Alliance to End Homelessness Ottawa

system inventory

When someone in Ottawa needs help finding housing, where do they go?

How do they know what services are available and where to find them?

By inventorying individual programs and services we highlight the **strengths** in the sector and **opportunities for growth and improvement**.

Our goal is an integrated system that works toward a common end: **serving people safely and effectively to find housing stability.**

GOALS

- inventory of organizations and programs
- stronger coordination across agencies
- safer, more accessible services
- reduce and end homelessness

"The structure of the system creates the gaps."

- Community Health Service Provider

SCOPE:

The system inventory captures:

84 agencies

193 programs

This represents approximately **50%** of housing and homelessness service providers in Ottawa

163,977 people seen in 2022

(Based on each agency's individual count, and likely representing a significant number of duplicates, as people access multiple programs and services)

Other programs count their services in different ways, which add up to:

4,441 crisis line calls

732,903 meals served

2,211 consults / case files

16,246 households served

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system inventory

Who is experiencing homelessness in Ottawa?

	Veterans	Fleeing abuse and violence	Inuit, First Nations, or Métis	2SLGBTQIA+	Racialized
% of Ottawa's homeless population per 2021 PIT count	4%	7%	32%	11%	55%
% of programs that ask participants if they belong to this group	22%	36%	69%	unknown	unknown
% of programs targeting this group	7%	19%	15%	16%	3%

"People's basic needs are not being met."

- Community Health Service Provider

23% Meeting immediate needs

21% Short term (0-6 months)

21% Medium term (6-12 months)

23% Long term (12+ months)

77% of services are accessible to service users for one year or less.

96

programs focus on **prevention**, working upstream with those at risk of homelessness. This work takes into consideration the social determinants of health, attends to the experience of precarious housing, and works alongside outside systems, such as healthcare, corrections, child welfare, etc. to stop the flow of people into homelessness.

40

programs primarily provide **homelessness response services**, working with those currently experiencing homelessness through the provision of emergency shelters and transitional housing.



21

day programs and outreach services provide direct services to individuals at risk of homelessness, experiencing homelessness, and exiting homelessness.

36

programs provide **permanent housing**, including supportive housing, non-profit housing, or co-op housing.



The system inventory captures a snapshot of the system at each step of the homelessness spectrum, from prevention, to response, to permanency. The first step in effective systems planning is systems mapping: an understanding of the current state of the system. This information, and the analysis provided in the system inventory report, can be used to support the sector in achieving the goals set out in the 10 Year Plan and the Government of Canada's Reaching Home priorities.

With these goals in mind, a safer, more accessible sector can be created for people in need of housing-related supports.

The System Inventory project is supported by United Way East Ontario.

United Way East Ontario

WORKING WITH COMMUNITIES IN PRESCOTT-RUSSELL, OTTAWA, LANARK AND RENFREW COUNTIES