

This past year has been one of the most impactful and significant YW Calgary has seen in a very long time. It started last spring with a strong vision for our future and great anticipation as we completed the construction – on time and under budget – of our new home in Inglewood.

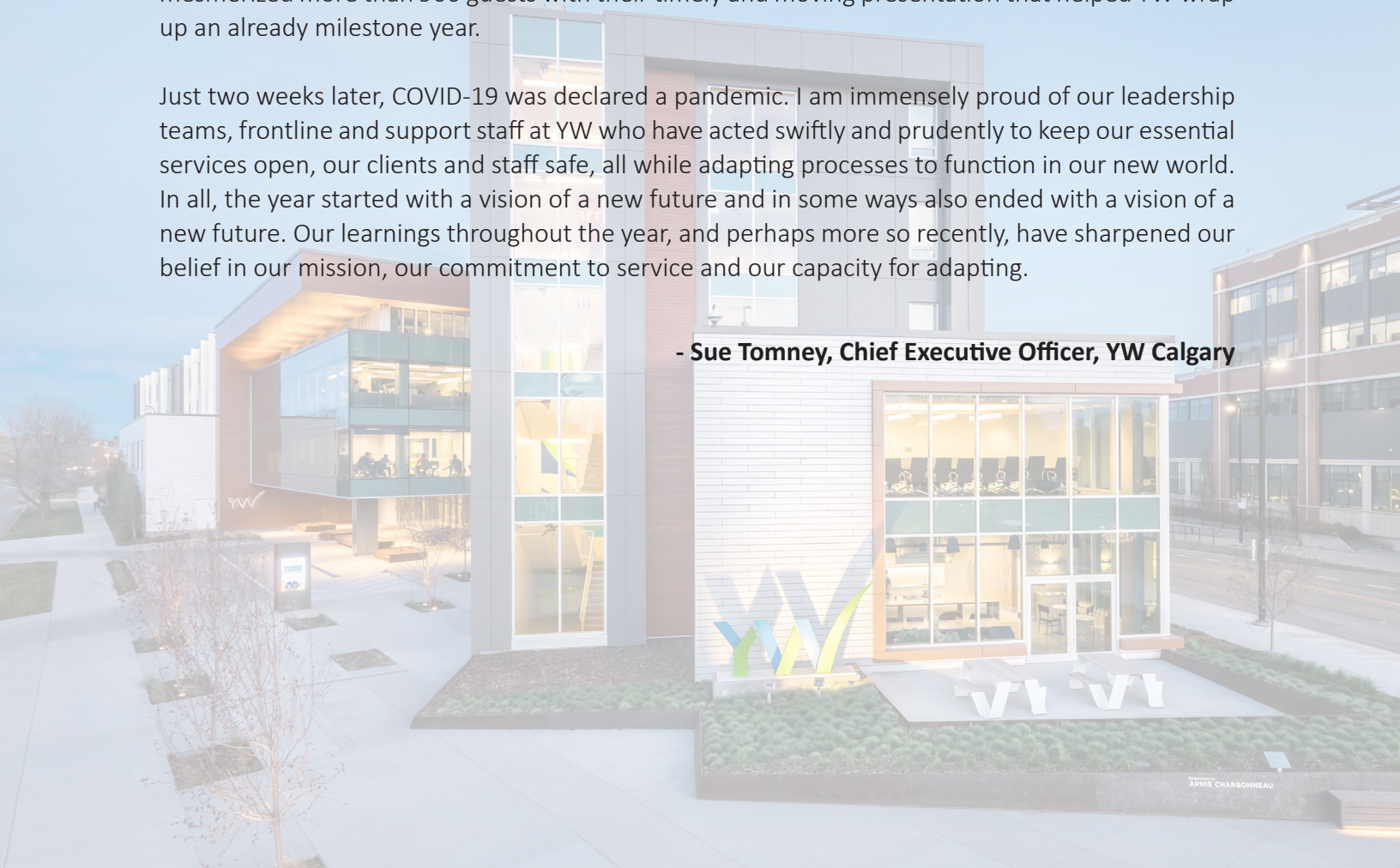
The summer was spent moving into our new spaces, slowly and intentionally to manage the stress on our diverse and vulnerable populations. We quickly launched into the fall with a day-long Grand Opening Celebration that welcomed dignitaries, community leaders, our new neighbours, our staff and their families to our new facility.

As the year progressed we, like many non-profits in Calgary, felt the effects of the economic downturn in our fundraising. However, we capitalized on the attention around our new home – which included winning the Mayor's Award for best urban design – to build community, attract new supporters and re-engage others.

Despite the fundraising challenges of the year, we were proud to host one of our most successful YWHISPER Galas to date this past March. Our keynote speakers, Jodi Kantor and Megan Twohey mesmerized more than 900 guests with their timely and moving presentation that helped YW wrap up an already milestone year.

Just two weeks later, COVID-19 was declared a pandemic. I am immensely proud of our leadership teams, frontline and support staff at YW who have acted swiftly and prudently to keep our essential services open, our clients and staff safe, all while adapting processes to function in our new world. In all, the year started with a vision of a new future and in some ways also ended with a vision of a new future. Our learnings throughout the year, and perhaps more so recently, have sharpened our belief in our mission, our commitment to service and our capacity for adapting.

- Sue Tomney, Chief Executive Officer, YW Calgary



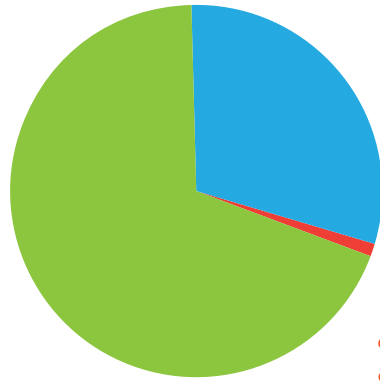
CLIENT INSIGHTS

5,024

Unique Clients Served

71%

FEMALE
ADULTS



28%

MALE
ADULTS

1%

NON- BINARY
ADULTS

33%
CHILD

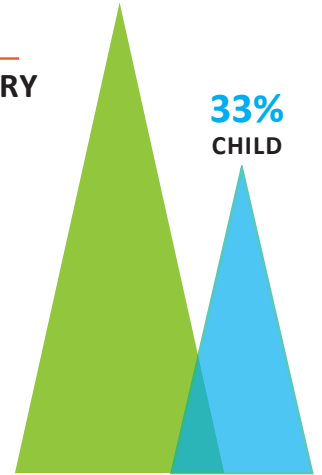


871

People spent at least
one night in a YW bed

519 ADULTS

352 CHILDREN



6%

Clients access more
than one program

67%
ADULT

PROGRAM INSIGHTS

UNIQUE CLIENTS SERVED BY PROGRAM AREA



HOUSING

Domestic Violence Shelter **618**
(YW Sheriff King Home)
Transitional Housing **190**
Community Housing **72**
(Croydon, Maple, Providence)



FAMILY SUPPORTS

Family Access Services **381**
Parent Link Centre **912**
COMPASS **228**
** Program closed March 31, 2020*



COUNSELLING

Counselling **1,042**



CHILDCARE

Childcare Centre **118**
Drop-in Child-minding **89**



LANGUAGE & EMPLOYMENT

Language Instruction for **344**
Newcomers to Canada
Employment Resource Centre **312**



OUTREACH

Outreach Support **252**
Intensive Case Management **211**
Domestic Conflict Response Team **357**