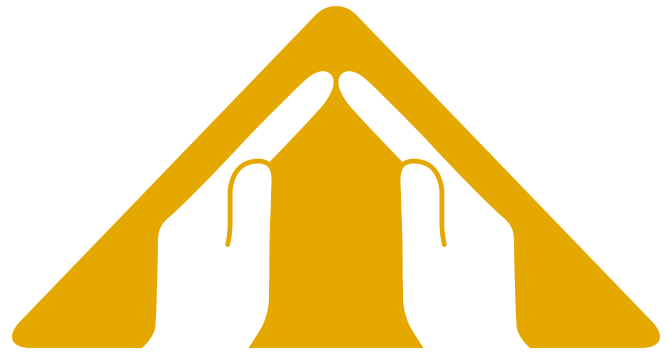


OUTREACH
PROGRAMS



SUMMIT HOUSING & OUTREACH PROGRAMS



DEDICATED
STAFF



COMMUNITY
APARTMENTS



RESIDENTIAL
PROGRAMS



VOLUNTEER PROGRAM SOCIAL
RECREATIONAL ACTIVITIES

ANNUAL REPORT 2016-2017

www.summit-housing.ca



SUMMIT HOUSING & OUTREACH PROGRAMS

Vision

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

Mission

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



Celebrating Wellness!

Summit Housing and Outreach Programs is proud to celebrate wellness through the Annual Wellness Award. This award is given to clients who have made significant stride in their recovery and/or members or groups in the community who contribute to the recovery of others. As either a service provider or someone who receives support, we recognize that mental health recovery does not happen in isolation. This award is intended to promote and recognize that on the journey to recovery special partnerships make a positive difference in the lives of our clients and the community! The 2016 honoured award recipients were: Andrew O'Sullivan, Caroline Ladouceur, Jane Dougan and Michael Bucher. Members of the Board of Directors, staff, volunteers and peers joined together to celebrate and congratulate these individuals on their success!



MESSAGE FROM THE BOARD CHAIR – 2016-2017

Let me first take a moment to acknowledge all of the amazing work that has been accomplished by our staff over this, my first year as your Board Chair. Whenever I have an opportunity to interact with staff and our clients, whether at our Annual Wellness Event, the Client Picnic, our semi-annual Training Days, or simply casual meetings in our offices, I continue to be impressed with the dedication and enthusiasm our staff project in dealing with our clients who must rely upon the skills and support on a daily basis. I can speak from first hand knowledge that we have a strong reputation with our partner organizations and our funders, and this is a direct result of the work everyone at SHOP does no matter what the role requires. The SHOP team should all be proud of the impact the work is having on our clients' lives.

2016-17 has been an important year for our Board of Directors in ensuring SHOP stays strong as an organization and has a vision for the future. In late 2016 we were successful in being re-accredited through CARF for a further three years which demonstrates that our organization and our operations are on solid ground. We continue to show leadership in the mental health community by leading or participating in a number of provincial initiatives such as Health Equity, Health Links and One-Link. Under the direction of our new Executive Director, Gemma Broderick, we have secured resources and support from new and existing funders and partners for projects such as renovations to our residential facility, social recreation programs such as "Don't Mind Us", the use and promotion of our unique Care Navigation Model, and the plan for development of community gardens in a number of locations throughout Halton.

A major activity of our Board this year has been the development of SHOP's new Strategic Plan for 2017-2020. The Board made a deliberate attempt to develop a plan that first, was grounded in an open and thorough consultation process, working with our funders, our community partners, and our staff. The result has been a truly forward thinking plan, one that challenges SHOP to look outside our traditional model and explore new opportunities for partnerships and funding. Mental Health is very much a public topic now and we have an opportunity and perhaps even an obligation to make the citizens of Halton more informed about the great work we do through awareness and education. Paramount to this is the re-development of our website coupled with a professional review of our brand, and while this may result in a new look and feel for SHOP in the coming years, it was important to the Board that we still maintain a connection to our strong 30 year history.

The next few years promise to be exciting times for Summit Housing and Outreach Programs and I invite all of you who are reading this message to come aboard and become part of our journey!

John Phelan

Board Chair



Executive Director Message

As the new Executive Director for Summit Housing and Outreach Programs it is my sincere desire and privilege to continue to lead our organization with strength and vision. SHOP has built a strong client centered continuum of care with programs and services that are well established and integrated in the community of Halton. These programs support our mission to lead in supportive housing, case management and systemic advocacy for people with serious mental illness.

We have had another busy year working with sector and community partners to enhance and improve the quality of health care in the Region of Halton. Innovative initiatives such as Health Links have provided much needed support for collaborative approaches that ensure we provide the right care, in the right place at the right time for clients with complex care needs.

SHOP was the lead agency for the 3rd phase of the Health Equity Data Collection Project with a focus on the importance of socio-demographic data. Highlights of this initiative include building capacity for achieving health equity in each of the focused implementation site agencies, a half day symposium, and health equity trainings which are now embedded at the Regional Learning Centre for ongoing sustainability and capacity building.

During this past year we were successful in receiving a one year grant from the Halton Community Investment Fund to provide funding for a part time driver for our 'Don't Mind Us' program. This program has been very well received in the community and provides many social and recreational programs throughout Halton Region.

I was pleased to lead an extensive strategic planning process with input from the Board, staff, volunteers, clients, funders and partners to design our priorities for 2017-2020 and a vision for the future of SHOP. Securing new partners and funders this year helped grow SHOP's community connections and resources. Redevolving our website was an important foundation to building community awareness, promoting our brand and enhancing client friendly access to resources and information. I look forward to leading the organization through this strategic plan over the next three years with the support of the Board, staff and partners.

Through my introduction with SHOP, I have experienced a warm and heartfelt welcome from staff, clients and volunteers as well as partners. Our Board of Directors has been extremely encouraging and supportive. The hard work and dedication of the staff has been evident from the excellence in client centered service. Our clients' wellness is the reason we continue to focus on our mission and mandate. I look forward to working with the Summit Housing and Outreach team as we continue to move forward together as a team to improve the quality of lives for the clients we serve.

Gemma Broderick

Executive Director



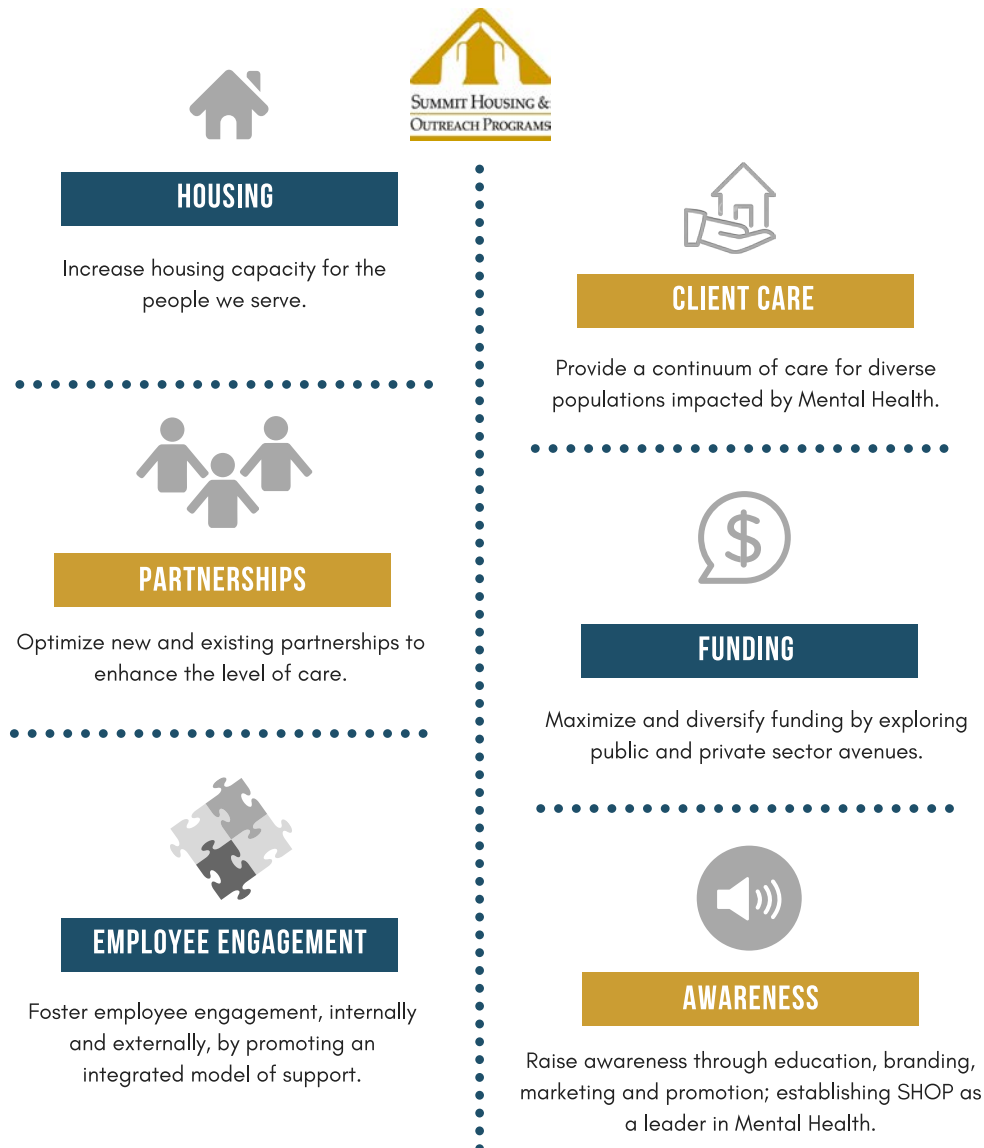
Board of Directors 2016-2017

Susan Biggs
Deborah Cochrane
John McIntyre
Michael Minnes

Welcome to new 2016-2017
Board Members
Chelsea Kirkby
Tatiana Memos

John Phelan
Lina Rinaldi
Matt Ruf
Sandy Bartel

SUMMIT HOUSING & OUTREACH PROGRAMS STRATEGIC PLAN 2017 - 2020



SHOP - Financial Statement

SUMMIT HOUSING & OUTREACH PROGRAMS STATEMENT OF FINANCIAL POSITION AS AT MARCH 31, 2017 ASSETS

	2017	2016
CURRENT ASSETS		
Cash and short term investments	\$ 1,054,360	\$ 991,432
Accounts Receivable	15,843	59,476
Government receivables	82,013	79,050
Grant receivable	-	3,744
Prepaid expense	7,565	33,473
	1,159,781	1,167,175
CAPITAL ASSETS	1,202,176	1,223,931
	\$ 2,361,957	\$ 2,391,106
LIABILITIES		
CURRENT LIABILITIES		
Accounts payable and accrued liabilities	259,661	369,315
Government remittances payable	59,158	63,814
Current portion long term debt	34,207	32,927
Deferred grant revenue	9,768	-
	362,794	466,056
LONG TERM DEBT	318,308	352,357
DEFERRED CAPITAL ASSET CONTRIBUTIONS	146,702	68,687
	827,804	887,100
NET ASSETS		
RESTRICTED NET ASSETS		
Accumulated capital replacement reserve	291,301	273,725
Accumulated donations reserve	26,919	25,529
Accumulated program and housing reserve	453,838	442,657
	772,058	741,911
MINISTRY CAPITAL ASSET FUNDING	744,236	744,236
UNRESTRICTED SURPLUS	17,859	17,859
	1,534,153	1,504,006
	\$ 2,361,957	\$ 2,391,106

SUMMIT HOUSING & OUTREACH PROGRAMS COMBINED STATEMENT OF REVENUE, EXPENDITURES AND SURPLUS FOR THE YEAR ENDED MARCH 31, 2017

	2017	2016
REVENUE		
Grants and paymaster transfer	\$ 4,757,204	\$ 4,514,943
Resident fees and rental supplement	1,925,168	1,971,256
Contributions related to capital assets and other	33,117	21,670
	6,715,489	6,507,869
PROGRAM EXPENSES		
Administration, Case Management & Residential	3,314,896	3,112,938
Core program	179,107	189,274
Homeless initiative	62,906	63,794
Rental properties	1,786,606	1,814,034
ACTT	1,370,030	1,315,689
	6,713,545	6,495,729
	1,944	12,140
OTHER EXPENDITURES		
Ministry of Health and Long-Term Care	53	4,629
Housing Portfolio and Rental Properties	(1,741)	4,387
	(1,688)	9,016
EXCESS OF REVENUE OVER EXPENDITURES	3,632	3,124
UNRESTRICTED SURPLUS AT BEGINNING OF THE YEAR	17,859	17,859
Less: Allocation to reserves	(3,632)	(3,124)
	\$ 17,859	\$ 17,859

Note: Summary only - full version of audited financial statements available upon request

Our Programs

The **Case Management Program** provides supportive housing and flexible outreach support services to individuals who have been diagnosed with a serious mental illness with the goal of promoting wellness, independent living and reducing frequency and duration of hospitalizations. Through community based moderate case-management, staff provides support to ensure that an individual's rights, responsibilities, dignity and independence are maximized. Four residential settings with additional staff assistance provide higher supportive housing options for individuals who require further supports.

Our **Assertive Community Treatment Team (ACTT)** provides continuous and low-barrier services to people diagnosed with serious mental illness. ACTT is for individuals with the most complex needs who have not benefitted from traditional office based service. Affordable and safe housing with flexible support are also part of our regular programming supports for clients.

The **Homes Program** is a community partnership initiative that provides supportive housing for adults who have been diagnosed with a serious mental illness who are homeless or at risk of becoming homeless. This program provides rent supplement housing with dedicated supports throughout the Region of Halton. Summit is the lead agency in a partnership with Joseph Brant Memorial Hospital, ADAPT, Support and Housing Halton and the North Halton Mental Health Clinic providing support.

The **Justice Program** provides safe and affordable housing with flexible support services to individuals who have been diagnosed with a serious mental illness and have come into contact with the law.

The **Housing First Program** centers on first moving people experiencing homelessness into independent and permanent housing and then providing additional supports and services such as physical and mental health, education, employment, substance abuse and community connections. Housing First is rooted in the philosophy that all people deserve housing and that safe adequate housing is a necessary factor in successful recovery.

Transitional Housing offers intermediary housing with supports. Transitional housing fills a gap in service for clients who are moving between settings, offering a more supportive environment and an opportunity to gain life skills in order to move towards living independently.

Don't Mind Us/The Volunteer Program offers opportunities for community members and clients to get involved at SHOP in a variety of ways. Peer mentorship, volunteer drivers, volunteer accompaniment to community events and groups are all areas volunteers can enhance clients' experience. Volunteering can also be a powerful empowerment and recovery tool for individuals living with mental illness.

The Nourish and Flourish Program offers a holistic approach to enhancing food security and access, nutrition information, life skill building, social inclusion, food literacy, improved wellness and enhancing physical and mental health in the community through three components: community kitchens/cooking groups, community gardens and community food hub/banks. This program is available throughout all of Halton and has been made possible through a generous grant from the Halton Region Community Investment Fund.



SHOP - Staff

ADMINISTRATIVE STAFF

Gemma Broderick *Executive Director*
Gerrie van der Maar *Director of Finance and Administration*
Irene Zivko *Director of Operations*
Jessica Atwal *Accounting Assistant, contract*

MANAGERS

Vacant *Manager of the Assertive Community Treatment Team*
Jackie Rickards *Manager of Community Housing*
Krystale Spencer-Thomas *Manager of the Case Management Program*
Rohan Williams *Manager of the Homes Program*

VOLUNTEER PROGRAM AND PEER INITIATIVES

Robert Chepyha *Driver, Volunteer Program*
Sharon Paris *Coordinator of Volunteers*

HOMES PROGRAM

Samantha Haber *Homes Program Peer Support Worker*
Damian Martin *Housing Program Assistant, contract*

OUTREACH CASEWORKERS

Kathryn August *Burlington Core Outreach Caseworker*
Kayla Bucci *North Core Outreach Caseworker*
Delta Beaulieu *Burlington Core Outreach Caseworker*
Jim Blair *Burlington Core Outreach Caseworker*
Catherine Eves *South Justice Outreach Caseworker*
Rashma Harrypaul *Housing First Outreach Caseworker*
Tammy McIntyre *Program and Administrative Assistant*
Christina Nielsen *North Justice Outreach Worker*
Victoria Panchuk *North Core Outreach Caseworker*
Kerry Prevett *North Core Outreach Caseworker*
Catherine Warden *Burlington Core Outreach Caseworker*

RESIDENTIAL CASEWORKERS

Petra Di Bussolo *Residential Caseworker*
Lolade Elewa *Residential Caseworker*
Lauren Hord *Residential Caseworker*

RELIEF STAFF

Erin Brice *Relief Outreach Caseworker*
Teri Prodeus *Relief Outreach Caseworker*
Francine James *Relief Outreach Caseworker*
Marijana Milojevic *Relief Outreach Caseworker*
Victoria Pavic *Relief Outreach Caseworker*

ASSERTIVE COMMUNITY TREATMENT TEAM

Dr. David Kantor *Psychiatrist*
Khaled Abdul-Ghafoor *Peer Specialist*
Irene Bessett *Program Assistant*
Katrina Robinson *Registered Nurse*
Meagan Sellers *Occupational Therapist*
Edgar Hipolito *Registered Nurse*
Mojisola Idiakheua *Registered Nurse*
Sandra MacKay *Registered Social Worker*
Holly Petkoff *Vocational Specialist*
Brad Smith *Addictions Specialist*
Erin Taylor *Dual Diagnosis Specialist*
Laura Whyte *Gerontologist*

MILTON HEALTH LINKS

Valeska Tobar *Care Navigator, contract*

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.

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Trillium
de l'Ontario



Ontario

Mississauga Halton Local
Health Integration Network
Réseau local d'intégration
des services de santé de
Mississauga Halton

NOURISH & FLOURISH



A new Summit Housing & Outreach program took root in 2017, well-grounded in funding support from the Halton Community Investment Fund. The gardening analogies are deliberate: Nourish and Flourish is based around food security and food literacy; growing it, harvesting it, cooking it and eating it. There's a big difference between eating and being nourished, just as there is between existing and flourishing. Nourish &

Flourish will help to bridge that gap, in line with SHOP's core vision of providing a better quality of life for the people we serve.

The base of Nourish and Flourish lies in community gardens in Acton, Burlington, Milton and Oakville that allow for hands-on experience and provide fresh fruits and vegetables, too often unavailable for those on limited budgets. Year-round, it will support SHOP's well-established Food Bank in Burlington and expand it in Oakville. Its mandate will continue in fall and winter with community kitchen cooking classes, where clients and volunteers will practice and learn about healthy eating, meal planning, shopping on a budget, and other key skills. Along the way, clients will learn to better-navigate every aspect of becoming truly nourished, from food-preparation to being a more-confident, active part of a supportive social community.

Community partners working with and supporting Nourish and Flourish include Country Heritage Park, Food for Life, the Halton Environmental Network, the Halton Food Council, and St. Alban the Martyr Anglican Church in Acton.



If you'd like to find out more about Nourish and Flourish, or have ideas and/or skills to bring to the table, we'd love to have you with us. Please call Jane at 905 699-2912 or email jdougan@summit-housing.ca.