

# OUR IMPACT.

SUMMARY REPORT 2019-2020



## TOTAL NUMBER OF PEOPLE USING AN OVERNIGHT EMERGENCY SHELTER IN OTTAWA

	Total People	Single Males (at any shelter)	Single Men's Shelters	Single Females (at any shelter)	Single Women's Shelters	Single Youth Shelters <sup>1</sup>	Single TM, TF, Trans, NB, IS/ Other <sup>2</sup>	Family Units	Individual Family Members	Total Nights
2014	6,439	3,169	2,949	1,096	828	342	16	696	2,235	504,469
2015	6,765	3,121	2,889	1,145	840	373	18	760	2,559	500,450
2016	7,116	3,241	3,017	1,158	848	268	22	867	2,800	526,252
2017	7,457	3,281	3,160	1,040	831	242	18	966	3,201	656,356
2018	7,950	3,301	3,187	1,047	876	219	29	1,074	3,657	719,397
2019	8,088	3,234	3,144	980	803	202	37	1,182	3,947	816,231
Change from 2018	1.7%	-2.0%	-1.3%	-6.4%	-8.3%	-7.8%	2.8%	10.1%	7.9%	13.5%

1 Includes stays in designated youth shelters for individuals of ANY age / 2 Transgender male, transgender female, transgender, non-binary, intersex, other or unknown

In **2013**, 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.

However, in **June 2019**, the City of Ottawa reported that in 2018 the overall rate of emergency shelter use increased by 6.5% from 2017 to 2018. The number of households on the Centralized Waiting List for affordable housing had increased by a staggering 14.8% from 2017.

In **November 2019**, The Mission released a public opinion poll that showed that respondents in Ottawa felt that homelessness and the risk of homelessness impacts individuals, our community, and our country. Ottawans have empathy for those who are homeless and support them. The top factors underlying homelessness are physical or mental health conditions, addictions and lack of affordable housing. At the municipal level, homelessness is the number one issue of concern, and there is a desire for all levels of government to work together and with other sectors to reduce homelessness.

In **December**, Councillor Catherine McKenney tabled a motion before City Council to declare homelessness an emergency in Ottawa. The Mission strongly supported this motion and Councillor McKenney's Housing Emergency campaign.

In **March 2020** the World Health Organization declared COVID-19 a pandemic, and life for those who are homeless became even harder. For The Ottawa Mission, the wellbeing of our shelter guests, employees, volunteers, partners, and our community members was our top priority, and we adjusted our operating procedures to ensure that the risk remained as low as possible.

In **June 2020** the City released its refreshed 10-Year Plan concerning homelessness as well as updated shelter data. We are now in year six of the original 10-year plan. While the increase in shelter use was modest, it's not a decrease. We appreciate that the City has limited ability to raise funds for housing, and the impact of COVID-19 on city finances has been drastic. All levels of government must work together and include the homelessness sector to reduce homelessness.

## 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, including:

- **Food**, including shelter guest and community members;
- **Shelter**, including emergency intake and residential treatment program;
- **Client Services**, including employment and educational support, mental health services, job training and clothing;
- **Housing Services**, including placement, diversion, and outreach;
- **Addiction & Trauma Services**, to support recovery;
- **Health Services**, including primary, dental and palliative care;
- **Spiritual care**, to support healing, hope and sense of belonging and self-worth.

# OUTCOMES + IMPACT

**1,755**

Unique Individuals Sheltered Annually<sup>1</sup>

**1,422**

Average Number of Meals Served Each Day<sup>2</sup>

**202**

Individuals Successfully Housed

**17,713**

Primary Care Clinic Patient Consults Annually<sup>3</sup>

**104**

Educational and Job Training Program Graduates Annually<sup>4</sup>

**123**

Graduations from Addictions and Trauma Programs Annually<sup>5</sup>



**“The Mission provided me with the structure, routine and care I needed to make big changes in my life. Everyone goes the extra mile for you.”**

SHAWN, Former Client



**“My apartment is very nice. I’m grateful to The Mission for helping me find my own place.”**

MICHEL, Former Client



**“Some people fear homelessness or people who have addictions. When you get to know them, you come to understand they’re the same as we are: human beings.”**

CYNTHIA, Staffperson



**“I really developed a passion for helping people because if someone could do that for me, I should be paying it forward.”**

DYLAN, Former Client and now Staffperson



**“I was overwhelmed by the community meal program and receiving so much good food each day in the middle of a pandemic.”**

ROB, Client

1 All program beds. The number of unique people sheltered in emergency shelters and mats only was 1603.

2 From May 2019 to February 2020, the daily average of meals ranged between 1403-1452. In March, with the changes imposed by COVID-19 and the initial reconfiguration of the community meal program to one per day, the daily average dropped to 1255. After three meals a day were reinstated, the daily average for April was 1594 and demonstrates the depth of food insecurity in Ottawa.

3 This includes medical appointments, telemedicine, and primary care outreach for our partnering organization that works with the homeless population.

4 Includes secondary school diploma graduates through Stepping Stones Learning Centre (2), Discovery U (76), which provides access to free, non-credit university courses, and the Food Services Training Program (26).

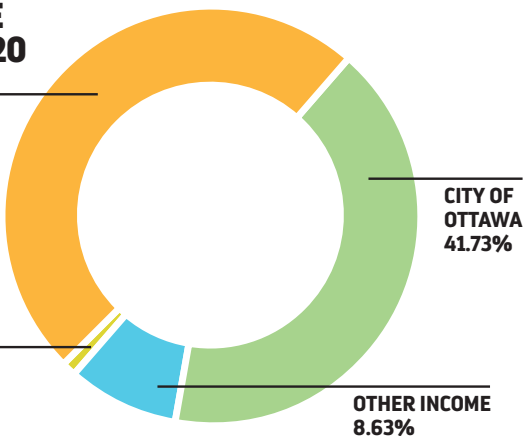
5 Includes graduates from the Hope program (35) for men who are contemplating further treatment or working on other recovery goals; Stabilization, which helps stabilize clients before entering an addiction treatment program or accessing safe housing (64); and LifeHouse (24), a residential addiction and trauma treatment program.

## FINANCIALS

### REVENUE 2019-2020

DONATIONS (FOUNDATION)  
49.41%

DONATIONS (OTHER)  
0.23%



### EXPENDITURES 2019-2020

CLIENT SERVICES  
12.06%

HEALTH SERVICES  
13.5%

ADDICTION & TRAUMA SERVICES  
16.46%

