

## PRESIDENT'S REPORT



As you can see from the contents of this report, this year has been a very active and productive year for OMSSA and I would like to thank our members who have maintained their support to the organization and have contributed in many ways to the success of our association. I would also like to thank OMSSA staff who have worked very hard to support us in reaching our goals.

I am glad to report that the association is doing well financially and that we are well positioned for the upcoming year. We have been successful in our advocacy strategy and have been very connected with both the provincial and federal governments on key issues for municipal stakeholders. We want to continue doing this and make sure that our collective voice is being heard. There were also a great number of professional development activities in the last year, building on our previous successes and supporting our members in developing better-informed and trained staff.

In the next year we will continue on the path of our new governance model, support the work of our two standing committees and our various taskforces and continue to build linkages with various groups and levels of government to better support our members.

I would like to close by thanking the members of the Board of Directors who contributed their time, energy and knowledge to make the past year such a success. I look forward to 2005-06 and an exciting new year for our association.

Danielle Massé  
President

## EXECUTIVE DIRECTOR'S REPORT



This past year has been a busy one for OMSSA. The association has had the opportunity during the past year to work with a consultative provincial government which actively engages stakeholders in its work. OMSSA has been involved in many different provincial initiatives, bringing forward our members' issues and promoting their key priorities.

This has been the first full year of OMSSA's new governance model and its associated operating structure. The range of activities, products and outcomes noted in this report is a testament to the success of the new model and to the active engagement of OMSSA members.

The bold advocacy directions have already paid dividends in terms of increased visibility for OMSSA with federal and provincial politicians and their senior staff. There has been much to learn and the support of our government relations advisors, Impact Public Affairs, has been valuable in this process.

Our professional development activities have also expanded with the launch of several new training products pertaining to childcare and social housing—all from a service system management perspective. Without exception, each new product received very positive reviews.

The association's current financial stability reflects both the very important support of our members and the active, hard work of our staff.

We have had a good year and are on the cusp of achieving significant investments in social infrastructure. However, given the current political landscape both federally and provincially, OMSSA needs to continue to push its message that "investing in people makes sense."

Pauline Carter  
Executive Director

## MISSION STATEMENT

*Investing in People Makes Sense*

## PURPOSE

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

## OUTCOMES

- Increased public acceptance of the importance of human services to healthy communities.
- More progressive public social policy and program design.
- Increased member capacity to plan, manage and deliver integrated human services.
- Higher calibre professionals delivering human services.

## MEMBERS

OMSSA membership includes the Consolidated Municipal Service Managers. Individual members of OMSSA include municipal or provincial staff, municipally elected officials, volunteer board members and professionals working in the social services sector.

## BOARD OF DIRECTORS

Danielle Massé, City of Ottawa ..... President  
Richard Williams, Prince Edward – Lennox ..... Vice-President  
and Addington Social Services  
Brian Hutchings, Region of Niagara ..... Secretary/Treasurer  
Adelina Urbanski, Region of Halton ..... Past-President  
Sandi Adamson, District of Muskoka  
Fern Dominelli, Manitoulin-Sudbury DSSAB  
Rick Farrell, City of Brantford  
Jennifer Kirkham, City of London  
Patricia Knapp, City of Peterborough  
Brenda Patterson, City of Toronto

## STAFF

Pauline Carter ..... Executive Director  
Marianne Seaton ..... Director, Professional Development  
Christie Abramovic ..... Office/Events Coordinator  
Tom Boreskie ..... Member Services Coordinator  
Julia Frost ..... Administrative Assistant  
Wade Grocott ..... Manager, Training and Development  
Meagan Halter ..... Administrative Assistant/Receptionist  
Colleen Lenaghan ..... Accounts

### Ontario Municipal Social Services Association

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# OMSSA

ONTARIO MUNICIPAL  
SOCIAL SERVICES ASSOCIATION

L'ASSOCIATION DES  
SERVICES SOCIAUX DES  
MUNICIPALITÉS DE L'ONTARIO



# Investing in People Makes Sense



ANNUAL REPORT ■ 2004-2005

During 2004-05, the Ontario Municipal Social Services Association (OMSSA) continued implementation of a governance model adopted in 2003, which emphasizes the importance of membership-based advocacy initiatives and professional development services. The renewed focus on these two key member services led to many successes during the year.

## ADVOCACY

### Committee/Task Forces

OMSSA's Advocacy Standing Committee oversaw the transition of the association's advocacy efforts from its earlier policy committees to a series of task forces which examine specific issues and concerns within social and community services program areas. Under the governance model, the task forces make recommendations to OMSSA's Board of Directors regarding advocacy and professional development aspects of these issues. The work of the Advocacy Committee culminated in the launch of *Campaign 47* at the 2005 Annual General Meeting.

- The **Children's Vision Task Force** produced a *Vision for Children in Ontario*, calling for higher quality services, a greater role in service system planning, and flexible, adequate funding for CMSMs. A communication strategy was developed and implemented to gain support for the vision from all levels of government.
- The **Early Learning and Child Care Task Force** issued *OMSSA's Challenge for Change: Building a System of Early Learning and Child Care* and provided input into the Ministry of Children and Youth Services Best Start plan.
- The **Emergency Shelters Funding Model Task Force** began work to identify the range of services provided by emergency shelters by conducting an extensive survey and will propose a sustainable service and funding model.
- The **Ontario Works Simplification Task Force** submitted its final report to the Ministry of Community and Social Services, which led to the issuing of an Ontario Works Bulletin simplifying initial application verification requirements.
- The **Social Housing Capital Reserves Task Force** worked with the Social Housing Services Corporation to address future capital liability needs to maintain social housing stock. This work is continuing under the leadership of the Service Manager Housing Network.
- The **Transitioning Ontario Works to a Labour Force Development Program Task Force** released its report and worked with the Ministry of Community and Social Services to develop a policy framework promoting the transition.

The **Research Analysis and Literature Review Sub-Committee** prepared a summary of key research to support OMSSA's overall vision and the association's priorities, issuing its report *Demonstrating the Value of Social Investment*.

### Government Relations

OMSSA promoted its agenda at the federal level, meeting with ministerial staff and submitting a brief to the federal Finance Committee, which saw the association's recommendations reflected within the committee's report.

At the provincial level, OMSSA representatives met on three occasions with the Minister of Community and Social Services to promote the simplification and transitioning of the Ontario Works program to a labour force development program. OMSSA representatives also met with the Minister of Children and Youth Services to discuss recommendations regarding children with special needs and to provide input into the provincial government's Best Start Plan.

## ONTARIO MUNICIPAL SOCIAL SERVICES ASSOCIATION

### FINANCIAL REPORT

#### STATEMENT OF FINANCIAL POSITION

Assets	31-Dec 2004	31-Dec 2003
<b>Current Assets</b>		
Cash	\$324,444	\$233,333
Short-term investments	\$76,607	\$71,057
Accounts receivable	\$190,874	\$85,894
Deposits and prepaid expenses	\$14,356	\$4,969
	\$606,281	\$395,253
<b>Liabilities and Accumulated Surplus</b>		
<b>Current Liabilities</b>		
Accounts payable and accrued liabilities	\$152,335	\$49,305
Deferred membership fees and income	\$36,325	\$93,742
	\$188,660	\$143,047
<b>Accumulated Surplus</b>	\$417,621	\$252,206
	\$606,281	\$395,253

#### STATEMENT OF OPERATIONS

	31-Dec 2004	31-Dec 2003
<b>Revenues</b>		
Membership	\$329,464	\$286,902
Interest and other	\$1,561	\$769
General revenue		\$258,283
Profit on investments	\$5,550	
Convention and seminars	\$1,018,227	\$423,843
	\$1,354,802	\$969,797
<b>Expenditures</b>		
Salaries and benefits	\$402,320	\$434,596
Travel	\$19,622	\$10,234
Amortization	\$20,993	\$18,385
Office expenses	\$637,789	\$385,464
Rent	\$49,401	\$44,633
Telephone	\$13,222	\$10,478
Marketing	\$0	\$0
Professional Services	\$38,159	\$14,777
Subscription, memberships, and registration	\$1,119	\$2,197
Board and committee expenses	\$790	\$1,673
	\$1,183,415	\$922,437
<b>Excess (shortfall) of revenues over expenditures</b>	\$171,387	\$47,360
Loss on write-down of short term investments	\$0	\$0
<b>Net Excess (shortfall) of revenues over expenditures</b>	\$171,387	\$47,360
<b>Operating reserve</b>	\$78,758	\$73,060
<b>Stabilization Fund</b>	\$285,666	\$167,476
<b>Success Sharing Plan - 2004</b>	\$28,200	\$11,670
<b>Capital reserve</b>	\$24,997	
	\$417,621	\$252,206

This financial report is based on the audit conducted by the firm of Wilson & Detheridge. The audited Financial Statements are available at the office of the Ontario Municipal Social Services Association.

In addition, OMSSA issued recommendations to the provincial government regarding the consolidation of homelessness programs and funding envelopes, and the importance of long-term investment in social housing.

OMSSA participated in the 2005 provincial budget consultation, submitting a brief to the provincial Finance Committee.

### Working with Stakeholders

OMSSA coordinated municipal input into revisions to the Provincial-Municipal Social Services Consultation Group's terms of reference, which led to the association becoming a full member of the consultation group.

OMSSA worked with Social Housing Services Corporation to support the transition of the Ontario Regions Social Housing Group to a new Service Manager Housing Network.

OMSSA created linkages with provincial child care organizations to promote information sharing.

## PROFESSIONAL DEVELOPMENT

### Committee

The Professional Development Committee undertook development of a member satisfaction and needs survey to assess the professional development needs and interests of OMSSA members.

### Skills Training

The Advanced Case Management and Development Program (ACMDP) was the main focus of OMSSA's skills training activities. OMSSA and its partners, Rana International and Labour Market Partners, worked with Ministry of Community and Social Services staff to revise all training materials, delivered over 600 days of training across the province, and developed and delivered all train-the-trainer sessions.

In partnership with Education Wife Assault, OMSSA developed a learning module focused on woman abuse issues, *Woman Abuse Issues and Related Community Supports and Services*, and delivered orientation and familiarization sessions to municipal staff.

OMSSA provided 30 skills training sessions on self-employment, Ontario Works core curriculum and organizational capacity-building to 750 municipal staff members.

Three new training products were developed and delivered for children's services and social housing staff: Child Care Case Planning and Interviewing Skills; Building Organizational Capacity; and Fun with Systems Thinking.

OMSSA established a training partnership with the Region of Peel Social Services to expand the training curriculum available to OMSSA members.

### Conferences

During 2004-05, OMSSA staged five multi-day conferences for its members, three of which—the Spring Administrators' Seminar, Learning Symposium and Fall Training Seminar—examined a broad spectrum of social services issues. The association also organized the Forum for Service Managers on Social Housing with the Ontario Regions Social Housing Group and the Learning Forum on Homelessness with the Ontario Association of Hostels. Approximately 1000 delegates attended the five conferences.

### Networking

OMSSA continued to provide networking opportunities in children's services, homelessness and Ontario Works, offering several networking sessions during the year in which members discussed emerging policy issues and shared local initiatives.