



THE DISTRICT OF THUNDER BAY
SOCIAL SERVICES ADMINISTRATION BOARD

Dignity, Respect and Quality of Life

Annual Report | 2018

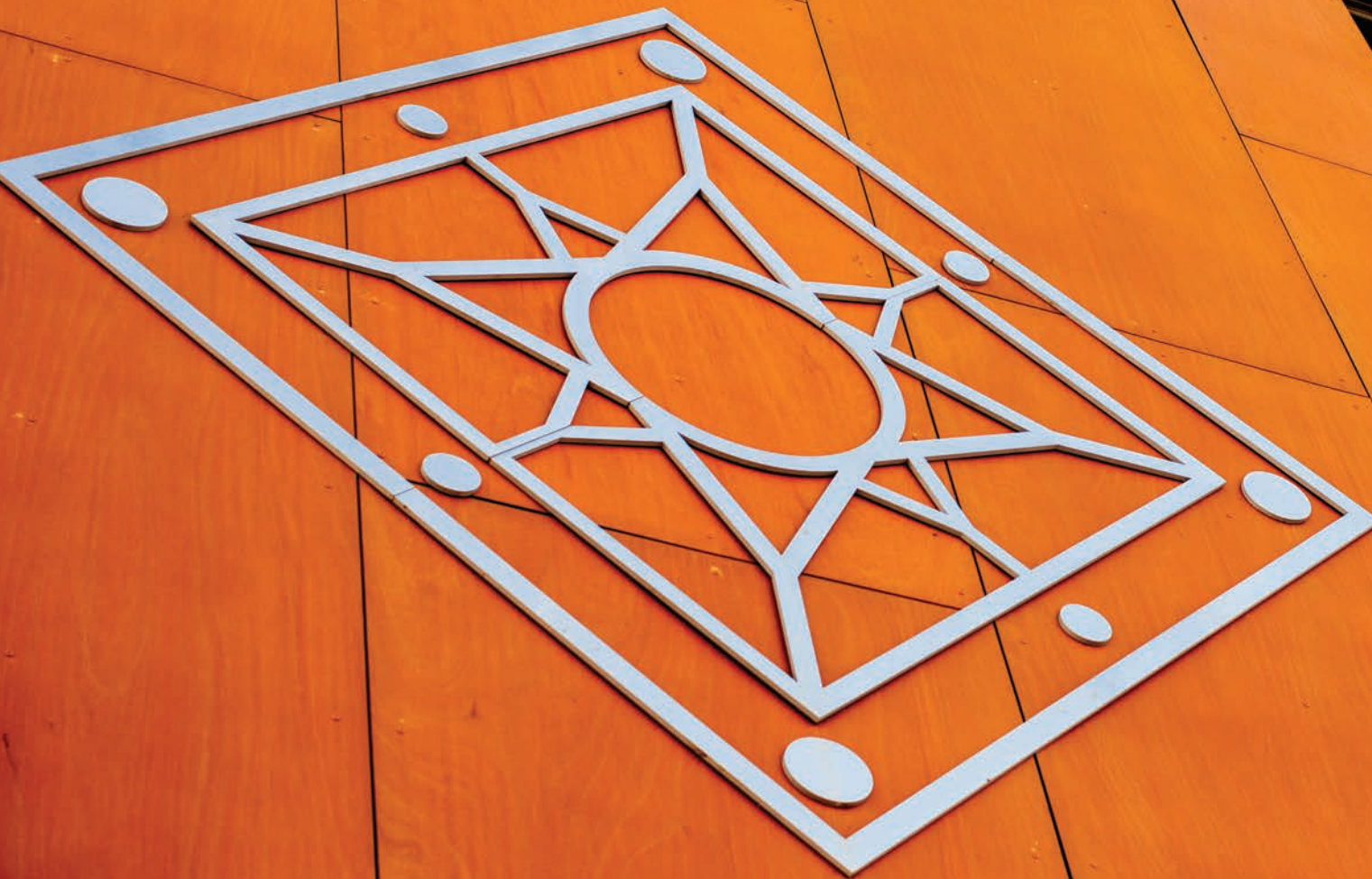
136,918

times TBDSSAB's main doors
opened to welcome clients and
community members.

FRONT COVER ARTWORK:

River Song – Joseph Fredrich – Artist

A metaphor for life flexibility and acceptance – the river finds its way through present obstacles. At the same time, it reflects the life going on around it. The birch forest and urban setting juxtaposed and interconnected – River Song is the way we are.



1.0 Message from the Chair



Lucy Kloosterhuis
Chair

On behalf of The District of Thunder Bay Social Services Administration Board (TBDSSAB), it is my pleasure to present the 2018 Annual Report.

Highlights of 2018 include:

- In January, TBDSSAB becoming the service system manager for all EARLYON Child and Family Centres formerly known as Best Start programs.
- In February, TBDSSAB receiving over \$2.9 million from the province to support child and family programs for Indigenous children. Five Indigenous organizations in the District of Thunder Bay were successful in their applications through The Journey Together off-reserve funding program. The Journey Together funding is helping create culturally relevant child care and learning spaces that celebrate the rich history, cultures and languages of Indigenous people while reducing wait times for these programs.
- In April, TBDSSAB partnering with the Thunder Bay Indigenous Friendship Centre (TBIFC) and the Lakehead Social Planning Council (LSPC) to coordinate a Point in Time (PiT) Count and Registry Week in the District of Thunder Bay to enumerate and identify individuals and families experiencing homelessness. The Board of Directors approved several key recommendations as we continue to work together with our community partners to eliminate both chronic and episodic homelessness.
- In May, the Ontario Municipal Social Services Association recognizing TBDSSAB staff with the Local Municipal Champions Award. TBDSSAB won the award for its High Needs Homelessness Initiative as a great example of human service integration and teamwork.
- In Social Assistance, our Board of Directors endorsing 11 recommendations for the transformation of the Employment Programs. With the implementation of the Employment Readiness Scale and the intensive casework from caseworkers and the employment team, we have a better idea of the life skills and employment needs of our clients to assist them in achieving their goals. This shift is an important step as we move toward individualized and client focused outcomes.

I would like to thank my fellow Board members, community agencies, member municipalities, Provincial and Federal partners and the TBDSSAB staff for their ongoing dedication and support and commitment to our clients.

Lucy Kloosterhuis
Chair (2018)

2.0 Message from the CAO



William Bradica
CAO

2018 marked a year of achievement of many of our Strategic Plan 2020 initiatives that are aimed at excellent services, success of the people we serve, and a healthy organization.

In keeping with TBDSSAB's commitment to "reflect the community in our staffing," all staff participated in sessions on Indigenous workplace inclusion, in continuation of Indigenous awareness training started in 2016. Our Human Resources department also developed a self-identification tool for staff. The information gathered through this voluntary survey will be used for statistical purposes to measure and help ensure our community is reflected in our staffing.

TBDSSAB increased its presence at career fairs and community events to promote employment opportunities including Lakehead University Career and Job Fair; Confederation College Career and Job Fair; Regional Career Fairs; Anishinabek Health Conference; Maadaadazi Aboriginal Post-Secondary Student Orientation' and Aboriginal Trade and Employment Symposium.

The successful implementation of the Home For Good program in partnership with Dilico Anishinabek Family Care and St. Joseph's Care Group strengthened our partnership with health organizations. In addition, TBDSSAB also contributed expertise and support to the various community Situation Tables that exist in our District and is now a member of the Northwest Community Mobilization Network

2018 marked a year with the achievement of several key green energy initiatives for The District of Thunder Bay Social Services Administration Board (TBDSSAB).

Significant energy related projects were implemented through capital planning under provincially funded initiatives such as the Social Housing Apartment Retrofit Program (SHARP), the Social Housing Improvement Program (SHIP) and the Social Housing Apartment Improvement Program (SHAIP) in order to reduce energy consumption.

Energy efficient products replaced high energy usage products to reduce consumption and TBDSSAB's environmental footprint. Several of these projects were supported through energy savings incentive programs provided by Thunder Bay Hydro, Hydro One and Union Gas.

Through the capital budget, SHARP funding, SHIP funding and SHAIP funding, \$2.245 million was allocated toward energy reducing projects.

As a result of the energy-savings projects undertaken across the housing portfolio, TBDSSAB is expected to reduce its energy consumption by an estimated 638 MWh each year. Furthermore, there was a reduction of approximately 451 metric tonnes of CO2 emissions (according to the United States Environmental Protection Agency Impact Calculator).

I am extremely proud of the progress that has been made by TBDSSAB staff in achieving and continuing strategic plan initiatives that help to improve the lives of the people we serve in the District of Thunder Bay.

William (Bill) Bradica
Chief Administrative Officer

3.0 About Us

**Dignity,
Respect
and Quality
of Life**

Mission

TBDSSAB delivers provincially mandated services on behalf of the citizens of the District of Thunder Bay in an equitable and cost-effective manner.

Vision

TBDSSAB 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 and Early Years

- Child Care Fee Subsidy
- Online Child Care Applications
- Special Needs Resources
- Ontario Works Informal Child Care
- Quality Assurance
- EarlyON Child & Family Centres

Housing and Homelessness Prevention

- Affordable Housing Programs
- Social Housing Programs
- Homelessness Prevention Programs
- Rent Geared to Income (RGI) and Special Needs Housing
- Direct Owner and Operator of Social Housing
- Private Landlord Rent Supplement

Ontario Works

- Financial Assistance
- Employment Assistance
- Housing Security Fund
- Addiction Services Initiative (ASI)

4.0 Our People

Community Support and Engaging Indigenous Culture

TBDSSAB employs over 180 people and has a diverse workforce with many supportive staff providing services directly to clients and tenants.

In 2018, TBDSSAB staff continue to support the community through volunteer service and fundraising for agencies such as the United Way, Christmas Cheer, Dew Drop Inn and P.R.O. Kids. The generosity of staff was recognized with a Gold Medal from the United Way in 2018 with a total of \$25,653.45 being raised.



Did You Know?

In 2018, TBDSSAB delivered Introduction to Indigenous Awareness and Workplace Inclusion training to all staff. This training was a follow-up to the Indigenous Cultural Competency Training from the Ontario Federation of Indigenous Friendship Centres in 2016. The continuous training opportunities helped staff build their knowledge and experience in Indigenous culture. 2018's training provided insights, background and an overview of the ways staff can effectively engage with the Indigenous community.



5.0 Board of Directors (2018)

Joe Virdiramo
City of Thunder Bay

Peter Ruel
Township of Manitouwadge

Wendy Landry
Municipality of Shuniah

Shelby Ch'ng
City of Thunder Bay

Kim Brown
Township of Dorion

Kevin Holland
Township of Conmee

Eric Pietsch
Municipality of Greenstone

Aldo Ruberto
City of Thunder Bay

Andrew Foulds
City of Thunder Bay



Mark Figliomeni
Township of Schreiber
Vice-Chair

Lucy Kloosterhuis
Municipality of Oliver Paipoonge
Chair

William (Bill) Bradica
Chief Administrative Officer

Robert (Bob) Katajamaki
Territory Without Municipal Organization

Iain Angus
City of Thunder Bay

Paul Pugh
City of Thunder Bay

Did You Know?

The TBDSSAB Board of Directors consists of fourteen Members who are elected officials. Board members are chosen by their own municipal councils to serve on the Board to represent areas defined in the District Social Services Administration Board Act.



6.0 Child Care & Early Years

The Journey Together

In February 2018, TBDSSAB received over \$2.9 Million from the province to support child and family programs for Indigenous children. Five Indigenous organizations in the District of Thunder Bay were successful in their applications through The Journey Together off-reserve funding program:

- Anishnawbe Mushkiki
- Bingwi Neyaashi Anishnaabek
- Dilico Anishinabek Family Care
- Thunderbird Friendship Centre
- Thunder Bay Indigenous Friendship Centre

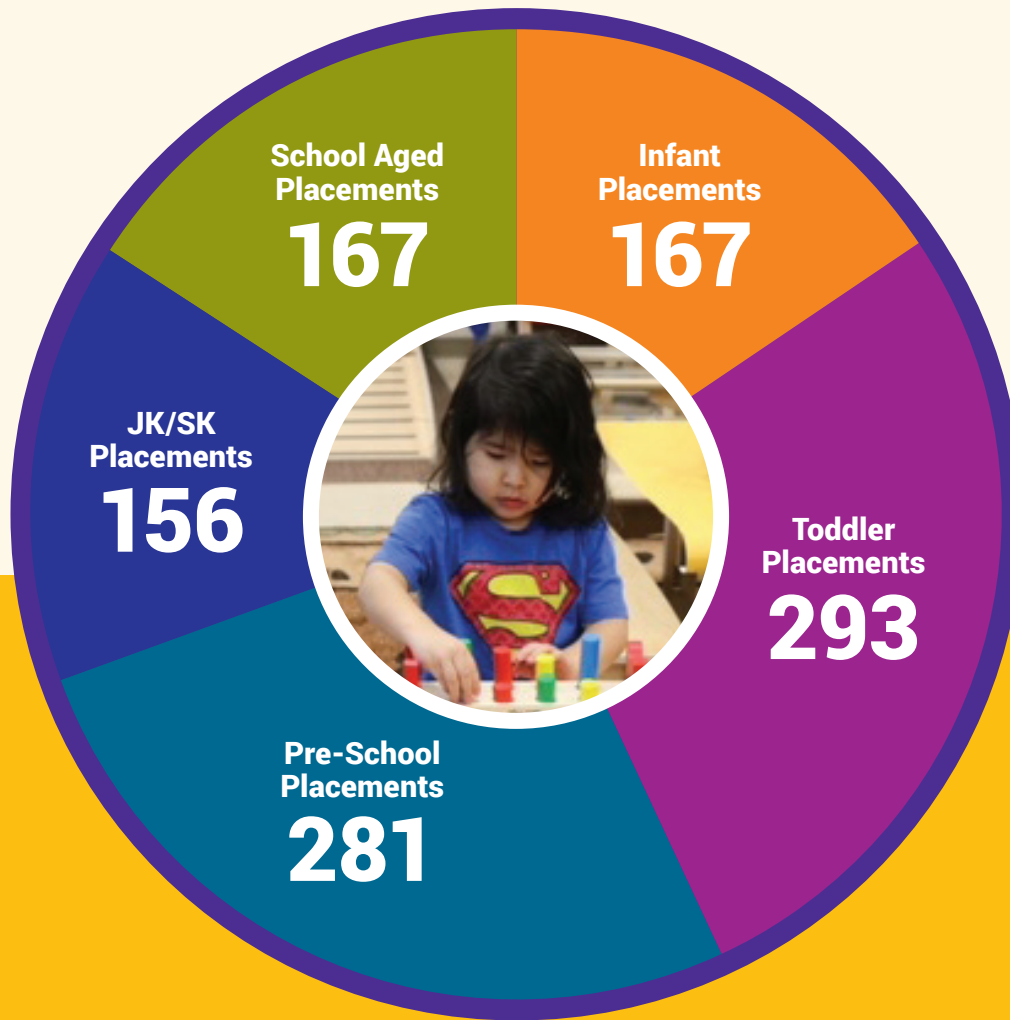
The need for Indigenous led early years child and family programs is significant in the District of Thunder Bay. The Journey Together funding helps create culturally relevant child care and learning spaces that celebrate the rich history, cultures and languages of Indigenous people while reducing wait times for these programs.



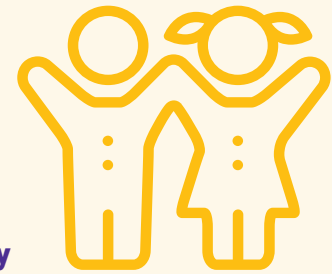
Expanding Indigenous led early years and child care programs will improve accessibility for families. TBDSSAB is working with our Indigenous partners to implement programs based on respect, unity and the restoration of cultural identity. Through the Journey Together, we are better supporting families and their children.

— Lucy Kloosterhuis, Chair, The District of Thunder Bay Social Services Administration Board

1,064 Child Care Placements



809
Average monthly
number of children
receiving Fee Subsidy



116
Average monthly
number of children
receiving Special
Needs Resources



31,485
Children visits to all
EarlyON centres

3,507
Children served at
all EarlyON centres

EarlyON



7.0 Ontario Works: Income & Employment Support

Improving Accessibility for People in Need

In January 2018, TBDSSAB launched a walk-in application pilot for Ontario Works applicants at the main office located at 231 South May Street, Thunder Bay.

A caseworker is available to take an application for Ontario Works without an appointment. The pilot project was very successful with a total of 256 client walk-ins seen and offered an application. 195 had an application completed. Due to the success, the walk-in application process is now a part of the regular application stream at TBDSSAB.

New Employment Readiness Programs

TBDSSAB successfully piloted three new programs in partnership with Confederation College and Employment Ontario in 2018.

Resulting in positive student outcomes, all three programs will be added to our 2019 suite of programming offered at TBDSSAB's main site:

- **Personal Career Development** (PCD), a 12 week work preparation course which includes a 2 week job placement;
- **Essential Skills**, a 6 week work enhancement and skill hardening program which includes a 2 week job placement; and
- **Soft Skills**, a one week program focusing on skills employers need.



(Average official Ontario Works Caseload)

8.0 Housing and Homelessness Prevention

Initiatives provided in TBDSSAB owned properties.

8 Large community gardens were supported within the family and seniors housing projects.



935

Average number of maintenance work orders per month (April-December)



3,368

Total of Tenant Support Coordinator visits for 2018



IN TOTAL 27

community kitchens were supported in 2018

8.0 Housing and Homelessness Prevention



In May 2018, TBDSSAB was awarded the Local Municipal Champions Award from the Ontario Municipal Social Services Association (OMSSA) for its High Needs Homelessness Initiative as a great example of human service integration and teamwork.



32,956 Total shelter(s) stays (nights) 2018



414 Average Rent Supplement units per month



2,484
TBDSSAB owned residences

1,204
Non-profit residences

* Shelters are given an overflow capacity by the Thunder Bay Fire Marshal. Both shelters used their overflow capacity in 2018. Rates are calculated based on regular capacity.

9.0 Home for Good

The District of Thunder Bay Social Services Administration Board (TBDSSAB), St. Joseph's Care Group (SJCG) and Dilico Anishinabek Family Care partnered in 2018 to provide Home for Good, a unique initiative aimed at significantly reducing chronic homelessness and expanding homelessness prevention measures.

Home for Good provides enhanced supports to at-risk individuals in the District of Thunder Bay through a collaborative, multi-faceted approach addressing four priority target populations: chronic homelessness, youth homelessness, Indigenous homelessness, and homelessness following transition from provincially-funded institutions and service systems.

Mr. Bruce Smiley received much needed support through the Home for Good Program. His retirement savings collapsed in 2017 and he began living in his truck after his home was condemned. With diabetes and physical disabilities, he struggled to stay warm and find food. After being identified as an at-risk individual, Mr. Smiley was placed in his own home with supports to help him with his transition. He is currently settling in, getting to know his neighbours and enjoying cooking and cleaning in his own place.



“I had no options and I really believed it was over for me. In my unhealthy situation, I didn't want to freeze to death in my truck. Thank you so much to everyone who helped me find my new home.”

— Mr. Bruce Smiley,
TBDSSAB tenant

52 
individuals being supported
through either Dilico or
SJCG support staff

Of this total..

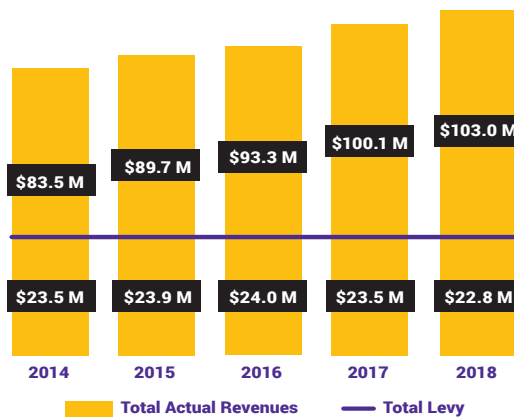
38 
individuals are housed
through the program

10.0 Financial Position

Balance Sheet

	2018	2017
Cash and Cash Equivalents	\$15.0 M	\$12.9 M
Marketable Securities	\$19.6 M	\$20.6 M
Client Benefit Advances	\$1.8 M	\$1.7 M
Accounts Receivable	\$2.5 M	\$2.0 M
Total Financial Assets	\$38.9 M	\$37.2 M
Accounts Payable	\$9.3 M	\$5.9 M
Deferred Revenue	\$5.0 M	\$7.5 M
Long-Term Debt	\$21.6 M	\$23.9 M
Employee Benefits Obligations	\$2.6 M	\$2.6 M
Total Liabilities	\$38.5 M	\$39.9 M
Net Financial Assets (Debt)	\$0.4 M	(\$2.7 M)
Non-Financial Assets	\$47.0 M	\$48.5 M
Accumulated Surplus	\$47.4 M	\$45.8 M

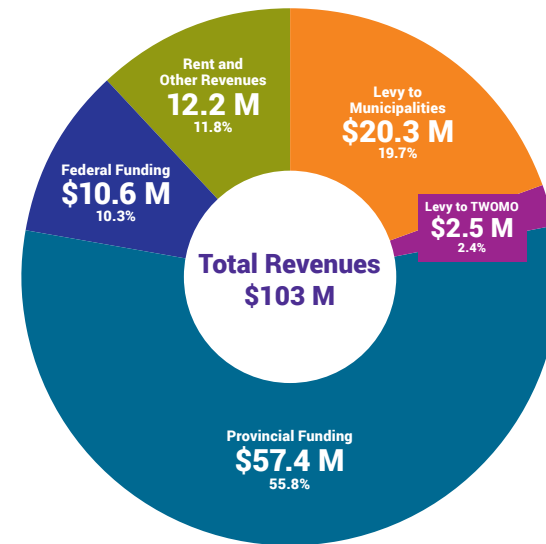
Municipal and TWOMO* Levy vs Total Revenues by Year



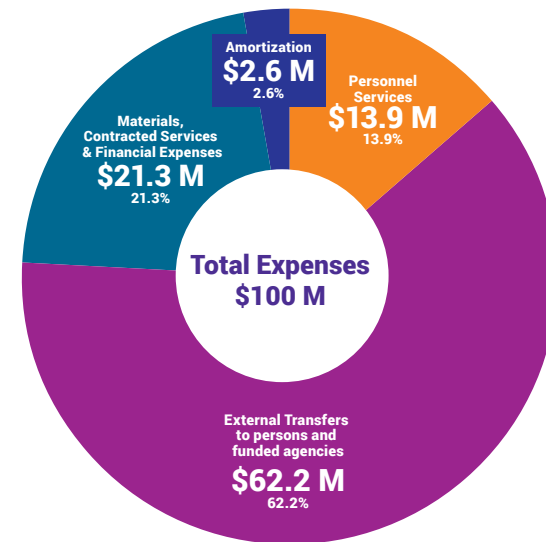
For the past 5 years, although the total TBDSSAB program funding has increased 21%, the municipal portion of those costs has decreased by 2% as the province increase its share of certain social services costs.

*Note - TWOMO is Territory Without Municipal Organization

2018 Revenues



2018 Expenses



Green Energy Initiatives

In 2018, \$2.245 million was allocated toward energy reducing projects at TBDSSAB.

As a result of these projects, TBDSSAB is expected to reduce its energy consumption by an estimated 638 MWh each year. In 2018, there was a reduction of approximately 451 metric tonnes of CO2 emissions. One of the notable projects undertaken was the exterior wall replacements at Andras Court, removing the original windows and aluminum wall panels in each apartment and installing insulated vinyl panels with low E argon gas windows. The original panels were installed during the construction of the building over forty years ago. In total over 180 apartment walls were changed in twelve months.

TBDSSAB is committed to seek out efficiencies in energy consumption while maintaining the quality of life of our tenants.

“

Got nice new windows installed- big window with a sturdy screen. Windows now fully open and I love it.

– TBDSSAB Tenant

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tbdssab.ca

