

Dignity, Respect +  
Quality of Life

Annual Report | 2019



**THE DISTRICT OF THUNDER BAY  
SOCIAL SERVICES ADMINISTRATION BOARD**

# The District of Thunder Bay Social Services

  
THE DISTRICT OF THUNDER BAY  
SOCIAL SERVICES ADMINISTRATION BOARD

327

Average times per day that  
TBDSSAB's main doors  
opened to welcome clients  
and community members.

# Message from the Chair

“ On behalf of The District of Thunder Bay Social Services Administration Board (TBDSSAB), it is my pleasure to present the 2019 Annual Report. ”

Some highlights from this year include:

- We signed a Memorandum of Understanding with the Nishnawbe Aski Nation (NAN), formalizing a valuable partnership, and marking a significant step forward in the pursuit of joint initiatives to reduce poverty and homelessness while improving health outcomes for vulnerable members of society.
- Our Board of Directors endorsed the new 2020 – 2023 Strategic Plan, outlining a plan for TBDSSAB's next four years with the goal of becoming a model of excellence in local solutions by having a strong organization that creates flexible, inclusive services to focus on the success of the people we serve.

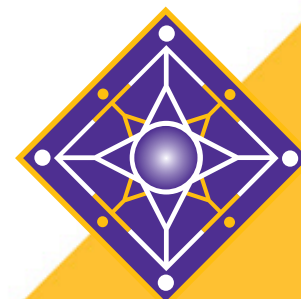
As part of our commitment to increase and focus our advocacy activities, the Board advocated to the provincial government for:

- TBDSSAB to become an Employment Ontario Service Delivery Site;
- Increases in Ontario Works and Ontario Disability Support shelter scales for clients living in social housing;
- Service Manager discretion regarding negative operating subsidies for non-profit housing providers;
- Involvement of service managers in decisions on program planning and funding changes;
- A mental health and addictions summit with Ontario and other service providers in our District.

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

**Lucy Kloosterhuis**  
Chair

The District of Thunder Bay Social  
Services Administration Board





## Message from the CAO

“ 2019 marked the end of our Strategic Plan 2020 initiatives that were aimed at excellent services, success of the people we serve, and a healthy organization. ”

To reflect the community in our staffing, a physical and a virtual library were set up for staff with resources on cultural safety and service excellence by Human Resources. We continue to add more resources, including training presentations and web addresses, and will keep this up to date. TBDSSAB was also recognized for our efforts to foster an inclusive workplace with its acceptance into the Baakaakonaanan Ishkwaandemonan (BI) – Opening Doors for You pilot project.

To enhance communication with clients and partner groups, as well as to strengthen and deepen our institutional relationships, TBDSSAB continued to attend information fairs, community events, and hold workshops throughout the District of Thunder Bay. These included events like the Rural Health Fair, the City of Thunder Bay's Teddy Bear Picnic, child care information sessions, coffee parties with tenants, employment workshops in Nipigon and Marathon, and many more.

TBDSSAB was pleased to host the Ontario Municipal Social Services Association's (OMSSA) Annual General Meeting and Leadership Conference in the City of Thunder Bay, where over 230 community leaders in social services from across Ontario were in attendance.

I am extremely proud of TBDSSAB staff for completing the work on the Strategic Plan 2020 initiatives that help to improve the lives of the people we serve in the District of Thunder Bay, and I look forward to starting work on the new 2020-2023 Strategic Plan objectives.



**William (Bill) Bradica**  
Chief Administrative Officer

The District of Thunder Bay Social  
Services Administration Board

## 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.

## Values

1. Respect
2. Accept
3. Collaborate
4. Understand
5. Are Empathetic
6. Have Integrity
7. Promote Wellness

## Our Programs & Services

### Child Care & Early Years Programs

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

### Housing & Homelessness Programs

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

### Social Assistance Programs

Employment Assistance  
 Financial Assistance  
 Housing Security Fund

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### Did You Know?

Our service District includes 15 municipalities which appoint 13 representatives to our Board of Directors through their municipal Councils. The 14th seat is for an elected representative from the Territories without Municipal Organization in the area.

## Our People

### Community Support and Engaging Indigenous Culture

TBDSSAB signed a Memorandum of Understanding (MOU) with the Nishnawbe Aski Nation (NAN). The signing not only formalizes a valuable partnership, but it also marks a significant step forward in the pursuit of joint initiatives to reduce poverty and homelessness while improving health outcomes for vulnerable members of society. Through this MOU, we will be able to gather more insight on reasons for migratory and transient homelessness, and the child welfare system's impact on poverty and homelessness, especially regarding the Indigenous population.



**Baakaakonaanan  
Ishkwaandemonan**  
Opening Doors for You

TBDSSAB was recognized as a participant in the Baakaakonaanan Ishkwaandemonan (BI, pronounced "bah-kah-ko-nah-nun shkwahn-deh-monun") – Opening Doors for You pilot project. This project, through the North Superior Workforce Planning Board (NSWPB), recognizes the efforts made by employers to foster an inclusive workplace with the goals of identifying current best practices and promoting existing resources for supporting the hiring of newcomers and Indigenous job seekers.



#### Did You Know?

TBDSSAB employs over 180 people and has a diverse workforce with many supportive staff providing services directly to clients and tenants. We continue to support the community through volunteer service and fundraising for agencies such as the United Way, raising \$24,101.95 in 2019.



# Board of Directors



**Lucy Kloosterhuis**  
Municipality of  
Oliver Paipoonge  
- Chair -



**Kim Brown**  
Territory Without Municipal  
Organization  
- Vice Chair -



**Albert Aiello**  
City of Thunder Bay



**Shelby Ch'ng**  
City of Thunder Bay



**Jody Davis**  
Township of Terrace Bay



**Andrew Foulds**  
City of Thunder Bay



**James Foulds**  
Township of Nipigon



**Brian Hamilton**  
City of Thunder Bay



**Kevin Holland**  
Township of Conmee



**Rebecca Johnson**  
City of Thunder Bay



**Ray Lake**  
Town of Marathon



**Elaine Mannisto**  
Municipality of Greenstone



**Aldo Ruberto**  
City of Thunder Bay



**Wendy Wright**  
Township of Gillies

# Child Care & Early Years Programs

## Appreciation Day

TBDSSAB hosted a celebration at the Thunder Bay office to honour Child Care Workers and Early Childhood Educators (ECEs) on October 24 for ECE Appreciation Day to thank all the Champions for Children across the District of Thunder Bay for their commitment to serving families and fostering a sense of wellbeing and belonging in our children, and for giving them the tools to be engaged and express themselves. More than 50 ECEs and child care workers from across the District of Thunder Bay attended.





**102**  
Average monthly number of children receiving Special Needs Resources

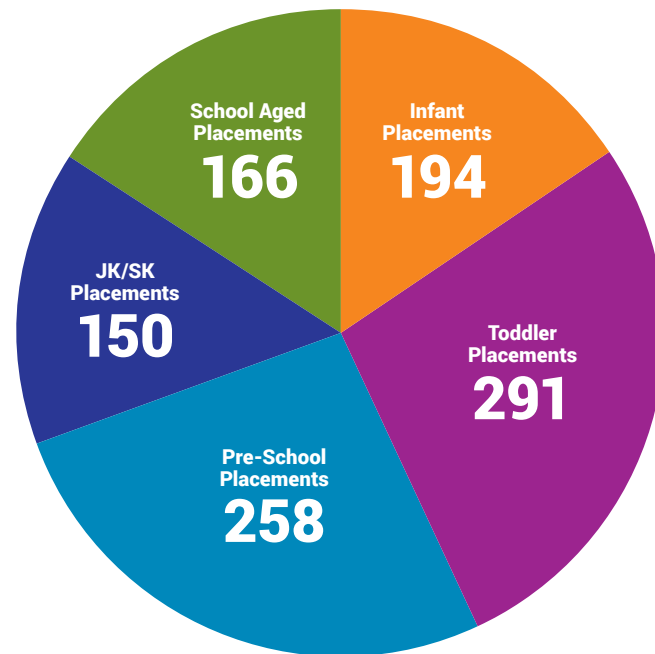
**830**  
Average monthly number of children receiving Fee Subsidy

**3,693**  
Children served at all EarlyON centres

**29,601** Children visits to all EarlyON centres



**1,059**   
Child Care Placements



**Highlights**

TBDSSAB moved toward implementing a pedagogist model in Child Care and Early Years programs, where staff will work with child care centre operators to support educators in their understanding of how early learning takes place and foster high quality early years programs.



## Investment in Affordable Housing

TBDSSAB hosted the announcement of \$14.4 million in Northwestern Ontario, to create more affordable housing by the Honourable Patty Hajdu, Member of Parliament for Thunder Bay–Superior North and Minister of Employment, Workforce Development and Labour, along with the Honourable Steve Clark, Ontario’s Minister of Municipal Affairs and Housing. The announcement outlined over \$6.1 million for 6 community projects in the District of Thunder Bay, including projects in Nipigon, Oliver Paipooonge, and the City of Thunder Bay. The announcement took place at Northern Linkage Community Housing, which will provide 24 units of affordable rental housing funded by the Canada-Ontario Investment in Affordable Housing (IAH) program. The other programs benefitting from the IAH program are the Bell Street Complex in Nipigon, Kay Bee Seniors in Oliver Paipooonge, the Salvation Army Journey to Life Centre, and new home construction on Coady Street by Matawa in the City of Thunder Bay.



## Did you know?

TBDSSAB holds workshops for Community Housing tenants. This year, as a pilot project funded through the Centre for Addiction & Mental Health (CAMH), we worked through a series with modules on understanding Mental Health & Wellbeing in Later-Life.





Individuals connected to case management support and provided a Portable Housing Benefit to secure affordable rental housing through the Home For Good program

93



Housing Services launched the CHPI Food Security Fund, aiming to provide financial support to food security initiatives that help address and prevent homelessness in the District of Thunder Bay

424

New tenants welcomed



TBDSSAB partnered with Marathon Seniors Supportive Housing Corporation to provide

4

rent supplements in Peninsula Manor, a seniors supportive housing facility in Marathon.



3,929

Total of Tenant Support Coordinator visits



490

Referrals for tenants for mental health, addictions, personal or medical support

81

High Needs Homeless waiting list clients housed



7,943

calls to maintenance dispatch line

260

tenancies preserved through tenant agreements and mediation efforts



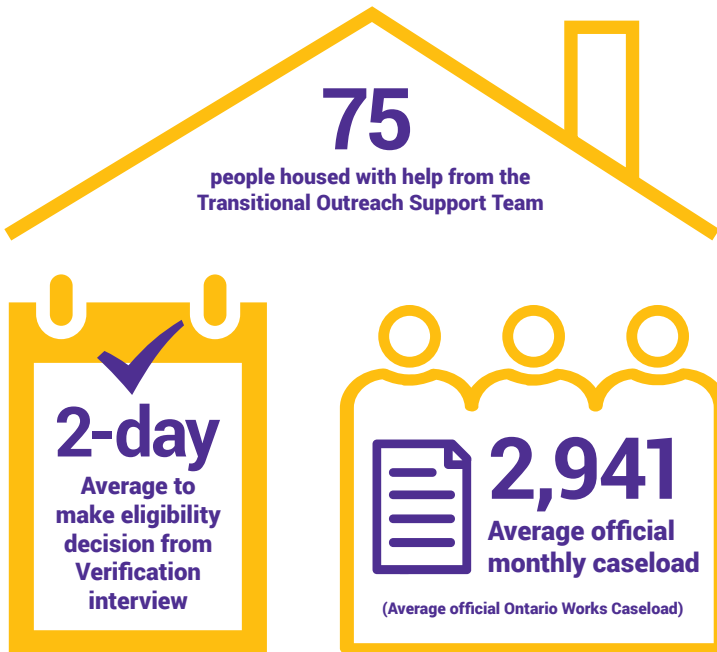
Did you know?

TBDSSAB provided capital funding through Home For Good to St. Joseph's Foundation to establish 30 transitional beds for individuals experiencing homelessness. The Lodge on Dawson officially opened its doors to tenants on October 1, 2019 and will play an important role in ensuring that individuals experiencing homelessness can retain and maintain stable housing.



## Improving Ontario Works Intake

TBDSSAB implemented a new Verification Interview process and a new Intake Screening Station to provide a more effective and efficient process, and a better customer service experience for Ontario Works applicants. The new process streamlines the information applicants give to the Verification Interview.



“

I am quite happy with the services that I have received. My caseworker is knowledgeable, caring and refers me to workers who help [me] become the best version of me that I can be.

– OW Client Satisfaction Survey feedback

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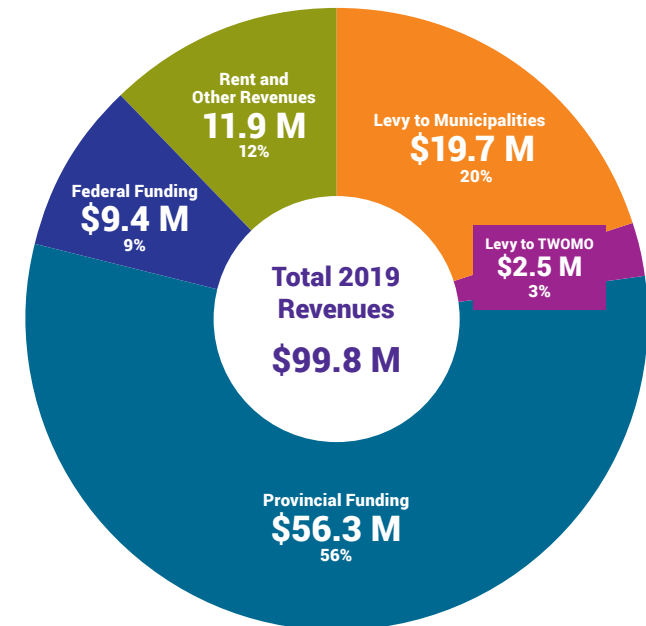
## Did You Know?

Staff from TBDSSAB hold workshops for employment and life skills. Workshops were held in Nipigon and Marathon on resume writing for Ontario Works clients, discussing how to write a cover letter and resume, what transferable skills are, and how to write a resume when you are lacking paid work experience. These workshops were held in partnership with Northwest Employment Works.

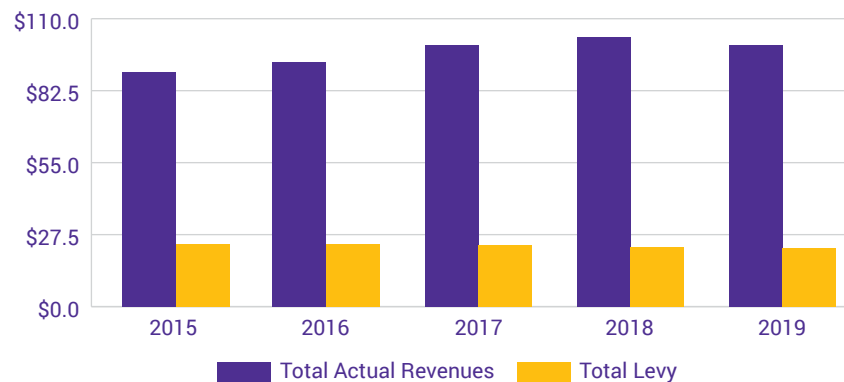


## Balance Sheet

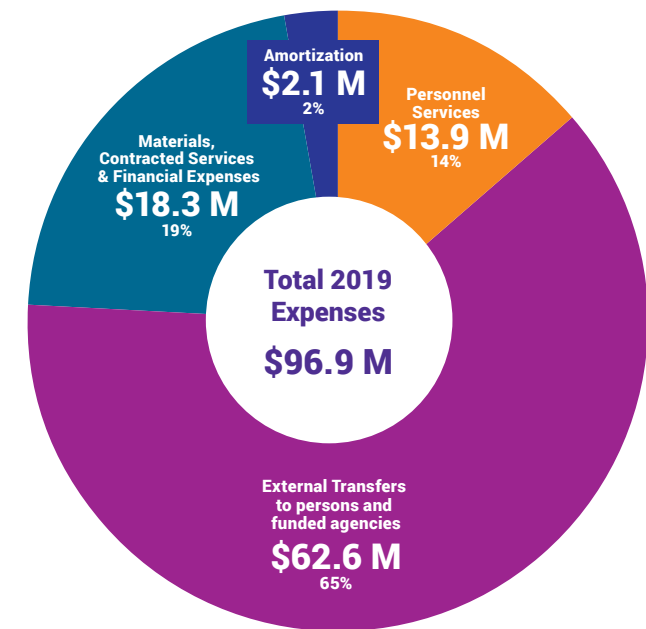
	2019	2018
Cash and Cash Equivalents	\$16.9 M	\$15.0 M
Marketable Securities	\$20.8 M	\$19.6 M
Client Benefit Advances	\$1.8 M	\$1.8 M
Accounts Receivable	\$2.5 M	\$2.5 M
<b>Total Financial Assets</b>	<b>\$42.0 M</b>	<b>\$38.9 M</b>
Accounts Payable	\$9.7 M	\$9.3 M
Deferred Revenue	\$5.0 M	\$5.0 M
Long-Term Debt	\$18.8 M	\$21.6 M
Employee Benefits Obligations	\$2.7 M	\$2.6 M
<b>Total Liabilities</b>	<b>\$36.2 M</b>	<b>\$38.5 M</b>
<b>Net Financial Assets</b>	<b>\$5.8 M</b>	<b>\$0.4 M</b>
<b>Non-Financial Assets</b>	<b>\$45.6M</b>	<b>\$47.0 M</b>
<b>Accumulated Surplus</b>	<b>\$51.4M</b>	<b>\$47.4 M</b>



## Municipal and TWOMO\* Levy vs Total Revenues by Year



For the past 5 years, although the total TBDSSAB funding has increased 11%, the municipal portion of those costs has decreased by 6.8% as the province increased its share of certain social services costs.

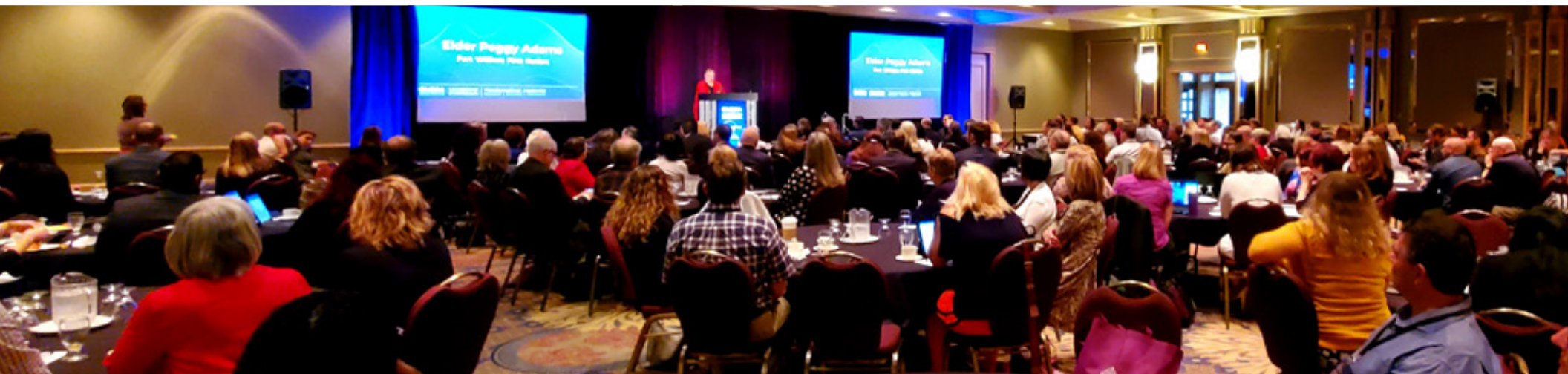




# Highlight

## 2019 OMSSA Leadership Symposium & AGM

TBDSAB helped to successfully host the 2019 Ontario Municipal Social Services Association (OMSSA) Leadership Symposium and Annual General Meeting. More than 230 human services, municipal and community leaders from across Ontario were in attendance. This was the first time the Leadership Symposium was located in Thunder Bay, and it was an honour to showcase our District and highlight some of TBDSAB's success stories in supporting people to improve their lives and become self-sufficient through the delivery of quality social services.



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[tbdssab.ca](http://tbdssab.ca)

