



Dignity, Respect & Quality of Life

Annual Report | 2021



**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, I am pleased to present the 2021 Annual Report.

As we reflect on another challenging pandemic year, I want to express my gratitude for the community partners that have offered a helping hand to those hit hardest by the pandemic. Our service system is stronger as a result of the increase in collaboration we've seen over the past two years, and we thank our communities for rising to the challenge.

There has been a noticeable increase in awareness of—and stigma towards— people experiencing homelessness in our District. It warms my heart to see how our community has responded to the stigma with kindness, and I hope to see this continue in the year to come.

Finally, I want to extend my gratitude to my fellow Board members, member municipalities, provincial and federal partners, community partners, and the TBDSSAB team for supporting TBDSSAB's commitment to upholding the dignity, respect, and quality of life for the most vulnerable in the District of Thunder Bay.

Thank you for standing with us through 2021, and we look forward to continuing to support one another in the year ahead.

- *Lucy Kloosterhuis*

Lucy Kloosterhuis

Chair
The District of Thunder Bay Social
Services Administration Board

Message from the CAO

As we reflect on 2021, I want to thank our Board for navigating this organization through another pandemic year.

I cannot overstate how proud I am of the TBDSSAB team for their continued commitment to compassionately support vulnerable people through two years of a pandemic.

This annual report shows that commitment in action, including outreach to those without a home, implementation of new employment partnerships and a continued focus on environmental stewardship. However, we recognize that more needs to be done moving forward.

This past year has shone a light on the need for more awareness and action regarding Reconciliation. I am pleased to see TBDSSAB make progress toward Reconciliation through opportunities for learning

and celebration of Indigenous culture. A number of partnerships developed in 2021 with Indigenous-led organizations resulted in more culturally-safe supports provided to people. I look forward to further strengthening our Indigenous relations and partnerships in 2022.

Thank you to the TBDSSAB team, our Board, and our community partners for helping make TBDSSAB a safe, welcoming place for our service recipients.

- Bill Bradica



William (Bill) Bradica

Chief Administrative Officer
The District of Thunder Bay Social
Services Administration Board



The District of Thunder Bay Social Services Administration Board (TBDSSAB) supports people to improve their lives and become self-sufficient. We do this as the service system manager for vital, quality social services needed by individuals and families living in the District of Thunder Bay—including child care and early years, community housing, homelessness prevention programs—and through the delivery of Ontario Works.

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:

- Respect
- Accept
- Collaborate
- Understand
- Are Empathetic
- Have Integrity
- 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

Housing & Homelessness Prevention Programs

Community Housing Programs
Homelessness Prevention Programs
Direct Owner & Operator of Community Housing
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.



175

TBDSSAB Staff



29

staff celebrated years of service milestones (5-35 years!)

Community Support

TBDSSAB staff are dedicated to supporting our communities in the work we do every day as well as the initiatives we support through employee giving campaigns. In 2021, staff supported the United Way, Children's Aid Society, and held food drives for the RFDA.

In 2021, TBDSSAB staff received a United Way Giving Silver Award for investing \$235,130 in our community over the lifetime of our United Way campaign. In 2021, staff donated \$17,025 through payroll deductions, staff dress-down days and internal fundraising events.

Dedication

Staff continued to respond to the COVID-19 pandemic while continuing to provide our usual services. 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.

Respect

In 2021, TBDSSAB offered Reconciliation training to all staff. TBDSSAB is dedicated to offering continuous training opportunities help staff build their knowledge and experience in Indigenous culture.

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



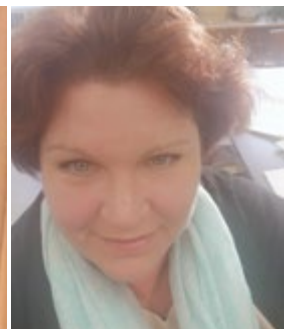
Ray Lake
Town of
Marathon



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 2021, eight position papers were presented during delegations with government officials at the Rural Ontario Municipal Association (ROMA) and Association of Municipalities of Ontario (AMO) conferences.

The Board has advocated for administrative or budgetary changes that directly impact the existing system, and to make recommendations for new initiatives to address unmet local needs.

In 2021, TBDSSAB's Board requested meetings with various ministries to advocate for:

- 50+ units of dedicated transitional and supportive housing
- Mental health & addictions supports for tenants of community housing
- Wrap-around support systems to prevent post-incarceration homelessness
- Changes and increases to homelessness prevention funding
- Increased access to technology, including cell phones and internet access
- Changes to child care funding

Mental Health Supports

The TBDSSAB Board has been vocal about the need for more mental health and addictions supports services for tenants of community housing, including several delegation meetings with government officials since 2020.

In 2021, TBDSSAB was pleased to receive one-time funding toward mental health & addictions initiatives.

“The Board has been a strong advocate for mental health and addictions supports for the homeless and precariously housed in our District. We understand that self-sufficiency cannot be achieved without supporting mental health, and this funding represents an opportunity to strengthen partnerships between social services and the mental health and addictions system in our District. We are grateful to the province for entrusting TBDSSAB with this funding and thank the Minister of Municipal Affairs and Housing, Steve Clark and Associate Minister of Mental Health and Addictions, Michael Tibollo for their support.”

Lucy Kloosterhuis, Chair

Our Programs

Intake & Eligibility

Outreach & Support

The Transitional Outreach and Support Worker (TOSW) team works with individuals identifying as homeless to help them obtain housing outside of the emergency shelter system and to apply for income support. As part of the Intake & Eligibility department, the TOSW team ensures a wraparound approach through the Integrated Social Services division.

The journey from homeless to housed can take many different paths. Below are three success stories shared by TBDSSAB's TOSW team that include referrals to the Home for Good program.

Jane had recently relocated to Thunder Bay, and needed a job and a place to live. They connected with the TOSW team while residing at an

emergency shelter in spring 2021. Jane was put on the High Needs Homeless wait list and referred to Home for Good. Jane secured housing through the rent supplement program in summer 2021. Jane now works full time and was provided a laptop to further her education online.

Jamie transitioned out of the youth justice system and was supported by the TOSW team to apply for Ontario Works in fall 2020. Jamie was referred to the Home for Good program and secured housing through the rent supplement program in spring 2021. TBDSSAB provided Jamie with a laptop to attend virtual counselling through a crime prevention program. With supports in place, Jamie secured full time employment in summer 2021.

John connected with the TOSW team while residing at an emergency shelter in summer 2021. John was already involved with counselling services, but needed financial and employment supports. The TOSW team referred John to the Home for Good program in summer 2021, and had secured employment and housing by fall 2021.



3,225

calls received by Intake each month



117

visitors attending TBDSSAB HQ office each day



95

people housed on TOSW caseload in 2021



Child Care & Early Years Programs

Cultivating Hope: Critical Conversations in the Early Years

In fall 2021, TBDSSAB partnered with Kenora District Services Board and Rainy River District Social Services to offer a virtual speaker series to educators across Northwestern Ontario. The *Cultivating Hope Speaker Series* engaged 384 participants in thinking critically about several contemporary topics, including decolonization, diversity and inclusion, and environmental sustainability.

Child Care Worker & Early Childhood Educator Appreciation Day

Child Care Worker & Early Childhood Educator Appreciation Day is celebrated every October as a special tribute to our heroes in

early learning who work tirelessly to support children’s wellbeing and engagement every day. In 2021, TBDSSAB provided educators and families with resources to celebrate the occasion and show gratitude towards their [#HeroesInEarlyLearning](#).

[Click here](#) to read more about TBDSSAB’s recognition of CCW & ECE Appreciation Day 2021.

Child Care & Early Years Systems During a Pandemic

In 2021, two rounds of Emergency Child Care were offered through the province, with 142 children supported. In addition to organizing Emergency Child Care, the team supported operators through the ever-changing landscape, guidelines, and expectations related to the COVID-19 pandemic.



2,793

children served in child care programs in 2021



690

children served in EarlyON programs in 2021



142

children supported in Emergency Child Care in 2021



Housing & Homelessness Prevention

Mclvor Court

In February 2021, TBDSSAB celebrated the opening of six new fully-accessible apartments for individuals with disabilities at Mclvor Court in Thunder Bay.

[Click here](#) for more information on the new units at Mclvor Court.

Food Security Fund

The CHPI Food Security Fund aims to provide financial support to food security initiatives in the district. In 2021, 16 initiatives from 15 organizations were granted \$468,281.

[Click here](#) for details on 2021 Food Security Fund recipients.

Celebrating 50 Years

In 2021, TBDSSAB celebrated 50 years of safe, affordable housing

for families in our John Street and Windsor Street neighbourhoods.

[Click here](#) to read more about the 50th Anniversary celebrations.

2021 Point in Time Count

The 2021 Point in Time (PiT) Count took place across the District of Thunder Bay on October 2, 2021. The detailed results of the 2021 PiT Count are available in the report.

[Click here](#) to read the 2021 Point in Time Count Report.

Community Partnerships

TBDSSAB partnered with NorWest Community Health Centres and Thunder Bay District Health Unit to host vaccine clinics at our housing properties. Through these clinics, over 1,400 COVID-19 vaccines were administered within our tenant communities.



254

new tenants housed



67

High Needs Homeless housed



30

home owners supported through Ontario Renovates



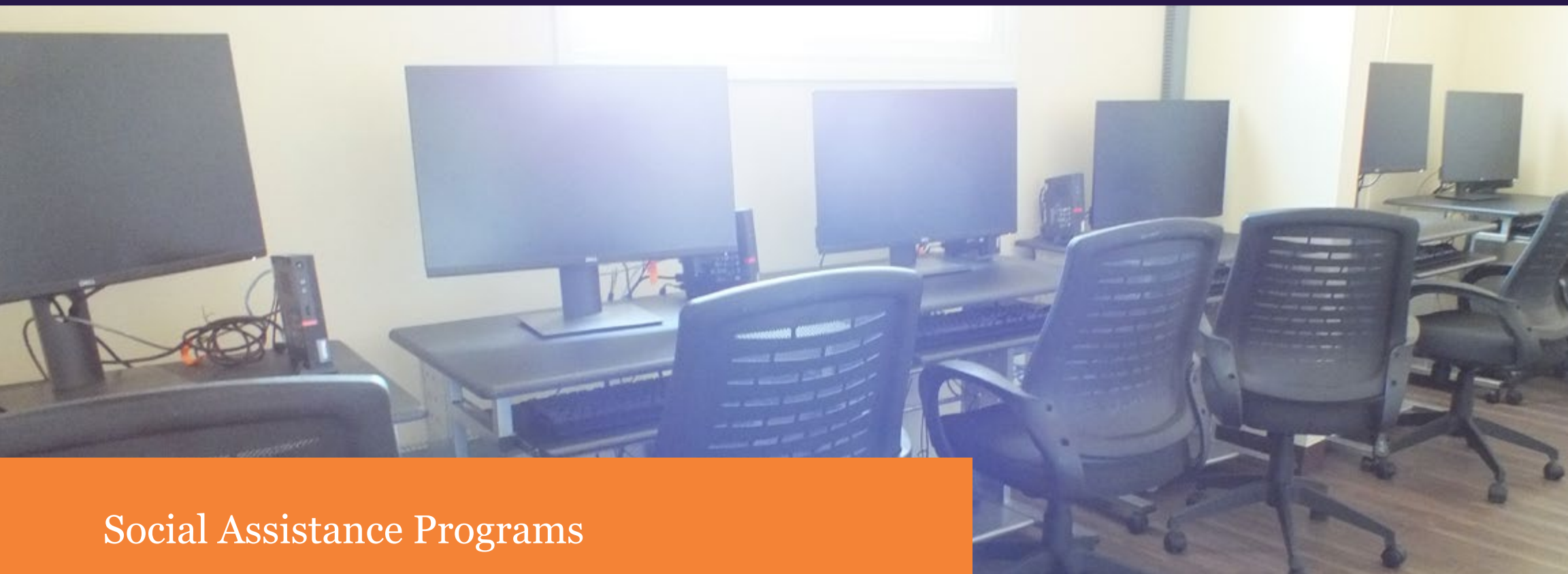
28,606

emergency shelter beds used in 2021



864

people on housing waitlist as of August 2021, compared to 1,043 in 2018.



Social Assistance Programs

Tech Hubs

In 2021, new Tech Hubs were opened at the resource centres at Windsor, Limbrick and Trillium neighbourhoods. The hubs will provide access to computers and an internet connection for OW clients, tenants, and anyone in the neighbourhood. An OW Caseworker has regularly scheduled office hours at the Tech Hubs each week to meet with clients and provide supports closer to home.

[Click here](#) to read more about the new TBDSSAB Tech Hubs.

Partnerships

Social Assistance Programs values the community partnerships that provide OW clients with opportunities for education, training, and community or employment

placements. Below are examples of partnerships that have been beneficial for OW clients as well as community partners.

Days Inn and Suites

Throughout the pandemic, employers have reported difficulties in recruiting and retaining staff. In October 2021, TBDSSAB began an employment partnership with Days Inn and Suites, who operates two hotels in Thunder Bay, to help address staffing needs. Through this partnership, clients are referred to Days Inn for employment and assigned a specialized caseworker to help make the employment a success. Five clients were successfully placed in 2021 and are still happily employed.

Laptop Lending Program

Through TBDSSAB's Laptop Lending Program, TBDSSAB makes it easier for clients to participate in employment programming by providing a laptop and assisting with internet costs. In

partnership with Renews Computer Technology (RCT), TBDSSAB is able to provide refurbished computers to clients in need. In 2021, 89 laptops were lent to participants and 73 were replaced with laptops purchased through this program.



2,366

average monthly caseload



201

clients placed in community & employment placements



89

Laptop Lending Program recipients



469

exits to employment

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

Social Services Relief Fund

Ontario launched the Social Services Relief Fund (SSRF) in March 2020 to help protect the health and safety of the province's most vulnerable during the COVID-19 pandemic. SSRF funding can be applied to initiatives that help sustain, repair, and grow community housing and to help alleviate homelessness.

A total of \$5.4 million of SSRF funding was allocated to TBDSSAB in 2021. Through SSRF, TBDSSAB participated in the funding of an isolation shelter to support those who could not safely isolate due to COVID-19, and overflow shelter program that provided 1,592 shelter night stays.

Mental Health & Addictions Initiatives

In 2021, The Ministry of Health through the Ministry of Municipal Affairs and Housing provided one-time funding of \$1M to TBDSSAB to strengthen mental health and addictions supports for people who are homeless or at risk of homelessness in communities hit hard by COVID-19. Funding was

used to support 19 initiatives across 14 organizations.

[Click here to read more about the Mental Health & Addictions funding.](#)

Emergency Pandemic Fund

TBDSSAB established the Emergency Pandemic Fund to assist organizations offering housing and related supports to individuals and households experiencing financial pressures related to the pandemic.

\$541,848 was distributed to 18 organizational grants in 2021 to help support those in need. More information on some of the outreach initiatives funded through this stream are highlighted below.

[Click here to read more about the Emergency Pandemic Fund.](#)

Homelessness Outreach

With the flexibility of SSRF funding and the Emergency Pandemic Fund, TBDSSAB has been able to support new initiatives and outreach services to support homeless individuals in the city of Thunder Bay.

Since fall 2021, TBDSSAB has worked in partnership with Elevate NWO to

support 41 individuals who were living in encampment-style or precarious housing environments. This partnership evolved into housing 25 individuals in cluster units in TBDSSAB housing with supports in place, and 12 individuals gaining employment at Elevate's warming centre. TBDSSAB also partnered with Matawa's WiiChiiHehWayWin street outreach program to provide more than 1,691 people with much-needed supports and outreach services.

We are grateful for the partnerships that have been made through this pandemic, and are humbled by the community's dedication to supporting those in need.



\$541.8k

in Emergency Pandemic Fund grants for 2021



21

new transitional housing units established in 2021 with SSRF funding



1,732+

people supported through homelessness outreach partnerships

Capital Projects

Under SSRF, TBDSSAB provided \$2.9M in 2021 to support capital projects. This capital funding is a welcome investment that will see long-term impacts in homelessness prevention. A total of 7 initiatives from 6 organizations across the District of Thunder Bay received funding for capital projects.

[Click here](#) to read more about the Capital Projects funded through SSRF.



Matawa Wellness & Training Centre

“On behalf of the Matawa First Nations Management Board of Directors, Matawa First Nations and, our members residing in the city of Thunder Bay—we would like to acknowledge the paradigm-shifting efforts the TBDSSAB have been beginning to make as one of Ontario’s local system managers. With today’s investment into these two capital projects—we will be in a better place to be able to realize the goal of assisting families and youth in an innovative way that makes sense to us. Our gratitude is fully extended.”

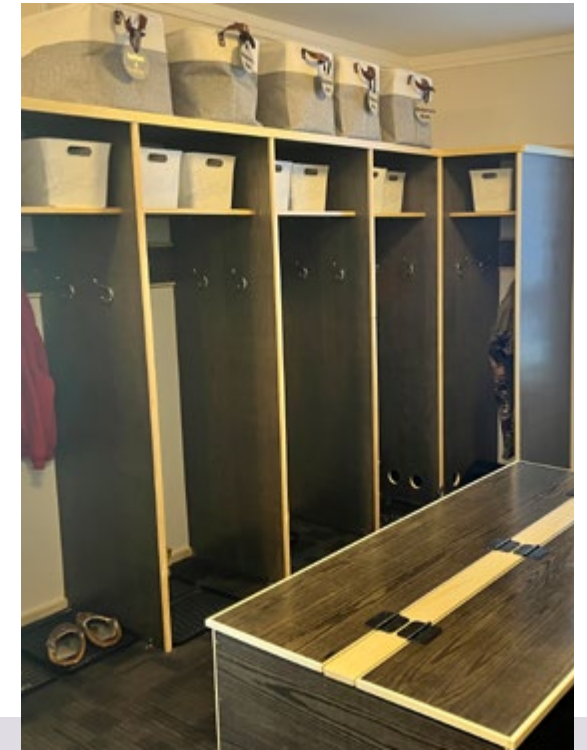
**Frank Onabigon, Vice-President
Matawa First Nations Management**



Grace Place

“This capital funding came just at the right time. We had a list of projects without funding on the table. COVID-19 brought a lot of challenges and having the ability to install a filtration system/air conditioning, a new commercial washer and dryer, dishwasher/sanitation and install a new intake area has made it safer for clients that access Grace Place. New siding and windows for our Transitional Apartments has made our building water-tight. We are very grateful. Thank you TBDSSAB.”

**Melody Macsemchuk, Manager,
Out of the Cold Program,
Grace Place**



Marjorie House

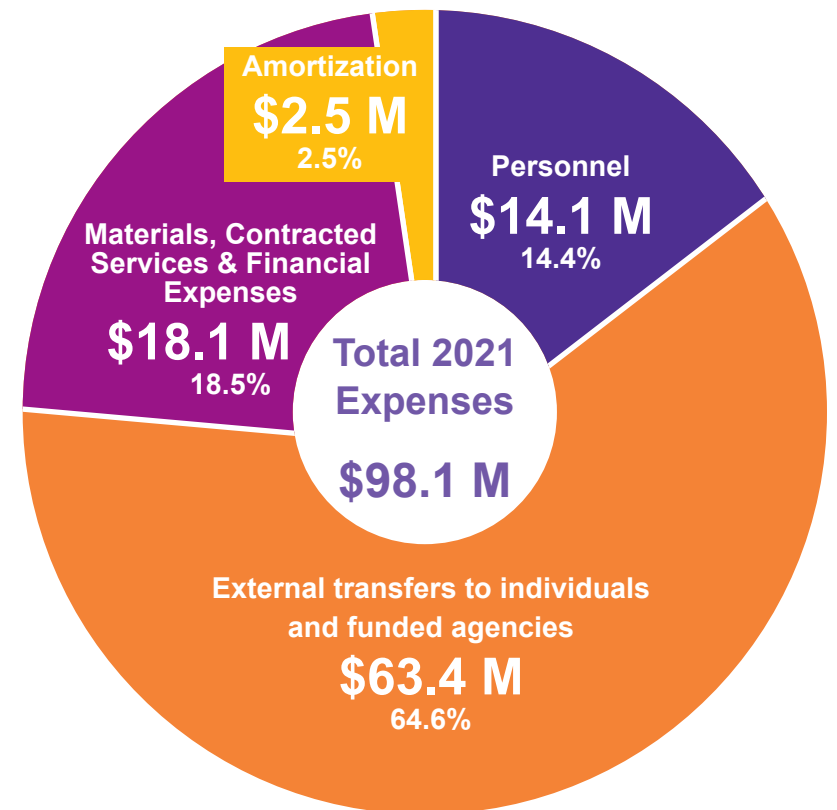
“The positive impact on our shelter in helping families be safer from COVID and work with homelessness prevention has been amazing. We continue to value our partnership with TBDSSAB and look forward to enjoying the benefits for years to come that these enhancements have provided for our shelter.”

**Rhea Starkes, Executive Director
Marjorie House**

Financial Position

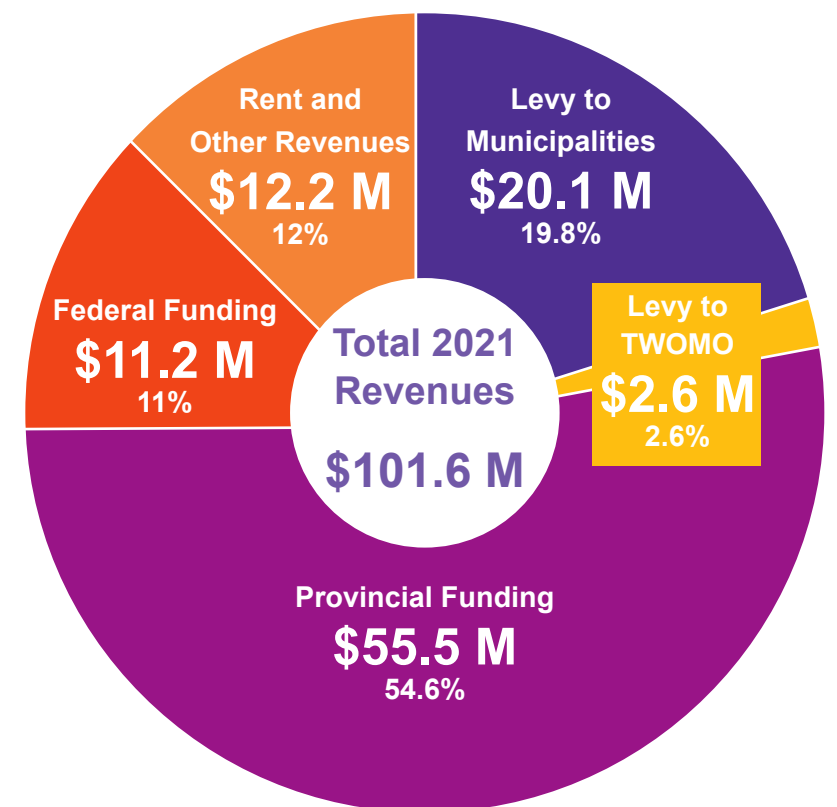
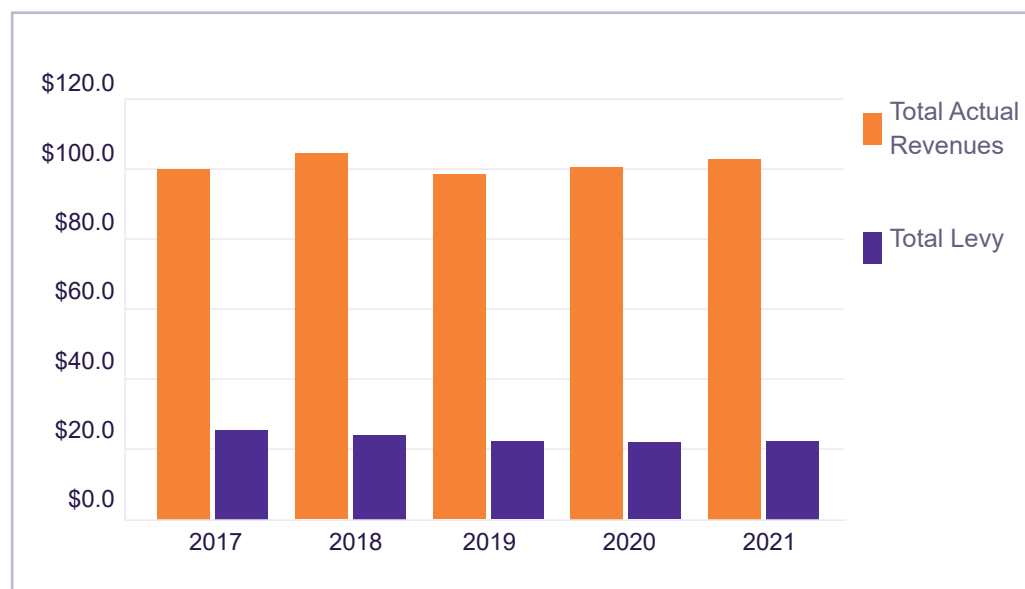
Balance Sheet

	2021	2020
Cash and Cash Equivalents	22,274,885	22,931,951
Marketable Securities	22,497,071	22,712,859
Client Benefit Advances	1,576,614	1,641,452
Accounts Receivable	1,777,566	1,528,956
Total Financial Assets	48,126,136	48,815,218
Accounts Payable	10,286,565	12,991,707
Deferred Revenue	5,672,528	6,058,733
Long-term Debt	13,593,365	16,223,927
Employee Benefit Obligations	2,856,468	2,760,971
Total Liabilities	32,408,926	38,035,338
Net Financial Assets	15,717,210	10,779,880
Non-Financial Assets	43,279,503	44,785,192
Accumulated Surplus	58,996,713	55,565,072



Municipal and TWOMO Levy vs Total Revenues by Year

in millions



Green Initiatives

TBDSSAB is committed to being an environmentally friendly organization. The Practical Vision of the 2013-2016 Strategic Plan included Green, Environmentally-Friendly Housing within the Optimized Housing strategy, which has been further expanded to focus on environmental stewardship across the organization.

Investment Policy

In 2021, through Report No. 2021-26 (Corporate Services Division), Investment Policy Update, the Board approved an update to its Investment Policy No. CS-02:70 to incorporate the concept of Environmental, Social, and Governance (ESG) investing


- Environmental – what kind of impact does a organization have on the environment?
- Social – how does the organization improve its social impact within the company and in the broader community?
- Governance – how does the organization’s board and management drive positive change?

This policy update will align the Board’s investment choices with its environmental stewardship initiatives.


Housing Portfolio Management

In 2021, \$1,007,193 was utilized for energy-reducing projects across TBDSSAB’s direct-owned housing portfolio.

As a result of energy-saving projects undertaken across the housing portfolio, TBDSSAB is expected to reduce its energy consumption by an additional estimated 383 MWh each year. Furthermore, there is a reduction of approximately 334 metric tonnes of CO₂ emissions—the equivalent of 21 average-sized homes’ greenhouse gas emissions per year.

 **383 MWh**
reduction in energy consumption each year

 **334 tonnes**
reduction in CO₂ emissions

 **21 homes’**
worth in reductions to greenhouse gas emissions



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tbdssab.ca

