






Issue	#	Recommendation	Actions Addressed	Initiatives	Status	2017 Progress and Results	City Initiative Lead(s)
 Housing Stability	1	Improve the quality of all affordable housing	1.1	Mayor's Task Force on Community Housing/Tenants First	Completed	Council approved the implementation plan for the first phase of reforming TCHC, called Tenants First; cleaning, pest control, and asset management professionals deployed as planned; Council invested an additional \$31.2 million into TCHC's operating budget	SDFA
			1.1	Capital Repair Financing Strategy for Non-Profit Housing Providers	Completed	The Affordable Housing Committee received a progress report for information in September 2017; through SHIP, \$73.2 million was allocated to undertake significant capital repairs on approximately 90 buildings; through SHARP, \$42.2 million was allocated to retrofit projects that will reduce greenhouse gas (GHG) emissions of social housing buildings	SSHA
			1.2	Multi-Residential Apartment Building Audit Program (MRAB) and cost recovery	Completed	Council passed a new regulatory bylaw for apartment buildings and an enhanced building inspection and audit program now called RentSafeTO, which includes cost recovery for inspection and audit activities; it affects 3,500 apartment buildings in Toronto	MLS
			1.2, 1.3	Licensing multi-residential rental properties <i>*NEW</i>	Completed	Council passed a new regulatory bylaw for apartment buildings and an enhanced building inspection and audit program now called RentSafeTO, which includes cost recovery for inspection and audit activities; it affects 3,500 apartment buildings in Toronto	MLS
			1.2, 1.5	Multi-tenant House Review (previously Rooming House Review)	Deferred to 2018	Consultation and report on consultation completed; report with final recommendations deferred pending further discussion	MLS, City Planning
			1.3	Toronto Renovates - Affordable Rental Buildings, Rooming Houses (Multi-tenant Housing) & Lower-Income Homeowners	Ongoing	Administered (over typical project lifecycle of 1-2 years) Federal/ Provincial investments of \$9 million for 900 essential health, safety, accessibility and energy efficiency repairs and modifications underway in 2017; of these, approximately 650 households or some 1,600 residents expected to benefit from housing improvements completed in 2017, with 500 new approvals	AHO
			1.3, 1.4	High-Rise Retrofit Improvement Support Program (Hi-RIS)	Completed	Provided \$852,000 to improvement projects benefiting 276 units, of which 197 units are in an NIAs	SDFA
			1.4	STEP Program	Completed	Conducted STEP assessments, developed detailed retrofit action plans and followed-up with 50 buildings; launched Tower Renewal Action Black Creek; 3,500 housing units in Neighbourhood Improvement Areas have been impacted	SDFA

 Housing Stability	2	2	Assist low-income individuals and families to secure affordable housing	2.1	Housing Allowance Programs	Completed	By the end of 2017, 5,563 households will be receiving housing subsidies through housing allowances	SSHA
				2.2	Eviction Prevention Strategy *NEW	Partially completed	Launched pilot in March 2017 that has served 78 households (up to the end of September 2017); Eviction Prevention Strategy development advancing well	SSHA
				2.3	New Portable Housing Benefits and More Flexible Subsidy Options *NEW	Partially completed	Prepared City submission to the Ministry of Housing on the proposed provincial regulatory framework for Portable Housing Benefits in June 2017; Province released regulations in September	SSHA
				3.1	Open Door Program	Ongoing	Implemented the first annual Open Door Affordable Rental Housing Call for Applications for non-profit and private sector developers; Executive Committee adopted the first Open Door Affordable Housing Program 2016 Annual Activity Report	AHO, SSHA, Planning
				3.1	New Affordable Rental and Ownership Housing	Ongoing	Administered (over typical 3-5 year development lifecycle) Federal, Provincial and City investments of \$320 million for 3,100 new affordable rental and ownership homes underway in 2017. Of these, 225 new affordable homes anticipated to be completed in 2017 (210 rental, 15 ownership). There were 1,400 new affordable homes approved (1,200 rental, 200 ownership)	AHO
				3.1	New Affordable Rental and Ownership Housing (City Incentives)	Ongoing	Provided an estimated \$11.9 million in City incentives (waived fees, charges & property taxes, and the provision of City land) to support the anticipated completion of 210 new affordable rental and 15 new affordable ownership homes in 2017	AHO
				3.1	Housing Opportunities Toronto Affordable Housing Action Plan 2010-2020 - Review and Update	Deferred to 2018	Preparations underway to incorporate review and update into work plan to develop HOT 2020-2030, targeted for Council in 2018	AHO, SSHA, TPH, other Divisions
				3.1, 3.2, 3.3	Large Development Policy Framework, Official Plan Review Affordable Ownership Definition, Inclusionary Zoning	In progress	Conducted interviews with key stakeholders; further market analysis being undertaken; analysis and progress connected to timing of Inclusionary Zoning legislation review	City Planning
				3.1, 3.5	Build Toronto - Affordable Housing	In progress	Council anticipated to approve 132 new affordable ownership homes on three Build Toronto sites.	AHO, Build Toronto
			3.6	389 Church Street Renovation	In progress	Council anticipated to approve 132 new affordable ownership homes on three Build Toronto sites.	AHO	
			3.7, 4.7	George Street Revitalization	In progress	Council anticipated to approve 132 new affordable ownership homes on three Build Toronto sites	SSHA, LTCHS, AHO	


 Service Access	4 Increase service access and availability	4.1	Internet Connectivity and Broadband Capacity Review to address the 'digital divide' *NEW	In progress	Identified and confirmed digital divide through consultant background study and staff report; staff report recommends formation of a connectivity steering committee and working group to "identify, guide and coordinate efforts to improve access to affordable high-speed internet for all Toronto residents and businesses"	EDC, IT
		4.1	Wi-Fi in Public Spaces *NEW	Completed	Established Wi-Fi at York Recreation Centre	PFR
		4.1	Library Digital Innovation Hubs and Portable Pop-ups	Completed	Made Digital Innovation Hubs available at 6 locations: Agincourt, Albion, Downsview, Fort York, Scarborough Civic Centre, and Toronto Reference Library (NYCL and Richview to be launched in 2018); six Pop-Up Learning Labs rotate around the city	TPL
		4.1	Library Sunday Service Expansions	Completed	Added an additional 6 District branch locations in July 2017	TPL
		4.1	Internet Wi-Fi Hotspot Lending	Completed	Expanded the 2017 Wi-Fi hotspot lending program from 6 branches in Neighbourhood Improvement Areas to an additional 7 branches (Albert Campbell, Barbara Frum, Downsview, Malvern, Mount Dennis, Parkdale, and Richview) as well as to bookmobile stops in Neighbourhood Improvement Areas and via Toronto Public Library's Community Librarians that work in Toronto Employment and Social Services (TESS) locations; over 750 units have been given out for a loan period of 6 months	TPL
		4.2	Affordable Access to Recreation Initiatives *NEW	Completed	Established York Recreation Centre where programs are free	PFR
		4.2	Garbage Bag Tag Program for Toronto's Most Vulnerable People *NEW	Completed	9 homes added to the program	SWMS, SDFA
		4.3	Priority Registration Day	Completed	Expanded hours at seven TESS offices and partnered with PFR staff to increase registration for OW recipients in recreation programming across Toronto; 37 OW recipients registered for recreation programs	PFR, TESS
		4.3	Children's Services Engagement Strategy	Ongoing	By the end of 2017, three new booklets on child care and fee subsidies will be published; held information sessions at Homeless Connects event, Newcomer Day, and Pride; conducted needs assessment to inform transfer of Child and Family Centers from Province to City; over 4,000 families participated in surveys and focus groups; conducted seven child engagement sessions to inform future child engagement strategy, with 107 children aged 6 to 12 participating	CS





4	Increase service access and availability	4.3	Restorative Justice	Partially completed	Developed and delivered training to Shelter staff in 2017	SDFA, PFR
		4.5	Dental Service Expansion to Ontario Works Clients	Partially completed	Increased the number of OW clients accessing TPH dental clinics; on a pilot basis, initiated access to dental busses in 2 locations	TESS, TPH
		4.6	Financial Empowerment and Protection Policy Options Paper *NEW	Partially completed	Draft discussion paper required; next step includes interdivisional consultations	PRSO, TESS, MLS
		4.6	Cities for Financial Empowerment Project (in partnership with PROSPER CANADA)	Completed	Using PROSPER Canada funding, worked in partnership to complete a research report to identify priority financial empowerment integration opportunities as well as implementation plans to build targeted financial empowerment interventions into TESS and City Service systems	TESS
		4.7	Shelter Capacity Expansion	Partially completed	City Council approval of 747 Warden for use as shelter in July 2017; lease for 731 Runnymede approved by City Council in July 2017	SSHA
		4.7	Enhanced Tenant Supports *NEW	Completed	Pilot implemented; evaluation report anticipated by end of 2017	SSHA
		5.1	Licensed Child Care Growth Strategy	Completed	Submitted report on March 30, 2017	CS
		5.2	Increase the number of licensed and subsidized child care spaces *NEW	Completed	Added 300 new subsidy spaces (City funded); an additional 427 (federally funded); 189 (provincially funded) new subsidy spaces	CS
		5.2	Children's Services Capital Plan	Partially completed	Completed 4 Capital Projects in 2017 adding 162 child care spaces	CS
		5.3	Middle Childhood Strategy/CCEYA Implementation	Completed	Added over 4,500 before and after school spaces for kindergarten and school age children, where there was demand and viability, in the first year of the school board's new duty-to-provide program	CS
5	Improve access to high quality programs for children and youth	5.3	High Five QA *NEW	In progress	Trained 1,109 existing staff in PHCD and supported delivery of PHCD workshops to 1,051 applicants in 2017; trained 64 staff to conduct QUEST 2 Assessments (advance training and certification) and submitted 2,139 QUEST 2 Assessments for Accreditation (~3,000 anticipated by end of 2017); rolled out a HIGH FIVE® communications strategy and supported quality improvements by hosting staff professional development events, conducting a Community Recreation policy/procedure review, developing new procedures/standards and improving hiring processes	PFR

	5	Improve access to high quality programs for children and youth	5.3	Youth Leadership Program <i>*NEW</i>	Completed	Using existing resources and to avoid duplication, PF&R is advancing youth leadership with robust programs including the Sports Leadership Program and the Counsellor-in-Training program	PFR
			5.3	Youth Spaces	Completed	Funding secured; for the Winter, Spring and Summer seasons there were 10,964 course hours delivered and 60,114 total visits	PFR
			5.3	Library Youth Hubs	Completed	Launched two additional Youth Hubs at Albion Library and Barbara Frum Library; youth made 24,945 visits to Toronto Public Library Youth Hubs; Youth Hubs offered 386 programs; placement students and volunteers made 1,627 visits and contributed 6,178 hours	TPL
			5.3	Study Spaces and Supports for TCHC Youth	Re-assessed	Given Council approved plans to reform the TCHC, through the Tenants First Project, it was deemed inadequate to start new programs at this time	SDFA
			5.4	Increased Support for Child Care	Completed	Received new funding from the provincial and federal governments to support the child care system, which provided some flexibility in how the new funding was allocated within the system	CS
 Transit Equity	6	Make transit more affordable for low-income residents	6.3	Transit Fare Equity Strategy	Partially completed	Created the project governance structure and allocated staff teams for the design and implementation of Phase One of the Transit Fare Equity Strategy	PRSO, TPH, TESS, TTC
	7	Improve transit services in the inner suburbs	7.4	Social Equity in Transit Planning <i>*NEW</i>	In progress	Supported TTC and City Planning on policy and planning processes, applying a poverty reduction and social lens to the work	PRSO
 Food Access	8	Eliminate Hunger	8.1	Student Nutrition Program - Strengthen Current Programs	Completed	48 Student Nutrition Programs granted municipal funding for the first time, starting in the 2017/18 school year, reaching approximately 15,492 additional students	TPH
			8.1	Student Nutrition Program - Cost of Food Inflation	Completed	48 Student Nutrition Programs granted municipal funding for the first time, starting in the 2017/18 school year, reaching approximately 15,492 additional students	TPH
			8.1	Student Nutrition Program - Expansion	Completed	48 Student Nutrition Programs granted municipal funding for the first time, starting in the 2017/18 school year, reaching approximately 15,492 additional students	TPH
			8.2, 8.3	Food Reach Portal	In progress	Hired 3 staff, launched updated web portal, and continued outreach to bring on new users in City and community agencies	TPH
			8.3	Nutritious Food in Summer Programs	Re-assessed	Found an absence of evidence or consensus on whether this is the best strategy to improve child and youth nutrition; the PRSO is working on a discussion paper that explores other alternatives	SDFA

 Food Access	9	Increase access to affordable, nutritious and culturally appropriate food	9.1	Healthy Corner Stores	Re-assessed	Applying learnings to inform development of social supermarket and other healthy retail initiatives	TPH
			9.1, 9.3	Commercial Signage Bylaw Review	Completed	No application for variances suggest there is not a substantial need for revising the bylaw as it applies to RA zones; Building is working with Tower Renewal staff on the review of the signage bylaw for the new RAC zones	Building
			9.2	City-owned Food Assets Review	Completed	Toronto Food Policy Council completed a review on City food assets	PFR
			9.3, 9.4	CEED Garden Pilots (Toronto Agriculture Program)	Partially completed	Finalizing site assessments and Grounding Study with Hydro One and Infrastructure Ontario (HO/IO) to go ahead with 2 sites in 2018; relationships with funding partners, community partners, volunteers and residents are being maintained	SDFA, TPH
			9.6	Mobile Good Food Market (MGFM)	In progress	Between January and September 2017, the Mobile held 271 markets across nine low-income neighbourhoods, selling 25,000 pounds of affordable, fresh and healthy vegetables and fruits to residents. Due to mechanical issues, the 2nd Mobile bus has been used for special events only. This year, FoodShare has been in a transitional stage with a new Executive Director, staffing changes and an operational review. Opportunities for expanding the 2nd Mobile will be considered in 2018.	TPH
			9.6	Healthy by Design: Active Apartment Neighbourhoods Project	Completed	Contribution agreement between Federal government and TPH is in place	TPH, SDFA, CP, TS
 Quality Jobs & Liveable Incomes	10	Improve the quality and access of income supports	10.1	Intensive Case Management Pilot	Completed	Successfully continued and/or launched 6 intensive case management pilots focused on OW clients with significant employment and social barriers (addictions, criminal records, ageism, homophobia, trauma, etc.), embedding key learnings into ongoing Divisional service priorities; 200 clients effected	TESS
			10.1	Research Needs of Ontario Works Clients *NEW	Completed	Council adopted report on July 4, 2017 on the evolving OW caseload and implications for service delivery; further detailed analysis of singles receiving OW is ongoing with submission being prepared to the Ontario Centre for Workforce Innovation	TESS
			10.1, 4.3, 5.3	Embedded Librarians	Partially completed	Phase 2 project ran from January to August 2017; project focused on community librarianship being integrated with branch operations; 3 additional members were added to work as community librarians at Toronto Employment and Social Services offices at Rexdale, Chesswood and Metro Hall; planning for 2018 is currently underway; expanding on-site librarian service from 2 to 7 TESS offices	TESS, TPL
			10.1, 4.3, 5.3	Investing in Families	In progress	Working with PFR and TPH, a cross divisional review of Investing in Families initiative completed with recommended changes; with PFR, TPH, TPL, and CS, proposed changes will begin implementation in late 2017 through 2018	TESS, PFR, TPH, TPL, CS

 Quality Jobs & Liveable Incomes	10	Improve the quality and access of income supports	10.2	Improve incomes for social assistance recipients *NEW	Completed	Submitted report to Council on April 26, 2017; Council referred the report back to TESS GM with direction to report back in 3 years after completion of the Basic Income Pilot	TESS
			10.4	Improving Access to Child Care for Indigenous families *NEW	Completed	Created an "Access for Indigenous Families" caseworker team to provide increased support to Indigenous families applying for and maintaining fee subsidies	CS
			10.4	Policy & Process Review *NEW	Partially completed	Scheduled for completion at the end of 2017	CS
			10.4	Idea Incubation *NEW	Deferred to 2018	Resources were not available in 2017 to complete this work	CS, PRSO, TESS
	11	Create employment opportunities for low-income groups with high unemployment rates	11.1	Effective Paths to Good Careers for Low-Income Youth *NEW	Completed	Identified 150 City of Toronto mentors as part of United Way's netWORKS program aimed at providing young people with professional networking opportunities; increased the number of work-based learning placements for youth on OW through the PAYE program	TESS
			11.1	Paramedic Training Program	Completed	15 Ontario works clients are on track to complete program in April 2018	TESS, Paramedics
			11.1	Starter Company Program at Crossways Incubator	Completed	Successfully recruited fifth cohort and completed program; new approach implemented to rotate location of small business training program to improve access for clients in different parts of the city; participation by 50+ youth	EDC, TESS
			11.1	Youth Employment Partnership Program	In progress	Hired supervisor; completed program model; completed and tested schedule of hiring events; hosted new job fair in which 2,100 youth participated; 3,000 youth outreached, 1,200 youth employed	SDFA
			11.2	Address Systemic Employment Barriers Facing Ontario Works Clients *NEW	In progress	Established a partnership between UofT law students and John Howard Society to provide in-office legal advice and record suspension information to clients in conflict with the law; hosted 1 hiring event (50 Job Seekers attended); hosted 1 probation and parole information session (40 Job Seekers, 30 Frontline Support Workers); hosted 1 train-the-trainer Session; 95 Stakeholders (TESS/SDFA/EO/MCSCS – Frontline & Management) and 90 (50 & 40) job seekers participated in the these events; all TESS offices provide workshops on employment and records suspension to OW clients	TESS, SDFA
	12	Improve the quality of jobs	12.3	Improve working conditions for child care professionals *NEW	Ongoing	Used new provincial funding to increase base-funding to help improve wages by \$1.4 million; working with the Toronto Child and Family Network to develop an Early Childhood Educator Workforce Strategy	CS
			12.4	Job Quality Assessment Tool	Partially completed	Submitted report to GMC May 29, 2017 meeting; pilot proposal included in the 2017 PRS Report	SDFA

 Systemic Change	13 Leverage the economic power of the City to stimulate job growth, support local businesses, and drive inclusive economic growth	13.1, 13.3	Community Benefits Framework	Partially completed	Launched Interdivisional Directors Steering Committee; launched Interdivisional Policy Working Group; completed jurisdictional review & best practice research	SDFA
		13.2, 13.3	Social Procurement Program	Completed	Trained 600 City staff, developed new procedures, protocols, and staff resources, new templates for procurement documents (including RFPs and Tenders), developed new data collection and analysis functions in SAP, launched networking event for City staff and diverse suppliers with more than 100 people in attendance, received 2 outstanding supplier diversity achievement awards	SDFA, PMMD, EDC
		13.2	AnchorTO	In progress	Developed draft social procurement framework, with member institution, community and stakeholder validation currently ongoing (5 design workshops with member institutions, 1 national learning webinar with participants from 11 jurisdictions, knowledge transfer activities with 7 jurisdictions); development of shared document repository	SDFA
		13.3	Exploring Sector Based Approaches to Employment Services Delivery *NEW	Completed	Launched construction sector pathway at the Yonge-Eglinton TESS office, in partnership with MAESD, United Way, and YMCA	TESS
		13.4	Capacity Building Program to Promote Economic Revitalization in Distressed Retail Areas	In progress	Phase 1 of pilot projects in Oakwood - Vaughan and Rogers Road focussed on the development of local economic revitalization plans	EDC, TESS
	14 Create a seamless social support system	14.1	Community Investment Strategy	Completed	Council approved staff report <i>Community Investment Funding Programs - Review and Recommended Framework</i> , in March 2017; introduced neighbourhood grants, with two rounds of funding in 2017; 79% of applications for Projects and Events Grant stream recommended for funding are in NIA or Emerging Neighbourhoods, 43% of applicants recommended for funding self-identified that their projects and events funding would advance the PRS	SDFA
		14.1	Modernizing City/Community-Based Non-Profit Sector Relationship	Completed	Submitted report to CDRC November 20, 2017 meeting	SDFA
		14.3	Ontario Early Years Child and Family Centres *NEW	Completed	Council adopted the Draft Ontario Early Years Child and Family Centre Initial Plan	CS, PRSO
		14.3	City of Toronto - 5 GTA LHIN Leadership Table	In progress	Expanded Community Paramedics team to 6 Community Paramedics doing outreach to racialized and vulnerable groups with frequent first responder calls	SDFA, TPS, Fire, Paramedics
		14.3	Supportive Youth Corridor Framework	Re-assessed	Initiative deemed too complex and costly to be carried out by the City	SDFA

	14	Create a seamless social support system	14.4, 16.3	Neighbourhood Action Planning Tables	Completed	Developed Neighbourhood Action Plans for 13 of the 15 tables; 214 Actions identified across 13 Planning Tables	SDFA
			14.5	Community Hubs	Partially completed	Supported 14 development actions including: Hub feasibility studies, community planning, development inquires	SDFA, EDC
			14.6	Toronto Urban Health Fund Inflationary Increase & Expansion	Completed	Board of Health approved 2017/18 project funding to 46 one and three year projects including 15 Child & Youth Resiliency projects.; of the 15 youth projects, 7 will be providing services in Neighbourhood Improvement Areas	TPH
			14.6	Partnerships Opportunities Legacy (POL) Fund	In progress	Supported local applications, liaised with partnering division, recommended 10 projects to City Council, submitted 11 project recommendations	SDFA
 Systemic Change	15	Coordinate and evaluate the implementation of TO Prosperity	15.2	Developing a PRS-Based Evaluation Framework <i>*NEW</i>	In progress	Completed scan of approaches adopted in other jurisdictions; submitted business case to the 2018 Budget Process	PRSO, TESS
	16	Engage City staff and residents on poverty reduction efforts	16.1	Culture Competency and Deep Diversity Training <i>*NEW</i>	Completed	Conducted 13 sessions with 390 participants	CS
			16.3	Food Insecurity Policy Options Paper - Wellesley Institute & Poverty Reduction Strategy Office	Partially Completed	Drafted discussion paper written in collaboration with the Wellesley Institute; it is now circulating to City divisions and agencies for feedback	PRSO
	17	Dedicate funding to poverty reduction actions	17.1	Measure the Impact of Budget Choices on Poverty Reduction	Completed	Introduced Equity Lens for the 2018 Budget; approximately 150 staff across the corporation received training on how to apply the Lens and report the results; a summary of the analysis will be included in the 2018 Operating Budget notes	PRSO, EDHR, FPD
			17.2	Long-Term Fiscal Plan	In progress	Council approved the adjustments to the Vacant Commercial and Industrial Tax Rebate Program, and identified poverty reduction initiatives as one of the area of investments for generated revenues	FPD

*LEGEND: City Divisions, Agencies, and Commissions					
AHO	Affordable Housing Office	HSI	Human Service Integration	Stratcom	Strategic Communications
Building	Toronto Building	LTCHS	Long-Term Care Homes and Services	SWMS	Solid Waste Management Services
Clerks	City Clerk's Office	MLS	Municipal Licensing and Standards	TCHC	Toronto Community Housing Corporation
CMO	City Manager's Office	PFR	Parks, Forestry and Recreation	TESS	Toronto Employment and Social Services
CS	Children's Services	PRSO	Poverty Reduction Strategy Office (formerly PRU, Poverty Reduction Unit)	TOP	Toronto Office of Partnerships
EDC	Economic Development and Culture	Planning	City Planning	Paramedics	Toronto Paramedic Services
EDHR	Equity, Diversity and Human Rights	PMMD	Purchasing and Material Management Division	TPS	Toronto Police Services
Facilities	Facilities Management	RES	Real Estate Services	TPH	Toronto Public Health
Finance	Corporate Finance	S&CP	Strategic and Corporate Policy	TPL	Toronto Public Libraries
FPD	Financial Planning	SDFA	Social Development, Finance, and Administration	TTC	Toronto Transit Commission
HR	Human Resources	SSHA	Shelter, Support, and Housing Administration	TS	Transportation Services