TORONTO

**STAFF REPORT
ACTION REQUIRED**

Status Report – 2009 Access, Equity and Human Rights (AEHR) Achievements

Date:	July 22, 2010
To:	Executive Committee
From:	Joseph P. Pennachetti, City Manager
Wards:	All
Reference Number:	

SUMMARY

This report advises Council on the status of Access, Equity and Human Rights (AEHR) implementation and the 2009 AEHR achievements of City Divisions.

Achievements include the city-wide implementation of the "equity lens", development of a strategic plan on Diversity and Positive Workplace, inclusion of performance measures on AEHR for management staff in annual performance planning, preparations to implement standards under the Accessibility for Ontarians with Disabilities Act (AODA) and the development of an Urban Aboriginal Framework for Toronto. Highlights of overall program implementation, including divisional achievements are provided in Appendix 1.

This report uses indicators to illustrate the progress being made at both the corporate and divisional levels in four broad program and service areas:

a) City as an employer;
b) Leadership, governance and building community capacity - Initiatives promoting an open and accessible City government which connects with and builds the capacity of diverse communities;
c) Economic participation – Initiatives that reduce poverty and advance prosperity for all residents and businesses; and
d) Community programs and service delivery – Programs and services that respond to the needs of a diverse population and involve communities in setting policies and priorities for service delivery

Assessment of the 2009 achievements show that of the 110 indicators, 96 (87.3 per cent) depict increased activity level, improved results or are stable, while 11 indicators (12.7 per cent) show areas requiring action. This is an overall improvement over 2008 in which 79.3 per cent of the indicators showed positive or stable results and action was required for the remaining 20.7 per cent.

Appendix 1 presents the highlights on the achievements of the corporate AEHR program and divisional AEHR initiatives.
Appendix 2 presents a summary of the indicators for 2009 AEHR achievements.
Appendix 3 provides the details of the indicators, including an introduction and definitions of terms.

RECOMMENDATION

The City Manager recommends that Division Heads continue to address those areas requiring action that are identified in Appendix 2 and Appendix 3.

Financial Impact
The recommendations will have no financial impact beyond what has already been approved in program budgets.

Equity Impact Statement
This report provides information and a set of indicators which were 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 also provide a mechanism to identify areas where progress has been made and where additional actions are required.

DECISION HISTORY

In July 2008, City Council considered a Status Report from the City Manager on the implementation of 2007-2008 Access, Equity and Human Rights Action Plans. (http://www.toronto.ca/legdocs/mmis/2008/ex/bgrd/backgroundfile-13863.pdf). City Council directed City Divisions to continue to develop and report on Access, Equity and Human Rights (AEHR) Action Plans. City Council also directed that future status reports be modeled after the benchmarking performance report and include quantitative results where available.

In February 2009, the Executive Committee received the 2009-2011 Access, Equity and Human Rights Action Plans. The initiatives outlined in these Action Plans became the basis for developing indicators and for providing progress reports. 2009-2011: Access, Equity and Human Rights Action Plans
(http://www.toronto.ca/legdocs/mmis/2009/ex/bgrd/backgroundfile-18208.pdf)
Appendix 1 - 2009-2011 Divisional Action Plans on Access, Equity and Human Rights
(http://www.toronto.ca/legdocs/mmis/2009/ex/bgrd/backgroundfile-18631.pdf)

The City Manager's Status Report on 2008 Access, Equity and Human Rights (AEHR) Achievements utilised indicators to report on progress. City Council adopted this report in August 2009 and directed Division Heads to expedite the implementation of initiatives in areas requiring action. City Council also requested that the results of implementation be reported by September 2010.

 Status Report - 2008 Access, Equity and Human Rights (AEHR) Achievements
(http://www.toronto.ca/legdocs/mmis/2009/ex/bgrd/backgroundfile-21485.pdf)
Appendix 1 - Indicators - Summary of 2008 AEHR Achievements
(http://www.toronto.ca/legdocs/mmis/2009/ex/bgrd/backgroundfile-21487.pdf)
Appendix 2 - Details of 2008 AEHR Achievements
(http://www.toronto.ca/legdocs/mmis/2009/ex/bgrd/backgroundfile-21488.pdf)

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

ISSUE BACKGROUND

"Diversity Our Strength" is the City's official motto. It reflects the City's belief in the value and benefits of diversity and guides the City in its endeavors to achieve the best possible quality of life for all residents and their full participation in the City's social, economic, cultural and political life. 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.

Although the City has made significant progress in its diversity programs, data from various sources, including Statistics Canada reports (*The Daily*, November 12, 2009, Statistics Canada) indicate that the 2009 economic downturn had a disproportionate negative impact upon equity-seeking groups in the City, such as recent immigrants, youth and women. It is important for the City to continue implementation of Access, Equity and Human Rights (AEHR) initiatives and to assess the results of these initiatives. These policies and programs also have the overall effect of creating a civic environment which respects and values diversity and where everyone benefits.

This is the second time that the Status Report on Access, Equity and Human Rights implementation has used quantitative indicators to assess results and can be used to monitor year-to-year progress on implementation.   These indicators will continue to be reviewed for their effectiveness, and will be refined and updated for future reports.

As requested by Council, staff initiated a consultation with community equity seeking groups regarding the indicators that were selected. An on-line survey was piloted with some community based organizations and will be expanded to a broader base of organizations in early fall.

COMMENTS

Corporate implementation

In June 2009, a presentation was made by the City Manager to the Executive Committee, on the development of the indicators, achievements for 2008 and corporate AEHR objectives for 2010.

Actions have been undertaken to implement or continue implementing the following:
- Expansion of the application of the "equity lens" for all reports which are targeted to strategic policy and programs;
- Development of an Urban Aboriginal Framework for Toronto;
- Preparations to implement standards under the Accessibility for Ontarians with Disabilities Act (AODA);
- Implementation of The People Plan and the Learning Strategy
- Continuation of mentoring programs such as the Black African Canadian Employment Equity Program, the Profession to Profession program for internationally trained professionals, and the Toronto Regional Champions Campaign aimed at increasing women's participation in public life;
- Continuation of mandatory Human Rights training for supervisory and management staff;
- Inclusion of performance measures on AEHR implementation for Division Heads;
- Development of a strategic plan on Diversity and Positive Workplaces, implementation of employment equity initiatives including the workforce survey and youth employment strategies;
- Participation in the Coalition of Municipalities against Racism and Discrimination (CMARD) through the Canadian Commission for UNESCO and the Federation of Canadian Municipalities (FCM);
- Follow up with Agencies, Boards, Commissions and Corporations (ABCCs) on human rights implementation.

Highlights of overall program implementation, including divisional achievements are provided in Appendix 1.

Assessing 2009 AEHR achievements

The report on 2008 achievements utilized 92 indicators which were grouped into four areas (described below). For the 2009 report, 21 new indicators were added and three were deleted or refined by new indicators. The new indicators take into account expansion of programs or an increase in the activities being measured by divisions.

One hundred and ten (110) indicators were used and grouped into four areas described below:

(A)   City as Employer:
       39 indicators – A 1 to A 39

       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 Building Community Capacity
        19 indicators – B 40 to B 58

       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
        32 indicators – C59 to C90

       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
       20 indicators – D91 to D110

       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.

The indicators reflect the City's AEHR activities addressing priority groups, including
Aboriginal people; immigrants and refugees; lesbian, gay, bisexual, transgender,
transsexual and two spirited people; people with disabilities; people with low literacy
levels; racial minorities; seniors; women and youth.

Results of assessing 2009 AEHR achievements
Three service/activity levels were used to assess the year-to-year results of the indicators
as a way of measuring the progress in AEHR implementation:

1. Improved results/increased activity – results have improved, level has increased
    from the previous year, or new initiatives were undertaken

2. Stable - level has not changed significantly from the previous year
3. Action required - no data available or reduced level of activity

Of the 110 indicators, 96 (87.3 per cent) depict increased activity level, improved results or are stable, while 11 indicators (12.7 per cent) show areas requiring action.   This is an overall improvement over 2008 in which 79.3 per cent of the indicators showed increased and stable results while 20.7 per cent of the indicators showed that action was required.

The Human Resources division continues to make progress on implementing the Employment Equity Policy and Diversity and Positive Workplace Strategy. Human Resources is currently consulting with the unions and it is anticipated that the parties will finalize and launch a workforce survey in Fall/Winter of 2010-2011. A report on the results of the workforce survey will be produced as soon as possible in 2011 and will include information and data, tracking indicators on the representation of designated group members across the organization. The proposed indicators in the present report will require review following analysis of the workforce data to ensure trackable, meaningful performance indicators for the City as Employer. Action plans, procedures, policies and processes to increase representation will be developed upon analysis of workforce survey data.

CHART 1: Summary of overall percentage change in achievements from 2008-2009
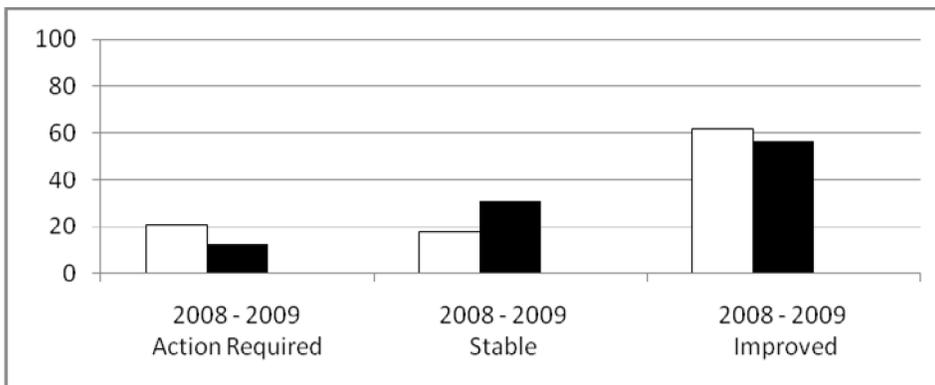
TABLE 1: Summary of overall change in performance
N is the number of indicators

TOTAL	2008 (%) (N=92)*	2009 (%) (N=110)**
Action required	20.7	12.7
Stable	17.4	30.9
Increased	61.9	56.4

Chart 2 (below) provides data on each of the program and service areas.

Chart 2: Summary of performance from 2008-2009 for program and service areas

City as an Employer

EMPLOYER	2008 (%) (N=34)	2009 (%) (N=39)
Action required	41.2	28.2
Stable	20.6	30.7
Increased	38.2	41.0

Leadership Governance & Community Capacity

LEADERSHIP, GOVERNANCE & COMMUNITY CAPACITY	2008 (%) (N=14)	2009 (%) (N=19)
Action required	7.1	-
Stable	7.1	47.3
Increased	85.7	52.6

Economic Participation
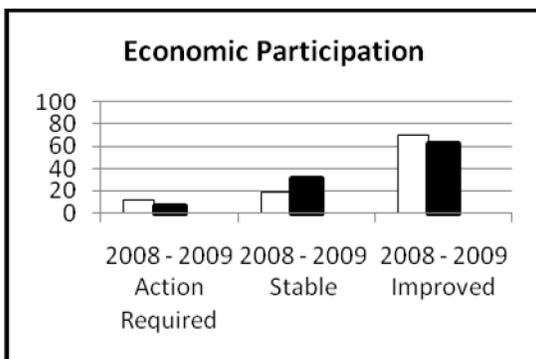
ECONOMIC PARTICIPATION	2008 (%) (N=27)	2009 (%) (N=32)
Action required	11.1	6.2
Stable	18.5	31.2
Increased	70.3	62.5

Community Programs
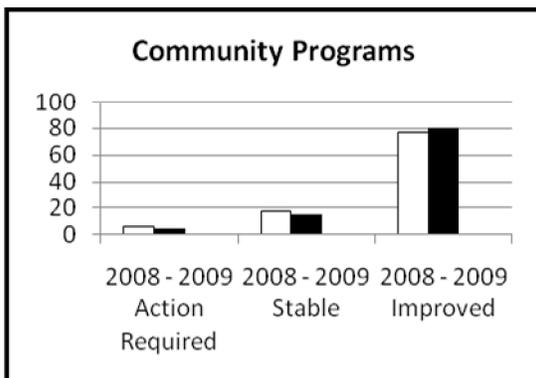
COMMUNITY PROGRAMS	2008 (%) (N=17)	2009 (%) (N=20)
Action required	5.9	5.0
Stable	17.6	15.0
Increased	76.5	80.0

These results illustrate that there have been improvements in each of the four program and service areas. The best performing area continues to be the City's efforts in Leadership, Governance and Building community capacity. Although there has been improvement in the City's role as employer, more action is required and it is expected that the implementation of the People Plan and the Diversity and Positive Workplace Strategy will reduce the gaps that have been identified.

CONTACTS

Ceta Ramkhalawansingh, Manager, Diversity Management and Community Engagement
City Manager's Office cramkhal@toronto.ca Tel: (416)392-6824

Rose Lee, Co-ordinator, Diversity Management, City Manager's Office
rlee@toronto.ca Tel: (416) 392-4991

Winnie Ng Falkenstein, Diversity Management and Community Engagement Consultant,
wfalken@toronto.ca Tel (416)397-0929

SIGNATURE

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Joseph P. Pennachetti
City Manager

ATTACHMENTS

Appendix 1 - Implementation highlights
Appendix 2 - Summary of indicators for 2009 AEHR achievements
Appendix 3 - Detailed results and definition of terms

Appendix 1

Highlights – 2009 Corporate Access, Equity and Human Rights Implementation and Divisional Achievements

The following highlights are gathered from summaries and indicators completed by City divisions and from reports submitted to Council. They are not intended to present a detailed description of all the City's AEHR accomplishments.

City as an employer

Positive initial progress has been made at both the corporate and divisional levels to meet the access, equity and human rights objectives of the People Plan, 2008-2011:

- Human rights training plays an important role in integrating human rights principles in all employment programs and service delivery to the public. After the roll-out of the mandatory human rights training to management and supervisory staff in 2008, Human Resources expanded human rights training to non-management staff (union staff) offering 20 sessions to 387 union employees in addition to 19 sessions to 310 management employees. The development of an e-learning project was also approved in 2009, Human rights training will be given a priority in e-learning.

- The development of the Diversity and Positive Workplace Strategy was completed by the end of 2009 and approved by City Council in January 2010. As an integral component of the People Plan, it will advance the City's goals to foster an organizational culture that champions and values equity, diversity and positive, respectful workplace relationships. The implementation of the strategy is underway.

- The 2010 annual performance planner for management staff has included a section which requires staff to complete actions that will contribute to the City's achievement of human rights, diversity, employment equity and positive workplace priorities.

- The number of City employees participating in the Profession to Profession mentoring immigrants program, a program to facilitate the transition of internationally trained professionals into the Toronto labour market, increased from 87 to 90. The number of professions (ITP) included in the program increased from 12 to 16. However, the employment outcomes of the ITPs declined in 2009. The success rate of ITPs being hired in professional fields or related fields after participating in mentoring decreased from 55% in 2008 to 28% in 2009.

- City Divisions' participation in co-op, mentoring and internship placements with high schools, colleges and universities has increased, an indication of initiatives to increase the complement of youth within the Toronto Public Service. The total number of placements reported by Divisions in 2009 was 638.

- There has been an increase in the number of staff participating in City divisions' internal equity, diversity and human rights training programs and activities. Diversity, access and equity training, for instance, is a requirement for all Public Health employees. A total of 5,482 staff members from various divisions completed equity, diversity and human rights training programs and activities in 2009.

- Children's Services has been implementing a strategy to improve designated groups' representation at all levels of the workforce. The strategy supports staff members' equal access to all job classifications though information kits, orientation sessions and training based on identified competencies. An interactive communication strategy will also provide all staff with direct access to senior management.

- Policy, Planning, Finance and Administration provided "next level up" training to union and non-union staff through acting assignments. Members of the City's AEHR priority groups were given the opportunity to gain valuable work experience within their career path in the division.

- Fire Services has been a key partner in the planning and delivery of the Ontario Pre-Service Fire Curriculum at Centennial College. This initiative includes a 65% minimum participation rate by AEHR priority groups as compared to the current rate which is less than 10%. It will eliminate the cost barrier and provide outreach and learner-specific support services.

- Fire Services established a partnership with Employment and Social Services (TESS) and Parks, Forestry and Recreation to offer TESS clients a career preparation course. The curriculum has been modified to include physical fitness mentoring and aptitude testing mentoring. As a result of recruitment outreach to communities, the group of 35 TESS clients who graduated in 2009 was diverse, made up of over 40% racial minorities and 10% LGBTTT.

- Shelter, Support and Housing Administration continued to mail job postings to Aboriginal agencies and post job openings on SkillsInternational.ca and settlement.org which are employment-related websites that target immigrants. Employability specialists in shelters assist shelter residents to apply to entry level jobs in the City. Information and education was provided to hiring managers regarding barriers faced by AEHR priority groups and ways of alleviating the barriers.

- City Clerk's Office undertook outreach activities to community organizations serving immigrants, seniors and people with disabilities to encourage members of AEHR priority groups to apply for election day positions.

A. Leadership, Governance and Building Community Capacity

Leadership
- The development of the City's Urban Aboriginal Framework was initiated to strengthen the City's relationship with Aboriginal communities within the City by

including Aboriginal interests and aspirations in all City initiatives. Extensive consultations were carried out with the City's Aboriginal Affairs Committee and City staff and divisions. Plans were developed to incorporate research findings and conduct consultations with the Aboriginal communities and discussions with the federal and provincial governments. In July 2010, City Council approved a Statement of Commitment to Aboriginal Communities in Toronto.

- The City took steps to meet the requirements of the AODA accessible customer service standards and its own policy commitment to creating a barrier-free city. Council adopted the "Statement of Commitment to Creating an Accessible City" consistent with the principles of the AODA to guide the City in meeting the compliance requirements. City Clerk's and Parks, Forestry and Recreation (PFR) were the first among eight divisions that initiated divisional training programs. They also provided assistance to other divisions in meeting their training requirements. Staff training on Customer Service Standards in various City divisions will be substantially completed by the end of 2010.

- The corporate-wide implementation of the "equity lens" came into effect in 2009. This tool helps City divisions and staff to consider and respond to the implications of serving a diverse population and to ensure that the policies and programs benefit all City residents equitably. All significant reports to Council are required to include an equity analysis and equity impact statement, using the "equity lens".

- The City is a member of the Steering Committee of the Canadian Coalition of Municipalities against Racism and Discrimination (CCMARD), a member of the UNESCO Coalition of Cities against Racism. The City contributed to the founding of CCMARD, facilitated the development and working relationship with the Federation of Canadian Municipalities (FCM) and developed networks and exchanged best practices at the international, national, provincial and local level, promoting and enhancing Toronto's leadership in diversity. CCMARD's membership has increased from 26 municipalities in 2008, to 30 in 2009 and 36 in 2010.

Governance and building community capacity
- The goal of the City is to increase the representation of diverse groups on the City's agencies, boards, commissions and corporations (ABCCs) through proactive strategies: outreach to under-represented groups, increasing transparency, tracking diversity data and reporting diversity results. A comparison of the appointments made in the current term of Council (2007-2010) with those of the previous term of Council (2004-2006) shows that there has been an increase in the appointments of racial minorities, young adults and women. Results also show that there is under-representation of Aboriginal people and people with disabilities. The diversity results are used to develop outreach initiatives to increase applications from under-represented groups with the goal of appointing boards that reflect the diversity of the communities they serve.

- Toronto Civics 101 was launched in 2009 to develop a better informed and engaged public who will have a better understanding of how the City works. Six sessions were held for 175 participants who were selected from a pool of 950 applicants. Comprehensive outreach ensured geographic representation and a wide range of ages, length of residency, diversity and experience. Based on the results of a voluntary questionnaire completed by eligible applicants, there was high representation of women and young adults and fair representation of racial minorities and LGBTTT in the applicant pool, while Aboriginal people, people with disabilities and seniors were under-represented. Evaluations were very positive. The majority of the respondents said that the sessions more than met the objectives of the program. For applicants who were not selected, they had access to on-line learning with extensive resources from the curriculum.

- The Regional Champion Campaign – Increasing young women's participation in municipal politics is a program developed in response to FCM's call to increase the number of women in elected office. The Campaign in 2009 teamed up 16 young women from diverse communities with the City's 10 women councillors so that the young women gained hands on experience and became familiar with the job of a municipal councillor. In Toronto, Equal Voice has developed a similar program based on the Toronto model. Other cities have shown great interest in this program.

- To ensure the accessibility of the 2010 Election to people with disabilities, City Clerk's began drafting the 2010 Election Accessibility Plan. Staff met with members of various disability groups, analyzed the effectiveness of the 2006 elector strategies and made adjustments to meet the changing needs of voters. City Clerk's also created a dedicated marketing, outreach and communications unit to implement a Community Engagement Strategy. Staff started to build internal and external partnerships with groups working with AEHR priority groups. They also worked with various landlord and tenancy groups to make information regarding the voters list readily available in newsletters, on websites and through community communications.

- There was an increase in the use of translated documents and telephone interpretation in the City in 2009. Five new City accounts were opened with Language Line Services for the use of telephone interpretation services. Multilingual Services processed the translation of 2,147 documents compared to 1,754 documents in 2008. A by-law was passed to provide 2010 Election information in 22 languages, an increase of five languages from the 2006 Election.

- Two editions of *Our Toronto*, a city-wide publication that promotes direct communication with Toronto residents, were produced and distributed to one-million households in 2009. The publications were also available on-line and in print in 12 languages, and available as a fully accessible PDF and in audio format online, as well as in large print and Braille upon request. Total number of web visits to both publications was 8,468. Thirteen requests were mailed in a language other than English and two requests for large print copies.

- Strategic Communications met with ethno-specific media outlets to discuss tactics for enhancing coverage of City initiatives in the ethnic-specific and community media. A strategy and tactics evolved on ways to pursue ethnic media coverage, which were used for the launch of 311. They were extremely effective, and included tracking a larger number of ethnic media outlets and securing translations of media coverage. The City placed 216 ads in ethno-specific publications, which made up 14% of the total number of ads placed by the City, in 2009. In addition to print advertising, the City began exploring online ads, e-blasts and digital boards to reach various ethno-specific communities.

- The Community Partnership and Investment Program (CPIP) supports communities in drawing on their own talents and resources to identify needs and develop appropriate programs and services to meet their own needs. It also invests in strategic partnerships with community-based organizations and encourages residents to engage in civic life, participate in decision-making and develop their skills and capacity in the communities to respond to a range of access, equity and human rights issues.

  The number of community organizations supported by CPIP in 2009 was 876. The total funding provided was $45.3 million and the number of individuals participating and receiving services, 4.7 million. The funding leveraged by this program increased significantly from $413 million in 2008 to $468 million in 2009.

B. Economic participation

Demands on services related to employment and income support have increased as a result of rising unemployment and growing poverty, and the related stress on individuals and families.

- To improve the quality of life for Ontario Works recipients and members of communities in priority and vulnerable neighbourhoods, Employment and Social Services (TESS), Public Health and Parks, Forestry and Recreation worked together to deliver the Investing in Families (IIF) and Investing in Neighbourhoods (IIN) programs.

  In 2009, IIF was expanded into all priority neighbourhoods as well as other neighbourhoods, such as Regent Park and Woodbine, to help create service hubs and build capacity in the community. 3,170 individuals and families received services from IIF to improve their self-sufficiency and employability. IIN was expanded to serve 265 new participants, 21 of whom completed a full placement/position.

  Another TESS program, Partnership to Advance Youth Employment (PAYE), continued to operate in six priority neighbourhoods. Approximately 50 employers offered employment opportunities in financial services, legal services, property management and retail sectors.

- As a strategy to make a safe city safer, Social Development, Finance and Administration (SDFA) provides strategic advice on policy development and implementation to enhance access to education, accelerated skills development and employment opportunities for high-risk youth, such as identifying strategies and programs to facilitate access to post-secondary education for youth at-risk of anti-social behaviour and education system withdrawal. SDFA also facilitated meeting with the Ontario Human Rights Tribunal to clarify the legal use of pre-employment police reference checks by employers and to ensure youth job applicants are aware of their rights when providing police reference checks.

- Parks, Forestry and Recreation offers the Toronto Sport Leadership program in partnership with the Toronto District School Board, Toronto Catholic District School Board, YMCA and the Life Saving Society. The program provides sports leadership training and certification in skiing, soccer, aquatics, basketball and camp leadership at no cost. Through the program, youth develop the skills and self-confidence that result in their pursuing post-secondary education, forging a career path and contributing to their communities. In 2009, 150 students from diverse ethnic backgrounds and low-income communities participated.

- Cultural Services, in cooperation with local community and service agencies, provided free workshops and events to engage youth and develop their artistic, entrepreneurial skills to enhance youth employability in the arts and culture sector with a focus on underserved and priority neighbourhoods. The young artists formed an art guild and held performances, exhibitions and art sales. Some young artists received intensive arts mentorship, developed skills as community leaders and remain engaged in the community.

- The Affordable Housing Office and Shelter, Support and Housing Administration (SSHA) implement initiatives to improve the employability of their clients and increase their access to employment:
    - Value-based procurement model – Affordable Housing Office includes in its RFP for transitional or supportive housing a component to encourage proponents to hire graduates of the George Brown College construction craft workers extended training program. The employee is provided with a job coach by George Brown College and a homelessness employability specialist from SSHA.

    - Transition to Work (TWP) project – It provides a range of employment-related supports to clients in shelters and those recently housed through Streets to Homes. It also develops partnership with employers to provide employment related opportunities for homeless or recently housed individuals. In 2009, 307 clients received TWP services; 30 people with lived experience of homelessness were trained and hired to work in the City's cooling centres; 41 women, 22 Aboriginal people, 60 immigrants and 1 youth were among 145 people participating in volunteer programs.

- Toronto Enterprise Fund (TEF) – It is a joint program of the City, United Way and the provincial and federal governments. It provides employment opportunities for vulnerable people through social enterprises and increases employability skills and self confidence and improves the health of participants. In 2009, TEF led to employment for 316 people, comprised of 58% youth, 52% women, 17% immigrants and 7% Aboriginal people. 54% of participants were connected to employment or returned to school.

- Streets to Homes Program – housing follow-up services – It provides follow-up support services within a housing first case management framework to recently housed clients, including Aboriginal people and immigrants and refugees experiencing settlement issues. In 2009, 38 individuals self identifying as recent immigrants and refugees were served by this program; 10 individuals were reported as having achieved improvements in income; 14 individuals were reported as having received pre-employment supports; 5 individuals were engaged in or completed educational and training programs and 11 individuals were successful in securing part-time, full time and volunteer work.

- As part of the City of Toronto Recession Strategy, 60 households received support through the housing help program to pay for the last and in some cases first month rent to keep their housing or to gain access to housing.

- Of the eight projects serving vulnerable Aboriginal people in Toronto, the project at Miziwe Biik Aboriginal Employment and Training worked with 42 homeless Aboriginal persons to link them to services and employment.

- Council approved allocations of $120 million from the Affordable Housing Program Extension (2009) and an estimated $16.5 million City investment to create 998 rental homes for seniors, people with disabilities, women and youth.

C. Community programs and service delivery

- 311 was launched in September 2009. It is an accessible facility which exceeds the requirements of the building code and City Accessibility Design Guidelines. It provides information on City services in plain language, alternate formats and different languages, and options for service receipt, such as access channel, online, over the phone, alternate formats and different locations and hours of operation. It ensured diversity in hiring and retention. Ninety-eight percent of staff was trained in human rights, diversity and workplace safety.

- City divisions participated in the 13 Neighbourhood Action Teams where they plan and administer services in a collaborative, cross functional framework. It resulted in effective coordination and integration of city services in the priority neighbourhoods. New sustainable initiatives brought about increased economic, social and recreational

opportunities for AEHR priority groups, such as youth engagement in local decision-making, youth employment, increased access to services for vulnerable communities, increased access to space for local residents and increased capacity to address and resolve important local issues, such as critical incidents.

- Public Health ran 111 community based projects to implement resident engagement models and support the development of youth service provider networks and creation of service hubs focused on youth and newcomers programs. These initiatives have resulted in increased opportunities for civic engagement, increased community and cross sectoral partnerships and increased access to public health and related services for vulnerable communities. The community needs and issues have been integrated into the planning of new services and programs at Public Health and in the communities.

- In 2009, Children's Services increased 3,400 new licensed spaces and subsidies. The sites operated as Best Start hubs through integration and coordination of services in partnership with child care and other service providers. Service delivery was focussed in the 13 priority neighbourhoods and children and families from the City's AEHR priority groups.

- A 2009 survey conducted by Strategic and Corporate Policy in the development of the Urban Aboriginal Framework shows that there were 25 active initiatives targeted to Aboriginal communities delivered by 13 divisions. These initiatives covered a number of areas, ranging from services, funding, planning and consultation. Affordable Housing Office and Shelter, Support and Housing Administration, for example, have allocated approximately $20 million for new facilities for homeless Aboriginal men, women, youth and families, new services to help homeless Aboriginal people find and keep housing, culturally sensitive housing help services, street outreach and housing cost subsidies to Aboriginal housing providers. Economic Development and Culture provides support to the Aboriginal community in addressing economic development and growth issues. Public Health has established a Roundtable on Urban Aboriginal Health In Toronto to promote the health of Aboriginal people through partnerships, research, policy development and advocacy.

- The Affordable Housing Office obtained Council approval of 515 new affordable homes for people with disabilities with funding from the Canada-Ontario Affordable Housing Program and City's contributions. Through the Federal Residential Rehabilitation Assistance Program, the City provided funding to modify 120 affordable households owned by people with disabilities. AHC will ensure the City's Accessibility Design Guidelines and any applicable AODA requirements are met by City-funded affordable housing developments.

- Parks, Forestry and Recreation has been promoting diverse communities' participation and youth involvement in sports and recreation.
    - It hired four cricket leaders to instruct over 500 day camp children in cricket, the fastest growing sport in Canada. The Third Annual Cricket

Across the Pond initiative profiled 35 diverse youth active in their Toronto communities and acting as ambassadors for the sport.

- It delivers a program designed to provide music instruction to developmentally challenged teens and young adults (Keys to the Studio), a baseball program for people with disabilities with eight teams participating (Slo-Pitch League) and a swimming program in an integrated setting to adults with special needs (Pegasus Community Project).
- It runs a young women's club affiliated with *Girls Unlimited Network* for females 13-17 years of age to reduce barriers and increase opportunities for young women to participate in physical activity.

- Providing services and information in different languages is a common practice among City divisions. Examples:
    - Public Health delivered the Peer Nutrition Program in 34 languages, Family Home Visitors in 24 languages and TB Program Case Management in over 30 languages.
    - In delivering housing and homelessness programs, Shelter, Support and Housing Administration communicated with clients in the shelter system in 28 languages. Tenant Hotline counsellors provided services in 12 languages. In 2009, seven more languages were added to the original 12 languages for translation of the Tenant Survival Manual, available online.
    - Print and media communications with the public from Solid Waste Management Services are available in 23 languages.
    - The Community Animators of the Live Green Toronto program at Toronto Environmental Office is a multilingual program. They are also a resource that supports the city's diverse communities in applying for the Live Green or other community grants.

- At Long Term Care Homes and Services, there has been a significant development in providing gay-positive and inclusive care to LGBTTT individuals in the homes.
    - A toolkit was created and distributed to all 10 of the City-operated long-term care homes and community services.
    - A pilot LGBT program was implemented in 3 homes.
    - Divisional policies and procedures are being revised to reflect LGBT inclusiveness.
    - There is active recruitment of volunteers from the LGBT community.
    - There is active participation annually in the Gay Pride Parade, rainbow flag raisings and other LGBT community events.

- For other services delivered to senior citizens, Solid Waste Management Services (SWMS) provides a front and side door collection service. 1,150 residents, including people with disabilities, participated in this program in 2009.

CITY OF TORONTO - Appendix 2 - Status Report on 2009 Achievements

Indicators – Summary of Access, Equity and Human Rights Action Plans and Achievements

Indicator * New Indicator Added in 2009 ** Data available upon completion of workforce survey		Status/Service/ Activity Level 2008	Status/Service Activity Level 2009	Page
INTRODUCTION TO INDICATORS				
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	Increased	Stable	26
A2	Response rate - New hires of all union and non-union employees	Action required	Action required **	26
A3	Union employees - Survey to be conducted	Action required	Action required **	26
Representation				
A4	Representation of designated groups corporately by employment status (i.e. permanent, contract, part-time, temporary) among non-union employees	Action required	Action required **	Action requ26ired
Advancement				
A5	Participation rates of designated groups in promotion process	Action required	Action required **	26
A6	Retention and exit rates of designated groups from Toronto Public Service (TPS) corporately	Action required	Action required **	26
A7	Executive Development Program - Number of all participants	Increased	Stable	26
A8	Executive Development Program - Participation of employees from designated groups	Increased	Stable	26
A9	Designated groups that require increased outreach in career advancement programs	Action required	Increased	27
A10	Black/African Canadian Toronto Public Service employees - Number participating in career mentoring program	Increased	Stable	27
A11	Participation rates of designated groups in corporate training courses for the TPS	Action required	Action required **	27
A12	Participation rate of designated groups in tuition reimbursement programs	Action required	Action required **	27
Youth Employment and Outreach				
A13	Youth hired - Total number corporately, including recreation workers, permanent, temporary and part-time	Increased	Action required	27

A14	Youth hired - Percentage from priority neighbourhoods	Increased	Stable	27
*A15	Fire Services recruitment outreach - Total number of youth outreached	*	Increased	27
External Mentoring/Internship Programs				
A16	Participation of City employees as mentors in Profession to Profession (PTP) mentoring immigrants program	Increased	Increased	27
A17	Participation of Divisions in PTP	Increased	Increased	27
A18	Number of professions included in PTP	Increased	Increased	28
A19	Success rate of Internationally Trained Professionals (ITPs) hired in professional fields or related fields	Stable	Action required	28
A20	Success rate of ITPs in paid or unpaid internships or placements	Stable	Action required	28
A21	Career Bridge Internship program for ITP's - Number of interns	Action required	Increased	28
A22	Career Bridge Internship program for ITP's - Success rate of ITP's in competitions for City positions after internship	Action required	Action required	28
A23	Number of internships and placements provided to high school, college and university students	Stable	Increased	28
*A24	Fire Services physical fitness mentoring and aptitude testing mentoring - Number of participants	*	Increased	28
Employment Accommodation				
A25	Number of policy and program initiatives to address accommodation for employees with disabilities, religious accommodation and supportive families	Stable	Stable	28
Workplace Culture/Human Rights				
A26	Equity and Diversity Training - Participation in corporate and divisional training programs	Increased	Increased	29
A27	Human Rights Training - Number of union and non-union staff participating in corporate training program	Increased	Stable	29
A28	Human Rights Training - Number of staff participating in division's internal human rights training	Stable	Increased	29
A29	Human Rights Training - Number of union shop stewards participating in human rights training	Increased	Stable	29
A30	Human Rights complaints and consultations	Increased	Stable	29
A31	Human Rights complaints - Grounds cited in complaints	Stable	Stable	29
A32	Grievances - Number filed on human rights grounds	Action required	Stable	29
*A33	Complaints successfully investigated and resolved, including those from previous year - Total number	*	Increased	29
*A34	Inquiries from residents and service recipients - Total number	*	Increased	30

*A35	Complaints from residents and service recipients resolved - Total number	*	Increased	30
A36	Complaints - Number filed with Ontario Human Rights Tribunal	Stable	Stable	30
A37	Resolutions - Number of filed complaints resolved with Ontario Human Rights Tribunal	Action required	Increased	30
A38	Accessibility for Ontarians with Disabilities Act (AODA) - Number of training programs developed to respond to accessibility standards requirements	Action required	Increased	30
A39	AODA - Number of City employees participating in training programs to respond to requirements	Action required	Increased	30

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

B40	Leadership initiative to increase women's political participation in the Regional Champion Campaign - Number of mentors	Increased	Stable	30
B41	Leadership initiative to increase women's political participation in the Regional Champion Campaign - Number of women participants	Increased	Stable	31
B42	Leadership role in Canadian Coalition of Municipalities against Racism and Discrimination (CCMARD) - Number of member municipalities in the Coalition	Increased	Increased	31

ABCCs Outreach and Appointment

B43	ABCC applications and appointments - Number of applications	Increased	Stable	31
B44	ABCC applications and appointments - Percentage of appointments from priority groups	Increased	Stable	31
B45	Priority groups targeted for increased outreach	Action required	Increased	31

Communications

B46	Number of translation and interpretation projects processed by the City's Multilingual Services	Increased	Increased	31
B47	Number of City programs that use the Language Line Service to provide information and deliver services	Stable	Increased	32
B48	Number of City news advisories and ads placed in ethno-specific media	Increased	Stable	32
B49	Availability of *Our Toronto* in languages other than English - Number of languages	Increased	Stable	32

B50	Number of visits to *Our Toronto* and its accessible PDF and translated web pages	Increased	Increased	32
Community Partnership				
B51	Number of community organizations supported by Community Partnership and Investment Programs (CPIP)	Increased	Stable	32
B52	Number of individuals participating in and receiving services from CPIP funded programs	Increased	Stable	32
B53	Funding leverage of CPIP programs	Increased	Stable	32
Civic Engagement				
*B54	Toronto Civics 101 - Number of participants	*	Increased	33
*B55	Toronto Civics 101 - Number of eligible applicants	*	Increased	33
*B56	Toronto Civics 101 - Applications by priority groups	*	Increased	33
*B57	Civics 101 - Evaluation of program - Percentage of respondents to the program evaluation agreed or strongly agreed that the sessions helped them to "learn how city government works"	*	Increased	33
*B58	Use of Civic Engagement website	*	Increased	33
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				
C59	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	Increased	Increased	34
C60	Investing in Neighbourhoods Project - Number of positions offered by this project filled by OW and ODSP clients and families in addressing employment and employability	Increased	Increased	34
C61	People with lived experience of homelessness trained and hired by the City - Total number	Increased	Increased	34
C62	Number of people with lived experience of homeless hired with support of Transition to Work project	Increased	Increased	34
C63	People with lived experience of homelessness trained and hired by the City - Number hired to work in cooling centres	Increased	Increased	34
C64	People from priority groups with lived experience of homelessness trained and hired by the city - Percentage hired to work in cooling centres	Increased	Increased	34
C65	Number of clients in Transition to Work Project (TWP) who participate in volunteer programs	Increased	Increased	35

C66	Percentage of clients in TWP volunteer programs by priority group status	Increased	Stable	35
C67	Number of clients who receive Transition to Work services	Increased	Stable	35
C68	Percentage of clients who receive TWP by priority group status	Increased	Stable	35
C69	Toronto Enterprise Fund's support to local economic development projects - Total amount of funding	Increased	Action required	35
C70	Toronto Enterprise Fund - Number of enterprises funded	Increased	Stable	35
C71	Toronto Enterprise Fund - Number of people employed	Increased	Increased	35
C72	Toronto Enterprise Fund - Percentage of people from priority groups employed	Increased	Increased	35
C73	Toronto Enterprise Fund - Percentage of people connected to employment or returned to school	Increased	Stable	35
Homelessness Initiatives				
C74	Homelessness Partnership Initiative (HPI) - Amount of funding to support affordable housing, homelessness initiatives, and local economic development in Aboriginal communities	Increased	Stable	36
C75	HPI - Percentage allocated to Aboriginal Community	Increased	Stable	36
*C76	Number of youth assisted by the Housing Help and Drop-in Programs funded to support services to homeless and at risk of homelessness	*	Increased	36
*C77	Number of long term homeless people who achieved permanent solutions to end their homelessness	*	Increased	36
*C78	Number of homeless and at risk of homelessness assisted by the 30 drop-in programs	*	Increased	36
*C79	Number of people that received eviction prevention services to keep their housing	*	Increased	36
*C80	Housing Help and Drop-in Services targeted to help women - Number of homeless and at risk women served	*	Increased	36
Affordable Housing				
C81	Number of new affordable homes created through the City's allocation of the Canada - Ontario Affordable Housing Program and supportive funding as of December 31, 2009	Increased	Increased	37
C82	Number of households from priority groups housed in social housing from social housing projects and the centralized waiting list	Stable	Increased	37
C83	Numbers of households by priority group status that receive provincially funded rent supplement and rent allowance programs	Stable	Stable	37
C84	Transitional housing units completed for priority groups	Increased	Action required	37

C85	Residential Rehabilitation Assistance Program - Number of privately owned rental affordable units funded for modification for people with disabilities	Stable	Increased	38
*C86	Number of immigrants assisted by the Housing Help Programs outside and within shelters	*	Increased	38
*C87	Housing Help and Drop-in Programs funded to support LGBTTT - Number of homeless and at risk people served	*	Increased	38
Access to City Contracts				
C88	Access to City contracts - Number of information outreach sessions held	Action required	Stable	38
C89	Access to City contracts - Number and percentage of firms owned by designated groups that obtained City's purchasing contracts	Action required	Stable	38
C90	Access to City contracts - Value of City contracts obtained by firms owned by designated groups	Action required	Increased	38
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				
D91	Number of divisional advisory bodies included in the City's Public Appointments Policy (PAP)	Stable	Stable	38
D92	Appointments to divisional advisory bodies included in PAP - Total number of AEHR priority group members (Survey to be conducted)	Action required	Action required	39
D93	Number of other community advisory committees and working groups administered by divisions that include members from priority groups	Stable	Increased	39
Accessibility for People with Disabilities				
D94	Number of retrofitting and renovations in civic buildings and facilities based on the City's Accessibility Design Guidelines	Increased	Increased	39
D95	Number of facilities where accessibility audits have been initiated or completed	Stable	Increased	39
*D96	Increasing accessibility for residents/clients/families in long-term care homes and services - Percentage of positive responses to AODA risk assessment	*	Increased	39
Supporting youth and Communities to Develop Capacity to Address Community Issues				
D97	Identify 'N Impact Investment Fund to support youth engagement, leadership and skills development in priority neighbourhoods - Number of projects funded	Increased	Increased	40

D98	Identify 'N Impact Investment Fund - Number of youth participating in the funded projects	Increased	Increased	40
D99	Identify 'N Impact Investment Fund - Number of youth panel members trained to review funding applications	Increased	Stable	40
D100	Number of youth participating in divisional youth engagement and involvement programs	Increased	Increased	40
D101	Number of mentors to youth in arts projects	Increased	Increased	40
*D102	Percentage of Long-Term Care Homes with youth councils	*	Increased	40
Service Delivery to Priority Neighbourhoods				
D103	Number of services and programs delivered in priority neighbourhoods as reported by Divisions	Increased	Stable	40
D104	Services and programs delivered in priority neighbourhoods - Number of children and youth served as reported by Divisions	Increased	Increased	41
Service Delivery to Diverse Communities and Residents				
D105	Number of programs and initiatives planned and delivered specifically to priority groups as reported by Divisions	Increased	Increased	41
D106	Heritage and diversity educational programs delivered to ESL classes - Number of programs	Increased	Increased	41
D107	Heritage and diversity educational programs delivered to ESL classes - Number of immigrant students served	Increased	Increased	41
*D108	Percentage of long-term care programs and services in annual calendars with a cultural events mix consistent with resident population	*	Increased	41
*D109	Number of LTCHS care and service locations that have implemented LGBT toolkit	*	Increased	41
D110	Number of intersections with newly installed accessible pedestrian signals	Increased	Increased	41

APPENDIX 3

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

Introduction

The indicators in this document are used to report Access, Equity and Human Rights (AEHR) achievements and progress by corporate and divisional levels. These indicators are based on the AEHR directions and policy and program priority areas set by Council and the Toronto Public Service. These indicators will be reviewed for their effectiveness, and will be refined and updated for future reports.

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 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, and 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, and service delivery.

Status/Service/Activity level indicates the changes in the status/service/activity level compared to the level of the previous year, and is measured by the following:

> *Improved results/Increased* - Results have improved or increased from previous year
> *Stable* - Level has not changed significantly from the previous year
> *Action required* - Level has decreased or no data are available

Appendix 3

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

* New Indicator

Indicator	Status/Service/ Activity Level	Division	2008 Results	2009 Results
A. CITY AS 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 - Percentage of non-union employees	Stable	Human Resources	75%	No additional data
A2. Response rate - Percentage of new hires of all union and non-union employees	Action Required	Human Resources	25%	No additional data
A3. Union Employees – Survey to be conducted	Action Required	Human Resources		Survey to be conducted
Representation				
A4. Non-union employees - Percentage of designated groups corporately by employment status (i.e. permanent, contract, part-time, temporary)	Action Required	Human Resources	Data not available	Data not available
Advancement				
A5. Participation rates of designated groups in promotion process	Action Required	Human Resources	Data not available	Data not available
A6. Retention and exit rates of designated groups from Toronto Public Service (TPS) corporately	Action Required	Human Resources	Data not available	Data not available
A7. Executive Development Program - Number of all participants	Stable	Human Resources	29	25
A8. Executive Development Program - Participation of employees from designated groups	Stable	Human Resources	W - 51.7% VM - 34.5% AP - 0% PWD - 0% Unknown - 24.1%	W - 28% VM - 20%

Indicator	Status/Service/ Activity Level	Division	2008 Results	2009 Results
A9. Number of designated groups that require increased outreach in career advancement programs	Increased	Human Resources	2	Increased activity with targeted groups
A10. Black/African Canadian Toronto Public Service employees - Number participating in career mentoring program	Stable	Human Resources	10	10
A11. Participation rates of designated groups in corporate training courses for the Toronto Public Service (TPS)	Action Required	Human Resources	Data not available	Data not available
A12. Participation rates of designated groups in tuition reimbursement programs	Action Required	Human Resources	Data not available	Data not available
Youth Employment & Outreach				
A13. Youth hired - Total number corporately, including recreation workers, permanent, temporary and part-time	Action Required	Human Resources; Employment and Social Services	3,255	2,727
A14. Youth hired – Percentage from priority neighbourhoods	Stable	Human Resources; Employment and Social Services	12%	12%
*A15. Fire Services recruitment outreach – Total number of youth outreached	Increased (new indicator)	Fire Services	*	2,647
External Mentoring/Internship Programs				
A16. Participation of City employees as mentors in Profession to Profession (PTP) mentoring immigrants program - Total number	Increased	Human Resources	87	90
A17. Participation of divisions in PTP - Number	Increased	Human Resources	29	28

Indicator	Status/Service/ Activity Level	Division	2008 Results	2009 Results
A18. Number of professions included in PTP	Increased	Human Resources	12	16
A19. Success rate of internationally trained professionals (ITP) hired in professional fields or related fields	Action Required	Human Resources	55%	28%
A20. Success rate of ITP's in paid or unpaid internships or placements	Action Required	Human Resources	11%	4%
A21. Career Bridge internship program for ITPs - Number of interns	Increased	Human Resources	3	10
A22. Career Bridge internship program - Success rate - Percentage of ITP's in competitions for City positions after internship	Action Required	Human Resources	Data not available	Data not available
A23. Number of internships and placements provided to high school, college and university students	Increased	All divisions that provide internships and placements to students	318	702
*A24. Fire Services physical fitness mentoring and aptitude testing mentoring – Number of participants	Increased (new indicator)	Fire Services	*	62
Employment Accommodation				
A25. Number of policy and program initiatives to address accommodation for employees with disabilities, religious accommodation and supportive families	Stable	Human Resources	Council approved accommodation policies are in place	No change

Indicator	Status/Service/Activity Level	Division	2008 Results	2009 Results
Workplace Culture/Human Rights				
A26. Equity and diversity training – Number of employees participating in corporate and divisional training programs	Increased	Human Resources; All divisions that provide internal equity and diversity training to employees	1,256 Corporate - 84 Divisional - 1,172	4,204 Corporate - 99 Divisional - 4,105
A27. Human rights training - Number of union and non-union staff participating in corporate program	Stable	Human Resources	Non-union - 2,441 Union - 261	Non-union - 310 Union - 387
A28. Human rights training - Number of staff participating in divisions' internal human rights training	Increased	All divisions that provide internal human rights training	357	1,377
A29. Human rights training - Number of union shop stewards participating in human rights training	Stable	Human Rights Office	90	No change
A30. Consultations provided to divisions and staff by Human Rights Office and Complaints received by Human Rights Office - Total number	Stable	Human Rights Office	Consultations - 875 Complaints - 129	Consultations - 1,079 Complaints - 180
A31. Complaints received by Human Rights Office – Grounds cited in complaints	Stable	Human Rights Office		Disability - 32 Sex - 34 Race-related - 11 Other - 129
A32. Grievances - Number filed on human rights grounds	Stable	Human Rights Office; Office of Labour Relations	29 (14% out of 207)	24
*A33. Complaints successfully investigated and resolved, including those from previous year - Total number	Increased (new indicator)	Human Rights Office	*	183

Indicator	Status/Service/ Activity Level	Division	2008 Results	2009 Results
*A34. Inquiries from residents and service recipients - Total number	Increased (new indicator)	Human Rights Office	36	50
*A35. Complaints from residents and service recipients resolved - Total number	Increased (new indicator)	Human Rights Office	6	30
A36. Complaints - Number filed with Ontario Human Rights Tribunal	Stable	Human Rights Office; Legal Services	18	21
A37. Resolutions - Number of filed complaints resolved with Ontario Human Rights Tribunal	Increased	Human Rights Office; Legal Services		2
A38. Accessibility for Ontarians with Disabilities Act (AODA) - Number of training programs developed to respond to accessibility standards requirements	Increased	All divisions that have developed training programs related to AODA		12
A39. AODA - Number of City employees participating in training programs to respond to requirements	Increased	All divisions		1,676

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

Indicator	Status/Service/ Activity Level	Division	2008 Results	2009 Results
B40. Regional Champion Campaign - Leadership initiative to increase women's political participation - Number of mentors	Stable	Strategic and Corporate Policy	10	10

Indicator	Status/Service/ Activity Level	Division	2008 Results	2009 Results
B41. Regional Champion Campaign - Leadership initiative to increase women's political participation - Number of women participants	Stable	Strategic and Corporate Policy	26 Mentoring component - 10 Job shadowing component - 16	16 Job shadowing component discontinued in 2009
B42. Leadership role in Canadian Coalition of Municipalities against Racism and Discrimination (CCMARD) - Number of member municipalities in the Coalition	Increased	Strategic and Corporate Policy	26	30
ABCC's Outreach and Appointment				
B43. ABCC applications and appointments - Number of applications	Stable	Strategic and Corporate Policy	1,804	2,210
B44. ABCC applications and appointments - Percentage of appointments from priority groups	Stable	Strategic and Corporate Policy	2004-2008 Youth – 4% to 7% Women – 33% to 49% VM – 22% to 31% AP – 0% PWD – 4% to 9% Seniors – 8% to 33% LGBTT – 6% to 12%	Youth – 6% Women – 44% VM – 33% AP – 0% PWD – 3% Seniors – 16% LGBTT – 5%
B45. Priority groups targeted for increased outreach	Increased	Strategic and Corporate Policy	AP PWD Seniors LGBTT	AP PWD LGBTT
Communications				
B46. Number of translation and interpretation projects processed by the City's Multilingual Services	Increased	City Clerk's Office	1,754	2,147

Indicator	Status/Service/ Activity Level	Division	2008 Results	2009 Results
B47. Number of City programs that use the Language Line Service to provide information and deliver services	Increased	City Clerk's Office	31	37
B48. Number of City news advisories and ads placed in ethno-specific media	Stable	Strategic Communications	261	216 Budget remains stable
B49. Availability of *Our Toronto* in different languages - Number of languages	Stable	Strategic Communications	12	12
B50. Number of visits to *Our Toronto* and its accessible PDF and translated web pages	Increased	Strategic Communications	English – 556 French – 281 Chinese – 346 Farsi – 240 Italian – 310 Korean – 241 Portuguese – 271 Russian – 315 Spanish – 280 Tagalog – 503 Tamil – 249 Urdu – 233	English – 1,499 French – 476 Chinese – 584 Farsi – 434 Italian – 427 Korean – 504 Portuguese – 403 Russian – 494 Spanish – 506 Tagalog – 465 Tamil – 417 Urdu – 337
Community Partnership				
B51. Number of community organizations supported by Community Partnership and Investment Programs (CPIP)	Stable	Social Development, Finance and Administration	905	876
B52. Number of individuals participating in and receiving services from CPIP funded programs	Stable	Social Development, Finance and Administration	4.6 million	4.73 million
B53. Funding leverage of CPIP programs	Stable	Social Development, Finance and Administration	$413.4 million	$ 468.4 million

Indicator	Status/Service/ Activity Level	Division	2008 Results	2009 Results
Civic Engagement				
*B54. Toronto Civics 101 - Number of participants	Increased (new indicator)	Strategic and Corporate Policy	*	175
*B55. Toronto Civics 101 – Number of eligible applicants	Increased (new indicator)	Strategic and Corporate Policy	*	950
*B56. Toronto Civics 101 - Applications by priority groups	Increased (new indicator)	Strategic and Corporate Policy	*	Women – 59% Youth – 32% Seniors – 4% AP – 2% Racial Minorities – 46% PWD – 10% LGBTT – 9%
*B57. Civics 101 - Evaluation of program - Percentage of respondents to the program evaluation agreed or strongly agreed that the sessions helped them to "learn how City government works"	Increased (new indicator)	Strategic and Corporate Policy	*	94%
*B58. Use of Civic Engagement website	Increased (new indicator)	Strategic and Corporate Policy	Number of web pages with civics education information & resources – 73	Number of web pages with civics education information & resources – 220 Number of visitors to website – 67,105 Ranking among visits to City's main website menu of primary links – 7

Indicator	Status/Service/ Activity Level	Division	2008 Results	2009 Results
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				
C59. Investing in Families Project - Number of Ontario Works (OW) and Ontario Disability Support Program (ODSP) clients and families assisted in improving self sufficiency & employability	Increased	Employment and Social Services	832	3,170
C60. Investing in Neighbourhoods Project - Number of positions offered by this project filled by OW and ODSP clients and families in addressing employment and employability	Increased	Employment and Social Services	93	265
C61. People with lived experience of homelessness trained and hired by the City - Total number	Increased	Shelter, Support and Housing Administration	17	30
C62. Number of people with lived experience of homelessness hired with support of Transition to Work project	Increased	Shelter, Support and Housing Administration	3	7
C63. People with lived experience of homelessness trained and hired by the City - Number hired to work in cooling centres	Increased	Shelter, Support and Housing Administration	14	30
C64. People from priority groups with lived experience of homelessness trained and hired by the city - Percentage hired to work in cooling centres	Increased	Shelter, Support and Housing Administration	71%	82%

Indicator	Status/Service/ Activity Level	Division	2008 Results	2009 Results
C65. Number of clients in Transition to Work Project (TWP) who participate in volunteer programs	Increased	Shelter, Support and Housing Administration	50	145
C66. Percentage of clients in TWP volunteer programs by priority group status	Stable	Shelter, Support and Housing Administration	84% Women – 33 AP – 3 Immigrants – 3 Youth – 3	86% Women – 41 AP – 22 Immigrants – 60 Youth – 1
C67. Number of clients who receive TWP services	Stable	Shelter, Support and Housing Administration	300+	307
C68. Percentage of clients who receive TWP services by priority group status	Stable	Shelter, Support and Housing Administration	87% Women – 200 Youth – 35 Immigrants – 23 PWD – 2	88% Women – 148 Youth – 24 Immigrants – 64 PWD – 34
C69. Toronto Enterprise Fund (TEF)'s support to local economic development projects - Total amount of funding	Action Required	Shelter, Support and Housing Administration	$520,082 (revised 2008 figure)	$418,000
C70. TEF - Number of enterprises funded	Stable	Shelter, Support and Housing Administration	14	13
C71. TEF - Number of people employed	Increased	Shelter, Support and Housing Administration	250	316
C72. TEF - Percentage of people from priority groups employed	Increased	Shelter, Support and Housing Administration	Youth – 45% Women – 20% Immigrants – 18% AP – 10%	Youth – 58% Women – 52% Immigrants – 17% AP – 7%
C73. TEF - Percentage of people connected to employment or returned to school	Stable	Shelter, Support and Housing Administration	50%	54%

Indicator	Status/Service/ Activity Level	Division	2008 Results	2009 Results
Homelessness Initiatives				
C74. Homelessness Partnership Initiative (HPI) - Amount of funding to support affordable housing, homelessness initiatives, and local economic development in Aboriginal communities	Stable	Shelter, Support and Housing Administration	$6.24 million ($6.13 million - April 2007 to March 2009)	$5.88 million ($5.88 million - April 2009 to March 2011)
C75. HPI - Percentage allocated to Aboriginal Community	Stable	Shelter, Support and Housing Administration	20%	20%
*C76. Number of youth assisted by the Housing Help and Drop-in Programs funded to support services to homeless and at risk of homelessness	Increased (new indicator)	Shelter, Support and Housing Administration	*	153
*C77. Number of long term homeless people who achieved permanent solutions to end their homelessness	Increased (new indicator)	Shelter, Support and Housing Administration	*	731
*C78. Number of homeless and at risk of homelessness assisted by the 30 drop-in programs	Increased (new indicator)	Shelter, Support and Housing Administration	*	10,775
*C79. Number of people that received eviction prevention services to keep their housing	Increased (new indicator)	Shelter, Support and Housing Administration	*	4,211
*C80. Housing Help and Drop-in Services targeted to help women - Number of homeless and at risk women served	Increased (new indicator)	Shelter, Support and Housing Administration	*	1,978

Indicator	Status/Service/ Activity Level	Division	2008 Results	2009 Results
Affordable Housing				
C81. Number of new affordable homes created through the City's allocation of the Canada - Ontario Affordable Housing Program and supportive funding as of December 31, 2009	Increased	Shelter, Support and Housing Administration	621	998
C82. Households from priority groups housed in social housing from social housing projects and the centralized waiting list - Total number	Increased	Shelter, Support and Housing Administration	1,791 (Cumulative from prior years) Victims of Domestic Violence (VDV) – 1,282 Seniors – 495 Youth – 14	1,709 Victims of Domestic Violence (VDV) – 1,254 Seniors – 435 Youth – 20
C83. Households by priority group status that receive provincially funded rent supplement and rent allowance programs - Total number	Stable	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	1,730 -Aboriginal households-221 -Seniors households-509 -Women-led households who were victim of violence-333 -Women led single parent families-273 -Households with people with disabilities-299 -Youth households-121
C84. Transitional housing units completed for priority groups - Total number	Action Required	Affordable Housing Office	169 (revised 2008 figure)	Database is being changed; no data available for 2009

Indicator	Status/Service/ Activity Level	Division	2008 Results	2009 Results
C85. Residential Rehabilitation Assistance Program - Number of privately owned rental affordable units funded for modification for people with disabilities	Increased	Shelter, Support and Housing Administration	75	120
*C86. Number of immigrants assisted by the Housing Help Programs outside and within shelters	Increased (new indicator)	Shelter, Support and Housing Administration	*	4,245
*C87. Housing Help and Drop-in Programs funded to support LGBTTT - Number of homeless and at risk people served	Increased (new indicator)	Shelter, Support and Housing Administration	*	114
Access to City Contracts				
C88. Access to City contracts - Number of information/outreach sessions held	Stable	Purchasing and Materials Management	3	2 sessions + web access outreach
C89. Access to City contracts - Number and Percentage of firms owned by designated groups that obtained City's purchasing contracts	Stable	Strategic and Corporate Policy	270 3.6%	213 3.1%
C90. Access to City contracts - Value of City contracts obtained by firms owned by designated groups	Increased	Strategic and Corporate Policy	$21 million	$24.18 million
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				
D91. Number of divisional advisory bodies included in the City's Public Appointments Policy (PAP)	Stable	Strategic and Corporate Policy	15	15

Indicator	Status/Service/ Activity Level	Division	2008 Results	2009 Results
D92. Appointments to divisional advisory bodies included in PAP - Total number of AEHR priority group members	Action Required	Strategic and Corporate Policy		Survey to be conducted in new term of Council
D93. Other community advisory committees and working groups administered by divisions that include members from priority groups - Total number	Increased	All divisions that have established community advisory committees and working groups	32	85
Accessibility for People with Disabilities				
D94. Retrofitting and renovations in civic buildings and facilities based on the City's Accessibility Design Guidelines - Total number	Increased	All divisions that carried out retrofitting and renovations	22	62
D95. Number of facilities where accessibility audits have been initiated or completed	Increased	All divisions that have initiated or completed accessibility audits of their facilities	5 (No. of Divisions that have initiated or completed accessibility audits)	209 (Revised indicator which reflects no. of facilities or locations)
*D96. Increasing accessibility for residents/clients/families in long-term care homes and services - Percentage of positive responses to AODA risk assessment	Increased (new indicator)	Long-Term Care Homes & Services	*	100%

Indicator	Status/Service/ Activity Level	Division	2008 Results	2009 Results
Supporting Youth and Communities to Develop Capacity to Address Community Issues				
D97. Identify 'N' Impact Investment Fund to support youth engagement, leadership and skills development in priority neighbourhoods - Number of projects funded	Increased	Social Development, Finance and Administration	18	20
D98. Identify 'N' Impact Investment Fund - Number of youth participating in the funded projects	Increased	Social Development, Finance and Administration	180	200
D99. Identify 'N' Impact Investment Fund - Number of youth panel members trained to review funding applications	Stable	Social Development, finance and Administration	12	12
D100. Youth participating in divisional youth engagement and involvement programs - Total number	Increased	All divisions that carry out youth engagement and involvement programs	234,419	268,297
D101. Number of mentors to youth in arts projects	Increased	Economic Development and Culture	63	79
*D102. Percentage of Long-Term Care Homes with youth councils	Increased (new indicator)	Long-Term Care Homes & Services	*	100%
Service Delivery to Priority Neighbourhoods				
D103. Services and programs delivered in priority neighbourhoods - Number of services and programs as reported by Divisions	Stable	All divisions that deliver services and programs in priority neighbourhoods	191	169

Indicator	Status/Service/ Activity Level	Division	2008 Results	2009 Results
D104. Services and programs delivered in priority neighbourhoods - Number of children and youth served as reported by Divisions	Increased	All divisions that deliver services and programs in priority neighbourhoods	33,386	117,096
Service Delivery to Diverse Communities and Residents				
D105. Programs and initiatives planned and delivered specifically to priority groups as reported by divisions - Total number	Increased	All divisions that deliver programs and initiatives specifically to priority groups	44	250
D106. Heritage and diversity educational programs delivered to ESL classes - Number of programs	Increased	Economic Development and Culture	61	113
D107. Heritage and diversity educational programs delivered to ESL classes - Number of immigrant students served	Increased	Economic Development and Culture	300	1,445
*D108. Percentage of long-term care programs and services in annual calendars with a cultural events mix consistent with resident population	Increased (new indicator)	Long-Term Care Homes & Services	*	100%
*D109. Number of LTCHS care and service locations that have implemented LGBT toolkit	Increased (new indicator)	Long-Term Care Homes & Services	*	3
D110. Number of intersections with newly installed accessible pedestrian signals	Increased	Transportation Services	62	125