

Addiction & Mental Health Contracted Services Annual Report

April 1, 2016 - March 31, 2017

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

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

Addiction & Mental Health, Calgary Zone

Vision:

Empowering people to achieve optimal mental health and wellness.

Mission:

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

Introduction

Welcome to the 2016-2017 edition of the Contracted Services Annual Report for Addiction & Mental Health in the Calgary Zone. This report is produced by the Information Management (IM) Team of the Decision Support Teams (DST). In addition to this report, DST also produces the Year End Service Summary and DST Annual Report that further highlights utilization and activities of DST and all Addiction & Mental Health programs.

The following pages are a comprehensive summary of program utilization and activity in 49 Addiction & Mental Health contracted services within the Calgary Zone. Information reported here are reflective of the overall registrations, or all the clients involved in the service, during the fiscal year unless otherwise noted.

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

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

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

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

Decision Support Teams
Addiction & Mental Health, Calgary Zone

Decision Support Teams

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:

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

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Adult Contracted Services

Alcove Addiction Recovery for Women

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

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

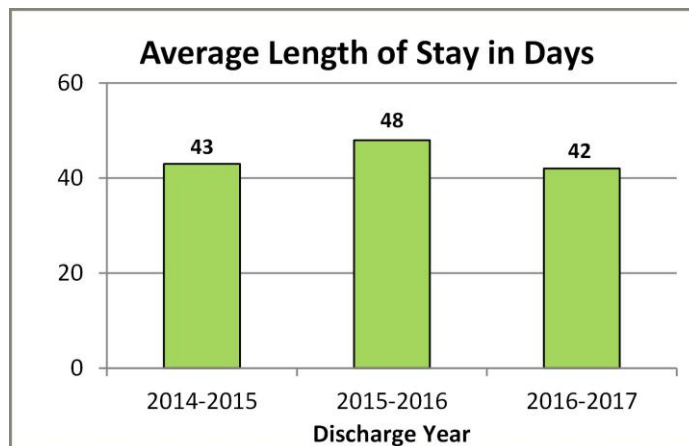
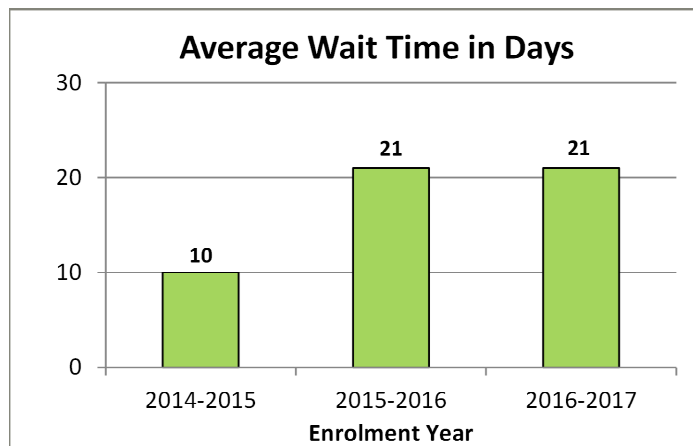
Program Statistics: Source Program Statistics

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

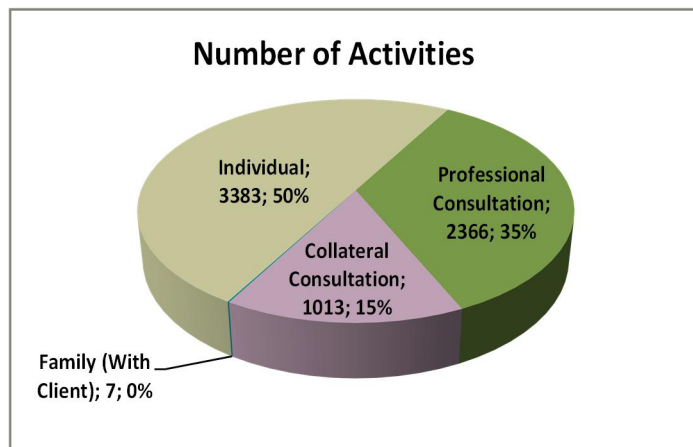
	2014-2015	2015-2016	2016-2017
Referrals	-	-	-
New Enrolments	51	85	100
Overall Registrations	51	96	126
Unique Individuals Served	47	85	116
Discharges	21	85	59

Referral information is not available.

Wait Time and Length of Stay: Source Program Statistics



Activity Statistics 2016-2017: Source Program Statistics

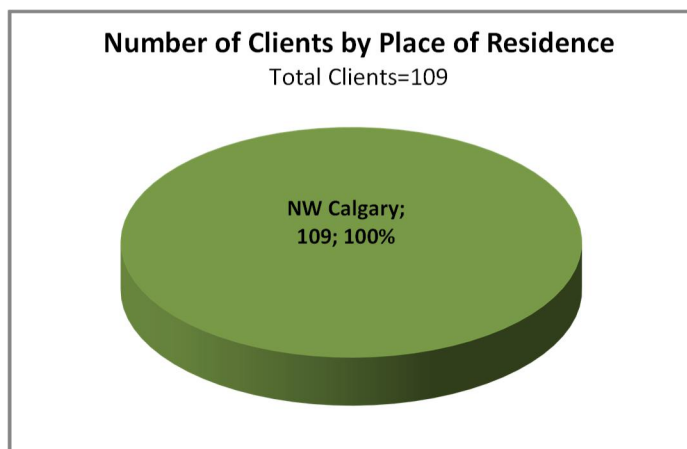
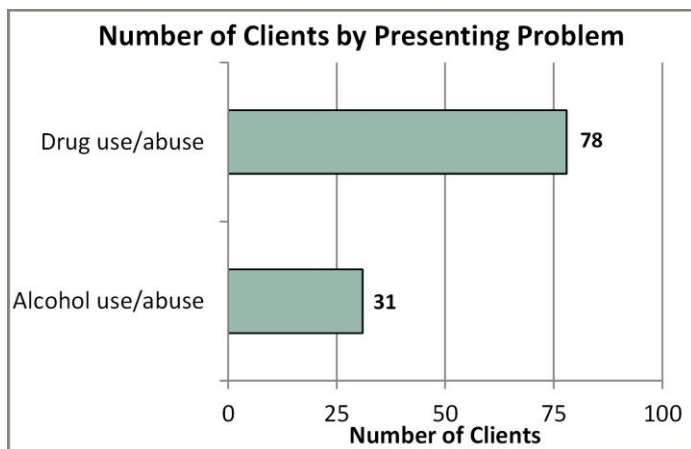
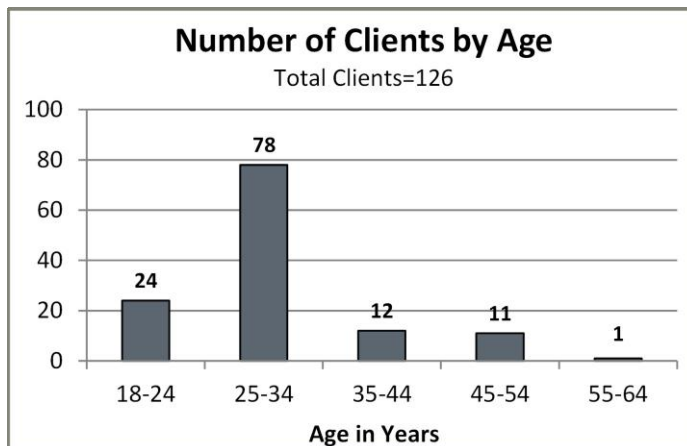
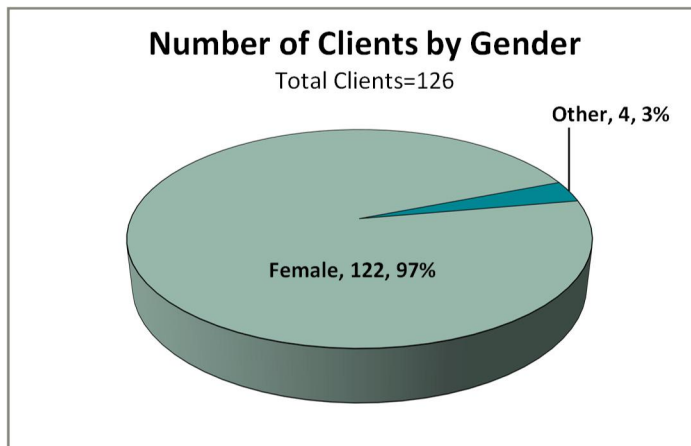


Registered Client Activity Totals		
	Number	Duration (Hours)
Direct Activities	3390	-
Indirect Activities	3379	-

Group Activity Totals		
Group Name	# Attendees	Duration (Hours)
Education	78	28
Skills	109	483
Counselling & Peer Support	109	1340

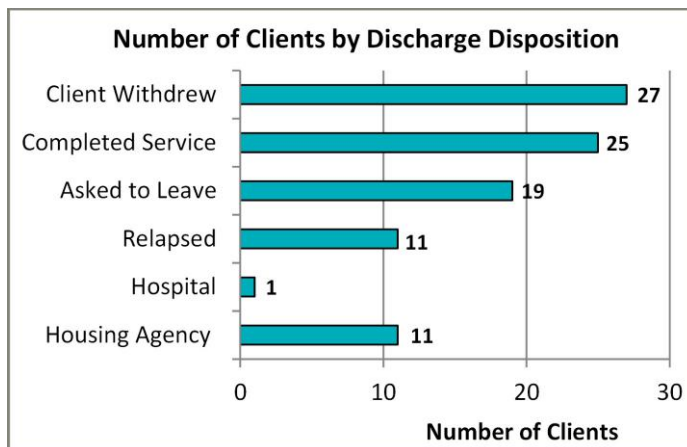
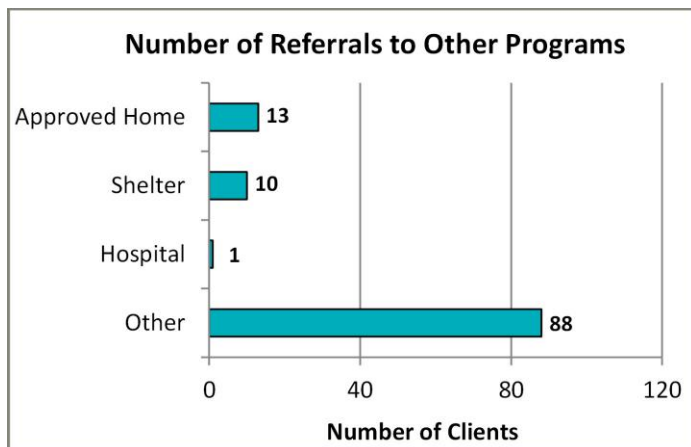
Alcove Addiction Recovery for Women

Client Statistics 2016-2017: Source Program Statistics



Note: 17 clients have an unknown place of residence.

Referrals Out and Discharge Disposition Statistics 2016-2017: Source Program Statistics



Aspen - Eating Disorder Community Support Home

Aspen contracts with AHS Calgary Zone to provide support to young adults aged 14 to 40 years who attend the Eating Disorder Program. The Eating Disorder Community Support Home program provides a supportive living environment for young persons attending the Eating Disorder Day Treatment program at the Alberta Children's Hospital.

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

Program Statistics: Source Program Statistics

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

	2014-2015	2015-2016	2016-2017
Referrals	-	-	-
New Enrolments	6	10	9
Overall Registrations	6	10	9
Unique Individuals Served	8	10	9
Discharges	8	9	9

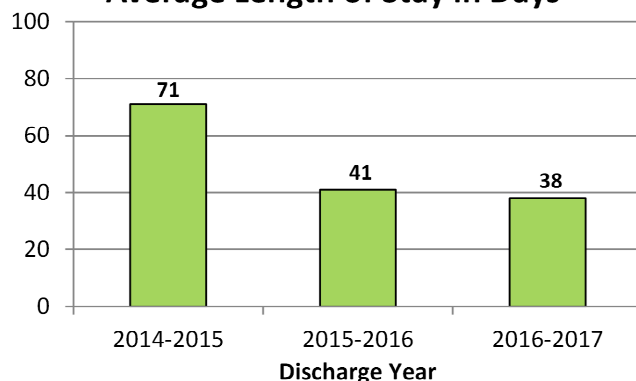
Referral information is not available.

Wait Time and Length of Stay: Source Program Statistics

Wait Time

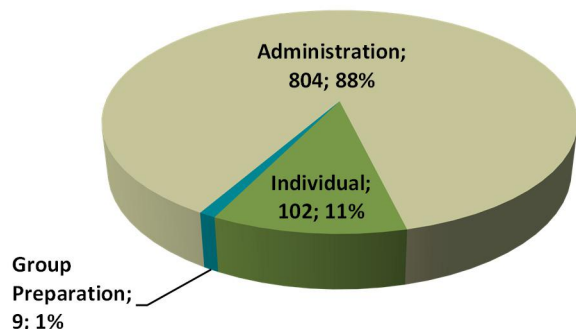
Average wait time from referral to start of service is 0 days.

Average Length of Stay in Days



Activity Statistics 2016-2017: Source Program Statistics

Number of Activity Hours



Registered Client Activity Totals

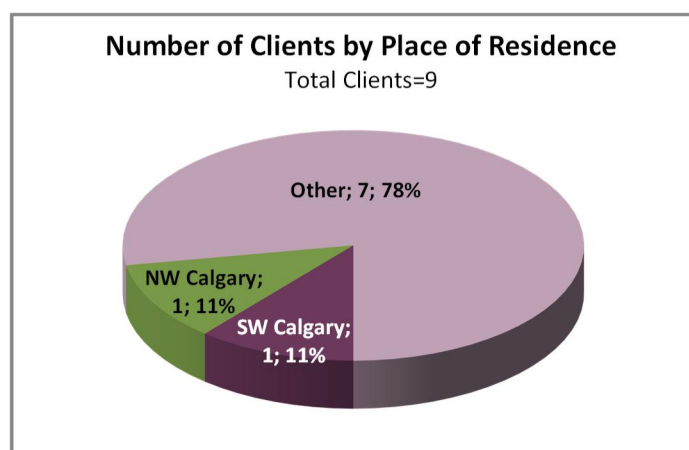
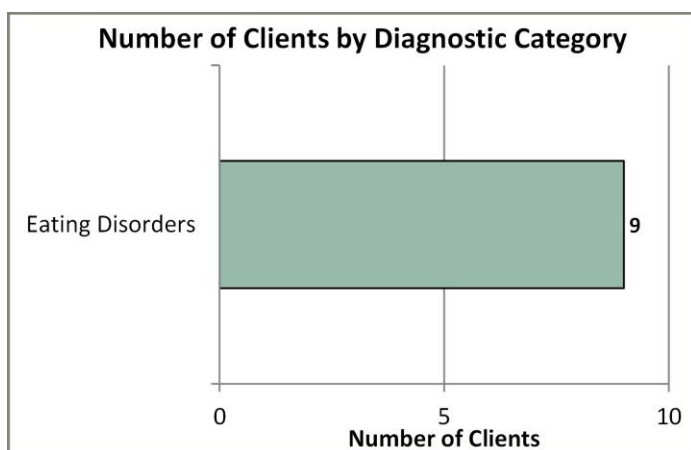
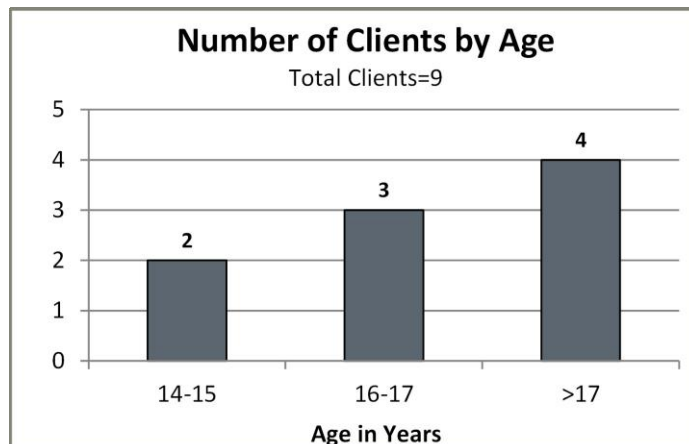
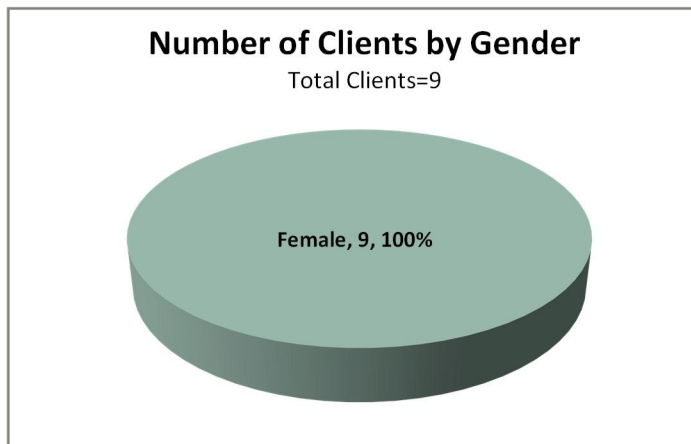
	Number	Duration (Hours)
Direct Activities	-	915
Indirect Activities	-	1137

Group Activity Totals

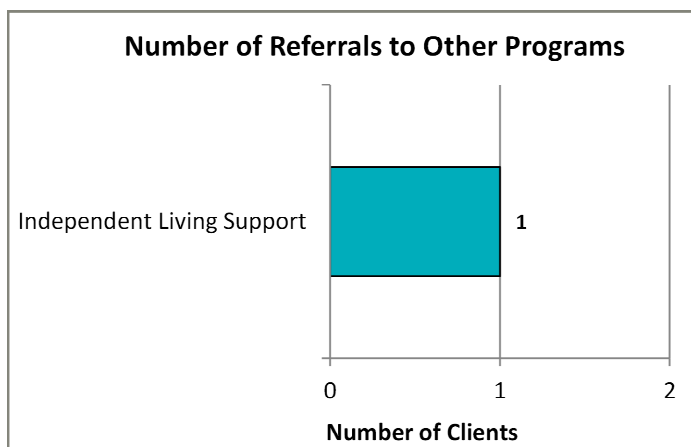
Group Name	# Sessions	# Attendees	Hours
Leisure/Recreation	28	8	78

Aspen - Eating Disorder Community Support Home

Client Statistics 2016-2017: Source Program Statistics



Referrals Out and Discharge Disposition Statistics 2016-2017: Source Program Statistics



Discharge Disposition

Discharge disposition information is not available.

Aventa - Phase II Short-Term Residential

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

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

Program Statistics: Source Program Statistics

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

	2014-2015	2015-2016	2016-2017
Referrals	-	-	-
New Enrolments	261	263	251
Overall Registrations	288	286	279
Unique Individuals Served	280	274	262
Discharges	264	257	259

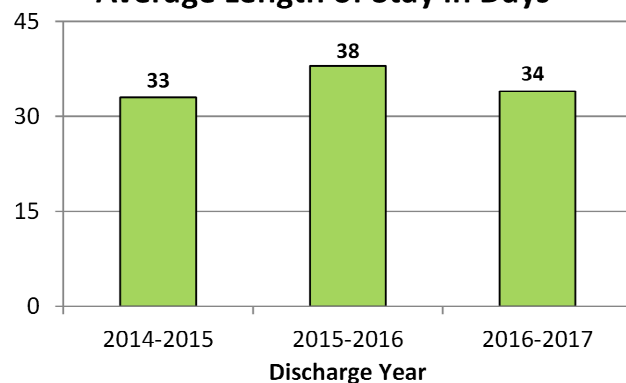
Referral and wait time information are not available.

Wait Time and Length of Stay: Source Program Statistics

Wait Time

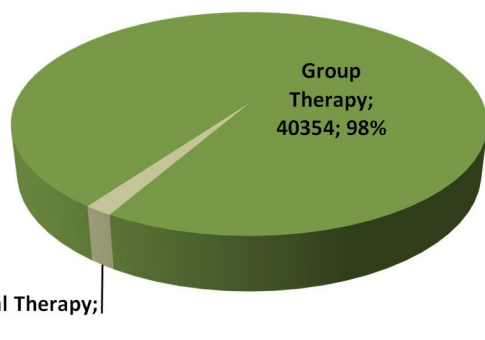
Wait time information is not available.

Average Length of Stay in Days



Activity Statistics 2016-2017: Source Program Statistics

Number of Direct Activity Hours



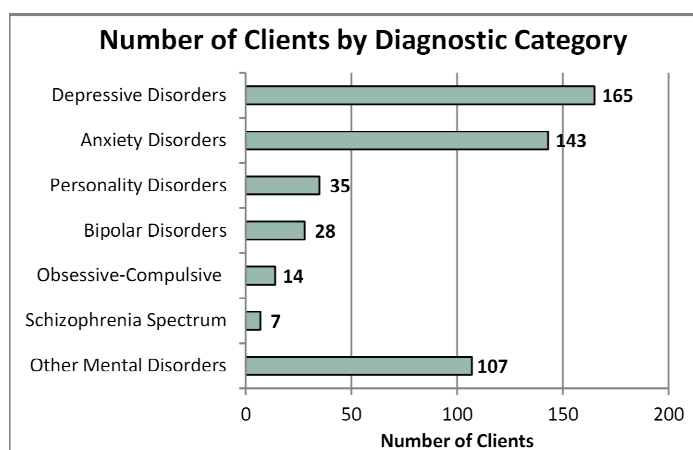
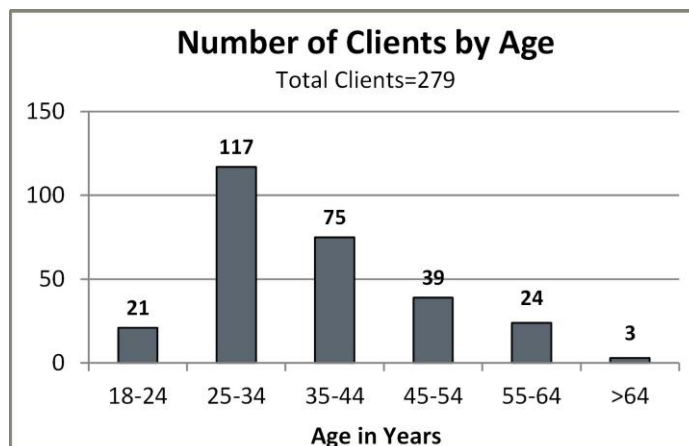
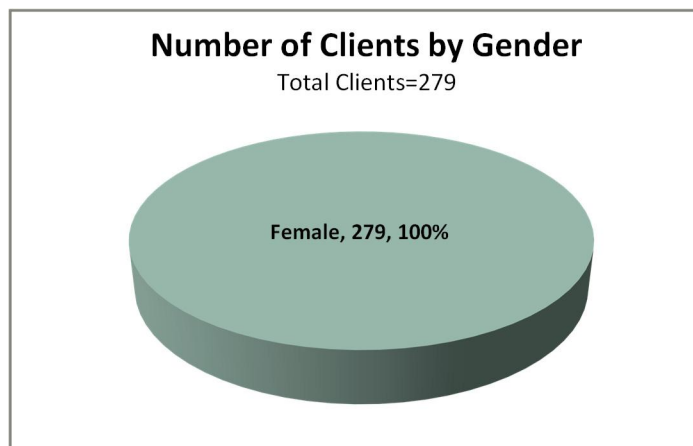
Registered Client Activity Totals

	Number	Duration (Hours)
Direct Activities	-	41027
Indirect Activities	-	-

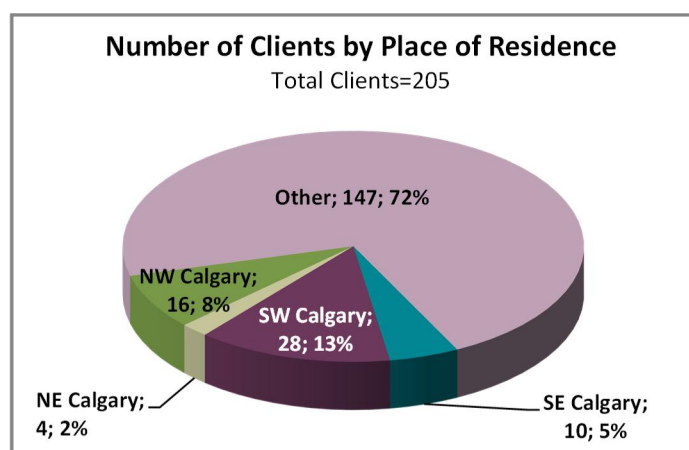
Note: The group and individual activity hours reported here show the total sum for all clients. This is a change from how this information has been reported in previous years.

Aventa - Phase II Short-Term Residential

Client Statistics 2016-2017: Source Program Statistics

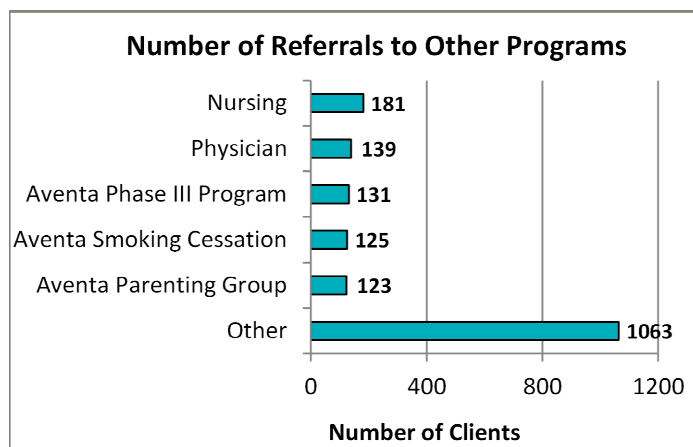


Note: A client may have more than one diagnosis.



Note: 74 clients have an unknown place of residence.

Referrals Out and Discharge Disposition Statistics 2016-2017: Source Program Statistics



Discharge Disposition

Discharge disposition information is not available.

Note: A client may have more than one referral.

Aventa - Phase III Long-Term Residential

Aventa provides concurrent capable, trauma informed, gender responsive addiction treatment to meet the unique needs of women. Aventa incorporates a client and family centered care approach to our services. Phase III is a three month live-in treatment program for women who have completed the Phase II component or Young Adult Treatment (YAT) Program.

This program offers individual and group counselling with a strong educational and skill building component.

Program Statistics: Source Program Statistics

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

	2014-2015	2015-2016	2016-2017
Referrals	-	-	-
New Enrolments	68	58	54
Overall Registrations	81	68	66
Unique Individuals Served	73	68	65
Discharges	62	53	58

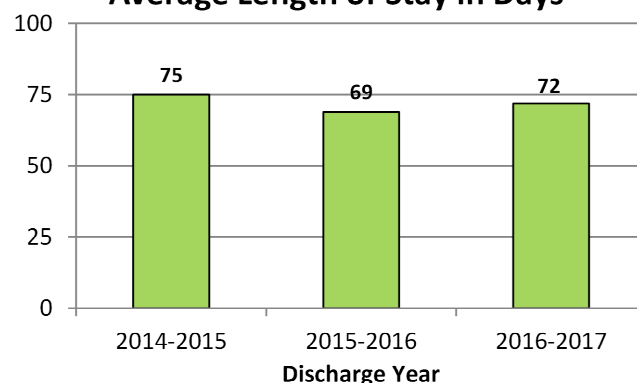
Referral and wait time information are not available.

Wait Time and Length of Stay: Source Program Statistics

Wait Time

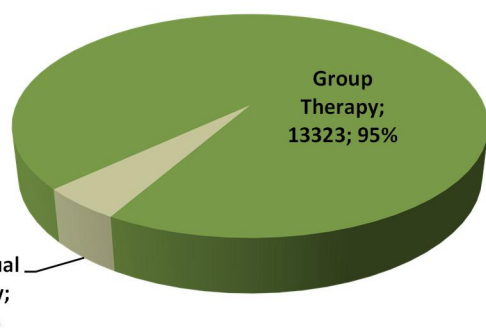
Wait time information is not available.

Average Length of Stay in Days



Activity Statistics 2016-2017: Source Program Statistics

Number of Direct Activity Hours



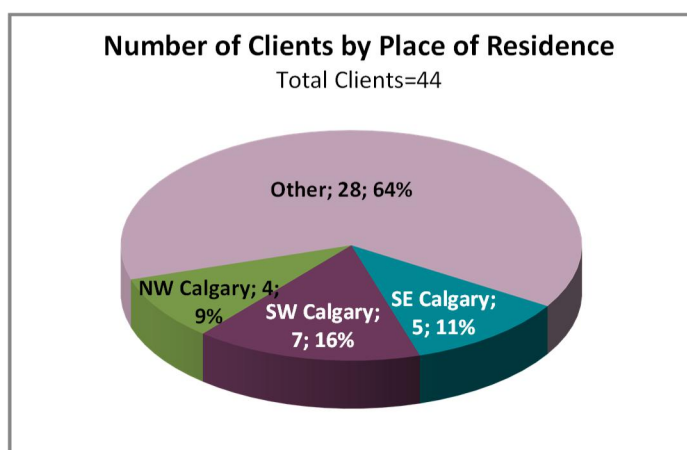
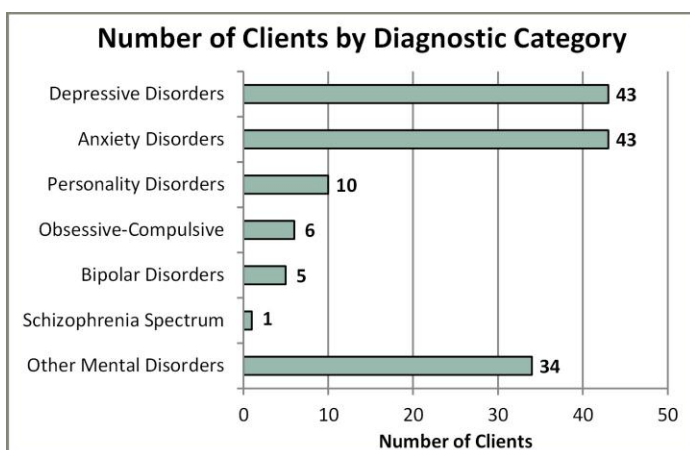
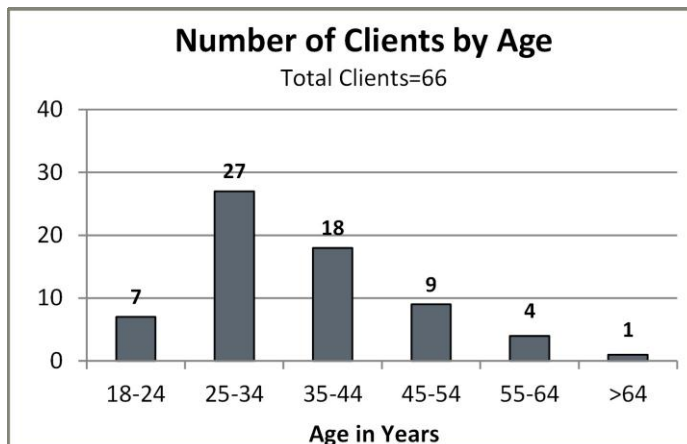
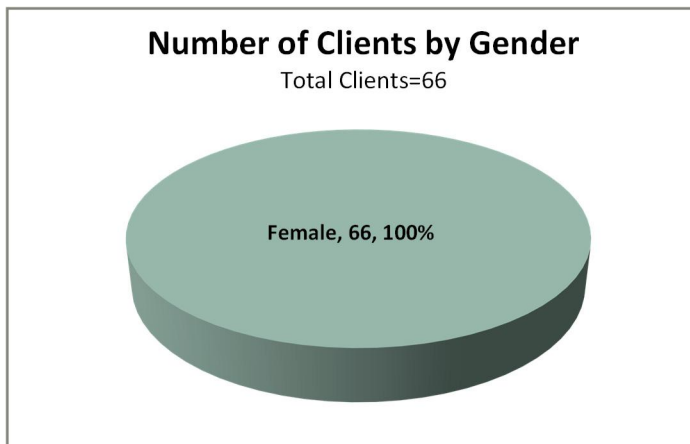
Registered Client Activity Totals

	Number	Duration (Hours)
Direct Activities	-	13989
Indirect Activities	-	-

Note: The group and individual activity hours reported here show the total sum for all clients. This is a change from how this information has been reported in previous years.

Aventa - Phase III Long-Term Residential

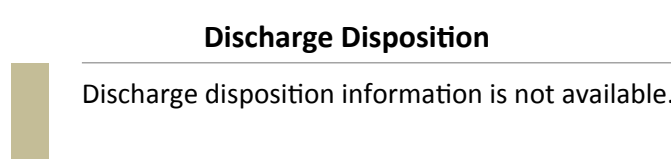
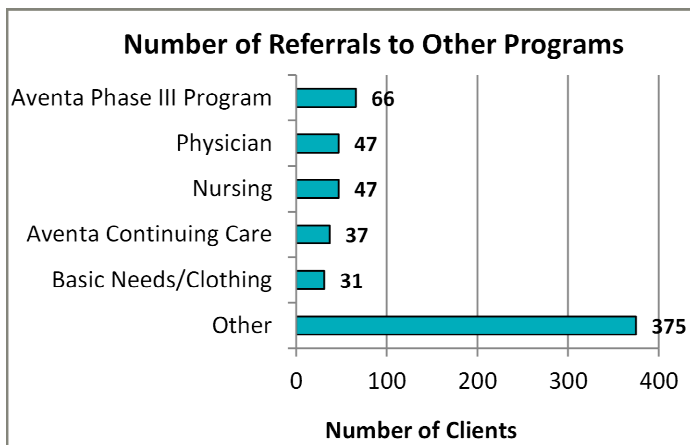
Client Statistics 2016-2017: Source Program Statistics



Note: A client may have more than one diagnosis.

Note: 22 clients have an unknown place of residence.

Referrals Out and Discharge Disposition Statistics 2016-2017: Source Program Statistics



Note: A client may receive more than one referral.

Calgary Alpha House

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

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

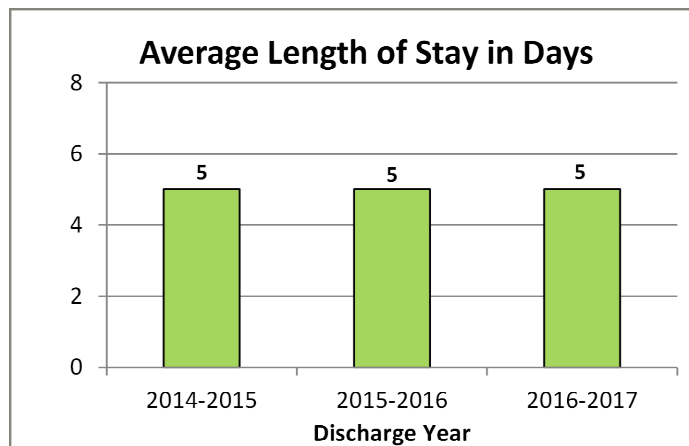
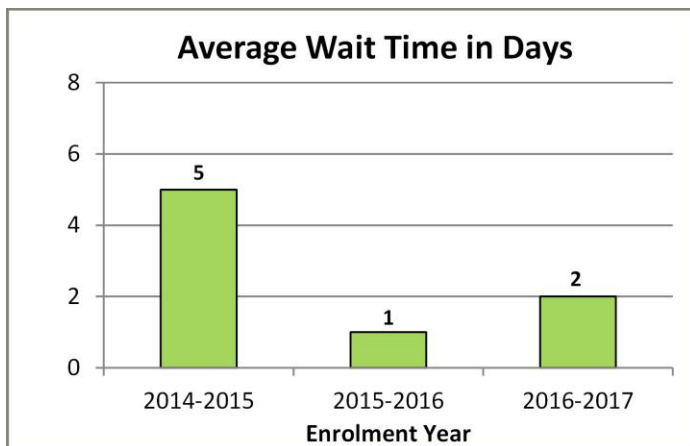
Program Statistics: Source Program Statistics

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

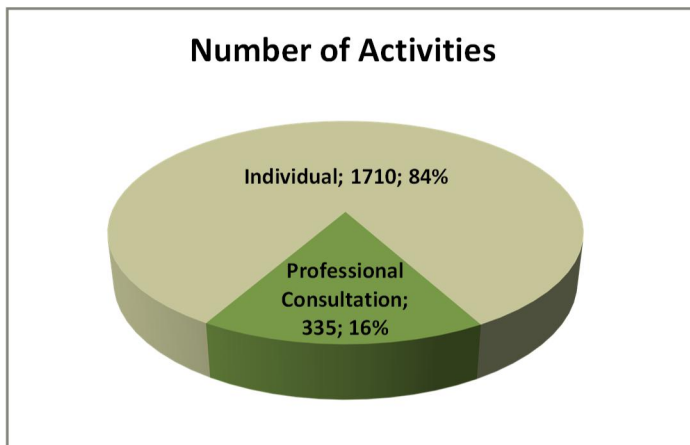
	2014-2015	2015-2016	2016-2017
Referrals	-	-	-
New Enrolments	700	755	706
Overall Registrations	2085	2032	2064
Unique Individuals Served	1171	1160	1171
Discharges	1993	2032	2061

Referral information is not available.

Wait Time and Length of Stay: Source Program Statistics



Activity Statistics 2016-2017: Source Program Statistics

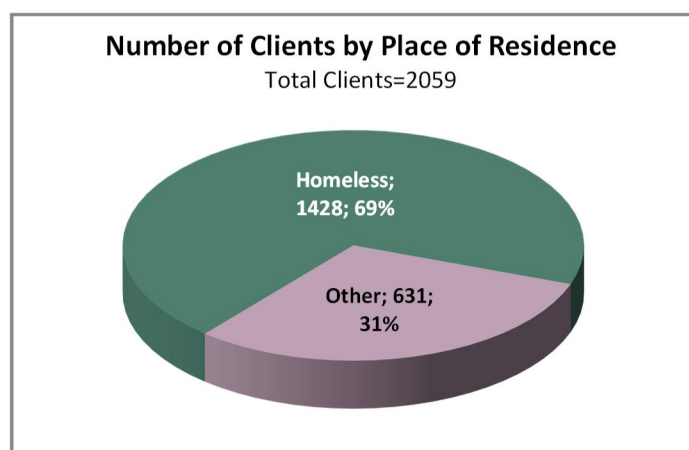
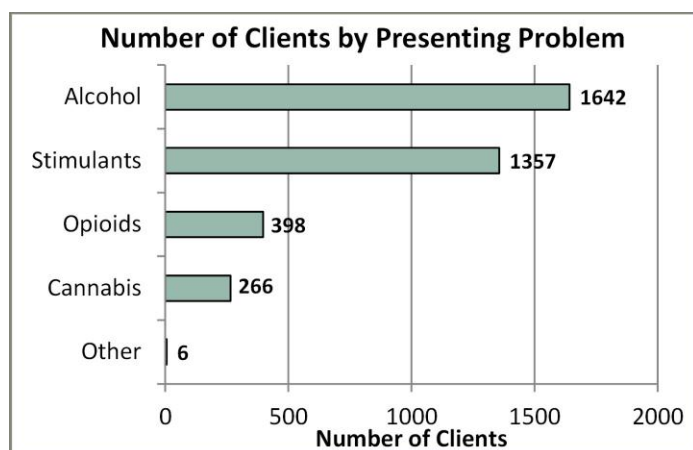
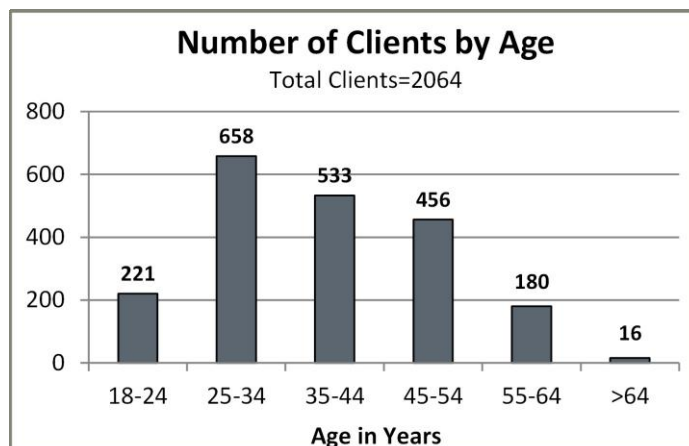
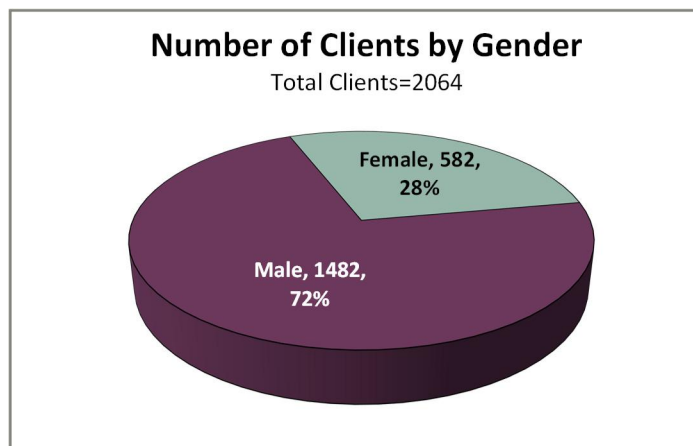


Registered Client Activity Totals		
	Number	Duration (Hours)
Direct Activities	1710	-
Indirect Activities	335	-

Group Activity Totals		
Group Name	# Sessions	# Attendees
Education	308	1370
Skills	259	4306
Counselling/Peer Support	1027	8281

Calgary Alpha House

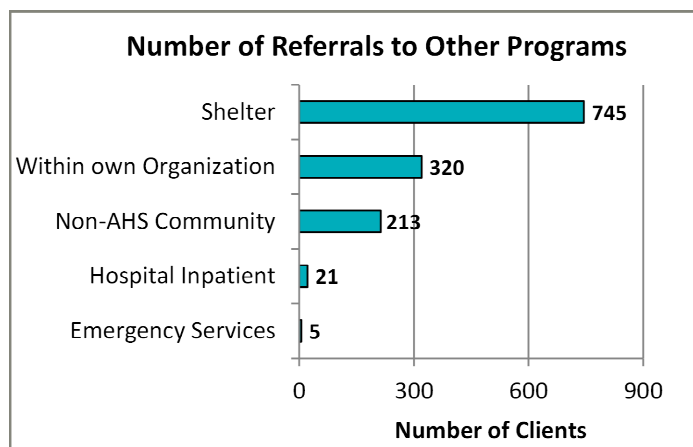
Client Statistics 2016-2017: Source Program Statistics



Note: A client may have more than one presenting problem.

Note: 5 clients have an unknown place of residence.

Referrals Out and Discharge Disposition Statistics 2016-2017: Source Program Statistics



Discharge Disposition

Discharge disposition information is not available.

Note: A client may receive more than one referral.

Calgary Alternative Support Services - Creative Community Living Activities

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

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

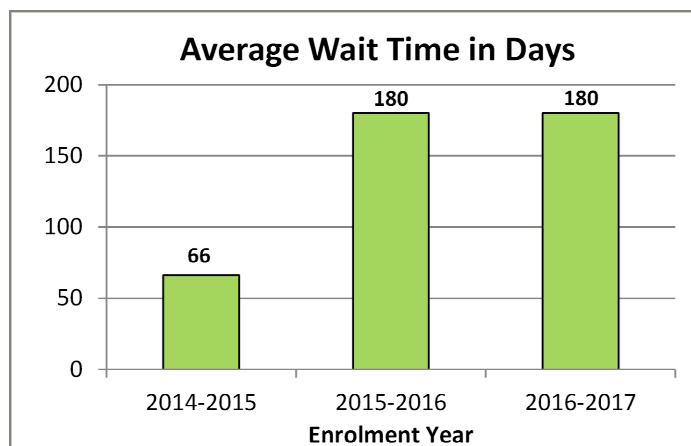
Program Statistics: Source Program Statistics

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

	2014-2015	2015-2016	2016-2017
Referrals	-	-	-
New Enrolments	6	9	9
Overall Registrations	6	58	60
Unique Individuals Served	8	58	60
Discharges	8	7	8

Referral and length of stay information are not available.

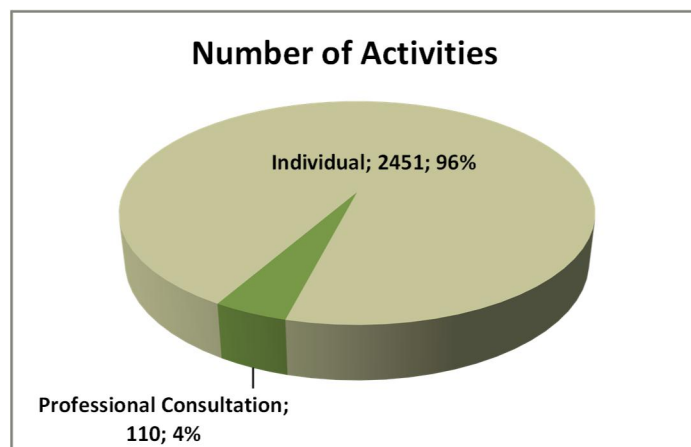
Wait Time and Length of Stay: Source Program Statistics



Length of Stay

Length of stay information is not available.

Activity Statistics 2016-2017: Source Program Statistics

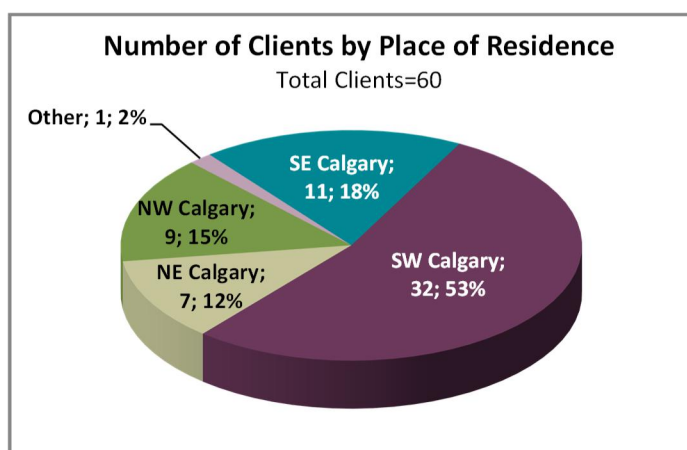
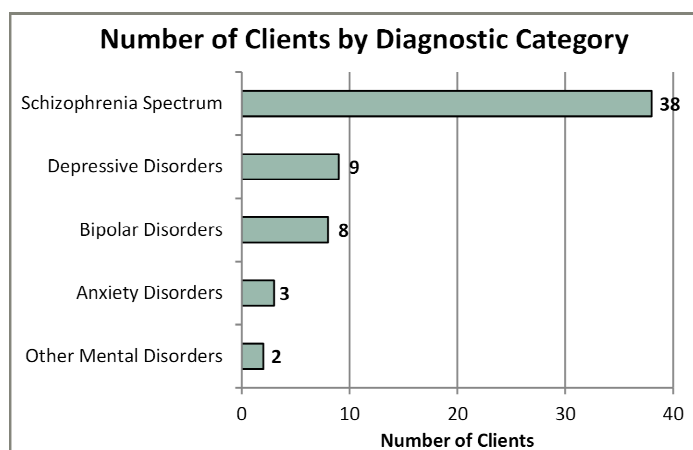
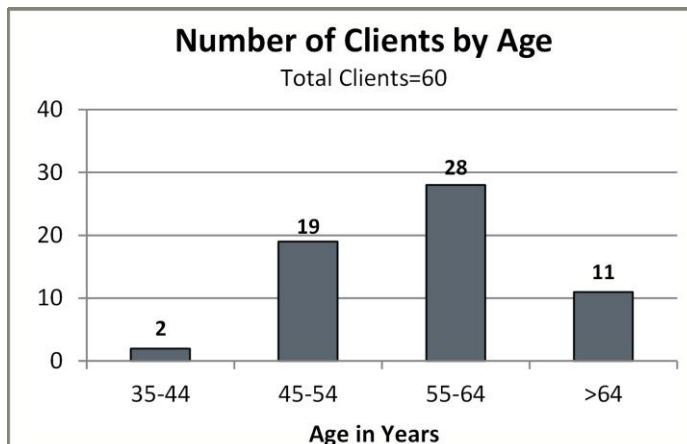
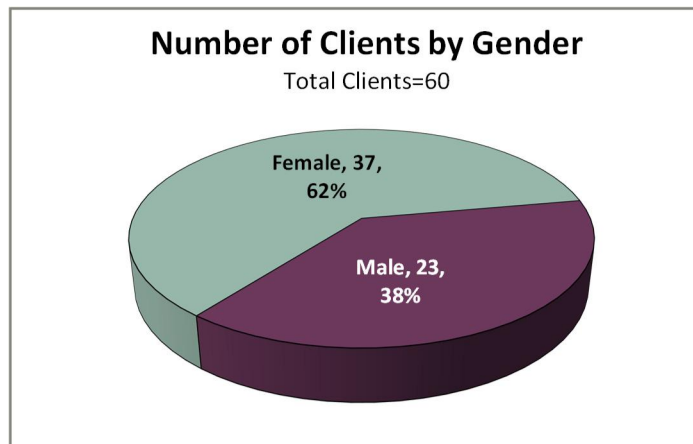


Registered Client Activity Totals		
	Number	Duration (Hours)
Direct Activities	2451	-
Indirect Activities	110	-

Group Activity Totals		
	# Sessions	# Attendees
Education	247	479
Skills	534	1411
Counselling/Peer Support	310	561

Calgary Alternative Support Services - Creative Community Living Activities

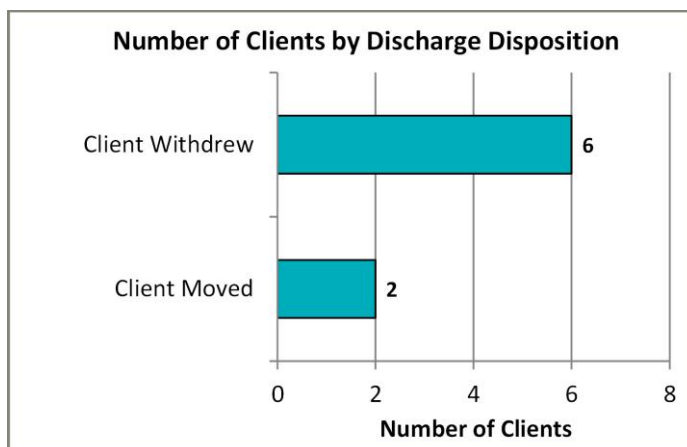
Client Statistics 2016-2017: Source Program Statistics



Referrals Out and Discharge Disposition Statistics 2016-2017: Source Program Statistics

Referrals to Other Programs

Referral information to other programs is not available.



CMHA - Continuing Connections

The Canadian Mental Health Association (CMHA) - Continuing Connections program supports and sustains adults diagnosed with a mental disorder and residing in partnering long-term care centers. The objectives of the program are to assist individuals to increase their confidence and facilitate healthy living while restoring hope.

The program offers therapeutic leisure recreation activities and an important part of the program is to link individuals to activities in the community and to encourage them to participate in the community. Mental health consultation includes assessment, care planning assistance, advocacy, and staff education as required.

Program Statistics: Source Program Statistics

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

	2014-2015	2015-2016	2016-2017
Referrals	28	18	8
New Enrolments	28	18	8
Overall Registrations	85	76	66
Unique Individuals Served	84	76	64
Discharges	27	18	9

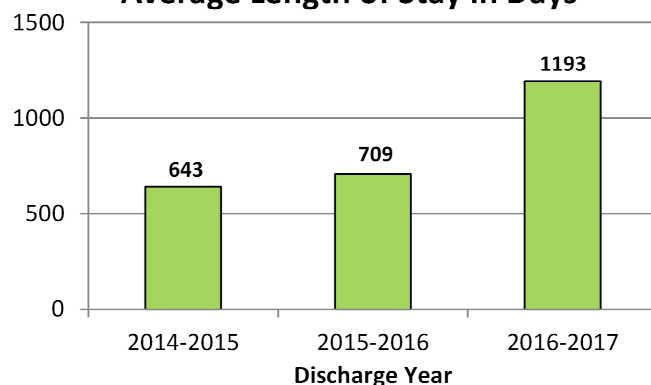
This program is a partnership between Alberta Health Services (AHS) and the CMHA. The data reported here reflects the CMHA component. Client statistics are reported for unique individual clients.

Wait Time and Length of Stay: Source Program Statistics

Wait Time

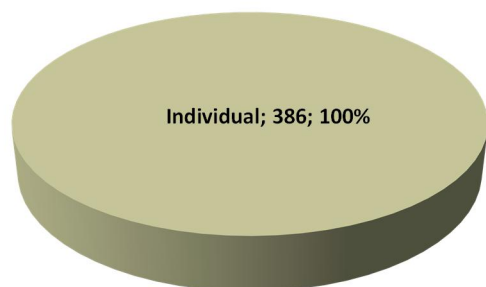
Average wait time from referral to start of service is 0 days.

Average Length of Stay in Days



Activity Statistics 2016-2017: Source Program Statistics

Number of Direct Activities



Registered Client Activity Totals

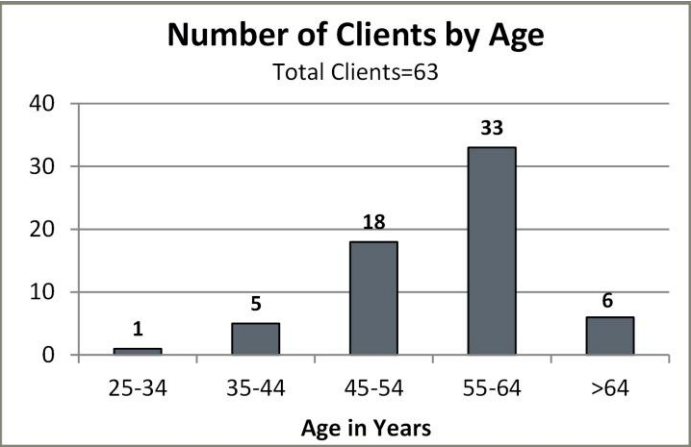
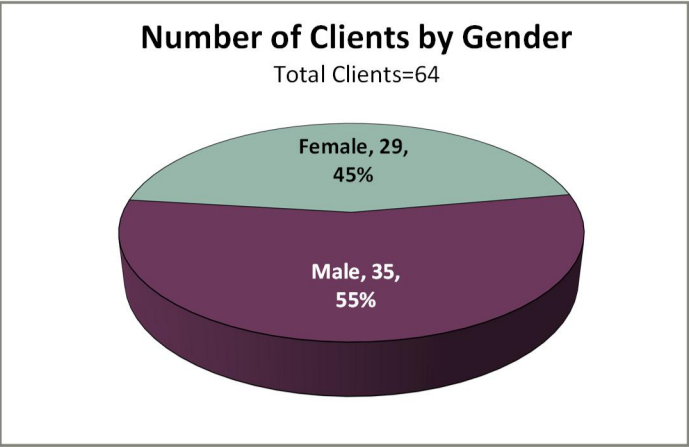
	Number	Duration (Hours)
Direct Activities	386	-
Indirect Activities	-	-

Group Activity Totals

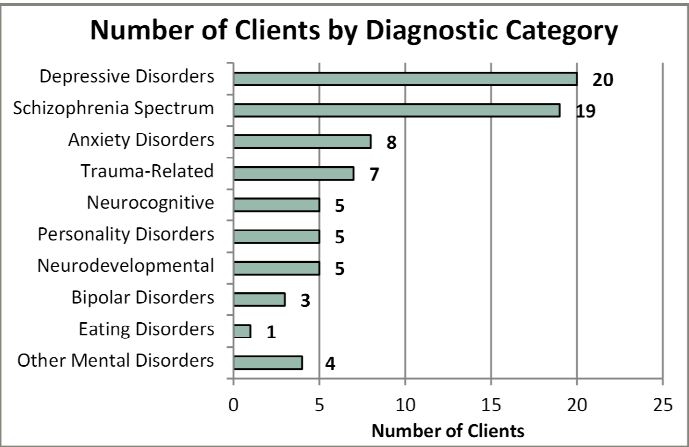
Group Name	# Sessions	# Attendees
Peer Support	32	175

CMHA - Continuing Connections

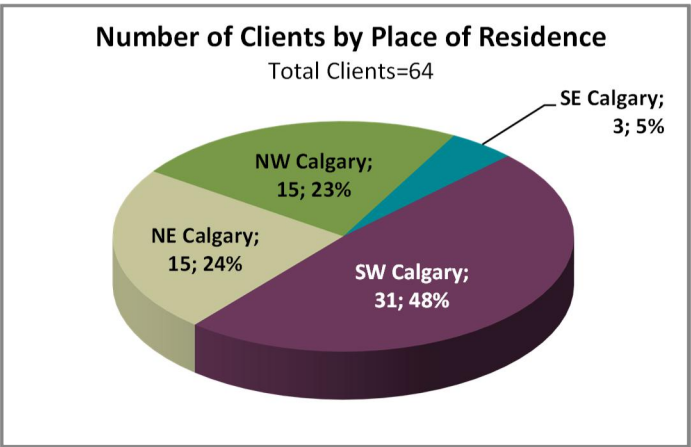
Client Statistics 2016-2017: Source Program Statistics



Note: 1 client has an unknown date of birth.



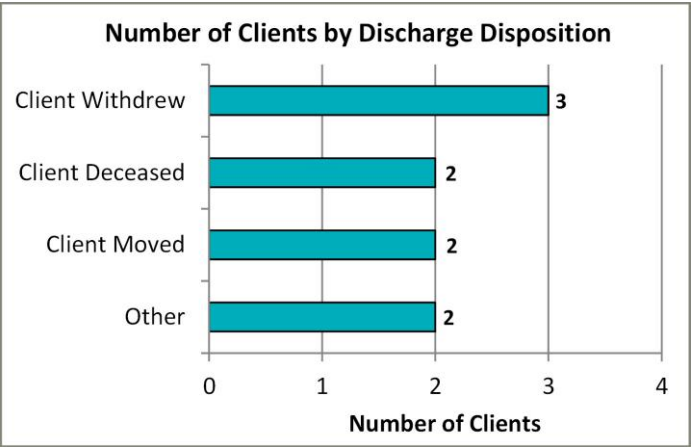
Note: A client may have more than one diagnosis.



Referrals Out and Discharge Disposition Statistics 2016-2017: Source Program Statistics

Referrals to Other Programs

Referral information to other programs is not available.



CMHA - Hamilton House

The Canadian Mental Health Association (CMHA) - Hamilton House is a post discharge transition program that provides an intensive level of support for adults diagnosed with a mental disorder whose skills for independent living have been compromised as a result of their illness and who are unable to access other mental health housing programs in the community.

In Hamilton House, staff and a psychiatrist provide consultation and medication management support for clients in a group living site that provides a more support to allow for community stabilization prior to more permanent housing.

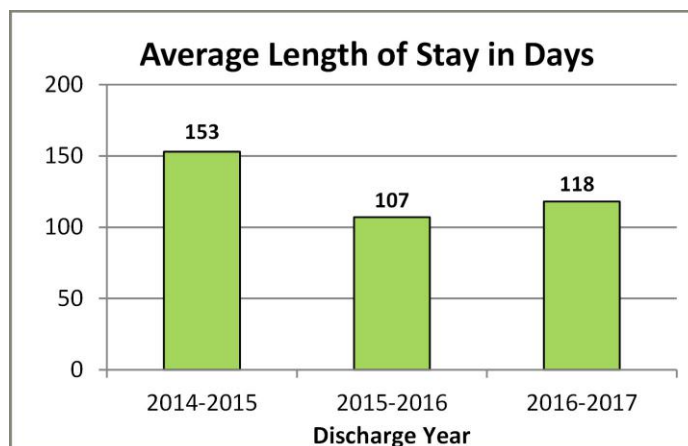
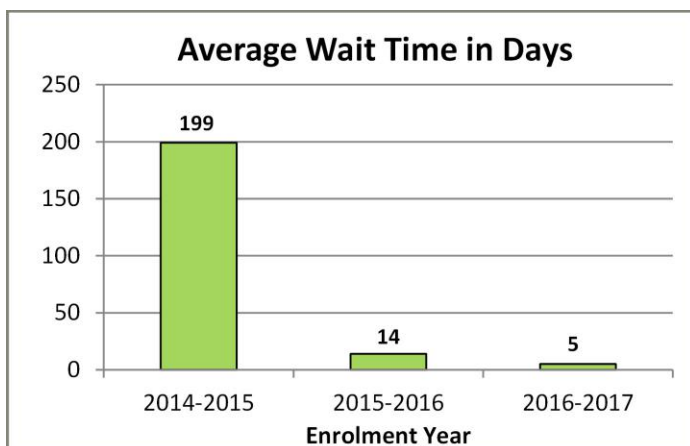
Program Statistics: Source Program Statistics

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

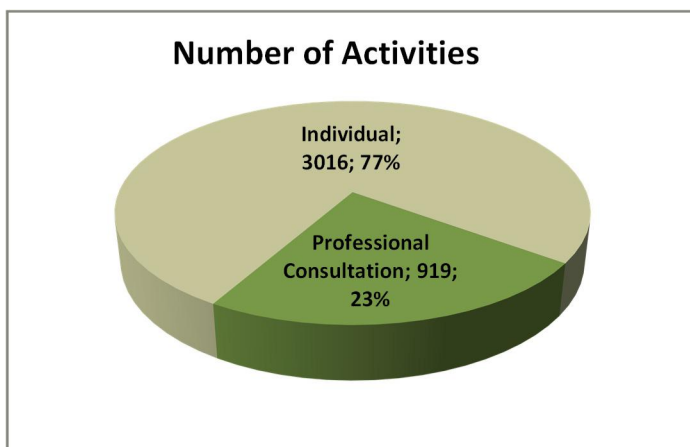
	2014-2015	2015-2016	2016-2017
Referrals	-	-	25
New Enrolments	20	28	25
Overall Registrations	31	37	36
Unique Individuals Served	29	35	34
Discharges	22	26	26

This program is a partnership between Alberta Health Services and the Canadian Mental Health Association (CMHA). The data reported here reflects the CMHA component. Client statistics are reported for unique individual clients.

Wait Time and Length of Stay: Source Program Statistics



Activity Statistics 2016-2017: Source Program Statistics

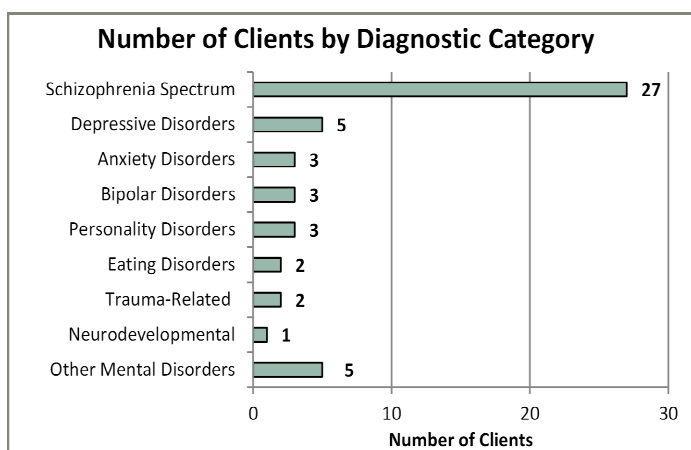
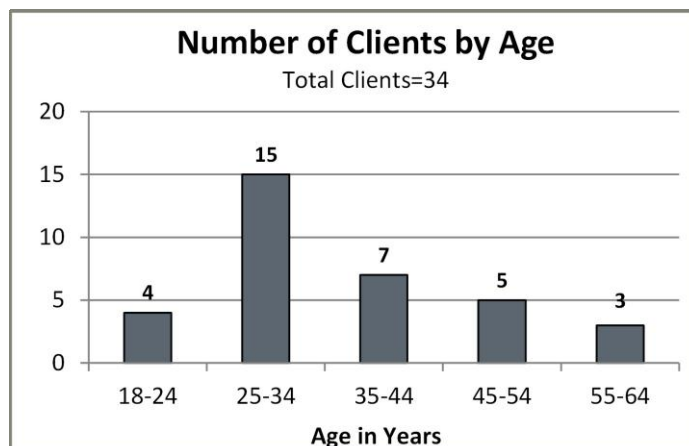
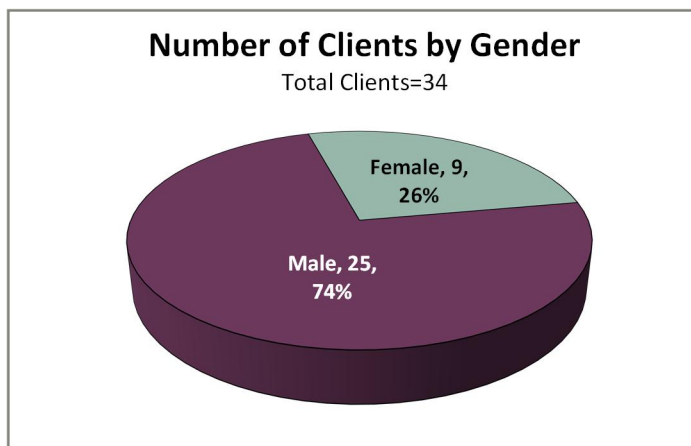


Registered Client Activity Totals		
	Number	Duration (Hours)
Direct Activities	3016	-
Indirect Activities	919	-

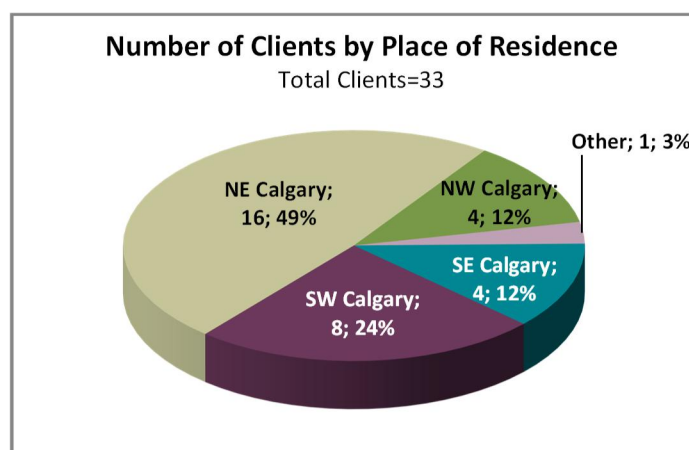
Group Activity Totals		
Group Name	# Sessions	# Attendees
Education	72	395
Peer Support	32	152
Skills	1	5

CMHA - Hamilton House

Client Statistics 2016-2017: Source Program Statistics

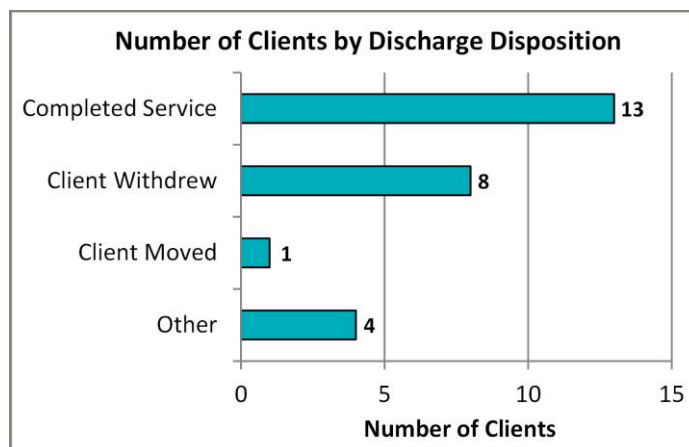
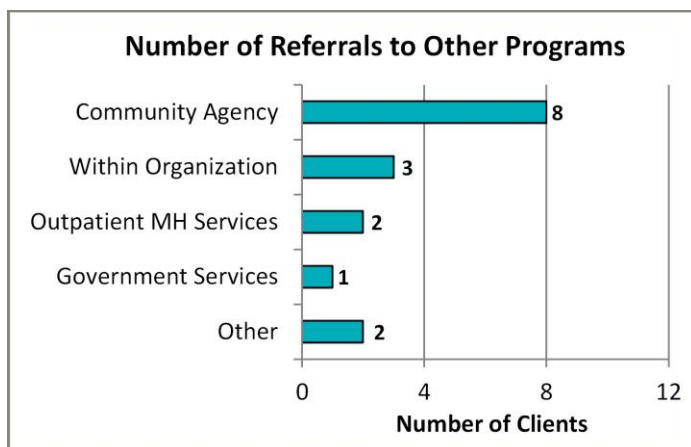


Note: A client may have more than one diagnosis.



Note: 1 client has an unknown place of residence.

Referrals Out and Discharge Disposition Statistics 2016-2017: Source Program Statistics



CMHA - Independent Living Support Program

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

Other services provided by ILS include finding suitable accommodations, establishment of support networks, and recreational opportunities. Assistance is offered at various mental health clinics and throughout the community.

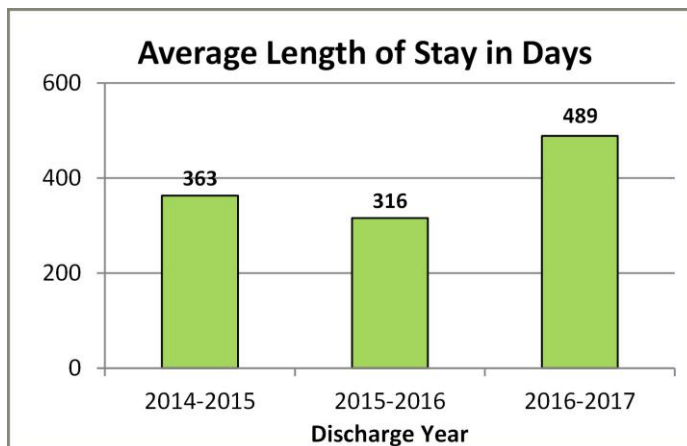
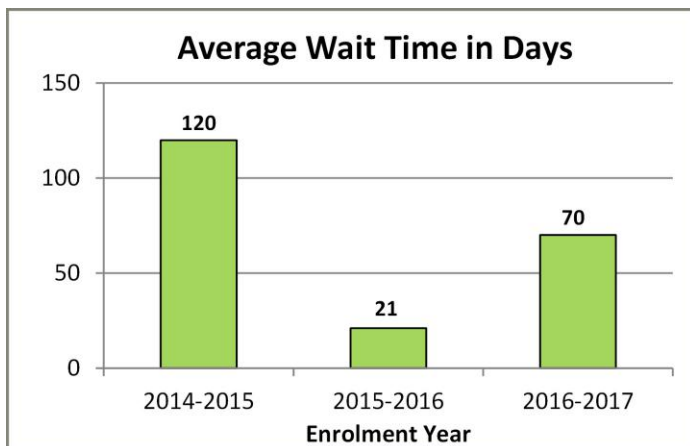
Program Statistics: Source Program Statistics

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

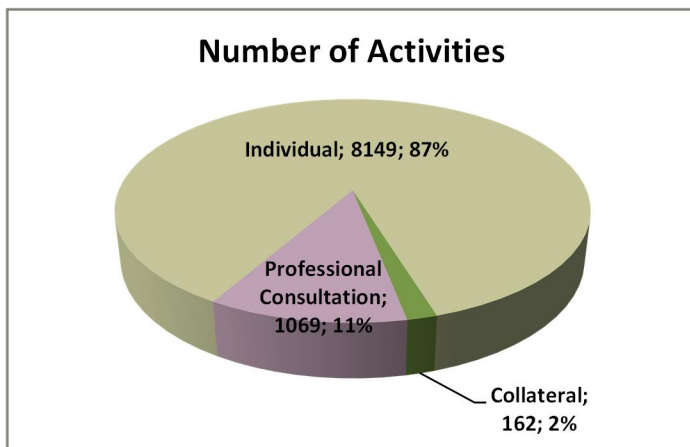
	2014-2015	2015-2016	2016-2017
Referrals	-	239	137
New Enrolments	240	275	195
Overall Registrations	488	508	465
Unique Individuals Served	474	491	435
Discharges	230	238	241

The data reported combines CMHA ILS onsite/offsite services offered in the community and at the following clinics: Sunridge Adult Community Mental Health Centre, NW Clinic, Community Mental Health (Central Clinic/DBT), Carnat Centre, Foothills and Reality Challenged Clinic.

Wait Time and Length of Stay: Source Program Statistics



Activity Statistics 2016-2017: Source Program Statistics

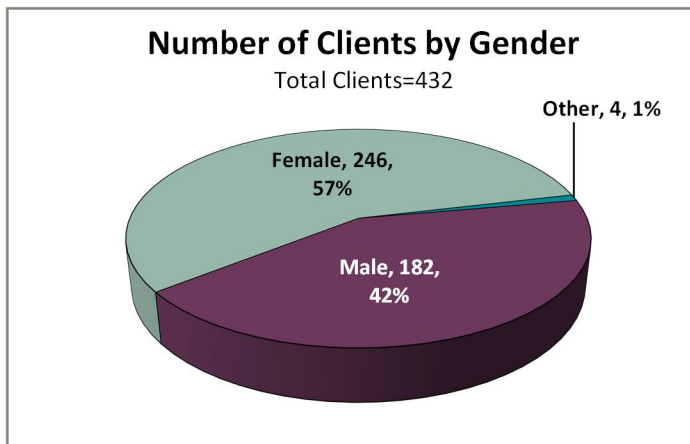


Registered Client Activity Totals		
	Number	Duration (Hours)
Direct Activities	8311	-
Indirect Activities	1069	-

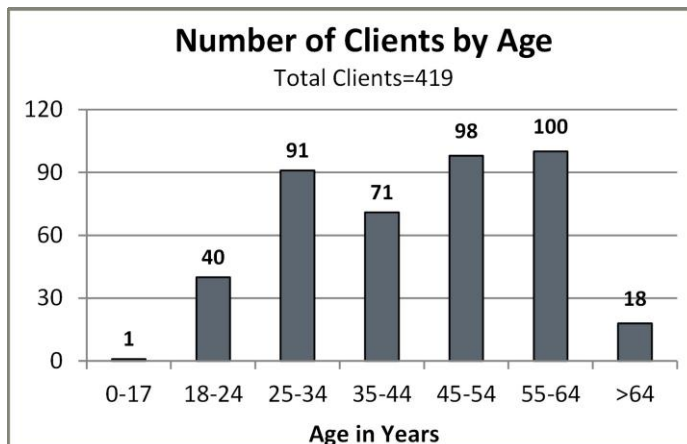
Group Activity Totals		
Group Name	# Sessions	# Attendees
Education	2	12
Skills	68	388
Peer Support	2	9
Other	1	9

CMHA - Independent Living Support Program

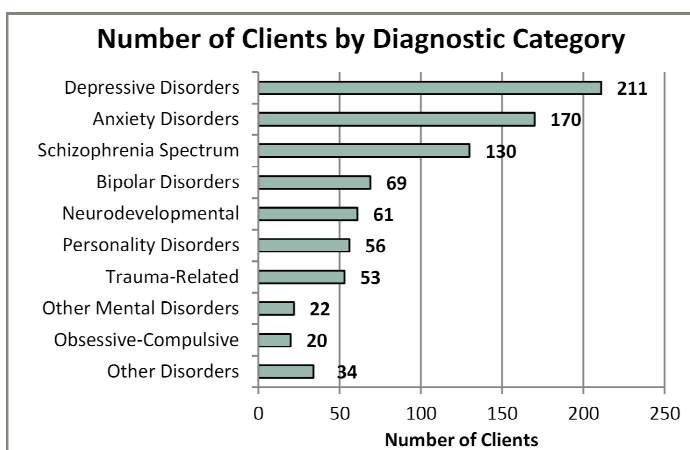
Client Statistics 2016-2017: Source Program Statistics



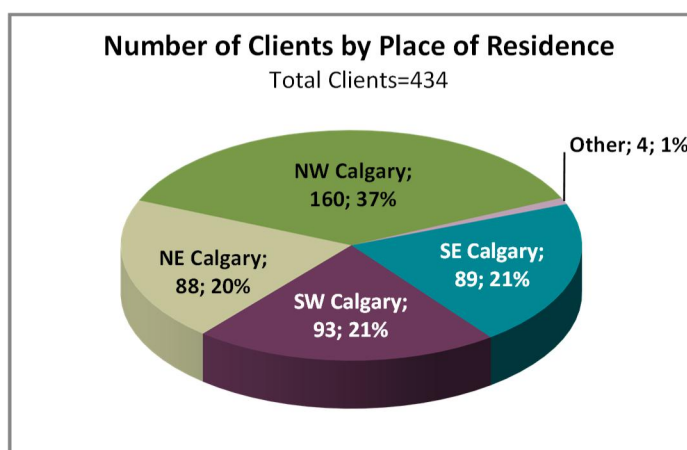
Note: 3 clients have an unknown gender.



Note: 16 clients have an unknown date of birth.

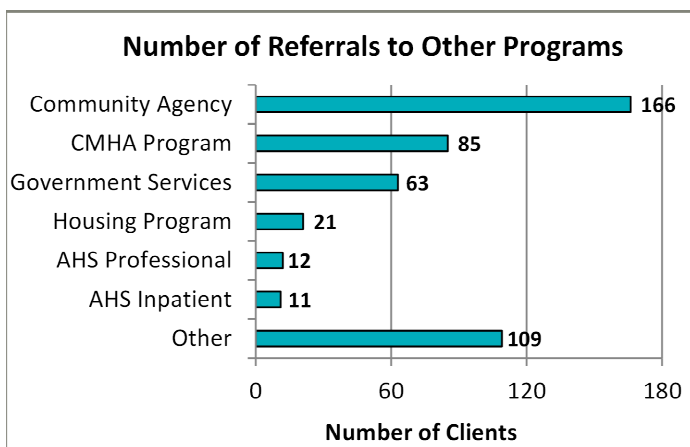


Note: A client may have more than one diagnosis.

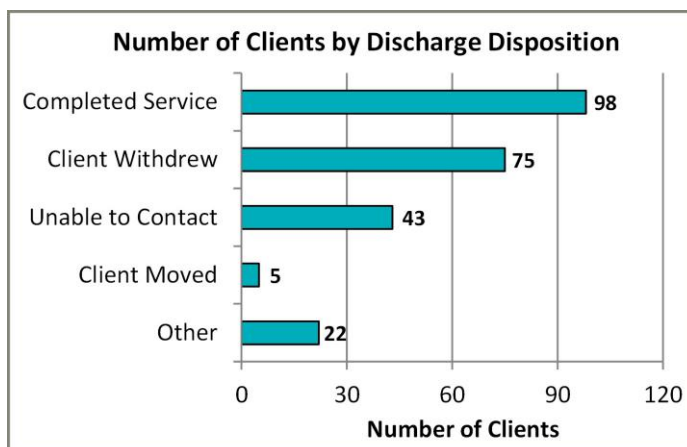


Note: 1 client has an unknown place of residence.

Referrals Out and Discharge Disposition Statistics 2016-2017: Source Program Statistics



Note: A client may receive more than one referral.



CMHA - Leisure Recreation

The Canadian Mental Health Association (CMHA) - Leisure Recreation program promotes wellness and community integration for adults with mental disorders by learning interpersonal skills and participating within the structure of social and recreational activities. Clients must have an identified mental disorder, be 18 years of age or older, and a client of the CMHA.

There are 3 stages in the Leisure Recreation program that meet the needs of clients; 1) Starter groups i.e. walking or bowling groups 2) Mid-range groups i.e. half-day trips and lunches 3) Experienced groups i.e. full day trips.

Program Statistics: Source Program Statistics

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

	2014-2015	2015-2016	2016-2017
Referrals	-	-	56
New Enrolments	83	122	101
Overall Registrations	178	202	261
Unique Individuals Served	151	193	233
Discharges	93	42	177

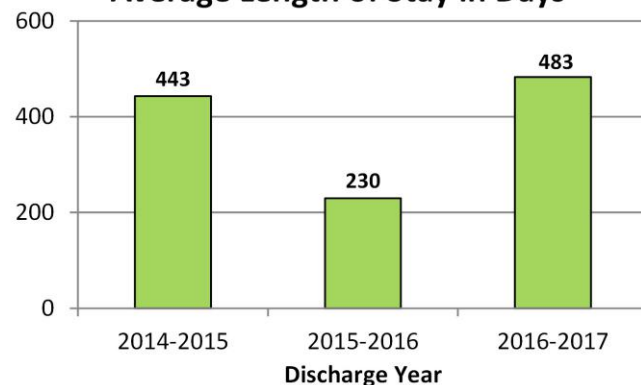
All direct activities for Leisure Recreation consist of group activities only. Client statistics are reported for unique individual clients.

Wait Time and Length of Stay: Source Program Statistics

Wait Time

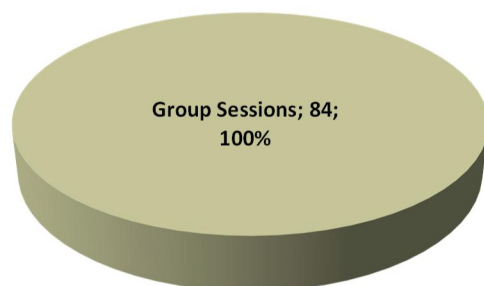
Average wait time from referral to start of service is 0 days.

Average Length of Stay in Days



Activity Statistics 2016-2017: Source Program Statistics

Number of Activities



Registered Client Activity Totals

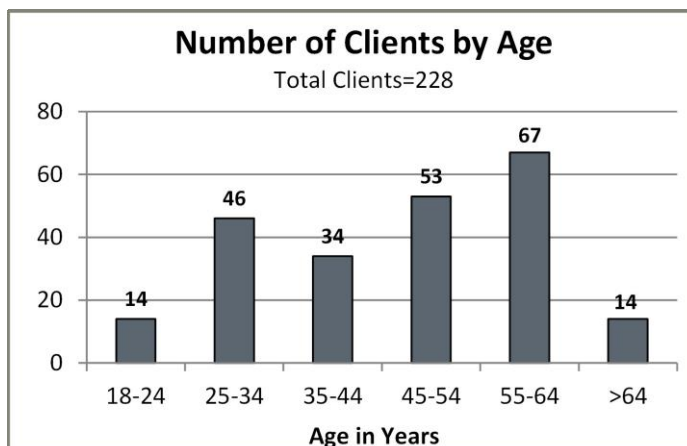
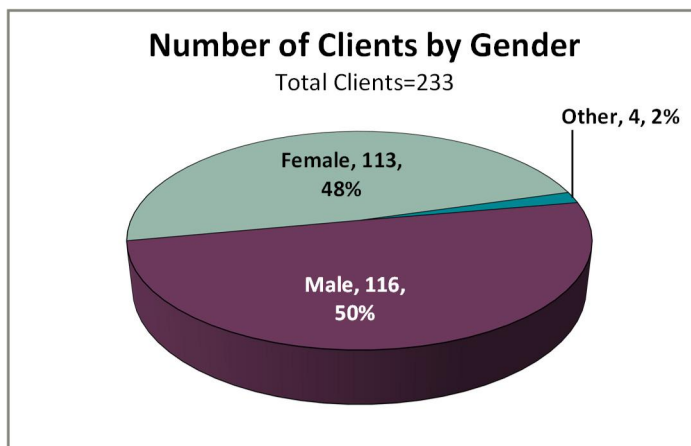
	Number	Duration (Hours)
Direct Activities	84	-
Indirect Activities	-	-

Group Activity Totals

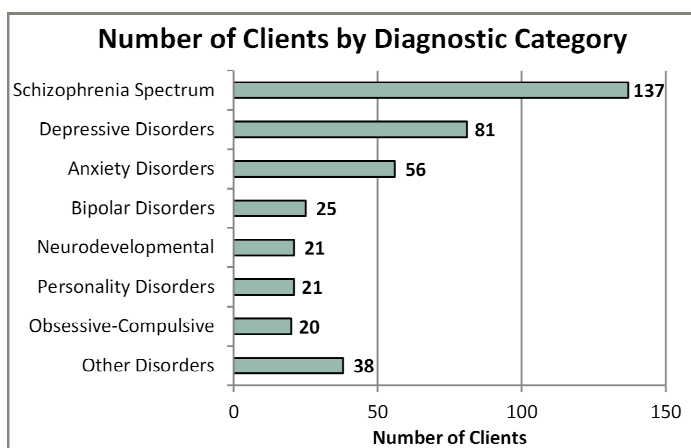
Group Name	# Sessions	# Attendees
Peer Support	64	388
Skills	20	130

CMHA - Leisure Recreation

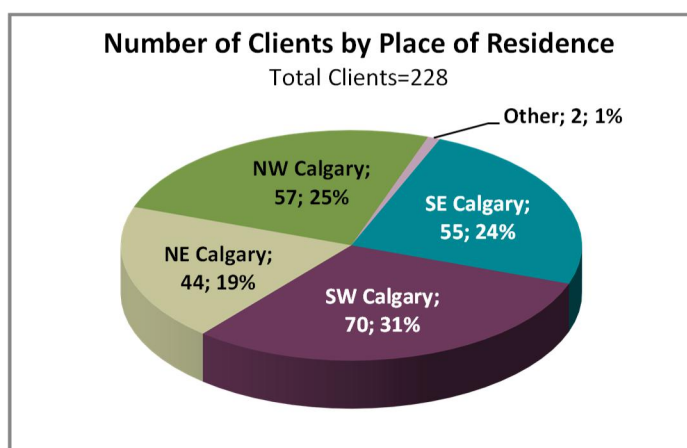
Client Statistics 2016-2017: Source Program Statistics



Note: 5 clients have an unknown date of birth.



Note: A client may have more than one diagnosis.

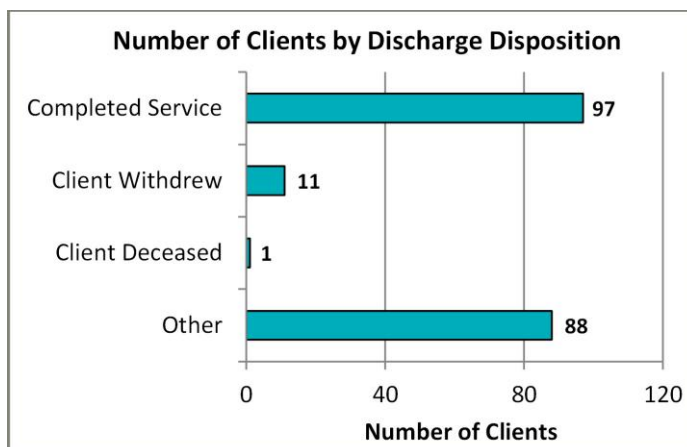


Note: 5 clients have an unknown place of residence.

Referrals Out and Discharge Disposition Statistics 2016-2017: Source Program Statistics

Referrals to Other Programs

Referral information to other programs is not available.



CMHA - Peer Options

The Canadian Mental Health Association (CMHA) - Peer Options provides continuity of care for individuals transitioning from the Independent Living Support program toward greater independence in our community. Participants are taught skills to build healthy friendships, develop solution-focused problem solving techniques, and enhance life quality through peer connections.

This is achieved through the delivery of psycho-educational workshops, peer support groups, side-by-side volunteer mentoring, and weekly shared socialization activities. As a result, participants are better able to build a natural support network and are less reliant on professional supports.

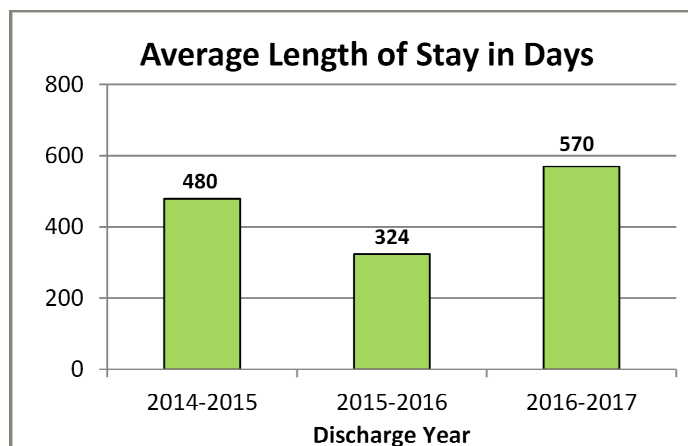
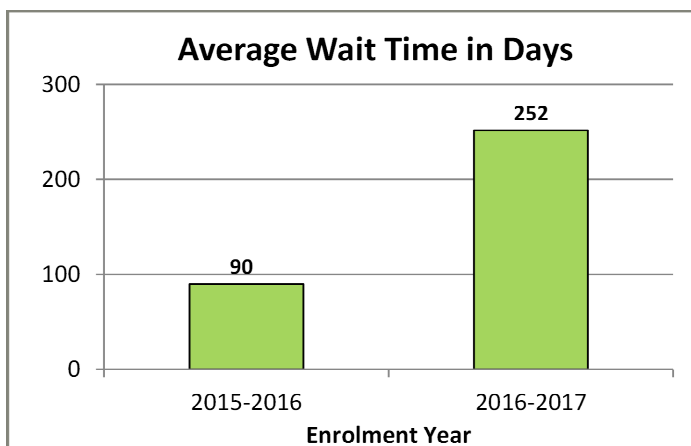
Program Statistics: Source Program Statistics

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

	2014-2015	2015-2016	2016-2017
Referrals	-	-	188
New Enrolments	98	93	252
Overall Registrations	224	212	371
Unique Individuals Served	220	209	387
Discharges	107	83	166

All direct activities for Peer Options consist of group activities only. Client statistics are reported for unique individual clients.

Wait Time and Length of Stay: Source Program Statistics



Activity Statistics 2016-2017: Source Program Statistics

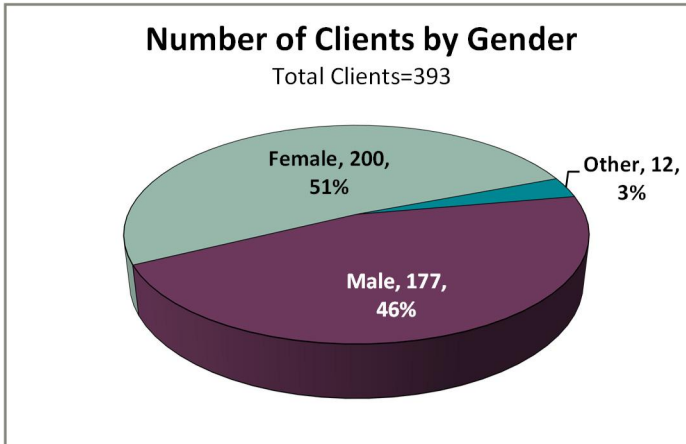


Registered Client Activity Totals		
	Number	Duration (Hours)
Direct Activities	211	-
Indirect Activities	-	-

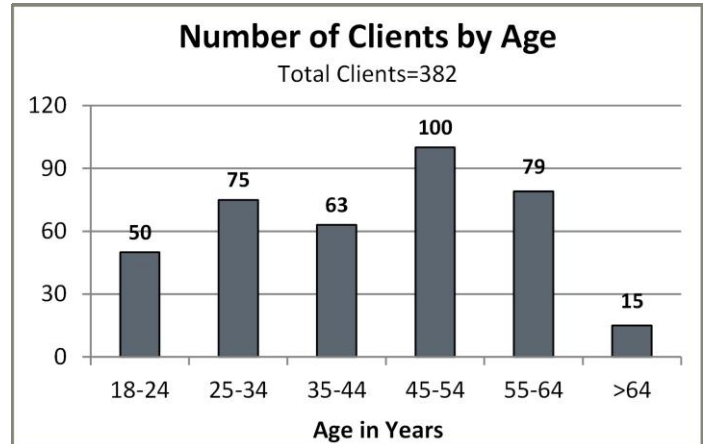
Group Activity Totals		
Group Name	# Sessions	# Attendees
Peer Support	211	2994

CMHA - Peer Options

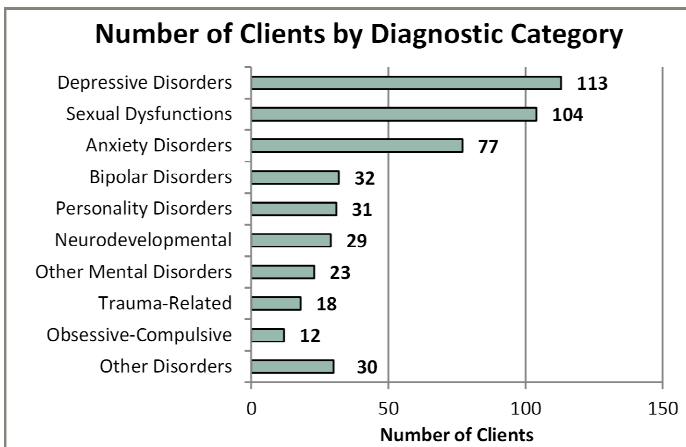
Client Statistics 2016-2017: Source Program Statistics



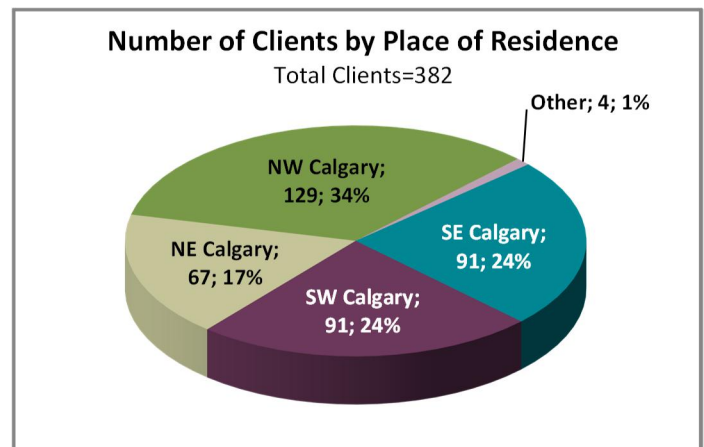
Note: 4 clients have an unknown gender.



Note: 5 clients have an unknown date of birth.



Note: A client may have more than one diagnosis.

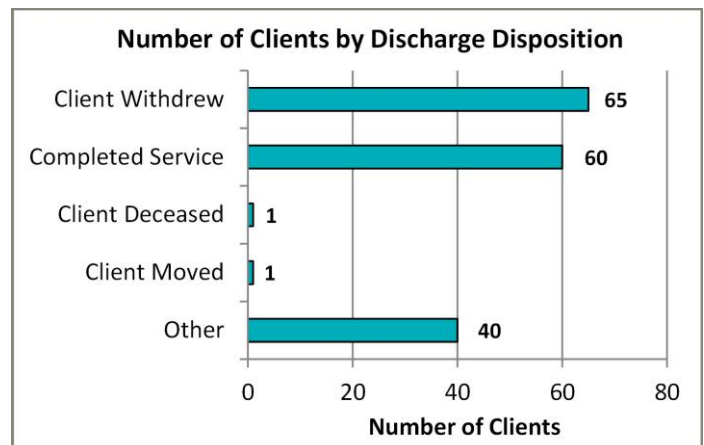


Note: 5 clients have an unknown place of residence.

Referrals Out and Discharge Disposition Statistics 2016-2017: Source Program Statistics

Referrals to Other Programs

Referral information to other programs is not available.



CMHA - Roberts House

The Canadian Mental Health Association (CMHA) - Roberts House is a 9 bed group supportive housing program with 24-hour supports for individuals over 18 years of age with a severe and persistent mental illness and specifically those individuals with an unnecessary length of stay on an inpatient psychiatric unit in the Calgary Zone.

The program provides an alternative level of support through the provision of supportive housing for individuals due to the unavailability of suitable housing and support in the community. The program assists individuals to experience stable and secure community tenure and transitions clients within one year or less to independent living.

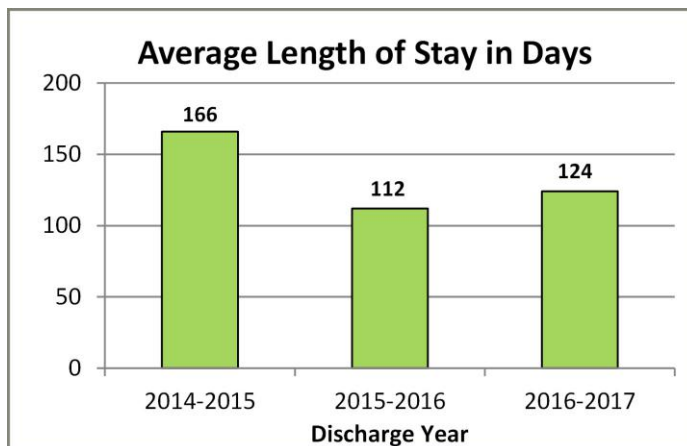
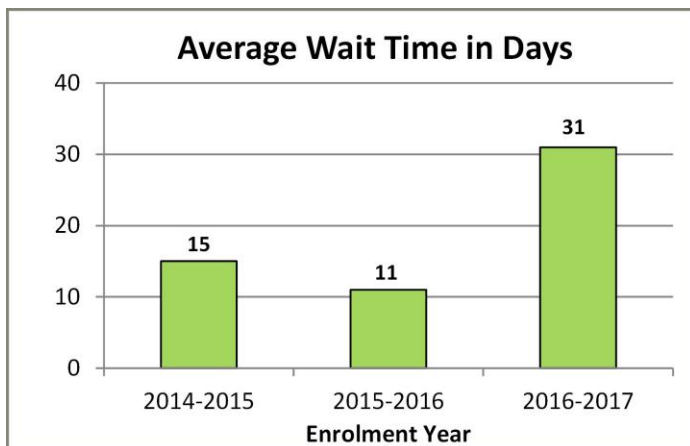
Program Statistics: Source Program Statistics

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

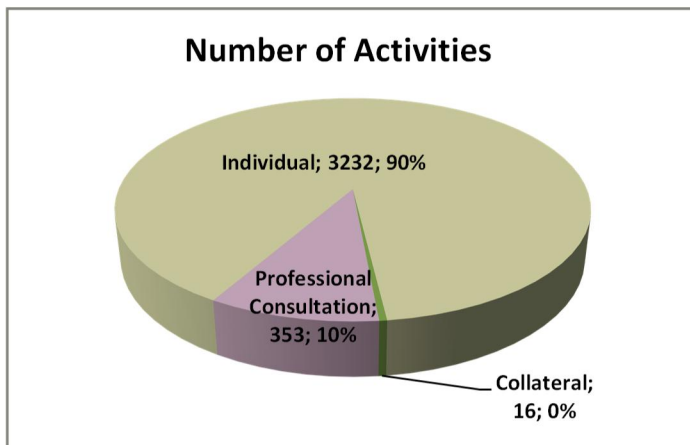
	2014-2015	2015-2016	2016-2017
Referrals	-	-	30
New Enrolments	19	26	30
Overall Registrations	29	34	40
Unique Individuals Served	28	33	38
Discharges	22	24	30

Roberts House is a partnership between Alberta Health Services and the Canadian Mental Health Association (CMHA). Referral information is not available. Client statistics are reported for unique individuals served.

Wait Time and Length of Stay: Source Program Statistics



Activity Statistics 2016-2017: Source Program Statistics

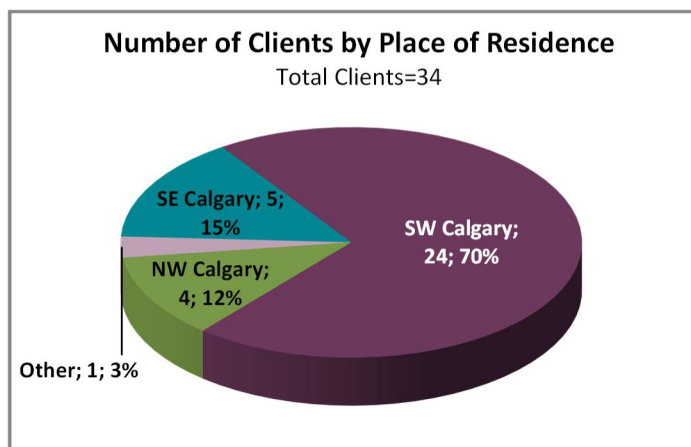
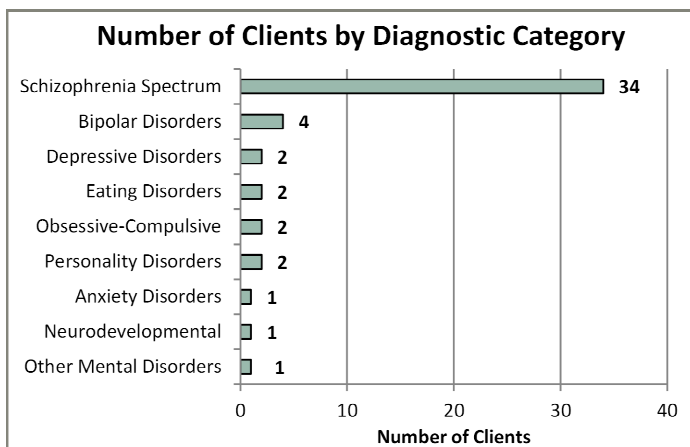
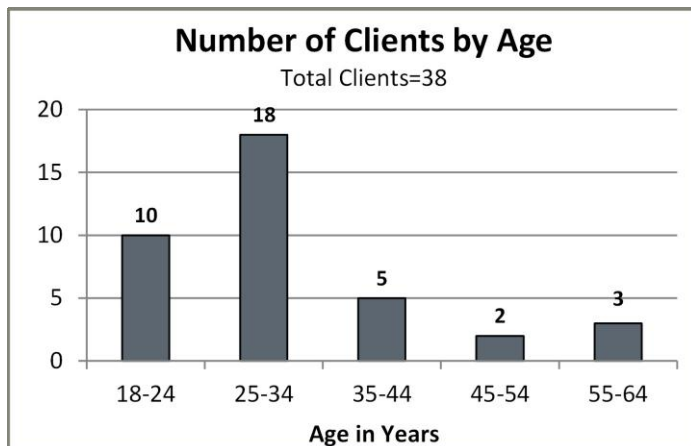
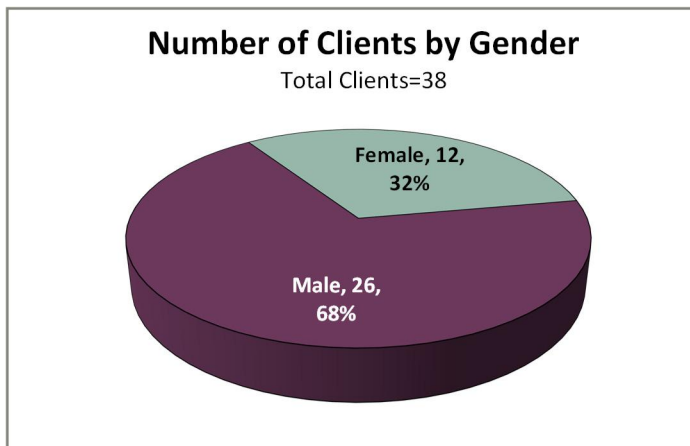


Registered Client Activity Totals		
	Number	Duration (Hours)
Direct Activities	3248	-
Indirect Activities	353	-

Group Activity Totals		
Group Name	# Sessions	# Attendees
Education	38	137
Counselling	4	11
Peer Support	13	36

CMHA - Roberts House

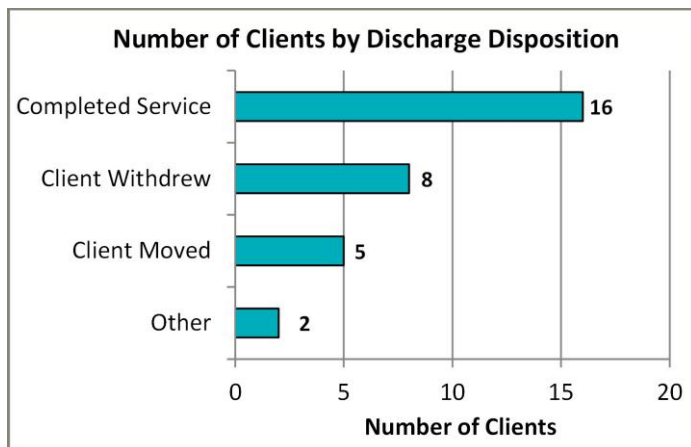
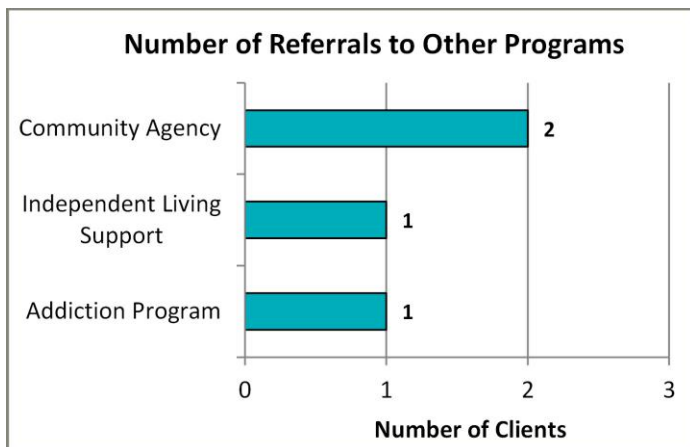
Client Statistics 2016-2017: Source Program Statistics



Note: A client may have more than one diagnosis.

Note: 4 clients have an unknown place of residence.

Referrals Out and Discharge Disposition Statistics 2016-2017: Source Program Statistics



CMHA - Street Outreach & Stabilization

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

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

Program Statistics: Source Program Statistics

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

	2014-2015	2015-2016	2016-2017
Referrals	-	-	36
New Enrolments	87	95	36
Overall Registrations	268	330	168
Unique Individuals Served	267	330	167
Discharges	33	198	113

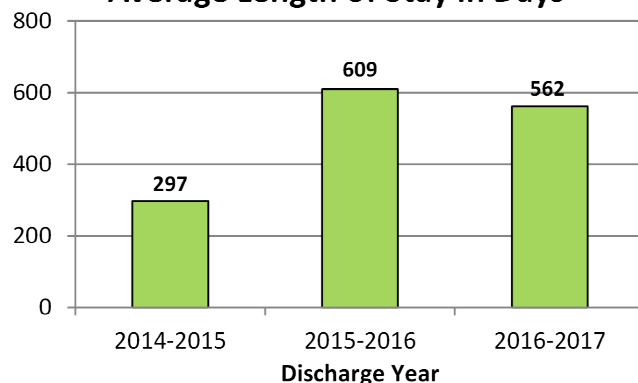
The data combines the following CMHA programs: Street Outreach & Stabilization, and SOS indigenous outreach referral information is not available. Client statistics are reported for unique individual clients. Due to the transient nature of population served, clients may be registered but seen infrequently.

Wait Time and Length of Stay: Source Program Statistics

Wait Time

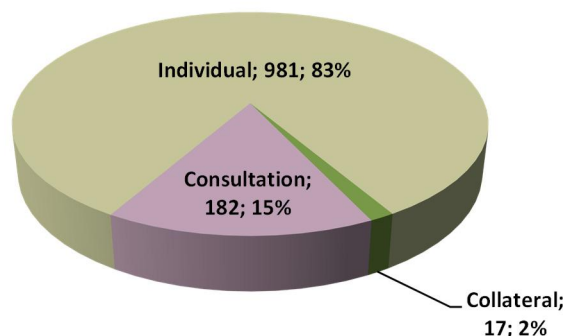
Average wait time from referral to start of service is 0 days.

Average Length of Stay in Days



Activity Statistics 2016-2017: Source Program Statistics

Number of Activities



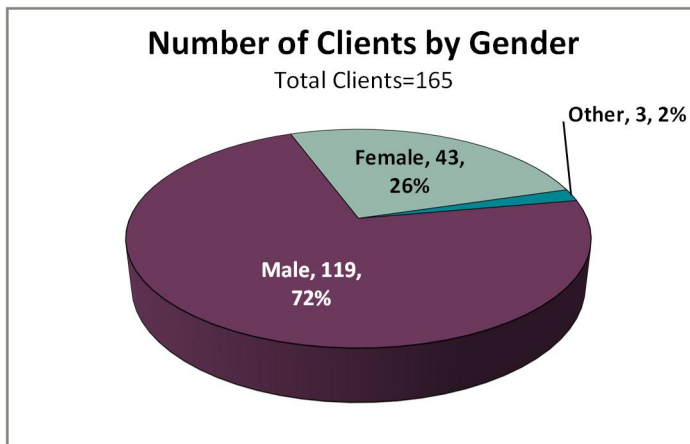
Registered Client Activity Totals

	Number	Duration (Hours)
Direct Activities	998	-
Indirect Activities	182	-

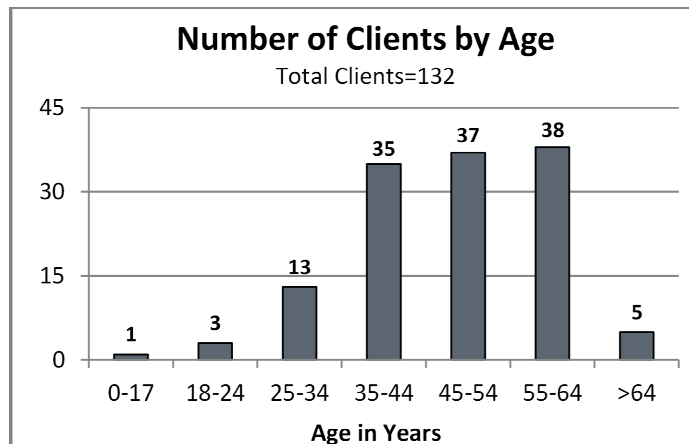
Note: In addition to the registered activity listed, this program also provided 4837 non-registered client activities consisting of outreach in the community and shelters.

CMHA - Street Outreach & Stabilization

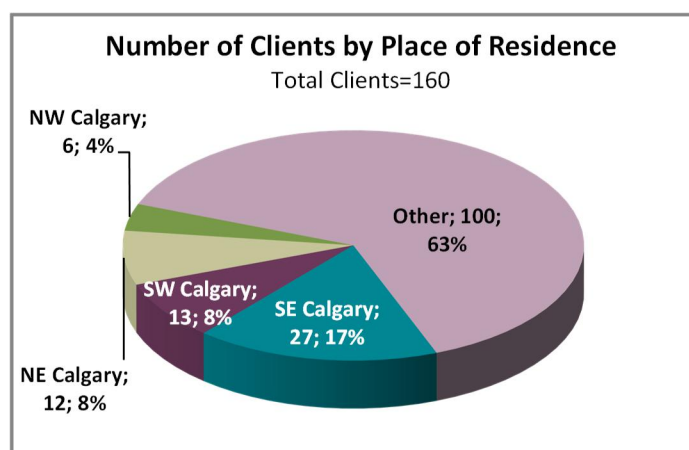
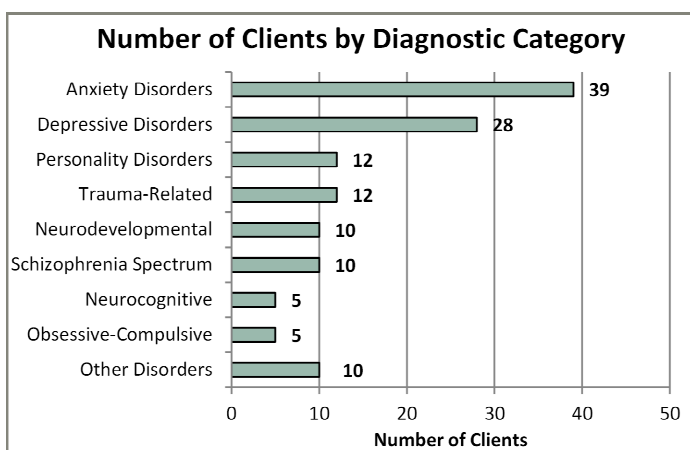
Client Statistics 2016-2017: Source Program Statistics



Note: 2 clients have an unknown gender.

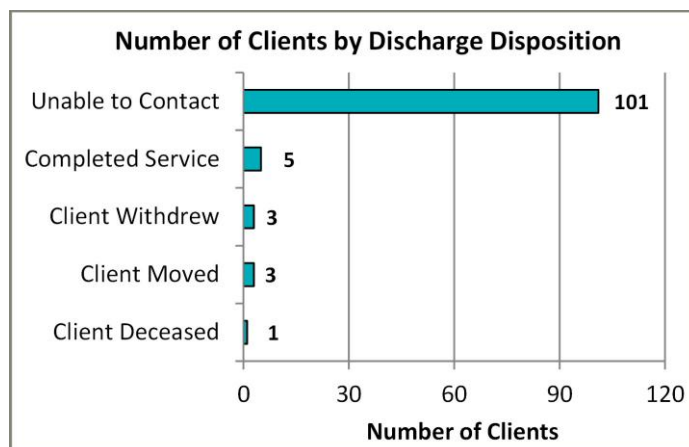
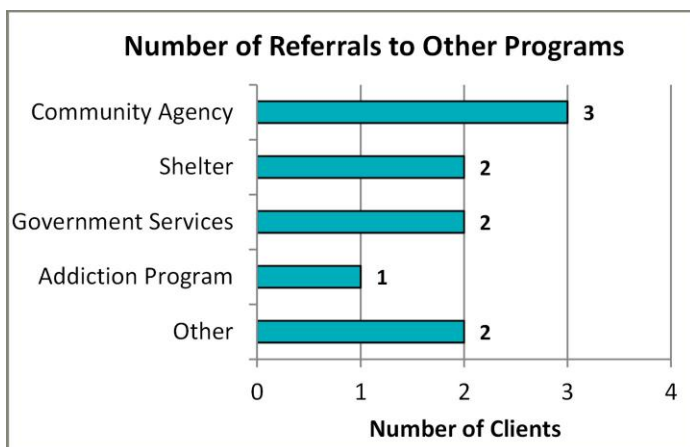


Note: 35 clients have an unknown date of birth.



Note: 2 clients have an unknown place of residence.

Referrals Out and Discharge Disposition Statistics 2016-2017: Source Program Statistics



CMHA - Supportive Living (Aggregate)

The Canadian Mental Health Association (CMHA) - Supportive Living Program assists individuals with severe and persistent mental disorders to live independently. The program emphasizes individual strengths, encouraging the use of personal, family, and community-based resources to maintain an optimal level of mental health and community living status.

There are two streams within Supportive Living: Group Living, with support ranging from 24-hour staff to outreach level of service; and Apartment Program, with a lower degree of support. Above all the Supportive Living Program is designed to maintain the individual's sense of identity, dignity, and self-esteem to move towards independence.

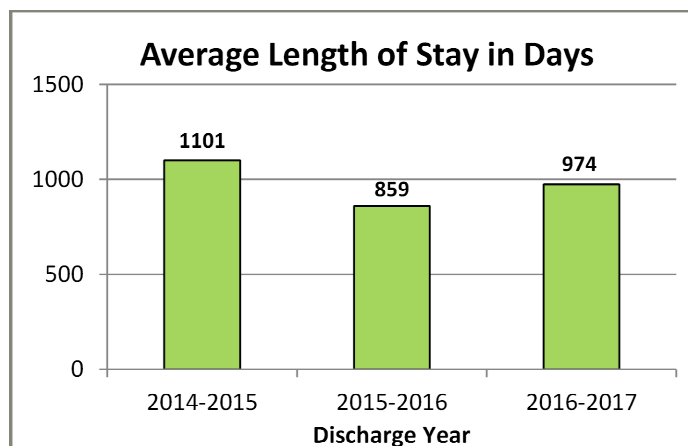
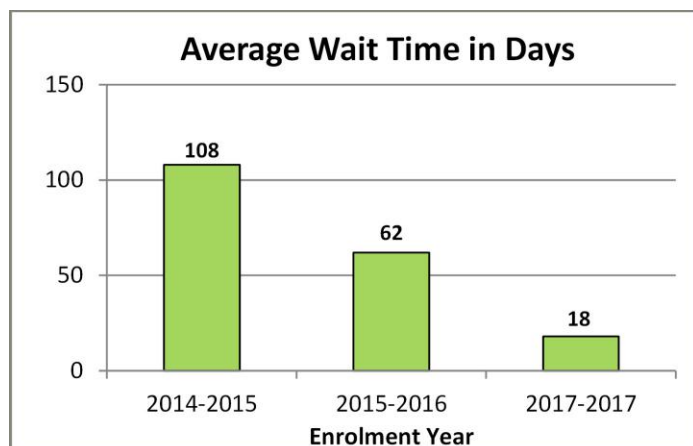
Program Statistics: Source Program Statistics

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

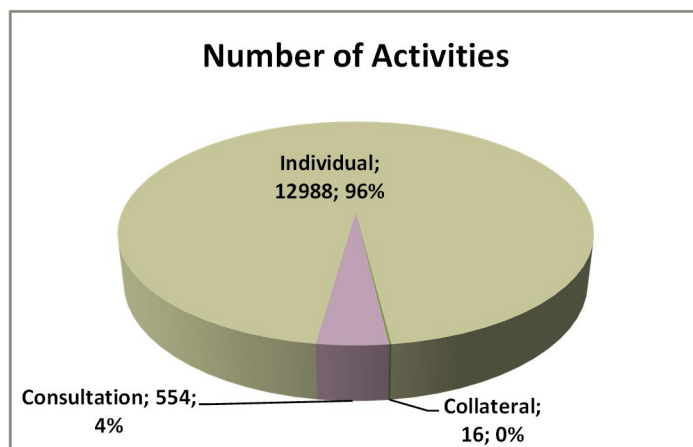
	2014-2015	2015-2016	2016-2017
Referrals	-	-	34
New Enrolments	27	47	35
Overall Registrations	157	178	171
Unique Individuals Served	155	162	160
Discharges	26	42	34

The data reported here combines the following CMHA Supportive Living group homes: Marguerite House, Miner House, and these Supportive Living Apartments: Horizon 8, Horizon 14, Horizon West, Bob Ward, and Alice Bissett Place.

Wait Time and Length of Stay: Source Program Statistics



Activity Statistics 2016-2017: Source Program Statistics

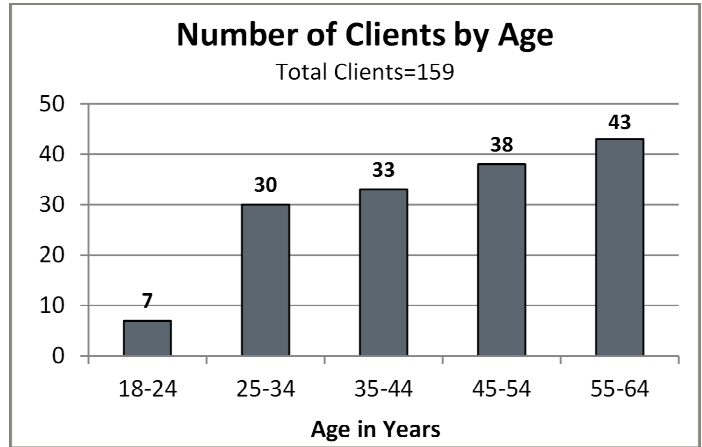
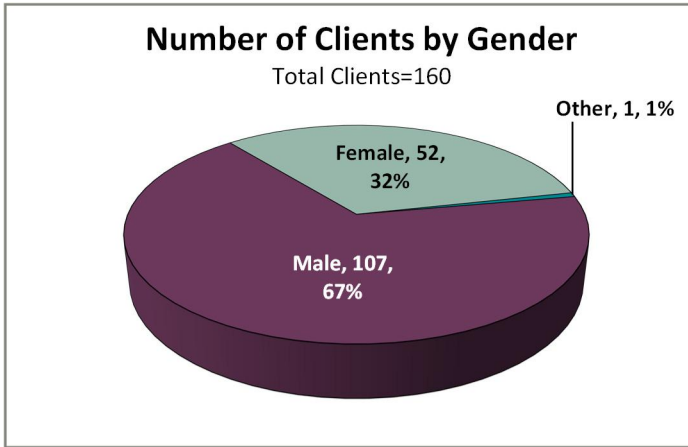


Registered Client Activity Totals		
	Number	Duration (Hours)
Direct Activities	13004	-
Indirect Activities	554	-

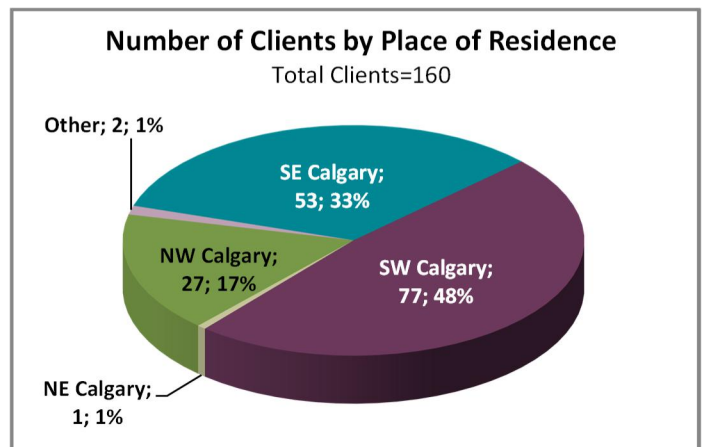
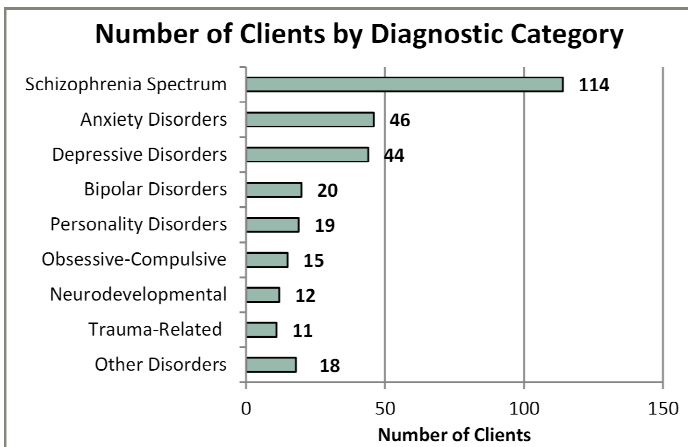
Group Activity Totals		
Group Name	# Sessions	# Attendees
Education	40	211
Skills	79	278
Peer Support	30	86

CMHA - Supportive Living (Aggregate)

Client Statistics 2016-2017: Source Program Statistics

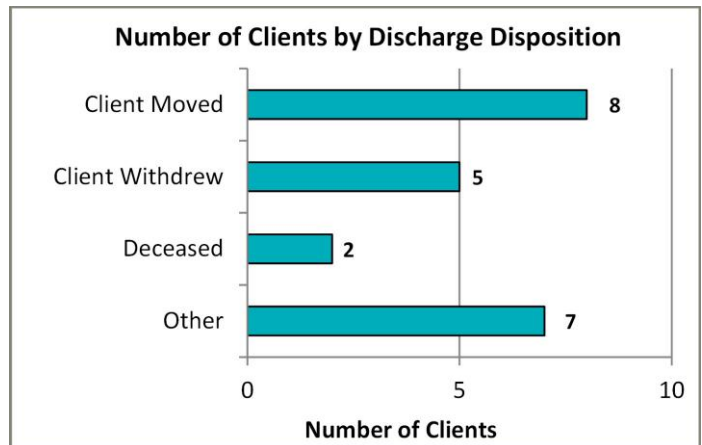
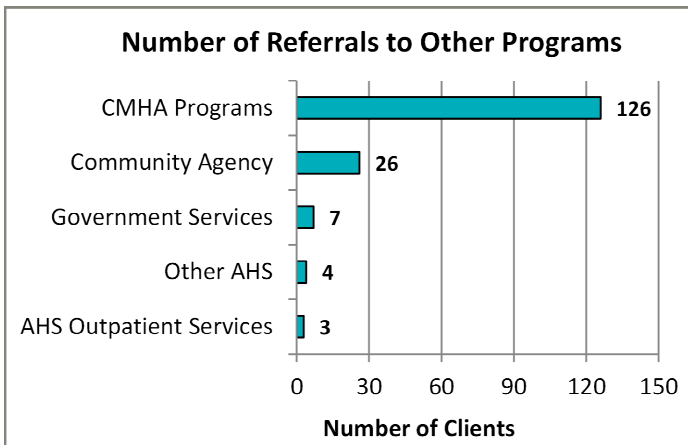


Note: 1 client has an unknown date of birth.



Note: A client may have more than one diagnosis.

Referrals Out and Discharge Disposition Statistics 2016-2017: Source Program Statistics



Note: A client may receive more than one referral.

Distress Centre Calgary

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

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

Program Statistics: Source Program Statistics

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

	2014-2015	2015-2016	2016-2017
Referrals	-	-	-
New Enrolments	377	598	535
Overall Registrations	510	710	535
Unique Individuals Served	489	557	519
Discharges	256	519	405

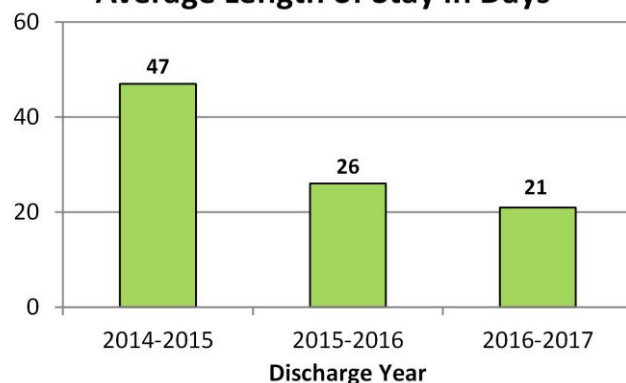
Referral and wait time information are not available.

Wait Time and Length of Stay: Source Program Statistics

Wait Time

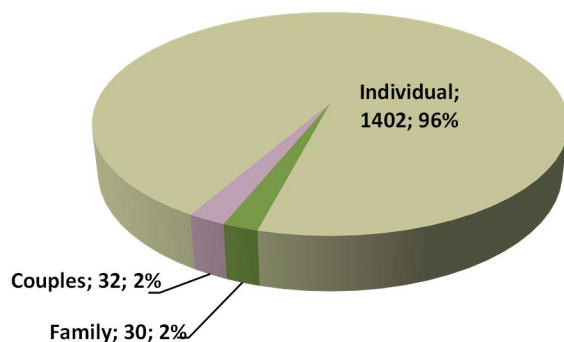
Wait time information is not available.

Average Length of Stay in Days



Activity Statistics 2016-2017: Source Program Statistics

Number of Direct Activity Hours

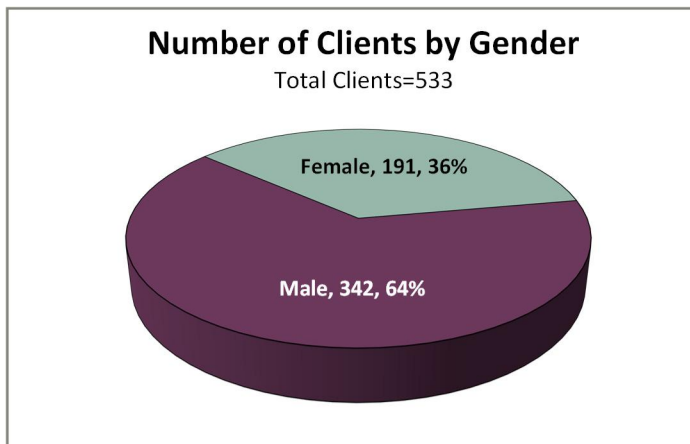


Registered Client Activity Totals

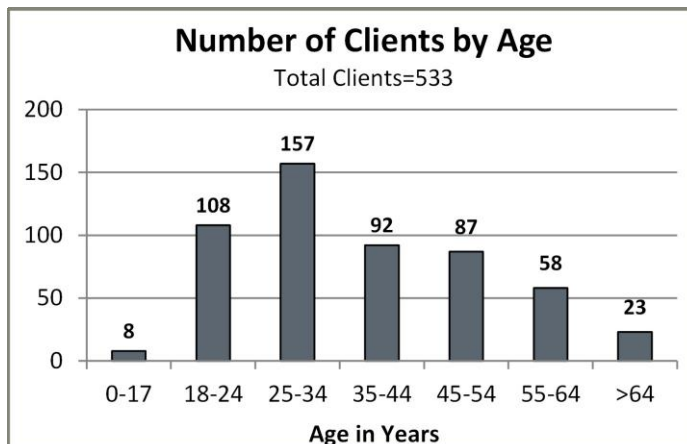
	Number	Duration (Hours)
Direct Activities	-	1464
Indirect Activities	-	-

Distress Centre Calgary

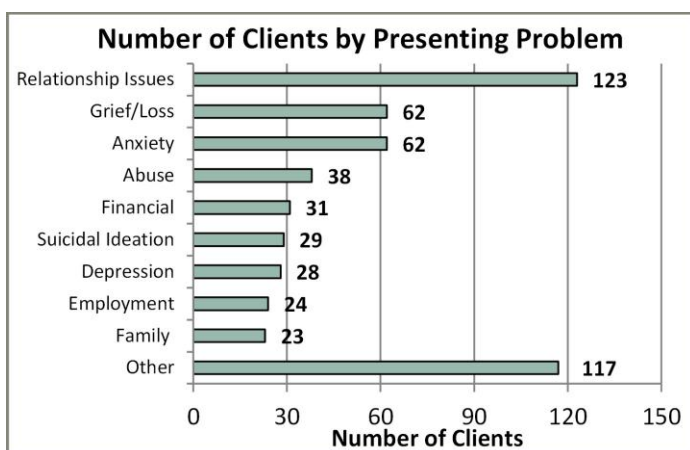
Client Statistics 2016-2017: Source Program Statistics



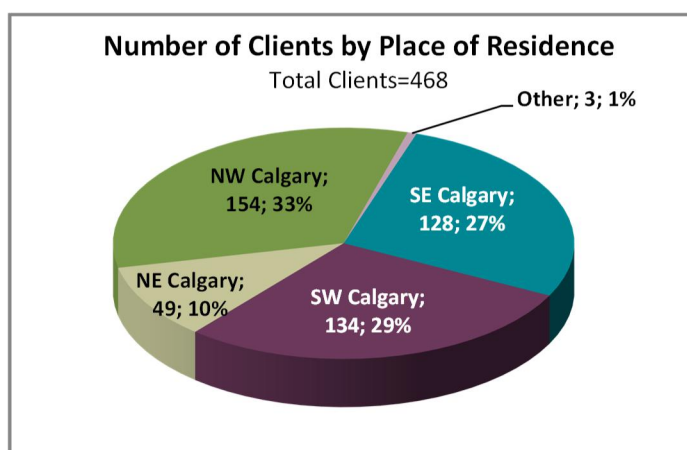
Note: 2 clients have an unknown gender.



Note: 2 clients have an unknown date of birth.

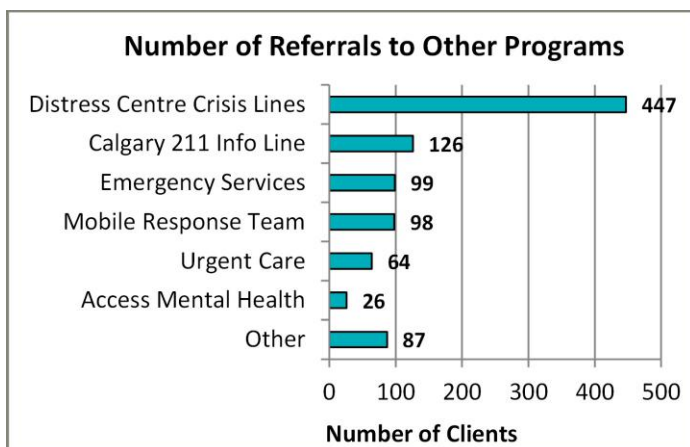


Note: A client may have more than one presenting problem.



Note: 67 clients have an unknown place of residence.

Referrals Out and Discharge Disposition Statistics 2016-2017: Source Program Statistics



Note: A client may receive more than one referral.

Discharge Disposition

Discharge disposition information is not available.

Elements Mental Health Care - Community Supports & Skill Development

Elements Mental Health Care is a community mental health centre that provides support to promote the abilities of adults with mental illness. The mission is accomplished through skill development, supportive counselling, and social/leisure services.

The centre provides specially designed programs where adults with mental illness can improve their skills and enhance their capabilities for living, working, and socializing in the community. The goal is to offer support to help prevent relapse and promote wellness, reducing reliance on hospital or emergency services.

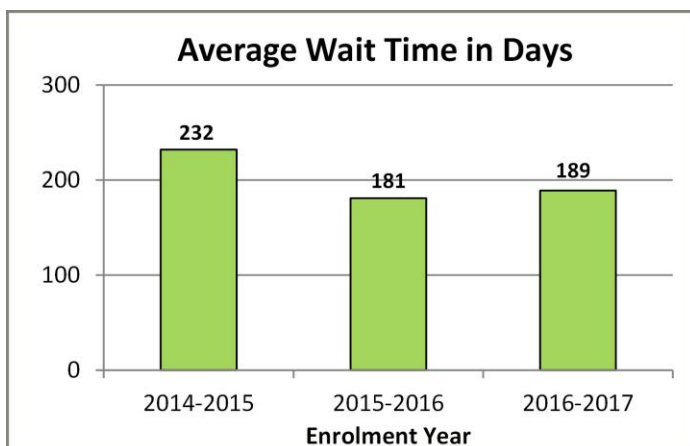
Program Statistics: Source Program Statistics

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

	2014-2015	2015-2016	2016-2017
Referrals	313	268	257
New Enrolments	313	94	116
Overall Registrations	123	238	257
Unique Individuals Served	-	-	-
Discharges	155	98	110

Program formerly named Calgary Association of Self Help. Unique individual client and length of stay information are not available.

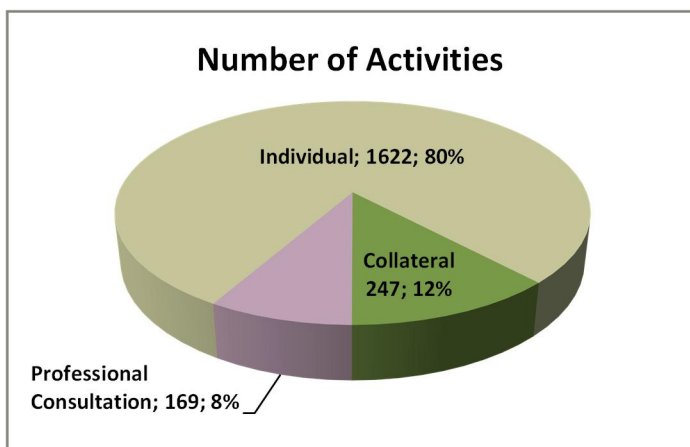
Wait Time and Length of Stay: Source Program Statistics



Length of Stay

Length of stay information is not available.

Activity Statistics 2016-2017: Source Program Statistics

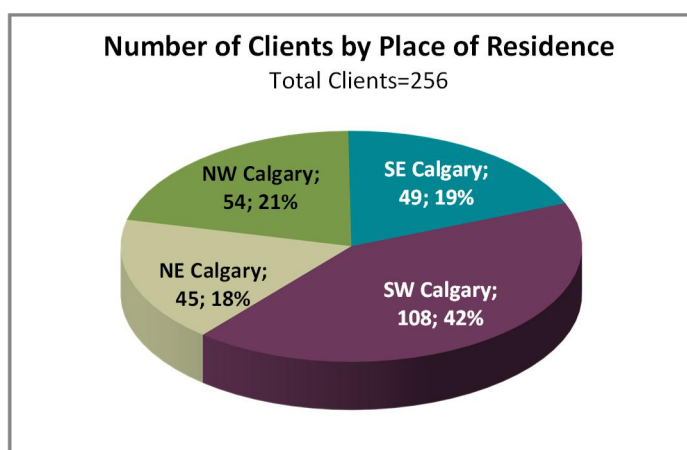
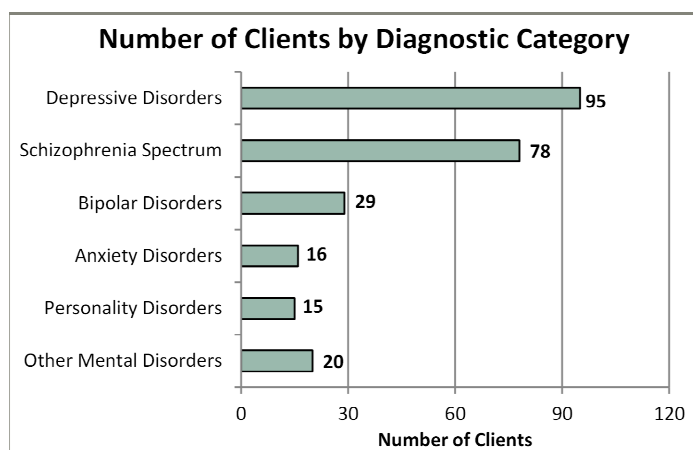
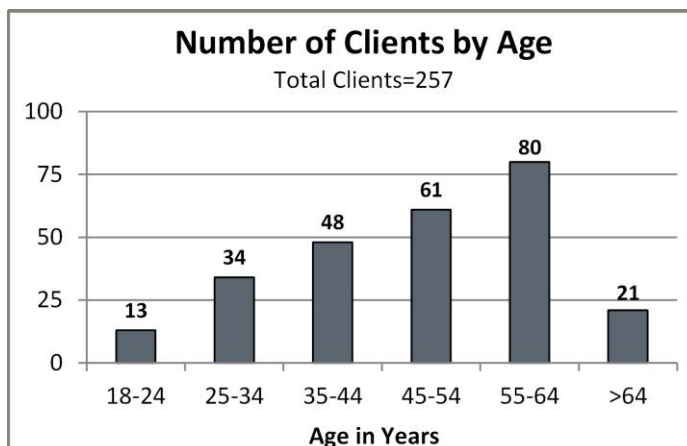
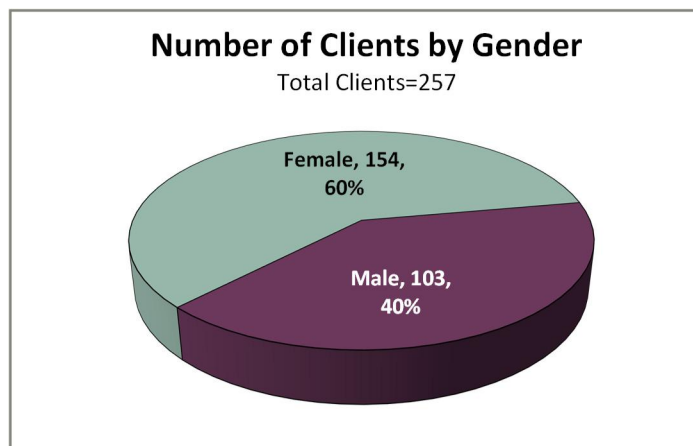


Registered Client Activity Totals		
	Number	Duration (Hours)
Direct Activities	1869	-
Indirect Activities	169	-

Group Activity Totals		
Group Name	# Sessions	# Attendees
Art Program	444	1595
Recycling Program	386	1362
Occupational/Leisure skills	272	2114
Creative Arts	100	842
Daily Living Activities	81	221
Life Skills/Initiatives	134	1187
Mental Health Support Groups	77	1561

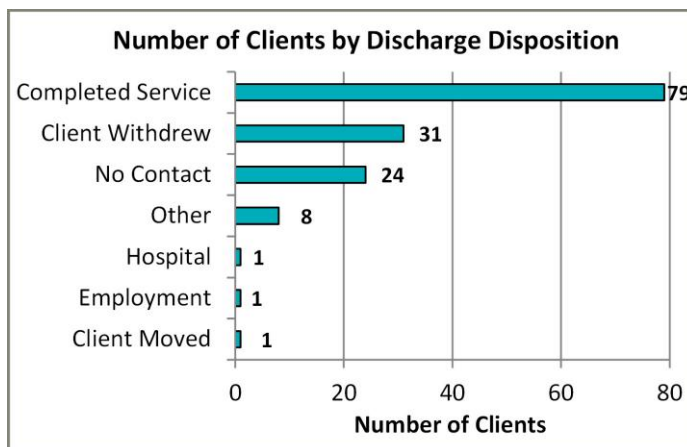
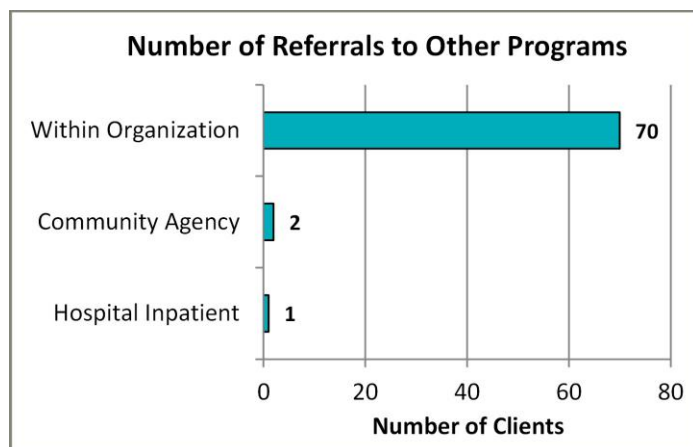
Elements Mental Health Care - Community Supports & Skill Development

Client Statistics 2016-2017: Source Program Statistics



Note: 1 client has an unknown place of residence.

Referrals Out and Discharge Disposition Statistics 2016-2017: Source Program Statistics



Elements Mental Health Care - Resource/Activity Centre

Elements Mental Health Care provides a wide range of programs and services which are specialized to the needs of people with a mental illness and help to prevent relapse and promote wellness. The program's 'drop-in' format supports the principle of self determination.

The Resource/Activity Centre (RAC) is a social, recreation, and support centre where people are offered an extensive variety of social/recreational opportunities and support services. Individuals are able to select the activities and services of their choice from a wide array of structured and unstructured activities and support services.

Program Statistics: Source Program Statistics

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

	2014-2015	2015-2016	2016-2017
Referrals	908	927	877
New Enrolments	161	190	188
Overall Registrations	908	927	877
Unique Individuals Served	908	927	877
Discharges	171	238	258

Program formerly named Calgary Association of Self Help. Wait time and length of stay information are not available.

Wait Time and Length of Stay: N/A

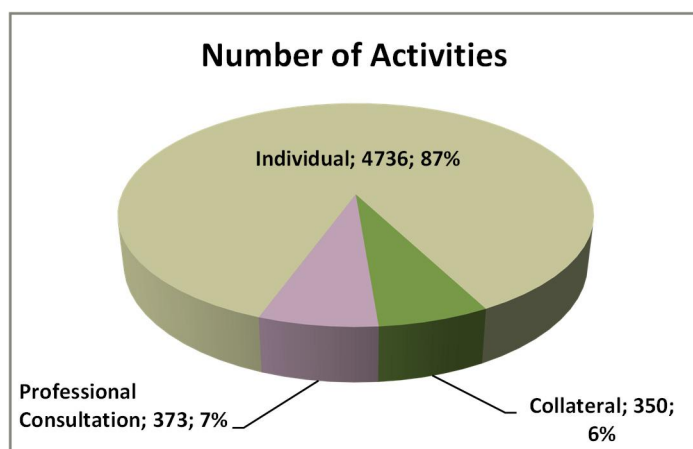
Wait Time

Wait time information is not available.

Length of Stay

Length of stay information is not available.

Activity Statistics 2016-2017: Source Program Statistics

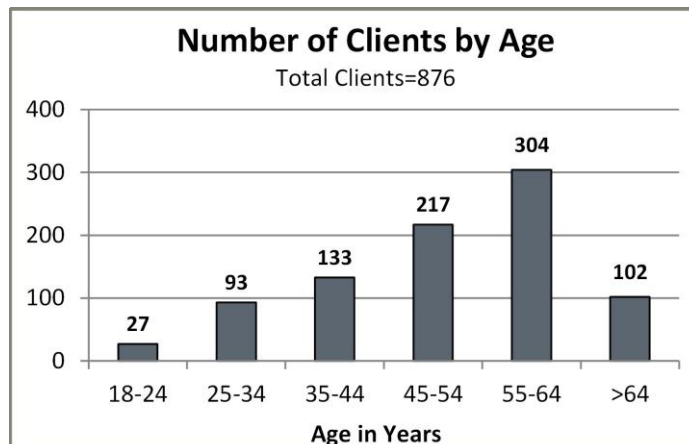
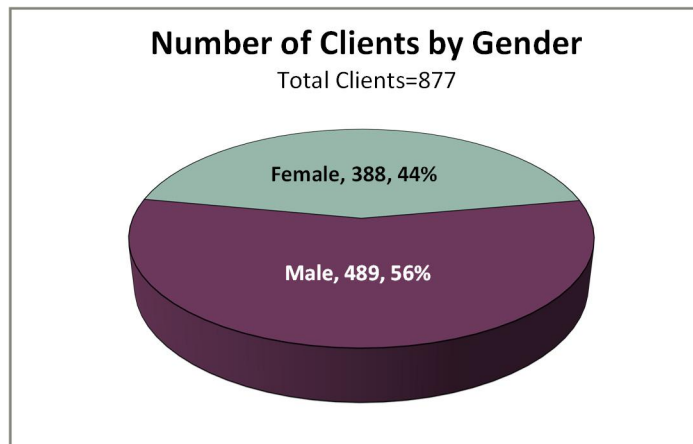


Registered Client Activity Totals		
	Number	Duration (Hours)
Direct Activities	5086	-
Indirect Activities	373	-

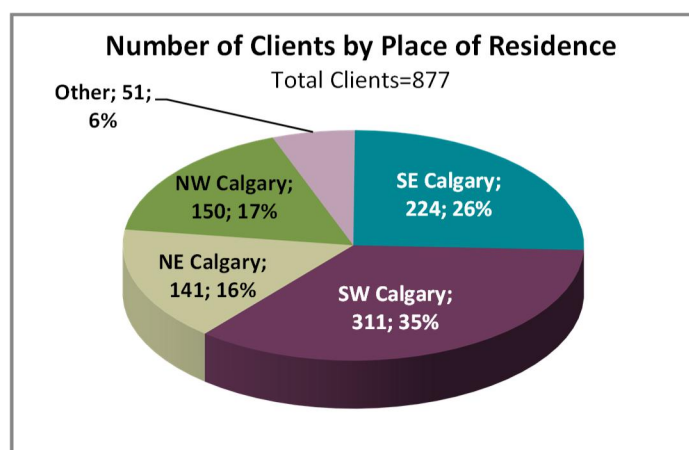
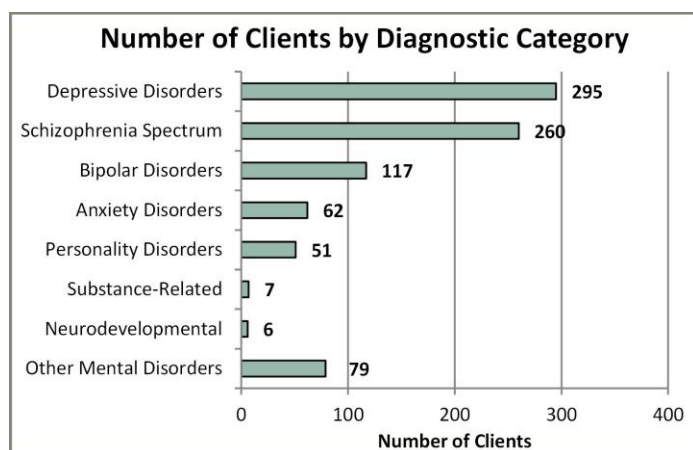
Group Activity Totals		
Group Name	# Sessions	# Attendees
Group Table Games	452	2585
Group Activities	272	1797
Noon Hour Games	244	3318
Bingo	102	1668
Weekend Coffee/Snack	102	2312
Looking/Feeling Good	98	1733
Community Outings	87	498
Special Events Activities	60	1094
Other Groups	239	3050

Elements Mental Health Care - Resource/Activity Centre

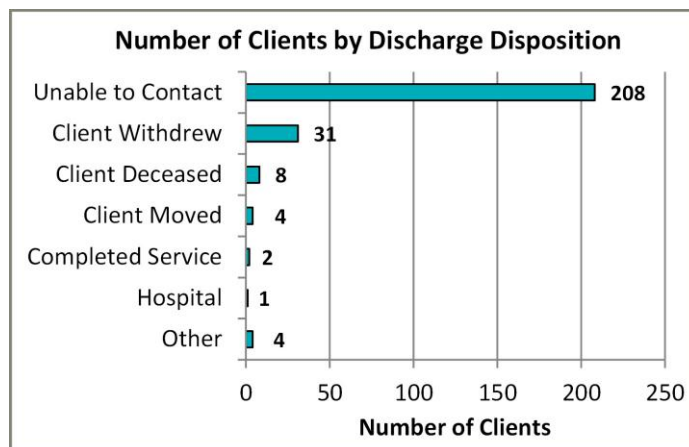
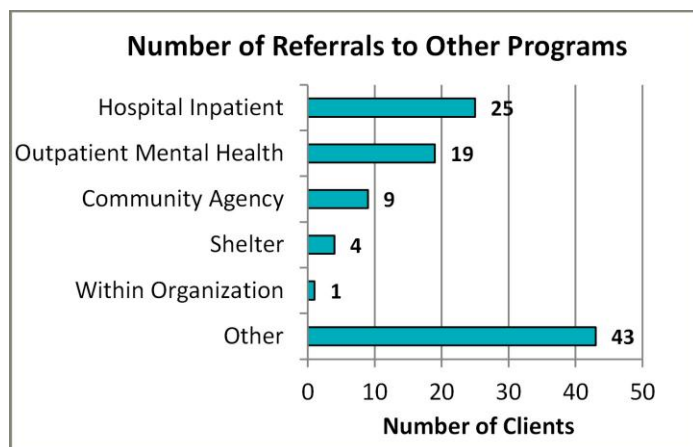
Client Statistics 2016-2017: Source Program Statistics



Note: 1 client has an unknown date of birth.



Referrals Out and Discharge Disposition Statistics 2016-2017: Source Program Statistics



Fresh Start Addictions Centre

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

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

Program Statistics: Source Program Statistics

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

	2014-2015	2015-2016	2016-2017
Referrals	-	-	-
New Enrolments	149	161	137
Overall Registrations	174	211	307
Unique Individuals Served	155	52	146
Discharges	146	154	127

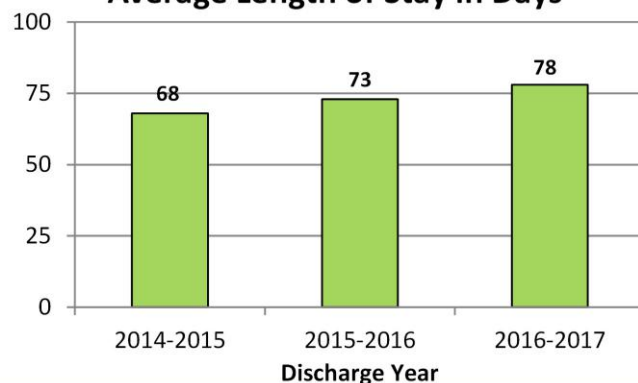
Referral and wait time information are not available.

Wait Time and Length of Stay: Source Program Statistics

Wait Time

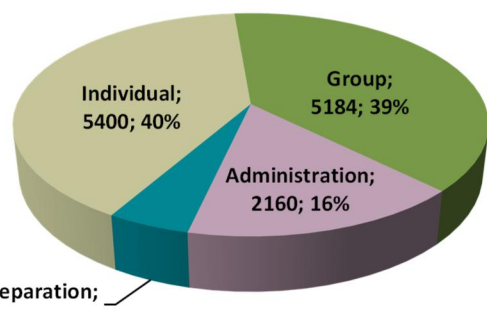
Wait time information is not available.

Average Length of Stay in Days



Activity Statistics 2016-2017: Source Program Statistics

Number of Activity Hours



Registered Client Activity Totals

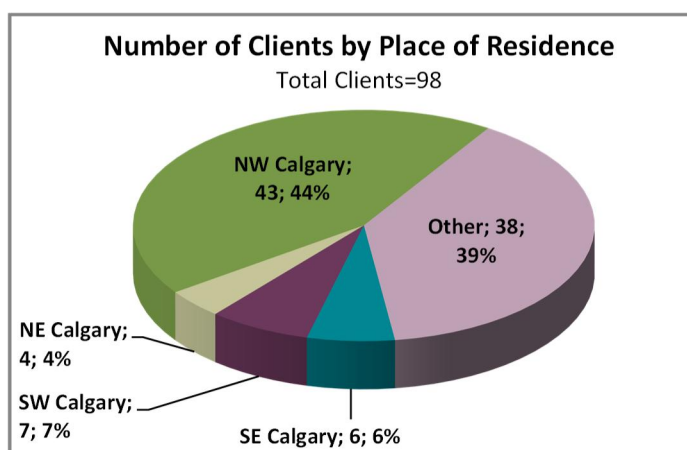
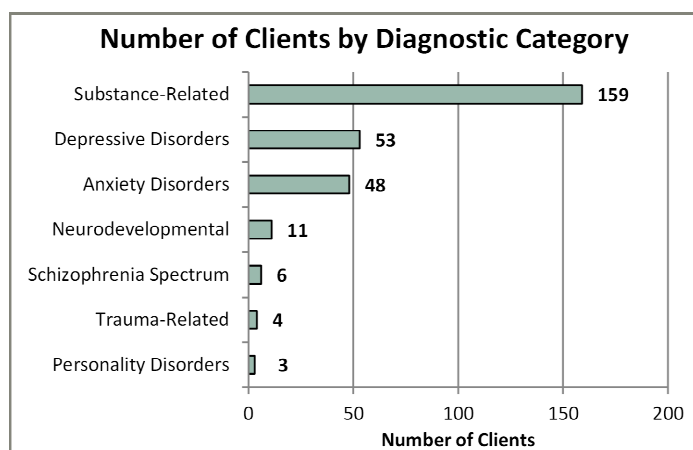
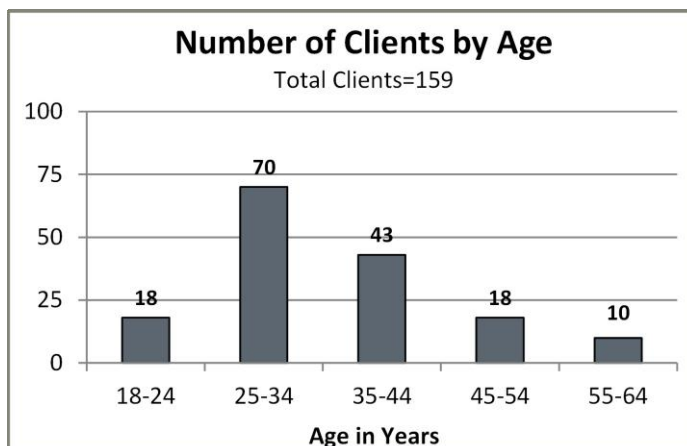
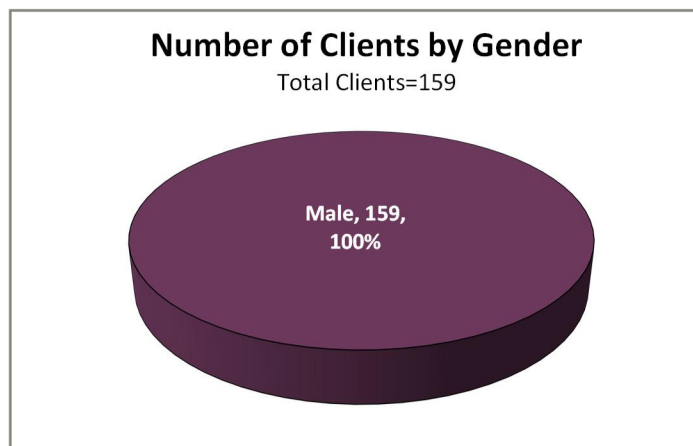
	Number	Duration (Hours)
Direct Activities	60	10584
Indirect Activities	28016	2800

Group Activity Totals

Group Name	# Sessions	# Attendees	Hours
Leisure/Recreation	52	19	170

Fresh Start Addictions Centre

Client Statistics 2016-2017: Source Program Statistics

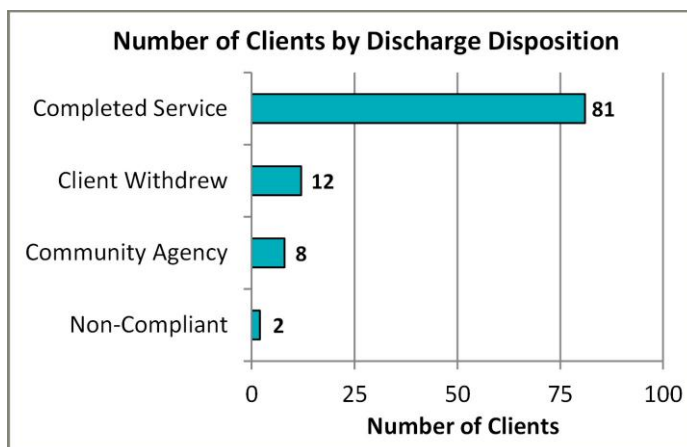


Note: 61 clients have an unknown place of residence.

Referrals Out and Discharge Disposition Statistics 2016-2017: Source Program Statistics

Referrals to Other Programs

Referral information to other programs is not available.



Hull Services - Bridging the Gap

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

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

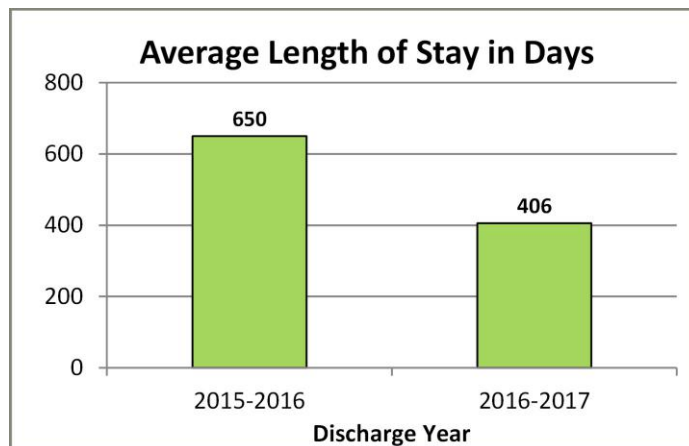
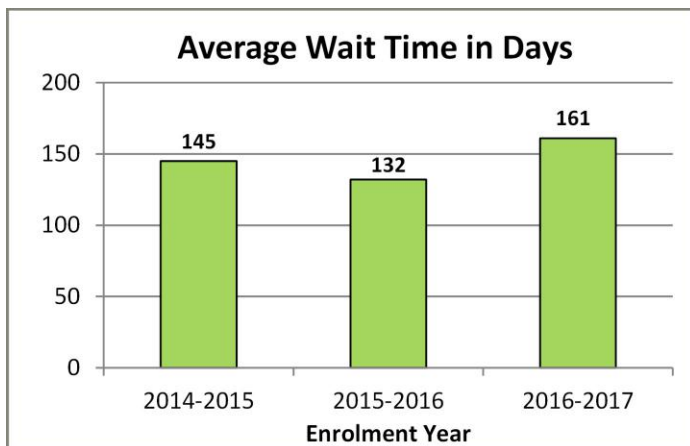
Program Statistics: Source Program Statistics

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

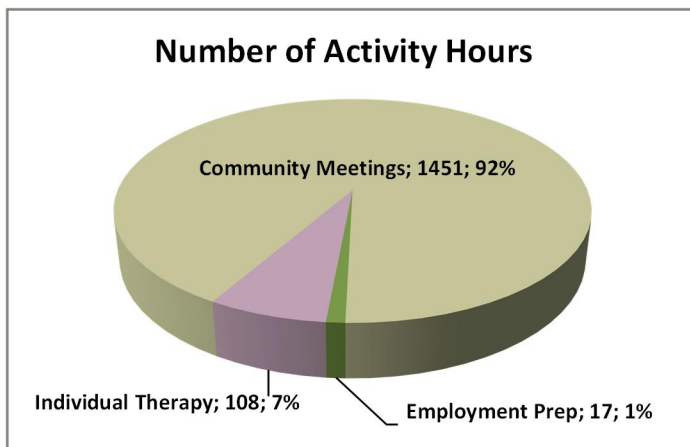
	2014-2015	2015-2016	2016-2017
Referrals	-	-	-
New Enrolments	60	52	66
Overall Registrations	149	132	128
Unique Individuals Served	146	132	128
Discharges	67	67	62

Referral information is not available.

Wait Time and Length of Stay: Source Program Statistics



Activity Statistics 2016-2017: Source Program Statistics

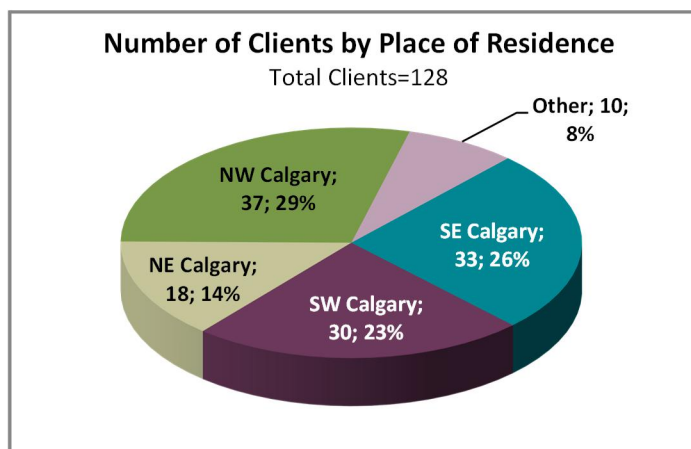
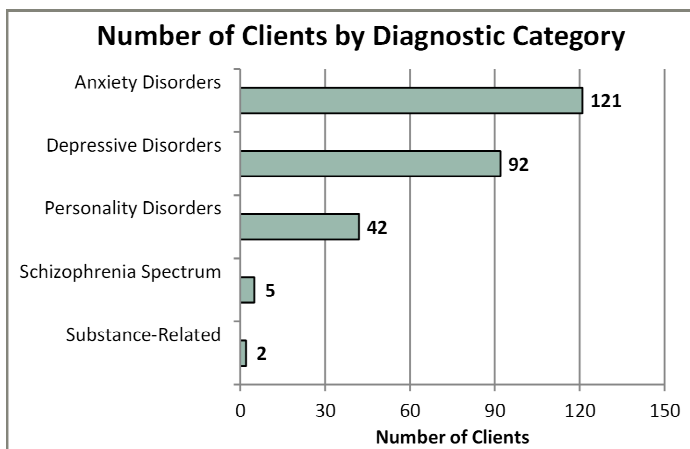
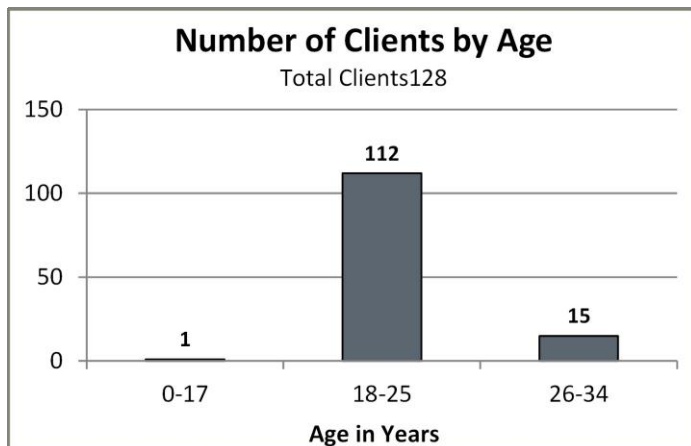
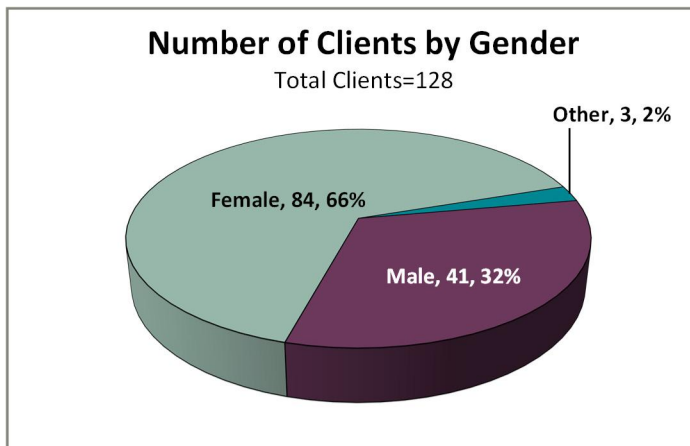


Registered Client Activity Totals		
	Number	Duration (Hours)
Direct Activities	1329	1576
Indirect Activities	-	-

Group Activity Totals			
Group Name	# Sessions	# Attendees	Hours
DBT Group	23	25	399

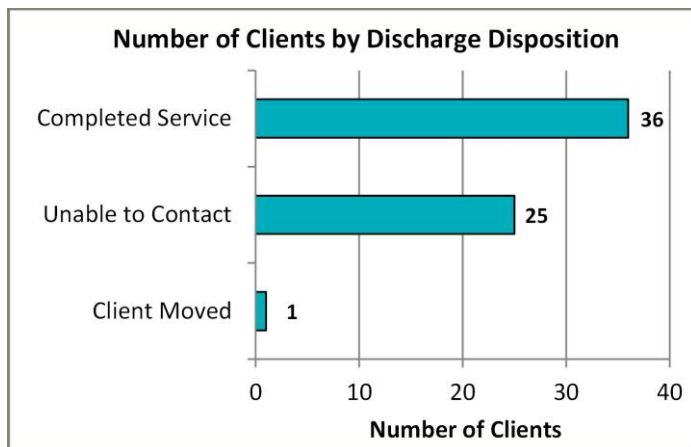
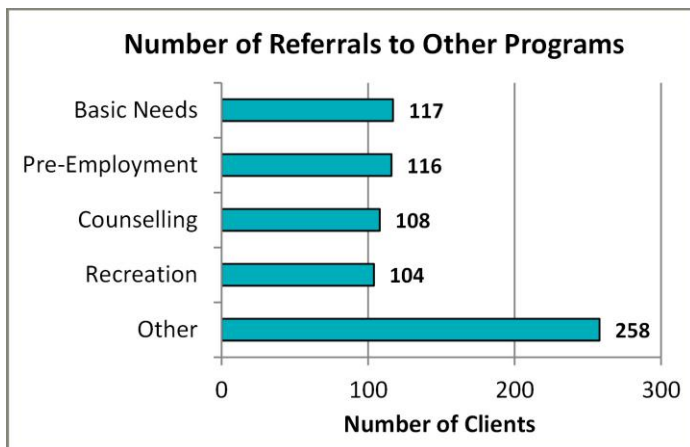
Hull Services - Bridging the Gap

Client Statistics 2016-2017: Source Program Statistics



Note: A client may have more than one diagnosis.

Referrals Out and Discharge Disposition Statistics 2016-2017: Source Program Statistics



Note: A client may receive more than one referral.

Hull Services - Lasting Impressions Community Support

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

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

Program Statistics: Source Program Statistics

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

	2014-2015	2015-2016	2016-2017
Referrals	-	-	-
New Enrolments	25	27	34
Overall Registrations	177	214	226
Unique Individuals Served	177	212	226
Discharges	8	3	13

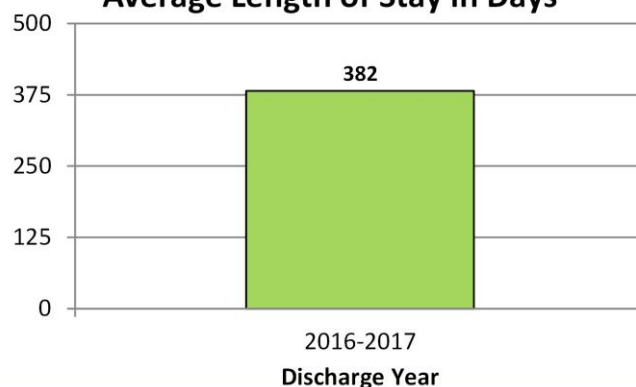
Referral and wait time information are not available.

Wait Time and Length of Stay: Source Program Statistics

Wait Time

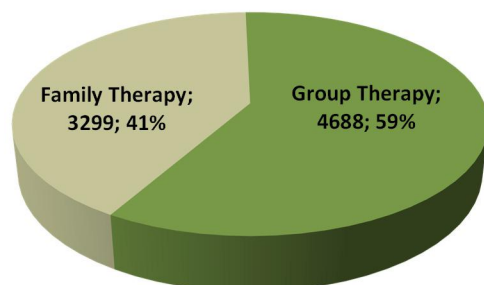
Wait time information is not available.

Average Length of Stay in Days



Activity Statistics 2016-2017: Source Program Statistics

Number of Direct Activity Hours



Registered Client Activity Totals

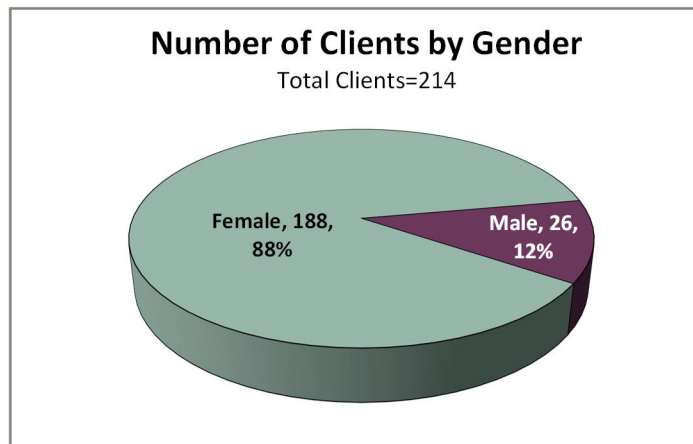
	Number	Duration (Hours)
Direct Activities	-	7987
Indirect Activities	-	-

Group Activity Totals

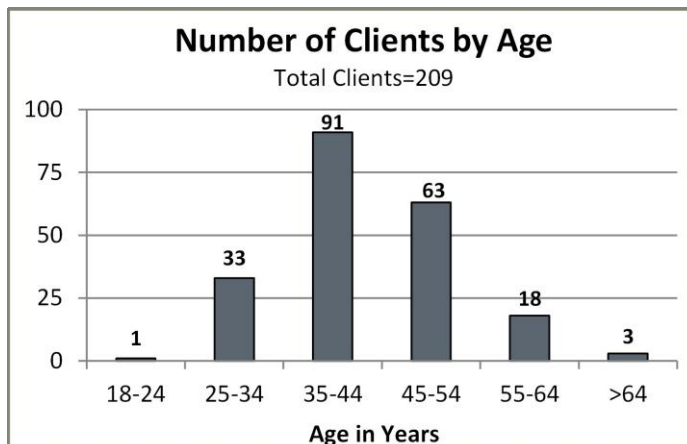
Group Name	# Sessions	# Attendees	Hours
Multi Activity	23	369	3056
Peer Support	4	147	483
Psycho-educational	28	44	1149

Hull Services - Lasting Impressions Community Support

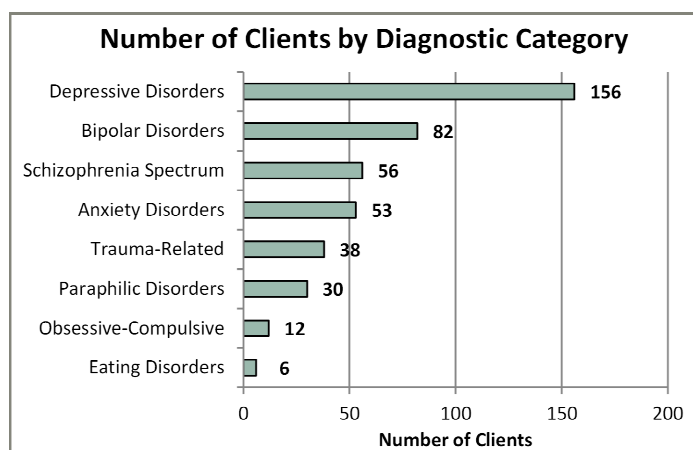
Client Statistics 2016-2017: Source Program Statistics



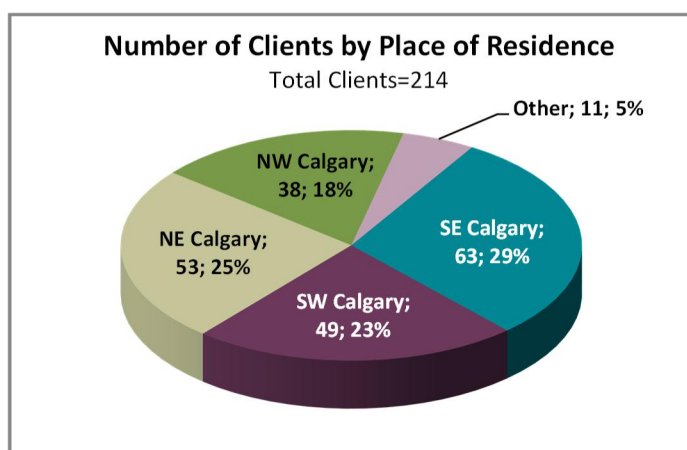
Note: 12 clients have an unknown gender.



Note: 17 clients have an unknown date of birth.



Note: A client may have more than one diagnosis.

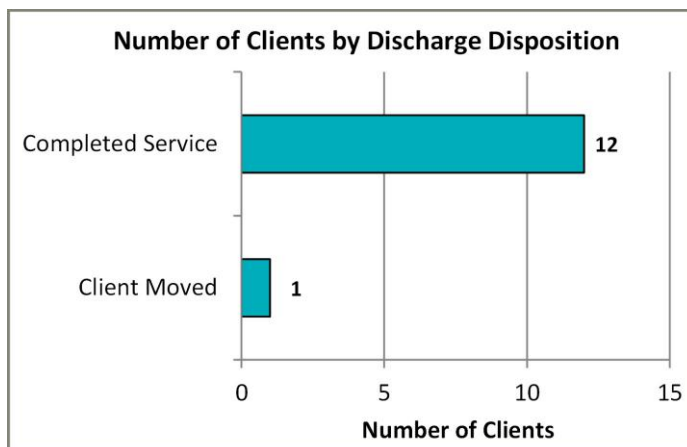


Note: 12 clients have an unknown place of residence.

Referrals Out and Discharge Disposition Statistics 2016-2017: Source Program Statistics

Referrals to Other Programs

Referral information to other programs is not available.



Hull Services - Lasting Impressions In Home Support

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

Lasting Impressions is designed to strengthen and support families impacted by parental mental illness. In-home support focuses on enhancing family functioning by short-term intervention with a family mentor.

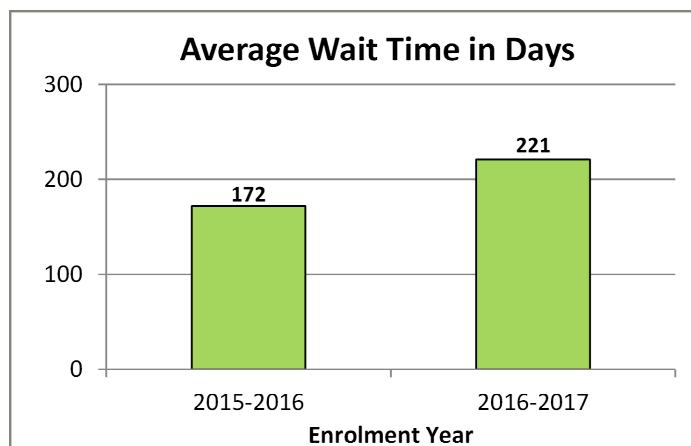
Program Statistics: Source Program Statistics

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

	2014-2015	2015-2016	2016-2017
Referrals	-	-	-
New Enrolments	18	12	13
Overall Registrations	31	26	26
Unique Individuals Served	35	25	13
Discharges	20	14	13

Referral and length of stay information are not available.

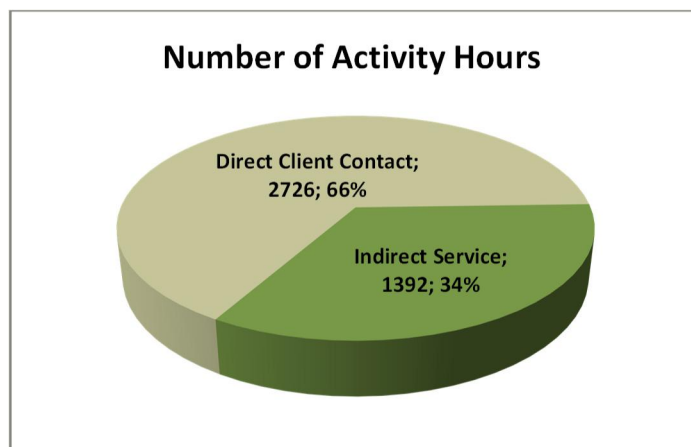
Wait Time and Length of Stay: Source Program Statistics



Length of Stay

Length of stay information is not available.

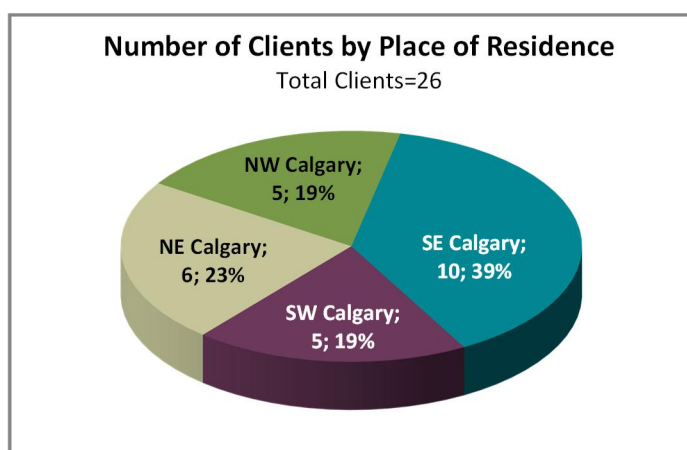
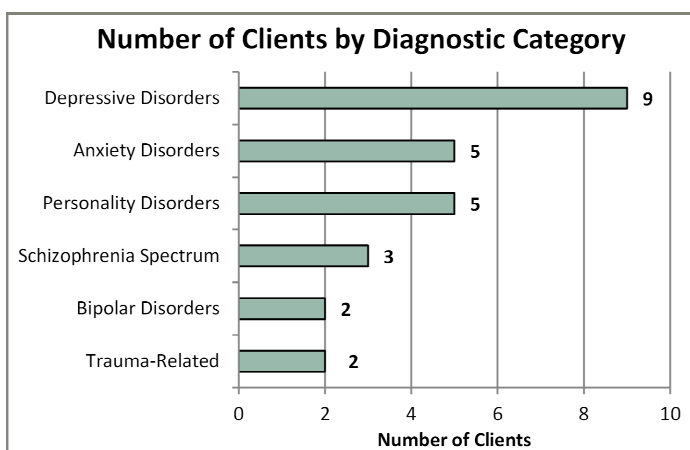
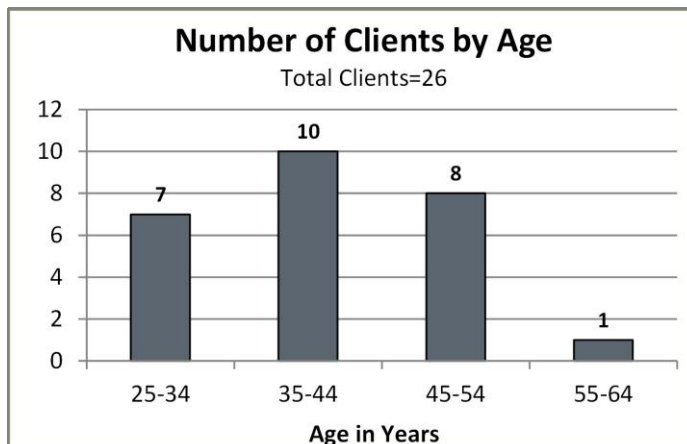
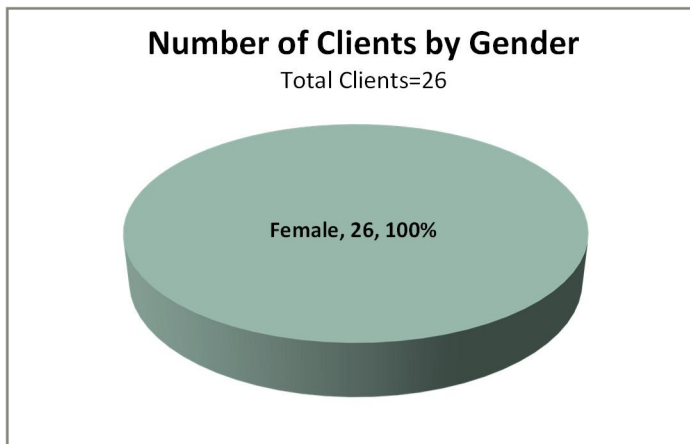
Activity Statistics 2016-2017: Source Program Statistics



Registered Client Activity Totals		
	Number	Duration (Hours)
Direct Activities	12	2726
Indirect Activities	12	1392

Hull Services - Lasting Impressions In-Home Support

Client Statistics 2016-2017: Source Program Statistics

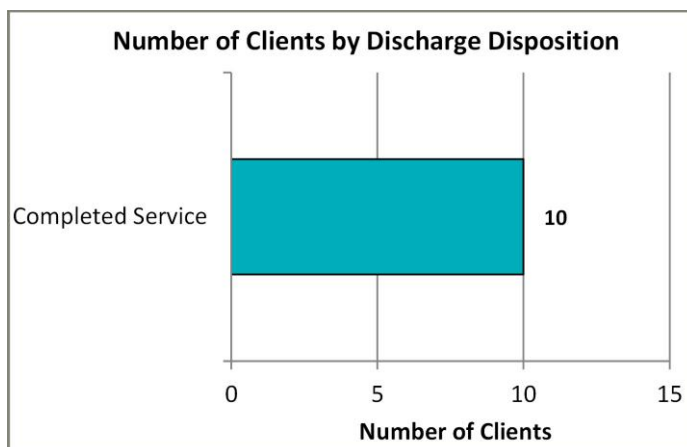


Note: A client may have more than one diagnosis.

Referrals Out and Discharge Disposition Statistics 2016-2017: Source Program Statistics

Referrals to Other Programs

Referral information to other programs is not available.



Living Alternatives for the Mentally Disabled Association

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

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

Program Statistics: Source Program Statistics

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

	2014-2015	2015-2016	2016-2017
Referrals	-	-	-
New Enrolments	4	5	4
Overall Registrations	63	65	62
Unique Individuals Served	-	-	-
Discharges	3	7	4

Referral, wait time, length of stay, and unique individual client information are not available.

Wait Time and Length of Stay: N/A

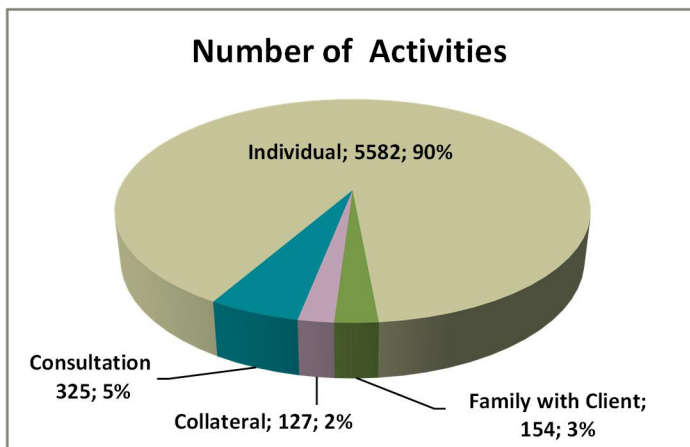
Wait Time

Wait time information is not available.

Length of Stay

Length of stay information is not available.

Activity Statistics 2016-2017: Source Program Statistics

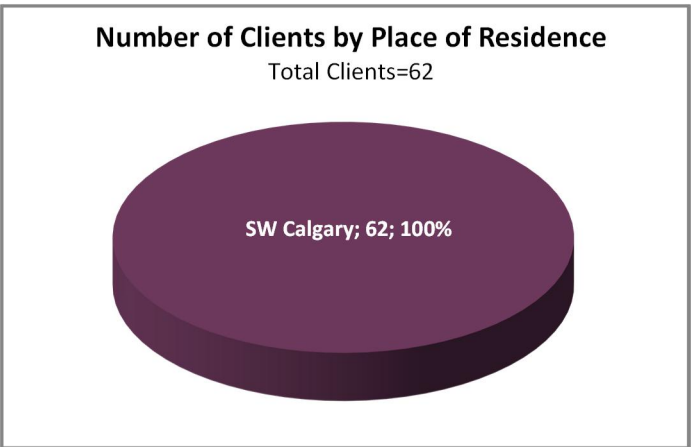
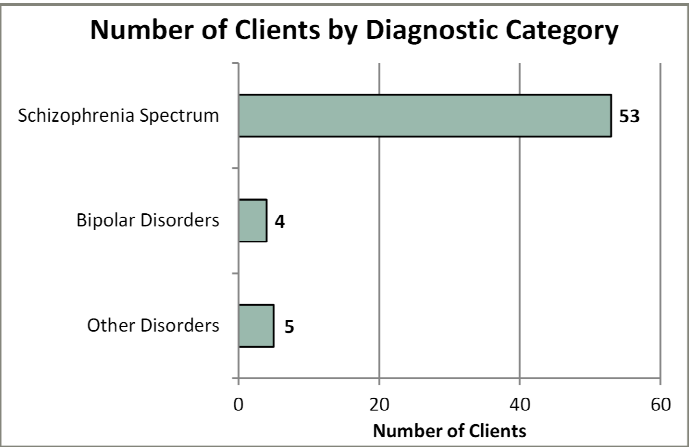
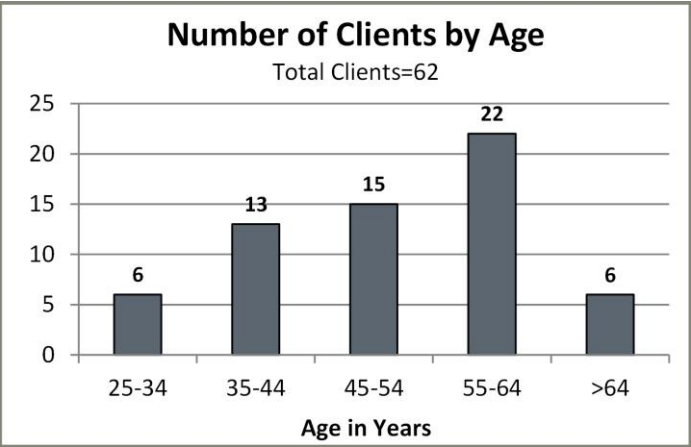
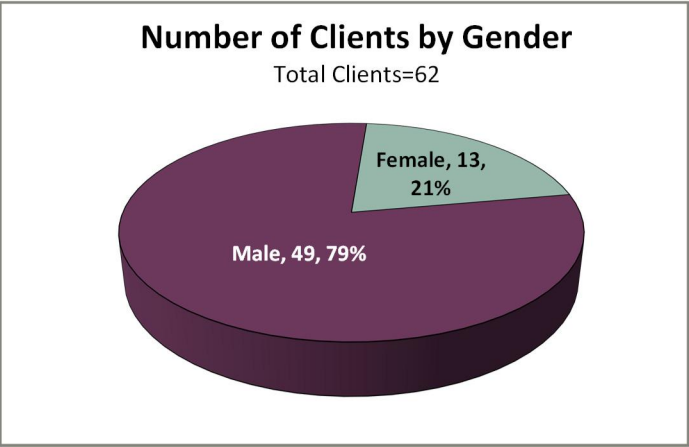


Registered Client Activity Totals		
	Number	Duration (Hours)
Direct Activities	5863	-
Indirect Activities	325	-

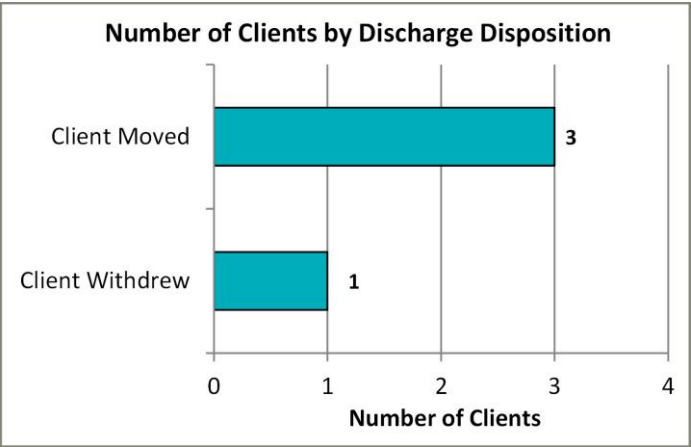
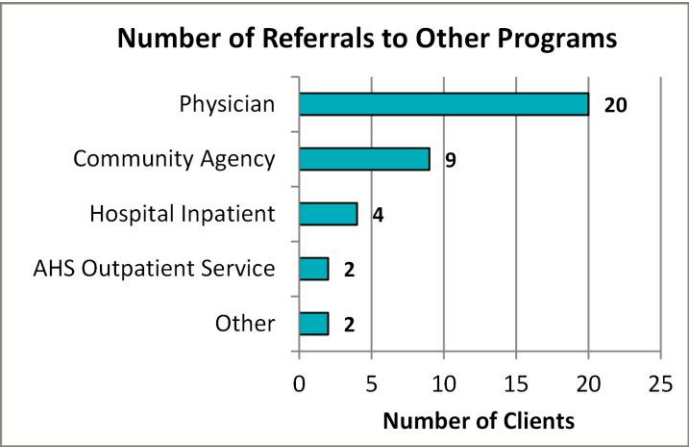
Group Activity Totals		
Group Name	# Sessions	# Attendees
Skills	97	163
Counselling/Peer Support	19	51
Other	30	162

Living Alternatives for the Mentally Disabled Association

Client Statistics 2016-2017: Source Program Statistics



Referrals Out and Discharge Disposition Statistics 2016-2017: Source Program Statistics



Note: A client may receive more than one referral.

Money Matters - Financial Administration - CASS

Calgary Alternative Support Services (CASS) provides support services to individuals over 18 years of age who have a developmental disability. CASS provides financial administration and residential services within a supported living arrangement as well as on an outreach basis.

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

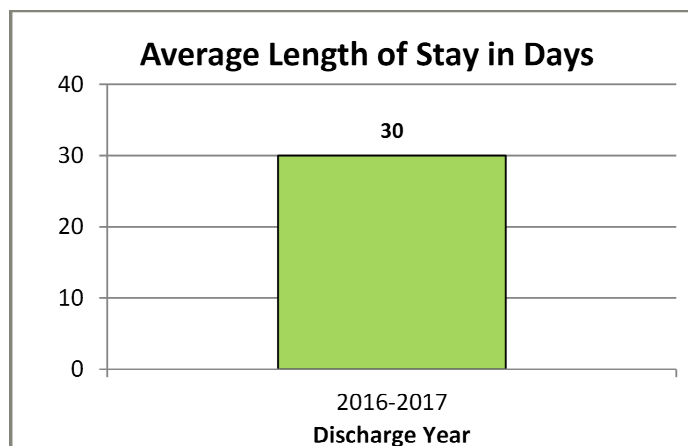
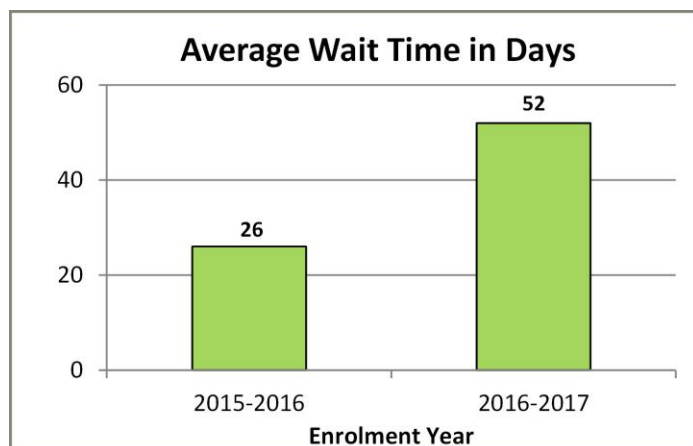
Program Statistics: Source Program Statistics

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

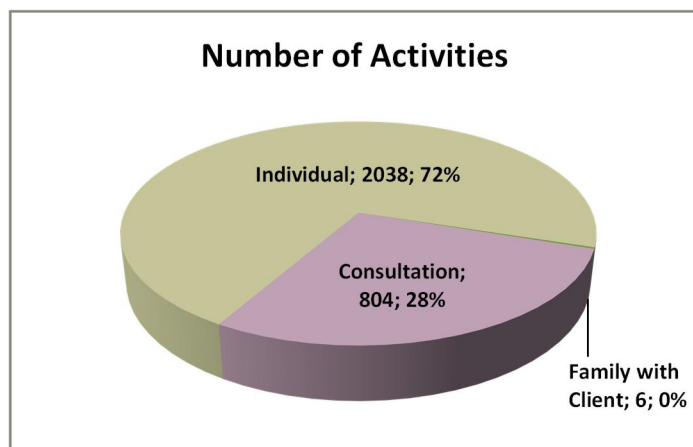
	2014-2015	2015-2016	2016-2017
Referrals	-	-	-
New Enrolments	11	16	13
Overall Registrations	48	65	43
Unique Individuals Served	48	65	43
Discharges	15	12	10

Referral information is not available. Client statistics are reported for new enrolments.

Wait Time and Length of Stay: Source Program Statistics



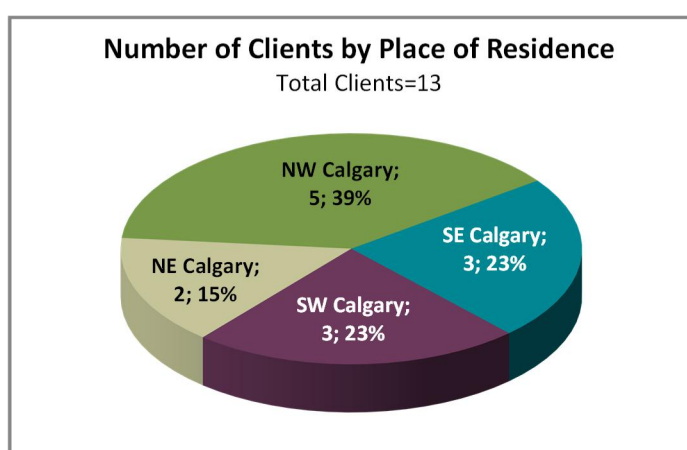
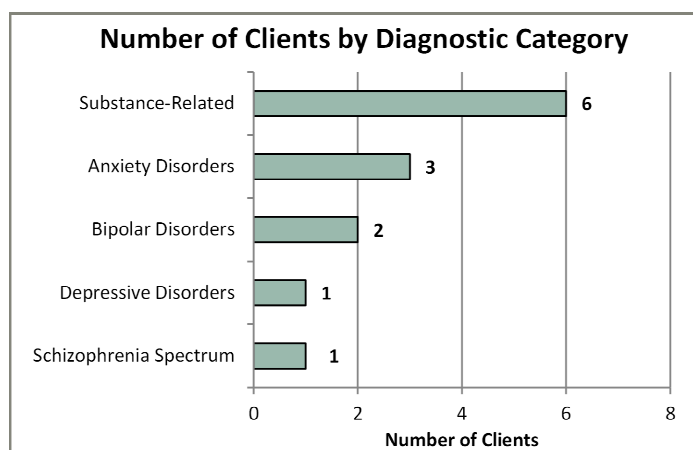
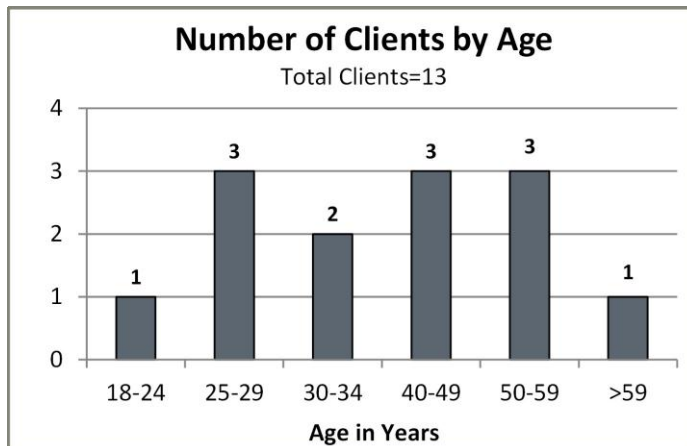
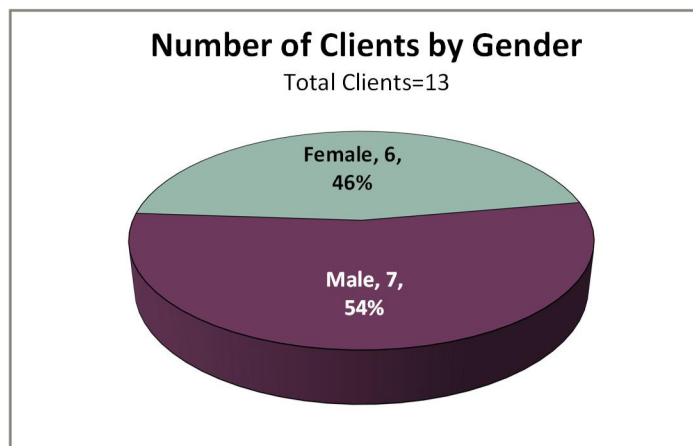
Activity Statistics 2016-2017: Source Program Statistics



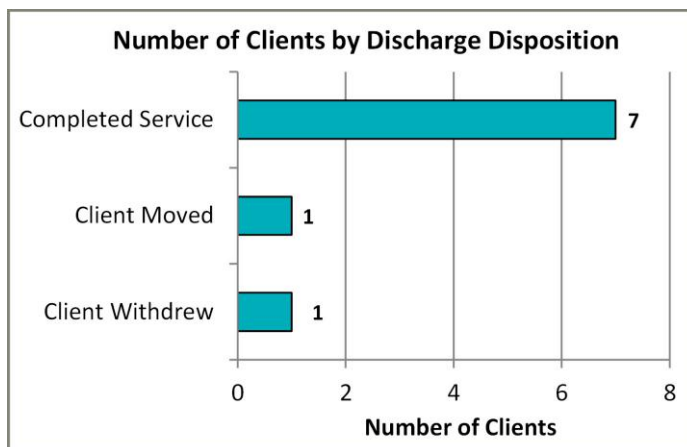
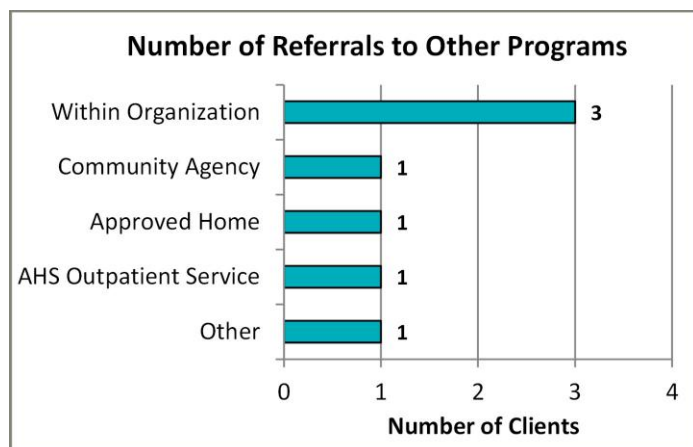
Registered Client Activity Totals		
	Number	Duration (Hours)
Direct Activities	2044	-
Indirect Activities	804	-

Money Matters - Financial Administration - CASS

Client Statistics 2016-2017: Source Program Statistics



Referrals Out and Discharge Disposition Statistics 2016-2017: Source Program Statistics



Money Matters - Financial Education - Momentum

Money Matters - Momentum is an award-winning community economic development not-for-profit charitable organization with a 20 year history of partnering with the underemployed in Calgary. The program is one of eight programs offered in the Department of Financial Literacy.

Through the application of comprehensive poverty reduction strategies, Momentum works to improve the economic, social, and personal well-being of individuals by offering financial literacy, skills training, and business development programs. Money Matters is a partnership between Momentum and Calgary Alternative Support Services (CASS).

Program Statistics: Source Program Statistics

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

	2014-2015	2015-2016	2016-2017
Referrals	-	-	-
New Enrolments	121	163	117
Overall Registrations	121	163	135
Unique Individuals Served	119	163	131
Discharges	121	163	133

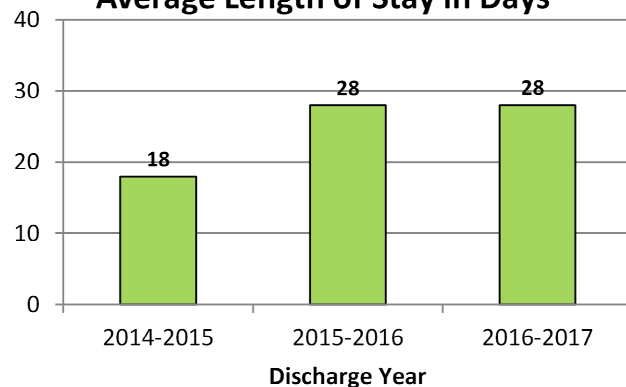
Referral and wait time information are not available.

Wait Time and Length of Stay: Source Program Statistics

Wait Time

Wait time information is not available.

Average Length of Stay in Days



Activity Statistics 2016-2017: Source Program Statistics

Number of Direct Activity Hours



Registered Client Activity Totals

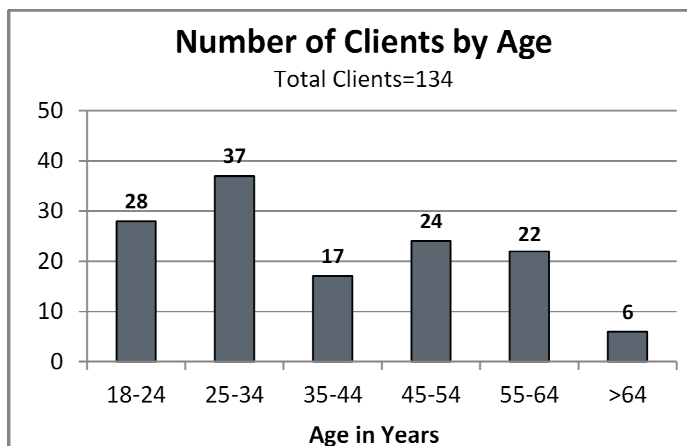
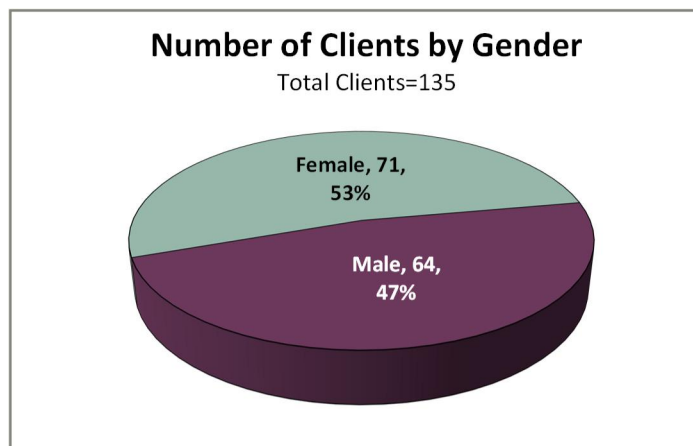
	Number	Duration (Hours)
Direct Activities	-	1202
Indirect Activities	-	-

Group Activity Totals

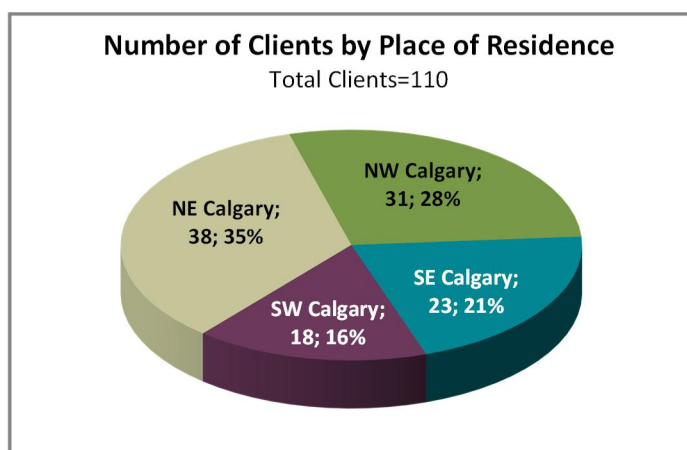
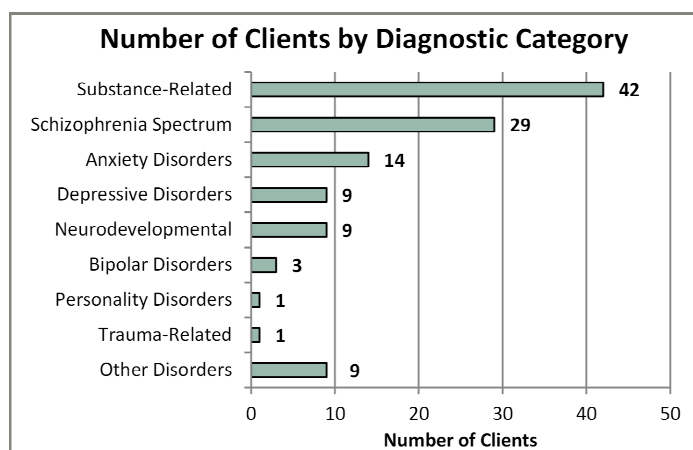
Group Name	# Sessions	# Attendees
Education	65	131

Money Matters - Financial Education - Momentum

Client Statistics 2016-2017: Source Program Statistics



Note: 1 client has an unknown date of birth.

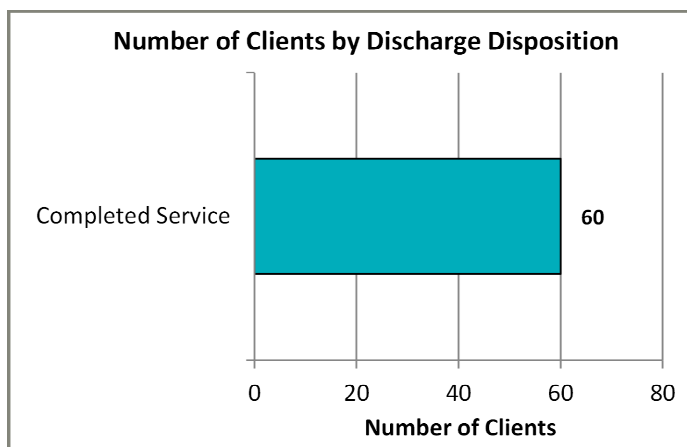


Note: 25 clients have an unknown place of residence.

Referrals Out and Discharge Disposition Statistics 2016-2017: Source Program Statistics

Referrals to Other Programs

Referral information to other programs is not available.



Native Addictions Services Society - Inpatient

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

The 42-day program incorporates a unique cultural and spiritual healing experience utilizing the 12-Steps and the philosophy of Alcoholics Anonymous. This provides clients with holistic healing experiences while learning tools to attain/retain sobriety. Elder involvement and traditional ceremonies are key elements of all client support programs.

Program Statistics: Source Program Statistics

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

	2014-2015	2015-2016	2016-2017
Referrals	-	-	-
New Enrolments	241	265	298
Overall Registrations	235	266	298
Unique Individuals Served	227	251	276
Discharges	207	227	268

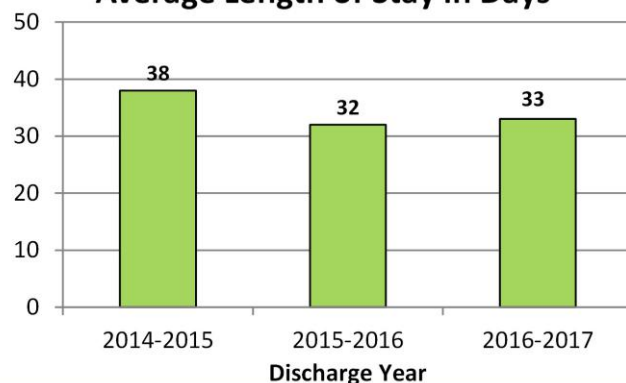
Referral and wait time information are not available.

Wait Time and Length of Stay: Source Program Statistics

Wait Time

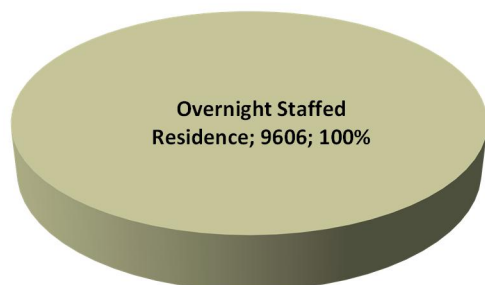
Wait time information is not available.

Average Length of Stay in Days



Activity Statistics 2016-2017: Source Program Statistics

Number of Direct Activity Days

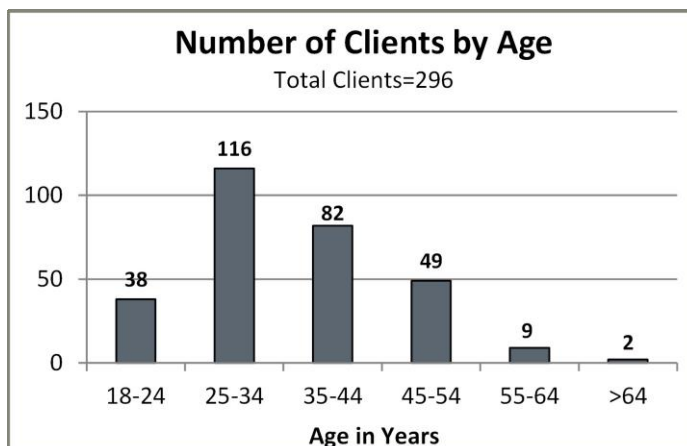
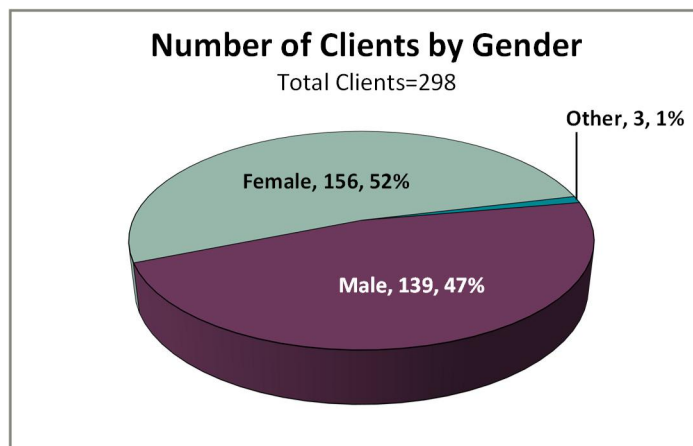


Registered Client Activity Totals

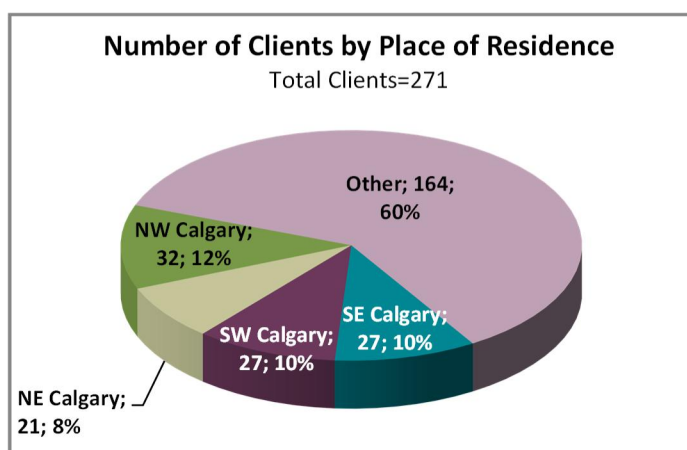
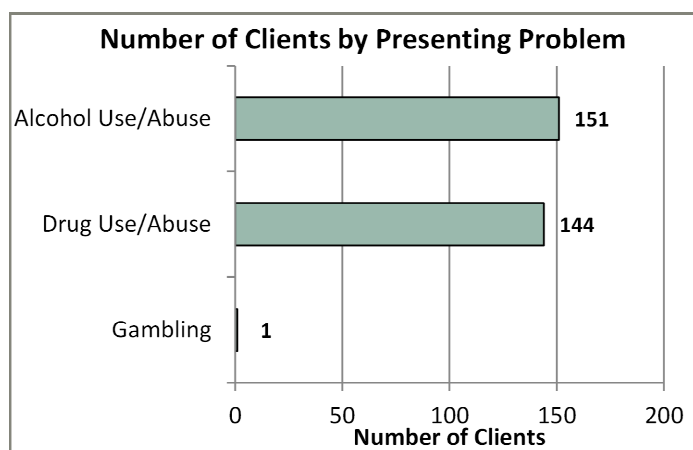
	Number	Duration (Days)
Direct Activities	-	9606
Indirect Activities	-	-

Native Addictions Services Society - Inpatient

Client Statistics 2016-2017: Source Program Statistics



Note: 2 clients have an unknown date of birth.

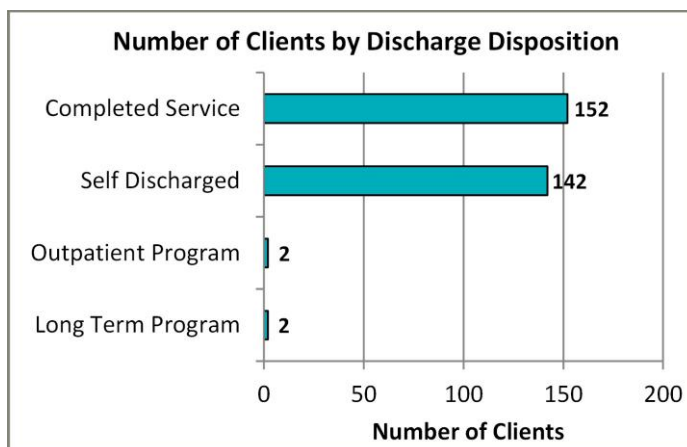


Note: 27 clients have an unknown place of residence.

Referrals Out and Discharge Disposition Statistics 2016-2017: Source Program Statistics

Referrals to Other Programs

Referral information to other programs is not available.



Native Addictions Services Society - Outpatient

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

The 4-week program incorporates a unique cultural and spiritual healing experience utilizing the 12-Steps and the philosophy of Alcoholics Anonymous. This provides clients with holistic healing experiences while learning tools to attain/retain sobriety. Elder involvement and traditional ceremonies are key elements of all client support programs.

Program Statistics: Source Program Statistics

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

	2014-2015	2015-2016	2016-2017
Referrals	-	-	-
New Enrolments	133	157	168
Overall Registrations	133	157	169
Unique Individuals Served	128	153	162
Discharges	113	149	146

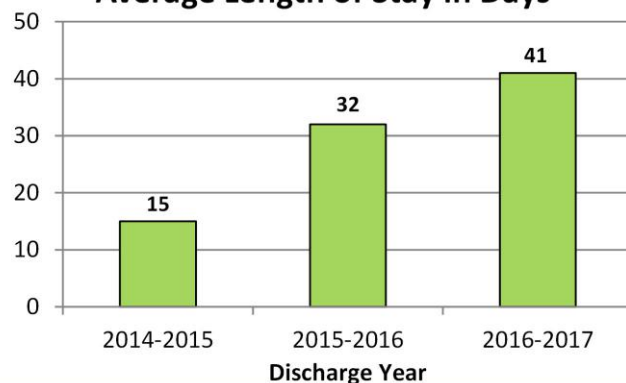
Referral and wait time information are not available.

Wait Time and Length of Stay: Source Program Statistics

Wait Time

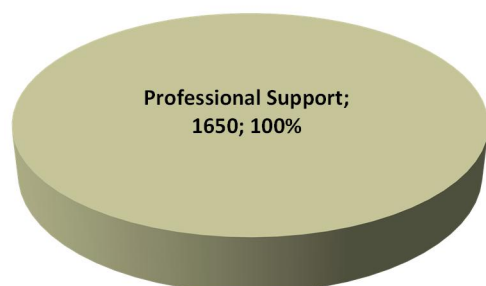
Wait time information is not available.

Average Length of Stay in Days



Activity Statistics 2016-2017: Source Program Statistics

Number of Direct Activity Days

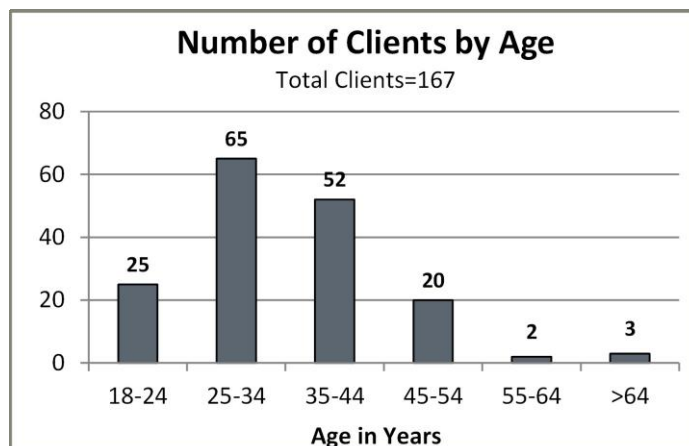
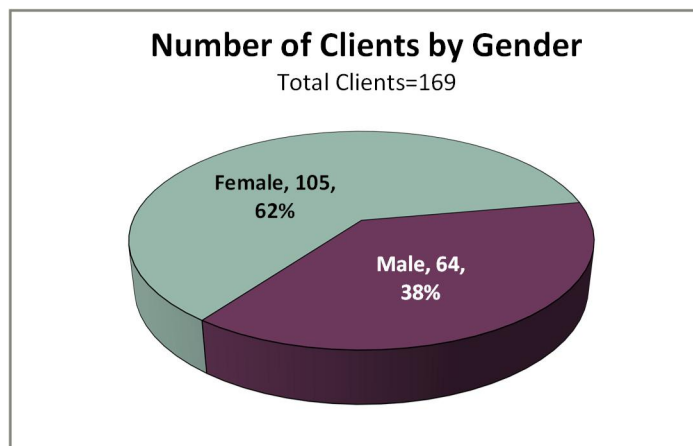


Registered Client Activity Totals

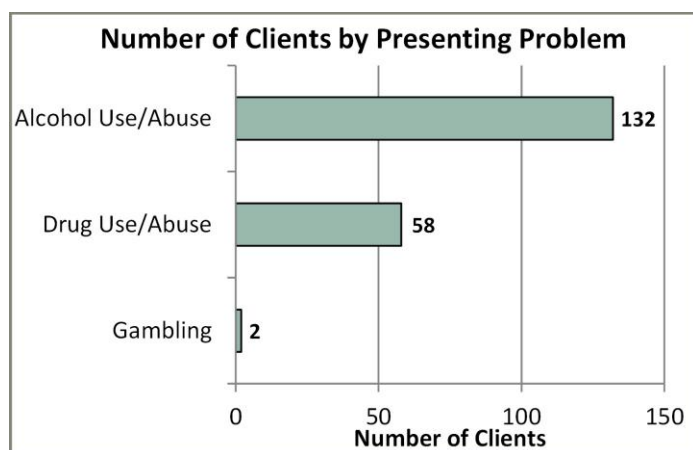
	Number	Duration (Days)
Direct Activities	-	1650
Indirect Activities	-	-

Native Addictions Services Society - Outpatient

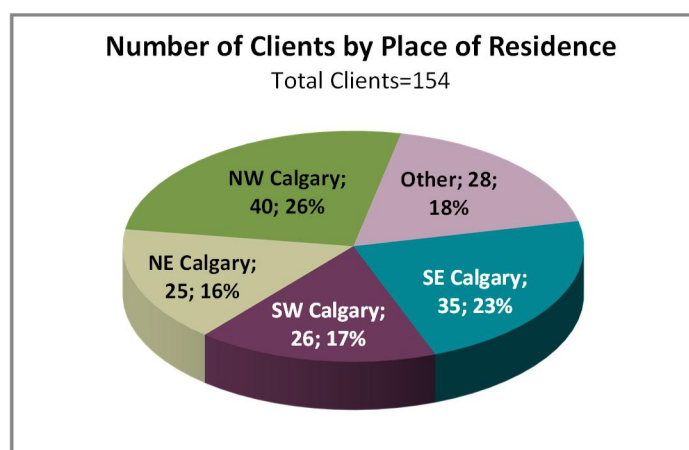
Client Statistics 2016-2017: Source Program Statistics



Note: 2 clients have an unknown date of birth.



Note: A client may have more than one presenting problem.

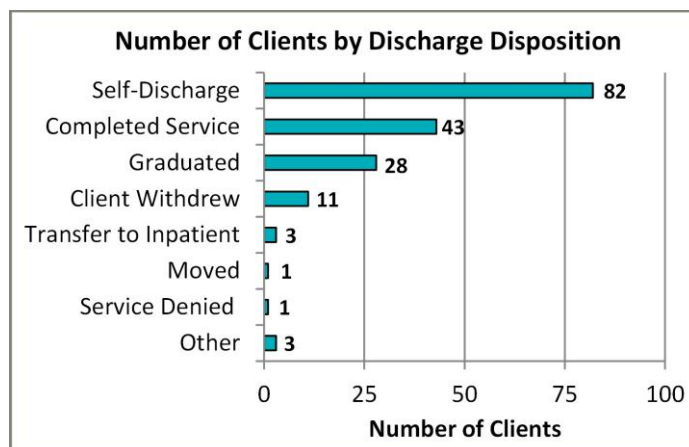


Note: 15 clients have an unknown place of residence.

Referrals Out and Discharge Disposition Statistics 2016-2017: Source Program Statistics

Referrals to Other Programs

Referral information to other programs is not available.



Oxford House Foundation of Canada

The Oxford House Foundation of Canada is a registered charitable foundation providing safe and affordable housing for individuals in recovery from addictions. Houses are run by residents and self supported by monthly rent. Requirements for continued residency include full-time employment, school, or regular volunteering and maintaining sobriety.

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

Program Statistics: Source Program Statistics

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

	2014-2015	2015-2016	2016-2017
Referrals	-	-	-
New Enrolments	44	55	47
Overall Registrations	62	72	64
Unique Individuals Served	60	67	63
Discharges	43	57	47

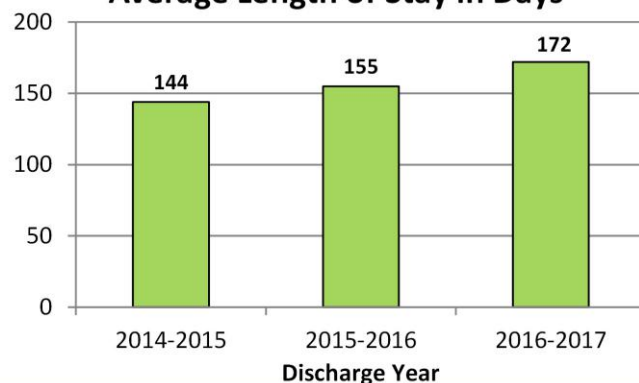
Referral and wait time information are not available.

Wait Time and Length of Stay: Source Program Statistics

Wait Time

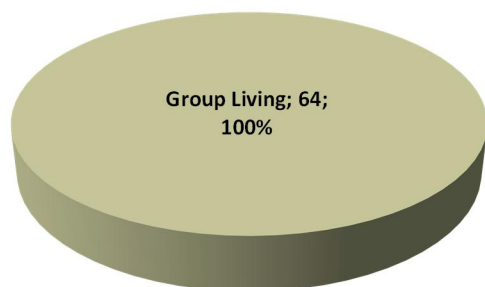
Wait time information is not available.

Average Length of Stay in Days



Activity Statistics 2016-2017: Source Program Statistics

Number of Activities

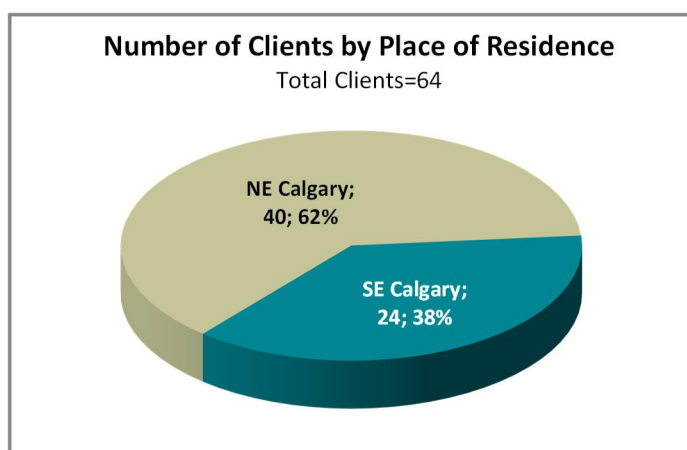
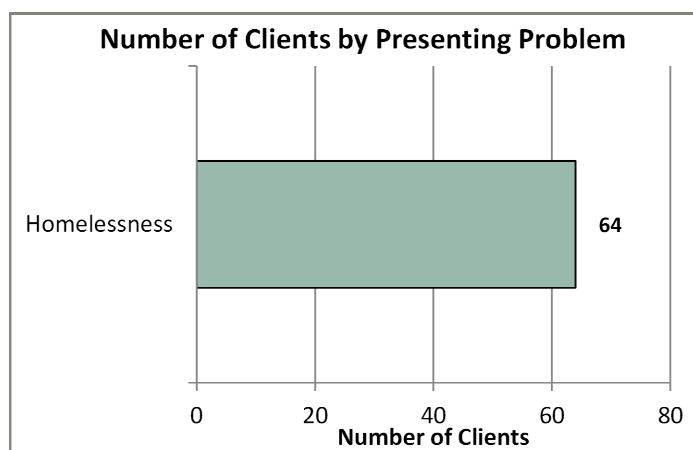
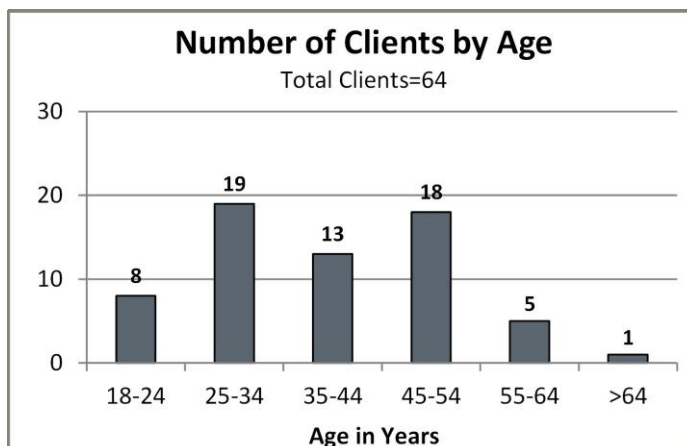
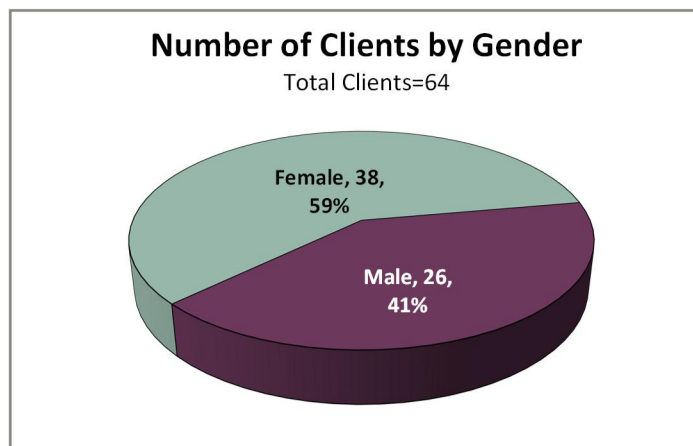


Registered Client Activity Totals

	Number	Duration (Hours)
Direct Activities	64	-
Indirect Activities	-	-

Oxford House Foundation of Canada

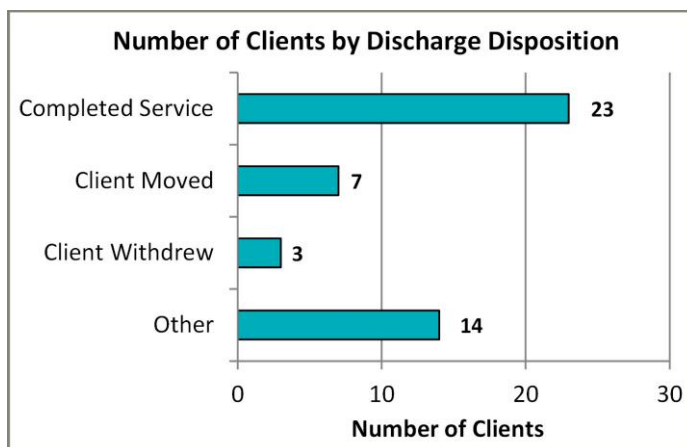
Client Statistics 2016-2017: Source Program Statistics



Referrals Out and Discharge Disposition Statistics 2016-2017: Source Program Statistics

Referrals to Other Programs

Referral information to other programs is not available.



Potential Place Society

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

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

Program Statistics: Source Program Statistics

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

	2014-2015	2015-2016	2016-2017
Referrals	-	-	-
New Enrolments	79	88	89
Overall Registrations	382	357	381
Unique Individuals Served	382	357	381
Discharges	1	1	0

Referral, wait time, and length of stay information are not available. Program membership is voluntary and without time limits.

Wait Time and Length of Stay: N/A

Wait Time

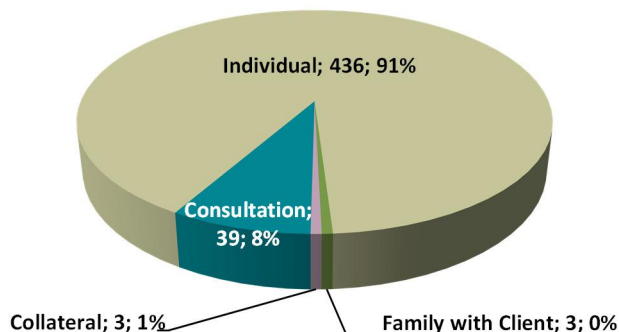
Wait time is not applicable for this program.

Length of Stay

Length of stay not applicable for this program.

Activity Statistics 2016-2017: Source Program Statistics

Number of Activities



Registered Client Activity Totals

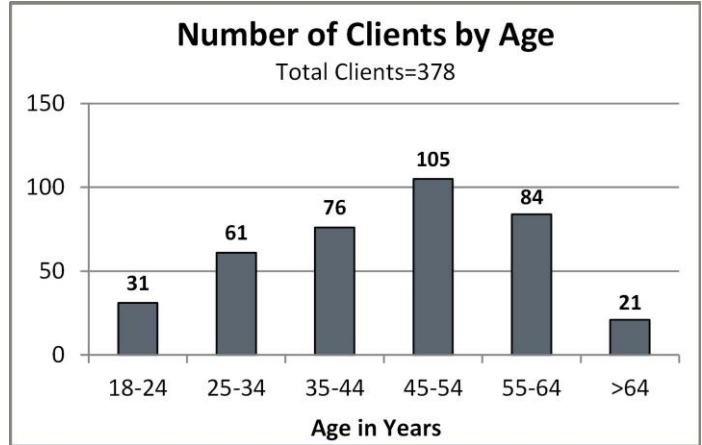
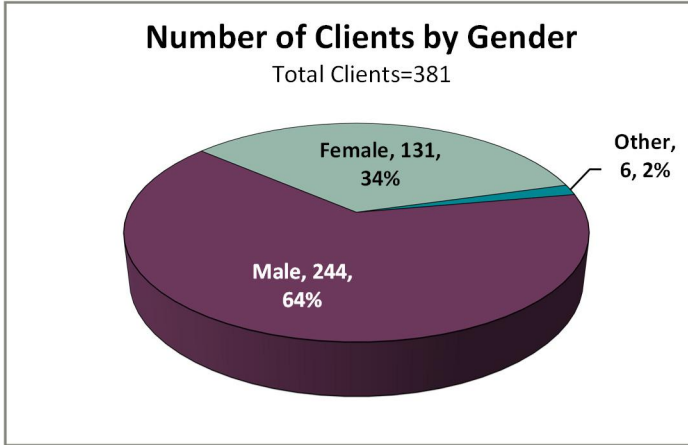
	Number	Duration (Hours)
Direct Activities	442	-
Indirect Activities	39	-

Group Activity Totals

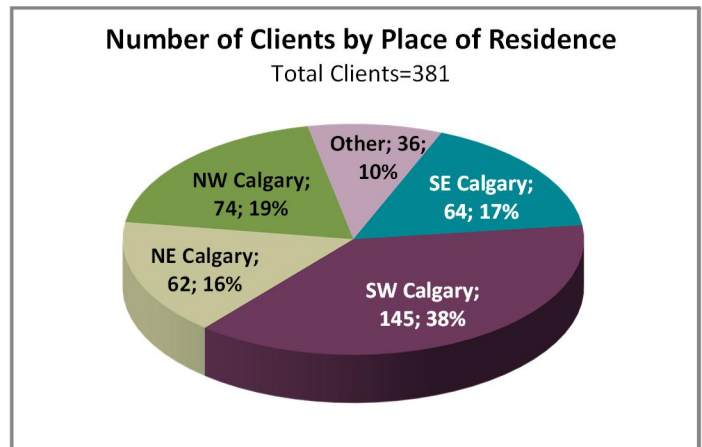
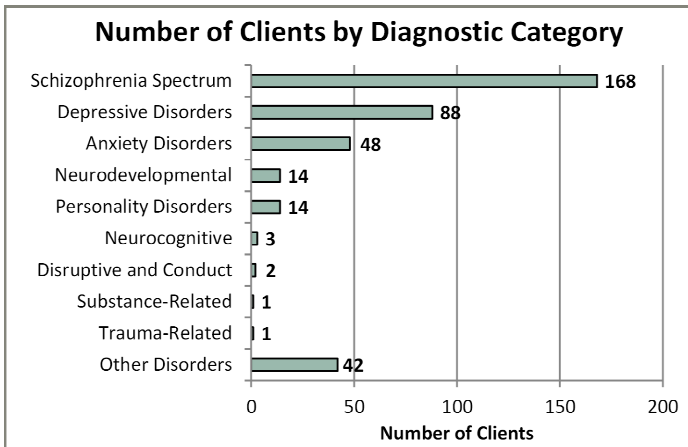
Group Name	# Sessions	# Attendees
Education	30	8
Counselling/Peer Support	105	60
Skills Training	4	25

Potential Place Society

Client Statistics 2016-2017: Source Program Statistics

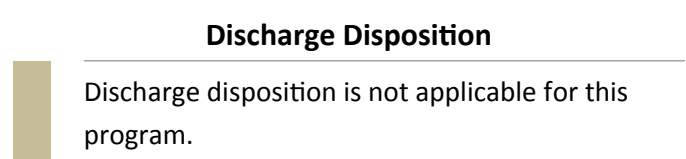


Note: 3 clients have an unknown date of birth.



Note: A client may have more than one diagnosis.

Referrals Out and Discharge Disposition Statistics 2016-2017: Source Program Statistics



Prairie Winds Clubhouse

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

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

Program Statistics: Source Program Statistics

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

	2014-2015	2015-2016	2016-2017
Referrals	-	-	-
New Enrolments	8	5	2
Overall Registrations	63	64	74
Unique Individuals Served	63	64	74
Discharges	1	4	0

Referrals, wait time, and length of stay information are not available.

Wait Time and Length of Stay: N/A

Wait Time

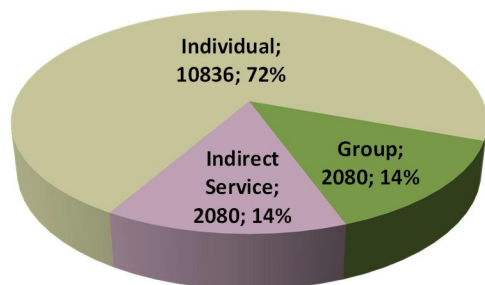
Wait time information is not available.

Length of Stay

Length of stay information is not available.

Activity Statistics 2016-2017: Source Program Statistics

Number of Activity Hours



Registered Client Activity Totals

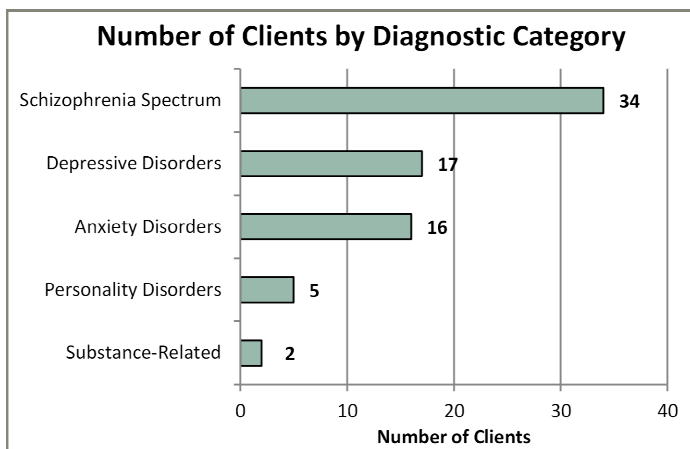
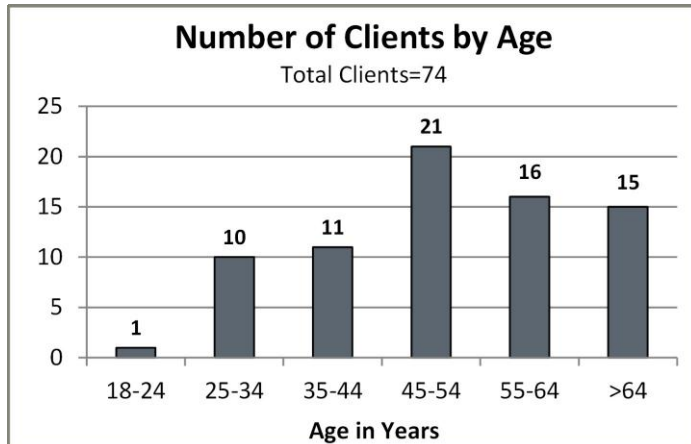
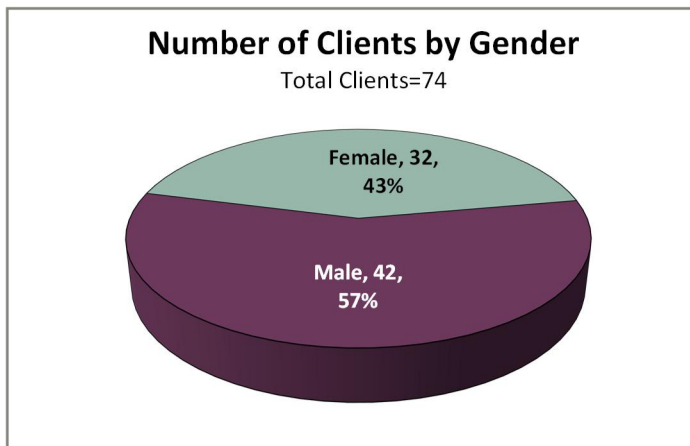
	Number	Duration (Hours)
Direct Activities	3206	12916
Indirect Activities	520	2080

Group Activity Totals

Group Name	# Sessions	# Attendees	Hours
Leisure/Recreation	65	18	1950
Cooking	13	10	130

Prairie Winds Clubhouse

Client Statistics 2016-2017: Source Program Statistics



Place of Residence

Place of residence information is not available.

Referrals Out and Discharge Disposition Statistics 2016-2017: N/A

Referrals to Other Programs

Referral information to other programs is not available.

Discharge Disposition

Discharge disposition information is not available.

Prospect Place - Career Links

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

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

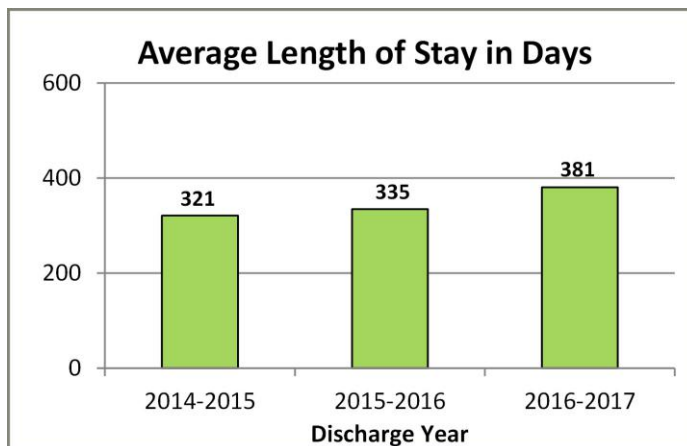
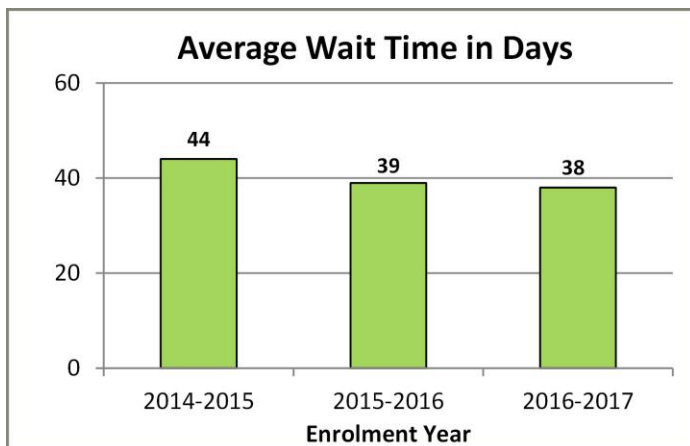
Program Statistics: Source Program Statistics

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

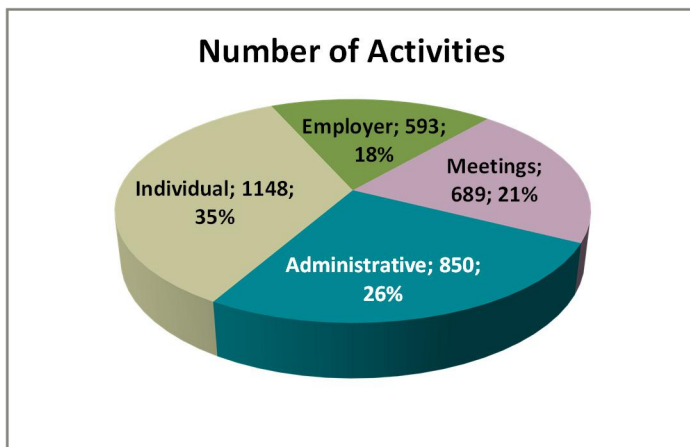
	2014-2015	2015-2016	2016-2017
Referrals	-	-	-
New Enrolments	73	62	74
Overall Registrations	134	-	136
Unique Individuals Served	129	127	136
Discharges	35	62	75

Referral information is not available. Client statistics are based on new enrolments.

Wait Time and Length of Stay: Source Program Statistics



Activity Statistics 2016-2017: Source Program Statistics

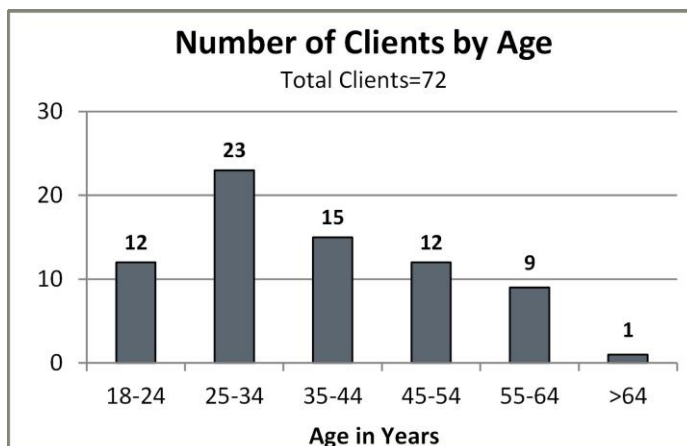
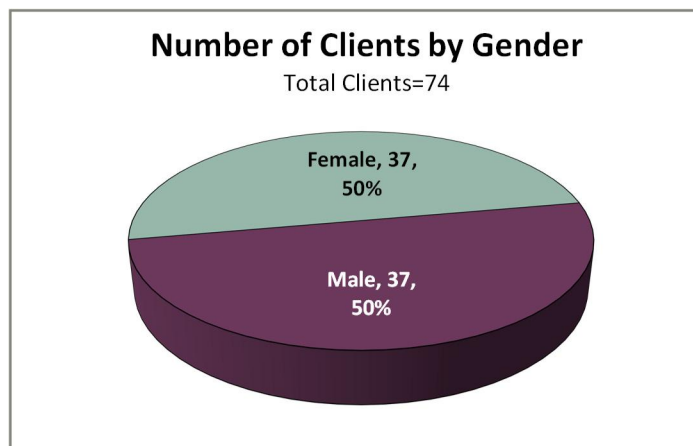


Registered Client Activity Totals		
	Number	Duration (Hours)
Direct Activities	2430	-
Indirect Activities	850	-

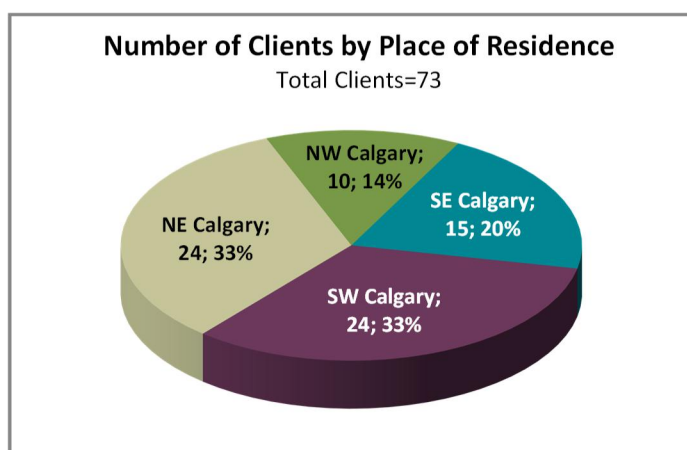
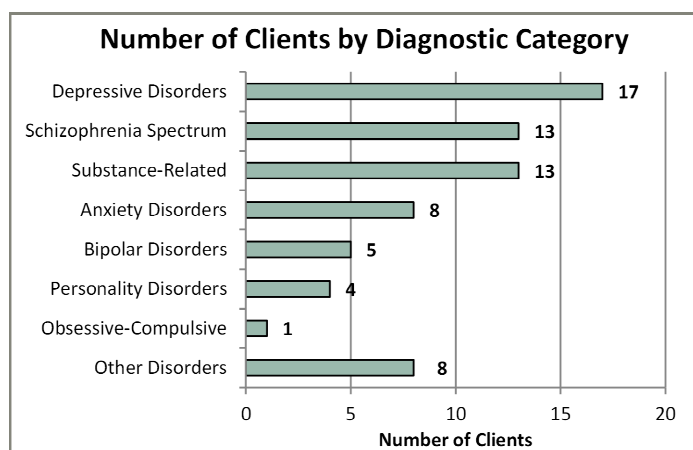
Group Activity Totals		
Group Name	# Sessions	# Attendees
Skills	137	319

Prospect Place - Career Links

Client Statistics 2016-2017: Source Program Statistics



Note: 2 clients have an unknown date of birth.

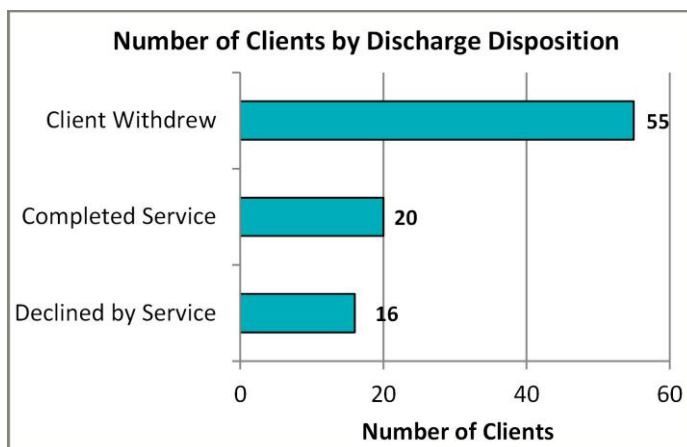


Note: 1 client has an unknown place of residence.

Referrals Out and Discharge Disposition Statistics 2016-2017: Source Program Statistics

Referrals to Other Programs

Referral information to other programs is not available.



Recovery Acres Calgary

Recovery Acres (Calgary) provides treatment programs and services for adults (18+) who suffer from addiction and related co-occurring mental health concerns. The following data is for 1835 House, a 28-bed residential addiction treatment facility for men that also provides a day programming option.

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

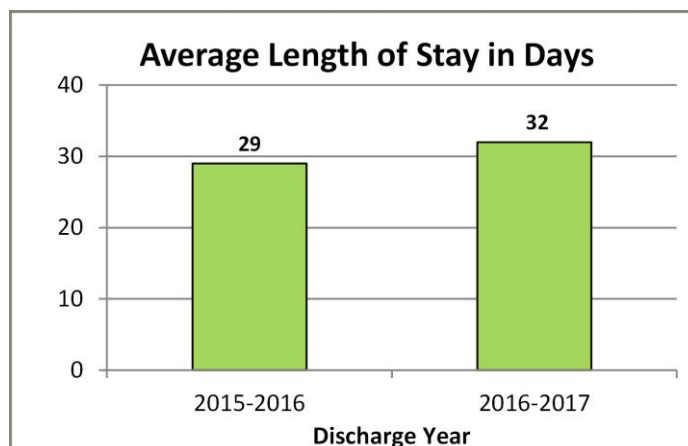
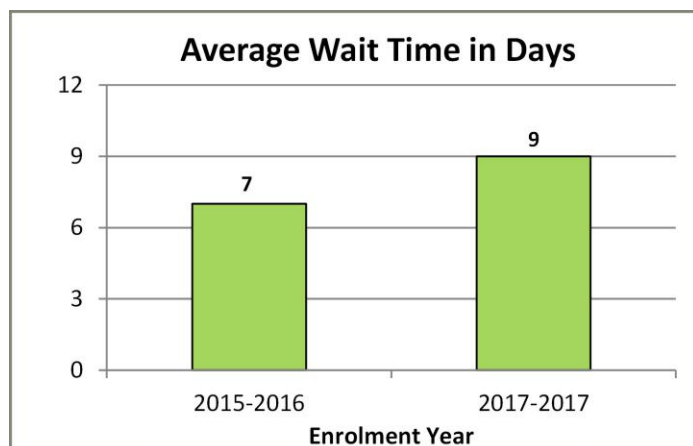
Program Statistics: Source Program Statistics

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

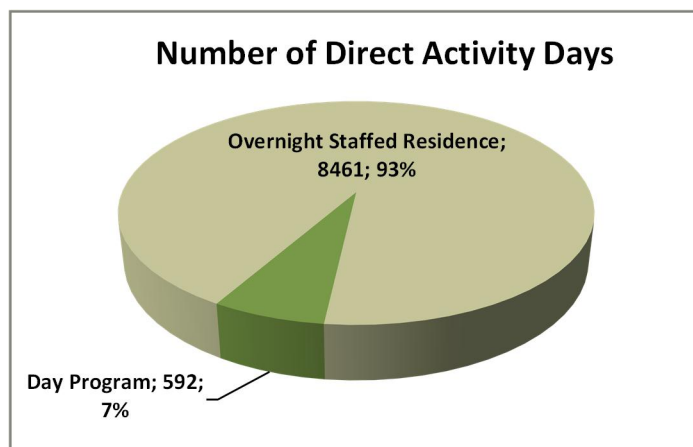
	2014-2015	2015-2016	2016-2017
Referrals	-	-	-
New Enrolments	278	281	259
Overall Registrations	304	309	286
Unique Individuals Served	252	249	284
Discharges	277	258	258

Referral information is not available.

Wait Time and Length of Stay: Source Program Statistics



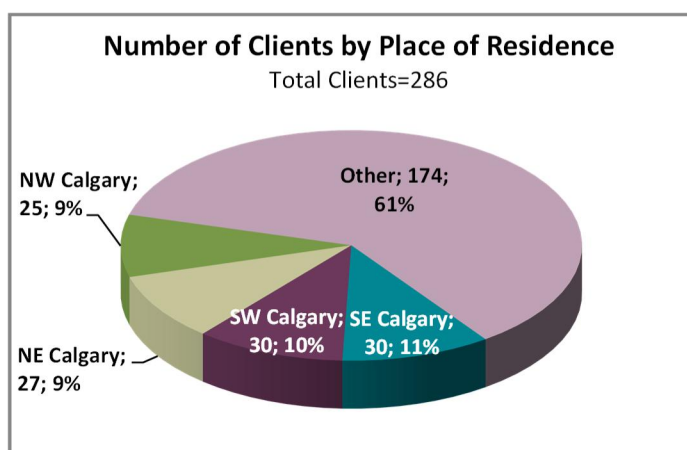
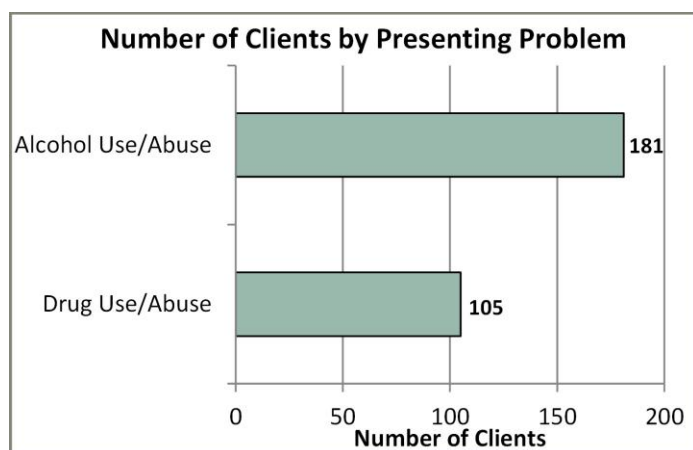
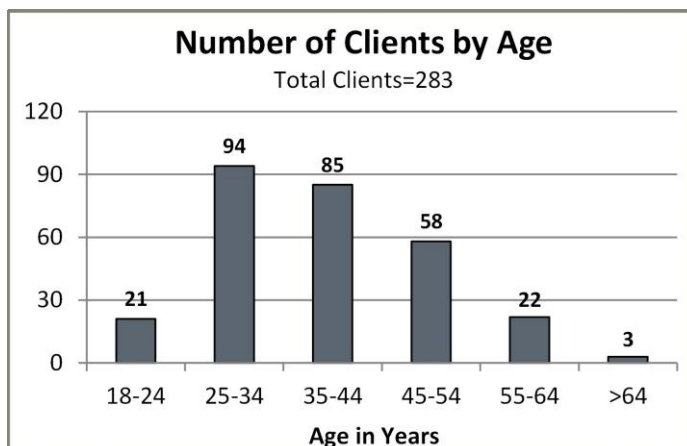
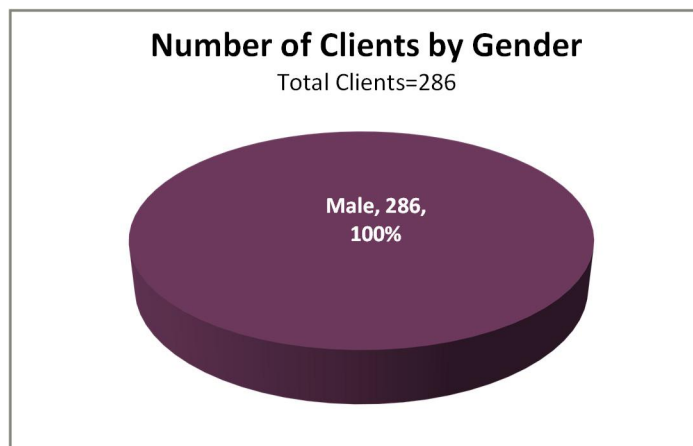
Activity Statistics 2016-2017: Source Program Statistics



Registered Client Activity Totals		
	Number	Duration (Days)
Direct Activities	-	9053
Indirect Activities	-	-

Recovery Acres Calgary

Client Statistics 2016-2017: Source Program Statistics

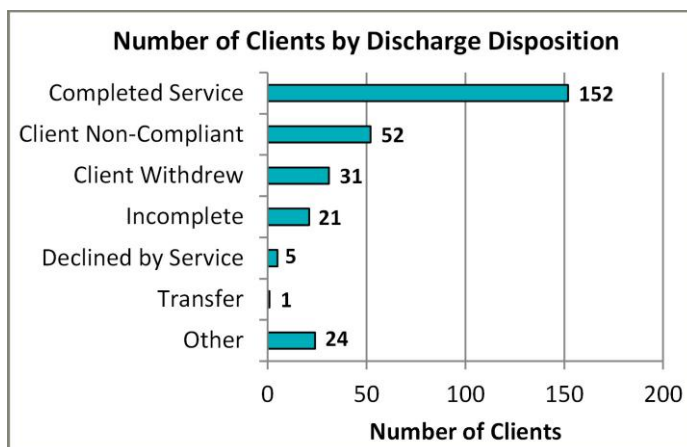


Note: 24 clients have an unknown place of residence.

Referrals Out and Discharge Disposition Statistics 2016-2017: Source Program Statistics

Referrals to Other Programs

50 clients were referred to other programs.
Individual program breakdown is not available.



Salvation Army Centre of Hope - Addictions Recovery Program

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

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

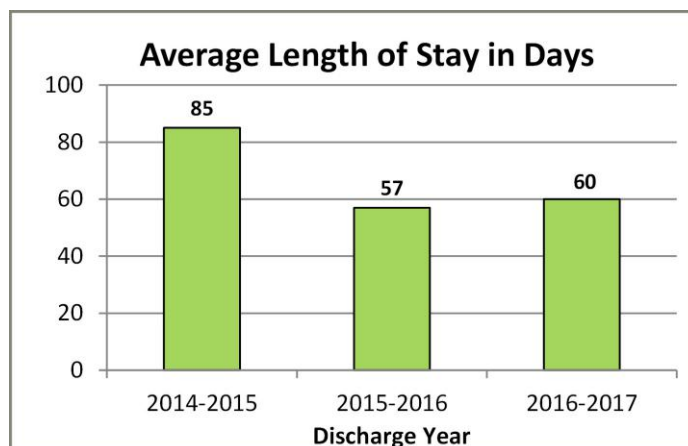
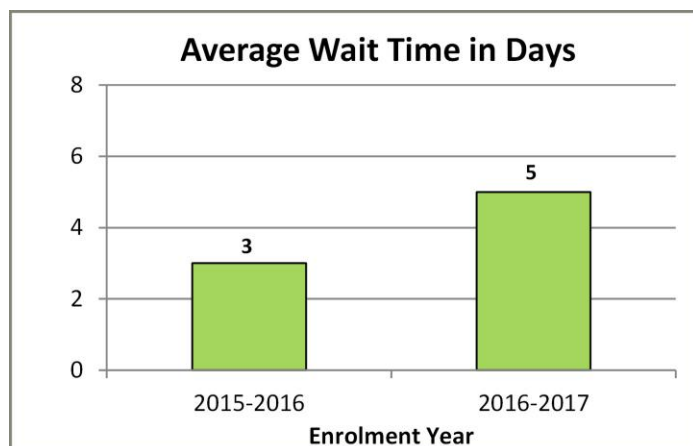
Program Statistics: Source Program Statistics

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

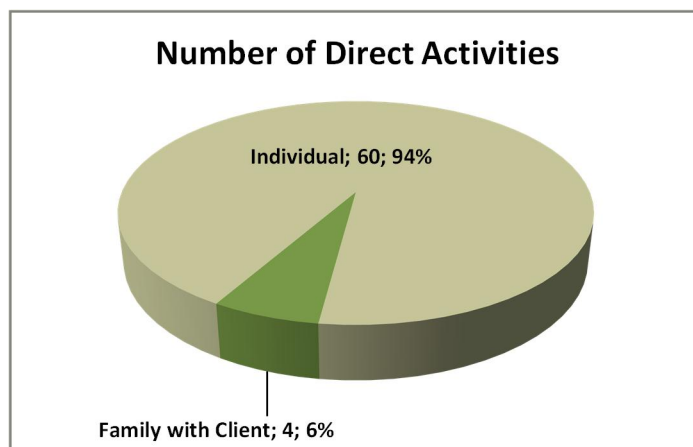
	2014-2015	2015-2016	2016-2017
Referrals	-	-	-
New Enrolments	88	133	50
Overall Registrations	106	152	64
Unique Individuals Served	106	147	63
Discharges	81	135	64

Referral information is not available.

Wait Time and Length of Stay: Source Program Statistics



Activity Statistics 2016-2017: Source Program Statistics

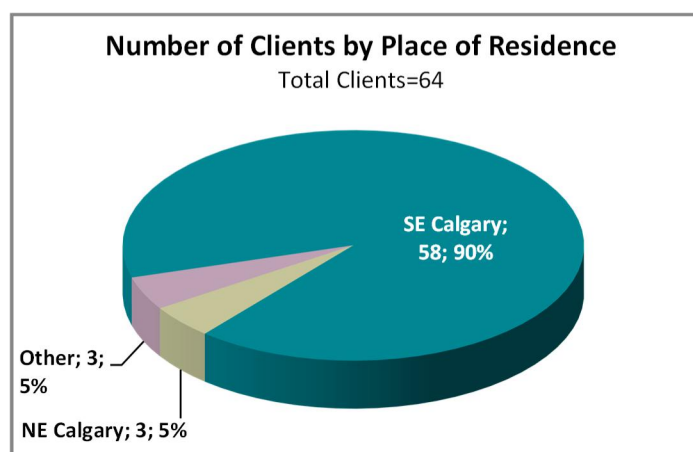
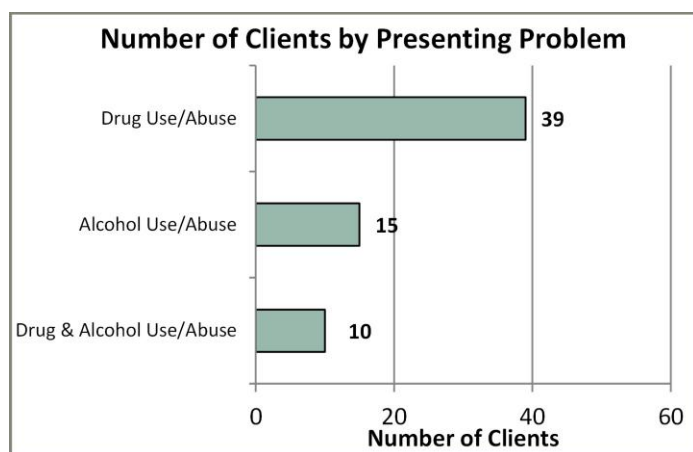
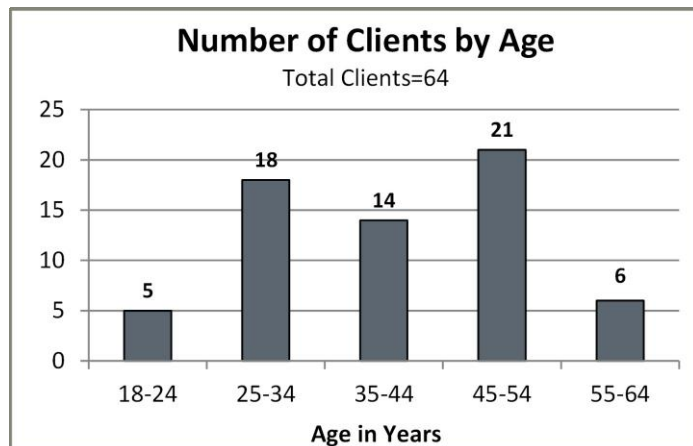


Registered Client Activity Totals		
	Number	Duration (Hours)
Direct Activities	64	-
Indirect Activities	-	-

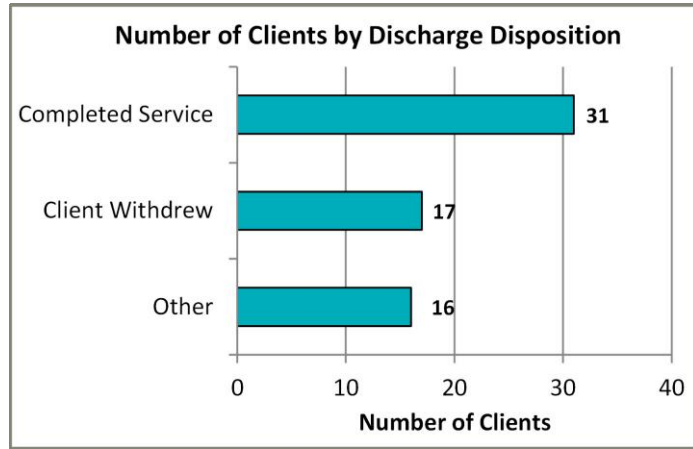
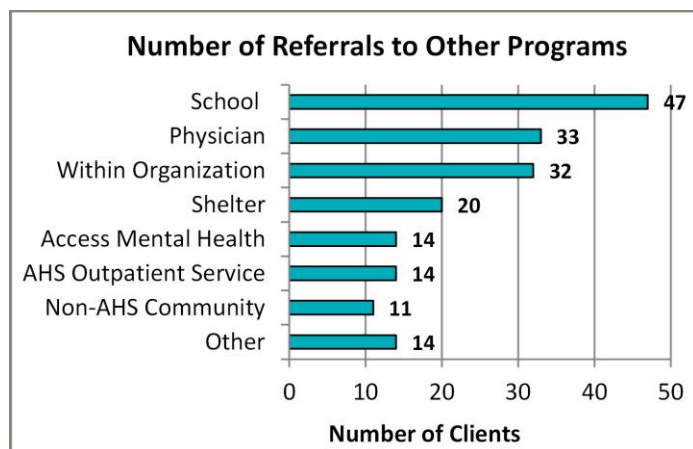
Group Activity Totals		
Group Name	# Sessions	# Attendees
Education	813	64
Skills	12	64
Counselling/Peer Support	1391	64

Salvation Army Centre of Hope - Addictions Recovery Program

Client Statistics 2016-2017: Source Program Statistics



Referrals Out and Discharge Disposition Statistics



Note: A client may receive more than one referral.

Trinity Place Foundation of Alberta

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

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

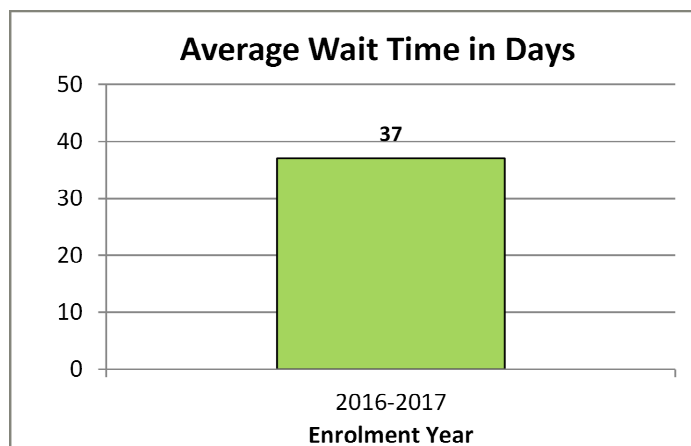
Program Statistics: Source Program Statistics

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

	2014-2015	2015-2016	2016-2017
Referrals	-	-	-
New Enrolments	-	-	20
Overall Registrations	-	-	22
Unique Individuals Served	-	-	22
Discharges	-	-	1

Referral and length of stay information are not available. This is a new contract with AHS that started in April 2016.

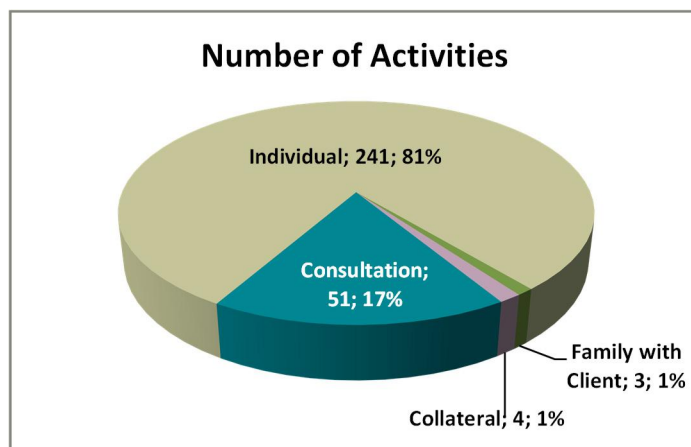
Wait Time and Length of Stay: Source Program Statistics



Length of Stay

Length of stay information is not available.

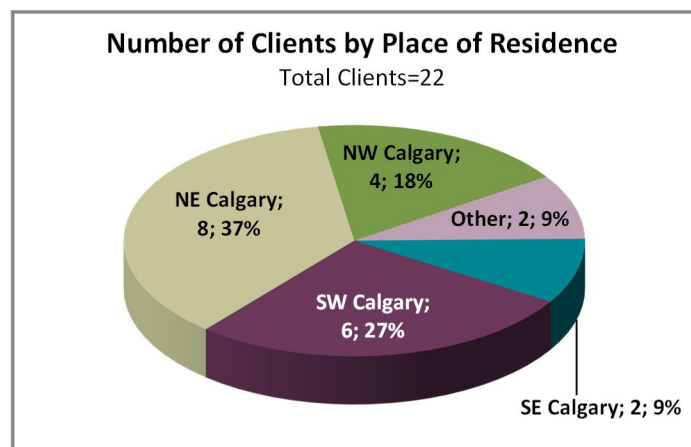
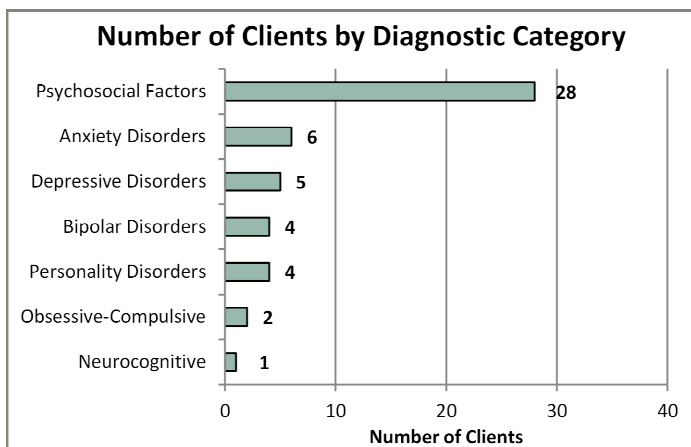
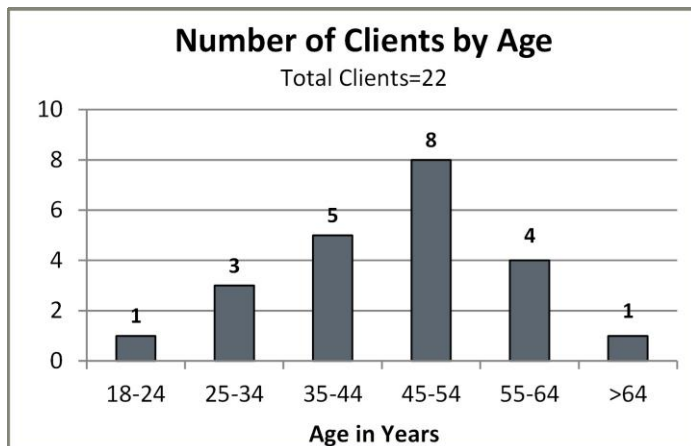
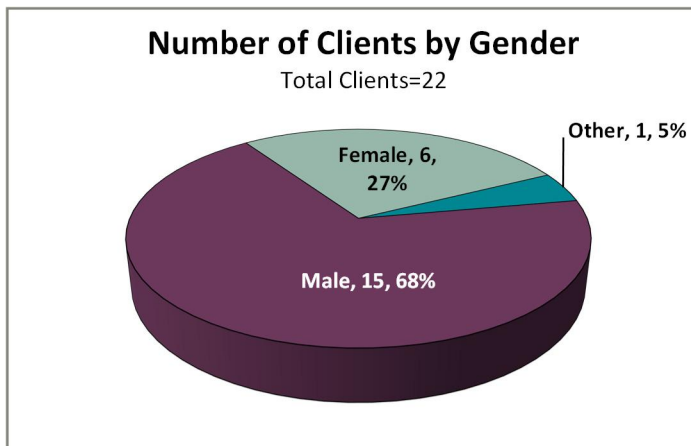
Activity Statistics 2016-2017: Source Program Statistics



Registered Client Activity Totals		
	Number	Duration (Hours)
Direct Activities	248	-
Indirect Activities	51	-

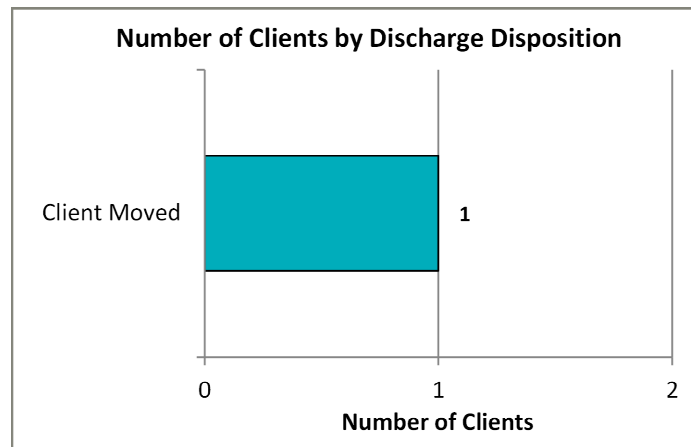
Trinity Place Foundation of Alberta

Client Statistics 2016-2017: Source Program Statistics



Note: A client may have more than one diagnosis.

Referrals Out and Discharge Disposition Statistics 2016-2017: Source Program Statistics



Note: A client may receive more than one referral.

Child & Adolescent Contracted Services

Aspen - Addiction Community Support Home

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

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

Program Statistics: Source Program Statistics

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

	2014-2015	2015-2016	2016-2017
Referrals	-	-	-
New Enrolments	4	17	10
Overall Registrations	5	17	21
Unique Individuals Served	5	17	20
Discharges	5	6	16

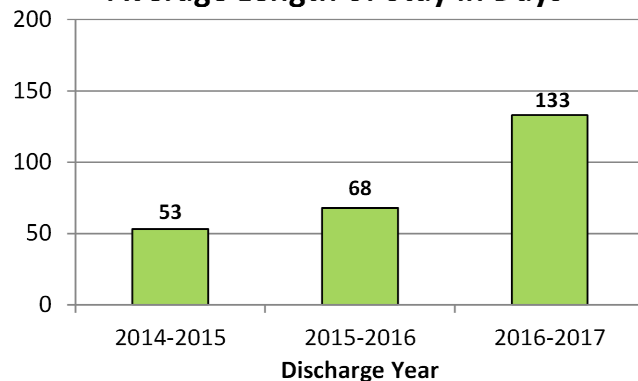
Referral and wait time information are not available.

Wait Time and Length of Stay: Source Program Statistics

Wait Time

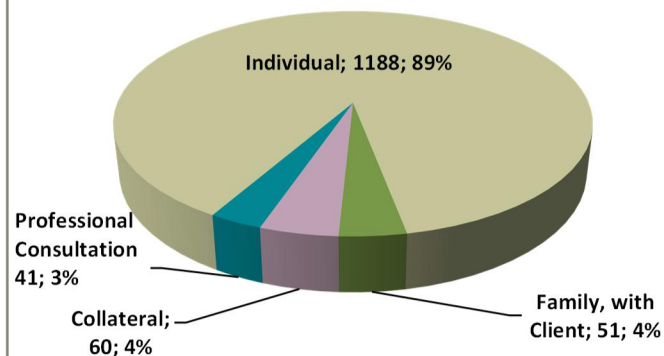
Wait time information is not available.

Average Length of Stay in Days



Activity Statistics 2016-2017: Source Program Statistics

Number of Activities



Registered Client Activity Totals

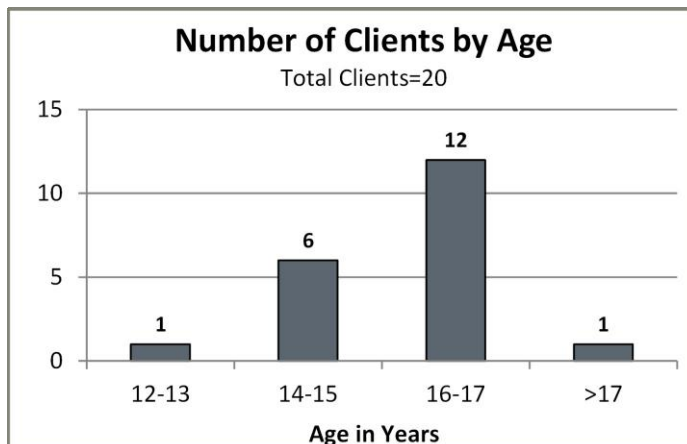
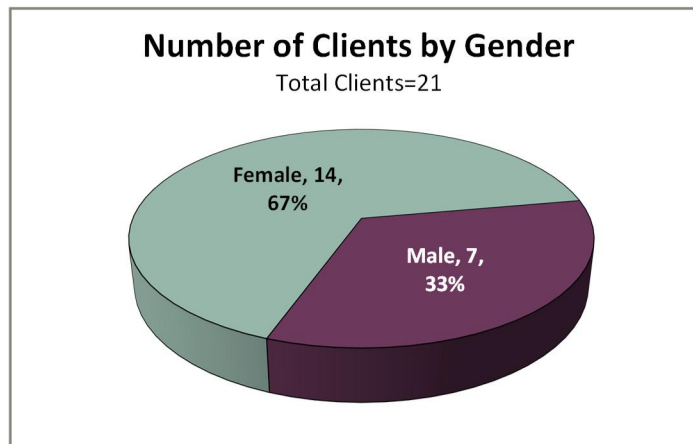
	Number	Duration (Hours)
Direct Activities	1239	-
Indirect Activities	101	-

Group Activity Totals

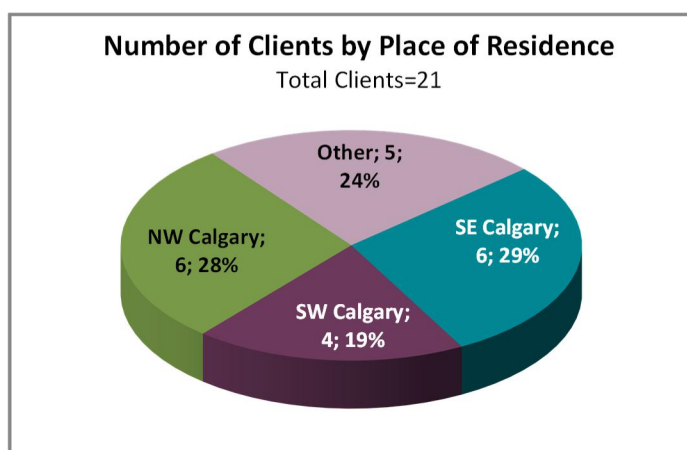
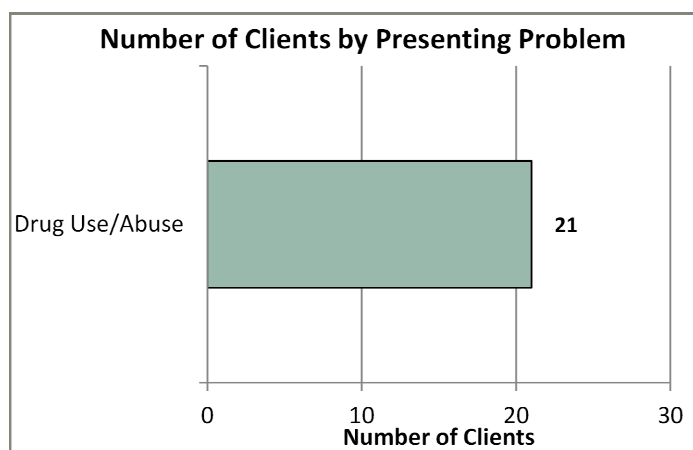
Group Name	# Sessions	# Attendees
Education	187	748
Group Rec/Breaks	52	140

Aspen - Addiction Community Support Home

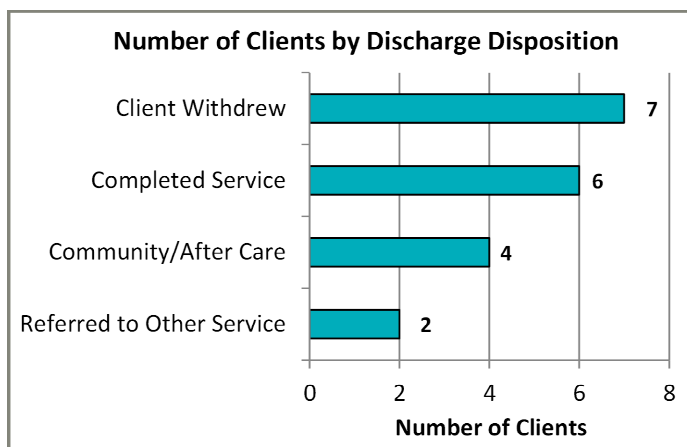
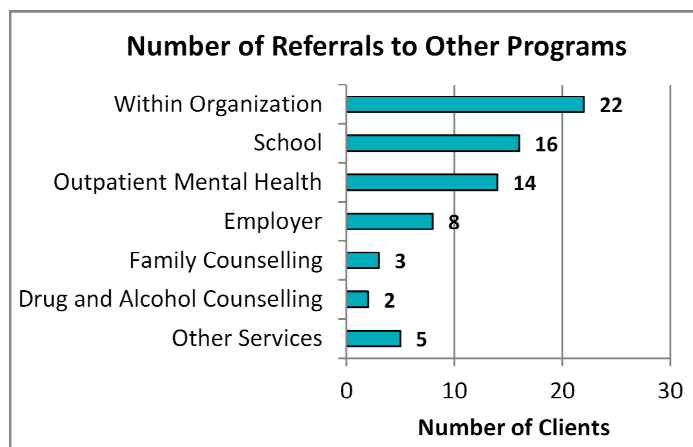
Client Statistics 2016-2017: Source Program Statistics



Note: 1 client has an unknown date of birth.



Referrals Out and Discharge Disposition Statistics 2016-2017: Source Program Statistics



Note: A client may receive more than one referral.

Calgary Family Therapy Centre

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

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

Program Statistics: Source Program Statistics

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

	2014-2015	2015-2016	2016-2017
Referrals	500	418	-
New Enrolments	458	424	477
Overall Registrations	-	-	733
Unique Individuals Served	-	-	711
Discharges	198	403	440

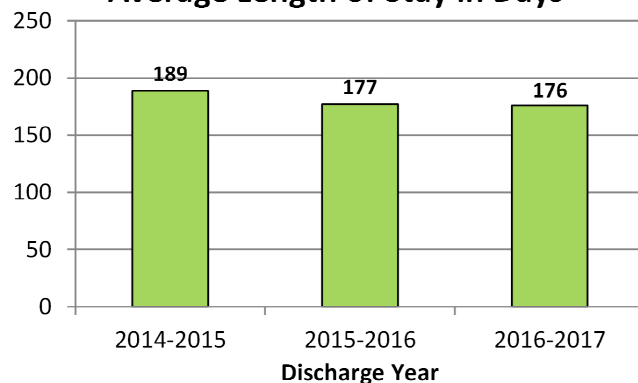
Referral and wait time information are not available for this fiscal year.

Wait Time and Length of Stay: Source Program Statistics

Wait Time

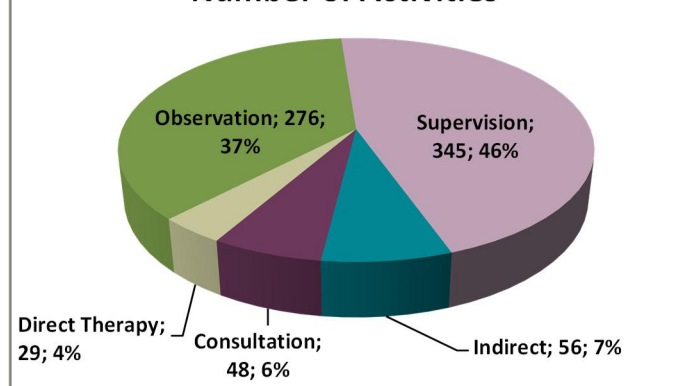
Wait time information is not available.

Average Length of Stay in Days



Activity Statistics 2016-2017: Source Program Statistics

Number of Activities

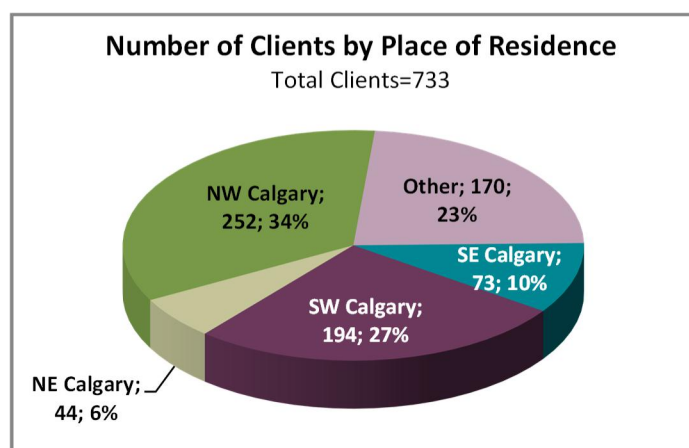
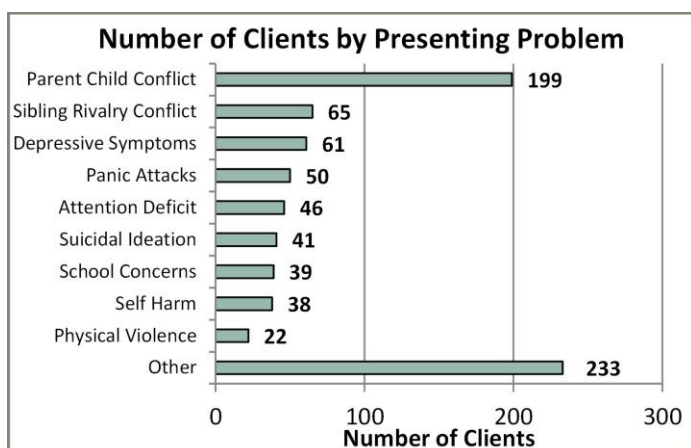
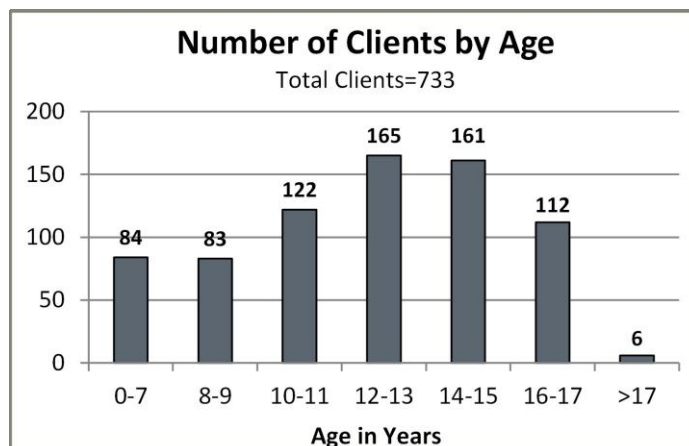
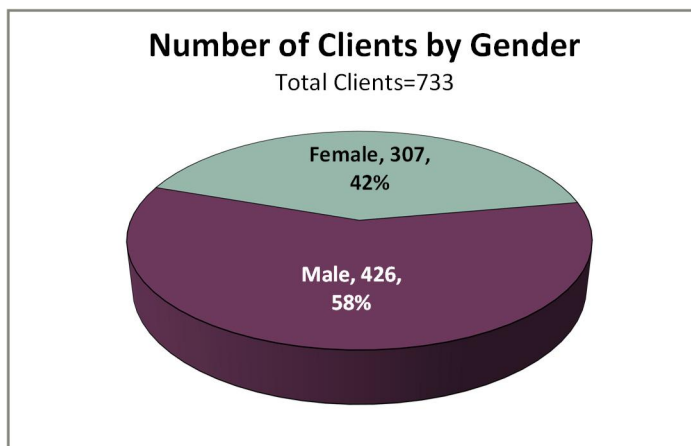


Registered Client Activity Totals

	Number	Duration (Hours)
Direct Activities	305	-
Indirect Activities	449	-

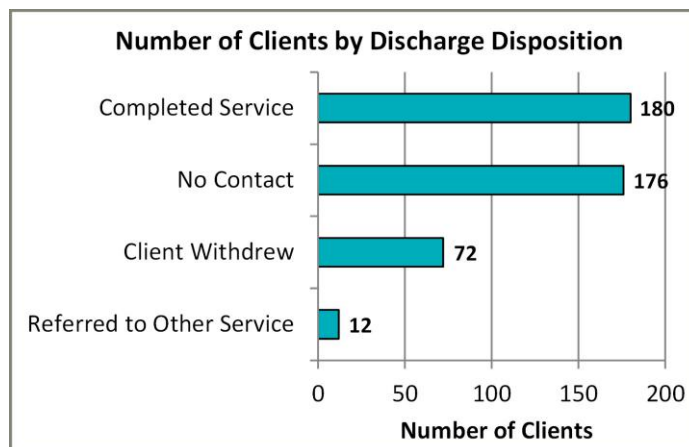
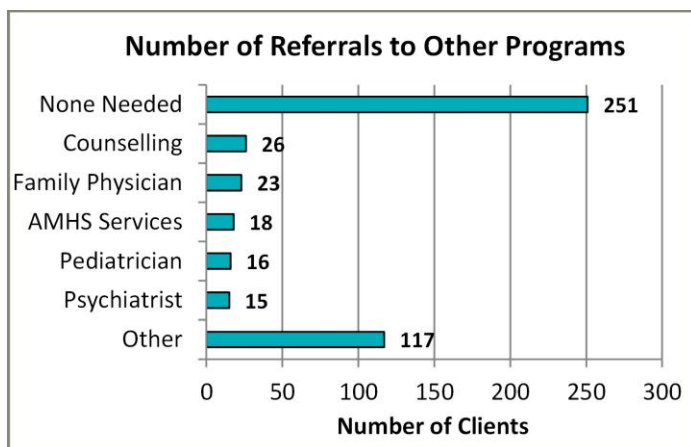
Calgary Family Therapy Centre

Client Statistics 2016-2017: Source Program Statistics



Note: A client may have more than one presenting problem.

Referrals Out and Discharge Disposition Statistics 2016-2017: Source Program Statistics



Note: A client may receive more than one referral.

Enviros Base Camp Program

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

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

Program Statistics: Source Program Statistics

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

	2014-2015	2015-2016	2016-2017
Referrals	-	-	-
New Enrolments	39	34	36
Overall Registrations	44	41	41
Unique Individuals Served	43	41	40
Discharges	37	36	34

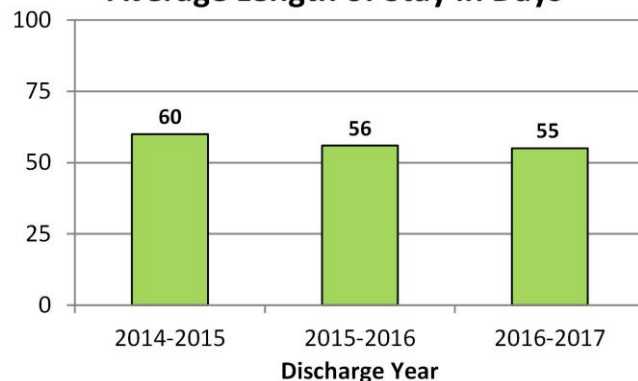
Referral and wait time information are not available.

Wait Time and Length of Stay: Source Program Statistics

Wait Time

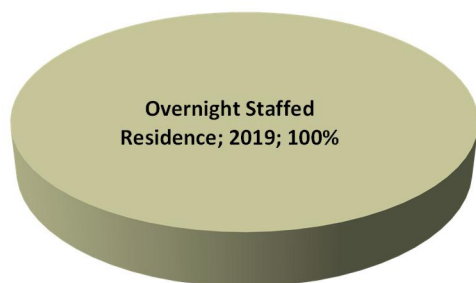
Wait time information is not available.

Average Length of Stay in Days



Activity Statistics 2016-2017: Source Program Statistics

Number of Activity Days

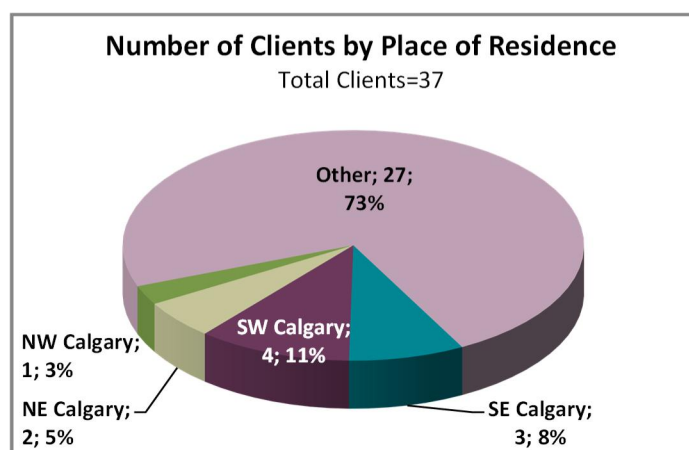
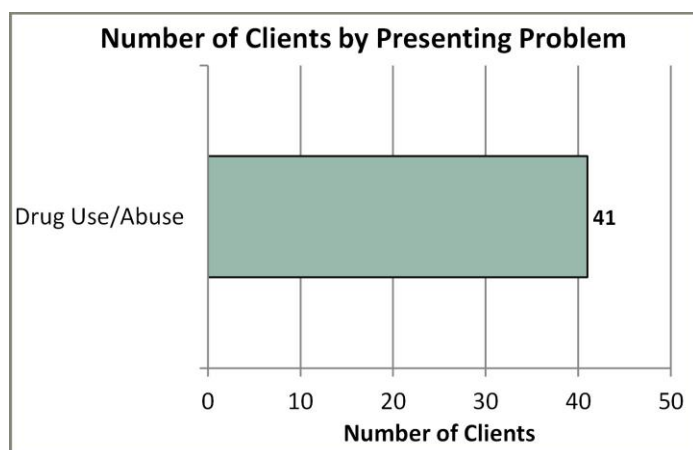
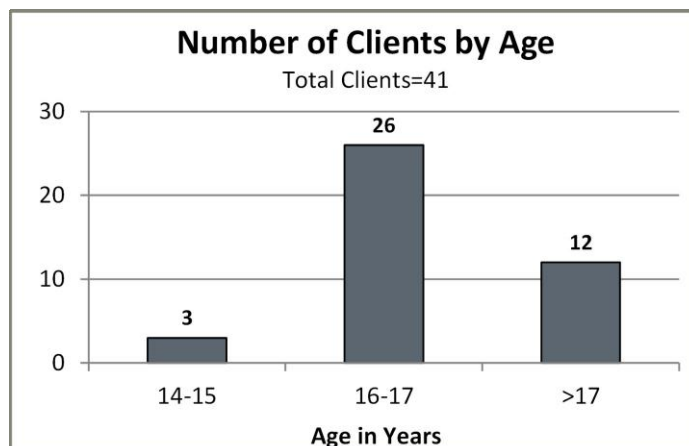
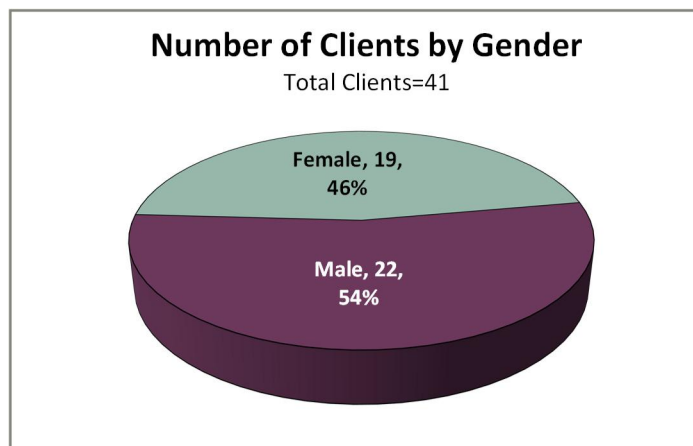


Registered Client Activity Totals

	Number	Duration (Hours)
Direct Activities	2019	-
Indirect Activities	-	-

Enviros Base Camp Program

Client Statistics 2016-2017: Source Program Statistics



Note: 4 clients have an unknown place of residence.

Referrals Out and Discharge Disposition Statistics 2016-2017: N/A

Referrals to Other Programs

Referral information to other programs is not available.

Discharge Disposition

Discharge disposition information is not available.

Hull Services - Youth Detox Program

The Voluntary Detoxification and Stabilization program provides support for youth ages 12 to 18 during the initial stages of recovery from substance abuse and prepares them for further treatment. Group/ and individual counselling focuses on self care, education regarding patterns of abuse, and provides strategies for breaking those patterns.

The Youth Detox program is 10 days in duration and supports are offered to youth and their family by AHS workers. The youth are supported in their transition from detoxification into either further treatment or other appropriate placements.

Program Statistics: Source Program Statistics

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

	2014-2015	2015-2016	2016-2017
Referrals	-	-	-
New Enrolments	172	159	142
Overall Registrations	176	163	142
Unique Individuals Served	157	-	142
Discharges	170	159	139

Referral, wait time, length of stay, and diagnosis or presenting problem information are not available.

Wait Time and Length of Stay: N/A

Wait Time

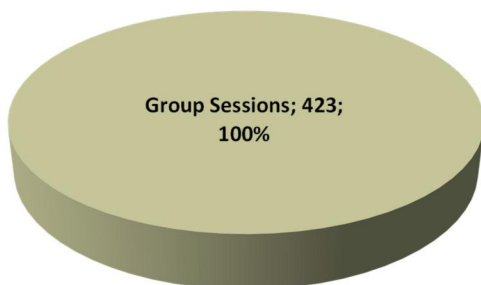
Wait time information is not available.

Length of Stay

Length of stay information is not available.

Activity Statistics 2016-2017: Source Program Statistics

Number of Direct Activities



Registered Client Activity Totals

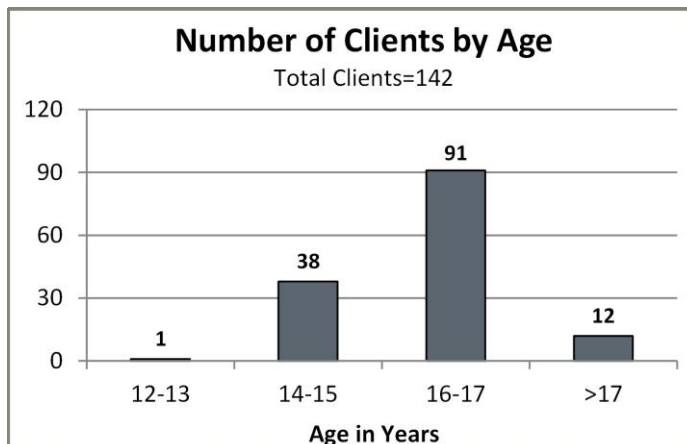
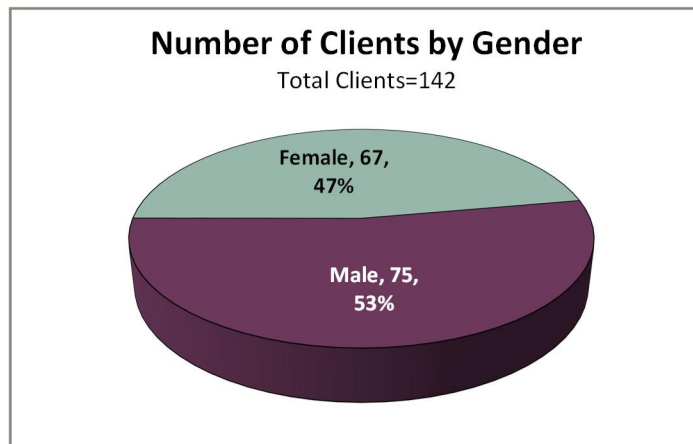
	Number	Duration (Hours)
Direct Activities	423	-
Indirect Activities	-	-

Group Activity Totals

Group Name	# Sessions	# Attendees
Education	423	1119

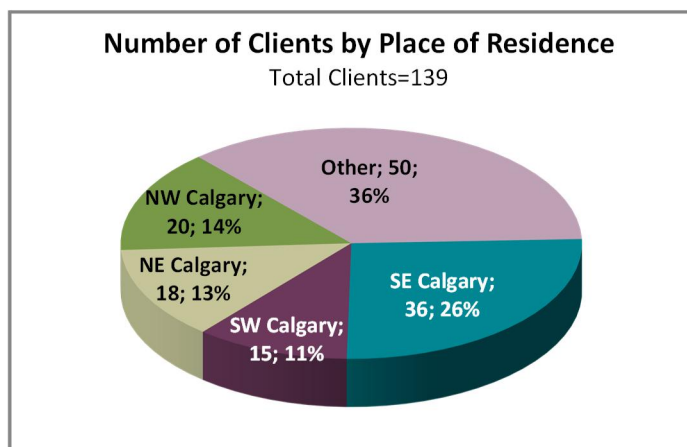
Hull Services - Youth Detox Program

Client Statistics 2016-2017: Source Program Statistics



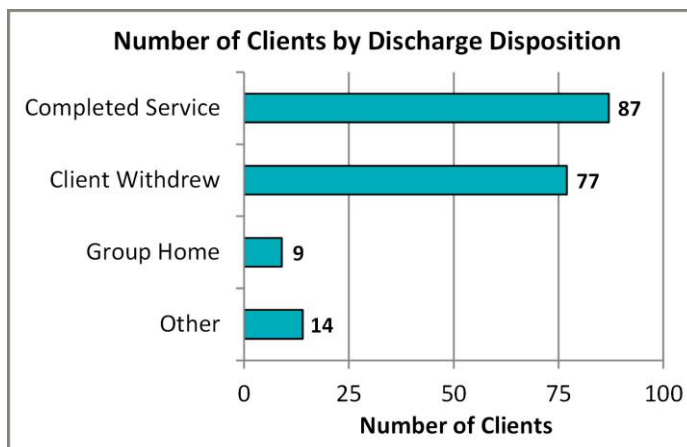
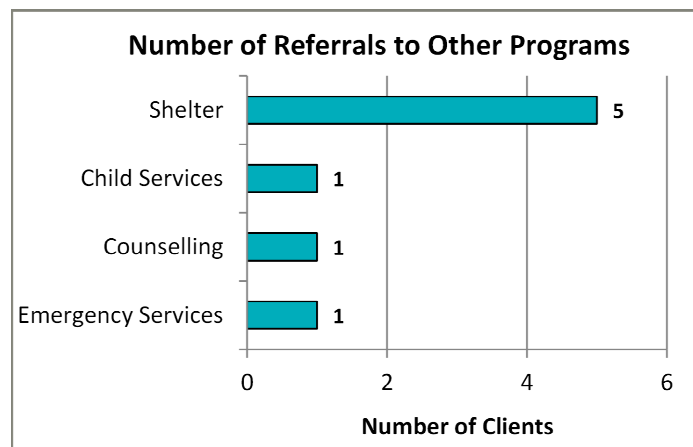
Diagnosis

Diagnosis or presenting problem information is not available.



Note: 3 clients have an unknown place of residence.

Referrals Out and Discharge Disposition Statistics 2016-2017: Source Program Statistics



Wood's Homes - Community Psychiatric Unit

The Community Psychiatric Unit is part of the continuum of care for children, adolescents, and their families experiencing a significant mental health issue. Eleven beds provide short term (7-14 days) residential treatment for children and youth ages 6-17 years old.

The program provides specialized family counselling and mental health support with the potential for in-home support and follow-up with a family support counselor. Admissions to the program are either directly from the Emergency Department or a step-down from another AHS acute care unit.

Program Statistics: Source Program Statistics

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

	2014-2015	2015-2016	2016-2017
Referrals	-	-	-
New Enrolments	-	29	186
Overall Registrations	-	29	217
Unique Individuals Served	-	29	208
Discharges	-	29	183

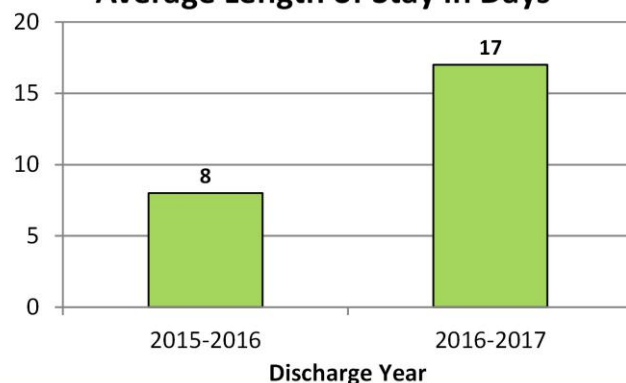
The program began in the 2015-16 fiscal year. Referral and wait time information are not available.

Wait Time and Length of Stay: Source Program Statistics

Wait Time

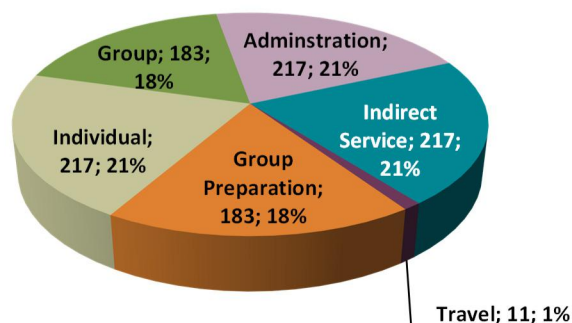
Wait time is not applicable for this program.

Average Length of Stay in Days



Activity Statistics 2016-2017: Source Program Statistics

Number of Activities

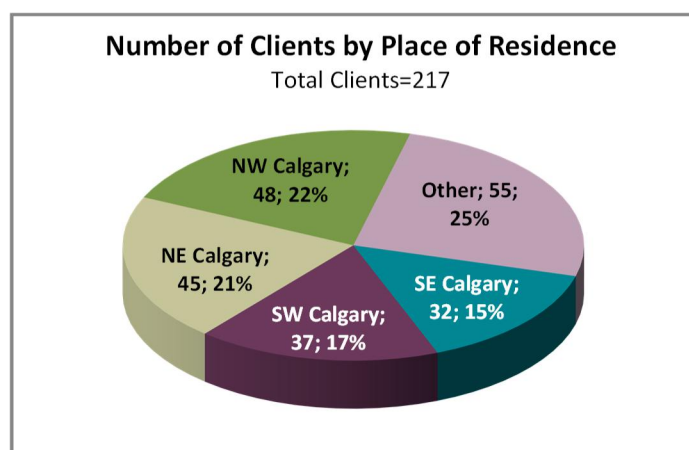
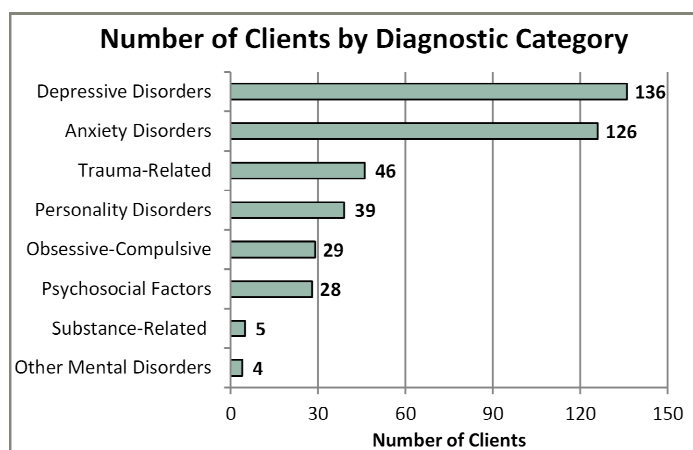
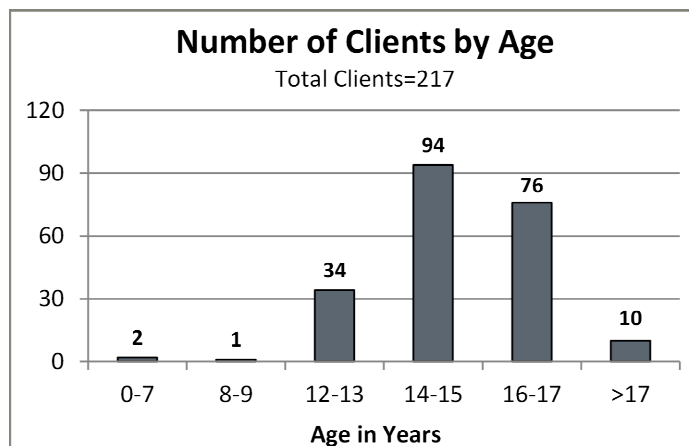
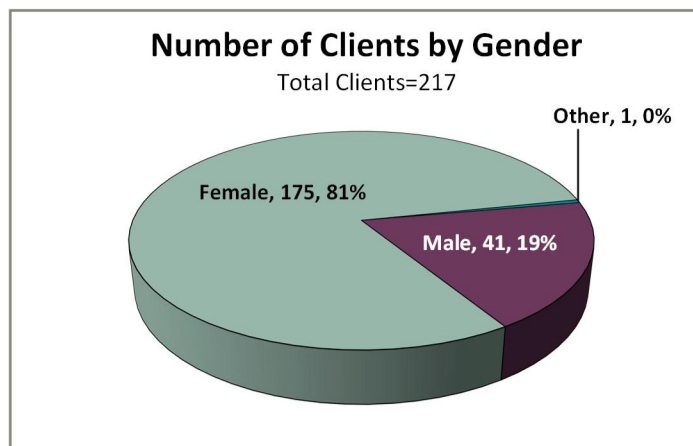


Registered Client Activity Totals

	Number	Duration (Hours)
Direct Activities	400	5581
Indirect Activities	628	8435

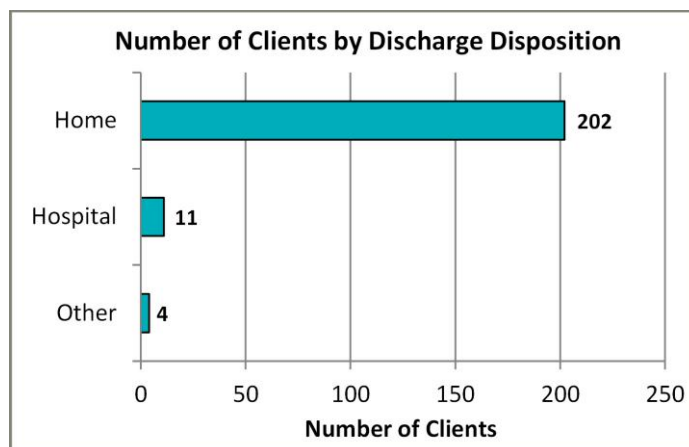
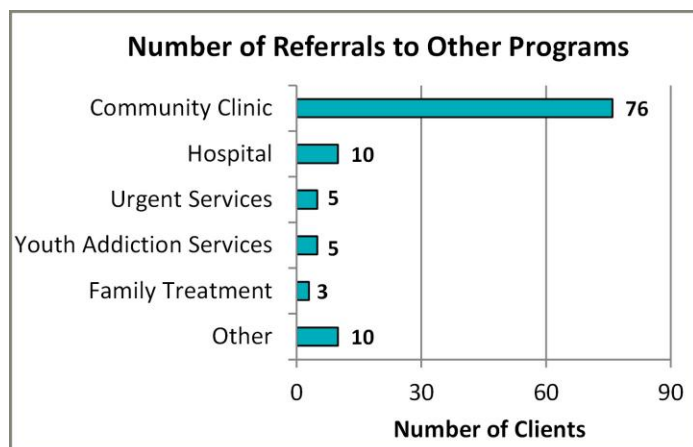
Wood's Homes - Community Psychiatric Unit

Client Statistics 2016-2017: Source Program Statistics



Note: A client may have more than one diagnosis.

Referrals Out and Discharge Disposition Statistics 2016-2017: Source Program Statistics



Wood's Homes - Community Psychiatric Unit - In Home

The Community Psychiatric Unit is part of the continuum of care for children, adolescents, and their families experiencing a significant mental health issue. Eleven beds provide short term (7-14 days) residential treatment for children and youth ages 6-17 years old.

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

Program Statistics: Source Program Statistics

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

	2014-2015	2015-2016	2016-2017
Referrals	-	-	-
New Enrolments	-	16	75
Overall Registrations	-	16	87
Unique Individuals Served	-	16	86
Discharges	-	4	65

The program began in the 2015-16 fiscal year. Referral, wait time, and length of stay information are not available.

Wait Time and Length of Stay: N/A

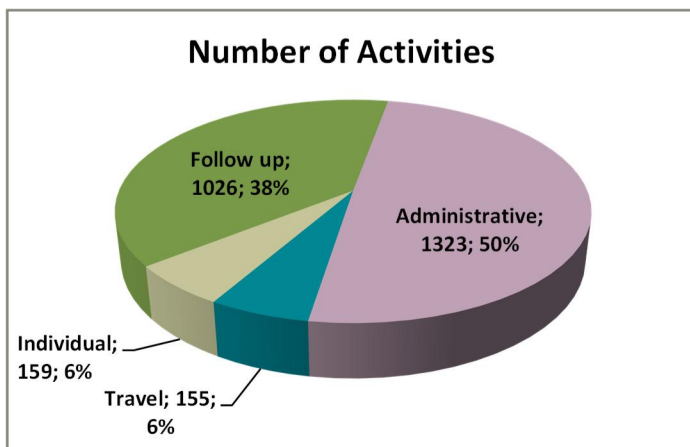
Wait Time

Wait time is not applicable for this program.

Length of Stay

Length of stay information is not available.

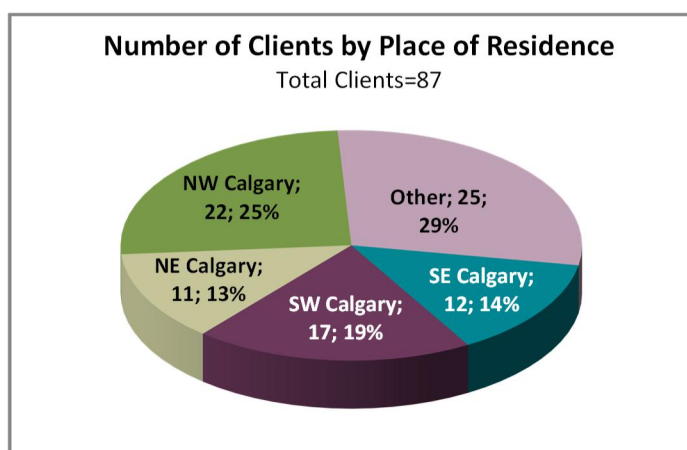
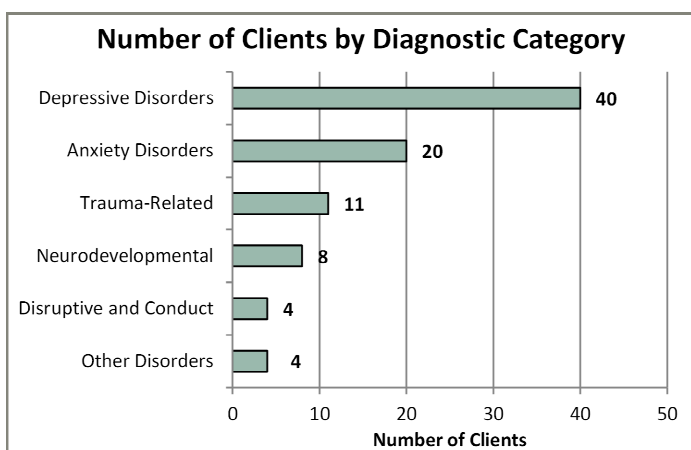
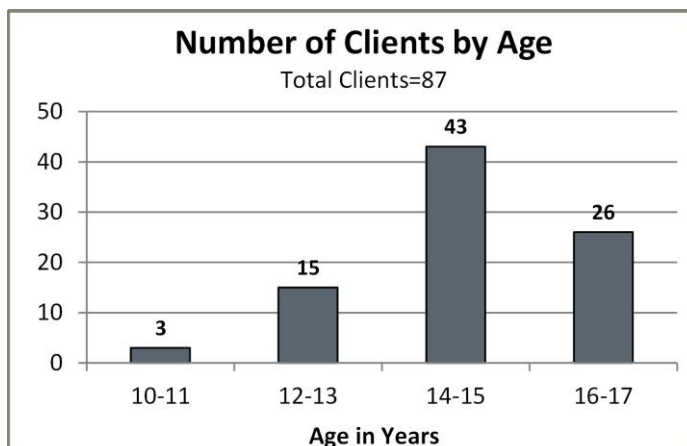
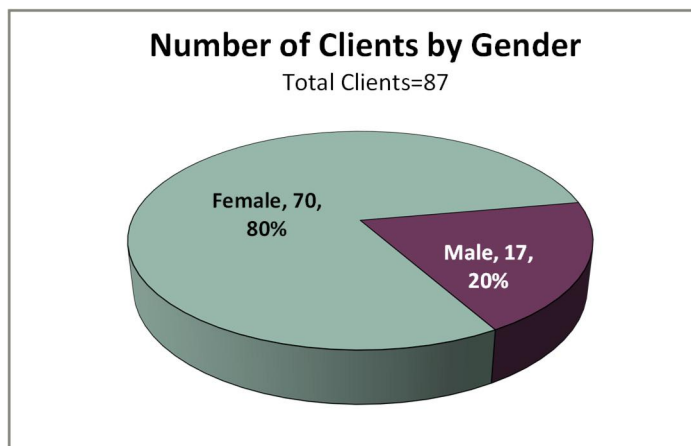
Activity Statistics 2016-2017: Source Program Statistics



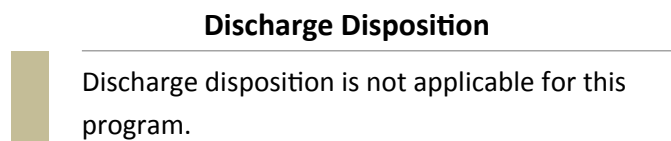
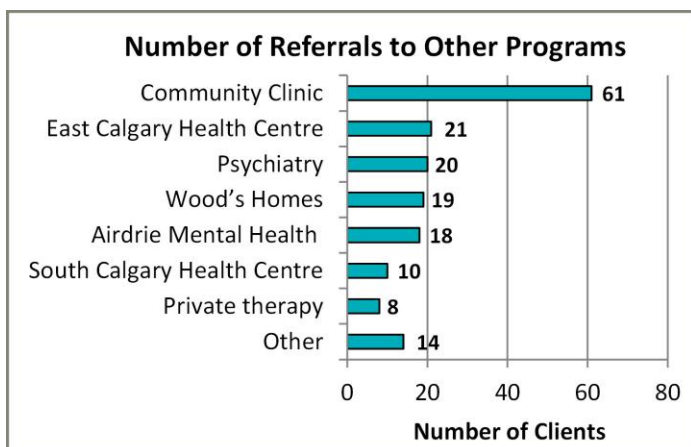
Registered Client Activity Totals		
	Number	Duration (Hours)
Direct Activities	1185	730
Indirect Activities	1478	640

Wood's Homes - Community Psychiatric Unit - In Home

Client Statistics 2016-2017: Source Program Statistics



Referrals Out and Discharge Disposition Statistics 2016-2017: Source Program Statistics



Note: A client may receive more than one referral.

Wood's Homes - Community Resource Team

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

Risk assessments (suicide, self-harm, domestic violence) and safety plans, specific information or community resources, counselling or general support, and intervention suggestions such as access to the Wood's Homes Stabilization Program are all offered by professional counsellors. CRT also works with other crisis services.

Program Statistics: Source Program Statistics

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

	2014-2015	2015-2016	2016-2017
Referrals	-	-	-
New Enrolments	-	-	-
Overall Registrations	11692	12064	13406
Unique Individuals Served	5388	5493	6748
Discharges	-	-	-

Referral, enrolment, discharge, wait time, and length of stay information are not available.

Wait Time and Length of Stay: N/A

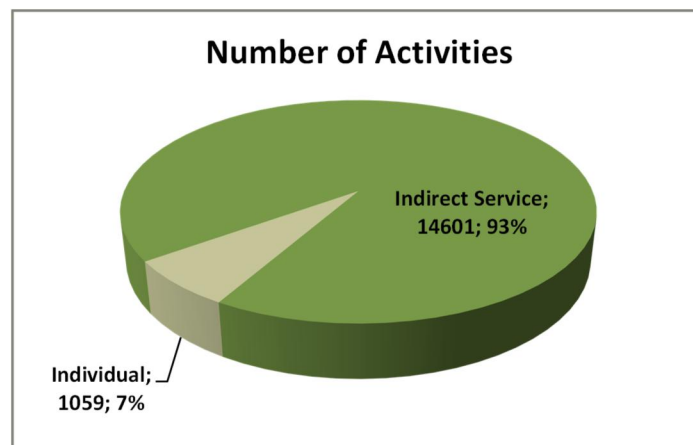
Wait Time

Wait time information is not available.

Length of Stay

Length of stay is not applicable for this program.

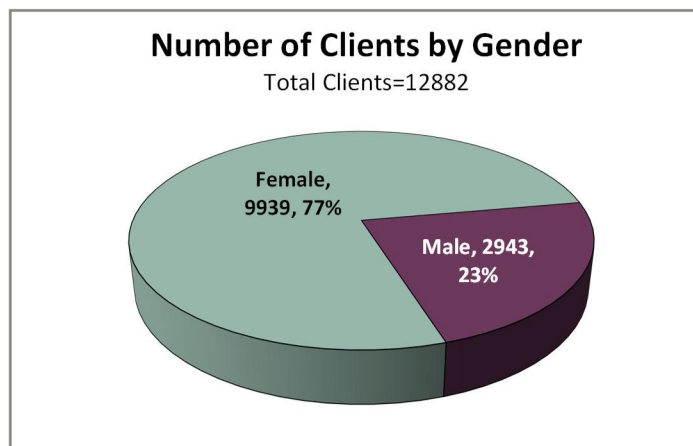
Activity Statistics 2016-2017: Source Program Statistics



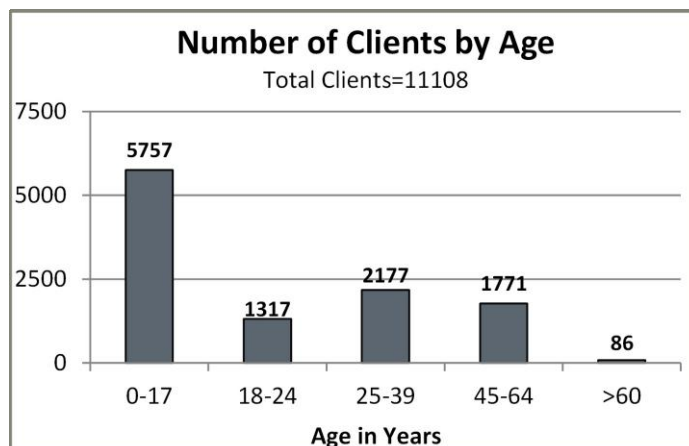
Registered Client Activity Totals		
	Number	Duration (Hours)
Direct Activities	1059	-
Indirect Activities	14601	-

Wood's Homes - Community Resource Team

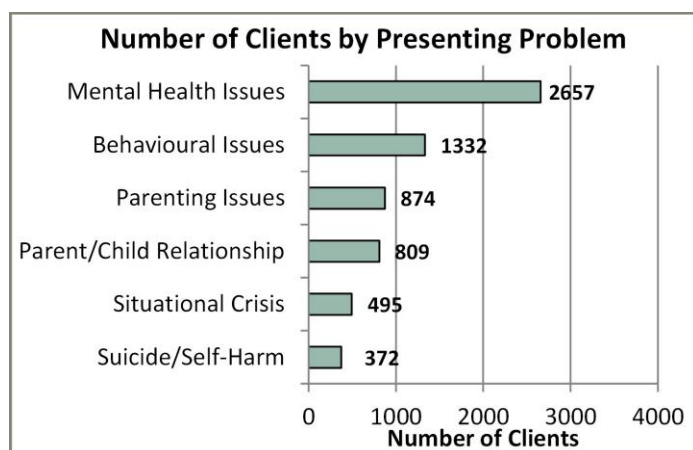
Client Statistics 2016-2017: Source Program Statistics



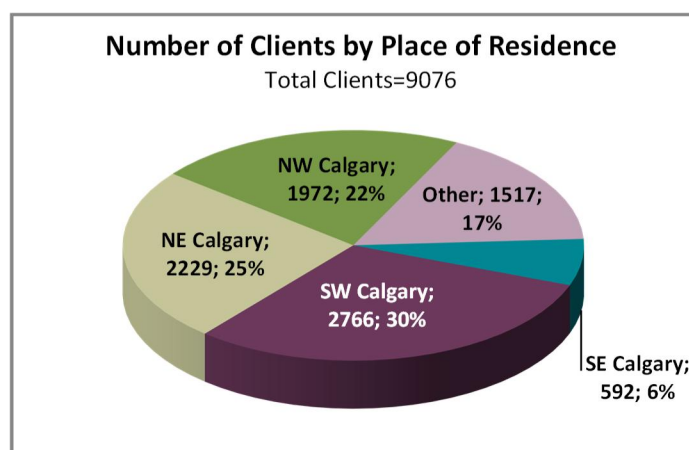
Note: 524 clients have an unknown gender.



Note: 2298 clients have an unknown date of birth.



Note: A client may have more than one presenting problem.



Note: 4330 clients have an unknown place of residence.

Referrals Out and Discharge Disposition Statistics 2016-2017: N/A

Referrals to Other Programs

Referral information to other programs is not available.

Discharge Disposition

Discharge disposition is not applicable for this program.

Wood's Homes - Crisis Stabilization Program

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 Wood's Community Resource Team (CRT) and Calgary area hospitals are the primary referral sources for the program as they identify families who require intensive crisis placement for their adolescents. When the assessment of the crisis reveals the family requires more intervention, CRT makes a referral to the Stabilization Program.

Program Statistics: Source Program Statistics

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

	2014-2015	2015-2016	2016-2017
Referrals	-	-	-
New Enrolments	141	127	78
Overall Registrations	141	130	78
Unique Individuals Served	31	78	78
Discharges	141	125	77

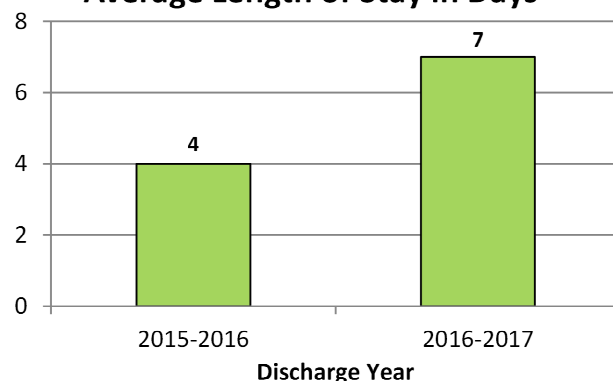
Referral and wait time information are not available.

Wait Time and Length of Stay: Source Program Statistics

Wait Time

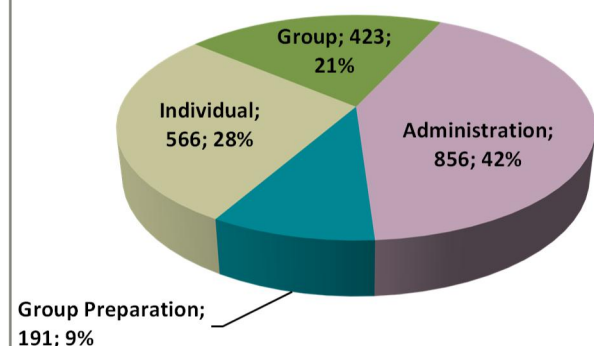
Wait time is not applicable for this program.

Average Length of Stay in Days



Activity Statistics 2016-2017: Source Program Statistics

Number of Activities



Registered Client Activity Totals

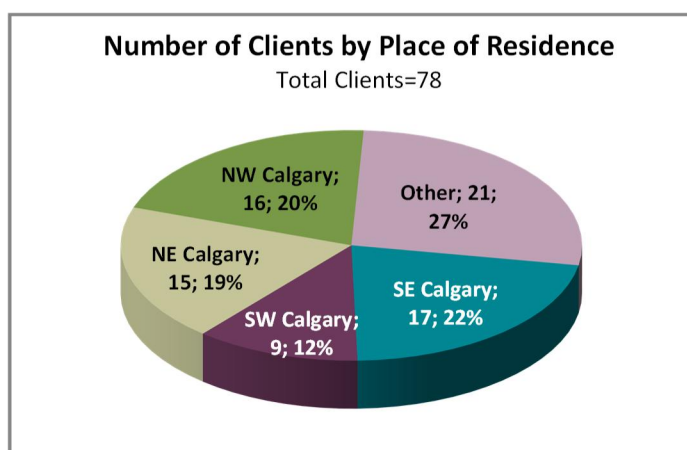
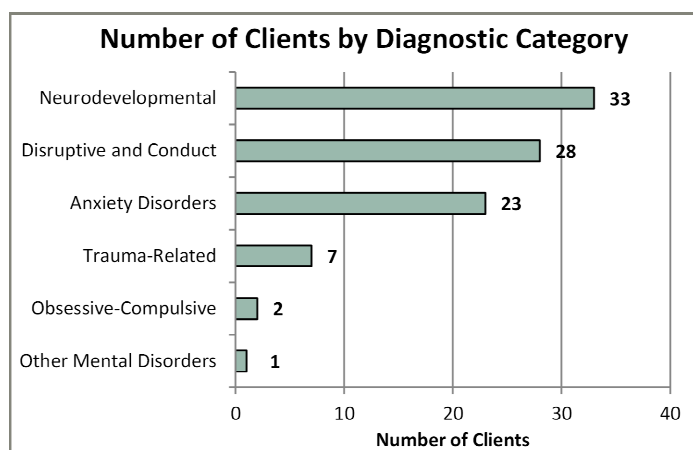
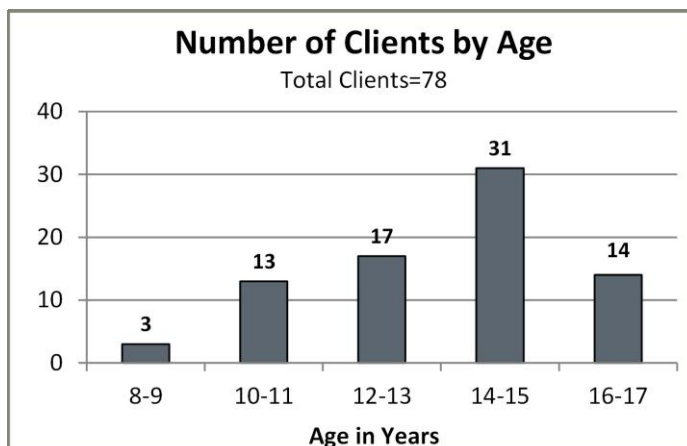
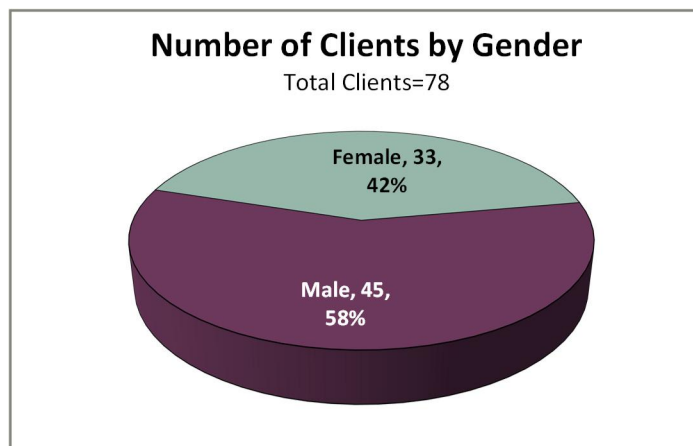
	Number	Duration (Hours)
Direct Activities	989	989
Indirect Activities	1047	1047

Group Activity Totals

Group Name	# Sessions	# Attendees
Crisis Intervention	11	19
Rounds	20	45
Friday Trainings	8	24
Suicide Awareness	6	11
Family Mediation	3	18
Case Management	2	19

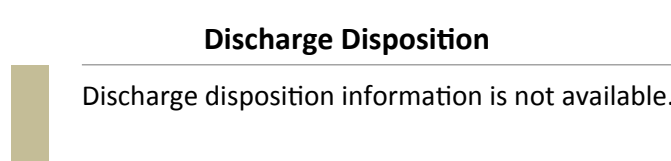
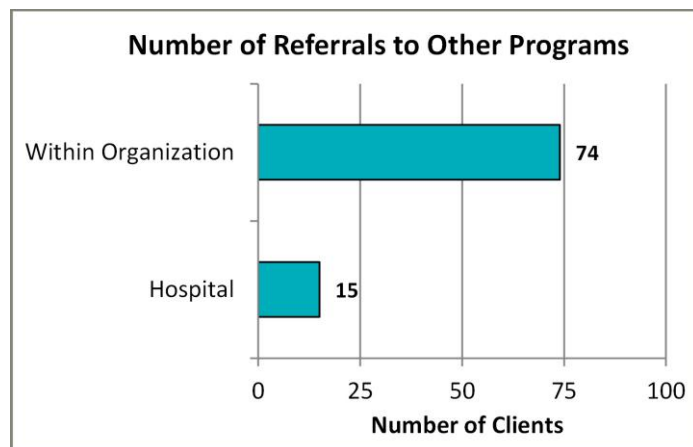
Wood's Homes - Crisis Stabilization Program

Client Statistics 2016-2017: Source Program Statistics



Note: A client may have more than one diagnosis.

Referrals Out and Discharge Disposition Statistics 2016-2017: Source Program Statistics



Note: A client may receive more than one referral.

Wood's Homes - Eastside Family Centre

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

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

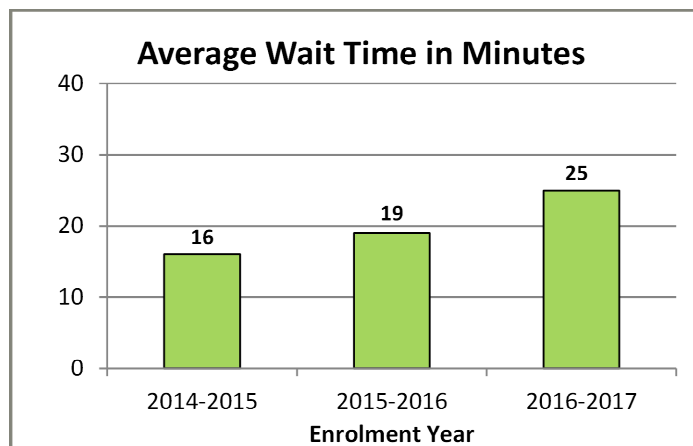
Program Statistics: Source Program Statistics

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

	2014-2015	2015-2016	2016-2017
Referrals	-	-	-
New Enrolments	3162	3480	3470
Overall Registrations	3162	4089	4037
Unique Individuals Served	1687	1904	1945
Discharges	3046	2697	3470

Referral and length of stay information are not available. This is a walk-in service and program participation is voluntary and without time limits.

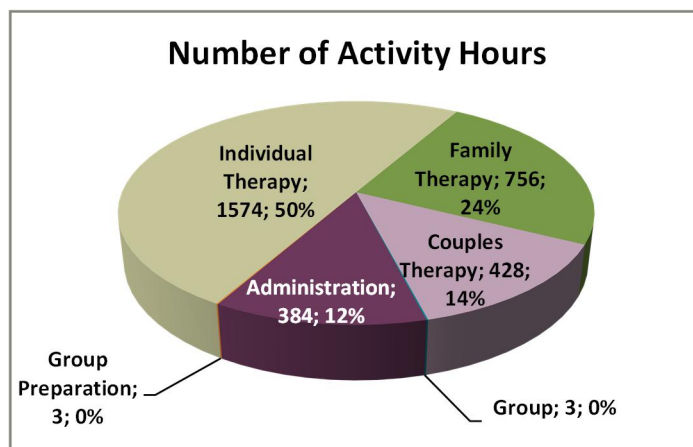
Wait Time and Length of Stay: Source Program Statistics



Length of Stay

Length of stay is not applicable for this program.

Activity Statistics 2016-2017: Source Program Statistics

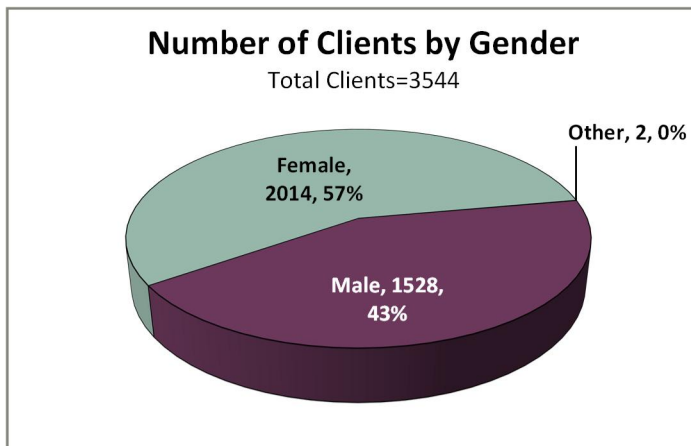


Registered Client Activity Totals		
	Number	Duration (Hours)
Direct Activities	-	2761
Indirect Activities	-	387

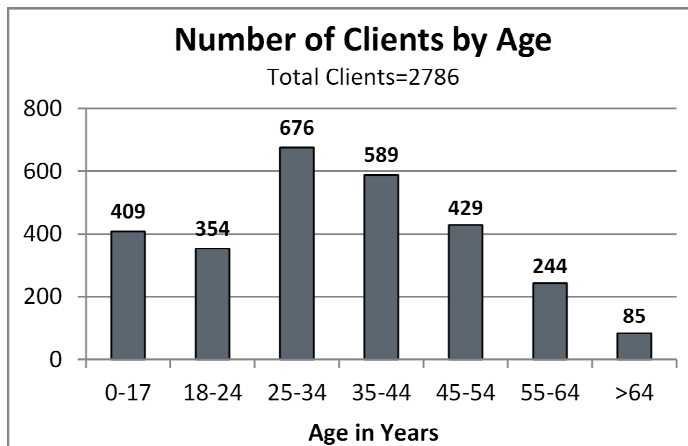
Group Activity Totals			
Group Name	# Sessions	# Attendees	Hours
Psycho-Education	1	30	2

Wood's Homes - Eastside Family Centre

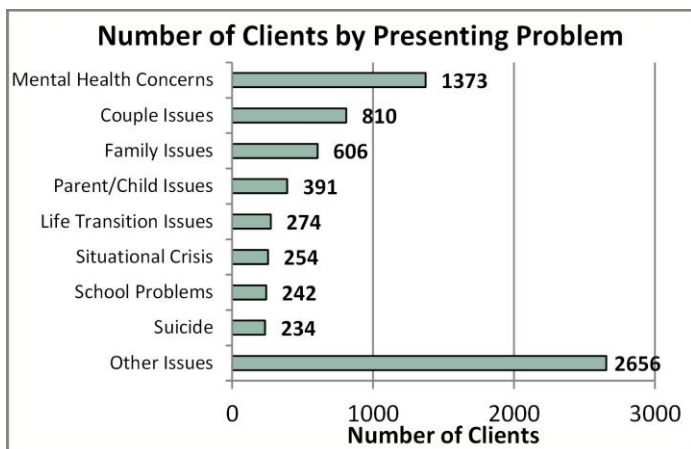
Client Statistics 2016-2017: Source Program Statistics



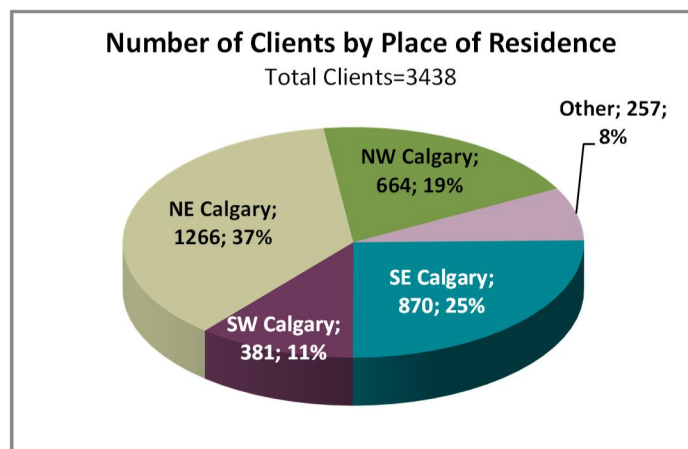
Note: 493 clients have an unknown gender.



Note: 1251 clients have an unknown date of birth.

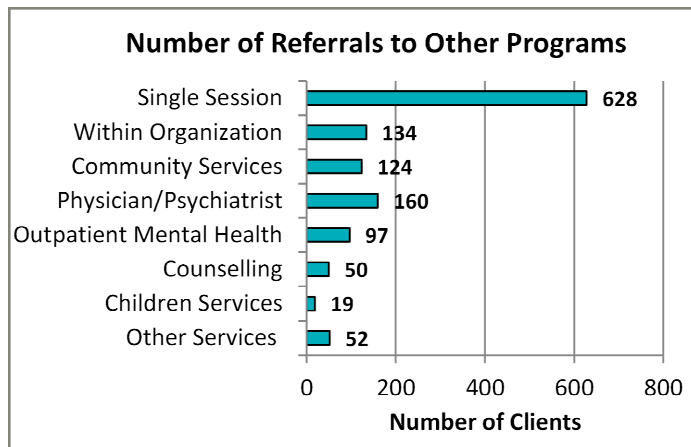


Note: A client may have more than one presenting problem.



Note: 599 clients have an unknown place of residence.

Referrals Out and Discharge Disposition Statistics 2016-2017: Source Program Statistics



Discharge Disposition

Discharge disposition is not applicable for this program.

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. The purpose of the program is to provide short-term treatment in a comfortable and therapeutic residential environment.

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

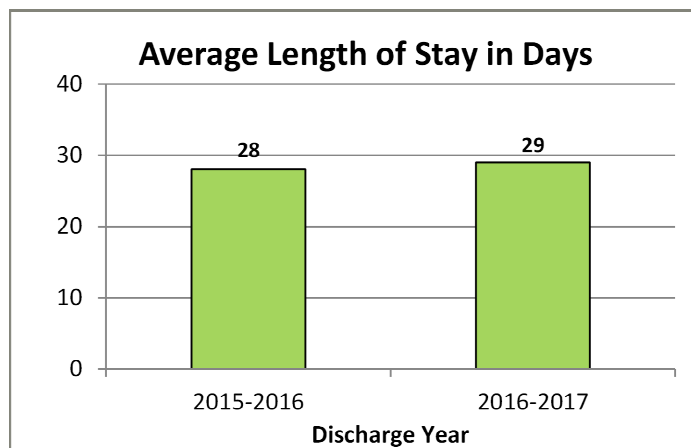
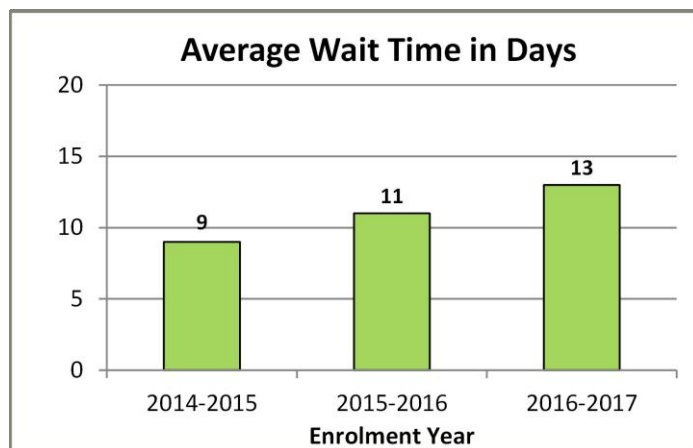
Program Statistics: Source Program Statistics

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

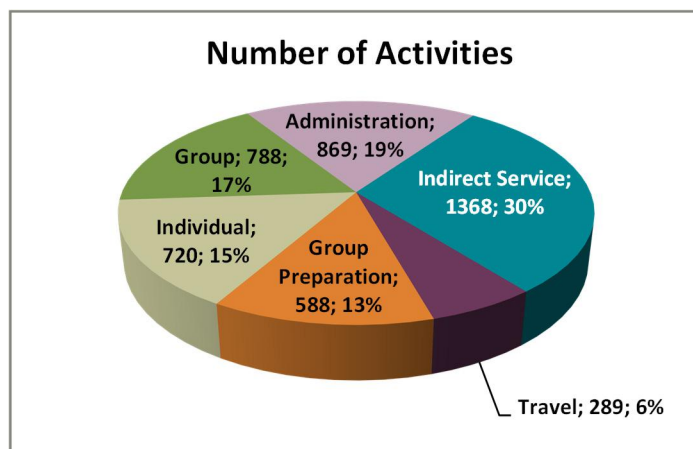
	2014-2015	2015-2016	2016-2017
Referrals	-	-	-
New Enrolments	68	70	68
Overall Registrations	72	75	74
Unique Individuals Served	72	73	67
Discharges	67	72	69

This is a partnership between AHS and Wood's Homes and the data reported reflects the Wood's component. Referral information is not available and client statistics are reported for new enrolments.

Wait Time and Length of Stay: Source Program Statistics



Activity Statistics 2016-2017: Source Program Statistics

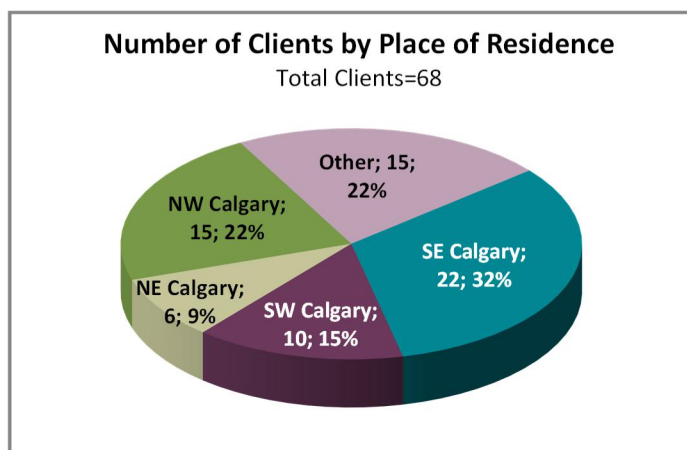
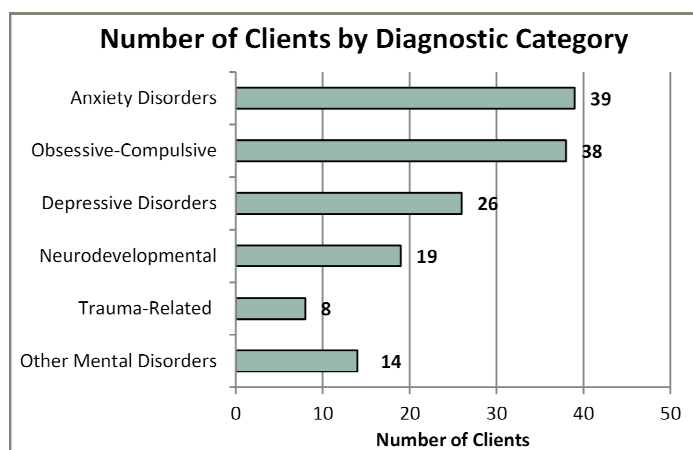
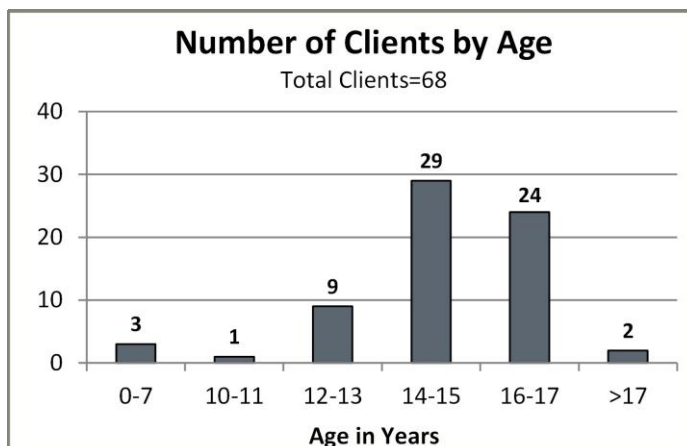
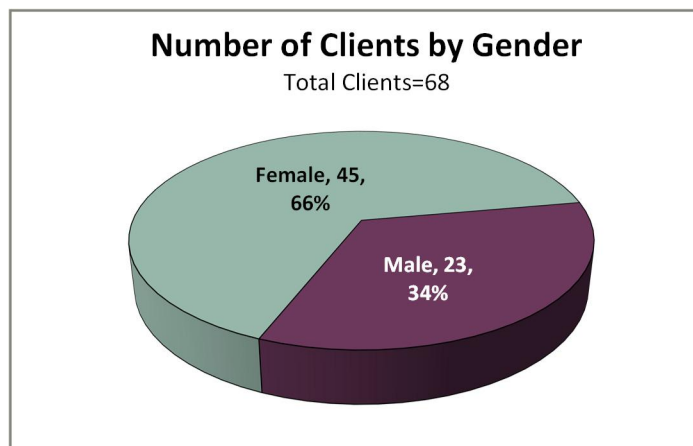


Registered Client Activity Totals		
	Number	Duration (Hours)
Direct Activities	1508	4507
Indirect Activities	3114	4154

Group Activity Totals			
Group Name	# Sessions	# Attendees	Hours
Leisure/Recreation	303	85	303
Peer Groups	151	85	88
Social Skills	75	85	63
Skill Practice	93	85	87
Psycho-Educational	139	85	99

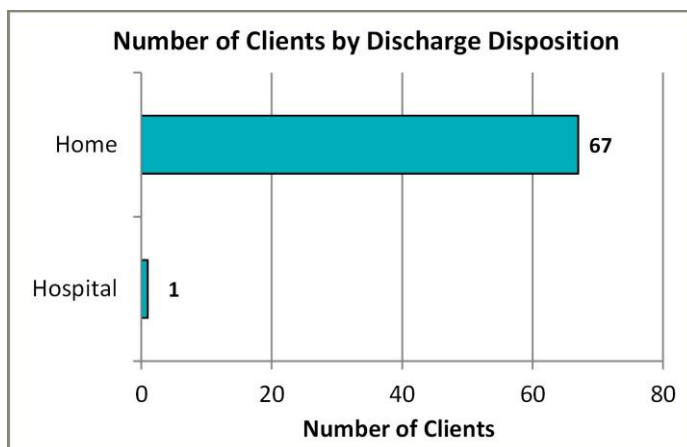
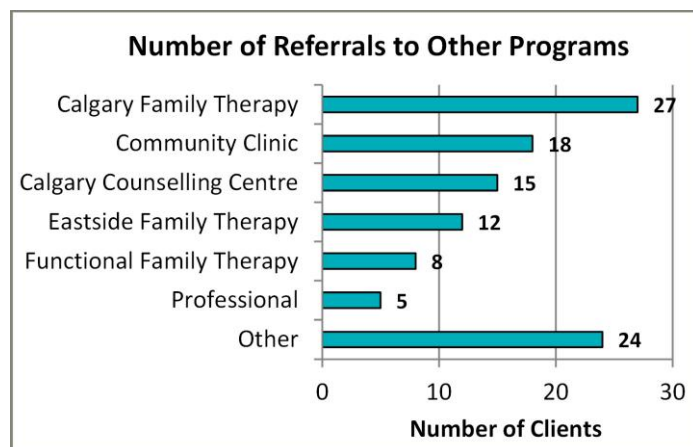
Wood's Homes - Exceptional Needs Program

Client Statistics 2016-2017: Source Program Statistics



Note: A client may have more than one diagnosis.

Referrals Out and Discharge Disposition Statistics 2016-2017: Source Program Statistics



Note: A client may receive more than one referral.

Wood's Homes - Exceptional Needs Program - In Home

The Exceptional Needs In Home Program (ENP-In Home) provides intensive, individualized mental health treatment 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 their home for a comfortable and therapeutic residential environment.

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

Program Statistics: Source Program Statistics

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

	2014-2015	2015-2016	2016-2017
Referrals	-	-	-
New Enrolments	23	18	34
Overall Registrations	131	108	178
Unique Individuals Served	131	108	123
Discharges	27	16	28

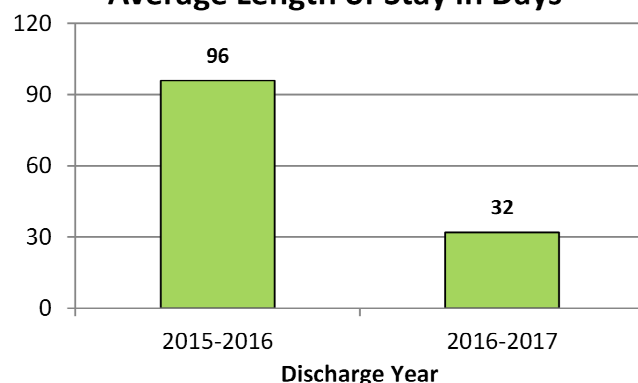
This is a partnership between AHS and Wood's Homes and the data reported reflects the Wood's component. Referral and wait time information are not available.

Wait Time and Length of Stay: Source Program Statistics

Wait Time

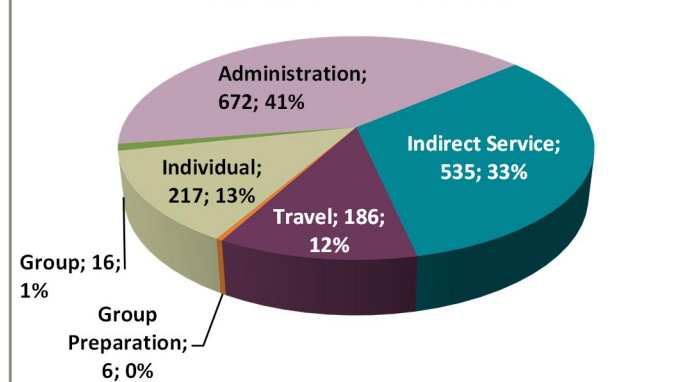
Wait time is not applicable for this program.

Average Length of Stay in Days



Activity Statistics 2016-2017: Source Program Statistics

Number of Activities

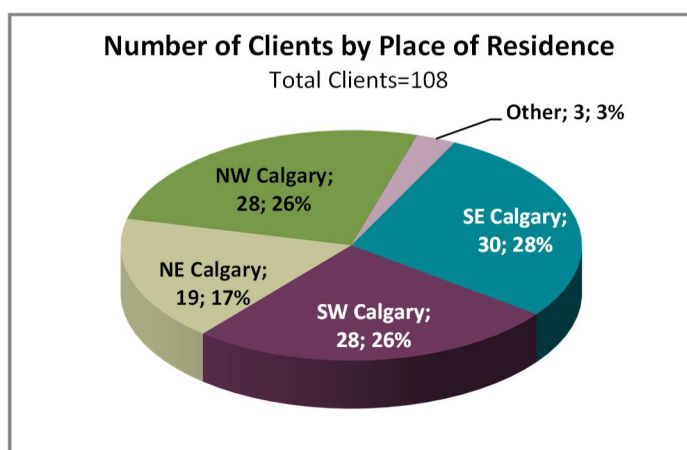
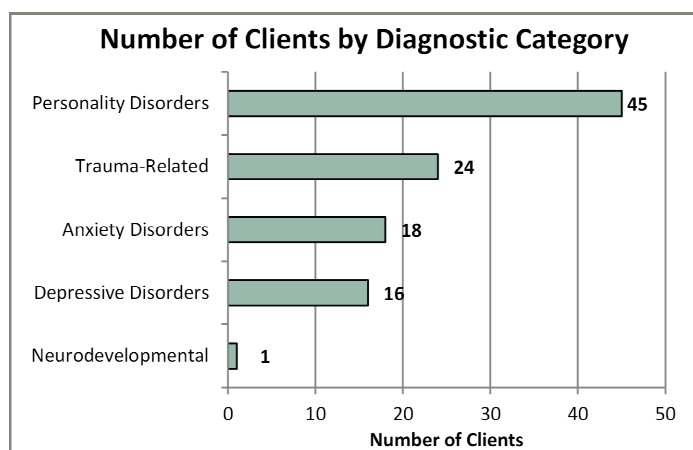
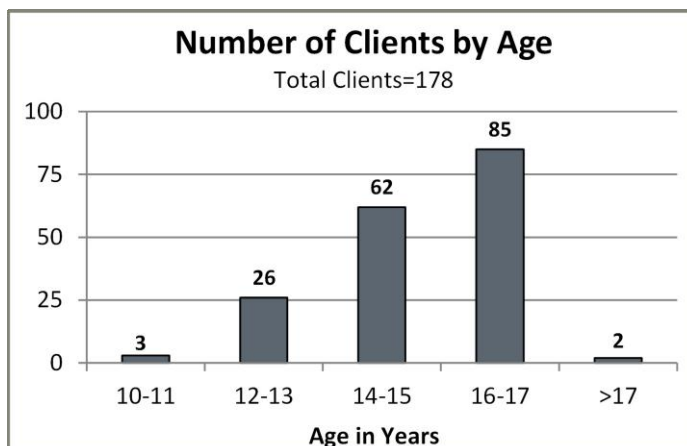
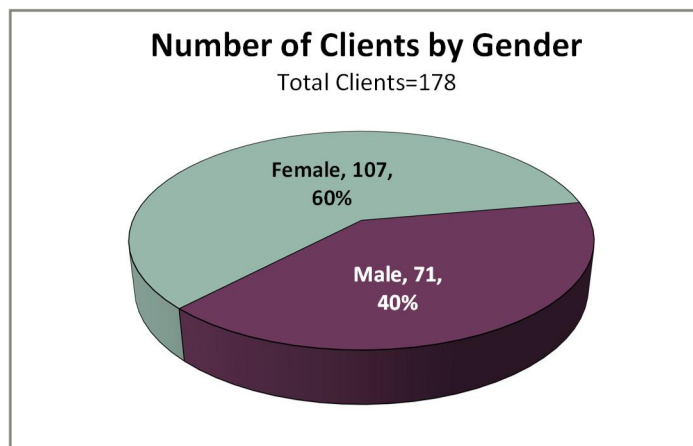


Registered Client Activity Totals

	Number	Duration (Hours)
Direct Activities	233	327
Indirect Activities	1399	1354

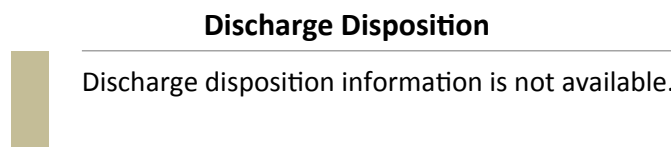
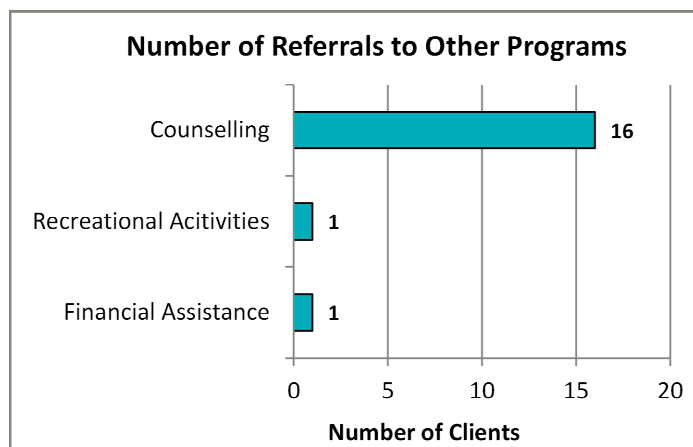
Wood's Homes - Exceptional Needs Program - In Home

Client Statistics 2016-2017: Source Program Statistics



Note: 70 clients have an unknown place of residence.

Referrals Out and Discharge Disposition Statistics 2016-2017: Source Program Statistics



Wood's Homes - Home Connections Program

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

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

Program Statistics: Source Program Statistics

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

	2014-2015	2015-2016	2016-2017
Referrals	-	-	-
New Enrolments	15	28	8
Overall Registrations	44	64	53
Unique Individuals Served	44	64	53
Discharges	15	23	12

Referral, wait time, and length of stay information are not available.

Wait Time and Length of Stay: N/A

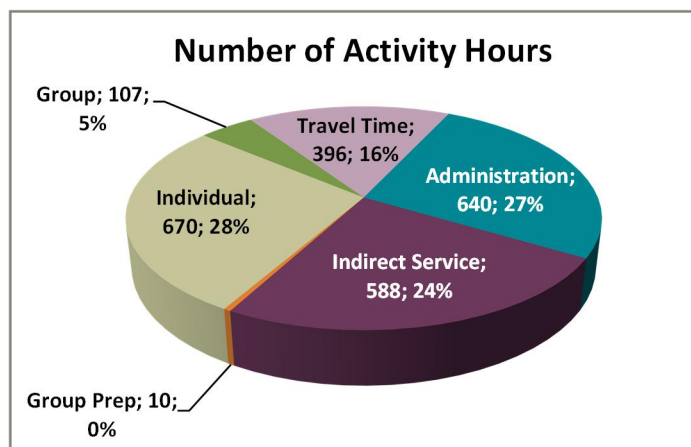
Wait Time

Wait time information is not available.

Length of Stay

Length of stay information is not available.

Activity Statistics 2016-2017: Source Program Statistics

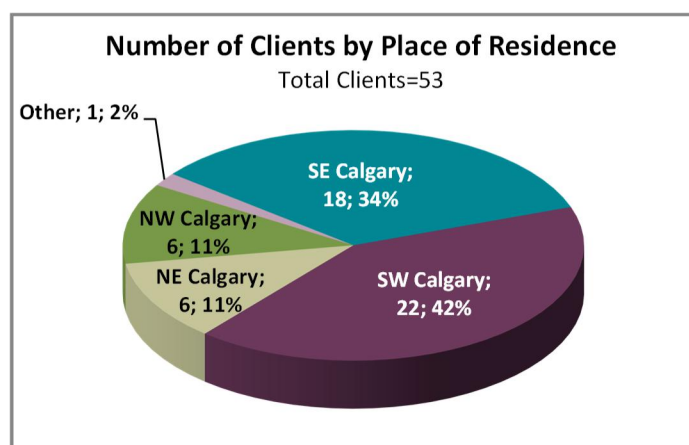
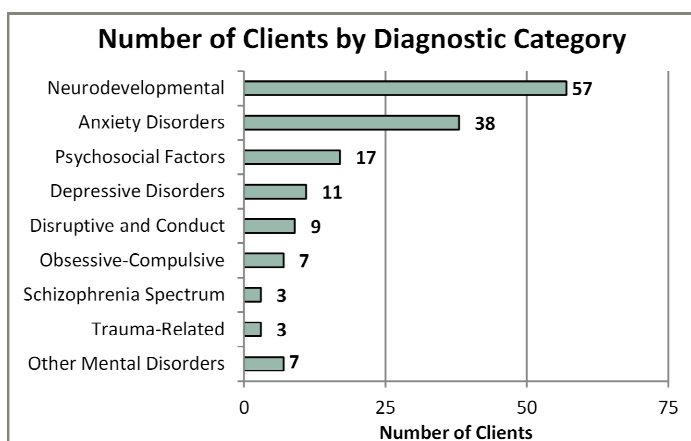
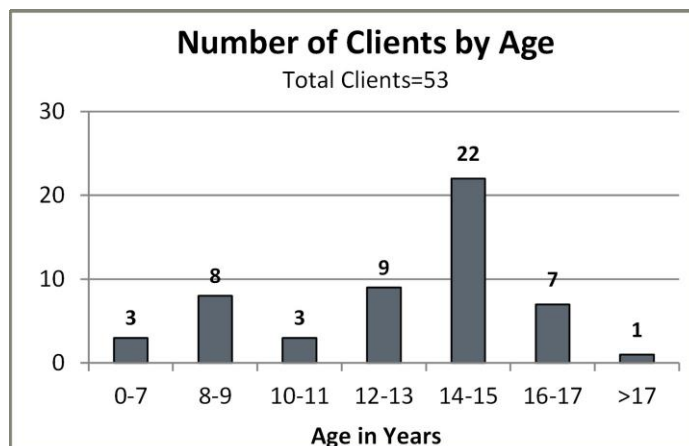
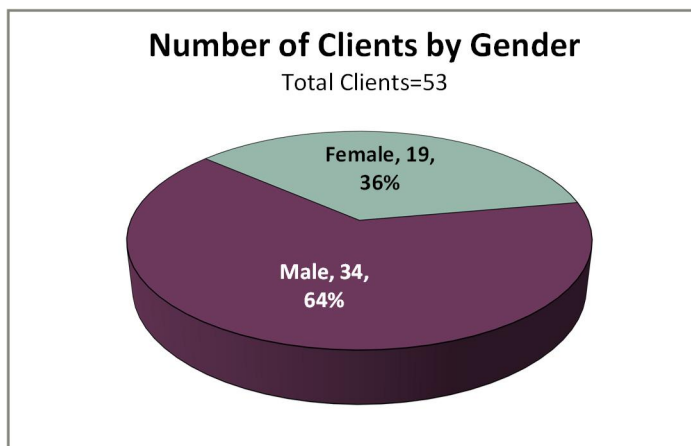


Registered Client Activity Totals		
	Number	Duration (Hours)
Direct Activities	932	777
Indirect Activities	467	1634

Group Activity Totals			
Group Name	# Sessions	# Attendees	Hours
Mental Health Group	103	43	104

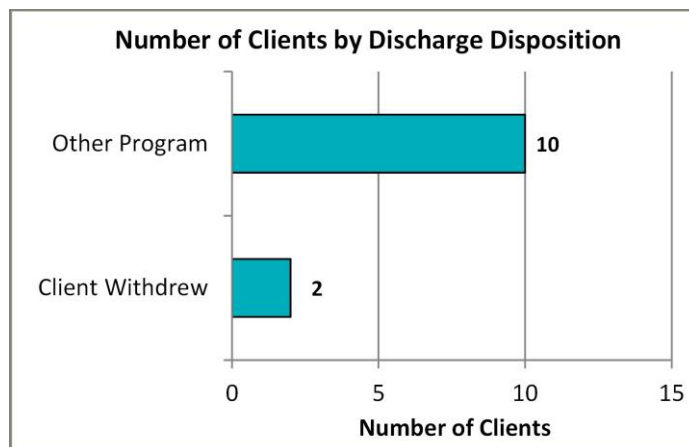
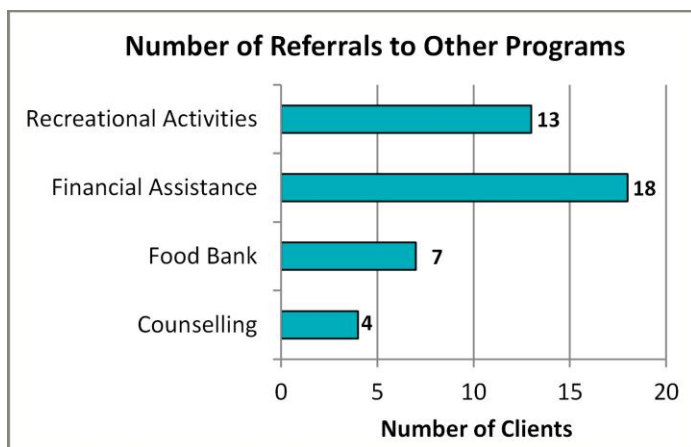
Wood's Homes - Home Connections Program

Client Statistics 2016-2017: Source Program Statistics



Note: A client may have more than one diagnosis.

Referrals Out and Discharge Disposition Statistics 2016-2017: Source Program Statistics



Note: A client may receive more than one referral.

Wood's Homes - School Based Treatment & Learning Centre

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

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

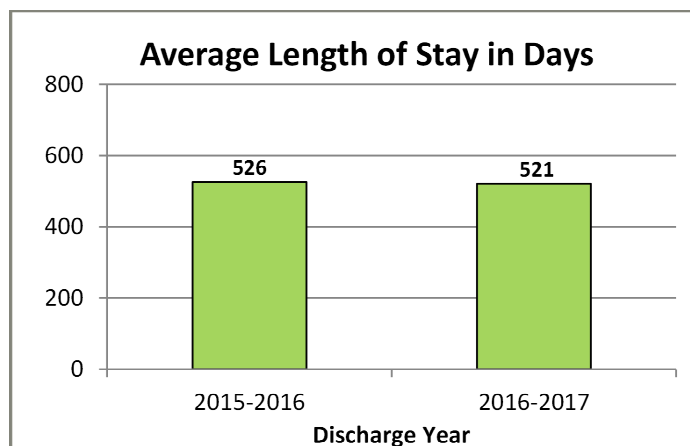
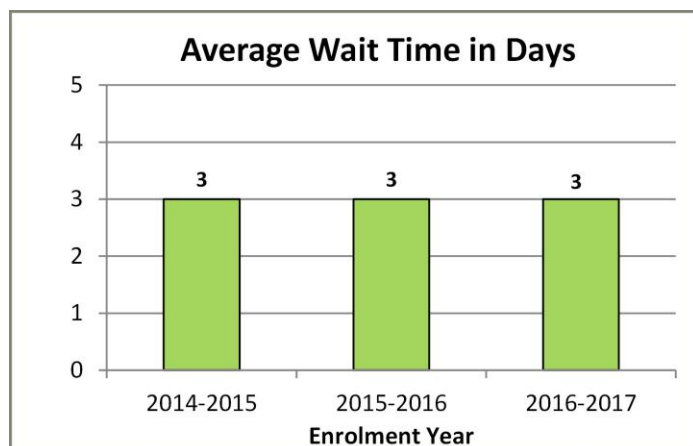
Program Statistics: Source Program Statistics

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

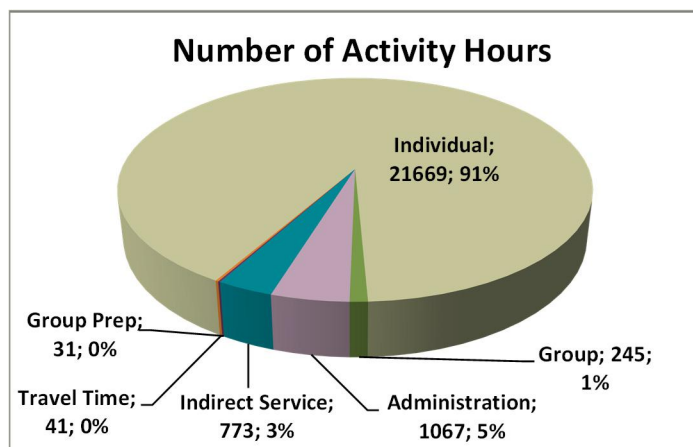
	2014-2015	2015-2016	2016-2017
Referrals	-	-	-
New Enrolments	32	11	26
Overall Registrations	55	42	54
Unique Individuals Served	55	42	54
Discharges	34	14	16

Referral information is not available.

Wait Time and Length of Stay: Source Program Statistics



Activity Statistics 2016-2017: Source Program Statistics

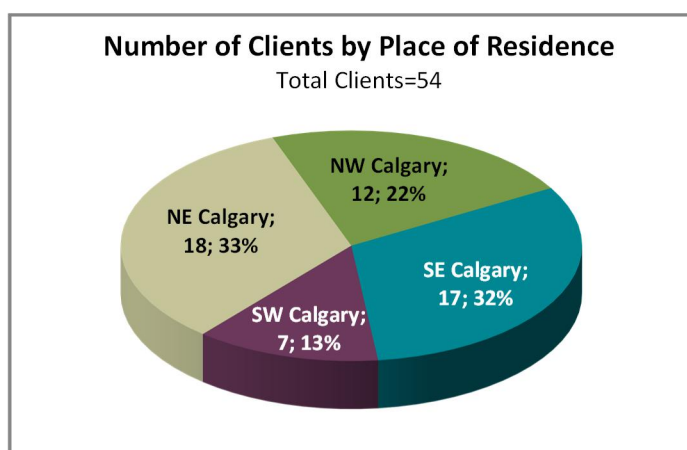
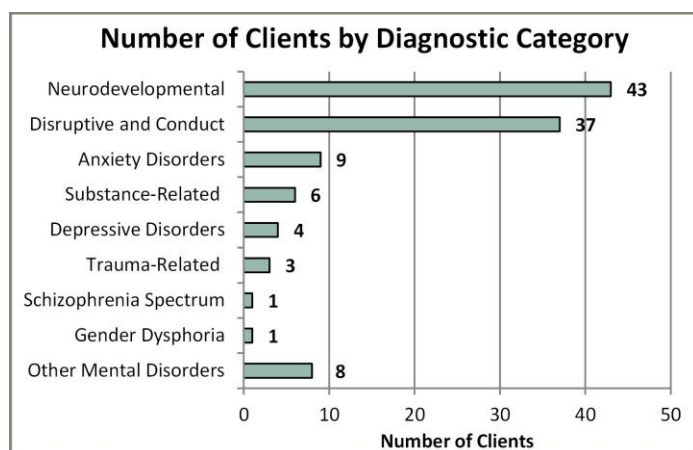
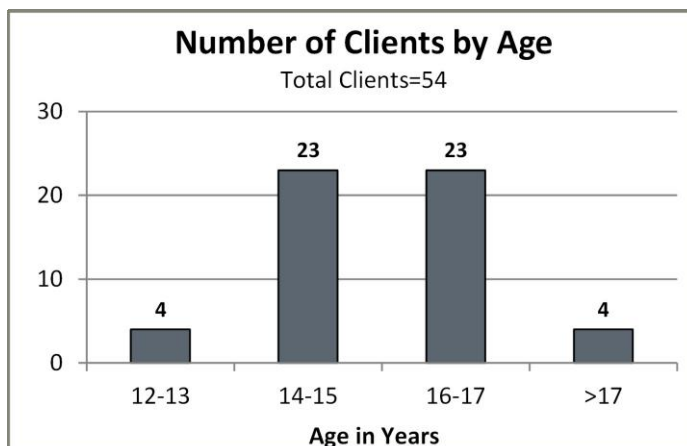
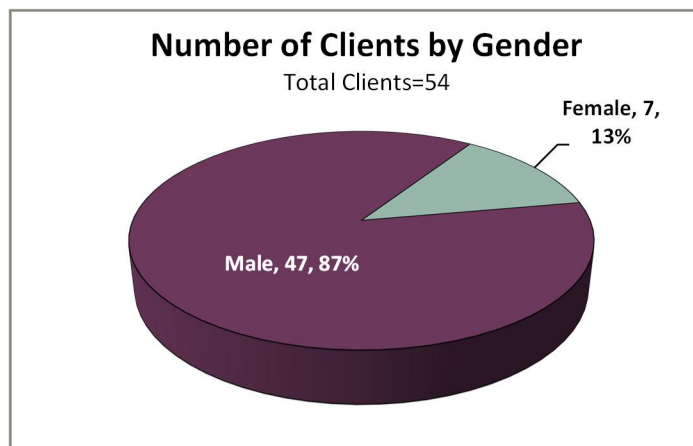


Registered Client Activity Totals		
	Number	Duration (Hours)
Direct Activities	356	21,914
Indirect Activities	5,965	1,912

Group Activity Totals			
Group Name	# Sessions	# Attendees	Hours
SPARK	130	45-77	33
Breakfast Program	130	54-89	33
Consultation	126	9-24	95
Lunch Program	108	51-81	27
Social/Emotional	93	30-57	49
Other Groups	230	165-263	295

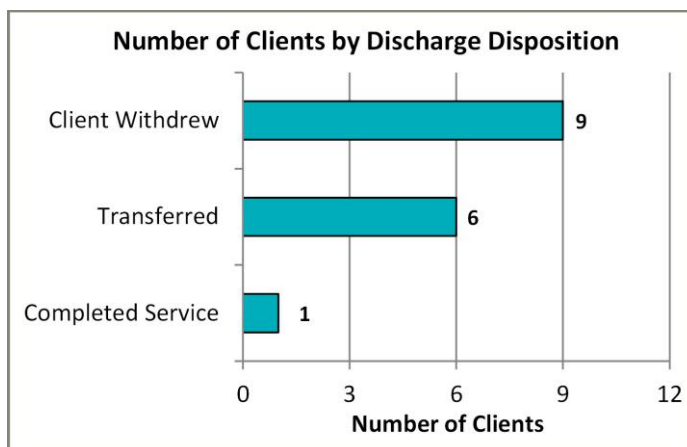
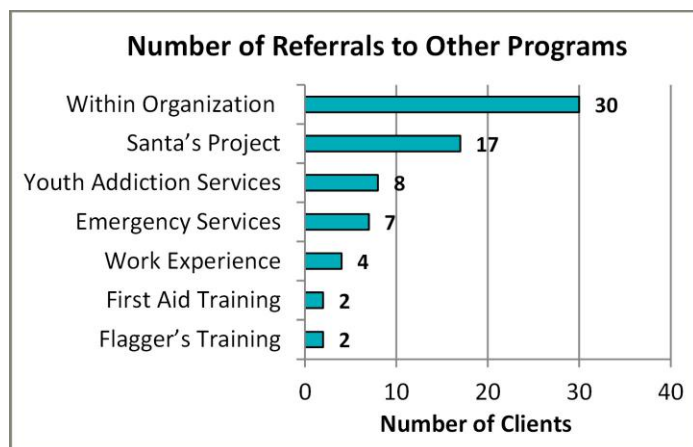
Wood's Homes - School Based Treatment & Learning Centre

Client Statistics 2016-2017: Source Program Statistics



Note: A client may have more than one diagnosis.

Referrals Out and Discharge Disposition Statistics 2016-2017: Source Program Statistics



Note: A client may receive more than one referral.

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

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

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

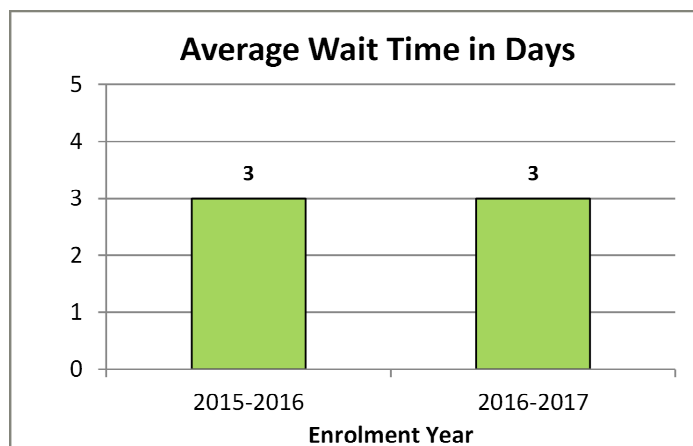
Program Statistics: Source Program Statistics

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

	2014-2015	2015-2016	2016-2017
Referrals	-	-	-
New Enrolments	25	12	26
Overall Registrations	63	48	54
Unique Individuals Served	63	48	54
Discharges	32	20	16

Referral and length of stay information is not available.

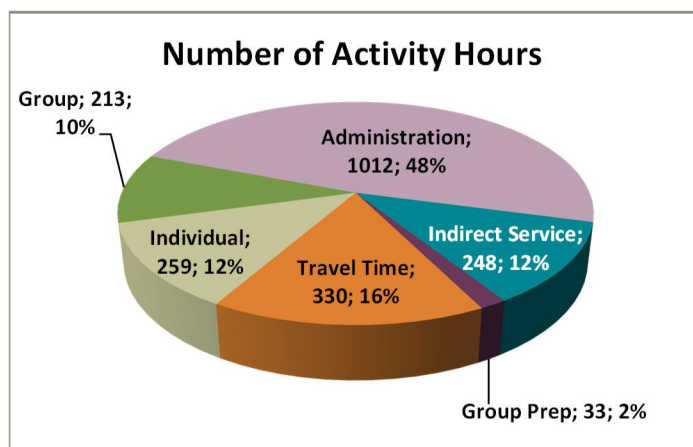
Wait Time and Length of Stay: Source Program Statistics



Length of Stay

Length of stay information is not available.

Activity Statistics 2016-2017: Source Program Statistics

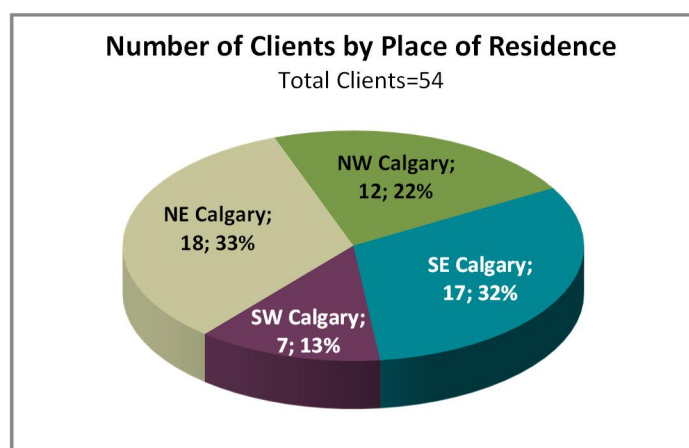
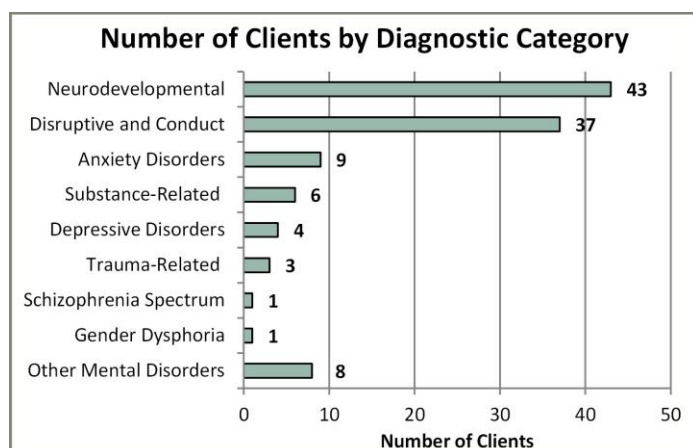
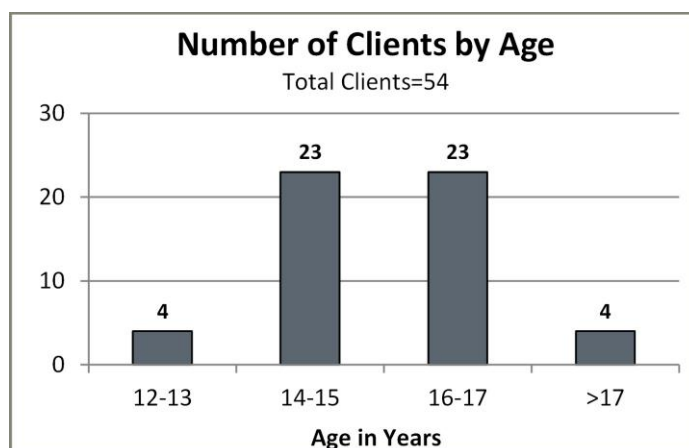
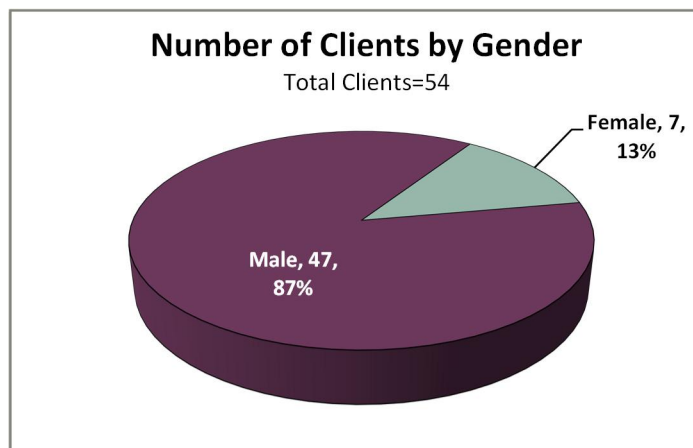


Registered Client Activity Totals		
	Number	Duration (Hours)
Direct Activities	513	472
Indirect Activities	2814	1623

Group Activity Totals			
Group Name	# Sessions	# Attendees	Hours
Consultation	327	3-8	265
Re-Entry Meetings	90	3-8	82
Student Planning	86	4-8	90
Intakes/Admission	73	5-8	96
CMR/Professional	66	4-7	70
Other Groups	112	103	124

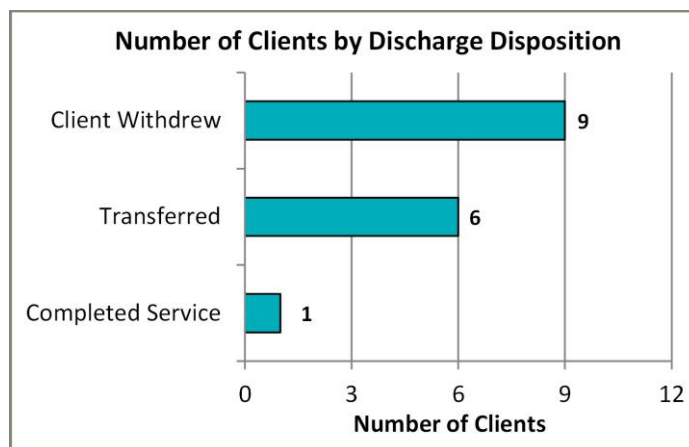
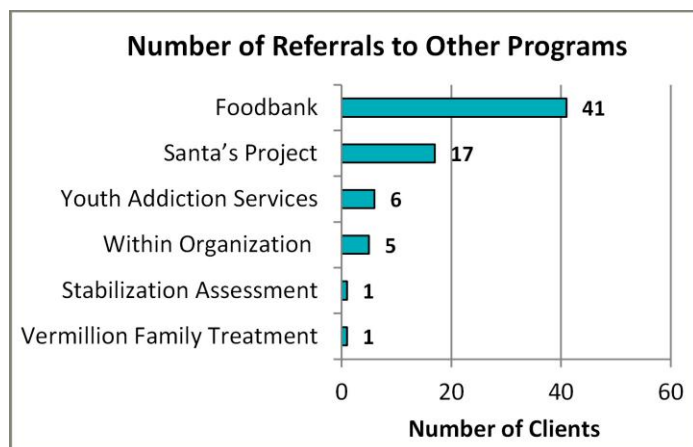
Wood's Homes - School Based Treatment & Learning Centre - In Home

Client Statistics 2016-2017: Source Program Statistics



Note: A client may have more than one diagnosis.

Referrals Out and Discharge Disposition Statistics 2016-2017: Source Program Statistics



Note: A client may receive more than one referral.

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

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

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

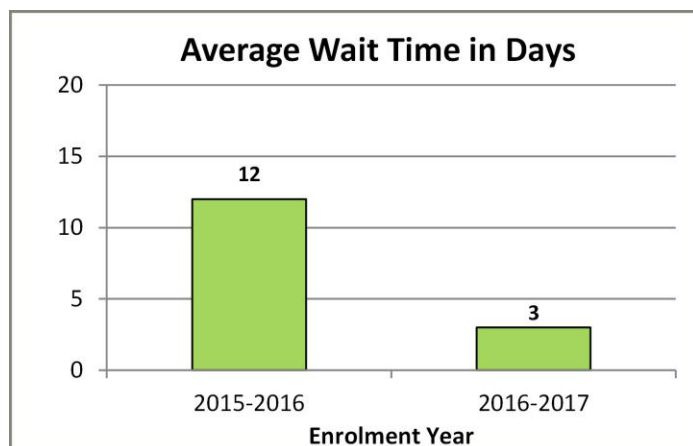
Program Statistics: Source Program Statistics

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

	2014-2015	2015-2016	2016-2017
Referrals	-	-	-
New Enrolments	25	90	65
Overall Registrations	63	90	65
Unique Individuals Served	63	88	65
Discharges	32	90	65

Referral and length of stay information is not available.

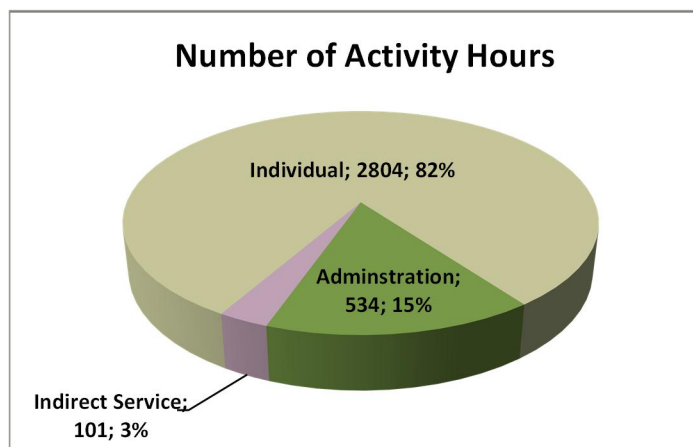
Wait Time and Length of Stay: Source Program Statistics



Length of Stay

Length of stay information is not available.

Activity Statistics 2016-2017: Source Program Statistics

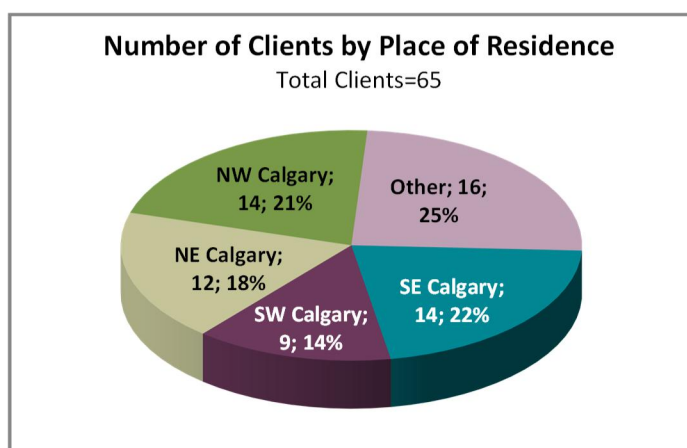
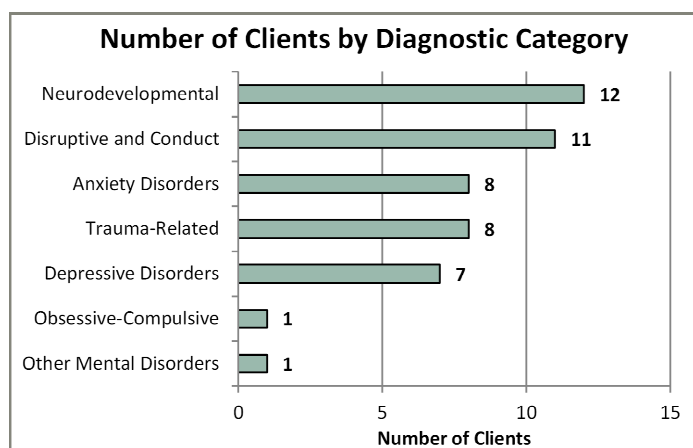
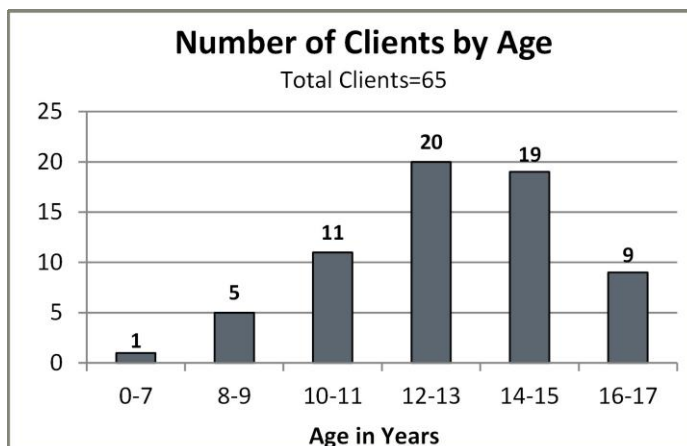
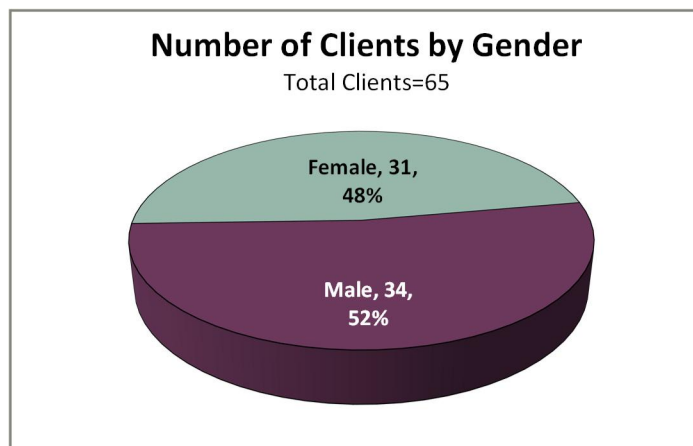


Registered Client Activity Totals		
	Number	Duration (Hours)
Direct Activities	65	2804
Indirect Activities	216	635

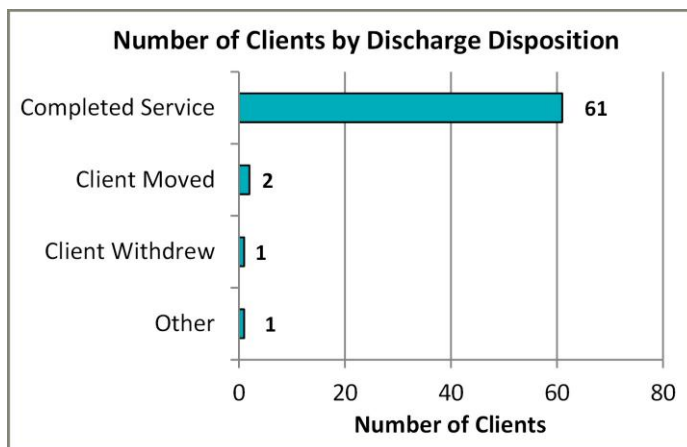
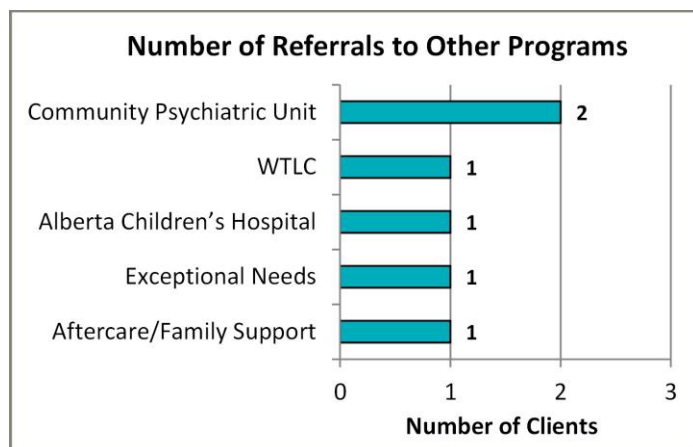
Group Activity Totals			
Group Name	# Sessions	# Attendees	Hours
PALS	13	1-2	13
Group Lunches	8	1-2	12

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

Client Statistics 2016-2017: Source Program Statistics



Referrals Out and Discharge Disposition Statistics 2016-2017: Source Program Statistics



YWCA Community, Parent and School Support (COMPASS)

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

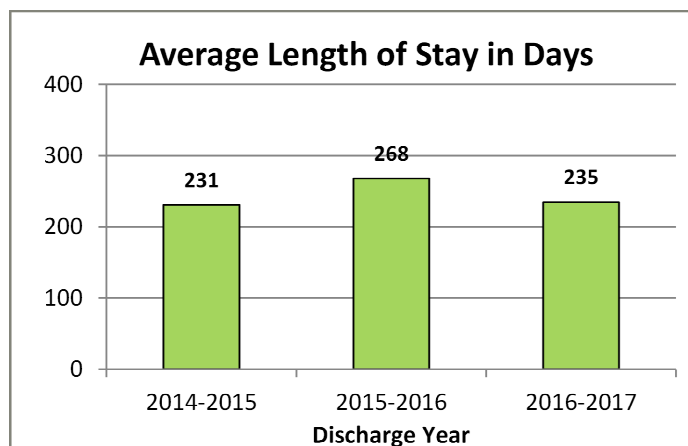
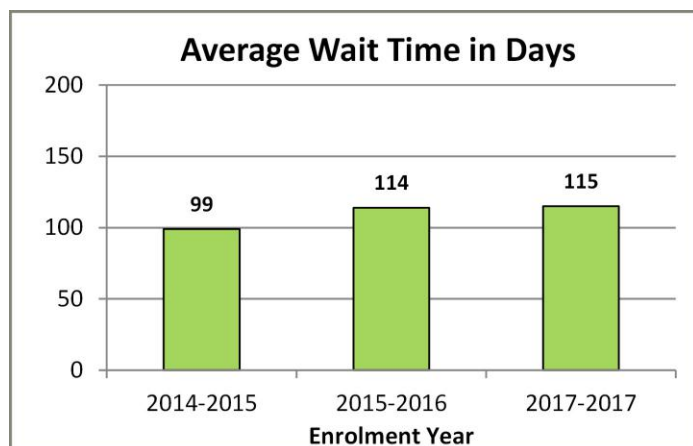
Key goals are aimed at increasing the behavioural, social, and emotional functioning of the children, the family's awareness and access to community resources and the family self-sufficiency and well-being. Families are assisted in recognizing their strengths and capacities to address issues and concerns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

Program Statistics: Source Program Statistics

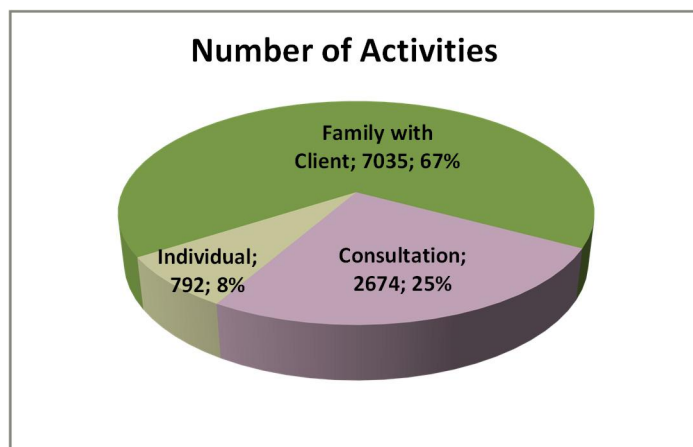
For information on interpreting the program and client statistics presented in this report, see Appendix A.

	2014-2015	2015-2016	2016-2017
Referrals	306	284	284
New Enrolments	133	122	126
Overall Registrations	206	213	207
Unique Individuals Served	206	213	207
Discharges	115	231	133

Wait Time and Length of Stay: Source Program Statistics



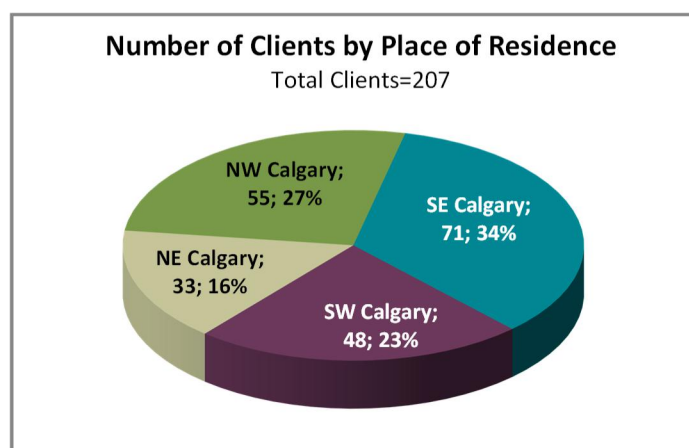
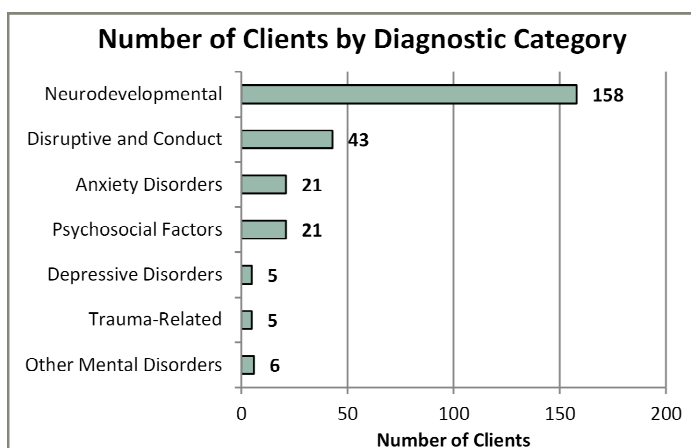
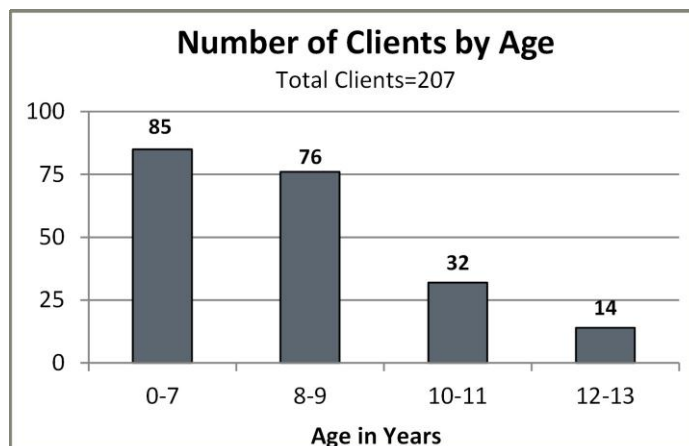
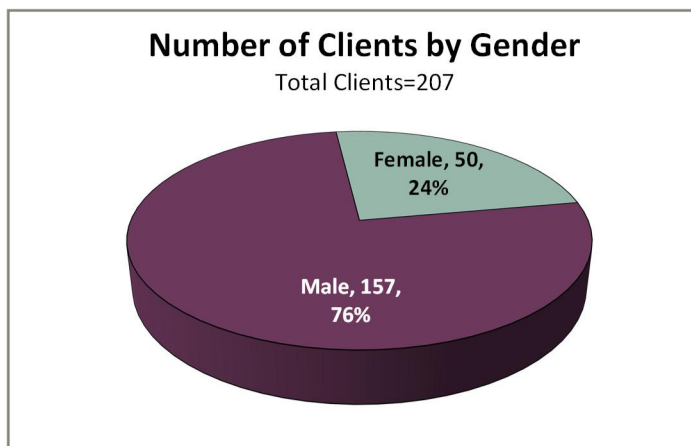
Activity Statistics 2016-2017: Source Program Statistics



Registered Client Activity Totals		
	Number	Duration (Hours)
Direct Activities	7872	-
Indirect Activities	2674	-

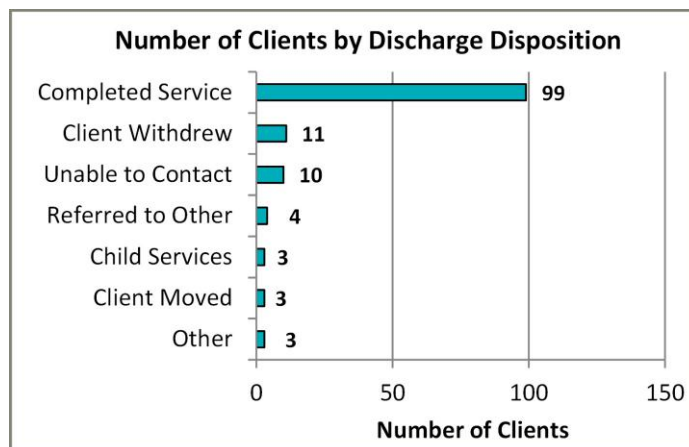
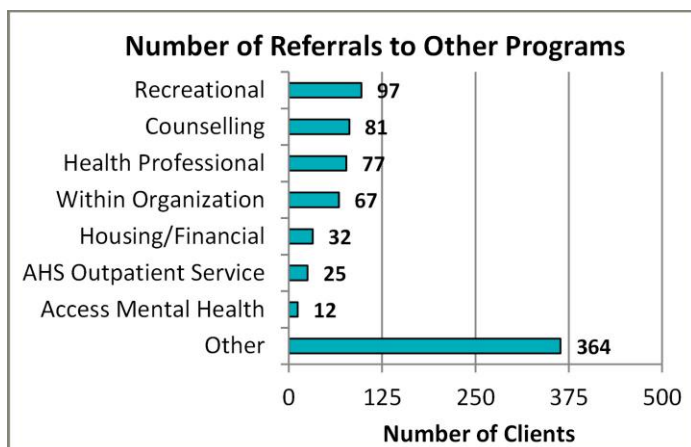
YWCA Community, Parent and School Support (COMPASS)

Client Statistics 2016-2017: Source Program Statistics



Note: A client may have more than one diagnosis.

Referrals Out and Discharge Disposition Statistics 2016-2017: Source Program Statistics



Note: A client may receive more than one referral.

Glossary & Appendix

Glossary of Terms

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

Glossary of Terms

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

Glossary of Terms

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

Appendix: Program and Client Statistics

Program Statistics:

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

Definitions for Contracted Services:

Referrals

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

New Enrolments

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

Overall Registrations

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

Unique Individuals Served

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

Discharges

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

Wait Time and Length of Stay:

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

Wait Time

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

Length of Stay

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

Appendix: Program and Client Statistics

Activity Statistics:

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

Direct Activities

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

Indirect Activities

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

Group Activities

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

Client Statistics:

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

Age and Gender

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

Diagnostic Categories

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

Place of Residence

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

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