

February 24, 2019

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

Dear Members of City Council and Priorities and Finance Committee,

My name is Carma Mahoney, I'm living in South East Calgary in the community called Lynnwood, and I'm very thankful to be living in a affordable housing building provided by The Calgary Housing Company, called Crestwood 1. I'm writing to you today in support of the One Window Project. I was honoured when I was asked to be apart of the One Window Project as a representative of the Client Advisory Group.

Let me tell you about this critical project known as The One Window Project. Currently in Calgary we have more than 60 agencies who are trying to meet the daily increasing numbers of Calgarians who are in need of affordable housing. With the One Window Project coming to fruition we will bring all 60+ below market housing providers under One Window. Then all Calgarians who are seeking affordable housing will be able to go to one location and be able to fill in one application, then through improved analytics and data collection created for affordable housing parameters, will be matched up electronically to all One Window available housing options. Then the applicant and the housing agency will be introduced to each other. With this collaboration happening more and more applicants will have there affordable housing needs addressed, and housing agencies will increase the number of tenants for existing available units. Other important features that the One Window Project will achieve include, a convenient and accessible location that will offer flexible days and location hours. Support staff will be available to answer all questions related to the One Window application. Electronic translators will be able to meet the needs of applicants who speak other languages. Applicants will also have the option to apply online at one website. One Window will create a consistent service delivery that may not be able to be achieved with the current service models.

On a more global scale One Window Project will be able to show our Calgary City Government, the Alberta Provincial Government, and the Federal Government of Canada critical details including the current numbers of Calgarians who are in need of subsidized housing due to living in poverty. They will receive a clear picture of how many more affordable housing units are needed to meet the housing needs for Calgarians. Data showing existing housing models that are in need of repair due to age and wear, will be clearly relayed to all levels of Government and maintenance issues will be addressed. In conclusion I would like to share a personal family experience demonstrating the importance of having the One Window Project here in Calgary, Alberta. I have a daughter Jenny who has developmental disabilities, and complex mental health diagnoses. In 2013 when the flood waters came to Calgary, I received a phone call from Jenny she told me that she was walking in water near her waist, she said I'm scared Mommy what should I do? I asked her if she could see any flashing lights around her? She said that there was flashing lights close to her, I asked her to walk towards the flashing lights and to stay on the phone with me as she walked. She was able to reach the first responders and receive the care she needed. I'm thankful to God and the First Responders that day for getting my Jenny to safety. I truly believe the One Window Project will meet many vulnerable Calgarians, like my Jenny with one of the basic human needs, affordable housing. Thank you very much for allowing me to submit this letter in support of the One Window Project.

Sincerely,

Carma Mahoney  
One Window Client Panel Member

2019 February 25

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

To whom it may concern,

**Re: CITY OF CALGARY ONE WINDOW INITIATIVE**

As the Chair of Calgary Housing Company's Board of Directors (CHC), I provide my support for, and endorsement of the City of Calgary's One Window Project.

Calgary Housing Company provides safe and affordable housing for approximately 10,000 households and over 25,000 Calgarians, while also managing an active waitlist of almost 4,200 households eligible for and in need of housing. We see first-hand the challenges our clients face in navigating the existing non-market housing landscape, and the tremendous opportunities of a coordinated intake system for non-market housing in Calgary.

Calgary currently does not have one place where citizens in need of affordable housing can find information about and apply for non-market housing. Clients are required to contact each housing provider to find information about housing services and must submit a separate application to each housing provider. It is a process that is siloed, misaligned, and burdensome to clients. As the largest housing provider in Calgary, Calgary Housing Company recognizes the need to collaborate with partner housing providers and adopt a more customer centric approach with applicants. The current process requires applicants to travel around the city to fill out multiple application forms and submit a range of additional documents, which is inefficient and frustrating to them. Oftentimes, applicants are not aware of alternative housing options that may be better suited for their specific needs. The system faces challenges in ensuring that clients have access to the right program at the right time.

One Window has the ability to change this. It is a truly transformative project in the housing sector with a vision to create a coordinated intake process across Calgary's non-market housing providers. One Window will improve the experience for Calgarians needing access to non-market housing and enable more people to be efficiently and successfully housed.

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Calgary, AB T2A 5H5

**South District Office**  
**Glenmore & Centre Shopping**  
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#18, 6624 Centre Street SE  
Calgary, AB T2H 0C6

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**Braithwaite Boyle Centre**  
1701 Centre Street NW  
Calgary, AB T2E 8A4

The design of the system will enable providers to leverage improved data and analytics to inform the continued development and evolution of the housing system. The future One Window system should have access to data on housing demand, housing supply, client demographics, success factors, and outcomes. This information could be used to inform evidence-based policy, programs and investment decisions from all orders of government.

Calgary Housing Company fully supports the recommendations outlined in the One Window report to Priorities and Finance Committee. We believe that the recommended operating model will provide an opportunity to address many of the issues that cause stress, confusion and frustration for our clients, and will ultimately lead to a better client experience and improve our ability to more efficiently and successfully house clients. Furthermore, on behalf of the Calgary Housing Company Board, I would like to reinforce our desire to see a longer term commitment to funding (i.e. three years).

On behalf of the Board of Calgary Housing Company, we would greatly appreciate The City's support and consideration of the recommendations outlined in the One Window Report.

Sincerely,



Druh Farrell  
Chair, Calgary Housing Company  
Councillor, Ward 7

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**City Council and Priorities & Finance Committee**

City of Calgary  
P.O. Box 2100, Stn. M  
Calgary, Alberta, T2P 2M5

**Re: Support for the One Window Steering Committee's Final Report to City Council and Priorities & Finance Committee**

Dear Recipient:

As the system planner for Calgary's Homeless Serving System of Care, the Calgary Homeless Foundation (CHF) is uniquely positioned to identify service gaps and innovative solutions to respond to homelessness in effective and compassionate ways. Our goal in this letter is to lend our support to the One Window Steering Committee's final report and its recommended operating model.

CHF has appreciated the opportunity to contribute to the One Window Steering committee as this transformational project will help to address Calgary's affordable housing crisis. Rental units remain financially out of reach for many low-income renters in our city. These conditions are exemplified by the Calgary Housing Company's 4,000-household waitlist for social and affordable housing and the reality that Calgary's 12,000 non-market housing units represent about half the national average of 6 per cent of the housing market.

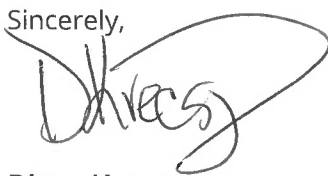
The final report represents the joint recommendation of The City project team and the One Window Steering Committee. The recommended operation model of establishing a newly created non-profit entity will allow for independent and neutral governance by a Board of Directors, which will focus on the mandate of One Window and oversee its strategic growth over time.

Housing providers will have representation on the Board, which will help to facilitate continued trust between One Window and its stakeholders. This model was also designed to be scalable for future expansion into other surrounding cities as well as provincially.

We strongly support this proposed operating model because the development of this initiative will improve the quality of life for vulnerable Calgarians. Ultimately, this model will enable a One Window entity to pursue innovative solutions based on local needs and trends to ensure more people are efficiently and successfully housed.

We thank you for this opportunity to engage and extend an offer to further consult with CHF at your convenience.

Sincerely,



**Diana Krecsy**  
President and CEO

February 25, 2019

Priorities and Finance Committee  
City of Calgary  
P.O. Box 2100 Station M  
Calgary, AB T2P 2M5

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

Dear Members of the Priorities and Finance Committee,

On behalf of Horizon Housing Society and the more than 800 vulnerable individuals and families who call our properties home, I am pleased to write in support of One Window, the coordinated intake process for non-market housing in Calgary.

A centralized point of entry will be a game-changer. It will improve citywide data and analytics, leading to better evidence on which to base investment decisions. It will also reduce vacancies and dramatically improve the speed and ease with which vulnerable Calgarians access appropriate affordable housing.

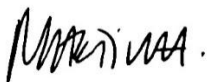
At a time when our city faces a 15,000 unit gap in affordable rental units, we need to work together to find smart solutions that allow us to do more with what we already have. One Window will do precisely that.

This initiative aligns with the Community Housing Affordability Collective's Action Plan, as well as *Enough for All: The Calgary Poverty Reduction Initiative*. It is also in direct alignment with the sixth Strategic Objective in *Foundations for Home: Calgary's Corporate Affordable Housing Strategy*, which focuses on improving the housing sector.

Please approve Administration's recommendations and 1) advocate for provincial funding for One Window, and 2) direct Administration to continue to champion and coordinate this vital initiative until funding is secured and the initiative is operational.

Thank you for your continued support of housing affordability in our city. Together, we can ensure all Calgarians have a safe and stable place to call home.

Sincerely,



Martina Jileckova  
CEO  
Horizon Housing Society  
403.297.1705  
[martinaj@horizonhousing.ab.ca](mailto:martinaj@horizonhousing.ab.ca)



## NORFOLK HOUSING ASSOCIATION

February 25, 2019

Priorities and Finance Committee  
City of Calgary

### **Re: Support for One-Window Coordinated Intake for Non-Market Housing**

Dear Committee Members,

On behalf of Norfolk Housing Association (NHA), I am pleased to provide support for One Window, the coordinated intake process for non-market housing in our city.

NHA provides housing to individuals and families from all walks of life and socioeconomic circumstances. Currently, we work with a number of social service agencies and take direct inquiries from applicants in-need of appropriate housing. Consistently our staff hears stories of frustrated Calgarians in a state of hopelessness because of the challenge in navigating a complex system of housing waitlists and intake requirements. Seeking out housing amongst a spectrum of providers and agencies can sometimes lead citizens into undignified situations in which they retell the stories and traumas that led them into precariousness. We strongly feel that this cannot continue to be the status quo.

NHA sees a critical need in our sector to eliminate entry barriers and improve the intake process for Calgarians, increase efficiencies, and improve collaboration across service providers. This has been our motivation for participating as a member of the One Window Steering Committee and why we support the recommendations presented by Community Services.

The One Window initiative will not only significantly improve the intake process for Calgarians, it will allow us to collect better data so that the sector and all levels of government can make evidence-based decisions on programs, policies and future investments.

We strongly encourage the committee and city council to continue supporting and advocating for funding of this important step towards achieving a vision in which all citizens can prosper and belong in community.

Respectfully,

A handwritten signature in black ink, appearing to read 'Maya Kambeitz', with a stylized, cursive script.

Maya Kambeitz  
Executive Director  
[exec@norfolkhousing.ca](mailto:exec@norfolkhousing.ca)

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