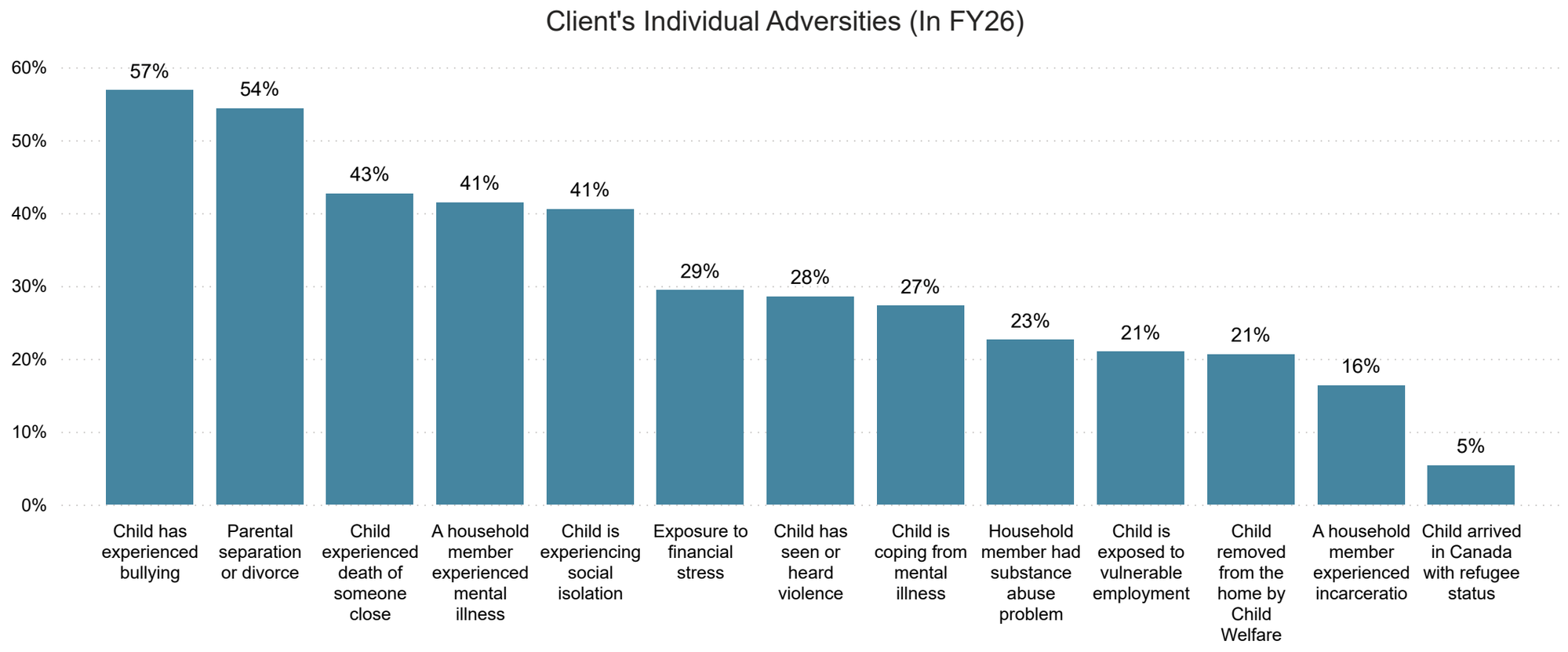
Big Brothers
Big Sisters
OF CALGARY AND AREA

Annual Performance Report

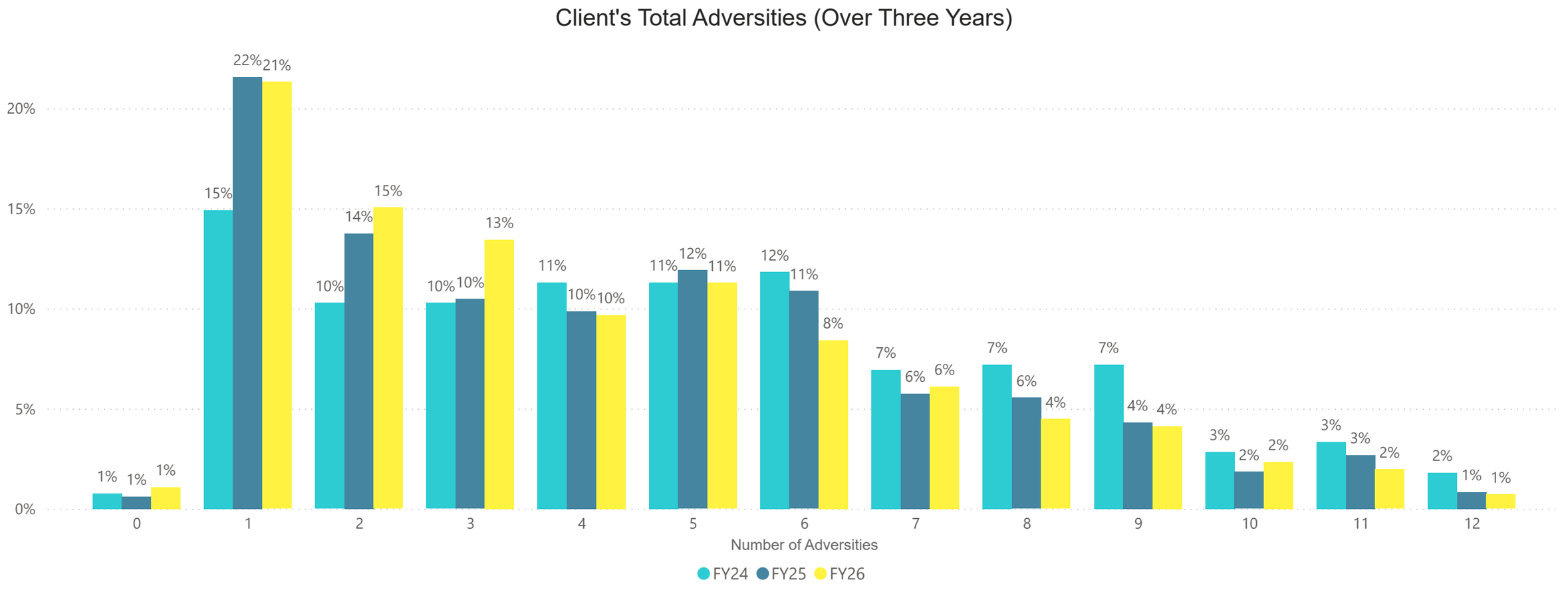
(FY26: April 2025-March2026)

Individual Adverse Childhood Experiences



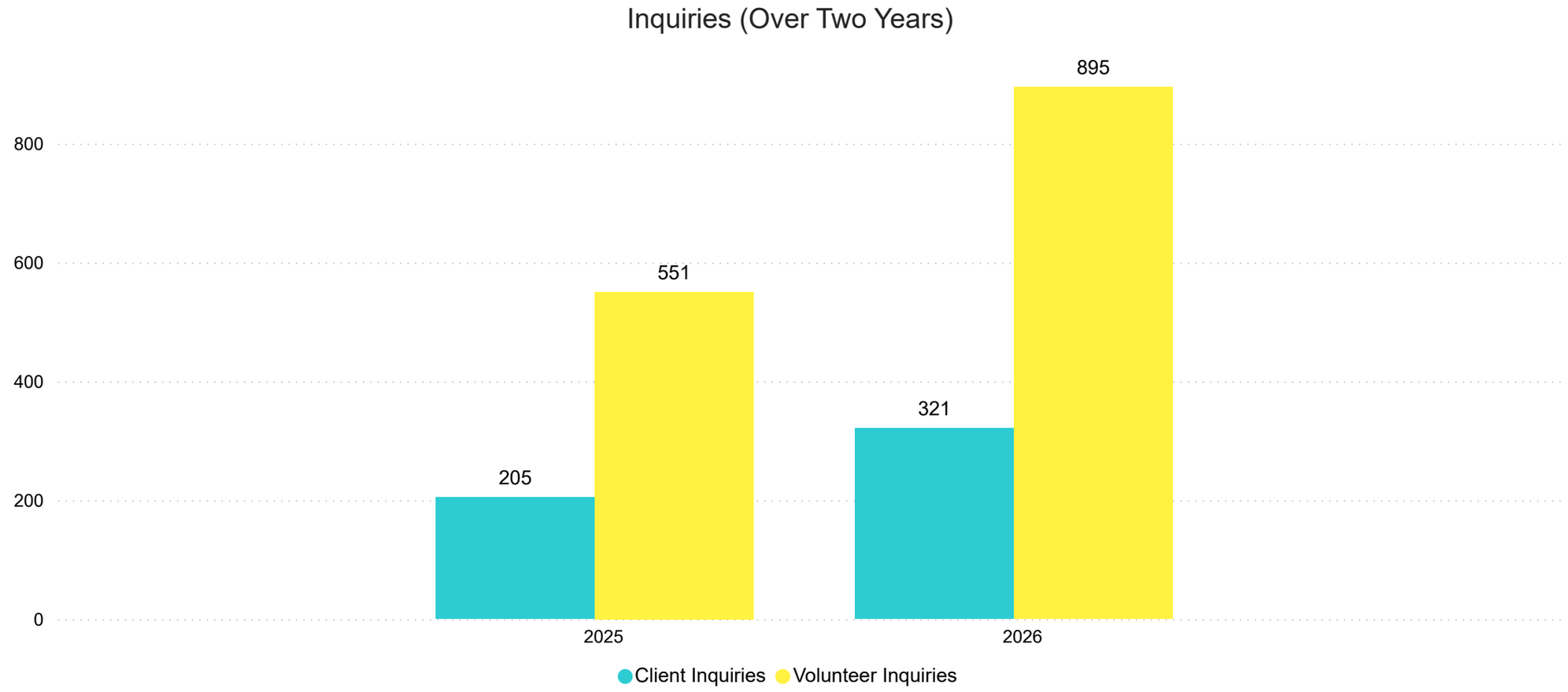
Bullying and parental separation were the most commonly reported adversities among clients in FY26, affecting over half of the clients. Challenges related to grief, household mental illness, and social isolation were also highly prevalent, affecting around 40% of clients and highlighting significant emotional and social support needs. Other adversities related to financial instability, violence, substance use, and family hardship were reported by approximately 15–25% of clients, indicating that a notable portion of youth facing environmental and household challenges.

Total Adverse Childhood Experiences



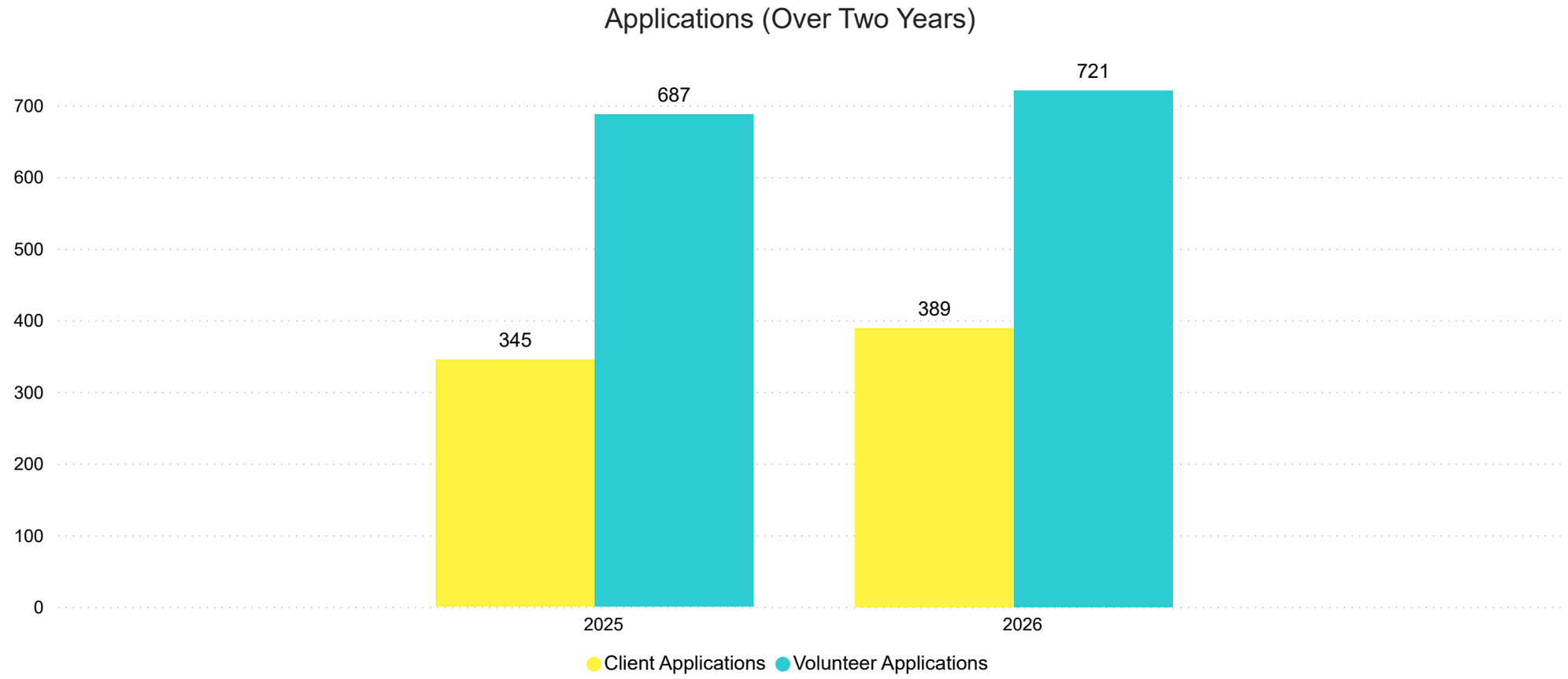
Across three years, the adversities have shifted towards lower to moderate counts, with a significant proportion of clients reporting 1–3 adversities increasing in FY25 and FY26 compared to FY24. Compared to FY24, FY26 shows a slight decrease in high-risk clients (6+ adversities) and a small increase in low-risk clients (0–2 adversities), while the medium-risk group (3-5 adversities) remains stable. There is a slight shift towards clients with few adversities, while agency continuing to serve youth with complex needs.

Inquiries



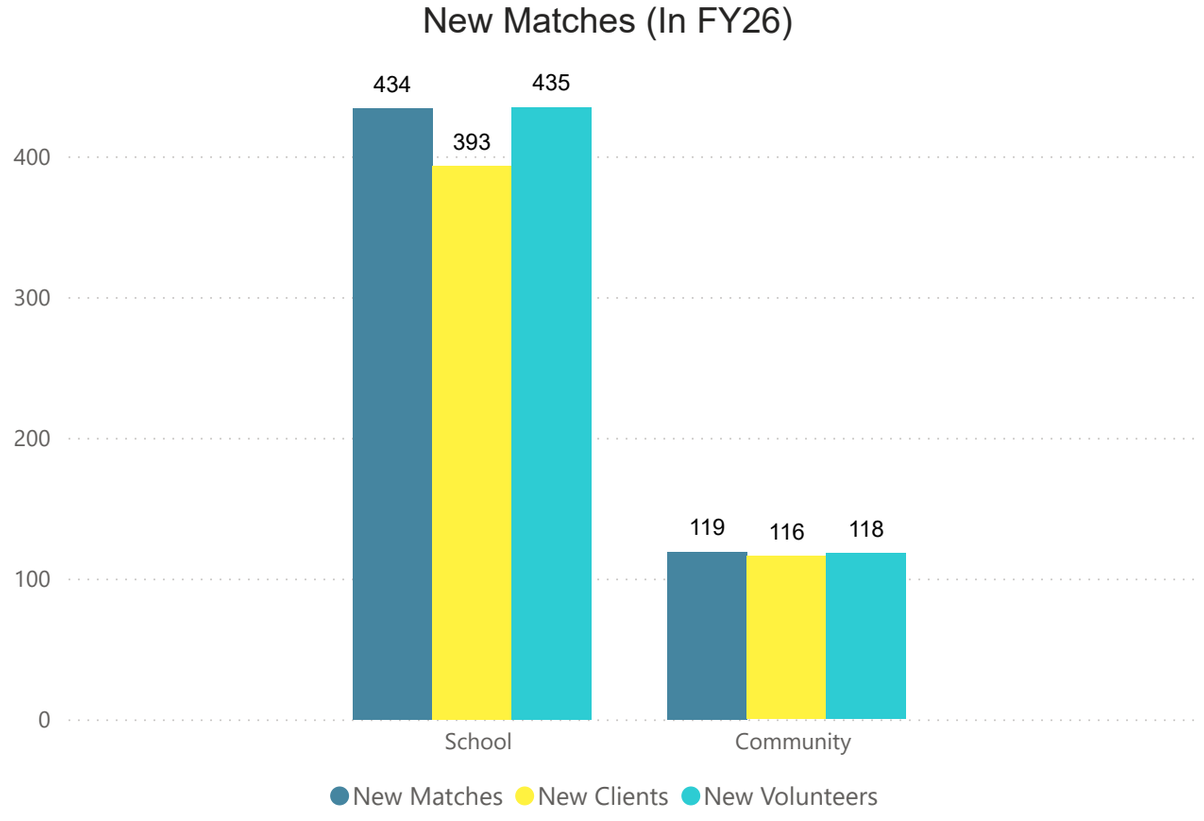
Client inquiries are limited, as the intake window is only open for first two weeks of each quarter, while volunteer inquiries remain open year-round. Despite this constraint, client inquiries still increased by 56% in FY26, which signals strong demand. In comparison, volunteer inquiries increased by 62% in FY26, reflecting sustained and growing interest with continuous access. All of these inquiries are of community program as school inquiries are handled internally by staff.

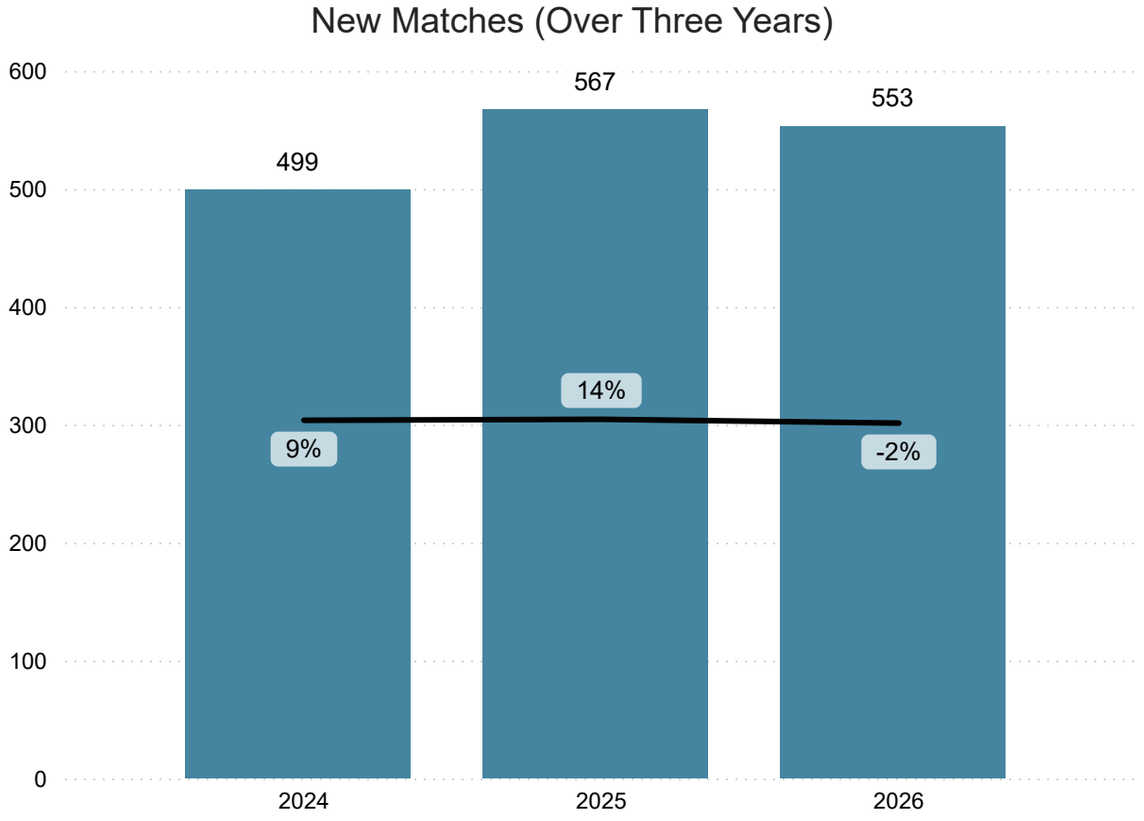
Applications



Client applications increased by 13% and volunteer applications by 5% in FY26. While inquiries saw a larger increase overall, the smaller rise in applications suggests that movement from initial interest to formal application can take time as individuals and families move through pre-screening steps, experience changing circumstances, complete intake steps later, or may not meet eligibility requirements.

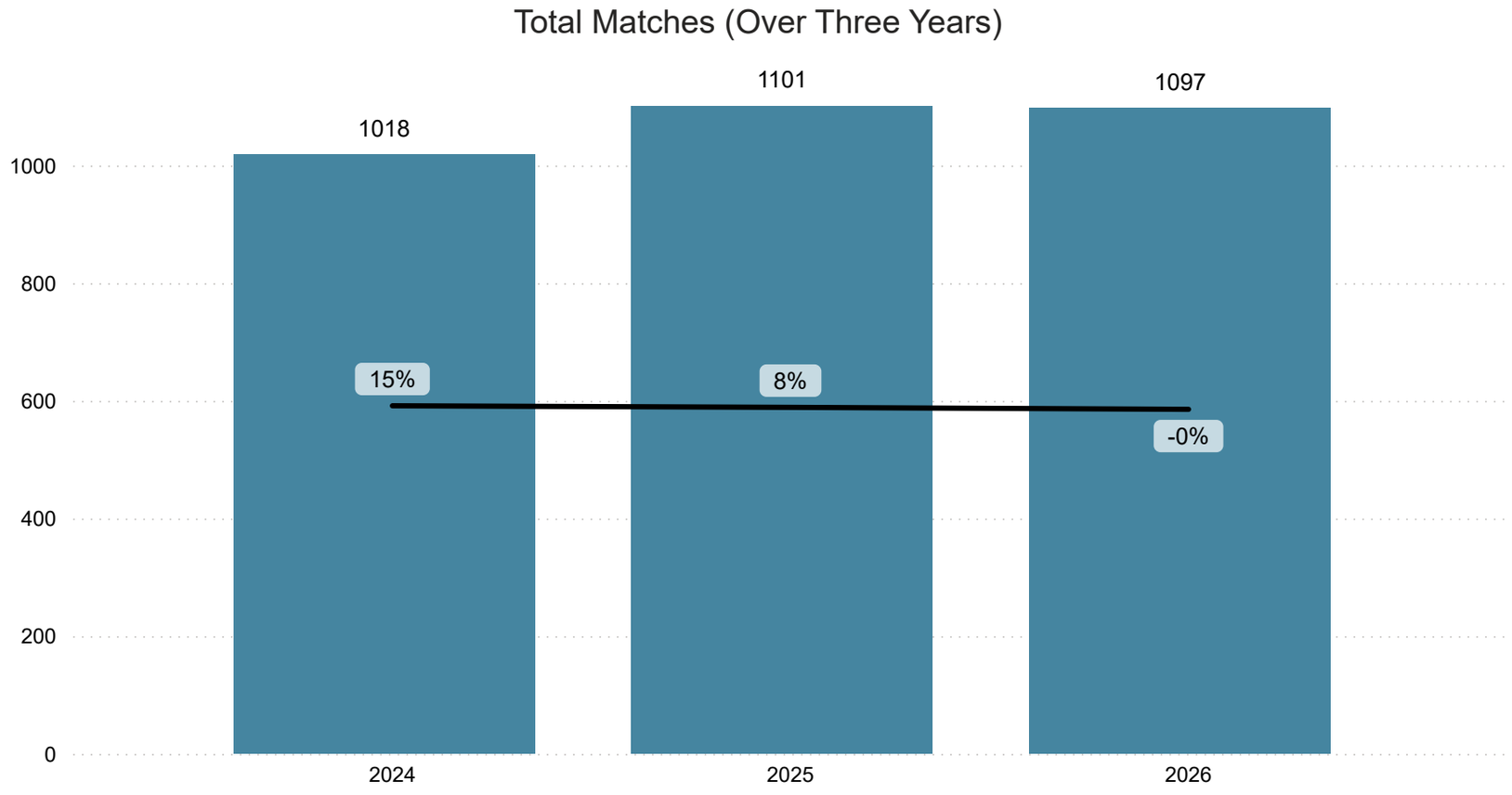
New Matches Served

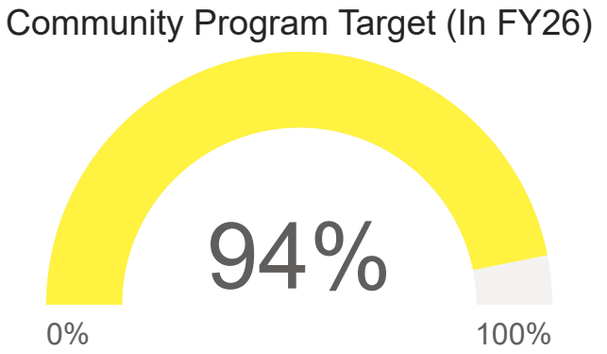


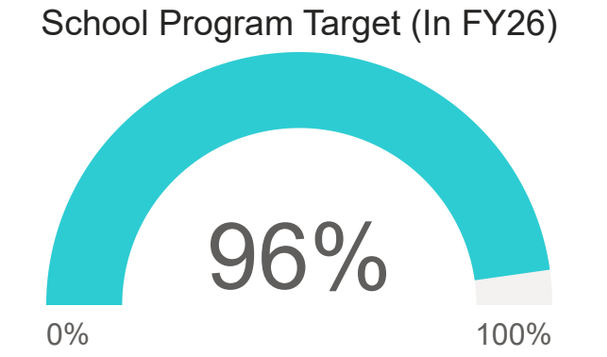


Majority of matches are from school programs compared to community programs, which is typical for the agency. In FY26, a total of 553 new matches were made, with 434 from school programs and 119 from community programs. Looking at the three year trend, matches increased from 499 in 2024 to 567 in 2025, then remained constant at 553 in 2026, with only a slight 2% decrease. This is a positive result given the school strike during FY26, as match numbers may had been high without that disruption. This small dip does not reflect a decline in performance. More importantly, the focus is not only on the number of matches, but on ensuring that clients and volunteers who are waiting are matched in a timely and sustainable manner along with reducing wait times.

Total Matches Served

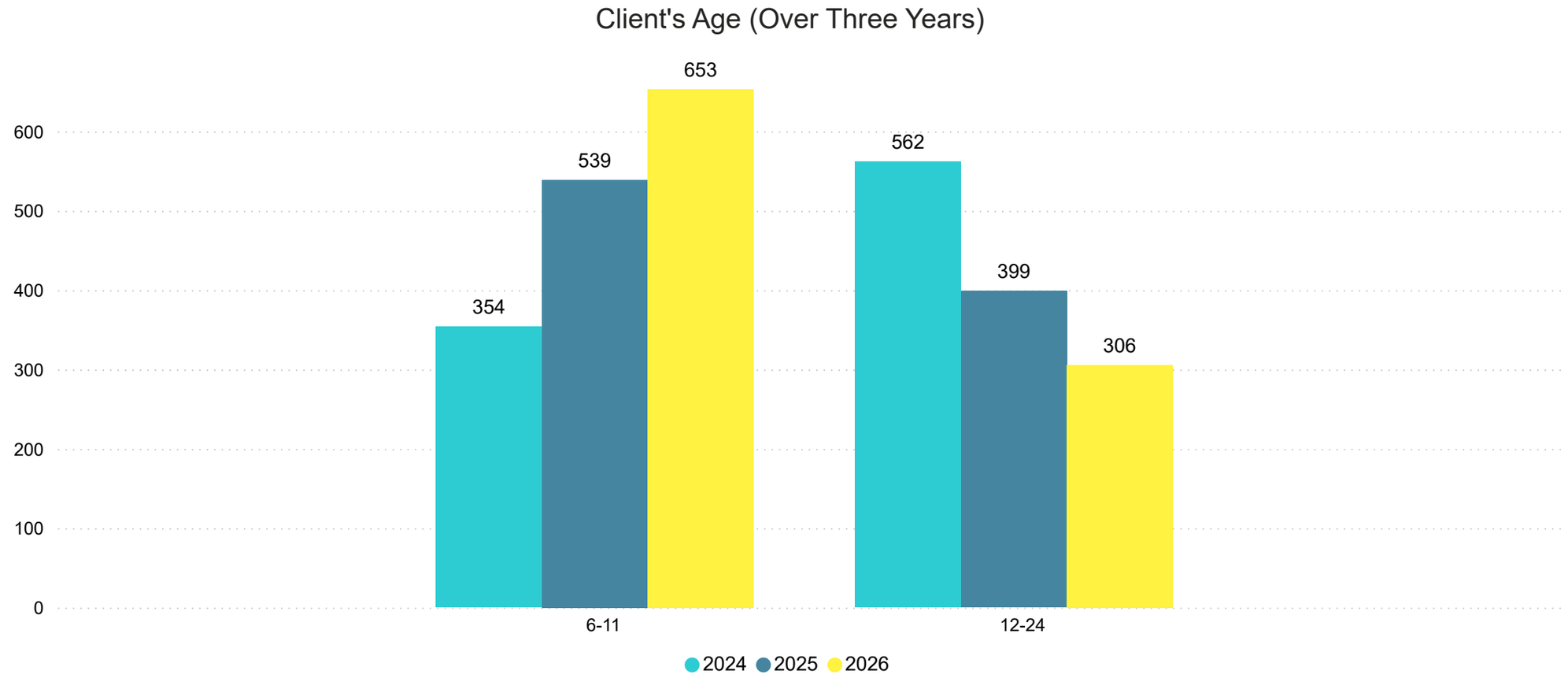






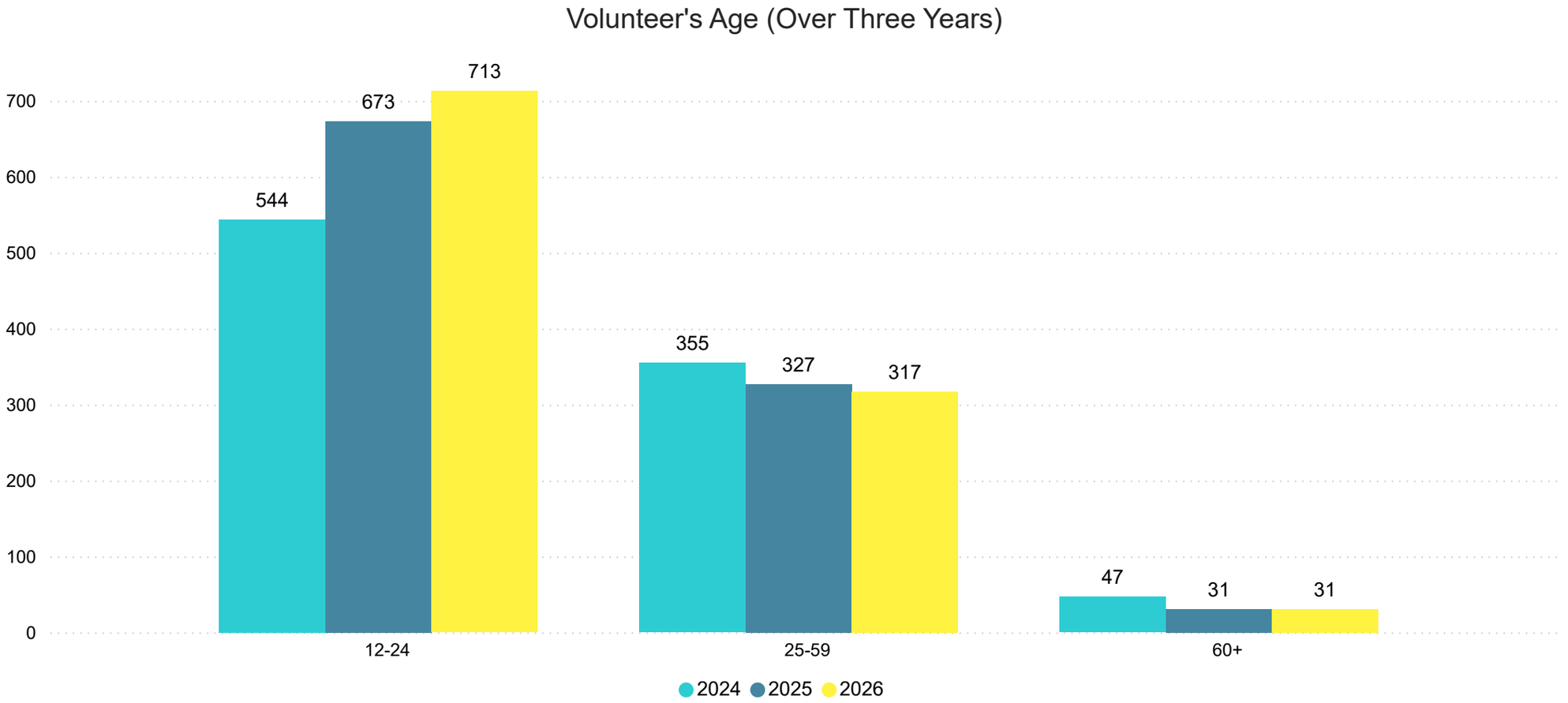
Total matches have remained consistently high over the past three years, increasing from 1,018 in 2024 to 1,097 in 2026. This stability indicates that the organization is maintaining a strong level of service delivery. In FY26, performance is also closely aligned with targets, with community programs achieving 94% and school programs reaching 96% of their match goals. This indicates that both areas are operating near full capacity along with sustaining high match numbers.

Client's Age



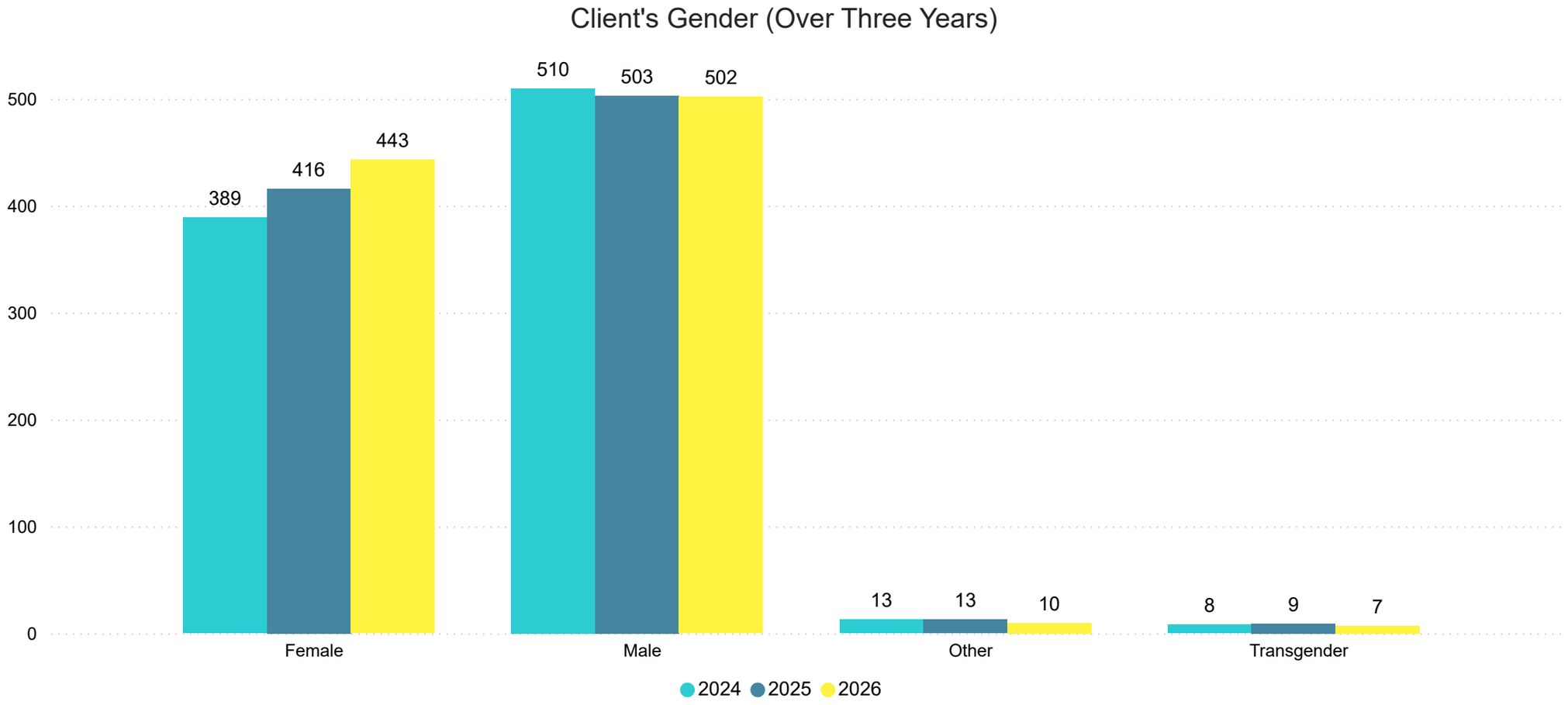
Over the past three years, the majority of clients served have consistently been within the 6–11 age range, with this group showing steady growth each year. In contrast, the number of clients aged 12–24 has gradually declined, suggesting a shift toward serving younger children and aligning with the higher number of school based matches across the agency.

Volunteer's Age



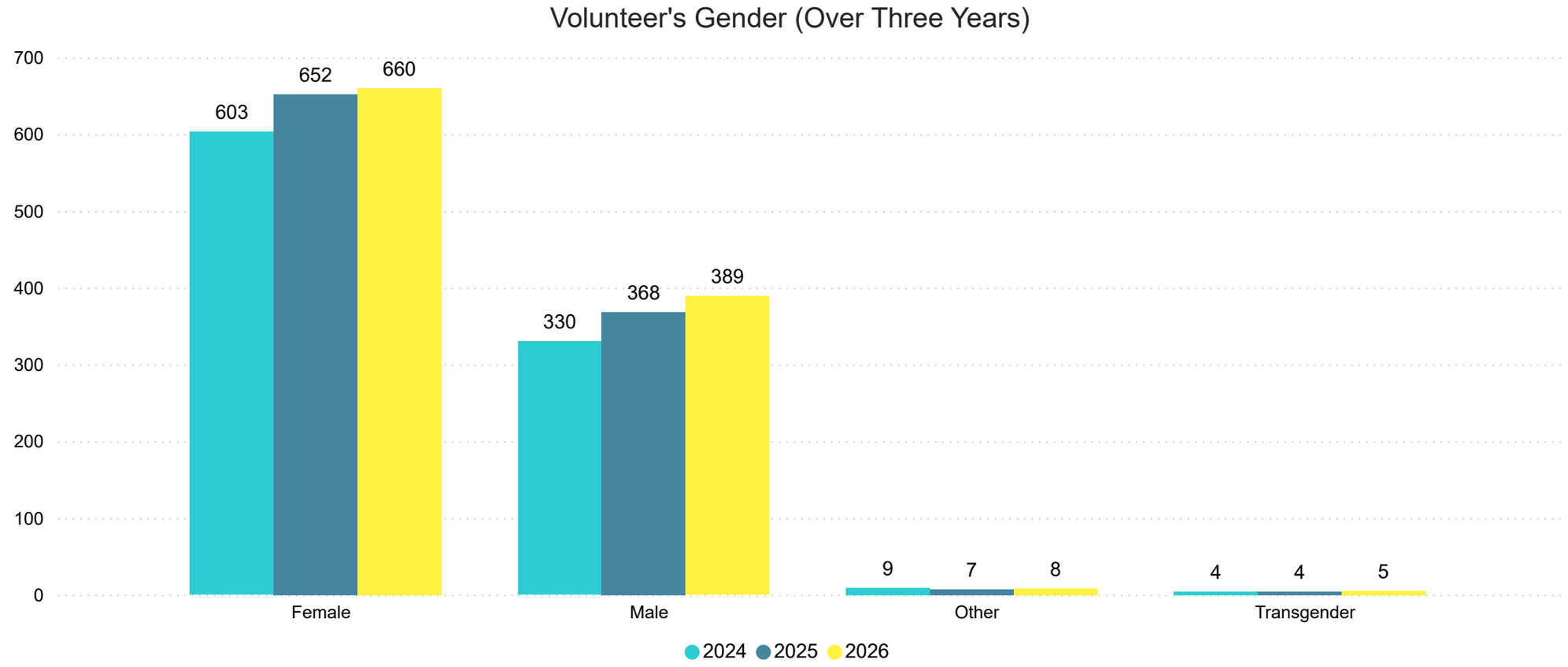
Similar to the client age distribution, volunteer age demographics also show a clear concentration within specific age groups over the past three years. The continued growth in volunteers aged 12–24 may reflect strong participation in school based programs, while volunteers aged 25+ likely continue to play a larger role within community based programs, which often require longer-term and more flexible commitments.

Client's Gender



Past three years shows that the agency has consistently had a higher intake of male clients compared to other genders. While the number of male clients has remained relatively stable over time, the number of female clients has shown a gradual increase each year. Clients identifying as other or transgender continue to represent a smaller proportion of the total client population, with the caveat that some clients may choose not to disclose their gender identity.

Volunteer's Gender



In contrast to the client gender distribution, the past three years show a consistently higher number of female volunteers compared to male volunteers. In FY26, there were 659 female volunteers, almost double the number of male volunteers, while the client population remained more male-dominated. However, both female and male volunteer numbers have gradually increased over the three years. Volunteers identifying as other or transgender continue to represent a smaller proportion, similar to client population.

Participant's Ethnicity

Client's Ethnicity (Over Three Years)

Ethnicity Group	FY26%	FY25%	FY24%
Asian	13%	13%	13%
Black	9%	8%	6%
Indigenous	5%	4%	6%
Israeli	0%	0%	0%
Latin/Hispanic	5%	5%	4%
Middle Eastern	8%	6%	6%
Mixed Race	9%	8%	6%
Not Specified Above	5%	6%	6%
Undisclosed	9%	7%	8%
White	38%	42%	46%

Volunteer's Ethnicity (Over Three Years)

Ethnicity Group	FY26 %	FY25 %	FY24 %
Asian	22%	20%	17%
Black	9%	7%	5%
Indigenous	2%	1%	1%
Israeli	0%	0%	0%
Latin/Hispanic	3%	3%	3%
Middle Eastern	8%	6%	5%
Mixed Race	4%	6%	6%
Not Specified Above	1%	3%	5%
Undisclosed	1%	2%	2%
White	49%	51%	55%

Three years data shows that White participants make up the largest share of both clients and volunteers, although this percentage has gradually decreased over time. Among clients, the proportion of White participants declined from 46% in FY24 to 38% in FY26, while among volunteers it decreased from 55% to 49% over the same period. Asian participants represent the next largest ethnic group. Other ethnic groups such as Black, Mixed Race, and Middle Eastern continue to be represented in smaller but gradually increasing proportions across both clients and volunteers. Overall, the data suggests growing diversity within the agency, although the majority of participants continue to come from White and Asian ethnic groups.