



## Update: Participatory Budget Program Review

Item 8B

February 9, 2022

Tenant Services Committee

**Report:** TSC:2022-08

**To:** Tenant Services Committee (“TSC”)

**From:** Chief Operating Officer

**Date:** January 19, 2022

### **PURPOSE:**

The purpose of this report is to provide the TSC with an update on the implementation of the Participatory Budget (“PB”) program review.

### **RECOMMENDATIONS:**

It is recommended that the TSC receive this report for information.

### **BACKGROUND:**

In early 2020, Toronto Community Housing (“TCHC”) paused the PB program to allow for a comprehensive review; it would involve a comprehensive review of all aspects of the PB program to improve service delivery while ensuring the appropriate controls are implemented to ensure a greater degree of oversight and accountability.

The PB program review consists of the following objectives:

- To strengthen PB control mechanism to ensure higher accountability;
- To review all key areas of PB implementation in accordance with TCHC procurement, finances and tenant engagement policies and procedures;

- To consult with key stakeholders to develop and update program policy and procedure; and
- To align the PB program with the new operations service model.

In addition, the PB program review will consist of the following streams to guide the review activities and focus (see Attachment 1):

1. Conduct an external scan;
2. Conduct tenant consultations;
3. Initiate Program Refresh;
4. Review Program and Oversight Controls; and
5. Develop Participatory Budget Program Policy.

As a next step, TCHC will be mobilizing an inter-disciplinary group led by the Manager, Tenant Engagement to initiate the PB program review. As progress is made through the review process, regular updates will be provided to the TSC.

**ATTACHMENTS:**

1. PB Program Review Plan

**SIGNATURES:**

*“Sheila Penny”*

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Sheila Penny  
Chief Operating Officer

**STAFF CONTACT:**

Julio Rigores, Manager, Engagement Refresh  
(416) 981-4271  
Julio.Rigores@torontohousing.ca

## Attachment 1: PB Program Review Plan

| <b>Milestone &amp; Key Activities</b>                              | <b>Executive Lead</b>   | <b>Management Lead</b>  |
|--|-------------------------|---|
| <b>Conduct External Scan</b>                                       |                         |   |
| Conduct External Scan of Similar Programs by Housing Providers     | Chief Operating Officer | Manager, Tenant Engagement                                    |
| Identify Oversight and Control Mechanisms in External Programs     | Chief Operating Officer | Manager, Tenant Engagement                                    |
| Report on Oversight and Control Mechanisms in External Programs    | Chief Operating Officer | Manager, Tenant Engagement                                    |
| <b>Conduct Tenant Consultation</b>                                 |                         |   |
| Conduct Targeted Tenant Consultations                              | Chief Operating Officer | Manager, TE and Regional Manager CSS                          |
| Consult Tenant Leadership  | Chief Operating Officer | Manager, TE and Regional Manager CSS                          |
| Conduct General Tenant Consultation in Targeted Communities        | Chief Operating Officer | Manager, TE and Regional Manager CSS                          |
| Develop Public Report Outlining Tenant Feedback                    | Chief Operating Officer | Manager, Tenant Engagement                                    |
| <b>Program Refresh</b>   |                         |   |
| Develop New Participatory Budget Program                           | Chief Operating Officer | Manager, TE and Regional Manager CSS                          |
| <b>Program Review and Oversight Controls</b>                       |                         |   |
| Detailed Assessment of new PB Program Components and Controls      | Chief Financial Officer | Manager, TE and Finance and Procurement, Regional Manager CSS |
| Identify Key Oversight Controls and Assess PB Control Deficiencies | Chief Financial Officer | Manager, TE and Finance and Procurement, Regional Manager CSS |
| Develop Summary Report containing Findings from PB Program Review  | Chief Financial Officer | Manager, Tenant Engagement                                    |

| <b>Develop Participatory Budget Program Policy</b>                                   |                         |   |
|--|-------------------------|---|
| Develop New Participatory Budget Program Policy                                      | Chief Operating Officer | Manager, TE and Strategic Planning and Stakeholder Relations (SPSR) |
| Present New Participatory Budget Program Policy to TSC, BIFAC and Board for Approval | Chief Operating Officer | Manager, Tenant Engagement  |