

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



Monday, May 29, 2017

RE: Coordinated Intake Process for Non-Market Housing

Dear Calgary City Council and Priorities & Finance Committee Members:

We are pleased to provide our support for the coordinated intake process for non-market housing and Administration's request to proceed with a phased implementation of the One Window solution.

In Calgary, we currently have dozens of separate waitlists and different housing providers have their own independent intake processes. A centralized entry point in the city will eliminate the need for applicants to submit information multiple times to different providers. It is expected to improve the timing of people finding housing, reduce stress for applicants, and lead to a more efficient system that effectively places people in the housing they need and closes gaps in the current system. Further, a streamlined system of intake would reduce the burden on social workers and case management staff in a myriad of non-profit agencies who currently provide housing location and system navigation support to low income individuals.

This initiative is in direct alignment with the [Community Housing Affordability Collective \(CHAC\) Action Plan](#), as well as a number of related community strategies including *Enough for All: the Calgary Poverty Reduction Initiative* and *Calgary's Updated Plan to End Homelessness*.

CHAC is the collective engine for improving housing affordability in Calgary through cross-sector collaboration and community-based advocacy. We are a network of individuals and organizations using a collective impact model that coordinates efforts and builds a common agenda to advance the affordable housing outcomes of plans across Calgary that cannot be accomplished individually.

Many of our collective members look forward to continuing to participate and collaborate through the next phase of work, particularly the implementation of several identified "quick wins".

Should you wish to discuss this letter, please contact our Steering Committee Co-Chairs or any of the members that endorsed this message (below).

Sincerely,

Calgary's Community Housing Affordability Collective

Contact, CHAC Co-Chairs:

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cc: Sarah Woodgate, Director Calgary Housing & President Calgary Housing Company
Teresa Goldstein, Manager of Affordable Housing
Jennifer Arntfield, Coordinator of Affordable Housing Policy and Strategy

About Calgary's Community Housing Affordability Collective (CHAC):

CHAC is the collective engine for improving housing affordability in Calgary through cross-sector collaboration and community-based advocacy. We are a network of individuals and organizations that are working together to make housing more affordable for Calgarians, guided by a Steering Committee and a high level Action Plan. CHAC is non-partisan and does not support any particular political group or individual. Visit www.chacollective.com for more information.

This message has been endorsed by the following Community Housing Affordability Collective members:

