

THE KETTLE SOCIETY

Annual Report



2022
2023

www.thekettle.ca
1725 Venables St, Vancouver



Annual Reflections

I was first drawn to join the Kettle Board in 2018 because of the organization's member-focused approach, ensuring that individuals are given the respect and support they need to empower themselves. Whoever you are and wherever you're at, when you come to the Kettle, we want to meet you there. This year, I stepped into the role of Board Chair and continue to be inspired by the stories of resilience displayed daily by our members across our sites.

Even while pandemic pressures ease, the need for health services, basic needs supports, and safe, supportive housing continues to grow in our community. Over the last number of years, COVID-19 restrictions and lockdowns increased isolation for Kettle members and impacted our ability to deliver our services in the hands-on way that we typically do. Despite these challenges, Kettle staff worked hard to pivot and with the support of our partners, continued to meet the needs of our existing client base while welcoming new members. The Kettle is incredibly lucky to have such a dedicated team that consistently rises above challenges and shows up to serve our members with kindness and compassion.

Some highlights of the past year include obtaining City approval for 72 supported housing units on SE Marine Drive, moving the Recovery Café to its permanent location, and resuming our beloved community outing activities and programming. From bocce ball in the park to ceramics class and visits to sites across Vancouver like Science World, the Art Gallery, and the Aquarium, reconnecting in person has been healing and inspiring for all involved.

We are proud of the impacts that we have enabled over the past year and over the last nearly 50 years. In order to continue seeing tangible impacts and growth, we must lean into the Kettle's commitment to putting members at the center of decision-making. We are working on a membership engagement plan to ensure members' needs continue to drive decision-making at all levels and to enhance transparency so members understand how their voices shape the direction of the organization.

We are also preparing for the planned departure of Nancy Keough, our wonderful Executive Director, who has led, inspired, and championed Kettle members and staff in that role for almost a quarter of a century. Nancy leaves big shoes to fill, but the Board is committed to finding a leader with the passion and expertise to guide the Kettle into the next 50 years.

I remain as proud to serve you, members, as I was when I asked for your vote to become part of the Kettle Board. I know my fellow board members feel the same way.

Yours in service,



Sarah Corrigan-Brown
Chair, Board of Directors
The Kettle Friendship Society

Impacts



29,957
Drop-In visits



1,703 showers taken



1,165 computer uses



817 loads of laundry



122 Recovery Café members



437 tax clinic clients



339 uses of the I.D. Bank



50,000 meals served



11,178
hours logged

46
SEED members



142
Supported Independent Living clients



4,051
HOP contacts



422 rental subsidies provided



8,000+ basic need items distributed



904 new clients seen

450

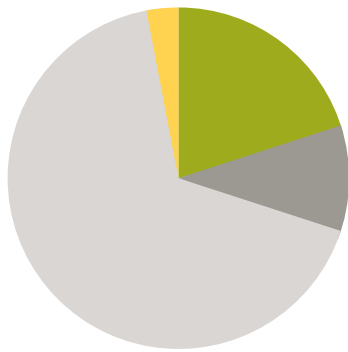


units of supportive housing managed



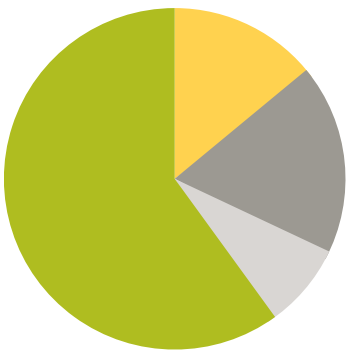
2003
advocacy cases managed

Financials



Summary of Revenue*

| | | |
|------------------------|---------------------|-------------|
| ● Donations & grants | \$3,214,574 | 20% |
| ● Client contributions | \$1,621,642 | 10% |
| ● Government | \$10,693,374 | 67% |
| ● Other | \$422,928 | 3% |
| Total | \$15,952,518 | 100% |



Summary of Expenses*

| | | |
|-------------------|---------------------|-------------|
| ● Client Services | \$2,180,959 | 14% |
| ● Facilities | \$2,835,487 | 18% |
| ● Admin | \$1,267,091 | 8% |
| ● Wages | \$9,307,520 | 60% |
| Total | \$15,591,057 | 100% |

*Based on The Kettle Society's audited financial statements for the fiscal year ended March 31, 2023

Strategic Goals

As we approach our 50th anniversary, we reflect with great pride on the transformation of our programs and services. Looking ahead, to continue meeting the needs of our members we realize that we must operate at optimal strength and be ready for the changing landscapes in which our members find themselves. We have intentionally created a strategic plan to help guide us between 2023 and 2027, with three goals in mind:

Goal 1: The Kettle's member-centered approach improves member outcomes

Goal 2: Strong partnerships enhance our capacity to serve members

Goal 3: The Kettle's operating environment is agile, adaptable, and optimal

We are proud to share our priorities and invite you to read through our objectives. Visit us online to see our full [2023-2027 Strategic Plan](#).

Program Highlight

Skills, Esteem & Employment Development (SEED)

The Kettle's Skills, Esteem & Employment Development (SEED) program is designed to assist mental health consumers in building the practical skills and confidence they need to make the transition from unemployment to supported and market employment that is empowering and meaningful. This past year, we employed 46 workers through this program in a variety of roles including street cleaning, meal preparation, and customer service.



Over the last year, we've seen some incredible impacts through the program, as shown by direct feedback from program participants. Common themes expressed by participants include feelings of less isolation, positive physical and mental health outcomes, increased financial stability and independence, and increased self-confidence. As we see a rise in costs of living and in particular, a rise in food costs, the SEED program remains important in providing support to participants both through access to meaningful employment and access to wrap-around services provided by the Kettle.

"The SEED Program is a "no pressure" job to learn about what its like to start slowly and achieve experience."
SEED Member – The Kettle Society

Our annual SEED Program Feedback Survey measures how involvement in the program improves an individual's day-to-day quality of life, their physical and mental health, and overall well-being.

Survey results show the following:

- **82%** reported taking better care of themselves
- **59%** experienced mental health stabilization
- **76%** reported increased confidence
- **88%** reported meeting new people and making new friendships
- **88%** reported improved nutrition
- **82%** reported a better outlook on life and motivation to do things

Member Story

James, SEED Member



James

Hi, my name is James and I work for the SEED program as a street cleaner, helping to keep the neighborhood clean and safe. I spent 44 years doing whatever I wanted/needed (healing from trauma, pursuing art and experiencing the highs and lows of bipolar disorder). Now I am 45 and have been working for a year with the SEED staff and it has given me the structure I have always needed. I was raised with a mother who was homeless most of the time and dealing with schizophrenia. Today most of my friends are employed and now I can finally financially do what they do, go on vacation, eat what I please, dress in clothes I like.

"The past year of my life has been the most grounded and meaningful ever. I can tell that even though I am middle aged, I am just at the beginning when it comes to accepting myself. I am ever so grateful and earnestly empowered by the SEED program." - James

When I was homeless and on the street, I was surrendering to society's views of me. I felt that no one wanted to have me on their side and that was a lonely time. Working for the SEED program has showed me I don't need to live on the edge all the time. I can experience creature comforts. I am worth it.

Working is not for everyone who experiences mental health issues but I've come to know it as extremely therapeutic and self-affirming. There is nothing else that can get me out of my home on a regular basis and feeling like I am involved in the collective consciousness we call society.

I'm still not sure if the SEED program is the end of the road for me or if it's a bridge to permanent full-time employment or something like that, but I know that for now it is giving me everything I need to steer away from the voices that say, "end your life", "you are not worthy of life, you don't have anything to offer". Those voices now are more geared towards seeking connectivity and validation through communication and respect. I say to myself "you deserve the best life possible" and "you really are experiencing life as a gift".



With pandemic pressures easing, the Kettle was able to return to in-person programming with the re-introduction of group outings, holiday events, and our first public choir performance in 4 years!

Here's a snapshot of what we've been up to across our different sites!



Program Highlight

The Recovery Café

Launched in collaboration with Streethome Foundation and the 625 Powell Street Foundation, The Recovery Café is a community of healing and transformation. The first of its kind in Canada, it is aimed at providing support and resources along the entire continuum of a person's need for recovery assistance. It fills a crucial gap in the support provided to people in recovery, regardless of what they are recovering from.

This past fall, after our initial soft launch, the Recovery Café moved into its permanent home at 620 Clark Drive.



The Recovery Café model is evidence-informed, participatory, low-cost and currently exists in 61 locations across the U.S. Emphasizing the idea that a person's sense of self is drawn from their membership in social groups and participation in these groups can positively shape behaviours, this model prioritizes building connection and community to support an individual's recovery journey.

"At the Recovery Café, everyone is in recovery from something. This program fills a crucial gap in the support provided to people recovering from substance use, mental illness and homelessness."

Nancy Keough, Executive Director - The Kettle Society

Alongside a dedicated team of staff, members have the opportunity to participate in facilitator-led groups called "recovery circles", in addition to other programming aimed to support members' recoveries; everything from art and music therapy to photography classes and barista training can be accessed at the café.

Year one numbers:

- **122** Recovery Café members
- **8** Recovery Circles hosted every week
- **817** total attendees at Recovery Circles
- **1133** total attendees at programs and activities
- **~2000** meals served to café members and guests

Housing Highlight

Enhanced Services

The Kettle manages 450 units of supportive housing and our work is guided by a psychosocial rehabilitation model, which promotes personal recovery, improved quality of life, and community living for people living with mental health challenges.

The Enhanced Services programming was created in response to a realization that some clients may need more support than what housing programs alone can offer. Our services aim to foster greater independence and increased ability for our residents.



"The Kettle philosophy to housing is client-centered and hands-on. We believe that harm reduction is important in having positive outcomes. People deserve time and care and we won't walk away – we'll walk with you"
- Janet Smith, Director of Housing

We engage clients in a variety of ways including community engagement, social support, medical appointment support, suite maintenance including pest prevention/maintenance, decluttering, and hygiene support. Enhanced Services staff connect with residents and clients who require immediate and/or ongoing interventions to maintain their tenancy, assistance with engaging with medical professionals or increasing their capacity in other areas. Providing additional life skills in coordination with existing housing supports is critical for clients to maintain a safe and healthy tenancy and connect with the larger community around them.

Through Enhanced Services, staff identified the following health outcomes:

- Clients supported on **33 occasions** on prevention, maintenance and follow up procedures regarding pest control
- Clients supported on **66 occasions** on hoarding issues to prevent eviction
- Clients supported on **57 occasions** on meal planning and grocery shopping
- Clients supported on **59 occasions** to improve their physical health through fitness programs
- Clients supported on **44 occasions** to connect with their peers and community



Donor Spotlight

Methanex Corporation

We are grateful to community partners like Methanex Corporation for stepping up to directly address the needs of our community. Methanex Corporation volunteers logged 150+ hours at the Kettle Drop-In in 2022/2023. Thank you to every individual who showed up with smiles on their faces, rolled up their sleeves, and helped the Kettle team prepare lunch for our members who rely on our food program.

"Mental Health is something that affects all of us but many people don't have the resources to access the help that they might need. Methanex wanted to partner with an organization that helps people gain access to those services."

- Lia, Methanex Corporation Volunteer

Monthly Giving Program

We call our community of monthly donors "the Collective Brew".



Becoming a monthly donor is just one of the ways that you can support the long-term sustainability of the Kettle and our programs and services. Consistent contributions allow us to reduce expenditures and plan ahead for long-term projects that positively impact our members and larger community. Everyone has their 'why' for supporting charitable work - here's what one member of the Collective Brew had to say about theirs:

"Put simply, the Kettle saved my brother's life. At his most vulnerable and isolated, he was struggling with addiction and an undiagnosed mental illness and had lost touch with our family. The Kettle showed him grace, they gave him community and connected him to the resources he needed at the time. I'll never forget the day when my brother showed up at my father's funeral, we hadn't seen him in years. Thanks to the Kettle, he had the confidence to make the journey and reconnect; they even helped him with a bus ticket and a gift card to Value Village to buy a suit. Today, he lives a sober independent life and is an active and loving member of our family again."

"Mental illness can affect anyone and everyone. I am deeply grateful that the Kettle exists to support people like my brother, and I choose to support financially in hopes that someone else's brother comes home too." - M.H., Collective Brew Monthly Donor

Get Involved

As we return to pre-pandemic service and operating levels, we do not return to a pre-pandemic status quo. Increased food and living costs, an unsafe drug supply, and the impacts of inflation overall have only further increased the demand for our programs and services. These realities point to a crucial need for the Kettle to continue adapting and remaining responsive to support our community members.

DONATE NOW

Every single dollar received is stretched to provide as much help as possible. Your compassion can truly transform the lives of people living with mental illness, substance use, poverty, and/or homelessness. To donate one-time or to join our Collective Brew, please visit our website.

DONATE SECURITIES OR MUTUAL FUNDS

You can give a gift of publicly traded securities and avoid incurring the capital gains tax. By donating directly to the Kettle, you can reduce your tax bill and at the same time, empower the lives of vulnerable people in our community. You can donate securities or mutual funds securely through CanadaHelps, our trusted partner, who will process the donation on our behalf.

FUNDRAISE

Fundraising online is quick, easy, and has immediate impact on the lives of others! Businesses and individuals have organized events like car washes, game nights, viewing parties, birthday parties, and customer appreciation days to support the Kettle.

VOLUNTEER

Volunteering is a meaningful way to support the Kettle's mission and vision hands-on. [Click here to learn](#) about volunteering at the Kettle and current opportunities.

HOST A SUPPLY DRIVE

Support Kettle members by cleaning out your closet! Involve your friends, family and co-workers in supplying clothing, food, hygiene supplies, and other essentials.

To learn more about how you can get involved, contact us at give@thekettle.ca.





Thank you

The work that we do and the impacts that are enabled are only possible through the incredible support we receive from every donor, volunteer, sponsor, and partner. As a community, we have been able to create a place where every person matters and where every person has a place. It is with our utmost gratitude that we thank you for your commitment to our mission and vision.

- 625 Powell Street Foundation
- Al Roadburg Foundation
- BC Community Gaming Grants
- BC Gaming Capital Grants
- BC Housing
- Boffo Foundation
- Bosa Family Foundation
- Celtic Cross Foundation
- City of Vancouver
- Commercial Drive BIA
- Co-operators Community Funds
- Diamond Foundation
- Dorothy Ryan Estate Fund
- Face of the World Foundation
- Greater Vancouver Food Bank
- Law Foundation of BC
- Maria Marina Foundation
- Methanex Corporation
- Nicola Wealth Management
- Otto & Marie Pick Charitable Foundation
- Paul & Dorothy Ryan Fund
- Reaching Home
- Recovery Café Network
- Robin's Pharmacy
- Streetohome Foundation
- Sipco Innovations
- Sutherland Foundation
- Szocs Foundation
- TD Bank Group
- Vancity Community Partnerships
- Vancouver Coastal Health
- Vancouver Foundation
- West Coast Reductions
- Women's Shelters Canada

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