

Specific Actions and Initiatives: Examples

- Improved training and support to TCHC:
 - reduced number of offers required to fill vacant units from an average of 7.16 in 2018 to an average of 4.89 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 - reduced percentage of withdrawn offers from an average of 70% in 2017-2018 to 54% in Q1 2019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