







Goal 4: Support TCHC with training frontline staff	Key Performance Outcomes	Results
<p>The OCHE will work collaboratively with TCHC to provide training to frontline staff with a focus on improving client service experience, reducing evictions, and improving compliance with the ACP.</p>	<ul style="list-style-type: none"> <li>a) Provide training materials and staff resources to support TCHC in their training goals on the ACP and the importance of eviction prevention.</li> <li>b) Collaborate with the Center for Anti-Black Racism ("CABR") to support CABR in delivering specialized training on equity and anti-black racism.</li> <li>c) Collaborate with TCHC to support their delivery of training on trauma-informed practice through an anti-oppressive lens.</li> </ul>	<ul style="list-style-type: none"> <li>a) The ACP is currently under review by TCHC. As a result, the training could not be completed. Once the ACP has been finalized, the OCHE has committed to work with TCHC to roll out this training.<sup>5</sup> <b>Unable to achieve as ACP is under review</b></li> <li>b) Due to staffing changes within OCHE and CABR, this could not be completed. Discussions began in November 2022, between OCHE and CABR to develop a training module which considers systemic barriers and historic trauma when engaging with tenants. The OCHE will work with CABR to develop this module and it is expected that this training will assist frontline staff in relating to, and engaging with tenants which will contribute to better outcomes with respect to managing arrears of rent. <b>Unable to Achieve</b></li> <li>c) The OCHE provided this training to all of its staff in Q4 2022. Now that the OCHE staff have received this training it will inform future content for training at TCHC in 2023. <b>Achieved</b></li> </ul>
Goal 5: Provide systemic findings and recommendations to TCHC and the Board	Key Performance Outcomes	Results
<p>The OCHE will provide TCHC and the Board of Directors with systemic findings and work with TCHC to address them to improve the ACP, the EPP, and the quality of service for tenants.</p>	<ul style="list-style-type: none"> <li>a) Co-Chair monthly meetings with TCHC Senior Management to discuss systemic findings and provide recommendations for improvement.</li> </ul>	<ul style="list-style-type: none"> <li>a) The OCHE met with TCHC Senior Management monthly in 2022. The OCHE and TCHC worked together to determine how best to ensure the OCHE expanded mandate was delivered. This included the ACP review (ongoing) and stricter criteria for the Stage One Checklist which aims to have TCHC resolving more files without an OCHE intervention. This will be finalized and rolled out in Q1 2023. <b>Achieved</b></li> </ul>

<sup>5</sup> It should be noted that the OCHE will be providing training to TCHC in Q1 2023 on the N4 Checklist.

