

Addiction & Mental Health Contracted Services Report

April 1, 2014 - March 31, 2015

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

Welcome to the 2014-2015 edition of the Contracted Services Report for Addiction & Mental Health, Calgary Zone. Historically, this report has been part of the Year End Service Summary but has been separated out to reduce the volume of the combined report.

The following pages are a comprehensive summary of clinical and program activity in 46 Addiction & Mental Health contracted services within the Calgary Zone. Significant changes this year include the transition from reporting diagnosis information in DSM-IV to DSM-5 diagnostic categories, along with the reporting of psychosocial factors and medical conditions, when applicable.

This report is produced by Information Management Team of the Decision Support Team (DST). In addition to this report, DST also releases an Annual Report each year that further highlights the activities of all teams and both these reports are available on the internal website:

[Performance Measurement & Quality - Our Teams / Departments - AHS Insite](#)

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

Decision Support Team (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:

- **Information Management:**
Data collection, auditing, analysis, and reporting; Database maintenance; Technical and user support; Training and in-services
- **Evaluation:**
Program evaluation; Outcome measurement; Performance measurement; Quality improvement
- **Education:**
Orienting new staff and student placements; Determining future educational needs and core competencies; Facilitating implementation of the clinical development framework; Consulting on new policy development
- **Research:**
Literature and best practice reviews; Knowledge transfer

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Addiction & Mental Health Year End Service Summary

Adult Contracted Services

Aspen

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

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

Program Statistics: Source Program Statistics

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

	2012-2013	2013-2014	2014-2015
Referrals	-	-	-
New Enrolments	10	11	6
Overall Registrations	11	11	6
Unique Individuals Served	11	9	8
Discharges	11	9	8

Wait time, length of stay, referral and discharge disposition information are not available.

Wait Time and Length of Stay: Source N/A

Wait Time

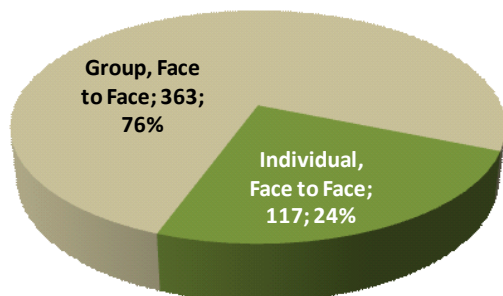
Wait time information is not available.

Length of Stay

Length of stay information is not available.

Activity Statistics 2014-2015: Source Program Statistics

Number of Direct Activity Hours



Registered Client Activity Totals

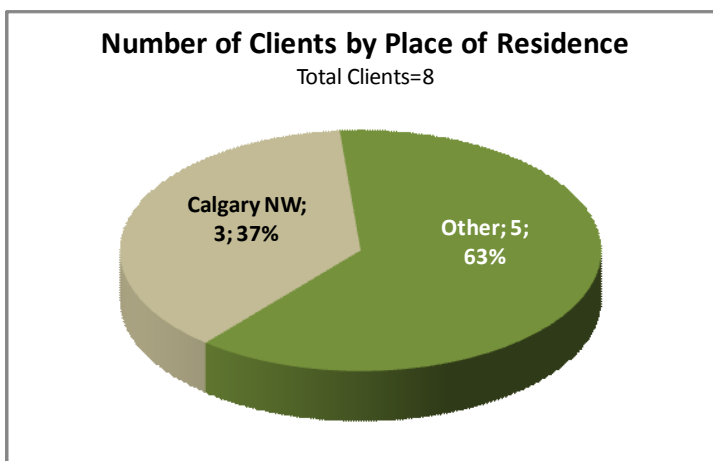
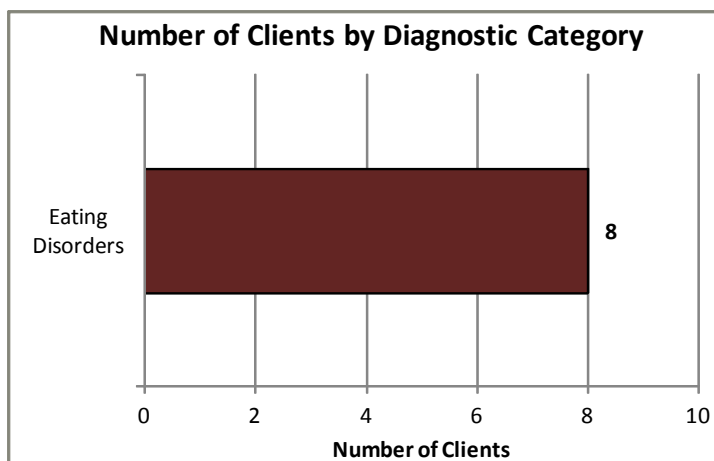
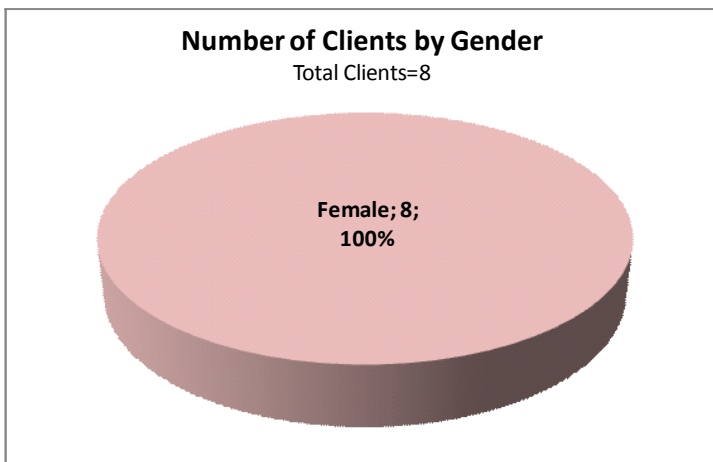
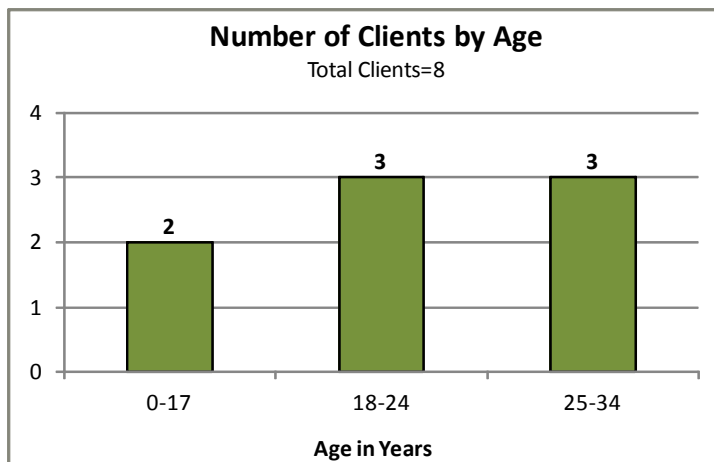
	Number	Duration (Hours)
Direct Activities	-	480
Indirect Activities	-	1065

Group Activity Totals

	# Sessions	# Attendees	Hours
Leisure/Recreational	29	8	95

Aspen

Client Statistics 2014-2015: Source Program Statistics



Referral and Discharge Disposition Statistics 2014-2015: N/A

Referrals to Other Programs

Referral information is not available.

Discharge Disposition

Discharge disposition information is not available.

Aventa - Phase II Short Term Residential

Aventa is a drug and alcohol rehabilitation centre providing services for women facing mental health/addiction illness. It offers an abstinence-based treatment approach helping women overcome their addictions. The trauma-informed program is based on a holistic treatment model with four areas of change: physical, emotional, social and spiritual.

Through treatment, education and support, women with addictions encounter the opportunity for a healthy life and a new direction. At least 65% of clients have both addiction and mental health issues such as depression or anxiety. The goal of the program is to treat the addiction by treating the underlying health issues.

Program Statistics: Source Program Statistics

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

	2012-2013	2013-2014	2014-2015
Referrals	-	-	-
New Enrolments	300	300	261
Overall Registrations	301	344	288
Unique Individuals Served	288	314	280
Discharges	267	314	264

Referral and wait time information are not available.

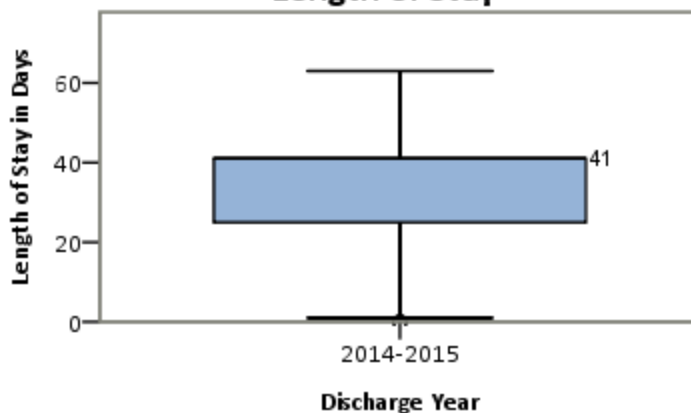
Wait Time and Length of Stay: Source Program Statistics

The box plots show how wait time and length of stay are distributed. The dark lines in the boxes represent the median.

Wait Time

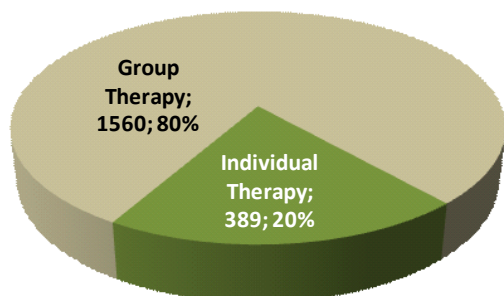
Wait time information is not available.

Length of Stay



Activity Statistics 2014-2015: Source Program Statistics

Number of Direct Activity Hours

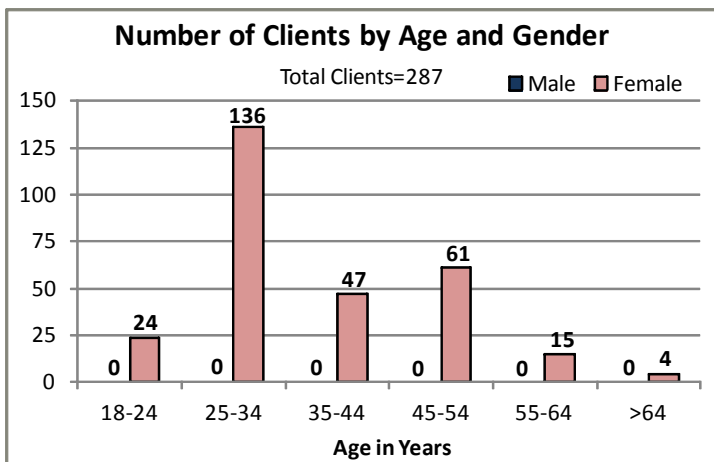


Registered Client Activity Totals

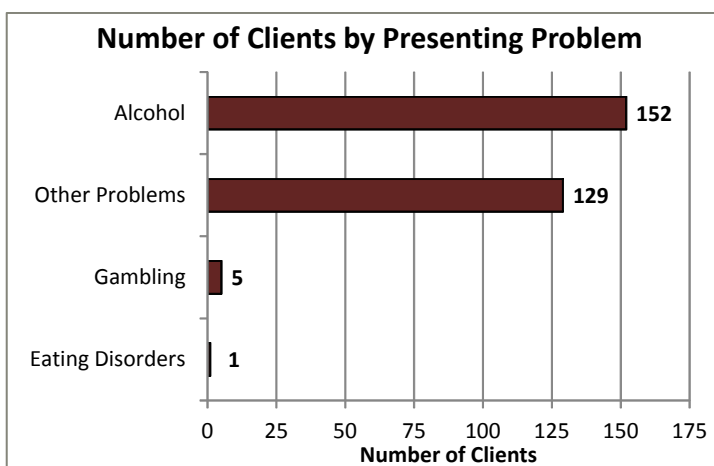
	Number	Duration (Hours)
Direct Activities	-	1949
Indirect Activities	-	-

Aventa - Phase II Short Term Residential

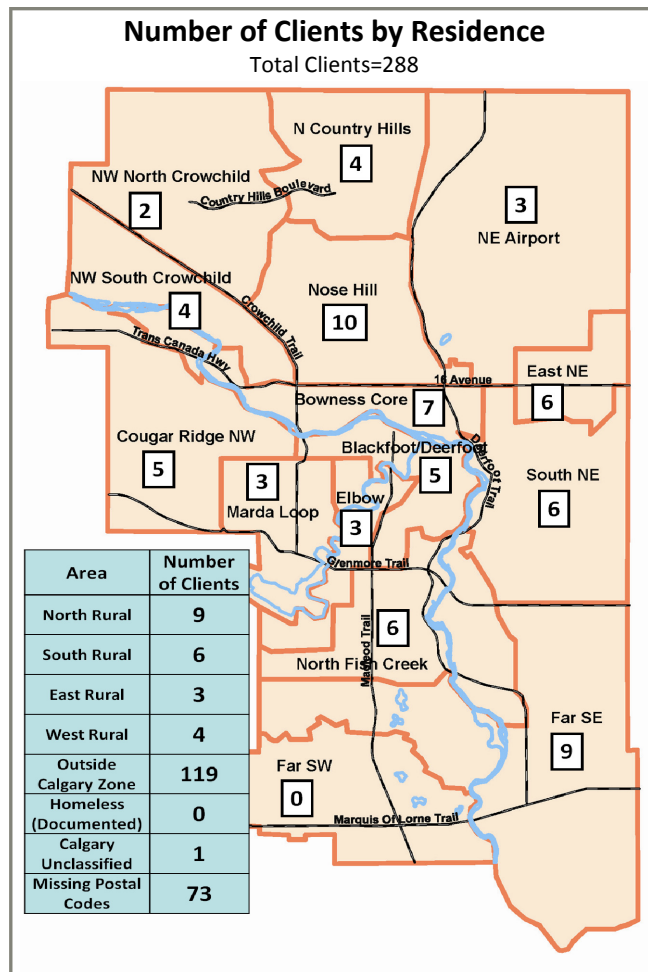
Client Statistics 2014-2015: Source Program Statistics



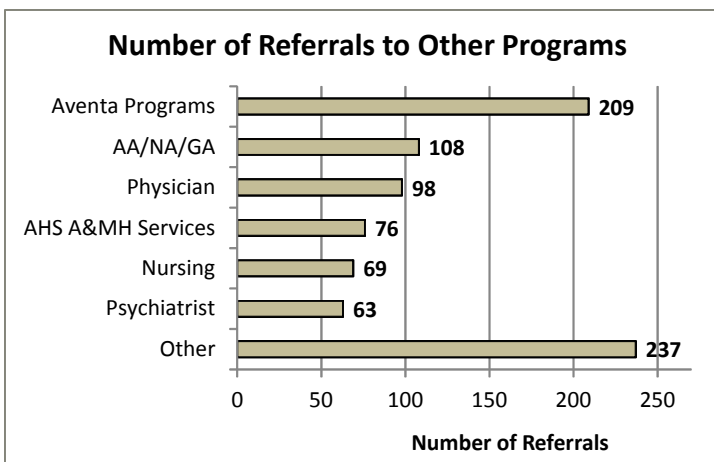
Note: 1 client has an unknown age or gender.



Note: 1 client has an unknown presenting problem.



Referral and Discharge Disposition Statistics 2014-2015: Source Program Statistics



Discharge Disposition

Discharge disposition information is not available.

Aventa - Phase III Long Term Residential

Aventa is a drug and alcohol rehabilitation centre providing services for women facing mental health/addiction illness. It offers an abstinence-based treatment approach helping women overcome their addictions. The trauma-informed program is based on a holistic treatment model with four areas of change: physical, emotional, social and spiritual.

Through treatment, education and support, women with addictions encounter the opportunity for a healthy life and a new direction. At least 65% of clients have both addiction and mental health issues such as depression or anxiety. The goal of the program is to treat the addiction by treating the underlying health issues.

Program Statistics: Source Program Statistics

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

	2012-2013	2013-2014	2014-2015
Referrals	-	-	-
New Enrolments	47	57	68
Overall Registrations	47	70	81
Unique Individuals Served	38	62	73
Discharges	34	57	62

Referral and wait time information are not available.

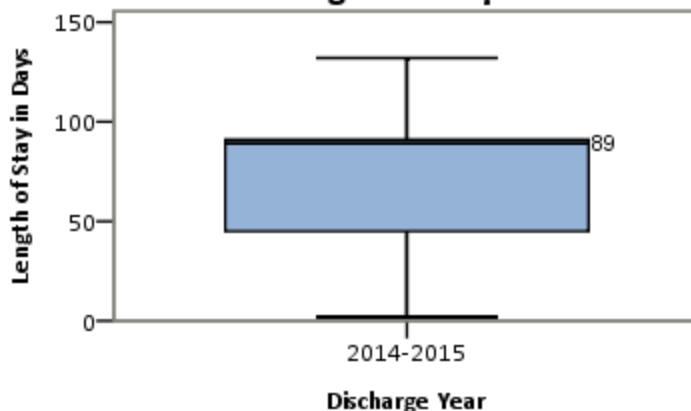
Wait Time and Length of Stay: Source Program Statistics

The box plots show how wait time and length of stay are distributed. The dark lines in the boxes represent the median.

Wait Time

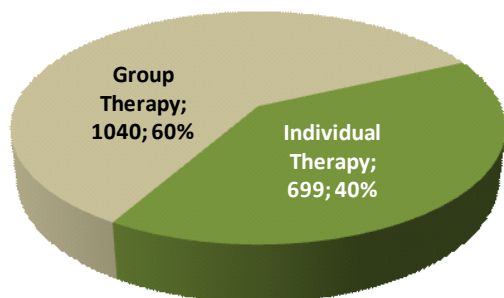
Wait time information is not available.

Length of Stay



Activity Statistics 2014-2015: Source Program Statistics

Number of Direct Activity Hours

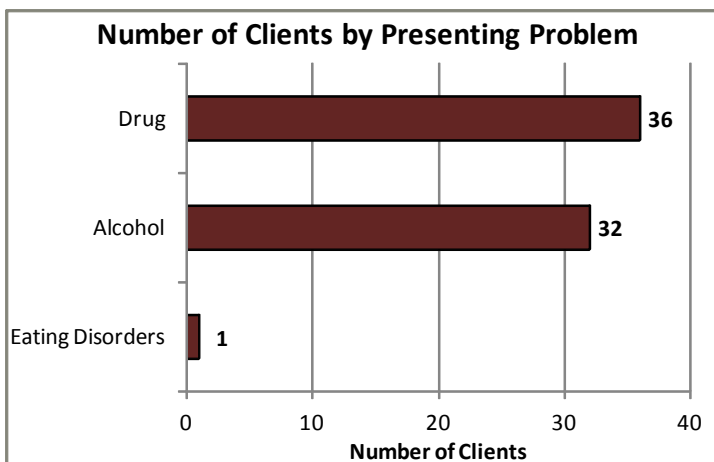
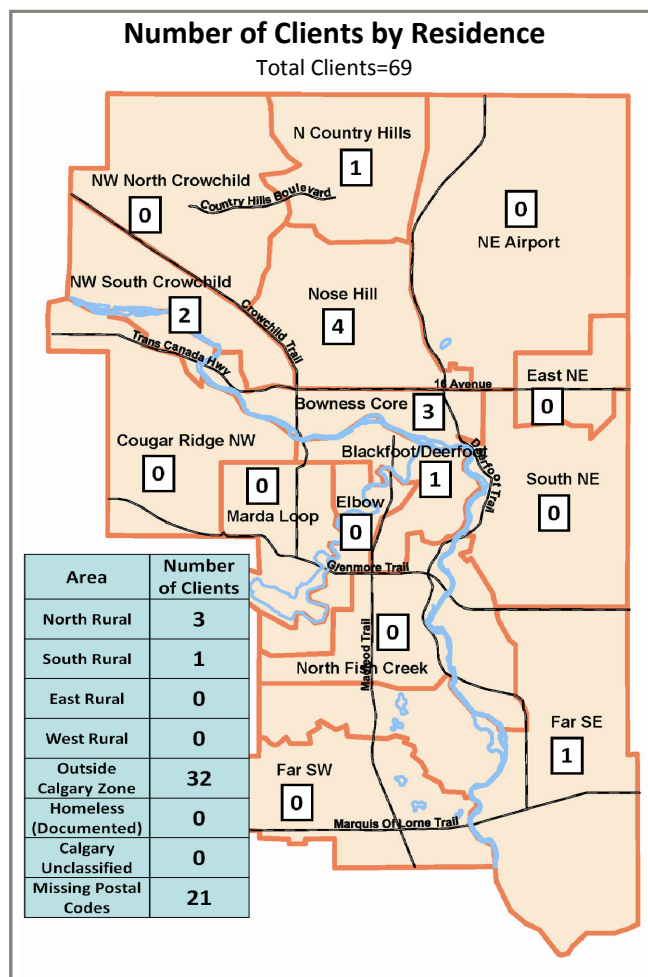
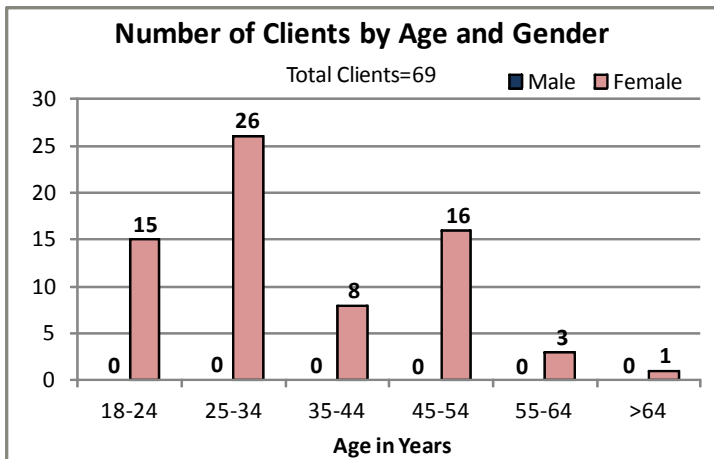


Registered Client Activity Totals

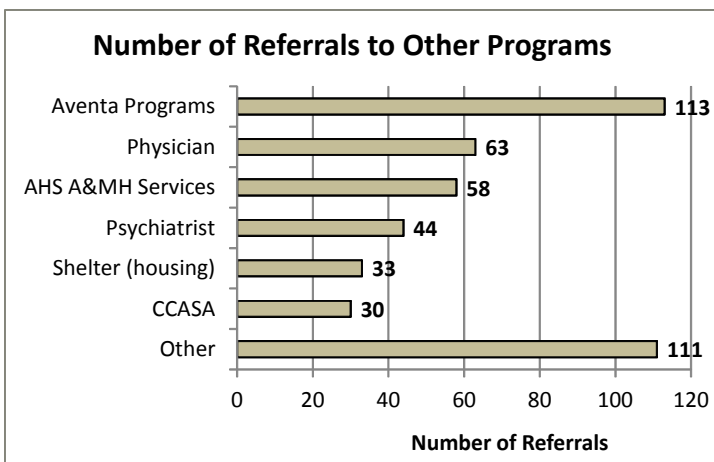
	Number	Duration (Hours)
Direct Activities	-	1739
Indirect Activities	-	-

Aventa - Phase III Long Term Residential

Client Statistics 2014-2015: Source Program Statistics



Referral and Discharge Disposition Statistics 2014-2015: Source Program Statistics



Discharge Disposition

Discharge disposition information is not available.

Calgary Alpha House

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

The purpose of the organization is to provide support and the promotion of well-being through several programs including shelter, detoxification, outreach, housing and encampment. The treatment is based on three primary stages: Harm Reduction philosophy, Change Model and Self Help recovery programs.

Program Statistics: Source Program Statistics

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

	2012-2013	2013-2014	2014-2015
Referrals	-	-	-
New Enrolments	1821	988	2085
Overall Registrations	-	988	2085
Unique Individuals Served	-	679	1171
Discharges	1552	967	1993

Calgary Alpha House was impacted severely by the flood of 2013 therefore 2013-2014 data in this report reflects October 2013 to March 2014.

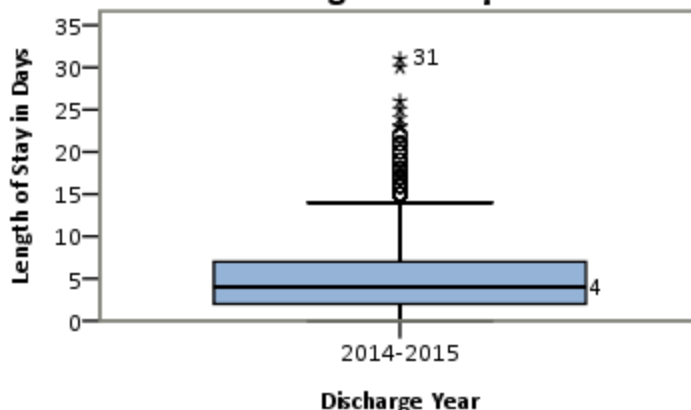
Wait Time and Length of Stay: Source Program Statistics

The box plots show how wait time and length of stay are distributed. The dark lines in the boxes represent the median.

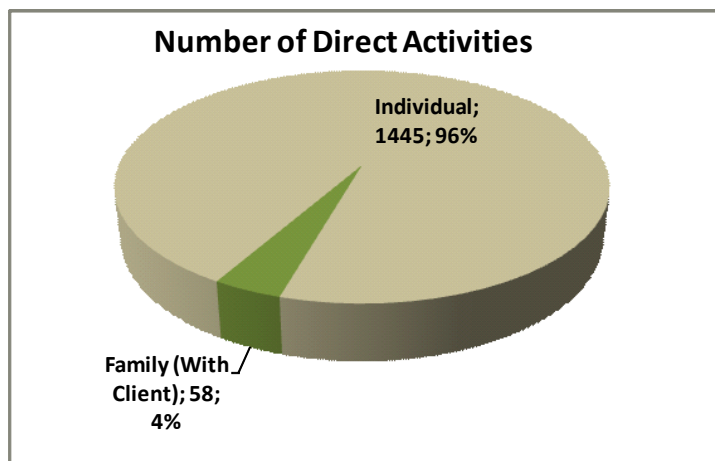
Wait Time

Wait time information is not available.

Length of Stay



Activity Statistics 2014-2015: Source Program Statistics



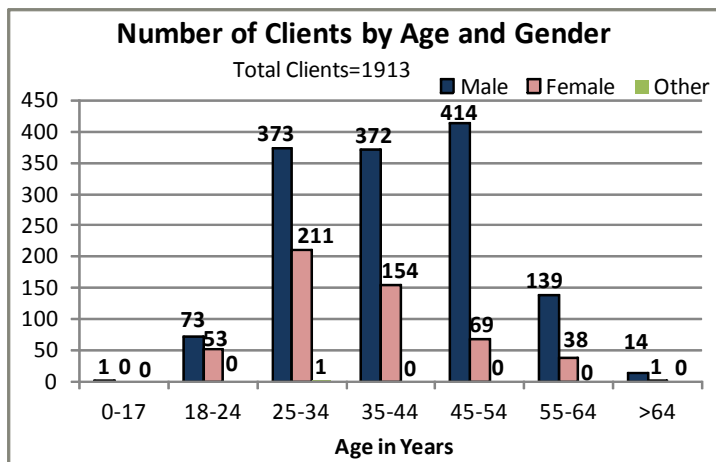
Registered Client Activity Totals		
	Number	Duration (Hours)
Direct Activities	1503	-
Indirect Activities	193	-

Group Activity Totals		
	# Sessions	# Attendees
Education	5	31
Skills	32	201
Counselling/Peer Support	456	10432

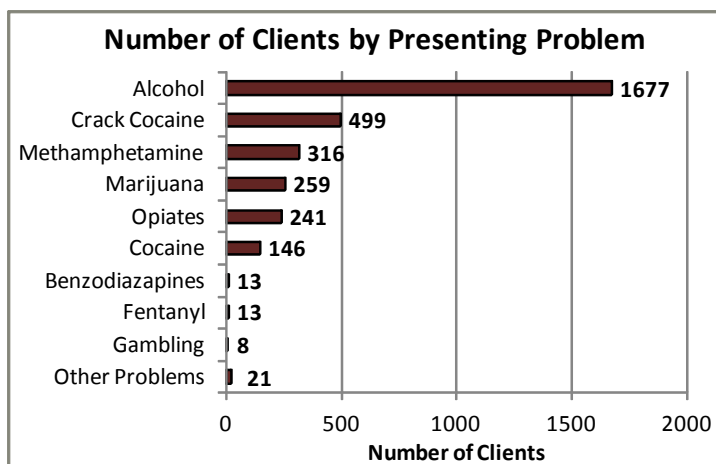
Prevention & Promotion Activity Totals		
	# Sessions	# Attendees
Public	23	328
Clients	1493	7642
Professionals	5	55

Calgary Alpha House

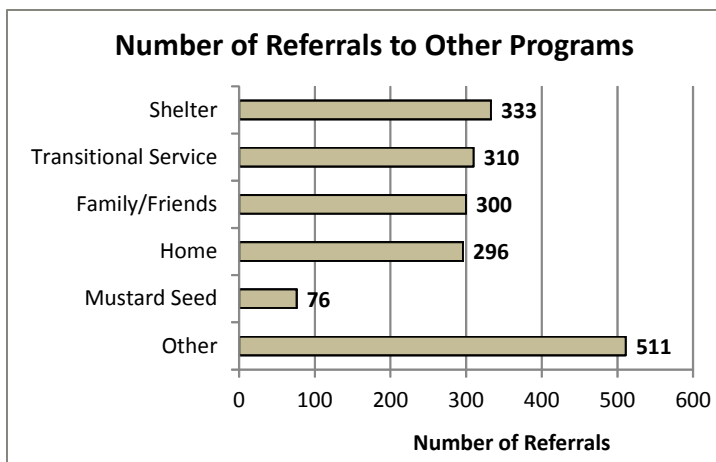
Client Statistics 2014-2015: Source Program Statistics



Note: 5 clients have an unknown age or gender.



Referral and Discharge Disposition Statistics 2014-2015: Source Program Statistics



Place of Residence

Place of residence information is not available.

Discharge Disposition

Discharge disposition information is not available.

Calgary Alternative Support Services - Creative Community Living Activities

Calgary Alternative Support Services (CASS) is a not-for-profit agency that provides support to people with disabilities. Creative Community Living Activities (CCLA) is a group day program created by CASS for adults suffering from severe and persistent mental illness.

This service provides ongoing assessment and support where qualified, experienced staff have a good understanding of group dynamics, therapeutic counselling modalities and crisis intervention providing a combination of medical and psychosocial approaches. The services ensure continuity of care to prevent or reduce the need for hospitalization.

Program Statistics: Source Program Statistics

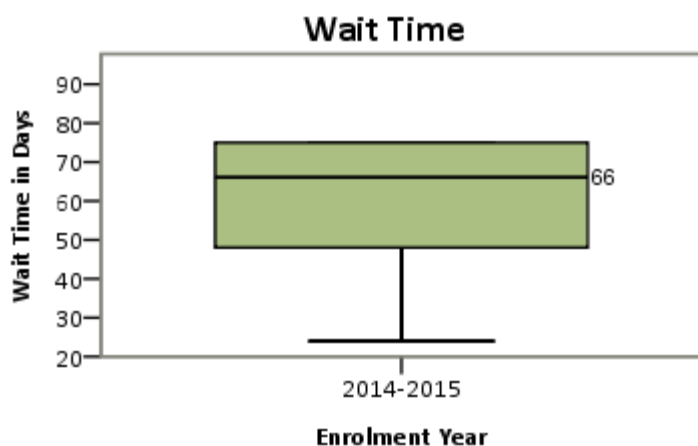
For information on interpreting the program and client statistics presented in this report, see Appendix A.

	2012-2013	2013-2014	2014-2015
Referrals	-	-	3
New Enrolments	-	13	5
Overall Registrations	-	2776	57
Unique Individuals Served	-	54	57
Discharges	-	11	7

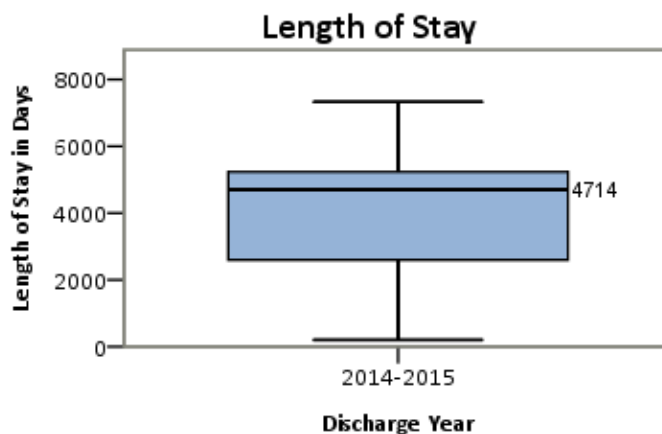
Data for previous fiscal years was not received in fiscal year format therefore cannot be reported. Client statistics are reported for unique individuals served. Previous year's overall registrations was a count of client activity rather than client registrations.

Wait Time and Length of Stay: Source Program Statistics

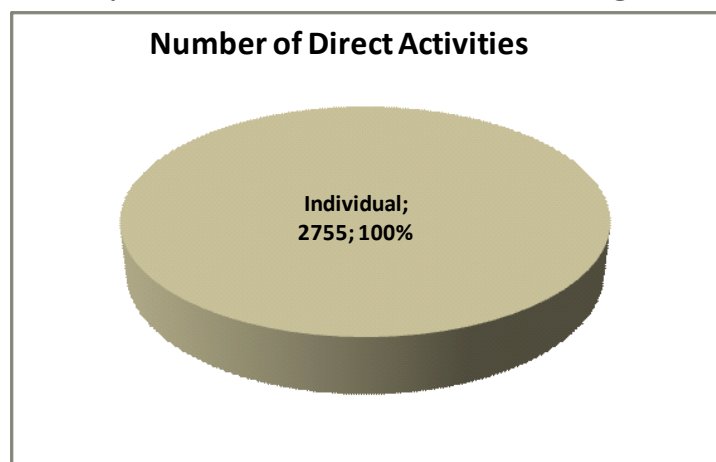
The box plots show how wait time and length of stay are distributed. The dark lines in the boxes represent the median.



Note: 1 outlier over 400 days is not displayed.



Activity Statistics 2014-2015: Source Program Statistics

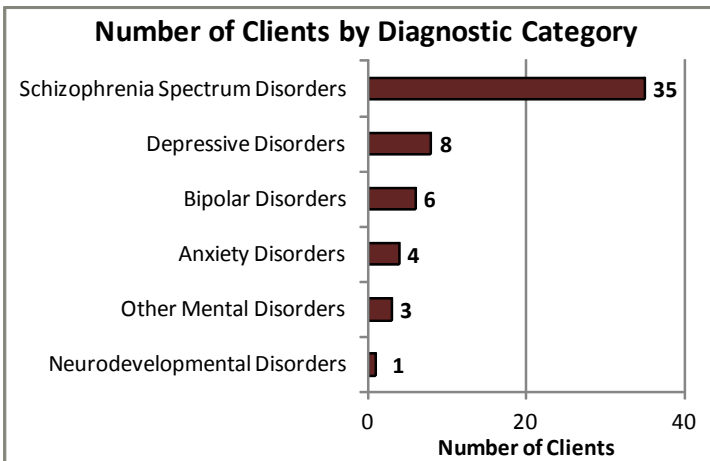
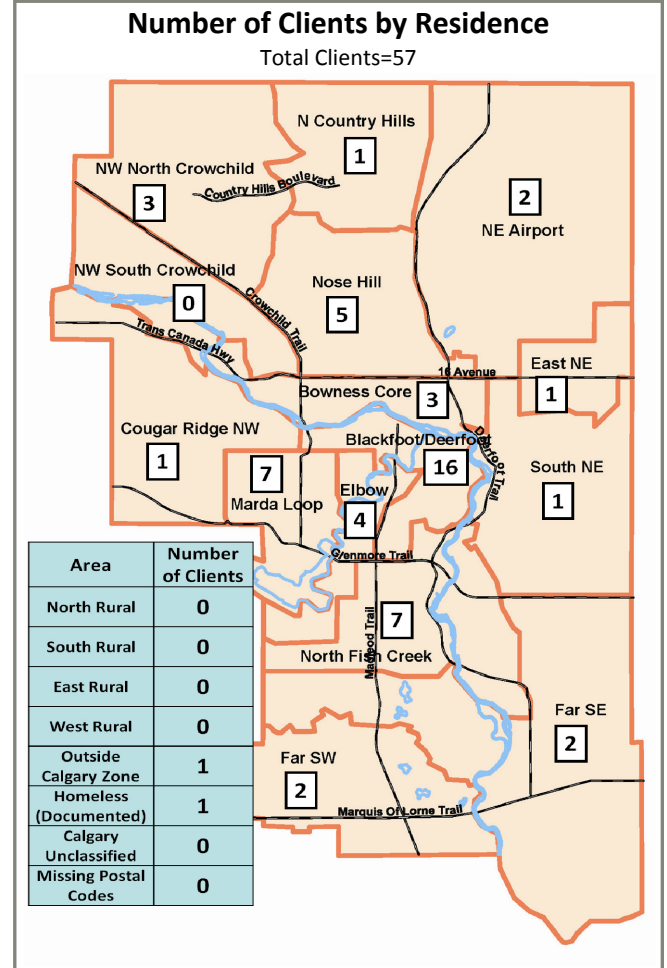
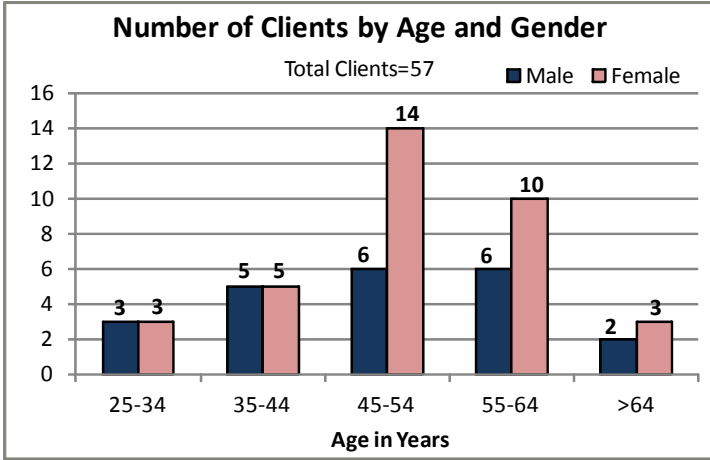


Registered Client Activity Totals		
	Number	Duration (Hours)
Direct Activities	2755	-
Indirect Activities	89	-

Group Activity Totals		
	# Attendees	Hours
Education	533	251
Skills	1611	532
Counselling and Peer Support	611	315

Calgary Alternative Support Services - Creative Community Living Activities

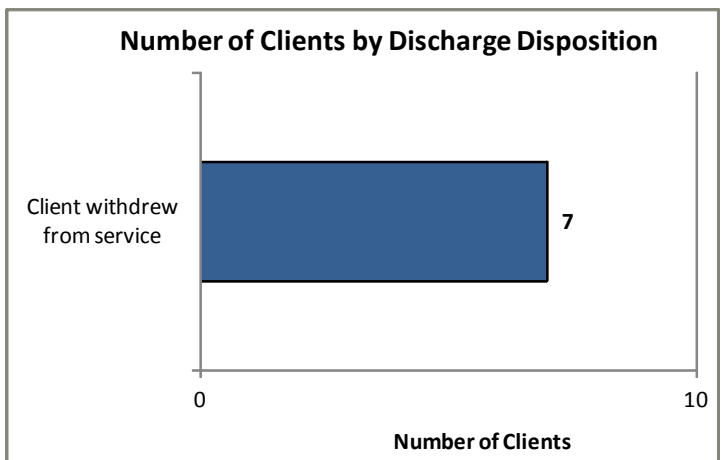
Client Statistics 2014-2015: Source Program Statistics



Referral and Discharge Disposition Statistics 2014-2015: Source Program Statistics

Referrals to Other Programs

Referral information is not available.



Calgary Association of Self Help - Community Supports & Skill Development

The Calgary Association of Self Help (CASH) is a community mental health centre that provides support to promote the abilities of adults with mental illness. The mission is accomplished through skill development, support counselling and social/leisure services.

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

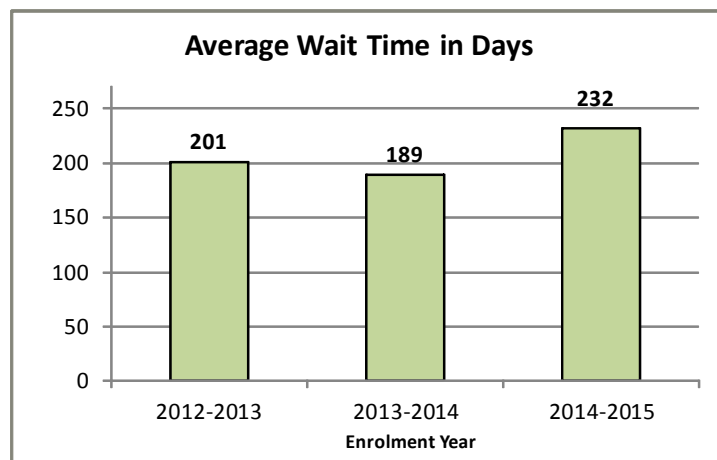
Program Statistics: Source Program Statistics

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

	2012-2013	2013-2014	2014-2015
Referrals	325	345	313
New Enrolments	148	148	123
Overall Registrations	325	345	313
Unique Individuals Served	-	-	-
Discharges	128	155	169

Data on unique individuals served and length of stay are not available.

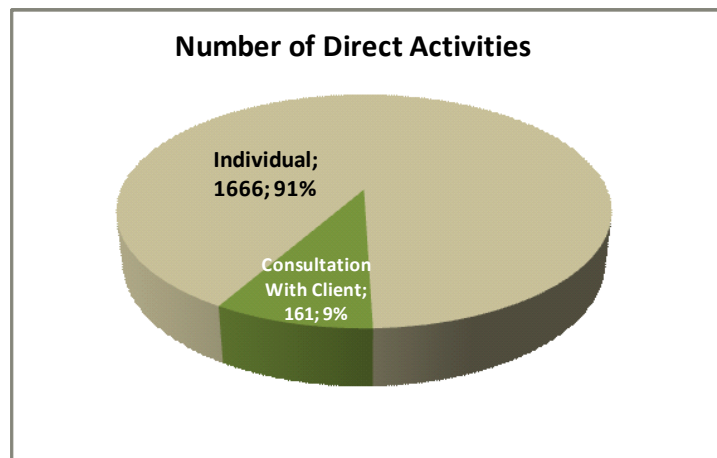
Wait Time and Length of Stay: Source Program Statistics



Length of Stay

Length of stay information is not available.

Activity Statistics 2014-2015: Source Program Statistics

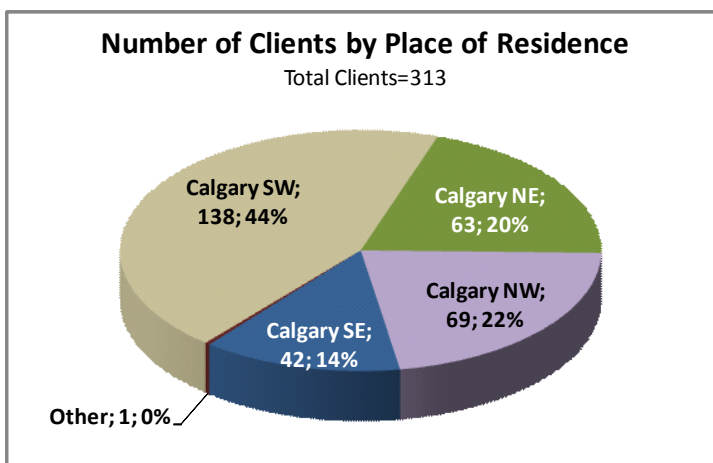
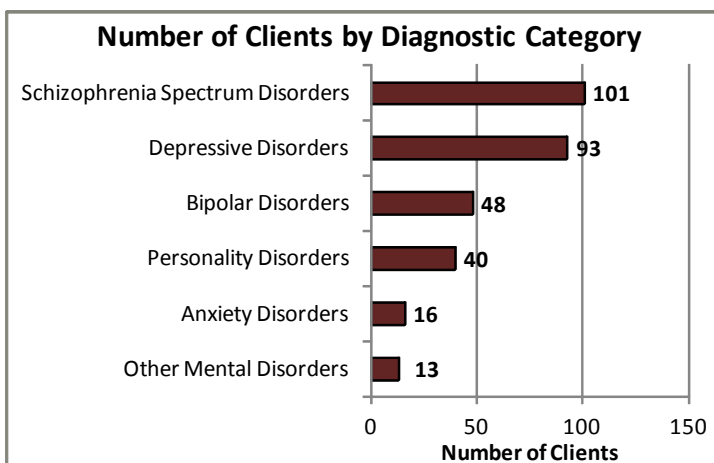
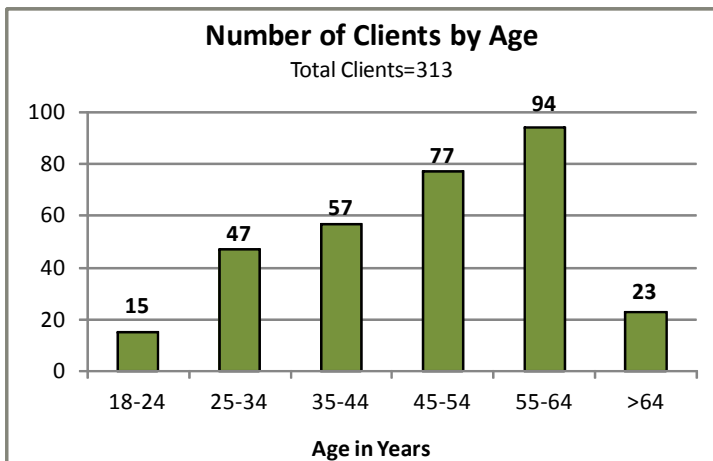
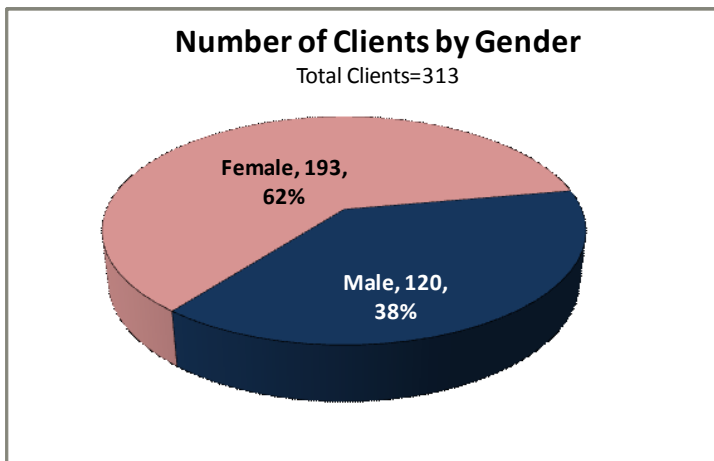


	Number	Duration (Hours)
Direct Activities	1827	-
Indirect Activities	324	-

	# Sessions	# Attendees
Art Program	441	1818
Recycling program	380	1438
Writers Club	237	1257
Occupational & Leisure Skills	288	2529
Creative Arts	137	1085
Activities of Daily Living	172	172
Life Skills/Initiatives	139	1551
Mental Health Support Groups	81	1393

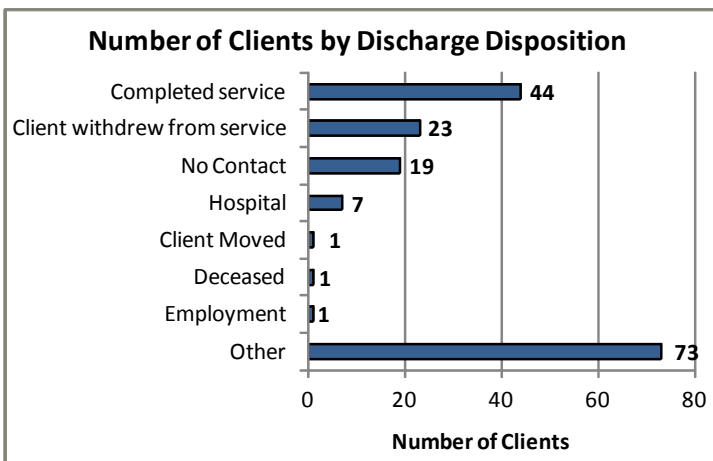
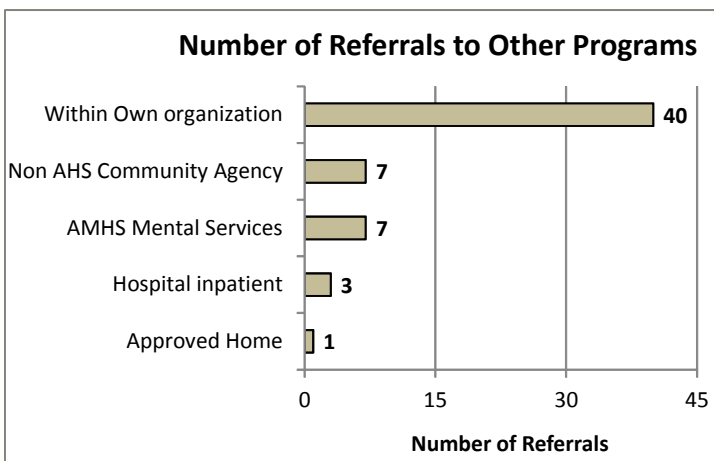
Calgary Association of Self Help - Community Supports & Skill Development

Client Statistics 2014-2015: Source Program Statistics



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

Referral and Discharge Disposition Statistics 2014-2015: Source Program Statistics



Calgary Association of Self Help - Resource/Activity Centre

The Calgary Association of Self Help (CASH) provides a wide range of programs and services which are specialized to the needs of people with a mental illness and help to prevent relapse and promote wellness. The program's 'drop-in' format supports the principle of self determination.

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

Program Statistics: Source Program Statistics

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

	2012-2013	2013-2014	2014-2015
Referrals	963	913	908
New Enrolments	168	147	161
Overall Registrations	963	913	908
Unique Individuals Served	963	913	908
Discharges	197	166	171

Wait time and length of stay information is not available.

Wait Time and Length of Stay: Source N/A

Wait Time

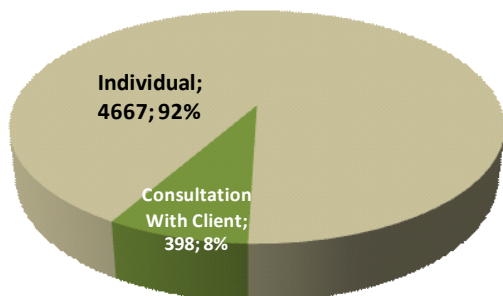
Wait time information is not available.

Length of Stay

Length of stay information is not available.

Activity Statistics 2014-2015: Source Program Statistics

Number of Direct Activities



Registered Client Activity Totals		
	Number	Duration (Hours)
Direct Activities	5065	-
Indirect Activities	409	-

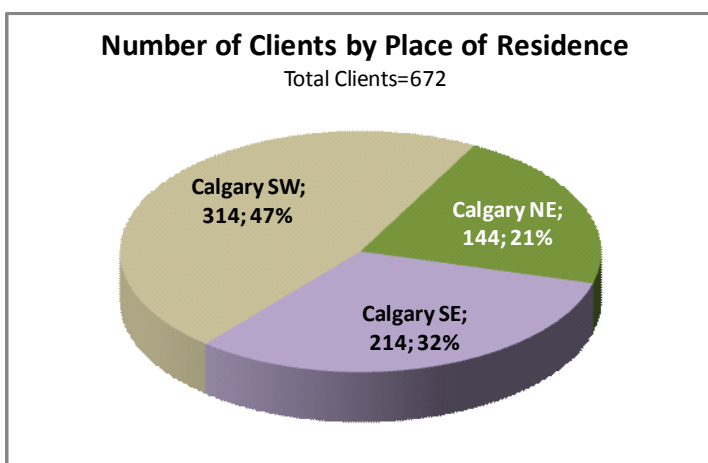
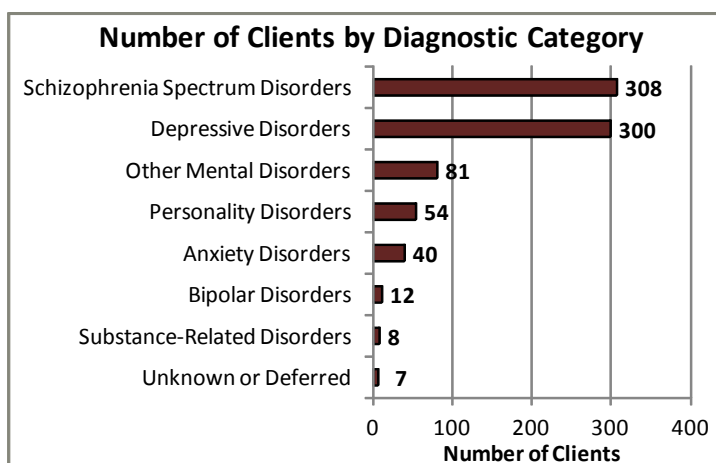
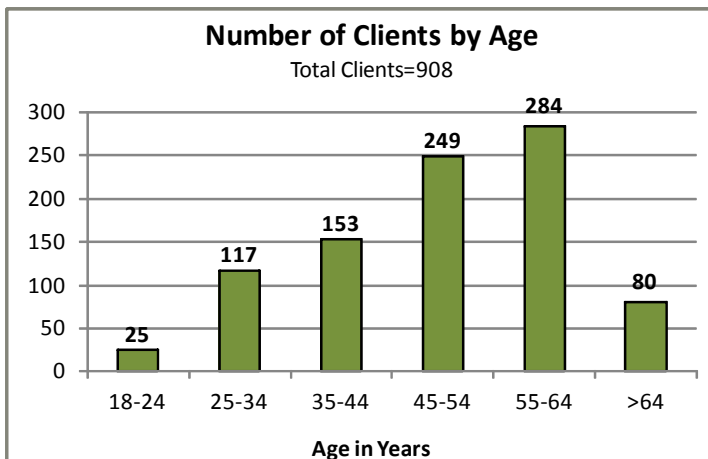
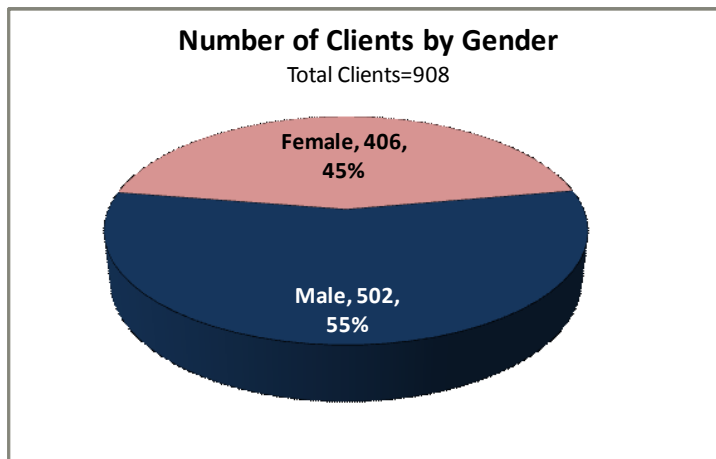
Group Activity Totals		
	# Sessions	# Attendees
Noon Hour Games	460	3903
Group Table Games	374	1669
Bingo	103	1388
Looking Good/Feeling Good	98	1586
Community Outings	78	504
Hobby Crafts	71	935
Structured Good Activities	61	634
Relaxation Group	42	205
Special Event Activities	33	730
Coffee talk	24	117
Membership Meeting	21	591
Addiction Group	21	57
Movies	20	145
Drama Group	20	114
Healthy Choices	18	89
Kitchen Kapers	17	65

Group Activity Totals

	# Sessions	# Attendees
Soup and Sandwiches	16	405
Drumming Circle/Rhythm Cradle	12	62
Wake Up Café	7	141
Karaoke	7	122
Out of Town Outings	5	159
Holiday Meals	4	378

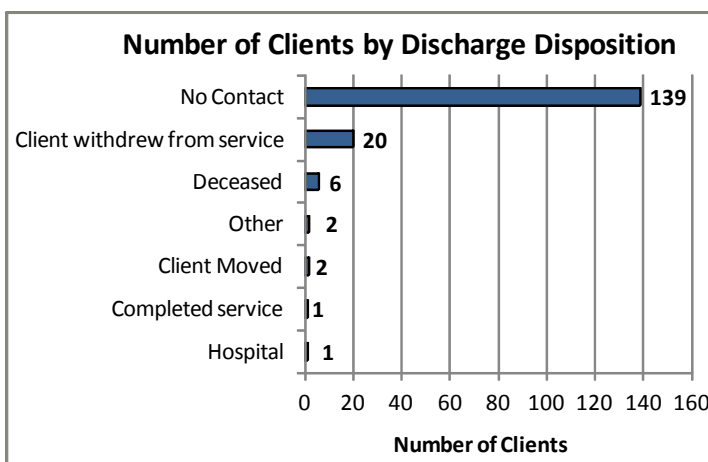
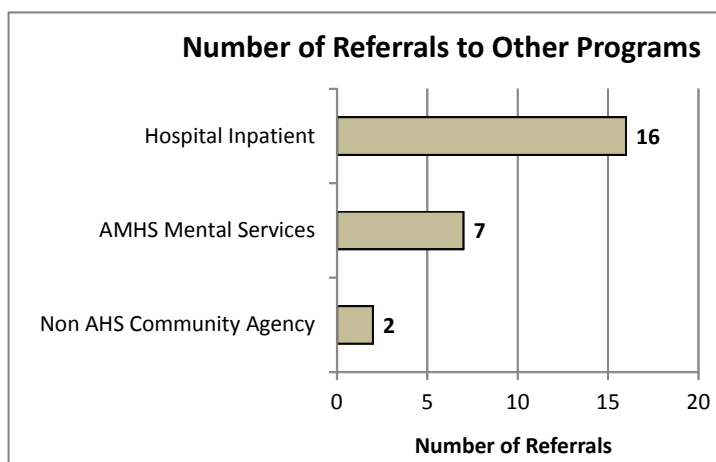
Calgary Association of Self Help - Resource/Activity Centre

Client Statistics 2014-2015: Source Program Statistics



Note: 66 clients with unknown place of residence.

Referral and Discharge Disposition Statistics 2014-2015: Source Program Statistics



CMHA - Continuing Connections

The Continuing Connections program supports and sustains individuals 18-65 years of age residing in partnering long term care centres. These individuals have either a primary or secondary diagnosis of mental illness. The objectives of the program are to assist individuals to increase their confidence and to facilitate healthy living, while restoring hope.

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

Program Statistics: Source Program Statistics

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

	2012-2013	2013-2014	2014-2015
Referrals	-	-	-
New Enrolments	22	39	28
Overall Registrations	59	70	85
Unique Individuals Served	59	68	84
Discharges	27	14	27

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

Wait Time and Length of Stay: Source Program Statistics

Wait Time

Wait time information is not available.

Length of Stay

The average length of stay from enrolment to discharge for Continuing Connections is 643 days.

Activity Statistics 2014-2015: Source Program Statistics

Number of Direct Activities

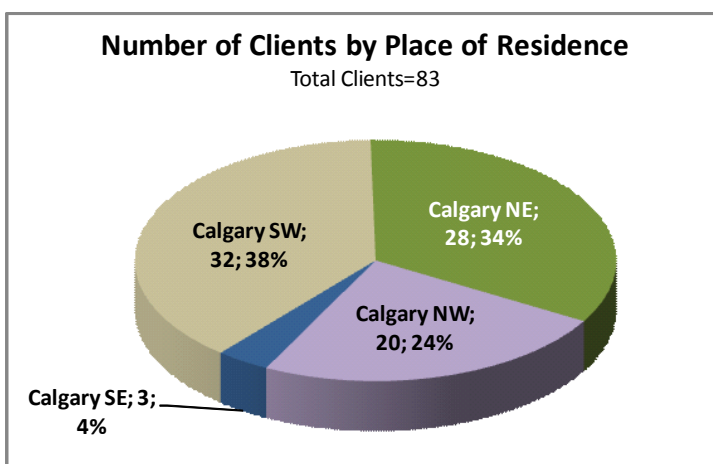
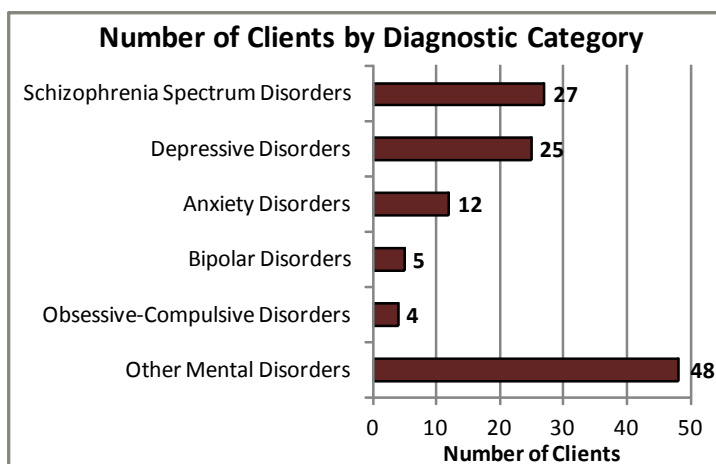
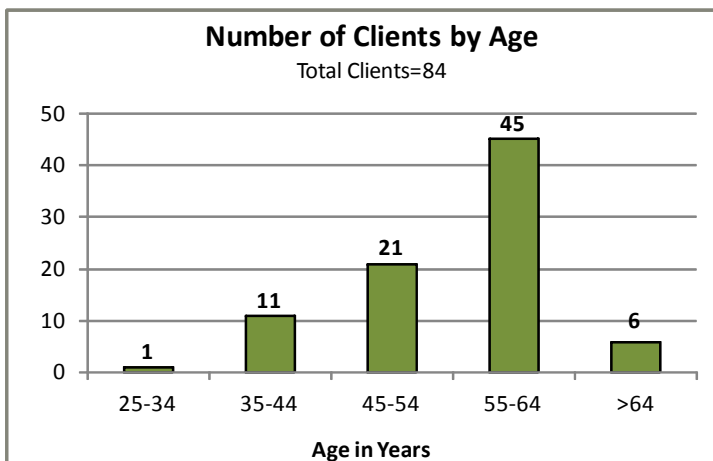
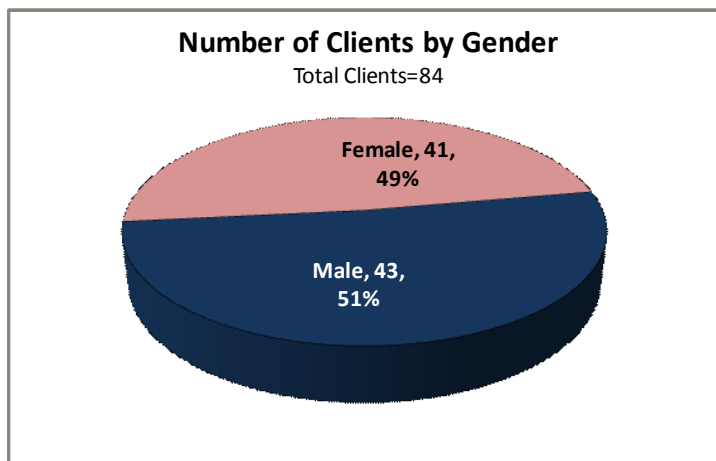


Registered Client Activity Totals

	Number	Duration (Hours)
Direct Activities	1187	-
Indirect Activities	-	-

CMHA - Continuing Connections

Client Statistics 2014-2015: Source Program Statistics

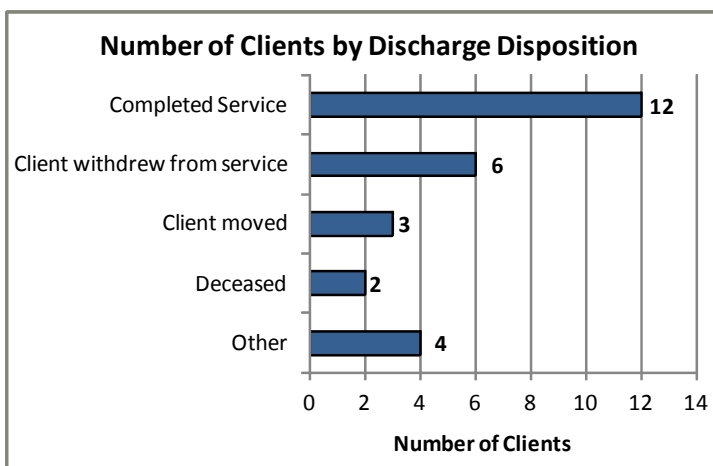


Note: 1 client has an unknown place of residence.

Referral and Discharge Disposition Statistics 2014-2015: Source Program Statistics

Referrals to Other Programs

Referral information is not available.



CMHA - Hamilton House

The Post Discharge Transition Program (Hamilton House) provides an intensive level of transitional support for individuals diagnosed with a mental disorder whose skills for independent living have been compromised as a result of their illness and who are unable to access other mental health housing programs in the community.

CMHA staff include: a program manager, 2 full-time staff, relief staff, a program nurse and access to a psychiatrist through AHS who provides consultation and medication management support. This is a group living site that provides a more intensive level of support to allow for community stabilization prior to transition to more permanent housing.

Program Statistics: Source Program Statistics

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

	2012-2013	2013-2014	2014-2015
Referrals	-	-	-
New Enrolments	20	22	20
Overall Registrations	26	30	31
Unique Individuals Served	25	31	29
Discharges	14	22	22

This program is a partnership between Alberta Health Services and the Canadian Mental Health Association (CMHA). The data reported here reflects the CMHA component.

Wait Time and Length of Stay: Source Program Statistics

Wait Time

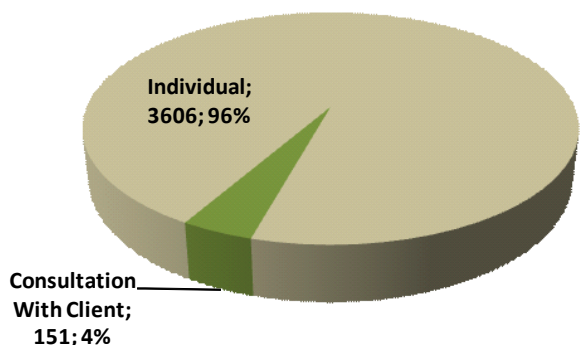
Wait time information is not available.

Length of Stay

The average length of stay from enrolment to discharge for Hamilton House is 153 days.

Activity Statistics 2014-2015: Source Program Statistics

Number of Direct Activities



Registered Client Activity Totals

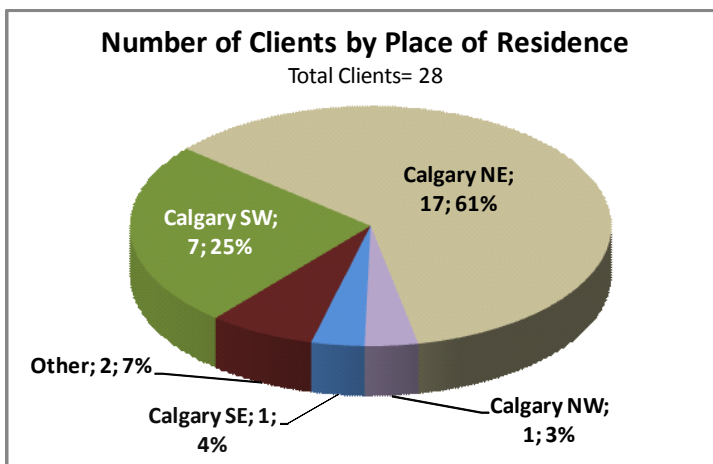
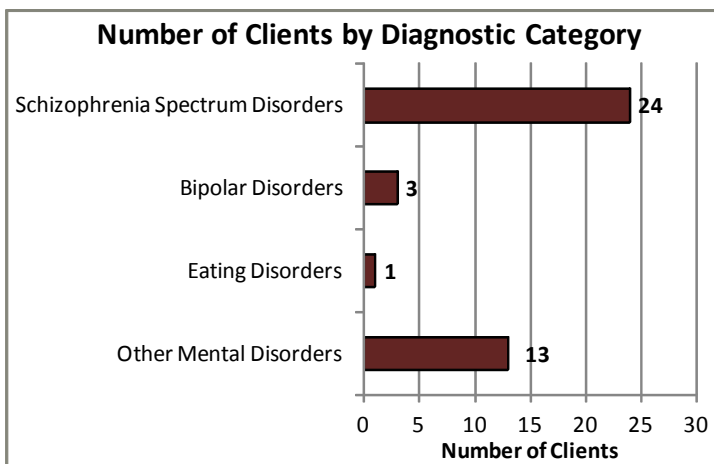
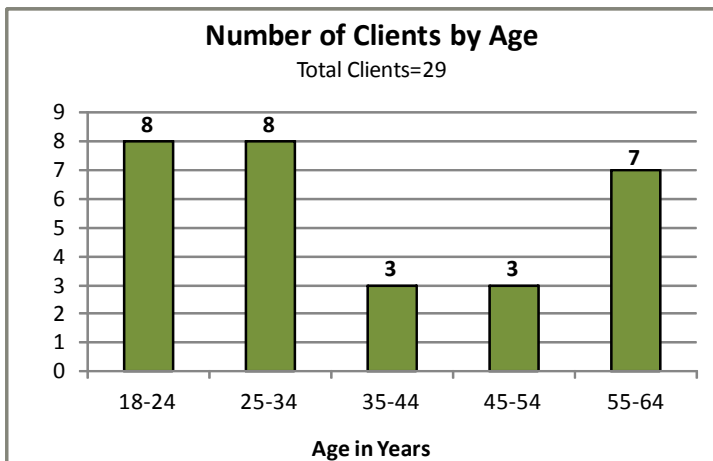
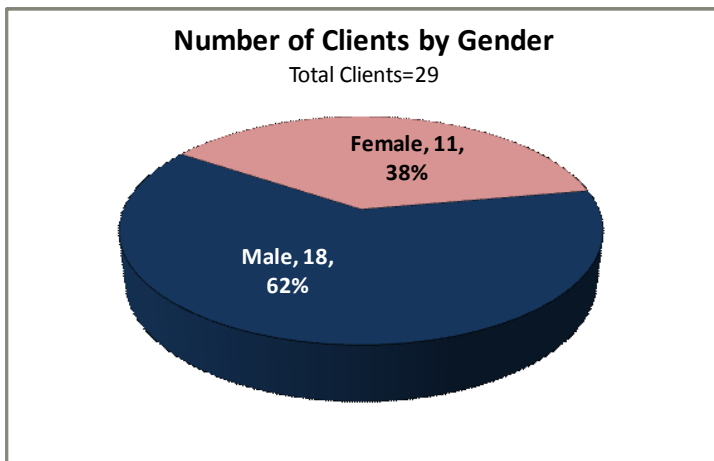
	Number	Duration (Hours)
Direct Activities	3757	-
Indirect Activities	11	-

Group Activity Totals

	# Sessions	# Attendees	Hours
Education	40	269	-
Counselling	1	5	-
Peer Support	50	166	-

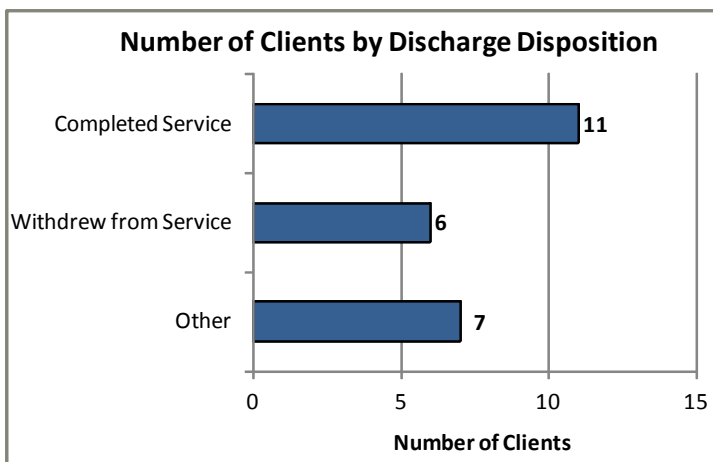
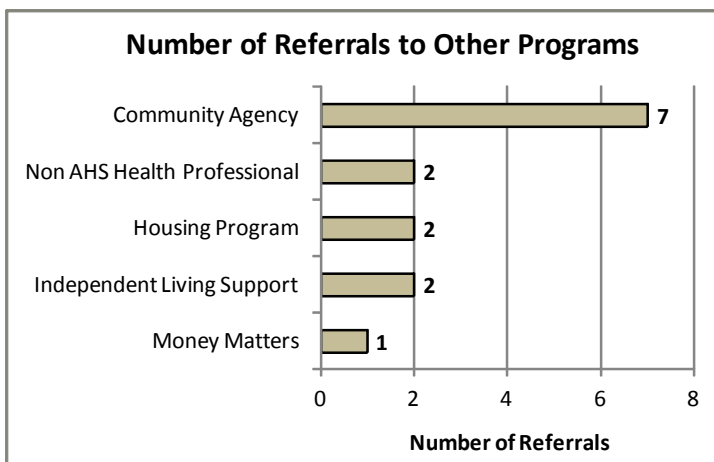
CMHA - Hamilton House

Client Statistics 2014-2015: Source Program Statistics



Note: 1 client has an unknown place of residence.

Referral and Discharge Disposition Statistics 2014-2015: Source Program Statistics



CMHA - Independent Living Support Program

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

The services provided by Independent Living Support include finding suitable accommodations, establishment of support networks, development of daily living skills and recreational opportunities. Assistance is offered at various mental health clinics and throughout the community.

Program Statistics: Source Program Statistics

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

	2012-2013	2013-2014	2014-2015
Referrals	-	-	-
New Enrolments	242	241	240
Overall Registrations	422	468	488
Unique Individuals Served	422	432	474
Discharges	207	230	247

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

Wait Time and Length of Stay: Source Program Statistics

Wait Time

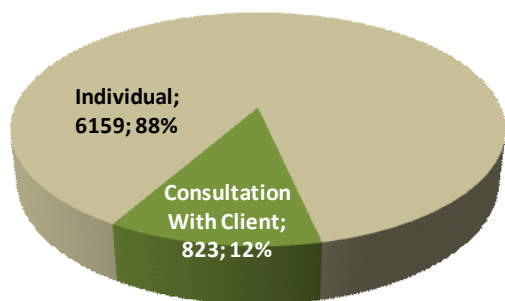
Wait time information is not available.

Length of Stay

The average length of stay from enrolment to discharge for Independent Living Support is 363 days.

Activity Statistics 2014-2015: Source Program Statistics

Number of Direct Activities



Registered Client Activity Totals

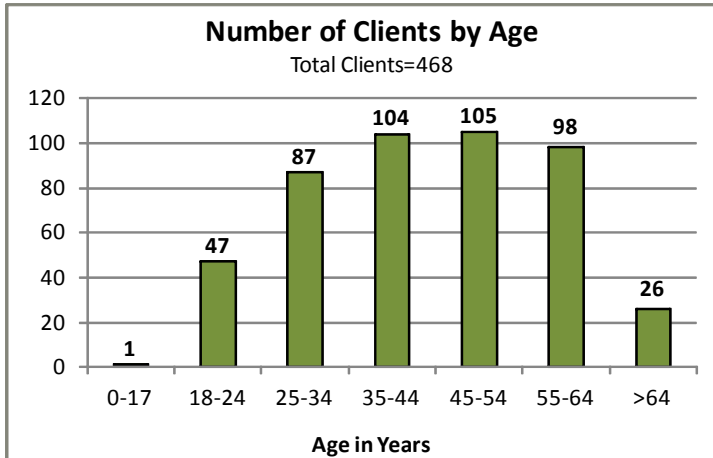
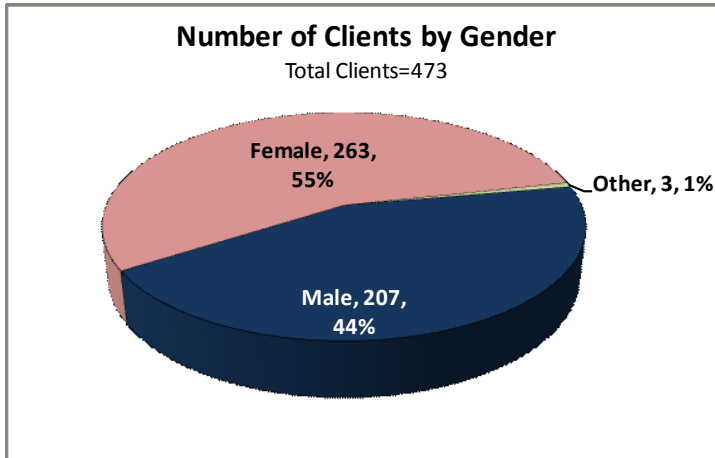
	Number	Duration (Hours)
Direct Activities	6982	-
Indirect Activities	66	-

Group Activity Totals

	# Sessions	# Attendees	Hours
Money Matters	32	16	64
Skills for Life	32	16	64
Pro-Active You	24	10	24

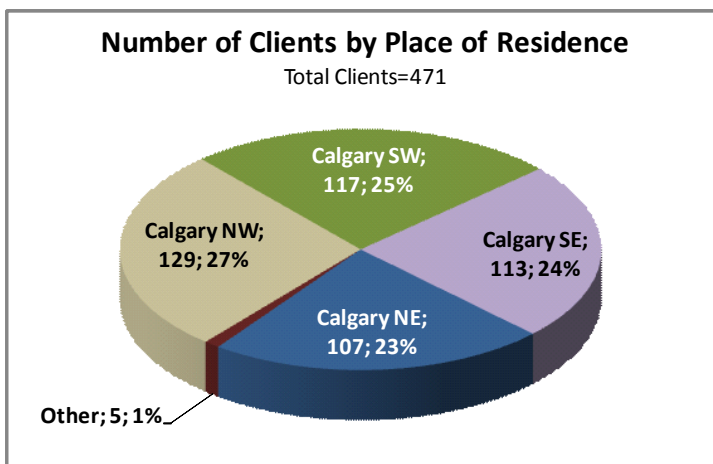
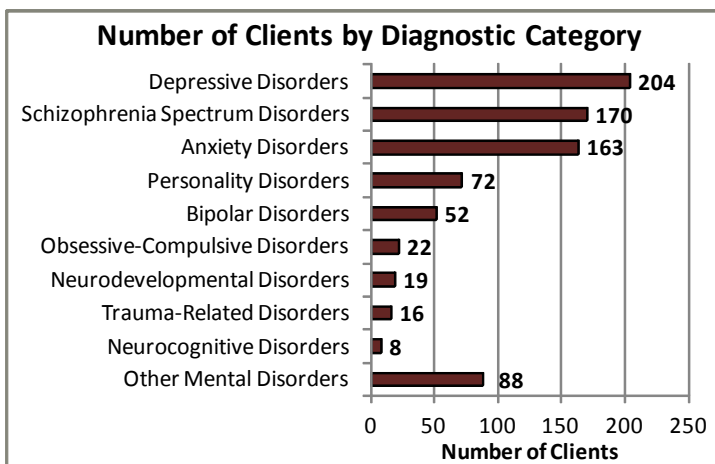
CMHA - Independent Living Support Program

Client Statistics 2014-2015: Source Program Statistics



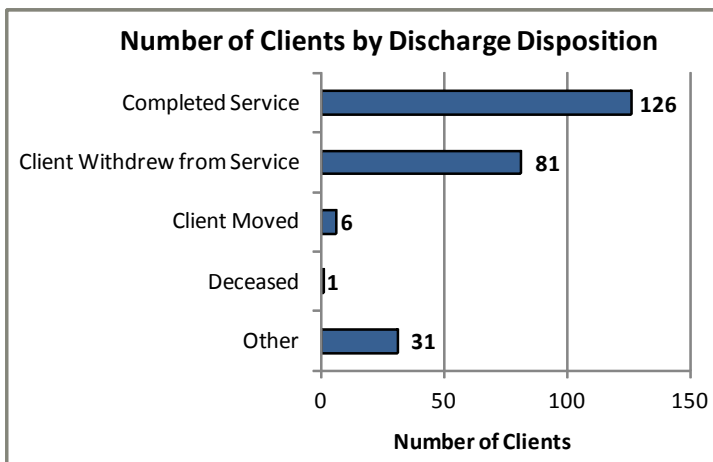
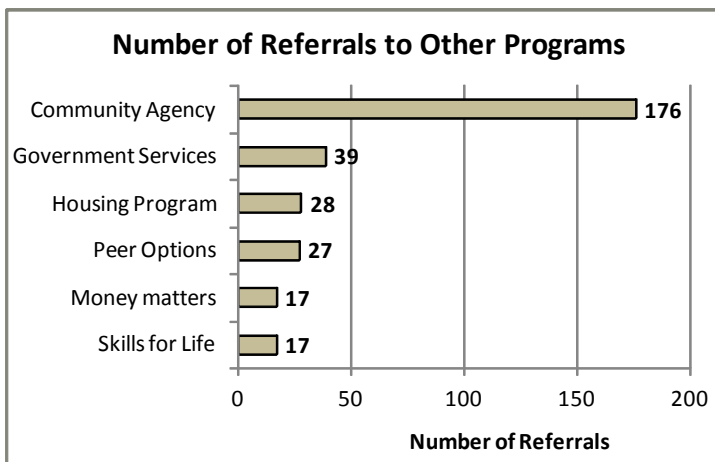
Note: 1 client has an unknown gender.

Note: 6 clients have an unknown date of birth.



Note: 3 clients have an unknown place of residence.

Referral and Discharge Disposition Statistics 2014-2015: Source Program Statistics



CMHA - Leisure Recreation

The Leisure Recreation program promotes client wellness and community integration by allowing adults with mental disorders to participate and learn interpersonal skills within the structure of social/recreational activities. Clients must have an identified mental disorder, be 18 years of age or older, and a client of the Canadian Mental Health Association.

There are 3 stages within the Leisure Recreation program that will meet the needs of participants. The 3 stages are: 1) Starter groups such as walking or bowling groups 2) Mid-range groups such as half-day trips and lunches outside the city 3) Experienced groups such as full day trips (hiking).

Program Statistics: Source Program Statistics

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

	2012-2013	2013-2014	2014-2015
Referrals	-	-	-
New Enrolments	85	84	83
Overall Registrations	198	187	178
Unique Individuals Served	183	160	151
Discharges	106	85	93

Referral and wait time information are not available.

Wait Time and Length of Stay: Source Program Statistics

Wait Time

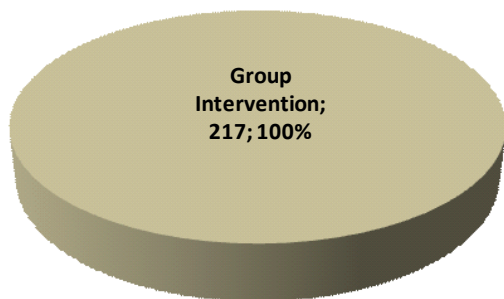
Wait time information is not available.

Length of Stay

The average length of stay from enrolment to discharge for Leisure Recreation is 446 days.

Activity Statistics 2014-2015: Source Program Statistics

Number of Direct Activities



Registered Client Activity Totals

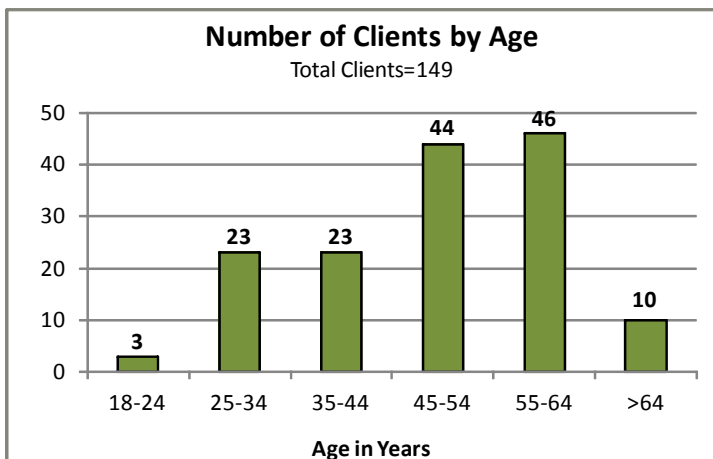
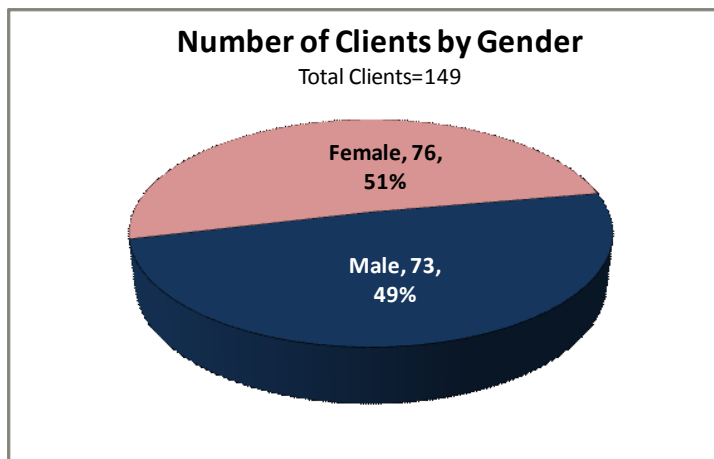
	Number	Duration (Hours)
Direct Activities	217	-
Indirect Activities	-	-

Group Activity Totals

	# Sessions	# Attendees	Hours
Peer Support	40	217	-

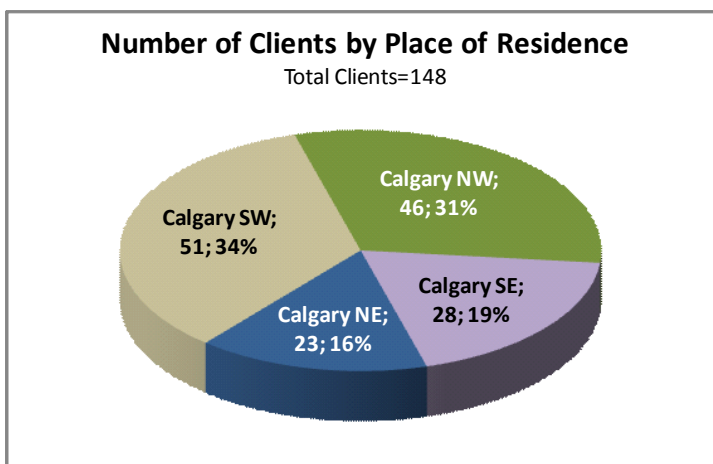
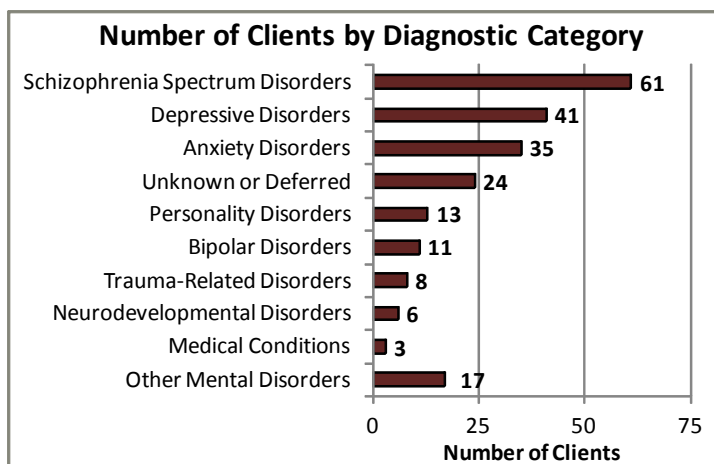
CMHA - Leisure Recreation

Client Statistics 2014-2015: Source Program Statistics



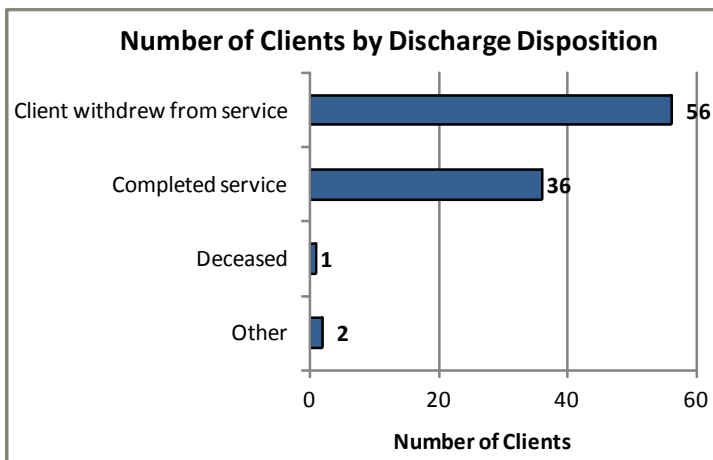
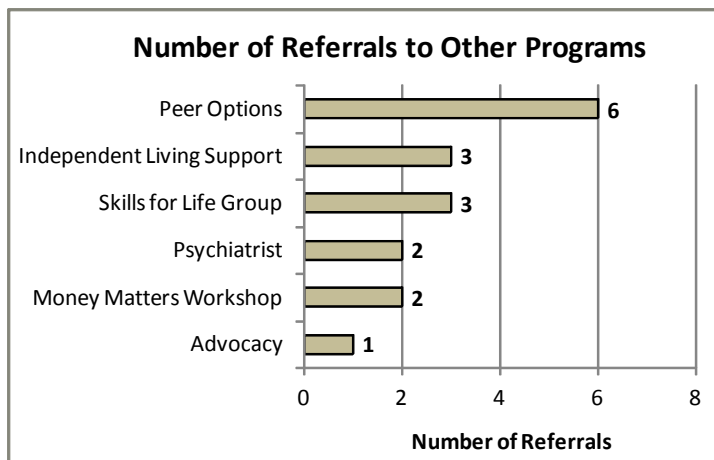
Note: 2 clients have an unknown gender.

Note: 2 clients have an unknown date of birth.



Note: 3 clients have an unknown place of residence.

Referral and Discharge Disposition Statistics 2014-2015: Source Program Statistics



CMHA - Peer Options

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

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

Program Statistics: Source Program Statistics

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

	2012-2013	2013-2014	2014-2015
Referrals	-	-	-
New Enrolments	117	83	98
Overall Registrations	246	243	224
Unique Individuals Served	246	182	220
Discharges	87	124	107

Referral, wait time and length of stay information is not available for the Canadian Mental Health Association (CMHA) - Peer Options. All direct activities for Peer Options consist of group activities only.

Wait Time and Length of Stay: Source Program Statistics

Wait Time

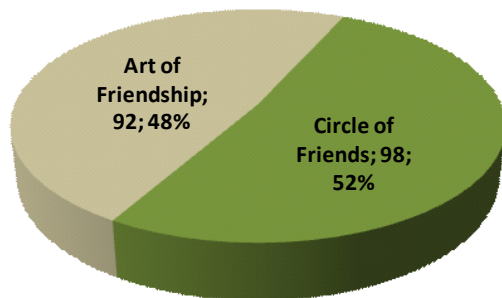
Wait time information is not available.

Length of Stay

The average length of stay from enrolment to discharge for Peer Options is 480 days.

Activity Statistics 2014-2015: Source Program Statistics

Number of Group Sessions



Registered Client Activity Totals

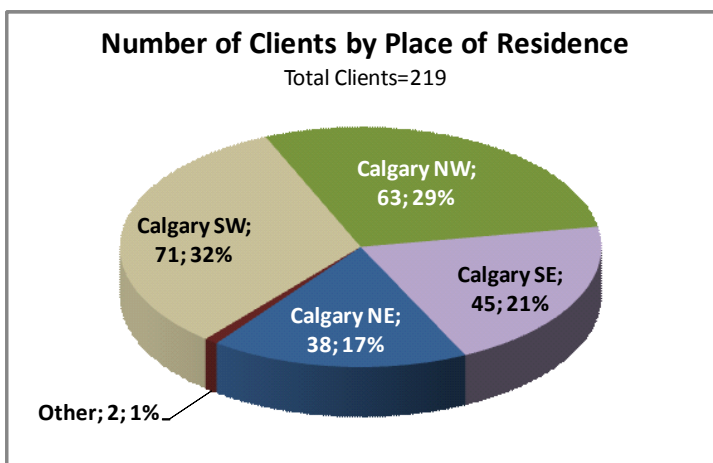
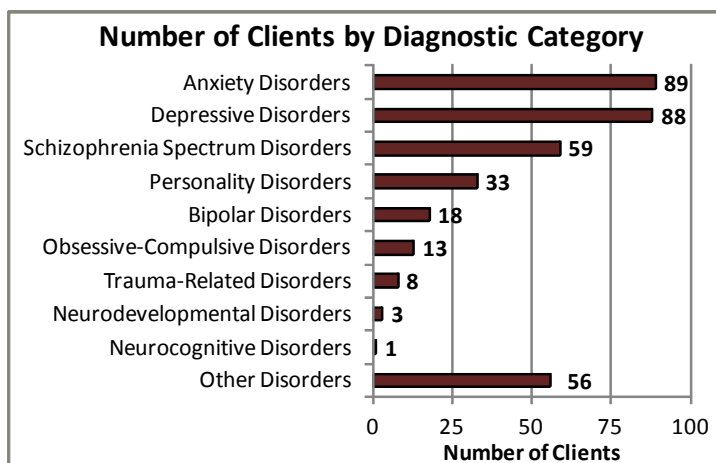
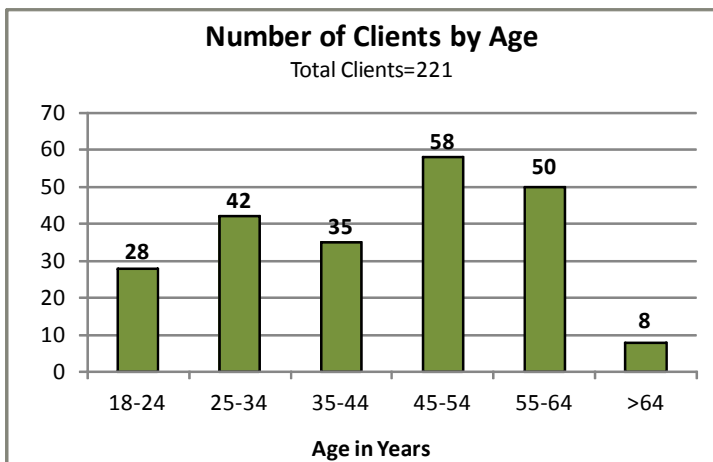
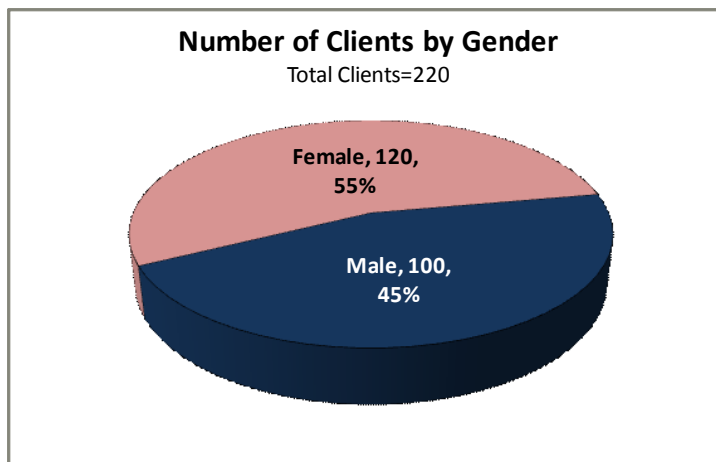
	Number	Duration (Hours)
Direct Activities	190	428
Indirect Activities	-	-

Group Activity Totals

	# Sessions	# Attendees	Hours
Art of Friendship	92	578	183
Circle of Friends	98	1778	245

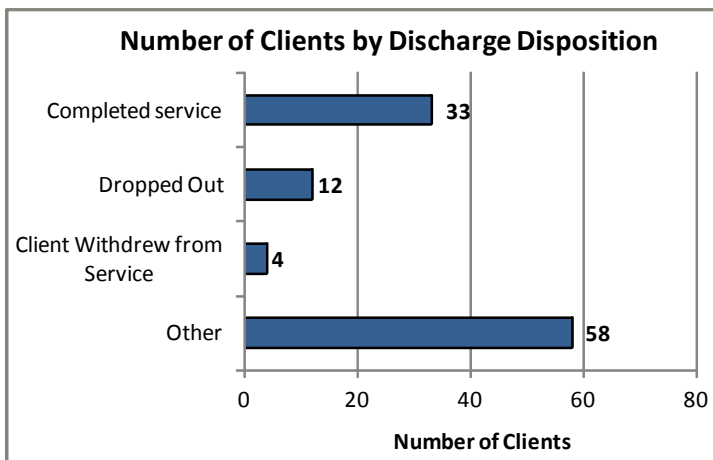
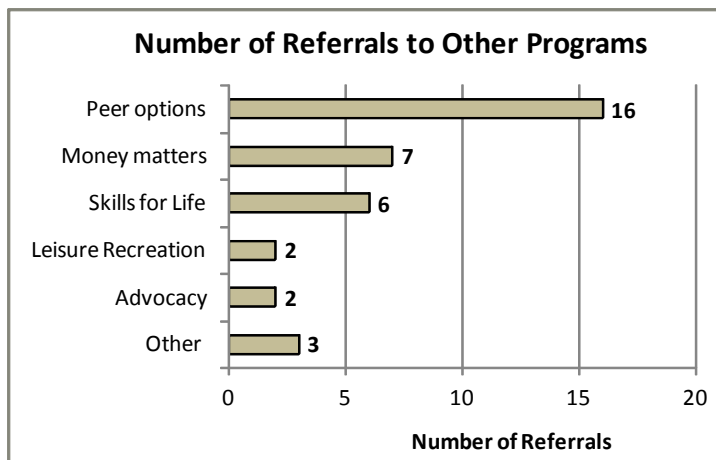
CMHA - Peer Options

Client Statistics 2014-2015: Source Program Statistics



Note: 1 client has an unknown place of residence.

Referral and Discharge Disposition Statistics 2014-2015: Source Program Statistics



CMHA - Roberts House

Roberts House is a 9 bed group home supportive housing program with 24 hour supports for individuals over 18 years of age with a severe and persistent primary Axis I mental illness and specifically those individuals with an unnecessary length of stay on an inpatient psychiatric unit in the Calgary Zone.

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

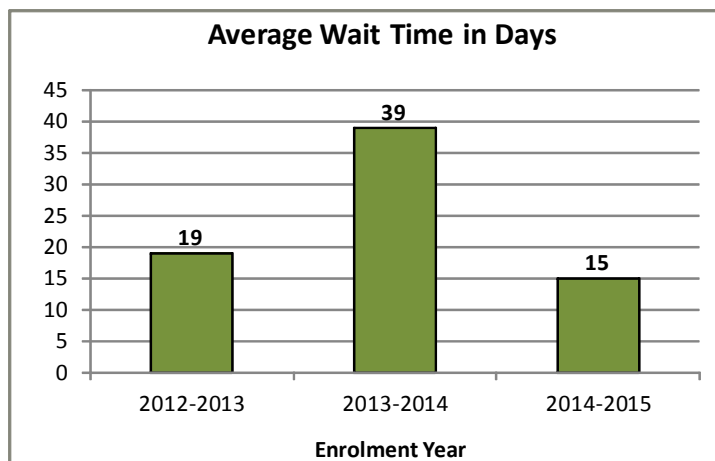
Program Statistics: Source Program Statistics

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

	2012-2013	2013-2014	2014-2015
Referrals	-	-	-
New Enrolments	7	18	19
Overall Registrations	15	27	29
Unique Individuals Served	15	26	28
Discharges	7	17	22

Roberts House was a new AHS service in September 2012. This program is a partnership between Alberta Health Services and the Canadian Mental Health Association (CMHA).

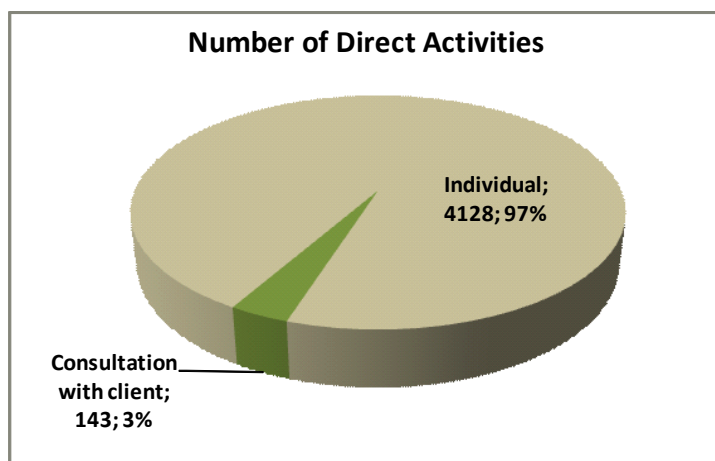
Wait Time and Length of Stay: Source Program Statistics



Length of Stay

The average length of stay from enrolment to discharge for Roberts House is 166 days.

Activity Statistics 2014-2015: Source Program Statistics

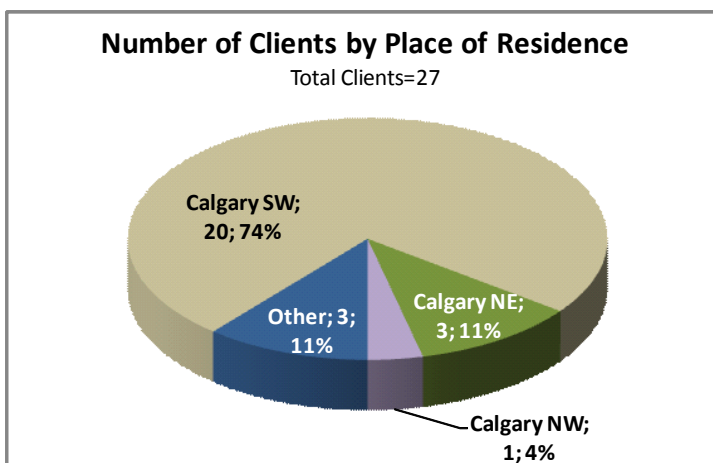
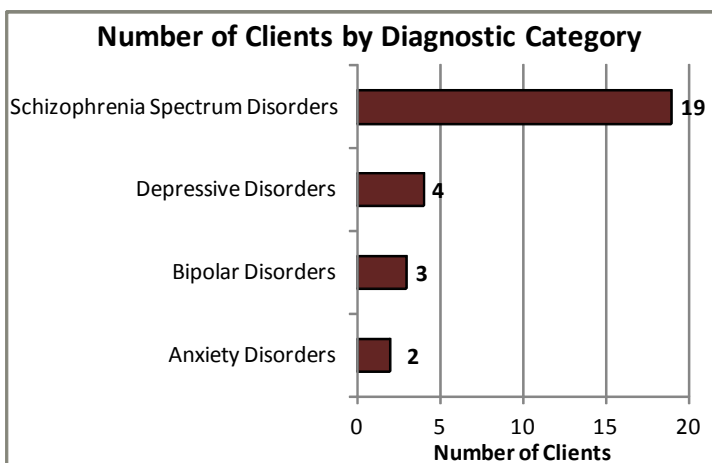
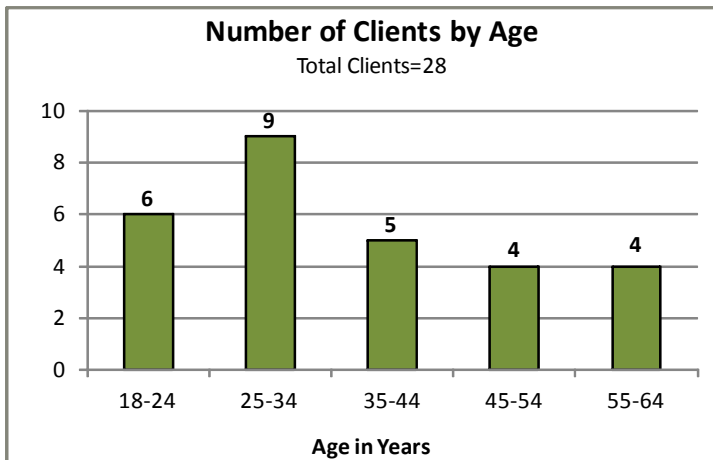
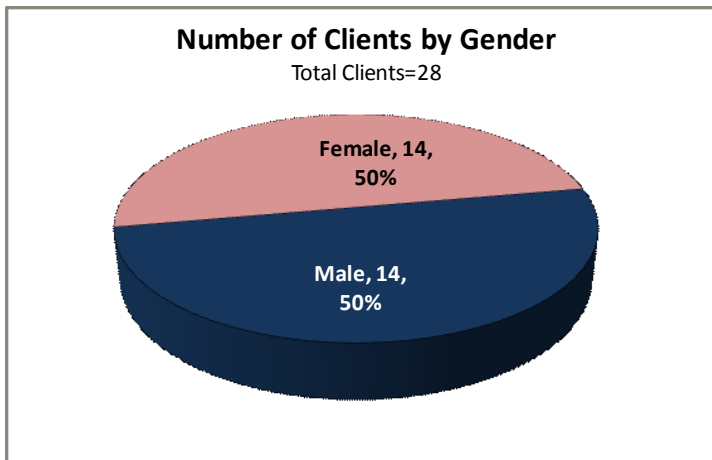


	Number	Duration (Hours)
Direct Activities	4271	-
Indirect Activities	156	-

	# Sessions	# Attendees	Hours
Education	4	34	-
Counselling	16	74	-
Peer Support	49	191	-

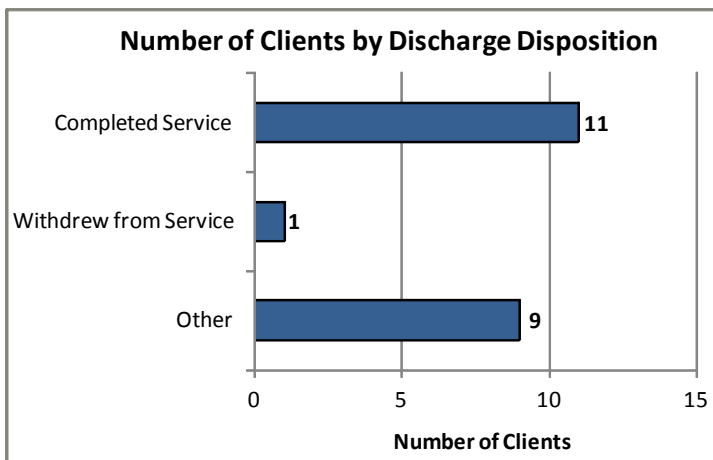
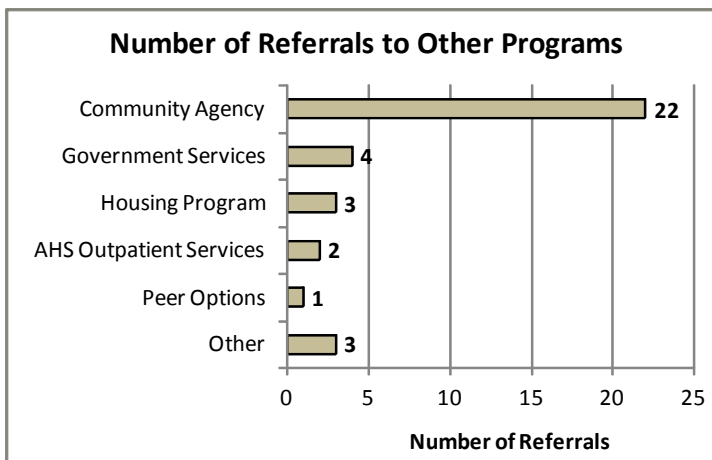
CMHA - Roberts House

Client Statistics 2014-2015: Source Program Statistics



Note: 1 client has an unknown place of residence.

Referral and Discharge Disposition Statistics 2014-2015: Source Program Statistics



CMHA - Street Outreach & Stabilization

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

Services include extensive outreach efforts to engage homeless persons. The objective is 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 re-occurrence of homelessness.

Program Statistics: Source Program Statistics

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

	2012-2013	2013-2014	2014-2015
Referrals	-	-	-
New Enrolments	214	96	87
Overall Registrations	317	247	268
Unique Individuals Served	317	152	267
Discharges	176	69	33

The data reported here combines the following Canadian Mental Health Association (CMHA) programs: Street Outreach & Stabilization, SOS Aboriginal Outreach & SOS Transitional Housing. Referral, wait time and length of stay information is not available. Client statistics are reported for unique individuals served. Due to the transient nature of population served, clients may be registered but seen infrequently.

Wait Time and Length of Stay: Source Program Statistics

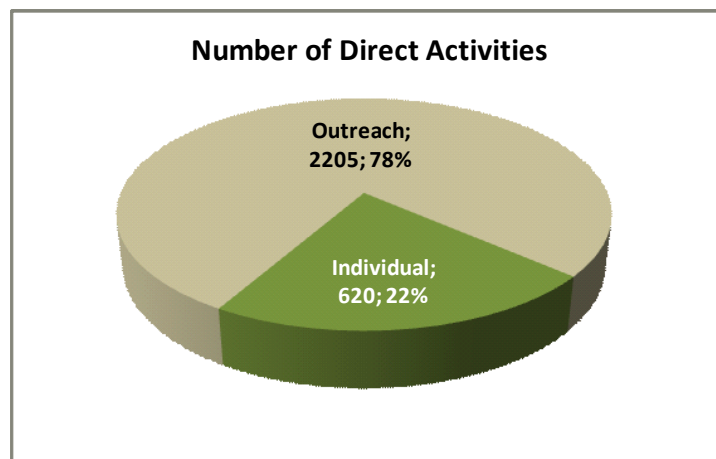
Wait Time

Wait time information is not available.

Length of Stay

The average length of stay from enrolment to discharge for Street Outreach & Stabilization is 297 days.

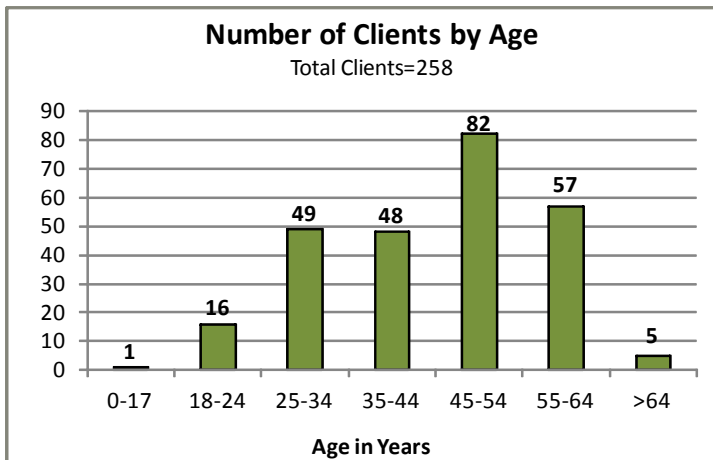
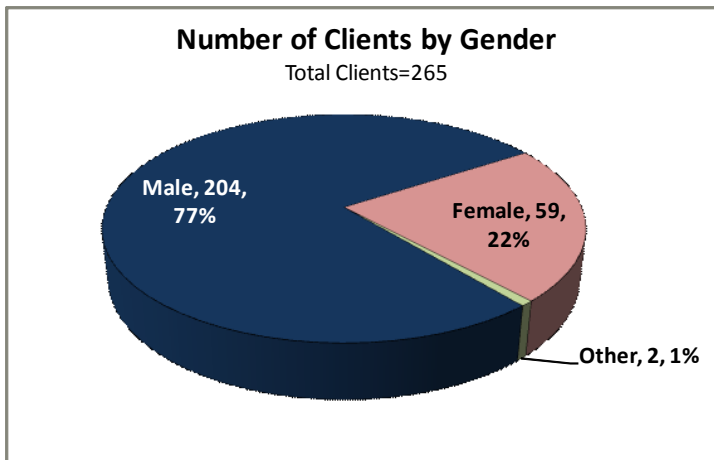
Activity Statistics 2014-2015: Source Program Statistics



Registered Client Activity Totals		
	Number	Duration (Hours)
Direct Activities	2825	-
Indirect Activities	47	-

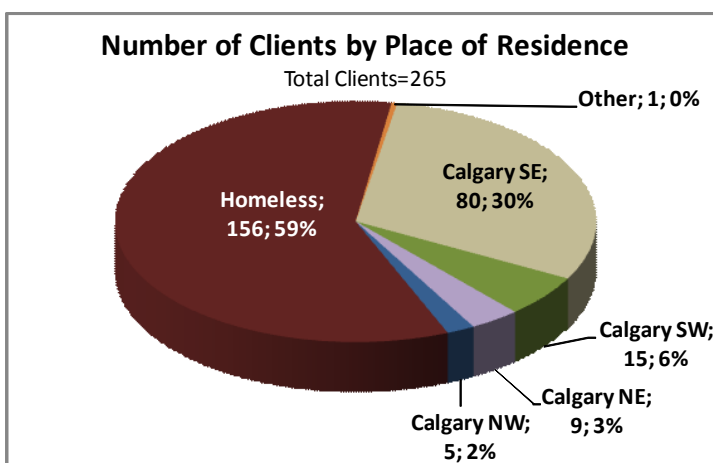
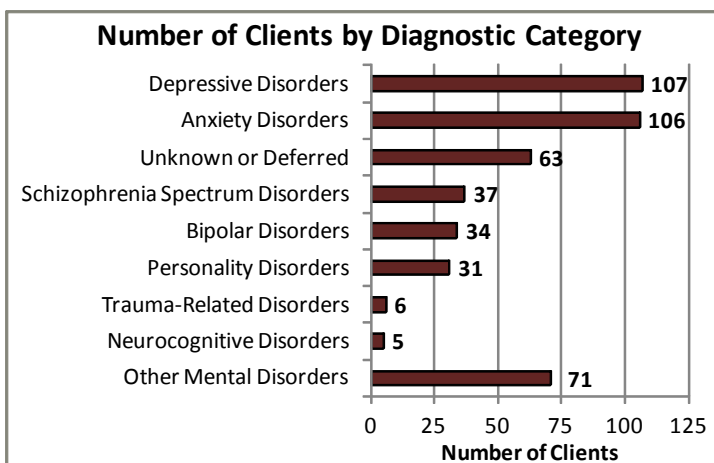
CMHA - Street Outreach & Stabilization

Client Statistics 2014-2015: Source Program Statistics



Note: 2 clients have an unknown gender.

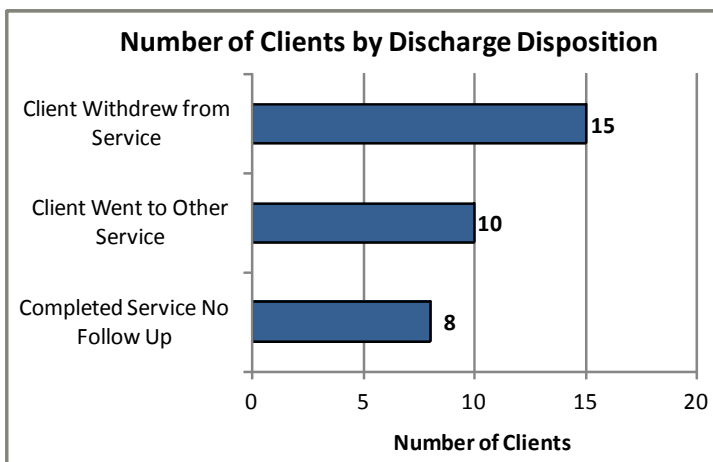
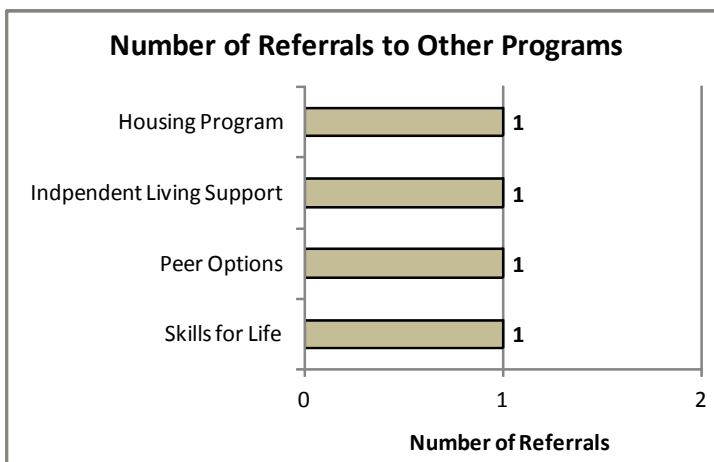
Note: 9 clients have an unknown date of birth.



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

Note: 2 clients have an unknown place of residence.

Referral and Discharge Disposition Statistics 2014-2015: Source Program Statistics



CMHA - Supportive Living (Aggregate)

The Supportive Living Program supports individuals with a severe and persistent mental disorder resulting in reduced ability to live independently. The program emphasizes individual strengths, encouraging the use of personal, family and community-based resources to maintain an optimal level of mental health and a community living status.

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

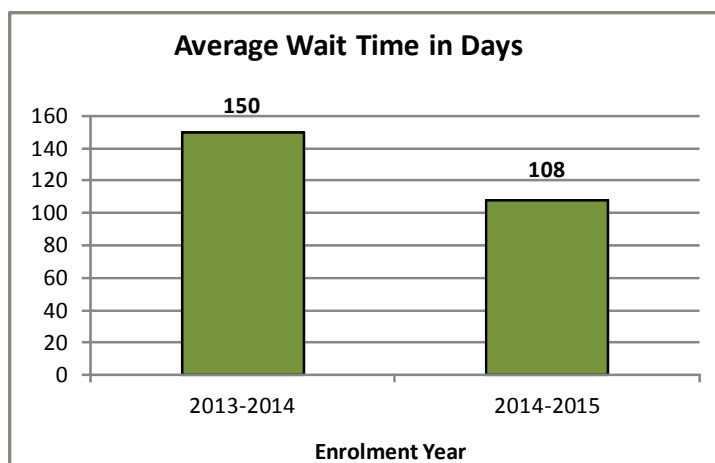
Program Statistics: Source Program Statistics

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

	2012-2013	2013-2014	2014-2015
Referrals	-	-	-
New Enrolments	24	21	27
Overall Registrations	164	149	157
Unique Individuals Served	160	149	155
Discharges	18	26	26

The data reported here combines the following Canadian Mental Health Association (CMHA) Supportive Living Group Homes: Marguerite House and Miner House, as well as the following Supportive Living Apartments: Horizon 8, Horizon 14, Horizon West, Bob Ward and Alice Bissett Place.

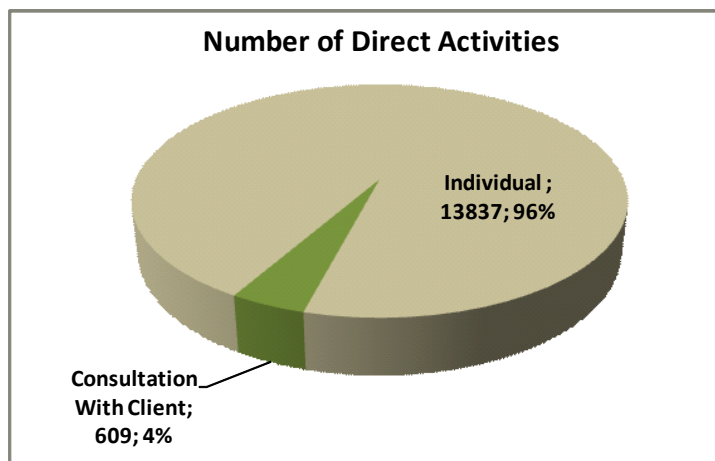
Wait Time and Length of Stay: Source Program Statistics



Length of Stay

The average length of stay from enrolment to discharge for Supportive Living is 1101 days.

Activity Statistics 2014-2015: Source Program Statistics

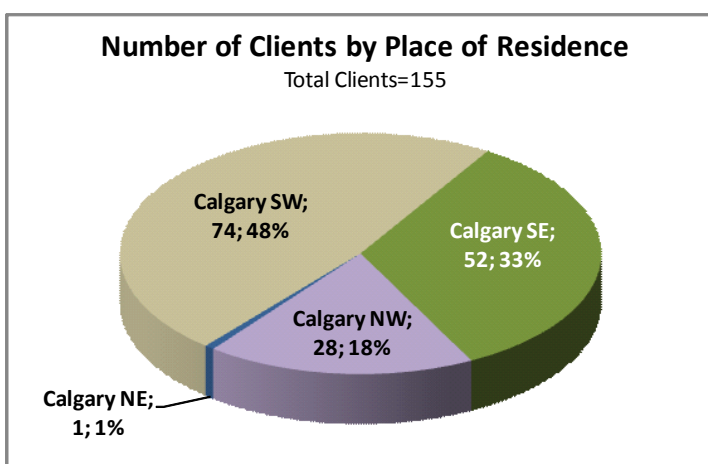
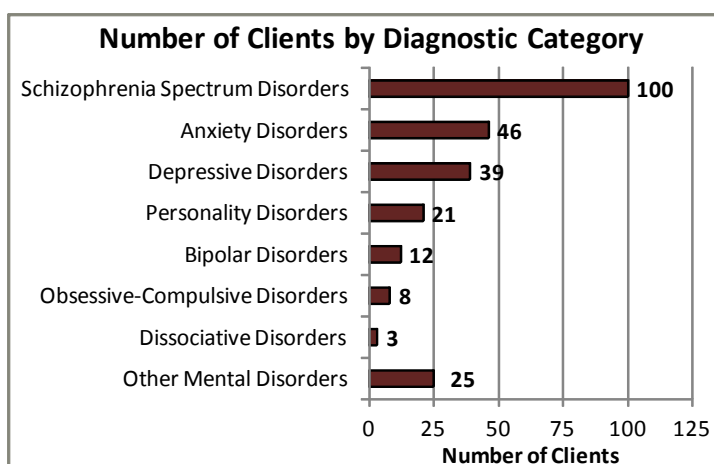
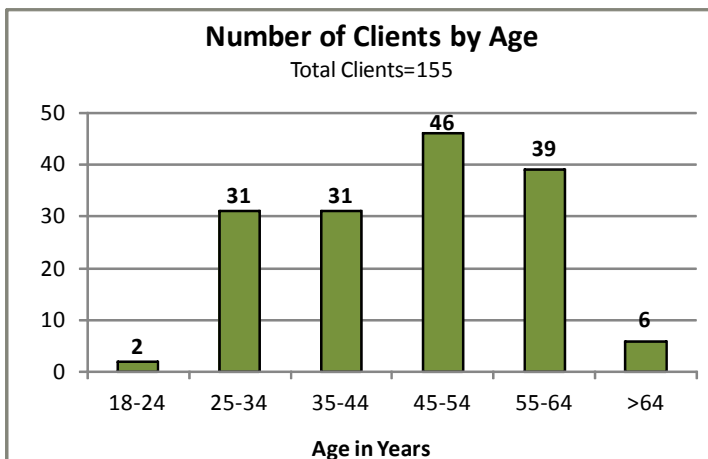
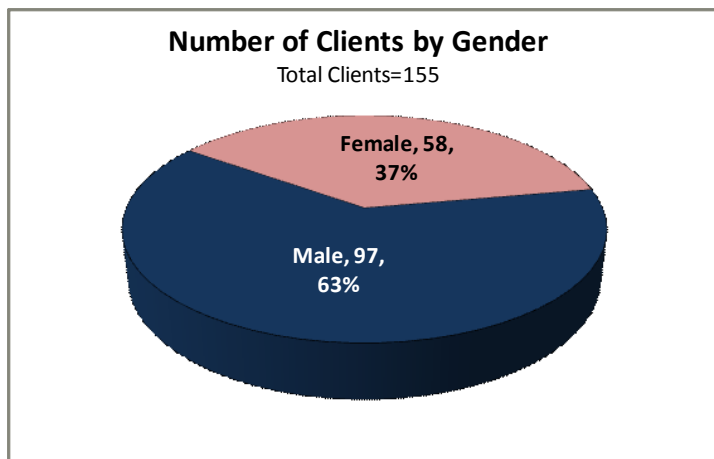


Registered Client Activity Totals		
	Number	Duration (Hours)
Direct Activities	14446	-
Indirect Activities	80	-

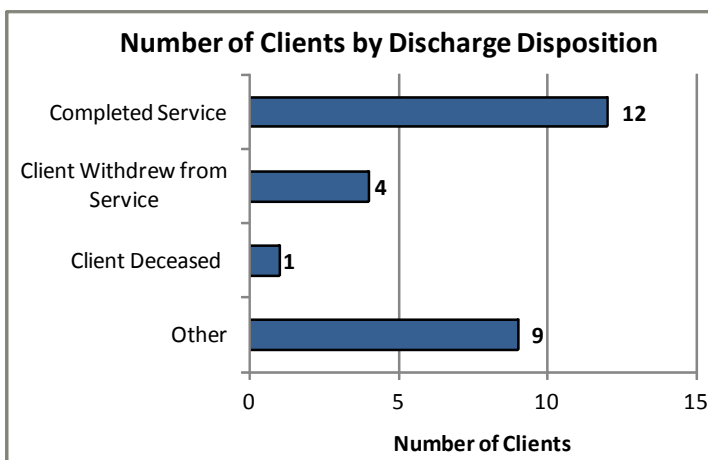
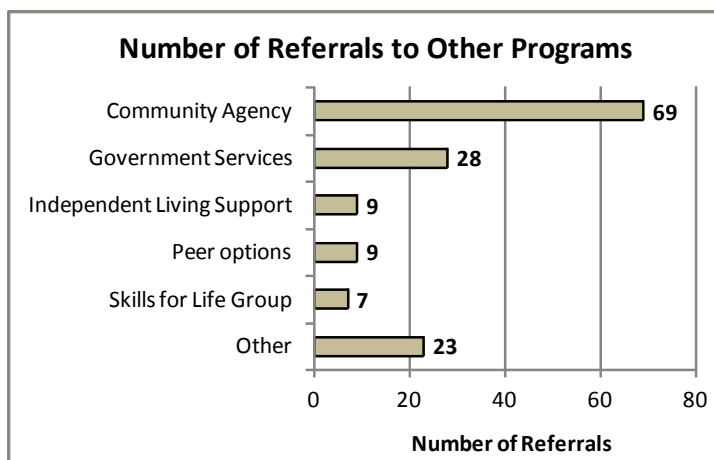
Group Activity Totals			
	# Sessions	# Attendees	Hours
Education	50	502	-
Skills	16	58	-
Peer Support	30	231	-

CMHA - Supportive Living (Aggregate)

Client Statistics 2014-2015: Source Program Statistics



Referral and Discharge Disposition Statistics 2014-2015: Source Program Statistics



Distress Centre Calgary

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

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

Program Statistics: Source Program Statistics

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

	2012-2013	2013-2014	2014-2015
Referrals	-	-	-
New Enrolments	454	310	377
Overall Registrations	452	373	510
Unique Individuals Served	387	334	489
Discharges	397	310	256

Referral and wait time information are not available.

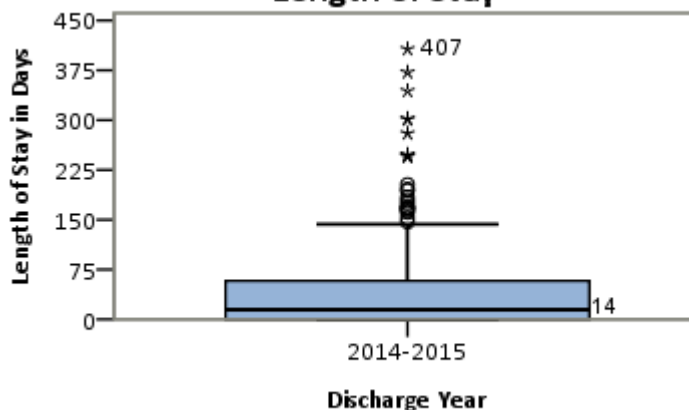
Wait Time and Length of Stay: Source Program Statistics

The box plots show how wait time and length of stay are distributed. The dark lines in the boxes represent the median.

Wait Time

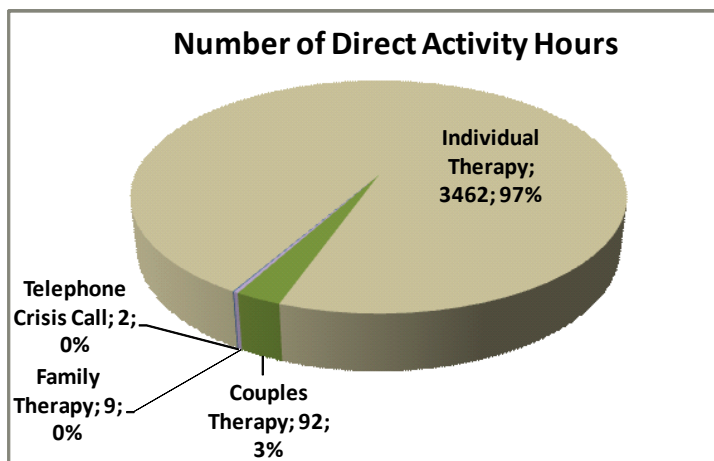
Wait time information is not available.

Length of Stay



Note: 1 outlier over 700 days is not displayed.

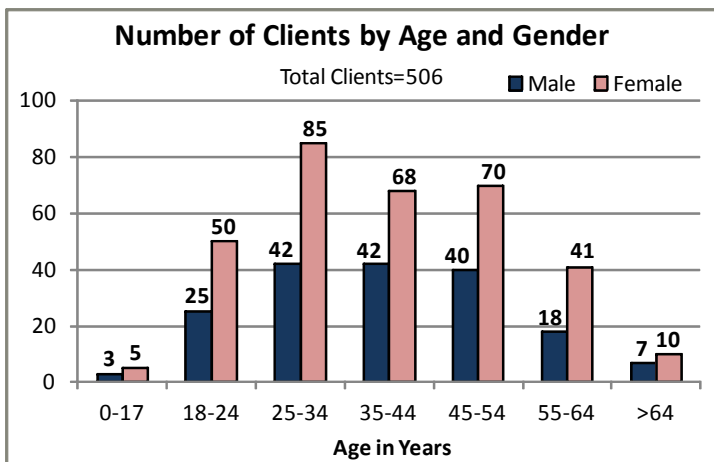
Activity Statistics 2014-2015: Source Program Statistics



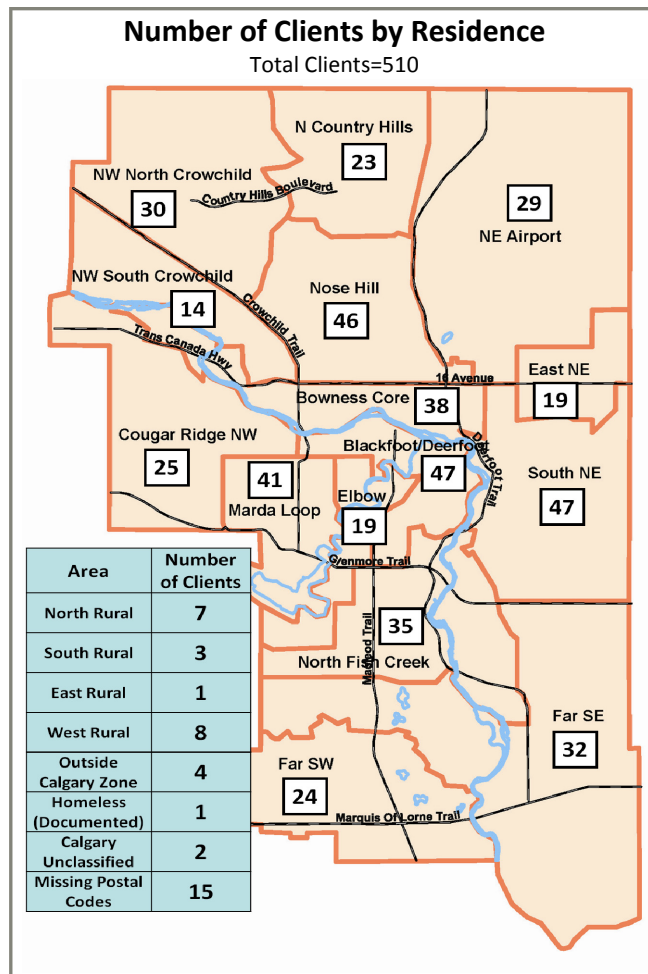
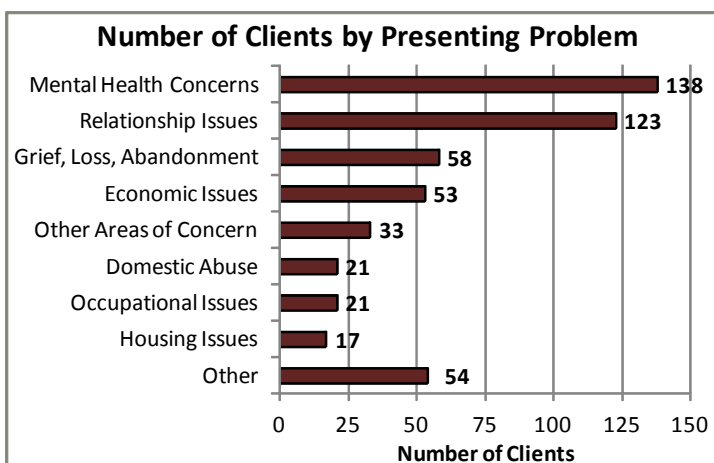
Registered Client Activity Totals		
	Number	Duration (Hours)
Direct Activities	-	3565
Indirect Activities	-	-

Distress Centre Calgary

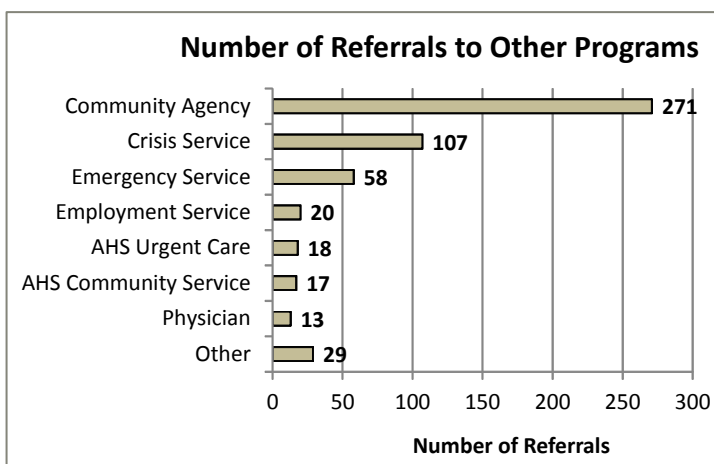
Client Statistics 2014-2015: Source Program Statistics



Note: 4 clients have an unknown age or gender.



Referral and Discharge Disposition Statistics 2014-2015: Source Program Statistics



Discharge Disposition

Discharge disposition information is not available.

Fresh Start Addictions Centre

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

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

Program Statistics: Source Program Statistics

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

	2012-2013	2013-2014	2014-2015
Referrals	-	-	-
New Enrolments	150	135	149
Overall Registrations	160	197	174
Unique Individuals Served	147	197	155
Discharges	130	132	146

Referral information is not available.

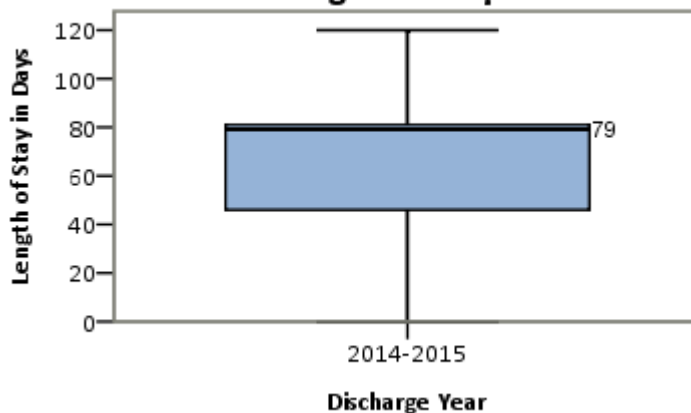
Wait Time and Length of Stay: Source Program Statistics

The box plots show how wait time and length of stay are distributed. The dark lines in the boxes represent the median.

Wait Time

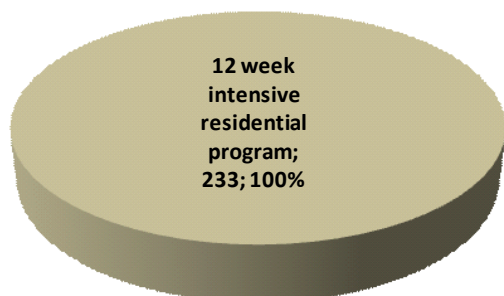
Average wait time from referral to start of service is 42 days.

Length of Stay



Activity Statistics 2014-2015: Source Program Statistics

Number of Direct Activities

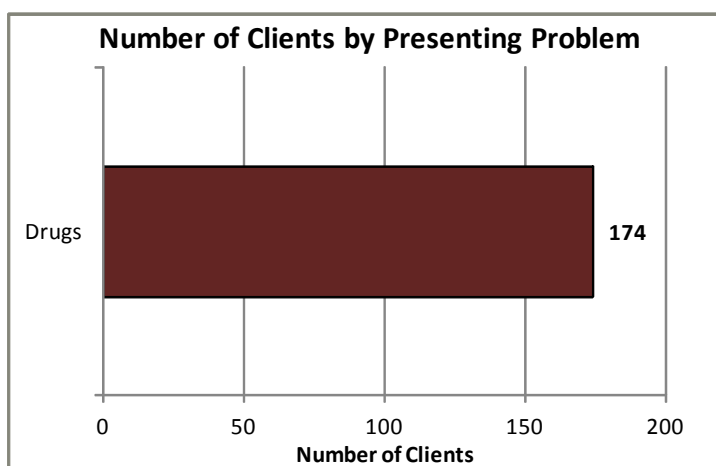
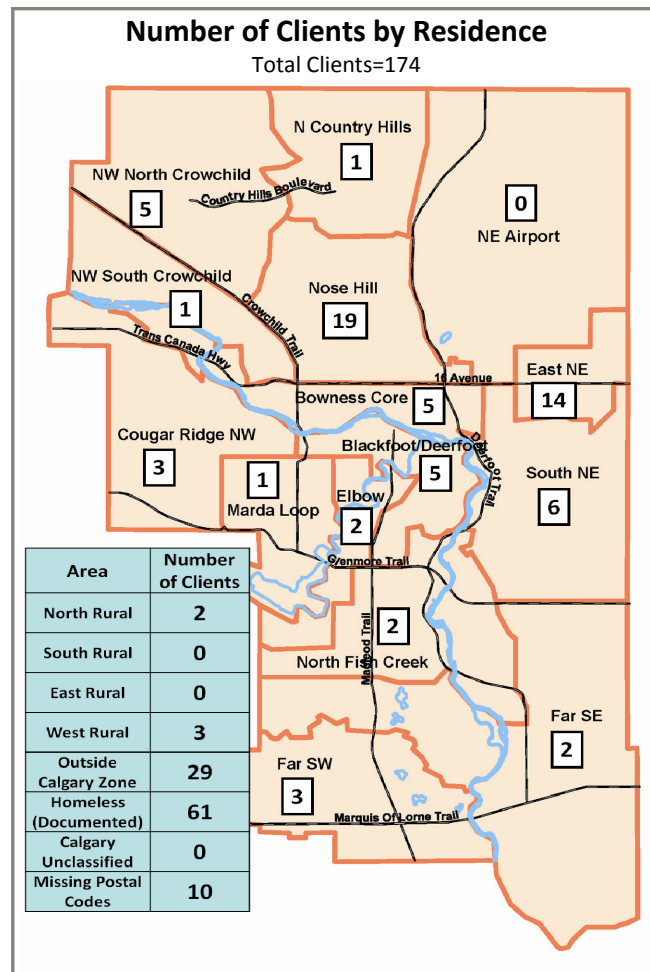
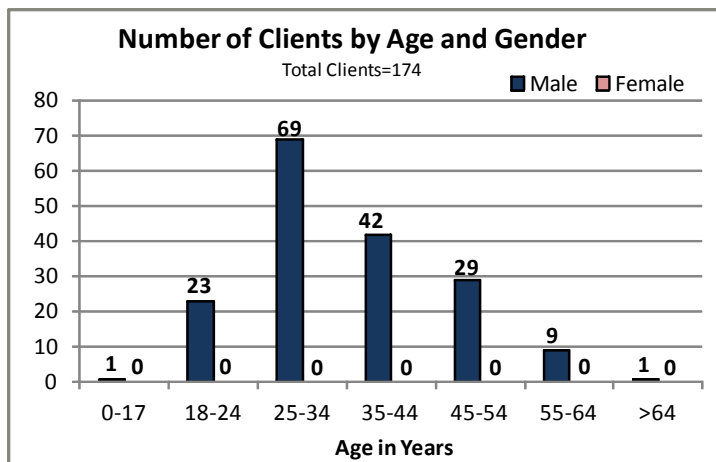


Registered Client Activity Totals

	Number	Duration (Hours)
Direct Activities	233	-
Indirect Activities	-	-

Fresh Start Addictions Centre

Client Statistics 2014-2015: Source Program Statistics



Referral and Discharge Disposition Statistics 2014-2015: N/A

Referral Disposition

Referral information is not available.

Discharge Disposition

Discharge disposition information is not available.

Hull Services - Bridging the Gap

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

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

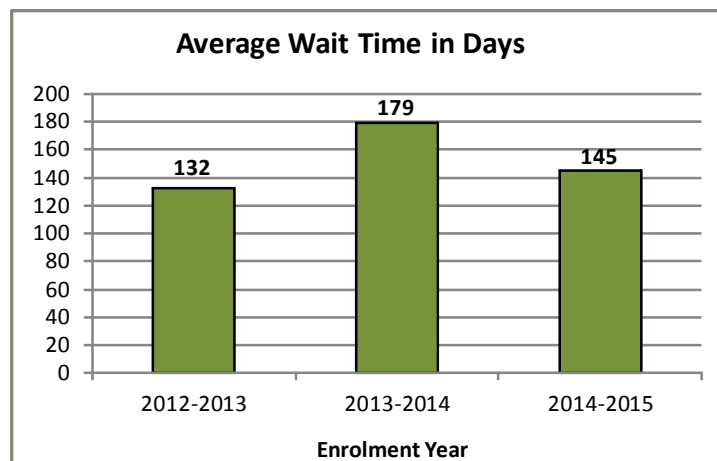
Program Statistics: Source Program Statistics

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

	2012-2013	2013-2014	2014-2015
Referrals	-	-	-
New Enrolments	68	52	60
Overall Registrations	162	143	149
Unique Individuals Served	160	143	146
Discharges	70	54	67

Referral and length of stay information are not available.

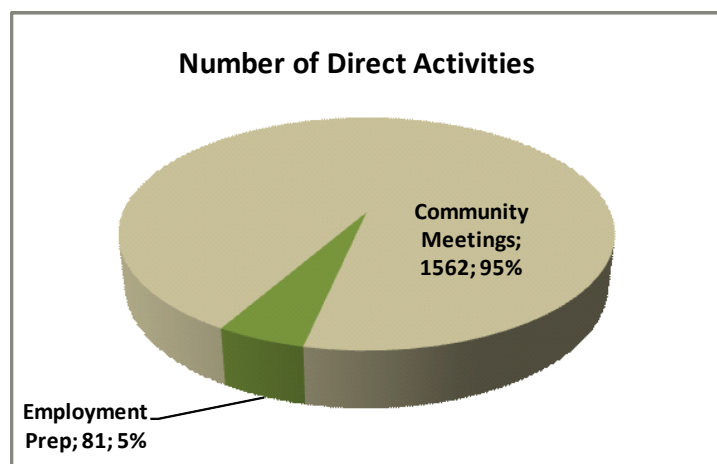
Wait Time and Length of Stay: Source Program Statistics



Length of Stay

Length of stay information is not available.

Activity Statistics 2014-2015: Source Program Statistics



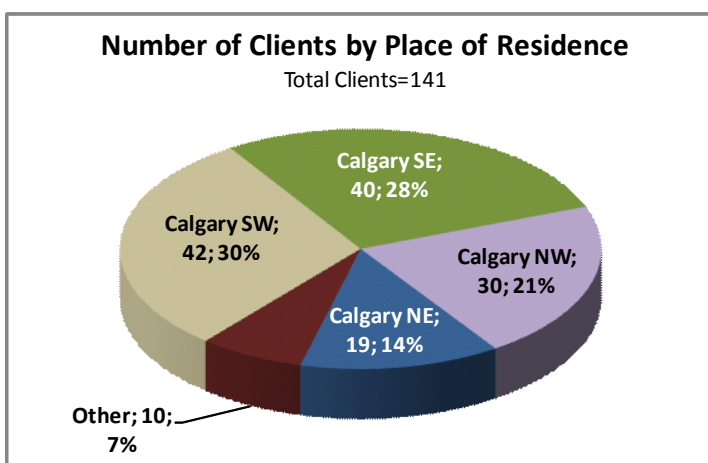
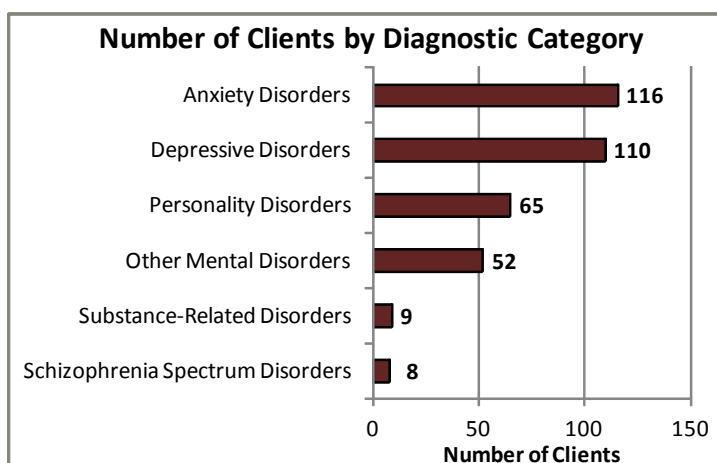
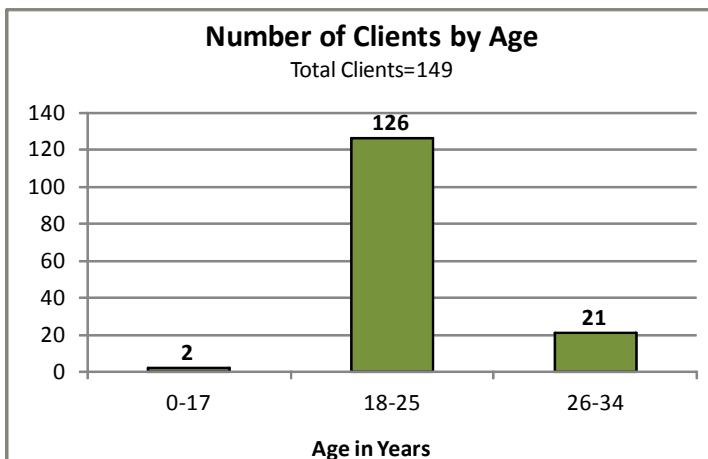
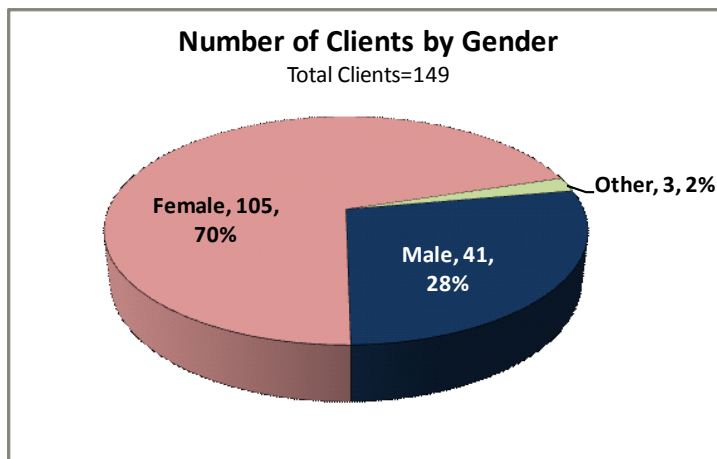
Registered Client Activity Totals		
	Number	Duration (Hours)
Direct Activities	1643	1367
Indirect Activities	-	-

Group Activity Totals			
	# Sessions	# Attendees	Hours
DBT Group	14	22	238

Prevention & Promotion Activity Totals			
	# Sessions	# Attendees	Hours
Prevention/Promotion	15	116	-

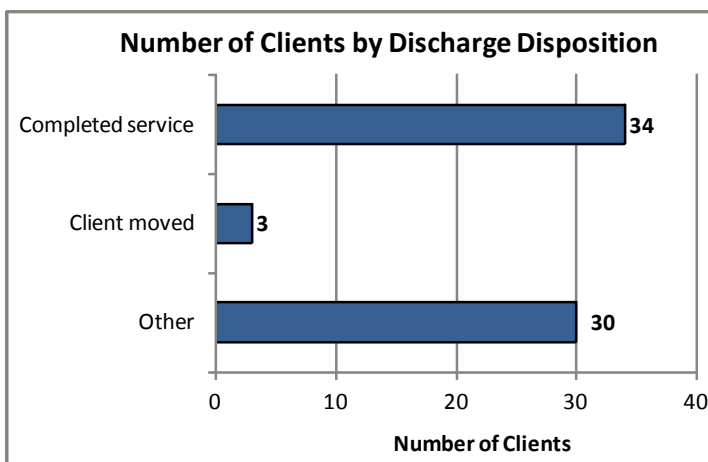
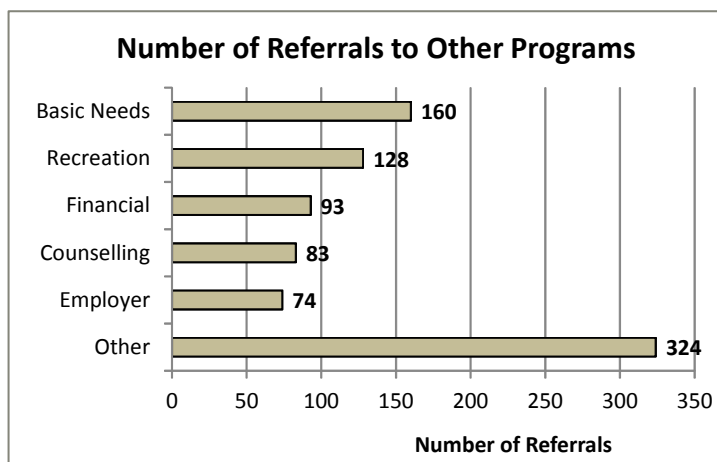
Hull Services - Bridging the Gap

Client Statistics 2014-2015: Source Program Statistics



Note: 8 clients have an unknown place of residence

Referral and Discharge Disposition Statistics 2014-2015: Source Program Statistics



Hull Services - Lasting Impressions Community Support

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

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

Program Statistics: Source Program Statistics

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

	2012-2013	2013-2014	2014-2015
Referrals	-	-	-
New Enrolments	24	23	25
Overall Registrations	198	199	177
Unique Individuals Served	198	199	177
Discharges	19	23	8

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

Wait Time and Length of Stay: Source N/A

Wait Time

Wait time information is not available.

Length of Stay

Length of stay information is not available.

Activity Statistics 2014-2015: Source Program Statistics

Number of Direct Activities

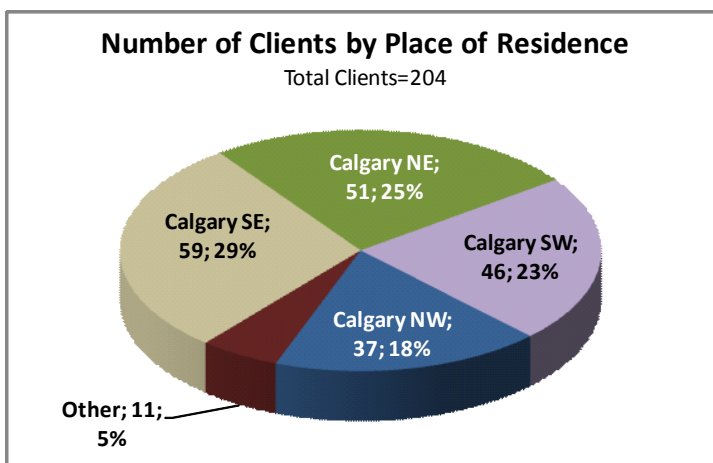
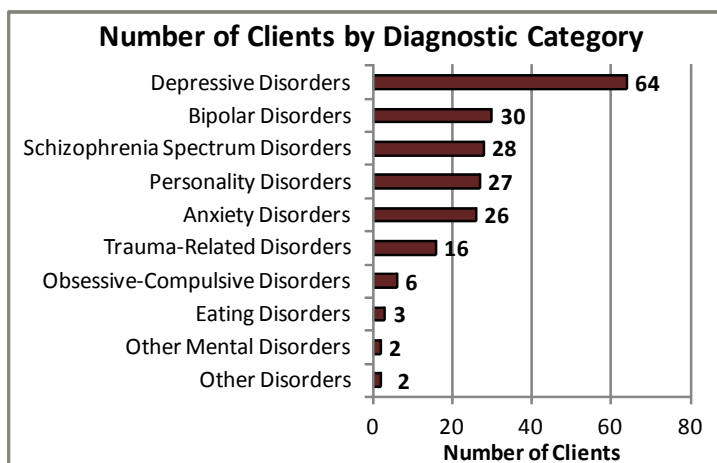
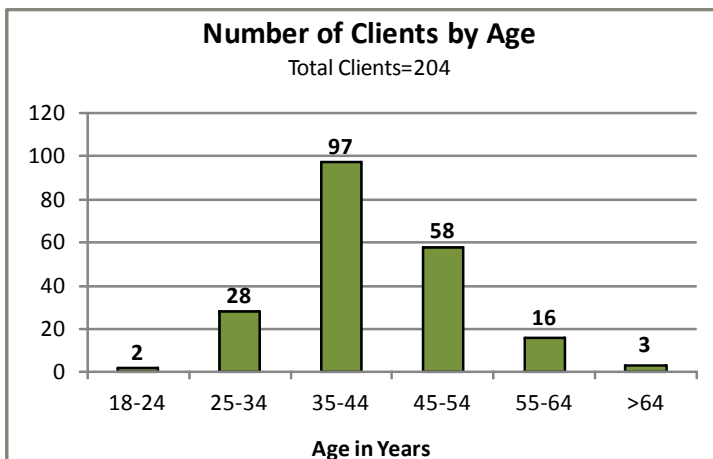
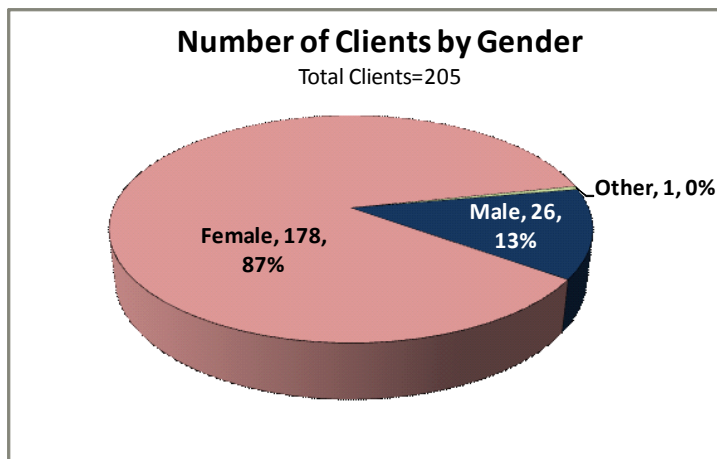
Individual activity information is not available.

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

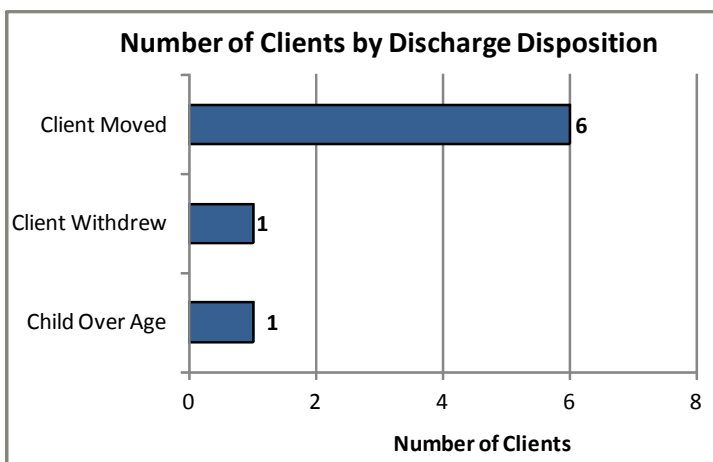
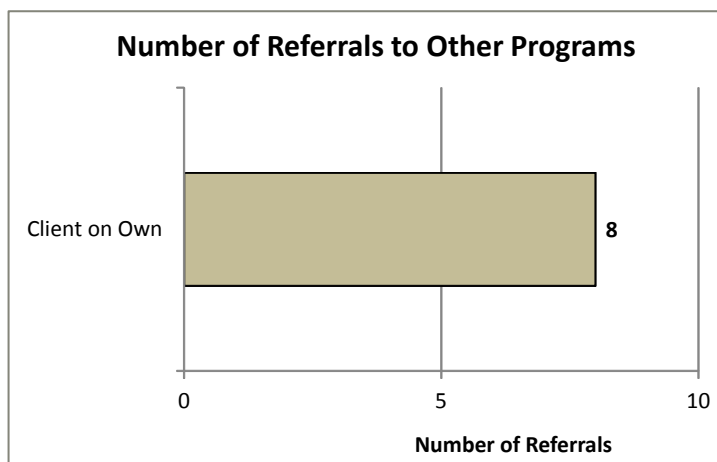
Group Activity Totals			
	# Sessions	# Attendees	Hours
Leisure/Recreational	9	29	61
Multi-Activity	3	48	22
Peer Support	12	264	1052
Psycho-Educational	26	28	108

Hull Services - Lasting Impressions Community Support

Client Statistics 2014-2015: Source Program Statistics



Referral and Discharge Disposition Statistics 2014-2015: Source Program Statistics



Hull Services - Lasting Impressions In Home Support

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

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

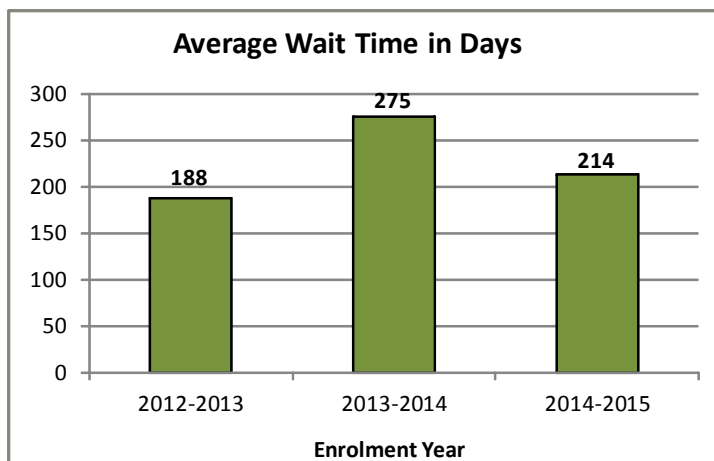
Program Statistics: Source Program Statistics

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

	2012-2013	2013-2014	2014-2015
Referrals	-	-	-
New Enrolments	25	22	18
Overall Registrations	34	37	31
Unique Individuals Served	32	35	35
Discharges	19	24	20

Referral and length of stay information are not available.

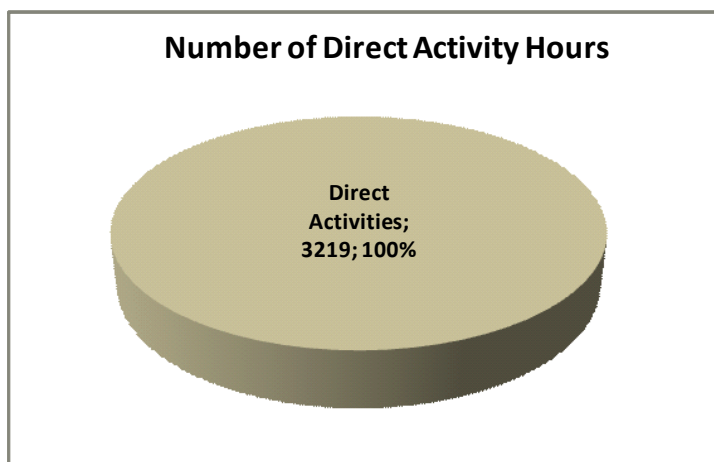
Wait Time and Length of Stay: Source Program Statistics



Length of Stay

Length of stay information is not available.

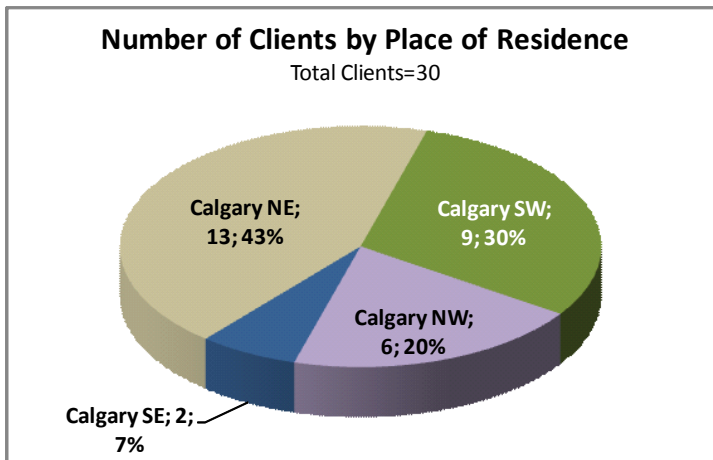
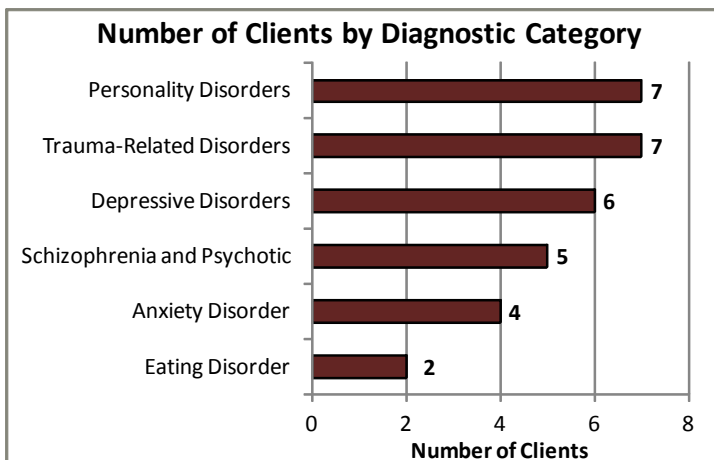
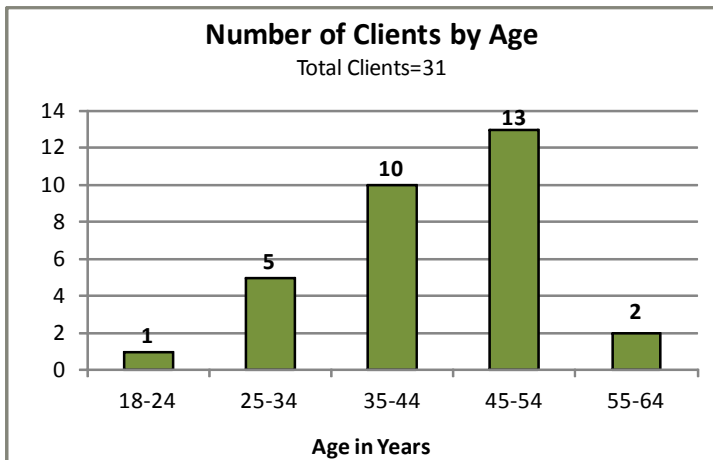
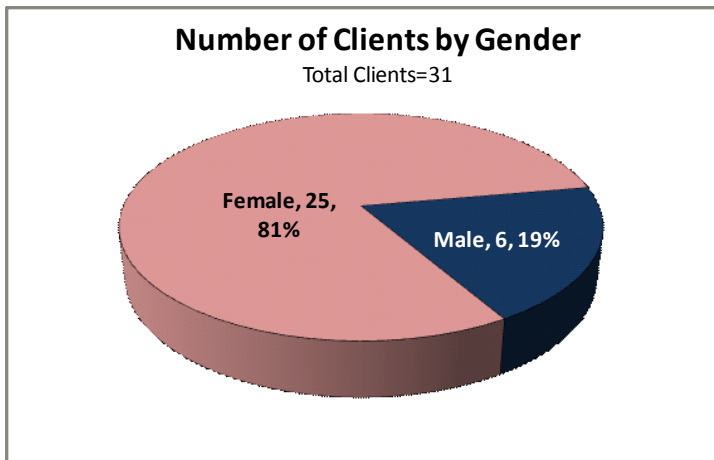
Activity Statistics 2014-2015: Source Program Statistics



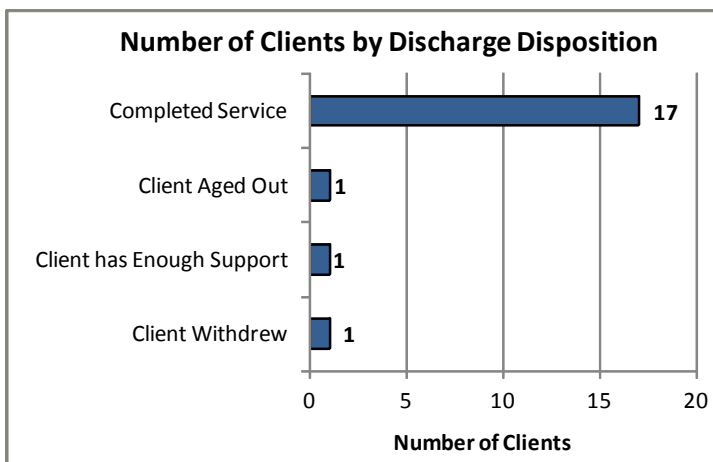
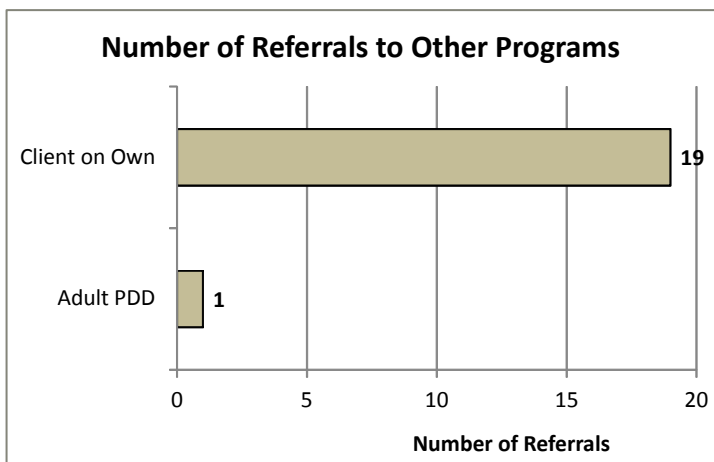
	Number	Duration (Hours)
Direct Activities	-	3219
Indirect Activities	-	1365

Hull Services - Lasting Impressions In Home Support

Client Statistics 2014-2015: Source Program Statistics



Referral and Discharge Disposition Statistics 2014-2015: Source Program Statistics



Living Alternatives for the Mentally Disabled Association

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

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

Program Statistics: Source Program Statistics

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

	2012-2013	2013-2014	2014-2015
Referrals	-	-	-
New Enrolments	10	5	4
Overall Registrations	69	66	63
Unique Individuals Served	-	-	-
Discharges	8	7	3

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

Wait Time and Length of Stay: Source N/A

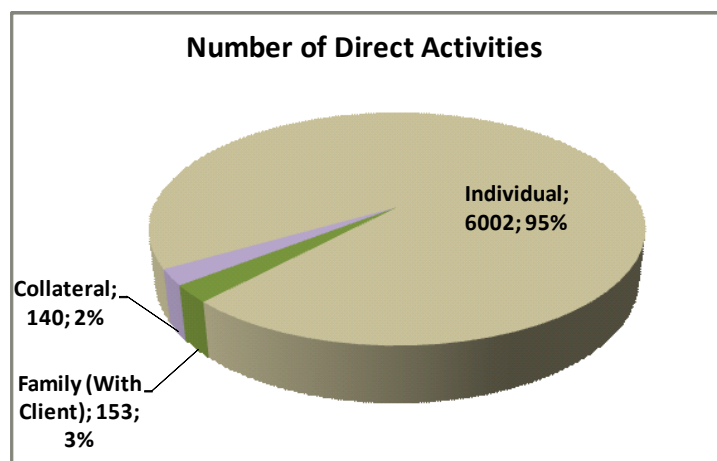
Wait Time

Wait time information is not available.

Length of Stay

Length of stay information is not available.

Activity Statistics 2014-2015: Source Program Statistics

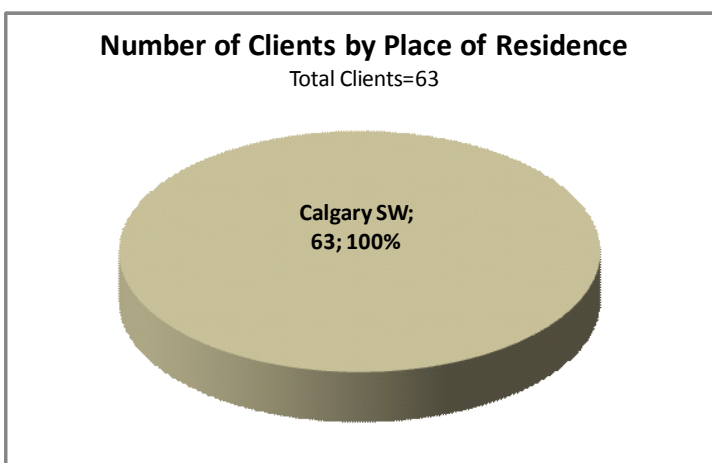
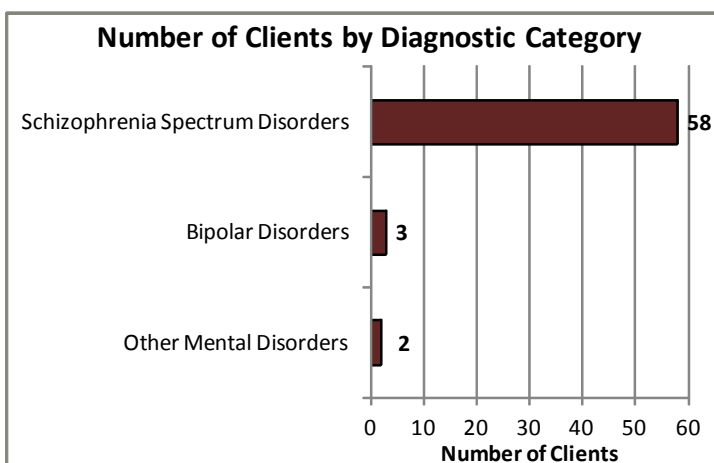
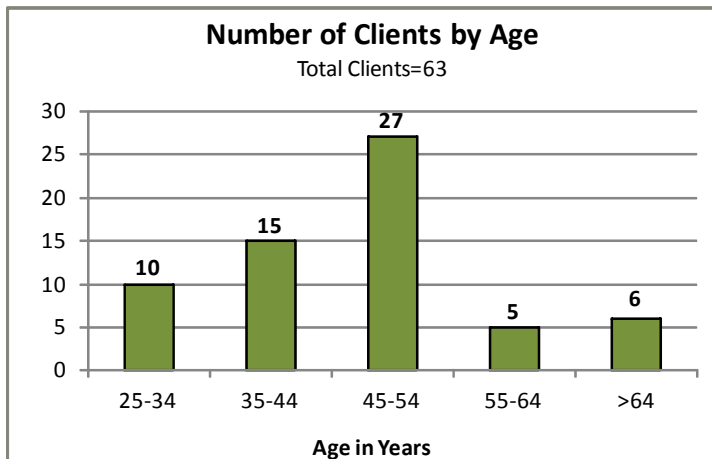
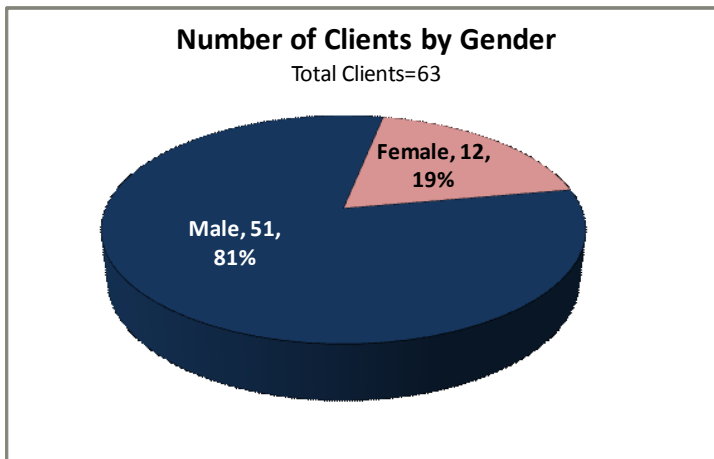


Registered Client Activity Totals		
	Number	Duration (Hours)
Direct Activities	6295	-
Indirect Activities	337	974

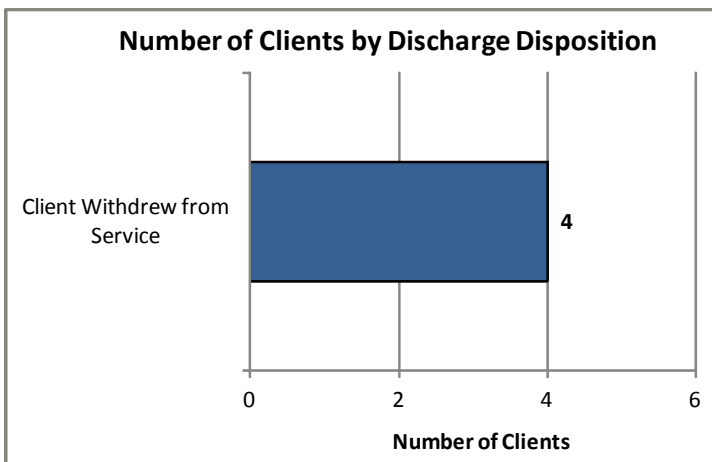
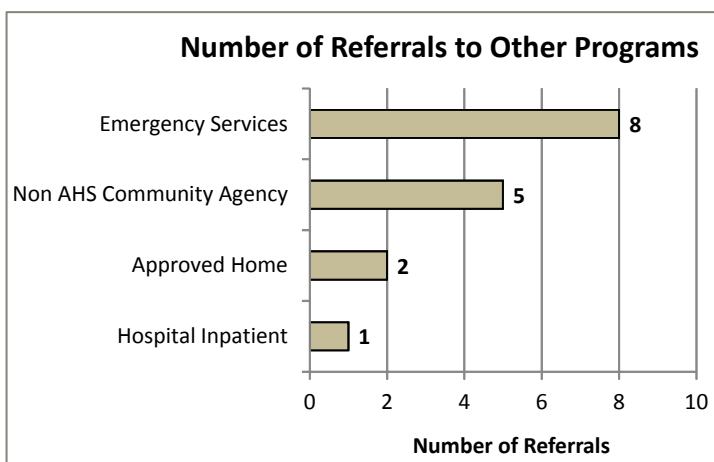
Group Activity Totals		
	# Sessions	# Attendees
Skills	69	569
Counselling/Peer Support	50	405
Activities	58	389
Other	19	105

Living Alternatives for the Mentally Disabled Association

Client Statistics 2014-2015: Source Program Statistics



Referral and Discharge Disposition Statistics 2014-2015: Source Program Statistics



Money Matters - Financial Administration - CASS

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

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

Program Statistics: Source Program Statistics

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

	2012-2013	2013-2014	2014-2015
Referrals	71	69	-
New Enrolments	18	10	11
Overall Registrations	51	82	48
Unique Individuals Served	51	82	48
Discharges	11	23	15

Length of stay and referral disposition information are not available. Client statistics are reported for new enrolments. Overall and unique registrations include 10 participants from the money navigation program.

Wait Time and Length of Stay: Source N/A

Wait Time

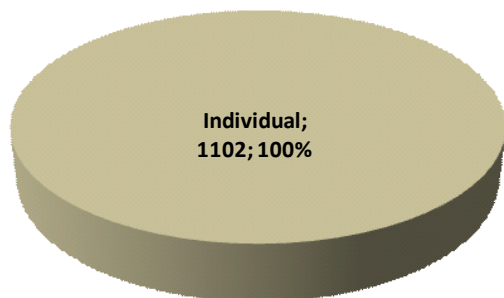
Wait time information is not available.

Length of Stay

Length of stay information is not available.

Activity Statistics 2014-2015: Source Program Statistics

Number of Direct Activities

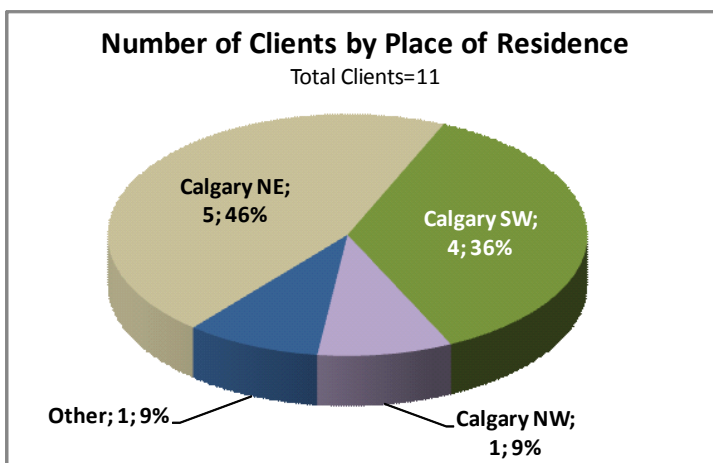
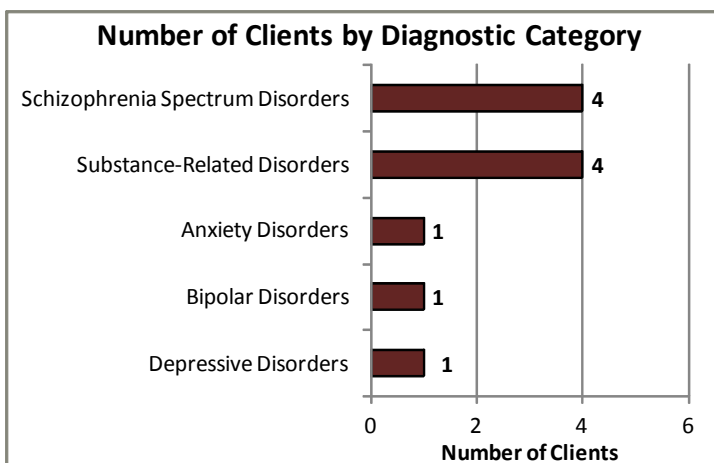
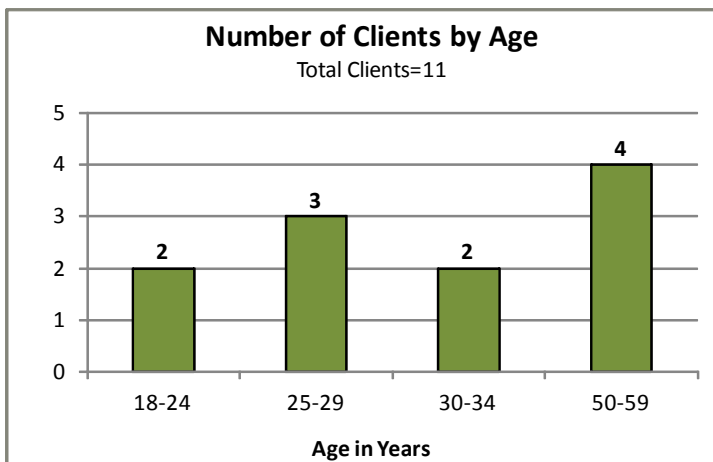
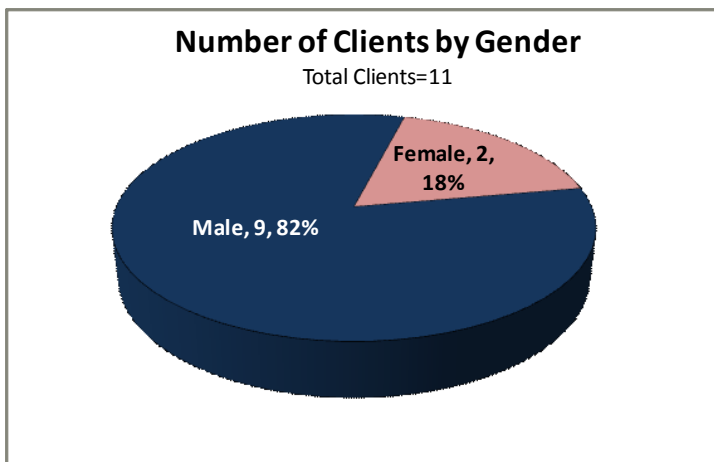


Registered Client Activity Totals

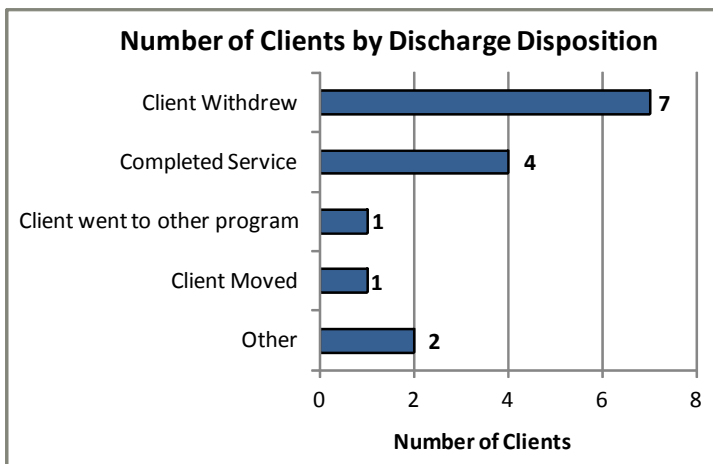
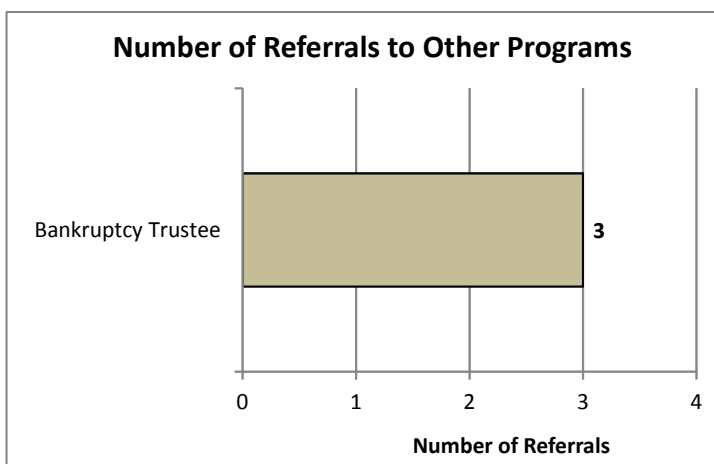
	Number	Duration (Hours)
Direct Activities	1102	-
Indirect Activities	533	-

Money Matters - Financial Administration - CASS

Client Statistics 2014-2015: Source Program Statistics



Referral and Discharge Disposition Statistics 2014-2015: Source Program Statistics



Money Matters - Financial Education - Momentum

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

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

Program Statistics: Source Program Statistics

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

	2012-2013	2013-2014	2014-2015
Referrals	-	-	-
New Enrolments	-	-	121
Overall Registrations	-	-	121
Unique Individuals Served	-	-	119
Discharges	-	-	121

Program statistics were not available for previous years. Referral and wait time information are not available.

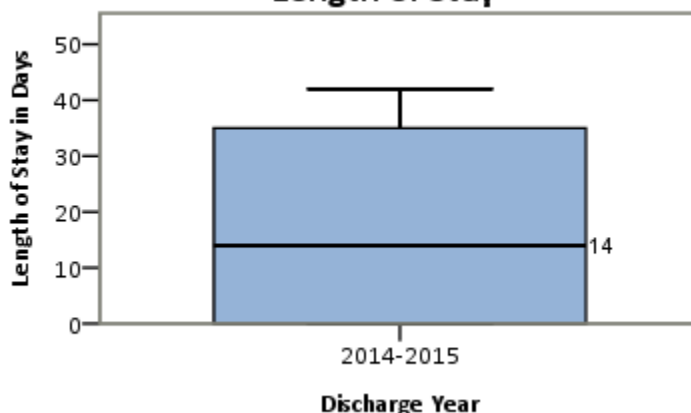
Wait Time and Length of Stay: Source Program Statistics

The box plots show how wait time and length of stay are distributed. The dark lines in the boxes represent the median.

Wait Time

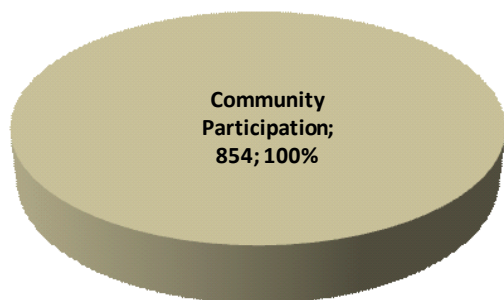
Wait time information is not available.

Length of Stay



Activity Statistics 2014-2015: Source Program Statistics

Number of Direct Activity Hours

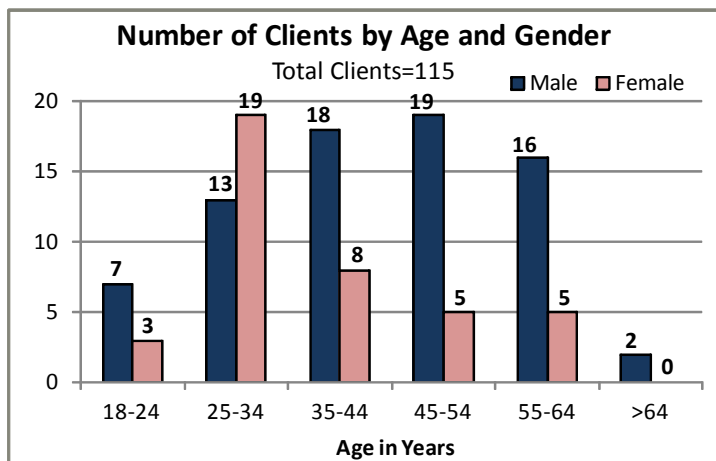


Registered Client Activity Totals

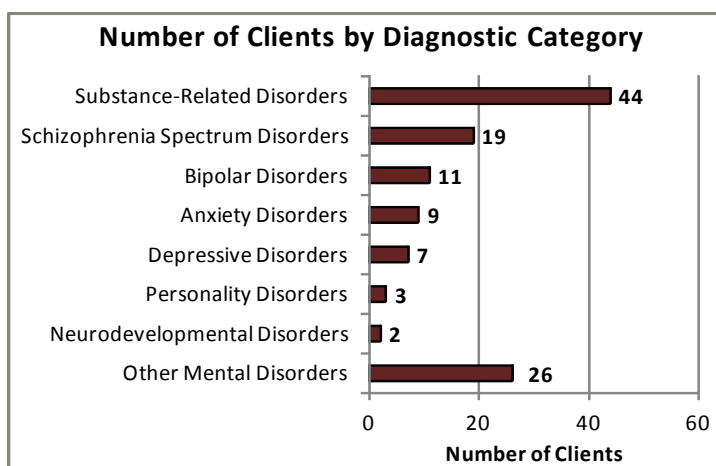
	Number	Duration (Hours)
Direct Activities	-	854
Indirect Activities	-	-

Money Matters - Financial Education - Momentum

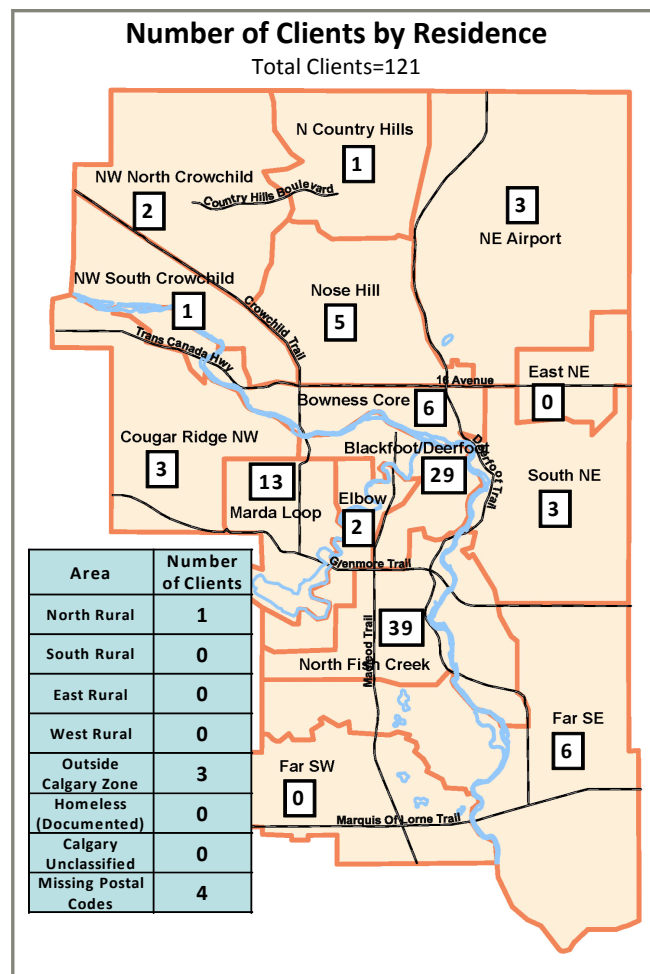
Client Statistics 2014-2015: Source Program Statistics



Note: 6 clients have an unknown age or gender.



Note: 5 clients have an unknown diagnosis or no diagnosis.



Referral and Discharge Disposition Statistics 2014-2015: N/A

Referral Disposition

Referral information is not available.

Discharge Disposition

Discharge disposition information is not available.

Oxford House Foundation of Canada

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

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

Program Statistics: Source Program Statistics

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

	2012-2013	2013-2014	2014-2015
Referrals	-	-	-
New Enrolments	44	49	44
Overall Registrations	62	69	62
Unique Individuals Served	59	66	60
Discharges	44	41	43

Referral, wait time and activity information are not available.

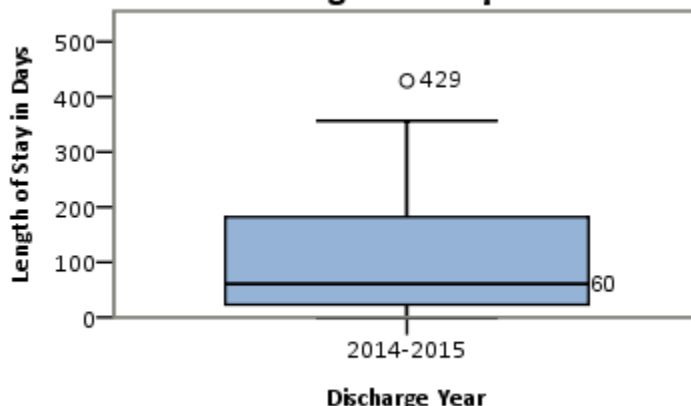
Wait Time and Length of Stay: Source Program Statistics

The box plots show how wait time and length of stay are distributed. The dark lines in the boxes represent the median.

Wait Time

Wait time information is not available.

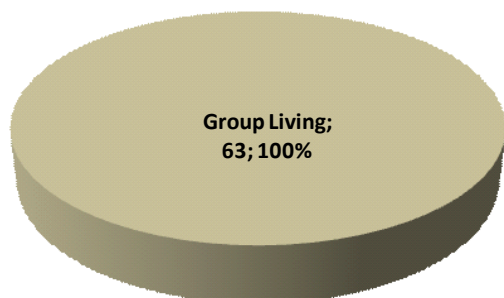
Length of Stay



Note: 2 outliers over 500 days are not displayed.

Activity Statistics 2014-2015: Source Program Statistics

Number of Direct Activities

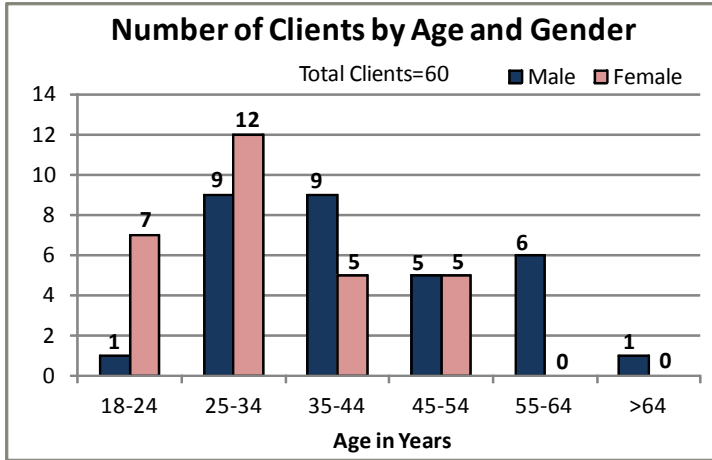


Registered Client Activity Totals

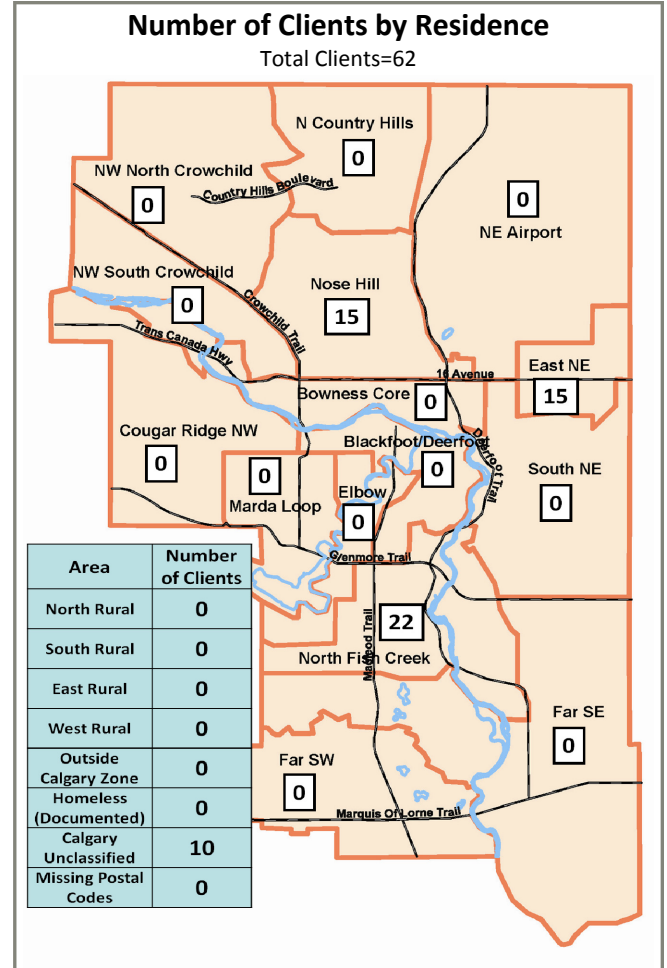
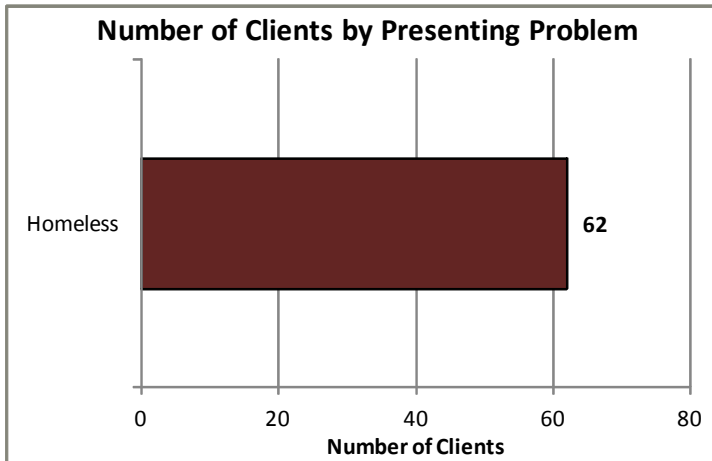
	Number	Duration (Hours)
Direct Activities	63	-
Indirect Activities	-	-

Oxford House Foundation of Canada

Client Statistics 2014-2015: Source Program Statistics



Note: 2 clients have an unknown age or gender.

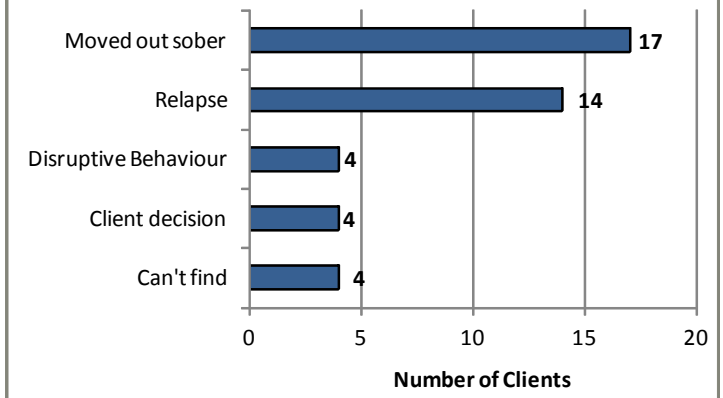


Referral and Discharge Disposition Statistics 2014-2015: Source Program Statistics

Referral Disposition

Referral information is not available.

Number of Clients by Discharge Disposition



Potential Place Society

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

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

Program Statistics: Source Program Statistics

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

	2012-2013	2013-2014	2014-2015
Referrals	-	-	-
New Enrolments	63	100	79
Overall Registrations	303	372	382
Unique Individuals Served	303	372	382
Discharges	0	2	1

Wait time and length of stay information are not available.

Wait Time and Length of Stay: Source N/A

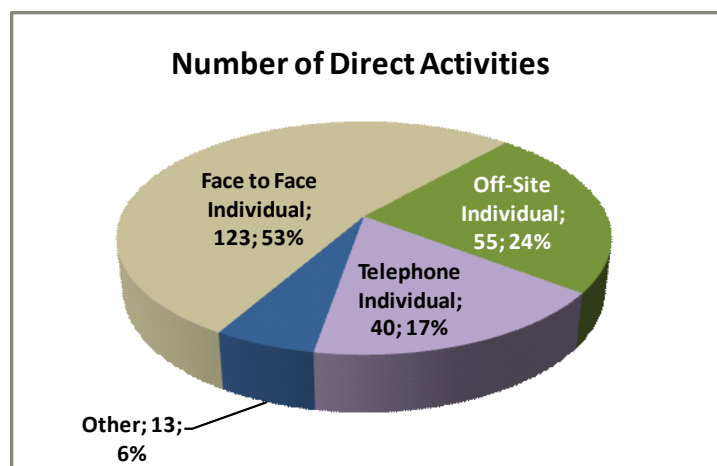
Wait Time

Wait time information is not available.

Length of Stay

Length of stay information is not available.

Activity Statistics 2014-2015: Source Program Statistics



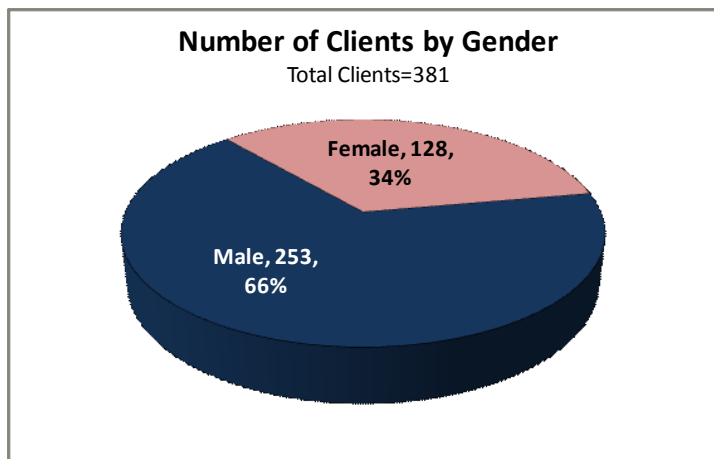
Registered Client Activity Totals		
	Number	Duration (Hours)
Direct Activities	231	-
Indirect Activities	7	-

Group Activity Totals			
	# Sessions	# Attendees	Hours
Education	10	35	-
Skills	6	63	-
Counselling/Peer Support	129	~10663	-

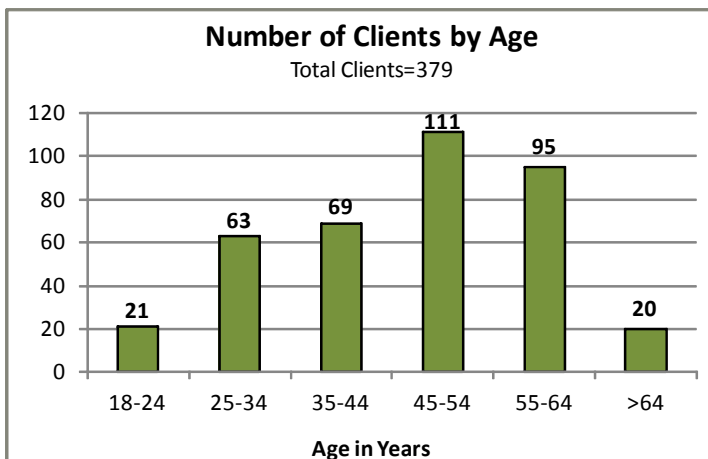
Group Activity Totals			
	# Sessions	# Attendees	Hours
Members	57	~5994	-
Professional in house	1	3	-
Professional off site	8	18	-

Potential Place Society

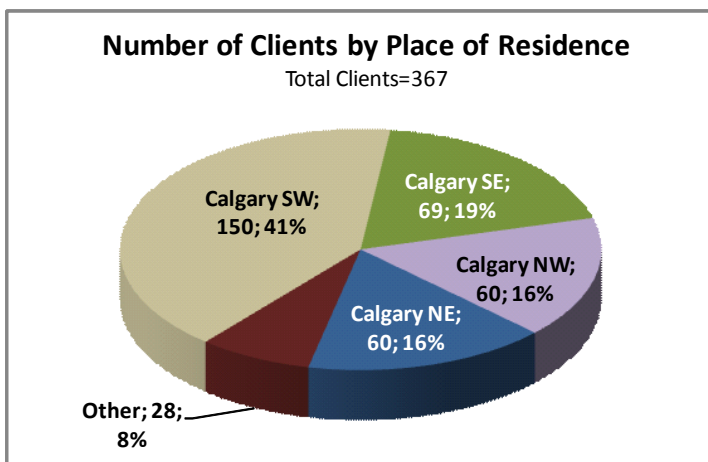
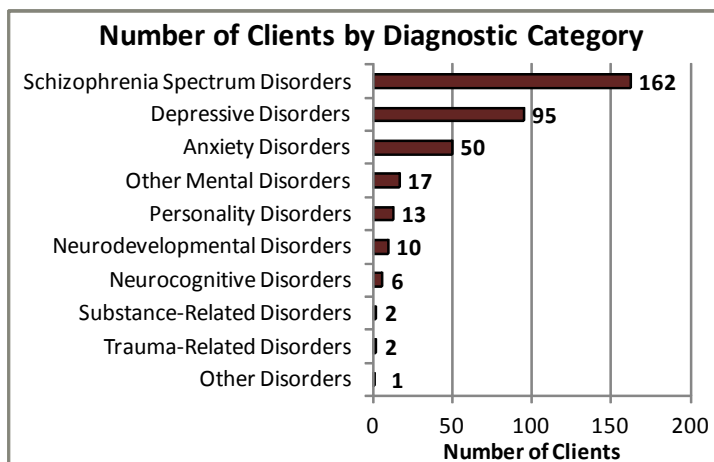
Client Statistics 2014-2015: Source Program Statistics



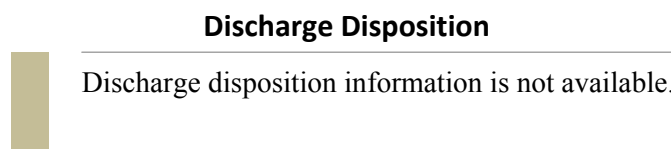
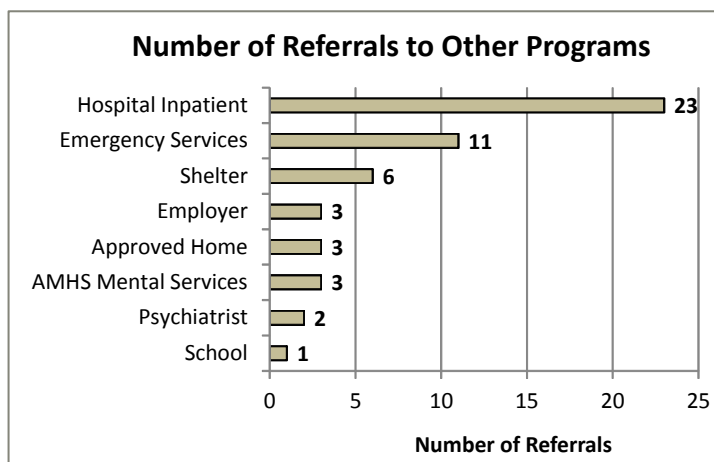
Note: 1 client has an unknown gender.



Note: 3 clients have an unknown date of birth.



Referral and Discharge Disposition Statistics 2014-2015: Source Program Statistics



Prairie Winds Clubhouse

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

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

Program Statistics: Source Program Statistics

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

	2012-2013	2013-2014	2014-2015
Referrals	-	-	-
New Enrolments	6	9	8
Overall Registrations	52	-	63
Unique Individuals Served	52	63	63
Discharges	2	4	1

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

Wait Time and Length of Stay: Source N/A

Wait Time

Wait time information is not available.

Length of Stay

Length of stay information is not available.

Activity Statistics 2014-2015: Source Program Statistics

Number of Direct Activity Hours

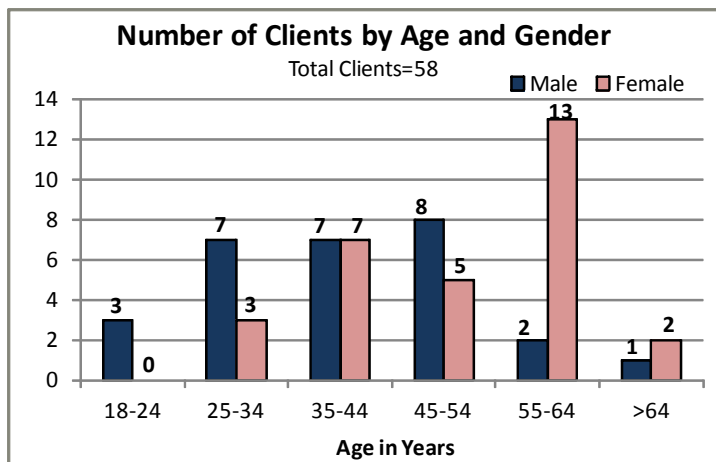


Registered Client Activity Totals

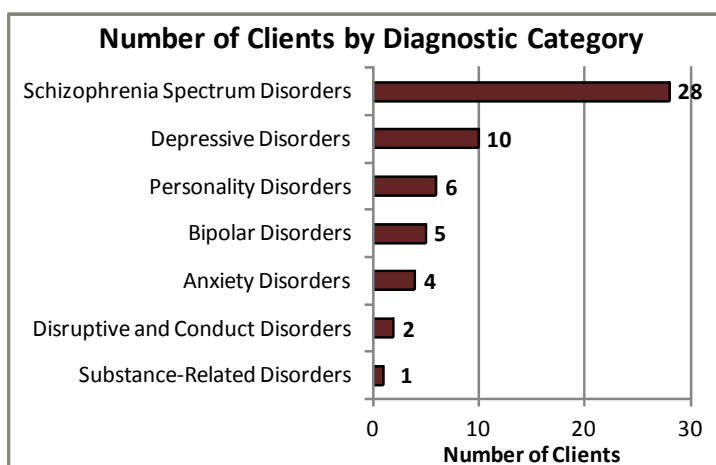
	Number	Duration (Hours)
Direct Activities	-	16864
Indirect Activities	-	-

Prairie Winds Clubhouse

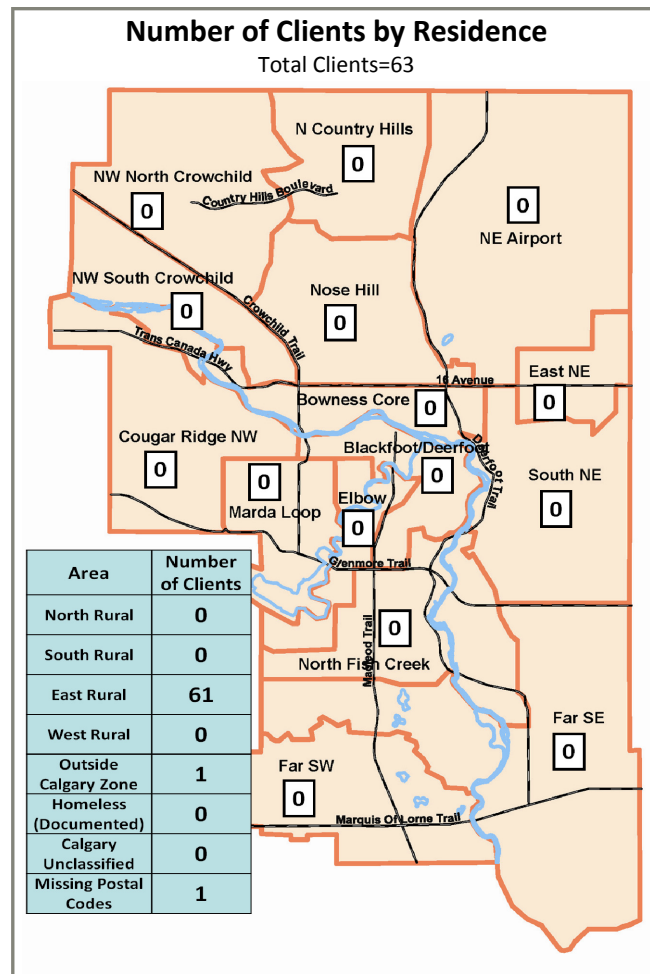
Client Statistics 2014-2015: Source Program Statistics



Note: 5 clients have an unknown age or gender.



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



Referral and Discharge Disposition Statistics 2014-2015: Source N/A

Referrals to Other Programs

Referral information is not available.

Discharge Disposition

Discharge disposition information is not available.

Prospect - Career Links

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

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

Program Statistics: Source Program Statistics

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

	2012-2013	2013-2014	2014-2015
Referrals	-	-	-
New Enrolments	59	60	73
Overall Registrations	104	111	134
Unique Individuals Served	104	111	129
Discharges	54	61	35

Referral and wait time information are not available.

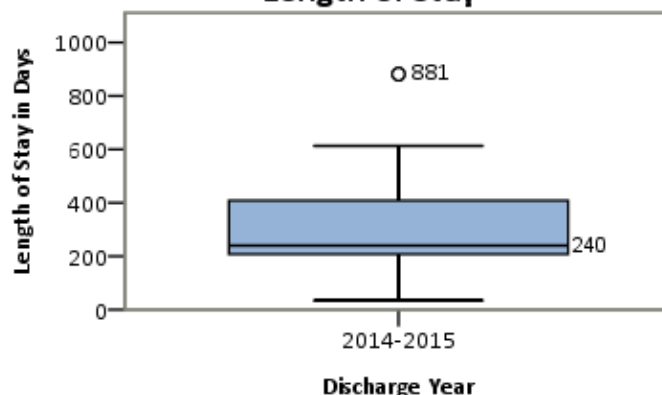
Wait Time and Length of Stay: Source Program Statistics

The box plots show how wait time and length of stay are distributed. The dark lines in the boxes represent the median.

Wait Time

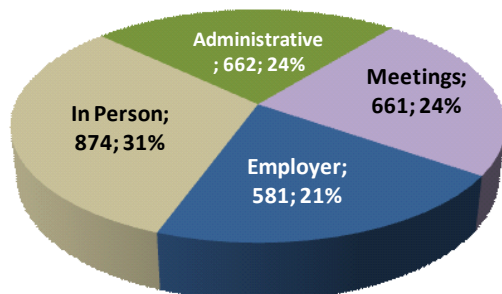
Wait time information is not available.

Length of Stay



Activity Statistics 2014-2015: Source Program Statistics

Number of Direct Activity Hours



Registered Client Activity Totals

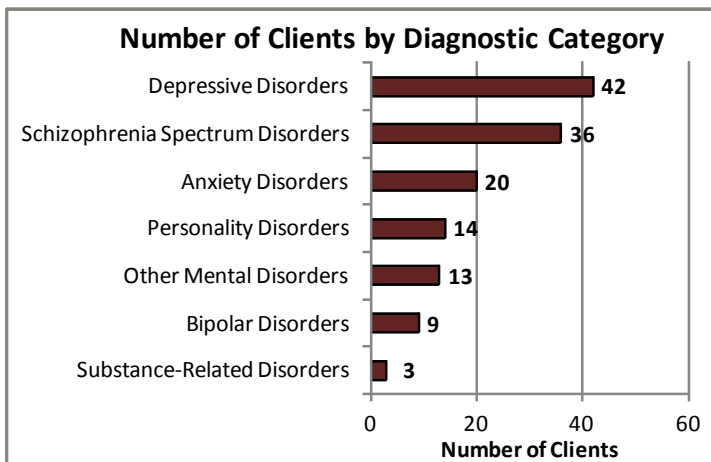
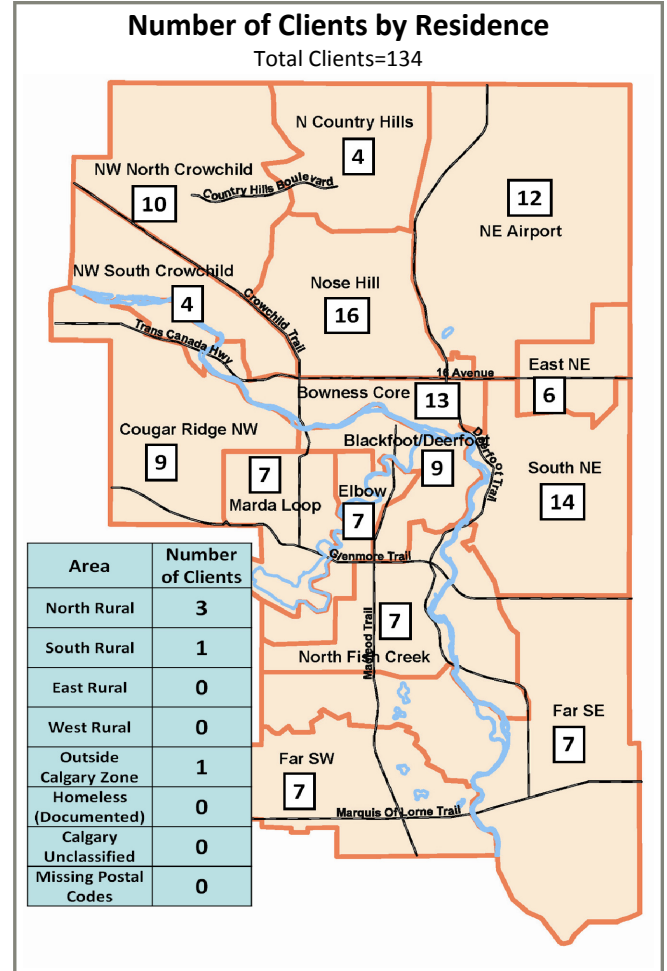
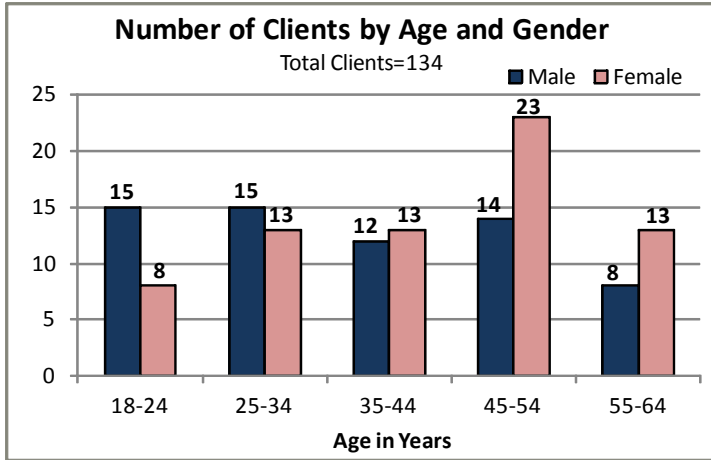
	Number	Duration (Hours)
Direct Activities	-	2778
Indirect Activities	-	-

Group Activity Totals

	# Sessions	# Attendees	Hours
Education	31	45	-
Skills	68	101	-

Prospect - Career Links

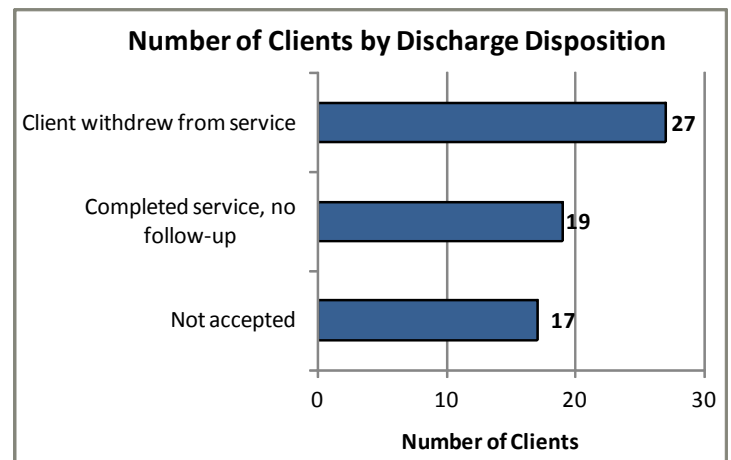
Client Statistics 2014-2015: Source Program Statistics



Referral and Discharge Disposition Statistics 2014-2015: Source Program Statistics

Referrals to Other Programs

Referral information is not available.



Recovery Acres Calgary Society

Recovery Acres operates transitional housing for alcohol and substance abuse recovery throughout different Calgary locations for clients in need of group-living support.

The services provide a daily living and meeting space for their residents, clients, counsellors, and staff, minimizing disruption and cost to the individual, family, employer, and the community at large.

Program Statistics: Source Program Statistics

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

	2012-2013	2013-2014	2014-2015
Referrals	225	-	-
New Enrolments	9253	-	278
Overall Registrations	85%	-	304
Unique Individuals Served	-	-	252
Discharges	155	-	277

Data is not available for the 2013-2014 fiscal year. Client Statistics are reported for discharges.

Wait Time and Length of Stay: Source N/A

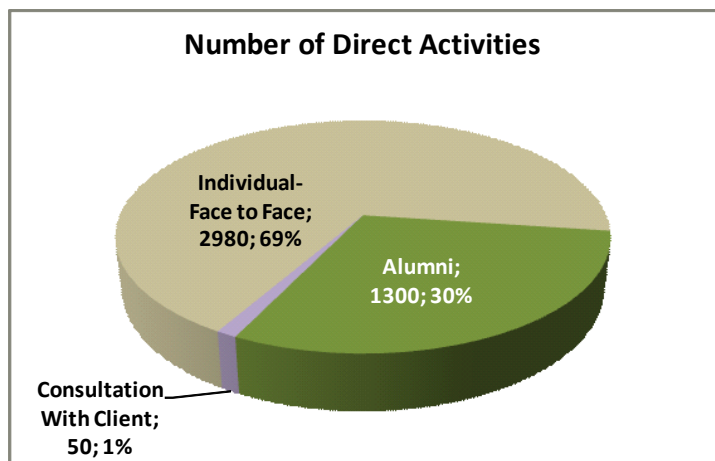
Wait Time

Wait time information is not available.

Length of Stay

Length of stay information is not available.

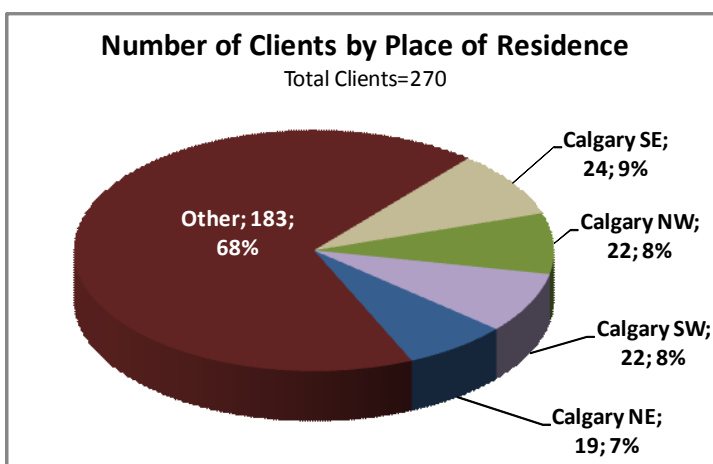
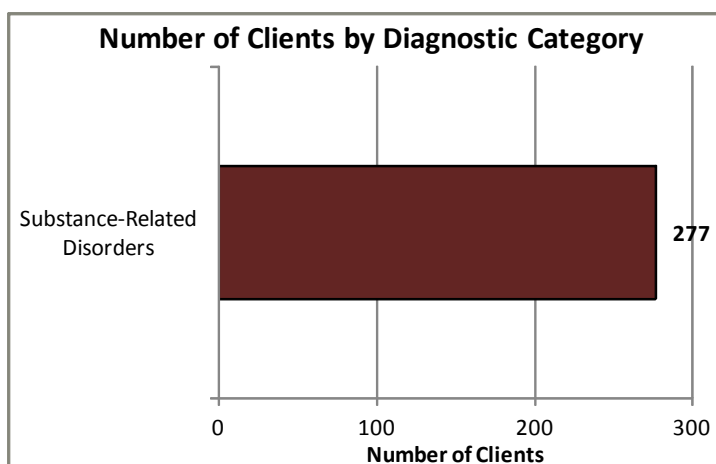
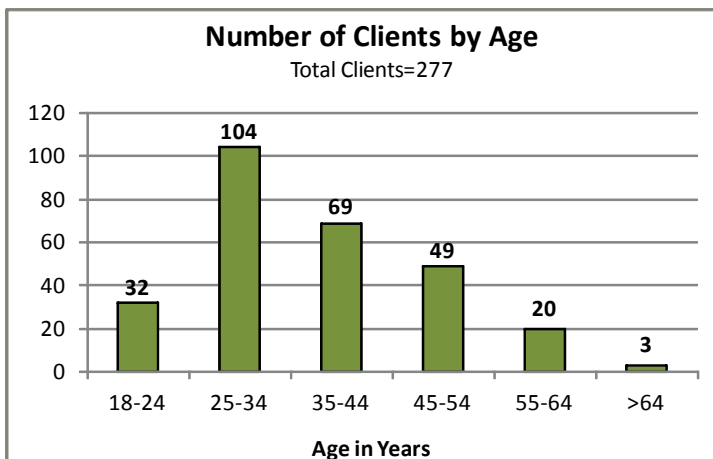
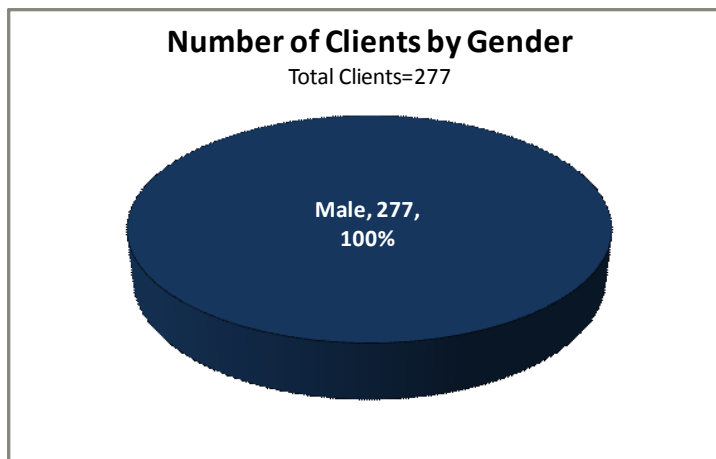
Activity Statistics 2014-2015: Source Program Statistics



	Number	Duration (Hours)
Direct Activities	4330	-
Indirect Activities	2421	-

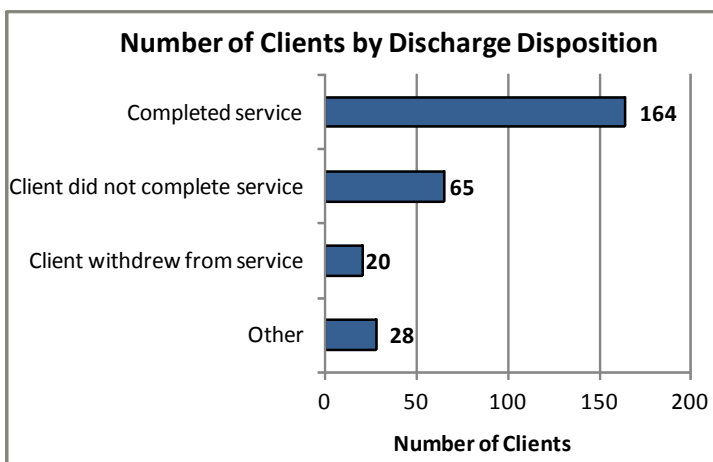
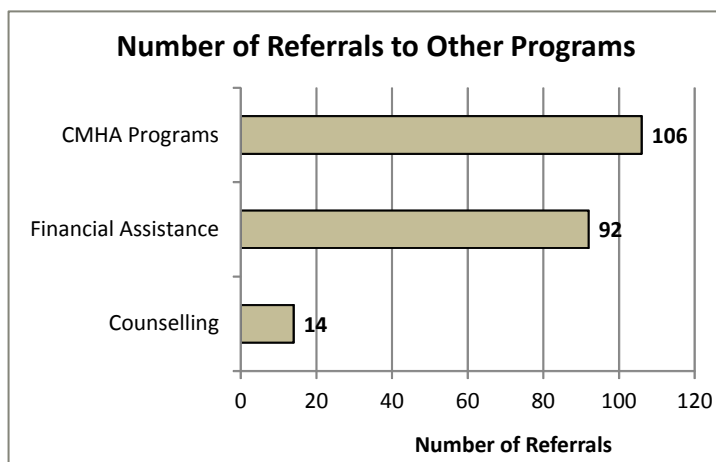
Recovery Acres Calgary Society

Client Statistics 2014-2015: Source Program Statistics



Note: 7 clients have an unknown place of residence.

Referral and Discharge Disposition Statistics 2014-2015: Source Program Statistics



Salvation Army Centre of Hope

The Salvation Army Centre of Hope in Calgary holds up to 400 residents and has emergency housing, mental health services, food and life skills training, counselling to help people get back on their feet, a chapel and recreational services.

The program is called Addictions Recovery Program because it gives people a chance to make life better, a hope of what can come from small changes. It gives the homeless a chance to regain their foothold in modern society. It encourages the homeless to become clean from drug/alcohol abuse, to get jobs and have something to look forward to.

Program Statistics: Source Program Statistics

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

	2012-2013	2013-2014	2014-2015
Referrals	-	-	-
New Enrolments	128	144	88
Overall Registrations	144	174	106
Unique Individuals Served	128	144	106
Discharges	114	136	81

Referral and wait time information are not available.

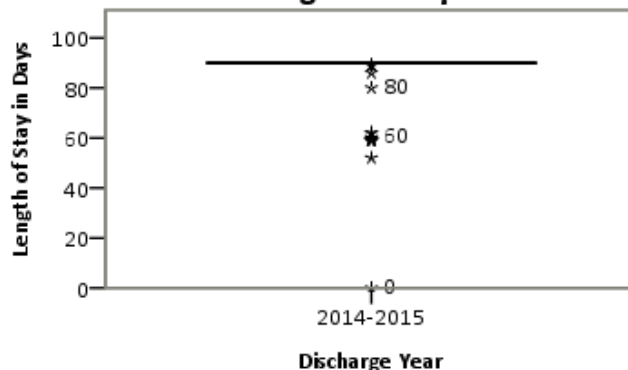
Wait Time and Length of Stay: Source Program Statistics

The box plots show how wait time and length of stay are distributed. The dark lines in the boxes represent the median.

Wait Time

Wait time information is not available.

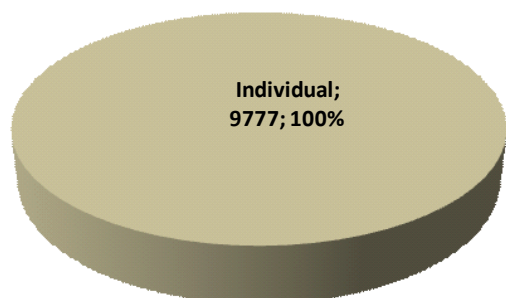
Length of Stay



Note: 2 outliers over 100 days are not displayed.

Activity Statistics 2014-2015: Source Program Statistics

Number of Direct Activity Hours



Registered Client Activity Totals

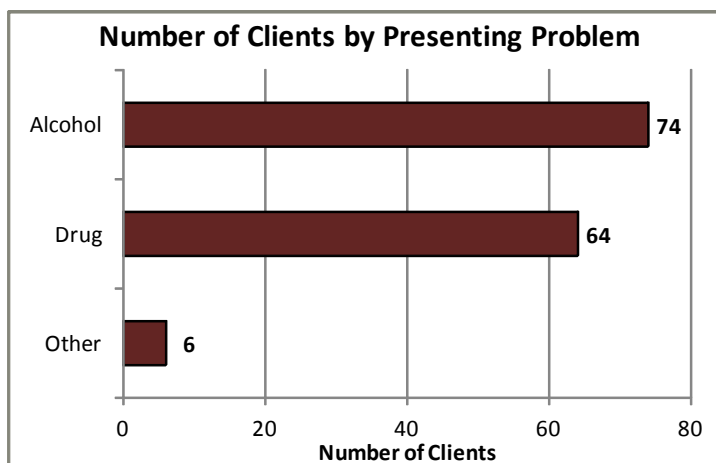
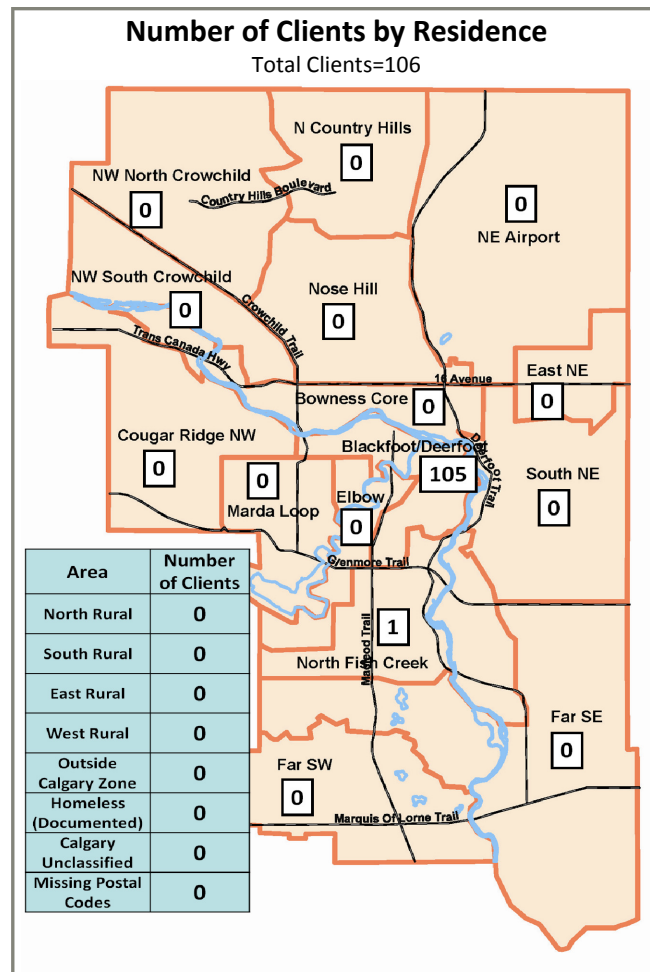
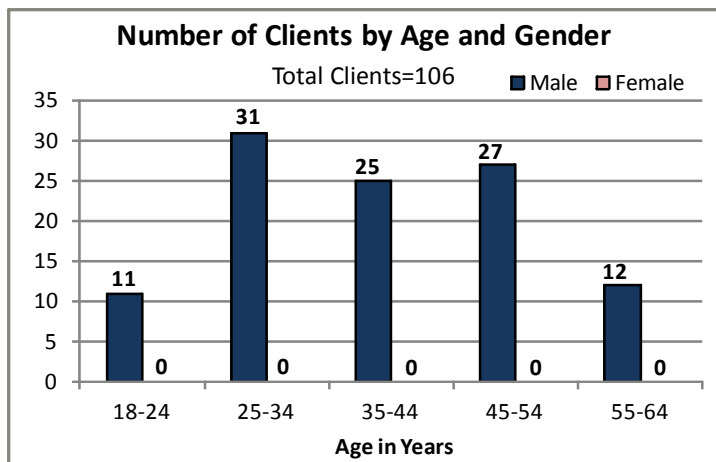
	Number	Duration (Hours)
Direct Activities	-	9777
Indirect Activities	-	-

Group Activity Totals

	# Sessions	# Attendees	Hours
Education	-	-	364
Skills	-	-	364
Counselling and Peer Support	-	-	373

Salvation Army Centre of Hope

Client Statistics 2014-2015: Source Program Statistics



Referral and Discharge Disposition Statistics 2014-2015: N/A

Referrals to Other Programs

Referral information is not available.

Discharge Disposition

Discharge disposition information is not available.

Sunrise Native Addictions Services Society - Outpatient

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

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

Program Statistics: Source Program Statistics

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

	2012-2013	2013-2014	2014-2015
Referrals	-	-	-
New Enrolments	149	121	133
Overall Registrations	148	129	133
Unique Individuals Served	144	122	128
Discharges	140	110	113

Referral and wait time information are not available. The data in this report includes clients from the Sunrise - Day Treatment program.

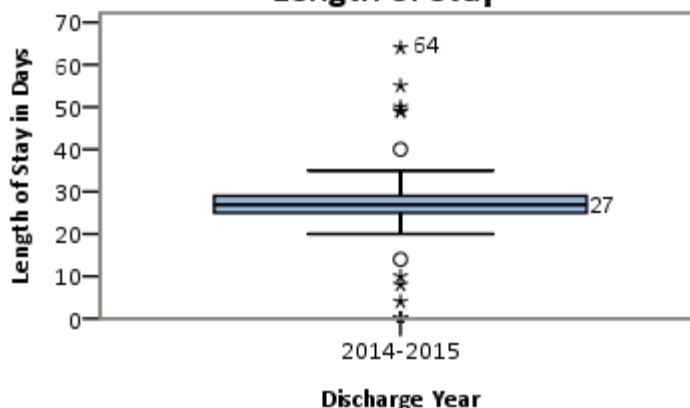
Wait Time and Length of Stay: Source Program Statistics

The box plots show how wait time and length of stay are distributed. The dark lines in the boxes represent the median.

Wait Time

Wait time information is not available.

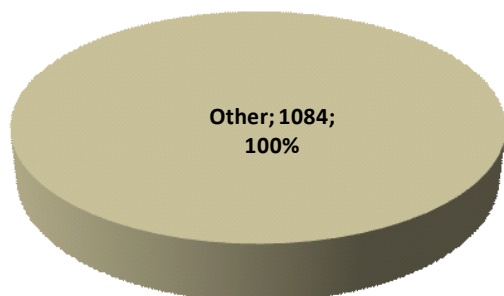
Length of Stay



Note: 6 outliers over 100 days are not displayed.

Activity Statistics 2014-2015: Source Program Statistics

Number of Days of Direct Activities

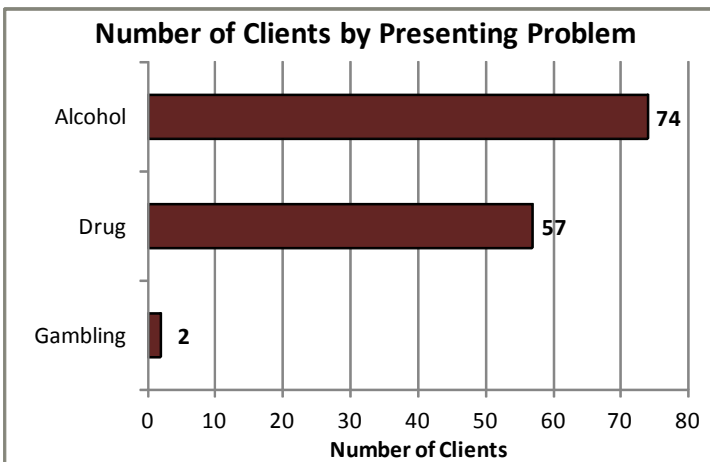
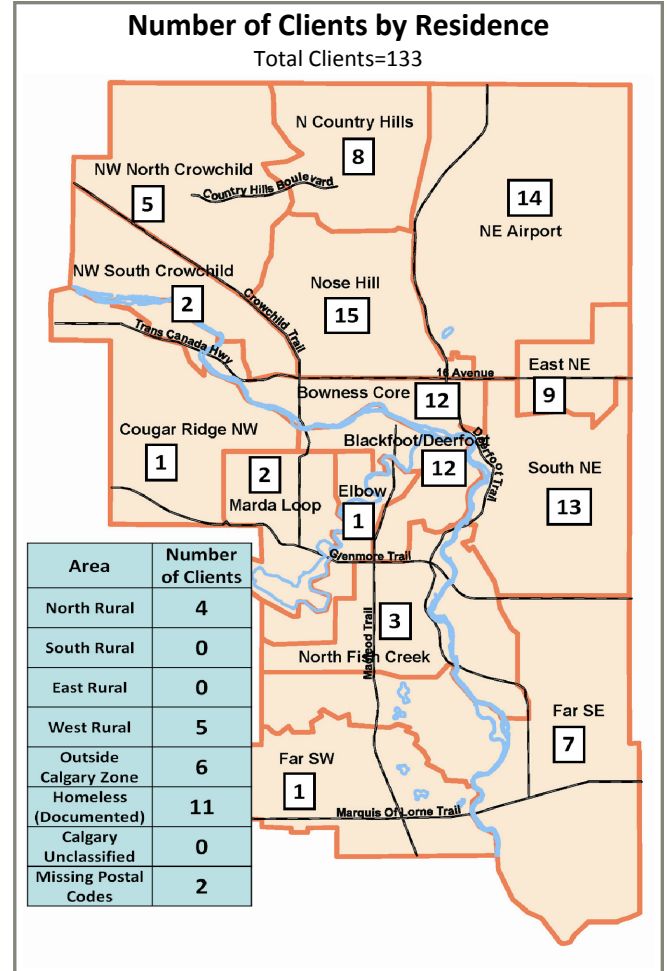
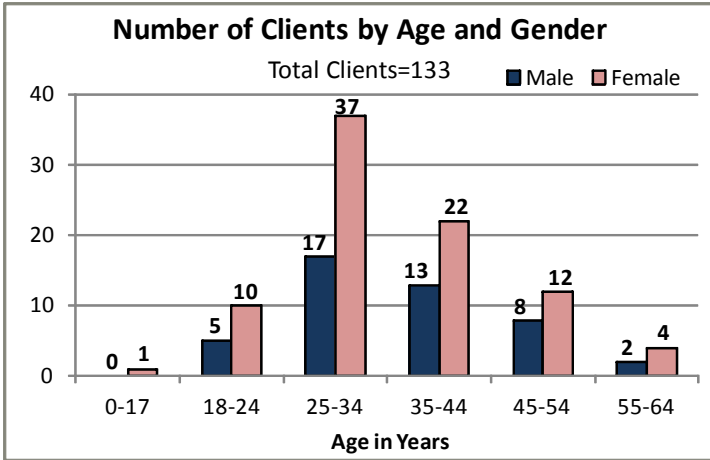


Registered Client Activity Totals

	Number	Duration (Days)
Direct Activities	-	1084
Indirect Activities	-	-

Sunrise Native Addictions Services Society - Outpatient

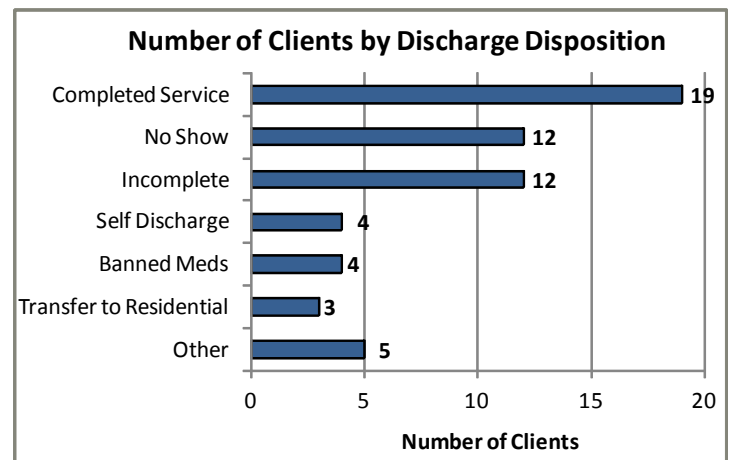
Client Statistics 2014-2015: Source Program Statistics



Referral and Discharge Disposition Statistics 2014-2015: Source Program Statistics

Referrals to Other Programs

Referral information is not available.



Sunrise Native Addictions Services Society - Residential

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

The 6 week program incorporates a unique cultural and spiritual healing experience utilizing the 12-Steps and the philosophy of Alcoholics Anonymous. This provides clients with holistic healing experiences while learning tools to attain/retain sobriety. Elder involvement and traditional ceremonies are key elements of all client support programs.

Program Statistics: Source Program Statistics

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

	2012-2013	2013-2014	2014-2015
Referrals	-	-	-
New Enrolments	266	216	241
Overall Registrations	267	234	235
Unique Individuals Served	259	219	227
Discharges	250	208	207

Referral and wait time information are not available.

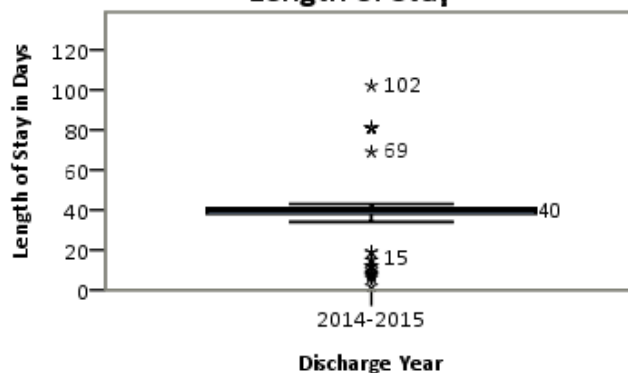
Wait Time and Length of Stay: Source Program Statistics

The box plots show how wait time and length of stay are distributed. The dark lines in the boxes represent the median.

Wait Time

Wait time information is not available.

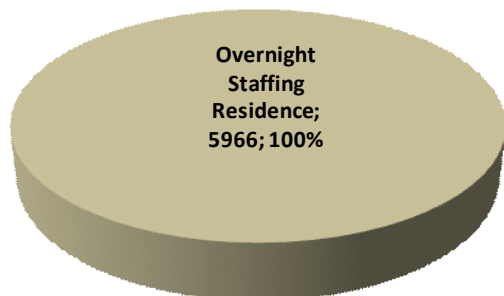
Length of Stay



Note: 1 outlier over 200 days is not displayed.

Activity Statistics 2014-2015: Source Program Statistics

Number of Direct Activity Days

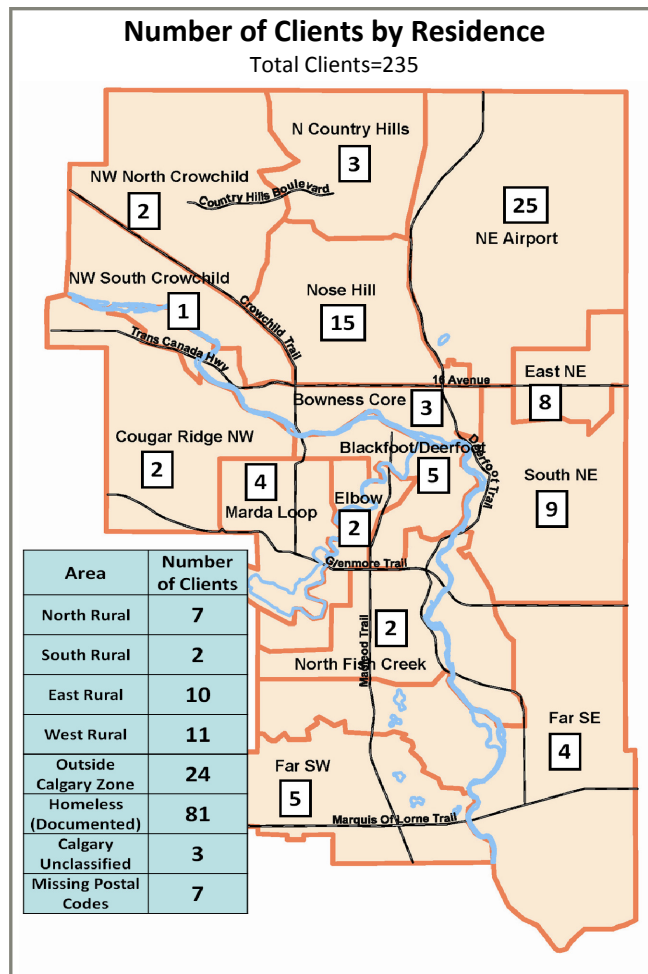
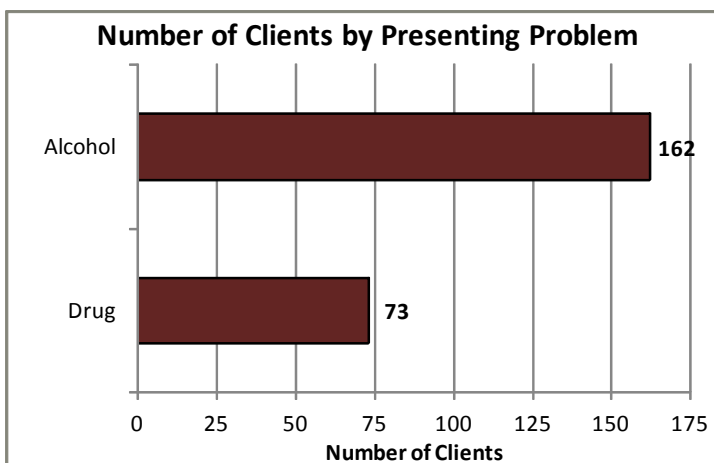
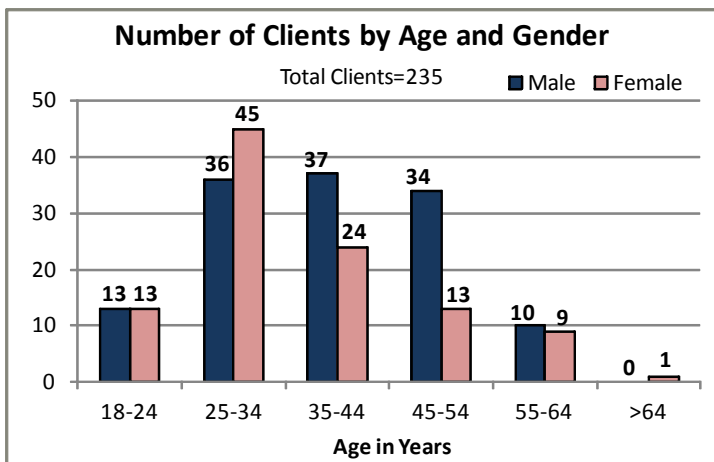


Registered Client Activity Totals

	Number	Duration (Days)
Direct Activities	-	5966
Indirect Activities	-	-

Sunrise Native Addictions Services Society - Residential

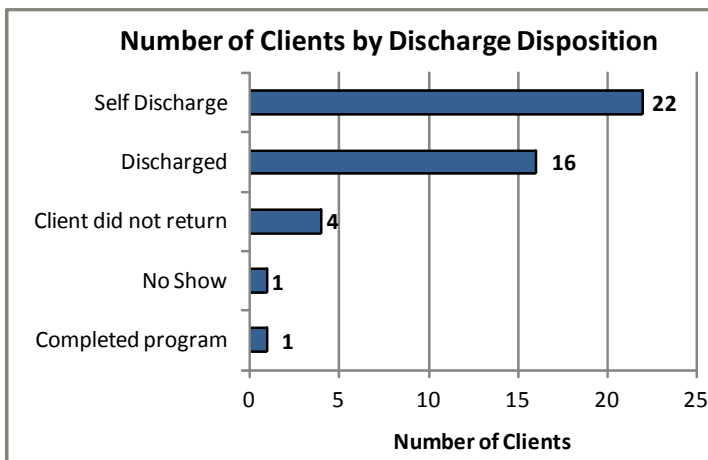
Client Statistics 2014-2015: Source Program Statistics



Referral and Discharge Disposition Statistics 2014-2015: Source Program Statistics

Referrals to Other Programs

Referral information is not available.



Youville Residential Society of Alberta

The Youville Residential Society offers recovery facilities for women experiencing the co-occurring issues of addiction, mental health distress and a history of abuse. Youville promotes recovery by providing holistic counselling and programming services to meet the physical, emotional, spiritual, occupational, and social needs of each client.

For women who are mothers and who might otherwise avoid recovery for fear of being separated from their children, Youville additionally offers accommodations and programs that keep families intact and that allow mothers and their children to remain together during recovery.

Program Statistics: Source Program Statistics

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

	2012-2013	2013-2014	2014-2015
Referrals	-	-	-
New Enrolments	48	36	51
Overall Registrations	48	47	51
Unique Individuals Served	48	46	47
Discharges	37	40	21

Data was collected in a different format for the 2011-2012 fiscal year and cannot be reported. Referral and wait time information are not available.

Wait Time and Length of Stay: Source N/A

Wait Time

Wait time information is not available.

Length of Stay

Length of stay information is not available.

Activity Statistics 2014-2015: Source Program Statistics

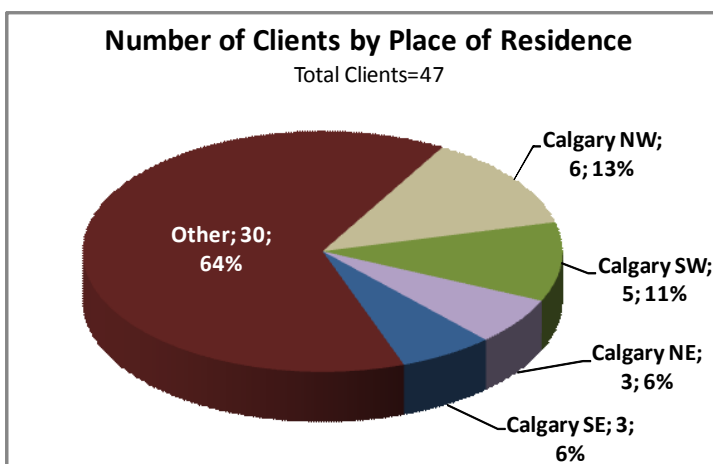
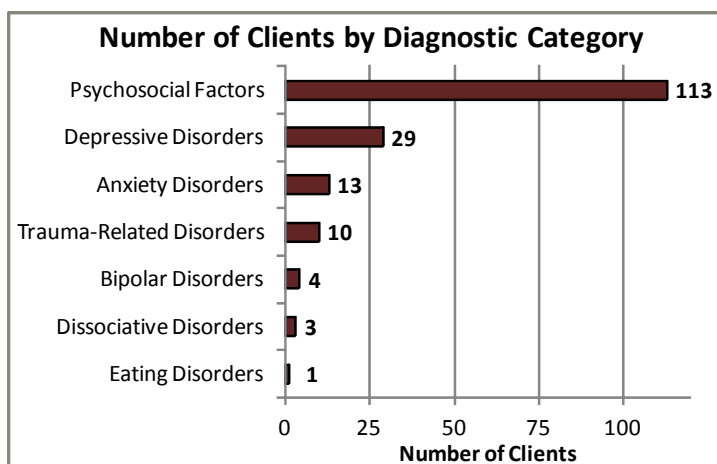
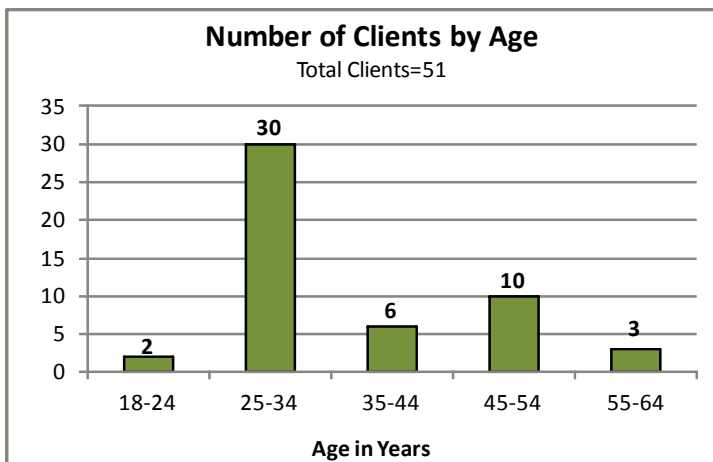
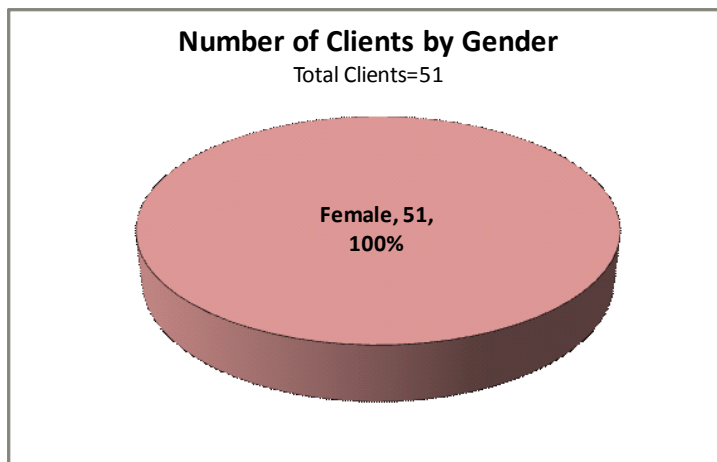
Prevention and Promotion Activity Totals			
	# Sessions	# Attendees	Hours
Clients	2	18	-

Training Activity Totals			
	# Sessions	# Attendees	Hours
Clients	2	18	-
Professional in house	5	9	-
Professional off site	5	6	-

Group Activity Totals			
	# Sessions	# Attendees	Hours
Education	-	51	1430
Skills	-	51	500
Counselling/Peer Support	-	51	720

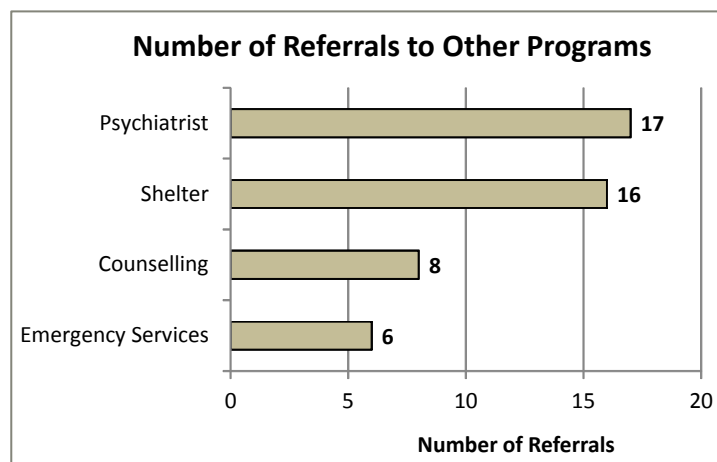
Youville Residential Society of Alberta

Client Statistics 2014-2015: Source Program Statistics



Note: 4 clients have an unknown place of residence.

Referral and Discharge Disposition Statistics 2014-2015: Source Program Statistics



Addiction & Mental Health Year End Service Summary

Child & Adolescent Contracted Services

Aspen - Residential Addictions Program

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

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

Program Statistics: Source Program Statistics

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

	2012-2013	2013-2014	2014-2015
Referrals	-	-	-
New Enrolments	5	10	4
Overall Registrations	-	10	5
Unique Individuals Served	-	10	5
Discharges	5	9	5

Data for previous years was not received in the same format therefore not all information is available. Referral, wait time, and gender information are not available.

Wait Time and Length of Stay: Source N/A

Wait Time

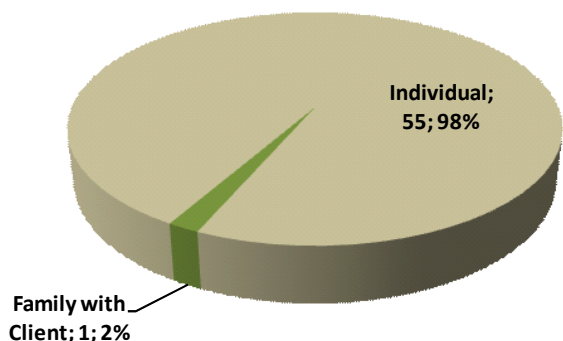
Wait time information is not available.

Length of Stay

Length of stay information is not available.

Activity Statistics 2014-2015: Source Program Statistics

Number of Direct Activities



Registered Client Activity Totals

	Number	Duration (Hours)
Direct Activities	56	-
Indirect Activities	8	-

Prevention and Promotion Activity Totals

	# Sessions	# Attendees	Hours
Professional off-site	1	9	-
Public	1	10	-

Training Activity Totals

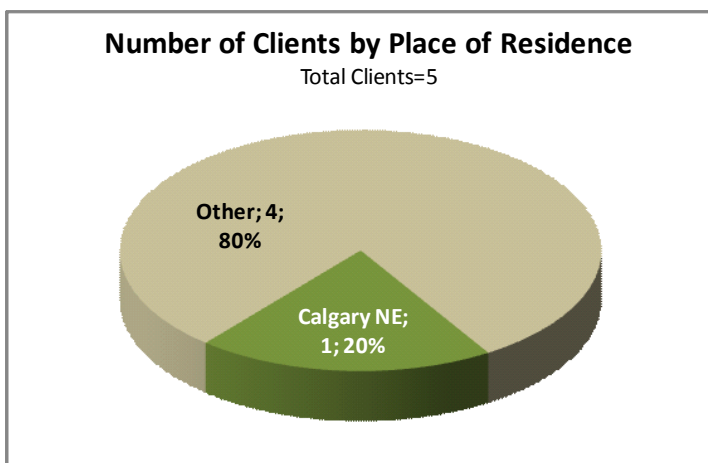
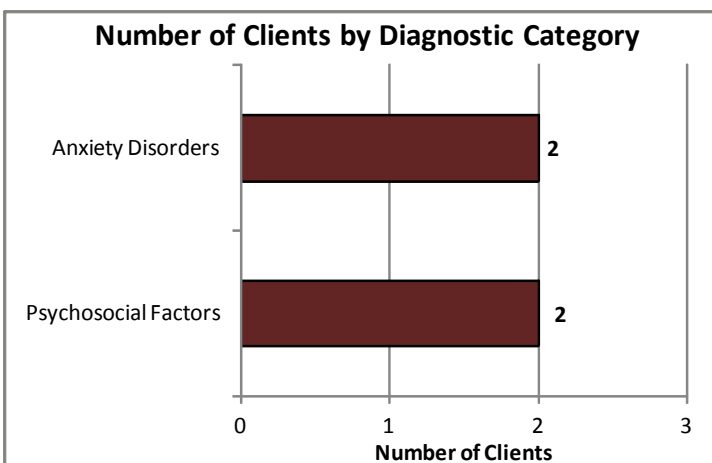
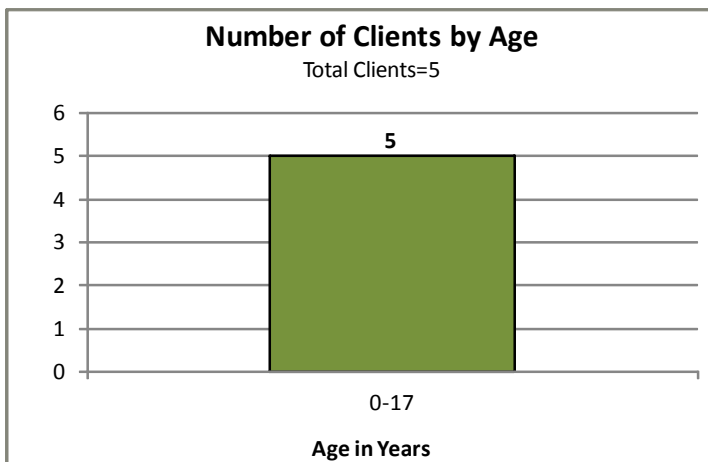
	# Sessions	# Attendees	Hours
Professional off-site	1	3	-

Aspen - Residential Addictions Program

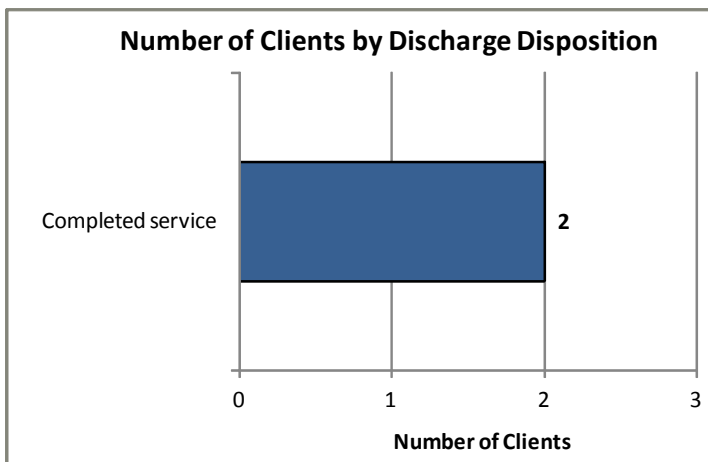
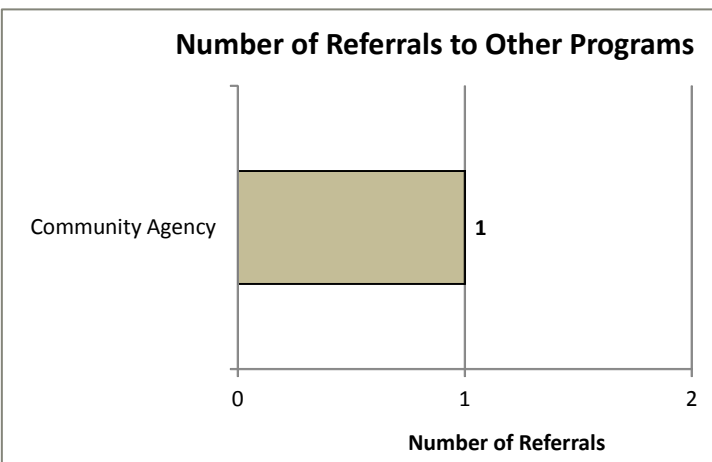
Client Statistics 2014-2015: Source Program Statistics

Gender

Gender information is not available.



Referral and Discharge Disposition Statistics 2014-2015: Source Program Statistics



Calgary Family Therapy Centre

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

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

Program Statistics: Source Program Statistics

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

	2012-2013	2013-2014	2014-2015
Referrals	450	-	500
New Enrolments	-	603	458
Overall Registrations	471	-	-
Unique Individuals Served	-	-	-
Discharges	451	553	498

Activity and discharge disposition information are not available. Client statistics are reported for the number of new enrolments.

Wait Time and Length of Stay: Source Program Statistics

Wait Time

Average wait time from referral to start of service is 23 days.

Length of Stay

The average length of stay from enrolment to discharge for Calgary Family Therapy Centre is 189 days

Activity Statistics 2014-2015: Source N/A

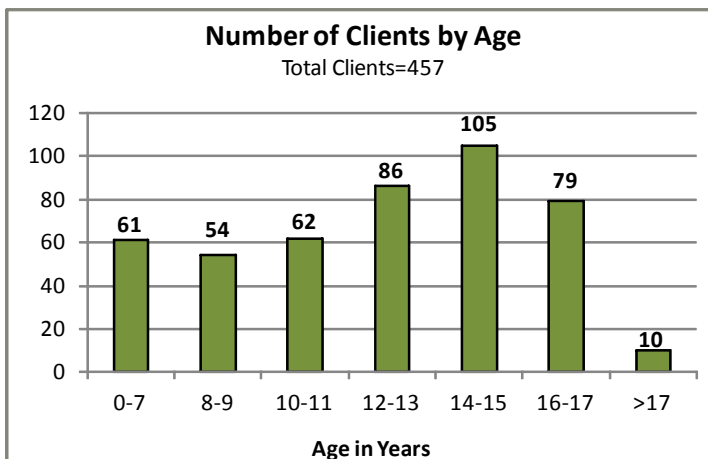
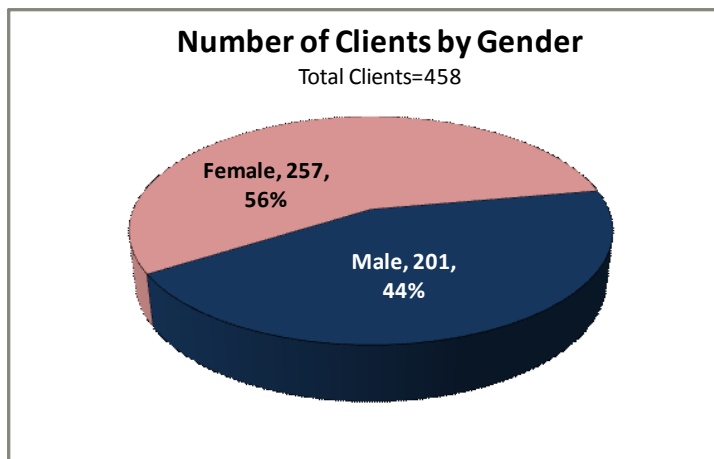
Number of Direct Activities

Activity information is not available.

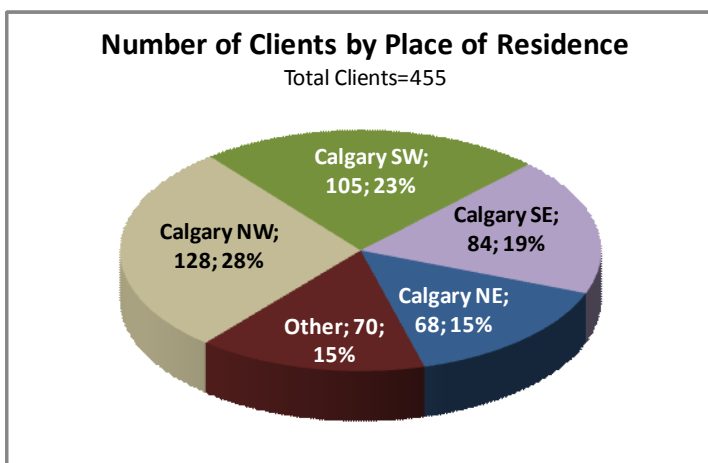
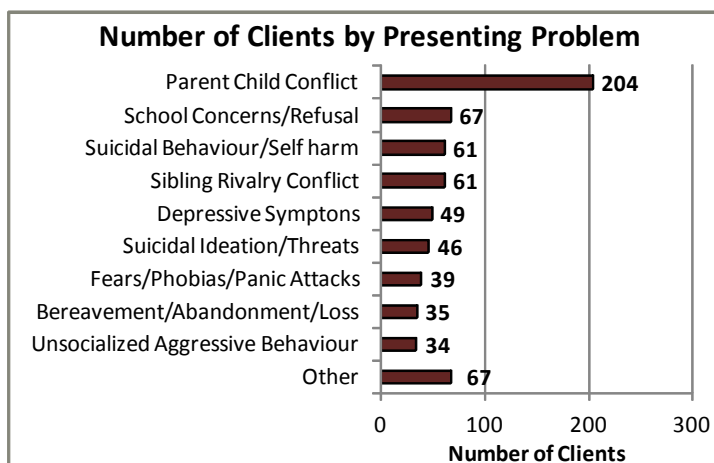
Registered Client Activity Totals		
	Number	Duration (Hours)
Direct Activities	-	-
Indirect Activities	-	-

Calgary Family Therapy Centre

Client Statistics 2014-2015: Source Program Statistics

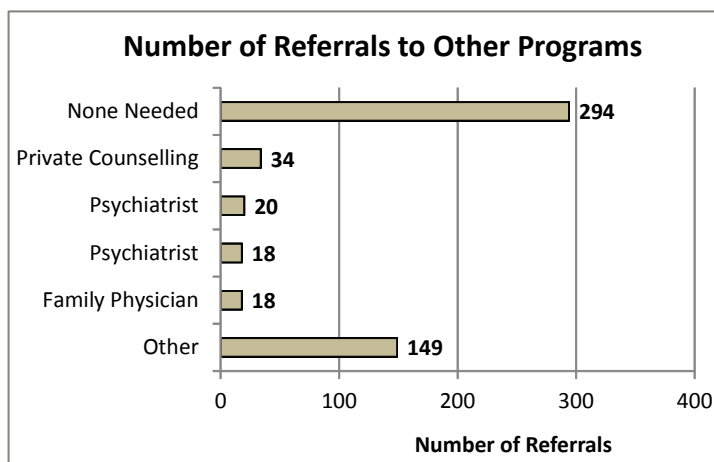


Note: 1 client has an unknown date of birth.



Note: 1 client has an unknown place of residence.

Referral and Discharge Disposition Statistics 2014-2015: Source Program Statistics



Enviros Wilderness School Association

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

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

Program Statistics: Source Program Statistics

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

	2012-2013	2013-2014	2014-2015
Referrals	-	-	-
New Enrolments	51	34	39
Overall Registrations	60	38	44
Unique Individuals Served	48	38	43
Discharges	45	33	37

Referral and wait time information are not available.

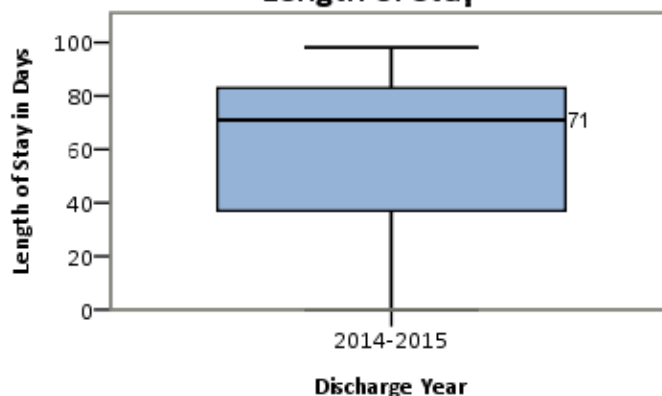
Wait Time and Length of Stay: Source Program Statistics

The box plots show how wait time and length of stay are distributed. The dark lines in the boxes represent the median.

Wait Time

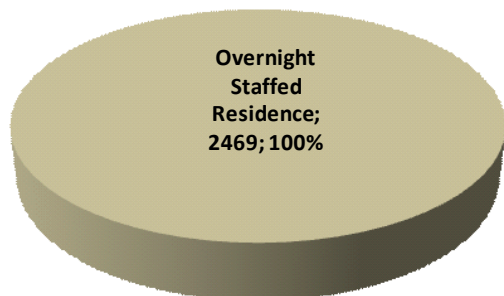
Wait time information is not available.

Length of Stay



Activity Statistics 2014-2015: Source Program Statistics

Number of Direct Activity Days

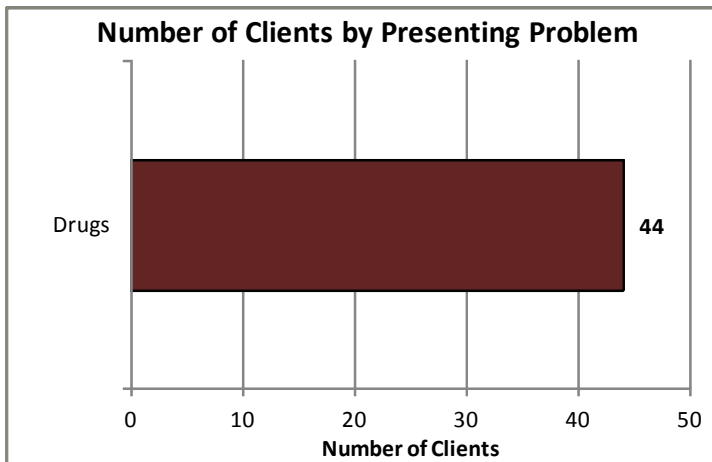
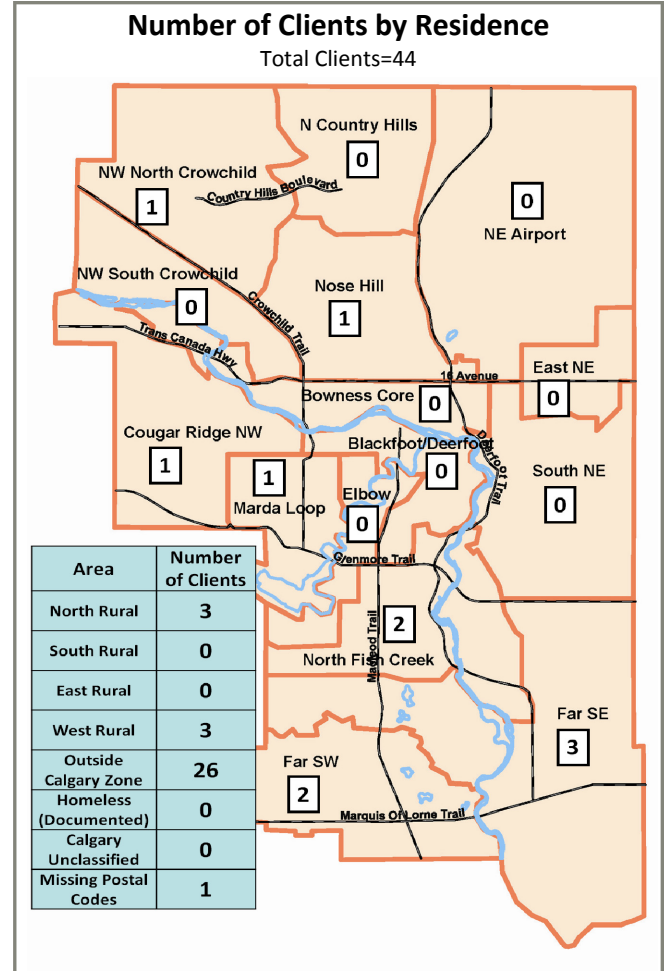
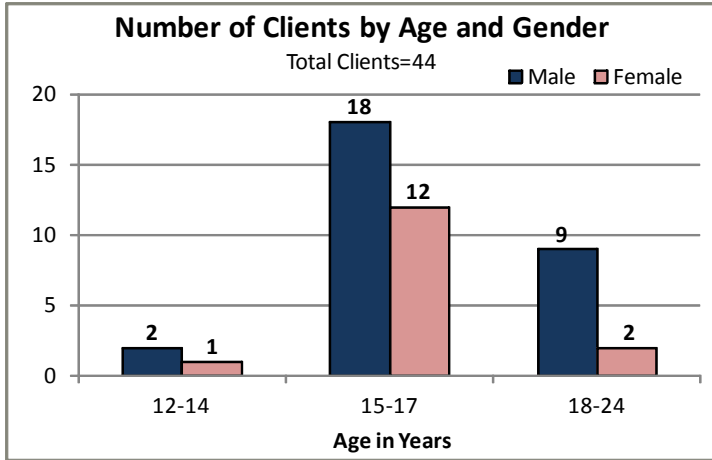


Registered Client Activity Totals

	Number	Duration (Days)
Direct Activities	-	2469
Indirect Activities	-	-

Enviros Wilderness School Association

Client Statistics 2014-2015: Source Program Statistics



Referral and Discharge Disposition Statistics 2014-2015: Source N/A

Referrals to Other Programs

Referral information is not available.

Discharge Disposition

Discharge disposition information is not available.

Hull Services - Youth Detox Program

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

Family supports are offered to youth and their family by AHS workers. The youth are supported in their transition from detoxification either into further treatment or other appropriate placements. The program is six to ten days in duration, depending on the individuals' circumstances.

Program Statistics: Source Program Statistics

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

	2012-2013	2013-2014	2014-2015
Referrals	-	-	-
New Enrolments	146	176	172
Overall Registrations	150	179	176
Unique Individuals Served	73	-	157
Discharges	147	175	170

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

Wait Time and Length of Stay: Source N/A

Wait Time

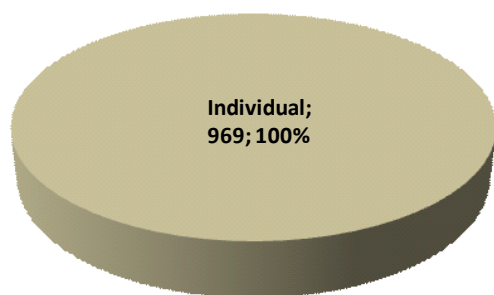
Wait time information is not available.

Length of Stay

Length of stay information is not available.

Activity Statistics 2014-2015: Source Program Statistics

Number of Direct Activities



Registered Client Activity Totals

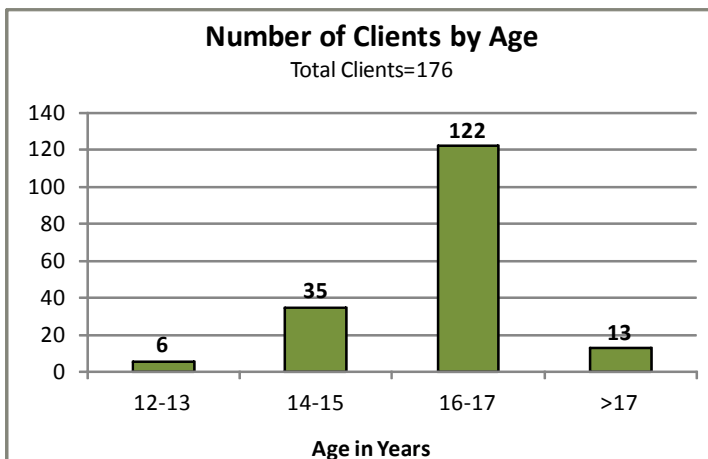
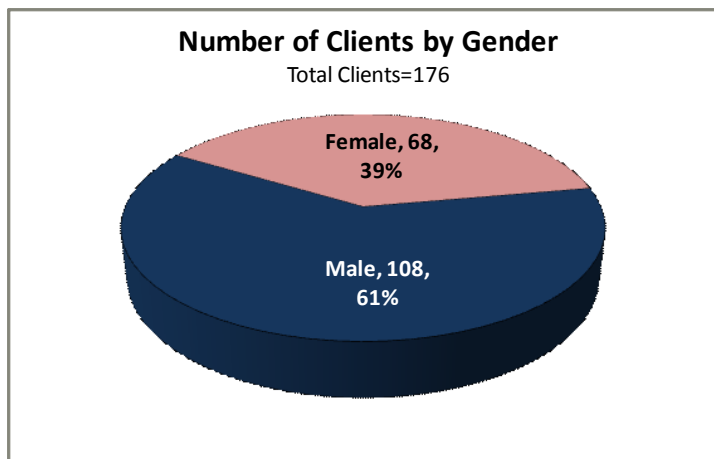
	Number	Duration (Hours)
Direct Activities	969	-
Indirect Activities	818	-

Group Activity Totals

	# Sessions	# Attendees	Hours
Education	594	1690	-

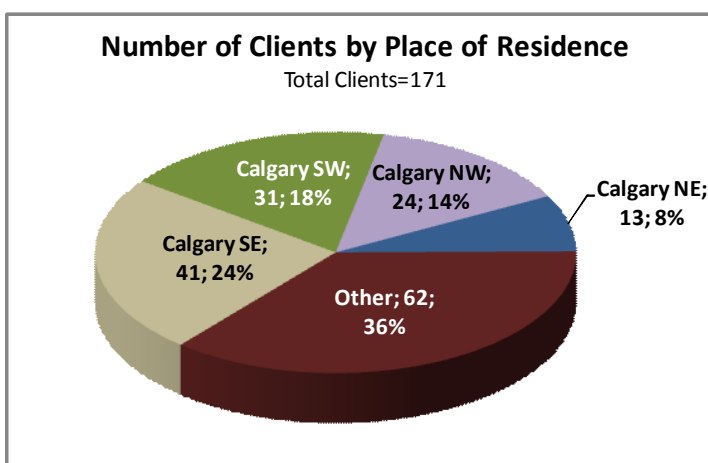
Hull Services - Youth Detox Program

Client Statistics 2014-2015: Source Program Statistics



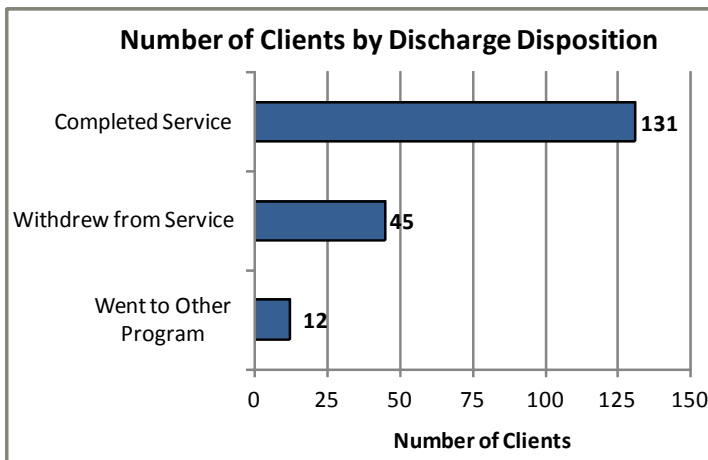
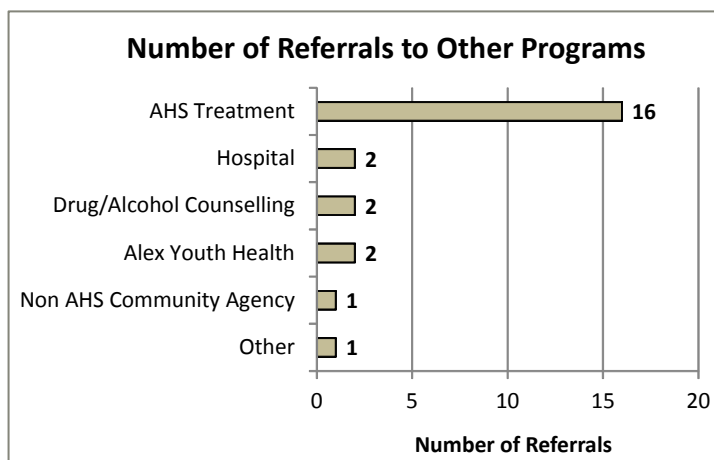
Diagnosis

Diagnosis information is not available.



Note: 5 clients have an unknown place of residence.

Referral and Discharge Disposition Statistics 2014-2015: Source Program Statistics



Wood's Homes - Community Resource Team

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

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

Program Statistics: Source Program Statistics

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

	2012-2013	2013-2014	2014-2015
Referrals	-	-	-
New Enrolments	2642	-	-
Overall Registrations	11557	11838	11692
Unique Individuals Served	-	5787	5388
Discharges	-	-	-

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

Wait Time and Length of Stay: Source N/A

Wait Time

Wait time information is not available.

Length of Stay

Length of stay information is not available.

Activity Statistics 2014-2015: Source Program Statistics

Number of Direct Activities

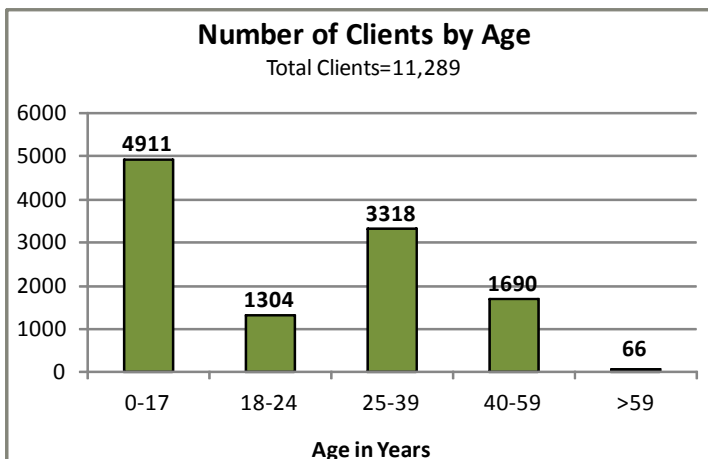
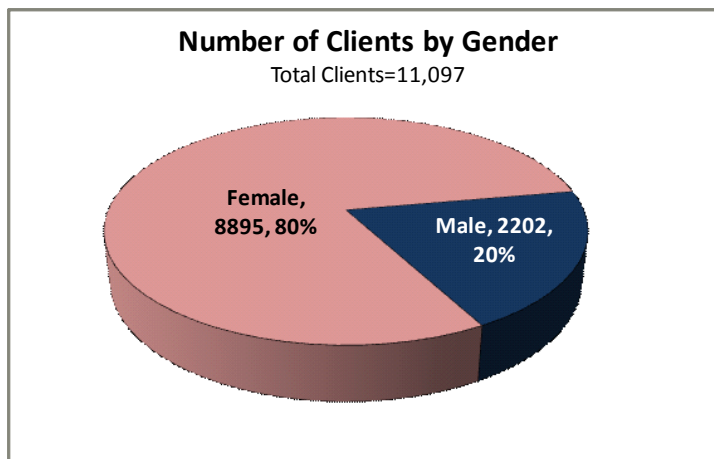


Registered Client Activity Totals

	Number	Duration (Hours)
Direct Activities	771	-
Indirect Activities	11712	-

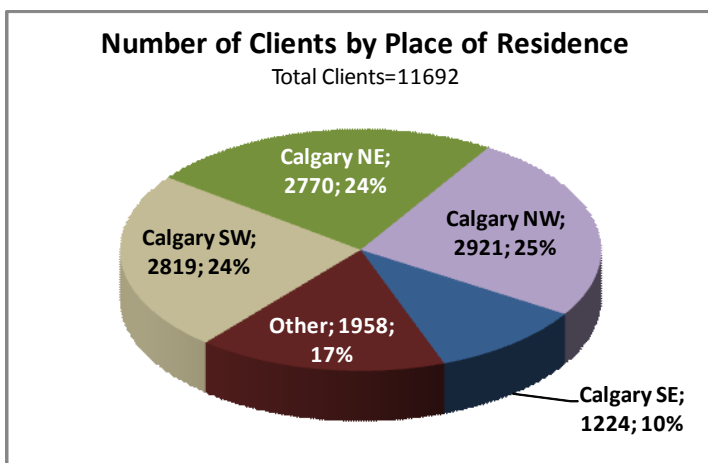
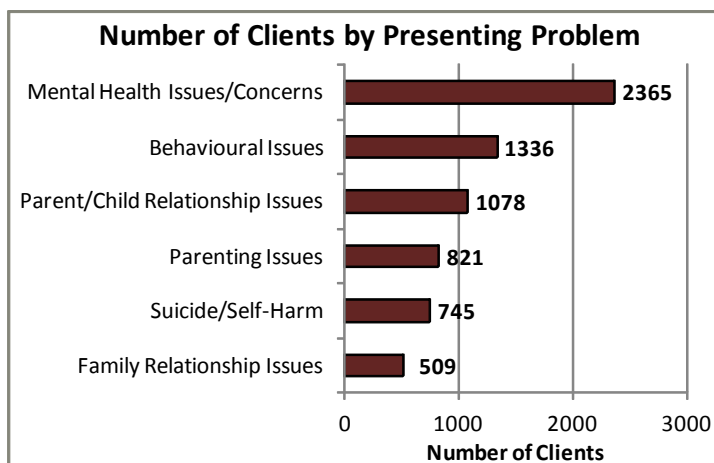
Wood's Homes - Community Resource Team

Client Statistics 2014-2015: Source Program Statistics



Note: 595 clients have an unknown gender.

Note: 403 clients have an unknown date of birth.



Referral and Discharge Disposition Statistics 2014-2015: Source N/A

Referrals to Other Programs

Referral information is not available.

Discharge Disposition

Discharge disposition information is not available.

Wood's Homes - Eastside Family Centre

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

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

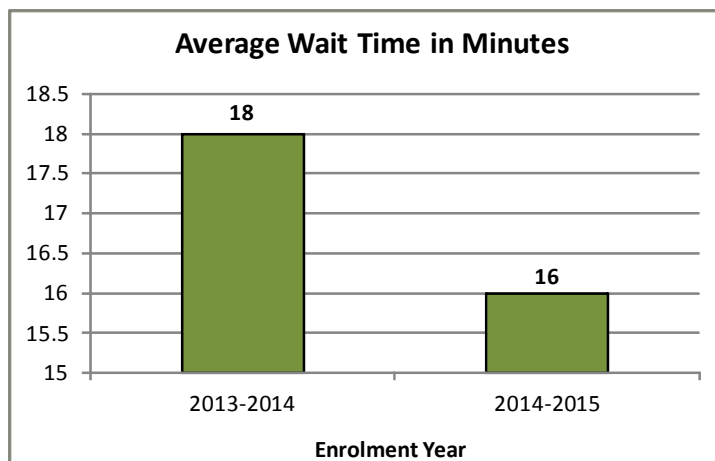
Program Statistics: Source Program Statistics

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

	2012-2013	2013-2014	2014-2015
Referrals	-	-	-
New Enrolments	2462	1032	3162
Overall Registrations	2462	1888	3162
Unique Individuals Served	2462	-	1687
Discharges	2462	2548	3046

Referral, length of stay, and discharge disposition information are not available.

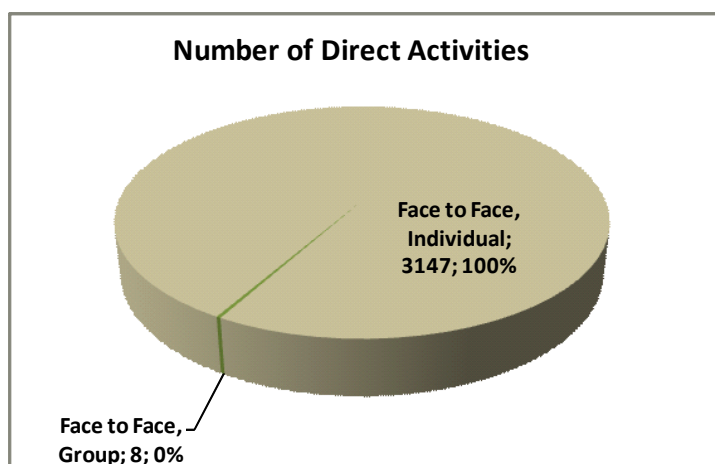
Wait Time and Length of Stay: Source Program Statistics



Length of Stay

Length of stay information is not available.

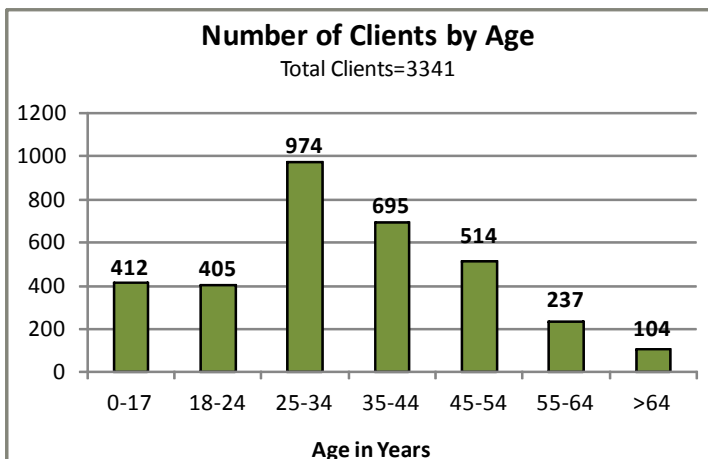
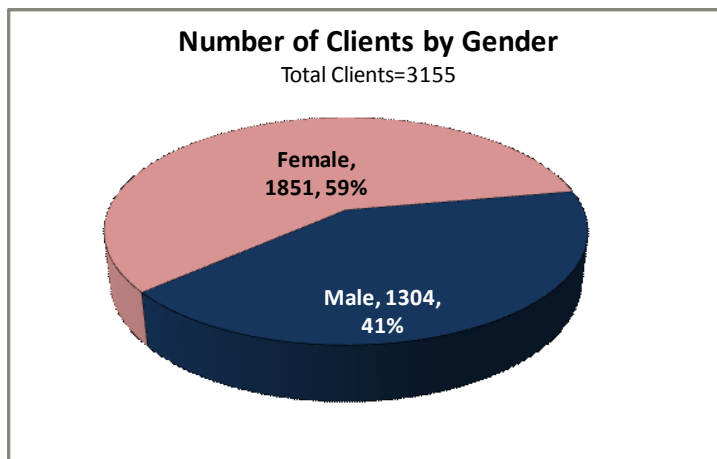
Activity Statistics 2014-2015: Source Program Statistics



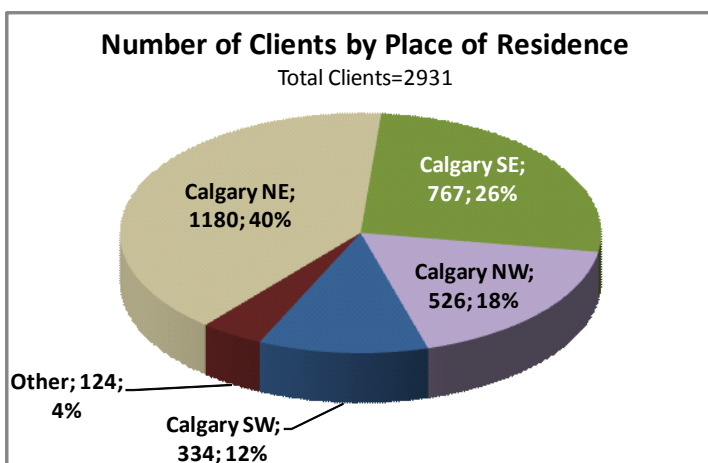
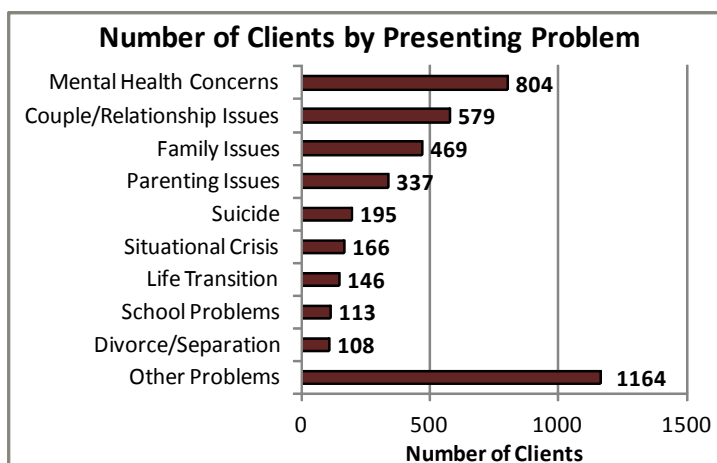
	Number	Duration (Hours)
Direct Activities	3155	3161
Indirect Activities	2821	235

Wood's Homes - Eastside Family Centre

Client Statistics 2014-2015: Source Program Statistics

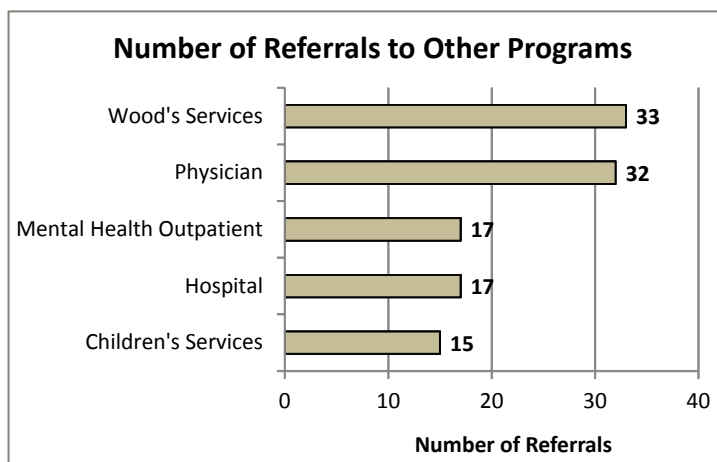


Note: 7 clients have an unknown gender.



Note: 196 clients have an unknown place of residence.

Referral and Discharge Disposition Statistics 2014-2015: Source Program Statistics



Wood's Homes - Exceptional Needs Program

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

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

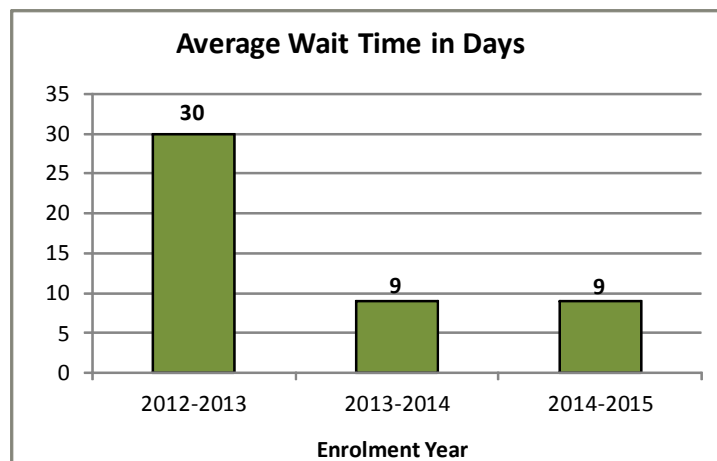
Program Statistics: Source Program Statistics

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

	2012-2013	2013-2014	2014-2015
Referrals	-	-	-
New Enrolments	49	74	68
Overall Registrations	55	78	72
Unique Individuals Served	52	72	72
Discharges	50	74	67

This program is a partnership between Alberta Health Services and Wood's Homes. The data reported here reflects the Wood's Homes component.

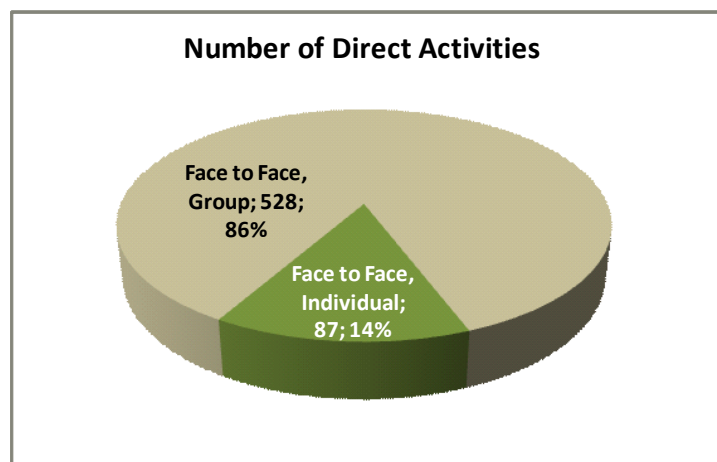
Wait Time and Length of Stay: Source Program Statistics



Length of Stay

Length of stay information is not available.

Activity Statistics 2014-2015: Source Program Statistics

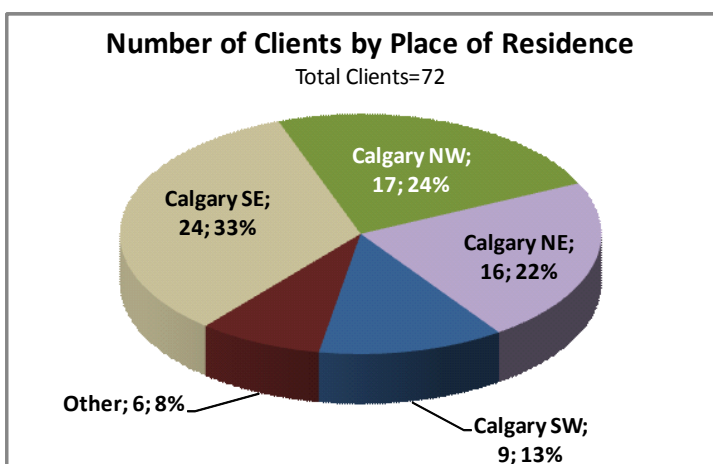
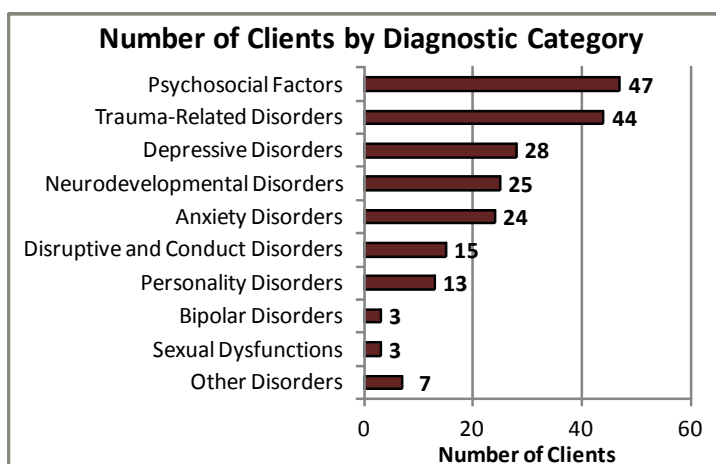
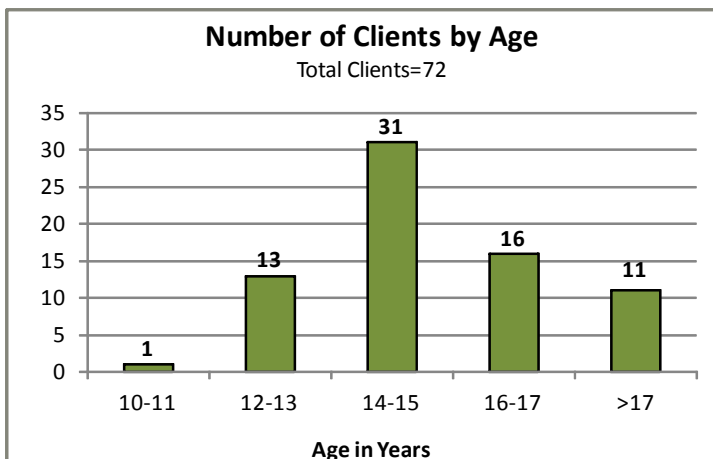
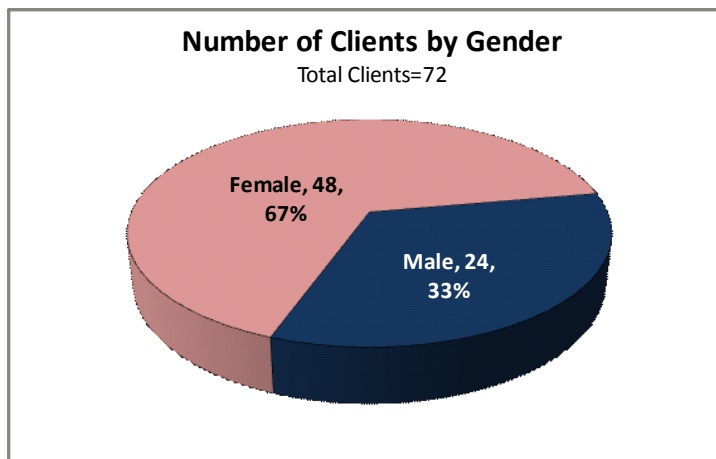


Registered Client Activity Totals		
	Number	Duration (Hours)
Direct Activities	615	4395
Indirect Activities	992	3892

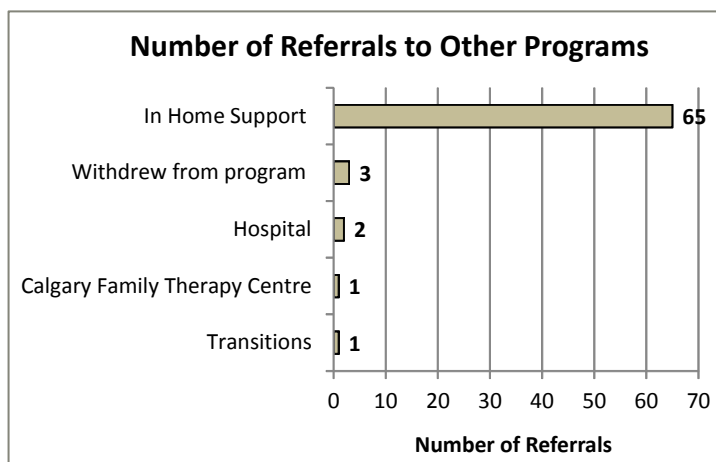
Group Activity Totals			
	# Sessions	# Attendees	Hours
Leisure/Recreational & Informational	250	70	545

Wood's Homes - Exceptional Needs Program

Client Statistics 2014-2015: Source Program Statistics



Referral and Discharge Disposition Statistics 2014-2015: Source Program Statistics



Wood's Homes - Exceptional Needs Program - In Home

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

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

Program Statistics: Source Program Statistics

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

	2012-2013	2013-2014	2014-2015
Referrals	-	-	-
New Enrolments	25	26	23
Overall Registrations	84	115	131
Unique Individuals Served	84	115	131
Discharges	29	23	27

This program is a partnership between Alberta Health Services and Wood's Homes. The data reported here reflects the Wood's Homes component.

Wait Time and Length of Stay: Source N/A

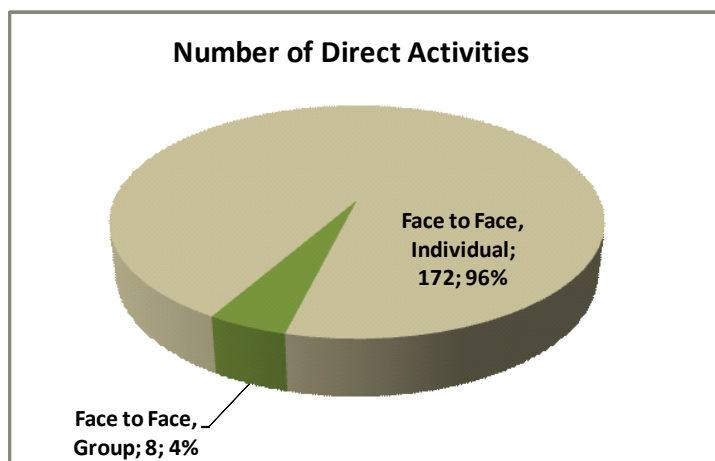
Wait Time

Wait time information is not available.

Length of Stay

Length of stay information is not available.

Activity Statistics 2014-2015: Source Program Statistics

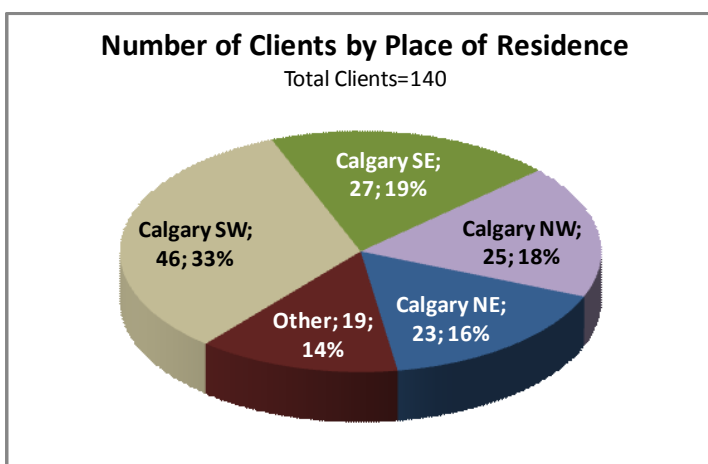
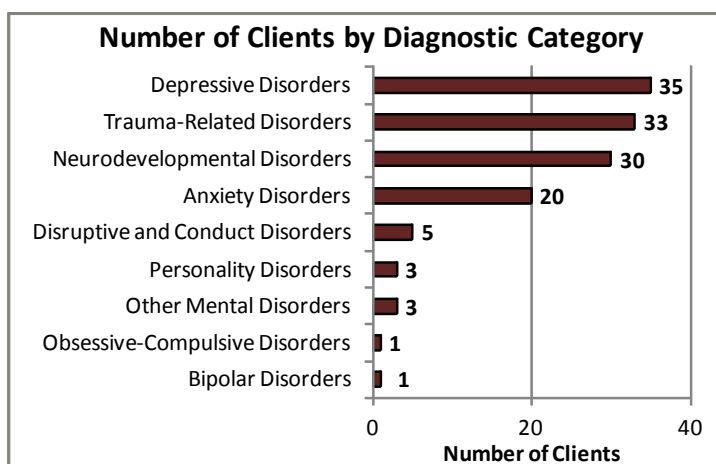
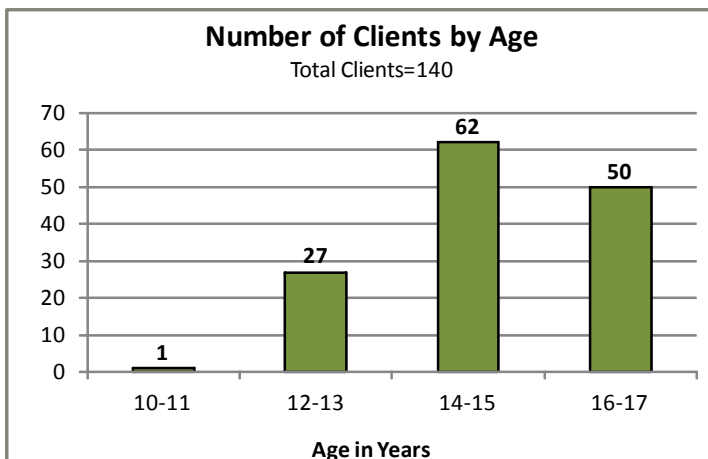
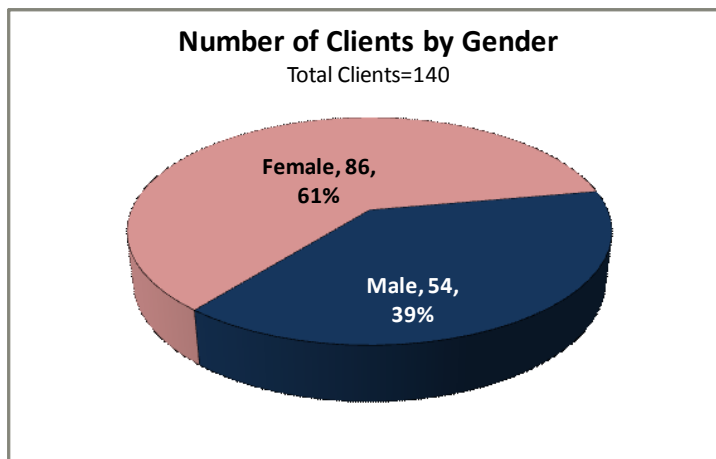


Registered Client Activity Totals		
	Number	Duration (Hours)
Direct Activities	180	376
Indirect Activities	407	478

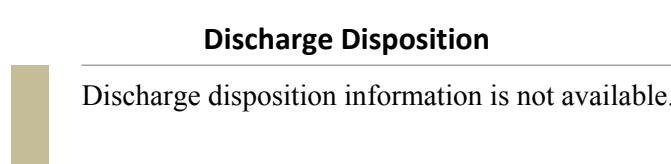
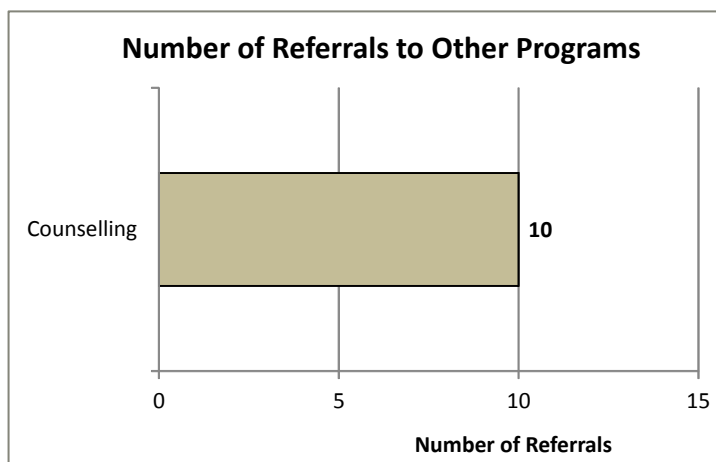
Group Activity Totals			
	# Sessions	# Attendees	Hours
Leisure/Recreational & Informational	8	21	24

Wood's Homes - Exceptional Needs Program - In Home

Client Statistics 2014-2015: Source Program Statistics



Referral and Discharge Disposition Statistics 2014-2015: Source Program Statistics



Wood's Homes - Home Connections Program

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

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

Program Statistics: Source Program Statistics

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

	2012-2013	2013-2014	2014-2015
Referrals	-	-	-
New Enrolments	8	29	15
Overall Registrations	58	70	44
Unique Individuals Served	58	70	44
Discharges	17	42	15

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

Wait Time and Length of Stay: Source N/A

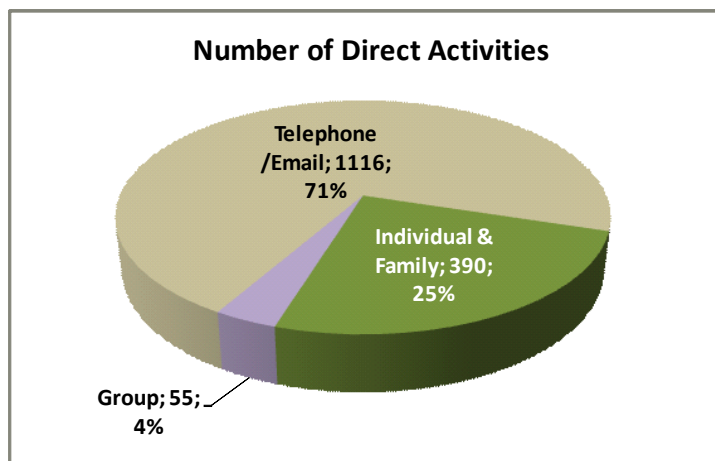
Wait Time

Wait time information is not available.

Length of Stay

Length of stay information is not available.

Activity Statistics 2014-2015: Source Program Statistics

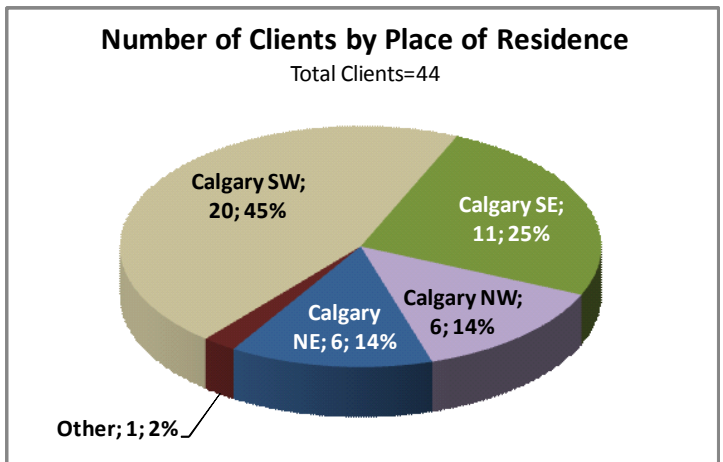
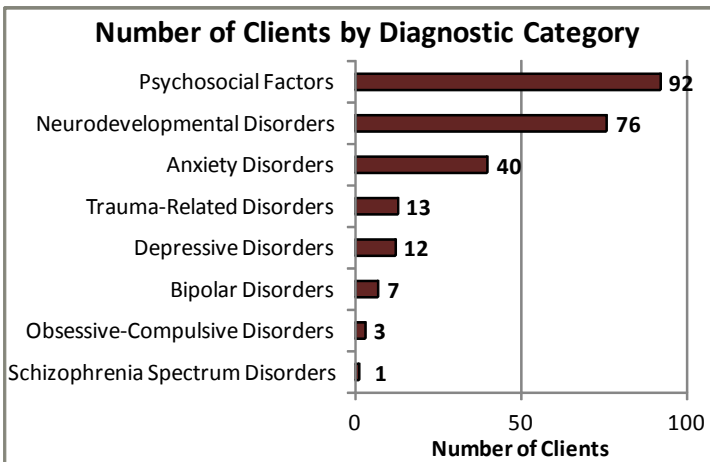
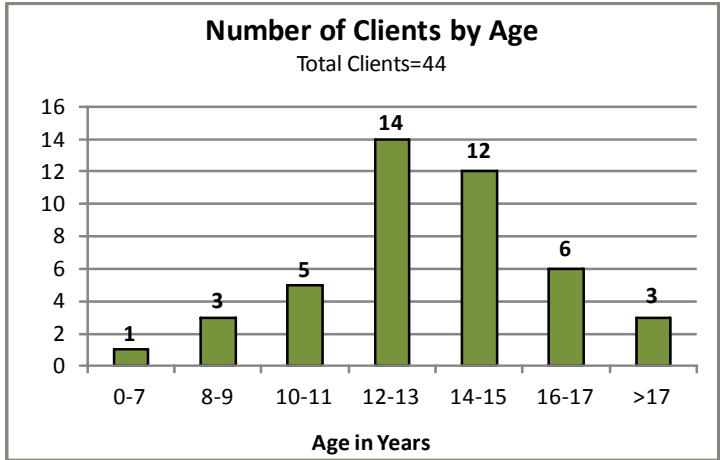
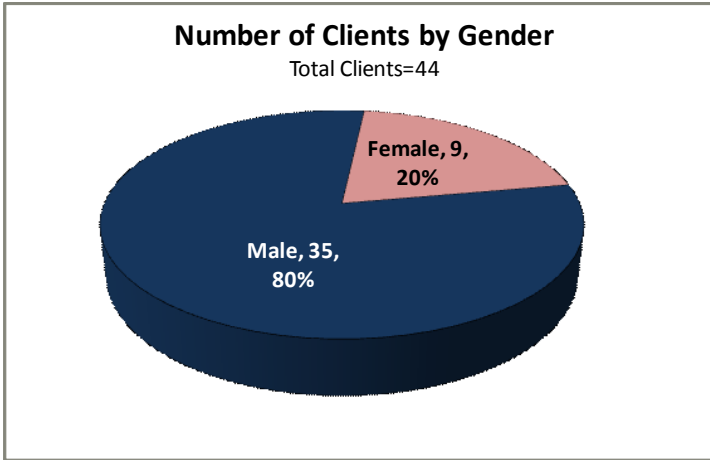


Registered Client Activity Totals		
	Number	Duration (Hours)
Direct Activities	1561	1122
Indirect Activities	711	1832

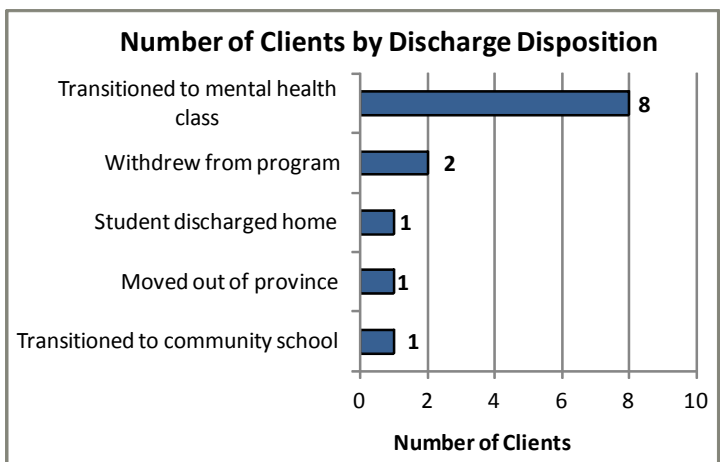
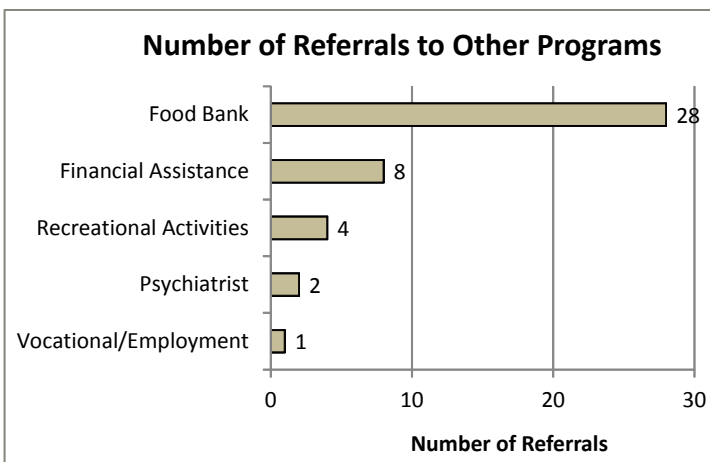
Group Activity Totals			
	# Sessions	# Attendees	Hours
Mental Health Group	54	35	80

Wood's Homes - Home Connections Program

Client Statistics 2014-2015: Source Program Statistics



Referral and Discharge Disposition Statistics 2014-2015: Source Program Statistics



Wood's Homes - School Based Treatment & Learning Centre

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

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

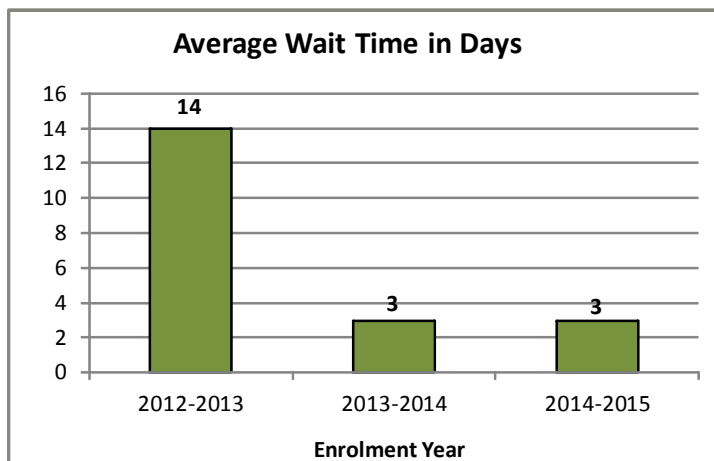
Program Statistics: Source Program Statistics

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

	2012-2013	2013-2014	2014-2015
Referrals	-	-	-
New Enrolments	49	22	32
Overall Registrations	69	62	55
Unique Individuals Served	69	62	55
Discharges	26	27	34

Data for this program is reported for July 1, 2013 to June 30, 2014. Referral and length of stay information are not available.

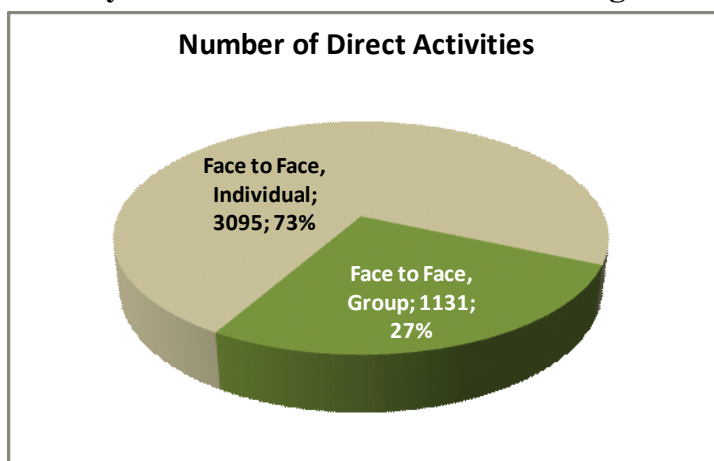
Wait Time and Length of Stay: Source Program Statistics



Length of Stay

Length of stay information is not available.

Activity Statistics 2014-2015: Source Program Statistics

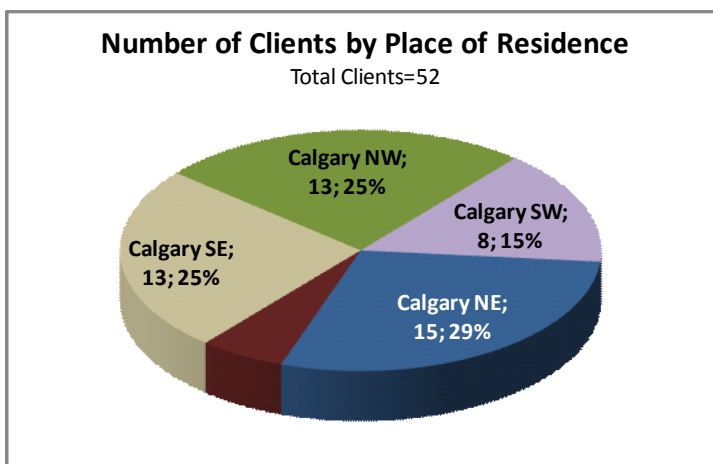
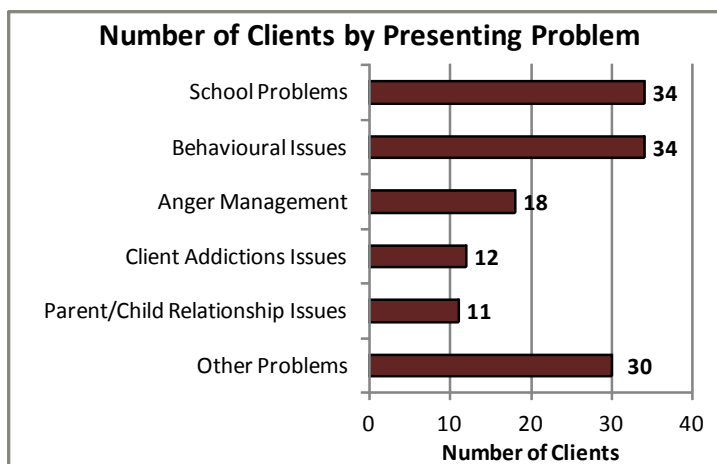
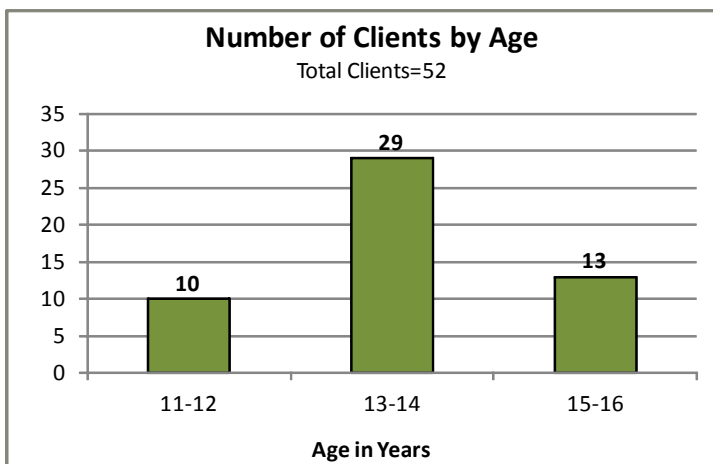
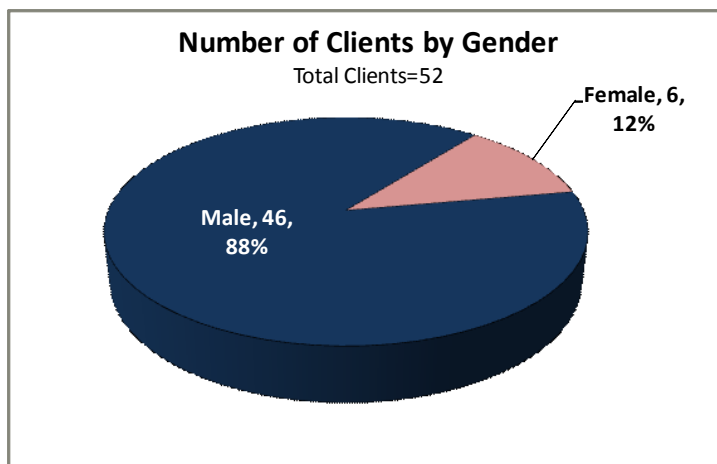


Registered Client Activity Totals		
	Number	Duration (Hours)
Direct Activities	4226	39522
Indirect Activities	11029	7938

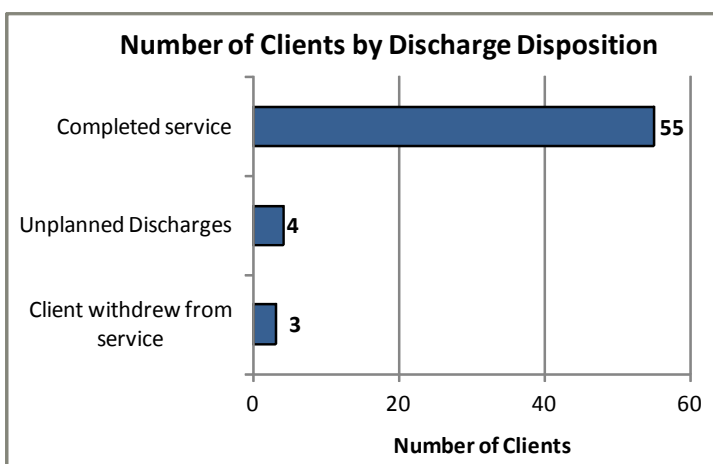
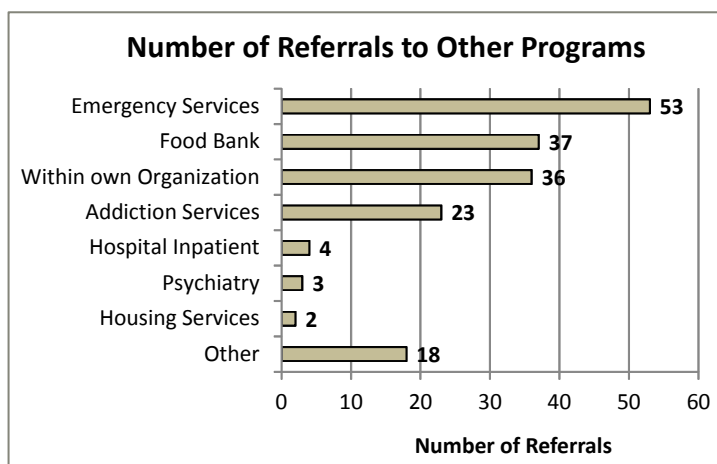
Group Activity Totals			
	# Sessions	# Attendees	Hours
Re-entry Meetings	29	2-6	31
Debriefs	84	5-20	64
Treatment Agreements	20	3-6	21
Intake Admissions	22	4-6	32
Other Groups	636	~192	321

Wood's Homes - School Based Treatment & Learning Centre

Client Statistics 2014-2015: Source Program Statistics



Referral and Discharge Disposition Statistics 2014-2015: Source Program Statistics



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

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

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

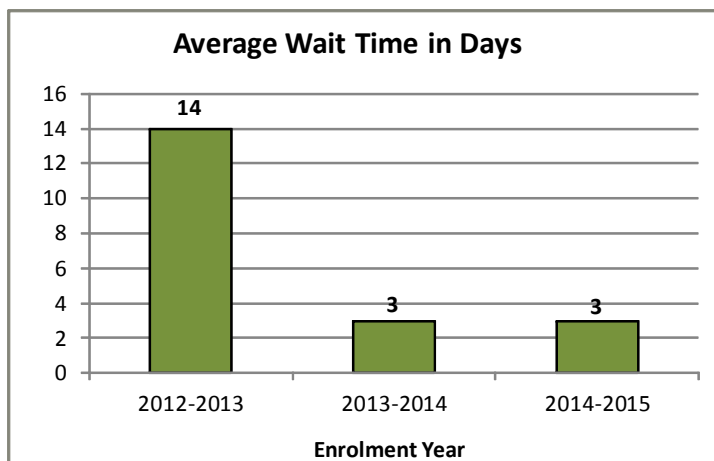
Program Statistics: Source Program Statistics

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

	2012-2013	2013-2014	2014-2015
Referrals	-	-	-
New Enrolments	49	32	25
Overall Registrations	69	71	63
Unique Individuals Served	69	71	63
Discharges	26	32	32

Data for this program is reported for July 1, 2013 to June 30, 2014. Referral and length of stay information are not available.

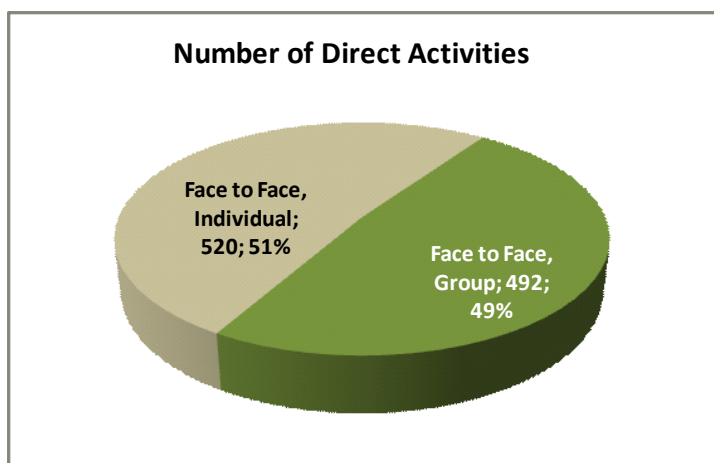
Wait Time and Length of Stay: Source Program Statistics



Length of Stay

Length of stay information is not available.

Activity Statistics 2014-2015: Source Program Statistics

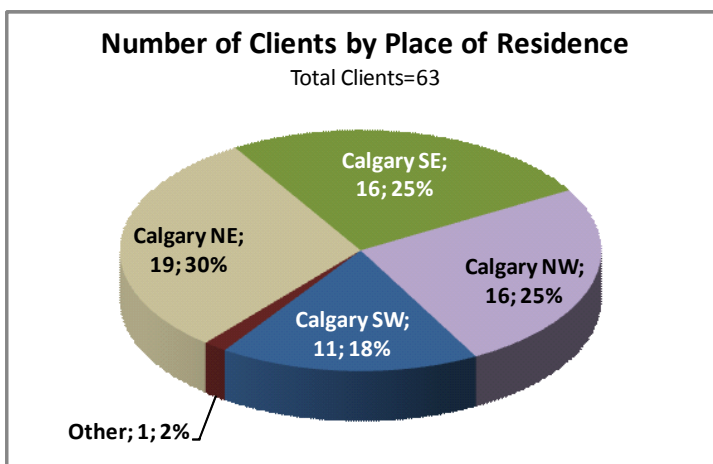
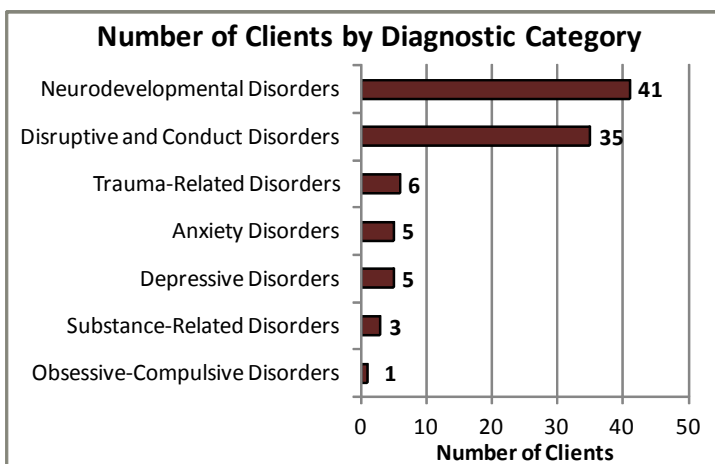
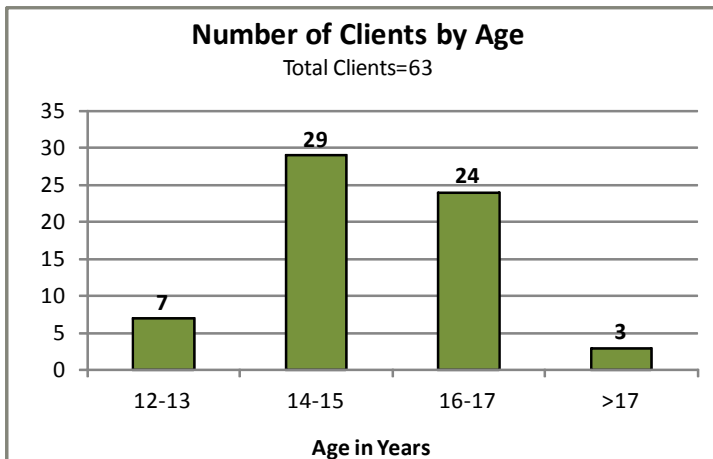
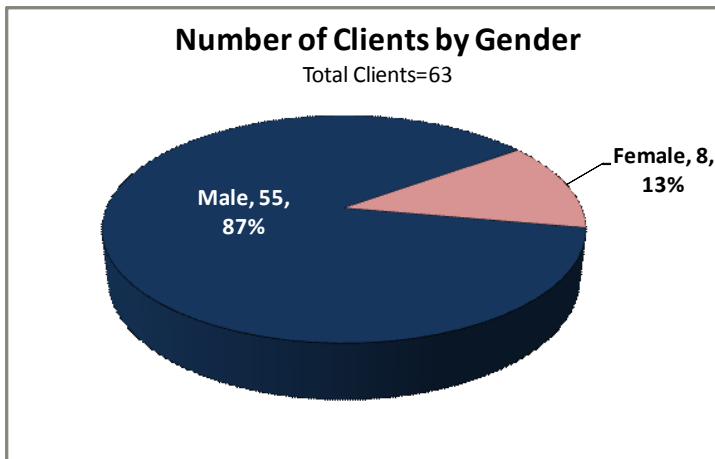


Registered Client Activity Totals		
	Number	Duration (Hours)
Direct Activities	1012	649
Indirect Activities	3874	2566

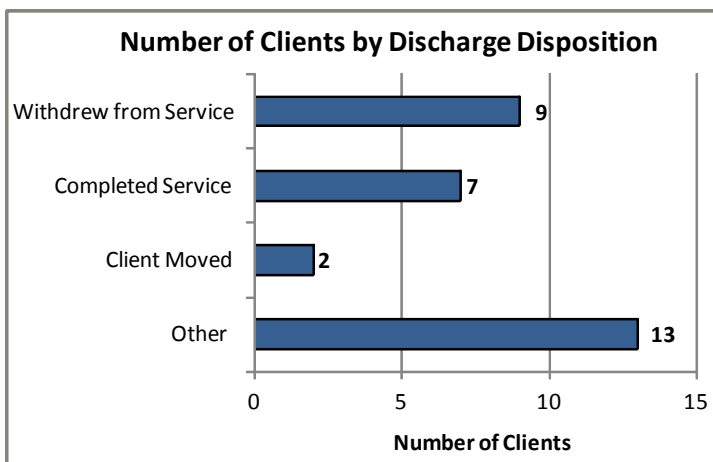
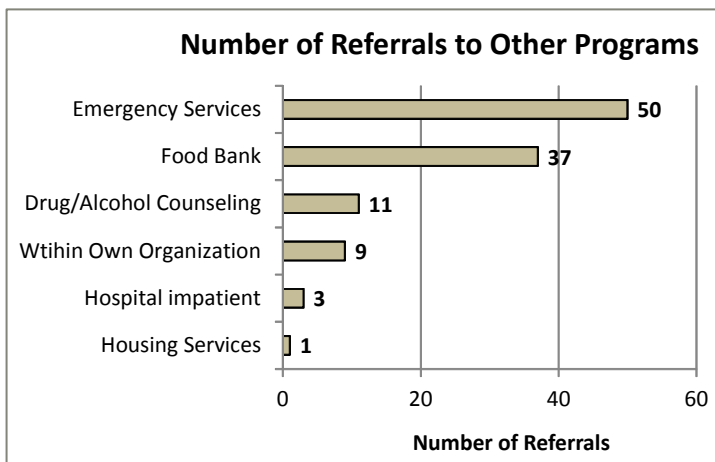
Group Activity Totals			
	# Sessions	# Attendees	Hours
Re-entry Meetings	27	2-6	31
Debriefs	65	5-20	65
Treatment Agreements	20	3-6	21
Intake Admissions	15	4-6	31.5
Group Lunches	14	40	31.5
CMR	33	4-20	44.5

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

Client Statistics 2014-2015: Source Program Statistics



Referral and Discharge Disposition Statistics 2014-2015: Source Program Statistics



Wood's Homes - Stabilization Program

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

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

Program Statistics: Source Program Statistics

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

	2012-2013	2013-2014	2014-2015
Referrals	-	-	-
New Enrolments	145	132	141
Overall Registrations	149	134	141
Unique Individuals Served	91	121	31
Discharges	148	131	141

Referral and length of stay information are not available.

Wait Time and Length of Stay: Source Program Statistics

Wait Time

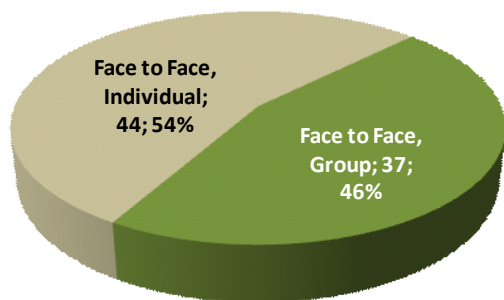
The average wait time from referral to start of service is 0 days.

Length of Stay

Length of stay information is not available.

Activity Statistics 2014-2015: Source Program Statistics

Number of Direct Activities



Registered Client Activity Totals

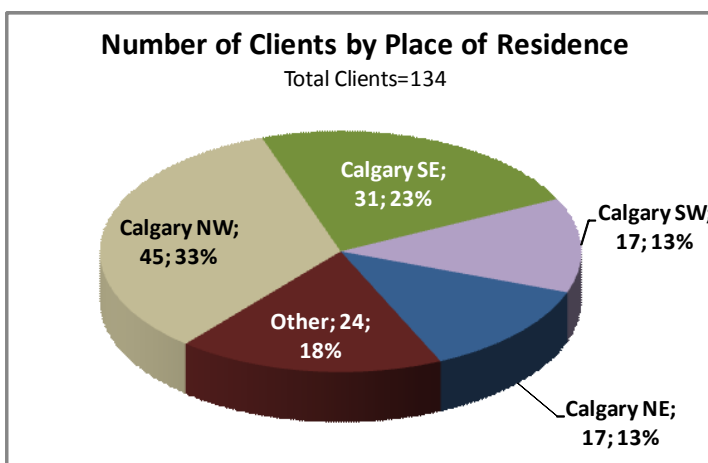
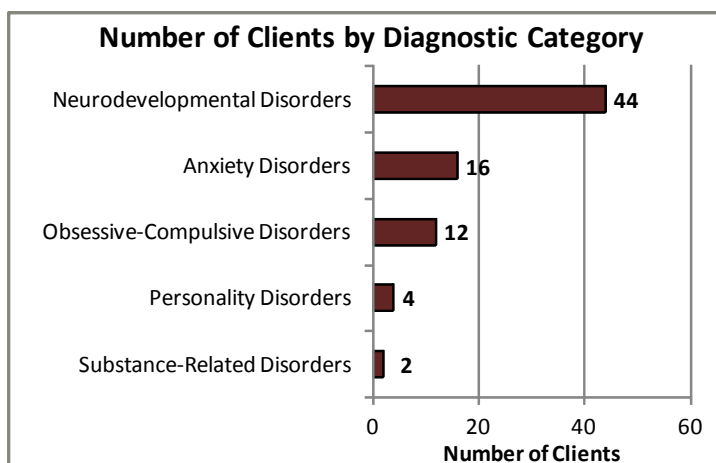
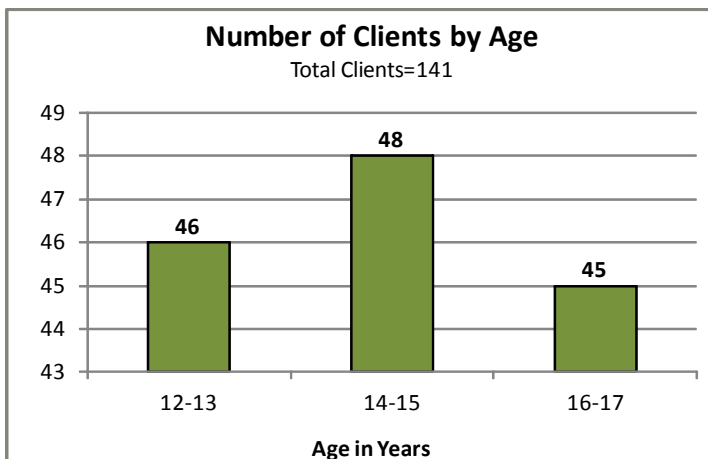
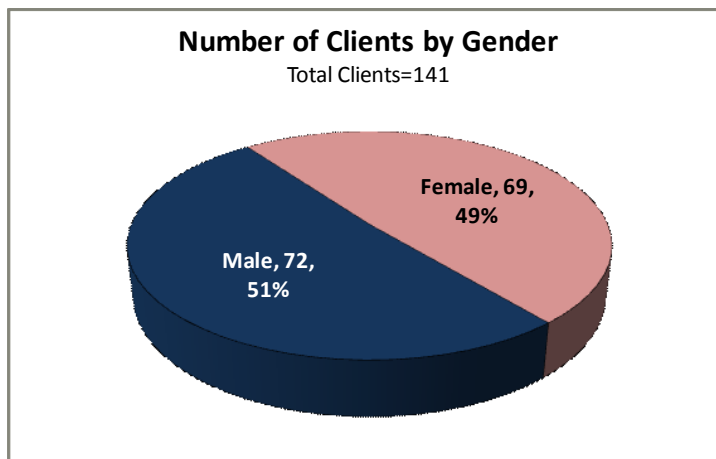
	Number	Duration (Hours)
Direct Activities	81	8163
Indirect Activities	178	16236

Group Activity Totals

	# Sessions	# Attendees	Hours
Leisure/Recreational and Informational	24	144	24

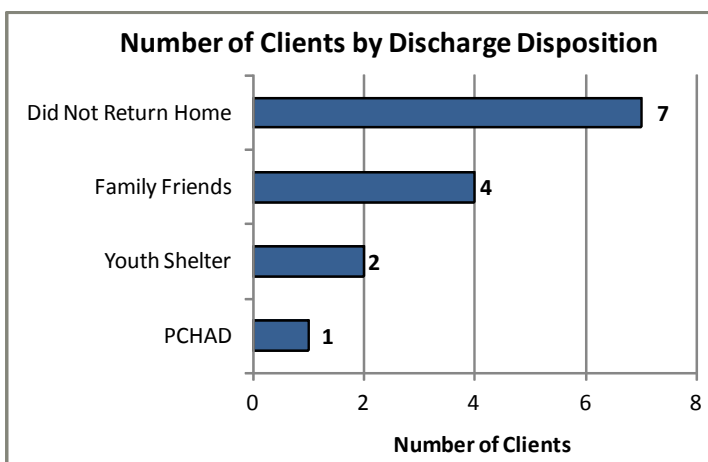
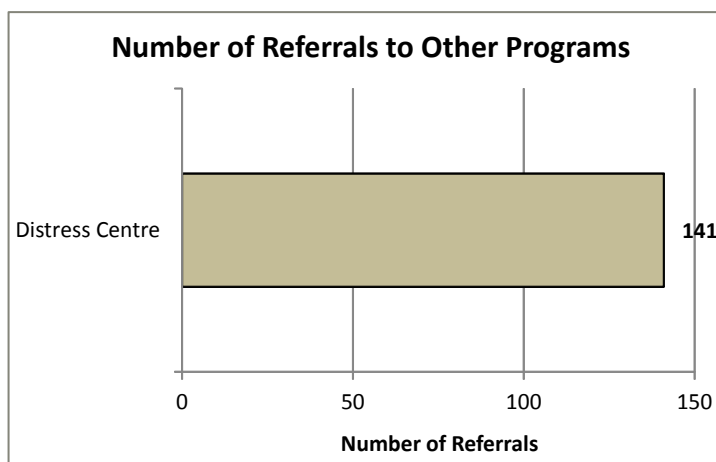
Wood's Homes - Stabilization Program

Client Statistics 2014-2015: Source Program Statistics



Note: 7 clients have an unknown place of residence.

Referral and Discharge Disposition Statistics 2014-2015: Source Program Statistics



Wood's Homes - Stabilization Program - In Home

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

The Community Resource Team with Wood's Homes (CRT) is the primary referral source for the program as they identify families who require intensive crisis placement for their adolescents. When the assessment of the crisis reveals the family requires more intrusive interventions, CRT makes a referral to the Stabilization Program.

Program Statistics: Source Program Statistics

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

	2012-2013	2013-2014	2014-2015
Referrals	-	-	-
New Enrolments	59	37	71
Overall Registrations	88	51	71
Unique Individuals Served	88	51	71
Discharges	73	51	50

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

Wait Time and Length of Stay: Source N/A

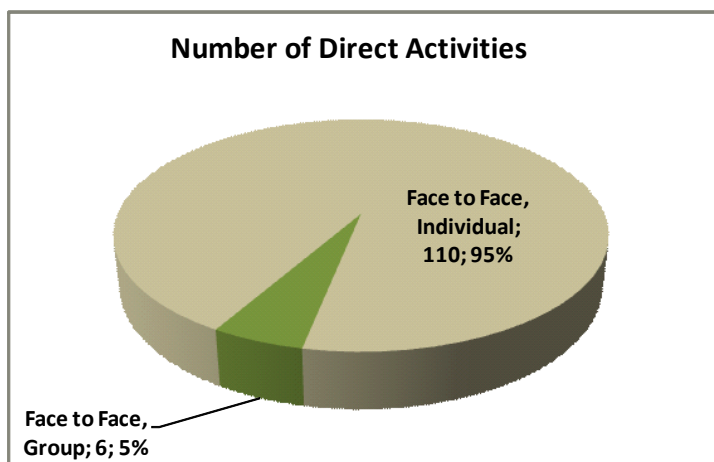
Wait Time

Wait time information is not available.

Length of Stay

Length of stay information is not available.

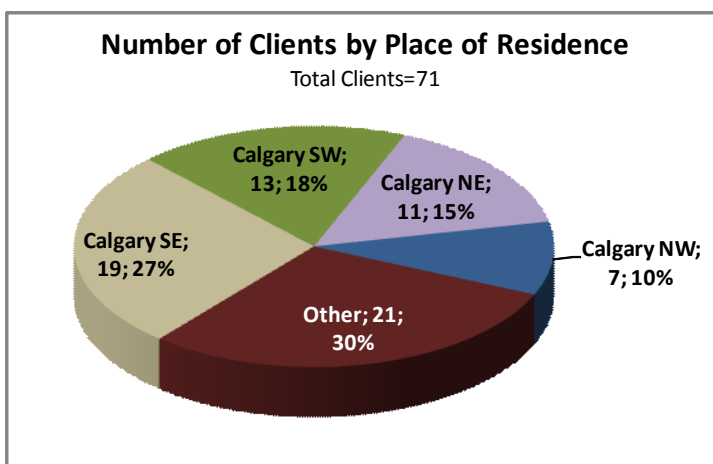
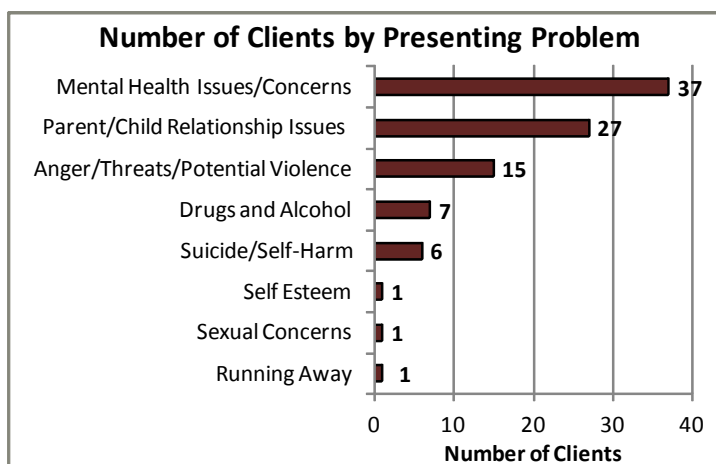
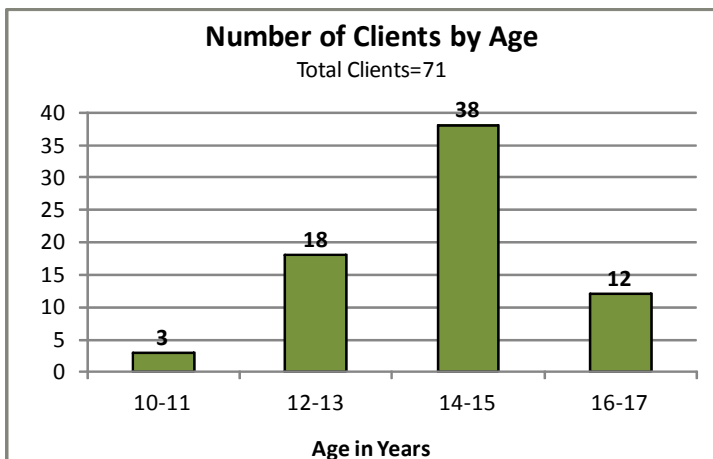
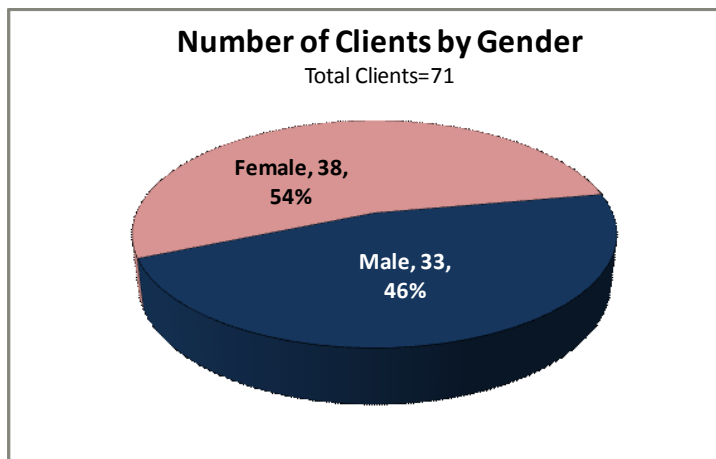
Activity Statistics 2014-2015: Source Program Statistics



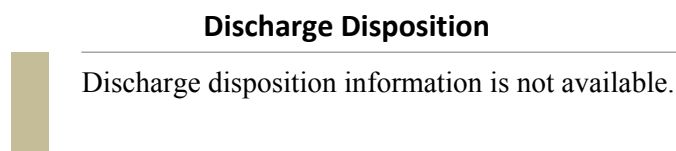
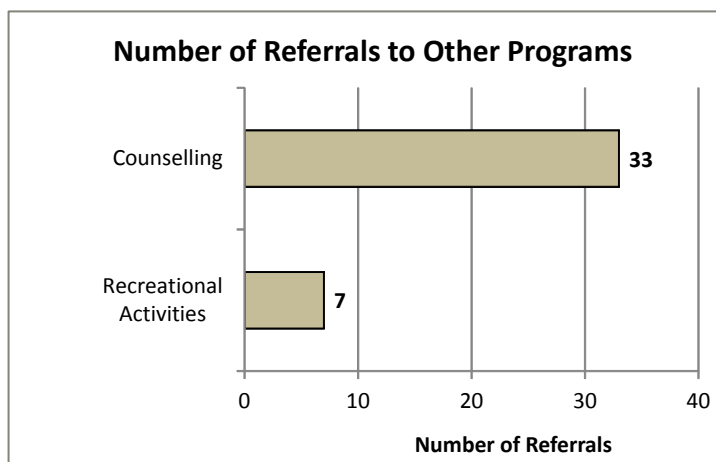
Registered Client Activity Totals		
	Number	Duration (Hours)
Direct Activities	116	187
Indirect Activities	286	217

Wood's Homes - Stabilization Program - In Home

Client Statistics 2014-2015: Source Program Statistics



Referral and Discharge Disposition Statistics 2014-2015: Source Program Statistics



YWCA Community, Parent and School Support (COMPASS)

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

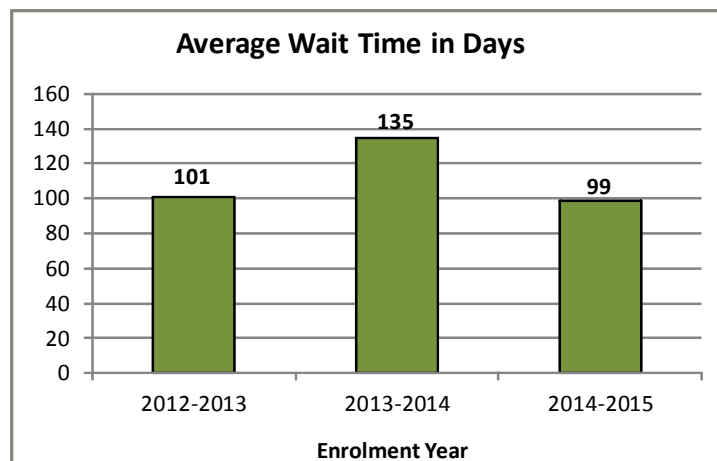
Key goals are aimed at increasing the behavioural, social, and emotional functioning of the children, the family's awareness and access to community resources and the family self-sufficiency and well-being. Families are assisted in recognizing their strengths and capacities to address issues and concerns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

Program Statistics: Source Program Statistics

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

	2012-2013	2013-2014	2014-2015
Referrals	225	192	306
New Enrolments	139	113	133
Overall Registrations	225	192	206
Unique Individuals Served	225	192	206
Discharges	146	119	115

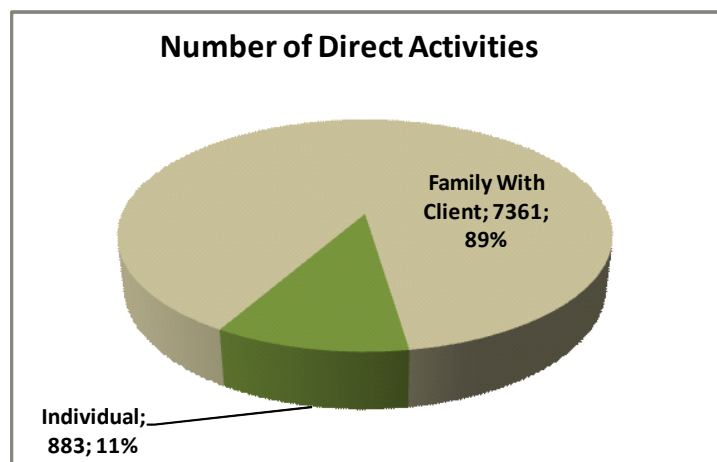
Wait Time and Length of Stay: Source Program Statistics



Length of Stay

The average length of stay from enrolment to discharge for COMPASS is 231 days.

Activity Statistics 2014-2015: Source Program Statistics

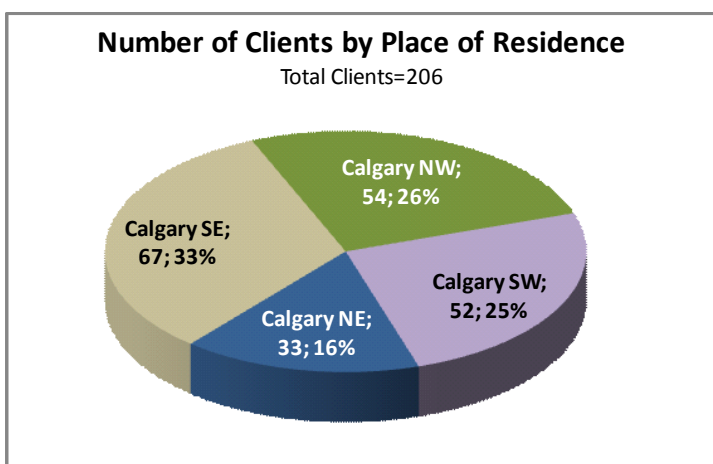
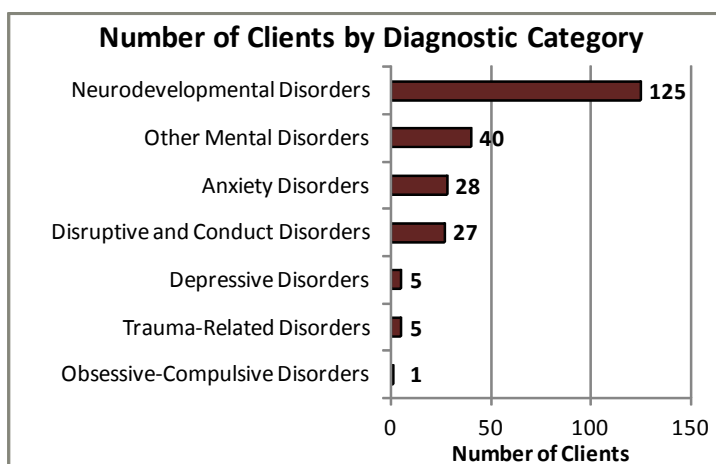
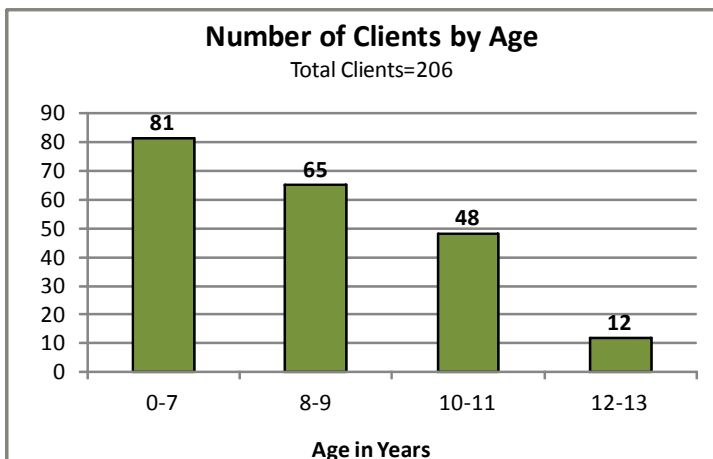
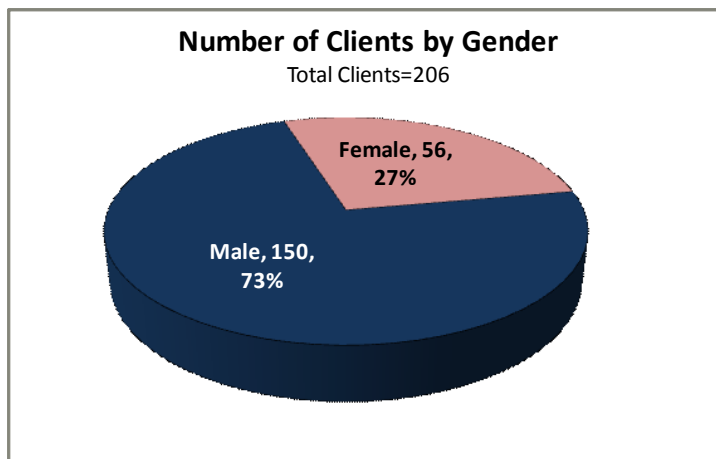


	Number	Duration (Hours)
Direct Activities	8244	-
Indirect Activities	2596	-

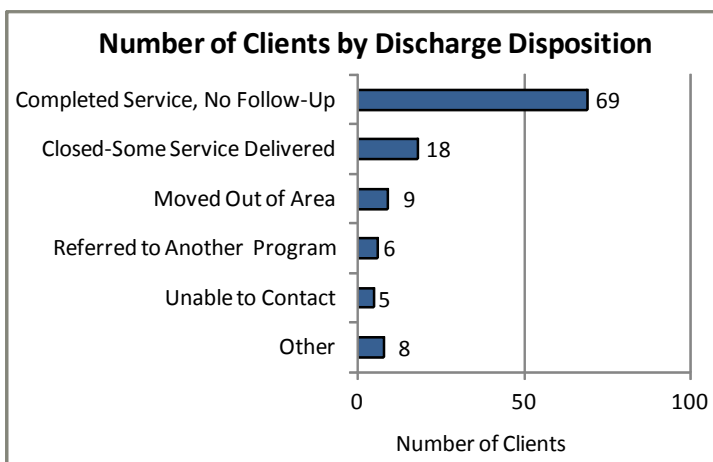
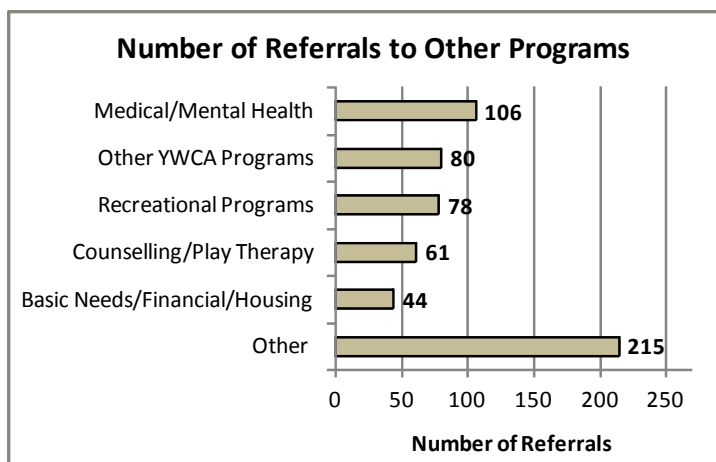
	# Sessions	# Attendees	Hours
Professionals	6	144	-

YWCA Community, Parent and School Support (COMPASS)

Client Statistics 2014-2015: Source Program Statistics



Referral and Discharge Disposition Statistics 2014-2015: Source Program Statistics



Addiction & Mental Health Year End Service Summary

Glossary & Appendix

Glossary of Terms

TERM	DEFINITION
Activity Statistics	A summary of registered client activities provided by the service, including direct or indirect activities. Some programs may also collect other relevant program activities. Note: Different activity statistics are collected for each program used and caution should be taken in comparing this data across programs.
Addiction	Addiction is a primary, chronic disease, characterized by impaired control over the use of a psychoactive substance and/or behaviour.
Age	For this report, a client's age in years is calculated as of their enrolment date within 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 (or Patient Statistics)	A summary of client/patient statistics including age and 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 or to allow for referral to appropriate treatment service.
Diagnostic Category	Typically includes both formal diagnoses as well as provisional diagnoses from the DSM-5 diagnostic categories. For this report, the graph represents all diagnoses, not just the principal one. For more information, please refer to the Diagnostic and Statistical Manual of Mental Disorders, Fifth Edition.
Direct Activities	Appointments, sessions, contacts, interventions, or procedures with client(s) or those that directly impact the client's treatment.
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 (also known as Discharge Status)	The client's anticipated location or status following discharge (e.g. discharged home, admitted to hospital).

Glossary of Terms

TERM	DEFINITION
Gender	For this report, gender is reported in the following categories: Male, Female, Other.
Group	A collection of individuals based on specific criteria receiving services (e.g. therapy group). 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. Consultation, Documentation).
Intervention	Activities undertaken to address the client's needs. May include information, guidance, education, therapy, treatment, personal support and support services.
Length of stay (LOS) (also known as Treatment Duration)	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.
Mean	The average of a range of numbers.
Median	The middle value in a range of values arranged in sequence by size.
New Enrolments (or Admissions)	The number of clients/patients enrolled/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 (also known as Existing Registrants)	A count of all clients/patients with an open enrolment in the service at any point in time during the given reporting period.
Patient	An individual receiving service. This term is generally used for inpatient services.
Place of Residence	The principle residence that a client claims as their permanent home or principal establishment and to where, whenever they are absent, they intend to return. Note: In most cases, place of residence is determined by a client's postal code. Should a client move within the reporting period, the postal code may be updated. Therefore the place of residence will be reflective of the most current postal code only.
Presenting Problem	The problem(s) that a client/patient presents with. Presenting problems may include diagnoses (e.g. depression) as well as other problems (e.g. abuse).
Program	Organization of single or multiple services.

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.
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 A: 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 Report.

Definitions for Community Services:

Referrals

The number of referrals includes a count of all client registrations with a referral date during the fiscal year.

New Enrolments

The number of new enrolments includes 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 (also referred to as existing registrants) includes a count of all clients with an open enrolment to the service at any point in time during the fiscal year.

Unique Individuals Served

The number of unique individuals served includes 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 includes 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 and information on how to interpret the box plots used for reporting these measures.

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

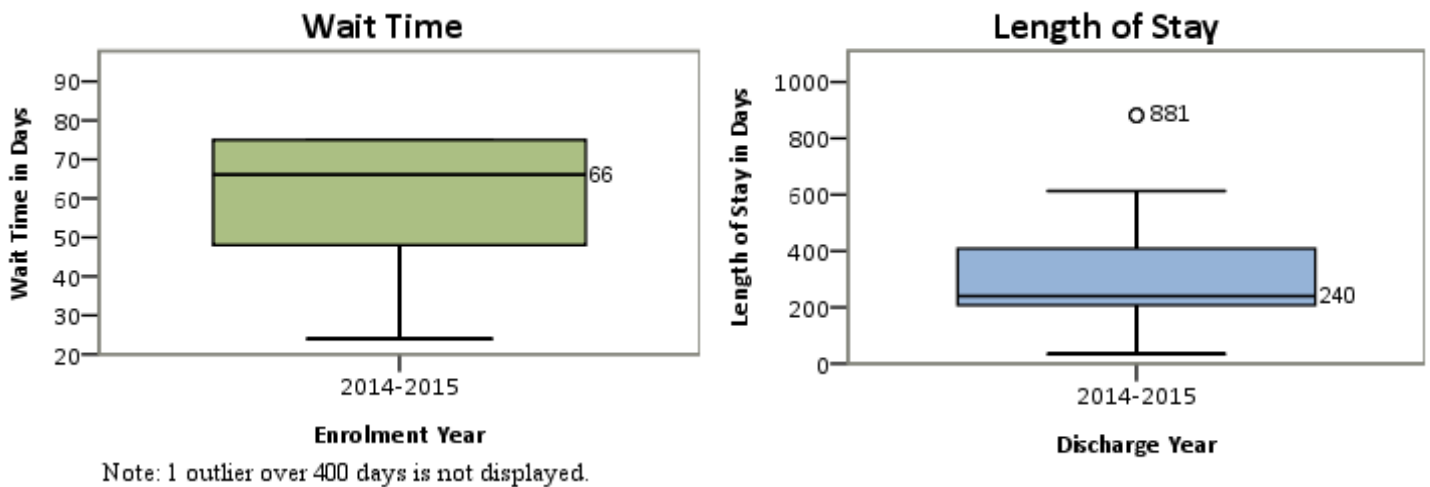
Length of stay or treatment duration is measured as the time between enrolment date and discharge date. For the purpose of this report, length of stay is reported for discharges during the fiscal year. Length of stay generally refers to the duration of a single episode of care for a client.

Appendix A: Program and Client Statistics

Box Plot Interpretation

The box plots below show how wait time and length of stay are distributed: the **dark line**  in the boxes represents the median wait time or LOS (half the results are below the line, half above); the **boxes**  themselves show times for the middle half of the patient population (25-75%), and the **T-bars**   indicate the range for approximately 95% of reported wait times and LOS. The **circles show outliers and stars**   show extreme outlying data points. For ease of viewing, only some of the outliers are labelled and major outliers or errors may not be displayed. This method of displaying wait times is better than using statistical measures such as mean or average as it presents the full range of values.

Box Plot Examples



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 have a direct impact on the clients' treatment or care. Some examples include face-to-face 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.

Appendix A: Program and Client Statistics

Client Statistics:

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

Age and Gender

Age in years is reported according to applicable age categories for the population. Age is calculated from the date of birth to the enrolment date with the service. The gender of clients within each age category can be presented within the bar graph or the age and gender can be represented in separate graphs, depending on the data source.

Diagnostic Categories

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

Place of Residence

The place of residence is determined by the client's postal code. Should a client move within the fiscal year, the postal code may be updated. The place of residence maps reflect various social districts based on the most current postal code only.

