

### 1. We are unique.

Options Bytown combines affordable housing with on-site supports to people at risk of homelessness in Ottawa. *We reduce and prevent homelessness.*

### 2. We give people the opportunity to turn their lives around.

We support clients that make positive, healthy choices, live independently and become active members of the community. *We are about people and communities.*

### 3. We are an effective model of supports and housing.

We partner with other organizations to prevent homelessness for thousands of Ottawa residents. *We offer an effective, long-term solution to homelessness.*

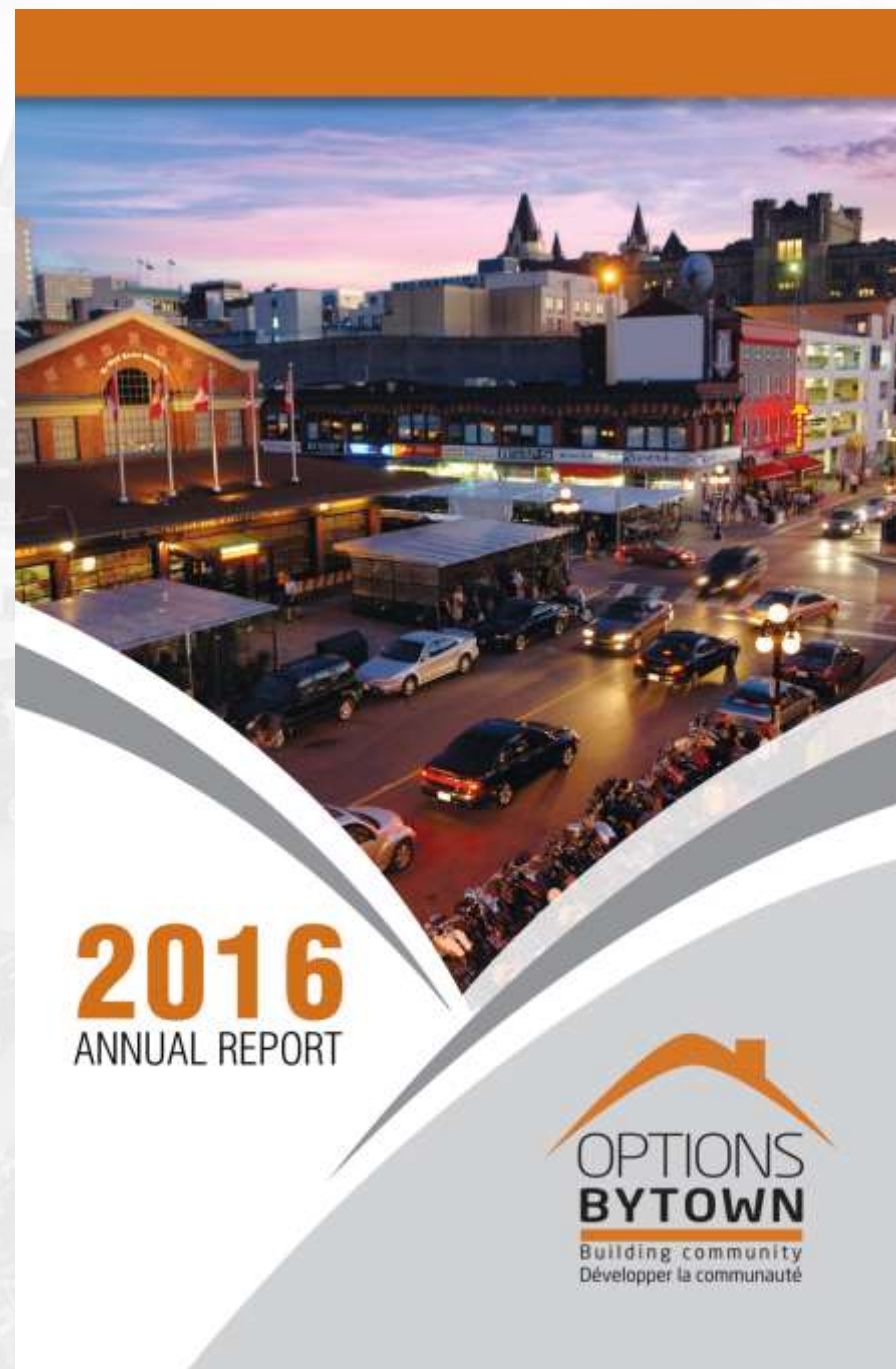
### 4. Our model is lean and efficient.

Homelessness costs over five times as much per individual compared to the cost of supportive housing. *We are a wise community investment.*

### 5. We are part of your community.

Our doors opened at 380 Cumberland in 1989 and have since expanded to 375-379 Gilmour Street and 369 Stewart Street. We have expanded our success approach and will continue to do so.

[www.optionsbytown.com](http://www.optionsbytown.com)





Our purpose is to house the homeless and help them keep their housing. The challenge is to find or create affordable and decent housing in order to do that. In the past year, with the support of the federal Homelessness Partnering Strategy we have been able to play a major role in the City of Ottawa's housing first initiative. Our new team of Housing First Practitioners are working with the hardest cases – those who have lived in homeless shelters for the longest time. We have opened up new possibilities in finding housing, both in our supportive housing apartments as well as apartments owned by our long-time community partners, OCHC and CCOC and for the first time, our Housing First Team has access to private landlords throughout the city. We are building new and successful partnerships with the private sector and we welcome this opportunity. We have nearly reached our target of helping 80 shelter residents find and keep permanent housing. We're up to 66 individuals and we're waiting for the shelters to send us more referrals.

While the term "housing first" was introduced into the Ottawa community only a few years ago, the concept is one that has always been part of our service model: immediate access to housing with no housing readiness conditions; consumer choice and self determination; recovery orientation; and individualized and person-driven supports. In addition, we go beyond the housing first definition by including social and community integration into our housing model. We aim to break down isolation for our tenants and clients, and stop the erosion of physical and mental health that can be the result of isolation.

In this way, Options Bytown has shown how a housing first approach can successfully be integrated into a supportive housing model of community based on-site supports.

I would like to express my sincerest gratitude to the talented Options Bytown staff, the generous volunteers and the dedicated members of the board of directors for making 2015 another successful year.

Lorraine Bentley

Options Bytown Non-Profit Housing Corporation		
For the year ended December 31	Statement of Operations	
	2015	2014
<b>Revenue</b>		
Consolidated Homelessness Prevention Initiative \$	659,041	693,645
Ottawa Community Housing Corporation	356,508	346,620
Support for Social Housing	220,336	215,625
Cumberland and Gilmour (HPS)	398,968	388,926
Housing First Practitioners (HPS)	191,019	-
Stewart Street (CCOC)	79,461	77,270
United Way	35,355	70,613
Montfort Renaissance	80,454	-
Community Foundation	7,841	-
Tenants' rent received	259,432	252,773
Donations	46,541	20,685
Interest and other	20,794	17,408
Small Projects	24,497	1,124
Amortization of deferred contributions related to tangible capital assets	26,907	75,315
	<u>2,407,154</u>	<u>2,160,004</u>
<b>Expenses</b>		
Administrative fees and services	37,167	31,739
Amortization of tangible capital assets	41,090	83,453
Bad debts	940	78
Board expenses and volunteer services	10,912	9,768
Insurance	9,654	9,406
Office	41,071	33,848
Office rent	11,607	6,139
Other programs	38,116	-
Repairs, maintenance and security	93,999	43,770
Salaries and Benefits	1,746,051	1,630,123
Staff training and travel	40,705	27,795
Tenants' rent disbursed	259,432	252,773
Tenant services	54,146	29,057
	<u>2,384,890</u>	<u>2,157,949</u>
<b>Excess of revenue over expenses for the year \$</b>	<b>* 22,264</b>	<b>2,055</b>
*Most of the surplus of \$22,264 is due to donations totalling \$18,200 towards the launch of Options Bytown's capital campaign, placed in a separate reserve.		





Options Bytown has had an important year, laying the groundwork to continue our planning for expansion. As part of our work this year, we have been working together to review and update our governance policies, expand our Board recruitment, and actively increase our network of community supporters.

As we look towards our next year, I am reminded of the inception of Options Bytown, an initiative which grew in response to concern for the growing problem of homelessness in the city of Ottawa. The United Nations designated 1987 as the International Year of Shelter for the Homeless – and a small group of Ottawa residents and agencies embarked on a special project to help address the growing problem of homelessness in the City. This led to the creation of Options Bytown, with the opening of our first building on Cumberland in 1989 and then our second in 1992 on Gilmour Street in Centretown. Not only is this model a reflection of the right thing to do, it is also the smart thing to do, with research demonstrating over and over the positive impacts on people's lives, as well as a significant cost savings.

Since that time, Options Bytown has continued to expand the range of support options it can provide to Ottawa residents, helping them to retain their housing and enhance their quality of life, including our Resource Centre Program, the provision of mobile supports to people living in apartments across the city, and the creation of Housing First Practitioners who actively support people in finding and keeping housing as they leave shelter services.

On behalf of the Board of Directors, I extend our very deepest appreciation to our Executive Director, Lorraine Bentley, and our staff team who continue to work in partnership with tenants, creatively and flexibly, to provide tangible, practical support in helping them to maintain their housing.

It has been a privilege and an honour to serve on the Options Bytown Board of Directors – this is truly a civic community of which I am proud to be a member. I look forward to continuing to support the work of this excellent organization in the coming year.

Natasha Poushinsky

**Options Bytown is proud of our Executive Director, Lorraine Bentley, chosen by the Ontario Non Profit Housing Association as the 2015 winner of the Sybil Frenette Outstanding Leadership Award.**

**ONPHA**  
ONTARIO NON-PROFIT  
HOUSING ASSOCIATION



### Meet Darryl

Darryl is an 11 year veteran with Options Bytown. Right from an early time of his life Darryl was steered through a journey that led him to a path of social justice.

Darryl started out life in Sault St. Marie. His father was a teacher and his mother was an office worker and he had one younger sister – 4 years his junior. Circumstances in life led Darryl to move to Ottawa where he completed his education in both elementary and high school.

Darryl entered Carleton University and completed an undergrad degree. During this time he volunteered as a peer counselor to help fellow students with the crises involved around anxiety with school, depression, poor financial management and unraveling relationships. If he couldn't help them directly he would refer them to outside agencies. This is when Darryl knew that this type of work was his calling.

Following Carleton University he enrolled in a Social Service Worker Program at Algonquin College and received a placement at a Young Men Shelter. He stayed there for 10 years working his way from the ground up. By now Darryl wanted to get more experience outside of this one organization and applied for other jobs and one of them was Options Bytown.

Darryl finds his work at Options Bytown extremely rewarding. He believes that he is responsible for helping people daily to change their lives. He is part of a community and as it grows so too does he. He advocates for those who need assistance. He is proud of the positive relationships he has made over the years with tenants, staff of Options Bytown and Ottawa Community Housing as well as outside agencies. He sees that he is making a difference every single day in someone's life. He said that if overnight he became independently wealthy he would not stop the work that he is doing. He enjoys it that much.

Options Bytown has provided Darryl with countless training opportunities. He said that he believes his well being is valued and that the Options Bytown stands behind its mission and values. Darryl is just one of the many dedicated staff who through their efforts has made Options Bytown the remarkable organization that it is.



Melissa went from rags to riches.

Her life was a series of moves in and out of institutions, in and out of hospitals and in and out of rooming houses. During her life Melissa was diagnosed with Bipolar Disorder which caused tremendous euphoria one minute and desperation and despair the next.

She knew she could not live alone because she needed support to help her with her illness but hospitals and institutions could not house her forever and so she felt like she was pushed out onto the street. Once on the street she was totally alone and it wouldn't be long before she would crash and wind up in hospital again. The cycle just kept repeating itself.

One day a social worker paid Melissa a visit and told her about Options Bytown. She explained to her that this was supportive housing which meant she could live on her own but if she needed help of any kind people would be there to assist her. There would be staff available if she became frightened, confused or depressed. They could get her the help from other agencies in the community as well so that she would not need to go into hospitals and institutions again.

Melissa thought she was dreaming. This was the answer to her prayers and so when released from hospital she made her way to 380 Cumberland Street where she signed her lease and changed her life forever.

The first night in her apartment was exhilarating. She climbed into the bathtub and had a long bubble bath. She had never been able to do that before. She ate cereal for dinner – just because she could. She felt safe outside of hospital for the first time. She had access to a laundry room, a tenant lounge with a big screen TV and had a key to a mailbox that was hers. Today, Melissa visits with the housing support workers daily and takes part in life skills' training and workshops and goes with others in the building to outings like the maple sugar bush, trips to the beach and BBQs. She has made friends and feels a real sense of community at Options Bytown.

She is grateful for every day that she is in safe, permanent housing with the supports that she needs. This is her home.



## 6825 people used Ottawa's homeless shelters in 2015

Options Bytown is at the cutting edge of ending cycles of homelessness. Options Bytown offers housing to men and women in Ottawa who need supports in order to live independently. We believe that struggling with mental or physical illness or with substance use is not a barrier to permanent, affordable, safe and independent housing. With Options Bytown's service delivery model it only takes \$30 a day to provide people with specific supports which are tailored to their needs. And Options Bytown's tenants enjoy an 80% success rate in permanently maintaining their housing.

### YOU can help

Options Bytown relies on major gifts, fundraisers and volunteers in order to provide affordable and effective solutions to homelessness. We can all take steps towards ending homelessness; take yours today.

Go to [www.optionsbytown.com](http://www.optionsbytown.com) to **DONATE NOW**

Or send your donation to:

Options Bytown, 380 Cumberland St.

Ottawa, ON K1N 9P3

**Options Bytown is grateful for funding from the City of Ottawa, the Provincial Government and Federal Government.**



Options Bytown would like to say a special thank you to Alterna Savings for their generous Community Grant in support of our Tenant Foot Care Program.

In 2015, Options Bytown implemented a pilot project that introduces a new element to help ensure successful housing outcomes for our clients and tenants. This past year our expert team of hoarding specialists and researchers completed a project that resulted in the production of a Hoarding Tool Kit. This project was made possible by our partners at Montfort Renaissance, St. Paul University and our funders, the Champlain Local Health Integration Network. The findings of our study and the guidelines that were developed will go a long way to alleviating the pain experienced by a significant number of people who face the challenge of dealing with their hoarding behaviours. This newest project has benefitted clients and tenants from all of Options Bytown's programs: our own supportive housing apartment buildings, our resource centres located in OCHC buildings, our clients living in CCOC buildings and our housing first clients. We are already seeing positive results across the board.



*Options Bytown staff Joyce Lundrigan together with Jennifer Laewen are presenting their findings and research work with their Hoarding Project Partners from St. Paul University and Montfort Renaissance.*

