

# ANNUAL REPORT 2019

SEPTEMBER 2017  
TO AUGUST 2018



## From the President:

Indwell has been preparing for incredible growth this past fiscal year as we've focused on strengthening our infrastructure and expanding into new communities. Lives are being transformed, and society is benefiting. Communities are increasingly understanding that in order for neighbourhoods and cities to flourish we must serve the vulnerable, reduce homelessness and emergency room visits, and seek out ways to find a place for each person to flourish.

Our new strategic plan is dedicated to many more *lives transformed*. We committed to three key indicators for guiding our decisions: Flourishing People, a Values Driven Movement, and Engaged Communities. The board of directors and staff pledged to continue working in a manner consistent with our principles of valuing the inherent dignity of all people as image bearers of God, living out our calling to love our neighbour as ourselves, and keeping *hope* as the foundation of all of our actions. We know that Jesus Christ is the root of transformed lives, and when grounded by this root we will continue to grow in our calling to provide *Hope and Homes for All*.

As Indwell continues to cultivate a deepened commitment to lives transformed, we challenge you to hold us accountable to the signpost markers that will indicate success. Expect



to see amazing changes in the lives of our tenants. Count on people experiencing housing stability. Notice that we're growing, with more people experiencing health, wellness and belonging. Walk with us in creating capacity through partnerships. Watch our mission expand into new places. Celebrate when others use our model.

We will bear the most fruit when we work together. So, we value the contribution that every person will make: our tenants, as they hold us to our commitment as a supportive housing provider—and as they create community in and around our buildings; our staff and volunteers, as they become leaders in transforming lives; our donors, as they confidently provide the funds necessary for the creation and ongoing operation of affordable supportive housing; and our partners, as we seek out ways to work together for the benefit of our communities.

Working together, we will see many more lives transformed.

Alice Plug-Buist

Above: Construction of Parkdale Landing in Hamilton was completed in August 2018, and opened for tenants in September 2018.

## Financial Report

12 months ending August 31, 2018

### Operating Income\*



- OPERATING GRANTS  
\$2,655,009 43%
- RENT, ROOM & BOARD  
\$2,511,334 40%
- DONATIONS & SPECIAL EVENTS  
\$716,568 12%
- SERVICES, FEES & OTHER  
\$325,847 5%

TOTAL  
\$6,208,758

### Operating Expenses\*

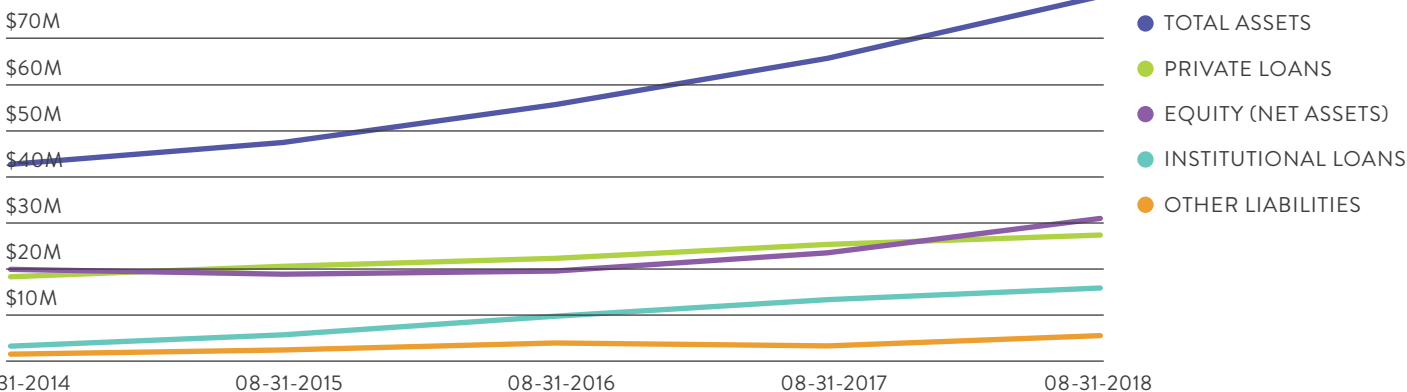


- PROGRAMS & STAFF  
\$3,364,998 56%
- INTEREST & FINANCING  
\$1,621,828 27%
- BUILDING FACILITIES  
\$692,886 12%
- ADMINISTRATION  
\$314,597 5%

TOTAL  
\$5,994,309

\*Balances exclude capital projects  
(capital donations & grants and capitalized costs)

### Financial Overview



# 2017–2018 in numbers

12 months ending August 31, 2018



649  
New housing  
applications  
processed



26  
New homes  
opened



146  
Apartments  
under  
construction



341  
Apartments in  
pre-development



1 in 4  
Tenants with  
employment, or  
volunteering



Carol received a standing ovation after sharing her story at Indwell’s Celebration Dinner in Woodstock on November 2, 2018.

## Hope & Homes: Carol’s Story

When Carol was 19 years old, her mother passed away, and drinking became a regular part of Carol’s life—not that it made life any easier. Only a year and a half later her favourite aunt—whom she referred to as her “second mom”—also passed away.

Soon after her aunt’s death, Carol married and had two daughters. When her marriage fell apart, life began spiraling out of control. In addition, over the next several years she lost her dad, another aunt, an uncle, and her sister—the only one of her siblings with whom she was still connected.

Recently, Carol’s health began to deteriorate because of the bad mold in her apartment. She felt she had no choice but

to abandon the apartment, along with her three pets. She became homeless, sleeping in the park. It took over a month for Carol to work up the courage to tell her friend Donna about her situation. Knowing about Indwell, her friend helped her apply to live at Harvey Woods Lofts, and on October 18, 2017, Carol moved into her new apartment.

The kindness of neighbours was overwhelming: people she barely knew helped her start over with furniture and other supports. She started seeing a counselor through the Canadian Mental Health Association (CMHA), who partners with Indwell in Woodstock to provide mental health services to our tenants. CMHA referred her to a grief counsellor, and her new pets are helping her in this journey. She took a photography class, and has become more confident and outgoing.

Most importantly, Carol has many friends and is an important member in her new community at Harvey Woods Lofts.

### Current Board of Directors

- Alice Plug-Buist, President
- Al Bakker, Vice President
- Bill Munns, Treasurer
- Wayne Solomon, Secretary
- Krysta Boyer
- Jan Disselkoen
- Thomas Perry
- Fred Spoelstra
- Charlotte Vander Hoek
- Cliff Williams

### Vision

Hope and Homes for All

### Mission

Indwell is a Christian charity that creates affordable housing communities that support people seeking health, wellness and belonging.

### Values

- We value the inherent dignity of all people as image bearers of God.
- We live out our Christian calling to love our neighbour as ourselves.
- Hope is the foundation of all of our actions.

### Mailing Address

1430 Main St E Hamilton ON L8K 1C3  
866 529 0454 • 905 529 0355 (fax)  
info@indwell.ca • www.indwell.ca

### Corporate Name:

Indwell Community Homes

### Charitable Registration Number:

131295198RR0001

