



# ANNUAL REPORT 2019-2020



OUR VISION

Partners in providing a better quality of life for the people we serve.



OUR MISSION

Leadership in supportive housing, case management and systemic advocacy for people with serious mental illnesses.

OUR VALUES

Inclusion • Quality • Equity • Respect • Compassion • Diversity • Integrity • Trust • Collaboration • Honesty

MESSAGE FROM OUR BOARD CHAIR AND EXECUTIVE DIRECTOR

Firstly, we would like to begin by thanking our Board members, Leadership Team, community partners, staff, donors and volunteers for their generosity with their time and support this past year. We are very proud of the progress and accomplishments that Summit Housing & Outreach Programs has made this past year. Summit’s programs and services continue to have a strong positive impact on our community, and our Leadership Team, staff and volunteers have worked tirelessly to adapt to the growing and diverse needs of the residents of Halton Region.

Last year the number of individuals attending our Health and Wellness Programming exceeded our expectations by over 50%! With two dedicated Health & Wellness Hubs, supported by a generous grant from Ontario Trillium Foundation, Summit is able to welcome an expanded number of individuals to participate in our social recreational programs including art, writing, yoga, hiking, outings and educational groups.

With funding from the Halton Region Community Investment Fund and in partnership with Food for Life, over 100 individuals and families per month utilized our two Food Hubs locations to obtain fresh produce, meat, dairy and prepared meals. During the summer months, the produce from our community gardens was able to further supplement the offerings at the food hubs, as well as to supply fresh produce for our cooking classes.

New funding from the Hamilton Niagara Haldimand Brant LHIN, the Mississauga-Halton LHIN and Ministry of Health – Housing Division expanded out Mental Health and Addictions Justice Supported Housing Program and Housing First Program by three full time staff and 24 units of housing and the capacity to serve 60 new individuals. Affordable housing is in short supply and this is a much needed opportunity to be able to offer housing to individuals in our community.

As the demand for our services has increased, we face challenges and opportunities in maintaining our resources. However, as with all of our programs and in line with our mission and values, we look forward to the future as we continue to ensure that Summit Housing & Outreach Programs serves the needs of all individuals in our community in need of mental health supports.



**Irene Zivko**  
*Executive Director,  
Summit Housing &  
Outreach Programs*



**Deb Cochrane**  
*Chair,  
Summit Housing &  
Outreach Programs*

## BOARD OF DIRECTORS 2019-2020



Deb Cochrane



Lina Rinaldi



Chelsea Kirkby



John McIntyre



Tatiana Memos



Stephen Reitknecht



Sukkie Steve-Fagbemi

## STRATEGIC PLAN 2017-2020

### HOUSING

Increase housing capacity for the people we serve.

### PARTNERSHIPS

Optimize new and existing partnerships to enhance the level of care.

### EMPLOYEE ENGAGEMENT

Foster employee engagement.

### CLIENT CARE

Provide a continuum of care for diverse populations impacted by Mental Health.

### FUNDING

Maximize and diversify funding by exploring public and private sector avenues.

### AWARENESS

Raise awareness through education, branding, marketing and promotion; establishing Summit as a leader in Mental Health.

## WHO WE ARE

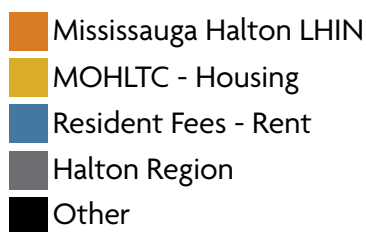
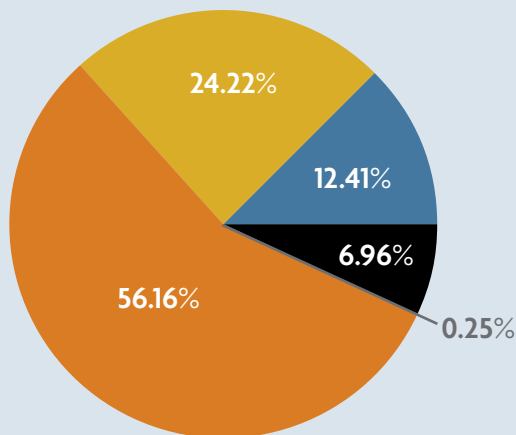
Summit Housing & Outreach Programs is a non-profit charitable organization governed by a volunteer Board of Directors. The Board establishes and monitors the strategic plan, annual goals and objectives for the agency, as well as allocating and monitoring resources through the budget. The Board is pleased to share this annual report of Summit's accomplishments throughout 2019-2020.



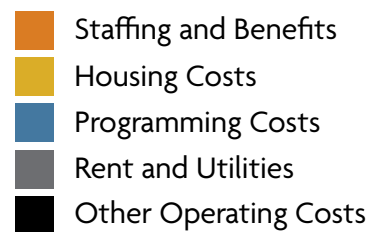
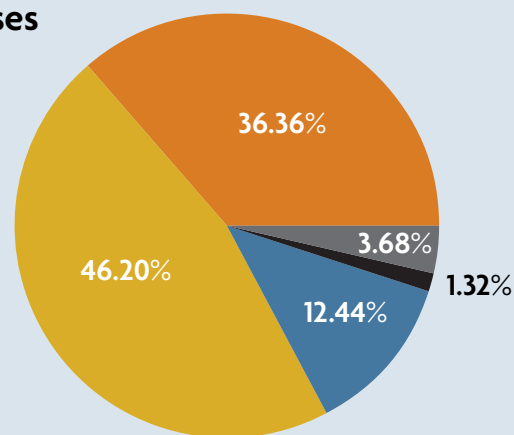


# STATEMENT OF FINANCIAL POSITION March 31, 2020

## Revenue



## Expenses



## Assets

CURRENT	2020	2019
Cash	1,018,634	652,425
Short-term investments	494,379	488,007
Accounts receivable	178,504	247,008
Prepaid expenses	5,632	5,632
<b>TOTAL</b>	<b>\$ 1,697,149</b>	<b>\$1,393,072</b>
CAPITAL ASSETS	1,040,056	1,075,691
<b>TOTAL ASSETS</b>	<b>\$ 2,737,205</b>	<b>\$ 2,468,763</b>

## Liabilities

CURRENT	2020	2019
Accounts payable & accrued charges	843,659	548,334
Deferred revenue	96,126	101,568
<b>TOTAL</b>	<b>\$ 939,785</b>	<b>\$649,902</b>
LONG TERM DEBT	211,159	246,931
DEFERRED CAPITAL ASSET CONTROL	13,932	21,453
<b>TOTAL</b>	<b>\$1,164,876</b>	<b>\$918,286</b>

## Net Assets

	2020	2019
Restricted net assets	810,234	788,382
Ministry capital asset funding	744,236	744,236
Unrestricted surplus	17,859	17,859
<b>TOTAL NET ASSETS</b>	<b>\$ 1,572,329</b>	<b>\$1,550,477</b>
<b>TOTAL LIABILITIES AND NET ASSETS</b>	<b>\$ 2,737,205</b>	<b>\$2,468,763</b>



## STAFF RECOGNITION

The strength and success of the agency is due to the outstanding contributions of the staff, who provide support to our clients throughout our community, and put into action the Mission, Vision and Values of the organization. Summit Housing & Outreach Programs thanks and acknowledges all of our dedicated and committed staff for making 2019-2020 an exceptional year.



### Above and Beyond Award Recipients 2019:

Jessica Atwal  
Amy Douma  
Sam Haber  
Monika Szulc  
Laura Whyte



# 5

### YEARS OF SERVICE AWARDS

Petra Di Bussolo  
Lola Elewa  
Sharon Paris  
Victoria Tweedy

# 25

### YEARS OF SERVICE AWARDS

Jim Blair  
Kerry Prevett



# VOLUNTEER APPRECIATION

## *Cheers to Volunteers!*

Summit Housing & Outreach Programs is very lucky to have compassionate, hard-working and talented volunteers. Our volunteers provide support in all areas of the organization. They provide governance as Board members, offer new ideas at our internal Client Picnic, Christmas and Advisory Committees, and support our Health and Wellness programs by providing transportation and being group facilitators that inspire participation.

Our volunteers also work to provide food security by working with community partners to ensure that our Food Hubs are stocked and they offer administrative support. Seeing our volunteers in action, taking pictures, setting up at our all agency events and working in the background with administrative support is a beautiful thing to witness.



Our group of volunteers are composed of community and family members; past and present clients, who donate their time, knowledge and skills to improve our services and have given us so much to help develop a sense of community. We are grateful for the support and the positive impact our volunteers on our programs and clients! Thank you!

## 2019-2020 **STATS**

### Volunteer Appreciation Lunch at the Burlington Atrium 2019

**45** volunteers

**2077** volunteer hours

**707** social recreational  
programming hours

**380+** Food Hub hours

**88** committee hours





## WELLNESS AWARDS

The 2019 Wellness Awards celebration, hosted by the Board of Directors for Summit on May 7 2019, was our second year holding our event during Mental Health Week. We found it fitting to join with others across our country, to work towards ending the stigma associated with mental health issues, and to celebrate the progress we have made towards acknowledging and supporting mental wellness for all.

Our awards event is a celebration; a celebration of the resilience and strength of our clients and their recovery; a celebration of our partner agencies, and the amazing support they provide to others' recovery; and a celebration of the generosity of our donors, who support Summit, to do what we do for our clients and their wellness. Over 140 guests all gathered together to share in this wonderful celebration!

Our Board and staff would like to congratulate all recipients, and thank the Music Makers for entertaining us all, the artists who shared their talent with us, and the planning committee, who made this event happen.



### COMMUNITY PARTNERS

- Grace Hogben - Salvation Army: Home With A Heart Program
- Christine Cardoso, Sarah Murray, Leah Balanowski, Susan Harding-Curz and Melissa Hackbart, Joanna Crashley - Catholic Family Services
- Hamilton/Wentworth: Gatekeepers Program
- Francoise Milford- Bethany Residence

### DONOR

- The Boiler Inspection & Insurance Company of Canada (BI&I)

### HONOREES

- |                  |                         |
|------------------|-------------------------|
| • Ali Bartlett   | • Frank Weir            |
| • Lisa Dubeau    | • Renee McCallum-Cruise |
| • Emilie Burt    | • Gwen Pillar           |
| • Frank Corcoran | • Sinan Allis           |
| • Micah Klassen  | • Carl Green            |
| • Michelle Smith | • Earl Iocco            |
| • John Marsden   | • Patricia Hayden       |

## OUR ACCOMPLISHMENTS

### Summit's 2019-2020 ANNUAL DASHBOARD



**510**  
UNIQUE PEOPLE  
SERVED



**14,507**  
SERVICE  
CONTACTS



**176**  
PEOPLE  
HOUSED



**301**  
NEW  
REFERRALS



**948**  
GROUP  
INTERACTIONS



**48**  
PEOPLE  
DISCHARGED

## CLIENT SURVEY RESULTS

This Summit Housing & Outreach Programs introduced using a standardized survey called the Ontario Perception of Care (OPOC). This tool focuses more on the client's perception of care they received from the agency. The results of the survey we use to make valuable service improvements.

Area of Excellence for the agency as rated by clients includes:

### AGREED

- Staff believed I could change and grow **92.6%**
- I found staff knowledgeable and competent **93.7%**
- I was treated with respect by program staff **92.9%**
- I was seen on time when I had appointments **93.1%**

## WHAT CLIENTS SAID

*"Nice to have a safe person to talk to."*

*"My worker from Summit has helped me immensely, she always has answers or info referrals if I have or needed help, questions, etc."*

*"Meeting with my case worker weekly helped me get out of my apartment and helped me keep a positive outlook on life. The groups also introduced me to new people."*

*"I always felt better after time spent with my worker. She seemed so well informed and educated to help me in areas where I never expected. I was given hope when I had given up."*



## WHAT'S NEW AT **SUMMIT**

With funding from the Mississauga Halton LHIN and Hamilton Niagara Haldimand Brant (HNHB) LHIN, we were able to expand our Justice Supportive Housing program to hire two social workers to provide support and rental housing subsidies throughout Halton. The target population are those who are currently involved with the criminal justice system and being released from provincial correctional facility, or on a diversion plan from mental health court.

Another position we have gained is a Housing First Caseworker. Housing First is rooted in the philosophy that all people deserve housing and that safe adequate housing is a necessary factor in successful recovery and we are proud of that undertaking.

An exciting new housing project is our partnership with Habitat for Humanity (HFH)! HFH provides the housing and along with Halton Region, Summit is able to house a client or family in need.

Summit was the grateful recipient of a three-year Grow Grant from the Ontario Trillium Foundation. It has enhanced and expanded our current, very popular, volunteer-driven social recreational program, Don't Mind Us. With these funds, we have expanded our Burlington site to a dedicated off-site location, to accommodate the growing demand for groups and our Milton office to include a Health and Wellness Center!

Programs for All-Inclusive Care for the Elderly (PACE) is an innovative care model for older adults that allows them to remain independent in their own homes and reduces the load on the healthcare and long-term care systems. In collaboration with several HNHB LHIN agencies, Summit is pleased to provide mental health supportive counselling to this vulnerable population and be part of this project.

Summit is excited to be part of Oakhaven, which supports individuals located in the Central Oakville area (College Park & the Mid-Town core). This demographic has been clearly identified as being one of the most deficient in terms of determinants of health within the Oakville region. Summit is present on-site weekly to facilitate a two-hour drop in, where individuals can come in to gain resources, receive help with referrals, and receive supportive counselling.



## WHAT'S NEW - **QUALITY**

### **2019-2020 QUALITY IMPROVEMENT PLAN**

QUALITY DIMENSION	OBJECTIVE
<ul style="list-style-type: none"><li>• EQUITABLE</li><li>• EFFICIENT</li><li>• SAFE</li><li>• INTEGRATED</li><li>• PATIENT CENTRED</li></ul>	<ul style="list-style-type: none"><li>• Increase programming available to specific diverse populations</li><li>• Decrease funds spent on vacant units</li><li>• Reduce incidence of medication errors</li><li>• Increase agency presence in community</li><li>• Improve client knowledge of agency complaint procedure</li></ul>

### **2019-2020 HEALTH EQUITY**

Summit Housing & Outreach Programs has been collecting health equity data from our clients for several years, to ensure that we get to know who we served and those who we are not reaching in our community. Each year, the leadership team and staff review the data we have collected and create a Health Equity Plan. The Health Equity Plan includes objectives for all levels of the agency and outlines how we can improve our capacity to serve all people in our community.

#### ***Accomplishments on the 2019-2020 Health Equity Plan:***

- All job postings, descriptions and offer letters contain a statement to reflect the diversity of the community and provide accommodation as required.
- Summit has developed a French Language Plan and all staff have been assessed of their French Language competency.
- Staff at all levels receive diversity training in AODA and inclusion training such as: Positive Space, Indigenous Cultural Safety, Refugee Mental Health, Anti-human Trafficking at orientation and ongoing.
- Health and Wellness Program expansion has a focus on youth, LGBTQ+ and the low hearing/deaf communities.



## OUR SPONSORS

Over the course of this year, our client events could not be possible without the generous donation and support from our community.

We would like to thank the following sponsors for their contributions towards our Annual Wellness Awards, Client Holiday Party, Summer Picnic and social recreation programming.

- YOUR HOME REALTY INC.
- BOILER INSPECTION & INSURANCE COMPANY OF CANADA
- BEVERLY A PARNABY
- VIRGINIA TINTI PROFESSIONAL CORPORATION
- MARGOT JOHNSON
- CITY OF BURLINGTON (ARTRAGEOUS)
- FAIRVIEW TIRE
- CANADIAN CONDOMINIUM INSTITUTE
- MR. REJEAN LEFEBVRE
- All the other individual donors and businesses that have supported our work







SUMMIT HOUSING &  
OUTREACH PROGRAMS

### **OAKVILLE HEAD OFFICE**

871 Equestrian Court, Unit 7  
Oakville, ON L6L 6L7  
905-847-3206

### **BURLINGTON OFFICE**

760 Brant Street, Suite 405A  
Burlington, ON L7R 4B7  
905-333-4814

### **MILTON OFFICE**

917 Nipissing Road, Unit #2  
Milton, ON L9T 5E3  
905-876-1319

**EMAIL:** [info@summit-housing.ca](mailto:info@summit-housing.ca)

**WEBSITE:** [www.summit-housing.ca](http://www.summit-housing.ca)

Summit Housing & Outreach Programs is a charitable organization, governed by a volunteer Board of Directors. We are incorporated under the laws of the Province of Ontario.

All operating funds are received from the Ministry of Health & Long-Term Care, the Mississauga Halton Local Health Integration Network (LHIN).

The views expressed in this publication are the views of the Summit Housing & Outreach Programs and do not necessarily reflect those of the LHIN or the Government of Ontario.

