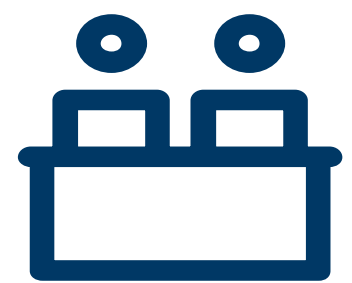


Proposed One Window Vision & Benefits

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.

Benefits



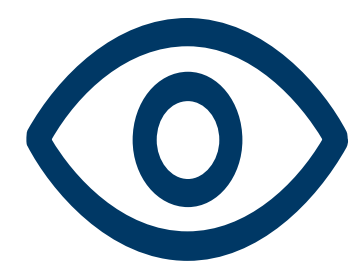
Improved Customer Service

The client experience will be transformed through the availability of a single dynamic application form that can be accessed through multiple channels.



Improved Outcomes

Clients will be more efficiently matched with the most appropriate housing. They will also have access to choice-based rental for vacant near market and hard to fill units.



Increased Transparency

The application process will be more consistent and transparent, ensuring that all applications will go through the same intake and verification process.



Improved Sector Collaboration

Siloed intake practices will be replaced with formalized common processes across the non-market housing sector.



New Technology

A shared IT system will replace a number of outdated, paper-based and manual intake processes which will reduce errors and create efficiencies.



Increased Efficiencies

While the primary goal of One Window is to improve the client experience, there may also be efficiencies to housing providers and agencies who may be able to free up time from intake activities and focus it on other key priorities.

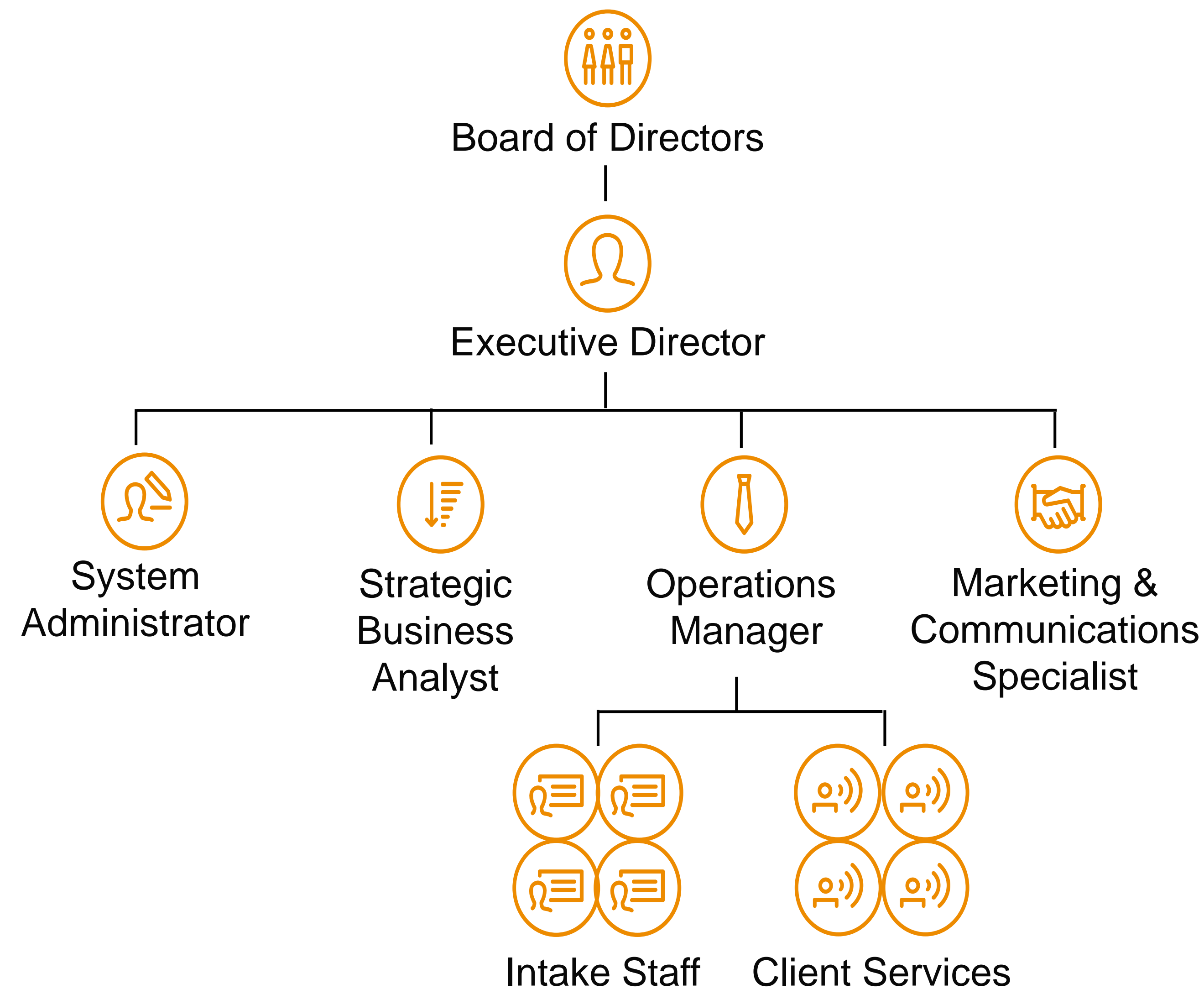


Improved Data and Analytics

One Window will contain a wealth of information regarding housing need, supply, preferences and outcomes for different client groups. This information could inform evidence-based policy, programs and investment decisions for all levels of the government.

Proposed One Window Organization

Organizational Structure



One Window will be a separate non-profit organization governed by an independent and neutral Board of Directors and will employ 13 full time employees.

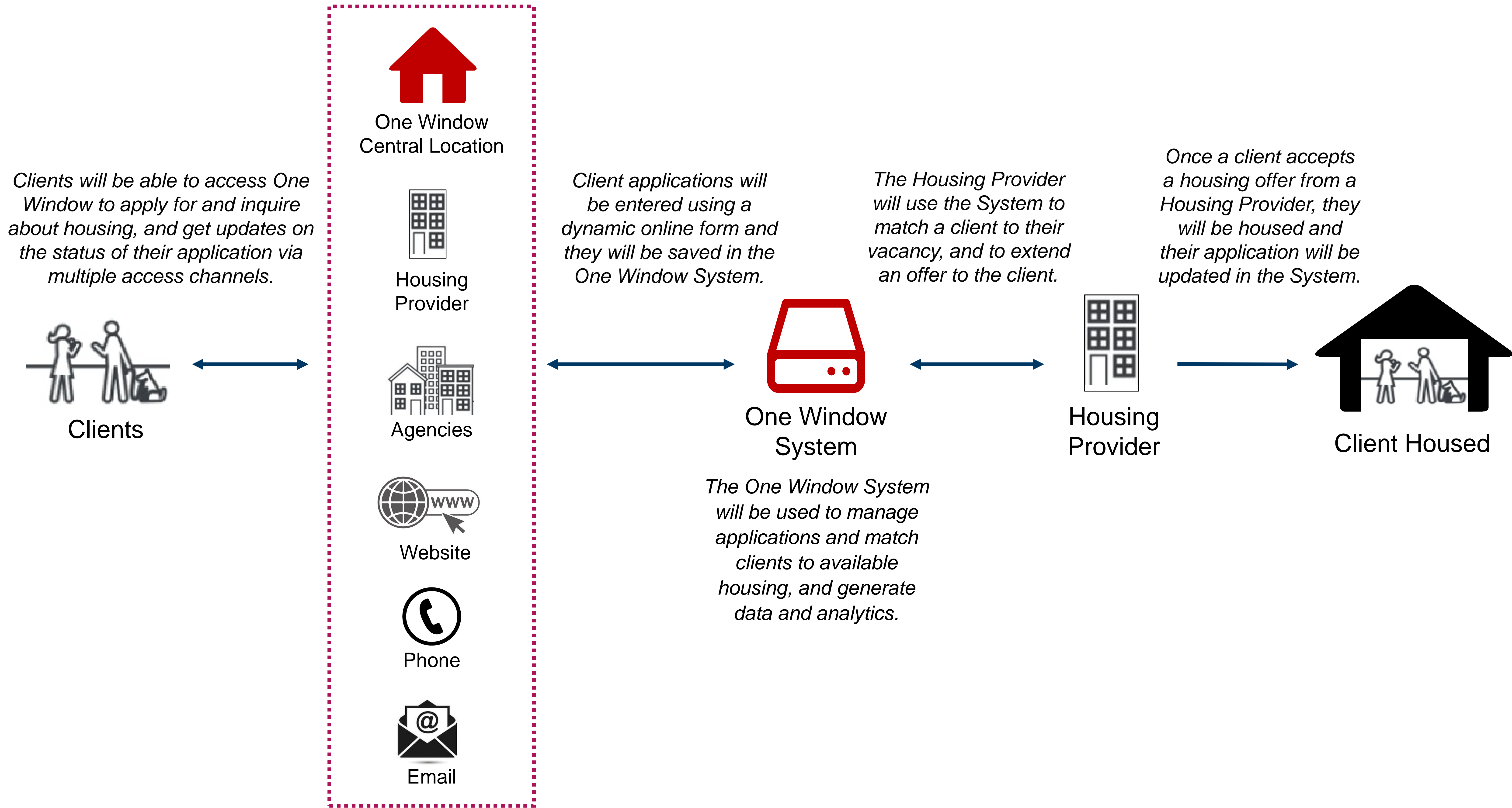
Locations & Channels



Clients will have access to One Window through multiple channels including a One Window physical office location.

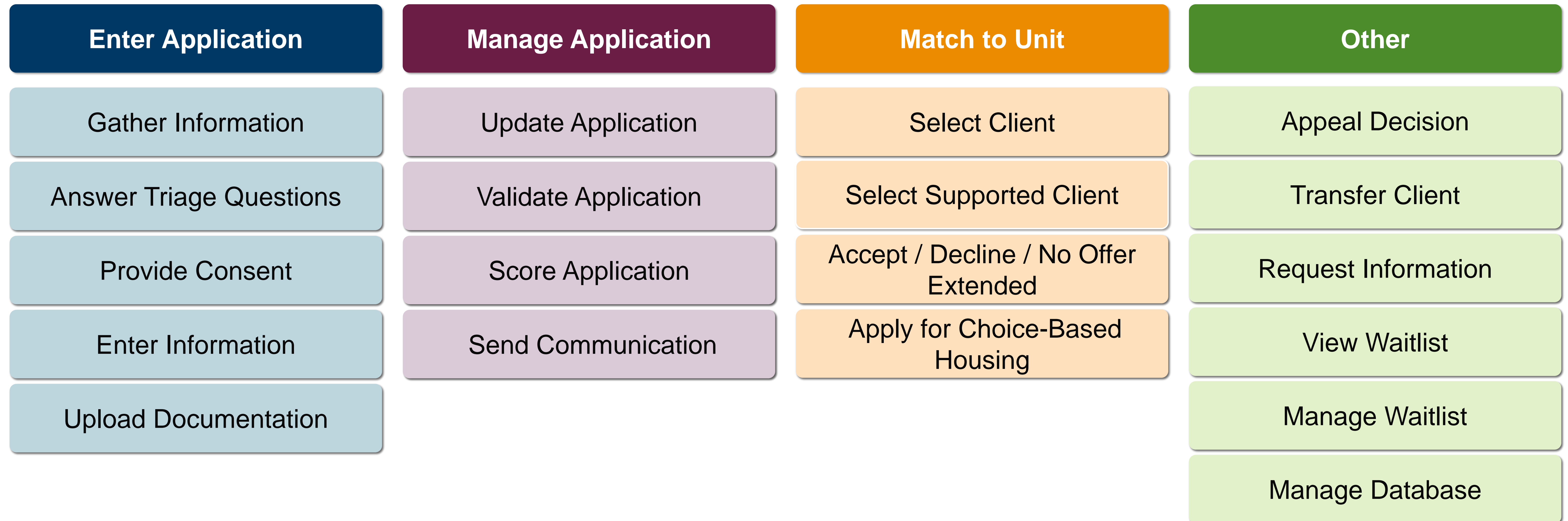
Proposed One Window Operating Model

Access Channels



Proposed One Window Processes & Technology

One Window will manage the client intake processes across participating housing providers. These processes were developed by combining the best practices of the participating organizations. The key processes supporting One Window are listed below:



Technology

- | | | | |
|---|--|---|---|
|  Triage applicant |  Validation of application |  Send communications and notifications |  Match and select an applicant |
|  Upload supporting documentation |  Score application |  Virtual waitlists |  Provide choice-based rental housing |

Proposed One Window Funding & Next Steps

Funding

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



**Estimated
Implementation
Costs**

\$7.5M



**Estimated
First Year
Operating Costs**

\$2.6M

Next Steps

The One Window project team is currently sharing the recommendation report with housing providers and other stakeholders



Jan - Feb 2019

Share the recommendation with housing providers and other stakeholders



Mar 5, 2019

Present the recommendation to The City of Calgary Priorities and Finance Committee



Q2 2019

The implementation phase to begin once funding is secured. We hope to kick-off mid-2019 to ensure we don't lose momentum.

