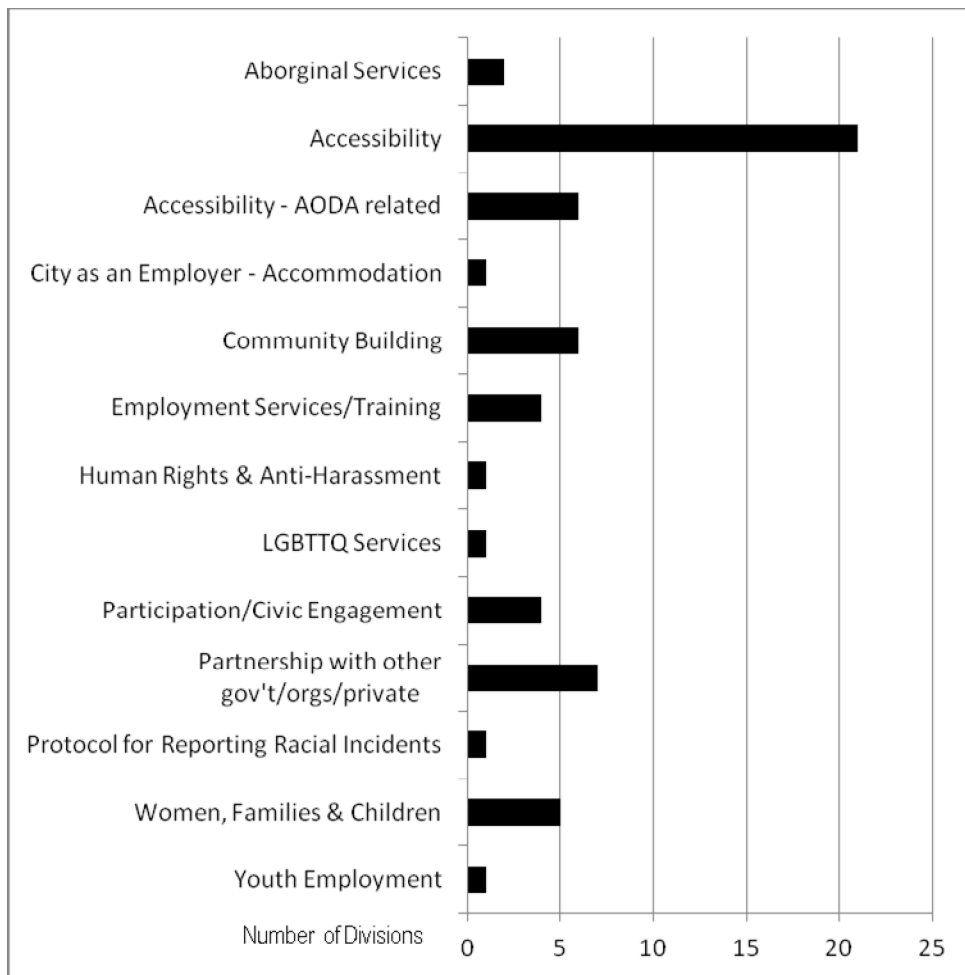


Appendix 3 Division-Specific Indicators

In addition to corporate indicators, which are common equity, diversity and human rights initiatives across divisions, 19 divisions reported equity, diversity and human rights activities and results that are specific to their mandate and responsibilities.

(See also Appendix 4 – Qualitative Indicators for more divisional equity, diversity and human rights initiatives that are specific to their mandate and responsibilities)

Division – Specific Indicators – Response from City Divisions



Total number of divisions reporting 19
 Total number of indicators 13
 Total number of initiatives reported 60

- Aboriginal Services - 2
- Accessibility – 21
- Accessibility – AODA related - 6
- Community Building - 6
- Employment – Accommodation - 1
- Employment Services/Training – 4
- Human Rights and Anti-Harassment - 1
- LGBTTTQ Services - 1
- Participation/Civic Engagement - 4
- Partnership (with Other Orders of Governments/Organizations/Private Sector) - 7
- Protocol for Reporting Racial Incidents - 1
- Women, Families and Children - 5
- Youth Employment - 1

Highlights and Leading Examples

1. Accessibility – 21 initiatives

These are programs that improve access to services for customers: multilingual and translation services, cultural sensitive programs, accessible location of service delivery, information sessions, and tax relief for low-income seniors and people with disabilities.

- Toronto Public Health (TPH) delivered the Homeless At Risk Prenatal Program to 149 families in shelters and 50 parenting groups in priority neighbourhoods. Over 20 of the parenting groups are conducted in languages other than English. The sites of the Healthiest Babies Possible Program are also located in 12 of the 13 priority neighbourhoods, while 100% of Diabetes Prevention Strategy programs and services are delivered in low income areas.
- Shelter, Support and Housing Administration (SSHA) provides translation in emergency responses and for people in warming/cooling centres. In addition to helping 6, 221 clients in shelters with housing search and stabilization supports, SSHA funds 45 housing help programs in the communities that help low-income and homeless people access and keep housing.
- One hundred per cent (100%) of Long Term Care Homes and Services' homes offers culturally sensitive programs that reflect the diversity of residents.
- Solid Waste Management Services delivers the Front/Side Door Collection Program to 1,432 customers and the Dialysis Bin Program to 290 customers.
- Revenue Services administers the Property Tax Increase Deferral Program and Property Tax Increase Cancellation Program for low-income seniors and low-income persons with a disability.

- Toronto Water processes water rebates to 3,816 low-income seniors and people with disabilities in 2010.

2. Accessibility – AODA related – Six initiatives

These are activities that remove or reduce barriers for people with disabilities and meet the compliance with the AODA requirements, such as the use of alternate formats in customer service and information and communication.

(See “Built environment and physical accessibility” in Appendix 2 where divisions also reported AODA related accessibility initiatives.)

- For example, Transportation Services has added 3,000 accessible street furniture pieces including transit shelters, benches and public washrooms to improve accessibility to people with disabilities. An average of 32 accessible pedestrian signals are also installed each year.

3. Community Building – Six (6) initiatives

These are initiatives that support a strong community based sector and facilitate access to services that promote social outcomes for vulnerable, marginalized and high-risk communities and members of racial minorities, sexual minorities, women, people with disabilities, Aboriginal Peoples, seniors, youth and newcomers. .

Six initiatives reported by SDFA are related to community building. Three of them are community partnership and investment programs:

- Youth-led funding – In 2010, the Identify N’ Impact Investment Fund involved 240 youth and trained 12 youth who recommended 16 youth led projects for funding.
- Access, Equity and Human Rights Investment Program - 41 projects were approved for funding in 2011.
- Community Service Partnership Program – In 2010, this initiative funded 536 programs, 228 of which were programs that served Aboriginal, ethno-specific and multi-ethnic populations.

For the 2011 Community Partnership and Investment Programs (CPIP) budget of \$ 47,197 million, approximately \$471.97 million was leveraged from other sources for additional resources for programs and projects important for the City’s identified strategic goals.

Three other community building initiatives completed by SDFA are:

- A social development plan for the Lawrence Heights revitalization project
- Four community hubs (a regional youth services hub, 2 multi-service community hubs and a dedicated youth art service hub)
- Twenty-seven (27) youth and community social and recreational infrastructure spaces.

4. Partnership (with Other Orders of Governments, Organizations and/or Private Sector) - Seven initiatives

These are initiatives where divisions work collaboratively with other governments, organizations or the private sector to pool resources and expertise to meet common social and economic objectives for Toronto residents.

- CPIP is delivered in partnership with community agencies and organizations drawing upon their resources and talents in identifying needs and delivering programs and services to Toronto residents. Two hundred and twenty-six (226) organizations participated in CPIP in 2010.
- Affordable Housing Office (AHO) facilitated the building of 251 affordable rental homes in partnership with the Canada-Ontario Affordable Housing Program in 2010. While 100 per cent of the affordable rental homes were targeted for low-income people, five per cent was targeted for people with disabilities, and another five per cent, for victims of domestic violence.
- AHO also facilitated the Homelessness Partnership Initiative, a federal government program, and completed 57 transitional or supportive rental homes for the homeless and hard to house tenants in 2010.
- SSHA partnered with the United Way of Greater Toronto in delivering the Toronto Enterprise Fund to support local enterprises providing employment skills and opportunities to low-income people.

5. *Participation/Civic Participation* – Three initiatives

These are initiatives that engage and involve residents in the City's decision-making processes and in the social, economic, cultural and political life of the City.

- Economic Development and Culture delivered 274 cultural events and programs to engage youth.
- Long-Term Care Homes and Services actively solicits resident feedback and input to special programs and events in the homes at monthly or bi-monthly Residents' Council meetings. The division also supports Family Committees at each of the homes to provide opportunities for input and feedback.
- The Office of Equity, Diversity and Human Rights consulted with the Aboriginal Affairs Committee and conducted six consultations with the Aboriginal communities in developing the Urban Aboriginal Strategy.
- In implementing the City's Public Appointments Policy, Strategic and Corporate Policy set targets and disseminated information on the application opportunities and process to under-represented groups, i.e., Aboriginal Peoples, women, people with disabilities, LGBTTQ and racial minorities.

6. *Employment Services/Training* – Four initiatives

These are services that assist unemployed and under-employed residents with employment support services and training.

- Toronto Employment and Social Services recorded 140,500 visits to their employment resource centres.
- Through shelters and street outreach programs, SSHA provided vocational training, skills training and volunteer opportunities to 567 homeless people in 2010. As a result, 203 of them found employment.
- Two hundred and eleven (211) low-income people enrolled in the Toronto Enterprise Fund programs which provide employment skills and opportunities.

7. *Youth Employment* – 1 initiative

Toronto Water re-hired 40 youth/students and completed eight new hires through local 79 in 2010. This youth hiring program provides the division with needed seasonal labour while also offering work opportunity and experience for students and unemployed youth.

8. *City as an Employer – Accommodation* – One initiative

Pension, Payroll and Employee Benefits hired an ASL interpreter for the division's planning day so that all staff could participate equitably.

9. *Protocol for Reporting Racial Incidents* – One initiative

Children Services gathers Serious Occurrence reports from child care centres. The report line is monitored 24 hours a day, 365 days a year. The Serious Occurrence reporting requires reporting incidents of racism and bias.

10. *Human Rights and Anti-Harassment* - One initiative

The Human Rights Office provided 866 consultations and 172 interventions and investigations based on the City's Human Rights and Anti-Harassment Policy to divisions in 2010.

11- 13. *Specialized Programs and Services to Equity, Diversity and Human Rights Priority Groups*

- Women, families and children - Five initiatives
Public Health delivers five prenatal, parenting and healthiest babies possible programs: Homeless At Risk Prenatal Program, Nobody's Perfect Parenting Group, Incredible Years Parenting Groups, Canada Prenatal Nutrition Program and Healthiest Babies Possible Program. Over 50 of the parenting groups are located in priority neighbourhoods and offered in languages other than English.
- Aboriginal Peoples - Two initiatives
The Office of Equity, Diversity and Human Rights is developing the City's Urban Aboriginal Strategy action plan in consultation with the Aboriginal Affairs Committee and Aboriginal communities.

SSHA delivers programs and services for homeless or at-risk Aboriginal Peoples funded under the Hopelessness Partnership Initiative. Ninety-one (91) Aboriginal Peoples participated in these programs and services, and 22 of them were placed in housing.

- **LGBTQT - One initiative**
Using the LGBT Tool Kit as a foundation and framework, 64% of LTCH&S homes (six homes) and community-based services have fully implemented the division's LGBT quality initiative. The division is planning to roll out the LGBT initiative in the remaining four homes, making all programs and services LGBT welcoming and inclusive.