

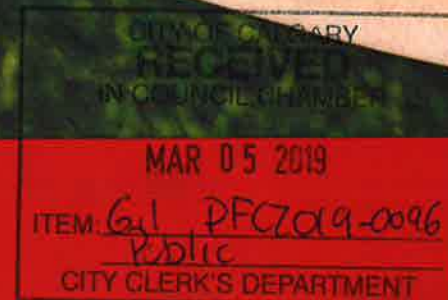
Calgary



# One Window Update

Priorities and Finance Committee

2019 March 05



PFC2019-0096



## One Window Vision



To create a **coordinated intake process** across Calgary's non-market housing providers that will **improve the experience** for Calgarians needing access to non-market housing and enable more people to be **efficiently and successfully housed**.

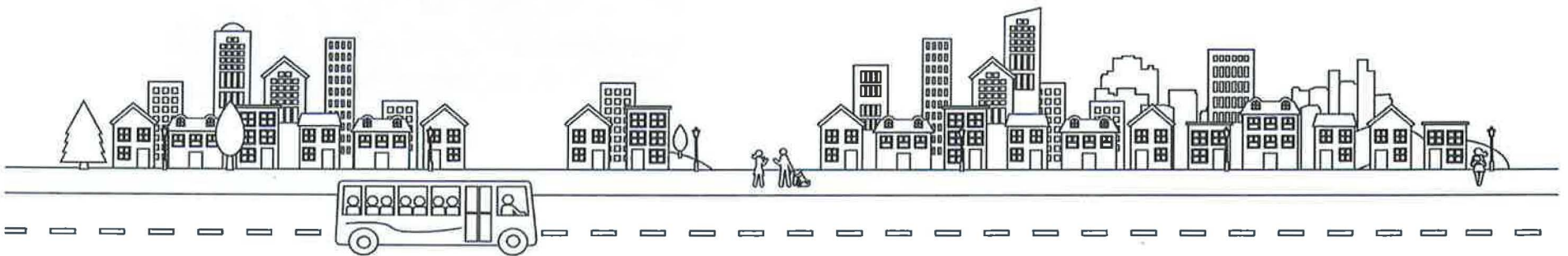






## Since June 2017:

- Engaged stakeholders
- Researched best practices within BC, Toronto, and Ottawa
- Co-designed a recommended operating model
- Mapped business processes
- Investigated potential IT solutions
- Implemented two “quick wins”



# One Window Recommendation

## The proposed One Window entity will:

- Be a separate non-profit organization
- Manage the client intake process across participating housing providers
- Be independently staffed
- Be supported by an IT system



Multiple access channels and one central location



## One Window will improve the housing system by:

-  Transforming how Calgarians access non-market housing
-  Utilizing existing non-market housing stock more efficiently
-  Providing new citywide data and analytics
-  Improving sector collaboration
-  Creating efficiencies for housing providers
-  Replacing manual intake processes with modernized technology
-  Supporting sector transformation

*"More people will likely apply and the process will be more efficient since they only have to complete one application."*

**John**

One Window, Client  
Advisory Panel Member

### Requested funding for One Window from the Government of Alberta:



Estimated Implementation Costs  
(One-time funding for 2019-2021)

**\$7.5M**



Annual Operating Costs  
(Ongoing funding beginning in 2022)

**\$3.0M**

Assuming funding is received in April 2019,  
One Window will launch 2021.





## **ADMINISTRATION RECOMMENDATION:**

That the Priorities and Finance Committee recommend that Council:

1. Advocate to the Government of Alberta, Ministry of Seniors and Housing by writing a letter requesting funding for implementation and on-going operational funding for the One Window initiative; and,
2. Pending program funding and approval by The Government of Alberta, direct Administration to continue leading the implementation and transition of the One Window initiative with the non-profit housing community until the new entity is operational.