



message from the president

Douglas Bartholomew-Saunders

Reviewing the final messages of great Presidents who have preceded me reminds me of that old adage, *the only true constant is change* which could be the tag line of human services over the decades.

This past year has been no different, although the depth of change is all the more evident when viewed through the HSI lens - the only way to analyze the impact of multiple changes in different ministries and funding envelopes. OMSSA's obligation is to share that analysis with our provincial and federal colleagues and ensure that unanticipated consequences do not result and to ensure the continuation of critically important services for our clients.

I thank you for allowing me to serve as your President, an opportunity that has been very rewarding yet humbling. Working with and on behalf of you I have learned that your collective wisdom, creativity and wisdom is the basis for the transformative work you do. I have learned much that I am incorporating into my own leadership. Your support and encouragement has been ever present as have the strength and talent of a very gifted staff group and Executive Director without whom the job could not be done.

Finally, the true value of an organization – no matter its size – is in its ability to work and speak collectively-something we, as OMSSA do very well. Nobody has said it better than anthropologist Margaret Mead: "Never doubt that a small group of thoughtful, committed, citizens can change the world. Indeed, it is the only thing that ever has."



message from the executive director

Kira Heineck

June 2012 finds OMSSA nearing the end of our current five-year strategic plan (2008-2012) and preparing for our next one into 2017. This is an exciting time to learn from both past successes and challenges, and to look forward through developing a new set of goals and priorities, challenging OMSSA to do even better for its members.

This year we gathered member input into how we are doing, and where you want us to go. We launched a membership survey, hosted a strategic discussion with the 47 senior OMSSA administrators, and I have been spending more time in your communities, hearing from you directly.

What we are learning includes that members want OMSSA to: take a more confident, assertive voice on their collective behalf with decision-makers and stakeholders; continue to champion HSI with the province and to develop supports for you locally; continue to revitalize the zone system; build an educational program that meets your unique needs as human service system managers; and to communicate more effectively on all the work we are doing on your behalf. We have heard you through these many conversations and I look forward to taking this input into the strategic planning process in the fall of 2012.

Thank you for the opportunity to do this incredible work with you over the last five years – and thank you to our great staff team and talented and dedicated Board of Directors. Together, I am confident that we will only do greater things in the next five!

who is OMSSA

The Ontario Municipal Social Services Association is a not-for-profit association whose mission is to provide leadership to support members to plan, manage and deliver effective, integrated human services responsive locally to people's needs.

OMSSA members are Ontario's 47 Consolidated Municipal Service Managers (CMSMs) and District Social Services Administration Boards (DSSABs). CMSMs and DSSABs plan, manage and deliver human services across Ontario including child care, housing and homelessness, and employment, training and social assistance services.

board of directors

Douglas Bartholomew-Saunders

Director, Employment, Housing and Social Services
Regional Municipality of Halton

President

David Landers

Chief Administrative Officer
District of Cochrane (CDSSAB)

Vice-President

Acting Secretary-Treasurer
(October 2011 – June 2012)

Teresa Piruzza

Teresa Piruzza
City of Windsor Secretary-Treasurer

Secretary / Treasurer

(resigned October 2011)

David Rennie

Director, Corporate Initiatives
Regional Municipality of York

Immediate Past-President

Susan Bacque

Manager, Housing Division
City of Peterborough

Member at Large

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

Catherine Matheson

General Manager of Community Development
City of Greater Sudbury

Member at Large

Janet Menard

Commissioner of Human Services
Regional Municipality of Peel

Member at Large

Keith Palmer

Director of Community Services
County of Dufferin

Member at Large

staff

Kira Heineck Executive Director • Diya Gill Manager, Education • Christie Abramovic Coordinator, Events and Sponsorship • Julia Frost Coordinator, Training and Logistics • Nadia Jamil Coordinator, Policy and Networks • Deborah McGee Coordinator, Finance and Administration • Patrick Roulstone Coordinator, Housing and Homelessness Resource Centre • Stephanie Rullo Coordinator, Communications • Meagan Shepherd Strategic Projects and Partnerships • Brian Kreps Acting Manager, Policy (June 2011 – February 2012) • Jody DeGagne Senior Policy Advisor (July 2011 – December 2011).

2012 ANNUAL REPORT

OMSSA
Ontario Municipal Social
Services Association

OMSSA continued in 2011-2012 to develop and promote the theory and practice of Human Services Intergration:

- Working on paper articulating new provincial-municipal shared accountability framework.
- Setting up the Rural, Northern, and Remote Task Force to tackle challenges and develop solutions to service delivery issues through a rural, northern and remote lens.
- Working on key issues such as privacy, access to information, data systems and administrative practices to improve ability to deliver integrated services with the new Information and Privacy Issues Task Force.
- Hosting the Human Services Integration: Policies, Practices, Planning and Partnerships Conference in November 2011.

Policy and Government Relations

In 2011-2012 OMSSA developed a formal plan for its government relations activities that provides a strategic approach to government activities in all sectors. Economic challenges faced by municipalities and the province have steered policy directions for this year, as well as shifts in government direction that have been brought on by events that include:

- New minority government elected in October 2011.
- Release of the report by Don Drummond who chaired the Commission for the Review of the Ontario Public Service in February 2012.
- The still pending (June 2012) passage of the 2012-2013 Ontario budget that required cross party cooperation and agreement for "in principle" passage.

Specific sector accomplishments

Early Learning and Child Care

- Releasing *Moving Forward, Hand in Hand*.
- Ongoing - OMSSA representatives sitting on key internal Ministry of Education tables.
- Continuing OMSSA's work with government to identify and promote solutions to the crisis in the child care system, accelerated by the implementation of full day kindergarten. Working to highlight the different northern, rural, remote, and urban impacts, OMSSA contributed to the environment in which additional funds for child care over the next three years were made available in the 2012 provincial budget.

Income and Employment

- On-going work with the Commission for the Review of Social Assistance in Ontario (CSARO) including meeting with the Commissioners and crafting responses to both the discussion paper, and options papers tabled by the Commission.
- May 2012 Forum on integrated employment services and local workforce development. Attended by OMSSA members, local community agencies, and representatives from the ministries of Training, Colleges and Universities, Community and Social Services and the CSARO.
- On-going work on promoting the vision and model of municipal service system management for integrated employment services in Ontario.
- On-going work on the impact of the loss of the Community Start-up and Maintenance Benefit, the Housing Repairs Program, and the new cap on health and non-health related Discretionary Benefits.

Housing and Homelessness

- Releasing Phase 1, Step 1 of the *Special Priority Policy Impact Study*.
- December 2011- Hosting two housing forums: Developing a Strategy for your Public Housing Stock and Understanding the Ontario Renovates Program.
- Conducting a topical analysis project of the new Housing Services Act legislation, including tools to assist service managers with transitioning to the framework in the new legislation.
- Launching the Housing and Homelessness Resource Centre in partnership with the Ministry of Municipal Affairs and Housing (MMAH).
- April 2012 – HHRC forum.
- OMSSA representatives sitting on key MMAH tables including the Phase One Consolidation Working Group.

Education and Professional Development

In 2011-2012, OMSSA continued to strengthen its education activities. Diya Gill, who we welcomed on board as our new Manager of Education in June 2011 has already increased and improved OMSSA's performance in this area. We started by establishing our new Education Standing Committee and then conducted an omnibus membership survey, the results of which are guiding the association's work in developing our education programs. These include new courses such as Using Performance Measurement in Human Services, and OMSSA's Social Housing Overview as well as updating previously developed popular courses such as Family Support Worker Training, Eligibility Review Officer Core, Case Management and more. Looking ahead to 2012-2013, we are building on member input to develop management and leadership focused courses, as well as new courses in the area of early learning and child care.

OMSSA also continues to manage and deliver Supportive Approaches through Innovative Learning (SAIL) across the province. SAIL continues to support the achievement of positive outcomes within mandated programs. In the past year, SAIL competencies have also been successfully used by members in working with their communities and clients. Looking ahead to 2012-2013, we are strengthening OMSSA's role as a support to members in continuing to expand SAIL competencies within their organizations and communities.

Conferences - OMSSA's conferences offered excellent opportunities for networking and learning for municipal staff and partners from across Ontario. More than 1500 municipal and provincial staff attended 2011 - 2012 events which included:

- June 2011 Learning Symposium with the 62nd Annual General Meeting (London)
- November 2011 Policy and Research Conference on Human Services Integration: Policies, Practices, Planning and Partnerships (Toronto)

In 2011-2012,

OMSSA hosted a total of 31 network meetings with and for its members including the: Children's Services Network, Service Manager Housing Network, Employment and Income Issues Network, Homelessness Network, and Emergency Social Services Network.

message from our partners



Canada Housing and Mortgage Corporation

Canada Mortgage and Housing Corporation (CMHC) is Canada's national housing agency. We are committed to helping Canadians access a wide choice of quality, environmentally sustainable, affordable housing solutions, while making vibrant, healthy communities and cities a reality.

Our relationship with OMSSA has been steadfast and resilient. Together we have made a difference in community after community, and family by family. We salute the efforts of OMSSA members and look forward to a continuing partnership for people in all regions of Ontario.

Peter Friedmann, General Manager, Ontario Region, CMHC



Housing Services Corporation HSC is a non-profit organization committed to delivering programs that add value to the operations of Ontario's municipal service managers and housing providers. These programs include investment, insurance, energy management, bulk purchasing, training and research.

The Boards and staff of HSC and OMSSA are proud of the work that they have done together. By cross-promoting events, products and services and collaborating on research and policy initiatives, HSC and OMSSA continue to build a partnership to help Ontario's housing sector develop safe, vibrant and sustainable communities.

Lindsey Reed, CEO

Financial Report 2011

	2011	2010
STATEMENT OF FINANCIAL POSITION		
AS AT DECEMBER 31, 2011		
ASSETS		
Current assets		
Cash	\$ 60,170	\$ 178,266
Marketable securities	108,369	120,479
Accounts Receivable	146,236	218,041
Prepaid expenses	\$24,900	\$23,162
	<u>507,127</u>	<u>702,299</u>
Capital assets	23,172	3,484
	<u>\$ 530,299</u>	<u>\$ 705,783</u>
LIABILITIES AND NET ASSETS		
Current Liabilities		
Accounts payable and accrued liabilities	\$ 90,474	\$ 134,501
Deferred revenue	65,034	100,294
	<u>155,508</u>	<u>234,795</u>
Net Assets		
Unrestricted	<u>374,791</u>	<u>470,988</u>
	<u>\$ 530,299</u>	<u>\$ 705,783</u>

STATEMENT OF OPERATIONS

AS AT DECEMBER 31, 2011

REVENUE

Member Services	\$ 676,762	\$ 665,574
Professional Development	516,518	878,583
Events	413,748	377,513
Other	3,538	16,131
Total Revenue	<u>\$ 1,613,566</u>	<u>\$ 1,937,801</u>

EXPENSES

Member Services	\$ 687,620	\$ 618,113
Professional Development	577,704	858,155
Events	435,439	459,637
Other	9,000	3,000
Total Expenses	<u>\$ 1,709,763</u>	<u>\$ 1,938,905</u>

EXCESS OF EXPENSES OVER REVENUE FOR THE YEAR

	<u>\$ (96,197)</u>	<u>\$ (1,104)</u>
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The financial report is based on the audit conducted by the firm Cowperthwaite Mehta. The audited financial statements are available at the OMSSA office.