

# Q1 2025

## Impact Report

From January to March 2025, we responded to over **41,000** contacts across all our programs.

Dear friends of DCC,

As we close the first quarter of 2025 and celebrate 55 years of service this month, I want to extend my deepest gratitude for your unwavering support. Because of your generosity, countless lives in our community have been touched—many in profound ways. Whether it was a listening ear without judgment, or a connection to life saving resources, your generosity has made **vital, human connection possible** when it mattered most.

It's because of you that **hope has found its way into places it once seemed lost**. We're so excited to share with you the impact you've made and the stories of people whose lives have been changed through your incredible gifts. **Thank you for being partners in this mission—you have made this possible!**

With heartfelt appreciation,

  
Robyn Romano  
CEO





The top caller issues on crisis calls were **mental health, interpersonal relationships, and suicide.**



The top issues on ConnectTeen texts were **financial, legal, addictions, and mental health.**



**61**

**New volunteers trained**

**2,795**

**Volunteer hours logged**



**28**

**Safety follow ups  
completed**

*A follow-up is where someone from Distress Centre contacts you in a few hours or days to see how you're doing.*



**2,021**

unique individuals  
facing or experiencing  
houselessness



**11,880**

contacts via 211



**675**

counselling  
contacts



**9-8-8**

**4,011**

calls to the 988  
Suicide Crisis Helpline

through our **Coordinated Entry Program** providing multiple programs and services at the location of SORCe

**Top info requested:**

1. Information Services
2. Temporary Financial Assistance
3. Housing/Shelter

**Top issues identified:**

1. Relationships
2. Suicide
3. Anxiety

*Distress Centre Calgary is one of two 988 partner agencies answering 988 calls in Alberta.*



**5,538**

calls on behalf of  
our partner  
agencies



**117**

individuals through  
our Basic Needs  
Fund program



**1,769**

calls through call-diversion  
work w/ Calgary Police  
Services & Calgary 911.



**DISTRESS CENTRE**  
24 HOUR SUPPORT | COUNSELLING | RESOURCES

*Interested in detailed data?  
[Click here for our data reports.](#)*

# STORIES OF HOPE

## Breaking the Cycle: How Henry Found Hope and Home

Henry\* spent **over 10 years without a safe place to call home**. His days were marked by rough sleeping, substance use, and ongoing struggles with his mental health and self-worth. Despite wanting to get sober and rebuild his life, the instability of homelessness made it feel impossible. Over time, Henry's hope faded, reaching a point where he no longer wanted to go on.

The turning point came when Henry was the victim of a violent assault and was hospitalized. While he was recovering, someone reached out to our Coordinated Entry Program for support. Our System Navigator and Resource Specialist met with Henry, offering him something he hadn't experienced in a long time—**empathy, understanding, and real options** for the future.

Our team worked closely with Henry, completing all necessary documents for housing programs, connecting him with mental health and recovery supports, and **advocating on his behalf** during housing placement committee meetings.

Today, **thanks to the generosity of donors like you, Henry's story looks completely different**. He has been sober for months, is safely housed, and, most inspiring of all, is now giving back to the community. Henry works at a non-profit agency doing outreach, helping others who are facing the same challenges he once did. His story is a powerful reminder that **recovery is possible with the right support**.

## April's Journey From Fear to Stability

After escaping domestic violence, April\* hoped for a fresh start—but the hardship didn't end there. The abuse followed her, leading to job loss and putting her family's home at risk. As fear and uncertainty grew, she didn't know where to turn. Then, **she called 211**.

Through that call, April was connected to Distress Centre's Basic Needs Fund (BNF), where she found more than financial help—she found understanding. With the guidance of a Financial Advocacy Specialist, she **secured the support she needed to pay rent** and regain control of her finances.

**"It was the first time an agency made me feel safe and comfortable to ask for support,"** April shared. "I felt respected and like I had hope to get my head above water and keep pushing." Because of the support we receive from funders and donors, April remains housed—**safe, secure, and hopeful for the future**.

*\*Name and details have been changed to maintain confidentiality.  
Read more [stories of hope here](#).*



# OUR 2025 GOAL

This year, we have a **\$1.3M** goal towards our mission of providing compassionate support to Albertans in need.

**Total raised from January to March 2025:**

**9%**

**\$1,300,000**

## Upcoming events and special initiatives



This Volunteer Appreciation Month, we're raising **\$5,500** for **55 years of our amazing volunteers!**



Click the photo or scan the code to donate towards our Volunteer Program!



Our 3rd annual **Drive for Distress Charity Golf Tournament** is happening on Thursday, **June 19** at Elbow Springs Golf Club!



Register by clicking the photo or scanning the QR code.

## Thank you!



Thanks to you, individuals like Henry — and many others — received life-changing support in the first quarter of the year. **Every connection and service was possible because of your generosity.**

You are giving hope and compassion to those who need it most.

**Thank you for making it happen.**

