



2023-2024 IMPACT REPORT

LOOK BACK LOOK AHEAD

ACTION CREATES OPPORTUNITY





LOOK BACK

IN 2023, WE INFLUENCED THE LIVES OF 28% MORE WOMEN AND THEIR FAMILIES COMPARED TO 2022.

We had a direct and measurable impact on over 7,800 people. Those people took away with them resources, skills and the confidence of knowing they are not alone, which results in a positive ripple effect on others in their lives. YW estimates that for every one person interacting directly with YW, at least two more individuals benefit from that experience.

This means that in 2023, over 23,000 lives were positively impacted through YW's work.

+7,800

**INDIVIDUALS POSITIVELY
IMPACTED THROUGH
OUR PROGRAMS.**

+23,000

**LIVES WERE POSITIVELY
IMPACTED THROUGH
OUR WORK.**

RISING INFLUENCE

We have heard some wonderful successes from our program participants about how their lives have been changed after interacting with YW:

94% feel safe in their relationships

93% feel hopeful about the future

91% have people to lean on when they are struggling

88% have stable housing



HEALTHY RELATIONSHIPS:

Building healthy relationships is key to safety, security and a life filled with possibility. YW continues to provide intervention services to support in times of crisis while focusing on expanding prevention programs. We are helping people build strong foundations for relationships that allow them to thrive in their families, their social groups and enjoy prosperous futures.

In 2023, YW provided services to over **3,500** people who experienced or were at risk of experiencing domestic violence. over **1,500** people were supported in prevention areas such as healthy relationships education, to build understanding and an awareness of resources available if further support is needed.

Earlier in 2023, YW was thrilled to open our first affordable housing building – YW Taylor Family Home for women and their families fleeing domestic violence. Through the first year, this facility provided a safe and permanent home to **31 women and over 100 children**. Among those 31 families, 13 have been housed for more than nine (9) months, and three (3) families have lived with us for a whole year, enhancing their stability and safety.

Before coming to the shelter, I was living in an abusive situation for many years. My children and I had been so isolated that the thought of living by ourselves seemed impossible. Once we arrived at the shelter, I began to recognize how strong I was and felt I really could live independently. We found a new stable home with the help of YW's staff. The confidence I know feel from being able to live independently with my children is something I can't quite explain. We are safe and healthy and excited for the future!

Clarie | YW Crisis Shelter & YW Taylor Family Home





LOOK BACK

With the opening of YW's new Crisis Shelter in the fall of 2023, we were able to provide safety, supports and dignified spaces to recover from trauma to over 170 women and 250 children.

When I came to YW, I was lost, and very worried. I had two kids with me and felt helpless. The staff at YW encouraged me in every way possible and helped me find stability. Now I have my own place, I am comfortable and above all I can peacefully take care of my kids.

Eden | YW Crisis Shelter

While crisis supports and safe spaces continue to be critical components of YW's work, we know an equally important focus needs to be on interacting early in people's lives and experiences to build skills and access resources that help decrease incidents of crisis and trauma.

YW is innovating and envisioning new approaches every day to promote and foster resilient relationships and empowered families.

This past year, over 900 youth participated in a unique YW program in partnership with Calgary Board of Education. HERE for Youth offers healthy relationships education directly in schools for junior high and high school students.

I think it was so cool to have the Here for Youth team come to our class! It has helped me think more about my future so hopefully I can make better decisions. And the videos were fun to watch too!

Demi | HERE for Youth





LOOK BACK

OUR IMPACT

YW has expanded its partnership with FearIsNotLove and several other community shelters through a ground-breaking platform fostering an integrated System of Care – ShelterLink, a new and innovative network.

A woman who had just been physically assaulted by her partner called FearIsNotLove Helpline seeking shelter for her and her children. Before ShelterLink, helpline staff would have provided phone numbers for the Calgary and area shelters, putting the onus on the woman in crisis to take critical time calling each one. Telling her story repeatedly in hopes of space being available. Instead, FearIsNotLove Helpline and YW Crisis Shelter collaborated on their efforts and within an hour of that first contact, her and her children had arrived at YW Crisis Shelter, and she was off to the hospital for much needed medical attention. The woman only needed to share her story once, and in a moment of crisis was provided integrated, rapid access to safety.

Kate | ShelterLink Team





LOOK BACK

MENTAL HEALTH

YW is dedicated to mental health advocacy through prevention and restorative programs that encourage building healthy relationships and coping strategies for everyday life. Our programs are tailored for women, men, children and families.

As we grow our understanding of the diverse needs of our community and lean into our value of inclusion, we strengthen our ability to address the unique experience of those who seek our support and adapt our services accordingly. We are vocal in advocating for equity and inclusion for everyone in our community by bringing awareness and amplifying the voices of experts in the respective fields.

In 2023, YW guided over **2,200** people through intervention services for mental well-being, such as facing behavioural challenges and learning coping mechanisms. Over **1,500** people were influenced by YW's prevention services focused on learning skills to cope and thrive in the future.



The staff at YW showed compassion, kindness and understanding. They were sympathetic to our situation and showed us unwavering commitment. Now when a new challenge occurs, we all have the confidence to manage and know of resources to access for support.

George | Family Counselling



LOOK BACK

OUR IMPACT

YW Family Resource Network supported almost 600 people in 2023 to strengthen family relationships, cope with trauma and improve child development by building resilience and fostering well-being.

I have so loved watching other Moms come in and light up as they feel this acceptance and support for the first time. I watch other Moms breastfeed with a relaxed presence as I often feel and am in awe of how empowering this space really is. Being in the presence of a women's led organization spreads into everything. The kind of women here are leaders like no other who grow, share, empower and model leadership. It gives me so much hope to see and feel things changing. Powerful women who know how to love deeply and a community of connection that is so felt.

Olivia | Family Champions

Turning new ideas into reality and action takes active collaboration. Partnerships helps us take action to turn new ideas into reality and activate collaborative initiatives to reach even more individuals. We greatly value those who join us on our journey to learn, grow and improve our service delivery, creating resiliency and opportunities for everyone.

YW's Early Talks, previously known as LENA®, launched their new brand last year with a purpose to accelerate child language skill development and build strong child and caregiver relationships. Early Talks recognizes the critical importance of language development in the formative years of a child's life and lays the groundwork to build healthy communication between children and the world.

This year Early Talks worked with 14 partner organizations in the community to deliver this innovative program to over 200 families. Partnering with two (2) childcare centres, we improved language development for over 250 children.



Connecting with the other parents was my favourite part! To build friendships with the other women, helped me to feel supported and valid. The Early Talks program was informative and easy to follow. When reading a book, you don't have to sit and read word for word; you can talk about it in whatever way interests your child.

Kenzie | Early Talks

<< LOOK BACK

While new programs, and big growth are exciting and draw attention, YW also knows some of our less visible programs are having deep impact on a very key part of our community.

YW's COMPASS (Community, Parent and School Support) program is a great example of real challenges being addressed in a positive way. In 2023, over 100 children and their families received in-home education supports to help parents and caregivers of school age children learn positive parenting strategies, social and problem-solving skills and goal setting.

We are so grateful for the advice and suggestions that our COMPASS Coordinator provided. It's changed our lives and the relationships we have with our grandson and with each other. We are calm and feel we have skills to handle whatever comes next. Our grandson seldom has outbursts and seldom dysregulates, but when he does, we understand he is distressed and have strategies to support him.

William and Denise | COMPASS

ECONOMIC PROSPERITY

YW is taking strategic action on many levels from practical programs, relationship building and raising awareness to ensure Calgary is a place where women succeed economically and are empowered to make the choices that will support her prosperity.

When women are financially empowered, they are:

- >> BETTER EQUIPPED TO EXERCISE CONTROL OVER THEIR LIVES.**
- >> IMPROVED FINANCIAL SECURITY FOR THEMSELVES AND THEIR FAMILIES.**
- >> PARTICIPATE MORE EQUITABLY IN THE WORKFORCE.**

By working together towards common goals, we leverage expertise, resources and influence to drive meaningful change and create a more inclusive and equitable economic landscape.

In 2023, **over 1,200 lives** were enriched by our prevention services in economic prosperity and built understanding of how to manage and plan finances. We saw **over 1,100 people** through our intervention services, which connect people to immediate financial supports.

Change can be a slow process. We are inspired to continue driving forward to expand our reach and voice in support of equity and stability for all women.

Participating in the PowerUp program was a transformative experience for both me and my business. The program provided me with invaluable support and resources and gave me an opportunity to showcase my company, which has greatly enhanced its visibility and increased community engagement. The ongoing support as a PowerUp alumni continues to fuel my growth and helps to sustain the great impact it has created on my business.

Meredith | PowerUp



<< LOOK BACK

For women, access to quality and affordable childcare provides them with the invaluable opportunity of choice to pursue work or education outside of the home.

This is an important step in building economic prosperity that YW provides.

YW Kids, where children up to five years of age explore and learn through expertly led play-based activities, expanded their spaces and provided services to over 200 children last year. This is a 39% increase compared to 2022.

It has been so exciting to see the smile on my daughter's face after spending the day at YW. She is so happy to go to daycare every day and talks about the things she does with her friend and teacher. My daughter's favourite part is playing in the outdoor play area!

Laura | YW Kids

Finding a place to build stability and time to grow resiliency is an important step for women who join YW's Transitional Housing program. We support women in a state of uncertainty to move into a position where they have choice and opportunities to thrive.

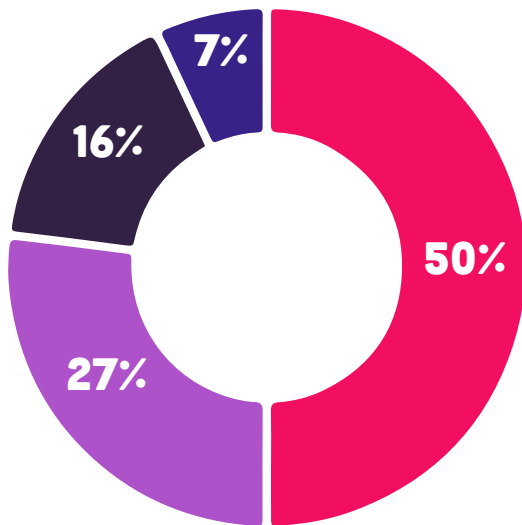
YW's Transitional Housing program supported over 300 women in 2023 with safe, respectful and trauma-informed accommodations. We support them to focus on healing, developing economic stability and secure safe, affordable housing.

I came to the YW fleeing a domestic situation, and I had tried to leave my relationship several times before. When I arrived at the Transitional Housing Program, I was pleasantly surprised, I said to myself, "this place feels safe, I never have to return to an abusive situation". I was very happy to see that there are many fun and engaging activities which helped me re-connect with others after so many years of living in isolation.

Jackie | YW Transitional Housing



2023–2024 FINANCIAL RESULTS



REVENUES

Operating and Sustainability Funds, excluding contributions receivable recognized in revenue

50% Government Contracts

27% Community Support

16% Social Enterprise

7% Investment and Other Income

TOTAL \$20,018,450

EXPENSES

Operating and Sustainability Funds

76% Salaries, Wages and Benefits

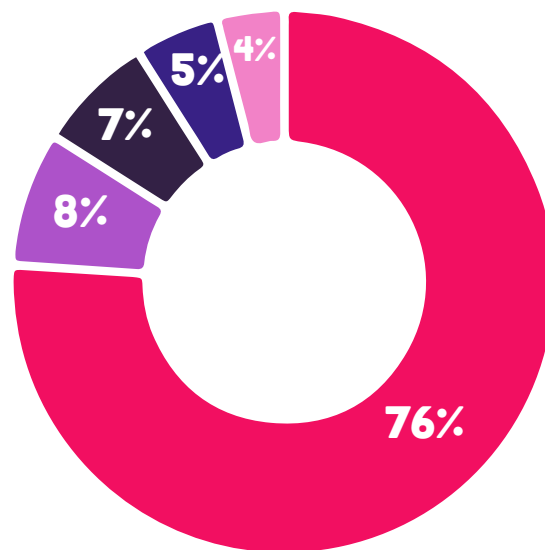
8% Facilities and Utilities

7% Other Expenses

5% Professional Fees and Contracted Services

4% Materials, Supplies and Equipment

TOTAL \$19,562,188



To view the complete audited financial statements for the year ending March 31, 2024, visit: ywcalgary.ca/about-us/reports-financials

LOOK AHEAD



INNOVATION

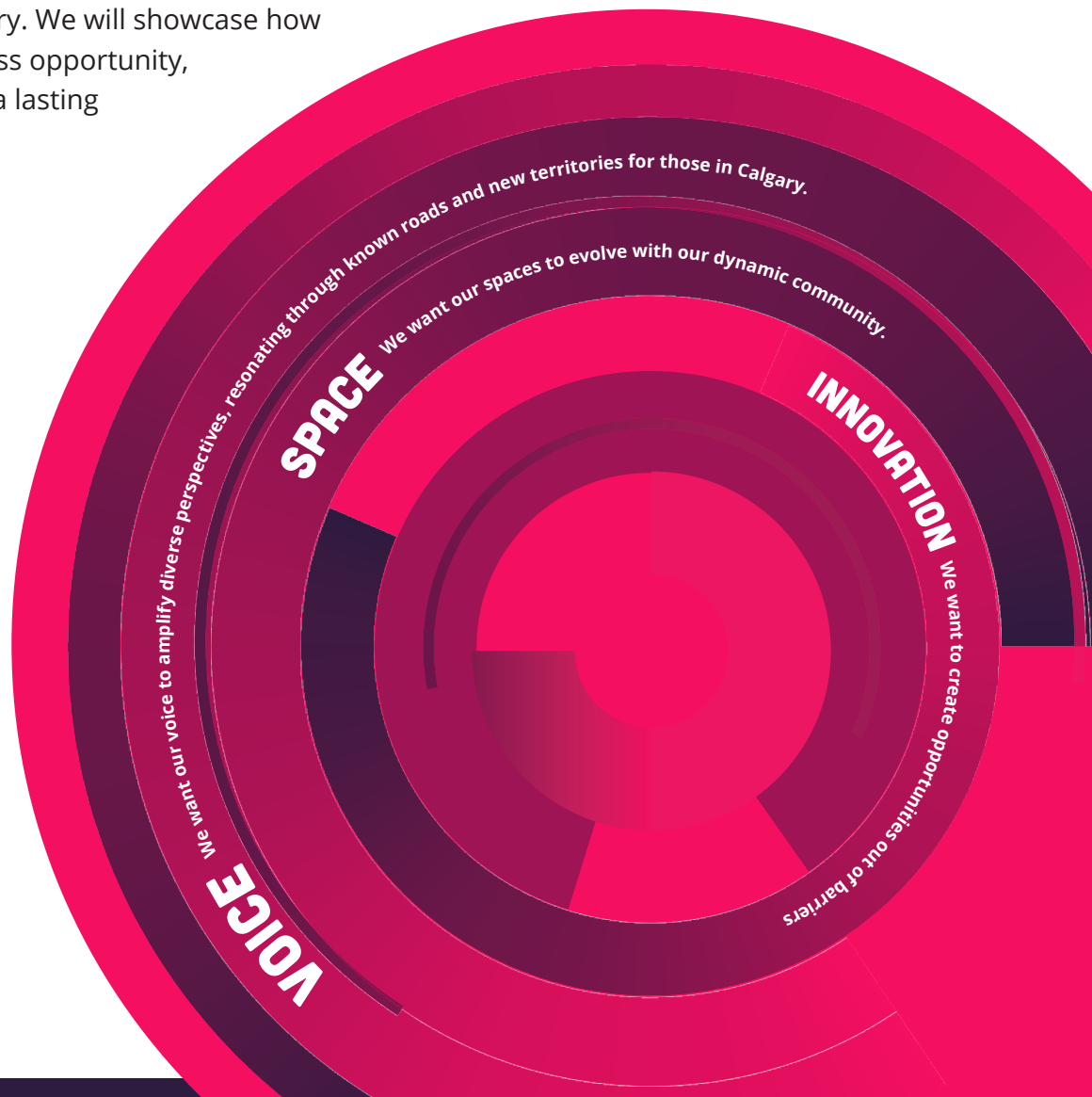
Our relentless pursuit to positively affect the lives of even more Calgarians showcases the dynamics between our bold ideas and decisive action. We want to create opportunities out of barriers.

SPACE

Our physical spaces are dynamic, inviting and evoke collaboration. But the future lies beyond our physical space. Space can be mental, visionary, digital and ripe with potential to grow. We want our spaces to evolve with our dynamic community.

VOICE

We want our voice to amplify diverse perspectives and shared aspirations that resonate through known roads and new territories for those in Calgary. We celebrate the power of dialogue, collaboration and collective action in driving meaningful change and crafting our shared story. We will showcase how we come together to harness opportunity, inspire progress and leave a lasting impact on the community.



LOOK AHEAD



LOOKING AHEAD

This past year of listening, discovery and significant action has put YW in an exciting and unique place in time. While we will continue providing the services and supports women and families need today, we work to actively shape our community for the future. It's so inspiring to know the future is unwritten and YW has so many ways to drive further impact.

Your support is not just about the present, it is about investing in a brighter future. All of us play a vital role in continuing to create positive change where women and families thrive and everyone, regardless of background has equitable access to resources.

We need you to come along with us on this journey as we shape a future where women have choices, families are safe and everyone has the tools, resources and opportunities to prosper.

HELP US ENVISION WHERE YW GOES FROM HERE.

AMPLIFY



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