



Dignity, Respect & Quality of Life

Annual Report | 2020



THE DISTRICT OF THUNDER BAY
SOCIAL SERVICES ADMINISTRATION BOARD

2020 at a glance



United Way Campaign

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COVID-19 Relief Initiatives Begin

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Emergency Child Care

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Integrated Social Services division is created

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Technology Access Pilot

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New affordable housing

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September October November December



Green Initiatives

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Message from the Chair

On behalf of The District of Thunder Bay Social Services Administration Board, it is my pleasure to present the 2020 Annual Report.

This past year has certainly been unlike any other. The COVID-19 pandemic has significantly impacted our communities, and the local impact on TBDSSAB is evident throughout this report. We are grateful to the province for funding that has allowed TBDSSAB to support our communities while maintaining the existing services our clients rely on. With support from the Ministry of Municipal Affairs and Housing, Social Services Relief Funding enabled us to expand the emergency shelter system to include isolation and overflow spaces, while offering community grants to partners to continue safe operations. Through the Ministry of Education, our communities had access to Emergency Child Care during the spring of 2020, and centres were supported with Safe Restart Funding.

As we reflect on a whirlwind year, I would like to thank my fellow Board members, member municipalities, provincial and federal partners, community organizations, and the TBDSSAB team for their resilience and ongoing commitment to the wellbeing of the people we serve.

Lucy Kloosterhuis
Chair

The District of Thunder Bay Social
Services Administration Board





Message from the CAO

This past year has been a year of significant change and growth for our organization.

Early in 2020, we restructured our programs to fit within an Integrated Social Services division to improve wraparound services for our clients and tenants. We also introduced our new 2023 Strategic Plan, with a focus on investment, partnerships, and advocacy.

When the pandemic hit in March, TBDSSAB rose to the challenge of supporting the most vulnerable in our district through thick and thin.

I am grateful to the TBDSSAB team for continuing to support the most marginalized in our communities while juggling special projects and unplanned pandemic-relief responsibilities. Despite its challenges, the past year has been full of successes. This is truly a testament to the people who work for this organization.

I am extremely proud of the work the TBDSSAB team does every day to improve the lives of the people we serve in the District of Thunder Bay. I look forward to the successes 2021 will bring.

William (Bill) Bradica
Chief Administrative Officer
The District of Thunder Bay Social
Services Administration Board

About Us

Mission

TBDSSAB delivers provincially mandated services on behalf of the citizens of the District of Thunder Bay.

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

At TBDSSAB, we:

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

Housing & Homelessness Prevention 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) and Special Needs Housing

Social Assistance Programs

- Employment Assistance
- Financial Assistance
- Housing Security Fund

Our People

TBDSSAB employs over 175 people and has a diverse workforce with many supportive staff providing services directly to clients and tenants.

When the COVID-19 pandemic hit in March 2020, TBDSSAB was quick to adjust to the new normal. As an essential service provider, new policies and procedures were quickly put in place to continue operations with increased safety for clients and staff. Many services have shifted to virtual or telephone delivery, and 80% of our team has been able to work remotely.

Thanks to the flexibility of our team, TBDSSAB continues to be a safe place for individuals to turn when at their most vulnerable and in need of support.



175

TBDSSAB
staff



staff celebrated
years of service
milestones
(5-30 years!)

The TBDSSAB team is dedicated to supporting our communities, in the work we do every day as well as the initiatives we support through employee giving campaigns. In 2020, staff supported the United Way, Children's Aid Society, and Kans for Kindness.

In March 2020, TBDSSAB staff received a United Way Giving Award for donating \$24,101 to the United Way of Thunder Bay. Donations were collected through payroll deductions, staff dress-down days, and internal fundraising events.

Our Board



Lucy Kloosterhuis
Chair
Municipality of
Oliver Paipoonge



Kim Brown
Vice Chair
Territories Without
Municipal Organization



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



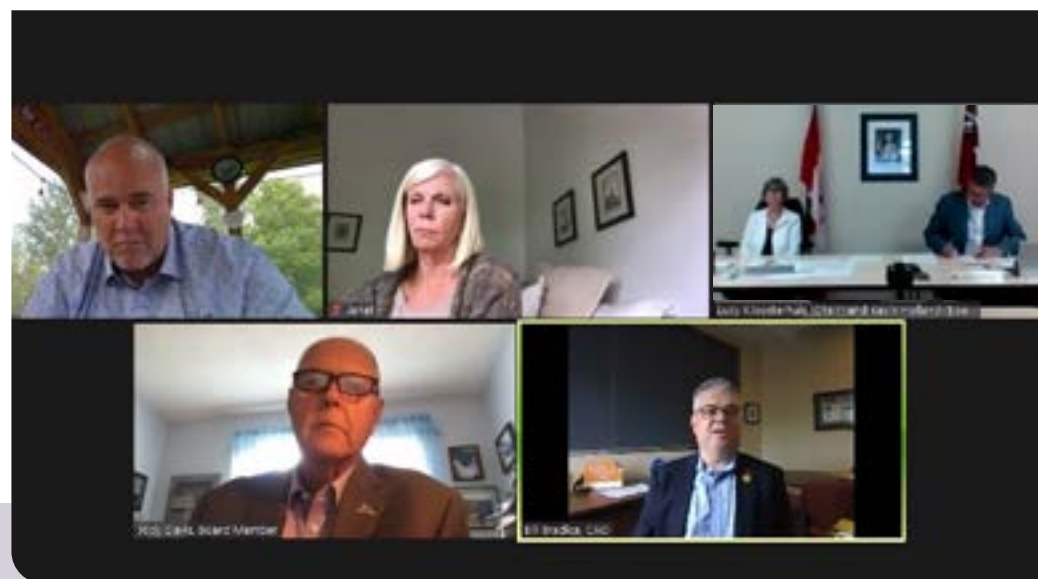
Wendy Wright
Township of
Gillies

Board Advocacy

The Board is committed to ongoing advocacy in response to local service system needs. In 2020, six position papers were presented during delegations with Ministers at the Rural Ontario Municipal Association (ROMA) and Association of Municipalities of Ontario (AMO) conferences.

The Board has met with delegates in response to administrative or budgetary changes that directly impact the existing system, as well as to make recommendations for new initiatives to address unmet local needs.

2020 ADVOCACY PRIORITIES

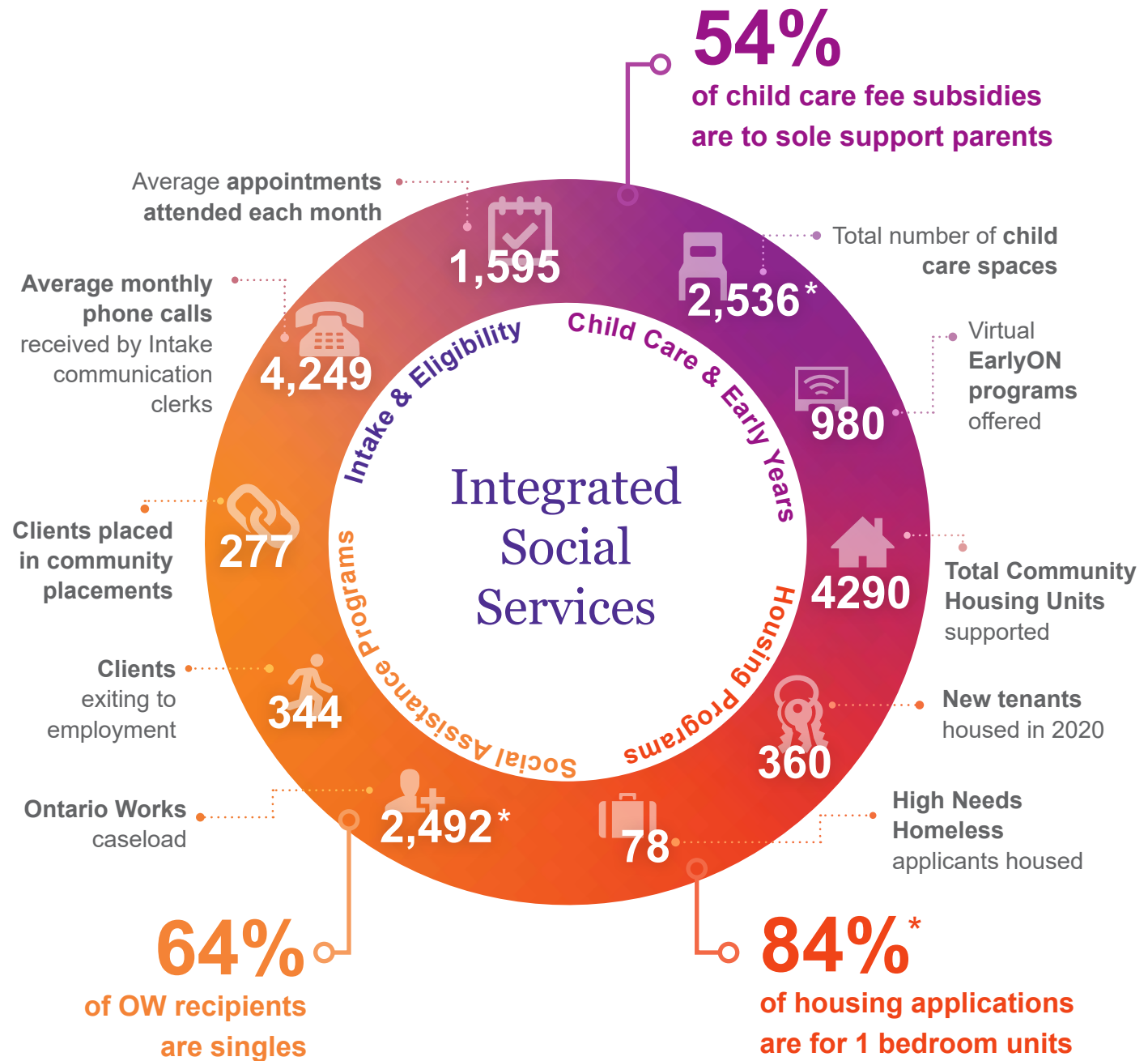


Top: Delegation with Associate Minister Michael Tibollo and PA Parm Gill, ROMA Conference, January 2020.
Bottom: Delegation with Minister Todd Smith and DM Janet Menard, AMO Conference, August 2020.

Our Programs

In early 2020, TBDSSAB reorganized its programs to be proactive with our approaches to delivering services and to improve wraparound services across all program areas.

The Integrated Social Services Division combines the Social Assistance Programs, Housing Programs, Child Care & Early Years Programs and Intake & Eligibility departments.



* Program data as of December 31, 2020



In October 2020, Matawa Non-Profit Housing and TBDSSAB celebrated the opening of eight new affordable housing units on Coady Avenue.

I would like to extend my extreme gratitude [to TBDSSAB].
You all saved my life, positively impacted my character and gave me the financial and other social supports, as well as life skills to make it this far.
I can't thank you enough!

- Client -

Homelessness Prevention

Emergency Shelters

As service manager for provincial Community Homelessness Prevention Initiatives (CHPI) funding, TBDSSAB provides funding to the two designated emergency shelters. In 2020, Salvation Army received \$385,555 for operations costs and Shelter House received \$871,645 toward emergency shelter and the SOS program.

 **\$1.2 M**
toward operation of
Emergency Shelters

 **2,310**
emergency shelter
beds used in 2020

CHPI Food Security Fund


The CHPI Food Security Fund is a new initiative under the regular CHPI fund that aims to provide financial support to food security initiatives throughout the district that help address and prevent homelessness.

 **\$350,194**
awarded to 11
initiatives through
the CHPI Food
Security Fund

Transitional Outreach & Support

The Transitional Outreach Support Workers team was established in 2017 to connect vulnerable individuals with TBDSSAB services. The team has established strong linkages with emergency shelters and many other organizations to help individuals accessing shelter access social assistance and obtain affordable housing.

 **117** total
client referrals

 **89** clients
housed on the
TOSW caseload

COVID-19 Response

Throughout the pandemic, TBDSSAB has continued to serve the public while administering community relief funding allocated by the province.



\$914,050
administered via Ontario Works
Emergency Discretionary Benefit

7,424
payments made between
April and July, 2020

OW Emergency Benefit

The Ministry of Children, Community and Social Services initiated an Emergency Discretionary Benefit through Ontario Works (OW) to enable the immediate provision of financial assistance to an applicant in a crisis or emergency situation. OW recipients could apply for additional funds for items such as personal protective equipment and cleaning supplies until July 31, 2020.



\$1,800,039
in Federal Safe Restart Funding

1,230
learn-at-home kits delivered

54
children in Emergency Child Care

Support for Child Care

With support from the province, Emergency Child Care was offered to families of essential workers from April 27 through June 26, 2020. Child Care centres were able to re-open on June 12, 2020. TBDSSAB received Federal Safe Restart Funding (SRF) through the Ministry of Education to assist child care and EarlyON operators return to full operations.

Social Services Relief Fund

The Ministry of Municipal Affairs and Housing supported the TBDSSAB with the Social Services Relief Fund (SSRF) to address issues experienced by vulnerable populations in our District resulting from the pandemic. Through SSRF, TBDSSAB worked with community partners to create an isolation shelter and expand the availability of overflow spaces within the emergency shelter system.

\$1,168,300

in SSRF expenditures for 2020



115

rent/property tax relief recipients



2,919

isolation shelter stays (bed + meals)



20

Emergency Pandemic Fund grants

Emergency Pandemic Fund

Through SSRF and Community Homelessness Prevention Initiatives funding, TBDSSAB established the CHPI Emergency Pandemic Fund to assist organizations offering housing and related supports to individuals and households experiencing financial pressures related to the pandemic.

\$217,602

allotted to 20 Emergency Pandemic Fund initiatives

Technology Access Pilot

With the shift to virtual and phone-in services, TBDSSAB partnered with Tbaytel to distribute phones to clients and tenants. Through this pilot program, 66 vulnerable individuals and families now have the means to communicate with loved ones and access essential community resources and services.

66

cell phones distributed

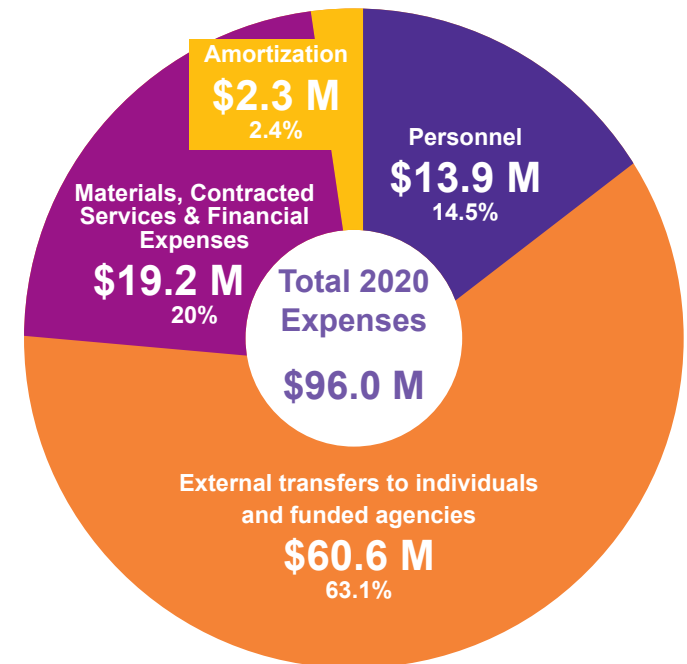
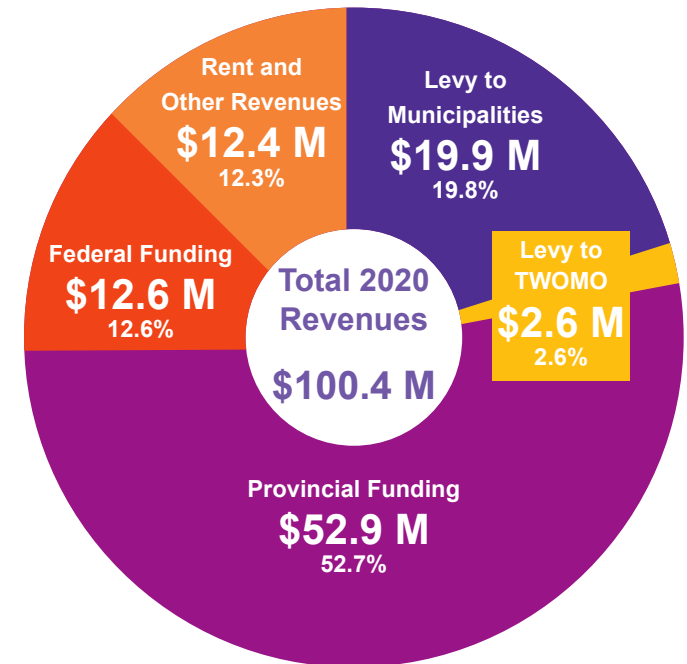
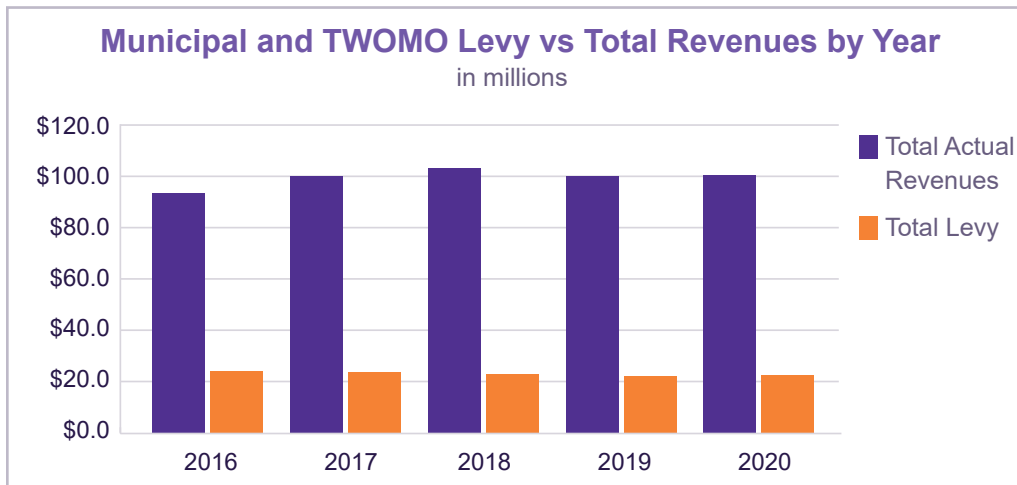
\$8,146

toward cell phone payments

Financial Position

Balance Sheet

	2020	2019
Cash and Cash Equivalents	22,931,951	16,895,606
Marketable Securities	22,712,859	20,816,253
Client Benefit Advances	1,641,452	1,758,119
Accounts Receivable	1,528,956	2,541,644
Total Financial Assets	48,815,218	42,011,622
Accounts Payable	12,991,707	9,713,641
Deferred Revenue	6,058,733	4,994,907
Long-term Debt	16,223,927	18,833,934
Employee Benefit Obligations	2,760,971	2,657,151
Total Liabilities	38,035,338	36,199,633
Net Financial Assets	10,779,880	5,811,989
Non-Financial Assets	44,785,192	45,578,695
Accumulated Surplus	55,565,072	51,390,684



Green Initiatives

TBDSSAB is committed to reducing its carbon footprint and making sustainable, environmentally conscious choices.



reduction in energy consumption through server and network equipment consolidation

\$1 million

invested in green initiatives across housing portfolio

161mw

savings in energy consumption

+

114 tonnes

reduction in CO2 emissions

=

19.3 homes'

electricity use per year in energy savings



8 community gardens

Involving tenants in community gardens, producing some of their own food, instills the value of working with the earth and protecting the environment.



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tbdssab.ca

