

Support / House

IMPACT REPORT 2019/20

Welcome to Support House

This has been a year of constant change. As the world around us transformed rapidly, we knew our organization must evolve as well. And so, we embarked on a project to rebrand and rename to ensure that our services are communicated effectively to the growing community that relies on our support – and that our culture and values reflect who we are today.

At **Support House**, formerly Support and Housing – Halton, we are driven by our connection to and engagement with the community we serve, our health care partners, and stakeholders. We needed to integrate these diverse voices and opinions into the development of our new brand. And so, we undertook a series of interviews,

group discussions, and surveys to ensure that this new iteration of our organization wholly conveyed our mission and our values.

At **Support House**, we've been providing access to safe, secure, and affordable housing since Chartwell House's establishment in 1984. Since then, our breadth of services has expanded drastically; we now offer innovative peer system support and services, support coordination for adults and youths experiencing mental health and/or substance use issues having multiple support needs, and an expanding range of housing options.

We provide a space to improve wellness. Our doors are open when you feel you have nowhere to turn.



Finding Clarity in 2020

BY PAUL GREGORY, EXECUTIVE DIRECTOR
AND DAVID BEDINI, CHAIR, BOARD OF DIRECTORS

Our values are more than just words on the wall – they are a way to work and live. They guide our agency’s decisions and actions, unite our staff, and inspire our culture.

This year, in the face of the uncertainty and upheaval caused by the COVID-19 pandemic and the Black Lives Matter protests, living our values has never been more important. We saw how having a strong set of core values allowed us to respond quickly to change and to continue to meet the needs of both clients and staff. We also recognize that we have much work to do to challenge systemic racism and deepen our diversity initiatives.

Amidst all of this change, our three congregate living settings passed the IPAC assessment with flying colours. We’ve always driven for responsive change in our system, but we were truly humbled and impressed with the dedication displayed by our staff and health care partners during these challenging times. At Support House we maintained and increased the support offered, pivoting within a week to virtual service delivery, while still providing crisis and essential services face to face.

With person-directed supports, a commitment to building relationships with our community and health-care partners, and an emphasis on health and wellness, we strive to provide innovative programming that effectively meets people’s needs. So while we reflect on some of our most significant accomplishments of 2019/2020, we also look forward to what next year brings.



“A strong set of core values allowed us to respond quickly to change and to continue to meet the needs of both clients and staff.”

- Paul Gregory



“We strive to provide innovative programming that effectively meets people’s needs.”

- David Bedini



New Strategic Plan

2020-2023

Our new plan was developed in combination with Social Impact Advisors in consultation with clients, staff, and partners. Our renewed focus on our wellness impact is reflected in our new directions – assessment and quality improvement for our supports, redeveloping our housing assets and overall alignment with our partner and OHTs.

Our strategic way forward:

Core values:

- person-directed supports
- connection and engagement
- health and wellness

In action:

- teamwork
- humility
- grit and hard work

1

Strengthen

Strengthen the scope and quality of our current mental health, substance use and/or addiction services by expanding our service options related to client needs as well as improving our measurement and data collection by:

- Establishing and enhancing internal service coordination, pathways and programming to strengthen the quality of our services and supports
- Strengthening the quality of our current services
- Expanding and improving the quality of our service options related to client needs to improve wellness
- Improving measurement and data collection to better determine wellness impact

2

Develop

Develop and implement a housing strategy to align housing assets and subsidies to client choice and needs through:

- Acquiring, retaining and divesting our housing assets to align with client need
- Increasing housing opportunities for our clients
- Continuing to manage, maintain and improve our housing assets
- Continuing to develop relationships and partnerships with landlords to support client needs

3

Integrate

Integrate our continuum of mental health, substance use and/or addiction services by:

- Establishing and enhancing internal and external service coordination, pathways and programming
- Aligning with the OHT models and partner agencies to support the quadruple aim
- Maximizing resources to further align with strategic directions
- Rebranding and marketing our supports & services

Impact

By 2023, over 2000 people aged 15 and above in Halton and partnering communities that have multiple needs related to mental health, substance use and/or addictions will improve their wellness.

2000+

PEOPLE WILL
IMPROVE THEIR
WELLNESS

Highlights

COVID RESPONSE

We responded swiftly to the COVID-19 Pandemic, listening carefully to clients' needs, shifting services to virtual platforms, increasing the amount of support provided, and delivering essential services face-to-face. The Centre for Innovation in Peer support was recognized for their essential work and seen as a promising emerging practice model for new virtual programming and training.

1-833-845-WELL

We moved to a single telephone number and point of access for all our supports and services 1-833-845-WELL (9355) to help streamline our communication and intake pathways.

SPECIALIZED TRAINING

In conjunction with a consultant, we trained staff in LOCUS assessments to determine the appropriate level of care for each client. On average, our clients are at Level 3, meeting the expectations of the OHT directions.

DIVERSITY TASK GROUP

We have reignited our diversity task group to review our hiring, training and equity and diversity practices across the agency to more adequately address systemic bias in our practices.

NEW PARTNERSHIPS

We expanded the work of Just Be You for youth in the north, forging new partnerships with the Town of Halton Hills, ROCK, and ADAPT.

INDIVIDUAL RECOGNITION

Betty-Lou Kristy was recognized for her life long work in the sector advocating for peer work and lived and family experience with her new appointment as Chair to the Health Minister's Patient & Family Advisory Council (PFAC). Lisa Mackay received the Community Partner Award and the nomination for the Summit Housing & Outreach Programs Annual Wellness Award - an award for those who have had significant impact on the wellness of others.

SAFE BEDS

We completed our Safe Beds project - repurposing our old offices at the Chartwell site - the first five safe beds in Halton - a unique partnership between the MH LHIN, CMHA, ADAPT, HRPS and the Region of Halton.

JUSTICE TEAM

We expanded our support coordination with the addition of a Justice Team to help reduce barriers, including housing for clients involved in the justice system.

OFFICE CONSOLIDATION

We made the critical step of moving our offices from Chartwell and Milton to Cross Ave, allowing us to consolidate our offices as we move forward.

PRIVACY POLICY

We reviewed and revised our privacy policies and procedures to meet the new and emerging privacy needs of our clients more adequately, especially within this new virtual world.



“I’m now finally a part of a community where I can be me. Isn’t that what we all want? A place to be surrounded by people who support us in being ourselves?”

“I feel listened to.”

“I think you provide outstanding mental health services and support. My longest period of wellness was due to the stability I received in your program.”

“I really value SH, its workers and services in my life. I might not use them as often as some other clients, but when I need them, they’ve always been there. I don’t know what I would have done if they weren’t in my life.”

“They take on the most difficult cases, despite the fact that it might not lead to ‘success’ as an organization. They do it because they genuinely want to help those that need the most care.”



HOUSING REDEVELOPMENT

We moved ahead in planning to redevelop two of our housing sites to provide self-contained units - recognizing the limitations of shared occupancy and congregate settings during this pandemic.

HOSPITAL PARTNERS

We continued our work with the Ontario Health Teams in Burlington and Oakville to become more integrated with our hospital partners.

VALUES BASED ORIENTATION

Staff continue to work hard to strengthen our values approach to our work implementing values based hiring, orientation, training, reflection and performance evaluation. Our values based approach, originating in the work of the Centre, has continued to permeate and drive our culture to be more person directed.

ONE-TO-ONE PEER SUPPORTS

The MHLHIN funded two one-to-one peer positions within the agency to continue to enhance our menu of supports for clients.

Opposite: proposed architect's rendering to intensify Grace House site

Our progress was directed by our dedicated Board of Directors:

David Bedini
Chair

Michelle Johnston
Vice-Chair

Ernesto Correa
Treasurer

Swaraj Mann
Secretary

Alfred Chuang
Director

Bonnie Camm
Director

Paul Gregory
Executive Director



You matter

For adults or youths experiencing mental health and/or substance use issues, Support House programs are client directed with the aim of improving wellness.

Our Support Coordinators and Peer Support Workers provide services and programming for those experiencing mental health and/or substance use issues. Support, services and programs include counselling, harm reduction, navigation, life skills development and referrals and coordination with specialized community resources as needed.



Our door is open

Support House offers a full range of housing options for those with multiple mental health and/or substance use issues - from highly intensive staff supported residences to community supports through rent subsidies with private landlords.

Finding strength in values

Since instituting our strong values approach in 2019 across our hiring, orientation, training, staff reflections and our whole agency culture, our clients strongly agree that staff live our values in action.

Clients used these words to describe how they feel about our support and services:

optimistic **happy**
supported **safe**

When surveyed, clients feel our services supported them to:

- Reduce their hospitalizations
- Reduce crises in their lives
- Engage in more meaningful activities
- Be more hopeful about their lives
- Access or maintain stable housing
- Meet their needs

People who we support, when surveyed, strongly agree or agree that our staff are living the following values:

Give me encouragement	96%
Remind me that my health and wellness is unique to me	92%
Remind me that I have the right to express my needs	91%
Tell me my feelings and opinions are worthwhile	90%
Tell me that I am not alone in my experiences and struggles	90%
Genuinely listen to me	89%
Acknowledge my strengths	87%
Share information with me, such as community resources that are available or different learning opportunities	86%
Discuss confidentiality with me whenever I need	86%
Learn from me and I learn from them	86%

This year, we have provided:

387

people engaged with support coordination

239

people supported in our housing programs

10,892

community support visits



458 days

average stay within our staffed residences

1769 days

average stay within our shared accommodations

2273 days

average stay within our subsidized, single accommodations

165

COMMUNITY GROUP SESSIONS RUN BY OUR COORDINATORS (55 SOCIAL, 58 LIFE SKILLS, 52 VOLUNTEERING)

Within our housing continuum:

12 people moved from our housing to private housing and supports only

12 people moved from more intensive to less intensive housing supports within our portfolio



19

new tenants housed

6

people housed who were previously homeless

64

new people supported by our coordinators

This year in our youth programming:



77

were supported by our Youth Team

23

transitional age youth supported through our multi-agency coordinating committee

324

people were supported in the Youth Harm Reduction Project

We work together

Support House's **Centre for Innovation in Peer Support** provides wellness-based, peer-led self-help and social connections programming to community members, and support organizations who have peer staff, through training in peer-support program implementation, capacity-building, evaluation, research, knowledge brokerage, and quality improvement.

The Centre supports and engages 11 Mississauga Halton LHIN funded & accredited Health Service Providers (HSPs) plus regional, provincial, national, and international collaborators. TEACH (Teach, Empower, Advocate for Community Health), the Consumer Survivor Initiative started in 1999, was integrated into the Centre in 2020.

The Centre has evolved to become a "Benchmark of Excellence" in peer support and the meaningful engagement of lived experience and family/caregiver co-design.

This year through system work and
peer networks, we've reached:

434

UNIQUE INDIVIDUALS
SUPPORTED FROM OUR
SYSTEM PARTNERS

48

DIFFERENT AGENCIES
INVOLVED IN SUPERVISOR
TRAINING

178

TRAINING, NETWORK,
AND CONSULTING
SESSIONS

97

Supervisors trained to support and manage peers across
31 cities across Ontario, Newfoundland, Saskatchewan
Manitoba, British Columbia, Alaska, North Carolina, Oregon,
Georgia, and California!



Through direct programming in
the community, we've reached:

637

unique persons
supported

994

hours of service
provided in group

307

drop-in group
sessions

211

workshops

5641

peer support visits

**Our agency could not run without the
passion and dedication of our volunteers.**

This year alone, our 122 volunteers contributed a total of 4571 hours of service.



More than just a number

With revenue from various public and private funds, we understand that it is of the utmost importance to responsibly manage our agency's operation. We believe that transparency is necessary to achieve that end. These numbers are condensed from the audited financial statements and have been approved by Support House's Board of Directors.

Revenue

LHIN

\$3,301,905

MINISTRY OF HEALTH AND LONG-TERM CARE

\$634,120

UNITED WAY HALTON & HAMILTON

\$240,984

MUNICIPALITY OF HALTON

\$71,802

GOVERNMENT OF CANADA

\$30,951

CONTRIBUTIONS FROM RESIDENTS

\$276,774

DONATIONS

\$18,800

OTHER GRANT FUNDING

\$169,147

OTHER

\$164,023

Total: \$4,908,506

Expenses

SALARIES AND WAGES

\$2,404,601

OPERATING EXPENSES

\$939,789

HOUSING COSTS

\$856,365

EMPLOYEE BENEFITS

\$442,268

AMORTIZATION

\$122,668

Total: \$4,765,691

How to help

Make a donation

Help support our community by making a donation today through Canada Helps. All financial donations are acknowledged with a charitable receipt and go directly to client programs.

In-Kind donations can be made by contacting our head office.

Support House Head Office

165 Cross Ave, Suite 201
 Oakville Ontario, L6J 0A9
 Phone: 1-833-845-WELL (9355)
 Fax: 905.844.4961
 info@supporthouse.ca

SUPPORTHOUSE.CA

Become a partner

Support House is always looking to expand our community. Contact us to discuss our partnership opportunities.

Our Funders



Our Partners

