepping stone to more independent housing. I like talking to and with the staff who provide me with very clear communication and information. I wish I had more space in my unit. I really like hanging out in the pavilion outside by the community garden and living close by to the river trail."

"I view the program as a transitional stepping stone to more independent housing. I would like to get involved with programming ex. music therapy, art classes, stress management classes. I like that there is security in the building to patrol and lessen the foot traffic and "activity" that was going on. I like the guest policy in which guests are to be signed and that the behavior is monitored. I think it would be great if the City of Brantford could continue to run this program. I do not like when services change frequently and have to start over with new workers."

"I feel comfortable in my own space. I like the staff that work in the building who are always available to help me when I need it. I like having security on site to keep the building as safe as possible and the guest policy changes so that I do not get woken up in the middle of the night by strangers trying to get buzzed in. I have loved tending the community garden this summer, it was nice being able to do something I used to really enjoy doing. Something I would change is to have more comfortable benches outside but I like addition of picnic tables and the pavilion. I would also feel safer if there was more lighting outside at night time on the property."

"Live Well helps me. I can speak to staff when I need help or need to speak to someone. I'm grateful for the staff and [for] having housing."

"Grateful for being housed and that staff work with me. Couldn't be housed anywhere else because of my issues. I now have a new doctor and psychiatrist and working on my issues. Thank you for putting up with me."

"Happy that I moved here and staff are here to help me. I am not being taken advantage of. Very thankful."

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"Feels safe here since City took over."

"Garden is awesome."

"My Tenant Support Coordinator has been instrumental – not only by encouraging and motivating me – but as my friend and volunteer coordinator as well."

"The Live Well BB program is very helpful when [I] need help with something important."

"[My] mental health has deteriorated through COVID. [I am] able to communicate with [my] Live Well Worker. [I] draw strength from conversations."

"Before the program I felt alone like I had no one to listen to. I struggled with access to supports in the community. Now that I am working with the live well, I feel connected with the community when it comes to accessing supports. I have someone safe to talk to and no longer feel all alone."

Notes and Limitations:

Self-Reported Data: This survey relied on self-reported information, which may impact the accuracy of the data collected. Individuals had the option of having a Tenant Support Coordinator assist/support them in completing the survey. Whether a person requested assistance in completing the survey or not was not captured. It is common for people to feel uncomfortable and provide answers that they think are what the interviewer/survey analyzer wants to hear. Furthermore, some questions in the survey address personal topics/thoughts/feelings. Due to the nature of these questions, the participant may choose to modify their answers to protect themselves.

Housing Status before entering the Live Well Program: some respondents selected multiple answers for their housing status; in these situations, the most acute status was used. It is common for people experiencing homelessness to rely on multiple sheltering options.