

TBDSSAB

2  16

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 2016 Annual Report.

In 2016, the occupancy rates for both emergency homeless shelters in the City of Thunder Bay began trending downward. One notable milestone occurred in December when the occupancy rate for Shelter House fell below 100% capacity for the first time since June 2012.

This decline can be directly attributed to many of the initiatives undertaken by TBDSSAB using Provincial and Federal/Provincial funding: the use of the Community Homelessness Prevention Initiative (CHPI) funding; the completion of 16 units of housing for singles last year following the 21 units completed in April 2014; and the High Needs Homeless prioritization highlighted in this report.

In addition, TBDSSAB has partnered with the Canadian Mental Health Association (CMHA) to provide appropriate mental health and addiction supports which help to ensure a more successful tenancy for our people in the social housing system. The Board also approved funding in 2016 for new affordable rental housing projects in Nipigon, Kakabeka Falls and Thunder Bay that will start construction in 2017.

We are incredibly proud of these accomplishments 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, Provincial and Federal partners and the hard-working TBDSSAB staff for their ongoing dedication and support.

A handwritten signature in black ink, appearing to read "Robert Katajamaki", written over a horizontal line.

Robert (Bob) Katajamaki
Chair (2016)

MESSAGE FROM THE CAO



2016 marked the final year in TBDSSAB's 2013-2016 Strategic Plan; a plan focusing on building a strong organization from the inside out to serve the citizens of the District of Thunder Bay. Our 2016 Annual Report highlights a transition year, as we build upon the work completed and turn our focus outward to strengthen ties to the communities we serve and improve service.

As part of the updated Long-Term Affordable Housing Strategy (LTAHS) and transformation of the housing and homelessness system,

I serve as Co-Chair of the provincial Social Housing Modernization Discussion Forum with stakeholders and partner ministries. In 2016, we started work on the development of a framework for modernizing the existing program with our end goals being more flexibility for our tenants to access a range of housing options to improve housing stability and to reduce wait times.

Ontario is also in the process of reviewing social assistance programs like Ontario Works with the focus on delivery systems. We look forward to providing a more modern, stream-lined process for our clients and families.

As we move forward into a new planning period, TBDSSAB staff continue to show their commitment and enthusiasm to providing quality social services to people throughout the District. I would like to thank them for their hard work and dedication over the past year.

A handwritten signature in black ink, appearing to read "William Bradica", written over a horizontal line.

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
- 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 Security Fund



TBDSSAB's Emergency Hostel Outreach Worker (EHOW) Stephanie Hainrich and Rachael Boland with a client staying at the Salvation Army.

HELPING the High Needs Homeless

In 2016, TBDSSAB established a process to identify the chronically homeless and to rapidly house these individuals with adequate supports in place.

Chronic homelessness refers to individuals who have been homeless for six months or more in the past year. On any given night, roughly 15 to 30 individuals using the emergency shelters can be experiencing chronic homelessness. These individuals account for a disproportionate percentage of bed nights.

12 The Number of High Needs Homeless Clients Housed in 2016

Since implementation in September 2016, a total of 24 individuals have been placed in the High Needs Homeless waitlist category and 12 individuals have been successfully housed.

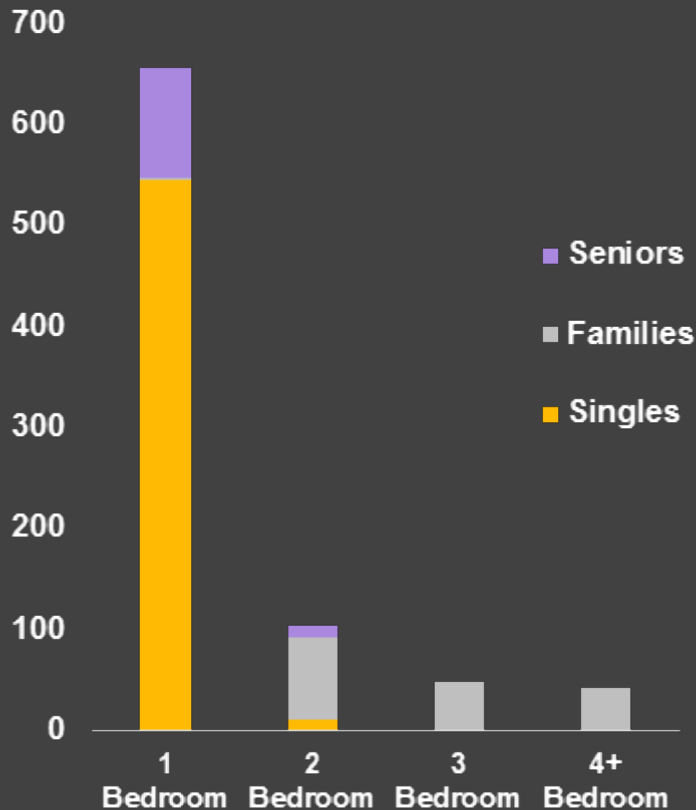
Through this system, TBDSSAB's Emergency Hostel Outreach Worker (EHOW) and emergency shelter staff conduct an assessment of all emergency shelter residents using the Service Prioritization and Decision Assistance Tool (SPDAT).

2016 Housing and Homelessness in Numbers

Total Number of Social Housing Units funded by the TBDSSAB

4,067

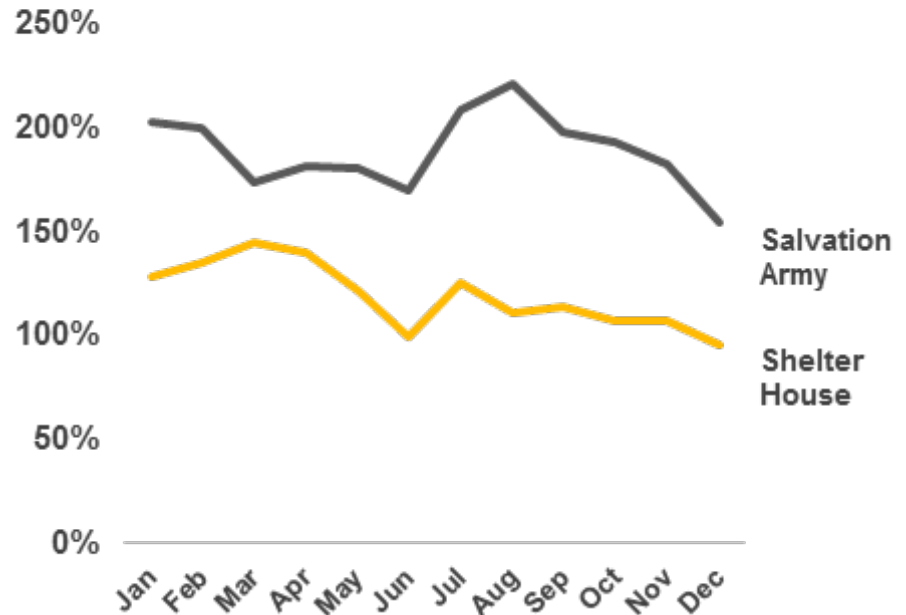
2016 Social Housing Waitlist



412

 Number of Social Housing Applicants Assigned a Unit in 2016

2016 EMERGENCY SHELTER USE



HOUSING Services

Housing First

TBDSSAB has partnered with the NorthWest Local Health Integration Network to map out the health needs of individuals seeking housing, and determine the best process to provide appropriate supports. Three Housing First Support Workers will provide the supports necessary to ensure successful tenancy for people placed into the social housing system from the High Needs Homeless prioritization category.

Helping Our Tenants Transform their Lives

Amy Manning has been a resident in housing since she was five years old. She is now President of the Vale/Limbrick Community Action Group funded by the Multicultural Association. Amy has planned and organized youth programs, community development initiatives, fundraisers, and cultural events with full support of her community. Amy has recently graduated from the New Direction Speaker School and is currently involved in the planning of the Otis Perkins Memorial Pow Wow to be held in the Fall 2017.

“Moving into housing was a huge transformation for me, but it was a smooth one. TBDSSAB Housing Services made it very easy for me. I thank you!”
TBDSSAB Tenant





“FINDING housing means I now have the opportunity to raise my son in a safe family neighbourhood. I am very happy to have such a wonderful new home!”
Lyndsay, TBDSSAB Tenant

ONTARIO Works

Academic Partnerships

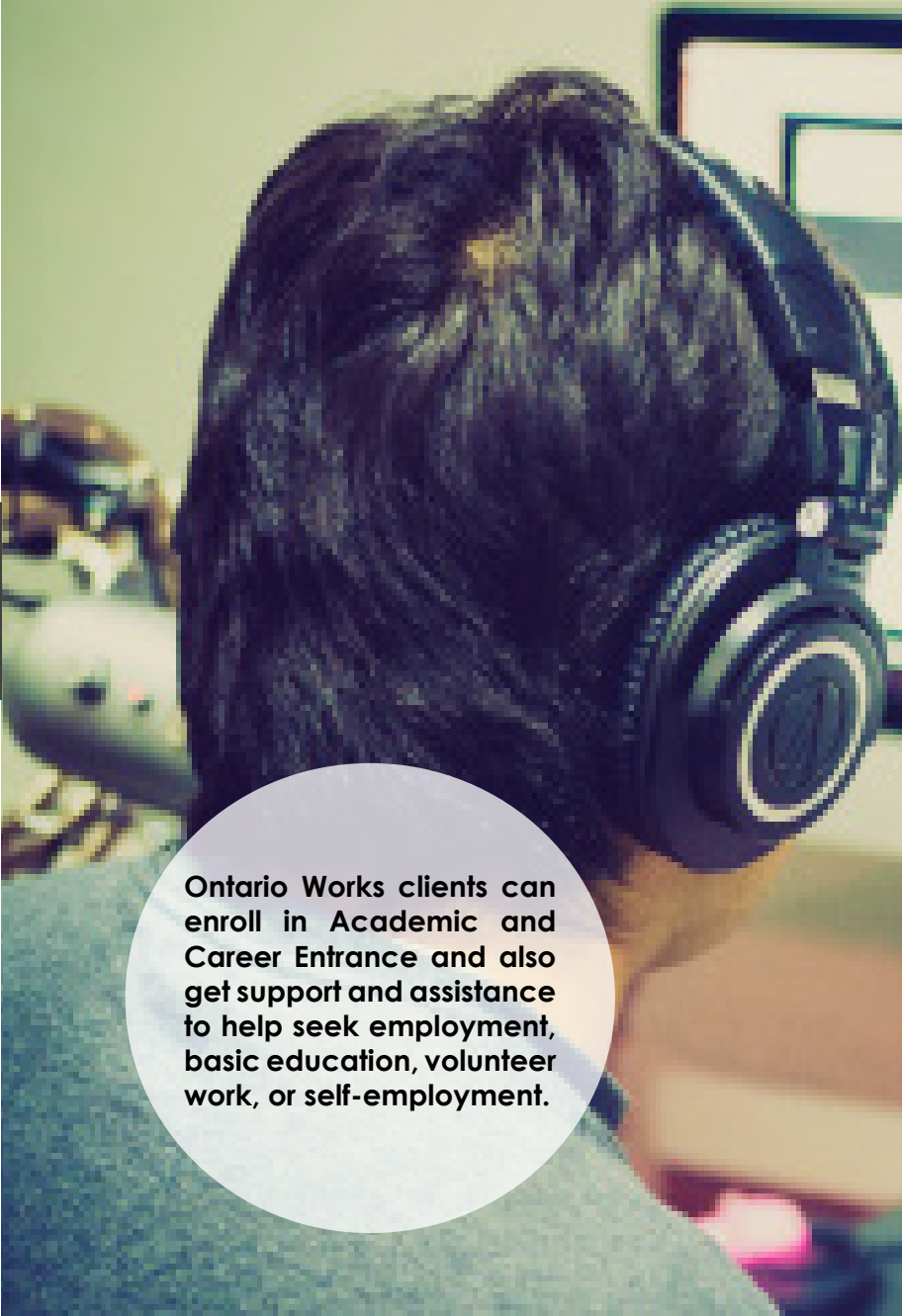
TBDSSAB encourages and supports social assistance recipients to continually enhance their education. Strong partnerships with Lakehead Adult Education Centre (LAEC), Confederation College and Kiikenomaga Mikenjigewen Employment and Training Services (KKETS) are doing just that. In 2016, 87 social assistance learners graduated with their Ontario Secondary School Diploma (OSSD). LAEC offers credit courses toward the OSSD to TBDSSAB learners at the LAEC. KKETS offers credit courses toward the OSSD at their Matawa site.

72

**Total number of students
registered in ACE
programming in 2016**

TBDSSAB and Confederation College are also very keen to see social assistance recipients succeed. We use a collaborative case management approach to offer Academic and Career Entrance (ACE) on site to Ontario Works (OW) recipients at TBDSSAB. Math, Communications and Computers are offered three days per week, 51 weeks per year. Computers are offered to any OW participant regardless if they are registered in ACE. Often, the computer course serves as a stepping stone for students to consider upgrading or completing their ACE certificate or Ontario Secondary School Diploma.

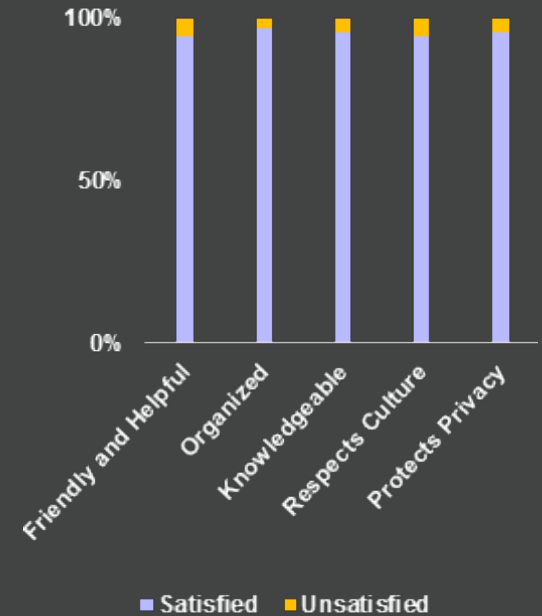
Each year, Confederation College celebrates student successes at the ACE Recognition Day. In 2016, 23 students from the TBDSSAB site were recognized for 35 course level completions. Four TBDSSAB students received special awards including the Faculty Award, the Communication Award, the ACE Math Award and the Attendance Award.



Ontario Works clients can enroll in Academic and Career Entrance and also get support and assistance to help seek employment, basic education, volunteer work, or self-employment.

Ontario Works Client Survey

As part of fulfilling the Strategic Plan, administration conducted a survey of Ontario Works (OW) participants in 2016. As one part of the survey, OW participants were asked to indicate their overall impression of TBDSSAB staff through a series of questions. The following chart represents overall participant impressions of TBDSSAB staff in five categories.



Did you know?

TBDSSAB launched a new employment path for Ontario Works (OW) participants. Upon application for OW, a quick “stages of change” assessment is completed by the applicant. Depending on the outcome of the assessment, they then participate in an “employment readiness” assessment. This enables TBDSSAB caseworkers to provide OW participants reassurance that they can succeed by measuring and providing supports in the key factors critical to work life success. These include employability factors as well as soft skills that will help them be successful in gaining independence.



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.

2,711

**Number of Licensed
Childcare Spaces in
2016**

CHILD CARE & EARLY YEARS

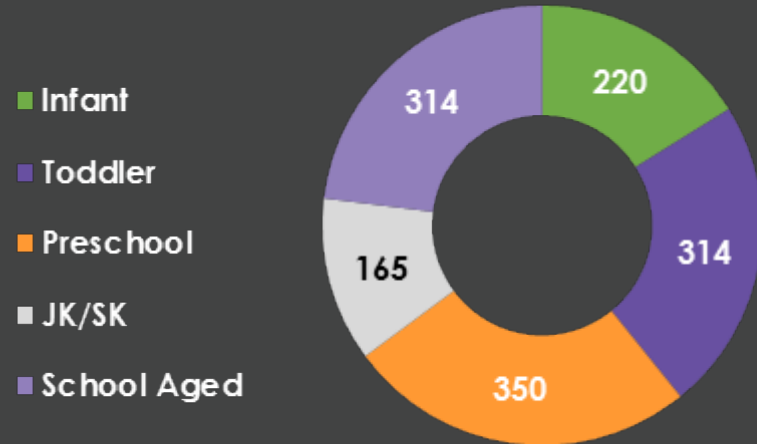
In February 2016, the Ministry of Education (EDU) announced a provincial plan to integrate and transform all EDU-funded child and family programs into a cohesive system of services and supports for children ages 0-6 and their families, known as Ontario Early Years Child and Family Centres (OEYCFC's). TBDSSAB is required to lead the integration and transformation to the new system.

917

Average number of children benefiting from receiving fee subsidy assistance in 2016.

Funding for data analysis services was transferred to TBDSSAB to support the initial planning for OEYCFC's and will enable the broader collection and mobilization of data to inform ongoing Early Years community planning processes. During the initial planning phase for the transition, TBDSSAB is conducting a local needs analysis and inventory of existing child and family programs, including stakeholder and parent engagement.

NUMBER OF CHILDREN Currently Seeking Care



"2016-17 marks an exciting time for the Early Years System in the District of Thunder Bay. This is an opportunity to build on best practice, align and integrate services based on demonstrated community needs and ensure that children, their parents and caregivers have access to a suite of high quality services." Louise Piercy, TBDSSAB Manager of Child Care and Early Years Programs

CORPORATE Services

The Corporate Services Division encompasses the activities of Finance, Information Technology, Information Management and Purchasing.

Financial Position

TBDSSAB ended the year in a solid financial position, with financial assets totalling \$35.4 million and non-financial assets totalling \$50.7 million.

Overall, TBDSSAB ended the year in a stronger financial position over the previous year, continuing to build upon financial sustainability for future social service programming.

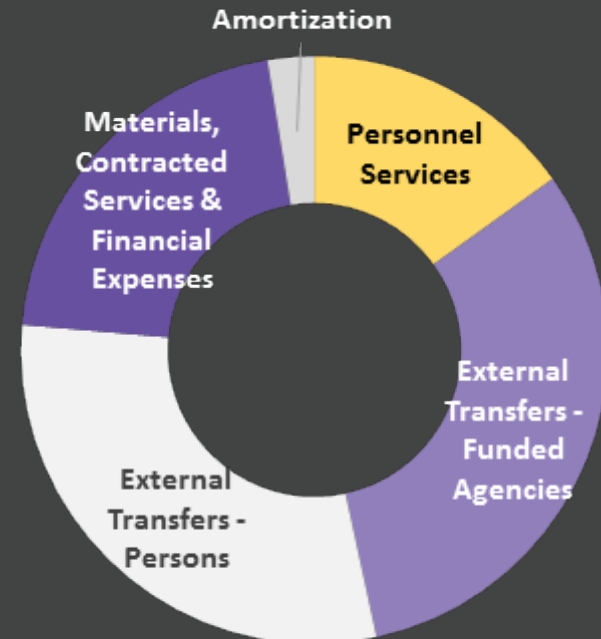
Expenses

Expenses for TBDSSAB totalled \$93.5 million in 2016.

Consistent with TBDSSAB's mandate, 61% or \$57.3 million of the 2016 expenses were external transfers to persons, and funded agencies.

A further 21%, or \$19.7 million was spent on materials, contracted services and financial expenses to support program requirements.

Expenses for TBDSSAB staff to manage the social service infrastructure throughout the District of Thunder Bay accounted for only 15% of total expenses.

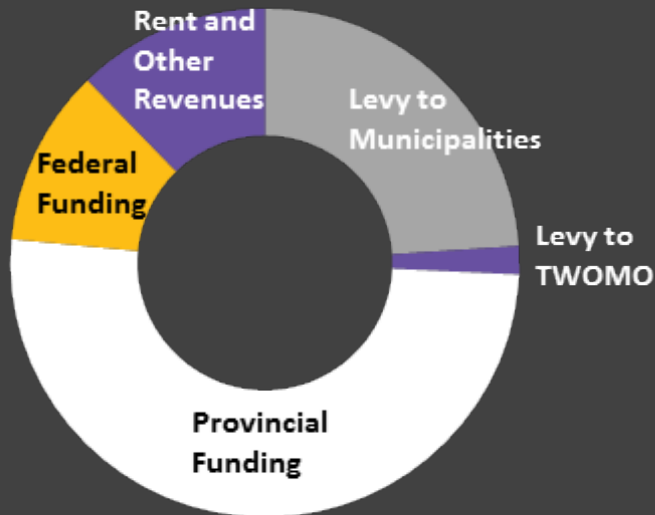


Revenues

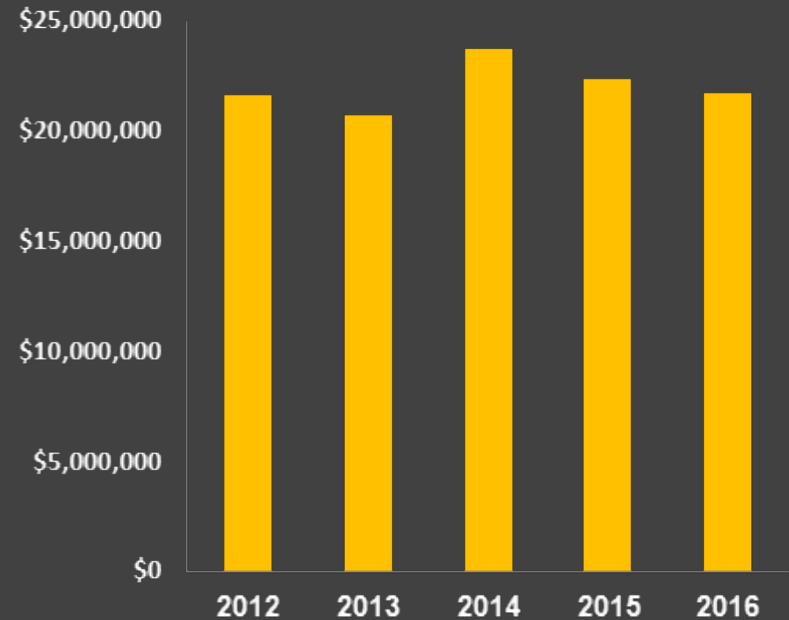
Revenues for TBDSSAB totalled \$93.3 million in 2016. The largest source of funding is received from the Province of Ontario and the Federal Government: 62% of the TBDSSAB programming (Provincial funding at 51% and Federal funding at 11%).

Municipal funding partners and the Territories without Municipal Organization (TWOMO) funded 26%. Rents and Other Revenues funded the balance, of which tenant rents totalled \$10.5 million or 11.3% of total revenues.

For the past five years, although the total TBDSSAB program funding has increased 10%, the local government portion of those costs has decreased by 3% as the province has continued to upload certain social services costs.



Total Reserve Funds



Reserve Funds

One of the components of TBDSSAB's 2013 – 2016 Strategic Plan related to financial sustainability, included enhancing the reserve fund strategy.

To further support its investment in tangible capital assets, the Board approved a new Capital Regeneration Reserve Fund in 2016 to support the regeneration of new/renovated housing units to be funded by the disposition of certain properties within the housing portfolio.

By year end 2016, Reserve Funds totalled \$21.8 million.

HUMAN Resources

TBDSSAB employs 180 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.

In 2016, all TBDSSAB staff received Indigenous Cultural Competency Training from the Ontario Federation of Indigenous Friendship Centers. The main purpose of the training was to strengthen our professional relationship with urban Indigenous organizations and clients — a relationship built on the concept of trust, friendship, and mutual respect. Throughout the training, TBDSSAB staff had the opportunity to build a shared understanding of contemporary priorities, the concept of allied relationships, Indigenous holistic healing, and the importance of infusing on-going Indigenous cultural competencies throughout organizational practices through meaningful engagement with the Indigenous community.

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 by the United Way in 2016, with over 60% of staff participating in the payroll deduction program to raise over \$26,500 for the charity.





Front Row L-R

Peter Ruel - Township of
Manitouwadge
William (Bill) Bradica – CAO, TBDSSAB
Robert (Bob) Katajamaki - Territory
Without Municipal Organization
Lucy Kloosterhuis - Municipality of
Oliver Paipoonge
Armand Giguere - Municipality of
Greenstone
Shelby Ch'ng - City of Thunder Bay

Back Row L-R

Mark Figliomeni - Township of
Schreiber
Andrew Foulds - City of Thunder Bay
Paul Pugh - City of Thunder Bay
Kim Brown - Township of Dorion
Iain Angus - City of Thunder Bay
Aldo Ruberto - City of Thunder Bay
Joe Virdiramo - City of Thunder Bay

Executive

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



Visit our Website!

**The District of Thunder Bay Social Services Administration Board
231 May Street South
Thunder Bay, Ontario
P7E 1B5**

**Phone: 807-766-2111
Fax: 807-345-7921
Toll Free: 1-877-281-2958**

www.tbdssab.ca

