

TBDSSAB

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Annual Report

The District of Thunder Bay Social Services Administration Board

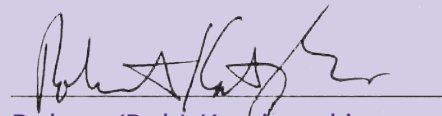
Message from the Chair

On behalf of The District of Thunder Bay Social Services Administration Board (TBDSSAB), it is my pleasure to present the 2015 Annual Report.

In 2015, a TBDSSAB satellite office was opened in Kakabeka. The new satellite office will help to ensure that our services remain accessible to our clients in rural and remote areas, and delivered in a comfortable environment. Another highlight of 2015 was the construction of two 8-unit buildings, located close to the North and South downtown cores respectively in the City of Thunder Bay. These exciting and innovative new builds not only address our highest waitlist needs for single non-seniors housing, but the design also demonstrates excellence in energy efficiency and sustainability.

These are only a few of the many outstanding accomplishments achieved over the past year which will help to improve the quality of life for the most vulnerable individuals and families in the District of Thunder Bay. I would like to thank my fellow Board members, community agencies, member municipalities and Provincial and Federal partners for their ongoing dedication and support.

Respectfully submitted,



Robert (Bob) Katajamaki
Chair (2015)



Message from the CAO

2015 presented many difficult challenges and remarkable achievements for the TBDSSAB. The delivery of special needs resources for children in licensed child care was transferred to Children's Centre Thunder Bay (CCTB). New initiatives launched in 2015, such as the Private Market Rental Housing Fund, have provided support and additional options to those in need of affordable housing. While the implementation of the Social Assistance Management System (SAMS) software caused many difficulties, TBDSSAB was notably one of the few service managers in Ontario which continued to offer employment programming with only minimal disruption. Internally, portfolio assets from the Thunder Bay District Housing Corporation were successfully transferred to the TBDSSAB, and a more robust procure-to-pay system was implemented.

That these many challenges were skillfully navigated while ensuring a commitment to providing excellent client service is a testament to the commitment and enthusiasm of the TBDSSAB staff located throughout the District. I would like to thank TBDSSAB staff for their hard work and dedication over the past year.

Respectfully submitted,



William (Bill) Bradica
Chief Administrative Officer



Our Mission

The District of Thunder Bay 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.

Our Vision

The District of Thunder Bay 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.



Our Programs and Services

Child Care Services

- Child Care Fee Subsidy
- Online Child Care Applications
- Special Needs Resources
- Family Resource Programs
- Ontario Works Informal Child Care
- Child Care System Supports

Housing Programs and Homelessness Prevention

- Affordable Housing Programs
- Housing Security Fund
- Social Housing Programs
- Rent Supplement Program
- Emergency Shelter Assistance
- Private Market Rental Housing Fund
- Homelessness Prevention Programs

Ontario Works

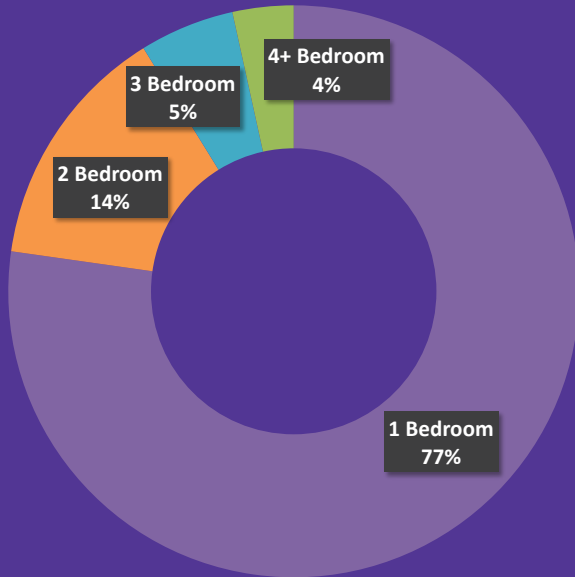
- Financial Assistance
- Employment Assistance
- Community Placement Program
- Enhanced Employment Placement Program
- Addiction Services Initiative (ASI)

Housing Services



The supply of affordable housing for single persons in the District of Thunder Bay has been stable for many years, despite the high demand. In 2015, TBDSSAB took steps to address this through the building of two new 8-unit apartment buildings. Highlights of the buildings include separate entrances, two fully accessible units, lots of natural light, and high efficiency LED lighting. The design of the buildings is consistent with their neighbourhoods to blend with the surroundings. Funding for these units came from the Investment in Affordable Housing initiative, and through TBDSSAB capital funding. Occupancy for these new units is expected in April 2016.

Housing Waitlist by Unit Size

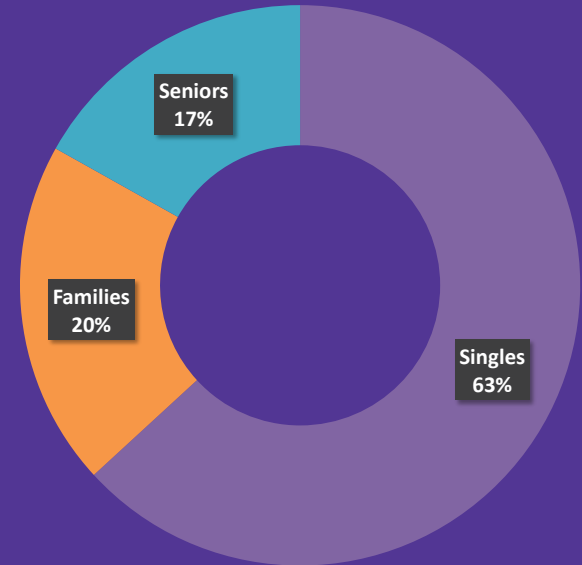


Housing Waitlist
as of
December 31st 2015:
782

Number of applicants
housed from the
waitlist in 2015:
221

Total unique clients
in receipt of Housing
Allowance Benefit:
197

Housing Waitlist by Household Type



Homeless Shelter Average Occupancy Rates

Shelter House 123%
Salvation Army 163%

Shelter Average 135%

64% of applicants choose 10 or more
properties when they apply for social housing.

On average, applicants choose 44 properties
per application.

*Shelters are given an overflow capacity by the Thunder Bay Fire Marshal. Both shelters were using their overflow capacity for the entirety of 2015. Rates are calculated based on regular capacity.

Housing Services



In 2015, the TBDSSAB introduced the Private Market Rental Housing Fund, which helps eligible households stay in their current housing by providing funding directly to them to assist with rental expenses, instead of moving to rent-geared-to-income housing.

This fund will reduce ongoing monthly rental costs by paying the portion of monthly rent that eligible residents are unable to pay on their own, ensuring that housing needs are met with minimal disruption. TBDSSAB staff have been contacting individuals from the social housing waitlist to determine their interest in this exciting new initiative.



The Housing Security Fund (HSF) assists low income families experiencing homelessness to obtain and retain housing, and assists those at risk of homelessness to remain housed.

The HSF saw a number of modifications in 2015:

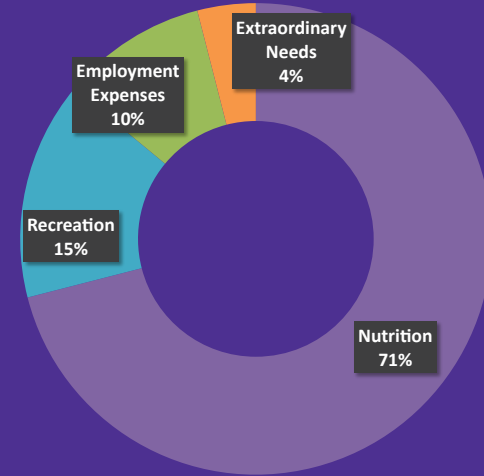
- Increased maximum allowable limits for a single person/couple to \$1,000, and for a couple with at least one dependant to \$1,500.
- Increased Income Limits for Non Social Assistance Recipients, using the Low Income Measure + 15%.
- Allowed for eligible furniture purchases.
- Promoted HSF applications for arrears to all tenants and assisted them with the completion of application and advocacy.

In 2015, HSF assisted 635 applicants with \$468,611.

Ontario Works

The Community Social Reinvestment Program (CSRP) provides financial support to initiatives in the District of Thunder Bay that help reduce the depth and breadth of child poverty, promote attachment to the labour market, or reduce the overlap and duplication of government programs. 46 proposals were funded in 2015, totalling \$589,900.

CSRP Funded Proposals



Ontario Works provides financial support and employment assistance to those in the District of Thunder Bay with low or no income. In November of 2014, the Ministry of Community and Social Services launched a province wide technological case management platform for Ontario Works service delivery; the Social Assistance Management System (SAMS) replaced the Ministry's legacy system Service Delivery Model Technology (SDMT). The launch was challenging for Service Delivery Sites throughout Ontario, however, TBDSSAB staff ensured client servicing was the main priority. The TBDSSAB is one of the few sites that did not reassign their employment staff to case management duties in light of the issues that arose from the implementation of the technology, allowing employment programming to remain a focus.

184 clients were assisted with employment placements and 87 clients were assisted with community volunteer placements in 2015.



In September 2015, a new satellite office opened to the public in Kakabeka to service residents in the areas south and west of the City of Thunder Bay. The office offers full Ontario Works case management services, child care and housing services.

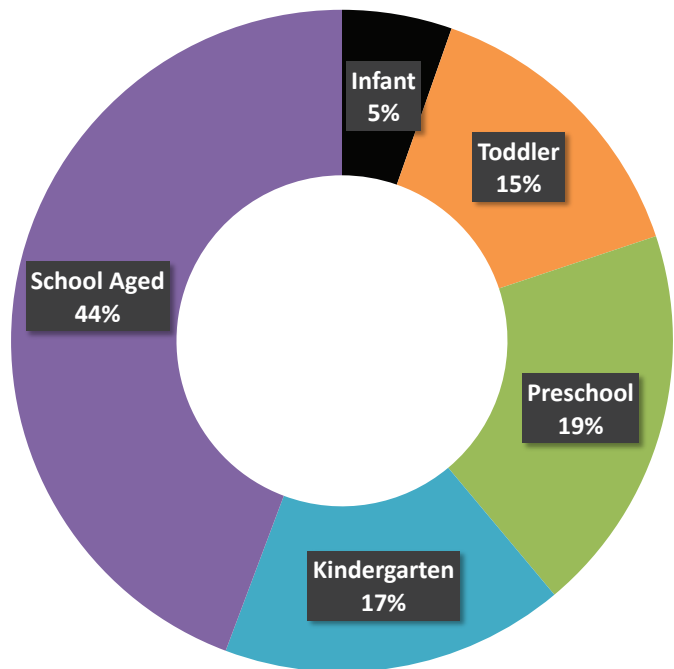
Visit us on Tuesdays, Wednesdays and Thursdays from 9:30 a.m. to 3:30 p.m!

Child Care Services



Resource Teachers work with children, families and early childhood education staff to ensure that all children are included within all aspects of the child care program. The administration of Special Needs Resourcing transferred to Children's Centre Thunder Bay (CCTB) in August of 2015, ensuring a standardization of practice within the child care system. At the end of 2015, 11.5 Full Time Equivalent Resource Teachers were providing support to 138 children with special needs within licensed child care centres.

Licensed Child Care Spaces

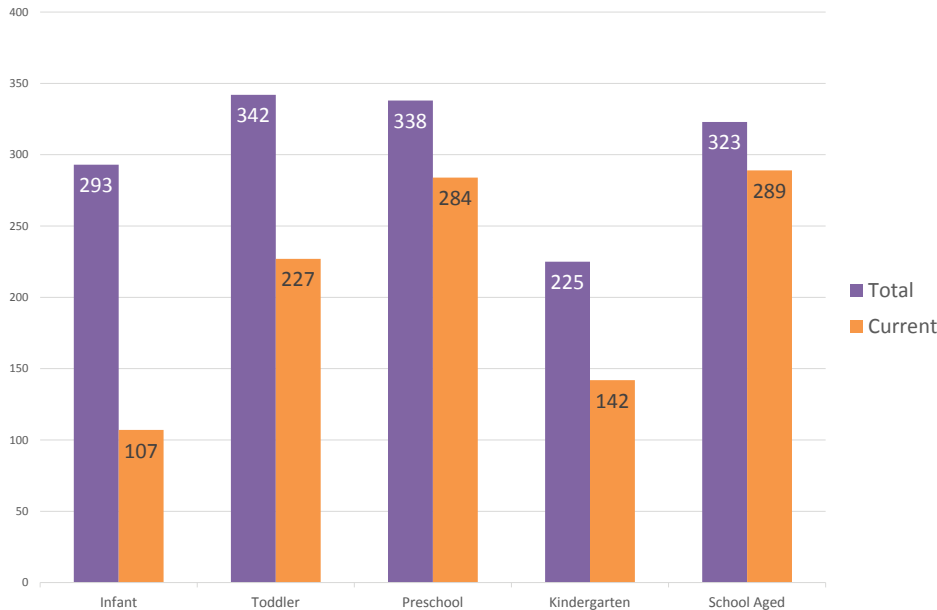


TBDSSAB assesses licensed child care programs annually using the Early Learning and Care Assessment for Quality Improvement tool to ensure high quality programs are offered to children and families. In September 2015, the completed quality assessments for individual Child Care programs were posted on TBDSSAB's website for parents to view.

Every month in 2015, TBDSSAB provided an average of:

- 922** children with fee subsidy assistance
- 161** children with special needs resource assistance

Child Care Waitlist



At the end of 2015, 69% of children on the waitlist were actively seeking care.

The Corporate Services Division encompasses the activities of Finance, Information Technology, Information Management, and Purchasing. The Division continued to focus on enhancing its internal corporate infrastructure:

Supporting financial data integrity:

- ~ Supported the process to transfer the portfolio of assets from the Thunder Bay District Housing Corporation to the TBDSSAB

Maintaining system, data and information integrity:

- ~ Revised and updated the Replication Framework for the Disaster Recovery (DR) Site to enhance data security and recovery to ensure services will be maintained for clients in the event of a disaster

Enhancing procurement process integrity:

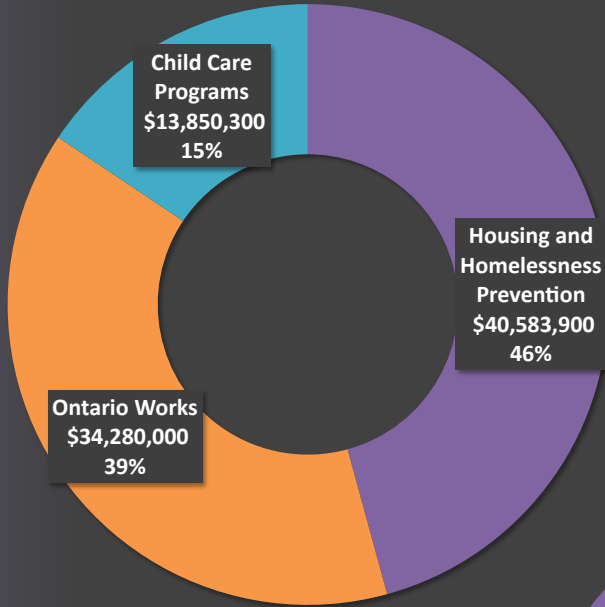
- ~ Created Purchasing page on TBDSSAB website to facilitate accessibility for vendors

Funding and Service Flow

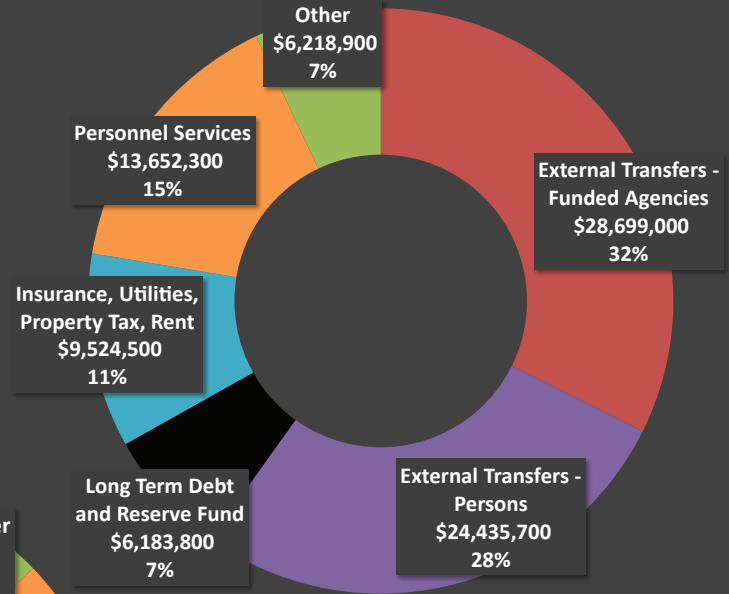


2015 Approved Budget

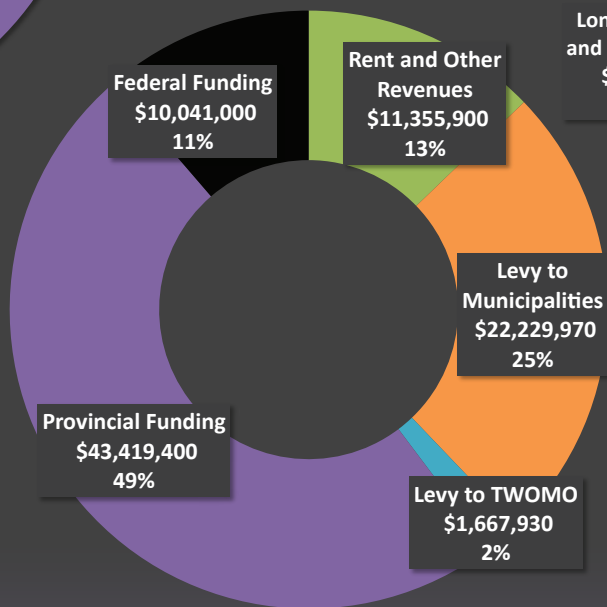
Expenses by Program



Expenses by Type



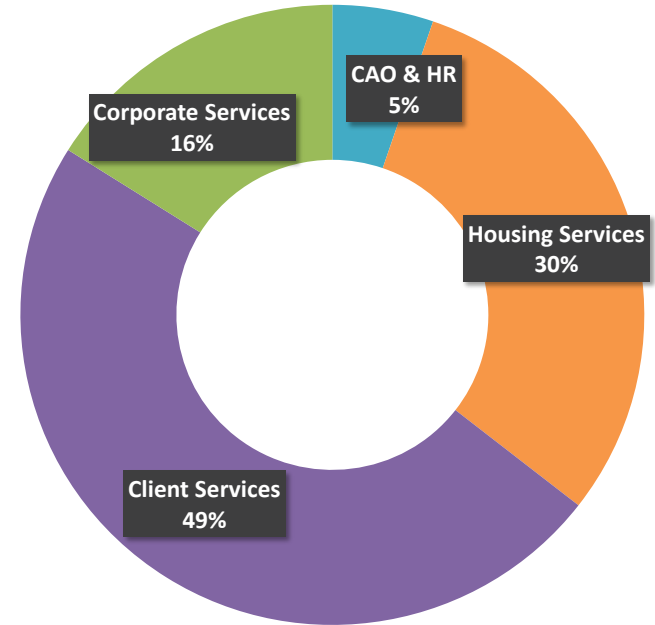
Funding Sources



Human Resources

The TBDSSAB employs 179 staff in a variety of roles; many are front line support staff and technical services staff, while others provide services directly to clients and tenants. Many of our employees work directly with community partners as part of their role with TBDSSAB.

Staff Complement by Division



TBDSSAB staff support the community through volunteer service and fundraising for agencies such as the United Way, the Thunder Bay Humane Society, Christmas Cheer, St. Andrew's Dew Drop Inn and P.R.O. Kids. The generosity of staff was once again recognized with a Silver Medal and a Merit award from the United Way in 2015, with over 60% of staff participating in the payroll deduction program to raise over \$30,000 for the charity.





Front Row L-R

Iain Angus - City of Thunder Bay
Armand Giguere - Municipality of Greenstone
Robert (Bob) Katajamaki - Territory Without Municipal Organization
William (Bill) Bradica – CAO, TBDSSAB
Aldo Ruberto - City of Thunder Bay
Lucy Kloosterhuis - Municipality of Oliver Paipoonge

Missing from Photo:

Andrew Foulds - City of Thunder Bay
Peter Ruel - Township of Manitouwadge

Back Row L-R

Paul Pugh - City of Thunder Bay
Mark Figliomeni - Township of Schreiber
Kim Brown - Township of Dorion
Joe Virdiramo - City of Thunder Bay
Shelby Ch'ng - City of Thunder Bay

Executive:

Chair – Robert (Bob) Katajamaki
Vice-Chair – Aldo Ruberto
Secretary-Treasurer - Armand Giguere



Visit our Website!

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