



Your Impact

24-Hour Support Line:

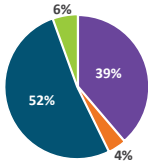


2,050 calls & texts

17% increase over 2021-2022

Reasons for Call:

- Admission Request
- Crisis Support
- Information Request
- Other



Did you know? Rowan House offers interpretation to promote diversity and inclusion.

Turn-aways:

595 individuals

A call is documented as a turn-away when the caller requests admission to a domestic violence and abuse shelter, but the shelter is unable to grant that request.

The Five Turn-Away Categories:

- Does not meet the priority level established by the program
- Admission compromises the safety of women currently in the program
- The program is not able to accommodate the caller's needs
- Unable to accommodate due to capacity
- Other: the caller is turned away for a reason that falls outside the above definitions

Emergency Shelter Program:



223 individuals admitted

132 women
91 children

51% increase over 2021-2022



Average Length of Stay:
20.19 days

Longest: 116 days
Shortest: 1 day



Average Adult Age:
39 years old

Youngest: 17
Oldest: 73

This year our Shelter clientele was comprised of more singles (60%) than families (40%).

The most common types of abuse experienced amongst Shelter clients was Emotional/Psychological, Physical and then Financial abuse.

Of those who filled out the Danger Assessment questionnaire, 63% of Shelter clients rated Extreme and 12 % rated Severe.

Main services provided to Shelter clients included basic needs, information, one-on-one sessions, programming for adults, and safety planning.

Children's Program:



(Includes children of Shelter and Outreach clients as well as Healthy Relationship Group participants)

156 total children served

111% increase over 2021-2022



Average Age:
6 years old

Youngest: 2 days old
Oldest: 17 years old



2,886.95 hours spent in direct programming with kids playing and creating Safety Plans, Calm Boxes and other coping skills.

70% increase over 2021-2022

52 weekly parenting support groups were facilitated



Outreach Program:



98 total clients served one-on-one in their community

10% increase over 2021-2022

74 of those clients were new this year



136 days is the average length of time a client spends in the Outreach Program

This year our Outreach clientele was comprised of more families (59%) than singles (41%).

The most common types of abuse experienced amongst Outreach clients was Emotional/Psychological, Financial and then Physical abuse.

Of those who filled out the Danger Assessment questionnaire, 37% of Outreach clients rated Extreme and 13% rated Severe.

Main services provided to Outreach clients included information, referrals, one-on-one sessions, programming for adults, and safety planning.

The top goal stated by Outreach clients was legal issues. Thanks to a grant from Alberta Law Foundation, we were able to hire a new, dedicated **Court Support** worker this year who helped 29 clients navigate the legal system and their choices between January 1, 2023 - March 31, 2023.

Preventative Education Program:

School Presentations:



143 presentations to **4,935** students!

150% increase over 2021-2022

265% increase over 2021-2022

Healthy Relationship Groups:



32 women attended our fully re-opened groups in High River & Okotoks

Journeys to Hope & Healing Podcast:



638 downloads (fiscal year)

2,060 downloads (all time)

The Journeys to Hope & Healing Podcast was recognized as a domesticshelters.org Purple Ribbon Award Honoree in the category of Outstanding Domestic Violence Podcast.

Other Highlights:

Our Safe at Home pilot project switched to an Outreach model for the last year of its operation and saw 15 clients participate in online group education sessions and one-to-one case management with an Outreach worker.

The Community Engagement Team organized and held a very successful Picnic with a Purpose family event and resource fair in High River to help bring the community back together after Covid and raise awareness about the agencies serving the area and what they offer.

Volunteers donated 1,290 hours of service in various areas as we made our way out of Covid and back into more normal operations and capacity.

Please note, the data for this year reflects a year coming out of the Covid restrictions on our programming.

Data for this report is collected from our intake forms and internal Outcome Tracker database and is compiled with consent from our clients.

This report has been designed using resources from Flaticon.com