

## PRESIDENTS REPORT

Change is an ever present theme in our world and this year was no different in the life of OMSSA. Change takes leadership and resources to be successful. I appreciate the opportunity to have led this organization with a board that showed strong leadership and a very skilled staff who supported the direction of the board and the membership.



Some of the changes that have taken place over this past year include:

- A move to new offices in downtown Toronto.
- Updated financial reporting process.
- Service Manager Housing Network joined together with OMSSA.
- Changed professional development structure with less events and a new format.
- Ever-improving relationship with the province and ability to influence policy.

There have also been some significant changes in the Provincial world that impact on our work. These include:

- Several changes of ministers and ministry staff which required new relationships to be formed.
- Ministry of Training, Colleges and Universities new Employment Ontario role-out.
- The move of child care from Ministry of Children and Youth Services to Ministry of Education.

I believe OMSSA is well positioned to address change proactively and ensure our members voices are heard in influencing and implementing change. I encourage all of you to utilize the resources of OMSSA and be active in the organization to assist you in this ever changing environment we work in. For my last quote to you as President, I leave you with the following by Harriet Tubman ...

“Every great dream begins with a dreamer. Always remember, you have within you the strength, the patience, and the passion to reach for the stars to change the world.”

## EXECUTIVE DIRECTOR REPORT

The advent of our 60th Anniversary allowed us, to use one of the many sayings that have inspired us at the OMSSA office this year: to blow the dust off the covers, to turn over a new leaf, to think outside the box. And boy, have we ever!



We've moved forward on a new approach to our events and to celebrating the achievement of our members with a new awards program. We moved closer to Queen's Park and we are moving along in our development of a more strategic and responsive professional development plan. We moved ahead with implementing our new communications strategy, and surged forward with our excellent work in human services integration and human services planning. And all this in order to serve our members better, and to move effectively together towards our collective goal of creating an enabling policy environment in Ontario for the services we deliver, and the people we serve.

I am extremely proud of OMSSA and our smart, energetic and creative team of members and staff. Thank you for embracing this time of change with such enthusiasm and for ensuring that we continued to thrive. The opportunities created reach into the coming years; one thing that will again bring all OMSSA voices together is our discussion on our new vision, mission and values – I am looking forward to exploring these with all of you and am confident that together we will continue to do good for people and communities across Ontario for at least another 60 years!

## WHO IS OMSSA

OMSSA is a non-profit, voluntary association governed by a 10-member Board of Directors elected by the association membership. The work of the Board of Directors is supported by two standing committees – the Policy and Advocacy Committee and the Professional Development Committee- as well as by issues-specific, time-limited task forces, and five sector-specific networks.

## MEMBERS

OMSSA membership is principally comprised of Ontario's Consolidated Municipal Service Managers and District Social Services Administration Boards. Individual members of OMSSA include municipal or provincial staff, municipally-elected officials, volunteer board members and professionals working in the human services sector.

## BOARD OF DIRECTORS 2009-2010

Patti Moore, County of Norfolk	President
David Rennie, Regional Municipality of York	Vice-President
Douglas Bartholomew-Saunders, Regional Municipality of Halton	Secretary/Treasurer
Brenda Patterson, City of Toronto	Immediate Past President
Sandra Datars Bere, City of St. Thomas	Member at large
Suzanne Gagnon, City of Ottawa	Member at large (resigned December 2009)
David Landers, District of Cochrane	Member at large
Anne Longair, City of Toronto	Member at large
Janet Menard, Regional Municipality of Peel	Member at large
Teresa Piruzza, City of Windsor	Member at large

## STAFF

Kira Heineck	Executive Director
Etan Diamond	Manager, Policy and research
Christie Abramovic	Coordinator, Events
Julia Frost	Coordinator, Professional Development
Deborah McGee	Coordinator, Office and Accounts
Stephanie Rullo	Coordinator, Communications
Meagan Shepherd	Coordinator, Membership Services (on maternity leave until October, 2010)
Rhonda Marley	Executive Assistant, Member Services
Jody Orr	Human Services Integration Project Coordinator (Consultant)

MOVING FORWARD TOGETHER

# Annual Report 2009-2010

**OMSSA**  
CELEBRATING  
60 YEARS

INVESTING IN PEOPLE MAKES SENSE

**OMSSA**

Ontario Municipal Social Services Association

**OMSSA**  
CELEBRATING  
60 YEARS

## OMSSA MISSION STATEMENT

To build our members' capacity to plan, manage and deliver quality human services in their communities.

Throughout the past year, OMSSA has focused on continuing to move forward the priorities set in the five year strategic plan. Implementing the 2009-2010 priorities have centred on human services integration - internally through our own governance model and through the policies and recommendations passed and put forward to government. OMSSA is currently in the middle of implementing the new communications plan and continues work to strengthen both internal and external communications.

Policy, research and government relations

OMSSA welcomes SMHN - OMSSA is proud to report a strong relationship that continues to grow with the Service Manager Housing Network, who, this year joined the OMSSA family of networks. There has been a promise by government of a Long-Term Affordable Housing Strategy introduced in early 2010, as well as changes to energy guidelines for rental units. OMSSA has provided both proactive and reactive recommendations to government through policy and submissions including:

- Housing, Homes and Healthy Communities (December 2009)
- Response to proposed changes to the Energy Consumer Protection Act, 2009

In addition, OMSSA continues working effectively with the Social Housing Service Corporation to better support the sector.

Early Learning Program – The Government of Ontario has shown a progressive vision for child care and early learning in the past year. OMSSA has met this vision with equally progressive policy and program recommendations and has established strong lines of communication with the Ministry of Children and Youth Services, and the Ministry of Education. Advocating for an integrated approach to the implementation of Ontario's Early Years program, OMSSA has tabled a number of reports and recommendations, including:

- Hand in Hand (March, 2009)
- Response to the Early Learning Advisor's Report (July 2009)
- Submission to the Standing Committee on Social Policy's hearings on the Full Day Early Learning Statute Law Amendment Act, 2010

OMSSA's thoughtful work was instrumental in securing the March 2010 budget commitment of \$63.5 million child care in Ontario. Our November 2009 report, Sustaining the future, outlined the impact of the \$63.5 million cut in funding to childcare for families and children in Ontario.

OMSSA continues to build its reputation as a credible and sophisticated resource that brings the voice of municipal service management, and the perspective of Ontario communities to the table. Because of this, OMSSA sits at many of the working groups and committees establishing implementation measures for Ontario's Full Day Learning program.

Network meetings – All of OMSSA's networks met regularly and continued to dialogue and work on issues affecting human services across Ontario. In total OMSSA held 5 meetings of the Policy and Advocacy Committee and 26 meetings of our networks:

- Children's Services
- Ontario Works
- Homelessness

## 2009-2010 STRATEGIC PRIORITIES

- Moving OMSSA toward a human services integration governance model
- Acting as a human services integration catalyst by linking stakeholders across sectors and issues and providing leadership in human services planning
- Enhancing our capacity to be a clearinghouse for research, best practices and other data in the area of human services
- Deepening OMSSA's engagement with the housing sector and housing issues

- Service Manager Housing Network
- Emergency Social Services

Education and Professional Development

In 2009-2010, OMSSA continued to deliver effective and stimulating events and training to members across Ontario.

For example, OMSSA delivered over 500 days of registration-based training in the areas including Family Support Worker, SDMT, Eligibility Review Officer and Policy and Procedure. OMSSA also increased its "OMSSA in your neighbourhood" approach to delivering training in CMSMs and DSSABs across Ontario.

OMSSA in this last year also managed and delivered Supportive Approaches through Innovative Learning (SAIL) and SAIL front-line training in many communities across the province, for a total 462 days of SAIL training. CMSMs and DSSABs embraced the SAIL program throughout the year, creatively making the program their own through incentives to participate, take-aways and personalized SAIL decorations and themes.

Conferences – In addition to on-going training, OMSSA's conferences offered great opportunities for networking and learning for municipal staff and partners from across Ontario. In 2009-2010 OMSSA held:

- the June 2009 Learning Symposium, in Kingston Ontario with the theme Navigating the Storm: Harnessing the Winds of Change
- the September 2009 Social Housing and Homelessness Forum, with the theme Our Housing Continuum: Seize the Opportunities
- the December 2009 Fall Training Seminar, with the theme Putting Our Best Feet Forward: Meeting Current and Emerging Issues in Human Services

Strategic partnerships

With the human services integration goal of deepening OMSSA's knowledge of best practices and strengthening ties with other sectors, OMSSA along with the Association of Local Public Health Agencies (hosted a forum focusing on the Best Start Child and Family Centres. In addition, OMSSA continues to maintain and strengthen our relationships with the following groups:

- Association of Municipalities of Ontario (AMO)
- Northern Ontario Service Deliverers Association (NOSDA)
- Urban Commissioners Group
- Provincial-Municipal Research Network
- OANHSS
- Ontario Public Health Association
- Ontario Association of Hostels

## FINANCIAL REPORT 2009

### STATEMENT OF FINANCIAL POSITION

	31-DEC 2009	31-DEC 2008
<b>ASSETS</b>		
<b>CURRENT ASSETS</b>		
Cash	\$145,209	\$149,146
Short-term investments	90,047	126,889
Accounts receivable	244,393	113,085
Deposits and prepaid expenses	28,238	6,287
	395,407	
Capital assets	2,664	4,652
Long-term investments	364,291	358,433
		\$758,492
<b>LIABILITIES AND FUND BALANCES</b>		
<b>CURRENT LIABILITIES</b>		
Accounts payable and accrued liabilities	242,852	\$163,171
Deferred revenue	166,381	180,164
		343,335
Fund Balances		
Stabilization fund	388,176	365,736
Capital reserve fund	24,015	21,003
General reserve fund	53,418	28,418
	465,609	415,157
	874,842	\$758,492
<b>STATEMENT OF OPERATIONS</b>		
	<b>31-DEC 2009</b>	<b>31-DEC 2008</b>
<b>REVENUE</b>		
Professional development + Events	1,804,132	\$1,313,938
Membership	449,420	419,575
Interest and other	97,295	27,315
Other	34,080	34,080
		1,794,908
<b>EXPENSES</b>		
Professional development + Events	1,489,024	1,039,451
Salaries and benefits	597,175	533,270
Office expenses	36,416	95,153
Professional services	88,469	90,528
Rent	52,984	52,206
Travel	8,597	9,316
Telephone	15,320	12,019
Board and committee expenses	59,047	103,351
	2,347,032	1,935,294
<b>NET SURPLUS (DEFICIT)</b>	+37,895	-\$140,386

This financial report is based on the audit conducted by the firm of Horn Almand Chartered Accountants. The audited Financial Statements are available at the office of the Ontario Municipal Social Services Association.