

2023 ANNUAL REPORT

CCYYC NETWORK



PURPOSE

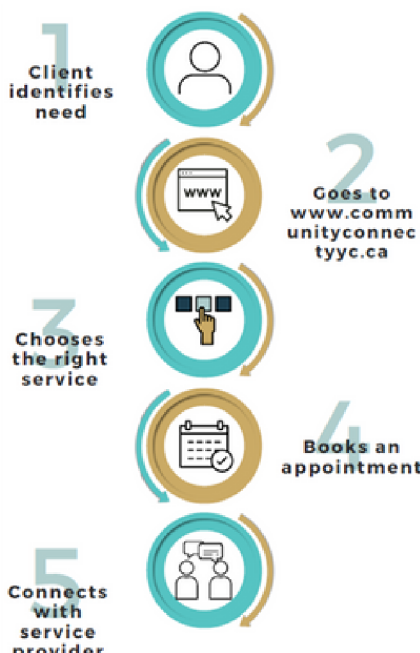
Transforming the norms of access to affordable counselling and beyond.

AMBITION



- Clients are empowered with choice and autonomy.
- Collaborate with partners to maximize our collective sector impact.
- Lead the integration of affordable counselling services into other sectors.

PROCESS



BENEFITS



24/7 access to book



find the right service



easy to navigate



eliminate stigma



affordable

AUG 2020-SEPT 2023



13,992
booked appointments



10,762
attended appointments



28%
of bookings happen after hours (6pm-8am)

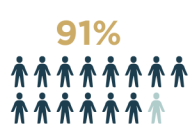


8
days average between appointment booked and attended



4606
agency to agency referrals

SURVEY



91% of clients reported that they were able to access the service they needed



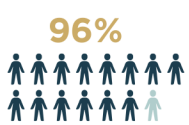
86% of clients reported that they had a better idea of their next steps after the session



83% of clients reported that they felt better after the session



93% of clients reported that they have positive service experience



96% of clients reported that it was easier or same to book online compared to phone and in-person

TESTIMONIALS

This is the best experience I've ever had with...My counselor was incredible and I felt so much better after the session.

I got in the day I looked into this, only took 3 hours. My counsellor was excellent provided some much needed insight

Thank you for making this counselling service available to me when I needed it most.

The counsellor was able to facilitate the safe non-judgmental space for me to openly share my experiences...

CCYYC CONTINUES TO GROW

Community Connect YYC (CCYYC) is a collaborative initiative aimed at transforming access to affordable counselling services for residents of Calgary and its surrounding areas. Launched in August 2020 by Kindred in response to the growing mental health needs exacerbated by the pandemic, CCYYC aims to address barriers to counselling access through its user-friendly online platform, offering a variety of counselling services including rapid access, first-language counselling, addiction support, domestic violence counselling, sexual health counselling, and more.

CCYYC's innovative digital approach not only improves access to services but also fosters collaboration among community partners. By providing a centralized platform, CCYYC facilitates seamless referrals, appointment booking, and access to diverse services. The initiative's impact is categorized into three areas:

- **Client Accessibility:** CCYYC offers autonomy, choice, and convenience to clients, enabling timely access to counselling. It has expanded service options and increased self-referrals.
- **Mental Health Outcomes:** Improved access to services is positively affecting individual mental health outcomes, helping clients receive the support they need when they need it.
- **Organizational Change and Sector Transformation:** CCYYC streamlines intake processes, offers secondary service options, and encourages collaboration among various sectors, including other health professionals.

To further improve accessibility, the CCYYC website was successfully translated into four languages including Mandarin, Arabic, Punjabi and Spanish in 2023.

CCYYC has made significant strides in changing how mental health services are understood and accessed in the community and continues to address evolving challenges and gaps in mental health supports in the Calgary community.

CCYYC is very excited to continue its growth into 2024 with three exciting new initiatives made possible by the generous support from the City of Calgary.

1. **Connect The Dots:** This two-year funding will support the critical infrastructure of CCYYC and increase capacity of the most in demand services – single session, long-term and trauma counselling. The three services that will have increased capacity through this funding are Kindred's Rapid Access Counselling, Vecova's Trauma Counselling, and Trellis's Youth Counselling.
2. **Community Information Exchange:** Distress Centre, as the lead of this initiative and funding will be partnering with CCYYC to help explore the synergies between the two projects and the possibility of integration for better coordination of referrals and information exchange.
3. **Crisis Response and Coordination:** As part of the secondary crisis response this initiative aims to enhance community support programs, implement integrated case management, and utilize a centralized platform (CCYYC) for efficient service navigation and referral. This two-year funding will enable CCYYC to become an integral part of the crisis response system, offering easy access to mental health support which various crisis responders can refer to. This funding will position CCYYC as the first stop for affordable counseling during crisis stabilization, supporting a holistic approach to client care. Funding through this grant will help reach those in crisis by supporting the ongoing development and maintenance of the CCYYC platform. It will also increase service offerings and/or reduce wait times for CCYYC services that positioned to respond to crisis including Kindred's Rapid Access Counselling, YW's Individual Counselling for Domestic Violence, Centre for Newcomer's Counselling for Immigrants, Centre for Sexuality's Sexual Health Counselling, and the Alex's Rapid Access Addiction Medicine.