



SUMMIT HOUSING &
OUTREACH PROGRAMS

CELEBRATING
45+ YEARS

45 YEARS OF IMPACT

1981 - 2026

Annual Report 2025 - 2026

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



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Countless futures strengthened. One person at a time. One home at a time. One recovery journey at a time. One partnership at a time.

45 years | 1981 - 2026

Message from Our Board Chair & Executive Director

Dear Friends, Partners, Supporters, and Community Members,

As we celebrate 45 years of service, we reflect with pride on Summit Housing & Outreach Programs' long-standing commitment to supporting individuals experiencing serious mental health challenges, housing instability, and homelessness throughout the Halton Region. This milestone is more than a celebration of our history, it is a reminder of the lives changed, the partnerships built, and the important work that remains ahead.

For 45 years, Summit has remained committed to the belief that every person deserves the opportunity to live with dignity, stability, and hope. Today, that mission is more important than ever.

Mental health and housing are inseparable. Without stable housing, achieving mental wellness becomes

“Mental health and housing are inseparable. Without stable housing, achieving mental wellness becomes significantly more difficult.”

significantly more difficult. Likewise, without mental wellness and appropriate supports, maintaining housing stability can be a challenge. This connection is at the heart of everything we do. It is why Summit continues to provide integrated housing, outreach, and mental health supports that help people not only find a home but build a foundation for recovery and long-term well-being.

While this anniversary is certainly a moment to celebrate, it is also a call to action. Across our communities, we continue to face unprecedented challenges related to housing affordability, homelessness, mental health, and addictions. The growing demand for services reminds us that sustained investment, strong partnerships, and

continued advocacy are essential to building a stronger community and a more equitable society. This year, the impact of our work was evident across every aspect of our organization. We supported 618 unique individuals, including people receiving waitlist support, welcomed 72 new referrals, and provided more than 18,321 service contacts through direct support, outreach, advocacy, and care.

Most importantly, we helped 216 individuals secure and maintain housing, creating opportunities for stability, recovery, and improved quality of life. We also facilitated 314 group interactions, with 68% focused on health and wellness, helping individuals strengthen connections, build resilience, and advance their recovery journeys. Behind every number is a person, a story, and a future made brighter through compassionate support and meaningful community connections.

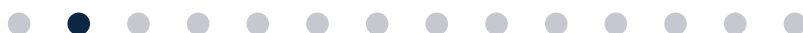
This year also marked the beginning of an exciting new chapter for Summit as we will be embarking on the development of a new three-year strategic plan. Through engagement with clients, staff, partners, and stakeholders, we are establishing a shared vision for the future—one that strengthens our impact, deepens collaboration, and ensures our services remain responsive to the evolving needs of our community.

We would like to extend our sincere appreciation to our Board of Directors for their strategic leadership, vision, and unwavering commitment to our mission. Their guidance continues to help shape the direction of our organization and position Summit for long-term success.

We are deeply grateful to our donors, funders, and community partners whose support makes this work possible. Your investment in our mission enables us to continue delivering critical services and creating meaningful opportunities for people to thrive.

Most importantly, we thank the communities we serve. Your strength, insight, resilience, and collaboration inspire us every day. Your voices are helping shape our new strategic plan and ensuring that our future priorities reflect the realities, needs, and aspirations of those we support.

In this 45th year, we are reminded that Summit



“Most importantly, we thank the communities we serve. Your strength, insight, resilience, and collaboration inspire us every day.”



Housing & Outreach Programs' legacy is not only one of service, but also one of innovation, advocacy, and an unwavering belief that everyone can make a comeback. That belief has guided us for four and a half decades and continues to drive our work today.

Looking ahead, we will continue to advocate for deeply affordable housing, accessible mental health care, and supportive services rooted in equity, dignity, and compassion. We remain committed to building stronger partnerships, addressing emerging community needs, and working toward a future where everyone has the opportunity to achieve housing stability, mental wellness, and a sense of belonging.

Thank you for standing with us. Together, we are not just marking a milestone—we are meeting needs, restoring hope, and rebuilding lives, one person, one home, and one future at a time.

With gratitude,



Michael Wells
Chair, Board of Directors



Alban Joxhe
Executive Director

Board of Directors 2025 - 2026

Michael Wells

Theresa Garvis

Victoria Cino

Abrar Nantel

Parul Vora

Naushaba Degani

Happuka John

Vanda Koukounakis

Camille Vézina

Fareha Zakir

Celebrating 45 Years of Community Impact in Halton Region (1981–2026)

Since 1981, Summit Housing & Outreach Programs has been dedicated to supporting individuals living with serious mental illness throughout Halton Region. As we celebrate our 45th anniversary, we proudly reflect on a legacy of compassion, recovery, advocacy, and community partnership that has helped thousands of individuals find stability, hope, and a sense of belonging.

For 45 years, Summit has remained committed to providing person-centered, community-based services that empower individuals to live with dignity and independence. Through programs such as Assertive Community Treatment, Case Management, Supportive and Transitional Housing, Housing First, Justice Services, Health & Wellness programming, and Peer Support, we walk alongside individuals on their recovery journeys, helping them access safe housing, meaningful supports, and opportunities to thrive.

At Summit, we strongly believe that housing is health care.

- What if you were living with schizophrenia, bipolar disorder, severe depression, or another serious mental illness and had nowhere safe to call home?
- What if you were discharged from the hospital but had no stable place to recover?
- What if your medication needed refrigeration, but you had no refrigerator?
- What if you finally found housing but had no support system to help you maintain it?

For many individuals in our community, these are not hypothetical questions—they are everyday realities.

We know that recovery is far more difficult when someone is worried about where they will sleep, how they will access food and medication, or whether they can maintain housing on their own. That is why we do not wait for people to recover before they are housed. We meet people where they are, providing stable housing alongside wraparound supports that help individuals

maintain their housing, improve their mental and physical health, build meaningful relationships, and work toward their personal goals.

One participant, whom we will call Michael, came to Summit after years of struggling with serious mental illness, repeated hospitalizations, and housing instability. Isolated from family and disconnected from his community, he found it difficult to imagine a different future. Through supportive housing and ongoing support from Summit's multidisciplinary team, Michael gradually rebuilt his confidence and stability. He developed daily routines, strengthened his health and wellness, reconnected with loved ones, and began actively participating in community life. Today, he lives independently and continues to pursue his personal recovery goals.

Michael's story is one of many that demonstrate the transformative power of combining housing with compassionate support. Every day, we see individuals move from crisis to stability, from isolation to connection, and from surviving to thriving.

Our success is strengthened by the power of collaboration. Summit is proud to be an active member of the Mental Health & Addictions Alliance (MH&A Alliance), a member of the Association of Mental Health Ontario (AMHO), and a valued participant in the Halton Health Equity and Diversity Roundtable (HEDR) and Halton Crisis Continuum Working Group. We are also proud to partner with Oak Park Neighbourhood Centre, including collaboration through the Churchill Neighbourhood Centre, working together to foster inclusion, community engagement, and well-being across Halton.

These partnerships reflect our shared belief that strong communities are built through collective action. By working alongside health care providers, social service agencies, municipalities, community organizations, donors, volunteers, and individuals with lived experience, we are creating a stronger and more responsive network of care throughout the region.

As we celebrate this milestone year, we are deeply grateful to the community partners, funders, donors, volunteers, and staff who have stood beside us over the past 45 years. Their commitment makes it possible for Summit to continue transforming lives—one person, one home, and one recovery journey at a time.

Join Us in Building a Stronger Halton

For too many people living with serious mental illness, the journey to recovery begins with a simple but urgent need: a safe place to call home. Without stable housing, recovery becomes infinitely more difficult. A person cannot focus on their mental health when they are worried about where they will sleep tonight. They cannot manage medications, attend appointments, reconnect with loved ones, or build a better future without the stability that housing provides.

At Summit, we believe that housing is health care.

For 45 years, we have helped individuals move beyond crisis and toward recovery by providing housing, support, and hope. But we cannot do it alone.

Today, the demand for safe, affordable housing and accessible mental health services continues to grow across Halton Region. We invite individuals, businesses, foundations, service clubs, and community leaders to stand with us in making a

difference.

Your support does more than provide a home—it helps restore dignity, strengthen recovery, reduce isolation, and create opportunities for people to rebuild their lives.



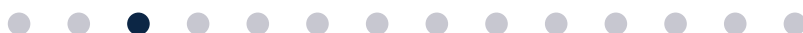
When one person finds stability, a family gains hope. When one person recovers, neighbourhoods become stronger. When one person is housed and supported, our entire community benefits.

Together, we can ensure that every individual has the opportunity to recover, belong, and thrive.

One person at a time. One home at a time. One recovery journey at a time. One partnership at a time. Together, we are building a healthier, more compassionate, and more resilient Halton Region.



“The true measure of a community is how it supports those who need it most. When one person does better, the whole community does better.”



Strategic Plan Summary 2021 - 2026

Strategic Priorities

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

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)



Family

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

Support, understand, and reduce the burden for families.

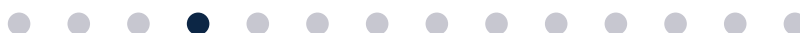


The Community

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.



Enhancing Continuity Between Case Management & Housing Supports - Quality Improvement Project



In 2026, Summit Housing & Outreach Programs participated in the Excellence Through Quality Improvement Project (E-QIP). The initiative focused on strengthening continuity and coordination between case management and housing support for clients entering the housing program.

Clients often entered housing after extended periods of precarious living. During their first 30 days, inconsistent transition supports could contribute to unmet needs, safety concerns, reduced early housing stability, and increased crisis response demands for staff.

To address these challenges, the team established a clear improvement aim: increase the proportion of newly housed clients receiving a standardized warm transition and an initial case management contact within 72 hours of move-in from 0% to 75% by July 31, 2026. The work also aimed to strengthen support during the first 30 days and reduce transition-related incidents over the first

Quality Improvement in Action

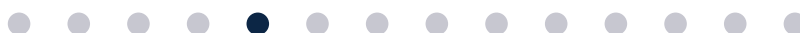
Plan-Do-Study-Act (PDSA) cycles supported rapid testing and refinement. An early “easy win” involved posting house rules across the homes. The team also developed a new-tenant checklist in consultation with the Client and Family Advisory Committee. Feedback led to separate versions for Supportive Housing and Community Housing, accompanied by guidance for case workers and a pre- and post-implementation survey.



Key Learnings and Expected Impact

Process mapping helped the team identify service gaps and sharpen the problem statement. The PDSA approach also encouraged broader staff participation and strengthened shared ownership of the work. Key lessons included preparing for the time commitment required, remaining flexible as new information emerged, and using coaching to maintain focus and accountability.

The initiative is expected to improve clients’ transition into housing, reduce isolation and crisis, and increase consistency, accountability, and clarity across service delivery. For the team, quality improvement means “better collaboration and continuous improvement.”



Summit Housing & Outreach Programs Annual Dashboard 2025-2026

The infographic features a large, stylized tree with a dark brown trunk and branches. The leaves are represented by various shades of green and yellow rounded rectangles. Six data nodes are placed within the tree's canopy, each containing a white icon, a numerical value, and a label. The nodes are: 'People Discharged' (90, icon of three people), 'Service Contacts' (18,321, icon of two people with speech bubbles), 'Group Interactions' (314, icon of a group of people), 'People Served' (618, icon of a hand holding three people), 'People Housed' (216, icon of a house with a heart), and 'New Referrals' (72, icon of three people with a central figure). At the base of the tree, there is a small landscape with a tree, a person walking, a person on a bicycle, and a building.

Metric	Value
People Discharged	90
Service Contacts	18,321
Group Interactions	314
People Served	618
People Housed	216
New Referrals	72

2026 Impact Highlights

Indicator	Target	Actual	Achievement
 Total Visits	15,540	18,321	118% 
 Total Inpatient/ Resident Days	6,200	9,310	150% 
 Total Service Interaction	18,000	22,199	123% 

OUR IMPACT IN ACTION



KEY HIGHLIGHTS

-  Exceeded target for Total Visits by 18%.
-  Exceeded target for Inpatient/
Resident Days by 50%.
-  Exceeded target for Service Provider
Interaction by 50%.
-  618 individuals received support
services throughout the year.
-  18,321 service contacts demonstrate
sustained community impact and
engagement.

Client Stories of Impact

Lives Changed, Futures Rebuilt

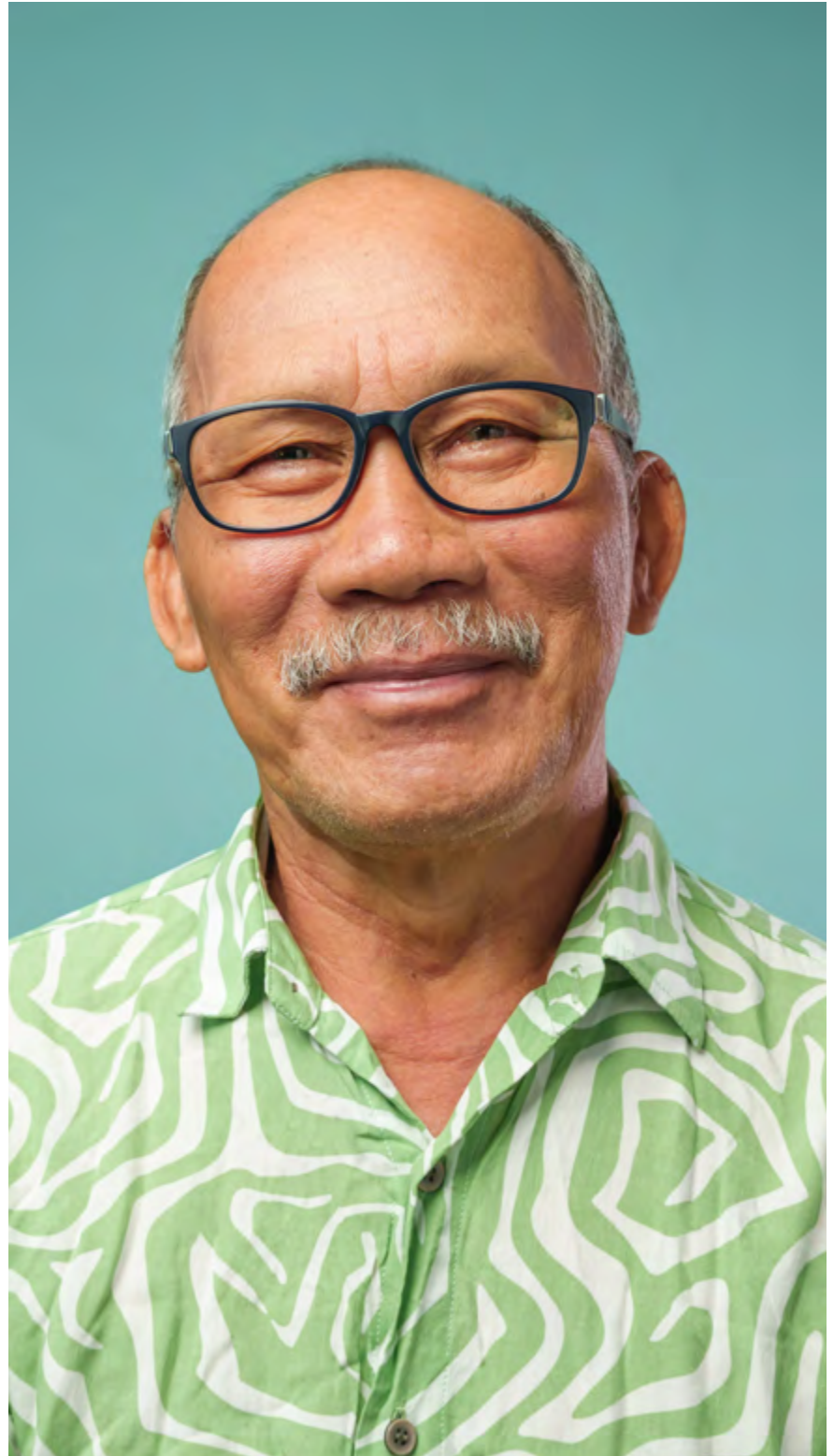
David's Story: Housing as the Foundation for Recovery

For years, David struggled with the challenges of maintaining his mental health while living in unstable housing situations. Everyday tasks often felt impossible, and he worried about what the future would hold.

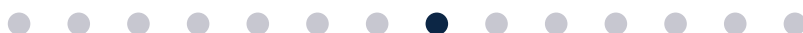
After being connected to Summit, David received stable housing and ongoing support from a dedicated case worker who helped him navigate healthcare appointments, community programs, and daily challenges.

“Living in supportive housing and meeting regularly with staff has helped me maintain both my mental and physical health. Having someone who understands and supports me has made all the difference.”

Today, David has achieved a level of independence he once thought was out of reach. With stable housing and consistent support, he continues to thrive and focus on his long-term goals.



Names and identifying details have been changed to protect privacy



Maria's Story: Finding Stability, Hope, & a Place to Call Home



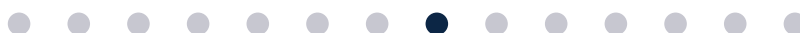
When Maria first connected with Summit, life felt overwhelming. Managing her mental health while navigating housing insecurity left her feeling isolated and uncertain about the future.

Through Summit's supportive housing and case management services, Maria found more than a roof over her head. She found a support system that helped her access healthcare, attend appointments, connect with community programs, and rebuild her confidence.

“Without Summit’s help, I wouldn’t be where I am today. My worker listened without judgment, supported me through difficult moments, and helped me believe in myself again.”

Today, Maria lives independently, feels connected to her community, and is optimistic about the future. What began as a search for support became a journey toward stability, recovery, and renewed hope.

Names and identifying details have been changed to protect privacy

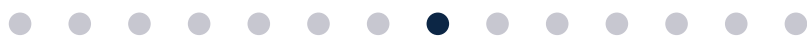


Her case manager became a trusted partner in her recovery journey.

A close-up portrait of a woman with long, wavy, light brown hair and bangs. She has light blue eyes and freckles, looking directly at the camera with a neutral expression. She is wearing a dark grey, textured cardigan over a dark top. The background is a plain, light-colored wall.

Today, she describes herself as more hopeful than she has been in years.

14



Michael's Story: Recovering



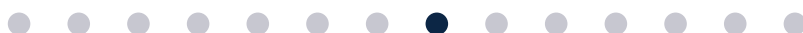
When Michael entered Summit's HOMES program, he was searching for safety, stability, and a chance to start over.

Consistent support from his worker helped Michael navigate complex challenges while developing the skills and confidence needed to move forward. Access to housing, support services, and a caring community gave him a fresh start.

“For the first time in a long time, I felt safe. The staff treated me with compassion and respect, and they helped me build a life I didn't think was possible.”

Today, Michael describes Summit as life - changing and credits the program with helping him move from surviving to truly living.

Names and identifying details have been changed to protect privacy



Celebrating Commitment to Community

As Summit Housing & Outreach Programs celebrates 45 years of service to the Halton community, we are proud to recognize and thank our dedicated team members whose compassion, commitment, and resilience continue to bring our Mission, Vision, and Values to life each day.

Throughout the past year, our staff have responded to evolving challenges with professionalism, adaptability, and an unwavering focus on supporting clients and strengthening our organization. Their efforts have helped ensure that Summit remains a trusted source of housing, outreach, and support services for individuals and families across Halton Region.

This milestone year also provides an opportunity to recognize the remarkable dedication of team members who have contributed decades of service to Summit. Their experience, leadership, and steadfast commitment have helped shape our organization and extend our impact within the community over many years.

As we reflect on 45 years of service and look toward the future, we extend our sincere gratitude to every member of the Summit team. On behalf of our Clients, Board of Directors, and Leadership Team, thank you for your dedication, passion, and continued commitment to serving the Halton community.

10+ Years Of Service

Valeska Tobar
Catherine Warden
Erin Brice
Teri Prodeus
Sandra Mackay
Petra DiBussolo
Lolade Elewa
Brad Smith

15+ Years Of Service

Krystale Spencer-Thomas
Delta Beaulieu

30+ Years Of Service

Kerry Prevett
Jim Blair

Faces of Summit

Amala James

Housing First Social Worker

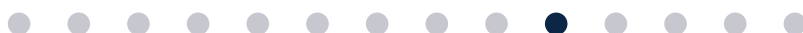


One of the most meaningful parts of my work at Summit is witnessing the transformation that happens when someone finally has a place to call home. I have had the privilege of seeing individuals move from uncertainty and instability into safe, permanent housing, and with that stability comes something even more powerful: hope. Once housed, many clients begin rebuilding relationships with their children, reconnecting with family members, and imagining a future that once felt out of reach. Being part of that journey is both humbling and inspiring.

What continues to motivate me every day is seeing how housing can be a catalyst for healing. A safe home can significantly improve someone's mental health, restore a sense of security, and create space for personal growth. I find joy in celebrating the small victories alongside our clients because those moments often represent tremendous courage and resilience. Whether it's attending an appointment, reaching a personal goal, or simply believing in themselves again, every step forward matters.

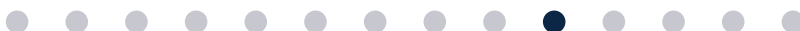
The Summit value that resonates most deeply with me is compassion. I believe that everyone deserves to be treated with dignity, respect, and understanding, regardless of their circumstances. When we approach people without judgment and with genuine empathy, we create opportunities for healing, trust, and connection. Compassion is at the heart of everything we do.

I also wish more people understood the dedication behind nonprofit work. Every day, teams like ours navigate complex systems, advocate for vulnerable individuals, and provide support in emotionally demanding situations, often with limited resources. Yet despite these challenges, we continue to show up because we believe everyone deserves the opportunity to thrive.



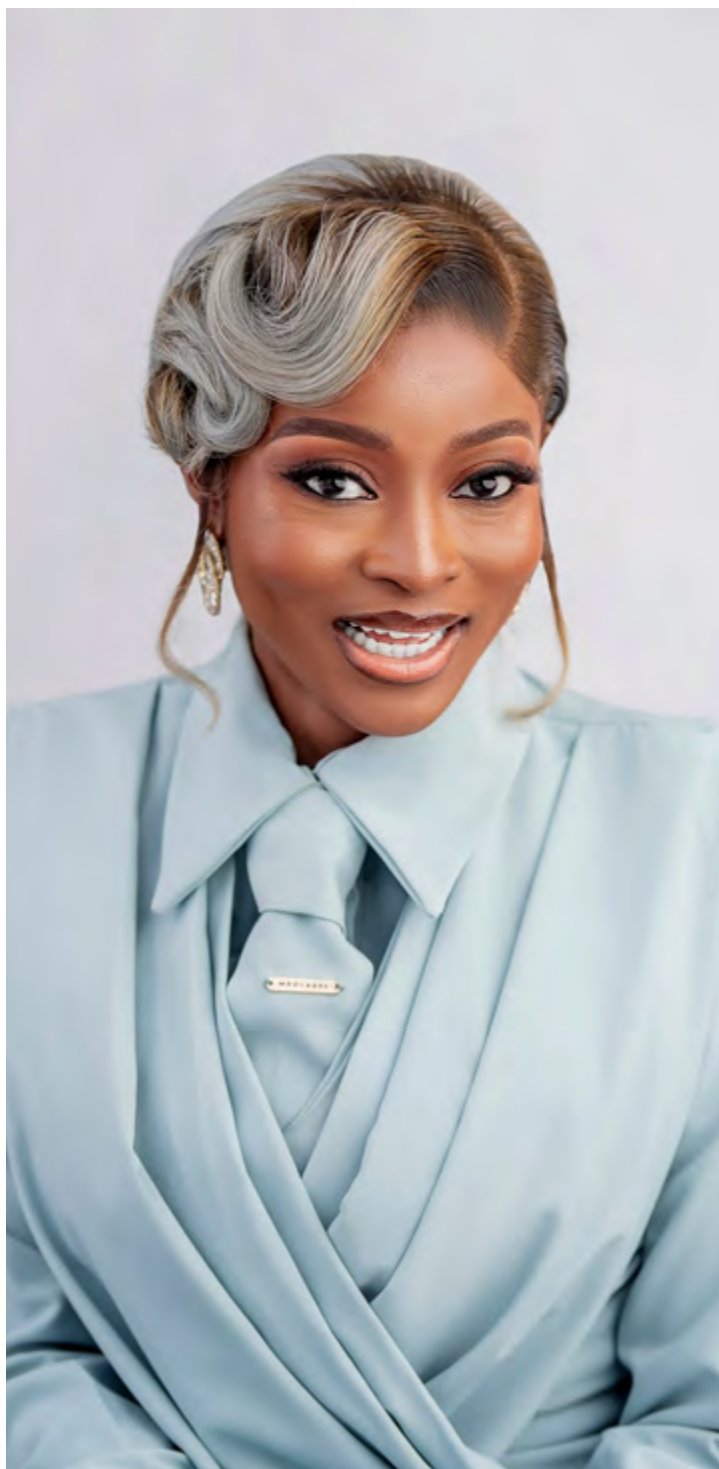
Justice Social Worker

I often wish more people understood that nonprofits are not about giving handouts; they are about creating opportunities. They provide the support, resources, and encouragement people need to overcome barriers and move forward. I believe that helping those who are facing difficult circumstances is not only important, but a reflection of the kind of community we all want to be part of.



Abi Goodwill

Housing Program Support



For me, the most meaningful moments often come through a simple “thank you.” Hearing a client say, “I never thought I could live in a home like this,” is a powerful reminder of the impact stable housing can have on a person’s life. When someone reflects on the difference between having a home and living on the street or in a shelter, it reinforces why this work is so important. Those conversations stay with me because they represent more than housing; they represent renewed hope, safety, and possibility.

What inspires me most is the trust that clients place in us. They allow us to walk alongside them during some of the most challenging moments of their lives, and that is a responsibility I never take lightly. Supporting individuals as they remain housed, work toward recovery, and rebuild their lives is incredibly rewarding. Every success story is a reminder that positive change is possible when people have the right supports in place.

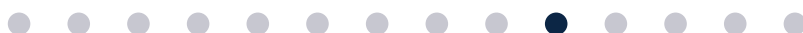
Compassion is the value that guides my work each day. Compassion allows us to meet people where they are, recognize their unique experiences, and support them without judgment. It creates the foundation for trust and helps individuals feel safe enough to move forward, even when they are facing significant challenges related to mental health or past trauma.

I would love for more people to understand how much work happens behind the scenes in the nonprofit sector. Every housing placement involves countless hours of coordination, advocacy, problem-solving, and relationship building. While much of that work may go unseen, its impact is profound, helping people achieve greater stability, improved health, and a stronger sense of belonging.

Intake and Housing First Caseworker

I am continually inspired by the resilience of the people we serve. Many have experienced trauma, loss, isolation, or housing instability, yet they continue to take courageous steps forward. Their determination motivates me every day. Being able to meet people where they are, without judgment, and support them as they move toward their goals is both a privilege and a responsibility that I value deeply.

One thing I wish more people understood about nonprofit work is that behind every success story is an immense amount of unseen effort. A client receiving housing, attending an important appointment, or finding stability often reflects countless conversations, referrals, partnerships, and moments of encouragement. Much of this work happens quietly, but these small acts of support can become life-changing turning points. It is a privilege to be part of those journeys and to witness the strength and potential that exists in every person we serve.



Thank you message Estate of Donald Joseph Ferdinand Dal Bianco



Acknowledgement of a Generous Legacy Gift

For 45 years, Summit Housing & Outreach Programs has been dedicated to supporting individuals living with severe mental health challenges throughout the Halton Region. Guided by our mission and strengthened by the resilience of those we serve, we have worked to provide housing, support, and hope to members of our community who need it most.

We are deeply grateful for the generous donation received from the Estate of the late **Donald Joseph Ferdinand Del Bianco**. This meaningful gift is a powerful expression of compassion and community care, and it will help us continue providing essential services and supports to individuals on their journey toward stability, wellness, and recovery.

With resources often stretched and community needs continuing to grow, donations such as this play a vital role in helping us carry our mission forward. The generosity of donors leaves a lasting impact – not only on the individuals we support, but on the strength and well-being of our entire community.

On behalf of our Board of Directors, staff, and the people we serve, we extend our heartfelt gratitude to the Estate of Donald Joseph Ferdinand Del Bianco. We are honoured to recognize his legacy and the difference his generosity will make for years to come.

“When one person does better, the whole community does better. Together, we create stronger, healthier, and more hopeful communities for all.”

Funders



Donors



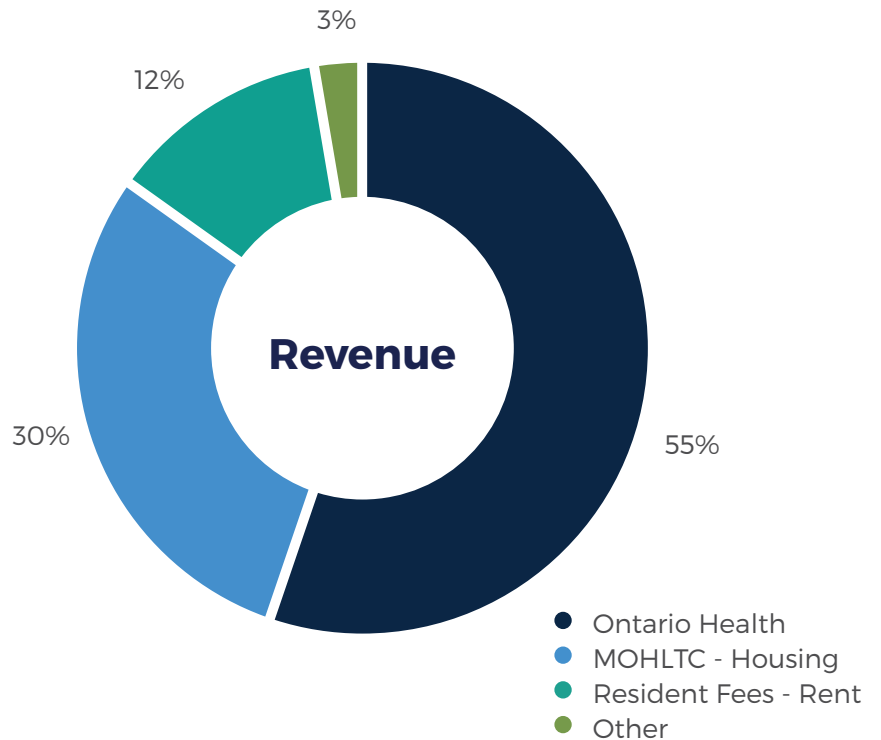
- iA Financial Group
- Oakville Ready Community Climate Action
- Réjean Lefebvre
- Burlington Lions Club
- Theresa Garvis
- Mandarin Charitable Foundation
- Brownlow Partners
- Alandra Dickinson
- Giovanna Rose-Grande



Financial Summary 2025 - 2026

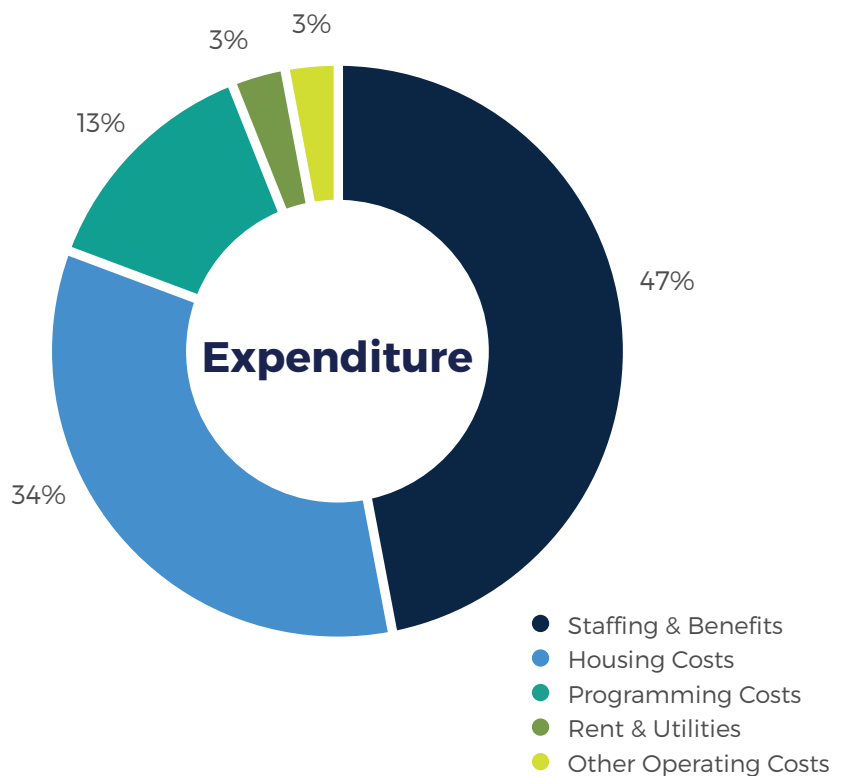
Revenue 2025

Ontario Health	\$ 4,274,123
MOHLTC - Housing	\$ 2,289,751
Resident Fees - Rent	\$ 967,145
Other	\$ 208,972
Total	\$ 7,739,991



Expenditure 2025

Staffing & Benefits	\$ 3,625,144
Housing Costs	\$ 2,604,340
Programming Costs	\$ 1,026,805
Rent & Utilities	\$ 235,597
Other Operating Costs	\$ 230,246
Total	\$ 7,722,132



Thank You

As Summit Housing & Outreach Programs celebrates its 45th anniversary, we reflect with gratitude on the people and organizations whose dedication has helped shape our journey and strengthen our community.



For 45 years, Summit has been a trusted community mental health and housing service provider in Halton Region, supporting individuals living with serious mental health challenges. Since 1981, we have been committed to helping people achieve stability, independence, recovery, and a greater sense of belonging through safe housing, outreach, and community-based mental health services.

Our success is made possible by the compassion and generosity of our volunteers, donors, sponsors, community partners, and supporters. Your contributions of time, expertise, advocacy, and financial support have helped thousands of individuals access the services, resources, and encouragement they need to build healthier, more fulfilling lives.

As we celebrate this important milestone, we recognize that our achievements over the past 45 years are a reflection of the collective commitment of our community. We are deeply grateful for your partnership, trust, and belief in our mission.

Thank you for being part of Summit's story and for helping us create a stronger, more inclusive, and compassionate Halton Region.

Summit Housing & Outreach Programs is a registered charitable organization governed by a volunteer Board of Directors and incorporated under the laws of the Province of Ontario.

The views expressed in this publication are those of Summit Housing & Outreach Programs and do not necessarily reflect the views of Ontario Health or the Government of Ontario.

How to Connect With Us

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WEBSITE: www.summithousing.ca



@SummitPrograms



Summit Housing
& Outreach Programs



@SummitPrograms



Summit Housing
& Outreach Programs



SUMMIT HOUSING &
OUTREACH PROGRAMS

CELEBRATING
45+ YEARS

Celebrating 45 Years of Community Mental Health and Housing Support



MH+A
Alliance

Accredited by
Canadian Centre
for Accreditation



Agréé par
Centre canadien
de l'agrément

Charitable Registration # 108050766RR0001