



lakehead  
social planning  
council



Northern Region®  
Ontario

# Annual Impact Report

## 2021

### Building Community Together



*"There is no power for change greater than a community discovering what it cares about."*

Margaret J. Wheatley

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# Lakehead Social Planning Council

## Annual General Meeting Minutes

Tuesday, June 8, 2021

LSPC Office, Thunder Bay, Ontario (via Zoom)

### 1. Welcome

Director of Services Marie Klassen welcomed members, directors and staff to the 58<sup>th</sup> Annual General Meeting of the Lakehead Social Planning Council - our second AGM held via Zoom due to the pandemic - acknowledging that the City of Thunder Bay has been built on the traditional territory of Fort William First Nation, signatory to the Robinson-Superior Treaty of 1850, and recognized the contribution made to our community by the Métis people. Ms Klassen noted that the LSPC's **Annual Impact Report 2020** is accessible to all on the organization's website: [www.lspc.ca](http://www.lspc.ca). She then introduced President Paulette Howe to Chair the meeting.

### 2. Call to Order

President Paulette Howe also welcomed community members, directors and staff to the virtual AGM, with the hope that next year's AGM would once again be in-person. Ms. Howe noted that all members in good standing received an AGM package, either by mail or by electronic means prior to the meeting, as required. Members were asked to sign in through the Chat feature, and Ms Howe gave instructions as to how those members who, being in good standing, were to vote on presented motions using their keyboards in the on-screen polls. Members in the office or on the telephone were provided alternate voting methods. Ms Howe also noted that the meeting was being recorded, and that quorum had indeed been met (and would be monitored throughout the meeting to ensure quorum was maintained).

**The meeting was called to order at 12:09 pm.**

### 3. Approval of the Agenda

***Moved by Mark Walther, seconded by Sharon Corston, that the agenda of June 8, 2021 be accepted as circulated. Carried.***

### 4. Approval of Minutes – AGM held September 22, 2020

***Moved by Julie Fels, seconded by Sandra Snider, that the minutes of the 2019 Annual General Meeting, dated September 22, 2020 be accepted as circulated. Carried.***

### 5. Auditor's Report – MNP LLP Chartered Accountants

President Paulette Howe introduced Shelley Gaudreau of MNP LLP Chartered Accountants who proceeded to give the Auditor's Report for the 2020 Financial Statements and provide clarifications.

There were no questions posed to Ms Gaudreau.

### 6. Approval of the Audited Financial Statements

***Moved by Aaron Lagadin, seconded by Roberta Simpson, that the Financial Report ending December 31, 2020 be accepted as circulated. Carried.***

### 7. Appointment of the Auditors for 2021

***Moved by Aaron Lagadin, seconded by Roberta Simpson, that MNP LLP Chartered Ac-***

*countants be appointed auditors for the 2021 fiscal year. Carried.*

**8. Report of the Nominating Committee**

The Nominating Committee was comprised of Sandra Snider (Board Member and Chair), Roberta Simpson and Marie Klassen (Director of Services). President Paulette Howe noted that LSPC's by-laws allow us to have up to 12 board members; currently we have 9 board members returning, 4 of whom require no motion, as they are currently within their respective first or second terms. 5 individuals, namely Dianna Atkinson, Aaron Lagadin, Cheryl Reid, Roberta Simpson and Sandra Snider, are standing for re-election. The Board of Directors discussed the composition of the Board for 2021 – 2022 at January 26, 2021 board meeting and agreed that they would proceed with 9 board members for 2021 – 2022. Ms Howe provided the Report on behalf of the Nominating Committee, including the slate of nominees for voting by the membership:

	<b>Directors Continuing to serve in 2021 - 2022</b>	<b>Beginning Date (1stTerm)</b>	<b>Present Term Status</b>	<b>Last eligible year of consecutive 3 Terms</b>
1	<b>Paulette Howe</b>	5/10/2016	Eligible for second year of 3rd Term	2021-2022
2	<b>Sandra Snider</b>	5/16/2017	Standing for first year of 3rd Term	2022-2023
3	<b>Jillian Gribben</b>	6/5/2018	Eligible for second year of 2nd Term	2023-2024
4	<b>Dianna Atkinson</b>	6/11/2019	Standing for first year of 2nd Term	2024-2025
5	<b>Aaron Lagadin</b>	6/11/2019	Standing for first year of 2nd Term	2024-2025
6	<b>Cheryl Reid</b>	6/11/2019	Standing for first year of 2nd Term	2024-2025
7	<b>Roberta Simpson</b>	6/11/2019	Standing for first year of 2nd Term	2024-2025
8	<b>Prakash Shrestha</b>	9/22/2020	Eligible for 2nd year of 1st Term	2020-2026
9	<b>Lisa Schmidt</b>	9/22/2020	Eligible for 2nd year of 1st Term	2020-2026
10	<b>Vacant</b>			
11	<b>Vacant</b>			
12	<b>Vacant</b>			

**9. Approval of Nominating Report**

*Moved by Sandra Snider, seconded by Bonnie Kryswaty, that the Nominating Report be accepted as circulated. Carried.*

**10. Approval of All Reports printed in the Annual Report 2019**

*Moved by Julie Fels, seconded by Sandra Snider, that the reports printed in the Annual Report for 2019 be accepted. Carried.*

**10 a) Approval of All Reports printed in the Annual Report 2020**

*Moved by Mark Walther, seconded by Sharon Corston, that the reports printed in the Annual Report for 2020 be accepted. Carried.*

**11. Adjournment**

*Moved by Bonnie Kryswaty, seconded by Pat Michels, that the Annual General Meeting be adjourned. Carried.*

The 58<sup>th</sup> Annual General Meeting of the Lakehead Social Planning Council was adjourned at 12:31 pm.

## REFLECTIONS OF THE PRESIDENT, BOARD OF DIRECTORS

**Resilient. Responsive. Reliable.** It is very difficult to describe the Lakehead Social Planning Council (LSPC) in just three words, but these have been frequently used to describe the leadership and collaborative role of LSPC, during the ongoing Pandemic. This is no surprise, as LSPC has been serving our community for over half a century and continues to demonstrate proven expertise as a leader for social service change and program development in our community.



Now more than ever LSPC is looking to the future. We have recently completed and approved a Multi-Year Strategic Plan that will take us into 2025. Through a comprehensive review and engagement process we are proceeding with the development of an operational plan that will be focused on the following 4 priorities:

- Strengthen Financial Stability of the Organization
- Increase Community Awareness
- Enhance and Expand Organizational Capacity
- Create, Develop and Nurture Relationships to Build a Better Community for All

LSPC is embracing this opportunity to develop and modernize the organization, and the measures we take will be more progressive than any we have undertaken in the past.

As the Regional Service Provider for 211 Services in the north, LSPC continues to make significant strides in terms of leadership and expertise that have become recognized throughout the province. The Ontario 211 Services Board is undergoing a significant and timely transformation of their provincial Service Delivery and Funding Model. The volume and quality of work that the management and staff of 211North has continued to achieve, has positioned us as a strong partner and leader of this change for Northern Ontario, and the province.

Over the past two years we have continued to collaborate and support local, provincial and federal government programming, and organizations such as United Way of Thunder Bay and the United Way Centraide Canada. We know this work has become more critical than ever as the needs of seniors, families and those individuals living in poverty continue to evolve.

We are also so grateful for the financial support provided by United Way's in Northern Ontario, and other supporters/funders, as LSPC continues to serve in a variety of capacities including coordination, leadership and support to local programs such as Reaching Home, Poverty Reduction Strategy, Age Friendly, CVITP (Community Volunteer Income Tax Program funded by Prosper Canada), LEAP – Synergy North, Phones for Families, to name just a few.

As my tenure (6 years) with the Board draws to an end, I would like to express my sincerest gratitude to have had the opportunity to be a part of this amazing organization. This experience has allowed me to witness first hand how this community pulls together for the betterment of all. I would like to extend my greatest appreciation to the Board of Directors, and the LSPC/211 North Management and Staff for their professionalism and commitment to the work they do everyday.

I wish you all a very warm, safe and healthy summer.

Respectfully,

Paulette Howe  
President, LSPC Board of Directors

## MESSAGE FROM EXECUTIVE DIRECTOR

### ***Convene... Coordinate... Collaborate.***

In 2021 the COVID-19 pandemic continued to amplify social injustice, inequities and disparities in our community. It highlighted disproportionate social, health and economic impacts on individuals and populations who were already excluded or marginalized. The Lakehead Social Planning Council's (LSPC) Annual Impact Report aims to show its positive social impact based on performance during a stressful year. It aims to demonstrate strength, resilience and commitment to community and the people we serve, with a focus on "Building a Better Thunder Bay for all" during another unstable and demanding year.



For most community organizations, programs were suspended or limited by capacity and health restrictions. In response, and as an organization with its doors closed to the walk-in public, the LSPC made every effort to adapt programs and its approach, to include a modified in-person services while conforming to a safe and suitable environment, I must express my respect and appreciation to a handful of staff members, whose positions did not warrant working remotely, and who chose to remain productive by maintaining their positions to avoid losing the heart of our in-person programs. It was because of this friendly, welcoming team that we were able to serve those who are often overlooked or misunderstood, and in particular those trying to manage without phones or access to technology.

Because of the daily impact we have in the lives of our clients, the LSPC found new ways to engage with people needing access to our core programs. Ongoing operation of the 211 walk-in services, the Community Volunteer Income Tax Program, Ontario Electricity Support Program (hydro), Low Income Assistance Program (hydro/gas), Phones for Families provided practical, poverty reducing efforts on behalf of citizens living on low or fixed incomes. The continuing coordination of food bank access through 211 North and the home hamper delivery program, in partnership with the Regional Food Distribution Association, represents our responsibility of accomplishing tasks related to food security. As the demand for food increases, the LSPC remains committed to working cooperatively with community providers in an effort to help alleviate the profound effects experienced by families living without adequate food.

After a rigorous assessment process, I am proud to announce that the 211 North program exceeded the requirements of the Alliance of Information and Referral Systems (AIRS) Accreditation Program. As the only credential specifically geared for programs engaged in the specialized field of Information and Referral, it measures a program's organizational compliance with expected practices within the field as defined by the *AIRS Standards and Quality Indicators for Professional Information and Referral*. This rigorous assessment reveals evidence of achievement in the areas of service delivery, resource database, cooperative relationships, disaster preparedness and organizational effectiveness. Congratulations to the 211 North team! Thank you for finding the strength and resilience to continue to serve those who rely on you in a professional, caring and compassionate way during the last 52 long weeks.

...Cont'd

## MESSAGE FROM EXECUTIVE DIRECTOR

As the LSPC celebrates 59 years of service, we look forward to organizational transformation planned for 2022-2025. The implementation phase of LSPC's 3-year strategic plan will include a focus on 3 pillars: one that is operational for staff, one that is strategic for the Board and one that is inspirational for all of our beneficiaries, funders and stakeholders. The pending work will enhance and accelerate our capacity as a social impact organization as we recover, rebound and fully reconvene in a post-pandemic environment.

We embrace our ongoing work with community partners on tasks attributed to social justice: poverty reduction, housing & homelessness, food insecurity, living wage, inclusion, anti-racism and community-based research, capitalizing on the success of the collective impact model locally. We know that the need to support those who are most vulnerable in our society has never been greater. Together we can help improve conditions to make Thunder Bay a thriving community - a collective effort that has the needs and concerns of our community at heart.

Finally, we are grateful to our members, partners, funders, staff, volunteers and Board members who continue to walk this course with us. It has been a privilege to work with such a dedicated team, community partners and organizations that collectively help to make Thunder Bay a connected and caring community.

We also thank our outgoing Board members - Cheryl Reid and Dianna Atkinson for their support over the past several years, and Paulette Howe, President, who completes her term in 2022. Her tireless leadership and support over the last 6 years will be missed, but having her return to the Board as Past-President, continuing to share her skills, experience and knowledge for one more year, is of immeasurable benefit as we move forward in serving our community as we convene, coordinate and collaborate.

Respectfully submitted,

Marie Klassen,  
Executive Director

## TREASURER'S REPORT

The last year has been an incredibly busy year for LSPC & especially so coping once again with the ongoing pandemic. We accomplished a lot during the year keeping operations humming through the challenges of COVID, completing our strategic plan & working to help keep our community safe for all our citizens especially our most vulnerable.



Our operating budget was approved at 978K but actual revenue was 2.1M. This is in large part due to the many projects undertaken during the year with some containing funding specifically tied to Covid.

While a surplus from operations was achieved this fiscal period we now have the ability to hire more staff to better serve the needs of the community & complete some badly needed client-friendly renovations to our offices.

We continue to rely on project funding & appreciate the many funders for their support to community programming. We wish to acknowledge the major funders:

- United Way of Thunder Bay – 211 phone, data management & walk in-services
- Service Canada – Reaching Home
- The District of Thunder Bay Social Services Administration Board – Point in Time Count
- Prosper Canada in partnership with Thunder Bay Counselling – National charity to enhance Community Volunteer Income Tax Program (CVITP)
- City of Thunder Bay – Poverty Reduction Strategy Initiative Funding, Anti-Racism Incident Reporting, Age Friendly (flow through) and Operational offset funding

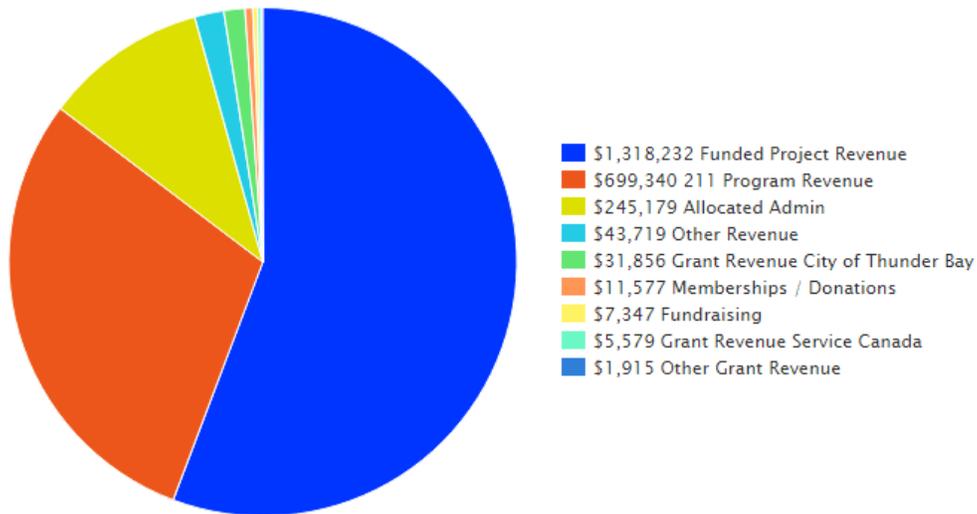
In 2022 we look forward to implementing some of the initiatives in our strategic plan to better serve the community and ensure not only our ongoing viability but a planned way forward for LSPC.

On behalf of the LSPC Board of Directors, I would like to extend a sincere thank you to senior management and staff as well as the volunteers for their ongoing hard work & commitment to serving individuals and other service partners in the community.

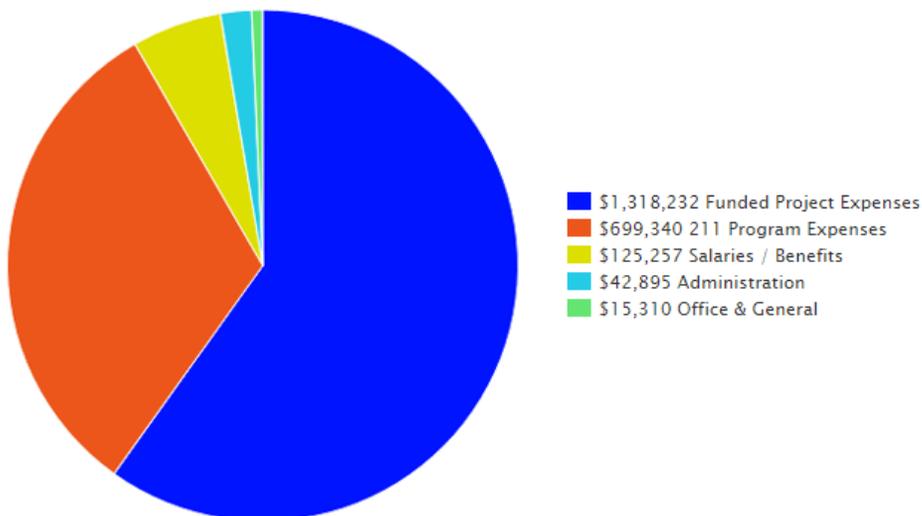
Respectfully,  
Roberta Simpson, Treasurer

## 2021 FINANCIALS AT A GLANCE

### Revenue - Operations **\$2,332,888**



### Expenditures - Operations **\$2,201,034**



## PROGRAM, PROJECT & COMMITTEE REPORTS: SOCIAL RESEARCH & COMMUNITY DEVELOPMENT

The COVID-19 pandemic has created many challenges for individuals experiencing poverty and homelessness. The Lakehead Social Planning Council has worked collectively throughout the year with numerous partners and funders to support programs, projects, and initiatives through Service Canada's Reaching Home funding.



More than 2 million dollars was disseminated through the LSPC to support the reduction and elimination of homelessness, including the creation of isolation and overflow shelters to help prevent the spread of COVID among people experiencing homelessness; daily meetings were conducted in early 2021 to discuss measures that would ensure the safety of everyone in the community. The funding also helped to create three social navigator positions each at the John Howard Society of Thunder Bay and the Elizabeth Fry Society of NWO; Shelter House Thunder Bay also received funding for a housing navigator, as did Alpha Court. The Out of the Cold program at Grace Place, along with the Warming and Cooling Centre operated by PACE, and the Care Bus managed by NorWest Community Health Centres are other projects that were supported through the Reaching Home funding. All funding decisions were made collectively with the Indigenous Community Entity for Reaching Home funds, the Thunder Bay Indigenous Friendship Centre (TBIFC), as well as the Thunder Bay Housing and Homelessness Coalition (a committee of individuals representing organizations in the city that provide housing and/or housing supports and resources). As a result of the regular funders meetings that were held throughout the pandemic, funders continued to meet every two months to ensure funding dollars were spent wisely without duplicating efforts in the community.

The LSPC was contracted by the District of Thunder Bay Social Services Administration Board (TBDSSAB) to perform the 2021 Point in Time Count. The count was successfully held on October 3, 2021, for 24 hours. The TBIFC, TBDSSAB and LSPC collaborated to plan and carry out the count. Though the 2021 survey count was smaller than previous years, a head count at organizations serving individuals experiencing homelessness earlier in the year (April 2021) showed more than 600 individuals were experiencing homelessness in a 24-hour period in Thunder Bay. An infographic, available on the LSPC website, including all information and data collected from the 2021 October count was created by the LSPC and disseminated to the community.

Another success story from 2021 is the completion of the Coordinated Housing Access Table (CHAT) in Thunder Bay. The collective work over the last few years has fostered a system whereby all organizations that work towards housing individuals in Thunder Bay and offer housing supports and resources are connected through the CHAT. All data is being collected in real time, so that we can now begin to analyze that data and create programming and services that are more tailored to individuals and their ability to obtain permanent, long term, safe, affordable housing.

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## PROGRAM, PROJECT & COMMITTEE REPORTS: SOCIAL RESEARCH & COMMUNITY DEVELOPMENT

The Thunder Bay Poverty Reduction Strategy worked on its refresh of the Strategic Plan for the next 5 years, 2022-2026. The Strategy members also created a Tiny Home Committee that has been working towards the creation of a tiny home building, especially for marginalized populations in Thunder Bay. The committee was successful in receiving funding for a feasibility study through Matawa Learning Centres, and members meet regularly to continue the momentum of building tiny homes in the city. The committee also continued advocating for and promoting the Thunder Bay Living Wage Campaign, successfully registering 5 more organizations in 2021! The committee also began working with the Living Wage Community of Practice, offering and gathering information about local living wage campaigns. We look forward to growing the campaign as we move forward with our work.

Respectfully submitted,

Bonnie Krysowaty, MPH  
Social Researcher / Planner

## LAKEHEAD SOCIAL PLANNING COUNCIL CONTACT CENTRE: PUBLIC SERVICE PROGRAMS

### COMMUNITY VOLUNTEER INCOME TAX PROGRAM (CVITP)



The CVITP is a program that helps eligible individuals who need assistance with their income tax and benefit returns. The CVITP is a partnership between the Canada Revenue Agency (CRA) and the Lakehead Social Planning Council that houses the tax preparation clinic and arranges for volunteers to prepare tax returns for low-income individuals. In 2021 (for the 2020 tax year), the team processed **4,346** returns, generating **\$1,583,506** in personal refunds that also benefitted our community.

### UTILITY PAYMENT ASSISTANCE PROGRAMS



LSPC administers the Low-Income Energy Assistance Program (LEAP) on behalf of Synergy North. The LEAP program is a utility payment assistance program that helps eligible Synergy North customers with hydro accounts in arrears. In 2021, the LEAP program was able to assist **27** households keep the lights on for **32** adults and **25** children. The LSPC is also an intake agency for LEAP on behalf of the United Way of Simcoe Muskoka, Hydro One and Enbridge Gas and processed **16** intake applications during the year.

### ONTARIO ELECTRICITY SUPPORT PROGRAM



The Ontario Electricity Support Program (OESP) offers monthly on-bill credits to help lower-income households manage electricity costs. The amount of each monthly credit received depends on how many people live in the home and the household's combined income. The Ontario Energy Board designated the LSPC as an intake agency to help individuals apply for the OESP program. In 2021, the LSPC completed **189** applications on behalf of individuals.

### INCIDENT REPORTING & REFERRAL SERVICE



The Incident Reporting & Referral service tracks incidents of racism and discrimination in terms of type, location and frequency and provides individuals experiencing racism with information and/or referrals to available resources within the community. The service provides baseline data which helps the City to assess and record the magnitude of racism in Thunder Bay. In 2021, there were **53** reports made Online, **9** reports made by calling 2-1-1 and **1** report made in-person at the LSPC office.

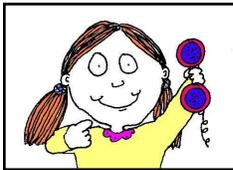
## LAKEHEAD SOCIAL PLANNING COUNCIL CONTACT CENTRE: PUBLIC SERVICE PROGRAMS

### FOOD SECURITY



In partnership with the Regional Food Distribution Association, LSPC/211 North helped individuals with access to food. In 2021, there were **226** households that required direct assistance (advocacy) in order to connect with an emergency food program. Of the 226 households, **131** identified as being quarantined or in isolation due to COVID-19. In addition, we coordinated the registrations and the delivery list that provided **232** households with regular home hamper deliveries in 2021.

### PHONES FOR FAMILIES



A project launched in September 2010, offering free telephone services (hardware, basic service & voice mail) to eligible families with children attending schools in Thunder Bay, is administered by the LSPC. This partnership between Lakehead Public Schools, Thunder Bay Catholic District School Board, United Way of Thunder Bay and Tbaytel, is administered by the Lakehead Social Planning Council's staff. A total of **33** phone lines were active in 2021.

### BROADCAST EMAIL DISTRIBUTION SERVICE



Our fee-for-service program, with the function to inform hundreds of nonprofit agencies of upcoming events, conferences, workshops, job opportunities, etc., is available to all organizations. In 2021, there were a total of **27** email campaigns sent for community benefit. Visit our website to sign-up to our broadcast email distribution list.

### COMMUNITY OUTREACH AND AWARENESS



Outreach and awareness activities are conducted on a regular basis with informational presentations to community groups, front line workers and organizations; attendance at conferences/workshops and by invitation to local events such as street, health and information fairs. In 2021, staff was invited to make numerous virtual presentations.

## 211 NORTH SNAPSHOT



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### Requests for Help



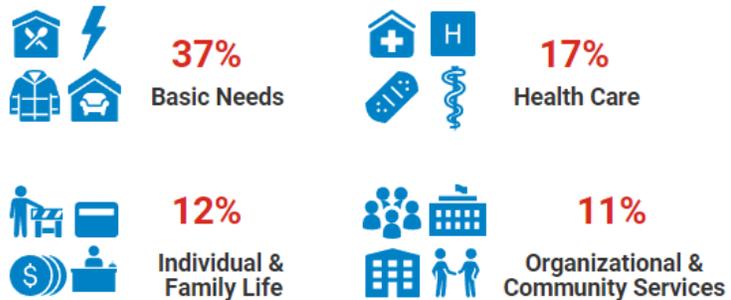
\*Chats and Emails answered by the 211 Northern team, and does not represent the number of users from Northern Ontario.

211 provides free, confidential, multilingual access to information & referrals to the full range of community, social, health and government services. 211's Certified Community Resource Specialists assess each person's needs and connect them to the best available resources.

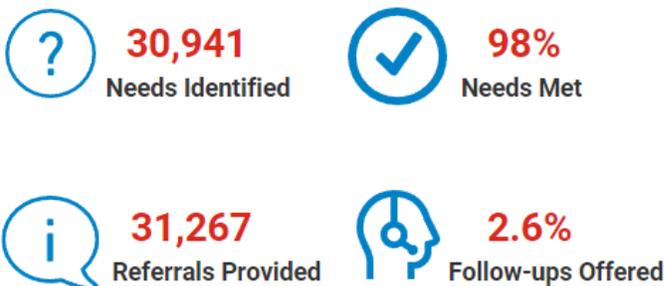
In Northern Ontario, the majority of needs and service referrals continue to be focused around Basic Needs and Health Care services.

View the 2021 Annual Impact Report at [www.211north.ca](http://www.211north.ca)

### Top 4 Needs Identified



### Met and Unmet Needs



There are many reasons why needs may not be met. Services often have specific eligibility criteria or the service is not open when the inquirer is able to attend. In some situations, services have waiting lists or they no longer have funding available, and in many situations, services are not available to meet the specific need of the individual.

# COMMUNITY ENGAGEMENT

## Organizations we are fortunate to work with:

Age Friendly Thunder Bay	Ontario Living Wage Network
Alpha Court	Ontario Native Women's Association
Anti-Hunger Coalition Timmins	Ontario Non Profit Network
Anti-Racism Incident Reporting Working Group	Poverty Free Thunder Bay
Beendigen	Poverty Reduction Strategy
Canadian Alliance to End Homelessness	Prosper Canada
Canadian Mental Health Association	Regional Food Distribution Association
Caregiver Support Committee	Service Canada – Reaching Home Initiative
Community Advisory Board- Housing & Homelessness	Shelter House
Community Safety Well-Being Thunder Bay	Social Planning Network of Ontario
Confederation College, Social Service Worker Prgm.	Superior Shores Gaming Association
Diversity Thunder Bay	Thunder Bay Catholic District School Board
Elizabeth Fry Society	Thunder Bay Chamber of Commerce
Home & Community Care Support Services NW	Thunder Bay Counselling
John Howard Society of Thunder Bay & District	Thunder Bay District Health Unit
Lakehead Fundraising Association	Thunder Bay District Social Services Admin. Bd.
Lakehead Public Schools	Thunder Bay Drug Strategy
Lakehead University, School of Social Work	Thunder Bay Food Security Network
Northwest Community Legal Clinic (Rainy River)	Thunder Bay Indigenous Friendship Centre
Ontario Age Friendly Community	Thunder Bay Public Library
Ontario 211 Services, Regional Service Providers	Thunder Bay Speakers School
Ontario 211 Services Specialty Lines	United Way Centraide Canada
• Child & Youth Counselling Line	United Way North Eastern Ontario
• Good2Talk	United Way of Sault Ste. Marie and District
• Ontario Caregiver Helpline	United Way of Thunder Bay
• ReportON	Vulnerable Populations Planning Table
	Volunteer Thunder Bay

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## Membership

Membership in the Lakehead Social Planning Council is an indicator of support for the mission and work of the organization. Membership is open to any person or organization. In 2021, there were 44 individuals and 42 organizations supporting the organization through membership fees and donations. Thank you to our donors and members for your ongoing support.

## Fundraising Activities

Superior Shores Gaming - \$ 7,347

## BOARD OF DIRECTORS 2021

<b>President:</b>	Paulette Howe
<b>Past President</b>	Allen Poling
<b>Vice President</b>	Lisa Schmidt
<b>Treasurer</b>	Roberta Simpson June 9, 2021 Aaron Lagadin to June 8, 2021
<b>Secretary</b>	Dianna Atkinson
<b>Directors</b>	Jillian Gribben Aaron Lagadin Cheryl Reid Prakash Shrestha Sandra Snider



## STAFF, PLACEMENT STUDENTS & VOLUNTEERS

### Staff

Executive Director	Marie Klassen
Supervisor of Finance & Administration	Bev Gamble
Social Researcher/Planner	Bonnie Kryswaty
Manager -211/Community Information	Kristen Tomcko
Certified Community Resource Specialist - Data Curator (CCRS-DC)	Lisa Owens
Certified Community Resource Specialist / CCRS-DC	Erin Modin
Certified Community Resource Specialist / CCRS-DC	Lorraine Ryder
Certified Community Resource Specialist	Pat Michels
Certified Community Resource Specialist	Leah Tees
Community Resource Specialist	Leah Hupe
Community Resource Specialist	Jacqueline Luhtala
Community Resource Specialist	Laura Speers
Data Editor	Rebekka DeCorte
211 Programs Support	Michelle Trist
Financial Empowerment Coordinator	Susan Fiskar
PIT Count Coordinator	Tara Hahkala-Crawford
Information Technology	Mark Walther
Office Support	Sharon Corston
Summer Student	Aiden Ertolahti
Summer Office Support	Harneet Kaur

### Confederation College/Lakehead University Placement Students

Social Service Worker Placement Student	Melissa Gagnon
Social Service Worker Placement Student	Ann McGuire
Social Service Worker Placement Student	Brittney St Amand
School of Social Work Placement Student	Gabriela Ciolca
School of Social Work Placement Student	Cassandra Connell
School of Social Work Placement Student	May Remenda

### Income Tax Volunteers

Gerard Boyer	Sharon Otway
Mary Cernigoj	Kathie Pawlik
Sharon Corston (Coordinator)	Pamela Kosola
Julie Fels	Carol Voth
Birthe (Bea) Ligate	Gail Woods
Gloria McKay	

Thank you to the many volunteers who contribute their time, skill and effort to support Lakehead Social Planning Council's programs, services and initiatives.

Lakehead Social Planning Council  
Community Information & Referral Centre



**Northern Region<sup>®</sup>  
Ontario**

**125 Syndicate Avenue South Unit 38  
Thunder Bay, Ontario  
P7E 6H8**

**59 years of service to the community  
“People Helping People”**

**2021 GRANTS ARE GRATEFULLY ACKNOWLEDGED**

City of Thunder Bay (Community, Youth & Cultural Fund)	\$ 31,586
Employment & Social Development Canada (Canada Summer Jobs)	\$ 5,579
Ministry of Children, Community & Social Services (Pay Equity)	\$ 10,820
United Way of Thunder Bay (211 Phone, Web, Walk-in)	\$ 51,000

**Members / Affiliations**

Social Planning Network of Ontario  
Alliance of Information & Referral Systems (AIRS)  
Inform Ontario  
Inform Canada  
Community Information Online Consortium (CIOC)  
O211S  
211 National Service Providers

# Funders and Financial Partners

Thank you for your continued support

