



2024

2024 Progress Report

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10-Year Housing and Homelessness Plan
2020–2030





Land Acknowledgment

Ottawa is built on un-ceded Anishinabe Algonquin territory.

The peoples of the Anishinabe Algonquin Nation have lived on this territory for millennia. Their culture and presence have nurtured and continue to nurture this land. The City of Ottawa honours the peoples and land of the Anishinabe Algonquin Nation.

The City of Ottawa honours all First Nations, Inuit and Métis peoples and their valuable past and present contributions to this land.

Odàwàng kì ombàkonigàde ega wìkàd kà mìgiwàniwang Màmìwinini Aishinàbe-wakì.

Pimàdizig Màmìwinini Anishinàbeg kàgìgekamìg kì abìg ondaje àkìng.

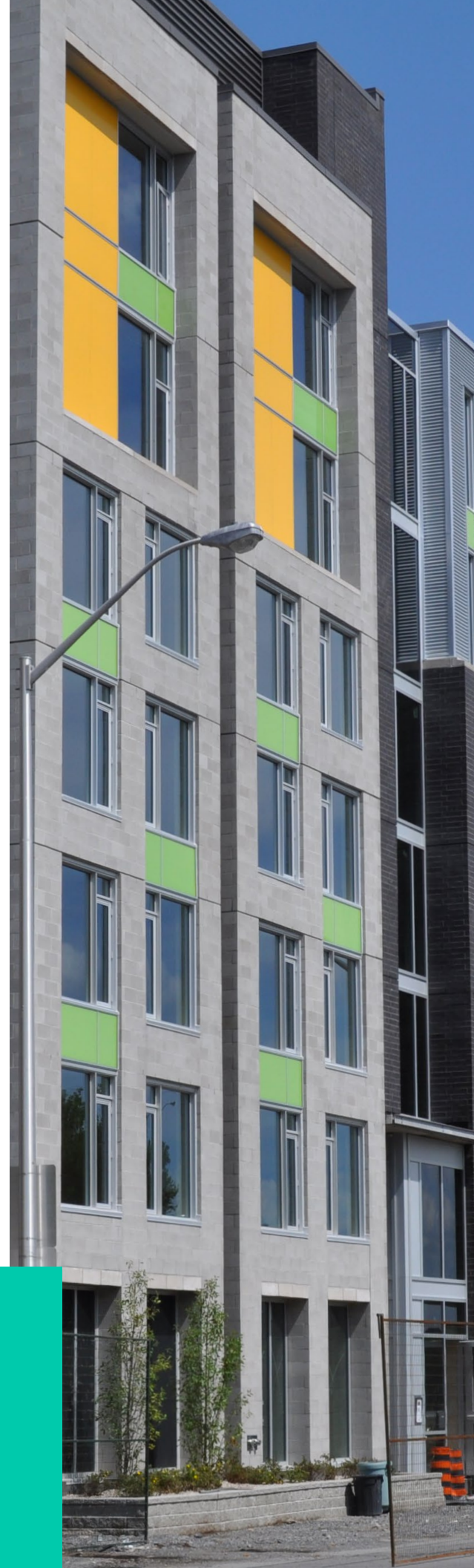
Odanishinàbewiziwiniwà obimàdjiwowiniwà ogì nanegàdjichigàdànàwà nanàj ako nongom iyo abinàs.

Kichi Odenaw Odàwàng okikàdjiyàwàn pimàdizin Màmìwinini Anishinàben kaye okikàdjìtònàwà iyo akì.

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Message from Mayor Mark Sutcliffe



Housing continues to be one of the most urgent challenges we face as a city and I know how difficult it has become for many Ottawa residents to find an affordable place to live. Whether it's the struggle to secure permanent housing or the need for emergency shelter, the pressure is real — and we are taking action.

We're committed to building a stronger, more coordinated system that ensures everyone in Ottawa has access to safe, affordable housing. When we increase capacity in one part of the system, we reduce strain across the board — and that's exactly what we're aiming to do.

Our approach, outlined in our [2023–2026 Strategic Plan](#), is focused on long-term solutions. That means expanding access to both affordable and supportive housing and making smart investments that will have a lasting impact. In 2024, we secured more than \$176 million from the federal government through the Housing Accelerator Fund. This funding will help us move faster, prioritize non-profit housing, and simplify the processes needed to get homes built.

That's just one of the many steps we've taken this year. We've broken ground on new housing projects, made critical repairs to preserve existing affordable units, provided more housing benefits than ever before, and supported Indigenous-led efforts to tackle homelessness and housing insecurity.

But we know there's still more work ahead. That's why we're refreshing Ottawa's 10-Year Housing and Homelessness Plan — to make sure it reflects today's realities and the needs of residents across every part of our city. We want this plan to be owned by everyone in Ottawa. Your voice matters, and I encourage you to visit engage.ottawa.ca to share your input and stay informed.

The housing crisis is complex, but it's not impossible to solve. By working together — with residents, partners, and all levels of government — we can make real progress and ensure Ottawa is a city where everyone has a place to call home.



Message from Councillor Laura Dudas

Chair of Community Services Committee



As Chair of the Community Services Committee, it has been an invaluable experience to witness the City's progression through the 10-Year Housing and Homelessness Plan. At the start of this Term of Council in 2022, City Council unanimously identified housing as a strategic priority: thereby entrenching the importance of housing for our city and our residents.

Due to a swell in global migration, resulting in an influx of newcomers to our country and our city, our already dwindling housing supply has been overwhelmed and our shelter capacity has been exceeded. With this, the City has had to be nimble, finding solutions in creative ways, through the acquisition of properties across Ottawa to provide much needed transitional housing, supportive housing, streamlining development and zoning to allow for new builds and increasing our support of our social service sector.

The commitment City Council made at the start of this Term has been upheld, in large part due to the framework provided by the 10-Year Housing and Homelessness Plan, the extraordinary efforts of City staff, and the essential and valued support of partners in Ottawa's housing and social sector. This has positioned our City to meet the increased demand from newcomers to Canada, while continuing to serve the housing and shelter needs of residents. As a City, we will work with our federal and provincial partners to see investment in housing solutions, with the objective of providing Ottawa residents with secure housing options.

This report is a testament to the progress achieved, while demonstrating the City's steadfast commitment to end homelessness in Ottawa.



Message from Councillor Jeff Leiper

Chair of Planning and Housing Committee

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Housing is the foundation of a healthy and prosperous city. Being a champion for the development of non-profit and affordable housing as the Chair of the Planning and Housing Committee was important to me so that everyone could safely call Ottawa home. Right now, the city remains in the midst of a housing and homelessness crisis. In 2021, our City took on the enormous task of creating a new Official Plan to guide our growth, growth that will not only allow for more first-time home buyers but also create new housing options for renters and multigenerational families. Now, we are presented with the task of implementing that Official Plan through our new comprehensive zoning by-law, with important implications for housing affordability.

Our new zoning by-law will focus on enabling denser housing in closer proximity to transit and amenities, which plays a key role in housing and overall affordability. Those permissions will facilitate a spectrum of housing options for our residents, especially for those who are most in need. It will be important that land-use planning works in concert with new financial support from the Province and federal government to enable a rapid scale-up of affordable housing options. At the municipal level, we must continue to make headway with the disposal of City-owned lands into the hands of our non-profit partners, both broadly and in the advancement of the Ottawa Aboriginal Coalition's Indigenous Housing and Homelessness Plan. We must continue to streamline our affordable housing approvals and refine our Affordable Housing Community Improvement Plan with dedicated staff.

There is tangible momentum behind the achievement of our 10-Year Housing and Homelessness Plan. More needs to be done, but the successes and achievements highlighted in this report are reason for celebration.



Ottawa's 10-Year Housing and Homelessness Plan (2020–2030)



This report outlines progress made during 2024 on the 10-Year Housing and Homelessness Plan (10-Year Plan). Progress is evaluated based on the goals and objectives set out below and the annual targets that complement them.*

GOAL 1	Everyone has a home		
	Develop 575 to 850 new affordable housing options per year	716	1,389 ✓
	10% of new units will be supportive	54%	19% ✓
	10% of new units will be accessible	13%	27% ✓
	65% of new units will be targeted to low-income households	44%	61% ✗
	35% of new units will be targeted to moderate-income households	56%	39% ✓
	No net loss of community housing units	23,000	23,600 ✓
GOAL 2	People get the support they need		
	The number of people living unsheltered who received support	591	941 ✓
	The number of new people entering homelessness is reduced by 25%	+20.3%	+11.2% ✗
	Overall homelessness is reduced by 25%	+13%	+7.9% ✗
	Chronic homelessness is reduced by 100%	+4.7%	+40% ✗
GOAL 3	We work together		
	Ottawa has an integrated housing system that is responsive to the needs of our residents		
	We have a system where resources are maximized and used efficiently for the benefit of the people we serve		

* Further analysis of the figures in the table above is contained throughout the report.

10-Year Plan refresh



Reflecting on the past five years since the approval of the 10-Year Housing and Homelessness Plan, we've witnessed significant changes across the city. In response to these changes, we began the process of refreshing the 10-Year Plan in 2025. This 10-Year Plan refresh provides a valuable opportunity to assess and update the plan, ensuring it continues to meet the evolving needs of residents. To learn more about the refresh, please visit engage.ottawa.ca



Ottawa's rental housing market



Population

2024 population: 1,287,592*, which represents a 10 per cent increase since 2020

Ottawa's rapid population growth is changing the housing landscape and is putting significant demand on the city's housing supply.

Purpose-built rental market

The 2021 Statistics Canada census showed that 36 per cent of total households in Ottawa are renter households.

By 2035, renters are projected to make up approximately 43 per cent of all households.

People in unaffordable housing



29.7%
OF RENTER HOUSEHOLDS

VERSUS



9.2%
OF OWNER HOUSEHOLDS

The City of Ottawa uses the Canada Mortgage and Housing Corporation's (CMHC) average market rent as the basis of determining affordability for housing units funded by the City. According to the 2024 CMHC Rental Market Report, the **average market rent for a two-bedroom apartment was \$1,880.**

Increase of 5 per cent from 2023,
the largest increase since 2020

The CMHC average market rent represents the weighted average of all new and older units combined, whether vacant or occupied. The CMHC average market rent is often not reflective of rents for units available in the market. **In December 2024, the average rent of an available two-bedroom apartment in the market was \$2,501** (Urbanation Inc, Rentals.ca Network).

The average vacancy rate increased slightly in 2024 to 2.6 per cent compared to 2.1 per cent in 2023. This increase was due to a record number of new unit completions. While the overall vacancy rate increased, the vacancy rate for units in the lower rent ranges decreased and there were few units available with rents less than \$1,450, making it difficult for lower-income households to access affordable and sustainable housing (2024 CMHC Rental Market Report).

* Ontario part of the Ottawa-Gatineau Census Metropolitan Area

2024 by the numbers



14,721

households were on the Centralized Wait List as of December 31, 2024



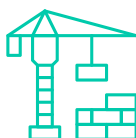
815

affordable housing units were under construction as of December 31, 2024



1,077

households were housed from the Centralized Wait List



112

supportive housing units were under construction as of December 31, 2024



996

new housing benefits were provided to low-income households



1,709

individuals and families were actively chronically homeless



318

new affordable housing units were completed



9,702

people accessed the shelter system



75

new supportive housing units were completed



54%

of people who accessed the shelter system were newcomers



61%

of all units completed in 2024 were affordable to households with incomes less than \$47,700



1,247

households were housed from the shelter system



39%

of all units completed in 2024 were affordable to households with incomes between \$47,700 and \$88,300



215

unsheltered individuals were successfully housed



398

households were housed through the Housing First program

Total investments in housing and homelessness

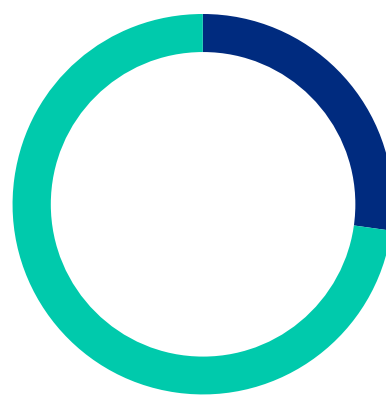


To ensure the City of Ottawa can continue to make progress on the goals set out in the 10-Year Housing and Homelessness Plan, Council approved an updated 2025–2030 Housing Long Range Financial Plan (LRFP), which outlines the investments needed from all levels of government to support a responsive and sustainable housing system.

The updated LRFP demonstrates the City's commitment to investing in solutions that advance housing development and enhance critical supports by drawing on different sources of revenue available within the municipal budget. Beyond the tax base, the City also draws on revenue sources such as the sale of municipally owned land, the Vacant Unit Tax and community benefits charges to fund components of Ottawa's housing and homelessness system.

The charts on the right represent the total investment in housing and homelessness in 2024.

Total investment in housing and homelessness:



Capital: 27.23% – \$115,653,200
Operating: 72.77% – \$309,136,200



Federal: 32.14% – \$136,548,000
Provincial: 29.86% – \$126,842,800
Municipal: 37.99% – \$161,398,600



GOAL 1

Everyone has a home

Affordable and supportive housing



Goal 1 of the 10-Year Housing and Homelessness Plan is for everyone to have a home. A key approach to achieving this goal is increasing the affordable housing supply. In 2024, the City continued to make progress through the construction of new affordable and supportive housing units.

10-Year Plan target: 575 to 850 new affordable housing options per year (new units + housing benefits)

Affordable housing

Affordable housing units completed in 2024:
318 units, including:

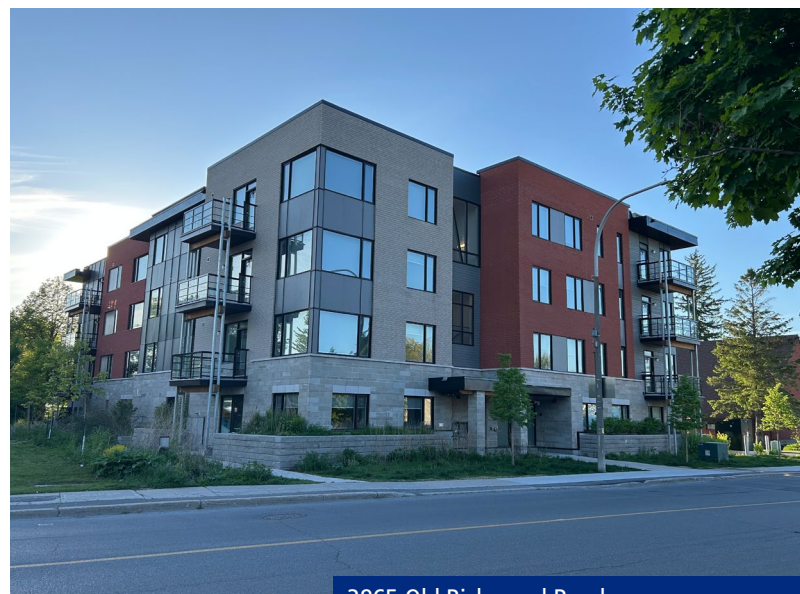
- 📍 715 Mikinak Road, Ottawa Community Housing Corporation: 271 units
- 📍 254–256 St-Denis Street, Gignul Non-profit Housing: 12 units
- 📍 3865 Old Richmond Road, Christ Church Bells Corners: 35 units



254-256 St-Denis Street



715 Mikinak Road



3865 Old Richmond Road

**Affordable housing units under construction
as of December 31, 2024: 815 units, including:**

- 3380 Jockvale Road, Ottawa Community Housing Corporation: 32 units
- 📍 1 Dunbar Court, Nepean Housing Corporation: 31 units
- 216 Carruthers Avenue, Centretown Citizens Ottawa Corporation: 10 units
- 818 Gladstone Avenue, Ottawa Community Housing Corporation: 273 units
- 665 Albert Street, Multifaith Housing Initiative: 133 units
- ★ 933 Gladstone Avenue (Gladstone Village, Phase 1), Ottawa Community Housing Corporation: 336 units



1 Dunbar Court



★ Gladstone Village, Phase 1

On September 24, 2024, Ottawa Community Housing broke ground on the first phase of its new Gladstone Village housing development. Gladstone Village is a multi-phased project on eight acres of land located south of Somerset Street and east of the O-Train Trillium Line. This new community will be built out in phases over the next decade and is expected to include 1,100 new residential homes. The development will be well served by transit and will benefit from being in a walkable neighbourhood with many services and amenities nearby.

Gladstone Village Phase 1 will include:

- 56 studio units
- 182 one-bedroom units
- 57 two-bedroom units
- 35 three to four-bedroom units
- 2,000 square feet of commercial space on the ground floor

This project focuses on environmental sustainability and is being built to Passive House standards.



Supportive housing

10-Year Plan target: 10 per cent of new units will be supportive housing units.

- 19 per cent of new units constructed were supportive
- 12 per cent of units under construction are supportive

New supportive housing units completed in 2024: 75 units, including:

- 📍 494 Lisgar Street, John Howard Society of Ottawa: 29 units
- 44 Eccles Street, Cornerstone Housing for Women: 46 units

Supportive housing units under construction as of December 31, 2024: 112 units, including:

- 1525 Goth Avenue, Interval House: 10 units
- 📍 216 Murray Street, Shepherds of Good Hope: 48 units
- 📍 56 Capilano Drive, Salus: 54 units

216 Murray Street



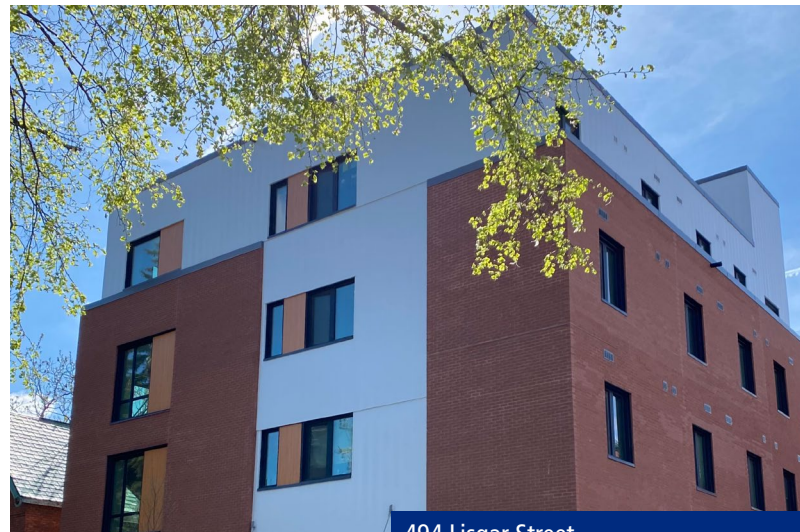
Accessibility

The 10-Year Plan target: 10 per cent of all new units are accessible.

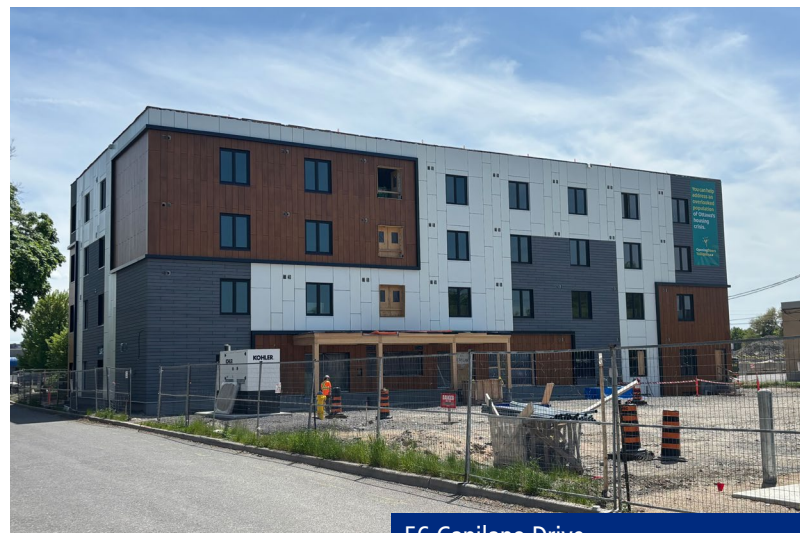
- 27 per cent of all units completed in 2024 are accessible
- 24 per cent of all units under construction in 2024 are accessible

Affordable and supportive housing pipeline

There were a total of 752 affordable and supportive housing units in the predevelopment stage in 2024. 18 per cent of total units in pre-development are supportive.



494 Lisgar Street



56 Capilano Drive

☆ 44 Eccles Street – Cornerstone Housing for Women

Cornerstone Housing for Women opened 46 supportive housing units within a newly converted residence at 44 Eccles Street, which is centrally located near Booth Street and Somerset Street. This building was originally built as a school, and most recently was being used as an office building before being acquired and converted by Cornerstone. This supportive housing residence provides safe, permanent housing for women and gender-diverse adults. Residents receive additional support from staff to assist with access to healthcare, developing life skills and connecting with community resources.

Other features of 44 Eccles Street include:

- 12 fully accessible units (three per floor)
- 30 per cent of units are dedicated to Indigenous peoples
- A peer-support harm reduction worker from Ottawa Inner City Health works out of Eccles to provide support to residents two days per week
- An option to participate in a food program which provides three meals per day



Affordable Housing Community Improvement Plan

- The Affordable Housing Community Improvement Plan (AH CIP) is a new program that was approved by City Council in April 2024. The program aims to incentivize the development of affordable units through private development. The AH CIP uses a Tax Increment Equivalent Grant, with fixed annual grants varying between \$6,000 and \$8,000, for a period of 20 years.
- In 2024, a total of 415 affordable units were approved by Council through the AH CIP. These 415 units are under construction and will be confirmed under an affordable housing agreement prior to each of the developments receiving occupancy permits. These units are not included in the number of units under construction on [page 15](#).



Affordable Housing Land and Funding Policy

- The Affordable Housing Land and Funding Policy requires the City to identify and make available municipal surplus lands to the community for the provision of long-term affordable housing. When City-owned land is sold, 25 per cent of the net proceeds are to be transferred to the Affordable Housing Reserve Fund to fund the development of new affordable housing.
 - In 2024, \$401,781.95 was transferred to the Affordable Housing Reserve Fund from land sales.
 - In 2024, Council approved the disposal and transfer of a City-owned parcel to the Ottawa Aboriginal Coalition (OAC) for the development of emergency transitional housing for Inuit women and children.

Municipal Land Strategy

- As part of the Housing Accelerator Fund agreement with the federal government, the City has developed an evaluation process to identify any municipally-owned lands that are suitable for affordable housing.
- In 2024, staff brought forward six City-owned sites to Planning and Housing Committee to rezone the sites to allow for affordable housing development. Staff anticipate launching a Request for Proposals in Q3 2025 to identify suitable housing providers for four of the sites.

City-owned parcel transferred to the OAC



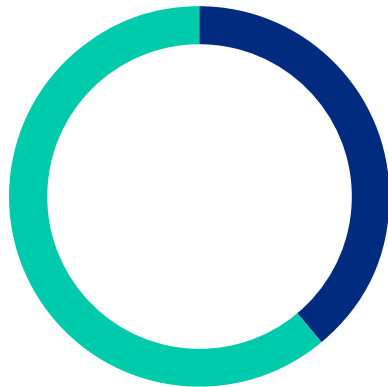
Housing affordability

10-Year Plan target: 65 per cent of new units are affordable to low-income households (income deciles one to three) and 35 per cent of new units be affordable to moderate-income households (income deciles four to six).

	ANNUAL INCOME	MAXIMUM AFFORDABLE RENT (based on 30% of household income)
LOW-INCOME HOUSEHOLDS (Deciles 1 to 3)	\$0 TO \$47,700	UP TO \$1,193
MODERATE-INCOME HOUSEHOLDS (Deciles 4 to 6)	\$47,700 TO \$88,300	\$1,193 TO \$2,207

Units completed:

- 155 units/39 per cent of new units for moderate-income households
- 238 units/61 per cent of new units for low-income households
 - 32 per cent of units for low-income households are supportive

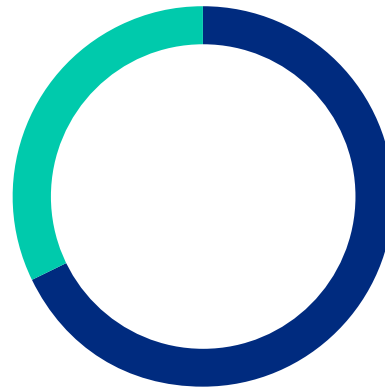


■ Moderate Income: 39%

■ Low Income: 61%

Units under construction:

- 627 units/68 per cent of new units for moderate-income households
- 300 units/32 per cent of new units for low-income households
 - 37 per cent of units for low-income households are supportive



■ Moderate Income: 68%

■ Low Income: 32%

Community housing



Community housing plays an integral role in ensuring everyone has a home. Community housing providers across the city are providing adequate and affordable housing for low- to moderate-income families and individuals across Ottawa. Community housing includes:

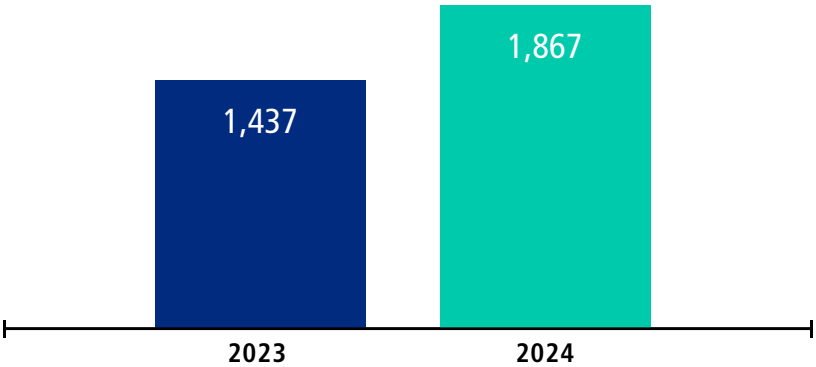
- 76 providers, including rent supplement and affordable housing providers
- 23,600 units

Housing benefits

10-Year Plan target: 575 to 850 new affordable housing options per year (new units + housing benefits)

In 2024, the City of Ottawa issued more housing benefits than in any other year. With 996 new benefits and **871 renewed benefits**, this was a **30 per cent increase** of total benefits from 2023.

Total housing benefits 2023–2024



* Due to service delivery issues at The Registry and a high number of new applications from newcomers throughout 2024, the total number of households on the wait list may be inflated.

Centralized Wait List (CWL)



HOUSEHOLDS ON THE CWL IN 2024*

14,721



NEW APPLICATIONS IN 2024

5,673



HOUSEHOLDS HOUSED FROM THE CWL IN 2024

1,077

Supporting the sector

In 2024, Housing and Homelessness Services staff hosted two days of **Rent-Geared-to-Income** (RGI) training for sector staff. The training brought together more than 60 staff from non-profit housing providers, co-operative housing providers, the Social Housing Registry and other agencies that provide RGI administration.

Over the course of the two days, City staff covered the key aspects of RGI administration, including filling a vacant unit, determining a household's initial and ongoing eligibility for RGI, the documents required for income and asset verification and how to calculate rent.

By providing this training to sector staff – some of whom were very new to RGI, having only started their roles within the previous month – the City is working to support providers to continue delivering consistent, high-quality service. The City plans to provide this training more regularly in the future.



City of Ottawa RGI training

Preserving community housing

While increasing the housing supply through new builds is crucial to achieving the goals of the 10-Year Plan, it is equally important that the City continue to take steps to preserve the existing affordable housing supply.

10-Year Plan target: Preserve the existing affordable housing supply – no net loss of community housing

In 2024, \$17,410,604 in repair investments helped preserve crucial affordable housing units within the community housing stock and helped 6,087 residents remain housed. Funding sources included:

- 2024 Provincial/Federal Canada-Ontario Community Housing Initiative (COCHI): \$14,708,725
- Municipal Community Homelessness Fund: \$2,701,879

Number of capital repair projects approved in 2024: 90

Types of repairs funded:

- Roof repairs/replacements
- Balcony repairs
- Generator replacement
- Critical building system replacements such as hot water tanks and domestic boilers
- Building envelope repairs
- Window replacement
- Fire and life safety systems
- Elevator replacements

Ontario Renovates

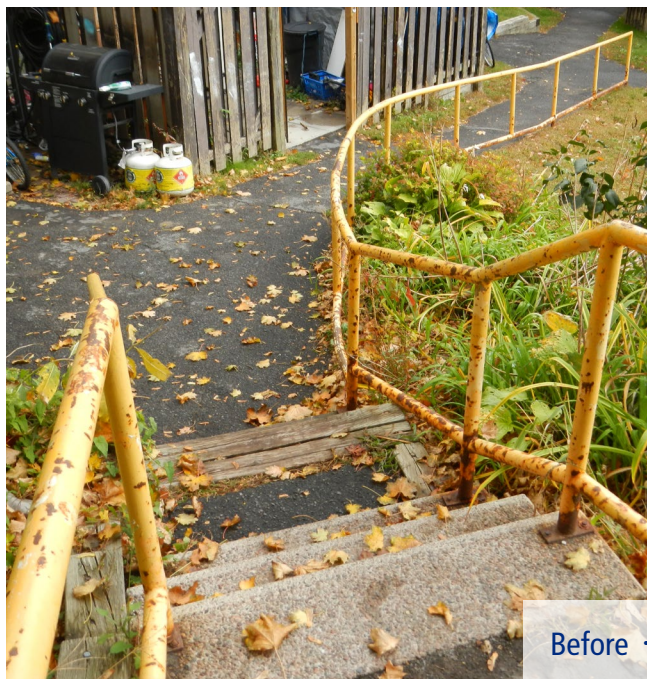
The Ontario Renovates program provides funding to low-income seniors, persons with disabilities, and qualifying private and not-for-profit landlords for essential repairs and accessibility modifications to increase the supply of accessible housing and to support independent living. In 2024, \$600,374.75 was allocated under the Ontario Renovates program as follows:

- Seniors: **\$144,600**
- Persons with disability: **\$84,774.75**
- Private landlords: **\$56,000**
- Not-for-profit: **\$315,000**

Number of households benefiting from Ontario Renovates allocations in 2024: 97 households

Types of repairs funded:

- **Repairs:** Heating and cooling, roofs, windows and doors, plumbing, electrical
- **Accessibility modifications:** Stairlifts, walk-in showers, floorings, ramps, decks and railings



Before → After

☆ Yule Manor Co-operative Homes Inc.

In 2024, Yule Manor Co-operative Homes Inc. completed a major capital repairs upgrade by replacing its courtyard walkway system. The previous walkways had deteriorated significantly, with cracked pavement, uneven surfaces and drainage issues that created hazards for residents, especially during wet and icy conditions. This project significantly improved safety and accessibility for residents, ensuring smoother, more durable pathways free from tripping hazards. The upgraded walkways enhance mobility for individuals with disabilities, families with strollers and seniors, fostering a more inclusive and welcoming community environment.



Residential Services Homes and Rooming houses



Residential Services Homes

Residential Services Homes provide long-term, permanent housing to vulnerable adults who require some supervision and services to maintain their independence in the residence/community. Homes offer a residential living environment that is safe and supportive for all tenants.

Services provided include:

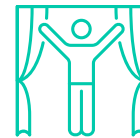
- 24-hour urgent response
- Medication management
- Meals and snacks
- Furnished rooms
- Housekeeping
- Personal laundry
- Opportunities for social and/or recreational activities

Elmwood Lodge — Residential Services Home



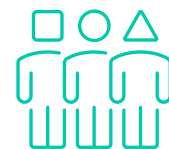
of homes that were under agreement with the City of Ottawa in 2024

26



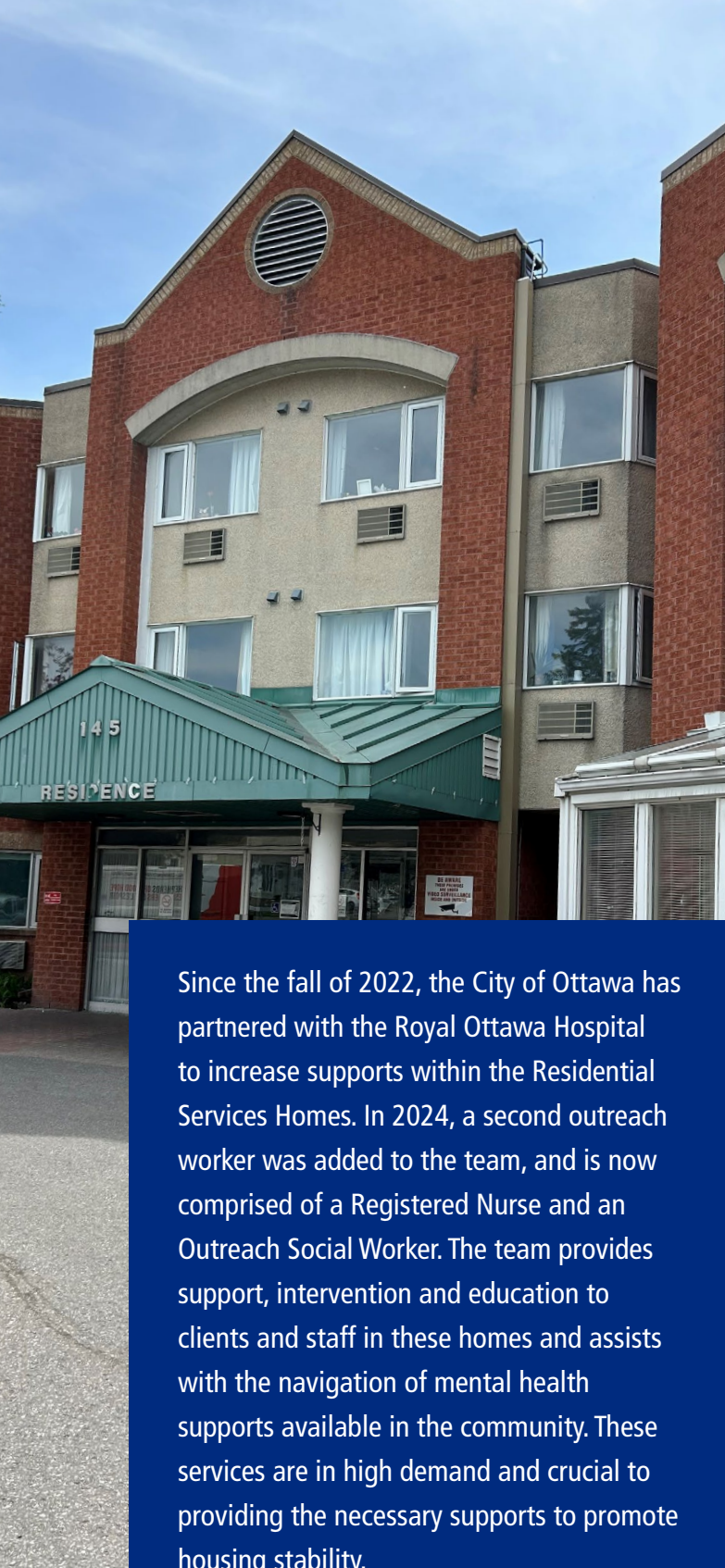
of individuals living in Residential Services Homes in 2024

860



of new individuals placed into Residential Services Homes in 2024

222



Since the fall of 2022, the City of Ottawa has partnered with the Royal Ottawa Hospital to increase supports within the Residential Services Homes. In 2024, a second outreach worker was added to the team, and is now comprised of a Registered Nurse and an Outreach Social Worker. The team provides support, intervention and education to clients and staff in these homes and assists with the navigation of mental health supports available in the community. These services are in high demand and crucial to providing the necessary supports to promote housing stability.

Rooming houses

Rooming houses represent a vital part of the affordable rental housing supply. They offer long-term housing for individuals on fixed or low incomes and can serve as a first step for individuals leaving the shelter system. Rooming houses also provide housing options for students, new immigrants and single professionals requiring affordable housing.

To ensure that tenants have the support they need to maintain their housing, the following supports are made available by the City:

- A support worker for tenants
- A sector-wide rooming house crisis worker
- A rooming house community worker that attends each licensed address monthly, liaising with tenants, operators and neighbours, and engaging in community development work
- A multi-departmental Rooming House Response Team to ensure a coordinated approach to licensing and addressing any issues



ROOMING HOUSES
IN 2024

89



ROOMING UNITS
IN 2024

1,245



GOAL 2

**People get the
support they need**

Homelessness programs



Goal 2 of the 10-Year Housing and Homelessness Plan is that people get the support they need. While expanding access to affordable, appropriate and permanent housing is a priority, it is also crucial that people have access to safe shelter and the supports they need in times of crisis.

2024 total homelessness investment

The City manages funding from all three levels of government to support a coordinated service system focused on preventing [homelessness](#) and helping individuals secure stable housing. In 2024, combined funding from federal, provincial, and municipal sources totaled approximately \$173.6 million.

New funding in 2024

New funding sources for Ottawa included:

- Ontario New Deal, \$120M over 3 years, \$40M investment in 2024
- Interim Housing Assistance Program funding: \$51.9M
- Federal Unsheltered Homelessness and Encampments Initiative: \$10.5M received over two years

Unsheltered homelessness in 2024

10-Year Plan target: [Unsheltered homelessness](#) is eliminated.

The City continues to provide adequate shelter space, ensuring there is always a safe option for residents in need. However, some individuals choose to stay outside. As anticipated, encampment and lone-sleeper activity

decreased during the winter months of 2024 due to colder weather. While individuals sought refuge in shelters, it is historically common for many to return to street living as warmer weather returns. Outreach efforts continue within shelters to facilitate the transition to permanent housing solutions.

In 2024, there were 516 encampments identified, with an estimated 941 unsheltered individuals who received supports.*

The City's response

The City's approach to addressing encampments is primarily supportive, and enforcement is only considered as a last resort option. Solutions to homelessness and informal encampments must be grounded in human rights-based approaches and delivered with respect and compassion. In Ottawa, the Salvation Army Outreach Service is the primary outreach provider. Outreach teams are housing-focused and use a street-level relationship building approach to address the housing and support needs of the unsheltered population.

The coordinated response to the unsheltered population has proven largely effective and is recognized nationally for its collaborative approach, collaborator engagement, communication, and community-driven focus. Housing and Homelessness Services continues to adopt a multisectoral strategy, working alongside partners

* Data provided by the Salvation Army Street Outreach Services and Homelessness Response Team

such as the Coalition of BIAs, community groups, City Councillors and service providers to establish an effective communication framework.

Of the 516 encampments identified, 468 were successfully resolved through intensive outreach, service connections and providing stable housing.

Through the Salvation Army Housing Response Team and the Street Outreach Service:

- 215 unsheltered individuals were successfully housed
- 95 per cent of clients housed retained their housing

Salvation Army Outreach Service



The Community Engagement Team

The Community Engagement Team is a mobile City of Ottawa social services team that connects with the community. As part of that work, they support people experiencing homelessness or other crises and refer them to social services for support. They also work with emergency services, businesses, and community partners to ensure responsiveness to emerging community needs. The top four needs reported are wellness checks, overdose prevention, housing supports, and health supports.

In 2024, the team:

- Collectively managed 6,160 street hazards relating to needles, crack/meth pipes, open usage and reported other issues to the appropriate departments. This was a 24.8 per cent increase from 2023.
- Had over 5,700 interactions with residents, businesses and communities in Lowertown, By-Ward, Sandy Hill, Rideau and Centretown wards. This was a 4.5 per cent increase from 2023. These interactions identify a social services-based request that may result in a call to 9-1-1, 3-1-1 or other supportive action.
- Actioned 1,127 intervention requests where a resident, business or community needed the team to perform specific work, such as walking a client to get food, respond to an overdose or help de-escalate an interaction. This was a 51 per cent increase from 2023.

Housing First

Ottawa's **Housing First** program connects individuals and families experiencing chronic homelessness with case management services to assist with securing permanent housing, ongoing life skills and other supports. The Housing First program also provides housing loss prevention through case management services targeted at maintaining housing.

Funds are provided for:

- **Housing-Based Case Management**
- Housing allowances, including payment of first and last month's rent
- Funds to cover furnishings and other essential items

2024 total investment: \$7,750,500



12

organizations
(three Indigenous-focused)



73%

individuals maintained
their housing



70

housing case workers



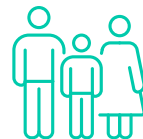
1,318

individuals supported
through Housing First



8

housing specialists



426

families supported
through Housing First



2.75

peer support workers



1,066

case load spaces in 2024



398

individuals housed
through Housing First



765

new matches to Housing
Based Case Managers

The shelter system



10-Year Plan target: Overall homelessness is reduced by 25 per cent

The City supports the operation of a shelter system that ensures that people have access to temporary shelter. This system includes both [transitional housing](#) programs and [emergency shelters](#).

In 2024, the City remained committed to providing emergency temporary shelter and support services to individuals and families in need. The City owned and operated 4 Physical Distancing – Emergency Overflow Centres (PD-EOC) while collaborating with 12 community organizations to deliver temporary shelter services. The City also operates one family shelter and oversees placements at overflow hotels, motels and post-secondary residences. The shelter system's primary focus is to help people transition to stable, long-term housing while also connecting them with essential supports.

In 2024, the City continued to drive systemic change by introducing more transitional housing options within the system.

The opening of the Corkstown Family Transitional Housing Program allowed:

- Cornerstone Emergency Shelter for Women to relocate to the former family shelter on Carling Avenue in spring 2024 and more than double their capacity
- The Taggart Family YMCA to transition families to the new Corkstown location and repurpose the space to serve 150 single adult newcomers in fall 2024

The City initiated Ottawa's first ever office-to-transitional housing conversion at 230 Queen Street, transforming 30,000 square feet of vacant space into a purpose-built and welcoming space for 140 single adults. The site is anticipated to be operational in summer 2025.

of people housed from both emergency shelters and transitional housing in 2024



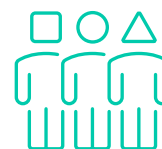
INDIVIDUALS

831



FAMILIES

416



YOUTH

61



St. Joseph Boulevard

The City acquired a former nunnery at 1754 St. Joseph Boulevard in fall 2024, which will be operational in spring 2025. This transitional housing facility will serve 150 single adult newcomers.

Bed Capacity in Shelters (including overflow)

	2023	2024	INCREASE
FAMILY	655	770	17.6%
SINGLES	1,122	1,624	44.7%
YOUTH	60	64	6.7%
TOTAL	1,837	2,478	35%

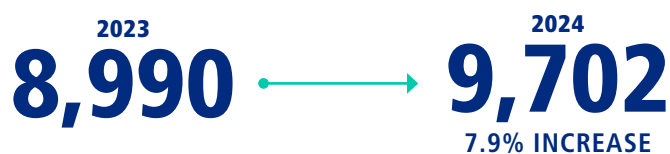


230 Queen Street

In May 2024, the City closed one PD-EOC and ended the year with three PD-EOC facilities with a total of 284 beds.

As of December 31, 2024, 17.5 per cent of total shelter beds in the adult shelter system were provided by PD-EOCs compared to 36 per cent in 2023. This decrease can be attributed to the transitional housing capacity added to the system, reducing reliance on PD-EOCs.

Total number of clients served in shelter system*



Clients served in shelter system

10-Year Plan target: The number of new people entering homelessness is reduced by 25 per cent.

New people entering homelessness:

INFLOW	2023	2024	% CHANGE
NEWCOMER INFLOW	2,309	2,798	+21.2%
NON-NEWCOMER INFLOW	1,919	1,905	-0.7%
TOTAL INFLOW	4,228	4,703	+11.2%

Chronic homelessness

10-Year Plan target: Reduce chronic homelessness by 100 per cent.

CHRONICALLY HOMELESS	2023	2024	% CHANGE
FAMILIES	428	543	+26.9%
WOMEN AND GENDER DIVERSE PEOPLES	184	354	+92.4%
SINGLE MEN	592	790	+33.5%
YOUTH (18 AND UNDER) IN YOUTH SHELTERS†	13	22	+69.2%

* Disclaimer: The 2023 Progress Report included incorrect data for inflow and for chronic homelessness. The data has been corrected.

† Note: Youth (18 and under) in youth shelters are also counted within the single men and women and gender diverse peoples categories.

Indigenous housing and homelessness



The following section was developed with the Ottawa Aboriginal Coalition (OAC).

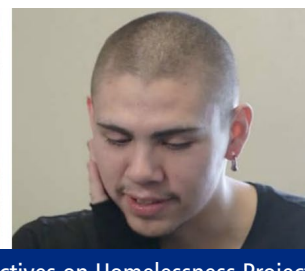
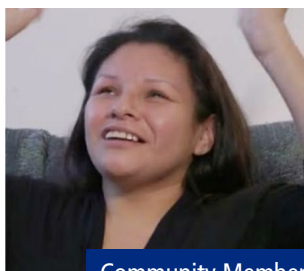
The Ottawa urban Indigenous community works with people within the City of Ottawa who recognize the interconnection of colonization and systemic traumas that has led to Indigenous homelessness and housing precarity. First Nation, Métis and Inuit are distinct groups within the Ottawa Indigenous community and are experiencing homelessness both in unique ways and similarly to each other.

In the 2024 Point-in-Time (PiT) Count, we learned that 97.5 per cent of Indigenous community members who were homeless indicated a need for permanent housing. We are collectively working together to find permanent homes for Indigenous community members within the context of Indigenous ideas of home, rooted in relationships with family, community and safe space.

Each Indigenous community member is a spirit with an identity based on culture. Connection to spirit, identity and culture were disrupted as the traumas imposed on Indigenous people through colonialism have cascaded and been compounded through generations. When talking about Indigenous homelessness, the needs extend well beyond housing and include food security, mental health supports, community and connection.

The number of Indigenous community members experiencing homelessness in Ottawa in 2024 has increased since 2021.

- In 2024, 479 people experiencing homelessness identified as Indigenous, compared to 428 people in 2021. 67 per cent of Indigenous community members were chronically homeless.
- While the number of Indigenous people experiencing homelessness increased between 2021 and 2024, the proportion of Indigenous community members experiencing homelessness decreased due to the large number of newcomers experiencing homelessness in 2024.
- It is widely known that there is an over-representation of Indigenous people experiencing homelessness. Overall, 19 per cent of those surveyed identified as First Nations, Metis, Inuit or having Indigenous ancestry. While this percentage is lower than the 34 per cent reported in the 2021 PiT Count data, it should be noted that the number of those identifying as Indigenous increased by 12 per cent, from 428 to 479 individuals.



Community Members from OAC's Indigenous Perspectives on Homelessness Project

Highlights of the 2024 Point-in-Time Count

Indigenous community members are vulnerable to becoming homeless when they age out of foster care/group homes.

- In 2024, 12 per cent of people became homeless one day after leaving foster care. This number increased to 23 per cent within 10 days of leaving foster care.
- 46 per cent of Indigenous community members in the 2024 PiT Count were in a group home or foster care at one point in their lives. Some described that they have “always been homeless since leaving [the] group home”.



Two needs particularly highlight that the problems are getting more complex for Indigenous community members.

- 49 per cent needed substance use and addiction supports (compared to 36 per cent in 2021)
- 49 per cent needed mental health supports (compared to 39 per cent in 2021)

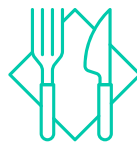
Indigenous and non-Indigenous organizations work in Ottawa to provide safe Indigenous cultural supports for housing and other social determinants of health. Community members can access Indigenous Coordinated Access which includes multiple partners, such as emergency shelters, outreach teams, hotels, the City of Ottawa and hospitals.

The shelter system remains an inadequate response to Indigenous homelessness. In the 2024 survey of Indigenous homeless community members, they shared that shelters are an unsafe option, particularly for Indigenous women. Indigenous women (83 per cent) are more likely to think that the shelter system has a big to moderate problem with safety compared to 74 per cent of Indigenous men.

Indigenous community members experiencing homelessness in Ottawa in 2024 identified a need for several supports beyond housing.



54%
NEEDED SUPPORTIVE
HOUSING SUPPORTS



53%
NEEDED FOOD
SECURITY SUPPORTS



53%
NEEDED FINANCIAL
SUPPORTS

Supporting a holistic Indigenous response

In October 2024, the Ottawa Aboriginal Coalition presented an update to the City of Ottawa on the Ottawa Indigenous Housing and Homelessness Strategy. The strategy, working from an Indigenous worldview, has centered on the needs of the person regardless of what type of housing they may require.

The first initiative in the Indigenous Housing and Homelessness Strategy is the design and construction of a Violence Against Women (VAW) Shelter for Inuit Women. This will be the first VAW shelter for Inuit women south of Inuit Nunangat. In 2024, the OAC achieved the following:

- Received \$6.4 million from Canada Mortgage and Housing Corporation for the build
- Secured the land from the City of Ottawa
- Confirmed \$1.8 million in annual operating costs for 20 years through Indigenous Services Canada

The OAC is currently:

- Working on the pre-development of a Family Healing Lodge
- Developing a business plan for the Aging Out Initiative for Indigenous youth that age out of care
- Collaborating with over 15 partners to meet our goal of 1000 new homes in the housing continuum by 2034
- Continuing to develop plans for an Indigenous Housing Hub based on an urban Indigenous planning framework

Measuring the City's commitment

Investments to address Indigenous homelessness in 2024: \$3,063,087

Indigenous Housing First

The below data were provided by Indigenous Coordinated Access:

- Number of people matched to Indigenous Housing First in 2024: 320
- Number of households housed through Indigenous Housing First in 2024: 141

Rendering of the Inuit VAW shelter by Formline & LGA Architects



Newcomer Reception System



In the past two years, Ottawa has experienced an unprecedented inflow of newcomers into the city. For many of these individuals and families, the shelter system is the first place of refuge before finding permanent housing. The City, newcomer serving community agencies and social service agencies have been working together to implement a permanent and sustainable Newcomer Reception System to address the additional pressures on the shelter system and to meet the unique needs of newcomers.

What is the Newcomer Reception System?

The Newcomer Reception System will support asylum seekers and refugee claimants arriving to Ottawa with wraparound services to support their settlement journeys. These supports will help households integrate into the community and transition to permanent housing.

WRAP-AROUND SUPPORTS

Central to the Newcomer Reception System are the wraparound supports that are provided throughout the settlement journey.

Wrap-around support services include:

- Interpretation and translation services
- Individualized case management
- Status hearings and benefits
- Trauma support
- Assistance with work permits, employment, job preparation and other services



Increasing transitional capacity

Increasing transitional housing capacity for newcomers is crucial to addressing the unique needs of the population and supporting stability on arrival. In 2024, the City of Ottawa undertook several efforts to accomplish this goal.

St Joseph Boulevard

In October 2024, the City purchased a property at 1754 St. Joseph Boulevard from the Sisters of Charity of Ottawa to provide more transitional housing options within the Newcomer Reception System.

The building is expected to accommodate 150 single adult newcomers. The location will offer onsite social services and programming and is served by public transit, access to shopping, employment and community and social services.



1754 St. Joseph Boulevard

Taggart Family YMCA

Also in 2024, the YMCA pivoted its transitional housing program to specifically support individual newcomers. The building on Argyle currently accommodates 150 individual newcomers and offers job search and language supports, assistance in connecting with healthcare services, 24/7 crisis counselling and access to YMCA health and fitness programs.

Scattered Transitional Housing Acquisition Program

Another component of the Newcomer Reception System is the Scattered Transitional Housing Acquisition Program. The Program builds on a successful transitional housing model that already exists in the community. In 2024, the first home was purchased under the new program and is being operated by Matthew House and currently has seven residents. The City hopes to provide federal funding for agencies to purchase another 19 homes in 2025 pending funding confirmation from Immigration, Refugee and Citizenship Canada (IRCC).



Taggart Family YMCA



GOAL 3

We work together

Organizational change



Achieving the targets outlined in the 10-Year Plan requires a collective effort. Goal 3 of the plan emphasizes the importance of working together to build an integrated housing and homelessness system that meets the needs of residents. To this end, the City has initiated and supported several key initiatives.

Organizational change

The City's push to address the housing and homelessness emergency prompted an organizational change in 2024, meant to bolster collective efforts and ensure that the City delivers on the [Term of Council priorities](#) related to housing and homelessness. This resulted in the creation of three new teams within Housing and Homelessness Services, as well as the establishment of the new Strategic Initiatives (SI) department, which includes a team dedicated to affordable housing development. Between SI's new Housing Solutions and Investment Services team and the Housing and Homelessness Services team within the Community and Social Services Department, the City is using all available tools and resources to address the City's housing challenges and set up the organization for success now and in the future.

What's new?

The new **Homelessness Operational Support and Projects Unit** centralizes support for the Homelessness Systems and Operations Branch.

The new **Collaborative Planning and Projects Branch** provides a central coordination role for all housing and homelessness strategic initiatives.

The new **Housing and Homelessness Research and Data Analytics Unit** is responsible for research and data analytics specific to housing and homelessness.

The new **Strategic Housing Projects Branch** (formerly the Affordable Housing Unit) moved to Housing Solutions and Investment Services within the new Strategic Initiatives Department. It is responsible for facilitating investments in new housing and developing strategies to increase housing options for low-to-moderate income households.



Point-in-Time Count



The Point-in-Time (PiT) Count is a **national effort** to measure the number of people experiencing homelessness in communities across the country. It provides a national picture of homelessness and an opportunity to collect the information needed to understand the changes in homelessness over time. It is comprised of a count and a survey:

- The **Count** is a 24-hour event counting the number of people experiencing homelessness in the city. Teams canvass the shelter system, outdoor areas, known encampments, drop-in and day programs, hospitals and correctional facilities.
- The **Survey** is a set of standardized survey questions administered directly to households experiencing homelessness.

The City of Ottawa, in collaboration with Indigenous partners and a core team of seven community partners, coordinated and implemented the 2024 PiT Count. With the support of these organizations, the team was able to ensure that the voices of hard-to-reach populations were heard. This included Indigenous individuals and families, youth, veterans, justice-involved individuals, those living in encampments or temporarily staying in institutions and newcomers.

The 2024 PiT count was the third iteration of the count in Ottawa and presented many opportunities to expand the reach and collect more surveys through changes in the methodology. Some of the changes included:

- Involving more partner agencies throughout the process
- Establishing a core team for planning and implementation
- Extending the survey period from 24 hours to five days
- Collecting the survey digitally

As a result of these changes, there were 2595 surveys responses in 2024, which was a 92 per cent increase from 2021 (1346 completed in 2021).

In particular, the transition from paper to digital data collection resulted in improved data quality, reduced data entry time and allowed for real-time monitoring and support during the survey period. To support the digital transition, Housing and Homelessness Services provided the community with over 50 devices including laptops, tablets and portable WIFI devices for the PiT survey period. They also offered multiple survey training sessions to sector partners.

For more information about the PiT count, visit [Ottawa's Point-in-Time Count](#) page. You can also check out the [full report](#) and the [infographic](#).

Mergers in the community housing sector



Mergers in the community housing sector create opportunities to maintain and protect affordable housing in our community. Through mergers, housing providers can stabilize and preserve housing for low- and moderate-income tenants and combine their resources and expertise to ensure a smooth transition for tenants and staff.

In 2024, there were two successful mergers:

Multifaith Housing Initiative and Gloucester Housing Corporation

In December 2024, the amalgamation of Multifaith Housing Initiatives (MHI) and Gloucester Housing Corporation (GHC) became official. The City's most complex merger to date, this was the first between a non-profit housing provider (GHC) and a registered charity (MHI). With enhanced programming and maintenance services, a larger, more vibrant community network, a professional housing management team and a more robust funding structure, this partnership will lead to improved supports for tenants and a stronger, more resilient housing community.

Eagleson Cooperative Homes Inc. and Kanata Baptist Place Inc.

In July 2024, the merger between Eagleson Cooperative Homes Inc. and Kanata Baptist Place Inc. marked the first between a co-operative and a non-profit corporation. It was also the first merger in the form of an acquisition, with Kanata Baptist acquiring Eagleson's 45-unit apartment complex for a nominal fee. Through this acquisition, the providers merged their affordable housing stock and strengthened available resources to support current and future tenants.

In both instances, the City provided financial support for legal and consultant costs, as well as encouragement, advice, coordination with the Ministry of Municipal Affairs and Housing and consents as required under the Housing Services Act. Mergers bring numerous benefits to both the organizations and the tenants involved, and the City is excited to be supporting this work.

What's next?

Recognizing the benefits of mergers, the Nepean Housing Corporation, the Ottawa Community Land Trust and SHS Consulting, with funding from the City of Ottawa, have launched a project exploring merger options for housing providers. Through this partnership, they are also creating resources to assist providers in pursuing mergers and offering workshops for interested providers to help them assess their own situations and consider a path forward.

Social Policy, Research and Analytics (SPRA)



In 2024, Housing and Homelessness Services continued to make improvements on data collection and reporting. The creation of a dedicated Housing and Homelessness Research and Data Analytics Unit within Social Policy, Research and Analytics Branch was completed to support the increasing data needs within the sector. The new Unit's responsibilities include:

- Continuous monitoring, improvement and expansion of Homeless Individuals and Families Information System (HIFIS)
- Service area and cross departmental data integration
- Business applications development
- Technical and knowledge support for sector
- Program evaluation and monitoring

Homeless Individuals and Families Information System (HIFIS)

Seven new agencies representing over 40 users were added to HIFIS in 2024. The additions included key sector service providers ranging from day programs and outreach providers. With the support of the sector, SPRA will continue to identify data gaps and work closely with the community to onboard new agencies.

Key Innovative Project – Housing Allowance Modernization Project

In 2024, SPRA supported the digital transformation of key housing benefits programs. Working with the Rent Supplement Office, the team developed a digital tool that will see new applications to housing benefits programs such as Home for Good migrate to a digital format. The digitization of housing benefit applications will improve the processing times and expand Housing and Homelessness Services' understanding of the community's needs.



Working groups



Making progress through collaboration

To achieve the goal of being a city that has “affordable housing and is more liveable for all”, the City of Ottawa works closely with partner organizations. The achievements in 2024 would not have been possible without ongoing collaboration from partners supporting the housing and homelessness sector.

2024 working group highlights

Unsheltered Task Force – The Unsheltered Task Force (UTF) formed in 2020 with the goal of implementing a coordinated response to support unsheltered residents. The UTF is comprised of members from Homelessness Service Providers, the National Capital Commission and various City departments. The UTF provides guidance on the City’s response to encampments and individuals who are unsheltered. The group works to create long-term and systemic approaches to resolving these complex issues. In 2024, the UTF continued its oversight role over and supported members by keeping them informed on the encampment response and the available resources for the unsheltered population. Additionally, an Unsheltered Task Force Sub-Group, comprised of City staff and Outreach Services, continues to meet weekly to ensure coordinated and responsive services for unsheltered individuals and the community. This sub-group responds to complex cases and works together to resolve encampment sites through outreach and service connections

Housing and Homelessness Leadership Table –

In 2024, the newly established Housing and Homelessness Leadership Table (HHLT) finalized their membership through a call for applications. Rather than representing individual organizations, members of the HHLT represent various sectors within the housing and homelessness system. In addition to community housing and shelter representatives, this group also includes voices from

the justice sector, community health and resource centres, community-based day programs, people with lived experience, and organizations serving newcomers, youth, Ottawa’s Indigenous communities and people fleeing gender-based violence. The HHLT has a mission “to plan, design, and oversee the ongoing implementation of an integrated housing and homelessness system and related sectors to deliver affordable, suitable, and adequate housing choices and reduction in homelessness”. With membership finalized, the HHLT officially launched and began meeting monthly in October 2024 to undertake this important work.



Members of the Housing and Homelessness Leadership Table



Glossary of terms

These terms are defined for the purpose of interpreting this 2024 Progress Report. They are not intended to be referenced or used more broadly.

Affordable housing

New housing built since 2001 under the City's Action Ottawa program that is affordable to low- and moderate-income households. Rents are not geared to income; rather they are typically set at 70 per cent to 100 per cent of Ottawa's average market rent, as defined by the Canada Mortgage and Housing Corporation.

Chronic homelessness

Refers to individuals who are currently experiencing homelessness and who meet at least one of the following criteria:

- a total of at least six months of homelessness over the past year
- recurrent experiences of homelessness over the past three years, with a cumulative duration of at least 18 months

Community housing

Refers to housing owned and operated by non-profit housing corporations, housing co-operatives and municipal governments or district social services administration boards. These providers offer subsidized or low-end-of market rents – housing sometimes referred to as social housing and affordable housing.

Emergency shelter

A shelter that is accessible by an individual or family experiencing homelessness with or without a referral, with the intention of providing short-term accommodation and the support services required to move clients into housing.

Homelessness

The situation of an individual or family who does not have a permanent address or residence, and does not have the immediate prospect, means, and ability of acquiring it.

Housing-Based Case Management (HBCM)

The HBCM team supports single individuals who are experiencing homelessness to secure long-term housing that is tailored to the individual's needs and choices. HBCMs facilitate access to community resources necessary to support long-term housing stability, while working with clients towards increasing their independence through an overall service plan.

Housing benefit

A housing allowance benefit is a monthly subsidy provided to low-income households to assist with housing costs. Unlike other forms of housing assistance such as rent-geared-to-income (RGI) assistance, the housing allowance benefit is tied to the household and not to a physical housing unit, allowing the benefit to move with the household.

Housing First

Housing First is a client-centered approach aimed at rapidly housing individuals experiencing chronic or episodic homelessness, without requiring pre-conditions such as sobriety or mental health treatment. Once housed, individuals can access support services tailored to their needs, such as physical and mental health care, employment assistance, substance abuse treatment, and other services.

Market rental

A housing option, in the traditional housing market in Ottawa, in which there are no rental or down-payment subsidies attached to these units.

Rent-geared-to-income

Units within community housing are typically rent-geared-to-income where households receive financial assistance so they can pay rent based on their income. Households usually pay 30 per cent or less of their gross annual income on rent.

Rooming house

Rooming houses are residential properties that rent out individual rooms with shared facilities. Rooming houses offer long-term housing for individuals on fixed or low incomes and can serve as a first step for individuals leaving emergency shelters.

Supportive housing

Combines rental or housing assistance with on-site, flexible and voluntary support services. These services may take a variety of forms and vary in intensity based on people's needs related to physical or mental health, developmental disabilities and substance use.

Transitional housing

A supportive, temporary living environment that provides social and skill development supports to aid in the transition to permanent housing. It is considered an intermediate step between emergency shelter and permanent housing and has limits on how long an individual or family can stay.

Unsheltered homelessness

People who are lacking housing and not accessing emergency shelters or accommodation. People may stay in public spaces, vehicles or makeshift shelters

*As the 2024 Progress Report is connected to the 10-Year Plan, this glossary derives most content from the 2020-2030 10-Year Plan. All of these definitions will be reviewed with community partners as a part of the 10-Year Plan refresh. For more information, see the glossary in Ottawa's [10-Year Housing and Homelessness Plan 2020–2030](#).



For more information about housing and homelessness services in Ottawa:

Visit [Housing and homelessness | City of Ottawa](#)

Email housinglogement@ottawa.ca

Call 3-1-1