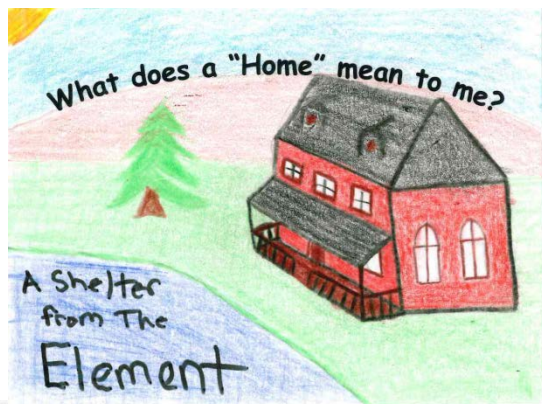




Housing Services  
Services de logement

A city where everyone has a place to call home • Une ville où tout le monde a un chez-soi

# A Home For Everyone Our Ten Year Plan 2014-2024



What does a "Home" mean to me?

Long ☺  
Bubblebath

Artistic  
Impressions by  
Ottawa Residents

Qu'est-ce qu'une demeure veut dire pour moi?



Qu'est-ce qu'une demeure veut dire pour moi?



# What We Do

## Emergency Shelters

- Two family shelters
- Contracts for Emergency Shelters for singles
- Rooming house support and coordination

## Homelessness and Domiciliary Hostel

- Oversee the domiciliary hostel portfolio
- Coordination of the homelessness programs

## Affordable Housing Options

- Social housing portfolio
- Provide housing subsidies
- Support the development of new affordable housing



# The Widening Gap between the Rich and the Poor

- Highly Educated / High cost of living
- Median family / Household income \$98,892
- 40% Rent
- 4<sup>th</sup> highest rents
- Average 1 Bedroom \$916



- Approximately 140,000 residents living in poverty, below the LICO
  - Over 66,000 individuals are in receipt of social assistance
    - Ontario Works for a single person is \$605 monthly
  - Ontario Disability Support Program for a single person is \$1086
    - \$10.25 minimum wage, \$1,775 per month gross



Champlain LHIN



Eastern Ontario Landlord Organization



CORNERSTONE HOUSING FOR WOMEN



# Working in Partnership



Canadian Mental Health Association Ottawa



Centretown Citizens Ottawa Corporation

creating, maintaining and promoting non-profit housing



The Registry: The Social Housing Registry of Ottawa  
Centre d'enregistrement pour les logements sociaux d'Ottawa

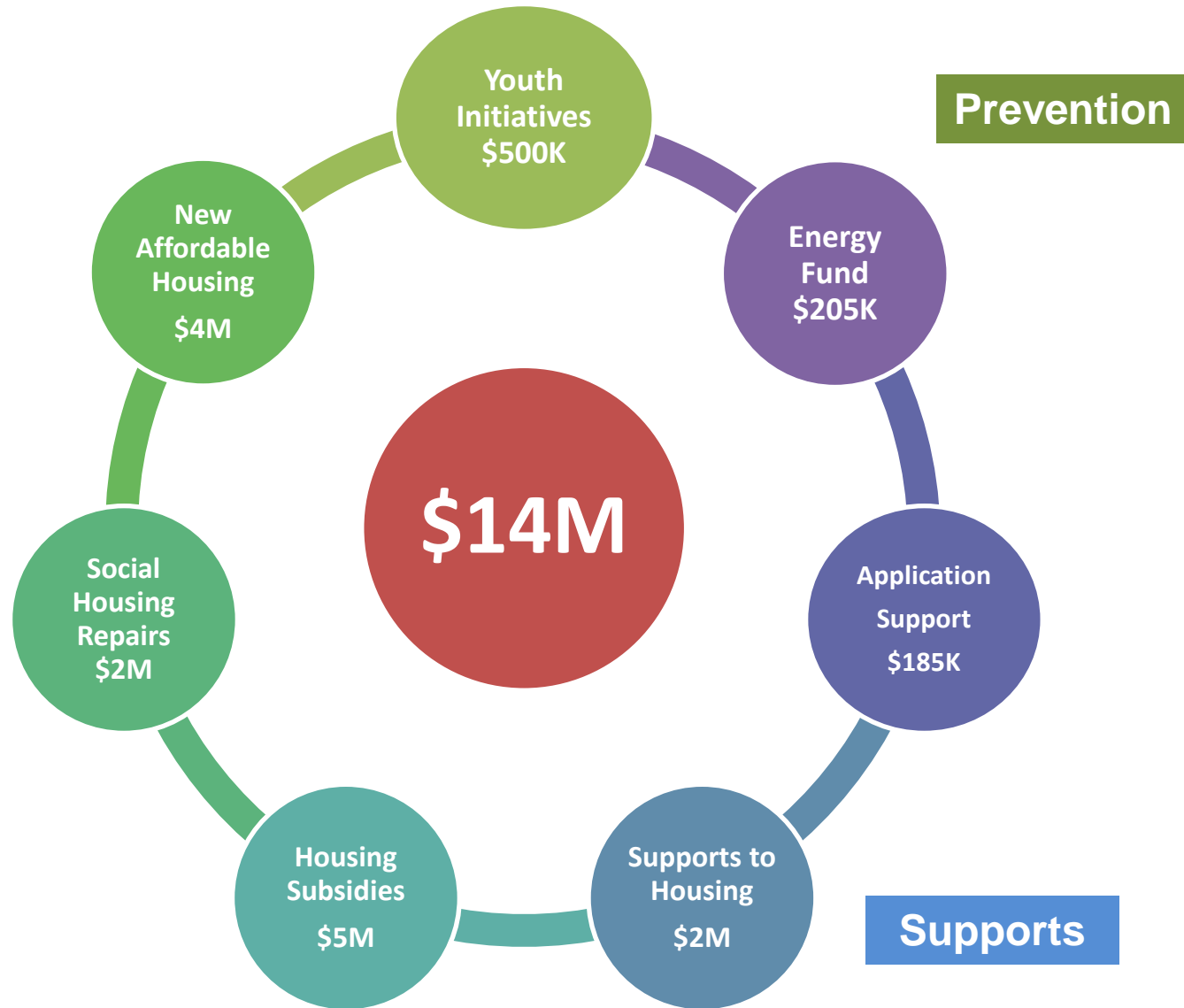


Youth Services Bureau of Ottawa



Named a Community Builder of the Year 2010 by United Way Ottawa

# Council's Commitment to Housing and Homelessness



# Making a Difference

## Where we were 2007-2010

- 120-140 people unsheltered
- 100-150 families in motels as overflow
- 10,500+ households on the social housing waiting list

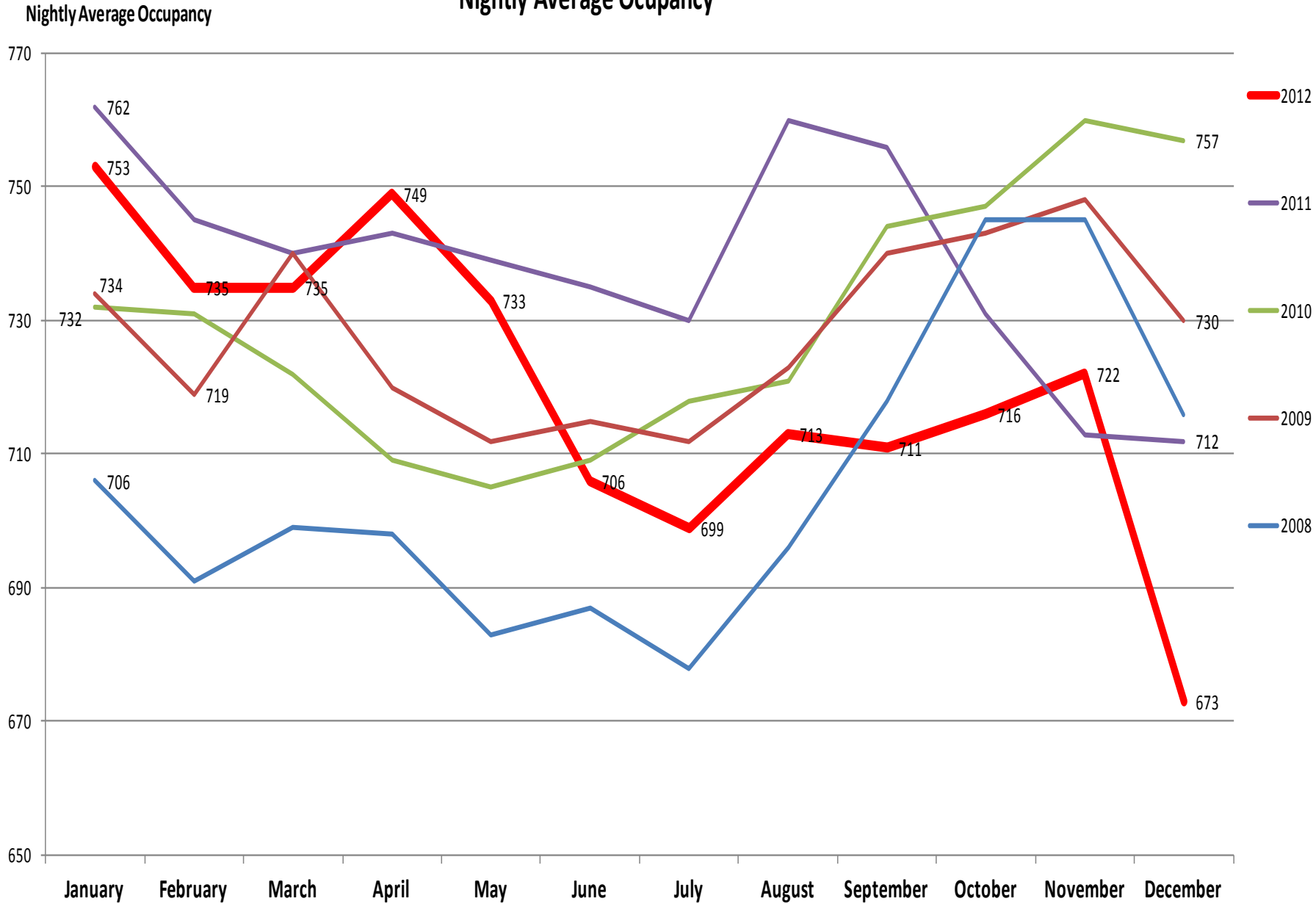


## Where we are 2011-2013

- 80% decrease to 20 people unsheltered
- 50% decrease of families in motels, 30% fewer overall
- 8% decrease to 9,700 households on the waiting list

# All Singles-Monthly 2008-2012

## Nightly Average Occupancy



# Comprehensive Integrated Plan

**City Housing Strategy  
2007-2012**

**Community Action Plan on  
Homelessness 2009-2014**

**Action Ottawa  
2003**

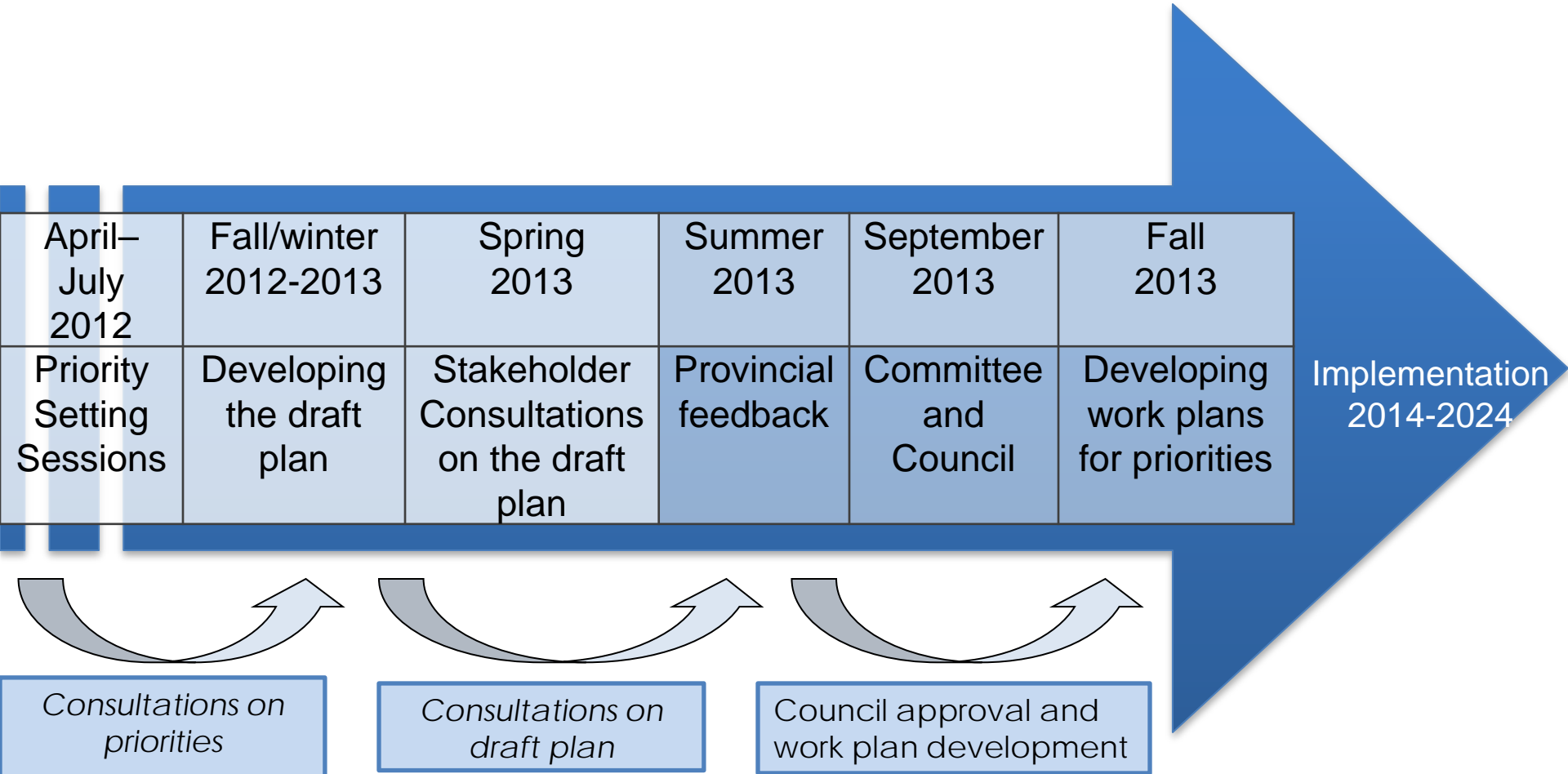
**Housing & Homelessness  
Investment Plan  
2011**



*A Home  
For  
Everyone*  
**Our Ten  
Year Plan  
2014-2024**



# Plan Development Process

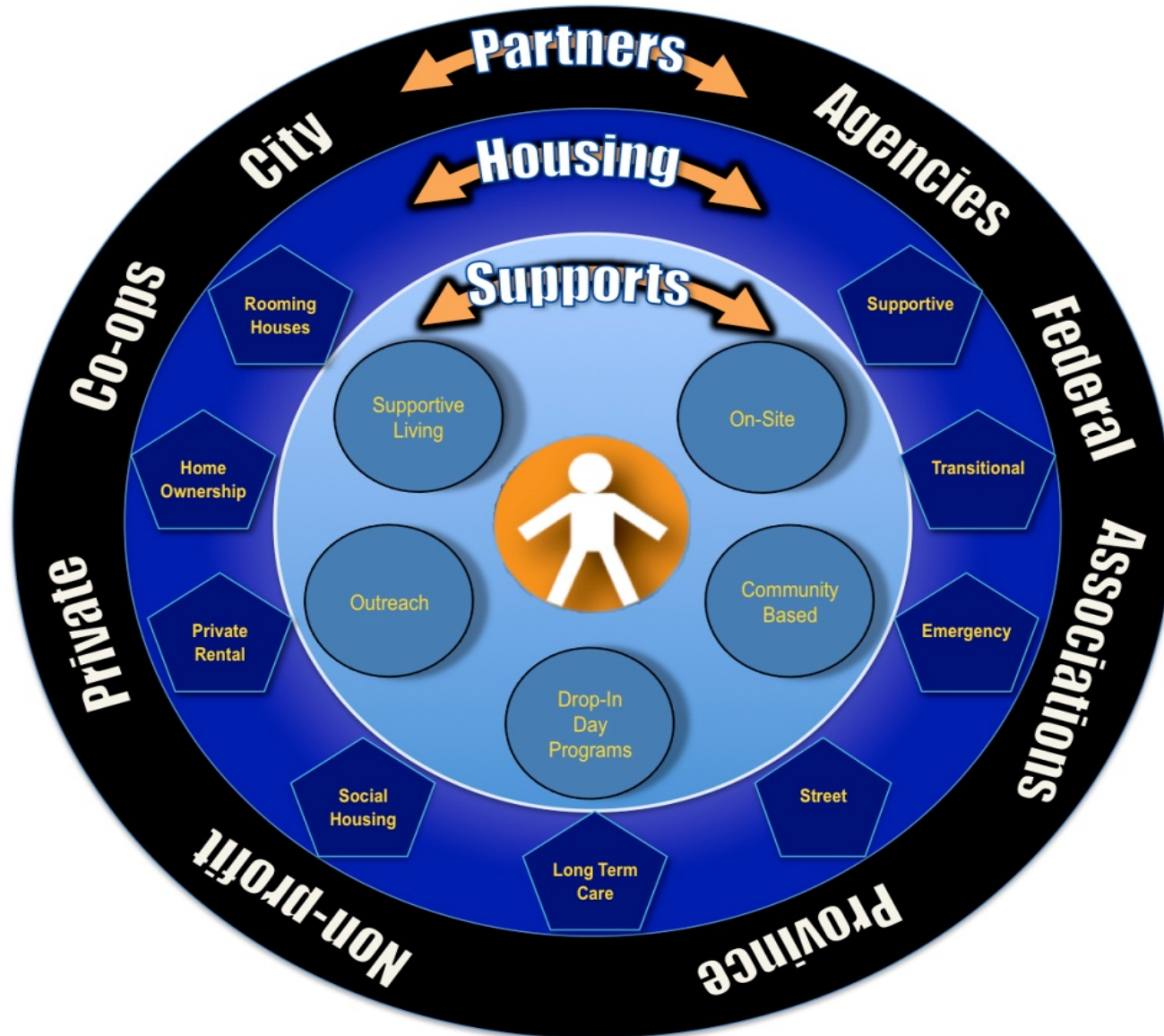


# Knowledge Sources

- ❑ Primary research
  - Cost of homelessness
  - Identifying patterns of emergency shelter stays
- ❑ Housing Preference Study
- ❑ Needs of families accessing emergency shelters
- ❑ Evaluation of local initiatives from the \$14M housing and homelessness plan
- ❑ Focus groups and surveys
- ❑ Demographic analysis (HIFIS/CWL)



# A Plan with the Person at the Center



# Our Priorities

## Everyone has a Home

- A range of options meets demand through:
  - construction
  - purchase
  - redevelopment
  - housing subsidies
- Housing is in a good state of repair and is well-managed.

## People get the support they need

- People receive the right types of support to keep their homes and to prevent homelessness.
- People who become homeless are safe and receive adequate temporary shelter and supports to find housing.
- There is no chronic homelessness.

## We work together

- Ottawa has an integrated housing system that is responsive to the housing and support needs of residents.
- Improved service planning and coordination and sustained funding from all levels of government meet people's needs.

# Making a Difference

## Where we want to be 2014-2024

No one is unsheltered

Chronic homelessness is eliminated

Adequate emergency shelters (less than 30 days)

The number of people waiting for housing is reduced

Supportive housing options meet the needs of residents

Social housing stock is in a good state of repair

Housing sector is fully integrated

Adequate funding from all levels of government is sustained

# Coordination, Accountability & Reporting

- ✓ The Housing System Working Group guides the implementation of the Plan
- ✓ Work with an inter-departmental committee to ensure goals are met and actions align with other local plans
- ✓ Report to Council as required on any changes to budget, eligibility, selection and reporting requirements
- ✓ Mid-point review will be conducted in 2019
- ✓ Public accountability through the development and implementation of an Engagement and Communication Plan
- ✓ Inclusion of the Plan in the City's Strategic Plan and Balanced Scorecard
- ✓ Provincial reporting on performance measures





# Key Messages

- The status quo is not an option
- Need a comprehensive plan to meet evolving needs
- The Plan is driven by a common agenda and is the result of extensive engagement and consultation
- The Plan contains pragmatic actions and draws on the expertise of a broad range of stakeholders
- Our Plan is a living document that will evolve and be shaped by input, emerging trends, outcomes and research findings
- The success of the Plan is contingent on the engagement of all levels of government and other stakeholders

# Contact Information

If you have any questions, please contact:

Janice Burelle  
Administrator, Housing Services

[Janice.burelle@ottawa.ca](mailto:Janice.burelle@ottawa.ca)

613-580-2424 ext 44239