

## Session 204: Understanding demographics to meet residents' needs



### **Hugh Lawson**

Director, Strategic Planning and Stakeholder Relations  
Toronto Community Housing



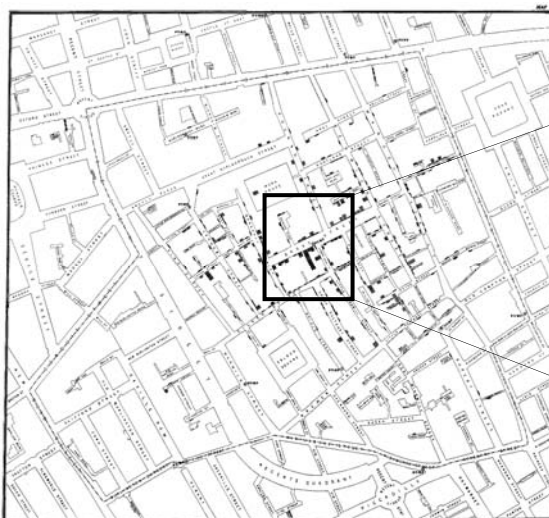
### **Ginny Adey**

Director, Service Integration and Delivery  
Toronto Community Housing

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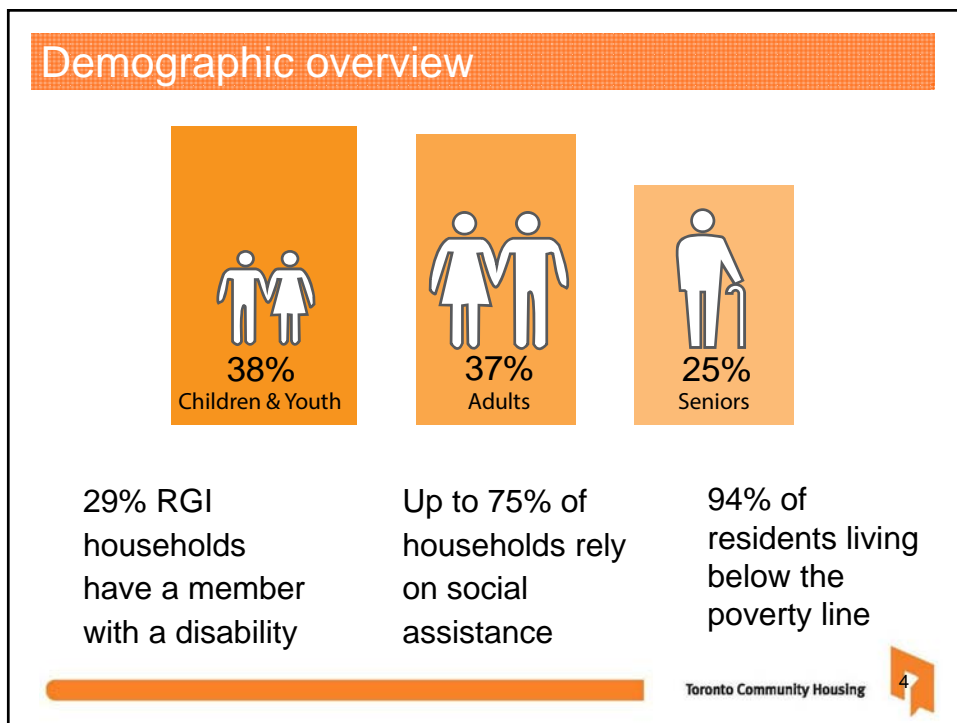
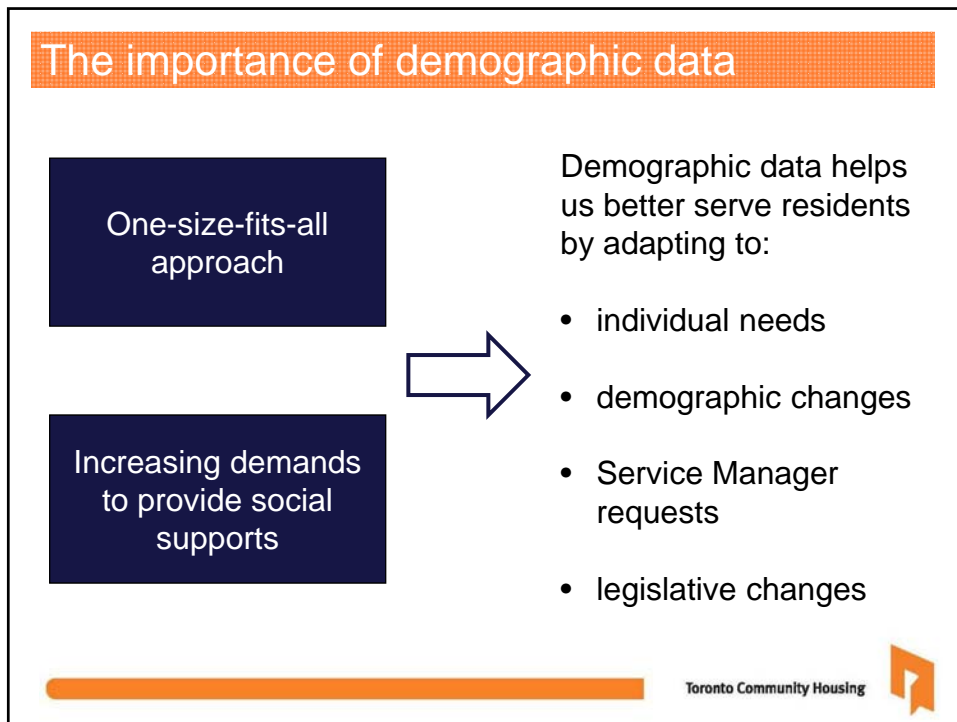


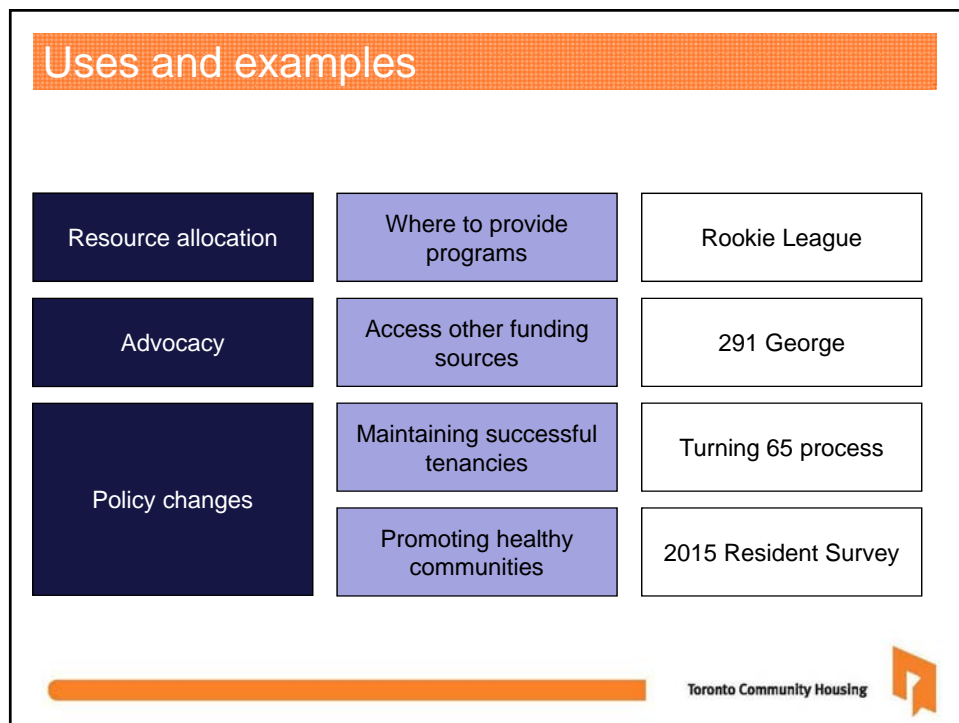
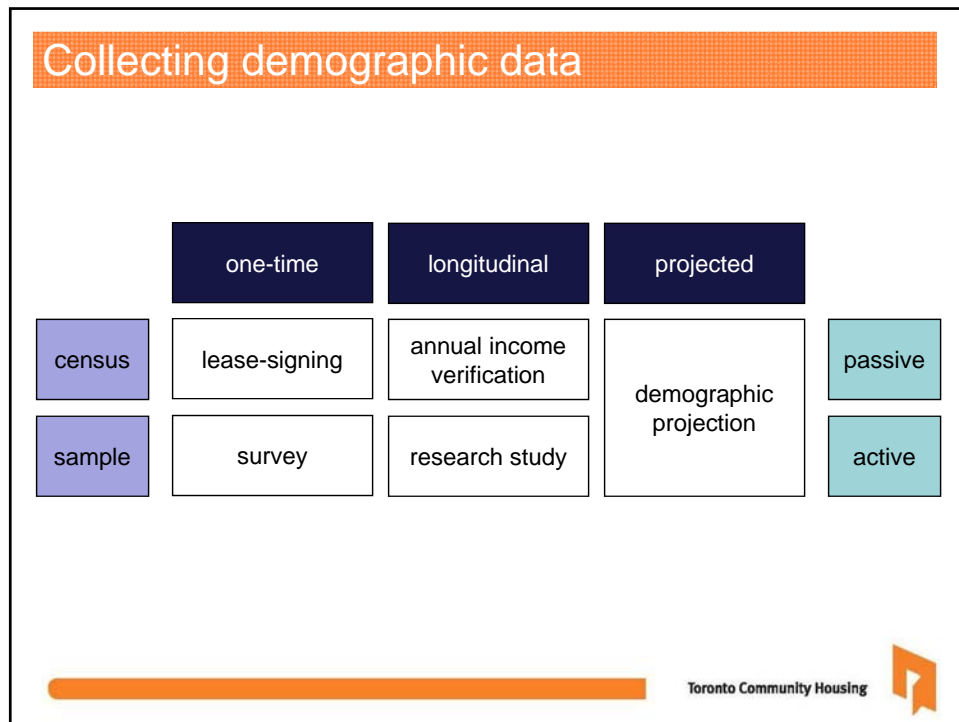
## Introduction



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## Resource allocation: Rookie League



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## Resource allocation: dashboard tool

### Demographic Dashboard



#### Index of Charts

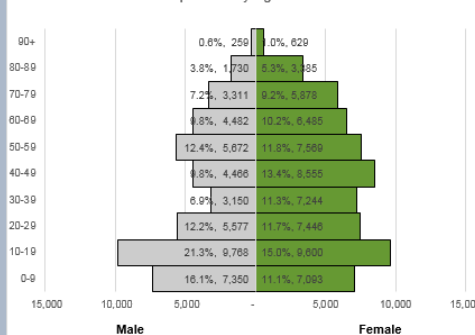
[Population by Age and Sex](#)  
[Household Types by Length of Tenancy](#)  
[Households and Population by Type](#)  
[RGI vs. Market](#)

Use the slicer below to sort by OU.  
 Multiple OU's may be selected at the same time by  
 holding down the "Ctrl" button.

#### OU

- ☐ OUH - Scarborough
- ☐ OUI - Scarborough Southwest
- ☐ OUJ - Grange Bathurst St. Lawrence
- ☐ OUK - Central Sherbourne
- ☐ OUL - Don Valley Beaches
- ☐ OUM - Central Parliament
- ☐ OUW - Contract Management - West (Ainsworth/Met...)
- ☐ OUX - Contract Management - Central (Greenwin)

#### Population by Age and Sex

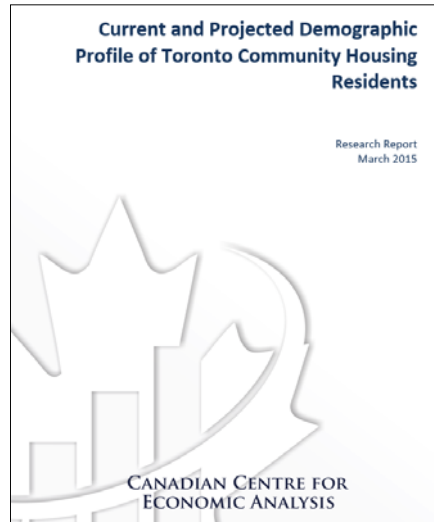


#### Population by Sex and Age Group

Sex	#	%	Age Group	#	%
Female	63,908	58%	Children and Youth	41,538	38%

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## Resource allocation: data analysis

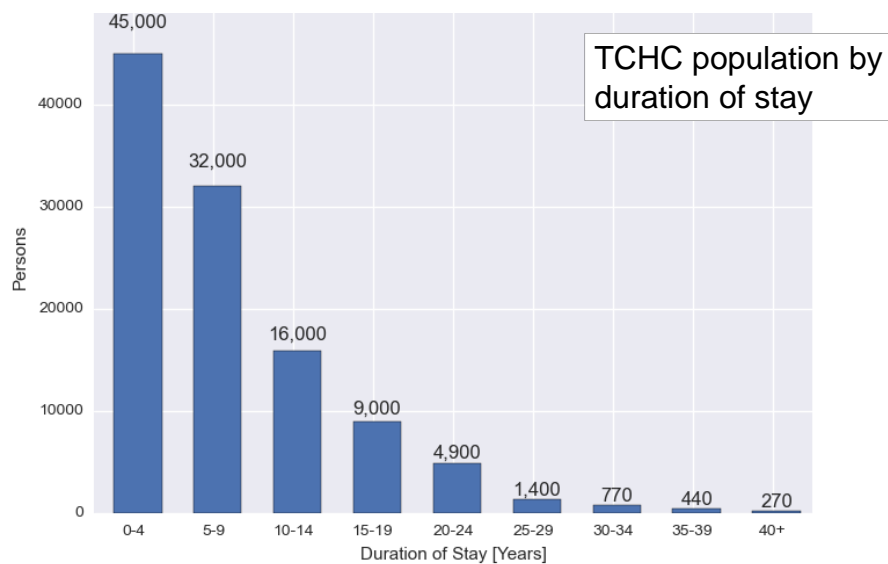


- Provided data from tenant management system to consultant
- Report content:
  - Current profile
  - Projected profile
  - Best practices of data collection and management

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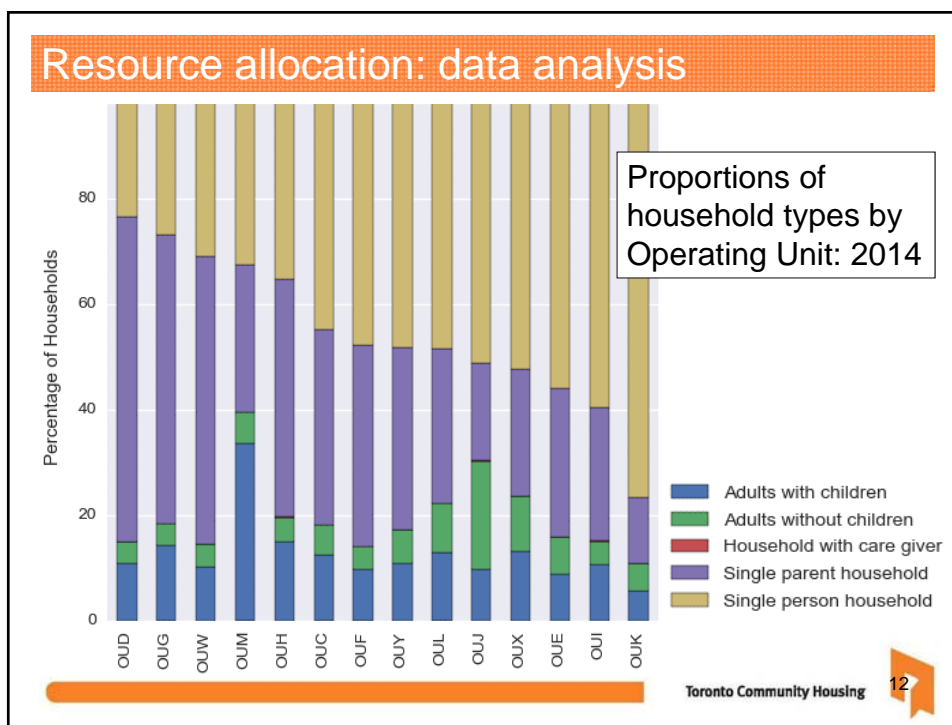
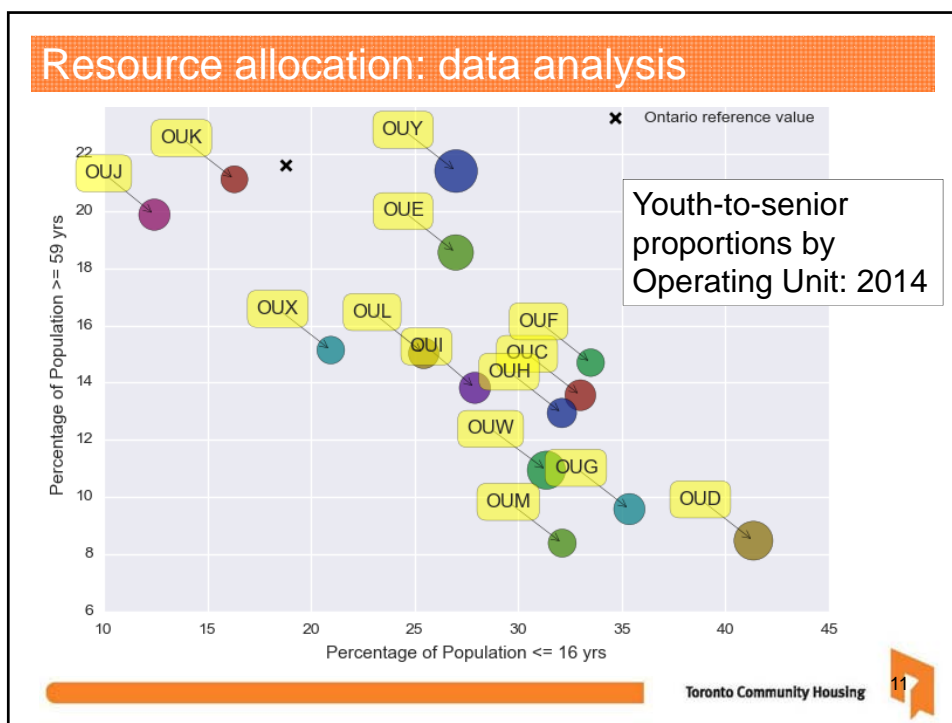
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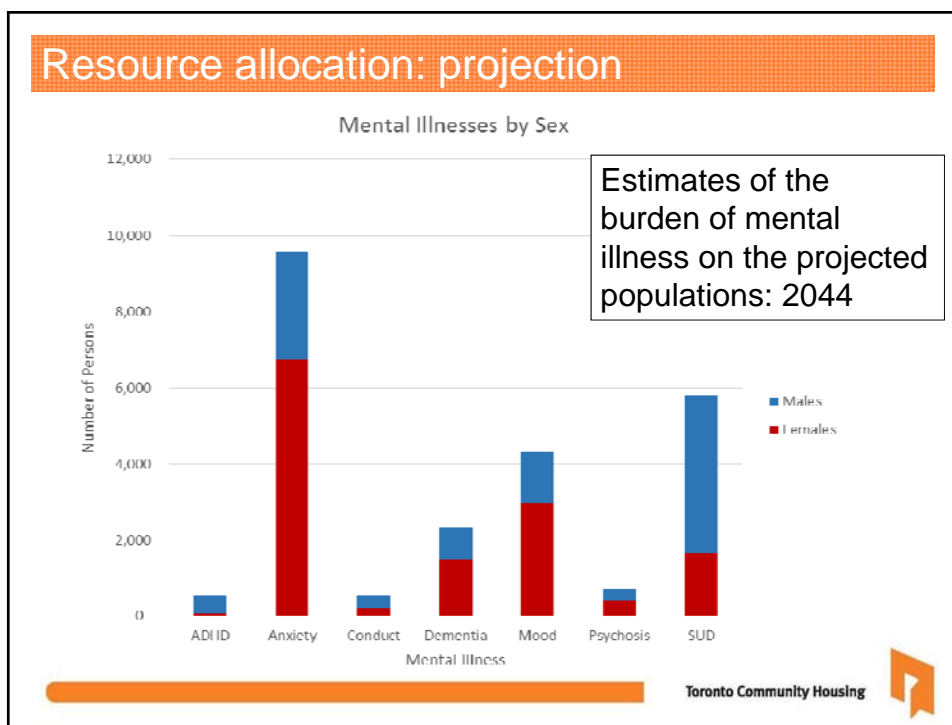
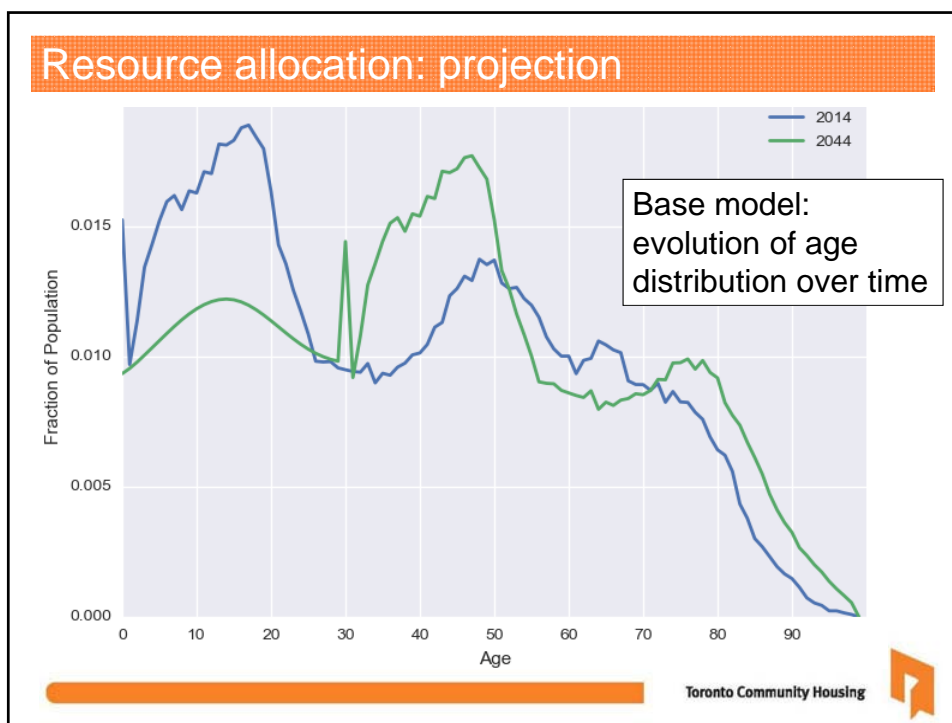
## Resource allocation: data analysis



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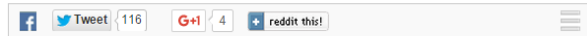




## Advocacy: 291 George Street

### Making social housing work: a TCHC success story

Once, nobody wanted to live at troubled 291 George St.; today it's a model for community renewal.



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## Inform policy changes: seniors

- Response to Ombudsman Report (2013)
- Seniors were losing RGI subsidies because they did not report additional pension income
- Automated/system-generated form letter to residents turning 65

Toronto Community Housing Corporation  
415 DUNDAS ST. E.  
TORONTO ON M5A 2H4  
Tel: 416-981-5500

DATE \_\_\_\_\_

TENANT NAME \_\_\_\_\_  
ADDRESS \_\_\_\_\_  
TORONTO ON POSTAL CODE \_\_\_\_\_

Client Account #: XXXXXX

Dear Tenant Name:

Toronto Community Housing's record indicates that **INSERT NAME** will be turning 65 years of age within the next nine months and may be eligible for Old Age Security (OAS), Guaranteed Income Supplement (GIS) and Canada Pension Plan benefits (CPP). If you qualify for these benefits, it may change your household income. And if you are currently paying Rent-Geared-to-Income rent, it may affect the amount of rent you are required to pay.

Please contact us right away if the income for your household has changed to avoid a retroactive rent charge on your account.

Call Service Canada at 1-800-277-9914 to find out if you qualify for Old Age Security, Guaranteed Income Supplement, or the Canada Pension Plan benefits. Make sure you have your Social Insurance Number ready when you call.

Do you have access to the internet? You can also complete the application forms online at [www.servicecanada.gc.ca](http://www.servicecanada.gc.ca)

It may take several months for Service Canada to process your application. You can apply for these benefits one month after your 64th birthday to ensure you get them by your 65th birthday.

If you receive a pension from other countries, you must report this income to Toronto Community Housing as well.

Please call us at 416-981-5500, if you have questions about this letter or your account.

Sincerely,  
Operating Unit Manager  
Toronto Community Housing

**IMPORTANT**

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## Inform policy changes: 2015 Resident Survey

34. "Disability" is a term that covers a broad range and degree of conditions, some visible and some not visible. Does anyone in your household have a disability? *(Check one answer only)*

Yes.....☐ No.....☐ Don't know.....☐

35. IF YOU ANSWERED YES TO Q34, is it a: *(Check one answer per line)*

	Yes	No	Prefer not to say
Physical disability related to mobility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If yes, does anyone in your household use a mobility assistive device?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If yes, is the mobility assistive device a scooter?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Physical disability, other (for example, visual or hearing impairment)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mental health concern	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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## Challenges

- Size of housing providers
- Privacy issues
- Scale of data collection
- In-house capacity and resources
- Data integrity and system limitations
- Promoting a culture of using data

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## Opportunities

- Collaboration with housing providers and external stakeholders
- Geographic Information System (GIS)
- Open Data movement

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## GIS tools

**Mukib Baum Treatment Centres**

Subjects:  
Adult Day Programs ~ Dual  
Diagnosis : Art Therapy ~ Dual  
Diagnosis : Independent Living  
Skills Instr...

Address:  
40 Samor Rd  
Toronto M6A 1J6

Contact:  
416-633-5775 (phone)  
info@mukibaum.com  
[www.mukibaum.com](http://www.mukibaum.com)

**Lawrence Heights**

Development Information

DevID: 200 OU: F

Main Address: 1-11, 15-87 Amaranth Court

Other Addresses: 1-109 Bagot Court, 51, 50-58 Blossom Field, 1-87 Bredonhill Court, 1-27-53, 2-78 Catahar Court, 1-91 Dorney Court, 2-28, 46-96 Edengarth Court, 1-125 Flemington Rd, 1-5 Leila Lane, 1-3 Old Meadow Lane, 2-84 Pengarth Court,...

Managed By: TCHC

Ward: 15 Police Division: 32

Amenities On Site: Basketball Court, Playground, Skate park, splash pad, community gardens

Description  
Unit & Parking  
Real Estate & Historical

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## Open data: Toronto Transit Commission

City of Toronto / ... / Open Data / Data catalogue / TTC Routes and Schedules

**Open Data** [Share](#)

**Data catalogue**

- Business
- City government
- Community services
- Culture and tourism

**TTC Routes and Schedules**

Owner	Currency	Format	Refresh rate	Website	Contact
Toronto Transit Commission	Current	GTFS	Continuously - Real time refresh	<a href="http://www.ttc.ca">http://www.ttc.ca</a>	Toronto Transit Commission
				<a href="http://www.ttc.ca">http://www.ttc.ca</a>	<a href="mailto:OpenData@ttc.ca">OpenData@ttc.ca</a>

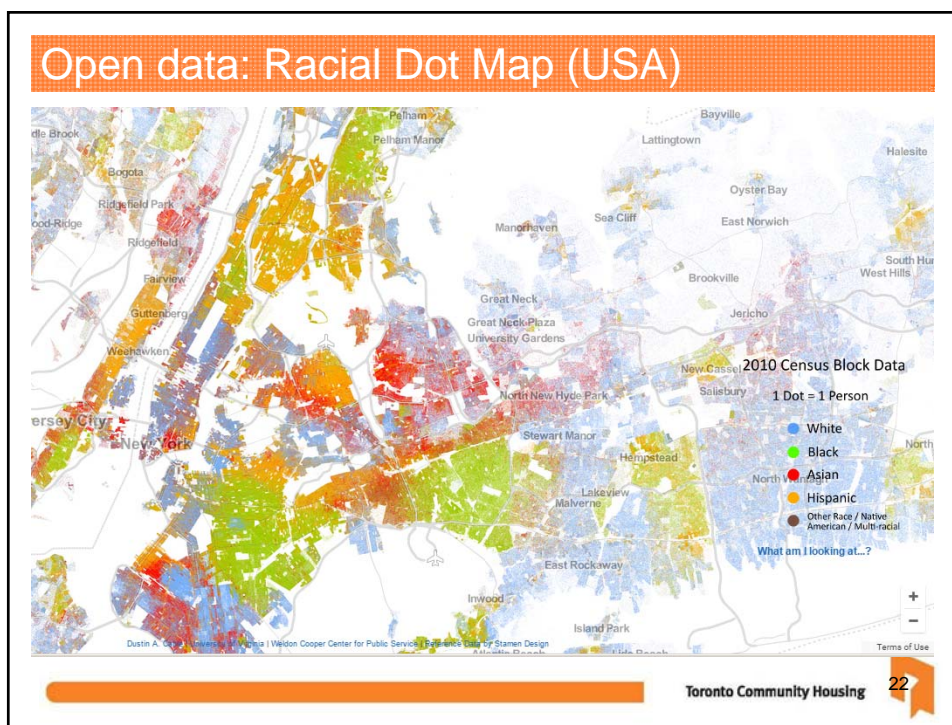
**Related Datasets**

- [Building Permits - Cleared Permits Prior Years](#)
- [Neighbourhoods](#)
- [Bicycle Parking - High Capacity \(Outdoor\)](#)
- [Licensed Dogs and Cats Reports](#)
- [Building Permits - Green Roofs](#)

**Apps** [See more](#)

App	Developer	Rating	Price
Transit Now Toronto	John Simla	★★★★☆	FREE
My TTC - Toronto	Andi Vasani	★★★★☆	FREE
Toronto Transit TTC	Dixon Mobility, LLC	★★★★☆	FREE
TTC Tracker	Nisha Shrivastava & Vish	★★★★☆	FREE
Next TTC	Synology Solutions Inc	★★★★☆	FREE
RocketMan Transit	RocketMan	★★★★☆	FREE

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## Data use: Tenant Insight (UK)



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## Discussion

Questions?

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Thank you!

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