



SUMMIT HOUSING &
OUTREACH PROGRAMS

CELEBRATING
40 YEARS



Art by Michelle B.

ANNUAL REPORT
2021-2022



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

2021-2022 was another unprecedented year. The ongoing pandemic continues to challenge us to do better – to find new and creative ways to deliver critical services to our clients and their families. As we moved to virtual services, we became more acutely aware that isolation and social separation was having a significant impact on the mental health and wellbeing of our community. While virtual services provided a touchstone to many people, keeping them connected and well served – we realized that nothing replaces the connections made through in person face-to-face services. Our staff worked tirelessly, in the face of uncertainty, fatigue and the overwhelming need to ensure that the people we serve had a face they could reach out to, a face that provided connection. The work of Summit could not have been possible without the unwavering commitment of our employees, volunteers and supporters. Thank you to you all!

As the healthcare sector innovates, we are proud to be participating in two Ontario Health Teams (Burlington Ontario Health Team, Connected Care Ontario Health Team), the Mental Health and Addiction Alliance (comprised of local mental health and addictions

service providers) and many new and innovative partnerships and projects (PACE, unified care plan, By-Name housing list). Through this work, we are building a more connected health care system, centred around clients, families and caregivers and are strengthening local services, making it easier for clients to navigate the system and transition between providers.

Over the pandemic, we experienced a bit of a transformation, closing our Burlington office and expanding our Milton office location to include a dedicated Health and Wellness centre. We also moved our Oakville office to a larger, brighter location. As we move to yet another phase in the pandemic, we continue to approach our important work with caution and hope. We are in awe and inspired by the resiliency of our staff and clients we serve who have navigated the changes during the past year. We look forward to opening up our offices, and welcoming you back in person. While we continue to learn to live and work in the “new normal”, our commitment to the agency mission, vision and values remains strong.



IRENE ZIVKO
Executive Director,
Summit Housing
& Outreach Programs



LINA RINALDI
Chair,
Summit Housing
& Outreach Programs

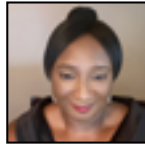
2021-2022 BOARD OF DIRECTORS



Lina Rinaldi
CHAIR



Chelsea Kirkby
VICE CHAIR



Sukkie Steve-Fagbemi
CHAIR,
FINANCE COMMITTEE



Leslie Cooke-Bithrey
DIRECTOR



Naushaba Degani
DIRECTOR



Al Itwar
DIRECTOR



Lisa Jean
DIRECTOR



Nabeel Khan
DIRECTOR



Noor Khayat
DIRECTOR



Stephen Reitknecht
DIRECTOR



Aneta Sokolowski
DIRECTOR

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 2021-2022.

STRATEGIC PLAN SUMMARY 2021-2024

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, 2022

ASSETS

CURRENT	2022	2021
Cash	1,779,498	1,440,451
Short-term investments	518,624	506,361
Accounts receivable	34,841	84,342
Government Remittances Receivable	85,093	55,368
Prepaid expenses	40,182	24,116
TOTAL	\$ 2,458,238	\$ 2,110,638
Capital Assets	946,018	992,539
TOTAL ASSETS	\$ 3,404,256	\$ 3,103,177

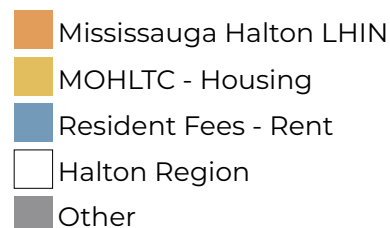
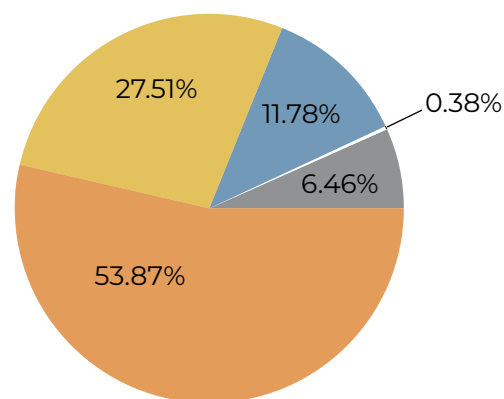
LIABILITIES

CURRENT	2022	2021
Accounts payable & accrued charges	1,354,268	948,293
Deferred revenue	326,155	377,407
TOTAL	\$ 1,680,423	\$ 1,325,700
Long term debt	127,914	170,482
Deferred capital asset control	5,577	8,364
TOTAL	\$ 1,813,914	\$ 1,504,546

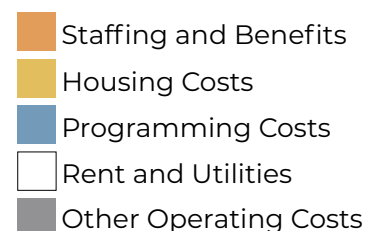
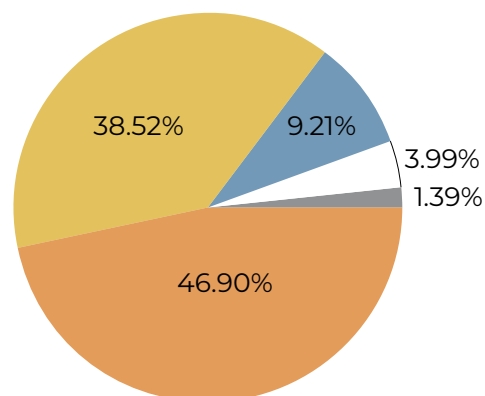
NET ASSETS

CURRENT	2022	2021
Restricted net assets	828,247	836,536
Ministry capital asset funding	744,236	744,236
Unrestricted surplus	17,859	17,859
TOTAL	\$ 3,404,256	\$ 3,103,177

REVENUE



EXPENSES



WELLNESS EVENT 2021

The Board of Directors of Summit Housing & Outreach Programs is pleased to take this opportunity to celebrate the 2021 recipients of the Wellness Awards. This award was created by the Board to celebrate those special partnerships that together make a difference in the lives of our clients. These awards honour individual recovery journeys, the people in our community who support them and the donors who recognize the value of our work through financial support.

In 2019 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, and this award honours her legacy of compassion and dedication to 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!



CLIENT AWARDS

Kurtis DeBoer
Lisa LaCroix

Samantha Makoni
Michael McDonald

Tarek Nemr Carol
Yarmolinski

COMMUNITY PARTNER AWARDS

Meal Bag Program
(at Wellington Square)

Parlatos Catering

Situation Table

DONOR AWARD

Equilibrium Burlington

ALANIA FRENCH AWARD

Antonio Distefano

STAFF RECOGNITION

Summit Housing & Outreach Programs acknowledges the contributions of our dedicated team members who continued to face the unprecedented challenges of 2021-2022 with unwavering resiliency, commitment, and compassion. Thank you to our amazing team members who provided excellent care and support to our clients, while managing their own personal demands and challenges during the pandemic. The Mission, Vision and Values of the agency were truly evident in your actions.

YEARS OF SERVICE AWARDS



Erin Brice
Valeska Tobar



Kathryn August
Cathy Eves
Rashma Harrypaul
Holly Petkoff
Brad Smith



Rohan Williams

ABOVE AND BEYOND AWARD WINNERS

1ST PLACE

Monty Montgomery

2ND PLACE

Sandra Mackay
Laura Veleno

3RD PLACE

Deirdre Coyne
Olga Gorska
Kerry Prevett

HONORABLE MENTION

Delta Beaulieu	Brad Smith
Dr. David Kantor	Monika Szulc
Sharon Paris	Erin Taylor
Holly Petkoff	



VOLUNTEER APPRECIATION



COVID-19 has had an enormous impact on the way people have reconsidered what matters in their lives and volunteering has come into sharp focus for many. The downside of course is that one of the key benefits of volunteering is that it helps people stay connected and that has been a challenge with social distancing and restrictive group numbers. In this year's annual Volunteer Appreciation Event, volunteers had a special lunch delivered to their homes and a swag kit with an insulated thermal lunch bag, bamboo notebook, seeds, soil & planter kit, along with a Thank You card and snacks. The event included a garden motif, "The deeper the roots the greater the fruits".

Most of the volunteers chatted about missing the clients, being able to spend time with them, and participating in group activities together in person. Others wanted to know when we would be able to re-engage clients especially for programs that make a significant effect on their quality of life: the food hubs, the garden club and rides to different places. Summit greatly appreciates the contributions of our volunteers and we look forward to having you back in person – we couldn't do it without you!

28
VOLUNTEERS

134
VOLUNTEER HOURS

364
SOCIAL RECREATIONAL
PROGRAMMING HOURS

25.5
COMMITTEE HOURS

Summit would like to thank the artists who contributed their work below to be featured in our annual report. We are so fortunate to have many talented and creative individuals involved with our agency.

Art by Gillian H.



Art by Sherry C.



Art by Jon H.



COMMUNITY IMPACT

SUMMIT'S 2021-2022 ANNUAL DASHBOARD



513
UNIQUE PEOPLE SERVED



58
NEW REFERRALS



16,775
SERVICE CONTACTS



669
GROUP INTERACTIONS



174
PEOPLE HOUSED

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 is used to make valuable service improvements to client care.

- **96.2%** of the respondents that answered this question agreed/strongly agreed that if they had a friend in need of similar help, they would recommend Summit.
- **87.7%** of the respondents that answered this question agreed/strongly agreed that the services provided by Summit are of high quality.

WHAT CLIENTS SAID

*"I don't know where I would be today if I hadn't received your help - **very grateful!**"*

*"I found the overall experience very **enlightening and beneficial** to my mental health."*

*"I get a sense of **non-judgmental** peace + companionship and I felt welcome."*

*"Very professional, kind, patient, **compassionate and genuine**...very much appreciated."*

WHAT'S NEW CLIENT SERVICES

CLIENT SERVICES HIGHLIGHTS

COVID-19 Response

Throughout the second year of the pandemic, Summit continued to provide virtual and in person service options to best support clients and keep everyone safe. A lending library of tablets was available to clients so that those who did not have access to technology could participate in virtual groups and other virtual supports.

Offices

The expansion and renovation of our Milton office was completed. This site now includes a dedicated Health and Wellness Hub that will host in person health and wellness groups and events. Once fully open, we look forward to welcoming our partner agencies in this space to diversify our offerings to the community.

Our Burlington and Oakville offices were consolidated into a larger and brighter space in Oakville. We look forward to seeing you in our new Oakville office once we reopen to the community.

Social Media

A grant from the Canada Summer Jobs Program allowed us to hire a social media specialist to further develop our social media channels so that we can better connect with you! Our social media posts provide important updates on our services, new offerings and regular calendars of activity. Please look for us on Twitter and Instagram (@SummitPrograms), and Facebook and LinkedIn (@Summit Housing & Outreach Programs) to learn more.

Health and Wellness Program

The Health and Wellness Program continued to provide social connection and recreational activities for individuals with mental health challenges in our community. The pandemic has been an especially isolating and challenging time, and this program proved a valuable way to keep people connected and supported, and reduce isolation. Clients continued to enjoy open mic nights, arts and craft groups, yoga, laughter yoga and much, much more, all from the comfort and safety of their homes.

We thank the Ontario Trillium Foundation who had provided us with a three-year grant to support this

program as well as TD Bank Group for their financial support of our programming.

Individual Support Services

All of Summit's individual support services – Assertive Community Treatment, Case Management, Peer Support, Justice and Housing First – remained open and at full capacity during the pandemic. The addition of virtual support to our continuum of care added a new and convenient way for clients to access support. We thank our amazing staff for their dedication and perseverance throughout the pandemic to provide in person and virtual support to the individuals we serve!

PARTNERSHIPS

Anti-human Trafficking

Summit is pleased to be the housing provider in partnership with SAVIS and Halton Region to provide crisis and transitional housing to survivors of human trafficking.

PACE (Program of All-Inclusive Care)

PACE is an innovative approach that aims to keep older adults living in their homes longer. A collaborative of service providers offers support via a community hub model. Summit is pleased to offer mental health expertise, individual support, and group programming to this initiative.

HOMES

Summit is the lead agency in this multi agency partnership (Summit, Joseph Brant Hospital, Halton Healthcare, Support House and ADAPT) that provides wrap around support and housing subsidies for individuals who are unhoused or precariously housed. The goal of this initiative is to keep clients stably housed and living successfully in the community.

By-Name List

Summit now receives housing referrals through the Halton Region Co-Ordinated Access By-Name List. The By-Name List streamlines access to supported housing vacancies available in the Region by maintaining an up-to-date list of people waiting for housing and matching their needs with vacancies and supports as they become available.

ACCREDITATION



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

2021-2022 QUALITY IMPROVEMENT PLAN

QUALITY DIMENSION	OBJECTIVE
EQUITABLE	<ul style="list-style-type: none"> · Increase Programming Available to Specific Diverse Populations including youth (18-30) and LGBTQ populations.
EFFICIENT	<ul style="list-style-type: none"> · Reduce room turn over times between clients in residential setting. · Improve Process for Housing Procurement for those on the housing subsidy waitlist.
PATIENT CENTERED	<ul style="list-style-type: none"> · Increase client knowledge about Summit programs and services. · Increases client knowledge of services after discharge.
CLINICIAN EXPERIENCE	<ul style="list-style-type: none"> · Increase an organizational culture in which it is safe to openly express disagreements and concerns.

2021-2022 HEALTH EQUITY

Health Equality is created when people have fair and just opportunity to reach their optimal health potential. Summit strives to celebrate people's differences and ensure that our programs and services serves all member of Halton no matter 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.

- Diversity and Inclusion are embedded within the agency's Mission, Vision, Values, and Strategic Plan as key values.
- HR practices and policies support diversity in the workplace.
- Health Equity Impact Assessment Tool implemented in the Justice Mental Health / Supportive Housing program.
- New programming identified to address gap in service delivery for youth aged 18-30.
- Client engagement embedded throughout agency committees and events.





SUMMIT HOUSING &
OUTREACH PROGRAMS
CELEBRATING
40 YEARS

HOW TO CONNECT WITH US

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Milton Office

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905-876-1319

Mailing Address

PO Box 60024, RPO Glen Abbey
Oakville, ON L6M 3H2

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



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



Accredited by
Canadian Centre
for Accreditation



Agréé par
Centre canadien
de l'agrément

Charitable Registration # 108050755RR0001