



SUMMIT HOUSING &
OUTREACH PROGRAMS

CELEBRATING
40+ YEARS

2024-2025 Annual Report

Accredited by
Canadian Centre
for Accreditation



Agréé par
Centre canadien
de l'agrément

Land Acknowledgement

Oakville, as we know it today, is rich in the history and modern traditions of many First Nations. From the lands of the Anishinaabe, to the Attawandaron and Haudenosaunee, these lands surrounding the Great Lakes are steeped in First Nations history.

As we gather today on the sacred lands of Treaties 14 and 22, we are in solidarity with Indigenous brothers and sisters to honour and respect Mother Earth, the original nations of the trees and plants, the four legged, the flyers, the finned and the crawlers as the original stewards of Mother Earth.

We acknowledge and give gratitude to the waters as being life and being sacred and to the carriers of those water teachings, the females.

We acknowledge and give gratitude for the wisdom of the Grandfathers and the four winds that carry the spirits of our ancestors that walked this land before us.

The Town of Oakville is located on the Treaty Lands and Territory of the Mississaugas of the Credit. We acknowledge and thank the Mississaugas of the Credit First Nation, the Treaty holders, for being stewards of this traditional territory.



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

Dear Friends and Supporters,

As we reflect on the past year, the theme of our 2024–2025 Annual Report— **“Connecting Communities, Empowering Individuals: Our Mission in Motion”**—captures the spirit of our work and the impact of your continued support.

For over four decades, Summit Housing & Outreach Programs has been a trusted presence in the Halton Region, walking alongside individuals living with serious mental health challenges. Our commitment remains steadfast: to build a more connected, compassionate, and resilient community.

As a community health service provider, our vision is to work in partnership with health care providers and community organizations to create a system where individuals with mental health needs experience a better quality of life. By bridging the gap between primary care and community-based supports, we aim to foster recovery, stability, and inclusion.

Our mission is to lead in supportive housing, outreach, and assertive care—ensuring services are accessible, coordinated, and rooted in compassion. By enhancing access, reducing hospitalizations, and promoting continuity of care, we help create a mental health system that truly meets people where they are.

At Summit, we believe that housing is an essential right - more than a place to live, it's a foundation for dignity, recovery, and belonging. This year, we deepened our commitment to creating inclusive, supportive environments where individuals can thrive. Through strong partnerships, innovative outreach, and the unwavering dedication of our staff and volunteers, we continue to bridge gaps in care and build pathways to independence.

Our mission is dynamic—it moves with the people we serve, the communities we engage, and the challenges we strive to meet. Whether expanding access to housing, advocating for mental health equity, or fostering peer-led initiatives, our work is guided by compassion,

collaboration, and a shared vision of empowerment.

In response to the evolving landscape of community health, we are deepening our collaboration with primary care teams to ensure individuals receive timely, appropriate, and coordinated care—wherever they are on their journey. This work is driven by the tireless dedication and profound empathy of our staff, who continue to embody the values that define Summit: compassion, connection, and commitment to recovery.

To our staff and volunteers: thank you. Your passion, resilience, and commitment are the driving force behind everything we do.

To our supporters: your belief in our mission fuels our progress and amplifies our impact. Together, we are building a future where everyone has the opportunity to live with dignity, connection, and hope.

With heartfelt appreciation,



Alban Joxhe,
Executive Director



Naushaba Degani,
Chair

Board of Directors

Naushaba Degani
Chair

Michael Wells
Vice Chair

Abrar Nantel
Chair, Finance Committee

Happuka John
Member

Vanda Koukounakis
Member

Camille Vézina
Member

Parul Vora
Member

Theresa Garvis
Member

Victoria Cino
Member

About Us

Summit Housing & Outreach Programs supports individuals living with serious mental illness across Halton Region through compassionate, community-based services that promote recovery, independence, and dignity.

Our Key Services Include:



Assertive Community Treatment Team (ACTT)

A multidisciplinary team offering intensive, low-barrier support for individuals with complex mental health needs. ACTT delivers continuous care in the community, including psychiatric, nursing, social work, dual diagnosis and vocational specialist, addiction services, and peer support.



Housing First

Provides access to permanent housing for individuals experiencing homelessness, followed by wraparound supports in health, employment, education, and community integration.



Justice Program

Safe, affordable housing with flexible supports for individuals with mental illness who have had contact with the justice system.



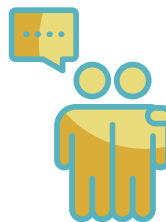
Case Management

Flexible outreach and supportive housing designed to reduce hospitalizations and promote independent living. Includes four residential homes with enhanced staff support for individuals requiring higher levels of care. Also includes three Transitional Housing, which provides short-term, supportive environments for individuals moving between settings, helping them build life skills and prepare for independent living.



Health & Wellness Program

Peer-led social and recreational activities that foster recovery, connection, and personal growth. Programs include painting, music makers, gardening, financial literacy, arts and crafts, cooking, yoga, writing, journaling, walking groups, book club, open mic nights, and mindfulness sessions.



Peer Support

Individuals with lived experience provide mentorship and recovery-focused support across ACTT, Justice, and Health & Wellness programs—empowering others through shared experience and community engagement.

Summit remains dedicated to evolving with the province's vision for a **connected, patient-centered, and sustainable health care system**, ensuring that individuals living with mental illness receive the right care, in the right place, at the right time.

Strategic Plan Summary 2021-2026

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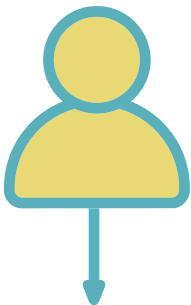
Strategic Priorities

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
- incarcerations (justice diversion)

Families

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



Support, understand, and reduce the burden for families.

The Community

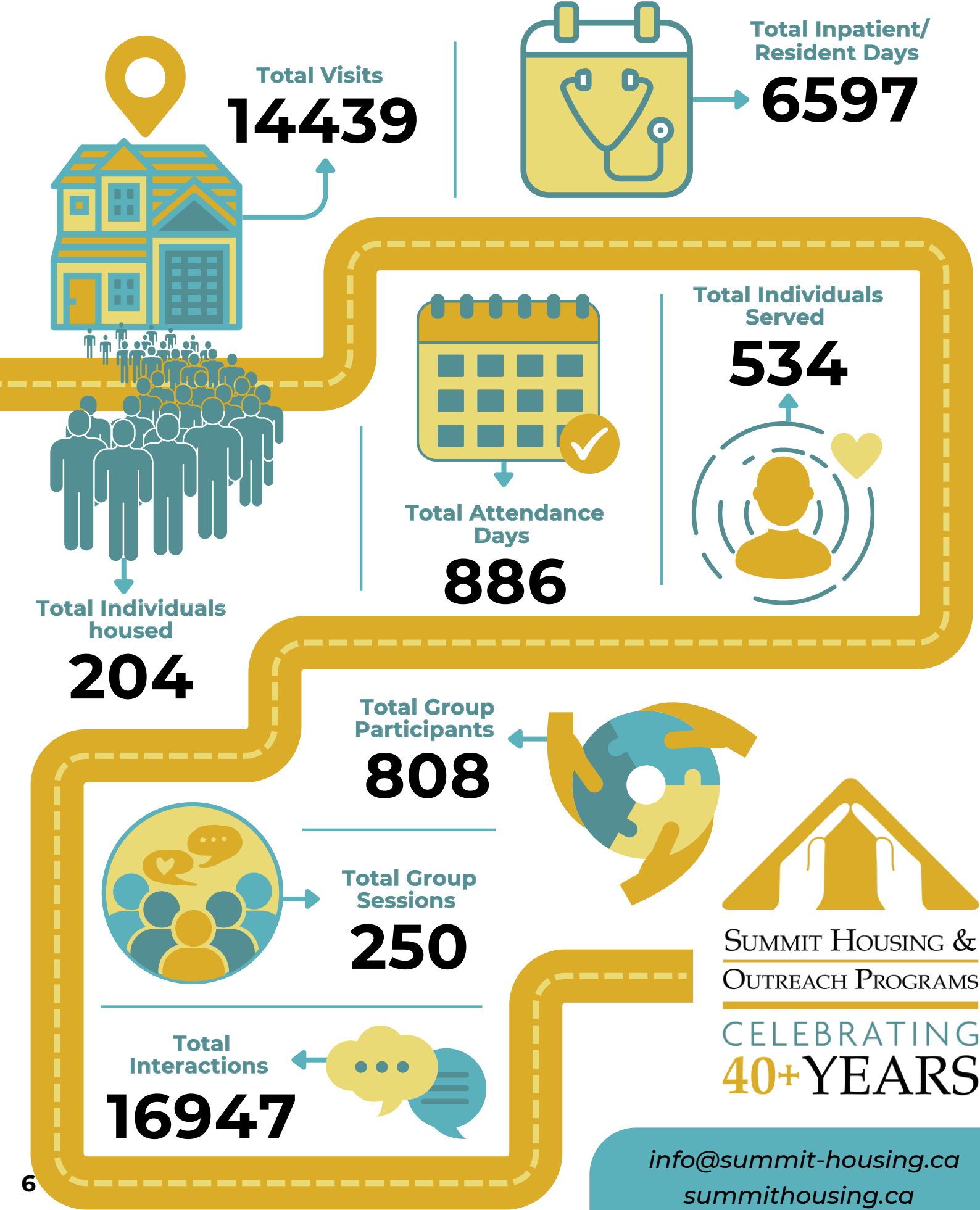
The general public is defined as all Halton community members.



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

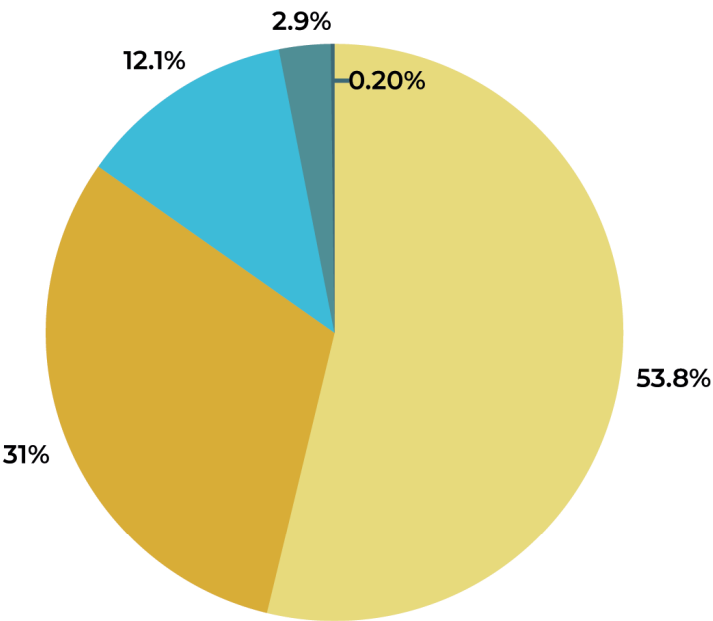
Strengthen the mental health system with supported connections and transitions.

2024 Impact Highlights

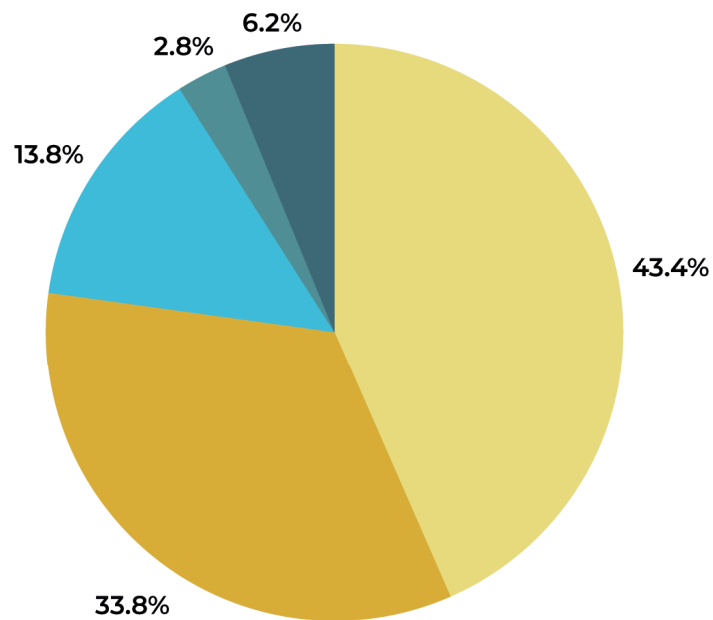


Financial Summary 2024 – 2025

Revenue	2024
Ontario Health	\$3,980,296
MOHLTC - Housing	\$2,294,252
Resident Fees - Rent	\$899,286
Other	\$213,450
One Time	\$15,100
Total	\$7,402,384



Expenditure	2024
Staffing & Benefits	\$3,206,850
Housing Costs	\$2,493,115
Programming Costs	\$1,019,062
Rent & Utilities	\$208,692
Other Operating Costs	\$456,806
Total	\$7,384,525



Charitable Registration # 108050766RR0001

MH+A Alliance

Summit's Contribution to the Mental Health + Addictions Alliance

Summit Housing & Outreach Programs is a proud partner in the Mental Health + Addictions Alliance—an innovative collaboration of six community health organizations working to transform care across the region.

Summit brings specialized expertise in supportive housing, outreach, and assertive care through our ACT team. Our contributions help advance:

- **Equitable Access + Attachment:** Supporting unhoused individuals and transitional-age youth through housing, outreach, and ACT services.

- **Integrated Care Pathways:** Coordinating housing with acute, primary, and assertive care to ensure smooth transitions from hospital to community.

- **Integrated Storytelling:** Elevating lived experiences to highlight the essential connection between housing and mental health recovery.

Together, we are building sustainable, community-based pathways to recovery for those who need it most.

Organizational Development and Community Partnership 2024 – 2025



SWOT Analysis & Engagement

Engaged staff, partners, and stakeholders in a comprehensive SWOT analysis to guide strategic direction.



Staff Insights

- Dedicated team committed to the mission
- Strong community impact
- Collaborative internal culture

"Our team is deeply committed to the cause, and it shows in the lives we change every day."



Partner Feedback

- Reputation for excellence
- Effective partnerships
- Client-centered approach

"Summit Housing is a trusted partner – always responsive and focused on client outcomes."

Looking Ahead

We are committed to deepening staff engagement and nurturing a collaborative, learning-focused culture. By leveraging insights from our strategic assessments, we aim to strengthen organizational resilience, enhance service delivery, and continuously evolve to meet the complex needs of the individuals and communities we serve.

Community Partnerships

Strengthening community engagement remains a top priority for Summit Housing & Outreach Programs. This year, we deepened our collaboration with the PACT team at Joseph Brant Hospital and renewed our partnership with the Oaks Park Neighbourhood Centre, re-establishing our presence at the Churchill location to provide case management and housing support. We are also establishing a new partnership with the Burlington Health Team to expand

programming and introduce recreational activities at the Wellness Hub. Additionally, Summit joined 11 regional organizations in the Halton Crisis Continuum Project, a coordinated effort to enhance crisis response across the region. These partnerships reflect our ongoing commitment to integrated, community-based care.

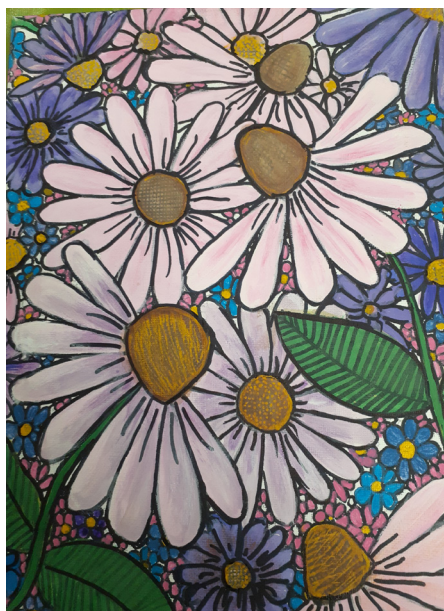
Client Testimonials

"I have been with the Halton ACTT Program for 8 years. They have helped me completely recover my life, from Dr. Kantor prescribing a miracle drug to the nurse, social workers and other staff providing a great amount of support. I have attended their BBQs and Christmas parties, as well as winning the Wellness Award in 2018. My workers such as Sandra, Felicia and Victoria have helped me with issues related to school, work and attaining my nursing diploma. I am very thankful for their support and owe my recovered life to them. Thank you."



Artwork by: Jon H

Client Testimonials



Artwork by: Jon H & Kerri B

"I have been with Summit for a long time, I started off in a bad mental state, over the years groups helped me feel better about myself, I am not the same person I was, I volunteered and became active in many areas of Summit, committees and started to run groups in Zoom and in person, the painting groups that have been running for a long time always have fun together and all have become great artists. Programming is so helpful for every client at Summit socializing and enjoying time together, making friendships & and laughing together."

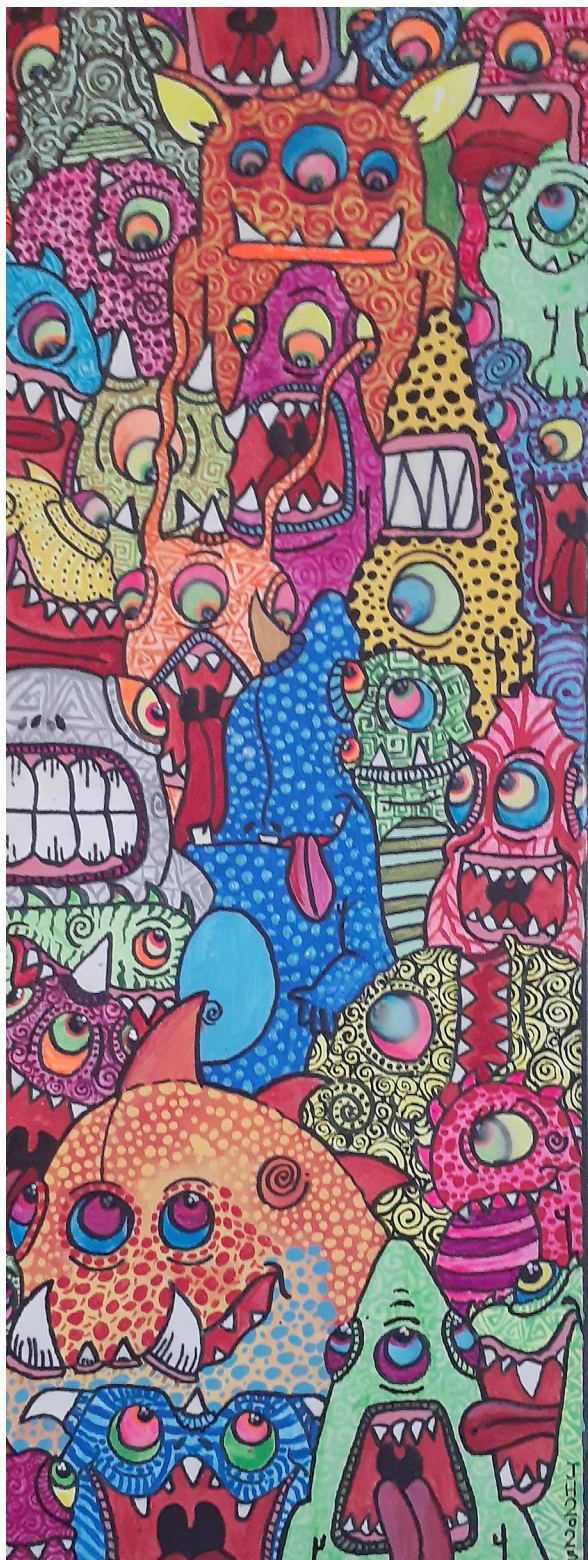
"My apartment condo is beautiful, quiet, and peaceful. It is the best accommodation I have ever had and could ever imagine. The staff (Lola) supported me in every way possible. Lola goes above and beyond to make sure that I am well and live well. Lola listens to me without judgment. Lola (as I fondly call her "my Angel") saved me from homelessness and housed me when nobody wants to help me. With Lola and Housing Team's support I was placed in a beautiful condo apartment. I owe my mental and physical wellbeing to both of them. This housing has helped me to regain my dignity, given me a place I can call my own, and has restored my social status."



Artwork by: Jon H & Kerri B

"My experience has been wonderful, it has changed my life and helped out mentally a great deal. Summit Housing also has been a great deal of help. They are very intelligent and always has been there for me with respect to this new housing I have. What I like about my new home is that I am living on my own, there are no stairs to climb and it meets all my needs. Thank you very much for all that you have done."

Client Testimonials



Artwork by: Jon H

"In 2022, I was blessed to have been offered subsidy through Summit Housing with a beautiful 1 bedroom condominium in Milton which I can call "home" and still occupying it at present. I can say that Summit Housing support workers have been an integral part of my journey living with Mental Health & will forever be grateful for their support, resources, education & Housing subsidy. Summit Housing & Outreach Programs is a much-needed organization in Halton Region & pray will be ongoing for the community & for the many individuals continually fighting with mental illness."

"I have been a client of Summit Housing & Outreach Programs for over a decade. I have had the privilege to work with many different dedicated support workers over the years. Almost all of those workers have been nothing but professional and very instrumental in helping to guide and support me on my journey to recovery. A select few of those workers have made such a huge impact in my life that I can't even begin to express the significance of how much that means to me. They have been there for me through some of my darkest times, and also been there to help inspire me."

I have noticed first hand through getting involved on committees, just how committed Summit is as an organization towards enhancing the experience of all their clients. They are constantly looking for ways to improve current services and programs they offer, as well as trying to expand and offer new services. This level of commitment and diligence does not go unnoticed by me and many other clients, and is also necessary in today's mental health system. I am proud to be a client of Summit Housing & Outreach Programs and look forward to what the future holds for this organization."

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!



Rashma Harrypaul
Brad Smith
Catherine Warden
Victoria Tweedy
Sharon Paris
Lolade Elewa
Petra DiBussolo



Krystale Spencer-Thomas
Delta Beaulieu



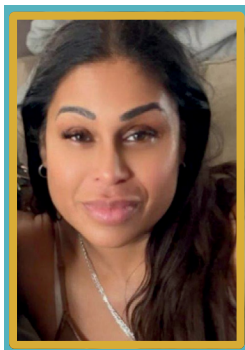
Jim Blair
Kerry Prevett

Meet Our Staff



Lolade Elewa,
Outreach Caseworker

I've been with Summit Housing & Outreach Programs since 2014, and currently serve as an Outreach Caseworker within the Case Management team. Over the years, I've seen the profound impact our agency has on the lives of individuals facing mental health challenges and housing insecurity. Through a combination of mental health support and access to safe, stable, and supportive housing, Summit helps clients remain connected to their communities. Our outreach services and personalized care empower individuals to build independence, access essential resources, and maintain long-term housing stability. These efforts not only improve the quality of life for those we serve, but also strengthen the broader community by reducing homelessness, promoting mental wellness, and fostering inclusion and dignity for all.



Felicia Thomas
Residential Caseworker
/ Vocational Specialist
on the ACTT team

Working at Summit Housing & Outreach Programs for the past six years has been both professionally fulfilling and personally uplifting. As a Residential Caseworker and Vocational Specialist on the ACTT team, I've had the privilege of supporting individuals facing mental health challenges and housing insecurity. Seeing clients make progress and receiving positive feedback from them, their families, and my colleagues further reinforces my commitment to this work.

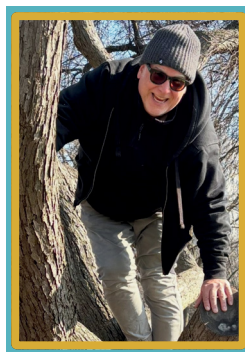
I'm proud to be part of a team that's committed to advocacy, support, and helping people build stability and independence. The positive feedback and progress I see in my clients' lives serve as a constant reminder of the importance of the work we do at Summit.



Sandra MacKay
Assertive Community
Team (ACT) Social
Worker

My name is Sandra MacKay, and I've been a Social Worker with the Assertive Community Treatment (ACT) team at Summit Housing & Outreach Programs since 2015. Before this role, I worked in both sales and animal welfare—very different paths that ultimately led me to where I'm meant to be.

Many of us enter this field hoping to teach clients how to navigate life with a mental health diagnosis. But what I've learned is that our clients are often the ones teaching us—about resilience, resourcefulness, and the strength it takes to move forward. It's a privilege to walk alongside them on their journey. Being part of that process is not just meaningful—it's an honour.



Jim Blair
Outreach Caseworker

Over the past 31 years, I've had the privilege of witnessing Summit Housing & Outreach Programs grow from a single residential program into a multi-service agency offering Outreach and Case Management, Justice, ACT, Intake, Health and Wellness, and Housing supports across Halton Region. It's been inspiring to be part of that evolution.

One of the most rewarding aspects of my work has been contributing to the Health and Wellness program, which has recently seen a resurgence through initiatives like 'Tech for All Ages' and 'Dogs and De-Stress,' to name just a couple. I also founded the 'Music Makers' group, which led to the creation of our Open Mic Night—an event where clients share music, poetry, art, and stories in a supportive, creative space. These programs help build connection, confidence, and community.

I feel incredibly fortunate to be part of a team that encourages creativity, learning, and social connection. After a recent Open Mic, a client told me, "Everyone is really nice. They really care about each other." That simple comment was music to my ears—and a reminder of why this work matters.

Maria Nowakowski - A Lasting Legacy of Compassion & Hope

This year we were deeply honored and profoundly moved by the extraordinary generosity of Maria Nowakowski, who turned her life's final chapter into a new beginning for others through her estate gift to Summit. Her gift is more than a donation—it is a powerful testament to love, resilience, and the enduring impact of community care.

As the parent of a former client, Maria witnessed firsthand the importance of safe, supportive housing and compassionate outreach. Her decision to support Summit was rooted in a desire to ensure that others facing similar challenges would continue to receive the care, dignity, and opportunities her own family member experienced.

Her legacy will live on in every life we touch, every home we provide, and every individual we empower. Through her gift, Maria has become a permanent part of our mission—connecting communities and empowering individuals.

We extend our deepest gratitude to her. May her memory be a guiding light in our continued work and a reminder of the profound difference one person can make.



Funders and Donors

Funders



Donors



TD Bank

Clark Family Foundation
Burlington Lions Club
Convenience 4 U
Réjean Lefebvre
Giovanna Rose-Grande

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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40+ YEARS**

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