

LIFE CHANGING.

SUMMARY REPORT 2018-2019



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 and the correctional, child protection and immigration systems.

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

HOMELESSNESS IN OTTAWA

In June 2019, the City of Ottawa reported that in 2018:

- 42% of renters spend more than 30% or more of their pre-tax income to pay rent for local housing that is adequate, affordable and suitable.
- The vacancy rate has declined further to 1.6%. For some housing, the rate is even lower, ranging from 1.3% to 1.5%.
- At an average of \$1174 for all bedroom apartment types, Ottawa has the third highest rents for a major urban centre in Ontario.
- The number of households on the Centralized Waiting List for affordable housing has increased by a staggering 14.8% from 2017 to 12,163.
- The overall rate of emergency shelter use has increased by 6.5%.
- In terms of chronic and episodic homelessness, significant increases were recorded amongst single men (10.8% and 5.6%), and amongst families (13.7%).

TOTAL NUMBER OF PEOPLE USING AN OVERNIGHT EMERGENCY SHELTER IN OTTAWA

	Total People	Single Men	Single Women	Single Youth (18 and under)*	Family Units	Individual Members	Total Nights
2014	6,438	3,013	904	374	696	2,253	504,106
2015	6,763	2,939	913	380	772	2,616	500,140
2016	7,118	3,082	958	286	874	2,850	525,796
2017	7,453	3,182	885	254	975	3,217	655,703
2018	7,937	3,228	934	222	1,078	3,640	716,947
Change	6.5% (484)	1.4% (46)	5.5% (49)	-12.6% (-32)	10.6% (103)	13.1% (423)	9.3% (61,244)

*Includes stays in designated youth shelters and off-site motel placements.

THE OTTAWA MISSION: MORE THAN A SHELTER

Beginning as an emergency shelter in 1906, our programs have expanded over time into a modern service hub 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;
- **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.

MEETING THE NEED Increases in selected programs

- At over 100% capacity for emergency shelter beds for over two years.
- Projected increase of more than 11% in the meals served.
- 74% increase in primary care patient consults.

In response, we have launched the following innovative measures to support those we serve:

- 1** Enhance our focus on housing by creating a new department to help more of our clients finding safe, accessible and appropriate housing
- 2** Expand our food services training program to support more people moving toward employment and self-sufficiency
- 3** Expand our health clinic to increase existing services and offer new health services to keep vulnerable people healthy

OUTCOMES + IMPACT

2,121

Unique Individuals Sheltered Annually

1,358

Average Number of Meals Served Each Day

193

Individuals Successfully Housed

13,250

Primary Care Clinic Patient Consults Annually

61

Educational and Job Training Program Graduates Annually¹

111

Graduations from Addictions and Trauma Programs Annually²

¹ Includes secondary school diploma graduates through Stepping Stones Learning Centre (1), Discovery U, which provides access to free, non-credit university courses, and the Food Services Training Program (25)

² Includes graduates from the Hope program (24) for men who are contemplating further treatment or working on other recovery goals; Stabilization, which helps stabilize clients before entering an addiction treatment program or accessing safe housing (69); and LifeHouse (18), a residential addiction and trauma treatment program that helps clients to set and explore recovery-related goals.



“For people recovering from addiction, or suffering from mental illness, a journey without a destination is not an option. I’ve found my home – and now I finally have hope for the future.”

KERRY, Former Client



“The level of care from staff and volunteers is amazing.”

COLIN, Client



“Chef Ric and the FSTP gave me the support, encouragement and practical tools I needed to re-invent my life. I am so thankful.”

WILLIAM, Food Services Training Program Graduate



“Volunteering at The Mission has been an unexpected highlight of my career. It’s a wonderful feeling to be able to help these clients.”

ELIZABETH, Volunteer Dentist

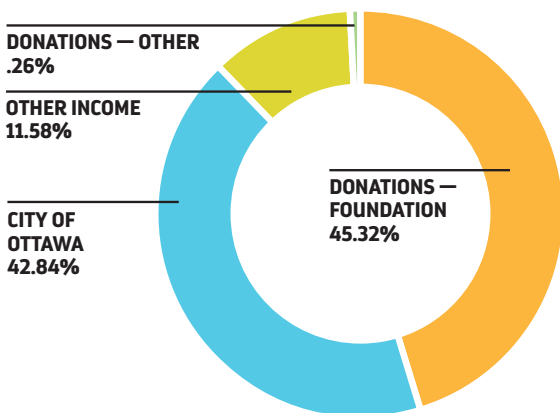


“So many of the people I serve are defined by what they’ve lost and how they’ve been treated. To see them as they are is to extend mercy, not judgement, and return them to dignity.”

TIMOTHY, Chaplain

FINANCIALS

REVENUE 2018-2019



EXPENDITURES 2018-2019

