

Status Report – 2008 Access, Equity and Human Rights (AEHR) Achievements

Date:	May 13, 2009
To:	Executive Committee
From:	Joseph P. Pennachetti, City Manager
Wards:	All
Reference Number:	

SUMMARY

This report advises Council on the status of the City's Access, Equity and Human Rights Achievements (AEHR). The report includes:

- (i) an update on the implementation of the 2008 Auditor General's recommendations regarding the implementation of Access, Equity and Human Rights in Agencies, Boards, Commissions and Corporations (ABCCs); and
- (ii) the indicators used to benchmark 2008 AEHR accomplishments by City Divisions.

This is the first report to Council on access, equity and human rights achievements that uses indicators to report on the progress of implementation.

The indicators selected for this report will be reviewed for their effectiveness in measuring progress, and will be updated and expanded for future reports. These indicators address the City's multiple roles as employer, demonstrating leadership, building community capacity, ensuring accessibility for people with disabilities, achieving prosperity and participation, providing services and programs for the diverse communities in the City, as well as to businesses and visitors.

Although the City's access, equity and human rights policies and programs are intended to address the specific barriers faced by members of equity seeking groups, these policies and programs have the overall effect of creating a civic environment which respects and

values diversity. Inclusion of the City's ABCCs in an AEHR planning process moves the City further towards the goal of full participation by residents in all aspects of civic life.

Information provided by City Divisions show that they continue to make tremendous progress in providing programs and services which address access, equity and human rights issues. The available data also show that there are areas where immediate action is required, particularly with respect to the City's role as an employer.

Appendix 1 presents a summary of indicators used to summarise the 2008 accomplishments of City Divisions. Appendix 2 provides details of Divisional accomplishments.

RECOMMENDATION

The City Manager recommends that Division Heads be directed to expedite the implementation of initiatives in areas requiring action in Appendix 1 and Appendix 2, and that the results of implementation be reported in the next status report to Council scheduled for September 2010.

Financial Impact

The recommendation will have no financial impact beyond what has already been approved in various program budgets.

Equity Impact Statement

This report provides a set of indicators which can be used to assess the City's progress towards the achievement of its Access, Equity and Human Rights objectives and the removal of barriers for its diverse residents and communities. The indicators included in the Appendices to this report provide a mechanism for identifying areas which require immediate action.

DECISION HISTORY

At its July 2008 meeting, City Council directed City Divisions to continue to develop and report on Access, Equity and Human Rights (AEHR) Action Plans and to report on 2008 achievements in 2009. Council also directed that future status reports be modeled after the benchmarking performance report and include quantitative benchmarks and results where available.

At its December 2008 meeting, Council decided that beginning in 2010, divisional Access, Equity and Human Rights Action Plans are to be integrated in the City's service planning process and that the City's performance in achieving its equity objectives be reported twice per term of Council. Council also requested the City Manager to include

the City's agencies, boards, commissions and corporations in the action planning process for Access, Equity and Human Rights.

At its December 2008 meeting, Council approved recommendations arising from the 2008 Audit of City performance in achieving access, equity and human rights goals. Council requested that status reports on implementation be provided twice per year.

Background reports are available on the Reports/tools web page of the City's Diversity site www.toronto.ca/diversity.

ISSUE BACKGROUND

Toronto has found that the diversity among and within its communities is a continuing source of success and prosperity, yet the city's success has not been equally shared among its residents. To address this, Council has approved many policies and has directed City Divisions to implement programs aimed at reducing poverty, attaining social inclusion, achieving prosperity and a workforce that is representative of the City's population.

Previous reports from City Divisions to Council have described a wide range of activities addressing AEHR issues and have not clearly described the progress being made. Consequently, Council requested that indicators be developed to benchmark the rate of implementation. The indicators used in this report are based on the AEHR directions and priority policy and program areas set by Council and the Toronto Public Service.

COMMENTS

(a) Audit recommendations regarding access, equity and human rights implementation in Agencies, Boards, Commissions and Corporations (ABCCs)

In July 2008, the City Manager's report on the 2007 access and equity accomplishments advised Council that the initiatives undertaken with ABCCs have focussed on relationship frameworks, the preparation of human rights policies and diversity initiatives regarding appointments to their governing bodies.

Considerable success has already been achieved by Council and the ABCCs with increasing diversity among the appointments to the governing bodies of agencies. In 2004 there were 515 applications for appointment, which increased to 1,316 in 2007 and to 1,804 in 2008. Appointments of women increased from 30 per cent in 2004, to 47 per cent in 2007, and 49 per cent in 2008. The appointment rate of visible minorities increased from 22 per cent in 2004 to 30 per cent in 2007, and 31 per cent in 2008. The Appointments of youth increased from 4 per cent in 2007 to 7 per cent in 2008. There remains under-representation of Aboriginal people, seniors, people with disabilities, and members of the LGBTTT (Lesbian Gay Bi-sexual Transgender) community.

In addition, agencies such as the Toronto Police Services, the Toronto Transit Commission, Toronto Community Housing and the Toronto Public Library already have significant program initiatives in place to address the increasing diversity among the City's residents.

In December 2008, City Council approved the Auditor General's recommendations contained in the report "Audit of City Performance in Achieving Access, Equity and Human Rights Goals". Three recommendations applied to ABCCs:

- All ABCC's were requested to report by June 2009 on the development and implementation of human rights policies and complaint procedures;
- Major ABCCs were requested to provide an annual human rights report to Council detailing the numbers and types of human rights complaints received by the Human Rights Tribunal of Ontario involving the respective agency, board, commission and corporation, and the complaint resolutions and associated costs; and
- Major ABCCs were requested to complete an access, equity and human rights action plan consistent with divisional action plans by 2010.

In April 2009, the City Manager advised all ABCCs to report directly to the June meeting of the Audit Committee on the status of implementation of workplace human rights policies and procedures. The ABCCs have been provided with Council's protocol for reporting on the status of Audit Recommendations and the link to the Council's Workplace Human Rights Policy at <http://www.toronto.ca/divisions/hr.htm#HRO>.

With respect to advising Council on access, equity and human rights initiatives, some of the major ABCCs are addressing these in Annual Reports and have been encouraged to continue this practice. Staff are in the process of reviewing the reporting format for access, equity and human rights initiatives being undertaken by City Divisions and this will be shared with the major ABCCs for future use in providing the reports requested by Council.

(b) Status of implementation – Audit recommendations

A report on the overall status of implementation of recommendations arising from the 2008 Audit on the City's performance in achieving its access, equity and human rights goals will be provided to the Executive Committee in September 2009.

Council has also directed that an Urban Aboriginal Framework for Toronto be prepared and that a report be submitted in June. A report on the development of this framework is also on the June Executive Committee agenda.

(c) Benchmarking of 2008 Diversity Accomplishments

The broad strategic directions covered by AEHR Action Plans are leadership, economic participation, building strong communities, service delivery and the City's role as an employer. Specific actions identified for inclusion in AEHR Action plans included:

- Employment equity initiatives (e.g. participation in mentoring/internship programs, employment accommodation);
- Participation in diversity and human rights training programs;
- Preparations to respond to the upcoming "customer service" compliance requirements of provincial legislation (AODA - Accessibility for Ontarians with Disabilities Act);
- Initiatives to improve service delivery, including multi-lingual services;
- Involvement with diverse communities to build community capacity, provide advice on programs, increase participation in decision-making and community engagement.
- Inclusion of an equity analysis in reports to Council focusing on policy development and service delivery.

The priority groups covered by the City's AEHR initiatives are Aboriginal people; immigrants and refugees; lesbian, gay, bisexual, transgender, transsexual and two spirited people; people with disabilities; people with low literacy; racial minorities; seniors; women and youth.

Methodology

Indicators were developed to measure the progress of implementing AEHR initiatives undertaken by City Divisions. These indicators are based on priorities for policy and programs set by Council and the Toronto Public Service. This is the first time that indicators have been used to report on achievements. The indicators included in this report will be reviewed for their effectiveness in measuring progress, and will be updated and expanded for future reports.

Ninety two indicators were developed and grouped into 4 pillars described below.

- (A) City as Employer:
34 Indicators – A 1 to A 34

These indicators measure progress towards achieving a City of Toronto 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.

- (B) Leadership, Governance and Community Capacity
14 Indicators – B 35 to B 48

These indicators measure progress towards promoting an open and accessible City government which connects with diverse communities, increases participation in decision making, develops capacity to address racism and discrimination and provides funding support.

- (C) Economic Participation
27 Indicators - C 49 to C 75

These indicators measure progress towards achieving full participation by all communities in the economic life of the City and establishing a 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.

- (D) Community Programs and Service Delivery
17 Indicators - D 76 to D 92

These indicators measure the provision of programs and services that respond to the needs of a diverse population, involve communities in setting policies and priorities for service delivery, develop capacity and skills among youth and become a barrier free city.

Results of benchmarking

Results were classified by using three service/activity levels to classify outcomes:

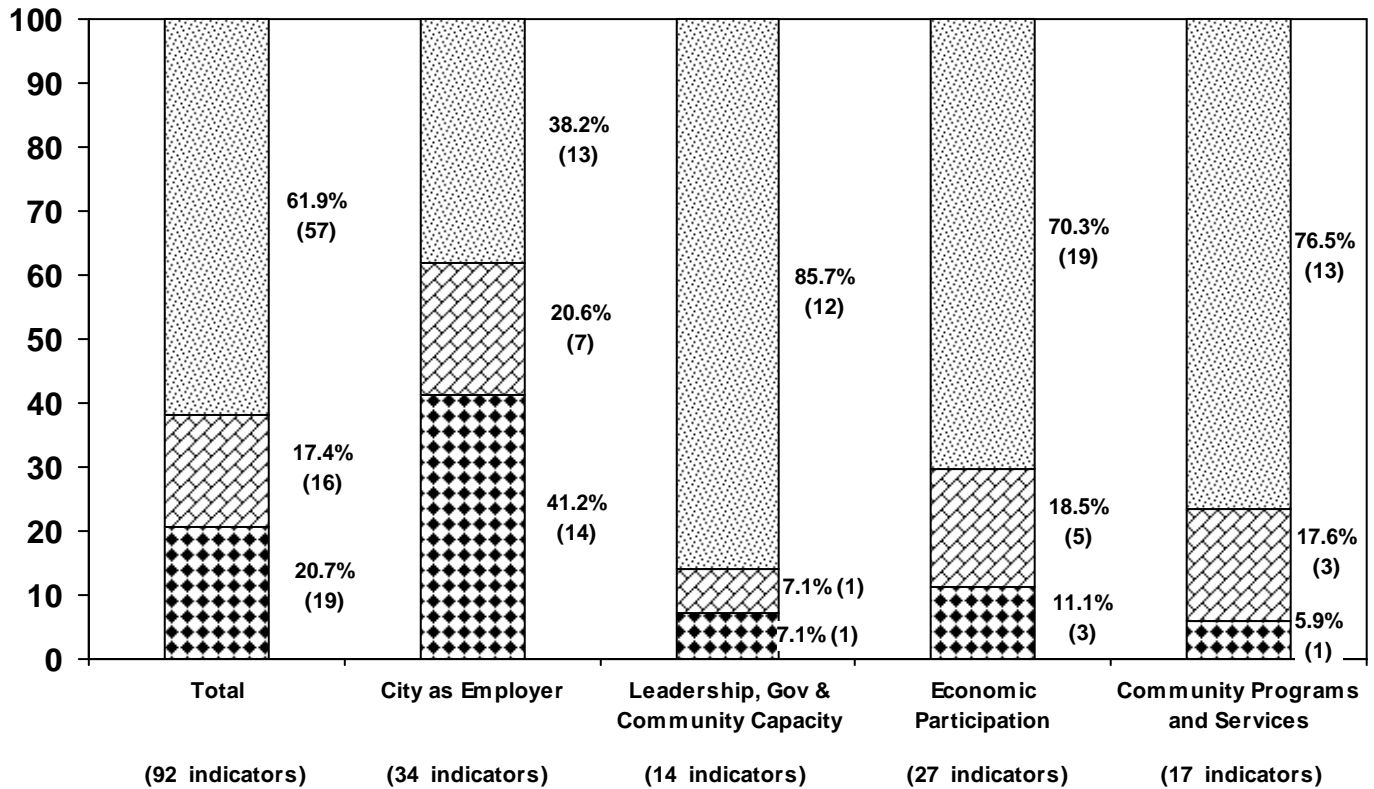
1. Improved results – increased level of activity
2. Stable
3. Action required - Decreased level of activity or no data available.

The assessment of service/activity levels was derived from data provided by City Divisions. Staff from divisions also provided additional information to verify and support the data in the divisional reports when requested by the City Manager's Office. Qualitative data related to the improvement or significant development in access, equity and human rights from the divisional reports were also considered and included in the assessment of the results.

Using these 92 indicators, the overall assessment shows increased levels of activity in 57 (61.9 %) indicators and a stable level of activity in 16 (17.4 %) indicators. Action is required in areas which are addressed by the remaining indicators - 19 (20.7 %). An analysis of indicators for each of the areas shows that the best performing area is the City's leadership and governance role, followed by program and service delivery, and initiatives related to economic participation. The performance area which requires

concerted action regarding access, equity and human rights implementation pertains to the City's role as an employer.

Summary of 2008 Access Equity and Human Rights Accomplishments



■ Action required ■ Stable ■ Improved results

Appendix 1 presents a summary of all indicators. Appendix 2 outlines highlights of 2008 accomplishments and detailed results provided by City Divisions.

Priorities for action

This assessment shows that while the City continues to make tremendous progress in providing programs and services which address access, equity and human rights issues, immediate action is required to address the City's role as an employer, to prepare for the implementation of the Accessibility for Ontarians with Disabilities Act (AODA) and to improve outreach and participation in the City's purchasing process by businesses owned by designated groups.

These gaps are already being addressed by City Divisions in the AEHR Action Plans which were reported to the Executive Committee in January 2009. At the September 2008 Council meeting, staff submitted the People Plan for the Toronto Public Service. The People Plan is a four year strategy which includes five goals: becoming a learning organization; providing a safe and healthy workplace; attracting and retaining a skilled, high performing and diverse workforce; having strong and effective leaders and a positive workplace culture. Seeking employee input through workforce surveys and the establishment of affinity groups are planned. Implementation of the People Plan will address many of the identified gaps regarding the City's role as an employer.

CONCLUSION

The indicators in this Status Report on Access, Equity and Human Rights Achievements show that City Divisions are continually integrating Access, Equity and Human Rights principles into City operations and that the City is making progress in reaching its goals. The indicators also identify areas where action is required to ensure that the City's goals are achieved and that particular attention is required to address the City's goal of having a workforce which reflects the diversity of the community.

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SIGNATURE

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ATTACHMENTS

Appendix 1: Indicators – Summary of 2008 AEHR Achievements

Appendix 2: Details of 2008 AEHR Achievements