



**2021**  
ANNUAL  
REPORT

The background features a light blue map of Ontario on the left and a dark blue silhouette of a person's profile on the right. The text is overlaid on these elements.

## Here for our Members

OMSSA exists to serve the interests of its members. By supporting, connecting and advocating for Ontario's 47 Service System Managers, we help them to achieve their collective mission of delivering the best human services outcomes for Ontario's communities.

## Here for Ontario's Communities

Ontario's 47 Service System Managers oversee systems planning and manage the delivery of local human services in a way that is integrated, people-focused and outcomes-driven. This includes critical services that Ontarians rely on every day, from affordable housing, homelessness services and prevention, to income and employment supports, child care, and early years services.

## A MESSAGE FROM OMSSA'S PRESIDENT | Cathy Cousins



For OMSSA and its members, 2021 represented the start of a transformative period that we were well-positioned to advocate for and implement change as we slowly tried to get past the COVID-19 pandemic.

The priority of the Ontario Government remained on the COVID-19 pandemic. Our members met the challenge for the second straight year exceptionally and you continue to show why we are relied on by the province and our communities for service delivery.

This past year saw OMSSA engage in discussions about co-design with the Ministry of Children, Community and Social Services for the modernization of social assistance and stability supports. Several communities have begun this work and continue to work within this new system providing best practices and insights for the province and all other municipalities who will begin this work shortly.

We examined the relationship between Service Managers and Indigenous communities across the province. Our sectors are uniquely positioned to contribute to change in support of Truth and Reconciliation as we serve those urban Indigenous Peoples who may need the range of social supports. In holding our Indigenous Forum, we started down a path to examine where human services should strive to be in the Reconciliation process a decade from now.

OMSSA remains a steady hand for members as we ensure consistent communications and sharing of information, continue to hold virtual network and leadership table meetings, conferences, and educational opportunities. We are building further capacity as we share information through our Knowledge Exchange Blog. By undertaking this work, our operations has remained sustainable and consistent, providing reliable service and value to members.

As I reflect on my first year as OMSSA President, I'm reminded of how fortunate we are in having a thriving Association that is well-positioned at the end of our current five-year Strategic Plan to build on the meaningful member value and advocacy efforts over the past five years.

I want to extend my sincere thanks and appreciation to OMSSA's members, and to our dedicated OMSSA staff and Executive Director, for your continuous support. As we get closer to a post-COVID-19 world, there is hope on the horizon. To date, the membership and staff have succeeded in the numerous challenges put before us. The Association remains steady, ready, and willing to assist members through this final stretch of the pandemic and recovery.

A handwritten signature in black ink that reads "Cathy Cousins". The signature is written in a cursive style with a large, decorative flourish at the end.

# WHAT WE'RE ABOUT

## MISSION

To support members in achieving the best human services outcomes

## VISION

To champion service system management that creates strong communities

## VALUE PROPOSITION

An indispensable forum to collaborate and lead in advancing human service issues, reflecting the will of members

## 2018-2022 STRATEGIC PRIORITIES

### POLICY & ISSUES MANAGEMENT

Proactive policy leadership with members and government on issues in the design and implementation of human service programs, grounded in the expertise of our members

### EDUCATION & TRAINING

Provide accessible, relevant and inclusive education, training and knowledge-transfer responsive to members' needs

### ENGAGEMENT & COMMUNICATIONS

Facilitate member sharing, leverage their expertise and resources to advance their interests, and keep members engaged and informed

### PARTNERSHIPS & COLLABORATION

Strategically convene our partnerships to expand our capability and to enhance the work of our members



# THANK YOU TO OUR MEMBERS

Ontario's human services sector, including all 47 of Ontario's Consolidated Municipal Service Manager (CMSM) and District Social Services Administration Board (DSSAB) members of OMSSA, continued to have a critical role in responding to the impacts of COVID-19 in each community across the province in 2021.

Throughout 2021, our CMSM and DSSAB staff continued to do what was asked of you – ensured operations remained focused on serving clients, continued providing emergency services for essential workers, embraced technological advancements, and kept Ontario's communities safe.

OMSSA would like to thank and recognize Ontario's human services staff who went, and continue to go, above and beyond to support their communities during this pandemic.

**THANK YOU!**



# SUPPORTING OUR MEMBERS IN 2021

In the second year of COVID-19, rapid change took place with the introduction of vaccines, lockdowns, and a federal election that our members had to deal with.

At the same time, OMSSA continued its work to adapt and support members to complete the shift to a virtual world. In doing so, OMSSA operated as a steady hand to ensure members could withstand the wave of substantive change.

Here are a few ways we supported our members in 2021:

- Facilitated collaboration through OMSSA's Leadership Table where OMSSA Leads hold timely discussions on the issues facing the sector, including encampment sites, employment transformation prototypes, vaccination policies, national child care, Social Services Relief Funding, Indigenous relations, provincial systems discharging, and much more.
- Continued with valuable virtual training offerings via online formats, delivering almost 415 hours of interactive, virtual workshops to almost 470 human services professionals across the province.
- Launched OMSSA's Knowledge Exchange Blog to provide members with an opportunity for knowledge exchange, sharing best practices, and to discuss sector issues across Ontario.
- Returned to bi-weekly distribution of the OMSSA Today newsletter and shared career and professional development opportunities on a weekly basis.

On your behalf, OMSSA consulted regularly with our partners in the provincial and federal governments to source the most up-to-date information, program and policy directives relevant to our members, and to relay key information from our members back to our partners.

After investments were made to ensure a successful transition to the virtual world, OMSSA and its staff continue to be well-positioned to support members and deliver on the high-quality services you expect of us.

# POLICY & ISSUES MANAGEMENT

In 2021, OMSSA built on the foundation of dialogue, meaningful engagement, and consultation between the Province, OMSSA members and key partners in the following ways:

## *Association Engagement*

- Facilitated collaboration among members through OMSSA's Leadership Table where members hold timely discussions on the emerging issues facing the human services sector.
- Hosted regular meetings with all OMSSA networks in the key human services sectors: housing and homelessness, early years and child care, social assistance and employment, community safety and well-being, and emergency social services.
- Hosted a separate meeting with our Children's Services Sector Leads and Network discussing a potential national child care agreement for Ontario.
- Provided analysis of several key policy and political milestones, including the provincial and federal Speeches from the Throne, 2021 Federal Election, and Ontario Fall Economic Statement, through OMSSA's Knowledge Exchange Blog.
- Engaged extensively with our Leadership Table, Sector Leads and Networks to bring forward members' priorities to influence policy via three submissions including:
  - OMSSA Letter on Canada-Ontario Early Years and Child Care Deal
  - 2021 Ontario Budget: Pre-Budget Submission
  - 2021 Federal Budget: Pre-Budget Submission

# POLICY & ISSUES MANAGEMENT

## *Provincial Engagement*

- Continued essential dialogue between all 47 Service Managers and the Province through the Provincial-Municipal Human Services Collaborative Table to ensure our collective commitment to human services integration.
- Engaged in discussions at several committees including the Provincial-Municipal Social Assistance and Employment Committee (PMSAEC) about co-design with the Ministry of Children, Community and Social Services (MCCSS) for the modernization of social assistance.
- Advocated for membership in PMSAEC to be expanded to reflect all regions and additional Service Managers having representation through the creation of new sub-committees.
- Participated in discussions with the Ministry of Education, through the Provincial Municipal Early Years and Child Care Technical Table, on the response to the COVID-19 pandemic and national child care deal, including early years and child care funding.
- Provided advice to the Ministry of Municipal Affairs and Housing on community housing renewal, supportive housing, homelessness encampments, and the pandemic response in shelters and community housing.
- Collaborated with the Ministry of the Solicitor General to better plan and coordinate corrections releases with service managers.
- Met regularly with MCCSS on human services integration, Ontario's poverty reduction strategy and human trafficking.

## *Key Partner Engagement*

- Hosted a meeting with Ontario Health and 211 Ontario to discuss the Health Care Navigation System initiative and to promote human services integration.

# EDUCATION & TRAINING

In 2021, OMSSA continued to offer members uninterrupted access to relevant training and professional development opportunities in virtual formats to enhance key skills and competencies:

- Continued to offer valuable virtual learning via online formats, delivering **26 different courses** totaling almost **415 hours** of interactive, virtual learning to almost **470 human services professionals** across Ontario.
- Launched **new professional development sessions** including: Anti-Black Racism: Building Understanding, Client-Centric Strategies, and the full slate of Ontario Works Directives and Social Assistance Management System modules.
- Offered the 2021 OMSSA Exchange Conference **virtually over four mornings to provide flexibility** for members to participate. The Conference included over a dozen sessions exploring best practices and timely discussions in the areas of children's services, housing, income support, and the transition to stability supports implementation.
- Brought together **human services and Indigenous leaders** from across Ontario for OMSSA's Defining Pathways to Reconciliation Forum. The group of leaders spent two days envisioning where they want human services to be in the Reconciliation process in a decade.
- Held our 2021 Policy Conference virtually, bringing together members, provincial staff, and community organizations for **strategic conversations** about how human services leaders can navigate the realities and pressures of the present while laying the groundwork for better futures for clients, organizations and communities.
- Continued to develop **new curriculum and training for 2022** to support staff and community partners working to assist clients with housing, child care and stability supports.

# 2021 OMSSA EXCHANGE CONFERENCE

**FROM MAY 11-14, OMSSA hosted over 670 people from across Ontario and beyond for our 2021 Conference.**

Over four mornings, the Exchange Conference focused on how human services is innovating in response to the COVID-19 pandemic, what the past year has meant for our sectors, and what is coming next through topics such as bridging the digital divide, Truth and Reconciliation, equity, diversity and inclusion, stability supports, affordable housing and sharing client success stories.

## HIGHLIGHTS

- Closing plenary with four remarkable people who found the strength and determination to escape from homelessness and/or poverty followed by a discussion about what social services staff did to support their journey to help them succeed.
- Plenary series on confronting anti-Black racism focusing on creating safe spaces, the importance of representation and equity and inclusion strategies.
- Plenary presentation on co-designing a renewed Social Assistance operating model.
- In-depth breakout sessions focused on play therapy strategies for children, self-care from an Indigenous holistic perspective, stability supports, housing insecurity and much more.

**“Hearing from people with lived experience was amazing, powerful and impactful. It is an excellent reminder of why we do what we do and the impact we can have on the people we serve.”**

# 2021 DEFINING PATHWAYS TO RECONCILIATION

**ON OCTOBER 20-21, OMSSA hosted over 350 people from across Ontario and beyond for our 2021 Forum.**

The two-day forum brought together human services and Indigenous leaders to collectively envision where the human services sector wants to be in the Reconciliation process ten years from now, and to discuss how to get there in the context of the relationship between Indigenous communities and municipal social services.

## HIGHLIGHTS

- Opening Prayer and Reflection from Elder Shirley Horn on her experience in the Residential School System.
- Opening and closing plenary panel sessions led by moderator Isadore Day, CEO of Bimaadzwin, leading attendees and panelists in discussion on where human services can be in the Reconciliation process a decade from now.
- In-depth breakout sessions focused on key Indigenous and human services issues: trauma-informed care for Indigenous People, relationship-building between organizations, service delivery solutions and workplace inclusivity education.
- The development of a SWOT document for municipal members to refer to when thinking about relationship-building and outreach with Indigenous communities.
- The development of a summary report outlining areas of focus and next steps for OMSSA and its members.

**“Truth and Reconciliation is so important. Change must happen. I attended to better understand the needs of our Indigenous partners, ways we can better engage, and discuss strategies for change within the system and with employees.”**

# 2021 OMSSA POLICY CONFERENCE

**FROM NOVEMBER 30 TO DECEMBER 2, OMSSA hosted over 330 human and public service leaders from across Ontario for our 2021 Policy Conference.**

Over three mornings, the Policy Conference focused on strategic conversations about how human services leaders can navigate the realities and pressures of the present while still laying the groundwork for better futures for clients, organizations, and communities through key issues such as housing, human services integration, anti-racism, affordable child care and much more.

## HIGHLIGHTS

- Opening remarks from the Honourable Stephen Lecce, Ontario's Minister of Education, on building an affordable and accessible child care program in Ontario.
- Panel discussion on child care and early childhood education and the future of national child care in Ontario and the role of municipalities in delivering it.
- Keynote presentation led by Jean Samuel about building a supportive culture of anti-racism in the workplace and in service delivery.
- The return of a popular panel discussion on equity-based economic recovery led by TVO's John Michael McGrath, and joined by Mitchell Davidson, Executive Director of StrategyCorp's Institute of Public Policy and Economy and Armine Yalnizyan, Atkinson Fellow on the Future of Workers and new panelists in Garima Talwar Kapoor, Director, Policy and Research, Maytree Foundation and Marc Desormeaux, Senior Economist, Scotiabank Economics.

**“On a practical level, I liked that the conference was half-days. Thank you to all OMSSA and member staff who put the program together. I think this conference was in my top three of all time.”**

# RECOGNIZING EXCELLENCE

Our sector is strong because of the dedication, hard work and talent of the people within it – and that’s something worth recognizing and celebrating. OMSSA's Awards and Recognition Program honours individuals and teams who have made outstanding contributions to both OMSSA and their communities, recognizing their commitment to planning, managing and delivering quality human services in Ontario.

**In 2021, OMSSA was honoured to have recognized the following individuals and teams:**

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**DR. KWAME MCKENZIE, WELLESLEY INSTITUTE**

***Champion of Human Services Award***

*In recognition of exceptional and effective efforts in fostering a positive environment for the development and investment in human services*

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**CORDELIA ABANKWA, MINISTRY OF LABOUR,  
TRAINING AND SKILLS DEVELOPMENT**

***Patti Moore Human Services Integration Award***

*In recognition of exceptional leadership in the development of the theory and practice of human services integration, both within OMSSA and across Ontario*



**NOHAD ABOU-HAMAD & BEN REYES-LANDICHO, THE  
MULTICULTURALISM GROUP, CITY OF OTTAWA**

***Young Leader Award***

*In recognition of exceptional efforts and effectiveness in creating change and strengthening leadership within their community and across Ontario*

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**GRACE MATER, CITY OF HAMILTON**

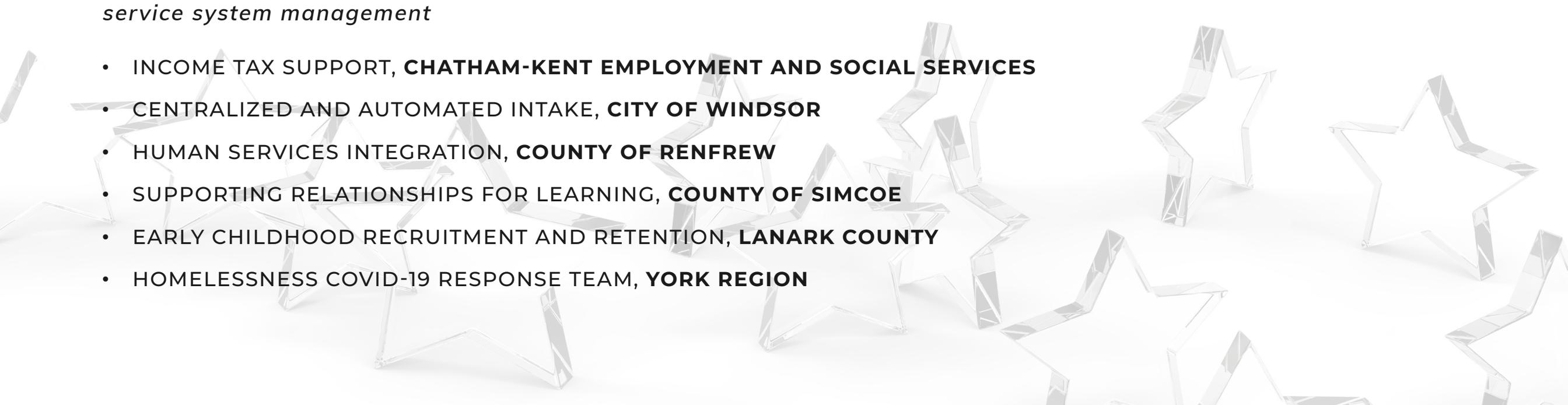
***Lifetime Achievement Award***

*In recognition of exceptional and long-standing contribution to OMSSA, municipal human services, and the people and communities of Ontario*

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***Local Municipal Champion Award***

*In recognition of outstanding contributions in advancing excellence in human services integration and service system management*

- INCOME TAX SUPPORT, **CHATHAM-KENT EMPLOYMENT AND SOCIAL SERVICES**
  - CENTRALIZED AND AUTOMATED INTAKE, **CITY OF WINDSOR**
  - HUMAN SERVICES INTEGRATION, **COUNTY OF RENFREW**
  - SUPPORTING RELATIONSHIPS FOR LEARNING, **COUNTY OF SIMCOE**
  - EARLY CHILDHOOD RECRUITMENT AND RETENTION, **LANARK COUNTY**
  - HOMELESSNESS COVID-19 RESPONSE TEAM, **YORK REGION**
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# KEEPING MEMBERS CONNECTED AND INFORMED

In 2021, OMSSA continued providing members with frequent opportunities for dialogue and knowledge exchange along with timely and relevant updates:

- Hosted quarterly meetings with OMSSA's Board of Directors and three formal meetings with OMSSA's Leadership Table discussing key provincial updates and emerging issues in human services.
- Convened "Sector Leads" tables in children's services, income and employment and housing and homelessness to allow for more direct consultation amongst senior leads in each of our members' core service areas.
- Hosted over 50 Committee and Network meetings to allow for greater collaboration and discussion of implementation, challenges and opportunities at the local level within each service area.

OMSSA By the Numbers:

256,000+

social media  
impressions

6,700+

avg monthly  
website visits

6,500+

newsletter  
subscribers

1,544

social media  
posts

600

new network  
members

276

jobs posted  
and shared

274

new social  
media  
followers

103

newsletters  
published

82

Requests for  
Information  
shared

8

Knowledge  
Exchange Blog  
posts published

# BUILDING STRONG PARTNERSHIPS

In 2021, OMSSA continued its commitment to building strong partnerships with all levels of government and key organizations so the Association can extend its presence across the broader human services sector in the following ways:

- Continued meeting with the province through the Provincial-Municipal Human Services Collaborative Table allowing for enhanced information sharing and buy-in on policy changes.
- Held weekly policy meetings with the Ontario Federation of Indigenous Friendship Centres to discuss policy issues and opportunities for both organizations to work together.
- Coordinated policy on several key human services policy issues with the Federation of Canadian Municipalities, Association of Municipalities of Ontario (AMO) and the Northern Ontario Service Deliverers Association.
- Met regularly with municipal association partners including AMO, Association of Municipal Managers, Clerks and Treasurers of Ontario, Municipal Finance Officers' Association of Ontario and the Ontario Municipal Human Resources Association.
- Met with housing partners including Ontario Non-Profit Housing Association (ONPHA), Co-Operative Housing Federation of Canada (Ontario Region), Housing Services Corporation, Habitat for Humanity and the Ontario Aboriginal Housing Corporation.
- Met with the Association of Native Child and Family Services Agencies of Ontario to determine areas of collaboration.
- Met with Feed Ontario to discuss the increasing use of food banks across Ontario and areas of collaboration.
- Collaborated with Bimaadzwin, and its CEO Isadore Day, on the development of the Defining Pathways to Reconciliation Forum programming and its summary report.
- Presentations at the ONPHA Conference, Feed Ontario Conference, and the Métis Nation of Ontario Conference.

# THANK YOU *to the people and organizations who helped to make our work possible in 2021*

## 2021 Awards Committee

- Sutha Balasingham, Regional Municipality of York (Co-Chair)
- Jacqueline Johnson, Regional Municipality of Peel (Co-Chair)
- Tanya Hall, Regional Municipality of Halton
- Ken Ranta, Thunder Bay DSSAB
- Andrew Scavarelli, Simcoe County

## 2021 Nominations Committee

- Elaine Baxter-Trahair, Regional Municipality of Durham (Chair)
- Jelena Payne, City of Windsor
- Brian Marks, Cochrane DSSAB
- Mellissa Morgan, City of Cornwall

## 2021 Education Committee

- Stuart Beumer, Director of Ontario Works, County of Wellington
- Beth Boros, Ontario Federation of Indigenous Friendship Centres
- Jonathan Dixon, Regional Municipality of Durham (to June 2021)
- Tammy Kealey, County of Lanark
- Jennifer Lible, Thunder Bay DSSAB
- Christine Madden, County of Dufferin
- Michael Simon, County of Wellington

## 2021 Defining Pathways to Reconciliation Planning Committee

- Jennifer McPhee, OMSSA (Chair)
- Ontario Federation of Indigenous Friendship Centres
- Doug Ball, OMSSA
- Stuart Beumer, County of Wellington
- Colleen V. Brunelle, County of Wellington
- Isadore Day, Bimaadzwin
- Tania Dickson, Bruce County
- Jennifer DiDomencio, City of Hamilton
- Jennifer Dockstader, Fort Erie Native Friendship Centre
- Bryan Hendry, Bimaadzwin
- Shelly Hill, City of Hamilton
- Rob Kirsic, OMSSA
- Marlene Kwandibens, Bimaadzwin
- James Lapierre, City of Toronto
- Aaron Ly, Partnerships and Engagement Professional
- Christine MacDonald, Bruce County
- Justin Marchand, Ontario Aboriginal Housing Services
- Sheila McMahon, United Native Friendship Centre
- Mike Nadeau, Sault Ste. Marie DSSAB
- Heather Pelky, Bimaadzwin
- Lianne Sauter, AMO
- Henry Wall, Kenora District Services Board

# THANK YOU *to the people and organizations who helped to make our work possible in 2021*

## **2021 Life Stabilization Committee**

- Michael Simon, County of Wellington
- Elaine Gardner, Regional Municipality of Durham
- Cecilia Dickson, County of Lambton
- Jennifer Lible, Thunder Bay DSSAB
- Larry MacDonnell, City of Cornwall
- Chantal Blanchard, City of Cornwall
- Katie Hawley, City of Peterborough
- Tyler Campbell, City of Greater Sudbury
- Doug Ball, OMSSA

## **2021 Finance Committee**

- Mike Nadeau, Sault Ste. Marie DSSAB
- Cathy Cousins, Regional Municipality of Niagara
- Bill Bradica, Thunder Bay DSSAB
- Sandra Deters Bere, County of Bruce

## **2021 OMSSA Exchange Planning Committee**

- Jennifer McPhee, OMSSA (Chair)
- Craig Cooper, City of London
- Jeff Degagne, Parry Sound DSSAB
- Jodi Fox, Regional Municipality of York
- Clara Freire, City of Ottawa
- Tanya Hall, Regional Municipality of Halton
- Najma Kahiye, City of Toronto
- Satinder Klair, Regional Municipality of Peel
- Tashia Edwards, Regional Municipality of Peel

- Kirby Steinhoff, OMSSA Training Consultant
- Michael Simon, County of Wellington
- Sarah Stevenson, Kenora District Services Board
- Heidi Van Dyk, County of Norfolk

## **2021 Policy Conference Planning Committee**

- Jennifer McPhee, OMSSA (Co-Chair)
- Tod Duncan, OMSSA (Co-Chair)
- Sutha Balasingham, Regional Municipality of York
- Doug Ball, OMSSA
- Stuart Beumer, County of Wellington
- Cathy Cousins, Regional Municipality of Niagara
- Erinn Daley-Reid, City of Toronto
- Christie Herrington, OMSSA
- Michael Jacek, AMO
- Jacqueline Johnson, Regional Municipality of Peel
- Rob Kirsic, OMSSA
- Caitlin Lapeña, OMSSA
- Aaron Ly, Partnerships and Engagement Professional
- Lisa McIntosh, Regional Municipality of Durham
- Wanzirai Muruvi, County of Wellington
- Aaran Rowles, Region of Waterloo
- Polly Smith, Municipality of Chatham-Kent
- Darryl Wolk, OMSSA

# 2021 FINANCIAL REPORT

As we prepare for a post-COVID-19 world, OMSSA's finances continue to be in a strong position to remain nimble and sustainable. The Association continues to deliver effective services to be responsive to members' needs while maintaining sustainable finances and operations throughout 2021.

Moving into 2022, OMSSA will focus on the development of its new Strategic Plan and in areas where the Association can increase member value. As the world slowly shifts to a post-COVID-19 world, the flexibility and strong financial position built over the past few years will be indispensable as the Association continues to support and service members into the future.

*The financial report is based on the audit conducted by the firm Pennylegion Chung LLP. The audited financial statements are available at the OMSSA office.*

## STATEMENT OF FINANCIAL POSITION

AS AT DECEMBER 31, 2021

2021

2020

### ASSETS

Current assets		
Cash	\$ 896,334	\$ 987,702
Guaranteed investment certificates	600,000	315,000
Accounts receivable	33,015	5,578
Canada Emergency Wage Subsidy receivable	—	64,428
HST receivable	8,829	—
Prepaid expenses	14,437	3,333
	<u>\$ 1,552,615</u>	<u>\$ 1,376,041</u>

### LIABILITIES AND NET ASSETS

Current liabilities		
Accounts payable and accrued liabilities	\$ 2,172	\$ 87,582
HST payable	—	16,566
Deferred revenue	467,946	303,091
Canada Emergency Wage Subsidy payable	28,500	—
	<u>\$ 498,946</u>	<u>\$ 407,239</u>
Long-term liabilities		
Canada Emergency Business Account loan payable	\$ 40,000	\$ 30,000
	<u>\$ 538,618</u>	<u>\$ 437,239</u>
Net assets		
Unrestricted	\$ 1,013,997	\$ 938,802
	<u>\$ 1,552,615</u>	<u>\$ 1,376,041</u>

## STATEMENT OF OPERATIONS

AS AT DECEMBER 31, 2021

2021

2020

### REVENUE

Membership dues	\$ 640,465	\$ 635,947
Training	522,879	327,277
Conference fees	144,822	72,800
Forums	63,270	96,340
Job board	48,750	27,300
Forgivable portion of CEBA loan	10,000	10,000
Interest	1,278	3,199
Canada Emergency Wage Subsidy	—	135,579
Total revenue	<u>\$ 1,437,264</u>	<u>\$ 1,308,542</u>

### EXPENSES

Personnel	\$ 762,474	\$ 673,501
Education	450,270	200,921
Office and administrative	127,301	125,791
Governance	20,909	719
Policy and member services	1,115	12,734
Total expenses	<u>\$ 1,362,069</u>	<u>\$ 1,013,666</u>

Excess of revenue over expenses for the year	75,195	294,876
Net assets, beginning of year	938,802	643,926
Net assets, end of year	<u>\$ 1,013,997</u>	<u>\$ 938,802</u>

# 2021 BOARD OF DIRECTORS



**Cathy Cousins**

**PRESIDENT**

*Director, Homelessness and Community  
Engagement  
Regional Municipality of Niagara*



**Henry Wall**

**VICE-PRESIDENT**

*Chief Administrative Officer  
Kenora District Services Board*



**Mike Nadeau**

**TREASURER**

*Chief Executive Officer  
District of Sault Ste. Marie (DSSAB)*



**Heidy Van Dyk**

**TREASURER**

*Acting General Manager, Health &  
Social Services  
County of Norfolk*



**Dan McCormick**

**PAST-PRESIDENT**

*Chief Administrative Officer  
District of Rainy River (DSSAB)*



**Sutha Balasingham**

*Head, Strategic Initiatives, Community  
and Health Services  
Regional Municipality of York*



**Stuart Beumer**

*Director of Ontario Works  
County of Wellington*



**Jacqueline Johnson**

*Director, Community Access  
Regional Municipality of Peel*



**James Lapierre**

*Director, Employment and Social  
Services  
City of Toronto*



**Polly Smith**

*Director of Employment and Social  
Services  
Municipality of Chatham-Kent*

# 2021 STAFF



**Doug Ball**  
*Executive Director*



**Daria Romaniello**  
*Office Assistant*



**Christie Herrington**  
*Director, Education*



**Rob Kirsic**  
*Communications and Member  
Engagement Manager*



**Darryl Wolk**  
*Manager, Policy Development  
and Public Affairs*



**Lisa Timoshenko**  
*Communications Specialist  
(to April 2021)*



**Tod Duncan**  
*Manager, Content Development*



**Jennifer McPhee**  
*Project and Research Coordinator  
(to October 2021)*



**Abel Nunes**  
*Finance*



**Caitlin Lapeña**  
*Administrative Assistant  
(to November 2021)*



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