

ANNUAL IMPACT REPORT

APRIL 2023-MARCH 2024





John Nyholt
President, Board of Directors



Jeff Neven
Chief Executive Officer

Dear friend of Indwell,

One of the highlights of Indwell board meetings is hearing in-person reports from members of our staff teams. We meet six times a year, allowing us to hear from a diverse group of people throughout that period. This past year, we heard from Chelsea, program manager at Lakeshore Lofts, and Chris, facilities manager for our programs in London and St. Thomas.

We also make a point of switching up our meeting locations. While the boardroom at Indwell's Resource Centre in Hamilton is our usual spot, we've had the chance to gather at London's Embassy Commons, Woodstock's Blossom Park and Mississauga's Lakeshore Lofts. These visits have given us the opportunity to connect with staff and tenants in a relaxed, casual atmosphere, which we've really enjoyed.

In addition to the usual work of the Governance Committee, we're proud of the work of their Quality Assurance Council, very capably led by Hamilton tenant, Cheryl. This sub-committee is made up of tenants from across our seven regions and reports on various aspects of tenant life.

The 2023-2024 fiscal year has been an exciting journey, powered by the efforts of our growing — and excellent — staff team. Their day-in, day-out dedication to providing tenant-centred support has been inspirational. As we serve individuals with increasingly complex needs, increased base funding from Ontario's Ministry of Health, along with generous community donations and tenant rent, is enabling our teams to sharpen their expertise and specialize in their practice.

With encampments springing up in most communities, it's painfully obvious that we desperately need more supportive housing. Every

door we open together becomes a solution to homelessness and precarious housing. We commend Indwell staff and our many partners for their tireless work to bring hope, love, and dignity through permanent homes. Recently, we witnessed the fruit of this effort with the opening of 40 apartments at Cornerstone Suites in Streetsville, Mississauga — even as we write this, tenants are moving into their brand-new homes!

But we also wish we could green-light projects that are ready to go. You have given, municipalities are responding, we can tap into some federal government programs, but we really need the province to come to the table. We are so close to being able to close the capital funding gap on numerous projects in order to start construction. It's frustrating and heart-breaking, especially for those who are facing another winter unhoused.

This year, 2024, also marks a half century of service. For 50 years, Indwell has been providing supportive housing that transforms lives. Over the summer, each program celebrated with an ice cream social — 32 ice cream cakes were enjoyed! Broader community celebrations will wrap up by the end of the year, with November celebrations in Woodstock and London.

We are humbled by the great cloud of witnesses to hope and homes over 50 years. If you're a praying person, we value your continued prayers for each tenant, staff, volunteer, board member, and also for all other partners who make hope and homes a possibility.

Thank you for your partnership,

John Nyholt

Jeff Neven

Indwell tenant survey - Ontario Perception of Care

In January and February 2024, Indwell conducted a survey to gather tenant feedback using the Ontario Perception of Care (OPOC) tool, developed by the Centre for Addiction and Mental Health, to measure client experiences in mental health and addiction services across eight domains.

The survey included tenants from all programs open for at least one year, with Thompson Road Apartments added to provide feedback for the City of London. Of the 1,100 tenants surveyed, 298 responded (27%). To ensure anonymity, hard copies were delivered to mailboxes, and responses could be submitted to a general mailbox. Staff assisted tenants who needed help transcribing their responses.

91%
agreed that...

“staff support my independence but will help when needed.”

87%
agreed that...

“I am offered opportunities to become involved with others.”

88%
agreed that...

“I am treated with respect by staff.”

89%
agreed that...

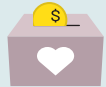
“staff are compassionate and caring.”

April 1, 2023 to March 31, 2024

IN INDWELL'S 50TH YEAR, WE'RE THANKFUL FOR...

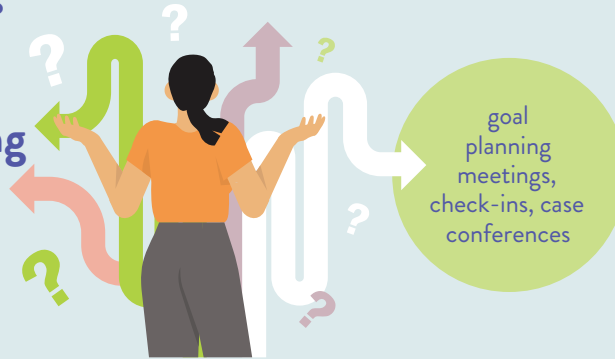


132 new supportive, affordable homes



2,421 donors

759 tenants accessing service planning



790 tenants accessing social recreation



1,025 tenants accessing housing supports



571 tenants accessing food security supports



daily meals, cooking programs, food bank and community resource identification, and help with grocery shopping

849 tenants accessing healthcare supports



health assessments, conversations with outpatient supports, staff accompaniment to appointments or hospital visits, medication support and nursing support

Numbers reflect data gathered from approximately 1200 tenants. Please note: not all tenants require all services listed.

Current communities and future projects

AS OF OCTOBER 2024

1,250 homes in
28 programs

11 future programs

London

182 apartments
188 future homes
(three buildings)

St. Thomas

60 apartments

Woodstock

141 apartments

Mississauga

108 apartments
50 future homes
(one building)

Hamilton

554 apartments
143+ future homes
(five buildings)

Simcoe

91 apartments

Waterloo Region

114 apartments
87 future homes (two buildings)

From struggle to stability



JAY
Embassy Commons (London)

Jay has called Embassy Commons home for over two years now.

After struggling with addiction and homelessness, he credits his social workers for helping him find a safe, permanent home. “I’m forever grateful,” he says.

Shortly after moving in, Jay joined an “acoustic jam” session with tenants and staff — a perfect fit for him, as he already played guitar and bass. As a musician, he also appreciated that Embassy Commons was built on the site of the former Embassy Hotel, a venue famous for hosting live bands.

Jay’s an active participant in programs like the crock pot cooking group and writing group, stating that these events sometimes feel like “family reunions we used to have as a kid.”

Jay also volunteers with the InterCommunity Health Centre, assisting the “Love Your Liver” hepatitis C support group and contributing to community well-being.



YVETTE
Woodfield Gate Apartments (London)

Before moving to Woodfield Gate, Yvette and her partner were forced out of their basement apartment by an illegal renoviction, ending up in a motel. She recalls, “There were cockroaches and bedbugs. We had no TV, no A/C, no phone, and we paid \$1,500 a month.”

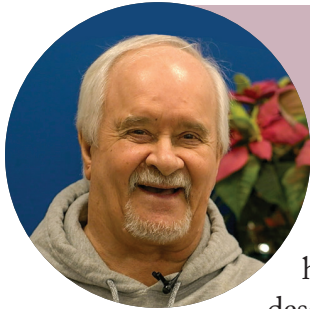
Yvette was connected with Indwell and after seeing her new apartment, she felt relief. “Everything’s changed. Especially myself,” she says. “You’re part of a community here. There’s coffee in the morning, they have programs — I’m close to a lot of people in this building.”

When she’s not working at a local grocery store, Yvette, a First Nations woman, enjoys attending programming run by Atlosa Family Healing Services, such as outdoor fires and traditional bread making.

Yvette credits her new home with aiding her recovery from addiction: “You have food, shelter, your animals, your partner...you have community and belonging. You feel good, so you don’t feel like you need to mess yourself up anymore.”

(Yvette is featured on the cover, relaxing in the outdoor space at Woodfield Gate Apartments.)

Tenants' stories of hope



DENNIS

Lakeshore Lofts (Mississauga)

Dennis used to live in a boarding house in Streetsville, which he describes as “a terrible nightmare — not only mentally, but financially as well.” That same house was eventually purchased by Indwell and transformed into the newly opened Cornerstone Suites.

Following the purchase, Indwell helped Dennis relocate to Lakeshore Lofts. Reflecting on the move, he shares, “It changed my life. It was a dream come true to be able to have a bit of money left over at the end of the month after rent and food. This new life came to me from God. How much more could a man want than to have the ability to enjoy life?”

Dennis is grateful for the support of his family, particularly his sister, who, after visiting him at Indwell, declared, “You’re not going anywhere else!”

Living next door to the Compass Food Bank and receiving regular check-ins from Indwell staff, Dennis feels well cared for. As he puts it, “Loneliness? It doesn’t exist in this building.”



TIFFANI

Caroline Apartments (Hamilton)

Tiffani has lived at Caroline Apartments for 16 years, having moved in when she was pregnant with her daughter, who has lived there her whole life.

Over the years, Tiffani and her daughter have participated in various community programs, such as craft groups, and they enjoy the building’s social events, like barbecues.

Tiffani appreciates the secure and supportive environment, stating, “I get along with most of the tenants. I love the staff. I love coming to Tea Time and interacting with people, even if it’s just sitting outside and chatting with my neighbors, and trotting my dog around for everybody to say hi.”

Caroline Apartments is a diverse community with tenants who have a variety of needs, and Tiffani makes an effort to offer help, valuing the trust and care residents show for each other — something she considers rare in most apartment buildings.



For more of these inspiring stories, visit
www.youtube.com/@indwell2873

Note: stories recorded in February 2024.

50 years of hope and homes



1974: The Homestead

A determined group of Christians in Hamilton put their heads together to devise solutions for adults with mental health disabilities. Starting with seven residents, The Homestead began Indwell's vision of dignity and independence, supported by dedicated house parents.



2014: A new name

2014 marked our 40th anniversary and a new name, Indwell, evoking the presence of Jesus in our lives and ministry, and the welcome provided in a safe, stable dwelling.

Photo Credit: Industrious Photography



1999: A change in our model

Following changes in psychiatric treatment and the rise of psychosocial rehabilitation, we pivoted to prioritize independent apartment living with a spectrum of supports. Caroline Apartments was born, offering 24/7 on-call supports and partnership with community organizations. Indwell now operates 13 supportive, affordable housing buildings in Hamilton.



2004: Woodstock

We expanded to Woodstock, acquiring a group home. A successful grant led to Blossom Park Apartments in 2008, with a total of 61 supportive homes. In 2015, Harvey Woods Lofts opened and by 2018, Blossom Park replaced the group home with 34 Passive House-certified apartments, enhancing energy efficiency and affordability.



2016: Simcoe

By the mid-2010s, the demand for supportive housing grew in surrounding communities. Leaders in Simcoe contacted us and, with government funding and donations secured, Hambleton Hall opened. In 2022, Dogwood Suites doubled Indwell's presence in Simcoe.



Where we've been; where we're going

2019: London

We expanded to London with Woodfield Gate Apartments welcoming 67 individuals, in collaboration with St. Joseph's and the Canadian Mental Health Association. In 2022, Embassy Commons opened, marking Indwell's 1,000th home.



2021: Waterloo Region

A partnership with Waterloo Regional Housing began, initiating Indwell's programs in municipally-owned buildings Robert Kerr Manor and Weber Street Apartments. We're grateful for similar partnerships with the cities of St. Thomas, London, and Hamilton. In 2023, St. Mark's Place opened in a former Lutheran church in Kitchener.



The future

Indwell now houses over 1,250 people in seven regions. What's next? Among other projects, we're excited to repurpose two London buildings – the old War Memorial Children's Hospital and the Health Services Building – to create 138 supportive homes as part of Vision Soho Alliance.

Because we're not stopping until we see **hope and homes for all!**



To learn more about Vision Soho, visit indwell.ca/soho

2021: St. Thomas

Railway City Lofts in St. Thomas is home to 15 residents. Funded by provincial and city grants, it offers intense therapeutic services. Some tenants from Railway City Lofts, after achieving more stability, moved into The Station, which opened in 2023 and offers more independence.



2022: Mississauga

Years of prayer and advocacy led to expanding into Mississauga. Lakeshore Lofts opened with 68 supportive affordable apartments.

Cornerstone Suites opened in 2024, and we're planning for a program in Clarkson as well.

Photo Credit: Industrious Photography



Research shows permanent supportive housing ends homelessness

Abe Oudshoorn, RN, PhD

Permanent supportive housing is a key element to ending homelessness among people with complex needs. Decades of research have demonstrated that an approach to supportive housing called Housing First is effective in supporting people transition towards stable and healthier living at home. However, there remains much to be known about models of supportive housing, what kinds of supports are helpful and the impact of being housed on individual's sense of belonging and wellness.

“Indwell’s supportive housing model is unique with its focus on community, housing design and access to health supports.”

This is why engaging in research at Indwell is so important. Indwell’s supportive housing model is unique with its focus on community, housing design and access to health supports.

In 2020, I led a two-year study of tenants’ housing journeys at Woodfield Gate Apartments in London. That research, funded through Canada’s National Housing Strategy, provided some early insights into people’s experiences of supports and housing stability at Indwell. The study, *Indwell: Making Supportive Housing Work for Canada’s Most Vulnerable*, informed a best practice guideline published through Canada Mortgage and Housing Corporation on how to build supportive housing in Canada.



The introductory study inspired our team of researchers at Western University’s Centre for Health Equity and Social Inclusion to plan a follow-up study. We were pleased that the Social Science and Humanities Research Council approved a \$326,000 grant to initiate a five-year longitudinal study of Indwell programs in the London and St. Thomas regions that is ongoing. Findings of this study will be used to ensure that permanent supportive housing is delivered as effectively as possible and to tell the story of Indwell’s five London and St. Thomas sites.

FIVE RECOMMENDATIONS

The two-year study concluded with a number of practical recommendations for both policy changes and local service delivery, including:

1

Social assistance rates must be increased to make affordability work better.

2

Readily available, on-site supports should be integrated in more existing community/social housing and affordable housing sites to expedite the process of expanding supportive housing.

3

National Housing Strategy funding should support affordability and deep affordability. Loan funding for market-rent housing development should be a separate program.

4

The National Housing Strategy should create a dedicated supportive housing stream to ensure that organizations who wish to house Canada's most vulnerable are guaranteed some portion of operational funding.

5

Other organizations who may provide affordable housing without on-site supports — even those who work in the sector but are not necessarily providing housing — should consider taking up delivery of permanent supportive housing.



To learn more, visit to.indwell.ca/western-research

Financials

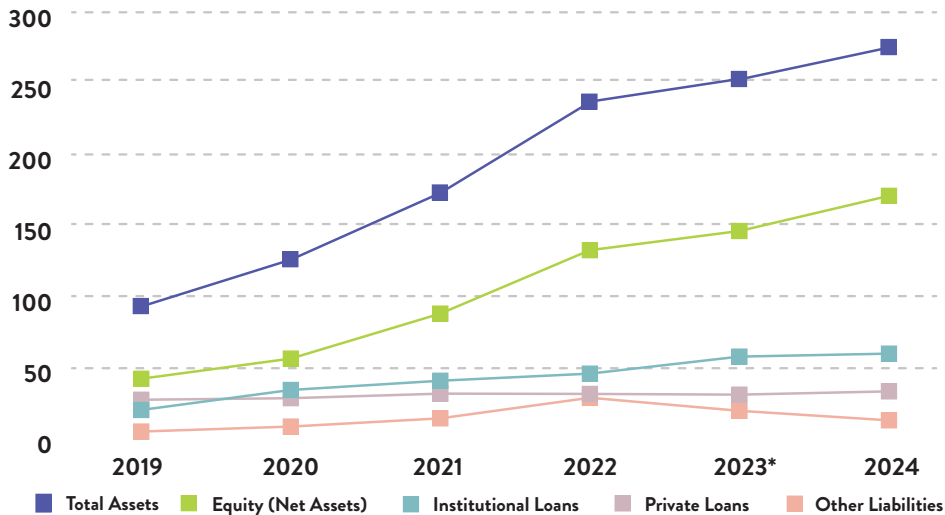
APRIL 1, 2023 – MARCH 31, 2024

\$56.3M

Total consolidated revenue in the past fiscal year

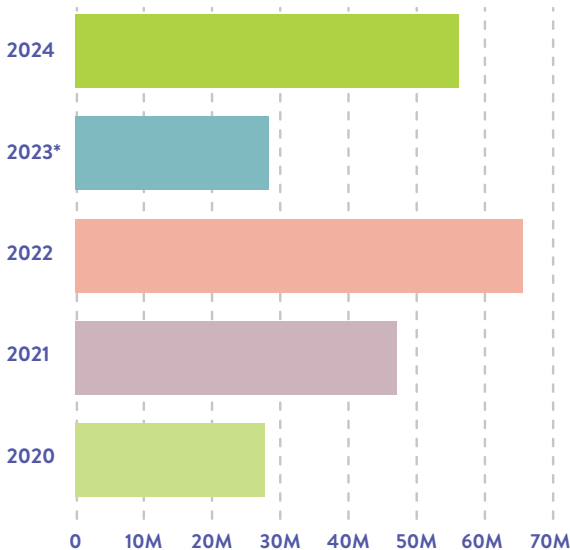
	We received	We spent
For operating and programs	\$29.3M	\$25.5M
For buildings	\$26.9M	\$30.8M

ASSETS AND LIABILITIES



*Short fiscal year: Sept. 2022-Mar. 2023

CONSOLIDATED REVENUE



OPERATING REVENUE

\$29,325,779

\$12,972,070

\$17,656,316

2022

OPERATING EXPENSES

\$25,458,034

\$11,673,525

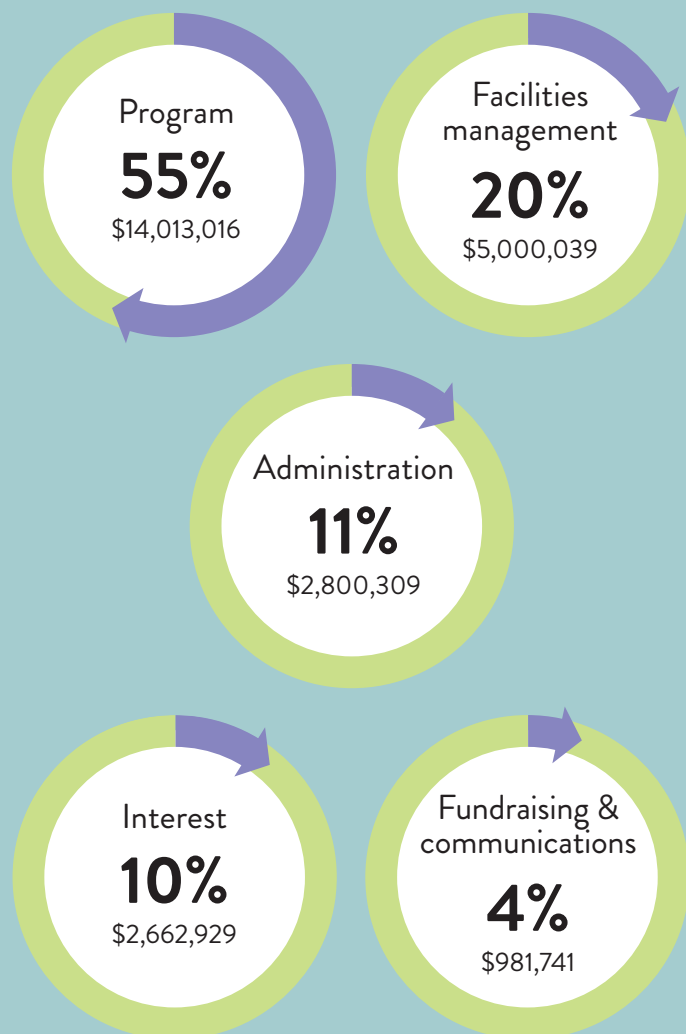
\$16,777,455

2023*

2024

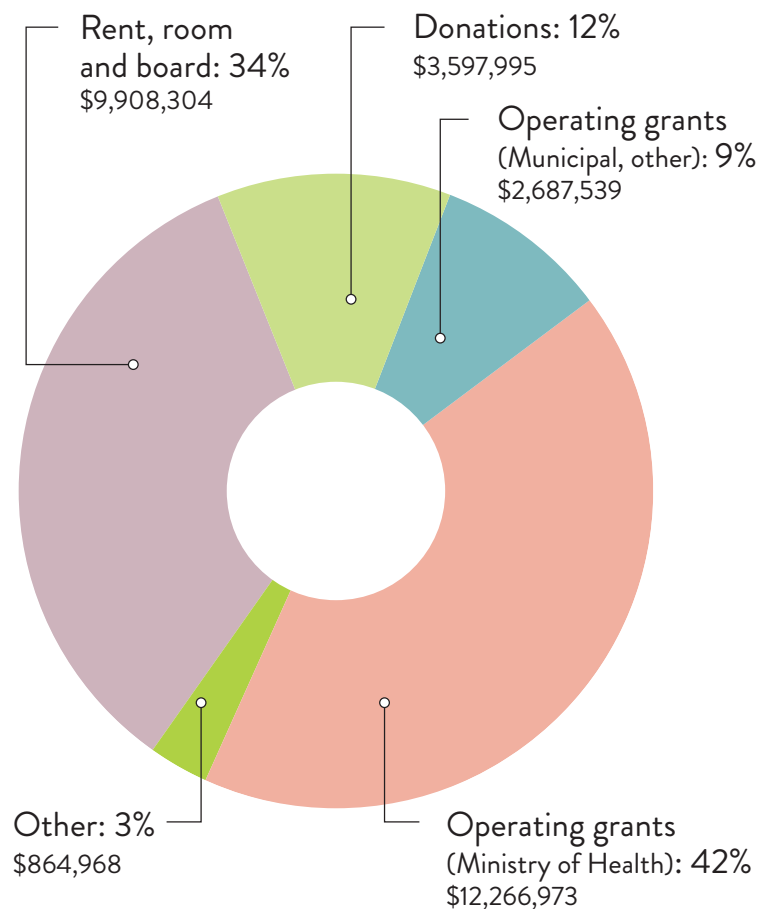
ALLOCATION OF OPERATING EXPENSES

Total operating expenses - \$25.5M



OPERATING REVENUE BREAKDOWN

Total operating revenue - \$29.3M



Note: does not include capital or reserve fund revenue.



To learn more, visit indwell.ca/finances

New programs:

132 NEW SUPPORTIVE, AFFORDABLE HOMES

The Station

St. Mark's Place

In August 2023, Indwell's second program in St. Thomas, The Station, opened 45 affordable, supportive housing units. Its grand opening event brought together community members, political leaders, tenants, and staff like Jessica Mostert Thiessen, who captured this selfie of the many supporters celebrating this milestone.



Photo Credit: Industrious Photography



Tenants began moving into St. Mark's Place, formerly St. Mark's Lutheran Church, in December 2023. The site now offers 43 affordable homes for people who've experienced homelessness.

Thompson Road Apartments

Thompson Road Apartments was opened to tenants in October 2023 and includes 44 apartments offering tenant supports. Thompson Road Apartments is owned by the City of London and operated by Indwell.



For 50 years, Indwell has been providing supportive housing that transforms lives. Every door we open together becomes a solution to homelessness.

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 neighbours as ourselves.

Hope is the foundation of all of our actions.



To learn more, visit indwell.ca/about-us

Board of Directors

John Nyholt	President
Fred Spoelstra	Vice President
Alice Plug-Buist	Treasurer/Secretary

Karen Efron	Julia Marchesan	Lindsay Reynolds
Melanie Froese	Celia Meikle	Peter Van Geest

Leadership Team

Jeff Neven	Chief Executive Officer
Chris Finkbiner	Chief Operating Officer
Graham Cubitt	Director of Projects & Development
Judy Eising	Director of Community and Donor Engagement
Anisha Gunnar	Director of People & Culture
Steven Rolfe	Director of Health Partnerships
Jessica Brand	Regional Director, Hamilton and Peel Region
Justin DeWaard	Regional Director, Oxford and Haldimand-Norfolk
Leah Logan	Regional Director, Waterloo Region
Natasha Thuemler	Regional Director, Southwest
Julie Ellery	Senior Manager - Clinical Practice
Mark Nery	Senior Manager - IT
Andrea Redlich	Financial Controller
John Turberfield	Senior Manager - Facilities Operations
Nickolaas van der Velde	Finance Manager

Indwell welcomes everyone

Indwell exists to provide hope and homes for all. Our supports, services, and employment are open to people from every creed, race, ethnicity, sex, ability, sexual orientation, and gender identity. Indwell's leadership are motivated by the example of Jesus Christ as reflected in Indwell's statement of faith. Indwell engages with diverse communities; we actively identify and remove barriers that prevent people from accessing and participating in our services and organization.



INDWELL

1430 Main St E Hamilton ON L8K 1C3

Toll-Free: 1-866-529-0454

Fax: 905-529-0355

info@indwell.ca | indwell.ca

Corporate Name:

Indwell Community Homes

Follow us on social media!



Charitable Registration Number:

131295198RR0001



**Canadian Centre for
Christian Charities**

ACCREDITED MEMBER