

Addiction & Mental Health Contracted Services Annual Report

April 1, 2017 - March 31, 2018

Decision Support Team
Addiction and Mental Health
Alberta Health Services - Calgary Zone

Prepared by: Data Management Team of the
Decision Support Team

Project Team Members

Amy Parker
David Getiro
Doreen Ma

Data Management Team Contact Information

Email: dst.data@ahs.ca

Phone: (403) 943-1865

A special thank you to Megan Kontrimas, Shannon Rousseau,
and other members of the DM Team for their contributions and
support during the compilation of this report.

Addiction & Mental Health, Calgary Zone

Vision:

Empowering people to achieve optimal mental health and wellness.

Mission:

To provide accessible, evidence informed care to patients and families across the addiction and mental health continuum.

Introduction

Welcome to the 2017-2018 edition of the Contracted Services Annual Report for Addiction & Mental Health in the Calgary Zone. This report is produced by Data Management, Decision Support Team (DST). In addition to this report, DST also produces the Year End Service Summary and DST Annual Report that further highlights utilization and activities of DST and all Addiction & Mental Health programs.

The following pages are a comprehensive summary of program utilization and activity in 50 Addiction & Mental Health contracted services within the Calgary Zone. Information reported here are reflective of the overall registrations, or all the clients involved in the service, during the fiscal year unless otherwise noted.

Historically, this report has been part of the Year End Service Summary but has been separated out to reduce the volume of the combined report. Due to the various types of programs operating as contracts in the Calgary community, the data reported here may vary somewhat from what is reported in the Year End Service Summary.

These and other reports from DST are available on the AHS internal website at:

[AHS Insite - Performance Measurement, Quality, and Evaluation](#)

We invite and welcome your feedback! Please contact us if you have any questions or suggestions.

Decision Support Team
Addiction & Mental Health, Calgary Zone

Decision Support Team

Our Vision:

To be recognized and valued as leaders in decision support and education within Addiction & Mental Health.

Our Mission:

To provide expertise, tools, and collaborative support for Addiction & Mental Health services in the areas of evaluation, information management, research and education to help inform decision making, improve service delivery, and build capacity to deliver quality patient and family centered care.

Our Services:

- **Data Management**
Data collection, auditing, analysis, and reporting; Database maintenance; Technical and user support; Training and in-services.
- **Evaluation**
Program evaluation; Outcome measurement; Performance measurement; Quality improvement.
- **Education**
Orienting new staff and developing curriculum and opportunities for all A&MH staff; Determining future educational needs and core competencies; Facilitating implementation of the clinical development framework; Consulting on new policy development.

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Adult Contracted Services

Alcove Addiction Recovery for Women

Alcove is designed for women with addiction disorders and offers a holistic, trauma responsive, abstinence, and recovery-based model for co-occurring issues of addiction, mental health distress, and abuse history. Holistic counselling strives to meet the physical, emotional, spiritual, occupational, and social needs of clients in a safe and supportive environment to establish a clear recovery process.

The program offers two 12 week streams: an individual live-in program and a live-in program for mothers and children. Alcove additionally offers accommodation and programs that keep families intact and allows mothers and their children to remain together during recovery.

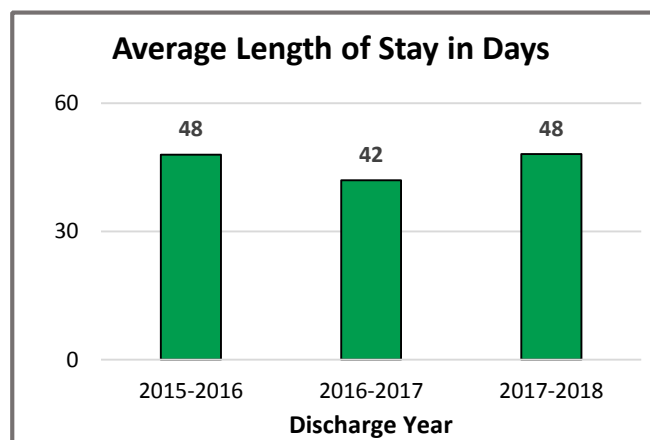
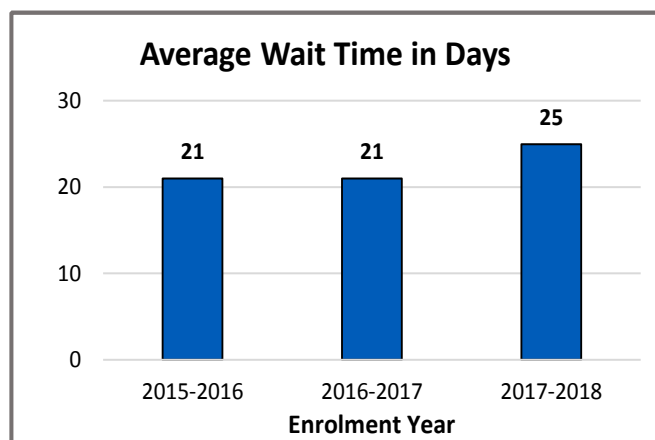
Program Statistics: Source Program Data

For information on interpreting the program and client statistics presented in this report, see Appendix A.

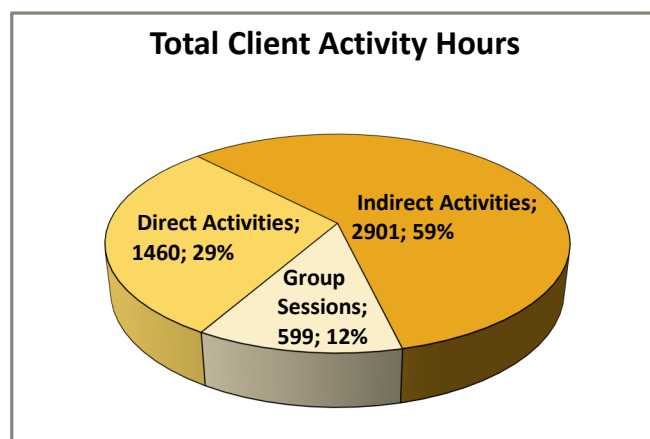
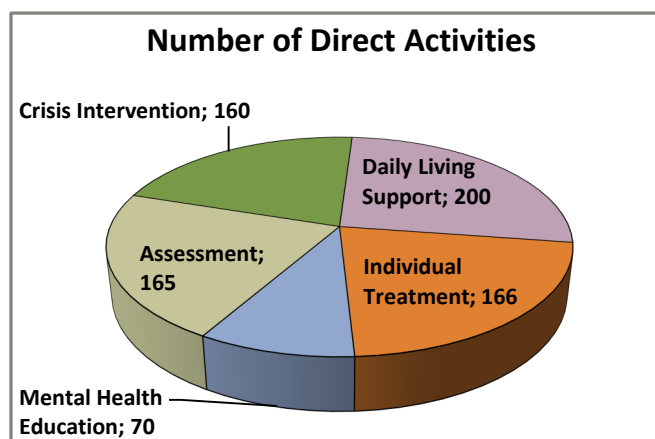
	2015-2016	2016-2017	2017-2018
Referrals	-	-	219
New Enrolments	85	100	98
Overall Registrations	96	126	113
Unique Individuals Served	85	116	113
Discharges	85	59	101

Referrals are reported from the Client Activity Report.

Wait Time and Length of Stay: Source Program Data



Activity Statistics 2017-2018: Source Program Data

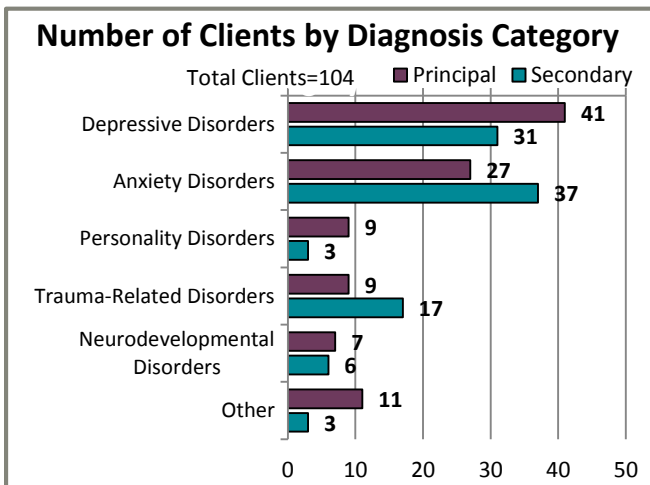
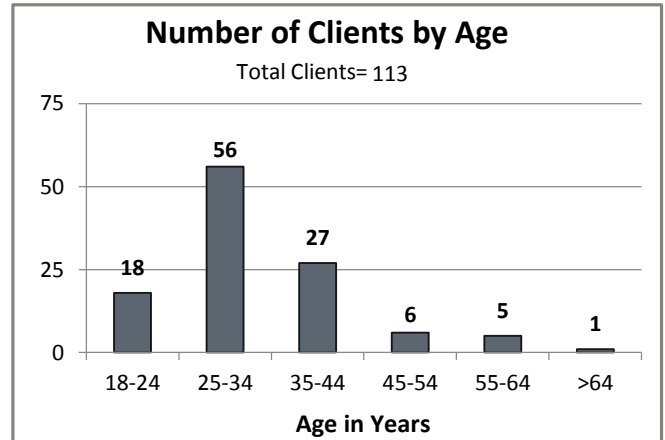
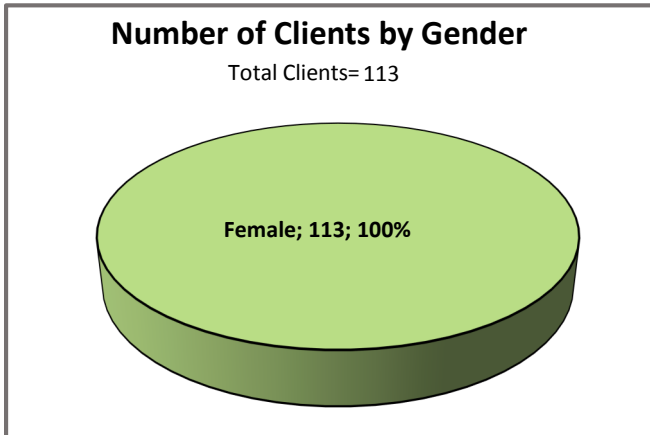


Registered Client Activity Totals		
	# Activities	Duration (Hours)
Direct Activities	761	1460
Indirect Activities	316	2901

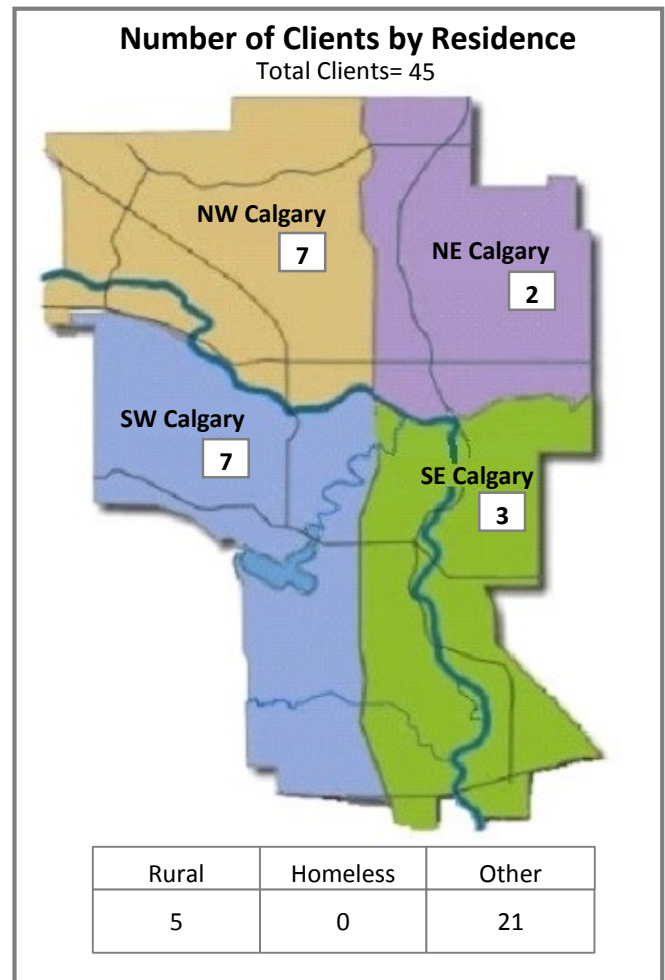
Group Activity Totals		
Number of Sessions	Number of Participants	Total Session Hours
254	462	599

Alcove Addiction Recovery for Women

Client Statistics 2017-2018: Source Program Data

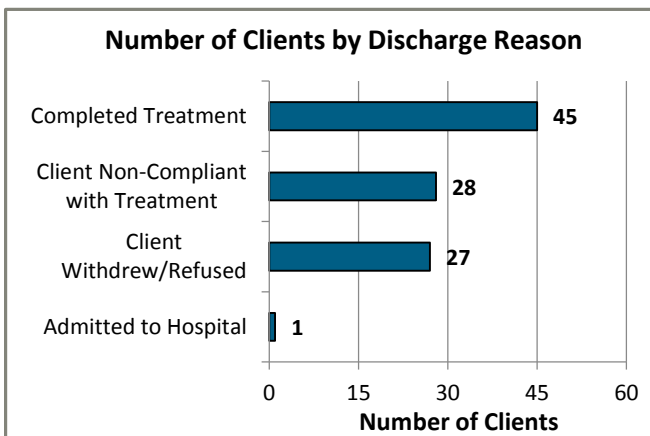


Note: 9 clients have an unknown diagnosis.



Note: 68 clients have an unknown place of residence.

Discharge Statistics 2017-2018: Source Program Data



Aspen - Eating Disorder Community Support Home

Aspen contracts with AHS Calgary Zone to provide support to young adults aged 14 to 23 years who attend the Eating Disorder Program. The Eating Disorder Community Support Home program provides a supportive living environment for young persons attending the Eating Disorder Day Treatment program at the Alberta Children's Hospital.

Support homes are recruited from the Calgary community to provide temporary residence, transportation, support, and encouragement in the development of healthy lifestyle changes. Support workers train, supervise, and assist the support home providers and also work with clients and staff from the Eating Disorder Program.

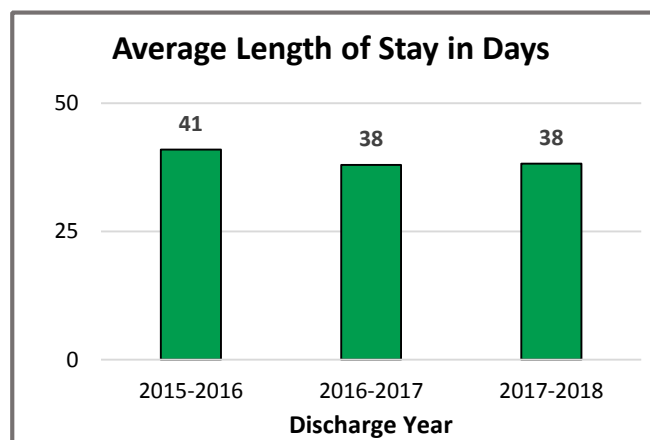
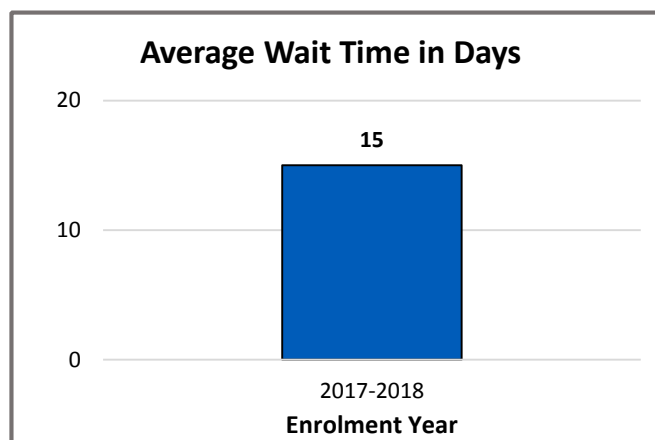
Program Statistics: Source Program Data

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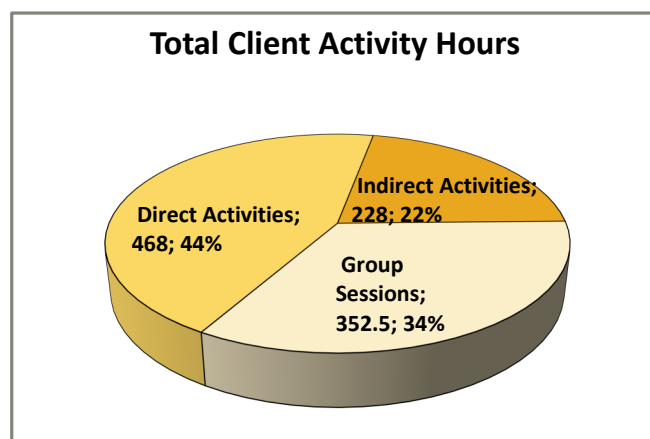
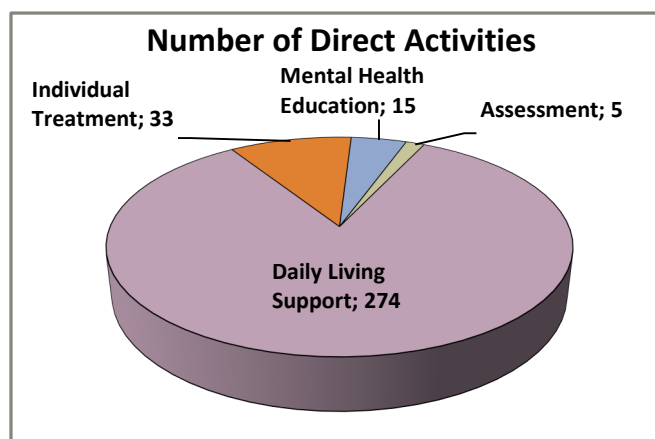
	2015-2016	2016-2017	2017-2018
Referrals	-	-	5
New Enrolments	10	9	5
Overall Registrations	10	9	5
Unique Individuals Served	10	9	5
Discharges	9	9	5

Referral information for previous years is not available.

Wait Time and Length of Stay: Source Program Data



Activity Statistics 2017-2018: Source Program Data

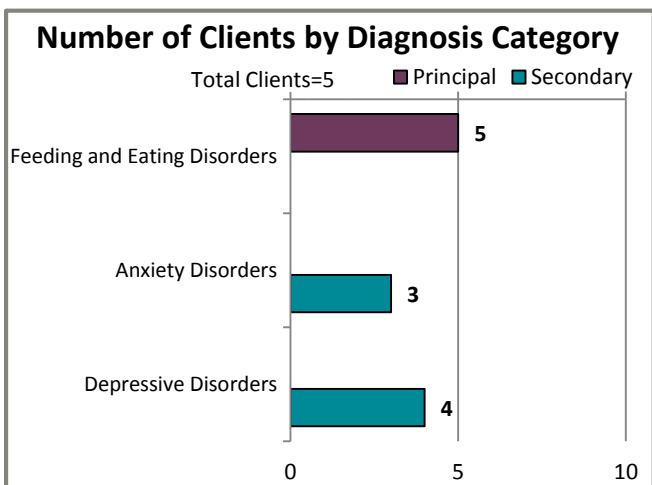
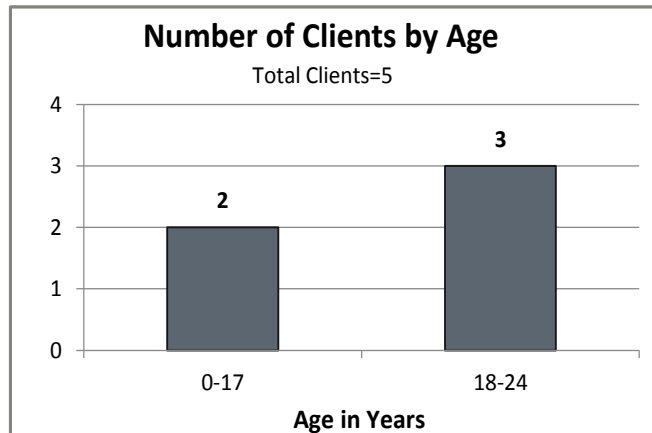
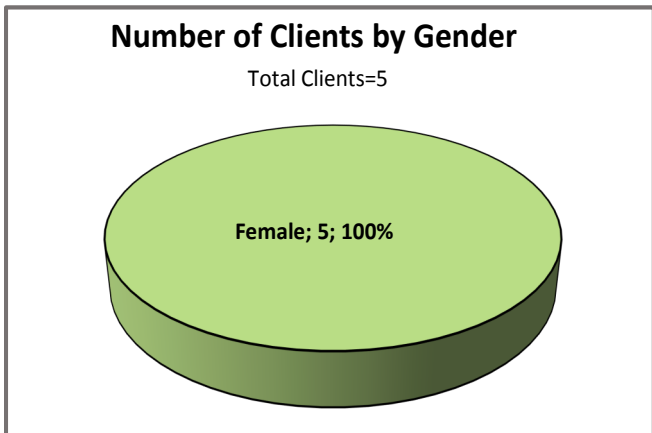


Registered Client Activity Totals		
	# Activities	Duration (Hours)
Direct Activities	327	468
Indirect Activities	445	228

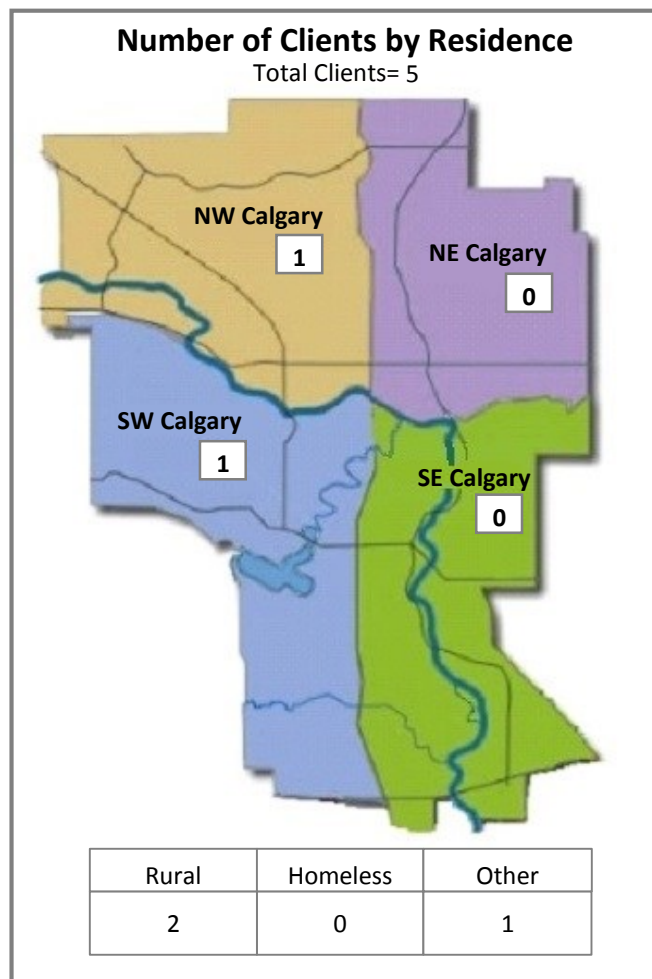
Group Activity Totals		
Number of Sessions	Number of Participants	Total Session Hours
218	137	352.5

Aspen - Eating Disorder Community Support Home

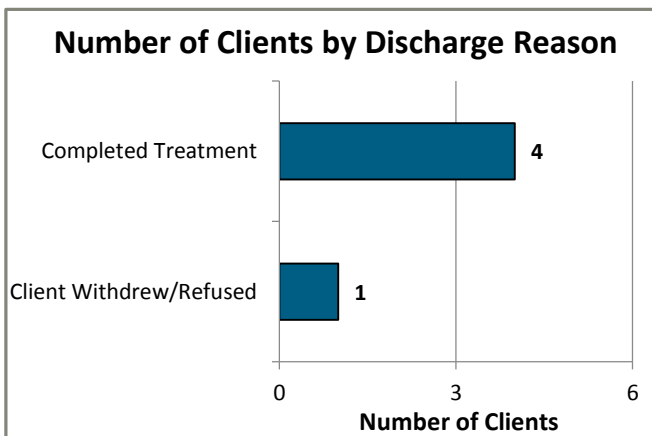
Client Statistics 2017-2018: Source Program Data



Note: A client may have more than one diagnosis.



Discharge Statistics 2017-2018: Source Program Data



Aventa - Phase II Short-Term Residential

Aventa provides concurrent capable, trauma informed and gender responsive addiction treatment to meet the unique needs of women. Aventa incorporates a client and family centered care approach to our services. Historically, over 98% of women accessing treatment services at Aventa have suffered from trauma and 88% also concurrently report a mental health issue.

Phase II is a six-week, intensive live-in program that provides therapeutic individual and group counselling and focuses on the following four key areas: sexual, spiritual, relationships, and self.

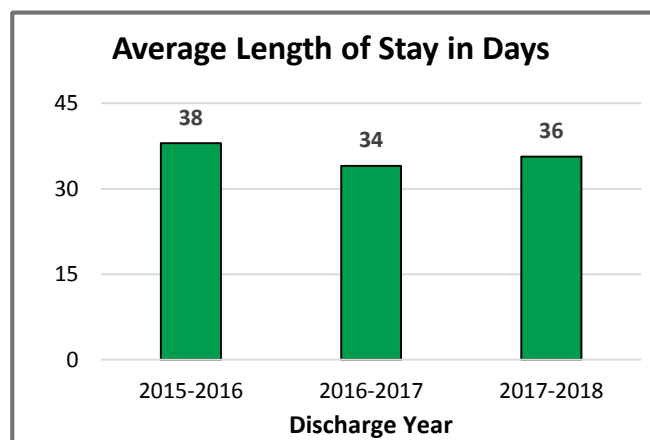
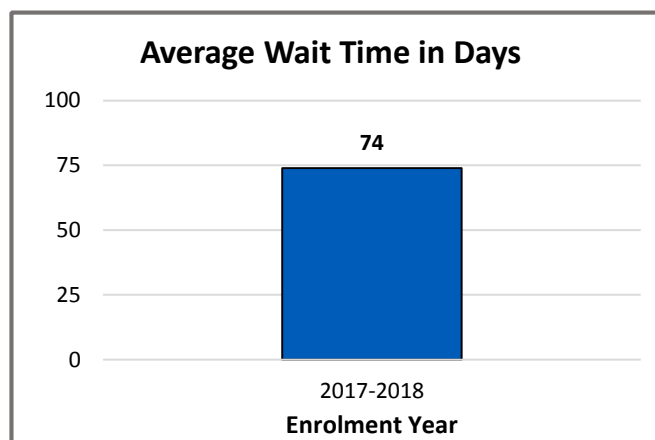
Program Statistics: Source Program Data

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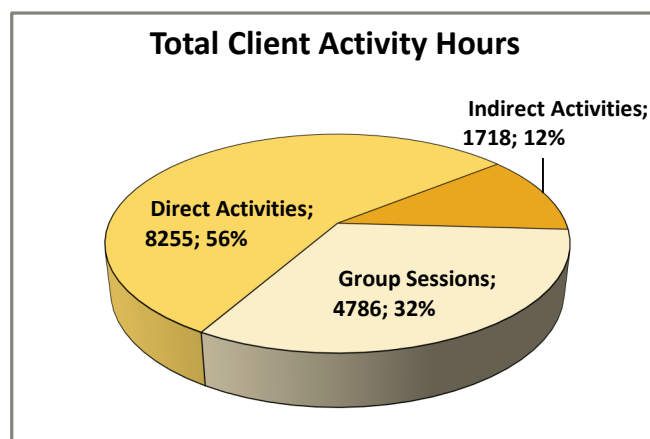
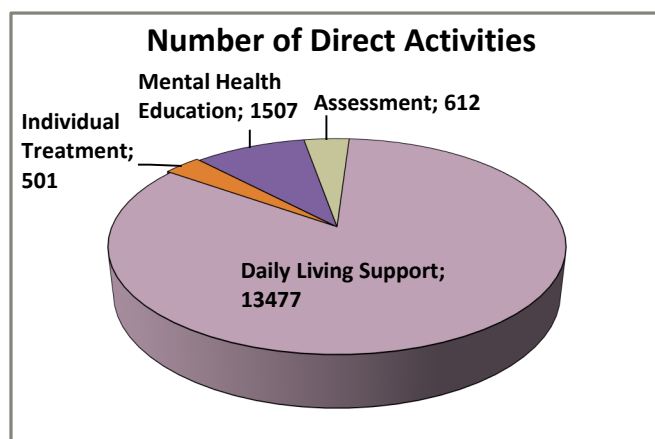
	2015-2016	2016-2017	2017-2018
Referrals	-	-	808
New Enrolments	263	251	275
Overall Registrations	286	279	297
Unique Individuals Served	274	262	264
Discharges	257	259	272

Referral information for previous years is not available.

Wait Time and Length of Stay: Source Program Data



Activity Statistics 2017-2018: Source Program Data

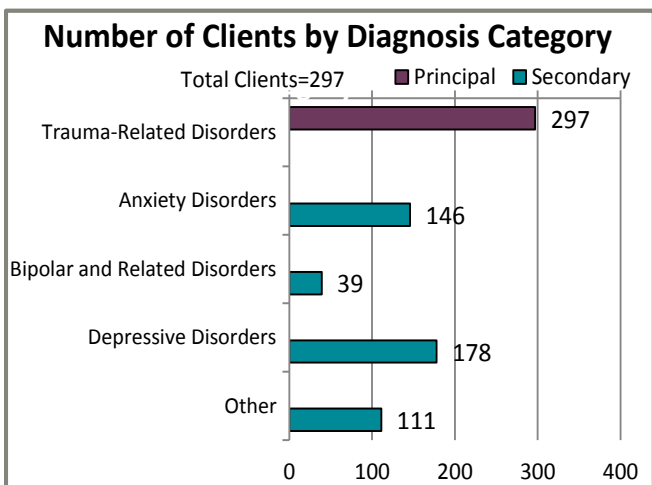
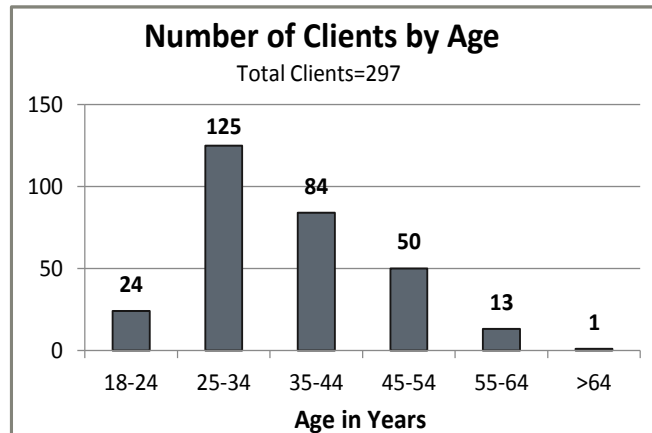
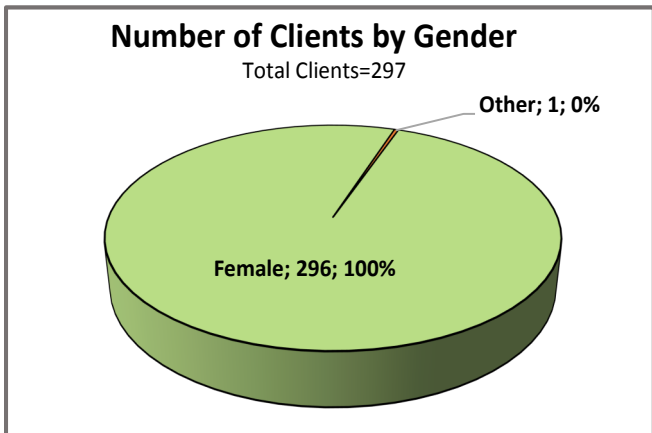


Registered Client Activity Totals		
	# Activities	Duration (Hours)
Direct Activities	16097	8255
Indirect Activities	44464	1718

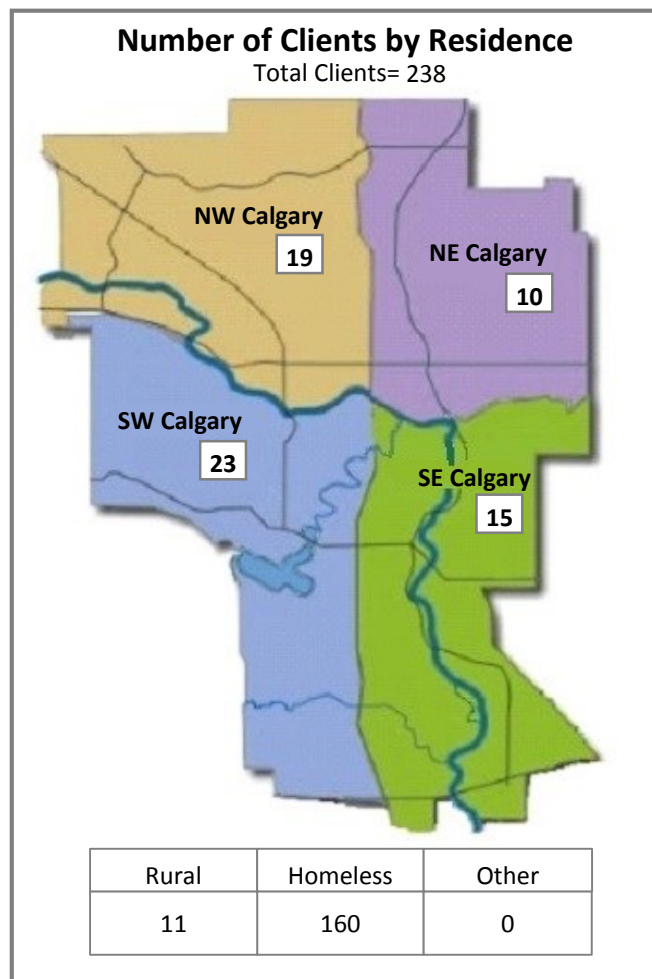
Group Activity Totals		
Number of Sessions	Number of Participants	Total Session Hours
3046	104069	4786

Aventa - Phase II Short-Term Residential

Client Statistics 2017-2018: Source Program Data

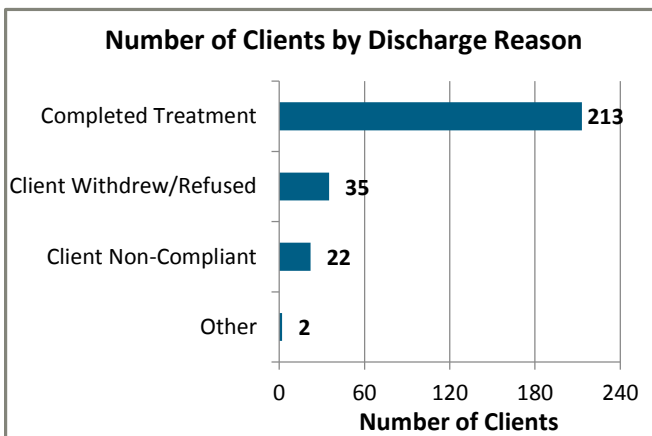


Note: A client may have more than one diagnosis.



Note: 66 clients have an unknown place of residence.

Discharge Statistics 2017-2018: Source Program Data



Note: 3 clients have an unknown discharge reason.

Aventa - Phase III Long-Term Residential

Aventa provides concurrent capable, trauma informed and gender responsive addiction treatment to meet the unique needs of women. Aventa incorporates a client and family centered care approach to our services.

Phase III is a three month live-in treatment program for women who have completed the Phase II component or Young Adult Treatment (YAT) program. This program offers therapeutic individual and group counselling with a strong educational and skill building component.

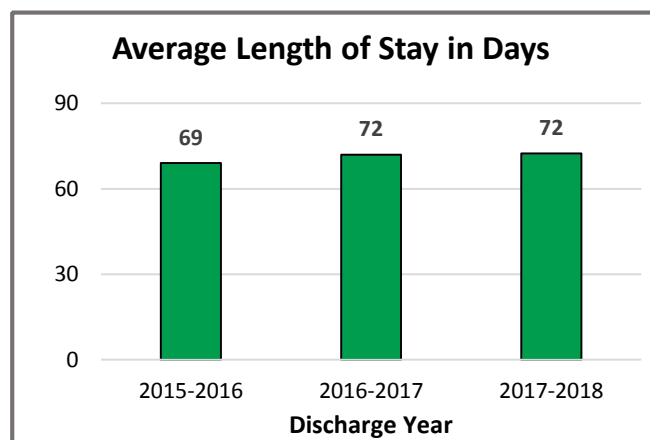
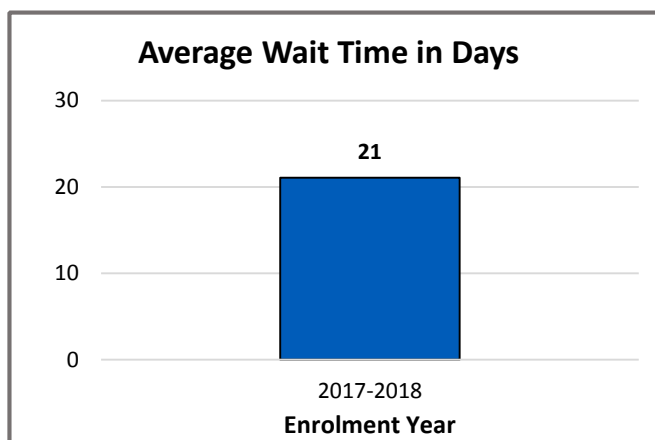
Program Statistics: Source Program Data

For information on interpreting the program and client statistics presented in this report, see Appendix A.

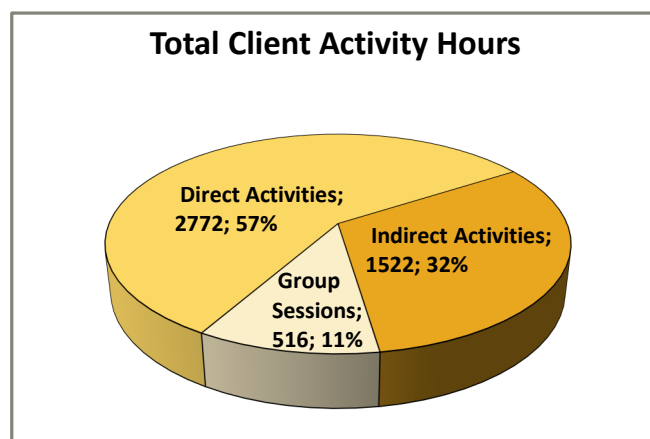
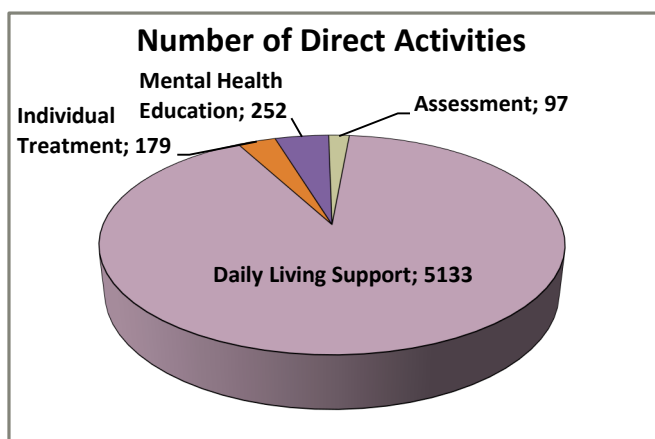
	2015-2016	2016-2017	2017-2018
Referrals	-	-	87
New Enrolments	58	54	59
Overall Registrations	68	66	68
Unique Individuals Served	68	65	68
Discharges	53	58	57

Referral information for previous years is not available.

Wait Time and Length of Stay: Source Program Data



Activity Statistics 2017-2018: Source Program Data

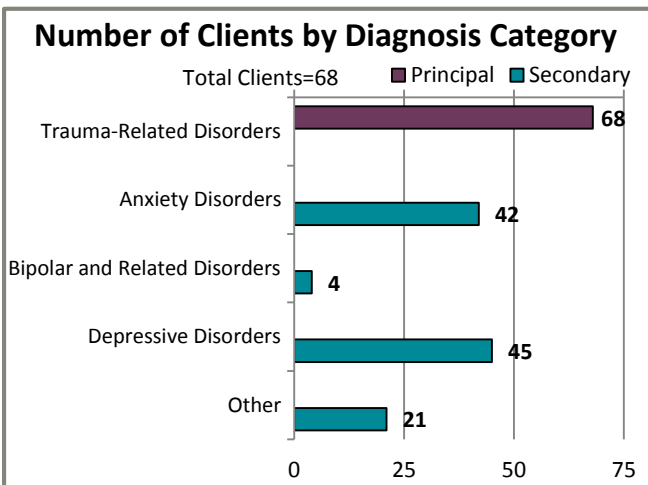
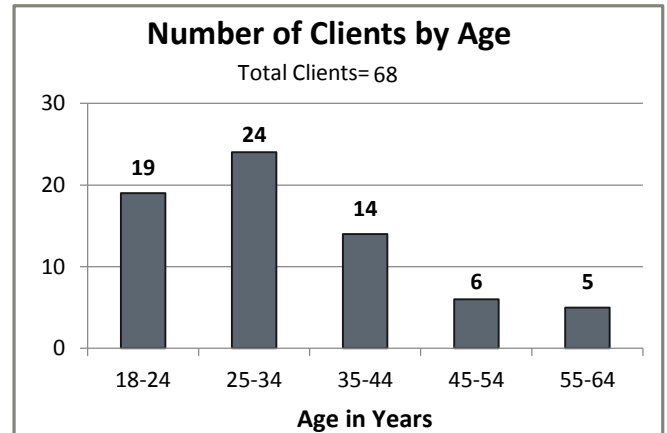
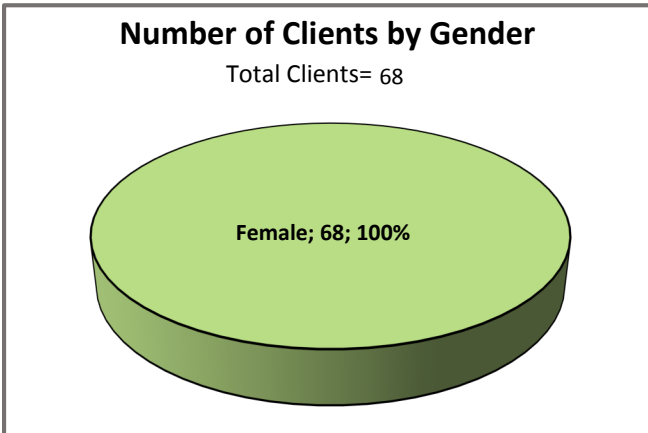


Registered Client Activity Totals		
	# Activities	Duration (Hours)
Direct Activities	5661	2772
Indirect Activities	22432	1522

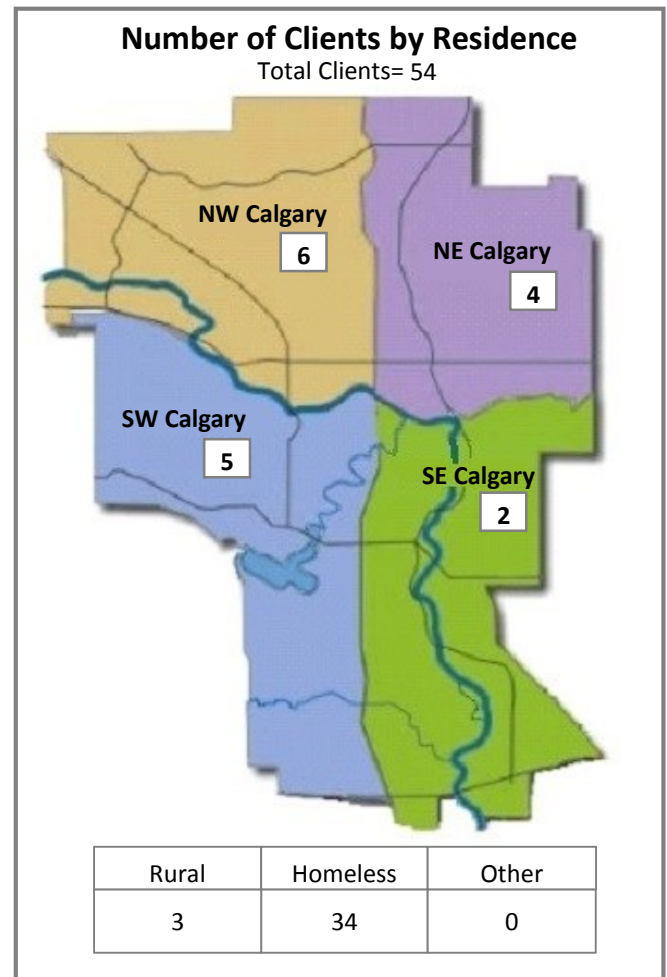
Group Activity Totals		
Number of Sessions	Number of Participants	Total Session Hours
326	4407	516

Aventa - Phase III Long-Term Residential

Client Statistics 2017-2018: Source Program Data

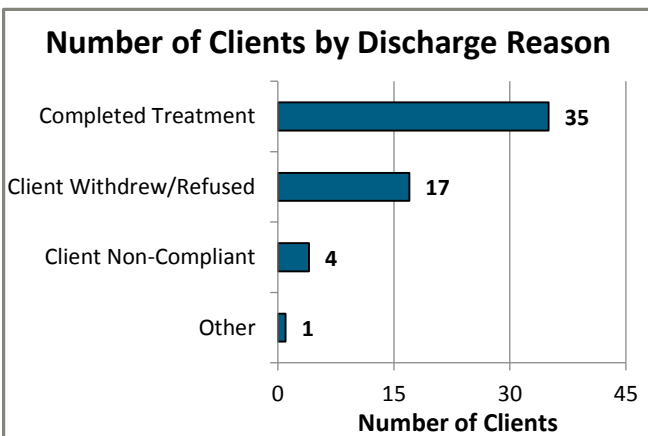


Note: A client may have more than one diagnosis.



Note: 29 clients have an unknown place of residence.

Discharge Statistics 2017-2018: Source Program Data



Calgary Alpha House

The Calgary Alpha House is an organization providing services to those who are under the influence of, or withdrawing from, alcohol and/or other drugs and require assistance in stabilizing their condition. The program provides a safe, caring environment for individuals whose lives are affected by alcohol and substance dependencies.

The purpose of the organization is to provide support and promote well-being through several programs including shelter, detoxification, outreach, housing, and encampment. The treatment is based on three primary stages; harm reduction philosophy, change model, and self-help recovery programs.

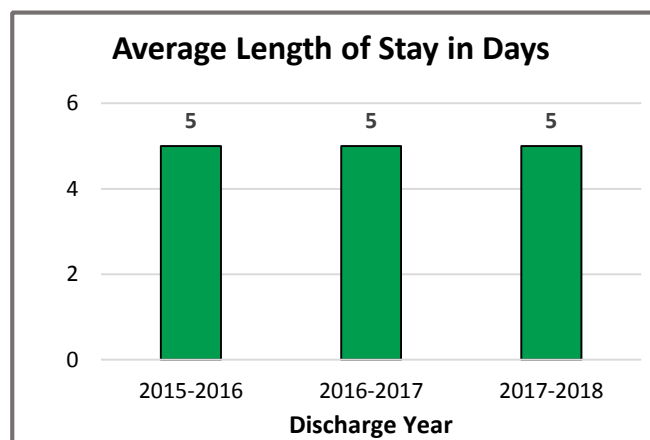
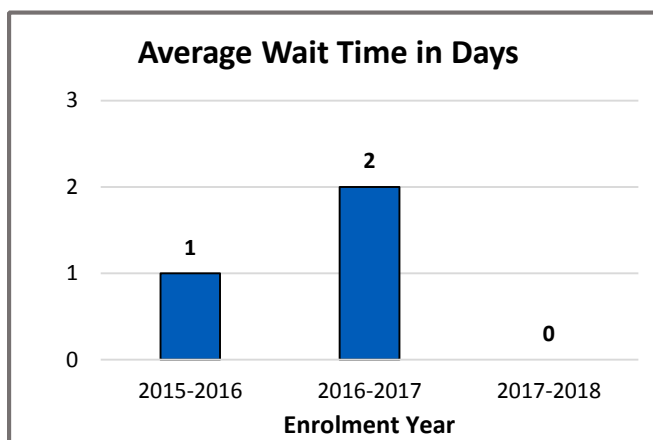
Program Statistics: Source Program Data

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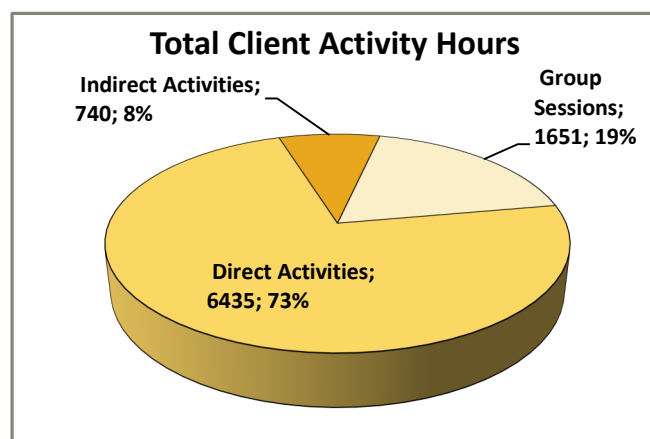
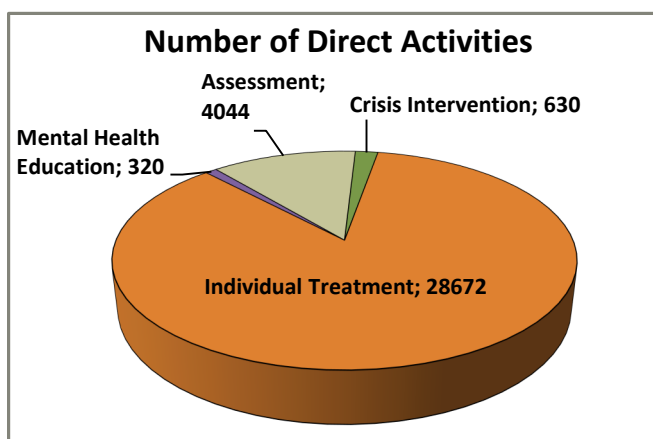
	2015-2016	2016-2017	2017-2018
Referrals	-	-	2055
New Enrolments	755	706	2055
Overall Registrations	2032	2064	2055
Unique Individuals Served	1160	1171	1167
Discharges	2032	2061	2017

Referral information for previous years is not available.

Wait Time and Length of Stay: Source Program Data



Activity Statistics 2017-2018: Source Program Data

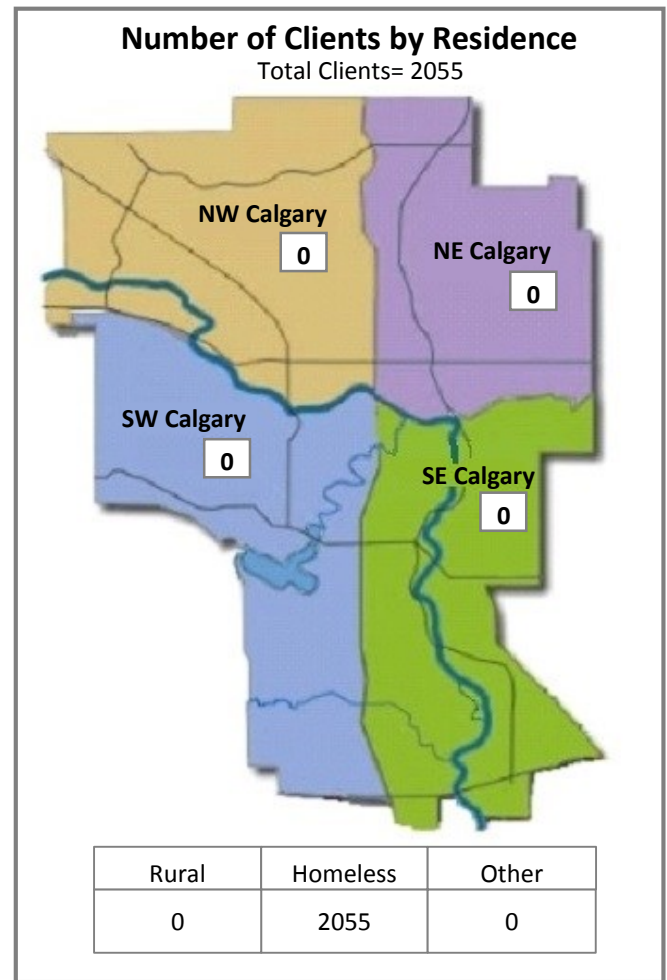
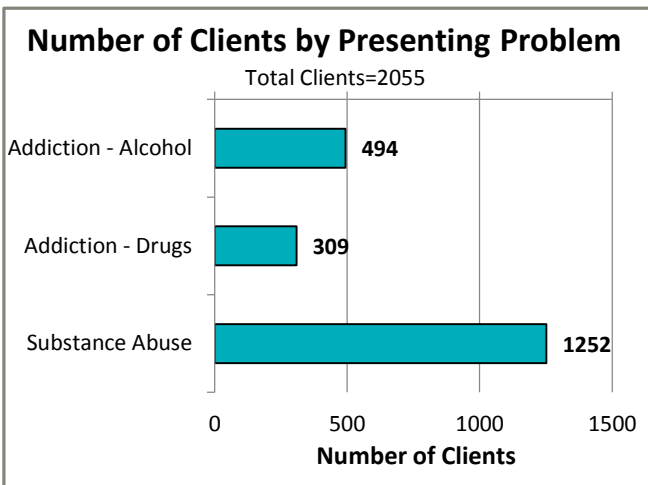
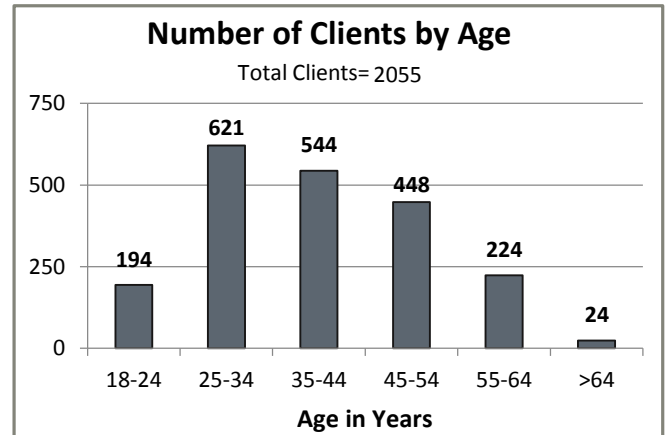
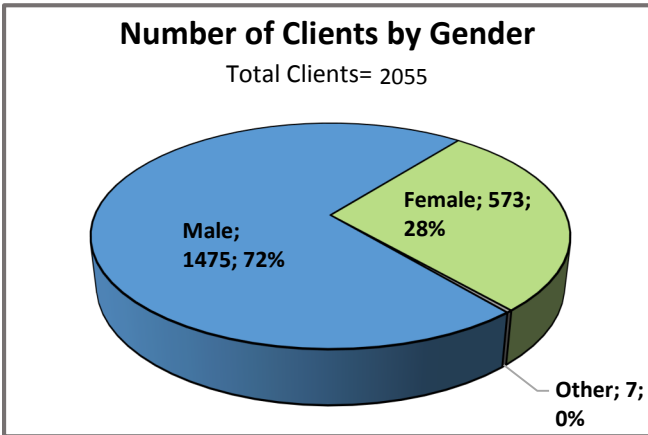


Registered Client Activity Totals		
	# Activities	Duration (Hours)
Direct Activities	33666	6435
Indirect Activities	660	740

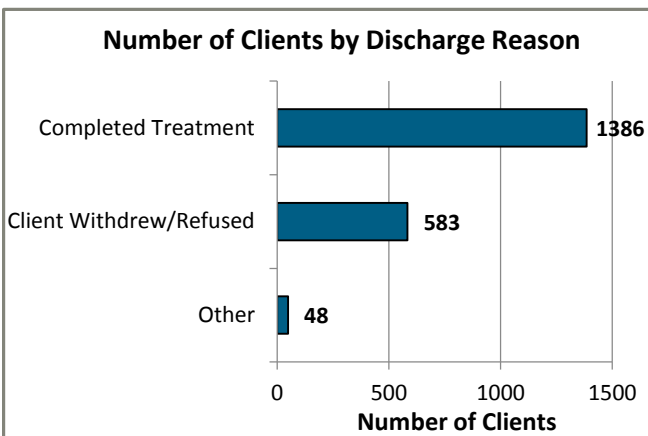
Group Activity Totals		
Number of Sessions	Number of Participants	Total Session Hours
1213	7671	1651

Calgary Alpha House

Client Statistics 2017-2018: Source Program Data



Discharge Statistics 2017-2018: Source Program Data



Calgary Urban Project Society (CUPS)

The Calgary Urban Project Society (CUPS) operates an Opioid Dependency Service, which is an integrated primary care and opioid replacement therapy program.

The program is a collaborative integration of family physicians, nurses, psychiatrists, social workers and mental health workers who have been trained to provide treatment of methadone, suboxone or buprenorphine to opioid patients accessing CUPS programs.

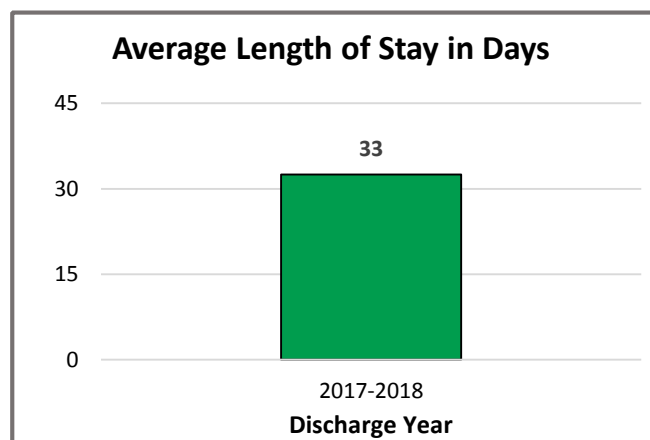
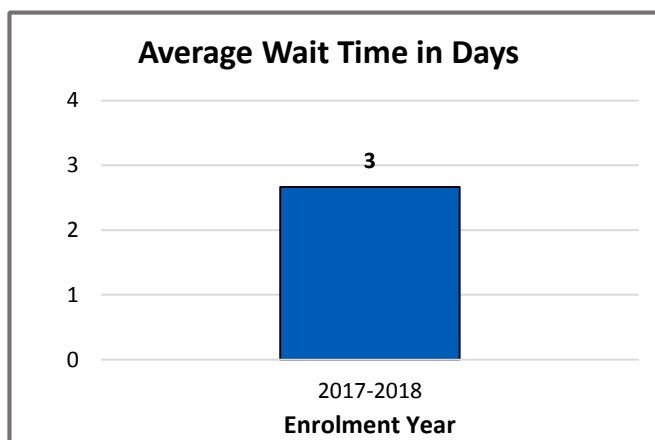
Program Statistics: Source Program Data

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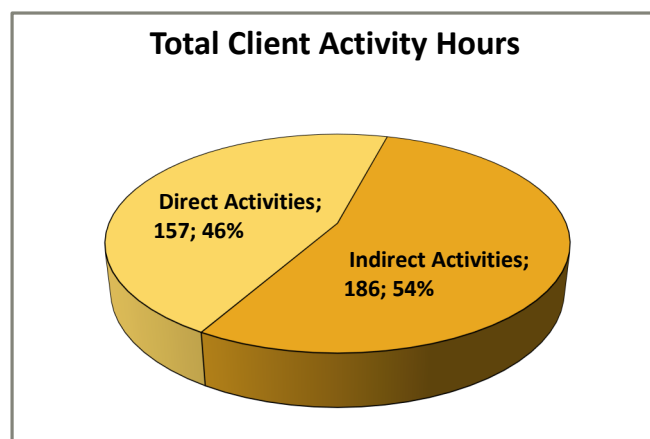
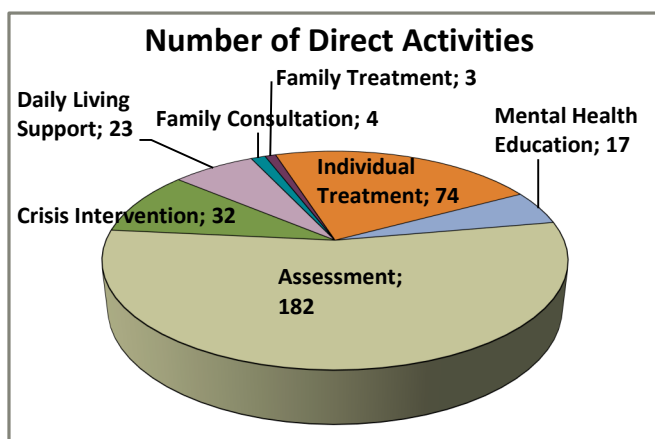
	2015-2016	2016-2017	2017-2018
Referrals	-	-	89
New Enrolments	-	-	72
Overall Registrations	-	-	84
Unique Individuals Served	-	-	83
Discharges	-	-	6

CUPS is a new program that started in September 2017. Began tracking standardized data March 1, 2018. Referrals are reported from the Client Activity

Wait Time and Length of Stay: Source Program Data



Activity Statistics 2017-2018: Source Program Data



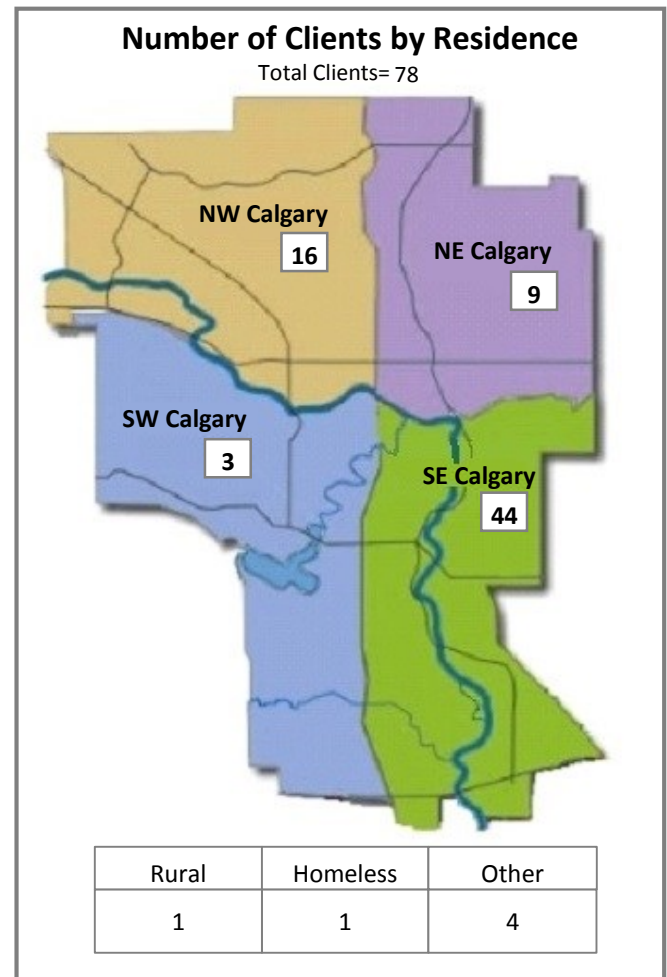
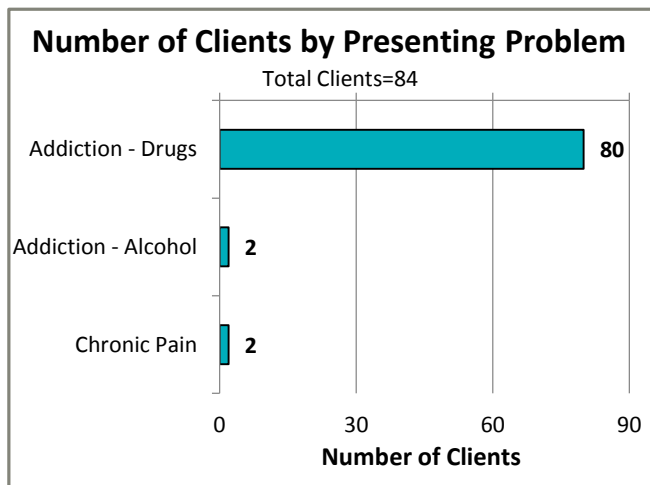
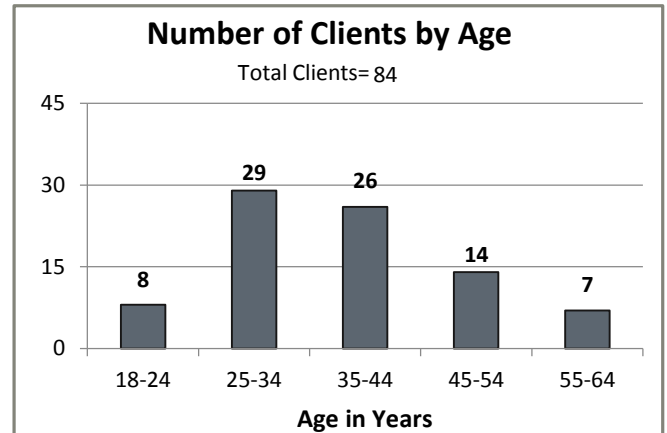
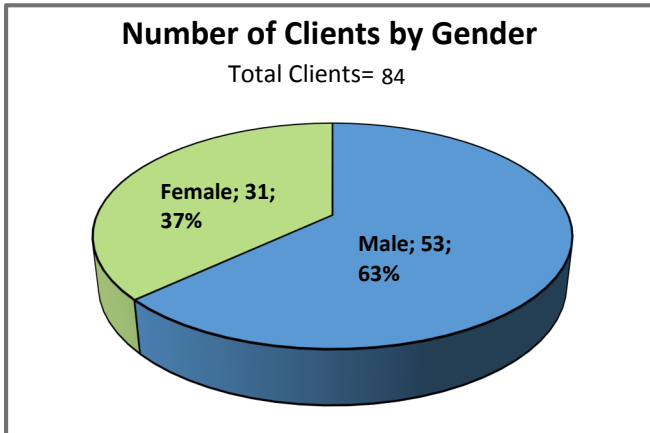
Registered Client Activity Totals		
	# Activities	Duration (Hours)
Direct Activities	335	157
Indirect Activities	871	186

Group Activity Note

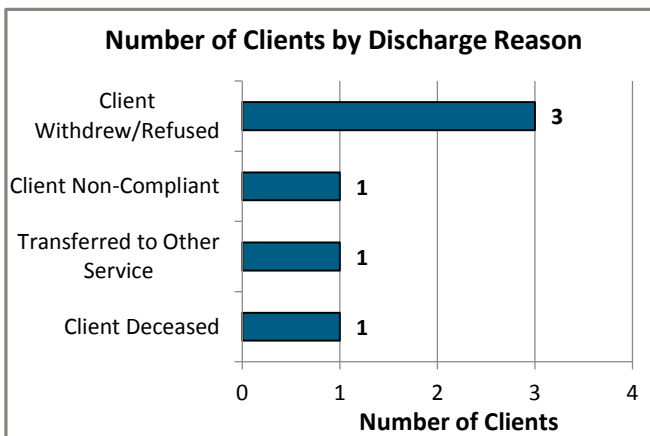
Group activity information is not available.

Calgary Urban Project Society (CUPS)

Client Statistics 2017-2018: Source Program Data



Discharge Statistics 2017-2018: Source Program Data



Note: 6 clients have an unknown place of residence.

Calgary Alternative Support Services - Creative Community Living Activities

Calgary Alternative Support Services (CASS) is a non-profit agency that provides support to people with disabilities. Creative Community Living Activities (CCLA) is a group day program created by CASS for adults suffering from severe and persistent mental illness.

CCLA provides ongoing assessment and support with qualified, experienced staff who have an understanding of group dynamics, therapeutic counselling modalities, and crisis intervention to provide a combination of medical and psychosocial approaches. The services ensure continuity of care to prevent or reduce the need for hospitalization.

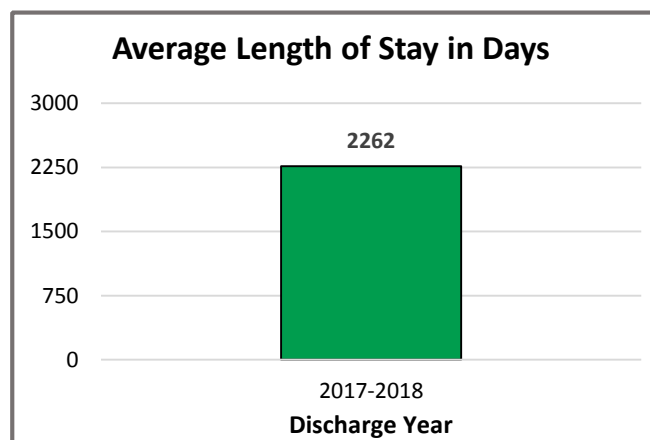
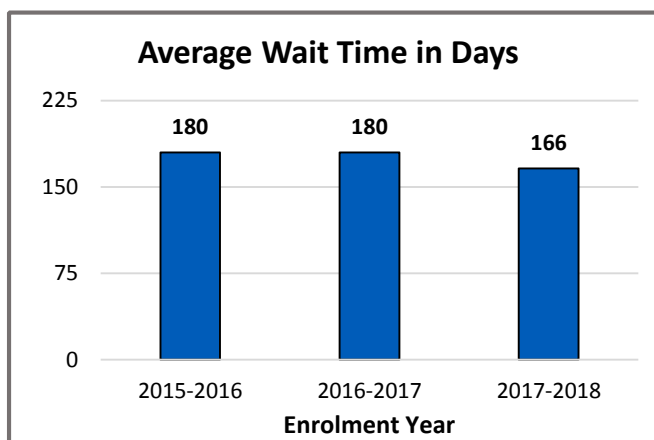
Program Statistics: Source Program Data

For information on interpreting the program and client statistics presented in this report, see Appendix A.

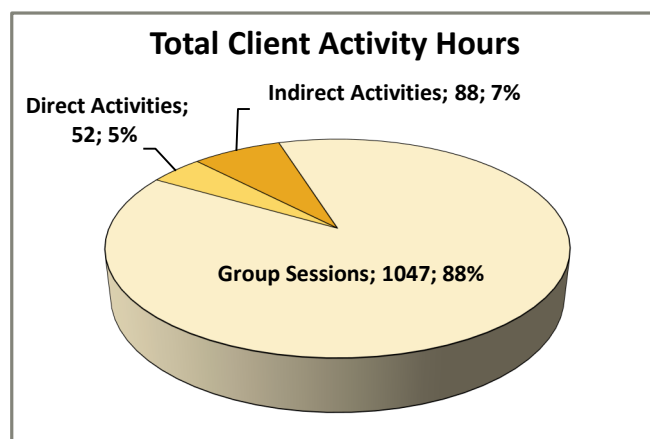
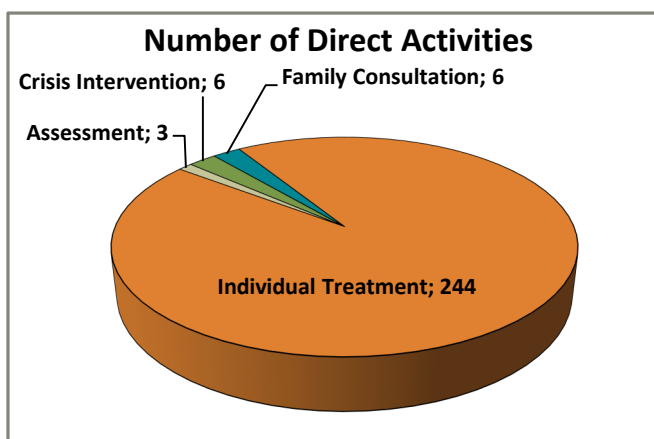
	2015-2016	2016-2017	2017-2018
Referrals	-	-	16
New Enrolments	9	9	14
Overall Registrations	58	60	66
Unique Individuals Served	58	60	66
Discharges	7	8	16

Referrals are reported from the Client Activity Report. Referral information from previous years is not available.

Wait Time and Length of Stay: Source Program Data



Activity Statistics 2017-2018: Source Program Data

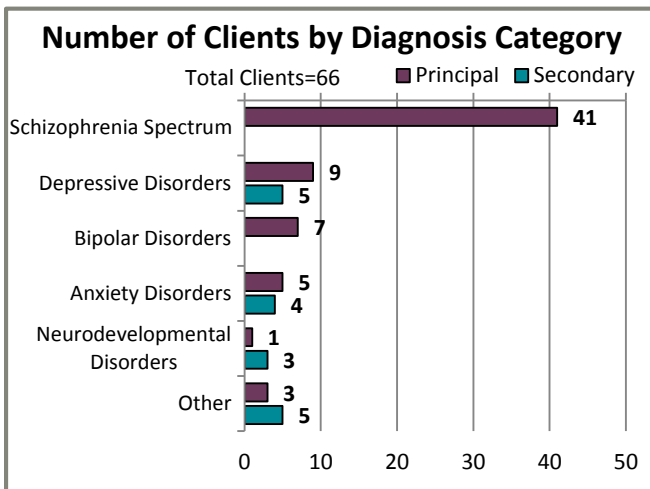
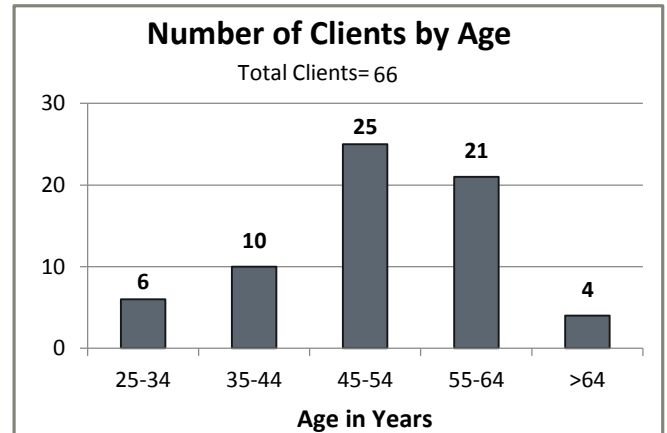
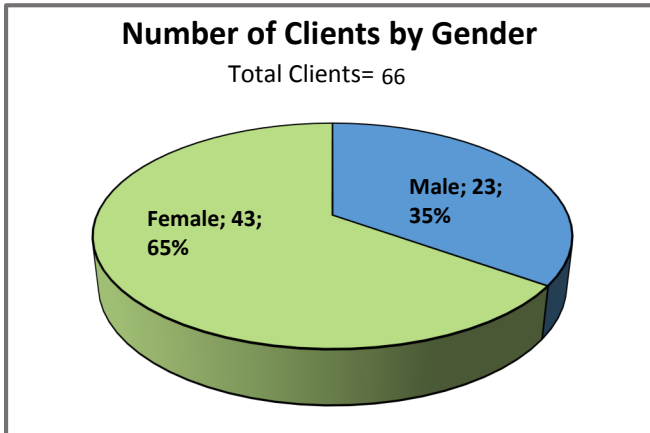


Registered Client Activity Totals		
	# Activities	Duration (Hours)
Direct Activities	259	52
Indirect Activities	453	88

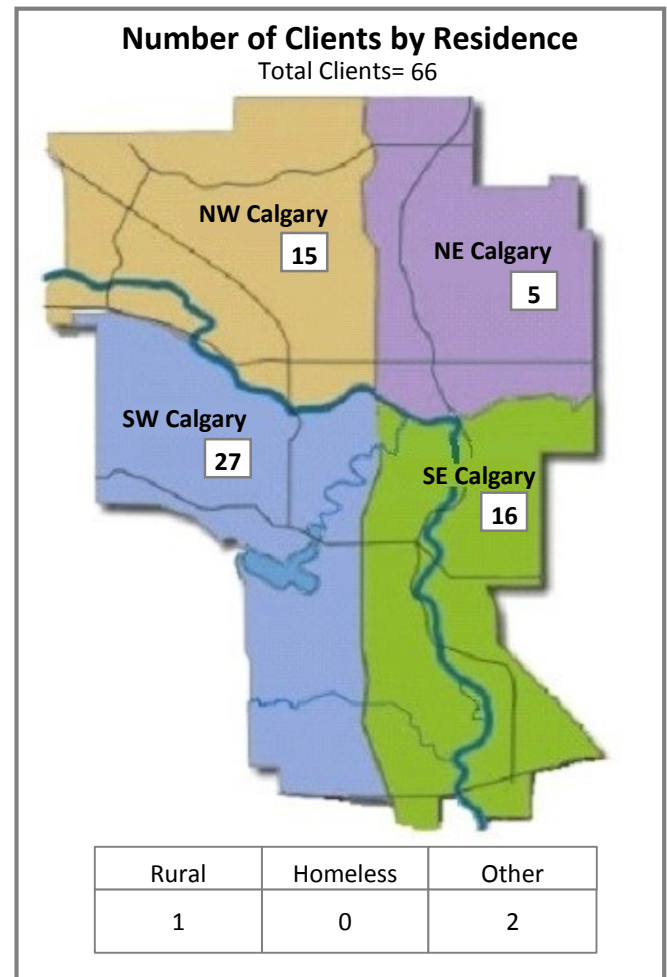
Group Activity Totals		
Number of Sessions	Number of Participants	Total Session Hours
483	2525	1047

Calgary Alternative Support Services - Creative Community Living Activities

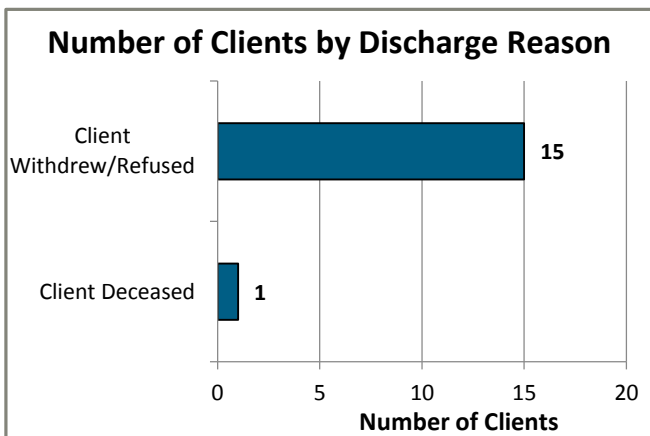
Client Statistics 2017-2018: Source Program Data



Note: A client may have more than one diagnosis.



Discharge Statistics 2017-2018: Source Program Data



CMHA - Continuing Connections

The Canadian Mental Health Association (CMHA) Continuing Connections program supports individuals living in one of four partnering long-term care centres: Glamorgan, Bethany, Dr. Vernon Fanning, and Garrison Green. The objectives of the program are to support the recovery and renewal of hope through assisting individuals to increase their community interactions, confidence levels, and to facilitate healthy living opportunities.

Through the leisure/recreation component, residents are encouraged to participate in social, recreational, and leisure activities to increase skill building, social interaction, and community integration. Residents may participate in group activities and/or be matched with a volunteer for individual social visits to promote meaningful relationships.

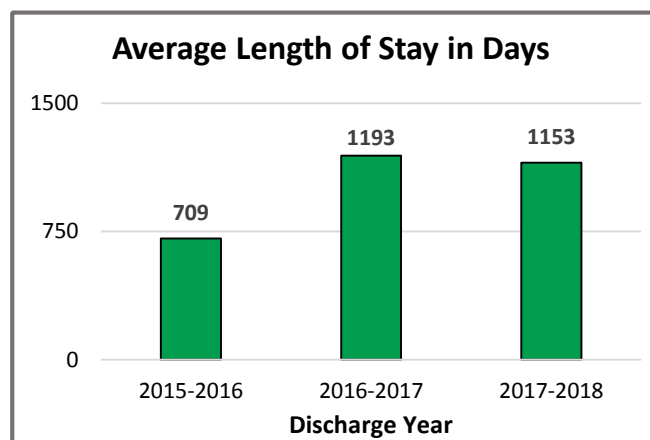
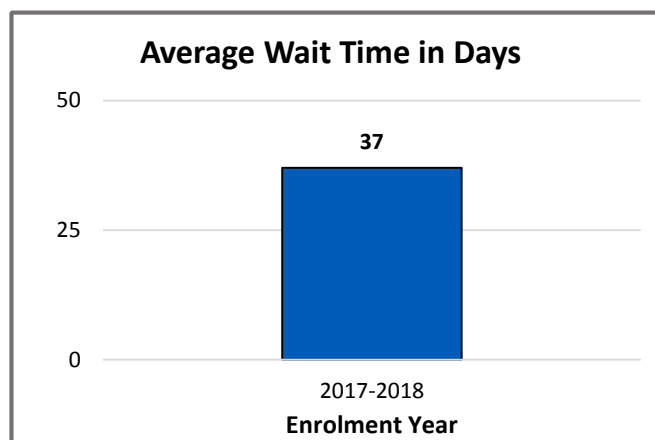
Program Statistics: Source Program Data

For information on interpreting the program and client statistics presented in this report, see Appendix A.

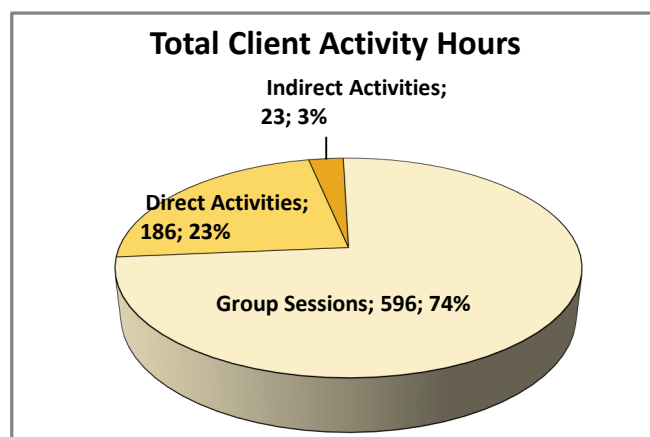
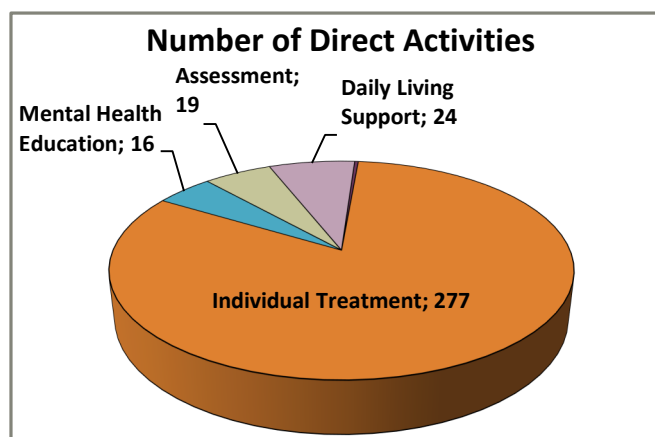
	2015-2016	2016-2017	2017-2018
Referrals	18	8	24
New Enrolments	18	8	24
Overall Registrations	76	66	79
Unique Individuals Served	76	64	75
Discharges	18	9	35

Referrals are reported from the Client Activity Report.

Wait Time and Length of Stay: Source Program Data



Activity Statistics 2017-2018: Source Program Data

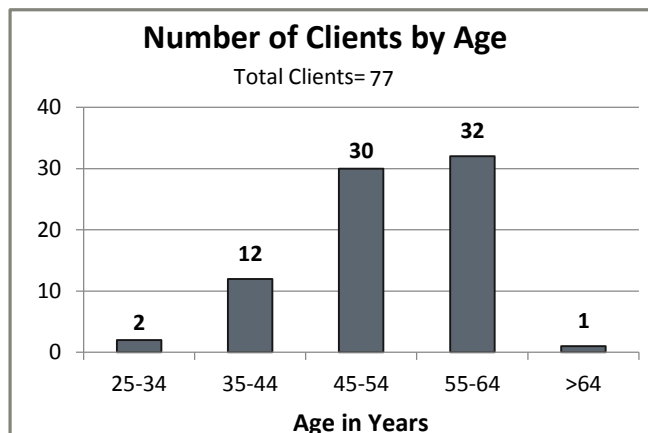
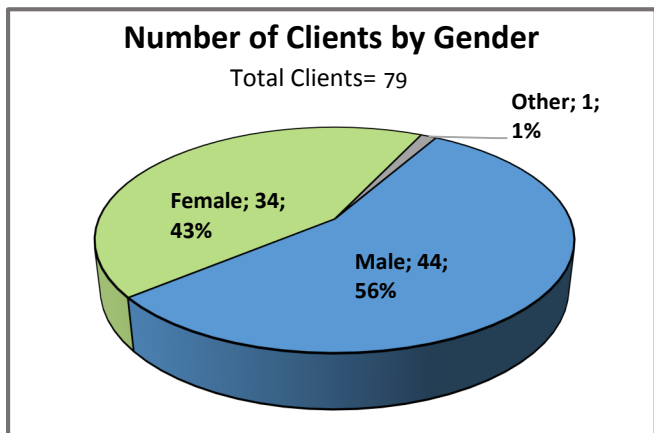


Registered Client Activity Totals		
	# Activities	Duration (Hours)
Direct Activities	337	186
Indirect Activities	196	23

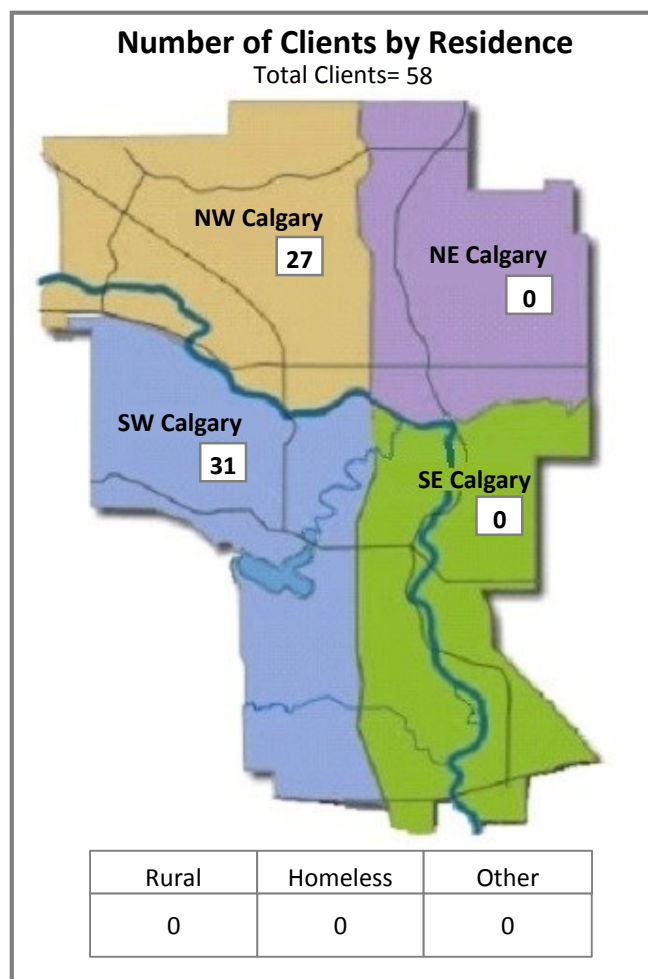
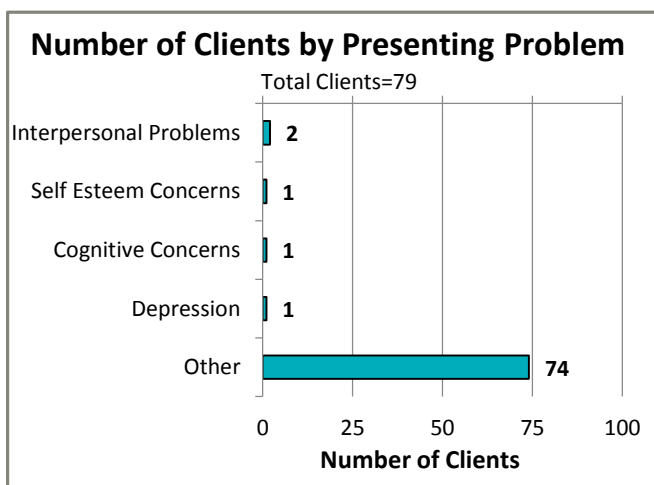
Group Activity Totals		
Number of Sessions	Number of Participants	Total Session Hours
246	161	556

CMHA - Continuing Connections

Client Statistics 2017-2018: Source Program Data

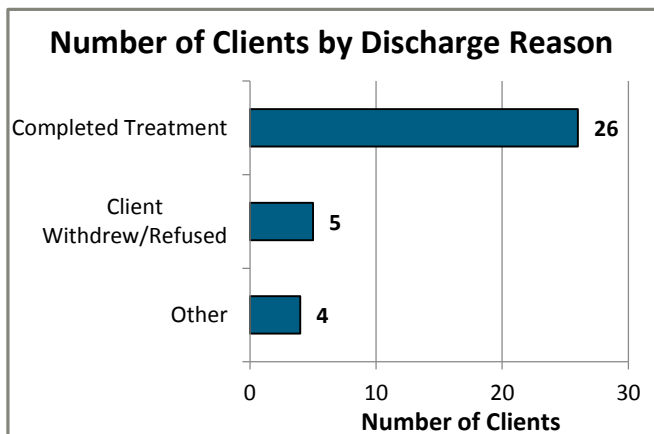


Note: 2 clients have an unknown date of birth.



Note: 21 clients have an unknown place of residence.

Discharge Statistics 2017-2018: Source Program Data



CMHA - Hamilton House

The Canadian Mental Health Association (CMHA) Hamilton House is an eight-bed group home which is part of the Post Discharge Transition Program. This group homes provide 24-hour transitional support to individuals discharged from an inpatient mental health unit within Calgary. The home has the support of an AHS nurse and shared support from a psychiatrist to provide consultation and medication management.

Many clients experience concurrent disorders which may include substance abuse, secondary mental health conditions, and/or medical diagnoses. Treatment is focused on recovery, life skills, community re-integration, and wellness with the intent to transition to other community programs when clients are deemed ready.

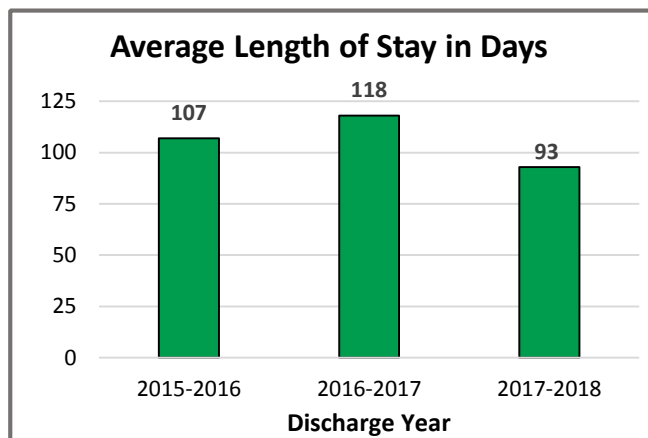
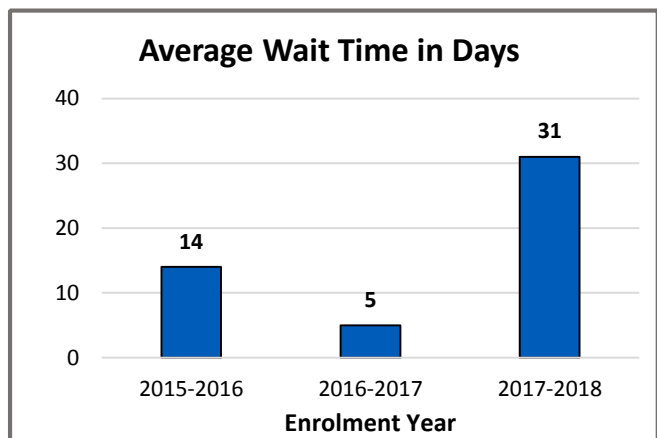
Program Statistics: Source Program Data

For information on interpreting the program and client statistics presented in this report, see Appendix A.

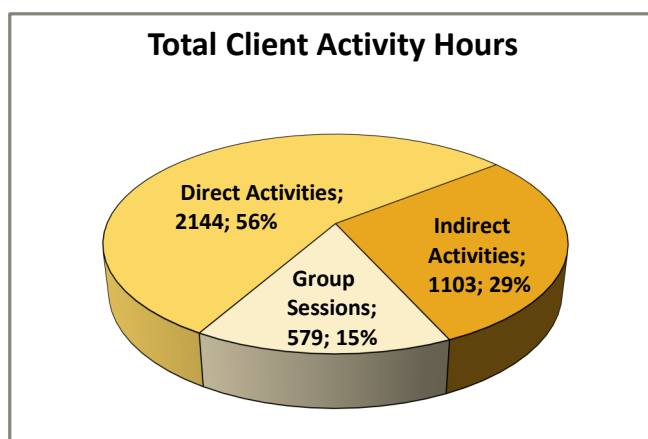
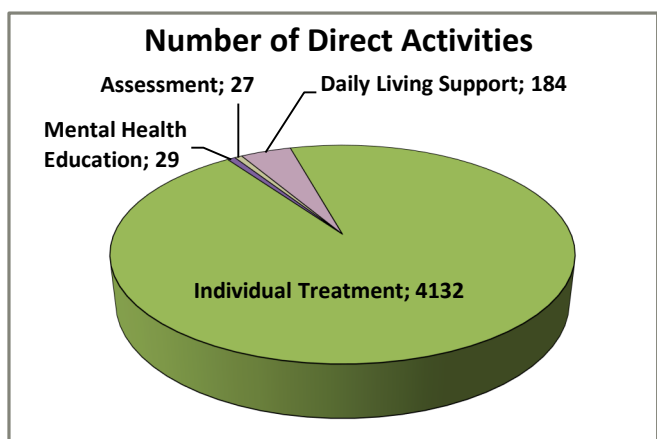
	2015-2016	2016-2017	2017-2018
Referrals	-	25	19
New Enrolments	28	25	21
Overall Registrations	37	36	28
Unique Individuals Served	35	34	27
Discharges	26	26	22

Referrals are reported from the Client Activity Report.

Wait Time and Length of Stay: Source Program Data



Activity Statistics 2017-2018: Source Program Data

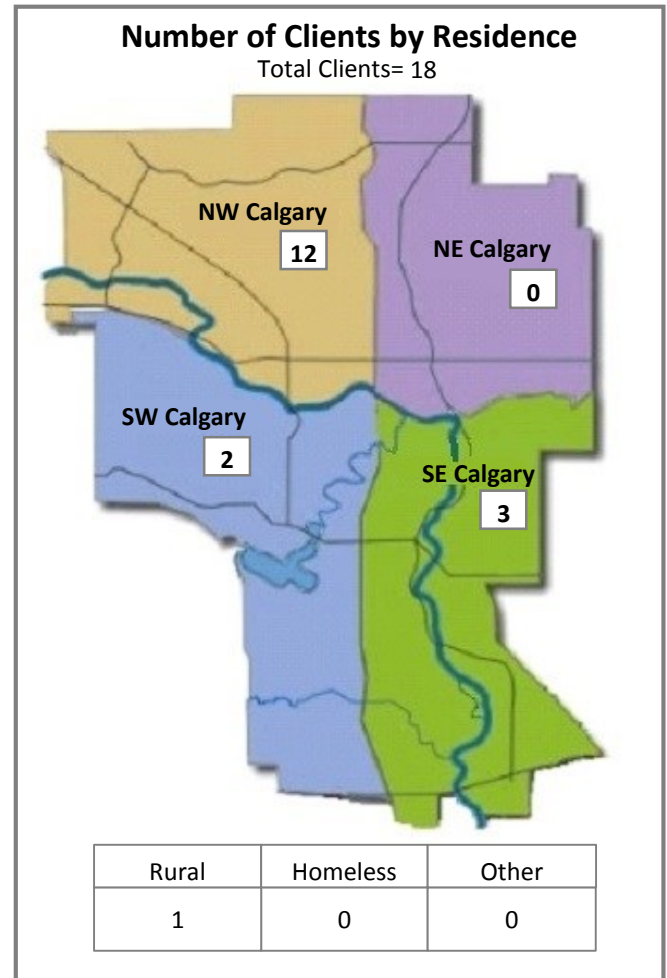
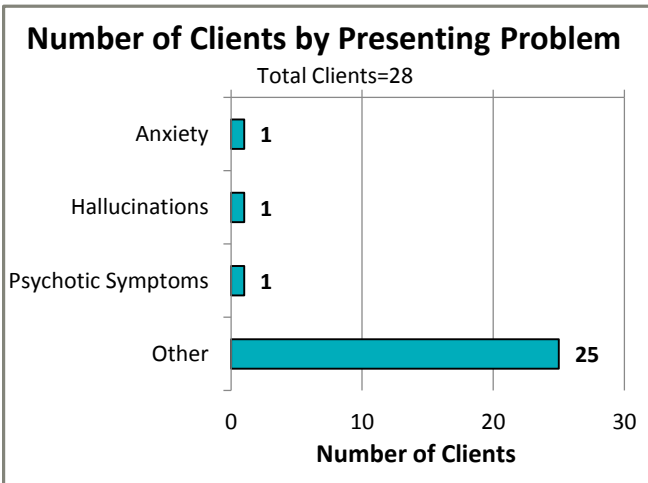
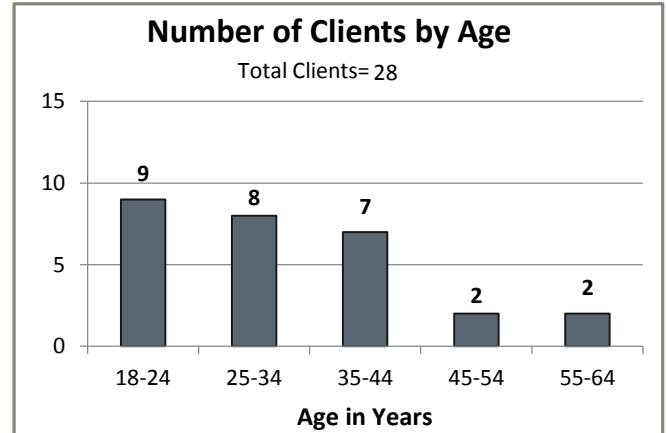
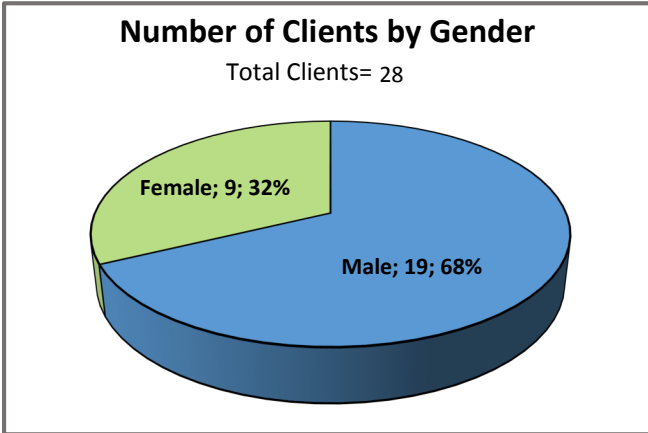


Registered Client Activity Totals		
	# Activities	Duration (Hours)
Direct Activities	4423	2144
Indirect Activities	6312	1103

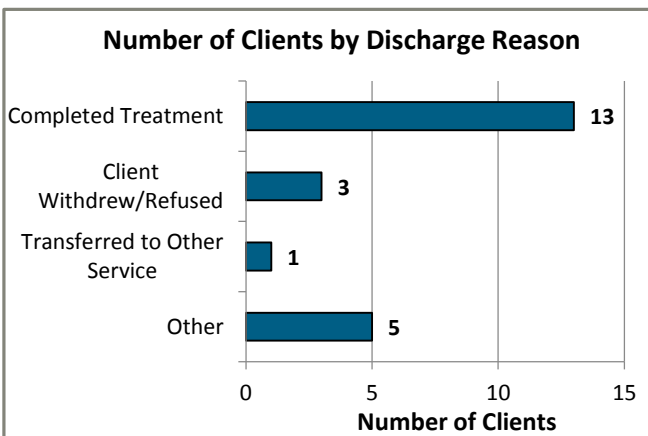
Group Activity Totals		
Number of Sessions	Number of Participants	Total Session Hours
122	87	579

CMHA - Hamilton House

Client Statistics 2017-2018: Source Program Data



Discharge Statistics 2017-2018: Source Program Data



Note: 10 clients have an unknown place of residence.

CMHA - Independent Living Support Program

The Canadian Mental Health Association (CMHA) Independent Living Support Program (ILS) encourages mental health clients to live as independently as their disorder will allow. The program provides emotional support and assistance with developing living skills including budgeting, cooking, and self-care, as well as coping skills to better manage their condition.

Services are provided through AHS Addiction & Mental Health clinics and referrals come directly from clinic staff to the ILS Coordinator from the NW Clinic, Carnat Centre, Reality Challenged Clinic, NE Clinic, and South Clinic.

Program Statistics: Source Program Data

For information on interpreting the program and client statistics presented in this report, see Appendix A.

	2015-2016	2016-2017	2017-2018
Referrals	239	137	138
New Enrolments	275	195	149
Overall Registrations	508	465	357
Unique Individuals Served	491	435	333
Discharges	238	241	206

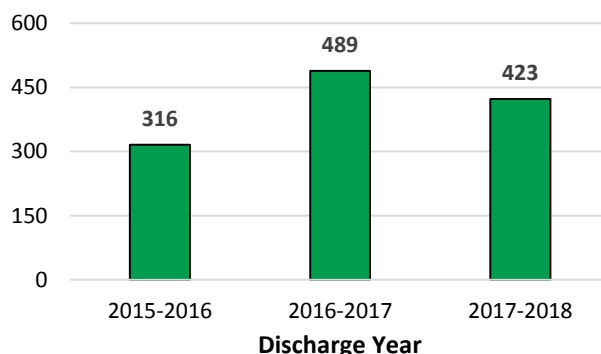
Referrals are reported from the Client Activity Report.

Wait Time and Length of Stay: Source Program Data

Wait Time

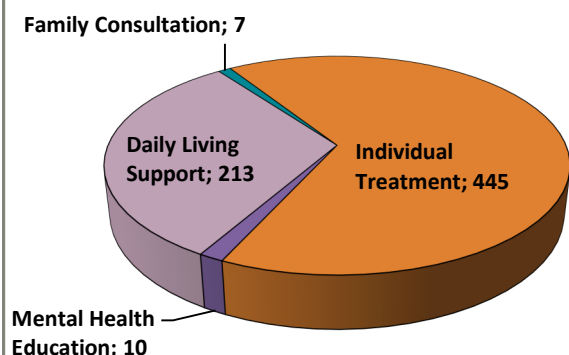
Wait time information is not available.

Average Length of Stay in Days

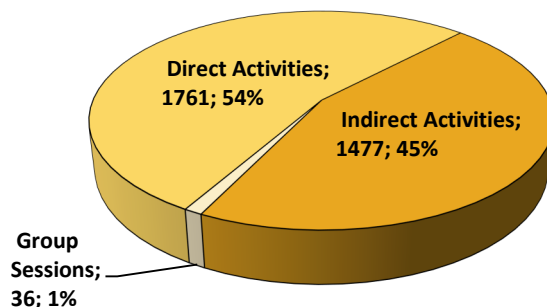


Activity Statistics 2017-2018: Source Program Data

Number of Direct Activities



Total Client Activity Hours



Registered Client Activity Totals

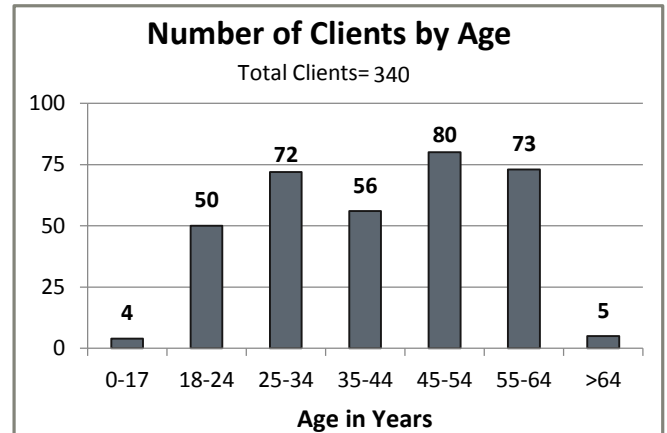
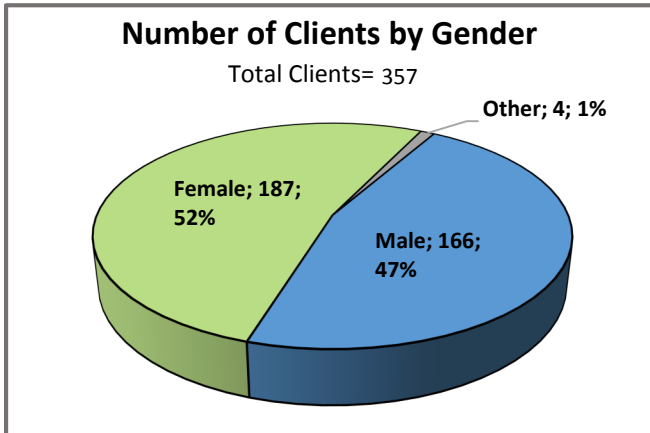
	# Activities	Duration (Hours)
Direct Activities	711	1761
Indirect Activities	1158	1477

Group Activity Totals

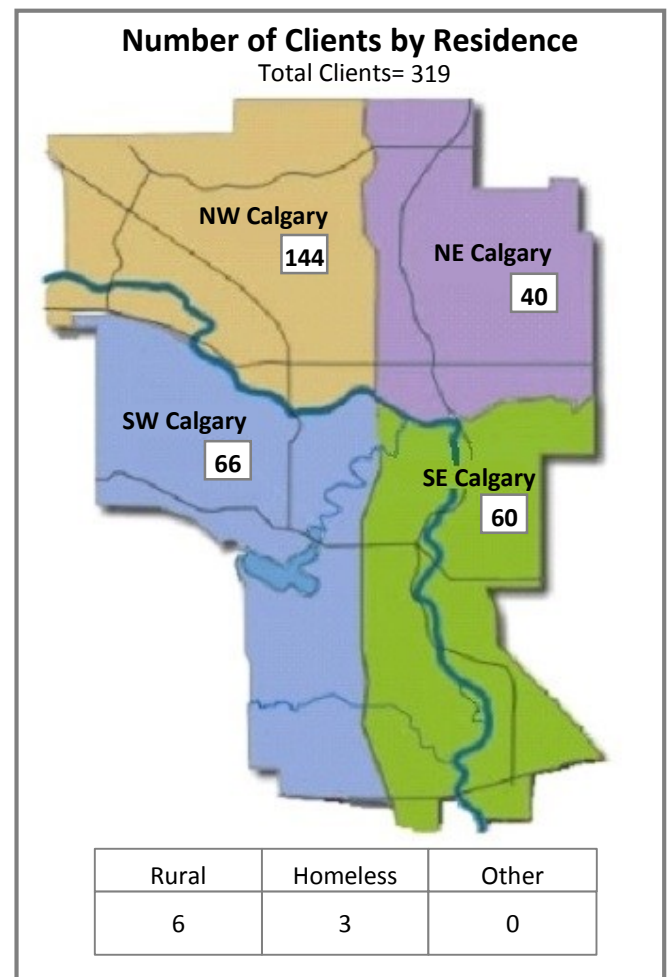
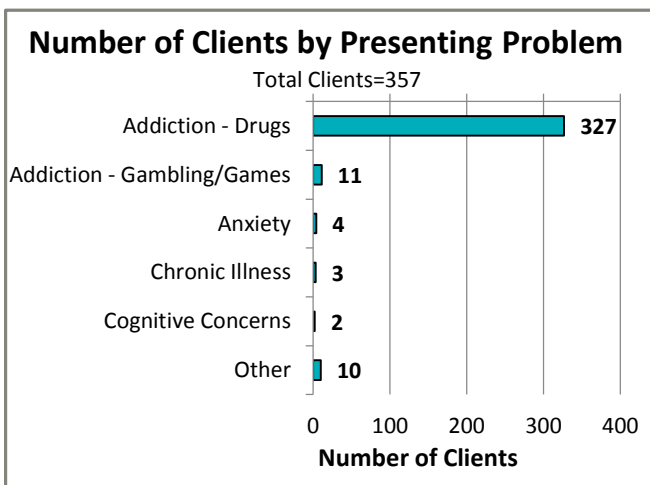
Number of Sessions	Number of Participants	Total Session Hours
20	17	36

CMHA - Independent Living Support Program

Client Statistics 2017-2018: Source Program Data

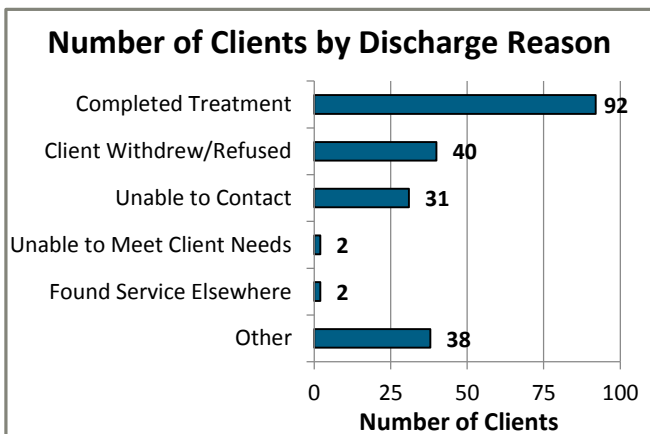


Note: 17 clients have an unknown date of birth.



Note: 38 clients have an unknown place of residence.

Discharge Statistics 2017-2018: Source Program Data



Note: 1 client has an unknown discharge reason.

CMHA - Leisure Recreation

The Canadian Mental Health Association (CMHA) Leisure Recreation program contributes to client recovery, wellness, and community integration by providing low or no-cost group activities for adults with mental health challenges to participate in and learn interpersonal skills within the structure of social and recreational activities.

Clients participating in the program benefit from increased opportunities for interpersonal skill building, guided socialization, building community networks, physical and mental health enhancement, increased recreational skills and activity interests, promotion and involvement in leadership opportunities, and the opportunity to travel outside of Calgary.

Program Statistics: Source Program Data

For information on interpreting the program and client statistics presented in this report, see Appendix A.

	2015-2016	2016-2017	2017-2018
Referrals	-	56	74
New Enrolments	122	101	74
Overall Registrations	202	261	147
Unique Individuals Served	193	233	147
Discharges	42	177	10

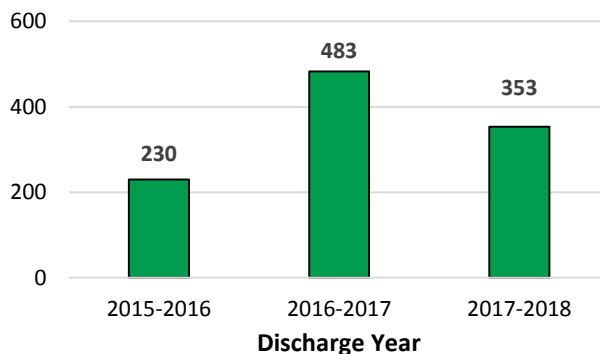
Referrals are reported from the Client Activity Report.

Wait Time and Length of Stay: Source Program Data

Wait Time

Wait time information is not available.

Average Length of Stay in Days

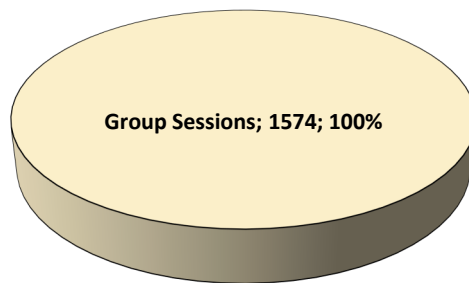


Activity Statistics 2017-2018: Source Program Data

Registered Client Activity Note

Individual client activity information is not available.

Total Client Activity Hours

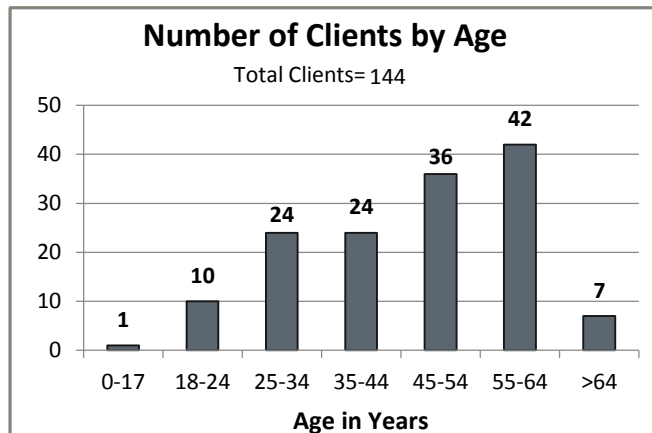
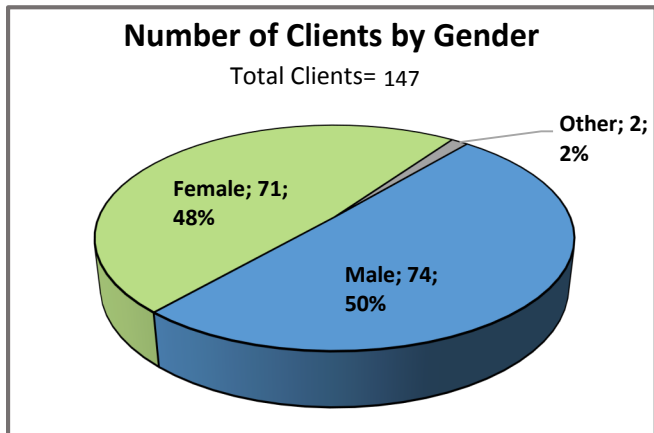


Registered Client Activity Totals		
	# Activities	Duration (Hours)
Direct Activities	-	-
Indirect Activities	-	-

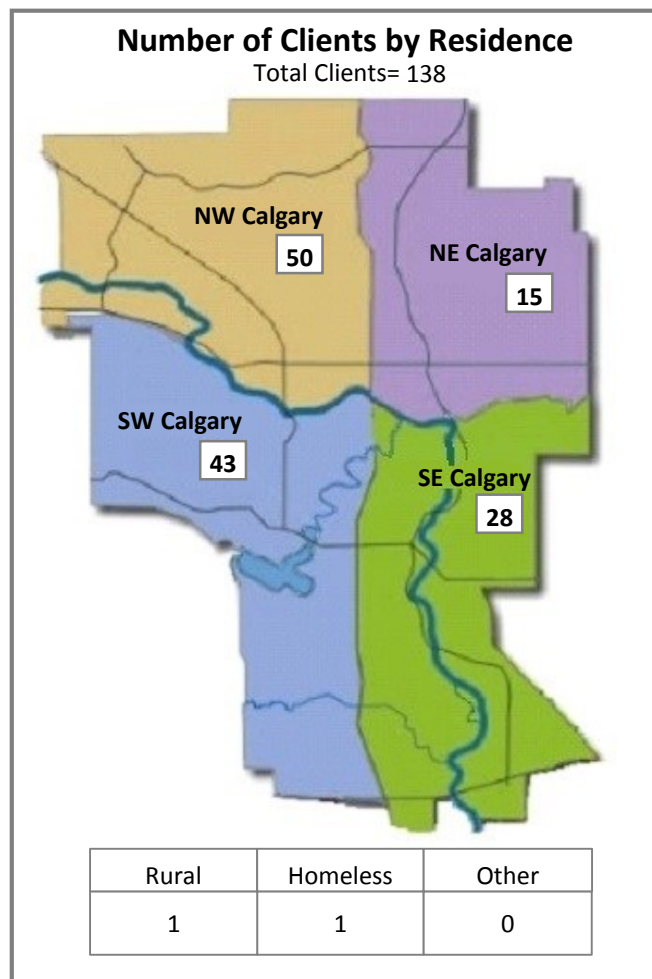
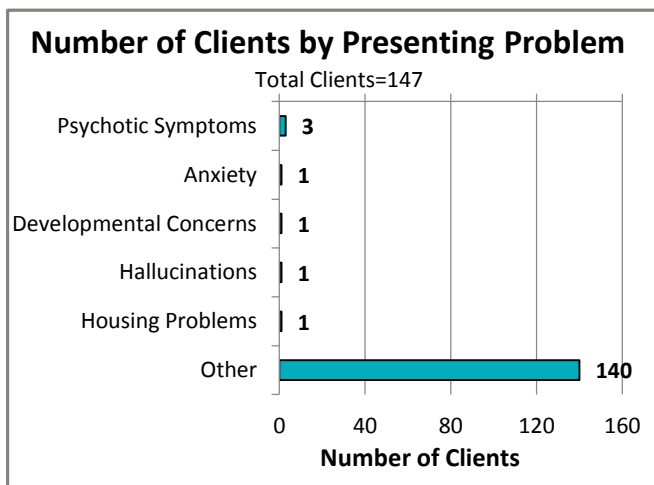
Group Activity Totals		
Number of Sessions	Number of Participants	Total Session Hours
72	392	1574

CMHA - Leisure Recreation

Client Statistics 2017-2018: Source Program Data

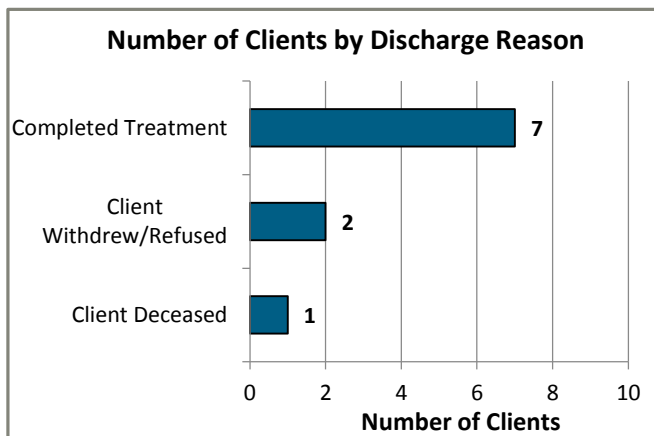


Note: 3 clients have an unknown date of birth.



Note: 9 clients have an unknown place of residence.

Discharge Statistics 2017-2018: Source Program Data



CMHA - Peer Options

The Canadian Mental Health Association (CMHA) Peer Options program provides a recovery-based continuity of support for individuals transitioning toward greater independence in the community. Adults with a mental health disorder can benefit from developing peer and recovery-based skills they can use as a foundation to form and sustain healthy relationships, helping to support a healthy and confident transition into the community.

This is achieved through the delivery of peer support groups and drop-in and mentoring. As a result, participants are better able to build a natural support network and are less reliant on professional supports.

Program Statistics: Source Program Data

For information on interpreting the program and client statistics presented in this report, see Appendix A.

	2015-2016	2016-2017	2017-2018
Referrals	-	188	305
New Enrolments	93	252	253
Overall Registrations	121	371	480
Unique Individuals Served	209	387	433
Discharges	83	166	88

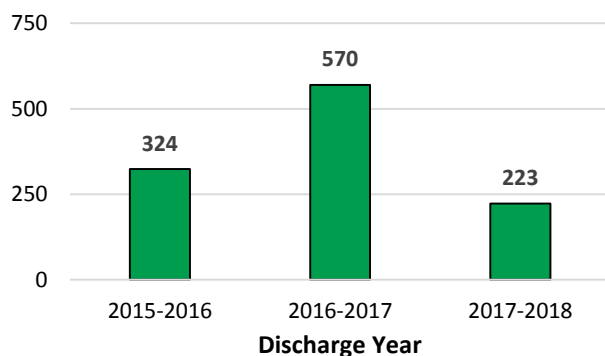
Referrals are reported from the Client Activity Report.

Wait Time and Length of Stay: Source Program Data

Wait Time

Wait time information is not available.

Average Length of Stay in Days

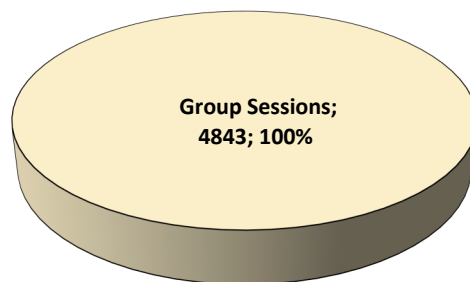


Activity Statistics 2017-2018: Source Program Data

Registered Client Activity Note

Peer Options is group-based program, no individual contacts are made. CMHA is working towards revised data collection to improve how information is captured for client activity and the time associated.

Total Client Activity Hours

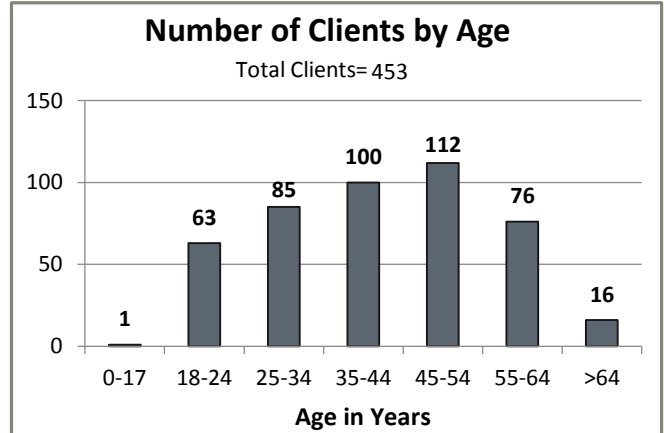
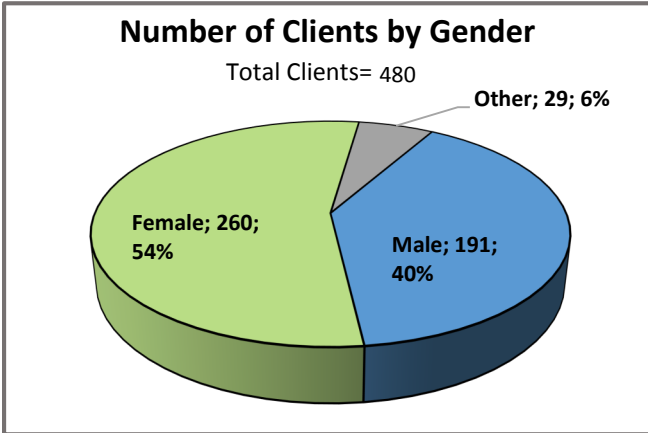


Registered Client Activity Totals		
	# Activities	Duration (Hours)
Direct Activities	-	-
Indirect Activities	-	-

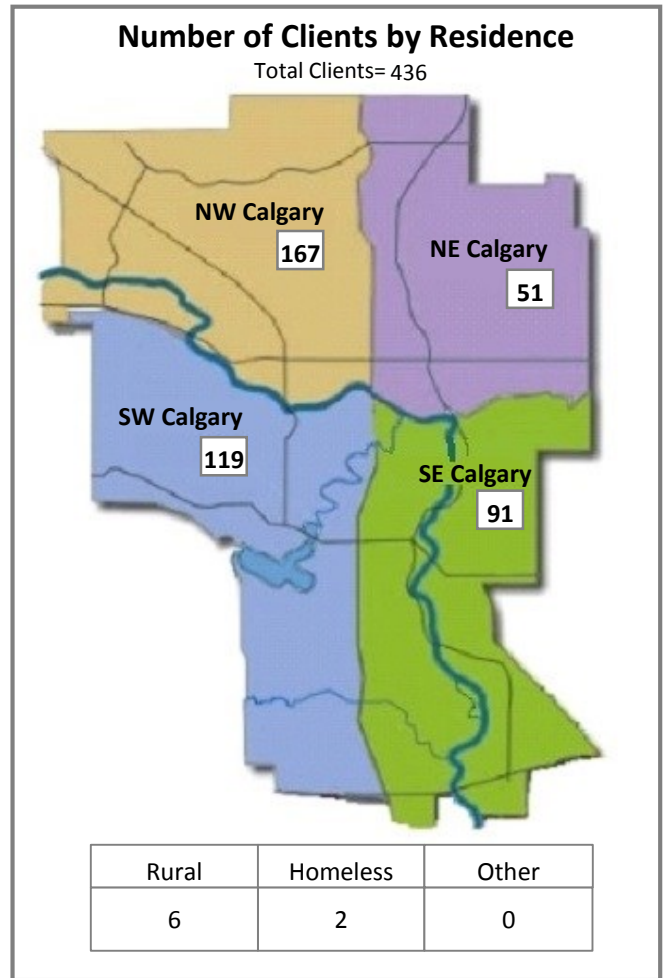
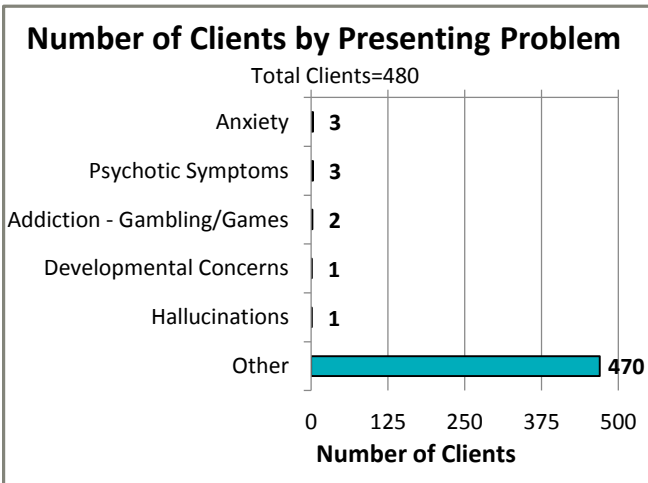
Group Activity Totals		
Number of Sessions	Number of Participants	Total Session Hours
749	3686	4843

CMHA - Peer Options

Client Statistics 2017-2018: Source Program Data

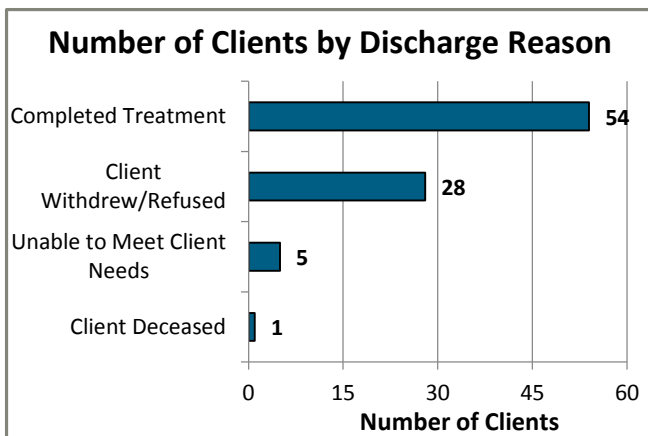


Note: 27 clients have an unknown date of birth.



Note: 44 clients have an unknown place of residence.

Discharge Statistics 2017-2018: Source Program Data



CMHA - Roberts House

The Canadian Mental Health Association (CMHA) Roberts House is a nine-bed group home which is part of the Post Discharge Transition Program. This group homes provide 24-hour transitional support to individuals discharged from an inpatient mental health unit within Calgary. The home has the support of an AHS nurse and shared support from a psychiatrist to provide consultation and medication management.

Many clients experience concurrent disorders which may include substance abuse, secondary mental health conditions and/or medical diagnoses. Treatment is focused on recovery, life skills, community re-integration, and wellness with the intent to transition to other community programs when clients are deemed ready.

Program Statistics: Source Program Data

For information on interpreting the program and client statistics presented in this report, see Appendix A.

	2015-2016	2016-2017	2017-2018
Referrals	-	30	23
New Enrolments	26	30	24
Overall Registrations	34	40	32
Unique Individuals Served	33	38	30
Discharges	24	30	25

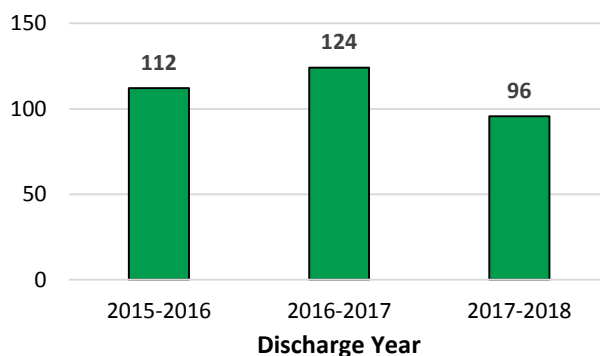
Referrals are reported from the Client Activity Report.

Wait Time and Length of Stay: Source Program Data

Wait Time

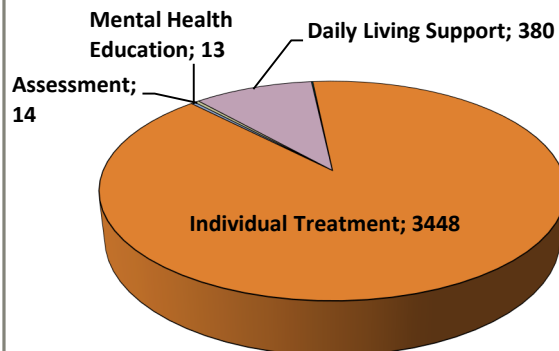
Wait time information is not available.

Average Length of Stay in Days

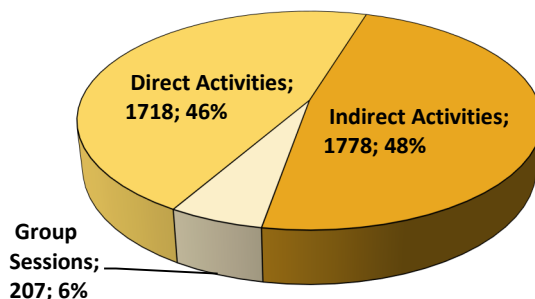


Activity Statistics 2017-2018: Source Program Data

Number of Direct Activities



Total Client Activity Hours



Registered Client Activity Totals

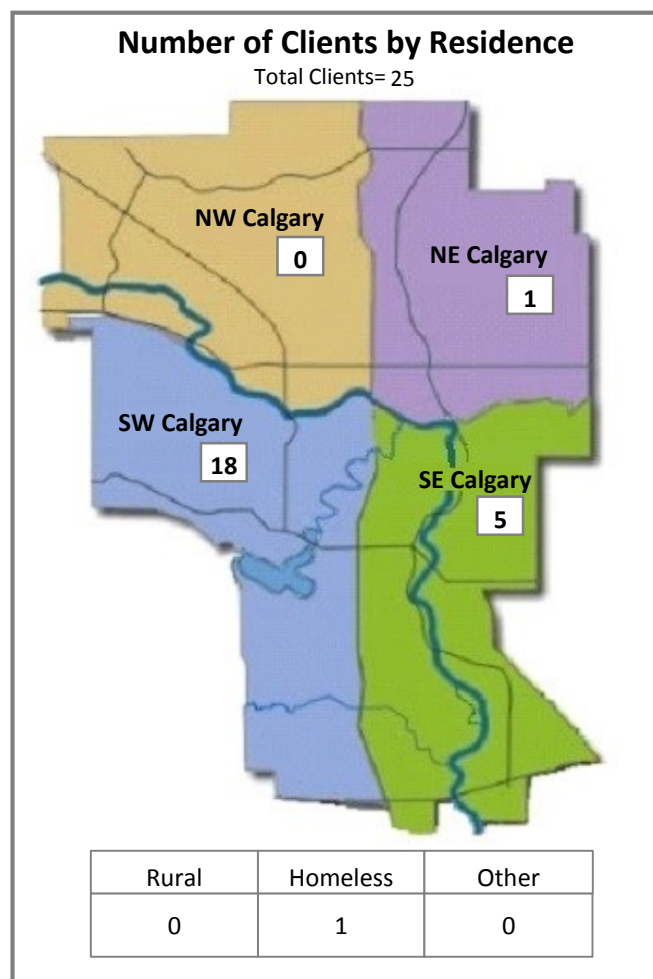
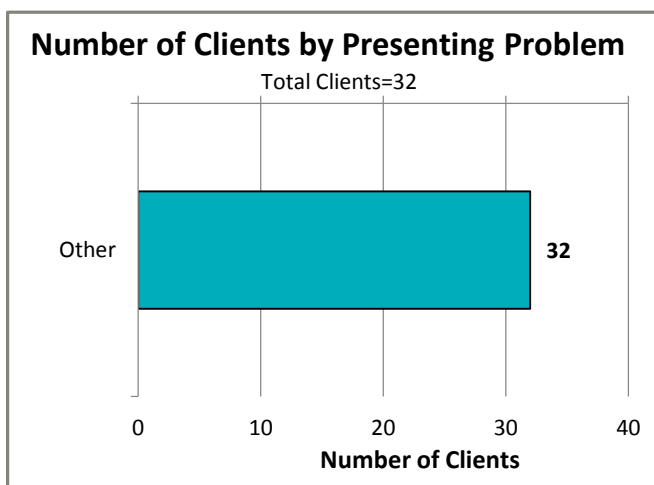
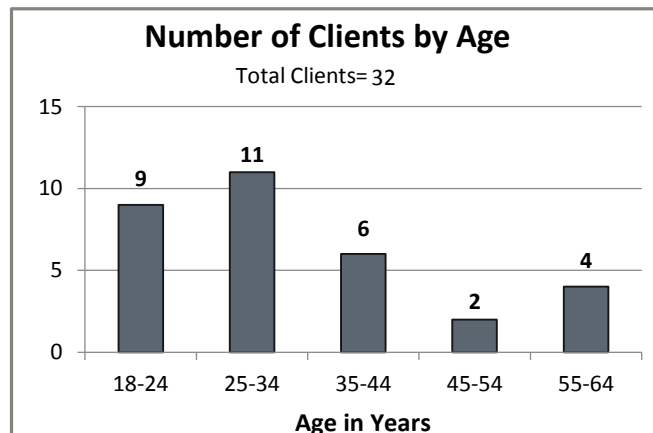
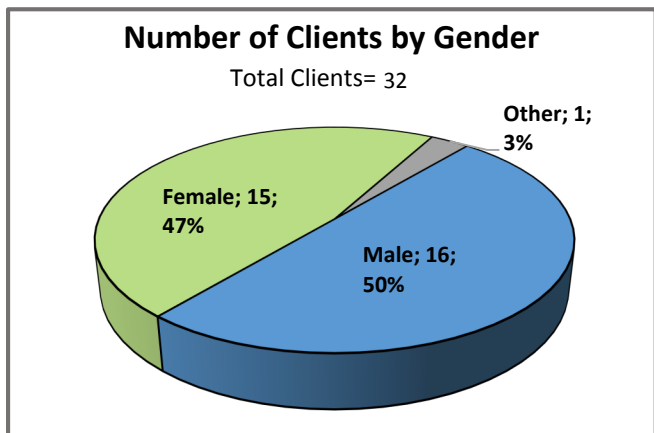
	# Activities	Duration (Hours)
Direct Activities	3859	1718
Indirect Activities	9425	1778

Group Activity Totals

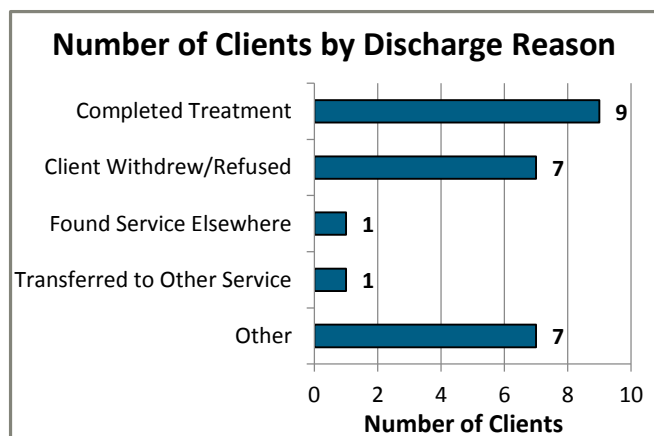
Number of Sessions	Number of Participants	Total Session Hours
68	60	207

CMHA - Roberts House

Client Statistics 2017-2018: Source Program Data



Discharge Statistics 2017-2018: Source Program Data



Note: 7 clients have an unknown place of residence.

CMHA - Street Outreach & Stabilization

The Canadian Mental Health Association (CMHA) Street Outreach & Stabilization program works to link homeless adults experiencing mental illness to essential services. There is both a non-Indigenous and an Indigenous component to the SOS program that allows the team to address cultural differences.

Services include extensive outreach efforts to engage homeless persons with the objective to link them to a comprehensive range of community services including psychiatric care, addiction services, housing referrals, social support, primary health care, and community support services that can prevent the recurrence of homelessness.

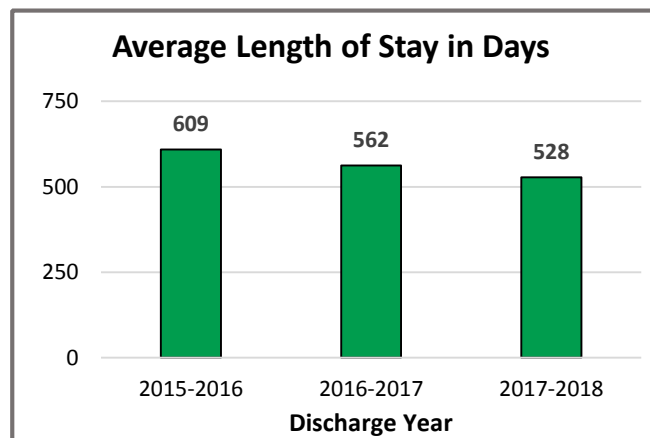
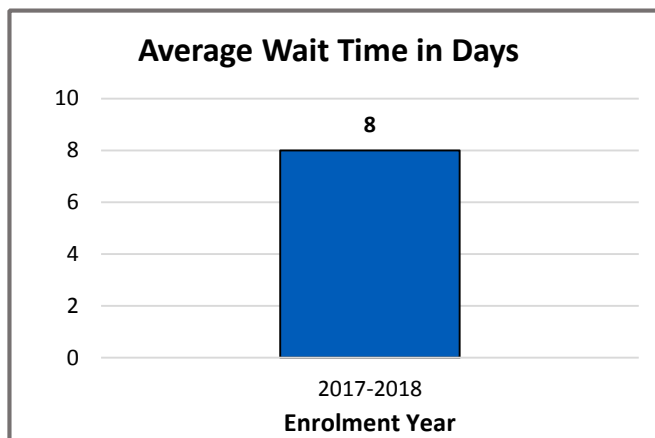
Program Statistics: Source Program Data

For information on interpreting the program and client statistics presented in this report, see Appendix A.

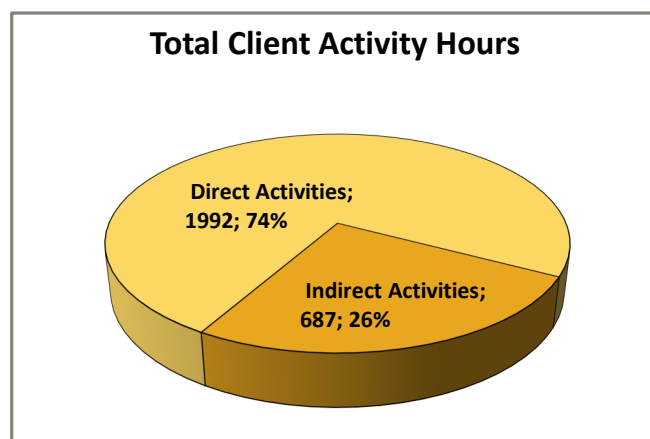
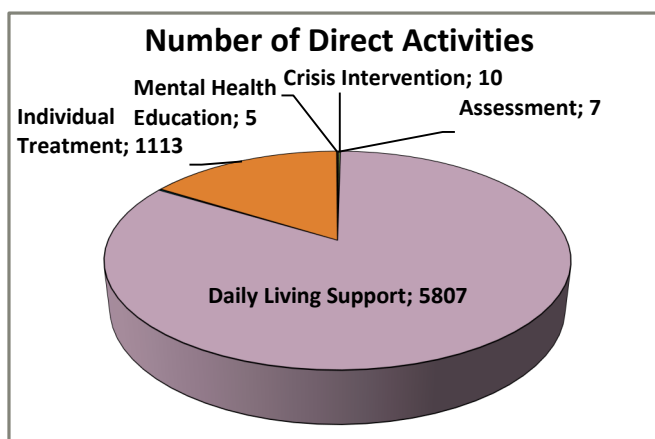
	2015-2016	2016-2017	2017-2018
Referrals	-	36	34
New Enrolments	95	36	34
Overall Registrations	330	168	88
Unique Individuals Served	330	167	83
Discharges	198	113	68

Referrals are reported from the Client Activity Report.

Wait Time and Length of Stay: Source Program Data



Activity Statistics 2017-2018: Source Program Data



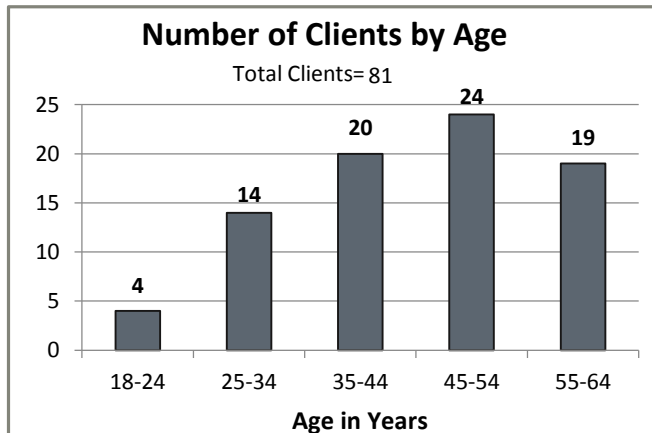
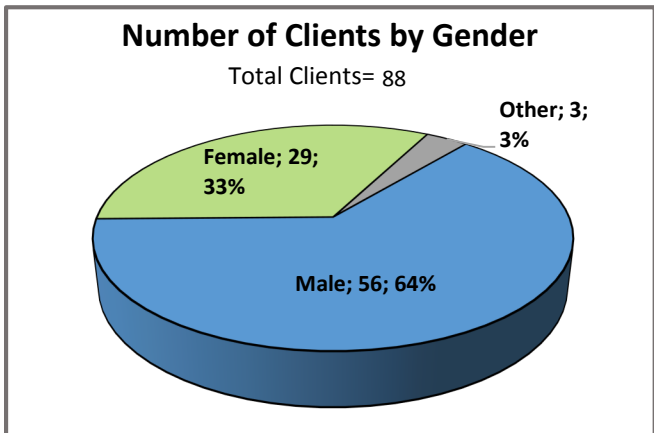
Registered Client Activity Totals		
	# Activities	Duration (Hours)
Direct Activities	6958	1992
Indirect Activities	2820	687

Group Activity Note

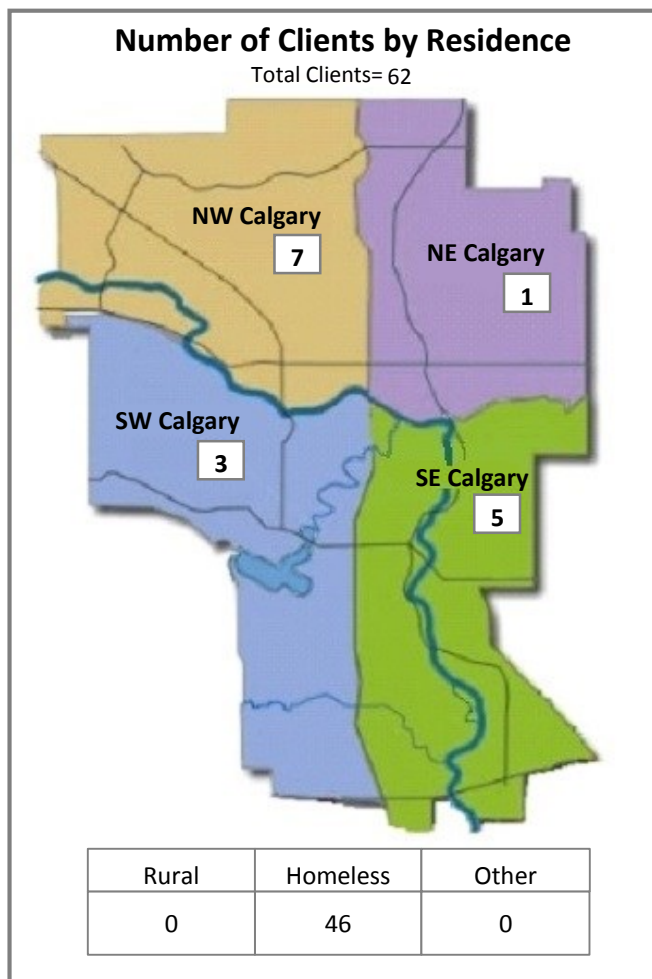
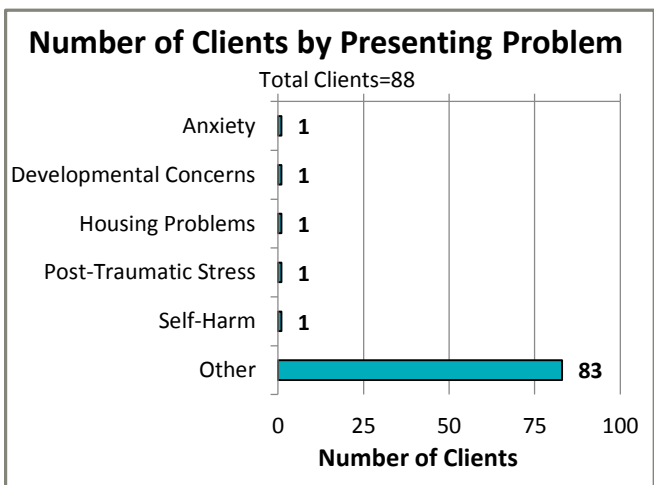
This program does not host group activities. Clients may be referred to another program to attend groups.

CMHA - Street Outreach & Stabilization

Client Statistics 2017-2018: Source Program Data

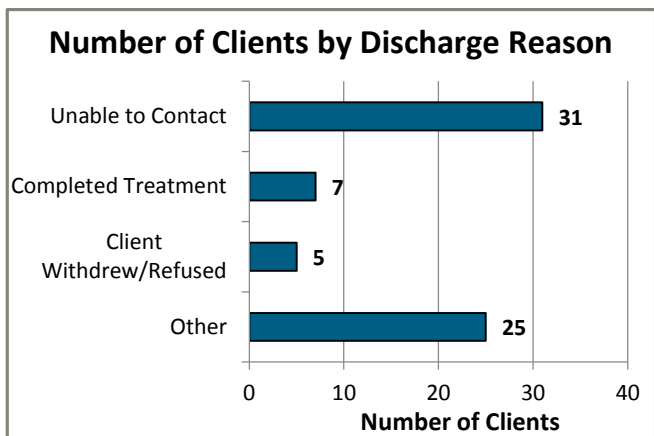


Note: 7 clients have an unknown date of birth.



Note: 26 clients have an unknown place of residence.

Discharge Statistics 2017-2018: Source Program Data



CMHA - Supportive Living

The Canadian Mental Health Association (CMHA) Supportive Living program offers comprehensive and specialized mental health support services within residential settings. Two models of supported living programming are available; group living (Marguerite House and Miner House) and independent apartments (Alice Bissett, Bob Ward, Horizon West, and Horizon 14).

The goal of the Supportive Living program is to assist clients to enhance and/or maintain their level of independence. The degree of support and frequency of contact with the Supportive Living Coordinators varies, ranging from daily 24-hour staff support in some programs to weekly/monthly contact in others.

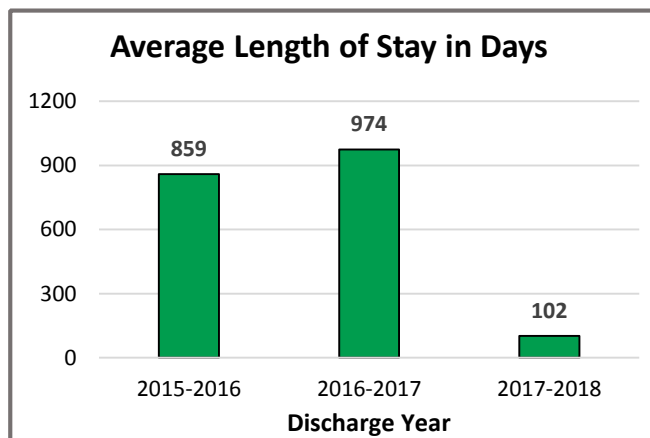
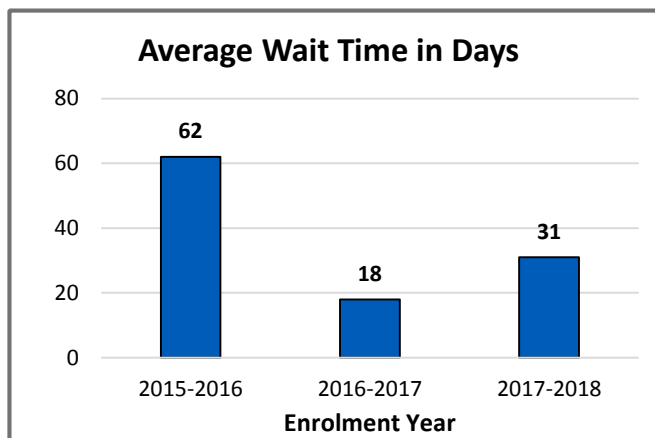
Program Statistics: Source Program Data

For information on interpreting the program and client statistics presented in this report, see Appendix A.

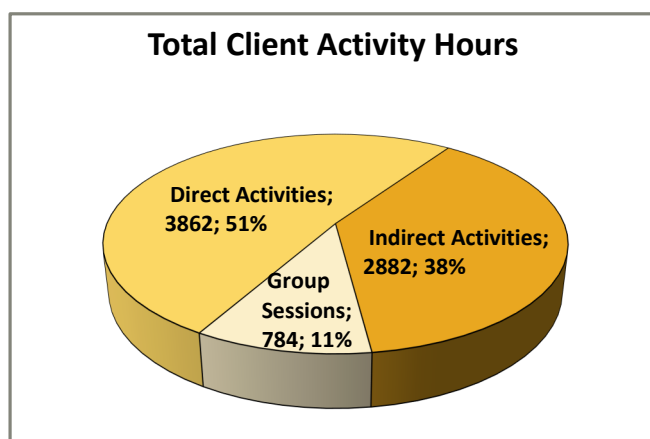
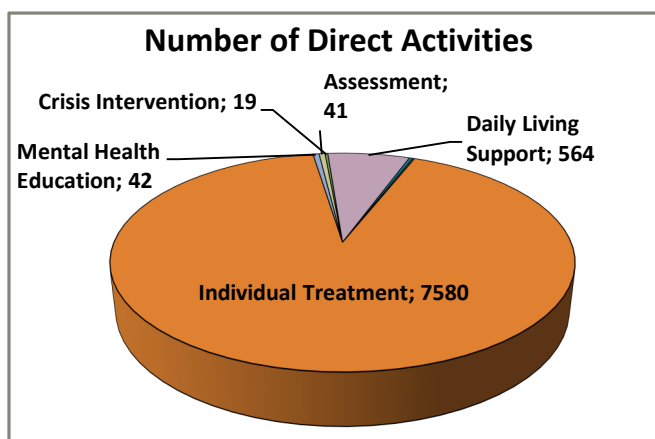
	2015-2016	2016-2017	2017-2018
Referrals	-	34	41
New Enrolments	47	35	44
Overall Registrations	178	171	60
Unique Individuals Served	162	160	56
Discharges	42	34	47

Referrals are reported from the Client Activity Report. The program, client, and activity data reported here represent the combined group living and independent apartment programs.

Wait Time and Length of Stay: Source Program Data



Activity Statistics 2017-2018: Source Program Data

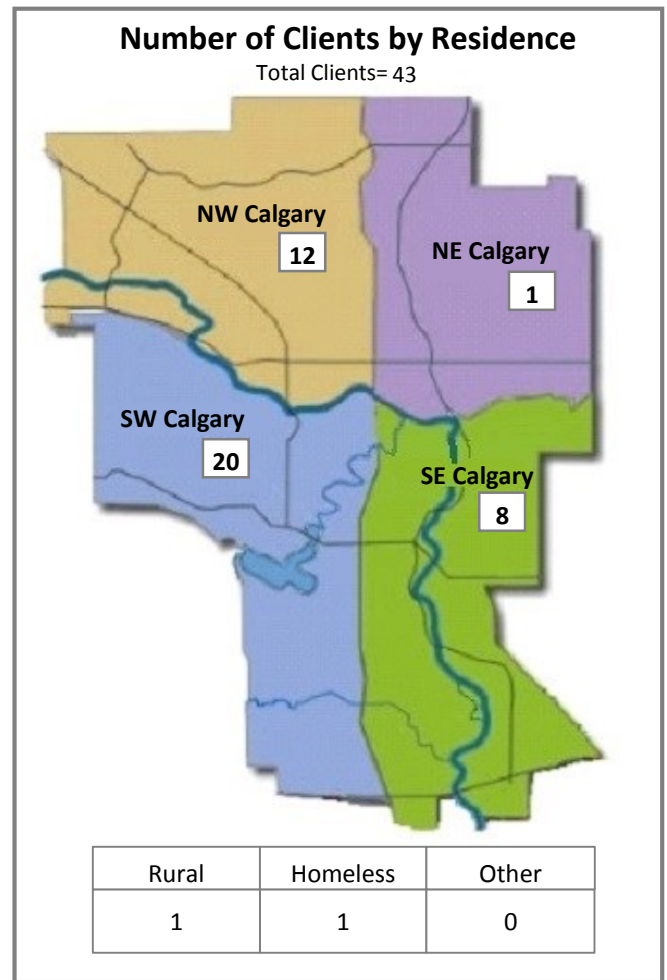
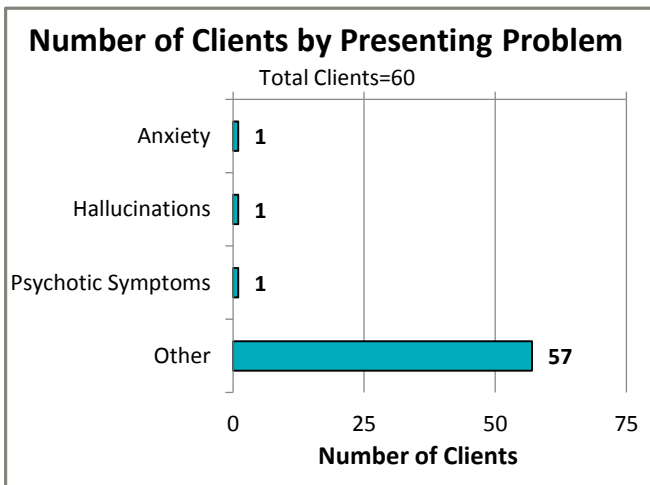
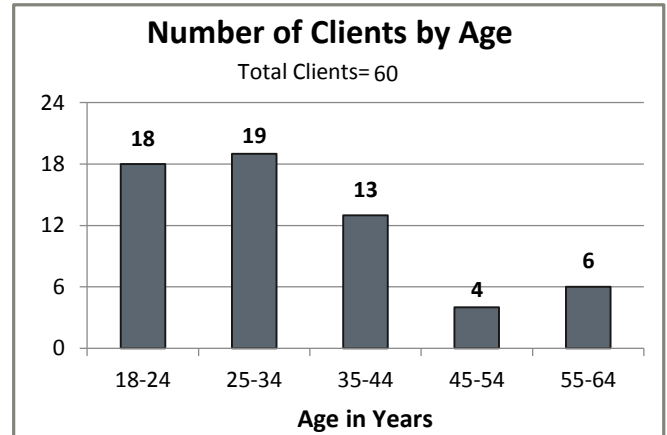
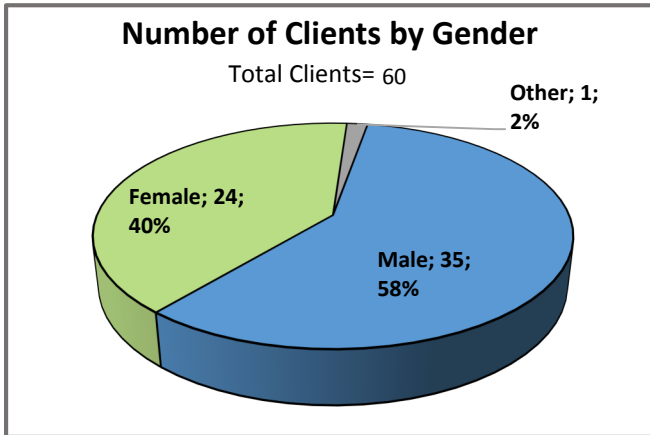


Registered Client Activity Totals		
	# Activities	Duration (Hours)
Direct Activities	8282	3862
Indirect Activities	15737	2882

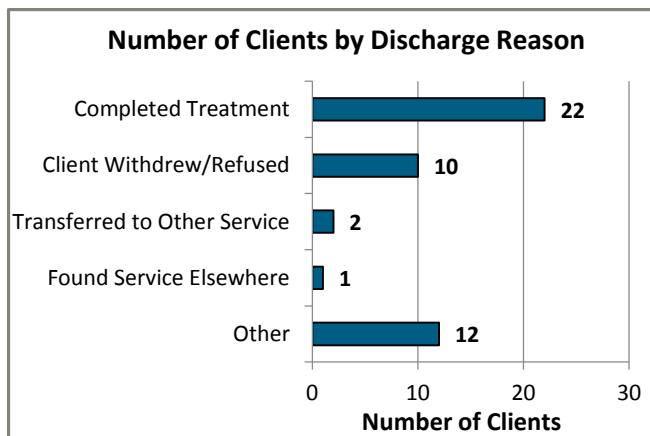
Group Activity Totals		
Number of Sessions	Number of Participants	Total Session Hours
190	147	784

CMHA - Supportive Living

Client Statistics 2017-2018: Source Program Data



Discharge Statistics 2017-2018: Source Program Data



Note: 17 clients have an unknown place of residence.

Distress Centre

The Distress Centre is a non-profit social agency that delivers 24-hour support, counselling, and resource referral services to Calgary and the surrounding area. The agency is built around the belief that anyone can experience crisis and services are provided without discrimination.

While a call to the 24-hour crisis line is often a first step towards finding a solution, not all problems are solved over the phone. For complex situations, Distress Centre’s counselling program provides face-to-face, short-term counselling at no fee to individuals, couples, and families. Emergency and evening appointments are available.

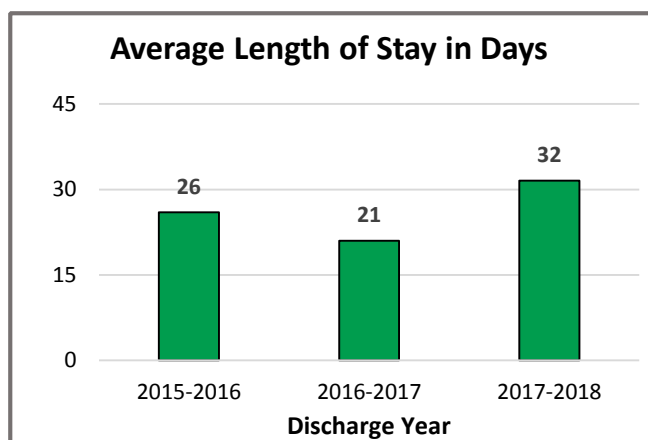
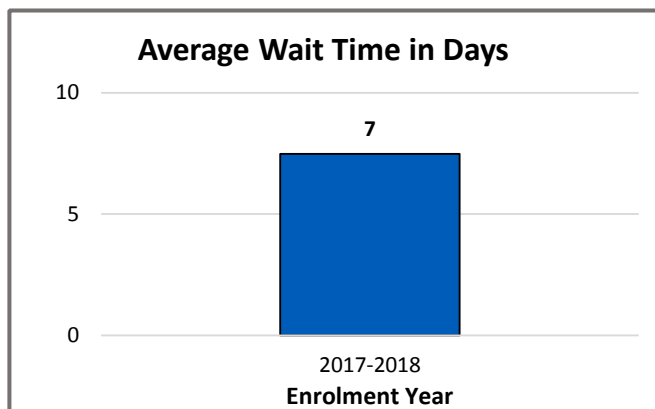
Program Statistics: Source Program Data

For information on interpreting the program and client statistics presented in this report, see Appendix A.

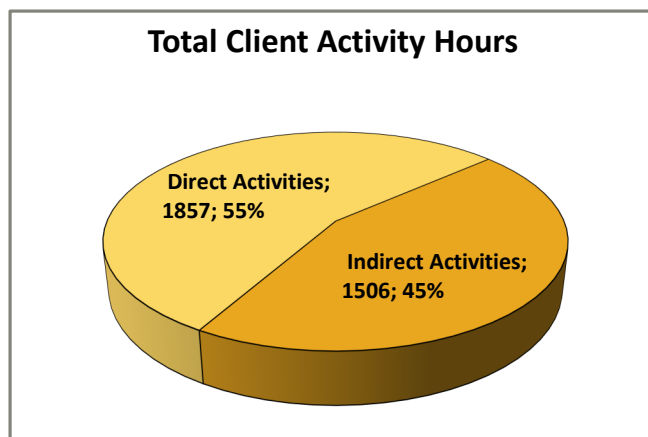
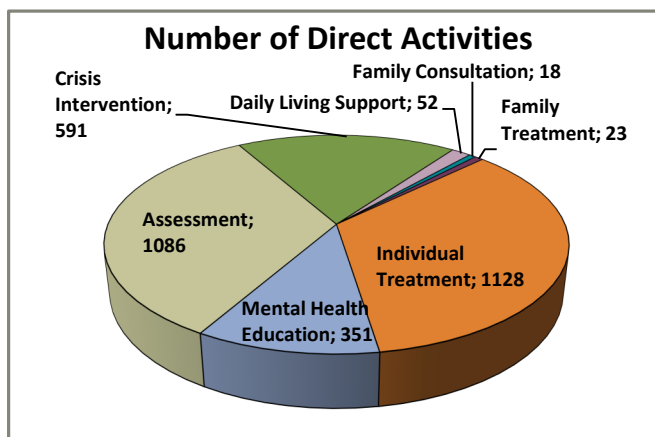
	2015-2016	2016-2017	2017-2018
Referrals	-	-	1206
New Enrolments	598	535	584
Overall Registrations	710	535	627
Unique Individuals Served	557	519	602
Discharges	519	405	501

Referrals are reported from the Client Activity Report.

Wait Time and Length of Stay: Source Program Data



Activity Statistics 2017-2018: Source Program Data



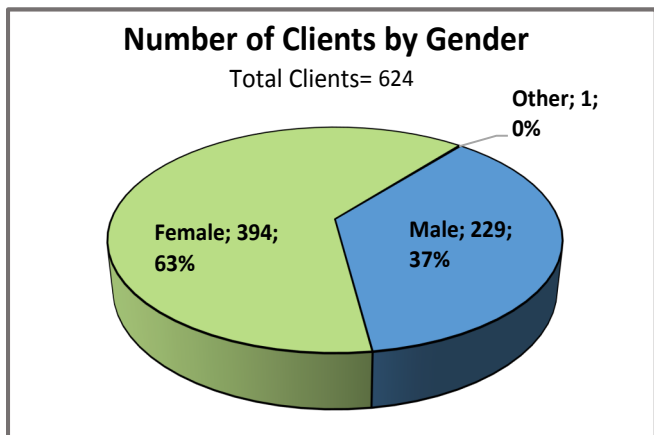
Registered Client Activity Totals		
	# Activities	Duration (Hours)
Direct Activities	3249	1857
Indirect Activities	3097	1506

Group Activity

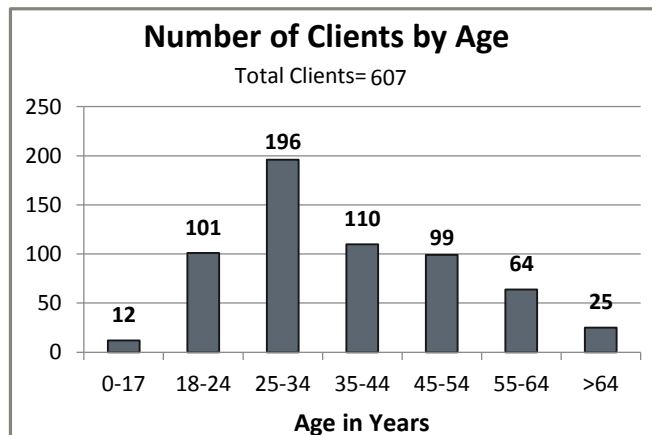
Group activity information is not available. Activity tracking started on August 1, 2017.

Distress Centre

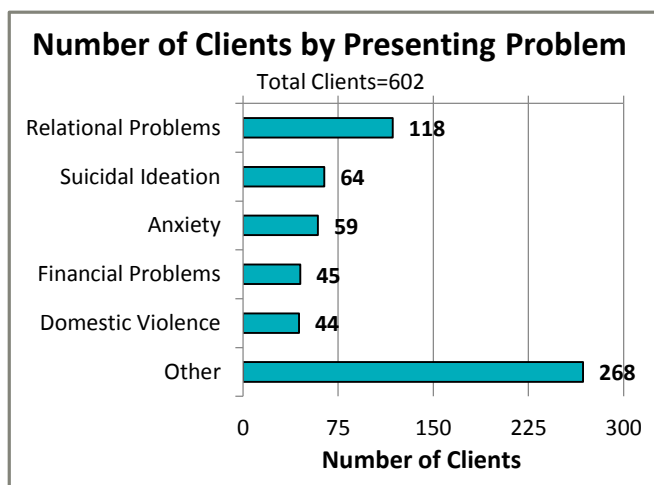
Client Statistics 2017-2018: Source Program Data



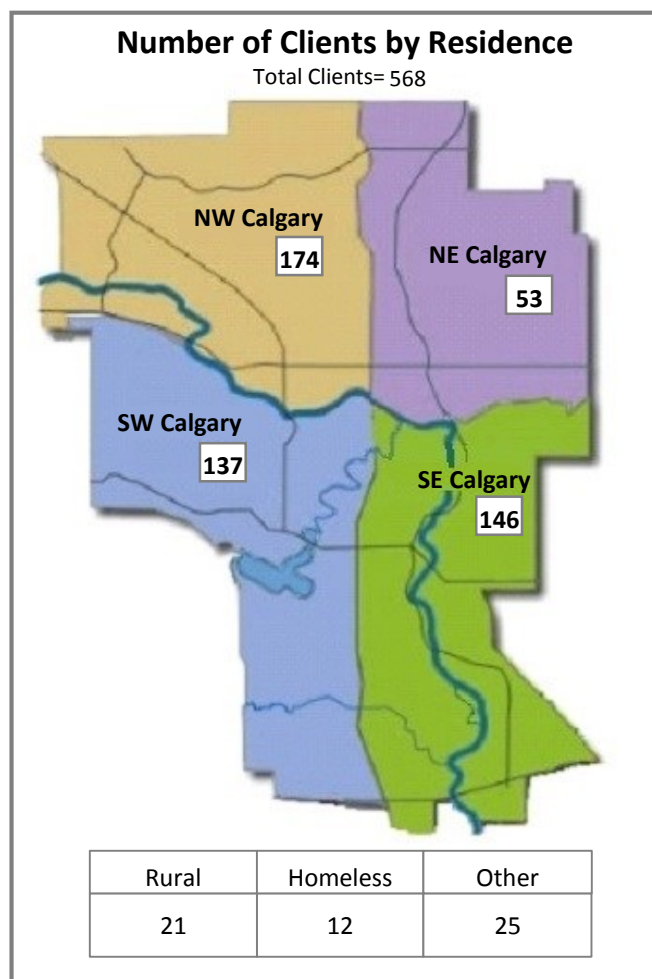
Note: 3 clients have an unknown gender.



Note: 20 clients have an unknown date of birth.

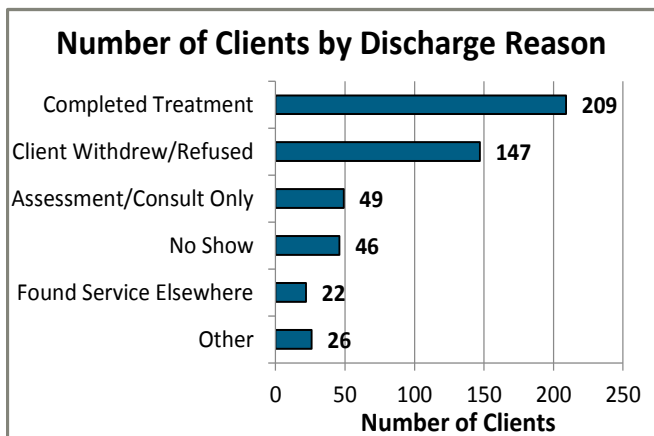


Note: 29 clients have an unknown presenting problem.



Note: 59 clients have an unknown place of residence.

Discharge Statistics 2017-2018: Source Program Data



Note: 2 clients have an unknown discharge reason.

Elements Calgary Mental Health Centre - Community Supports & Skill Development

Elements Calgary Mental Health Centre provides a range of integrated mental health services to inspire, build, and advance the abilities of adults with mental illness. The centre provides programs and services that balance mental, physical, emotional, and social supports to help clients build confidence and self-esteem, reduce isolation, and develop new skills to manage their daily lives and cope with the effects of mental illness.

Community Supports & Skill Development is designed to address the diverse needs of clients through programs that promote skill development and offer supportive counselling. Programs are specialized to the needs of people with a mental illness, help to prevent relapse, and promote wellness and overall well-being.

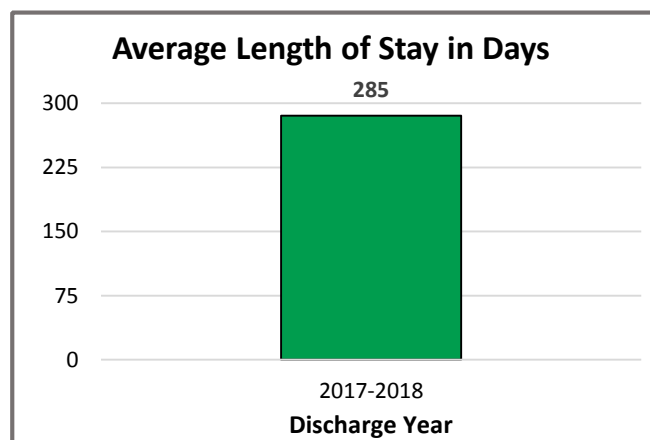
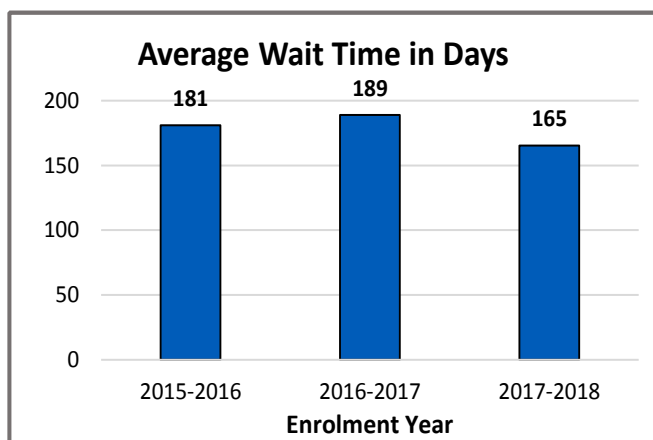
Program Statistics: Source Program Data

For information on interpreting the program and client statistics presented in this report, see Appendix A.

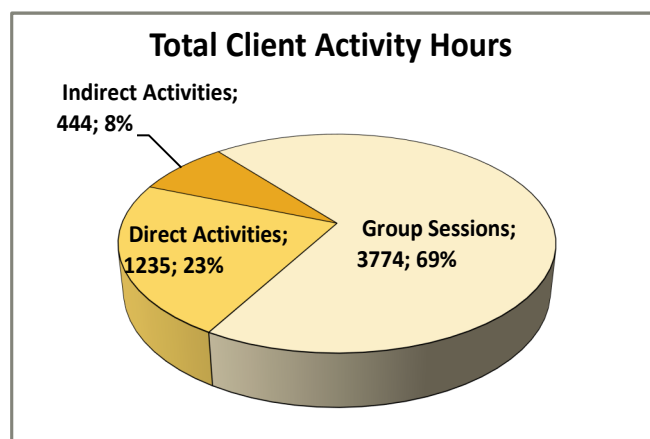
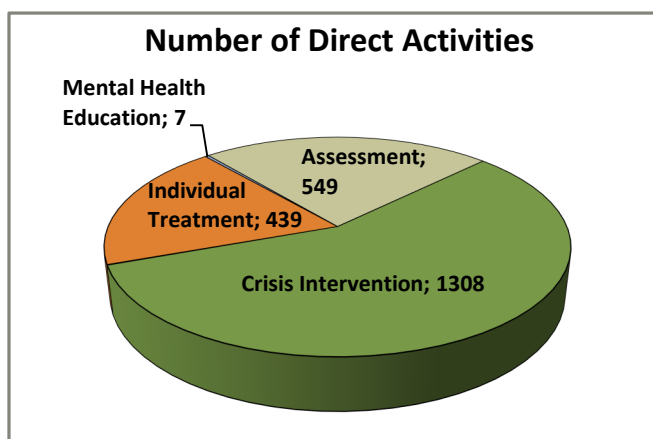
	2015-2016	2016-2017	2017-2018
Referrals	268	257	1094
New Enrolments	94	116	223
Overall Registrations	238	257	333
Unique Individuals Served	-	-	239
Discharges	98	110	198

Referrals are reported from the Client Activity Report.

Wait Time and Length of Stay: Source Program Data



Activity Statistics 2017-2018: Source Program Data

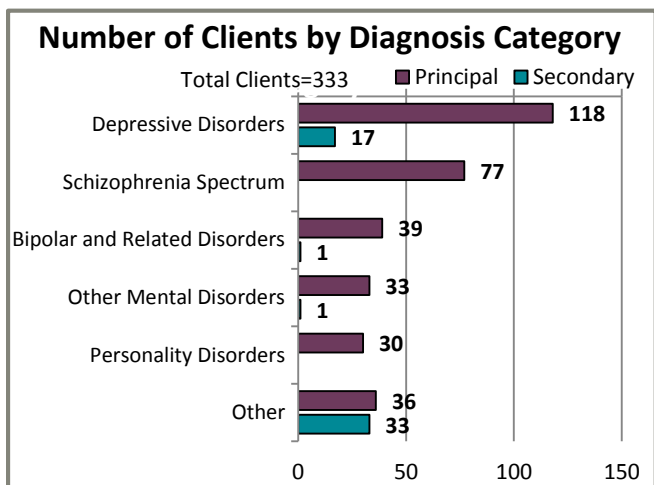
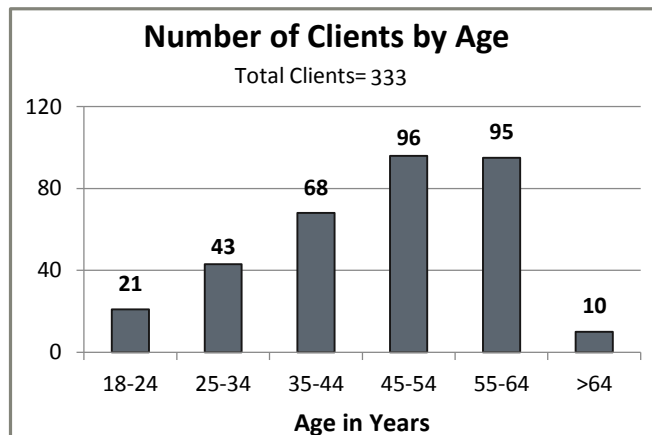
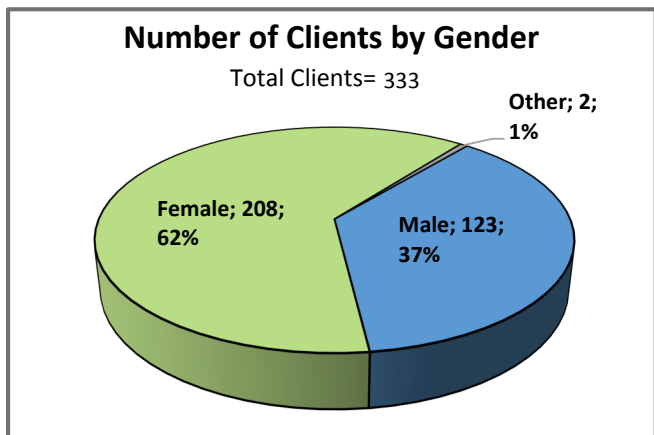


Registered Client Activity Totals		
	# Activities	Duration (Hours)
Direct Activities	2305	1235
Indirect Activities	817	444

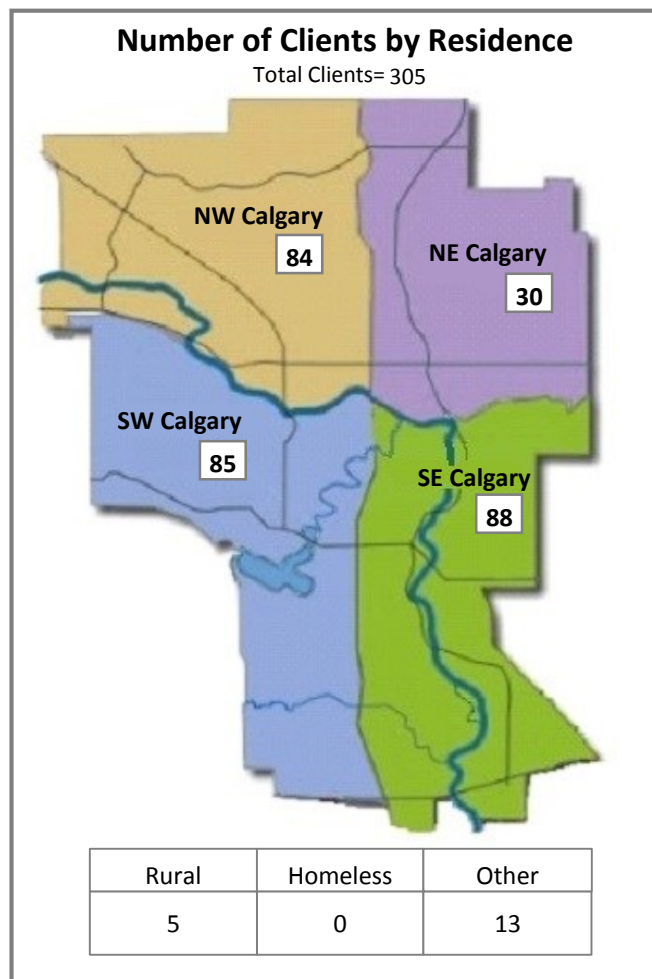
Group Activity Totals		
Number of Sessions	Number of Participants	Total Session Hours
1465	8541	3774

Elements Calgary Mental Health Centre - Community Supports & Skill Development

Client Statistics 2017-2018: Source Program Data

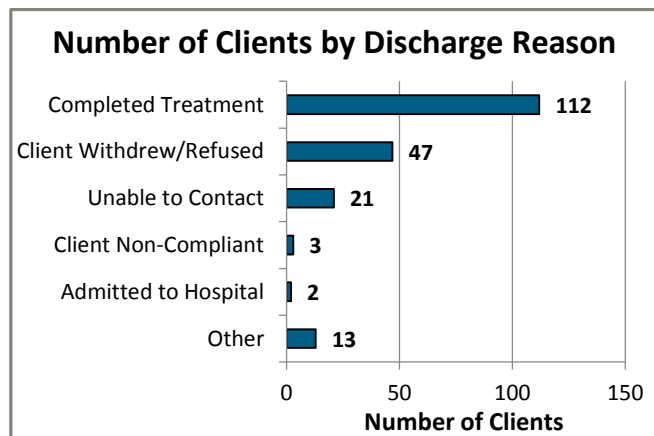


Note: A client may have more than one diagnosis.



Note: 28 clients have an unknown place of residence.

Discharge Statistics 2017-2018: Source Program Data



Elements Calgary Mental Health Care - Support & Recreation Services

Elements Calgary Mental Health Centre provides a range of integrated mental health services to inspire, build, and advance the abilities of adults with mental illness. The centre provides programs and services that balance mental, physical, emotional, and social supports to help clients build confidence and self-esteem, reduce isolation, and develop new skills to manage their daily lives and cope with the effects of mental illness.

Support & Recreation Services has a selection of support services and recreation-based activities for people at different stages of recovery. The services include supportive counselling, crisis intervention/resolution, referrals, and therapeutic programs. Individuals are able to select the activities and services of their choice.

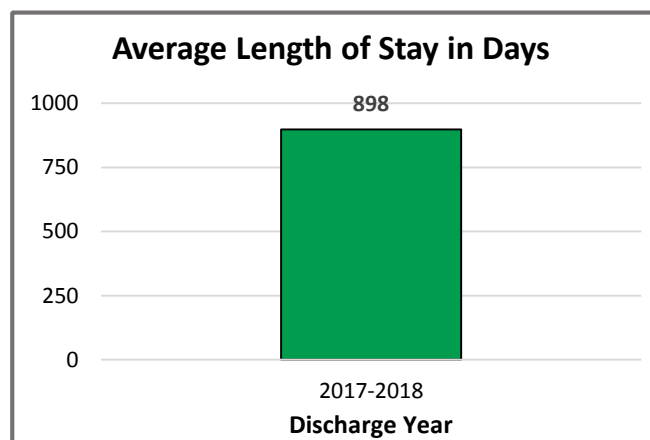
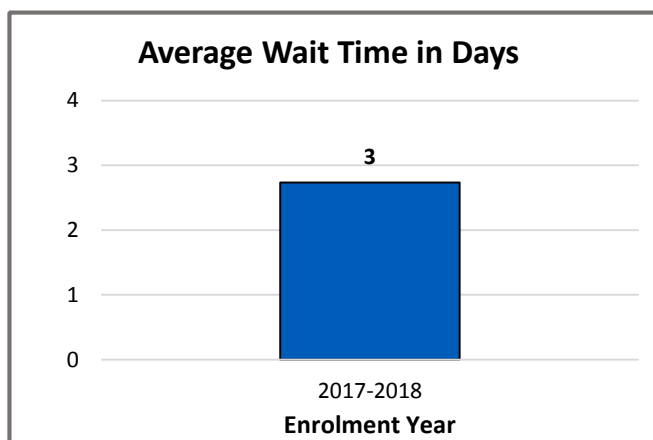
Program Statistics: Source Program Data

For information on interpreting the program and client statistics presented in this report, see Appendix A.

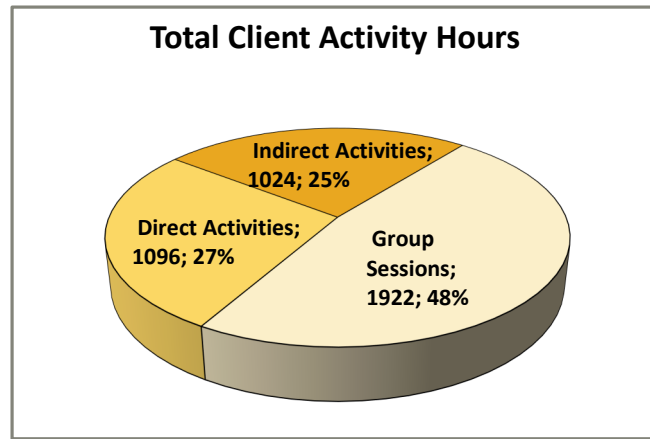
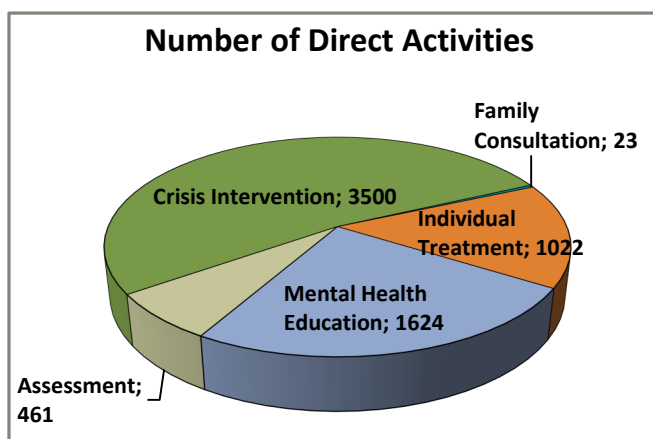
	2015-2016	2016-2017	2017-2018
Referrals	-	-	326
New Enrolments	190	188	231
Overall Registrations	927	877	850
Unique Individuals Served	927	877	837
Discharges	238	258	201

Referrals are reported from the Client Activity Report. Program formerly named Resource/Activity Centre.

Wait Time and Length of Stay: Source Program Data



Activity Statistics 2017-2018: Source Program Data

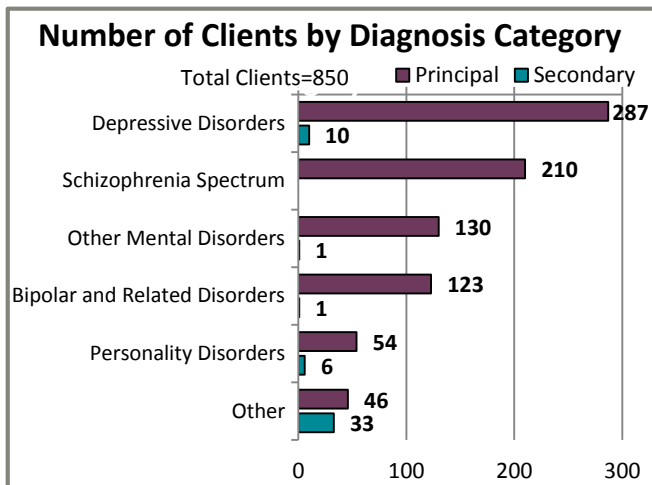
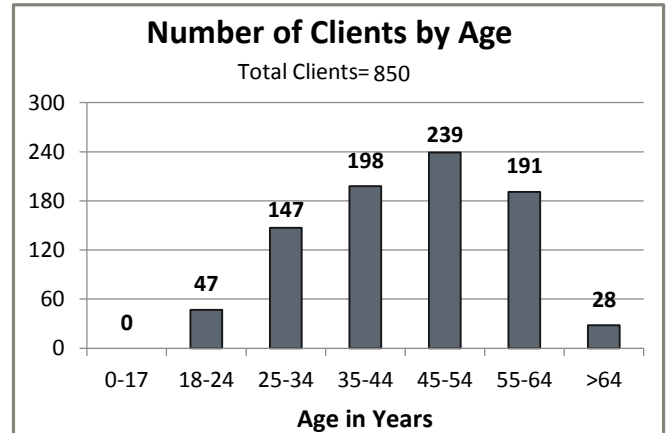
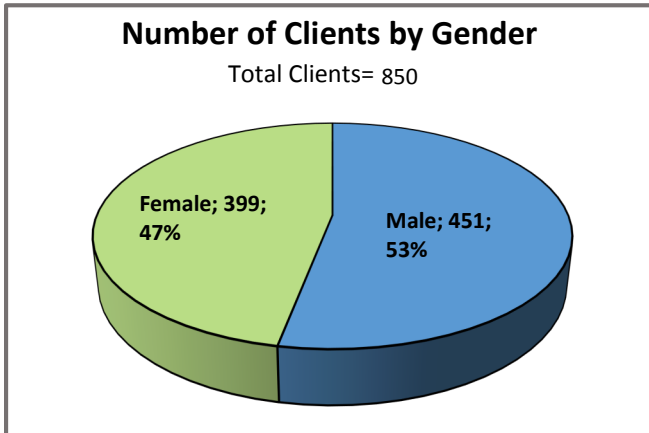


Registered Client Activity Totals		
	# Activities	Duration (Hours)
Direct Activities	6630	1096
Indirect Activities	1454	1024

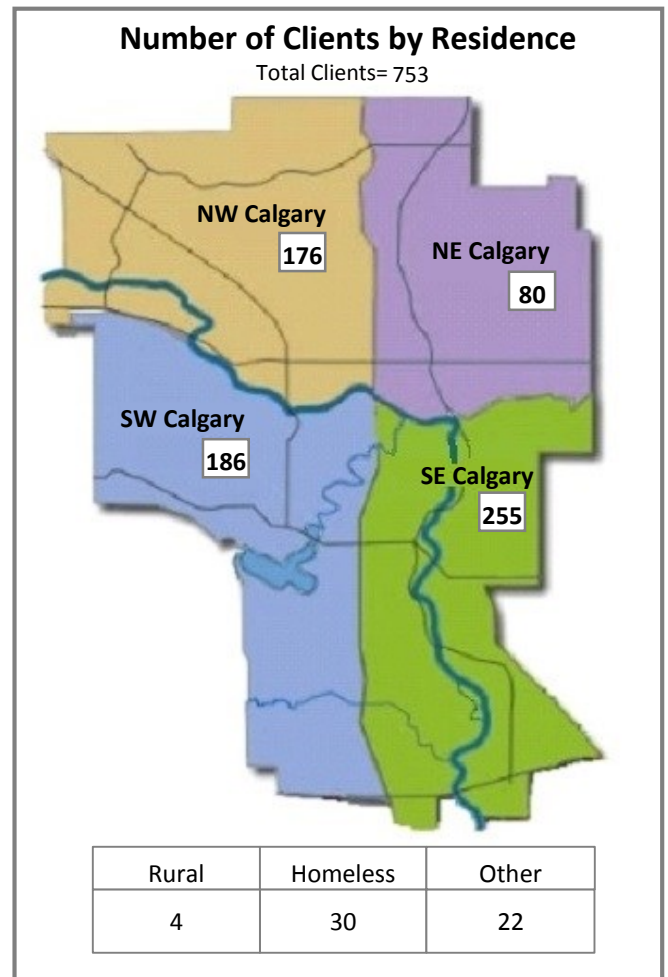
Group Activity Totals		
Number of Sessions	Number of Participants	Total Session Hours
1490	14706	1922

Elements Calgary Mental Health Care - Support & Recreation Services

Client Statistics 2017-2018: Source Program Data

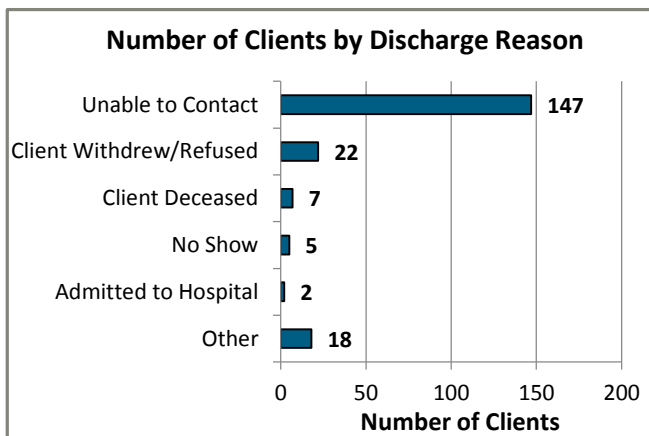


Note: A client may have more than one diagnosis.



Note: 97 clients have an unknown place of residence.

Discharge Statistics 2017-2018: Source Program Data



Fresh Start Addiction Centre

Fresh Start Addictions Centre is a drug and alcohol rehabilitation centre that provides services for men facing addiction illness. The program is based on long-term relapse prevention treatment offering a comprehensive approach towards drug and alcohol abuse using the Twelve Step model and Family Systems approach.

Services provided include both residential and outpatient treatment options and are tailored to males over 18 years of age. Fresh Start provides a comfortable environment where men and their families can escape addiction and learn to live rewarding and fulfilling lives in recovery.

Program Statistics: Source Program Data

For information on interpreting the program and client statistics presented in this report, see Appendix A.

	2015-2016	2016-2017	2017-2018
Referrals	-	-	417
New Enrolments	161	137	179
Overall Registrations	211	307	1125
Unique Individuals Served	52	146	799
Discharges	154	127	943

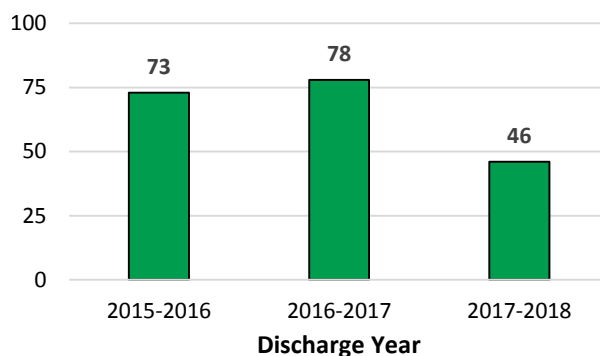
Referrals and new enrolments are reported from the Client Activity Report.

Wait Time and Length of Stay: Source Program Data

Wait Time

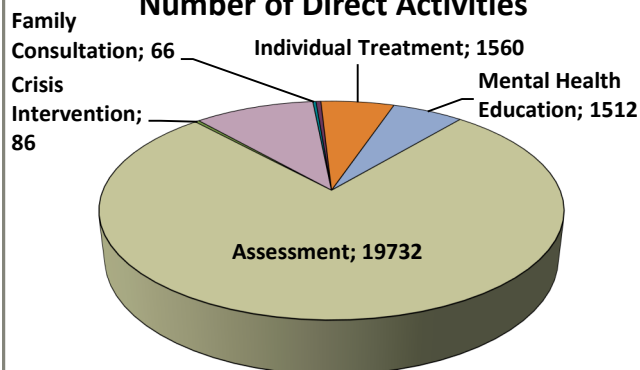
Wait time information is not available.

Average Length of Stay in Days

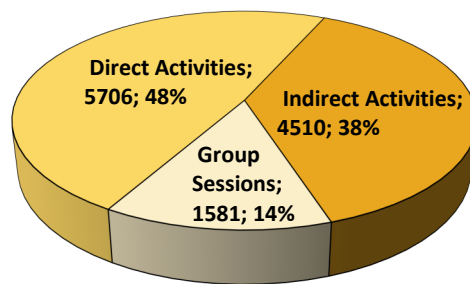


Activity Statistics 2017-2018: Source Program Data

Number of Direct Activities



Total Client Activity Hours



Registered Client Activity Totals

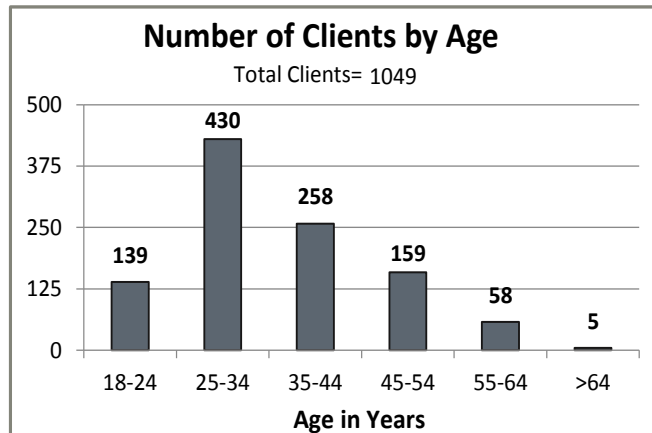
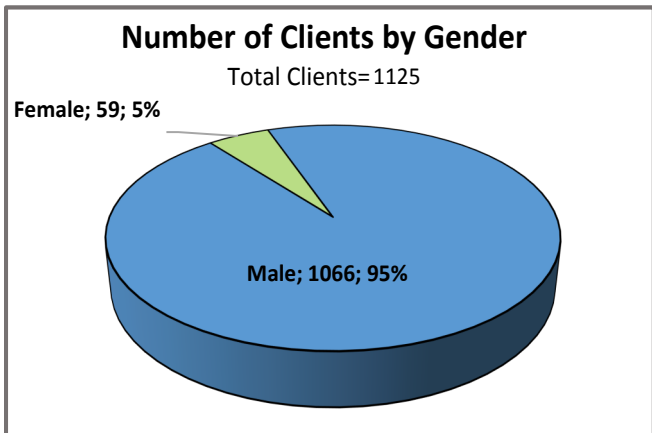
	# Activities	Duration (Hours)
Direct Activities	25610	5706
Indirect Activities	2386	4510

Group Activity Totals

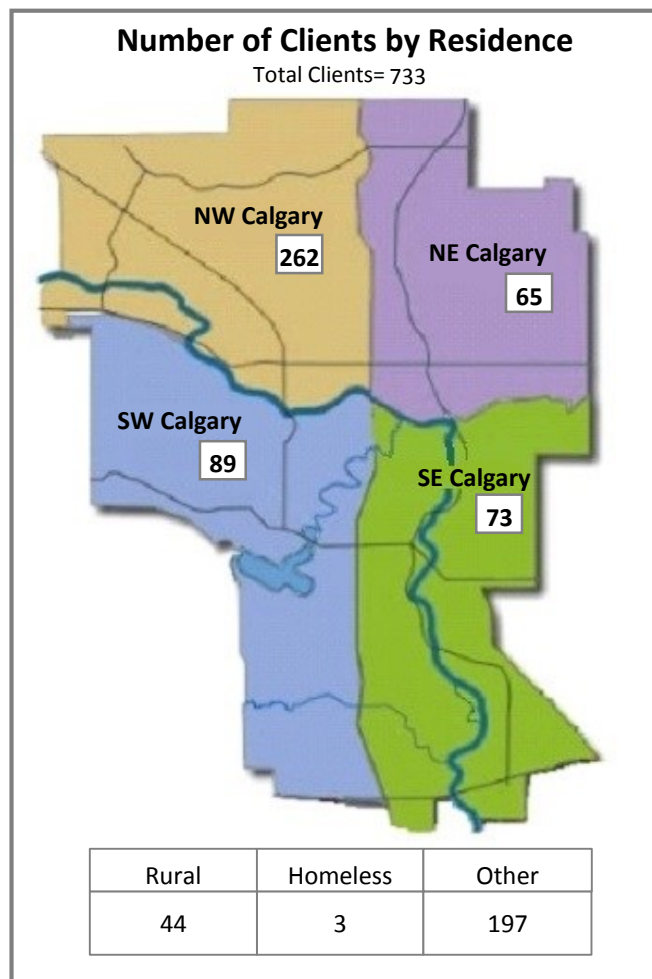
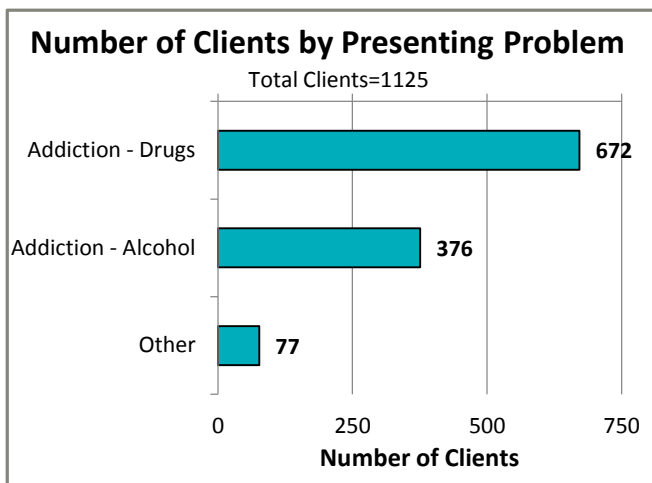
Number of Sessions	Number of Participants	Total Session Hours
1310	326	1581

Fresh Start Addiction Centre

Client Statistics 2017-2018: Source Program Data

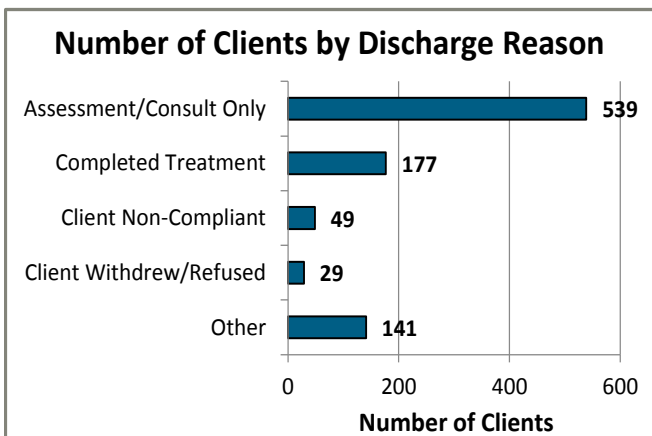


Note: 76 clients have an unknown date of birth.



Note: 392 clients have an unknown place of residence.

Discharge Statistics 2017-2018: Source Program Data



Note: 8 clients have an unknown discharge reason.

Hull Services - Bridging the Gap

Bridging the Gap provides support to individuals 16-24 years of age who have been diagnosed with, or suspected of having, mental health issues. Clients are connected to appropriate community services while maintaining a supportive relationship with their case manager.

Individual clients are provided with a variety of services which address their unique needs and circumstances. With the assistance of the case managers, clients develop personal goals, identify barriers to achieving those goals, and create concrete plans to achieve the desired outcome.

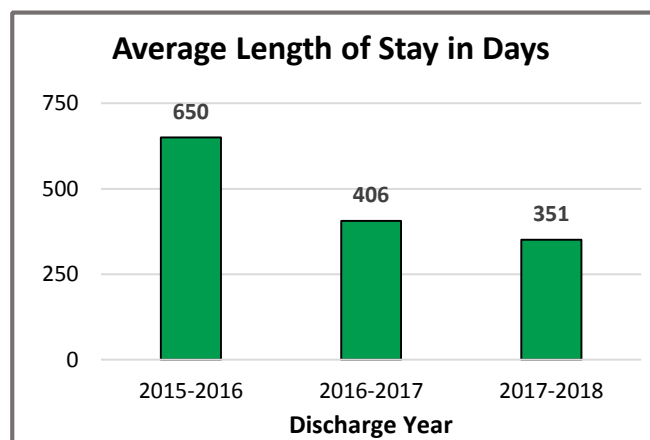
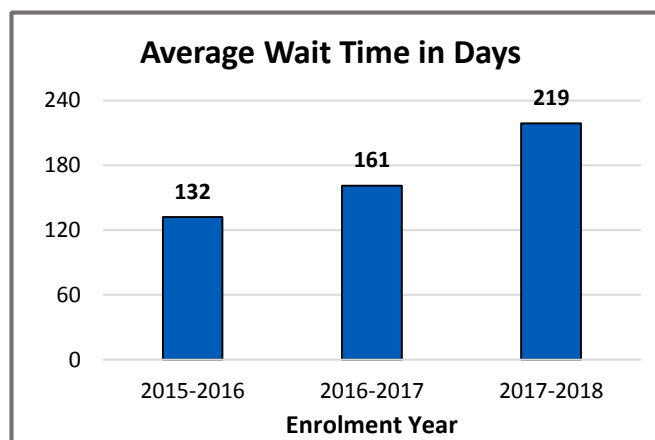
Program Statistics: Source Program Data

For information on interpreting the program and client statistics presented in this report, see Appendix A.

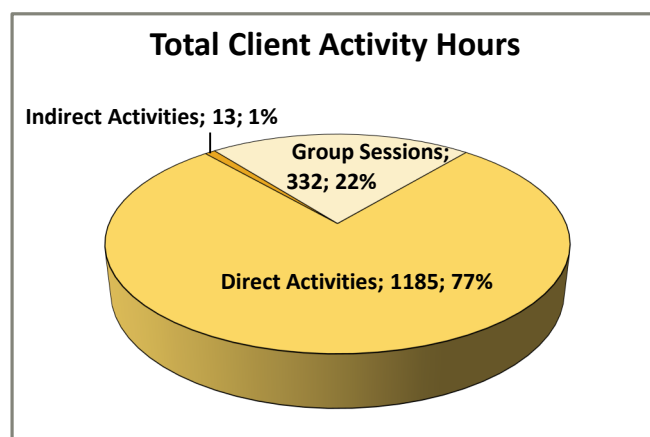
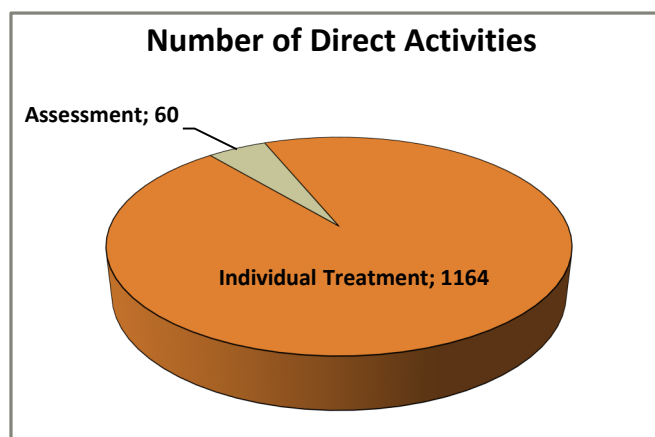
	2015-2016	2016-2017	2017-2018
Referrals	-	-	128
New Enrolments	52	66	62
Overall Registrations	132	128	128
Unique Individuals Served	132	128	128
Discharges	67	62	56

Referrals are reported from the Client Activity Report.

Wait Time and Length of Stay: Source Program Data



Activity Statistics 2017-2018: Source Program Data

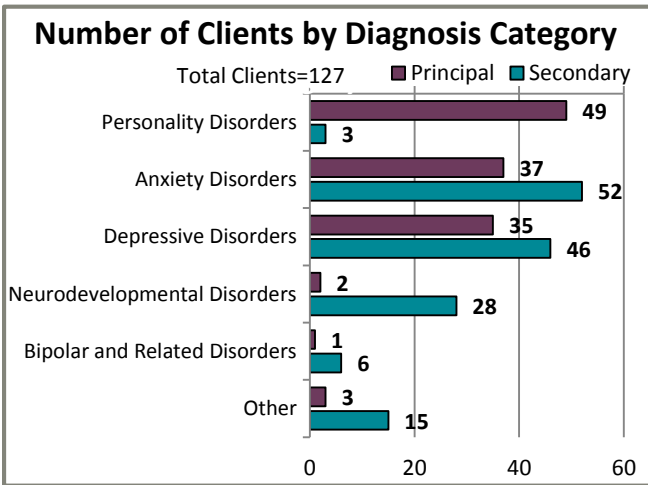
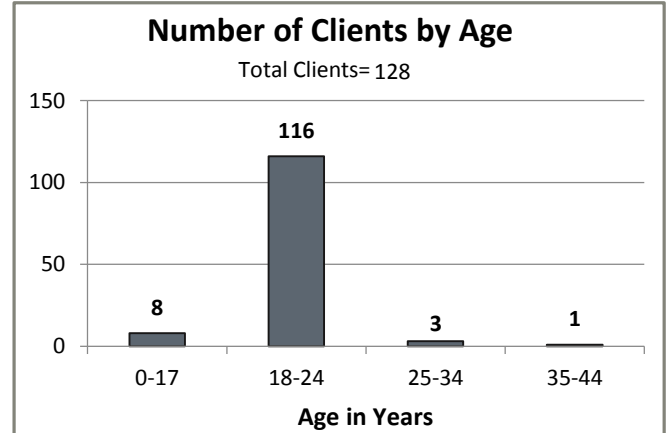
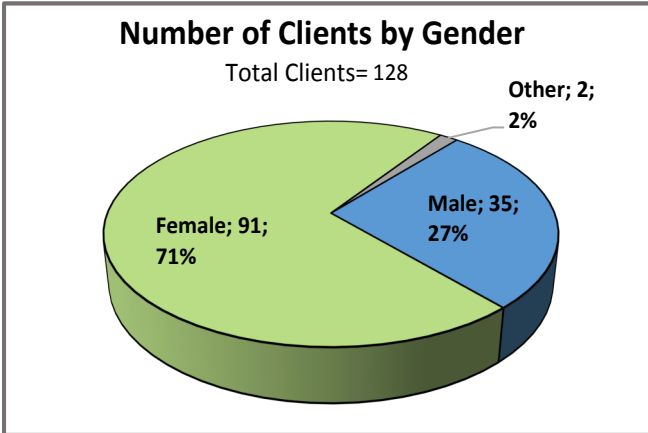


Registered Client Activity Totals		
	# Activities	Duration (Hours)
Direct Activities	1224	1185
Indirect Activities	28	13

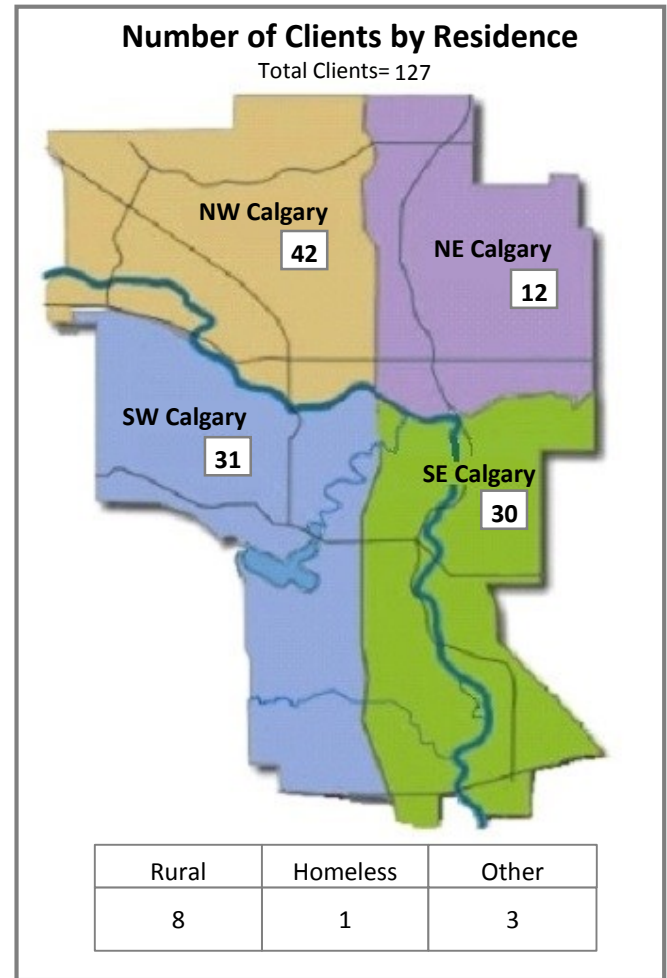
Group Activity Totals		
Number of Sessions	Number of Participants	Total Session Hours
22	17	332

Hull Services - Bridging the Gap

Client Statistics 2017-2018: Source Program Data

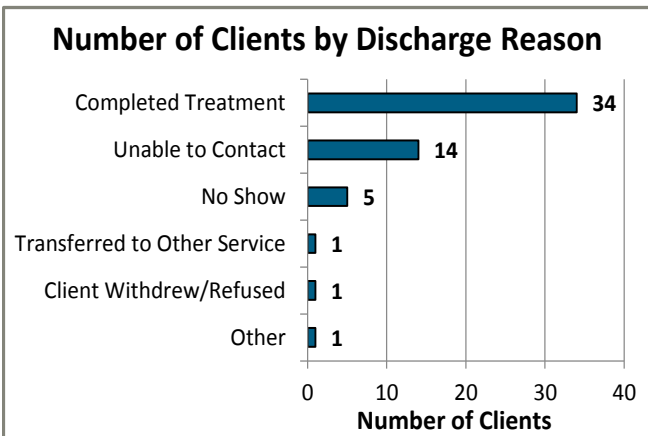


Note: 1 client has an unknown diagnosis.



Note: 1 client has an unknown place of residence.

Discharge Statistics 2017-2018: Source Program Data



Hull Services - Lasting Impressions Community Support

The Lasting Impressions program works with families that have dependent children under 18 years of age whose parent is dealing with a diagnosed or suspected mental illness. The service is based on four main categories including family mentoring, family networking, youth and teen peer support clubs, and community involvement.

Lasting Impressions is designed to strengthen and support families impacted by parental mental illness. Community support involves support networks and supportive community links.

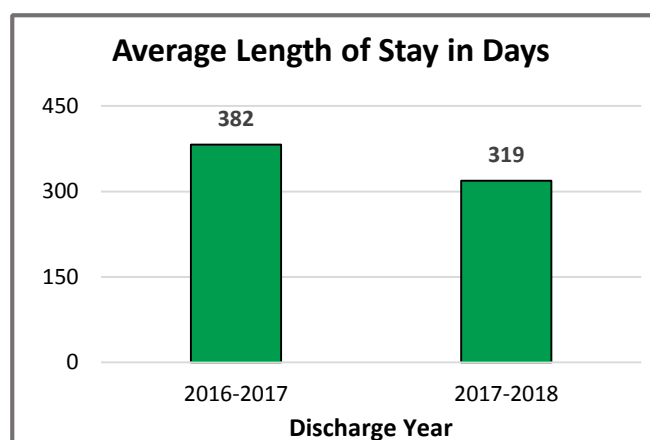
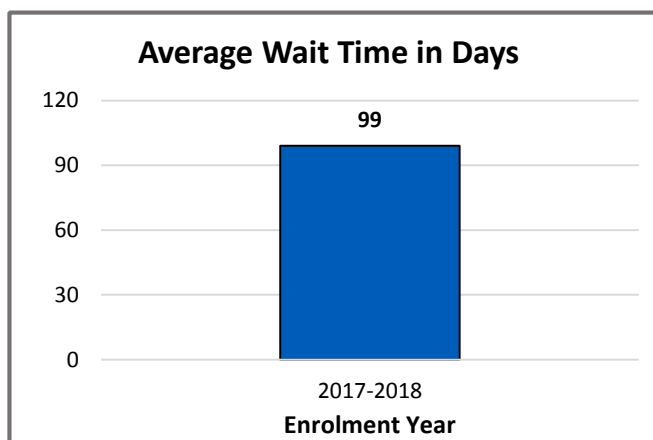
Program Statistics: Source Program Data

For information on interpreting the program and client statistics presented in this report, see Appendix A.

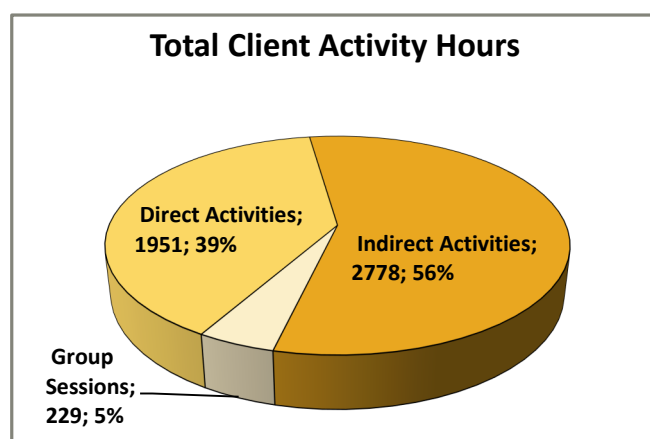
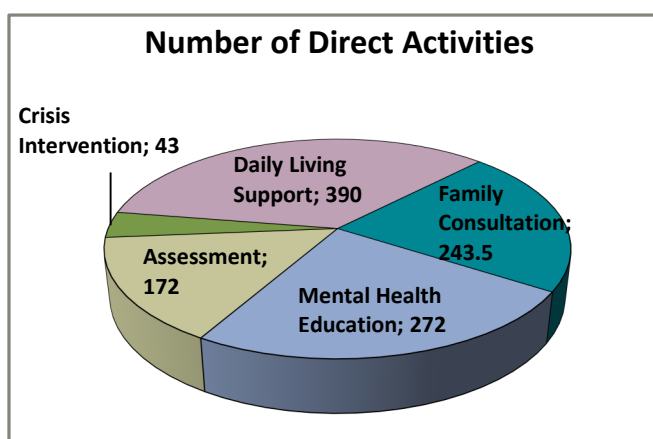
	2015-2016	2016-2017	2017-2018
Referrals	-	-	72
New Enrolments	27	34	24
Overall Registrations	214	226	36
Unique Individuals Served	212	226	36
Discharges	3	13	16

Referrals are reported from the Client Activity Report.

Wait Time and Length of Stay: Source Program Data



Activity Statistics 2017-2018: Source Program Data

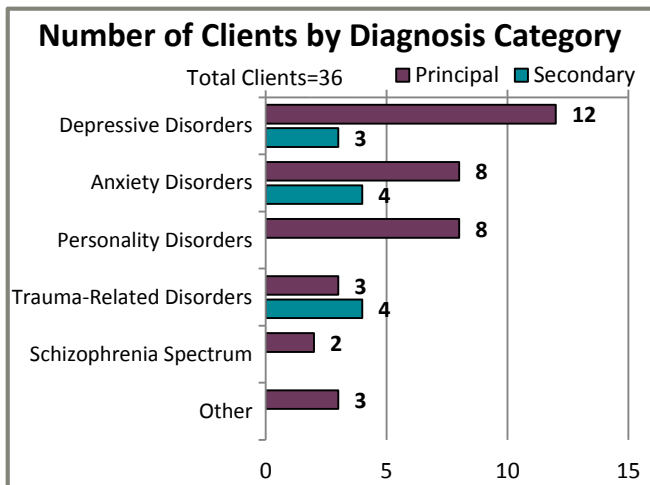
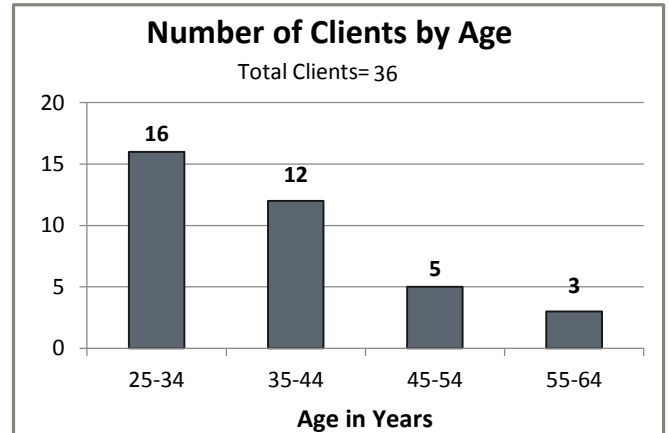
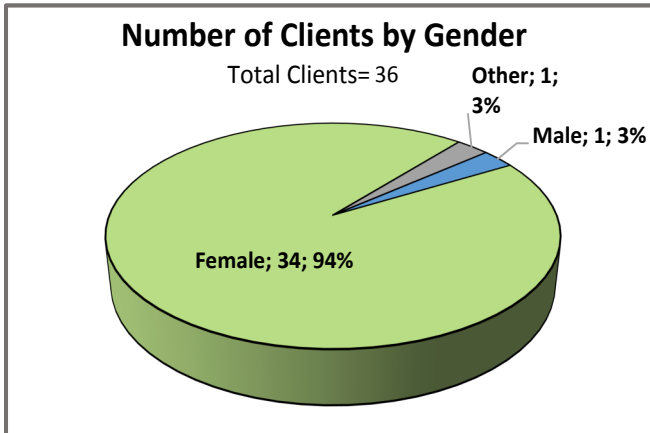


Registered Client Activity Totals		
	# Activities	Duration (Hours)
Direct Activities	1121	1951
Indirect Activities	2524	2778

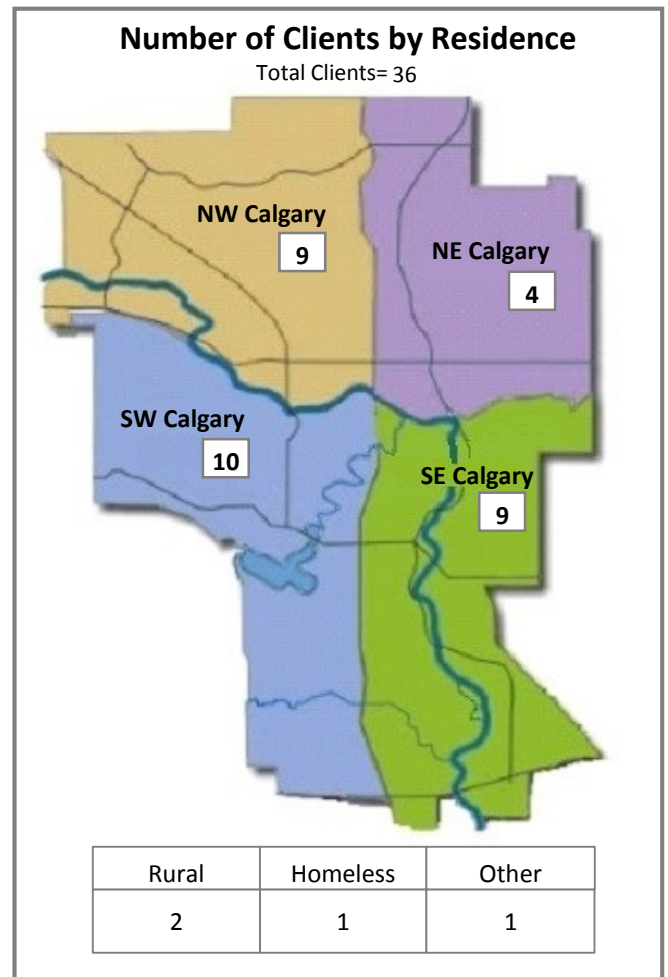
Group Activity Totals		
Number of Sessions	Number of Participants	Total Session Hours
76	278	229

Hull Services - Lasting Impressions Community Support

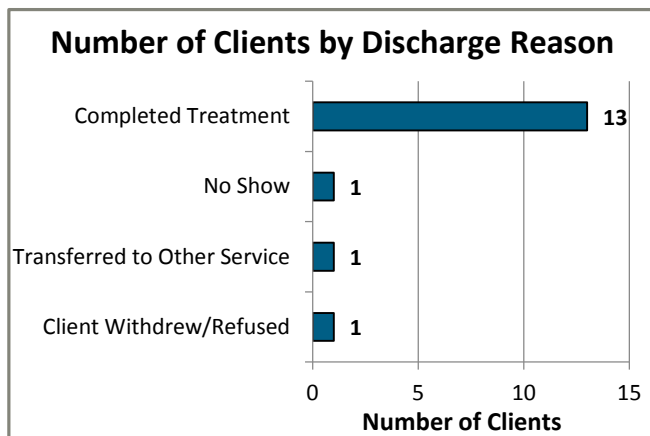
Client Statistics 2017-2018: Source Program Data



Note: A client may have more than one diagnosis.



Discharge Statistics 2017-2018: Source Program Data



Living Alternative for the Mentally Disabled Association (LAMDA)

The Living Alternatives for the Mentally Disabled Association (LAMDA) provides independent living support for individuals afflicted with severe and persistent mental illness resulting in a significant level of disability, particularly those with schizophrenia. Support workers offer social, leisure, educational, and skill development activities.

Services provided by LAMDA include meal planning, grocery shopping, household maintenance, money management, transportation, personal hygiene, health concerns, administrative assistance, leisure and community activities, goal setting, and evaluation. Support counselling, advocacy, and liaison with mental health providers are also available.

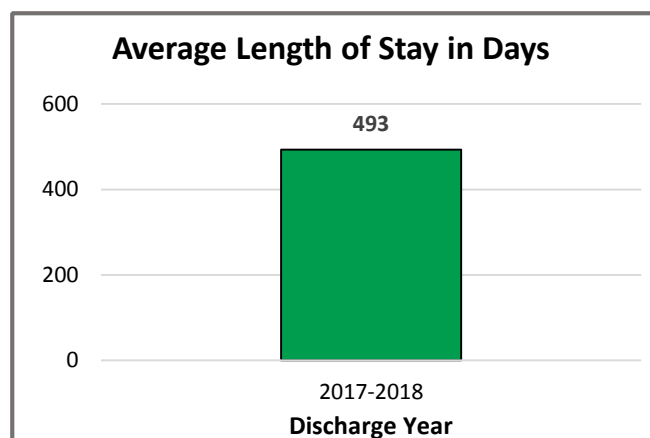
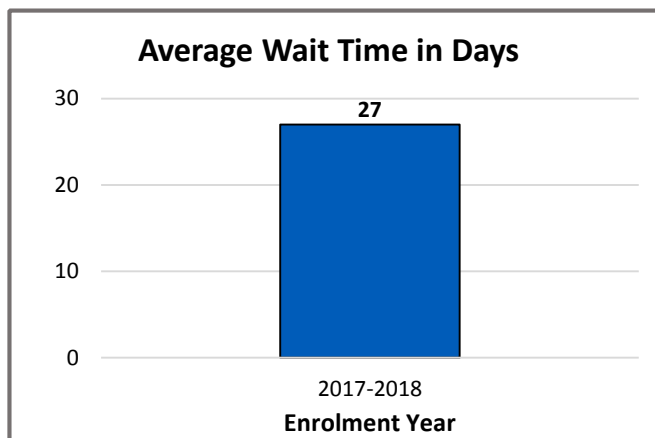
Program Statistics: Source Program Data

For information on interpreting the program and client statistics presented in this report, see Appendix A.

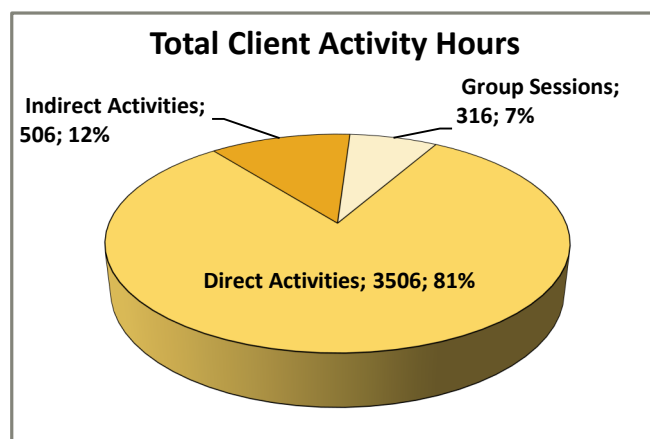
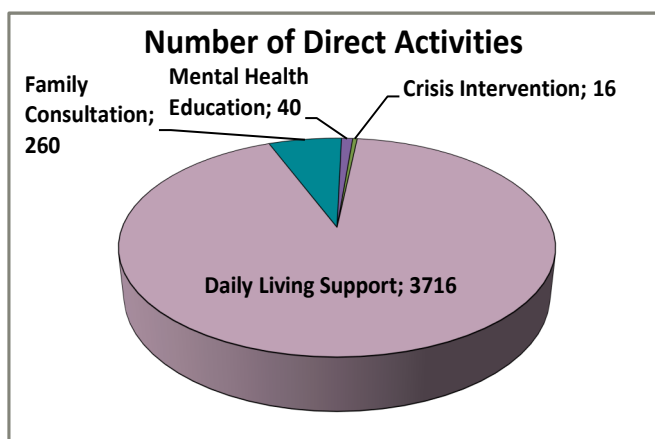
	2015-2016	2016-2017	2017-2018
Referrals	-	-	3
New Enrolments	5	4	2
Overall Registrations	65	62	59
Unique Individuals Served	-	-	58
Discharges	7	4	3

Referrals and unique individual client information is not available for previous years.

Wait Time and Length of Stay: Source Program Data



Activity Statistics 2017-2018: Source Program Data

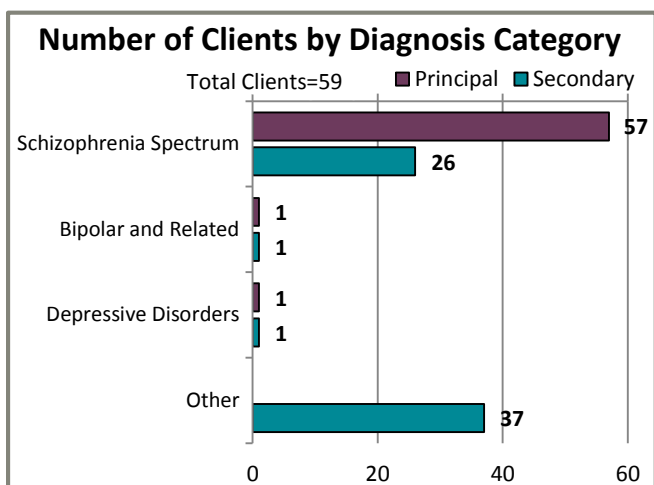
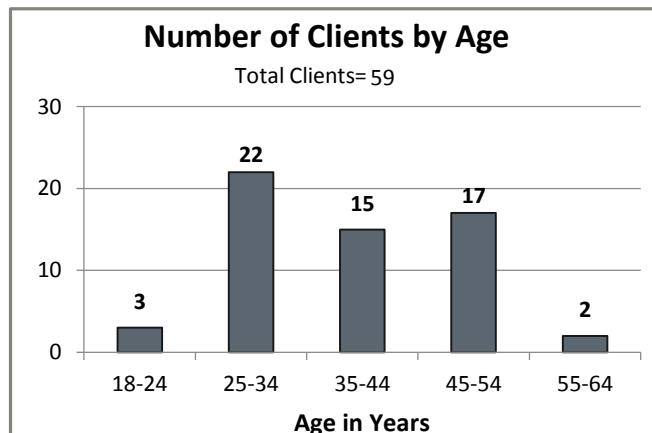
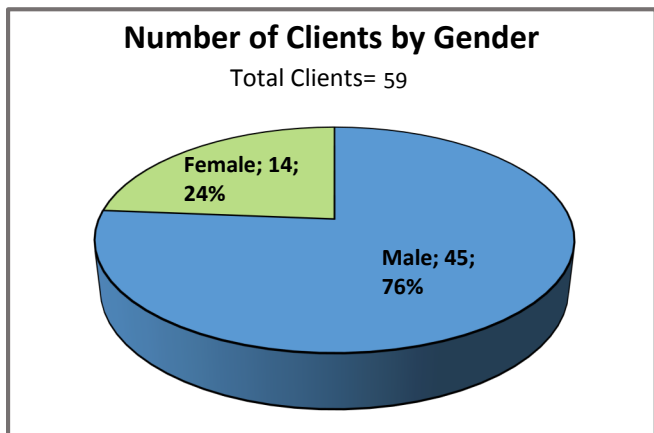


Registered Client Activity Totals		
	# Activities	Duration (Hours)
Direct Activities	4032	3506
Indirect Activities	687	506

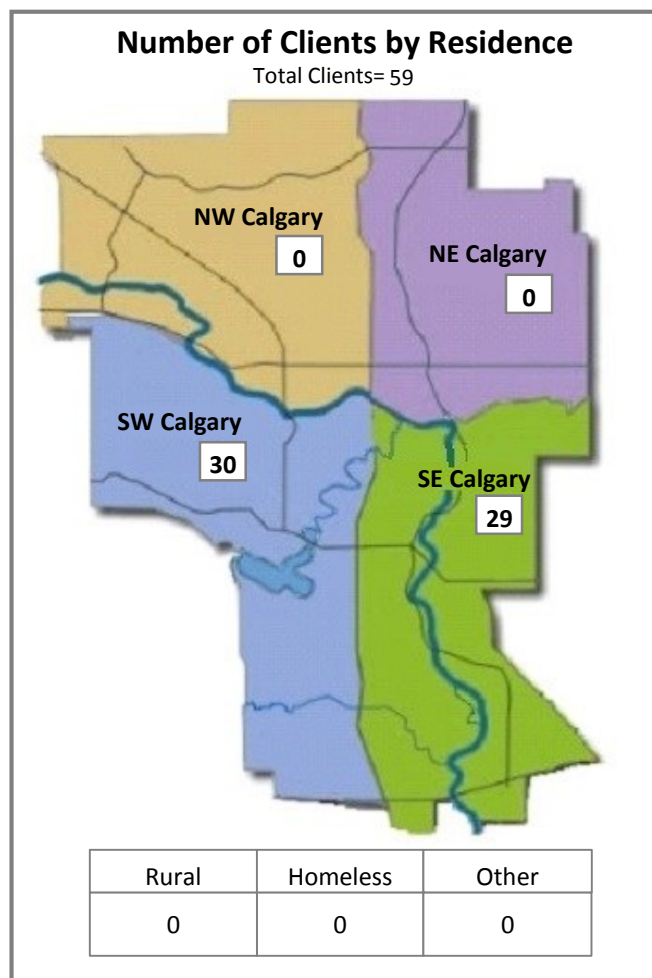
Group Activity Totals		
Number of Sessions	Number of Participants	Total Session Hours
117	1344	316

Living Alternative for the Mentally Disabled Association (LAMDA)

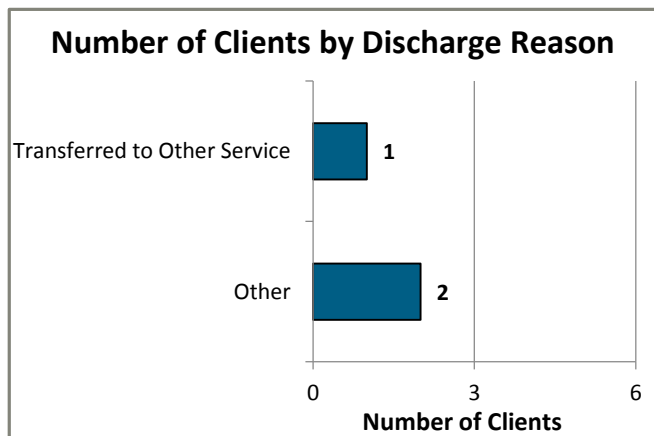
Client Statistics 2017-2018: Source Program Data



Note: A client may have more than one diagnosis.



Discharge Statistics 2017-2018: Source Program Data



Money Matters - Financial Administration - CASS

Calgary Alternative Support Services (CASS) provides support services to individuals over the age of 18 who have a developmental disability and/or a mental illness. CASS provides Financial Administration services and residential services within a supported living arrangement as well as on an outreach basis. CASS also provides employment services in support of their participants

The Financial Administrator provides one-on-one participant directed support to individuals who find it difficult to manage their finances on their own. CASS also provides employment services in support of their participants. Money Matters is a partnership between Momentum and CASS.

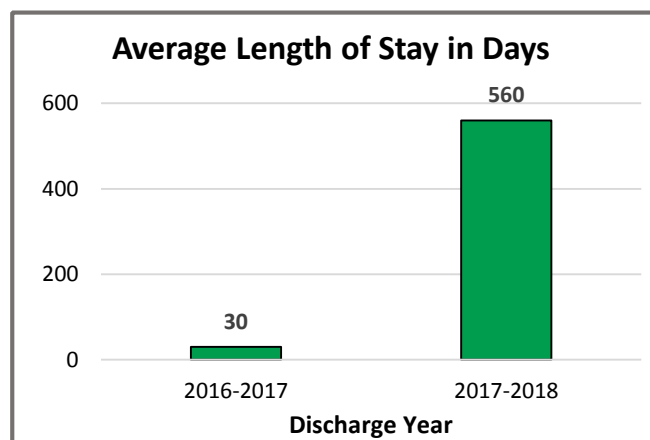
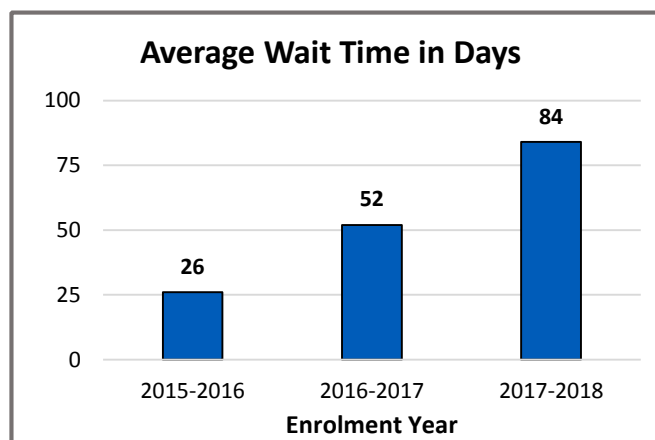
Program Statistics: Source Program Data

For information on interpreting the program and client statistics presented in this report, see Appendix A.

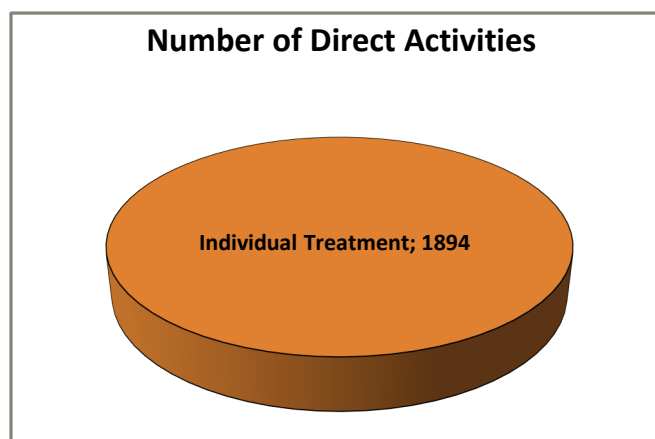
	2015-2016	2016-2017	2017-2018
Referrals	-	-	39
New Enrolments	16	13	10
Overall Registrations	65	43	41
Unique Individuals Served	65	43	41
Discharges	12	10	12

Referrals are reported from the Client Activity Report.

Wait Time and Length of Stay: Source Program Data



Activity Statistics 2017-2018: Source Program Data



Registered Client Activity Note

Total client activity hours are not available.

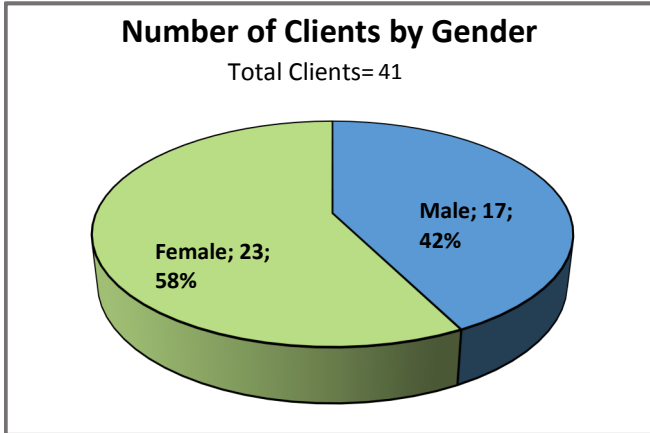
Registered Client Activity Totals		
	# Activities	Duration (Hours)
Direct Activities	1894	-
Indirect Activities	690	-

Group Activity Note

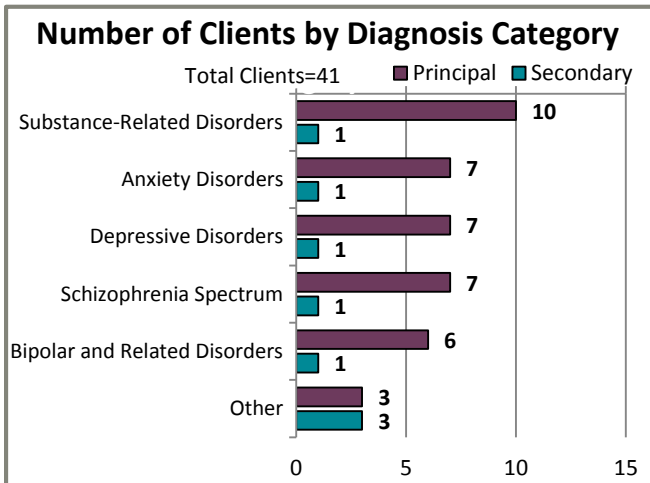
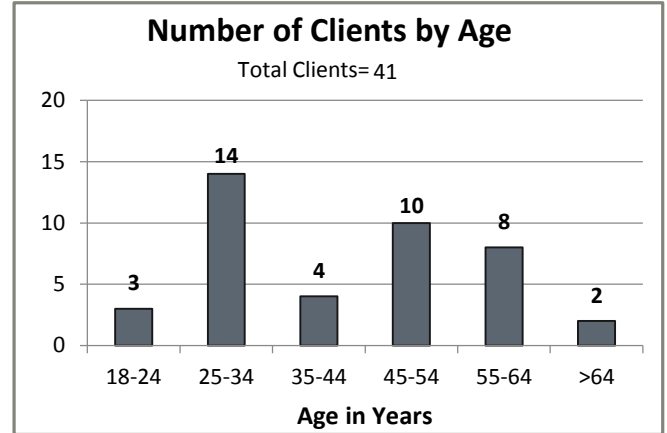
Group activity information is not available.

Money Matters - Financial Administration - CASS

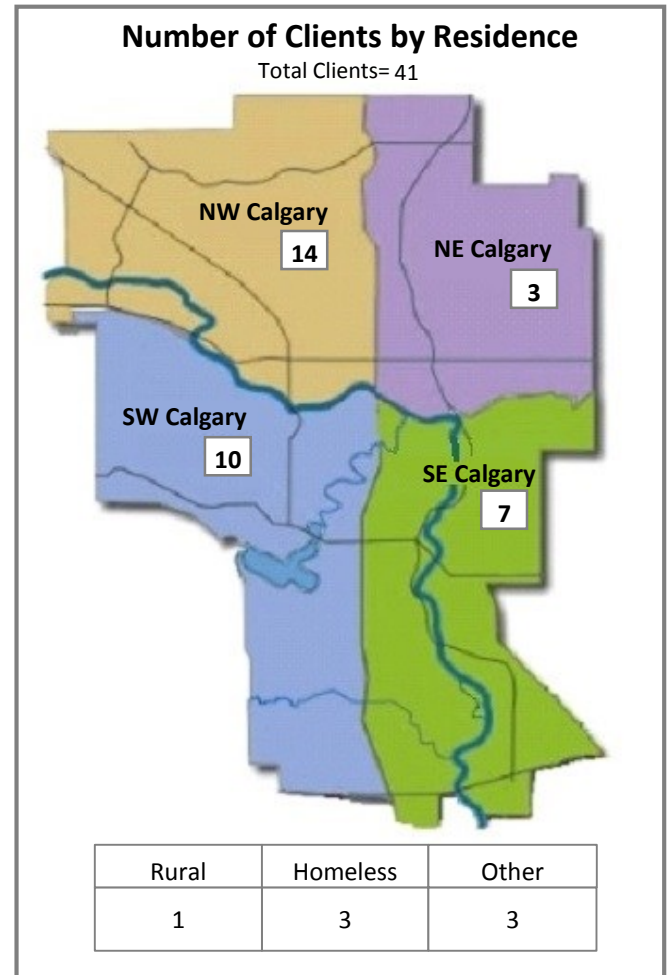
Client Statistics 2017-2018: Source Program Data



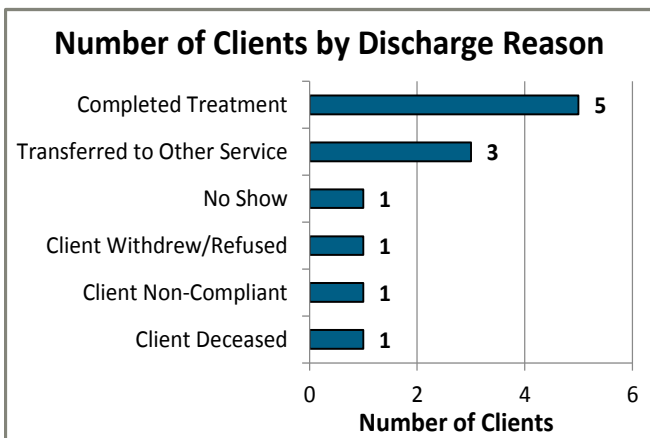
Note: 2 client have an unknown gender.



Note: A client may have more than one diagnosis.



Discharge Statistics 2017-2018: Source Program Data



Money Matters - Financial Education - Momentum

Momentum is an award-winning community economic development not-for-profit charitable organization. Since 1991 Momentum has partnered with people living on lower-incomes to develop their sustainable livelihoods. Through the application of comprehensive poverty reduction strategies, Momentum works to improve the economic, social, and personal well-being of individuals by offering financial literacy, skills training, and business development programs.

Money Matters is a partnership between Momentum and Calgary Alternative Support Services (CASS). Workshops are facilitated by Momentum staff and hosted by mental health agencies and addictions treatment centers.

Program Statistics: Source Program Data

For information on interpreting the program and client statistics presented in this report, see Appendix A.

	2015-2016	2016-2017	2017-2018
Referrals	-	-	146
New Enrolments	163	117	146
Overall Registrations	163	135	154
Unique Individuals Served	163	131	149
Discharges	163	133	154

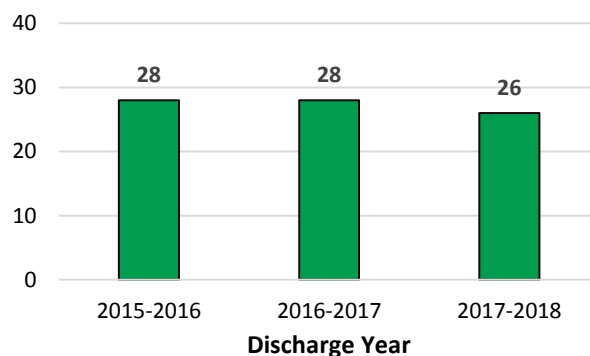
Referrals are reported from the Client Activity Report.

Wait Time and Length of Stay: Source Program Data

Wait Time

Wait time information is not available.

Average Length of Stay in Days

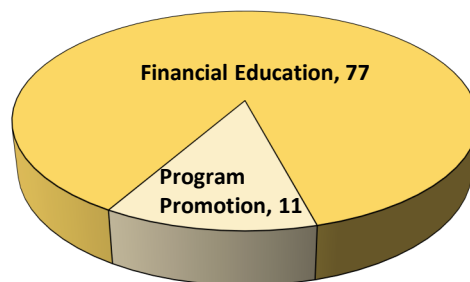


Activity Statistics 2017-2018: Source Program Data

Registered Client Activity

Individual client activity information is not available.

Total Group Sessions

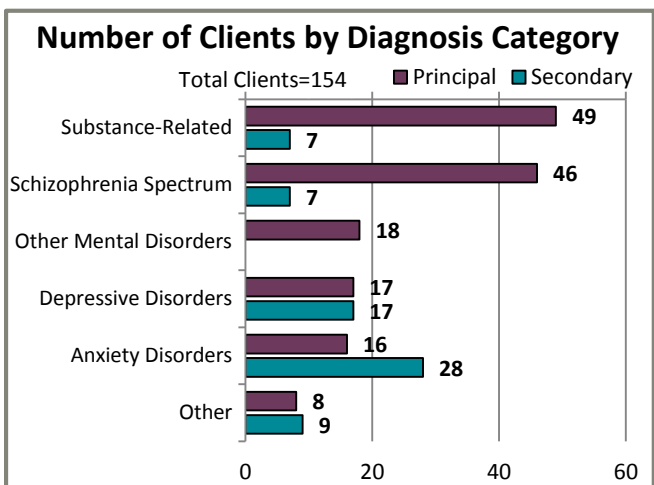
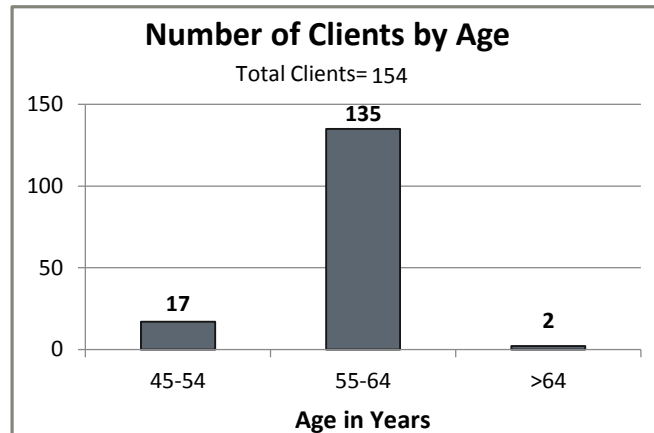
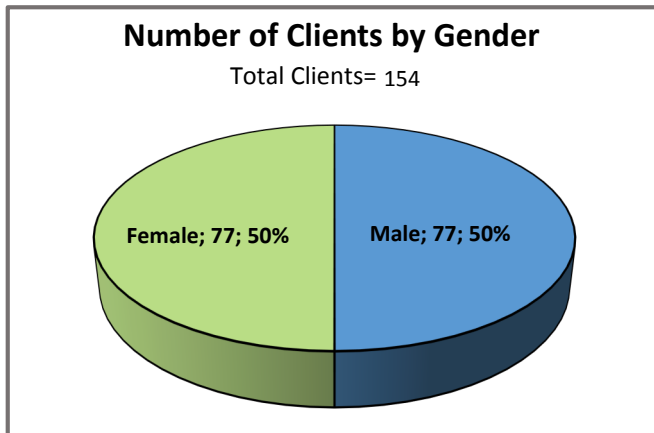


Registered Client Activity Totals		
	# Activities	Duration (Hours)
Direct Activities	-	-
Indirect Activities	-	-

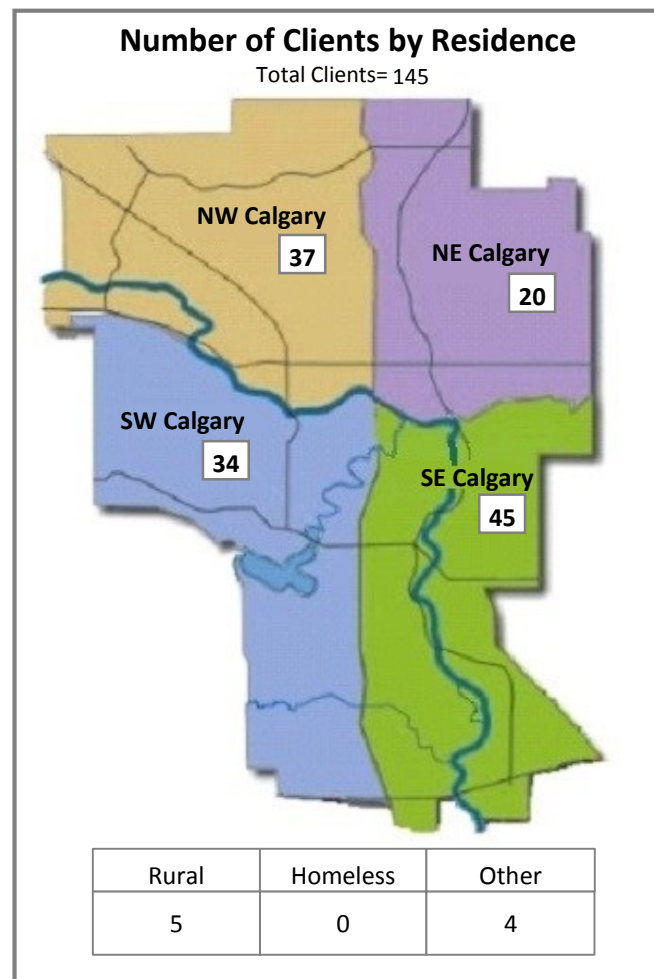
Group Activity Totals		
Number of Sessions	Number of Participants	Total Session Hours
88	208	-

Money Matters - Financial Education - Momentum

Client Statistics 2017-2018: Source Program Data

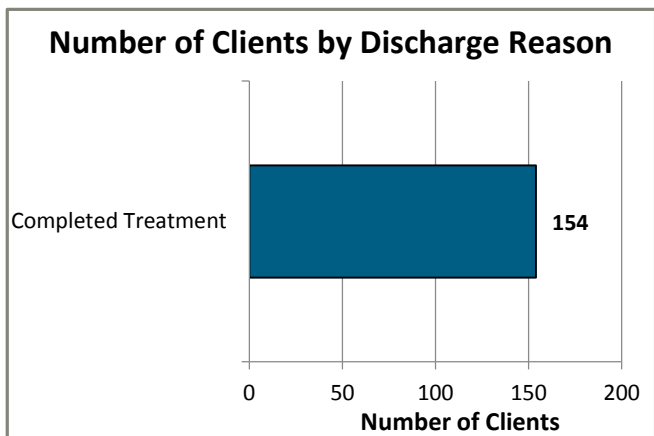


Note: A client may have more than one diagnosis.



Note: 9 clients have an unknown place of residence.

Discharge Statistics 2017-2018: Source Program Data



Native Addictions Services Society - Inpatient

The Native Addictions Services Society is a non-profit organization that serves Indigenous and non-Indigenous communities across Alberta specializing in programs dealing with addictions including drug, alcohol, and gambling addictions. The program provides a renewed sense of identity to heal the mind as well as the body.

The 63-day inpatient program incorporates a unique cultural and spiritual healing experience utilizing the 12-Steps and the philosophy of Alcoholics Anonymous. This provides clients with holistic healing experiences while learning tools to attain/retain sobriety. Elder involvement and traditional ceremonies are key elements of all client support

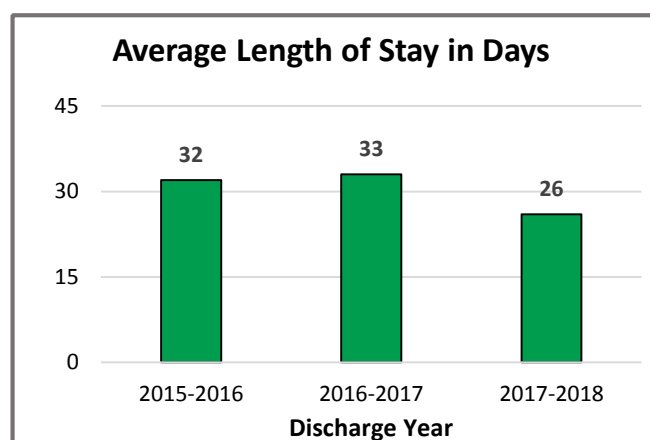
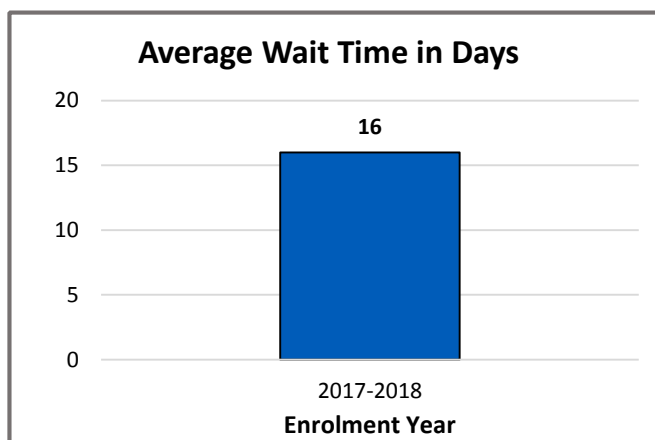
Program Statistics: Source Program Data

For information on interpreting the program and client statistics presented in this report, see Appendix A.

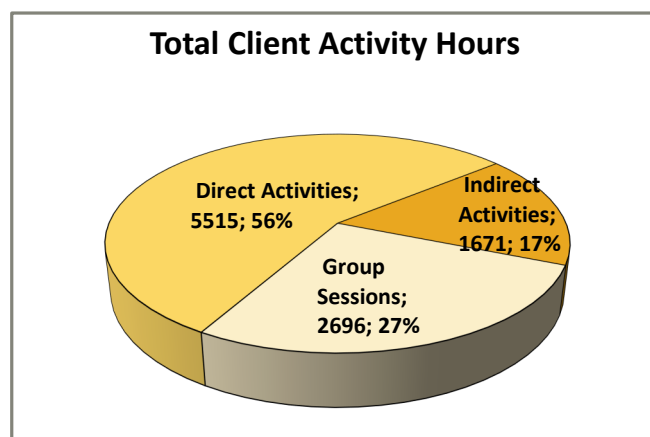
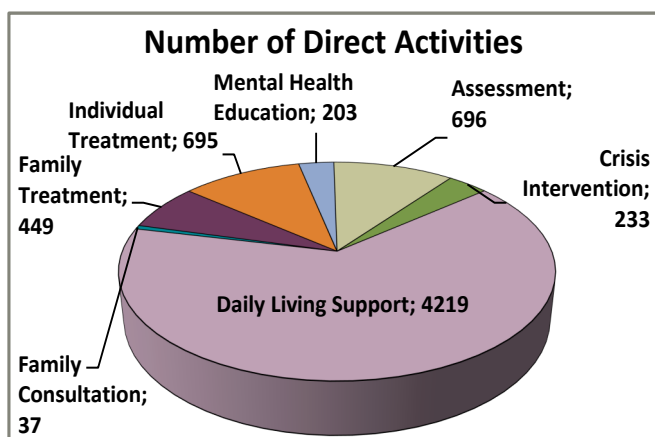
	2015-2016	2016-2017	2017-2018
Referrals	-	-	600
New Enrolments	265	298	355
Overall Registrations	266	298	383
Unique Individuals Served	251	276	356
Discharges	227	268	351

Referrals are reported from the Client Activity Report.

Wait Time and Length of Stay: Source Program Data



Activity Statistics 2017-2018: Source Program Data

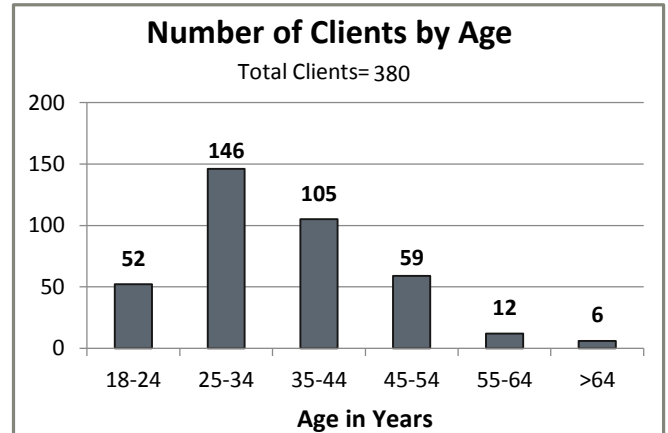
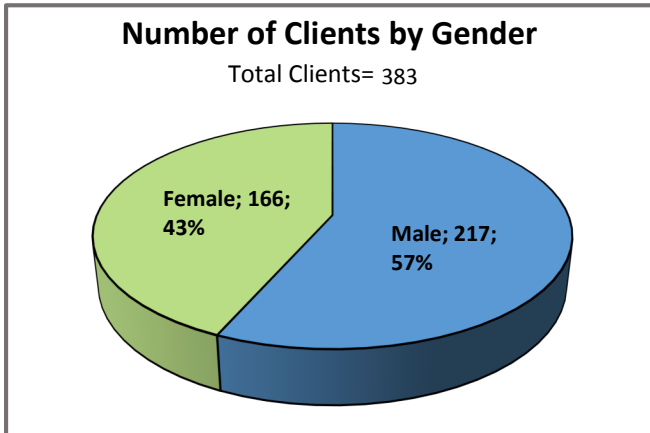


Registered Client Activity Totals		
	# Activities	Duration (Hours)
Direct Activities	6532	5515
Indirect Activities	2082	1671

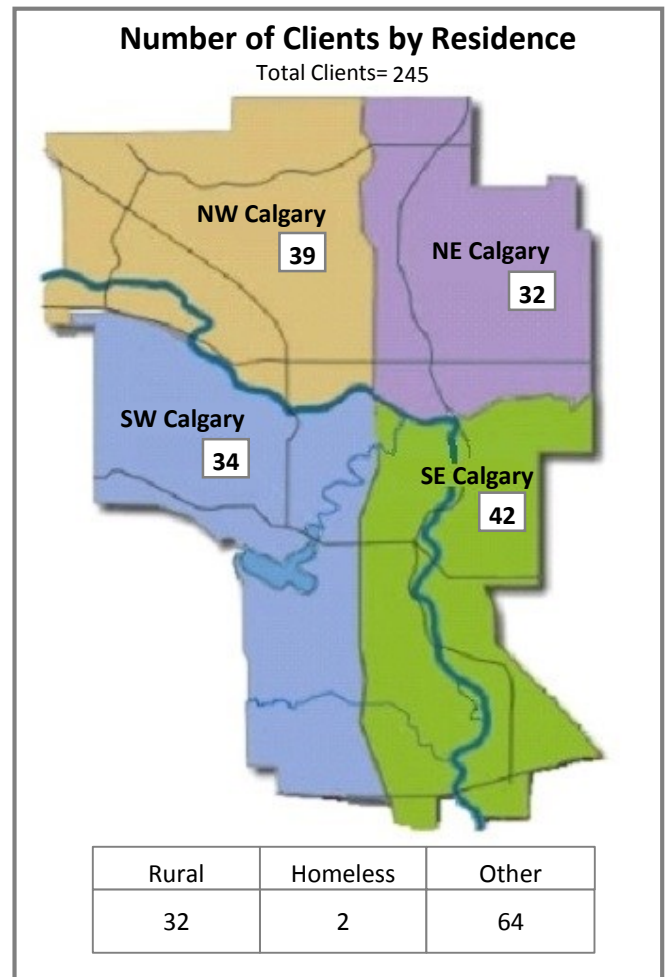
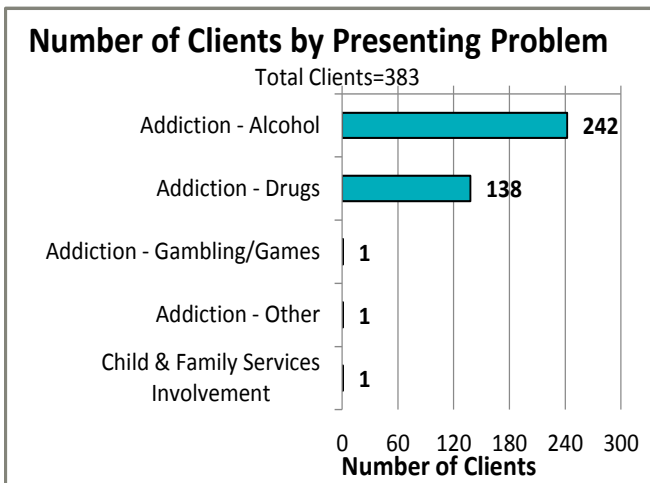
Group Activity Totals		
Number of Sessions	Number of Participants	Total Session Hours
1452	13070	2696

Native Addictions Services Society - Inpatient

Client Statistics 2017-2018: Source Program Data

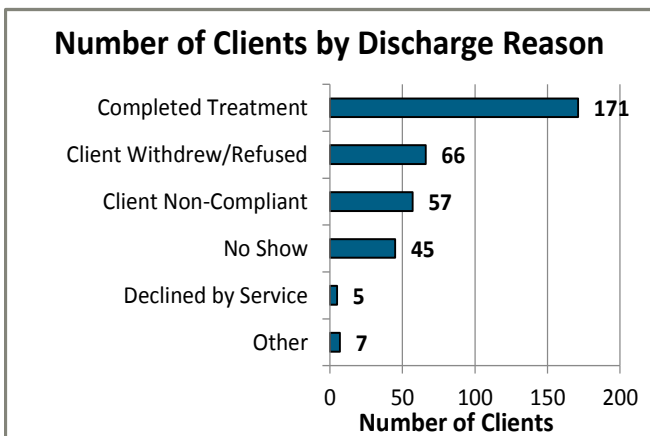


Note: 3 clients have an unknown date of birth.



Note: 138 clients have an unknown place of residence.

Discharge Statistics 2017-2018: Source Program Data



Native Addictions Services Society - Outpatient

The Native Addictions Services Society is a non-profit organization that serves Indigenous and non-Indigenous communities across Alberta specializing in programs dealing with addictions including drug, alcohol, and gambling addictions. The program provides a renewed sense of identity to heal the mind as well as the body.

The 63-day program incorporates a unique cultural and spiritual healing experience utilizing the 12-Steps and the philosophy of Alcoholics Anonymous. Clients must attend 32 mandatory group or drop-in sessions providing clients with holistic healing experiences while learning tools to attain/retain sobriety. Elder involvement and traditional ceremonies are key elements of all client support programs.

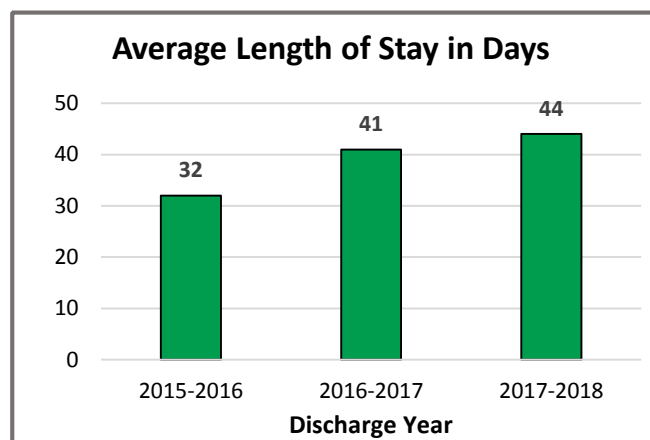
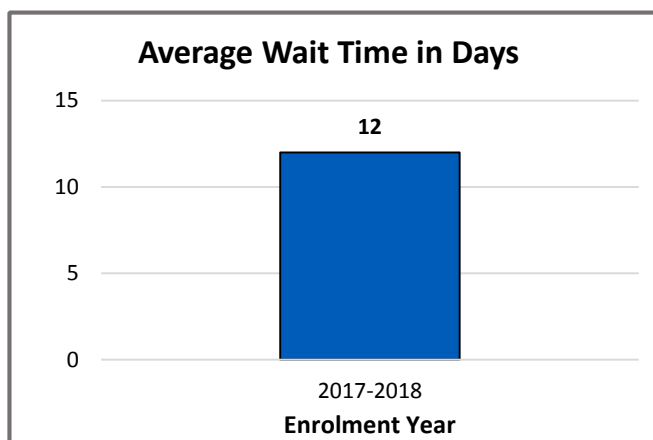
Program Statistics: Source Program Data

For information on interpreting the program and client statistics presented in this report, see Appendix A.

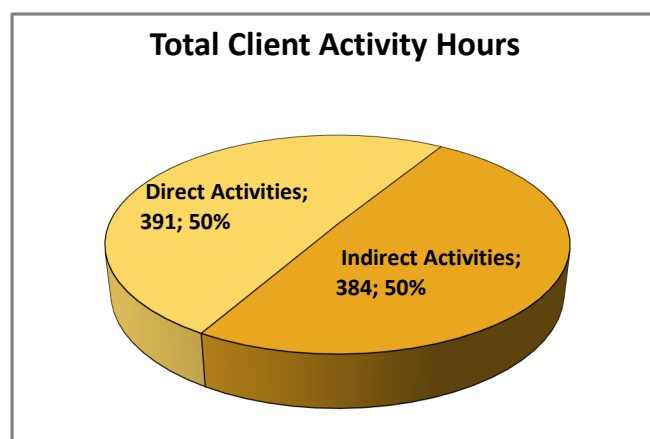
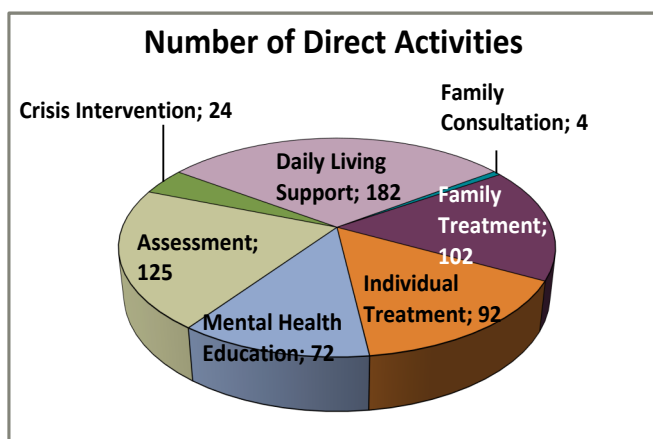
	2015-2016	2016-2017	2017-2018
Referrals	-	-	131
New Enrolments	15	168	130
Overall Registrations	157	169	130
Unique Individuals Served	153	162	126
Discharges	149	146	130

Referral information for previous years is not available.

Wait Time and Length of Stay: Source Program Data



Activity Statistics 2017-2018: Source Program Data

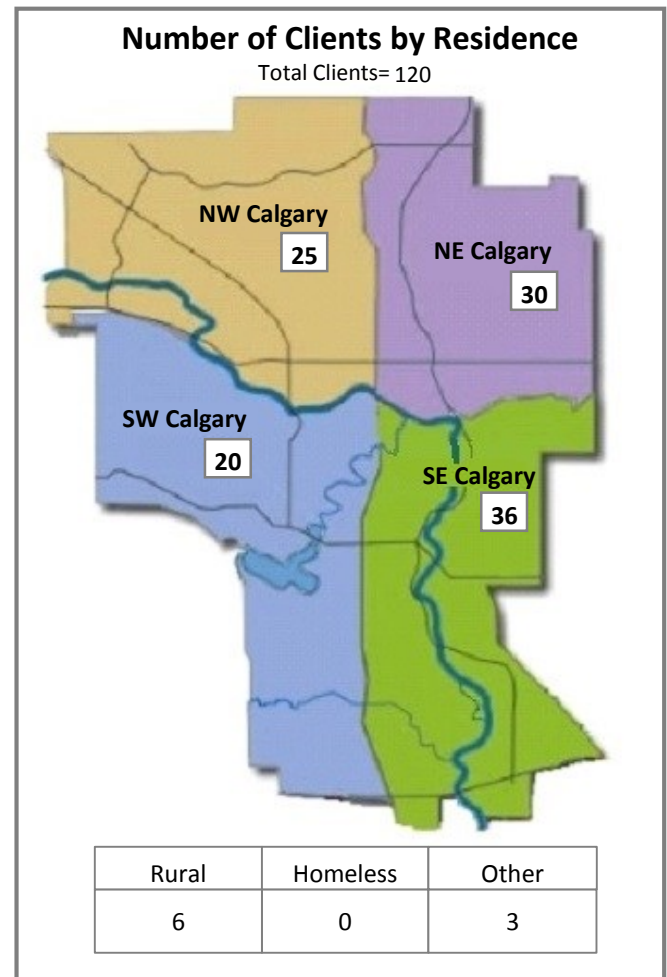
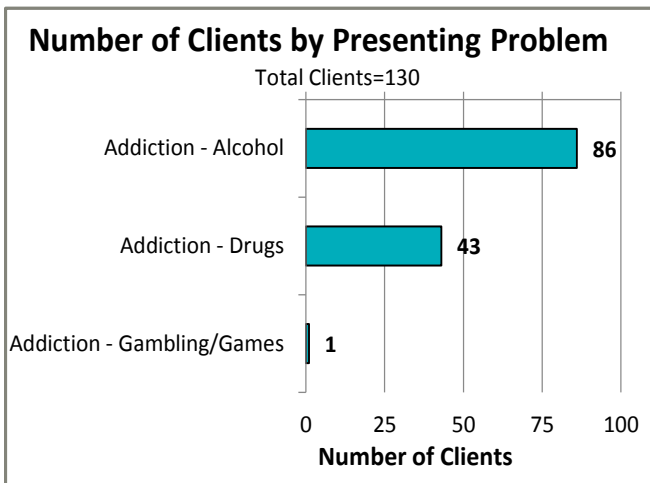
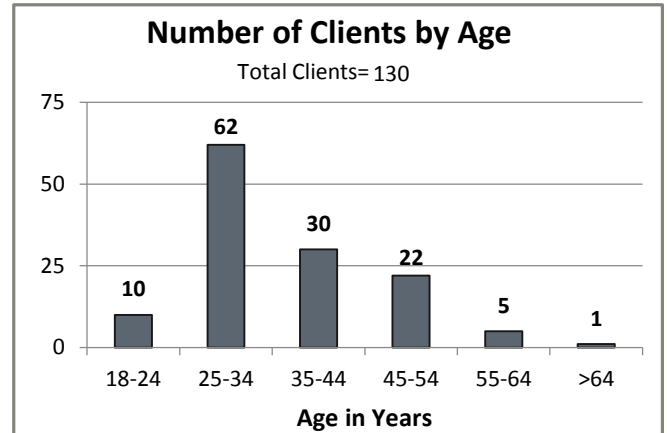
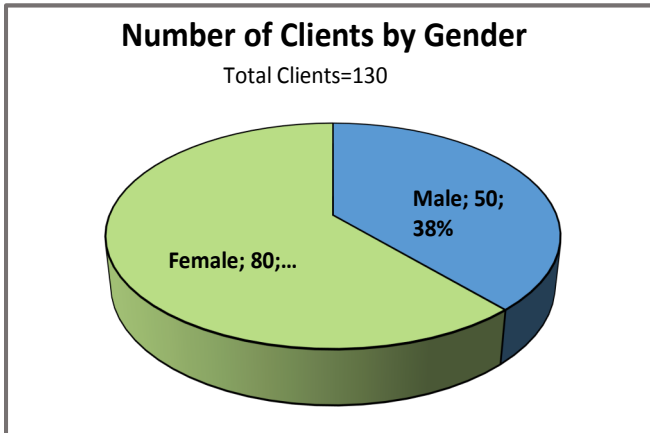


Registered Client Activity Totals		
	# Activities	Duration (Hours)
Direct Activities	601	391
Indirect Activities	504	384

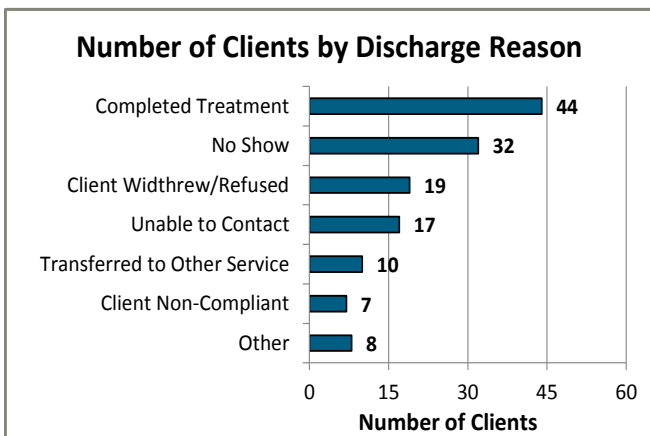
Group activity information is not available.

Native Addictions Services Society - Outpatient

Client Statistics 2017-2018: Source Program Data



Discharge Statistics 2017-2018: Source Program Data



Note: 10 clients have an unknown place of residence.

Oxford House Foundation of Canada

The Oxford House Foundation of Canada is a registered charitable foundation providing safe and affordable housing for individuals in recovery from addictions. Oxford houses operate on a peer-to-peer basis and requirements for continued residency include full-time employment, school or regular volunteering, and maintaining sobriety.

Clients are in “active recovery” by attending recovery meetings, counselling, and aftercare groups. There is no time limit an individual can stay in a house, the decision is up to the clients to leave when they feel ready.

Program Statistics: Source Program Data

For information on interpreting the program and client statistics presented in this report, see Appendix A.

	2015-2016	2016-2017	2017-2018
Referrals	-	-	157
New Enrolments	55	47	62
Overall Registrations	72	64	82
Unique Individuals Served	67	63	81
Discharges	57	47	63

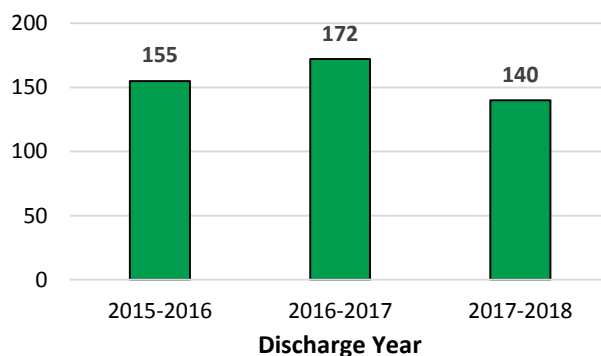
Referrals are reported from the Client Activity Report.

Wait Time and Length of Stay: Source Program Data

Wait Time

Wait time information is not available.

Average Length of Stay in Days

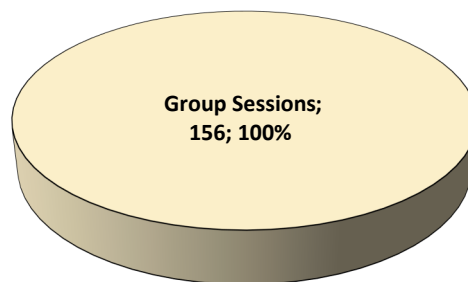


Activity Statistics 2017-2018: Source Program Data

Registered Client Activity

Individual client activity information is not available.

Total Client Activity Hours

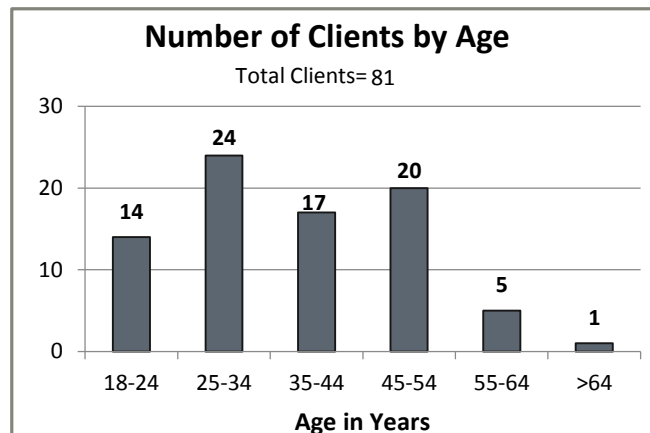
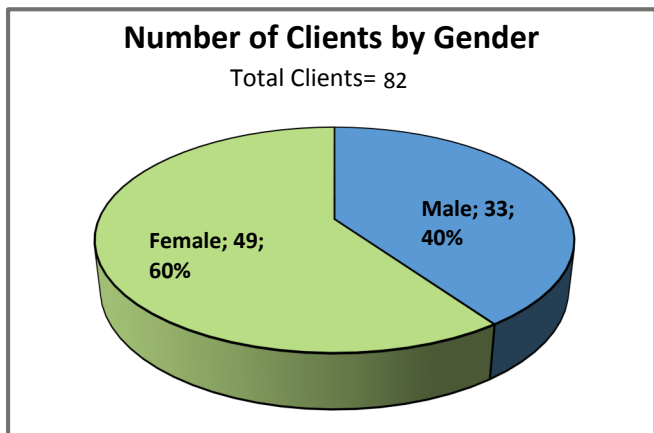


Registered Client Activity Totals		
	# Activities	Duration (Hours)
Direct Activities	-	-
Indirect Activities	-	-

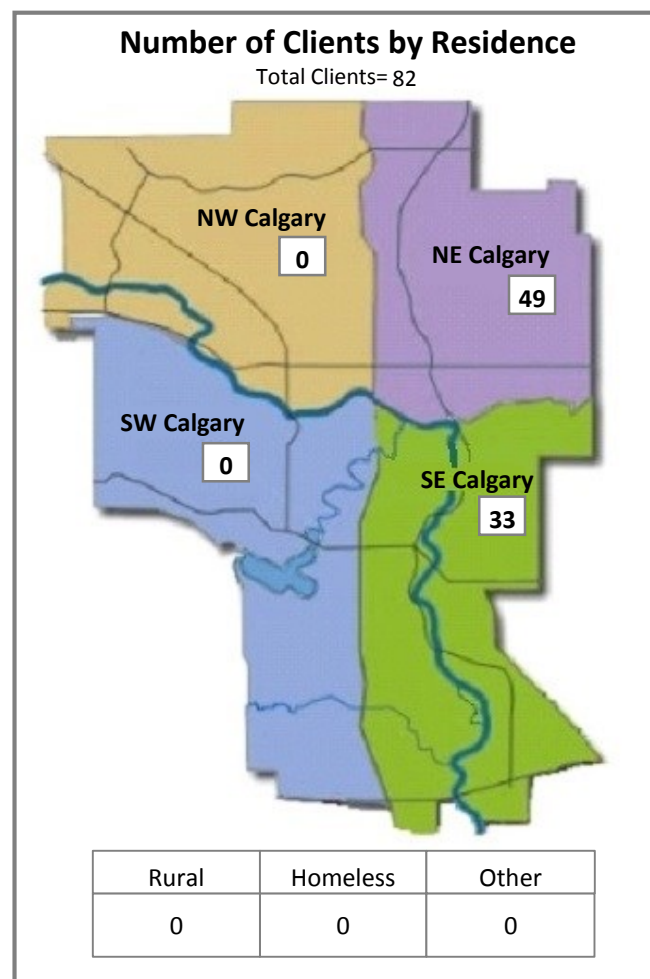
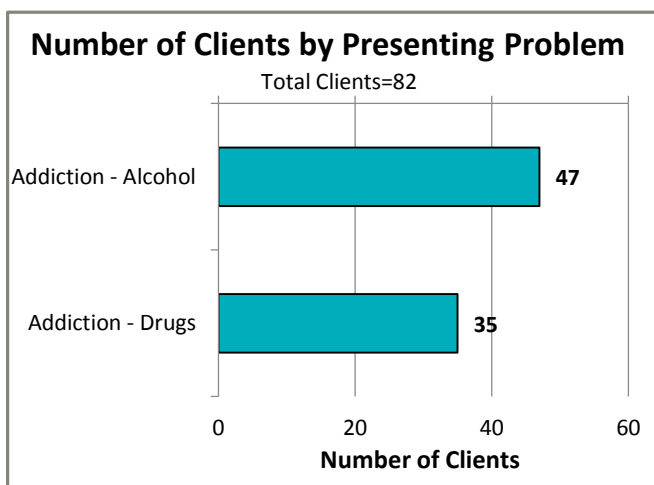
Group Activity Totals		
Number of Sessions	Number of Participants	Total Session Hours
156	162	156

Oxford House Foundation of Canada

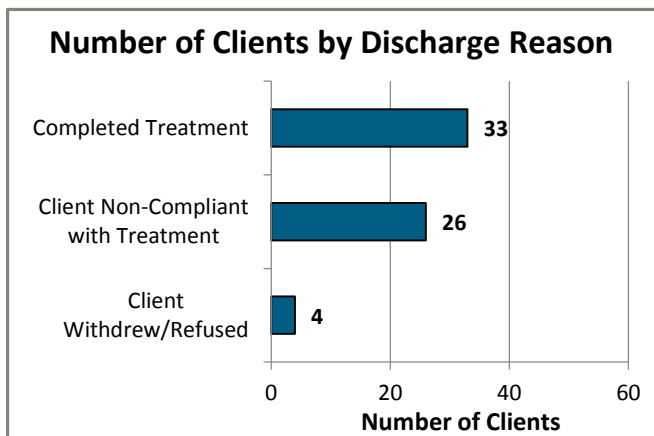
Client Statistics 2017-2018: Source Program Data



Note: 1 client has an unknown date of birth.



Discharge Statistics 2017-2018: Source Program Data



Potential Place Society

Potential Place Society offers its clients mental health rehabilitation through the Clubhouse International psycho-social rehabilitative model which provides a non-judgmental and supportive environment that promotes the concepts of participation, personal development, and individual empowerment.

Members and staff participate together in a "work-ordered day" to do everything necessary to operate the Clubhouse and its programs. These programs and activities provide an opportunity for members to develop the social and vocational skills they need to incorporate back into the community with confidence and self-esteem.

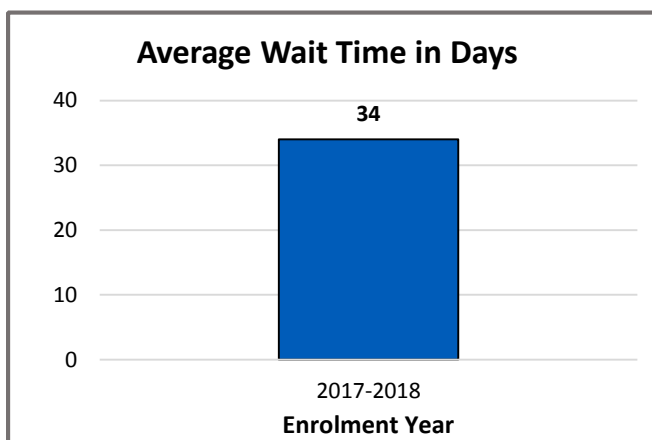
Program Statistics: Source Program Data

For information on interpreting the program and client statistics presented in this report, see Appendix A.

	2015-2016	2016-2017	2017-2018
Referrals	-	-	92
New Enrolments	88	89	85
Overall Registrations	357	381	369
Unique Individuals Served	357	381	369
Discharges	1	0	166

Referrals are reported from the Client Activity Report.

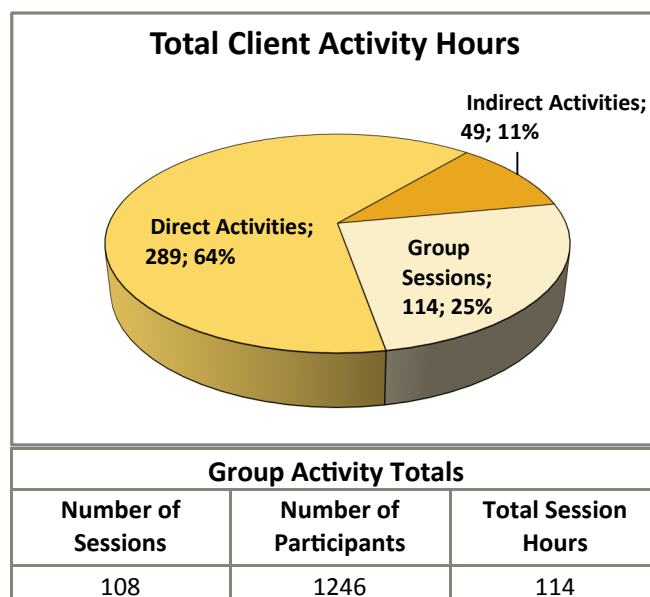
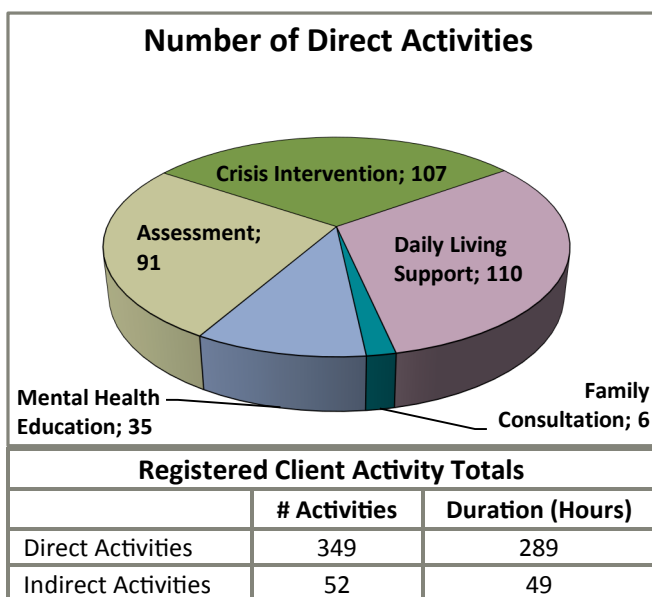
Wait Time and Length of Stay: Source Program Data



Length of Stay

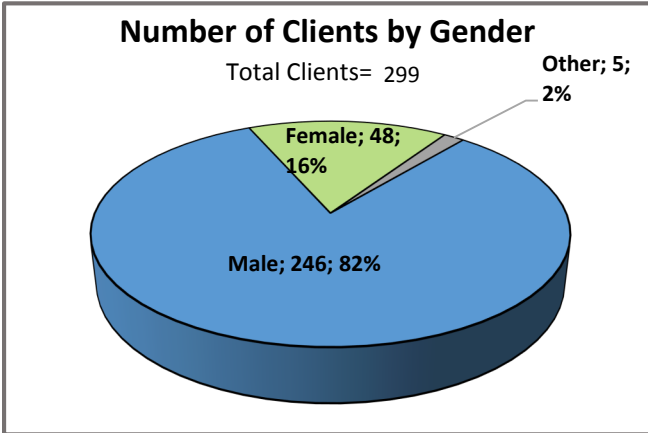
Length of stay is not applicable for this program. Program does not discharge clients.

Activity Statistics 2017-2018: Source Program Data

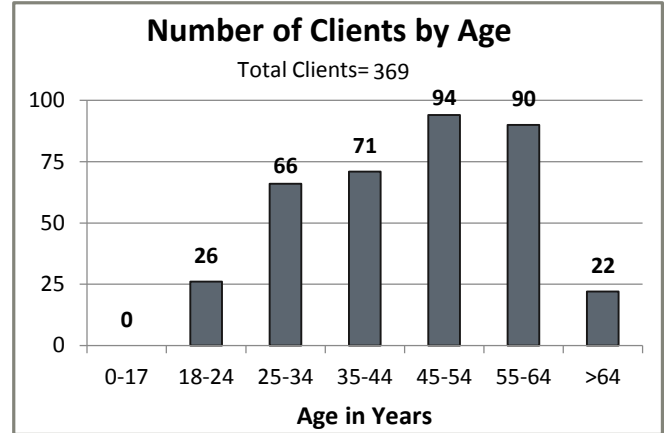


Potential Place Society

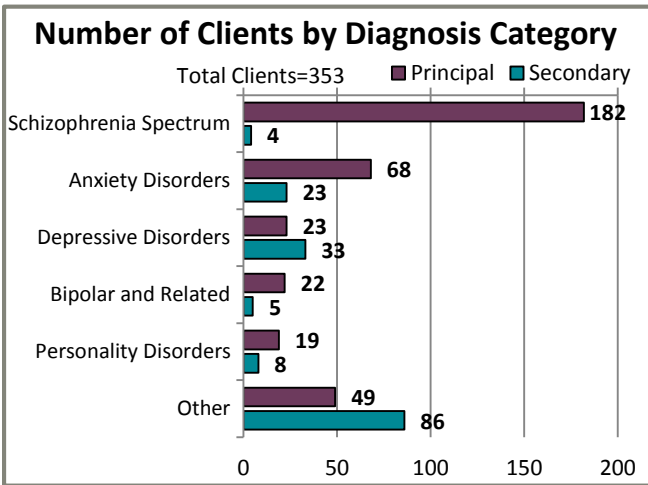
Client Statistics 2017-2018: Source Program Data



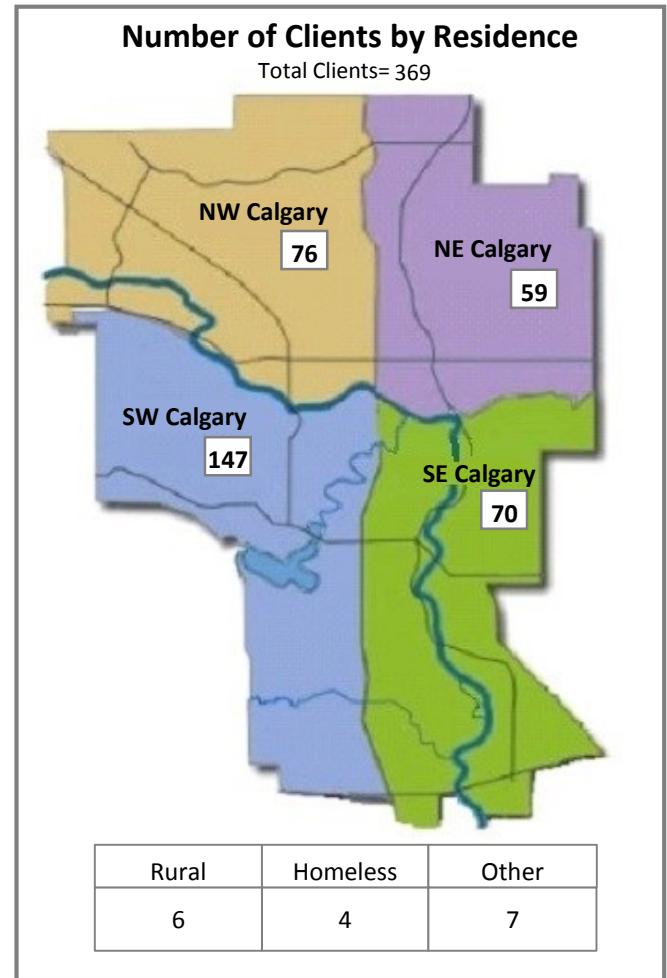
Note: 2 clients have an unknown gender.



Note: 2 clients have an unknown date of birth.

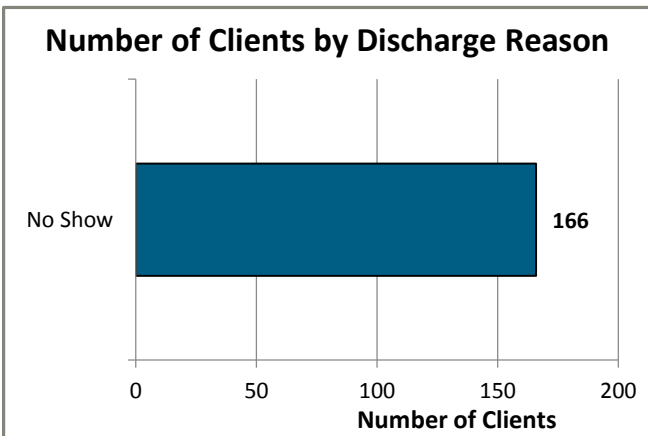


Note: A client may have more than one diagnosis.



Note: 16 clients have an unknown place of residence.

Discharge Statistics 2017-2018: Source Program Data



Prairie Winds Clubhouse

Prairie Winds Clubhouse in Claresholm offers a restorative, safe environment for people living with severe or persistent mental illness. The services are provided and enhanced by a social recreational model which promotes the concepts of participation, personal development, and individual empowerment.

Members and staff participate together to do everything necessary to operate the Clubhouse and its programs. The objectives are to establish restorative activities where members can focus on strengths and abilities, and develop the social skills and executive functioning needed to integrate back into the community with confidence and self-esteem.

Program Statistics: Source Program Data

For information on interpreting the program and client statistics presented in this report, see Appendix A.

	2015-2016	2016-2017	2017-2018
Referrals	-	-	17
New Enrolments	5	2	17
Overall Registrations	64	74	71
Unique Individuals Served	64	74	71
Discharges	4	0	6

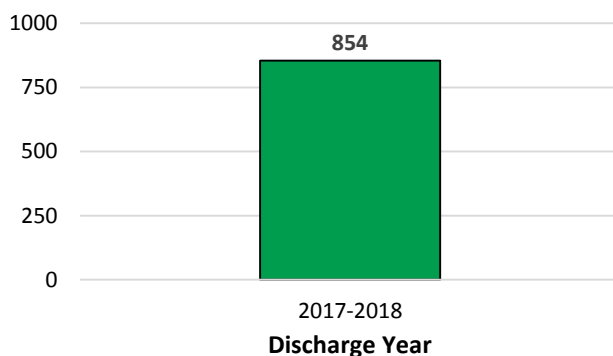
Referrals are reported from the Client Activity Report.

Wait Time and Length of Stay: Source Program Data

Wait Time

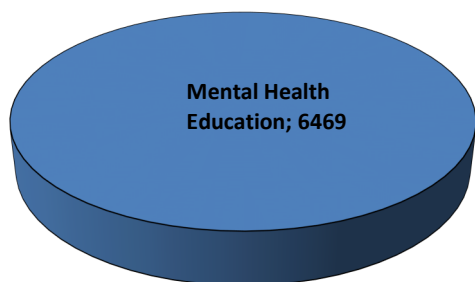
Wait time information is not available.

Average Length of Stay in Days



Activity Statistics 2017-2018: Source Program Data

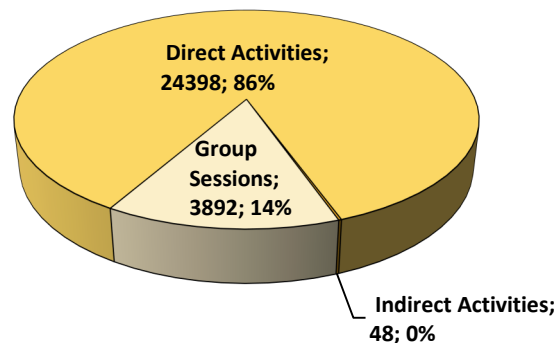
Number of Direct Activities



Registered Client Activity Totals

	# Activities	Duration (Hours)
Direct Activities	6469	24398
Indirect Activities	8	48

Total Client Activity Hours

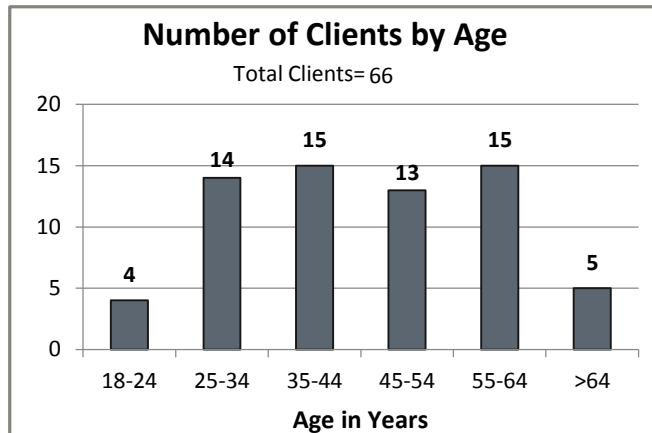
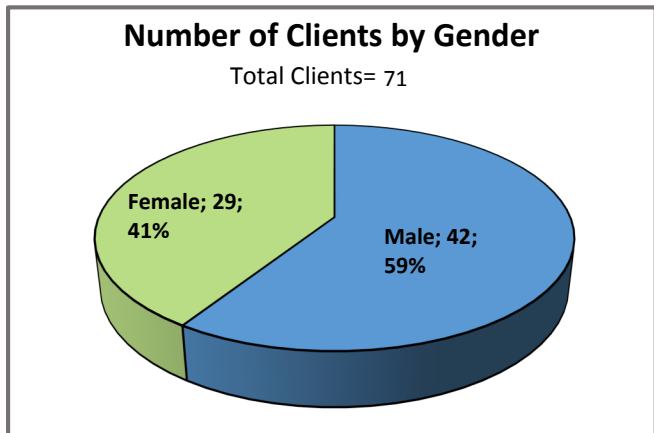


Group Activity Totals

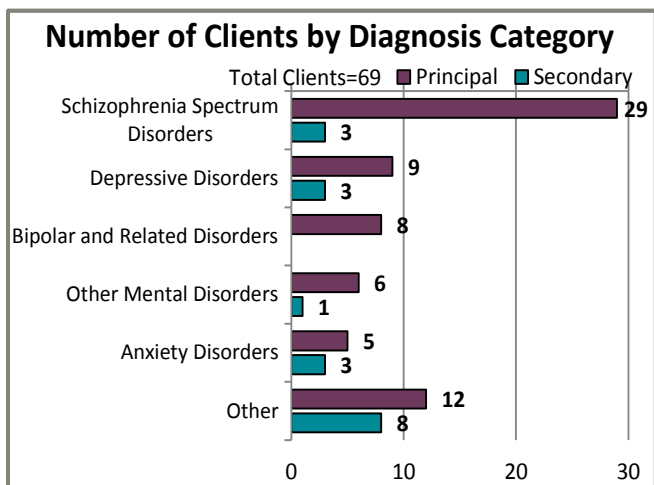
Number of Sessions	Number of Participants	Total Session Hours
315	60	3892

Prairie Winds Clubhouse

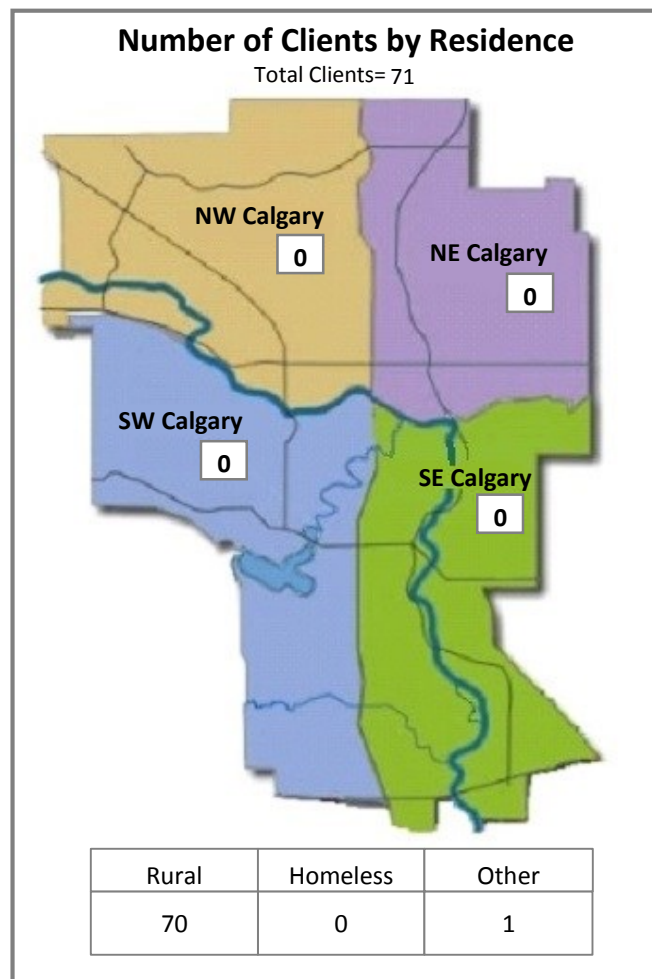
Client Statistics 2017-2018: Source Program Data



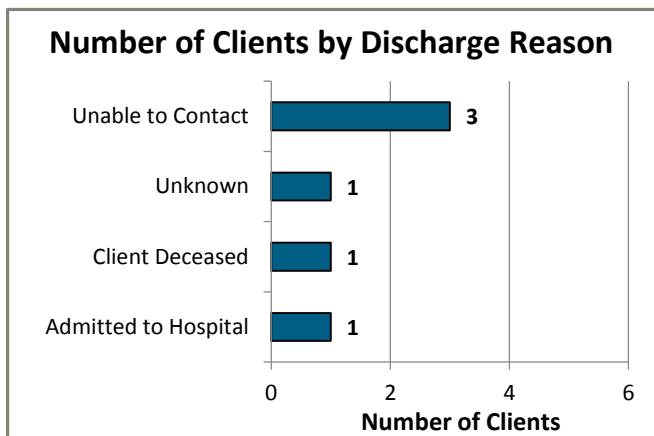
Note: 5 clients have an unknown date of birth.



Note: A client may have more than one diagnosis.



Discharge Statistics 2017-2018: Source Program Data



Prospect - Career Links

Career Links combines rapid job placement and stabilization supports to assist people with mental health and/or addiction concerns to secure employment and successfully manage transitions to the workforce. The program provides a variety of services to individuals requiring support in finding and maintaining employment or volunteer opportunities in the community.

Career Links is designed specifically for individuals interested in increasing productivity, autonomy, and quality of life through the workforce and competitive employment. Customized service plans are developed for individuals for job search, employment preparation, volunteer placement, rapid job placement, and stabilization supports.

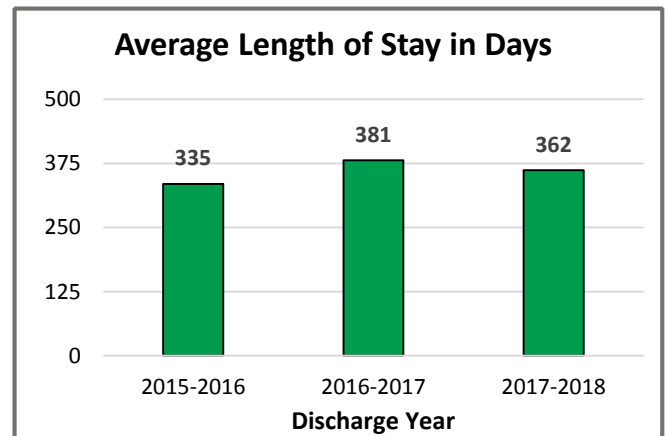
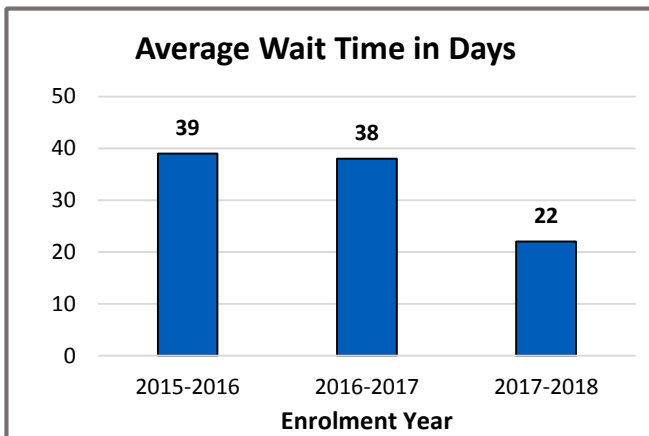
Program Statistics: Source Program Data

For information on interpreting the program and client statistics presented in this report, see Appendix A.

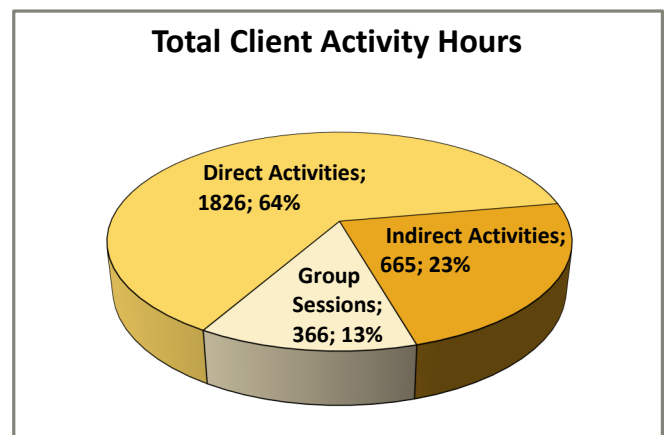
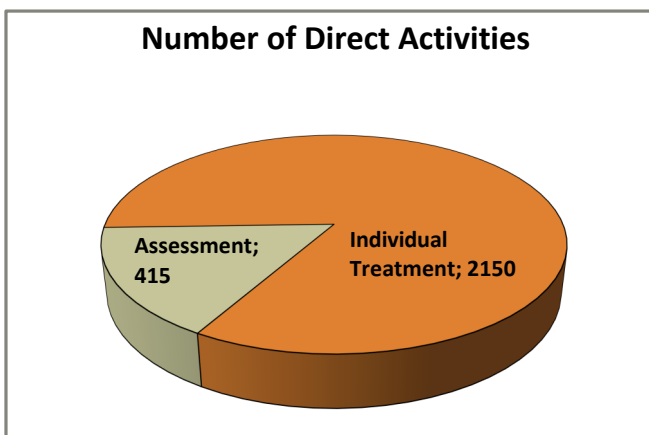
	2015-2016	2016-2017	2017-2018
Referrals	-	-	90
New Enrolments	62	74	72
Overall Registrations	0	136	135
Unique Individuals Served	127	136	135
Discharges	62	75	87

Referral information for previous years is not available.

Wait Time and Length of Stay: Source Program Data



Activity Statistics 2017-2018: Source Program Data

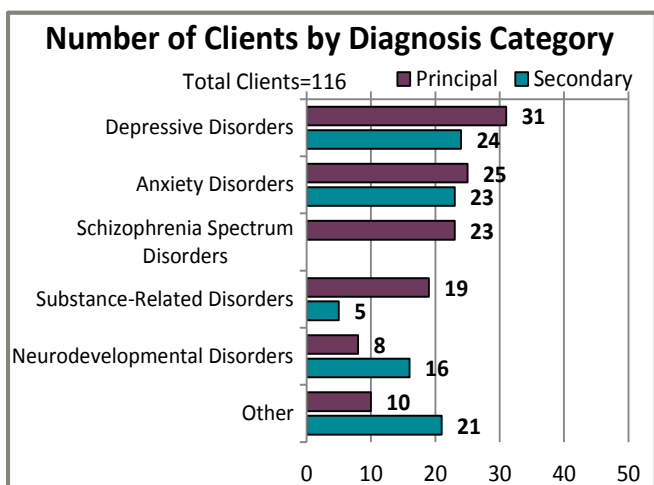
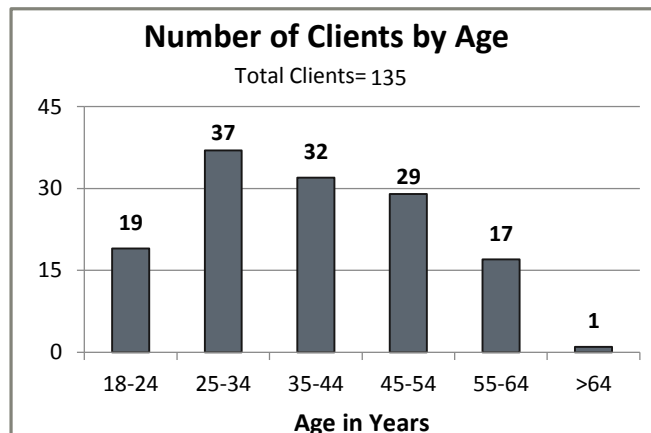
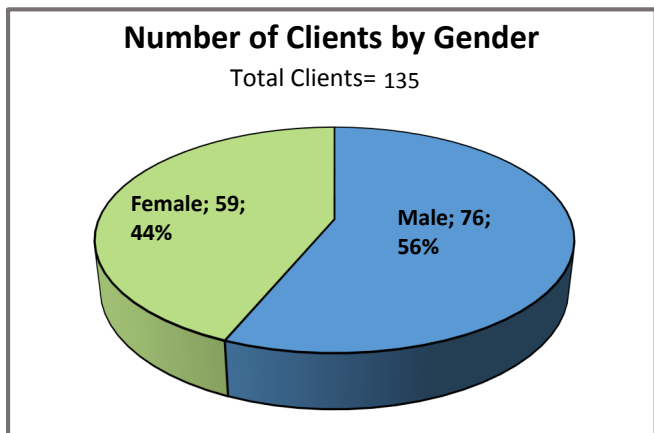


Registered Client Activity Totals		
	# Activities	Duration (Hours)
Direct Activities	2565	1826
Indirect Activities	1207	665

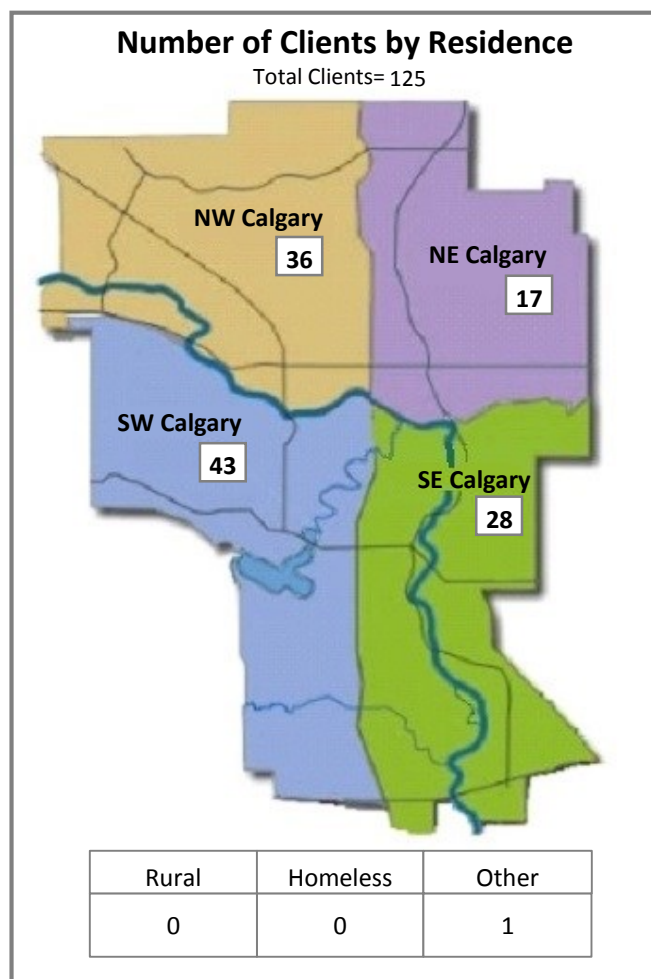
Group Activity Totals		
Number of Sessions	Number of Participants	Total Session Hours
127	652	366

Prospect - Career Links

Client Statistics 2017-2018: Source Program Data

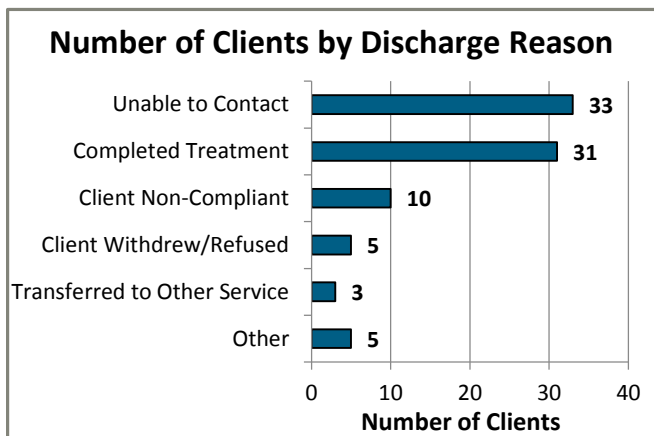


Note: A client may have more than one diagnosis.



Note: 10 clients have an unknown place of residence.

Discharge Statistics 2017-2018: Source Program Data



Recovery Acres Calgary

Recovery Acres (Calgary) Society provides treatment programs and services for adult men (18+) who suffer from addiction and alcoholism. The following data is for 1835, a 28-bed residential addiction treatment facility for men that also provides a day program option.

In addition, Recovery Acres operates transitional housing in Calgary for addiction recovery for clients in need of supported living. The services provide a daily living and meeting space for residents, clients, counsellors, and staff minimizing disruption and cost to the individual, family, employer, and the community

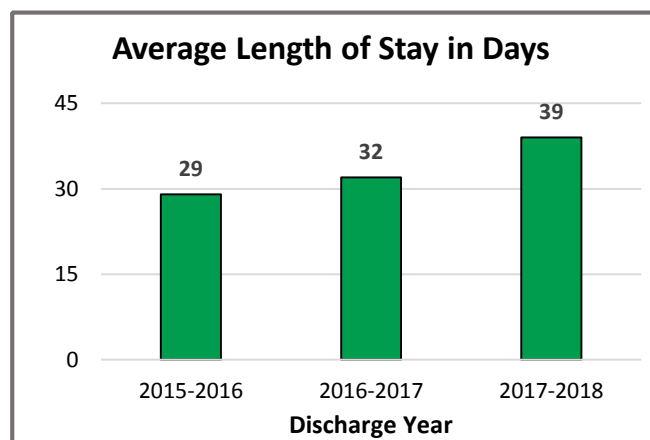
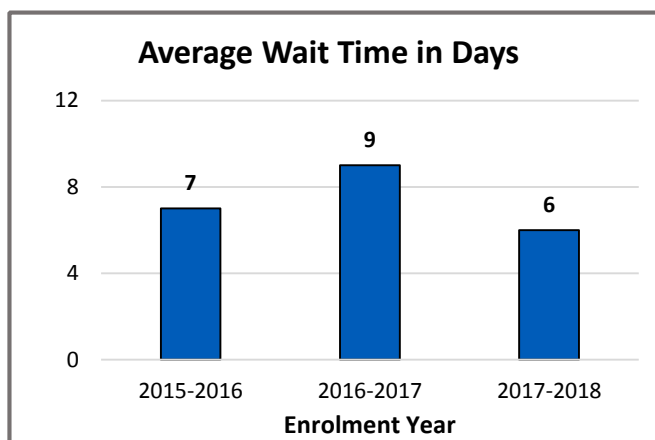
Program Statistics: Source Program Data

For information on interpreting the program and client statistics presented in this report, see Appendix A.

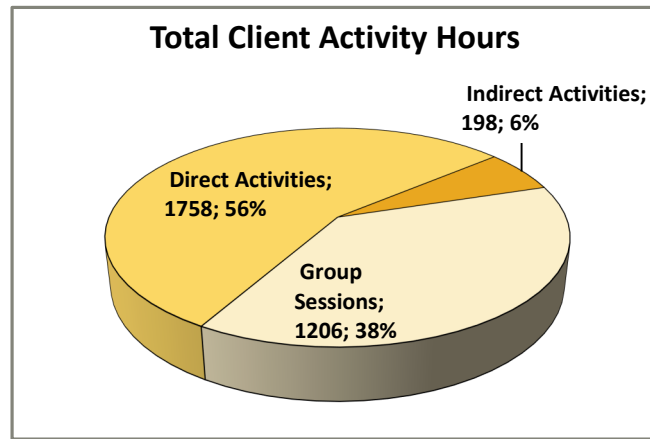
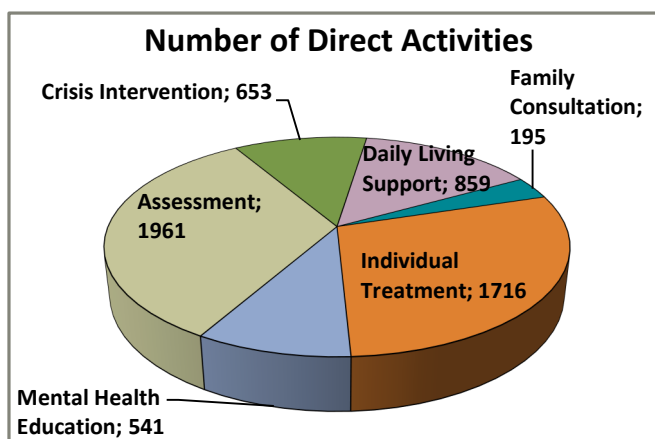
	2015-2016	2016-2017	2017-2018
Referrals	-	-	469
New Enrolments	281	259	226
Overall Registrations	309	286	258
Unique Individuals Served	249	284	254
Discharges	258	258	222

Referrals are reported from the Client Activity Report.

Wait Time and Length of Stay: Source Program Data



Activity Statistics 2017-2018: Source Program Data

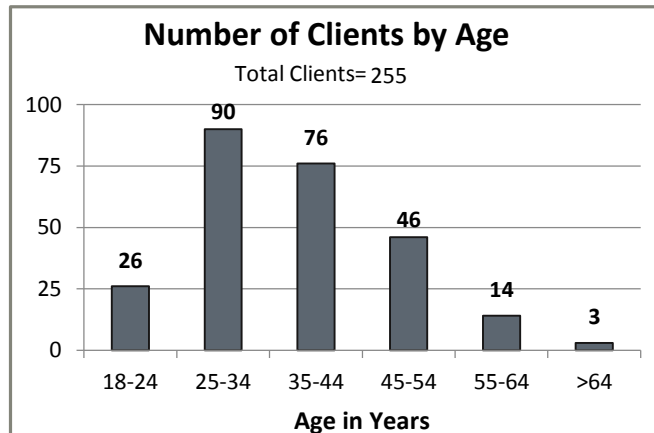
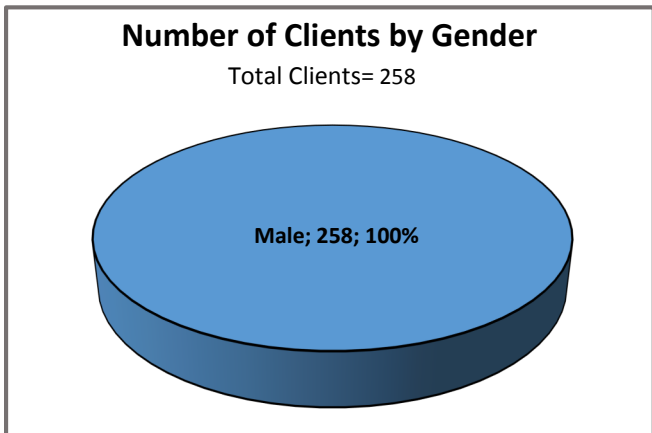


Registered Client Activity Totals		
	# Activities	Duration (Hours)
Direct Activities	5925	1758
Indirect Activities	136	198

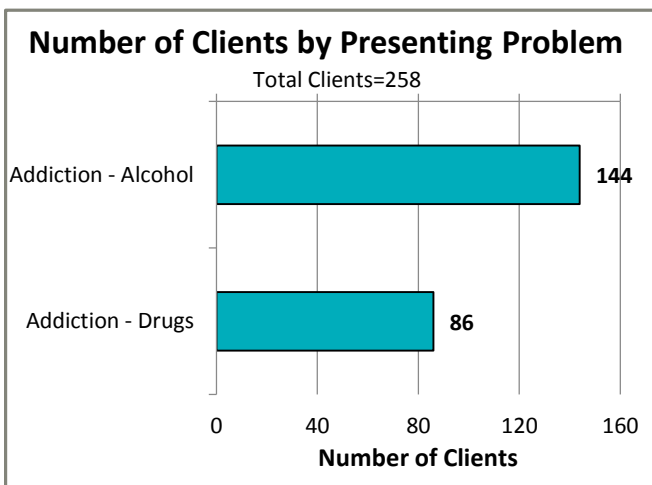
Group Activity Totals		
Number of Sessions	Number of Participants	Total Session Hours
741	13340	1206

Recovery Acres Calgary

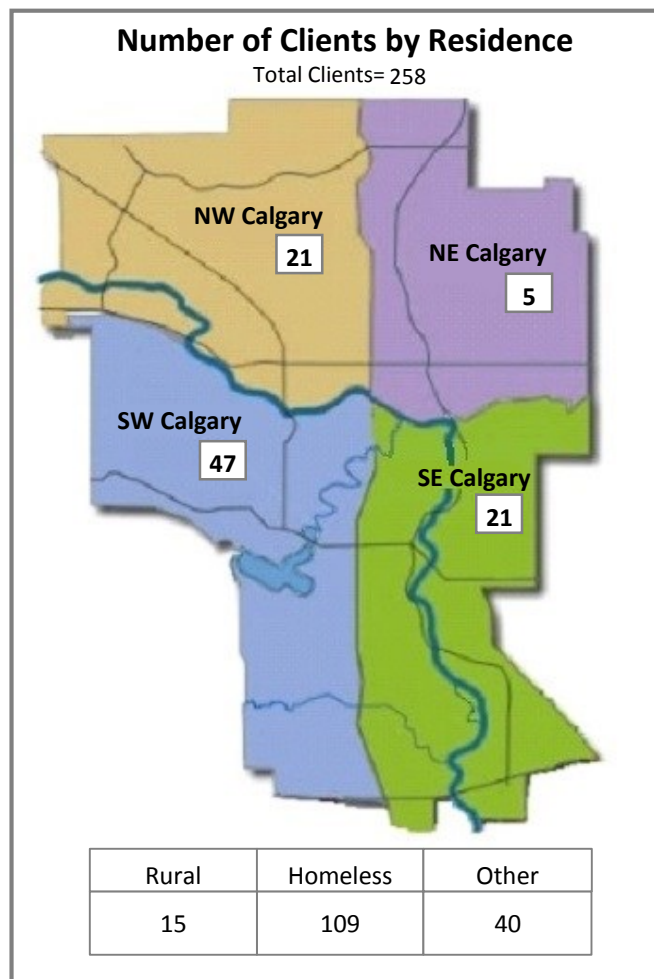
Client Statistics 2017-2018: Source Program Data



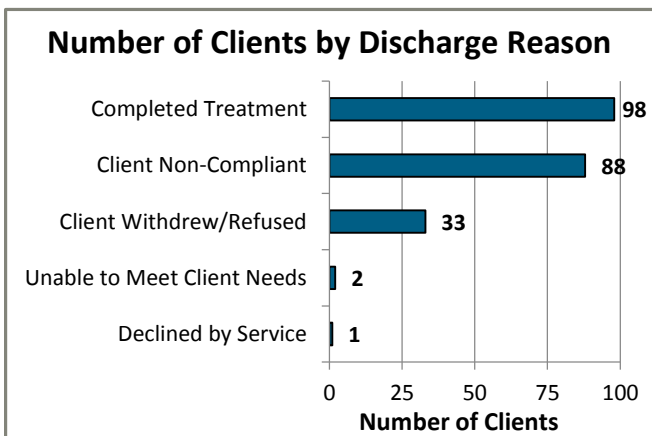
Note: 3 clients have an unknown date of birth.



Note: 28 clients have unknown presenting problems



Discharge Statistics 2017-2018: Source Program Data



Salvation Army Centre of Hope - Addictions Recovery Program

The Salvation Army Centre of Hope provides emergency housing, mental health services, life skills training, counselling, a chapel, and recreational services. The Addictions Recovery Program operates through the Salvation Army Centre of Hope and offers services to men in the Calgary community.

The Addictions Recovery Program gives people a chance to make life better and create a vision of what can come from small changes. It gives the homeless a chance to regain their foothold in modern society, encourages men to get clean from drug or alcohol abuse, to get jobs, and have something to look forward to.

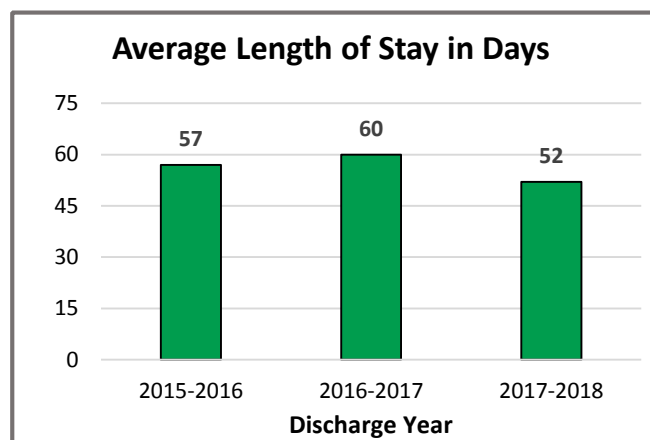
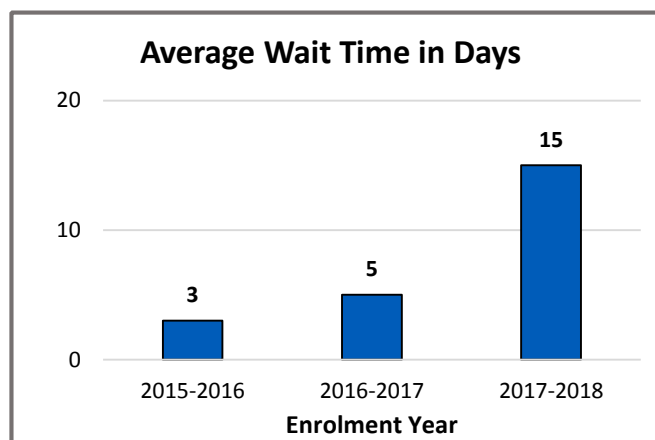
Program Statistics: Source Program Data

For information on interpreting the program and client statistics presented in this report, see Appendix A.

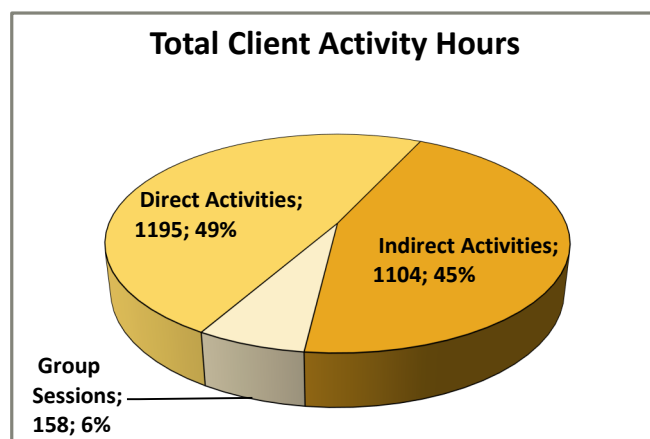
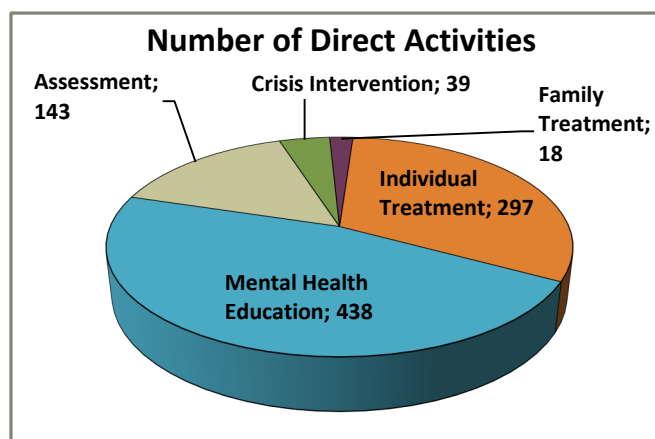
	2015-2016	2016-2017	2017-2018
Referrals	0	0	95
New Enrolments	133	50	28
Overall Registrations	152	64	28
Unique Individuals Served	147	63	27
Discharges	135	64	19

Referrals are reported from the Client Activity Report.

Wait Time and Length of Stay: Source Program Data



Activity Statistics 2017-2018: Source Program Data

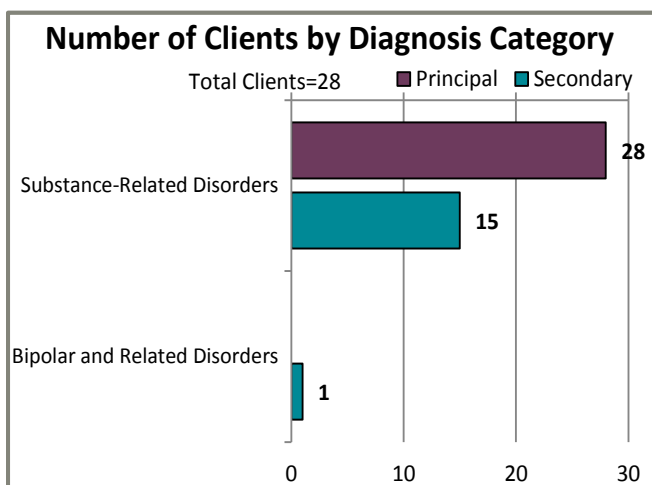
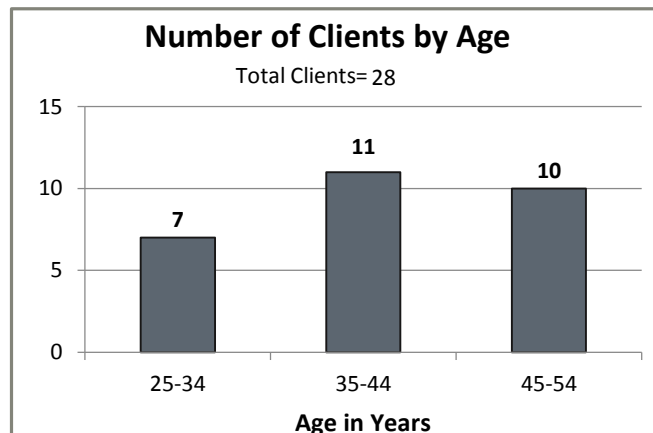
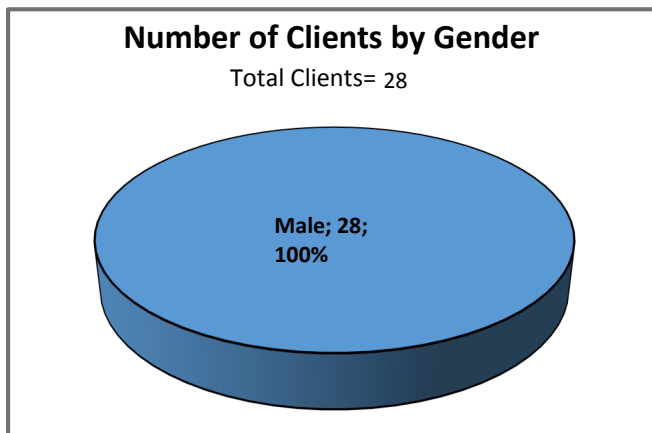


Registered Client Activity Totals		
	# Activities	Duration (Hours)
Direct Activities	935	1195
Indirect Activities	940	1104

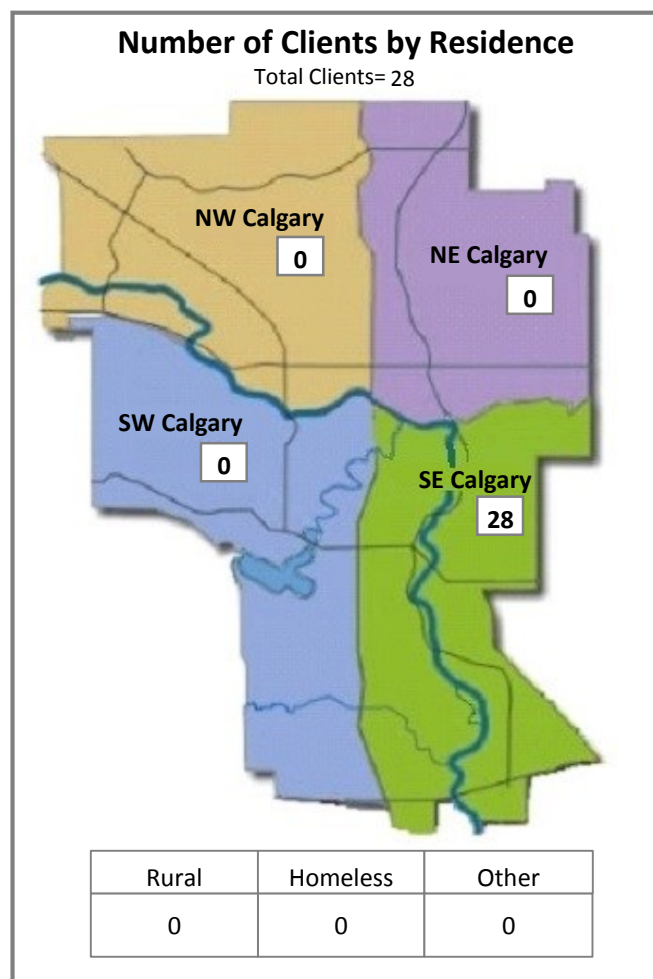
Group Activity Totals		
Number of Sessions	Number of Participants	Total Session Hours
74	258	158

Salvation Army Centre of Hope - Addictions Recovery Program

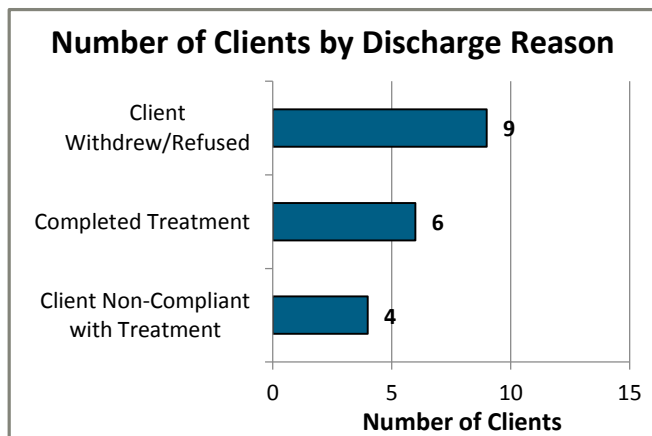
Client Statistics 2017-2018: Source Program Data



Note: A client may have more than one diagnosis.



Discharge Statistics 2017-2018: Source Program Data



The Alex Community Health Centre

The Complex Care Clinic operates out of the Alex Community Health Centre, with support from Mosaic Primary Care Network and Alberta Health Services, is designed to support vulnerable Calgarians better meet their Health Care needs. Launched in November of 2017, the Complex Care Clinic provides comprehensive wraparound care for patients, including addiction and mental health counselling, case management, and outreach support in addition to primary healthcare. With an emphasis on addiction support, including Opioid Replacement Therapy, the team is comprised of a Nurse Practitioner, Mental Health and Addictions Clinicians, and Case Managers.

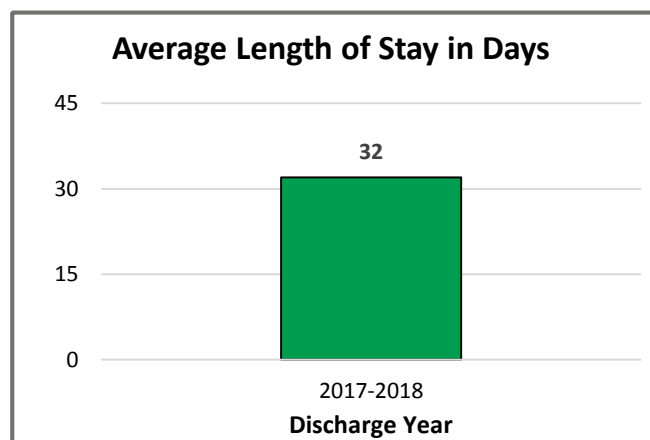
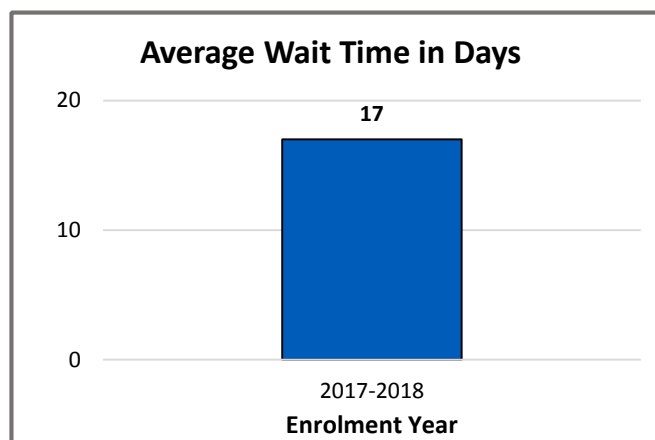
Program Statistics: Source Program Data

For information on interpreting the program and client statistics presented in this report, see Appendix A.

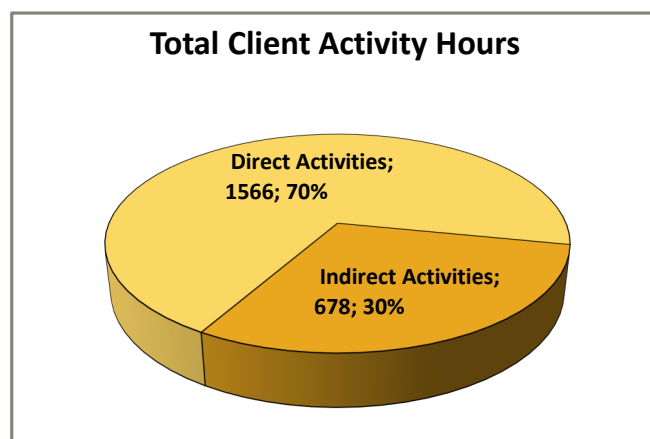
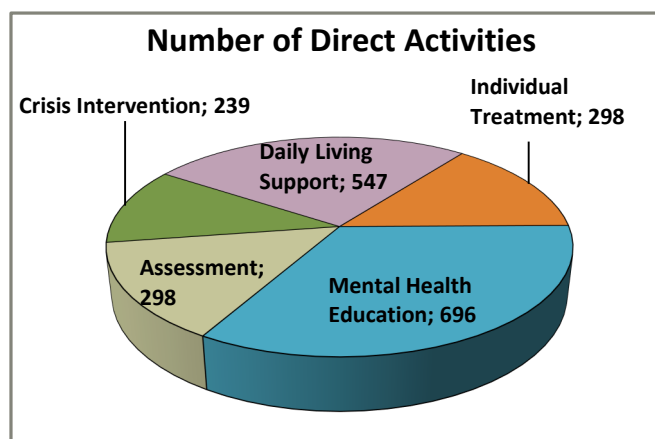
	2015-2016	2016-2017	2017-2018
Referrals	-	-	188
New Enrolments	-	-	132
Overall Registrations	-	-	132
Unique Individuals Served	-	-	132
Discharges	-	-	34

Referrals are reported from the Client Activity Report.

Wait Time and Length of Stay: Source Program Data



Activity Statistics 2017-2018: Source Program Data

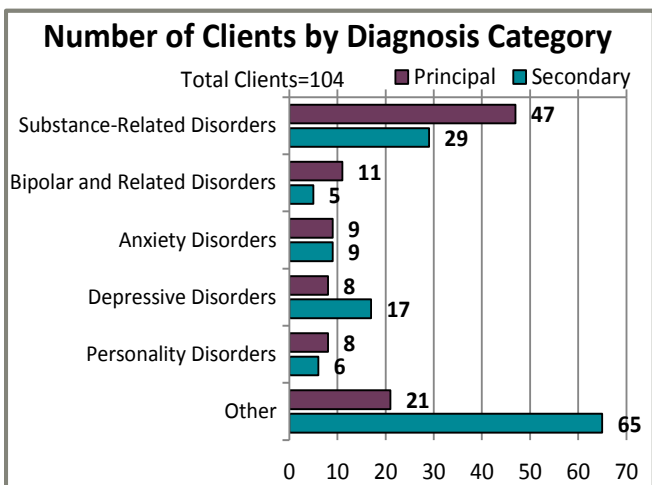
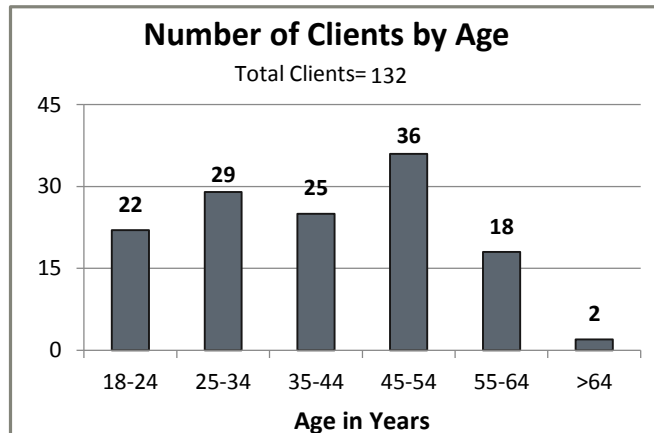
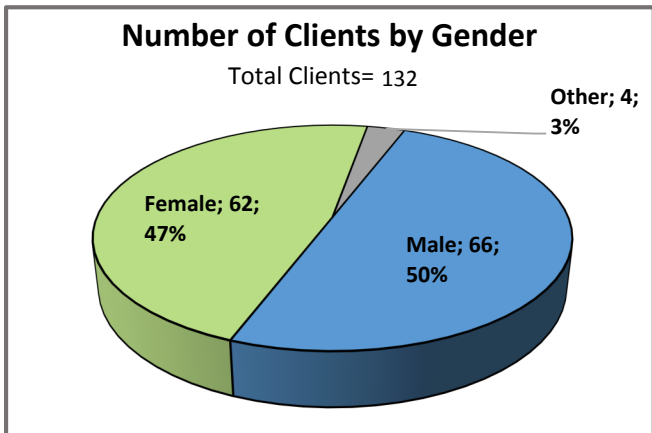


Registered Client Activity Totals		
	# Activities	Duration (Hours)
Direct Activities	2078	1566
Indirect Activities	3251	678

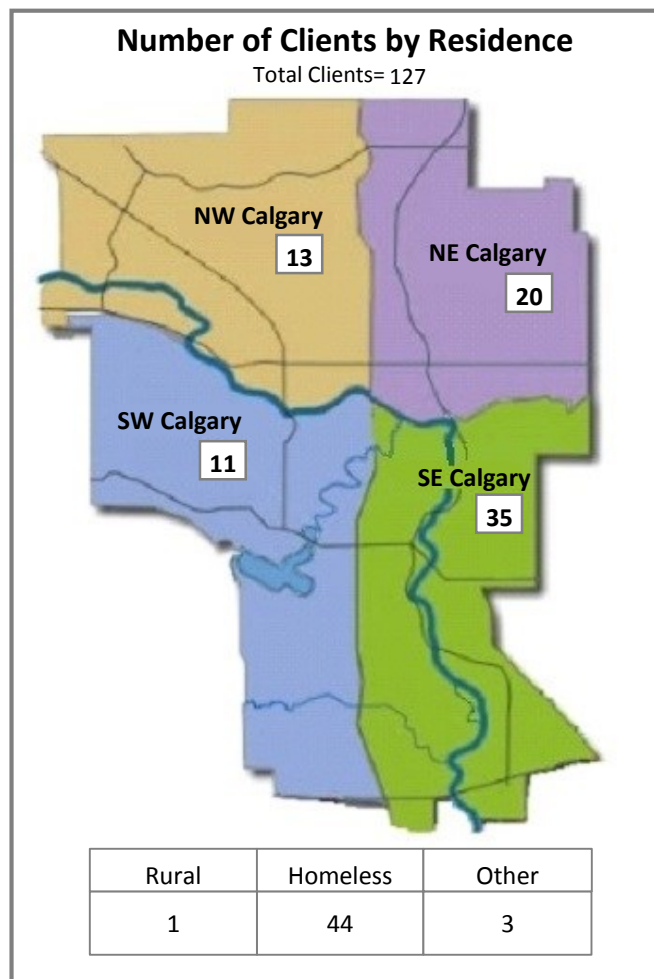
Group activity information is not available. Activity data collection began in November 2017

The Alex Community Health Centre

Client Statistics 2017-2018: Source Program Data

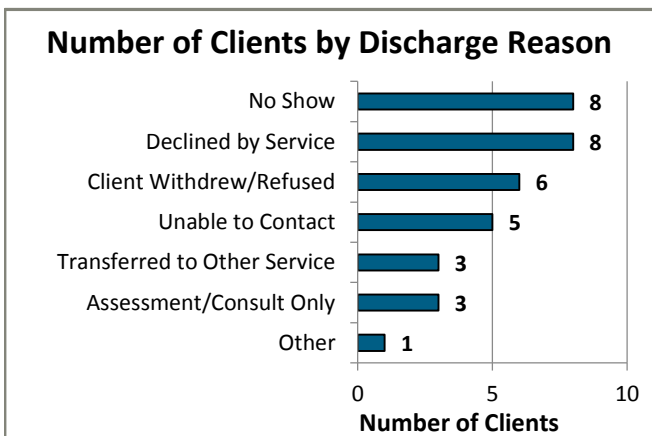


Note: A client may have more than one diagnosis.



Note: 5 clients have an unknown place of residence.

Discharge Statistics 2017-2018: Source Program Data



Trinity Place Foundation of Alberta

This program provides stable housing to clients who are diagnosed with severe and persistent mental illness but able to live independently with appropriate supports. Clients are low income, single, and qualify for AHS Regional Housing program and supports. The housing may be voluntarily supplemented with support services provided by a Tenant Resource Coordinator who helps clients maintain tenancy, access community resources, and experience an overall positive quality of life.

The mission is to encourage positive community integration and enrich the lives of low income Calgarians with mental illness through the provision of well-maintained, affordable housing, and productive support services.

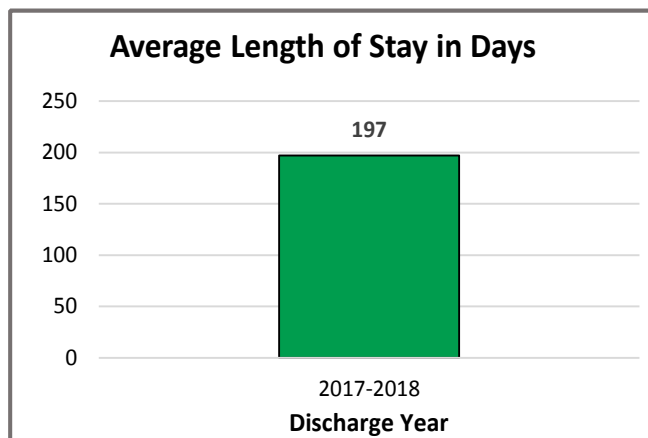
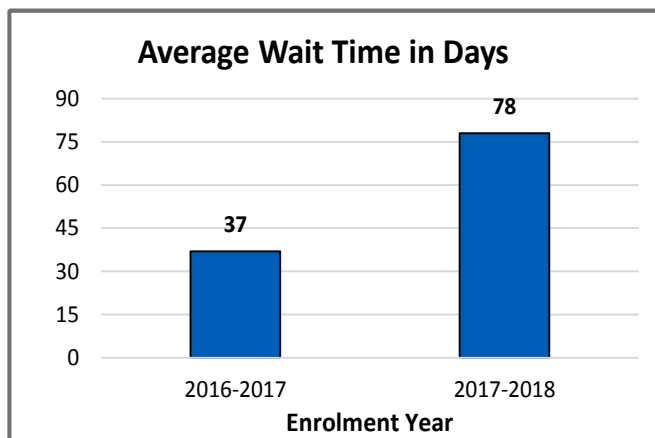
Program Statistics: Source Program Data

For information on interpreting the program and client statistics presented in this report, see Appendix A.

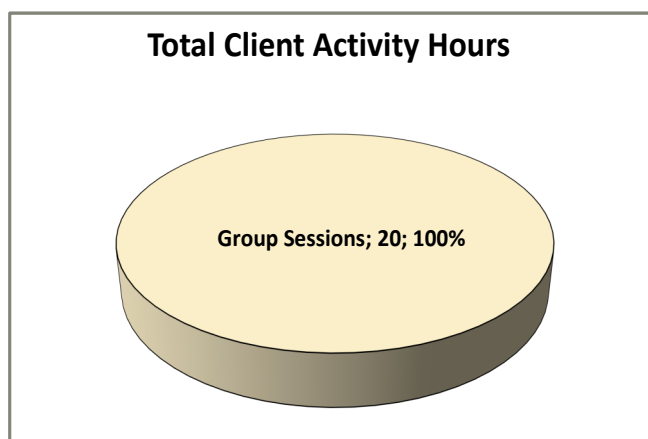
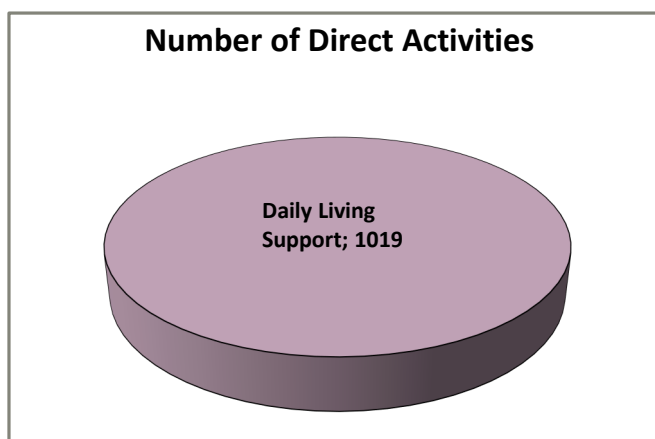
	2015-2016	2016-2017	2017-2018
Referrals	-	-	13
New Enrolments	-	20	13
Overall Registrations	-	22	33
Unique Individuals Served	-	22	33
Discharges	-	1	3

Referrals are reported from the Client Activity Report.

Wait Time and Length of Stay: Source Program Data



Activity Statistics 2017-2018: Source Program Data

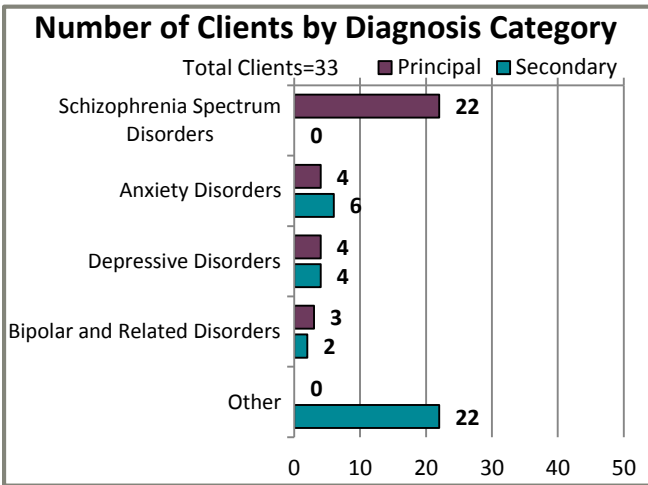
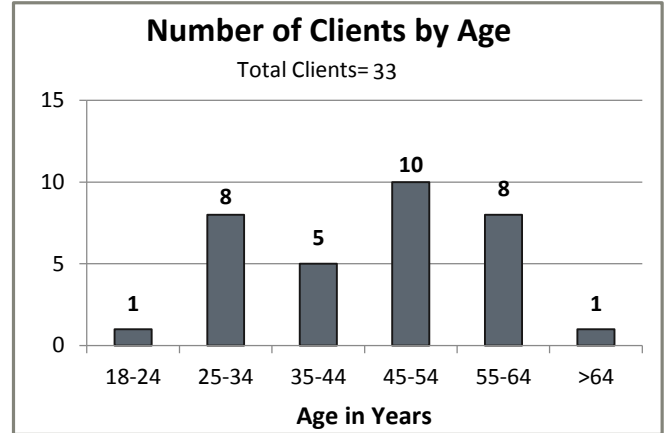
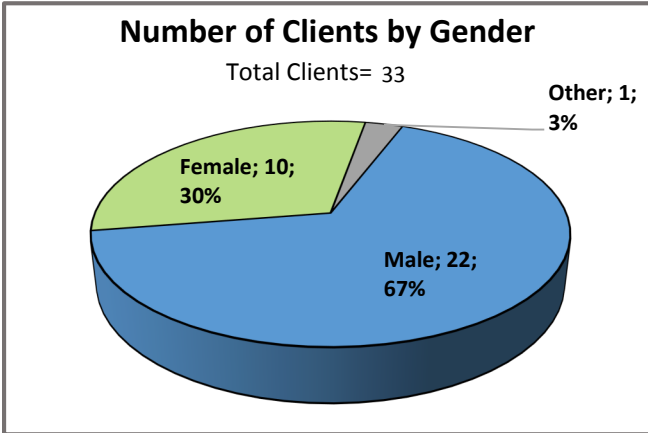


Registered Client Activity Totals		
	# Activities	Duration (Hours)
Direct Activities	1019	0
Indirect Activities	227	0

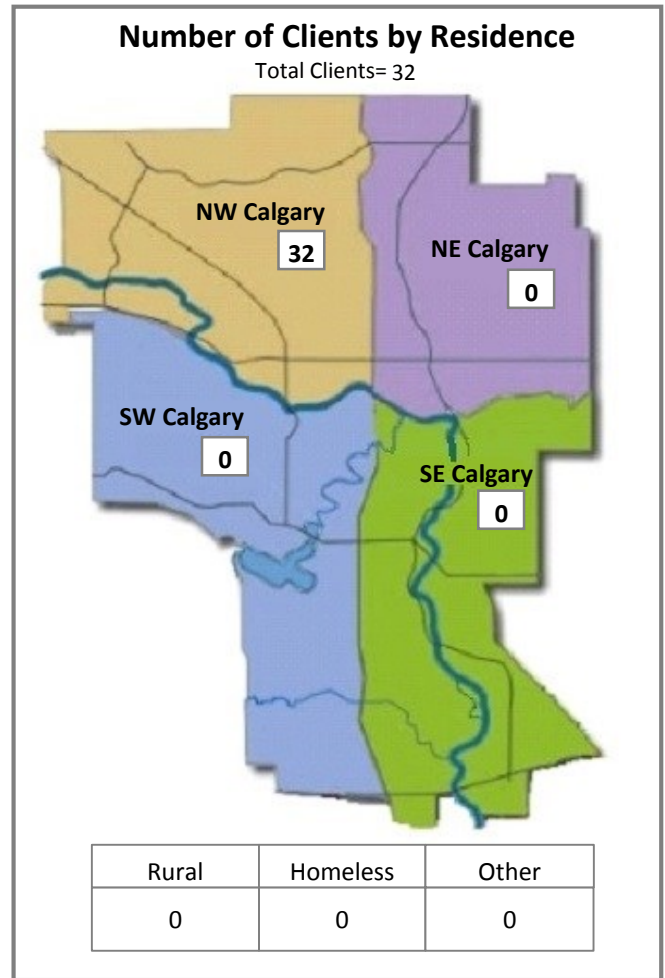
Group Activity Totals		
Number of Sessions	Number of Participants	Total Session Hours
8	27	20

Trinity Place Foundation of Alberta

Client Statistics 2017-2018: Source Program Data

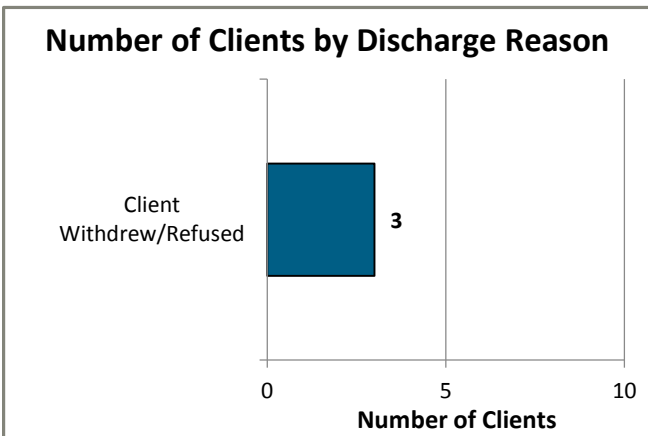


Note: A client may have more than one diagnosis.



Note: 1 client has an unknown place of residence.

Discharge Statistics 2017-2018: Source Program Data



Child & Adolescent Contracted Services

Aspen - Residential Addictions Program

Aspen collaborates with Youth Addiction Services to provide residential support to families participating in the Intensive Day Treatment Program. Aspen Residential Addictions Program provides a safe and secure living environment for up to six adolescents while they attend treatment.

Families accessing a support home are from out of town or are in need of additional respite/support while their child is in treatment. Located throughout Calgary, support homes provide adolescent clients with a temporary home, meals, transportation, supervision, recreational opportunities, life skills training, and encouragement.

Program Statistics: Source Program Data

For information on interpreting the program and client statistics presented in this report, see Appendix A.

	2015-2016	2016-2017	2017-2018
Referrals	-	-	4
New Enrolments	17	10	4
Overall Registrations	17	21	9
Unique Individuals Served	17	20	9
Discharges	6	16	4

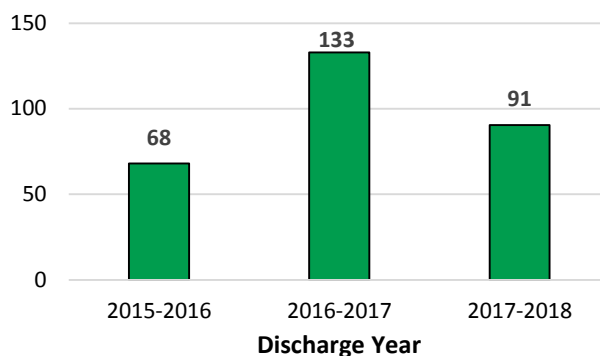
Referral information for previous years is not available. Program statistics reflect first 6 months of the fiscal year. Program was later split and renamed.

Wait Time and Length of Stay: Source Program Data

Wait Time

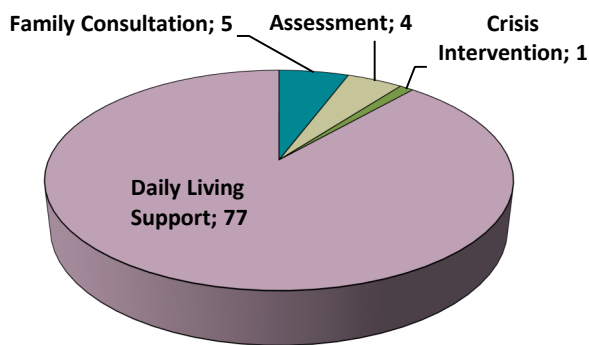
Wait time information is not available.

Average Length of Stay in Days



Activity Statistics 2017-2018: Source Program Data

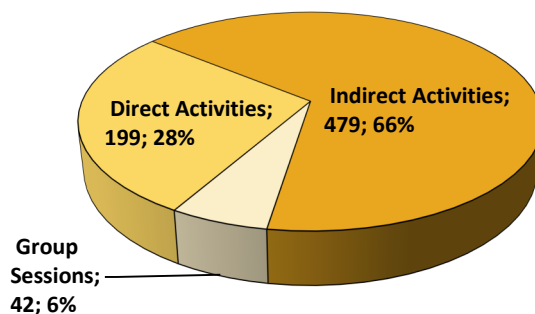
Number of Direct Activities



Registered Client Activity Totals

	# Activities	Duration (Hours)
Direct Activities	87	199
Indirect Activities	246	479

Total Client Activity Hours

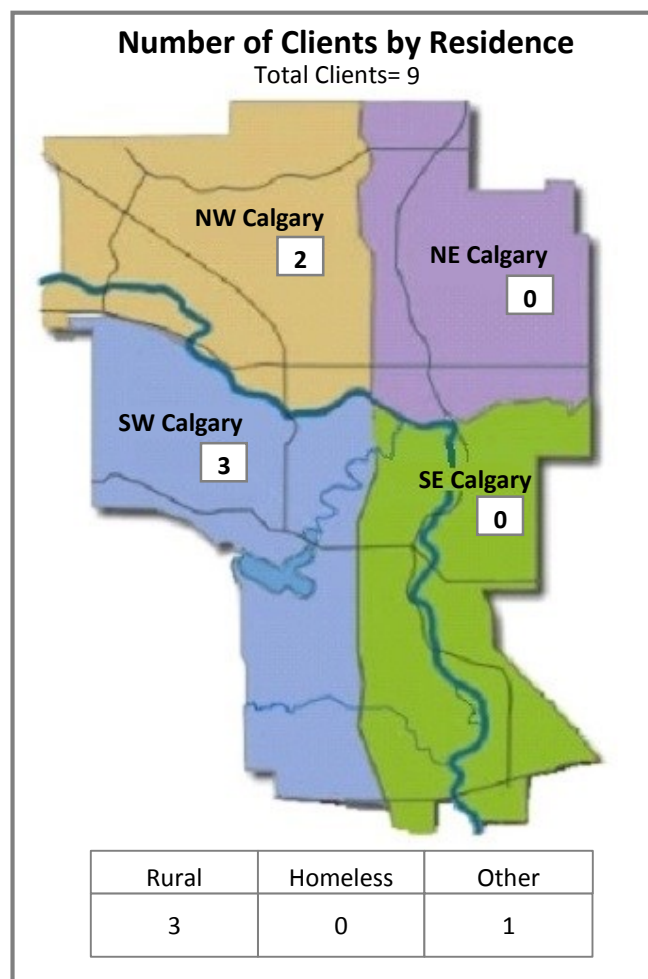
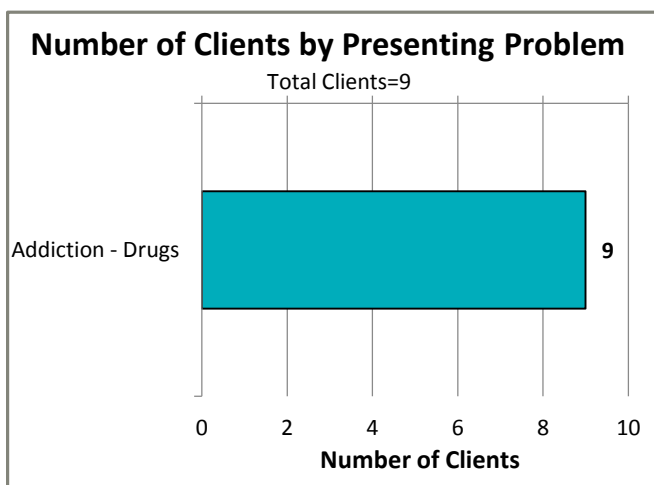
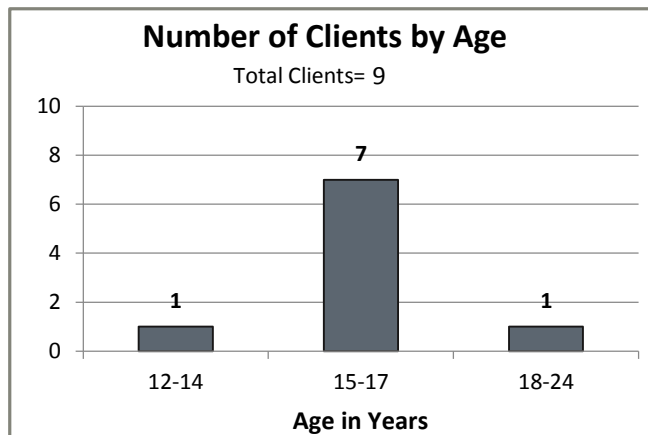
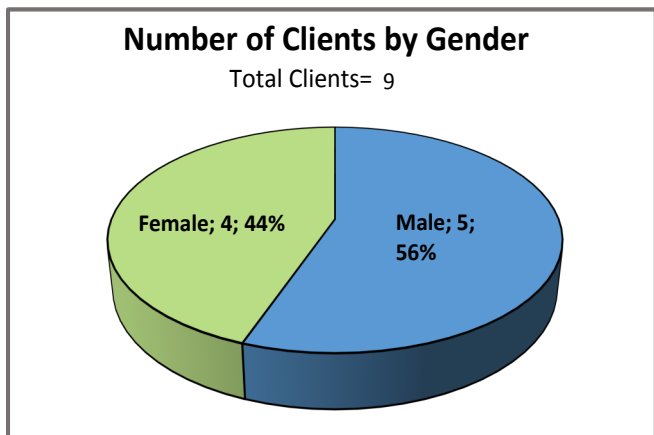


Group Activity Totals

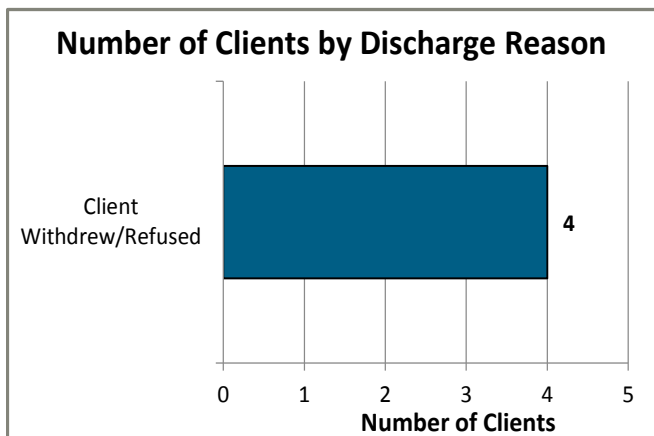
Number of Sessions	Number of Participants	Total Session Hours
14	-	42

Aspen - Residential Addictions Program

Client Statistics 2017-2018: Source Program Data



Discharge Statistics 2017-2018: Source Program Data



Aspen - Enhanced Youth Wellness

The Enhanced Youth Wellness program supports young people accessing treatment for mental health and/or addictions through the AHS program, Adolescent Day Treatment Program (ADTP). Enhanced Youth Wellness primarily offers support services to youth transitioning out of treatment, but also supports clients before and during treatment with ADTP.

Aspen’s trained support staff co-facilitate ADTP group therapy sessions and provide one-on-one support for a period of 3 to 6 weeks as young people leave treatment and return to their community schools, jobs, and regular daily routines.

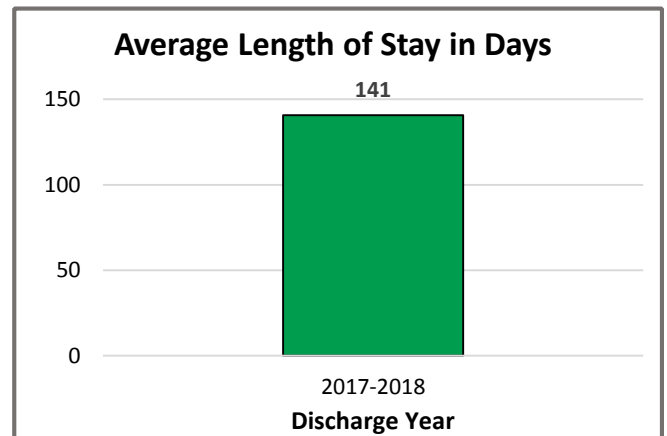
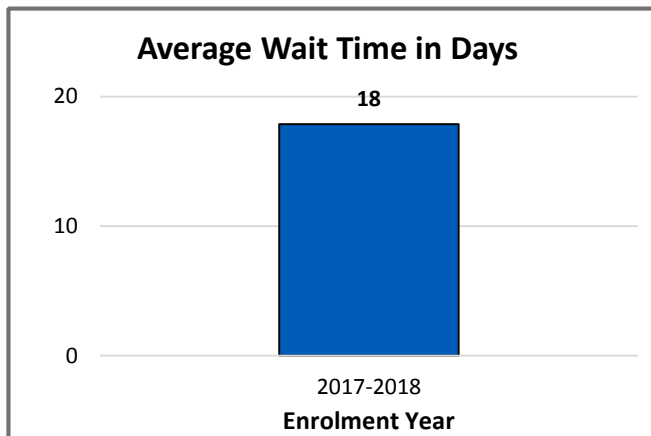
Program Statistics: Source Program Data

For information on interpreting the program and client statistics presented in this report, see Appendix A.

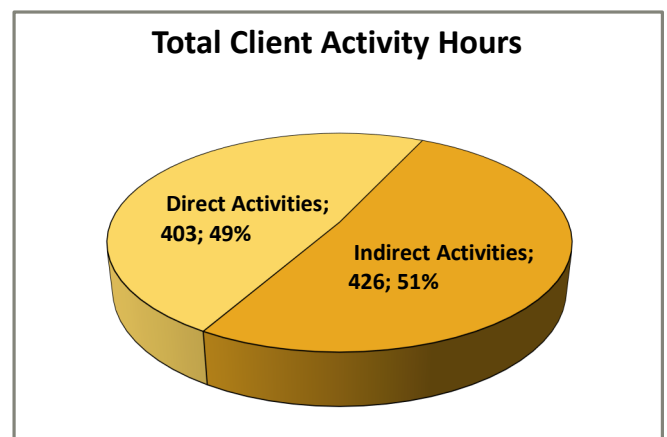
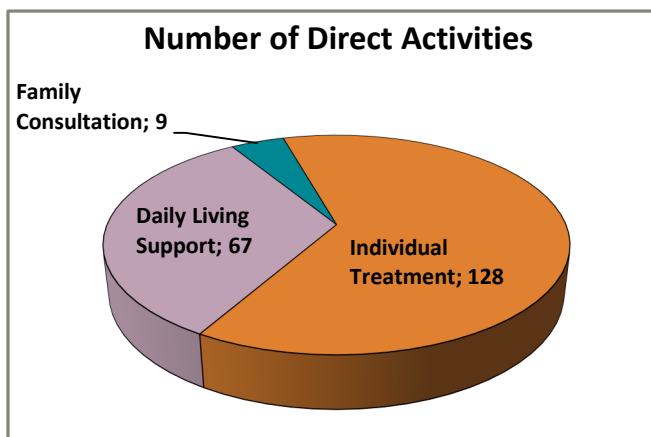
	2015-2016	2016-2017	2017-2018
Referrals	-	-	12
New Enrolments	-	-	8
Overall Registrations	-	-	9
Unique Individuals Served	-	-	9
Discharges	-	-	8

Program statistics information for previous years is not available as this is a new program, previously known residential addictions program. Data collected reflect the last 6 months of the fiscal year.

Wait Time and Length of Stay: Source Program Data



Activity Statistics 2017-2018: Source Program Data



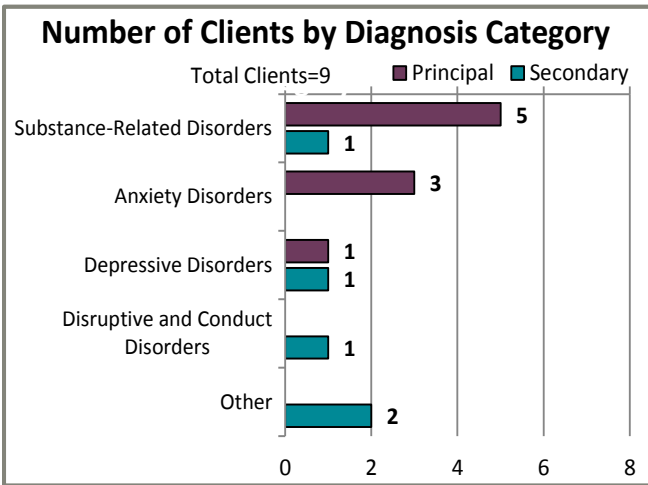
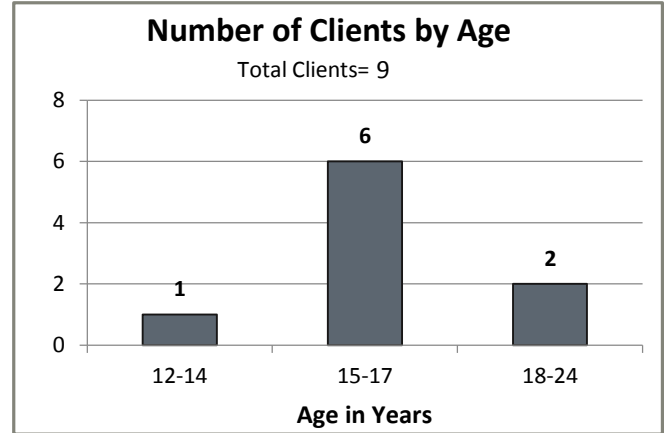
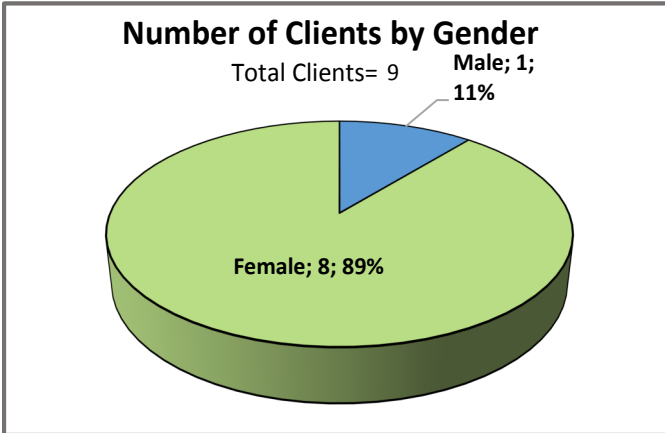
Registered Client Activity Totals		
	# Activities	Duration (Hours)
Direct Activities	204	403
Indirect Activities	397	426

Group Activity Note

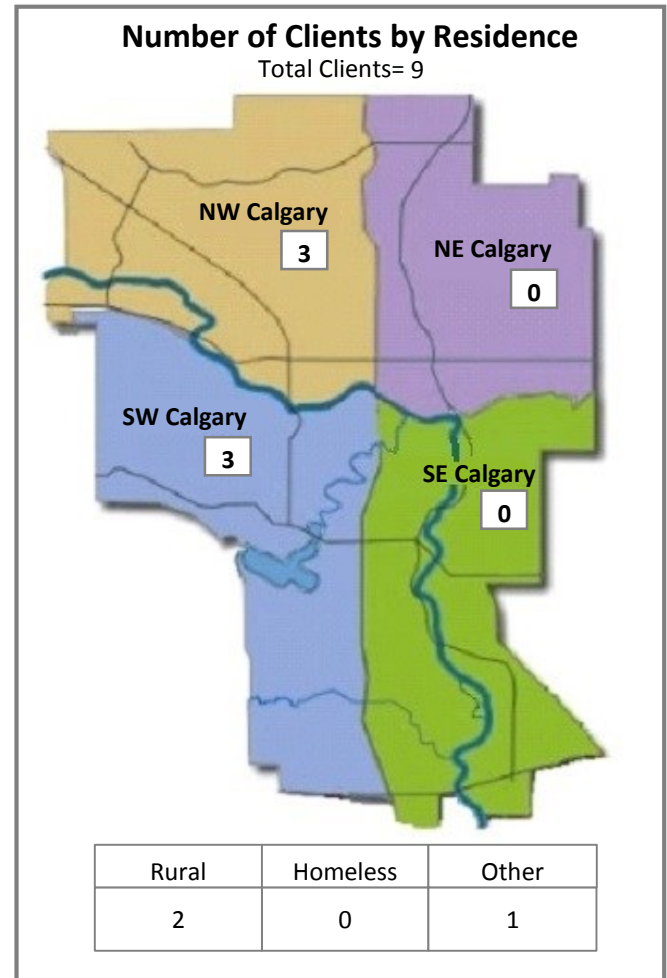
Group activity information is not available.

Aspen - Enhanced Youth Wellness

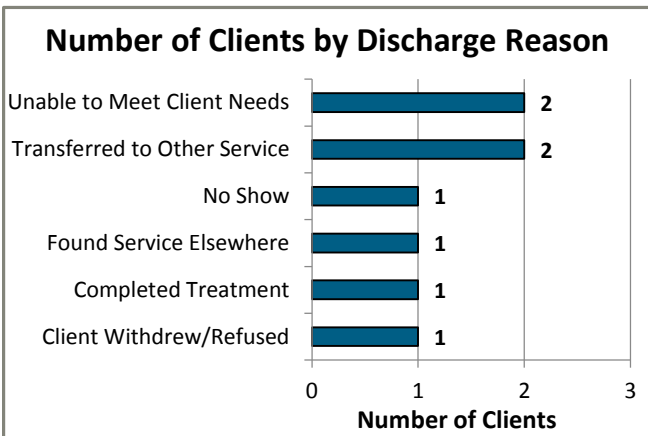
Client Statistics 2017-2018: Source Program Data



Note: A client may have more than one diagnosis.



Discharge Statistics 2017-2018: Source Program Data



Calgary Family Therapy Centre

The Calgary Family Therapy Centre is a clinical outpatient treatment program which provides specialized services in family therapy. Professional therapists work with families whose children are experiencing emotional or behavioural problems with the goal of enabling families to develop their own methods of managing problems more effectively.

The Calgary Family Therapy Centre also provides ongoing teaching and serves as a base for conceptual research in family therapy. The orientation of the program is specialized in that the major emphasis is placed on working with the family group rather than with individuals.

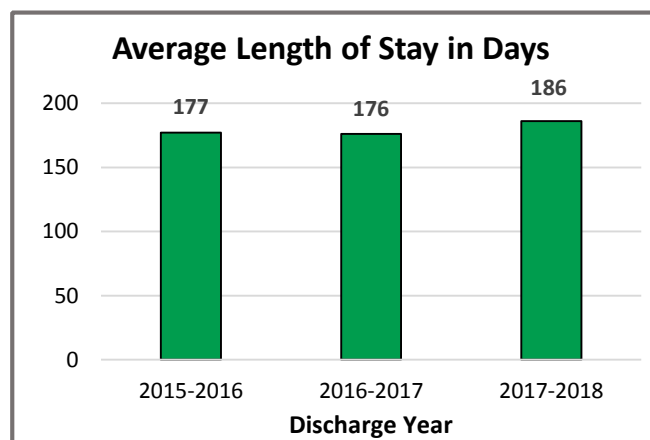
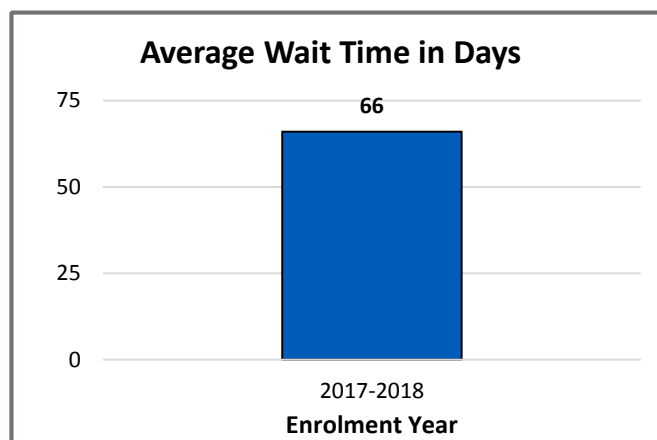
Program Statistics: Source Program Data

For information on interpreting the program and client statistics presented in this report, see Appendix A.

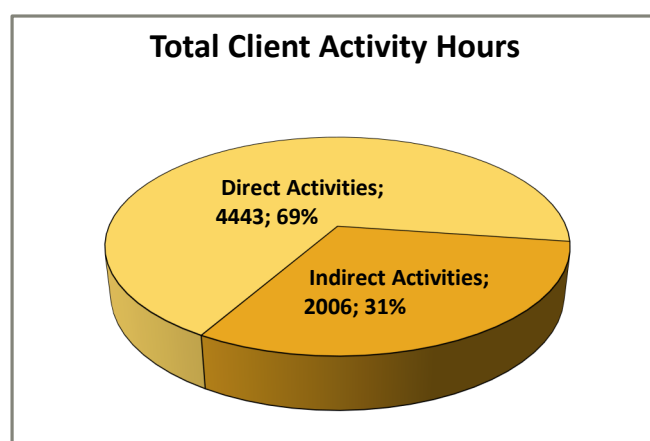
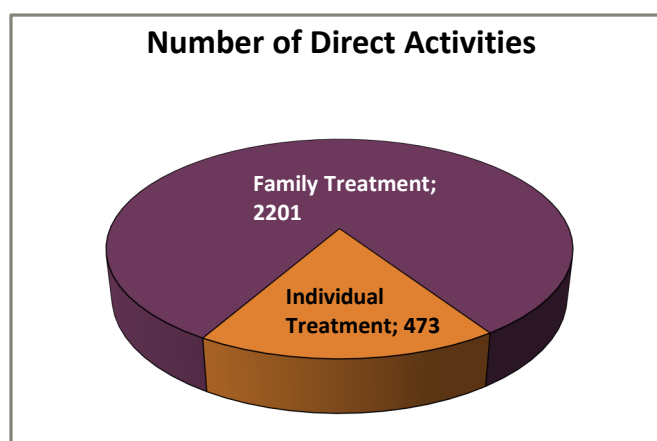
	2015-2016	2016-2017	2017-2018
Referrals	418	-	417
New Enrolments	424	477	454
Overall Registrations	-	733	748
Unique Individuals Served	-	711	727
Discharges	403	440	455

Referrals are reported from the Client Activity Report.

Wait Time and Length of Stay: Source Program Data



Activity Statistics 2017-2018: Source Program Data



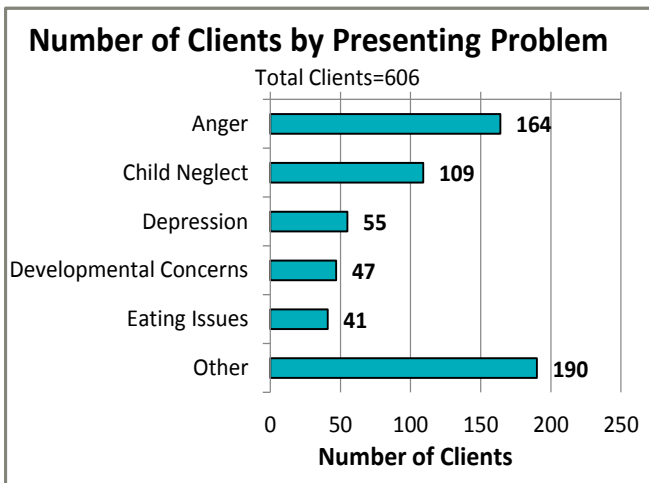
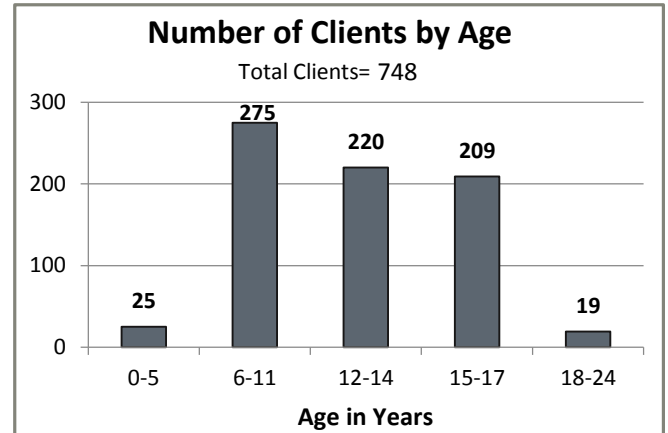
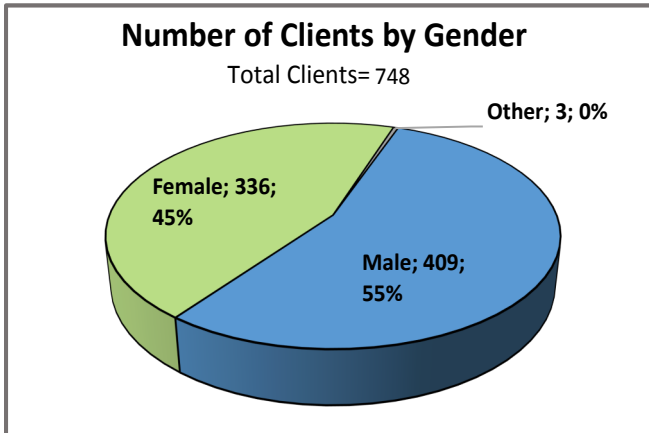
Registered Client Activity Totals		
	# Activities	Duration (Hours)
Direct Activities	2674	4443
Indirect Activities	4599	2006

Group Activity Note

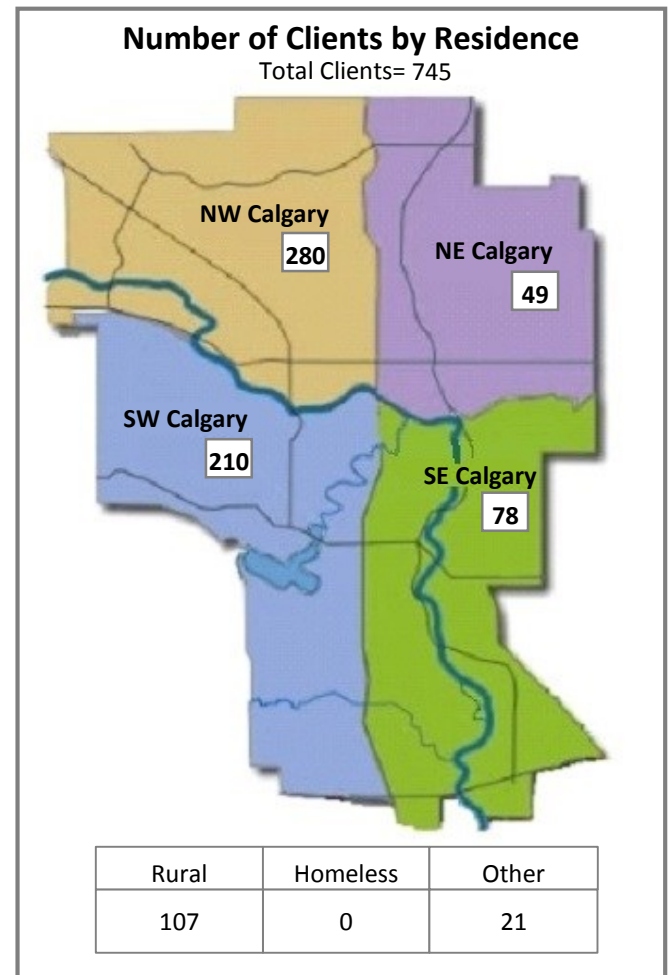
Group activity information is not available.

Calgary Family Therapy Centre

Client Statistics 2017-2018: Source Program Data

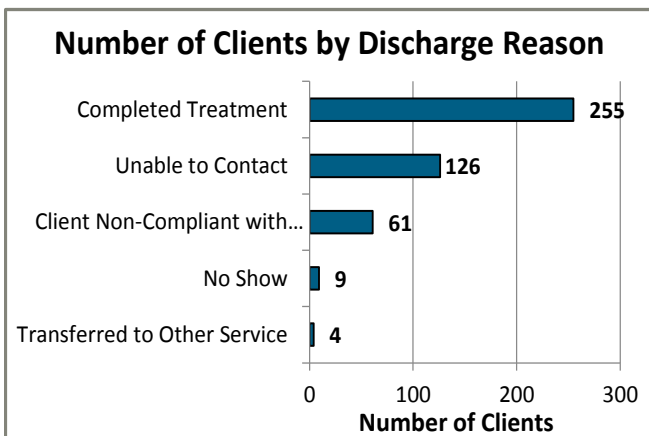


Note: 142 clients have an unknown presenting problem.



Note: 3 clients have an unknown place of residence.

Discharge Statistics 2017-2018: Source Program Data



Enviros Wilderness School Association

The Enviros Wilderness Treatment at Base Camp program is a non-profit organization that is committed to enhancing the quality of family life in Alberta. They engage children, youth, adults, and families in experientially based opportunities and community participation to learn and develop skills that foster resilience.

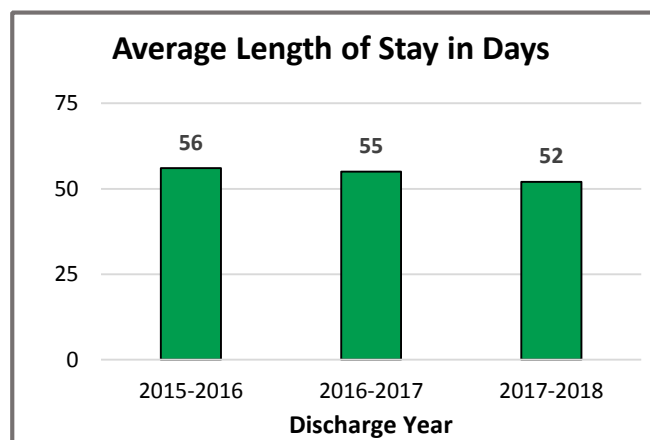
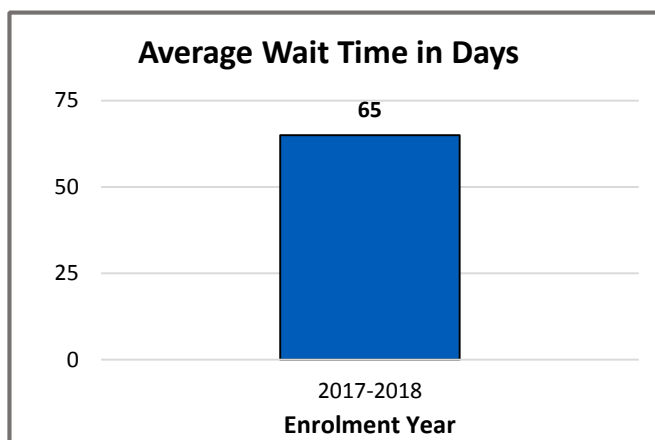
Enviros has a total of 14 programs, and the Enviros Wilderness Treatment at Base Camp program is funded by Alberta Health Services. The Base Camp program provides an intensive, adventure-based residential treatment program for youth 12 to 18 years of age and their families.

Program Statistics: Source Program Data

For information on interpreting the program and client statistics presented in this report, see Appendix A.

	2015-2016	2016-2017	2017-2018
Referrals	-	-	5
New Enrolments	34	36	9
Overall Registrations	41	41	16
Unique Individuals Served	41	40	16
Discharges	36	34	16

Wait Time and Length of Stay: Source Program Data



Activity Statistics 2017-2018: Source Program Data

Registered Client Activity

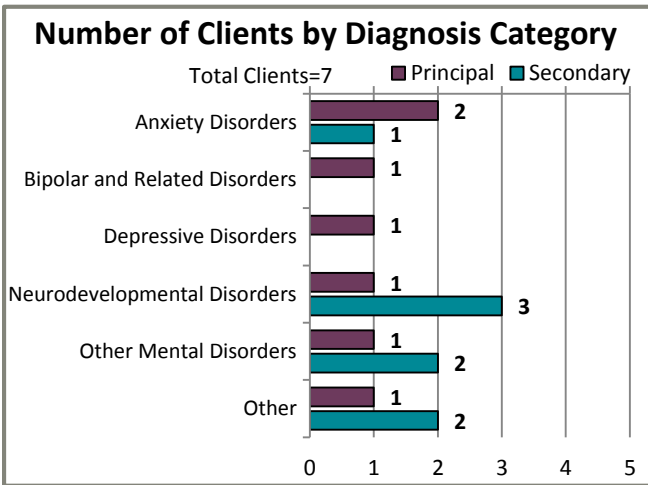
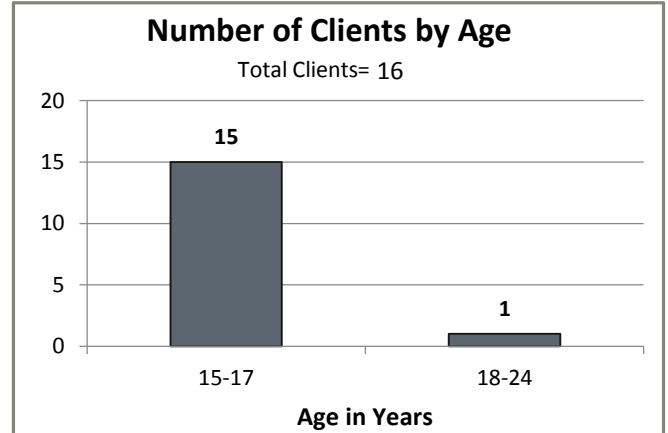
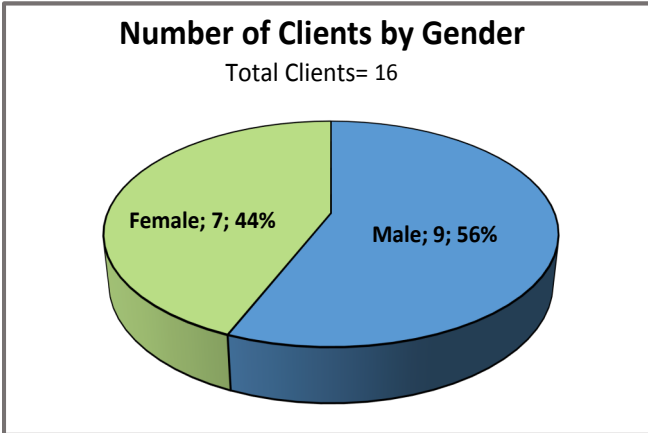
Individual client activity information is not available.

Group Activity

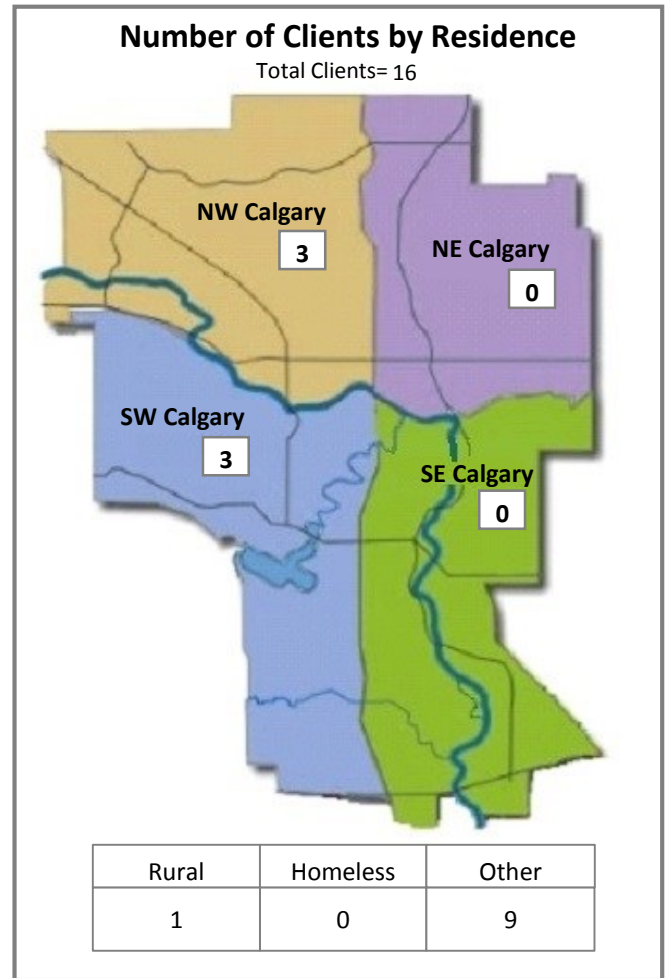
Group activity information is not available.

Enviros Wilderness School Association

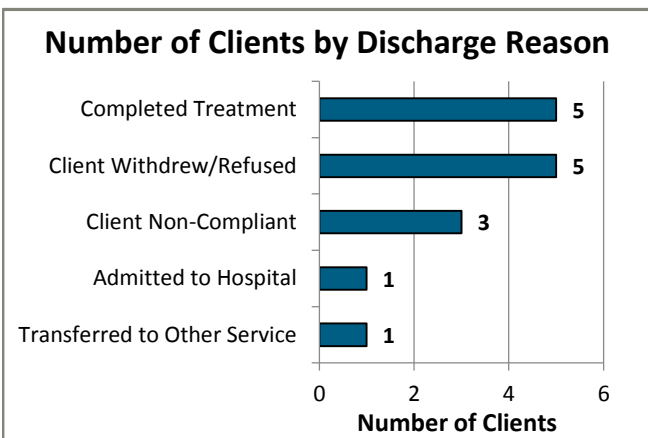
Client Statistics 2017-2018: Source Program Data



Note: A client may have more than one diagnosis.



Discharge Statistics 2017-2018: Source Program Data



Note: 1 client has an unknown discharge reason.

Wood’s Homes - Community Psychiatric Unit

The Community Psychiatric Unit is a partnership between AHS and Wood’s Homes that provides short term (5-14 days) residential treatment and in-home follow up support to children and adolescents experiencing a significant mental health issue. Eight beds are serviced by a team of Nurses, Psychiatrists, a Clinician, and Youth and Family Counsellors. There is also a partnership with Calgary Board of Education providing on-site schooling.

Assessment, diagnosis, support, safety planning, medication management, and establishing clear goals to move forward out of a crisis are the focus of the short term treatment stay. Admissions to the program are either directly from the Emergency Department or a step-down from another AHS acute care unit.

Program Statistics: Source Program Data

For information on interpreting the program and client statistics presented in this report, see Appendix A.

	2015-2016	2016-2017	2017-2018
Referrals	-	-	198
New Enrolments	29	186	198
Overall Registrations	29	217	204
Unique Individuals Served	29	208	194
Discharges	29	183	200

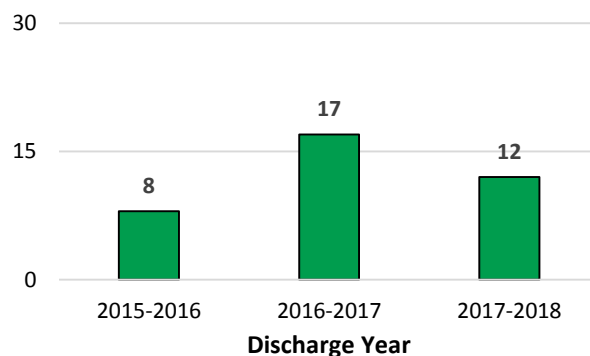
Referral information for previous years is not available.

Wait Time and Length of Stay: Source Program Data

Wait Time

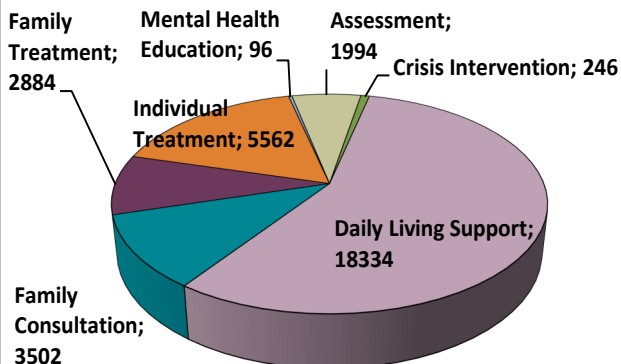
Wait time information is not available.

Average Length of Stay in Days

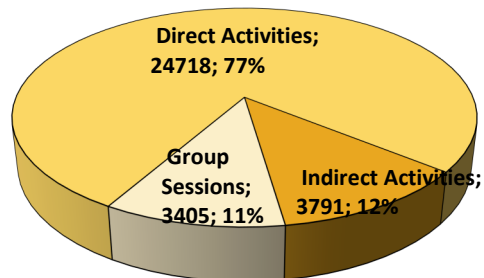


Activity Statistics 2017-2018: Source Program Data

Number of Direct Activities



Total Client Activity Hours



Registered Client Activity Totals

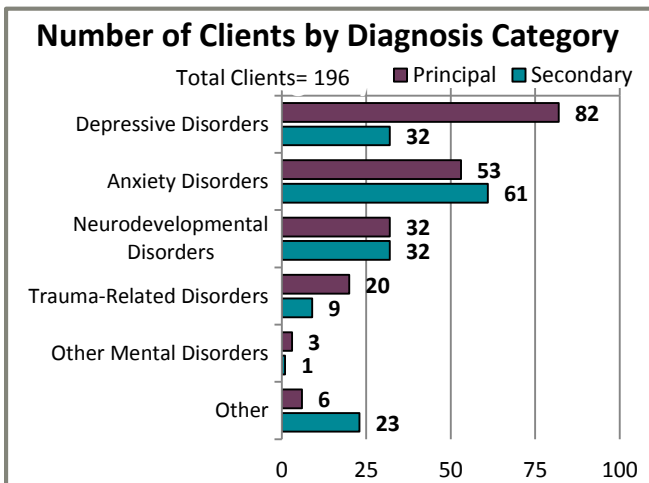
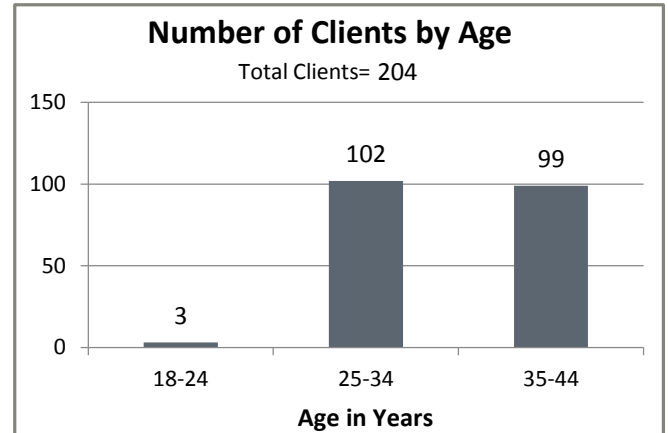
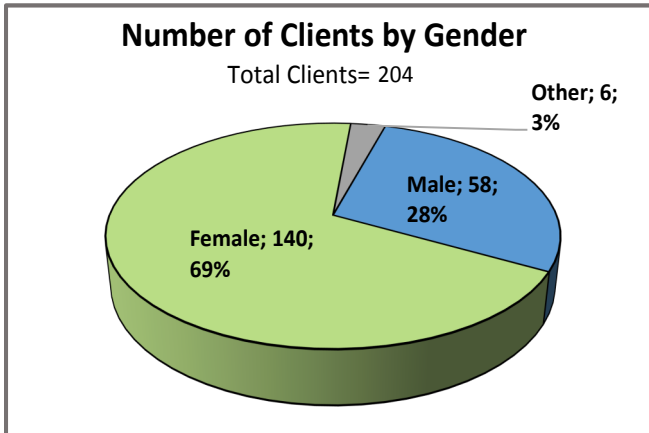
	# Activities	Duration (Hours)
Direct Activities	32618	24718
Indirect Activities	8022	3791

Group Activity Totals

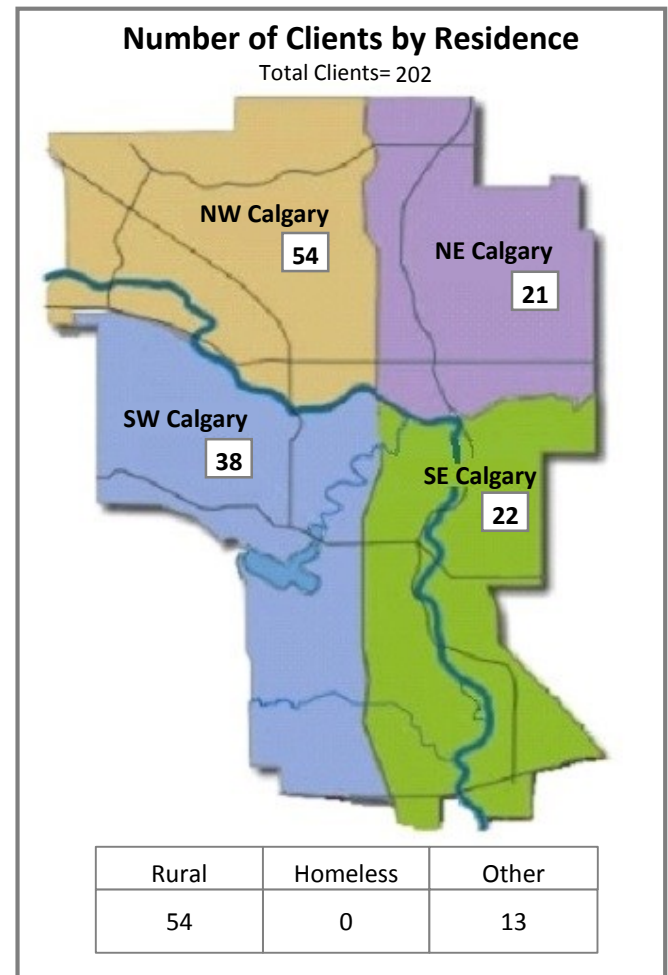
Number of Sessions	Number of Participants	Total Session Hours
910	1236	3405

Wood's Homes - Community Psychiatric Unit

Client Statistics 2017-2018: Source Program Data

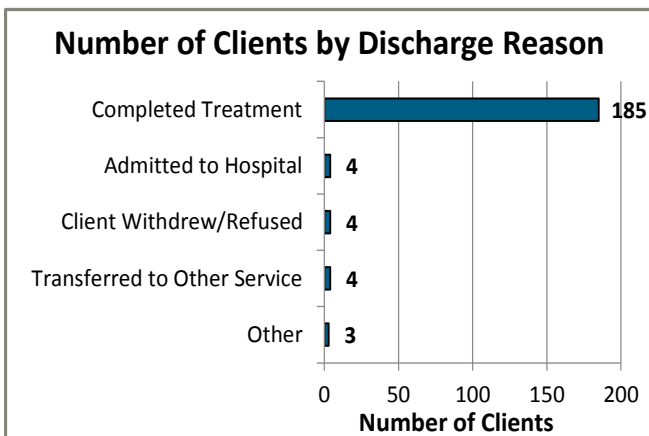


Note: A client may have more than one diagnosis.



Note: 2 clients hve an unknown place of residence.

Discharge Statistics 2017-2018: Source Program Data



Wood's Homes - Community Psychiatric Unit In-Home

The Community Psychiatric Unit is part of the continuum of care for children, adolescents, and their families experiencing a significant mental health issue. Eight beds provide short term (7-14 days) residential treatment for children and youth ages 9-17 years old.

The program provides in-home specialized family counselling, mental health support, and follow-up with a Family Support Counselor, including community outpatient service referrals. Admissions to the program are either directly from the Emergency Department or a step down from another AHS acute care unit.

Program Statistics: Source Program Data

For information on interpreting the program and client statistics presented in this report, see Appendix A.

	2015-2016	2016-2017	2017-2018
Referrals	-	-	252
New Enrolments	16	75	198
Overall Registrations	16	87	204
Unique Individuals Served	16	86	194
Discharges	4	65	200

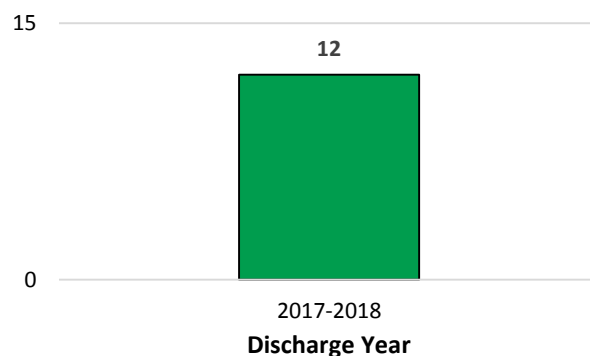
Referrals are reported from the Client Activity Report.

Wait Time and Length of Stay: Source Program Data

Wait Time

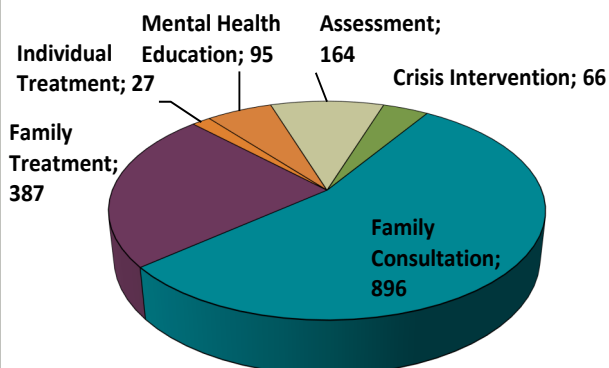
Wait time information is not available.

Average Length of Stay in Days

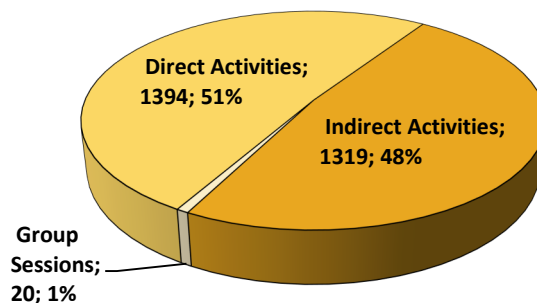


Activity Statistics 2017-2018: Source Program Data

Number of Direct Activities



Total Client Activity Hours



Registered Client Activity Totals

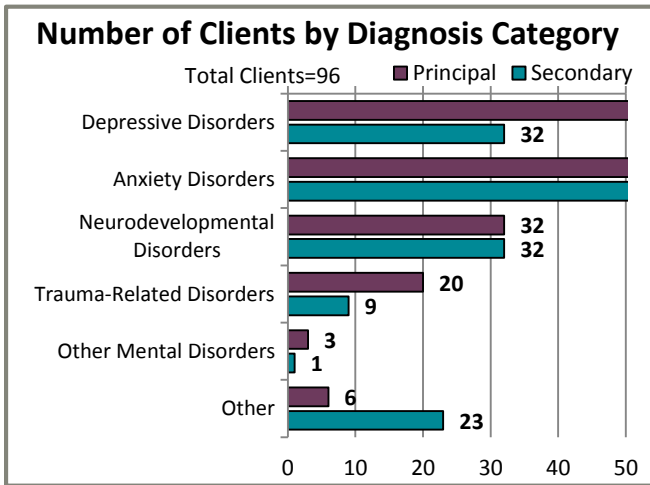
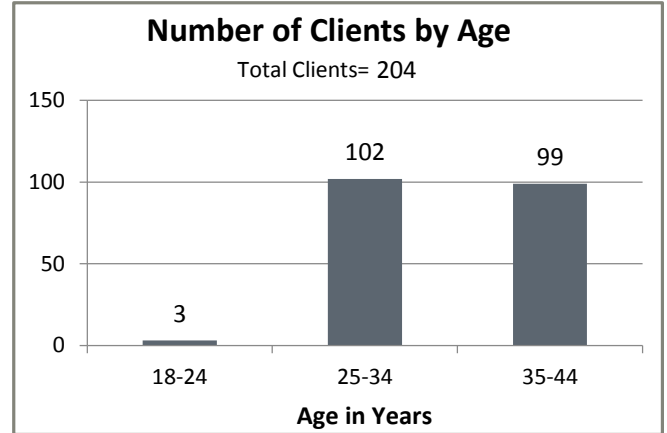
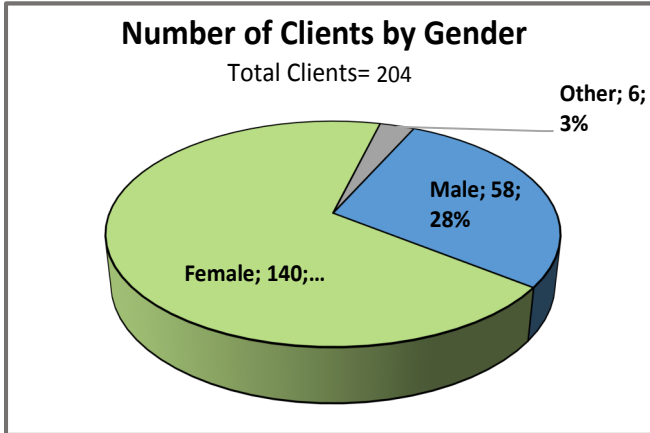
	# Activities	Duration (Hours)
Direct Activities	1635	1394
Indirect Activities	2147	1319

Group Activity Totals

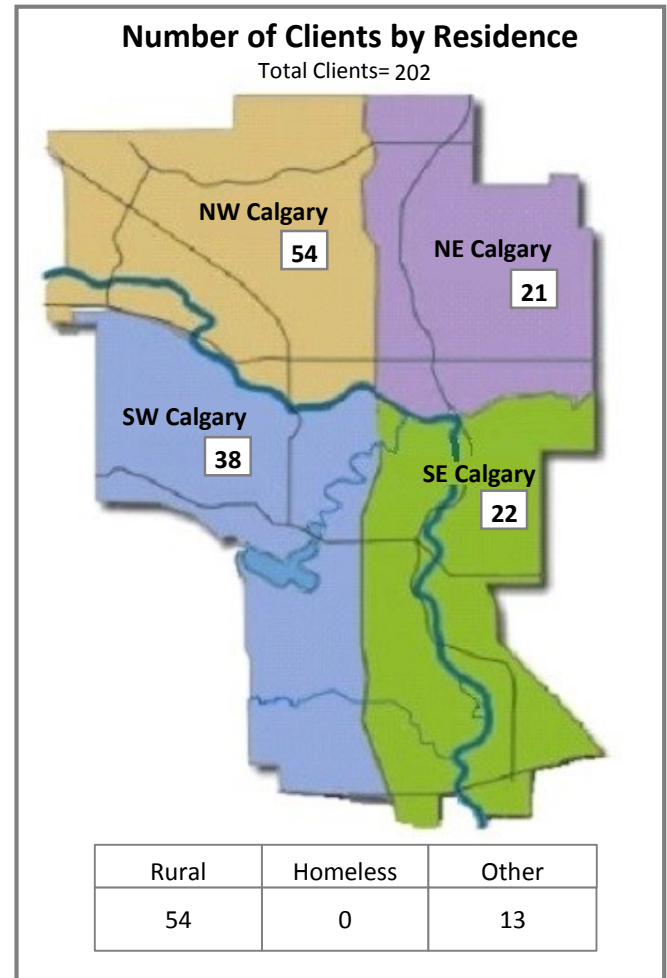
Number of Sessions	Number of Participants	Total Session Hours
10	18	20

Wood's Homes - Community Psychiatric Unit In-Home

Client Statistics 2017-2018: Source Program Data

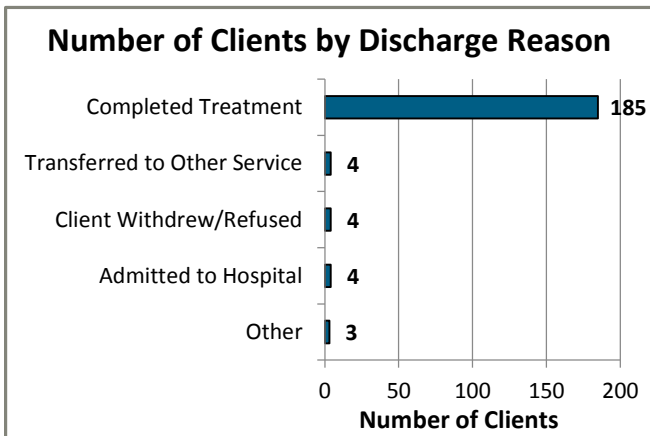


Note: A client may have more than one diagnosis.



Note: 2 clients have an unknown place of residence.

Discharge Statistics 2017-2018: Source Program Data



Wood's Homes - Community Resource Team

The Community Resource Team offers immediate 24/7 crisis support and counselling to youth and their families as well as individuals in the Calgary Zone over the phone, via text or instant messaging (9:00 am to 10:00 pm), or in face-to-face meetings in a family's home or in the community.

Risk assessments for suicide, self-harm, and domestic violence as well as safety plans, information gathering on community resources, counselling, general support, and intervention suggestions are all offered by professional counsellors. The Community Resource Team also works with other crisis services.

Program Statistics: Source Program Data

For information on interpreting the program and client statistics presented in this report, see Appendix A.

	2015-2016	2016-2017	2017-2018
Referrals	-	-	-
New Enrolments	-	-	12045
Overall Registrations	-	-	12045
Unique Individuals Served	-	-	9305
Discharges	-	-	12045

Program statistics are reported from the Client Activity Report.

Wait Time and Length of Stay: Source Program Data

Wait Time

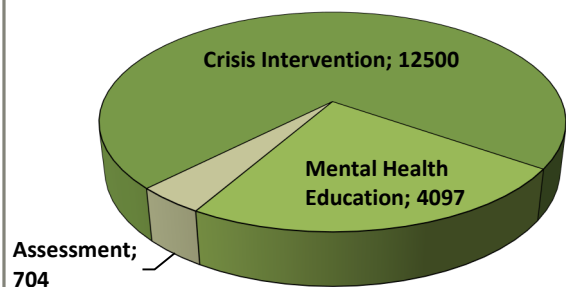
Wait time is not applicable for this program.

Length of Stay

Length of stay is not applicable for this program.

Activity Statistics 2017-2018: Source Program Data

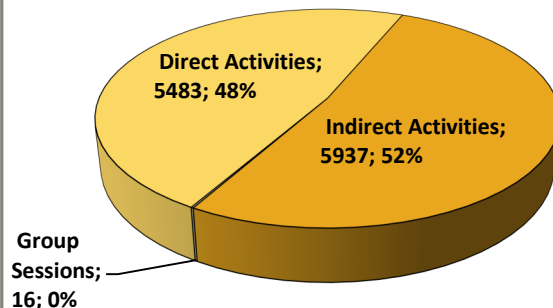
Number of Direct Activities



Registered Client Activity Totals

	# Activities	Duration (Hours)
Direct Activities	17301	5483
Indirect Activities	32403	5937

Total Client Activity Hours



Group Activity Totals

Number of Sessions	Number of Participants	Total Session Hours
8	98	16

Wood's Homes - Community Resource Team

Client Statistics 2017-2018: Source Program Data

Gender

Gender information is not available.

Age

Age information is not available.

Presenting Problem and Diagnosis

Presenting problem or diagnosis information is not available.

Place of Residence

Place of residence information is not available.

Discharge Statistics 2017-2018: Source Program Data

Discharge Disposition

Discharge disposition information is not available.

Wood’s Homes - Crisis Services Stabilization

Wood’s Community Stabilization Program is a therapeutic, community-based crisis service that provides short-term services for youth (12-17) and their families. Within a therapeutic environment, safety, stability, and well-being are addressed in order to meet the needs and support transition.

The program assists in stabilizing behaviours by using an approach that highlights strengths, solutions, permanency needs, and meaningful connections with youth and their families. The program focus is on providing a safe placement, goal setting, focus on developmental needs, family and natural support meetings, conflict resolution, and engaging with therapeutic and support services.

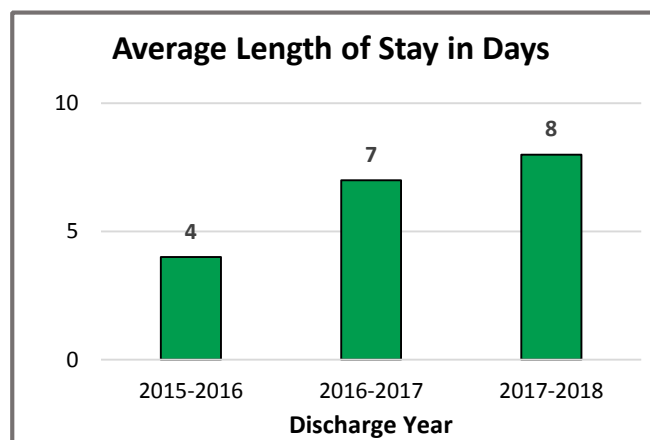
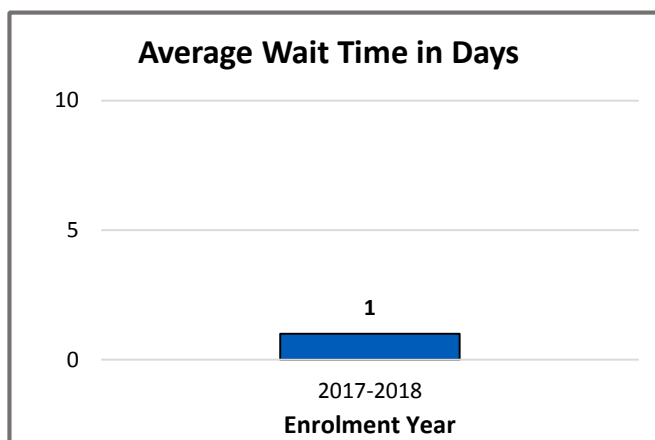
Program Statistics: Source Program Data

For information on interpreting the program and client statistics presented in this report, see Appendix A.

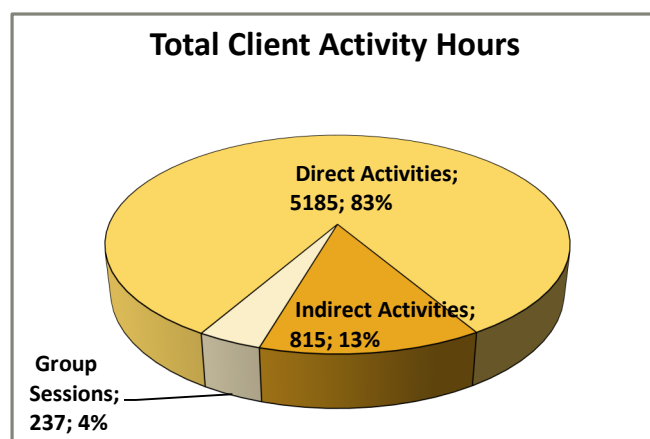
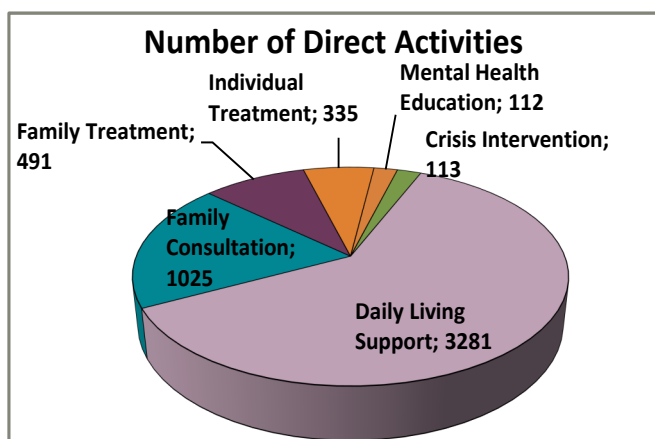
	2015-2016	2016-2017	2017-2018
Referrals	-	-	87
New Enrolments	127	78	87
Overall Registrations	130	78	88
Unique Individuals Served	78	78	87
Discharges	125	77	86

Referral information for previous years is not available.

Wait Time and Length of Stay: Source Program Data



Activity Statistics 2017-2018: Source Program Data

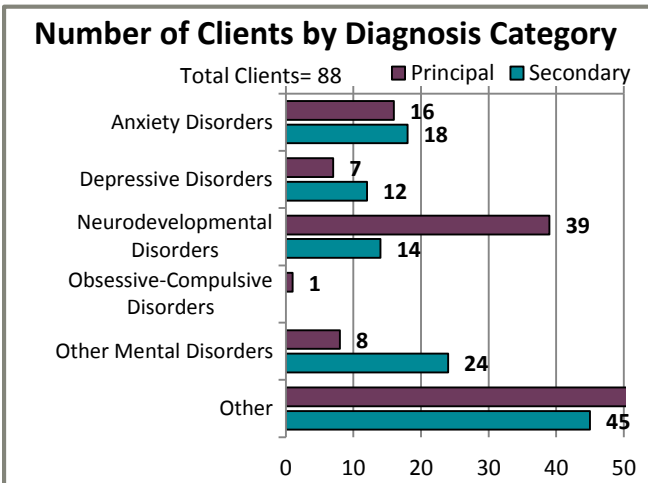
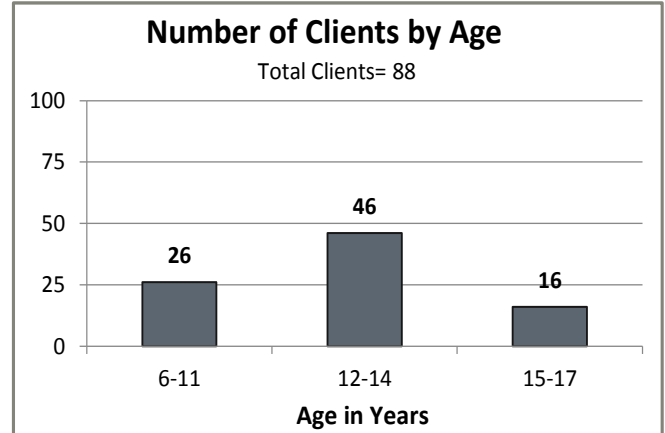
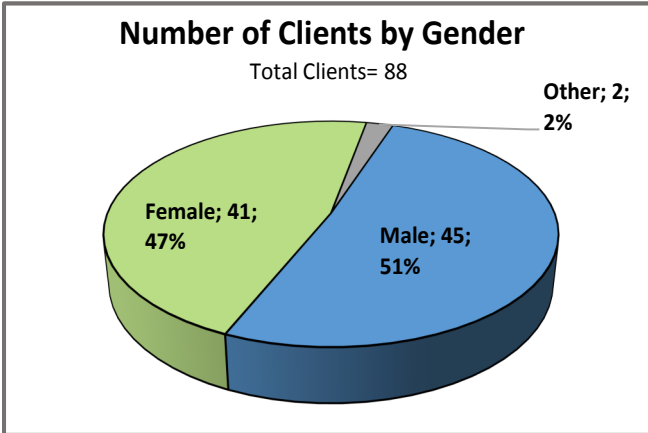


Registered Client Activity Totals		
	# Activities	Duration (Hours)
Direct Activities	5357	5185
Indirect Activities	1189	815

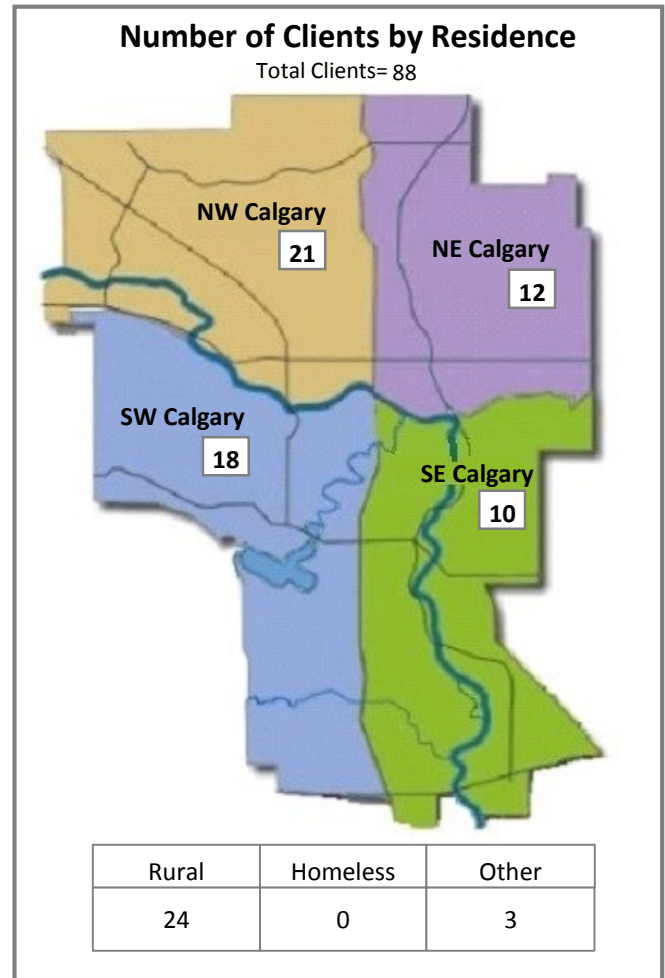
Group Activity Totals		
Number of Sessions	Number of Participants	Total Session Hours
237	476	237

Wood's Homes - Crisis Services Stabilization

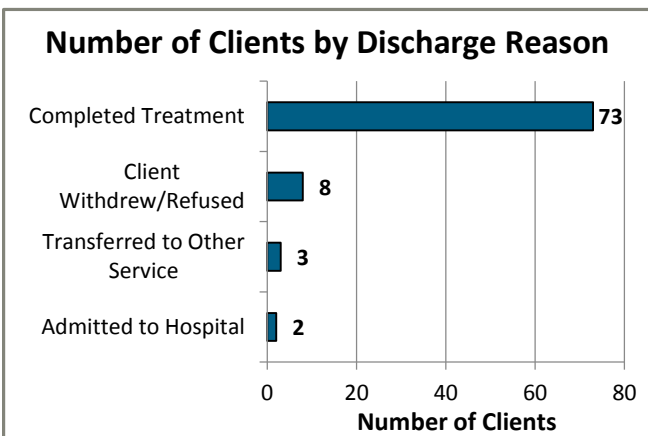
Client Statistics 2017-2018: Source Program Data



Note: A client may have more than one diagnosis.



Discharge Statistics 2017-2018: Source Program Data



Wood’s Homes - Eastside Family Centre

The Eastside Family Centre provides immediate, accessible, and affordable mental health treatment services to the general public on a self-referred, walk-in basis. Brief therapy (up to 6 sessions) is available to complex adolescents and their families through a focused counselling service offered through Access Mental Health.

Eastside Family Centre offers services to youth, individuals, couples, and families experiencing a range of mental health and relationship concerns including: parent/adolescent conflict, identified mental health illnesses, domestic violence, job stress, and thoughts of suicide.

Program Statistics: Source Program Data

For information on interpreting the program and client statistics presented in this report, see Appendix A.

	2015-2016	2016-2017	2017-2018
Referrals	-	-	-
New Enrolments	3480	3480	3187
Overall Registrations	4089	4089	3187
Unique Individuals Served	1904	1904	2710
Discharges	2697	2697	2179

Program statistics are reported from the Client Activity Report.

Wait Time and Length of Stay: Source Program Data

Wait Time

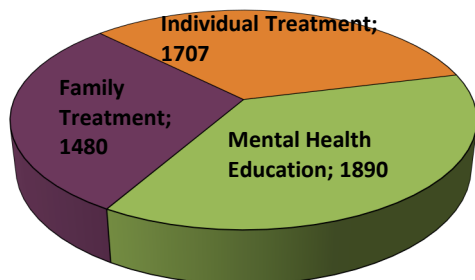
Wait time information is not available.

Length of Stay

Length of stay is not available.

Activity Statistics 2017-2018: Source Program Data

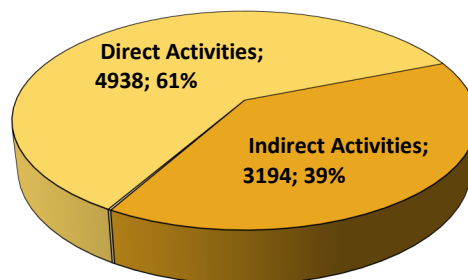
Number of Direct Activities



Registered Client Activity Totals

	# Activities	Duration (Hours)
Direct Activities	5077	4938
Indirect Activities	9561	3194

Total Client Activity Hours



Group Activity Totals

Number of Sessions	Number of Participants	Total Session Hours
8	276	14

Wood's Homes - Eastside Family Centre

Client Statistics 2017-2018: Source Program Data

Gender

Gender information is not available.

Age

Age information is not available.

Presenting Problem and Diagnosis

Presenting problem or diagnosis information is not available.

Place of Residence

Place of residence information is not available.

Discharge Statistics 2017-2018: Source Program Data

Discharge Disposition

Discharge disposition information is not available.

Wood’s Homes - Exceptional Needs Program

The Exceptional Needs Program provides short term, campus-based residential treatment and in-home follow-up support to adolescents experiencing a significant mental health issue. The program provides an 8 bed service that is delivered by a team of AHS and Wood’s Homes professionals for adolescents (12-17) and their families.

The Exceptional Needs Program is designed to accommodate youth with serious emotional, cognitive, mental health, or medical problems. The program works with families to develop a coordinated approach to helping youth make a successful transition back to their communities and connects with other professionals working with the family for follow-up.

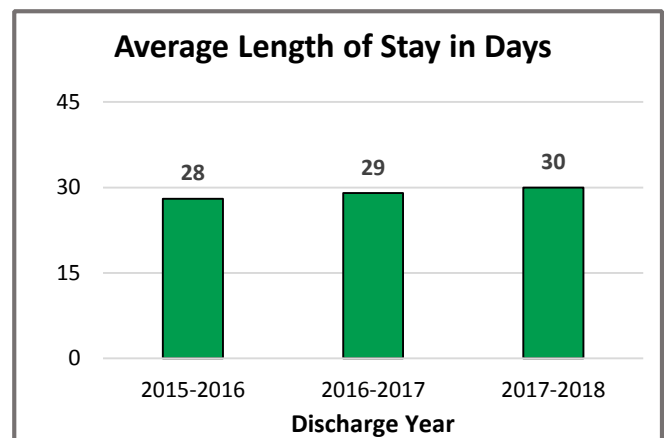
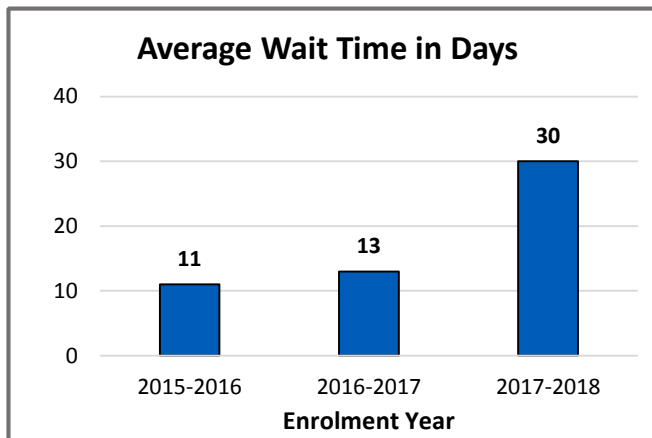
Program Statistics: Source Program Data

For information on interpreting the program and client statistics presented in this report, see Appendix A.

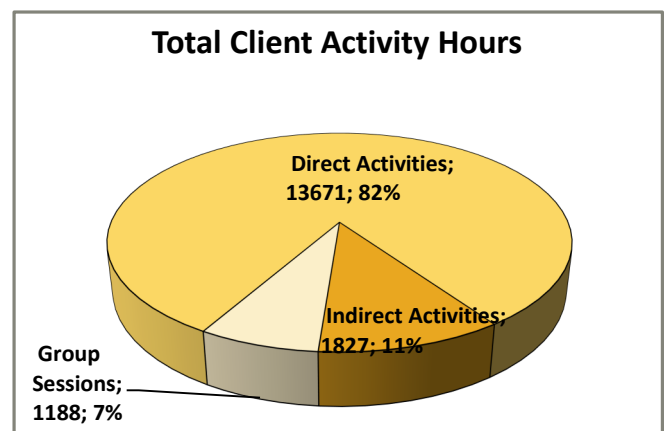
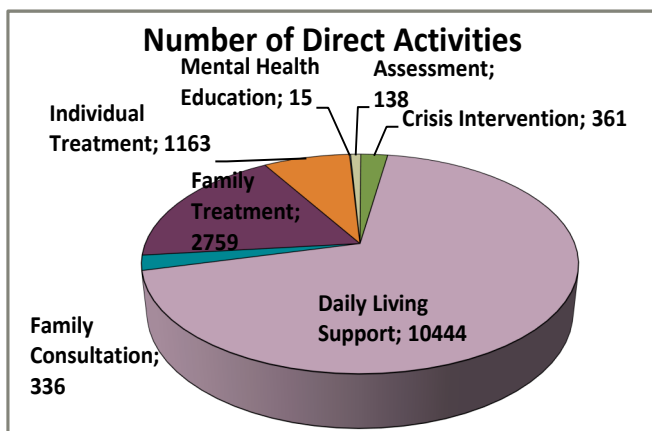
	2015-2016	2016-2017	2017-2018
Referrals	-	-	97
New Enrolments	70	68	65
Overall Registrations	75	74	70
Unique Individuals Served	73	67	70
Discharges	72	69	65

Referrals are reported from the Client Activity Report.

Wait Time and Length of Stay: Source Program Data



Activity Statistics 2017-2018: Source Program Data

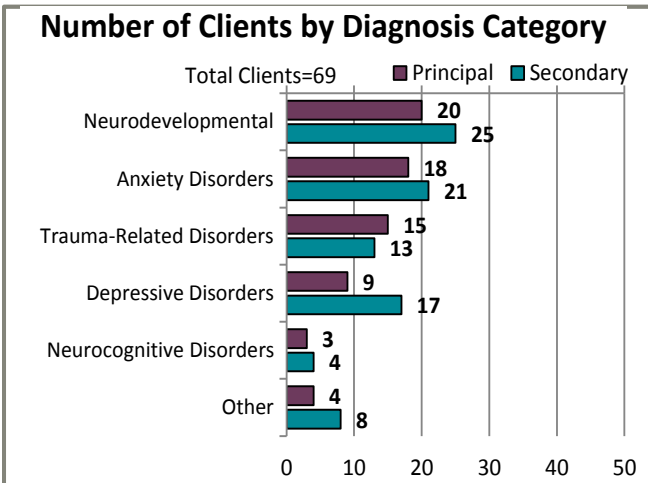
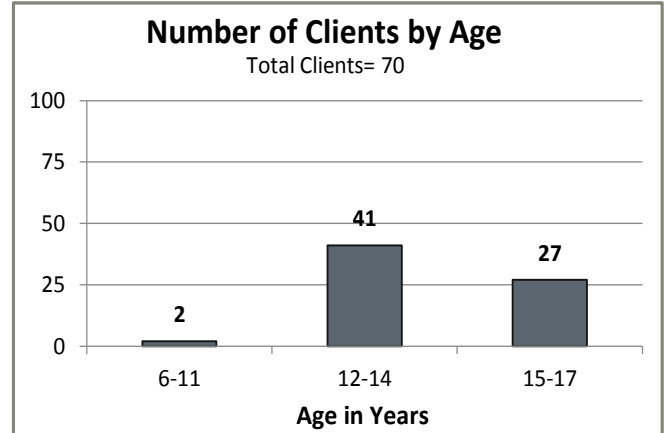
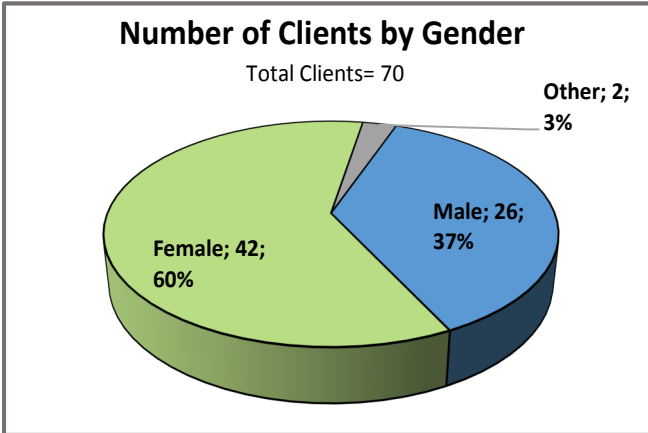


Registered Client Activity Totals		
	# Activities	Duration (Hours)
Direct Activities	15216	13671
Indirect Activities	883	1827

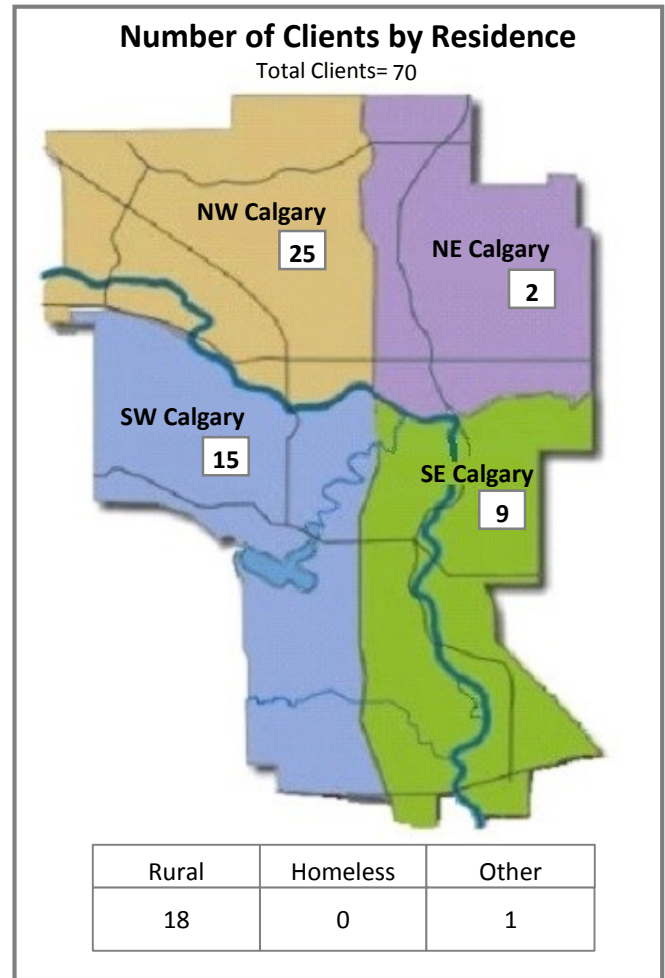
Group Activity Totals		
Number of Sessions	Number of Participants	Total Session Hours
1188	414	1188

Wood's Homes - Exceptional Needs Program

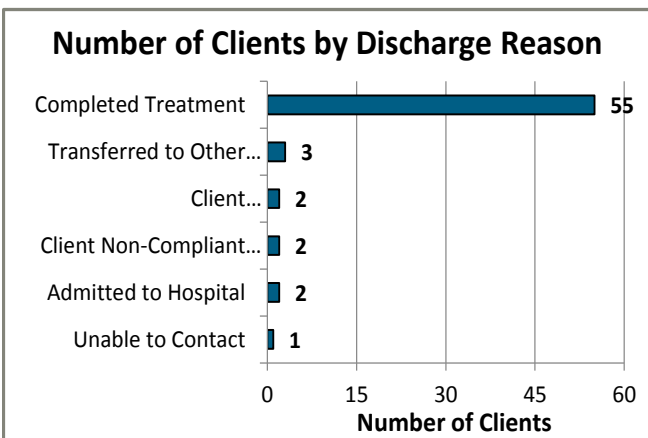
Client Statistics 2017-2018: Source Program Data



Note: A client may have more than one diagnosis.



Discharge Statistics 2017-2018: Source Program Data



Wood's Homes - Exceptional Needs Program In-Home

The Exceptional Needs Program In-Home provides intensive, individualized mental health treatment for adolescents (12-17) and their families. The purpose of the program is to provide short-term treatment for the clients in their home for a comfortable and therapeutic residential environment.

The program is designed to accommodate youth with serious emotional, cognitive, mental health, or medical problems and works with families to develop a coordinated approach to helping youth make a successful transition back to the community and connects with other professionals working with the family for follow-up.

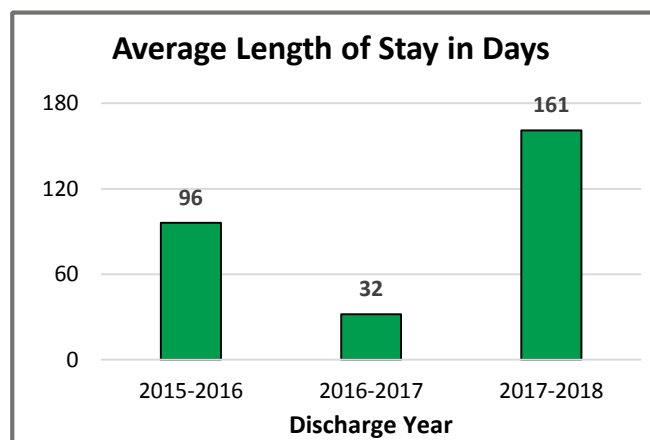
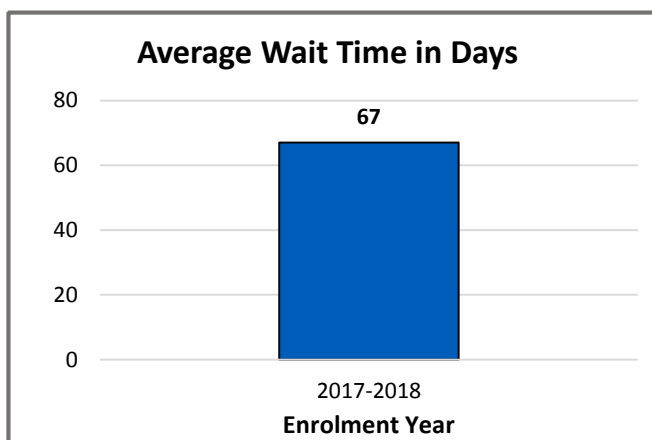
Program Statistics: Source Program Data

For information on interpreting the program and client statistics presented in this report, see Appendix A.

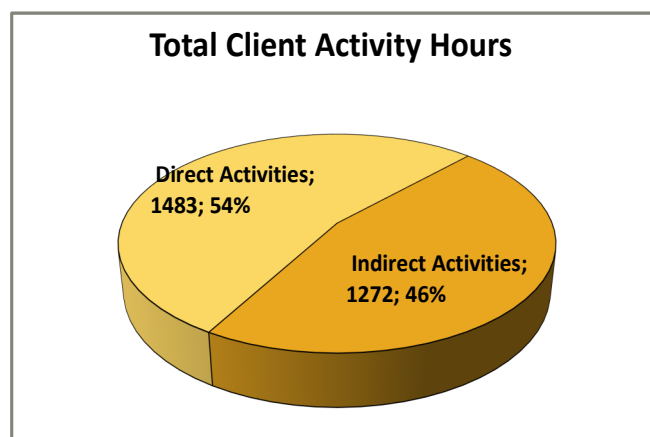
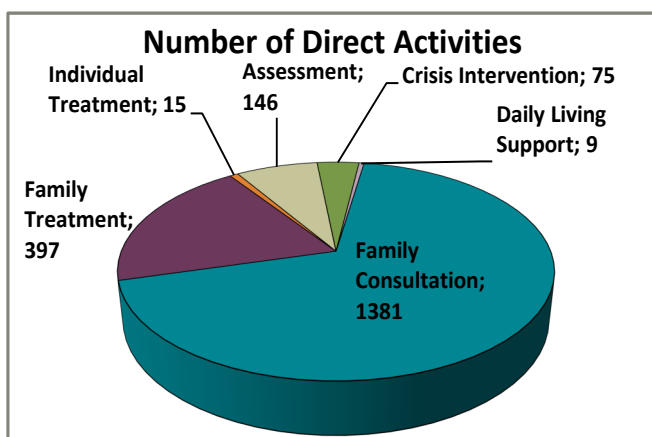
	2015-2016	2016-2017	2017-2018
Referrals	-	-	98
New Enrolments	18	34	32
Overall Registrations	108	178	38
Unique Individuals Served	108	123	38
Discharges	16	28	23

Referral information for previous years is not available.

Wait Time and Length of Stay: Source Program Data



Activity Statistics 2017-2018: Source Program Data

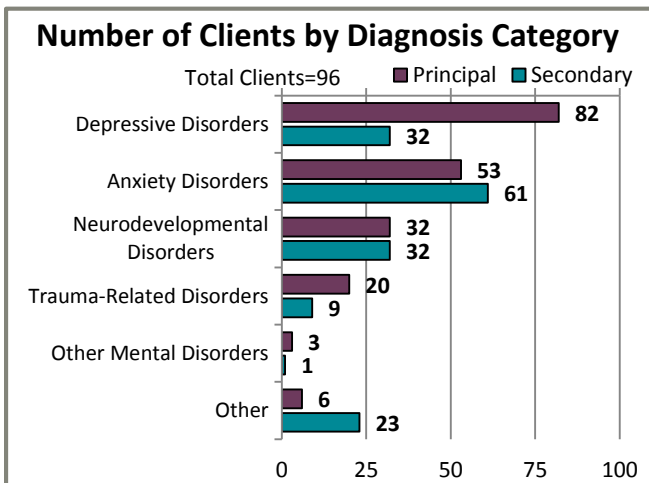
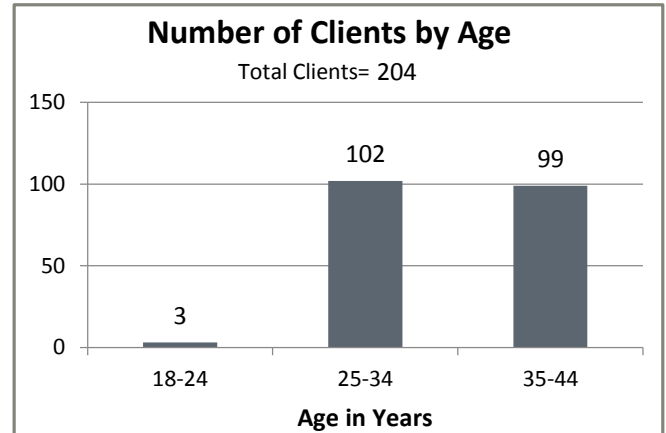
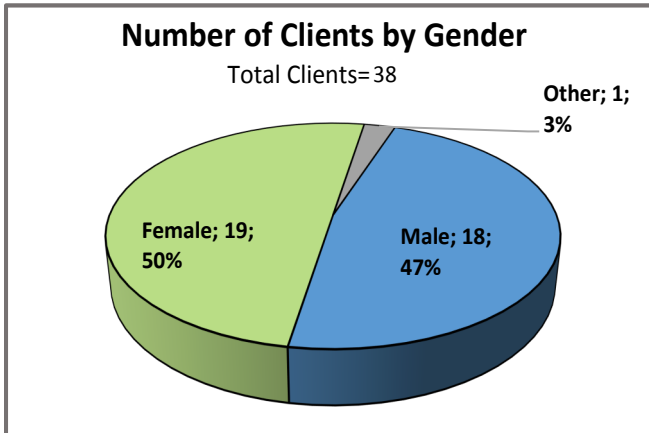


Registered Client Activity Totals		
	# Activities	Duration (Hours)
Direct Activities	2023	1483
Indirect Activities	2529	1272

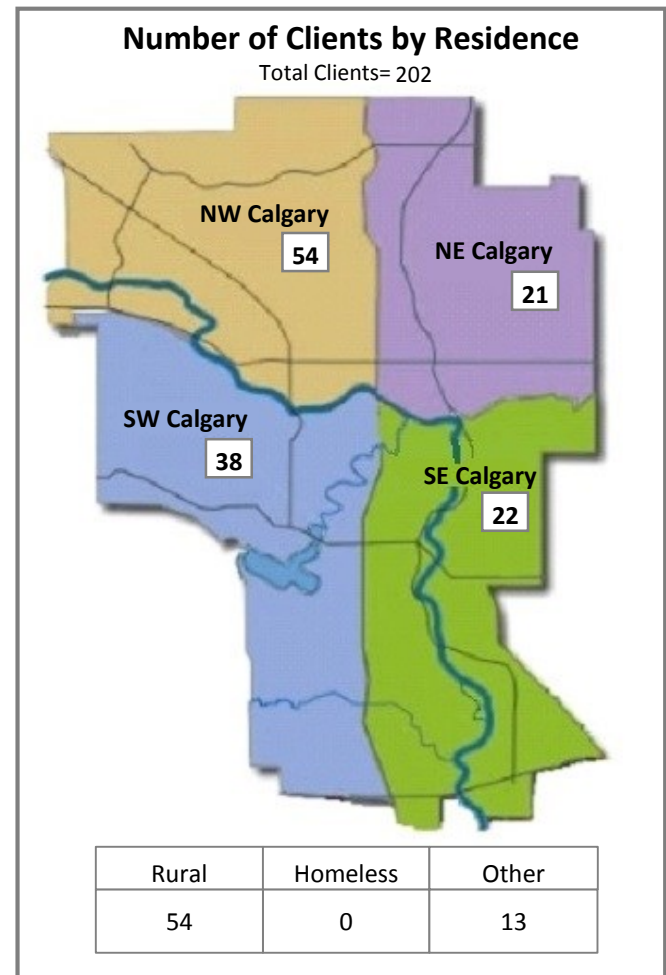
Group activity information is not available.

Wood's Homes - Exceptional Needs Program In-Home

Client Statistics 2017-2018: Source Program Data

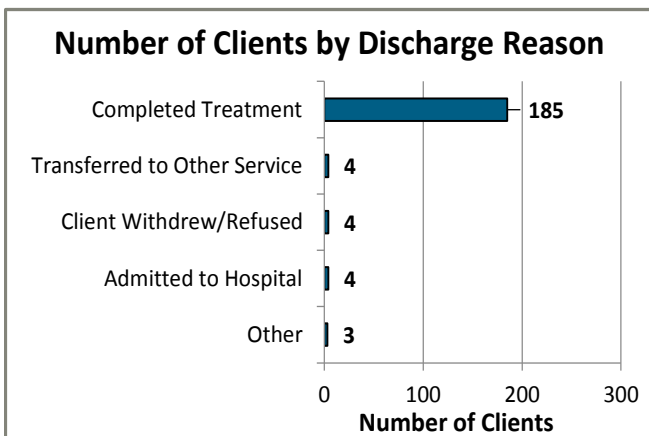


Note: A client may have more than one diagnosis.



Note: 2 clients have an unknown place of residence.

Discharge Statistics 2017-2018: Source Program Data



Wood’s Homes - Home Connections Program

The Home Connections program is a school based family support program that provides culturally-sensitive support services to children and families in their home, school, and community settings. This program works with children up to 18 years of age and offers family-centred support to help family members improve their relationships.

The primary aim is to enhance individual and family competencies and promote healthy growth, development, and well-being. This is achieved by assisting parents and caregivers with healthy and effective parenting techniques, addressing relational and behavioral issues, and linking families to community supports.

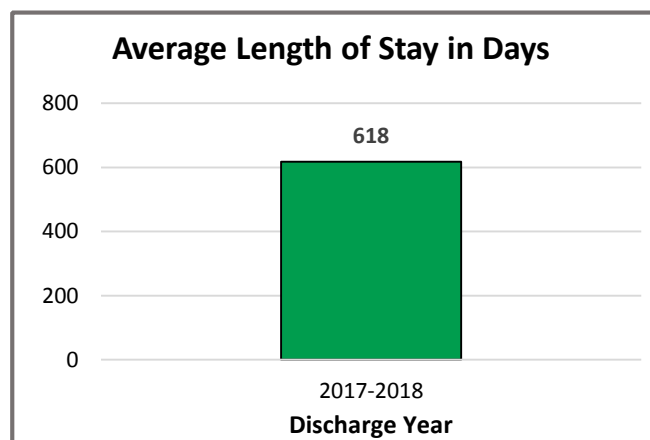
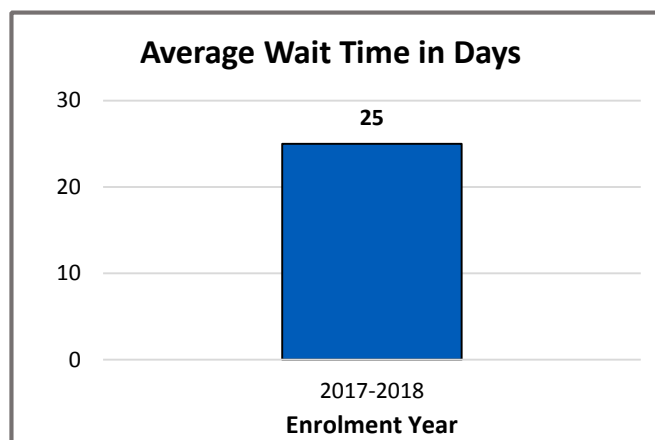
Program Statistics: Source Program Data

For information on interpreting the program and client statistics presented in this report, see Appendix A.

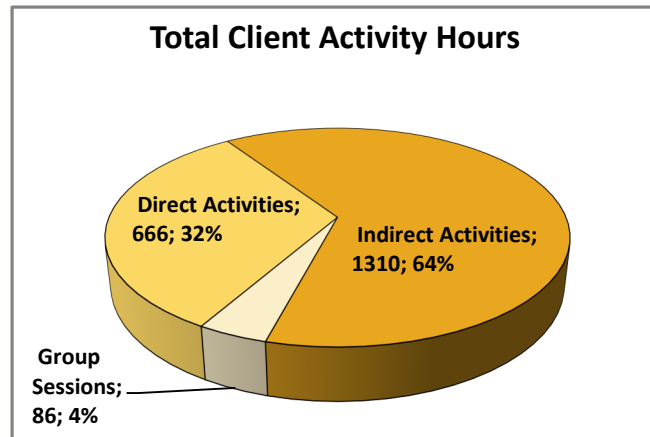
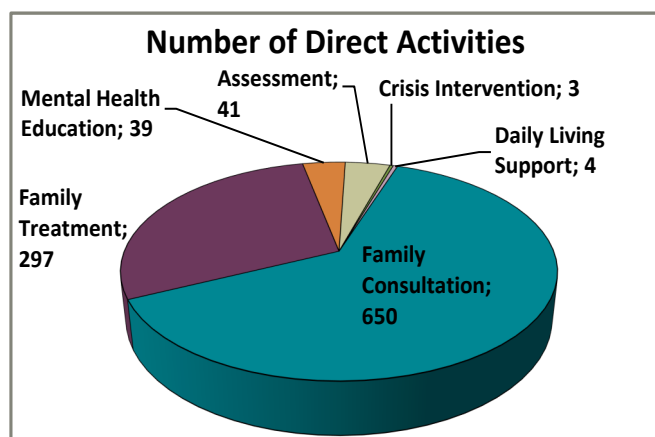
	2015-2016	2016-2017	2017-2018
Referrals	-	-	14
New Enrolments	28	8	13
Overall Registrations	64	53	50
Unique Individuals Served	64	53	50
Discharges	23	12	18

Referrals are reported from the Client Activity Report.

Wait Time and Length of Stay: Source Program Data



Activity Statistics 2017-2018: Source Program Data

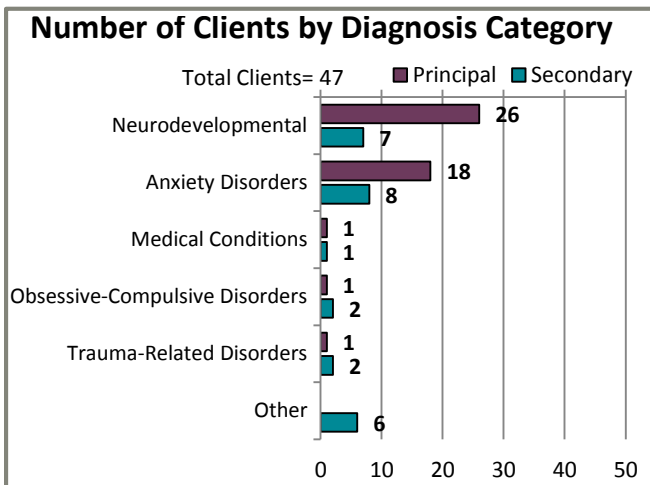
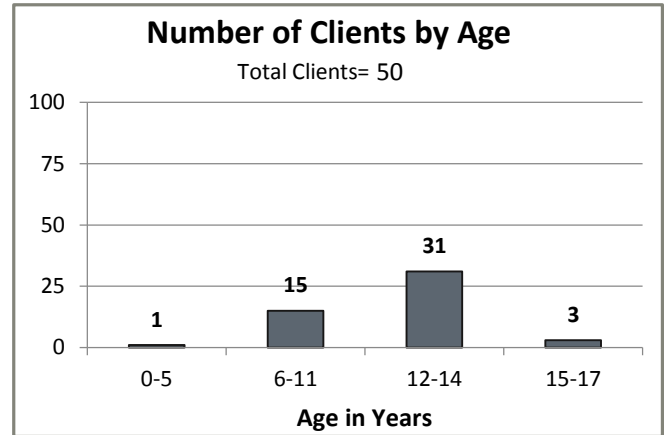
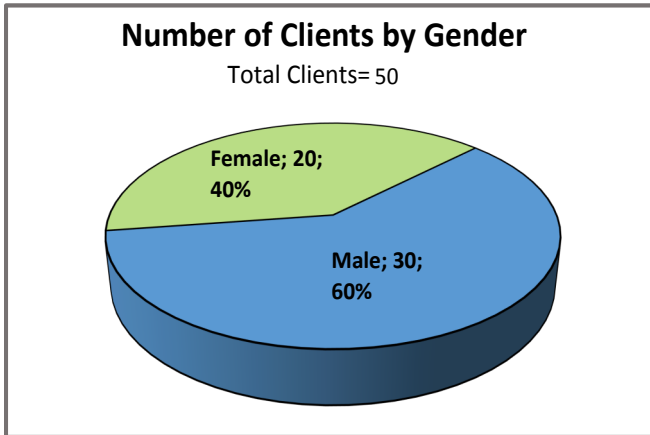


Registered Client Activity Totals		
	# Activities	Duration (Hours)
Direct Activities	1034	666
Indirect Activities	887	1310

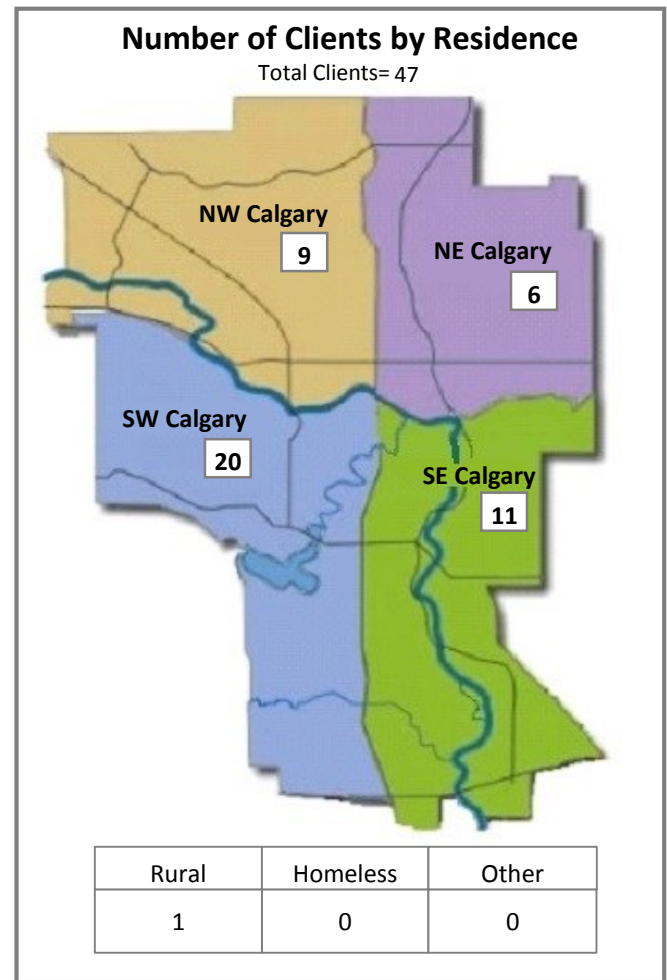
Group Activity Totals		
Number of Sessions	Number of Participants	Total Session Hours
82	191	86

Wood’s Homes - Home Connections Program

Client Statistics 2017-2018: Source Program Data

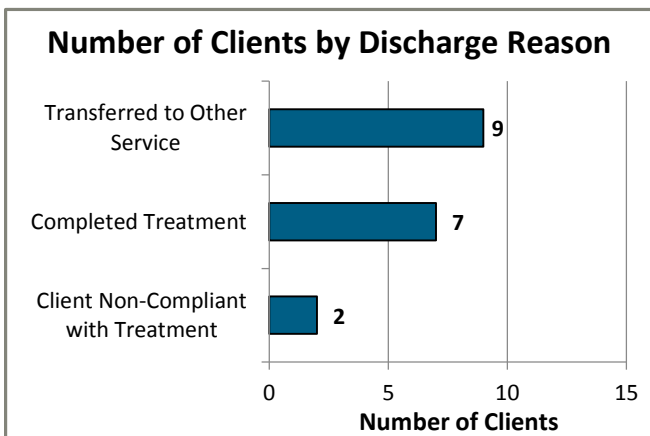


Note: A client may have more than one diagnosis.



Note: 3 clients have an unknown place of residence.

Discharge Statistics 2017-2018: Source Program Data



Wood's Homes - School Based Treatment & Learning Centre

The School Based Treatment & Learning Centre (SBTLC) offers opportunities for achieving academic, emotional, and social success to youth and families with prior unsuccessful school experiences. An ecological approach works with youth in the context of family, school, and community to enhance skills and reconnect to the community.

SBTLC creates an environment that encourages youth to learn through capacity building in academics, increased wellness, a strengthened sense of citizenship, and connection between peers, family, school, and community. The treatment model is based on identifying and working from the strengths of the youth and their families.

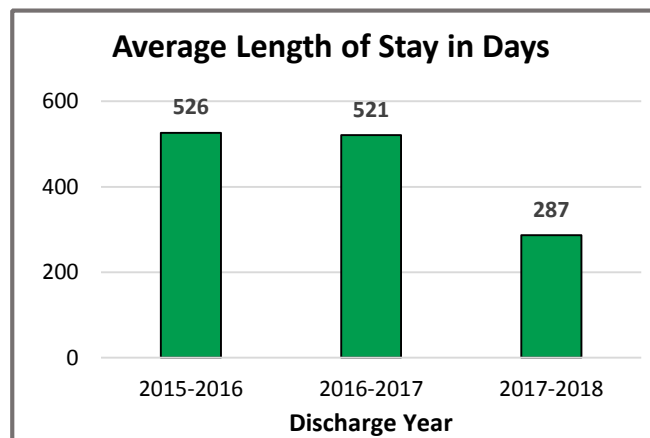
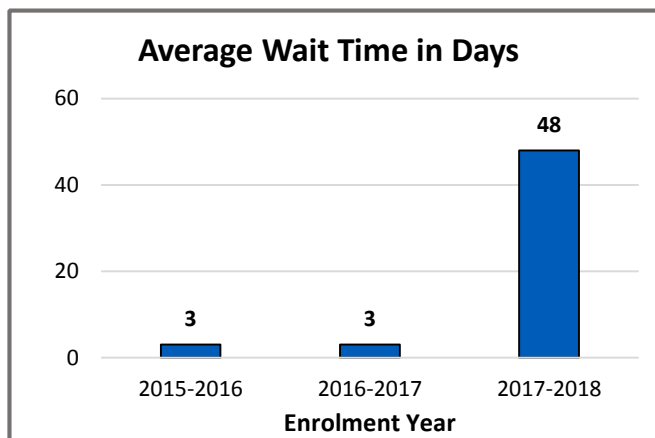
Program Statistics: Source Program Data

For information on interpreting the program and client statistics presented in this report, see Appendix A.

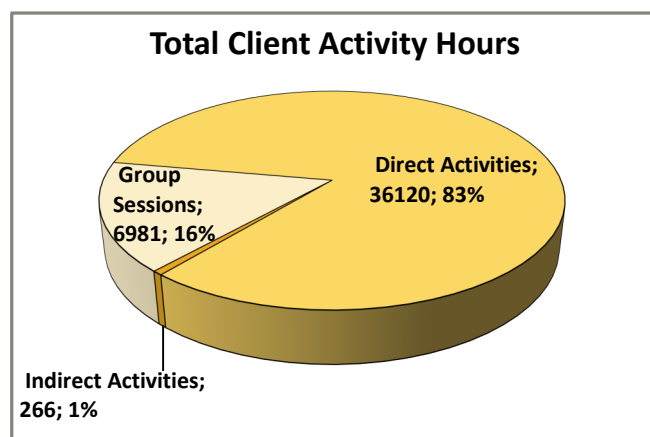
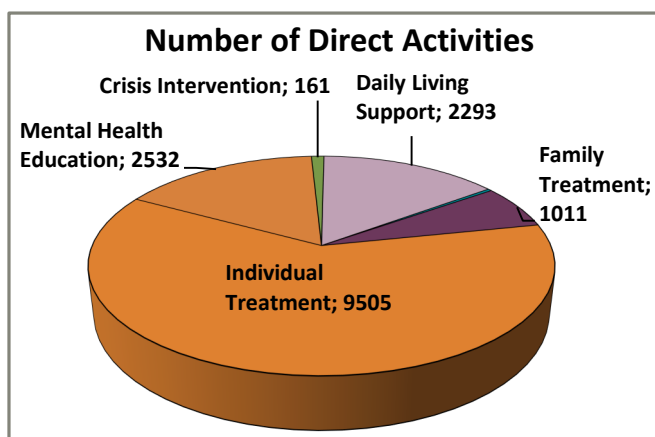
	2015-2016	2016-2017	2017-2018
Referrals	-	-	14
New Enrolments	11	26	16
Overall Registrations	42	54	55
Unique Individuals Served	42	54	55
Discharges	14	16	12

Referral information for previous years is not available.

Wait Time and Length of Stay: Source Program Data



Activity Statistics 2017-2018: Source Program Data

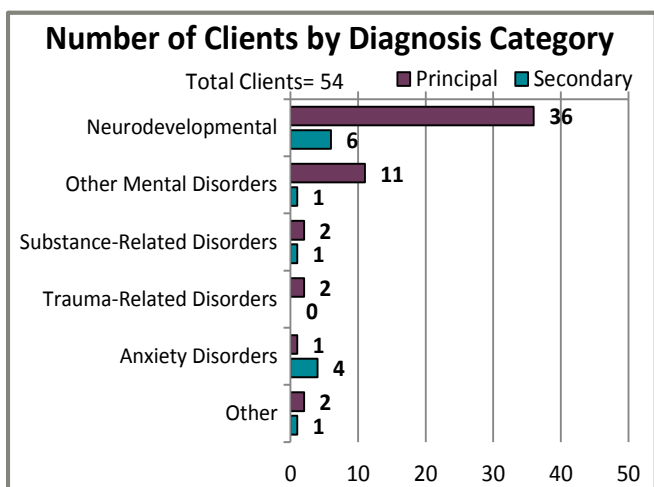
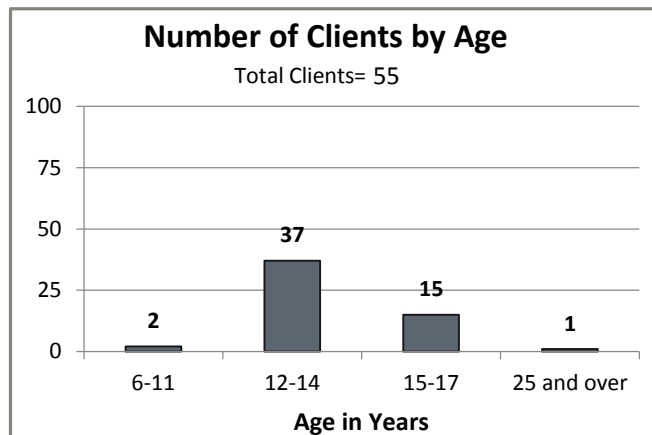
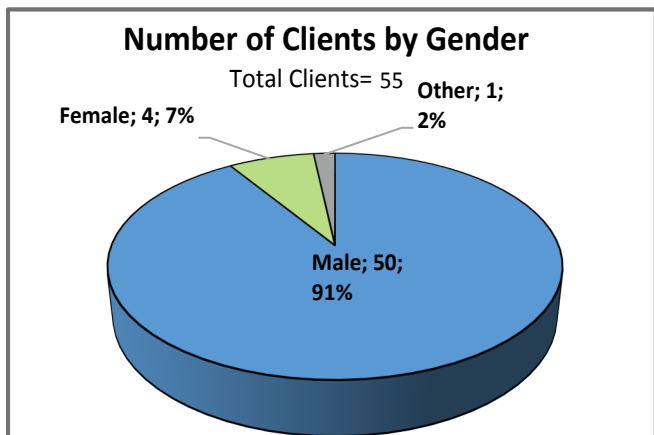


Registered Client Activity Totals		
	# Activities	Duration (Hours)
Direct Activities	13114	36120
Indirect Activities	265	266

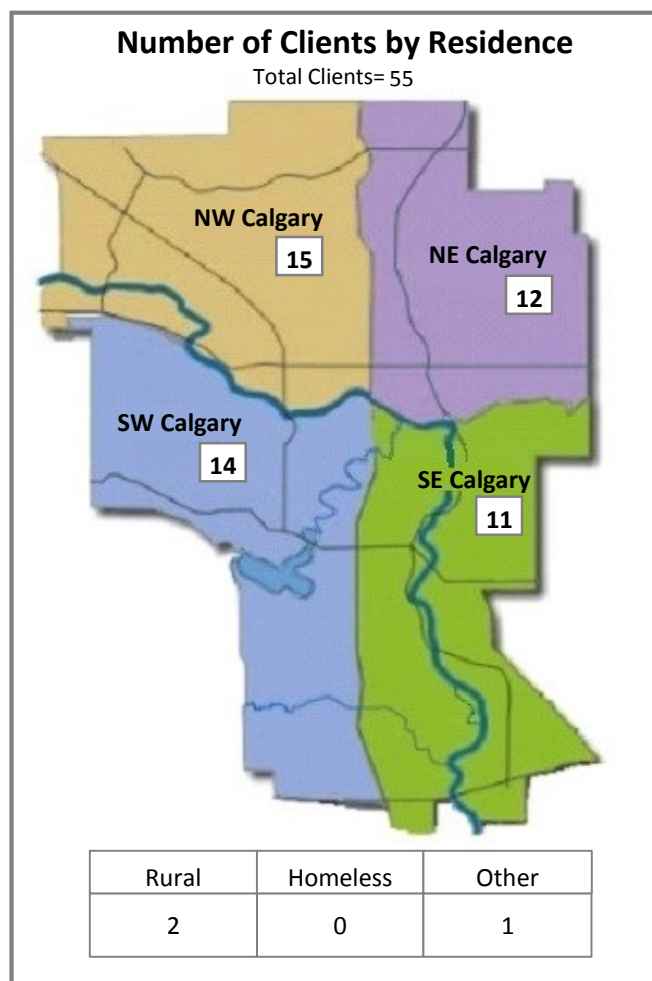
Group Activity Totals		
Number of Sessions	Number of Participants	Total Session Hours
1881	6575	6981

Wood's Homes - School Based Treatment & Learning Centre

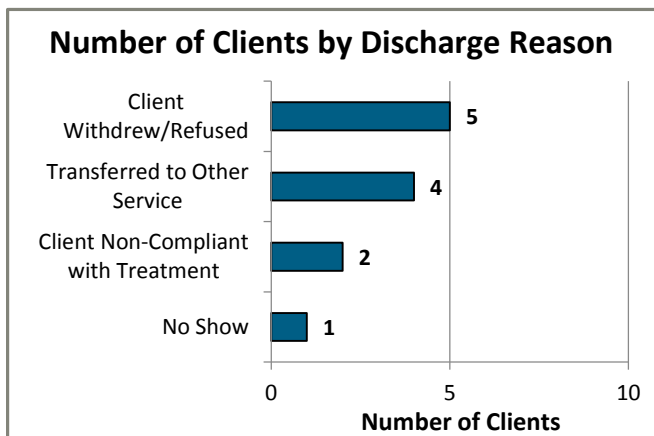
Client Statistics 2017-2018: Source Program Data



Note: A client may have more than one diagnosis.



Discharge Statistics 2017-2018: Source Program Data



Wood's Homes - School Based Treatment & Learning Centre In-Home

The School Based Treatment & Learning Centre (SBTLC) offers opportunities for achieving academic, emotional, and social success to youth and families in their home with prior unsuccessful school experiences. An ecological approach works with youth in the context of family, school, and community to enhance skills and reconnect to the community.

SBTLC creates an environment that encourages youth to learn through capacity building in academics, increased wellness, a strengthened sense of citizenship, and connection between peers, family, school, and community. The treatment model is based in identifying and working from the strengths of the youth and their families.

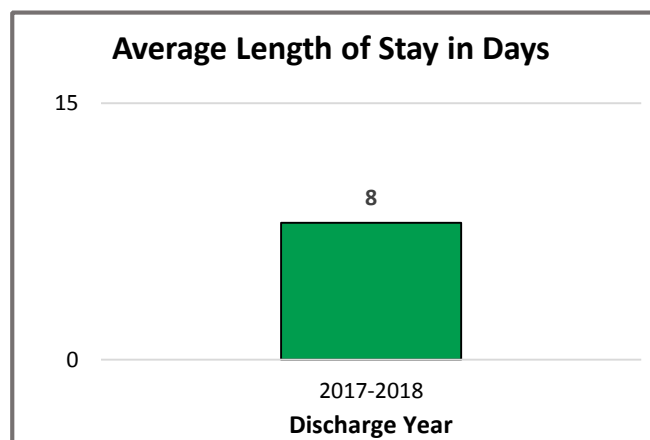
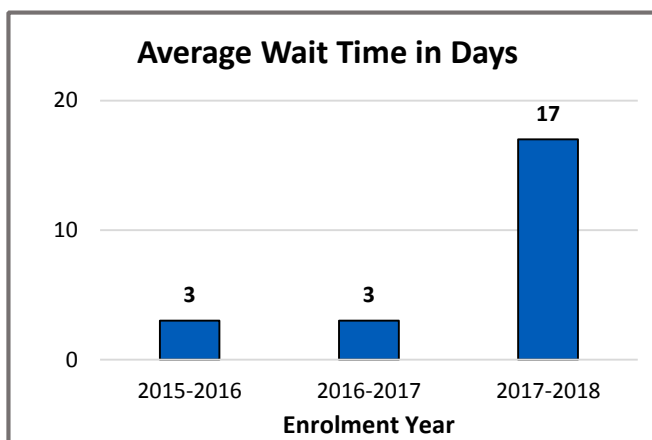
Program Statistics: Source Program Data

For information on interpreting the program and client statistics presented in this report, see Appendix A.

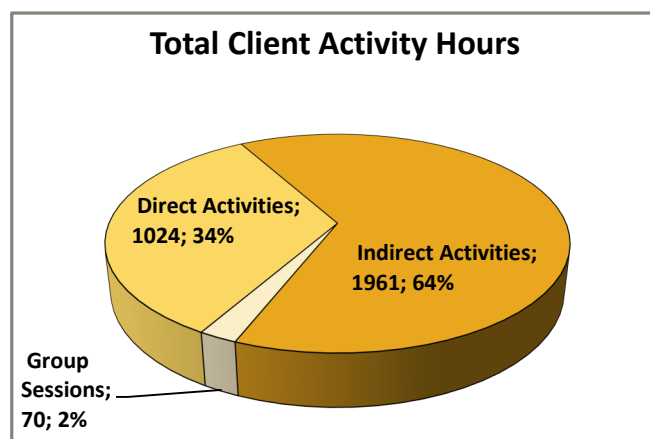
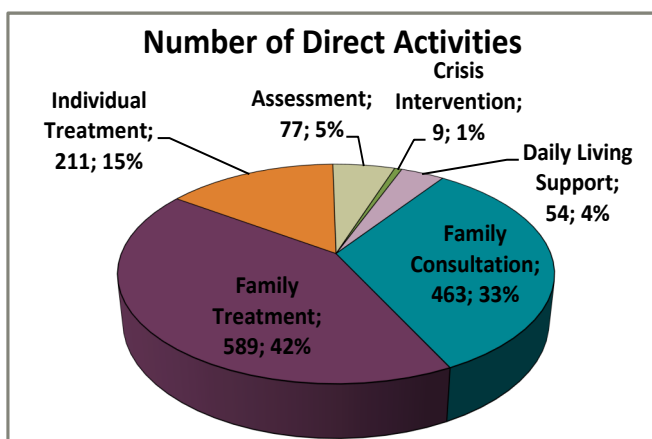
	2015-2016	2016-2017	2017-2018
Referrals	-	-	39
New Enrolments	12	26	40
Overall Registrations	48	54	40
Unique Individuals Served	48	54	40
Discharges	20	16	40

Referral information for previous years is not available.

Wait Time and Length of Stay: Source Program Data



Activity Statistics 2017-2018: Source Program Data

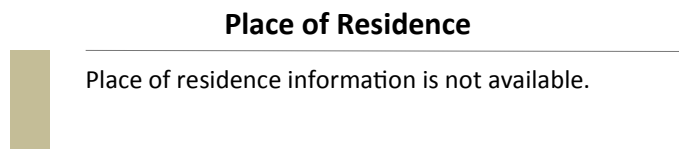
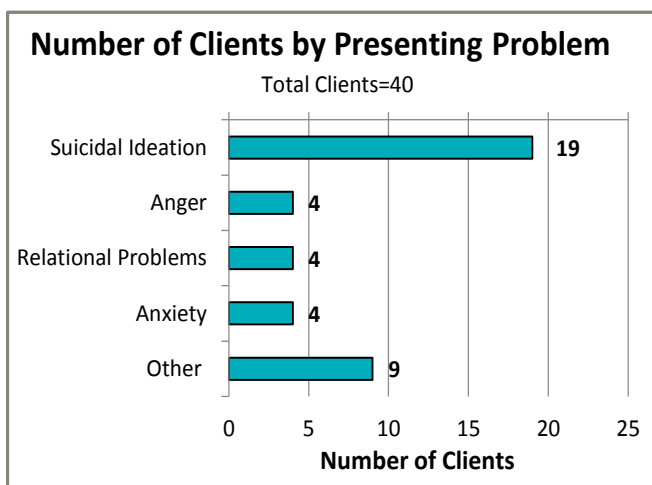
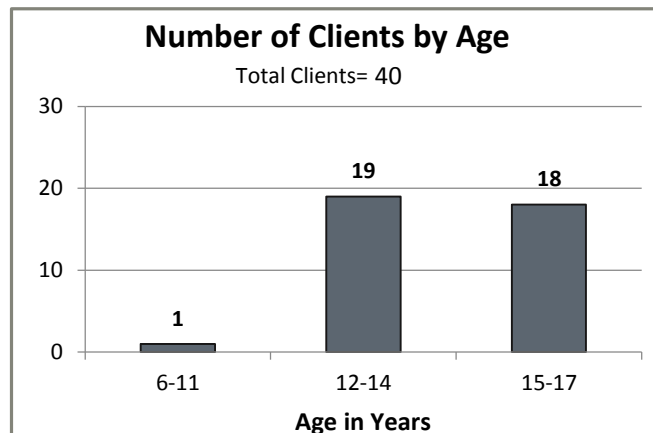
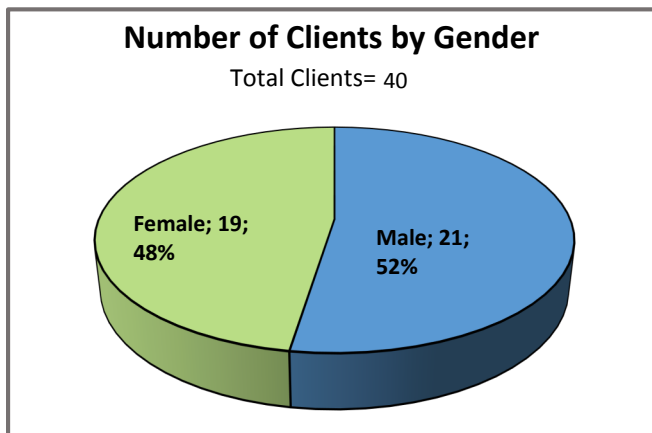


Registered Client Activity Totals		
	# Activities	Duration (Hours)
Direct Activities	1410	1024
Indirect Activities	2074	1961

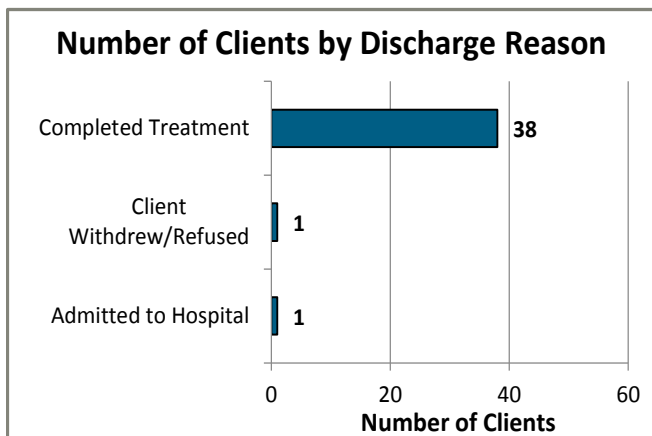
Group Activity Totals		
Number of Sessions	Number of Participants	Total Session Hours
70	67	70

Wood's Homes - School Based Treatment & Learning Centre In-Home

Client Statistics 2017-2018: Source Program Data



Discharge Statistics 2017-2018: Source Program Data



Wood's Homes - School Based Treatment & Learning Centre Stabilization

The School Based Treatment & Learning Centre (SBTLC) offers opportunities for achieving academic, emotional, and social success to youth and families with prior unsuccessful school experiences. An ecological approach works with youth in the context of family, school, and community to enhance skills and reconnect to the community.

SBTLC creates an environment that encourages youth to learn through capacity building in academics, increased wellness, a strengthened sense of citizenship, and connection between peers, family, school, and community. The treatment model is based in identifying and working from the strengths of the youth and their families.

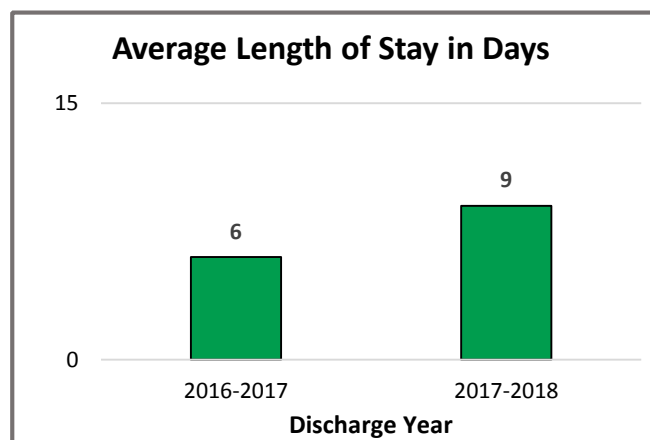
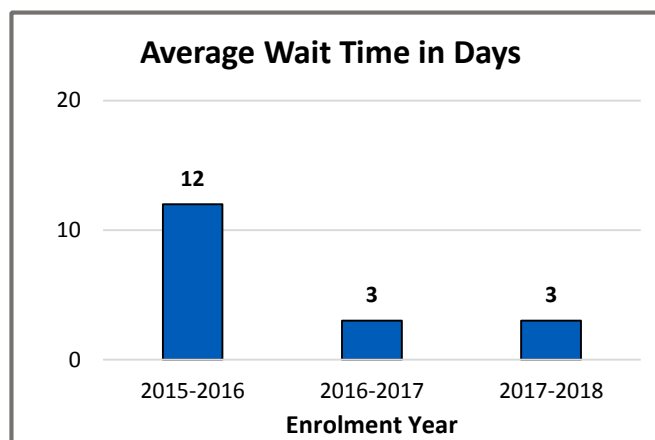
Program Statistics: Source Program Data

For information on interpreting the program and client statistics presented in this report, see Appendix A.

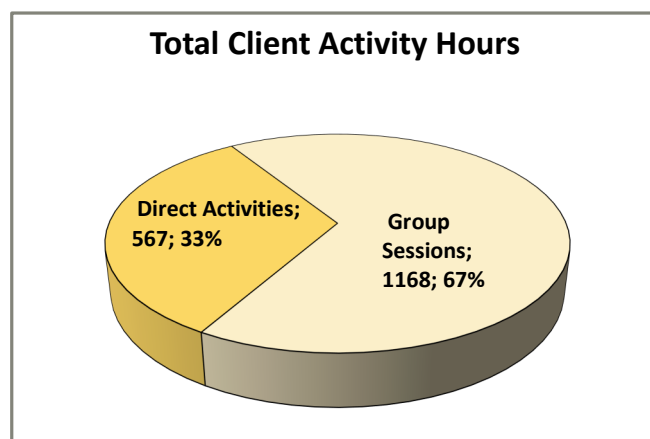
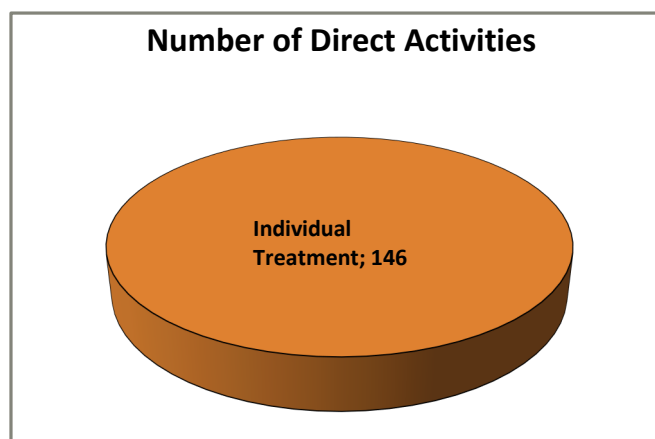
	2015-2016	2016-2017	2017-2018
Referrals	-	-	41
New Enrolments	90	65	40
Overall Registrations	90	65	40
Unique Individuals Served	88	65	40
Discharges	90	65	40

Referrals are reported from the Client Activity Report.

Wait Time and Length of Stay: Source Program Data



Activity Statistics 2017-2018: Source Program Data

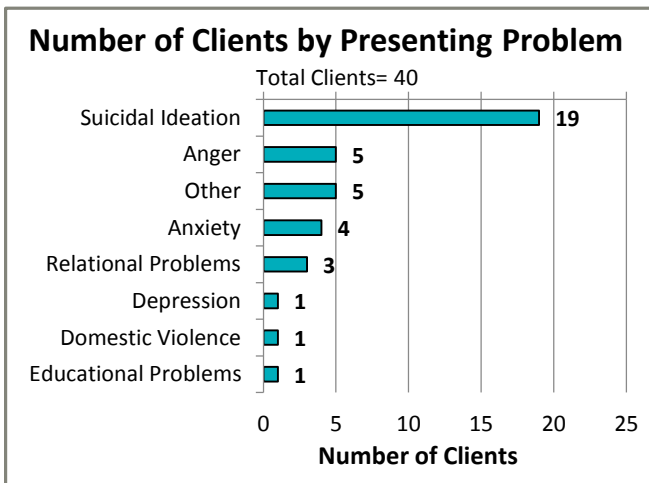
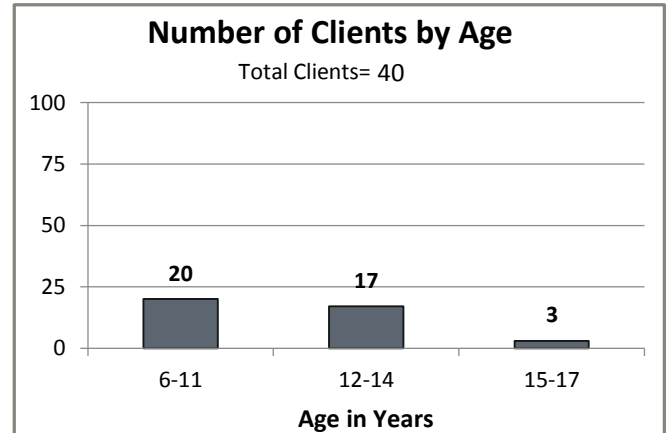
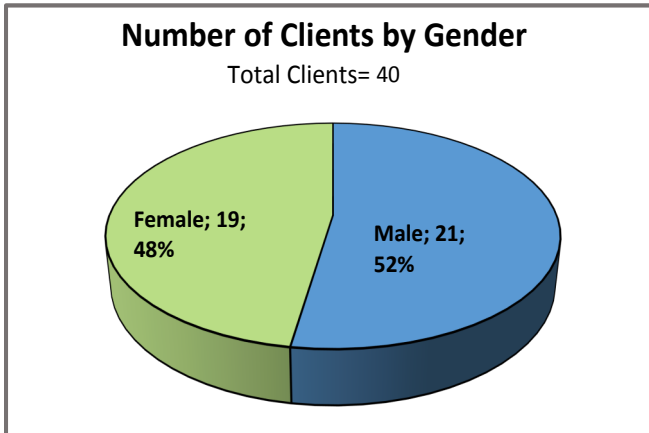


Registered Client Activity Totals		
	# Activities	Duration (Hours)
Direct Activities	146	567
Indirect Activities	0	0

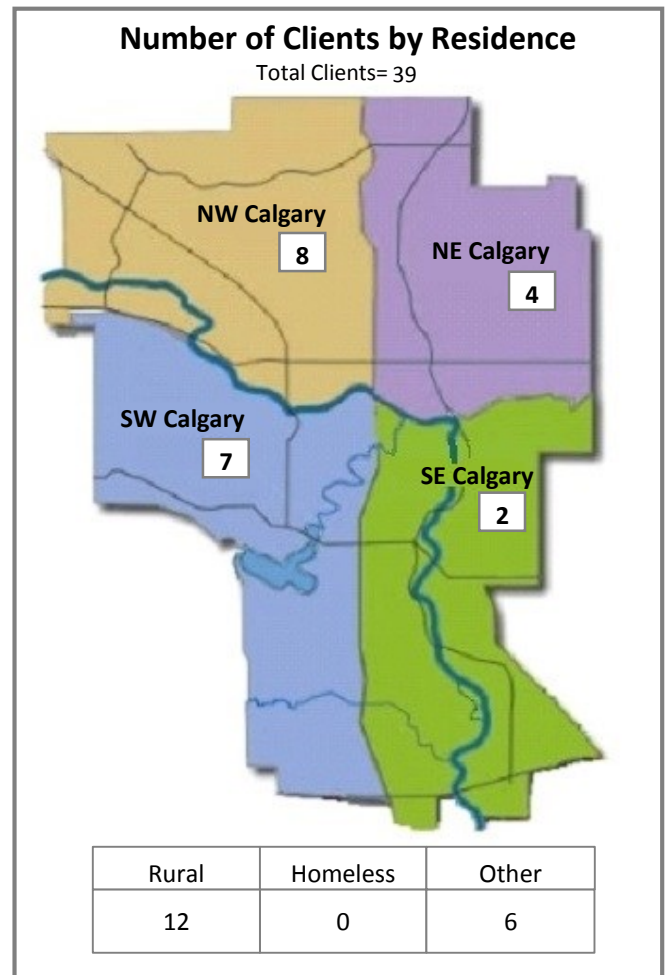
Group Activity Totals		
Number of Sessions	Number of Participants	Total Session Hours
230	46	1168

Wood's Homes - School Based Treatment & Learning Centre Stabilization

Client Statistics 2017-2018: Source Program Data

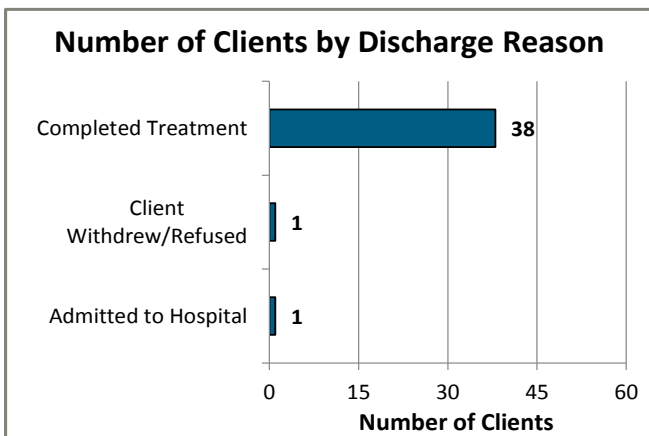


Note: 1 client has unknown presenting problems



Note: 1 client has an unknown place of residence.

Discharge Statistics 2017-2018: Source Program Data



YWCA - Community, Parent, and School Support (COMPASS)

The YWCA COMPASS Program provides in-home parenting education and support to families with children 0-12 years of age. The program’s mandate is to serve families with children that present emotional, social, and behavioural challenges. The philosophy is that the family is the most important factor to affect the functioning of the child.

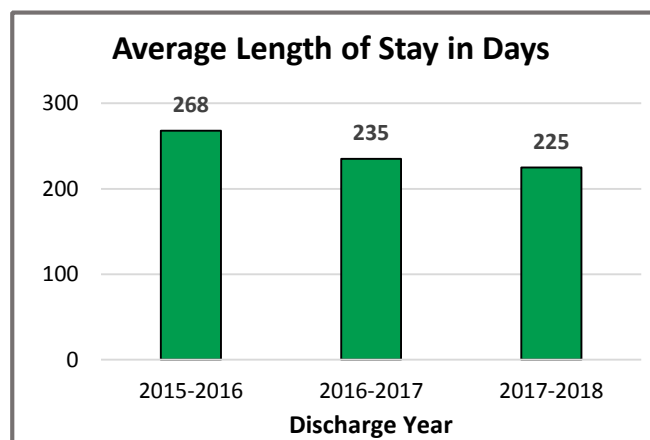
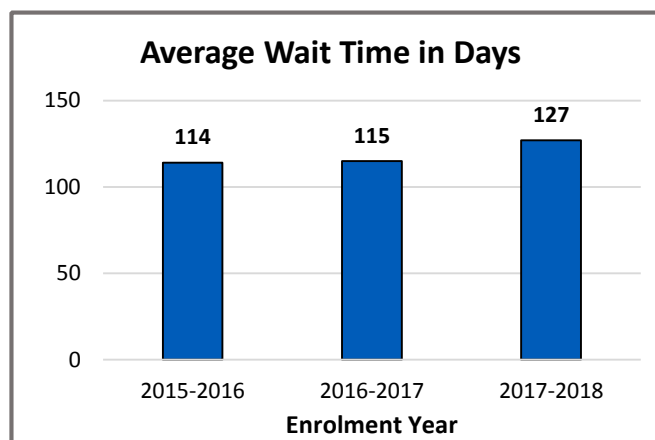
Key goals are aimed at increasing the behavioural, social, and emotional functioning of the children, the family’s awareness and access to community resources, and the family self-sufficiency and well-being. Families are assisted in recognizing their strengths and capacities to address issues and concerns impeding positive healthy family dynamics.

Program Statistics: Source Program Data

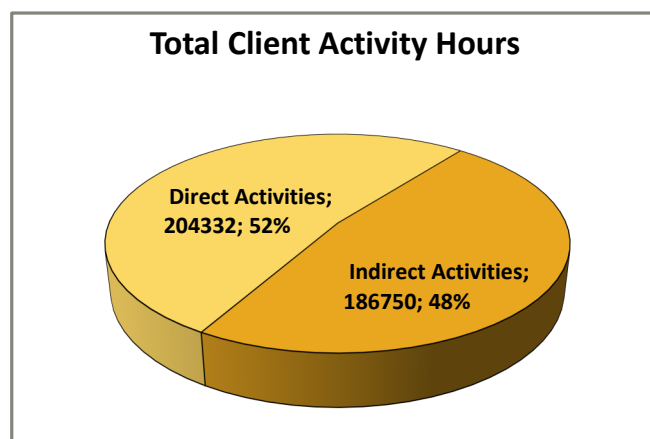
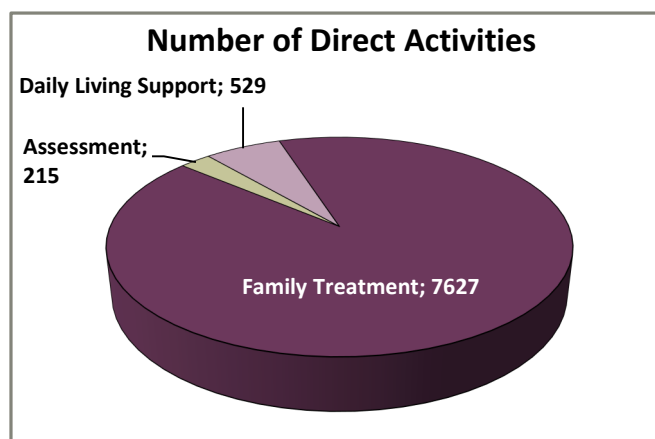
For information on interpreting the program and client statistics presented in this report, see Appendix A.

	2015-2016	2016-2017	2017-2018
Referrals	284	284	179
New Enrolments	122	126	144
Overall Registrations	213	207	218
Unique Individuals Served	213	207	216
Discharges	231	133	123

Wait Time and Length of Stay: Source Program Data



Activity Statistics 2017-2018: Source Program Data



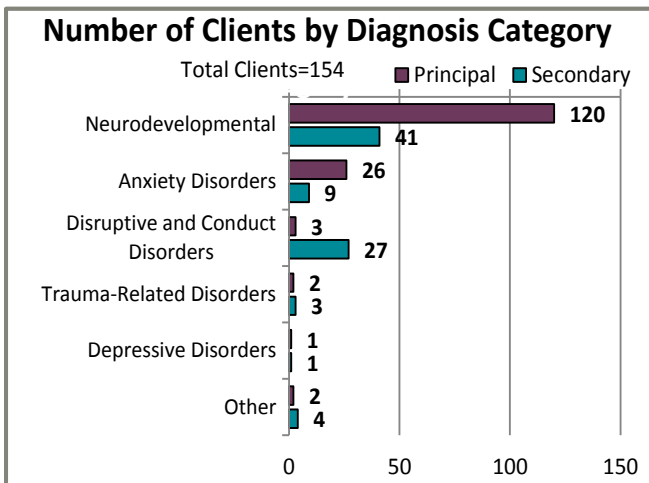
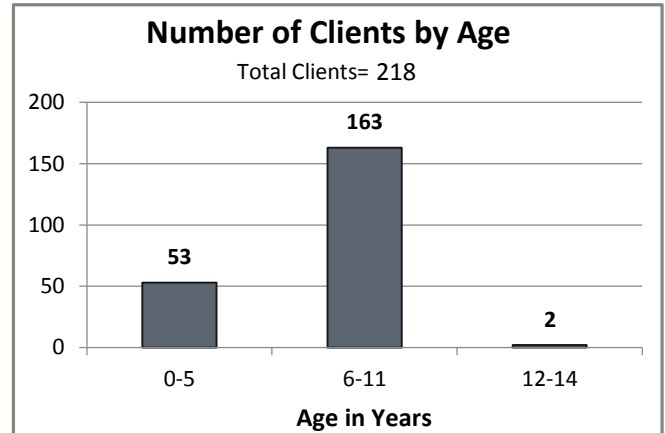
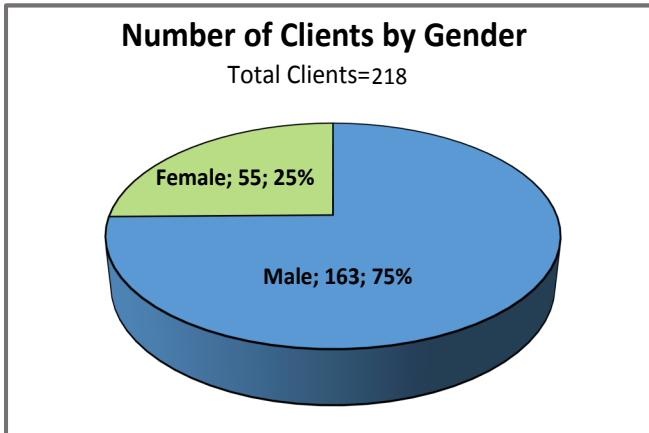
Registered Client Activity Totals		
	# Activities	Duration (Hours)
Direct Activities	8371	204332
Indirect Activities	16860	186750

Group Activity

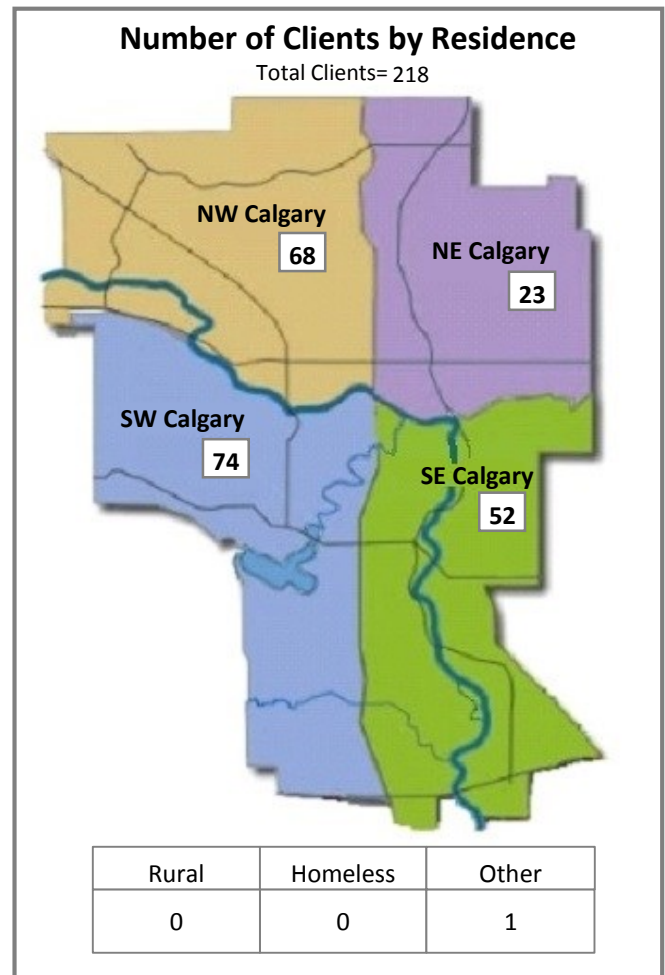
Group activity totals information is not available.

YMCA - Community, Parent, and School Support (COMPASS)

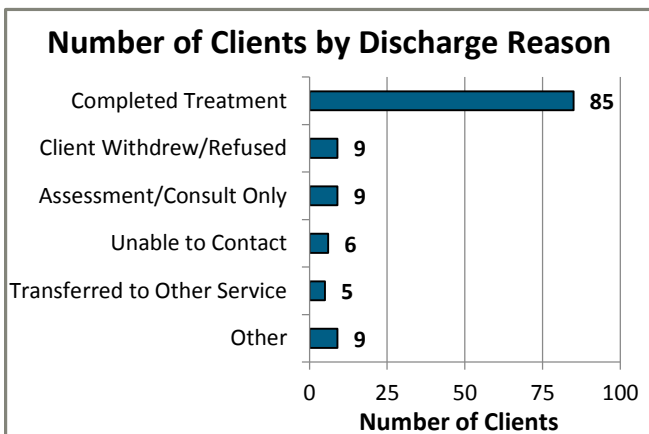
Client Statistics 2017-2018: Source Program Data



Note: A client may have more than one diagnosis.



Discharge Statistics 2017-2018: Source Program Data



Community Capacity Grant Agencies & Restrictive Funding Grant Agencies

Community Capacity Grant Agencies

Community Capacity Grants are agreements or initiatives between Alberta Health Services and contracted community agencies (Rural Communities, Municipalities, Rural Schools and Victim Services Associations), whose purpose is to provide and increase community services for addiction and mental health across the Calgary zone. These services target individuals, families, students, and victims within their jurisdictions. In order to qualify, agencies receiving these grants must meet the following criteria, which sets them apart from regular contracted services.

- Funding to the program is no greater than \$150,000 per year
- The duration of the grant is not less than 6 months and not more than 36 months
- The program must be supported by a business plan for the duration of the funding
- AHS is not the sole funder to the program
- The agencies are independent on how they ran and provide the funded services - AHS is not involved
- The agencies are not-for-profit in nature

CAPACITY GRANT	DESCRIPTION
<p>Bow Valley Victim Services Association:</p> <p><i>Victim Support Services for Banff, Canmore, and Bow Valley</i></p>	<p>The Bow Valley Victim Services Association (BVVSA) provides direct assistance to individuals who have experienced injury, loss, or trauma due to a crime or traumatic event. Individuals beyond the immediate victim to whom the repercussion of a crime/trauma may have spread (including friends, family, and co-workers) are also assisted. The program serves the communities of Canmore, Banff, Lake Louise, Exshaw, Kananaskis, Harvie Heights, Lac Des Arcs, Dead Man's Flat, and Saskatchewan River Crossing. This includes services to over 5 million annual visitors to this area (if required).</p>
<p>Calgary Alternative Support Services (CASS):</p> <p><i>Langin Place Support Program</i></p>	<p>CASS provides housing services to male adults (26 to 70 years old) who are deemed "Hard to House" or have had difficulty maintaining housing in the past and are experiencing substance abuse and/or mental health issues. The program uses case management to provide the service in a harm reduction model. Clients are either self referred or are referred by community agencies, hospitals, or correctional facilities.</p>
<p>Calgary Women's Emergency Shelter:</p> <p><i>Healthy Relationship Program</i></p>	<p>The Healthy Relationship Program serves male and female adolescents aged between 12 to 18 years (flexibility around age criteria) who are at risk of being victimized and/or perpetrating abuse within their significant relationships and meet at least one of the following criteria:</p> <ul style="list-style-type: none"> • There is a known or suspected history of family conflict and/or abuse in the young person's family of origin or in their current living situation. • There is known or suspected abuse occurring in the context of a young person's dating relationships and/or the youth has had difficulty maintaining healthy dating relationships. • The youth experiences conflict in or around the school setting, involving peers, and/or school personnel. • The youth experiences difficulty getting along with others.
<p>Canadian Mental Health Association:</p> <p><i>Suicide Support Program</i></p>	<p>The Suicide Support Program provides Suicide Education and Bereavement to youth age 11 to 18 years old, attending middle, junior, and senior high schools in Calgary and area. The program delivers presentations to students at post-secondary institutions. Suicide Education is facilitated by CMHA - Education Coordinators to teachers and parent groups wishing to receive further sessions. The program provides support to schools in rural areas both in-person and online through resource packages. Bereavement provides counselling, groups, and supportive services for children, individuals, couples, and families living in the Calgary area, who have been impacted by suicide of a loved one, known as 'survivors'. Suicide Education is provided by the Mental Health Education Program at CMHA, which educates youth and other groups about mental illness and stress management.</p>

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CAPACITY GRANT	DESCRIPTION
<p>Distress Centre Calgary: <i>Child/Youth and Mobile Response Team (MRT) Crisis Call Line Program</i></p>	<p>Distress Centre’s crisis call support services are available 24 hours a day and are free of charge to everyone in Calgary and area. Distress Centre’s 24 hour crisis line is a publicly listed number to access the Alberta Health Services Mobile Response Team (MRT). Distress Centre screens calls for appropriateness to MRT services. Then, based on established protocols, appropriate calls will be patched directly to the Mobile Response Team with the caller’s permission. While callers can rely on the empathetic, confidential crisis support from Distress Centre volunteers, those who would benefit from a deeper assessment, consultation, or an in person visit are referred to MRT. In general only callers who are 18 years and over are connected to MRT - calls related to youth are connected to other mobile partners. Distress Centre also provides coverage for overflow calls for both the Social Services Response Team (SSRT) and Wood’s Homes Community Resource Team (CRT).</p>
<p>Foothills Regional Victim Services Association: <i>Victim Support Services for High River and Municipal District of Foothills</i></p>	<p>Foothills Victim Services provides support, information, and referrals to Victims of Crime and/or Tragedy within the RCMP detachment areas covered by the High River, Okotoks, Turner Valley, and Nanton detachments. This encompasses the Municipal Districts (MD) of Foothills and part of Willow Creek. The agency also provides Court Orientation and Court Accompaniment to victims/witnesses of criminal code offences. The services are also available to victims of a crime within their geographical areas. Referrals to the agency are received from the RCMP, other Police services, Emergency Services, Crown Prosecutors, other community groups, or by self-referral.</p>
<p>Foothills School Division No. 38: <i>Family - School Liaison Counsellor Program.</i></p>	<p>Family School Liaison Counsellors (FSLC) work with educators and other service providers to assist students and their families who are studying within the school district. The program provides the first line of crisis intervention and family intervention, establishes supportive relationships with students and their families, provides counselling services, networking with community services, liaises with appropriate service agencies, works as part of the Critical Response Team, and makes referrals to appropriate community services. The program provides counselling to students and youth 6 - 18 years old who are deemed complex and diagnosed with: Autism Spectrum Disorder, ADHD, ADD, ODD, Anxiety, PTSD, Eating Disorders, or Academic Learning Disabilities. The program also provides support to students and their families who have issues related to housing, legal, and environmental, as well as difficulties in accessing outside counselling. The program’s geographic service area covers the Municipal District of Foothills South to Cayley, including Okotoks, High River, Black Diamond, Millarville, and Longview.</p>
<p>Hull Services: <i>Safe Directions Program</i></p>	<p>The Safe Directions Program operates three services targeting youth and children ages 10 to 18 years who are suffering from addiction problems.</p> <ul style="list-style-type: none"> a) Secure Services - provides assessment and stabilization services for children and youth for up to 30 days who are considered to be at immediate risk to themselves or others, for whom less intrusive interventions have proved insufficient to reduce the risk, and require a period of confinement for the purposes of stabilization, assessment, and discharge planning. b) Reflections Services - provides stabilization and treatment to youth for up to 47 days who are at risk for being sexually exploited in the community. c) Stepping Stones - provides further stabilization, assessment, and transitional services to youth who have been discharged from Secure Services or Reflections and can vary in length of stay, but typically 60 days is recommended. <p>Referrals to the programs are made from Region 3, Calgary and Area Child and Family Services. The Secure Services and Reflections Programs are considered to be provincial resources and are available to serve young people from other regions.</p>

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CAPACITY GRANT	DESCRIPTION
<p>Organization for Bipolar Affective Disorders Society:</p> <p><i>Peer Support Program</i></p>	<p>Organization for Bipolar Affective Disorders Society (OBAD) provides peer support and information services to adults affected either directly or indirectly by a severe and persistent Mood Disorder such as Bipolar Disorder, Unipolar Depression or Schizoaffective Disorder. OBAD runs peer support groups for individuals and family members in Calgary, Red Deer and Edmonton. It provides education and support through a unique website, telephone inquiries, public presentations, literature, and resources. The program was established in 1988 and serves afflicted individuals 18 years old and over. There is no formal intake for clients to join the program. Referrals to the agency are either self or from community agencies.</p>
<p>Palliser Regional School Division No. 26:</p> <p><i>Family - School Liaison Counsellor Program for Vulcan, AB</i></p>	<p>The Family School Liaison Counsellor (FSLC) program promotes identification and prevention of problems among students, parents, and/or the school, facilitating a proactive approach to problem solving. The Family School Liaison Counsellor assists students who have been identified as being at-risk as a result of behavioural and/or emotional problems. Students are identified as presenting risk factors including: social, emotional, and/or behavioural difficulties. Students may also refer themselves with learning difficulties, inappropriate classroom behaviour, lack of motivation, and/or problems relating to unresolved past issues, peer relations, suicide risks, dealing with trauma, drugs/alcohol, chronic depression, running away from home, promiscuity, or aggressive behaviour. Family School Liaison Counsellors meet with students and/or their parents or guardians initially to discuss concerns and presenting problems. The counsellor will work with the student and/or parents/guardians to develop counselling goals and a plan for support. Involvement in the Family School Liaison program is voluntary and parents/guardians and students have the right to stop counselling by notifying the counsellor. The target population for the Palliser North Family School Liaison Program are students from ECS through to Grade 12 attending community schools in the Town of Vulcan and the County of Vulcan, including an alternative faith-based school, Brant Christian School located in Brant, Alberta.</p>
<p>Schizophrenia Society of Alberta:</p> <p><i>Unsung Heroes Program</i></p>	<p>SSA's Unsung Heroes Program provides one-on-one support, group meetings, recreational activities, and links to other social programs for Calgary residents who are experiencing schizophrenia and related disorders. The program's aim is to address prejudice/discrimination, basic needs, physical health, addictions, access to recreation, housing and homelessness, mental health and wellbeing, home care, loneliness, and isolation, and to encourage participation in community life.</p>
<p>Schizophrenia Society of Alberta:</p> <p><i>Partnership Education Program</i></p>	<p>SSA's Partnership Education Program targets individuals or family members recovering from schizophrenia or a related disorders. The program's target population receives educational sessions delivered by the Partnership Program to high schools, colleges and universities, community and congregational groups, medical and justice students, professionals, and other non-profit organizations.</p>
<p>Schizophrenia Society of Alberta:</p> <p><i>Peer Support Outreach Program</i></p>	<p>SSA's Peer Support Outreach Program is an innovative program that provides outreach peer support to those in difficulty due to schizophrenia and provides employment opportunities for those who have schizophrenia and are living productive lives in the community. The program enlists, trains, and employs people who have schizophrenia and have expertise, knowledge of the disorder of schizophrenia, knowledge of the mental health system, and the personal desire to visit and assist others. The Peer Support Outreach Program recognizes that outreach workers have developed specialized skills in coping with their own disorder and that through sharing their experiences they can provide a much needed service to others with schizophrenia.</p>

Community Capacity Grant Agencies

CAPACITY GRANT	DESCRIPTION
<p>Schizophrenia Society of Alberta:</p> <p><i>Family Support Program</i></p>	<p>SSA's Family Support Program targets individuals who have a loved one diagnosed with schizophrenia, psychosis, or related disorders. This can include, but is not limited to: parents, grandparents, siblings, spouses, extended family members, friends, co-workers, and other professionals. The Family Support Program offers information, guidance, and support through resources on schizophrenia and related disorders. In addition to providing crisis management, emotional support, and goal development with family members, the Family Support Program Coordinator provides education to improve the understanding of schizophrenia and related disorders, various treatment options, the mental health system, legal issues (trusteeship, guardianship, etc.), housing/financial resources, and additional supports found within Alberta Health Services and the broader community. Goals are met through individual/family consultations conducted in person, telephone, or email. In an effort to ensure continuity of care, a minimum of one follow-up call is provided to all individuals who access services within the Family Support Program.</p>
<p>Town of Claresholm - Claresholm Community and Family Support Services:</p> <p><i>Outreach and Support Program</i></p>	<p>Claresholm Community and Family Support Services provides counselling support and outreach services to families and individuals who are experiencing crisis situations, having difficulty accessing services, requesting housing, filling forms/tax forms, and managing daily life/other family issues. The program works with people of all ages and backgrounds. The programs serve all residents within the Town of Claresholm and the surrounding rural communities. Residents with or without a mental health diagnosis are eligible to access the program.</p>
<p>Town of Okotoks:</p> <p><i>Okotoks Family Resource Centre</i></p>	<p>The Okotoks Family Resource Centre is a community based service available to residents of Okotoks who are in need of information, support, or referrals. Clients can self refer and are able to access services by phone, email, or walk-in. The Resource Centre is also an information hub for professionals in the community seeking information on services and programs to support their clients.</p>
<p>Vulcan Regional Victim Services Association:</p> <p><i>Victim Support Services Program</i></p>	<p>The Victim Support Services program specifically provides: crisis response, general assistance to emergency, referrals, information, public education, crime prevention, and critical incident stress management. The population served by the agency includes all residents and visitors in the area of the County of Vulcan, served by the Vulcan RCMP detachments. The area includes the towns of Vulcan, Champion, Carmagay, Lomond, and Milo as well as the hamlets of Brant, Kirkaldy, Queenstown, Little Bow Resort, Lake McGregor Resort, and Hutterite colonies. Referrals to the agency come from the RCMP, Vulcan Emergency Services, and the Vulcan Community Health Care facility.</p>
<p>Wood's Home:</p> <p><i>Exit Program</i></p>	<p>Wood's Exit Program is a drop-in centre and outreach program that provides a number of services to all youth (male, female, transgender, and LGBTQ) living on the street between the ages of 12-24. The drop in storefront service makes connections with youth who are street-involved or disconnected from their families/homes and assists them in their moment of crisis. There is no mandate or restriction as to the geographical residence of the clients, or on mental or physical health status. The program has an on-site medical clinic that is staffed by adolescent medicine specialists and nurses, providing free physical and mental health care. It also provides services and supports to young people who may be at risk of involvement in sexual exploitation or entrenched in the sex trade. Through counselling and referral to resources, young people are assisted in moving away from the streets and are encouraged to utilize the available supportive and caring services. The EXIT Mobile Van provides crisis support and assistance with basic needs to youth and families in various communities. The van also provides schools in various communities with crisis and outreach support, as well as addressing the needs of the youth to maintain enrollment, improved attendance, respectful attitudes, and academic success.</p>

Restrictive Funding Grant Agencies

These are contracted agencies designated by AHS as recipients of a funding grant issued by the Government of Alberta. The grant is restrictive because the recipient's use of the funds is limited to specific activities or expenditures in the contracted project. The recipients are selected for the grant due to their expertise in providing the unique requirements of the specific project funded by the Government of Alberta.

RESTRICTIVE FUNDING GRANT	DESCRIPTION
Hospice Calgary Society: <i>Child and Family Grief Services</i>	The program provides grief support and counselling to children, adolescents, and their parents/caregivers who are grieving after a death or facing life threatening illnesses in their lives.
Simon House Recovery Centre: <i>Residential Addiction Treatment for Men</i>	The program provides long-term residential treatment to men suffering from issues related to recovery and relapse prevention for alcohol and drug addiction. The program treatment is based on therapy, life skills support, and multi-disciplinary techniques that are designed to support clients long-term recovery. The agency also provides post active treatment services namely: Supportive Transitional Housing and Independent Sober Living.
Walter A. Slim Thorpe Recovery Centre Society: <i>Residential Addiction Treatment for Men</i>	The agency is a community-based adult addiction residential treatment recovery and detox facility in Blackfoot, Alberta. The agency provides non-medical residential treatment to men suffering from addictions to: alcohol, gambling, sex, and eating disorders. AHS funds 4 beds of the agency's residential addiction treatment recovery program.
Calgary Urban Project Society: <i>Shared Care Mental Program (Pathways to Resiliency)</i>	The agency provides mental health services, housing, and supports to individuals suffering from mental health disorders who are already receiving services from other CUPS programs. The funding grant is to help CUPS expand (additional staffing) the program to accommodate the increasing number of clients accessing the program.

Glossary & Appendix

Glossary of Terms

TERM	DEFINITION
Activity Statistics	A summary of registered client activities provided by the service, including direct and/or indirect activities. Some programs may also collect other relevant program activities. Note: Different activity statistics are collected for each program and caution should be taken in comparing this data across programs.
Addiction	Addiction is a primary, chronic disease, characterized by impaired control over the use of a psychoactive substance and/or behaviour.
Age	For this report, a client's age in years is calculated as of their enrolment date in the service or is reported as provided in the Client Information and Activity Report.
Assessment	An investigation into the client's status and related factors, required to identify service needs and the type, level and frequency of service interventions required to meet those needs.
Client	An individual receiving service. This term is generally used for community and outpatient services.
Client Statistics	A summary of client statistics including age, gender, place of residence, and diagnostic categories or presenting problems. Unless otherwise specified, this information is reported for overall registrations within the service.
Clinic	A facility, a service within a facility, or a specific provider that provides a specific activity or group of activities.
Detox (or Detoxification)	Treatment and/or rehabilitation activities provided for clients whose biomedical, emotional and/or behavioural problems are severe enough to require individualized medical/psychiatric care until stabilized. The treatment is intended to assist the individual in stabilizing and managing his/her medical/psychiatric problems, while also addressing the addiction problem.
Diagnostic Category	Typically includes both formal diagnoses as well as provisional diagnoses from the DSM-5 diagnostic categories. For this report, the graph represents all diagnoses, not just the principal. More than one diagnosis is often recorded and reported for each client.
Direct Activities	Appointments, sessions, contacts, interventions, or procedures directly with clients or those acting in the interest of clients (family, significant other), either over the phone or in person.
Discharge	Termination of a client from a service and/or program or provider. The number of discharges reported include all client registrations with a discharge date during the reporting period.
Discharge Disposition	The client's anticipated location or status following discharge (e.g. Completed Service, Client Withdrew, etc.).

Glossary of Terms

TERM	DEFINITION
Gender	For this report, gender is reported in the following categories: Male, Female, Other.
Group	A collection of individuals based on specific criteria receiving services (e.g. group therapy). Note: Group activity is tracked differently depending on the program.
Indirect Activities	Contacts or interventions related to, but not directly involving, the client(s), (e.g. Planning/Preparation, Documentation, etc.).
Intervention	Activities undertaken to address the client's needs and goals. May include information, guidance, education, therapy, treatment, personal support and other support services.
Length of stay (LOS)	A term used to measure the duration of a single episode of care for a client. Length of stay is measured as the time between enrolment date and discharge date.
New Enrolments	The number of clients enrolled or admitted into the service during the given reporting period. This includes all client registrations with an enrolment date during the reporting period.
Outpatient Treatment	Treatment provided on a non-residential basis, usually in a regularly scheduled session. A client who is not an inpatient (not hospitalized) but instead is cared for elsewhere - as in a doctor's office, clinic, or treatment centre. Outpatient care is also called ambulatory care.
Overall Registrations	A count of all clients with an open enrolment in the service at any point in time during the given reporting period. This includes all new enrolments plus clients that were already active or receiving service within the timeframe.
Patient	An individual receiving service. This term is generally used for inpatient services.
Place of Residence	The primary residence that a client claims as their permanent home or the establishment to where they intend to return.
Presenting Problem	The problem(s) that a client presents to the program with. Presenting problems may include generic diagnoses (e.g. depression) as well as other problems (e.g. abuse).
Program	Organization of single or multiple services.
Program Statistics	A summary of registered client program utilization numbers provided by the service including referrals, new enrolments, discharges, overall and unique registrations, wait time, and length of stay.

Glossary of Terms

TERM	DEFINITION
Referral	A request for service or consult from a professional, person, or group; a person whose case has been referred to a specialist or professional group. The number of referrals reported includes all client registrations with a referral date during the reporting period.
Referral Disposition	The client's anticipated destination (i.e. referred to sources) following discharge (e.g. Community Agency, Mental Health Service).
Unique Individuals Served	A count of all unique individual clients with an open enrolment in the service during the given reporting period. Repeat clients to a service are only counted once in order to get a true number of individuals receiving service.
Wait Time	Measured as the time between referral date and enrolment date. This can be measured as an average (mean) or median (the middle number in a given sequence of numbers). Also refers to the length of time a client remains on a waiting list prior to enrolment into a service.

Appendix: Program and Client Statistics

Program Statistics:

Program statistics are provided for the last three fiscal years to show service volumes and changes over time. Reviewing trends in available program statistics can be helpful for service monitoring and planning. See below for definitions of the indicators available within the Contracted Services Annual Report.

Definitions for Contracted Services:

Referrals

The number of referrals is a count of all requests for service with a referral date recorded during the fiscal year, regardless whether the client was accepted into the program. If a potential client is referred to the service more than once, each referral would be counted.

New Enrolments

The number of new enrolments is a count of all client registrations with an enrolment date during the fiscal year. If the same client is enrolled to the service more than once, each enrolment would be counted.

Overall Registrations

The number of overall registrations is a count of all clients with an open enrolment in the service at any point in time during the fiscal year. Includes new enrolments and clients already involved in the service within the timeframe.

Unique Individuals Served

The number of unique individuals served is a count of all unique clients with an open enrolment to the service at any point in time during the fiscal year. Repeat clients to the service are only counted once.

Discharges

The number of discharges is a count of all client registrations with a discharge date during the fiscal year.

Wait Time and Length of Stay:

Wait time and length of stay are common performance measures used for providing an indication of how well services are meeting client demand and the length of treatment duration. See below for definitions of wait time and length of stay.

Wait Time

Wait time is measured as the time between referral date and enrolment date. For the purpose of this report, wait time is reported for new enrolments during the fiscal year. For community and outpatient services, wait time generally refers to the number of days that a client remains on a waiting list prior to enrolment into a service.

Length of Stay

Length of stay or treatment duration is measured as the time between enrolment date and discharge date. For the purpose of this report, length of stay is reported for discharges during the fiscal year. Length of stay generally refers to the duration of a single episode of care for a client.

Appendix: Program and Client Statistics

Activity Statistics:

Client activity statistics are provided for the current fiscal year to show the breakdown of direct activities, indirect activities, and group activities. The specific activities collected vary according to the program. As activity data collection is not standardized, comparisons should not be made across programs.

Direct Activities

Direct activities typically refer to interventions, procedures, or contacts with clients or those that acting in the interest of the clients' treatment or care. Some examples include individual treatment, family treatment, or group sessions.

Indirect Activities

Indirect activities typically refer to interventions, procedures, or contacts related to, but not directly involving the client. Some examples include consultation or collateral activities when the client is not present.

Group Activities

Group activities typically refer to group sessions with clients and may provide group therapy, mental health education, recreational activities, etc. Group activities are only applicable for some services.

Client Statistics:

Client demographic statistics are provided for the current fiscal year to show the distribution of age, gender, diagnostic categories, and place of residence information for clients served. This information is typically reported for overall registrations to the service.

Age and Gender

Age in years is reported according to applicable age categories for the population. Age is calculated from the date of birth to the enrolment date with the service. The gender of clients is presented in a pie graph format and the age of clients is presented in a bar graph.

Diagnostic Categories

Diagnosis or presenting problem information collected and reported for the majority of services include all diagnoses supplied by the programs and are grouped into diagnostic categories from the DSM-5 or presenting problem areas. The bar graph represents all diagnoses or problems and clients may be represented in more than one category as they often have more than one diagnosis or problem.

Place of Residence

The place of residence is determined by the client's postal code or from the information supplied by the service. Should a client move within the fiscal year, the postal code may be updated. The place of residence graph reflect client distribution in Calgary quadrants based on the most current postal code or the quadrant supplied by the service.

Prepared by: Data Management Team of the
Decision Support Team

Project Team Members

Amy Parker

David Getiro

Doreen Ma

Data Management Team Contact Information

Email: dst.data@ahs.ca

Phone: (403) 943-1865