



Strategic Priorities –Q3 2021 Progress Report

Item 2R
December 9, 2021
Board of Directors

Report: TCHC:2021-78

To: Board of Directors (the “Board”)

From: President and Chief Executive Officer

Date: November 21, 2021

PURPOSE:

The purpose of this report is to provide the Board of Directors with a progress update on Toronto Community Housing Corporation’s (“TCHC”) 2020 – 2021 Strategic Priorities progress.

RECOMMENDATIONS:

It is recommended that the Board of Directors receive this report for information.




BACKGROUND:

At its meeting on November 20, 2020, the Board of Directors approved TCHC’s 2020-2021 Strategic Priorities. These six priorities are meant to build on the progress made to date and they serve to focus the company on:

- Delivering reliable and quality services closer to tenants;
- Bringing the Culture Model to life; and
- Inspiring staff so that we can continue to make our vision a reality.

This report provides highlights on the progress made on implementing the strategic priorities in Q3.

The attached scorecard focuses on measuring the success of initiatives in Q3 against the defined metrics, and includes a status update on the progress of the objectives towards the goals, with the following category definitions:

-  On track (includes projects in planning and implementation phases that may not be measurable against target until later quarters).
-  Not on track but can be fixed
-  Action required

In some instances, the progress measure against the annual target is zero, while the status is reflected as 'green' (on track). This is because in each instance, project development is progressing according to plan, but has not yet been implemented.

Some initiatives have already met their annual targets, and a few initiatives are behind target. Management has aimed to provide clear and transparent information on these initiatives so that the board has an accurate understanding of the progress being made to achieve the strategic priorities at the end of Q3. These are recorded in detail in the attached scorecard.

Management meets monthly to review the operational progress on the strategic priorities and have been working with the teams to ensure that all challenges are given the resources required to complete.

SIGNATURE:

"Jag Sharma"

Jag Sharma
President and Chief Executive Officer

ATTACHMENT:

1. Strategic Priorities Scorecard – Q1 and Q2 Update

STAFF CONTACT:

Paula Knight, Vice President, Strategic Planning and Communications
416-981-5255
Paula.Knight@torontohousing.ca