

Annual Impact Report

Building Community Together

2022



www.lspc.ca

lakehead social
planning council

Diversity

Volunteerism

Community

Equity

People
helping people
build
community

Walk-in S

Information & P



lakehead
social planning
council



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Lakehead Social Planning Council

Annual General Meeting Minutes

Tuesday, June 14, 2022

LSPC Office, Thunder Bay, Ontario (via Zoom)

1. Welcome

Director of Services Marie Klassen welcomed members, directors and staff to the 59th Annual General Meeting of the Lakehead Social Planning Council - our third AGM held via Zoom due to the pandemic - with the hope that next year's AGM would once again be in-person - 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 2021** is accessible to all on the organization's website: 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. 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 12:05 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 June 8, 2021

Moved by Julie Fels, seconded by Bonnie Kryswaty, that the minutes of the 2020 Annual General Meeting, dated June 8, 2021 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 2021 Financial Statements and provide clarifications. There were no questions posed to Ms Gaudreau.

6. Approval of the Audited Financial Statements

Moved by Roberta Simpson, seconded by Jillian Gribben, that the Financial Report ending December 31, 2021 be accepted as presented pending approval at the next Board meeting, provided there are no changes made. Carried.

7. Appointment of the Auditors for 2022

Moved by Roberta Simpson, seconded by Dianna Atkinson, that MNP LLP Chartered Accountants be appointed auditors for the 2022 fiscal year. Carried.

8. Report of the Nominating Committee

The Nominating Committee was comprised of Sandra Snider (Board Member and Chair), Paulette Howe (President) 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 6 board members returning, 3 of whom require no motion. Thank you to Dianna Atkinson and Cheryl Reid who have resigned from their positions on the board. Ms. Howe is ending her 3rd Term and will move to the Past President position. 3 individuals, namely Jillian Gribben, Lisa Schmidt and Prakash Shrestha are standing for re-election.

Ms Howe provided the Report on behalf of the Nominating Committee, including the slate of nominees for voting by the membership:

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

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 2021

Moved by Mark Walther, seconded by Sharon Corston, that the reports printed in the Annual Report for 2021 be accepted. Carried.

11. Adjournment

Moved by Sharon Corston, seconded by Lorraine Ryder, that the Annual General Meeting be adjourned. Carried.

The 59th Annual General Meeting of the Lakehead Social Planning Council was adjourned at 12:40 pm.

Non Business

“Let’s Talk Basic Income” - Sheila Regehr

Sheila Regehr, founding member of the Basic Income Canada Network (<https://basicincomecanada.org/>) and former Executive Director of the National Council of Welfare, discussed why a basic income in Canada would be so important – and possible – to enable everyone, unconditionally, to meet their basic needs, participate in society and live with dignity, regardless of work status.

REFLECTIONS OF THE PRESIDENT, BOARD OF DIRECTORS

To our most respected and valued community members and partners...

I must begin by expressing my gratitude. I am honoured to be a part of the indispensable work of the Lakehead Social Planning Council. Our organization continues to be quietly strong, stable, and reliable, even while continually demonstrating our ability to meet change on many fronts.



For many, the pandemic is over. The transition between that crazy time and the new normal is ongoing. In some ways, our challenge has been to accommodate the rapid growth in services and programs that was triggered by the pandemic, and we are still engaged in this. Meanwhile, we have adopted new ways of operating, having learned through the pandemic how to maximize the technology available to us. The Board has continued to meet virtually, while taking the opportunity to reshape the LSPC's physical space to be supportive and efficient for staff.

At the same time we, like many not-for-profits, are finding in the wake of the pandemic that people everywhere are worn out and struggling to find the energy to contribute to their community in ways that go beyond everyday subsistence. Candidly, we need volunteers more than ever to continue to meet our strategic priorities, which are to:

- 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

With our current Board, we are slowly progressing in meeting these priorities, yet we would welcome the participation of additional volunteers to work in committees and contribute to the development of new ideas. One of the initiatives we are pursuing in relation to the above noted goals is to develop and implement a fundraising strategy, but to make this happen, we need warm bodies! I recall fondly a time (twenty years ago) when our Fundraising Committee consisted of several volunteers solely dedicated to organizing our fundraising activities. I wonder if that time is gone forever—or is it possible to have that again?

Of course, it is a truism that the only constant is change. Change has been underway for some time for our flagship 211 North. As the regional service provider for 211 services in the North, we have continued to outperform our counterparts across Ontario, even as the province-wide (under the auspices of O211) governance reform process has been repeatedly delayed. We trust that this reform process will be fully implemented over the next year, but this introduces an element of uncertainty in the 211 mix. Nevertheless, we are very confident that, however the process ends, we will still be 211 North and we will still be exceptional.

To wind this up, I wish to acknowledge the exceptional and hard-working staff of the LSPC and 211 North, who continue to do the hard work every day. As always, we are so very grateful for the support of the United Way of Thunder Bay, and all our other funders.

Best wishes for a safe and healthy year!

Respectfully,
Lisa Schmidt
President, LSPC Board of Directors

MESSAGE FROM EXECUTIVE DIRECTOR

I am pleased to present to you our 2022 annual report, which highlights the remarkable journey and achievements of the Lakehead Social Planning Council (LSPC) over the past year. As the Executive Director, I am proud of the collective efforts and unwavering dedication proven by our team in navigating through both challenges and opportunities.



As 2022 ended, we found ourselves looking back. In retrospect we, as a social purpose organization, realized that the physical and social isolation caused by the pandemic had driven a wedge in our sector's sense of connectedness, community, and social cohesion. In a year filled with unprecedented uncertainties, the testing of our resilience and adaptability was imminent. But our unwavering commitment to community partnerships, collective impact, client satisfaction, expansion and growth became the driving force behind our accomplishments. We continue to engage in a meaningful way with all members of our community: people with lived and living experience in homelessness or visible poverty; people stigmatized by mental illness and addictions; members of racialized groups; people living with visible and hidden disabilities; seniors; and Indigenous individuals, nations, and organizations. Of equal importance we work closely with government and project funders, partner organizations, all levels of government, research organizations and anyone else involved in helping to move the dial on social justice.

It has been a challenging year for all of us. Moving to, and adjusting to remote work, then moving staff back into the office, pivoting back to remote work again, was a pattern and reality for many of us at LSPC. We experienced the human resource crisis, burnout, stress, and continued uncertainty about our future despite rising throughout the pandemic to meet the increased needs and demands for our services from struggling residents. And we continue to help dialogue collective action around recovery, restructure and rebound.

LSPC continues to administer and lead local poverty reduction programs, such as: Reaching Home, Poverty Reduction Strategy, Tiny Homes, the Community Volunteer Income Tax Program, Phones for Families, Ontario Energy Support Program (hydro), Low Income Energy Assistance Program (hydro/gas), Living Wage Thunder Bay, Anti-Racism Incident Reporting, 211 Northern Region to name a few. Added opportunities and partnership projects are currently being explored for 2023.

As we move forward, we acknowledge that challenges lie ahead. For nonprofit organizations, the landscape continues to evolve rapidly, demanding agility, adaptability and strategic foresight. However, I am confident that our solid foundation (60th anniversary in 2023!), visionary leadership and resolute team will enable us to overcome obstacles and seize emerging opportunities that await us.

I express my sincere gratitude to our exceptional team, whose unwavering commitment, resilience, and passion have been instrumental in our success. Also, I extend sincere appreciation to our Board of Directors for their steadfast support, vision, and organizational strategies.

In conclusion, I invite you to explore this comprehensive Annual Report, which delves deeper into the financial performance, operational achievements, and strategic direction of LSPC. Together we will continue to chart a path to "Making a Better Thunder Bay for All."

Respectfully submitted,
Marie Klassen, Executive Director

TREASURER'S REPORT

The last year remained incredibly busy for LSPC. While our offices remained closed to the public because of the pandemic our customers/clients continued to seek out our staff for assistance.

Calls received via 211 kept an extremely steady pace & we surpassed our targets. Our operating budget was approved at 873K but we revised our forecast to 1.1M. Actual revenues were almost 2.5M. LSPC had significant program revenue from several projects this fiscal period with Reaching Home via Service Canada being a large percentage of that income.



We 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
- Infrastructure Canada – Reaching Home
- 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, Anti-Racism Incident Reporting, and annual operational offset funding

In 2023 we will continue to implement 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.

This year we will also be renovating our offices to become even more client friendly & efficient. Work is expected to commence this May.

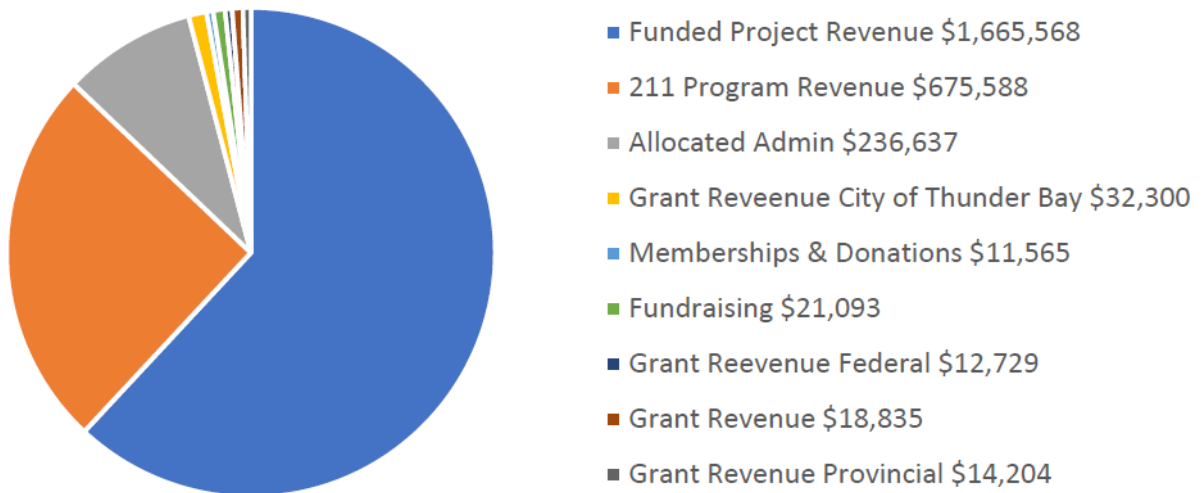
On behalf of the LSPC Board of Directors, I would like to extend a sincere thank you to senior management and staff as well as the volunteers for their ongoing hard work & commitment to serving individuals and other service partners in the community.

Respectfully,
Roberta Simpson, Treasurer

2022 FINANCIALS AT A GLANCE

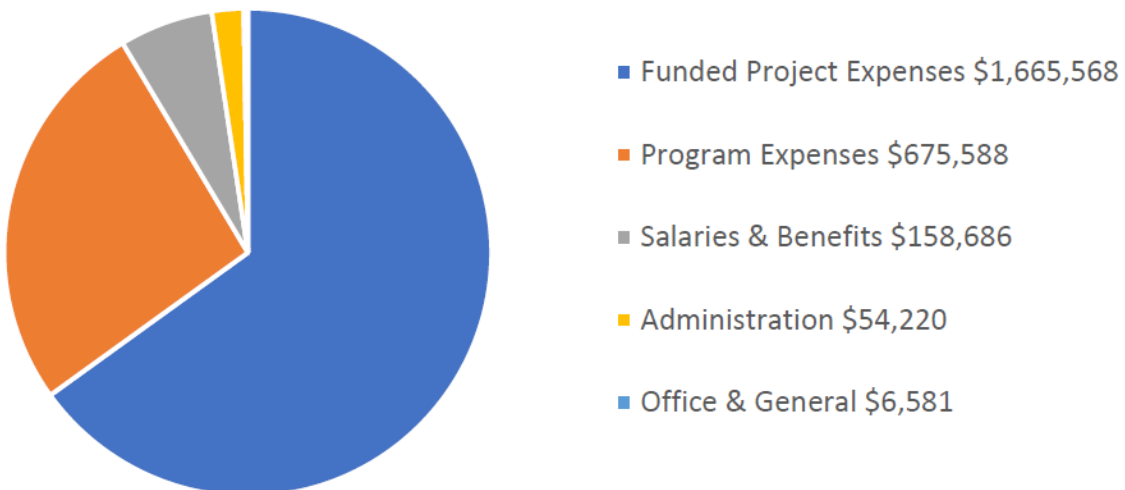
Revenue - Operations \$2,688,519

Revenue - Operations - \$2,688,519



Expenditures - Operations \$2,560,643

Expenditures - Operations - \$2,560,643



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

The newly revised 2022-2026 Poverty Reduction Strategy, implemented last year, has demonstrated a strong commitment to achieving collective impact in our region. One of the most successful endeavours supported by the Poverty Reduction Strategy is the Tiny Homes Committee. Led by the Lakehead Social Planning Council (LSPC), this initiative has effectively utilized a CMHC grant to provide assistance to Indigenous youth through the KZ Lodge Program at Hammar skjold High School. By offering training in various trades, the program, in collaboration with the Thunder Bay Indigenous Friendship Centre and Lakehead Public Schools, has not only increased student attendance and graduation rates but also equipped students with the necessary skills for future employment. The students, with the support of Smart Modular Canada's supplied materials and a grant (managed by Matawa First Nations Management) from Home Depot Association, have successfully constructed an entire tiny home, showcasing the positive impact of this collective effort.



The Poverty Reduction Strategy has also played a crucial role in promoting economic well-being by supporting the Living Wage Network of Ontario. As part of their efforts, the network recently introduced a new living wage for Northwestern Ontario, set at \$19.70 per hour. This updated wage represents a significant increase of more than \$3.00 per hour compared to the previous rate of \$16.30 per hour. The Committee is delighted to witness the introduction of this living wage, recognizing that it will enable employees to better meet the social determinants of health and contribute to poverty reduction. In 2022, the advocacy program welcomed two new members, namely Roots Community Food Centre and the Elizabeth Fry Society of Northwestern Ontario. The addition of these organizations highlights the growing momentum within the poverty reduction community. By joining forces, organizations that have joined the campaign aim to advocate for systemic changes, offer support to vulnerable populations, and address the root causes of poverty in our region.

The Federal government's Reaching Home funding has supported numerous projects in 2022 with a focus on reducing and eliminating homelessness. With LSPC managing and disseminating more than two million dollars, the John Howard Society of NWO, Elizabeth Fry Society of NWO, and Shelter House have utilized the funding to create Housing Navigator positions. Additionally, the funding has supported initiatives such as NorWest Community Health Centres' Care Bus, the Out of the Cold Program managed by Grace Place, the south side cooling and warming centres at PACE, and a youth transitional program at the Multicultural Youth Association of NWO. The LSPC has also received Community and Capacity Innovation funding, which supports the management of data collection on homelessness in Thunder Bay. The contract to manage the Homeless Individual and Family Information System (HIFIS) in Thunder Bay was established with Lakehead University in 2022, expanding the team of researchers and data specialists. This collaboration has led to very robust data collection and reporting, as well as improved coordination of the housing access system through the development of the Coordinated Housing Access Table (CHAT). The growing number of partners involved has created a streamlined process for individuals experiencing homelessness to access housing supports and resources.

Respectfully submitted,
Bonnie Kryswaty, MPH
Social Researcher / Planner

LAKEHEAD SOCIAL PLANNING COUNCIL CONTACT CENTRE: PUBLIC SERVICE PROGRAMS

COMMUNITY VOLUNTEER INCOME TAX PROGRAM (CVITP)



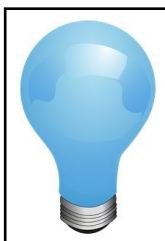
The CVITP is a program that helps eligible individuals who need assistance with their income tax and benefit returns. The CVITP is a partnership between the Canada Revenue Agency (CRA) and the Lakehead Social Planning Council that houses the tax preparation clinic and arranges for volunteers to prepare tax returns for low-income individuals. In 2022 (for the 2021 tax year), the team processed **5,740** returns, generating **\$2,566,195.49** 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 2022, the LEAP program was able to assist **53** households keep the lights on for **65** adults and **28** 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 **24** 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 2022, the LSPC completed **205** 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 2022, there were **26** reports made Online, **15** reports made by calling 2-1-1.

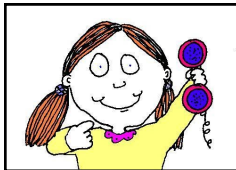
LAKEHEAD SOCIAL PLANNING COUNCIL CONTACT CENTRE: PUBLIC SERVICE PROGRAMS

FOOD SECURITY



In partnership with the Regional Food Distribution Association, LSPC/211 North helped individuals to access food. In 2022, there were **298** households that required direct assistance (advocacy) in order to connect with an emergency food program. In addition, LSPC/211 coordinated the registrations and the delivery list that provided **357** households with regular home hamper deliveries in 2022.

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 **22** phone lines were active in 2022.

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 2022, there were a total of **30** 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, by attendance at conferences/workshops and by invitation to local events such as street, health and information fairs. In 2022, staff was invited to make numerous virtual presentations.

211 NORTH SNAPSHOT



**Northern Region[®]
Ontario**



Requests for Help



32,504
Calls



1,682*
Chats



1,557*
Emails



188,672
Online Users
www.211north.ca

Chat and Emails answered by the 211 Northern Team, and does not represent the number of users from Northern Ontario.

Met and Unmet Needs



24,838
Needs
Identified



28,399
Referrals
Provided



97%
Needs Met



2.5%
Follow-ups
Offered

Top 4 Needs Identified



46%
Basic Needs



17%
Health Care



12%
Consumer
Services



8%
Organizational &
Government Services

Top Referrals Provided



**Food Banks &
Food Programs**



**Walk-in
Medical Clinics**



**Tax Preparation
& Assistance**



**Utility
Assistance**

View the 20212
Annual Impact Report
at www.211north.ca

211 Ontario User Needs Dashboard: local
and provincial needs reports are available
online: <https://211ontario.ca/211-data/>

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	Shelter House
Community Advisory Board- Housing & Homelessness	Social Planning Network of Ontario
Community Safety Well-Being Thunder Bay	Superior Shores Gaming Association
Confederation College, Social Service Worker Prgm.	Thunder Bay Catholic District School Board
Diversity Thunder Bay	Thunder Bay Chamber of Commerce
Elizabeth Fry Society	Thunder Bay Counselling
Home & Community Care Support Services NW	Thunder Bay District Health Unit
Infrastructure Canada – Reaching Home	Thunder Bay District Social Services Admin. Bd.
John Howard Society of Thunder Bay & District	Thunder Bay Drug Strategy
Lakehead Fundraising Association	Thunder Bay Food Security Network
Lakehead Public Schools	Thunder Bay Indigenous Friendship Centre
Lakehead University, School of Social Work	Thunder Bay Public Library
Northwest Community Legal Clinic (Rainy River)	Thunder Bay Speakers School
Ontario Age Friendly Community	United Way Centraide Canada
Ontario 211 Services, Regional Service Providers	United Way North Eastern Ontario
Ontario 211 Services Specialty Lines	United Way of Sault Ste. Marie and District
• Child & Youth Counselling Line	United Way of Thunder Bay
• Good2Talk	Vulnerable Populations Planning Table
• Ontario Caregiver Helpline	Volunteer Thunder Bay
• ReportON	

Membership

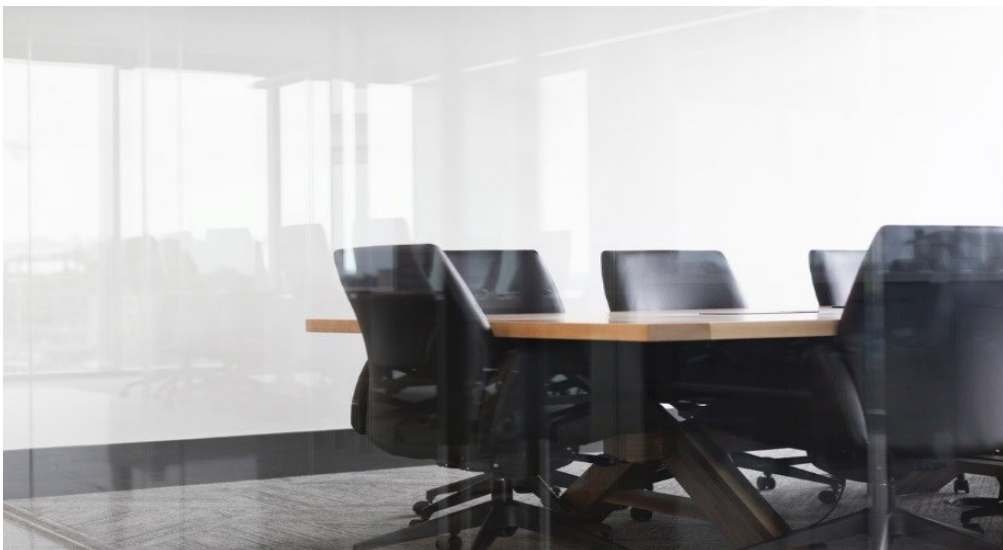
Membership in the Lakehead Social Planning Council is an indicator of support for the mission and work of the organization. Membership is open to any person or organization. In 2022, there were **48** individuals and **32** organizations supporting the organization through membership fees and donations. Thank you to our donors and members for your ongoing support.

Fundraising Activities

Superior Shores Gaming - \$ 21,093

BOARD OF DIRECTORS 2022

President:	Lisa Schmidt Paulette Howe to June 14, 2022
Past President	Paulette Howe
Vice President	Lisa Schmidt to June 14, 2022
Treasurer	Roberta Simpson
Secretary	Jillian Gribben Dianna Atkinson to June 14, 2022
Directors	Aaron Lagadin Jenna Cannon - September 6, 2022 Cheryl Reid to June 14, 2022 Prakash Shresthra 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
Certified Community Resource Specialist	Leah Hupe
Community Resource Specialist	Laura Speers
Community Resource Specialist	Grace Kennedy
Data Editor	Rebekka DeCorte
Data Editor	Elisabeth Alexander
Bilingual Data Editor	Chanelle N'kanza-Milandou
211 Programs Support	Michelle Trist
Financial Empowerment Coordinator	Susan Fiskar
Information Technology	Mark Walther
Office Support	Sharon Corston
Office Support	Katie Olsen
Office Support	Sue Slusar
Summer Student	Jordan Tait

Confederation College/Lakehead University Placement Students

Social Service Worker Placement Student	Grace Kennedy
Social Service Worker Placement Student	Jordan Tait
School of Social Work Placement Student	Jaclyn Cheesaquay
School of Social Work Placement Student	Catherine Free
School of Social Work Placement Student	McKenzie Mallen
School of Social Work Placement Student	Patricia Winters

Income Tax Volunteers

Gerard Boyer	Birthe (Bea) Ligate
Mary Cernigoj	Sharon Otway
Sharon Corston (Coordinator)	Kathie Pawlik
Julie Fels	Andrei Rosario
Pamela Kosola	Carol Voth
Thu Le	Gail Woods

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^{*}
Ontario

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

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

2022 GRANTS ARE GRATEFULLY ACKNOWLEDGED

City of Thunder Bay (Community, Youth & Cultural Fund)	\$ 32,300
Canada Revenue Agency	\$ 8,000
Employment & Social Development Canada (Canada Summer Jobs)	\$ 4,729
Ministry of Children, Community & Social Services (Pay Equity)	\$ 10,820
United Way of Thunder Bay (211 Phone, Web, Walk-in)	\$ 60,000

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

