



SUMMIT HOUSING &  
OUTREACH PROGRAMS

CELEBRATING  
**40** YEARS

# ANNUAL REPORT

2023 - 2024

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# 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.



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40 YEARS

## 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..



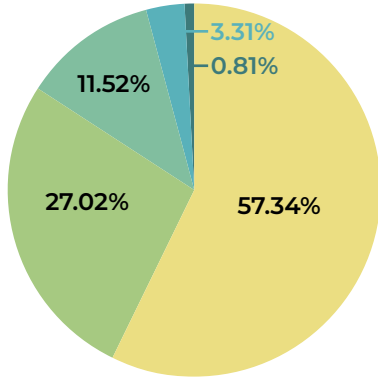
Increase awareness of available supports and resources for mental health among the general public.

Strengthen the mental health system with supported connections and transitions.

# Community Investment

## Statement of Financial Position - March 31, 2024

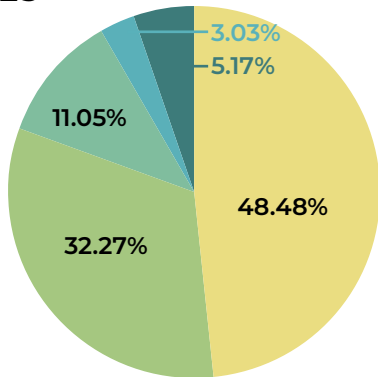
### REVENUE



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	2024
Ontario Health	\$4,036,431
MOHLTC - Housing	\$1,902,220
Resident Fees - Rent	\$811,234
Other	\$232,675
One Time	\$56,997
<b>TOTAL</b>	<b>\$7,039,557</b>

### EXPENSES



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	2024
Staffing & Benefits	\$3,371,838
Housing Costs	\$2,244,216
Programming Costs	\$852,881
Rent & Utilities	\$210,744
Other Operating Costs	\$359,878
<b>TOTAL</b>	<b>\$7,039,557</b>



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



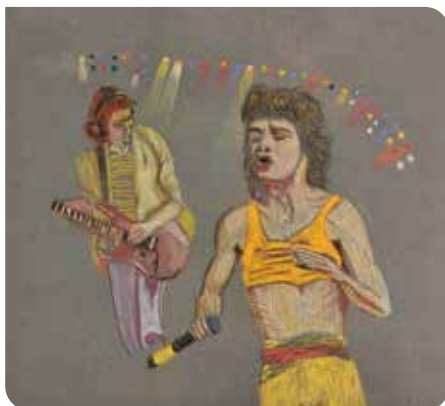
**197**  
people housed



**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.