



Windmill Impact Report 2018/19



NAME
Alexandra

PROFESSION
Dentist

COUNTRY
Colombia

“I applied for many loans but couldn’t get any. I was a newcomer, so it was tough to get a loan. I was grateful because after touching many doors, Windmill Microlending gave me the money I needed.”

A year of growth and change

Windmill's 2018-19 fiscal year was one of many milestones. We celebrated two important firsts—a record number of new loans and the launch of our community bond program—and marked two significant transitions—our loan management moved in house and our new brand launched. All four were significant milestones on our journey to become a truly national charity, one that helps skilled immigrants across Canada achieve their professional goals.

Through all the transitions, our focus on our clients remained the same. While we grew and innovated as an organization, our clients' success metrics remained rock solid. Their incomes more than tripled, on average. Over 83% of our active clients are either progressing through their learning plans or have completed them. Our repayment rate, which has been steady at roughly 97% for a decade, indicates that a Windmill loan is a solid investment for our clients and a viable option for social impact investors. We hired our first National Director, Client Success with the goal of focusing more attention on maximizing the employment, income and repayment outcomes of our clients.

In 2018-19 we supported more skilled immigrants and refugees in a year than ever before—819 new loans in all parts of the country except Quebec. This represented 23% more loans than in 2017, and 68% more than in 2016. Growth was particularly strong in Ontario and British Columbia, while the recession in Alberta made it the only region that showed a slowdown in activity.

Our growing loan book meant a growing need for loan capital, and with the support of the Social Venture Exchange (SVX) at MaRS, we launched our community bond program, welcoming nearly two dozen impact investors who invested over \$4,000,000 in our first year. This funding allowed us to diversify our funding, engage supporters in a new way, and reduce our cost of borrowing.

Our outreach work to foundations and philanthropists allowed us both to grow our private sector support significantly over the course of the year and to reduce our reliance on government

funding. In 2018-19, governments contributed 61% of Windmill's operating budget, down from 81% in 2016-17. We were pleased to be selected from hundreds of applicants from across North America to receive a \$1M gift from TD as part of the TD Ready Challenge. The Ready Challenge recognized 10 non-profits with innovative, impactful and measureable solutions that help create a more inclusive and sustainable tomorrow.

One important transition for Windmill was that, after more than a decade of partnership with Momentum on loan delivery, Windmill decided it was time to bring its entire loan process in-house. We will always be grateful to Momentum for the support it provided us as we grew from a fledgling loan program to a fully independent loan provider. The transition enabled us to switch to a new technology that saves us money, provides us better access to our data and better client service. These capabilities are a crucial part of our plan to support many more newcomers in the next few years.

Finally, our most visible transition was our brand change from Immigrant Access Fund Canada to Windmill Microlending. The new brand symbolizes our goal of capturing energy and empowering work, our new colors reflect growth and renewal, and our new tagline says it all, “converting potential to prosperity.”

We are proud to share more details about Windmill's impact, growth and momentum in this report.



Claudia Hepburn
CEO



Laura Wood
Board Chair



NAME
Olufemi

PROFESSION
Civil Engineer

COUNTRY
Nigeria

“I got a loan from Windmill Microlending to enroll in a bridging program at Humber College. One month after starting the program, I got my first job in engineering.”

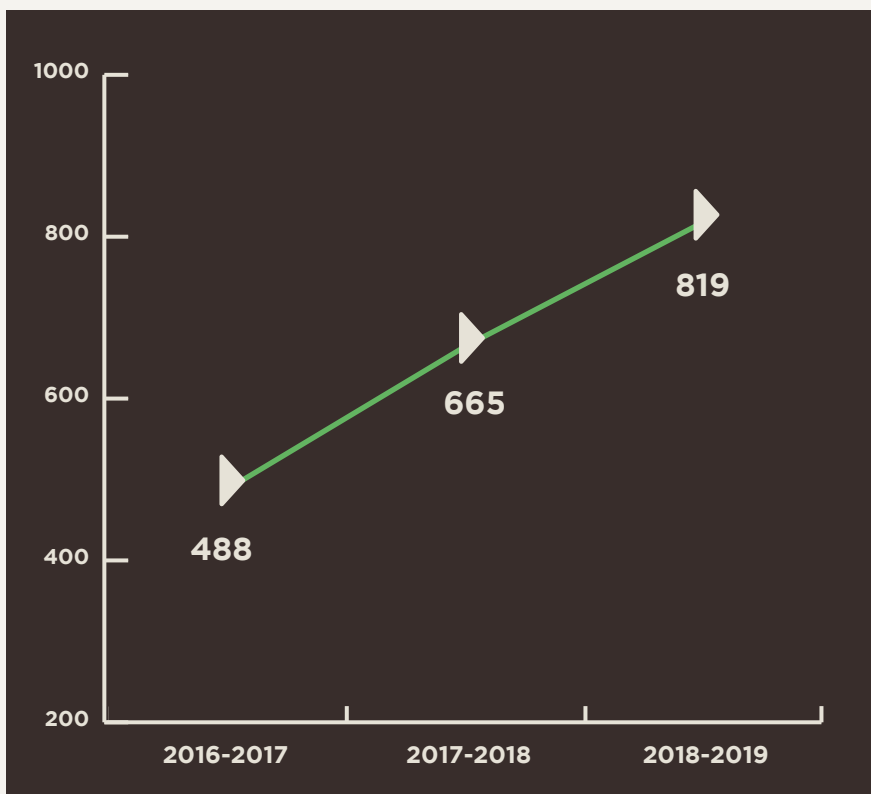
Impact Overview

Windmill's goal is to support our clients' career success in Canada by enabling them to put their education, skills and experience to use. In doing so, we aim to help them achieve financial stability and prosperity. We have maintained our excellent client success outcomes while scaling to benefit even more skilled immigrants and refugees. In 2018/2019, we supported 23% more newcomers than the previous year, while maintaining a 97% repayment rate. Our clients are more than tripling their incomes thanks to the improved career opportunities a Windmill loan has made possible.

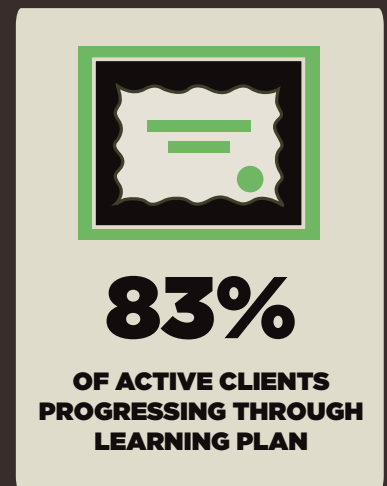
"While we grew and innovated, our clients' success metrics remained rock solid."

Claudia Hepburn, CEO

New loan growth chart



Client success stats



Impact Overview

Loan Portfolio Health

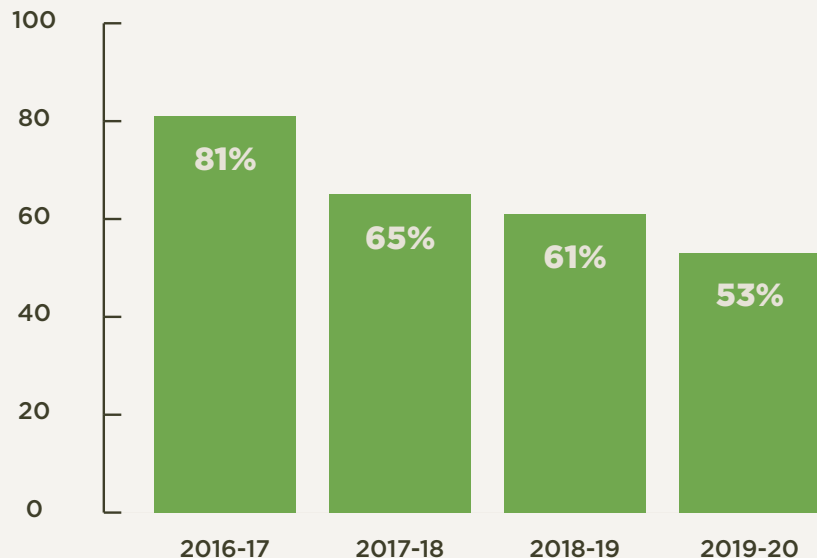


Delinquent (>31 days): **\$320,165**
(3.4% of portfolio)

\$187,157 written off—rolling 12 months
(2.0% of portfolio)



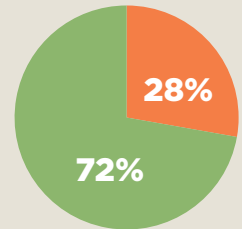
Percentage of Operating Budget Funded by Government



Loan Book Funding Composition

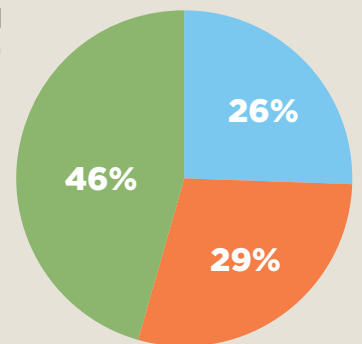
In fiscal year 2019, of every \$100 in principal that is lent out to our clients, \$46 is Windmill's equity. Of the debt, \$26 is owed to bond holders and \$29 is owed to RBC.

MARCH 2017






\$5,432,917

MARCH 2019



\$9,364,756

-  Windmill Microlending
-  Line of Credit
-  Community Bonds



NAME
Karla

PROFESSION
Pharmacist

COUNTRY
The Philippines

“Windmill Microlending is doing a very great job of helping immigrants like me to pursue their dreams.”

Audited Financials

Windmill Microlending / Le Moulin Microcrédits

Statement of Financial Position

As at March 31, 2019

	General Fund	Restricted Funds	Loan Capital Fund	2019	2018
ASSETS (Current)					
Cash	1,452,651	-	17,560	1,470,211	107,362
Restricted Cash	-	68,963	506,962	575,925	261,121
Accounts Receivable	-	282,138	-	282,138	219,177
Goods and services tax recoverable	77,321	-	-	77,321	42,337
Prepaid expenses and deposits	27,584	1,443	-	29,027	35,532
Current portion of loan capital receivable	-	-	3,226,611	3,226,611	2,760,828
Due from Loan Capital Fund	254,217	-	-	254,217	1,779,217
	1,811,773	352,544	3,751,133	5,915,450	5,205,574
Loan capital receivable	-	-	5,989,038	5,989,038	4,177,725
Capital assets	190,228	-	-	190,228	178,118
	2,002,001	352,544	9,740,171	12,094,716	9,561,417

LIABILITIES (Current)					
Bank indebtedness	-	-	1,222,372	1,222,372	1,762,372
Accounts payable and accrued liabilities	24,421	139,590	23,144	187,155	192,957
Deferred contributions	440,912	-	-	440,912	699,198
Due to General Fund	-	-	254,217	254,217	1,779,217
	465,333	139,590	1,499,733	2,104,656	4,433,744
Bonds payable			4,365,000	4,365,000	
	465,333	139,590	5,864,733	6,469,656	4,433,744

NET ASSETS					
Unrestricted	1,346,440	-	-	1,346,440	1,258,075
Invested in capital assets	190,228	-	-	190,228	178,118
Restricted	-	212,954	3,875,438	4,088,392	3,691,480
	1,536,668	212,954	3,875,438	5,625,060	5,127,673
	2,002,001	352,544	9,740,171	12,094,716	9,561,417

Audited Financials

Windmill Microlending / Le Moulin Microcrédits

Statement of Operations

For the year ended March 31, 2019

	General Fund	Restricted Funds	Loan Capital Fund	2019	2018
REVENUE					
Government funding	-	2,219,208	-	2,219,208	1,703,291
Donations	565,488	-	354,753	920,241	165,281
Foundation grants	665,000	40,000	125,000	830,000	1,029,995
Interest	1,744	-	313,846	315,590	249,432
Other	17,676	-	-	17,676	64,262
	1,249,908	2,259,208	793,599	4,302,715	3,212,261

EXPENSES					
Salaries and benefits	440,268	1,752,423	-	2,192,691	1,842,935
Office	263,334	112,655	-	375,989	271,251
Advertising and promotion	200,658	174,270	-	374,928	81,407
Rent	53,239	170,357	-	223,596	181,786
Bad debts	-	-	213,858	213,858	209,646
Loan delivery and portfolio administration	-	87,805	108,442	196,247	470,964
Project costs	62,670	20,127	-	82,797	47,075
Amortization	71,009	-	-	71,009	46,506
Professional fees	47,641	15,345	-	62,986	63,497
Insurance	9,922	613	-	10,535	7,760
Bank charges and interest	692	-	-	692	1,649
	1,149,433	2,333,595	322,300	3,805,328	3,224,476
Excess (deficiency) of revenue over expenses	100,475	(74,387)	471,299	497,387	(12,215)



NAME
Trupti

PROFESSION
Nurse

COUNTRY
India

“I didn’t know I had to go through a process to get my license as a nurse in Canada. I left a very reputable job in India and came here to do a factory job. I felt like that wasn’t me.”

Recognition

Board of Directors

(April 1, 2018 to April 1, 2019)

Laura Wood
BOARD CHAIR

Vanessa Desa
VICE CHAIR

Drew Thomson
TREASURER

Frances Wach
SECRETARY

Vladimir Ahmad
DIRECTOR

Leanne Cheng
DIRECTOR

Radha Curpen
DIRECTOR

Adam Felesky
DIRECTOR

Tara Holmes
DIRECTOR

Carsten Jensen
DIRECTOR

Andreas Souvaliotis
DIRECTOR

Miyo Yamashita
DIRECTOR

Recognition

Windmill Supporters up to March 31, 2018

Government Funders

Canada

Ontario

Alberta
Government

\$1,000,000+

RBC Foundation
The Rossy Foundation
TD Bank Group

\$100,000-\$999,999

Robert & Mary Pat Armstrong
Crux Capital
Maytree Foundation
McCarthy Tetrault
The W. Garfield Weston Foundation
The Winnipeg Foundation
Anonymous (2)

\$50,000-\$99,999

Wayne & Eleanor Chiu
The Counselling Foundation of Canada
The Morris & Rosalind Goodman
Family Foundation
Hamilton Community Foundation
Max Bell Foundation
Munford Family Foundation
Pattison Outdoor Advertising
The Petman Foundation
Power Corporation
The Printing House
The Prosser Charitable Foundation
The Rebanks Family
Saskatoon Community Foundation
Toronto Pearson International Airport

\$20,000-\$49,999

The John Dobson Foundation
Claudia Hepburn*
Intact Foundation
Pierre Lassonde Family Foundation
LIFT Philanthropy Partners
Longview Asset Management Ltd.
Wendy Morris
Petro Canada
RBC Financial Group
Cathy J. Richards & Friends Foundation
The Stollery Charitable Foundation
Suncor Energy Foundation
Viewpoint Foundation
Willow Grove Foundation

\$10,000-\$19,999

Alberta Treasury Branches
Calgary Foundation
Canadian Natural Resources
Canadian Pacific Railway Company
Canadian Western Bank
Carma Developers
Cisco Systems
ConocoPhillips Canada
DCM
Devon Canada
Brian Felesky
Colin B. Glassco
Sophia Hwang & Brock Judiesch
The Ian Martin Group
National Public Relations
Talisman Energy
Trico Charitable Foundation
Anonymous (2)

\$5,000-\$9,999

Vladimir Ahmad
Alger & Associates Inc.
James (Jim) Allard
Associated Cabs Ltd.
ATCO Group
Mary Barr
S.M. Blair Family Foundation
Cameo Investments (Sam Goresht)
Coastal Resources
Adam Felesky
Gibson Energy Ltd.
Jim Gray
HMK Consultants Inc.
Dr. Noor Jaffer
Carsten Jensen
Dr. Kabir Jivraj
David O'Brien
PFB Corporation (C. Alan Smith)
Sherali Saju
Andreas Souvaliotis
Corinne Tessier & R. Toews
David Werklund

\$1,000-\$4,999

Nwamaka Agbakoba*
Mary Ellen Armstrong*
Budget Car & Truck Rental
BURNCO Rock Products Ltd.
Byden Tech Systems
Leanne Cheng
Carrie Church*
CIBC
CMP Pontiac Buick Classic
Compton Petroleum
Conroy Ross Partners Limited
Vanessa Desa
Esprit Exploration
Dianne Fehr

* indicates Windmill Microlending employee

Recognition

FirstEnergy Capital Corp.
Fortis Alberta
The Morris and Rosalind
Goodman Foundation
Tara Holmes
Ronald & Laurie Johnston
Moez and Marissa Kassam Foundation
Keith Pontiac Buick GMC Ltd.
Katalina Kovesfalvi*
Peter & Jeanne Lougheed
Walt Macnee
J. Peirce & N. Hetherington-Peirce
Jeni Piepgrass*
PricewaterhouseCoopers
Rally Energy Corp.
Neva S. Ramsay Professional Corp.
The Robert and Tatiana Ritchie
Foundation
Shaganappi Chevrolet
Drew Thomson
Amal Umar
Universal Ford Lincoln
University of Calgary Faculty
of Education
Vancity Community Foundation
Gerry Wood (Wood Automotive)
Laura Wood

Under \$1,000

Avison Young Commercial Real Estate
Paula Calderon*
Joan Carson*
Pat Christie
Ethier Associates
Bev & Bob Fournier
Joan French
Jack and Audrey Holmes Fund
Jon Lam*
Minh Le
Kerry Longpré
Craig March
Norman (Skip) McDonald

Josh Morawo*
Lindsay Morris*
Robert Pearce & Carolyn Guichon
M. Aileen Pelzer
Jerry Richardson
Mary Sheridan
University of Calgary Indian
Students' Association
Alex Volpi
Frances Wach
Colleen & Lloyd Lee Wong

Gifts in Kind

Bennett Jones
Deloitte
The Globe and Mail
JSS Barristers
Allan Lee
LIFT Philanthropy Partners
PricewaterhouseCoopers
Strategic Advisory International
Success Office Systems Saskatoon

Community Bond Investors

Bealight Foundation
Cliff Cameron
ELFEC
Adam Felesky
Fern Gordon
Green Shield Canada
Inspirit Foundation
Intact Foundation
Dr. Noor Jaffer
Dr. Kabir Jivraj
Kitchener Waterloo
Community Foundation
Janey Law & Norman Young
Walt Macnee
Max Bell Foundation
JoAnn McCaig
Munford Family Foundation

Ottawa Community Foundation
The Rebanks Family
Cathy J. Richards
& Friends Foundation
Julie Scott
Andreas Souvaliotis
Toronto Foundation

Line of Credit Guarantors

Peter Aghar
Bruce & Carmen Alger
Avi Amir
The Auxilium Foundation
Frank Boyd
Wayne & Eleanor Chiu
James & Inez Collie
The Counselling Foundation of Canada
Edmonton Community Foundation
Adam Felesky
Brian Felesky
Jim Gray
Inspirit Foundation
Dr. Noor Jaffer
Greg Jones
Moez Kassam
The Lawson Foundation
D. Keith MacDonald
Alan Norris
Sheila O'Brien
Eric Prosser
Sherali Saju
Prem Singhmar
Andreas Souvaliotis & Joseph Gisini
Kumar Stenger
Anonymous (5)

** indicates Windmill Microlending employee*



windmill

MICROLENDING

Converting Potential
Into Prosperity