



Message from the Chair:

As Chair of the Board of SHIP, once again, I am proud to announce another successful year. In 2016, SHIP overcame considerable challenges and capitalized on strategic opportunities.

At SHIP, It is very important for us to **create opportunities to connect with our community**; after all – that’s what our services are all about: successful community inclusion. This core focus can be seen through the staff’s dedicated and purposeful relationships with clients and the Board’s commitment to governance, strategic planning, and support of best practices for the organization.

We worked hard to gain **Accredited status through Accreditation Canada**. During this process we have redeveloped our internal strategies and communication techniques to increase accountability and transparency within our leadership team. We have also implemented a new employee recognition program, to really celebrate and acknowledge the work we do here. I thank and congratulate the staff for their commitment to SHIP in attaining accreditation.

Many achievements have been realized in SHIPs strategic plan of 2014-2017. In particular SHIP expanded its capacity for housing and services by more than 125 units which exceeds our original goal of 100 units. As we wind down those goals we begin the **process of developing a new strategic plan** that will guide us through the next 3 years.

I am pleased to report on the **continued development of the Hansen building**, SHIP’s affordable housing project with 205 units that has one, two and three bedroom suites with the top floor being allocated to building amenities. Hansen tenants can expect to be part of a vibrant community that provides a safe, secure and stable home that is welcoming to all. Tenants will begin to move into the building late fall of 2016.

SHIP increased housing and services with a program called Housing In Place (HIP) that will provide supportive housing and support within housing for people with serious mental health issues and / or those with problematic substance use who are homeless or at risk of homelessness. 104 unique individuals will receive high quality, Integrated, person-directed support services to those residing in the new housing units accessed by SHIP. The services and housing will provide Improved residential stability, quality of life, reduce crisis and reduce repeat Emergency Department visits. We thank the Central West LHIN and the Ministry of Health for their support and the funding.

SHIP continues to lead the way in providing services and housing in the province, and we are privileged to have such passionate staff achieving new goals.

Laurie and I would like to thank the Board of Directors, Executive team, managers, staff and volunteers of SHIP for their **outstanding efforts and dedication**.

Ron Ramjitsingh
Chairman of the Board

TREASURERS REPORT

I was pleased to serve as the Treasurer for the SHIP Board of Directors during the fiscal year 2015 – 2016.

SHIP maintains a reputation of fiscal accountability and responsibility at a high level while maintaining service excellence. SHIP was and is vigilant in recording and reporting its spending practices. SHIP looks for trends and potential pressures in order to address any challenges that may affect delivery of services. We ensure adherence to the Community Financial Plan and our agreements with Central West LHIN, The Region of Peel and the Ministry of Health and Long Term Care.

During the fiscal year 2015-16 the Board of Directors reviewed the progress of the Hansen Project both in its structural development and financial activity kept to the terms of the agreements held with our lenders and grantors (both Region of Peel and Ministry of Housing). We also thank the Region of Peel for their support and guidance during this past years construction. The SHIP Board of Directors is committed to ensuring a smooth transition from the construction phase to the operations phase as our tenants begin to occupy their new homes in November 2016.

Randy Beyers
Treasurer

FINANCIAL STATISTICS 2015-2016

| | |
|------------------------|----------------|
| Total Revenue | \$27,689,076 |
| Operating Budget | \$23,315,883 |
| Rent Supplement | \$ 3,099,678 |
| Rent Revenue | \$ 3,743,035 |
| Payments from Partners | \$ 2,087,160 |
| Other Funding | \$ 4,299,470 |
| Transfer Payments | (\$ 4,473,472) |

HOUSING AND SERVICE STATS (2015/2016)

| | Supportive Housing and Service Programs | Short Stay Crisis Support Program | TOTAL |
|--------------------------|---|--|-------|
| Housing Units | 836 | 16 | 853 |
| Service Recipients | 2735 | 417 | 3152 |
| Central Intake Wait List | 1098 | n/a | 1098 |

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

ACCREDITATION

During the 2015 and 2016, SHIP embarked on its first journey to prepare for Accreditation through Accreditation Canada. Accreditation is an ongoing process of evaluating and recognizing a program as meeting established standards. Participating in accreditation demonstrates that SHIP is striving to achieve a strong and sustainable culture of quality and safety. As part of the process, SHIP conducted an extensive self-assessment to determine the extent to which we are meeting Accreditation Canada's standards and made changes to areas that needed improvement. This process involved all of SHIP staff, board members, clients and stakeholders. From November 30 2015 to December 4 2015, Accreditation Canada surveyors conducted an in-depth on-site survey to

issue a decision of accreditation. During the survey the surveyor team, who are health care professionals, undertook a number of activities to determine the extent SHIP met the accreditation program requirements. They observed the care that was provided, talked to staff, clients, families, partners and reviewed documents and files in order to follow a client's path through the organization and have a clear picture of how service is delivered. SHIP was assessed against 6 sets of standards: Governance, Leadership, Community Based mental Health, Home Support, Infection Prevention and Control and Medication Management. All sites and services assessed were successfully accredited!



Here we Grow Again

SHIP continues to respond to the fluctuating needs of the clients and communities we serve. SHIP's staffing complement is 209 employees (excluding relief/casual) which is an increase of 13% from the previous fiscal year. This includes the hiring of the new **Housing In Place** team with specialties in Hoarding, Alternative Dispute Resolution, Dual Diagnosis, Addictions & Seniors.

If you Build It

SHIP leadership recognizes the importance of a robust and reliable technology foundation in order to support staff in completing their work efficiently. The Information Systems team continues to work on strengthening SHIP infrastructure and system, streamline the processes and staff training. Some upgrades in the past year included:

- Configured SHIP main office firewall to run Ontario Telemedicine Network services on SHIP's own network
- Upgrading office internet connections at off site locations
- Implemented advanced security options in firewall for maximum network security
- Improved privacy and security of confidential client information on CRMS note section.

Filling the Gap

SHIP continues to identify and develop services needed to meet unmet needs of our community. Over the past year this has meant a bigger presence in the Dufferin community through our Early Intervention program, In-STED services, Mental Health Consult (a partnership with CCAC), Community Case Management and our Social Enterprise. This also includes Housing First Dufferin supports, which works with homeless individuals to assist them to find and secure stable housing. Another example of meeting community needs is the development of the Housing In Place (HIP) team, a newly funded CWLHIN program. This team has assessed over 190 individuals and are supporting 132 of the most vulnerable individuals on SHIP's wait list.

Knowledge Exchange

We recognize the importance of sharing what we know. SHIP presented our Housing First Dufferin program's Neighbourhood Model at the Housing First Partners Conference in Los Angeles, California. This was an appropriate fit as the theme for the conference this year was

"Bringing Housing First to Scale". Also, Peel Youth Village presented research findings which looked at the impact of transitional housing on youth at the Housing First Conference in Los Angeles as well as at the CHRA's 48th National Congress on Housing and Homelessness which took place in Montreal.

Partnerships

Working in collaboration is important to SHIP. Below are a few highlights this past year:

- Central Intake has re-engaged with the Peel Shelters to both assist with high users of hospitals who are staying at the shelter as well as to engage the chronically homeless to assist with service needs and to complete a SHIP application
- Central Intake is conducting Outreach Wait List clinics in an effort to engage service providers and users to ensure that SHIP's front door is accessible and effective
- The In-STED program was reviewed by the CWLHIN with hopes to be featured as a best practice.
- The High Support Program increased their forensic portfolio with the introduction of more clients discharged from the Centre for Addiction and Mental Health to SHIP. This positive outcome is evidence that the collaborative partnership between CAMH's forensic program and SHIP's High Support team is of high caliber and is effective in delivering excellent support services.

Paying it Forward!

Peel Youth Village developed and implemented a Peer mentorship Program called Learning as We Lead. This program was developed as the result of a grant from Home Depot's Orange Door Award and in collaboration with Me To We.

In Pursuit of Quality

SHIP's Continuous Quality Improvement Committee continues to monitor and update SHIP's Quality Improvement Plan (QIP). SHIP's **Bright Ideas!** Program, launched October 2015, has been very successful. Several ideas have been brought forward resulting in a number of initiatives being implemented and intended to improve day to day life at SHIP. This was the first year that the Opinions, Concerns and Compliments was implemented at SHIP and the process has been deemed highly effective in terms of use and responses.

Social Enterprise at SHIP

The Coffee Hub is a vibrant café located in the W.M. Edelbrock Centre in Dufferin County which provides both volunteer and employment opportunities while providing tasty breakfast, lunch and catering options to the Centre's staff, visitors and surrounding community! Though it's been open only a short time, it has a dedicated customer base and a strong community partnership model.

Peel Youth Village's Acorn Café & Catering has seen tremendous growth in their catering operation with sales up 82.5% over last year! Highlights in 2015-16 included catering for the 20,000 Homes Peel Campaign, SHIP's Client Program Advisory Committee, ONPHA, Love Me Still play and a community bridal event.

Destination Café and **DC Cleaning**, considered to be the anchor business in SHIP's social enterprise family will soon be celebrating 10 years of offering opportunities to individuals within our community employment with support.

Destination Café is a fair trade organic coffee shop located in Mississauga.

DC Cleaning is a community cleaning business providing services to SHIP and the community in the area of common area cleans!



Donations and Volunteering

SHIP's Community Giving Partners. During 2015-16, SHIP was the recipient of a number of community and corporate donations and grants:

These included:

- Volunteer MBC
- Muslim Welfare Centre
- Fortino's
- YMCA
- Costco
- Kitchen Stuff Plus
- Shelter Bay Elementary School
- Mississauga Food Bank
- Brampton and Caledon Community Foundation

And a number of anonymous individuals who have given generously of their time and money!

SHIP Volunteer Program

Volunteers have an enormous impact on the well-being of communities. At SHIP, they provide :

- increased organizational capacity

- a wealth of skills and knowledge
- drive in forwarding SHIP's Mission
- new enthusiasm, energy and perspective to the work we do.

SHIP volunteers have brought added value to Peel Youth Village, Angela's Place, Destination Café and Nance Horwood this past year.

We have redesigned and implemented a fresh new volunteer recruitment approach created to attract both community and corporate volunteers.

SHIP continues to be grateful for the generous spirit of giving which exists in our community and enables us to provide strengthened programs and services to clients.

