



PRESIDENT'S REPORT

Rick Williams
President

The past year has again been a busy one for OMSSA Members, Board and Staff. It has also been a year of considerable success in meeting goals and moving forward on a number of longer-term initiatives.

Some items of note from the past year:

A membership survey indicating an overall satisfaction rate of 88%, also provided constructive suggestions for further strengthening the Association.

Professional Development initiatives were strong with good attendance at conferences and leadership sessions and continued growth in delivery of local skill training.

OMSSA produced excellent promotional materials as the first phase to a multi-year advocacy strategy under Campaign 47. These materials were widely distributed to members, at AMO Conferences, and to provincial and federal politicians.

There were several meetings with Federal and Provincial Ministers to seek support for OMSSA's advocacy messages and to offer our support in the development of effective policies.

OMSSA's input was key to CMSMs / DSSABs taking on the planning lead for Best Start initiatives.

OMSSA continues to lobby for an active municipal role in local Labour Market planning.

OMSSA is actively engaged with MCSS on continuing efforts to modernize, streamline and improve social and employment assistance.

Linkages with housing continue to strengthen. OMSSA also released a paper proposing reforms to the Emergency Hostel system.

The past year is notable for another significant event. After many years of important leadership and guidance to OMSSA, Pauline Daling has decided to resign and relocate to Ottawa. A major Board initiative in the past year was the process to replace Pauline and we welcome Kira Heineck as our new Executive Director.

Every year now seems busier than the one before and I look forward to your ongoing involvement in the Association through 2006-07.



EXECUTIVE DIRECTOR'S REPORT

Pauline Daling
Executive Director

This past year has been exceptionally rewarding and recently has taken on a particular significance. As our President Rick Williams has mentioned, I have decided to leave OMSSA and follow my dream of living and working in Ottawa. Invariably, once a decision has been taken to appreciably change one's life course, the elements of what made that life rich and rewarding become more vivid.

The advocacy agenda devoted considerable resources to launching Campaign 47 under the overarching message – *Increased Investment in Social Infrastructure*. Through three successive launches we highlighted the three pillars underpinning this key message.

OMSSA's Professional Development services represent the most visible, tangible benefits of membership. New and creative partnerships with both private and public sector organizations allow OMSSA to diversify their products offering members a wide array of services across program sectors. Net revenues from Professional Development contribute 65% to OMSSA's operating revenues and hence are essential to the Association being able to carry out its advocacy work and support members through information sharing and networking.

As I sign off on my last Executive Director's report for OMSSA, I want to say how much the Board, staff and members of this wonderful, dynamic Association have inspired me throughout the years. Their untiring dedication, innovation, creativity and willingness to give of their time and expertise is what makes OMSSA such a great organization. Highly professional and effective municipal delivery of human services brings OMSSA's slogan – *Investing in people makes sense* – to life.

WHO IS OMSSA?

OMSSA is a non-profit, voluntary association governed by a ten member Board of Directors elected by OMSSA members. The work of the Board of Directors is supported by two standing committees – Advocacy and Professional Development as well as issue specific, time-limited task forces.

MEMBERS

OMSSA membership is open to the Consolidated Municipal Service Managers and First Nations Communities. 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

- Richard Williams, District of Muskoka *President*
- Patricia Knapp, City of Peterborough *Vice-President*
- Brian Hutchings, Region of Niagara *Secretary/Treasurer*
- Danielle Massé, City of Ottawa *Past-President*
- Robert Blackwell, City of Greater Sudbury
- Fern Dominelli, Manitoulin-Sudbury DSSAB
- Rick Farrell, City of Brantford
- Jennifer Kirkham, City of London
- Patti Moore, County of Norfolk
- Brenda Patterson, City of Toronto

STAFF

- Pauline Daling *Executive Director*
- Marianne Seaton *Director, Professional Development*
- Christie Abramovic *Advocacy/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

100-5720 Timberlea Blvd. • Mississauga, Ontario L4W 4W2

Tel: (905) 629-3115 • Fax: (905) 629-1633

www.omssa.com



ONTARIO MUNICIPAL
SOCIAL SERVICES ASSOCIATION

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

Investing in People Makes Sense



ANNUAL REPORT 2005-2006

OMSSA MISSION STATEMENT

“Investing In People Makes Sense”

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

MISSION STATEMENT GOALS:

- Increased public acceptance of the importance of human services to healthy communities
- More progressive public policy and program design.

ADVOCACY

2005 saw the successful introduction of Campaign 47, a government relations and public education initiative intended to increase public investments in social infrastructure with a three phased launch beginning at the June 2005 Learning Symposium and culminating at the 2005 Fall Training Seminar:

- Phase 1 – increased investments in early learning & care
- Phase 2 – increased investments in housing and in solutions to the root causes of homelessness
- Phase 3 – increased investments in economic security for individuals and families

The Association's website contains a wide range of documents, which are continually being augmented, in support of Campaign 47 that OMSSA members can access and adapt for their own use locally.

OMSSA's advocacy work continues to support the key messages of Campaign 47. In 2005/06 the following additional achievements are noted:

- Release of the report *Emergency Shelter Services: More Than Just a Bed* and an accompanying toolkit for our members' use
- Continued building of resources on the OMSSA website to support Best Start
- Many meetings with both provincial & federal politicians, political and senior level staff to reinforce our message about increasing investments in social infrastructure

PROFESSIONAL DEVELOPMENT

The Fall Training Seminar: *Weaving our Community Fabric* included a session focused on successful approaches to implementing Campaign 47 tools and resources effectively in local communities.

During skill training sessions Campaign 47 is discussed in response to learners' concerns about the lack of adequate resources for clients; learners' involvement in Campaign 47 is encouraged.

The Early Learning and Child Care Task Force produced several relevant tools of implementing Best Start in local communities. OMSSA Members continue to use these as well as add to the resource pool on OMSSA's website.

BUILDING RELATIONSHIPS / PARTNERSHIPS

Established connections with the Task Force on Modernizing Income Security for Working Age Adults (MISWAA) which recently released its report – *Time for a Fair Deal*, resulting in two sessions on this issue at the 2005 Fall Training Seminar.

Held two simultaneous news conferences in partnership with the Ontario Coalition for Better Child Care, resulting in considerable media coverage and a meeting with Minister Finley.

Partnership with *Moms on a Mission*, an expert organization on the impact of current social policy on clients living with neurological brain disorders such as FASD and ADHD. Outcomes of this partnership will support both an increased understanding of how to work more effectively with this target group as well as how social policy may better address their needs.

Partnership with *Labour Market Partners* resulting in state-of-the-art employment resources designed to influence the implementation of progressive public policy in the area of employment and employability.

JUST UNDERWAY

Employment Service System Management Task Force – to inform OMSSA's advocacy and professional development activities in relation to labour force development from a service system management perspective

Partnership with *Labour Market Partners and National Life Work Centre* to create tools and resources in support of outcome measures introduced in both the Ontario Works and Homelessness programs.

A learning program to support the concept of social inclusion is currently being designed. The desired outcome of this program is to highlight appropriate interventions necessary to promote social inclusion to assist clients achieve greater independence.

FINANCIAL REPORT

STATEMENT OF FINANCIAL POSITION

ASSETS	31-Dec 2005	31-Dec 2004
Current Assets		
Cash	\$266,861	\$324,444
Short-term investments	\$83,031	\$76,607
Accounts receivable	\$133,766	\$190,874
Deposits and prepaid expenses	\$8,247	\$14,356
	\$491,905	\$606,281
Equipment, net	\$2,759	\$0
	\$494,664	\$606,281
LIABILITIES AND FUND BALANCES		
Current Liabilities		
Accounts payable and accrued liabilities	\$130,418	\$152,335
Deferred revenue	\$7,444	\$36,325
	\$137,862	\$188,660
Fund Balances		
Stabilization fund	\$260,310	\$285,666
Capital reserve	\$23,234	\$24,997
Success sharing plan - 2005	\$0	\$28,200
General reserve	\$73,258	\$78,758
	\$356,802	\$417,621

STATEMENT OF OPERATIONS

	31-Dec 2005	31-Dec 2004
Revenues		
Professional Development	\$748,696	\$1,018,227
Membership	\$358,865	\$329,464
Interest and other	\$5,058	\$1,561
Gain on Disposal on Investment	\$4,856	\$5,550
	\$1,117,475	\$1,354,802
Expenses		
Professional Development	\$450,089	\$570,942
Salaries and benefits	\$417,061	\$402,320
Office expenses	\$103,709	\$67,966
Professional Services	\$91,861	\$38,159
Rent	\$49,880	\$49,401
Travel	\$15,179	\$19,622
Telephone	\$13,679	\$13,222
Amortization	\$1,763	\$20,993
Board and committee expenses	\$1,373	\$790
	\$1,144,594	\$1,183,415
NET SURPLUS (DEFICIT)	(\$27,119)	\$171,387

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

MISSION STATEMENT GOALS:

- Increased member capacity to plan, manage and deliver integrated human services.
- Higher caliber professionals delivering human services.

PROFESSIONAL DEVELOPMENT

A total of 27 skill training sessions involving 220 days of training for 850 learners were held in locations across the province. OMSSA also developed and delivered skill training sessions for MCSS's annual ODSP and OW forum.

A total of 5 events were held in a variety of locations around Ontario with a total attendance of just under 1000 delegates.

OMSSA staff made presentations at 3 zone events resulting in client-service skill acquisition and a greater understanding of OMSSA.

OMSSA provided organizational and community facilitation for 5 members CMSMs. This involved policy and procedure development projects, needs assessment and curriculum development. In addition work was completed for both Corporate and Regional MCSS offices supporting referral agreements between the Violence Against Women sector and social housing, and the streamlined ODSP employment referral process.

16 networking sessions provided OMSSA members the opportunity to exchange information and share knowledge. Best Start networking sessions were added to the existing roster for Ontario Works, Children Services and Homelessness. OMSSA members involved in social housing participate in networking opportunities through the Service Manager Housing Network.

ADVOCACY

Networking opportunities also afford members the opportunity to raise issues and provide input into the Association's advocacy work. For example, the recent Spring Leadership Seminar: *Setting a New Social Agenda* resulted in OMSSA members suggesting potential approaches to furthering our key messages under Campaign 47.

BUILDING RELATIONSHIPS / PARTNERSHIPS

In partnership with Work Group Designs, learning materials have been developed to support members in their pursuit of public-private partnerships.

OMSSA entered into a partnership with Peel Region resulting in OMSSA members having access to a greater selection of relevant learning products and services in all program areas.

Developed and implemented training for the Toronto Hostel Training Centre serving emergency hostel staff.

JUST UNDERWAY

Human Services Integration Steering Committee, a joint initiative with the Service Manager Housing Network, to develop a common understanding and language relating to human services integration and share skills, knowledge and promising approaches with members illustrating how integration can come to life within CMSMs*. The first deliverable from this committee will be a learning tool which will include a glossary of terms, definitions and concepts intrinsic to human services integration.

A Service Systems Training Series will continue to be developed building on current systems thinking products already being delivered to OMSSA members.

OMSSA will be joining forces with Parks & Recreation Ontario and the Ontario Public Health Association in a joint effort to identify opportunities for cross-sectoral training focusing on service integration.

The recently established Marketing Task Force will help inform, support and direct a new and innovative marketing strategy in support of all of OMSSA's activities.

OMSSA is working to ensure support and services are available to members as they take on a greater role in the delivery of emergency social services.

* CMSM includes DSSABs