

Proposed One Window

IMPROVING HOW CALGARIANS ACCESS NON-MARKET HOUSING

One Window Vision

To create a coordinated intake process across Calgary's non-market housing providers that will improve the experience for Calgarians needing access to non-market housing and enable more people to be efficiently and successfully housed.

About The Project

Our goal is to develop a coordinated intake solution across the many non-market housing providers in Calgary. This will help to improve the experience of Calgarians needing access to non-market housing, so that more people can be efficiently and successfully housed. One Window however, will not lessen the gap between non-market housing supply and demand in Calgary, nor change existing regulations governing prioritization of social housing. This is one initiative of many needed to transform the housing system.

The One Window initiative is being guided by a Steering Committee comprised of 14 non-profit, non-market housing providers, community organizations, and the Government of Alberta. We are also engaging with clients, social service agencies and other key stakeholders.

The City, a member of the Community Housing Affordability Collective (CHAC), is leading the initiative. This initiative is also part of CHAC's Action Plan.

Why Do We Need One Window?

Our current state analysis, conducted in 2017, showed that existing intake processes do not meet the needs of clients or housing providers. In particular, existing processes:

- Are burdensome on clients, who must apply separately to multiple providers and may not understand their options or eligibility
- Result in inconsistent service delivery
- Are siloed and misaligned across approximately 60 non-market housing providers
- Rely on inadequate systems and tools
- Follow a complicated legislative framework

One Window Recommendation

Outlined below is the recommendation of the One Window Steering Committee. The proposed One Window entity will:

- Be a separate non-profit organization governed by an independent and neutral Board of Directors.
- Manage the client intake processes across participating housing providers. This will include entering and managing applications, matching clients to units, managing the database, and requests for information.
- Have a single, dynamic application form that clients can fill out to apply to multiple housing providers and housing programs.
- Have an office with flexible and non-standard office hours.
- Be independently staffed, including its own Executive Director.
- Be supported by an IT system, which will manage the intake processes, provide data and analytics, and create efficiencies.



Multiple access channels and one central location

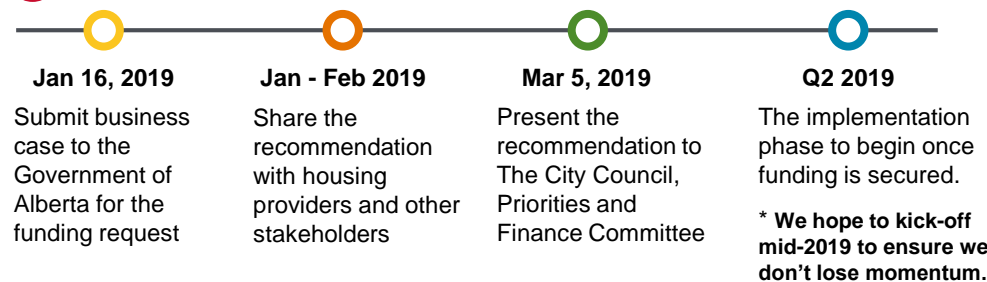
One Window Expected Benefits

The creation of a new entity focused on the strategic growth and direction of One Window, will allow the organization to be innovative, agile and adaptive to new models of social and affordable housing. One Window will be more than just a waitlist management system. It will be a progressive, analytics-based and data-informed application management process that will transform how Calgarians access non-market housing. Expected benefits include:

- Improved Customer Service
- Improved Outcomes
- Increased Transparency
- Improved Sector Collaboration
- New Technology to Modernize the Housing System
- Increased Efficiencies
- Improved Data and Analytics



What's Next?

The current project timeline:



The anticipated costs:

Funding for One Window is being requested from the Government of Alberta.

 Estimated Implementation Costs	\$7.5M
 Estimated First Year Operating Costs	\$2.6M

Please feel free to contact us if you have any questions, or visit www.calgary.ca/onewindow
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