



message from the
president
David Rennie

Prior to writing this I reflected on what OMSSA's last two Presidents, Patti Moore and Brenda Patterson had written in their Reports. Both spoke of the depth and pace of change over the last few years. Each also spoke of the strength of our association and the ability to provide a critical voice and leadership.

Well, I am here to attest that the pace and scope of change continues to be great! Whether it be the transformational change in housing and child care or the complex work across all sectors associated with reducing poverty and enhancing opportunity in our communities. Great too, however, is the ability of OMSSA and its talented members to contribute in ways that make a difference!

I have valued the opportunity to serve as your President. It has been a privilege to work with my fellow board members, the dedicated staff of OMSSA, our talented Executive Director, Kira Heineck, and each of you. When the day comes that I look back on my career, my time with OMSSA will be one of the greatest highlights. In facing the future I believe it is important to reflect on where you have been and what you have learned. This allows us to draw strength and put our best foot forward.

Given all that OMSSA has achieved, and the dedicated people like you who make up this wonderful association I look forward to the future with great confidence. As Jonas Salk said, "The reward for work well done is the opportunity to do more". If that be so it is time to roll up our sleeves again. My best to all of you.



message from the
executive director
Kira Heineck

We are blessed at OMSSA to have such talented members. Every day you reach greater success, trying creative approaches in your home CMSMs and DSSABs, implementing new and better strategies to planning, managing and delivering human services in your communities.

You do this first and foremost to serve best the people whose lives are touched by these services – children thriving in high quality learning environments, families securing safe and comfortable homes from which to build new, successful lives, and people getting effective training, and appropriate income supports so that they too can thrive, participate meaningfully in their workforces and communities and, in turn, give back. June 2011 marks my fifth year with OMSSA and I have been consistently impressed and proud of the work you do and the real differences you make in people's lives.

OMSSA was able to celebrate some of your achievements during our 60th anniversary year. It is coming to a close, but the celebrating and recognizing is not: our OMSSA awards program continues; the policy solutions we develop and advocate for our grounded in your successes and in the lessons learned from your struggles through the challenges; the education and training opportunities we develop will build on your strengths, respond to emerging best practice and support your capacity; and the new vision, mission and values language that continues to be developed reflects your commitment and knowledge of what is possible for Ontario. Thank you for the opportunity to serve you, and to work with you and the committed OMSSA staff team as we continue to support you do your best for Ontarians.

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 three standing committees – the Policy and Advocacy Committee, Education Committee and the Human Services Integration Committee - as well as by issue 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

David Rennie Co-Lead, Access York Project Regional Municipality of York	President
Douglas Bartholomew-Saunders Director of Employment, Housing & Social Services, Regional Municipality of Halton	Vice-President
David Landers Chief Administrative Officer District of Cochrane (CDSSAB)	Secretary-Treasurer
Patti Moore General Manager, Health and Social Services, County of Norfolk	Immediate Past President
Susan Bacque Manager, Housing Division, City of Peterborough	Member at Large
Sandra Datars Bere Director, Ontario Works and Social Housing, City of St. Thomas	Member at Large (resigned – August 2010)
Anne Longair Director, Hostel Services, Shelter Support and Housing Administration Division, City of Toronto	Member at Large
Nancy MacLean Director, Children's Services District of Algoma (ADSAB)	Member at Large
Janet Menard Commissioner of Human Services Regional Municipality of Peel	Member at Large
Teresa Piruzza Executive Director, Employment and Social Services, City of Windsor	Member at Large

staff

Kira Heineck Executive Director • **Etan Diamond** Manager, Policy and Research • **Meagan Shepherd** Membership Services Coordinator • **Christie Abramovic** Events Coordinator • **Julia Frost** Professional Development Coordinator • **Deborah McGee** Finance and Administration Coordinator • **Nadia Jamil** Policy and Research Analyst • **Stephanie Rullo** Communications Coordinator

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OMSSA
Ontario Municipal Social
Services Association

2011
ANNUAL REPORT

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

In the past year, OMSSA continued to work towards the goals of our five year plan, focusing on the strategic priorities for 2010-2011. These priorities centre on human services integration – internally and externally – and allow OMSSA to respond nimbly, and support members, during these years of great change in all our major sectors. In the 2010 - 2011 year, OMSSA has also worked to strengthen its communications and develop the way it talks to its members, the government, and partner and community organizations.

Policy, research and government relations

Early Learning and Child Care. OMSSA continues to regularly provide both proactive and reactive recommendations to government through forums, reports, and policy submissions. We participated in six different working groups related to the Ministry of Education's implementation of Full-day Kindergarten, including a dedicated Provincial-Municipal Child Care Reference Group to advise EDU on the transfer of child care responsibilities to the ministry. Also on the child care front, our work this year included a survey of CMSMs and DSSABs to assess the state of rural, northern, and remote child care. Our analysis served as the basis for a Member's Forum on Rural, Northern, and Remote Child Care in May 2011, attended by over 60 members, provincial ministry staff, and other associational partners. As provincial discussions continue on the emerging Best Start Child and Family Systems, OMSSA worked with our members to develop a vision of what we think this system should look like. Finally, our Early Learning and Child Care Capacity Building Project has allowed many of our members to engage with school boards and community partners on the opportunities for restructuring their Prenatal-to-12 Child and Family service systems.

Long Term Affordable Housing Strategy (LTAHS) To advise the government on the various legislative and regulatory activities spurred on by the introduction of the LTAHS, and to provide a broader contextual discussion, OMSSA worked with over 40 members representing almost 30 service manager areas to develop a submission on Bill 140 and other housing issues. The LTAHS Advisory Group established strong lines of communication with the Ministry of Municipal Affairs and Housing and advocated that the province must articulate its own interests and commitments to housing and homelessness. Our submission on LTAHS included:

- our oral presentation to the Standing Committee on Justice Policy
- a clause-by-clause review of Bill 140 with proposed amendments and specific language
- a discussion of the need for balanced accountability between service managers and housing providers
- a preliminary sample analysis of the impact of proposed changes to the rent-geared-to-income subsidy process

The Strong Communities through Affordable Housing Act was passed in April 2011 by the Ontario legislature with the support of all parties. By its thoughtful work, OMSSA continues to build its reputation as a credible and reliable resource that represents the voice of municipal service management across the geographic range of Ontario communities. Our work on the LTAHS has also strengthened OMSSA's partnership with the Association of Municipalities in Ontario (AMO) and we appreciate AMO's on-going leadership in this area.

Income and economic security. With the December 2010 release of our paper, *Climbing the ladder of self-sufficiency*, OMSSA has set out a clear position on the need to shift the focus of social assistance towards greater levels of skills training and workforce development, so as to promote individual and community prosperity. The ideas in our paper served as a foundation for the themes of the 2011 Learning Symposium, *Municipal Innovations in Poverty Reduction*. Our work also serves to link OMSSA with the new provincial *Social Assistance Review*, which is similarly considering ways to redirect social assistance towards a workforce development orientation.

2010 – 2011 Strategic Priorities

Policy Leadership through Change

- Quick response
- Promotion of HSI principles
- Clearinghouse for municipal human services information
- Making the link to the economic prosperity agenda

Shared Excellence Strategies

- Developing a mutual capacity-building project
- Focusing OMSSA's role in training and development

Membership Communications and Engagement

- Serve all our different membership groups
- Revitalize networks and zones
- Engage and include northern and rural voices
- Continue communications strategy
- Continue to engage members in promoting a common vision

Enhancing OMSSA's Capacity

- Strengthen e-information and technology
- Increase use of webinars and videoconferencing

Network meetings – All of OMSSA's networks met regularly in the past year and continued to address issues affecting human services across Ontario. In total OMSSA held 24 meetings of our networks:

- Children's Services
- Ontario Works
- Homelessness
- Service Manager Housing Network
- Emergency Social Services

Education and Professional Development

In 2010-2011, OMSSA continued to provide events and training opportunities for members across Ontario. OMSSA delivered over 312 days of training, including courses such as Family Support Worker Training, Eligibility Review Officer Core, Fabulous Focus Groups, Managing Diversity, Outcomes: Millstones or Milestones, Policy and Procedure Development and The Art of Facilitation.

OMSSA in this last year also continued to manage and deliver Supportive Approaches through Innovative Learning (SAIL) across the province, where many CMSMs and DSSABs continue to embrace the SAIL program, creatively making the program their own through personalized approaches.

Conferences – In addition to on-going training, OMSSA's conferences offered excellent opportunities for networking and learning for municipal staff and partners from across Ontario. 2010 - 2011 conferences included:

- June 2010 Annual Conference with the theme Investing in People Makes Sense in Blue Mountain
- September 2010 Housing and Homelessness Conference with the theme Partnerships for People in Toronto
- Rural, Northern and Remote Child Care Forum
- Policy Forum on Homelessness and the Long-term Affordable Housing Strategy

Strategic partnerships

OMSSA continues to maintain and strengthen our relationships with the following groups:

- Association of Municipalities of Ontario (AMO)
- Northern Ontario Service Deliverers Association (NOSDA)
- Social Housing Services Corporation
- Canada Mortgage & Housing Corporation
- Urban Commissioners Group

messages from our partners

From the Social Housing Services Corporation: SHSC is a non-profit corporation committed to supplying Ontario's housing providers and municipal service managers with programs that add significant value to their operations. SHSC offers programs in energy management, investment, insurance, natural gas purchasing, training and research.

Over the past year, SHSC and OMSSA have continued to work together on research and joint initiatives that meet the needs of our clients. Through cross-promotion of products, events, and services and shared funding for joint programs and research SHSC and OMSSA are committed to ensuring that Ontario's housing sector is empowered to develop safe, vibrant, and sustainable communities.

Lindsey Reed, CEO, SHSC

From the Canada Mortgage and Housing Corporation: For more than 65 years, CMHC has worked with key partners, like OMSSA, to share ideas and develop housing solutions. We consider our strong network of stakeholders to be one of our most important assets. The long-standing partnership between CMHC and OMSSA has served Ontario communities well and will continue to do so in the future.

Peter Friedmann, General Manager, Ontario Region, CMHC

Financial Report 2010 STATEMENT OF OPERATIONS AS AT DECEMBER 31, 2010

	2010	2009
REVENUE		
Professional development		
SAIL	\$ 770,214	\$ 1,275,587
OMSSA products	<u>108,369</u>	<u>120,479</u>
Total professional development	878,583	1,396,066
Member services	665,574	526,622
Events	377,513	389,675
Other	<u>16,131</u>	<u>77,438</u>
Total revenue	<u>\$ 1,937,801</u>	<u>\$ 2,389,801</u>
EXPENSES		
Professional development		
SAIL	\$ 685,082	\$ 1,149,909
OMSSA products	<u>173,073</u>	<u>46,357</u>
Total professional development	858,155	1,196,266
Member services	618,113	887,383
Events	459,637	268,259
Amortization	<u>3,000</u>	<u>1,988</u>
Total expenses	<u>\$ 1,938,905</u>	<u>\$ 2,353,896</u>
EXCESS OF REVENUE OVER EXPENSES FOR THE YEAR	<u>\$ (1,104)</u>	<u>\$ 35,905</u>

The financial report is based on the audit conducted by the firm Cowperthwaite Mehta. The audited financial statements are available at the OMSSA office.