

APPENDIX 2

Indicators - Access, Equity and Human Rights Action Plans and Achievements

Introduction

The indicators identified in this document are used to report Access, Equity and Human Rights (AEHR) initiatives and achievements by City Divisions. These indicators are based on the AEHR directions and priority policy and program areas set by Council and the Toronto Public Service. These indicators will be reviewed for their effectiveness and will be updated after review.

Definitions

Indicators are standards set up to measure the results from the implementation of specific policies or programs. A standard can be quantitative, for example, how many, how much, or qualitative, for example, a response to services provided. The indicators selected in this document are quantitative indicators. But results cannot be evaluated only on quantitative data. Appropriate qualitative indicators and measures should be considered and included.

Priority groups identified by the City in addressing AEHR are Aboriginal people; immigrants and refugees; lesbian, gay, bisexual, transgender, transsexual and two spirit people; people with disabilities; people with low literacy; racial minorities; seniors, women and youth.

Designated groups under the Employment Equity Policy refer to the Aboriginal people; people with disabilities; racial minorities (visible minorities) and women.

Corporate indicators are used for measuring the results from the implementation of City-wide policies and programs and legislative requirements, such as human rights, employment equity, outreach and appointments to Agencies, Boards and Commissions, community partnership and investment programs, accessibility for people with disabilities, including compliance with the AODA (Accessibility for Ontarians with Disabilities Act).

Divisional indicators are used for measuring the results from the implementation of policies and programs of individual divisions specific to divisional responsibilities, such as youth employment programs in priority neighbourhoods, affordable housing, appointments to divisional advisory bodies, service delivery.

Service/activity level indicates the changes in the service/activity level compared to the level of the previous year, and is measured by “increased”, “stable” or “decreased, action required or no data available”.

Highlights of 2008 Achievements

The following are highlights in services and activities that impact AEHR priority groups based on service/activity level indicators

Employment equity

Improved results:

- The response rate to the workforce survey of non-union employees has improved from 60% in 2004 to 75% in 2007, which are the latest data available.
- Divisions such as City Clerk's, Court Services and Technical Services have used the workforce survey results in strategic planning.
- The Toronto Public Service People Plan was adopted by Council in 2008. It sets clear human resources directions and objectives for the City, and requires City Divisions to develop action plans to achieve the equitable representation of diversity at all levels of the workforce.

Action required:

- The workforce survey of unionized employees is scheduled for the fall 2009.
- Data on the participation of designated groups in the promotion process and in development programs are to be collected.

Youth employment, internships and placements

Improved results:

- The number of youth hired by the City, including recreation workers, permanent, temporary and part-time, increased from 2,992 in 2007 to 3,255 in 2008. 404 (12%) hired were from priority neighbourhoods.
- Fire Services job fairs outreached to 400 youth.
- The total number of internships and placements to high school, college and university students reported by City Divisions was 318.

Mentoring and internship programs to internationally trained professionals

Improved results:

- Eighty-seven City employees were matched with 123 internationally trained professionals (ITPs) from the same or related professions to provide mentoring aimed at facilitating their integration into the Toronto labour market.

Stable:

- Seventy percent of the ITPs who completed mentoring were hired in the same or related professions or were in co-op, or voluntary/internship placements.

Action required:

- The ITPs from the Career Bridge Internship Program hired by City Divisions declined from 12 in 2007 to 3 in 2008. There is a need to examine the reasons for this 75% decrease.

Equity Lens

Improved results:

- Two Equity Lens courses are offered to City employees in the corporate learning program every year. In addition, presentations on the Equity Lens have been made to five City Divisions. More presentations to City Divisions and the Policy Coordinating Team are being planned.
- Divisions have applied the Equity Lens in various policies and programs, such as the development of the Health Equity Impact Assessment Tool, 311 policy, service and programs, review of the Social Housing Reform Act and related policies, Children Services Operating Criteria and revision of the Toronto Fire Services Standard Operating Procedures/Guidelines and all Policies and Procedures.

Action required:

- With the help of the agenda forecasting system, identify reports to Committees and Council that need to provide an equity analysis in an Equity Impact Statement.
- Assist interested Divisions in planning and offering internal Equity Lens training to their employees.

Leadership

Improved results:

- The Regional Champion Campaign – Increasing Women’s Participation in Municipal Government in Toronto was launched. Ten women Councillors were matched with 26 young women to provide mentoring, job shadowing and education with the goal of supporting young women in learning about the role of women in municipal government.
- Coalition of Municipalities Against Racism and Discrimination (CMARD) – The City continued to provide expertise to other Canadian municipalities wanting to join CMARD and to strengthen the network with elected officials to support the Coalition. The number of municipalities that have joined CMARD has increased from 13 in 2007 to 26 in 2008. The

City's role in the establishment of CMARD received an award from the Public Service Quality Fair in 2008.

Appointments to Agencies, Boards, Commissions and Corporations (ABCCs) and divisional advisory bodies

Improved results:

- The number of applications to ABCCs has increased from 515 to 1804 in 2004-2008, a 250% increase.
- The appointments of priority groups to ABCCs have increased in the same period: women (33%-49%), visible minorities (22%-31%), youth (4%-7%).

Action required:

- Outreach to the Aboriginal people and people with disabilities to improve their representation on ABCCs will be carried out.
- The fifteen divisional advisory bodies that are required to follow the equity and selection objectives of the Public Appointments Policy as a result of the extension of the Policy will have to conduct the voluntary self-identification survey to find out the representation of priority groups on their boards.

Improving participation in 2010 municipal election

Improved results:

- Identified 32 organizations, including youth, seniors, people with disabilities, new Canadians, tenants, ethno-cultural groups and the homeless as potential partners to address barriers that prevent electors and candidates from participating in municipal elections.

Youth development initiatives

Improved results:

- Eighteen youth projects to support youth engagement, leadership and skills development in priority neighbourhoods were funded by the youth-led Identify "N Impact Investment Fund. 180 youths participated in the funded projects. 12 youth panel members were trained to review funding applications and made recommendations on funding allocations.
- The implementation of *Youth Recreation Strategy - Investing in Our Youth* led to increased sports opportunities, enhanced urban programming, more female programming and youth empowerment and mentorship opportunities. Outreach initiatives reached 233,519 youth, including 168,430 at risk youth, 31,840 newcomer youth and 33,249 youth with disabilities.

- Youth Councils in six long term care homes provided 500 youth volunteers with opportunities to develop leadership, learn decision-making skills and participate in the delivery of resident programs.
- Sixty-three mentors were available for youth participating in arts projects.

Priority neighbourhoods

Improved results:

- Twenty-eight after school recreation programs served 3,600 children and youth.
- Twenty-nine arts projects served 1,323 youth.
- 28,463 youth participated in 134 diverse educational programs.

Poverty reduction initiatives

Improved results:

- The Investing in Families project assisted 832 Ontario Works (OW) and Ontario Disability Support Program (ODSP) in improving their self sufficiency and employability.
- OW and ODSP clients filled 93 positions in the Investing in Neighbourhoods Project which addresses their employment needs and increase their employability.
- Seventeen people with lived experience of homelessness were hired by the City. 71% of 14 homeless people hired in cooling centres were Aboriginal people, women and people with disabilities.
- Over 300 clients received Transition to Work services. 87% of them were women, youth, immigrants and people with disabilities.
- The Toronto Enterprise Fund provided \$888,673 to support 14 local economic development projects. These projects employed over 250 people comprised of 45% youth, 20% women, 18% immigrants and 10% Aboriginal people. 50% of the people in the funded projects were connected to permanent employment or returned to school.

Affordable housing

Improved results:

- 861 transitional housing units were completed for priority groups, including 55 for people with mental health issues, 112 frail seniors with HIV/AIDS, 27 young homeless mothers and children, 60 Aboriginal people and 561 families with children, low income persons, mixed groups, new Canadians, persons with physical disabilities and artists.

Stable:

- 1,741 households by priority group status received rent supplement and housing allowance programs, including 248 Aboriginal households, 407 senior households, 300 women led households who were victims of domestic violence, 285 women led single parent families, 269 households with people with disabilities and 232 youth households.
- 36.6% of 9,663 households that were housed through all social housing projects and rent supplement and housing allowance programs were households from priority groups.
- 1,791 households by priority group status were housed in social housing from the centralized waiting list and social housing projects, including 1,282 victims of domestic violence (95% women), 495 seniors and 14 youth.

Homelessness Partnership Initiative (HPI) – Dedicated funding to the Aboriginal community

Improved results:

- 20% of the HPI funding in the amount of \$16,239,809 was allocated to the Aboriginal community, including \$14,899,194 to the Aboriginal Community Capital Projects, \$349,359 to the Essential Services Aboriginal Program RFP, \$917,518 to aftercare programs and \$73,738 to Aboriginal agencies' organizational capacity and sustainability.

Multilingual information

Improved results:

- Translation and interpretation projects processed by Multilingual Services increased from 1,629 translations and 23 interpretation projects in 41 languages in 2007 to 1,716 translations and 38 interpretation projects in 40 languages in 2008.
- The news advisory and ads placed in ethno-specific media increased by 82.5% from 143 in 2007 to 261 in 2008.
- Twelve languages are available on request for *Our Toronto*, a new city-wide publication, including English, French, Chinese, Tamil, Italian, Spanish, Portuguese, Tagalog, Urdu, Russian, Farsi and Korean. The number of visits to accessible PDF and translated web pages from November 2008 to March 2009 was 3,269.

Stable:

- Thirty-one City programs used the Language Line Service to provide information and deliver services.

Improving access to facilities, services and programs for people with disabilities

Improved results:

- Twenty-two retrofitting and renovation projects in City facilities based on the Accessibility Design Guidelines were completed.
- Sixty two intersections were equipped with accessible pedestrian signals.
- A Parks, Forestry and Recreation (PFR) Steering Committee for People with Disabilities was established.
- The PFR Adapted Programs and Integrated Service for People with Disabilities Resource Guide was developed and launched in partnership with community agencies.
- Recreation programs were designed and offered to people with strokes and multiple sclerosis, and the access to golf program was delivered to blind golfers.
- Training on disabilities issues was rolled out to all youth outreach workers in PFR.
- Barrier-free garbage collection and waste diversion services were available for households with seniors and people with disabilities.
- Low-income people with disabilities were provided with financial assistance through the water rebate program.

LGBT inclusiveness

Improved results:

- Significant LGBT program development and implementation has occurred in three pilot long-term care homes.
- A toolkit was created with strategies regarding the creation of gay-positive, inclusive environments for LGBT individuals in long-term care homes. It was distributed to all 10 of the City-operated long term-care homes and community services.
- There was active recruitment of volunteers from the LGBT community.
- There was active participation annually in the Gay Pride Parade, rainbow flag raisings and other LGBT community events.
- All shelters receiving funding from the City conducted a review of their access policies, which included a review of shelter access for transgender clients.

Policy and program development

Improved results:

- The City of Toronto Human Rights and Harassment Policy was revised, reflecting the amendments to the Ontario Human Rights Code and strengthening the City's accessible and fair human rights process for employees and service recipients.
- The Communications Planning Policy approved by the City Manager ensures that all Divisions develop communications plans that meet the diverse information needs of

Toronto's audiences. An Advertising Protocol complementing the City Advertising Policy requires City ads to incorporate principles of access and equity, and to be placed in ethno-specific media for major campaigns.

- The revised Children Services Parent Admission Package strengthens the recognition of various cultures and special needs of children and families. The revised Operating Criteria has incorporated the Equity Lens to support inclusive environments for children and families.

Appendix 2
Indicators - Access, Equity and Human Rights Action Plans and Achievements

Indicator	Status/Service/ Activity Level	Data Source	2007	2008
A. CITY AS AN EMPLOYER				
The goal of the City of Toronto is to achieve a workforce that reflects the diversity of the community. Indicators will address representation of designated groups, advancement of designated groups, mentoring and internship programs, youth employment, and workplace culture.				
Response - Workforce Survey				
A1. Response rate-Non-union employees (2,979) Increased response from 60% in 2004	Improved results- Increased level	Human Resources		75%
A2. Response rate-New hires of all union and non-union employees	Action required	Human Resources		25%
A3. Union employees- survey to be conducted	Action required	Human Resources		
Representation				
A4. Representation of designated groups among <i>non-union</i> employees by employment status (i.e. permanent, contract, part-time, temporary) corporately	Action required Numbers need updating	Human Resources	<p>Corporate</p> <p>Women(W) -36.25%; Visible Minorities (VM)-17.31%; Aboriginal Peoples (AP)-0.58%; People with Disabilities (PWD)-3.4%</p> <p>By clusters</p> <p><i>I.. Special Reporting Relationships (Council)</i> W-40.55% VM-11.42% AP -0%</p>	

Indicator	Status/Service/ Activity Level	Data Source	2007	2008
			PWD- 0.39% <i>II. City Manager's Office:</i> W -70.57% VM-26.98% AP-2.18% PWD-7.08% <i>III. Cluster A</i> W - 44.94% VM – 15.19 % AP- 0.49 % PWD- 3.66 % <i>IV. Cluster B</i> W -17.48%; VM-17.06%; AP-0.41%; PWD -3.52 % <i>V. Cluster C (Internal Focused Services)</i> W -26.05%; VM -22.86%; AP-0.17%; PWD- 2.35%	
Advancement				
A5. Participation rates of designated groups in promotion process	Action required	Human Resources		
A6. Retention and exit rates of designated groups	Action required	Human Resources		

Indicator	Status/Service/Activity Level	Data Source	2007	2008
A7. Executive Development Program-Number of all participants	New program	Human Resources		29
A8. Executive Development Program- Participation of employees from designated groups	New Program	Human Resources		W-51.7% VM-34.5 % AP-0.0 % PWD-0.0 % Unknown-24.1%
A9. Designated groups that require increased outreach	Action required	Human Resources		2 Aboriginal People People with Disabilities
A10. Black/African Canadian Toronto Public Service- Number of employees in career mentoring program	Improved results- Increased level A first-ever initiative for Black/African employees who aspire to enter into senior management positions	Human Resources	10	10 continuing
A11. Participation rates (number and percentage)of designated groups in corporate and external training programs	Action required	Human Resources		
A12. Participation rates (number and percentage)of designated groups in tuition reimbursement programs	Action required	Human Resources		

Indicator	Status/Service/ Activity Level	Data Source	2007	2008
Youth Employment				
A13. Youth hired-Total number corporately, including recreation workers, permanent, temporary and part-time	Improved results- Increased level	Human Resources; Various divisions	2992	3,255
A14. Youth hired-Percentage from priority neighborhoods By division-Data to be available in future reports	Improved results- Increased level		354 12%	404 12%
External Mentoring/Internship Programs				
A15. Participation rate (number) of mentors and International Training Professionals (ITP) in Profession to Profession (PTP) mentoring immigrants program	Improved results- Increased level	Human Resources; Strategic and Corporate Policy	58 mentors	87 mentors
A16. Participation rate (number) of Divisions in PTP	Improved results- Increased level	Human Resources; Strategic and Corporate Policy	24 divisions	29 divisions
A17. Number of professions included in PTP	Improved results- Increased level	Human Resources; Strategic and Corporate Policy	10	12
A18. Success rate of ITPs hired in professional fields or related fields	Stable	Human Resources; Strategic and Corporate Policy		59% within 3 months of completion of mentoring
A19. Success rate of ITPs in paid or unpaid internships or	Stable	Human Resources; Strategic and		11% within 3 months of completion of mentoring

Indicator	Status/Service/ Activity Level	Data Source	2007	2008
placements		Corporate Policy		
A20. Career Bridge Internship program for ITPs - Number of interns	Action required- Decreased number of interns	Human Resources; various divisions	12	3
A21. Career Bridge Internship program for ITP's - Success rate (number and percentage) of ITP's in competitions for City positions after internship	Action required- Data unavailable	Human Resources; various divisions		
A22. Number of internships and placements provided to high school, college and university students	Stable	Various divisions		318
Employment Accommodation				
A23. Policies and procedures to address accommodation for people with disabilities, religious accommodation and supportive family policies	Stable	Human Resources; Strategic and Corporate Policy		

Indicator	Status/Service/ Activity Level	Data Source	2007	2008
Workplace Culture				
A24. Equity and Diversity Training - Participation (numbers) in corporate and divisional programs By division: -Public Health-503 -Parks, Forestry & Recreation-429 -Children Services-240	Improved results- Increased level	Human Resources		1,256
A25. Human Rights Training- non-union and union staff participation in corporate program	Improved results- Increased level	Human Resources		2,702 (2441 – non-union) (261 – union)
A26. Human Rights Training- staff participation in divisional human rights training -Fire Services-300 -PFR-57	Improved results- Increased level	Various divisions		357
A27. Human Rights Training- Participation by union shop stewards	Improved results- Increased level	Various divisions		90
A28. Human Rights complaints-Shift in consultations from complaints	Improved results- Increased shift from complaints to consultations	Human Rights Office	Complaints-129 Consultations-424	Complaints – 129 Consultations - 875
A29. Human Rights complaints-Patterns of grounds cited in complaints	Stable	Human Rights Office	Disability-most frequently cited, followed by sex and race-related	Disability-most frequently cited, followed by race-related and sex

Indicator	Status/Service/ Activity Level	Data Source	2007	2008
A30. Grievances- Patterns of grounds filed on human rights grounds	Action required: Data not available	Human Rights Office; Office of Labour Relations	29 (14%) out of 207	
A31. Ontario Human Rights Commissions complaints filed	Stable	Human Rights Office; Legal	19	18
A32. Resolution of Ontario Human Rights Commission complaints	Action required: Data not available	Human Rights Office; Legal	Withdrawn/ Settled-7 Active-12	
A33. Development of training programs to respond to requirements under the Accessibility for Ontarians with Disabilities Act. (AODA) 2005	Action required	Human Resources; Strategic and Corporate Policy		
A34. Participation in training programs to respond to AODA requirements	Action required	Human Resources		

Indicator	Status/Service/ Activity Level	Data Source	2007	2008
B. LEADERSHIP, GOVERNANCE , BUILDING COMMUNITY CAPACITY				
The goal of the City of Toronto is to promote open and accessible City government which connects with diverse communities, increases participation in the decision making, develops capacity to address racism and discrimination and provides funding support.				
Leadership				
B35. Leadership initiative to increase women's political participation in the Regional Champion Campaign-Number of mentors	Improved results- Increased level	Strategic and Corporate Policy	10	10
B36. Leadership initiative Regional Champion Campaign-Number of women participants	Improved results- Increased level A new initiative aimed at increasing women's participation in municipal office		26	26
B37. Leadership in establishing the Canadian Coalition of Municipalities Against Racism and Discrimination -Number of municipalities as Coalition members	Improved results- Increased number of municipalities participating as members	Strategic and Corporate Policy	13	26
ABCCs outreach and appointments				
B38. ABCC applications and appointments-Number of applications	Improved results- Increased number of applications	Strategic and Corporate Policy	2004-2007 515 to 1316	2004-2008 515 to 1804 (250% increase)

Indicator	Status/Service/ Activity Level	Data Source	2007	2008
B39. ABCC applications and appointments-Increased appointments from priority groups	Improved results- Increased appointments for youth, women and racial minorities	Strategic and Corporate Policy	-Youth-4% to 7% -Women-33% to 47% -VM-22% to 30%	2004-2008 -Youth-4% to 7% -Women-33% - 49% -VM-22% to 31%
B40. Priority groups targeted for increased outreach- Aboriginal people, People with disabilities, Seniors, LGBTTT	Action required- Decreased number of appointments from people with disabilities, seniors and LGBTTT; lack of applications from Aboriginal people	Strategic and Corporate Policy		-Aboriginal people-0% to 0% -PWD-9% to 4% -Seniors-33% to 8% -LGBTTT-12% to 6%
Communications				
B41. Number of translation and interpretation projects processed by Multilingual Services	Improved results- Increased level	City Clerk's	1,629 translations and 23 interpretation projects in 41 languages	1,716 translations and 38 interpretation projects in 40 languages
B42. Number of City programs that use the Language Line Service to provide information and deliver services	Stable Number shows little change	City Clerk's	34	31
B43. Number of news advisory and ads in ethno-specific media	Improved results- Increased level	Strategic Communications	143	261 (82.5% increase)

Indicator	Status/Service/ Activity Level	Data Source	2007	2008
B44. Availability of <i>Our Toronto</i> in languages other than English	Improved results- Increased level	Strategic Communi- cations		12 English, French, Chinese, Tamil, Italian, Spanish, Portuguese, Tagalog, Urdu, Russian Farsi and Korean
B45. Number of visits to accessible PDF and translated web pages of <i>Our Toronto</i> -(Nov 2008-March 2009)	Improved results- Increased level	Strategic Communi- cations		English-556 French-281 Chinese-346 Tamil-249 Italian-310 Spanish-280 Portuguese-271 Tagalog-503 Urdu-233 Russian-315 Farsi-240 Korean-241
Community Partnerships				
B46. Number of community organizations supported by Community Partnership and Investment Programs (CPIP)	Improved results- Increased level of funding and agencies funded	Social Development, Finance and Administration	885 organizations \$38.2 million	905 organizations \$43.3 million
B47. Number of individuals participating in CPIP programs	Improved results - increased level of participation	Social Development, Finance and Administration	4.1 million	4.6 million
B48. CPIP-Funding leverage	Improved results- Increased level	Social Development, Finance and Administration	\$366.9 million (Ratio 9.8)	\$413.4 million (Ratio-10.6)

Indicator	Status/Service/ Activity Level	Data Source	2007	2008
C. ECONOMIC PARTICIPATION				
The goal of the City of Toronto is to achieve the full participation of all communities in the economic life of the City and to position the diversity advantage in the global economy. Programs which support this goal address poverty reduction, transition to work, provision of affordable housing, provision of services through Enterprise Toronto and access to city procurement.				
Poverty Reduction				
C49. Investing in Families Project-Number of Ontario Works (OW) and Ontario Disability Support Program (ODSP) clients and families assisted in improving self sufficiency and employability	Improved results- Increased level of service/activity A demonstration project that has increased services for OW and ODSP clients and families in self sufficiency and employability	Employment and Social Services; Parks, Forestry and Recreation; Public Health; Cultural Services		284 adults 548 children
C50. Investing in Neighbourhoods Project- Number of positions offered by this project filled by OW and ODSP clients and families in addressing employment and employability	Improved results- Increased level	Employment and Social Services		93
C51. People with lived experience of homelessness trained and hired by the City-Total number	Improved results- Increased number of homeless people hired	Shelter, Support and Housing Administration		17

Indicator	Status/Service/ Activity Level	Data Source	2007	2008
C52. Number of people with lived experience of homelessness hired with support of Transition to Work project	Improved results- Increased level	Shelter, Support and Housing Administration		3
C53. People with lived experience of homelessness trained and hired by the City- Number hired to work in cooling centres	Improved results- Increased level	Shelter, Support and Housing Administration		14
C54. People with lived experience of homelessness trained and hired by the City- Number of homeless people of priority group status (women, Aboriginal people, people with disability) hired to work in cooling centres	Improved results- Increased level	Shelter, Support and Housing Administration		10 (71%)
C55. Number of clients in Transition to Work Project (TWP) who participate in volunteer programs	Improved results- Increased level	Shelter, Support and Housing Administration		50
C56. Percentage of clients in TWP volunteer programs by priority group status	Improved results- Increased level	Shelter, Support and Housing Administration		84% -Women-33 -Aboriginal people-3 -Immigrants-3 Youth-3
C57. Number of clients who receive TWP services	Improved results-	Shelter, Support and		Over 300

Indicator	Status/Service/ Activity Level	Data Source	2007	2008
	Increased level	Housing Administration		
C58. Percentage of clients who receive TWP services by priority group status	Improved results- Increased level	Shelter, Support and Housing Administration		87% -Women-200 -Youth-35 -Immigrants-23 -People with disabilities-2
C59. Toronto Enterprise Fund's support to local economic development projects-Total amount of funding	Improved results- Increased number of enterprises funded	Shelter, support and Housing Administration		\$888.6K
C60. Toronto Enterprise Fund-Number of enterprises funded	Improved results- Increased level	Shelter, support and Housing Administration		14
C61. Toronto Enterprise Fund-Number of people employed	Improved results- Increased level	Shelter, support and Housing Administration		250+
C62. Toronto Enterprise Fund-Percentages of people from priority groups employed	Improved results- Increased level	Shelter, support and Housing Administration		-Youth-45% -Women-20% -Immigrants-18% -Aboriginal people-10%
C63. Toronto Enterprise Fund-Percentage of people connected to employment or returned to school	Improved results- Increased level	Shelter, support and Housing Administration		50%

Indicator	Status/Service/ Activity Level	Data Source	2007	2008
Homelessness Initiatives				
C64. Homelessness Partnership Initiative (HPI)-Amount of funding to support local Aboriginal economic development	Improved results- Increased level	Shelter, Support and Housing Administration		\$16,239,809 -Aboriginal Community Capital Projects- \$14,899,194 -Essential Services Aboriginal Program RFP- \$349,359 -Aftercare programs- \$917,518 -Aboriginal agencies' organizational capacity and sustainability-\$73,738
C65. HPI-Percentage allocated to Aboriginal community	Improved results- Increased level	Shelter, Support and Housing Administration		20 per cent
Affordable Housing				
C66. Number of new affordable homes created through Toronto's allocated Canada-Ontario Affordable Housing Program Rental and Supportive Funding as of December 31, 2008	Improved results- Increased level	Affordable Housing Office		2,930

Indicator	Status/Service/ Activity Level	Data Source	2007	2008
C67. Households housed through all social housing projects, rent supplement and housing allowance programs- Total number housed from priority groups		Affordable Housing Office; Shelter, Support and Housing Administration		9,663
C68. Percentage from priority groups housed through all social housing projects, rent supplement and housing allowance programs	Stable Available data do not allow comparison from year to year	Affordable Housing Office; Shelter, Support and Housing		36.6%
C69. Numbers of households housed in social housing by priority group status from social housing projects and the centralized waiting list	Stable Available data are accumulative and do not allow comparison from year to year	Shelter, Support and Housing Administration		1,791 -Victims of domestic violence -women-1,282 (95 per cent) -Seniors-495 -Youth-14
C70. Numbers of households by priority group status that receive provincially funded rent supplement and rent allowance programs	Stable Available data do not allow comparison from year to year	Shelter, Support and Housing Administration		1,741 -Aboriginal households-248 -Seniors households-407 -Women-led households who were victim of violence-300 -Women led single parent families-285 -Households with people with disabilities-269 -Youth households-232
C71. Transitional housing units completed for priority groups	Improved results- Increased level	Affordable Housing Office		861 -People with mental health

Indicator	Status/Service/ Activity Level	Data Source	2007	2008
				issues-55 -Frail seniors with HIV/AIDS-112 -Young homeless mothers and children-27 -Aboriginal people-60 -Families with children, low income persons, mixed groups, new Canadians, persons with physical disabilities and artists-561
C72. Residential Rehabilitation Assistance Program- Number of privately owned rental affordable units funded for modification for people with disabilities	Stable Accumulative data do not allow comparison from year to year	Affordable Housing Office		75
Access to City Contracts				
C73. Access to City contracts-Number of information outreach sessions held	Action required PMMD is in the process of changing its campaign on "how to do business with the City".	Purchasing and Materials Management	10 supplier briefings held	3 supplier briefings held
C74. Access to City contracts-Number and percentage of firms owned by designated groups that obtained City's purchasing contracts	Action required Slight increase for women and racial minority; decrease for Aboriginal people; low for people with disabilities	Purchasing and Materials Management Strategic and Corporate Policy	299 firms 8.56%	
C75. Access to City	Action required	Purchasing and	\$38.26 million	

Indicator	Status/Service/ Activity Level	Data Source	2007	2008
contracts-Value of City contracts obtained by designated groups		Materials Management	(3.16%)	

D. COMMUNITY PROGRAMS AND SERVICE DELIVERY

The goal of the City of Toronto is to provide programs and services that respond to the needs of a diverse population, to involve communities in setting policies and priorities for service delivery, to develop capacity and skills among youth and to become a barrier free city.

Engaging and Involving Aboriginal and Diverse Communities in the City's Decision-Making Process

D76. Number of divisional advisory bodies included in the City's Public Appointments Policy	Stable	City Clerk's; Strategic and Corporate Policy		15
D77. Numbers and percentages of priority group members in the advisory bodies included in the City's Public Appointment Policy (Survey to be conducted)	Action required	Various divisions		
D78. Number of other community advisory committees and working groups not included in the City's Public Appointments Policy	Stable	Various divisions		32

Accessibility for People with Disabilities

Indicator	Status/Service/ Activity Level	Data Source	2007	2008
D79. Number of retrofitting and renovations based on the City's Accessibility Design Guidelines in civic buildings and facilities	Improved results- Increased level	Various divisions		22
D80. Number of retrofitting and renovations by division	Improved results- Increased level	Various divisions		-311 project-1 -City Clerk's-3 -Facilities and Real Estate-15 -Ombudsman's Office-1 -Shelter, Support and Housing Admin-1 (all bathrooms in women's shelters) -Strategic and Corporate Policy-1
D81. Number of divisions that have initiated or completed accessibility audit of their facilities -City Clerk's -Cultural Services -Facilities and Real Estate -Parks, Forestry and Recreation -Shelter, support and Housing Administration	Stable Number shows little change	Various divisions		5
Supporting Youth and Communities to Develop Capacity to Address Community Issues				
D82. Identify 'N Impact Investment Fund to support youth engagement and leadership and skills development in priority neighbourhoods-Number of projects funded	Improved results- Increased level	Social Development, Finance and Administration		18

Indicator	Status/Service/ Activity Level	Data Source	2007	2008
D83. Identify 'N Impact Investment Fund- Number of youth participating in the funded projects	Improved results- Increased level	Social Development, Finance and Administration		180
D84. Identify 'N Impact Investment Fund- Number of youth panel members trained to review funding applications	Improved results- Increased level	Social Development, Finance and Administration		12
D85. Number of youth outreached to and participating in divisional youth engagement and involvement programs	Improved results- Increased level	Parks, Forestry and Recreation, fire Services Long Term Care Homes and Services		234,419 - PFR-233,519 - Fire Services-400 youths - LTCH&S-500 youth outreached through 6 Youth Councils
D86. Number of mentors to youth in arts projects	Improved results- Increased level	Cultural Services		63 mentors
Service Delivery to Priority Neighborhoods				
D87. Services and programs delivered in priority neighborhoods-Number and types of services and programs as reported by Divisions	Improved results- Increased level	Various divisions		191 -28 After School Recreation Programs -29 arts projects -134 diverse educational programs
D88. Services and programs delivered in priority neighborhoods-Number of children and youth served as reported by Divisions				33,386
Service Delivery to Diverse Communities and Residents				

Indicator	Status/Service/ Activity Level	Data Source	2007	2008
D89. Numbers and types of programs and initiatives planned and delivered specifically to priority groups as reported by Divisions	Improved results- Increased level	Various divisions		<p>44</p> <ul style="list-style-type: none"> -Aboriginal people-6 (Dedicated funding from Homelessness Partnership Initiative & affordable housing program, health research project, information on City's decision-making, Aboriginal child care) -Women-12 (Job fair, Girls Unlimited program, shelters, drop in for homeless women, housing help , local economic development through Toronto Enterprise Fund) -Immigrants and refugees-7 (Mentoring, heritage and diversity education programs, hockey training, cricket, housing help) -People with disabilities-12 (Advisory committee, steering committee, staff training, resource guide, T.I.M.E.- rehab through movement and exercise, access to golf for blind golfers, water rebate, alternative waste collection, accessible pedestrian signals, International Day for People with Disabilities) -Racial minorities-4 (Research on racialization

Indicator	Status/Service/ Activity Level	Data Source	2007	2008
				and racism as a determinant of health, Identify 'N Impact Fund, diverse educational programs) -LGBTTT-3 (Sexual health, long term homes, review of shelter access)
D90. Heritage and diversity educational programs delivered to ESL classes- Number of programs		Cultural Services Cultural Services		61
D91. Heritage and diversity educational programs delivered to ESL classes- Number of immigrant students served	Improved results- Increased level	Cultural Services Cultural Services		300
D92. Number of intersections equipped with accessible pedestrian signals	Improved results- Increased level	Transportation Services		62