



## PRESIDENT'S REPORT

Brian Hutchings, *President*

It has been a pleasure for me to serve as OMSSA President this past year. I'd like to thank my fellow board members for their invaluable contribution and all OMSSA members for their ongoing support of our association. Heartfelt thanks are also due to our dedicated OMSSA staff, particularly Executive Director Kira Heineck.

Our theme for this year has been "Moving Forward Together". In keeping with this theme, I can liken our past year's efforts to a road trip – inclusive of all the separate pieces that are integral to the success of the whole journey.

Any successful trip must have a route mapped out. Our journey began with a strategic planning session in October 2007 where board members mapped out a five-year plan for the association.

Once the journey begins, we have to keep an eye on the horizon. In the same way, our strategic objectives—our people-centred vision, recognized policy leadership, capacity building and effective communication—guide our way in getting us to where we want to be.

As we proceed on our journey, we must be aware of what is happening in our surroundings. In the mid-term, OMSSA's Board of Directors have set three strategic priorities to guide our travel: defining and promoting our vision of Ontario through an engagement strategy; refining our leadership role in social services; and moving toward increased internal effectiveness.

As we cruise down the road, we must recognize that we are not travelling alone and keep an eye out for those around us. These are our partners: the provincial government, the Association of Municipalities of Ontario, the 47 CMSMs and DSSABs—all people who will help us with a flat tire or provide directions.

Lastly, we can't do without our rear-view mirror. In it, we see where we've come from, what we've accomplished: the Ontario Child Benefit announcement, a strategy to end homelessness discussion paper, our Provincial-Municipal Review position and the upload of the ODB/ODA costs.

Our road trip is well underway. We're seeing new sights, having a good time and progressing well towards our destination. Let's hope for solid green lights, a well surfaced road with few potholes and no speeding tickets!



## EXECUTIVE DIRECTOR'S REPORT

Kira Heineck, *Executive Director*

Moving forward together has indeed proven an apt theme for OMSSA's journey during the last year. We have moved forward successfully, with many highlights including the release of well-received policy and position papers, the staging of exciting events, including two new member-only policy forums, and the delivery of high quality professional development to our members.

Every year sees some changes and this past year saw Marianne Seaton leave OMSSA to establish herself as an independent professional development consultant. I know all members join me in thanking her for her many contributions to OMSSA over the years. We wish her well and continue to work with her in delivering excellent P.D. to our members. Leading OMSSA forward in professional development is Steve Coghill, another great talent we are fortunate to have on board.

This past year marks my first full year with the association. It is a great privilege to be here, working with such a talented team. OMSSA's 2007-08 Board of Directors and staff have gone beyond the call of duty to support me in settling in, with Brian Hutchings as President leading the way.

Thank you to all the members who have taken the time to teach me about OMSSA, its issues and the rich diversity of experience of CMSMs and DSSABs across Ontario. I look forward to achieving further successes with our members on the road ahead.

## WHO IS OMSSA?

OMSSA is a non-profit, voluntary association governed by a 10-member Board of Directors elected by the association membership. The work of the Board of Directors is supported by two standing committees—the Policy and Advocacy Committee and the Professional Development Committee—as well as by issue-specific, time-limited task forces.

## MEMBERS

OMSSA membership is principally comprised of Ontario's Consolidated Municipal Service Managers and District Social Services Administration Boards. 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

- Brian Hutchings, Region of Niagara . . . . . *President*
- Brenda Patterson, City of Toronto . . . . . *Vice-President*
- Patti Moore, County of Norfolk . . . . . *Secretary/Treasurer*
- Richard Williams, District of Muskoka . . . . . *Past-President*
- Douglas Bartholomew-Saunders, Regional Municipality of Halton
- Robert Blackwell, City of Greater Sudbury
- Sandra Datars Bere, City of St. Thomas
- David Landers, Cochrane DSSAB
- David Rennie, Regional Municipality of York
- Connie Woloschuk, City of Ottawa

## STAFF

- Kira Heineck . . . . . *Executive Director*
- Christie Abramovic . . . . . *Events Coordinator*
- Tom Boreskie . . . . . *Manager, Communications*
- Steve Coghill . . . . . *Manager, Professional Development*
- Julia Frost . . . . . *Administrative Support*
- Meagan Halter . . . . . *Administration/Membership Services Coordinator*
- Colleen Lenaghan . . . . . *Accounts*
- Jody Orr . . . . . *Human Services Integration Project Coordinator*



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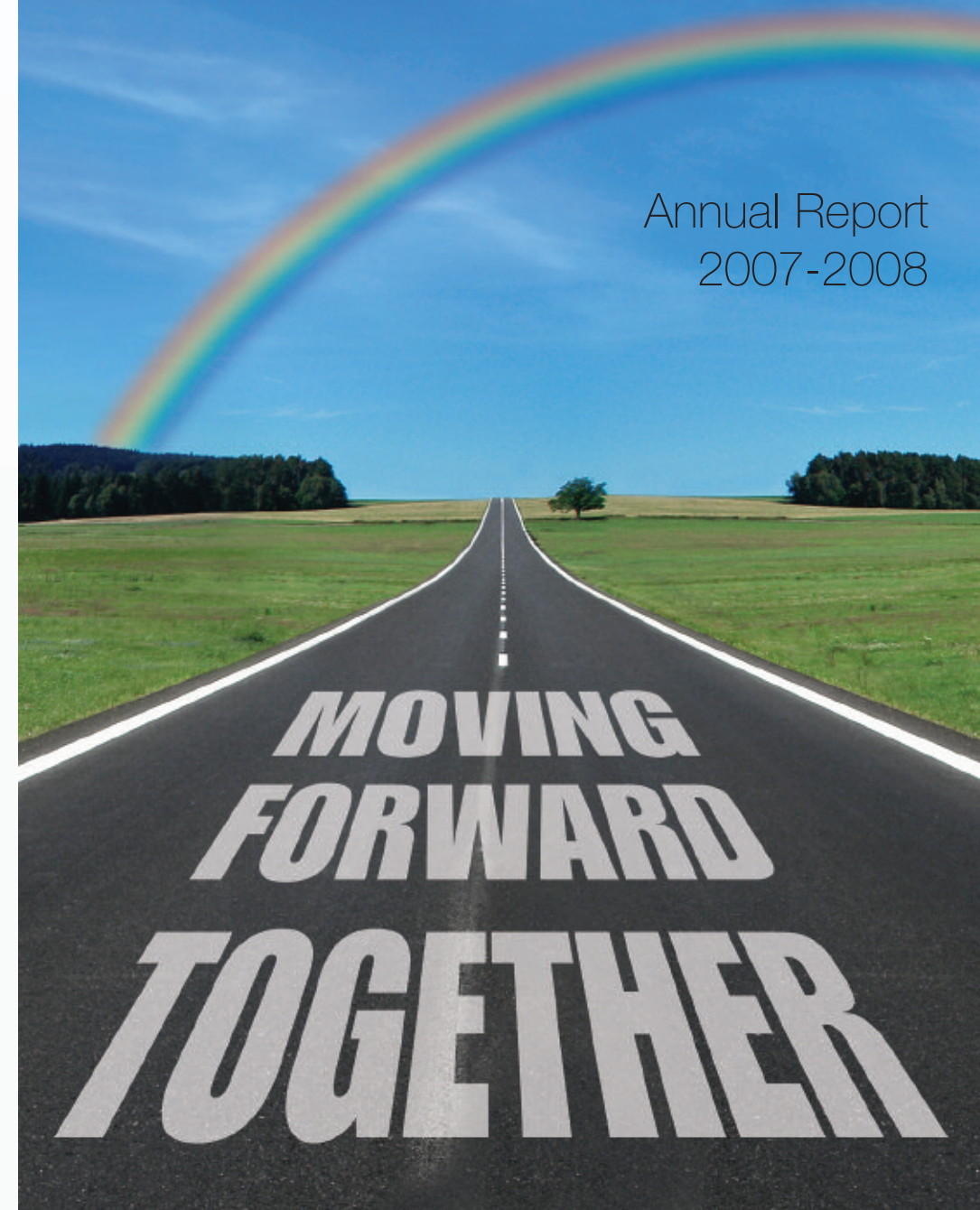


ONTARIO MUNICIPAL  
SOCIAL SERVICES ASSOCIATION

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

# Investing in People Makes Sense

## Annual Report 2007-2008



# OMSSA MISSION STATEMENT

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

During the past year, OMSSA's Board of Directors initiated a planning process that led to the development of a five-year plan, a strategy map for the association and enhanced business processes. The strategic plan will be promoted through an outward engagement strategy involving members and partners to define a common vision for healthy, vibrant and sustainable communities in Ontario and OMSSA's role in working towards the achievement of that vision.

The following are some of the other initiatives undertaken and accomplishments achieved by the association.

## KEY INITIATIVES

- OMSSA's Policy and Advocacy Committee and Professional Development Committee continued to reinforce to the association's members key messages promoting increased public investment in social infrastructure, and to develop tools and resources for members' use within their communities.
- OMSSA established an Ending Homelessness Task Force to develop a strategy to prevent and end homelessness at the municipal and provincial level and to identify the service manager role in addressing the root causes of homelessness. The task force released its policy paper, *A Strategy for ending homelessness in Ontario* in the spring of 2008 and launched a communication plan to promote its key messages and recommendations.
- OMSSA hosted a one-day member forum in February to provide a platform for members to discuss a working draft of the strategy to end homelessness and to share their feedback on the final draft and next steps.
- The association is co-chairing the Local Workforce Development Reference Group in partnership with the Ontario Works Branch of MCSS. The work of this group has led to the development of small-scale demonstration projects across Ontario to model collaborative and integrated employment service systems in communities across Ontario. These projects will begin in August 2008 and run through 2009.
- OMSSA established a Service System Management of Early Learning and Child Care Task Force to develop a position paper on strategic solutions to address structural and policy barriers in the early learning and child care system. The task force will issue its report in the fall of 2008.
- OMSSA also staged a Forum on Full-Day Early Learning to consult with members regarding the opportunities and challenges surrounding the introduction of full-day early learning in Ontario, including the participation of Dr. Charles Pascal, Ontario's Early Learning Advisor to the Premier.
- The association's Ontario Works, Children Services, Homelessness and Emergency Social Services networking groups met regularly throughout the year to identify key issues arising in specific program areas, share information and local strategies relating to policy and program issues, and address other topics of concern.
- The Events Review Task Force continued work to develop a strategic plan for OMSSA events to meet members' professional development needs and to ensure cost effectiveness and return on investment.

## FINANCIAL REPORT

### STATEMENT OF FINANCIAL POSITION

ASSETS	31-Dec 2007	31-Dec 2006
<b>Current Assets</b>		
Cash	\$464,311	\$69,929
Short-term investments	\$66,993	\$31,040
Accounts receivable	\$206,696	\$392,139
Deposits and prepaid expenses	\$10,869	\$10,491
	\$748,869	\$503,599
Equipment	\$2,829	\$4,752
Long-term investments	\$26,094	\$56,906
	\$777,792	\$565,257
<b>LIABILITIES AND FUND BALANCES</b>		
<b>Current Liabilities</b>		
Accounts payable and accrued liabilities	\$181,539	\$210,626
Deferred revenue	\$34,161	\$1,685
	\$215,700	\$212,311
<b>Fund Balances</b>		
Stabilization fund	\$412,222	\$283,716
Capital reserve fund	\$22,981	\$19,904
General reserve fund	\$126,889	\$49,326
	\$562,092	\$352,946
	\$777,792	\$565,257

### STATEMENT OF OPERATIONS

	31-Dec 2007	31-Dec 2006
<b>Revenues</b>		
Professional development	\$1,184,749	\$950,693
Membership	\$404,775	\$383,520
Interest and other	\$11,729	\$9,692
Other	\$19,415	\$6,400
	\$1,620,668	\$1,350,305
<b>Expenses</b>		
Professional development	\$674,730	\$596,541
Salaries and benefits	\$447,917	\$442,752
Office expenses	\$106,993	\$79,776
Professional services	\$84,536	\$95,005
Rent	\$51,389	\$49,940
Travel	\$15,992	\$22,625
Telephone	\$12,387	\$19,468
Board and committee expenses	\$17,715	\$20,792
	\$1,411,659	\$1,326,899
<b>NET SURPLUS (DEFICIT)</b>	\$209,009	\$23,406

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

- During 2007-08, OMSSA staged three multi-day conferences for its members, two of which—the Learning Symposium and Fall Training Seminar—examined a broad spectrum of social services issues. The association also offered two program-specific conferences: the Forum on Social Housing and Homelessness, organized with the Service Manager Housing Network and the Ontario Association of Hostels. The association also hosted a second annual Emergency Social Services Planning Conference.
- Nearly 70 skill-training sessions were delivered to municipal staff members by OMSSA trainers, including over 50 contract-training sessions for specific CMSMs offered to more than 1200 learners. Curriculum addressed needs in Ontario Works, children's services and homelessness and social housing programs.
- OMSSA trainers also delivered high quality Professional Advancement and Career Education (PACE) training to staff that administer the Ontario Disability Support Program across the province in order to promote staff expertise in service delivery and assist them in promoting client social inclusion and employability.
- OMSSA trainers undertook the design and delivery of Supportive Approaches to Innovative Learning (SAIL) training to promote staff competencies in the delivery of Ontario Works program delivery.
- The association introduced an E.D. Letter, a regular bulletin on policy, social services research and government affairs.
- Following the broad consultation undertaken with members on the Provincial-Municipal Fiscal and Service Delivery Review at the 2007 Spring Leadership Seminar and Annual General Meeting, OMSSA developed a series of recommendations that were submitted to the review's coordinating table.
- OMSSA's Human Services Integration Steering Committee released *A Guide to Thinking about Human Services Integration*, which examines the concept of service integration and its implications for human services delivery across Ontario. The launch of the paper initiated a province-wide discussion of key issues and promising approaches aimed at increasing the effectiveness of municipally-delivered human services. The Steering Committee continues to develop updated training material and a database of resources and promising practices.
- The association made pre-budget submissions to the House of Commons Standing Committee on Finance and to the provincial government's Standing Committee on Finance and Economic Affairs.
- Frequent consultation with the Ministry of Children and Youth Services helped to shape the administration and delivery of early learning and child care services program.
- OMSSA staged a Forum on Research in Human Services with the provincial Policy Research and Analysis Branch, Ministry of Community and Social Services, to discuss recent socio-economic trends and examine the impact of demographics and labour market changes upon social policy.
- OMSSA represented its members on key outside tables including the Social Assistance Restructuring Advisory Committee, Ontario Works Directives Update Working Group, Child Care Income Testing Working Group, AMO Social Policy Task Force and the Urban Commissioners Group.
- The association continued to provide association management services to the Ontario Association of Hostels and the Service Manager Housing Network.