








Issue	#	Recommendation	Actions Addressed	Initiative	2015 Progress	City Initiative Lead(s)	Low Income Residents Impacted
 Housing Stability	1	Improve the quality of all affordable housing	1.2	Multi-Residential Building Audit Program (MRAB) - Program to ensure that minimum property and maintenance standards within multi-residential rental properties are maintained	Commenced MRAB audits across the city including buildings located in Neighbourhood Improvement Areas.	MLS	63 units to date; 90 units projected 2015
	2	Assist low-income individuals and families to secure and maintain affordable housing	2.1	Housing Allowance Funding Increase - Additional 75 housing allowances to assist clients accessing community supports to improve housing stability	Developed a framework to allocate program funds; selecting a community partner to deliver the additional supports to the households in receipt of an allowance.	SSHA	75 clients
			2.4	Enhanced Tenant Supports - Two Aboriginal tenant support projects to stabilize tenancies and prevent evictions	Awarded contracts to Native Women's Resource Centre and Wigwamen Inc. Services to start services in September 2015.	SSHA	Goal: 100 tenants
	3	Increase the supply of affordable housing	3.1	Mayor's Open Door Program – 200 Madison Avenue development	Selected proponent for development/operation of affordable rental on surplus City site at 200 Madison Avenue; Report on the Mayor's Open Door Program to provide land, funding, incentives and expedited planning processes to create new affordable rental and ownership homes across the city for Council consideration	AHO	82 affordable units (200 Madison Avenue)
			3.6	Ontario Long Term Affordable Housing Strategy Review Submission	Submitted City of Toronto position on affordable housing policies, including recommendation 7 on surplus Provincial land in July 2015.	SSHA, AHO, Planning	Policy Impact


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 Service Access	4	Increase service access and availability	4.2	Priority Centre Expansion - Expansion of 16 additional centres where registered and drop-in recreational programs are free	Converted fee registration programs to no cost at 16 centres	PFR	16 new centres cover 29 low-income census tracts
			4.2	Library Access Fine Forgiveness Pilot - Reinstated full library services and borrowing for children and youth in Neighbourhood Improvement Areas by forgiving late fines	Launched pilot, including promotion and monthly monitoring to ensure uptake to restore access, resulting in an estimated 65,000 library materials borrowed	TPL	Restored access to 3,500 children, youth and families
			4.3	Youth Outreach Worker Expansion - Outreach to provide information and access on City of Toronto and local neighbourhood programs and services to enable youth to engage in community activities	Added 2 full-time permanent YOW positions to underserved areas of the city: (1) Fairbank Memorial CC and (2) Gradavine CC	PFR	328 youth
			4.6	Consumer Financial Protection Review Submission	Submitted City of Toronto position to ensure regulation of alternative financial services avoid negative impacts on low income residents and neighbourhoods, and the provision of financial education and access	SDFA, TESS	Policy Impact
			4.7	Women's Drop-ins - 2 new 24-hour drop-ins to provide a safe and welcoming space for street-involved women, including transgender women and sex workers, and connect women with appropriate community resources. Service delivery model includes: showers and laundry; 24-hour low barrier case management, including counseling and referrals; onsite nursing and/or health supports; provision of healthy food and snacks; capacity building to hire, train and support peers; ongoing staff training	Opened drop-ins at (1) Adelaide Resource Centre for Women and (2) Sistering providing 24-hour drop-in services for women 16 and over. Begun offering new and enhanced programs in consultation with service users, including new evening and overnight activities	SSHA	Average of 57 individuals per day, and 8 individuals overnight
			4.7	Shelter Capacity Expansion - 9 programs will add an additional 121 beds to the shelter system in the men's, women's co-ed, couples and youth sectors	Selected 9 successful proponents. 15 beds currently in operation with an additional 46 to be in operation by end of 2015. Initiated community consultation planning about 2 new centres requiring renovation	SSHA	Goal: 121 additional beds


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 Service Access	4	Increase service access and availability	4.7	Shelter Capacity Expansion for LGBTQ2S - 54 beds and transition program for LGBTQ2S to provide queer and trans positive transitional housing options for youth aged 16-24 who are homeless	Opening YMCA 25 bed transitional housing program for youth in 2015, including: work plans, startup budgets and operating agreements, an advisory group and work groups to focus on program development and training, policy and procedures, and evaluation	SSHA	54 additional beds per year
			4.7	Shelter Subsidy Increase - Funding to ease the pressure of accessing shelter beds by increasing subsidy to 3 purchase of service locations: (1) Sojourn House, (2) Christie Ossington, and (3) Streethaven	Increased subsidy to 3 locations to increase capacity by 4,405 bed nights	SSHA	4,405 additional bed nights
			4.7	Warming Centre Enhancement - Provision of low-barrier 24-hour drop-in services during Extreme Cold Weather Alerts (ECWAs) in safe, welcoming spaces with a harm reduction approach	Arrangements made for Margaret's and St. Felix Centre to provide ECWA drop-in services starting November 15, 2015 through April 15, 2016 Prepared budget request for enhanced cold weather drop-in services including continuous service in January and February regardless of an alert being called based on consultation with service users and service providers	SSHA	173 visits per day on average; 85 individuals overnight; 7,322 in Q1 2015
			4.7	Kennedy House Youth Shelter Investments - Investment to assist shelter providing targeted services to youth	Capacity-building investment to help agency (23 beds plus daytime programming) become self-sustaining as the shelter further establishes itself in the community	SSHA	23 beds for homeless youth

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 Service Access	5	Improve access to high quality programs for children and youth	5.1	Child Care Subsidy Increase - Subsidies to help families with the cost of licensed child care	Supported 184 additional subsidies	CS	184 new subsidies
			5.3	After-School Recreation & Care (ARC) Annualization - Quality and safe after-school recreation for children 6-12 years of age in 8 sites	Continued operation of 8 new ARC sites in base budget	PFR	240 children annually
			5.3	After-School Recreation & Care (ARC) Expansion - Quality and safe after-school recreation for children 6-12 years of age in 10 additional sites	Opened 10 additional ARC sites	PFR, CS	290 children annually
			5.3	Youth Lounges Expansion Phase 1 Annualization - Phase 1 (4 sites in 2014) of the Council approved Youth Lounge Expansion	Continued operation of 4 youth lounges in base budget: (1) North Kipling CC (EY District), (2) Antibes CC (NY District), (3) Parkway Forest CC (NY District) and (4) Heron Park CC (Scarborough District)	PFR	17,771 youth visits, mostly low-income
			5.3	Youth Lounges Phase 2 Expansion - Phase 2 (3 sites in 2015) of the Council approved Youth Lounge Expansion	Opened 3 sites: (1) Native Child & Family Services (Toronto/East York District), (2) East Metro Youth Services (Scarborough District), and (3) Don Montgomery (Scarborough District)	PFR	4,734 youth visits from June 2015, majority low-income

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 Transit Equity	6	Make transit more affordable for low-income residents	6.1	Eliminate Child Fare - Children (ages 2-12) ride free in order to make transit more affordable and accessible for all families	Implemented TTC Board policy to eliminate children fares on TTC in March 2015	TTC	Policy Impact – 87,595 low-income children in Toronto
	7	Improve transit services in the inner suburbs	7.2	Inner Suburb Service Restoration - Restoration of previously cut services that disproportionately impact the inner suburbs where demand warrants	Completed service restoration.	TTC	2.8-3.1 million rides per year on all restored routes – majority in inner suburbs and many NIAs
			7.4	Seniors Community Transportation Pilot - Pilot to create effective community-based transportation for seniors to partake in the life of their communities, attend appointments and access services in partnership with community agencies, with a focus on Scarborough	Request for Proposal for Roadmap for Community Transportation developed, including an environmental scan and gap analysis of seniors transportation services	SDFA	Analysis to estimate impact
 Food Access	8	Eliminate hunger	8.1	Student Nutrition Inflationary Increase - Inflationary increase to enable student nutrition programs to continue nutrition programs at current levels	Increased the 2015 municipal investment to cover increased food costs and improve access to nutritious foods for all municipally-funded student nutrition programs, based on the 2014 Nutritious Food Basket survey results for Toronto.	TPH	Estimated 166,892 children and youth
			8.1	Student Nutrition Expansion - Expansion of 27 student nutrition programs at the existing 14% City of Toronto contribution rate	Identified and funded 24 publically funded schools serving higher need communities in consultation with schools, school boards, community contacts and key City data sources to receive funding at equal funding levels as other student nutrition programs operating in Toronto	TPH	8,205 children and youth reached through the expansion
	9	Increase access to affordable, nutritious and culturally appropriate food	9.6	Mobile Good Food Market - Retrofit bus to visit food desserts and provide low-income residents with opportunities to purchase fresh fruits and vegetables	Started process to retrofit 2 Wheel-Trans buses	TPH	Goal: serve 10 additional sites

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 Quality Jobs & Livable Incomes	11	Create employment opportunities for low-income groups with high unemployment rates	11.1	Paramedic Training - 16-month Primary Care Paramedic Training Program for low-income clients prepares and qualifies selected residents on Ontario Works (OW) to write the Ministry of Health and Long-Term Care's paramedic certification exam. Successful participants will be eligible for employment with Toronto Paramedic Services	Enrolled 15 Ontario Works clients in the 16 month program. Program outcomes will be available upon course completion at the end of January 2016	TPS, TESS	15 OW clients
			11.1, 11.2	Connect2Youth Arts Employment & Training Program (Toronto Youth Equity Strategy) - Invest in projects through community partners that support education attainment, skills building and community based training, and the arts. Job-ready youth with criminal records also receive direct supports towards employment	Program designed and developed and participant outreach underway	SDFA	200 youth estimated
			11.1, 11.3	Employment Program for Single Parents - Pilot program providing intense case management supports to assist single parents on Ontario Works (OW) move towards meaningful employment	Program designed and developed in conjunction with community partner for Fall 2015 enrolment	TESS	100 OW clients estimated
	12	Improve the quality of jobs	12.3	Employment Standards Act Review Submission	Submitted City position to the Province in the Changing Work Place review to strengthen employment standards	SDFA, TESS, S&CP	Policy Impact
			12.1, 12.4	Job Quality Assessment Tool and Living Wage Standard - Standardized framework to allow staff to consider job quality and living wages in Toronto as part of their decision making process	Identified core concepts and developed tool prototype Established an Interdivisional workgroup and identified initial uses for the tool	SDFA	Policy Impact

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 Systemic Change	13	Leverage the economic power of the City to stimulate job growth, support local businesses, and drive inclusive economic growth	13.2	Public Sector Social Procurement Community of Practice (Social Procurement Strategy) - Collaboration of public sector organizations to advance and reinforce institutional use of procurement to achieve workforce development and economic development goals	Convened 8 post-secondary institutions, 2 provincial ministries, the City of Toronto and 3 City agencies and commissions, and 2 community funders for 3 learning sessions to advance public sector social procurement practice	SDFA	Policy Impact
			13.2	Social Procurement Pilots (Social Procurement Strategy) - Initiative to test different approaches to supply chain diversity and workforce development across a range of different types of procurement at the City. These pilots will inform the development of a corporate-wide Social Procurement Policy	Piloted 5 competitive calls with social procurement requirements and 67 Divisional Purchase Orders through a pilot purchasing system Established and tested targeted RFQ process for low-dollar value procurement in Cluster A Established partnerships with 5 diversity supplier certification organizations: CAMSC, WBE Canada, CGLCC and Social Purchasing Project.	SDFA, PMMD	Policy Impact
	14	Create a seamless social support system	14.1	Waste Diversion Waiver, Fee Relief for CIROs - 100% credit for 2015 Solid Waste fees for registered charities	Planned 2015 audits of all organizations receiving the credit to ensure their participation in Toronto Waste Diversion Programs. Commenced hiring process for six staff and leasing trucks for program	SWM	995 Registered Charities
			14.1	Community Partnership Grants Inflationary Increase - 2.1% Inflationary increase to City core funded community agencies	Distributed 2.1% inflationary increase to 199 organizations to meet organizations continued program delivery at current levels	SDFA	199 organizations serving approx. 1,973,204 residents
			14.2	Human Service Integration - Improve the delivery of programs, and streamline intake processes for low income residents accessing services through TESS, TCS and SSHA	Delivered report on the current state of service delivery and client experience for Ontario Works (OW), rent-geared-to-income (RGI) and child care fee subsidy Developed a Future State Operating Model for the delivery of human services at the City	TESS, CS, SSHA	Policy Impact
			14.4	Neighbourhood Improvement Area Resident Engagement (Toronto Strong Neighbourhoods Strategy 2020) - Support for community initiatives including resource fairs, employment training, community food projects, community planning and civic engagement	Supported diverse community initiatives with 34 local lead agencies and 388 community partners across Neighbourhood Improvement Areas	SDFA	5,000 residents engaged

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 Systemic Change	14	Create a seamless social support system	14.4	Resident Animation Model	Trained and hired resident animators with lived experience to help finalize community engagement sessions, facilitate dialogues and train other animators to meaningfully engage residents in priority setting and decision-making for TO Prosperity and Toronto Strong Neighbourhood Strategy 2020	SDFA, TESS	25 residents
			14.4	Toronto Strong Neighbourhoods Strategy 2020 Program Design	Held two community conferences to design the TSNS2020 program design with City staff and residents from the 31 Neighbourhood Improvement Areas	SDFA	200 residents engaged in design process
	15	Coordinate and evaluate the implementation of TO Prosperity	15.1	Poverty Reduction Strategy Senior Staff Steering Committee	Coordinated interdivisional contribution from 30 Divisions and Agencies to develop TO Prosperity and advance 2015 poverty reduction initiatives	SDFA, TESS	Policy Impact
			15.2	Poverty Reduction Strategy Measurement	Held meetings with the Provincial Poverty Reduction Secretariat and the Wellesley Institute to identify shared metrics for poverty reduction	TESS, SDFA	Policy Impact
	16	Engage City staff and residents on poverty reduction efforts	16.3	Poverty Reduction Strategy Community Engagement (Phase 2 and Phase 3)	Collaborated with United Way Toronto & York Region, Commitment2Community, and resident animators with lived experience of poverty to conduct 11 citywide public meetings, 117 community-led conversations, and two online questionnaires for residents to meaningfully engage residents with lived experience of poverty in priority setting and decision-making	SDFA, TESS	1,950 residents estimated

***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 & Services	TCHC	Toronto Community Housing Corporation
Clerks	City Clerk's Office	MLS	Municipal Licenses and Standards	TESS	Toronto Employment and Social Services
CMO	City Manager's Office	PFR	Parks, Forestry and Recreation	TOP	Toronto Office of Partnerships
CS	Children's Services	PRU	Poverty Reduction Unit	Paramedics	Toronto Paramedic Services
EDC	Economic Development and Culture	Planning	City Planning	TPS	Toronto Police Services
EDHR	Equity, Diversity & Human Rights	PMMD	Purchasing and Material Management Division	TPH	Toronto Public Health
Facilities	Facilities Management	RES	Real Estate Services	TPL	Toronto Public Libraries
Finance	Corporate Finance	S&CP	Strategic and Corporate Policy	TTC	Toronto Transit Commission
	Financial Planning	SDFA	Social Development, Finance, and Administration	Transportation	Transportation Services
HR	Human Resources	SSHA	Shelter, Support, and Housing Administration	SSHA	Shelter, Support, and Housing Administration