

A Home for Everyone in Our Community



VISION | MISSION | VALUES

VISION

A Home for Everyone in Our Community



MISSION

We creatively apply our expertise to increase the number of affordable and specialized housing units.



VALUES

Dignity

We respect every person's right to be treated with dignity and to have access to a home that is safe, appropriate and affordable. We will act with integrity to build trusting relationships with our partners and the community.

Innovation

We find new and better ways of providing housing – and thereby, we fearlessly challenge the status quo.

Growth

We collaborate to grow housing options for the community.



Guiding Principals



Who we are and what we do

- Real estate developer, rental housing owner and property manager
- Established as an independent charity in October 2016 (former CCLT)
- Applying our expertise to manage and increase affordable and specialized housing
- Partnering with social service providers for supports to residents
- Offering an innovative approach to a legacy of specialized and affordable housing in Calgary
- We believe in the separation of landlord and service provider
 - Allows Agency to support resident in their most critical issue
 - Quality assurance in programming



Permanent Supportive Housing

- Purpose built permanent supportive housing (PSH) with high quality support services is an important part of the housing continuum and critical to ending homelessness.
- Long-term housing for people experiencing homelessness with deep disabilities without a length of stay time limit.
- Support programs are made available, but the program does not require participation in these services to remain housed.
- Level of support varies across programs

Factors for Success

Best practice (strategy + research) within local context:

1. Location and size
2. Agency partnership – master lease
3. Client choice
4. Community support
5. Funding
6. Expertise

Factors for Success *(continued)*

Location, size and design

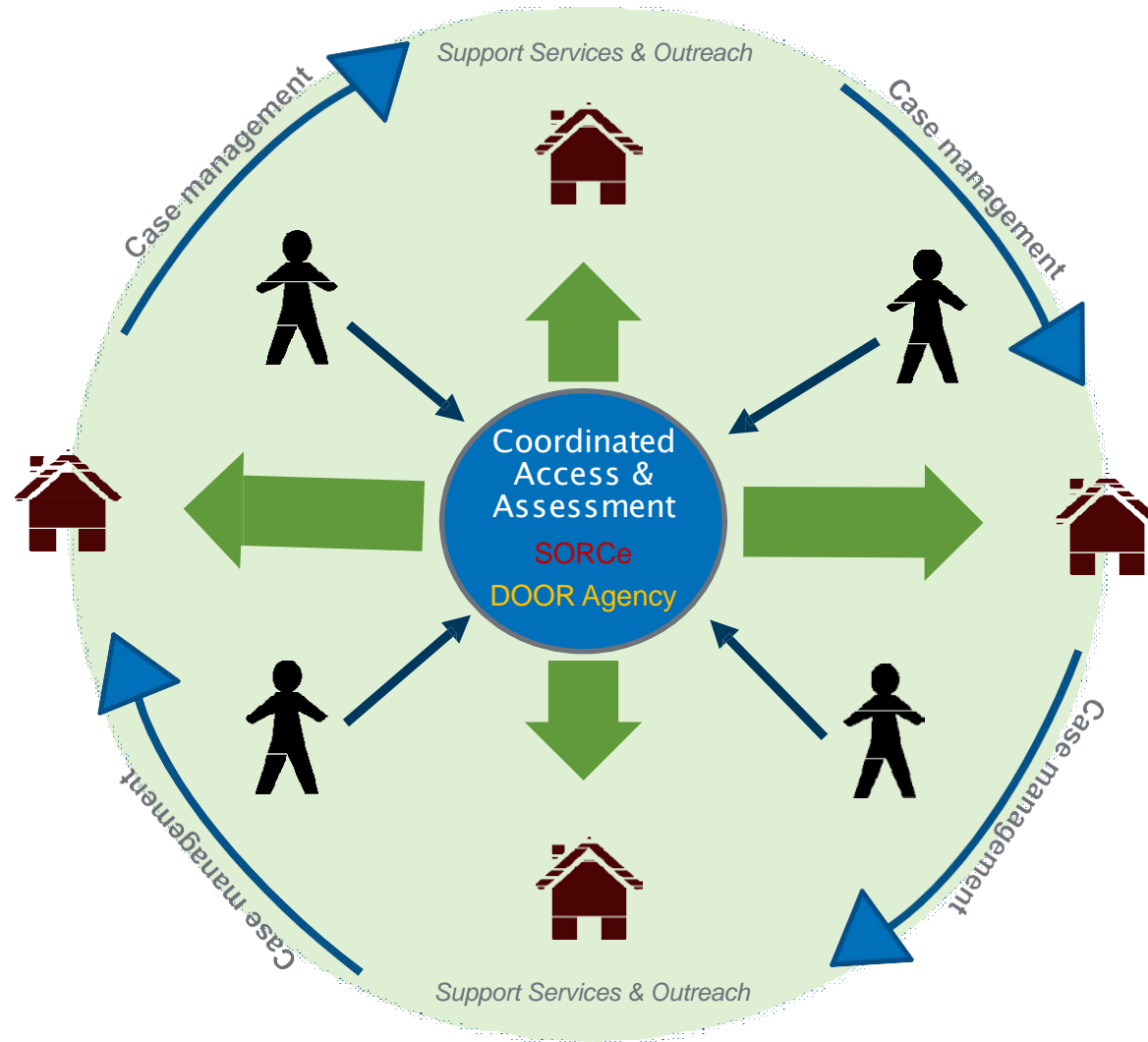
- Proximity to transit and services
- 25 to 40 units per building
- Shared community spaces

Factors for Success *(continued)*

Agency partnerships

- 24 / 7 supports on site
- Resident and Guest Management
- Master lease (1 building for each agency)
- Client referral and prioritization
- We currently work with more than 15 different agencies

Factors for Success *(continued)*



Factors for Success *(continued)*

Client choice

- Place-based PSH in various Calgary locations (in addition to scattered site housing)
- Support programs available but participation in these services is not required to remain housed

Factors for Success *(continued)*

Community support

- Extensive community consultation prior to site acquisition and project start
- Neighbours, local elected officials, business revitalization zones, community associations
- Trust and respect must be built
- Good Neighbour Agreement as a vehicle for dialogue

Factors for Success *(continued)*

City of Calgary Support

- Zoning
- Relaxations
- Dedicated planner to expedite process

Factors for Success *(continued)*

Funding

- Government funding (mostly provincial, 70%) matched with private sector funds (30%)
- Great support from home builders through RESOLVE capital fundraising campaign
- Without economies of scale (large portfolios which may be leveraged), place-based PSH requires capital funding to be delivered
- New construction is under \$200K per door all in, each project is about \$5M

Factors for Success *(continued)*

Expertise

- Exceptional in-house development, property management and finance team
- HomeSpace = owner + developer
- Design and construction management services are contracted out
- Accounting software implemented for proper project oversight and accountability (Yardi and Timberline)
- Social service supports are critical and partnered



Results

Housing First and PSH has resulted in:

- Decrease in resident use of EMS, Police, Health systems
- Increase in health and stability for residents.

Housing first has been shown to decrease system use by:

Calgary Homeless Foundation 2015/16 data shared with permission



days hospitalized

-71%

decrease



EMS utilization

-67%

decrease



police interactions

-72%

decrease



emergency room visits

-62%

decrease



days in jail

-84%

decrease



court appearances

-59%

decrease

Summary and Key Findings

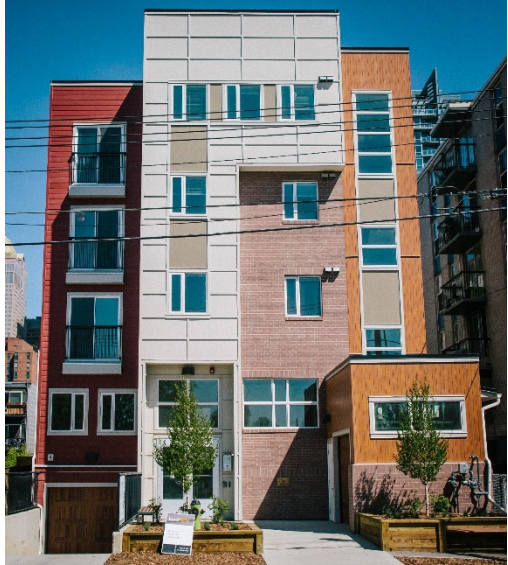
Place-based PSH is critical to ending homelessness

Calgary model is successful because of our key success factors:

- Location, size and supports based on best practice (research + strategy)
- Agency partnerships for supports
- Client choice
- Community support
- Funding
- Expertise
- Housing First

Moving forward a key discussion / decision point will be acuity mix –
balancing acuity with chronicity

Our PSH buildings



Thank you