



Organizational Announcement

Dear Valued Clients, Community Members and Partners:

Effective April 1, 2017, we announced a corporate name change to **Services and Housing In the Province (SHIP)**.

Our new name reflects our current scope of services and housing within the communities we provide support and reflect the growth that has taken place since we began as Supportive Housing In Peel in 1992.

We continue to operate in our current structure and our contacts will remain unchanged. Our office locations, phone and fax numbers and emails will remain the same.

For more information, please contact:

Janice Peters, Chief Operating Officer, Services and Housing In the Province (SHIP)
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*For more information about **Services and Housing In the Province (SHIP)**, contact www.shipshey.ca*

About Services and Housing In the Province (SHIP):

SHIP's health services are recovery based and client-directed. We work closely with clients from youth to seniors, enabling them to embrace their full potential and to achieve their goals of recovery and living successfully in their community.



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SHIP ANNUAL REPORT

Message from the Chairman:

I want to emphasize how very important it is for us to have these opportunities annually to connect with our community and highlight the work that we have done; after all – that's what it's all about for us: successful community inclusion.

SHIP is a known leader in its field for Housing as well as Mental Health, Youth and Senior Services and we are proud of our reputation, which we have worked hard to establish. It is with this pride as an Organization that makes us strive to continuously review and improve our practices in order to establish newer and enhanced programs as well as promote expansion of the same within the Province.

As an organization we are always striving to do more as we uphold our responsibilities as leaders in our field, doing our best to improve the lives of the clients we serve, as well as inspire our communities to accept and embrace the individuals we serve into their lives and society.

We continue to focus on increasing our accountability and transparency within our leadership team and have begun the process of developing a new Board-directed strategic plan with defined goals that will help to guide us through the next three years. The enthusiasm with which we try to meet the needs of the population we serve will ensure that this organization always remains a true community Leader.

SHIP is truly reflective of the success we have met with because of our dedication in providing the highest level of service to our clients as well as the opportunities and collaborations we have built with our funders. The Hansen building is a prime example of these collaborations. We gratefully acknowledge their incredible support and overwhelming contributions. Their continued support ensures the expansion of housing and the effective delivery of all our programs at SHIP.

As you read through this years report you will see the growth over the past year which is indicative of the steps we've made in the right direction, and of the endless possibilities of what can be as we continue on our journey down this path.

Laurie Ridler and I wish the distinguished Board members, dedicated staff and clients who form the SHIP community all the very best.

Ron Ramjitsingh
Chairman of the Board

TREASURERS REPORT

I am pleased to report that SHIP once again ended the fiscal year of 2016 - 17 within budget.

SHIP underwent tremendous growth both in Capital and Services. The Hansen Building opened its doors to its first tenants in November 2016. SHIP also experienced increases to services and housing within the Housing In Place and High Support Teams.

Throughout all the activity and despite challenging economic times the SHIP Board of Directors continued to maintain a strong financial position.

The Finance and Risk Committee of the SHIP Board of Directors conducts regular reviews on the financial controls and areas of potential risk to ensure SHIP conducts itself with a high level of integrity and competence.

On behalf of the SHIP Board of Directors, I commend all staff and volunteers for their hard work and dedication.

Randy Beyers
Board Treasurer

FINANCIAL STATISTICS 2016 - 2017

Total Revenue	\$29,627,076
Operating Budget	\$24,863,918
Rent Supplement	\$3,475,300
Rent Revenue	\$4,847,846
Payments from Partners	\$2,087,160
Other Funding	\$4,315,028
Transfer Payments	(\$ 3,549,454)

HOUSING AND SERVICE STATS 2016 - 2017

	Supportive Housing and Service	Short Stay Crisis	TOTAL
Housing Units	1006	16	1022
Service Recipients	2838	328	3166
Central Intake Wait	1257	n/a	1257

bedroom suites.

The roof top is allocated to building amenities as well as an enclosed children's playground.

The population mix residing in this vibrant community is reflective of the Region of Peel's extensive wait list, affordable market housing opportunities and supports to specialized populations. Promoting a healthy living environment, this new build is a smoke-free residence which is the first within the Region of Peel.

The success of this project is attributed to the commitment and dedication of the SHIP Board of Directors, the Hansen project team that included SHIP, the Region of Peel, developer staff, consultants and board member expertise. A special thank you to Keith Ward, Vice Chairman of the Board for his extensive expertise and leadership with this project.

The Hansen community continues to evolve with a decision made to convert the second floor commercial space to 27 seniors units slated for completion in the spring of 2018.

A special thank you to our funders, the Ministry of Housing and the Region of Peel.

QUALITY ASSURANCE

SHIP's quality assurance activities ensure a high standard of client care, safety and experience, and create a culture of continuous quality improvement within the organization.

Accomplishments in 2016 – 2017 include developing a two year quality improvement plan (QIP) consisting of 15 quality improvement initiatives. Currently, we have successfully met or exceeded projected targets on a number of these initiatives.

Among our many quality activities, SHIP's annual surveys gauge the extent to which clients are receiving care that is respectful of and responsive to individual preferences, needs and values.

Survey results indicate that 96% of clients feel that the services they received are of high quality and 93% said that they would recommend this service to a friend.

Equally important, a core element of supportive housing is that it provides a safe and secure environment. In this regard, our Healthy Housing Tenant Survey revealed that 89% of tenants felt safe inside their own unit and 83% rated that they had adequate opportunity to use and access the facilities at their building.

Other quality indicators show a general downward trend in privacy and security incidents, and streamlined processes for tracking and reviewing client safety incident analysis and remediation.



HANSEN OPENING



In 2012, SHIP was awarded a request for proposal from the Region of Peel to build affordable housing in the Peel Region.

A subsequent four year journey from conception to development has resulted in the completion of the Hansen building located at 247 Queen Street East on one of the most desirable economic corridors in Brampton

First occupancy for residents took place November 2, 2016 with staggered move ins to full occupancy by March 2017.

The building was designed in accordance to Region of Peel design guidelines, with the two lower levels of development acting as a podium to the City of Brampton's Urban Design Objectives for that area. This included 12,000 square feet of grade related retail space at ground level, 21,000 square feet of commercial space located on the second floor and 13 stories of mix use residential housing that includes 205 units consisting of one, two and three

RECOGNITION

THANK YOU SHIP STAFF TEAM

I am very proud of the staff team at SHIP. We have grown significantly since our early days as a small group of just 15 people to now over 300 employees.

SHIP staff are recognized in the community for their compassion, knowledge and dedication. The delivery of service from our front line staff is stellar. Our support teams in Administration, Finance, Office Services and Information Systems ensures that SHIP operates smoothly each and every day and towards improvements in our background services.

SHIP is successful due to its extraordinary team and the individuals within that team.

I thank you all very much for your dedication and look forward to working together for many years.

Laurie Ridler
CEO



SHIP's Board of Directors:

Ron Ramjitsingh	– Board Chairman
Keith Ward	– Vice Chairman
Randy Beyers	– Treasurer
Mary T. Lee	– Secretary
John Williamson	– Director
Stephen Chase	– Director
Louise Kindree	– Director
Robert Simeon	– Director
Lorraine Gandolfo	– Director

For more information please see our website: www.shipshey.ca

HOUSING IN PLACE (SERVICE EXPANSION)

With the addition of newly funded supportive housing dollars, the Housing In Place (HIP) model was developed. This program uses a multidisciplinary team to address the support needs of clients. The team is comprised of mental health, addiction, justice, dual diagnosis, vocational, geriatric case managers, as well as specialized services such as hoarding and trauma staff, a financial support worker and an alternative dispute resolution (ADR) staff. The principles of the program are recovery-based and adopt a Housing First approach to service delivery.

Complementary services (hoarding, trauma, financial support, ADR) are offered to other clients and community members who are in need of support, through partners such as Peel Living, the Region of Peel, the City of Mississauga, The County of Dufferin, Children's Aid Society and 24/7 Crisis.

In its first full year, the HIP program successfully housed over 70 individuals and has provided support to over 150 individuals within both LHINs. Staff have implemented 5 different groups that meet weekly and are offered to all SHIP clients, and the Hansen Community. These interventions have resulted in high housing retention rates among individuals experiencing homelessness and those living with a mental illness which has resulted in increased client well-being.

SHIP PRESENTATIONS

2016/2017 was a stellar presentation year. SHIP was accepted to present at the November 2016 National Conference on Ending Homelessness. SHIP's presentation highlighted the success of the "Neighborhood Model" within Housing First in Dufferin County.

January 2017, SHIP was approached by Service Canada to present at the 2017 Ontario-Canada Homelessness Summit. The Summit was a collaborative effort between Service Canada, which administers the Homelessness Partnering Strategy, and Ontario's Ministry of Housing - SHIP presented "Innovative Approaches to Housing First."

March 2017 SHIP was invited to attend and present at the Poverty Reduction Conference hosted by the Provincial Poverty Reduction Office and Ontario Trillium Foundation. SHIP's Poverty Reduction Project was highlighted and was directly presented to the former Minister of Housing and Minister Responsible for the Poverty Reduction Strategy Chris Ballard.

AMALGAMATION

Facilitated integration of Peace Ranch and Services and Housing In the Province (SHIP)

Over the past two years Services and Housing In the Province (SHIP) and Peace Ranch with the support of the Central West LHIN worked towards an amalgamation resulting in the integration of Peace Ranch under the Governance of SHIP

We strongly believe that by our unification clients will experience:

- Enhancements to the continuum of supportive housing, front line service, social rehabilitation and social purpose enterprise
- Improved quality of service including opportunities to retain housing across a continuum of options

Many thanks to the Board of Directors of both SHIP and Peace Ranch for their support and guidance through this process.

DONATIONS AND VOLUNTEERING

SHIP engages community supports and resources to improve the quality of life for the individuals we serve.

In the past year, SHIP received donations, both monetary and in-kind, in excess of \$100,000 which aided in improved food security, new programs and services, space makeovers, community transition packages and increased access to personal care services and items.

Additionally, SHIP has partnered with 75+ volunteers whose contributions have been instrumental in supporting the ongoing success of SHIP programs especially our student breakfast programs and social recreational activities.

Donations and volunteers support SHIP in strengthening the sustainability of multiple programs and projects.

