



Shirleen Makonese is Indwell's Intake Coordinator for Hamilton and the GTA

## An inside look at our intake admission process

### Introduce yourselves. What does your "typical" day look like?

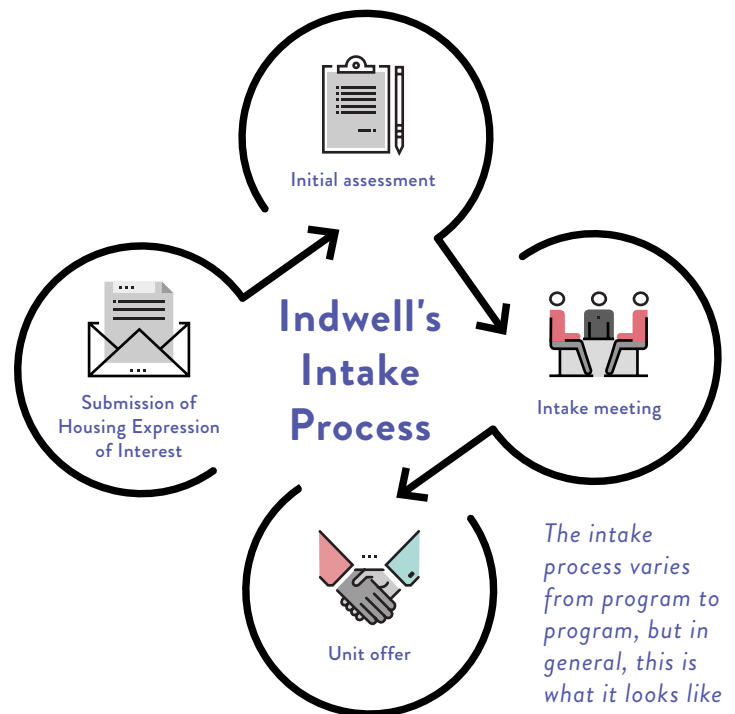
Indwell has two intake coordinators, Shirleen and Nicole. We're in charge of processing housing Expression of Interest forms and maintaining housing waitlists. A typical day involves responding to application status inquiries, information requests, setting up intake meetings, and keeping up to date with what's happening in our programs.

### Talk about wait times. What type of apartment/living arrangement is most requested?

Indwell respects a chronological order for those who express interest in housing. Each location has a separate waitlist, and wait times depend on movement within our programs and how many individuals are on our waitlist. All of our programs are highly requested!

### What is an Expression of Interest? How many people have engaged this year?

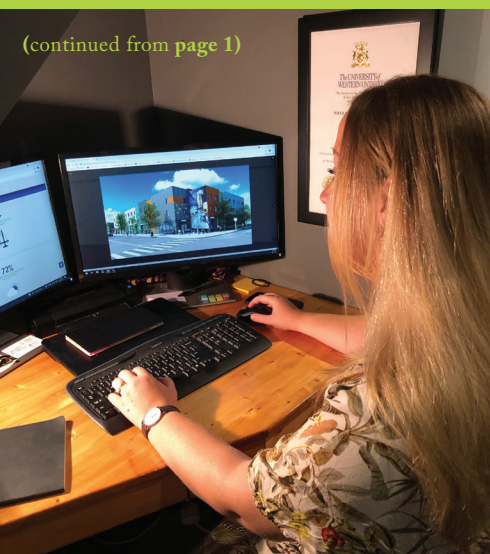
Our Expression of Interest (EOI) is the form that applicants fill out when they are interested in housing with us. Our hope is that when applicants fill out this form, they'll answer the housing and support questions that helps us ensure they're matched to the program that will best meet their support needs. So far in 2021, we've received approximately 160 Expression of Interest forms\*.



(continued on page 2)

\* Previously, Indwell was receiving close to five Expressions of Interest per day. However, we recently closed our Expression of Interest forms for London, Woodstock, and most of Hamilton and have been working with local agencies to improve wait list processes and see more people housed. To learn more about expressing interest in a particular program or region, visit [indwell.ca/eoi](https://indwell.ca/eoi) and follow the prompts.

(continued from page 1)



Nicole Whilsmith is Indwell's Intake Coordinator for Southwestern Ontario

For the future Lakeshore Lofts program in Mississauga, you're working with an organization called SHIP. Briefly talk about partnerships with other organizations. Is this the new way of doing intake?

As we continue to expand into new cities, it's important to us as Intake Coordinators that we're not creating more waitlists for individuals to apply to. Instead, we want to create a barrier free, "one-door" approach to apply for housing. Because of this, we've decided to work closely with pre-existing housing waitlists that exist within the cities we're part of. Our hope is that by doing so, individuals who are looking to apply for housing with Indwell will be able to do so through familiar housing waitlists that are already in place in their own cities.

What's the hardest part of your job? What do you find most rewarding?

One of the hardest things for us is not being able to meet every need. So many people call with anticipation after hearing about Indwell, and we're reminded—again and again—that there is still so much more to be done to confront homelessness and mental health. The most rewarding part of our job is meeting someone who has just moved into their new home and seeing them already flourishing.

## From the front lawn in

By Hans Stief, Facility Operations Manager



The Facilities Team plays an integral role in the maintenance and stewardship of our properties. We oversee everything from landscaping and snow removal to cleaning to unit turnovers to renovations. With strong links back to the Project Development Team, we contribute to the ongoing evolution of future buildings and their design.

We work directly with tenants and program staff to understand the needs of each specific unit, tenant and building, and respond accordingly. The joint accountability between program and facilities staff is one of the strengths of our organization, and the ability to collaborate to find creative solutions to a myriad of issues makes our job satisfying.

With a strong network of volunteers, we are able to take on different projects with more hands; this increases our

capacity while building community and connection with staff and tenants. Whether tackling larger group projects like garden clean-up or painting, or specific smaller projects like installing a countertop or replacing tiles, depending on areas of aptitude, we work alongside and utilize the skillsets offered by individuals or groups.

Over the past few years, we have made subtle shifts to encompass more specific skillsets within our team to adapt to the changing needs of our buildings as they become more technically advanced. As we have moved to building according to the rigorous Passive House standard, our team has applied our learning to each new building. We continue to refine our approach and adapt to these new technologies to function well in the contexts of our programs and the various supports Indwell offers.



Chris Cuthill of the Hamilton Facilities Team making modifications to a kitchen during a unit turnover in Hamilton.

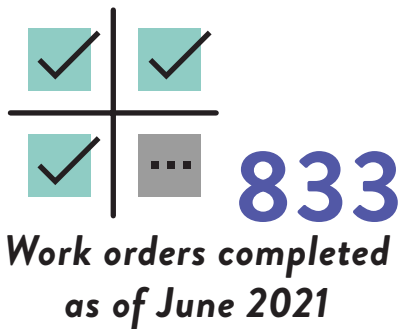


Karl DeVries of the SouthWest Facilities Team repairing drywall at Woodfield Gate, London.

*"My favourite part about working for in Indwell is that I am able to interact with the tenants and staff as I work." - Karl*



Jake Tigchelaar of the Hamilton Facilities Team during a unit turnover at Woodfield Gate, London.



	Hamilton	London	Mississauga	Simcoe	St. Thomas	Waterloo	Woodstock	TOTAL
Housing Units by City (June 2021)	416	66	–	40	–	–	141	663
Housing Units by City (Anticipated by Dec 2022)	597	135	68	91	15	40	141	1,087
Properties / Programs in Operation (June 2021)	11	1	–	1	–	–	3	16
Properties / Programs in Operation (Anticipated by Dec 2022)	13	2	1	2	1	1	3	23

For more information on Indwell programs and projects, visit [indwell.ca](https://indwell.ca)



Left: Volunteers Fred Spoelstra (l) and George VanKampen (r) with tenant Ken (c) at work building garden boxes at McQuesten Lofts, Hamilton.



the SouthWest Facilities team doing a  
odfield Gate, London.

*"I like working with the teams of people who, through many different means, collectively bring hope and dignity to the people we work with and support."* - Jake



Jolisa VanBuskirk, the newest member of the Facilities Team, getting an apartment ready for a new tenant.

*"I started this job with a specific set of skills – painting – and it's been great learning new ones as part of the job. Everyone within Indwell has been incredibly welcoming and encouraging since day one. I feel like people who didn't even know me truly want me to succeed in my new job with facilities."* - Jolisa



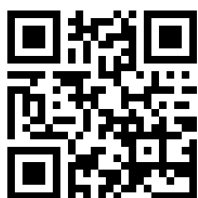
# Want to come on a Road Trip with us?

On Thursday, September 23 at 7:30 p.m., come on a virtual journey with us and actor T.J. McGibbon as we explore Indwell's work in Southern and Southwestern Ontario, discovering how we build communities that foster health, wellness, and belonging.

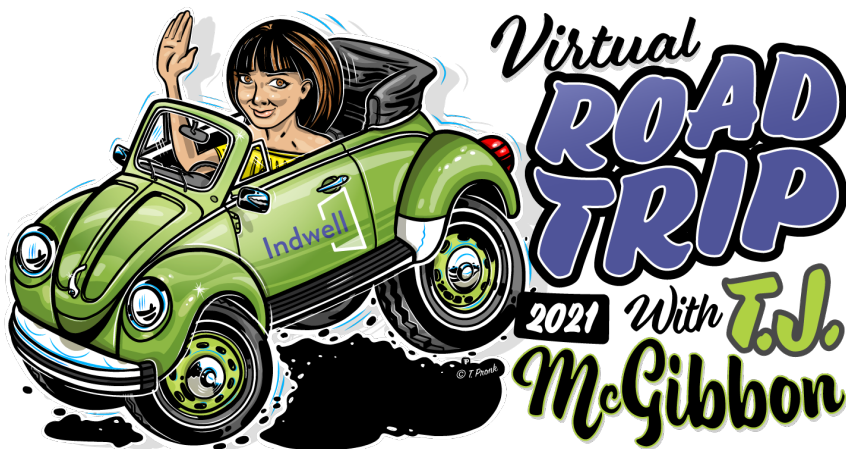
## Featuring T.J. McGibbon

T.J. is a Hamilton-raised actor best known for her roles as Young Vanya on the Netflix series *The Umbrella Academy* and Nina in *X-Men: Apocalypse*. She is an avid supporter and ambassador for Indwell.

Learn more and register at  
[indwell.ca/road-trip](http://indwell.ca/road-trip)



› Scan  
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a reality for more  
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  - ☐ I'm including credit card information

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SUMMER 2021