

THANK YOU SHIP STAFF TEAM

SHIP has seen yet another successful year thanks to all of the hard work by our employees. Focus and dedication to providing the best service we can is what makes SHIP such an incredible organization.

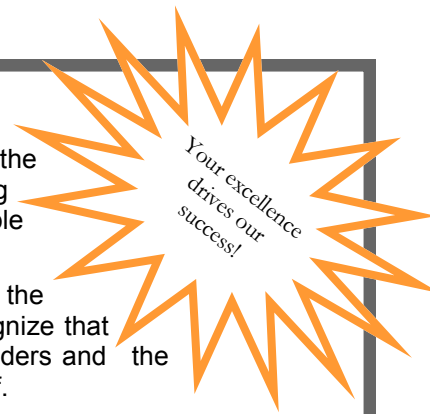
I would like to acknowledge all that we've accomplished and the journey we've embarked on get to where we are today. I recognize that SHIP wouldn't be where we are without the support of our funders and the incredible contributions made by each and every one of our staff.

With the strength of the executive team and the Board of Directors we have developed new strategic goals that will guide and transform our services and core competencies, enabling us to provide the best services we can to our existing and expanding client population.

We have earned a great reputation as a reliable and trusted partner in the community and I want SHIP's reputation for excellence to spread to other areas within our Industry.

It is my privilege to be working alongside a team of remarkable individuals that have helped to build SHIP to what it has become today. I am confident that with our combined efforts, hard work and dedication we will scale even greater heights.

Laurie Ridler
CEO



SHIP's Board of Directors:

Ron Ramjitsingh – Board Chairman
Keith Ward – Vice Chairman
Randy Beyers – Treasurer
John Williamson – Secretary
Louise Kindree – Director
Robert Simeon – Director
Lorraine Gandolfo – Director



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ANNUAL REPORT 2018



Message from the Chairman:

I am particularly pleased to be able to report that 2018 was another successful year for Services and Housing In the Province. SHIP has significantly increased its portfolio with a number of new programs, Home for Good Peel and Housing In Place 2 to name a few.

The Board and Management are committed in their continuance of seeking out opportunities to improve our performance and drive towards excellence in what we do.

Future sustainability has been at the forefront in the planning and implementation of our new Strategic Plan for 2018 to 2021 which will certainly assist and further support the achievement of these goals.

The move to the new Strategic Plan will strengthen our culture and people to ensure that we continue to maintain our key competitive advantage in the community.

Our focus over the next three years will be on:

- enhancing service and housing capacity
- maximizing engagement with our funders, staff and clients
- provincial leadership

SHIP would not be in the strong position it is today were it not for the support from our staff. One of our core strengths is the competence and knowledge of our staff. This comes from an empowering and nurturing environment that SHIP creates by allowing staff to succeed at every level with encouragement, accountability, innovation and excellence.

The SHIP Board has also updated its by-laws to articulate our commitment, responsibility and leadership.

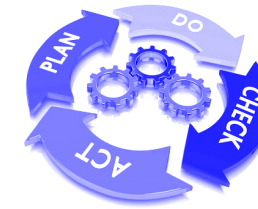
As a Board our aim is to:

- maintain the highest standards of governance;
- continue to develop the vision of Quality housing, Quality services, Quality lives
- make a positive impact in the communities that we serve;

I would like to commend Laurie Ridler, the senior management team, distinguished Board members, dedicated staff and clients for their outstanding contribution to the growth of SHIP and I look forward to this year as we continue on our journey of transforming lives with the services we provide.

Ron Ramjitsingh
Chairman of the Board

Quality Assurance



The Quality Assurance committee establishes and monitors standards for delivery of client service and housing standards for leased units and owned property that are delivered by the Corporation.

SHIP's Quality Assurance framework provides activities supporting a high standard of client care, safety and experience with an organizational culture of continuous quality care.

Among these activities are SHIP's annual surveys reflecting on improved client experience and healthy housing standards. Results indicate that 92% think SHIP services are of high quality and that the services helped them deal effectively with life's challenges.

The Healthy Housing survey results indicate that an average of 86% are informed of rights and responsibilities as a tenant, know how to share/express concerns or compliments and find the landlord and staff of the building friendly, professional and accessible with 83% feeling safe inside their unit.

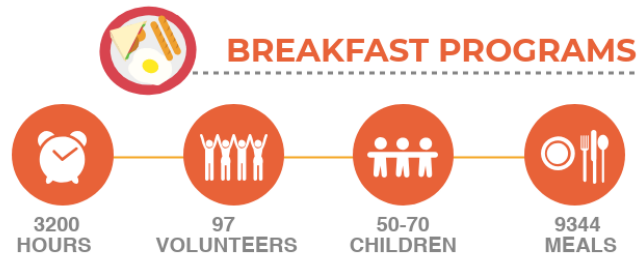
This past year, SHIP's Quality Improvement Plan (QIP) consisted of 15 initiatives focusing on the 5 quality dimensions aligned with the Ministry of Health and Long Term Care, Health Quality Ontario, Central West LHIN and SHIP's strategic plan targeting safety, effectiveness, access, client centeredness and integration.

Accomplishments in 2017-18 reflect SHIP meeting or exceeding the projected targets of the QIP which included:

- Increase in timely effective equitable access to services with 81% of positive responses to client survey OPOC (Ontario Perception Of Care), 'Staff were sensitive to my cultural needs (e.g., religion, language, ethnic, background, race)'
- Increased use of technology with 80% of client service staff registered with telemedicine/ PCVC (Personal Computer Video Conferencing) increasing access for psychiatric services to clients.
- Systematic review and analysis of all Incident Reports resulting in reducing the number of critical incidents.
- Reduction in client falls as a result of applying falls risk screener to all individuals over the age of 55.
- Improved medication safety with 100% of ACTT clients having a medication reconciliation report at admission into program and at discharge from hospital.
- Maintaining quality of housing stock with 98% units inspected and increased capacity of housing stock and support to clients by 130 units.

Celebrating SHIP Volunteers!

Volunteers provide support to multiple community events, workshops, programs and activities supporting youth, older adults and community members.



SHIP's dedicated team of community volunteers have an **enormous, positive impact** on the wellbeing of the SHIP community!

Through engagement with more than **200 volunteers, 12 corporate groups** and an additional **30 new volunteers** in 2017-18, volunteer support strengthened the sustainability of the SHIP community! Our volunteer team is strong and diverse supporting programs, activities and events in Mississauga, Brampton and Caledon!

Message from the Treasurer:

ON behalf of the Board of Directors and as Treasurer of Services and Housing in the Province (SHIP) I am pleased to present the 2017/2018 Financial Statements. 2017/2018 represented another milestone year for SHIP with the expansion of the Hansen Apartment Complex at 247 Queen (opened in 2016). The expansion (currently under construction) will provide an additional 27 units for seniors by converting the commercial space on the 2nd floor. This has increased the capital stock of SHIP owned apartments to 335 units in six buildings.

During the 2017/2018 Fiscal Year SHIP also grew program funding by over \$2.0 million with the expansion of the Housing in Place Program and the establishment of two new Homes for Good Programs. This was in addition to the previously announced addition of the Peace Ranch program. The challenges of this incredible growth were managed well by the entire finance team and I am pleased to report that at fiscal year-end we had achieved all financial benchmark targets.

In September of 2017 SHIP hired a CFO to provide additional financial acumen to financial services departments. The CFO has streamlined financial reporting to the Board and is working closely with the CEO and COO and the Audit and Risk Committee on financial reporting, risk management, and risk mitigation. The CFO has also presented the Board with recommendations on fiscal changes that will result in lower administrative costs for SHIP.

I would like to extend our thanks to the employees of SHIP. Their hard work, dedication, and superb management resulted in a balanced and strong financial statement

Randy Beyers
Board Treasurer

FINANCIAL STATISTICS 2017 - 2018

Total Revenue	\$33,858,109
Operating Budget	\$33,329,420
Rent Supplement	\$3,922,657
Rent Revenue	\$5,962,932
Payments from Partners	\$2,097,595
Other Funding	\$6,447,498
Transfer Payments	-\$3,429,445

HOUSING AND SERVICE STATS 2017 - 2018

	Supportive Housing and Service Programs	Short Stay Crisis Support	TOTAL
Housing Units	1031	16	1047
Service Recipients	3719	363	4082
Central Intake Wait List	1542	n/a	1542



ACCREDITATION CANADA

SHIP received Accreditation for the first time in 2015 from Accreditation Canada. Since that time we have continued the Accreditation journey through ongoing evaluation of our programs and services.

We are excited to be gearing up for our second cycle of Accreditation which will take place in November 2019.

Accreditation is an internationally recognized evaluation system that SHIP is using to make sure we continue to meet evolving service standards to provide the highest level of service possible. Organizations that become accredited do so as a mark of pride and as a way to create a strong and sustainable culture of quality and safety. Everyone who has a relationship with our organization is involved in the process including the Board of Directors, staff, clients/families and partners.

SHIP will be assessed against 6 Standards: Governance, Leadership, Infection Prevention and Control, Medication Management, Home Support and Community Based Mental Health. These standards are comprised of over 700 criteria.

Home for Good (HFG) in Peel

Home for Good (HFG) in Peel is a Housing First program with a mandate to offer supports and services to individuals and families experiencing chronic homelessness within the Region of Peel that also identify as: a youth aged 16 to 24 years of age, indigenous, and/or transitioning from a provincial institution, treatment or care facility.

HFG in Peel functions as a collaborative model of service delivery with a collective impact philosophy. Collaboration occurs both at the project planning and service delivery levels: The Region of Peel operates as the project sponsor/funder and Services and Housing in the Province (SHIP) serves as the backbone organization, in partnership with CMHA Peel-Dufferin, the John Howard Society of Peel-Halton-Dufferin, Our Place Peel and The Salvation Army Peel Shelter & Housing Services.

Using a coordinated system approach, HFG in Peel aims to end chronic homelessness in our community, by: connecting participants to affordable housing options and a housing allowance; and offering recovery focused intensive case management, and secondary supports from a multi-disciplinary team. This approach promotes long term housing stability and increased quality of life.

Notable accomplishments in our first 6 months of implementation:

- Eligible participants are identified through their referral to the Peel Region By-Name List, which offers dynamic service prioritization based on acuity of need. SHIP has been a leader at the planning table for the By Name List implementation. Home for Good is the first program to receive referrals through this new coordinated intake approach
- As the lead with intake and service coordination, we have developed a prioritization matrix

to further triage referrals and ensure participants at the highest level of need are connected to service. Informed/inspired by the work of CAEH (Canadian Alliance to End Homelessness) and other leading communities such as Waterloo, our prioritization matrix has been requested as a model for PAEH (Peel Alliance to End Homelessness) and other municipalities developing similar programs

- We have been accepted to present at the National CAEH Conference in November 2018 on our Collaborative Model as well as our Hoarding Support program
- We are offering supports and services to 124 individuals and families that were identified as being chronically homeless and highly vulnerable; as of September 2018, 67 are housed with rental supplements. These participants are working with a range of supports from the collaborative including general mental health, addictions support, trusteeship, employment, and life skills

Home for Good – Peel Youth Village (Part 2)

Is an aftercare transitional housing program that supports graduating youth with access to a team of 2 specialized clinicians for an additional 24 months after successful discharge from Peel Youth Village (PYV). This support strategy provides a rental subsidy with customized individualized supports around mental and physical health, education and training, money management and employment supports as well as income supports to assist with the process of coordinating and learning how to maintain income resources such as Ontario Works (OW) and the Ontario Disability Support Program (ODSP). These proposed comprehensive supports coupled with our onsite supports and services will provide homeless and at risk youth, a total of three years to finally and successfully put an end to their homelessness so they can address health concerns, find work, find safe, secure and affordable housing, and work towards higher levels of education.

Client and Family Program Advisory

The Client and Family Program Advisory Committee obtains client, tenant and family input to the services, programs, activities, events and housing provided by SHIP representing the interests of clients and their families, referring agencies and the local community. The Committee promotes partnerships, reviews and makes recommendations on the organization's strategic plan and promotes community awareness and understanding of mental health.

The Committee, comprised of 10 client and family members meet monthly. Accomplishments in 2017-18 include the **SHIP Network News** client and family newsletter, Committee membership, community outreach including an education and awareness presentation at the Peel Homelessness and Housing Summit in 2017 as well as at client and family community events convened by SHIP throughout the year. The Committee has provided input into SHIP's Quality Improvement Plan, Strategic Plan and hosted a number of guest speakers presenting on ethics, case management standards, wellness, client and family engagement, client events, emergency preparedness, volunteering and a special presentation of **Love Me Still**, a SHIP documentary exploring the stigma of mental illness.