



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”

Sheila Penny
Chief Operating Officer

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Attachment 1: PB Program Review Plan

Milestone & Key Activities	Executive Lead	Management Lead
Conduct External Scan		
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
Conduct Tenant Consultation		
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
Program Refresh		
Develop New Participatory Budget Program	Chief Operating Officer	Manager, TE and Regional Manager CSS
Program Review and Oversight Controls		
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

Develop Participatory Budget Program Policy		
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