

2019-2022 Poverty Reduction Strategy Action Plan Activities

Status as of May 11, 2020

Action	Activity	Lead Division	Work Status
3.1. Develop and implement Housing TO 2020-2030 Action Plan	3.1.1. Identify necessary funding sources for implementation of housing initiatives.	Housing	Completed, Ongoing
4.1. Increase the availability of programs and services targeted to low-income residents, equity-seeking groups and Indigenous communities provided by and under the mandate of the City of Toronto	4.1.1. Identify and set targets for the expansion of City run non-registered programs	PRSO	In progress
	4.1.2. Complete the implementation of short and medium term recommendations in the Toronto Seniors' Strategy 2.0	SSLTC	In progress
	4.1.3. Reduce recreation waiting lists in low-income communities	PFR	Deferred
	4.1.4. Implement a permanent community librarian team dedicated to working on site in partner agency locations to serve and connect vulnerable populations to library services	TPL	In progress
4.2. Unlock underutilized spaces and assets for new	4.2.1. Repurpose City information technology equipment to be made available for organizations	TSD	In progress

and enhanced service provision	4.2.2. Develop a streamlined free or low cost model to utilize City-owned spaces to deliver short-term/one time services	SDFA Facilities	Deferred
	4.2.3. Develop an inventory of community-owned and needed spaces	SDFA	In progress
4.3. Develop and expand innovative service delivery models to address the needs of low-income and vulnerable residents	4.3.1. Leverage Job Incentive Program and other initiatives to enhance peer-to-peer services in and across City services	TESS SSHA	Completed, Ongoing
	4.3.2. Continue supporting the Community Paramedicine Program to connect vulnerable patients to the most appropriate entry into the health care system	Paramedics	Completed, Ongoing
	4.3.3. Complete the Human Services Integration Project	HSI	In progress
	4.3.4. Sustainably fund the Investing In Families approach	TESS	Deferred
	4.3.5. Expand the co-location of services operated by the City, community organizations, and other partners at City facilities	SDFA	Deferred

	4.3.6. Develop more accessible and plain-language communication products to promote and explain City and community-based services	StratCom	Deferred
4.4. Implement the Toronto Public Library Open Hours Plan to expand the availability of programs and services for low-income residents	4.4.1. Implement the Toronto Public Library Open Hours Plan	TPL	In progress
4.5. Implement collaborative programs and services to address the immediate physical and mental health needs of low-income residents	4.5.1. Expand the Toronto Public Health Dental Bus	TPH	In progress
	4.5.2. Launch the Ontario Seniors Dental Care Program	TPH	Completed, Ongoing
	4.5.3. Expand access to basic dental services for low-income individuals and families through community partnerships and the use of City-leased dental clinics	TPH	Deferred
	4.5.4. Advance partnerships to increase access to mental health services for Ontario Works clients, especially those who are socially isolated	TESS	Deferred
	4.5.5. Identify opportunities to integrate social and health care supports for vulnerable residents through the Social Medicine Initiative partnership	TOP PRSO	In progress
5.1. Continue the implementation of the 10-year Child Care Growth and Capital Strategy	5.1.1. Review current methodology used to address the equitable distribution of child care subsidies across the City of Toronto	CS	In progress
	5.1.2. Advocate for a national policy framework with sustainable and predictable funding that promotes a universal and cohesive child care system	CS	In progress
	5.1.3. Utilize an equity-based planning approach to guide decisions about investments and funding reallocations within the EarlyON Child and Family system	CS	Completed, Ongoing
	5.1.4. As the number of licensed spaces grows, capitalize on opportunities to increase the number of child care fee subsidies available	CS	Completed, Ongoing

	5.1.5. Capitalize on opportunities to increase the number of licensed child care spaces available	CS	In progress
	5.1.6. Capitalize on opportunities to increase base funding to child care operators	CS	Completed, Ongoing
5.2. Expand the availability of free or low-cost, high-quality programs for low-income children and youth	5.2.1. Improve the efficiency and effectiveness of youth service delivery through the Youth Outcomes Framework	SDFA	In progress
	5.2.2. Conduct a Youth Services Review to provide a long-term strategic approach to the planning, coordination and monitoring of City of Toronto youth services to improve outcomes for young people in Toronto, particularly those most vulnerable to serious crime and violence	SDFA	In progress
	5.2.3. Introduce children and youth programs and opportunities at City-run museums	EDC	Completed, Ongoing
	5.2.4. Implement the recommendations of the Youth Hubs (TPL) and Enhanced Youth Spaces (PFR) evaluation across Toronto neighbourhoods	TPL PFR	In progress
	5.2.5. Continue partnerships with the arts and cultural sector to provide children and youth programs for low-income families	EDC	Completed, Ongoing
	5.2.6. Sustainably fund high-quality City-funded and community-based programs outside of school hours in Neighbourhood Improvement Areas	PFR	Completed
6.1. Fully implement the Fair Pass Discount Program	6.1.1. Continue to monitor and evaluate the impact of Fair Pass Discount Program on current program participants	PRSO	In progress
	6.1.2. Develop a low-barrier, integrated delivery model to expand the reach of the Fair Pass Discount Program	PRSO	In progress

	6.1.3. Expand eligibility for the Fair Pass Discount Program to all adult Toronto residents living with an income below LIM+15%	PRSO	In progress
6.2. Apply equity standards to TTC fare structure and policies	6.2.1. Work with PRESTO and Metrolinx to increase the accessibility and availability of PRESTO card fare loading options.	TTC	In progress
	6.2.2. Comprehensively review transit fare structure and policies	TTC	In progress
	6.2.3. Introduce fare options for community based organizations after the Toronto Transit Commission discontinues selling tickets and tokens to bulk customers	TTC	In progress
7.1. Maintain and create transit routes that pass equity-based service standards	7.1.1. Implement the service planning equity consultation tool for major transit service changes	TTC	Completed, Ongoing
	7.1.2. Pilot equity based performance measures for transit routes in Neighbourhood Improvement Areas	TTC	In progress
7.2. Prioritize surface transit and accelerate integration with complementary modes of transportation	7.2.1. Explore bus transit lanes on heavily used bus corridors in the inner suburbs to improve speed and reliability of existing transit service	TTC	In progress
	7.2.2. Enhance pedestrian pathways and improve cycling connections to Toronto Transit Commission services	TTC	In progress
8.1. Invest in programs and address service delivery gaps in the provision of nutritious food across the public sector and community organizations	8.1.1. Extend municipal student nutrition program funding to independent schools which serve higher need schools	TPH	In progress
	8.1.2. Sustain funding to existing student nutrition programs	TPH	Completed, Ongoing
8.2. Promote healthy, equitable and sustainable food systems	8.2.1. Support the establishment of and strengthen existing food networks in partnership with organizations in the For Public Benefit sector that are advocating for programs to address food insecurity	TPH	Completed, Ongoing

8.2. Promote healthy, equitable and sustainable food systems	8.2.2. Pilot collaborative models between the City, anchor institutions and the For Public Benefit sector to purchase food	TPH	Completed, Ongoing
9.1. Improve residents' access to food skills and information including rules around commercial and community-led food production, preparation and sale	9.1.1. Host workshops on nutritious food preparation, safe food handling and skills training within existing City operated and community-based programs	TPH	Completed, Ongoing
	9.1.2. Reduce fees and expand the availability of food handling certification to all low-income residents	TPH	Deferred
10.1. Assess and respond to social assistance rate, policy and program design changes to best support low-income residents	10.1.1. Partner with Ontario and other service providers to implement Social Assistance reform directions in ways that enhance access and referrals to key financial, social and employment supports	TESS	Completed, Ongoing
10.2. Integrate financial empowerment and literacy into the delivery of City services	10.2.1. Connect residents on Ontario Works to tax clinics and income tax related benefits	TESS	Completed
	10.2.2. Promote the Canada Learning Bond to Toronto Employment and Social Services Clients	TESS CS	Completed, Ongoing
	10.2.3. Develop and implement the Prosperity Gateway Project in collaboration with Prosper Canada, building free financial empowerment interventions into Toronto Public Library programs and services	TPL	In progress
10.2. Integrate financial empowerment and literacy into the delivery of City services	10.2.4. Work with the financial services industry and the For Public Benefit sector to improve access for low-income residents to relevant financial products and services and financial empowerment supports	PRSO	In progress
11.1. Better coordinate internal opportunities across the City for effective pathways to good careers for low-income residents	11.1.1. Expand the Primary Care Paramedic Training Program	Paramedics	n/a
	11.1.2. Enhance Youth Leadership Program to build leadership, civic engagement and employability skills	PFR	Deferred
	11.1.3. Review and enhance existing City hiring process to revise internal City hiring practices, including developing a	P&E	In progress

	communication plan to target communities and residents that are distant from the labour market		
11.2. Enhance the employability of residents through investments in innovative models and wrap around supports	11.2.1. Design, implement and scale innovative programs and approaches that improve outcomes for Ontario Works clients who are distant from the labour market through Innovative Case Management	TESS	Completed, Ongoing
	11.2.2. Provide self-employment and entrepreneurship support in Neighbourhood Improvement Areas and underserved areas where there is concentration of low-income individuals	EDC	Deferred
	11.2.3. Coordinate youth employability services and programs through the Youth Outcomes Framework	SDFA	In progress
11.3. Engage with large-scale employers in Toronto to promote policies and practices that enable access to quality and stable jobs for low-income job-seekers	11.3.1. Work with community partners to educate private sector employers to reduce the stigma and barriers related to hiring residents with criminal records	TESS	Completed
	11.3.2. Consider the potential for creating internship opportunities for residents with lived experience of poverty	SDFA	Deferred
11.4. Establish City incentives and/or programs for underrepresented communities to enter into growth industries	11.4.1. Review opportunities to integrate equity-related conditions into grant agreements to incentivize the development of apprenticeship, training and employment opportunities for equity-seeking and Indigenous communities with high unemployment rates	EDC	Deferred
	11.4.2. Create opportunities to increase participation of equity-seeking and Indigenous communities in growth sectors (e.g. film and entertainment industries)	EDC	Completed

12.1. Strengthen City of Toronto practices and policies to enhance employment standards that apply to a) City jobs, b) Public Benefit sector grant recipients, and c) contractors providing services on behalf of the City	12.1.1. Pilot the the inclusion of job quality standards, such as living wage or local employment, for grants provided by Economic Development and Culture	EDC	In progress
	12.1.2. Pilot the addition of job quality standards to City contracts beyond wages	PMMD	Deferred
12.2. Create new pathways, training opportunities and introduce flexibility for low-income residents to enter into City jobs and support transitions/advancement once employed	12.2.1. Implement the Strategic Recruitment Diversity and Inclusion Action Plan	P&E	In progress
	12.2.2. Increase the number of divisions participating in the City's paid Work Based Learning initiatives for low-income residents	TESS	Completed, Ongoing
	12.2.3. Deliver information sessions for participants and alumni of City advisory groups	P&E	Deferred
13.1. Leverage City operating and infrastructure spending to create targeted hiring and training opportunities, provide economic opportunities, and support community priorities.	13.1.1. Expand the use of social procurement practices across the City	PMMD	In progress
	13.1.2. Coordinate the implementation of the Community Benefits Framework	SDFA	In progress
13.2. Develop sustainable models of inclusive economic development	13.2.1. Lead and coordinate anchor institutions to increase community-based investment, hiring and purchasing	PRSO	In progress
	13.2.2. Identify and provide City divisions with strategies on local and inclusive economic development that can be applied to neighbourhood-focused studies, plans and community benefit activities	EDC	In progress
	13.2.3. Connect community based organizations to low-cost financial services to enable the establishment and growth of local businesses	PRSO	In progress
14.1. Develop a policy framework for determining how the City should most	14.1.1. Develop a policy framework to guide when the City should deliver programs and services on a universal or	PRSO	In progress

effectively allocate subsidies on a universal or targeted basis	targeted basis, including a consideration of appropriate levels of subsidies and fees		
15.1. Fund and implement the Poverty Reduction Strategy Monitoring and Evaluation Framework	15.1.1. Implement Key Theme Area Monitoring and Evaluation Working Groups	PRSO	Reassessed
	15.1.2. Collect existing Key Performance Indicators on applicable programs/PRS activities	PRSO	In progress
	15.1.3. Coordinate data collection across all City divisions	PRSO	In progress
	15.1.4. Develop and implement PRS outcomes survey for new data collection	PRSO	Deferred
15.2. Integrate an intersectional gender-based lens to the Poverty Reduction Strategy	15.2.1. Collaborate with the Poverty Reduction Strategy Office to integrate a gender-based lens into the Poverty Reduction Strategy including determining priorities and outcomes measures	P&E	In progress
	15.2.2. Pilot educational training and resources on gender-based analysis with applicable City staff	P&E	Deferred
16.1. Integrate lived experiences of poverty into the implementation of the Term Action Plan	16.1.1. Recruit and establish the second cohort of the Lived Experience Advisory Group	PRSO	In progress
16.2. Implement a model of continuous engagement with stakeholders, including residents, the For Public Benefit sector, advocates, experts, private sector and all equity seeking groups and Indigenous communities.	16.2.1. Engage the For Public Benefit Sector, Community and Grassroots groups in the design of and participation in a series of Poverty Reduction Strategy forums	PRSO	Deferred
	16.2.2. Develop communication tools for Divisions and Agencies to facilitate resident-led consultations that address PRS-related policies and programs	PRSO	Reassessed
	16.2.3. Develop a 'GET TO KNOW TO' campaign to engage and educate residents on City services, policies, programs and opportunities	PRSO	Deferred

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	16.2.4. Establish a forum to connect Divisions and Agencies involved in poverty reduction with residents to share their lived experience	PRSO	In progress
	16.2.5. Establish a process to coordinate City-led consultations that advance Poverty Reduction Strategy actions	PRSO	In progress
17.1. Identify stable and predictable funding sources for Poverty Reduction Strategy activities	17.1.1. Review and apply a Poverty Reduction Strategy lens to budget submissions	PRSO FP	In progress
	17.1.2. Identify opportunities to partner with philanthropy	TOP	In progress
17.2. Develop and fund the implementation of an Indigenous-specific Poverty Reduction Action Plan, community-led and coordinated with Toronto's Poverty Reduction Strategy	17.2.1. Support the development of an urban Indigenous-led Poverty Reduction Action Plan, coordinated with Toronto's Poverty Reduction Strategy	PRSO	In progress
	17.2.2. Sustainably fund and coordinate the implementation of a long-term Indigenous-led Poverty Reduction Action Plan	PRSO	In progress

Division	Full Division Name
ALL	All Divisions and Agencies
CMO	City Manager's Office
CreateTO	CreateTO
CS	Toronto Children's Services
EDC	Economic Development and Culture
Facilities	Facilities Management
FP	Financial Planning
Housing	Housing Secretariat
HSI	Human Service Integration
IAO	Indigenous Affairs Office
MLS	Municipal Licensing and Standards
Paramedics	Toronto Paramedic Service

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PE	People and Equity
PFR	Parks, Forestry and Recreation
Planning	City Planning
PMMD	Purchasing and Materials Management
PRSO	Poverty Reduction Strategy Office
SDFA	Social Development, Finance and Administration
SSHA	Shelter, Support and Housing Administration
SSLTC	Seniors Services and Long-Term Care
StratCom	Strategic Communications
TCHC	Toronto Community Housing Corporation
TESS	Toronto Employment and Social Services
TFS	Toronto Fire Service
TOP	Toronto Office of Partnerships
TPH	Toronto Public Health
TPL	Toronto Public Library
TPS	Toronto Police Service
TSD	Technology Services
TTC	Toronto Transit Commission