

# ANNUAL REPORT



20  
23

# Contents

**Board President's Report - 01**

**Executive Director's Report - 02**

**Highlighted Stats - 03**

**Financial Overview - 04**



# *Heidi Besnijen*

## President, Board of Directors

“Women, non-binary individuals, and children are safe and free from abuse in their environments and relationships.” This is the vision that WIN House continues to work towards, and that the Board of Directors remains committed to.

As the president of the WIN House Board of Directors, it has been a pleasure to see the ways in which the Board, staff, and volunteers interact to support WIN House’s mission and vision, and ultimately, the community. Being a member of the WIN House Board of Directors provides an opportunity to help facilitate change in our communities, and work towards environments free from violence.

Throughout the last year, the Board’s governance function has remained essential. In times of growth, positive organizational change, and a changing environmental, social, and political context, WIN House, and shelters in general, remain an essential service in our communities.

With increasing crisis calls each year, the ability of the board to provide insight and support the strategic direction of the organization enables WIN House to increase its presence and impact in the community. Over the last year, the Board of Directors has worked collaboratively to provide direction through times of growth, development, and innovative opportunities. As an organization, the Board also provided direction during challenges, and provided governance support for WIN House during times of change.

Thank you to WIN House staff, who demonstrate care and dedication for those they serve each day. Your work makes positive contributions in the community and in the sector. Thank you to WIN House volunteers and supporters, who donate time, money, and skills to help support WIN House residents. Finally, I would like to thank our Board of Directors, for their commitment to WIN House’s mission and vision. Thank you to our retiring directors for your work and support over the years. To our new board member-elects, welcome, and thank you for volunteering your time to support our efforts in furthering non-violent relationships and environments.



# *Leslie Allen*

## Executive Director

As we wrap up our 54th year of providing service in the Edmonton area, I reflect on the vital role that WIN House plays in the community. Throughout WIN House's history, the organization has adapted to change and growth in constantly changing contexts. Even throughout my two years as Executive Director, the organization has gone through significant amounts of positive change. Through these changes, our mission has remained the same: to further non-violent relationships and environments for women and non-binary individuals with or without children. As we continue to see increases in violence and requests for admission, it is essential that WIN House, and those fleeing violence, remain top of mind for our community. Throughout this last year, we have been able to connect with stakeholders, partners, and supporters who believe in the mission and impact of WIN House. It is with this support that we are able to offer not only shelter to WIN House residents, but on-site programs such as nursing, counselling, cultural programming, and housing support. Due to our community partners and dedication to innovative program delivery, over the last year we have expanded these programs, and plan to continue this expansion, and the addition of new programs in the future. These programs allow WIN House residents to feel safe and secure, knowing their needs will be met on-site while in our shelters.

As we look forward to our 55th anniversary this year, we are reminded that while we have adapted to the needs of the community and have been able to provide support for over five decades, there is more work to do in ending violence in our communities. Thanks to people like you, our supporters, we know there are passionate individuals who will stand by us as we continue to work toward environments and relationships free from violence.

In closing, I would like to thank our staff. As violence increases in our community, you continue to handle complex challenges in order to support WIN House residents. This work is admirable and demonstrates your commitment to supporting the community. I would also like to thank our volunteers, partners, and supporters, who donate their time, money, and skills to support those fleeing violence. Lastly, I would like to thank our Board of Directors. Your ability to provide direction, advocate for change, and support myself and the organization. Your passion and dedication do not go unnoticed by WIN House and our community.

# Highlighted Stats

## OUR IMPACT THIS YEAR



2,799

### CRISIS CALLS ANSWERED

In 2022-2023, WIN House Crisis Intervention Workers answered 2,799 calls from people in crisis. They offered support and, when possible, admission, helping callers when they needed it most.



1,948

### CALLERS TURNED AWAY

In 2022-2023, out of 2,317 callers seeking admission, 1,948 callers were turned away. Of these callers, 1,774 were turned away due to a lack of space/capacity within the shelters.



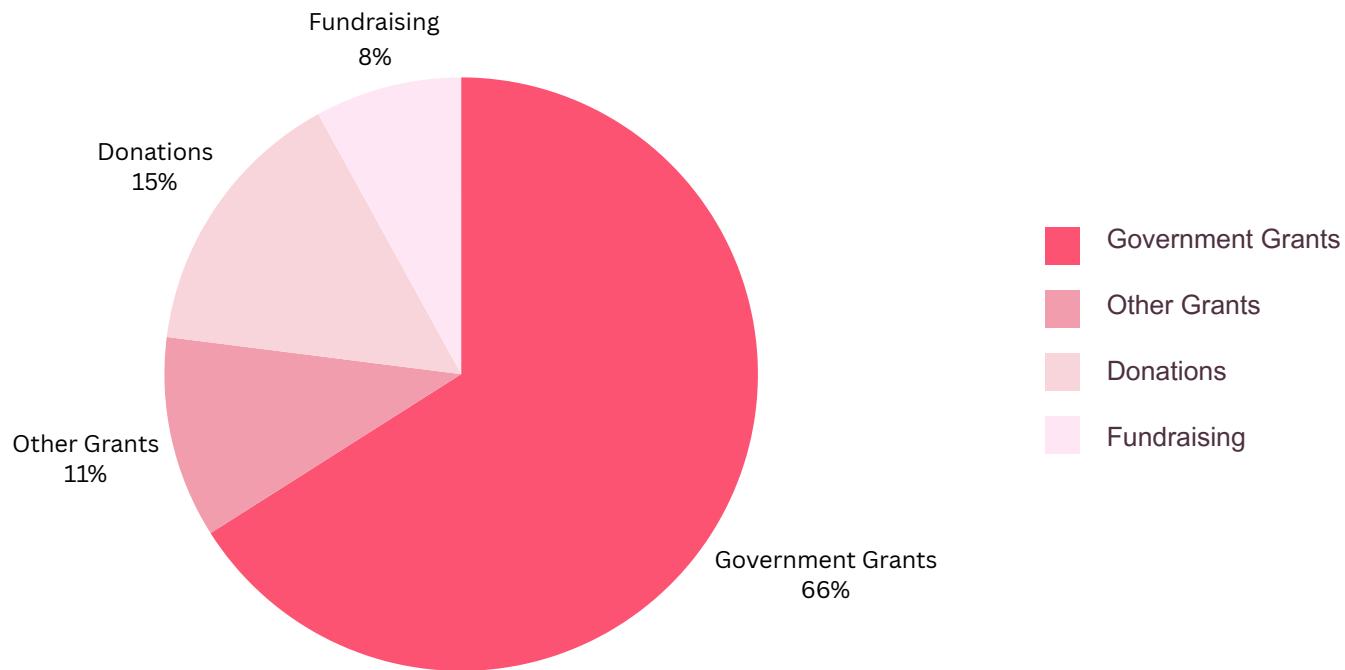
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### RESIDENTS SHELTERED

In 2022-2023, WIN House supported 247 adults and 288 children who came to shelter with their guardians.

# Financial Overview

**REVENUE - \$5,267,322**



**EXPENSES - \$5,028,293**

