



**YWCA CALGARY**  
women-centred.  
brighter-future focused.

# 2018 - 2019 Impact Report

April 1, 2018 – March 31, 2019

## CLIENT INSIGHTS

5,580

UNIQUE CLIENTS SERVED



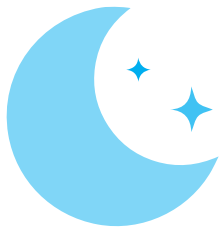
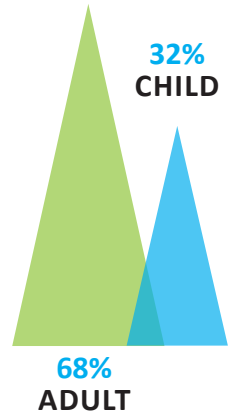
67%

FEMALE ADULTS



33%

MALE ADULTS



959

PEOPLE SPENT AT LEAST ONE NIGHT IN A YW BED

553 ADULTS

406 CHILDREN

## PROGRAM INSIGHTS

### UNIQUE CLIENTS SERVED BY PROGRAM AREA

6%

CLIENTS ACCESS MORE THAN ONE PROGRAM



#### HOUSING

Domestic Violence Shelter (YW Sheriff King Home) .. 670  
Transitional Housing .. 257  
Community Housing – Croydon, Maple, Providence .. 67



#### FAMILY SUPPORTS

Family Access Services .. 370  
Parent Link Centre .. 1,034  
COMPASS .. 270



#### COUNSELLING

Counselling .. 1,435



#### CHILDCARE

Downtown Childcare .. 72  
Drop-in Child-minding .. 129



#### LANGUAGE & EMPLOYMENT

Language Instruction for Newcomers to Canada (LINC) .. 445  
Employment Resource Centre .. 469



#### OUTREACH

Domestic Conflict Response Team .. 343  
Outreach Support .. 173  
Intensive Case Management .. 207



“ I turned to YW feeling hopeless. I was stuck in an unhealthy relationship and needed help to leave. An outreach coordinator helped me build a safety plan and once I left, find a safe place to call home. She helped me rebuild my confidence and courage. She supported me without judgment and for that I am eternally grateful. ”

- Jolee, YW Outreach client

“ My anger and reactions to stressful situations brought me to YW Counselling. There I gained the ability to stop and think before reacting. This program has changed my life for the better and made me a more patient person with my son and family. ”

- Adam, YW Counselling client

“ I felt very alone in my job search prior to accessing drop-in classes through the YW Employment Resource Centre. Now I’ve learned about networking and have connected with women who have been instrumental in boosting my confidence. I’ve been able to find full-time employment and have gained skills that will continue to serve me throughout my working life. ”

- Leslie, YW Employment Resource Centre client