

Confronting Anti-Black Racism Action Plan

Toronto Community Housing

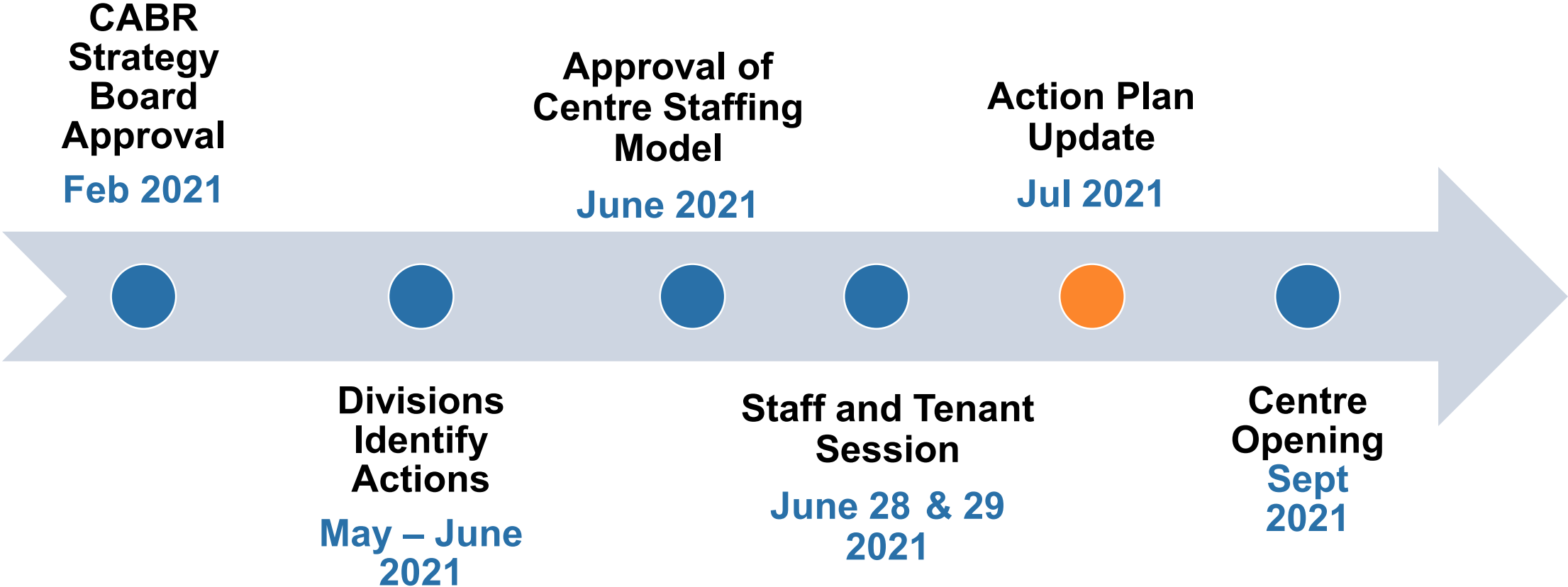
15 July 2021



Toronto
Community
Housing



Process Update





Confronting ABR APPROACH

The Centre

responsible for overseeing the implementation of the organization's CABR Strategy

CABR Action Plan

Specific programs and activities completed by TCHC that will enhance the experiences of Black tenants and staff



Action Plan Overview

- Divisions across TCHC worked to identify actions to respond to and advance the approved CABR Strategy
- **43** actions were identified for implementation over the next three years
- Six (6) key actions were identified including:
 - Establishing the Centre
 - Staff and tenant training
 - Collection of race data
 - Social Procurement strategy
 - Improved access to amenity spaces
 - Diversity and Inclusion Strategy



Example Staff and Tenant Actions

TENANTS	STAFF
<ul style="list-style-type: none">• Employment opportunities• Improved amenity spaces• Community Safety Unit Initiatives (Cadet Program, body worn cameras feasibility study)• Black tenant communication and engagement around key programs and services	<ul style="list-style-type: none">• Staff Training• Workforce Diversity Survey• Employee Family Assistance Program• Performance Management Program

LOGIC MODEL



Opportunity

We can enhance our service quality to Black tenants, while supporting our Black staff.

Inputs

- Centre for Advancing the Interest of Black Tenants
- Core Centre staff
- Divisional staff

Actions

- Governance & Accountability
- Quality Improvement
- IT Improvement Project
- Policy or Procedure Review or Change
- Communications & Marketing
- NEW Program
- Training

Beneficiaries

- Black tenants
- All tenants
- Black staff
- All staff

Outputs

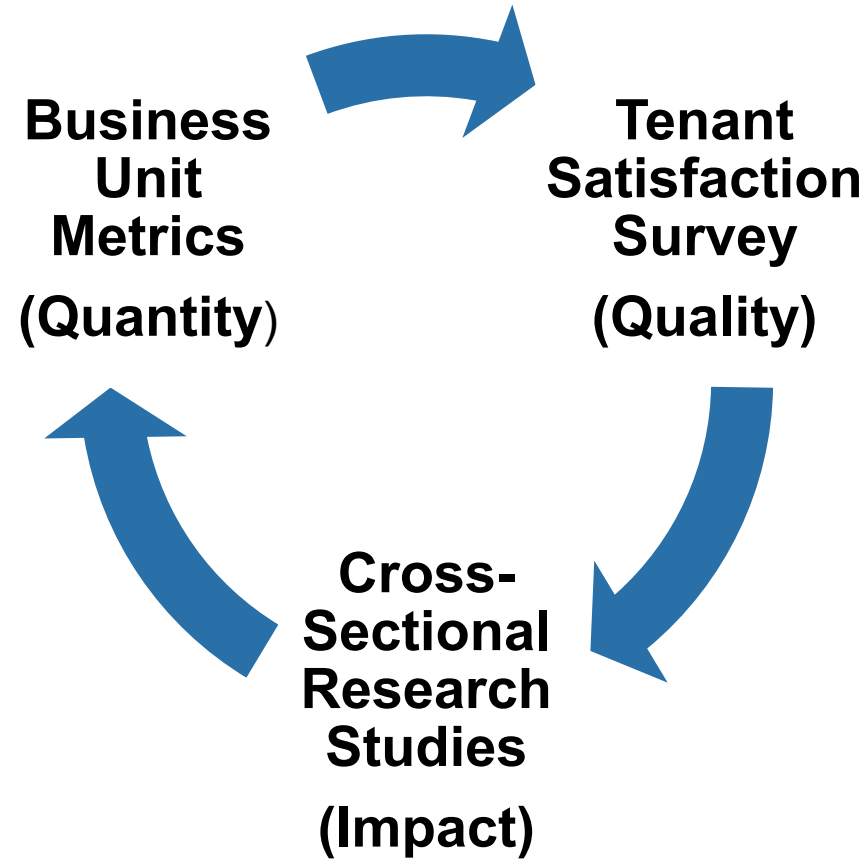
- Increase Black tenant satisfaction
- 12, 000 staff training hours
- Increased staff access to Black health and wellness vendors
- 500 current or former Black tenants employed directly by TCHC or partners
- Increased value of Tenant Benefits

Outcomes

- Decent and fair housing
- Meaningful economic investment
- Healthy children, youth and families
- Access to culturally responsive health and mental health services
- Community centered safety and wellness
- Divesting from police culture
- Uplifting social support networks
- Addressing anti-Black racism and cultural redress



Evaluation, Monitoring, & Measurement





Race-Based Data Collection

- **Opportunities** were identified to collect workforce and tenant disaggregated data:
 1. Tenant Satisfaction Survey
 2. Workforce Survey
 3. Lease Signing – Volunteer Self-Identification Form
 4. Rental Review – Volunteer Self-Identification Form
- **Considerations**: data equity, transparent disclosure, data safeguards, alignment with TCHC's existing and planned systems, training, and employee and tenant engagement
- A **inter-Divisional project team** will be assembled to lead the work on race-based data collection, analysis, and reporting



Next Steps

- Implementation updates will be brought back to Board in Q4, 2021, and semi-annually thereafter
- TCHC will complete the process of hiring all Centre staff by the end of Q4, 2021