

About Community Connect YYC

Updated on January 1, 2021

What is Community Connect YYC?

Community Connect YYC is a collaborative of Calgary-based agencies committed to helping community members quickly and easily access social support services.

Working together, we are eliminating the barriers and lengthy wait times. Our direct online booking tool, www.CommunityConnectYYC.ca, is available 24/7 and provides Calgarians with easy access to a continuum of counselling and other social supports.

The City of Calgary funded the initial stages of the project through Change Can't Wait! The second round of funding was received from The City of Calgary's Emergency Resiliency Fund.

Community Connect YYC is Different

We designed Community Connect YYC to ease Calgarian's challenges while accessing affordable counselling and social support services. Finding the right support in times of need can be difficult. Not knowing what supports are available and where can make it challenging to get needed help. Creating a one-stop-shop for multiple supports and making services bookable 24/7 with openings every week ensures people can have impactful and timely conversations.

Benefits of the Service

- ▶ A range of supports from multiple agencies empowers Calgarians to choose what they need.
- ▶ Affordable services ensure financial challenges are not a barrier to accessing help.
- ▶ Direct online booking supports Calgarians who feel shame or anxiety about making a phone call.
- ▶ Access to bookings 24/7 supports Calgarians who are ready to connect with an agency outside of office hours.
- ▶ A list of available appointments makes it easier to book what fits a busy schedule.
- ▶ Appointments that are typically available within the week help Calgarians when they need it. Often, booking a session that is only a few days away is enough to reduce stress and help individuals feel a sense of control.

Impact of Community Connect YYC since launching on August 28, 2020

As of December 31, 2020, we've seen:

- 8,136 site visits
- 1062 booked appointments
- 840 attended sessions
- 639 appointments available in January 2021, across all partner agencies

What People Are Saying

Here are some preliminary findings of Calgarian's experiences:

- 96% of people let us know they were able to access service when they needed it
- 89% of people let us know they had a better idea of their next steps after their session
- 61% of people indicated it was easier for them to book online compared to by phone or in-person (31% said it was just as easy)
- 92% of people said they would recommend Community Connect YYC to a friend

With new agencies approaching us regularly to discuss adding services to CCYYC, we are excited to see what is next for Community Connect YYC!