

Auditor General audit of Centralized Waiting List

SSHA commentary slides



SSHA Supports Audit Findings

SSHA welcomes the findings of the Auditor General and appreciates the independent review of the Centralized Waitlist.

SSHA views the audit recommendations as supporting Council's decisions and affirming SSHA's current direction, including:

1. Recommendations that strengthen our position on needed legislative changes,
2. Recommendations that encourage stronger partnership with Toronto Community Housing, and
3. Recommendations for ongoing service improvements and modernization initiatives that are approved by Council and being actioned by SSHA.

SSHA Actions and Improvement Initiatives



Intergovernmental

Continuing to work with the provincial Ministry of Municipal Affairs and Housing, which sets out many of the requirements for program eligibility and rules through the Housing Services Act



Service Improvements

Implementing a range of service improvements that will improve the client application experience and give clients more information and autonomy and enable more efficient, effective and equitable deployment of resource-limited housing supports



Choice-Based

The new choice-based service model will provide improved information to applicants on available housing options that empower them to make informed housing choices and better connect them to available housing units that meet their needs

Specific Actions and Initiatives: Examples

- Improved training and support to TCHC:
 - reduced number of average offers required to fill vacant units from 7.0 in 2018 to 3.2 in Q1 2019
 - reduced percentage of withdrawn offers from an average of 70% in 2017-2018 to 54% in Q1 2019
- Completed outreach and updated application status for more than 25,000 applicants with no recent contact with the City
- Reviewed and revised Access to Housing program information on the City website to be user-friendly and meet the needs of stakeholders (toronto.ca/accesstohousing)
- Reduced processing time for all client service requests through improvements to workflows
- Launching new map-based subsidized housing listing in July 2019

Service Improvement & Modernization

