

2020 ANNUAL REPORT

A YEAR OF RESILIENCE



YWCA VISION

To achieve women's^{*} equality. *This includes the full realization of equality for women, girls, Two-Spirit and gender diverse people.

YWCA MISSION

To touch lives and build better futures for women and their families through advocacy and integrated services that foster economic independence, wellness and equal opportunities.

2020 / 2021 BOARD OF DIRECTORS

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We began the year in a strong financial position. Our prudent planning had landed us on stable, even fertile, ground. Thankfully, that gave us the confidence and capacity to weather the last 14 months.

As we quickly adjusted our programs to keep the community and our staff safe, we were also affected by calls for racial justice that reverberated around the globe. Like many organizations, we took this opportunity to look inward. We learned a lot about the work we do, and what we need to do. Through it all, we did not waver on upholding our key strategies: advocating for women's equality, seeking opportunities to build more housing, working as allies alongside Indigenous women and girls in their pursuit of substantive equality and evolving our understanding of gender and exploring its significance for the YWCA.

In terms of leadership, we are fortunate to have strong and committed people at all levels of the organization. From our board of directors, who brought unreserved effort to their role, to our staff, who demonstrated resilience and adaptability every day, leadership at the YWCA was put to the test. Staying focused on our mission allowed us to deliver our services without interruption, reaching many who were in need.

Thanks to this resiliency, we had remarkable successes in 2020. We completed the expansion of the YWCA Hotel, positioning it as an important source of revenue for the YWCA. May Brown Place, a new YWCA housing community in North Vancouver, neared completion to welcome 14 families led by single mothers. In spite of the disruptions this year, we have been able to rely on robust government and community support and the success of our performance-based programs, to end in a position of relative strength. We are proud of this and could not have done it without you - our community of friends and supporters.

Looking ahead, we have seen the troubling impact the pandemic has had on women and people who are marginalized. It has exposed gaps in our society that nonprofits like the YWCA are relied upon to address. There are fewer resources but more demand. Housing, child care and a gender-based model for economic recovery is even more important today, as we collectively begin to rebuild.

It has also become clear that in order to deliver our services with integrity, we must walk the talk on equity and inclusion. We have set up and support three staff committees – gender inclusion, truth and reconciliation and racial equity – and we continue a program of board education to ensure that equity and inclusion are built in to our strategies. We are committed to examining our practices and taking meaningful action.

It has been a tough year but we are proud and uplifted every day by the organization's strength and dedication. We are more committed than ever to our vision of women's equality. We are actively working with local and national partners, and governments across all levels, to raise our voice. We are engaging our community and decision makers to imagine and design a just recovery and to ensure women don't lose the ground they have gained. We are celebrating our wins and next year we will mark 125 years of creating change to make our world better.

And for this, we have much to be hopeful about.



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Lisa Coltart, Board Chair



want Deb Brvant. CEO



2020 YEAR IN REVIEW

The COVID-19 pandemic defined 2020, and impacted YWCA's service delivery and social enterprises, as well as staff and program participants. It also showed how connected and resilient we collectively are.

In 2020, donors like you helped support **72 programs** in **66 locations** in Metro Vancouver.

IMPACTS OF THE PANDEMIC

We rely on our social enterprises as a stable source of revenue. They were drastically disrupted in 2020.

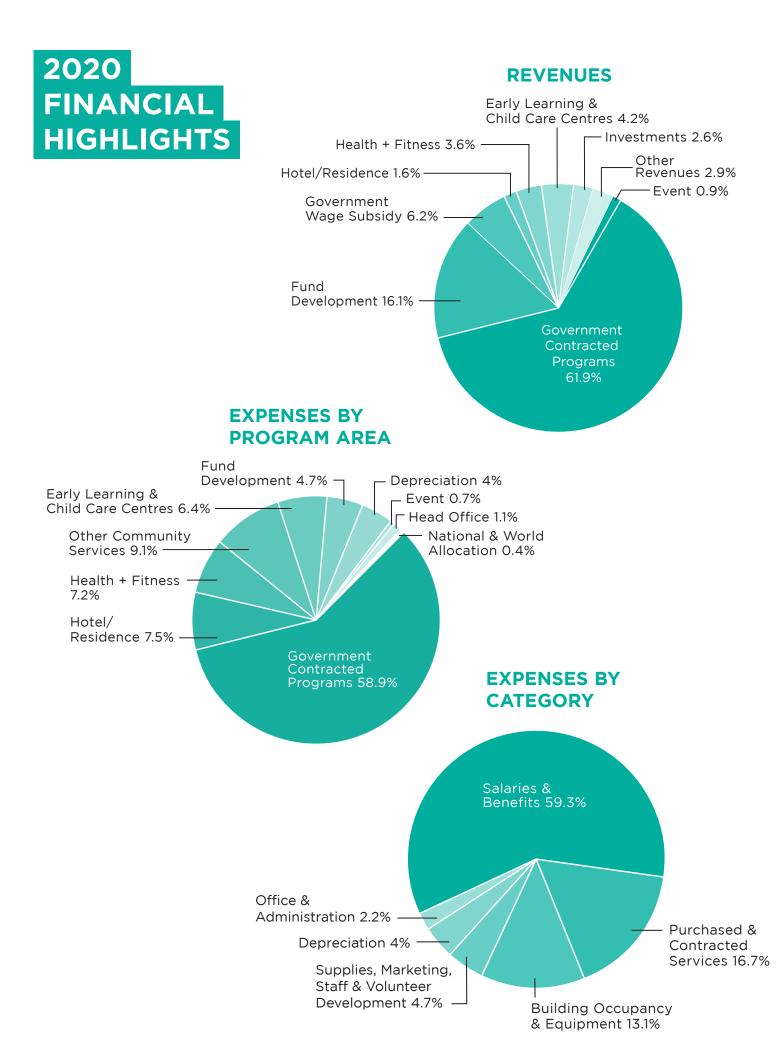
The YWCA Hotel revenue declined by 83.82% and the YWCA Health + Fitness Centre by 48.26%. The YWCA Thrift Store closed its doors for good.

However, donations and grants increased by 27.8%, and the Government Wage Subsidy was crucial to keeping our services and programs operating. We finished the year in a relatively strong financial position.

After temporarily closing our four child care centres at the onset of the pandemic, we reopened Emma's Early Learning and Child Care Centre to provide care for the children of essential workers.

New food programs were organized out of Crabtree Corner Community Resource Centre to provide hampers to families in need.

Staff transitioned to work from home where possible, and programs quickly adapted to keep everyone safe. The organization banded together to support each other and the community.





As of December 31, 2020

ASSETS

Cash and Cash Equivalents Short-term Investments Accounts Receivable	9,756,130 656,430 2,727,004
Inventory and Prepaids	567,898
Total Current Assets	13,707,462
Restricted Investments	3,146,338
Long-term Investments	5,721,802
Property and Equipment	53,925,126
Total Assets	76,500,728

LIABILITIES AND FUND BALANCES

Accounts Payable and Accrued Liabilities	3,173,422
Deferred Revenue	3,276,398
Current Portion of Capital Lease Payable	10,276
Current Portion of Mortgage Payable	616,914
Total Current Liabilities	7,077,010
Capital Lease Payable	14,338
Mortgages Payable	3,903,285
Deferred Revenue	1,205,005
Total Liabilities	12,199,638

Fund Balances allocated to:

Total Fund Balances	64,301,090
Donor Designated Endowment Funds	2,123,993
Capital Fund	44,343,119
Board Designated COVID-19 Fund	3,450,000
Board Designated Employment Program Fund	4,730,174
Board Designated Sustainability Fund	479,328
Board Designated Legacy Fund	568,801
and Replacement Fund	4,603,573
Board Designated Capital Repair	
Board Designated Endowment Fund	2,205,686
BC Housing Replacement Reserve	1,272,343
Unrestricted	524,073

Total Liabilities and Fund Balances

76,500,728

STATEMENT OF REVENUES AND EXPENSES

For the year ended December 31, 2020

REVENUES (Operating and Capital)

Government Contracted Programs	27,820,629
Fund Development	7,220,405
Government Wage Subsidy	2,810,646
Hotel/Residence	734,477
Health + Fitness	1,609,684
Early Learning and Child Care Centres	1,879,580
Investment Revenues	1,166,615
Other Revenues	1,322,793
Women of Distinction Awards Event	415,407
Total	44,980,236

Fund Development revenue includes the following:

Donations	6,571,683
Government Grants	596,722
Gaming	52,000
Total	7,220,405

EXPENSES BY PROGRAM AREA*

*Expenses by program area include allocations from head office of common administrative and support costs.

Government Contracted Programs	20,679,367
Hotel/Residence	2,624,534
Health + Fitness	2,509,024
Other Community Services	3,188,775
Early Learning and Child Care Centres	2,255,789
Fund Development	1,669,011
Depreciation	1,419,826
Women of Distinction Awards Event	228,542
Head Office	375,366
National and World Allocation	131,192
Total	35,081,426

The excess of revenues over expenses is a result of a multi-year provincial contract and funds designated for capital projects.



STRONG START FOR CHILDREN

YWCA Metro Vancouver has long advocated for universal child care for families.

We operate four early learning and child care centres, including free short-term care for families in the Downtown Eastside and care for the children of teen mothers working to complete high school.

YWCA Emma's Early Learning and Child Care Centre continues to operate as a prototype site to trial a \$10 a day system.

194 children received quality care at YWCA's child care centres, including **11** children of teen moms so they could finish high school.



SMART CHOICES FOR YOUTH

In response to COVID-19, YWCA after-school programs moved online and served mixedgender groups. In 2020, online delivery allowed us to reach students beyond the Vancouver and Surrey school districts.

425 Grade 7 students participated in YWCA after-school youth education programs.

235 Grade 8-10 students took part in YWCA Dating Safe. They gained knowledge and skills to develop healthy relationships free from violence and abuse.





123 Grade 11 and 12 girls were matched with **123** professional women to gain leadership skills and explore career options through the YWCA High School Mentorship program.

BUILDING SKILLS AND ECONOMIC INDEPENDENCE

796 job seekers received specialized employment support through **13** YWCA employment programs. **2,821** people accessed job search assistance through the YWCA's WorkBC Employment Services Centres.



New program: YWCA TechLink

YWCA TechLink's impact is twofold. It is an employment program for job seekers in Metro Vancouver who are looking to start their careers in IT and tech, and it is also a free helpdesk resource for those who need extra support now that so much has moved online due to COVID-19.

"

YWCA TechLink gave me the foundation I needed to break into the growing tech industry. It also gave me the platform to be truly creative in my work, help build my self-confidence and shine. I was able to find a job in a customer support role in one of the fastest and most innovative tech companies in Canada, just before completing the program."

- Hannah, TechLink program alumna

SUPPORTING ACCESS TO JUSTICE

The COVID-19 pandemic has contributed to a 20-30% rise in domestic violence in some locations across Canada.

Women experiencing intimate partner violence face a distressing situation during the pandemic, with fewer options to leave and stay away.

The YWCA Legal Education Program aims to address the complex legal, financial and emotional challenges facing women and their children leaving violence.

150 clients accessed our Staff Lawyer's services, including workshops, legal information and full legal representation in family law.



MAKING AFFORDABLE HOUSING A REALITY



739 single mothers and children made their home in one of **12** YWCA housing communities.



New program: YWCA Housing Circle

As part of and funded through Canada's Homelessness Strategy, the YWCA Housing Circle Program provides support and financial aid to single and parenting women, with priority given to Indigenous women. The Housing Circle has provided grants to 33 women, to help cover rent and other costs.

NOURISHING THOSE IN NEED

The YWCA Rooftop Garden remained in operation during the pandemic and **1,600 pounds** of produce were harvested for Crabtree Corner and other YWCA programs.

In response to the pandemic, a new food program provided families with hampers of fresh produce and other staples, as well as gift cards and bus passes. Frozen, readymade meals were donated, so families could make complete dinners. With both financial and in-kind support from the community, we delivered **40** hampers a week to families.



23,752 meals were served at YWCA Crabtree Corner in the Downtown Eastside.

SUPPORTING MOTHERS WHO ARE PARENTING ALONE

YWCA Single Mothers' Support Services bring mothers together to connect at weekly group meetings. They build bonds, share resources and become role models and support for each other to work towards their shared goal of reaching economic independence. Since spring 2020, groups have moved online and continue to provide an essential connection.

212 single mothers took part in **16** YWCA Single Mothers' Support Groups, including two specialized support groups for single mothers of children with special needs.



"

Not only has my life been greatly impacted since finding the YWCA, it has impacted my children's lives as well. They see the power of kindness, of moms helping and empowering other moms. My son met his best friend (really his only friend) at the single moms' support group. My daughter has seen women helping women and has decided to pursue a career in social work.

- Cathy, participant in Single Moms of Children on the Autism Spectrum Support Group



THANK YOU TO OUR **2020 GENEROUS DONORS!**

We have done our best to include everyone who made a contribution of \$100 or more between January 1 and December 31, 2020. We apologize for any errors or omissions.

Please contact us at 604 895 5850 if we have made an error in your acknowledgement.



125

NEXT

In 2022, YWCA Metro Vancouver will celebrate 125 years of changing lives

In anticipation of this milestone, we launched The Next 125 - a campaign driven by a group of passionate people who are transforming our communities through donations of \$25,000 or more. Our goal is to raise \$12.5 million to meet the growing needs of our region and continue our work to support women and children. We are honoured to highlight the generosity of these dedicated individuals. *Campaign gifts received from August 2017 - March 2021. To join the Next 125 Campaign, please contact Brenda Ulmer at bulmer@ywcavan.org or 604 895 5764.

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