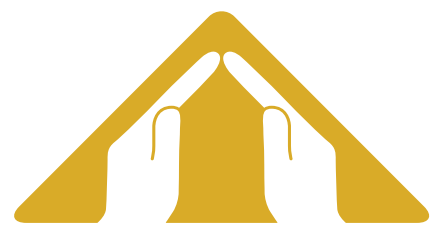




ANNUAL REPORT

2022-2023



SUMMIT HOUSING &
OUTREACH PROGRAMS

CELEBRATING
40 YEARS



Land Acknowledgement

Summit Housing & Outreach Programs acknowledges Halton is rich in the history and modern traditions of Indigenous people. We live and work on land that has been inhabited by Indigenous peoples from the beginning.

We are grateful for the opportunity to work here and we thank all the generations of people who have taken care of this land – for thousands of years. Long before today, there have been Indigenous peoples who have been the stewards of this land we are on today. In particular, we acknowledge the Treaty Lands of the Mississaugas of the Credit First Nation as well as the Traditional Territory of the Haudenosaunee, Huron-Wendat and Anishinabek.

We recognize and deeply appreciate their historic connection to this place. We also recognize the contributions of Métis, Inuit, and other Indigenous peoples have made, both in shaping and strengthening this community in particular, and our province as a whole. As settlers, this recognition of the contributions and historic importance of Indigenous peoples must be clearly and overtly connected to our collective commitment to make the promise and challenge of truth and reconciliation real in our communities.

Acknowledgment by itself is a small gesture. It becomes meaningful when coupled with authentic relationship and informed action.

OUR MISSION

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

OUR VISION

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

OUR VALUES

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

A Message from Our Board Chair and Executive Director

We are pleased to bring you Summit Housing & Outreach Program's 2022-2023 Annual Report. In this report, we reflect on the year's highlights and accomplishments. Summit continues to be committed to providing excellence in supportive housing, case management, assertive community treatment and social recreation. Our many programs continue to thrive and provide exemplary supports to individuals, families and our community through offering supported housing, congregate living, long-term Case Management, Assertive Community Treatment and Health and Wellness programs.

Summit's Strategic Plan (2021-2024) provides the Board of Director's strategic direction for the agency that "those individuals who are impacted by mental health issues will have an improved quality of life". Our long-standing Client Advisory Committee reflects the client voice and advises the agency on how to deliver our programs and services to provide the best client experience. Our Health Equity, French Language, Accessibility and Quality Improvement Plans offer roadmaps to ensure that we are serving our whole community with the best quality healthcare possible and the fewest barriers to services.

More than ever before we are having conversations about mental health and understanding that the need for support is widespread. Staff, Managers and Leadership at Summit have been transforming our programs and embracing new approaches to providing services through utilizing new digital solutions to provide virtual care and share unified care plans amongst the circle of care. We are also expanding our services that are founded on well-established evidence-based models such as Assertive Community Treatment, Housing First and long-term Intensive Case Management. We continue to innovate, expand and develop our service to better meet the needs of our clients and the community.

Finally, we would like to take this opportunity to thank our Volunteers, Staff, Management and Leadership Team at Summit. Your resilience, compassion and professionalism have brought the agency through the pandemic challenges of the past few years and have emerged stronger than ever. You are the reason why Summit is able to make a difference in the lives of our clients and their families and in the community. We would also like to thank our donors and funders without whose financial support our work would not be possible.



IRENE ZIVKO
Executive Director,
Summit Housing
& Outreach Programs



CHELSEA KIRKBY
Chair,
Summit Housing
& Outreach Programs

2022-2023 Board of Directors

Chelsea Kirkby	<i>Chair</i>	Leslie Cooke-Bithrey	<i>Director</i>
Sukkie Steve-Fagbemi	<i>Vice Chair</i>	Naushaba Degani	<i>Director</i>
Stephen Reitknecht	<i>Chair, Finance Committee</i>	Vanda Koukounakis	<i>Director</i>
Al Itwar	<i>Secretary</i>	Abrar Nantel	<i>Director</i>
Lisa Rinaldi	<i>Past Chair</i>		

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 2022 - 2023.

Strategic Plan Summary 2021-2024

MISSION

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

VISION

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

VALUES

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

STRATEGIC PRIORITIES

GOAL:

Those who are impacted by mental health issues will have an improved quality of life.

INDIVIDUALS

Individuals are defined as those who are over 18 years of age, with moderate to severe mental illness.



Improve individual mental health and well being by addressing:

- housing,
- life skills,
- safety,
- food security,
- supported connections and transitions,
- social connections,
- stabilized mental health and recurrence,
- re-hospitalizations, and
- incarcerations (justice diversion).

FAMILIES

Families are defined as parents, caregivers, children and others.



Support, understand, and reduce the burden for families.

THE COMMUNITY

The general public is defined as all Halton community members..



Increase awareness of available supports and resources for mental health among the general public.

Strengthen the mental health system with supported connections and transitions.

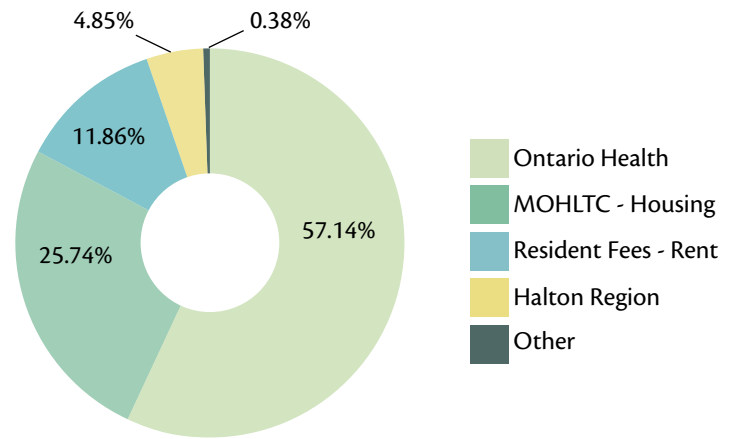
Community Investment

STATEMENT OF FINANCIAL POSITION - MARCH 31, 2023

REVENUE

	2023
• Ontario Health	\$ 3,857,926
• MOHLTC - Housing	\$ 1,737,961
• Resident Fees - Rent	\$ 800,669
• Halton Region	\$ 27,430
• Other	\$ 327,177
TOTAL	\$ 6,751,163

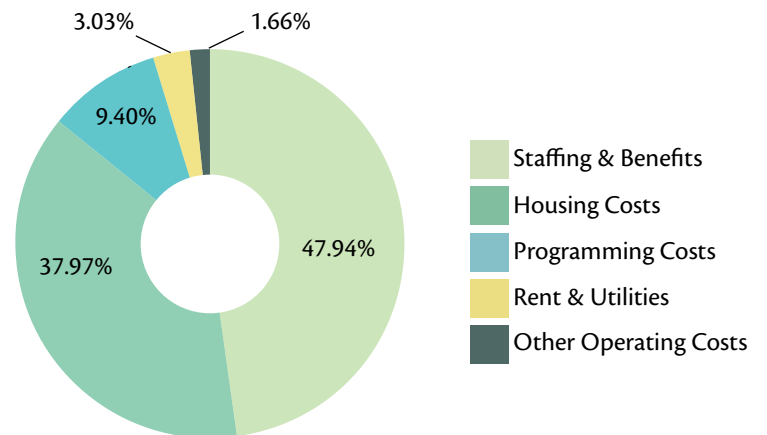
REVENUE



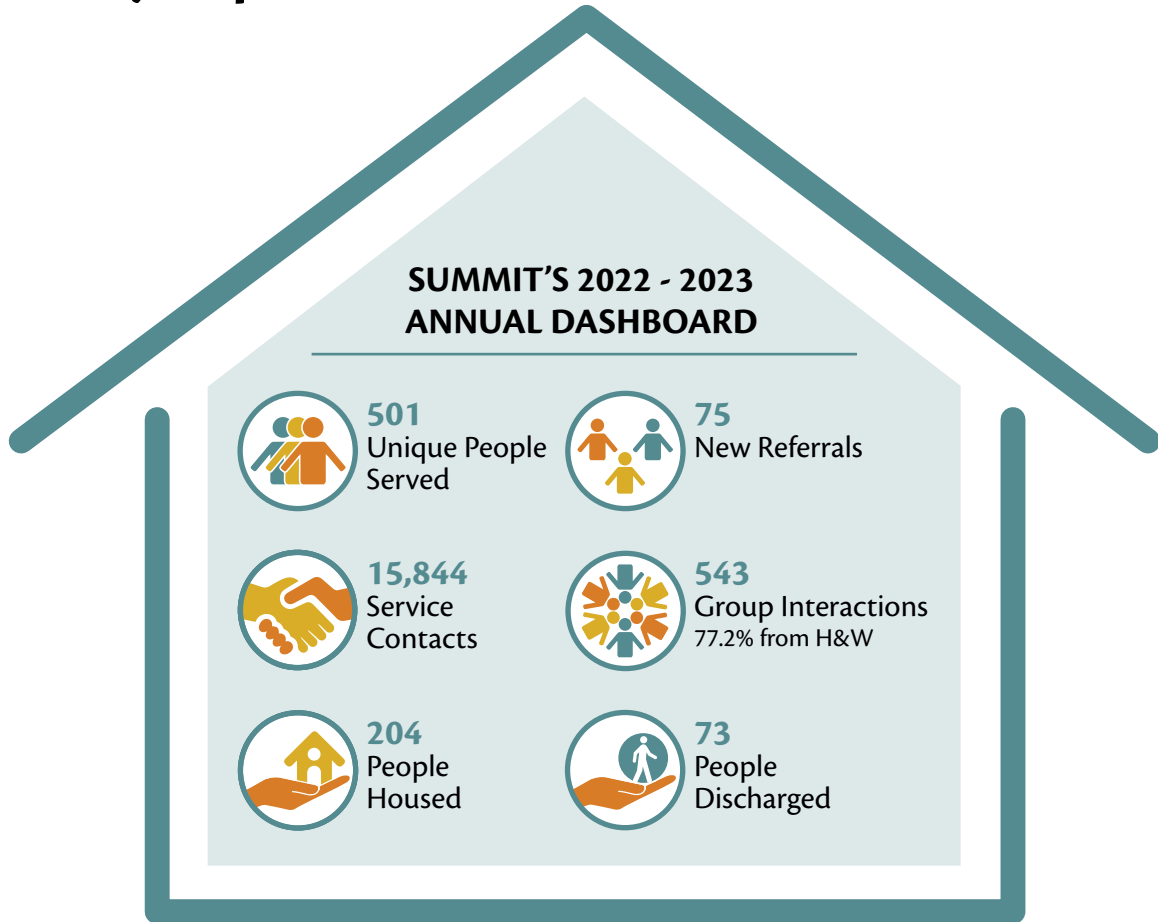
EXPENSES

	2023
• Staffing & Benefits	\$ 3,245,116
• Housing Costs	\$ 2,570,179
• Programming Costs	\$ 636,364
• Rent & Utilities	\$ 204,867
• Other Operating Costs	\$ 112,975
TOTAL	\$ 6,769,501

EXPENSES



Community Impact



Mental Health Alliance

The Mental Health and Addictions Alliance is made up of the six mental health and addictions agencies. Each Member plays a key role in the health care system, providing essential services to the Halton community and working closely with other health care service providers in the system. These organizations represent a \$25 million dollar investment towards better mental health and addictions care for the hundreds of thousands of people we reach annually in the region. The Alliance hopes to collectively contribute to the health care system and community, and the value that it can bring to its essential role in both. The Alliance operates under the shared values and principles of: transparency, valuing human resources, equity, collaboration, and incorporating in the client voice.



Staff Recognition

Summit Housing & Outreach Programs would like to acknowledge and thank our dedicated team members who faced the challenges of the past year with great strength and dedication to the Mission, Vision and Values of the organization. We recognize all of our team members who have stepped forward to provide support to clients and to the work of the agency in a quickly changing and demanding landscape. On behalf of the Clients, Board and Leadership, thank you!

Years of Service Awards



Jessica Atwal
Deepika Jeyakumaran
Jacob John



Catherine Warden



Erin Taylor
Irene Zivko

Above and Beyond Award Winners

1st Place

Mei Du

2nd Place

Abiola Akinremi

3rd Place

Brenda Kalala
Victoria Tweedy

Honorable Mention

Jessica Atwal
Kayla De Barros
Julia Harrington

Vanessa Ogini
Margarita Salman
Krystale Spencer-Thomas

Mariyana Thangaraja
Melissa Thomson
Igor Turkowski

Volunteer Recognition

“Volunteering weaves us together.” - Volunteer Canada



Summit is very fortunate to have a team of dedicated, hardworking, and talented volunteers. Our volunteers provide support in all areas of our organization, from serving as Board members, leading social recreational groups, providing administrative support and being volunteer drivers, transporting clients to and from services. With us returning to in-person groups, the role of volunteers is every more important in the transition back by offering a warm, welcoming, and supportive environment for people to develop relationships and support recovery. Knowing that our volunteer contributions are valued and meaningful reveals the importance of their inter-connected actions in promoting client’s wellness and weaving stronger communities.



of volunteers
including board members:
26



of Health and Wellness Program
volunteer hours
406



of volunteer hours
459.75



of committee members
participation hours
42.5

Art by Jonathan Harrison



Client Advisory Committee

Jonathan Harrison	<i>Co-Chair</i>	Angela F.	<i>Member</i>
Deborah T.	<i>Co-Chair</i>	Dean Travers	<i>Member</i>

We would like to extend our thanks to the Client Advisory Committee and acknowledge the work that they do to improve the client experience at Summit. The Committee serves in an advisory capacity, making recommendations on matters that impact the experience of clients and their families. The Committee brings together individuals with a variety of experiences:

- To provide feedback on, and ideas for, initiatives and programs that enhance, ensure and embrace the model of client centered, recovery based support;
- To be a collaborative, positive and rational force for the enhancement of high-quality client centered support at Summit;
- To advance client engagement and client centered support principles and practices at Summit; and
- To celebrate improvements and goals achieved within the mental health field in particular raising awareness of the valuable role of consumers.

Client Survey Results

Summit invited clients and families to participate in the Ontario Perception of Care (OPOC) standardized survey. This tool focuses on the client's perception of the services they receive from the agency. The results of the survey are used to make valuable service improvements to client care.

I was treated with respect by program staff 95%	If a friend were in need of similar help, I would recommend this service 88%
---	--

Staff believed I could change and grow 90%	Staff understood and responded to my needs and concerns 86%
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What Clients Said

- "Summit Housing has been a part of my life since 2005 and I am ever so grateful for the help and watched me gain more confidence!"
- "I receive housing support. Summit has been really helpful when I need it."
- "Staff is friendly to work with and make me feel comfortable."
- "I always felt heard and was always given fantastic advice! I was always accommodated with appointment times which helped immensely."

What's New at Summit

It has been a thrilling time for staff and clients as our Health and Wellness Program has been able to host several in-person events throughout the year, which were for the past two years were held online. We started off with our Friendsgiving Apple Picking event at Applevale, then our Hot Chocolate Social at Kelso Conservation and finally our most popular event, our Holiday Party at Country Heritage Park. These events allowed the opportunity for staff, clients and volunteers to connect to nature and each other and focus on wellness and recovery.

Summit is excited to still 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. In partnership with ADAPT, CMHA, Goodwill, Elizabeth Fry, Oakmed Family Health Team, Halton Community Legal Services, The Halton Rapid Access Addictions Medicine (RAAM), Food For Life, and Sexual Assault & Violence Intervention Services (SAVIS), we are dedicated to providing applicable support and resources to this community. Particularly, 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.

Summit is excited to be part of the Unified Care Plan Project, headed by Connect Care and the Ontario Health Team Burlington. Unified care plan provides complex clients with a circle of care and one plan that all the support staff and the client can develop and change. Unified care plans can be upload and shared on a secure platform, Aetonix, which facilitate the ability to share and adapt the circle of care with ease.

Accreditation

The process of Accreditation ensures that an agency adheres to the highest standards in governance, organizational planning and performance, leadership, risk management and program service. We are pleased to have achieved a four year accreditation from 2021 - 2025 with Canadian Centre for Accreditation. Successful accreditation shows an agency's commitment to ongoing quality improvement.



Quality Improvement Plan

Quality Dimension	Objective
Equitable	To increase senior participation at our Health and Wellness Groups.
Efficient	To reduce the amount of vacancy days in our supportive housing.
Efficient	Improve the process for housing procurement for those on the housing subsidy waitlist. Improve landlord relationships through communication.
Client Centered	Increase client knowledge about services after discharge.
Clinician Experience	Increase an organizational culture where staff feel connected.
Clinician Experience	Increase an organizational culture with a focus on wellness.

Health Equity and French Language

Health Equity is created when people have fair and just opportunity to reach their optimal health potential. Summit strives to be celebrate people’s differences and ensure that our programs and services serves all member of Halton no matte race, spiritual beliefs, language, socioeconomic status, cognitive capacity, sexual orientation, gender, age, or culture. Summit’s Health Equity Plan outlines strategies to actively promote access equity and inclusiveness. Our plan includes addressing the needs of Francophone community.

Health Equity and French Language Plan Achievements

- Diversity and Inclusion are embedded within the agency’s Mission, Vision, and Strategic Plan as key values.
- Ensuring that our offices are ADOA compliant.
- HR practices and policies support diversity in the workplace.
- Completing a Health Equity Impact Assessment Tool when implemented new programs.
- Agency website updated – more accessible and inclusive.
- Staff training in Indigenous Cultural Safety.
- Staff training in Active Offer French Language Health Services

How to Connect with Us

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Mailing Address:

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Oakville, ON L6M 3H2

EMAIL: info@summit-housing.ca **WEBSITE:** www.summithousing.ca



@SummitPrograms



@SummitPrograms



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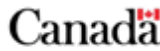
Summit Housing
& Outreach Programs

Thank You

Summit Housing & Outreach Programs 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.

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 Summit Housing & Outreach Programs and do not necessarily reflect those of Ontario Health or the Government of Ontario.



Accredited by
Canadian Centre
for Accreditation



Agréé par
Centre canadien
de l'agrément

