



# 10-Year Housing and Homelessness Plan 2020-2030

2020 & 2021 Progress Report

A Home for Everyone

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# Algonquin Land Acknowledgement

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Ottawa is built on unceded Algonquin Anishinabe territory.

The peoples of the Algonquin Anishinabe 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 Algonquin Anishinabe Nation.

We extend our recognition to all First Nations, Inuit and Métis peoples for their valuable past and present contributions to this City.



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# 10-Year Plan Refresh

In July 2020, Council approved the refreshed  
**10 Year Housing and Homelessness  
Plan 2020 2030.**

While the goals of the original Plan have been maintained, the objectives under each goal have been updated based on an analysis of the changes to the housing and homelessness system since the Plan's inception in 2014.

## Achievements include:

Many households benefited from increased access to affordable and supportive housing, with

**961**  
affordable  
and supportive  
housing units  
completed

since 2014. In 2021, there were over

**1,200**  
units under  
development.

Between 2015 and 2021,

**1,581**  
individuals experiencing  
chronic homelessness

were housed with ongoing wrap-around supports from:

**13** organizations,  
**68** housing case  
workers,

**6** housing specialists,  
**3** peer support  
workers.

Since 2014,

**1,956**  
new housing subsidies  
have been created to make housing  
more affordable.

In 2020 and 2021, a total of

**\$23,223,345**

was invested in renovations to improve conditions in community housing, with

**5,825 units**  
benefiting from this  
investment.

While significant progress has been made in key areas, ongoing work includes:

**Increasing the  
supply** of affordable  
and supportive housing.

**Increasing  
affordable housing  
options** by adding new  
housing benefits.

**Reducing  
homelessness**  
through increasing case  
support and Housing  
First options.

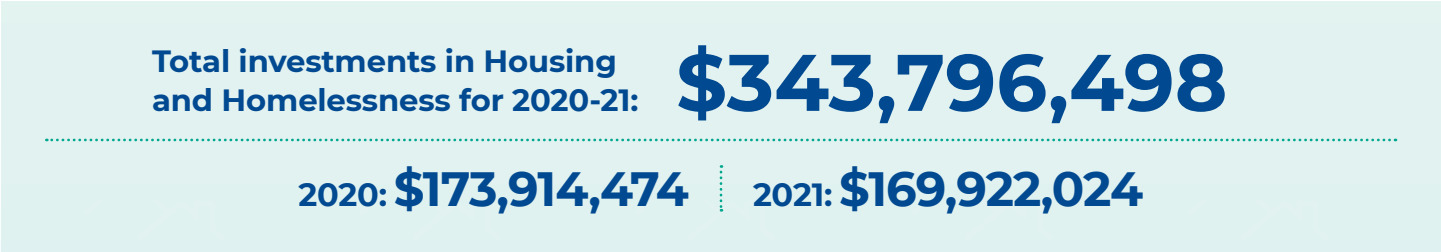
# Ottawa's Housing System

Ottawa's housing system provides a range of options from emergency shelters, supportive, transitional, and affordable housing, to market rental housing and home ownership.

The housing system is a framework; a system of assets, services and programs delivered in collaboration with community partners, and adapted to each individual household's needs and circumstances.

There needs to be a range of different types of housing within the community to meet the needs of residents.

People do not move through the housing system in a linear fashion, as people's needs for support and housing affordability change over time. The housing system needs to be flexible and responsive to provide the right housing options and supports at the right time.



# Ottawa's Rental Housing Market



Population in 2021  
**1,046,440**  
8.9% increase from 2016

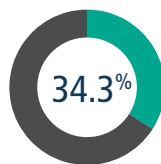
8.9%



A rental unit is generally considered to be affordable if the household spends **less than 30%** of its gross annual income on rent.



**447,210**  
households in 2021



**34.3%**  
of households rent\*

## Average Market Rent (AMR)

For households with incomes below \$42,000, about **15% of Ottawa's rental housing stock is affordable.**

**Average household income for households on the Centralized Wait List:** \$21,048.12 (or \$1,754.01 per month).  
Affordable monthly rent = **\$526**

	AMR 2020	AMR 2021	% difference
Bachelor	\$1,000	\$1,059	6%
1 Bedroom	\$1,244	\$1,280	3%
2 Bedroom	\$1,517	\$1,550	2.2%
3 Bedroom +	\$1,851	\$1,881	1.6%
<b>Overall</b>	<b>\$1,358</b>	<b>\$1,402</b>	<b>3.2%</b>

Despite the vacancy rate remaining at one of its highest levels in the last 25 years, options remain limited for lower-income households, which is illustrated by a significant difference in vacancy rates for units at different rent levels.

**Example:** For two bedroom apartments with rents less than \$1,200 – the vacancy rate is **0% to 0.6%**, and for apartments with rents at \$1,350 or more, the vacancy rate is **4.6%**.

For a 2-bedroom unit constructed after 2005, the average market rent in 2021 was **\$2,248**.

	2020 Vacancy Rate	2021 Vacancy Rate	% difference
Bachelor	3.1%	3.1%	0
1 Bedroom	3.9%	3.5%	-0.4%
2 Bedroom	3.7%	3.3%	-0.4%
3 Bedroom +	4.1%	4.3%	0.2%
<b>Overall</b>	<b>3.8%</b>	<b>3.5%</b>	<b>-0.3%</b>

Sources: CMHC, City of Ottawa, Canadian Centre for Policy Alternatives.

\*2016 Census data



# COVID-19 Response



## Pandemic Related Funding



### Rapid Housing Initiative

Federal Government  
**\$54,372,735**



### Social Services Relief Fund

Provincial Government  
**\$89,735,836**



### Safe Restart

Provincial Government  
**\$34,300,000**



### Pandemic Pay

Provincial Government  
**\$2,651,098**



### Canada Emergency Response Benefit

Federal Government

## Physical Distancing Centres and Respite Centres

Since April of 2020, a total of four Respite Centres were opened.

- **50,000+ clients** were supported during this time
- Average monthly visits: **2,500**

Since April of 2020, a total of five Physical Distancing Centres were opened as a temporary measure to support efforts in reducing the overall capacity within the single adult community shelter system and provide adequate space for users to physically distance and mitigate the spread of COVID-19.

The summer of 2020 saw an unprecedented increase in the number of unsheltered individuals and homeless

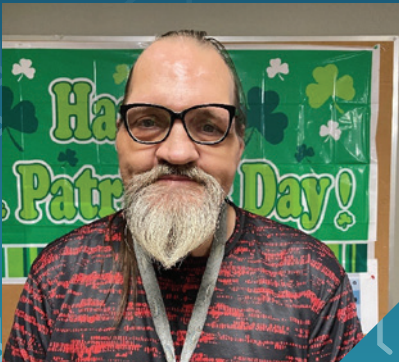
encampments. Many individuals who normally resided in shelters opted to live on the streets, citing personal safety and fear of exposure to COVID-19 as reasons. As a result, the City's Housing Services convened a multi-departmental and cross-sectoral Unsheltered Task Force (UTF) comprised of City Departments, Homelessness Service Providers, the National Capital Commission and many other community organizations. Members worked collectively to develop and implement a strategic action plan that articulated a comprehensive approach to address the immediate, short-term and long-term needs of unsheltered individuals. By October 2020, 226 unsheltered individuals that were not matched to housing supports were identified, compared to 72 prior to the pandemic. As of the end of 2021, the number of unsheltered individuals was approximately 110. Since the beginning of 2021, 253 encampments have been set up in the City of Ottawa, of which, 248 have been resolved.\*

\*Resolved encampments can be:

- Encampments that have been resolved as a result of housing of participants
- Encampments that have been abandoned by the participants and not in use
- Many individuals in encampments were supported to move into shelter if housing could not be found
- Encampments that have been dismantled by request of the City or NCC due to increasingly unstable and/or unsafe conditions for individuals living within the encampment

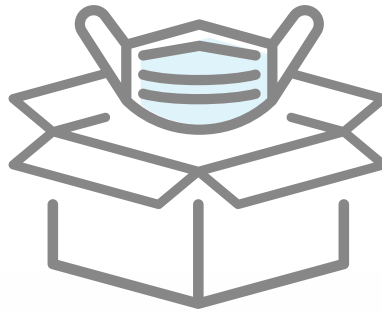
## CLIENT SUCCESS STORY

Edward (Eddy) moved into the John Howard Society's Rita Thompson Residence in the fall of 2017. Eddy recalls entering homelessness in 2006 and spent most of his time at Shepherds of Good Hope. Eddy describes that time in his life as "hectic, not knowing day to day" and he was a "daily drunk, like hardcore closet junkie too". Eddy says that he would wake up, panhandle, buy alcohol and drugs, then just "hangout on the block". After 11 years of chronic homelessness, Eddy received enhanced supportive housing. Through housing first, Eddy says he has "structure and stability" and that he has built "meaningful relationships, where a few staff really make a difference". Now, Eddy participates in the opiate management program and he does not drink alcohol. Eddy openly engages with daily supports to help manage his finances, dispense medication; he is not only an incredible advocate for fellow residents but also a leader in our community.



### Rooming House Services

Rooming House Services, in partnership with Housing Help, handed out over **4,375** COVID care packages containing PPE, cleaning supplies, and gift certificates for food to help tenants in congregate living situations who experience higher rates of comorbidities, decrease the spread of COVID-19 and support their efforts to respect stay at home orders.



### Affordable and Supportive Housing

In response to the heightened challenges in the housing and homelessness sector resulting from the COVID-19 pandemic, both the provincial and federal governments responded with new funding programs in 2020 and 2021. Capital funding through the Social Services Relief fund (Provincial) and the Rapid Housing Initiative (Federal) is supporting rapid delivery of affordable units that will benefit individuals and families experiencing homelessness or at high risk of homelessness. This funding, which has been issued in phases over the past two years, is **supporting a total of 240 units across eight projects.**

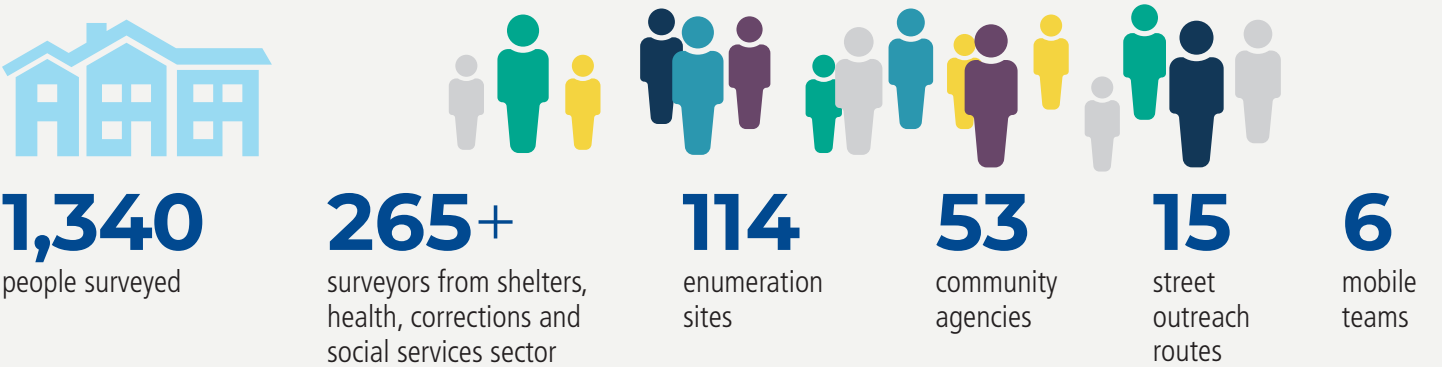
"I wish people understood that using drugs and alcohol sometimes isn't a choice – it's to escape **unbearable pain.**"



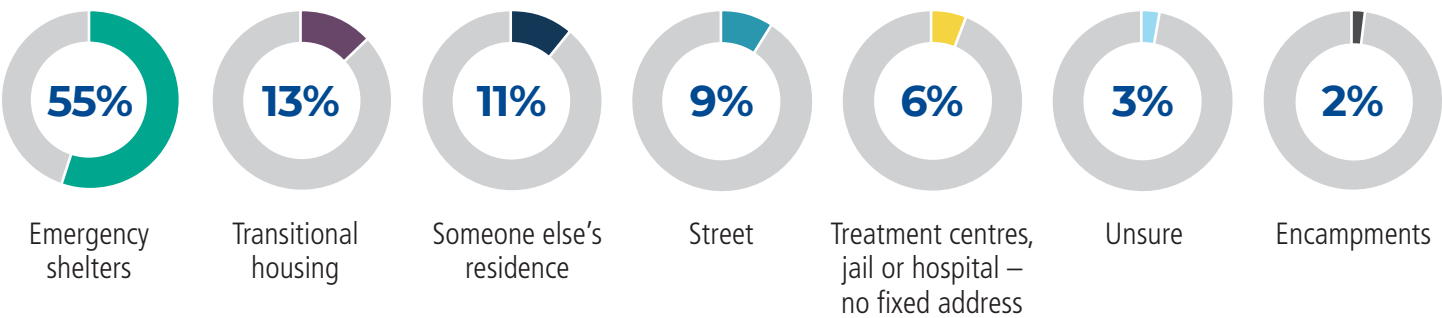
# 2021 Homelessness Point-in-Time Count

## 24 hours in October

The 2021 Point-in-Time Count was conducted on the traditional unceded territory of the Algonquin Anishanaabeg people. The City of Ottawa honors the peoples and the land of the Algonquin Asnishhaabeg Nation and all First Nations, Inuit and Métis peoples and their valuable past and present contributions to this land.



### Where people stayed on the night of the Count

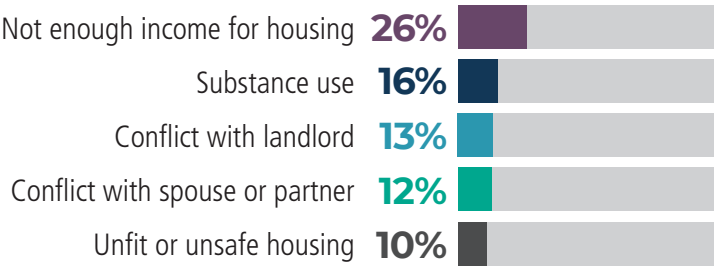


14%

said their most recent housing loss was **because of COVID-19**



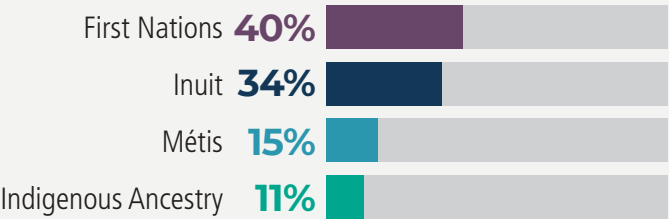
### Reasons for housing loss



To view results from the 2018 and 2021 Point-in-Time Count surveys, please visit the Point-in-Time Count Dashboard on [ottawa.ca](https://ottawa.ca).

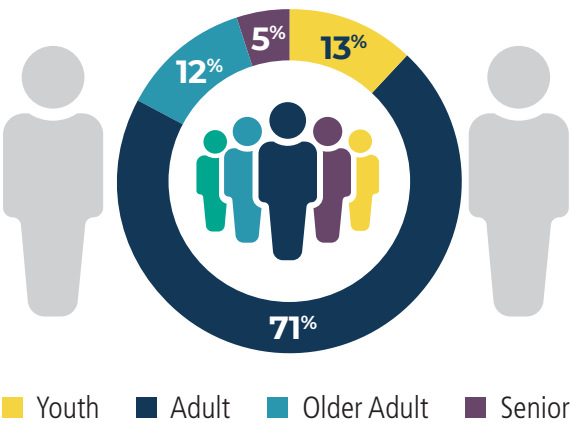
Among people who **identified as Indigenous**

In the 2021 Point-in-Time Count, **32% of people** experiencing homelessness **identified as Indigenous**. The true percentage of people experiencing homelessness who identify as Indigenous is likely higher.

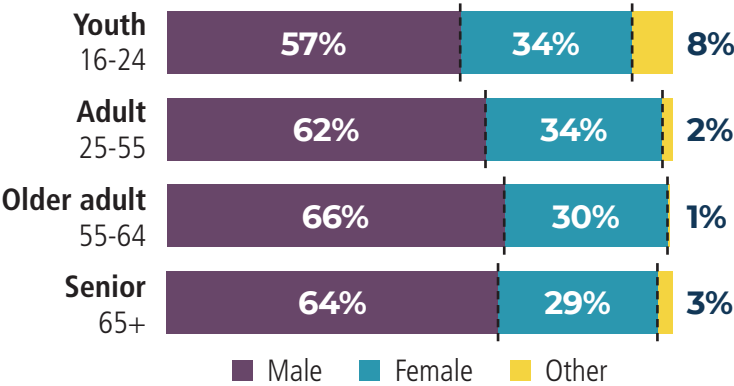


Indigenous people represent **4%** of the population in Ottawa. Of the **428** Indigenous respondents, **42%** had been in foster care.

**Age of people** experiencing homelessness



**Gender breakdown by age**



**57%** of respondents had been homeless for more than 180 days in the past year.

**Veterans**



**4%** of respondents identified as a former member of the Canadian military or RCMP member. Of them, **42%** identified as Indigenous.

**Foster care or Group home history**



**27%** of respondents identified as having been in foster care or a group home.

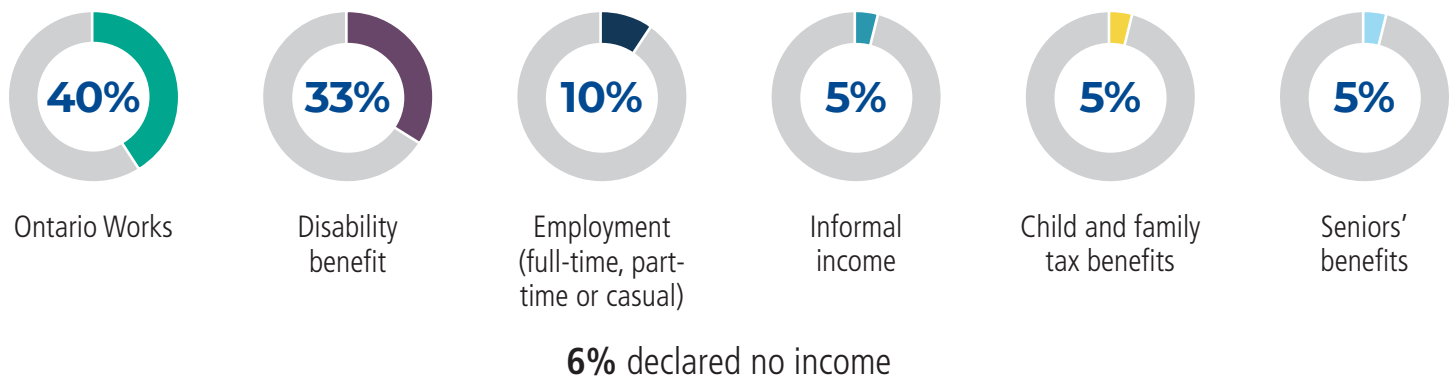
Among them, **34%** became homeless less than a year after leaving foster care or a group home.

**Racialized**



**55%** of respondents identified as racialized.

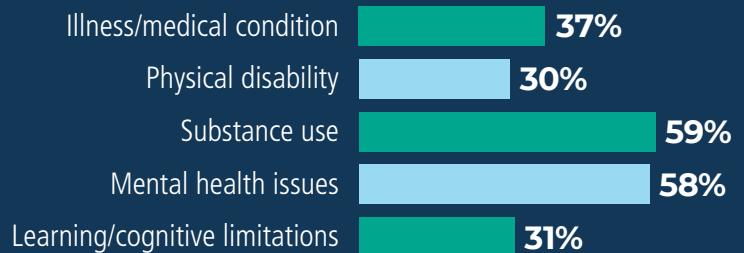
### Top six sources of income



8% of respondents indicated they live with these **five health conditions**:

- Illness or medical condition
- Physical disability
- Substance use
- Mental health issues
- Learning or cognitive limitations

### Percentage of respondents with each health condition:



Overall, **23%** of respondents had an acquired brain injury.

Travel restrictions and border closures to contain the spread of COVID-19 reduced the number of people entering Canada as immigrants, refugees and refugee claimants.



7% of respondents identified as being a **newcomer to Canada** (less than one year since arriving in Canada)

### Time in Ottawa



### Families

**72%** of respondents accompanied by children were women.



**26%** of respondents accompanied by children had also experienced homelessness in their youth

### Sexual orientation

**2SLGBTQQIA+**: Two-Spirit, Lesbian, Gay, Bisexual, Transgender, Queer, Questioning, Intersex, Asexual

**11%** of respondents identified as 2SLGBTQQIA+.

**27%** of respondents identifying as 2SLGBTQQIA+ were under 25 years old.



**50%** of 2SLGBTQQIA+ respondents first experienced homelessness at 19 years old or younger.

# Homelessness Programs

## Funding Streams

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

**Per year, funding from all levels of government totaled approximately \$72 million.**

2020 & 2021 (amounts exclude COVID-specific homelessness funding):		
Federal \$8,500,000 / year	Provincial \$44,700,000 / year	Municipal \$18,500,000 / year

This funding supports contracts with 26 non-profit agencies, and funds services such as:

**Homelessness prevention** – Each year, over 51,000 households at risk of homelessness received help staying housed through services such as eviction prevention services, and assistance with rental and energy arrears.

**Shelter System** – In 2020 there was an overall decrease in the number of people who accessed the shelter system, with a further decrease in 2021.

**Street outreach** – Using a housing-focused approach, City-funded outreach services supported between 3,400-3,900 individuals each year who were living unsheltered, accessing emergency shelters, or in supportive housing. Of these individuals, almost 950 people were diverted from emergency services, including hospitals.

**General housing assistance** – Each year, support with general housing requirements such as completing housing applications, housing searches, and practical supports were provided to over 10,000 households.

**Supportive housing** – At any given time there were almost 600 households living in City-funded supportive housing

programs. These individuals, who would otherwise live in emergency shelter accommodations or unsheltered, received extensive individualized, flexible, and ongoing support so that they remain housed.

**Transitional housing** – In addition to supportive housing, there were approximately 135 households in transitional housing programs across the city, which offer temporary supportive housing to bridge the gap from homelessness to permanent housing.

**Housing First program** – This program provides wrap-around support to individuals experiencing chronic homelessness, helping clients find and maintain permanent housing. As of 2021, 80% of singles in the Housing First program continued to retain their housing a year after becoming housed.

**Supports in social housing** – In addition to the supports provided to individuals in the Housing First program, there were 8 staff positions funded in 2020-2021 to provide on-site supports at various social housing buildings across the city.

## Residential Services Homes

The City also houses approximately **950 people across 25** Residential Services Homes, which are private or non-profit residences providing long-term housing to vulnerable adults who require some supervision and support to maintain their independent living. Residents are typically living with a psychiatric, developmental, or physical illness and/or disability and stay in these homes for long periods of time.

# Reaching Home

## Reaching Home: Canada's Homelessness Strategy

is the federal funding program that supports the goals of the National Housing Strategy by providing funding to communities to help them address their local homelessness needs. Under Reaching Home, the City of Ottawa signed a five-year contract starting on April 1, 2019, totaling \$51.3 million in federal funding for homelessness services.

### The key components of the Reaching Home strategy:

**Greater flexibility for communities** by removing previous Housing First imposed funding targets.

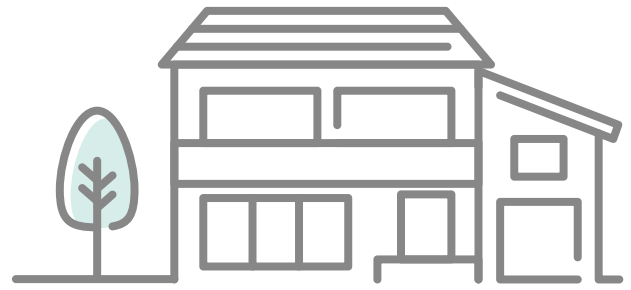
**Coordinated access to services** by requiring all funded communities to have a Coordinated Access (CA) system in place by March 31, 2022.

**Information management to support system functioning** by requiring a centralized Homelessness Management Information System (HMIS) to support community-wide data sharing, much like the one Ottawa has pioneered since 2004.

**Community reporting on outcomes** by requiring all communities to produce an annual Community Homelessness Report providing a year-over-year picture of the state of homelessness and the system in place to address it in each community.

**Maintaining a community-based approach** by requiring communities to develop a data-driven Community Plan, with the City did in 2019-2020, resulting in the actions identified as part of Ottawa's refreshed 10-Year Housing and Homelessness Plan (2020-2030).

**Shifting to an outcomes-based approach** by requiring that communities work to achieve overall community-wide reductions in homelessness with a focus on a 50% reduction in chronic homelessness by 2028.



## Achieving Results

With the support of Reaching Home:

We have achieved a sustained  
**20% reduction**  
in the number of individuals who  
are actively chronically homeless.

We are making progress on  
**ending Veteran's  
homelessness.**

We have achieved  
the requirement that **all  
funded communities  
implement a  
Coordinated Access  
(CA) system.**



# Community Shelters

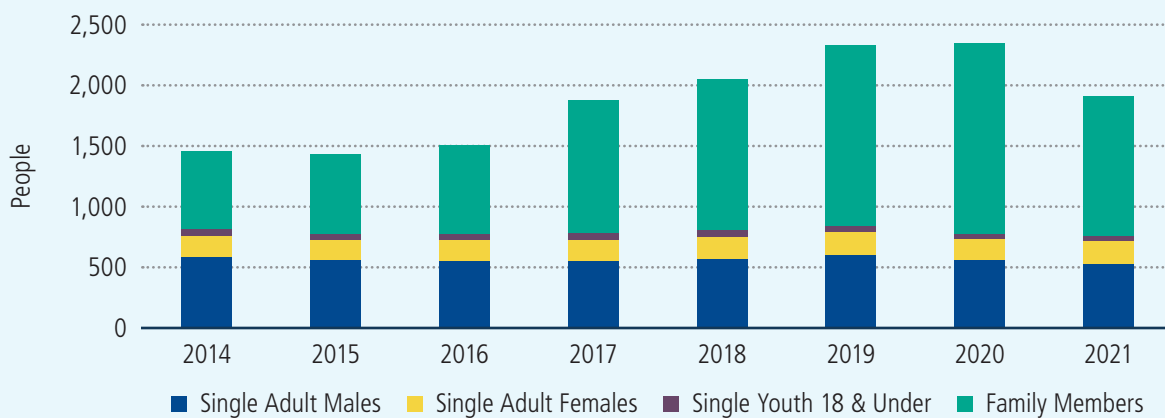
## Shelter System

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 immigration to Canada or migration within Canada.

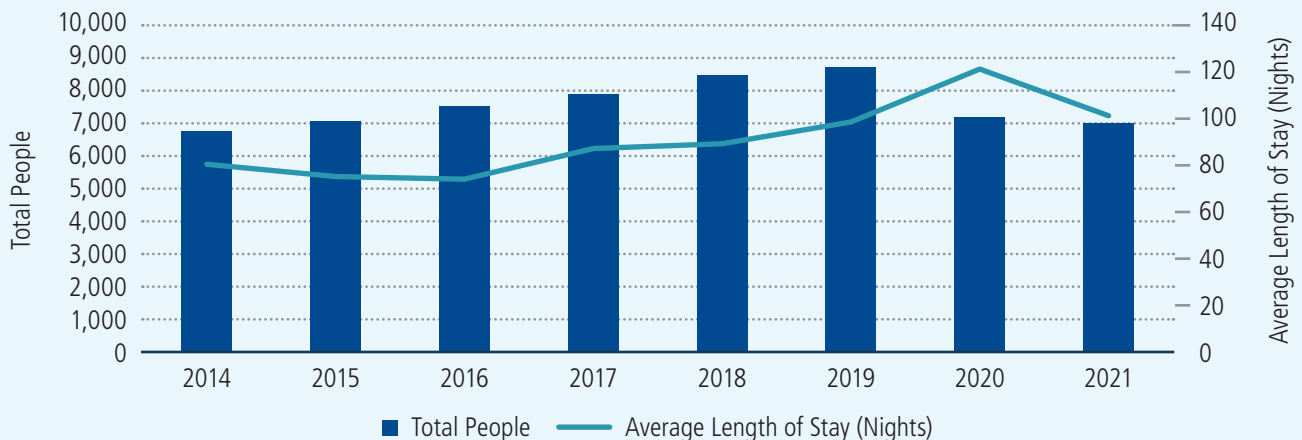
The City owns and operates one family shelter and partners with eight community organizations to provide temporary emergency accommodation to people in need. The goal is to help people stabilize, as well as to help them find and maintain suitable, affordable housing.

The following data is provided from the Homeless Individuals and Families Information System (HIFIS). HIFIS is a data collection and case management system used by the shelter system to collect information on people experiencing homelessness.

**Average Nightly Shelter System Use by Sector**



**Total Shelter System Use and Average Length of Stay**



### COVID-19 & Shelter Use in 2020 and 2021

- In 2020, the shelter system saw an overall decrease in the number of people accessing services, a trend which continued in 2021
- Although the overall number of people accessing shelters decreased in 2020, the average number of people accessing shelter each night increased slightly which is attributed to families staying in shelters longer
- In 2021, the average number of people accessing a shelter each night decreased because families were moving out of shelters faster than in 2020
- Various provincial and federal policies and programs implemented during the pandemic (e.g. Canada Emergency Response Benefit, Canada-Ontario Housing Benefit, moratorium on residential evictions) led to a reduction of people accessing the shelter system
- International and interprovincial border closures reduced the number of families relocating to Ottawa and accessing the shelter system
- During the pandemic, some people chose not to access congregate living settings
- Housing Services anticipates an increase in the number of families seeking shelter services in 2022 as international and interprovincial borders reopen

### Shelter System Capacity

During the COVID-19 pandemic, capacity fluctuated due to opening/closing of Physical Distancing Centres, as well as providers reducing capacity to promote physical distancing. The table includes the shelter system's specialized programs but not Physical Distancing Centres. At the end of 2021, there were 206 beds available in Physical Distancing Centres (99 for men and 107 for women).

Population Served	Capacity (beds)
Single Adult Men's Shelters	572
Single Adult Women's Shelters	134
Single Adult Co-ed Shelters	90
Single Youth Shelters	60
Family Shelters	627
<b>Total</b>	<b>1,483</b>

### Key Trends by Sector

#### Single Men

- On average, there were 530 single men accessing the shelter system each night in 2021, a decrease of 11.7% (70 single men) from 2019
- Peak demand for the single men's system occurred in 2019, when on one night 665 men accessed shelters
- The total number of unique men accessing the shelter system decreased by 21% from 2019 to 2021
- Average length of stay increased by 8 nights (12.5%) from 2019 to 2021

#### Single Women

- On average, there were 191 single women accessing the shelter system each night in 2021 which is close to the demand in 2019 (198 single women)
- Peak demand for the single women's system occurred in 2019, when on one night 225 women accessed shelters
- In 2021, the number of single women accessing shelters returned to pre-pandemic levels

## CLIENT SUCCESS STORY

Billy is a car enthusiast – fast cars. It hit him hard when his father, who was like his best friend and fellow car enthusiast, died suddenly at 51. He's also had other losses along the way. Billy has had five strokes and the last time he was released from the hospital he had nowhere to go. His mother and sister put him up in a hotel but that wasn't sustainable. Billy found himself at the Shepherds of Good Hope shelter. It was a difficult time for him. He couldn't sleep at night. When they told him to pack up his stuff to move to supportive housing he thought they were kidding. Billy is now happy at Richcraft Hope Residence where he watches TV in his room and staff help him manage his medications and check in on him regularly.



## Community Shelters

### Single Youth 18 and Under

- On average, there were 43 single youth accessing the shelter system each night in 2021 which is almost identical to demand in 2019 (44 single youth)
- In the years leading up to the pandemic, the number of youth accessing the shelter system was in decline

### Families

- On average, there were 1,153 family members accessing the shelter system each night in 2021, a decrease of 22.8% (340 family members) from 2019
- Peak demand for the family shelter system occurred in 2019, when on one night 509 families (1,718 family members) accessed shelters
- From 2019 to 2020, average length of stay increased by 46 nights (33.6%) and in 2021 decreased by 42 nights (23%)
- Shelter use by families was increasing consistently in years leading up to the pandemic

### Chronic Homelessness

Chronic homelessness is defined as individuals/families who are currently homeless and have been homeless for six months or more in the past year.

- In 2020, chronically homeless families accounted for 46% of all families, which decreased to 28% in 2021 (similar to pre-pandemic levels)
- In 2020, chronically homeless single women accounted for 15% of all single women, which decreased to 9% in 2021 (similar to pre-pandemic levels)
- In 2020, chronically homeless single youth (18 and under) accounted for 22% of all single youth, which decreased to 12% in 2021 (similar to pre-pandemic levels)
- There were no significant changes for other demographics



# 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.\*

Indigenous people are disproportionately represented in the shelter system when compared to the general population of Ottawa-Gatineau:

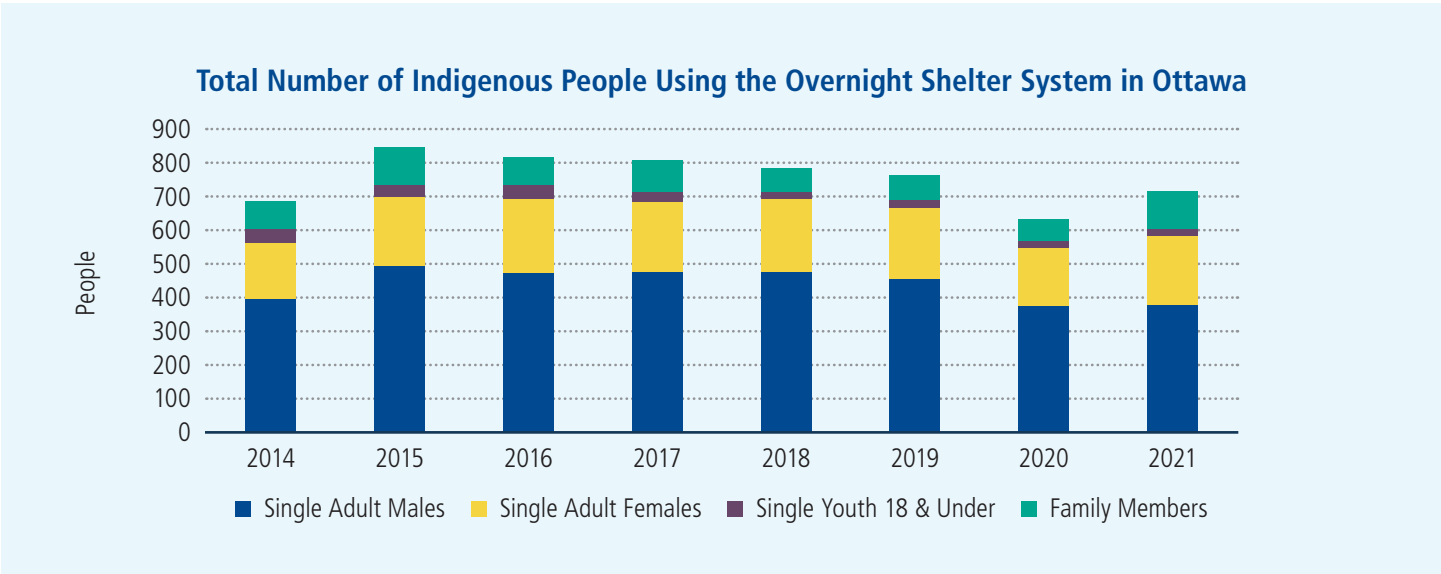
- In 2021, single Indigenous men account for 12.8% of all single men in the shelter system
- In 2021, single Indigenous women account for 18.6% of all single women in the shelter system
- In 2021, single Indigenous youth (18 and under) account for 10.7% of all single youth in the shelter system

These numbers are an underrepresentation of the number of Indigenous people experiencing homelessness. In the 2021 point in time (PIT) count **32% of people experiencing homelessness** identified as

Indigenous, while Indigenous people represent 4% of Ottawa residents.

Indigenous data must be viewed with caution and must start with the understanding that the numbers are underreported and do not accurately reflect the nature and scope of the issue and result in Indigenous peoples being not served at all, being under-served, or being poorly served.

Many Indigenous people do not self-identify as such even if they do access shelters for fear of racial stereotyping and discriminatory responses. Indigenous people often couch-surf and are not included in homelessness data.



Data Source: HIFIS

\*Source: Reaching Home: Canada’s Homelessness Strategy

# 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.

The Ottawa Aboriginal Coalition's COVID research showed that the 12 dimensions of Indigenous homelessness are amplified during crises and are deeply interconnected.



# Housing First and Coordinated Access

Ottawa's **Housing First Program** connects individuals experiencing chronic homelessness with case management services to assist with securing permanent housing, ongoing life skills, and other supports. At any given time, over **990** adults are being supported at various stages in their housing journey, from homelessness to stable housing.

Funds are provided for:

- Housing allowance, including payment of first and last month's rent
- Funds to cover furnishings and other essential items

Housing First services are provided by:

**13 organizations, 68 housing case workers, 6 Housing Specialists, 3 peer support workers**

## Key Aspects of Housing First

- **By-Name-List:** A real-time list of all known people experiencing homelessness in our community.
- **Coordinated Access:** A system that uses a centralized Homelessness Management Information System (HMIS), a By-Name-List, and a common assessment tool to **triage and match individuals to services in a consistent manner**. Ottawa has had a coordinated access system in place since April 2015. The City has also had a central database with all shelter providers since 2004, and currently has one of the largest data sets in Canada.

## 2020-2021 Updates

- In July 2020, the City of Ottawa re-confirmed its participation in **Built for Zero Canada (BFZ-C)**, an ambitious national change effort to end chronic homelessness through a data-driven approach. The City also officially joined the national BFZ-C Veterans Cohort with the aim to end Veterans homelessness in Ottawa.
- In January 2021, the City of Ottawa began the process of expanding the central database to include non-shelter homelessness sector partner agencies, such as transitional housing, outreach services, and supportive housing. This will allow Coordinated Access to provide better support to people living in transitional housing, the "hidden homeless", and the unsheltered population.
- In August 2021, Ottawa achieved a sustained 20% reduction in the number of individuals who are actively chronically homeless compared to the baseline set with BFZ-C in January 2020.
- In September 2021, the BFZ Homeless Veteran's Working Group was launched by the City to lead and support a coordinated and integrated community response to Veteran's homelessness.



## CLIENT SUCCESS STORY

Wendy was a nurse who married the man she thought was the love of her life. He physically abused her and to cope with the pain, and her own paralyzing anxiety, Wendy started to drink more and more. She found the strength to leave her abusive husband and sought a fresh start with her second husband in Ottawa. The struggles with alcohol continued and Wendy began to experience health issues. They ran out of money for rent and found themselves without a home. In 2021, they moved into supportive housing with Shepherds of Good Hope where they have their own apartment with 24/7 access to health care and social supports, to help them maintain housing in the long term. Wendy has stopped drinking and hopes to return to nursing in some capacity.

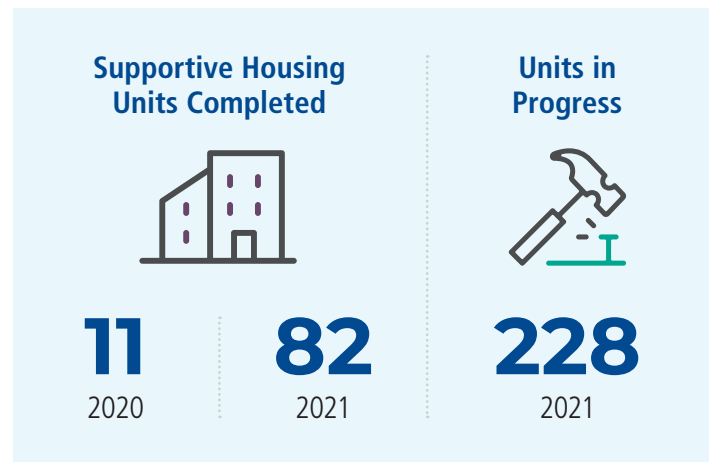
# Supportive Housing

A key component of the City's refreshed 10-Year Housing and Homelessness Plan that was approved by Council in July 2020 is that 10 percent of new affordable housing units will be supportive housing units.

**Total supportive housing units funded since 2014: 618**

**Total supportive housing units completed since 2014: 390**

Since 2014, a total of 2,189 affordable and supportive housing units have been funded. Of those, 28% are supportive housing units.



## Completed in 2020

**Scattered condo units (CMHA)** 5 units

**1670 Devine Road (DeafBlind Ontario Services)** 6 units



**745 Mikinak Road**  
Veteran's House: The Andy Carswell Building – Multifaith Housing Initiative  
**40 units**

## Completed in 2021

**765 Montreal Road (Shepherds of Good Hope)**  
42 units

**745 Mikinak Road (Multifaith Housing Initiative)**  
40 units



**765 Montreal Road**  
Richcraft Hope Residence – Shepherds of Good Hope  
**42 units**



Colin is the Manager at Shepherds of Good Hope's newest supportive housing residence, **Richcraft Hope Residence**. His favourite day on the job so far was March 23, 2021. That day the first 22 people moved into their new homes at Richcraft Hope Residence. "It was a very powerful experience," he says, "a very emotional day for the whole team. We were offering homes for people coming from the shelter and the look on their faces said it all." Now when a new person moves into the building he makes sure that a new staff member is there to show them around and show them their home so the new staff can experience the moment first hand.

### Supportive Housing Under Development

#### 92 Florence Street (Holland Properties Association)

8 rooming units

#### 44 Eccles Street (Cornerstone Housing for Women)

46 units

#### 145 Castlefrank Road (Shepherds of Good Hope)

8 units

#### 1095 Merivale Road (Shepherds of Good Hope)

57 units

#### 216 Murray Street (Shepherds of Good Hope)

48 units

#### 289 Carling Avenue (John Howard Society of Ottawa)

40 units

#### 494-500 Lisgar Street (John Howard Society of Ottawa)

29 units



289 Carling Avenue  
John Howard Society of Ottawa  
**40 units**



494-500 Lisgar Street  
John Howard Society of Ottawa  
**29 units**



44 Eccles Street  
Cornerstone Housing for Women  
**46 units**

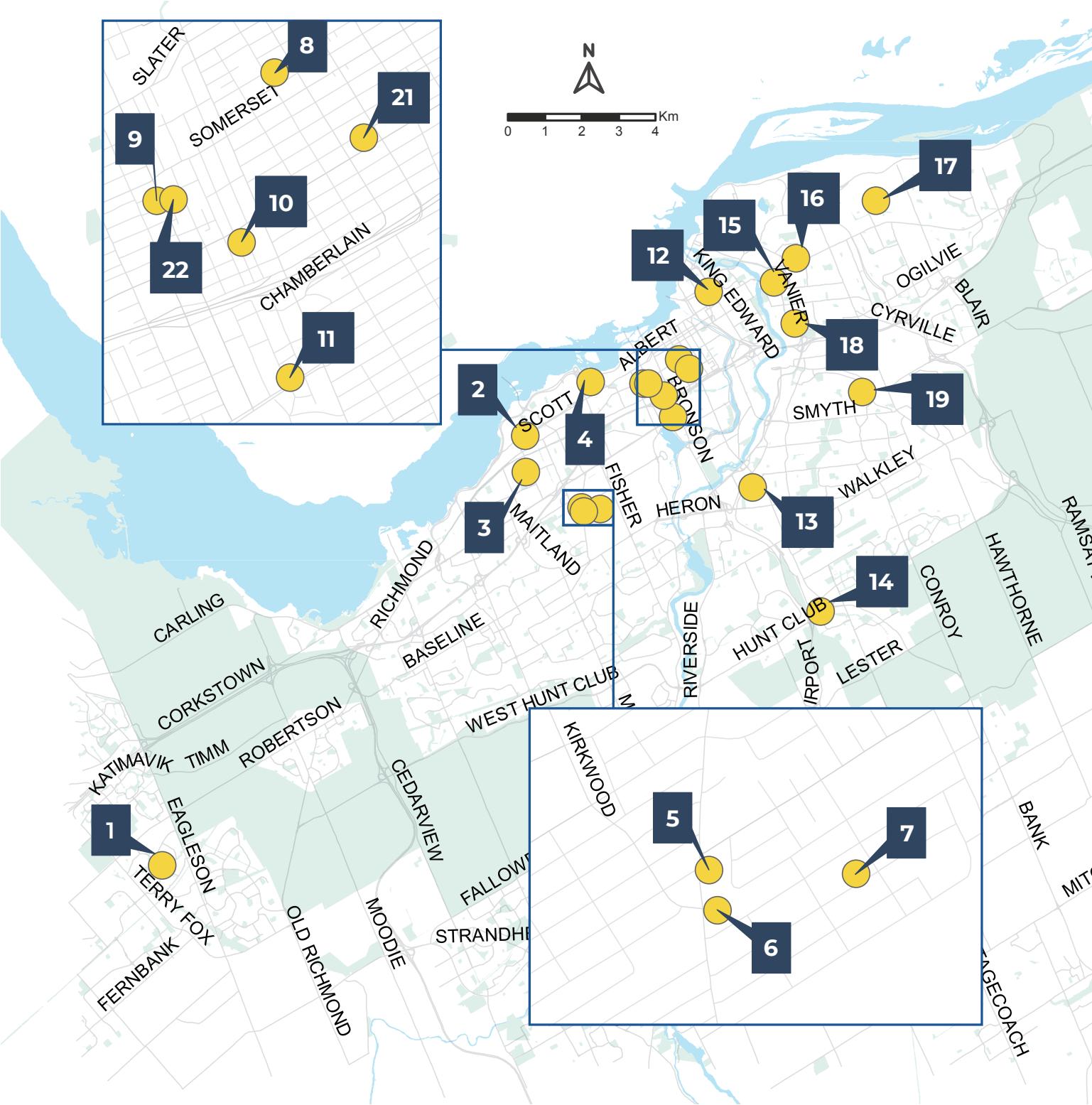
### Preservation of Existing Supportive Housing

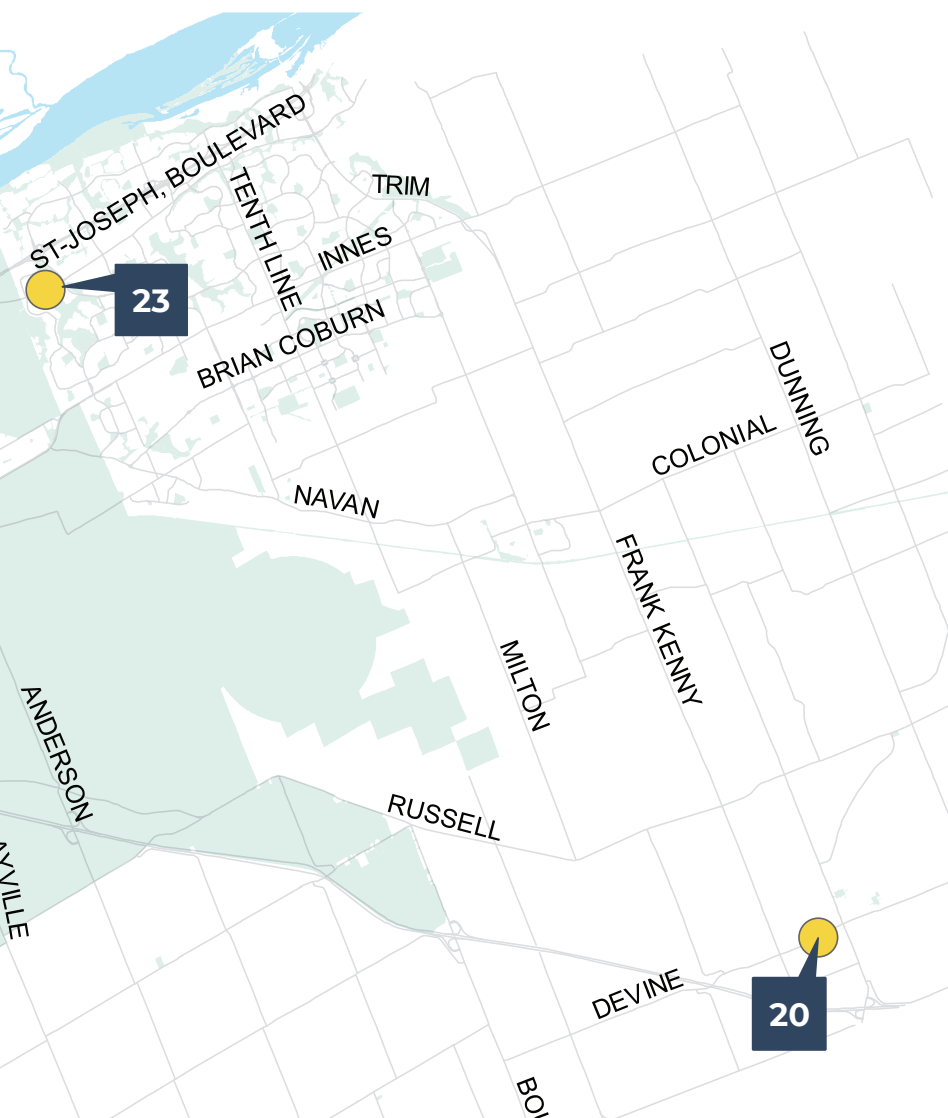
In early 2021, Shepherds of Good Hope acquired an existing residential service home (Parklane Residence) at 1095 Merivale Road. Extensive renovations to the building are underway to create **57** supportive housing units. The target completion date is fall 2022. This project was allocated a total of **\$13,170,001**, with **\$4,850,000** of that being municipal capital grants and the remainder coming from the Social Services Relief funding (Phases 2 and 4).





Supportive Housing Developments





1. 145 Castlefrank Road (100 units)
2. 2000 Scott Street (40 units)
3. 373 Princeton Avenue (42 units)
4. 55-59 Carruthers Avenue (36 units)
5. 1053, 1057 Merivale Road (55 units)
6. 1083, 1095 Merivale Road (57 units)
7. 1239 Summerville Avenue (18 units)
8. 494-500 Lisgar Street (29 units)
9. 314 Booth Street (42 units)
10. 308 Cambridge Street (24 units)
11. 289 Carling Avenue (40 units)
12. 216 Murray Street (48 units)
13. 1486 Clémentine Boulevard (42 units)
14. 30 Mountain Crescent (20 units)
15. 318-322 Gardner Street (34 units)
16. 259 St. Anne Avenue (25 units)
17. 745 Mikinak Road (40 units)
18. 161 Presland Avenue (30 units)
19. 1604 Pullen Avenue (11 units)
20. 1670 Devine Road (6 units)
21. 92 Florence Street (8 units)
22. 44 Eccles Street (46 units)
23. 1900 St. Joseph Boulevard (48 units)

The provision of supportive housing is an important component for ending chronic homelessness, as it allows people living with mental health and/or addiction issues to access the supports they need to achieve recovery, while living in a stable and safe environment. For decades, investments in subsidized and affordable housing lacked the appropriate supports to allow people experiencing homelessness to retain housing and stabilize their lives. Over the past decade, Council has recognized the gap in services for people experiencing long-term homelessness, people living with a disability or mental health and/or addiction issues and has made strategic investments in housing and homelessness initiatives, including capital for new supportive housing. The shift over the past decade from a traditional shelter model to the creation of more supportive housing units or housing with supports to address chronic homelessness has led to the creation of over 800 supportive units/beds across the City since 2006. Shelter capacity for single men, women, and youth is currently 856 beds. With further investments in supportive housing, the number of supportive units will soon exceed the number of beds in the shelter system.



## CLIENT SUCCESS STORY

In the span of a year as COVID hit, I went from employed and housed to unemployed and then homeless. With the City's support I became sheltered, then housed and then employed again. I was now able to help others and volunteered. I live differently now, seeing people around me who may need help and I ask if they were ok or need help and do what I can.

And then I fell and was hospitalized and immobile for months over the winter holidays. Food was brought to me. OW was brought to me. While these past few months starting to walk again have been hard, I know I can get help if I need it. I try not to need it.

This month I am being awarded the City of Ottawa Fire Chief's Award for Bravery. I am now determined to walk up to shake the major's hand without a limp. If I still have a limp, Lisa said to tell you all that it happened while putting out the fire.

**Musa Mohamed**  
(rooming house resident, April 2022)



From left: Lisa Finateri, Paul Hutt, Musa Mohamed

## Rooming Houses

A "rooming house" means a residential unit, other than a group home, retirement home or converted retirement home that is not used or intended for use as a residential premises by a household; or is intended for use as a residential premises by a household and more than three roomers; or contains more than 8 rooms.

In the City of Ottawa, rooming houses offer the most affordable housing option for very low-income singles within the private rental stock.

	2020	2021
Rooming Houses	87	86
Rooming Units	1,268	1,089
Rooming House visits	1,388	1,429
Complaints received and addressed	598	702
Inquiries for information/referral processed	770	786

### Preservation of Existing Rooming House

In late 2020, Holland Properties Association purchased an existing rooming house at 92 Florence Street in Centretown and is renovating it to house 9 individuals experiencing homelessness. Construction is expected to be complete by the fall of 2022. The project is being supported with the following funding:

Social Services Relief Fund  
**\$700,000**

Action Ottawa capital funding  
**\$9,111**

Ward 14 Section 37 funding  
**\$525,687**



# Community Housing

The City of Ottawa has approximately **22,500** community housing units, which includes approximately **16,500** rent-geared-to-income (RGI) units.

In 2021, **1,554** households were moved from the CWL into RGI housing and **291** households were provided housing benefits, meaning **a total of 1,845 households were provided with affordable housing options.**

There continued to be fewer RGI units available for move-in in 2021. We continue to see an increase of RGI households choosing to remain in community housing once they have been paying equivalent to market rent for the allowable 24 consecutive months instead of moving elsewhere. This is primarily due to the lack of affordable housing options in the private rental market. We expect to see this trend continue in the coming years.

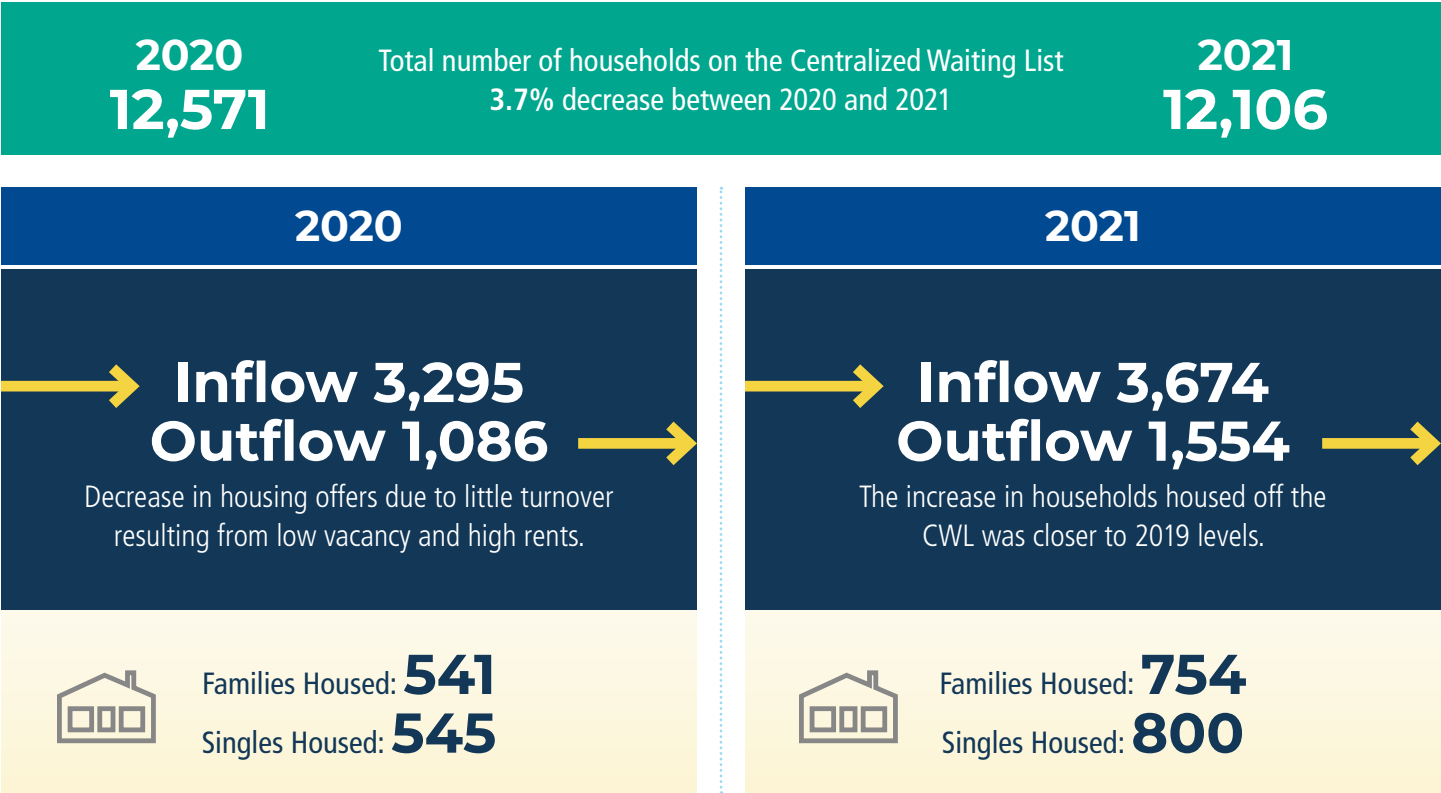
Between 2017 and 2018, there was a **14.8% increase** in the number of households on the CWL from **10,597** to **12,163**. The number of households on the CWL reached its highest point in 2019, with **12,577** households on the wait list. The number of households on the CWL has gradually declined each year since 2019.

## DID YOU KNOW?

**Rent supplements** are attached to a specific unit and paid directly to the landlord. A rent supplement cannot be transferred if the tenant wishes to move to another unit.

A **housing allowance** is a benefit paid directly to a qualifying household. Households can choose to live in a rental unit anywhere in the city.

## Centralized Waiting List



# Preserving Community Housing

To preserve our existing community and affordable housing, it is important that the stock remains in a good state of repair. Between 2020 and 2021 there were significant investments from the federal, provincial, and municipal governments for critical community housing capital repair and energy efficiency initiatives.



Before



After

An example of a capital repair project is this domestic hot water boiler system replacement in an Ottawa Community Housing Corporation building.

## 2020

Canada-Ontario Community Housing Initiative (COCHI) & Housing and Homelessness Investment Plan (HHIP)

**\$8,942,307**

invested in community housing renovations

**52** repair projects

**3,200** units benefitted from renovations

### Capital Planning Program

**\$676,326** invested, **80** properties and **32** housing providers received funding, **3,667** units benefitted from funding

## 2021

Canada-Ontario Community Housing Initiative (COCHI) & Housing and Homelessness Investment Plan (HHIP)

**\$14,281,038**

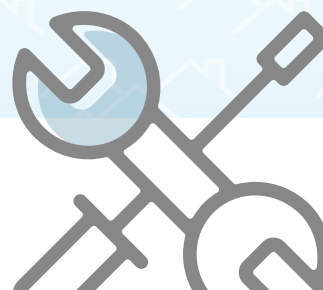
invested in community housing renovations

**70** repair projects

**2,625** units benefitted from renovations

### Capital Planning Program

**\$133,781** invested, **8** properties and **6** housing providers received funding, **530** units benefitted from funding



# Housing Benefits

A minimum of 700 new housing subsidies are needed each year to meet the 10-Year Plan target of creating 5,700 to 8,500 new affordable housing options over the next 10 years.

In 2020, **581** new housing benefits were provided to households and in 2021, **291** new housing benefits were created. We expect to add approximately **500** new housing subsidies in 2022.

As of December 31, 2021, the City was providing approximately 3,040 rent supplement units with private and not-for-profit housing providers and approximately 1,045 portable housing allowances that provide rental assistance to vulnerable households in Ottawa.

In 2021, the City provided  
**\$26,282,847**  
in rent supplement subsidies

In 2021, the City provided  
**\$5,323,070**  
in housing allowances

All individuals and families within the emergency shelter system were offered a portable housing allowance benefit to secure affordable housing with private and not-for-profit housing providers. The benefit provides monthly financial assistance to cover housing rental costs and is portable anywhere in the City.

In 2021, a total of **249 homeless households accepted the housing allowance offer and moved into housing** (86 families referred by the Family Shelter and 163 chronically homeless singles referred by agencies contracted by the City of Ottawa).

Financial support is provided to individuals and families who are experiencing homelessness, or are at risk of it, to help find and keep affordable housing. Subsidies are provided for:

- Rent and utility arrears
- Last month's rent to help secure housing
- Utility deposits
- Moving expenses
- Essential furniture
- Direct payment of rent

In 2019, the City supported approximately 11,145 households by providing \$7.5 million in housing benefits. In 2020, the City supported approximately 9,121 households by providing \$5.8 million in housing benefits. In 2021, 13,869 households were assisted by providing \$6.5 million in housing benefits. The reduction in the number of households since 2020 is attributed to the pandemic and ensuing lockdowns, which limited people's movements and related need for assistance. Also, a provincial moratorium on evictions was put into place until June 2021 reducing the need for people to access emergency funds to remain housed.

## CLIENT SUCCESS STORY

Rene moved into the John Howard Society's Rita Thompson Residence (RTR) at the beginning of 2020. Rene first entered homelessness at age 15 after struggling with family relationships and exposure to substance use. By age 17, Rene received his first job as a construction labourer and was able to attain housing; however, was sentenced to 5 years at age 19. Rene has spent a collective 11.5 years incarcerated and approximately 20 years experiencing chronic homelessness. Rene describes life before RTR as, "a confusing mess. I didn't know what to do. I was going no where... sleeping on the streets, shelters are hard" and his opiate usage was "out of control". Since being housed, "I got structure now, a purpose, a goal" and a "5 year plan for a steady income and repairing relationships" with the individuals he loves. Rene says that he loves RTR because "I feel safe here. I feel cared about, and I needed that".



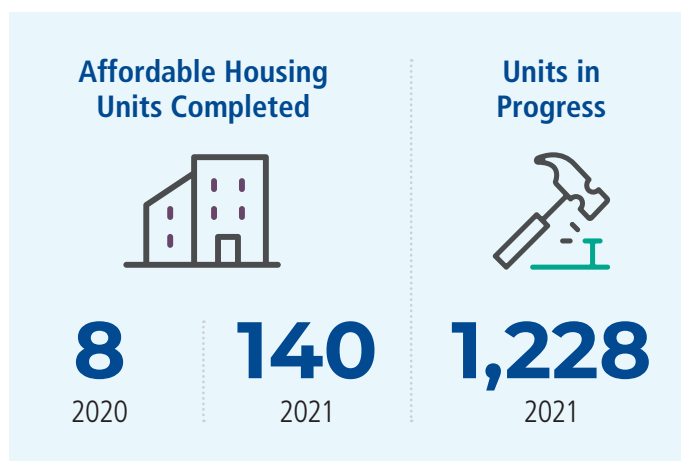


# Affordable Housing

Capital investments from all levels of government for 300-570 new affordable housing units per year are needed to meet the 10-Year Plan target to create 5,700 to 8,500 new affordable housing options between 2020 and 2030.

**Total units funded since 2014: 2,189, of which 28% are supportive housing units.**

**Total affordable and supportive housing units completed since 2014: 961**



## Completed in 2020

**6208 Jeanne D'Arc Phase 2 (Habitat for Humanity)** 8 units

## Completed in 2021

**811 Gladstone (Ottawa Community Housing Corporation)** 140 units\*

## Pre-development Funding

**Julian of Norwich Anglican Church** 65 units

**Nepean Housing Corporation Dunbar Court** 31 units

**Centretown Citizens Ottawa Corporation** 24 units

**Ellwood House** 38 units

**St. Patrick's Home of Ottawa** 133 units



**811 Gladstone** – Ottawa Community Housing Corporation (OCHC)

**140 units**



**1 Dunbar Court**  
Nepean Housing Corporation

**31 units**



**2262-2270 Braeside Avenue** – Ellwood House

**38 units**

\*partially completed and occupied in 2021



## Affordable Housing Under Development or Funded in 2021

### 818 Gladstone Avenue (OCHC)

220 units

### 933 Gladstone Avenue (OCHC)

338 units

### 715 Mikinak Road (OCHC)

271 units

### 3380 Jockvale Road (OCHC)

32 units

### 3865 Old Richmond Road (Anglican Dioceses of Ottawa)

35 units

### 455 Wanaki Road (Habitat for Humanity)

8 units

### 147 & 159 Forward Avenue (CCOC)

49 units

### 256 St-Denis Street (Gignul Non-Profit Housing Corporation)

12 units



**715 Mikinak Road** – Ottawa Community Housing Corporation (OCHC)

**271 units**



**147 & 159 Forward Avenue**  
Centretown Citizens Ottawa Corporation (CCOC)

**49 units**



**254 & 256 St-Denis Street**  
Gignul Non-Profit Housing Corporation

**12 units**

## 2020 Investments \$62,089,846

**City:** \$15 million

**Ward 15 Section 37 funds:** \$226,200

**Provincial:** \$3,584,608 Ontario  
Priorities Housing Initiative +  
\$11.35 million Social Services Relief Fund

**Federal:** \$31,929,038 – Rapid Housing  
Initiative Round 1

**New units funded:** 415

## 2021 Investments \$52,201,288

**City:** \$15 million

**Ward 14 Section 37 funds:** \$525,687

**Provincial:** \$3,691,904 Ontario  
Priorities Housing Initiative +  
\$10.54 million Social Services Relief Fund

**Federal:** \$22,443,697 – Rapid Housing  
Initiative Round 2

**New units funded:** 131

**Total units  
supported  
with 2020 and 2021  
investments:**

**1,240\***

\*includes units funded in  
previous years that required  
additional funding

## CLIENT SUCCESS STORY

"As a single mother, life is constantly a challenge. My children are everything to me and all I had ever wanted and dreamed of was to provide them with a proper home.

Habitat Greater Ottawa turned my dream into a reality. Their Affordable Homeownership Program has given me a relief of the constant stress of trying to afford a place to stay, food, and basic needs. It has provided me dignity, a community and hope. My family can now rest easy at night, confident that the room they fall asleep in will be their room for as long as they want. We can plant a garden, hang up pictures, and be proud to spend time together in a place that is ours.

I can proudly say my family does not only own a house, but a home, where we are creating everlasting memories."

**Anna, Habitat Homeowner**

## Affordable Home Ownership



**Habitat for Humanity**  
Titus Landing – Wateridge Village  
**8 stacked townhomes  
in two adjacent  
buildings**

Construction began in spring 2020 and is anticipated to be complete by mid 2022.



**Habitat for Humanity**  
Leacross Landing – Orléans  
**16-unit townhouse  
development**

Construction began in May 2017 and the final eight townhomes were completed in late winter 2021.



“When they gave me  
my key I just thought –  
**Wow, I’m home.**”



**For more information about housing services in Ottawa:**

- Visit <https://ottawa.ca/en/family-and-social-services/housing/subsidized-housing>
- Email [housing-logement@ottawa.ca](mailto:housing-logement@ottawa.ca)
- Call 3-1-1

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

- Visit [www.housingregistry.ca](http://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, 305 150 Montreal Road

- Visit [www.action-logement.ca](http://www.action-logement.ca)
- Email [info@action-logement.ca](mailto:info@action-logement.ca)
- Call 613-562-8219

Housing Help, 502-309 Cooper Street

- Visit [www.housinghelp.on.ca](http://www.housinghelp.on.ca)
- Email [info@housinghelp.on.ca](mailto:info@housinghelp.on.ca)
- Call 613-563-4532

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

