

Investing in People
Makes Sense.

2013

ANNUAL REPORT



OMSSA
ONTARIO MUNICIPAL SOCIAL
SERVICES ASSOCIATION

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Message from the President

David Landers

The Drummond Commission... the new child care funding formula and framework... 10-year housing and homelessness plans... the Commission for the Review of Social Assistance... the Social Services Solutions Modernization Project... the Community Homelessness Prevention Initiative... Austerity. Change has been a constant for us in the human services sector, but the level of transformative change we have seen in this past year in Ontario is startling. Some of the changes we have seen have been positive and some have been disappointments. It seems that some changes have gone too far and some have not gone far enough.

I have had the privilege of serving as your President at OMSSA during this year of transformative change. I am proud to say that your Association has played a key part in influencing policy decisions and preparing members to adapt and lead through change. In fact, the five-year strategic plan adopted by the Board is entitled *Supporting Leadership Through Transformation: Towards Human Services Integration*. Through some hard work at the Board and with the support of the fine staff at OMSSA, we have adopted a visionary plan of action for the Association and its members.

Delivering services to people in an era of austerity means getting by on the bare minimum. But the people we serve in our communities are getting by, far too often, on less than the bare minimum these days. I am proud to be part of an Association whose members struggle against the tide to ensure that the individuals and families in their communities are afforded the opportunity to succeed and contribute to making Ontario the best place to live in the world.



Message from the Executive Director

Kira Heineck

Last year, I wrote in anticipation of OMSSA's new five-year strategic plan (2013-2017). The time was — and remains — ripe with opportunities to learn from past successes and challenges, allowing OMSSA to challenge itself to do even better for its members. A year later, I am pleased to note that we have a strong new plan that will do just that.

Our new plan builds on the success of our last five years. In that time, OMSSA developed a more strategic and influential voice with the Province, with key partners such as the Association of Municipalities of Ontario (AMO), and with municipal social and housing services. Engaging more provincial ministries yielded positive results. Service integration has made its way into mainstream provincial policy and budget discussions, and our members have more seats at decision-making tables than ever before. OMSSA has also expanded the quality and scope of our networking and educational opportunities for members and provincial officials.

In 2013, we reaffirm our commitments to advancing human services integration and to ensuring that local, provincial and federal policies affecting human services are informed by service manager expertise. It recognizes that we are in a period of change and uncertainty, and puts a priority on delivering change management support to our members. And it commits us to being held accountable.

I am thrilled to be working with our great members, Board of Directors and staff team during this period of promise. Together, we will support ever-stronger service system managers across all our Ontario municipalities.



OMSSA and Local Leadership in a Time of Transformation

2012-2013 was a pivotal year, grounded by our work to develop a new five-year strategic plan that reflects OMSSA member interests and supports us to work effectively with all orders of government and partners. We consulted widely while developing the plan, most importantly with our members. We heard and responded to advice that we need to define and emphasize municipal service system management (SSM) more clearly and prominently, while continuing to use SSM as a lens in our work on human services integration (HSI) and to inform our education initiatives.

Highlights for 2012-2013 in Policy and Public Affairs include:

- The release of key OMSSA papers such as *OMSSA and Local Leadership in a Time of Transformation* and our response to the 2013 Provincial Budget.
- SSM and HSI language and recommendations in the final report from the *Commission on Social Assistance Reform in Ontario* and the *Ontario Early Years Framework*; and our work with the province on early implementation discussions for these initiatives.
- Joint OMSSA-AMO working group responding to CSARO recommendations.
- OMSSA's participation in MCSS and MTCU consultations and tables on first steps exploring the future of employment services and social assistance in Ontario.
- Increased flexibility and local leadership in the new child care funding formula.
- The announcement of transitional dollars for CMSMs and DSSABs responding to the end of CSUMB in late 2012, after sustained advocacy by OMSSA and our members.
- OMSSA participation in MMAH's Housing Partnership Table and EDU's Education Partnership Table.
- OMSSA work on the Community Homelessness Prevention Initiative, both at tables and with MMAH staff.
- Hosting the Housing and Homelessness Resource Centre (HHRC), in partnership with MMAH, providing key supports to members as well as a two-day Forum in October 2012.
- The development of an Early Learning and Child Care Resource Centre in partnership with EDU.
- OMSSA invitation to Ontario Budget Speech by Minister of Finance in May 2013.

Highlights for 2012-2013 in Education include:

- New courses providing key management tools and competencies, personal skill development and information about emerging issues, offered both in person and via webinar to sites across Ontario.
- Initial development work for our Human Services Leadership Program to build and support service system management in CMSMs and DSSABs.
- Enhancing OMSSA's support of *Supportive Approaches through Innovative Learning (SAIL)*, and ensuring OMSSA education courses incorporate and build on SAIL competencies and concepts.
- Initial development of training supports for the successful implementation and sustainability of the new social assistance platform, *Social Assistance Management System (SAMS)*.
- June 2012 Learning Symposium, hosted by Region of Peel: *Inspiring Human Services in the 21st Century: Creating an App for that!*
- November 2012 Policy and Research Conference on Human Services Integration: *Realizing the Vision* in Toronto.
- Development of key resources and forums through the *Enabling Change Program* with the Accessibility Directorate of Ontario (ADO), such as guides for accessible public engagement and conducting accessible meetings. The forums focused on engaging effectively with communities and included municipal staff, elected officials, community volunteers and municipal Accessibility Advisory Committee (AAC) members from across Ontario.

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
- 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**

OMSSA's Partners:

Presenting Partner: RBB Innovations / One Human Services Network



RBB Innovations is a social purpose enterprise providing integrated human service software solutions. We are proud to provide highly secure cloud based integrated systems such as One Human Services Network (OneHSN). OneHSN facilitates integrated service coordination across programs and provides shared access to common tools and databases in a multi-enterprise environment. As an integrated system, OneHSN aims to help improve service delivery, strengthen relationships between agencies, and reduce duplication. RBB is very proud to be a technology partner with OMSSA and service managers across Ontario.

Jason Collins, Director of Corporate Development

OMSSA would also like to thank its Host Partners for 2012:

- Canada Mortgage and Housing Corporation
- Housing Services Corporation
- Region of Peel
- Halton Region

Working with Members

In 2012-2013, 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, and emergency social services

Financial Report 2012

2012

2011

STATEMENT OF FINANCIAL POSITION

AS AT DECEMBER 31, 2012

ASSETS

Current Assets

Cash	\$ 116,635	\$ 60,170
Marketable Securities	410,089	275,821
Accounts Receivable	158,312	146,236
Prepaid Expenses	23,457	24,900

708,493 507,127

Capital Assets

16,385 23,172

\$ 724,878 \$ 530,299

LIABILITIES AND NET ASSETS

Current Liabilities

Accounts Payable and Accrued Liabilities	\$ 253,121	\$ 90,474
Deferred Revenue	201,233	65,034

454,354 155,508

Net Assets

Unrestricted 270,524 374,791

\$ 724,878 \$ 530,299

STATEMENT OF OPERATIONS

AS AT DECEMBER 31, 2012

REVENUE

Member Services	\$ 812,739	\$ 679,762
Professional Development	460,352	516,518
Events	414,557	413,748
Other	13,220	3,538
Investment Income	17,838	12,034

Total Revenue \$ 1,718,706 \$ 1,625,600

EXPENSES

Member Services	\$ 894,214	\$ 687,620
Professional Development	425,222	577,704
Events	494,905	435,439
Other	8,632	9,000

Total Expenses \$ 1,822,973 \$ 1,709,763

Excess of Expenses over Revenue for the Year \$ (104,267) \$ (84,163)

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

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:

David Landers

President

Chief Administrative Officer
District of Cochrane (CDSSAB)

Janet Menard

Vice-President

Commissioner of Human Services
Regional Municipality of Peel

Catherine Matheson

Secretary-Treasurer

General Manager of Community Development
City of Greater Sudbury

Douglas Bartholomew-Saunders

Immediate Past-President

Commissioner, Social Services
Regional Municipality of Waterloo

Anne Comtois-Lalonde

Administrator, Social Services
United Counties of Prescott and Russell

Anne Longair

Director, Hostel Services, Shelter Support and Housing Administration Division
City of Toronto

Cordelia Abankwa

General Manager, Social Services
Regional Municipality of York

Greg Bishop

Director, Children and Community Services
County of Simcoe

Keith Palmer

Director of Community Services
County of Dufferin

Nancy MacLean

Director, Children's Services
District of Algoma (ADSAB)

Staff:

Kira Heineck: Executive Director; **Petra Wolfbeiss:** Director, Policy and Public Affairs; **Diya Gill:** Manager, Education; **Christie Abramovic:** Senior Coordinator, Education; **Lilian Cheung:** Executive Assistant (as of May 2013); **Julia Frost:** Coordinator, Training and Logistics (retired April 2013); **Paul Lewkowicz:** Policy Advisor (January - April 2013); **Deborah McGee:** Coordinator, Finance and Administration (resigned January 2013); **Patrick Roulstone:** Coordinator, Housing and Homelessness Resource Centre; **Stephanie Rullo:** Coordinator, Communications; **Meagan Shepherd:** Coordinator, Education.