



THUNDER BAY DISTRICT
SOCIAL SERVICES ADMINISTRATION BOARD

Helping to Build Strong Communities Within the District of Thunder Bay

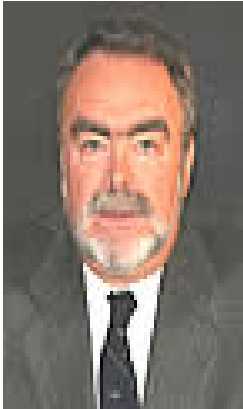


ANNUAL REPORT 2007



THUNDER BAY DISTRICT
SOCIAL SERVICES ADMINISTRATION BOARD

MESSAGE FROM THE CHAIR



Councillor Iain Angus
Chair (2007-2008)

2007 marks the 8th year since the Thunder Bay District Social Services Administration Board (TBDSSAB) was formed by an Act of the provincial legislature. The Board works in collaboration with municipalities, the provincial government, the federal government, consumers of our services, service providers, and other community partners to deliver many important social services to the District. During the past eight years, we have matured as an organization and are continuing to improve services.

The Board has been through numerous changes with respect to area representatives, however a constant since the formation of the Board was removed when the provincial government decided not to renew the provincial appointment. In 2007 we said a formal goodbye to Mrs. Beverley Romaniuk, who was the Provincial Appointee since 1999. During her years of service Mrs. Romaniuk demonstrated an exemplary understanding of the complexities of our services and the needs of the families and individuals that we serve. We wish her the best in her future endeavours and will always remember her as the Board Member who instilled in us the voice to preserve the needs of the District.

We would like to thank our many community partners and staff for making 2007 a very successful year. I would especially like to acknowledge all of my fellow Board Members for their hard work and dedication.

We have come a long way and are excited about carrying this momentum into the future. We will strive to improve the economic viability within the District of Thunder Bay and the lives of the families and individuals that we serve.

Sincerely,

Councillor Iain F. Angus
Chair

Presentation to
Mrs. Beverley Romaniuk,





THUNDER BAY DISTRICT
SOCIAL SERVICES ADMINISTRATION BOARD

BOARD PROFILE

Formation of the Board

The Thunder Bay District Social Services Administration Board (TBDSSAB) was established on April 1, 1999, through the enactment of the *District Social Services Administration Board Act*. The Provincial Government of Ontario (the Province) required the consolidation of Ontario Works, Child Care, and Social Housing in the Province of Ontario from 210 delivery agents to 47 agents. In the North, the Government formed district social service administration Boards, while in the South consolidated municipal service managers were formed. The TBDSSAB -- one of the 47 delivery agents -- was established through default provision to deliver social services in the territorial district of Thunder Bay (the District).

The composition, structure, role, and geographic boundaries of the TBDSSAB are determined directly by provisions of the *DSSAB Act (1999)*.

Board Representation

The Board consists of twelve elected officials. Board members are chosen by their respective municipal councils to serve on the Board to represent areas defined in the *District Social Services Administration Board Act*. The Territory Without Municipal Organization is also represented by an elected official.

Mission

The Thunder Bay District Social Services Administration Board delivers provincially mandated services on behalf of the citizens of the District of Thunder Bay in an equitable and cost-effective manner.

Vision

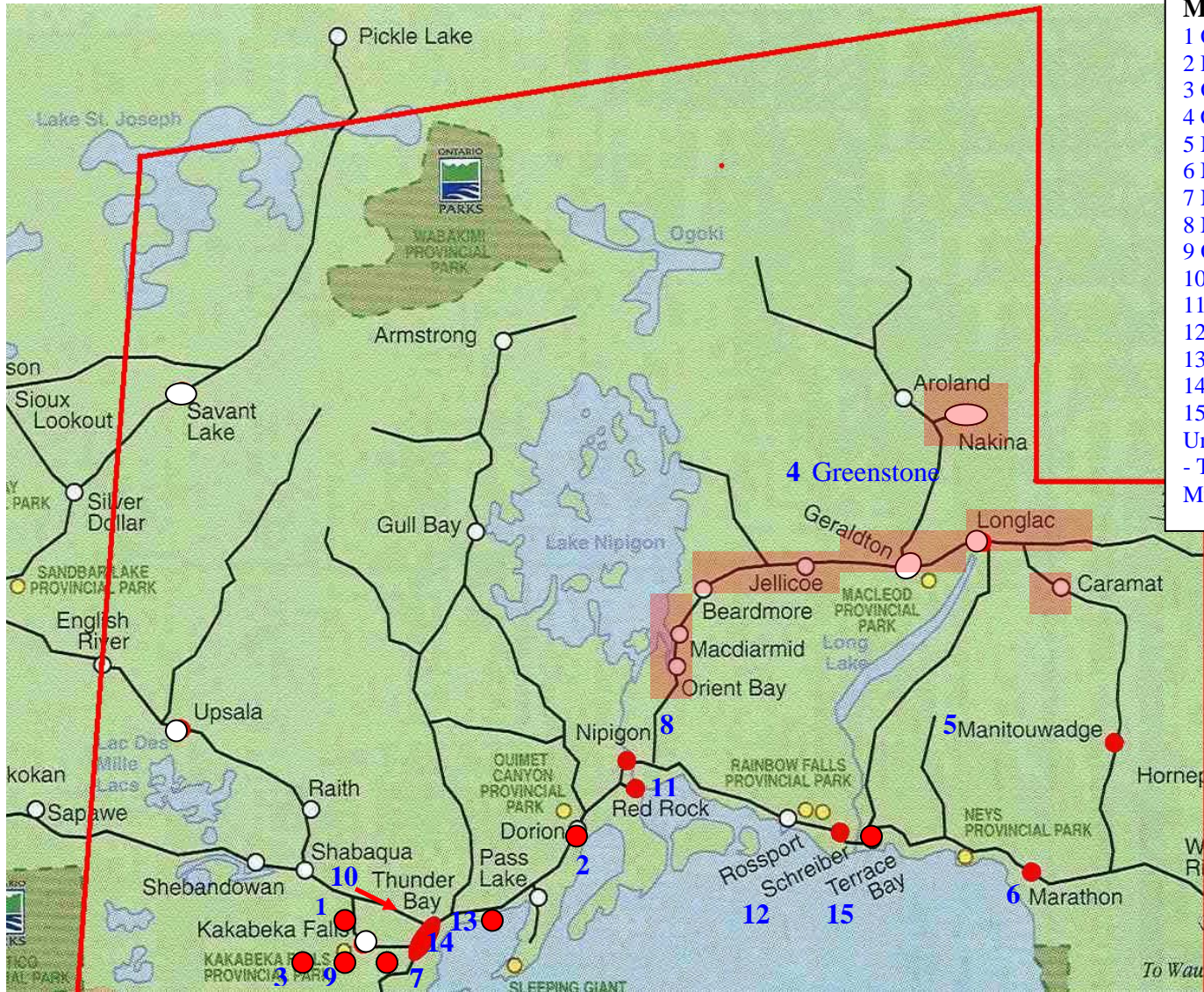
The Thunder Bay District Social Services Administration Board provides quality services within the context of a commitment to social justice and recognition of people's potential to achieve self-sufficiency and to break the cycle of social assistance.

Values

At the Thunder Bay District Social Services Administration Board, we:

1. Acknowledge that all people have the right to dignity, respect and quality of life.
2. Respect the diversity of cultures, skills and abilities of all people.
3. Work in partnership with stakeholders to find innovative solutions.
4. Provide opportunities for life-long learning that are responsive to people's needs.
5. Embrace open communication.
6. Effectively manage our human and financial resources.

TBDSSAB Boundaries



- Member Municipalities**
- 1 Conmee
 - 2 Dorion
 - 3 Gillies
 - 4 Greenstone ■
 - 5 Manitouwadge
 - 6 Marathon
 - 7 Neebing
 - 8 Nipigon
 - 9 O'Connor
 - 10 Oliver Paipoonge
 - 11 Red Rock
 - 12 Schreiber
 - 13 Shuniah
 - 14 Thunder Bay
 - 15 Terrace Bay
 - Unorganized Areas
 - Territory Without Municipal Organization

**THUNDER BAY DISTRICT SOCIAL SERVICES ADMINISTRATION BOARD
2007**

Councillor Iain Angus - City of Thunder Bay (Chair)
 Councillor Gwen Garbutt - Township of O'Connor (Vice-Chair)
 Councillor Joe Virdiramo - City of Thunder Bay (Secretary/Treasurer)
 Councillor Andrew Foulds - City of Thunder Bay
 Councillor James Foulds - Township of Nipigon
 Councillor Larry Hebert - City of Thunder Bay

Councillor Donna Jaunzarins - Township of Manitowadge
 Mr. Bob Katajamaki - Territory Without Municipal Organization
 Councillor Elaine Mannisto - Municipality of Greenstone
 Councillor Tina Morrill - Township of Schreiber
 Councillor Aldo Ruberto - City of Thunder Bay
 Councillor Andy Savela - City of Thunder Bay



FRONT ROW - left to right:
 Councillor Gwen Garbutt
 Councillor Iain Angus
 Councillor Donna Jaunzarins
 Councillor Larry Hebert
 Councillor Elaine Mannisto
 Mrs. Mary Lucas (General Manager)

BACK ROW - left to right:
 Councillor Joe Virdiramo
 Councillor Andrew Foulds
 Councillor James Foulds
 Councillor Andy Savela
 Mr. Bob Katajamaki
 Councillor Tina Morrill
 Councillor Aldo Ruberto



THUNDER BAY DISTRICT
SOCIAL SERVICES ADMINISTRATION BOARD



Children's Services

Providing support and resources to families and their children in the District of Thunder Bay

Child care is an essential service to the community, providing support and resources to families and their children. The TBDSSAB is responsible for delivery of quality child care, which is an integral part of the economic and social health of communities.

The TBDSSAB administers five main child care services as prescribed by the *District Social Services Administration Board Act (1999)* through formal agreements with 27 direct service providers. The prescribed services are: Fee Subsidy Program, Family Resource Programs, Special Needs Resource Centres, Wage Enhancement Grants, and Informal Child Care.

Fee Subsidy is financial assistance provided to help parents with the cost of day nursery or private home day care services. Eligibility is determined on an income based assessment.

A range of support services to persons who are caregivers of young children are provided through the *Family Resource Programs (FRP)*. These programs are aimed at improving the quality of care provided in unlicensed child care settings and toward improving parenting skills. Under the Best Start initiative the FRP centres are designated to evolve into Best Start Hubs, where the services will be expanded to be a gateway to services and referral and community information for families of young children.

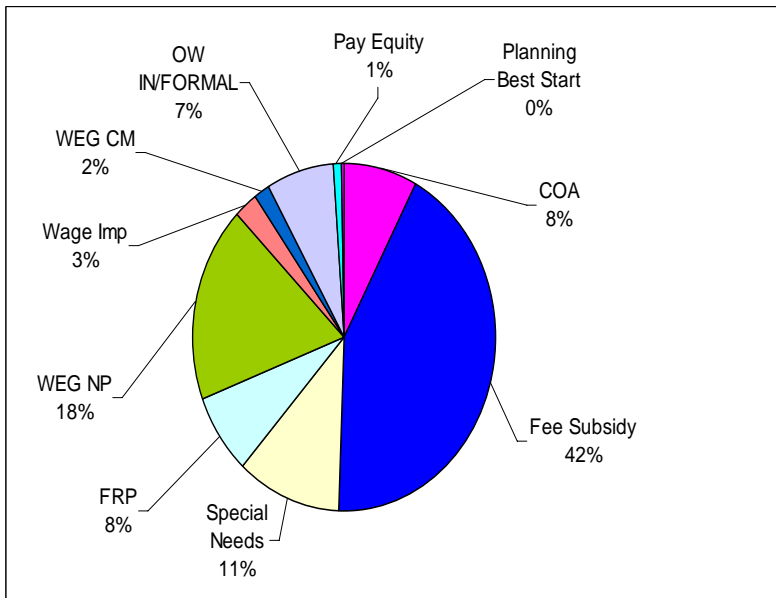


In order to ensure that all children, regardless of need, can participate in the child care setting of their families' choice, *Special Needs Resource Services* are provided to child care service providers in the district.

The *Wage Enhancement Grant* provides funding for the enhancement of salaries and benefits for employees of day nurseries, private home day care agencies, resource centres, and special needs.

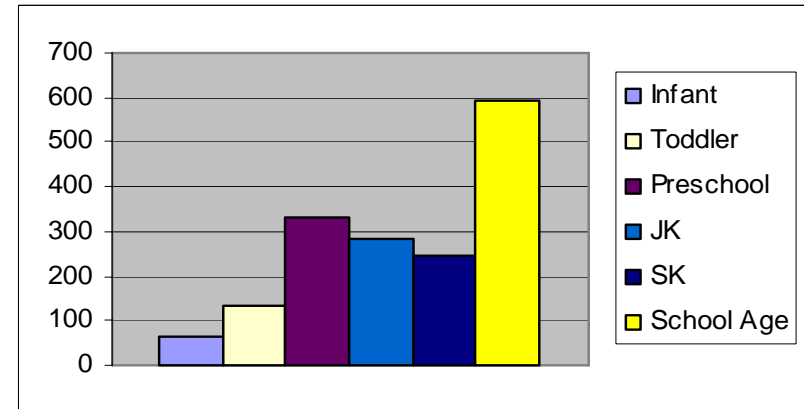
Informal Child Care provides families on Social Assistance funds to pay for a caregiver to come into their home to provide child care. These funds are paid directly through Ontario Works.

Prescribed Services Percentage of Child Care Budget



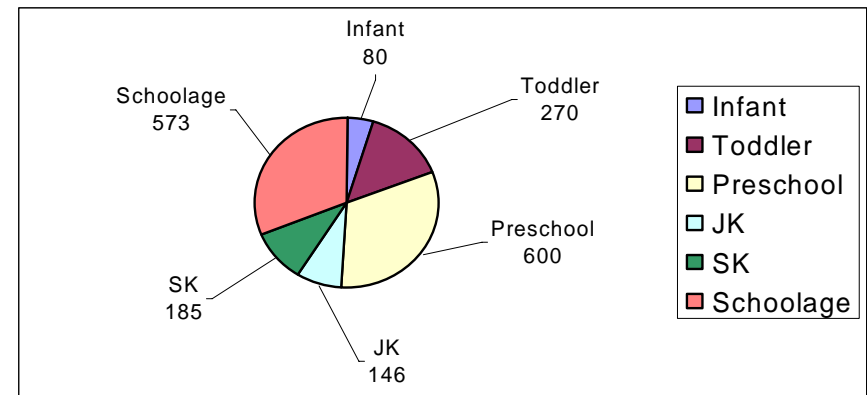
Children's Services

Placements by Age Group (numbers include multiple placements)



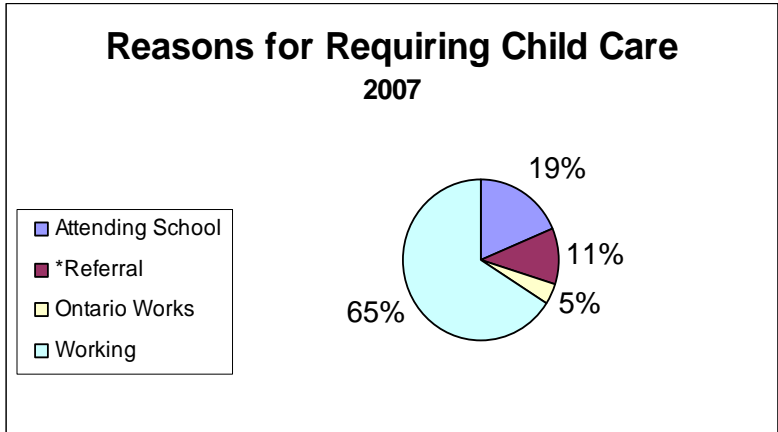
Total number of children placed in Child Care Centres = 1,650

Licensed Capacity January 2008



Licensed Capacity = 1854

Family / Care Profile

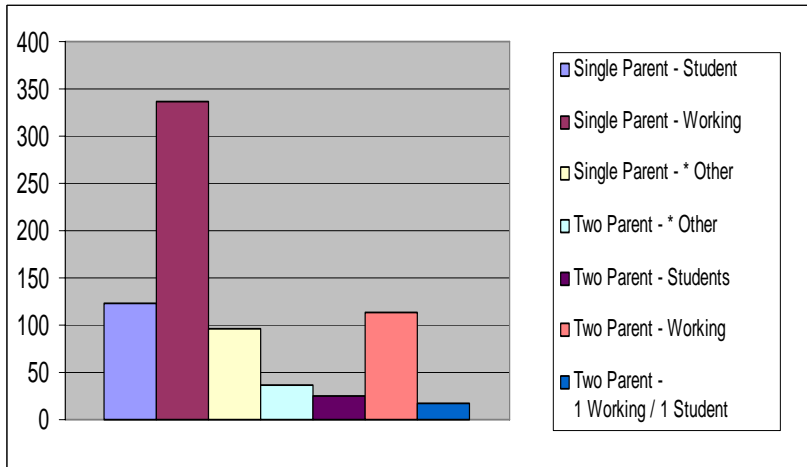


*TBDSSAB receives Children's Aid Society, emergency, and therapeutic referrals

Placements by Household Type

Total number of families = 750

* Other includes referrals and OW programs



The Board has formal agreements with 27 Service Providers (Organizations) which include:

- **36 Child Care Centres**
(~ 1854 Licensed Spaces)
- **Private Home Day Care Program**
(22 homes at December 2007)
- **Family Resource Programs**
(3 in the district, 3 in the city)
- **Children's Centre Thunder Bay (Mental Health)**
- **Wesway (in home child care for high needs)**
- **Communities Together for Children**
(CTC - OEYC) Special Needs Resources
(Resource Teachers)

IN-YEAR ACHIEVEMENTS

Quality Assurance System

Quality Assurance continues to be an ongoing process. TBDSSAB hired Marnie Tarzia as the full time Quality Assurance Regulatory Analyst as of January 1, 2008.



THUNDER BAY DISTRICT
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Best Start

Best Start is a provincial early learning and care strategy developed by the Province and led by CMSMs and DSSABs.

Phase One of the expansion of school based child care services has been completed in the city of Thunder Bay. Close to 50% of licensed spaces are now in schools, supporting a goal to create seamless days for children.

Phase Two (the current phase) involves the facilitation of seamless services for families through the creation of neighbourhood-based “Hubs”. Family Resource Programs that are funded by the TBDSSAB have been designated to become “Hubs” along with the Ontario Early Years Centres. It is anticipated that a plan for Hub implementation will be completed by mid-late 2008.

Ontario Child Care Management System (OCCMS)

The Ontario Child Care Management System (OCCMS) is a software application that supports the administration of child care fee assistance and reporting requirements. OCCMS is a comprehensive system that holds applicant and child information and enables the user to monitor eligibility, process attendance records, billing, and reports, and maintain information about Head Office and Provider Sites. All but one of our Child Care centres are using the WEB Record of Attendance option to provide a more efficient system of attendance management.

Children's Services

Income Testing

The most recent change in Child Care Service Delivery was the move from needs testing to income testing which became effective January 1, 2007. Access to fee subsidy is now a more standardized and equitable process.

The impact of this significant change has seen a greater number of families being partially subsidized as opposed to fully subsidized. Although families in a wider range of income levels are now applying for and receiving subsidy, fewer are fully subsidized. The Ministry established cut off for full subsidization is \$20,000. As a result, more poor working families are paying for some portion of their child care costs.

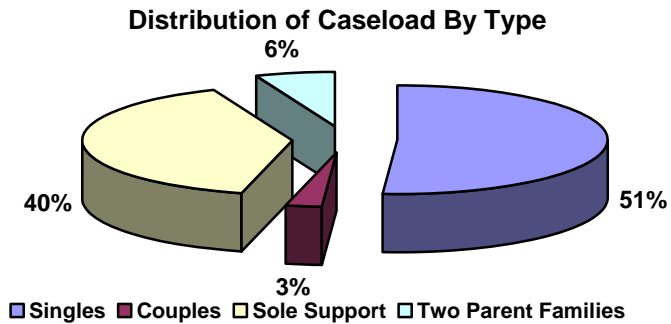
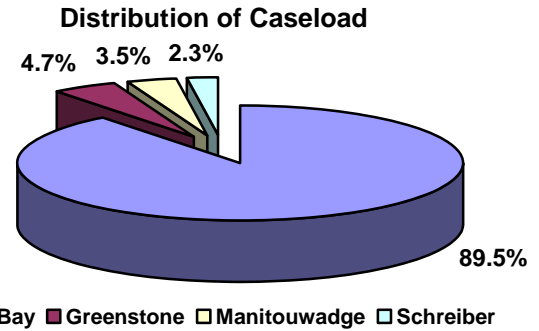
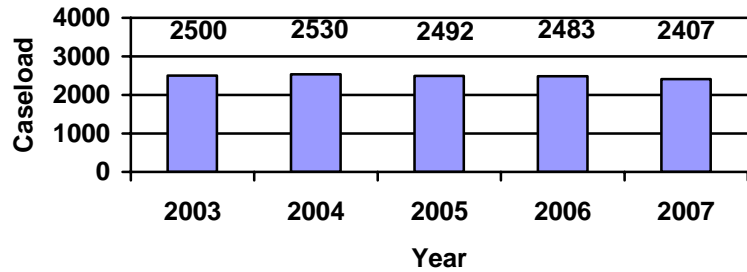
Although new applicants were income tested as of January 1, 2007, for ongoing clients the TBDSSAB did not complete the income test until the time of the client's update, meaning that families were left under the needs test until their next update appointment. Given this fact, the true impact of the change will not be fully presented until the end of 2008.

Looking at the first two months of 2008 over the same period in 2007, there is already a significant disproportionate increase in the parental contributions (for parents who are only partially subsidized) over the gross costs for child care. Although the gross cost has increased around 11%, the parental contributions have increased over 50%.

Ontario Works

- provides financial and employment assistance to people in temporary financial need
 - available to families and individuals in need who meet eligibility requirements in Ontario
 - financial assistance provides basic needs, shelter, emergency assistance, and cost of prescription medication
 - back to school and winter clothing allowances, basic dental care, and eye care benefits are available for dependent children of recipients of Ontario Works
 - limited health benefits available to eligible participants exiting Ontario Works due to employment earnings or income that precludes eligibility
- people receiving assistance through Ontario Works participate in a wide range of employment assistance activities, which help them prepare for, find, and keep a job.
- Individuals who may need assistance but are not quite ready to apply can log onto TBDSSAB's website for program information and anonymous use of the Income Assistance Estimator.

Ontario Works Average Monthly Caseload



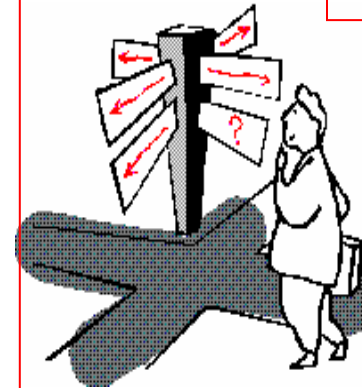
Employment Placement
EP with incentives

March of Dimes

- Assessment Services
- Achieving Success
- Supported Employment Community Placement Service

Other

- Addiction Services
- LEAP
- Job Search strategies, Related programs & services
- Basic Education programs
- Introduction to Computers
- Customer Service Training
 - Budgeting Workshop
 - Smart Serve
 - WHMIS
 - ACCEPT

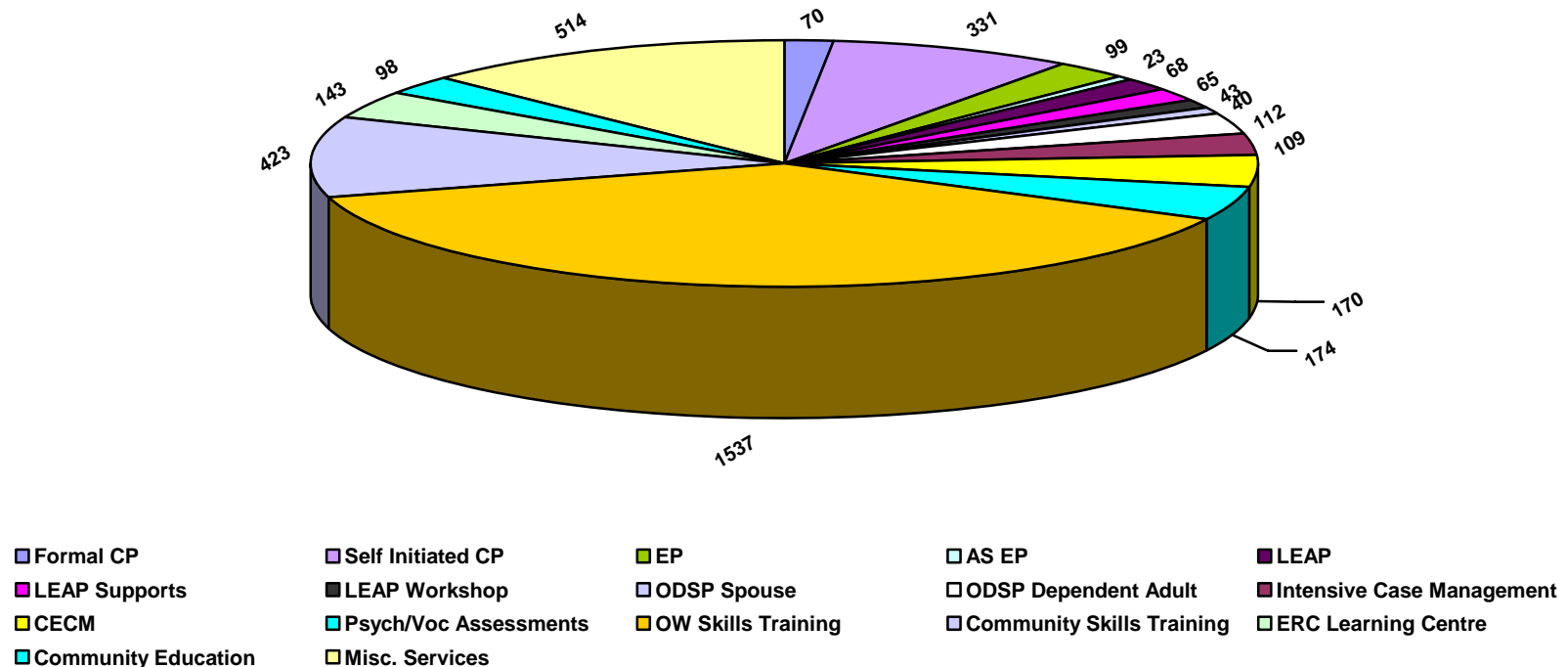


Community Placement

- Self-Initiated Placements
- Formal Placement
- Wood Working
- Brush Cutting (seasonal)

Employment Services

In addition to the 9,550 visitors at the Employment Resource Centre (ERC), and the 7,215 hot lunches provided through community placement to participants involved in ERC employment related activities at ERC, the following employment programs, initiatives, and services were provided to Ontario Works employment participants in 2007 by all four delivery agents.



Due to technological limitations the community skills and education programs statistics are understated. CP = Community Placement; EP = Employment Placement; LEAP = Learning, Earning, and Parenting, CECM = Concentrated Employment Case Management. Miscellaneous services include toiletry kits, criminal reference checks, etc.

Other Ontario Works Supports

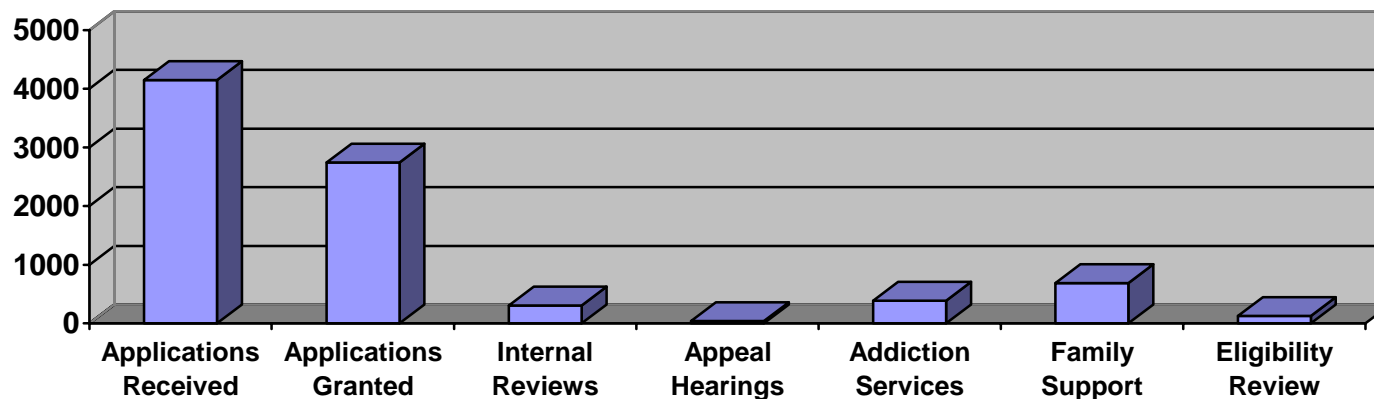
Ontario Works Applications: 4,147 applications received of which 1,100 applicants chose to discontinue their application, 884 were deemed ineligible and 2,745 were granted assistance.

Internal Review and Appeal Services: Applicants and recipients of Ontario Works wishing to challenge decisions of ineligibility for mandatory benefits may request an internal review and further appeal to the Social Benefit Tribunal (SBT) if they continue to disagree with the decision. An independent Internal Review/Case Presenting Officer performs the internal reviews and represents the Ontario Works Administrator at SBT hearings. In 2007 there were 308 internal reviews conducted and 40 scheduled appeals.

Addiction Services (AS): Financial support, counselling, intensive case management, and appropriate referrals into the integrated community addiction services system are provided for Ontario Works participants within the District of Thunder Bay who have an addiction to alcohol or other drugs which poses a barrier to employment. There were 392 individuals participating in AS in 2007.

Family Support (FS): Assists Ontario Works recipients, who are custodial parents of dependent children, pursue financial support to which they may be entitled, including preparation of support agreements when support obligations are not contested. Referrals totaling 687 were made in 2007.

Eligibility Review (ER): Investigates and assesses eligibility of recipients alleged to be abusing the social assistance system. In 2007 a total of 129 allegations were investigated.



Emergency Energy Fund (EEF)

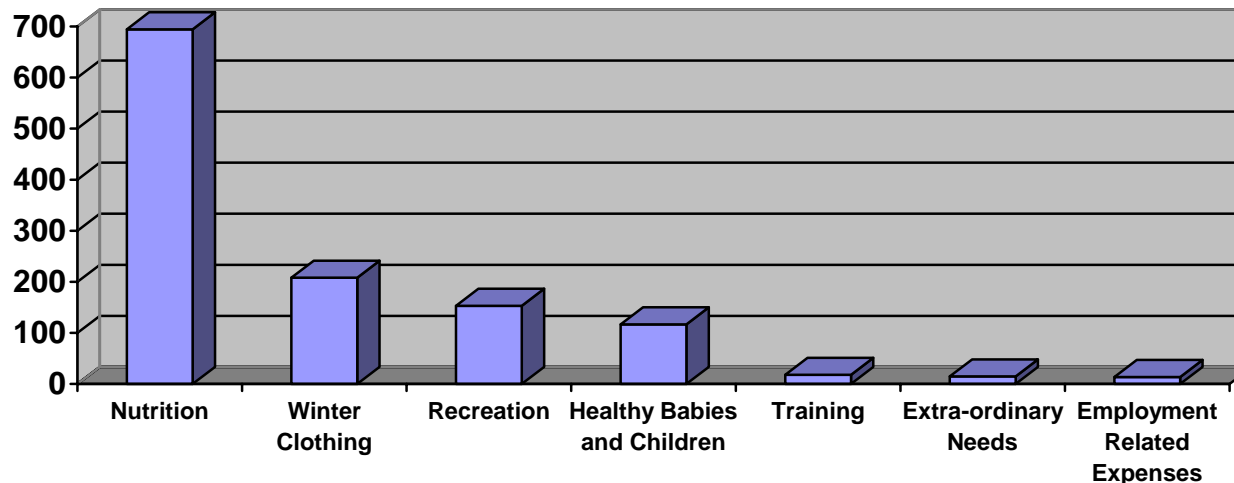
One-time 100% provincially funded financial assistance for energy arrears is administered by the TBDSSAB to eligible residents with low income. Sixty-four households were assisted.

Consolidated Homelessness Prevention Program (CHPP)

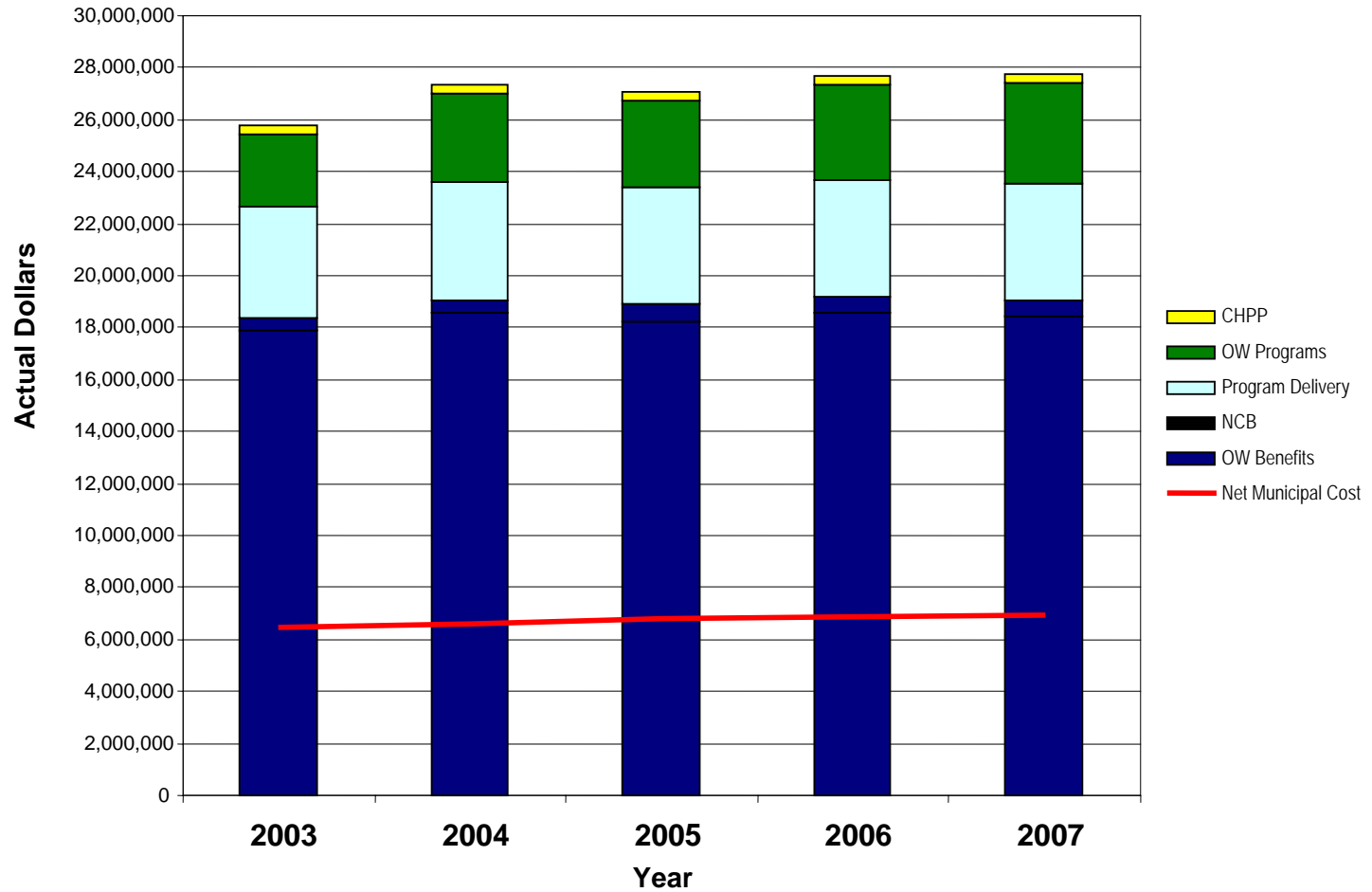
A 100% provincial fund distributed by the TBDSSAB to agencies within the District of Thunder Bay to assist individuals and families who are homeless or at risk of being homeless in accordance with program objectives. In 2007 a total of 3,662 households were assisted.

National Child Benefit (NCB) Reinvestment Strategies - Programs To Reduce Child Poverty

The National Child Benefit Reinvestment (NCBR) is a Government of Canada initiative intended to alleviate the effects of child poverty. The TBDSSAB administers funds on behalf of Ontario Works recipients to support school and community-based nutrition programs, financial subsidy for children to access recreational programs, among others.

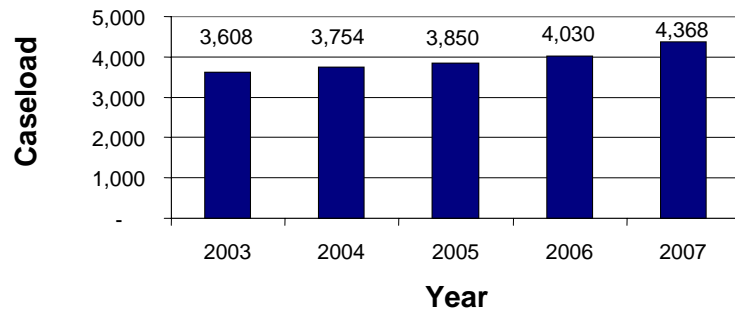


Ontario Works Program Expenditures

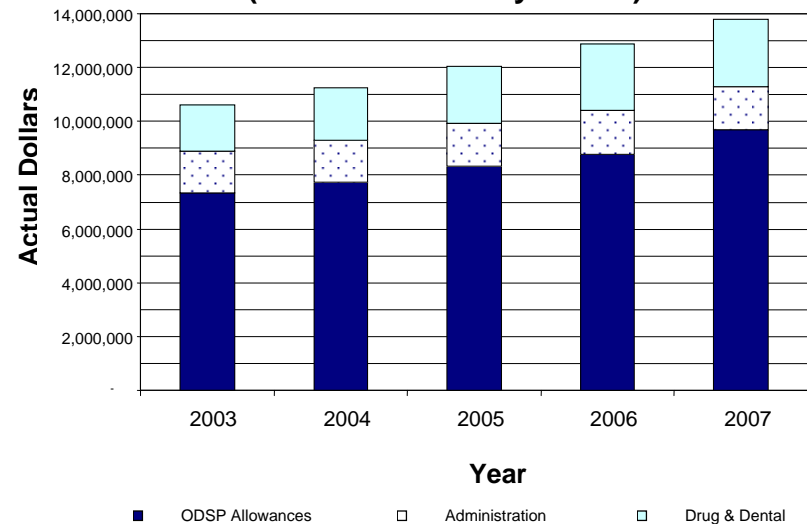


Ontario Works administers discretionary benefits to eligible persons with disabilities and their families under the provincially administered Ontario Disability Support Program, as well as employment services for non-disabled spouses and dependent adults.

**Ontario Disability Support Program
Average Monthly Caseload**



**Ontario Disability Support Program Expenditures
(Costs Invoiced by MCSS)**





THUNDER BAY DISTRICT
SOCIAL SERVICES ADMINISTRATION BOARD



AFFORDABLE HOUSING

Building Stronger Housing Communities

Studies indicate that safe, decent, affordable housing and reduced poverty promote healthy communities, provide better educated children, and result in a more prosperous society. It opens up choices to the elderly, low income families, the working poor, victims of violence, people living with developmental disabilities or mental illness, and the homeless/hard to serve. Affordable housing provides families the opportunity to build stable lives. It allows the elderly and persons with disabilities to remain in their own communities surrounded by family and friends. By providing affordable housing, families, and in particular children, are better able to participate and access educational and recreational opportunities, thus contributing to healthy communities.

We need to build strong, vibrant and healthy communities. Future generations depend on it.



THUNDER BAY DISTRICT
SOCIAL SERVICES ADMINISTRATION BOARD

AFFORDABLE HOUSING

Administration of Affordable Housing

Administration of affordable housing includes the following components: processing rent-geared-to-income (RGI) applications, RGI eligibility assessment, waiting list management, annual budget preparation, monthly subsidy generation, audited statement reviews, mortgage renewals, operational audits, policy and procedure development, reporting and monitoring, and provision of expert administrative, financial, and technical guidance to housing providers.

Highlights in 2007

CMHC – Ontario New Affordable Housing Program – Northern Home Repair Program

The Northern Home Repair Program assists low income homeowners to make urgently needed home repairs to address home health and safety problems or modifications to their home to accommodate members with disabilities. Financial assistance is available in the form of a forgivable loan. The program was launched in June 2007 and over the next three years approximately 250 homeowners will be assisted with an average project cost of \$20,000. As of December 31, 2007, 335 applications were mailed out, 10 homeowners were approved and forgivable loans set up in the amount of \$166,067.05. The target for 2008 is to assist 75 homeowners with repairs.

Provincial Rent Bank

The Provincial Rent Bank program is one component of the broader Emergency Rent and Energy Assistance Fund that is 100% provincially funded. It is administered in partnership with the Ontario Works Division. Financial assistance is available in the form of a grant to low income households to assist with rental arrears that will allow them to remain in their rental units and avoid eviction. From program inception two hundred and nine (209) households have been assisted with issuances in the amount of \$187,858.00. In 2007, ninety (90) households were assisted, with issuances in the amount of \$76,495.

Marketing Plan for Affordable Housing

Affordable housing is at a critical juncture. Some of our communities are in economic peril due to instability and downturns in the manufacturing, forestry, and mining sectors and long-term viability. Declining demand for affordable housing, specifically in seniors' and 3 bedroom family units has resulted in a substantial decrease in revenues and increased vacancies. In 2007 we embarked on the development of a marketing plan to promote affordable housing and all its important benefits. In addition, promotional materials such as flyers, brochures, and a video are being considered, with full implementation to occur in 2008. Collaboration with community stakeholders, housing providers, sector organizations and the provincial government is needed to ensure long term sustainability of affordable housing in the District of Thunder Bay.

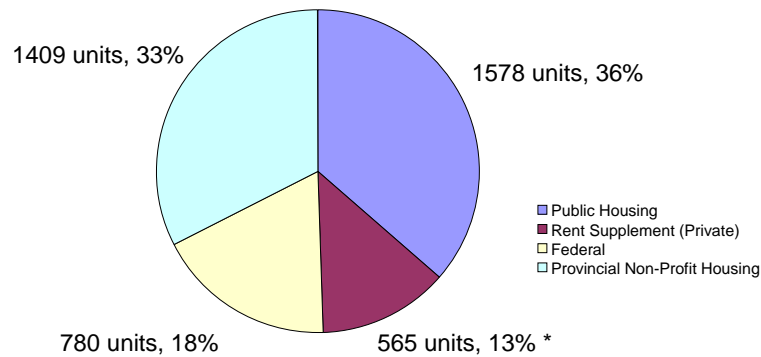


THUNDER BAY DISTRICT
SOCIAL SERVICES ADMINISTRATION BOARD

Number of Affordable Housing Units

The TBDSSAB is responsible for the funding and administration of 4,332 units located throughout the District of Thunder Bay. Included are 3,767 affordable housing units owned and managed by 26 housing providers and 565 units funded under the rent supplement programs, whereby units are made available by private landlords. In addition, rent supplement assistance is also available in 287 federal housing units.

Within the District of Thunder Bay Total Affordable Housing Units



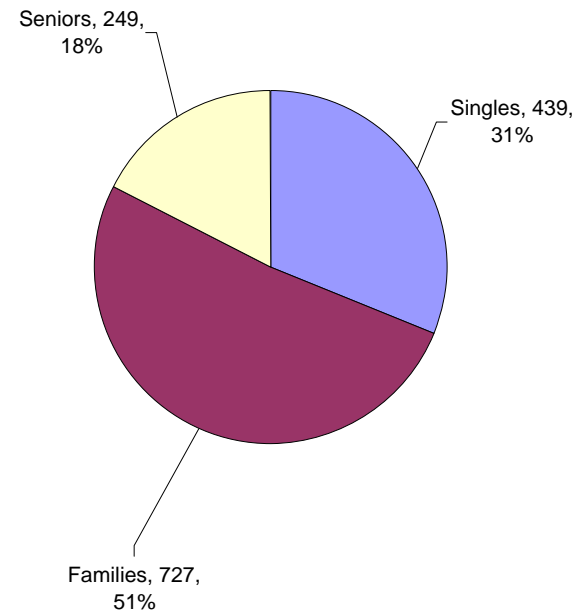
* Excludes 287 federal in receipt of rent supplement assistance.

AFFORDABLE HOUSING

Application & Waiting List Management

Applications Received

In 2007 the TBDSSAB received 1,415 new applications for Rent-Geared-To-Income (RGI) Assistance or an average of 117 applications per month.

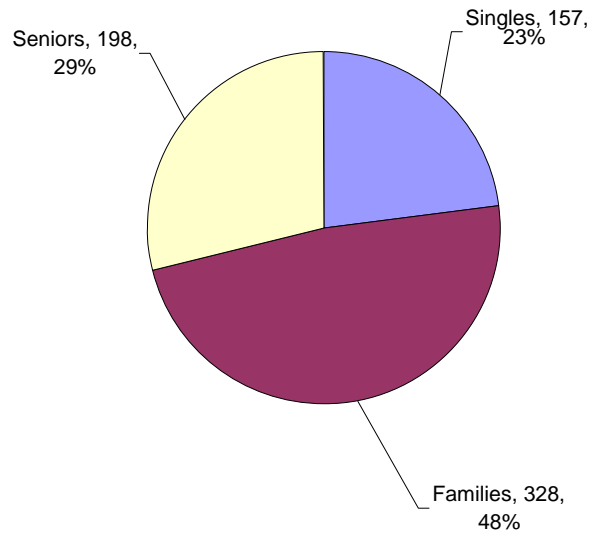




AFFORDABLE HOUSING

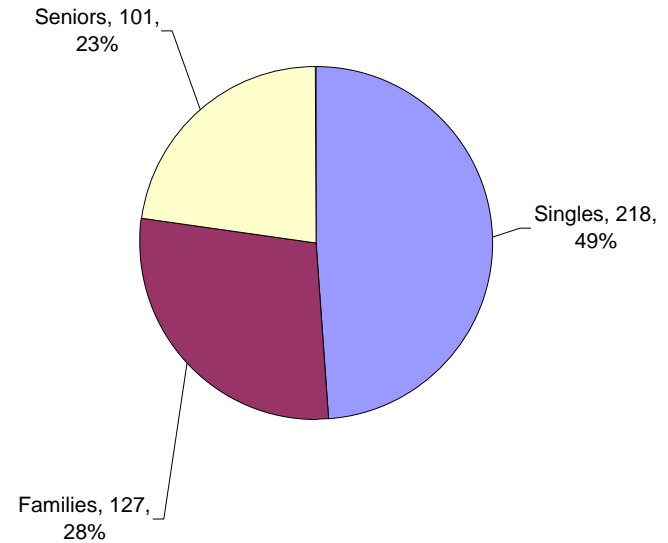
Applicants Housed

During 2007, 683 applicant households were housed from the waiting list maintained by the TBDSSAB.



Applicants on RGI Waiting List

As of December 31, 2007, there were 446 applicant households on the waiting list for RGI assistance.



Community Housing Plan

In 2007 we continued to move forward with the implementation of the recommendations in the Community Housing Plan. While striving to make the fullest possible use of existing affordable housing, it is acknowledged that individual municipalities will have to examine their own local housing needs in light of their own social housing community, and develop local marketing strategies in partnership with the TBDSSAB.



TBDSSAB'S PARTNERS IN SERVICE DELIVERY

Ontario Works Delivery Sites **(Including Child Care)**

City of Thunder Bay
34 North Cumberland Street, 4th Floor
Thunder Bay, ON P7A 8B9

Municipality of Greenstone
P.O. Box 1537
1000 Main Street
Geraldton, ON P0T 1M0

Township of Schreiber
308 Walker Lake Road
Schreiber, ON P0T 2S0

Township of Manitouwadge
1 Mississauga Road
Manitouwadge, ON P0T 2C0

National Child Benefit Agencies

Armstrong Public School
Boys & Girls Club, Thunder Bay
City of Thunder Bay
Greenstone, Municipality of
Harbour Youth Services
Manitouwadge, Township of
Ogden Day Care Centre
PARO Centre
PRO Kids (City of Thunder Bay)
Salvation Army
Savant Lake Public School
Schreiber, Township of
Share the Warmth
Shkoday Abinojiiwak Obimiwedoan
Thunder Bay Christian Community Centre
Thunder Bay District Health Unit
Upsala Public School
Whitefish Valley Public School
William W. Creighton Youth Services
YES Employment Services (Thunder Bay)

Ontario Works Community Partners (2007)

With service agreements:

Canadian Mental Health Association
Family Services Thunder Bay
Lutheran Community Care
Ontario March of Dimes
Salvation Army - Booth Centre
Salvation Army - Haven House
Salvation Army - Habitat for Humanity
Thunder Bay Emergency Shelter Inc.

Others:

John Howard Society
Nipigon Bay Snowmobile Club
The Friends of Chippewa Park
The Land of Nipigon Waterways
Development Association

Agency administered services at ERC & in community (includes but not limited to):

Aboriginal Headstart (UAS)
Behavioral Sciences Centre
Canadian Mental Health Association
Canadian Red Cross Society
Confederation College
Independent Living Resource Centre
Lakehead Adult Education Centre
Lakehead Board of Education
Neighbourhood Capacity Building Project
Our Kids Count
Revenue Canada – Tax Department
Thunder Bay Adventure Trails
Thunder Bay District Health Unit
Thunder Bay Indian Friendship Centre – Anishnawbe Skills Development Program
Township of Gorham
Township of Shuniah
William W. Creighton Youth Services
YES Employment

Community Placements over 100+ community placement agreements with non-profit organizations and government agencies. 2007 Formal CP hosts include:

Aboriginal Headstart (UAS) – Neighbourhood Capacity Building Project
Canadian Red Cross Society
Clothing Assistance Mission
HAGI Community Services for Independence
Ontario Native Women's Association
Ministry of Transportation
Thunder Bay Indian Friendship Centre
Seniors (Greenstone)
Schreiber Heritage and Tourism



TBDSSAB'S PARTNERS IN SERVICE DELIVERY

District Child Care Service Providers

Algoma Day Care
Beardmore Child Care Centre and Family Resource Program
Brass Bell Family Centre (2 sites)
Centre grandir en français
Confederation College Children & Family Centre
& Family Resource Program
Footsteps Family Centre Inc. (2 sites)
Friends of the North Day Care
George Jeffrey Children's Treatment Centre
Geraldton Day Care and Family Resource Program
Grace Remus Day Care
Harbour View Child Care Centre
Kid's Corral Child Care Centre
Kinderplace Child Care Centre Inc.
Kiwanis PlayKare Centre
Lappe After School Care
Little Lions Walddorf Daycare and Kindergarten (4 sites)
Little Myrtle's Day Care Centre
Mahmowenchike Family Development Centre of Thunder Bay Inc (2 sites).
Manitouwadge Nursery School
Marathon Children & Family Centre and Family Resource Program
Nakina Heritage Corporation – Kids 'N Us/Petit Chez Nous
Nanabijou Childcare Centre Inc.
Ogden Day Care
Private Home Day Care
Rural Family Resource Program
Rural Roots Children's Centre Inc.
Schoolhouse Playcare Centre (2 sites)
Schreiber Day Care Centre
Step By Step Child Care Centres Inc. (2 sites)
T.B. Aboriginal Head Start Program (Shkoday Abinojiiwak Obimiwedoon)
Upsala Best Start Child Care Program (Upsala Public School)
W.J. Griffis Children's Centre and Family Resource Program
Woodcrest Child Care Centre

Supporting Agencies

Children's Centre Thunder Bay
Communities Together for Children
Wesway Inc.

Best Start Partners

Lakehead District Public School Board
Thunder Bay Catholic District School Board
Superior North Catholic District School Board
Upsala District School Area Board
Superior-Greenstone District School Board
Conseil Scolaire de District Catholique des Aurores boréales

Affordable Housing Providers

Beendigen Inc.
Chateaulac Housing Inc.
Fort William Branch No. 6 Housing Corp.
Geraldton Municipal Housing Corp.
Geraldton Native Housing Corp.
Greek Orthodox Community of The Holy Trinity Non-Profit Housing Corp.
Holy Cross Villa of Thunder Bay
Holy Protection Millennium Home
Kairos Community Resource Centre
Kakabeka Legion Seniors Development Corp.
Kay Bee Seniors Non-Profit Housing Corp.
Lakehead Christian Senior Citizens Apartments Inc.
Lutheran Community Housing Corp of Thunder Bay
Manitouwadge Municipal Housing Corporation
Marathon Municipal Non-Profit Housing Corp.
Matawa Non-Profit Housing Corp.
Native People of Thunder Bay Development Corporation
Nipigon Housing Corp.
Red Rock Municipal Non-Profit Housing Corp.
St. Joseph's Care Group
St. Paul's United Church Non-Profit Housing Corp.
Suomi Koti of Thunder Bay Inc.
Thunder Bay Deaf Housing Inc.
Thunder Bay District Housing Corporation
Thunder Bay Metro Lions Housing Corp.
Wequedong Lodge of Thunder Bay