

LIFE CHANGING.

SUMMARY REPORT 2017-2018



WHY PEOPLE CAN BECOME HOMELESS

The reasons for homelessness are complex, challenging and long-standing.

Factors include:

STRUCTURAL, such as: discrimination based on background; lack of affordable housing; and the impact of colonialism and historical trauma on Canada's First Peoples.

SYSTEMIC, such as: barriers to services based on factors such as having a criminal record; and failed transitions from hospital, the correctional system, the child protection system and the immigration system.

INDIVIDUAL, such as: family instability and violence; and physically and mentally disabling conditions.

HOMELESSNESS IN OTTAWA

In 2014, the City of Ottawa adopted a 10-Year Housing and Homelessness Plan that committed to: 1) achieving 40% savings in funding to emergency shelters by 2024; and 2) reinvesting these savings into prevention. Unfortunately, despite efforts, Ottawa is not making progress in ending homelessness. From 2014-2017:

- **OVERALL SHELTER USE INCREASED BY 16%**
- **OVERALL LENGTH OF STAY INCREASED BY 12%**
- **CHRONIC HOMELESSNESS INCREASED BY 21%**

We need to:

- Integrate services to reduce pathways into homelessness that place individuals at increased risk of homelessness; and
- Prioritize early intervention and supports for homeless individuals focused on long-term housing solutions.

THE OTTAWA MISSION: MORE THAN A SHELTER

Beginning as an emergency shelter in 1906, our programs and services have expanded over time into a modern service hub with wraparound health and social services to meet the increasing needs of the most vulnerable in our community. We provide a full range of services and programs to help shelter residents and community members in need, including:

- Food, including resident and community meals for those who would otherwise go hungry;
- Shelter, including emergency intake and residential treatment programs;

- Client Services, including employment and educational support, housing assistance, mental health services, job training and clothing;
- Addiction & Trauma Services to support recovery;
- Health Services, including primary, dental and palliative care;
- Spiritual care to support healing, hope and a sense of belonging and self-worth.

The need for programs and services offered by the Mission has grown substantially and continues to do so.

MEETING THE NEED

Increase in Use of Programs & Services Over 5 Years 2013-2014 to 2017-2018

Number of unique individuals sheltered

15%

Average number of meals provided daily

1.3%

Number of primary care clinic patient visits

1.4%

Number of clients who passed away at the Hospice

36%

Number of clients successfully housed

130%

Number of LifeHouse graduates

8%

Number of Food Services graduates

122%

In response, our 2015-17 Strategic Plan put forward 4 key initiatives that have already had a positive impact on those we serve:

1 Relocation of our LifeHouse addiction treatment program

2 Diversion and housing first programs

3 Expansion of our Hospice

4 Introduction of in-shelter mental health supports

OUTCOMES + IMPACT

2,000
Unique Individuals
Sheltered Annually

1,312
Average Number of Meals
Served Each Day

230
Individuals Successfully Housed

7,600
Primary Care Clinic Patient
Visits Annually

134
Educational and Job Training
Program Graduates Annually¹

99
Graduations from Addictions
and Trauma Programs Annually²

¹ Includes secondary school diploma graduates through Stepping Stones Learning Centre (6), Discovery U, which provides access to free, non-credit university courses (108), and the Food Services Training Program (20).

² Includes graduates from Stabilization, which help stabilize clients before entering an addiction treatment program or accessing safe housing (72), and LifeHouse, a residential addiction and trauma treatment that helps clients to set and explore recovery-related goals (27).



“When I took this course, I could see how it could change my life. For the first time, I knew I had a future.”

WILLIAM, Food Services Training Program Graduate



“After years of suffering, The Mission gave me the strength to commit to long-term treatment and a better life.”

CHAD, Former Client



“At The Mission clinic, I know I’m getting the best possible service.”

CAROLE, Primary Care Patient



“I am often overwhelmed with gratitude for the care I’m receiving here.”

JEFF, Hospice Patient

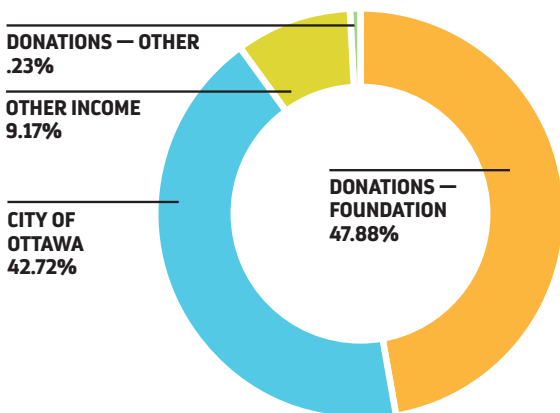


“The work that goes into providing good food to people in need is extraordinary.”

HARVEY, Volunteer

FINANCIALS

REVENUE 2017-2018



EXPENDITURES 2017-2018

