

kindred

An aerial photograph of a city skyline, likely Toronto, featuring the CN Tower and several high-rise buildings. A bridge with ornate railings spans a river in the foreground. The scene is captured during the day with clear blue skies and green trees in the foreground.

2023
YEAR AT A GLANCE

A Message From the CEO

2023 was a year of transformational change for Kindred! I'm proud of the tremendous work that our team took on with the introduction of new programs like our Prenatal Outreach Support Team (POST), connecting with new partners and funders, and expanding school-based mental health services.



In everything we do, we ask, 'how do we get at the root causes of our biggest problems so we can reduce, or perhaps avoid entirely, the vulnerabilities that we see people living with every day?' As an organization and as a community, we must get to people with the services they need, when and where they need them, quicker. I'm proud of our team in getting to young people with mental health services earlier, and supporting not only parents with young children, but their infants as well. This is how we make a difference; we get there together.

I want to acknowledge and thank our team, our partners, our donors and funders and all who are with us each and every day. These people inspire us and drive our purpose to help individuals and families realize the power of human connection.

Jessica Cope Williams
CEO of Kindred Connections Society





Transitions & Transformation

We have two big dreams at Kindred. We want Calgary to be the easiest place in the world to get help. We also want Calgary to be the best place in the world for a baby to be born. With these dreams in mind, we have sharpened our focus and clarified our intended impact.

2023 IN NUMBERS

2672* clients served, including

496 581 1375 178
0-14 years 15-24 years 25-59 years 60+ years

DEMOGRAPHICS

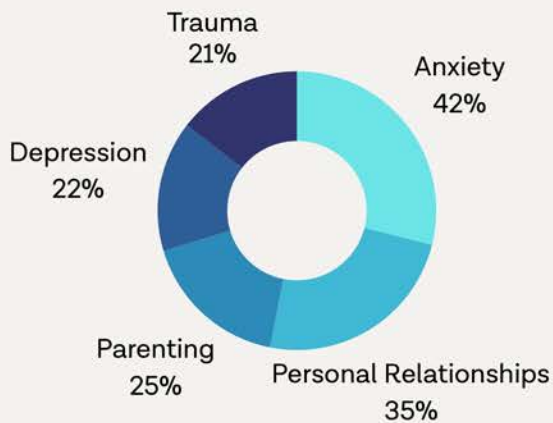
12% identify as Indigenous

13% identify as being part of the 2SLGBTQ+ community

20% of clients born outside of Canada

39% identify as having a child under 18 in their care

TOP CONCERNS**



*Some clients chose not to share their age
** Clients can select more than one option

Moving forward, Kindred will have two key areas of focus. The first is to provide accessible, coordinated mental health services. Kindred is one of many organizations in Calgary offering counselling services. It's often disconnection, early in life, that has left people with unbearable pain that is either passed on to others, or coped with in ways that don't last, and may in fact make things worse. But it doesn't have to be that way. Increasing collaboration with other organizations and systems is essential to ensuring services are available and accessible as soon as people reach out for help. Our second area of focus is more preventative, supporting the development of strong and nurturing relationships between children and their caregivers. This, too, requires increasing our partnerships with other organizations so parents and children receive services that reduce toxic stress and meet their holistic needs.

Our sustainability as an organization depends on making difficult decisions about where to focus limited resources. Kindred's services are regularly assessed for effectiveness, relevance and financial sustainability. This year, we sought to more rigorously evaluate our services for alignment with our strategy and community need. This means that we will say goodbye to four Kindred programs in 2024. While it's sad to see long-term programs like Never Too Late come to an end, we remain proud of the impact of these programs and confident that consolidating our portfolio will better serve our clients.



Building Strong Relationships Between Caregivers and Children

By investing in the special bond between little ones and their caregivers early in life, Kindred's preventative services build healthy families and increase generational resilience. From our suite of services, we're sharing two programs that play vital roles in strengthening connections.

Why do we support infant mental health?

The first **1,001** days of life are crucial for healthy development and life long resiliency

Parent Infant Relationship Team (PIRT)

Kindred's PIRT walks alongside parents, foster carers, grandparents and all others playing familial roles experiencing difficulties in their early relationships with their babies (0-2 years). The PIRT builds on caregivers' existing strengths and aids the development of new capacities to provide the sensitive, responsive and appropriate care that babies need to thrive.

Louise Dean Centre (LDC)

For over 50 years, the LDC has supported families experiencing vulnerabilities. That commitment to young parents/student learners, and to our partners, the Calgary Board of Education (CBE) and Alberta Health Services (AHS), will continue from our new home at Jack James High School (more on next page). Within LDC, we provide counselling, life-skills training, on-site childcare through our Parent Child Learning Centre (PCLC) and financial support to pregnant and parenting adolescents and young adults. Barriers are broken when graduation from high school, once out of reach for many, becomes accessible. This can and has improved the lives of both the parent and child.

"Without [the Parent Child Learning Centre], I wouldn't be able to even try to finish high school... The Learning Centre wouldn't be accessible without the funding and I am tremendously grateful to the program and the funders." PCLC parent

At the Louise Dean Centre

270 children/youth strengthened their skills for meaningfully connecting with others



Relocation of Louise Dean Centre to Jack James High School

Strong relationships between caregivers and children



Representatives from Kindred and CBE getting a sneak peek at our new space

Following the decision from the Calgary Board of Education (CBE) to relocate LDC into Jack James High School, the move to and construction process started in earnest in 2023. Communication has been vital and regular meetings continue to take place with CBE, Alberta Health Services and our own team at Kindred discussing construction updates, timeline shifts and general move management. Progress into 2024 has been smooth and we look forward to opening Louise Dean at Jack James later this year. This remains a significant undertaking for us, and we're thankful to have our partners on board.

“Looking back now, that extra support when life got stressful was what helped me see I can get through hard things. I once told Erin that I wished I had met her sooner. If I had, maybe I would have felt confident in standing up for myself and making better decisions. But that being said, I'm glad I had Kindred when I had no other place to look.”
Kylie Chapman - 2024 Jack James Graduate & Kindred UP Gala keynote speaker

Throughout this period, Kindred's Transition Coach, Erin Anderson, has been at Jack James High School. This position provides vital support and guidance while fostering resiliency and empowerment. Students are supported with accessing mental health support, step-by-step application guidance for post-secondary, and assistance with basic needs like finding secure housing and addressing food insecurity. By creating safe spaces and cultivating trusting relationships, we enable youth to navigate life's complexities with confidence and agency. Kylie Chapman was one of the Jack James High School students who connected with Erin for post-secondary support. Her story of resiliency was featured throughout our 2024 Kindred UP Gala as she was our keynote speaker. You can hear her story by [clicking here](#) or scanning the QR code.

When we open, young parents will experience the same sense of safety, respect and dignity they've always had at LDC. We're also excited to work with CBE to meet the needs of JJHS students who are not pregnant/parenting. As excited as we are, we also recognize change can be difficult. Both former and current staff and students have been encouraged to share any stories or memories of their years with us, which will be collected and formatted into a memory book/scrapbook.

“ I started here wanting to spread our purpose. What I have seen is the power of human connection lies in its ability to transcend barriers and foster a sense of community and what a special community JJHS is. - Erin Anderson, Kindred transition coach



Kylie Chapman (left) & Erin Anderson (right) at the 2024 Kindred UP Gala



Prenatal Outreach Support Team (POST)

Strong relationships between caregivers and children

The Prenatal Outreach Support Team (POST) is a program aimed at serving high risk, vulnerable pregnant people through a multidisciplinary partnership with a nurse as well as a constable from the Calgary Police Service (CPS). The program originally began as a partnership between Luna Child and Youth Advocacy Centre, CPS and CUPS in 2015.

When Luna announced earlier this year that they would not continue their funding agreement with Alberta Health, Kindred saw an opportunity. We put forward a proposal, alongside CUPS and CPS, to continue the work of POST. CUPS, CPS, and Luna provided letters of support with Kindred's application. The collaboration that has already started to take place between Kindred, CUPS and CPS demonstrates each organization's commitment to this integrated service delivery model and to each other as service providers within our community. Although no longer responsible for the service delivery of POST, Luna played a crucial role in ensuring a smooth transition. Kindred is honoured to have Alberta Health as a new funder and the opportunity to establish our first official partnership with CPS through POST.

On April 1, 2024, POST officially joined Kindred! On launch day, we welcomed four outreach workers and a supervisor from the Luna Child and Youth Advocacy Centre to our team. As part of our commitment to refining our focus, POST will be part of our community programs. Kindred will continue expertly serving pregnant and parenting people and improving early childhood and infant mental health. A multidisciplinary solution designed to help mothers and infants earlier and get to people quicker, our partners are Alberta Health, CUPS (providing the support of a nursing position) and CPS (providing the service of a police constable).

Anyone in the community can make a referral or self-refer through post.referrals@kindred.ca. They can also be made via fax (attention POST) to 403-205-5295.



Kindred welcomes the Prenatal Outreach Support Team (POST) on program launch day.

Access to Short Term, Coordinated Mental Health Services

Kindred is committed to reducing barriers to short-term mental health services, as seen by our Rapid Access Counselling (RAC) and extending RAC into other sectors like schools. This stream of focus also includes collaborative efforts to coordinate mental health services, such as Community Connect YYC, led by Kindred, and Community Information Exchange, led by the Distress Centre.



RAC by the numbers in 2023

79 unique geographic communities served

1,763 clients served

98 % felt hopelessness & anxiety reduced


2,389 total sessions


From Alberta's cities to small towns, mental health matters. At Kindred, our RAC service keeps care accessible for all people, including kids, youth, adults and families. Sessions are available in-person, virtually or by phone. In 2023, we introduced additional in-person access points at 10 Family Resource Networks (partner hubs) in Calgary and Okotoks through Community Connect YYC, a Kindred-led collaboration of Calgary-based agencies. Then, by way of RAC Alberta, we are reducing wait times by offering virtual counselling bookings province wide. It's vital that people are empowered to access these services when and where they need them.

Community Connect YYC builds better lives

 212,416 site visits since launch (August 2020-Feb. 2024)

 11,993 attended appointments

 92% of clients reported that they were able to access the service they needed

 87% of clients reported they had a better idea of their next steps after the session

"I looked everywhere [for help] and...others haven't given me what I needed with my complex issues. I didn't feel I could get help; I gave up on counselling, and didn't know what to do. Then I found [Kindred]. You guys provided a spark of hope for me; I took that and ran with it."
Brenden - RAC Client



Mental Health in Schools

Access to short term, coordinated mental health services

Research in Alberta suggests that more than half of kids will try to first get help for mental health challenges at school. This is why Kindred is investing in partnerships that ensure our counselling services are more easily accessed by Calgary students. New in 2023, we launched the Refugee & Immigrant Counselling in Schools (RICS) program, designed to meet the mental health needs of newcomer youth in Calgary Board of Education (CBE) junior and senior high schools.

600+ Refugee & Immigrant Counselling in Schools counselling sessions to more than 160 youth in schools over the last year

150 presentations in schools reached 5,648 students



In 2023, we proudly partnered with 11 junior and senior high schools across the CBE to further connect youth to mental health care in a familiar way that's close to home. With the service available in schools and access to interpreters available, this partnership reduces barriers through a flexible model that allows for one time sessions, or multiple sessions with the same counsellor over time. RICS has enabled an expansion of our school-based mental health services. Today, we work alongside even more adolescents, young adults and their families.

After students participated in a single session of goal focused RICS counselling:

95%

- decreased their anxiety
- decreased their hopelessness
- decreased their distress

64% experienced improvements in achieving their therapeutic goals

87% of students did not identify English as their primary language

“Having RICS here makes the school safer, having this person that you can trust. For different aspects of your life as a teenager, you can think about different challenges but forget the other sides of them. Of course you trust your parents, but they can be over-protective of you and don't always understand you as a teenager. So having the counsellor is someone who will understand you and really see you.” CBE student

Introducing our Kindred RICS team



Unwavering Commitment to Kindred

Board of Directors



Jameel Keshavjee, UP Board member

The organization is fortunate to have the support of not one, but two, volunteer boards. The Kindred Board provides best-in-class governance oversight while the Unlocking Potential Foundation (UP) Board helps us thrive in the community through their efforts to raise funds and awareness for our purpose. UP Board member Jameel Keshavjee is inspired by the tireless work the Kindred team does to support people and families. Supporting Kindred with his time, network and energy is his way of trying to ensure others can enjoy enriching experiences in their own lives.

There are tons of deserving causes to support in this philanthropic city, but Kindred stands out to me because of the tangibility of the results I've seen. I've chatted with a 90-year old man who reached out for support for the first time in his life after losing his spouse of 70 years during Covid. He got connected to a counsellor as part of Kindred's Rapid Access Counselling program within days. Imagine the courage that must have taken. I've also spoken to a teen mom finishing her education at Louise Dean Centre with top marks who was recently accepted to a university business program. Those conversations stuck with me, and proved to me how Kindred's programming can give people a new lease on life. Kindred is so worthy of the fundraising dollars and community support, and I hope more people hear about what we're up to!

Volunteers

We celebrate our volunteers who give selflessly their time, energy and effort. Thank you! We've had volunteers in many roles in 2023 and into early 2024, including:

- Child Engagement Workers led children's time during Families Together evenings
- Parent Child Learning Centre Cuddlers hold/engage with babies to support staff
- Never Too Late (NTL) tutors (4) supported clients outside of class time
- Louise Dean Centre (LDC) Volunteers:
 - Pick up and deliver milk from food bank
 - Pick up lunch twice weekly for students
 - Support Kindred and LDC clients with tax support and filing
- Corporate groups from White Cap Solutions Inc. and Canadian Natural Resources Limited helped bring our Family Fun Nights at LDC to life!
- Kindred UP Gala 2024 volunteers



Alex and Alison - NTL volunteer tutors



Cheryl at her lunch drop off at LDC

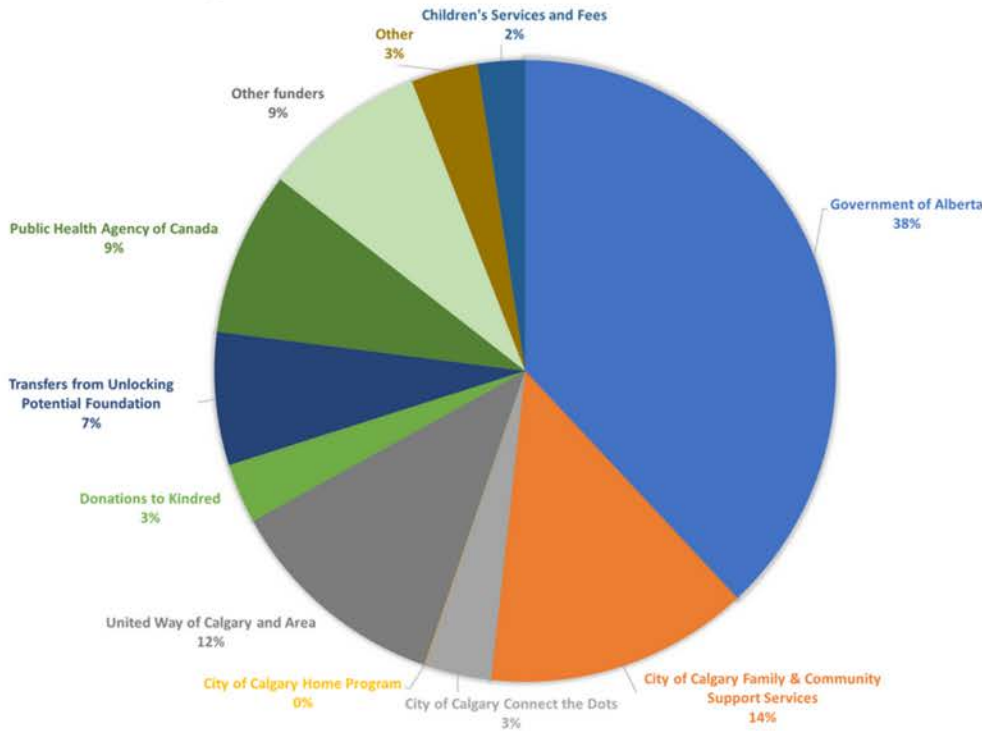
Learn more about these opportunities and others that are available at kindred.ca/volunteer.

"My four years of volunteer experience with the Never Too Late program have been very fulfilling. Overall, my experience has been positive, from working with the students, the instructors, other tutors and the program coordinators. Everyone has been very encouraging and collaborative. It definitely contributed to my decision to stay on with the program." Alex - Never Too Late volunteer tutor



2023 Financial Snapshot

Funding Sources



TOTAL KINDRED REVENUE
\$7,669,548

Total donated to Kindred and UP in 2023 to realize the power of human connection.

\$911,139

74% DONATIONS TO UP (INCLUDING GALA REVENUE) \$671,830	26% DONATIONS TO KINDRED \$239,309
--	---

The totals listed above include the market value of in-kind donations, such as goods and services. As a result, these numbers may be different from totals reported elsewhere, which only include monetary contributions and/or net totals.

Unlocking Potential Foundation

The Unlocking Potential (UP) Foundation was established in 2008 as a separate charitable organization with the sole purpose of fundraising for Kindred. The UP Foundation's flagship event is the Kindred UP Gala and the board also leads our annual giving campaign 5 For Humanity. Learn more about our events at www.upgala.ca or www.kindred.ca/5-for-humanity.

Significant Supporters

Kindred acknowledges The Government of Alberta (including the Ministries of Children and Family Services, Health, Education, Jobs Economy and Trade, and Community and Social Services); City of Calgary (including Family and Community Support Services, Mental Health and Addictions Strategy, and Community Safety Investment Framework); Public Health Agency of Canada and United Way of Calgary and Area for partnering with us in realizing the power of human connection! For a full list of our funders and supporters, visit <https://www.kindred.ca/about-kindred/funding/>

Support us throughout the year

Your contributions to Kindred and the UP Foundation support individuals and families to forge and sustain the genuine connections that are critical to health and well-being. Please consider a one-time, monthly, or legacy donation. Feel free to scan our QR code below or contact loana.valdez@kindred.ca to find out more about how you can get involved.



kindred

250, 707 10 Avenue SW
Calgary, Alberta T2R 0B3
Tel: 403.233.2360
Email: info@kindred.ca
www.kindred.ca
CRA # 10688-0172-RR001

UNLOCKING POTENTIAL
Realize the Power of Human Connection

The UP Foundation is the fundraising arm of Kindred. UP ensures the sustainability of innovative programs that help realize the power of human connection.
CRA # 82856-3890-RR001

