Alberta Health Services

Addiction & Mental Health Contracted Services Annual Report

April 1, 2020 - March 31, 2021

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

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Addiction & Mental Health, Calgary Zone

Vision:
Empowering people to achieve optimal mental health and wellness.

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

Introduction

The information contained in this 2020-2021 edition of the Contracted Services Annual Report for Addiction & Mental Health in the Calgary Zone has been prepared by the Data Management team in collaboration with the Contract Services Coordinator.

This report is a comprehensive summary of service utilization and client activity for 58 Addiction & Mental Health contracted services within the Calgary Zone. Information reported here are reflective of the overall registrations, or all the clients involved in the service, during the fiscal year unless otherwise noted.

The services highlighted in this report are partnered with AHS and provide addiction and mental health related services to clients in Calgary and area as per contractual agreement. Information on program utilization for the fiscal year is submitted annually by each service and detailed in this report.

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

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

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

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

Data Management, DST
Addiction & Mental Health, Calgary Zone

Decision Support Team

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

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

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

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Adult Contracted Services

Alcove Addiction Recovery for Women

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

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

Notes: Data Source - Program Individual Client Data

Number of referrals reported adjusted by program

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

Program Statistics

	2018-2019	2019-2020	2020-2021
Referrals	234	75	58
New Enrolments	85	84	42
Overall Registrations	96	103	50
Unique Individuals Served	95	100	49
Discharges	77	92	41

Number of Clients by Gender

Gender	Count
Female	50
Total	50

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

	2018-2019	2019-2020	2020-2021
Mean Wait Time	45	39	58
Mean LOS	57	52	50

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	31	30	19	48

Number of Clients by Principal Diagnosis

Top Principal Diagnoses	Count
Crystal Meth Addiction	19
Alcohol Addiction	16
Cocaine Addiction	7
Fentanyl Addiction	6
Opioid Addiction	2

Note: Program reported their own primary diagnoses

Number of Clients by Secondary Diagnosis

Top Secondary Diagnoses	Count
Cocaine Addiction	13
Crystal Meth Addiction	7
Alcohol Addiction	6
Cannabis Addiction	6
Fentanyl Addiction	5
Opioid Addiction	2
GHB Addiction	1
Hallucinogens	1
Prescription Medications	1
Opioid Addiction	2

Note: Program reported their own secondary diagnoses

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Alcove Addiction Recovery for Women

Registered Client Activity Totals : 2020-2021

Client Activity Totals	Number	Duration (Hours)
Direct Activities	128	284
Indirect Activities	284	182

Group Activity Totals		
Number of Sessions	Number of Participants	Total Session Hours
208	306	353

Number of Direct Activities

Direct Activity	Count
Assessment	60
Individual Treatment	51
Crisis Intervention	17

Discharge Statistics 2020-2021

Top Discharge Reasons	Count
Completed Treatment	18
Left on own	10
Relapsed	7
Asked to leave	4
Not suitable	2

Note: Program reported their own discharge reasons

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Aventa - Phase II Short-Term Residential

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

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

Notes: Data Source - Program Individual Client Data

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

Program Statistics

	2018-2019	2019-2020	2020-2021
Referrals	706	678	663
New Enrolments	511	538	336
Overall Registrations	607	637	379
Unique Individuals Served	593	607	363
Discharges	522	627	359

Number of Clients by Gender

Gender	Count
Female	379
Total	379

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

	2018-2019	2019-2020	2020-2021
Mean Wait Time	50	48	39
Mean LOS	64	52	54

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	37	35	20	81

Number of Clients by Principal Diagnosis

Top Principal Diagnoses	Count
Trauma- or Stressor-Related Disorder	378

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

Number of Clients by Secondary Diagnosis

Top Secondary Diagnoses	Count
Anxiety Disorder	201
Depressive Disorder	138
Attention-Deficit/Hyperactivity Disorder	74
Personality Disorder	71
Bipolar and Related Disorder	50
Eating Disorder	30
Obsessive-Compulsive Disorder	26
Dissociative Disorder	16
Schizophrenia Spectrum or Other Psychotic Disorder	14
Drug-Induced Psychosis	4

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Aventa - Phase II Short-Term Residential

Registered Client Activity Totals : 2020-2021

Client Activity Totals		
	Number	**Duration (Hours)**
Direct Activities	9201	4792
Indirect Activities	18497	984

Group Activity Totals		
Number of Sessions	**Number of Participants**	**Total Session Hours**
2679	55012	4093

Number of Direct Activities

Direct Activity	Count
Daily Living Support	7600
Mental Health Education	949
Assessment	381
Individual Treatment	271

Discharge Statistics 2020-2021

Top Discharge Reasons	Count
Completed Treatment	145
Assessment only	140
Client Withdrew/Refused	41
Client Non-Compliant with Treatment	26
Declined by Service	2
No Show	2
Other	2

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Aventa - Phase III Long-Term Residential

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

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

Notes: Data Source - Program Individual Client Data

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

Program Statistics

	2018-2019	2019-2020	2020-2021
Referrals	85	81	67
New Enrolments	87	80	60
Overall Registrations	114	99	69
Unique Individuals Served	114	95	69
Discharges	93	89	62

Number of Clients by Gender

Gender	Count
Female	69
Total	69

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

	2018-2019	2019-2020	2020-2021
Mean Wait Time	7	13	9
Mean LOS	81	87	78

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	35	36	20	61

Number of Clients by Principal Diagnosis

Top Principal Diagnoses	Count
Trauma- or Stressor-Related Disorder	69

Number of Clients by Secondary Diagnosis

Top Secondary Diagnoses	Count
Anxiety Disorder	44
Depressive Disorder	35
Personality Disorder	17
Attention-Deficit/Hyperactivity Disorder	15
Obsessive-Compulsive or Related Disorder	6
Bipolar and Related Disorder	5
Dissociative Disorder	3
Borderline Personality Disorder	2
Schizophrenia Spectrum or Other Psychotic Disorder	2
Eating Disorder	1

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Aventa - Phase III Long-Term Residential

Registered Client Activity Totals : 2020-2021

Client Activity Totals		
	Number	**Duration (Hours)**
Direct Activities	4648	2357
Indirect Activities	15019	1274

Group Activity Totals		
Number of Sessions	**Number of Participants**	**Total Session Hours**
1415	11004	2123

Number of Direct Activities

Direct Activity	Count
Daily Living Support	4230
Mental Health Education	202
Individual Treatment	151
Assessment	65

Discharge Statistics 2020-2021

Top Discharge Reasons	Count
Completed Treatment	37
Assessment only	14
Client Withdrew/Refused	10
Client Non-Compliant with Treatment	1

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Aventa - Young Adult Treatment

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

YAT is a 90 day live-in program for women 18-24 years of age and includes individual and group counselling, a life skills and recreation component, and a Family Counsellor for individual and family sessions.

Notes: Data Source - Program Individual Client Data

Program Started in the 2020-21 fiscal year.

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

Program Statistics

	2018-2019	2019-2020	2020-2021
Referrals	-	-	93
New Enrolments	-	-	75
Overall Registrations	-	-	85
Unique Individuals Served	-	-	82
Discharges	-	-	73

Number of Clients by Gender

Gender	Count
Female	85
Total	85

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

	2018-2019	2019-2020	2020-2021
Mean Wait Time	-	-	16
Mean LOS	-	-	77

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	21	21	18	25

Number of Clients by Principal Diagnosis

Top Principal Diagnoses	Count
Trauma- or Stressor-Related Disorder	85

Number of Clients by Secondary Diagnosis

Top Secondary Diagnoses	Count
Anxiety Disorder	45
Depressive Disorder	40
Personality Disorder	23
Attention-Deficit/Hyperactivity Disorder	21
Bipolar and Related Disorder	9
Eating Disorder	5
Obsessive-Compulsive or Related Disorder	1
Schizophrenia Spectrum or Other Psychotic Disorder	1

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Aventa - Young Adult Treatment

Registered Client Activity Totals : 2020-2021

Client Activity Totals		
	Number	**Duration (Hours)**
Direct Activities	4854	3107
Indirect Activities	10656	1302

Group Activity Totals		
Number of Sessions	**Number of Participants**	**Total Session Hours**
1628	12414	2060.5

Number of Direct Activities

Direct Activity	Count
Daily Living Support	3795
Family Consultation	459
Individual Treatment	283
Mental Health Education	244
Assessment	73

Discharge Statistics 2020-2021

Top Discharge Reasons	Count
Completed Treatment	29
Assessment only	19
Client Withdrew/Refused	16
Client Non-Compliant with Treatment	7
Other	2

Calgary Alpha House

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

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

Notes: Data Source - Program Individual Client Data

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

Program Statistics

	2018-2019	2019-2020	2020-2021
Referrals	3361	1759	897
New Enrolments	1778	1759	897
Overall Registrations	1778	1759	897
Unique Individuals Served	1089	1331	715
Discharges	1763	1759	819

Number of Clients by Gender

Gender	Count
Male	655
Female	239
Transgender	3
Total	897

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

	2018-2019	2019-2020	2020-2021
Mean Wait Time	0	0	0
Mean LOS	5	6	5

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	39	37	18	83

Number of Clients by Principal Diagnosis

Top Principal Diagnoses	Count
Alcohol-Related Disorder	413
Stimulant-Related Disorder	253
Opioid-Related Disorder	216
Unspecified Substance-Related Disorder	1

Note: 14 clients have an unknown diagnosis or no diagnosis.

Number of Clients by Secondary Diagnosis

Top Secondary Diagnoses	Count
Stimulant-Related Disorder	281
Alcohol-Related Disorder	165
Opioid-Related Disorder	101
Cannabis-Related Disorder	42
Unspecified Substance-Related Disorder	18
Obsessive-Compulsive and Related Disorder	1

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Calgary Alpha House

Registered Client Activity Totals : 2020-2021

Client Activity Totals		
	Number	**Duration (Hours)**
Direct Activities	1730	64960
Indirect Activities	0	0

Group Activity Totals		
Number of Sessions	**Number of Participants**	**Total Session Hours**
635	7121	1115

Number of Direct Activities

Direct Activity	Count
Individual Treatment	896
Assessment	834

Discharge Statistics 2020-2021

Top Discharge Reasons	Count
Completed Treatment	616
Client Withdrew	198
Sent to ISO	2
Staff Discharge	2
Sent to Hospital	1

Note: Program reported some of their own discharge reasons.

Calgary Alternative Support Services - Creative Community Living Activities

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

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

Notes: Data Source - Program Individual Client Data

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

Program Statistics

	2018-2019	2019-2020	2020-2021
Referrals	12	3	2
New Enrolments	5	8	1
Overall Registrations	55	60	52
Unique Individuals Served	55	60	52
Discharges	3	8	4

Number of Clients by Gender

Gender	Count
Male	19
Female	33
Total	52

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

	2018-2019	2019-2020	2020-2021
Mean Wait Time	427	205	481
Mean LOS	1198	1566	119

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	51	50	29	87

Number of Clients by Principal Diagnosis

Top Principal Diagnoses	Count
Schizophrenia Spectrum or Other Psychotic Disorder	28
Bipolar and Related Disorder	10
Depressive Disorder	10
Anxiety Disorder	2
Obsessive-Compulsive or Related Disorder	1
Trauma- or Stressor-Related Disorder	1

Number of Clients by Secondary Diagnosis

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

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Calgary Alternative Support Services - Creative Community Living Activities

Registered Client Activity Totals : 2020-2021

Client Activity Totals	Number	Duration (Hours)
Direct Activities	1642	343
Indirect Activities	681	268

Group Activity Totals		
Number of Sessions	Number of Participants	Total Session Hours
392	1177	855

Number of Direct Activities

Direct Activity	Count
Individual Treatment	1629
Family Treatment	10
Assessment	2
Crisis Intervention	1

Discharge Statistics 2020-2021

Top 5 Discharge Reasons	Count
Client Withdrew/Refused	2
Declined by Service	1
Other	1

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Calgary Women's Emergency Shelter

The Calgary Women's Emergency Shelter provides therapeutic and crisis based services to children & families experiencing family violence and abuse. Through trauma informed, client centered and response based practice frameworks, programming examines victims ongoing resistance to violence and the strategy and deliberate choice violence takes within a context of both positive and negative social & systemic responses.

Healthy relationships is a 4 month, prevention focused therapeutic program, offered in designated high schools across the Calgary Board of Education, Calgary Catholic and Rocky View school districts. Individual and group counselling opportunities are offered to explore relationships with peers, a dating partner, or family that youth identify as challenging.

Notes: Data Source - Program Individual Client Data

Program started submitting data in the 2020-2021 fiscal year.

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

Program Statistics

	2018-2019	2019-2020	2020-2021
Referrals	-	-	32
New Enrolments	-	-	36
Overall Registrations	-	-	70
Unique Individuals Served	-	-	62
Discharges	-	-	53

Number of Clients by Gender

Gender	Count
Male	24
Female	45
Transgender	1
Total	70

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

	2018-2019	2019-2020	2020-2021
Mean Wait Time	-	-	47
Mean LOS	-	-	70

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	16	16	12	25

Number of Clients by Presenting Problem

Top Presenting Problems	Count
Interpersonal Problems	37
Relational Problems	24
Physical Abuse	1

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

Calgary Women's Emergency Shelter

Registered Client Activity Totals : 2020-2021

Client Activity Totals	Number	Duration (Hours)
Direct Activities	452	329
Indirect Activities	894	157

Group Activity Totals		
Number of Sessions	Number of Participants	Total Session Hours
13	504	13

Number of Direct Activities

Direct Activity	Count
Individual Treatment	382
Family Consultation	65
Crisis Intervention	5

Discharge Statistics 2020-2021

Top 5 Discharge Reasons	Count
Completed Treatment	31
Client Withdrew/Refused	11
Other	8
No Show	2

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Calgary Urban Project Society (CUPS) - Opioid Agonist Treatment

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

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

Notes: Data Source - Program Individual Client Data

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

Program Statistics

	2018-2019	2019-2020	2020-2021
Referrals	251	129	414
New Enrolments	252	129	413
Overall Registrations	327	252	541
Unique Individuals Served	237	211	288
Discharges	203	123	299

Number of Clients by Gender

Gender	Count
Male	332
Female	209
Total	541

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

	2018-2019	2019-2020	2020-2021
Mean Wait Time	6	0	0
Mean LOS	101	116	94

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	38	37	18	69

Number of Clients by Principal Diagnosis

Top Principal Diagnoses	Number
Opioid-Related Disorder	539

Note: 2 clients have an unknown diagnosis or no diagnosis.

Number of Clients by Secondary Diagnosis

Top Secondary Diagnoses	Count
Chronic Pain	3
Unspecified Mental Disorder	3
Alcohol-Related Disorder	2
Depressive Disorder	1
Sleep Disorder	1

Calgary Urban Project Society (CUPS) - Opioid Agonist Treatment

Registered Client Activity Totals : 2020-2021

Client Activity Totals		
	Number	**Duration (Hours)**
Direct Activities	1593	797
Indirect Activities	2914	948

Group Activity Note

Group activity information is not available.

Number of Direct Activities

Direct Activity	Count
Assessment	1593

Discharge Statistics 2020-2021

Top Discharge Reasons	Count
No Show	207
Transferred to Other Service	24
Medication change	14
Declined Medication	11
Refused Treatment	8
Relapsed	8
Moved	7
Deceased	3
Client Withdrew/Refused	2
Changed Medication	2

Note: Program reported some of their own discharge reasons.

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

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

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

Notes: Data Source - Program Individual Client Data

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

Program Statistics

	2018-2019	2019-2020	2020-2021
Referrals	494	284	282
New Enrolments	349	213	111
Overall Registrations	640	886	551
Unique Individuals Served	639	886	498
Discharges	6	27	260

Number of Clients by Gender

Gender	Count
Male	272
Female	272
Transgender	5
Other	2
Total	551

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

	2018-2019	2019-2020	2020-2021
Mean Wait Time	35	37	120
Mean LOS	784	736	757

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	44	45	18	82

Number of Clients by Principal Diagnosis

Top Principal Diagnoses	Count
Depressive Disorder	139
Anxiety Disorder	97
Trauma- or Stressor-Related Disorder	77
Attention-Deficit/Hyperactivity Disorder	43
Alcohol-Related Disorder	29
Schizophrenia Spectrum or Other Psychotic Disorder	23
Personality Disorder	21
Autism Spectrum Disorder	16
Bipolar and Related Disorder	13
Opioid-Related Disorder	11

Number of Clients by Secondary Diagnosis

Top Secondary Diagnoses	Count
Anxiety Disorder	122
Depressive Disorder	122
Trauma- or Stressor-Related Disorder	45
Alcohol-Related Disorder	44
Attention-Deficit/Hyperactivity Disorder	37
Personality Disorder	35
Stimulant-Related Disorder	29
Unspecified Substance-Related Disorder	29
Opioid-Related Disorder	19
Cannabis-Related Disorder	15

Note: 37 clients have an unknown diagnosis or no diagnosis.

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

Registered Client Activity Totals : 2020-2021

Client Activity Totals		
	Number	**Duration (Hours)**
Direct Activities	2161	2161
Indirect Activities	1407	570

Group Activity Totals		
Number of Sessions	**Number of Participants**	**Total Session Hours**
18	15	36

Number of Direct Activities

Direct Activity	Count
Assessment	2161

Discharge Statistics 2020-2021

Top Discharge Reasons	Count
Client Withdrew/Refused	67
No Show	67
Other	31
Completed Treatment	20
Client Deceased	19
Transferred to Other Service	13
Unable to Contact	11
Found Service Elsewhere	10
Consult only	7
Declined by Service	6

Canadian Mental Health Association - Continuing Connections

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

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

Notes: Data Source - Program Individual Client Data

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

Program Statistics

	2018-2019	2019-2020	2020-2021
Referrals	18	30	5
New Enrolments	19	30	5
Overall Registrations	63	62	28
Unique Individuals Served	60	57	28
Discharges	31	39	5

Number of Clients by Gender

Gender	Count
Male	8
Female	20
Total	28

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

	2018-2019	2019-2020	2020-2021
Mean Wait Time	20	0	0
Mean LOS	791	139	613

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	48	48	25	72

Number of Clients by Presenting Problem

Top Presenting Problems	Count
Chronic Illness	9
Anxiety	4
Grief	3
Brain Injury	2
Depression	2
Abnormal Moods	1
Addiction - Drugs	1
Hallucinations	1
Other	1

Note: 4 clients have an unknown presenting problem.

Canadian Mental Health Association - Continuing Connections

Registered Client Activity Totals : 2020-2021

Client Activity Totals		
	Number	**Duration (Hours)**
Direct Activities	842	539
Indirect Activities	1455	169

Group Activity Note

Group activity information is not available.

Number of Direct Activities

Direct Activity	Count
Individual Treatment	740
Mental Health Education	86
Daily Living Support	9
Family Consultation	5

Discharge Statistics 2020-2021

Top Discharge Reasons	Count
Completed Service	4
Transferred to Other Service	1

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Canadian Mental Health Association - Hamilton House

Hamilton House is part of the Post Discharge Transition Program, which provides 24-hour transitional support to individuals discharged from inpatient mental health units in Calgary. Hamilton House has an 8-bed capacity and offers support of an AHS nurse and a psychiatrist to provide consultation and medication management. The services are staffed by Supportive Living Coordinators and a Team Lead from CMHA Calgary who provide support to clients in addition to the clinical team.

Many of the individuals served experience concurrent disorders which may include substance abuse, secondary mental health condition and/or medical diagnoses. The average length of stay is 115 days, and the age of residents is 18+. The program provides a focus on recovery, life skills, community re-integration, and wellness.

Notes: Data Source - Program Individual Client Data

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

Program Statistics

	2018-2019	2019-2020	2020-2021
Referrals	25	34	26
New Enrolments	25	34	26
Overall Registrations	31	42	34
Unique Individuals Served	30	36	34
Discharges	23	34	27

Number of Clients by Gender

Gender	Count
Male	22
Female	9
Transgender	2
Other	1
Total	34

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

	2018-2019	2019-2020	2020-2021
Mean Wait Time	17	0	0
Mean LOS	112	111	108

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	36	30	19	64

Number of Clients by Principal Diagnosis

Top Principal Diagnoses	Count
Schizophrenia Spectrum or Other Psychotic Disorder	13
Depressive Disorder	4
Bipolar and Related Disorder	3
Alcohol-Related Disorder	2
Anxiety Disorder	1
Other Mental Disorder	1
Personality Disorder	1
Trauma- or Stressor-Related Disorder	1

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

Number of Clients by Secondary Diagnosis

Top Secondary Diagnoses	Count
Anxiety Disorder	5
Cannabis-Related Disorder	4
Autism Spectrum Disorder	3
Bipolar and Related Disorder	2
Depressive Disorder	2
Alcohol-Related Disorder	1
Opioid-Related Disorder	1
Schizophrenia Spectrum or Other Psychotic Disorder	1
Trauma- or Stressor-Related Disorder	1

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Canadian Mental Health Association - Hamilton House

Registered Client Activity Totals : 2020-2021

Client Activity Totals		
	Number	**Duration (Hours)**
Direct Activities	8827	3750
Indirect Activities	8820	1150

Group Activity Totals		
Number of Sessions	**Number of Participants**	**Total Session Hours**
67	191	93

Number of Direct Activities

Direct Activity	Count
Individual Treatment	4177
Daily Living Support	3901
Assessment	544
Family Consultation	119
Crisis Intervention	42
Mental Health Education	36
Family Treatment	8

Discharge Statistics 2020-2021

Top Discharge Reasons	Count
Client Withdrew/Refused	9
Transferred to Other Service	7
Completed Service	6
Admitted to Hospital	2
Other	2

Canadian Mental Health Association - Independent Living Support Program

The Independent Living Support (ILS) program enables Canadian Mental Health Association clients with mental health challenges to live as independently as possible. The program provides emotional support and assistance with developing activities of daily living skills including budgeting, cooking, self-care, as well as coping skills to better manage their condition.

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

Notes: Data Source - Program Individual Client Data

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

Program Statistics

	2018-2019	2019-2020	2020-2021
Referrals	242	201	282
New Enrolments	243	201	282
Overall Registrations	392	408	443
Unique Individuals Served	369	359	414
Discharges	192	254	243

Number of Clients by Gender

Gender	Count
Male	184
Female	251
Transgender	3
Other	5
Total	443

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

	2018-2019	2019-2020	2020-2021
Mean Wait Time	2	0	0
Mean LOS	243	446	372

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	42	41	17	70

Number of Clients by Principal Diagnosis

Top Principal Diagnoses	Count
Schizophrenia Spectrum or Other Psychotic Disorder	27
Depressive Disorder	3
Autism Spectrum Disorder	1
Bipolar and Related Disorder	1
Obsessive-Compulsive or Related Disorder	1

Note: 410 clients have an unknown diagnosis or no diagnosis.

Number of Clients by Secondary Diagnosis

Top Secondary Diagnoses	Count
Schizophrenia Spectrum or Other Psychotic Disorder	9
Attention-Deficit/Hyperactivity Disorder	5
Depressive Disorder	5
Anxiety Disorder	4
Autism Spectrum Disorder	4
Cannabis-Related Disorder	4
Intellectual Disability	3
Obsessive-Compulsive or Related Disorder	2
Opioid-Related Disorder	2
Personality Disorder	2

Canadian Mental Health Association - Independent Living Support Program

Registered Client Activity Totals : 2020-2021

Client Activity Totals		
	Number	**Duration (Hours)**
Direct Activities	3908	1693
Indirect Activities	5404	1398

Group Activity Note

Group activity information is not available.

Number of Direct Activities

Direct Activity	Count
Individual Treatment	2386
Daily Living Support	858
Assessment	275
Mental Health Education	47
Family Treatment	74
Family Consultation	57
Crisis Intervention	9

Discharge Statistics 2020-2021

Top Discharge Reasons	Count
Completed Service	121
Other	31
Unable to Contact	25
Client Withdrew/Refused	24
Transferred to Other Service	15
Found Service Elsewhere	7
Unable to Meet Individual's Needs	7
Assessment/Consult Only	3
No Show	3

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Canadian Mental Health Association - Leisure Recreation

The Leisure Recreation program contributes to client recovery, wellness, and community integration by providing low or no-cost leisure and recreation opportunities. The activities are offered in group format for adults with mental health challenges to participate and learn interpersonal skills within the structure of social and recreational activities.

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

Notes: Data Source - Program Individual Client Data

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

Program Statistics

	2018-2019	2019-2020	2020-2021
Referrals	0	-	198
New Enrolments	0	-	198
Overall Registrations	137	-	198
Unique Individuals Served	137	-	114
Discharges	0	-	5

Number of Clients by Gender

Gender	Count
Male	50
Female	111
Transgender	5
Other	32
Total	198

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

	2018-2019	2019-2020	2020-2021
Mean Wait Time	-	-	0
Mean LOS	-	-	5

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	38	35	17	73

Number of Clients by Principal Diagnosis

Top Principal Diagnoses	Count
Schizophrenia Spectrum or Other Psychotic Disorder	6
Anxiety Disorder	5
Depressive Disorder	4
Bipolar and Related Disorder	2
Attention-Deficit/Hyperactivity Disorder	1

Note: 180 clients have an unknown diagnosis or no diagnosis.

Number of Clients by Secondary Diagnosis

Top Secondary Diagnoses	Count
Depressive Disorder	5
Anxiety Disorder	3
Attention-Deficit/Hyperactivity Disorder	2
Alcohol-Related Disorder	1
Schizophrenia Spectrum or Other Psychotic Disorder	1

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Canadian Mental Health Association - Leisure Recreation

Registered Client Activity Totals : 2020-2021

Registered Client Activity Note

Individual client activity information is not available.

Group Activity Totals		
Number of Sessions	Number of Participants	Total Session Hours
160	604	282

Number of Direct Activities

Registered Client Activity Note

Individual client activity information is not available.

Discharge Statistics 2020-2021

Top Discharge Reasons	Count
Completed Treatment	5

Canadian Mental Health Association - Peer Options

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

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

Notes: Data Source - Program Individual Client Data

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

Program Statistics

	2018-2019	2019-2020	2020-2021
Referrals	586	584	336
New Enrolments	667	584	336
Overall Registrations	667	612	336
Unique Individuals Served	290	536	101
Discharges	603	0	8

Number of Clients by Gender

Gender	Count
Male	135
Female	159
Transgender	1
Other	41
Total	336

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

	2018-2019	2019-2020	2020-2021
Mean Wait Time	52	0	0
Mean LOS	48	423	55

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	41	38	19	70

Number of Clients by Principal Diagnosis

Top Principal Diagnoses	Count
Schizophrenia Spectrum or Other Psychotic Disorder	50
Depressive Disorder	30
Psychotic Symptoms	6
Attention-Deficit/Hyperactivity Disorder	4
Anxiety Disorder	1
Bipolar and Related Disorder	1

Note: 244 clients have an unknown diagnosis or no diagnosis.

Number of Clients by Secondary Diagnosis

Top Secondary Diagnoses	Count
Autism Spectrum Disorder	30
Anxiety Disorder	5
Schizophrenia Spectrum or Other Psychotic Disorder	4
Attention-Deficit/Hyperactivity Disorder	3
Peer Support	2
Psychotic Symptoms	2
Depression	1

Canadian Mental Health Association - Peer Options

Registered Client Activity Totals : 2020-2021

Registered Client Activity Note

Individual client activity information is not available.

Group Activity Totals		
Number of Sessions	Number of Participants	Total Session Hours
226	606	367

Number of Direct Activities

Registered Client Activity Note

Individual client activity information is not available.

Discharge Statistics 2020-2021

Top Discharge Reasons	Count
Completed Treatment	8

Canadian Mental Health Association - Roberts House

Roberts House is part of the Post Discharge Transition Program, which provides 24-hour transitional support to individuals discharged from inpatient mental health units in Calgary. Roberts House has a 9-bed capacity and offers support of an AHS nurse and a psychiatrist to provide consultation and medication management. The services are staffed by Supportive Living Coordinators and a Team Lead from CMHA Calgary who provide support to clients in addition to the clinical team.

Many of the individuals served experience concurrent disorders which may include substance abuse, secondary mental health condition and/or medical diagnoses. The average length of stay is 115 days, and the age of residents is 18+. The program provides a focus on recovery, life skills, community re-integration, and wellness.

Notes: Data Source - Program Individual Client Data

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

Program Statistics

	2018-2019	2019-2020	2020-2021
Referrals	29	30	27
New Enrolments	29	30	27
Overall Registrations	36	38	36
Unique Individuals Served	36	37	31
Discharges	27	29	28

Number of Clients by Gender

Gender	Count
Male	24
Female	12
Total	36

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

	2018-2019	2019-2020	2020-2021
Mean Wait Time	-	-	-
Mean LOS	105	105	104

Note: Wait time information is not available.

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	37	34	18	64

Number of Clients by Principal Diagnosis

Top Principal Diagnoses	Count
Schizophrenia Spectrum or Other Psychotic Disorder	17
Depressive Disorder	3
Anxiety Disorder	2
Bipolar and Related Disorder	2
Opioid-Related Disorder	1
Personality Disorder	1

Note: 10 clients have an unknown diagnosis or no diagnosis.

Number of Clients by Secondary Diagnosis

Top Secondary Diagnoses	Count
Alcohol-Related Disorder	5
Cannabis-Related Disorder	5
Depressive Disorder	3
Trauma- or Stressor-Related Disorder	3
Autism Spectrum Disorder	2
Unspecified Substance-Related Disorder	2
Anxiety Disorder	1
Bipolar and Related Disorder	1
Personality Disorder	1
Schizophrenia Spectrum or Other Psychotic Disorder	1

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Canadian Mental Health Association - Roberts House

Registered Client Activity Totals : 2020-2021

Client Activity Totals		
	Number	**Duration (Hours)**
Direct Activities	7524	7519
Indirect Activities	5059	740

Group Activity Totals		
Number of Sessions	**Number of Participants**	**Total Session Hours**
64	172	94

Number of Direct Activities

Direct Activity	Count
Individual Treatment	4005
Daily Living Support	3400
Crisis Intervention	40
Mental Health Education	40
Family Consultation	5
Family Treatment	5

Discharge Statistics 2020-2021

Top Discharge Reasons	Count
Completed Service	9
Transferred to Other Service	9
Client Withdrew/Refused	4
Admitted to Hospital	2
Other	2
Client Non-Compliant with Service	1

Canadian Mental Health Association - Street Outreach and Stabilization

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

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

Notes: Data Source - Program Individual Client Data

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

Program Statistics

	2018-2019	2019-2020	2020-2021
Referrals	29	31	52
New Enrolments	30	31	52
Overall Registrations	50	44	135
Unique Individuals Served	47	44	121
Discharges	39	18	84

Number of Clients by Gender

Gender	Count
Male	97
Female	34
Other	4
Total	135

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

	2018-2019	2019-2020	2020-2021
Mean Wait Time	14	0	0
Mean LOS	179	111	254

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	43	43	22	67

Number of Clients by Presenting Problem

Top Presenting Problems	Count
Addiction - Drugs	40
Housing Problems	25
Addiction - Alcohol	18
Depression	18
Anxiety	6
Financial Problems	6
Employment Problems	4
Addiction - Gambling/Games	2
Anger	2

Note: 2 clients have unknown presenting problems

Canadian Mental Health Association - Street Outreach and Stabilization

Registered Client Activity Totals : 2020-2021

Client Activity Totals		
	Number	**Duration (Hours)**
Direct Activities	993	509
Indirect Activities	1355	366

Group Activity Note

Group activity information is not available.

Number of Direct Activities

Direct Activity	Count
Individual Treatment	830
Daily Living Support	127
Assessment	34
Crisis Intervention	1
Family Consultation	1

Discharge Statistics 2020-2021

Top Discharge Reasons	Count
Unable to Contact	41
Completed Service	20
Client Withdrew/Refused	7
Other	7
No Show	3
Client Deceased	2
Found Service Elsewhere	2

Canadian Mental Health Association - Supportive Living

The Supportive Living program offers comprehensive and specialized mental health support services within residential settings. Two models of supported living programming are available: group living (Marguerite House - 9beds, Edge House - 6 beds, and Miner House - 8 beds) and independent apartments (Alice Bissett, Bob Ward, Horizon West, Horizon 8, Horizon 14, and Glamorgan).

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

Notes: Data Source - Program Individual Client Data

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

Program Statistics

	2018-2019	2019-2020	2020-2021
Referrals	26	73	44
New Enrolments	27	73	44
Overall Registrations	146	224	67
Unique Individuals Served	142	214	30
Discharges	25	52	46

Number of Clients by Gender

Gender	Count
Male	54
Female	11
Transgender	2
Total	67

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

	2018-2019	2019-2020	2020-2021
Mean Wait Time	0	0	0
Mean LOS	1395	842	155

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	35	34	19	61

Number of Clients by Principal Diagnosis

Top Principal Diagnoses	Count
Schizophrenia Spectrum or Other Psychotic Disorder	25
Depressive Disorder	7
Bipolar and Related Disorder	4
Anxiety Disorder	2
Attention-Deficit/Hyperactivity Disorder	2
Personality Disorder	2
Unspecified Mental Disorder	2
Alcohol-Related Disorder	1

Note: 22 clients have an unknown diagnosis or no diagnosis.

Number of Clients by Secondary Diagnosis

Top Secondary Diagnoses	Count
Schizophrenia Spectrum or Other Psychotic Disorder	9
Anxiety Disorder	8
Alcohol-Related Disorder	6
Cannabis-Related Disorder	6
Depressive Disorder	5
Bipolar and Related Disorder	3
Trauma- or Stressor-Related Disorder	2
Autism Spectrum Disorder	1
Personality Disorder	1
Stimulant-Related Disorder	1

Canadian Mental Health Association - Supportive Living

Registered Client Activity Totals : 2020-2021

Client Activity Totals		
	Number	**Duration (Hours)**
Direct Activities	11067	4034
Indirect Activities	10205	1507

Group Activity Totals		
Number of Sessions	**Number of Participants**	**Total Session Hours**
66	221	83

Number of Direct Activities

Direct Activity	Count
Individual Treatment	6256
Daily Living Support	3831
Mental Health Education	676
Assessment	284
Crisis Intervention	13
Family Treatment	5
Family Consultation	2

Discharge Statistics 2020-2021

Top Discharge Reasons	Count
Transferred to Other Service	17
Completed Service	14
Client Withdrew/Refused	7
Other	4
Admitted to Hospital	2
Client Non-Compliant with Service	1
Declined by Service	1

<u>Canadian Mental Health Association - Suicide Bereavement Services</u>

CMHA - Suicide Bereavement Services supports those impacted by suicide during their bereavement, educates our community around the issue of suicide, and works towards the elimination of its stigma, actively participating in suicide prevention. Supports include psychoeducational groups, drop-in groups, and counselling.

Notes: Data Source - Program Individual Client Data

Program started in 2020-2021 fiscal year

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

Program Statistics

	2018-2019	2019-2020	2020-2021
Referrals	-	-	35
New Enrolments	-	-	35
Overall Registrations	-	-	126
Unique Individuals Served	-	-	121
Discharges	-	-	69

Number of Clients by Gender

Gender	Count
Male	34
Female	89
Transgender	3
Total	126

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

	2018-2019	2019-2020	2020-2021
Mean Wait Time	-	-	0
Mean LOS	-	-	296

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	47	50	15	79

Number of Clients by Presenting Problem

Top Presenting Problems	Count
Grief	54
Anxiety	3
Stress	3
Trauma	3
Addiction - Alcohol	2
Other	2
Chronic Illness	1
Depression	1

Note: 57 clients have an unknown presenting problem.

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Canadian Mental Health Association - Suicide Bereavement Services

Registered Client Activity Totals : 2020-2021

Client Activity Totals		
	Number	Duration (Hours)
Direct Activities	361	171
Indirect Activities	332	67

Group Activity Totals		
Number of Sessions	Number of Participants	Total Session Hours
102	2461	111

Number of Direct Activities

Direct Activity	Count
Individual Treatment	156
Mental Health Education	128
Daily Living Support	47
Assessment	29
Family Treatment	1

Discharge Statistics 2020-2021

Top Discharge Reasons	Count
Completed Service	29
Other	8
Unable to Contact	8
Client Withdrew/Refused	7
No Show	5
Transferred to Other Service	5
Found Service Elsewhere	3

Distress Centre

The Distress Centre is a non-profit social agency that delivers 24-hour support, counselling, and resource referral services to Calgary and the surrounding area. Services are offered through the 24-hour crisis line, email, daily chat, and daily text for adults and youth. The agency is founded on the belief that anyone can experience crisis and services are provided without discrimination.

When issues are complex and cannot be easily solved over the phone, the Distress Centre's counselling program provides face-to-face, short-term counselling at no fee to individuals, couples, and families. Emergency and evening appointments are available.

Notes: Data Source - Program Individual Client Data

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

Program Statistics

	2018-2019	2019-2020	2020-2021
Referrals	1521	1545	1764
New Enrolments	760	571	809
Overall Registrations	840	640	886
Unique Individuals Served	785	616	852
Discharges	762	540	800

Number of Clients by Gender

Gender	Count
Male	279
Female	593
Transgender	12
Other	2
Total	886

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

	2018-2019	2019-2020	2020-2021
Mean Wait Time	8	11	7
Mean LOS	33	40	33

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	35	32	0	89

Number of Clients by Principal Diagnosis

Top Principal Diagnoses	Count
Anxiety Disorder	80
Depressive Disorder	55
Attention-Deficit/Hyperactivity Disorder	14
Personality Disorder	12
Trauma- or Stressor-Related Disorder	12
Bipolar and Related Disorder	11
Alcohol-Related Disorder	4
Obsessive-Compulsive or Related Disorder	4
Schizophrenia Spectrum or Other Psychotic Disorder	3
Communication Disorder	1

Note: 683 clients have an unknown diagnosis or no diagnosis.

Number of Clients by Secondary Diagnosis

Top Secondary Diagnoses	Count
Depressive Disorder	36
Anxiety Disorder	29
Attention-Deficit/Hyperactivity Disorder	13
Trauma- or Stressor-Related Disorder	11
Personality Disorder	8
Obsessive-Compulsive or Related Disorder	5
Autism Spectrum Disorder	3
Bipolar and Related Disorder	2
Alcohol-Related Disorder	1
Cannabis-Related Disorder	1

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Distress Centre

Registered Client Activity Totals : 2020-2021

Client Activity Totals		
	Number	**Duration (Hours)**
Direct Activities	4108	3022
Indirect Activities	7955	2135

Group Activity Note

Group activity information is not available.

Number of Direct Activities

Direct Activity	Count
Assessment	1891
Individual Treatment	1267
Crisis Intervention	670
Mental Health Education	249
Family Treatment	25
Family Consultation	6

Discharge Statistics 2020-2021

Top Discharge Reasons	Count
Completed Treatment	322
Transferred to Other Service	209
Client Withdrew/Refused	85
No Show	66
Found Service Elsewhere	59
Assessment only	22
Other	20
Declined by Service	5
Admitted to Hospital	1

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Elements Calgary Mental Health Centre - Community Supports & Skill Development

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

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

Notes: Data Source - Program Individual Client Data

Number of referrals reported from aggregate report

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

Program Statistics

	2018-2019	2019-2020	2020-2021
Referrals	655	529	231
New Enrolments	188	196	75
Overall Registrations	323	291	209
Unique Individuals Served	239	291	205
Discharges	235	157	147

Number of Clients by Gender

Gender	Count
Male	56
Female	149
Transgender	1
Other	3
Total	209

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

	2018-2019	2019-2020	2020-2021
Mean Wait Time	183	332	329
Mean LOS	492	142	686

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	47	48	19	73

Number of Clients by Principal Diagnosis

Top Principal Diagnoses	Count
Depressive Disorder	71
Schizophrenia Spectrum or Other Psychotic Disorder	50
Anxiety Disorder	34
Bipolar and Related Disorder	20
Personality Disorder	17
Other Mental Disorder	6
Obsessive-Compulsive or Related Disorder	3
Alcohol Related Disorder	2
Autism Spectrum Disorder	2
Trauma or Stressor Related Disorder	2

Number of Clients by Secondary Diagnosis

Top Secondary Diagnoses	Count
Anxiety Disorder	57
Depressive Disorder	28
Personality Disorder	9
Trauma- or Stressor-Related Disorder	6
Obsessive-Compulsive or Related Disorder	5
Attention Deficit/Hyperactivity Disorder	4
Autism Spectrum Disorder	3
Bipolar and Related Disorder	3
Alcohol-Related Disorder	1
Dissociative Disorder	1

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Elements Calgary Mental Health Centre - Community Supports & Skill Development

Registered Client Activity Totals : 2020-2021

Client Activity Totals		
	Number	**Duration (Hours)**
Direct Activities	1913	951
Indirect Activities	1570	1801

Group Activity Totals		
Number of Sessions	**Number of Participants**	**Total Session Hours**
421	1877	817

Number of Direct Activities

Direct Activity	Count
Individual Treatment	1514
Assessment	215
Mental Health Education	138
Crisis Intervention	43
Family Consultation	3

Discharge Statistics 2020-2021

Top Discharge Reasons	Count
Completed Treatment	62
Client Withdrew/Refused	59
Other	13
Client Non-Compliant with Treatment	6
Unable to Contact	3
Admitted to Hospital	2
No Show	2

Elements Calgary Mental Health Centre - Support and Recreation Services

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

Support and Recreation Services program is offered in two distinct programming streams. Support Services includes counselling, crisis intervention and resolution, referrals, and linkages to other community service. Recreation Services provides a variety of social and structured recreational activities and programing. Support and Recreation services are available daily.

Notes: Data Source - Program Individual Client Data

Program made some corrections to better reflect the number of clients referred and seen

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

Program Statistics

	2018-2019	2019-2020	2020-2021
Referrals	285	260	82
New Enrolments	213	195	90
Overall Registrations	860	777	711
Unique Individuals Served	850	773	705
Discharges	279	157	211

Number of Clients by Gender

Gender	Count
Male	360
Female	344
Transgender	3
Other	4
Total	711

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

	2018-2019	2019-2020	2020-2021
Mean Wait Time	11	10	36
Mean LOS	1206	873	1652

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	44	45	18	83

Number of Clients by Principal Diagnosis

Top Principal Diagnoses	Count
Depressive Disorder	219
Schizophrenia Spectrum or Other Psychotic Disorder	194
Bipolar and Related Disorder	81
Anxiety Disorder	76
Other Mental Disorder	52
Personality Disorder	47
Trauma or Stressor Related Disorder	18
Autism Spectrum Disorder	4
Obsessive-Compulsive or Related Disorder	4
Unspecified Substance Related Disorder	4

Number of Clients by Secondary Diagnosis

Top Secondary Diagnoses	Count
Anxiety Disorder	110
Depressive Disorder	89
Trauma- or Stressor-Related Disorder	21
Personality Disorder	18
Alcohol Related Disorder	14
Attention Deficit/Hyperactivity Disorder	15
Autism Spectrum Disorder	9
Obsessive-Compulsive or Related Disorder	9
Other Mental Disorder	6
Intellectual Disability	5

Elements Calgary Mental Health Centre- Support and Recreation Services

Registered Client Activity Totals : 2020-2021

Client Activity Totals		
	Number	**Duration (Hours)**
Direct Activities	6778	2965
Indirect Activities	3047	3750

Group Activity Totals		
Number of Sessions	**Number of Participants**	**Total Session Hours**
364	1660	583.5

Number of Direct Activities

Direct Activity	Count
Individual Treatment	5885
Assessment	372
Crisis Intervention	347
Mental Health Education	167
Family Consultation	7

Discharge Statistics 2020-2021

Top Discharge Reasons	Count
Unable to Contact	130
Client Withdrew/Refused	42
Other	19
No Show	14
Client Deceased	3
Client Deceased - Suicide	1
Completed Treatment	1

Fresh Start Recovery Centre - Family Healing

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

Notes: Data Source - Program Individual Client Data

Program Started August 2019

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

Program Statistics

	2018-2019	2019-2020	2020-2021
Referrals	-	97	102
New Enrolments	-	104	107
Overall Registrations	-	104	107
Unique Individuals Served	-	103	107
Discharges	-	89	95

Number of Clients by Gender

Gender	Count
Male	28
Female	79
Total	107

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

	2018-2019	2019-2020	2020-2021
Mean Wait Time	-	30	24
Mean LOS	-	24	26

Client Age at Enrolment (in Years)

Age

Date of Birth information is not available.

Number of Clients by Principal Diagnosis

Principal Diagnosis

Principal diagnosis information is not available.

Number of Clients by Secondary Diagnosis

Secondary Diagnosis

Secondary diagnosis information is not available.

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Fresh Start Recovery Centre - Family Healing

Registered Client Activity Totals : 2020-2021

Client Activity Totals		
	Number	**Duration (Hours)**
Direct Activities	754	333
Indirect Activities	96	120

Group Activity Totals		
Number of Sessions	**Number of Participants**	**Total Session Hours**
46	107	56

Number of Direct Activities

Direct Activity	Count
Family Treatment	230
Assessment	107
Crisis Intervention	214
Individual Treatment	48
Mental Health Education	48

Discharge Statistics 2020-2021

Top Discharge Reasons	Count
Completed Treatment	95

Fresh Start Recovery Centre - Residential Treatment

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

Notes: Data Source - Program Individual Client Data

Program Started August 2019

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

Program Statistics

	2018-2019	2019-2020	2020-2021
Referrals	-	132	111
New Enrolments	-	171	152
Overall Registrations	-	171	152
Unique Individuals Served	-	152	133
Discharges	-	140	119

Number of Clients by Gender

Gender	Count
Male	152
Total	152

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

	2018-2019	2019-2020	2020-2021
Mean Wait Time	-	79	95
Mean LOS	-	70	75

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	36	35	18	64

Number of Clients by Presenting Problem

Top Presenting Problems	Count
Addiction - Drugs	98
Addiction - Alcohol	54

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Fresh Start Recovery Centre - Residential Treatment

Registered Client Activity Totals : 2020-2021

Client Activity Totals		
	Number	**Duration (Hours)**
Direct Activities	1520	6051
Indirect Activities	760	4144

Group Activity Totals		
Number of Sessions	**Number of Participants**	**Total Session Hours**
396	456	876

Number of Direct Activities

Direct Activity	Count
Assessment	304
Crisis Intervention	304
Daily Living Support	304
Individual Treatment	304
Mental Health Education	304

Discharge Statistics 2020-2021

Top Discharge Reasons	Count
Completed Treatment	83
Client Non-Compliant with Treatment	17
Client Withdrew/Refused	17
Client Deceased	1
Self-Termination / Discharge	1

Hull Services - Bridging the Gap

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

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

Notes: Data Source - Program Individual Client Data

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

Program Statistics

	2018-2019	2019-2020	2020-2021
Referrals	120	106	14
New Enrolments	54	80	50
Overall Registrations	120	150	142
Unique Individuals Served	120	149	138
Discharges	47	59	40

Number of Clients by Gender

Gender	Count
Male	29
Female	105
Transgender	5
Other	3
Total	142

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

	2018-2019	2019-2020	2020-2021
Mean Wait Time	319	263	225
Mean LOS	468	428	371

Client Age at Enrolment (in Years)

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

Number of Clients by Principal Diagnosis

Top Principal Diagnoses	Count
Personality Disorder	59
Anxiety Disorder	46
Depressive Disorder	20
Attention-Deficit/Hyperactivity Disorder	8
Bipolar or Related Disorder	4
Trauma- or Stressor-Related Disorder	3
Autism spectrum disorder	1
Unspecified Mental Disorder	1

Number of Clients by Secondary Diagnosis

Top Secondary Diagnoses	Count
Depressive Disorder	72
Anxiety Disorder	68
Attention-Deficit/Hyperactivity Disorder	45
Trauma- or Stressor-Related Disorder	18
personality disorder	5
Obsessive-Compulsive or Related Disorder	4
Autism Spectrum Disorder	3
Bipolar or Related Disorder	2
Personality Disorder	2
Eating Disorder	1

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Hull Services - Bridging the Gap

Registered Client Activity Totals : 2020-2021

Client Activity Totals		
	Number	**Duration (Hours)**
Direct Activities	1779	2083
Indirect Activities	555	238

Group Activity Totals		
Number of Sessions	**Number of Participants**	**Total Session Hours**
18	9	198

Number of Direct Activities

Direct Activity	Count
Individual Treatment	1703
Assessment	50
Crisis Intervention	26

Discharge Statistics 2020-2021

Top Discharge Reasons	Count
Unable to Contact	19
Completed Treatment	13
No Show	2
Client Withdrew/Refused	1
Declined by Service	1
Other	1

Hull Services - Lasting Impressions Community Support

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

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

Notes: Data Source - Program Individual Client Data

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

Program Statistics

	2018-2019	2019-2020	2020-2021
Referrals	41	16	15
New Enrolments	26	26	15
Overall Registrations	301	43	23
Unique Individuals Served	298	43	20
Discharges	30	28	15

Number of Clients by Gender

Gender	Count
Male	1
Female	22
Total	23

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

	2018-2019	2019-2020	2020-2021
Mean Wait Time	136	135	80
Mean LOS	291	174	233

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	39	37	26	51

Number of Clients by Principal Diagnosis

Top Principal Diagnoses	Count
Depressive Disorder	9
Personality Disorder	6
Anxiety Disorder	3
Borderline Personality Disorder	2
Attention-Deficit/Hyperactivity Disorder	1
Bipolar or Related Disorder	1
Dissociative Disorder	1

Number of Clients by Secondary Diagnosis

Secondary Diagnosis

Secondary diagnosis information is not available.

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Hull Services - Lasting Impressions Community Support

Registered Client Activity Totals : 2020-2021

Client Activity Totals		
	Number	**Duration (Hours)**
Direct Activities	2083	1655
Indirect Activities	2610	1496

Group Activity Totals		
Number of Sessions	**Number of Participants**	**Total Session Hours**
97	193	194

Number of Direct Activities

Direct Activity	Count
Mental Health Education	1027
Assessment	360
Crisis Intervention	332
Daily Living Support	265
Family Consultation	99

Discharge Statistics 2020-2021

Top Discharge Reasons	Count
Completed Treatment	15

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Living Alternative for the Mentally Disabled Association (LAMDA)

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

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

Notes: Data Source - Program Individual Client Data

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

Program Statistics

	2018-2019	2019-2020	2020-2021
Referrals	4	12	2
New Enrolments	3	13	3
Overall Registrations	59	68	61
Unique Individuals Served	59	68	57
Discharges	4	10	2

Number of Clients by Gender

Gender	Count
Male	48
Female	13
Total	61

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

	2018-2019	2019-2020	2020-2021
Mean Wait Time	51	31	118
Mean LOS	4569	2833	5682

Client Age at Enrolment (in Years)

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

Number of Clients by Principal Diagnosis

Top Principal Diagnoses	Count
Schizophrenia Spectrum or Other Psychotic Disorder	57
Bipolar or Related Disorder	2
Depressive Disorder	1
Other	1

Number of Clients by Secondary Diagnosis

Top Secondary Diagnoses	Count
Medical Condition	30
Schizophrenia Spectrum or Other Psychotic Disorder	23
Obsessive-Compulsive or Related Disorder	4
Depressive Disorder	1
Psychosocial Factor	1
Trauma- or Stressor-Related Disorder	1

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Living Alternative for the Mentally Disabled Association (LAMDA)

Registered Client Activity Totals : 2020-2021

Client Activity Totals		
	Number	**Duration (Hours)**
Direct Activities	4024	2005
Indirect Activities	246	460

Group Activity Totals		
Number of Sessions	**Number of Participants**	**Total Session Hours**
15	85	22

Number of Direct Activities

Direct Activity Totals	Count
Daily Living Support	3147
Family Consultation	700
Crisis Intervention	117
Assessment	30
Mental Health Education	30

Discharge Statistics 2020-2021

Top Discharge Reasons	Count
Admitted to hospital	1
Client non-Compliant with Treatment	1

Money Matters - Financial Administration - CASS

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

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

Notes: Data Source - Program Individual Client Data

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

Program Statistics

	2018-2019	2019-2020	2020-2021
Referrals	63	3	1
New Enrolments	13	5	22
Overall Registrations	42	34	17
Unique Individuals Served	42	34	17
Discharges	13	13	6

Number of Clients by Gender

Gender	Count
Male	14
Female	8
Total	22

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

	2018-2019	2019-2020	2020-2021
Mean Wait Time	59	62	152
Mean LOS	850	1220	1933

Client Age at Enrolment (in Years)

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

Number of Clients by Principal Diagnosis

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

Number of Clients by Secondary Diagnosis

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

Money Matters - Financial Administration - CASS

Registered Client Activity Totals : 2020-2021

Client Activity Totals		
	Number	**Duration (Hours)**
Direct Activities	765	0
Indirect Activities	562	0

Number of Direct Activities

Direct Activity	Number
Individual Treatment	765

Group Activity Note

Group activity information is not available.

Discharge Statistics 2020-2021

Top Discharge Reasons	Number
Completed Treatment	3
Client Deceased	1
Transferred to Other Service	1
Unable to Contact	1

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Money Matters - Financial Education - Momentum

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

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

Notes: Data Source - Program Individual Client Data

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

Program Statistics

	2018-2019	2019-2020	2020-2021
Referrals	134	122	43
New Enrolments	134	122	43
Overall Registrations	134	126	43
Unique Individuals Served	134	126	34
Discharges	131	126	43

Number of Clients by Gender

Gender	Count
Male	23
Female	20
Total	43

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

	2018-2019	2019-2020	2020-2021
Mean Wait Time	-	1	0
Mean LOS	32	30	31

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	34	30	20	59

Number of Clients by Principal Diagnosis

Top Principal Diagnoses	Count
Anxiety Disorder	9
Other Mental Disorder	8
Stimulant-Related Disorder	8
Unspecified Mental Disorder	7
Schizophrenia Spectrum or Other Psychotic Disorder	5
Alcohol-Related Disorder	2
Depressive Disorder	2
Bipolar and Related Disorder	1
Obsessive-Compulsive or Related Disorder	1

Number of Clients by Secondary Diagnosis

Top Secondary Diagnoses	Count
Anxiety Disorder	10
Depressive Disorder	9
Bipolar and Related Disorder	2
Autism Spectrum Disorder	1
Non-Substance-Related Disorder	1
Personality Disorder	1
Stimulant-Related Disorder	1
Trauma- or Stressor-Related Disorder	1

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Money Matters - Financial Education - Momentum

Registered Client Activity Totals : 2020-2021

Registered Client Activity Note

Individual client activity information is not available.

Group Activity Totals		
Number of Sessions	**Number of Participants**	**Total Session Hours**
46	67	91

Number of Direct Activities

Registered Client Activity Note

Individual client activity information is not available.

Discharge Statistics 2020-2021

Top Discharge Reasons	Count
Completed Treatment	43

Oxford House Foundation of Canada

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

Oxford houses operate on a peer-to-peer basis and requirements for continued residency include full-time employment, school or regular volunteering, and maintaining sobriety. Clients are in active recovery and attend recovery meetings, counselling, and aftercare groups.

Notes: Data Source - Program Individual Client Data

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

Program Statistics

	2018-2019	2019-2020	2020-2021
Referrals	591	-	-
New Enrolments	54	53	48
Overall Registrations	66	72	67
Unique Individuals Served	63	67	65
Discharges	51	54	49

Number of Clients by Gender

Gender	Count
Male	33
Female	34
Total	67

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

	2018-2019	2019-2020	2020-2021
Mean Wait Time	-	-	-
Mean LOS	166	96	151

Wait time information is not available.

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	-	-	-	-

Number of Clients by Presenting Problem

Top Presenting Problems	Count
Addiction - Alcohol	38
Addiction - Drugs	29

Oxford House Foundation of Canada

Registered Client Activity Totals : 2020-2021

Registered Client Activity Note

Individual client activity information is not available.

Group Activity Totals		
Number of Sessions	Number of Participants	Total Session Hours
156	130	-

Number of Direct Activities

Registered Client Activity Note

Individual client activity information is not available.

Discharge Statistics 2020-2021

Top Discharge Reasons	Count
Client Non-Compliant with Treatment	23
Completed Treatment	17
Client Withdrew/Refused	3
No Show	3
Declined by Service	2
Transferred to Other Service	1

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Potential Place Society

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

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

Notes: Data Source - Program Individual Client Data

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

Program Statistics

	2018-2019	2019-2020	2020-2021
Referrals	103	105	65
New Enrolments	88	92	56
Overall Registrations	318	353	244
Unique Individuals Served	318	353	244
Discharges	95	-	-

Number of Clients by Gender

Gender	Count
Male	153
Female	83
Transgender	2
Other	6
Total	244

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

	2018-2019	2019-2020	2020-2021
Mean Wait Time	12	19	15
Mean LOS	1836	-	-

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	38	38	18	68

Number of Clients by Principal Diagnosis

Top Principal Diagnoses	Count
Schizophrenia Spectrum or Other Psychotic Disorder	104
Anxiety Disorder	51
Depressive Disorder	24
Personality Disorder	15
Bipolar and Related Disorder	14
Attention-Deficit/Hyperactivity Disorder	9
Autism Spectrum Disorder	8
Trauma- or Stressor-Related Disorder	8
Medication-Induced Movement and Other Disorder	3
Unspecified Mental Disorder	3

Number of Clients by Secondary Diagnosis

Top Secondary Diagnoses	Count
Anxiety Disorder	40
Depressive Disorder	40
Attention-Deficit/Hyperactivity Disorder	15
Bipolar and Related Disorder	14
Autism Spectrum Disorder	7
Personality Disorder	7
Schizophrenia Spectrum or Other Psychotic Disorder	7
Trauma- or Stressor-Related Disorder	7
Neurocognitive Disorder	5
Medication-Induced Movement and Other Disorder	4

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Potential Place Society

Registered Client Activity Totals : 2020-2021

Client Activity Totals		
	Number	**Duration (Hours)**
Direct Activities	893	640
Indirect Activities	312	134

Group Activity Totals		
Number of Sessions	**Number of Participants**	**Total Session Hours**
154	1433	259

Number of Direct Activities

Direct Activity	Count
Daily Living Support	443
Mental Health Education	43
Assessment	38
Crisis Intervention	30
Family Consultation	2

Discharge Statistics 2020-2021

Discharge Disposition

Discharge disposition is not applicable for this program.

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Prairie Winds Clubhouse

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

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

Notes: Data Source - Program Individual Client Data

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

Program Statistics

	2018-2019	2019-2020	2020-2021
Referrals	103	0	0
New Enrolments	14	1	0
Overall Registrations	81	75	74
Unique Individuals Served	81	75	73
Discharges	7	0	0

Number of Clients by Gender

Gender	Number
Male	44
Female	30
Total	74

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

Wait Time and Length of Stay

Wait time and Length of Stay information is not available

Client Age at Enrolment (in Years)

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

Number of Clients by Principal Diagnosis

Top Principal Diagnoses	Number
Schizophrenia Spectrum or Other Psychotic Disorder	30
Bipolar and Related Disorder	12
Depressive Disorder	9
Unspecified Mental Disorder	6
Anxiety Disorder	5
Attention-Deficit/Hyperactivity Disorder	2
Obsessive-Compulsive or Related Disorder	2
Autism Spectrum Disorder	1
Neurocognitive Disorder	1
Personality Disorder	1

Number of Clients by Secondary Diagnosis

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

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

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Prairie Winds Clubhouse

Registered Client Activity Totals : 2020-2021

Client Activity Totals		
	Number	**Duration (Hours)**
Direct Activities	3938	7330
Indirect Activities	134	523

Group Activity Totals		
Number of Sessions	**Number of Participants**	**Total Session Hours**
298	2	1024

Number of Direct Activities

Direct Activity	Number
Daily Living Support	2123
Assessment	1584
Crisis Intervention	120
Mental Health Education	102
Family Consultation	9

Discharge Statistics 2020-2021

Discharge Disposition

Discharge disposition is not applicable for this program.

Prospect - Career Links

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

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

Notes: Data Source - Program Individual Client Data

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

Program Statistics

	2018-2019	2019-2020	2020-2021
Referrals	72	128	116
New Enrolments	64	137	76
Overall Registrations	109	238	176
Unique Individuals Served	109	238	161
Discharges	72	122	106

Number of Clients by Gender

Gender	Count
Male	94
Female	73
Other	4
Total	171

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

	2018-2019	2019-2020	2020-2021
Mean Wait Time	14	0	20
Mean LOS	349	0	356

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	34	32	16	61

Number of Clients by Principal Diagnosis

Top Principal Diagnoses	Count
Anxiety Disorder	50
Depressive Disorder	37
Schizophrenia Spectrum or Other Psychotic Disorder	20
Bipolar and Related Disorder	12
Autism Spectrum Disorder	9
Personality Disorder	8
Attention Deficit/Hyperactivity Disorder	4
Trauma or Stressor Related Disorder	4
Alcohol Related Disorder	2
Eating Disorder	1

Number of Clients by Secondary Diagnosis

Top Secondary Diagnoses	Count
Anxiety Disorder	44
Depressive Disorder	28
Autism Spectrum Disorder	5
Alcohol Related Disorder	3
Attention Deficit/Hyperactivity Disorder	3
Bipolar and Related Disorder	3
Trauma or Stressor Related Disorder	3
Obsessive Compulsive or Related Disorder	1
Personality Disorder	1
Schizophrenia Spectrum or Other Psychotic Disorder	1

Note: 26 clients have an unknown diagnosis or no diagnosis.

Prospect - Career Links

Registered Client Activity Totals : 2020-2021

Client Activity Totals		
	Number	**Duration (Hours)**
Direct Activities	3294	2634
Indirect Activities	928	519

Group Activity Totals		
Number of Sessions	**Number of Participants**	**Total Session Hours**
176	1109	291

Number of Direct Activities

Direct Activity Totals	Count
Individual Treatment	2948
Assessment	343

Discharge Statistics 2020-2021

Top Discharge Reasons	Count
Completed Treatment	47
Unable to Contact	24
Client Withdrew/Refused	20
Other	14
Unable to Meet Client Needs	1

Recovery Acres Calgary - 1835 House

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

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

Notes: Data Source - Program Individual Client Data

Number of referrals reported from aggregate report

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

Program Statistics

	2018-2019	2019-2020	2020-2021
Referrals	426	192	250
New Enrolments	198	199	115
Overall Registrations	234	233	139
Unique Individuals Served	231	230	139
Discharges	200	209	118

Number of Clients by Gender

Gender	Count
Male	139
Total	139

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

	2018-2019	2019-2020	2020-2021
Mean Wait Time	7	8	8
Mean LOS	61	67	62

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	40	38	18	64

Number of Clients by Presenting Problem

Top Presenting Problems	Count
Addiction - Alcohol	96
Addiction - Drugs	43

Recovery Acres Calgary - 1835 House

Registered Client Activity Totals : 2020-2021

Client Activity Totals		
	Number	**Duration (Hours)**
Direct Activities	4447	946
Indirect Activities	803	240

Group Activity Totals		
Number of Sessions	**Number of Participants**	**Total Session Hours**
735	9155	1225

Number of Direct Activities

Direct Activity Totals	Count
Assessment	1385
Crisis Intervention	553
Daily Living Support	413
Family Consultation	118
Individual Treatment	1425
Mental Health Education	553

Discharge Statistics 2020-2021

Top Discharge Reasons	Count
Completed Treatment	63
Client Non-Compliant with Treatment	28
Client Withdrew/Refused	26
Declined by Service	1

Salvation Army Centre of Hope - Addictions Recovery Program

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

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

Notes: Data Source - Program Individual Client Data

Data reflects first 2 quarters of 2020-21 fiscal year; program is closed

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

Program Statistics

	2018-2019	2019-2020	2020-2021
Referrals	199	240	-
New Enrolments	37	60	-
Overall Registrations	37	65	7
Unique Individuals Served	37	57	6
Discharges	30	57	7

Number of Clients by Gender

Gender	Count
Male	7
Total	7

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

	2018-2019	2019-2020	2020-2021
Mean Wait Time	9	16	-
Mean LOS	71	50	90

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	42	43	25	51

Number of Clients by Principal Diagnosis

Top Principal Diagnoses	Count
Alcohol-Related Disorder	4
Stimulant-Related Disorder	3

Number of Clients by Secondary Diagnosis

Top Secondary Diagnoses	Count
Stimulant-Related Disorder	2
Alcohol-Related Disorder	1

Salvation Army Centre of Hope - Addictions Recovery Program

Registered Client Activity Totals : 2020-2021

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

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

Number of Direct Activities

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

Discharge Statistics 2020-2021

Top Discharge Reasons	Count
Completed Treatment	7

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Schizophrenia Society of Alberta - Adult Peer Support

The Schizophrenia Society of Alberta's Adult Peer Support program provides Albertan's, living with schizophrenia and psychotic disorders, support through a peer network. The Adult Peer Support program provides a safe environment for people living with schizophrenia and related disorders to share their experiences, feelings, and build friendships. The goal of the program includes participation in various activities with peers who understand and can relate to the struggles of living with a mental illness.

The Adult Peer Support program includes educational, social, and recreation activities while providing peer support and guidance through their recovery journey. Along with peer support, the program also includes 'Your Recovery Journey' which offers five free interactive online weekly sessions, each ninety minutes long, and all facilitated by

Notes: Data Source - Program Individual Client Data

New program, started submitting data in the 2020-21 fiscal year.

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

Program Statistics

	2018-2019	2019-2020	2020-2021
Referrals	-	-	48
New Enrolments	-	-	48
Overall Registrations	-	-	48
Unique Individuals Served	-	-	28
Discharges	-	-	-

Number of Clients by Gender

Gender	Count
Male	15
Female	13
Total	28

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

Wait Time and Length of Stay

Wait time and Length of Stay information is not available

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	53	53	26	71

Number of Clients by Principal Diagnosis

Top Presenting Problems	Count
Schizophrenia Spectrum or Other Psychotic Disorder	48

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Schizophrenia Society of Alberta - Adult Peer Support

Registered Client Activity Totals : 2020-2021

Client Activity Totals		
	Number	Duration (Hours)
Direct Activities	539	269
Indirect Activities	103	93

Group Activity Totals		
Number of Sessions	Number of Participants	Total Session Hours
80	216	80

Number of Direct Activities

Direct Activity Totals	Count
Individual Treatment	431
Crisis Intervention	54
Mental Health Education	54

Discharge Statistics 2020-2021

Discharge Disposition

Discharge disposition is not applicable for this program.

Schizophrenia Society of Alberta - Peer Support Outreach

EDIT SSA's Calgary Branch offers a Peer Support Outreach Program that connects people living with schizophrenia to meet with their peers at a location within their own community. The program's goal is to increase the quality of life for those struggling with their diagnosis of schizophrenia or related disorders and reduce isolation. The Outreach Program provides social and emotional support and supports reintegration into the community. Outreach visits can be a one-time event or a regular weekly meeting. The client will have a one hour long visit with two trained supportive employees who are also living with schizophrenia. The outreach workers will offer an ear to listen and supportive nonjudgmental advice while sharing their own story. Outreach visits via telephone are also an option for peer support. These calls take place on a weekly basis and provide support to those who are isolated and not comfortable meeting in their community.

Notes: Data Source - Program Individual Client Data

New program, started submitting data in the 2020-21 fiscal year.

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

Program Statistics

	2018-2019	2019-2020	2020-2021
Referrals	-	-	25
New Enrolments	-	-	25
Overall Registrations	-	-	25
Unique Individuals Served	-	-	21
Discharges	-	-	-

Number of Clients by Gender

Gender	Count
Male	11
Female	8
Total	19

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

Wait Time and Length of Stay

Wait time and Length of Stay information is not available

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	51	53	26	64

Number of Clients by Principal Diagnosis

Top Presenting Problems	Count
Schizophrenia Spectrum or Other Psychotic Disorder	25

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Schizophrenia Society of Alberta - Peer Support Outreach

Registered Client Activity Totals : 2020-2021

Client Activity Totals		
	Number	**Duration (Hours)**
Direct Activities	882	660
Indirect Activities	125	1262

Number of Direct Activities

Direct Activity Totals	Count
Individual Treatment	440
Crisis Intervention	221
Mental Health Education	221

Group Activity Note

Group activity information is not available.

Discharge Statistics 2020-2021

Discharge Disposition

Discharge disposition is not applicable for this program.

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Sunrise Healing Lodge Society - Inpatient

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

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

Notes: Data Source - Program Individual Client Data

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

Program Statistics

	2018-2019	2019-2020	2020-2021
Referrals	780	1019	873
New Enrolments	267	1025	302
Overall Registrations	492	1055	321
Unique Individuals Served	208	906	200
Discharges	111	940	301

Number of Clients by Gender

Gender	Count
Male	162
Female	159
Total	321

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

	2018-2019	2019-2020	2020-2021
Mean Wait Time	20	10	41
Mean LOS	29	36	27

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	36	33	18	63

Number of Clients by Presenting Problem

Top Presenting Problems	Count
Addiction - Alcohol	183
Addiction - Drugs	138

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Sunrise Healing Lodge Society - Inpatient

Registered Client Activity Totals : 2020-2021

Client Activity Totals	Number	Duration (Hours)
Direct Activities	14127	7914
Indirect Activities	7290	5574

Group Activity Totals		
Number of Sessions	Number of Participants	Total Session Hours
2076	18624	4152

Number of Direct Activities

Direct Activity Totals	Count
Daily Living Support	8050
Assessment	2908
Mental Health Education	1834
Individual Treatment	1022
Family Treatment	159
Family Consultation	96
Crisis Intervention	58

Discharge Statistics 2020-2021

Top Discharge Reasons	Count
Completed Treatment	88
Client Withdrew/Refused	69
Client Non-Compliant with Treatment	46
No Show	45
Other	27
Declined by Service	24

Sunrise Healing Lodge Society - Outpatient

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

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

Notes: Data Source - Program Individual Client Data

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

Program Statistics

	2018-2019	2019-2020	2020-2021
Referrals	187	205	93
New Enrolments	176	209	86
Overall Registrations	187	245	130
Unique Individuals Served	186	238	105
Discharges	133	182	84

Number of Clients by Gender

Gender	Count
Male	51
Female	79
Total	130

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

	2018-2019	2019-2020	2020-2021
Mean Wait Time	13	6	10
Mean LOS	76	97	95

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	36	36	18	61

Number of Clients by Presenting Problem

Top Presenting Problems	Count
Addiction - Alcohol	76
Addiction - Drugs	51
Addiction - Gambling/Games	2
Addiction - Sexual	1

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Sunrise Healing Lodge Society - Outpatient

Registered Client Activity Totals : 2020-2021

Client Activity Totals		
	Number	**Duration (Hours)**
Direct Activities	2720	3750
Indirect Activities	3707	3278

Group Activity Totals		
Number of Sessions	**Number of Participants**	**Total Session Hours**
2076	1940	4152

Number of Direct Activities

Direct Activity Totals	Count
Mental Health Education	1883
Individual Treatment	603
Daily Living Support	120
Assessment	93
Crisis Intervention	15
Family Consultation	6

Discharge Statistics 2020-2021

Top Discharge Reasons	Count
Client Withdrew/Refused	48
Completed Treatment	12
No Show	10
Client Non-Compliant with Treatment	6
Declined by Service	4
Other	2

Sunrise Healing Lodge Society - Post Treatment

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

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

Notes: Data Source - Program Individual Client Data

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

Program Statistics

	2018-2019	2019-2020	2020-2021
Referrals	65	89	83
New Enrolments	65	89	83
Overall Registrations	65	89	83
Unique Individuals Served	65	89	29
Discharges	-	-	-

Number of Clients by Gender

Gender	Count
Male	43
Female	40
Total	83

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

Wait Time and Length of Stay

Wait time and Length of Stay information is not available

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	37	36	20	59

Number of Clients by Presenting Problem

Top Presenting Problems	Count
Addiction - Alcohol	78
Addiction - Drugs	5

Sunrise Healing Lodge Society - Post Treatment

Registered Client Activity Totals : 2020-2021

Registered Client Activity Note

Individual client activity information is not available.

Group Activity Totals		
Number of Sessions	Number of Participants	Total Session Hours
2076	46	4152

Number of Direct Activities

Registered Client Activity Note

Individual client activity information is not available.

Discharge Statistics 2020-2021

Discharge Disposition

Discharge disposition is not applicable for this program.

The Alex - Rapid Access Addiction Medicine Clinic

Alex's Rapid Access Addiction Medicine (RAAM) Clinic was launched in 2020, and provides immediate access to evidence-based addiction medicine and psycho-social supports with funding from AHS and Health Canada. The program ensures that, when a person makes the decision to address their addiction and mental health issues, immediate, unbiased, and stigma-free support is available and the "window of opportunity" is not missed.

The Alex RAAM Clinic focuses on the early recovery period, with clients typically participating for three to six months before returning to their primary care provider with a plan for ongoing support and treatment.

Notes: Data Source - Program Individual Client Data

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

Program Statistics

	2018-2019	2019-2020	2020-2021
Referrals	225	117	158
New Enrolments	90	98	134
Overall Registrations	191	152	149
Unique Individuals Served	183	150	145
Discharges	141	99	68

Number of Clients by Gender

Gender	Count
Male	86
Female	61
Transgender	2
Total	149

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

	2018-2019	2019-2020	2020-2021
Mean Wait Time	28	17	3
Mean LOS	155	235	138

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	37	35	18	64

Number of Clients by Principal Diagnosis

Top Principal Diagnoses	Count
Opioid-Related Disorder	59
Alcohol-Related Disorder	53
Stimulant-Related Disorder	24
Sedative-Hypnotic or Anxiolytic-Related Disorder	7
Cannabis-Related Disorder	4
Tobacco-Related Disorder	1

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

Number of Clients by Secondary Diagnosis

Top Secondary Diagnoses	Count
Stimulant-Related Disorder	38
Depressive Disorder	26
Attention-Deficit/Hyperactivity Disorder	16
Anxiety Disorder	13
Alcohol-Related Disorder	12
Tobacco-Related Disorder	8
Trauma- or Stressor-Related Disorder	8
Personality Disorder	7
Bipolar or Related Disorder	5
Cannabis-Related Disorder	4

The Alex - Rapid Access Addiction Medicine Clinic

Registered Client Activity Totals : 2020-2021

Client Activity Totals		
	Number	**Duration (Hours)**
Direct Activities	3981	2085
Indirect Activities	2492	461

Group Activity Totals		
Number of Sessions	**Number of Participants**	**Total Session Hours**
28	17	42

Number of Direct Activities

Direct Activity Totals	Count
Individual Treatment	1965
Mental Health Education	1873
Assessment	143

Discharge Statistics 2020-2021

Top Discharge Reasons	Count
Unable to Contact	42
Completed Treatment	11
Client Withdrew/Refused	8
Found Service Elsewhere	6
Client Deceased	1

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Trinity Place Foundation of Alberta

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

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

Notes: Data Source - Program Individual Client Data

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

Program Statistics

	2018-2019	2019-2020	2020-2021
Referrals	4	3	4
New Enrolments	1	4	5
Overall Registrations	31	32	34
Unique Individuals Served	31	32	32
Discharges	4	3	4

Number of Clients by Gender

Gender	Count
Male	21
Female	12
Transgender	1
Total	34

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

	2018-2019	2019-2020	2020-2021
Mean Wait Time	-	38	36
Mean LOS	400	1004	803

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	46	50	26	65

Number of Clients by Principal Diagnosis

Top Principal Diagnoses	Count
Schizophrenia Spectrum or Other Psychotic Disorder	17
Anxiety Disorder	12
Bipolar and Related Disorder	3
Autism Spectrum Disorder	1
Depressive Disorder	1

Number of Clients by Secondary Diagnosis

Top Secondary Diagnoses	Count
Depressive Disorder	14
Bipolar and Related Disorder	4
Anxiety Disorder	2
Attention-Deficit/Hyperactivity Disorder	1
Autism Spectrum Disorder	1
Cannabis-Related Disorder	1
Obsessive-Compulsive or Related Disorder	1

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Registered Client Activity Totals : 2020-2021

Client Activity Totals		
	Number	Duration (Hours)
Direct Activities	1785	901
Indirect Activities	2594	699

Group Activity Totals		
Number of Sessions	Number of Participants	Total Session Hours
6	33	10

Number of Direct Activities

Direct Activity Totals	Count
Daily Living Support	1680
Assessment	60
Crisis Intervention	27
Mental Health Education	17
Family Consultation	1

Discharge Statistics 2020-2021

Top Discharge Reasons	Count
Other	3
Client Non-Compliant with Treatment	1

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Child & Adolescent Contracted Services

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Aspen - Enhanced Youth Wellness

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

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

Notes: Data Source - Program Individual Client Data

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

Program Statistics

	2018-2019	2019-2020	2020-2021
Referrals	23	12	9
New Enrolments	16	14	9
Overall Registrations	17	18	10
Unique Individuals Served	17	18	10
Discharges	13	18	6

Number of Clients by Gender

Gender	Number
Male	4
Female	5
Transgender	1
Total	10

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

	2018-2019	2019-2020	2020-2021
Mean Wait Time	20	11	13
Mean LOS	46	60	73

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	17	18	14	19

Number of Clients by Presenting Problem

Top Presenting Problems	Count
Anxiety Disorder	4
Attention-Deficit/Hyperactivity Disorder	2

Number of Clients by Secondary Diagnosis

Top Secondary Diagnoses	Number
Depressive Disorder	4
Anxiety Disorder	1
Attention-Deficit/Hyperactivity Disorder	1
Eating Disorder	1
Other Mental Disorder	1

Aspen - Enhanced Youth Wellness

Registered Client Activity Totals : 2020-2021

Registered Client Activity Note

Individual client activity information is not available.

Group Activity Note

Group activity information is not available.

Number of Direct Activities

Registered Client Activity Note

Individual client activity information is not available.

Discharge Statistics 2020-2021

Top Discharge Reasons	Number
Completed Treatment	51

Calgary Family Therapy Centre

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

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

Notes: Data Source - Program Individual Client Data

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

Program Statistics

	2018-2019	2019-2020	2020-2021
Referrals	499	573	440
New Enrolments	521	536	581
Overall Registrations	814	869	909
Unique Individuals Served	-	-	816
Discharges	481	540	688

Number of Clients by Gender

Gender	Number
Male	544
Female	354
Transgender	5
Other	6
Total	909

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

	2018-2019	2019-2020	2020-2021
Mean Wait Time	71	84	76
Mean LOS	167	186	226

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	12	13	2	21

Number of Clients by Presenting Problem

Top Presenting Problems	Number
Relational Problems	234
Suicidal Ideation	119
Suicide Attempt	47
Anger	43
Anxiety	36
Concentration Concerns	31
Depression	21
Assault	19
Self Harm	19
Sexual Abuse	15

Note: 220 clients have an unknown Presenting Problem

Calgary Family Therapy Centre

Registered Client Activity Totals : 2020-2021

Client Activity Totals		
	Number	**Duration (Hours)**
Direct Activities	2459	4723
Indirect Activities	4406	1967

Group Activity Note

Group activity information is not available.

Number of Direct Activities

Direct Activity	Number
Family Treatment	1925
Individual Treatment	486
Family Consultation	48

Discharge Statistics 2020-2021

Top Discharge Reasons	Number
Completed Treatment	324
Unable to Contact	202
Assessment Only	53
Other	49
Client Withdrew/Refused	47
Transferred to Other Service	4
Admitted to Hospital	3

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Hull Safe Directions - Reflections

The Safe Directions - Reflections program provides a confined court-ordered and monitored service for youth who are being sexually exploited or are at risk of sexual exploitation.

Notes: Data Source - Program Individual Client Data

New Program, started submitting data in 2020-21 fiscal year.

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

Program Statistics

	2018-2019	2019-2020	2020-2021
Referrals	-	-	49
New Enrolments	-	-	50
Overall Registrations	-	-	56
Unique Individuals Served	-	-	33
Discharges	-	-	51

Number of Clients by Gender

Gender	Number
Male	1
Female	50
Transgender	3
Other	1
Total	55

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

	2018-2019	2019-2020	2020-2021
Mean Wait Time	-	-	7
Mean LOS	-	-	32

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	15	15	13	17

Number of Clients by Presenting Problem

Top Principal Diagnoses	Number
Child Sexual Abuse	56

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Hull Safe Directions - Reflections

Registered Client Activity Totals : 2020-2021

Registered Client Activity Note

Individual client activity information is not available.

Group Activity Note

Group activity information is not available.

Number of Direct Activities

Registered Client Activity Note

Individual client activity information is not available.

Discharge Statistics 2020-2021

Top Discharge Reasons	Number
Completed Treatment	51

Hull Safe Directions - Secure Services

Secure Services program provides a confined court-ordered and monitored service under the Child and Family Enhancement Act that assesses and stabilizes youth with suicidal tendencies, violent behaviors and dangerous lifestyles, which present an imminent risk to themselves or others.

Notes: Data Source - Program Individual Client Data

New Program, started submitting data in 2020-21 fiscal year.

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

Program Statistics

	2018-2019	2019-2020	2020-2021
Referrals	-	-	111
New Enrolments	-	-	111
Overall Registrations	-	-	122
Unique Individuals Served	-	-	86
Discharges	-	-	110

Number of Clients by Gender

Gender	Number
Male	48
Female	73
Other	1
Total	122

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

	2018-2019	2019-2020	2020-2021
Mean Wait Time	-	-	0
Mean LOS	-	-	31

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	15	15	11	17

Number of Clients by Presenting Problem

Top Principal Diagnoses	Number
Child & Family Services Involvement	122

Hull Safe Directions - Secure Services

Registered Client Activity Totals : 2020-2021

Registered Client Activity Note

Individual client activity information is not available.

Group Activity Note

Group activity information is not available.

Number of Direct Activities

Registered Client Activity Note

Individual client activity information is not available.

Discharge Statistics 2020-2021

Top Discharge Reasons	Number
Completed Treatment	110

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Hull Safe Directions - Stepping Stones

Stepping Stones is a transitional program for youth no longer requiring a confined setting but still in need of further stabilization, assessment, or requiring a more extended transitional period.

Notes: Data Source - Program Individual Client Data

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

Program Statistics

	2018-2019	2019-2020	2020-2021
Referrals	-	-	7
New Enrolments	-	-	7
Overall Registrations	-	-	14
Unique Individuals Served	-	-	10
Discharges	-	-	7

Number of Clients by Gender

Gender	Number
Male	3
Female	11
Total	14

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

	2018-2019	2019-2020	2020-2021
Mean Wait Time	-	-	0
Mean LOS	-	-	391

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	15	15	13	17

Number of Clients by Presenting Problem

Top Principal Diagnoses	Number
Child & Family Services Involvement	14

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Hull Safe Directions - Stepping Stones

Registered Client Activity Totals : 2020-2021

Registered Client Activity Note

Individual client activity information is not available.

Group Activity Note

Group activity information is not available.

Number of Direct Activities

Registered Client Activity Note

Individual client activity information is not available.

Discharge Statistics 2020-2021

Top Discharge Reasons	Number
Completed Treatment	4
Transferred to Other Service	2
Other	1

Wood's Homes - Acute@Home

The Acute@Home program offers an at-home treatment model for clients aged 6 to 17 who have an acute mental condition and are struggling to manage on an outpatient appointment basis. These clients are not acute enough to need 24/7 hospital services and are not sustainable in a day treatment program or have the ability to wait for an admission. The program provides community-based, in-home treatment for clients and their family in situations where the clients are medically stable, and are not at imminent risk to themselves or others. Safety planning, parenting skills & community resource connection are key areas that goals are focused on.

Notes: Data Source -Program Individual Client Data

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

Program Statistics

	2018-2019	2019-2020	2020-2021
Referrals	82	286	271
New Enrolments	72	286	272
Overall Registrations	72	302	318
Unique Individuals Served	72	297	291
Discharges	46	253	240

Number of Clients by Gender

Gender	Count
Male	113
Female	192
Transgender	10
Other	3
Total	318

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

	2018-2019	2019-2020	2020-2021
Mean Wait Time	-	3	3
Mean LOS	62	56	68

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	13	13	5	17

Number of Clients by Principal Diagnosis

Top Principal Diagnoses	Count
Anxiety Disorder	90
Attention-Deficit/Hyperactivity Disorder	72
Depressive Disorder	60
Adjustment Disorder	36
Trauma- or Stressor-Related Disorder	12
Parent Child Relational Problems	9
Conduct Disorder	7
Autism Spectrum Disorder	6
Oppositional Defiant Disorder	5
Eating Disorder	3

Number of Clients by Secondary Diagnosis

Top Secondary Diagnoses	Count
Anxiety Disorder	74
Parent Child Relational Problems	57
Depressive Disorder	42
Attention-Deficit/Hyperactivity Disorder	30
Adjustment Disorder	19
Trauma- or Stressor-Related Disorder	19
Oppositional Defiant Disorder	18
Conduct Disorder	5
Gender Dysphoria	5
Psychosocial Factor	3

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

Wood's Homes - Acute@Home

Registered Client Activity Totals : 2020-2021

Registered Client Activity Note

Individual client activity information is not available.

Group Activity Note

Group activity information is not available.

Number of Direct Activities

Registered Client Activity Note

Individual client activity information is not available.

Discharge Statistics 2020-2021

Top Discharge Reasons	Count
Transferred to Other Service	99
Completed Treatment	37
Unable to Contact	32
Client Withdrew/Refused	28
Found Service Elsewhere	16
Assessment/Consult Only	15
Client Non-Compliant with Treatment	2

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Wood's Homes - Community Psychiatric Unit

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

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

Notes: Data Source - Program Individual Client Data

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

Program Statistics

	2018-2019	2019-2020	2020-2021
Referrals	168	140	184
New Enrolments	168	140	185
Overall Registrations	173	147	188
Unique Individuals Served	162	136	168
Discharges	165	144	182

Number of Clients by Gender

Gender	Count
Male	33
Female	134
Transgender	11
Other	10
Total	188

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

	2018-2019	2019-2020	2020-2021
Mean Wait Time	-	-	28
Mean LOS	16	16	16

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	14	14	0	19

Number of Clients by Principal Diagnosis

Top Principal Diagnoses	Count
Depressive Disorder	55
Anxiety Disorder	40
Trauma- or Stressor-Related Disorder	24
Attention-Deficit/Hyperactivity Disorder	18
Disruptive, Impulse-Control, and Conduct Disorder	5
Eating Disorder	5
Neurodevelopmental Disorder	3
Autism Spectrum Disorder	2
Gender Dysphoria	2
Somatic Symptom or Related Disorder	2

Number of Clients by Secondary Diagnosis

Top Secondary Diagnoses	Count
Anxiety Disorder	63
Attention-Deficit/Hyperactivity Disorder	27
Depressive Disorder	26
Trauma- or Stressor-Related Disorder	16
Disruptive, Impulse-Control, and Conduct Disorder	11
Personality Disorder	9
Eating Disorder	8
Cannabis-Related Disorder	5
Obsessive-Compulsive or Related Disorder	5
Gender Dysphoria	3

Note: 30 clients have an unknown diagnosis or no diagnosis.

Wood's Homes - Community Psychiatric Unit

Registered Client Activity Totals : 2020-2021

Client Activity Totals		
	Number	**Duration (Hours)**
Direct Activities	18318	21692
Indirect Activities	16080	6481

Group Activity Totals		
Number of Sessions	**Number of Participants**	**Total Session Hours**
953	945	2284

Number of Direct Activities

Direct Activity Totals	Count
Assessment	3220
Crisis Intervention	2952
Daily Living Support	2494
Family Consultation	3050
Family Treatment	1522
Individual Treatment	4220
Mental Health Education	860

Discharge Statistics 2020-2021

Top Discharge Reasons	Count
Completed Treatment	164
Admitted to Hospital	11
Client Withdrew/Refused	6
Transferred to Other Service	1

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Wood's Homes - Community Psychiatric Unit In-Home

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

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

Notes: Data Source - Program Individual Client Data

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

Program Statistics

	2018-2019	2019-2020	2020-2021
Referrals	167	44	164
New Enrolments	63	45	163
Overall Registrations	83	68	197
Unique Individuals Served	81	68	20
Discharges	60	51	165

Number of Clients by Gender

Gender	Count
Male	39
Female	139
Transgender	13
Other	6
Total	197

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

	2018-2019	2019-2020	2020-2021
Mean Wait Time	-	9	5
Mean LOS	12	71	59

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	14	14	11	19

Number of Clients by Principal Diagnosis

Top Principal Diagnoses	Count
Depressive Disorder	47
Anxiety Disorder	43
Trauma- or Stressor-Related Disorder	30
Attention-Deficit/Hyperactivity Disorder	23
Oppositional Defiant Disorder	5
Neurodevelopmental Disorder	4
Parent Child Relational Problems	4
Alcohol-Related Disorder	3
Autism Spectrum Disorder	3
Eating Disorder	3

Number of Clients by Secondary Diagnosis

Top Secondary Diagnoses	Count
Anxiety Disorder	50
Depressive Disorder	32
Parent Child Relational Problems	30
Attention-Deficit/Hyperactivity Disorder	28
Trauma- or Stressor-Related Disorder	15
Neurodevelopmental Disorder	9
Conduct Disorder	7
Eating Disorder	6
Gender Dysphoria	4
Alcohol-Related Disorder	3

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

Wood's Homes - Community Psychiatric Unit In-Home

Registered Client Activity Totals : 2020-2021

Client Activity Totals		
	Number	**Duration (Hours)**
Direct Activities	1089	1140
Indirect Activities	1668	896

Group Activity Totals		
Number of Sessions	**Number of Participants**	**Total Session Hours**
1	18	2

Number of Direct Activities

Direct Activity Totals	Count
Assessment	290
Family Treatment	262
Mental Health Education	260
Crisis Intervention	145
Family Consultation	102
Individual Treatment	30

Discharge Statistics 2020-2021

Top Discharge Reasons	Count
Transferred to Other Service	82
Completed Treatment	62
Unable to Contact	12
Admitted to Hospital	4
Client Withdrew/Refused	4

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Wood's Homes - Community Stabilization

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

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

Notes: Data Source - Program Individual Client Data

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

Program Statistics

	2018-2019	2019-2020	2020-2021
Referrals	41	61	52
New Enrolments	39	61	52
Overall Registrations	39	62	53
Unique Individuals Served	39	62	42
Discharges	39	61	52

Number of Clients by Gender

Gender	Count
Male	19
Female	31
Transgender	1
Other	2
Total	53

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

	2018-2019	2019-2020	2020-2021
Mean Wait Time	-	7	6
Mean LOS	5	4	5

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	14	14	11	17

Number of Clients by Principal Diagnosis

Top Principal Diagnoses	Count
Attention-Deficit/Hyperactivity Disorder	8
Anxiety Disorder	3
Autism Spectrum Disorder	3
Depressive Disorder	2
Neurodevelopmental Disorder	2
Adjustment Disorder	1
Bipolar or Related Disorder	1
Gender Dysphoria	1
Intellectual Disability	1
Unspecified Mental Disorder	1

Number of Clients by Secondary Diagnosis

Top Secondary Diagnoses	Count
Anxiety Disorder	5
Attention-Deficit/Hyperactivity Disorder	3
Trauma- or Stressor-Related Disorder	3
Unspecified Mental Disorder	2
Autism Spectrum Disorder	1
Depressive Disorder	1
Disruptive Disorder	1
Gender Dysphoria	1
Neurodevelopmental Disorder	1
Specific Learning Disorder	1

Note: 30 clients have an unknown diagnosis or no diagnosis.

Wood's Homes - Community Stabilization

Registered Client Activity Totals : 2020-2021

Client Activity Totals		
	Number	**Duration (Hours)**
Direct Activities	1453	1453
Indirect Activities	689	689

Group Activity Totals		
Number of Sessions	**Number of Participants**	**Total Session Hours**
56	106	56

Number of Direct Activities

Direct Activity Totals	Count
Family Treatment	318
Crisis Intervention	290
Family Consultation	290
Individual Treatment	290
Daily Living Support	159
Mental Health Education	106

Discharge Statistics 2020-2021

Top Discharge Reasons	Count
Completed Treatment	47
Transferred to Other Service	3
Admitted to Hospital	1
Other	1

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Wood's Homes - Community Stabilization In-Home

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

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

Notes: Data Source - Program Individual Client Data

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

Program Statistics

	2018-2019	2019-2020	2020-2021
Referrals	22	16	9
New Enrolments	20	16	9
Overall Registrations	20	19	13
Unique Individuals Served	20	19	3
Discharges	17	16	13

Number of Clients by Gender

Gender	Count
Male	8
Female	5
Total	13

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

	2018-2019	2019-2020	2020-2021
Mean Wait Time	-	-	7
Mean LOS	62	78	76

Note: Wait time information is not available

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	14	15	12	17

Number of Clients by Principal Diagnosis

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

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

Number of Clients by Secondary Diagnosis

Top Secondary Diagnoses	Count
Anxiety Disorder	3
Autism Spectrum Disorder	1
Unspecified Neurodevelopmental Disorder	1

Wood's Homes - Community Stabilization In-Home

Registered Client Activity Totals : 2020-2021

Client Activity Totals		
	Number	**Duration (Hours)**
Direct Activities	167	211
Indirect Activities	372	236

Group Activity Totals		
Number of Sessions	**Number of Participants**	**Total Session Hours**
6	2	12

Number of Direct Activities

Direct Activity Totals	Count
Family Treatment	95
Assessment	28
Family Consultation	26
Mental Health Education	13
Crisis Intervention	5

Discharge Statistics 2020-2021

Top Discharge Reasons	Count
Completed Treatment	7
Found Service Elsewhere	2
Admitted to Hospital	1
Client Withdrew/Refused	1
Transferred to Other Service	1

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Wood's Homes - Eastside Community Mental Health Services - Therapy Team

Eastside Community Mental Health Services offers immediate, barrier-free, and equitable mental health services in collaboration with families, youth, and individuals in the community. The service connects families and youth with the right level of care, at the right time, addressing their most urgent needs. Clients present with concerns ranging from suicide, anxiety, identified mental illnesses, domestic violence, and parent-adolescent conflict, to name a few. A unique inter-disciplinary and ethnoculturally integrated therapy team, comprised of psychologists, social workers, psychiatrists, among others, with a wide range of cultural and language proficiencies provide single session and extended services therapy Monday through Saturday with morning, afternoon, and evening availability. Etherapy services (via email) are also available. All services are self-referred and provided at no-cost.

Notes: Data Source -Program Individual Client Data

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

Program Statistics

	2018-2019	2019-2020	2020-2021
Referrals	2830	2542	1156
New Enrolments	2829	2542	1155
Overall Registrations	2829	2542	1155
Unique Individuals Served	2228	2176	927
Discharges	2829	2542	1155

Number of Clients by Gender

Gender	Count
Male	478
Female	675
Transgender	1
Other	1
Total	1155

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

Wait Time and Length of Stay

Wait time and Length of Stay are not available.

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	37	35	0	86

Number of Clients by Presenting Problem

Top Presenting Problems	Count
Relational Problems	322
Interpersonal Problems	145
Anger	88
Suicidal Ideation	83
Domestic Violence	75
Grief	74
Employment Problems	72
Addiction - Alcohol	49
Sleep Problems	33
Child & Family Services Involvement	32

Wood's Homes - Eastside Community Mental Health Services - Therapy Team

Registered Client Activity Totals : 2020-2021

Client Activity Totals	Number	Duration (Hours)
Direct Activities	7368	3223
Indirect Activities	7368	1483

Group Activity Totals		
Number of Sessions	Number of Participants	Total Session Hours
11	38	22

Number of Direct Activities

Direct Activity Totals	Count
Assessment	1842
Crisis Intervention	1842
Mental Health Education	1842
Individual Treatment	1550
Family Treatment	292

Discharge Statistics 2020-2021

Top Discharge Reasons	Count
Completed Treatment	1155

Wood's Homes - Exceptional Needs Program

The Exceptional Needs Program (ENP) provides intensive, individualized mental health treatment for adolescents 12 to 17 years of age and their families. Clients are referred through AHS CAAMHPP inpatient or outpatient services. Clients maintain a community school placement.

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

Notes: Data Source - Program Individual Client Data

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

Program Statistics

	2018-2019	2019-2020	2020-2021
Referrals	68	88	126
New Enrolments	76	100	128
Overall Registrations	79	107	135
Unique Individuals Served	78	107	49
Discharges	71	99	129

Number of Clients by Gender

Gender	Count
Male	25
Female	93
Transgender	12
Other	5
Total	135

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

	2018-2019	2019-2020	2020-2021
Mean Wait Time	34	29	9
Mean LOS	30	24	20

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	15	15	11	17

Number of Clients by Principal Diagnosis

Top Principal Diagnoses	Count
Anxiety Disorder	38
Depressive Disorder	33
Trauma- or Stressor-Related Disorder	28
Attention-Deficit/Hyperactivity Disorder	13
Oppositional Defiant Disorder	5
Unspecified Neurodevelopmental Disorder	5
Alcohol-Related Disorder	4
Gender Dysphoria	2
Parent Child Relational Problems	2

Number of Clients by Secondary Diagnosis

Top Secondary Diagnoses	Count
Anxiety Disorder	43
Depressive Disorder	40
Attention-Deficit/Hyperactivity Disorder	21
Trauma- or Stressor-Related Disorder	19
Parent Child Relational Problems	18
Unspecified Neurodevelopmental Disorder	10
Conduct Disorder	6
Eating Disorder	6
Gender Dysphoria	5
Cannabis-Related Disorder	3

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

Wood's Homes - Exceptional Needs Program

Registered Client Activity Totals : 2020-2021

Client Activity Totals		
	Number	**Duration (Hours)**
Direct Activities	21274	19086
Indirect Activities	8442	4095

Group Activity Totals		
Number of Sessions	**Number of Participants**	**Total Session Hours**
1324	7610	986

Number of Direct Activities

Direct Activity Totals	Count
Daily Living Support	9682
Individual Treatment	7140
Mental Health Education	1421
Family Treatment	1209
Assessment	791
Crisis Intervention	626
Family Consultation	405

Discharge Statistics 2020-2021

Top Discharge Reasons	Count
Completed Treatment	123
Admitted to Hospital	3
Client Non-Compliant with Treatment	1
Client Withdrew/Refused	1
Transferred to Other Service	1

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Wood's Homes - Exceptional Needs Program In-Home

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

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

Notes: Data Source - Program Individual Client Data

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

Program Statistics

	2018-2019	2019-2020	2020-2021
Referrals	116	152	88
New Enrolments	76	122	88
Overall Registrations	79	134	105
Unique Individuals Served	78	130	88
Discharges	71	117	89

Number of Clients by Gender

Gender	Count
Male	24
Female	70
Transgender	9
Other	2
Total	105

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

	2018-2019	2019-2020	2020-2021
Mean Wait Time	34	36	10
Mean LOS	30	57	53

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	15	15	11	17

Number of Clients by Principal Diagnosis

Top Principal Diagnoses	Count
Depressive Disorder	28
Anxiety Disorder	23
Trauma- or Stressor-Related Disorder	16
Attention-Deficit/Hyperactivity Disorder	14
Oppositional Defiant Disorder	5
Neurodevelopmental Disorder	4
Parent Child Relational Problems	4
Alcohol-Related Disorder	2
Conduct Disorder	2
Mood Disorder	2

Number of Clients by Secondary Diagnosis

Top Secondary Diagnoses	Count
Anxiety Disorder	36
Parent Child Relational Problems	29
Depressive Disorder	25
Attention-Deficit/Hyperactivity Disorder	21
Trauma- or Stressor-Related Disorder	12
Neurodevelopmental Disorder	8
Conduct Disorder	7
Eating Disorder	4
Gender Dysphoria	4
Alcohol-Related Disorder	3

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

Wood's Homes - Exceptional Needs Program In-Home

Registered Client Activity Totals : 2020-2021

Client Activity Totals		
	Number	Duration (Hours)
Direct Activities	3077	1683
Indirect Activities	1475	538

Group Activity Totals		
Number of Sessions	Number of Participants	Total Session Hours
2	7	3

Number of Direct Activities

Direct Activity Totals	Count
Assessment	865
Family Consultation	772
Mental Health Education	535
Crisis Intervention	452
Family Treatment	383
Individual Treatment	59
Daily Living Support	11

Discharge Statistics 2020-2021

Top Discharge Reasons	Count
Transferred to Other Service	78
Unable to Contact	5
Client Withdrew/Refused	4
Completed Treatment	1
No Show	1

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Wood's Homes - Home Connections Program

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

Notes: Data Source -Program Individual Client Data

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

Program Statistics

	2018-2019	2019-2020	2020-2021
Referrals	19	17	9
New Enrolments	19	17	9
Overall Registrations	52	54	49
Unique Individuals Served	52	54	49
Discharges	23	14	26

Number of Clients by Gender

Gender	Count
Male	26
Female	22
Transgender	1
Total	49

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

	2018-2019	2019-2020	2020-2021
Mean Wait Time	41	10	0
Mean LOS	747	677	686

Client Age at Enrolment (in Years)

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

Number of Clients by Principal Diagnosis

Top Principal Diagnoses	Count
Anxiety Disorder	32
Trauma- or Stressor-Related Disorder	7
Attention-Deficit/Hyperactivity Disorder	3
Autism Spectrum Disorder	3
Depressive Disorder	3
Intellectual Disability	1

Number of Clients by Secondary Diagnosis

Top Secondary Diagnoses	Count
Depressive Disorder	15
Anxiety Disorder	11
Attention-Deficit/Hyperactivity Disorder	6
Somatic Symptom or Related Disorder	3
Trauma- or Stressor-Related Disorder	3
Autism	1
Medical Condition	1
Psychosocial Factor	1
Unspecified Disruptive Disorder	1

Wood's Homes - Home Connections Program

Registered Client Activity Totals : 2020-2021

Client Activity Totals		
	Number	**Duration (Hours)**
Direct Activities	1689	951
Indirect Activities	1322	1843

Group Activity Totals		
Number of Sessions	**Number of Participants**	**Total Session Hours**
39	35	58

Number of Direct Activities

Direct Activity Totals	Count
Family Consultation	1118
Mental Health Education	199
Family Treatment	176
Assessment	94
Individual Treatment	37
Crisis Intervention	34
Daily Living Support	31

Discharge Statistics 2020-2021

Top Discharge Reasons	Count
Completed Treatment	20
Client Withdrew/Refused	3
Client Non-Compliant with Treatment	2
Transferred to Other Service	1

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Wood's Homes - School Based Treatment & Learning Centre

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

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

Notes: Data Source - Program Individual Client Data

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

Program Statistics

	2018-2019	2019-2020	2020-2021
Referrals	283	235	14
New Enrolments	230	243	14
Overall Registrations	280	290	61
Unique Individuals Served	267	276	46
Discharges	231	230	5

Number of Clients by Gender

Gender	Count
Male	54
Female	7
Total	61

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

	2018-2019	2019-2020	2020-2021
Mean Wait Time	2	9	34
Mean LOS	115	74	604

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	13	13	11	18

Number of Clients by Principal Diagnosis

Top Principal Diagnoses	Count
Attention-Deficit/Hyperactivity Disorder	25
Trauma- or Stressor-Related Disorder	14
Autism Spectrum Disorder	6
Neurocognitive Disorder	5
Unspecified Mental Disorder	4
Anxiety Disorder	3
Intellectual Disability	2
Depressive Disorder	1
Specific Learning Disorder	1

Number of Clients by Secondary Diagnosis

Top Secondary Diagnoses	Count
Attention-Deficit/Hyperactivity Disorder	13
Trauma- or Stressor-Related Disorder	13
Anxiety Disorder	9
Unspecified Mental Disorder	9
Depressive Disorder	7
Neurocognitive Disorder	3
Obsessive-Compulsive or Related Disorder	3
Specific Learning Disorder	2
Alcohol-Related Disorder	1
Cannabis-Related Disorder	1

Wood's Homes - School Based Treatment & Learning Centre

Registered Client Activity Totals : 2020-2021

Client Activity Totals		
	Number	**Duration (Hours)**
Direct Activities	10988	23054
Indirect Activities	1366	705

Group Activity Totals		
Number of Sessions	**Number of Participants**	**Total Session Hours**
3106	175	801

Number of Direct Activities

Direct Activity Totals	Count
Individual Treatment	9628
Family Consultation	832
Family Treatment	310
Crisis Intervention	217
Daily Living Support	1

Discharge Statistics 2020-2021

Top Discharge Reasons	Count
Found Service Elsewhere	3
Transferred to Other Service	2

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

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

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

Notes: Data Source - Program Individual Client Data

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

Program Statistics

	2018-2019	2019-2020	2020-2021
Referrals	27	23	14
New Enrolments	24	24	14
Overall Registrations	50	54	68
Unique Individuals Served	50	51	9
Discharges	13	7	11

Number of Clients by Gender

Gender	Count
Male	58
Female	10
Total	68

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

	2018-2019	2019-2020	2020-2021
Mean Wait Time	12	36	34
Mean LOS	716	587	614

Client Age at Enrolment (in Years)

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

Number of Clients by Principal Diagnosis

Top Principal Diagnoses	Count
Attention-Deficit/Hyperactivity Disorder	27
Trauma- or Stressor-Related Disorder	15
Neurocognitive Disorder	6
Unspecified Mental Disorder	5
Autism Spectrum Disorder	4
Anxiety Disorder	3
Depressive Disorder	3
Disruptive, Impulse-Control, and Conduct Disorder	2
Intellectual Disability	2
Specific Learning Disorder	1

Number of Clients by Secondary Diagnosis

Top Secondary Diagnoses	Count
Trauma- or Stressor-Related Disorder	14
Attention-Deficit/Hyperactivity Disorder	13
Anxiety Disorder	10
Unspecified Mental Disorder	10
Depressive Disorder	7
Neurocognitive Disorder	3
Obsessive-Compulsive or Related Disorder	3
Intellectual Disability	2
Specific Learning Disorder	2
Alcohol-Related Disorder	1

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

Registered Client Activity Totals : 2020-2021

Client Activity Totals		
	Number	**Duration (Hours)**
Direct Activities	2401	1572
Indirect Activities	177	110

Group Activity Totals		
Number of Sessions	**Number of Participants**	**Total Session Hours**
107	35	128

Number of Direct Activities

Direct Activity Totals	Count
Family Consultation	1439
Family Treatment	537
Individual Treatment	202
Daily Living Support	187
Mental Health Education	20
Crisis Intervention	15
Assessment	1

Discharge Statistics 2020-2021

Top Discharge Reasons	Count
Found Service Elsewhere	5
Completed Treatment	4
Transferred to Other Service	2

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

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

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

Notes: Data Source - Program Individual Client Data

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

Program Statistics

	2018-2019	2019-2020	2020-2021
Referrals	228	243	93
New Enrolments	178	212	84
Overall Registrations	272	318	120
Unique Individuals Served	270	317	113
Discharges	167	281	64

Number of Clients by Gender

Gender	Count
Male	81
Female	38
Transgender	1
Total	120

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

	2018-2019	2019-2020	2020-2021
Mean Wait Time	90	113	261
Mean LOS	217	146	205

Client Age at Enrolment (in Years)

	Mean	Median	Min.	Max.
Age at Enrolment	7	7	3	12

Number of Clients by Principal Diagnosis

Top Principal Diagnoses	Count
Attention-Deficit/Hyperactivity Disorder	77
Anxiety Disorder	16
Autism Spectrum Disorder	4
Unspecified Mental Disorder	4
Communication Disorder	2
Specific Learning Disorder	2
Depressive Disorder	1
Disruptive, Impulse-Control and Conduct Disorder	1
Trauma- or Stressor-Related Disorder	1

Number of Clients by Secondary Diagnosis

Top Secondary Diagnoses	Count
Anxiety Disorder	18
Attention-Deficit/Hyperactivity Disorder	12
Autism Spectrum Disorder	7
Specific Learning Disorder	7
Other Mental Disorder	6
Disruptive, Impulse-Control and Conduct Disorder	3
Gender Dysphoria	3
Intellectual Disability	3
Obsessive-Compulsive or Related Disorder	3
Depressive Disorder	2

Note: 12 clients have an unknown diagnosis or no diagnosis.

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

Registered Client Activity Totals : 2020-2021

Client Activity Totals		
	Number	**Duration (Hours)**
Direct Activities	3072	1768
Indirect Activities	4781	1237

Group Activity Note

Group activity information is not available.

Number of Direct Activities

Direct Activity Totals	Count
Family Treatment	2545
Daily Living Support	527

Discharge Statistics 2020-2021

Top Discharge Reasons	Count
Completed Treatment	39
Client Withdrew/Refused	13
Unable to Contact	6
Assessment/Consult Only	2
Client Non-Compliant with Treatment	1
Declined by Service	1
Transferred to Other Service	1

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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
Addiction	Addiction is a primary, chronic disease, characterized by impaired control over the use of a psychoactive substance and/or behaviour.
Age	For this report, a client's age in years is calculated as of their enrolment date in the service.
Assessment	An investigation into the client's status and related factors, required to identify service needs and the type, level and frequency of service interventions required to meet those needs.
Client	An individual receiving service. This term is generally used for community and outpatient services.
Client Statistics	A summary of client statistics including age, gender, place of residence, and diagnostic categories or presenting problems. Unless otherwise specified, this information is reported for overall registrations within the service.
Clinic	A facility, a service within a facility, or a specific provider that provides a specific activity or group of activities.
Detox (or Detoxification)	Treatment and/or rehabilitation activities provided for clients whose biomedical, emotional and/or behavioural problems are severe enough to require individualized medical/psychiatric care until stabilized. The treatment is intended to assist the individual in stabilizing and managing his/her medical/ psychiatric problems, while also addressing the addiction problem.
Direct Activities	Appointments, sessions, contacts, interventions, or procedures directly with clients or those acting in the interest of clients (family, significant other), either over the phone or in person.
Discharge	Termination of a client from a service and/or program or provider. The number of discharges reported include all client registrations with a discharge date during the reporting period.
Discharge Disposition	The client's anticipated location or status following discharge (e.g. Completed Service, Client Withdrew, etc.).

Glossary of Terms

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

Glossary of Terms

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

Appendix: Program and Client Statistics

Program Statistics:

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

Definitions for Contracted Services:

Referrals

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

New Enrolments

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

Overall Registrations

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

Unique Individuals Served

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

Discharges

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

Wait Time and Length of Stay:

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

Wait Time

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

Length of Stay

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

Appendix: Program and Client Statistics

Activity Statistics:

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

Direct Activities

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

Indirect Activities

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

Group Activities

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

Client Statistics:

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

Age and Gender

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

Gender characteristics are self-identified by the client.

Diagnosis and Presenting Problem

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

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