



LETTER FROM THE CEO

YW Calgary supports women to gain control of their lives, achieve economic security and live free from violence. We believe in a brighter future and we know we can't do this work alone. It is through your support, our donors, partners and funders that we can build on our 106-year history supporting women and their families in our community.

The 2016 – 2017 year was pivotal for YW. From growth in programs to better support the needs of women; deepened rigour in measuring impact and demonstrating change; a new brand that represents the future focused, women-centred organization YW is today; to our signature YW fundraising events that exceeded expectations. All this because you believe in YW and the families we support. You are our warriors and our advocates.

Elections south of the border had a dramatic impact on the conversation surrounding YWHISPER Gala speaker, Monica Lewinsky. We hosted more than 700 guests and made strides in broadening the minds of many. At the 4th annual YW CELEBRATE event, in recognition of International Women's Day, we shared the evening with 240 exceptional women, a few committed men and our special guest, The Honourable Lois E. Mitchell, Lieutenant Governor of Alberta.

This year, we continued to boldly speak out and as a result, we're often invited 'to the table' to share our perspectives. YW staff and clients participated in the Calgary Pride Parade in September and Calgary-based, Women's March on Washington this past January. We also raised our voices with an opinion piece about the abuse and bullying women in public office experience across Canada. Advocating with tenacity remains a theme for YW and we appreciate you adding your voice as well.

We have a lot of excitement ahead, as well as a few challenges. Funding shifts and economic hurdles continue. As leaders in the community, we are working to modernize thinking about 'funded vs unfunded' resources and programs. We want to better address gaps with funders and ensure we can continue providing the critical services women need.

I want to thank the YW team that continues to rise above many challenges with finite resources and infinite need. Their commitment to being client-focused continues to ensure we are able to meet women when and where they are at. I am so grateful for their choice to serve at YW Calgary.

To each of you who support us, thank you; you help us create a safe and equitable community where women can thrive.

Sincerely,



Sue Tomney
Chief Executive Officer
YW Calgary



MISSION

To intervene, empower and lead when and where women need us most.

VISION

Women thriving in a safe and equitable community.



YOU EMPOWER WOMEN TO THRIVE

Katherine could be any one of the 3,600 women in Calgary who found hope and opportunity in 2016 at YW. Our work is not possible without the continued support from donors, funders and partners, thank you.

Katherine, like many of the women YW sees each day, is 38 years old; she and her son are safe from abuse but they are on their own, for the first time.

Being new to Canada, Katherine struggles with a new language and Canadian cultural barriers that make her feel isolated. **You changed that for her and nearly 7,000 other unique women, children and men in your community.**



Annie came to YW needing child-centred parenting support for her young son. Annie needed programs that were close to her home and worked with her schedule.

Through a little research, she found **YW Parent Link Centre (PLC)** and started coming to its many programs. Annie says the programs have been amazing for her family. She raves about the staff and the wonderful interactive activities they plan that have helped her son develop his fine motor skills. Annie says her son is more confident from his time playing freely at PLC!



SAFE,
SUPPORTED
HOUSING

YW

Our supporters are the backbone of the work we do. This past year, YW Calgary opened **Providence House** as part of our **Community Housing program**. Here YW provided permanent supportive housing for 51 vulnerable women last year. Providence House, built as part of the Resolve Campaign with Calgary Homeless Foundation and Morrison Homes, offers women a chance to heal in a home of their own.

Projects supporting women in our community are not possible without the dedicated support of our partners and individuals like you.

Your support also meant that 261 women and 16 children found a safe place to stay at YW Mary Dover House transitional housing in 2016; women like Paula:

Paula needed a safe place where she felt supported. After struggling with chronic homelessness for more than eight years, Paula found herself in a hospital bed due to a compromised immune system.

Paula called YW to see if there was space and found **YW's emergency bed program**. Working with YW Intensive Case Managers, Paula began a new journey and was quickly transferred to **YW Mary Dover House**. She began to find her self-confidence, drive, self-respect and the energy to achieve her plans with the support of caring staff.

No woman's story is the same, every experience is unique and requires a flexible and innovative approach to programming and support. Your decision to support women and their families in our community through YW has helped move women from surviving to thriving. We are committed to providing services that meet women where they are at with respect and dignity.

Phoebe says the one-on-one support and guidance she's received from **YW's Intensive Case Management program** has given her hope and faith, made her feel valued and blessed. Phoebe is grateful for a safe place to stay where she is respected. She is thankful for the YW and says the staff "raise the bar for humanity and have single handedly empowered me when I needed it most. I feel so blessed by YW Calgary."

INCLUSIVE, WOMEN-CENTRED



ADAPTING TO MEET HER NEEDS

Last year, YW began to transition resources from **YW Winter Emergency Response program** to **YW Community Supports** which includes **Intensive Case Management, Housing Coordination and Intake and Assessment Coordination**.

Thank you for your confidence and support because you have helped enable us to make these program shifts and better support women, like Phoebe and Suzie to find and maintain stable housing.

This past winter, YW staff supported 20 women to transition from our cot-based shelter program to more sustainable housing.

Suzie stayed at the **YW Winter Emergency Response (WER)** program off and on for a few years. Struggling with addictions, she had a difficult time sustaining housing. This winter Suzie connected with **Intensive Case Management** and was motivated to get help with housing. Within a month, she found a basement apartment and with assistance from YW, moved in just before Christmas.

Suzie has discovered how important housing is to her and works hard so she can pay rent. She has struggled to get a job but YW Employment programs have provided her with the support she needs. If it wasn't for the **YW's Intensive Case Management** program advocating for her, Suzie says she 'would not be where she is today.'



YOU EMPOWER CHANGE

With your support, partnership and belief in our mission and vision, we work every day to create communities where women are safe, have financial stability and live free from violence. The work we do at the frontline meets women where they are at and the work we do in the public realm helps shift opinions and bring to light issues and barriers that have long effected women.

Recently, we heard from our supporters they want to hear our voice speaking loudly on issues like **violence against women, poverty, homelessness and equity for women.** We believe it is core to our culture and practice to do so.

We speak up for and with women and this year, we began to grow louder. We had the opportunity to have an opinion piece published in the Calgary Herald speaking to the hate, violence and misogyny women in politics face every day.


We spoke out against judging women for what they wear instead of their ideas and policies. We featured Monica Lewinsky as our YWHISPER Gala speaker who passionately spoke out against cyber-bullying which is something we all know occurs all too often in our communities. We marched alongside 5,000 other Calgarian's in Calgary's March on Washington to rally in the spirit of equity, diversity, inclusion and openness.



We engage with municipal, provincial and federal governments to help remove barriers that affect women's ability to choose and deepen inequity in our community. We have advocated for accessible and affordable childcare, access to safe and affordable housing, increasing the minimum wage, our choice in providing a living wage to all team members and for the media to be responsible in its reporting of sexual assault.

YOUR VOICE IS POWERFUL

As we continue to speak up and speak out, we believe your voice is more important now than ever before, because our voice alone is not enough. Together, we can create a community where women and families are safe, healthy and connected.



Kelly knew she was in danger and she was afraid. Kelly began accessing YW counselling after years of abuse from her former partner. With the support of her counsellor she began to understand how much danger she was in and that she needed to leave.

After attending more than 24 weeks of counselling, Kelly began to take control of her life. Today, Kelly is a home owner who is thriving in the community and she credits part of her success to her experience with YW.



A HEALING JOURNEY

When Helen moved to Calgary, a city where she knew no one, she lost all her power, support and identity. The abuse at the hands of her partner was escalating and she knew she needed help. Helen eventually sought refuge at **YW Sheriff King Home** crisis shelter. There Helen found a safe haven where she felt peace, found stability and the quiet she so desperately needed.

For some women facing domestic violence, leaving is not an option which is why **YW's Outreach team** works to connect with women seeking information to make healthy choices. Through caring individuals like you, together we supported **310 women in 2016**.

Increased funding from government, along with your generosity meant YW Outreach supported 45 more women this past year. Indicating an awareness of the need for alternative support programs.

You enable women like Kelly to gain new footing in our community. By giving through us, you help women leave dangerous situations, gain access to the support they need and provide stability that some women have never experienced. Part of that stability comes through **YW Counselling programs** which work with women, children and men to help build healthy relationships, develop positive parenting skills and help reduce stress and anxiety. Counselling allows them to heal and recover.

Last year, your contributions supported 850 women, 286 children and 693 men along their healing journey through YW Counselling programs.



OUR DONORS

In 2016-17, donors, volunteers and advocates like you gave their voices, time and treasure to ensure that women and children could turn to us for shelter, support and guidance in their time of need.

The successes of the women whose stories you read here are your successes too. Their strength was fueled by your kindness and support. Each triumph was made possible because you cared enough to contribute in a meaningful way.

Regina escaped after more than 20 years of abuse and stayed at **YW Sheriff King Home** crisis shelter. Initially mistaking her former husband's possessiveness as a sign of love, over time, her life became unbearable. Regina found the strength to break free from him one day and with her children went to the police where she insisted they take her somewhere safe. The police brought her to YW and there she began the healing process with staff who never gave up.

Today, Regina owns a flourishing business and is happily remarried. Her generous support, like yours, helped provide safe refuge for 177 women and 242 children at the YW Sheriff King Home crisis shelter in 2016.

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The Calgary Foundation - Anonymous Fund

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Co-op Community Foundation
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“YW Calgary strives to help change the trajectory of lives... by delivering programs and services that address the needs of vulnerable women and their families. We know that helping women succeed means stronger families and homes in our community. This is something I believe in and all of us can get behind!”

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“Donating to YW Calgary is my way of supporting women and their families who need it most. I know that when I donate to YW I am helping a long standing organization move women from surviving to thriving. I trust my donation will have an impact on YW and the women and families it serves.”

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**Due to limited space in this report, we are only able to acknowledge in print those who contributed financial gifts of \$500 or more, however, we are truly grateful to all our generous supporters.*

COMMUNITY FUNDRAISERS

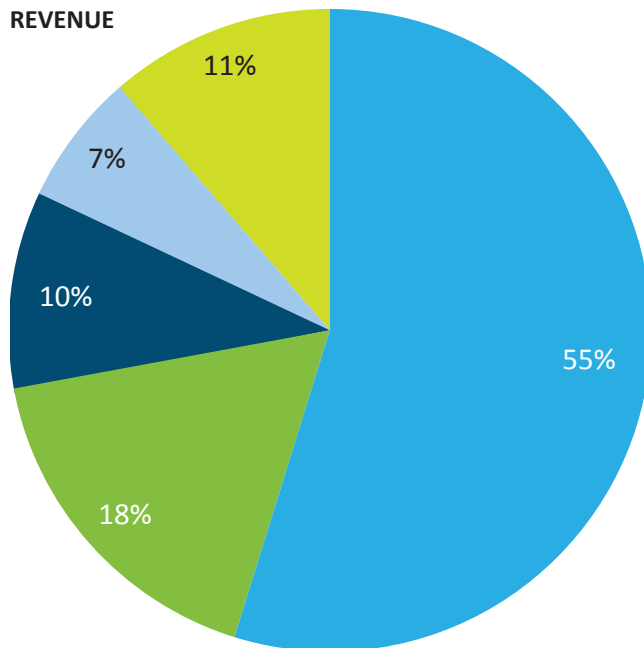
Our heartfelt appreciation also goes out to all the organizations, groups and individuals who organized community events and fundraisers in support of YW Calgary! Not only did you help us with the bottom line, you are our ambassadors and champions in the community. You have helped make brighter futures possible.

A Collaborative Design Group
 Bandidos Slo Pitch "Spring Thaw" Pick up tournament
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 Highlander Wine Community Give Back Day
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FINANCIALS 2016 - 2017

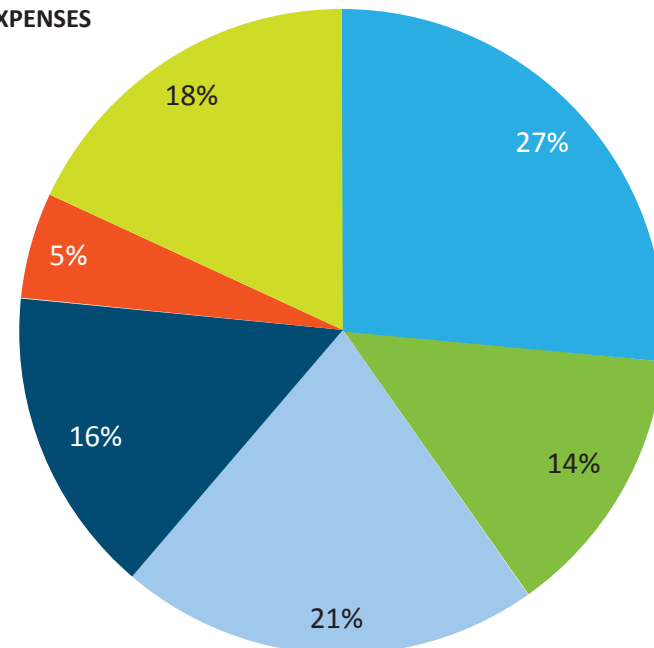
REVENUE









Total Revenue \$17,570,249

	Government Grants	55%
	Other Grants	18%
	Program, Course Fees & Accommodation	10%
	Other Income	6%
	Other Contributions	11%

EXPENSES



Total Expenses \$17,424,694

	Counselling, Childcare & Parenting Support programs	27%
	Language & Employment programs	14%
	Transitional & Community Housing programs	21%
	Crisis shelter & outreach programs	16%
	Resource Development	5%
	Support Services	17%

COMMUNITY PARTNERS



To affect social change in our community, YW works collaboratively with sector partners that ensure our voices are louder, our impact is greater and our reach is further.

Aboriginal Friendship Centre of Calgary
ACT Alberta
Alberta Council of Women's Shelters
Alberta Health Services – Safeworks
Aventa Treatment Foundation for Women
Awo Taan Healing Lodge Society
Bow Valley College
Brenda Strafford Foundation
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Sonshine Community Services
SORCe
Sunrise Native Addiction Services Society
The Alex
Vibrant Communities Calgary
Women in Need Society
Women's Centre of Calgary

REMOVING BARRIERS

You care about women and their families who arrive in our community and need a variety of supports from shelter to language skills or help navigating the Canadian workplace.

Your desire to make a difference enables YW to support women and their families to thrive. **With your help, YW provided language instruction to 565 women and 317 men in 2016. Over the years, the YW Language Instruction for Newcomers to Canada program has continued to grow and expand its numbers. As our community changes, so must our services.**

One of the biggest obstacles we hear from women trying to access language and employment programs, find sustainable employment or deepen their connections to community, is a lack of accessible and affordable childcare in the city. Recognizing the need and knowing concern for women and their children is one of the core reasons you give, we began offering **childminding services** to families enrolled in our **language and employment programs**.

In 2016, YW Childcare Centres provided early learning and care options for more than 150 children while YW Parenting Supports programs offered a wide variety of programs for more than 2,600 families.

Harriet, a new Canadian arrived in Calgary with a business degree, a masters and eight years' of international experience in finance. She enrolled in **YW's Canadian Employment Skills (CES) program** after struggling to find a job in her field.

Six months after completing the program Harriet found a meaningful position. When reflecting on her experience with **CES**, she said "I believe I am in the right direction in my career. I am blessed to be here in Canada. The program played a big role in my journey to where I am today. I am grateful!"



Seeking safety, Abi fled Syria for Canada with her family. Through her sponsor family, she learned of **YW's Language Instruction for Newcomers to Canada** program to help her learn English so she came to YW looking for opportunities, support and a safe place for her family. The biggest barrier she faced in taking classes was childcare for her young son. While Abi was in class her son went to YW's childminding program and began to feel safe and cared for. Abi's hard work meant she advanced quickly in the classes and helped her make new friends. Without access to childminding Abi would not have been able to attend classes and without the support of her teachers a brighter future would still feel out of reach.

LETTER FROM THE BOARD CHAIR

The 2016 - 2017 year was my first as YW Board Chair after four years as a board member. It is with great pride that I reflect on the accomplishments and successes of our board, leadership and staff teams. The year has seen monumental decisions that will impact the future of YW as well as exceptional work to create a strong, sustainable organization better able to meet challenges down the road.

The legacy of our past YW Board that acquired a full city block in downtown Calgary where the majority of YW programming remains today, has been fundamental in our bold five-year strategic Transformation Plan. The sale of this site in 2015 enabled us to secure a site for the new YW Hub Facility. In addition, it has provided us the unique opportunity to be the first to contribute financially in the development of that site.

By inviting public and private dollars into the project, YW is able to establish a Sustainability Fund which will help the organization weather funding changes, economic instability and be innovative in piloting new service options that will best support the women we serve and allow them to thrive.

As we move further along our five-year plan, we gain clarity on the need for a new YW facility. Safe, accessible, women-focused housing options have long been a need and primary tenant of YW. Today, the need for employment resources, language and new Canadian support is growing. Childcare, parenting support and wellness programs are also critical today and the YW must respond with a facility better able to provide those programs and services.

The new YW site was chosen with community in mind. After more than 30 years in Inglewood operating the YW Sheriff King Home crisis shelter, we knew this was an inclusive and family-focused community. Engagement with Inglewood residents and business operators began this past year and will continue in 2017 with our 2nd annual Neighbour Day event. Healing in community promotes connections and a facility that invites the community in fosters opportunities for understanding and support.

I want to personally thank the exceptional group of women on our board who volunteer their time and expertise to ensure a well governed organization. Your sacrifice and commitment is a testament to our work and our vision to have all women thrive in our community.

Sincerely,



Rebecca Morley
YW Board Chair

OUR BOARD

Rebecca Morley, Chair

Kate Thompson, Vice Chair

Kate Fisher, Secretary

Elaine Wong, Treasurer, Chair,
Finance & Audit Committee

Nancy Foster, Chair, HR &
Compensation Committee

Mona Jasinski, Chair,
Governance Committee

Georgine Ulmer, Chair,
Project Oversight Committee

Amie Blanchette

Lynn Molvik

Lara Murphy

Shannon Young

June 2016

Community Engagement with Inglewood neighbours began – face-to-face, mail and online access points

August 2016

Finalized functional program for YW Hub Facility – establish six key program area requirements for 120,000 square feet of space.

Includes: wellness, community kitchen, fitness, multi-purpose, childcare, 100 shelter units, employment education spaces as well as administration and support

September 2016

Functional Program approved by YW Board of Directors

October 2016

Conceptual design approved by YW Board of Directors; engagement and feedback opportunities with Inglewood, current YW clients and staff

December 2016

Final design development

January 2017

Board approval of final design – new YW Hub Facility Development Permit application submitted to City of Calgary

COMING IN 2019



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