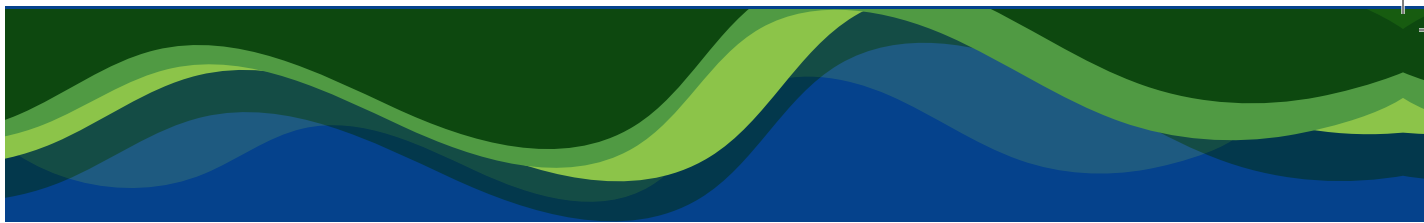




SUPPORTIVE
HOUSING OF WATERLOO



2023 IMPACT REPORT



A MESSAGE FROM OUR BOARD PRESIDENT AND EXECUTIVE DIRECTOR

As we reflect on the past year, we are grateful for the support and dedication of our community.

Together, we have taken great strides and accomplished significant achievements towards our mission of providing safe, stable, and affordable housing for those who have experienced chronic homelessness.

Highlights of 2023 include our successful fundraising initiatives, which allow us to expand our reach and impact to the community's most vulnerable. Events like Coldest Night of the Year (February), Move Your Body for SHOW Residents (August), and Giving Tuesday (November) brought the community together in support of SHOW, raising vital funds and awareness for our amazing residents and the important work we do.

We are particularly proud to announce that, in May, SHOW stepped up to fill a critical service gap by dedicating a building to housing older adults experiencing homelessness. This initiative marks a significant milestone for SHOW and the Region of Waterloo, as we are the first organization to address the unique needs of this vulnerable population.

In our commitment to modernize and innovate, we collaborated with the University of Waterloo to redesign and develop our brand-new case management system. This partnership has helped streamline operations and enhance our ability to provide personalized support services to our residents.

None of these accomplishments would be possible without the dedication and expertise of our incredible staff. Throughout a challenging year, the team at SHOW

continue to go above and beyond with compassion, empathy, and professionalism, ensuring that SHOW residents receive the support they need to thrive and achieve ultimate well-being.

Every day, we at SHOW witness the resilience and strength of all those we support, and their courage inspires us.

Finally, we want to express our deepest gratitude to our community. It is an amazing feeling to be part of such a wonderful community that touches countless lives with kindness and compassion. Your generosity and support have been essential in helping us provide HOPE to those who have seemingly lost it, years ago. Together, we are making a difference.

Thank you for your unwavering commitment to the work of Supportive Housing of Waterloo. With your continued support, we look forward to building a brighter future for all.



Al Hayes,
Board President



Brian Paul,
Executive Director

2023 BOARD OF DIRECTORS

Al Hayes, *Board President*
Steve Power, *Treasurer*
Stuart Hough
Jay MacSween

Mike Maxwell
Mike Peasgood
Rebecca Warren
Graham Westmacott

Matt Woods
Joanne McKinley

2023 RETIRING BOARD MEMBERS

Douglas Bartholomew-Saunders
Jay Judkowitz



WHAT WE BELIEVE

Our Mission:

To collaboratively provide housing and a continuum of supports to those who have experienced chronic homelessness and encountered barriers to achieving their fundamental right to safe and affordable housing.

Our Vision:

To create a community where affordable housing and supports are available to all.

Our Beliefs:

Housing is a fundamental right

The principles of "Housing First" guide our mission

The principles of harm reduction guide our practice

Our Values:

Inclusive and diverse: welcoming and open to all

Collaboration: working in partnership with the community to provide supports and services

Respect: treating all people with empathy and compassion

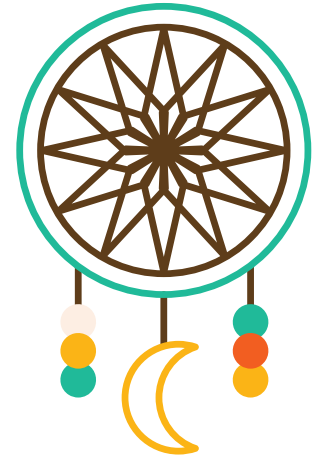
Trust: providing an environment of integrity, safety, and security

CELEBRATING INDIGENOUS HERITAGE: SHOW'S LAND ACKNOWLEDGEMENT STATEMENT

SHOW respectfully acknowledges that 362 Erb Street West in Waterloo, Ontario, rests upon the traditional territory of the Neutral, Anishinaabe, and Haudenosaunee peoples. We recognize the enduring presence of Indigenous peoples in this land and honor their contributions, past, present, and future. As stewards of this space, we commit to fostering an environment of respect, inclusivity, and reconciliation.

Recognizing and acknowledging our history emphasizes the important connection and gratitude to those whose territory we live, learn and work on.

It is a way to honour and respect these Nations as the traditional stewards, for thousands of years, of the lands and water on which SHOW is now present.



Remembering Members of the SHOW Family

Many SHOW residents are not in regular contact with friends or family. For these residents, staff and neighbours become their community, their support system, and their family. When a resident passes away, the entire SHOW community mourns together. In 2023 we lost the following members of the SHOW family:

Mike Winn

Randy Wasylenky

Jaques Seguin

Charlie Maker

Mike McKay

Ricky Malleck

(long-time furry friend to resident Randy)

Sherri-Ann Lalonde

Captain Joe Roth

Issac Maynard



SHOW'ing UP IN THE COMMUNITY

This year was all about making connections. This could mean partnering with other organizations who are providing direct support in our community, or visiting with organizations looking to support the work of SHOW. There is nothing SHOW likes doing more than sharing the story of SHOW and its amazing residents.

CITY OF WATERLOO SERVICE CENTRE OPEN HOUSE AND BBQ



Waterloo residents enjoying the booths and activities at the City of Waterloo Service Centre Open House and BBQ



Mayor McCabe with SHOW's ED, Brian Paul and Brian's son Marshall

The City of Waterloo Service Centre Open House and Barbecue event, held on June 10th, was a sizzling success, filled with mouthwatering food, engaging activities, and a strong sense of community spirit.

Over 3,000 attendees from the community had the opportunity to mingle with city staff and learn more about the various services offered by the City of Waterloo. Our heartfelt thanks go out to the dedicated volunteers who worked tirelessly to ensure that everyone was well-fed (over 900 sausages and hot-dogs were enjoyed!!) and had a great time.

In addition to the delicious food, the event featured a range of family-friendly activities. Children squealed with delight as they jumped on the bouncy castles, had their faces painted, and participated in fun games and crafts, including constructing their own birdhouse to take home. A sense of joy and laughter filled the atmosphere, creating a

warm and welcoming environment for all.

This year, SHOW had the privilege of partnering with the City of Waterloo as the benefitting charity for the Service Centre Open House and Barbeque, thanks to the generous nomination of Rhonda Fetterly.

SHOW is thrilled to announce that, thanks to the incredible generosity of attendees, a remarkable \$3,300 in unrestricted funding was raised. This contribution will directly benefit residents and support SHOW's ongoing mission to make a positive difference in the lives of those facing housing challenges.

Thank you to all the staff and volunteers from The City of Waterloo for making this incredible event happen, and for choosing SHOW residents as the benefactors of this great cause! A special thank you also goes to Mayor Dorothy McCabe for all that she did to support this event!

VOLUNTEER MONTH IN JUNE

SHOW was happy to welcome two volunteer groups who were looking for ways to connect with and serve their community. This is the second year in a row that these amazing groups have chosen to commit their time and resources to SHOW residents.

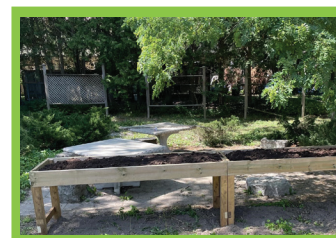
Creekside Church, through their BigServe Event, not only built but also delivered raised beds, providing SHOW residents with the opportunity to start their own vegetable gardens. These planters are completely accessible and will allow all residents to enjoy themselves. This act of kindness will empower them to cultivate their own nutritious produce and promote a sense of self-sustainability. Lisa Braun, a member of Creekside, also volunteered her creative abilities to paint a welcoming mural in SHOW's front entrance.



SHOW's front entrance is now warm and welcoming thanks to a new mural created by Lisa Braun, a member of Creekside Church.



The GoogleServe Team worked hard cleaning up all the gardens and outdoor community spaces at SHOW.



Raised garden beds are now accessible for all residents to participate in gardening activities.

Volunteers from the GoogleServe team enhanced the SHOW environment and created a welcoming space for residents by cleaning and landscaping the garden and patio area.

These meaningful projects hold immense significance to SHOW, as the funds allocated for such endeavors are often limited and dedicated to essential expenses and programming. The selfless actions of community members make a significant difference in the lives of SHOW residents.

Once again, SHOW extends deep gratitude to Creekside Church and Google for their unwavering commitment, hard work, and compassion. Your continuous support is appreciated greatly.

MOVE YOUR BODY FOR SHOW RESIDENTS

At SHOW, we believe in the power of community. This belief was once again proven true through the overwhelming success of our first “Move Your Body for SHOW Residents” fundraising campaign. Thanks to the incredible generosity and dedication of our supporters, we not only surpassed our goal of \$6,400 but raised an astounding \$8,790!

The success of this campaign is a testament to what can be achieved when a community comes together for a shared cause. The funds raised during “Move Your Body for SHOW Residents” will have a significant impact on our ability to support our residents. These contributions enable SHOW to do more, reach farther, and make a tangible difference in the lives of our residents.

We want to extend our heartfelt gratitude to each and every one of you who contributed to this campaign. Your support not only helps us provide essential services but also shows our residents that they are valued and supported by their community. A special thank you goes out to the SNOWBirds, a group of dedicated supporters who took on a 50 KM bike ride to support SHOW residents. Your extraordinary efforts were truly inspiring!

The funds raised through the “Move Your Body for SHOW Residents” campaign will go directly toward enhancing the supports and services SHOW provides to residents. This includes food security programs, case management, life skills programming, social-recreational activities, and referrals to mental and physical health practitioners. These services are essential for helping our residents maintain their housing and work towards reaching their greatest potential.

As we move forward, we are excited about the positive changes your contributions will help us bring about. The support we receive from our community is not just financial; it is a powerful reminder to our residents that they are not alone. With your continued support, SHOW can continue to provide a sense of belonging, inclusion, and community, while decreasing isolation and promoting well-being.



Team SNOWBirds completed an astounding 50KM bike ride in support of SHOW residents.

THANKFUL TO GIVINGTUESDAY SUPPORTERS



On November 28, SHOW once again experienced the remarkable power of community generosity during our GivingTuesday campaign. This year, thanks to the incredible support of donors, SHOW raised over \$41,000.00. This remarkable achievement

was made possible with the invaluable contributions of The Locking Arms Foundation and the Dave & Allyson Kroetsch Family Fund, who provided \$13,000.00 in matching funds.

GivingTuesday is a global day dedicated to giving back. For SHOW, it represents an opportunity to rally our community around our core mission: providing permanent housing and a continuum of support to those who have experienced homelessness and encountered barriers to safe and

affordable housing.

The 2023 campaign was a testament to what we can achieve when we come together with a shared purpose. The matching funds from The Locking Arms Foundation and the Dave & Allyson Kroetsch Family Fund played a crucial role in motivating our community to give generously. Their commitment to matching donations not only doubled the impact of each gift but also inspired others to contribute, knowing their donations would go even further.

As we reflect on the success of our 2023 GivingTuesday campaign, we are filled with gratitude and optimism. The generosity of our community demonstrates a shared commitment to making a difference in the lives of those we serve. With ongoing support, SHOW will continue to provide the vital services and compassionate care that our residents need to thrive.

Thank you to everyone who contributed to this year's campaign.

YOUR IMPACT

SHOW BECOMES THE REGION'S FIRST ORGANIZATION TO DEDICATE HOUSING TO OLDER ADULTS EXPERIENCING HOMELESSNESS

MEETING THE NEEDS OF ONE OF OUR REGIONS MOST VULNERABLE POPULATIONS

In May 2023, SHOW announced that its affordable housing building at 144 Erb Street East would focus on housing older adults 60+ who have experienced chronic homelessness. SHOW is the first organization in Waterloo Region to designate an entire building solely to this specific demographic.

In just one year, the number of older adults entering into an experience of homelessness has essentially doubled, and many of them are experiencing homelessness for the very first time.

It became evident that while the number of older adults experiencing homelessness had increased significantly, there was a lack of dedicated supportive housing for them. Because of this, the move was made to fill a gap in services for those who are on the streets, in the shelter system, or any one of the encampments throughout the Region.

While supporting this critically underserved group helps fill a critical gap in the housing continuum here in Waterloo Region, SHOW understands that much more needs to be done. Through advocacy and looking at ways to increase its housing stock, SHOW is helping the community's older adults age in place, with dignity and support. A



place where they can access food security programs, healthcare, counseling, social recreational activities, and develop a sense of hope and belonging – something they have not had for a very long time.

SHOW knows that with support and a range of incredibly generous community partners and neighbours, this demographic can achieve long-term housing stability and ultimate well-being.

- Stats Canada reports that almost one in four (24.3%) of all adults aged 65 and older who are housed in the Kitchener-Cambridge-Waterloo area report that their housing is inadequate, unsuitable, or unaffordable, including 46.9% of those who are living alone.
- In 2022, Region of Waterloo emergency medical service (EMS) drug poisoning calls were attributed to 21% for people between 50-64 years old and 5% for people 65 years or older.
- Research shows that poverty and chronic homelessness are closely associated with negative health concerns, poorer quality of life, and life expectancies between 15 and 25 years lower than the general population.
- According to research from the CBC, a third of our seniors are living on less than \$27,000 a year and that's far less than even a minimum-wage job would provide.
- The Canadian Observatory on Homelessness reports that:
 - ◆ The number of older adults (50-64) and seniors (65+) experiencing homelessness is growing, making up a combined 24.4% of shelter users.
 - ◆ For older adults (50+) and families, the average length of stay in a shelter is 2x as long as other service users.
 - ◆ Older adults 50+, and particularly those 65+, are the only demographic age groups for whom shelter use has increased over the last ten years.

YOUR IMPACT

SUSTAINABLE DEVELOPMENT GOALS AND HOW SHOW ADDRESSES THEM

By providing stable housing and supportive services for individuals experiencing homelessness or at risk of homelessness, SHOW is committed to sustainable development in the Region of Waterloo and integrating the United Nations Sustainable Development Goals (SDGs) into our core mission. For more information, and to see all of the SDG Goals, visit: <https://sdgs.un.org/goals>.

SHOW contributes in the following ways:

GOAL 1: NO POVERTY



SHOW's primary objective aims to eradicate poverty in all its forms. Through our housing-first approach, SHOW provides individuals with a stable living environment, breaking the cycle of homelessness. SHOW houses 64 individuals in three buildings, effectively reducing poverty and enhancing economic stability within the community.

GOAL 10: REDUCING INEQUALITY



SHOW provides housing and supports to marginalized populations. SHOW reduces economic inequality and provides stability for those facing barriers to long-term housing stability. Residents are actively involved in decision-making about the support they receive and help ensure that services meet their needs and promote equity.

GOAL 3: GOOD HEALTH AND WELL-BEING



Access to stable housing leads to better health outcomes. SHOW recognizes this and prioritizes the health and well-being of its residents. By offering supportive services such as life skills programming, mental health counseling, addiction support, and access to healthcare, SHOW ensures that residents receive the necessary care to lead healthy and fulfilling lives. Last year, 69% of residents reported improvements in their overall well-being.

GOAL 11: SUSTAINABLE CITIES AND COMMUNITIES



The Region of Waterloo is one of fastest growing communities in North America. As urbanization continues to rise, creating sustainable and inclusive communities becomes essential. SHOW contributes to this goal by providing supportive housing and fostering a sense of community among its residents. By revitalizing neighborhoods and promoting social cohesion, SHOW enhances the overall resilience and sustainability of the community.

GOAL 16: PEACE JUSTICE & STRONG INSTITUTIONS



SHOW promotes peaceful and inclusive societies by providing a safe, stable environment that helps residents manage crises and avoid conflict. SHOW provides access to justice by assisting residents in navigating legal systems and resolving housing issues, while also empowering them to advocate for themselves and understand their rights. SHOW promotes accountability and transparency by keeping donors and the community informed through newsletters and evaluating program effectiveness via resident feedback and other metrics.

GOAL 17: PARTNERSHIPS FOR THE GOALS



SHOW recognizes the importance of a range of collaborations with government agencies, non-profit organizations, and the private sector to maximize impact. Through various partnerships, SHOW expands its reach and implements innovative solutions to address homelessness and poverty. By addressing the root causes of homelessness and poverty while promoting social inclusion and sustainability, SHOW seeks to be a model for organizations striving to create a more just and equitable society.

Thank you

SHOW is thankful for the support community organizations and local businesses provide.

May Court Club
Kitchener Waterloo



YOUR IMPACT: HOPE

MY STORY: JANET



"I was so lucky that I got here (SHOW)."

Janet's story is a powerful testament to the transformative impact that supportive housing can have on an individual. For two years, Janet faced the harsh realities of homelessness, grappling with depression and anxiety that affected every aspect of her life, including her physical appearance and mental well-being.

When reflecting back on this time in her life Janet admits that she felt lifeless. "Life is taken from us. I existed, and I survived but there was no life". She spent a year and a half in a shelter, feeling hopeless and disconnected from her family. However, Janet's life took a turn for the better when she found a home at SHOW.

With the support and resources provided by SHOW, Janet began to rebuild her life. She moved into a new apartment

which she quickly turned into a home. "I can work on my personal healing in my own space." She is now able to have her parents and her daughter visit her, and she has started to rebuild relationships". Nine months after moving into SHOW, Janet is working as a hairstylist again and loves that she is now able to pursue her passion as well as support herself financially.

Part of the support that SHOW offers is programming and activities to engage residents with their community. On-site case managers allow for the type of one-on-one support residents need. Janet has taken full advantage of the supports available to her. "As soon as you take one step it becomes easier daily and by the minute to keep that ball rolling and make better decisions for myself...if I didn't have them and this place, I don't know where I would be.

Janet's journey highlights the importance of community support and positive thinking in overcoming challenges. Her story is a shining example of how a safe and supportive environment can help individuals regain their footing and achieve their full potential. Janet's experience underscores the vital role your support plays. Your support is providing not just housing but also hope and a pathway to a brighter future.

Thank you Every gift, whether from large or small family foundations, is deeply appreciated.



Alex and Trish Brown Family Fund



Government of Canada



Mary Bales Fund
Weiland Family Foundation Fund



United Way
Waterloo Region Communities



Janice and Robert Deutschmann Family Fund



Hussey Philanthropic Fund



The Essentials Fund

YOUR IMPACT: RESTORING DIGNITY

MY STORY: ROBERT



"SHOW is safe, very well organized and it is fun to be here. I don't feel isolated or alone. It's a good place to live."

Life can change in the blink of an eye. For Rob, a series of unexpected events led him from living with family to experiencing homelessness. However, with resilience and the support of SHOW, he found a path back to stability.

Rob's first-ever experience with homelessness brought him to a shelter. "My first memory of living in a shelter is showing up at 8 at night, being asked a bunch of questions and then getting a sleeping pad at 9 from a

pile in the corner and finding a space on the floor to try to get some sleep," Rob recalls.

The shelter environment was challenging and often unsafe. "Because of the type of people that are in there and the conditions, I wouldn't take my phone out, I wouldn't take my wallet out and slept with them in my pockets. It is a rough place. People are talking all night, people marching around saying bad things, saying the same words over and over all night. I couldn't sleep very well."

Safety was a constant concern. "The hardest part was just keeping yourself safe – I was constantly looking for trouble because I knew it was coming, it was just a matter of time. There was also a lot of drug use. Rob's fortunes changed

dramatically when he moved into SHOW. "I moved into SHOW and my life changed for the better on the first day. I was now able to cook my own food. Because of my health, I have a special diet and the shelter food wasn't good for me. I love to be able to cook my own food again, so that was a huge thing that happened when I moved into SHOW."

The new environment provided not just a home, but a community. "I have enjoyed being here. I have made friends with the other residents. I've been enjoying the outdoor area and gardening with other residents. It's a whole new way of life."

Rob is grateful for the support he receives from the staff at SHOW. "If I have issues, I reach out to Maureen, who has been very helpful. She helps me work on things and they get solved. Having staff on site is very important and appreciated. If she wasn't here, some of the little issues that pop up would take days and days to get help with."

With stable housing, Rob is now able to enjoy activities that were once out of reach. "I do a lot of walking, and get 5-7 miles a day. I go to the library and recreation centre. I do things like that to get out and about. I like that I can now go out and do things when I want, like shopping or museums. Having stable housing has helped me greatly in being able to do these things."

Rob's story is a powerful reminder of the transformative impact stable, safe and supportive housing can have on an individual's life. Through the ups and downs, Rob's resilience and the support from SHOW have allowed him to look forward to a brighter future. "SHOW has given me a chance to rebuild my life, and for that, I am deeply grateful."

THE HEART OF 144 ERB ST. EAST: THE CHOCOLATE TIME COMMUNITY ROOM

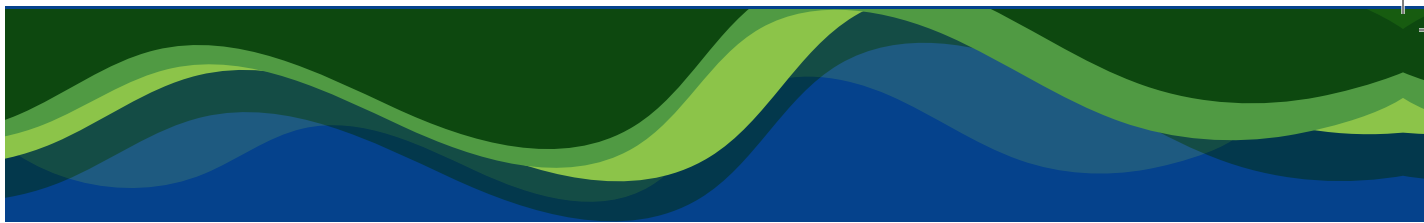


Residents, staff, and Chocolate Time donors gather to celebrate the opening of the community room.

In response to a strong desire expressed by the residents at 144 Erb for a dedicated social and programming space, SHOW embarked on an inspiring project to transform this wish into reality. Recognizing the need for a communal area where residents could gather, enjoy activities, and build meaningful connections, some of SHOW's dedicated donors—Dave & Allyson Kroetsch, Steffen Lindner & Vicky Demarais, and Mike & Kelly Peasgood—stepped up with remarkable generosity. These longtime collaborators, who have always valued inclusiveness, respect, tolerance, and unity in their workplaces, saw an opportunity to extend these values into the community they cherish. Their vision, combined with their belief in the power of simple personal connections, led to the creation of a vibrant new community room and an outdoor gathering space.

The Chocolate Time Community Room, made possible by these donors, has quickly become the beating heart of the 144 Erb community. Residents now have a welcoming space to share meals, watch movies, and engage in a variety of activities

continues on next page



Residents now have a welcoming space to encourage companionship and connectiveness.

that foster companionship and a sense of belonging. Clare, a long-time resident, finds joy in cooking weekly meals and sharing them with his neighbor Tim, while another resident, Dave, enjoys preparing community dinners and watching movies with friends. The gazebo has also become a favorite spot for summer BBQs and quiet evenings. These spaces have not only provided physical shelter but have also nurtured emotional and social support, creating a true sense of home. This transformation, fueled by community spirit and generosity, exemplifies the profound impact of dedicated supporters in enhancing the lives of those at SHOW. Thank you to Dave & Allyson, Steffen & Vicky, Mike & Kelly, the May Court Club of KW, and Dillon Consulting for making this dream a reality. Your contributions have turned a simple idea into a flourishing community hub.

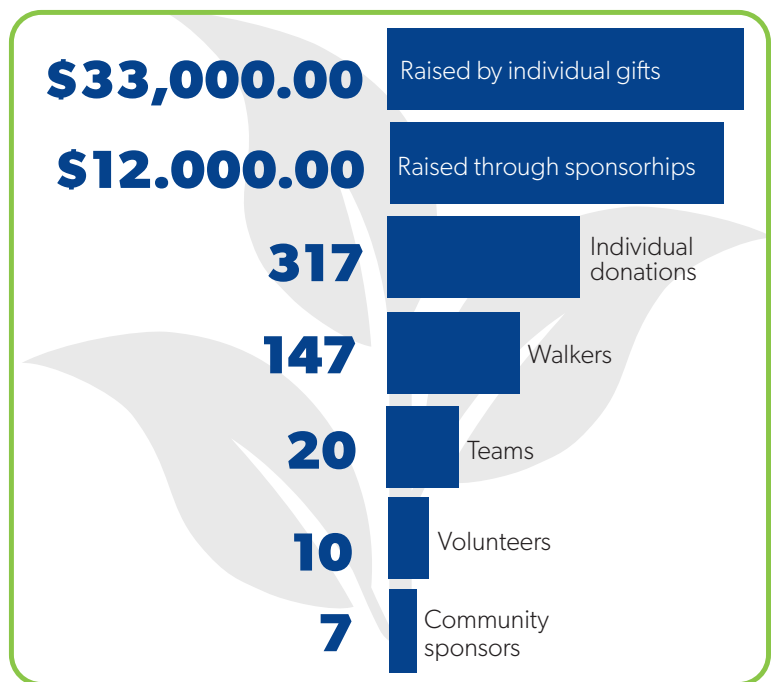
SHOW's 2023 COLDEST NIGHT OF THE YEAR WAS A HUGE SUCCESS

In February 2023 SHOW proudly participated in the Coldest Night of the Year (CNOY) event, joining our community to raise awareness and funds for those experiencing homelessness, hunger, and hardship. This annual event, which brings together thousands of Canadians across the country, aims to highlight the challenges faced by our communities' most vulnerable individuals during the harsh winter months.

SHOW's involvement in 2023 CNOY was met with overwhelming support and enthusiasm. Teams of walkers, including residents, staff, volunteers, and community members, braved the cold to walk through the streets of Waterloo. Their collective efforts were not only a demonstration of solidarity with those who face the brutal realities of winter without adequate shelter but also a crucial fundraising effort that directly supports SHOW's mission.

Thanks to the generosity and dedication of our participants and donors, SHOW raised significant funds that will help us continue providing essential housing and support services to individuals in need. The event also served as a powerful reminder of the strength and compassion within our community. As we look back on this inspiring event, we are filled with gratitude for everyone who contributed their time,

energy, and resources. Together, we are making a tangible difference in the lives of our residents and reinforcing the importance of community support in tackling homelessness.



Mayor McCabe made a new friend



SHOW was pleased to have local MP Bardish Chagger and MPP Catherine Fife give the opening remarks



Mayor McCabe says a few words before the walkers set off



Kindred Credit Union was not only an event sponsor, they also entered a team



The Rotary Waterloo Team, with SHOW Board President Al Hayes (Far right)



WRPS Chief Mark Crowell (right) poses with Executive Director, Brian Paul (left) and Donor Engagement Coordinator, Leigh-Ann Christian (middle). Chief Crowell was a long-time SHOW Board Member.



Walkers are ready to go!



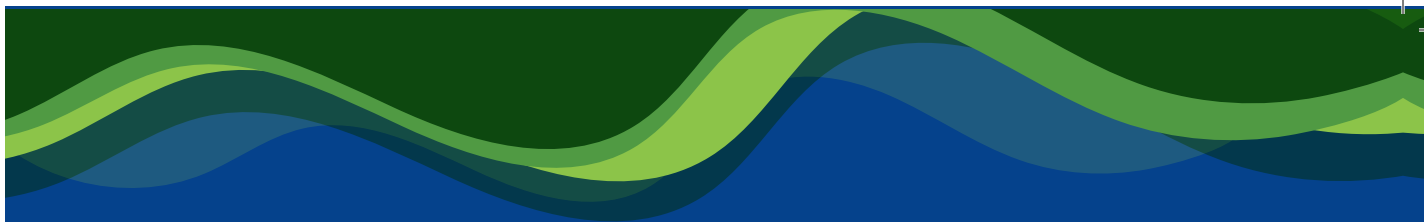
Grant Birks (left), a long-time SHOW donor, poses with Cathie Stewart-Savage (middle), our chef for the night and MPP Catherine Fife (right)

Thank you TO OUR SPONSORS

A heartfelt thank you to all our community sponsors for supporting SHOW'S Coldest Night of the Year event. Your support means the world to both staff and residents.



Wilmot Technologies Inc.
YOUR PERSONAL IT DEPARTMENT



A YEAR OF TRANSFORMATION: INSIGHTS FROM THE 2023 ADULT WELLBEING ASSESSMENTS

SHOW is dedicated to fostering an environment where residents can thrive. In 2023, our staff conducted a series of Adult Wellbeing Assessments at our newest building at 144 Erb, aiming to better understand and address the needs of our residents. We introduced a case manager to provide

onsite support and programming for the residents. The results from these assessments offer a comprehensive view of the progress and challenges faced by our residents over 12 months and highlight the significant benefits of having onsite support and the impact it has, over time, on overall wellness.

Initial Assessments: A Baseline Understanding

At the beginning of the assessment period, the data painted a challenging picture:

Life Satisfaction & Optimism:

Only 30% of respondents were satisfied with their current life situation, and 45% were pessimistic about their future.

Mental Health: While 36% felt their mental health was thriving, an equal percentage reported suffering.

Physical Health:

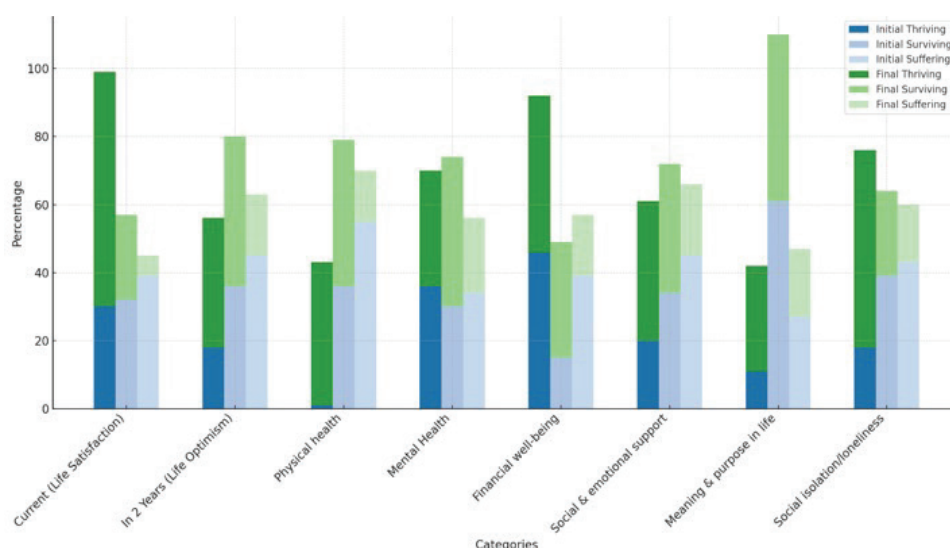
A staggering 55% of respondents reported poor physical health.

Social & Emotional Support:

45% felt they lacked adequate social and emotional support.

Social Isolation: 43% reported feeling isolated and alone.

INITIAL vs FINAL ASSESSMENT



KEY TAKEAWAYS

1. Improvement in Life Satisfaction:

- The percentage of individuals "Thriving" in terms of current life satisfaction increased significantly from 30% to 69%.
- Conversely, those "Suffering" dropped drastically from 39% to 6%.

2. Optimism About the Future:

- The percentage of individuals "Thriving" in terms of current life satisfaction increased significantly from 30% to 69%.
- Conversely, those "Suffering" dropped drastically from 39% to 6%.

3. Physical Health:

- There was a notable improvement in physical health, with the "Thriving" category increasing from 1% to 42%.
- Those "Suffering" in physical health decreased from 55% to 15%.

4. Mental Health:

- Mental health showed a shift with a slight reduction in the "Thriving" category from 36% to 34%, but an increase in the "Surviving" category from 30% to 44%.
- The percentage of those "Suffering" in mental health decreased from 34% to 22%.

5. Financial Well-being:

- Financial well-being saw a stabilization with 46% in the "Thriving" category for both initial and final assessments.
- The "Suffering" category decreased from 39% to 18%.

6. Social & Emotional Support:

- Social and emotional support improved, with those "Thriving" increasing from 20% to 41%.
- The "Suffering" category decreased from 45% to 21%.

7. Meaning & Purpose in Life:

- There was an increase in individuals "Thriving" in their sense of meaning and purpose, from 11% to 31%.
- Those "Suffering" decreased from 27% to 20%.

8. Social Isolation/Loneliness:

- A significant improvement in social isolation/loneliness was observed, with the "Thriving" category increasing from 18% to 58%.
- The "Suffering" category decreased from 43% to 17%.

The data indicates substantial positive shifts across most categories, particularly in life satisfaction, physical health, and social isolation.

The Adult Wellbeing Assessments of 2023 demonstrate a year of transformation for our residents. While there are areas that still require attention, the overall trends are overwhelmingly positive. The data underscores the importance of SHOW's wrap-around supports and the

critical role community plays in fostering well-being. We are deeply grateful for the ongoing support of our donors, volunteers, and community partners. Your contributions make this progress possible, and we look forward to continuing this journey together.

Thank you for being a part of our mission to create a supportive and thriving community.



THANK YOU

A Message of Gratitude to our Community

As we reflect on the past year, we are overwhelmed with gratitude for the unwavering support and generosity shown by our community. Your contributions have been instrumental in helping Supportive Housing of Waterloo fulfill our mission of providing permanent housing and essential supports to those experiencing homelessness. Because of you, SHOW staff have seen remarkable improvements in the lives of residents, from enhanced physical and mental health to increased social connectedness and life satisfaction. Your kindness and commitment have truly made a difference.

We extend our heartfelt thanks to each and every one of you – our donors, volunteers, community partners, and advocates. Your belief in SHOW and continuous support have been a driving force behind our progress. Together, we have shown the incredible power of community and compassion. As we move forward, we are excited about the positive changes we will continue to bring about, and look forward to sharing our journey with you. Thank you for being an integral part of SHOW and for making a lasting impact on the lives of our residents.



SHOW is deeply thankful to the many churches and faith-based organizations that support our residents. From community dinners and treats being dropped off to the numerous gifts offered, SHOW would not be able to succeed without this support.



Bloomingdale Mennonite Church
 Creekside Church
 Emmanuel United Church
 First United Church
 Mount Zion Evangelical Church
 Parkminster United Church
 Trinity United Church
 Waterloo Christian Reformed Church
 Waterloo-Kitchener Mennonite Church

\$350,000.00

In individual donations

\$78,000.00

Raised through grant and funding applications

\$3,000.00

From anonymous donors

\$1,270.00

In scheduled monthly giving

635

Individual gifts

50%

Of SHOW donors are repeat donors







21

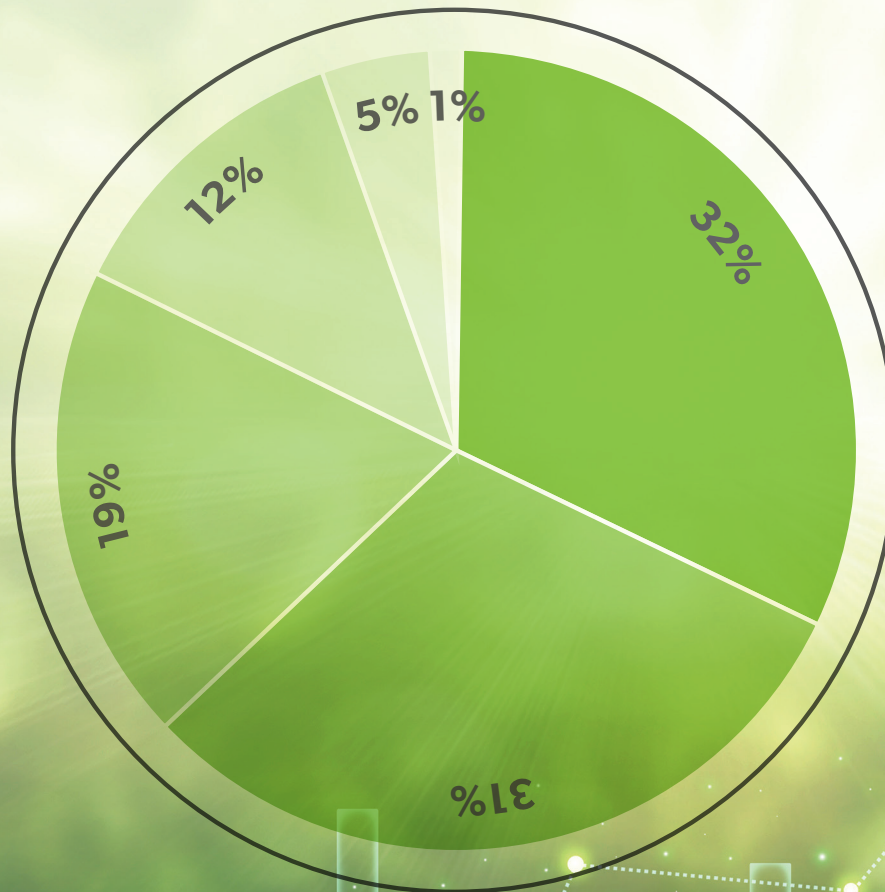
Donors providing monthly gifts

4

Individuals were welcomed home to SHOW

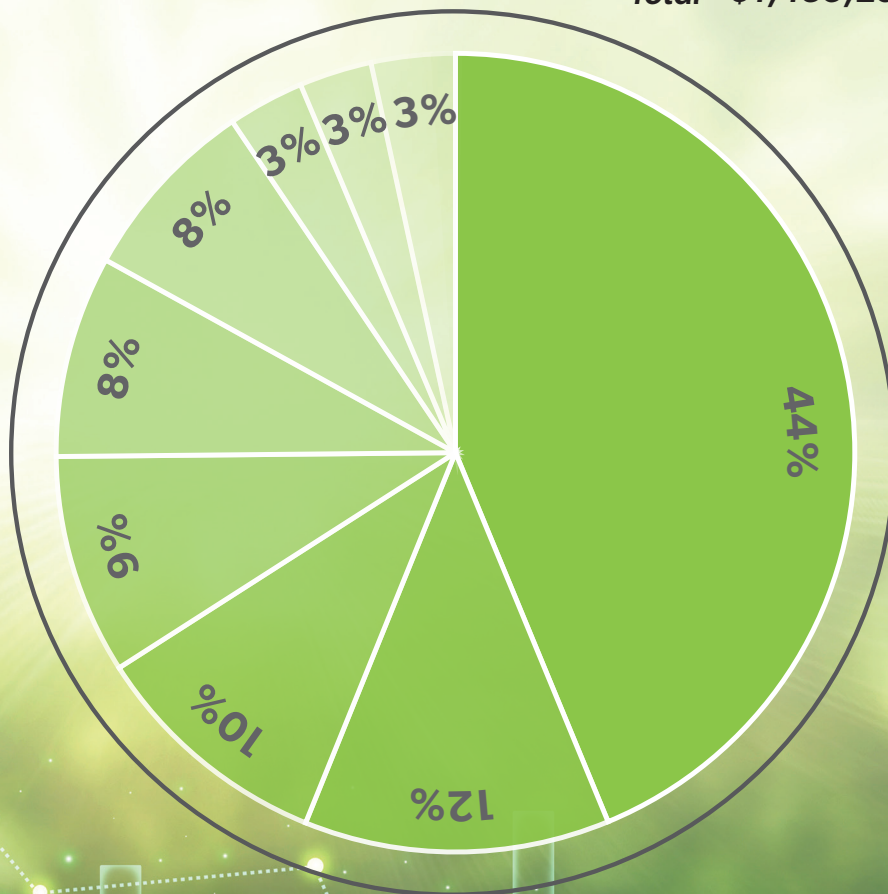
FINANCIALS: REVENUES

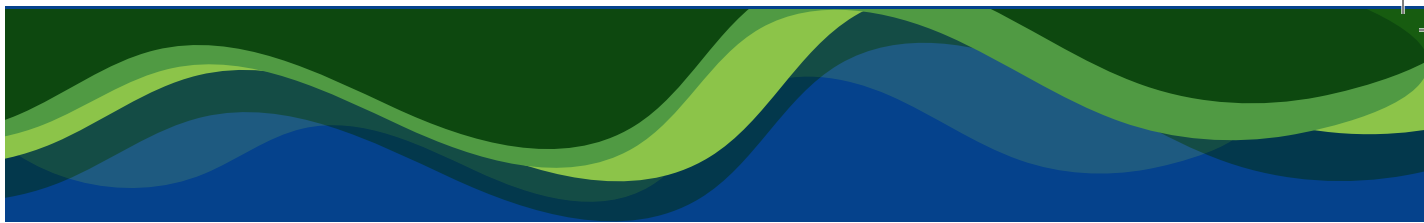
	Funding from Region of Waterloo	\$490,953.00
	Rental Income	\$470,077.00
	Fundraising	\$295,442.00
	Grants	\$187,796.00
	Amortization	\$66,818.00
	Other (Interest Income, Government of Canada Funding, Other Income)	\$16,149.00
Total		\$1,527,235.00



FINANCIALS: EXPENSES

	Resident Case Management & Staffing	\$649,939.00
	Interest on Long-Term Debt	\$183,604 .00
	Professional Fees	\$145,859.00
	Repair and Maintenance	\$132,237.00
	Amortization	\$121,323.00
	Utilities	\$112,116.00
	Tenant Support	\$46,016.00
	Insurance	\$43,682.00
	Other (Office Supplies, Programming, Fundraising, Telephone, Interest and Bank Charges Postage/Courier, Property Taxes)	\$50,475.00
	Total	\$1,485,251.00





**SUPPORTIVE**
HOUSING OF WATERLOO
WWW.SHOWATERLOO.ORG



Connect with Us



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Charitable Registration # 850 831553 RR0001
