



Message from the President
Janet Menard

Ontarians have given Premier Kathleen Wynne a solid mandate to implement her budget and campaign priorities. They have chosen a kinder and gentler approach to the building of this province and the creation of jobs. However, the government has also committed to eliminating the deficit in three years and this will require some tough decisions that may impact us.

The results of the election are consistent with the recent OMSSA poll on social service “attitudes”. Over half polled think the government should take responsibility to ensure the population is provided for. And they are concerned about poverty, affordable housing, youth unemployment and economic development. They don’t have a clear sense of progress being made in these areas. We need to change that.

OMSSA and our members have an opportunity to play a key role in improving the social safety net and quality of life for Ontarians over the next four years. Our long term housing plans and the early years’ system must remain on the right track. But more is required to support local economic development and to improve the employment and social assistance systems.

Central to our success is the continuation of local flexibility, leveraging community partnerships, systems thinking and human services integration, including alternative business models. I urge you to advocate for increased local discretion both at home and with the provincial and federal governments and to take advantage of the supports and services provided by OMSSA in building our individual and collective capacities. Together we will make Ontario stronger for all.



Message from the Executive Director
Kira Heineck

Inspiring community health and well-being. Creating community together. Not only are these the themes of this year’s Learning Symposium, they are very much excellent descriptions of what OMSSA members do every day. And what the OMSSA Board and staff team strive to support you with every day – and to champion.

As we move into another year new opportunities exist to make even more progress in creating healthy communities: a stable provincial government with whom OMSSA has established productive relationships; strengthening partnerships that expand our sphere of activity and influence, including with associations such as AMO and AMCTO, policy bodies such as the Mowat Centre, the Local Health Integration Networks and the private sector; the value to be leveraged through innovative approaches such as open data, Social Impact Bonds, leadership development resources designed explicitly for human service professionals and Corporate Responsibility as it relates to municipal service system management.

And we have you – our member delegates. Throughout the last years of change and uncertainty we have worked with you to steadily integrate available resources and new strategies to serve communities and, despite the odds, support local health and well-being. Change will continue as CMSMs and DSSABs take on increasing community stewardship and leadership roles. It is an iterative, collective project and as we move forward, we will continue to create OMSSA together – to inspire member health and well-being across Ontario.

Who is OMSSA

Established in 1950, the Ontario Municipal Social Services Association (OMSSA) is a non-profit organization whose members are the **Consolidated Municipal Service Managers (CMSMs) and District Social Services Administration Boards (DSSABs)** across Ontario. Our members’ interests are represented to OMSSA by the senior human services staff of the CMSMs and DSSABs.

OMSSA vision: An inclusive Ontario that values and respects people by serving them in the communities where they live.

OMSSA mission: Supporting leadership in integrated human services.

Board of Directors:

Janet Menard
President
Commissioner of Human Services
Regional Municipality of Peel

Catherine Matheson
Vice-President
General Manager of Community Development
City of Greater Sudbury

Keith Palmer
Secretary-Treasurer
Director of Community Services
County of Dufferin

David Landers
Immediate Past-President
Chief Administrative Officer
District of Cochrane (CDSSAB)

Cordelia Abankwa
General Manager, Social Services
Regional Municipality of York

Greg Bishop
Director, Children and Community Services
County of Simcoe

Anne Comtois-Lalonde
Administrator, Social Services
United Counties of Prescott and Russell

Anne Longair
Director, Municipal Child Care Services, Children’s Services Division
City of Toronto

Kerry Lubrick
Director, Employment and Income Support
City of Hamilton

Nancy MacLean
Director, Children’s Services
District of Algoma (ADSAB)

Staff:

Kira Heineck: Executive Director; **Petra Wolfbeiss:** Director, Policy and Public Affairs; **Diya Gill:** Human Services Leadership Program; **Christie Abramovic:** Manager, Education; **Lilian Cheung:** Executive Assistant (May 2013 – November 2013); **Chantille Davis:** Executive Assistant; **Liz McGuire:** Policy Advisor; **Cortney Proctor:** Coordinator, Education; **Patrick Roulstone:** Coordinator, Housing and Homelessness Resource Centre (term ending January 2014); **Stephanie Rullo:** Coordinator, Communications and Social Media (on leave to November 2013); **Meagan Shepherd:** Coordinator, Education (on leave as of January 2014); **Rachael Walisser:** Policy Advisor (July 2013 – May 2014).

Investing in People
Makes Sense.



2014
ANNUAL REPORT



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ONTARIO MUNICIPAL SOCIAL
SERVICES ASSOCIATION

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OMSSA and Local Leadership in a Time of Transformation

2013-2014 has been action packed for OMSSA in our efforts to strengthen our member delegates' capacity and roles as Ontario's service system managers. Here are some of the activities we engaged in on your behalf:

Highlights for 2013-2014 in Policy and Public Affairs include:

- Supported the implementation of OMSSA's 2013-2017 Strategic Plan and strengthened OMSSA's policy development process as Board members assumed Network Chair positions.
- Continued to build strong sector and provincial partnerships by:
 - Joint advocacy on employment program and services delivery and management with the Ontario Native Welfare Administrators Association (ONWAA) and the Northern Ontario Service Deliverers Association (NOSDA).
 - Worked in partnership with NOSDA and the Housing Services Corporation on a northern housing and homelessness plan review.
 - Partnered with the Ministry of Education (EDU) on a resource centre to support member CMSMs and DSSABs in the development and implementation of the new child care funding model.
 - Partnered with the Ministry of Municipal Affairs and Housing (MMAH) on the Housing and Homelessness Resource Centre to support member CMSMs and DSSABs as they developed their 10 year housing and homelessness plans.
 - Ongoing partnership with the Association of Municipalities of Ontario (AMO) in policy development and advocacy.
- Release of the integrated human service system management paper; *Connecting Need and Resources at the Local Level*, through the Policy and Advocacy Committee (PAC).
- Established policy tables for affordable housing and homelessness prevention and early years and child care.
- Strong engagement with municipal, provincial and sector partners through membership on multi-ministry groups including:
 - Poverty Reduction Technical Advisory Working Group.
 - Social assistance and employment reform tables.
 - MMAH Housing Partnership Table.
 - EDU partnership tables and working groups on child care modernization.
 - Human Services Benefits Integration discussion table.
- Consultation with the Law Society of Ontario on community safety models.
- Ongoing advocacy on OMSSA service system management positions including in:
 - Provincial pre-budget submission.
 - Poverty reduction recommendations submission.
 - Child Care modernization regulatory consultation submission.
- Engagement with key provincial ministries and sector partners through OMSSA Network tables.
- Strengthened OMSSA advocacy and public education tools by polling Ontarians on their attitudes on the value of social services.
- Notable advocacy wins:
 - Permanency of \$42m Consolidated Homelessness Partnership Initiative (CHPI) transition funding in overall envelop.
 - \$50m for local poverty reduction initiatives.
 - Increase in overall provincial funding for child care and development of more flexible and responsive funding model.

Highlights for 2013-2014 in Education include:

- Increased enrollment in OMSSA's popular frontline training courses which continue to provide good foundational knowledge to new and existing staff in CMSMs and DSSABs.
- New courses offered in sites across Ontario, including *Better Beginnings, Better Futures, Leading and Managing Projects, and Developing Your Social Media Strategy*.
- Development of our Human Services Leadership Program (LDP) to build and support service system management leaders.
- Enhanced OMSSA engagement in *Supportive Approaches through Innovative Learning (SAIL)* including: incorporating strategies to provide SAIL training to OMSSA staff and facilitators; SAIL values, concepts and competencies integrated throughout OMSSA's new LDP.
- Partnered with the province and members to support end-user training of the new social assistance platform, *Social Assistance Management System (SAMS)*.
- June 2013 Learning Symposium - *Whole Child = Whole Community* hosted by the City of Ottawa.
- December 2013 Policy conference Municipal Human Service System Management: *15 Years After Local Services Realignment* in Toronto.
- March 2014 Housing and Homelessness Resource Centre Forum: *Transformation into Reality - Local Planning and the Future of Housing in Ontario*.
- Supporting members in accessibility:
 - Promotion in many sectors of accessible public engagement and meetings.
 - OMSSA tools and materials developed through the *Enabling Change Program* with the Accessibility Directorate of Ontario (ADO).
 - New training resources to help organizations implement some of the strategies in the guides and to become AODA compliant.

What OMSSA Values:

Sustainability • Diversity • Fairness • Responsiveness • Collaborative partnerships • Innovation and continuous improvement

OMSSA is Committed to:

- supporting transparent and accountable processes that put people first;
- championing the local and collective expertise of our members;
- working to ensure our members' voices are reflected in programs, policies and funding;
- promoting local responsiveness and sustainability ; and
- developing policies and positions informed by evidence and the diverse experience of our members

Strategic Direction 1: **Champion and support human services integration**

Strategic Direction 2: **Lead and support members through transformation**

Strategic Direction 3: **Strengthen policy influence at local and provincial levels**

Strategic Direction 4: **Align organizational capacity and accountability to strategic priorities**

Working with Members

In 2013-2014, the many tables where members worked together to inform the work of OMSSA included:

- The **Leadership Table** for the leaders of each of our 47 members
- Two **Standing Committees:** Policy & Advocacy, and Education
- **Task forces** and **working groups** in all sectors
- **Networks:** children's services, service manager housing, employment and income issues, homelessness prevention network, and emergency social services

Financial Report 2013

STATEMENT OF FINANCIAL POSITION

AS AT DECEMBER 31, 2013

	2013	2012
ASSETS		
Current Assets		
Cash	–	\$ 116,635
Marketable Securities	\$ 196,050	410,089
Amounts Receivable	201,407	158,312
Prepaid Expenses	23,187	23,457
	420,644	708,493
Capital Assets		
	15,686	16,385
	\$ 436,330	\$ 724,878

LIABILITIES AND NET ASSETS

Current Liabilities

Bank indebtedness	\$112,610	–
Accounts Payable and Accrued Liabilities	203,166	\$ 253,121
Deferred Revenue	65,333	201,233
	381,109	454,354

Net Assets

Unrestricted	55,221	270,524
	\$ 436,330	\$ 724,878

STATEMENT OF OPERATIONS

AS AT DECEMBER 31, 2013

	2013	2012
REVENUE		
Membership Dues	\$ 610,299	\$ 589,305
Conference Fees	383,226	454,355
Projects/Grants	350,145	219,525
Training	267,833	420,702
Investment Income	15,857	31,058
Job Board	4,400	3,760
Total Revenue	\$1,631,760	\$ 1,718,705

EXPENSES

Personnel	\$ 897,437	\$ 825,818
Education	491,358	651,382
Office and Administration	367,806	274,677
Policy and Member Services	55,933	47,591
Governance	26,117	14,867
Amortization	8,412	8,637
Total Expenses	\$ 1,847,063	\$ 1,822,972

Excess of Expenses over Revenue for the Year

\$ (215,303) **\$ (104,267)**

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