

# SHIP

Annual Report 2013 - 2014

**PLUS!**  
Peel Youth Village  
Read all about  
evolution of this  
youth initiative  
**PAGE 8**

**“Our first and best  
investment - people”**

**5 articles that show the way**

**BUILDING PEOPLE,  
BUILDING LIVES**

**SHIP's fundamental  
objective**

**What's Brewing?**

**CONNECTING OVER COFFEE**

**Discover the benefits of SHIP's  
Social Purpose Enterprise**

September 2014



0 [www.shipshey.ca](http://www.shipshey.ca)



# Message from the Chair

*As Chair of the Board of SHIP, it is my honour to report on the successes of this past year and to provide an account of this organization's strategic direction and development.*

**I am privileged to have seen** what can be accomplished by putting people first and I am proud that *at SHIP, People are Our First and Best Investment*.

The fundamental right to housing and health services goes beyond words. It is this organization's core mandate. SHIP's strong sense of purpose guides development and implementation of our services and housing communities. Through in-house teams and partnerships with other community-based agencies, SHIP continues to provide housing and health services that support individuals to optimize their quality of life and improve their life circumstances.

During this past year, many benefits of

community service hub models and co-locating of services were explored. SHIP's Board recognized that these models greatly improve accessibility and availability of resources.

*SHIP's offsite service base* was expanded to the W & M Edelbrock Centre in Dufferin County and the William G. Davis Family Centre in Brampton. SHIP provides offsite programming under one roof along with other community-based service providers in the areas of short term crisis services, trauma services, housing, mental health and addictions support, child and youth services, education, income support and employment services.

Programming and delivery of services at *Peel Youth Village* are prime examples of this

organization's commitment to youth initiative strategies and to supporting positive and lasting community integration. Details of these innovative programs and their achievements are contained within this annual report.

From youth to seniors, SHIP continually develops innovative ways to provide assistance delivered with dignity and respect. *The Assisted Living program*, based in Orangeville, offers a team-based model of services that assist frail seniors who wish to remain living independently in their homes. Services extend to seniors in hospital, as SHIP works with other community-based organizations to provide options to alternative level of care beds or premature transfers to long-term care facilities.

The *In-STED (In-Short Term Emergency Diversion) Program* is a partnership of community-based service providers working in a collaborative team approach to reduce multiple visits to emergency departments. Mental health and addiction services are provided to the most vulnerable of individuals.

I am pleased to report that development of *SHIP's affordable housing project*, located in the heart of Brampton, is well underway. As a result of our successful submission to the Region of Peel, SHIP received more than \$33 million in funding. This building is a significant step in SHIP's evolution. We thank the Region of Peel for their partnership and the guidance they have extended to us.

Building on the foundation of previous direction and implementation, SHIP's Board has determined and approved priorities that will lead this organization through 2016. Staff, clients and community stakeholders have been encouraged to contribute their valued input toward guiding this strategic plan implementation.

*The first of three main priorities is Capital and Service Development* with a vision to increase SHIP's capacity to provide housing

and services by expanding our available Healthy Housing™ units through acquisition or building of additional capital properties. SHIP will also focus on maintaining and developing partnerships to provide services that support youth to seniors in achieving mental and physical health and wellness.

*Quality and Value have been identified as SHIP's second strategic priority.* In keeping with our Quality Improvement Plan, SHIP is undertaking the accreditation process. Over the next year and a half, SHIP will seek recognition as a provider of excellence in its housing, service provisions and the organizational infrastructure that supports it.

*The third strategic priority is Succession Planning* to ensure that SHIP has a solid plan in place for future leadership. This will be accomplished by identifying employees dedicated to preserving the fundamental values and core principles this organization was founded upon. SHIP recognizes that organizational stability and sustainability can be achieved by ensuring there is an established process to meet staffing requirements.

Our priorities are clearly expressed in the words of Albert Schweitzer, winner of the 1952 Nobel Peace Prize, "The purpose of human life is to serve and to show compassion and the will to help others."

Looking back on achievements of the previous year reinforces my earlier statement that *at SHIP, People are our First and Best Investment*. Laurie and I would like to thank all members of the Executive team, SHIP's managers and staff for your continued collaborative determination to positively impact the lives of others.

*Ron Ramjitsingh*

Chairman of the Board

## 2013-14 Board of Directors

Ron Ramjitsingh, *Chairman of the Board*  
Keith Ward, *Director (Vice Chair)*  
Mary Theresa Lee, LLM, *Secretary*  
Randy Beyers, CMA, *Treasurer*  
Stephen Chase, *Director*  
Robert Ditchburn, *Director*  
Kalyan Shome, *Director*  
Sarah Skinner, BACS, CHRP, *Director*  
John Williamson, *Director*

## Contact Information

Central Intake  
969 Derry Road East, Unit 107  
Mississauga, ON L5T 2J7  
905-795-8742  
www.shipshey.ca

**In pursuit of SHIP's fundamental objective of Building People, Building Lives, the organization utilizes a diverse yet often inter-connected set of tools and techniques that promote information sharing, increase access to seamless service and strengthen and reinforce collaborative partnerships.**

**These include** relocation and co-locating of services with other organizations and municipalities, offsite staffing in service hubs, the availability of multi-services at one location, expansion of services and embracing new initiatives that promote healthy lifestyle choices.

### **Short Stay Crisis Support Program**

The strategic transfer of the Short Stay Crisis Support (SSCS) Program in Brampton to 60 West Drive allows SHIP to utilize an established service hub at a permanent location that maximizes capacity. The Honourable William G. Davis Centre for Families brings a variety of community-based service providers together under one roof.

This co-locating of service connects SHIP's offsite time-limited emergency housing and complex mental health care with other community-based service providers in the areas of housing and crisis services, mental health and addictions support, services specializing in trauma, child and youth services, income support, education and employment services. The service hub model improves client access to seamless service.

### **Early Intervention and Youth Initiatives**

When the County of Dufferin announced it was creating a new service hub in Orangeville, SHIP recognized that the Edelbrock Centre was the ideal location for expansion into Dufferin to provide more services to youth. The satellite office also houses SHIP's Sustainable Housing

and Community Liaison staff.

The 32,000 square foot facility includes the County of Dufferin Community Services Department, additional health and mental health services, housing resources, educational and vocational services. This co-location of services creates opportunities for partner collaboration and warm transfers.

As one of the service providers within the service hub, SHIP welcomed the creation of the community garden and orchard, organized by the Town of Orangeville's Sustainability Action Team, on the grounds around the Edelbrock Centre. Since June of 2013, SHIP has participated in this healthy foods initiative by sharing the summer harvest of fresh vegetables with the individuals we support.

SHIP collaborates with a service hub model in Malton to address the needs of this underserved area by providing access to vital services including outreach, case management, linkages and education awareness. Our Early Intervention services are an expansion of Fact Peel+. SHIP

staff at the Four Corners Community Health Centre in Malton link individuals to primary care as needed. In turn, their primary caregivers link with SHIP for mental health supports.

In Mississauga, specialists work onsite at Peel Youth Village (PYV) offering transitional housing assistance and supports including early intervention, addiction and justice services, educational and vocational support, recreational and wellness assistance to PYV residents and the neighbouring Acorn community.

### **In-STED Program**

The In-STED (In-Short Term Emergency Diversion) Program is a partnership between SHIP, CMHA Peel and Punjabi Community Health Services that offers short-term, community-based mental health and addiction services to the most vulnerable individuals. The program is designed to reduce the need for multiple visits to emergency departments. Our In-STED

team members provide services, supports and linkages to other community-based services by working collaboratively with community partners at Headwaters Health Care Centre, Peel Shelters, Family Transition Place and Peel Living.

### **Assisted Living Program**

Based in Orangeville, the Assisted Living Program is a partnership with Dufferin County that allows SHIP to proactively support frail seniors who want to continue living independently in their own homes. Case management, support services and in-home interventions include client-directed personal care and light homemaking, safety checks, medication reminders and assistance, liaison services with primary health care providers and 24/7/365 response to emergency situations. The program's goals are to reduce visits to emergency departments and provide seniors in hospital with assistance that reduces or eliminates the need for alternative level of care beds or unnecessary admission to long-term care facilities.

### **11 Henderson**

Tenants of 11 Henderson require varying levels of support depending upon their individual needs. Service providers including SHIP's Residential Multi-Service Team (RMST), our North Peel Assertive Community Treatment Team (NP ACTT), the Centre for Addiction and Mental Health (CAMH) and Peel Assessment and Referral Centre (PAARC) quite literally "meet" the diverse needs of our community by making onsite client visits.

Monthly tenant engagement meetings provide inclusive opportunities to empower individuals by reflecting their value as tenants in the building and stakeholders in the community.

**BUILDING  
PEOPLE.  
BUILDING  
LIVES**





Our **nationally recognized** High Support Program is housed at 11 Henderson Drive, SHIP's **first ever ground-up building**. Support services are either provided by **onsite staff** or service providers from other agencies come to the building.

### High Support Program

This initiative was created to provide housing options to meet the diverse and complex needs of individuals living with mental illness. The High Support Program provides vital transition to individuals requiring a high level of support to reintegrate into the community. SHIP maintains onsite staffing to provide immediate response support. Safe, stable housing and responsive onsite services are keys to the successful development of enhanced quality of life and independent living. The program has already achieved successful outcomes in community transition to independent supportive housing. SHIP's High Support Program has received national recognition within the health care field. Recognized by the Community Support and Research Unit of the Centre for Addiction and Mental Health (CAMH), the High Support Program was acknowledged for best supportive housing practices at the Psychosocial

Rehabilitation (PSR) Canada Annual Conference in Vancouver, British Columbia. Details of the High Support Program model were also presented by CAMH at the National Congress on Housing and Homelessness in Ottawa.

The success of this program has led to invitations for SHIP to join several stakeholder and funder working groups including the National Working Group: Ending Custodial Housing for People with Mental Illness in Canada, being led by the Mental Health Commission of Canada; the Provincial Working Group: Custodial Reform in Ontario; and the Community Advisory Discharge Working Group.

As of April 2014, SHIP's High Support Program will become one of only two programs in the province that receive direct funding from the Ministry of Health and Long-Term Care. This will make SHIP the lead agency in the High Support Program partnership with CAMH.

## HOUSING AND SERVICE STATS

	Supportive Housing and Service Programs	Short Stay Crisis Support Program	TOTAL
Housing Units	797	16	813
Service Recipients	1231	399	1630
Central Intake Wait List	1241	n/a	1241



# COMMUNITY MATTERS

The 4-storey multi-functional building offers housing and a recreational complex that also serves as a training and education centre for youth and the local community.

**A**s a 17-year-old switches from living on the street to residing in stable housing, three other residents move from transitional to secure, affordable permanent housing. While several young people work toward completing their apprenticeship programs, another is now well on a path to recovery and preparing to attend college.

These are just a few of the successes that have been experienced since SHIP began providing programming and services at **Peel Youth Village (PYV)** and the Acorn community in Mississauga.

A graffiti wall created in collaboration with the Drew Hildebrand Teen Benefit Fund by a team of community and PYV residents is a visual reminder of this youth initiative.

In partnership with the Region of Peel and the Peel Homeless Youth Network, PYV was built to create a housing and recreational complex that also serves as a training and education centre. The four-storey multi-functional building includes 48 rooms for transitional housing for youth and a recreation centre that is open to PYV residents and residents of the Acorn community living in the four neighbouring high-rise apartment buildings.

PYV is an integrated and collaborative approach to service delivery for youth in transitional housing. Internal SHIP programs can provide service delivery that increases this support through seamless transfers. Tenants who move out of PYV can transition to longer term support



The 4-storey multi-functional building offers housing and a recreational complex that also serves as a training and education centre for youth and the local community.



through SHIP, if needed. Individuals at PYV have access to all SHIP celebrations including the Annual Barbeque, Lunch at the Mandarin and other social and recreational client functions.

## Transitional Housing

SHIP Intake and Housing Liaison staff at PYV provide assessment and assistance for applicants seeking transitional housing. Applications are available online at [www.shipshey.ca](http://www.shipshey.ca) and at [www.peelregion.ca](http://www.peelregion.ca) or can be picked up in person at PYV. Applicants must be between the ages of 16 and 30; be in need of housing and require supports for living, learning and/or working; and have a source of income.

Using a holistic wraparound approach, residents and staff work together as a team to co-evaluate workshop attendance, chore completion, meeting attendance, goal setting and guideline follow-through.

Under SHIP programming, housing supports go beyond having a roof overhead. Residents receive education and guidance regarding the rights and responsibilities of tenants and landlords. Transition planning begins immediately and after-care follow-up support is provided for up to one year post-transition. Together, residents and SHIP staff identify the level of support needed and put those supports in place. When challenges occur, SHIP is able to provide assistance in exploring alternatives.

## Support Services

SHIP's staffing structure is designed to provide inclusive and coordinated service delivery by embracing a multi-service approach. Support services are available 24 hours a day, seven days a week and 365 days a year. A program manager, three team leads, a program assistant and front line staff provide everything from housing,

recreation and wellness assistance to addictions, early intervention and vocational services.

Support services include addictions specialists who assist youth in exploring various recovery options and establishing an action plan toward substance use goals. Justice specialists offer referral and support in navigating the legal system and obtaining legal aid counsel. Mental health and early intervention assistance includes understanding the signs, symptoms and treatment options for various types of mental illness and providing education and referrals to appropriate community resources.

Youth specialists provide expertise in understanding and navigating the secondary school system and help in facilitating referrals to other youth-focused community resources. Vocational specialists offer resume, job search and interview skills support along with educational training opportunities and career planning. SHIP's Social Purpose Enterprise offers employment opportunities.

Recreational therapists and health and fitness staff work to assist youth in achieving an active and healthy lifestyle while building social skills, social confidence and self-esteem. SHIP's wellness coordinator at PYV promotes wellness and self-management by coordinating resident and community programs and events. Each of these service supports are offered to building residents and the surrounding Acorn community.

On behalf of neighbouring residents, a community needs assessment was carried out to determine ways in which SHIP can better meet those needs. A survey was conducted within the Acorn community to identify current needs and guide development of programs and activities at PYV resulting in a community calendar that is as rich and diversified as the community.



Together, residents and SHIP staff identify the levels of support needed and put them in place.

## Successes to Date

Not only did SHIP achieve a 92% occupancy rate within the first month, dedicated independent units for youth transitioning out of PYV have also been secured.

In addition to existing community partnerships, SHIP has also created new strategic partnerships with the Centre for Skills Development and Training which provides vocational assistance to youth, Building Bands Canada to offer youth opportunities for volunteer work teaching music classes and Cause Effect Fitness for empowerment of youth through fitness and sports.

The Breakfast for Kids Program at PYV has served over 3,460 meals to children and youth of the Acorn Community. A dedicated group of 30 volunteers prepare a hot, nutritious morning meal

and engage in positive, motivational conversations throughout the school year. This initiative has resulted in increased positive behaviour in classrooms, improved social skills and shown a 35% increase in breakfast program attendance. Many thanks to our partners Boys and Girls Club Peel and the Ministry of Children and Youth Services

## Future Goals and Objectives

As SHIP continues to administer programming services, this organization looks toward furthering the value of this initiative.

Future plans include the creation of additional strategic partnerships, the development of innovative marketing strategies, increased community engagement and the enhancement of community services for the residents of PYV and the Acorn community.



# What's Brewing?

## Connecting Over Coffee

The benefits of SHIP's **Social Purpose Enterprise (SPE)** continue to percolate through the communities we serve.

**This has been an exciting year** for SPE at SHIP. In January of 2014, *The Acorn Café & Catering* opened at PYV. Located at 99 Acorn Place, The Acorn Café provides well-priced snacks and refreshments to PYV and the surrounding Acorn and central Mississauga community, three days a week from 4pm – 6pm. Since opening, we have catered more than a dozen events, served 175+ customers and filled countless baked goods orders. Our SPE staff will continue to enthusiastically develop innovative ways to further promote and market the café and catering business to an even broader community during the upcoming year.

SPE @ PYV has created over 2,000 hours of work for individuals involved in facilities

**Social Purpose Enterprise (SPE) at SHIP** consists of *Destination Café and Catering*, *DC Cleaning*, *The Acorn Café & Catering* as well as two new initiatives currently in development – *Community Painters at Peel Youth Village (PYV)* and *The Coffee Hub at The Edelbrock Centre in the County of Dufferin*.

management. More than six residents of the Acorn community and PYV have received positive, practical work experience through a combined total of 700 shifts. Cleaning staff work hard to achieve and maintain high quality standards within the Community Centre, open Monday through Sunday, 10 am – 9 pm.

DC Cleaning continues to flourish by providing cleaning services at 14 different sites in Mississauga and Brampton.

SPE at SHIP all started with *DestinationCafe.ca*. Open Tuesday through Saturday,

*Destination Café* serves the community of Port Credit freshly roasted, fair trade, organic coffee, teas and light snacks. Through funding from the Central West Local Health Integration Network (CW LHIN), *Destination Café* was



**Open Tuesday through Saturday, *DestinationCafe.ca* serves freshly roasted, fair trade, organic coffee teas and snacks**





able to welcome our new red roaster. This significant addition allows our master roaster to produce 5 lbs of coffee in the time it used to take to produce 1 lb. The year 2013 also brought public recognition of our successes, in the form of a Star of Mississauga South Small Business Award.

After six years, our SPE initiatives remain a vibrant hub of employment and personal growth opportunities for individuals seeking employment with a difference. To date, more than 30 determined and hardworking individuals have experienced the triumph of personal and professional achievement with our successful combination of flexibility and support.

Employment is offered with a strong emphasis on recognizing an individual's existing skill

set and finding the best fit in the workplace to maximize success. We also take into account the individual's goals for ideal employment. For one individual, it was the opportunity to do something he had always dreamed about – to write. For another, it was the chance to create a welcoming environment for individuals living in one of SHIP's capital buildings. Both of these SPE at SHIP staff experienced a sense of pride in their accomplishments while achieving success in their employment goals.

To maintain our existing businesses and grow our new initiatives, we will continue to combine the strength of our existing SPE infrastructure with the wisdom and expertise gained from our previous business experience.



# PARTNERSHIPS

Our services to clients and tenants are enhanced by the many partnerships we share. This year we increased our partnership base through formal agreements with:

- |                                     |                                  |  |
|-------------------------------------|----------------------------------|--|
| Barbertown Co-operative Homes Inc.  | County of Dufferin               | Ontario Disability Support Program             |
| Boys and Girls Club Peel            | Dan Benedict Co-operatives Homes | Ontario Trillium Foundation                    |
| Breakfast for Kids Program          | Event Direct                     | Panera Bread                                   |
| Building Bands Canada               | Home Depot                       | Peel Regional Police                           |
| Catholic Family Services            | John Howard Society, Dufferin    | Region of Peel                                 |
| Children of Christmas Past          | Living Arts Centre               | Saint Pio of Pietrelcina Elementary School     |
| Cobs Bread                          | Mississauga Food Bank            | The Centre for Skills Development and Training |
| Community Foundation of Mississauga | Mississauga Power                | Toronto Star Santa Claus Fund                  |
|                                     | Nahani Way Public School         |  |
|                                     | New Horizons                     |  |

# FINANCIAL REVIEW: Report from the Treasurer

As Treasurer of the Board of Directors of SHIP, I Randy Beyers, am presenting financial statements for this annual report from the fiscal year that ended on March 31, 2014. I would like to thank the employees of SHIP for all their efforts toward providing a balanced budget.

Financial statements are presented to the Board for review and analysis on a monthly basis. The Board also performs regular reviews of financial controls and areas of risk management. These measures ensure the accuracy of SHIP's financial statements as the Board continues to enhance its members' financial and risk management skills.

Given the current economic conditions requiring financial restraint, this organization performed well and with due diligence.

On behalf of the Board of Directors, I would like to take this opportunity to thank SHIP's various funding sources including the Central West Local Health Integration Network, the Ministry of Health and Long-Term Care, United Way, Trillium Foundation and the Region of Peel for their funding and confidence in SHIP.

SHIP's budget increased by 23.6% over the last year.

2013-2014	
Total Revenue	\$27,240,741
Operating Budget	\$22,890,919
Rent Supplement	\$2,830,764
Rent Revenue	\$3,491,900
Payments from Partners	\$2,087,160
Other Funding	\$6,061,081
Transfer Payments	(\$4,313,822)

# FINANCIAL STATISTICS





# “IMAGINE.

Employees with purpose and pride...  
isn't that what it's all about?”

**S**ocial Purpose Enterprise builds sustainable businesses while providing employment for individuals in need. Our mission is to provide all staff with a safe, flexible and supportive work environment, competitive compensation, a sense of purpose and the dignity and respect that comes with employment.

SHIP owns and operates Destination Cafe, DC Cleaning and the all-new SPE @ Peel Youth Village.

“Championing people, community and the environment with Social Purpose Enterprises.”