

PRESIDENT'S REPORT



It is difficult to imagine that the OMSSA Board and staff have ever worked harder than over the past year. The implementation of our new governance model has been a major commitment of time and energy. What has been particularly encouraging is the response that we have had from our membership in moving this forward. In addition to contributing your very valuable time, you have further supported your association with financial support from very limited budgets. I know this was not easy for many, but I hope it means that you approve of the direction we are taking. Many thanks from the Board and me.

I am pleased to report that the financial circumstance of the association has improved over the last two years and will position us well to continue maximizing the effectiveness of our new service delivery model. Our priorities for the coming year will need to be focused and sustained and will centre around four core issues:

- Increased investment in a system of economic security for low income families and individuals;
- Greater investment in high quality early learning and child care;
- Increased investment in housing and root causes of homelessness; and
- Simplified, flexible and fair funding frameworks for programs.

You will be hearing more from us on these items as we move forward.

I would like to thank the Board for all of its hard work and dedication over the past year and extend my gratitude to the staff, especially Pauline Carter, for its continued efforts on all our behalf. Finally, thanks to all of you for your support and encouragement as we move forward. My best wishes for continued success.

Adelina Urbanski
President



EXECUTIVE DIRECTOR'S REPORT

OMSSA staff have worked diligently to implement the new governance model to enhance services to you, OMSSA's members.

The past year has started us on our way to engaging you more fully in policy discussions, advocacy and professional development priorities. Through our conferences and electronic communication, you are hearing from us more often and hopefully feel more engaged. We will continue to do more.

Our members agreed that we must work harder at building relationships with other associations and networks, and ensure that messages, wherever they are delivered, are consistent and persistent. To further that goal, OMSSA representatives met with provincial ministers to present CMSMs' issues and emphasize the importance of our involvement in policy and program design. OMSSA has also continued to forge strong relationships with other associations and working groups to encourage improved social investment and ensure that programs support local priorities.

OMSSA continues to work to fulfill its mission statement: *to build our members' capacity to plan, manage and deliver quality human services in their communities.* In so doing, we will ensure that our members are better informed, able to increase their influence upon decision-makers and have the skills needed to plan, manage and deliver quality human services.

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

Adelina Urbanski, Region of Halton President
Danielle Massé, City of Ottawa Vice-President
Roy Hardy, County of Middlesex Secretary/Treasurer
Michael Schuster, Region of Waterloo Past-President
Fern Dominelli, Manitoulin-Sudbury DSSAB
Rick Farrell, City of Brantford
Tom Johnson, City of London
Patricia Knapp, City of Peterborough
Fran Smith, County of Hastings
Richard Williams, Prince Edward – Lennox
and Addington Social Services

STAFF

Pauline Carter Executive Director
Marianne Seaton Director, Business Development
& Marketing
Tom Boreskie Member Services Coordinator
Julia Frost Administrative Assistant
Wade Grocott Trainer and Developer
Julie Hannah Administrative Assistant
Colleen Lenaghan Accounts
Lovelet Thomas Administrative Assistant/
Receptionist

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
2003-2004

LOOKING BACK

WHAT WE ACCOMPLISHED

During 2003-04, the Ontario Municipal Social Services Association (OMSSA) restructured its governance model to re-emphasize the importance of its membership-based advocacy initiatives and professional development services. OMSSA's Board of Directors began implementation of a transition plan for the association by identifying key definitions, roles and strategies for the advocacy and professional development directions of the organization.

To further reflect these priorities, the existing committee structure addressing specific program areas of the association's mandate—children's services, housing and homelessness, and social assistance—was replaced by two standing committees on advocacy and professional development. A series of task forces will examine specific issues and concerns within these program areas, making recommendations to the Board of Directors regarding advocacy and professional development aspects of these issues.

The Board of Directors will conduct annual reviews of the governance model and implement necessary changes to keep it working effectively and efficiently on behalf of the association's members.

ADVOCACY

OMSSA's Advocacy Standing Committee established its terms of reference and began to identify actions necessary to improve social services integration, funding, policies and procedures and to build OMSSA's credibility as a strong advocate for the development and delivery of social services from a service system management perspective

OMSSA issued a paper to the provincial government on effective service management of child care in Ontario, outlining recommendations to improve the accessibility, quality and accountability of the child care system and to increase the effectiveness of service system management.

OMSSA also issued recommendations to the provincial government outlining service and funding pressure issues associated with the delivery of special needs services to children.

OMSSA issued a report outlining fraud referral considerations to assist municipal social services staff in assessing alleged cases of social assistance fraud.

PROFESSIONAL DEVELOPMENT

The Professional Development Standing Committee formulated its terms of reference in order to identify programs and services relevant to the needs and interests of members.

OMSSA and its partners, Rana International and Labour Market Partners, commenced training across the province on all management, case management and train-the-trainer modules under the Ontario Works Advanced Case Management and Development Program and undertook revisions to the module content.

OMSSA, in partnership with Education Wife Assault, secured an important contract with the provincial government for development of a learning module focused on woman abuse issues for delivery to CMSM Ontario Works staff.

During the year, OMSSA staged seven conferences, the largest of which was the 2003 OMSSA Learning Symposium focusing upon excellence in service delivery and featuring networking sessions with provincial and federal representatives, a one-day Forum for Front-Line Staff and a Symposium Showcase.

ONTARIO MUNICIPAL SOCIAL SERVICES ASSOCIATION

Financial Report

STATEMENT OF FINANCIAL POSITION

Assets	31-Dec 2003	31-Dec 2002
Current Assets		
Cash	\$233,333	\$114,281
Short-term investments	\$71,057	\$71,057
Accounts receivable	\$85,894	\$139,486
Deposits and prepaid expenses	\$4,969	\$9,304
	<u>\$395,253</u>	<u>\$334,128</u>
Liabilities and Accumulated Surplus		
Current Liabilities		
Accounts payable and accrued liabilities	\$49,305	\$46,500
Deferred membership fees and income	\$93,742	\$82,782
	<u>\$143,047</u>	<u>\$129,282</u>
Accumulated Surplus	<u>\$252,206</u>	<u>\$204,846</u>
	<u>\$395,253</u>	<u>\$334,128</u>

STATEMENT OF OPERATIONS

	31-Dec 2003	31-Dec 2002
Revenues		
Membership	\$286,902	\$235,575
Interest and other	\$769	\$25,053
General revenue	\$258,283	\$349,769
Net contribution		
Convention and seminars	\$423,843	\$358,573
	<u>\$969,797</u>	<u>\$968,970</u>
Expenditures		
Salaries and benefits	\$434,596	\$445,942
Travel	\$10,234	\$13,228
Amortization	\$18,385	\$4,213
Office expenses	\$385,464	\$401,348
Rent	\$44,633	\$44,608
Telephone	\$10,478	\$5,901
Marketing	\$0	\$6,743
Professional Services	\$14,777	\$37,471
Subscription, memberships, and registration	\$2,197	\$3,637
Board and committee expenses	\$1,673	\$1,690
	<u>\$922,437</u>	<u>\$964,781</u>
Excess (shortfall) of revenues over expenditures	\$47,360	\$4,189
Loss on write-down of short term investments	\$0	-\$28,498
Net Excess (shortfall) of revenues over expenditures	<u>\$47,360</u>	<u>-\$24,309</u>
Operating reserve	\$73,060	\$73,060
Stabilization Fund	\$167,476	\$131,786
Success Sharing Plan - 2003	\$11,670	\$0
	<u>\$252,206</u>	<u>\$204,846</u>

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 2003, no employee was paid a salary, as defined in the Public Sector Salary Disclosure Act, 1996, of \$100,000 or more by the Ontario Municipal Social Services Association.

Adeline Lubanski

LOOKING AHEAD

OUR FUTURE PLANS

During the coming year, OMSSA will reinforce its focus on advocacy and professional development initiatives, while ensuring more frequent formal networking opportunities for its members.

ADVOCACY

The Advocacy Standing Committee will identify policy priorities for each of the four program areas and provide advice to the Board of Directors on advocacy strategies and research initiatives.

During the coming year, OMSSA will establish the following task forces focusing on specific policy issues:

- Housing Allowance: Review – To make recommendations regarding the implementation of rent supplement and housing allowance programs.
- Transitioning Ontario Works to a Labour Market Development Investment Program – To develop a detailed policy framework and demonstrate the value of continued provincial funding in the programs supported by NCBS re-investments.
- Social Housing Stock's Future Liability – Working in conjunction with the Social Housing Services Corporation, to review data from CMSMs illustrating future capital requirements to maintain social housing stock and to advocate for solutions to the issues.
- Funding Model and Sustainability of Emergency Shelters – To identify the range of services provided by emergency shelters and provide a cost-benefit analysis of shelter services; and to propose a sustainable service and funding model for emergency shelters.

Additional task forces will be established as the above task forces complete their work.

OMSSA will continue to forge partnerships with like-minded Ontario associations to bring forward policy and funding concerns to the Government of Ontario and promote public dialogue on social issues.

PROFESSIONAL DEVELOPMENT

The Professional Development Standing Committee will develop the association's professional development marketing plan respecting events, skills training, networking and municipal policies and procedures, and advise the Board of Directors on associated communication strategies.

In partnership with the Ontario Association of Hostels, OMSSA will stage the fifth annual Learning Forum on Homelessness in October 2004 to examine local and national policies and identify solutions to end homelessness.

OMSSA will deliver specialized training across Ontario building on the Ontario Works Advanced Case Management Development Program and will work with CMSMs to formulate policies and procedures specific to their needs. OMSSA will also offer training to meet members' needs in the areas of social housing, homelessness and children's services.

In partnership with the Ontario Regions Social Housing Group, OMSSA will host the third annual Social Housing Forum in June 2004, facilitating discussion of a wide range of issues concerning social housing policy and administration by service manager staff.

OMSSA will continue to provide networking opportunities in housing and homelessness, children's services and social assistance, offering several networking sessions a year in which members are invited to discuss emerging policy issues and share local initiatives.