



ANNUAL REPORT 2020

SEPTEMBER 2018
TO AUGUST 2019

in
THANKFUL
for

*a chance to
live at INDWELL
I like the people
who live here*

in
THANK

*→ new beginnings
→ kind neighbors.
→ indwell
→ when*



Letter from the President

Alice Plug-Buist



Every citizen in our country needs secure, affordable housing. We need community and support systems. The most vulnerable in our society—those dealing with significant mental health concerns combined with scarcities of relationships and finances—are especially at risk, as Ontario faces a severe shortage of affordable housing and cutbacks in social service funding.

How can we be community to each other as we struggle together through the politics of austerity? At Indwell—with your help—we develop more programs that support our growing community of tenants, gather funds to build more homes, and step into the challenge of hope and homes for all. In a time where government funding has declined, we have grown to provide housing for more than 600 people. We have shovels in the ground to create homes for 100 more people by the end of 2020.

We've pooled the efforts of more than 130 staff to create a culture of hope and transformation for every person who calls Indwell home. And as a result, a recent tenant survey shows that tenants are feeling safe. They are turning to our well-trained, caring staff for the support they need. They are building relationships with one another and finding ways to flourish in society.

Together, we—Indwell supporters, volunteers, staff, and tenants—are the branches of the vine that is Jesus, and we are bearing much fruit!



What's it like to live at Indwell?

Joey Peltier,
Tenant at Woodfield Gate in London

INTERVIEWED BY TERRI LOUCH, PROGRAM
MANAGER

What was life for you like before you came to Indwell?

It was a rough, rough go. I moved a lot and got most of my stuff stolen. So, when I heard about an opening here, I was very happy and when I got in and (saw that) it was furnished, it was really good.

Talk to me about how things are different now that you have a home at Woodfield Gate.

Woodfield Gate is a very open and caring environment where you can grow and develop as a person without being worried about being put down and beaten up.

Can you tell me about your neighbours here?

Most of the people here are supportive. I try to talk to as many people as I can and build relationships.

What opportunities have you been able to take advantage of since you settled in your home?

I did the GPS* program through Hutton House and I managed to secure a job. When I came to Woodfield Gate, I didn't have any expectations for work or anything—just recovery—but in my recovery I found work, helping some people in the building.

What do you like about your job at Woodfield Gate?

I like it because I meet different people all the time, and I'm fixing and cleaning, and just doing general things around the building like shoveling snow. And it's really a good job opportunity because I can take what I've learned here and go to maybe college or something that you need these skills for, and I'll have experience in all of them.

Now that you have stability, what kind of long-term goals do you have?

One of my biggest long-term goals is getting my daughter back in my life and keeping this job, and—maybe, who knows—maybe going to college for maintenance or whatever I need to do to help more.

What is your favourite thing about being at Woodfield Gate?

Being part of a community. Being part of a family—sort of a dysfunctional family—but a family, nonetheless.

* GPS is a job-placement program provided by Hutton House in London

Tenant Survey 2019

*Miranda Crocket, MSW
Steven Rolfe, RN, BScN, MEd*

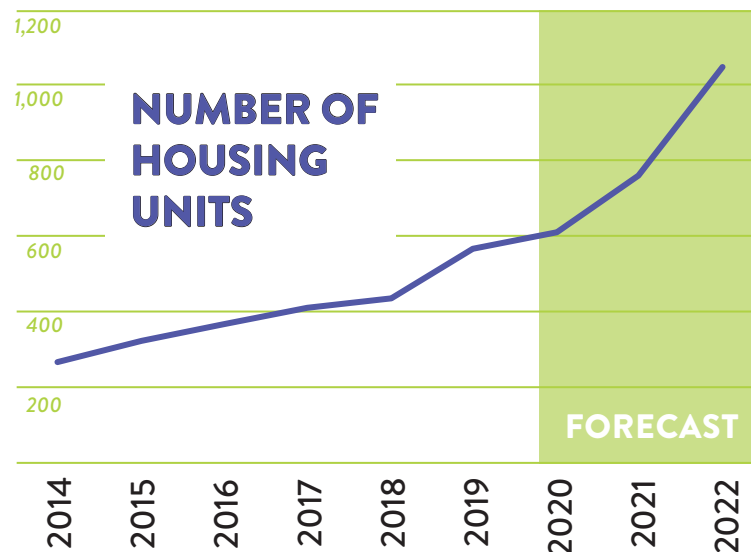
Indwell has an annual survey to collect tenant feedback for helping us better understand our tenants' experiences of health, wellness, and belonging. In December 2019 we received responses from over 230 tenants.

Here are some samples of the aggregated responses that were collected across all Indwell programs for evaluation.

Indwell currently provides homes for over 600 people in 570 apartments in Hamilton, Woodstock, Simcoe, and London.

As the need continues to grow, Indwell will be increasing its efforts to bring affordable supportive housing solutions to communities across Southern Ontario.

In the next few years we will be introducing more housing in Hamilton, Simcoe, and London, and expanding into Mississauga and Kitchener.



“My apartment is affordable, clean and safe. I am grateful to Indwell for that.”



4 OUT OF 5 TENANTS ARE
HAPPY WITH THEIR LIVING
SITUATION



4 OUT OF 5 TENANTS PLAN
TO LIVE AT INDWELL FOR AT
LEAST ANOTHER YEAR



3 OUT OF 5 TENANTS FEEL
GENERALLY HEALTHY



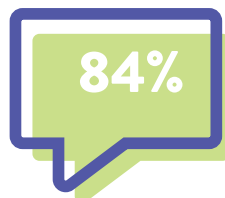
3 OUT OF 4 TENANTS WOULD
RECOMMEND INDWELL TO A
FRIEND



85%
OF TENANTS
FEEL THAT STAFF
RESPECT THEIR
INDEPENDENCE

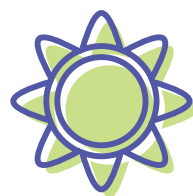


82%
OF TENANTS SAY
THEIR APARTMENT
FEELS LIKE HOME



84%
OF TENANTS SAY
THEY HAVE THE
SUPPORT THEY
NEED TO CONTINUE
LIVING AT INDWELL

*"Being asked if I
need help versus
telling me that
I am getting
that help are
just some of the
small things I
appreciate from
the staff. Small
actions like that
do serve to help
me feel more
comfortable
approaching
them if I see
an issue arising
and I think
helps to foster a
stronger sense of
community."*



72% OF TENANTS SAY
THEY HAVE HOPE FOR
THE FUTURE



68% ARE
WORKING
TOWARDS LONG-
TERM GOALS



56% ARE EITHER IN
SCHOOL, EMPLOYED,
OR VOLUNTEERING IN
THEIR COMMUNITY



75% OF TENANTS
INTERACT WITH STAFF AT
LEAST ONCE PER WEEK*

* AT LEAST HALF TALK TO STAFF EVERY DAY OR MORE

WHEN TENANTS NEED HELP, MORE THAN 50% IDENTIFY
INDWELL STAFF, FAMILY, AND FRIENDS AS SUPPORTS



INDWELL STAFF (67%)

FAMILY (59%)

FRIENDS (52%)

Less than 15% of tenants
identify emergency
departments and crisis lines as
supports.

These statistics are based on aggregated responses from 230 tenants, with a 5% margin of error. The responses were collected for quality management purposes, and to help Indwell learn from tenants' experiences.

Financials and Community Engagement

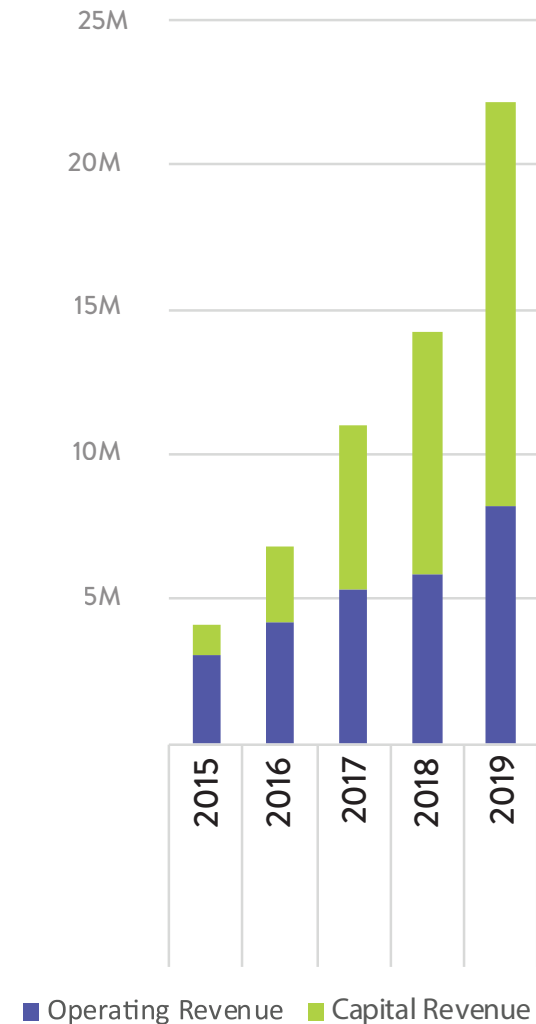
Thank you to the many people, businesses, churches, community associations, and service groups who partner with Indwell to provide hope and homes. Your gifts, prayers, and words of encouragement are vital as we welcome tenants into their homes, equip staff, build caring communities, and break ground for new programs.

In addition to the capital funds we received for projects this past year, we also received \$1.1 M in operating donations, while volunteers gave 6,637 hours of their time (the equivalent of three full-time staff!).

We appreciate the working relationships we have with the many organizations, community and family foundations, and municipalities and their staff with whom we collaborate to end homelessness.

To view our full audited financial statements, visit
indwell.ca/finances

Revenue Growth



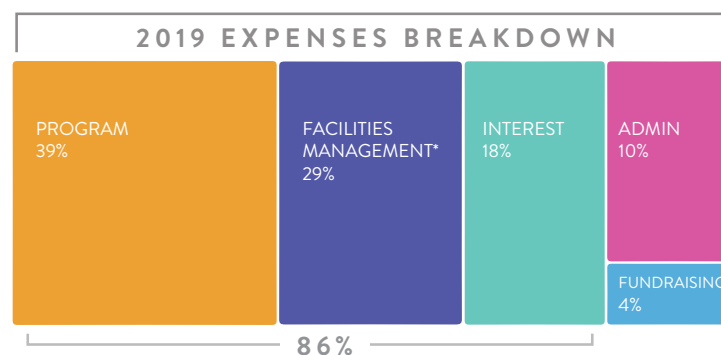
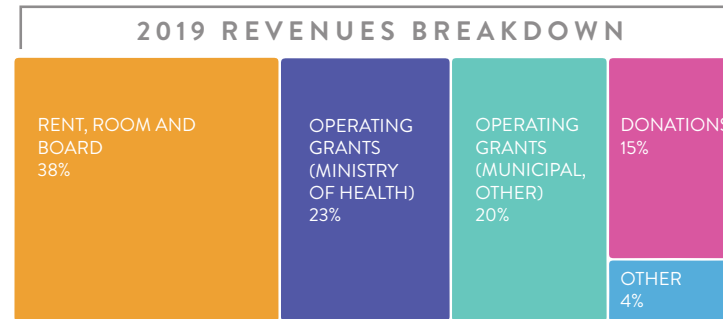
Operating Revenues and Expenses

REVENUES	2019	2018
Donations	1,187,097	716,568
Operating grants (Ministry of Health)	1,848,443	645,805
Operating grants (municipal, other)	1,665,643	1,652,324
Rent, room and board	3,142,463	2,511,334
Commercial rentals, services, other	351,379	327,847
TOTAL*	\$8,195,025	\$5,853,878

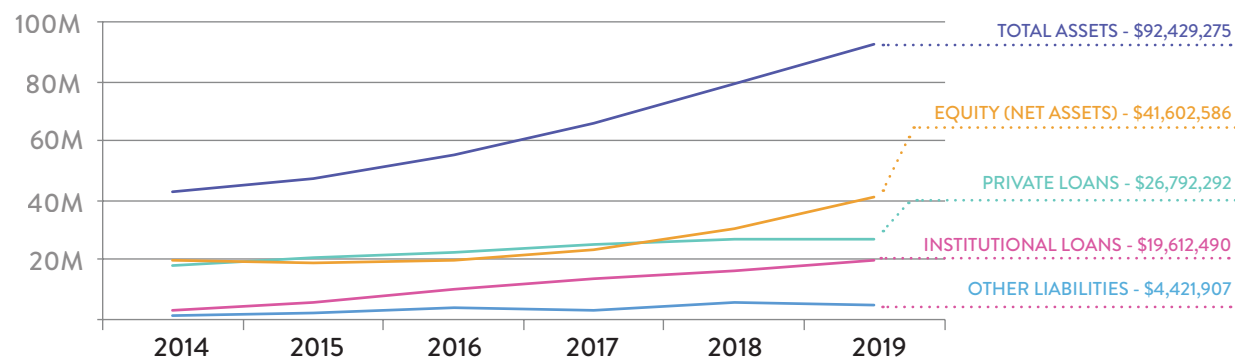
* Does not include capital revenue

EXPENSES	2019	2018
Program	4,121,691	3,218,869
Facilities management**	3,145,949	2,012,202
Interest	1,876,151	1,621,828
Administration	1,059,868	622,651
Fundraising and communications	434,563	205,609
TOTAL	\$10,638,222	\$7,681,159

** Includes amortization of \$1,903,504 (2019) and \$1,319,316 (2018)



Assets and Liabilities





Indwell Welcomes Everyone

Indwell exists to provide hope and homes for all. Our supports and services are open to people from every creed, race, ethnicity, sex, ability, sexual orientation, and gender identity. Indwell engages with diverse communities: we actively identify and remove barriers that prevent people from accessing and participating in our services.

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.

Board of Directors

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BILL MUNNS – TREASURER
WAYNE SOLOMON – SECRETARY

KRYSTA BOYER
JAN DISSELKOEN
THOMAS PERRY
PETER VAN GEEST
CHARLOTTE VANDER HOEK
CLIFF WILLIAMS

INDWELL

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Corporate Name

Indwell Community Homes

Charitable Registration Number

131295198RR0001

