



SUMMIT HOUSING &
OUTREACH PROGRAMS

ANNUAL REPORT 2018 2019



www.summit-housing.ca

Vision

Partners in providing a 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.

Message from our Board Chair and Executive Director

2018 -19 was an exciting and very busy year for the clients, staff and volunteers at Summit Housing & Outreach Programs (Summit), as we continued to focus on our mission of providing quality services to those with mental health needs, and advocating within the wider system, for mental health and affordable, safe housing for all. At an agency level, we instituted many changes to enhance our current services, create new and innovative ones, support our staff and volunteers more effectively, and reach out to engage with our community. At a regional and provincial level, change was also the norm, and Summit, together with our mental health and addiction partners, was a strong and constant voice for our clients and our mission.

It was a watershed year for mental health services in our province. Following the new provincial government coming to power in the spring of 2018, change began for many public services in Ontario, including the health care system. In February 2019, the government released new legislation that guided the restructuring of the Ontario health care system, including mental health and addiction services. As this crucial undertaking began, Summit was intensely involved in provincial and regional planning tables, advocating and collaborating to ensure that our clients' needs will be met and our mission will be part of the new landscape.

During this year, we also continued to forge ahead with our ongoing system advocacy and engagement, at regional and local levels. Summit staff, at all levels, and our volunteers, including our Board of Directors, spent hundreds of hours working with partners, funders and other stakeholders to advise, educate and advocate. We were key players in the planning and early adoption of critical systemic changes, such as coordinated care plans for clients with complex needs, a centralized housing referral system for all of Halton Region, and the use of a health equity lens in our region.

Closer to home, 2018-19 was a year of celebration! Summit successfully secured very generous funds from Ontario Trillium Foundation (OTF), the MHLHIN, and the Ministry of Health and Long Term Care (MOHLTC), for our social recreational program.

Together with clients and many partners, we began to create a new vision for the program, hired additional staff, offered full day programming and began to build a Health & Wellness Centre in Milton! The programming is also going strong in south Halton, from a temporary space, as we plan for a south Wellness Centre next year. We can't wait to cut the ribbon on our new Centre this fall!

In addition to the Centre, Summit was busy supporting over 600 clients, through our ACT team, our case management and supported housing teams, our social recreation program and our food security services. We heard from our clients that they value these services, and this support has a positive impact on their lives. As one client wrote in the client survey: **Summit has been a crucial part of my recovery.** We thank all clients that took the time and effort to provide us with valuable input, so we can continuously enhance the quality of our services.



Over the last year, we were also rolling out other service initiatives, to meet the diverse needs of our community. Summit launched our first, agency-based, central intake service, to promote our agency and services in the community, and more seamlessly welcome potential clients to our agency. We were very fortunate to receive additional funds from both the MH LHIN and the Hamilton Niagara Haldimand Brant (HNHB) LHIN for new Housing First housing and workers. With our partners, SAVIS, ROCK, Elizabeth Fry Society and Halton Region, we supported many woman, who had been trafficked, as part of our Anti-Human Trafficking project. We opened our first crisis unit and transitional unit for these very vulnerable individuals in 2018-19.

Summit would not be Summit without our many fun and memorable events for clients, volunteers and staff! Last year, we held a huge client holiday party, complete with gifts for all, a client summer picnic with lots of fun and games, and the annual Wellness Awards Event, for the first time during Mental Health Week. Our many volunteers were thanked during National Volunteer Week, at our 1st Annual Volunteer Appreciation Luncheon. Our staff, who work for the wellbeing of others every day, were thanked at our Bi-Annual agency day in the spring, shared a holiday meal and games at our Bi-Annual agency day in December, melted together under the blazing sun at our first staff picnic, and broke bread together at a fall potluck event. Many thanks to the clients and staff on the various event committees, including the staff Sunshine Committee, for planning all this fun!



To make all the above possible, we have to continue to grow and evolve as an organization. This past year saw many such changes at Summit, changes that positively affected our clients, staff and volunteers. For example, we began to enhance our Client Advisory Committee, redeveloped and modernized our website, applied and secured funds to renovate for accessibility purposes, and began preparing for accreditation with a new accreditor, Canadian Centre for Accreditation, who more closely aligns with our services. We created a new position, Financial Analyst, to support our organization's quality needs, restructured our management roles to create better support for staff, and secured funds to support our frontline and management staff through numerous trainings. We also applied and received funds to continue the Board of Directors' training and development.

There were so many accomplishments over the past year! None of these would have been possible without the support of so many. We want to thank our community: all our clients, our dedicated staff and volunteers, including our Board of Directors, our wonderful donors, our generous funders, our great partners and all the community members who supported our agency. We thank you for all that you have done for our clients and to support our mission and vision, of mental health and safe, affordable housing, for all. We look forward to continuing our journey together, over the years to come.



Deb Cochrane
Chair, SHOP Board of Directors

Christine Devoy
Executive Director, SHOP



Board of Directors 2018-2019

- Deb Cochrane
- Chelsea Kirkby
- John McIntyre

- Tatiana Memos
- John Phelan

- Alania French
- Lina Rinaldi

- WELCOME**
- Sukkie Steve-Fagbemi

Summit House & Outreach Programs lost a dearly respected and valued member of our Board of Directors with the passing of Alania French August 1, 2019.

Alania joined the Board January 2018 and also joined the Quality & Innovation committee of which she chaired. Prior to joining the Board, Alania was a member of the SHOP team from November 2016 to end of March 2017 as the Health Links Project Coordinator. She was very respected by the community and was able to use her personal experience as a caregiver to bring compassion and the best interest of the client and family to the work she did.

Alania will be missed.

Strategic Plan 2018-2019



Housing

Increase housing capacity for the people we serve.



Client Care

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



Partnerships

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



Funding

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



Employee Engagement

Foster employee engagement.



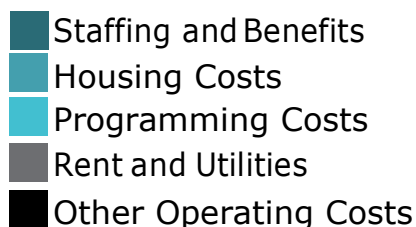
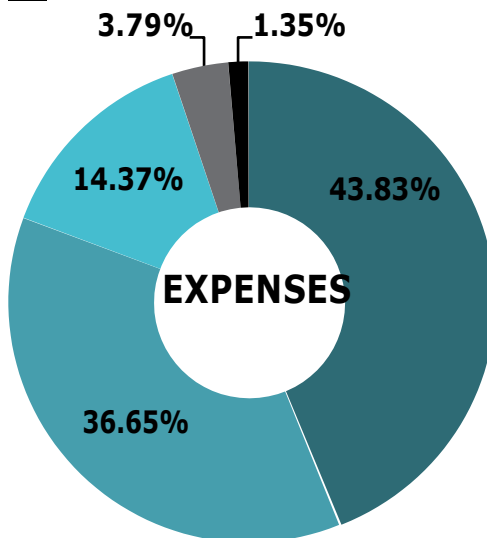
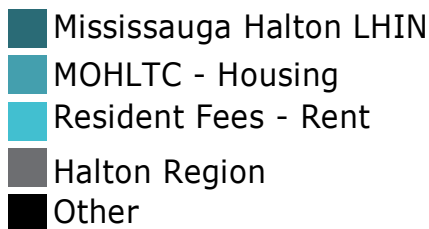
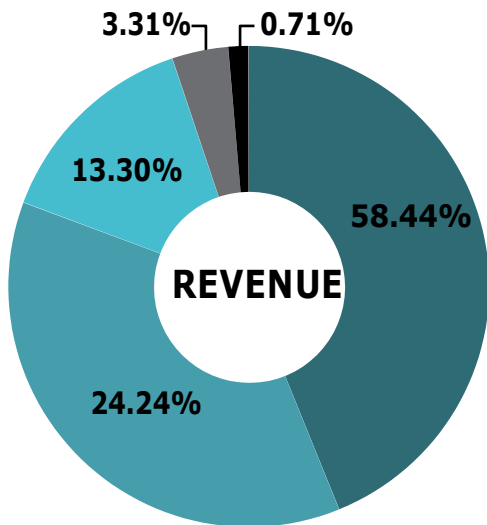
Awareness

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

Board of Directors 2018-2019

Financial Results

Statement of financial position March 31, 2019



ASSETS

CURRENT

	2018	2019
Cash	473,691	652,425
Short-term investments	482,177	488,007
Accounts receivable	89,180	247,008
Prepaid expenses	14,719	5,632

TOTAL

\$ 1,059,767 \$ 1,393,072

CAPITAL ASSETS

1,135,039 1,075,691

TOTAL ASSETS

\$ 2,194,806 \$ 2,468,763

LIABILITIES

CURRENT

	2018	2019
Accounts payable & accrued charges	282,690	548,334
Deferred revenue	17,352	101,568

TOTAL

\$ 300,042 \$ 649,902

LONG TERM DEBT

282,877 246,931

DEFERRED CAPITAL ASSET CONTROL

55,282 21,453

TOTAL LIABILITIES

\$ 638,201 \$ 918,286

NET ASSETS

	2018	2019
Restricted netassets	794,510	788,382
Ministry capital asset funding	744,236	744,236
Unrestricted surplus	17,859	17,859

TOTAL

\$ 2,194,806 \$ 2,468,763

LIABILITIES & NET ASSETS

Volunteer Appreciation

Thank you volunteers! We could not do it without you!

Summit Housing & Outreach Programs would like to take this opportunity to recognize and thank our amazing and dedicated volunteers. In 2018 - 2019 the agency saw amazing growth in the involvement of our volunteers, as administrative support, volunteer drivers, committee representatives, set up and tear down crew at client events, and especially as social recreation group leaders. It is truly a gift to the agency that many clients, past and present, and other community members donate their time to the organization!

Volunteers are involved in many aspects of the work of the organization! Board, community and client representatives share their expertise to help build the agency and client services. Social recreation group leaders provide a safe space for social opportunities for our clients. Other volunteers stock the food hub shelves to ensure all have access to food, while others transport our clients throughout Halton Region to programs. In the warmer months, volunteers roll up their sleeves and "get into the weeds" to help grow our community gardens.

41 volunteers

1776 volunteer hours

689 social rec hours

350+ Food Hub hours

102 hours clients volunteered on agency committees

This year we had the opportunity to thank our volunteers at our 1st Annual Volunteer Appreciation Luncheon, held during Volunteer Appreciation Week, on April 18th 2018. We were so pleased that over 40 volunteers were able to attend this inaugural event, held at the Mandarin Buffet! After a wonderful lunch, Sharon Paris, the Coordinator of Volunteers, presented each of our volunteers with a certificate of thanks, as a small token of our appreciation for the valuable work that they do that enhances the quality of our services to our clients.



Celebrating Wellness

For the first time, the Board of Directors of Summit Housing & Outreach Programs (Summit) hosted our annual signature event, the Wellness Awards, during Mental Health Week. In 2018, the celebration was held on May 8th at the Oakville Banquet Hall, and over 110 clients and 30 plus Board members, partner organizations and staff came to share stories, laugh together and celebrate each other. It was by far our largest event to date!

The Wellness Awards honour Summit clients whose efforts towards their personal wellness/recovery has been exceptional for them, this past year, and recognizes their resilience in their recovery journey. The awards also recognize that recovery is not an isolated journey. Our Board is also pleased to recognize partner organizations' staff and volunteers, who have made exceptional contributions towards the wellness of Summit clients. In 2018, we added a new category to the awards, a donor award, to celebrate the contribution of our donors toward our clients' recovery.

It was a busy night, as our Board Chair, John Phelan, presented awards to two partners, Lisa Puma, from Halton Healthcare Services and Joan McCarron, from Joseph Brant Hospital. These two recipients represent the partnership between clients, providers and the community that is so necessary to the recovery process. We were also pleased to present **Robert Nashat, from Leon's Pharmacy**, with the first donor Wellness Award, for his support of our agency and his role in our clients' recovery. It was the stories of recovery that brought the tears and laughter from everyone present, when our client recipients were presented with their awards, and shared their stories. Congratulations to our clients, **Shawn R., Roberta F., Peter H., Michael M., Karen D., Jennifer A., Eileen C., Melissa S., Aimee G. and Kim A.!** You inspired us all!

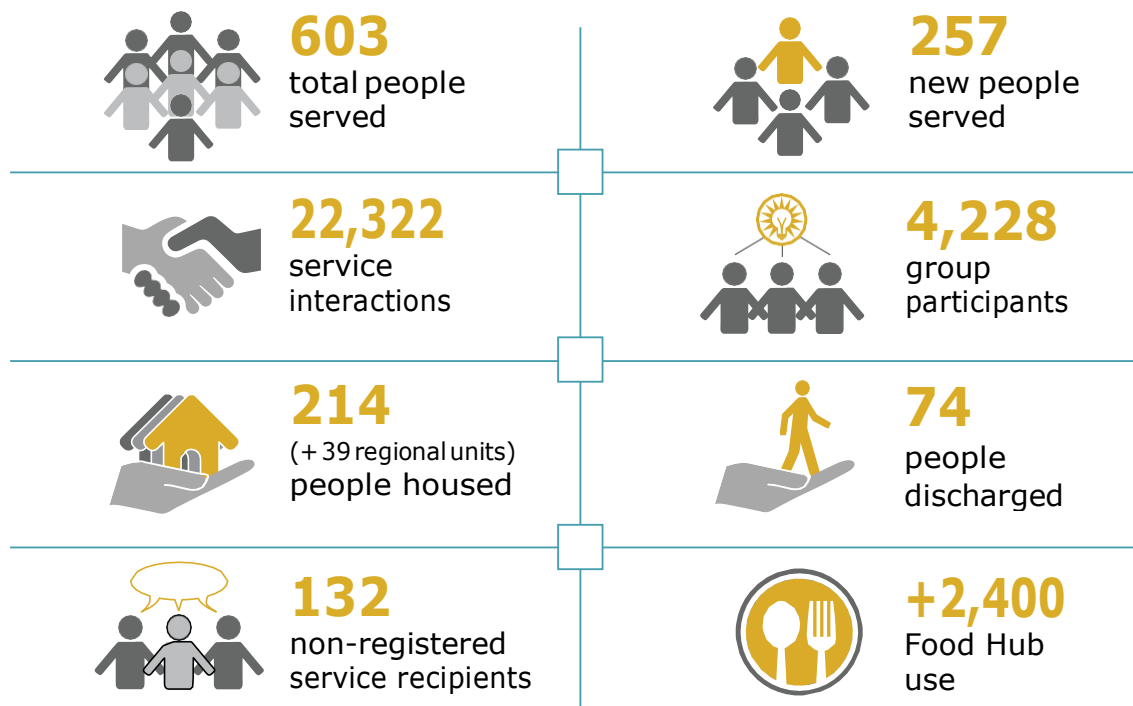


Our Board and staff would like to congratulate all recipients, and thank the Music Makers for entertaining us all, the artists who shared their talent with us, and the planning committee, who made this event happen! See you next year!



Our Accomplishments

SHOP's 2018-2019 Annual Dashboard



CLIENT SURVEY RESULTS

This Summit Housing & Outreach Programs introduced a new standardized survey tool called the Ontario Perception of Care (OPOC). This tool focuses more on the client's perception of care they received from the agency.

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

	Agreed
• I found staff knowledgeable and competent.	94.3%
• I was treated with respect by program staff.	93.6%
• I was seen on time when I had appointments.	92.8%
• Staff believed I could change and grow.	91.8%
• I was assured my personal information was kept confidential.	92.9%



What clients said: "Very kind people. Open minded and open hearted."

"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."

"...the care provided from my support worker is extremely helpful and key to my recovery process."

"Summit has been a crucial part of my recovery."

What's New - Client Services

Innovative, New Service in Halton!

In 2018-19, Summit was the grateful recipient of a three-year Grow Grant from the Ontario Trillium Foundation, and year-end funds from both the MH LHIN and the MOHLTC. With these funds, our current, very popular, volunteer-driven social recreational program, Don't Mind Us, is being enhanced and expanded. We are increasing our staffing to provide full day programming, transporting clients in new vans and building two Health & Wellness Centres, one in Milton and one in South Halton, to serve our current and new clients in the community! The Health & Wellness Centres will be inclusive and safe spaces supported by our volunteers, in partnership with Social Recreation Worker and Peer Social Recreation Assistant.



Greater Access and Information!

Summit Central Intake – In our ongoing efforts to reduce barriers for individuals' wishing to access our services and/or seeking information, Summit created a new, streamlined "front door" to the agency! We opened an agency-wide central intake department in 2018-19, with two new Intake Worker positions. The intake workers meet with individuals interested in our services, assess their needs, connect them with supports and provide them with some transitional supports as they wait for our service to begin. The intake workers are also out in the community letting everyone know about Summit and our services!



New Housing and Supports

With funding from the Ministry of Health and Long Term Care, the Mississauga Halton LHIN and Hamilton Niagara Haldimand Brant LHIN we were able to provide housing and associated supports for 6 new community based units in Oakville, Milton and Halton Hills and 4 new community based units in Burlington. This fills a critical need for safe and affordable supported housing in our community.



Anti-Human Trafficking

In the agency's ongoing work with our project partners, SAVIS, Elizabeth Fry, Halton Region and ROCK, Summit was able to secure one crisis unit and one transitional housing unit to house women and their children leaving human trafficking.



What's New - Quality



Quality Improvement Plan

Summit Housing & Outreach Programs has a commitment to ongoing program evaluation and improvement. The QIP (Quality Improvement Plan) is the tool that we use to record our quality improvement goals and initiatives. In 2018-2019 we focused on the following quality initiatives:

ACCESS to SERVICE Reduce client wait time from assessment to service initiation

EFFECTIVENESS Increase client goal attainment

INTEGRATION Increase agency presence in the community

EFFICIENCY Decrease funds spent on vacant units

EQUITY Increase Health Equity Data Being Collected to know who we are and are not serving



Health Equity

Summit Housing & Outreach Programs has been collecting health equity data from our clients for several years now, in order to get to know who we are serving, as well 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 all levels of the agency and outlines how we can improve our agency capacity to serve all people in our community.

Accomplishments on the 2018-2019 Health Equity Plan:

- agency brochures translated into 5 languages common in Halton
- staff training in Indigenous Cultural Safety
- accessibility upgrades to our offices
- building an Indigenous garden at one of our residences
- use of the Health Equity Impact Assessment tool when we are creating new programs to ensure we are not creating barriers to people accessing our services.



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.

Leons Pharmacy
Brownlow Partners Management Inc.
Virginia Tinti Professional Corporation
Locke Psychotherapy
Rejean Lefebvre
Fairview Tire
Acts of Kindness
Peter Armstrong
Lindsay Armstrong
Costco
Gerald Brolley & Lorrain Mc Adam

We would also like to thank the hundreds of other donations that helped make these events a huge success for our clients!



You can find us...



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Burlington Office

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Burlington, ON L7R 3L2
905-333-4814

Acton Office

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Acton, ON L7J 1P9

Milton Office

917 Nippissing Road, Unit #2
Milton, ON L9T 5E3

Email: info@summit-housing.ca

Website: 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.



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Charitable Registration # 108050755RR0001