



10-Year Housing and Homelessness Plan

2018 Progress Report

A city where **everyone**
has a place to call **home**



Table of Contents

Message from Mayor Jim Watson.....	2
Message from Councillor Jenna Sudds.....	3
Message from Councillor Catherine McKenney.....	4
A Home for Everyone 2014 to 2024.....	5
10-Year Housing and Homelessness Plan.....	6
Housing and Population Highlights.....	7
What Does a Home Mean to Me?.....	8
Community Housing.....	9
Housing Subsidies to Support Households	
Residing with Private Landlords.....	11
Ensuring Our Homes are in Good State of Repair.....	11
Everyone Has a Home.....	12
Emergency Shelters.....	14
Chronic and Episodic Homelessness.....	16
Indigenous Homelessness.....	18
The 12 Dimensions of Indigenous Homelessness.....	19
Homelessness Point-in-Time Count.....	20
Homelessness Services.....	22
Prevention.....	23
Housing Benefits.....	24
Housing First Outcomes.....	25
Funding for Housing Programs.....	26
Funding Opportunities.....	27
What's Next.....	28



Message from Mayor Jim Watson

I am pleased to share the City of Ottawa's 2018 progress report on our 10-Year Housing and Homelessness Plan. Reflecting on the accomplishments we've had and the initiatives we've collectively undertaken, it is evident that the community is committed to our vision of a city where everyone has access to suitable and affordable housing, and to the support they need to thrive over the long term.

In year four of our Plan, we've made progress on the Plan's priorities; increasing the affordable housing supply, ensuring our current housing is in a good state of repair, working to end chronic homelessness, and ensuring people get the supports they need to stay housed. We have built new affordable and supportive housing units for families, seniors and people exiting homelessness, created new housing subsidies to help with affordability and invested in repairs to improve the long-term sustainability of our community housing.

While we have made progress, more needs to be done to ensure that people can find affordable housing in Ottawa's competitive rental market. Our waitlist for subsidized and affordable housing is growing and more people are using emergency shelters year over year despite the success of our Housing First program. We continue to offer safe, temporary shelter to people in our community who have destabilized and to people who have chosen to make Ottawa their home.

In Budget 2019, City Council committed to a \$15 million investment in capital funding for new affordable housing, the largest in the City's history. This new capital funding is in addition to the \$111 million the City will provide in 2019 for operating and repair funding for community housing, housing subsidies, support services and other housing and homelessness initiatives. The City has pro-actively identified City land along our new Light Rail Transit line for new affordable housing development, ensuring that people can live in close proximity to transit.

The Plan's momentum requires the coordinated and collaborative efforts of a variety of stakeholders. We will build upon existing partnerships and develop new ones to reflect the broad range of services necessary to create safe and suitable housing for vulnerable people in our community.

I'd like to thank the many community partners, residents and those with lived experience who continue to share ideas and feedback around the Plan's implementation.

I would like to acknowledge our new Special Liaison on Housing and Homelessness Councillor Catherine McKenney. Councillor McKenney's passion for those in our community and her far-reaching relationships with the housing and homelessness sector make her a strong voice for this important City-wide priority.

We will continue to apply for funding through the federal National Housing Strategy and explore new opportunities under the Province's Community Housing Renewal Strategy to accelerate our Plan's progress.

The mid-point refresh of our 10-Year Plan is underway and we will deliver an updated, locally driven, comprehensive and coordinated plan, which will make a measurable difference in the lives of Ottawa residents.

Thank you
Mayor Jim Watson



Message from Councillor Jenna Sudds

Finding safe, suitable, and affordable housing continues to be a challenge for residents across our City. Ottawa's tight rental market, with a low vacancy rate and rising rents, means many people cannot find housing suitable to their needs or are paying so much of their income for housing that they struggle to afford other necessities. Without permanent housing, people are unable to fully participate in the rich economic, social, and cultural life of our City.

While we have made great progress under our 10-Year Housing and Homelessness Plan, we need to ensure that our system of housing and support services remains flexible and responsive to not only peoples' needs, but also the changing housing landscape. The City is committed to improving the supply of affordable housing through strategic investments, such as the \$15 million in capital funding approved by Ottawa City Council in March 2019, identifying city lands suitable for development and maintaining our commitments to community housing and the \$16 million Housing and Homelessness Investment Plan.

The issues facing us as a City in terms of housing availability, affordability, and homelessness are complex ones and not readily solved by any one level of government. We need the ongoing commitment and funding of all levels of government to ensure that we can achieve our plan's ambitious goals and improve conditions for residents living in poverty.

The mid-point refresh of the 10-Year Plan is well underway and a broad representation of sector stakeholders are working on key components of the housing system through planning tables. Consultation is occurring and there will be ongoing opportunities for residents to share their views and recommendations on how the City can ensure the plan's success. I look forward to the refreshed plan coming to Ottawa City Council in the spring of 2020.

Jenna Sudds

Councillor Kanata North
Chair of the Community and
Protective Services Committee



Message from Councillor Catherine McKenney

Our city has reached a crisis point in the availability of affordable housing and homelessness. We know that once an individual has access to permanent and affordable housing, other aspects of their lives fall into place naturally since they have the stability required to take care of themselves and their families.

As the City's Liaison for Housing and Homelessness, I will continue to work with my Council Colleagues to look for ways that the city can respond to this urgent need, as well as with our federal and provincial counterparts to ensure that we take advantage of all opportunities to provide safe and affordable housing to those who need it most.

As we consider the update to the City's 10-Year Housing and Homelessness Plan, it is imperative that we establish bold targets supported by concrete and achievable actions to end homelessness and provide affordable housing for all residents.

While we have made progress by committing to a \$15 million investment for new affordable housing, and identifying City land at transit stations for affordable housing development, it is critical that we move the yardstick even further. We can take action by expanding rental supplements and housing allowances. We can ensure that there is an effective system in place to significantly reduce chronic homelessness for both individuals and families, as well as identifying a parallel set of actions to minimize the number of individuals and families entering into homelessness. We can implement a strong inclusionary zoning policy which requires developers to designate a percentage of new units built for affordable housing. Strong actions will ensure that we can reach our plan's ambitious goals.

We have an opportunity today to set an example to end homelessness and meet the challenge of housing affordability for all.

Catherine McKenney
Councillor Somerset
Special Liaison on Housing
and Homelessness

A Home for Everyone 2014 to 2024

Our 10-Year Housing and Homelessness Plan will improve the housing service system to ensure better outcomes for our residents.

Ottawa is committed to eliminating chronic homelessness and building a city where everyone has a safe and affordable home in a neighbourhood where they choose to live.

What we want

Everyone has a home

A range of housing options meets demand through:
Construction | Purchase
Redevelopment | Housing subsidies

Housing is in a state of good repair and well managed

People get the support they need

People receive the right types of services so they can keep their homes and avoid homelessness

People who become homeless are safe and receive adequate temporary shelter and support to find housing

There is no chronic homelessness

We work together

Ottawa has an integrated housing system that is responsive to the needs of our residents

Improved policy, service planning and coordination, combined with sustained and adequate funding from all levels of government meets people's housing and support needs

10-Year Housing and Homelessness Plan

On January 1, 2012 the *Housing Services Act, 2011* replaced the *Social Housing Reform Act, 2000*. Under this legislation, municipalities were required to develop, implement and monitor a systems based 10-Year Housing and Homelessness Plan to respond to local needs while taking into account provincial interests.

The City's plan was developed in collaboration with community partners, supported by extensive consultation with a wide range of stakeholders and approved by City Council on September 25, 2013.

The Plan entitled **A Home for Everyone** provides a framework to address housing affordability and availability, the coordination of homelessness and related supports services and homelessness prevention.

The 10-Year Housing and Homelessness Plan mid-point review: "The Refresh"

Every five years municipalities must review and adjust their plan as required.

The City initiated the mid-point refresh of the Plan in December 2018.

The Plan is due to the Province by December 31st, 2019.

The Plan will be approved by City Council in Spring 2020.

The Plan Refresh

Objectives:

- Reaffirm the plan's priorities
- Review progress towards objectives
- Set new short-term and long-term targets
- Ensure strong accountability measures and performance metrics
- Strengthen partnerships

Engagement Strategies

Broad consultation and education

- Community partners
- Stakeholders
- The public
- People with lived experience
- City departments

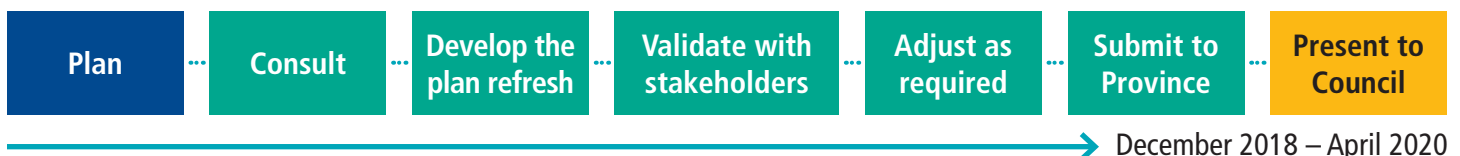
Collaborative Approach

7 planning tables to guide the refresh and support implementation.

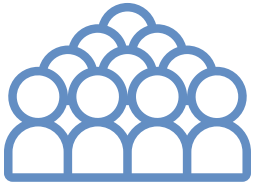
60 members representing the housing and homelessness sector, advocacy.

Over 700 people consulted to date

Mid-Point Refresh Roadmap



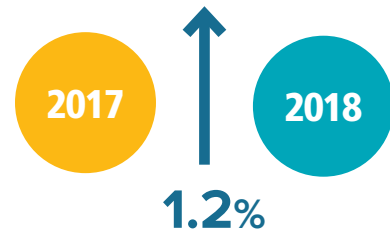
Housing and Population Highlights



Ottawa's population

991,429

2018 year-end City of Ottawa estimates



69.7%



9,888 people migrated to Ottawa from 2015 to 2016, a **69.7% increase** from the year before. Highest net migration to Ottawa since 2001.

Renters

42% of renters spend more than 30% or more of their pre-tax income to pay the median rent for local housing that is adequate, affordable and suitable.

42%



Vacancy rate

declined to **1.6%** in October 2018 from 1.7% in October 2017.



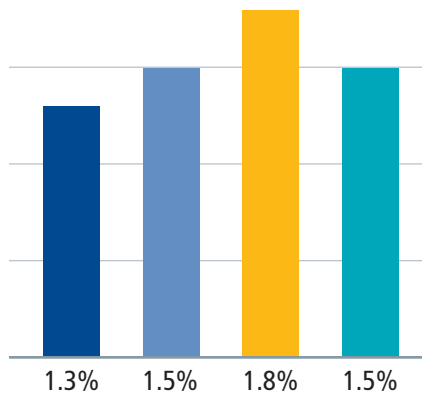
Healthy vacancy rate is typically 3%.

2018 average market rent for all bedroom types

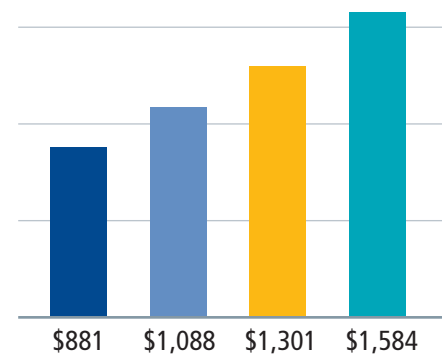
City	Rent
Toronto (GTA)	\$1,359
Kingston	\$1,181
Ottawa-Gatineau	\$1,174
Kitchener	\$1,138
Guelph	\$1,109
Hamilton	\$1,077
Peterborough	\$1,027
London	\$995

Renting in Ottawa-Gatineau

2018 vacancy rates (%)



2018 average market rent (\$) by bedroom type



■ Bachelor ■ One bedroom ■ Two bedroom ■ Three bedroom

Source: Statistics Canada 2016 Census, Canada Mortgage Housing Corporation, City of Ottawa

What Does a Home Mean to Me?

Access to adequate, affordable and suitable housing is key to building vibrant and inclusive communities. The City offers a range of housing options to meet the needs of individuals. When asked, "What does a home mean to me?" Ottawa residents of all ages clearly expressed, a home is more than just shelter. It is a safe place which provides a sense of belonging, a foundation where people build their lives, raise their families and achieve their ambitions.

"A HOME, a wish come true"



"A place to raise my kids"



"Family and laughter"



"Mom, dad and my dog"



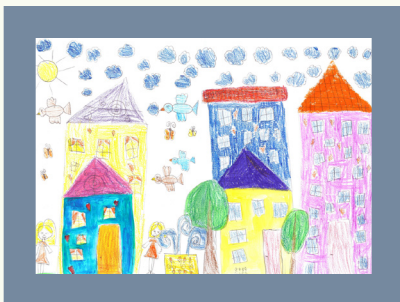
"Future"



"Peace and happiness"



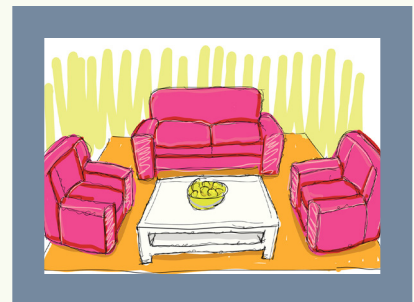
"Where we can live and be safe"



"It means protection"



"Security, relaxation, comfort"



City of Ottawa – 2013 Ten Year Plan Consultation – Postcard Project

A city where **everyone** has a place to call home

Community Housing (formerly known as Social Housing)

In Ottawa, 52 community housing providers

(not-for profit housing corporations, co-operatives and the Rent Supplement Program) provide affordable rental units to over

18,000 low income households.

Access to rent-gear-to-income housing (subsidized or community housing) is through an application to the Centralized Waiting List, administered by The Social Housing Registry on behalf of the City of Ottawa.

Households may be assigned a Provincial or Local Priority to access subsidized housing based on their current situation.

Provincial Priorities

Special Provincial Priority

- Member of the household is a victim of violence, experiencing or has recently experienced abuse by a person with whom they live or have lived with, and a change in housing will result in a significant increase to personal safety.

Overhoused

- A household that is currently residing in a rent-gear-to-income community housing unit that has more bedrooms than allowed for their family size.

Local Priorities

Urgent Safety

- Households where a member does not qualify for Special Provincial Priority but is subject to current abuse from a family member or former partner or where a member of the household is subject to an ongoing or extraordinary threat to personal safety by a non-family member and a change in housing will result in a significant increase to personal safety.

Life Threatening Medical

- Member of the household has a terminal illness or life threatening medical condition made worse by the current housing situation and a move will remove the life threatening aspect of the condition.

Homeless

- Households who are confirmed as experiencing homelessness, and are staying in a City of Ottawa shelter or are living unsheltered.

In-situ

- Households who currently reside with a community housing provider in an appropriately sized unit, and who have experienced a significant loss in income while paying market rent, and wish to apply for a subsidy (rent-gear-to-income) and remain in their current unit.

Displaced Rent-Gear-To-Income Households

- Households who are receiving a rent-gear-to-income subsidy and are displaced from their unit through no fault of their own (condominium conversion, fire, natural disaster).

Graduates of Supportive Housing

- Households who, as tenants of a supportive housing agency with onsite support have demonstrated, to the satisfaction of the supportive housing agency, that they are now capable of independent living with or without support.

Centralized Waiting List

By the Numbers (2018)

Total number of households on the Centralized Waiting List: **12,163**

↑ 14.8% increase from **10,597** (2017) to **12,163** (2018)

Inflow 4,835

New applicant households to the Centralized Waiting List



Outflow 1,519

Households housed from the Centralized Waiting List



766 Families Housed (2018)



753 Singles Housed (2018)

In order for a household to be housed from the Centralized Waiting List, a household must first vacate a subsidized community housing unit. In 2018, only 1,519 households residing in a subsidized unit moved out of community housing, which then allowed 1,519 new households to move into these units.

Community Housing Portfolio Unit Count By Bedroom Size:*

Bachelor	482
1 Bedroom	7,852
2 Bedroom	4,506
3 Bedroom	3,431
4 Bedroom	669
5 Bedroom	182

Households Housed in 2018 By Unit Bedroom Size:

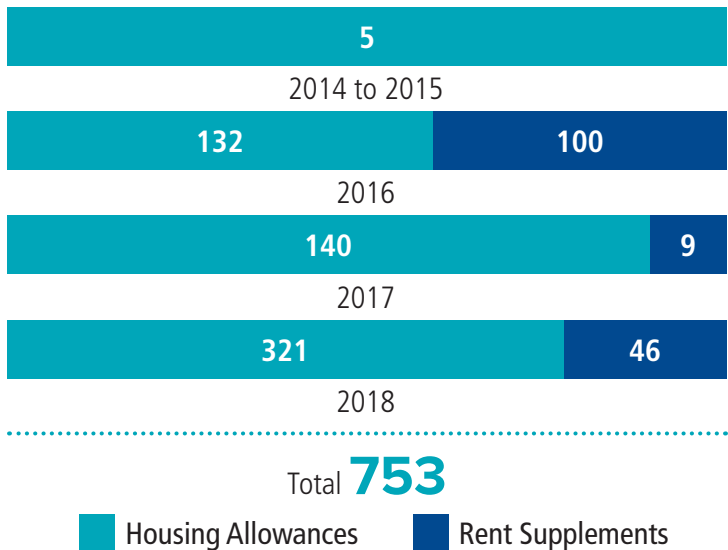
Bachelor	64
1 Bedroom	685
2 Bedroom	434
3 Bedroom	277
4 Bedroom	46
5 Bedroom	13

*Not including rent supplement units within the private market.



Housing Subsidies to Support Households Residing with Private Landlords

New housing subsidies (2014 to 2018)



3,123 units
 under the Rent Supplement program and with private and not-for-profit housing providers

807 Housing Allowances
 Dec 31, 2018

2018 Investments
\$28 million invested in Rent Supplements and Housing Allowances

The **Rent Supplement Program** provides rent-geared-to-income assistance to qualifying households selected from the Centralized Waiting List. The City contracts with private and non-profit landlords who are willing to participate in the program. The household pays approximately 30% of their gross monthly income

as rent to the landlord. The remaining portion of the monthly rent is paid directly to the landlord by the Rent Supplement Program. The subsidy is attached to the rental unit and cannot be transferred if the tenant wishes to move to another location/dwelling. A **Housing Allowance** is a subsidy that can be paid directly to qualifying

households in need of assistance to cover housing rental costs. This benefit is \$250 for a single person and \$50 for each additional family member and could be paid directly to the landlord. It is portable anywhere in the City. A household in receipt of a Housing Allowance may remain on the Centralized Waiting List.

Ensuring Our Homes are in Good State of Repair

To preserve our existing community and affordable housing, it is important that the stock remains in a good state of repair.

Repairs include:

- Accessibility
- Roof repairs
- Energy retrofits
- Elevator modernization
- Window replacement
- Mechanical systems
- Building envelopes

2018 investments from the federal, provincial and municipal governments
\$24.6 million invested in repairs

48 repair projects

5,170 units benefited from repairs

Everyone Has a Home

Affordable and Supportive Housing

What is affordability?

Action Ottawa is the City's primary program to increase the supply of affordable/supportive housing in Ottawa. Action Ottawa combines City incentives with government funding to assist private and non-profit developers to build affordable rental housing for moderate and low-income households. Affordability, under the program is defined as rents that are at or below 80% of Canada Mortgage and Housing Corporation average market rent (AMR).

Past Completions (2014-2017)

- 2014** Ottawa Community Housing (84 units)
Personal Choice Independent Living (11 units)
Wigmanen Inc. (41 units)

- 2015** John Howard Society (34 units)

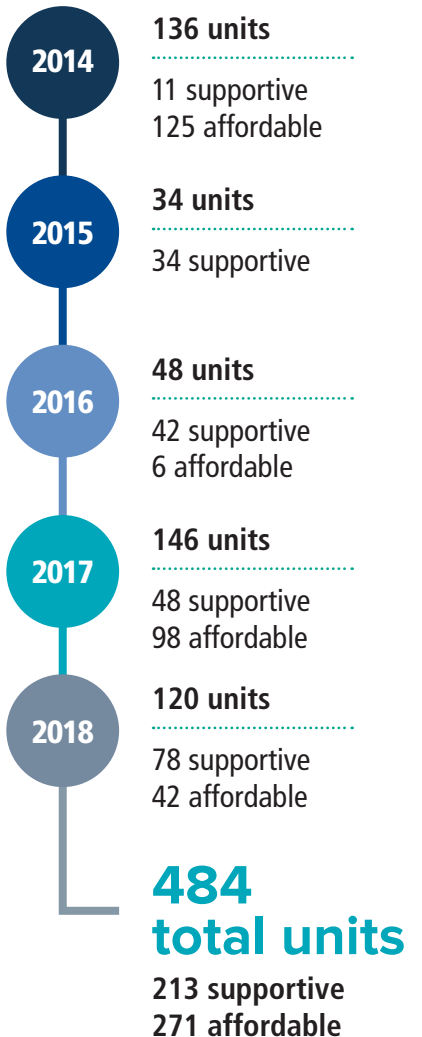
- 2016** Ottawa Community Housing (6 units)
Ottawa Salus (42 units)

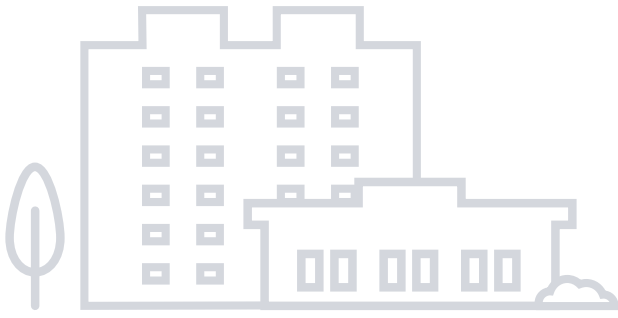
- 2017** Multifaith Housing (98 units)
Montfort Renaissance (48 units)

2018 Completions

<p>John Howard Society 55-59 Carruthers Avenue</p> <ul style="list-style-type: none"> • 36 coed supportive housing units • Access to on-site supports, including health and life skills programs 	
<p>Cornerstone Housing for Women 373 Princeton Avenue</p> <ul style="list-style-type: none"> • 42 supportive housing units for women • Access to programs including goal planning to transition to independent living 	
<p>Ottawa Community Housing 900 Merivale Road</p> <ul style="list-style-type: none"> • 42 one bedroom apartments attached to the Carling Community Health and Resource Centre • 75% reduction in operating energy consumption 	

Affordable and supportive housing completed





**410
new**

**affordable and
supportive
housing units
under development**

Over \$26 million invested in 2018

to construct or acquire new housing for people requiring supports, affordable rental housing and affordable homeownership with Habitat for Humanity Greater Ottawa.

Affordable and Supportive Housing in Development

Ottawa Community Housing 811 Gladstone Avenue

- 140 mixed-composition units
- Targeted units for seniors and families
- First phase of larger redevelopment for Rochester Heights



Kings Daughters and Sons 567 Cambridge Street

- Addition of 58 affordable rental units for older adults to existing seniors residence
- Partnership with Carefor Community and Health Services



John Howard Society 289 Carling Avenue

- 40 supportive housing units
- Six storey mixed use building
- On-site supports for transitional-aged youth, adults, and single men and women



Canadian Mental Health Association

1365 Bank Street (8 condominiums)

Cumberland Housing Corp.

2980 Colonial Road (15 units)

DeafBlind Ontario Services

1670 Devine Road (6 units)

Habitat for Humanity

6208 Jeanne D'arc Boulevard
(16 units)

Holland Properties

161 Presland Road (30 units)

John Howard Society

289 Carling Avenue (40 units)

Kings Daughters and Sons

567 Cambridge Street (58 units)

Ottawa Community Housing

- 811 Gladstone Avenue (140 units)
- 3225 Uplands Drive (16 units)

Shepherds of Good Hope

765 Montreal Road (42 units)

Youth Services Bureau

2887 Riverside Drive (39 units)

Emergency Shelters

People experience homelessness for a variety of reasons, which may include a change in economic circumstances, family breakdown, domestic violence, addiction, mental health challenges, and migration to Canada or within Canada.

The City owns and operates one family shelter and partners with eight community organizations to provide temporary, safe emergency shelter services to people in need. The goal is to help people stabilize, as well as to help them find and maintain suitable, affordable housing.

Demand for emergency shelter beds continues to increase, with a 6.5% increase from 2017 to 2018. The main driver of the increase continues to be families, primarily due to immigration and migration from other cities and provinces. The number of youth (18 & under) accessing emergency shelters has continued to decrease in 2018, while all other sectors have increased.



In 2018, 7,937 unique individuals accessed an emergency shelter.

Total number of people using an overnight emergency shelter in Ottawa							
	2014	2015	2016	2017	2018	Change	
Total People	6,438	6,763	7,118	7,453	7,937	6.5%	(484)
Single Men	3,013	2,939	3,082	3,182	3,228	1.4%	(46)
Single Women	904	913	958	885	934	5.5%	(49)
Single Youth (18 & under)*	374	380	286	254	222	-12.6%	(-32)
Family Units	696	772	874	975	1,078	10.6%	(103)
Individual Family Members	2,253	2,616	2,850	3,217	3,640	13.1%	(423)
Total Nights	504,106	500,140	525,796	655,703	716,947	9.3%	(61,244)

*Includes stays in designated youth shelters and off-site motel placements.

Average length of stay (LOS) in days						
	2014	2015	2016	2017	2018	Change
Overall Average	78	74	74	88	90	2.3% (2)
Single Men	65	65	61	58	61	5.2% (3)
Single Women	60	59	59	64	63	-1.6% (-1)
Single Youth	39	33	47	54	56	3.7% (2)
Families	106	93	94	124	123	-0.8% (-1)

Why is emergency shelter use increasing

- Low vacancy rates
- Rising rents
- Increased demand
- Loss of existing purpose built rental housing supply
- Increase in population growth

There was a marginal increase of 2.3% in the average length of stay from 2017 to 2018. The average length of stay decreased slightly for single women (1 night) and families. While the number of families seeking emergency shelters increased by 10.6% (975 to 1,078 families), the length of stay decreased by 0.8% (1 night) in 2018. There was a slight increase for single men and single youth (3 nights and 2 nights respectively).

Diversion

Diversion is a strategy that prevents those experiencing a housing crisis from entering the emergency shelter system by identifying other safe and appropriate alternatives to shelter use. It is about trying to resolve problems at the front end through natural supports and a “lighter touch approach” before providing a more intensive response through the emergency shelter system or other homeless services. Supports include identifying alternate housing, even for the short term and connecting people to community and financial resources to assist with securing housing.



In 2018, there were **1,612 instances of diversion from emergency shelters.**

Youth

The overall number of youth aged 16 to 25 who used an emergency shelter had no change from 2017 to 2018. The number of male youth increased by 6.8%, while the number of female youth decreased by 10.7%.

Due to the limited capacity of youth specific shelter/transitional housing options, 616 of the 794 youth who used a shelter in 2018 received services in the adult shelter system. This is approximately 60 youth on any given night, an increase of 3.5% from 2017 to 2018.

Unique youth (16 to 25) and average length of stay (LOS) in days

	2014	2015	2016	2017	2018	Change	
Total	912	892	829	794	794	0%	(0)
Male	571	543	506	487	520	6.8%	(33)
Average LOS	38	41	37	34	37	8.8%	(3)
Female	341	349	323	307	274	-10.7%	(-33)
Average LOS	44	37	44	56	50	-10.7%	(-6)

Families

The demand for emergency shelter placement for families increased in 2018, resulting in more families being placed in off-site motels, hotels and post-secondary residences. The City has responded by entering into new agreements with existing partners and by increasing capacity at off-site locations.

Average nightly occupancy of families in off-site motels

	2014	2015	2016	2017	2018	Change	
Families	97	79	92	181	219	21.0%	(38)

Chronic and Episodic Homelessness

Men

In 2018, the City saw a 10.8% increase in chronic homelessness amongst single men, (from 315 men in 2017 to 349 men in 2018), with a corresponding increase in their length of stay by 1.5% or 4 nights. This increase in chronic homelessness for adults can be attributed to the increasing shortage of suitable and affordable housing. The fact that this increase is not larger is due to the impacts of the Housing First program and new investments in supportive housing since 2014.

Women

Between 2017 and 2018, the number of women experiencing chronic homelessness decreased by 3.1% (from 97 to 94 women), while the number of women experiencing episodic homelessness remained stable.

Number of people experiencing chronic or episodic homelessness							
	2014	2015	2016	2017	2018	Change	
Single Men							
Chronic	358	362	352	315	349	10.8%	(34)
Episodic	71	59	76	72	76	5.6%	(4)
Single Women							
Chronic	82	86	91	97	94	-3.1%	(-3)
Episodic	13	17	13	—	—	—	—
Single Youth							
Chronic	5	—	5	11	8	-27.3%	(-3)
Episodic	—	0	—	—	0	—	—
Families							
Chronic	95	78	87	234	266	13.7%	(32)
Episodic	0	0	0	0	0	0%	0%

*A dash (—) indicates less than 5.

Youth

Chronic homelessness diminished slightly from 11 youth in 2017 to 8 youth in 2018. The overall number of youth experiencing homelessness remained the same, at 794 in both 2017 and 2018. The youth shelters provide enhanced support services to support successful transitions into suitable affordable housing and/or family reconnection.

Chronically homeless:

Individuals who are currently homeless and have been homeless for six months or more in the past year.

Episodically homeless:

Individuals who are currently homeless and have been homeless three or more times in the past year with a minimum of 30 days between emergency shelter stays.

Families

Chronic homelessness for families rose by 13.7% (from 234 families in 2017 to 266 families in 2018) due to the lack of social and affordable housing options. This resulted in families staying in the family shelter system for longer periods of time – 272 nights on average in 2018 for chronically homeless families.

Average length of stay (LOS)						
	2014	2015	2016	2017	2018	Change
Single Men						
Chronic	280	277	273	271	275	1.5% (4)
Episodic	63	57	59	49	57	16.3% (8)
Single Women						
Chronic	270	276	266	252	271	7.5% (19)
Episodic	66	67	50	—	—	— —
Single Youth						
Chronic	213	—	234	238	214	-10.1% (-24)
Episodic	—	0	—	—	0	— —
Families						
Chronic	256	252	251	263	272	3.4% (9)
Episodic	0	0	0	0	0	0% 0%

*A dash (—) indicates less than 5 households.

A Home for Everyone

“I was homeless and unemployed before being referred to the Housing First worker at John Howard Society, and I’m now working full time and share a place with a friend. I pay all my bills and I’m looking for an apartment to rent on my own. My Housing First worker has connected me with a food bank, Youth Services Bureau, a psychiatrist and other community supports.”



Indigenous Homelessness

Indigenous homelessness refers to Indigenous Peoples who are in the state of having no home due to colonization, trauma and/or whose social, cultural, economic, and political conditions place them in poverty. Having no home includes: those who alternate between shelter and unsheltered, living on the street, couch surfing, using emergency shelters, living in unaffordable, inadequate, substandard and unsafe accommodations or living without the security of tenure; anyone regardless of age, released from facilities (such as hospitals, mental health and addiction treatment centers, corrections, transition houses), fleeing unsafe homes as a result of abuse in all its definitions, and any youth transitioning from all forms of care.

Source: Reaching Home: Canada's Homelessness Strategy

The tables below provide data on Indigenous people using an overnight emergency shelter. These numbers are an under-representation of the number of Indigenous people experiencing homelessness. Many Indigenous people do not stay in the shelter system, preferring to couch surf or stay with family and friends.

Total number of First Nations ¹ people using an overnight emergency shelter in Ottawa						
	2014	2015	2016	2017	2018	Change
Total	436	538	467	451	397	-12.0% (-54)
Single Men	265	327	303	301	276	-8.3% (-25)
Single Women	84	96	100	92	71	-22.8% (-21)
Single Youth	25	28	22	13	12	-7.7% (-1)
Family Members	49	62	35	36	33	-8.3% (-3)

¹ Includes clients who self-identify as First Nations, First Nations: On-Reserve, First Nations: Off-Reserve, Non-Status (has Indigenous Ancestry)

Total number of Inuit people using an overnight emergency shelter in Ottawa						
	2014	2015	2016	2017	2018	Change
Total	123	160	165	179	182	1.7% (3)
Single Men	66	77	73	92	99	7.6% (7)
Single Women	49	61	67	52	56	7.7% (4)
Single Youth	5	5	9	10	—	— —
Family Members	8	11	12	21	19	-9.5% (-2)

Total number of Métis people using an overnight emergency shelter in Ottawa						
	2014	2015	2016	2017	2018	Change
Total	36	64	59	55	62	12.7% (7)
Single Men	26	44	39	35	45	28.6% (10)
Single Women	5	10	10	9	10	11.1% (1)
Single Youth	—	7	—	—	—	— —
Family Members	—	—	—	5	—	— —

*A dash (—) indicates less than 5.

The 12 Dimensions of Indigenous Homelessness

As articulated by Indigenous Peoples across Canada.

Thistle, J. (2017) Indigenous Definition of Homelessness in Canada. Toronto: Canadian Observatory on Homelessness Press.

Historic Displacement

Indigenous communities and Nations made historically homeless after being displaced from pre-colonial Indigenous lands.

Contemporary Geographic Separation

An Indigenous individual's or community's separation from Indigenous lands, after colonial control.

Spiritual Disconnection

An Indigenous individual's or community's separation from Indigenous worldviews or connection to the Creator or equivalent deity.

Mental Disruption and Imbalance

Mental homelessness, described as an imbalance of mental faculties, experienced by Indigenous individuals and communities caused by colonization's entrenched social and economic marginalization of Indigenous Peoples.

Cultural Disintegration and Loss

Homelessness that totally dislocates or alienates Indigenous individuals and communities from their culture and from the relationship web of Indigenous society known as "All My Relations."

Overcrowding

The number of people per dwelling in urban and rural Indigenous households that exceeds the national Canadian household average, thus contributing to and creating unsafe, unhealthy and overcrowded living spaces, in turn causing homelessness.

Relocation and Mobility

Mobile Indigenous homeless people travelling over geographic distances between urban and rural spaces for access to work, health, education, recreation, legal and childcare services, to attend spiritual events and ceremonies, have access to affordable housing, and to see family, friends and community members.

Going Home

An Indigenous individual or family who has grown up or lived outside their home community for a period of time, and on returning "home," are often seen as outsiders, making them unable to secure a physical structure in which to live, due to federal, provincial, territorial or municipal bureaucratic barriers, uncooperative band or community councils, hostile community and kin members, lateral violence and cultural dislocation.

Nowhere to Go

A complete lack of access to stable shelter, housing, accommodation, shelter services or relationships; literally having nowhere to go.

Escaping or Evading Harm

Indigenous persons fleeing, leaving or vacating unstable, unsafe, unhealthy or overcrowded households or homes to obtain a measure of safety or to survive. Young people, women, and LGBTQ2S people are particularly vulnerable.

Emergency Crisis

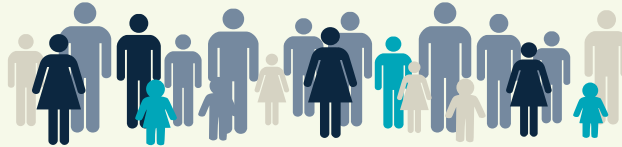
Natural disasters, large-scale environmental manipulation and acts of human mischief and destruction, along with bureaucratic red tape, combining to cause Indigenous people to lose their homes because the system is not ready or willing to cope with an immediate demand for housing.

Climatic Refugee

Indigenous peoples whose lifestyle, subsistence patterns and food sources, relationship to animals, and connection to land and weather have been greatly altered by drastic and cumulative weather shifts due to climate change. These shifts have made individuals and entire Indigenous communities homeless.

Homelessness Point-in-Time Count

Over a 24-hour period on April 19 to 20, 2018, the City of Ottawa, in collaboration with community partners, conducted a Point-in-Time Count. The purpose was to provide a snapshot of our population experiencing homelessness and to set the foundation to measure our progress towards eliminating chronic homelessness by 2024. This initiative is an important strategic exercise, which has generated results that will enhance our collective knowledge on the demographics, needs and realities of people experiencing homelessness. It also provides a unique opportunity to help inform future service and program planning as well as policy development.



1,400

individuals and families surveyed

200+

surveyors from shelters, health, corrections and social services sector

118

enumeration sites

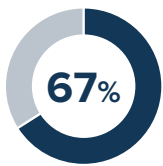
59

community partners

27

street outreach routes

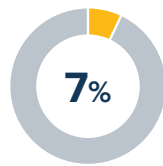
Locations where people experience homelessness



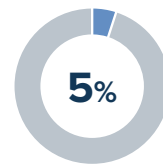
Emergency shelters



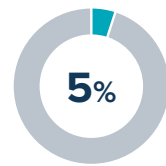
Transitional housing



Couch surfing



Street



Treatment centers, jail or hospital – no fixed address

Indigenous peoples experiencing homelessness

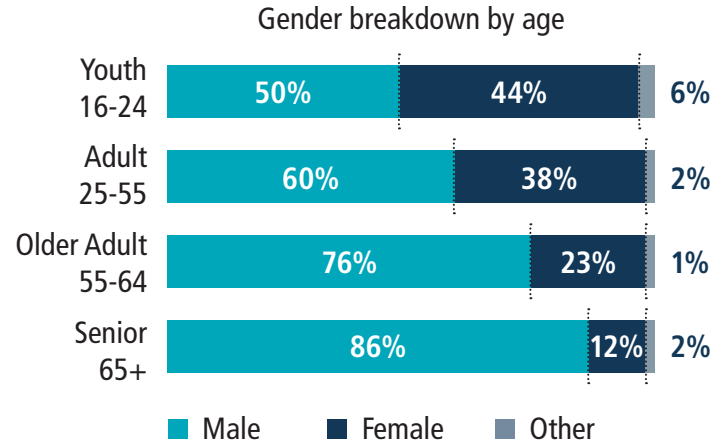
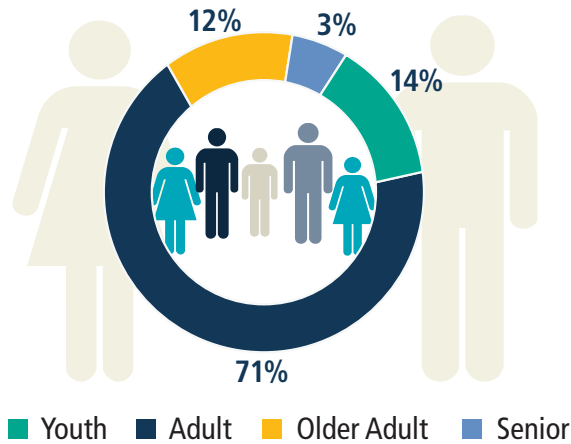


According to census data Indigenous people account for 2.5% of Ottawa's population yet 24% of people experiencing homelessness identified as Indigenous.

First Nations	45%
Inuit	23%
Métis	20%
Indigenous Ancestry	12%

Of the **335** Indigenous respondents, **47%** had been in foster care.

Age of people experiencing homelessness



Top reasons for most recent housing loss



- Addiction issues
- Unable to pay rent or mortgage
- Incarceration
- Unsafe housing conditions
- Other circumstances

Foster care and/or group home history



of respondents identified as having been in foster care or a group home

Veterans



5% of respondents identified as being a former military of RCMP member. Of these, 35% identified as Indigenous



of respondents indicated they live with these four **health conditions**

1. Chronic/acute condition
2. Physical disability
3. Addiction
4. Mental health issues



of respondents identified as being a **newcomer to Canada**

Time in Ottawa

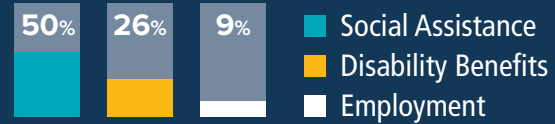


had been in Ottawa one year or less



had lived in Ottawa all of their lives

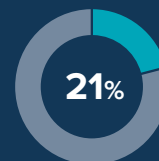
Top three sources of income



24%

Families

of parents/guardians with children experienced homelessness as a youth



Sexual orientation

of youth identified as lesbian, gay, bisexual, two-spirited or queer compared to an estimated 10% in the general population

Homelessness Services

The City administers funding from all three levels of government to support a responsive homelessness service system aimed at preventing homelessness and assisting people experiencing homelessness to become stably housed.



\$19 million

Invested in housing and homelessness programs



55

Partners delivering services and supporting people at risk of or experiencing homelessness

Funded programs include:

- ✓ Street outreach
- ✓ Housing First
- ✓ Supports in supportive and transitional housing
- ✓ Homelessness prevention
- ✓ Housing search and assistance

The causes of homelessness include:

Individual and relational factors

Personal circumstances or event such as family breakdown

Structural factors

Economic or societal issues such as lack of adequate housing or income

System failure

Failure in systems/public institutions to protect people from homelessness such as discharge planning from hospitals, corrections and child welfare

A Home for Everyone

“I’ve been busy since I got my case manager. I’m getting help to learn coping skills for trauma and anxiety, as well as with the ODSP appeals process, and with the legal system. We have applied for a housing subsidy, and I get my apartment next month! I know I’ll feel better when I get there.”






Prevention

Homelessness prevention refers to policies, practices, and interventions that reduce the likelihood that someone will experience homelessness. It also means providing those who have been homeless with the necessary resources and supports to stabilize their housing, enhance integration and social inclusion, and ultimately reduce the risk of the recurrence of homelessness.

Preventing homelessness is a cornerstone of any system plan to reduce and end homelessness.

The City invests **\$3.5 million** annually in direct services to prevent people from losing their housing and becoming homeless, thus reducing the associated social and economic costs of homelessness.

The typologies in the table below outline the various policies, practices, and interventions needed to prevent homelessness.

Typology	Examples	
 <p>Structural Prevention</p>	<p>Legislation, policy and investment that builds assets, and increases social inclusion and equality.</p>	<p>Increasing the supply of affordable/supportive housing, poverty reduction strategies, financial support for low-income earners.</p>
 <p>Systems Prevention</p>	<p>Addressing institutional and systems failures that contribute to the risk of homelessness.</p>	<p>Addressing barriers that limit access to services such as lack of knowledge, linguistic/cultural barriers, disability, mobility issues, discrimination, age, cost etc., ensuring people who leave public systems are not discharged into homelessness.</p>
 <p>Early Intervention</p>	<p>Policies and practices to support individuals and families at imminent risk of homelessness or who have recently become homeless.</p>	<p>Outreach and engagement, shelter diversion, coordinated intake/assessment, family mediation/reunification, person centered case management, systems navigation, school-based interventions.</p>
 <p>Eviction Prevention</p>	<p>Programs and strategies designed to keep people at risk of eviction in their home and avoid homelessness.</p>	<p>Landlord and tenant legislation, legal support/representation, landlord liaison, conflict resolution/mediation, emergency financial assistance, money management programs, housing subsidies.</p>
 <p>Housing Stability</p>	<p>Initiatives and support for people who have experienced homelessness that allows them to exit homelessness quickly and never experience it again.</p>	<p>Help with obtaining and retaining housing, rent supplements, crisis supports, Housing First, supporting access to income supports and education/training, creating opportunities for social inclusion.</p>

Source: Stephen Gaetz & Erin Dej. (2017) A New Direction: A Framework for Homelessness Prevention. Toronto: Canadian Observatory on Homelessness Press.

Housing Benefits

In 2018, the City provided \$8 million in practical financial assistance to eligible households to help them find and keep housing.

Assistance is provided to support households with:

- ✓ Payment for rent and utility arrears
- ✓ Last month's rent payment
- ✓ Utility deposits
- ✓ Moving expenses
- ✓ Essential furniture
- ✓ Direct payment of rent



\$8 million

In Housing Benefits



1,946

Households provided with direct financial assistance to secure and maintain their housing

A Home for Everyone

Tewegan Housing for Aboriginal Youth – During January and March of 2017, five young women who had been living at Tewegan were successfully housed. They moved into units in Gignul Non-Profit Housing Corporation, Ottawa Community Housing, and the private market. All of them benefited from financial assistance to purchase furnishings and equipment to set up their homes. These young women's success has served as an inspiration for other clients of this program.



Housing First Outcomes

Ottawa's Housing First program ties permanent housing with tailored supports for individuals and families experiencing homelessness. The program was expanded in 2018 with new provincial funding known as Home For Good (HFG).

- **10** Housing-Based Case Managers
- **5** Peer Support Workers
- **310** Housing Subsidies
- Funds for first and last month's rent
- Funds to cover furnishings and other essential items

13 organizations, with **77** housing case workers and five peer support workers are actively involved in providing Housing First services to families, youth, adults, Indigenous people and those recently discharged from detention and hospital services. At any given time, over **990** adults and **400** families are being supported at various stages in their housing journey, from homelessness to stable housing.



882
housed
since 2015

92%
housing retention
at 12 months

Singles

882 people have been housed since April 2015

425 people have moved into private market housing, **190** to community housing and **267** to supportive housing

Housing retention is **83%** at **6** months and **92%** at **12** months

215 people have successfully graduated from the program

Families

Since 2011, the Pinecrest-Queensway Community Health Centre has delivered the Families First program, which provides six to nine months of wrap around supports for families exiting the family shelter system.

378 households supported in 2018, which includes **1,383 individuals**, of which **746 are children** under the age of 14 years

1,786 households have been supported since 2011

A Home for Everyone

"After 16 months in a men's shelter, I was assigned a Housing First Case Manager from the Mental Health Association. She helped me learn to cope better with my anxiety for a past trauma, and helped me find housing with a subsidy. As I wait to move in, she is teaching me how to make a monthly budget and get furniture."



Funding for Housing Programs

The cost of housing programs are shared with all levels of government. In 2019, the federal contribution is approximately 13%, the provincial contribution is 24% and the municipal contribution is 63%.

Municipal Capital Funding for New Development:

- Operating and repairs for community housing
- Rent supplements and housing allowances
- Support services to help people find and keep housing
- Employment programs for youth from low income families
- Rent and utility arrears
- Operating funding for supportive housing

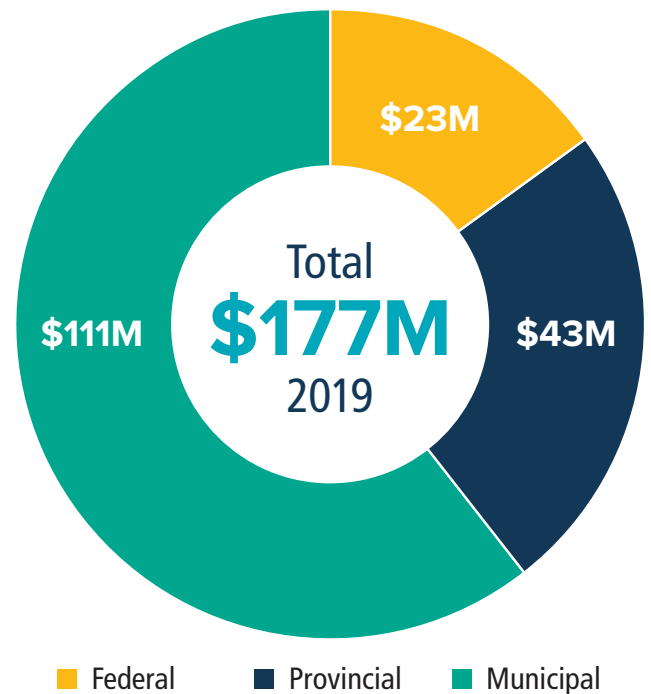
Capital Funding for New Housing Development:

NEW!

- **\$15 million** approved in Budget 2019



- Identification of surplus City land with short/medium and long-term development potential to be held for affordable housing development



A Home for Everyone

"I stayed at the Mission for over a year, having been homeless for much of the past decade. The shelter's case manager helped me, though I had avoided him at first. Eventually I found hope, and agreed to join the Housing First program where my worker found me a place to live, and helped me adjust. It's going pretty well."



Funding Opportunities (2018-2019)

Federal

National Housing Strategy

A \$40-billion plan to help ensure that Canadians have access to housing that meets their needs and that they can afford.

National Housing Co-investment Fund

Low-cost loans and capital contributions to build new affordable housing, shelters, transitional and supportive housing grants.

Rental Construction Financing Initiative

Low-cost loans to encourage the construction of sustainable rental apartment projects across Canada.

Federal Lands Initiative

Surplus federal lands and buildings to create affordable, sustainable, accessible and socially inclusive developments.

Reaching Home

Canada's Homelessness Strategy aims to support communities' efforts to prevent and reduce homelessness.

Provincial

Community Housing (new) Renewal Strategy

A strategy to help protect, sustain, repair and grow the community housing system.

Ontario Priorities Housing Initiative (OPHI) – April 2019 (new)

Targets new affordable housing supply, community housing repairs and retrofits, rental assistance (rent supplements and housing allowances), tenant supports, affordable home ownership.

Canada Ontario Community Housing Initiative (COCHI) – April 2019 (new)

Targets community housing repairs and retrofits, re-development, operating subsidies, rent supplements and portable housing allowances.

Canada Ontario Housing Benefit – April 2020 (new)

Targets low income households in the greatest need, who reside in all types of rental housing, with portable housing subsidies to provide housing affordability.

A Home for Everyone

"I had been staying at the women's shelter, rarely leaving my room despite their invitations to join in. Then I agreed to a weekend away at Minwaashin Lodge's women's gathering. I loved my time there, and after that, I started going on regular outings from the shelter, and joining in activities. Now I'm looking for work, and starting steps towards finding housing. They have linked me with the Public Guardian and with a helpful worker from the Centretown Health Centre."



What's Next

Key Initiatives 2019 and 2020 include:



Complete the mid-point refresh of the 10-Year Housing and Homelessness Plan and submit to the Province for December 31st, 2019



Allocate \$29 million in new funding for the development of affordable and supportive housing



Prepare for Ottawa's 2020 Point-in-Time (PiT) count, an enumeration of people experiencing homelessness



Allocate funding to create up to 300 new housing subsidies for people experiencing homelessness



Complete the review of our Emergency Shelter Standards to reflect the changing shelter environment



Review and implement recommendations from the Housing First program review and fidelity assessment



Implement new programs under the Provincial Community Housing Renewal Strategy to repair, protect and expand the community housing supply



Allocate new funding, in collaboration with community partners, for homelessness services under the federal Reaching Home Strategy



Apply to programs under the National Housing Strategy to create new housing supply and leverage municipal/provincial funding, including access to federal land



Report to Council on the refinancing of community housing at the end of operating agreements



Improve resident service experience through the modernization of Community Housing



For more information about housing services in Ottawa:

- Email housing-logement@ottawa.ca
- Call 3-1-1

For more information about rent-geared-to-income housing:

- Visit www.housingregistry.ca
- Call 613-526-2088

Information and referral helpline to community, social, government and health services:

- Call 2-1-1

For general housing assistance or if you are at risk of eviction:

Action-Logement, 261 Montreal Road

- Visit www.action-logement.ca
- Email info@action-logement.ca
- Call 613-562-8219

Housing Help, 502-309 Cooper Street

- Visit www.housinghelp.on.ca
- Email info@housinghelp.on.ca
- Call 613-563-4532

ottawa.ca
3-1-1    
TTY 613-580-2401

