



# Scoping and Planning for a Single Point of Entry to the Non-Market Housing System

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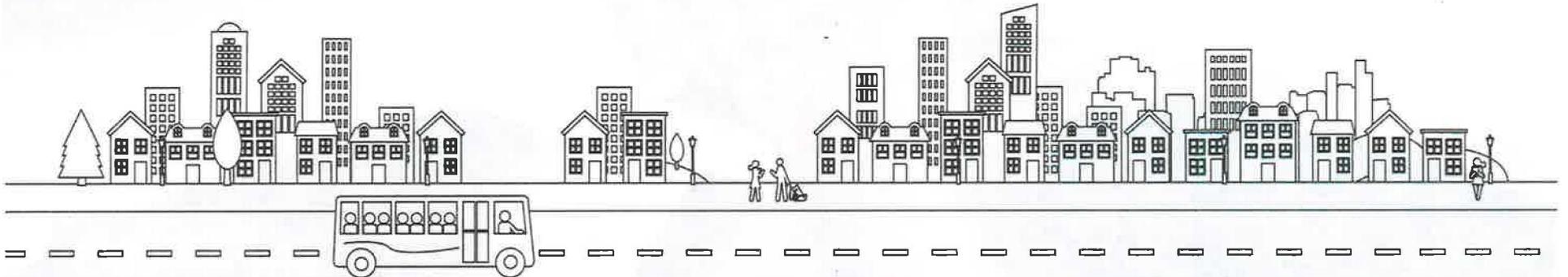
PFC2017-0221



## Introduction

Project Description: Scope and plan solutions for a **coordinated intake process** across Calgary's non-market housing providers.

Long-Term Goal: Improve the experience for Calgarians needing access to non-market housing so that more people can be **efficiently and successfully housed**.



## Housing Intake in Calgary

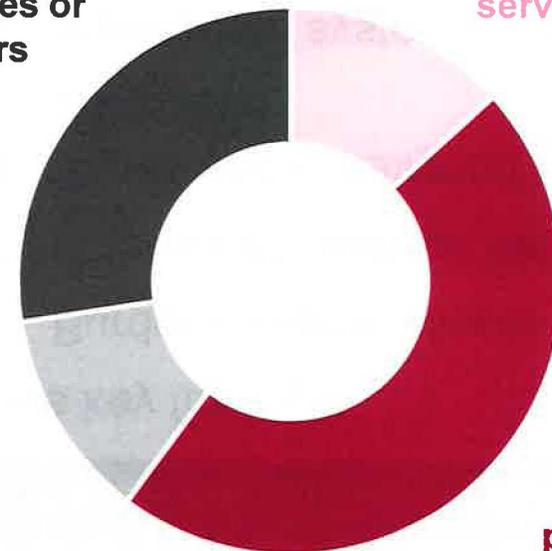
At least **36** non-market housing providers in Calgary maintain a housing waitlist.

### Intake Process for Non-Market Properties (excluding CHC)

Rely on referring agencies or partners  
(27%)

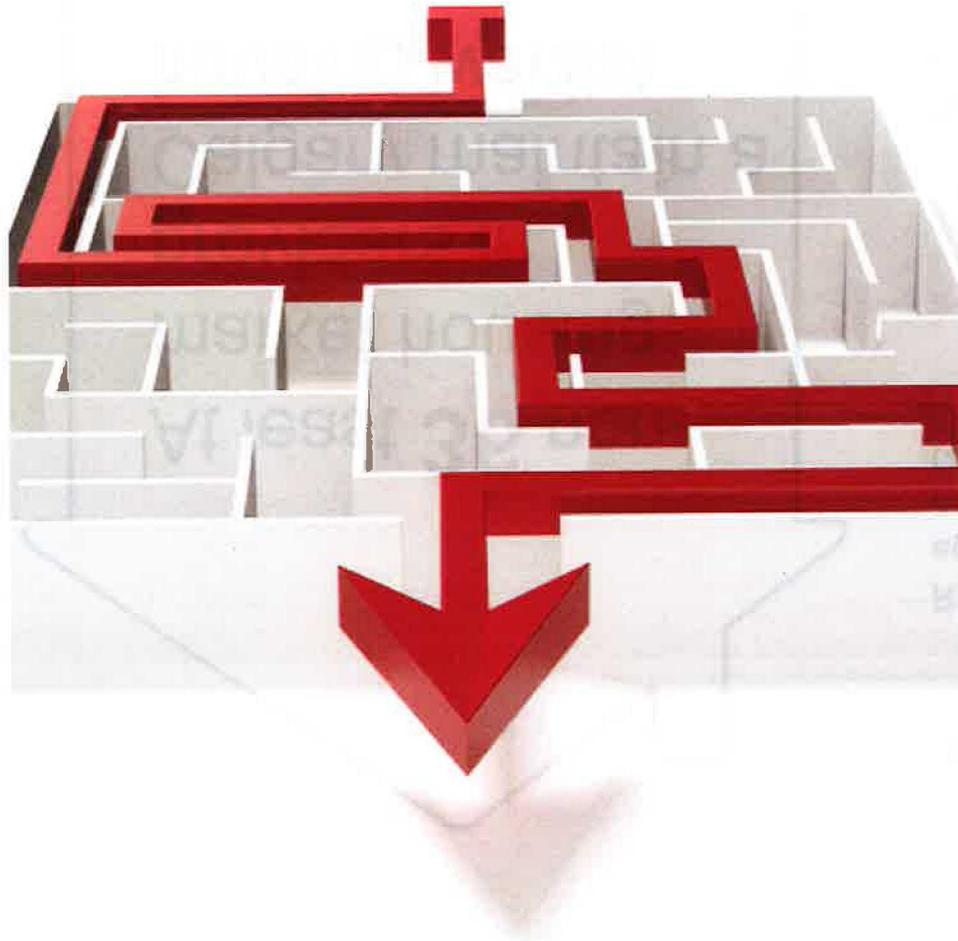
First-come, first-serve waitlist  
(13%)

Other  
(12%)



Waitlist prioritizes clients based on specific criteria  
(47%)

## Current State Analysis



**Existing intake processes are not meeting citizens' needs.**

Five key findings:

1. Burdensome on clients
2. Inconsistent service delivery
3. Siloed and misaligned processes
4. Inadequate systems and tools
5. Complicated legislative framework



## Proposed Future State

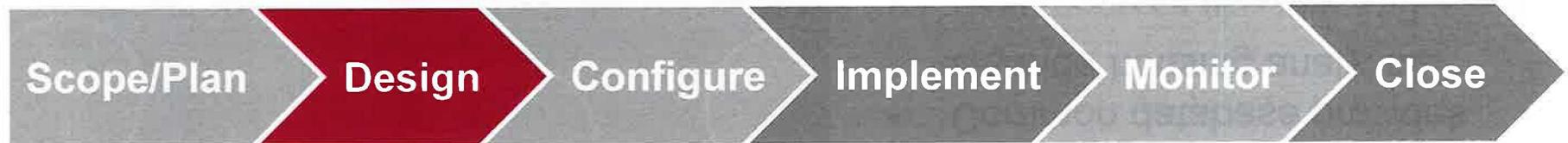


### Centralized Application, Assessment and Placement

- Housing providers integrate all intake functions, from screening through matching a client with housing, in a common system
- Clients have one single application process for multiple housing providers and programs
- System is accessible via multiple delivery channels
- Common database provides citywide housing analytics
- Implemented through a phased approach



## High-Level Implementation Plan



- Detailed requirements gathering with a subset of housing providers
- Governance, delivery, and financial model established
- IT system selected
- Timeline: 10 months
- Budget: \$1.18M

### **“Quick Wins” and Pilot Initiatives**

- Create and distribute directory of non-market housing options
- Request new applicants’ permission to share their data across providers
- Pilot co-location of intake staff from multiple providers at a central location



## Recommendations

That the Priorities and Finance Committee recommend that Council:

1. Direct Administration to proceed with the next phase of implementation for a One Window coordinated intake process and report back to Council through PFC by Q4 2018.
2. Authorize an extension of any remaining funds from the previously approved commitment of \$500,000 for the One Window initiative within operating budget program 494 – Calgary Housing, to support the next phase of work.