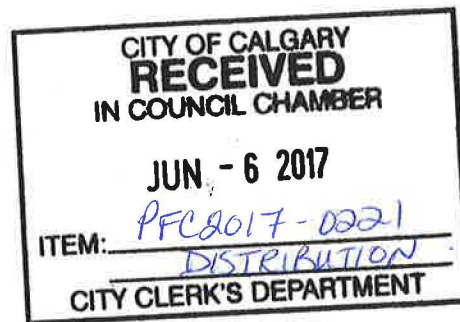




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May 31, 2017

City Council and Priorities & Finance Committee
The City of Calgary
P.O. Box 2100, Stn. M
Calgary, Alberta, Canada T2P 2M5



RE: One-Window Coordinated Intake Process for Non-Market Housing

Dear Calgary City Council and Priorities & Finance Committee Members:

As an organization with over 40 years of experience providing affordable homes to Calgarians in need, we would like to express our support for Administration's recommendation to proceed with implementation of a phased approach to a coordinated intake process for non-market housing.

At present, there is no single place in Calgary where people can go if they want to apply for affordable housing. We, as organizations, have our own processes and application forms. A centralized entry point will eliminate the need for applicants to submit information multiple times to different housing providers. We support the overall goal of the one-window project, which is to improve the experience of Calgarians needing access to affordable housing so that more people can be efficiently and successfully housed.

Given strong levels of stakeholder engagement and shared interest in adopting a one window intake process across the sector, Administration is seeking a recommendation to move forward on the next phase of implementation. We support Administration's recommendation for a phased approach to implementation and believe it supports a shared stakeholder interest in balancing system complexity, managing costs, and maximizing overall benefit to Calgarians who need access to affordable housing.

Administration's second recommendation, to authorize the extension of remaining funds, will ensure the phased implementation, if approved by Council, will be adequately resourced. This is essential to ensuring this project moves ahead and maintains the momentum created by early engagement and collaboration efforts.

Horizon Housing has been involved in the extensive stakeholder engagement and consultation that informed these recommendations. The recommended approach and related resource recommendation represents the best interest of stakeholders including housing providers, housing tenants and applicants, and social service agencies. It will allow the one window project to move forward in the context of a complex housing system and finite resources, while garnering continued engagement and support among stakeholders.



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Overall, Administration's recommendation directly aligns with Horizon Housing's values of providing a consistent, quality level of service to the individuals and families we serve. We look forward to continued participation and collaboration on this initiative and the opportunity to engage with Administration in a phased approach to implementation.

Should you wish to discuss the benefits of Administration's recommendations for the One-Window project, I invite you to contact me directly at 403-297-1705 or email kimo@horizonhousing.ab.ca

Sincerely,

A handwritten signature in black ink, appearing to read "Kim O'Brien", written over a faint, rectangular stamp that is partially legible and oriented upside down.

Kim O'Brien
CEO, Horizon Housing Society



June 5, 2017

Mayor N. Nenshi
Chair, SPC on Priorities and Finance
City of Calgary

Dear Mayor Nenshi and Committee Members,

Re: One Window Coordinated Intake Process for Non-Market Housing

Poverty Talks! is a grassroots organization in Calgary, comprised of members with lived-poverty experience. For over ten years, Poverty Talks! has worked closely with low-income Calgarians to create social change and engage elected officials on public policy issues. Poverty Talks! is also committed to the goals of the Enough for All poverty reduction strategy and acts as an advisory committee to Vibrant Communities Calgary's Board of Directors.

Poverty Talks! would like to submit feedback regarding City Administration's recommendations for a coordinated intake process for non-market housing. The current system of accessing over 60 non-market housing providers is ineffective because it is hard to navigate between so many case managers and organizations. It is not client focused. Given how non-market housing is currently accessed, we are feeling positive about the proposed changes to the intake process and support Administration's request to proceed with a phased implementation approach for the proposed One Window solution.

Based on consultation meetings with the One-Window project team and our review of the report, we are pleased to provide the following recommendations from our members:

- A. Ensure the client-centred model is grounded in the trauma-informed approach
- B. Establish a "lived experience" advisory committee to provide feedback throughout the phased implementation approach
- C. While we support Administration's recommendation to implement option 3, we believe that option 4 is preferable

Lastly, we wish to thank Administration's One-Window project team for their respectful consultation sessions they hosted with our group. They answered our questions thoughtfully and treated us with dignity.

On behalf of the entire Poverty Talks! steering committee, we wish to thank Council Committee and Administration for their leadership on this important project.

Sincerely,

A handwritten signature in dark ink, appearing to be 'Hilary Chapple', with a stylized flourish at the end.

Hilary Chapple

Cc: Poverty Talks Steering Committee members- Jackie Carrier, Nigel Kirk, TracyRay Lewis, Sue Gwynn, Amber Cannon, Rhonda Poluck, Brad Robertson, Erin Davenport, Randy Pages, and Mini Simi.

30 May 2017

The Honorable Naheed Nenshi, Mayor of the City of Calgary
Members of City Council
Office of the Mayor
Councillors Offices
The City of Calgary
P.O. Box 2100, Station "M"
Calgary, Alberta, T2P 2M5

Dear Mayor Nenshi and Members of City Council:

Re: One Window: Coordinated Intake Process for Non-Market Housing

The Calgary Homeless Foundation (CHF) supports the One Window Coordinated Intake Process for Non-Market Housing.

The need for a coordinated intake process for non-market housing has been repeatedly identified as a priority in plans and strategies that indirectly impact those experiencing, or at risk of experiencing homelessness:

- Community Housing Affordability Collective (CHAC), Action Plan, 2016: Outcome 1A: *"Create a consistent, centralized housing intake process that is coordinated across providers."*
- Calgary's Poverty Reduction Strategy, Enough For All, 2013: 4.3.3: *"Ensure People's Needs Are Met - Housing; Develop a central housing registry"*

The One Window project also helps to advance Action 6 in Calgary's Plan to End Homelessness, 2015: *"Enhancing housing options for low income Calgarians."*

As the system planner for Calgary's Homeless-Serving System of Care (CHSSC) we have operated a Coordinated Access and Assessment intake process since 2013, and the Homelessness Management Information System (HMIS) since 2011, for CHF's funded supportive housing programs. We look forward to continuing to share our knowledge and expertise and identify mechanisms, where appropriate, to enable data integration between our systems. We also strongly encourage the City of Calgary to continue consulting with the non-market housing community, including homeless-serving agencies and people with lived experience, such as CHF's Client Action Committee, throughout the phased implementation stages.

Sincerely,



Kevin McNichol
Vice President of Strategy
Calgary Homeless Foundation

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Katherine Plotnick

Project Manager, Affordable Housing

The City of Calgary,

Alberta Trade Centre Building

315 10 Ave S.E. Calgary Alberta T2P 2M5

June 5, 2017

To Whom It May Concern:

Re: One Window Initiative

I am happy to provide this letter of support for the Initiative noted above. Trinity Place Foundation sees the value in developing a collaborative relationship with other housing operators in order to facilitate referrals to and from our respective buildings.

The challenges of locating suitable affordable housing in the City of Calgary have not abated with a recent rise in the vacancy rates. These market suites are beyond the reach of those who require a subsidy in some form in order to maintain their housing.

While the main issue is one of inadequate supply, the coordinated effort has merit as well. We are interested in putting our resources into the mix in order to achieve this goal.

Sincerely,

Lawrence Braul

Chief Executive Officer



NORFOLK HOUSING ASSOCIATION

May 30, 2017

The City of Calgary - City Council

RE: One Window Project – Housing Access

Dear Mayor Nenshi & Members of City Council,

Please accept this letter as an expression of support for the One Window Project. As providers in the non-market housing community, we are encouraged by the engagement and work to date on developing a one point of access for non-market housing in our city.

Multiple employees and residents of Norfolk Housing Association (NHA) have attended the information sessions and consultations on the One Window project held by The City in conjunction with KPMG. The process has been thorough in the midst of addressing an urgent need in our city which requires immediate attention.

Our organization averages at minimum three calls per week from members of the public in need of non-market housing. Currently, we are suggesting to these individuals to contact multiple support agencies. Often frustrated and using us as a last resort, these people are facing challenging circumstances for themselves and their family. With little to no vacancy at NHA, referring individuals to more organizations that may also be unable to help only contributes to stress and ultimately the cycle of poverty.

A fully centralized intake system would allow those in our community in need of non-market housing to contact one point of entry thus applying a single time; reducing stress and frustration for the individual and increasing capacity for housing organizations. In turn, One Window will allow housing providers across the non-market spectrum (rent-geared-to-income, below market, subsidized, etc.) to serve the best suited populations within their missions by gaining access to the central screening system and identifying residents for their housing program. This also ensures success for residents, as they can access housing that is most appropriate for their needs.

Proceeding with the next phase of work ensures we continue moving forward in collaboration, addressing the pressing need in our community. Most importantly, the next phase of work with One Window will remove some of the barriers to access for those who are struggling to meet their basic needs. Together we can place the physical, emotional, and mental well-being of our neighbours at the forefront.

Thank you for your consideration.

Sincerely,



Maya Kambeitz
Executive Director



Ashley Humphreys
Housing Coordinator