Addiction & Mental Health Contracted Services Annual Report

April 1, 2019 - March 31, 2020

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

Prepared by: Decision Support Team

Project Team Members
David Getiro
Sandra Cheung
Emmanuel Abellera

Decision Support Team Contact Information
Email: dst.data@ahs.ca
Phone: (403) 943-1865

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

The information contained in this 2019-2020 edition of the Contracted Services Annual Report for Addiction & Mental Health in the Calgary Zone has been prepared by the Decision Support Team in collaboration with the Contract Services Coordinator.

This report is a comprehensive summary of service utilization and client activity for 52 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.

The services highlighted in this report are partnered with AHS and provide addiction and mental health related services to clients in Calgary and area according to a documented agreement. Information on program utilization is submitted semi-annually by each service and stated annually in this report.

Due to the various types of services operating as contracts in the Calgary community, the data reported here may vary somewhat from service to service, but was kept as consistent as possible.

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:

3 Distinct teams of professionals operate within the Decision Support Team:

- **Data Management**
  Data collection, system auditing, analysis and reporting, database maintenance, technical and user support, training and in-services.
- **Education**
  Orienting new staff, developing curriculum for Addiction & Mental Health staff, determining future educational needs and core competencies, facilitating implementation of clinical development framework, consulting on new policy development.
- **Evaluation**
  Program evaluation, outcome measurement, performance measurement quality improvement.

Table of Contents

Contracted Services Annual Report 2019-2020

Table of Contents

Contracted Services Annual Report 2018-2019

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.

Alcove Addiction Recovery 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.

Notes: Data Source - Program Individual Client Data

See Appendix for more information on interpreting program and client statistics presented in this report.

Program Statistics

	2017-2018	2018-2019	2019-2020
Referrals	219	234	75
New Enrolments	98	85	84
Overall registrations	113	96	103
Unique Individuals Served	113	95	100
Discharges	101	77	92

Number of Clients by Gender

Gender	Count
Female	103
Total	103

Mean Wait time and Length of stay (LOS) in Days

	2017-2018	2018-2019	2019-2020
Mean Wait Time	25	45	39
Mean LOS	48	57	52

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	30	30	19	53

Number of Clients by Principal Diagnosis

Top Principal Diagnoses	Count
Anxiety Disorder	31
Trauma- or Stressor-Related Disorder	26
Depressive Disorder	17
Alcohol-Related Disorder	12
Personality Disorder	5
Attention-Deficit/Hyperactivity Disorder	3
Bipolar or Related Disorder	3
Cannabis-Related Disorder	2
Tobacco-Related Disorder	2
Non-Substance-Related Disorder	1

Note: 1 client has an unknown diagnosis or no diagnosis.

Number of Clients by Secondary Diagnosis

Top Secondary Diagnoses	Count
Trauma- or Stressor-Related Disorder	41
Depressive Disorder	33
Anxiety Disorder	22
Attention-Deficit/Hyperactivity Disorder	5
Bipolar or Related Disorder	3
Eating Disorder	2
Specific Learning Disorder	2
Cannabis-Related Disorder	1
Communication Disorder	1
Delirium Disorder	1

Alcove Addiction Recovery for Women

Registered Client Activity Totals : 2019 –2020

Client Activity Totals		
	Number	**Duration (Hours)**
Direct Activities	1403	1154
Indirect Activities	2067	7006

Group Activity Totals		
Number of Sessions	**Number of Participants**	**Total Session Hours**
639	756	995

Number of Direct Activities

Direct Activity	Count
Crisis Intervention	440
Individual Treatment	401
Mental Health Education	347
Assessment	215

Discharge Statistics 2019-2020

Top Discharge Reasons	Count
Completed Treatment	44
Client Withdrew/Refused	27
Client Non-Compliant with Treatment	21

Aspen - Eating Disorder Community Support Home

Aspen contracts with AHS 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 people 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.

Notes: Data Source - Program Individual Client Data

See Appendix for more information on interpreting program and client statistics presented in this report.

Program Statistics

	2017-2018	2018-2019	2019-2020
Referrals	5	6	4
New Enrolments	5	5	4
Overall registrations	5	5	4
Unique Individuals Served	5	5	4
Discharges	5	5	4

Number of Clients by Gender

Gender	Count
Female	4
Total	4

Mean Wait time and Length of stay (LOS) in Days

	2017-2018	2018-2019	2019-2020
Mean Wait Time	25	10	8
Mean LOS	48	48	16

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	27	24	17	41

Number of Clients by Principal Diagnosis

Top Principal Diagnoses	Count
Eating Disorder	4

Number of Clients by Secondary Diagnosis

Top Secondary Diagnoses	Count
Anxiety Disorder	2
Bipolar and Related Disorder	1
Personality Disorder	1

Aspen - Eating Disorder Community Support Home

Registered Client Activity Totals : 2019 –2020

Registered Client Activity Note

Individual client activity information is not available.

Group Activity Note

Group activity information is not available.

Number of Direct Activities

Registered Client Activity Note

Individual client activity information is not available.

Discharge Statistics 2019-2020

Top Discharge Reasons	Count
Client Withdrew/Refused	3
Transferred to Other Service	1

Aventa - Phase II Short-Term Residential

Aventa provides concurrent capable, trauma informed, and gender responsive addiction treatment to meet the unique needs of women and incorporates a client and family centered care approach to their services. Aventa's programs increase women's understanding of the development and impact of their addictions, maintain abstinence from their addictions and addictive behaviors, and experience an increase in their sense of well-being and overall life satisfaction.

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.

Notes: Data Source - Program Individual Client Data

See Appendix for more information on interpreting program and client statistics presented in this report.

Program Statistics

	2017-2018	2018-2019	2019-2020
Referrals	808	706	678
New Enrolments	275	511	538
Overall registrations	297	607	637
Unique Individuals Served	264	593	607
Discharges	272	522	627

Number of Clients by Gender

Gender	Count
Female	637
Total	637

Mean Wait time and Length of stay (LOS) in Days

	2017-2018	2018-2019	2019-2020
Mean Wait Time	74	50	48
Mean LOS	36	64	52

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	35	33	18	75

Number of Clients by Principal Diagnosis

Top Principal Diagnoses	Count
Trauma- or Stressor-Related Disorder	637

Number of Clients by Secondary Diagnosis

Top Secondary Diagnoses	Count
Anxiety Disorder	322
Depressive Disorder	261
Personality Disorder	115
Attention-Deficit/Hyperactivity Disorder	94
Bipolar and Related Disorder	84
Obsessive-Compulsive or Related Disorder	43
Eating Disorder	34
Schizophrenia Spectrum or Other Psychotic Disorder	21
Dissociative Disorder	18
Drug-Induced Psychosis	1

Aventa - Phase II Short-Term Residential

Registered Client Activity Totals : 2019 –2020

Client Activity Totals		
	Number	**Duration (Hours)**
Direct Activities	14647	7561
Indirect Activities	29757	1640

Group Activity Totals		
Number of Sessions	**Number of Participants**	**Total Session Hours**
2847	93027	4457

Number of Direct Activities

Direct Activity	Count
Daily Living Support	12634
Mental Health Education	1089
Assessment	473
Individual Treatment	451

Discharge Statistics 2019-2020

Top Discharge Reasons	Count
No Show	192
Client Withdrew/Refused	160
Completed Treatment	156
Assessment only	78
Client Non-Compliant with Treatment	29
Transferred to Other Service	5
Declined by Service	3

Aventa - Phase III Long-Term Residential

Aventa provides concurrent capable, trauma informed, and gender responsive addiction treatment to meet the unique needs of women and incorporates a client and family centered care approach to their services. Aventa's programs increase women's understanding of the development and impact of their addictions, maintain abstinence from addictive behaviors, and experience an increase in their sense of well-being and overall life satisfaction.

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

Notes: Data Source - Program Individual Client Data

See Appendix for more information on interpreting program and client statistics presented in this report.

Program Statistics

	2017-2018	2018-2019	2019-2020
Referrals	87	85	81
New Enrolments	59	87	80
Overall registrations	68	114	99
Unique Individuals Served	68	114	95
Discharges	57	93	89

Number of Clients by Gender

Gender	Count
Female	99
Total	99

Mean Wait time and Length of stay (LOS) in Days

	2017-2018	2018-2019	2019-2020
Mean Wait Time	21	7	13
Mean LOS	72	81	87

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	34	32	18	63

Number of Clients by Principal Diagnosis

Top Principal Diagnoses	Count
Trauma- or Stressor-Related Disorder	99

Number of Clients by Secondary Diagnosis

Top Secondary Diagnoses	Count
Anxiety Disorder	61
Depressive Disorder	51
Personality Disorder	21
Attention-Deficit/Hyperactivity Disorder	19
Bipolar and Related Disorder	9
Obsessive-Compulsive or Related Disorder	7
Eating Disorder	4
Schizophrenia Spectrum or Other Psychotic Disorder	2

Aventa - Phase III Long-Term Residential

Registered Client Activity Totals : 2019 –2020

Client Activity Totals		
	Number	Duration (Hours)
Direct Activities	5328	2708
Indirect Activities	12427	1336

Group Activity Totals		
Number of Sessions	Number of Participants	Total Session Hours
659	8875	1053

Number of Direct Activities

Direct Activity	Count
Daily Living Support	4892
Individual Treatment	175
Mental Health Education	175
Assessment	86

Discharge Statistics 2019-2020

Top Discharge Reasons	Count
Completed Treatment	39
Client Withdrew/Refused	33
Client Non-Compliant with Treatment	7
Assessment only	6
No Show	3
Other	1

Calgary Alpha House

The Calgary Alpha House is an organization providing services to those who are under the influence of, or withdrawing from substance(s) and require assistance in stabilizing their condition. The program provides a safe and caring environment for individuals impacted 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.

Notes: Data Source - Program Individual Client Data

See Appendix for more information on interpreting program and client statistics presented in this report.

Program Statistics

	2017-2018	2018-2019	2019-2020
Referrals	2055	3361	1759
New Enrolments	2055	1778	1759
Overall registrations	2055	1778	1759
Unique Individuals Served	1167	1089	1331
Discharges	2017	1763	1759

Number of Clients by Gender

Gender	Count
Male	1225
Female	527
Transgender	7
Total	1759

Mean Wait time and Length of stay (LOS) in Days

	2017-2018	2018-2019	2019-2020
Mean Wait Time	0	0	0
Mean LOS	5	6	5

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	38	36	0	89

Number of Clients by Principal Diagnosis

Top Principal Diagnoses	Count
Alcohol-Related Disorder	744
Stimulant-Related Disorder	680
Opioid-Related Disorder	314
Cannabis-Related Disorder	9
Unspecified Substance-Related Disorder	4
Hallucinogen-Related Disorder	3
Addiction - Drugs	1
Substance Abuse	1

Note: 3 clients have an unknown diagnosis or no diagnosis.

Number of Clients by Secondary Diagnosis

Top Secondary Diagnoses	Count
Stimulant-Related Disorder	517
Alcohol-Related Disorder	326
Opioid-Related Disorder	221
Cannabis-Related Disorder	104
Unspecified Substance-Related Disorder	39
Obsessive-Compulsive and Related Disorder	7
Tobacco-Related Disorder	1

Calgary Alpha House

Registered Client Activity Totals : 2019 –2020

Client Activity Totals		
	Number	Duration (Hours)
Direct Activities	6339	10862
Indirect Activities	168	249

Group Activity Totals		
Number of Sessions	Number of Participants	Total Session Hours
2476	4387	3456

Number of Direct Activities

Direct Activity	Count
Assessment	3295
Individual Treatment	2032
Crisis Intervention	622
Mental Health Education	390

Discharge Statistics 2019-2020

Top Discharge Reasons	Count
Completed Treatment	1181
Client Withdrew/Incomplete	162
Did not complete treatment	100
Client Withdrew	16

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) program is a community-based therapeutic group day program created by CASS for adults living with severe and persistent mental illness.

CCLA provides a variety of groups that give participants the opportunity to develop friendships and community in a relaxed and supportive environment. Participants experience improved quality of life, reduced isolation, and engage in meaningful activity, which aims to improve overall wellness and reduce hospitalizations.

Notes: Data Source - Program Individual Client Data

See Appendix for more information on interpreting program and client statistics presented in this report.

Program Statistics

	2017-2018	2018-2019	2019-2020
Referrals	16	12	3
New Enrolments	14	5	8
Overall registrations	66	55	60
Unique Individuals Served	66	55	60
Discharges	16	3	8

Number of Clients by Gender

Gender	Count
Male	20
Female	40
Total	60

Mean Wait time and Length of stay (LOS) in Days

	2017-2018	2018-2019	2019-2020
Mean Wait Time	166	427	205
Mean LOS	2262	1198	1566

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	52	52	29	87

Number of Clients by Principal Diagnosis

Top Principal Diagnoses	Count
Schizophrenia Spectrum or Other Psychotic Disorder	34
Bipolar and Related Disorder	10
Depressive Disorder	10
Anxiety Disorder	3
Trauma- or Stressor-Related Disorder	2
Obsessive-Compulsive or Related Disorder	1

Number of Clients by Secondary Diagnosis

Top Secondary Diagnoses	Count
Anxiety Disorder	6
Depressive Disorder	4
Intellectual Disability	2
Obsessive-Compulsive or Related Disorder	2
Personality Disorder	2
Attention-Deficit/Hyperactivity Disorder	1
Disruptive, Impulse-Control, and Conduct Disorder	1
Trauma- or Stressor-Related Disorder	1

Calgary Alternative Support Services - Creative Community Living Activities

Registered Client Activity Totals : 2019 –2020

Client Activity Totals				Group Activity Totals		
	Number	Duration (Hours)		Number of Sessions	Number of Participants	Total Session Hours
Direct Activities	334	93		457	2324	992
Indirect Activities	906	299				

Number of Direct Activities

Direct Activity	Count
Individual Treatment	327
Family Consultation	7

Discharge Statistics 2019-2020

Top 5 Discharge Reasons	Count
Client Withdrew/Refused	3
Other	1

Calgary Urban Project Society (CUPS) - Opioid Agonist Treatment

Calgary Urban Project Society (CUPS) is a community health centre that supports patients who are living in poverty with health care services, housing supports, and early childhood education programs. CUPS Opioid Agonist Treatment program is an opioid dependency service that provides integrated primary care and opioid replacement therapy.

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

Notes: Data Source - Program Individual Client Data

See Appendix for more information on interpreting program and client statistics presented in this report.

Program Statistics

	2017-2018	2018-2019	2019-2020
Referrals	89	251	129
New Enrolments	72	252	129
Overall registrations	84	327	252
Unique Individuals Served	83	237	211
Discharges	6	203	123

Number of Clients by Gender

Gender	Count
Male	150
Female	102
Total	252

Mean Wait time and Length of stay (LOS) in Days

	2017-2018	2018-2019	2019-2020
Mean Wait Time	3	6	0
Mean LOS	33	101	116

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	38	38	0	64

Number of Clients by Principal Diagnosis

Top Principal Diagnoses	Number
Opioid-Related Disorder	250

Number of Clients by Secondary Diagnosis

Top Secondary Diagnoses	Count
Unspecified Mental Disorder	2
Alcohol-Related Disorder	1
Depressive Disorder	1
Sleep Disorder	1

Calgary Urban Project Society (CUPS) - Opioid Agonist Treatment

Registered Client Activity Totals : 2019 –2020

Client Activity Totals		
	Number	**Duration (Hours)**
Direct Activities	7456	3748
Indirect Activities	7784	1960

Group Activity Note

Group activity information is not available.

Number of Direct Activities

Direct Activity	Count
Mental Health Education	3601
Assessment	3117
Individual Treatment	320
Daily Living Support	250
Crisis Intervention	134
Family Consultation	30
Family Treatment	4

Discharge Statistics 2019-2020

Top Discharge Reasons	Count
No Show	76
Other	14
Transferred to Other Service	12
Unable to Contact	6
Client Withdrew/Refused	5
Completed Treatment	5
Client Non-Compliant with Treatment	2

Calgary Urban Project Society (CUPS) - Shared Care Mental Health

Calgary Urban Project Society (CUPS) is a community health centre that supports patients who are living in poverty with health care services, housing supports, and early childhood education programs. Through the AHS partnership, CUPS expanded the Shared Care Mental Health program to better meet the growing needs of vulnerable Calgarians.

The Shared Care Mental Health program is 3-year funding grant that was awarded to CUPS to expand the capacity of the existing program, on and off-site, through the addition of front-line and administrative staff. Through AHS and community partnerships, CUPS aims to fully support individuals with mental health disorders in addressing their overall health, housing and social needs.

Notes: Data Source - Program Individual Client Data

See Appendix for more information on interpreting program and client statistics presented in this report.

Program Statistics

	2017-2018	2018-2019	2019-2020
Referrals	-	494	284
New Enrolments	-	349	213
Overall registrations	-	640	886
Unique Individuals Served	-	639	886
Discharges	-	6	27

Number of Clients by Gender

Gender	Count
Male	467
Female	413
Transgender	5
Other	1
Total	886

Mean Wait time and Length of stay (LOS) in Days

	2017-2018	2018-2019	2019-2020
Mean Wait Time	-	35	37
Mean LOS	-	784	736

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	43	44	16	82

Number of Clients by Principal Diagnosis

Top Principal Diagnoses	Count
Depressive Disorder	220
Anxiety Disorder	176
Trauma- or Stressor-Related Disorder	79
Attention-Deficit/Hyperactivity Disorder	59
Alcohol-Related Disorder	58
Schizophrenia Spectrum or Other Psychotic Disorder	40
Opioid-Related Disorder	34
Personality Disorder	30
Unspecified Substance-Related Disorder	29
Bipolar and Related Disorder	28

Note: 45 clients have an unknown diagnosis or no diagnosis.

Number of Clients by Secondary Diagnosis

Top Secondary Diagnoses	Count
Depressive Disorder	211
Anxiety Disorder	181
Alcohol-Related Disorder	82
Trauma- or Stressor-Related Disorder	65
Unspecified Substance-Related Disorder	58
Attention-Deficit/Hyperactivity Disorder	56
Personality Disorder	52
Stimulant-Related Disorder	41
Opioid-Related Disorder	25
Cannabis-Related Disorder	22

Calgary Urban Project Society (CUPS) - Shared Care Mental Health

Registered Client Activity Totals : 2019 –2020

Client Activity Totals	Number	Duration (Hours)
Direct Activities	6661	4663
Indirect Activities	9540	3172

Group Activity Totals		
Number of Sessions	Number of Participants	Total Session Hours
76	109	149

Number of Direct Activities

Direct Activity	Count
Mental Health Education	3601
Assessment	1332
Individual Treatment	1190
Crisis Intervention	274
Daily Living Support	144
Family Consultation	108
Family Treatment	12

Discharge Statistics 2019-2020

Top Discharge Reasons	Count
No Show	13
Client Deceased	8
Completed Treatment	3
Client Non-Compliant with Treatment	1
Found Service Elsewhere	1
Other	1

Canadian Mental Health Association - Continuing Connections

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

Through the program, 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.

Notes: Data Source - Program Individual Client Data

CMHA has updated some numbers reported below to reflect new data

See Appendix for more information on interpreting program and client statistics presented in this report.

Program Statistics

	2017-2018	2018-2019	2019-2020
Referrals	24	18	30
New Enrolments	24	19	30
Overall registrations	79	63	62
Unique Individuals Served	75	60	57
Discharges	35	31	39

Number of Clients by Gender

Gender	Count
Male	31
Female	31
Total	62

Mean Wait time and Length of stay (LOS) in Days

	2017-2018	2018-2019	2019-2020
Mean Wait Time	37	20	0
Mean LOS	1153	791	139

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	51	53	24	78

Number of Clients by Presenting Problem

Top Presenting Problems	Count
Chronic Illness	8
Grief	7
Depression	6
Anxiety	3
Interpersonal Problems	3
Developmental Concerns	2
Antisocial Behaviour	1
Hallucinations	1
Legal Problems	1
Medical Condition	1

Canadian Mental Health Association - Continuing Connections

Registered Client Activity Totals : 2019 –2020

Client Activity Totals		
	Number	Duration (Hours)
Direct Activities	744	507
Indirect Activities	734	100

Group Activity Totals		
Number of Sessions	Number of Participants	Total Session Hours
61	177	87

Number of Direct Activities

Direct Activity	Count
Individual Treatment	609
Mental Health Education	85
Daily Living Support	30
Assessment	14
Family Consultation	6

Discharge Statistics 2019-2020

Top Discharge Reasons	Count
Completed Service	20
Found Service Elsewhere	6
Admitted to Hospital	4
Other	4
Transferred to Other Service	3
Client Withdrew/Refused	2

Canadian Mental Health Association - Hamilton House

Hamilton House is part of the Post Discharge Transition Program, along with Roberts House, which provides 24-hour transitional support to individuals discharged from inpatient mental health units in Calgary. Hamilton House has a 9-bed capacity and offers support of an AHS nurse and a psychiatrist to provide consultation and medication management.

Many of the individuals served experience concurrent disorders which may include substance abuse, secondary mental health condition and/or medical diagnoses. Hamilton House provide 24-hour supports, with a focus on recovery, life skills, community re-integration, and wellness.

Notes: Data Source - Program Individual Client Data

CMHA has updated some numbers reported below to reflect new data

See Appendix for more information on interpreting program and client statistics presented in this report.

Program Statistics

	2017-2018	2018-2019	2019-2020
Referrals	19	25	34
New Enrolments	21	25	34
Overall registrations	28	31	42
Unique Individuals Served	27	30	36
Discharges	22	23	34

Number of Clients by Gender

Gender	Count
Male	32
Female	10
Total	42

Mean Wait time and Length of stay (LOS) in Days

	2017-2018	2018-2019	2019-2020
Mean Wait Time	31	17	0
Mean LOS	93	112	111

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	40	38	24	63

Number of Clients by Principal Diagnosis

Top Principal Diagnoses	Count
Schizophrenia Spectrum or Other Psychotic Disorder	4
Bipolar and Related Disorder	3
Alcohol-Related Disorder	2
Unspecified Mental Disorder	1

Number of Clients by Secondary Diagnosis

Top Secondary Diagnoses	Count
Cannabis-Related Disorder	3
Anxiety Disorder	2
Alcohol-Related Disorder	1
Depressive Disorder	1

Canadian Mental Health Association - Hamilton House

Registered Client Activity Totals : 2019 –2020

Client Activity Totals		
	Number	**Duration (Hours)**
Direct Activities	7142	2746
Indirect Activities	6186	924

Group Activity Note

Group activity information is not available.

Number of Direct Activities

Direct Activity	Count
Individual Treatment	3600
Daily Living Support	3000
Mental Health Education	265
Assessment	120
Family Consultation	67
Crisis Intervention	57
Family Treatment	33

Discharge Statistics 2019-2020

Top Discharge Reasons	Count
Completed Service	12
Transferred to Other Service	8
Client Withdrew/Refused	5
Other	4
Client Non-Compliant with Service	4
Client Deceased	1

Canadian Mental Health Association - Independent Living Support Program

The Independent Living Support (ILS) Program enables Canadian Mental Health Association clients with mental health challenges to live as independently as possible. The program provides emotional support and assistance with developing activities of daily living skills including budgeting, cooking, 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.

Notes: Data Source - Program Individual Client Data

CMHA has updated some numbers reported below to reflect new data

See Appendix for more information on interpreting program and client statistics presented in this report.

Program Statistics

	2017-2018	2018-2019	2019-2020
Referrals	138	242	201
New Enrolments	149	243	201
Overall registrations	357	392	408
Unique Individuals Served	333	369	359
Discharges	206	192	254

Number of Clients by Gender

Gender	Count
Male	160
Female	239
Transgender	4
Other	5
Total	408

Mean Wait time and Length of stay (LOS) in Days

	2017-2018	2018-2019	2019-2020
Mean Wait Time	0	2	0
Mean LOS	423	243	446

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	44	44	18	82

Number of Clients by Presenting Problem

Top Presenting Problems	Count
Financial Problems	52
Housing Problems	33
Psychotic Symptoms	21
Hoarding	8
Depression	7
Employment Problems	7
Independent Living Support	6
Anxiety	6
Post-Traumatic Stress	4
Relational Problems	4

Note: 239 client s have an unknown presenting problem

Canadian Mental Health Association - Independent Living Support Program

Registered Client Activity Totals : 2019 –2020

Client Activity Totals		
	Number	**Duration (Hours)**
Direct Activities	3368	2475
Indirect Activities	5846	2057

Group Activity Note

Group activity information is not available.

Number of Direct Activities

Direct Activity	Count
Individual Treatment	2020
Daily Living Support	892
Assessment	223
Mental Health Education	162
Family Treatment	40
Family Consultation	27
Crisis Intervention	4

Discharge Statistics 2019-2020

Top Discharge Reasons	Count
Completed Service	179
Client Withdrew/Refused	46
Other	42
Unable to Contact	24
Transferred to Other Service	23
Client Non-Compliant with Service	17
No Show	12
Found Service Elsewhere	9
Unable to Meet Individual Needs	6
Admitted to Hospital	4

Canadian Mental Health Association - Peer Options

The Peer Options program provides individuals with a safe place to share with peers with 'lived experience' who are now focused on wellness and recovery. Participants learn the value and skills of building healthy friendships, as well as strive to develop peer support networks and transition to the community.

Clients start with a nine-week friendship group and then transition into a peer support group. Coordinators work with clients to set personal goals, transition to peer support group, and eventually transition to community. Many graduates of the program give back to the mental health community through peer support by offering inspiration, understanding, and mentorship as volunteers.

Notes: Data Source - Program Individual Client Data

CMHA has updated some numbers reported below to reflect new data

See Appendix for more information on interpreting program and client statistics presented in this report.

Program Statistics

	2017-2018	2018-2019	2019-2020
Referrals	305	586	584
New Enrolments	253	667	584
Overall registrations	480	667	612
Unique Individuals Served	433	290	536
Discharges	88	603	0

Number of Clients by Gender

Gender	Count
Male	164
Female	280
Transgender	5
Other	163
Total	612

Mean Wait time and Length of stay (LOS) in Days

	2017-2018	2018-2019	2019-2020
Mean Wait Time	0	52	0
Mean LOS	223	48	423

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	43	43	17	77

Number of Clients by Principal Diagnosis

Top Principal Diagnoses	Count
Bipolar and Related Disorder	3
Schizophrenia Spectrum or Other Psychotic Disorder	3
Attention-Deficit/Hyperactivity Disorder	1
Depressive Disorder	1
Personality Disorder	1

Number of Clients by Secondary Diagnosis

Top Secondary Diagnoses	Count
Schizophrenia Spectrum or Other Psychotic Disorder	8
Bipolar and Related Disorder	2
Depressive Disorder	2
Attention-Deficit/Hyperactivity Disorder	1
Personality Disorder	1
Alcohol-Related Disorder	1
Anxiety Disorder	1

Canadian Mental Health Association - Peer Options

Registered Client Activity Totals : 2019 –2020

Registered Client Activity Note

Individual client activity information is not available.

Group Activity Note

Group activity information is not available.

Number of Direct Activities

Registered Client Activity Note

Individual client activity information is not available.

Discharge Statistics 2019-2020

Discharge Disposition

Discharge disposition is not applicable for this program.

Canadian Mental Health Association - Roberts House

Roberts House is part of the Post Discharge Transition Program, along with Hamilton House, which provides 24-hour transitional support to individuals discharged from inpatient mental health units in Calgary. Roberts House has a 9-bed capacity and offers support of an AHS nurse and a psychiatrist to provide consultation and medication management.

Many of the individuals served experience concurrent disorders which may include substance abuse, secondary mental health condition and/or medical diagnoses. Roberts House provide 24-hour supports, with a focus on recovery, life skills, community re-integration, and wellness.

Notes: Data Source - Program Individual Client Data

CMHA has updated some numbers reported below to reflect new data

See Appendix for more information on interpreting program and client statistics presented in this report.

Program Statistics

	2017-2018	2018-2019	2019-2020
Referrals	23	29	30
New Enrolments	24	29	30
Overall registrations	32	36	38
Unique Individuals Served	30	36	37
Discharges	25	27	29

Number of Clients by Gender

Gender	Count
Male	26
Female	10
Other	2
Total	38

Mean Wait time and Length of stay (LOS) in Days

	2017-2018	2018-2019	2019-2020
Mean Wait Time	-	-	-
Mean LOS	96	105	105

Note: Wait time information is not available.

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	37	35	19	61

Number of Clients by Principal Diagnosis

Top Principal Diagnoses	Count
Schizophrenia Spectrum or Other Psychotic Disorder	10
Anxiety Disorder	2
Attention-Deficit/Hyperactivity Disorder	1
Bipolar and Related Disorder	1
Depressive Disorder	1
Personality Disorder	1

Number of Clients by Secondary Diagnosis

Top Secondary Diagnoses	Count
Anxiety Disorder	3
Cannabis-Related Disorder	3
Depressive Disorder	2
Schizophrenia Spectrum or Other Psychotic Disorder	2
Alcohol-Related Disorder	1
Bipolar and Related Disorder	1
Stimulant-Related Disorder	1

Canadian Mental Health Association - Roberts House

Registered Client Activity Totals : 2019 –2020

Client Activity Totals		
	Number	Duration (Hours)
Direct Activities	5629	3898
Indirect Activities	5771	1051

Group Activity Note

Group activity information is not available.

Number of Direct Activities

Direct Activity	Count
Individual Treatment	3532
Daily Living Support	1664
Mental Health Education	146
Assessment	120
Crisis Intervention	68
Family Consultation	59
Family Treatment	40

Discharge Statistics 2019-2020

Top Discharge Reasons	Count
Completed Service	10
Client Withdrew/Refused	8
Transferred to Other Service	8
Other	2
Client Non-Compliant with Service	1

Canadian Mental Health Association - Street Outreach and Stabilization

The Street Outreach and Stabilization program works to link hard-to-reach homeless individuals experiencing mental health concerns to essential community services. The SOS team supports individuals with resources needed to help turn their lives around and offers specialized, culturally inclusive, support for indigenous people who have mental health concerns and experience homelessness.

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.

Notes: Data Source - Program Individual Client Data

CMHA has updated some numbers reported below to reflect new data

See Appendix for more information on interpreting program and client statistics presented in this report.

Program Statistics

	2017-2018	2018-2019	2019-2020
Referrals	34	29	31
New Enrolments	34	30	31
Overall registrations	88	50	44
Unique Individuals Served	83	47	44
Discharges	68	39	18

Number of Clients by Gender

Gender	Count
Male	33
Female	11
Total	44

Mean Wait time and Length of stay (LOS) in Days

	2017-2018	2018-2019	2019-2020
Mean Wait Time	8	14	0
Mean LOS	528	179	111

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	43	41	22	69

Number of Clients by Presenting Problem

Top Presenting Problems	Count
Housing Problems	12
Legal Problems	4
Depression	2
Medical Condition	2
Substance Abuse	2
Abnormal Moods	1
Addiction-Drugs	1
Employment Problems	1
Interpersonal Problems	1
Paranoia	1

Canadian Mental Health Association - Street Outreach and Stabilization

Registered Client Activity Totals : 2019 –2020

Client Activity Totals		
	Number	**Duration (Hours)**
Direct Activities	1098	677
Indirect Activities	1464	371

Group Activity Note

Group activity information is not available.

Number of Direct Activities

Direct Activity	Count
Individual Treatment	684
Daily Living Support	377
Assessment	28
Crisis Intervention	4
Family Consultation	4
Mental Health Education	1

Discharge Statistics 2019-2020

Top Discharge Reasons	Count
Completed Service	5
Found Service Elsewhere	5
Other	3
Unable to Contact	2
Client Non-Compliant with Service	1
Client Withdrew/Refused	1
No Show	1
Transferred to Other Service	1
Unable to Meet Individual's Needs	1

Canadian Mental Health Association - Supportive Living

The 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 - 9beds, Edge House - 6 beds, and Miner House - 8 beds) and independent apartments (Alice Bissett, Bob Ward, Horizon West, Horizon 8, Horizon 14, and Glamorgan).

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

Notes: Data Source - Program Individual Client Data

CMHA has updated some numbers reported below to reflect new data

See Appendix for more information on interpreting program and client statistics presented in this report.

Program Statistics

	2017-2018	2018-2019	2019-2020
Referrals	41	26	73
New Enrolments	44	27	73
Overall registrations	60	146	224
Unique Individuals Served	56	142	214
Discharges	47	25	52

Number of Clients by Gender

Gender	Count
Male	159
Female	64
Other	1
Total	224

Mean Wait time and Length of stay (LOS) in Days

	2017-2018	2018-2019	2019-2020
Mean Wait Time	31	0	0
Mean LOS	102	1395	842

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	46	46	21	74

Number of Clients by Principal Diagnosis

Top Principal Diagnoses	Count
Schizophrenia Spectrum or Other Psychotic Disorder	39
Depressive Disorder	7
Anxiety Disorder	6
Bipolar and Related Disorder	6
Alcohol-Related Disorder	1
Attention-Deficit/Hyperactivity Disorder	1
Personality Disorder	1
Trauma-or Stressor-Related Disorder	1
Unspecified Disorder	1

Number of Clients by Secondary Diagnosis

Top Secondary Diagnoses	Count
Anxiety Disorder	8
Depressive Disorder	6
Schizophrenia Spectrum or Other Psychotic Disorder	5
Autism Spectrum Disorder	4
Cannabis-Related Disorder	3
Bipolar and Related Disorder	2
Alcohol-Related Disorder	1
Attention-Deficit/Hyperactivity Disorder	1
Trauma-or Stressor-Related Disorder	1
Stimulant Related-Disorder	1

Canadian Mental Health Association - Supportive Living

Registered Client Activity Totals : 2019 –2020

Client Activity Totals		
	Number	**Duration (Hours)**
Direct Activities	12771	6640
Indirect Activities	11957	1855

Group Activity Note

Group activity information is not available.

Number of Direct Activities

Direct Activity	Count
Individual Treatment	7132
Daily Living Support	4664
Assessment	240
Mental Health Education	411
Family Consultation	126
Crisis Intervention	125
Family Treatment	73

Discharge Statistics 2019-2020

Top Discharge Reasons	Count
Completed Service	17
Other	9
Client Withdrew/Refused	9
Transferred to Other Service	7
Client Non-Compliant with Service	4
Client Deceased	3
Unable to Meet Individual Needs	1
Client Deceased-Suicide	1
Admitted to Hospital	1

Note: 136 clients have an unknown discharge reason.

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. Services are offered through the 24-hour crisis line, email, daily chat, and daily text for adults and youth. The agency is founded on the belief that anyone can experience crisis and services are provided without discrimination.

When issues are complex and cannot be easily solved over the phone, the 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.

Notes: Data Source - Program Individual Client Data

See Appendix for more information on interpreting program and client statistics presented in this report.

Program Statistics

	2017-2018	2018-2019	2019-2020
Referrals	1206	1521	1545
New Enrolments	584	760	571
Overall registrations	627	840	640
Unique Individuals Served	602	785	616
Discharges	501	762	540

Number of Clients by Gender

Gender	Count
Male	243
Female	393
Transgender	2
Other	2
Total	640

Mean Wait time and Length of stay (LOS) in Days

	2017-2018	2018-2019	2019-2020
Mean Wait Time	7	8	11
Mean LOS	32	33	40

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	37	34	0	87

Number of Clients by Principal Diagnosis

Top Principal Diagnoses	Count
Depressive Disorder	87
Anxiety Disorder	86
Trauma- or Stressor-Related Disorder	18
Attention-Deficit/Hyperactivity Disorder	17
Bipolar and Related Disorder	12
Personality Disorder	10
Obsessive-Compulsive or Related Disorder	6
Alcohol-Related Disorder	4
Autism Spectrum Disorder	4
Schizophrenia Spectrum or Other Psychotic Disorder	3

Number of Clients by Secondary Diagnosis

Top Secondary Diagnoses	Count
Depressive Disorder	34
Anxiety Disorder	28
Attention-Deficit/Hyperactivity Disorder	14
Personality Disorder	10
Trauma- or Stressor-Related Disorder	10
Bipolar and Related Disorder	4
Obsessive-Compulsive or Related Disorder	4
Eating Disorder	2
Specific Learning Disorder	2
Alcohol-Related Disorder	1

Note: 382 clients have an unknown diagnosis or no diagnosis.

Distress Centre

Registered Client Activity Totals : 2019 –2020

Client Activity Totals		
	Number	**Duration (Hours)**
Direct Activities	4551	2935
Indirect Activities	6964	2345

Group Activity Note

Group activity information is not available.

Number of Direct Activities

Direct Activity	Count
Assessment	2208
Individual Treatment	1168
Crisis Intervention	699
Mental Health Education	430
Family Treatment	26
Daily Living Support	15
Family Consultation	5

Discharge Statistics 2019-2020

Top Discharge Reasons	Count
Completed Treatment	282
Client Withdrew/Refused	119
Consult only	41
Transferred to Other Service	31
No Show	27
Found Service Elsewhere	12
Unable to Contact	10
Other	9
Assessment only	6

Elements Calgary Mental Health Centre - Community Supports & Skill Development

Elements Calgary Mental Health Centre is a community mental health centre that provides a range of integrated mental health services that build the abilities of adults with mental illness, promote wellness, and help to prevent relapse. Services offered include mental health and support services, education, and skill development.

Community Supports and Skill Development programs provide a variety of educational opportunities that help individuals to develop skills they can apply to their daily lives that help them to cope and manage their mental health more effectively. Programs offered include Art Program, Best of Me, Connections, Creative Arts, Decluttering, Initiatives, and Mental Health Support Group.

Notes: Data Source - Program Individual Client Data

Referrals and discharges reported from Client Activity Report

See Appendix for more information on interpreting program and client statistics presented in this report.

Program Statistics

	2017-2018	2018-2019	2019-2020
Referrals	1094	655	529
New Enrolments	223	188	196
Overall registrations	333	323	291
Unique Individuals Served	239	239	236
Discharges	198	235	157

Number of Clients by Gender

Gender	Count
Male	79
Female	210
Transgender	1
Other	1
Total	291

Mean Wait time and Length of stay (LOS) in Days

	2017-2018	2018-2019	2019-2020
Mean Wait Time	165	183	332
Mean LOS	285	492	142

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	48	50	19	72

Number of Clients by Principal Diagnosis

Top Principal Diagnoses	Count
Depressive Disorder	95
Schizophrenia Spectrum or Other Psychotic Disorder	80
Anxiety Disorder	46
Bipolar and Related Disorder	29
Personality Disorder	19
Obsessive Compulsive or Related Disorder	6
Other Mental Disorder	6
Autism Spectrum Disorder	2
Dissociative Disorder	2
Trauma or Stressor Related Disorder	2

Number of Clients by Secondary Diagnosis

Top Secondary Diagnoses	Count
Anxiety Disorder	61
Depressive Disorder	28
Personality Disorder	11
Trauma or Stressor Related Disorder	8
Autism Spectrum Disorder	7
Obsessive Compulsive or Related Disorder	5
Attention Deficit/Hyperactivity Disorder	3
Alcohol Related Disorder	2
Bipolar and Related Disorder	2
Other Mental Disorder	2

Elements Calgary Mental Health Centre - Community Supports & Skill Development

Registered Client Activity Totals : 2019 –2020

Client Activity Totals		
	Number	**Duration (Hours)**
Direct Activities	1278	670
Indirect Activities	1987	2201

Group Activity Totals		
Number of Sessions	**Number of Participants**	**Total Session Hours**
1231	6335	3260

Number of Direct Activities

Direct Activity	Count
Individual Treatment	641
Assessment	337
Crisis Intervention	51
Mental Health Education	19
Family Consultation	3

Discharge Statistics 2019-2020

Top Discharge Reasons	Count
Completed Treatment	105
Client Withdrew/Refused	16
Other	14
Client Non-Compliant with Treatment	10
No Show	5
Admitted to Hospital	3
Client Deceased	1
Client Deceased - Suicide	1

Elements Calgary Mental Health Centre - Support and Recreation Services

Elements Calgary Mental Health Centre is a community mental health centre that provides a range of integrated mental health services that build the abilities of adults with mental illness and that promote wellness and help to prevent relapse. Services offered include mental health and support services, education, and skill development.

Support and Recreation Services program is offered in two distinct programming streams. Support Services includes counselling, crisis intervention and resolution, referrals, linkages to other community service. Recreation Services provides a variety of social and

Notes: Data Source - Program Individual Client Data

Referrals reported from Client Activity Report

See Appendix for more information on interpreting program and client statistics presented in this report.

Program Statistics

	2017-2018	2018-2019	2019-2020
Referrals	326	285	260
New Enrolments	231	213	195
Overall registrations	850	812	777
Unique Individuals Served	838	850	773
Discharges	201	279	157

Number of Clients by Gender

Gender	Count
Male	405
Female	366
Transgender	3
Other	3
Total	777

Mean Wait time and Length of stay (LOS) in Days

	2017-2018	2018-2019	2019-2020
Mean Wait Time	3	11	10
Mean LOS	888	1206	873

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	50	53	18	88

Number of Clients by Principal Diagnosis

Top Principal Diagnoses	Count
Depressive Disorder	251
Schizophrenia Spectrum or Other Psychotic Disorder	203
Bipolar and Related Disorder	91
Anxiety Disorder	73
Other Mental Disorder	62
Personality Disorder	54
Trauma or Stressor Related Disorder	12
Unspecified Substance Related Disorder	6
Alcohol Related Disorder	5
Obsessive Compulsive or Related Disorder	5

Number of Clients by Secondary Diagnosis

Top Secondary Diagnoses	Count
Anxiety Disorder	108
Depressive Disorder	78
Personality Disorder	19
Trauma or Stressor Related Disorder	17
Attention Deficit/Hyperactivity Disorder	16
Alcohol Related Disorder	14
Obsessive Compulsive or Related Disorder	14
Autism Spectrum Disorder	8
Bipolar and Related Disorder	7
Intellectual Disability	7

Elements Calgary Mental Health Centre- Support and Recreation Services

Registered Client Activity Totals : 2019 –2020

Client Activity Totals		
	Number	**Duration (Hours)**
Direct Activities	5334	4100
Indirect Activities	3070	4374

Group Activity Totals		
Number of Sessions	**Number of Participants**	**Total Session Hours**
1400	14157	1818

Number of Direct Activities

Direct Activity	Count
Individual Treatment	3958
Assessment	637
Mental Health Education	610
Crisis Intervention	114
Family Consultation	15

Discharge Statistics 2019-2020

Top Discharge Reasons	Count
Unable to Contact	76
Client Withdrew/Refused	52
Other	13
No Show	10
Client Deceased	3
Client Deceased - Suicide	2
Unable to Meet Client Needs	1

Families Matter Society of Alberta - Perinatal

The program is a Perinatal Mental Health Peer Support Model designed to help reduce the negative impact of perinatal mood disorders. The program's target population are mothers that just gave birth and, parents and families of newly born children. The program goals are to increase access to perinatal mental health resources and services, reduce risks on perinatal mood disorders, and improve wellbeing outcomes.

Program delivery is in partnership with AHS and CMHA. Client eligibility ranges from the 24th week of pregnancy to one (1) year after birth of a child. Referrals are processed by Access Mental Health and Families Matter Parent Resource Line.

Notes: Data Source - Program Individual Client Data

Program Started August 2019

See Appendix for more information on interpreting program and client statistics presented in this report.

Program Statistics

	2017-2018	2018-2019	2019-2020
Referrals	-	-	16
New Enrolments	-	-	16
Overall registrations	-	-	16
Unique Individuals Served	-	-	16
Discharges	-	-	0

Number of Clients by Gender

Gender	Count
Female	16
Total	16

Mean Wait time and Length of stay (LOS) in Days

	2017-2018	2018-2019	2019-2020
Mean Wait Time	-	-	20
Mean LOS	-	-	0

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	31	32	23	39

Number of Clients by Presenting Problem

Top Presenting Problems	Count
Postpartum Problems	16

Families Matter Society of Alberta - Perinatal

Registered Client Activity Totals : 2019 –2020

Client Activity Totals		
	Number	**Duration (Hours)**
Direct Activities	162	150
Indirect Activities	267	68

Number of Direct Activities

Direct Activity	Count
Mental Health Education	130
Assessment	32

Group Activity Note

Group activity information is not available.

Discharge Statistics 2019-2020

Discharge Disposition

Discharge disposition is not applicable for this program.

Fresh Start Recovery Centre - Family Healing

Fresh Start's Family Healing Program helps anyone who is affected by someone else's addiction heal and learn how-to live-in recovery. The program consists of five weekly two-hour group sessions, usually held in the evenings or weekends. Participants do not need to have a loved one in the Fresh Start Recovery Centre program.

Notes: Data Source - Program Individual Client Data

Program Started August 2019

See Appendix for more information on interpreting program and client statistics presented in this report.

Program Statistics

	2017-2018	2018-2019	2019-2020
Referrals	-	-	97
New Enrolments	-	-	104
Overall registrations	-	-	104
Unique Individuals Served	-	-	103
Discharges	-	-	89

Number of Clients by Gender

Gender	Count
Male	30
Female	74
Total	104

Mean Wait time and Length of stay (LOS) in Days

	2017-2018	2018-2019	2019-2020
Mean Wait Time	-	-	30
Mean LOS	-	-	24

Client Age at Enrolment (in Years)

Age

Date of Birth information is not available.

Number of Clients by Principal Diagnosis

Principal Diagnosis

Principal diagnosis information is not available.

Number of Clients by Secondary Diagnosis

Secondary Diagnosis

Secondary diagnosis information is not available.

Fresh Start Recovery Centre - Family Healing

Registered Client Activity Totals : 2019 –2020

Client Activity Totals		
	Number	**Duration (Hours)**
Direct Activities	836	371
Indirect Activities	107	131

Group Activity Note

Group activity information is not available.

Number of Direct Activities

Direct Activity	Count
Crisis Intervention	259
Family Treatment	259
Assessment	206
Individual Treatment	56
Mental Health Education	56

Discharge Statistics 2019-2020

Top Discharge Reasons	Count
Completed Treatment	89

Fresh Start Recovery Centre - Residential Treatment

Fresh Start Recovery Centre - Residential Treatment is a drug and alcohol treatment center that provides services for people living with chronic addiction. The program is based on long-term relapse prevention treatment offering a comprehensive approach towards addiction using the Twelve Step model and Family Systems approach. The program has treatment locations in both Calgary and Lethbridge.

Notes: Data Source - Program Individual Client Data

Program Started August 2019

See Appendix for more information on interpreting program and client statistics presented in this report.

Program Statistics

	2017-2018	2018-2019	2019-2020
Referrals	-	-	132
New Enrolments	-	-	171
Overall registrations	-	-	171
Unique Individuals Served	-	-	152
Discharges	-	-	140

Number of Clients by Gender

Gender	Count
Male	171
Total	171

Mean Wait time and Length of stay (LOS) in Days

	2017-2018	2018-2019	2019-2020
Mean Wait Time	-	-	79
Mean LOS	-	-	70

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	36	34	20	71

Number of Clients by Presenting Problem

Top Presenting Problems	Count
Addiction - Drugs	110
Addiction - Alcohol	60
Addiction - Gambling/Games	1

Fresh Start Recovery Centre - Residential Treatment

Registered Client Activity Totals : 2019 –2020

Client Activity Totals		
	Number	**Duration (Hours)**
Direct Activities	18576	21681
Indirect Activities	749	16054

Group Activity Totals		
Number of Sessions	**Number of Participants**	**Total Session Hours**
938	1149	2302

Number of Direct Activities

Direct Activity	Count
Daily Living Support	12810
Crisis Intervention	4020
Mental Health Education	1233
Assessment	342
Individual Treatment	171

Discharge Statistics 2019-2020

Top Discharge Reasons	Count
Completed Treatment	87
Client Non-Compliant with Treatment	32
Client Withdrew/Refused	13
Transferred to Other Service	6
Self-Termination / Discharge	1

Hull Services - Bridging the Gap

Bridging the Gap provides services to young adults between 16-24 years who are experiencing mental health concerns, issues with well-being, and barriers to service. We work together with the individual and their supports to help them access services, learn new skills, and strengthen their support network.

Services are customized and delivered based on the needs of the individual. These may include education and skill-based teaching, assistance with accessing and participating in community and professional services, and emotional and practical support. The program delivers individual and group skills training using Dialectical Behaviour Therapy, which focuses on crisis management, emotion regulation, interpersonal effectiveness and how to live in the moment.

Notes: Data Source - Program Individual Client Data

Program statistics and wait time are reported from client activity report

See Appendix for more information on interpreting program and client statistics presented in this report.

Program Statistics

	2017-2018	2018-2019	2019-2020
Referrals	128	120	106
New Enrolments	62	54	80
Overall registrations	127	120	150
Unique Individuals Served	127	120	149
Discharges	56	47	59

Number of Clients by Gender

Gender	Count
Male	31
Female	113
Transgender	4
Other	2
Total	150

Mean Wait time and Length of stay (LOS) in Days

	2017-2018	2018-2019	2019-2020
Mean Wait Time	247	319	263
Mean LOS	351	468	428

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	21	21	17	27

Number of Clients by Principal Diagnosis

Top Principal Diagnoses	Count
Personality Disorder	48
Anxiety Disorder	38
Depressive Disorder	24
Bipolar or Related Disorder	5
Attention-Deficit/Hyperactivity Disorder	2
Schizophrenia Spectrum or Other Psychotic Disorder	1
Trauma- or Stressor-Related Disorder	1

Note: 31 clients have an unknown diagnosis or no diagnosis.

Number of Clients by Secondary Diagnosis

Top Secondary Diagnoses	Count
Anxiety Disorder	55
Depressive Disorder	51
Attention-Deficit/Hyperactivity Disorder	31
Trauma- or Stressor-Related Disorder	14
Obsessive-Compulsive or Related Disorder	7
Bipolar or Related Disorder	3
personality disorder	3
Gender Dysphoria	1
Personality Disorder	1

Hull Services - Bridging the Gap

Registered Client Activity Totals : 2019 –2020

Client Activity Totals		
	Number	**Duration (Hours)**
Direct Activities	1766	1910
Indirect Activities	644	316

Group Activity Totals		
Number of Sessions	**Number of Participants**	**Total Session Hours**
27	35	344

Number of Direct Activities

Direct Activity	Count
Individual Treatment	1687
Assessment	79

Discharge Statistics 2019-2020

Top Discharge Reasons	Count
Completed Treatment	25
Unable to Contact	20
Client Moved	2
Client Deceased	1
Client Non-Compliant with Treatment	1
Client Withdrew/Refused	1

Hull Services - Lasting Impressions Community Support

The Lasting Impressions Community Support 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 principles including family mentoring, family networking, youth and teen peer support clubs, and community involvement.

Lasting Impressions Community Support focuses on helping families discover their strengths, pursue personal and family goals as well as helping families make positive connections with both the general and mental health community.

Notes: Data Source - Program Individual Client Data

See Appendix for more information on interpreting program and client statistics presented in this report.

Program Statistics

	2017-2018	2018-2019	2019-2020
Referrals	72	41	16
New Enrolments	24	26	26
Overall registrations	36	301	43
Unique Individuals Served	36	298	43
Discharges	16	30	28

Number of Clients by Gender

Gender	Count
Male	5
Female	38
Total	43

Mean Wait time and Length of stay (LOS) in Days

	2017-2018	2018-2019	2019-2020
Mean Wait Time	99	136	135
Mean LOS	319	291	174

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	38	37	20	54

Number of Clients by Principal Diagnosis

Top Principal Diagnoses	Count
Depressive Disorder	9
Personality Disorder	8
Borderline Personality Disorder	6
Anxiety Disorder	5
Depression	4
Attention-Deficit/Hyperactivity Disorder	4
Bipolar and Related Disorder	2
Trauma- or Stressor-Related Disorder	2
Autism	1

Number of Clients by Secondary Diagnosis

Secondary Diagnosis

Secondary diagnosis information is not available.

Hull Services - Lasting Impressions Community Support

Registered Client Activity Totals : 2019 –2020

Client Activity Totals		
	Number	**Duration (Hours)**
Direct Activities	-	2123
Indirect Activities	-	2410

Group Activity Note

Group activity information is not available.

Number of Direct Activities

Registered Client Activity Note

Individual client activity information is not available.

Discharge Statistics 2019-2020

Discharge Disposition

Discharge disposition information is not available.

Living Alternative for the Mentally Disabled Association (LAMDA)

The Living Alternatives for the Mentally Disabled Association (LAMDA) provides independent living support for individuals diagnosed 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.

Notes: Data Source - Program Individual Client Data

See Appendix for more information on interpreting program and client statistics presented in this report.

Program Statistics

	2017-2018	2018-2019	2019-2020
Referrals	3	4	12
New Enrolments	2	3	13
Overall registrations	59	59	68
Unique Individuals Served	58	59	68
Discharges	3	4	10

Number of Clients by Gender

Gender	Count
Male	52
Female	16
Total	68

Mean Wait time and Length of stay (LOS) in Days

	2017-2018	2018-2019	2019-2020
Mean Wait Time	27	51	31
Mean LOS	493	4569	2833

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	40	41	22	59

Number of Clients by Principal Diagnosis

Top Principal Diagnoses	Count
Schizophrenia Spectrum or Other Psychotic Disorder	62
Bipolar or Related Disorder	2
Depressive Disorder	2
Other	1

Note: 1 client has an unknown diagnosis or no diagnosis.

Number of Clients by Secondary Diagnosis

Top Secondary Diagnoses	Count
Medical Condition	31
Schizophrenia Spectrum or Other Psychotic Disorder	22
Obsessive-Compulsive or Related Disorder	4
Depressive Disorder	1
Persecutory Psychosis	1
psychosocial Factor	1
Psychosocial Factor	1
Trauma- or Stressor-Related Disorder	1

Living Alternative for the Mentally Disabled Association (LAMDA)

Registered Client Activity Totals : 2019 –2020

Registered Client Activity Note

Individual client activity information is not available.

Group Activity Note

Group activity information is not available.

Number of Direct Activities

Registered Client Activity Note

Individual client activity information is not available.

Discharge Statistics 2019-2020

Top Discharge Reasons	Number
Other	5
Transferred to other service	4
Client Withdrew/Refused	1

Money Matters - Financial Administration - CASS

Money Matters is a collaborative partnership between Calgary Alternative Support Services (CASS), Momentum and AHS, providing support services to adults with mental health and/or addiction challenges.

The financial administrator provides one-on-one participant directed support to individuals who find it difficult to manage their finances on their own. They assist individuals to develop the skills and knowledge to not only improve their financial circumstances, but also to improve their overall life management and well-being.

Notes: Data Source - Program Individual Client Data

See Appendix for more information on interpreting program and client statistics presented in this report.

Program Statistics

	2017-2018	2018-2019	2019-2020
Referrals	39	63	3
New Enrolments	10	13	5
Overall registrations	41	42	34
Unique Individuals Served	41	42	34
Discharges	12	13	13

Number of Clients by Gender

Gender	Count
Male	21
Female	13
Total	34

Mean Wait time and Length of stay (LOS) in Days

	2017-2018	2018-2019	2019-2020
Mean Wait Time	84	59	62
Mean LOS	560	850	1220

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	43	45	19	65

Number of Clients by Principal Diagnosis

Top Principal Diagnoses	Number
Unspecified Substance-Related Disorder	7
Anxiety Disorder	4
Bipolar and Related Disorder	4
Depressive Disorder	4
Unspecified Mental Disorder	4
schizophrenia Spectrum or Other Psychotic Disorder	3
Alcohol-Related Disorder	2
Schizophrenia Spectrum or Other Psychotic Disorder	2
Disruptive, Impulse-Control, and Conduct Disorder	1
Dissociative Disorder	1

Number of Clients by Secondary Diagnosis

Top Secondary Diagnoses	Number
Anxiety Disorder	6
Schizophrenia Spectrum or Other Psychotic Disorder	2
Unspecified Substance-Related Disorder	2
Alcohol-Related Disorder	1
Autism Spectrum Disorder	1
Depressive Disorder	1
Personality Disorder	1

Money Matters - Financial Administration - CASS

Registered Client Activity Totals : 2019 –2020

Client Activity Totals		
	Number	**Duration (Hours)**
Direct Activities	1556	0
Indirect Activities	612	0

Group Activity Note

Group activity information is not available.

Number of Direct Activities

Direct Activity	Number
Individual Treatment	1548
Family Consultation	8

Discharge Statistics 2019-2020

Top Discharge Reasons	Number
Completed Treatment	6
Transferred to Other Service	4
Client Withdrew/Refused	1
No Show	1

Money Matters - Financial Education - Momentum

Money Matters is a collaborative partnership between Calgary Alternative Support Services (CASS), Momentum, and AHS that provides financial literacy support and services to individuals living with mental health or addiction challenges.

Momentum facilitators deliver a series of seven workshops hosted by various organizations within the Calgary health community to promote increased financial stability, mental wellness, maintenance of housing, feelings of being supported, and decreased isolation. We work with organizations to ensure our programming is delivered at the right time for those on the road to recovery.

Notes: Data Source - Program Individual Client Data

See Appendix for more information on interpreting program and client statistics presented in this report.

Program Statistics

	2017-2018	2018-2019	2019-2020
Referrals	146	134	122
New Enrolments	146	134	122
Overall registrations	154	134	126
Unique Individuals Served	149	134	126
Discharges	154	131	126

Number of Clients by Gender

Gender	Count
Male	30
Female	90
Transgender	1
Other	5
Total	126

Mean Wait time and Length of stay (LOS) in Days

	2017-2018	2018-2019	2019-2020
Mean Wait Time	-	-	1
Mean LOS	26	32	30

Wait time information for previous years is not available.

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	35	31	18	75

Number of Clients by Principal Diagnosis

Top Principal Diagnoses	Count
Alcohol-Related Disorder	29
Unspecified Substance-Related Disorder	29
Schizophrenia Spectrum or Other Psychotic Disorder	22
Depressive Disorder	12
Anxiety Disorder	8
Unspecified Mental Disorder	7
Bipolar and Related Disorder	4
Other Mental Disorder	4
Attention-Deficit/Hyperactivity Disorder	2
Dissociative Disorder	2

Number of Clients by Secondary Diagnosis

Top Secondary Diagnoses	Count
Anxiety Disorder	30
Depressive Disorder	24
Unspecified Substance-Related Disorder	23
Alcohol-Related Disorder	5
Trauma- or Stressor-Related Disorder	5
Bipolar and Related Disorder	4
Attention-Deficit/Hyperactivity Disorder	3
Neurocognitive Disorder	2
Obsessive-Compulsive or Related Disorder	2
Schizophrenia Spectrum or Other Psychotic Disorder	2

Money Matters - Financial Education - Momentum

Registered Client Activity Totals : 2019 –2020

Registered Client Activity Note

Individual client activity information is not available.

Group Activity Totals		
Number of Sessions	Number of Participants	Total Session Hours
82	252	0

Number of Direct Activities

Registered Client Activity Note

Individual client activity information is not available.

Discharge Statistics 2019-2020

Top Discharge Reasons	Count
Completed Treatment	126

Oxford House Foundation of Canada

Oxford House Foundation of Canada meets the unique needs of men and women in recovery from drug and alcohol addiction through safe, affordable housing and support. Through the provision of a home and support offered by experienced staff, residents are empowered to take responsibility for their own recovery and make valuable contributions in their community.

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 and attend recovery meetings, counselling, and aftercare groups.

Notes: Data Source - Program Individual Client Data

      See Appendix for more information on interpreting program and client statistics presented in this report.

Program Statistics

	2017-2018	2018-2019	2019-2020
Referrals	157	591	-
New Enrolments	62	54	53
Overall registrations	82	66	72
Unique Individuals Served	81	63	67
Discharges	63	51	54

Number of Clients by Gender

Gender	Count
Male	35
Female	37
Total	72

Mean Wait time and Length of stay (LOS) in Days

	2017-2018	2018-2019	2019-2020
Mean Wait Time	-	-	-
Mean LOS	140	166	96

Wait time information is not available.

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	38	37	22	66

Number of Clients by Presenting Problem

Top Presenting Problems	Count
Addiction - Alcohol	41
Addiction - Drugs	31

Oxford House Foundation of Canada

Registered Client Activity Totals : 2019 –2020

Registered Client Activity Note

Individual client activity information is not available.

Group Activity Totals		
Number of Sessions	Number of Participants	Total Session Hours
156	134	0

Number of Direct Activities

Registered Client Activity Note

Individual client activity information is not available.

Discharge Statistics 2019-2020

Top Discharge Reasons	Count
Client Non-Compliant with Treatment	28
Completed Treatment	17
Transferred to Other Service	5
Client Withdrew/Refused	4

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.

Notes: Data Source - Program Individual Client Data

See Appendix for more information on interpreting program and client statistics presented in this report.

Program Statistics

	2017-2018	2018-2019	2019-2020
Referrals	92	103	86
New Enrolments	85	88	92
Overall registrations	369	318	353
Unique Individuals Served	369	318	353
Discharges	166	95	-

Number of Clients by Gender

Gender	Count
Male	217
Female	128
Transgender	3
Other	5
Total	353

Mean Wait time and Length of stay (LOS) in Days

	2017-2018	2018-2019	2019-2020
Mean Wait Time	34	12	19
Mean LOS	-	1836	-

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	39	39	18	68

Number of Clients by Principal Diagnosis

Top Principal Diagnoses	Count
Schizophrenia Spectrum or Other Psychotic Disorder	136
Anxiety Disorder	84
Depressive Disorder	40
Bipolar and Related Disorder	24
Personality Disorder	18
Attention-Deficit/Hyperactivity Disorder	11
Autism Spectrum Disorder	9
Trauma- or Stressor-Related Disorder	8
Medication-Induced Movement and Other Disorder	5
Neurocognitive Disorder	5

Number of Clients by Secondary Diagnosis

Top Secondary Diagnoses	Count
Depressive Disorder	63
Anxiety Disorder	54
Attention-Deficit/Hyperactivity Disorder	22
Personality Disorder	11
Autism Spectrum Disorder	10
Neurocognitive Disorder	10
Schizophrenia Spectrum or Other Psychotic Disorder	9
Bipolar and Related Disorder	8
Obsessive-Compulsive or Related Disorder	8
Trauma- or Stressor-Related Disorder	7

Potential Place Society

Registered Client Activity Totals : 2019 –2020

Client Activity Totals		
	Number	**Duration (Hours)**
Direct Activities	615	382
Indirect Activities	126	102

Group Activity Totals		
Number of Sessions	**Number of Participants**	**Total Session Hours**
180	1851	478

Number of Direct Activities

Direct Activity	Count
Daily Living Support	324
Assessment	188
Mental Health Education	64
Crisis Intervention	30
Family Consultation	9

Discharge Statistics 2019-2020

Discharge Disposition

Discharge disposition is not applicable for this program.

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.

Notes: Data Source - Program Individual Client Data

See Appendix for more information on interpreting program and client statistics presented in this report.

Program Statistics

	2017-2018	2018-2019	2019-2020
Referrals	17	103	0
New Enrolments	17	14	1
Overall registrations	71	81	75
Unique Individuals Served	71	81	75
Discharges	6	7	0

Number of Clients by Gender

Gender	Number
Male	44
Female	31
Total	75

Mean Wait time and Length of stay (LOS) in Days

Wait Time and Length of Stay

Wait time and Length of Stay information is not available

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	44	43	18	73

Number of Clients by Principal Diagnosis

Top Principal Diagnoses	Number
Schizophrenia Spectrum or Other Psychotic Disorder	30
Bipolar and Related Disorder	12
Depressive Disorder	10
Unspecified Mental Disorder	6
Anxiety Disorder	5
Attention-Deficit/Hyperactivity Disorder	2
Obsessive-Compulsive or Related Disorder	2
Autism Spectrum Disorder	1
Neurocognitive Disorder	1
Personality Disorder	1

Note: 4 clients have an unknown diagnosis or no diagnosis.

Number of Clients by Secondary Diagnosis

Top Secondary Diagnoses	Number
Anxiety Disorder	4
Schizophrenia Spectrum or Other Psychotic Disorder	4
Attention-Deficit/Hyperactivity Disorder	3
Depressive Disorder	3
Trauma- or Stressor-Related Disorder	3
Alcohol-Related Disorder	1
Autism Spectrum Disorder	1
Personality Disorder	1
Unspecified Mental Disorder	1
Unspecified Substance-Related Disorder	1

Prairie Winds Clubhouse

Registered Client Activity Totals : 2019 –2020

Client Activity Totals		
	Number	Duration (Hours)
Direct Activities	1687	6241
Indirect Activities	23	147

Group Activity Totals		
Number of Sessions	Number of Participants	Total Session Hours
645	33	7264

Number of Direct Activities

Direct Activity	Number
Daily Living Support	1687

Discharge Statistics 2019-2020

Discharge Disposition

Discharge disposition is not applicable for this program.

Prospect - Career Links

Career Links combines rapid job placement and stabilization supports to assist people with mental health concerns and/or addictions 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.

Notes: Data Source - Program Individual Client Data

See Appendix for more information on interpreting program and client statistics presented in this report.

Program Statistics

	2017-2018	2018-2019	2019-2020
Referrals	90	72	128
New Enrolments	72	64	137
Overall registrations	135	109	238
Unique Individuals Served	135	109	238
Discharges	87	72	122

Number of Clients by Gender

Gender	Count
Male	106
Female	89
Transgender	2
Other	2
Unknown	39
Total	238

Mean Wait time and Length of stay (LOS) in Days

	2017-2018	2018-2019	2019-2020
Mean Wait Time	22	14	0
Mean LOS	362	349	0

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	36	34	0	64

Number of Clients by Principal Diagnosis

Top Principal Diagnoses	Count
Depressive Disorder	83
Anxiety Disorder	46
Schizophrenia Spectrum or Other Psychotic Disorder	24
Alcohol-Related Disorder	13
Bipolar and Related Disorder	12
Attention-Deficit/Hyperactivity Disorder	10
Autism Spectrum Disorder	5
Trauma- or Stressor-Related Disorder	2

Note: 39 clients have an unknown diagnosis or no diagnosis.

Number of Clients by Secondary Diagnosis

Top Secondary Diagnoses	Count
Depressive Disorder	30
Anxiety Disorder	29
Attention-Deficit/Hyperactivity Disorder	11
Trauma- or Stressor-Related Disorder	5
Intellectual Disability	4
Obsessive-Compulsive or Related Disorder	3
Specific Learning Disorder	3
Alcohol-Related Disorder	2
Disruptive, Impulse-Control, and Conduct Disorder	2
Autism Spectrum Disorder	1

Prospect - Career Links

Registered Client Activity Totals : 2019 –2020

Client Activity Totals		
	Number	**Duration (Hours)**
Direct Activities	2243	1897
Indirect Activities	431	251

Group Activity Totals		
Number of Sessions	**Number of Participants**	**Total Session Hours**
101	695	228

Number of Direct Activities

Direct Activity Totals	Count
Individual Treatment	2074
Assessment	169

Discharge Statistics 2019-2020

Top Discharge Reasons	Count
Client Withdrew/Refused	22
Unable to Contact	22
Completed Treatment	21
Successful Program Completion	16
No Show	10
Withdrawn	10
Other	6

Recovery Acres Calgary - 1835 House

Recovery Acres (Calgary) Society provides treatment programs and services for adult men and women who suffer from addiction. The following data is for 1835 House, a 30-bed residential addiction treatment facility for men that also provides a multi-phase treatment program.

In addition, Recovery Acres operates semi-independent transitional housing that serves as the third phase of treatment for clients in need of supported living. The services are available to those clients that have completed the first two phases of treatment in the main facility. Clients are required to maintain stable, full-time employment, be off any forms of social assistance, and are encouraged to play a mentorship role to newer clients.

Notes: Data Source - Program Individual Client Data

See Appendix for more information on interpreting program and client statistics presented in this report.

Program Statistics

	2017-2018	2018-2019	2019-2020
Referrals	469	426	192
New Enrolments	226	198	199
Overall registrations	258	234	233
Unique Individuals Served	254	231	230
Discharges	222	200	209

Number of Clients by Gender

Gender	Count
Male	233
Total	233

Mean Wait time and Length of stay (LOS) in Days

	2017-2018	2018-2019	2019-2020
Mean Wait Time	6	7	8
Mean LOS	39	61	67

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	39	37	18	84

Number of Clients by Presenting Problem

Top Presenting Problems	Count
Addiction - Alcohol	160
Addiction - Drugs	70
Abnormal Moods	1

Note: 2 clients have an unknown presenting problem.

Recovery Acres Calgary - 1835 House

Registered Client Activity Totals : 2019 –2020

Client Activity Totals		
	Number	**Duration (Hours)**
Direct Activities	5149	1164
Indirect Activities	1580	486

Group Activity Totals		
Number of Sessions	**Number of Participants**	**Total Session Hours**
785	15752	1523

Number of Direct Activities

Direct Activity Totals	Count
Individual Treatment	1783
Assessment	1351
Crisis Intervention	685
Mental Health Education	685
Daily Living Support	515
Family Consultation	130

Discharge Statistics 2019-2020

Top Discharge Reasons	Count
Completed Treatment	114
Client Non-Compliant with Treatment	74
Client Withdrew/Refused	20
Declined by Service	1

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.

Notes: Data Source - Program Individual Client Data

See Appendix for more information on interpreting program and client statistics presented in this report.

Program Statistics

	2017-2018	2018-2019	2019-2020
Referrals	95	199	240
New Enrolments	28	37	60
Overall registrations	28	37	65
Unique Individuals Served	27	37	57
Discharges	19	30	57

Number of Clients by Gender

Gender	Count
Male	65
Total	65

Mean Wait time and Length of stay (LOS) in Days

	2017-2018	2018-2019	2019-2020
Mean Wait Time	15	9	16
Mean LOS	52	71	50

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	41	40	18	61

Number of Clients by Principal Diagnosis

Top Principal Diagnoses	Count
Stimulant-Related Disorder	39
Alcohol-Related Disorder	25
Opioid-Related Disorder	1

Number of Clients by Secondary Diagnosis

Top Secondary Diagnoses	Count
Alcohol-Related Disorder	14
Stimulant-Related Disorder	12
Cannabis-Related Disorder	11
Opioid-Related Disorder	3
Caffeine-Related Disorder	1
Hallucinogen-Related Disorder	1

Salvation Army Centre of Hope - Addictions Recovery Program

Registered Client Activity Totals : 2019 –2020

Client Activity Totals		
	Number	Duration (Hours)
Direct Activities	33	99
Indirect Activities	21	300

Group Activity Totals		
Number of Sessions	Number of Participants	Total Session Hours
23	21	161

Number of Direct Activities

Direct Activity Totals	Count
Assessment	14
Crisis Intervention	7
Daily Living Support	7
Individual Treatment	5

Discharge Statistics 2019-2020

Top Discharge Reasons	Count
Client Withdrew/Refused	22
Completed Treatment	21
Client Non-Compliant with Treatment	14

Sunrise Healing Lodge Society - Inpatient

Sunrise Healing Lodge Society is an Indigenous non-profit agency that serves people from all walks of life, that are struggling with addiction. Our program allows our clients to re-create their lives, free from addiction and are able to live a meaningful life through the healing of the mind, body, and soul that recovery promotes.

Our 70-day treatment program utilizes the 12 steps created by Alcoholics Anonymous as a proven method to move from the incomprehensible state of addiction to a new life in recovery. Sunrise programs incorporate Indigenous culture, through traditional ceremony and Elder counselling, to assist clients in connecting with a Power greater than themselves in a holistic way.

Notes: Data Source - Program Individual Client Data

See Appendix for more information on interpreting program and client statistics presented in this report.

Program Statistics

	2017-2018	2018-2019	2019-2020
Referrals	600	780	1019
New Enrolments	355	267	1025
Overall registrations	383	492	1055
Unique Individuals Served	356	208	906
Discharges	351	111	940

Number of Clients by Gender

Gender	Count
Female	436
Male	618
Transgender	1
Total	1055

Mean Wait time and Length of stay (LOS) in Days

	2017-2018	2018-2019	2019-2020
Mean Wait Time	16	20	10
Mean LOS	26	29	36

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	35	33	18	79

Number of Clients by Presenting Problem

Top Presenting Problems	Count
Addiction - Drugs	576
Addiction - Alcohol	475
Addiction - Gambling/Games	3
Child & Family Services Involvement	1

Sunrise Healing Lodge Society - Inpatient

Registered Client Activity Totals : 2019 –2020

Client Activity Totals		
	Number	Duration (Hours)
Direct Activities	10060	3982
Indirect Activities	4382	3118

Group Activity Totals		
Number of Sessions	Number of Participants	Total Session Hours
2128	17391	4256

Number of Direct Activities

Direct Activity Totals	Count
Daily Living Support	5988
Assessment	2510
Individual Treatment	686
Mental Health Education	677
Family Treatment	94
Family Consultation	54
Crisis Intervention	51

Discharge Statistics 2019-2020

Top Discharge Reasons	Count
Unable to Contact	438
Client Withdrew/Refused	118
Completed Treatment	102
No Show	91
Declined by Service	80
Client Non-Compliant with Treatment	73
Found Service Elsewhere	21
Transferred to Other Service	6

Sunrise Healing Lodge Society - Outpatient

Sunrise Healing Lodge Society is an Indigenous non-profit agency that serves people from all walks of life, that are struggling with addiction. Our program allows our clients to re-create their lives, free from addiction and are able to live a meaningful life through the healing of the mind, body, and soul that recovery promotes.

Our 10-week treatment program utilizes the 12 steps created by Alcoholics Anonymous as a proven method to move from the incomprehensible state of addiction to a new life in recovery. Sunrise programs incorporate Indigenous culture, through traditional ceremony and Elder counselling, to assist clients in connecting with a Power greater than themselves in a holistic way.

Notes: Data Source - Program Individual Client Data

See Appendix for more information on interpreting program and client statistics presented in this report.

Program Statistics

	2017-2018	2018-2019	2019-2020
Referrals	131	187	205
New Enrolments	130	176	209
Overall registrations	130	187	245
Unique Individuals Served	126	186	238
Discharges	130	133	182

Number of Clients by Gender

Gender	Count
Male	101
Female	144
Total	245

Mean Wait time and Length of stay (LOS) in Days

	2017-2018	2018-2019	2019-2020
Mean Wait Time	12	13	6
Mean LOS	44	76	97

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	35	34	18	87

Number of Clients by Presenting Problem

Top Presenting Problems	Count
Addiction - Alcohol	151
Addiction - Drugs	93
Addiction - Gambling/Games	1

Sunrise Healing Lodge Society - Outpatient

Registered Client Activity Totals : 2019 –2020

Client Activity Totals		
	Number	**Duration (Hours)**
Direct Activities	3624	4337
Indirect Activities	2873	1878

Group Activity Totals		
Number of Sessions	**Number of Participants**	**Total Session Hours**
1774	2814	3548

Number of Direct Activities

Direct Activity Totals	Count
Mental Health Education	1776
Individual Treatment	1094
Daily Living Support	610
Assessment	57
Family Treatment	57
Family Consultation	20
Crisis Intervention	10

Discharge Statistics 2019-2020

Top Discharge Reasons	Count
Client Withdrew/Refused	87
No Show	54
Completed Treatment	24
Declined by Service	8
Client Non-Compliant with Treatment	4

Sunrise Healing Lodge Society - Post Treatment

Sunrise Healing Lodge Society is an Indigenous non-profit agency that serves people from all walks of life, that are struggling with addiction. Our program allows our clients to re-create their lives, free from addiction and are able to live a meaningful life through the healing of the mind, body, and soul that recovery promotes.

Once a client has completed our program, they may become a part of our Post Treatment Alumni Group and continue attending programming on a drop-in basis indefinitely, should they choose. They also gain the support of all those that have recovered through Sunrise and our Alumni Group meets regularly to support each other, Sunrise, and our current clients.

Notes: Data Source - Program Individual Client Data

See Appendix for more information on interpreting program and client statistics presented in this report.

Program Statistics

	2017-2018	2018-2019	2019-2020
Referrals	-	65	89
New Enrolments	-	65	89
Overall registrations	-	65	89
Unique Individuals Served	-	65	89
Discharges	-	-	-

Number of Clients by Gender

Gender	Count
Male	51
Female	38
Total	89

Mean Wait time and Length of stay (LOS) in Days

Wait Time and Length of Stay

Wait time and Length of Stay are not applicable for this program

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	36	34	18	79

Number of Clients by Presenting problem

Top Presenting Problems	Count
Addiction - Alcohol	74
Addiction - Drugs	15

Sunrise Healing Lodge Society - Post Treatment

Registered Client Activity Totals : 2019 –2020

Registered Client Activity Note

Individual client activity information is not available.

Group Activity Note

Group activity information is not available.

Number of Direct Activities

Registered Client Activity Note

Individual client activity information is not available.

Discharge Statistics 2019-2020

Discharge Disposition

Discharge disposition is not applicable for this program.

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.

Notes: Data Source - Program Individual Client Data

See Appendix for more information on interpreting program and client statistics presented in this report.

Program Statistics

	2017-2018	2018-2019	2019-2020
Referrals	188	225	117
New Enrolments	132	90	98
Overall registrations	132	191	152
Unique Individuals Served	132	183	150
Discharges	34	141	99

Number of Clients by Gender

Gender	Count
Female	71
Male	81
Total	152

Mean Wait time and Length of stay (LOS) in Days

	2017-2018	2018-2019	2019-2020
Mean Wait Time	17	28	17
Mean LOS	32	155	235

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	40	38	18	70

Number of Clients by Principal Diagnosis

Top Principal Diagnoses	Count
Opioid-Related Disorder	54
Alcohol-Related Disorder	26
Stimulant-Related Disorder	17
Depressive Disorder	11
Anxiety Disorder	8
Schizophrenia Spectrum or Other Psychotic Disorder	4
Unspecified Substance-Related Disorder	4
Bipolar or Related Disorder	3
Attention-Deficit/Hyperactivity Disorder	2

Note: 8 clients have an unknown diagnosis or no diagnosis.

Number of Clients by Secondary Diagnosis

Top Secondary Diagnoses	Count
Psychosocial Factor	35
Depressive Disorder	22
Anxiety Disorder	18
Trauma- or Stressor-Related Disorder	16
Alcohol-Related Disorder	12
Medical Condition	10
Stimulant-Related Disorder	9
Bipolar or Related Disorder	7
Attention-Deficit/Hyperactivity Disorder	6
Personality Disorder	6

The Alex Community Health Centre

Registered Client Activity Totals : 2019 –2020

Client Activity Totals		
	Number	**Duration (Hours)**
Direct Activities	1256	658
Indirect Activities	855	223

Group Activity Note

Group activity information is not available.

Number of Direct Activities

Direct Activity Totals	Count
Individual Treatment	598
Mental Health Education	598
Assessment	60

Discharge Statistics 2019-2020

Top Discharge Reasons	Count
Transferred to another service	35
Completed treatment	20
Client withdrew/refused	14
Unable to meet client needs	13
Unable to connect	5

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.

Notes: Data Source - Program Individual Client Data

See Appendix for more information on interpreting program and client statistics presented in this report.

Program Statistics

	2017-2018	2018-2019	2019-2020
Referrals	13	4	3
New Enrolments	13	1	4
Overall registrations	33	31	32
Unique Individuals Served	33	31	32
Discharges	3	4	3

Number of Clients by Gender

Gender	Count
Male	20
Female	11
Transgender	1
Total	32

Mean Wait time and Length of stay (LOS) in Days

	2017-2018	2018-2019	2019-2020
Mean Wait Time	78	0	38
Mean LOS	197	400	1004

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	45	49	23	65

Number of Clients by Principal Diagnosis

Top Principal Diagnoses	Count
Schizophrenia Spectrum or Other Psychotic Disorder	18
Anxiety Disorder	10
Bipolar and Related Disorder	3
Depressive Disorder	1

Number of Clients by Secondary Diagnosis

Top Secondary Diagnoses	Count
Depressive Disorder	11
Bipolar and Related Disorder	4
Anxiety Disorder	1
Attention-Deficit/Hyperactivity Disorder	1
Autism Spectrum Disorder	1
Cannabis-Related Disorder	1
Obsessive-Compulsive or Related Disorder	1

Trinity Place Foundation of Alberta

Registered Client Activity Totals : 2019 –2020

Client Activity Totals		
	Number	**Duration (Hours)**
Direct Activities	1016	513
Indirect Activities	1490	361

Group Activity Note

Group activity information is not available.

Number of Direct Activities

Direct Activity Totals	Count
Daily Living Support	971
Assessment	26
Crisis Intervention	16
Mental Health Education	3

Discharge Statistics 2019-2020

Top Discharge Reasons	Count
Client Non-Compliant with Treatment	2
Transferred to Other Service	1

Child & Adolescent Contracted Services

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.

Notes: Data Source - Program Individual Client Data

See Appendix for more information on interpreting program and client statistics presented in this report.

Program Statistics

	2017-2018	2018-2019	2019-2020
Referrals	12	23	12
New Enrolments	8	16	14
Overall registrations	9	17	18
Unique Individuals Served	9	17	18
Discharges	8	13	18

Number of Clients by Gender

Gender	Number
Male	1
Female	15
Transgender	2
Total	18

Mean Wait time and Length of stay (LOS) in Days

	2017-2018	2018-2019	2019-2020
Mean Wait Time	18	20	11
Mean LOS	141	46	60

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	16	16	14	18

Number of Clients by Principal Diagnosis

Top Principal Diagnoses	Count
Anxiety Disorder	11
Depressive Disorder	6
Trauma- or Stressor-Related Disorder	1

Number of Clients by Secondary Diagnosis

Top Secondary Diagnoses	Number
Anxiety Disorder	3
Depressive Disorder	2
Eating Disorder	2
Autism Spectrum Disorder	1
Cannabis-Related Disorder	1
Dissociative Disorder	1

<u>Aspen - Enhanced Youth Wellness</u>

Registered Client Activity Totals : 2019 –2020

Client Activity Totals		
	Number	Duration (Hours)
Direct Activities	138	206
Indirect Activities	272	332

Group Activity Totals		
Number of Sessions	Number of Participants	Total Session Hours
99	0	160

Number of Direct Activities

Direct Activity	Number
Daily Living Support	126
Individual Treatment	93
Family Treatment	12

Discharge Statistics 2019-2020

Top Discharge Reasons	Number
Completed Treatment	15
Unable to Contact	2
Other	1

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.

Notes: Data Source - Program Individual Client Data

Referrals reported from Client Activity Report; Unique clients not applicable for program

See Appendix for more information on interpreting program and client statistics presented in this report.

Program Statistics

	2017-2018	2018-2019	2019-2020
Referrals	515	499	573
New Enrolments	454	521	536
Overall registrations	748	814	869
Unique Individuals Served	N/A	N/A	N/A
Discharges	455	481	540

Number of Clients by Gender

Gender	Number
Male	498
Female	369
Other	2
Total	869

Mean Wait time and Length of stay (LOS) in Days

	2017-2018	2018-2019	2019-2020
Mean Wait Time	59	71	84
Mean LOS	186	167	186

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	12	13	3	21

Number of Clients by Presenting Problem

Top Presenting Problems	Number
Relational Problems	208
Suicide Attempt	103
Suicidal Ideation	73
Anger	35
Anxiety	29
Concentration Concerns	27
Physical Abuse	24
Depression	18
Panic Attacks	17

Note: 219 clients have an unknown diagnosis or no diagnosis.

Calgary Family Therapy Centre

Registered Client Activity Totals : 2019 –2020

Client Activity Totals		
	Number	Duration (Hours)
Direct Activities	2500	4816
Indirect Activities	4453	1951

Group Activity Note

Group activity information is not available.

Number of Direct Activities

Direct Activity	Number
Family Treatment	2009
Individual Treatment	430
Family Consultation	61

Discharge Statistics 2019-2020

Top Discharge Reasons	Number
Completed Treatment	250
Unable to Contact	195
Client Withdrew/Refused	34
Other	30
Assessment/Consult only	12
Unable to Meet Client Needs	7
Declined by service	6
Transferred to Other Service	5

Enviros Wilderness Treatment at Base Camp

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.

The Base Camp program provides an intensive, adventure-based residential treatment program for youth 12 to 17 years of age and their families. We firmly believe in the healing power of natural environments and the connection to the land. The combination of these elements with skilled practitioners who are committed to climbing both literal and figurative mountains creates opportunities for growth and change.

Notes: Data Source - Program Individual Client Data

See Appendix for more information on interpreting program and client statistics presented in this report.

Program Statistics

	2017-2018	2018-2019	2019-2020
Referrals	5	6	6
New Enrolments	9	20	10
Overall registrations	16	20	14
Unique Individuals Served	16	20	13
Discharges	16	16	14

Number of Clients by Gender

Gender	Number
Male	9
Female	5
Total	14

Mean Wait time and Length of stay (LOS) in Days

	2017-2018	2018-2019	2019-2020
Mean Wait Time	65	36	46
Mean LOS	52	39	50

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	15	16	7	17

Number of Clients by Principal Diagnosis

Top Principal Diagnoses	Number
Anxiety Disorder	6
Attention-Deficit/Hyperactivity Disorder	5
Depressive Disorder	2

Number of Clients by Secondary Diagnosis

Top Secondary Diagnoses	Number
Depressive Disorder	4
Anxiety Disorder	3
Trauma- or Stressor-Related Disorder	2
Attention-Deficit/Hyperactivity Disorder	1

Enviros Wilderness Treatment at Base Camp

Registered Client Activity Totals : 2019 –2020

Registered Client Activity Note

Individual client activity information is not available.

Group Activity Totals		
Number of Sessions	Number of Participants	Total Session Hours
674	1724	11043

Number of Direct Activities

Registered Client Activity Note

Individual client activity information is not available.

Discharge Statistics 2019-2020

Top Discharge Reasons	Number
Client Withdrew/Refused	5
Completed Treatment	4
Admitted to Hospital	2
Client Non-Compliant with Treatment	1
Found Service Elsewhere	1
Other	1

Wood's Homes - Community Psychiatric Unit

The Community Psychiatric Unit (CPU) is a short-term, residential crisis program that assists with emergency department overflow or a step-down approach from an inpatient unit by providing timely assessment and crisis stabilization to adolescents in acute psychiatric crisis. The service is trauma informed and people centered and provides a safe alternative to young people aged 9-17 who require an intensive response and follow up resources to a mental health crisis.

The unit provides a streamlined intake process from three Calgary hospitals, psychiatric stabilization, mediated family visitation and therapeutic resources, as well as in-home support follow-up.

Notes: Data Source - Program Individual Client Data

See Appendix for more information on interpreting program and client statistics presented in this report.

Program Statistics

	2017-2018	2018-2019	2019-2020
Referrals	198	168	140
New Enrolments	198	168	140
Overall registrations	204	173	147
Unique Individuals Served	194	162	136
Discharges	200	165	144

Number of Clients by Gender

Gender	Count
Male	21
Female	113
Transgender	8
Other	5
Total	147

Mean Wait time and Length of stay (LOS) in Days

	2017-2018	2018-2019	2019-2020
Mean Wait Time	-	-	-
Mean LOS	12	16	16

Note: Wait time information is not available

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	14	14	9	17

Number of Clients by Principal Diagnosis

Top Principal Diagnoses	Count
Depressive Disorder	51
Anxiety Disorder	40
Trauma- or Stressor-Related Disorder	23
Attention-Deficit/Hyperactivity Disorder	10
Disruptive, Impulse-Control, and Conduct Disorder	3
Eating Disorder	3
Trauma or other stressor related disorder	3
Internet Gaming Disorder	2
Autism Spectrum Disorder	1

Note: 7 clients have an unknown diagnosis or no diagnosis.

Number of Clients by Secondary Diagnosis

Top Secondary Diagnoses	Count
Anxiety Disorder	49
Depressive Disorder	30
Attention-Deficit/Hyperactivity Disorder	24
Trauma- or Stressor-Related Disorder	15
Disruptive, Impulse control or conduct disorder	9
Neurodevelopmental Disorder	7
Personality Disorder	7
Gender Dysphoria	5
Specific Learning Disorder	5
Cannabis-Related Disorder	3

Wood's Homes - Community Psychiatric Unit

Registered Client Activity Totals : 2019 –2020

Client Activity Totals		
	Number	Duration (Hours)
Direct Activities	9050	11207
Indirect Activities	10988	3241

Group Activity Totals		
Number of Sessions	Number of Participants	Total Session Hours
674	1724	11043

Number of Direct Activities

Direct Activity Totals	Count
Individual Treatment	2110
Assessment	1610
Family Consultation	1525
Crisis Intervention	1476
Daily Living Support	1138
Family Treatment	761
Mental Health Education	430

Discharge Statistics 2019-2020

Top Discharge Reasons	Count
Completed Treatment	130
Admitted to Hospital	8
Transferred ato Other Service	4
Client Withdrew/Refused	1
Hospital	1

Wood's Homes - Community Psychiatric Unit In-Home

The Community Psychiatric Unit in Home support is an at-home extension of the Community Psychiatric Unit (CPU) program . At the end of the CPU program stay, the family support counsellor provides in home support for up to three sessions in the home in order to extend program work and to maintain the changes/progress made at the program.

The family support counsellor also provides referrals for specialized supports, such as individual or family therapy and trauma resources, through the CAAMHPP network or other ongoing resources which the family might require. The Family Support Counselor can provide bridging support until those services are in place.

Notes: Data Source - Program Individual Client Data

See Appendix for more information on interpreting program and client statistics presented in this report.

Program Statistics

	2017-2018	2018-2019	2019-2020
Referrals	252	167	44
New Enrolments	198	63	45
Overall registrations	204	83	68
Unique Individuals Served	194	81	68
Discharges	200	60	51

Number of Clients by Gender

Gender	Count
Male	9
Female	55
Transgender	2
Total	66

Mean Wait time and Length of stay (LOS) in Days

	2017-2018	2018-2019	2019-2020
Mean Wait Time	-	9	9
Mean LOS	12	71	92

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	14	14	8	17

Number of Clients by Principal Diagnosis

Top Principal Diagnoses	Count
Depressive Disorder	9
Attention-Deficit/Hyperactivity Disorder	7
Trauma- or Stressor-Related Disorder	5
Anxiety Disorder	4
Eating disorder	1
Suicidal Ideation	1
Trauma or other stressor related disorder	1

Note: 40 clients have an unknown diagnosis or no diagnosis.

Number of Clients by Secondary Diagnosis

Top Secondary Diagnoses	Count
Anxiety Disorder	10
Depressive Disorder	4
Attention-Deficit/Hyperactivity Disorder	3
Cannabis-Related Disorder	1
Disruptive, Impulse Control and Conduct Disorder	1
Eating Disorder	1
Neurodevelopmental Disorder	1
Oppositional Defiant Disorder	1
Substance Use Disorder	1

Wood's Homes - Community Psychiatric Unit In-Home

Registered Client Activity Totals : 2019 –2020

Client Activity Totals		
	Number	Duration (Hours)
Direct Activities	500	463
Indirect Activities	726	448

Group Activity Totals		
Number of Sessions	Number of Participants	Total Session Hours
2	17	6

Number of Direct Activities

Direct Activity Totals	Count
Assessment	140
Family Treatment	131
Mental Health Education	107
Crisis Intervention	65
Family Consultation	51
Individual Treatment	6

Discharge Statistics 2019-2020

Top Discharge Reasons	Count
Completed Treatment	47
Unable to Contact	2
Other	1
Transferred to Other Service	1

Wood's Homes - Community Stabilization

The Stabilization Program provides services for families with adolescents experiencing serious family crises. It provides a temporary placement for adolescents with family mediated visits to stabilize the crisis situation. The program also advocates and links families to community services to sustain and support healthy family interaction.

The Eastside Mental Health Services is the primary referral sources for the program as they identify families who require intensive crisis placement for their adolescents. If an assessment of the crisis reveals the family requires more intervention, Eastside Mental Health Services makes a referral to the Crisis Stabilization Program.

Notes: Data Source - Program Individual Client Data

See Appendix for more information on interpreting program and client statistics presented in this report.

Program Statistics

	2017-2018	2018-2019	2019-2020
Referrals	-	41	61
New Enrolments	-	39	61
Overall registrations	-	39	62
Unique Individuals Served	-	39	62
Discharges	-	39	61

Number of Clients by Gender

Gender	Count
Male	31
Female	31
Total	62

Mean Wait time and Length of stay (LOS) in Days

	2017-2018	2018-2019	2019-2020
Mean Wait Time	-	-	7
Mean LOS	-	5	4

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	14	14	12	17

Number of Clients by Principal Diagnosis

Top Principal Diagnoses	Count
Attention-Deficit/Hyperactivity Disorder	18
Depressive Disorder	11
Anxiety Disorder	5
Autism Spectrum Disorder	2
Specific Learning Disorder	2
Neurocognitive Disorder	1
Obsessive-Compulsive or Related Disorder	1
Unspecified Mental Disorder	1

Number of Clients by Secondary Diagnosis

Top Secondary Diagnoses	Count
Anxiety Disorder	6
Depressive Disorder	4
Unspecified Mental Disorder	4
Attention-Deficit/Hyperactivity Disorder	2
Obsessive-Compulsive or Related Disorder	2
Autism Spectrum Disorder	1
Bipolar or Related Disorder	1
Specific Learning Disorder	1

Note: 21 clients have an unknown diagnosis or no diagnosis.

Wood's Homes - Community Stabilization

Registered Client Activity Totals : 2019 –2020

Client Activity Totals	Number	Duration (Hours)
Direct Activities	292	953
Indirect Activities	264	264

Group Activity Totals		
Number of Sessions	Number of Participants	Total Session Hours
160	176	160

Number of Direct Activities

Direct Activity Totals	Count
Individual Treatment	97
Crisis Intervention	78
Family Treatment	66
Mental Health Education	22
Assessment	21
Family Consultation	8

Discharge Statistics 2019-2020

Top Discharge Reasons	Count
Completed Treatment	58
Admitted to Hospital	1
Client Withdrew/Refused	1
Transferred to Other Service	1

Wood's Homes - Community Stabilization In-Home

The Community Stabilization In Home program provides intensive, individualized family mediation for adolescents 12 to 17 years of age and their families. The purpose of the program is to provide short-term treatment for the clients in the comfort of their homes.

The program is designed to accommodate youth with serious family conflict, mental health difficulties, and multi-systemic involvement. The program works with families to develop a coordinated approach to help youth make a successful transition back to their communities, and connects with other professionals working with the family for follow-up.

Notes: Data Source - Program Individual Client Data

See Appendix for more information on interpreting program and client statistics presented in this report.

Program Statistics

	2017-2018	2018-2019	2019-2020
Referrals	-	22	16
New Enrolments	-	20	16
Overall registrations	-	20	19
Unique Individuals Served	-	20	19
Discharges	-	17	16

Number of Clients by Gender

Gender	Count
Female	12
Male	7
Total	19

Mean Wait time and Length of stay (LOS) in Days

	2017-2018	2018-2019	2019-2020
Mean Wait Time	-	-	-
Mean LOS	-	62	78

Note: Wait time information is not available

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	15	15	12	17

Number of Clients by Principal Diagnosis

Top Principal Diagnoses	Count
Depressive Disorder	5
Attention-Deficit/Hyperactivity Disorder	4
Anxiety Disorder	3
Autism Spectrum Disorder	1

Note:6 clients have an unknown diagnosis or no diagnosis.

Number of Clients by Secondary Diagnosis

Top Secondary Diagnoses	Count
Depressive Disorder	2
Anxiety Disorder	1
Obsessive-Compulsive or Related Disorder	1

Wood's Homes - Community Stabilization In-Home

Registered Client Activity Totals : 2019 –2020

Client Activity Totals		
	Number	**Duration (Hours)**
Direct Activities	137	148
Indirect Activities	158	115

Group Activity Note

Group activity information is not available.

Number of Direct Activities

Direct Activity Totals	Count
Family Treatment	51
Assessment	30
Family Consultation	30
Mental Health Education	22
Crisis Intervention	4

Discharge Statistics 2019-2020

Top Discharge Reasons	Count
Completed Treatment	6
Transferred to Other Service	5
Unable to Contact	3
Other	2

Wood's Homes - Eastside Family Centre

The Eastside Family Centre provides immediate, accessible, and no charge mental health treatment services to the general public on a self-referred, walk-in basis. Brief therapy (up to 6 sessions) is available to adolescents and their families, to address complex mental health concerns through focused counselling services. Eastside Family Services also provides E-Therapy, which is Mental Health support via Email.

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 suicidal ideation.

Notes: Data Source - Program Individual Client Data

See Appendix for more information on interpreting program and client statistics presented in this report.

Program Statistics

	2017-2018	2018-2019	2019-2020
Referrals	-	2830	2542
New Enrolments	3187	2829	2542
Overall registrations	3187	2829	2542
Unique Individuals Served	2710	2228	2176
Discharges	2179	2829	2542

Number of Clients by Gender

Gender	Count
Male	1173
Female	1368
Other	1
Total	2542

Mean Wait time and Length of stay (LOS) in Days

Wait Time and Length of Stay

Wait time and Length of Stay are not available.

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	35	34	0	82

Number of Clients by Presenting Problem

Top Presenting Problems	Count
Relational Problems	893
Interpersonal Problems	350
Anxiety	161
Stress	118
Grief	117
Depression	87
Suicidal Ideation	78
Domestic Violence	78
Anger	76
Self-Harm	74

Wood's Homes - Eastside Family Centre

Registered Client Activity Totals : 2019 –2020

Client Activity Totals		
	Number	**Duration (Hours)**
Direct Activities	2696	1146
Indirect Activities	1456	437

Number of Direct Activities

Direct Activity Totals	Count
Individual Treatment	604
Mental Health Education	512
Assessment	728
Crisis Intervention	728
Family Treatment	124

Group Activity Note

Group activity information is not available.

Discharge Statistics 2019-2020

Top Discharge Reasons	Count
Completed Treatment	2542

Wood's Homes - Emergency Room Outreach

The Emergency Room Outreach program offers an at-home treatment model for clients aged 6 to 17 who have an acute mental condition and are struggling to manage on an outpatient appointment basis. These clients are not acute enough to need 24/7 hospital services and are not sustainable in a day treatment program or have the ability to wait for an admission.

The program provides community-based, in-home treatment for clients and their family in situations where the clients are medically stable, and are not at imminent risk to themselves or others. Safety planning, parenting skills & community resources connection are key areas that goals are focused on.

Notes: Data Source - Program Individual Client Data

See Appendix for more information on interpreting program and client statistics presented in this report.

Program Statistics

	2017-2018	2018-2019	2019-2020
Referrals	-	82	286
New Enrolments	-	72	286
Overall registrations	-	72	302
Unique Individuals Served	-	72	297
Discharges	-	46	253

Number of Clients by Gender

Gender	Count
Male	128
Female	166
Transgender	8
Total	302

Mean Wait time and Length of stay (LOS) in Days

	2017-2018	2018-2019	2019-2020
Mean Wait Time	-	-	3
Mean LOS	-	62	56

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	13	13	6	17

Number of Clients by Principal Diagnosis

Top Principal Diagnoses	Count
Attention-Deficit/Hyperactivity Disorder	73
Anxiety Disorder	71
Depressive Disorder	43
Adjustment Disorder	27
Autism Spectrum Disorder	9
Trauma- or Stressor-Related Disorder	8
Conduct Disorder	5
Parent Child Relational Problems	5
Gender Dysphoria	3

Note: 50 clients have an unknown diagnosis or no diagnosis.

Number of Clients by Secondary Diagnosis

Top Secondary Diagnoses	Count
Anxiety Disorder	42
Parent Child Relational Problems	30
Attention-Deficit/Hyperactivity Disorder	23
Depressive Disorder	20
Oppositional Defiant Disorder	17
Trauma- or Stressor-Related Disorder	12
Adjustment Disorder	10
Specific Learning Disorder	10
Autism Spectrum Disorder	5
Eating Disorder	3

Wood's Homes - Emergency Room Outreach

Registered Client Activity Totals : 2019 –2020

Registered Client Activity Note

Individual client activity information is not available.

Group Activity Note

Group activity information is not available.

Number of Direct Activities

Registered Client Activity Note

Individual client activity information is not available.

Discharge Statistics 2019-2020

Top Discharge Reasons	Count
Transferred to Other Service	79
Completed Treatment	49
Client Withdrew/Refused	48
Unable to Contact	33
Admitted to Hospital	25
Found Service Elsewhere	13
Other	4

Wood's Homes - Exceptional Needs Program

The Exceptional Needs Program (ENP) provides intensive, individualized mental health treatment for adolescents 12 to 17 years of age and their families. Clients are referred through AHS CAAMHPP inpatient or outpatient services. A psychiatrist supervises the youth's medical treatment during the stay at ENP and youth maintain a community school placement.

The program provides short-term treatment in a trauma informed environment with a people centered perspective and works with families to develop a coordinated approach to helping youth make a successful transition back to their communities.

Notes: Data Source - Program Individual Client Data

See Appendix for more information on interpreting program and client statistics presented in this report.

Program Statistics

	2017-2018	2018-2019	2019-2020
Referrals	97	68	88
New Enrolments	65	76	100
Overall registrations	70	79	107
Unique Individuals Served	70	78	107
Discharges	65	71	99

Number of Clients by Gender

Gender	Count
Male	38
Female	65
Transgender	4
Total	107

Mean Wait time and Length of stay (LOS) in Days

	2017-2018	2018-2019	2019-2020
Mean Wait Time	30	34	29
Mean LOS	30	30	24

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	15	15	0	17

Number of Clients by Principal Diagnosis

Top Principal Diagnoses	Count
Anxiety Disorder	33
Depressive Disorder	23
Attention-Deficit/Hyperactivity Disorder	14
Neurocognitive Disorder	7
Trauma- or Stressor-Related Disorder	5
Cannabis-Related Disorder	2
Schizophrenia Spectrum or Other Psychotic Disorder	2
Unspecified Neurodevelopmental Disorder	2
Alcohol-Related Disorder	1

Note: 9 clients have an unknown diagnosis or no diagnosis.

Number of Clients by Secondary Diagnosis

Top Secondary Diagnoses	Count
Anxiety Disorder	22
Depressive Disorder	20
Attention-Deficit/Hyperactivity Disorder	13
Neurocognitive Disorder	8
Trauma- or Stressor-Related Disorder	7
Unspecified Neurodevelopmental Disorder	3
Unspecified Substance-Related Disorder	3
Dissociative Disorder	2
Eating Disorder	2
Gender Dysphoria	2

Wood's Homes - Exceptional Needs Program

Registered Client Activity Totals : 2019 –2020

Client Activity Totals		
	Number	Duration (Hours)
Direct Activities	13720	13616
Indirect Activities	3343	2086

Group Activity Totals		
Number of Sessions	Number of Participants	Total Session Hours
364	2100	320

Number of Direct Activities

Direct Activity Totals	Count
Individual Treatment	7027
Daily Living Support	5390
Assessment	505
Family Treatment	432
Crisis Intervention	150
Family Consultation	144
Mental Health Education	72

Discharge Statistics 2019-2020

Top Discharge Reasons	Count
Completed Treatment	84
Client Withdrew/Refused	11
Admitted to Hospital	2
Client Non-Compliant with Treatment	1
Unable to Meet Client Needs	1

Wood's Homes - Exceptional Needs Program In-Home

The Exceptional Needs Program (ENP) provides intensive, individualized mental health treatment for adolescents 12 to 17 years of age and their families. Clients are referred through AHS CAAMHPP inpatient or outpatient services. A psychiatrist supervises the youth's medical treatment during the stay at ENP and youth maintain a community school placement.

Following discharge from the ENP program, in-home support is offered by the Family Support Counsellor who can provide up to six sessions in the family home in order to extend program work and to maintain the changes/progress made at the program.

Notes: Data Source - Program Individual Client Data

See Appendix for more information on interpreting program and client statistics presented in this report.

Program Statistics

	2017-2018	2018-2019	2019-2020
Referrals	98	116	152
New Enrolments	32	76	122
Overall registrations	38	79	134
Unique Individuals Served	38	78	130
Discharges	23	71	117

Number of Clients by Gender

Gender	Count
Male	50
Female	77
Transgender	7
Total	134

Mean Wait time and Length of stay (LOS) in Days

	2017-2018	2018-2019	2019-2020
Mean Wait Time	67	34	36
Mean LOS	161	30	57

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	15	15	11	18

Number of Clients by Principal Diagnosis

Top Principal Diagnoses	Count
Depressive Disorder	36
Attention-Deficit/Hyperactivity Disorder	30
Anxiety Disorder	27
Trauma- or Stressor-Related Disorder	14
Parent Child Relational Problems	7
Conduct Disorder	4
Autism Spectrum Disorder	3
Cannabis-Related Disorder	3
Attachment Disorder	1
Borderline Personality Traits	1

Number of Clients by Secondary Diagnosis

Top Secondary Diagnoses	Count
Parent Child Relational Problems	47
Anxiety Disorder	46
Depressive Disorder	28
Trauma- or Stressor-Related Disorder	27
Attention-Deficit/Hyperactivity Disorder	23
Conduct Disorder	9
Eating Disorder	6
Intellectual Disability	5
Oppositional Defiant Disorder	5
Cannabis-Related Disorder	3

Wood's Homes - Exceptional Needs Program In-Home

Registered Client Activity Totals : 2019 –2020

Client Activity Totals		
	Number	**Duration (Hours)**
Direct Activities	1217	667
Indirect Activities	740	266

Group Activity Note

Group activity information is not available.

Number of Direct Activities

Direct Activity Totals	Count
Assessment	430
Family Consultation	320
Mental Health Education	262
Family Treatment	84
Individual Treatment	59
Crisis Intervention	53
Daily Living Support	9

Discharge Statistics 2019-2020

Top Discharge Reasons	Count
Client Withdrew/Refused	50
Transferred to Other Service	37
Unable to Contact	16
Completed Treatment	7
Declined by Service	5

Wood's Homes - Home Connections Program

Home Connections is a school based mental health program that provides integrated family support services, to families of children and youth who are experiencing significant mental health challenges, which affect academic progress. The program is part of a collaborative school-based Mental Health Partnership with Alberta Health Services, Calgary Board of Education, Calgary Catholic School District and Wood's Homes. Home Connections works with children up to 18 years of age, and offers family cantered and culturally sensitive support to address the unique needs of each family and improve the child's mental health and academic functioning. Services are provided in the family home, school or community. The primary aim of the Home Connections program is to enhance individual and family competencies and promote healthy growth, development, and well-being. This is achieved by assisting parents and caregivers in implementing effective parenting strategies that promote healthy coping and timely connections to community supports.

Notes: Data Source - Program Individual Client Data

See Appendix for more information on interpreting program and client statistics presented in this report.

Program Statistics

	2017-2018	2018-2019	2019-2020
Referrals	14	19	17
New Enrolments	13	19	17
Overall registrations	50	52	54
Unique Individuals Served	50	52	54
Discharges	18	23	14

Number of Clients by Gender

Gender	Count
Male	31
Female	22
Transgender	1
Total	54

Mean Wait time and Length of stay (LOS) in Days

	2017-2018	2018-2019	2019-2020
Mean Wait Time	25	41	10
Mean LOS	618	747	677

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	13	13	9	17

Number of Clients by Principal Diagnosis

Top Principal Diagnoses	Count
Anxiety Disorder	35
Depressive Disorder	8
Attention-Deficit/Hyperactivity Disorder	7
Trauma- or Stressor-Related Disorder	2
Autism Spectrum Disorder	1
Intellectual Disability	1

Number of Clients by Secondary Diagnosis

Top Secondary Diagnoses	Count
Anxiety Disorder	6
Attention-Deficit/Hyperactivity Disorder	4
Depressive Disorder	2
Somatic Symptom or Related Disorder	2
Autism Spectrum Disorder	1
Specific Learning Disorder	1
Trauma- or Stressor-Related Disorder	1
Unspecified Mental Disorder	1

Wood's Homes - Home Connections Program

Registered Client Activity Totals : 2019 –2020

Client Activity Totals		
	Number	Duration (Hours)
Direct Activities	919	412
Indirect Activities	740	785

Group Activity Totals		
Number of Sessions	Number of Participants	Total Session Hours
9	24	11

Number of Direct Activities

Direct Activity Totals	Count
Family Consultation	699
Family Treatment	81
Assessment	52
Mental Health Education	50
Crisis Intervention	15
Daily Living Support	10
Individual Treatment	12

Discharge Statistics 2019-2020

Top Discharge Reasons	Count
Completed Treatment	5
Transferred to Other Service	5
Client Non-Compliant with Treatment	3
Transferred to home school	1

Wood's Homes - School Based Treatment & Learning Centre

The School Based Treatment & Learning Centre (SBTLC) offers opportunities to students ages 12 to 18 and their families with prior unsuccessful school experiences to achieve academic, emotional, and social success. Held at the William Taylor Learning Centre, the program identifies student strengths in the context of family, school, and community and team of trauma informed staff works to enhance personal skills and reconnection to the community.

SBTLC creates an environment that encourages students to learn through capacity building in academics, increased wellness, and a strengthened sense of citizenship.   The treatment model is based in identifying and working from the strengths of the students and their family members in areas of belonging, generosity, independence and mastery.

Notes: Data Source - Program Individual Client Data

See Appendix for more information on interpreting program and client statistics presented in this report.

Program Statistics

	2017-2018	2018-2019	2019-2020
Referrals	14	283	235
New Enrolments	16	230	243
Overall registrations	55	280	290
Unique Individuals Served	55	267	276
Discharges	12	231	230

Number of Clients by Gender

Gender	Count
Male	120
Female	153
Transgender	10
Other	7
Total	290

Mean Wait time and Length of stay (LOS) in Days

	2017-2018	2018-2019	2019-2020
Mean Wait Time	48	2	9
Mean LOS	287	115	74

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	14	14	10	18

Number of Clients by Principal Diagnosis

Top Principal Diagnoses	Count
Anxiety Disorder	57
Attention-Deficit/Hyperactivity Disorder	57
Depressive Disorder	53
Trauma- or Stressor-Related Disorder	22
Unspecified Mental Disorder	11
Personality Disorder	9
Autism Spectrum Disorder	8
Unspecified Neurodevelopmental Disorder	4
Intellectual Disability	3

Note: 54 clients have an unknown diagnosis or no diagnosis.

Number of Clients by Secondary Diagnosis

Top Secondary Diagnoses	Count
Anxiety Disorder	35
Depressive Disorder	35
Attention-Deficit/Hyperactivity Disorder	30
Trauma- or Stressor-Related Disorder	22
Unspecified Mental Disorder	15
Personality Disorder	8
Eating Disorder	5
Cannabis-Related Disorder	4
Obsessive-Compulsive or Related Disorder	4
Autism Spectrum Disorder	3

Wood's Homes - School Based Treatment & Learning Centre

Registered Client Activity Totals : 2019 –2020

Client Activity Totals		
	Number	Duration (Hours)
Direct Activities	1676	4942
Indirect Activities	138	178

Group Activity Totals		
Number of Sessions	Number of Participants	Total Session Hours
577	105	333

Number of Direct Activities

Direct Activity Totals	Count
Family Consultation	832
Individual Treatment	741
Crisis Intervention	74
Assessment	27
Mental Health Education	2

Discharge Statistics 2019-2020

Top Discharge Reasons	Count
Completed Treatment	184
Other	15
Client Withdrew/Refused	10
Transferred to Other Service	9
Admitted to Hospital	7
Client Non-Compliant with Treatment	2
Declined by Service	1

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

The School Based Treatment & Learning Centre (SBTLC) offers opportunities to students ages 12 to 18 and their families with prior unsuccessful school experiences to achieve academic, emotional, and social success. Held at the William Taylor Learning Centre, the program identifies student strengths in the context of family, school, and community and team of trauma informed staff works to enhance personal skills and reconnection to the community.

In Home support is offered to the parents, caregivers and families of all students who attend the SBTLC and a family support counsellor focuses on the overall physical, emotional, spiritual and cognitive well-being of families.

Notes: Data Source - Program Individual Client Data

See Appendix for more information on interpreting program and client statistics presented in this report.

Program Statistics

	2017-2018	2018-2019	2019-2020
Referrals	39	27	23
New Enrolments	40	24	24
Overall registrations	40	50	54
Unique Individuals Served	40	50	51
Discharges	40	13	7

Number of Clients by Gender

Gender	Count
Male	45
Female	7
Other	2
Total	54

Mean Wait time and Length of stay (LOS) in Days

	2017-2018	2018-2019	2019-2020
Mean Wait Time	17	12	36
Mean LOS	-	716	587

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	14	14	11	18

Number of Clients by Principal Diagnosis

Top Principal Diagnoses	Count
Attention-Deficit/Hyperactivity Disorder	15
Trauma- or Stressor-Related Disorder	8
Autism Spectrum Disorder	6
Unspecified Mental Disorder	6
Unspecified Neurodevelopmental Disorder	5
Anxiety Disorder	4
Depressive Disorder	3
Sexual Dysfunction	2
Intellectual Disability	1
Medical Condition	1

Number of Clients by Secondary Diagnosis

Top Secondary Diagnoses	Count
Attention-Deficit/Hyperactivity Disorder	9
Unspecified Mental Disorder	7
Depressive Disorder	6
Trauma- or Stressor-Related Disorder	6
Anxiety Disorder	5
Cannabis-Related Disorder	2
Intellectual Disability	2
Obsessive-Compulsive or Related Disorder	2
Bipolar or Related Disorder	1
Communication Disorder	1

Note: 3 clients have an unknown diagnosis or no diagnosis.

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

Registered Client Activity Totals : 2019 –2020

Client Activity Totals		
	Number	**Duration (Hours)**
Direct Activities	1311	727
Indirect Activities	2131	589

Group Activity Totals		
Number of Sessions	**Number of Participants**	**Total Session Hours**
46	67	69

Number of Direct Activities

Direct Activity Totals	Count
Family Treatment	349
Family Consultation	164
Daily Living Support	154
Individual Treatment	108
Assessment	27
Crisis Intervention	8

Discharge Statistics 2019-2020

Top Discharge Reasons	Count
Completed Treatment	5
Client Withdrew/Refused	1
Found Service Elsewhere	1

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

The YWCA COMPASS Program provides in-home parenting education and support to families with children 0 to 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.

Notes: Data Source - Program Individual Client Data

See Appendix for more information on interpreting program and client statistics presented in this report.

Program Statistics

	2017-2018	2018-2019	2019-2020
Referrals	179	228	243
New Enrolments	144	178	212
Overall registrations	218	272	318
Unique Individuals Served	216	270	317
Discharges	123	167	281

Number of Clients by Gender

Gender	Count
Male	218
Female	99
Transgender	1
Total	318

Mean Wait time and Length of stay (LOS) in Days

	2017-2018	2018-2019	2019-2020
Mean Wait Time	127	90	113
Mean LOS	225	217	146

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	8	8	0	12

Number of Clients by Principal Diagnosis

Top Principal Diagnoses	Count
Attention-Deficit/Hyperactivity Disorder	118
Anxiety Disorder	16
Communication Disorder	6
Autism Spectrum Disorder	5
Disruptive, Impulse Control, and Conduct Disorder	4
Depressive Disorder	1
Elimination Disorder	1
Motor Disorder	1

Note: 163 clients have an unknown diagnosis or no diagnosis.

Number of Clients by Secondary Diagnosis

Top Secondary Diagnoses	Count
Disruptive, Impulse Control, and Conduct Disorder	27
Specific Learning Disorder	19
Anxiety Disorder	14
Attention Deficit/Hyperactivity Disorder	10
Autism Spectrum Disorder	8
Communication Disorder	4
Elimination Disorder	3
Intellectual Disability	2
Sleep Disorder	2
Trauma or Stressor Related Disorder	2

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

Registered Client Activity Totals : 2019 –2020

Client Activity Totals		
	Number	**Duration (Hours)**
Direct Activities	1311	727
Indirect Activities	2131	589

Group Activity Note

Group activity information is not available.

Number of Direct Activities

Direct Activity Totals	Count
Family Treatment	1058
Daily Living Support	253

Discharge Statistics 2019-2020

Top Discharge Reasons	Count
Completed Treatment	139
Unable to Contact	56
Client Withdrew/Refused	41
Transferred to Other Service	12
Found Service Elsewhere	10
Assessment/Consult Only	7
Other	7

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.
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.
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, Transgender, 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.
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 calculated from the date of birth to the enrolment date with the service and the table shows the age break down for new enrolment (mean, median, minimum and maximum).

Gender characteristics are self-identified by the client.

Diagnosis and Presenting Problem

Diagnosis or presenting problem information collected and reported for the majority of services include all diagnoses supplied by the programs and are represented by the DSM-5 category or presenting problem areas. Note that clients may be represented in more than one category as they often have more than one diagnosis or problem.

Prepared by: Decision Support Team

Project Team Members
David Getiro
Sandra Cheung
Emmanuel Abellera

DST Contact Information
Email: dst.data@ahs.ca
Phone: (403) 943-1865