Ottawa Social Housing Network

Alliance to End Homelessness Ottawa

Moving UPP!

The User Pathways Project

Goals

Develop ways to improve pathways from precarious housing and homelessness to permanent and successful housing.

Determine how we can make the best use of our current resources

Who took part?

Nearly 200 local thought-leaders, frontline staff, and people with lived experience of homelessness

Process

Early Engagement Phase: Defining the project scope in partnership with the EST and engaging key stakeholders

Environmental Scan: Gathering best practices and local insights to shape the project's direction

Co-design Sprint: Identifying and exploring solutions with stakeholders, culminating in two codesign sessions with frontline staff and people with lived experience, and sector leaders, respectively.

Consolidation Phase: Using project insights to design three core pathways to an improved system, and a series of recommendations to support these goals.

Codesigned Solutions

Enhancing Shelter Diversion:

Helping newly or imminently homeless people access safe and appropriate housing options so they can avoid shelter entry or a prolonged shelter stay.

Fostering Shared Ownership in Digital Projects:

Advancing the principles of shared ownership and co-design in future digital projects, in collaboration with the sector and the City.

Increasing Sector Collaboration & Coordination:

Bringing the sector, including frontline staff, together to build capacity and work on important projects like:

- Developing an interim housing plan template
- Sharing best practices around shared consent to facilitate annual eligibility review of housing subsidies
- Developing a support needs assessment tool for people waiting for affordable housing

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Canada