



# 2022

## ANNUAL REPORT

A stylized map of Ontario, Canada, rendered in shades of blue. The map is positioned in the background, with a white text box overlaid on the right side. The map shows the outline of the province, including the Great Lakes and the St. Lawrence River.

## 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.

# LAND ACKNOWLEDGEMENT

OMSSA's offices historically have been located in Toronto, the territory of many nations including the Mississaugas of the Credit, the Anishnabeg, the Ojibwe, the Haudenosaunee, the Wendat and it is now home to many diverse First Nations, Inuit and Métis peoples. In addition, Toronto is covered by Treaty 13 with the Mississaugas of the Credit.

Our goal as an Association is to develop and enhance strong partnerships with Indigenous organizations, especially as we increase opportunities for Members to build their understanding and relationships with Indigenous communities across Ontario. As OMSSA implements its new Strategic Plan, our goal is to ensure the insights of our Indigenous partners is considered in much of what we do moving forward within that new plan.

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



For OMSSA and its Members, 2022 represented a transition to a post-pandemic world where the way we work has changed and there is higher demand for human services. While there is uncertainty on the horizon, OMSSA remains committed to its core purpose to partner with Service Managers and Ministries to advance the policies and opportunities for social services evolution.

We recognize the economic constraints of the Province and of our local municipal governments. Tough decisions will need to be made and the impact will be felt by the human services sectors.

There is a silver lining in all this – 2022 represents a year of rejuvenation in human services. The retirement of 15 of our 47 Leads was significant and we will miss the wisdom of those who have moved on; however, each new senior lead represents a new way of thinking, new approaches, and adding their experience to our collective knowledge.

We are pleased to be delivering on the Canada-Wide Early Learning and Child Care program. Our Members have the local expertise to deliver on this plan and to ensure the collective benefit this program has for families remains positive. We will continue to work with the Province on its implementation. Our Members continue to work with the Province on the implementation of Employment Services Transformation, and continue to meet and engage in dialogue to enhance this service across Ontario.

OMSSA remains a steady hand for Members and the Association continues to offer virtual workshops, developing new curriculum, and professional development opportunities. The Association continues to provide knowledge exchange opportunities to adapt and adopt new ways of thinking related to how services are delivered for clients.

As I reflect on my second, and last, year as OMSSA President, the Association has a renewed focus. We approved and adopted our new Strategic Plan guiding the Association over the next three to five years. This roadmap for the Association allows us to refine the things we're doing well and enhance and build new capacities. The Association remains in a strong financial position and is leveraging this position to deliver on the work Members expect from us.

I want to extend my sincere thanks and appreciation to OMSSA's Members, and to our dedicated OMSSA Staff and Executive Director, for their continued support of me in my role as President. I also want to thank my colleagues on the OMSSA Board and the 47 Leads for their steady support of the direction the Association is heading. Your Association will build on the accomplishments from this past year, and I look forward to the opportunities that will come in 2023.

A handwritten signature in black ink that reads "Cathy Cousins". The signature is written in a cursive, flowing style.

# WHAT WE'RE ABOUT

## MISSION

To support Members in achieving the best human services outcomes.

## VISION

Human services that create better lives for all Ontarians.

## VALUE PROPOSITION

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

## 2023-2027 STRATEGIC PRIORITIES

Over the past year, the Association embarked on the development of a new Strategic Plan to guide the work of the organization over the coming four-year planning horizon. OMSSA's 2023–2027 Strategic Plan outlines a clear path for the Association to raise the bar as an organization recognized as a leading voice and support for human and social services efforts across Ontario. OMSSA's time, effort and resources will be focused on achieving goals across four key areas of activity:

### POLICY AND ISSUES MANAGEMENT

Create and influence evidence-based policy impacting human services in Ontario.

### EDUCATION AND PROFESSIONAL DEVELOPMENT

Be the leading provider of education and professional development in the province offering an accessible and timely suite of ongoing professional development to staff at all levels.

### ENGAGEMENT AND MEMBER COMMUNICATIONS

Facilitate sharing of information, knowledge and best practices to leverage expertise and resources to ensure meaningful engagement and knowledge exchange.

### PARTNERSHIPS AND COLLABORATION

Build honest and authentic partnerships and collaborate in order to further enable OMSSA's ability to foster and influence positive human services outcomes for Ontarians.





# 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, continue to have a critical role in responding to the local needs of communities across the province.

Throughout 2022, our CMSM and DSSAB staff continued to provide the essential services the most vulnerable in our communities across Ontario needed. This was especially important as we transitioned towards a post-pandemic world where the way we work has changed and there is a higher demand for human services.

You did your work with professionalism, dedication, and care, continuing to show the value of human services and helping those in their time of need.

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.

**THANK YOU!**



# SUPPORTING OUR MEMBERS

We are transitioning towards a post-pandemic world where the way we work has changed and there is a higher demand for human services, compounded by staff shortages, and the loss of experienced workers.

At the same time, OMSSA continues its work to adapt and support Members to ensure their work can be completed. In a year of considerable evolution, OMSSA continues to operate as a steady hand to ensure Members can withstand the wave of change.

Here are a few ways we supported Members in 2022:

- Facilitated collaboration through OMSSA's Leadership Table where OMSSA Leads held timely discussions on the issues facing the sector, including health program supports, mental health, human service integration, professional development, children's services, housing and homelessness, employment services transformation, centralized intake, and much more.
- Engaged in collaborative talks at the Provincial-Municipal Social Assistance and Employment Committee and other committees about co-design with the Ministry of Children, Community and Social Services for the modernization of social assistance in Ontario.
- Worked with the Ministry of Education on the implementation of the Canada-Wide Early Learning & Child Care System through the Child Care and Early Years Technical Table.
- Continued with valuable virtual workshop offerings via online formats, delivering 360 hours of interactive learning to almost 620 human services professionals across the province.

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.

OMSSA and its staff continue to be well-positioned to support Members and deliver on the high-quality services you expect of us.

# POLICY AND ISSUES MANAGEMENT

In 2022, 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 held timely discussions on the emerging policy issues facing the human services sector. Introduced new sector lead tables to enhance policy development and provincial engagement.
- 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.
- Provided analysis of the 2022 Ontario Election and Budget for OMSSA's Knowledge Exchange Blog.
- Set up a meeting between service managers and the Canada Mortgage Housing and Housing Corporation (CMHC) to provide consultation on the National Housing Strategy and federal programs.
- Supported Members through the Canada-Wide Early Learning and Child Care (CWELCC), Social Assistance Renewal, Community Housing Renewal, Employment Services Transformation and Community Safety and Wellbeing Plan implementation
- 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
  - OMSSA Letter on Centralized Intake
  - 2022 Ontario Budget: Pre-Budget Submission
  - 2022 Federal Budget: Pre-Budget Submission

# POLICY AND ISSUES MANAGEMENT

## *Provincial Engagement*

- Continued advocating for 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.
- Worked with AMO to ensure urban, suburban, rural and Northern Members were represented on provincial tables and working groups.
- 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 and Employment Services Transformation.
- 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, RECE labour shortage and national child care deal, including early years and child care funding.
- Provided advice to the Ministry of Municipal Affairs and Housing (MMAH) 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 and Community Safety and Wellbeing Plans.
- Participated in MMAH consultation on Supportive Housing
- Met regularly with MCCSS on human services integration, Ontario's poverty reduction strategy and human trafficking.
- Worked closely with each Ministry to streamline engagement and ensure regular engagement between provincial and municipal partners through a new consultation chart.
- Tracked the provincial election and party platforms related to the human services on the OMSSA website and newsletter to help keep Members informed during the campaign period.

# EDUCATION & TRAINING

In 2022, OMSSA continued to offer Members uninterrupted access to a variety of professional development opportunities and events in virtual and in-person formats to enhance the sharing of best practices, knowledge exchange, and the development of key skills and competencies. This included:

- Valuable virtual learning via online formats, delivering **59 learning sessions** totaling **360 hours** of interactive, virtual learning to **617 human services professionals** across Ontario.
- Delivered **in-house professional development** sessions to over 20 Members and community organizations.
- Introduced **new professional development opportunities** including: Person-Centric Strategies, Re-imagining Employment, and Creating Interactive Digital Meetings.
- The 2022 OMSSA Exchange Conference was offered **virtually over three mornings** to provide flexibility for over **620 Members** to participate. The Conference included 12 sessions exploring best practices and timely discussions in the areas of transformational leadership, national child care service delivery, hybrid workplace culture, innovative housing solutions, workplace equity, and more.
- The 2022 Forum was attended by over **330 Members** focused on the issue of workplace mental health and the types of changes affecting human services workplaces. Over two mornings we discussed a number of **workplace mental health topics** that are relevant to all OMSSA Members, such as: burnout, compassion fatigue and vicarious trauma, self-care, and more.
- The 2022 Policy Conference was our **first in-person** conference post-pandemic. This opportunity allowed us to bring together over **270 Members**, provincial staff, and community organizations in Toronto 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 service-users, organizations, and communities.
- Continued to **develop new curriculum and professional development opportunities** for 2023 to support staff and community partners working to assist service-users with housing, child care and stability supports.
- OMSSA **welcomed two new staff** to the Education department: Tod Duncan, Manager of Content Development, and Nalisha Sankreacha, Education and Events Coordinator. Tod and Nalisha bring fresh perspectives to the work of the Education team and have enabled OMSSA to reach new heights with delegate participation in events and professional development workshops.

# 2022 OMSSA EXCHANGE CONFERENCE

**From May 2 to 4, OMSSA hosted over 620 people from across Ontario and beyond for our 2022 OMSSA Exchange Conference.**

Over three mornings, the Exchange Conference focused on how human services is adapting and adopting new ways of thinking related to how services are delivered for clients, professional development, and sharing information. Topics include: national child care, hybrid workplaces, improving intake and assessment using equity-based and trauma- and violence-informed care approaches, mitigating unconscious bias, health and human services integration, innovative housing solutions, and much more.

## HIGHLIGHTS

- Opening keynote from JP Gedeon focusing on transformational leadership during a time of profound social and economic change.
- Opening keynote from Gertie Mai Muise on how to move forward responsibly with the National Action Plan for Missing and Murdered Indigenous Women and Girls.
- Additional keynotes about how to refuel and recalibrate to counter the effects of isolation and other challenges brought on by the pandemic, and mitigating unconscious bias in the workplace.
- 2021 Awards Presentation recognizing several deserving individuals and teams for our Lifetime Achievement, Young Leader, and Local Municipal Champions Awards.
- In-depth breakout sessions focused on Life Stabilization / Stability Supports takeaways from prototype Members, mental health and addiction, anti-Black racism and workplace equity, building an effective hybrid workplace culture, national child care implementation, and many more topics.

**"Great work!  
OMSSA events  
always deliver  
content based on  
up-to-date,  
current thinking  
which provides  
space to reflect  
and be critical of  
the social service  
systems we work  
in to enact  
needed change."**

# 2022 OMSSA FORUM

From September 20 to 21, OMSSA hosted over 330 people from across Ontario and beyond for our 2022 OMSSA Forum.

Over two mornings, the Forum focused on the issue of workplace mental health and the types of changes affecting human services workplaces. Many workplace mental health topics were discussed that are relevant to all OMSSA Members, such as: burnout, compassion fatigue and vicarious trauma, self-care, and more.

## HIGHLIGHTS

- Opening keynote from Françoise Mathieu focusing on using micro-strategies to help us refuel and recalibrate during disrupted and challenging times.
- Opening keynote from Marci Gray focusing on how leaders and managers can view racism through the lens of workplace psychological health and safety.
- In-depth breakout sessions focused on providing support for anxiety, acute stress, and trauma in colleagues and staff, enhancing remote and hybrid workplace communications, practical strategies for healthier workplaces, and mental and emotional preparedness while working with services users in crisis.

**"...the quality of the speakers was incredible. The content was fantastic, but the best was the delivery; the info was relayed in a way that it was relatable and applicable to my personal daily life and interactions with clients."**

# 2022 OMSSA POLICY CONFERENCE

From December 7 to 8, OMSSA hosted its first in-person event in three years for more than 270 human and public service leaders from across Ontario for our 2022 Policy Conference.

Over two days, our 2022 Policy Conference focused on strategic conversations about the policy priorities into 2023 and beyond. This includes key issues such as: economic recovery and public policy turmoil, mental health partnerships, affordable and supportive housing, decriminalization of illicit drugs, food insecurity, human services integration, child care workforce planning and data collection, anti-Indigenous racism, employment services transformation, encampment policies, and climate change and its impact on human services.



# 2022 OMSSA POLICY CONFERENCE

## HIGHLIGHTS

- The return of the popular economic update panel discussing recent economic turbulence and plotting a course for human services through 2023 and beyond.
- Opening keynote discussing anti-Indigenous racism interventions and practices for transformational change.
- 2022 Awards presentation recognizing two deserving individuals for our Champion of Human Services (Karly Church) and our Patti Moore Human Services Integration (Mellissa Morgan) Awards.
- Several think tank discussions focusing on the decriminalization of illicit drugs, food insecurity, and children's services workforce planning and collecting and managing data.
- Several important conversations on housing and homelessness from finding solutions to housing shortages to assessing approaches to encampment policies to building affordable housing and moving from words to action on supportive housing.
- Panel discussion on employment services transformation and moving forward with promising practices and person-centric approaches.
- Panel discussion on building partnerships around mental health with Ontario Health Teams.
- Closing panel discussion on the impact of climate change on human services.

**"Wonderful conference. It was my first opportunity to attend an OMSSA policy conference and I definitely have interest to return in the future."**

# 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 outstanding individuals and teams:



**KARLY CHURCH, VICTIM SERVICES OF DURHAM REGION**  
***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*



**MELLISSA MORGAN, CITY OF CORNWALL**  
***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*



**JOSEPH FRIEDMAN BURLEY, CITY OF TORONTO**  
***Young Leader Award***

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





**GREG BISHOP, COUNTY OF SIMCOE**  
**DEBBIE CERCONE, CITY OF WINDSOR**  
*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*

- OUTREACH AND MOBILE SERVICES TEAM, **CITY OF OTTAWA**
- HOUSING HUB, **CITY OF WINDSOR**
- INTEGRATED HOMELESSNESS PREVENTION, **COUNTY OF LAMBTON**
- GTA ECE RECRUITMENT AND RETENTION, **HALTON REGION, REGION OF PEEL, DURHAM REGION, CITY OF TORONTO**
- YOUTH CASEWORKER TEAMS, **REGION OF PEEL**
- COMMUNITY SERVICES DEPARTMENT, **COUNTY OF SIMCOE**
- EMPLOYMENT SERVICE SYSTEM MANAGER, **STRATFORD-BRUCE PENINSULA**
- COMMUNITY RESOURCE CENTRES, **THE DISTRICT OF THUNDER BAY SOCIAL SERVICES ADMINISTRATION BOARD**
- CHILDREN SERVICES PORTAL, **YORK REGION**

# KEEPING MEMBERS CONNECTED AND INFORMED

In 2022, 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 Lead meetings 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 30 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:



# BUILDING STRONG PARTNERSHIPS

In 2022, 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:

- Held weekly policy meetings with the Ontario Federation of Indigenous Friendship Centres to discuss policy issues and opportunities for both organizations to work together.
- Policy coordination on several key human services policy issues with the Federation of Canadian Municipalities, Association of Municipalities of Ontario (AMO), Urban Commissioners 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.
- Regularly met with the Association of Native Child and Family Services Association of Ontario to determine areas of collaboration.
- Attended the Rural Ontario Municipal Association (ROMA) Conference and Ontario Native Welfare Administrators Association (ONWAA) Conferences.
- Presentations at the AMO Conference, ONPHA Conference, Feed Ontario Conference and to the Ontario 211 Board of Directors.
- Invited OMSSA partner organizations to present at the 2022 OMSSA Policy Conference through keynotes, panels and concurrent sessions.

# THANK YOU *to the people and organizations who helped to make our work possible in 2022*

## **2022 Awards Committee**

- Jacqueline Johnson, Regional Municipality of Peel (Co-Chair)
- Heidy Van Dyk, Norfolk County (Co-Chair)
- Tanya Hall, Regional Municipality of Halton
- Rob Kirsic, OMSSA
- Ken Renta, Thunder Bay DSSAB
- Andrew Scavarelli, Simcoe County

## **2022 Finance Committee**

- Mike Nadeau, Sault Ste. Marie DSSAB (Treasurer)
- Doug Ball, OMSSA
- Kari Buzzelli, Regional Municipality of Peel
- Cathy Cousins, Regional Municipality of Niagara
- Bill Bradica, Thunder Bay DSSAB

## **2022 Education Committee**

- Stuart Beumer, County of Wellington
- Beth Boros, Ontario Federation of Indigenous Friendship Centres
- Tammy Kealey, County of Lanark
- Jennifer Lible, Thunder Bay DSSAB
- Christine Madden, County of Dufferin

## **2022 Stability Supports Advisory Group**

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

# THANK YOU *to the people and organizations who helped to make our work possible in 2022*

## **2022 Exchange Planning Committee**

- Tod Duncan, OMSSA (Chair)
- Beth Ann Boros, Ontario Federation of Indigenous Friendship Centres
- Sophia Brown, City of Toronto
- Rebecca Carman, Northumberland County
- Kelly Emery, Municipality of Chatham-Kent
- Susan Evenden, City of Brantford
- Christie Herrington, OMSSA
- Rob Kirsic, OMSSA
- Miranda Mackie, City of Greater Sudbury
- Juliette Nicolet, Ontario Federation of Indigenous Friendship Centres
- Ken Ranta, Thunder Bay DSSAB
- Mervat Rizk, Regional Municipality of Peel
- Nalisha Sankreacha, OMSSA
- Heather Tillock, Regional Municipality of York
- Lori Watson, Niagara Region
- Heidi Van Dyk, Norfolk County

## **2022 Forum Planning Committee**

- Tod Duncan, OMSSA (Chair)
- Sutha Balasingham, Regional Municipality of York
- Kelly Black, Oxford County
- Jocelyn Chadwick, Halton Region
- Jennifer Dawson, City of Kingston
- Christie Herrington, OMSSA
- Tammy Kealey-Donaldson, Lanark County
- Rob Kirsic, OMSSA
- Jennifer Lible, Thunder Bay DSSAB
- Jabari Lindsay, City of Toronto
- Shari MacKenzie, Thunder Bay DSSAB
- Geoffrey Rao, City of Ottawa
- Jessica Rapcewicz, District of Manitoulin-Sudbury
- Aisha Saintiche, Regional Municipality of York
- Nalisha Sankreacha, OMSSA
- John Trpeski, City of Windsor

# THANK YOU *to the people and organizations who helped to make our work possible in 2022*

## **2022 Policy Conference Planning Committee**

- Tod Duncan, OMSSA (Chair)
- Doug Ball, OMSSA
- Bill Bradica, Thunder Bay DSSAB
- Denise Andrea Campbell, City of Toronto
- Rebecca Carman, Northumberland County
- Chelsea Combot, Ontario Federation of Indigenous Friendship Centres
- Davina Dixon, Regional Municipality of Durham
- Christie Herrington, OMSSA
- Michael Jacek, AMO
- Rob Kirsic, OMSSA
- Dunja Lukic, County of Wellington
- Jennifer McPhee, Ontario Federation of Indigenous Friendship Centres
- Mike Nadeau, Sault Ste. Marie DSSAB
- Jessica Nadjiwon-Smith, Ontario Native Welfare Administrators' Association
- Sandra Noel, Niagara Region
- Nalisha Sankreacha, OMSSA
- Jamie Shipley, Canada Mortgage and Housing Corporation
- Polly Smith, Municipality of Chatham-Kent
- Darryl Wolk, OMSSA

*Thank you to all those who participated in OMSSA's Networks, Leadership Table, Sector Leads and Provincial-Municipal consultation tables in 2022.*

# FINANCIAL OVERVIEW

OMSSA's financial position remains strong and sustainable. The Association continues to deliver effective services to be responsive to Members' needs while maintaining sustainable finances and operations throughout 2022.

Moving into 2023, OMSSA will focus on the implementation of its new Strategic Plan and investing resources into areas where the Association can increase member value. This includes building advertising and sponsorship opportunities, enhancing educational opportunities, and investing in research and data collection.

This upcoming year represents a year of rejuvenation for human services across Ontario. OMSSA can begin to leverage the flexibility and strong financial position built over the past few years to further support and service Members into the future.

# 2022 FINANCIAL REPORT

The financial report is based on the audit conducted by the firm Pennylegion | Chung LLP.

The audited financial statements are available by contacting OMSSA.



## STATEMENT OF FINANCIAL POSITION

AS AT DECEMBER 31, 2022

2022

2021

### ASSETS

Current assets		
Cash	\$ 896,472	\$ 896,334
Guaranteed investment certificates	600,000	600,000
Accounts receivable	37,814	33,015
HST receivable	4,303	8,829
Prepaid expenses	21,944	14,437
	<u>\$ 1,560,533</u>	<u>\$ 1,552,615</u>

### LIABILITIES AND NET ASSETS

Current liabilities		
Accounts payable and accrued liabilities	\$ 134,302	\$ 2,172
Deferred revenue	386,462	467,946
Canada Emergency Wage Subside payable	—	28,500
	<u>520,764</u>	<u>498,618</u>
Long-term liabilities		
Canada Emergency Business Account loan payable	—	40,000
	<u>520,764</u>	<u>538,618</u>
Net assets		
Unrestricted	810,769	1,013,997
Designated - strategic reserve	229,000	—
	<u>1,039,769</u>	<u>1,013,997</u>
	<u>\$1,560,533</u>	<u>\$1,552,615</u>

## STATEMENT OF OPERATIONS

AS AT DECEMBER 31, 2022

2022

2021

### REVENUE

Membership dues	\$ 663,963	\$ 640,465
Training	644,313	522,879
Conference fees	229,603	144,822
Job board	72,050	48,750
Forums	63,373	63,270
Interest	6,502	1,278
Forgiveable portion of CEBA loan	—	10,000
Canada Emergency Wage Subsidy	—	5,800
Total revenue	<u>\$ 1,679,804</u>	<u>\$ 1,437,264</u>

### EXPENSES

Personnel	\$ 820,797	\$ 762,474
Education	648,992	450,270
Office and administrative	136,411	127,301
Governance	46,960	20,909
Policy and member services	872	1,115
Total expenses	<u>\$ 1,654,032</u>	<u>\$ 1,362,069</u>
Excess of revenue over expenses for the year	25,772	75,195
Net assets, beginning of year	<u>1,013,997</u>	<u>938,802</u>
Net assets, end of year	<u>\$1,039,769</u>	<u>\$1,013,997</u>

# 2022 BOARD OF DIRECTORS



**Cathy Cousins**  
**PRESIDENT**  
Director, Homelessness and Community Engagement, Regional Municipality of Niagara



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



**Henry Wall**  
**VICE-PRESIDENT**  
Chief Administrative Officer  
Kenora District Services Board



**Stuart Beumer**  
Director of Ontario Works  
County of Wellington



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



**Jacqueline Johnson (to Dec 2022)**  
Director, Community Access  
Regional Municipality of Peel



**Heidi Van Dyk (to Dec 2022)**  
**SECRETARY**  
Acting General Manager, Health & Social Services  
County of Norfolk



**James Lapierre**  
Director, Employment and Social Services  
City of Toronto



**Dan McCormick**  
**PAST-PRESIDENT**  
Chief Administrative Officer  
District of Rainy River (DSSAB)



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

# 2022 STAFF



**Doug Ball**  
*Executive Director*



**Lisa Nguyen**  
*Administrative Assistant (on leave)*



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



**Abel Nunes**  
*Finance and Human Resources*



**Rebecca Ellis**  
*Administrative Assistant*



**Nalisha Sankreacha**  
*Education and Events Coordinator*



**Christie Herrington**  
*Director, Education*



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



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



ONTARIO MUNICIPAL SOCIAL  
SERVICES ASSOCIATION

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