

# City of Ottawa's Housing First Program

This map represents the homelessness service system in Ottawa. People enter homelessness from different life situations. A triage assessment determines if people can be diverted from entering emergency shelter and provided with housing search or housing loss prevention supports. If people cannot be diverted a more in depth assessment is completed to prioritize and match people to services based on their needs and choice in housing is provided. People's needs determine the type, intensity and duration of supports required to help them find and keep housing over the long term.

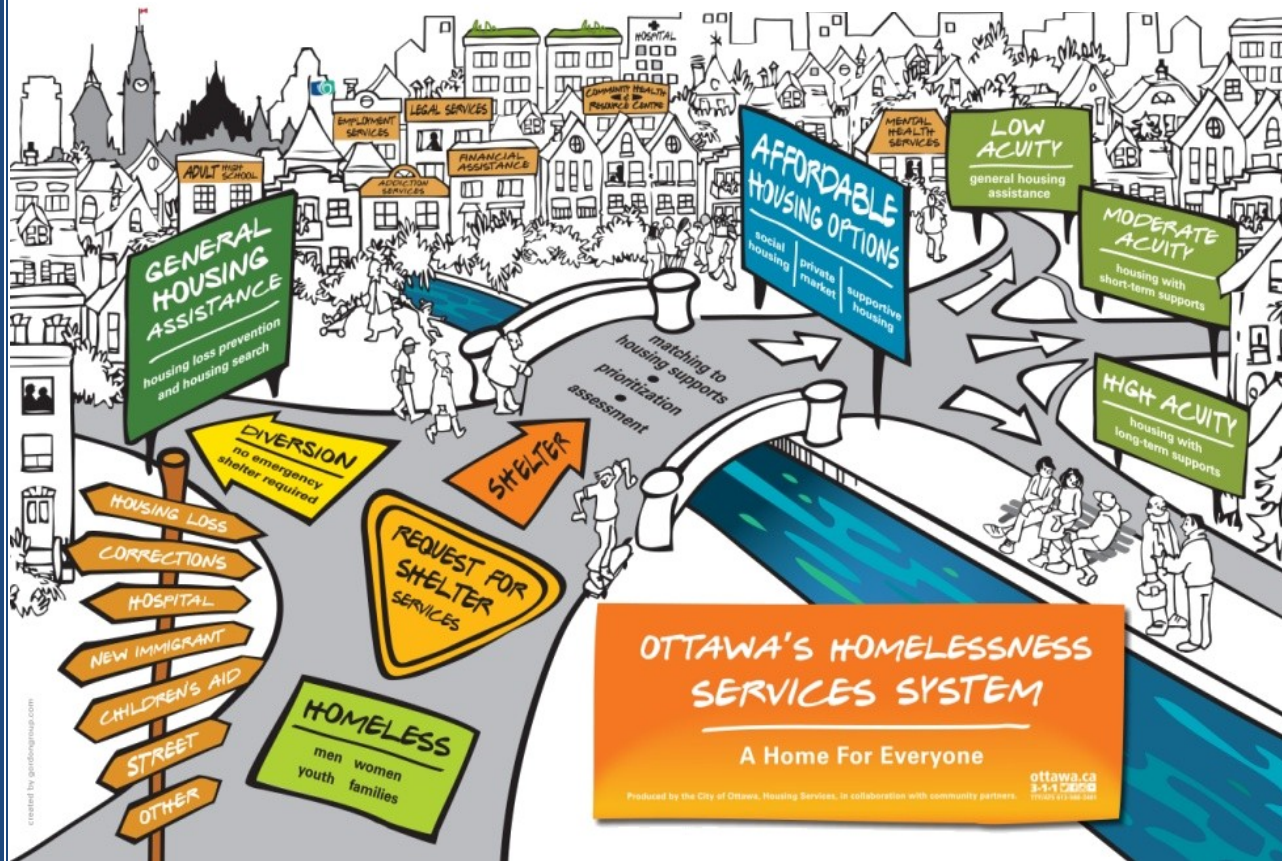
## The City of Ottawa's Housing First Program is coordinated by:

The Housing Services Branch in partnership with community stakeholders.

For information please contact:  
[housinglogement@ottawa.ca](mailto:housinglogement@ottawa.ca)

Funding provided by:

- Federal Homelessness Partnering Strategy
- Provincial Community Homelessness Prevention Initiative
- City of Ottawa Housing and Homelessness Investment Program



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



## Housing First

The City of Ottawa's Housing First program connects people who are living on the streets or in emergency shelters to permanent housing with supports that vary according to their needs.

***Housing First sees everyone as "housing ready"***

Housing First prioritizes people for housing and supports based on how deep their needs are for support services and the length of time they have been homeless. Housing First uses a common assessment tool amongst referring agencies. Housing First does not have a "wait list" but a "priority list". People with the highest needs are able to access housing and supports more quickly.

## Who can participate in the Housing First program?

- Eligible participants must have experienced homelessness for at least six months in the last year, or have had frequent episodes of homelessness in the last year.
- Eligible participants will need ongoing supports to obtain and retain housing

## Landlord Partnership Program (LPP)

The LPP, an initiative of the City of Ottawa and the Salvation Army employs Housing Locator staff to identify available private market rental units for Housing First program participants.

Participants may be eligible to receive a housing subsidy, paid directly to their landlord, to help make housing more affordable.

### Benefits to landlords:

- No marketing required
- Pre-screened candidates
- Rent payments made directly from the participant's income source
- Program participants have case managers to ensure successful tenancies
- Participation in building a better community by providing housing to those in need

For information please contact:  
613-299-7428 or 613-298-7614



## Case Management

Participants are matched to case managers to receive ongoing supports suitable to their needs for different periods of time.

Case managers help participants find housing of their choice, move in and set up their new home, and integrate into their community.

Practical supports in the areas of budgeting, cooking, maintaining the unit, and tenancy rights and responsibilities are provided.

Participants are linked to longer term community resources for supports with physical health, mental health or addiction, and connected to opportunities for education, employment and training.

Case management supports are provided by:

- 🏠 Canadian Mental Health Association (CMHA)
- 🏠 Minwaashin Lodge
- 🏠 Options Bytown
- 🏠 The Ottawa Mission
- 🏠 The Salvation Army
- 🏠 Tungasvingat Inuit
- 🏠 Wabano Centre for Aboriginal Health