Evaluation
of the
"Report Card on Ending Homelessness in Ottawa"
from 2004 to 2011

Phase 1

Stephanie Rattelade
PhD. Candidate,
Centre for Research on Educational and Community Services
University of Ottawa

Lynne Browne
Executive Director
Alliance to End Homelessness Ottawa

Tim Aubry
Professor and Senior Researcher
Centre for Research on Educational and Community Services
University of Ottawa
Chair, Research Evaluation Working Group,
Alliance to End Homelessness Ottawa

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Introduction to Homelessness Report Cards

Although traditionally used to evaluate student performance in the classroom setting, report cards were first used to evaluate organizational performance in the mid 1800s (Gormley & Weimer, 1999). The use of organizational report cards became popular in the 1970s to highlight trends and research on social issues. Report cards have been used in a variety of fields including education, health, law, and politics (Austen & Pauly, 2012).

The Merriam–Webster dictionary defines a report card as " an evaluation of performance" (Report Card, n.d). A recent article by Austen and Pauly (2012) reviewed the use of report cards in highlighting homelessness issues. They define a homelessness report card as " a publicly accessible synthesis of regional socioeconomic indicators that can be used to evaluate (or grade) the determinants of homelessness within a community" (p. 3). Many North American cities have used this approach to track progress in addressing homelessness and advocate for solutions, including Vancouver, Halifax, Fredericton, Ohio , and Los Angeles (Austen & Pauly, 2012).

Alliance to End Homelessness Ottawa

The Alliance to End Homelessness Ottawa (ATEH) became a non-profit organization in 2010 after functioning as an advocacy group for the prevention and reduction of homelessness since 1995. In 2012, ATEH had over 40 member organizations and a number of individual members. ATEH is governed by a Steering Committee (Board of Directors) to oversee all activities and has two standing working groups, the Public Affairs Working Group and the Research and Evaluation Working Group.

<u>The ATEH Mandate</u>

To improve the efficiency and effectiveness of its member organizations by:

    1. Providing for the coordination of member organizations for the purpose of:

- Generating ideas and solutions to help individuals and families who are homeless or "at risk" of homelessness;
- Strengthening partnerships between member organizations to better address homelessness issues; and
- Communicating consistent messages about homelessness to clients and the public.

    2. Conducting research and evaluation, as well as publishing reports and recommendations to assist member organizations in developing creative solutions to homelessness.

3. Delivering professional development to member agencies to allow them to better address homelessness issues.

4. Carrying out non-partisan advocacy for increased services and supports for those who are homeless or "at risk" of homelessness (ATEH, n.d.).

Report Card on Ending Homelessness in Ottawa: History

The Report Card on Ending Homelessness in Ottawa was first created in 2004 by ATEH's Research and Evaluation Working Group (REWG). The goals of the first report card were:

Short-term: To improve sharing of up to date information on the issues of homelessness in Ottawa, describe progress in addressing homelessness over time and identify emerging issues and solutions.

Intermediate: To increase public awareness around the issue of homelessness and mobilize community organizations and community members to engage and respond creatively to community needs towards ending homelessness. Also to increase awareness among government and funding decision-makers about solutions that will end homelessness as it relates to affordable housing, income support, and health and social services.

Long-term: To eliminate homelessness in Ottawa. By focusing attention on the topic of homelessness, this will facilitate improved and effective programs and policies for individuals who are homeless or vulnerably-housed thereby ending homelessness in Ottawa (Fuller, Browne, Beaulac, & Aubry, 2006).

The first Report Card on Ending Homelessness in Ottawa, published in 2004, was well received and a report card has been published annually since then. Based on a set of indicators, each report card presents data in the areas of homelessness, housing, and income, comparing the previous year's numbers to the current year to show the changes that have occurred. The 2004 edition established a baseline for the indicators. Other content in the report card varies each year, including the presentation of local research findings, description of community programs, and recommended policy direction for addressing homelessness.

Purpose of this Evaluation

Since its inception, the Report Card on Ending Homelessness in Ottawa has evolved. Changes in grading, page topics, layout, and language have made it more accessible to a variety of audiences. However, these changes have not been tracked. The purpose of this Phase 1 evaluation is to review the report card since its inception and describe the evolution of this publication. It is the hoped that this evaluation will provide useful

information to the ATEH for future report cards and inform the Phase 2 evaluation to be completed in 2013.

Methodology All eight report cards that have been published by the ATEH were reviewed and analyzed for content and modifications by year. Specific areas of focus included: grading, indicators, themes, and member organization presence. Also, relevant emails and documents from the REWG were reviewed to provide background information on the formation of each report card. Results are shown in the summary of findings and appended tables and graphs.

SUMMARY OF FINDINGS

Grading and Indicators

Indicators

Indicators are used to illustrate the yearly trends in homelessness and housing and progress rates towards the goal of ending homelessness. The indicators that the report card uses are: Homelessness, Income, Housing, and Length of Shelter Stay (see Appendix A). Indicators were established through a review of the literature and indicators used in other homelessness report cards (Beaulac, Goodine, Aubry, Cairns, Urquhart, 2004; Fuller et al., 2006).

Although the indicators have not changed since the first report card, several modifications to the wording and the breakdown of information have occurred to help clarify each indicator. For example, in 2004 the number of unique individuals who used shelters was given as a total. In 2005, this number was broken down into Single Men, Single Women, Youth and Families. Other changes include:

1. Addition of ODSP assistance amount (2005)
2. Addition of Rent Supplements (2005)
3. Breakdown of Individuals using emergency shelters into Single Men, Single Women, Youth, Families (2005)
4. Length of Shelter Stay becomes a separate indicator (2005)
5. Breakdown of "Family" into "Adults" and "Children" (2007)
6. Combining of the social housing waiting list and supportive housing waiting list due to changes in the Social Housing Registry (2009)
7. Average cost of a 1-bedroom apartment changed to the average cost of a bachelor apartment (2010)

Wording was also further clarified within the indicators. For example, "Income" was used to describe social assistance amounts, minimum wage, and the Consumer Price Index

increases from 2004 until 2009. This term was changed to "Affordability" in 2010. At the same time "Homelessness" was also changed to "Emergency Shelter Use" and "Housing" to "Affordable Housing". However, none of the indicators within the categories changed at that time.

Grading

Grading was first introduced in 2005 as a way to evaluate the progress made in addressing homelessness in Ottawa that occur over time. For a complete list of past report cards and grades, see Appendix B.

From 2005 to 2009 grades were assigned based on amount of change reflected in indicators from one year to the next. A set of anchors were developed that assigned grades according to amount of progress or deterioration reflected in change in indicators (see Table below). Three questions were posed to individuals to assist them in making their grading choices.

1. What are the chances of becoming homeless?
2. Once homeless, what are your chances of getting back to stable housing?
3. Is the support and service sector in Ottawa supporting those who are homeless or at risk improving, staying the same or getting worse?

REPORT CARD GRADES	Question response	Amount of change tracked
A = Significant Progress	a lot less	A = a lot less = 15% and more
B = Some Progress	somewhat less	B = somewhat less = 5 to 15%
C = No or Slight Progress	about the same	C = about the same = 5% or less,
D = Some Loss	somewhat worse	D = somewhat worse = 5 to 15%
E = Significant Loss	a lot worse	E = a lot worse = 15% and more

(L. Browne, Personal Communication, Feb 3, 2006)

Grading was not used in the 2004 report card because there was no comparison data available. In 2005, one overall grade was assigned to reflect overall progress towards all indicators. The two Working Groups and Steering Committee were asked to assign a grade based on the above questions. Grades were then finalized through discussions at both the Steering Committee and REWG. In 2006, the same grading levels were used but applied to each of the 4 indicators: Housing, Income, Homelessness, and Length of Shelter Stay. All members of the Steering Committee and two ATEH Working Groups were surveyed individually and asked to provide their grades for each of the four indicators "Based on your review, identify the letter grade that best represents your

impression of the improvement or decline in relation to "ending homelessness" that has occurred 2005 to 2006 "(L. Browne, Personal Communication, Jan 2007).

In addition, members were asked to provide a justification for these grades. The grades produced by the survey were then summarized and provided to the Steering Committee. Members of the Steering Committee assigned the final grades for the report card after a review of the survey results. Members voted on a grade for each indicator grouping to begin the discussion which proceeded until consensus was reached. This grading process continued in the same manner until 2010 when a new approach to grading was established.

In 2010, annual targets were created by the REWG at the request of the Steering Committee which they then presented to the Steering Committee consideration and revision of the targets. This modification resulted in a change in the grading process. Targets were established to show progress towards the goal of ending homelessness in Ottawa over a 10 year period by 2020.

Annual Targets

1. 1000 new units/rent supplements per year (+10 000 over 10 years)
2. A decrease of 500 person (-5000 over 10 years)
3. A decrease in shelter stay 3 days (-30 days over 10 years)
4. Have no more than 30% of income being required of people on low incomes for housing

Grades were then calculated based on how much progress has been made on the target. The table below shows the amount of progress required for each target to receive each grade.

The same process of asking Steering Committee and Working Group members to assign grades was used. Individuals compared the amount of progress on each

ATEH Annual Targets Table for Grading: Letter Grade, Definitions & Change				
Letter Grade	**Affordable housing: new units plus rent supplements**	**Decrease in # of homeless people**	**Decrease in length of shelter stay**	**Affordability: % of income required for housing**
A	700 – 1,000	- 500	- 3 days	30%
B	350 – 699	- 250	- 1.5 days	35%
C	200 – 349	0	0 days	40%
D	100 – 199	+ 250	+ 1.5 days	45%
F	0 – 99	+ 500	+ 3 days	50%

indicator to the related target and assigned a grade accordingly. All grades were then

summarized and finalized through Steering Committee discussions. This method of grading was also used in the 2011 report card.

Content

Referenced Organizations: Members/Agencies/Other

Member agencies have stayed mostly constant over the past 8 years in ATEH. Member organizations voluntarily join; their annual fees help to support ATEH operations, events, and publications. Many member organizations have been featured or mentioned within the eight report cards.

Early report cards often featured specific member organizations or programs from the member organizations for homeless individuals. More recently, report cards have featured affordable housing projects and programs that are affiliated with member organizations. However, 18 member organizations have not been mentioned in the report cards to date. Appendix C shows the member organizations and the number of times they have been mentioned or featured in all report cards.

Other types of organizations have also been featured within the report card. These include universities, hospitals, government organizations, funding agencies, and housing organizations. For a complete list of these organizations, please see Appendix C.

Page Topics (overarching themes)

Each page within the report cards was analyzed for its overarching theme and placed into 9 categories: Data/Research, Lived Experience, Politics, Physical Health, Mental Health, Housing, Call for Action, Income and Other. Topics reflect the overarching theme of the page only, not the more specific details of what is discussed. For a complete list of pages and topics, please see Appendix D.

Data/Research

The most frequent page topic was data/research taking up a total of 45 pages in the eight report cards. The number of data/research pages in each report card remained constant each year. This topic included any pages that discussed the results of a research study, data representing homelessness trends, and summaries of collected data.

Housing

Housing is also a frequent topic throughout the report cards appearing on a total of 41 pages Housing included any discussions of affordable housing, housing programs, and housing trends.

<u>Lived Experience, Politics and Other</u>

Lived experience, politics, and other were all equally present on 20 pages each in the eight report cards. Lived experience was any article involving the opinions, quotes, or information directly from clients of programs and those with lived experience of homelessness.

Politics were discussed more frequently in the 2008-2011 report cards, with several pages dedicated to Federal, Provincial, and Municipal activities towards improving affordable housing and reducing homelessness. Earlier report cards did not have dedicated pages to politics and often combined politics with appeals to the public.

Other pages included program descriptions, table of contents, definitions of homelessness, and editorials from experts.

<u>Health</u>

Health was a topic that was seen often in some report cards and not at all in others. The 2006 report card focused on health, with the majority of pages discussing health and its relation to housing and homelessness. Other report cards had an average of 1 page dedicated to health. Physical health has been the focus of the majority of pages on health, with 16 pages dedicated to physical health and only 4 pages dedicated to mental health.

<u>Income</u>

Pages dedicated to income discuss issues surrounding minimum wage and social assistance, often in relation to the costs of housing. Earlier report cards discussed income more often than more recent report cards. Earlier report cards (2004-2007) have an average of 2 pages on income, compared to later report cards (2008-2011) that have an average of 1 page dedicated to income

<u>Call for Action</u>

The last page of every report card has been dedicated to appeals to the public. These pages ask for action from readers through letters, campaigns, and other political activities.

Conclusion

Report cards have been established as a valuable tool for advocacy, increased public awareness, and dissemination of data on homelessness and affordable housing. The above findings illustrate the evolution of the ATEH "Report Card on Ending Homelessness in Ottawa" over its eight-year history. This information will be used to inform the Phase 2 evaluation, focusing on the impact and reach of the report card.

References

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Appendices

Appendix A: Indicators

Appendix B: Grades by Year

Appendix C: Referenced Organizations Members/Agencies/Other

Appendix D: Page Topics By Year

Appendix A: Indicators

2004		2011	
Indicator	Breakdown	Indicator	Breakdown
Housing Indicators: Number of Social Housing Units Number on the Social Housing Waiting List Number of Rent Supplements Number of Supportive Housing Units Rental Vacancy Rate Average rent for a 2-bedroom apartment		**Creation of New Affordable Housing:** New Affordable Housing Units Waiting list for Social Housing (households) Rent Supplements/Housing Allowances Supportive Housing Places Rental Vacancy Rate Average Rent (Bachelor Apartment)	
Income Indicators: Social Assistance for a Single Person Average monthly # of Ontario Works cases Minimum Wage Cost of Living Increase		**Affordability (Income/Rent):** Ontario Works for a single person Disability Assistance for a Single Person (ODSP) # of Ontario Works Cases (monthly average) Minimum Wage Consumer Price Index Increase	
Homelessness Indicators: Number of Individuals who stayed in a shelter Number of times shelter beds were used		**Reducing Emergency Shelter Users:** Total # of Individuals and Family Members # Times Shelter Beds Were Used	Total Single Men Single Women Youth Families Children Adults in Families
Length of stay in emergency shelters (days)	Single Men Single Women Youth Families	**Shorter Shelter Stays:** Average Stay (Days)	Total Single Men Single Women Youth Families

Appendix B:

Grading by Year
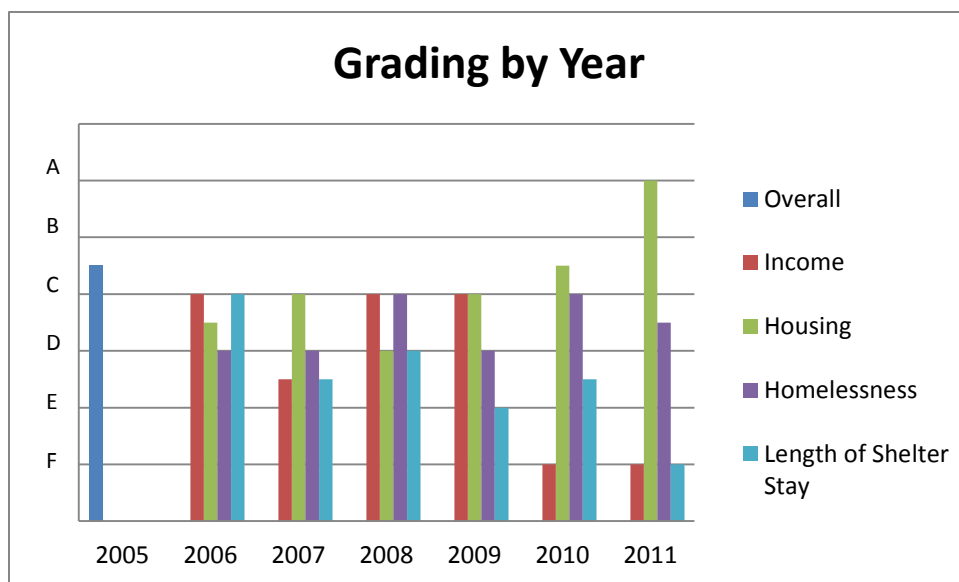
Appendix C: Member Organizations/Sector Agencies or Partners

Agency Featured	2011	2010	2009	2008	2007	2006	2005	2004	Totals
Member Organizations									
Action-Logement/Action-Housing			m-p1	m=p10	m-p2 m-p7 m-p12	m-p2 a/4-p15	m-p1 m-p12	m-p11 m-p12 m-p13	m =11 a=1
Boys and Girls Club of Ottawa									m = 0
Bronson Centre									m = 0
Bruce House			m-p6		a/3-p9 pic-p9			m-p11	m =2 pic =1 a=1
Canadian Mental Health Association - Ottawa Branch	m-p9 m-p15	m-p4 m-p8 m-p14	m-p2 m-p5 m=p7 m-p11	m-p1 m-p2 a/2-p9	m-p2 m-p8 a/2-p6	m-p2 m-p16	m-p9	m-p10 m-p11 m-p13 m-p14	m = 20 a = 2
Canadian Red Cross									m = 0
Caring and Sharing Exchange									m = 0
Carlington Community Health Centre					pic-p12			m-p11	pic =1 m = 1
Catholic Immigration Centre								m-p8 m-p11	m = 2
Causeway Work Centre							a/3-p13	m-p11	m = 2 a = 1
Centre 454		m-p5	a/2-p12	m-p2		m-p12		m-p9 m-p11	m =5 a =1
Centre 507 Drop-In				a/3-p8 m-p10				m-p9 m-p11	m = 3 a = 1

Legend: m = mentioned pic = picture a = full-page article a/2 = half-page article a/3 = third-page article a/4 quarter-page article

Centre espoir Sophie							a/3-p10 pic-p10	m-p9 m-p11	m = 2 pic = 1 a = 1
Centre for Research on Educational and Community Services, University of Ottawa						m-p7 a/2-p8 m-p9 m-p15	m-p4	m-p2 m-p3 m-p9 m-p13	m = 8 a= 1
Centretown Citizens Ottawa Corporation		m-p5m-p14	m-p5m-p7	pics(5) -p 12			pic-p9	m-p15	m =6pic = 5
Centretown Community Health Centre			m-p12	m-p8		a/2-p10		m-p11	m = 3 a = 1
Chrysalis House								m-p11	m = 1
City of Ottawa Emergency Family Shelter							pic-p2	m-p8	m = 1 pic = 1
City of Ottawa, Housing Services Branch	m-p1 m-p2 m-p6 m-p7 m-p9 m-p15	m-p2 m-p5 m-p8 m-p15	m-p2 m-p10 m-p12 pic-p13 m=p13	m-p1 m-p2 m-p3 m-5 m-p11 m-p13 m-p16	m-p2 (x3) m-p3 (x4) m-p5 m-p6 m-p8	m-p2 m-p3 m-p7 m-p11 a/3-p12 m-p13 m-p15 m-p16	m-p1 m-p3 pic-p3 m-p5 m-p7 m-p8 m-p9 m-p13 m-p12	m-p8 m-p9 m-p13 m-p12 m-p14	m = 50 pic = 2 a = 1
Cooperative Housing Association of Eastern Ontario									m = 0
Cornerstone Housing	m-p2 m-p4 m-p5 m-p7	a/3-p3 pic-p3	m-p6 m-p7 m-p12	m-p3 m-p13	m-p8	a/2-p10		m-p7 pic-p7 m-p8 m-p11	m = 13 pic = 2 a = 2

Legend: m = mentioned   pic = picture   a = full-page article   a/2 = half-page article   a/3 = third-page article   a/4 quarter-page article

Daybreak Non-Profit Shelter			m-p6					m-p11 m-p15	m = 3
Debra Dynes Family House									m = 0
Elizabeth Fry Society			m-p2 a-p8 pic-p8					m-p11	m = 2 a = 2 pic = 1
Emily Murphy Non-Profit Housing Corporation			m-p6					m-p11 m-p15	m = 3
Family Services Ottawa									m = 0
First Baptist Church									m = 0
Good Day workshop							a/4-p14		a = 1
Harvest House Ministries									m = 0
Horizons Renaissance Inc.			m-p6 m-7						m = 2
Housing Help				m-p9 m-p10	m-p7 m-p12		m-p12	m-p11 pic-p12 m-p12 m-p13	m = 8 pic =1
Jewish Family Services								m-p11	m = 1
John Howard Society of Ottawa		m-p15	m-p6 m-p7 m-p12	a-p10	m-p7(x2)		m-p14	m-p11	m = 8 a = 1
Minwaashin Lodge/Oshki Kizis Healing Lodge							m-p11 pics(x3)-p11	m-p8 m-p11	m = 3 pic = 3
Montfort Renaissance									m = 0
Multifaith Housing Initiative		m-p5		a-p11					m = 1 a = 1
Nelson House of Ottawa-Carleton								m-p11	m = 1

Legend: m = mentioned pic = picture a = full-page article a/2 = half-page article a/3 = third-page article a/4 quarter-page article

Nepean Housing Corporation			m-p6		a/2-p13 pic-p13			m-p15	m = 2 a = 1 pic = 1
Nepean, Rideau, Osgoode Community Resource Centre									m = 0
Nursing Students of Ontario									m = 0
Oasis Program at Sandy Hill Community Health Centre			m-p10						m = 1
Odawa Native Friendship Centre								m-p11	m = 1
Ontario Association of Social Workers Eastern Branch									m = 0
OPIRG Carleton University									m = 0
Operation Come Home					m-p10			m-p9 m-p11	m = 3
Options Bytowne Non-Profit Housing Corporation			m-p5 m-p6 m-p7 pic-p7	m-p10		m-p16		m-p11 m-p13 pic-p13 m-p15	m = 8 pic = 2
Ottawa Action on Poverty									m = 0
Ottawa Community Immigrant Services Organization		m-p5 m-p15						m-p11 m-p15	m = 4
Ottawa Inner City Health Inc.	m-p15	m-p3 m-p14	m-p10 m-p11			m-p11 a/2-p13 m-p14 m-p16		m-p10 m-p11	m = 10 a = 1
Ottawa Inner City Ministries									m = 0

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Legend: m = mentioned   pic = picture   a = full-page article   a/2 = half-page article   a/3 = third-page article   a/4 quarter-page article

Ottawa Pastoral Counselling Centre									m = 0
Ottawa Salus Corporation			m-p5 m-p6 m-p7		a/4-p8 pic-p8			m-p11	m = 4 a =1 pic = 1
Pinecrest-Queensway Community Health Centre						m-p6 m-p7	m-p12 pic-p12	m-p11	m = 4 pic = 1
Psychiatric Survivors of Ottawa									m = 0
Royal Ottawa Mental Health Centre, Community Mental Health Program	m-p11		m-p7			m-p13 m-p14		m-p10 m-p11 m-p13	m = 7
Sandy Hill Community Health Centre	m-p15	m-p4	m-p11				m-p14	m-p11	m = 5
Shepherds of Good Hope	m-p2 m-p5 pic-p6 m-p15	pic-p1 m-p5 m-p14	m-p5 m-p6 m-p7 pic-p9 m-p9 m-p12	m-p3			m-p13 pic-p13	m-p8 m-p9 m-p11	m = 15 pic = 4
Social Planning Council of Ottawa									m = 0
Somerset West Community Health Centre		m-p3				m-p6		m-p11	m = 3
South-East Ottawa Community Health Centre						pic-p6	m-p2 pic-p2	m-p11	m = 2 pic = 2
St. Joe's Women's Centre							a-p11 pic-p11	m-p8 m-p11	m = 2 pic = 1 a = 1
Stewart and Associates									m = 0
The Ottawa Food Bank								a/4-p6	a = 1

Legend: m = mentioned   pic = picture   a = full-page article   a/2 = half-page article   a/3 = third-page article   a/4 quarter-page article

The Ottawa Mission	m-p15	m-p5	m-p7 m-p11	m-p3 a-p7	m-p6	m-p12 m-p13		pic-p4 m-p4 m-p8 pic-p8 m-p9	m = 11 a = 1 pic = 1
The Salvation Army Booth Centre		m-p15 pic-p16	a/4-p11 m-p11	m-p3 a/2-p6	a/3-p7 m-p8 pic-p8		m-p4 pic-p4 m-p7 m-p15 pic-p15	m-p8 m-p9 pic-p9 m-p11 pic-p11 m-p12	m = 11 a = 3 pic = 5
The Well				a/3-p8			a/3-p10 pic-p10	pic-p2 m-p2 m-p9 m-p11	a = 2 pic = 2 m = 3
Tungasuvvingat Inuit			m-p12					m-p11	m = 2
Wabano Centre for Aboriginal Health				a/2-p6		pic-p11 a/2-p11		m-p11	m = 1 pic = 1 a = 2
West End Legal Services									m = 0
Western Ottawa Community Resource Centre									m = 0
YMCA-YWCA, National Capital Region			m-p6	m-p3	m-p9			m-p8	m = 4
Youth Services Bureau of Ottawa	m-p15	m-p3pic-p3m-p14	m-p1pic-p1m-p6a/4-p11	m-p3pic-p5	a/2-p10pic-p10	m-p8m-p9	a-p6a-p7pic-p7	m-p8m-p9m-p10pic-p10m-p11m-p15	m = 13pic = 6a = 4

Legend: m = mentioned pic = picture a = full-page article a/2 = half-page article a/3 = third-page article a/4 quarter-page article

Youville Centre			m-p6		a/2-p13			m-p11	m = 2a = 1
Non-Member Organizations									
Aboriginal Youth Home								m-p11	m = 1
Aboriginal Women's Support Centre								m-p11	m = 1
Algonquin College		m-p11			m-p9	m-p8			m = 3
Asher Christian Seniors								m-p15	m = 1
Barrhaven Non=Profit Housing Corp								m-p15	m = 1
Calgary Homeless Foundation	m-p6	m-p7							m = 2
Canadian Housing Renewal Association							a/4 -p8		a = 1
Canadian Institute for Health Information	m-p13								m = 1
Canadian Institutes of Health Research	m-p6	m-p7							m =2
Canadian Labour Congress								m-p5 m-p15	m = 2
Canadian Mortgage and Housing Corp	m-p2 m-p14	m-p2	m-p2 m-p4 m-p14	m-p2 m-p11	m-p2 m-p4 m-p7	m-p4	m-p1 m-p3 m-p8 m-p9 m-p13	m-p6 m-p15	m = 19
The Caring and Sharing Exchange									m = 0
Carleton University	m-p11	m-p11			m-p5	m-p15	m-p5 m-p15	m-p3	m = 7
Centre for Addiction and Mental Health						m-p10 m -p11			m = 2
Centre for Research on Inner City Health, St. Michael's Hospital		m-p10							m = 1

Legend: m = mentioned   pic = picture   a = full-page article   a/2 = half-page article   a/3 = third-page article   a/4 quarter-page article

Champlain LHIN			m-p3					m = 1
Children's Hospital of Eastern Ontario					m-p10	m-p14	a-p12	m =2 a= 1
Chinese Community Housing Corp.								m-p15	m = 1
Chinese Social Services								m-p11	m = 1
Community Works Non-Profit Housing Corp.								m-p15	m = 1
Cumberland Housing Corporation		m-p5						m-p15	m = 2
Ellwood House Seniors Inc.								m-p15	m = 1
Enbridge Gas							m-p15		m = 1
Gignul Non-Profit Housing Corp.								m-p15	m = 1
Gloucester Non-Profit Housing Corp								m-p15	m = 1
Goulbourn Non-Profit Housing Corp								m-p15	m = 1
Grey Sisters of the Immaculate Conception						m-p14			m = 1
Habitat for Humanity		m-p5							m = 1
Harmer House								m-p15	m = 1
Harmony House			m-p6					m-p11	m = 2
Human Resources and Skills Development Council								m -p15	m = 1
Hydro Ottawa							m - p15		m = 1
Immigrant Women Services Ottawa								m-p11	m = 1
Interval House								m-p11	m = 1
Inuit Non-profit Housing Corp								m-p15	m = 1
Kanata Baptist Place Incorporated								m-p15	m = 1
King's Sons and Daughters								m-p15	m = 1
La Cité Collegiale		m-p11							m = 1
La Presence								m-p11	m = 1
Liuna Non-profit Housing								m-p15	m = 1
Maison D'Amitie								m-p11	m = 1

Legend: m = mentioned   pic = picture   a = full-page article   a/2 = half-page article   a/3 = third-page article   a/4 quarter-page article

Microsoft							m-p14		m = 1
Ministry of Health and Long-term Care, Province of Ontario		m-p13	m-p14	m-p5			m-p3 m-p9		m = 5
Ministry of Community and Social Services, Province of Ontario		m-p4	m-p14						m = 2
Muslim Non-profit housing Corp. Of Ottawa-Carleton								m-p15	m = 1
National Capital Region Vietnamese Canadian Non-Profit Housing Corp.								m-p15	m = 1
National Secretariat on Homelessness								m-p9	m = 1
Ottawa Community Housing			m=p7			pic-p15	m-p9 pic-p9 m-p14	m-p14 m-p15	m = 5 pic =2
Ottawa Health Department	m-p15								m = 1
The Ottawa Heart Institute	m-p15								m = 1
The Ottawa Hospital	m-p15		m-p10			m-p3 m-p13 m-p14			m = 5
Osgoode Non-Profit Housing Corp.								m-p15	m = 1
Public Health Agency of Canada			a/4-p3						a = 1
Rankin Terrace								m-p15	m = 1
Reach3	m-p11	m-p6 m- p10							m = 3
Rideau Non-Profit Corporation								m-p15	m = 1
Rideauwood Addictions and Family Services					m-p7				m = 1
Rideau Street Youth Enterprises							a-p14		a = 1
Royal Bank of Canada							m-p14		m = 1

Legend: m = mentioned pic = picture a = full-page article a/2 = half-page article a/3 = third-page article a/4 quarter-page article

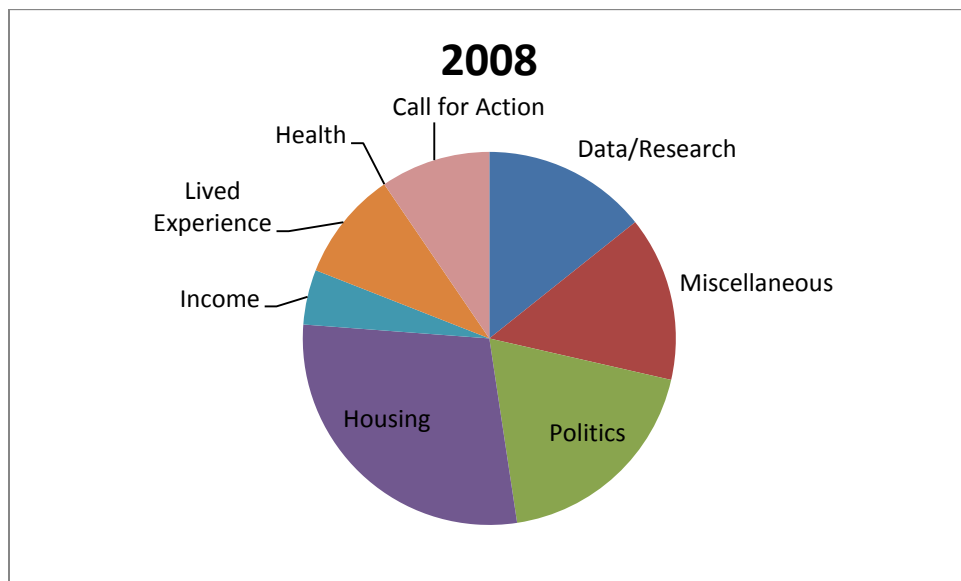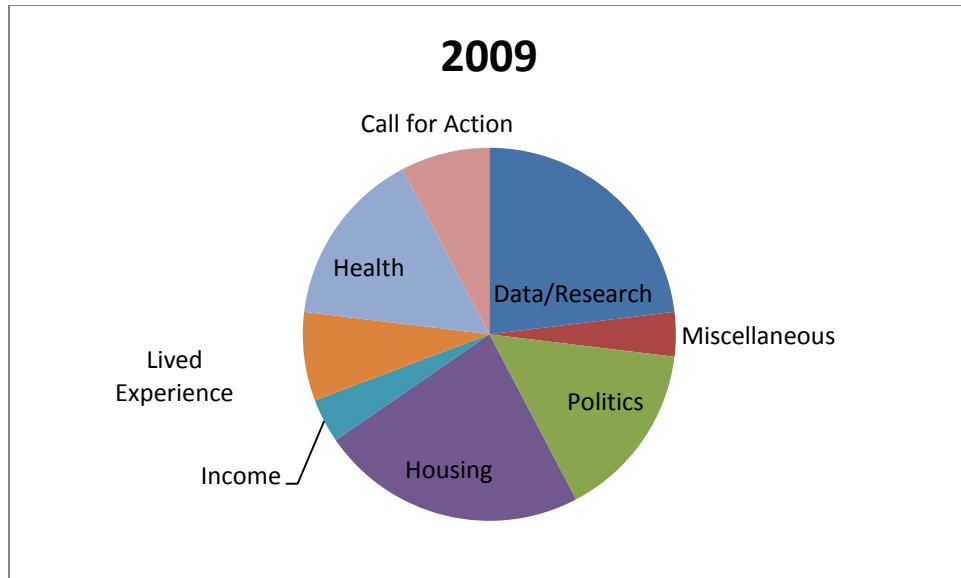|									
Saint Paul University	m-p12	m-p11			m-p5	m-p15	m-p5	m-p3 m-p10	m = 7
Serson Clarke Non-Profit Housing Corp.								m-p15	m = 1
Shikun Oz Non-Profit Housing Corp.								m-p15	m = 1
Social Planning and Research Council of British Columbia							m-p13		m = 1
Social Sciences and Humanities Research Council							m -p5		m = 1
St. Anne's Medical Centre								m-p11	m = 1
St. Joe's Supper Table					pic-p5				pic = 1
St.Luke's Anglican Church of Canada								m-p9	m = 1
St. Mary's Home								m-p11	m = 1
St. Vladimir's Russian Residence								m-p15	m = 1
Statistics Canada	m-p2 m-p13 m-p14	m-p2	m-p2 m-p15	m-p2 m-p14	m-p2 (x3)	m-p8		m-p15	m = 13
Taiga Non-Profit Housing Corp.								m-p15	m = 1
Tewegan House			m-p6		a -p11 pic-p11				m =1 pic =1 a = 1
Unitarian Housing								m-p15	m = 1
United Way			m-p16				m-p7 m-p15 m-p16	m-p16	m = 5
Université de Montréal	m-p12								m = 1

Legend: m = mentioned   pic = picture   a = full-page article   a/2 = half-page article   a/3 = third-page article   a/4 quarter-page article
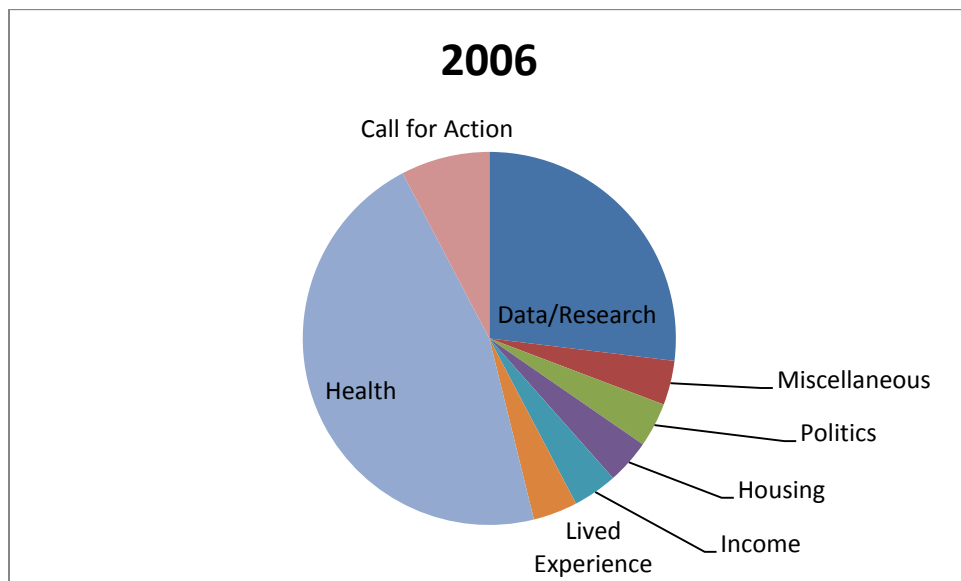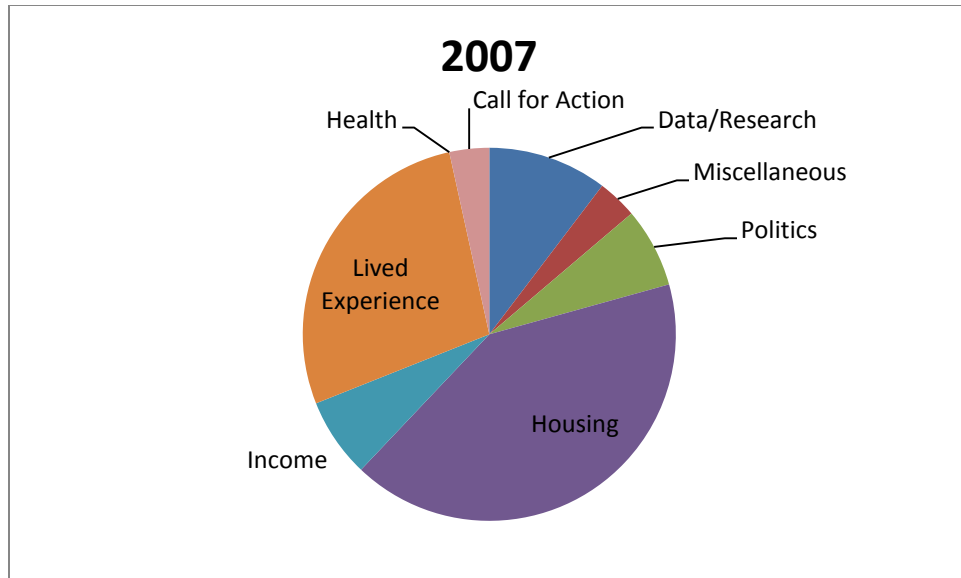
University of Ottawa	m-p11 m-p12 (x5) m-p13 m-p15	m-p11	m-p6 m-p7		m-p5	m-p13 m-p14 m -p15	m-p5	m-p10	m = 16
University of Toronto		m-p10	m-p9				m-p4	m-p7	m = 4
University of Winnipeg	m-p12								m = 1
Wellesley Institute	m-p7		m-p9						m = 2
West-Carleton Non-Profit Housing Corp.								m-p15	m = 1
World Health Organization						m -p5			m = 1
Vanier Non-Profit Housing Corp.								m-p15	m = 1

Legend: m = mentioned pic = picture a = full-page article a/2 = half-page article a/3 = third-page article a/4 quarter-page article

Appendix D: Page Topics By Year

2011

Health · Call for Action · Lived Experience · Income · Housing · Data/Research · Politics · Miscellaneous

2010

Call for Action · Health · Lived Experience · Income · Housing · Data/Research · Politics · Miscellaneous

2009

2008

2007

2006

2005

2004
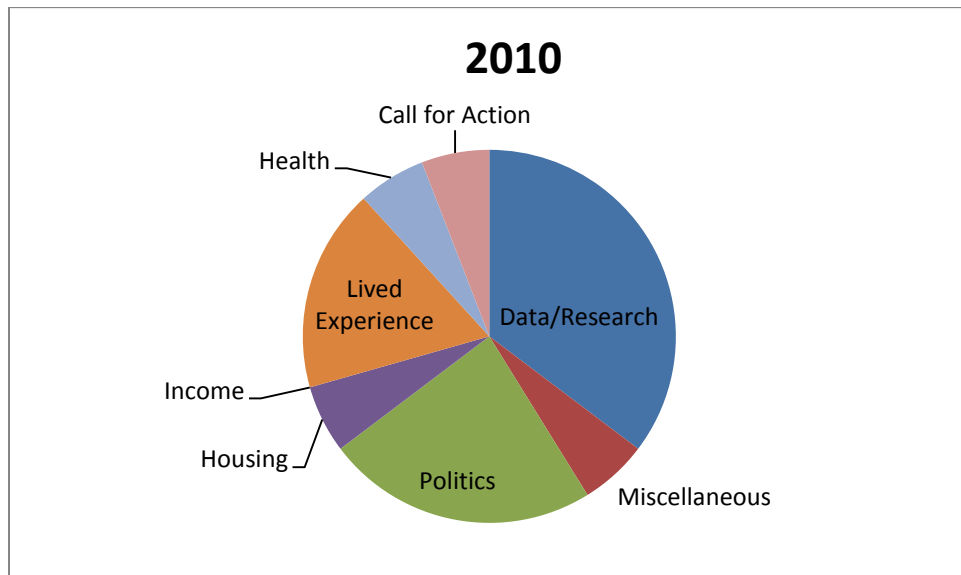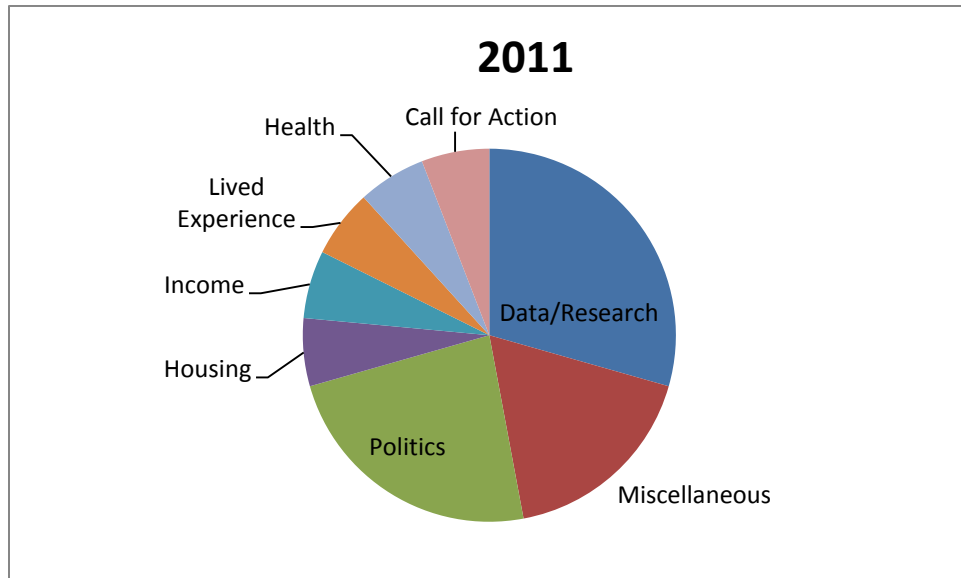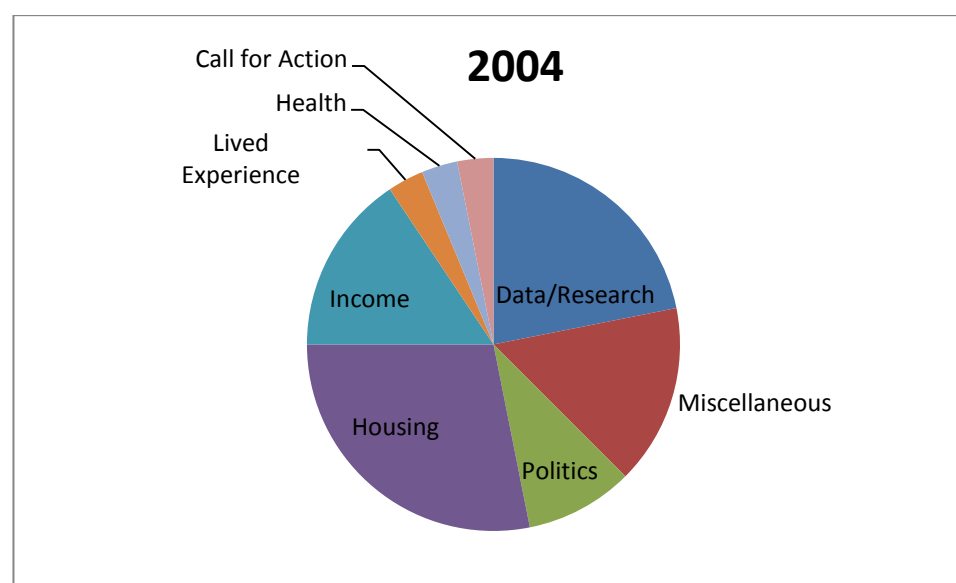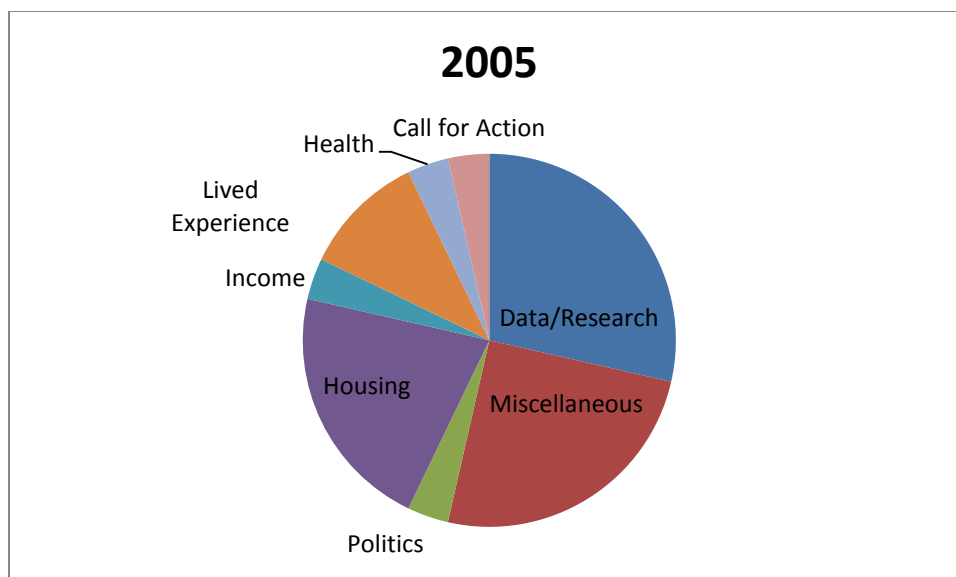
For more information, please contact the authors:

Stephanie Rattelade at sratt031@uottawa.ca

Lynne Browne at lbrowne@endhomelessnessottawa.ca

Tim Aubry at taubry@uottawa.ca