

# 2023 Annual Report **Appendix**



**United Way**  
Calgary and Area

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# Terminology

**Area Community Partnerships:** To support residents in communities in the Calgary area, United Way has created community partnerships to support programs and collaborations in Chestermere, Cochrane, High River, Okotoks, and Strathmore. Municipal committees in these communities make local investment decisions to fund programs and collaboratives managed by agencies operating in each town. In 2023, 32 agencies received funding through the area community partnerships.

**Community Impact Framework:** United Way's Community Impact Framework is our strategy to deepen the impact of our investments: the programs, partnerships, and initiatives that improve the lives of thousands of people every year. The Community Impact Framework prioritizes investments in the community that support individuals and families by:

- improving a coordinated and accessible system of care.
- exploring new partnerships with agencies, donors, and others to leverage and share resources.
- generating and encouraging innovation as we work together to solve social problems.
- achieving systems change by addressing the root causes of complex social issues; and
- designing and implementing large-scale initiatives that build for the future and deepen community impact.

Find out how the Community Impact Framework guides the investments of United Way of Calgary and Area, and how it reflects United Way's learnings and understandings of emerging trends and non-profit sector needs, and our commitment to create lasting change for people through positive outcomes by visiting our [website](#).

**Collaborative Investments:** Agencies receive collaborative funding to learn and adopt approaches to reach common goals among partners to increase effectiveness of services and the system of care. Funding is also invested in agencies working together on improving client experiences, prevention, and/or social development efforts. Collaboratives also often seek to affect change at a system-level (i.e., beyond individual/family intervention levels).

**Donor Choice:** Donors to United Way Calgary and Area may designate that their donation be given to a charity of their choice, regardless of whether they receive funding from United Way. United Way does not evaluate programs or initiatives funded through donor choice. In 2023, approximately 700 agencies received \$4.4M in donations through Donor Choice.

**Focus Areas:** Through consultation and analysis, we're able to identify where Calgarians need support and where our investments will show results. The four focus areas (mental health, socioeconomic well-being, healthy relationships, and social inclusion) each concentrate on specific needs, are interrelated outcomes and aspects of each person's quality of living and connect with the programs and initiatives we fund and lead in partnership with local experts. The desired population level outcomes for each focus area are:

- **Mental Health:** All people have positive mental health.
- **Healthy Relationships:** All people experience safe and caring relationships.
- **Socioeconomic Well-Being:** All people's well-being is enhanced by social and economic opportunities.
- **Social Inclusion:** All people feel that they belong and have equitable opportunities to fully take part in society.

In the appendix and the annual report, the focus areas are presented in a person-centred way. We begin with mental health, which is focused on the needs of an individual. We then extend our attention to close and familial connections in or near the home as we describe healthy relationships. Next, socioeconomic well-being is developed through education, employment, or otherwise participating in the economy in or outside the home, school, or workplace. Finally, social inclusion is a sense of belonging that may be felt among the various geographic and non-geographic communities to which we identify in or beyond our home, school, workplace, or neighbourhood.

**Intervention Types:** United Way of Calgary and Area uses the following categories to define the kinds of interventions we invest in across focus areas (from downstream to upstream):

- **Crisis Response:** Critical response for individuals and families experiencing crisis.
- **Mitigation:** Intervening to address the escalation of issues.
- **Prevention:** Proactively reducing specific issues at the community or individual level.
- **Social Development:** Promoting and maintaining community level well-being. Activities are universal, not issue specific, and can focus on protective factors.

**Programmatic Investments:** Funding at an agency level for the delivery of programs and services. Funding may be used to support coordinated delivery of programs and services within the agency and/or with other agencies.

**Signature Initiatives:** Based on research, Signature Initiatives mobilize multiple stakeholders to address local challenges and create a collective response by addressing root causes of social issues. United Way is the backbone or a lead organization in all Signature Initiatives. Initiatives are cross/multi sector, large-scale, and city or province wide. United Way's Signature Initiatives in 2023 include the All in for Youth Initiative, the Community Hubs Initiative, Planet Youth, and Healthy Aging Alberta.

**Social Innovation:** A social innovation is a novel solution to a social problem that is more effective, efficient, sustainable, or just than current solutions. The value created accrues primarily to society rather than to private individuals. Social innovation is valuable in many environments, including the social sector, where it is vital to the creation of novel, non-conforming and non-traditional solutions to social problems. With its foundation of collaboration and partnership, innovation in the social sector focuses on solutions that are effective, sustainable, fair, and equitable. Supporting organizations in their development of innovation practices and opportunities is important to United Way, and we do so in a variety of ways, including adding an Innovation Rider – a one-time grant to support innovation of existing programs funded by United Way – into the current funding cycle. As an investment type, innovation also includes training, initiatives, and engagements led by the Social Impact Lab and Social Impact Lab Alberta.

**Special Projects:** These are investments in (and engagement with) various sectors and systems that are not included in our investments in Signature Initiatives but may include program funding and innovation funding.

**The Tomorrow Fund:** The Tomorrow Fund is United Way's legacy fund—a long-term community investment for philanthropists who want to build powerful legacies that reflect their values and vision for the future. A gift to the Tomorrow Fund is the gift that keeps on giving. Gifts to the Tomorrow Fund are invested long term, and the interest earned pays dividends in the form of community investments that address pressing social issues and support local programs. Please refer to the Tomorrow Fund annual report on our website for more information.

**Unique Individuals Served and Contacts:** Unique individuals served is a measure reported in annual and collaborative reports (see outputs section). It represents the number of individuals served through a recorded intake process. For example, if the same participant visited the initiative 30 times [their identity verified by some type of record], they would only be counted as 1 unique individual (e.g. 1 participant attends 30 counselling sessions). Contacts is also a measure reported in annual and collaborative reports. It represents the total number of individuals served who have not been through a recorded intake process. For example, if a participant anonymously calls a support phone line 30 times they would be counted as 30 contacts due to the inability to identify them with a unique identifier or name.

# Measurement and Collection Methods

## Annual Outcome Reports

Annual Reports are submitted to United Way Calgary and Area (UWCA) by organizations receiving funding for programs. Standardized templates are completed by each organization to gather data regarding their outputs, outcomes, and financials. The data collected is then analyzed and aggregated to represent the outputs and outcomes of UWCA's program-based investments. These reports contain data pertaining to the calendar year (i.e. January 1-December 31).

## Collaborative Reports

Collaborative Reports are submitted to UWCA by organizations receiving funding for collaborative initiatives in the community. Standardized templates are completed by each organization to gather data regarding their outputs, outcomes, and financials. These reports contain data pertaining to the calendar year (i.e. January 1-December 31).

## Signature Initiatives

Initiatives managed by UWCA collect data through customized data collection and reporting tools that have been designed to measure the impact of each initiative. The data collected includes outputs, outcomes, and financial information. Data reported for Community Hubs, Healthy Aging Alberta, and Planet Youth pertain to the calendar year (i.e. January 1-December 31). Data reported for All In for Youth pertains to the school year (i.e. September 1 to June 31 of the following year).

## Measures

Each Signature Initiative managed by UWCA has a unique evaluation framework that outlines project-specific outputs, outcomes, and indicators. Each initiative is coded to one or more of UWCA's focus areas (socioeconomic well-being, social inclusion, healthy relationships, and mental health).

Organizations that are funded by UWCA collect and report on measures that are most relevant to the programs and services we're supporting. Organizations have project-specific outcomes and indicators, as well as their own evaluation frameworks. Each indicator is coded to one of UWCA's focus areas (socioeconomic well-being, social inclusion, healthy relationships, and mental health) and by intervention type (social development, prevention, mitigation, or crisis response). Measures that are aggregated across relevant UWCA's investments include:

- **Reach** – the number of people accessing the funded programs.
- **Impact** – the number of people that experience a positive change because of their participation in programs.
- **Effectiveness** – the percentage of the people reached that experience a positive impact.

## Investment Breakdowns

### Funding by Investment Type, 2021-2023

Investment Type	2021		2022		2023	
	Investment (\$000)	Agencies (#)	Investment (\$000)	Agencies (#)	Investment (\$000)	Agencies (#)
Programmatic	\$19,276	98	\$16,253	85	\$21,112	72
Collaborative	\$7,281	41	\$10,362	46	\$9,181	45
Innovation	\$2,321	1	\$2,341	2	\$2,848	4
Signature initiatives & Special Projects	\$5,773	17	\$6,867	21	\$13,433	48
Donor Choice	\$7,216	-	\$8,114	-	\$4,364	-
<b>Total</b>	<b>\$41,867</b>	<b>113</b>	<b>\$43,937</b>	<b>122</b>	<b>\$50,938</b>	<b>134</b>

Agencies may receive multiple kinds of investments and therefore the total number of agencies does not equal the sum of agencies listed by investment type. United Way does not evaluate programs funded exclusively through Donor Choice. The total investment amounts include funds disbursed through the Tomorrow Fund. To be included in the agency count for a particular year, an agency would need to have received a funding payment and submitted a report.

### Funding by Focus Area 2021-2023

Focus Area	2021		2022		2023	
	Investment (\$000)	Agencies (#)	Investment (\$000)	Agencies (#)	Investment (\$000)	Agencies (#)
Mental Health	\$5,423	35	\$6,291	33	\$7,620	45
Healthy Relationships	\$8,233	52	\$8,423	49	\$9,576	82
Socioeconomic Well-Being	\$8,415	53	\$9,334	46	\$8,889	57
Social Inclusion	\$8,311	50	\$9,235	45	\$11,486	78
<b>Total</b>	<b>\$30,382</b>	<b>80</b>	<b>\$33,283</b>	<b>73</b>	<b>\$37,571</b>	<b>103</b>

Agencies receive funding for programs and initiatives that may address more than one focus area, therefore the total number of agencies does not equal the sum of agencies funded in each focus area. The agency count also does not include individual agencies supported through the Area Community Partnerships but does include the municipalities. The above breakdown does not include investments that are not focus area specific. Investments that are not focus area specific in 2023 include: the Social Impact Lab (\$2.7M), the Community Services Recovery Fund (2023; \$6.3M), and Donor Choice (\$4.4M).

In 2023, UWCA amortized capital assets amounting to \$727,000. This figure is accounted for in our audited financials but is not reflected in the breakdown of community investments above.

## Community Services Recovery Fund

In the wake of the COVID-19 pandemic, the Canadian government recognized the immense challenges faced by the non-profit sector. The establishment of the \$400 million Community Services Recovery Fund (CSRF) marked a significant milestone in bolstering the resilience of charities and non-profits across Canada as they strive to address the long-term impacts of the pandemic.

Locally, a significant portion of the CSRF funding was distributed to support innovation within the non-profit sector via three focus areas:

1. Investing in People: Funds for one-time projects focused on how organizations recruit, train, retain and support all people working within their teams.
2. Investing in Systems and Processes: Funds for one-time projects that invest in systems and processes that can improve the internal workings of an organization's structure.
3. Investing in Program and Service Innovation and Re-design: Funds for one-time projects focused on innovating and re-designing existing programs and services.

The third focus area was where United Way was most active in funding distribution via our extensive partnerships, enabling organizations to adapt their operations and embrace digital transformation. These investments aim to strengthen organizational capacity, enhance internal processes, and contribute to the overall success of non-profit organizations in serving their communities.

Out of 119 applications submitted and \$9.6M requested, we were able to grant almost \$5.3M to 67 organizations who wanted to address service innovation and re-design to improve programs and initiatives. A full list of agencies

that received funding is included at the end of the appendix. These agencies are not included in our overall count of agencies supported in 2023 (134) as the reporting period for these projects extends into 2024 and will be included in the 2024 annual report.

## Outputs

Outputs help us to understand the reach and kinds of services provided by funded and partner agencies. Common outputs across investments include unique individuals served, contacts made, programs offered, volunteers, and volunteer hours.

### Outputs 2021-2023

Output	2021	2022	2023
Unique Individuals Served	160,738	167,301	223,242
Contacts	686,637	485,877	589,715
Programs Supported*	-	143	140
Funded Collaboratives*	-	17	16
Collaborative Member Organizations/Sector Partners*	-	295	218
Funded Agencies	113	122	134
Volunteers**	16,677	14,278	15,134
Volunteer Hours**	340,952	419,185	446,957

\*Data for these outputs is not available for 2021 due the transition to our new Community Impact Framework in that year.

\*\*Includes volunteers and hours reported by funded agencies as well as those for United Way volunteer engagement activities.

### Outputs by Focus Area 2021-2023

Focus Area	Unique Individuals Served			Programs (#)			Collaboratives (#)			Volunteers (#/hours)		
	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
Mental Health	70,324	81,604	92,771	n/a	78	80	n/a	6	10	7,983/ 301,059	6,998/ 362,252	7,634/ 381,547
Healthy Relationships	48,989	65,206	84,784	n/a	66	74	n/a	8	10	4,555/ 71,800	3,213/ 109,774	4,687/ 165,048
Socioeconomic Well-Being	63,229	91,532	112,428	n/a	80	73	n/a	10	11	5,049/ 119,297	4,276/ 153,451	5,196/ 197,854
Social Inclusion	103,673	133,270	167,429	n/a	103	104	n/a	10	11	8,289/ 283,597	7,831/ 342,759	7,968/ 355,384
<b>Total</b>	<b>132,427</b>	<b>167,301</b>	<b>223,242</b>	<b>n/a</b>	<b>142</b>	<b>140</b>	<b>n/a</b>	<b>18</b>	<b>16</b>	<b>9,485/ 320,953</b>	<b>9,064/ 408,113</b>	<b>9,313/ 433,342</b>

Organizations receive funding for programs that may address more than one focus area, therefore the total number of unique individuals served, programs, collaboratives, volunteers, and volunteer hours does not equal the sum by focus area. The totals above include the reach of All In for Youth and the Community Hubs Initiative. Additional investments that are not focus area specific include the Social Impact Lab, COVID Response Funding (2021), Community Services Recovery Fund (2023), and Donor Choice. Volunteers/hours includes those reported by funded agencies but does not include UW volunteer engagement activities.



## Social Impact Lab Outputs 2021-2023

Social Impact Lab Initiative	Beneficiary Type	# of Beneficiaries			# Projects/Programs		
		2021	2022	2023	2021	2022	2023
Disrupt-ATHON	Individuals	290	150	n/a	1	1	1
	Organizations	1	1	n/a			
Inspire	Individuals	22	41	72	1	1	2
	Communities	1	1	2			
	Organizations	11	23	15			
Natural Supports	Individuals	858	2,000	1,100	1	1	1
Open Market	Individuals	94	1,228	2,121	3	6	34
	Communities	1	2	1			
Project Empathy	Individuals	n/a	22	31	n/a	2	14
Responsible Disruption*	Individuals	2,556	726	1,700	8	1	21
Social Impact Lab Alberta	Individuals	55	56	319	3	2	3
	Communities	3	2	3			
	Organizations	0	13	55			
Steps to Support (S2S)	Individuals	n/a	2,900	812	n/a	1	1
UCEED grants	Organizations	n/a	7	16	n/a	7	16
<b>Total</b>	<b>Individuals</b>	<b>3,875</b>	<b>7,123</b>	<b>6,155</b>	<b>17</b>	<b>22</b>	<b>93</b>
	<b>Communities</b>	<b>5</b>	<b>5</b>	<b>6</b>			
	<b>Organizations</b>	<b>12</b>	<b>44</b>	<b>86</b>			

\*In 2021 and 2022, Responsible Disruption was a Zoomcast and had a total of 3,282 listeners. In 2023, Responsible Disruption was transitioned to a Podcast format and had 1,700 downloads. The number of listeners and downloads are not directly comparable outputs.

Social Impact Lab beneficiaries are individuals, communities, or organizations that have participated in and/or directly benefited from a Social Impact Lab initiative as grant recipients or through capacity building. The number of individuals listed here may not be unique individuals as beneficiaries may have participated in projects/programs more than once and/or in more than one initiative. Due to this and because Social Impact Lab initiatives are managed independently from focus area investments, the count of Social Impact Lab beneficiaries is not included in the overall count of unique individuals served shown in the previous table. Social Impact Lab projects and programs refers to the ways each initiative is implemented among beneficiaries. The term "programs" is used to refer to educational opportunities for beneficiaries to learn about human-centred design, while social innovation "projects" refer to the application of innovation approaches to addressing relevant problems/questions in communities or with organizations.

### Disrupt-ATHON

This initiative involved collaborating with workplace partners to re-design the employee giving and engagement experience to meet their needs. To support this effort, we hosted Disrupt-ATHON events, bringing people together to rethink solutions to social issues. In 2021, 290 individuals from one company participated, and in 2022, 150 individuals from another company hosted an event.

### Inspire

Inspire is a human-centered design curriculum empowering changemakers and non-profits with design thinking skills. It connects non-profits with cutting-edge learning, bridging theory and practice. Participation included 11 organizations and 22 individuals in 2021 and 7 organizations and 11 individuals in 2022, with only one program offered in those years. Thirty individuals and 16 organizations also supported in updating Inspire. In 2023, two programs were offered—Individual and Organization—engaging five organizations and 65 individuals.

### Natural Supports

Natural Supports is an online interactive experience at [www.naturalsupportssimulation.com](http://www.naturalsupportssimulation.com) intended to build skills and confidence among adults to support children and youth and enhance community well-being. The site saw 858 visitors in 2021, 2,000 in 2022, and 1,100 in 2023.

### Open Market

Open Market, launched in 2021, using a pay-what-you-want concept to address food insecurity by providing affordable access to fresh, nutritious, and culturally diverse foods. In 2021, three markets served 91 individuals at one location. In 2022, six markets at two locations served 1,228 individuals. By 2023, 34 markets at one location served 2,121 attendees.

### Project Empathy

Project Empathy is an immersive VR experience that allows individuals to understand what it is like to live in poverty

from the eyes of a 10-year-old boy. In 2022, 22 participants attended two sessions, while in 2023, 31 participants attended 14 sessions.

### **Responsible Disruption**

Responsible Disruption is a podcast exploring social innovation and design trends. Transitioning from a Zoomcast in 2021 to a podcast in 2023, it has grown from 9 total episodes in 2021 and 2022 to 21 episodes in 2023. The podcast had 1,700 downloads in 2023.

### **Social Impact Lab Alberta**

The Social Impact Lab Alberta (SIL AB) collaborates with individuals, groups, and organizations to design the future, focusing on capacity building, cross-sector collaboration, and fostering community social innovation. Over the past three years, numerous individuals and organizations have supported SIL AB's work. In 2021, 55 individuals in 3 communities were involved. In 2022, 56 individuals and 13 organizations participated in 2 communities. By 2023, 319 individuals and 23 organizations supported initiatives in 3 communities. The potential reach of these projects in Alberta is estimated to be 51,482 individuals, based on the total number of residents within each community where SIL AB operates. The solutions being developed aim to benefit the whole community, reflecting our commitment to social change and community empowerment.

### **Steps to Support (S2S)**

S2S is an online interactive experience at [www.stepstosupport.com](http://www.stepstosupport.com) intended to build readiness and confidence for mental health conversations. In 2023, 812 people used Steps to Support to help someone they know facing mental health challenges.

### **UCEED grants**

A Social Impact Fund, established with a donation from United Way of Calgary and Area, in collaboration with the University of Calgary and the Government of Alberta's Creative Partnerships, is managed by Innovate Calgary and an Investment Advisory Group. UCEED Social Impact is an investment fund focused on accelerating early-stage social innovation, helping organizations in their initial phases to assemble teams, validate market demand, and achieve critical milestones for business growth and sustainability. In 2022, there were 7 recipients, and in 2023, there were 16 recipients.

## United Way Volunteer Engagement Activities 2023

Volunteer Engagement Activities	Volunteers	Volunteer Hours
Community Engagement	5,669	10,673
GAIN Team	49	952
Women United	31	778
Gen Next	25	423
Major Donor Cabinet	15	200
Campaign Cabinet - Including Co-Chairs	15	170
Leaders Cabinet	13	294
Tomorrow Fund	4	25
<b>Total</b>	<b>5,821</b>	<b>13,515</b>

For more information about the activities listed, please refer to the annual report or our website.

## Additional Outputs Summary 2023

Agencies often collect additional output information that reflects the unique nature of their programming. In 2023, we developed a list of output categories agencies could use to share this data with us. Providing additional outputs was optional and therefore does not reflect the full extent of these efforts across investments. The table below summarizes these results.

Output Category	Output (#)
Referrals	94,126
Instances of basic needs support	42,832
Instances of community outreach	23,343
Workshop participants	16,396
People receiving peer support	13,409
Event participants	10,022
Number of families served	6,838
Number of workshops	3,675
People receiving personal safety support	491
Number of events	350
Crisis contacts	111

## Demographic Groups Served 2023

The data in the table below represents voluntarily provided information. Agencies have the option of indicating which groups they serve and how many individuals in each group are served (if known). Not all funded agencies collect demographic information from clients and participants. The data should therefore be considered a conservative estimate of the reach of funded agencies and programs to the identified demographic groups.

Demographic Group	# Agencies	Reach (# people)
Young Children (Age 5 and Under)	16	1,403
Children (Age 6 to 14)	24	4,963
Youth (Age 15 to 24)	32	23,874
Adult (Age 25 to 64)	32	47,048
Senior (Age 65+)	28	12,080
Women and girls	28	36,100
People from immigrant and refugee communities	24	22,467
People from visible minority communities	24	22,104
Men and boys	27	18,078
Members of families with children	22	16,736
People with lived experience of homelessness	16	7,016
People living with mental illness and/or struggling with addiction	17	5,943
People living with disabilities	18	5,891
People who identify as Indigenous	28	5,668
People experiencing domestic or gender-based violence	18	2,243
Members of LGBTQ2S+ communities	25	1,886

## Quantification of the Challenge

The 2021 Census reported that approximately 9%, or 112,565 people, are living below the poverty line in Calgary, including 27,720 children under 18<sup>1</sup>. According to Calgary Foundation's 2023 Quality of Life report, however, 1 in 4 Calgarians (253,000\*) report that they can't meet basic financial needs, this is up from 19% in 2022 and 15% in 2021.<sup>2</sup> Even more Calgarians (384,000\* or 38%) felt stressed about their finances.<sup>2</sup>

Financial stress, along with other forms of stress, can negatively affect an individual's overall mental health.<sup>3,4</sup> An increasing number of youth aged 18-24 are facing mental health issues, with 59% (63,000\*) reporting they felt stressed, up from 38% in 2022.<sup>2</sup> 42% of youth indicated that they don't have access to mental health support and 39% rate their mental health as poor or below average.<sup>2</sup>

Mental health and socioeconomic wellbeing can influence aspects of personal relationships that an individual holds. One indicator that the economic and mental health struggles Calgarians are facing in 2023 may be affecting relationships is the number of inquiries for domestic supports to the Calgary police. Low-income, socioeconomic status, and stress are all risk-factors for occurrence of domestic violence.<sup>5</sup> Calgary Police Services respond to approximately 20,000 calls a year related to domestic conflict.<sup>6</sup> While this statistic is one indicator that domestic conflict is an issue in Calgary, it does not capture the full extent of domestic conflict occurring in our city. We know from research that domestic conflict is under-reported, and victims of domestic violence may be reluctant to seek help if they do not feel safe to do so.<sup>7</sup>

When people struggle with relationships in their home, they may turn to other sources of support in their community for help. However, when people feel isolated or lack a sense of belonging this can be a barrier to seeking out and building the natural and professional supports available in their community, including reaching out to the police. Calgary Foundation's 2023 Quality of Life report found that 192,000\* or 19% of Calgarians don't feel a healthy sense of belonging.<sup>2</sup> For racialized Calgarians the results are much more concerning, as 88% feel uncomfortable or out of place because of their religion, ethnicity, skin colour, culture, language, accent, gender, or sexual orientation, up from 75% in 2022.<sup>2</sup> Social inclusion and initiatives that connect Calgarians to supportive and inclusive communities are vital to the longer-term development of socioeconomic well-being, healthy relationships, and mental health for everyone.<sup>8,9,10</sup>

*\*Population estimates were calculated by applying the survey result (i.e. percentage) to the total number of Calgarians in the surveyed demographic group. The margin of error on the survey results is +/- 3.10%, 19 times out of 20. <sup>2</sup>*

## Outcomes

Outcomes measure the broader results or changes resulting from the delivery of services, at the program level, or resulting from collective efforts, at the system level. For partners who work on the front line to support people, outcomes could be changes in skills, knowledge, attitudes, behaviours, or circumstances. For partners who work at a system level, outcomes could be changes in policies, practices, resources, relationships, connections, power dynamics, or mental models. Outcomes can be used to assess whether people are better off because of an intervention or if partners are advancing the goals of their collective efforts.

The outcomes, as presented in the tables below, represent a sample of the population of people accessing relevant (focus area aligned) programs from funded agencies (i.e., a sample of total unique individuals served). Data below were aggregated from samples of participants in programs delivered by agencies and do not equal the full reach (unique individuals served) of relevant interventions (as reported in the previous table). The results also do not include the reach, impact, or effectiveness of Signature Initiatives or Innovation investments as they have separate and initiative-specific data collection and evaluation processes. For more information about the impact of the Signature Initiatives please refer to the 2023 annual report or initiative-specific reports located on our website.

In the tables below, **Reach** refers to the sample of participants in funded programs that completed program evaluations. **Impact** refers to the number of sampled participants in these programs that experienced an improvement in mental health, healthy relationships, socioeconomic well-being, or social inclusion due to the intervention. **Effectiveness** refers to the percentage of those sampled participants that experienced a positive impact due to the intervention. Please note that agencies receive funding for programs and initiatives that may address more than one focus area and intervention type, therefore the total reach and impact of interventions may not equal the overall reach and impact.

## Outcomes Overall

Outcomes	Year	Intervention Type				Overall
		Downstream	Midstream		Upstream	
		Crisis Response	Mitigation	Prevention	Social Development	
Reach	2021	2,619	15,394	6,667	1,671	21,574
	2022	16,614	27,729	11,163	1,529	36,839
	2023	15,227	28,307	12,423	2,030	37,675
Impact	2021	2,488	13,388	5,541	1,470	18,920
	2022	16,307	24,995	9,494	1,244	33,332
	2023	14,940	25,587	10,791	1,803	34,402
Effectiveness	2021	95%	87%	83%	88%	87%
	2022	98%	90%	85%	82%	91%
	2023	98%	90%	87%	89%	91%

Agencies receive funding for programs and initiatives that may address more than one focus area and intervention type, therefore the total reach and impact of interventions may not equal the overall reach and impact.

## Outcomes by Focus Area – Mental Health

Outcomes	Year	Intervention Type				Overall
		Downstream	Midstream		Upstream	
		Crisis Response	Mitigation	Prevention	Social Development	
Reach	2021	2,143	10,161	1,610	40	10,458
	2022	15,683	6,951	2,715	91	23,456
	2023	13,547	8,030	3,249	-	21,374
Impact	2021	2,046	9,028	1,433	21	9,397
	2022	15,485	5,919	2,333	49	22,058
	2023	13,438	7,124	2,799	-	20,367
Effectiveness	2021	95%	89%	89%	53%	90%
	2022	99%	85%	86%	54%	94%
	2023	99%	89%	86%	-	95%

Agencies receive funding for programs and initiatives that may address more than one focus area and intervention type, therefore the total reach and impact of interventions may not equal the overall reach and impact.

## Outcomes by Focus Area – Healthy Relationships

Outcomes	Year	Intervention Type				Overall
		Downstream	Midstream		Upstream	
		Crisis Response	Mitigation	Prevention	Social Development	
Reach	2021	476	1,680	1,328	878	5,193
	2022	977	3,927	2,564	253	7,611
	2023	1,553	3,966	4,003	1,261	9,759
Impact	2021	442	1,464	1,070	767	4,488
	2022	866	3,271	2,146	164	6,343
	2023	1,375	3,207	3,558	1,180	8,350
Effectiveness	2021	93%	87%	81%	87%	86%
	2022	89%	83%	84%	65%	83%
	2023	89%	81%	89%	94%	86%

Agencies receive funding for programs and initiatives that may address more than one focus area and intervention type, therefore the total reach and impact of interventions may not equal the overall reach and impact.

## Outcomes by Focus Area – Socioeconomic Well-Being

Outcomes	Year	Intervention Type				Overall
		Downstream	Midstream		Upstream	
		Crisis Response	Mitigation	Prevention	Social Development	
Reach	2021	-	1,331	1,411	-	2,742
	2022	-	1,652	1,556	91	3,299
	2023	127	1,978	1,568	-	3,673
Impact	2021	-	1,058	1,230	-	2,288
	2022	-	1,331	1,357	72	2,760
	2023	127	1,630	1,394	-	3,151
Effectiveness	2021	-	79%	87%	-	83%
	2022	-	81%	87%	79%	84%
	2023	100%	82%	89%	-	86%

Agencies receive funding for programs and initiatives that may address more than one focus area and intervention type, therefore the total reach and impact of interventions may not equal the overall reach and impact.

## Outcomes by Focus Area – Social Inclusion

Outcomes	Year	Intervention Type				Overall
		Downstream	Midstream		Upstream	
		Crisis Response	Mitigation	Prevention	Social Development	
Reach	2021	-	5,269	2,369	774	10,072
	2022	-	15,497	4,691	1,205	21,171
	2023	-	15,390	5,168	1,481	21,097
Impact	2021	-	4,570	1,847	699	8,593
	2022	-	14,756	4,002	1,059	19,606
	2023	-	14,488	4,356	1,293	19,408
Effectiveness	2021	-	87%	78%	90%	85%
	2022	-	95%	85%	88%	93%
	2023	-	94%	84%	87%	91%

Agencies receive funding for programs and initiatives that may address more than one focus area and intervention type, therefore the total reach and impact of interventions may not equal the overall reach and impact.

## Collaborative Initiative Highlights

Below are some outputs and outcomes highlighted by some of our funded collaboratives in 2023.

### Alberta Ability Network

Alberta Ability Network (AAN) represents a strategic partnership of a broad base of stakeholders with a shared vision to influence policy, increase social prosperity and decrease inequities for the disability sector. Working together in collaboration, the membership sets strategic direction, identify evidence informed priorities that can be actioned, capitalize, and enhance existing systems and initiatives. A few highlights from their activities in 2023 include:

- Leading 12 presentations to AAN members to increase knowledge of services and initiatives in the disability sector. Presentations provided an opportunity for members to share experiences, challenges, and ideas with partners who are not directly involved in service delivery.
- Monthly AAN Table Meetings to promote events and opportunities for members, to share information about funding grants and to develop translated resources for newcomers (now available on the AAN website).
- AAN members increased their influence over policy and decision making by leading letter writing campaigns, media campaigns, meetings with government, and collaborating with other organizations with advocacy initiatives. For example, AAN's collaboration with Fair Entry Calgary influenced a \$4.5 million investment from the province for low-income transit passes.

## **Aspire Calgary**

Aspire is Calgary's Financial Empowerment Collaborative with roots back to 2012 when it began as the Financial Futures Collaborative, convened by United Way. Momentum is the backbone organization for Aspire. The collaborative works with over 30 community agencies to build the financial resilience of Calgarians living on lower incomes through matched savings programs, financial coaching, tax filing and access to benefits clinics, and access to Registered Education Savings Plans (RESPs).

The goal of Aspire is to increase the financial well-being of lower income Calgarians through programming, to build the capacity of the community to offer financial empowerment programs, and to influence systems and governments to incorporate financial empowerment programs and policies into existing services. All are designed to reduce poverty in our city. In 2023 there were:

- 262 participants in a matched savings program who increased their assets, providing an opportunity for financial stability. In total, participants increased their assets by almost \$325,000 or over \$1,200 each.
- 1,338 people participated in financial coaching.
- 12,217 tax returns filed through 2,618 Aspire tax clinics generating over \$3.3 million in refunds.
- 2,234 people received RESP education and 732 RESPs were opened.

## **Basic Needs Fund**

The Basic Needs Fund (BNF) helps Calgarians stabilize their economic situation and prevent new crises by assisting with immediate financial assistance for housing and utilities. The BNF program is crucial to Calgary's social service system offering emergency financial assistance support to low-income Calgarians experiencing a financial crisis or life event. This program keeps families housed, allows people to escape violence or homelessness, ensures everyone has heat and electricity and ensures kids can participate fully in school. Members of the BNF collaborative include Rise Calgary Resource Centres (Rise Calgary), the Distress Centre of Calgary (DCC), and CUPS Calgary. In 2023, over \$970,000 was distributed to 710 households.

## **Community Development Learning Initiative**

Community Development Learning Initiative (CDLI) is a network for community-minded people that advances and expands community development practice by connecting people and organizations, creating opportunities for inspiration, exploring new opportunities and learning, and by supporting people to take tangible action in their own communities. CDLI's work supports the conditions for people from diverse backgrounds to feel capable of inspiring change in their communities. With a wealth of local resources, knowledge, and experience, CDLI provides a welcoming and inclusive space to gather community-minded people working toward a socially equitable future, to build relationships and partnerships that support community building across Calgary and beyond. They achieve this through core strategies of convening communities in conversation, providing capacity building, and by being a resource hub. CDLI's work within each of these strategies strives to model Asset-Based Community Development practices. In 2023, CDLI welcomed 213 new network members and has 37 member organizations.

To increase the sense of connection to and ownership of community development efforts in the network CDLI has two Learning Action Teams (LATs): the Asset-Based Community Development (ABCD LAT and the Anti-Racism and Decolonization (AR&D LAT). The ABCD LAT focused on building skills and capacity for community asset mapping among members and the AR&D LAT launched their Creating Just Futures project that involved developing a Land Acknowledgement Workshop.

## **Rise Calgary Community Resource Centres**

Rise Calgary envisions a city where Everyone Moves Forward. They strive to end poverty by increasing the economic and social mobility of Calgarians living on low incomes. They fight scarcity by problem-solving with their customers, immediately ensuring their basic needs are met including supporting food, housing, clothing, technology, transportation, baby and children's items, and prescriptions and other life items that come up, like work-boots. They build strength by strategizing with customers through their empowerment programs including helping people get their income paperwork in order, supporting job searching and career-building, opportunities to participate in matched-savings programs, and financial and mobility coaching programs. Community Resource Centres served over 5,100 people in 2023, including 4,553 instances of food security support and 4,625 instances of other basic needs support. Other supports provided include income advocacy, mental health appointments and check-ins, financial benefits navigation and access, career and employment support, and facility access (computers, fax, phone, etc.).

## **Dementia Network Calgary**

Dementia Network Calgary (DNC) is a growing group of knowledgeable, capable, and passionate individuals from across public, private, and nonprofit sectors in Calgary and area with an interest in Alzheimer's disease and related dementias. Created in 2013, it is based on a collective impact model, an innovative approach to tackling complex social and systemic issues, which requires the coordinated efforts of cross-sector stakeholders. The Alzheimer Society of Calgary is the backbone organization for DNC and critical to its success.

In 2023, the DNC implemented the "Still Me" campaign to reduce stigma, share positive stories about people living with dementia, bust myths, and increase public awareness of disease. They also began community consultations around Canada's first Dementia Park in Southview to shape project design and increase community awareness and understanding around inclusivity needs. Consultations also led to the formation of a Lived Experience Advisory Panel for the Hotchkiss Brain Institute to better align research priorities with community knowledge. The collaborative is also contributing to research with the University of Calgary to better understand caregiver and substitute decision maker challenges and decision points. This has involved developing informal community supports via Conversation Cafés and building community at other gatherings and events.

## **Gateway**

Immigrant Services Calgary initiated the Gateway project in April 2020. The primary objective of Gateway is to empower newcomers to unleash their potential in their economic, social, and civic integration. Gateway specifically strives to assist in the transformation of the Calgary and Southern Alberta newcomer experience with unified assessments and referrals to service providers. Organizations represented on the Gateway Partner Advisory Council include:

- Centre for Newcomers (CFN)
- Immigrant Services Calgary (ISC)
- La Cite des Rocheuses
- The Immigrant Education Society (TIES)
- United Way of Calgary and Area
- University of Calgary, Department of Social Work

In 2023, 68,663 referrals for newcomer services were coordinated through Gateway and 7,885 personalized "Gateway Plans" were developed for newcomers. 81 organizations have signed on as Gateway partners to respond to the emerging needs of newcomers. Based on a survey of service users:

- 88% reported that they would refer family members or friends to Gateway.
- 91% agreed or strongly agreed that Gateway services had a positive impact on their integration into Calgary.
- 94% agreed or strongly agreed that their Gateway Plans included relevant resources tailored to their settlement needs.

## **HomeFront Society for the Prevention of Domestic Violence**

Through this project clients experience an improved coordinated social system of care through the development of culturally appropriate interventions that are equitable and inclusive to support families in building healthy relationships. The following approaches were used to advance this work in 2023:

- Achieve organizational justice: Approaches to fairness and equity amongst stakeholders must be considered throughout the project.
- Reduce bias: Help individuals and partners of HomeFront recognize and address the prejudices that impact their behavior, attitudes, and organizational outcomes. Racial profiling, judge bias and discrimination will be addressed through training opportunities, and system process changes.
- Develop cultural competence: Facilitate learning opportunities to help stakeholders learn about their cultural differences and how to effectively interact across such differences within the justice system.
- Act on the added value that diversity brings: Help stakeholders to learn to incorporate and use the value that different perspectives and beliefs bring to all the different dimensions of domestic violence prevention and intervention work.



## **SORCe**

SORCe is a low-barrier, multi-agency collaborative that utilizes a no wrong door approach to providing services. This approach plays a critical role in serving vulnerable people experiencing, or at risk of facing homelessness. People recognize and use SORCe as the primary entry point to connect to programs and services and as a safe space to obtain support to help address the barriers to stable housing, justice system navigation, and access income, employment, identification, and health supports. In its 10<sup>th</sup> year of operation, there were 12,775 visitors to the space, 3,915 people accessed services onsite and there were 14,231 referrals among collaborative partners and in the broader community. In addition, 2,500 basic needs items were provided to program participants.

The presence of operations staff support has allowed the Coordinated Entry Housing Strategist Team to have more consistent housing walk-in blocks as well as consistent outreach to health & justice system partners. In 2023, the team completed 837 initial and 643 updated Housing Assessments, developed 1,071 Housing Plans, and conducted 10,815 Housing Check-Ins.

## **The Way in Network**

The Way In is a “system community navigator” program providing outreach, supportive referrals, and case management services for older adults across Calgary. The Way In functions as a network of four agencies; Calgary Chinese Elderly Citizens Association (CCECA), Calgary Seniors Resource Society (CSRS), Carya, and Jewish Family Services Calgary (JFSC). The Way In Network works collaboratively to deliver consistent system navigation services across the city and in partnership with Distress Centre Calgary coordinates a centralized intake system operated by 211 Information and Referral Specialists. In addition to outreach services, each agency offers a variety of other senior-serving programs and holds expertise in areas such as urgent social work response, volunteerism, mental health/addictions supports, social programs, elder abuse response, in-home supports and many more.

In 2023 The Way in Network documented the following results:

- 695 calls received with professionals and 55 information sessions to allied health teams to improve pathways between the health system and community to connect older adults to non-medical supports.
- 20 combined leadership and supervisor meetings and 5 training sessions for frontline staff to increase partner collaboration and ensure consistency of service provision across the city.
- 3,257 calls to 403-SENIORS and 1,744 intakes for advocacy support, referrals, and information.

## **Learnings**

### **Signature Initiative Learnings**

United Way of Calgary and Area’s (UWCA) is committed to continuous improvement and responsiveness. Below are examples of our learnings and responses for our two longest standing Signature Initiatives, All In for Youth (AIFY) and the Community Hubs Initiatives.

When AIFY first started 10 years ago, one in four Calgary youth were not completing high school on time, and many were not completing high school at all. Through careful listening and learning on the part of UWCA staff and community and school leaders, what started in two Calgary high schools evolved to include long-term practical solutions to support youth, including Success Coaches, AIFY’s Barrier Removal Funds program, and the YMCA Calgary Tutoring Table. UWCA’s continued commitment to building trust and relationships as an essential element of deepening impact and widening the circle of engagement culminated in 2023’s accomplishment of AIFY being in all 35 Calgary Catholic School District and Calgary Board of Education high school in the city.

Another example of UWCA’s commitment to noticing and responding to opportunities and emergent needs includes the Community Connectors role at Community Hubs. Community Connectors are local area residents who are hired to connect residents to Hub sites, identify emerging issues in the community, and help organize resident-led events to activate Hubs. After hearing from community partners and residents alike about the desire to make Community Hubs more welcoming, representative, and inclusive for Indigenous residents, steps were taken to hire three Indigenous Community Connectors. With varying backgrounds and experiences, Indigenous Community Connectors work to connect with Indigenous and non-Indigenous residents, support Indigenous-focused programming, and promote cultural awareness and education opportunities. Examples include mural painting, medicine gardens, beading workshops, and an Indigenous Carnival.

## Reporting Structure Improvements

Organizations receiving funding for programs and collaboratives report to United Way Calgary and Area (UWCA) annually. This process requires organizations to report on both qualitative and quantitative aspects of their progress, learnings, outputs, and outcomes during the year. Data collected from these reports allow UWCA to understand the impact of funded programs and collaboratives as well as how they are aligned with UWCA's Community Impact Framework.

UWCA's reporting structures are reviewed and updated regularly to ensure that relevant information and data are being collected. This process is, in part, informed by feedback and consultations with funded organizations about their experiences with the reporting structures.

Since the launch of the Community Impact Framework in 2021, UWCA's reporting structure has provided increased flexibility in outcomes reporting to reduce reporting burden on funded organizations. UWCA does not impose an indicator framework. Funded organizations can report on any outcome indicators that they are already measuring and/or being used for reporting to other funders. The evaluation team at UWCA codes each reported outcome indicator to one of the four UWCA Focus Areas and Intervention Types. This coding is then validated by the funded agencies. The coding allows the indicators to be aggregated across investments in each Focus Area and Intervention Type to understand the impact in each of these categories across a broad range of UWCA investments. Since this method uses indicators that each organization is already measuring, funded organizations don't need to use any resources to implement specific indicator frameworks or measures. They are also better prepared to fill in results that we've agreed are relevant to their funding and spend less time determining which results to include in their reports.

These changes to our reporting structure and consulting with agencies in advance about the indicators they are using and their alignment with our framework has not only reduced burdens on funded agencies, our staff have also realized efficiency gains in our report review process. Reviewing reports prior to 2021 would often take 20-25 business days. Since implementation of these changes, the time required to review reports has reduced to 10-15 business days.

# Lists of Funded Agencies

## Funded Agencies by Investment Type 2023

Agency	Programmatic	Collaborative	Innovation	Signature Initiatives and Special Projects*	Healthy Aging Alberta	Area Community Partnership	Other UWCA Managed Projects
Aboriginal Friendship Centre of Calgary		✓					
Accredited Supports to the Community	✓					✓	
ActionDignity		✓		✓			
Alex, The	✓	✓		✓			
Alzheimer Society of Calgary		✓					
Antyx Community Arts Society				✓			
Barrhead and District Family & Community Support Services					✓		
Beaverlodge Family & Community Support Services					✓		
Between Friends	✓						
BGC Foothills Clubs	✓					✓	
Bow Valley College		✓		✓			
Bowness Community Association				✓			
Boys and Girls Club of Airdrie	✓						
Bridge to Oasis Foundation					✓		
Burns Memorial Fund				✓			
Calgary African Community Collective							✓

Agency	Programmatic	Collaborative	Innovation	Signature Initiatives and Special Projects*	Healthy Aging Alberta	Area Community Partnership	Other UWCA Managed Projects
Calgary Bridge Foundation for Youth, The	✓	✓					
Calgary Catholic Immigration Society	✓	✓				✓	
Calgary Catholic School District				✓			
Calgary Chinese Elderly Citizens' Association	✓	✓					
Calgary Communities Against Sexual Abuse		✓					
Calgary Counselling Centre	✓						
Calgary Domestic Violence Collective		✓					
Calgary Immigrant Women's Association		✓					
Calgary John Howard Society	✓	✓					
Calgary Legal Guidance		✓					
Calgary Meals on Wheels	✓						
Calgary Public Library		✓					
Calgary Seniors' Resource Society	✓						
Camp Chestermere Association	✓					✓	
Canadian Mental Health Association - Calgary Region	✓	✓					

Agency	Programmatic	Collaborative	Innovation	Signature Initiatives and Special Projects*	Healthy Aging Alberta	Area Community Partnership	Other UWCA Managed Projects
Carya	✓				✓		
Centre For Newcomers	✓	✓					
Centre for Sexuality	✓	✓					
Cerebral Palsy Alberta		✓					
Children First Canada							✓
Children's Cottage Society of Calgary		✓					
Christ the Redeemer Catholic Schools						✓	
Circle of Wisdom Elders Seniors Centre					✓		
City of Chestermere	✓						
Closer to Home Community Services Society		✓					
Cochrane and Area Victim Services Society	✓					✓	
Cochrane Immigrant Services Committee	✓					✓	
Cochrane Public Library	✓					✓	
Cochrane Society for Housing Options	✓					✓	
Cochrane Women's Emergency Shelter Society	✓					✓	
Connections for		✓					

Agency	Programmatic	Collaborative	Innovation	Signature Initiatives and Special Projects*	Healthy Aging Alberta	Area Community Partnership	Other UWCA Managed Projects
Families Society							
CUPS	✓						
Discovery House Family Violence Prevention Society		✓					
Distress Centre Calgary	✓	✓					
Edmonton Seniors Coordinating Council					✓		
Edson Seniors Transportation Society					✓		
EducationMatters				✓			
Elizabeth Fry Society of Calgary, The		✓					
Families Matter Society of Calgary	✓						
FearIsNotLove	✓	✓					
Foothills Community Counselling	✓					✓	
Foothills School Division	✓					✓	
Fort Macleod Family & Community Support Services		✓			✓		
Genesis Centre				✓			
Golden Circle Senior Resource Society					✓		
Helping Hands Society of Cochrane & Area	✓					✓	
High River & District Parent Link Centre	✓					✓	

Agency	Programmatic	Collaborative	Innovation	Signature Initiatives and Special Projects*	Healthy Aging Alberta	Area Community Partnership	Other UWCA Managed Projects
High River Food for Thought Ltd.	✓					✓	
High River Performing Arts Society	✓					✓	
High River Schools: No Student Goes Hungry Program	✓					✓	
HomeFront Society for the Prevention of Domestic Violence	✓	✓					
Hope Bridges Society for Creative and Continued Learning	✓					✓	
Hull Services	✓	✓					
Immigrant Services Calgary	✓	✓					
Inclusion Foothills Association	✓					✓	
JA Southern Alberta	✓					✓	
Jewish Family Service Calgary		✓					
Kerby Centre		✓					
KidSport Okotoks	✓					✓	
Kindred	✓	✓					
Lamont County Family & Community Support Services					✓		
Lethbridge Senior Citizens Organization					✓		
McMan Youth, Family and Community Services					✓		

Agency	Programmatic	Collaborative	Innovation	Signature Initiatives and Special Projects*	Healthy Aging Alberta	Area Community Partnership	Other UWCA Managed Projects
Association (Central Office)							
Miskanawah	✓	✓		✓			
Momentum	✓	✓					
Municipality of Jasper					✓		
Muslim Families Network Society							✓
North Rocky View Community Links	✓						
NPower Canada				✓			
Nutrition Students Teachers Exercising with Parents			✓				✓
Nutured By Nature Mental Health and Wellness Society	✓					✓	
Ogden House Seniors	✓						
Okotoks Family Resource Centre	✓					✓	
Peaks to Pines Residents Association					✓		
Place2Give				✓			
PolicyWise for Children & Families							✓
Project H.O.P.E.	✓					✓	
Prospect Human Services Society	✓						
Radiance Family Society	✓	✓					
Rainbow Literacy & Learning Society					✓		



Agency	Programmatic	Collaborative	Innovation	Signature Initiatives and Special Projects*	Healthy Aging Alberta	Area Community Partnership	Other UWCA Managed Projects
Rise Calgary Resource Centres Society	✓	✓		✓			
S.T.A.N.D. Against Sexual Assault Association	✓					✓	
Sagesse	✓						
Seniors for Kids Society	✓					✓	
Sheep River Health Trust	✓					✓	
Southern Alberta Institute of Technology (SAIT)				✓			
Strathmore Montessori Society	✓					✓	
Sundre Community Van Association					✓		
Synergy	✓					✓	
The City of Calgary		✓		✓			
The Grande Prairie and Area Council on Aging					✓		
The Immigrant Education Society		✓					
The Salvation Army Community Services (Calgary)	✓						
The University of Calgary			✓				✓
Town of Cochrane	✓						
Town of Drumheller					✓		
Town of Falher					✓		
Town of Fox					✓		

Agency	Programmatic	Collaborative	Innovation	Signature Initiatives and Special Projects*	Healthy Aging Alberta	Area Community Partnership	Other UWCA Managed Projects
Creek							
Town of High River	✓						
Town of Okotoks	✓						
Town of Oyen					✓		
Town of Strathmore	✓				✓		
Town of Sylvan Lake					✓		
Town of Vulcan					✓		
Town of Westlock					✓		
Town of Whitecourt					✓		
Trellis Society for Community Impact	✓	✓		✓		✓	
Urban Society for Aboriginal Youth (USAY)		✓	✓				
Variety - the Children's Charity of Alberta	✓					✓	
Vibrant Communities Calgary		✓					
Wellspring Calgary							✓
Wild Rose Community Connections	✓					✓	
Women In Need Society (WINS)	✓	✓					
Women's Centre of Calgary	✓	✓					
Wood's Homes	✓						
Workers' Resource Centre	✓	✓					

Agency	Programmatic	Collaborative	Innovation	Signature Initiatives and Special Projects*	Healthy Aging Alberta	Area Community Partnership	Other UWCA Managed Projects
YMCA Calgary	✓	✓		✓			
YW Calgary	✓		✓				
<b>All</b>	<b>72</b>	<b>45</b>	<b>4</b>	<b>17</b>	<b>26**</b>	<b>32</b>	<b>7</b>

\*not including Healthy Aging Alberta.

\*\*A total of 32 agencies are supported through the Healthy Aging Alberta initiative. The list above does not include agencies that received lump sum payments in 2022 to deliver programs from 2022 to 2025. The six additional agencies that are part of the Healthy Aging Alberta Initiative and received lump sum payments are: Age Friendly Cold Lake Society, Bashaw and District Support Services Association, Camrose Family & Community Support Services, Unison at Veiner Centre, Westend Seniors Activity Centre, and Wild Rose Community Connections.

## Funded Agencies by Focus Area 2023

Agency	Mental Health	Healthy Relationships	Socioeconomic Well-Being	Social Inclusion
Aboriginal Friendship Centre of Calgary		✓		
ActionDignity	✓	✓	✓	✓
Alex, The	✓	✓	✓	✓
Alzheimer Society of Calgary	✓	✓		✓
Antyx Community Arts Society	✓			
Barrhead and District Family & Community Support Services		✓		✓
Beaverlodge Family & Community Support Services		✓		✓
Between Friends		✓		✓
Bow Valley College		✓	✓	
Bowness Community Association				✓
Boys and Girls Club of Airdrie	✓	✓		✓
Bridge to Oasis Foundation		✓		✓
Burns Memorial Fund		✓	✓	
Calgary African Community Collective	✓	✓	✓	✓
Calgary Bridge Foundation for Youth, The	✓	✓		✓
Calgary Catholic Immigration Society	✓	✓	✓	✓
Calgary Catholic School District		✓	✓	
Calgary Chinese Elderly Citizens' Association	✓		✓	✓
Calgary Communities Against Sexual Abuse	✓	✓		
Calgary Counselling Centre	✓			
Calgary Domestic Violence Collective	✓	✓	✓	✓
Calgary Immigrant Women's Association		✓	✓	✓
Calgary John Howard Society	✓	✓	✓	✓
Calgary Legal Guidance		✓		
Calgary Meals on Wheels	✓		✓	✓

Agency	Mental Health	Healthy Relationships	Socioeconomic Well-Being	Social Inclusion
Calgary Public Library		✓		✓
Calgary Seniors' Resource Society	✓			✓
Canadian Mental Health Association - Calgary Region	✓	✓	✓	✓
Carya	✓	✓	✓	✓
Centre For Newcomers			✓	✓
Centre for Sexuality	✓	✓	✓	✓
Cerebral Palsy Alberta	✓	✓	✓	✓
Children First Canada	✓	✓	✓	✓
Children's Cottage Society of Calgary	✓	✓	✓	✓
Circle of Wisdom Elders Seniors Centre		✓		✓
City of Chestermere	✓	✓	✓	✓
Closer to Home Community Services Society		✓		
Connections for Families Society			✓	
CUPS		✓	✓	✓
Discovery House Family Violence Prevention Society			✓	
Distress Centre Calgary	✓	✓	✓	✓
Edmonton Seniors Coordinating Council		✓		✓
Edson Seniors Transportation Society		✓		✓
EducationMatters		✓	✓	
Elizabeth Fry Society of Calgary, The		✓		✓
Families Matter Society of Calgary	✓	✓		✓
FearIsNotLove	✓	✓	✓	✓
Fort Macleod Family & Community Support Services		✓		✓
Genesis Centre				✓
Golden Circle Senior Resource Society		✓		✓

Agency	Mental Health	Healthy Relationships	Socioeconomic Well-Being	Social Inclusion
HomeFront Society for the Prevention of Domestic Violence		✓		
Hull Services		✓	✓	✓
Immigrant Services Calgary	✓	✓	✓	✓
Jewish Family Service Calgary			✓	
Kerby Centre			✓	
Kindred	✓	✓	✓	✓
Lamont County Family & Community Support Services		✓		✓
Lethbridge Senior Citizens Organization		✓		✓
McMan Youth, Family and Community Services Association (Central Office)		✓		✓
Miskanawah	✓	✓		
Momentum			✓	
Municipality of Jasper		✓		✓
Muslim Families Network Society	✓	✓	✓	✓
North Rocky View Community Links	✓	✓		✓
Nutrition Students Teachers Exercising with Parent			✓	
NPower Canada		✓	✓	✓
Ogden House Seniors				✓
Peaks to Pines Residents Association		✓		✓
Place2Give	✓			
PolicyWise for Children & Families	✓	✓	✓	✓
Prospect Human Services Society			✓	✓
Radiance Family Society	✓	✓	✓	✓
Rainbow Literacy & Learning Society		✓		✓
Rise Calgary Resource Centres Society	✓	✓	✓	✓
Sagesse		✓		
Southern Alberta Institute Of Technology		✓	✓	

Agency	Mental Health	Healthy Relationships	Socioeconomic Well-Being	Social Inclusion
(SAIT)				
Sundre Community Van Association		✓		✓
The City of Calgary	✓	✓	✓	✓
The Grande Prairie and Area Council on Aging		✓		✓
The Immigrant Education Society			✓	
The Salvation Army Community Services (Calgary)			✓	
Town of Cochrane	✓	✓	✓	✓
Town of Drumheller		✓		✓
Town of Falher		✓		✓
Town of Fox Creek		✓		✓
Town of High River	✓	✓	✓	✓
Town of Okotoks	✓	✓	✓	✓
Town of Oyen		✓		✓
Town of Strathmore	✓	✓	✓	✓
Town of Sylvan Lake		✓		✓
Town of Vulcan		✓		✓
Town of Westlock		✓		✓
Town of Whitecourt		✓		✓
Trellis Society for Community Impact	✓	✓	✓	✓
Urban Society for Aboriginal Youth (USAY)		✓	✓	✓
Vibrant Communities Calgary			✓	
Wellspring Calgary	✓	✓	✓	✓
Women In Need Society (WINS)	✓	✓	✓	✓
Women's Centre of Calgary	✓	✓	✓	✓
Wood's Homes	✓	✓	✓	✓
Workers' Resource Centre			✓	✓

Agency	Mental Health	Healthy Relationships	Socioeconomic Well-Being	Social Inclusion
YMCA Calgary	✓	✓	✓	✓
YW Calgary		✓	✓	
<b>Total</b>	<b>45</b>	<b>82</b>	<b>57</b>	<b>78</b>

Agencies without focus area specific funding are not included in this list.

## Community Services Recovery Fund Agency List

Below is a list of agencies that received funding through the Community Services Recovery Fund (CSRF). These 67 agencies are not included in the overall count of 134 agencies since output and outcome information is not available for these investments until mid-2024. Thirteen of the 67 agencies also received funding through other UWCA investments in 2023.

ActionDignity  
 Alpha House  
 Alzheimer Society of Calgary  
 artsPlace  
 Arusha Centre, The  
 Association for the Rehabilitation of the Brain Injured, The  
 Banff Public Library  
 Between Friends  
 Calgary Chinatown Lions Club  
 Calgary Gymnastics Centre  
 Calgary Heritage Housing (CHH)  
 Calgary Opera  
 Calgary Public Library  
 Calgary Speed Skating Association  
 Calgary Zoo  
 Canadian Mental Health Association - Calgary Region  
 Carya  
 Cerebral Palsy Kids and Families  
 Circle of Wisdom Elders Seniors Centre  
 Closer to Home Community Services Society  
 Cochrane Public Library  
 CommunityWise  
 CrossPointe  
 Dashmesh Culture Centre  
 Discovery House Family Violence Prevention Society  
 Elephant Artist Relief Society  
 Epilepsy Association of Calgary  
 EthioCare  
 FearIsNotLove  
 Foothills Country Hospice Society  
 Foothills Fetal Alcohol Society  
 FRIENDS  
 GCAC  
 High River Library  
 Independent Living Resource Centre of Calgary (ILRCC)  
 Indian Society of Calgary



Kerby Centre  
Lionheart Foundation  
Nepalese Community Society of Calgary (NCSC)  
North East Family Connections Society  
Northmount Baptist Church  
Oyen & District Seniors Association  
Oyen Crossroads Museum  
PLAN Calgary  
PREP  
Punjabi Community Health Services Calgary Society  
Resourceful Futures  
Rowan House Society  
Sankofa Arts and Music Foundation  
Shalem Society  
Sheep Creek Arts Council  
Simon House Residence Society  
Somali Canadian Society of Calgary  
SOS Congo  
Southern Alberta Heritage Language Association  
Spina Bifida and Hydrocephalus Association of Southern  
Alberta  
Stoney Health Services  
Stoney Trail Wellness Center  
Sudanese Social Club (SSC)  
The Anglican Cathedral Church of the Redeemer  
The Children's Link Society  
Theatre Calgary  
Tribe Artist Society  
Whitehorn Community Association  
Woodcreek Community Association  
Wood's Homes  
Yamnuska Wolfdog Sanctuary

## Endnotes

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