HousingTO 2020-2030 Action Plan
Implementation Plan

Presented for Council Consideration

September 2020

TORONTO

Contents

Introduction 4

About the HousingTO Plan 5

Implementing the HousingTO Plan 8

01 Update the "Toronto Housing Charter – Opportunity for All" 19

02 Enhance Partnerships with Indigenous Community Partners 22

03 Prevent Homelessness and Improve Pathways to Housing Stability 27

04 Provide Pathways to Support Women 35

05 Maintain and Increase Access to Affordable Rents 39

06 Meet the Diverse Housing Needs of Seniors 45

07 Ensure Well-Maintained and Secure Homes for Renters 52

08 Support Toronto Community Housing Corporation and its Residents 59

09 Continue the Revitalization of Neighbourhoods 64

10 Create New Rental Housing Responsive to Residents' Needs 68

11 Help People Buy, Stay in and Improve Their Homes 77

12 Improve Accountability and Transparency in Delivery of Housing Services to Residents 82

13 Enhance Partnerships and Intergovernmental Strategy 85

HousingTO Plan 2020 Action Progress Tracker 88

Introduction

Safe, adequate, affordable housing is an important social determinant of health and also improves social and economic outcomes for individuals and families. It is the cornerstone of vibrant and healthy neighbourhoods and is key to the success of our city, region and country as a whole.

Recognizing the importance of affordable housing and the critical need to help residents in Toronto's challenging housing market, in December 2019, City Council adopted the HousingTO 2020-2030 Action Plan (HousingTO Plan). The HousingTO Plan provides a blueprint for action across the full housing spectrum – from homelessness to rental and ownership housing to long-term care for seniors. This new Plan sets an aggressive housing agenda focused on improving the lives of Toronto residents over the next decade. It also aligns with other City policies such as the Poverty Reduction Strategy, Resilience Strategy, TransformTO, the Seniors Strategy and the City-wide Real Estate Strategy.

About the HousingTO Plan

The Vision

Toronto is a city with a diverse range of housing opportunities. It is a place where families and individuals live in safe, well-maintained and affordable housing with respect and dignity and where people have equal opportunities to succeed.

Mission

To provide Torontonians with housing that is safe, affordable and suitable to their needs.

Key Guiding Principles

The HousingTO 2020-2030 Action Plan is based on the following key guiding principles:

1. Identify the needs of individuals and groups based on evidence and trends;
2. Provide equitable and measurable housing opportunities that promote better health, social and economic outcomes for people;
3. Advance partnerships and collaboration across the housing spectrum to create innovative and long-lasting solutions to the housing crisis; and
4. Promote the strategic alignment of resources and actions by all orders of government to provide housing opportunities and effectively address homelessness.

Key Strategic Directions

The HousingTO Plan sets out 13 key strategies to help over 340,000 households access and/or maintain good quality, safe, affordable housing options. The 13 key strategic directions are:

1 Commit to advancing the progressive realization of the right to adequate housing recognized in the International Covenant on Economic, Social and Cultural Rights and express that commitment in the revised "Toronto Housing Charter – Opportunity for All"

2 Enhance Partnerships with Indigenous Community Partners

3 Prevent Homelessness and Improve Pathways to Housing Stability

4 Provide Pathways to Support Women

5 Maintain and Increase Access to Affordable Rents

6 Meet the Diverse Housing Needs of Seniors

7 Ensure Renters Live in Well-Maintained and Secure Homes

8 Support Toronto Community Housing and its Residents

9 Continue the Revitalization of Neighbourhoods

10 Create New Rental Housing Responsive to Residents' Needs

11 Help People Buy, Stay in and Improve Their Homes

12 Improve Accountability and Transparency in Delivery of Housing Services to Residents

13 Enhance Parterships and Intergovernmental Strategy

Implementing the HousingTO Plan

The Implementation Plan

In adopting the HousingTO Plan, City Council requested staff to report back in mid-2020 with details for implementing the HousingTO Plan (Implementation Plan). Following Council's direction, this Implementation Plan was developed.

The Implementation Plan is a "living" document which sets out an accountability framework outlining roles and responsibilities for internal and external partners, plus actions planned actions over the next 10 years. The Implementation Plan also includes outcomes and measures to monitor progress towards achieving the targets in the HousingTO Plan.

Successful implementation of the HousingTO Plan will require ongoing monitoring, tracking and reporting to ensure transparency and accountability. Annual updates will be provided to Council on progress and will also identify any risks and opportunities, plus recommendations to "change course", if needed.

This Implementation Plan was developed with input from various City divisions, agencies and corporations. It also reflects the invaluable input from our external stakeholders including Indigenous Housing Providers/Funders; community sector partners, including those involved in the delivery of housing and homeless services; and members of the HousingTO External Advisory Committee.

Ingredients for Successful Implementation

The HousingTO Plan is premised on collaboration, coordination and partnerships. In order to achieve success over the next 10 years, the City will need:

- A **coordinated approach** and streamlined organizational structure to support increased accountability for quick, informed decision-making and "ownership" for the delivery of actions.
- A **robust financial plan** based on strong partnerships, and which identifies a range of tools and resources available or needed to achieve the targets outlined in the HousingTO Plan. In particular, delivery of this plan is contingent on significant investments from the federal and provincial governments.
- **Strong collaboration** with partners from the non-profit and private housing sectors; the federal, provincial and regional governments; Indigenous communities and organizations; and people with lived experience, including Black and people of colour.
- Commitment to **accountability and transparency** on how the HousingTO plan is being implemented, as well as its impact on residents.

Organizational Structure

Residents expect that governments will have programs and systems in place to effectively and efficiently address their housing needs. The City of Toronto acknowledges this public expectation and has committed to streamlining the way it plans and delivers housing services for its residents.

The City is also committed to putting in place a transparent Housing Delivery Framework. This includes an accountability mechanism that outlines how the City develops and delivers housing policies and programs; and how resources are allocated towards housing and homelessness. This Framework will reflect the City's commitment to the progressive realization of the right to adequate housing, as outlined in the HousingTO Plan and the Toronto Housing Charter. Streamlining the housing delivery processes through organizational and functional changes within the City is an important step forward towards fulfilling the City's commitments.

Within the City's organizational structure, there are over 10 divisions within four service groups and other service agencies and corporations that form the City's "housing system". These include:

City Divisions

1. Service Group – Community and Social Services
    a. Housing Secretariat (formerly called the Affordable Housing Office)
    b. Shelter, Support and Housing Administration (SSHA)
    c. Social Development and Finance Administration (SDFA)
    d. Seniors Services and Long-Term Care (SSLTC)
    e. Toronto Employment and Socials Services (TESS)

2. Service Group - Infrastructure & Development Services
    a. City Planning
    b. Municipal Licensing & Standards
    c. Toronto Building

3. Service Group - Corporate Services
    a. City-Wide Real Estate Transformation
    b. Real Estate Services

4. Service Group - Finance & Treasury Services
    a. Corporate Finance
    b. Financial Planning
    c. Revenue Services

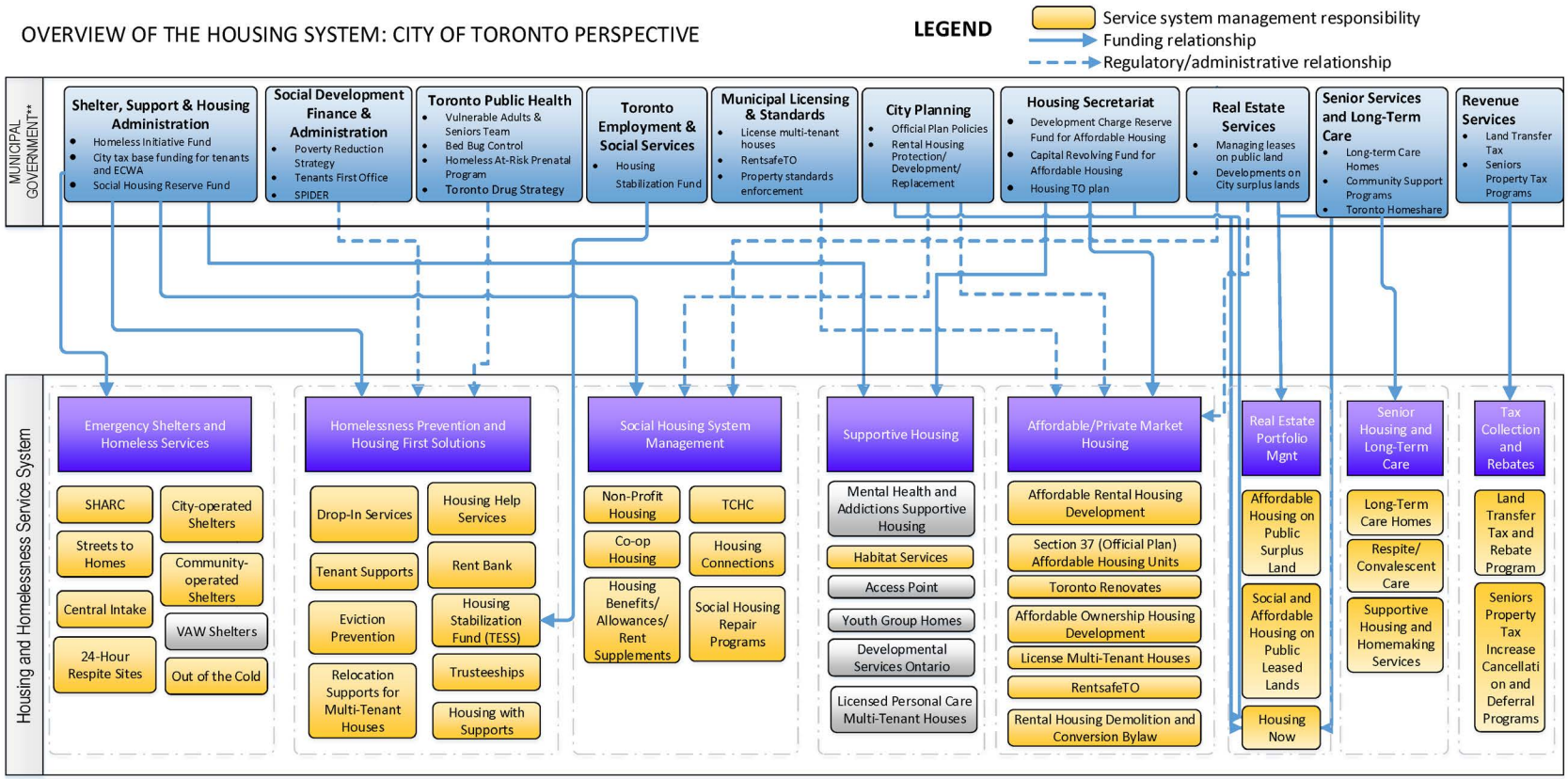
Service Agencies and Corporations

1. CreateTO
2. Toronto Public Health
3. Toronto Community Housing Corporation (TCHC)

Each of these divisions, agencies and corporations has varying levels of involvement and diverse roles and responsibilities related to regulation, planning and delivery of housing and homelessness services, policies and programs.

The City is in the process of retaining a consultant to undertake a review of its organizational structure and the way it plans and delivers housing programs and services. The scope of work is to identify opportunities for efficiencies, enhanced service delivery and ultimately improve service to the public. This includes providing recommendations on an updated organization structure and staffing framework to better coordinate and streamline the City's efforts in the way housing services are planned and delivered.

Figure 1: Overview of the Housing System: City of Toronto Perspective



Financial Overview

Implementation of the full 10-year HousingTO Plan is estimated to cost all three orders of government a combined $23.4 billion. The Plan calls for new and enhanced investments to achieve this goal. The federal and provincial governments will be required to invest a combined $14.9 billion. Ongoing annual operating funding will also be required to provide housing benefits and support services to help residents in affordable and supportive housing. The City itself will invest $8.5 billion over 10 years, with $5.5 billion already committed through capital and operating funding, and other financial tools.

In addition to funding through the City's capital and operating budgets, municipal funding and policy tools such as Section 37 Density Bonusing and the Large Sites Policy are important sources of funding to help deliver affordable housing.

The Province recently introduced the new Community Benefits Charges (CBC) authority intended to fund municipal infrastructure for community services, such as land for parks, affordable housing and child care facilities to support growth. The CBCs are proposed to combine and replace three municipal funding tools - Section 42 Parkland Dedication, Section 37 Density Bonusing and "soft service" development charges (e.g. childcare, shelters, affordable housing) with a single charge that would be capped based on a maximum percentage of land value for a particular development. While additional information is needed from the province to determine the full impact of the new CBC once implemented, funding through this source remains essential to supporting the delivery of new affordable housing.

Other future policy and financial tools that will be necessary to ramp up the supply of affordable rental housing across the city includes a vacant homes tax and the implementation of inclusionary zoning. Provincial support for required policy changes to increase the supply of new affordable housing, as well as direct financial contributions from both the federal and provincial governments will be necessary to complement City investments and to deliver the HousingTO Plan.

The current COVID-19 pandemic highlights both the urgency and the opportunity for all governments to make investments in permanent housing and accelerate commitments for delivering the HousingTO Plan. Such investments can save lives during the pandemic by providing people with safe, secure homes, while at the same time, also drastically improving outcomes for people and reducing cost to governments.

Given the ongoing COVID-19 pandemic, the City acknowledges the substantial financial pressures that all governments now face. As such, the City has proposed a COVID-19 Housing and Homelessness Recovery Response Plan to supplement the HousingTO Plan. The purpose of this response plan is to encourage the federal and provincial governments to fast-track the resources already committed under the National Housing Strategy and other existing federal and provincial funding programs, while also increasing investments in permanent housing to expedite recovery and support our most vulnerable and marginalized residents from the life-threatening virus.

City Financial Tools

An essential component of the Implementation Plan is a 10-year financial plan that outlines funding requirements for successful implementation of the HousingTO Plan in partnership with the federal and provincial governments.

Capital Funding

The **City will invest $2.1 billion in capital funding** from various sources through a range of initiatives identified in the HousingTO Plan. This includes capital funding for building new affordable and supportive housing; redeveloping long-term care facilities in partnership with the province; and undertaking major capital repairs in Toronto Community Housing buildings.

Operating Funding

The **City will invest $2.6 billion in operating funding** over the next 10 years to help Toronto residents avoid evictions and maintain housing stability; to help Toronto Community and Housing maintain its operations; and to assist other landlords with building improvements through various initiatives and loan programs.

Financial Incentives

About 50% of the City of Toronto's revenues come from **taxes on real property** (residential and non-residential property taxes, municipal land transfer tax, development charges and other user fees). In the absence of new revenue and policy tools from other orders of government, the City will continue to be challenged to use its limited resources to fund housing programs and other competing priorities.

Despite these challenges, the City is committed to contributing its share to deliver the HousingTO Plan. In addition to operating and capital funding, the City will support new affordable housing development through its land, and providing an exemption from development charges, building permit and planning application fees, and the deferral of property taxes. In support of providing housing opportunities across the continuum, the HousingTO Plan also recommends that the City extend its development charges exemption program to non-profit long-term care providers. This will be explored as part of future years' work plan.

The estimated value of the City financial incentives to deliver its share of the HousingTO Plan is **$3.8 billion**. As the value of fees and charges change over time, the City's share of investment in the HousingTO Plan will also increase.

Federal Funding Programs

The federal government, through the National Housing Strategy, makes funding available for municipalities, private and non-profit housing developers and operators. Funding through the National Housing Strategy programs are intended to increase the supply of affordable and market rental housing, and preserve existing supply.

National Housing Strategy Co-Investment Fund – New Construction

The National Housing Strategy Co-Investment Fund – New Construction stream provides capital contributions and low-cost repayable loans to housing organizations to develop energy-efficient, accessible and socially inclusive affordable housing. While the City does not receive direct allocations through this funding program, the HousingTO Plan recognizes the importance of this program in supporting the development of new affordable housing in Toronto.

National Housing Strategy Co-Investment Fund – Repair and Renewal

The National Housing Strategy Co-Investment Fund - Repair and Renewal stream provides grants and low-cost loans for repair and renewal of existing community and affordable housing to make them more sustainable. Sustainability is viewed from a community, environmental and financial perspective.

Toronto Community Housing received **$1.34 billion** in forgivable loans (grants) and repayable loans for the repair and renewal of all 58,860 TCHC units. As part of its co-investment requirement, the City has committed to a permanent funding model for TCHC over the next 10 years which provides $160 million in capital towards TCHC's capital repair plan and an estimated $250 million in operating funding per year.

Rental Construction Financing Initiative

The Rental Construction Financing Initiative provides low-cost loans to encourage the construction of rental housing across Canada. It supports sustainable apartment projects in areas where there is a need for additional rental supply. The initiative has a total of **$13.75 billion** in available loans, and is open from 2017 to the end of 2027. However, additional investments in this progam will be essential to keep up with current demand and to help support City programs such as the Housing Now Initiative.

The HousingTO Plan recognizes the importance of creating purpose-built rental housing in Toronto where the rental vacancy rates hovered around 1.1% to 1.5% over the past 10 years. The City will also be looking to establish a rental housing

target for Toronto. Such a target will help the City in shifting development trends away from high-end condominium to moderately priced rental housing more affordable to middle and moderate-income households.

Provincial Government

The provincial government plays a critical role in funding for long-term care beds and operating funding for supportive housing. The province also cost-matches several federal housing programs:

Canada-Ontario Housing Benefit (COHB)

As part of the National Housing Strategy, the Government of Canada will invest **$2 billion** in the Canada Housing Benefit across the country, which will be cost-matched by provinces and territories for a total $4-billion investment over 8 years, starting in spring 2020. In Ontario, the cost-matched, COHB will help to increase the affordability of rental housing by providing an income-tested, portable housing benefit payment directly to eligible households in housing need that are on, or are eligible to be on, social housing waiting lists, with priority for vulnerable populations including survivors of domestic violence and human trafficking, indigenous households, and people with disabilities. The COHB launched in the second quarter of 2020 and Toronto has been allocated **$9.9 million** over two years in incremental funding (i.e. $7.5 M in 2020-21, $2.4 M in 2021-22) which is anticipated to assist over 900 households.

As part of the HousingTO Plan, the City has requested federal and provincial governments to allocate a higher percentage of the new COHB (approx. **$1.5 billion** over 10 years) recognizing the scale and scope of need and the realities of Toronto's expensive housing market.

Provincial Territorial Priority Funding

This initiative provides **$1.1 billion** (with Provincial cost matching) in both capital and operating funding across Canada. The three capital components are new rental housing construction, home repair funding and home-ownership loan funding. The two operating components are rental assistance (housing allowance/ rent supplement programs) and a new housing support services component.

In Ontario, this initiative is a continuation of the 2011-2015 Investment in Affordable Housing Program and its 2014-2020 Extension.

- Toronto has received **$70 million** through the Ontario Priorities Housing Initiative (OPHI). Through the City's 2019 OPHI funding allocation, a total of **$17.9 million** in capital funding was allocated to non-profit organizations to support the development, acquisition, or renovation of 292 non-profit apartment units and rooming house dwelling rooms.
- A total of **$25.3 million** has been allocated through OPHI funding to assist approximately 3,200 households with housing allowances.

Canada Ontario Community Housing Initiative

COCHI provides **$4.3 billion** (with Provincial cost matching) in funding to preserve and expand community housing supply, protect housing affordability for tenants (Rent-Geared-to-Income subsidy), and support repair and regeneration of community housing stock.

- Toronto has received $90 million in three- year funding in 2019 through the Canada-Ontario Community Housing Initiative.

01 Update the "Toronto Housing Charter – Opportunity for All"

What do we want to achieve?

This HousingTO Plan updated the Toronto Housing Charter to support the progressive realization of the right to adequate housing as recognized in international law. It is consistent with the new federal National Housing Act; responds to the evidence from persons with lived experience of housing discrimination; and reflects the extensive input received from housing and human rights experts and other public stakeholders.

The HousingTO Implementation Plan aims to combat housing discrimination, review the City's programs and policies to ensure Toronto is fulfilling its responsibilities, and to ensure that the City's Policy as stated in the Toronto Housing Charter is realized. It also provides an approach to appoint a Housing Commissioner to oversee the City's work in this area.

What progress has been made in 2020?

- Council adopted an updated "Toronto Housing Charter - Opportunity for All" in December 2019.
- Ongoing engagement with the Right2HousingTO Campaign to discuss options and opportunities to advance the progressive realization to the right to housing in Toronto and explore options for establishing a Housing Commissioner role or function, as directed by Council.
- Engagement with the Office of the Federal Housing Advocate to explore alignment opportunities between the federal government and the City of Toronto right to housing functions.
- Staff recommended options and framework to establish the Housing Commissioner role/ function, to be reviewed by Committee and Council later this year.

What other supporting actions are planned?

Short-term (2021-2022)

- Implement the Council-approved actions to establish the Housing Commissioner role/function.
- Conduct training and build awareness of the revised Toronto Housing Charter across all City divisions involved in the delivery of housing services. This is to ensure that future policies and programs incorporate and reflect the City of Toronto's commitments as outlined in the Charter.
- Develop a work plan for all City divisions, agencies and corporations involved in the delivery of housing services. Review existing key housing policies and programs with a progressive realization of the right to adequate housing lens.
- Update staff report templates to include an Equity Impact section outlining how recommendations in housing-related reports will contribute to the progressive realization of the right to adequate housing as outlined in the Toronto Housing Charter.

Medium-term (2023-2025)

- Complete a review of key housing policies and programs delivered by City of Toronto agencies, boards, and corporations with a progressive realization of the right to adequate housing lens.

How will we measure our performance?

Outcome:

Began implementation of a human rights-based approach to housing in Toronto.

Measures:

- Establishment of a Housing Commissioner position to oversee the implementation of the Toronto Housing Charter
- Number of new housing-related policies/ services/decisions assessed based on principles in the Housing Charter
- Number of divisions/agencies/boards/ corporations completing the review of their existing housing-related policies/services/ decisions based on principles in the Housing Charter

Who are the partners?

Internal

- Housing Secretariat
- City Manager's Office
- All City of Toronto divisions, agencies, boards, and corporations involved in the delivery of housing

External

- Human rights experts and Right to Housing Advocacy organizations
- Office of the Federal Housing Advocate
- Ontario Human Rights Commission
- People with Lived Experience

02 Enhance Partnerships with Indigenous Community Partners

What do we want to achieve?

Toronto is on the traditional territories of the Mississaugas of the Credit, the Huron-Wendat, the Haudenosaunee and home to many diverse First Nations, Inuit and Métis peoples. The City of Toronto is committed to truth and reconciliation and supporting Indigenous Peoples' right to self-determination by working inclusively with Indigenous communities to achieve equitable outcomes within their communities and in their day to day lives.

The City is committed to supporting Indigenous community partners through the implementation of the HousingTO 2020-2030 Action Plan and working together to co-develop Indigenous-led solutions to their unique and growing housing challenges. The Plan calls for the further advancement and expansion of the Meeting in the Middle Indigenous Engagement and Action Plan and the co-creation of a Toronto-specific Indigenous Housing Strategy recognizing that many Indigenous Canadians live in urban centres.

In recognition of the need for Indigenous-specific and Indigenous-led solutions, the City will strengthen collaboration with the Indigenous Community Advisory Board (CAB), Toronto Aboriginal Support Services Council, the Aboriginal Labour Force Development Circle and other Indigenous housing and service providers.

Staff-Recommended Target:

Approve 2,400 new supportive homes for Indigenous peoples experiencing homelessness and 2,800 new supportive and affordable rental homes [1]

1 See page 76– Staff-recommended targets are based on 20% of the 12,000 supportive homes dedicated to people experiencing homelessness, and 10% of 28,000 supportive and affordable homes to be approved by 2030.

What progress has been made in 2020?

- Two meetings were held to date with Indigenous Housing organizations in 2020. The purpose of these meetings was to:
  - Seek input on targets and delivery approach as part of the Implementation Plan.
  - Learn about and assist Indigenous housing projects planned or under consideration.
  - Consider upcoming affordable housing projects to identify those with the potential to be leased to Indigenous housing providers and households.
- $472,000 grant from the Poverty Reduction Strategy office provided to the Toronto Aboriginal Support Services Council. The grant is to develop the Tkaronto Prosperity Plan.
- Continued work on meeting the commitments in the Meeting in the Middle Engagement Strategy and Action Plan in Fall 2020, including:
  - Implementation of a dedicated allocation of Canada-Ontario Housing Benefits (185 benefits, approximately 20% of total available benefits) for Indigenous people, working in partnership with the Toronto Indigenous Community Advisory Board.
  - Approval for a funding stream of dedicated Indigenous grants specifically for housing and homelessness supports.
  - Collaborated with the Toronto Indigenous Community Advisory Board for homelessness services (TICAB) to establish an Indigenous Coordinated Access program coordinator to work in as part of an integrated team with SSHA through a Memorandum of Understanding (MOU).
  - Commitment to hold an annual gathering in Fall 2020 to update on progress on Meeting in the Meeting actions and commitments.
- Opening of 24 non-profit homes developed by Aboriginal housing provider Wigwamen for Indigenous seniors at 14 Spadina Road in September 2020.

What other supporting actions are planned?

Short-term (2021-2022)

- Review the priority target groups for social housing to reflect the increasing need among Indigenous communities for social and affordable housing.
- Annual presentation of progress report for Meeting in the Middle Engagement Strategy and Action Plan.
- Adopt the Meeting in the Middle Engagement Strategy in the implementation of the HousingTO Plan.
- Incremental increase to Indigenous investments funding stream for Reaching Home program.
- Co-develop a Toronto Indigenous Affordable Housing Strategy and Action Plan with Indigenous partners that outline an acceptable minimum target (over 10 years) for new affordable housing.
- Advocate for sufficient funding for wrap-around services and supports as well as the delivery of such funding. Delivery should be through an Indigenous agency with experience in delivering housing development and support dollars within the City of Toronto.

Ongoing

- 20% of grants program funding to be dedicated to an Indigenous investment funding stream.

How will we measure our performance?

Outcome:

Indigenous people experiencing homelessness have prioritized access to new and existing affordable and supportive housing opportunities.

Measures:

- Number of Indigenous households referred to social housing units
- Number of new affordable and supportive homes for Indigenous people
- Dollar amount of funding and incentives provided to Indigenous housing organizations
- Number of monthly housing benefits provided to Indigenous households

Outcome:

Share of Indigenous people in the homeless population is reduced (compared to their share of population).

Measures:

- Number of Indigenous people moved from shelters to permanent housing
- Dollar amount of funding provided to Indigenous organizations for reducing homelessness

Who are the partners?

Internal

- Housing Secretariat
- Shelter, Support and Housing Administration
- Indigenous Affairs Office
- Social Development, Finance & Administration (Poverty Reduction Team)

External

- The Indigenous Community as represented through:
  - Aboriginal Labour Force Development Circle
  - Toronto Indigenous Community Advisory Board
  - Toronto Aboriginal Support Services Council
  - Other Indigenous-led housing organizations

03 Prevent Homelessness and Improve Pathways to Housing Stability

What do we want to achieve?

While Toronto has a robust system of homelessness and housing stability services in place, available data shows that the number of households experiencing homelessness continues to remain high. It is estimated that there are more than 9,000 people experiencing homelessness (sheltered and unsheltered) on any given night in Toronto.

Increasingly scarce affordable housing, low vacancy rates, low incomes, high cost of housing, precarious employment, global migration patterns as well as Toronto's increasing population are significant contributors to homeless system pressures. Of particular concern is the overrepresentation of Indigenous Peoples and youth in Toronto's homeless population.

The HousingTO Plan commits to reducing homelessness through a greater focus on prevention and diversion from homelessness, an increase in supportive and affordable housing, the development a coordinated access system that leverages data to prioritize those with the highest needs, and providing client-focused services that meet the unique needs of specific populations.

Targets:

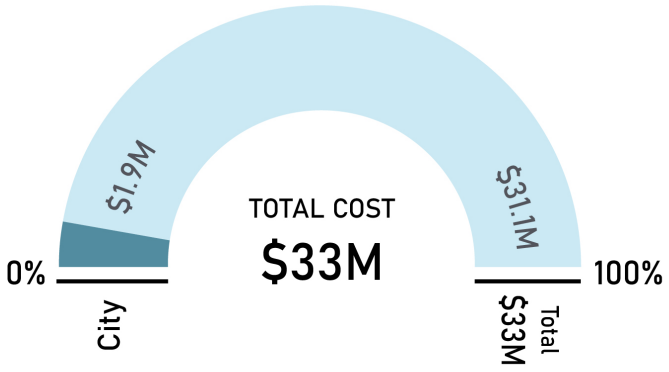
Prevent 10,000 evictions for low-income households

Provide support services to 10,000 individuals and families in supportive housing

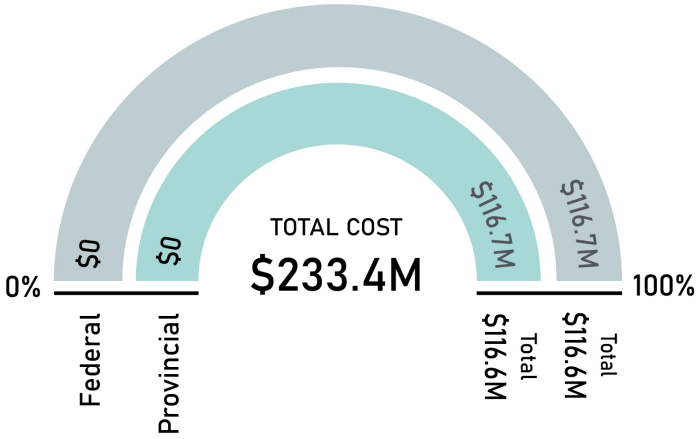
End chronic homelessness and achieve functional zero by 2030 by providing 18,000 affordable and supportive housing opportunities for individuals experiencing homelessness and for those that may be at risk of becoming homeless

How much does it cost?

Prevent 10,000 evictions for low-income households

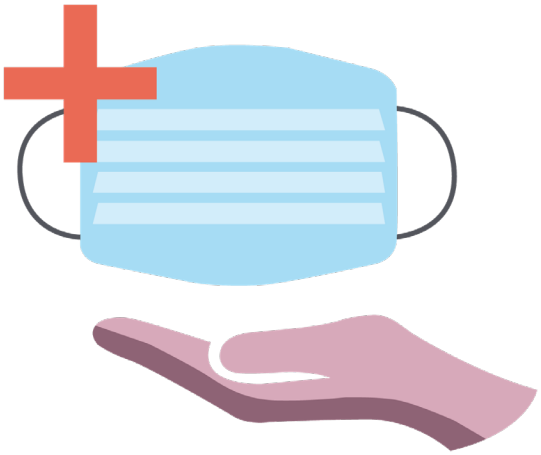


Provide support services to 10,000 individuals and families in supportive housing



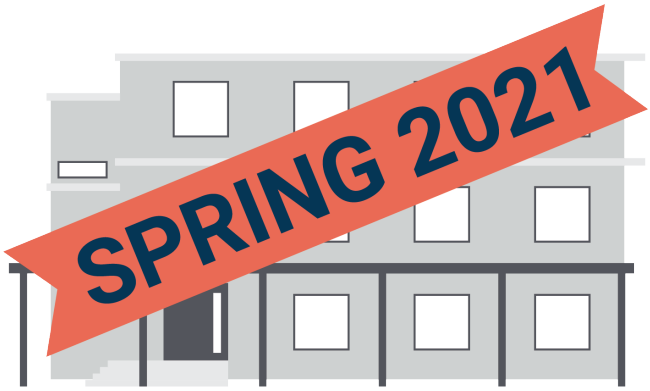
What progress has been made in 2020?

- Increased Rent Bank funding by $2 million to support approximately 750 households in rental arrears with no-interest loans of up to $4,000 to remain in their homes.
- Invested $1.9 million in funding for the Eviction Prevention in Community (EPIC) program. Prevented 120 evictions for low-income households as of April 30. On-track to reach at least 375 prevented evictions by the end of 2020.
- Advocated to the justice sector during the COVID-19 pandemic to support people being discharged from provincial institutions without discharge plans, and would otherwise likely end up without a home.
- Supported over 800 people experiencing homelessness in moving from outdoor encampments to indoor spaces.
- Assisted more than 239 households (320 individuals) in moving to permanent housing through rapid rehousing as of September 1st.



- Worked with health and community partners to ensure that people continued to receive supports during the COVID-19 pandemic - particularly health supports.
- Demonstrated progress in establishing the by-name list of all people experiencing homelessness based on Shelter Management Information System data, and piloted implementation of a common assessment tool to support prioritization of homeless populations with greatest needs to access housing and supports.
- Advanced the work to develop the Landlord Engagement program model by the end of 2020 and recruit staff for the Landlord Engagement team.
- Opened 30 new shelter beds, bringing the cumulative total to 471 beds since the start of the project to provide an additional 1,000 as part of Council's capital plan.

- Expedited the Modular Housing Initiative to create 250 modular supportive homes by Spring 2021, with 100 units opening in the Fall of 2020. Worked with community agencies to expedite other supportive housing already further along in the planning process.



- Collaborating with the youth services sector to study the impact of the COVID-19 pandemic on Toronto youth experiencing homelessness.
- Worked with Accessibility Groups to provide input into the Housing Now Initiative. Work continues with the establishment of an Accessibility Working Group to improve policy directions and delivery of new accessible homes.
- SSHA engaged Immigration, Refugees, and Citizenship Canada (IRCC) on potentially extending the support they have provided under IRCC's Interim Housing Assistance Program. There has been a reduced flow of refugees and asylum claimants to Toronto's overnight services system due to the COVID-19 pandemic.
- The Province provided $39.2 million to the City under the Social Services Relief Fund (SSRF) (distributed via the Community Homelessness Prevention Initiative (CHPI)) of which 20% flows through the City to community agencies ($7.9 million). The Province has also committed a further $118 million to the City under a subsequent phase of funding through the SSRF. Shelter, Support & Housing Administration and Housing Secretariat divisions are currently developing a business case to request the funding, as required by the Province, and use the opportunity to pivot away from costly emergency measures to more sustainable permanent housing.
- Supplementary to the HousingTO Plan:
    - Developed and implemented the Plan to Create Supportive Housing Opportunities work plan to create 600 units of supportive housing on an annual basis starting in 2020. This target is to be expanded to 1,800 homes per year with federal and provincial support as outlined in the HousingTO Plan.
    - Presented the business case to the Federal and Provincial governments to provide capital and operating funding to build and operate 2,000 supportive housing units over the next 2 years as an urgent response to the COVID-19 pandemic.

- Plan to convene a regional roundtable by end of 2020 focused on collaborative discharge planning across the federal and/or provincial child welfare, corrections social services, immigration and health systems. This roundtable aims to monitor and reduce the rates of homelessness upon leaving such systems.

What other supporting actions are planned?

Short-term (2021-2022)

- Complete program review and changes to the Tenant Defense Fund to better support eviction prevention and develop new tools (i.e. tenant rights webinars and videos) for tenants).
- Continue to implement the new housing-focused service model at new shelter sites. The focus for 2020 was to leverage the processes and tools used, lessons learned, and client outcomes to inform further shelter system transformation.
- Continue working with the community sector and provincial government to address the practice of discharging individuals directly from provincial health and corrections facilities into homelessness by ensuring all individuals have a housing plan in place including referrals to support services.
- Expand the new housing-focused shelter service model across the shelter system.
- Conduct a portfolio review of existing shelter sites to identify options to convert current shelter sites to permanent housing infrastructure for long-term shelter users.
- Fully implement the Coordinated Access System by 2022 to meet federal Reaching Home funding requirements.
- In collaboration with the private sector and community partners, implement the Landlord Engagement program, drawing on promising practices from the Landlord Engagement Toolkit.

Short-term Continued (2021-2022)

- Launch of reporting on data measures from the by-name list that capture the duration and recurrence of homelessness as part of the requirements for the Reaching Home program for mandatory annual public reporting. Continue to enhance the Shelter Management Information System to improve data tracking and reporting capabilities.
- Evaluate the pilot project to convert current shelter sites to permanent housing infrastructure for long-term shelter users considering client outcomes and cost-benefit analysis. Evaluate the use of rent payment and housing allowances to assist clients in covering their housing costs under this model.
- Enter a public-private partnership to add 15 supportive homes for clients with developmental disabilities in a new 50-unit project.
- Construct a 22-unit addition to an existing building targeted to clients experiencing homelessness.

Medium-term (2023-2025)

- Continue advocacy and issue management for youth homelessness and eviction prevention.
- Implement a pilot project that would convert a vacant long-term care home to supportive housing, consistent with provincial policies.

Ongoing

- Implement the supportive housing work plan in partnership with community partners and other orders of government.
- Continue mitigation strategies to prevent people from becoming homeless when leaving the federal and/or provincial child welfare, corrections social services, immigration and health systems. Continue to measure the rate at which it is occurring.
- Implement the Shelter Health Services Framework in all new and existing shelter locations, in partnership with community health leads identified by Toronto Central Local Health Integration Network. This framework lays out how health services are provided to clients in shelters and respite sites.
- Implement the measures developed in partnership with TAEH, and report the results publicly.
- Continue to explore opportunities to leverage existing shelter properties for the development of supportive housing.

How will we measure our performance?

Outcome:

New inflow to shelters has been reduced.

Measures:

- Number of people diverted from shelters
- Number of evictions prevented
- Number of tenancies stabilized

Outcome:

The experience of homelessness is rare, brief, and non-recurring.

Measures:

- Brief: Average length of stay at shelters reduced
- Non-recurring: Number of clients with repeat period of homelessness reduced
- Rare: Decreasing number of people experiencing homelessness

Who are the partners?

Internal

- Housing Secretariat
- Shelter, Support and Housing Administration
- Social Development, Finance & Administration
  - Poverty Reduction Strategy Office
  - Tower & Neighbourhood Revitalization
  - Youth Development Unit
- City Manager's Office
- Toronto Community Housing
- Indigenous Affairs Office

External

- Toronto Alliance to End Homelessness
- Right to Housing Campaign
- Housing service providers (e.g. Housing Help Centres)
- Housing advocacy organizations (e.g. Centre for Equality Rights in Accommodation)
- Youth service agencies
- Landlords and landlord associations
- Government of Canada – Ministry of Families, Children and Social Development
- Government of Ontario – Ministry of Health and Ministry of Children, Community and Social Services

04 Provide Pathways to Support Women

What do we want to achieve?

The HousingTO Plan, like the National Housing Strategy, recognizes the importance of prioritizing investments in affordable housing for women and girls. Women often face unique challenges and systemic barriers to accessing safe, suitable, affordable housing options. They are also disproportionately represented among single-parent households and low-wage earners resulting in income inequality.

The COVID-19 pandemic has intensified housing inequality and those related to gender, and other factors, such as race, culture, language, economic status, and other intersecting elements of our identities. Since the pandemic began, women across the country have experienced steeper job losses than men. More women work in industries such as hospitality and food services, retail trade, educational services, health care and social assistance, that were affected early on in the pandemic. With women facing barriers to return to work, specifically as related to managing child-care and elder-care responsibilities, they will be at higher risk of eviction, domestic violence and homelessness.

Recognizing the unique challenges women face related to housing, the City of Toronto will work with partners to ensure that 25% of new rental homes are dedicated to women and girls, as outlined in the HousingTO Plan. Additionally, a gender equity lens will be applied to housing program and policy development – with consideration also given to how gender, gender-identity, race, socio-economic status intersect to further impact to access to safe, adequate and affordable housing.

Target:

Approve 10,000 new affordable rental and supportive homes dedicated to women and girls, including female-led households [2]

[2] See page 76 – this target is based on 25% of the 40,000 new affordable rental and supportive homes to be approved by 2030.

What progress has been made in 2020?

- A Request for Proposals to select a non-profit housing provider to operate 389 Church Street was awarded to YWCA. This will provide 120 supportive homes for women.
- Modernization of the properties located at 13 – 19 Winchester Street is underway to create 35 self-contained apartments for women with integrated onsite supportive services.

What other supporting actions are planned?

Short-term (2021-2022)

- Develop an action plan to meet the target in consultation with the Violence Against Women (VAW) sector. Leverage the VAW network engaged through Shelter, Support & Housing Administration's existing Memorandum of Understanding as well as members of the HousingTO External Advisory Committee. Partnerships will focus on organizations that work with women and girls, and female survivors of domestic violence.
- Develop tenant access plans for approved development projects, in coordination with the VAW sector and development partners, to facilitate access to new affordable and supportive homes for women and women-led households.
- Use promising practices, data and research to better understand the experience of women's homelessness.

Ongoing

- Continue approving 1,000 affordable and supportive housing opportunities for women in partnership with private and non-profit housing providers.
- Continue advocating for the federal and provincial governments to secure funding for housing solutions for women and girls.
- Work with the City's Anti-Black Racism Office, Indigenous Affairs Office and Equity and Diversity Office to engage partners to address additional inequities Indigenous women, Black women and women of colour face in accessing housing.

How will we measure our performance?

Outcome:

The core housing need for women and female-led households has been reduced.

Measures:

- Number of affordable and supportive homes approved or targeted for women and female-led households increased
- Number of female-led households receiving housing benefits increased (various programs)
- Dollar amount (and % of the whole) invested by the City in housing solutions for women and female-led households (new housing and affordability measures)
- Dollar amount (and % of the whole) invested by the federal and provincial governments in housing solutions for women and female-led households increased

Note: According to **CMHC data** 54.5% of female-led single-parent households who rent in Toronto CMA (44,745) are in core housing need and 32.4% of women living alone who rent in CMA (25,935) are in core housing need.

Who are the partners?

Internal

- Housing Secretariat
- Shelter, Support and Housing Administration
- City Manager's Office
- Social Development and Finance Administration - Anti-Black Racism team
- Indigenous Affairs Office
- Equity and Diversity Office

External

- Organizations that work with women and girls, such as Gender Equality Network Canada
- Organizations that work to address violence against women and girls, such as the Woman Abuse Council of Toronto
- Right2HousingTO Campaign

05 Maintain and Increase Access to Affordable Rents

What do we want to achieve?

Torontonians are struggling to find affordable rental housing in the city. This is evident by the more than 100,000 households on the waitlist for social housing and the fact that almost half of Toronto renter households spend more than 30 percent of their before-tax income on housing. The affordability challenge is felt even more acutely by low-income residents including the more than 240,000 Ontario Works (OW) and Ontario Disability Support Program (ODSP) beneficiaries in Toronto. The shelter portion of OW and ODSP which is $390 and $479 respectively per month, is unrealistic and inadequate given that the 2020 Average Market Rent of a one-bedroom apartment is $1,374 per month while a bachelor is $1,148. The affordability challenge in Toronto has become even more acute with thousands of people losing their jobs during the COVID-19 pandemic.

The HousingTO Plan has committed to increasing affordability in Toronto. Specifically, the Plan has committed to increasing affordability through the implementation of the Canada Housing Benefit, to modernizing the waitlist to access social and affordable housing, to protecting the affordability of existing non-profit and cooperative housing, to advocating for the elimination the RGI rent scales for households on social assistance, and to advocating for increasing shelter allowances for those on social assistance.

Targets:

Improve housing affordability for 40,000 renter households:

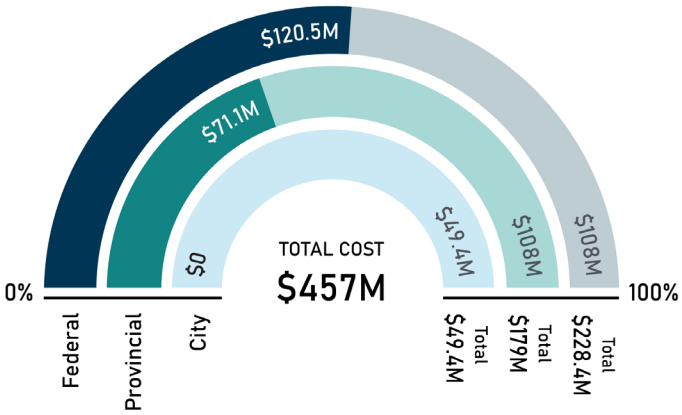
Maintain continuity of housing allowances for 9,000 renter households

Distribute the Canada –Ontario Housing Benefit (COHB) to 31,000 renter households

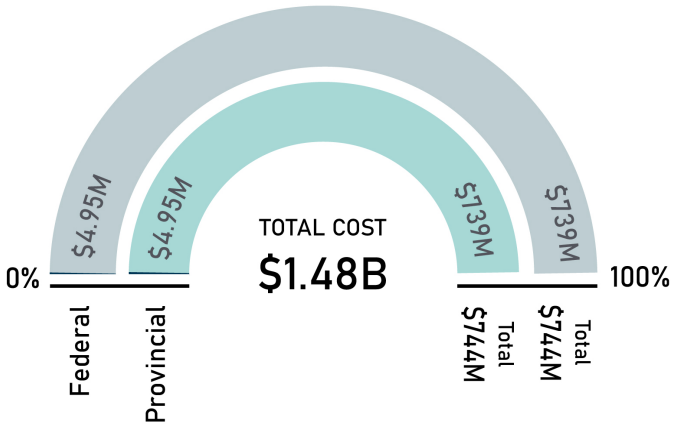
Maintain affordability for 2,300 non-profit rental homes after their current operating agreements expire through participation in the Community Housing Partnership Renewal program

How much does it cost?

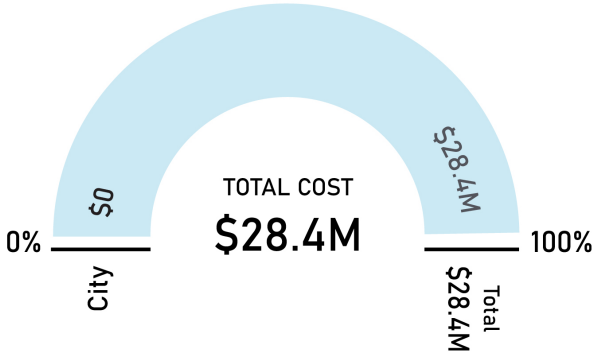
Maintain continuity of housing allowances for 9,000 renter households



Distribute the Canada –Ontario Housing Benefit (COHB) to 31,000 renter households (up to $4,800 per household annually)



Maintain affordability for 2,300 non-profit rental homes after their current operating agreements expire



What progress has been made in 2020?

- City Council approved the Community Housing Partnership Renewal Program, a new program designed to incentivize housing providers with expired operating agreements to enter into new agreements with the City to secure affordability in exchange for a property tax exemption. By end of 2020, City Council approval will be sought to exempt property tax for three non-profit housing providers (approximately 267 units) helping them to reduce operating expenses and maintain affordability.
- Issued a Request for Proposals (RFP) and evaluated submissions to transfer 600 single-family homes from Toronto Community Housing to the non-profit housing sector. Will submit a report to Council in October 2020 to obtain final approvals for this transfer.
- Demonstrated progress towards the implementation of a new choice-based service model for the centralized social housing waiting list by conducting organizational change management and stakeholder engagement across the community sector, social housing applicant groups, housing providers, and staff.
- Distribution of the COHB to 930 renter households and housing allowances to 6,900 renter households (increased from 5,600 renter households) underway.

- Made requests to the federal and provincial governments to increase Toronto's allocation through the COHB program and provide funding for 2,000 additional renter households to be assisted by the end of 2021.
- Met targets (such as call answer time and quality of customer service) for the implementation of the Human Services Integration project. Streamlined access to a range of benefits and services, including housing subsidies.
- Continued advocating for the provincial government to eliminate the rent-geared-to-income (RGI) rent scales for social assistance recipients.
- Used the Coordinated Access System, to ensure that up to 100 modular homes are prioritized for people experiencing chronic homelessness, and who are particularly vulnerable individuals.

What other supporting actions are planned?

Short-term (2021-2022)

- Launch an upgraded social housing waitlist management system and a choice-based online platform for applicants.
- Continue to develop and implement the Coordinated Access System to match shelter users with new affordable housing opportunities.
- Implement a streamlined access system for new affordable housing that creates a one-window approach for prospective renters to apply for new affordable housing opportunities.
- Work with the Ontario Non-Profit Housing Association and Co-operative Housing Federation of Toronto to identify non-profit and housing co-ops reaching end of their leases with the City and develop work plans to negotiate long-term leases.

Ongoing

- Continue to provide housing benefits to households burdened with affordability.

How will we measure our performance?

Outcome:

Improved housing affordability for vulnerable households.

Measures:

- Number of households assisted through COHB and housing allowances
- Reduction in households from the Centralized Waiting List for social housing
- Dollar amount of COHB benefits housing allowances provided
- Number of housing providers assisted and affordable units secured through the Community Housing Partnership Renewal (CHPR) program

Outcome:

Access to Human Services (child care, income support and housing subsidies) will have been streamlined and simplified for those in need.

Measures:

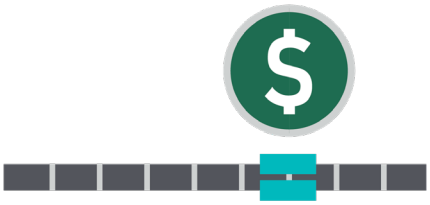
- Customer satisfaction of the integrated service delivery model (qualitative experience has improved compared to the previous model)

Outcome:

Harmonized the shelter benefits for recipients of Ontario Works (OW) and Ontario Disability Support Program (ODSP) living in rent-geared-to-income (RGI) housing with those who live in the private market housing through the elimination of RGI rents scales in the Housing Services Act (HSA).

Measures:

- RGI rent scales for social assistance recipients increased or eliminated



Who are the partners?

Internal

- Housing Secretariat
- Shelter, Support and Housing Administration
- Social Development, Finance & Administration
- City Manager's Office
- Corporate Real Estate Management
- Toronto Employment & Social Services
- Toronto Community Housing

External

- Private landlords
- Non-profit housing operators
- Housing co-operatives
- Government of Canada
- Government of Ontario

06 Meet the Diverse Housing Needs of Seniors

What do we want to achieve?

Over the coming years, the city will experience unprecedented growth in the number of seniors 65 years of age and older. Over the next decade, the City will need to provide a full range of housing and accommodation options with supports and services for this growing and diverse group which, by 2030, will increase by 59% or some 700,000 seniors.

This challenge has been further complicated since the onset of the COVID-19 pandemic. Seniors have been disproportionately represented the majority of deaths as a result of the pandemic. In response, the Province of Ontario recently announced a redesigned five-year funding model in the amount of $1.75 billion to build additional modern long-term care homes.

The HousingTO Plan was drafted before the pandemic and calls for the co-location of housing and long-term care; advocacy to secure funding to build and redevelop long-term care homes; the creation of 18,000 supportive homes including homes for seniors[3]; and better collection of data and service coordination. In implementing the HousingTO Plan in a post-COVID-19 environment, the City's response to will need to reflect lessons learned from challenges experienced in current long-term care facilities and the likely shift in trends and housing choices that seniors may make as a result of the pandemic.

3 Find more information about creating new supportive housing in Key Strategic Action #10

Targets:

Provide property tax relief for 6,000 low-income senior homeowners

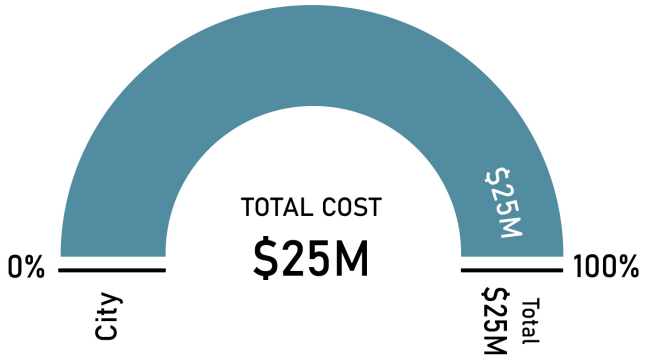
Provide home repair and accessibility modification assistance for 300 low-income senior homeowner households

Redevelop 1,232 existing City of Toronto long-term care beds and develop 978 new beds by 2035

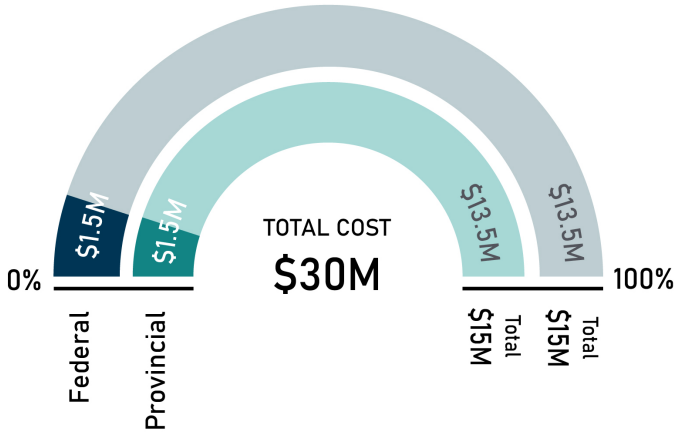
Support the creation of 1,500 new non-profit long-term care beds

How much does it cost?

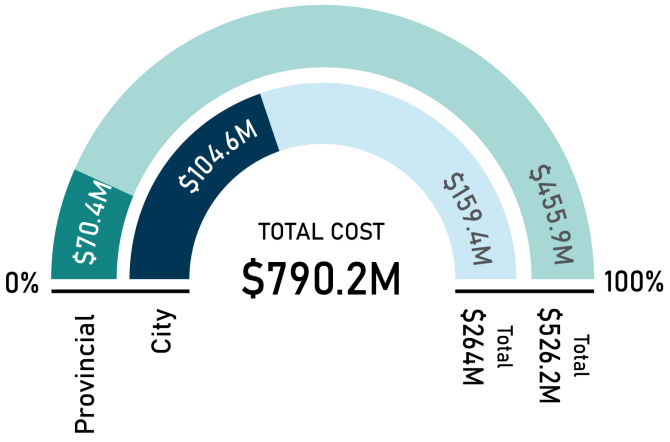
Provide property tax relief for 6,000 low-income senior homeowners



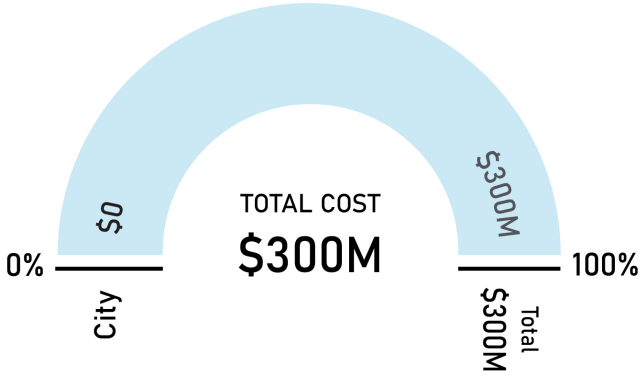
Provide home repair and accessibility modification assistance for 300 low-income senior homeowner households



Redevelop 1,232 existing City of Toronto long-term care beds and develop 978 new beds by 2035



Support the creation of 1,500 new non-profit long-term care beds



What progress has been made in 2020?

- Ongoing planning for the George Street Revitalization project. This project will create 378 long-term care beds in addition to shelter beds and affordable/supportive housing.
- Developing a program model for a specialized Resident Home Area within the George Street Revitalization project.
- Currently undertaking a review of City services for seniors.
- Ongoing delivery of Homemakers & Nurses Services, Supportive Housing, and Adult Day programs for seniors living at home.
- Continued development of an Integrated Service Model for housing with increased supports in Toronto Community Housing's seniors' buildings.
- $1.75 billion province-wide investment announced to create more long-term care beds and redevelop older ones. This includes a per-diem construction funding subsidy.
- Funding approved for the redevelopment of 205 existing City long-term care beds and development of 223 new beds for a total of 428 beds at Carefree Lodge.

- Advanced a staff report to the September meeting of Council to request incentives to support the creating of 303 new affordable, accessible rental homes with supports for seniors at 1250 Markham Road. The project is focused on "aging in place" to help seniors maintain independence through a range of clinical and non-clinical supports.
- Extension of the deadline to apply for the Property Tax, Water & Solid Waste Relief Program for low-income seniors and people with disabilities moved to October 30, 2020, in response to COVID-19.

What other supporting actions are planned?

Short-term (2021-2022)

- Explore the development of a City program to enable deferral of development charges to support the development of new long-term care facilities.
- Activate existing non-profit and private long-term care sites and create new affordable and supportive housing for seniors.
- Explore the development of a new seniors' affordable rental building on City-owned land, including through Toronto Community Housing Corporation revitalization projects.
- Continue the implementation of the George Street Revitalization project.
- Continue working with the provincial government to secure funding for the redevelopment of the remaining City of Toronto long-term care beds, including the addition of new beds.
- Finalize review of services for seniors and provide recommendations to improve seniors' access to coordinated services.

Medium-term (2023-2025)

- Completion of the George Street Revitalization project in 2025.

Ongoing

- Continue to deliver, review, and improve Homemakers & Nurses Services, Supportive Housing and Adult Day programs.
- Monitor and evaluate the Integrated Service Model.
- Maintain and continuously improve seniors' services delivery model. Address gaps in data, coordination, and access.
- Continue to advocate for the provincial government to provide increased long-term care funding.
- Advance the redevelopment of 1,232 existing City of Toronto long-term care beds.

How will we measure our performance?

Outcome:

The affordability rate for senior-led households (both homeowners and renters) has been increased.

Measures:

- Dollar amount of taxes and fees waived for low-income senior households
- Number of low-income senior households receiving assistance
- Number of new affordable/supportive housing units created

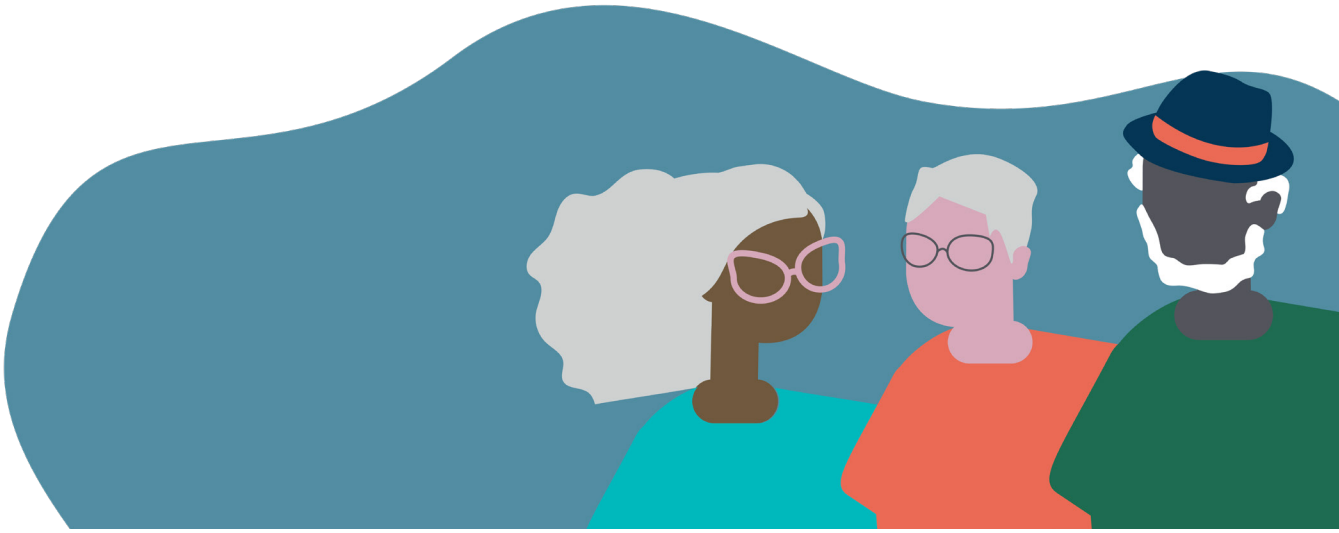
Note: According to **CMHC data**, 45% of senior-led renter households and 22% of senior-led owner households in Toronto CMA pay more than 30% of their income on housing.

Outcome:

Access to long-term care beds for seniors has been increased/improved (The current long-term care waitlist is estimated at 14,500 people with current capacity at 14,992 beds).

Measures:

- Number of non-profit long-term care beds supported through deferral of development charges
- Total dollar amount/value of development charge deferred
- Number of City-operated long-term care beds redeveloped and created
    - Completion of 64-bed care unit at George Street Revitalization project
- Number of long-term care beds developed specifically to support formerly homeless seniors
- Dollar amount/value of funding provided by the federal and provincial governments to increase access to long-term care beds



Outcome:

Improved access to seniors' services has been facilitated.

Measures:

- Number of seniors supported to age in place in their own homes through Homemakers & Nurses Services, Supportive Housing and Adult Day programs (this includes seniors in TCHC's seniors' buildings)
- Qualitative input from seniors and organization partners that validates improved coordination of services to seniors

Who are the partners?

Internal

- Housing Secretariat
- Senior Services & Long-Term Care
- Shelter, Support and Housing Administration
- City Manager's Office
- Toronto Community Housing

External

- Seniors' service providers
- Government of Canada
- Government of Ontario

07 Ensure Well-Maintained and Secure Homes for Renters

What do we want to achieve?

Almost half of Toronto residents live in a diverse range of rental homes across the city including privately-owned rental buildings, non-profit and co-operative housing, secondary-suites, rooming houses and rented condominium units. The rental housing stock is one of the most valuable assets in Toronto providing safe, secure and affordable housing for households who cannot afford to or choose not to purchase their own homes.

The HousingTO Plan proposes steps to promote good quality homes. It aims to protect existing homes through measures such as the City's rental demolition and replacement Official Plan policy as well as policies to address the loss of dwelling rooms. Actions are proposed to regulate short-term rentals to limit their negative impact on the City's rental housing supply. Actions are also outlined to support improving building performance and energy efficiency.

Another important element of the HousingTO Plan is the protection of tenants in rental buildings. This has become increasingly important with the onset of COVID-19 and the increased threat of evictions for many households that have job and income losses and fallen into arrears. The need to inform tenants of their rights and responsibilities is of utmost importance, particularly at this time. Additionally, the need is growing for increased support in eviction prevention programs. Now more than ever, it is essential to help people stay in their homes to reduce public health risks and prevent an increase in homelessness across the city.

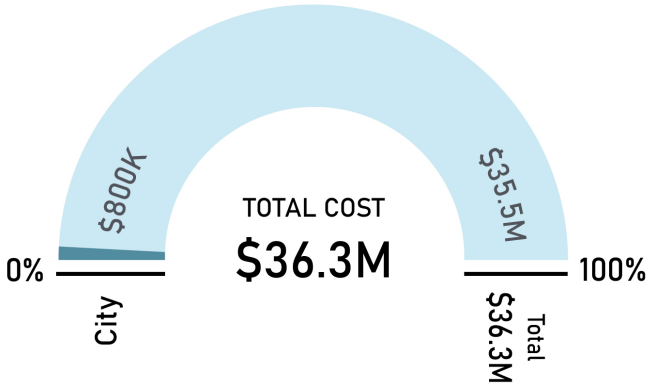
Targets:

Bring 2,340 private rental homes to state-of-good repair:

Extend Tower Renewal loans

How much does it cost?

Extend Tower Renewal loans



What progress has been made in 2020?

- Started a review of the RentSafeTO program's evaluation process, options for an apartment building rating system, and standard operating procedures for compliance tools.
- Completed the Urban Land Institute Resilience Towers partnership focusing on the next steps for tower retrofits in Toronto.
- Provided approximately $800,000 in low-cost financing through the Tower Renewal Program to the operator(s) of two buildings, comprising 74 homes.
- An Advisory Committee on the Protection of Affordable Housing was established comprised of People with Lived Experience, Tenant Advocacy Groups, and Legal Clinics. A Landlord Group was also created.

- The City made a submission to the Provincial government on the Bill 184, Protecting Tenants and Strengthening Community Housing Act, 2020 with recommendations on the protection of affordable rental housing; access to justice for tenants and landlords; eviction prevention and compensation; enforcement and oversight; data collection and dissemination; and Landlord & Tenant Board (LTB) administrative improvements.
- The City's Customer Experience Transformation and Innovation (CXi) team in partnership with the Housing Secretariat and input from the Advisory Committee on the Protection of Affordable Housing, stakeholders and staff, developed a new tenant portal for the website to highlight tenant rights and responsibilities, tenant-related programs and policies and more.

- Report planned for Planning and Housing Committee and Council in November 2020 on recommended zoning bylaw amendments and proposed amendments to the licensing framework for multi-tenant houses, informed by housing as human right principles in the Toronto Housing Charter.
- Investment of approximately $10 million in Ontario Priorities Housing Initiative underway to repair over 1,900 beds/units in multi-tenant homes.
- The Housing Secretariat worked with the Federation of Canadian Municipalities to help develop the newly created Sustainable Affordable Housing Initiative for capital repair funding support:
    - Through targeted communication, non-profit and co-operative housing providers were encouraged to apply to the Sustainable Affordable Housing Initiative.
    - The City's Environment & Energy Division is offering energy modeling support and advice and letters of support for applicants.

What other supporting actions are planned?

Short-term (2021-2022)

- Improve the RentSafeTO building evaluation process, including greater alignment with by-law compliance, the updated weighting of categories, and exploring the potential for new inputs and categories.
- Launch a colour-coded apartment building rating system, similar to the City's DineSafe program for eating establishments, based on Council direction and extensive public consultation.
- Revise and/or develop new RentSafeTO standard operating procedures and staff training on various compliance tools (e.g. evaluations, audits, remedial action).
- Ongoing RentSafeTO education and outreach for tenants and landlords.
- Explore the development of a RentSafeTO pilot project to align enforcement, compliance, and programs to bring buildings to a state of good repair.
- Work with the federal government to ensure building retrofits are part of the COVID-19 recovery plan.

Short-term Continued (2021-2022)

- Support improvement in six buildings, approximately 800 units, through the Tower Renewal Program, including financing offerings.
- Zoning By-law Amendment for multi-tenant housing approved by Council.
- Advance and resolve appeals before the Local Planning Appeal Tribunal (LPAT) on the Dwelling Room Replacement policy.
- Enforce property standards and health and safety standards for multi-tenant houses.
- Develop an acquisition strategy for multi-unit dwellings and low-rise apartments as part of the City's affordable housing portfolio.
- Consider a right-of-first-refusal policy to support the protection of multi-tenant houses and security of tenure.
- Develop a database that collects data on such factors as above-guideline rent increases, evictions, and asking rent prices for rental housing.

Medium-term (2023-2025)

- Support improvements in nine buildings, approximately 1,300 units, through the Tower Renewal Program, including financing offerings.
- Undertake a review of the Official Plan rental demolition and replacement policy, including implementation approaches.

Long-term (2025-2030)

- Support improvements in 15 buildings, approximately 2,000 units, through the Tower Renewal Program, including financing offerings.

Ongoing

- Continue refining the RentSafeTO program.

How will we measure our performance?

Outcome:

The rate of compliance with the RentSafeTO: Apartment Building Standards increased.

Measures:

- Number of Notices of Violation and Orders to Comply issued
- Number of remedial actions undertaken
- Number of complaints closed/investigated
- Percent improvement of overall evaluation scores
- Percent reduction of buildings with failing score

Note: In 2019, 13 Notices of Violation, 108 Orders to Comply, and 84 charges were issued to rental landlords.

Outcome:

Rental building quality improved for residents through the Tower Renewal Program.

Measures:

- Number of private rental homes (units) and buildings benefiting from retrofits supported by the Tower Renewal Program
- Rate of reduction in utility consumption and greenhouse gas emissions (GHGs) in buildings from improvements supported by the Tower Renewal program
- Number of units and buildings supported by the Tower Renewal program that are located in Neighbourhood Improvement Areas (NIAs), low-income census tracts, or non-profit buildings
- The total amount of investment in the program

Outcome:

Security of tenure improved for renters in the private market.

Measures:

- Number of multi-tenant homes licensed, providing safe and secure tenancy for their residents
- Number of illegitimate eviction efforts halted through educating tenants about their rights and responsibilities and City programs
- Number of rental homes protected and replaced through the Rental replacement policy

Who are the partners?

Internal

- Housing Secretariat
- Shelter, Support and Housing Administration
- Social Development, Finance & Administration - Tower and Neighbourhood Revitalization Unit
- City Planning
- Municipal Licencing & Standards
- Toronto Building
- Revenue Services and Office of the Controller
- Environment & Energy
- City Manager's Office - Resilience Team

External

- Tenants and Tenant Advocacy groups
- Landlord Associations
- Government of Canada
- Government of Ontario

08 Support Toronto Community Housing Corporation and its Residents

What do we want to achieve?

Toronto Community Housing Corporation (TCHC) owns and operates housing for nearly 60,000 low-and-moderate-income households across the city. The largest challenge facing TCHC has been the growing backlog of capital repairs since the transfer of social housing from the Province in the 1990s. During the past two decades, the backlog of repairs has ballooned to $3.1 billion. This has resulted in a growing number of residents living in homes that require urgent repairs, and the permanent closure of some properties.

The HousingTO Plan proposed that the City of Toronto commit to a permanent operating and capital funding model for TCHC starting in 2020. It also called for continued federal and provincial advocacy to secure a cost-sharing capital funding agreement to maintain TCHC properties in a state of good repair. An integral part of the organization's capital repair plan is the revitalization of various TCHC communities across the city. This includes the creation of complete communities with a range of housing opportunities, improved access to transit and access to amenities and services

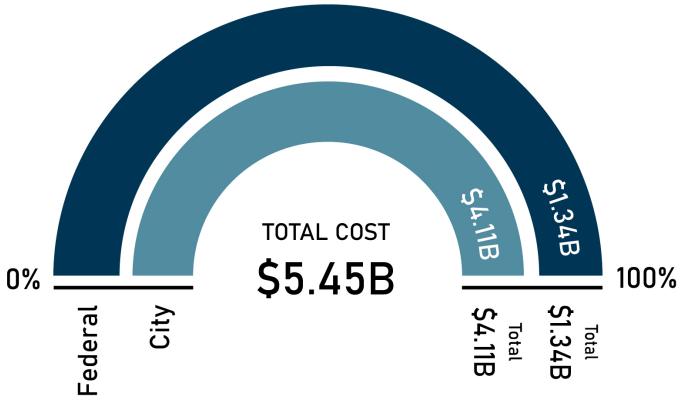
Targets:

Repair 58,500 TCHC units

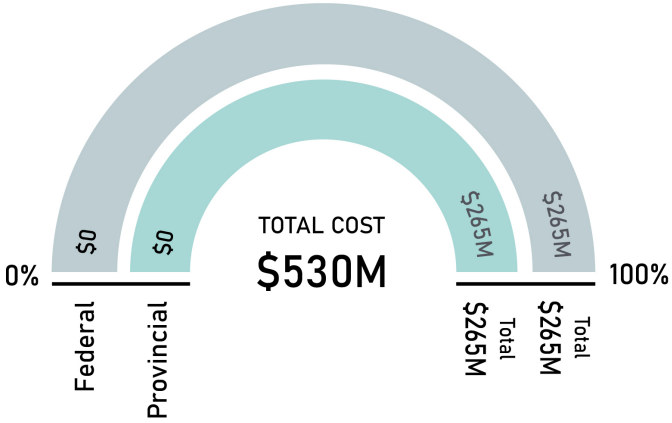
Add 14,000 new market and affordable homes and replace 5,000 rent-geared-to-income homes as part of revitalization of 8 Toronto Community Housing (TCHC) communities

How much does it cost?

Repair 58,500 TCHC units



Add 14,000 new market and affordable homes and replace 5,000 rent-geared-to-income homes as part of the revitalization of 8 Toronto Community Housing (TCHC) communities



What progress has been made in 2020?

- The City committed to a permanent capital and operating funding model for TCHC comprising of $160 million in capital and over $250 million in operating annually, with approval through the annual budget process. Implementation for new model started in 2020.
- As part of the revitalization of TCHC communities and to augment development plans, a Social Development Plan is required to guide the social development of revitalized communities and promote social inclusion. In 2020, the City invested:
  - $500,000 in the Regent Park Social Development Plan.
  - $75,000 in the Alexandra Park Social Development Plan.
  - $75,000 in the Lawrence Heights Social Development Plan.
- The City approved the Don Summerville revitalization project which will create 766 new residential units including 120 replacement social housing units plus 100 net new affordable rental homes.
- The City issued an RFP and evaluated submissions to transfer 600 single-family homes from TCHC to the non-profit housing sector. Will submit a report to Council in October 2020 to obtain final approvals for this transfer.

What other supporting actions are planned?

Short-term (2021-2022)

- Continue implementation of the Social Development Plans in Regent Park, Alexandra Park, and Lawrence Heights.
- Advocate for the provincial government to contribute a one-third share or $1.34 billion in capital funding to address TCHC's capital repair backlog.
- Advance the transfer of over 700 TCHC scattered units to non-profit housing providers.

Ongoing

- TCHC will continue to implement its 10-Year Capital Plan which requires support from all orders of government.
- Explore public and private investment opportunities for the revitalization of TCHC communities.
- Monitor and evaluate the Social Development Plans for the revitalization of the 8 TCHC communities.

How will we measure our performance?

Outcome:

TCHC residents live in homes that are well-maintained and safe.

Measures:

- Number of TCHC units brought to a state of good repair
- Number of new affordable and market rental homes created on TCHC sites
- Number of rent-geared-to-income units replaced
- Number of calls and work orders related to requests for maintenance
- Tenant satisfactory rates related to property conditions, as outlined in TCHC tenant survey

Outcome:

Improved social and economic outcomes for tenants in revitalized communities (including employment, training, access to recreation etc.).

Measures:

- Number of TCHC tenants connected to employment opportunities
- Number of improved and/or new amenity spaces created for TCHC residents including service hubs and indoor/outdoor recreation spaces
- Number of new partnerships and/or expansion of existing partnerships with social service agencies that serve TCHC tenants

Who are the partners?

Internal

- Housing Secretariat
- Social Development, Finance & Administration
- Shelter, Support & Housing Administration
- Toronto Community Housing
- CreateTO

External

- Government of Canada
- Government of Ontario
- Toronto Community Housing tenants

09 Continue the Revitalization of Neighbourhoods

What do we want to achieve?

Revitalization provides an opportunity to renew neighbourhoods and improve the quality of life for current and future residents. Through revitalization, homes that are beyond beyond economic repair are replaced. A new range of housing options is then added. Revitalized neighbourhoods often benefit from increased access to amenity spaces, new services onsite, improved access to transportation and local employment opportunities.

There are a range of new opportunities to revitalize and create new affordable housing in Toronto. Opportunities include the implementation of Secondary Plans and Site and Area Specific Policies for areas expected to experience redevelopment.

The HousingTO Plan aims to improve the geographic distribution of growth across the city. To achieve this, the City will use various policy and program levers to encourage revitalization in areas where residents are not currently benefiting from growth. This includes exploring expanding permissions for duplexes and low-rise walk-up apartments, the so-called 'Missing Middle' housing form, in Toronto neighbourhoods.

What progress has been made in 2020?

- "Expanding Housing Options in Neighbourhoods" work plan adopted by Council.
- Issued 88 building permits for the construction of laneway suites with another 24 building permits under review. The City has also approved 103 applications for Development Charges Deferral Program for Laneway Suites.
- Approval of the Don Summerville revitalization project which will create 766 new residential units including 120 replacement social housing units plus 100 net new affordable rental homes.
- Completed market offering for first two Housing Now sites at 50 Wilson Heights Boulevard and 777 Victoria Park Avenue:

- A total of 1,992 residential units including affordable and market rentals, condominiums plus new amenity and commercial spaces close to transit will be developed at these sites.

- Six (6) new sites under the Housing Now Initiative approved by Council. These new sites are estimated to add an additional 1,455 to 1,710 new residential units, including approximately 620 affordable rental units plus new amenity and commercial spaces.

What other supporting actions are planned?

Short-term (2021-2022)

- Advance analysis and public engagement on increasing permissions for additional residential dwelling units within existing buildings, increasing permissions for other forms of low-rise housing in areas designated as Neighbourhoods, along major streets, and allowing garden suites, coach houses, through-lot suites, and other forms of additional units in accessory buildings.
- Continue to roll out of and expand the Housing Now Initiative to created mixed-income, mixed-use, complete communities on City-owned sites.
- Continue TCHC Revitalization program.
- Continue with planning studies with integrated community development and inclusive economic development components in Jane-Finch, Dundas and Sherbourne and Golden Mile projects.

Medium-term (2023-2025)

- Complete studies needed to advance permissions or facilitate development and advance Official Plan and Zoning By-law amendments.
- Test the new permission in small-scale pilot and demonstration projects.

How will we measure our performance?

Outcome:

Toronto residents have increased access to a variety of housing options in neighbourhoods across the city.

Measures:

- Number of residential units (and tenure) approved as part of the Housing Now Initiative
- Number of residential units (and tenure) approved as part of TCHC Revitalization projects
- Number of planning applications approved, and number of residential units (and tenure) to be developed on private land across the city.

Outcome:

The "Expanding Housing Options in Neighbourhoods" work plan is advanced in consultation with public and stakeholders.

Measures:

- Number of engagement sessions held
- Results of engagement sessions incorporated in the advancement of the work plan
- Number of funding applications for laneway housing received and approved by the Housing Secretariat
- Number of permits issued for laneway homes, garden suites, coach houses
- Number of permits issued for duplexes and triplexes

Outcome:

Increased investments to support the social and economic objectives of neighbourhood revitalization projects.

Measures:

- Number of residents engaged in programing
- Number of agencies engaged in the For Public Benefit sector
- Amount of investment in programming for these revitalization neighbourhoods
- Amount of investment in capital improvements
- Number of units and sites improved

Who are the partners?

Internal

- Housing Secretariat
- City Planning
- Toronto Building
- Social Development, Finance & Administration
- Shelter, Support and Housing Administration
- Toronto Community Housing Corporation
- CreateTO

External

- Residents' Associations
- Development Industry

10 Create New Rental Housing Responsive to Residents' Needs

What do we want to achieve?

There is an urgent need for all orders of government to support the construction of purpose-built rental homes. This is vital given that rental housing vacancy rates are at unhealthy levels and Toronto's population is forecasted to grow by up to one million more residents by 2030. The City has established a target of 40,000 affordable rental homes approvals by 2030 including 18,000 supportive homes to help address the current and future needs of residents.

Since the HousingTO Plan was adopted by Council in late 2019, the need to increase the supply of new rental homes has become even more pressing due to the COVID-19 pandemic. As the pandemic has clearly shown, having a home is critical to keeping safe. Temporary solutions such as emergency shelters are inadequate to keep the spread of infection at bay. Furthermore, the cost of securing and operating alternative spaces with new physical distancing standards is more expensive than providing permanent housing solutions. This highlights the need to shift investments away from shelters to permanent housing solutions as outlined in the HousingTO Plan. The City's recently released COVID-19 Housing & Homelessness Plan, which complements the HousingTO Plan, outlines the business case for accelerated investments in permanent housing solutions and outlines opportunities such as modular housing and strategic acquisitions.

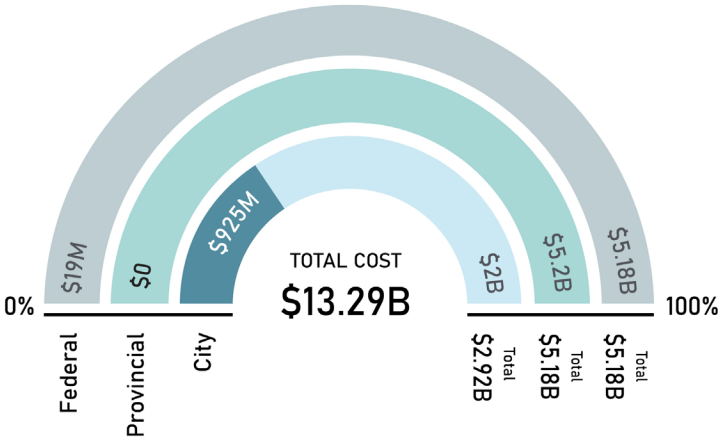
The HousingTO Plan also commits to establishing a new income-based definition of affordable housing, establishing a land banking initiative, co-locating housing with City facilities, and exploring new complementary funding and financing initiatives.

Targets:

Approve 40,000 new affordable rental homes, of which 18,000 will be supportive homes for vulnerable residents, including people who are homeless or at risk of being homeless

How much does it cost?

Approve 40,000 new affordable rental homes, of which 18,000 will be supportive homes for vulnerable residents, including people who are homeless or at risk of being homeless



What progress has been made in 2020?

- Overseeing 66 affordable housing projects representing 8,686 affordable rental homes, 1177 of which are under construction in 2020.
- Proposed breakdown of the 40,000 affordable and supportive homes approvals reflecting a human rights-based approach and to provide transparency on who will benefit from housing investments (see Figure 2).
- Identified 6 new sites for the Housing Now initiative including up to 620 new affordable rental units bringing the total number of affordable rental homes approved on City-owned sites to 4,520.
- Worked with CreateTO to collect feedback from Phase 1 of the Housing Now Initiative to inform future phases.

- Worked with CreateTO to develop a portfolio delivery plan including timing and investment requirement for the program.
- Approved 250 modular supportive homes to be developed on City-owned sites with funding from the City and the federal government (through the Affordable Housing Innovation Fund).
- 2020 Open Door Call for Applications to be issued in Fall 2020 with new measures to prioritize non-profit housing applications, applications proposing lower rents and longer affordability periods.
- Proposed a revised income-based definition of affordable rental housing for public and stakeholder consultation.
- Proposed policy and zoning changes to implement Inclusionary Zoning for public and stakeholder consultation.
- Issued 88 building permits for the construction of laneway suites with another 24 building permits under review. The City has also approved 103 applications for Development Charges Deferral Program for Laneway Suites.
- The federal government provided $420 million in financing through the Rental Construction Financing Initiative toward the construction of 1,663 purpose-built rental homes in three projects in Toronto.
- Develop a supportive housing plan with health partners to activate their land for the development of an integrated health and housing model.
- Started implementation of short-term rental regulations including a requirement for short-term rental companies and operators to register with the City.
- The Concept 2 Keys team began work to transform the City's development review process. The aim is to increase efficiencies and consistency in the review of applications, improve customer service and reduce approval timelines. Ultimately, this will help get new affordable homes built quicker.
- Conducted early discussions with CreateTO, non-profit housing organizations and other stakeholders to develop requirements and principles for a land acquisition strategy.
- Anticipated report to Committee and Council on the feasibility of establishing a new Vacant Home Tax in December.

Who is afforable rental housing for?

Early Childhood Educator

Median Annual Income: $35,997

Construction Labourer

Median Annual Income: $39,000

Retired/Pensioner

Median Annual Income: $38,400

Licensed Practical Nurse

Median Annual Income: $51,675

What other supporting actions are planned?

Short-term (2021-2022)

- Consider the development of template building plans for laneway and/or prefabricated homes to expedite City approvals and reduce costs for homeowners.
- Obtain Council approval on the revised definition of affordable housing.
- Obtain Council approval on Inclusionary Zoning policy and Zoning Bylaw.
- Implement Inclusionary Zoning in Protected Major Transit Station Areas.
- Identify supportive housing opportunities including small sites, in collaboration with CreateTO.
- Explore a Memorandum of Understanding with faith-based organizations to activate their surplus land for affordable rental and supportive housing development with St. Luke's United Church as a pilot project.
- Support the Toronto Alliance to End Homelessness in their asset mapping project to identify opportunities to increase the supply of affordable and supportive housing.
- Work with the non-profit and co-op sector to identify further opportunities for intensification in response to the expiry of operating agreements and leases.
- Work with key stakeholders to establish a framework for the strategic acquisition of land for city building purposes including for affordable housing.
- Explore co-location opportunities for including affordable housing in the redevelopment of other City facilities.
- Update Open Door program measures in consultation with key stakeholders to prioritize applications by non-profit, co-ops, and multi-faith organization.
- Commission a study to develop options for third-party housing funds to supplement existing government funding programs.

Ongoing

- Continue advocating for the federal and provincial governments for Toronto to receive a fair share of investments under the National Housing Strategy.

How will we measure our performance?

Outcome:

Low and moderate-income households earning under the 60th percentile have more housing opportunities affordable to and appropriate for them.

Measures:

- Number of supportive homes approved
- Number of supportive homes approved for people experiencing homelessness to reduce chronic homelessness
- Number of modular supportive homes approved
- Number of new affordable rental homes approved
- For households earning under the 30th percentile
- For households earning between 30th and 60th percentiles
- Number of affordable rental homes completed and ready for occupancy
- Number of affordable rental homes approved in partnership with the non-profit housing sector
- Number of perpetually affordable rental homes approved
- Funding secured from federal and provincial funding for affordable rental housing in Toronto

Outcome:

Toronto households have increased access to rental housing near transit and services (As part of Housing Now, at least two-thirds of total units are planned as rental).

Measures:

- Number of new affordable and supportive homes approved through
  - Housing Now
  - Inclusionary Zoning

Outcome:

Access to family-sized and accessible affordable rental homes improved (Housing Now sites achieve a minimum of 20% accessible affordable rental units and 15% accessible market rental units plus fully barrier-free common areas; affordable rental homes created as part of Housing Now to include approximately 40% 2-bedrooms and 20% 2-bedroom units for families).

Measures:

- Number of purpose-built rental homes approved on City-owned sites
- Number of two- and three-bedroom affordable rental homes approved
- Number of affordable rental homes meeting accessibility guidelines approved

Who are the partners?

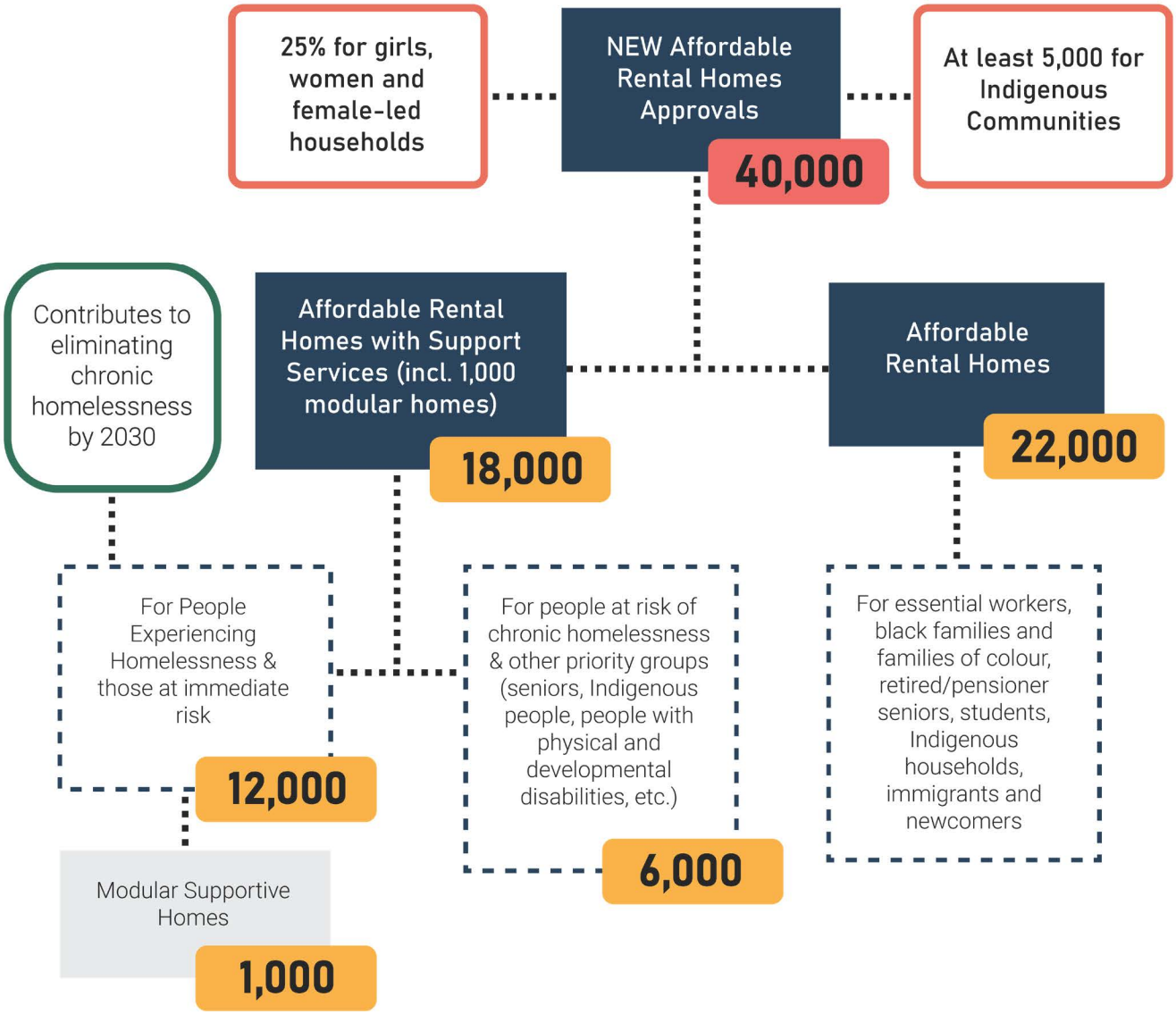
Internal

- Housing Secretariat
- City Planning
- CreateTO
- Corporate Real Estate
- Toronto Building
- Environment & Energy
- Corporate Finance
- Shelter, Support and Housing Administration
- Social Development and Finance Administration
- Municipal Licencing and Standards

External

- Toronto Alliance to End Homelessness (TAEH)
- Non-profit and for-profit housing organizations
- Multi-Faith Organizations
- Building Industry, Land Development and Real Estate Associations
- Toronto Board of Trade
- Canada Mortgage and Housing Corporation (CMHC)
- Government of Canada
- Government of Ontario

Figure 2: Proposed Breakdown of 40,000 Affordable and Supportive Homes



11 Help People Buy, Stay in and Improve Their Homes

What do we want to achieve?

The key to a healthy housing market is movement along the housing continuum for residents. Residents should have the ability to own their home if they choose so. While 53% of Toronto households (587,000 households) own their home, the dream of homeownership has become increasingly difficult for many to achieve.

Today, Toronto is a city increasingly divided between residents who own their homes and those destined to be long-term renters due to the high cost of housing in relation to incomes. Renters are increasingly shut out of the benefits of homeownership including the security of tenure and the ability to build equity. As a consequence, additional pressure is placed on the city's already tight rental market. In the COVID-19 context, recognizing the need to shelter in place and the challenges associated with the current built-form of long-term care facilities, it is more important than ever to assist people to stay in their homes and create movement along the housing spectrum by incentivizing homeownership.

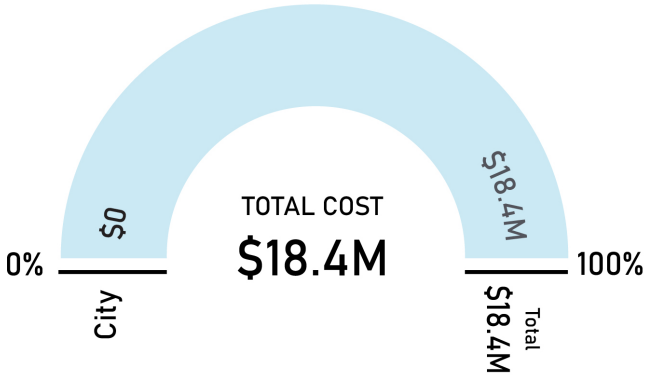
Targets:

Create 4,000 new affordable, non-profit homeownership opportunities for first-time homebuyers

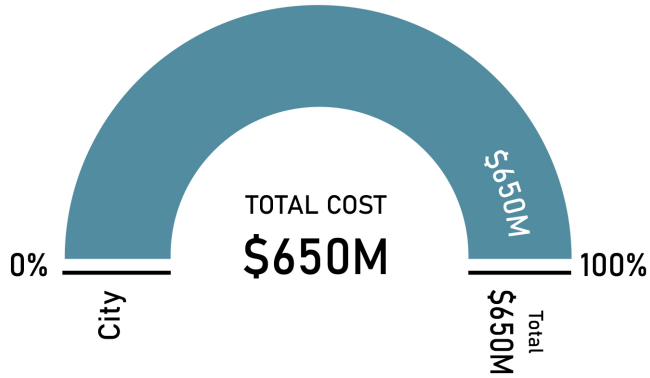
Help 150,000 first-time homebuyers afford the purchase of their homes through the First-Time Municipal Land Transfer Tax Rebate Program -

How much does it cost?

Create 4,000 new affordable, non-profit homeownership opportunities for first-time homebuyers



Help 150,000 first-time homebuyers afford the purchase of their homes through the First-Time Municipal Land Transfer Tax Rebate Program



What progress has been made in 2020?

- 57 new affordable ownership homes, with program loan funding approved in prior years, ready for occupancy.
- 8,468 first-time homebuyers assisted through the Land Transfer Tax Rebate Program valued at $34.4 million.
- On track to assist 22 households through the Home Energy Loan Program (HELP) disbursing approximately $700,000 in loans.
- Applied to the Federation of Canadian Municipalities to receive four-year funding under the Community Efficiency Financing to recapitalize the Home Energy Loan Program.

What other supporting actions are planned?

Short-term (2021-2022)

- An anticipated 244 program-funded affordable ownership homes, approved in prior years, will be ready for occupancy.
- Refine the Home Energy Loan Program to support deeper retrofit projects and organizations that home vulnerable, low-income residents.

Medium-term (2023-2025)

- Complete an anticipated 469 new program-funded affordable ownership homes, approved in prior years, for occupancy.

Ongoing

- Explore ways to support homeowners to create and rent secondary suites in their homes.
- Continue providing a range of financial assistance and incentives to homeowners to make improvements to their homes, including high-quality retrofits.

How will we measure our performance?

Outcome:

Affordable ownership opportunities increased for Toronto residents including first-time home buyers.

Measures:

- Number of renter households assisted to purchase their first homes
- Number of affordable homeownership opportunities created in partnership with non-profit partners
- Number of secondary suites created as rental homes

Outcome:

Completing energy efficiency improvements are made affordable for homeowners.

Measures:

- Value of financial assistance provided to homeowners through HELP and the Basement Flooding Protection Program

Who are the partners?

Internal

- Housing Secretariat
- City Planning
- Corporate Finance
- Environment & Energy
- Toronto Water
- Toronto Building

External

- Non-profit and for-profit ownership housing providers
- Government of Canada
- Government of Ontario

12 Improve Accountability and Transparency in Delivery of Housing Services to Residents

What do we want to achieve?

Given the importance of having access to safe, secure and affordable housing, Toronto residents expect that governments will work effectively and efficiently in addressing their needs. With the urgency of the housing crisis in Toronto, only compounded by the COVID-19 pandemic, the public is also expecting action and results. As such, the City has taken several actions to streamline the way it plans and delivers housing services across the continuum. The City has also made several changes to its governance structure to improve transparency, accountability and the way it operates.

The HousingTO External Advisory Committee, which was established to help guide the development of the HousingTO Plan, will be made permanent with an updated structure and mandate to monitor the delivery of the HousingTO Plan and to ensure that it responds to the evolving needs of residents.

Internally, the City's Housing Lead Committee, comprised of senior staff involved in the delivery of housing, will be updated on the progress of the plan's implementation and be called on to remove barriers as needed. The Plan has also committed to reviewing and improving how housing services are delivered by the City, to improve customer services for residents.

The City's Housing Secretariat will also provide annual reports to Council, beginning in 2021, outlining progress against the performance targets outlined in the Implementation Plan, including a summary of investments received from the federal and provincial governments towards delivery of the HousingTO Plan, and to recommend any amendments to the targets based on changing conditions, including internal and external factors.

From a broader system and structural perspective, the Toronto Housing Commissioner role or function, once established, will assess, monitor and report to Council on delivery of the HousingTO Plan, as well as identify systemic any barriers, and recommend changes, as necessary.

What progress has been made in 2020?

- The Implementation Plan was developed in consultation with City divisions to set an accountability framework outlining roles and responsibilities for internal and external partners. The Plan also includes actions for the next 10 years and outcomes and measures to monitor the progress towards achieving Council approved targets.

- To streamline and improve the delivery of the HousingTO Plan, a Request for Proposals was issued to retain a consultant to review the City's current housing delivery framework from an organizational structure perspective. The findings and recommendations of this review will be used to inform staff recommendations for Council consideration as part of the 2021 operating budget process.
- A staff report outlining the recommended framework for establishing the Housing Commissioner role or function will be presented to Committee and Council for consideration this later this year.
- Statistics Canada has rolled out its National Housing Statistics Program. The Canada Mortgage and Housing Corporation is also now collecting more information on housing through the National Household Survey. Together, these data sets will provide greater insight into the state of Toronto's housing market.

What other supporting actions are planned?

Short-term (2021-2022)

- Continue the HousingTO External Advisory Committee, with an updated structure and mandate, to monitor delivery of the HousingTO Plan and ensure that it responds to evolving needs of residents.
- Work with Indigenous housing providers, academic institutions and other key stakeholders to explore opportunities for holding annual Community Housing Summits.

Ongoing

- Annual reporting on the progress made to-date, funding secured from federal and provincial governments, and any proposed changes to the implementation plan reflecting macro-environmental factors, as well as changing priorities and available resources.

How will we measure our performance?

Outcome:

HousingTO actions are prioritized and resourced appropriately, so they can be implemented in a timely manner to deliver real results for Toronto residents.

Measures:

Measures:

- Annual report to Council by the second quarter of each year on progress made against targets, risks and opportunities, and a summary of investments received from the federal and provincial governments versus what is required to deliver the plan

Who are the partners?

Internal

- Housing Secretariat
- All impacted City divisions, agencies, boards and corporations
- City Manager's Office
- Corporate Finance
- Financial Planning

External

- People with lived Experience
- HousingTO External Advisory Committee
- Housing sector partners

13 Enhance Partnerships and Intergovernmental Strategy

What do we want to achieve?

The HousingTO Plan can only succeed with enhanced partnerships and investments across all orders of government. Formal intergovernmental working groups are being initiated to ensure regular collaboration on key issues. Complex housing issues also require innovation that comes from community agencies, civil society and housing partners. The City is committed to working closely with government and external partners to realize the goals outlined in the HousingTO Plan.

What progress has been made in 2020?

- In response to COVID-19, City staff focused intergovernmental efforts on resolving operational issues such as the need to quickly expand the shelter system and manage inflows (such as from provincial institutions), as well as longer-term recovery including the need to quickly accelerate modular housing.
- The federal government provided funding directly to women's shelters and programs for domestic violence (approximately $21 million under the Reaching Home program to the City of Toronto), as well $18.75 million in grants and loans to the City to help fund 250 permanent modular supportive housing units.
- The Province of Ontario put a temporary moratorium on residential evictions, advanced the roll-out of the Canada-Ontario Housing Benefit, and provided $39.2 million to the City under the Social Services Relief Fund (SSRF) (distributed via the Community Homelessness Prevention Initiative (CHPI)) of which 20% flows through the City to community agencies ($7.9 million). The Province has also committed a further $118 million to the City under a subsequent phase of funding through the SSRF.
- Developed the Housing and People Action Plan and the COVID-19 Interim Shelter Strategy, as the basis of the City's intergovernmental requested partnership on housing and homeless as it relates to COVID-19 response and recovery.

- In 2019, CMHC extended the Rental Construction Financing Initiative (RCFI) to 2027-2028.
- The City has initiated a request for an all-government working group to form, with a focus on housing and homelessness. This includes avoiding discharging Torontonians into homelessness from hospitals, corrections facilities and foster care.

What other supporting actions are planned?

Short-term (2021-2022)

- The City, through the Intergovernmental Working Group, to continue advocating for:
  - Expanding the urgent delivery of the Canada Housing Benefit
  - Establishing dedicated funding for a Modular Rental Housing Program
  - Establishing an Acquisitions and Renovations/Conversions Fund
  - Considering Right of First Refusal Authority/Approach for Strategic Acquisitions

Medium-term (2023-2025)

- Complete an anticipated 469 new program-funded affordable ownership homes, approved in prior years, for occupancy.

Ongoing

- Continue advocating for:
  - Accelerated and expanded funding for new affordable Homes under the National Housing Strategy including housing for Indigenous peoples by Indigenous peoples
  - Operating funding to create supportive housing
  - Increased investments in housing retrofit programs
- Hold biannual meetings with municipal regional housing partners to address regional housing challenges, starting in 2021.

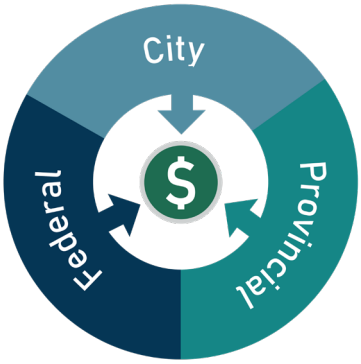
How will we measure our performance?

Outcome:

Governments' actions and investments are increased and better coordinated to improve housing opportunities and affordability across the housing spectrum in Toronto and across the GTHA.

Measures:

- Investments secured from federal and provincial governments
- Number of shelters opened across the region
- Number of affordable new homes (rentals and ownership) built across the region



Who are the partners?

Internal

- Housing Secretariat
- City Manager's Office
- CreateTO
- Corporate Finance
- Financial Planning

External

- Government of Ontario
  - Ministry of Municipal Affairs and Housing
  - Ministry of Health
- Government of Canada
  - Canada Mortgage and Housing Corporation
  - Ministry of Families, Children, and Social Development
- Municipal and regional governments across the GTHA

HousingTO Plan 2020 Action Progress Tracker

Key Strategic Action #1: Update the "Toronto Housing Charter – Opportunity for All"

Progress Status

Complete | In Progress | Upcoming

Actions

City | # Federal/ Provincial

#	Actions	Progress Status	Progress To-Date	Future Supporting Actions
1	Adopt an updated Toronto Housing Charter – Opportunity for All	Complete	**What progress has been made in 2019?** • Council adopted an updated "Toronto Housing Charter - Opportunity for All" in December 2019.	**Ongoing** • Implement Toronto Housing Charter through a rights-based approach to all housing activities.
2	Review the establishment of a Housing Commissioner of Toronto to address, within the City's jurisdiction, systemic discrimination and barriers to the progressive realization of the adequate right to housing recognized in international law which may exist in the development or administration of any current or future City policies or programs.	In Progress	**What progress has been made in 2020?** • Ongoing engagement with the Right2HousingTO Campaign and other human rights experts and City divisions to discuss options and opportunities to advance the progressive realization to the right to housing in Toronto, and explore options for establishing a Housing Commissioner role/function, as directed by Council. • Engagement with the Office of the Federal Housing Advocate to explore alignment opportunities between the federal government and the City of Toronto right to housing functions. • Staff recommended options and framework to establish the Housing Commissioner role/function, to be reviewed by Committee and Council later this year.	**Short-term (2021-2022)** • Implement the Council-approved actions to establish the Housing Commissioner role/ function.

#	Actions	Progress Status	Progress To-Date	Future Supporting Actions
3	City Council direct City Divisions and Agencies, request the Toronto Police Services Board and the Toronto Library Board, and, acting as the Shareholder, direct City Corporations to review proposed City decisions, policies, services and programs that impact housing to ensure that the City's Policy as stated in the Toronto Housing Charter is achieved and not negatively impacted.		**What progress has been made in 2020?** • Future action to commence in 2021.	**Short-term (2021-2022)** • Conduct training and build awareness of the revised Toronto Housing Charter across all City divisions involved in the delivery of housing services. This is to ensure that future policies and programs incorporate and reflect the City of Toronto's commitments as outlined in the Charter. • Develop a work plan for all City divisions, agencies and corporations involved in the delivery of housing services. Review existing key housing policies and programs with a progressive realization of the right to adequate housing lens. • Update staff report templates to include an Equity Impact section outlining how recommendations in housing-related reports will contribute to the progressive realization of the right to adequate housing as outlined in the Toronto Housing Charter. **Medium-term (2023-2025)** • Complete a review of key housing policies and programs delivered by City of Toronto agencies, boards, and corporations with a progressive realization of the right to adequate housing lens.

Key Strategic Action #2: Enhance Partnerships with Indigenous Community Partners

Progress Status

Complete | In Progress | Upcoming

Actions

City | # Federal/ Provincial

#	Actions	Progress Status	Progress To-Date	Future Supporting Actions
4	Support Indigenous community partners in their advocacy efforts to the federal government in developing an urban, rural and northern Indigenous Housing Strategy to raise housing standards for Indigenous Peoples to that of non-Indigenous populations within the next 10 years.	Upcoming	**What progress has been made in 2020?** • Future action with work to commence in 2021.	**Short-term (2021-2022)** • Advocacy strategy to be co-developed with Indigenous partners. **Ongoing** • Continue supporting Indigenous partners in their advocacy efforts to the federal government to develop an Indigenous-led urban, rural and northern housing strategy.

#	Actions	Progress Status	Progress To-Date	Future Supporting Actions

5	Continue to work with Indigenous community partners to implement the Meeting in the Middle Engagement Strategy and Action Plan, and co-develop new/updated Toronto-specific Indigenous housing strategies by:		**What progress has been made in 2020?**
			• $472,000 grant from the Poverty Reduction Strategy office provided to the Toronto Aboriginal Support Services Council. The grant is to develop the Tkaronto Prosperity Plan.
			• Continued work on meeting the commitments in the Meeting in the Middle Engagement Strategy and Action Plan in Fall 2020, including:
			  • Implementation of a dedicated allocation of Canada-Ontario Housing Benefits (185 benefits, approximately 20% of total available benefits) for Indigenous people, working in partnership with the Toronto Indigenous Community Advisory Board.
			  • Approval for a funding stream of dedicated Indigenous grants specifically for housing and homelessness supports.
			  • Collaborated with the Toronto Indigenous Community Advisory Board for homelessness services (TICAB) to establish an Indigenous Coordinated Access program coordinator to work in as part of an integrated team with SSHA through a MOU.
			  • Commitment to hold an annual gathering in Fall 2020 to update on progress on Meeting in the Meeting actions and commitments.
				Ongoing
				• Annual presentation of progress report for Meeting in the Middle Engagement Strategy and Action Plan.
				• Adopt the Meeting in the Middle Engagement Strategy in implementation of the HousingTO Plan.

a.	Developing a dedicated Indigenous grants funding stream for housing and homelessness supports.		**What progress has been made in 2020?** • Future action with work to commence in 2021.	**Short-term (2021-2022)** • Incremental increase to the Indigenous investments funding stream for the Reaching Home program. **Ongoing** • Work with Indigenous partners to establish an allocation out of the overall City grants program funding, to be dedicated to an Indigenous investment funding stream.

#	Actions	Progress Status	Progress To-Date	Future Supporting Actions

b.	Developing a dedicated allocation of the 40,000 new affordable rental and supportive homes approvals over the next 10 years to First Nations, Inuit and Métis peoples through collaboration with housing providers and on sites suitable for developing culturally appropriate affordable rental and supportive housing.		**What progress has been made in 2020?**
			• Two meetings were held to-date with Indigenous Housing organizations in 2020. The purpose of these meetings was to:
			  • Seek input on targets and delivery approach as part of the Implementation Plan.
			  • Learn about and assist Indigenous housing projects planned or under consideration.
			  • Consider upcoming affordable housing projects to identify those with the potential to be leased to Indigenous housing providers and households.
			• Agreement, in principle, on allocation with further work to be completed in 2020 in partnership with Indigenous organizations and funders.
			Other related work:
			• Opening of 24 non-profit homes developed by Aboriginal housing provider Wigwamen for Indigenous seniors at 14 Spadina Road in September 2020.
				Short-term (2021-2022)
				• Review the priority target groups for social housing and change as needed to reflect the increasing need among Indigenous communities for social and affordable housing.
				• Co-develop a Toronto Indigenous Affordable Housing Strategy and Action Plan with Indigenous partners that outline an acceptable minimum target (over 10 years) for new affordable housing.
				• Advocate for sufficient funding for wrap-around services and supports as well as the delivery of such funding. Delivery should be through an Indigenous agency with experience in delivering housing development and support dollars within the City of Toronto.

6	The federal government to work with Indigenous community partners to develop and implement a National Indigenous Housing Strategy and increase investments in Indigenous-led housing solutions.		**What progress has been made in 2020?** • Future action with work to commence in 2021.	**Short-term (2021-2022)** • Advocacy strategy to be co-developed with Indigenous partners.

#	Actions	Progress Status	Progress To-Date	Future Supporting Actions
7	The federal and provincial governments to provide a set-aside through the Canada Housing Benefit to improve rental affordability for Indigenous households.		**What progress has been made in 2020?** • Future action with work to commence in 2021.	**Short-term (2021-2022)** • Advocacy strategy to be co-developed with Indigenous partners.
8	The provincial government to continue implementing the Ontario Urban Indigenous Action Plan and develop policies and programs with dedicated resources and funding that better respond to the unique needs and priorities of urban and rural Indigenous communities and the organizations that serve them.		**What progress has been made in 2020?** • Future action with work to commence in 2021.	**Short-term (2021-2022)** • Advocacy strategy to be co-developed with Indigenous partners.

Key Strategic Action #3: Prevent Homelessness and Improve Pathways to Housing Stability

Progress Status

Complete | In Progress | Upcoming

Actions

City | # Federal/ Provincial

#	Actions	Progress Status	Progress To-Date	Future Supporting Actions
9	Focus on upstream interventions that prevent people from becoming homeless by:	(see below)		
a.	Developing and implementing innovative new eviction prevention and shelter diversion services and strategies.		**What progress has been made in 2020?** • Increased Rent Bank funding by $2 million to support approximately 750 households in rental arrears with no-interest loans of up to $4,000 to remain in their homes.	**Short-term (2021-2022)** • Complete program review and changes to the Tenant Defense Fund to better support eviction prevention and develop new tools (i.e. tenant rights webinars and videos) for tenants).
b.	Building on successful prevention approaches through extending and expanding the Eviction Prevention in the Community (EPIC) program.		**What progress has been made in 2020?** • Invested $1.9 million in funding for the Eviction Prevention in Community (EPIC) program. Prevented 120 evictions for low-income households as of April 30. On-track to reach at least 375 prevented evictions by the end of 2020.	**Short-term (2021-2022)** • Continue implementing the EPIC program and refining program measures as needed.
c.	Increasing coordination and integrated service approaches with federal and/or provincial child welfare, corrections social services, immigration and health systems to reduce discharges into homelessness.		**What progress has been made in 2020?** • Advocated to the justice sector during the COVID-19 pandemic to support people being discharged from provincial institutions without discharge plans, and would otherwise likely end up without a home. • Initiate tri-government working group with a mandate that includes reviews of discharges into homelessness, especially from government-funded organizations and institutions.	**Short-term (2021-2022)** • Continue working with the community sector and provincial government to address the practice of discharging individuals directly from provincial health and corrections facilities into homelessness by ensuring all individuals have a housing plan in place, including referrals to support services. **Ongoing** • Continue mitigation strategies to prevent people from becoming homeless when leaving the federal and/or provincial child welfare, corrections social services, immigration and health systems. Continue to measure the rate at which it is occurring.

#	Actions	Progress Status	Progress To-Date	Future Supporting Actions
10	Ensure an effective and housing-focused emergency response to homelessness by:	(see below)		
a.	Continuing to provide street outreach and overnight accommodation that offers a safe, temperature controlled indoor space and connections to other supports to meet the immediate needs of people experiencing homelessness.		**What progress has been made in 2020?** • Supported over 800 people experiencing homelessness in moving from outdoor encampments to indoor spaces.	**Ongoing** • Continue providing street outreach and overnight accommodation to people experiencing homelessness.
b.	Together with community partners, continuing to ensure that people experiencing homelessness are provided client-centred, high quality, housing focused services.		**What progress has been made in 2020?** • Assisted more than 239 households (320 individuals) in moving to permanent housing through rapid rehousing.	**Ongoing** • Continue providing housing-focused services to people experiencing homelessness.
c.	Continuing to implement the new housing-focused service model at new shelter sites and explore opportunities to expand implementation to all shelters.		**What progress has been made in 2020?** • Future action with work to commence in 2021.	**Short-term (2021-2022)** • Continue to implement the new housing-focused service model at new shelter sites. The focus for 2020 was to leverage the processes and tools used, lessons learned, and client outcomes to inform further shelter system transformation. • Expand the new housing-focused shelter service model across the existing shelter system.

#	Actions	Progress Status	Progress To-Date	Future Supporting Actions
d.	Increasing partnerships with health service providers and improve coordination and integration of health services within shelter, 24-hour respite and outreach services.		**What progress has been made in 2020?** • Worked with health and community partners to ensure that people continued to receive supports during the COVID-19 pandemic - particularly health supports.	**Ongoing** • Implement the Shelter Health Services Framework in all new and existing shelter locations, in partnership with community health leads identified by Toronto Central Local Health Integration Network. This framework lays out how health services are provided to clients in shelters and respite sites.
11	Better connect people experiencing homelessness to housing and supports by:	(see below)		
a.	Implementing a coordinated access system that includes a by-name list of all people experiencing homelessness, a common assessment approach, and prioritization of populations with greatest needs.		**What progress has been made in 2020?** • Demonstrated progress in establishing the by-name list of all people experiencing homelessness based on Shelter Management Information System data, and piloted implementation of a common assessment tool to support prioritization of homeless populations with greatest needs to access housing and supports.	**Short-term (2021-2022)** • Fully implement the Coordinated Access System by 2022 to meet federal Reaching Home funding requirements.
b.	Developing a coordinated approach in partnership with the Greater Toronto Apartment Association to encourage private sector landlords to provide more supportive and affordable rental housing options and help people maintain their housing.		**What progress has been made in 2020?** • Advanced the work to develop the Landlord Engagement program model by the end of 2020 and recruit staff for the Landlord Engagement team.	**Short-term (2021-2022)** • In collaboration with the private sector and community partners, implement the Landlord Engagement program, drawing on promising practices from the Landlord Engagement Toolkit.

#	Actions	Progress Status	Progress To-Date	Future Supporting Actions
c.	Building an integrated service delivery system and establish data sharing protocols within the housing and homelessness sector to improve service planning and client-centred program delivery.		**What progress has been made in 2020?** • Future action with work to commence in 2021.	**Short-term (2021-2022)** • Develop work plan to advance building an integrated service delivery system and establish data sharing protocols within the housing and homelessness sector.
d.	Developing and regularly reporting on specific performance indicators and targets that measure progress towards ensuring that when homelessness does occur, the experience is rare, brief and non-recurring.		**What progress has been made in 2020?** • Future action with work to commence in 2021.	**Short-term (2021-2022)** • Launch of reporting on data measures from the by-name list that capture the duration and recurrence of homelessness as part of the requirements for the Reaching Home program for mandatory annual public reporting. Continue to enhance the Shelter Management Information System to improve data tracking and reporting capabilities. **Ongoing** • Implement the measures developed in partnership with TAEH and report the results publicly.
12	Increase availability of supportive housing by:	(see below)		
a.	Completing Council's capital plan to provide an additional 1,000 shelter beds and shift all future investments toward developing permanent housing including supporting Council's target of 18,000 supportive homes approvals over 10 years.		**What progress has been made in 2020?** • Opened 30 new shelter beds, bringing the cumulative total to 471 beds since the start of the project to provide an additional 1,000 as part of Council's capital plan.	**Short-term (2021-2022)** • Review existing plan and recommend any required to changes in light of current COVID-19 context.

#	Actions	Progress Status	Progress To-Date	Future Supporting Actions
b.	Exploring opportunities to leverage existing shelter properties for development of supportive housing.		**What progress has been made in 2020?** • Future action to commence in 2021.	**Short-term (2021-2022)** • Conduct a portfolio review of existing shelter sites to identify options to convert current shelter sites to permanent housing infrastructure for long-term shelter users. • Evaluate the pilot project to convert current shelter sites to permanent housing infrastructure for long-term shelter users, considering client outcomes and cost-benefit analysis. Evaluate the use of rent payment and housing allowances to assist clients in covering their housing costs under this model. **Ongoing** • Continue to explore opportunities to leverage existing shelter properties for the development of supportive housing.
c.	Piloting innovative supportive housing opportunities with support from the federal, provincial governments and in partnership with the non-profit housing sector.		**What progress has been made in 2020?** • Expedited the Modular Housing Initiative to create 250 modular supportive homes by Spring 2021, with 100 units opening in the Fall of 2020. Worked with community agencies to expedite other supportive housing already further along in the planning process. • Plan to convene a regional roundtable by the end of 2020 focused on collaborative discharge planning across the federal and/or provincial child welfare, corrections social services, and immigration and health systems. This roundtable aims to monitor and reduce the rates of homelessness upon leaving such systems.	**Short-term (2021-2022)** • Enter a public-private partnership to add 15 supportive homes for clients with developmental disabilities in a new 50-unit project. • Construct a 22-unit addition to an existing building targeted to clients experiencing homelessness. • Advocate to the federal and provincial governments for funding to support additional phases of Modular Supportive Housing in Toronto. **Long-term (2025-2030)** • Implement a pilot project that would convert a vacant long-term care home to supportive housing, consistent with provincial policies.
13	Develop strategies and programs that meet the needs of specific populations by:	(see below)		

#	Actions	Progress Status	Progress To-Date	Future Supporting Actions
a.	Developing specific interventions for equity-seeking and vulnerable groups with specific needs i.e. survivors of domestic violence, victims of human trafficking, LGBTQ2SAI+ people, youth, seniors, people with disabilities, refugees and newcomers.		**What progress has been made in 2020?** • As part of Council approval of the HousingTO Plan, allocated 25% of all new housing to women, girls and women-led households. • Worked with accessibility advocates and groups to identify areas for improvement in the Housing Now Initiative to increase accessibility and focus and incorporate universal design features in new developments. • Obtained Council approval for changes. • Work continues with the establishment of an Accessibility Working Group to improve policy & delivery of the number of new accessible homes. • Continued engagement with members of the Toronto Alliance to End Homelessness and other stakeholders with respect to addressing needs of specific groups through City housing programs. • Additional future actions with work to commence in 2021.	**Short-term (2021-2022)** • Continue Accessibility Working Group and report to Council with recommendations to enhance accessibility in City-funded developments based on this work. • Develop work plan with key stakeholders from equity-seeking and vulnerable groups and people with lived experience to advance interventions appropriate to their specific needs.
b.	Working with the youth services sector to develop and test effective youth homelessness prevention strategies.		**What progress has been made in 2020?** • Collaborating with the youth services sector to study the impact of the COVID-19 pandemic on Toronto youth experiencing homelessness.	**Medium-term (2023-2025)** • Continue advocacy and issue management for youth homelessness and eviction prevention.
14	The federal and provincial governments to develop a coordinated regional response and provide additional ongoing resources to respond to the sustained flow of refugees and asylum claimants requiring temporary shelter and housing, starting with $76.9 million in 2020.		**What progress has been made in 2020?** • SSHA engaged Immigration, Refugees, and Citizenship Canada (IRCC) on potentially extending the support they have provided under IRCC's Interim Housing Assistance Program. There has been a reduced flow of refugees and asylum claimants to Toronto's overnight services system due to the COVID-19 pandemic.	**Short-term (2021-2022)** • Continued intergovernmental advocacy.

#	Actions	Progress Status	Progress To-Date	Future Supporting Actions
15	The federal and provincial governments to provide funding to community organizations and service agencies to provide in situ support for vulnerable residents.		**What progress has been made in 2020?** • The Province provided $39.2 million to the City under the Social Services Relief Fund (SSRF) (distributed via the Community Homelessness Prevention Initiative [CHPI]) of which 20% flows through the City to community agencies ($7.9 million). The Province has also committed a further $118 million to the City under a subsequent phase of funding through the SSRF. The Shelter, Support & Housing Administration and Housing Secretariat divisions are currently developing a business case to request the funding, as required by the Province, and use the opportunity to pivot away from costly emergency measures to more sustainable permanent housing.	**Short-term (2021-2022)** • Continued intergovernmental advocacy.

16	The federal and provincial governments to provide capital and ongoing operating funding to support the creation and delivery of 18,000 supportive housing homes over the next 10-years, which are anticipated to cost a total of $6.4 billion in capital costs and $300 million in ongoing annual operating costs.		**What progress has been made in 2020?**
			• Supplementary to the HousingTO Plan:
			  • Developed and implemented the Plan to Create Supportive Housing Opportunities work plan to create 600 units of supportive housing on an annual basis starting in 2020. This target is to be expanded to 1,800 homes per year with federal and provincial support as outlined in the HousingTO Plan.
			  • Developed and presented business case to the Federal and Provincial governments to request capital and operating funding to build and operate 2,000 supportive housing units over the next 2 years as an urgent response to the COVID-19 pandemic.
				Ongoing
				• Implement the HousingTO Plan and supportive housing work plan in partnership with community partners and other orders of government.

17	The federal and provincial governments to introduce reforms to child welfare, corrections and health services to reduce the number of households being discharged into homelessness.		**What progress has been made in 2020?** • Future action with work to commence in 2021.	**Short-term (2021-2022)** • Develop advocacy strategy with key stakeholders.

Key Strategic Action #4: Provide Pathways to Support Women

Progress Status

Complete | In Progress | Upcoming

Actions

City | # Federal/ Provincial

#	Actions	Progress Status	Progress To-Date	Future Supporting Actions
18	Adopt a gender-based and equity lens and engage organizations that advocate to fight violence against women in implementing the HousingTO 2020-2030 Action Plan.	Upcoming	**What progress has been made in 2020?** • Future action with work to commence in 2021.	**Short-term (2021-2022)** • Use promising practices, data and research to better understand the experience of women's homelessness. **Ongoing** • Work with the City's Anti-Black Racism Office, Indigenous Affairs Office and Equity and Diversity Office to engage partners to address additional inequities Indigenous women, Black women and women of colour face in accessing housing.
19	Establish a target of a minimum of 25% of the 40,000 new affordable rental and supportive homes approvals to women and girls including female-led households.	In Progress	**What progress has been made in 2020?** • A Request for Proposals to select a non-profit housing provider to operate 389 Church Street was awarded to YWCA. This will provide 120 supportive homes for women. • Modernization of the properties located at 13 – 19 Winchester Street is underway to create 35 self-contained apartments for women with integrated onsite supportive services.	**Short-term (2021-2022)** • Develop an action plan to meet the target in consultation with the Violence Against Women (VAW) sector. Leverage the VAW network engaged through Shelter, Support & Housing Administration's existing Memorandum of Understanding as well as members of the HousingTO External Advisory Committee. Partnerships will focus on organizations that work with women and girls, and female survivors of domestic violence. • Develop tenant access plans for approved development projects, in coordination with the VAW sector and development partners, to facilitate access to new affordable and supportive homes for women and women-led households. **Ongoing** • Continue approving 1,000 affordable and supportive housing opportunities for women in partnership with private and non-profit housing providers.

#	Actions	Progress Status	Progress To-Date	Future Supporting Actions
20	The federal government to support Toronto by investing capital and operating funding to support the development and future operation of 10,000 new affordable rental and supportive homes for women by 2030.		**What progress has been made in 2020?** • Request made to the federal government to support the delivery of the HousingTO Plan and complementary City of Toronto 24-month plan to expedite investments to urgently support 3,000 vulnerable and marginalized residents.	**Ongoing** • Continue advocating to the federal and provincial governments to secure funding for housing solutions for women and girls.

Key Strategic Action #5: Maintain and Increase Access to Affordable Rents

Progress Status

Complete | In Progress | Upcoming

Actions

City | # Federal/ Provincial

#	Actions	Progress Status	Progress To-Date	Future Supporting Actions
21	Protect affordability of existing non-profit and co-operative housing by:	(see below)		
a.	Maintaining the affordability of non-profit housing by renegotiating new operating agreements.		**What progress has been made in 2020?** • City Council approved the Community Housing Partnership Renewal Program, a new program designed to incentivize housing providers with expired operating agreements to enter into new agreements with the City to secure affordability in exchange for a property tax exemption. By end of 2020, City Council approval will be sought to exempt property tax for three non-profit housing providers (approximately 267 units) helping them to reduce operating expenses and maintain affordability.	**Ongoing** • Continue to work with non-profit partners to renegotiate leases as they expire.
b.	Negotiating new long-term leases with non-profit and co-operative housing providers occupying land leased from the City and City-controlled bodies to preserve the existing affordable housing stock and provide opportunities to maximize the full potential of the sites to deliver additional affordable housing.		**What progress has been made in 2020?** • Future action with work to commence in 2021.	**Short-term (2021-2022)** • Work with the Ontario Non-Profit Housing Association and Co-operative Housing Federation of Toronto to identify non-profit and housing co-ops reaching end of their leases with the City and develop work plans to negotiate long-term leases.

#	Actions	Progress Status	Progress To-Date	Future Supporting Actions
c.	Transferring over 600 single family homes from Toronto Community Housing Corporation to the non-profit housing sector while ensuring that they continue to remain part of the City's affordable housing stock in the long term.		**What progress has been made in 2020?** • Issued a Request for Proposals (RFP) and evaluated submissions to transfer over 600 single-family homes from Toronto Community Housing to the non-profit housing sector. • Report to be submitted to Council in October 2020 to obtain final approvals for this transfer.	**Short- and Medium-term (2021-2025)** • Administrative and legal work in coordination with successful proponent and Toronto Community Housing to transfer properties.
22	Modernize and simplify access to social and affordable housing by:	(see below)		
a.	Implementing a new choice-based service model for the centralized waiting list for social housing that will empower applicants to make informed housing choices and better connect them to available housing units that meet their needs.		**What progress has been made in 2020?** • Demonstrated progress towards the implementation of a new choice-based service model for the centralized social housing waiting list by conducting organizational change management and stakeholder engagement across the community sector, social housing applicant groups, housing providers, and staff.	**Short-term (2021-2022)** • Launch an upgraded social housing waitlist management system and a choice-based online platform for applicants.
b.	Developing and implementing a transparent access system for new affordable rental and supportive housing opportunities and housing benefits which strategically aligns new housing opportunities with population specific needs and targets.		**What progress has been made in 2020?** • Used the Coordinated Access System to ensure that up to 100 modular homes are prioritized for people experiencing chronic homelessness, and who are particularly vulnerable individuals.	**Short-term (2021-2022)** • Continue to develop and implement the Coordinated Access System to match shelter users with new affordable housing opportunities. • Implement a streamlined access system to new affordable housing that creates a one-window approach for prospective renters to apply for new affordable housing opportunities.

#	Actions	Progress Status	Progress To-Date	Future Supporting Actions
23	Deliver housing benefits that improve affordability for vulnerable households by:	(see below)		
a.	Delivering portable housing benefits, including the housing allowance program and the Canada-Ontario Housing Benefit program, in partnership with other orders of government, to improve housing stability and increase access to affordable housing.		**What progress has been made in 2020?** • Distribution of the Canada-Ontario Housing Benefit (COHB) to 930 renter households and housing allowances to 6,900 renter households (increased from 5,600 renter households) underway.	**Ongoing** • Continue to provide housing benefits to households burdened with affordability. • Continue to advocate to the federal and provincial governments to expand and increase flexibility of the COHB program to support 31,000 households in Toronto, as previously requested under the HousingTO Plan requests to both governments.
b.	Continuing the implementation of Human Services Integration to provide streamlined access to a range of benefits and services, including housing subsidies.		**What progress has been made in 2020?** • Met targets (such as call answer time and quality of customer service) for the implementation of the Human Services Integration project. • Streamlined access to a range of benefits and services, including housing subsidies.	**Ongoing** • Continue to implement and refine the Human Services Integration model.
24	The federal and provincial governments to implement the Canada-Ontario Housing Benefit and provide flexibility to help address local needs, including increasing per household allocation to $4,800 annually ($400 per month)..		**What progress has been made in 2020?** • Made requests to the federal and provincial governments to increase Toronto's allocation through the COHB program and provide funding for 2,000 additional renter households to be assisted by end of 2021.	**Ongoing** • Continued advocacy with federal and provincial governments to enhance program and make it more flexible to serve a wider range of needs.

#	Actions	Progress Status	Progress To-Date	Future Supporting Actions
25	The provincial government to eliminate the RGI rent scales for social assistance recipients, or at a minimum, set the rents scales to the newly established minimum rent level and similarly index them annually by the rent control guideline.		**What progress has been made in 2020?** • Continued advocating for the provincial government to eliminate the rent-geared-to-income (RGI) rent scales for social assistance recipients.	**Short- and Medium term (2021-2025)** • Continued advocacy, as needed.
26	The provincial government to provide increased benefits to households receiving social assistance (i.e. OW/ODSP) at rates that recognize the higher rental costs in major cities.		**What progress has been made in 2020?** • Request made to the provincial government to eliminate the rent-geared-to-income (RGI) rent scales for social assistance recipients.	**Short-term (2021-2022)** • Develop advocacy strategy with key stakeholders.

Key Strategic Action #6: Meet the Diverse Housing Needs of Seniors

Progress Status

Complete | In Progress | Upcoming

Actions

City | # Federal/ Provincial

#	Actions	Progress Status	Progress To-Date	Future Supporting Actions
27	Continue providing property tax relief to low-income senior homeowners.	In Progress	**What progress has been made in 2020?** • Extension of the deadline to apply for the Property Tax, Water & Solid Waste Relief Program for low-income seniors and people with disabilities moved to October 30, 2020, in response to COVID-19.	**Ongoing** • Continue action over duration of the HousingTO 2020-2030 Plan.
28	Develop a policy consistent with the provincial *More Homes, More Choice Act* to provide development charges deferrals to non-profit long-term care providers creating new long-term care beds.	Upcoming	**What progress has been made in 2020?** • Future action with work to commence in 2021.	**Short-term (2021-2022)** • Explore the development of a City program to enable deferral of development charges to support the development of new long-term care facilities.
29	Create opportunities for additional affordable and supportive housing for seniors through the redevelopment of long-term care homes and:	In Progress (see below)	**What progress has been made in 2020?** • Advanced a staff report to the September meeting of Council to request incentives to support the creating of 303 new affordable, accessible rental homes with supports for seniors at 1250 Markham Road. The project is focused on "aging in place" to help seniors maintain independence through a range of clinical and non-clinical supports.	**Short-term (2021-2022)** • Explore the development of a new seniors' affordable rental building on City-owned land, including through Toronto Community Housing Corporation revitalization projects.

#	Actions	Progress Status	Progress To-Date	Future Supporting Actions
a.	Work with the Province and long-term care providers who are required to redevelop their homes to determine the feasibility of converting some of these facilities to affordable and supportive housing.		**What progress has been made in 2020?** • Ongoing planning for the George Street Revitalization project. This project will create 378 long-term care beds in addition to shelter beds and affordable/supportive housing.	**Short-term (2021-2022)** • Activate existing non-profit and private long-term care sites and create new affordable and supportive housing for seniors.
30	Create opportunities for formerly homeless seniors to access long-term care that better meets their care needs through:	(see below)		
a.	Create a 16-bed pilot program to test models of service for formerly homeless seniors.		**What progress has been made in 2020?** • Future action with work to commence in 2021.	**Short-and Medium- term (2021-2025)** • Develop work plan to advance the pilot program. • Implement and test model.
b.	Develop a 64-bed specialized care unit within the George Street campus for formerly homeless seniors with complex needs.		**What progress has been made in 2020?** • Ongoing planning for the George Street Revitalization project. This project will create 378 long-term care beds in addition to shelter beds and affordable/supportive housing. • Developing a program model for a specialized Resident Home Area within the George Street Revitalization project.	**Short-term (2021-2022)** • Continue the implementation of the George Street Revitalization project. **Medium-term (2023-2025)** • Completion of the George Street Revitalization project in 2025.

#	Actions	Progress Status	Progress To-Date	Future Supporting Actions
31	Work with seniors' service providers and the Province to address data gaps which will improve co-ordination of services to seniors.		**What progress has been made in 2020?** • Undertaking a review of City services for seniors, to identify opportunities to integrate services and improve access for seniors.	**Short-term (2021-2022)** • Finalize review of services for seniors and provide recommendations to improve seniors' access to coordinate services. **Ongoing** • Maintain and continuously improve seniors' services delivery model. Address gaps in data, coordination, and access.
32	The Province to provide the City, seniors serving organizations and support agencies with the necessary resources and programs to assist low-income seniors in rental and ownership housing through support services and home modifications.		**What progress has been made in 2020?** • Ongoing delivery of Homemakers & Nurses Services, Supportive Housing, and Adult Day programs for seniors living at home. • Continued development of an Integrated Service Model for housing with increased supports in Toronto Community Housing's seniors' buildings.	**Ongoing** • Continue to deliver, review, and improve Homemakers & Nurses Services, Supportive Housing and Adult Day programs. • Monitor and evaluate the Integrated Service Model.
33	The Province to work with the City and long-term care providers to expedite the replacement of existing long-term care homes.		**What progress has been made in 2020?** • Funding approved for the redevelopment of 205 existing City long-term care beds and development of 223 new beds for a total of 428 beds at Carefree Lodge. • Advanced a staff report to the September meeting of Council to request incentives to support the creating of 303 new affordable, accessible rental homes with supports for seniors at 1250 Markham Road. The project is focused on "aging in place" to help seniors maintain independence through a range of clinical and non-clinical supports.	**Ongoing (2023-2025)** • Advance the redevelopment of 1,232 existing City of Toronto long-term care beds.

#	Actions	Progress Status	Progress To-Date	Future Supporting Actions
34	The Province to change the current long-term care funding formula, including the per-diem allocation, so that it covers the full capital cost of building new long-term care homes.		**What progress has been made in 2020?** • $1.75 billion province-wide investment announced to create more long-term care beds and redevelop older ones. This includes a per-diem construction funding subsidy.	**Short-term (2021-2022)** • Continue working with the provincial government to secure funding for the redevelopment of the remaining City of Toronto long-term care beds, including the addition of new beds. **Ongoing** • Continue to advocate for the provincial government to provide increased long-term care funding.

Key Strategic Action #7: Ensure Well-Maintained and Secure Homes for Renters

Progress Status

Complete | In Progress | Upcoming

Actions

City | # Federal/ Provincial

#	Actions	Progress Status	Progress To-Date	Future Supporting Actions
35	Continue, enhance and integrate inspection, repair and energy efficiency programs to maximize impact for residents of aging rental buildings by:	In Progress	**What progress has been made in 2020?** • Completed the Urban Land Institute Resilience Towers partnership focusing on the next steps for tower retrofits in Toronto.	**Short-term (2021 -2023)** • Further develop work plan to implement relevant recommendations related to tower retrofits in Toronto.
a.	Developing action plans to protect tenants and address non-compliance by landlords as they are identified through the RentSafeTO program.	In Progress	**What progress has been made in 2020?** • Started a review of the RentSafeTO program's evaluation process, options for an apartment building rating system, and standard operating procedures for compliance tools.	**Short-term (2021-2022)** • Improve the RentSafeTO building evaluation process, including greater alignment with by-law compliance, the updated weighting of categories, and exploring the potential for new inputs and categories. • Launch a colour-coded apartment building rating system, similar to the City's DineSafe program for eating establishments, based on Council direction and extensive public consultation. • Revise and/or develop new RentSafeTO standard operating procedures and staff training on various compliance tools (e.g. evaluations, audits, remedial action). • Ongoing RentSafeTO education and outreach for tenants and landlords. • Explore the development of a RentSafeTO pilot project to align enforcement, compliance, and programs to bring buildings to a state of good repair. **Ongoing** • Continue refining the RentSafeTO program.

#	Actions	Progress Status	Progress To-Date	Future Supporting Actions
b.	Continuing to invest $2.5 million in low-cost financing through the Tower Renewal Program annually to provide low-cost financing to apartment building operators to revitalize aging towers		**What progress has been made in 2020?** • Provided approximately $800,000 in low-cost financing through the Tower Renewal Program to the operator(s) of two buildings, comprising 74 homes.	**Short-term (2021-2022)** • Support improvement in six buildings (approximately 800 units) through the Tower Renewal Program, including financing offerings. **Medium-term (2023-2025)** • Support improvements in nine buildings (approximately 1,300 units) through the Tower Renewal Program, including financing offerings. **Long-term (2025-2030)** • Support improvements in 15 buildings (approximately 2,000 units) through the Tower Renewal Program, including financing offerings.
c.	Working with public and private sector building owners to implement Toronto's newly launched Green Will Initiative to drive energy efficiency towards net-zero greenhouse gas emissions and improve resilience in buildings across the city.		**What progress has been made in 2020?** • Future action with work to commence in 2021.	**Short-term (2021-2022)** • Work with key stakeholders to advance the implementation of the Green Will Initiative.
d.	Encouraging application of City's back-up power guidelines for existing and new multi-unit residential buildings.		**What progress has been made in 2020?** • Future action with work to commence in 2021.	**Short-term (2021-2022)** • Develop ideas and actions to encourage the application of City's back-up power guidelines for existing and new multi-unit residential buildings in collaboration with key stakeholders.
36	Protect tenants in private rental buildings by:	(see below)		

#	Actions	Progress Status	Progress To-Date	Future Supporting Actions
a.	Establishing a Tenant Advisory Council to provide advice and guidance to the City on proactive actions to support residents living in vulnerable circumstances and make recommendations on measures to provide tenant supports.		**What progress has been made in 2020?** • The City made a submission to the Provincial government on the Bill 184, Protecting Tenants and Strengthening Community Housing Act, 2020 with recommendations on the protection of affordable rental housing; access to justice for tenants and landlords; eviction prevention and compensation; enforcement and oversight; data collection and dissemination; and Landlord & Tenant Board (LTB) administrative improvements. • Established an Advisory Committee on the Protection of Affordable Housing, comprised of People with Lived Experience, Tenant Advocacy Groups, and Legal Clinics. A Landlord Group was also created. • The City's Customer Experience Transformation and Innovation (CXi) team in partnership with the Housing Secretariat and input from the Advisory Committee on the Protection of Affordable Housing, stakeholders and staff, developed a new tenant portal for the website to highlight tenant rights and responsibilities, tenant-related programs and policies and more.	**Ongoing** • Transition the Advisory Committee on the Protection of Affordable Housing into a Tenant Advisory Council. • Revise mandate in 2021 and extend the term for members. • Development and implement work plan.
b.	Undertaking a review of the City's rental demolition and replacement Official Plan policy, including implementation approaches and practices including a review of affordability periods and eligibility criteria for new tenants.		**What progress has been made in 2020?** • Future action with work to commence in 2023.	**Medium-term (2023-2025)** • Undertake a review of the Official Plan rental demolition and replacement policy, including implementation approaches.

#	Actions	Progress Status	Progress To-Date	Future Supporting Actions
c.	Continuing to measure, protect and preserve multi-tenant dwelling homes including security of tenure for their tenants.		**What progress has been made in 2020?** • Report planned for the Planning and Housing Committee and Council in November 2020 on recommended zoning bylaw amendments and proposed amendments to the licensing framework for multi-tenant houses, informed by housing as human right principles in the Toronto Housing Charter. • Investment of approximately $10 million in Ontario Priorities Housing Initiative underway to repair over 1,900 beds/units in multi-tenant homes.	**Short-term (2021-2022)** • Zoning By-law Amendment for multi-tenant housing considered by Council. • Advance and resolve appeals before the Local Planning Appeal Tribunal (LPAT) on the Dwelling Room Replacement policy. • Enforce property standards and health and safety standards for multi-tenant houses. • Develop an acquisition strategy for multi-unit dwellings and low-rise apartments as part of the City's affordable housing portfolio. • Consider a right-of-first-refusal policy to support the protection of multi-tenant houses and security of tenure. • Develop a database that collects data on such factors as above-guideline rent increases, evictions, and asking rent prices for rental housing.

37	The federal and provincial governments to establish a capital repair program dedicated to helping non-profit and co-operative housing providers purchase and address repair issues and building upgrades including making their existing portfolios more accessible and energy-efficient.		**What progress has been made in 2020?**
			• The Housing Secretariat worked with the Federation of Canadian Municipalities to help develop the newly created and federally-funded Sustainable Affordable Housing Initiative for capital repair funding support:
			  • Through targeted communication, non-profit and co-operative housing providers were encouraged to apply to the Sustainable Affordable Housing Initiative.
			  • The City's Environment & Energy Division is offering energy modelling support and advice and letters of support for applicants.
				Ongoing
				• Ongoing advocacy and collaboration with the federal and provincial governments and other stakeholders for establishment of capital repair programs.
				• Protecting affordable rental housing owned by non-profit and co-operative housing providers essentially to ensuring deeply affordable homes in perpetuity.

#	Actions	Progress Status	Progress To-Date	Future Supporting Actions
38	The federal and provincial governments to establish a supportive housing building and operating program dedicated to helping non-profit housing and co-operative housing providers acquire or re-purpose existing homes for use as supportive housing for individuals with support needs.		**What progress has been made in 2020?** • Request sent to both governments in 2020 as part of Council's direction following approval of the HousingTO Plan. • Staff supported the Deputy Mayor to set up a Housing & People Action Team to deliver a COVID-19 response to housing & homelessness. This plan requested assistance from the federal and provincial governments to establish an acquisitions fund. • Working group established with the non-profit sector to co-develop an Acquisitions Strategy.	**Ongoing** • Continue to advocate and work with both orders of government to increase and protect the supply of affordable rental housing through acquisitions.
39	The federal government to support the City's goal of retrofitting and making affordable multi-residential housing more resilient by:		**What progress has been made in 2020?** • Request sent to both governments in 2020 as part of Council's direction following approval of the HousingTO 2020-2030 Action Plan.	**Short-term (2021-2022)** • Advocacy strategy to be developed in consultation with key stakeholders to ensure the City's requests for making multi-residential units more resilient are considered as part of federal recovery plans.
a.	Including retrofits which benefit resilience within class 43.2 (Capital Cost Allowances) in the Income Tax Act.		**What progress has been made in 2020?** • Future action with work to commence in 2021.	**Short- and Medium-term (2021-2025)** • Advocacy strategy to be developed in consultation with key stakeholders and request to be made to Federal government.
b.	Making grants available to fund at least 15% of the capital cost of retrofits that benefit resilience.		**What progress has been made in 2020?** • Future action with work to commence in 2021 and continue for duration of plan.	**Ongoing** • Work with the federal government to secure funding and co-develop programs to support retrofitting of buildings to support the federal environmental and climate change objectives.

#	Actions	Progress Status	Progress To-Date	Future Supporting Actions
c.	Allocating funding to pilot demonstration projects to advance industry capacity for retrofits that benefit resilience.		**What progress has been made in 2020?** • Future action with work to commence in 2021 and continue for duration of plan.	**Ongoing** • Work with the federal government to secure funding and co-develop programs to support retrofitting of buildings to support the federal environmental and climate change objectives.
d.	Allocating funding to portfolio-scale agreements for retrofits that benefit resilience and support the needs of groups of buildings.		**What progress has been made in 2020?** • Future action with work to commence in 2021 and continue for duration of plan.	**Ongoing** • Work with the federal government to secure funding and co-develop programs to support retrofitting of buildings to support the federal environmental and climate change objectives.
e.	Developing a funding approach for retrofits that benefit resilience in a way that meets the needs of large cities, including Toronto.		**What progress has been made in 2020?** • Future action with work to commence in 2021 and continue for duration of plan.	**Ongoing** • Work with the federal government to secure funding and co-develop programs to support retrofitting of buildings to support the federal environmental and climate change objectives.
40	The Provincial government to support the City's goal of retrofitting and making its affordable multi-residential housing more resilient and:		**What progress has been made in 2020?** • Future action with work to commence in 2021 and continue for duration of plan.	**Ongoing** • Advocacy strategy to be developed in consultation with key stakeholders to ensure the City's requests for making multi-residential units more resilient are considered as part provincial recovery plans. • Implement plan with provincial support.
a.	Make a minimum of 15% of the costs of retrofits that benefit resilience eligible for grants from the planned emission reduction fund using the planned Ontario Carbon Trust or other mechanisms.		**What progress has been made in 2020?** • Future action with work to commence in 2021 and continue for duration of plan.	**Short-and Medium-term (2021-2025)** • Advocacy strategy to be developed in consultation with key stakeholders to request provincial support. • Assist province with initiative.

#	Actions	Progress Status	Progress To-Date	Future Supporting Actions
b.	Exempt or delay retrofits that benefit resilience from being subject to property tax increases.		**What progress has been made in 2020?** • Future action with work to commence in 2021 and continue for duration of plan.	**Ongoing** • Advocacy strategy to be developed in consultation with key stakeholders to request provincial support. • Assist province with initiative.
c.	Update the Building Code to address resilience in apartment buildings as part of the planned modernization of the Building Code described in the Made in Ontario Environmental Plan.		**What progress has been made in 2020?** • Future action with work to commence in 2021 and continue for duration of plan.	**Short- and Medium-term (2021-2025)** • Advocacy strategy to be developed in consultation with key stakeholders to request provincial support. • Assist province with initiative.

Key Strategic Action #8: Support Toronto Community Housing Corporation and its Residents

Progress Status

Complete | In Progress | Upcoming

Actions

City | # Federal/ Provincial

#	Actions	Progress Status	Progress To-Date	Future Supporting Actions
41	Advance the Toronto Community Housing (TCH) state of good repair plan to improve the tenant experience and living conditions for TCHC residents and:	(see below)		
a.	Implement capital plan to invest $1.34 billion in Federal funding and financing to repair TCHC buildings by 2027.		**What progress has been made in 2020?** • TCHC has planned to invest a record-level $313.1-million in building capital repairs in 2020.	**Ongoing** • TCHC will continue to implement its 10-Year Capital Plan which requires support from all orders of government.
b.	Commit to a permanent capital and operating funding model for TCHC starting in 2020.		**What progress has been made in 2020?** • The City committed to a permanent capital and operating funding model for TCHC comprising of $160 million in capital and over $250 million in operating annual, with approval through the annual budget process. • Implementation for new model started in 2020.	**Ongoing** • TCHC will continue to implement its 10-Year Capital Plan which requires support from all orders of government.

#	Actions	Progress Status	Progress To-Date	Future Supporting Actions

42	Continue revitalization of identified TCHC communities in partnership with TCHC and CreateTO.		**What progress has been made in 2020?**
			• As part of the revitalization of TCHC communities and to augment development plans, a Social Development Plan is required to guide the social development of revitalized communities and promote social inclusion. In 2020, the City invested:
			  • $500,000 in the Regent Park Social Development Plan.
			  • $75,000 in the Alexandra Park Social Development Plan.
			  • $75,000 in the Lawrence Heights Social Development Plan.
			• The City approved the Don Summerville revitalization project, which will create 766 new residential units, including 120 replacement social housing units plus 100 net new affordable rental homes.
			• Issued a RFP and evaluated submissions to transfer 600 single-family homes from TCHC to the non-profit housing sector. Will submit a report to Council in October 2020 to obtain final approvals for this transfer.
				Short-term (2021-2022)
				• Continue implementation of the Social Development Plans in Regent Park, Alexandra Park, and Lawrence Heights.
				• Advance the transfer of over 700 TCHC scattered units to non-profit housing providers.
				Ongoing
				• Explore public and private investment opportunities for the revitalization of TCHC communities.
				• Monitor and evaluate the Social Development Plans for the revitalization of Regent Park, Lawrence Heights, Alex Park, and 250 Davenport communities.

43	The provincial government to contribute a one-third share or $1.34 billion in capital funding to address TCHC's capital repair backlog.		**What progress has been made in 2020?** • Re-iterated request to the provincial government through the HousingTO Plan to support their one-third share of TCHC capital repair backlog.	**Ongoing** • Advocate for the provincial government to contribute a one-third share or $1.34 billion in capital funding to address TCHC's capital repair backlog.

#	Actions	Progress Status	Progress To-Date	Future Supporting Actions
44	The federal and provincial governments to partner in the revitalization of TCHC communities by providing financial support for the addition of new affordable rental homes in projects where land value is not sufficient to cover development costs.		**What progress has been made in 2020?** • Requested both federal and provincial governments, through the HousingTO Plan, to support TCHC revitalization program.	**Ongoing** • Advocacy strategy to be developed in consultation with key stakeholders to secure financial support required to add new affordable and market rental homes as part of TCHC revitalization projects. • Work to continue with TCHC, the City, and the federal and provincial governments to support TCHC revitalization program and improve the lives of low-income resident across the city.

Key Strategic Action #9: Continue the Revitalization of Neighbourhoods

Progress Status

Complete | In Progress | Upcoming

Actions

City | # Federal/ Provincial

#	Actions	Progress Status	Progress To-Date	Future Supporting Actions
45	Facilitate a range of housing opportunities in complete communities across the city through developing neighbourhood housing initiatives in consultation with local communities.	In Progress	**What progress has been made in 2020?** • "Expanding Housing Options in Neighbourhoods" work plan adopted by Council. • Issued 88 building permits for the construction of laneway suites with another 24 building permits under review. The City has also approved 103 applications for Development Charges Deferral Program for Laneway Suites. • Approval of Don Summerville revitalization project which will create 766 new residential units including 120 replacement social housing units plus 100 net new affordable and co-op rental homes. • Completed market offering for first two Housing Now sites at 50 Wilson Heights Blvd. and 777 Victoria Park Avenue: • A total of 1,992 residential units including affordable and market rentals, condominiums plus new amenity and commercial spaces close to transit will be developed at these sites. • Six (6) new sites under the Housing Now Initiative approved by Council. These new sites are estimated to add an additional 1,455 to 1,710 new residential units, including approximately 620 affordable rental units plus new amenity and commercial spaces.	**Short-term (2021-2022)** • Advance analysis and public engagement on increasing permissions for additional residential dwelling units within existing buildings, increasing permissions for other forms of low-rise housing in areas designated as Neighbourhoods, along major streets, and allowing garden suites, coach houses, through-lot suites, and other forms of additional units in accessory buildings. • Continue to roll out and expand the Housing Now Initiative to create mixed-income, mixed-use, complete communities on City-owned sites. • Continue the TCHC Revitalization program. • Continue with planning studies with integrated community development and inclusive economic development components in Jane-Finch, Dundas and Sherbourne and Golden Mile projects **Medium-term (2022-2025)** • Complete studies needed to advance permissions or facilitate development and advance Official Plan and Zoning By-law amendments. • Test the new permission in small-scale pilot and demonstration projects.

#	Actions	Progress Status	Progress To-Date	Future Supporting Actions
46	The federal and provincial governments to provide financial support to create additional affordable rental homes in new developments.		**What progress has been made in 2020?** • Requested both federal and provincial governments, through the HousingTO 2020-2030 Plan, to invest in new affordable rental housing across the city.	**Ongoing** • Advocacy strategy to be developed in consultation with key stakeholders to secure financial support required to increase the supply of purpose-built rental housing. • Work with the federal and provincial governments to help plan and deliver programs to increase the supply of purpose-built rental housing in all neighbourhoods across the city.

Key Strategic Action #10: Create New Rental Housing Responsive to Residents' Needs

Progress Status

Complete | In Progress | Upcoming

Actions

City | # Federal/ Provincial

#	Actions	Progress Status	Progress To-Date	Future Supporting Actions
47	Support purpose-built rental housing development and:	In Progress	**What progress has been made in 2020?** • The federal government provided $420 million in financing through the Rental Construction Financing Initiative toward the construction of 1,663 purpose-built rental homes in three projects in Toronto. • Started implementation of short-term rental regulations including a requirement for short-term rental companies and operators to register with the City.	**Ongoing** • Continue to implement City programs such as Housing Now and Open Door. • Explore new City program to incentivize development of purpose-built rental housing in all areas across the city.
a.	Review and establish a purpose-built rental housing target and delivery timelines in alignment with federal and provincial initiatives and programs.	Upcoming	**What progress has been made in 2020?** • Future action with work to commence in 2021.	**Short-term (2021-2022)** • Work with key stakeholders to explore ways for the City to set a target and review necessary policies to encourage purpose-built rental housing.
b.	Continue actions to support creation of laneways and secondary suites.	In Progress	**What progress has been made in 2020?** • Issued 88 building permits for the construction of laneway suites with another 24 building permits under review. The City has also approved 103 applications for Development Charges Deferral Program for Laneway Suites. • Anticipated staff report in September to explore and develop further opportunities for building designers to achieve compliance with the fire department access requirements for laneway suites; and provide recommendations intended to help facilitate the design and construction of this building type in Toronto.	**Short-term (2021-2022)** • Consider the development of template building plans for laneway and/or prefabricated homes to expedite City approvals and reduce costs for homeowners.

#	Actions	Progress Status	Progress To-Date	Future Supporting Actions
c.	Continue to ensure all new housing is built to be resilient to climate change and energy efficient through the Toronto Green Standard.		**What progress has been made in 2020?** • Toronto Green Standard to be applied to new Housing Now sites offered on the market in 2020 (50 Wilson Heights Blvd. and 777 Victoria Park Avenue).	**Short-term (2021-2022)** • Work with key stakeholders to ensure compliance with Toronto Green Standard in all new housing built. • Continue to implement the Toronto Green Standard through Housing Now, Open Door and other City programs.
48	Establish a 40,000 Land Banking Partnership Initiative and:	(see below)		
a.	Work with other orders of government, private and non-profit partners to identify and set aside lands appropriate for approving 40,000 affordable rental homes.		**What progress has been made in 2020?** • Overseeing 66 affordable housing projects representing 8,686 affordable rental homes, 1,177 of which are under construction in 2020. • Proposed breakdown of the 40,000 affordable and supportive homes approvals reflecting a human rights-based approach and to provide transparency on who will benefit from housing investments. • The Concept 2 Keys team began work to transform the City's development review process. The aim is to increase efficiencies and consistency in the review of applications, improve customer service and reduce approval timelines. Ultimately, this will help get new affordable homes built quicker.	**Ongoing** • Develop partnerships with faith-based, hospitals and non-profit organizations for development of their land. • Develop City acquisitions strategy to purchase land for future development. • Work with City agencies and corporations to plan future redevelopment of City-owned land to include affordable rental housing. • Activate sites to increase affordable rental housing opportunities.

#	Actions	Progress Status	Progress To-Date	Future Supporting Actions
b.	Continue and expand the Housing Now Initiative to identify additional City-owned sites to create mixed-income communities.		**What progress has been made in 2020?** • Identified six (6) new sites for the Housing Now Initiative including up to 620 new affordable rental units, bringing the total number of affordable rental homes approved on City-owned sites to 4,520. • Worked with CreateTO to collect feedback from Phase 1 of the Housing Now Initiative to inform future phases. • Worked with CreateTO to develop a portfolio delivery plan including timing and investment requirement for the program.	**Ongoing** • Identify supportive housing opportunities including small sites, in collaboration with CreateTO. • Add new City-owned sites to Housing Now pipelines. • Implement plan to create mixed-income, mixed-use, complete communities across the city.
c.	Continue implementing Toronto Community Housing Corporation revitalizations and new infill development opportunities to create mixed-income communities including net new purpose-built rental and affordable rental housing.		**What progress has been made in 2020?** • Approval of Don Summerville revitalization project which will create 766 new residential units including 120 replacement social housing units plus 100 net new affordable rental homes.	**Ongoing** • Work to continue with TCHC, the City, and the federal and provincial governments to support TCHC revitalization program and improve the lives of low-income resident across the city.
d.	Facilitate and plan for co-location opportunities with other City facilities such as new libraries and civic centres.		**What progress has been made in 2020?** • Worked with CreateTO to identify co-location of affordable rental housing on site with fire hall.	**Ongoing** • Continue to explore co-location opportunities to include affordable housing in the redevelopment of City facilities. • Implement development plans and add new affordable housing supply.
e.	Establish and implement a framework for the strategic acquisition of land for city building purposes including for affordable housing.		**What progress has been made in 2020?** • Early discussions with CreateTO and stakeholders with development of requirements and principles for acquisitions.	**Short-term (2021-2022)** • Work with key stakeholders to establish a framework for the strategic acquisition of land for city building purposes including for affordable housing.

#	Actions	Progress Status	Progress To-Date	Future Supporting Actions
f.	Enter into a Memorandum of Understanding with faith-based groups to identify surplus land for affordable housing.		**What progress has been made in 2020?** • Early discussions with some faith-based organizations and currently discussion future partnership model. • Established a working group with the non-profit sector to co-develop an Acquisition Strategy.	**Short-term (2021-2022)** • Explore a Memorandum of Understanding with faith-based organizations to activate their surplus land for affordable rental and supportive housing development with St. Luke's United Church as a pilot project.
g.	Work with the Toronto Alliance to End Homelessness and other partners to identify sites suitable for intensification for supportive and affordable housing.		**What progress has been made in 2020?** • Developing a supportive housing plan with health partners to activate their land for the development of an integrated health and housing model.	**Short-term (2021-2022)** • Support the Toronto Alliance to End Homelessness in their asset mapping project to identify opportunities to increase the supply of affordable and supportive housing.
h.	Facilitate partnerships with Toronto Developmental Services Alliance to create appropriate housing opportunities for people with developmental disabilities.		**What progress has been made in 2020?** • Future action with work to commence in 2021.	**Short-term (2021-2022)** • Develop a work plan in partnership with Toronto Developmental Services Alliance to facilitate access to new affordable and supportive homes
49	Support non-profit and private organizations to create new affordable rental and supportive homes and:	(see below)	**What progress has been made in 2020?** • New non-profit housing to be supported through Open Door program; annual proposal call to be issued in September. • Established a working group with non-profits to create an Affordable Housing Development strategy.	**Ongoing** • Work with the non-profit and co-op sector to identify further opportunities for intensification in response to the expiry of operating agreements and leases. • Work with non-profit and co-op sector to redevelop sites to improve condition of homes for residents and increase the supply of new affordable housing.

#	Actions	Progress Status	Progress To-Date	Future Supporting Actions
a.	Extend the Open Door Affordable Housing Program to 2030 to provide for waiver of fees, charges and property tax exemptions for 20,000 approved affordable rental and supportive housing projects.		**What progress has been made in 2020?** • 2020 Open Door Call for Applications to be issued in Fall 2020 with new measures to prioritize non-profit housing applications, applications proposing lower rents and longer affordability periods.	**Ongoing** • Continue to implement the Open Door Affordable Housing Program to support new affordable rental housing being developed by both the private and non-profit sectors.
b.	Create a new approvals stream through the Open Door Affordable Housing Program that prioritizes suitable applications from and incentives to non-profit and co-op housing providers, including faith-based organizations, to deliver increased affordable and supportive housing outcomes.		**What progress has been made in 2020?** • Completed value for money analysis of past two years of the program. • Internal work ongoing to assess possible resource implications of creating a new approval stream.	**Short-term (2021-2022)** • Update program measures in consultation with key stakeholders to prioritize Open Door applications by non-profit, co-ops, and multi-faith organization .
50	Create 1,000 modular supportive housing opportunities for homeless individuals and chronic shelter users by 2030.		**What progress has been made in 2020?** • Approved 250 modular supportive homes to be developed on City-owned sites with funding from the City and the federal government (through the Affordable Housing Innovation Fund). • Advocated to federal and provincial governments to support the City's 24-month housing plan which proposes to accelerate government investments including 1,000 new modular supportive homes over the next 24 months as an urgent recovery response to COVID-19 pandemic.	**Ongoing** • Continued advocacy with the federal and provincial governments to support the HousingTO targets for modular housing. • Work with the Toronto Alliance to End Homelessness and other partners to develop implementation plan. • Implement and increase the supply of permanent housing across the city.

#	Actions	Progress Status	Progress To-Date	Future Supporting Actions
51	Commission a study in 2020 to develop options for third-party housing funds to supplement existing government funding programs.		**What progress has been made in 2020?** • Future action with work to commence in 2021.	**Short-term (2021-2022)** • Commission a study to develop options for third-party housing funds to supplement existing government funding programs.
52	Review options for a revised definition of affordable housing based on 30% of household gross income, consistent with the federal definition of affordable housing, in the delivery of new affordable housing.		**What progress has been made in 2020?** • Proposed a revised income-based definition of affordable rental housing for public and stakeholder consultation. • Begin stakeholder engagement on new definition.	**Short-term (2021-2022)** • Obtain Council approval on the revised definition of affordable housing.
53	Implement Inclusionary Zoning to ensure new housing opportunities are targeted to low and moderate-income households, and affordability is provided long-term.		**What progress has been made in 2020?** • Proposed policy and zoning changes to implement Inclusionary Zoning for public and stakeholder consultation.	**Short-term (2021-2022)** • Obtain Council approval on Inclusionary Zoning policy and Zoning By-law. • Implement Inclusionary Zoning in Protected Major Transit Station Areas.
54	The federal and provincial governments to provide preferential tax incentives for market and affordable rental housing development.		**What progress has been made in 2020?** • Requested the federal and provincial governments to support action as part of the HousingTO 2020-2030 Action Plan.	**Short-term (2021-2022)** • Continued advocacy to the federal and provincial governments.

#	Actions	Progress Status	Progress To-Date	Future Supporting Actions
55	The federal and provincial governments to publicly identify and dedicate surplus lands in Toronto for the development of affordable and supportive housing.		**What progress has been made in 2020?** • City Council as part of adopting the second phase of the Housing Now Initiative requested the Federal Government to dedicate surplus lands in Toronto to be utilized for increasing the supply of affordable and purpose-built rental housing.	**Ongoing** • Continue to advocate for and work with the federal and provincial governments to allocate and development surplus lands to increase the supply of new affordable and support housing across the city.
56	The federal and provincial governments to commit to a multi-year capital and operating investment plan that supports the City and non-profit, and private housing providers in achieving 20,000 new affordable rental and supportive housing approvals.		**What progress has been made in 2020?** • Requested both federal and provincial governments to support delivery of the HousingTO 2020-2030 Plan and contribute their share of funding to increase the supply of new affordable rental housing.	**Ongoing** • Continue to advocate to the federal and provincial governments for Toronto to receive a share of investments under the National Housing Strategy that is reflective of and proportionate to the specific needs of residents in the city.

Key Strategic Action #11: Help People Buy, Stay in and Improve Their Homes

Progress Status

Complete | In Progress | Upcoming

Actions

City | # Federal/ Provincial

#	Actions	Progress Status	Progress To-Date	Future Supporting Actions
57	Continue to assist qualified first-time home buyers through maintaining the Municipal Land Transfer Tax Rebate Program.	In Progress	**What progress has been made in 2020?** • 8,468 first-time homebuyers assisted through the Land Transfer Tax Rebate Program, valued at $34.4 million	
58	Create 4,000 new non-profit affordable ownership opportunities for residents through supporting non-profit housing organizations in building new affordable homes, which includes continuing the non-profit home ownership Development Charge Deferral Program.	In Progress	**What progress has been made in 2020?** • 57 new affordable ownership homes, with program loan funding approved in prior years, ready for occupancy. • Completed audit of affordable homeownership program with a staff report to the Audit Committee expected in October.	**Short-term (2021-2022)** • An anticipated 244 program-funded affordable ownership homes, approved in prior years, will be ready for occupancy. **Medium-term (2023-2025)** • Complete an anticipated 469 new program-funded affordable ownership homes, approved in prior years, for occupancy.
59	Encourage and support homeowners in making secondary suites and empty bedrooms available as rental housing.	In Progress	**What progress has been made in 2020?** • Future action with work to commence in 2021.	**Short-term (2021-2022)** • Continue to explore ways to incentivize homeowners to create and rent secondary suites in their homes to increase the supply of rental housing opportunities in the city.
60	Report on the feasibility of establishing a new Vacant Home Tax in 2020 with the revenues from that program being directed to support the City's housing programs and initiatives.	In Progress	**What progress has been made in 2020?** • Anticipated report to Committee and Council in December on the feasibility of establishing a new Vacant Home Tax.	**Ongoing** • Subject to Council approval, design program, implement, administer and report on results.

#	Actions	Progress Status	Progress To-Date	Future Supporting Actions
61	Continue to support low-income seniors and persons with disabilities through providing property tax relief for qualifying residents.		**What progress has been made in 2020?** • Extension of the deadline to apply for the Property Tax, Water & Solid Waste Relief Program for low-income seniors and people with disabilities moved to October 30, 2020 in response to COVID-19.	**Ongoing** • Continue to implement program over term of plan to help vulnerable residents maintain housing stability.
62	Continue and expand existing programs to support residents to make improvements to their homes such as the HELP program and Basement Flooding Subsidy program.		**What progress has been made in 2020?** • On track to assist 22 households through the Home Energy Loan Program, disbursing approximately $700,000 in loans. • Applied to the Federation of Canadian Municipalities to receive four-year funding under the Community Efficiency Financing program to recapitalize the Home Energy Loan Program.	**Short-term (2021-2022)** • Refine the Home Energy Loan Program to support deeper retrofit projects and organizations that home vulnerable, low-income residents. **Ongoing** • Continue providing a range of financial assistance and incentives to homeowners to make improvements to their homes, including high quality retrofits.
63	The federal and provincial governments to extend the financial incentives that help low-income households to make required life safety repairs, accessibility modifications and energy retrofits.		**What progress has been made in 2020?** • Requested both federal and provincial governments to support delivery of the HousingTO Plan which includes this action.	**Short-term (2021-2022)** • Develop advocacy strategy with key stakeholders to encourage federal and provincial governments to extend the financial incentives for low-income households to make improvements to their homes. **Ongoing** • Continue to implement program over duration of HousingTO plan.
64	The federal and provincial governments to provide financial incentives to homeowners to maintain, create and make their secondary suites code-compliant (where required) for use as long-term rental homes.		**What progress has been made in 2020?** • Requested both federal and provincial governments to support delivery of the HousingTO 2020-2030 Plan which includes this action.	**Short-term (2021-2022)** • Develop advocacy strategy with key stakeholders to encourage federal and provincial governments to provide financial incentives to homeowners to maintain, create and make their secondary suites code-compliant (where required) for use as long-term rental homes.

#	Actions	Progress Status	Progress To-Date	Future Supporting Actions
65	The federal government to address barriers that prevent take up of municipal energy loan programs for those with default-insured mortgages, including by directing Canada Mortgage and Housing Corporation to provide guarantees for Local Improvement Charge financing programs.		**What progress has been made in 2020?** • Requested both federal and provincial governments to support delivery of the HousingTO 2020-2030 Plan which includes this action.	**Short-term (2021-2022)** • Develop advocacy strategy with key stakeholders to encourage the federal government to address barriers that prevent take up of municipal energy loan programs for those with default-insured mortgages.
66	The provincial government to provide tax policy options to support homeowners in adopting measures to protect their homes against extreme weather events, such as ice and wind storms and home flooding as outlined in the Made in Ontario Environment Plan.		**What progress has been made in 2020?** • Requested both federal and provincial governments to support delivery of the HousingTO 2020-2030 Plan which includes this action.	**Short-term (2021-2022)** • Develop advocacy strategy with key stakeholders to encourage the provincial government to provide tax policy options to support homeowners in adopting measures to protect their homes against extreme weather events, such as ice and wind storms and home flooding as outlined in the Made in Ontario Environment Plan.

Key Strategic Action #12: Improve Accountability and Transparency in Delivery of Housing Services to Residents

Progress Status

Complete | In Progress | Upcoming

Actions

City | # Federal/ Provincial

#	Actions	Progress Status	Progress To-Date	Future Supporting Actions
67	Maintain the HousingTO External Advisory Committee through 2030 to:	(see below)	**What progress has been made in 2020?** • Continued to engage with various members of the External Advisory Committee on various City initiatives and programs including Housing Now, Modular Housing, development of frame for the role or function of the Toronto Housing Commissioner, etc.	**Short-term (2021-2022)** • Continue the HousingTO External Advisory Committee, with an updated structure and mandate, to monitor delivery of the HousingTO Plan and ensure that it responds to evolving needs of residents.
a.	Provide input and guidance on implementation of the Plan.		**What progress has been made in 2020?** • Engaged the External Advisory Committee to discuss the development of the HousingTO Implementation Plan and through specific housing initiatives and programs.	**Ongoing** • Committee to meet on a regular basis over the duration of the HousingTO Plan to monitor progress, identify barriers and recommend solutions.
b.	Partner with the City, Indigenous housing providers and Toronto's academic institutions in hosting an annual Community Housing Summit to discuss innovative practices in other jurisdictions and promote partnership-based solutions.		**What progress has been made in 2020?** • Future action with work to commence in 2021.	**Short-term (2021-2022)** • Work with Indigenous housing providers, academic institutions and other key stakeholders to explore opportunities for holding annual Community Housing Summits. **Ongoing** • Hold annual summits, with virtual summits to be considered if necessary in light of current COVID-19 context.

#	Actions	Progress Status	Progress To-Date	Future Supporting Actions
c.	Support and consider innovative housing and homelessness practices.		**What progress has been made in 2020?** • Obtained Council approval and implemented the Toronto Modular Housing Initiative with first 100 permanent supportive housing units to open in Fall 2020. • In implementing the Modular Housing Initiative, worked with Toronto Alliance to End Homelessness and healthcare partners to develop an integrated service model combining resources from various partners/programs. This fully integrated support service model will ensure that both clinical and non-clinical support services are provided onsite for residents – and to ensure the success of the program.	**Ongoing** • Continue to advocate to the federal and provincial governments to support the delivery and operation of supportive housing. • Continue to work community and healthcare partners to refine, improve and expand model to future sites.
68	Report to Council and the public annually on the progress toward targets and:		**What progress has been made in 2020?** • To streamline and improve the delivery of the HousingTO Plan, a RFP was issued to retain a consultant to review the City's current housing delivery framework from an organizational structure perspective. The findings and recommendations of this review will be used to inform staff recommendations for Council consideration as part of the 2021 operating budget process. • The Implementation Plan was developed in consultation with City divisions to set an accountability framework outlining roles and responsibilities for internal and external partners. The Plan also includes actions for the next 10 years and outcomes and measures to monitor the progress towards achieving Council-approved targets. • A staff report outlining the recommended framework for establishing the Housing Commissioner role/function will be presented to Committee and Council for consideration later this year.	**Ongoing:** • Annual reporting on the progress made to-date; funding secured from federal and provincial governments, and any proposed changes to the implementation plan reflecting macro-environmental factors, as well as changing priorities and available resources.

#	Actions	Progress Status	Progress To-Date	Future Supporting Actions
a.	Provide an interim report in 2025 outlining 5-year progress in implementing the plan, an evaluation of actions and priority setting for 2025-2030.		**What progress has been made in 2020?** • Implementation Plan developed and presented to Council for approval. • Various actions ongoing or planned to begin in 2020 to support implementation.	**Ongoing:** • Implementation of HousingTO will continue to be monitored and assessed to improve 5-year review and recommendations to Council.
b.	Provide a final report in 2030 along with a new 10-year housing plan.		**What progress has been made in 2020?** • Implementation Plan developed and presented to Council for approval with targets and measures to monitor all actions in the HousingTO Plan.	**Ongoing:** • Implementation of HousingTO will continue to be monitored and assessed over duration of the Plan, with annual interim report to Council.
69	The federal and provincial governments continue to measure the results of their investments in Toronto and monitor and report regularly on the state of Toronto's housing market.		**What progress has been made in 2020?** • Statistics Canada has rolled out its National Housing Statistics Program. The Canada Mortgage and Housing Corporation is now collecting more information on housing through the National Household Survey. Together, these data sets will provide greater insight into the state of Toronto's housing market.	**Ongoing:** • The City will continue to advocate to the federal and provincial governments to support implementation of HousingTO Plan. • The City will continue to share information with both orders of government and highlight the impact of their investments in Toronto.

Key Strategic Action #13: Enhance Partnerships and Intergovernmental Strategy

Progress Status

Complete | In Progress | Upcoming

Actions

City | # Federal/ Provincial

#	Actions	Progress Status	Progress To-Date	Future Supporting Actions
70	Collaborate with regional partners in advocacy and to improve housing services across the GTHA and:	In Progress	**What progress has been made in 2020?** • Plan to convene a regional roundtable by end of 2020 focused on collaborative discharge planning across the federal and/or provincial child welfare, corrections social services, immigration and health systems. This roundtable aims to monitor and reduce the rates of homelessness upon leaving such systems.	**Ongoing** • Formal tables to reconvene to ensure collaboration and information sharing to support share housing goals.
a.	Host a bi-annual meeting of municipal regional housing partners to address regional housing challenges.	In Progress	**What progress has been made in 2020?** • Future action to start in 2022 and continue for duration of plan.	**Ongoing** • Hold biannual meetings with municipal regional housing partners and federal and provincial officials to address regional housing challenges, starting in 2021.
b.	Invite federal and provincial officials to an annual meeting of the municipal regional housing partners.	In Progress	**What progress has been made in 2020?** • Future action to begin in 2021 and continue for duration of plan.	**Ongoing** • Federal and provincial partners to be invited to annual meetings in an effort to discuss priorities and shared objectives, as well as to highlight achievements and risk.
c.	Retain a consultant to develop a regional data sharing platform for service planning purposes and to improve housing and homelessness program delivery across the region.	Upcoming	**What progress has been made in 2020?** • Future action with work to begin in 2021.	**Short-term (2021-2022)** • Work with regional partners to develop scope of work for a consultant to develop a regional data sharing platform.

#	Actions	Progress Status	Progress To-Date	Future Supporting Actions
d.	Develop a regional housing strategy that facilitates the mobility of people and their housing benefits across the region; addresses housing affordability in the Greater Toronto and Hamilton Area (GTHA); and addresses the shortage of supportive housing, long-term care and other housing types in the region.		**What progress has been made in 2020?** • Future action with work to begin in 2021.	**Short-term (2021-2022)** • Work with key stakeholders to develop a work plan for a regional housing strategy.
e.	Enter into a Memorandum of understanding (MOU) with the Toronto Region Board of Trade to share housing data and collaborate on housing issues.		**What progress has been made in 2020?** • Discussions with Toronto Board of Trade and City Divisions started in 2020.	**Short-term (2021-2022)** • Finalize the MOU with the Toronto Region Board of Trade.
71	Support marginalized groups to develop their own appropriate response to their housing needs and challenges and:		**What progress has been made in 2020?** • Continued engagement with people with lived experience through various City tables including the Advisory Committee for the Protection of Affordable Housing.	**Short-term (2021-2022)** • Work with marginalize groups to develop housing solutions appropriate for specific housing needs.

#	Actions	Progress Status	Progress To-Date	Future Supporting Actions
a.	Include and engage persons with lived experience in developing the HousingTO implementation plan.		**What progress has been made in 2020?** • Advisory Committee on the Protection of Affordable Housing, comprised of People with Lived Experience created and met to develop recommendations to the City and other orders of government in several matters including illegitimate evictions, and unsafe building conditions. This work has been used to inform development of the Implementation Plan • Members of the External Advisory Committee with lived experience also engaged on Implementation Plan.	**Ongoing** • Continue to engage persons with lived experience in the implementation of the HousingTO Plan throughout duration of the plan.
72	Engage the business and non-profit community in identifying innovative solutions to challenges across the housing spectrum.		**What progress has been made in 2020?** • Continued engagement with non-profit community partners and seek their advice and input to help advance various City housing programs including Housing Now and the Toronto Modular Housing Initiative.	**Ongoing** • Continue to engage the non-profit community and seek their input and advice in the implementation of the HousingTO Plan.

73	The federal and provincial governments to establish a housing policy and program coordination group to ensure effective delivery of current and future government investments and interventions.		**What progress has been made in 2020?**
			• In response to COVID-19, City staff focused intergovernmental efforts on resolving operational issues such as the need to quickly expand the shelter system and manage inflows (such as from provincial institutions), as well as longer term recovery including the need to quickly accelerate modular housing.
			• Developed the Housing and People Action Plan, as the basis of the City's intergovernmental requested partnership on housing and homeless as it relates to COVID-19 response and recovery.
			• The City has initiated a request for an all-government working group to form, with a focus on housing & homelessness. This includes avoiding discharging Torontonians into homelessness from hospitals, correctional facilities and foster care.
				Short-term (2021-2022)
				• The City, through the Intergovernmental Working Group, to continue advocating for:
				  • Expanding the urgent delivery of the Canada Housing Benefit
				  • Establishing dedicated funding for a Modular Rental Housing Program
				  • Establishing an Acquisitions and Renovations/Conversions Fund
				  • Considering Right of First Refusal Authority/Approach for Strategic Acquisitions

#	Actions	Progress Status	Progress To-Date	Future Supporting Actions

74	The federal government to commit funding a National Housing Strategy beyond March 2027, which provides long-term sustainable funding for affordable housing development, supportive housing and housing repair and retrofits.		**What progress has been made in 2020?**
			• In 2019, CMHC extended the Rental Construction Financing Initiative (RCFI) to 2027-2028.
			• The federal government provided funding directly to women's shelters and programs for domestic violence (approximately $21 million under the Reaching Home program to the City of Toronto), as well $18.75 million in grants and loans to the City to help fund 250 permanent modular supportive housing units.
				Ongoing
				• Continue advocating for:
				  • Accelerated and expanded funding for new affordable Homes under the National Housing Strategy including housing for Indigenous peoples by Indigenous peoples.
				  • Operating Funding to Create Supportive Housing.
				  • Increased investments in housing retrofit programs.

75	The provincial government to make long-term sustainable investments in affordable and supportive housing, long-term care and support services.		**What progress has been made in 2020?**
			• The Province of Ontario put a temporary moratorium on residential evictions, advanced the roll-out of the Canada-Ontario Housing Benefit, and provided $39.2 million to the City under the Social Services Relief Fund (SSRF) (distributed via the Community Homelessness Prevention Initiative (CHPI)) of which 20% flows through the City to community agencies ($7.9 million). The Province has also committed a further $118 million to the City under a subsequent phase of funding through the SSRF.
				Ongoing
				• Continue advocating for:
				  • Accelerated and expanded funding for new affordable Homes under the National Housing Strategy including housing for Indigenous peoples by Indigenous peoples.
				  • Operating Funding to Create Supportive Housing.
				  • Increased investments in housing retrofit programs.

76	The federal and provincial governments to work with the City of Toronto and its regional partners to address housing availability and affordability challenges faced by residents in the GTHA.		**What progress has been made in 2020?** • Ongoing discussions with the federal and provincial governments throughout 2020 to address immediate COVID-19 induced housing challenges. • New COVID-19 investments received by Toronto and other municipalities in the GTHA to support efforts. • As part of recovery planning, municipalities continue to request the federal and provincial governments to accelerate investments in permanent housing to expedite recovery from COVID-19, improve outcomes for people and reduce costs for governments.	**Ongoing** • All orders of government to continue to take measures and direct investments towards increasing the supply of new affordable housing and addressing housing instability challenges faced by residents.