

ANNUAL REPORT

.....
2019-2020



Indus
Community Services

BOARD CHAIR & CEO'S MESSAGE



As we approached the 35th anniversary of our organization's founding, Indus Community Services faced an increasingly challenging end to our fiscal year. The COVID-19 pandemic resulted in the prolonged closure of our sites, and all our staff are to be commended for their efforts in providing quality services to our clients while working from home.

We have achieved our third 3-year Accreditation from CARF, highlighting the excellence of our Health Services and our overall Agency Governance. The United Way of Greater Toronto selected Indus as an Anchor Agency, increasing its funding and assisting us to become stronger community advocates.

During this past year, the staff and volunteers at Indus have successfully achieved their goals in providing the highest level of services to all of our clients.

By the end of March, Indus served **8,694** Newcomers, marking a **19%** increase over the past year. We have reached out to community networks and educational institutions to support International Students, and our Task Force has begun to make a real difference in the lives of these bright young people.

Across our Family Services programs, we have provided **258** safety plans to women facing domestic violence, and supported **1,041** individuals with Family Court, Mental Health and various other supports.

Health Services staff in our Adult Day program took care of **442** seniors and we hosted **301** sessions of our popular Senior Wellness programs. Moreover, our Friendly Visiting program, which matches volunteers with isolated seniors, saw a remarkable **80%** increase in clients supported.

Some of our valued partnerships have continued to enhance the quality of the programs we deliver. We have been working with our friends at Peel Children's Aid Society to develop the SAATH and MASSI programs to help families overcome challenges and improve their well-being. Furthermore, we are collaborating with Trillium Health Partners' Institute for Better Health to support research into how our families and communities can achieve healthier outcomes and prevent chronic illnesses.

Through the hard work of our Board of Directors, the agency now has a new four-year Strategic Plan. Among other important goals is a renewed commitment of time and resources to develop a Long-Term Care Home and affordable housing for our Seniors and their families.

A big thank you to all our Funders and Donors, as well as our members and community partnerships for their tremendous support. Our heartfelt gratitude to our incredible staff, committed volunteers, board members, and community partners in helping us build stronger and resilient communities. Thank you all!

Going forward, as the agency adapts to a new normal, we are supporting our staff in safely returning to work and gradually re-opening our 7 locations across Mississauga, Brampton, and Oakville. Together, we will face all that the upcoming fiscal year will bring and we are confident that Indus Community Services will continue to be a force for positive community benefit and impact in the year ahead.

Yours in Service,

Varinder Sembhi, Chair of the Board

Gurpreet Malhotra, CEO

BOARD OF DIRECTORS

- Varinder Sembhi - Board Chair
- Elisabeth Catalano-Bon - Vice Chair
- Amit Goyal - Treasurer
- Parul Vora - Secretary
- Deepali Kapur
- Jui Datta
- Kant Trivedi
- Mandeep Grewal
- Namita Talwar
- Sonia Dupte
- Sreya Roy

FUNDERS & PARTNERS

- Immigration, Refugees and Citizenship Canada (IRCC)
- Mississauga Halton Local Health Integration Network
- Central West Local Health Integration Network
- Employment and Skills Development Canada
- Service Canada
- Canada Summer Jobs
- Services and Housing in the Province (SHIP)
- Ministry of the Attorney General
- Ministry of Children, Community and Social Services
- United Way Greater Toronto
- Region of Peel
- Ontario Trillium Foundation
- Peel Children's Aid Society
- Community Foundation Mississauga
- City of Mississauga
- City of Brampton
- Catholic Family Services of Peel-Dufferin
- Community Donors

HIGHLIGHTS FROM THIS YEAR



Numerous community members attended our Cooksville Festival of Cultures in September.



Indus received the CARF accreditation for 3 more years!

More than \$200K fundraised from all non-governmental sources

1,044
Caregivers and Seniors attended Educational Sessions

300 participants attended our 2SLGBTQ+ (Intersections) capacity building workshops

17,852
Total Volunteer Hours Contributed

"Thanks to Indus Community Services staff for always making us feel positive and excited to attend our English classes."
- LINC student

1,406 unique newcomer international students served



YEAR IN REVIEW 2019-2020

**We Served 13,503 Community Members
in Brampton, Mississauga & Oakville**

HEALTH SERVICES

- 16,295 Units of service provided
- 778 Individual & Caregiver supports provided
- 301 Senior Wellness Sessions
- 234 Clients attended the Senior Wellness Program
- 266 Individuals provided with Health Promotion & Education
- 442 Seniors served in the Adult Day Services Program

FAMILY SERVICES

- 1,676 Hours of counselling support provided
- 508 Clients supported through the Family Court Program
- 299 Women provided with Crisis Intervention
- 213 Clients supported in the Child, Youth & Parenting Program
- 21 Clients assisted by the Community Mental Health Housing Program



**Our Annual Summer Picnics in 2019
Clients for Family Services (left) and Health Services (right)**

TOGETHER WE MADE A DIFFERENCE



Fourth cohort of graduates from our HR Bridging Program

NEWCOMER SERVICES

- 8,694 Newcomers provided with Settlement related services
- 1,665 Newcomer students enrolled in LINC (English) classes
- 254 Children in the Care for Newcomer Children Program
- 327 Clients assessed for Employment Services
- 16 Job Search Training sessions conducted
- 47 Community Connections new clients served
- 52 Graduates in the HR Bridging Program
- 32 Graduates in the Sewing Entrepreneurship Program

"Now I am not only familiar with Canadian culture and society, but I am also feeling a lot more comfortable with using technology. I would like to say thanks to Indus Community Services for helping new immigrants to settle in Canada."

- LINC Student

FINANCIAL REPORTS

ASSETS & LIABILITIES

INDUS COMMUNITY SERVICES Statement of Financial Position

| As at March 31 | 2020 | 2019 |
|---|---------------------|---------------------|
| Assets | | |
| Current | | |
| Cash (note 3) | \$ 49,692 | \$ 61,314 |
| Accounts receivable (note 4) | 746,617 | 652,484 |
| Investments (note 5) | 1,580,639 | 1,513,454 |
| Prepaid expenses and deposits | 70,193 | 110,277 |
| | 2,447,141 | 2,337,529 |
| Capital assets (note 6) | 353,820 | 325,630 |
| | \$ 2,800,961 | \$ 2,663,159 |
| Liabilities and Net Assets | | |
| Current | | |
| Line of credit (note 12(b)) | \$ 60,000 | \$ - |
| Accounts payable and accrued liabilities (note 7) | 369,038 | 511,626 |
| Deferred contributions (note 10) | 188,595 | 75,500 |
| | 617,633 | 587,126 |
| Deferred capital contributions (note 11) | 343,185 | 317,164 |
| | 960,818 | 904,290 |
| Net assets | | |
| Unrestricted | 347,937 | 270,812 |
| Internally restricted - other reserves (note 8(a)) | 455,206 | 451,057 |
| Internally restricted - operating reserve (note 8(b)) | 1,037,000 | 1,037,000 |
| | 1,840,143 | 1,758,869 |
| | \$ 2,800,961 | \$ 2,663,159 |

Commitments, contingencies and subsequent event (notes 12, 13 and 14, respectively)

FINANCIAL REPORTS

REVENUE & EXPENSES

INDUS COMMUNITY SERVICES Statement of Operations

| Year ended March 31 | 2020 | 2019 |
|--|------------------|------------------|
| Revenue | | |
| Grants | | |
| Immigration, Refugees and Citizenship Canada | \$ 3,647,043 | \$ 3,748,013 |
| Province of Ontario | | |
| Ministry of Health and Long-Term Care | | |
| Mississauga-Halton Local Health Integration Network | 1,668,173 | 1,676,203 |
| Central West Local Health Integration Network | 1,049,106 | 994,920 |
| Ministry of Children, Community and Social Services | | |
| Violence Against Women Prevention Program (note 9) | 123,187 | 124,777 |
| Newcomers Settlement Program (note 9) | 75,102 | 75,102 |
| Service and Housing in the Province (note 9) | 166,404 | 164,817 |
| Ministry of the Attorney General (note 9) | 97,500 | 97,500 |
| United Way Greater Toronto (note 9) | 150,898 | 58,580 |
| Canada Summer Jobs | 41,011 | 48,837 |
| Other grants | 213,868 | 181,637 |
| Client fees | 434,834 | 443,630 |
| Amortization of deferred capital contributions (note 11) | 111,740 | 73,940 |
| Fundraising | 60,490 | 54,024 |
| Interest | 44,366 | 35,634 |
| Other | 25,876 | 24,591 |
| Donations | 23,892 | 23,887 |
| | 7,933,490 | 7,826,092 |
| Expenses | | |
| Personnel | 5,769,438 | 5,803,274 |
| Occupancy | 1,073,223 | 1,034,953 |
| Program | 334,220 | 296,286 |
| Office | 301,504 | 274,357 |
| Professional fees | 141,011 | 126,951 |
| Amortization of capital assets | 114,176 | 76,147 |
| Client and staff travel | 86,457 | 157,017 |
| Board and staff development | 32,187 | 35,168 |
| | 7,852,216 | 7,804,153 |
| Excess of revenue over expenses for the year | \$ 81,274 | \$ 21,939 |

VISION

To be leaders in building strong and inclusive communities

MISSION

We are a community benefit organization focused on building resilient and healthy communities by offering person-centered, anti-oppressive programs and services

VALUES

Person-Centered, Inclusive, Dedicated, Accountable

STRATEGIC DIRECTIONS:

ACCESS TO HIGH QUALITY HUMAN SERVICES

Enhance access and outcomes for vulnerable groups through service innovation and program integration.

- Improve respite services and supports for seniors and caregivers
- Increase cultural diversity of programs to underserved and marginalized communities
- Advocate for the creation of affordable housing for vulnerable groups within the community
- Establish Campus of Care / LTC Home for South Asian seniors
- Support the settlement and integration of International Students

BUILD CAPACITY

Encourage and enable growth to meet the needs of our communities now and in the future.

- Develop, resource and act on a comprehensive External Relations Framework to build capacity for new initiatives and new revenue streams
- Foster an agile and innovative workforce to maximize our ability to address emerging needs
- Leverage technology to enhance current service provision and to connect with the broader community
- Strengthen tools/capacity for monitoring, measuring and reporting performance for informed data driven decision making
- Enhance communication and marketing activities to establish a stronger presence in the neighbourhoods we serve

HIGH IMPACT PARTNERSHIPS

Continually review partnerships to ensure organizational value and defined positive outcomes for the community.

- Develop a strategic, codified approach to creating and managing partnerships to become a partner of choice while maintaining alignment to our strategic plan

HEAD OFFICE

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OUR LOCATIONS

HEALTH SERVICES

245 Queen Street East, Unit 2
Brampton, ON L6W 2B5
Phone: 905-569-1669
Fax: 905-595-1670

HEALTH SERVICES

415 Matheson Boulevard East,
Mississauga, ON L4Z 2H2
Phone: 905-507-6099
Fax: 905-507-1787

NEWCOMER & FAMILY SERVICES

60 Gillingham Drive, Unit 500
Brampton, ON L6X 0Z9
Phone: 905-459-4776
Fax: 905-459-4347

NEWCOMER & FAMILY SERVICES

180-B Sandalwood Parkway East,
Suite 3000, Brampton, ON L6Z 4N2
Phone: 905-840-6666
Fax: 905-840-6636

WOMEN & FAMILY SERVICES

60 West Drive, Suite 110
Brampton, ON L6T 3T6
Phone: 905-450-4650
Fax: 905-450-5478

NEWCOMER SERVICES

483 Dundas Street West, Unit 209
Oakville, ON L6M 1L9
Phone: 289-295-0765
Fax: 289-295-0766

Services for Newcomers, Seniors, Women, and Families

Locations to serve you in Mississauga, Brampton, and Oakville