



SUMMIT HOUSING &
OUTREACH PROGRAMS

CELEBRATING
40 YEARS

ANNUAL REPORT

2023 - 2024

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 illness

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

As we reflect on the past year at Summit Housing & Outreach Programs, we find ourselves at a meaningful crossroads. Both of us, as Board Chair and Executive Director, are stepping down from our roles, and it is with a mixture of gratitude and optimism that we write this final message together.

The year 2023/2024 was one of growth and challenge for our agency. Summit faced unprecedented demands on our services, yet the resilience and dedication of our staff and supporters have been nothing short of inspiring. Our commitment to advancing mental health care and supporting those in need has been the driving force behind every decision and every initiative we've undertaken.

Under the governance of the Board and the operational leadership of our Executive team, we have significantly expanded our outreach and enhanced our programs. This year, we introduced several quality improvement initiatives focused on increasing equity in access to mental health services and ensuring seamless connections and transitions between services. Notably, our new unified care plan has already proven invaluable to many of our clients. As active members of the Mental Health and Addictions Alliance and collaborators with the Burlington Ontario Health Team, Connected Care Ontario Health Team, and Halton Region, we have strengthened our community partnerships. These collaborations have allowed us to amplify our impact and work together on innovative solutions to address critical mental health challenges.

Throughout these achievements, we have remained steadfast in our mission, vision and values. It is the dedication of our staff, the commitment of our volunteers, and the unwavering support of our community that have made these successes possible. Each of you has played a crucial role in our journey, and for that, we are deeply grateful.

As we transition out of our roles, we do so with confidence in the future of Summit. The incoming leadership team is exceptionally qualified and passionate about continuing the work of the agency. They bring new perspectives and innovative ideas that will undoubtedly drive the agency forward and enhance the support we provide to those we serve.

This annual report is a celebration of what has been accomplished and an anticipation of what lies ahead. We look forward to witnessing the continued growth and impact of Summit, and we remain committed to supporting the work of the agency.

Thank you for your trust, your support, and your unwavering commitment to mental health. It has been our honor to serve the community, and we are excited to see the positive changes that will continue to unfold.

With heartfelt gratitude and best wishes,



IRENE ZIVKO
Executive Director,
Summit Housing
& Outreach Programs



CHELSEA KIRKBY
Chair,
Summit Housing
& Outreach Programs

2023-2024 Board of Directors

Chelsea Kirkby / *Chair*

Leslie Cooke-Bithrey / *Vice Chair*

Abrar Nantel / *Chair, Finance Committee*

Naushaba Degani / *Director*

Happuka John / *Director*

Vanda Koukounakis / *Director*

Camille Vézina / *Director*

Parul Vora / *Director*

Michael Wells / *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 2023 - 2024.

Strategic Plan Summary 2021 - 2026

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..



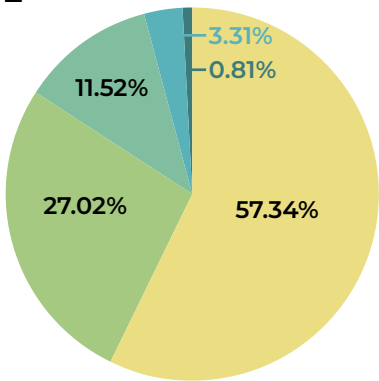
Increase awareness of available supports and resources for mental health among the general public.

Strengthen the mental health system with supported connections and transitions.

Community Investment

Statement of Financial Position - March 31, 2024

REVENUE

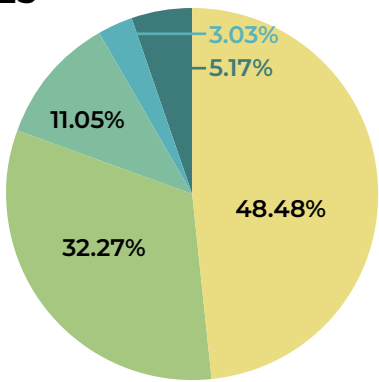


REVENUE

2024

Ontario Health	\$4,036,431
MOHLTC - Housing	\$1,902,220
Resident Fees - Rent	\$811,234
Other	\$232,675
One Time	\$56,997
TOTAL	\$7,039,557

EXPENSES



EXPENSES

2024

Staffing & Benefits	\$3,371,838
Housing Costs	\$2,244,216
Programming Costs	\$852,881
Rent & Utilities	\$210,744
Other Operating Costs	\$359,878
TOTAL	\$7,039,557



Art by Jon H.

Community Impact

Summit Housing and Outreach Programs

2023 - 2024 Year End Dashboard



497
unique people
served



43
new referrals



15,004
service
contacts



306
group
interactions from
the Health and
Wellness Program



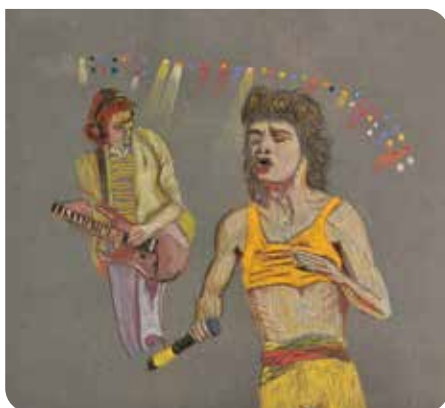
197
people housed



33
people
discharged

Mental Health Addictions and 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.



Art by Mike M.

Wellness Event 2023

The Board of Directors of Summit Housing & Outreach Programs is pleased to take this opportunity to celebrate the 2023 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!

WELLNESS AWARD WINNERS



Rosemary W
Geraldine P
Reja K
Silvana L

ALANIA FRENCH AWARD

Jonathan H

COMMUNITY PARTNER AWARDS

Narine Dat Sookram

Jim Di Natale

- Tim Horton's owner

Tracey Craig

- Canadian Tire

DONOR AWARDS

Global Pet Foods - Milton location

Black Mentorship Inc. (BMI)

- Evangeline Chima



Art by Anne R.

Volunteer Appreciation

"Volunteering weaves us together." - Volunteer Canada

Volunteers are the foundation of Summit's programs, and their stories, dedication, and resources improve our services and help us live out our vision, mission and values.

Our volunteers provide support in all areas of our organization; they provide governance as Board members, lead social recreational groups, provide a fresh perspective on our internal committees and support clients with transportation to attend groups and client events.

Our group of volunteers are composed of community and family members; past and present clients who donate their time, knowledge, and skills to support our services and help maintain a sense of community here at Summit.

We are grateful for the invaluable support and impact our volunteers have on our programs, clients and community! Thank you volunteers!



29 Volunteers



**207 Health and Wellness Program
volunteer hours**



**361
volunteer hours**



69 committee hours

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



Mei Du
Vanessa Portillo
Taiwo Ayinde
Abiola Akinremi

ABOVE AND BEYOND AWARD WINNERS

1ST PLACE

Vanessa Ogini

2ND PLACE

Mike Forrester
Margarita Salman

3RD PLACE

Amanda Buffone
Ammar Khan

HONORABLE MENTION

Igor Turkowski

Client and Family Advisory Committee

Co-Chair	Jon H	Member	Dean T
Co-Chair	Deborah T	Member	Ron B
Co-Chair	Angela F	Member	Sherry C

We would like to extend our thanks to the Client and Family 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 invites 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.

AGREE AND STRONGLY AGREE:

I was treated with respect by program staff	93.9%
Staff believed I could change and grow.....	91%
I felt welcome from the start.....	89%
I was seen on time when I had appointments	87.6%

WHAT CLIENTS SAID:

- “I am **very grateful** for emotional and practical support for my survival and quality of life right now.”
- “I found it **extremely helpful** to have someone to talk to. My worker has been a **great encouragement** to me.”
- “All my support workers have been **caring and compassionate** as well as **knowledgeable** for my needs.”
- “The support I receive from this program is at times **lifesaving**. I need this program and the added support.”

What's New at Summit

At the heart of our commitment to providing exceptional care lies our newly developed Unified Care Plan, a transformative initiative aimed at enhancing our service delivery and overall impact on community health. This new platform, Aetonix, allows the client and all participants in the circle of care, to have access and contribute to the care plan as needed. The Unified Care Plan addresses this issue by streamlining treatment across different service providers and minimizes disruptions for individuals moving between different levels or types of care.

We are also excited to announce the launch of a new Community Wellness Hub in Milton designed to foster connection, education, and support within the community. This space is more than a space to host out Health and Wellness groups but also serves as a place for clients to foster a sense of connection, support, and community.

Our agency undertook an Excellence Through Quality Improvement Project (eQIP) that focused on our transitional plan process and revamping it to emphasize a collaborative approach, involving clients, their families, and community resources. Through the new transitional plan process we are hoping that clients feel more confident to transition to services that better meet their needs and foster a smoother overall transition experience.

Quality Improvement Plan

Quality Dimension	Objective	Activities
Equitable	To increase senior participation at our Health and Wellness Groups.	Develop a collaboration with the Senior Community Hubs across the region.
Efficient	To reduce the amount of vacancy days in our supportive housing.	Achieved in partnership with Halton Region
Efficient	Improve the process for housing procurement for those on the housing subsidy waitlist. Improve landlord relationships through communication.	Achieved with the hard work of our staff and Housing Department.
Client Centered	Increase client knowledge about services after discharge.	The focus of our quality improvement team and project was revamping the transitional plan policy.
Clinician Experience	Increase an organizational culture with a focus on wellness.	All year staff attended Your Health Space, workshops focused on healthcare worker's mental health, offered by CMHA.

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.

Accredited by
Canadian Centre
for Accreditation



Agréé par
Centre canadien
de l'agrément

Health Equity, Indigenous Health and French Language Activities

Physical Accessibility and Compliance: Ensured that all our offices meet Accessibility for Ontarians with Disabilities Act (ADOA) standards, promoting a more accessible environment for everyone.

Inclusive HR Practices: Supportive Policies: Developed and maintained HR practices and policies that actively support and promote diversity in the workplace, fostering an inclusive organizational culture.

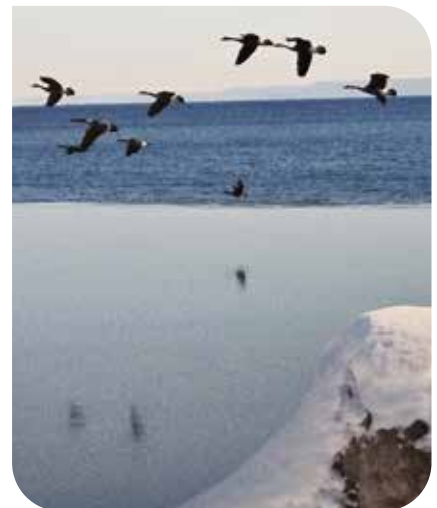
Cultural Competency Training: Implemented ongoing cultural competency training for staff to improve service delivery and understanding of diverse cultural needs. Committed to ongoing professional development for staff to stay current with best practices in health equity and language inclusivity especially for First Nation, Metis, Inuit and Urban Indigenous (FNMIUI) and Francophone.

Community Partnerships: Established strong partnerships with local FNMIUI and Francophone organizations to ensure that our programs are tailored to the specific needs of these groups.

Tailored Communication: Developed and distributed multilingual materials and resources, including our program brochures and media communications.

Increased Inclusivity in Program Development: Ensured that new and existing programs implement feedback from our diverse clients and community members to ensure that their unique health needs and preferences are addressed.

Feedback Mechanisms: Instituted regular feedback loops with community members from diverse backgrounds to continuously refine and enhance our services. Regularly reviewed and updated our Health Equity Plan to address emerging needs and ensure that our services remain relevant and effective.



Photos by Caroline L.

How to Connect with Us

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@SummitPrograms



@SummitPrograms



Summit Housing
& Outreach Programs



Summit Housing
& Outreach Programs

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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.



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