

ANNUAL REPORT 2020-2021

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

A Letter from our Board Chair and Executive Director

This year has been a remarkable year for Summit Housing & Outreach Programs. As we celebrated our 40th anniversary serving the Halton Community, we also faced navigating a global pandemic which had significant impacts on our clients, staff and community.

Summit was established in 1981 in partnership with Joseph Brant Hospital, in response to the need for affordable and supported housing for people engaged with mental health services. Since that time, Summit has proudly served our community as a leader in housing and community based mental health services. Throughout the pandemic Summit continued to provide critical and necessary services utilizing a hybrid model of in person, face to face and virtual visits and programs to ensure that clients could continue to be supported in a timely and safely manner.

A great deal of program innovation took place in 2020-2021. In February of 2021 we achieved a 4 year accreditation from Canadian Centre for Accreditation (CCA). Accreditation is a process that ensures an agency is meeting the standards of best practice throughout, from governance to finance to client service. We are proud that Summit's culture of quality and safety has been recognized by CCA. The Health and Wellness Program was able to pivot quite quickly early on in the pandemic and moved to fully virtual programming. Both program participants and staff alike were able to support each other in the learning curve to moving to virtual care, and while we look forward to being able to host our program in person again, virtual groups opened up program participation to people new to groups who had not attended before. We were even able to enjoy fun events like our client picnic and holiday party in a safe and fun virtual format.

Summit also partnered with HLS Therapeutics to be the first Assertive Community Treatment Team (ACTT) in Ontario to bring the Pronto device to our clients.

Pronto is a point of care device that allows for mandatory safety blood monitoring for individuals prescribed Clozaril® to be completed at the agency offices and potentially at the client's homes, using just a finger prick. We are very pleased to offer this innovative service to our clients as it offers a much more convenient and comfortable experience for our clients.

This year, Summit also saw another expansion of our Justice Supportive Housing Program, in partnership with Support House and STRIDE, with funding from Ontario Health. This funding allowed us to add 2.5 Registered Social Workers positions with associated housing subsidies and access to vocational support through STRIDE to our already established Justice Supportive Housing Program. Affordable housing continues to be in limited supply in Halton, and this funding is a much needed opportunity to offer affordable housing for those in need.

Finally, as Chair of the Board of Directors and Executive Director, we would like to recognize the Summit staff who through their dedication, resiliency, creativity and commitment were able to keep our services operating throughout the pandemic. Though they faced daily uncertainty, they continued to stay focused on the needs of those we serve and on providing excellent support and care. We are grateful and sincerely thank each and every direct service worker, manager, administrative and leadership staff who navigated through these turbulent times.



Irene Zivko
Executive Director
Summit Housing & Outreach Programs



Lina Rinaldi
Chair
Summit Housing & Outreach Programs

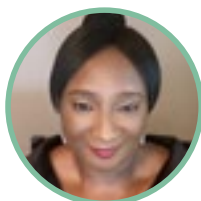
Board of Directors 2020-2021



Lina Rinaldi
Chair



Chelsea Kirkby
Vice Chair



Sukkie Steve-Fagbemi
Chair - Finance Committee



Stephen Reitknecht
Member



Lisa Jean
Member



Nabeel Khan
Member



Aneta Sokolowski
Member



Noor Khayat
Member



Deb Cochrane
Past Chair

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 an accredited 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 2020-2021.



40th Anniversary

In 2021, we celebrated four decades of providing supportive housing and case management for people with serious mental illness.

We are proud of the work we and our supporters have done over the past 40 years to make positive, long-lasting change in vulnerable communities. We are inspired by all of the individuals we have met who are breaking barriers and shaping a better future for themselves, their community and peers.

We thank the exemplary staff and volunteers who over the years have gone above and beyond to provide the best services possible to the people we support. We also thank our donors and funders who provide financial support for us to achieve our mission and vision.

As we look ahead, we see a future where people living with mental illness are free from judgement and prejudice, are heard, respected and filled with hope. We are committed to working to make this future a reality.



Time Capsule



Our clients, volunteers, staff and Board of Directors have compiled items to reflect on our 40 years. Each program has provided an item or two, and clients have also contributed items that they have kept over the years.

Documentation of achievements and milestones are included, along with personal items which provide a personal reflection on Summit's role in their life.

The time capsule will be opened for our 50th anniversary.

Community Investment

Statement of financial position as of March 31, 2021

Assets

CURRENT	2021	2020
Cash	1,440,451	1,018,634
Short-term investments	506,361	494,379
Accounts receivable	139,710	178,504
Prepaid expenses	24,116	5,632
TOTAL	\$ 2,110,638	\$ 1,697,149
CAPITAL ASSETS	992,539	1,040,056
TOTAL ASSETS	\$ 3,103,177	\$ 2,737,205

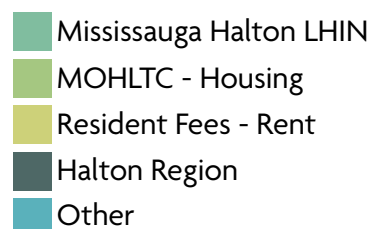
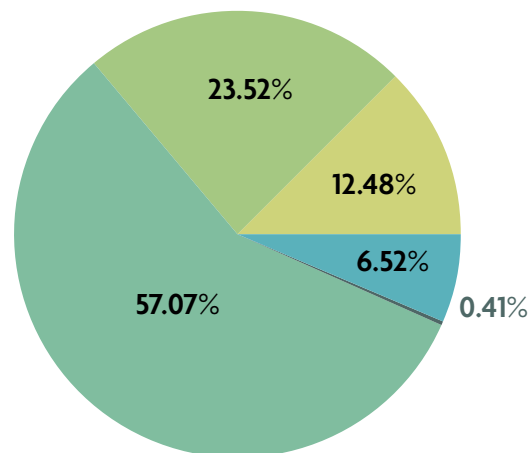
Liabilities

CURRENT	2021	2020
Accounts payable & accrued charges	948,293	843,659
Deferred revenue	377,407	96,126
TOTAL	\$ 1,325,700	\$ 939,785
LONG TERM DEBT	170,482	211,159
DEFERRED CAPITAL ASSET CONTROL	8,364	13,932
TOTAL	\$1,504,546	\$1,164,876

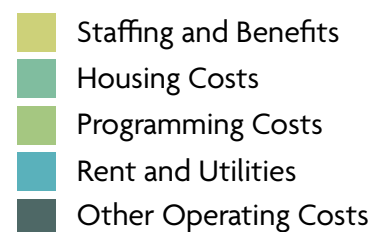
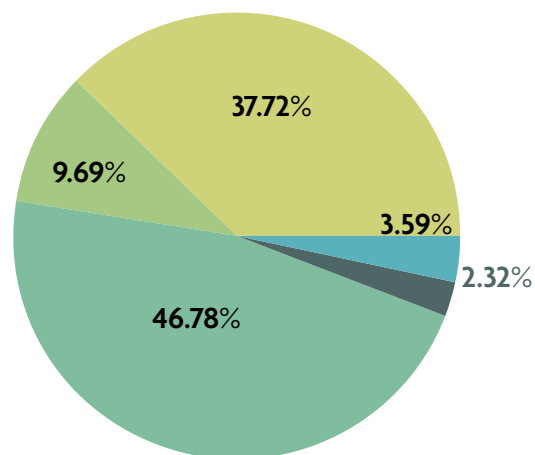
Net Assets

	2021	2020
Restricted net assets	836,536	810,234
Ministry capital asset funding	744,236	744,236
Unrestricted surplus	17,859	17,859
TOTAL NET ASSETS	\$ 1,598,631	\$ 1,572,329
TOTAL LIABILITIES AND NET ASSETS	\$ 3,103,177	\$ 2,737,205

Revenue



Expenses



Staff Recognition

Summit Housing & Outreach Programs thanks and acknowledges all of our dedicated team members who faced the unprecedented challenges of 2020-2021 with unwavering commitment, innovation and compassion. Clients continued to receive excellent care and support as the agency and staff navigated uncharted territories and learned to operate in the “new normal.”

The Mission, Vision and Values of the agency were truly evident as all programs and services were kept open throughout the pandemic.

5

Years of Service Awards



Teri Prodeus



Sandra MacKay



Samantha Haber

15

Years of Service Awards



Krystale Spencer-Thomas



Delta Beaulieu

Above and Beyond Award Winners



Erin Brice



Nikki Mandarino



Amy Douma



Honorable Mention

Deirdre Coyne

Petra DiBussolo

Lauren Hord

Kerry Prevett

Karen-Ann Rozycki

Erin Taylor

Valeska Tobar

Catherine Warden



Volunteer Appreciation

Many of the services and programs that we offer rely on the generosity of our wonderful volunteers. Our volunteers truly pitch in anywhere that they are needed. Some of the work our volunteers do includes: running social recreation groups, sitting on committees, driving clients, running our food hubs, providing administrative support and sitting on our Board of Directors. As we faced a “new normal” this year, our volunteers were extra generous with their flexibility, time and commitment. We are proud to celebrate our volunteers and humbly say we could not do it without you! If you are interested in a volunteer opportunity to contribute to our work for the community, please email info@summit-housing.ca.

2020-2021 Stats

52 volunteers

776 volunteer hours

475 social recreational programming hours

234.5 committee hours



Wellness Awards

We are pleased to take this opportunity to celebrate the 2020 recipients of the Summit Housing & Outreach Programs Wellness Awards. This award was created to celebrate those special partnerships that together make a difference in the lives of our clients. This award honours individual's recovery journey's, the people in our community who support them and the donors who recognize the value of our work through financial support. Just last year, Summit introduced a new award – the Alania French Award – to recognize a special contribution to our community through volunteerism or advocacy. Alania was a Summit Board member who was a strong advocate and caregiver in our community, and this award honours her legacy of compassion and dedication of a better quality of life for individuals with mental health diagnoses. Though the pandemic had led us to move our Wellness Award Celebration online, we celebrate our Wellness Award recipients with the same level of enthusiasm and appreciation as always. Congratulations to all!



Recipients

HONOREES

Amandeep Mann
Jonathen Harrison
Michael Passmore
Sherry Cartwright

COMMUNITY PARTNERS

Donna Slater - Food For Life
Lisa Mackay - Support House
Lois Vanvolkenburg
Sam Clarke - ADAPT
Wellington Square Church
Baily Smith

DONORS

Hey Ray Storage and Realty

ALANIA FRENCH AWARD

Gary Young - Volunteer



Community Impact

SUMMIT'S 2020-2021 Annual Dashboard



553

Unique people served



130

New referrals



19,727

Service contacts



630

Group interactions



211

People housed



97

People discharged

Client Survey Results

5 Areas of Excellence:

- I was treated with respect by program staff.
- Staff were sensitive to my cultural needs (e.g., language, ethnic background, race).
- I was assured my personal information was kept confidential.
- If a friend were in need of similar help I would recommend this service.
- I felt welcome from the start.

87.5%

of respondents agreed/strongly agreed that the services provided by Summit are of high quality.

95.9%

of respondents agreed/strongly agreed that if they had a friend in need of similar help they would recommend Summit.

What Clients Said

"The client centered care that I have received is extremely important and the constant interaction with support workers who are almost always genuinely involved in my care."

"I feel very fortunate to have a kind, supportive + understanding worker. Very dependable. She has been extremely helpful + available during a personal crisis."

"Easy access, helpful community support, connection to other people/resources."

"I really appreciate the therapist, support workers and staff, always made me feel welcome and cared about."



What's new at SUMMIT

With the quarantines and lockdowns that went into effect early last year, Summit made a great push to transform our programming as much as we could to make it safe for community members and staff while still being accessible to as many people as possible.

With emergency funding from the Ontario Government, we were able to access supplies of masks, gloves and other protective equipment to allow our staff and residents continued and safe access to their workers and other services. We were also able to have funds to allow our residents to quarantine and isolate in hotels or other safe locations to prevent any spread of the virus.

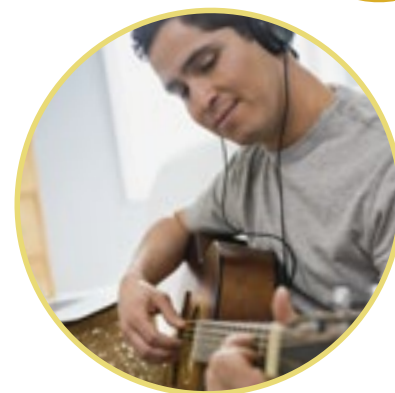
All of our Health and Wellness programming was quickly transformed to be delivered into an online virtual environment. We were able to provide a large number of clients with tablets so they could join our programming and participate remotely. This turned out to be a pivotal moment as we started to see individuals accessing our programming who were unable to do so previously – opening up a new audience to us. A hybrid of in person and virtual care will continue to be offered to clients as part of our regular offering of services

Continuing this momentum, we moved all of our community-based events to a virtual format and we had great success with our Annual Picnic in September, Wellness Awards in November and our Annual Christmas Party in December, even being able to provide delicious meals to attendees to celebrate the event. Thank you to the staff who made the deliveries!

Throughout the pandemic we also received additional funding to help us boost Nursing, Peer Specialist and Intake worker positions to address the increase in support needs people were experiencing during the pandemic. All of our services remained fully open throughout the pandemic to serve the community and provide much needed support to individuals coping with increased mental health challenges such as isolation, anxiety and depression.

Through some one-time funding we were able to introduce a Social Media Engagement Specialist position who helped develop the agency social media presence. By building profiles on Twitter, Facebook, Instagram and LinkedIn, it gives us a huge platform to let the whole community know what Summit does and about the things we care about. It creates a safe space for a dialogue on mental health and provides a starting point for those who are looking for help or those who want to help out.

Summit also received another investment into our Justice Supportive Housing program and we were able to grow our program with 5 new team members and funding for 22 new housing subsidies to provide additional housing supports as well as case management services to individuals in the community. This program is designed to work closely with individuals who have experienced contact with the Justice system because of their mental health. Supporting these individuals coming out of court or correctional facilities goes a long way to provide ongoing stability, set goals and continue on their recovery and participate successfully in the community.



2020-2021 Quality Improvement Plan

QUALITY DIMENSION	OBJECTIVE
• EQUITABLE	• Increase programming available to specific diverse populations
• EFFICIENT	• Reduce room turn over times between clients • Reduce rent subsidy surplus returned to Ministry at year end
• PATIENT CENTRED	• Improve client knowledge of agency complaint procedure. • Increases client knowledge of services after discharge
• CLINICIAN EXPERIENCE	• Increase in staff engagement

2020-2021 Health Equity

Inclusion, quality, equity, respect, compassion, diversity, integrity, trust and honesty are the values Summit Housing & Outreach Programs abides by. Summit strives to actively promote access, equity, and inclusiveness in all of it's services and programs, and to ensure we are serving all members of our community who need our services. As a Health Equity centered organization, Summit seeks to demonstrate sensitivity to, and understanding of the differences in people, service delivery, implementation and evaluation. Through it's annual Health Equity Plan, Summit outlines our strategy on how we will reach out to and serve people inclusive of race, spiritual beliefs, language, socioeconomic status, cognitive capacity, sexual orientation, gender, age, or culture.

Accomplishments on the 2020-2021 Health Equity Plan:

- Active recruitment of Board of Directors that reflect the diversity of our community.
- Regular review of sociodemographic data collected from our clients to ensure we are serving clients that represent our community.
- Review of programs for unintended barriers to accessing service and implementing plans to address any barriers.
- Ongoing staff training and skill development including Anti-BIPOC Racism, Indigenous Cultural Safety, Active Offer of French Language Services and others.
- Inclusion of clients on agency committees such as Accreditation, Social Recreation Programming, Quality and Innovation, Client Advisory to ensure the client voice is present throughout our work.
- Programming geared to specific targeted populations that have been identified as priority groups for engagement.
- Meeting Accessibility for Ontarians with Disabilities Act standards for accessibility.
- Continued review of our programs and services through a health equity lens.
- Supported client Digital Equity through establishing a Virtual Lending Library of tablets available to clients so that they are able to access services virtually.





Summit is fortunate to have many dedicated and generous volunteers, donors and sponsors that make our work for the clients and community possible. We could not accomplish our goals without your support. Thank you.

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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.

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

Summit Housing & Outreach Programs would like to thank our funders:



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Canadian Centre
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Agréé par
Centre canadien
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Charitable Registration # 108050766RR0001