

Addiction & Mental Health Year End Service Summary

Contracted Services

April 1, 2013 - March 31, 2014

Information Management, Evaluation and Research Unit
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 2013-2014 edition of the Year End Service Summary (YESS) for Addiction & Mental Health (A&MH), Calgary Zone! This is a sub-report for the Contracted Services section.

The full report provides a comprehensive summary of clinical and program activity in over 180 Addiction & Mental Health services and their contracted partners within the Calgary Zone. The YESS is the most all-inclusive collection of individual service data and has become the official 'source of truth' for program statistics.

The YESS is produced by the Information Management, Evaluation & Research (IMER) unit. In addition to this report, IMER also releases an Annual Report each year that further highlights the activities of all teams. The YESS and Annual Report are just two of many reports that are produced by IMER and 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.

Shawn Currie, PhD
Director

Roxanne Rowan
Manager

Information Management, Evaluation & Research (IMER) Unit
Addiction & Mental Health, Calgary Zone

Information Management, Evaluation and Research (IMER) Unit

Our People:

- IMER is composed of three teams specializing in information management, evaluation, education, research, performance measurement, and quality improvement

Our Goals:

- To provide decision support services so that services have the best information to effectively manage, plan, and evaluate the services they provide
- To collaborate with other zones to achieve the A&MH mission, goals, and values

Our Services:

- **Information Management:**
Data collection, auditing, analysis, and reporting; Database design and maintenance; Technical and user support; Coordination of the development and maintenance of the A&MH (Calgary Zone) website
- **Evaluation:**
Program evaluation; Outcome measurement; Performance measurement, quality improvement
- **Education:**
Orienting new A&MH staff and student placements; Determining future educational needs and core competencies for staff; Facilitating implementation of the clinical development framework; Consulting on new policy development
- **Research:**
Literature and best practice reviews; Knowledge transfer

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Adult Contracted Services

April 1, 2013 - March 31, 2014

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

	2011-2012	2012-2013	2013-2014
Referrals	-	-	-
New Enrolments	17	10	11
Overall Registrations	20	11	11
Unique Individuals Served	20	11	9
Discharges	19	11	9

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

Wait Time and Length of Stay: Source N/A

Wait Time

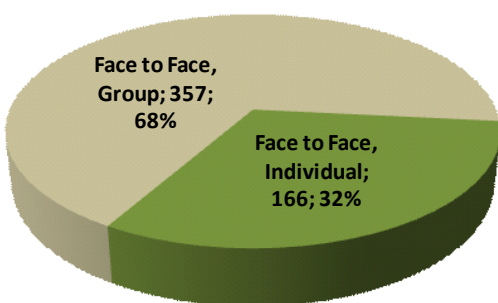
Wait time information is not available.

Length of Stay

Length of stay information is not available.

Activity Statistics 2013-2014: Source Program Statistics

Number of Direct Activity Hours

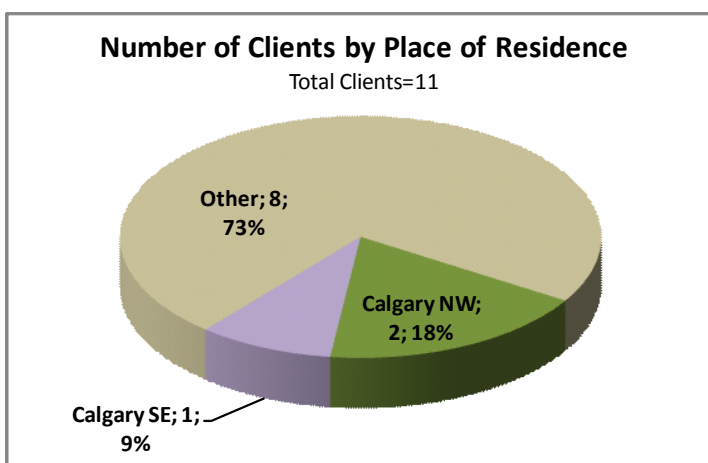
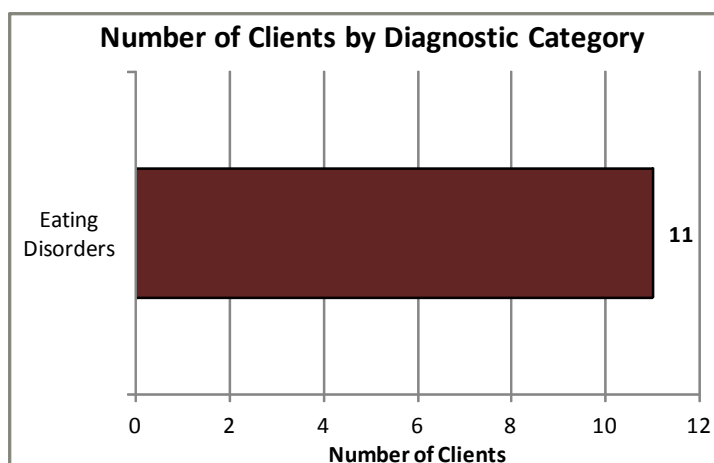
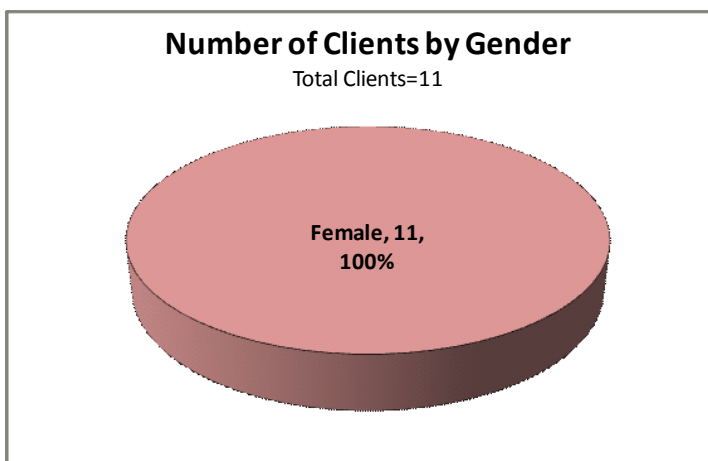
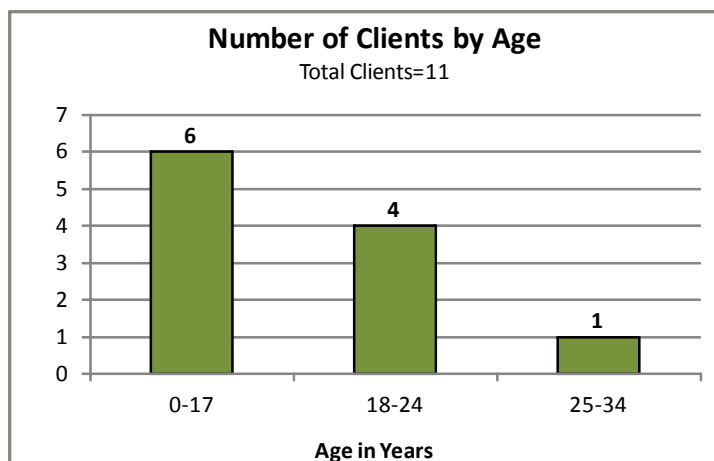


Registered Client Activity Totals		
	Number	Duration (Hours)
Direct Activities	-	523
Indirect Activities	-	1025

Group Activity Totals			
	# Sessions	# Attendees	Hours
Leisure/Recreational & Informational	38	11	157

Aspen

Client Statistics 2013-2014: Source Program Statistics



Referral and Discharge Statistics 2013-2014: Source 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

	2011-2012	2012-2013	2013-2014
Referrals	-	-	-
New Enrolments	-	300	300
Overall Registrations	-	301	344
Unique Individuals Served	-	288	314
Discharges	-	267	314

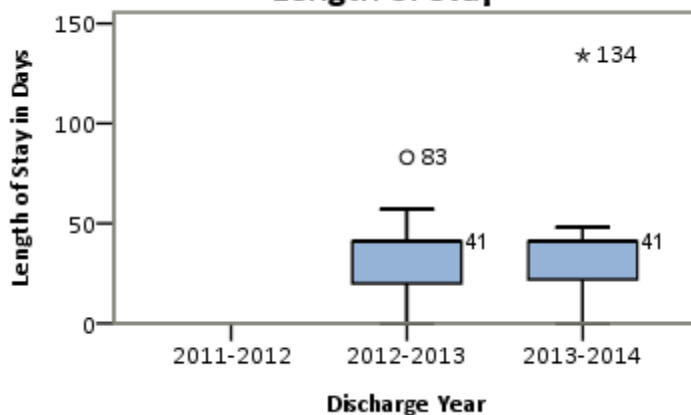
Data was collected in a different format for the 2011-2012 fiscal year and cannot be reported. Referral and wait time information are not available.

Wait Time and Length of Stay: Source Program Statistics

Wait Time

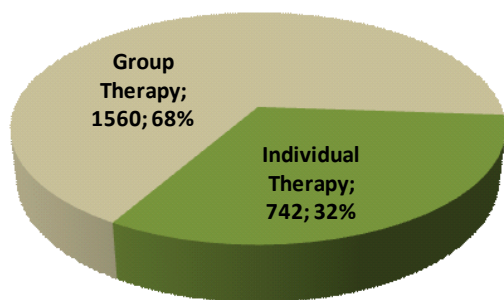
Wait time information is not available.

Length of Stay



Activity Statistics 2013-2014: Source Program Statistics

Number of Direct Activity Hours

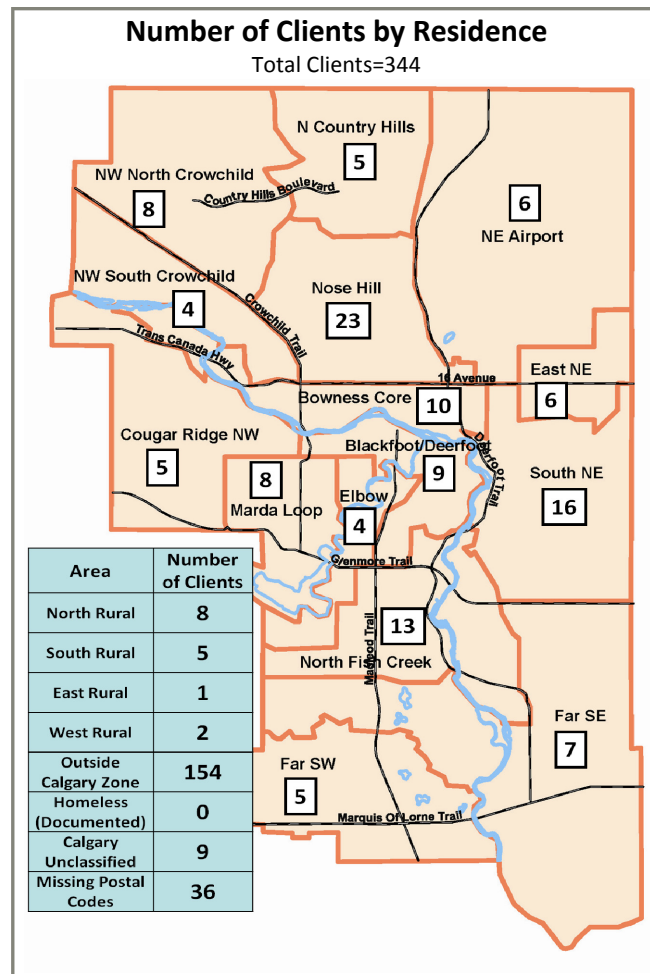
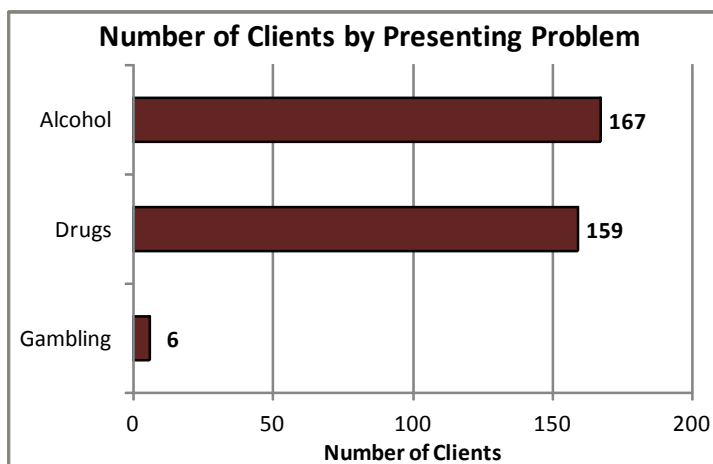
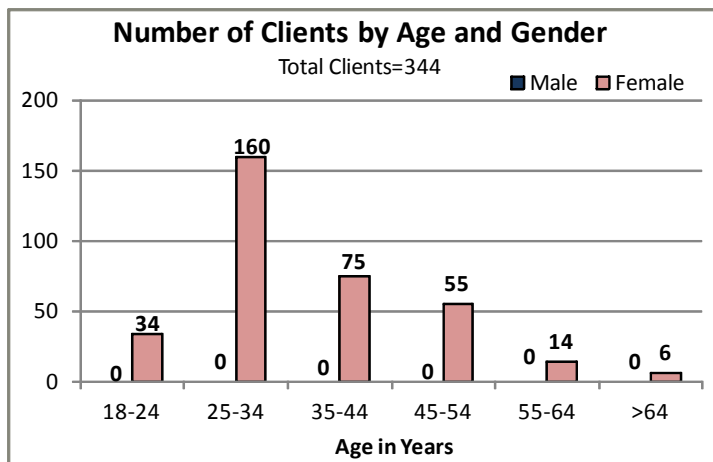


Registered Client Activity Totals

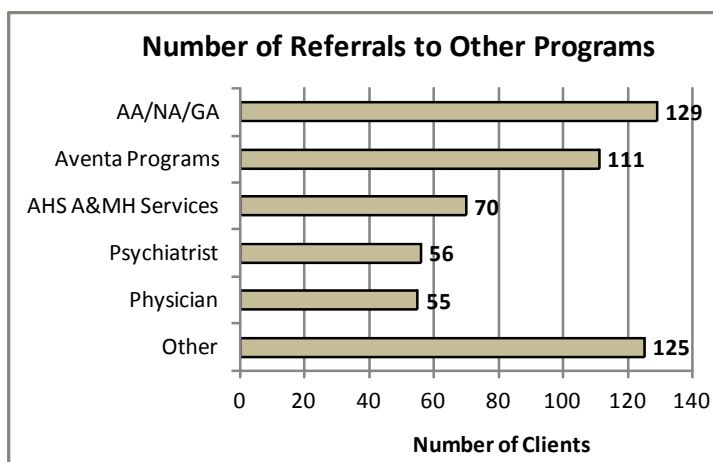
	Number	Duration (Hours)
Direct Activities	-	2302
Indirect Activities	-	-

Aventa - Phase II Short Term Residential

Client Statistics 2013-2014: Source Program Statistics



Referral and Discharge Disposition Statistics 2013-2014: 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

	2011-2012	2012-2013	2013-2014
Referrals	-	-	-
New Enrolments	-	47	57
Overall Registrations	-	47	70
Unique Individuals Served	-	38	62
Discharges	-	34	57

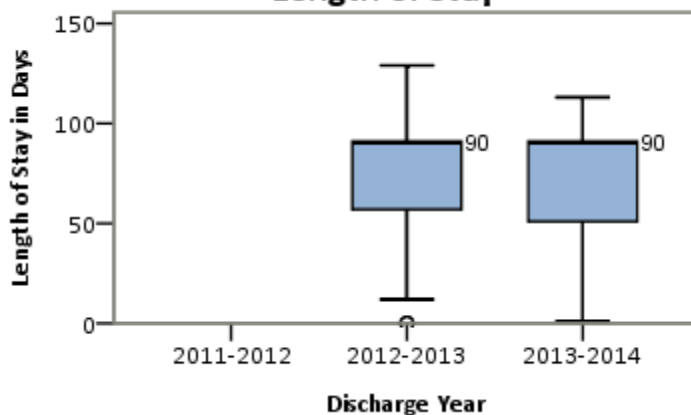
Data was collected in a different format for the 2011-2012 fiscal year and cannot be reported. Referral and wait time information are not available.

Wait Time and Length of Stay: Source Program Statistics

Wait Time

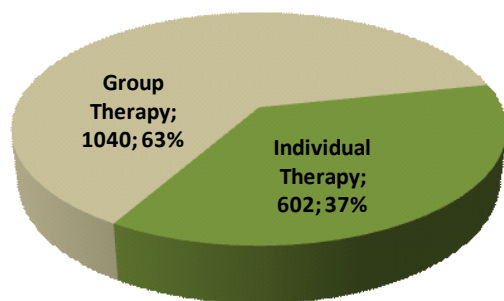
Wait time information is not available.

Length of Stay



Activity Statistics 2013-2014: Source Program Statistics

Number of Direct Activity Hours

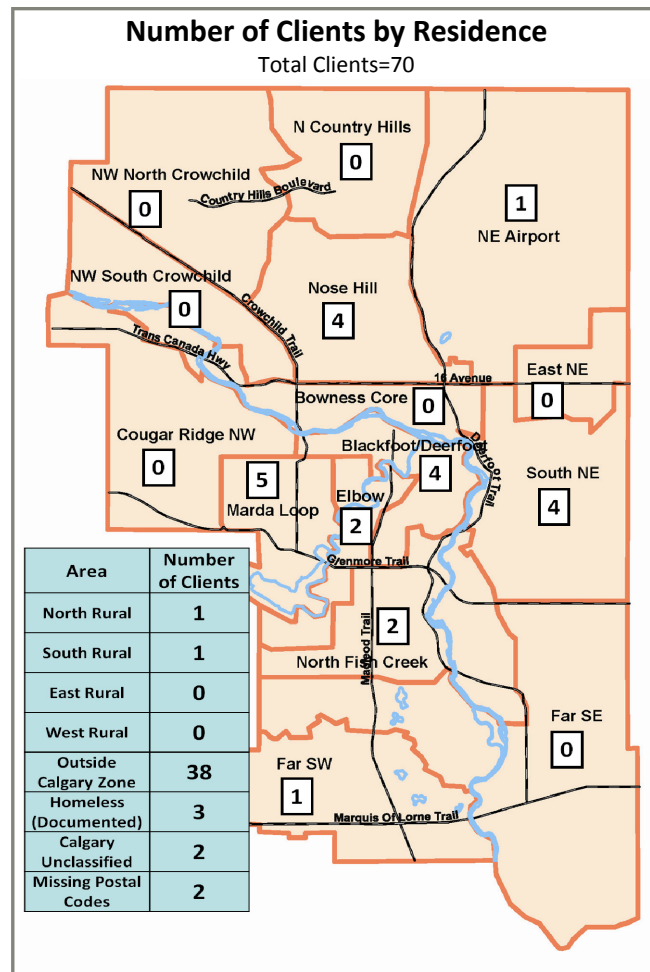
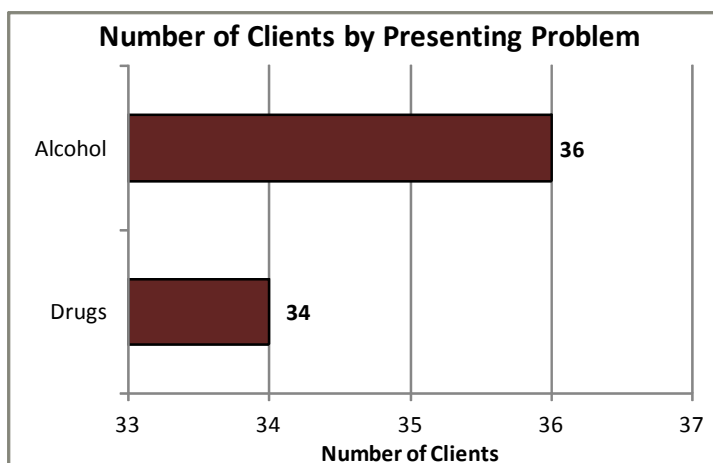
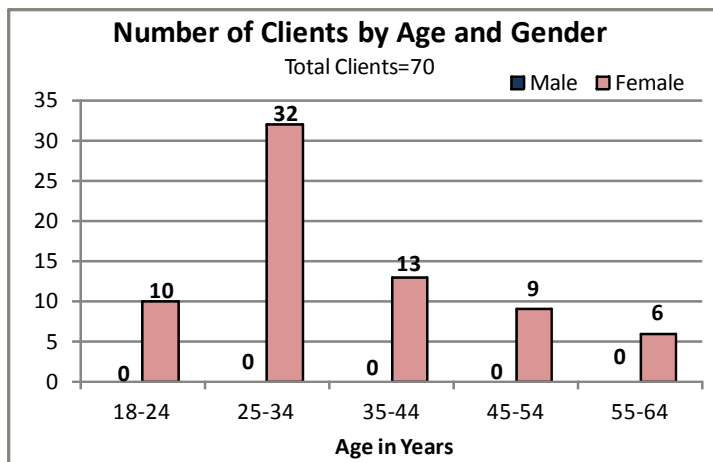


Registered Client Activity Totals

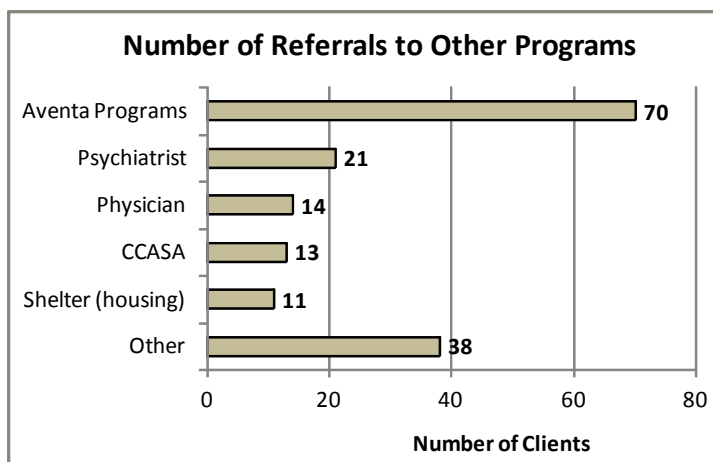
	Number	Duration (Hours)
Direct Activities	-	1642
Indirect Activities	-	-

Aventa - Phase III Long Term Residential

Client Statistics 2013-2014: Source Program Statistics



Referral and Discharge Disposition Statistics 2013-2014: 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

	2011-2012	2012-2013	2013-2014
Referrals	-	-	-
New Enrolments	2628	1821	988
Overall Registrations	-	-	988
Unique Individuals Served	-	-	679
Discharges	2431	1552	967

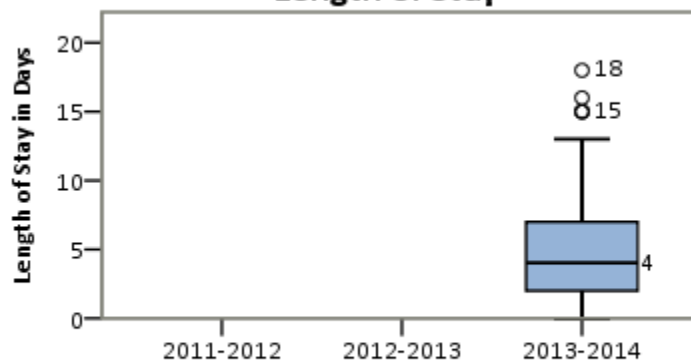
Calgary Alpha House was impacted severely by the flood of 2013 therefore 2013-2014 data in this report reflects October 2013 to March 2014.

Wait Time and Length of Stay: Source Program Statistics

Wait Time

Wait time information is not available.

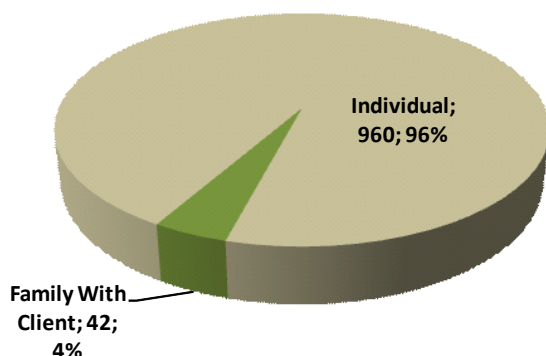
Length of Stay



Note: Several outliers are not displayed.

Activity Statistics 2013-2014: Source Program Statistics

Number of Direct Activities



Registered Client Activity Totals

	Number	Duration (Hours)
Direct Activities	264	-
Indirect Activities	75	-

Group Activity Totals

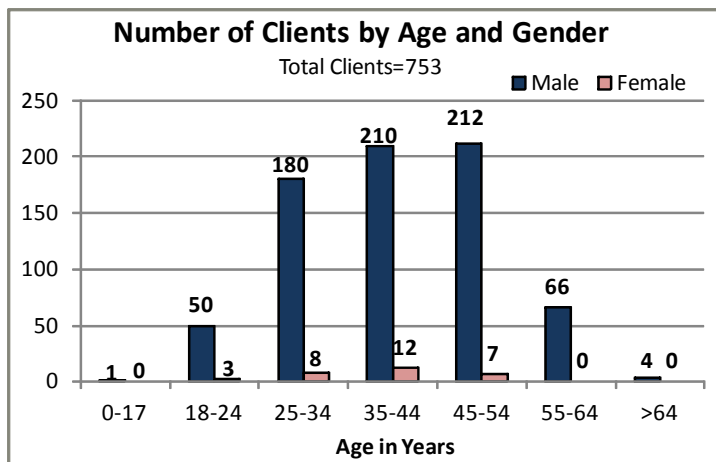
	# Sessions	# Attendees
Education	11	66
Skills	16	-
Counselling/Peer Support	54	783

Prevention & Promotion Activity Totals

	# Sessions	# Attendees
Public	1	11
Clients	80	2304
Professionals	1	24

Calgary Alpha House

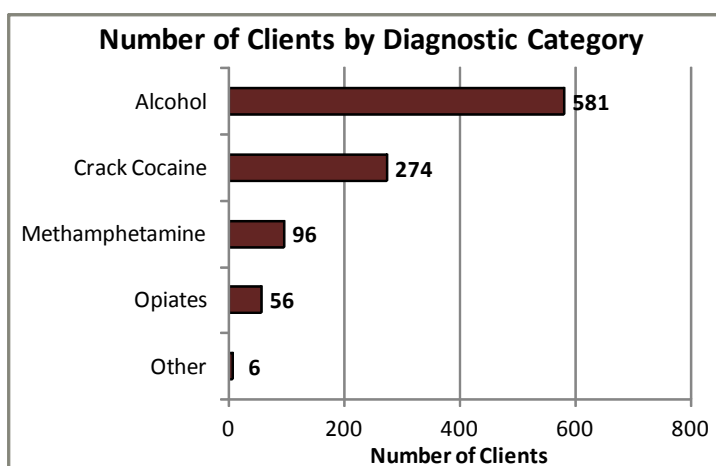
Client Statistics 2013-2014: Source Program Statistics



Place of Residence

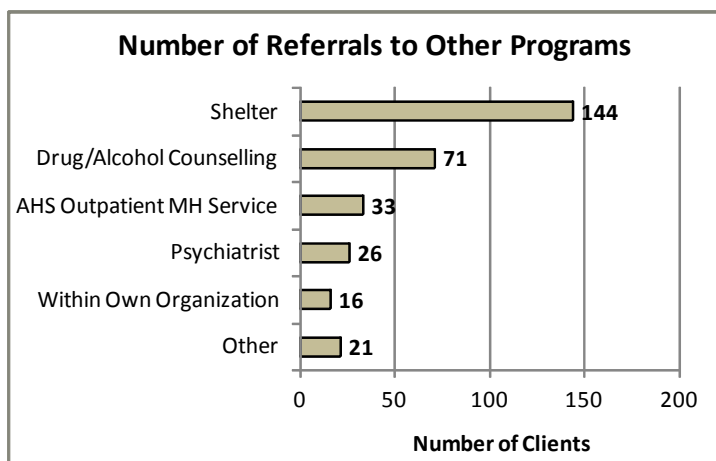
Place of residence information is not available.

Note: 235 clients with an unknown age or gender.



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

Referral and Discharge Statistics 2013-2014: Source Program Statistics



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

	2011-2012	2012-2013	2013-2014
Referrals	-	-	-
New Enrolments	-	-	13
Overall Registrations	-	-	2776
Unique Individuals Served	-	-	54
Discharges	-	-	11

Data for previous fiscal years was not received in fiscal year format therefore cannot be reported. Client statistics are reported for unique individuals served.

Wait Time and Length of Stay: Source N/A

Wait Time

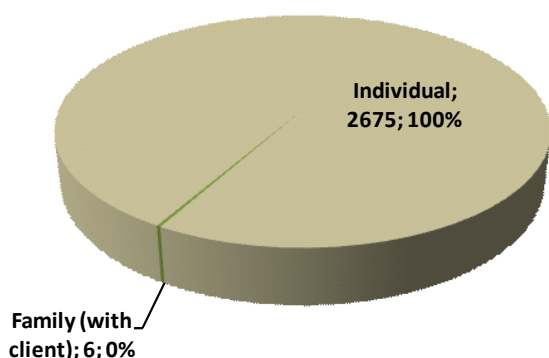
Wait time information is not available.

Length of Stay

Length of stay information is not available.

Activity Statistics 2013-2014: Source Program Statistics

Number of Direct Activities



Registered Client Activity Totals

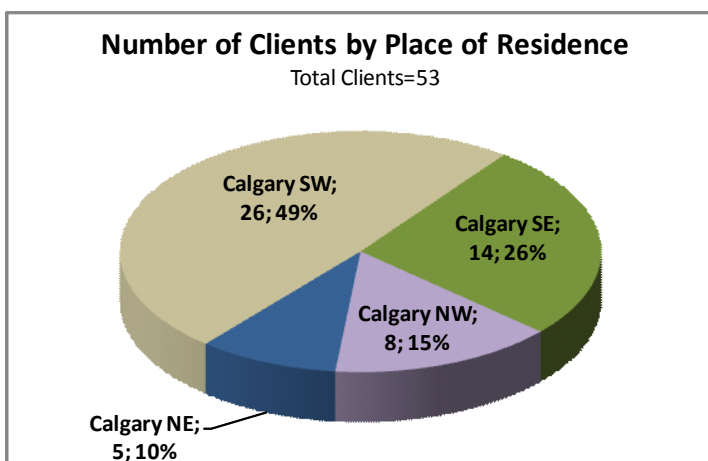
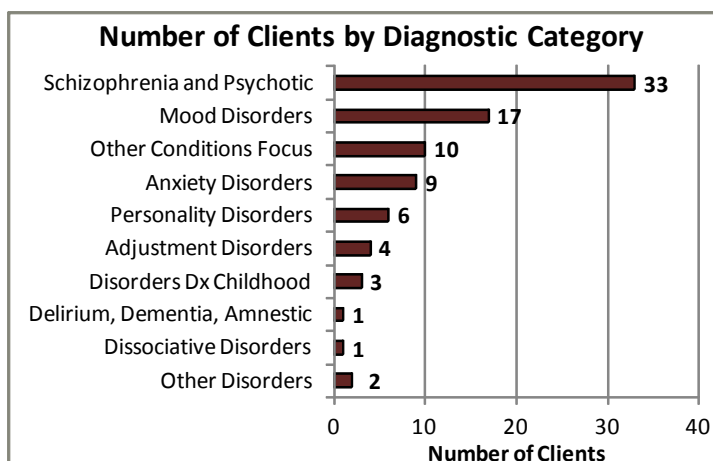
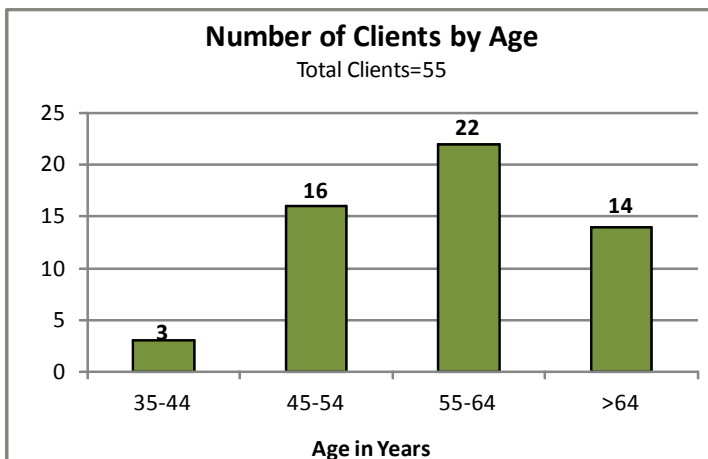
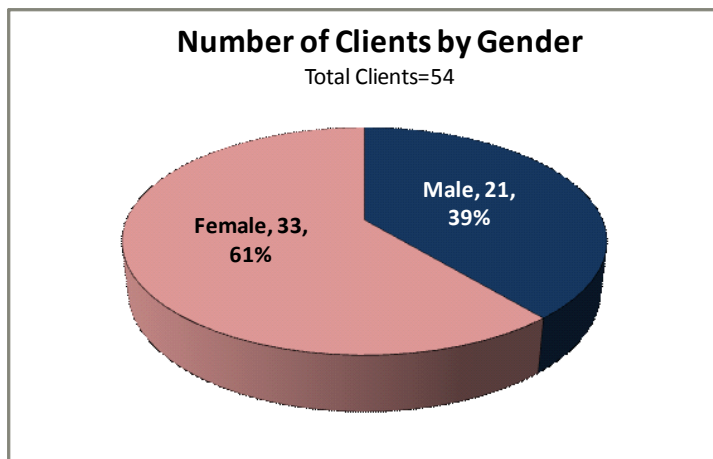
	Number	Duration (Hours)
Direct Activities	2681	-
Indirect Activities	37	-

Group Activity Totals

	# Sessions	# Attendees	Hours
Education	-	463	229
Skills	-	1593	508
Counselling/Peer Support	-	619	288

Calgary Alternative Support Services - Creative Community Living Activities

Client Statistics 2013-2014: Source Program Statistics

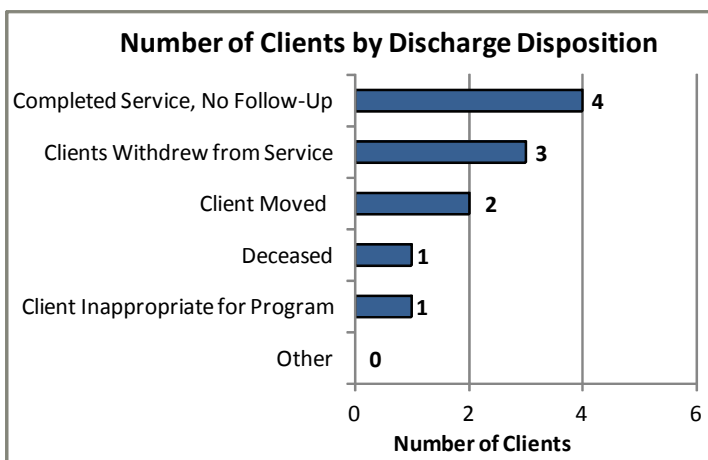


Note: 1 client with an unknown place of residence.

Referral and Discharge Statistics 2013-2014: 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.

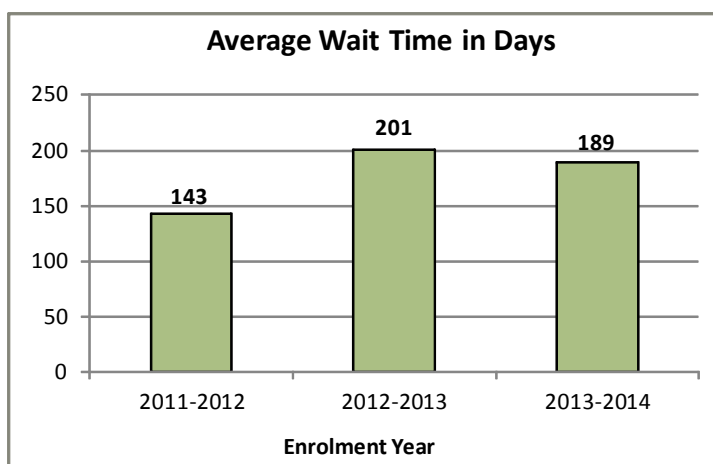
The centre provides specially designed programs where adults with mental illness can improve their skills and enhance their capabilities for living, working and socializing in the community. The goal is to offer support to help prevent relapse and promote wellness, reducing reliance on hospital or emergency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

Program Statistics: Source Program Statistics

	2011-2012	2012-2013	2013-2014
Referrals	312	325	345
New Enrolments	153	148	148
Overall Registrations	312	325	345
Unique Individuals Served	-	-	-
Discharges	135	128	155

Data on unique individuals served is not available.

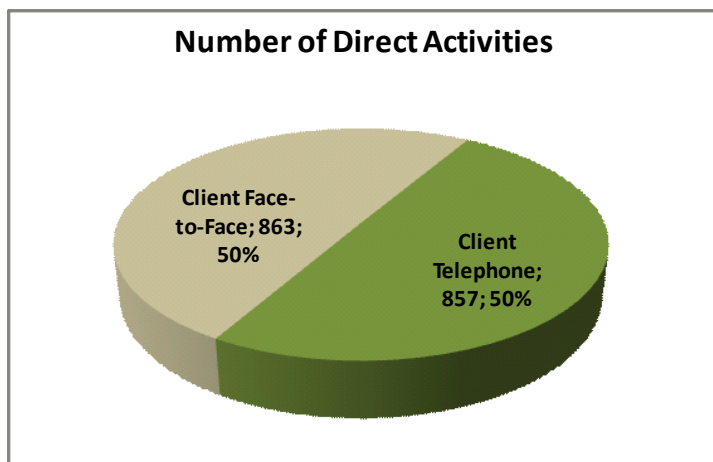
Wait Time and Length of Stay: Source Program Statistics



Length of Stay

The average length of stay for Calgary Association of Self Help - Community Supports & Skill Development program is 506 days.

Activity Statistics 2013-2014: Source Program Statistics

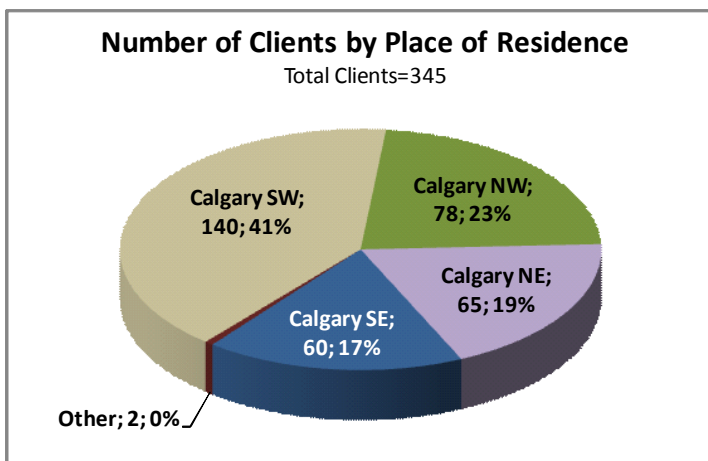
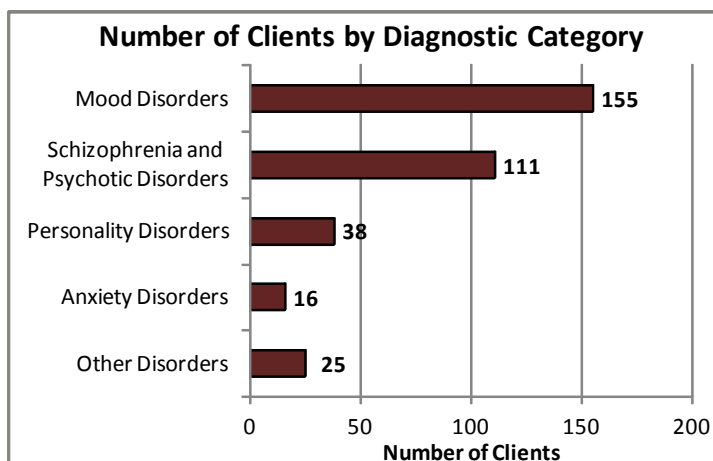
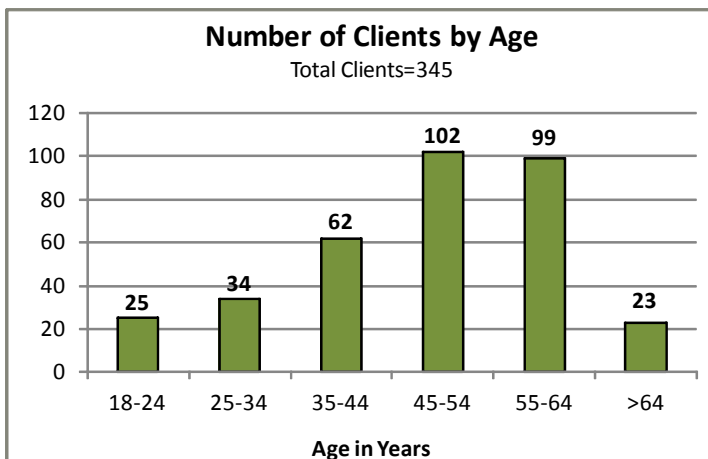
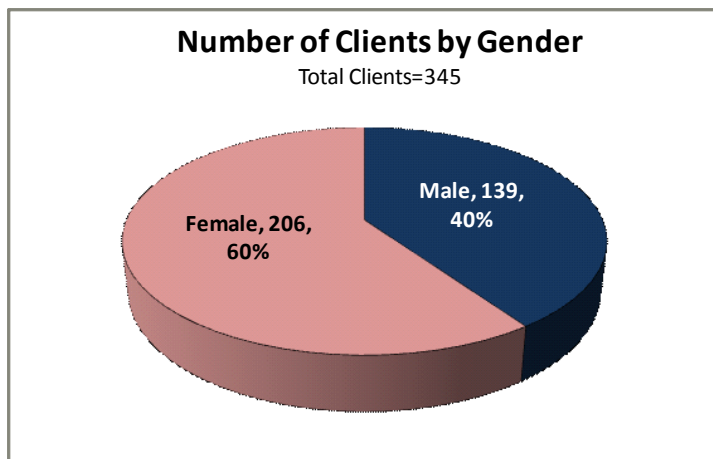


Registered Client Activity Totals		
	Number	Duration (Hours)
Direct Activities	1720	-
Indirect Activities	486	-

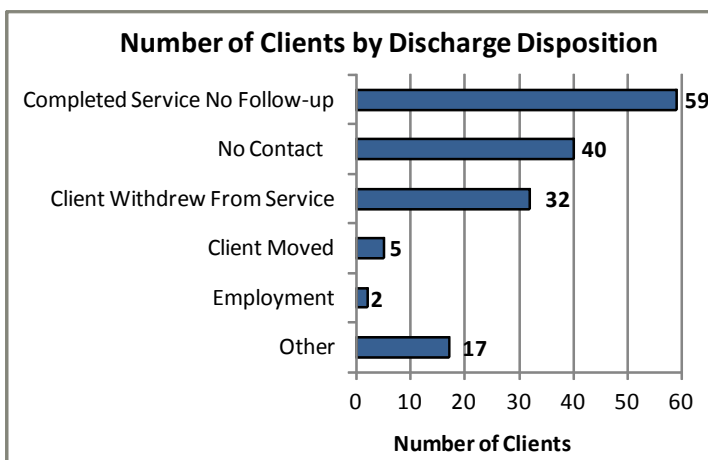
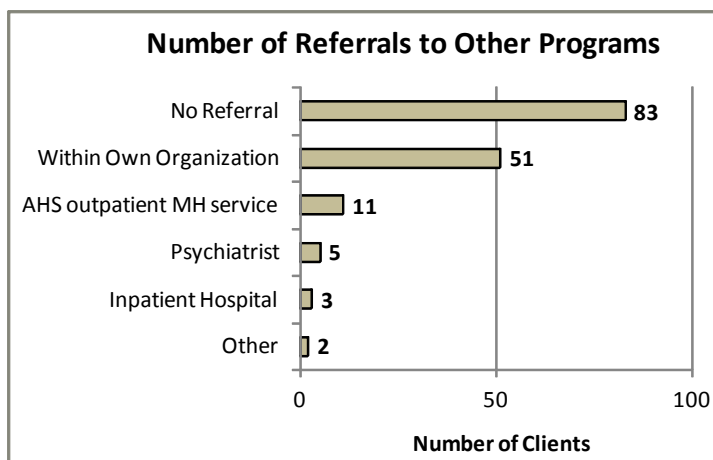
Group Activity Totals		
	# Sessions	# Attendees
Art Program	466	1837
Recycling Program	375	1410
Writers' Club	294	1551
Occupational/Leisure	284	2597
Creative Arts	140	1102
Activity Daily Living	73	205
Life Skills	142	1397
Mental Health Support Groups	77	1223

Calgary Association of Self Help - Community Supports & Skill Development

Client Statistics 2013-2014: Source Program Statistics



Referral and Discharge Statistics 2013-2014: 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

	2011-2012	2012-2013	2013-2014
Referrals	923	963	913
New Enrolments	183	168	147
Overall Registrations	923	963	913
Unique Individuals Served	921	963	913
Discharges	126	197	166

Wait time information is not available.

Wait Time and Length of Stay: Source Program Statistics

Wait Time

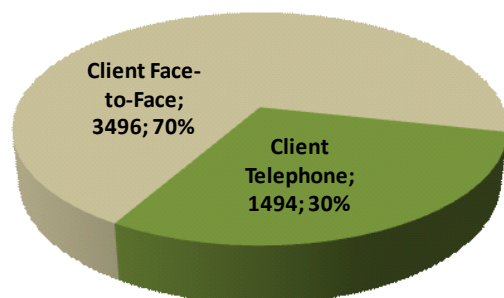
Wait time information is not available.

Length of Stay

The average length of stay for Calgary Association of Self Help - Resource/Activity Centre is 1444 days.

Activity Statistics 2013-2014: Source Program Statistics

Number of Direct Activities



Registered Client Activity Totals

	Number	Duration (Hours)
Direct Activities	4990	-
Indirect Activities	726	-

Group Activity Totals

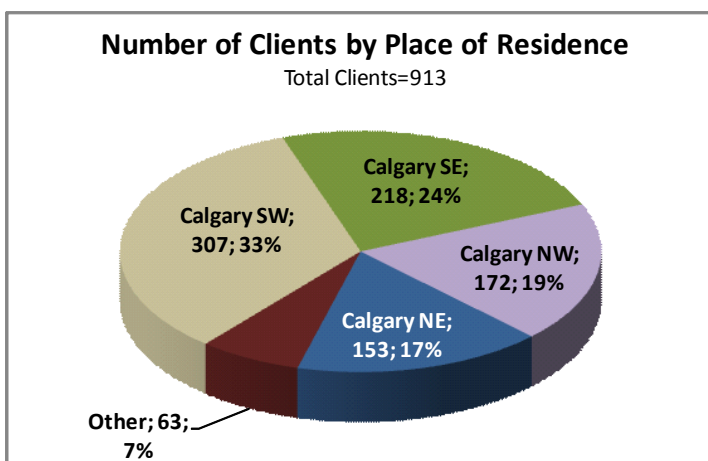
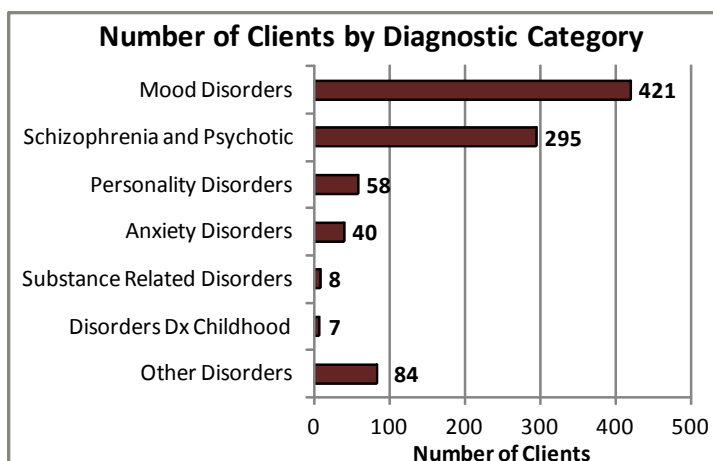
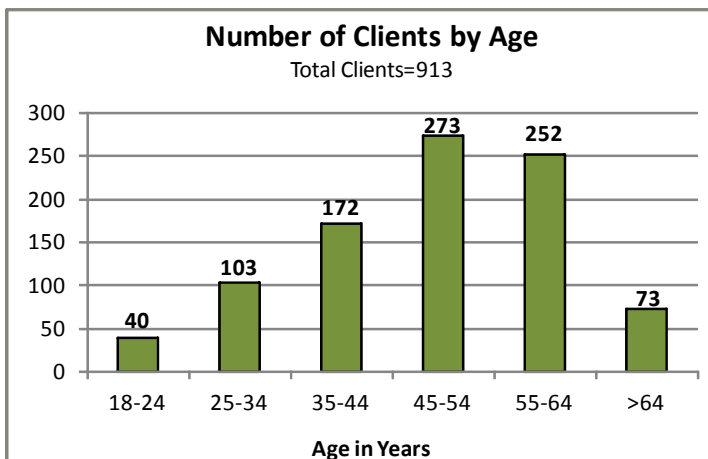
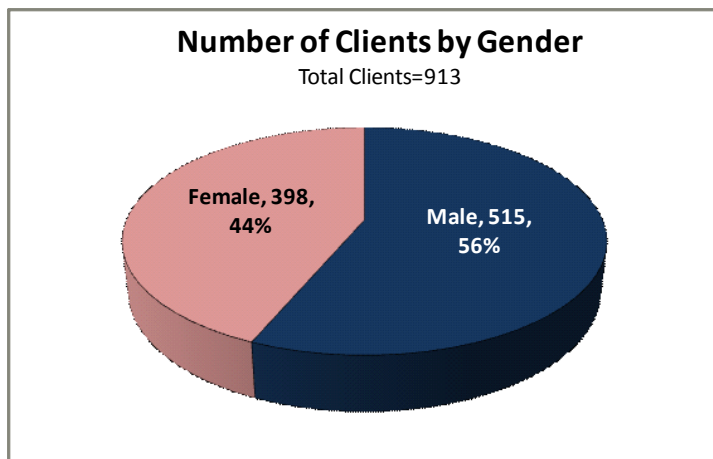
	# Sessions	# Attendees
Group Table Games	331	1053
Noon Hour Games	224	2302
Bingo	101	1456
Structured Activities	99	452
Looking/Feeling Good	98	1709
Hobby Crafts	78	902
Special Event Activities	70	787
Relaxation group	35	166
Movies	30	179
Creative Expressions	24	168
Membership Meeting	21	93
Kitchen Kapers	21	93
Drama Group	20	132

Group Activity Totals

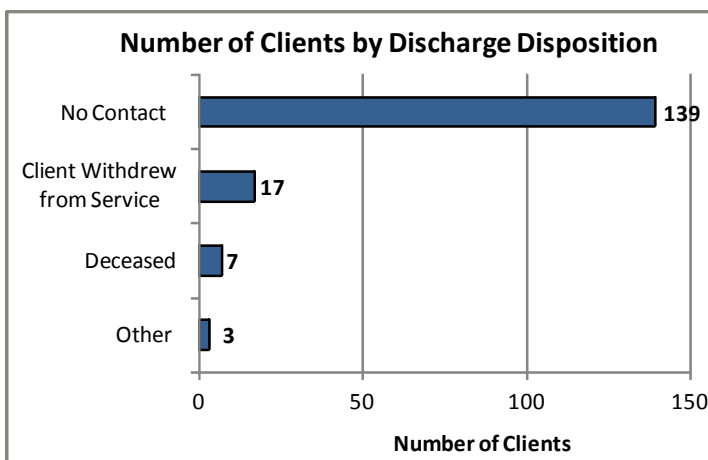
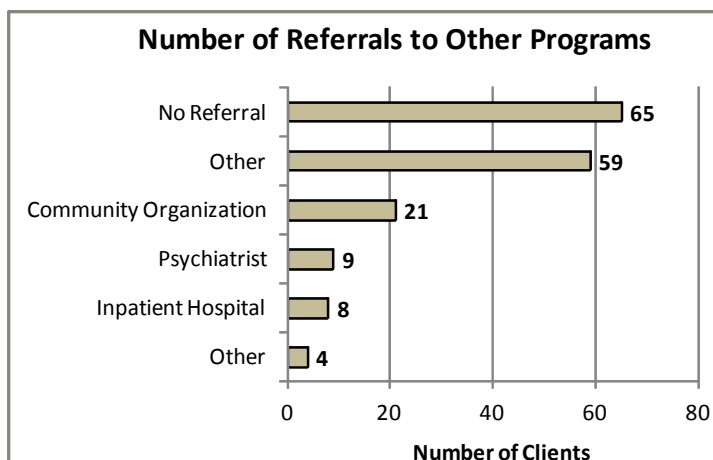
	# Sessions	# Attendees
Drumming Circle	19	134
Music Appreciation	18	181
Coffee Cruisers	16	58
Soup and Sandwiches	15	360
Laughter Yoga	15	74
All Other Groups	147	1713

Calgary Association of Self Help - Resource/Activity Centre

Client Statistics 2013-2014: Source Program Statistics



Referral and Discharge Statistics 2013-2014: 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

	2011-2012	2012-2013	2013-2014
Referrals	-	-	-
New Enrolments	9	22	39
Overall Registrations	46	59	70
Unique Individuals Served	46	59	68
Discharges	9	27	14

This program is a partnership between Alberta Health Services and the Canadian Mental Health Association (CMHA). The data reported here reflects the CMHA component. HoNOS information is currently only collected for the AHS portion of Continuing Connections.

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 2013-2014: Source Program Statistics

Number of Direct Activities



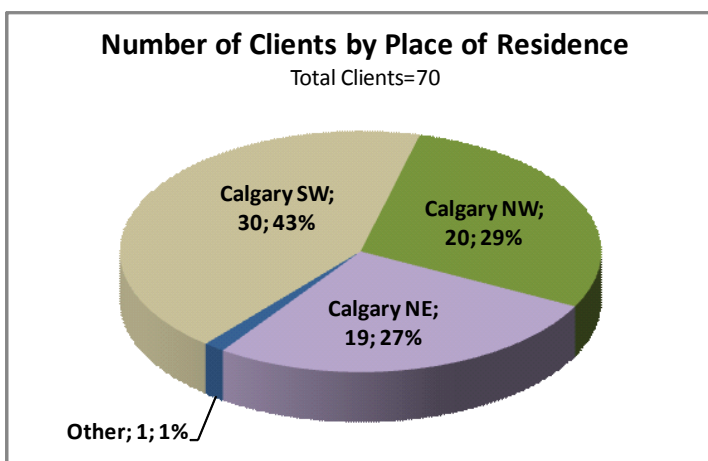
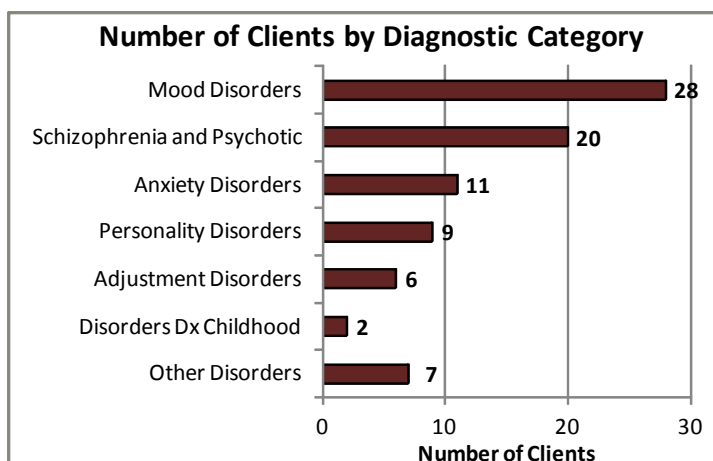
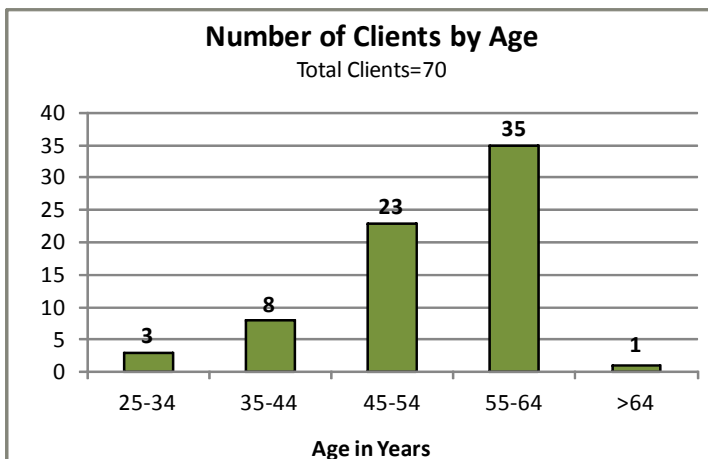
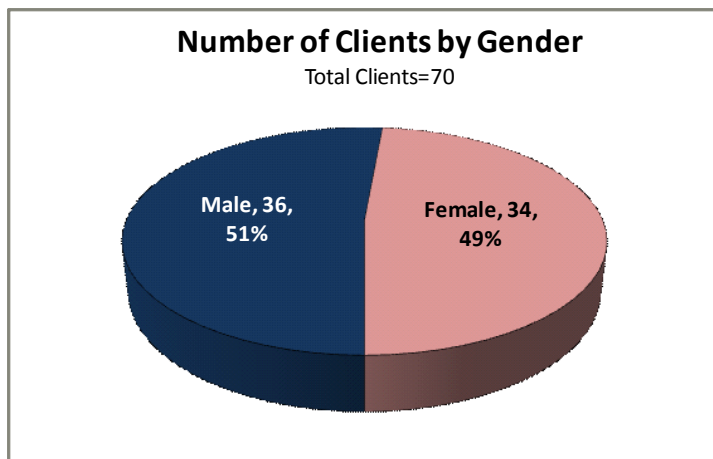
Registered Client Activity Totals		
	Number	Duration (Hours)
Direct Activities	441	289
Indirect Activities	-	-

Volunteer Activity Totals			
	# Sessions	# Attendees	Hours
Groups	-	-	12
Social Visits	-	-	90

Group Activity Totals			
	# Sessions	# Attendees	Hours
Recreation Groups	99	113	174

CMHA - Continuing Connections

Client Statistics 2013-2014: Source Program Statistics

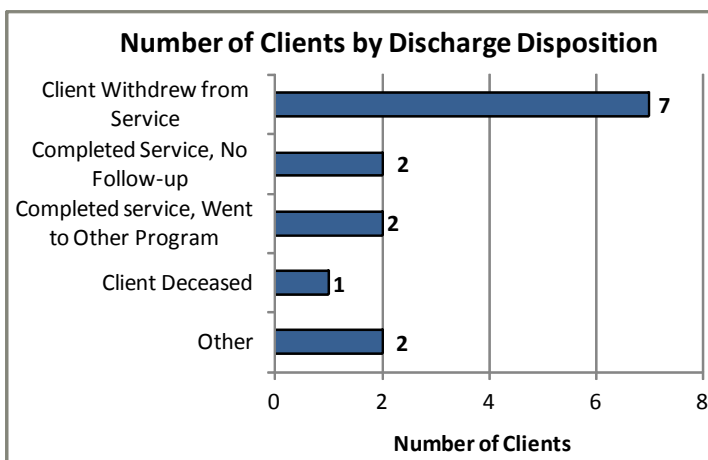


Note: 6 clients with an unknown diagnosis or no diagnosis.

Referral and Discharge Statistics 2013-2014: 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

	2011-2012	2012-2013	2013-2014
Referrals	-	-	-
New Enrolments	26	20	22
Overall Registrations	33	26	30
Unique Individuals Served	33	25	31
Discharges	27	14	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. HoNOS information is currently only collected for the AHS portion of Hamilton House.

Wait Time and Length of Stay: Source N/A

Wait Time

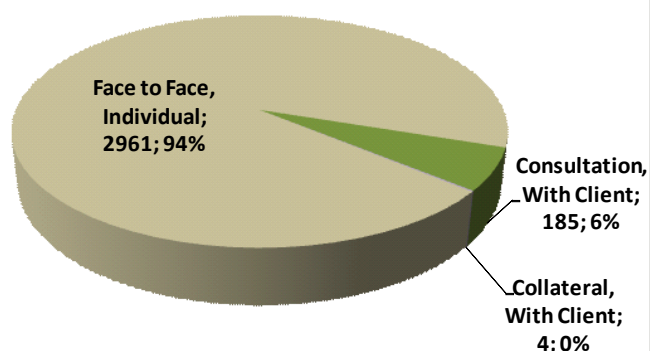
Wait time information is not available.

Length of Stay

Length of stay information is not available.

Activity Statistics 2013-2014: Source Program Statistics

Number of Direct Activities



Registered Client Activity Totals

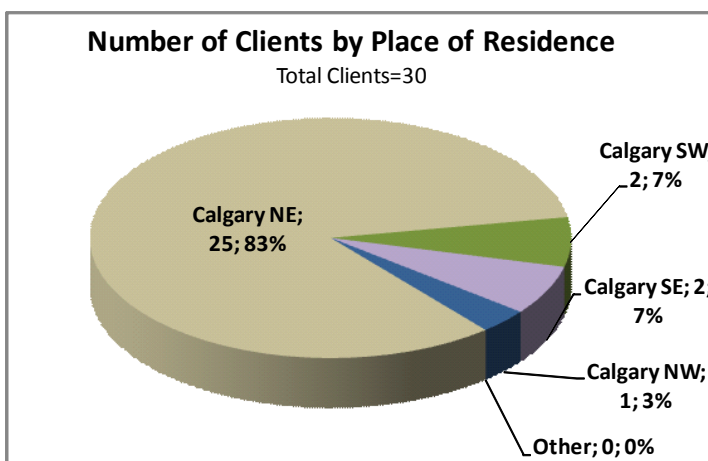
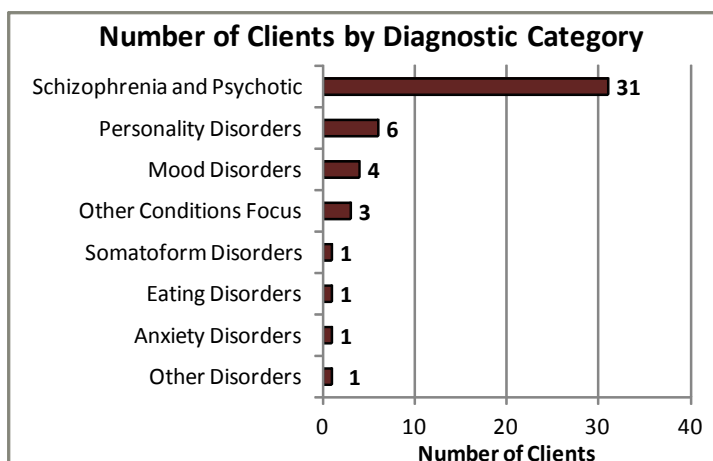
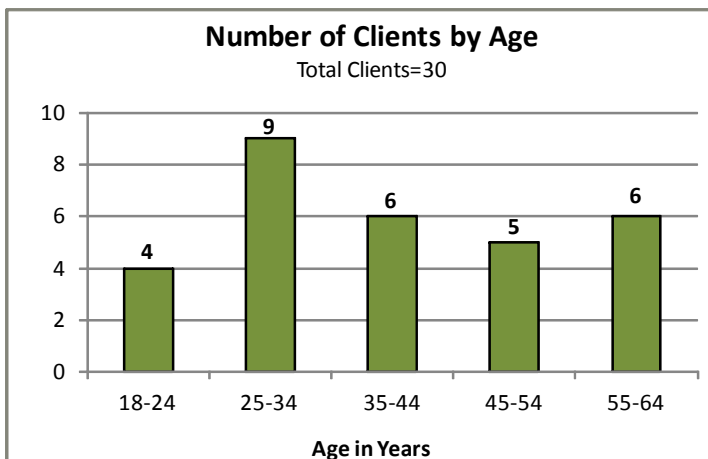
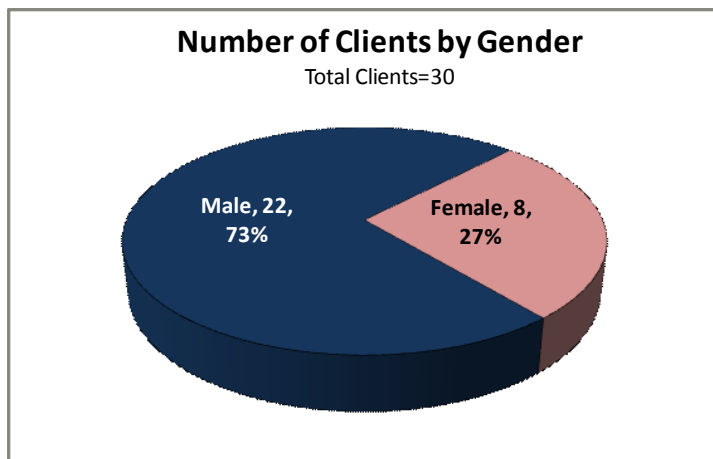
	Number	Duration (Hours)
Direct Activities	3150	2077
Indirect Activities	6305	2617

Group Activity Totals

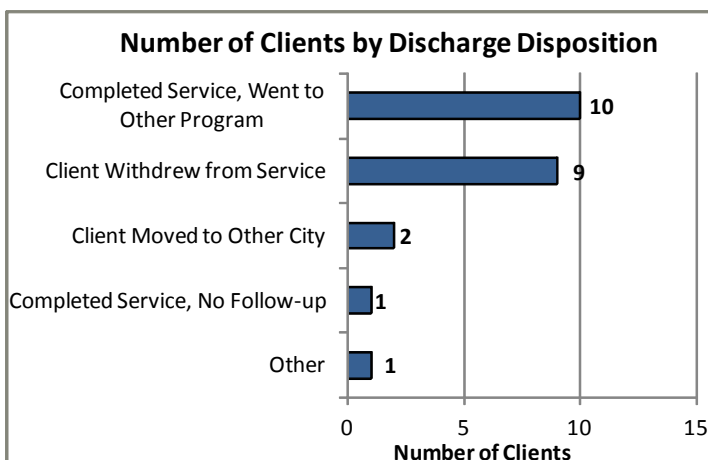
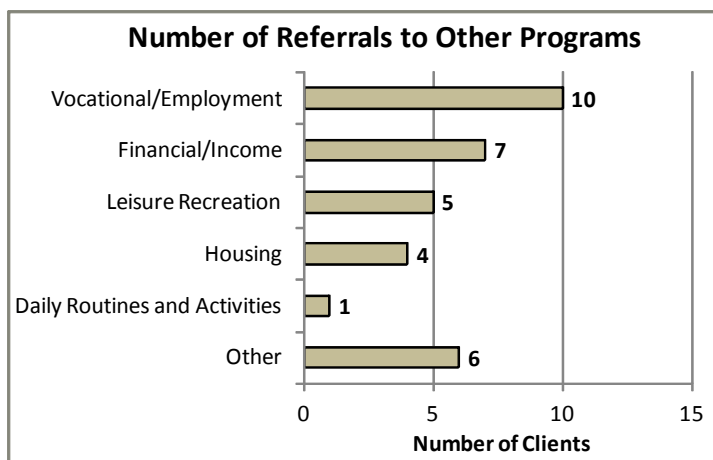
	# Sessions	# Attendees	Hours
Multi Activity	105	75	141

CMHA - Hamilton House

Client Statistics 2013-2014: Source Program Statistics



Referral and Discharge Statistics 2013-2014: 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

	2011-2012	2012-2013	2013-2014
Referrals	-	-	-
New Enrolments	222	242	241
Overall Registrations	398	422	468
Unique Individuals Served	387	422	432
Discharges	220	207	230

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 N/A

Wait Time

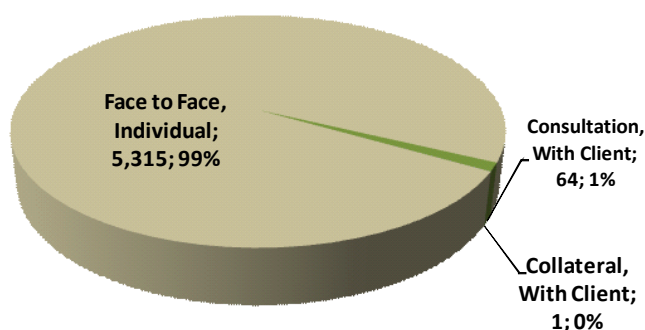
Wait time information is not available.

Length of Stay

Length of stay information is not available.

Activity Statistics 2013-2014: Source Program Statistics

Number of Direct Activities



Registered Client Activity Totals

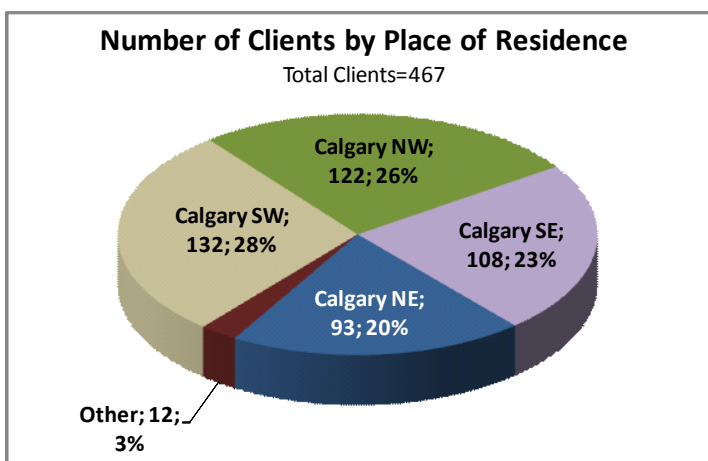
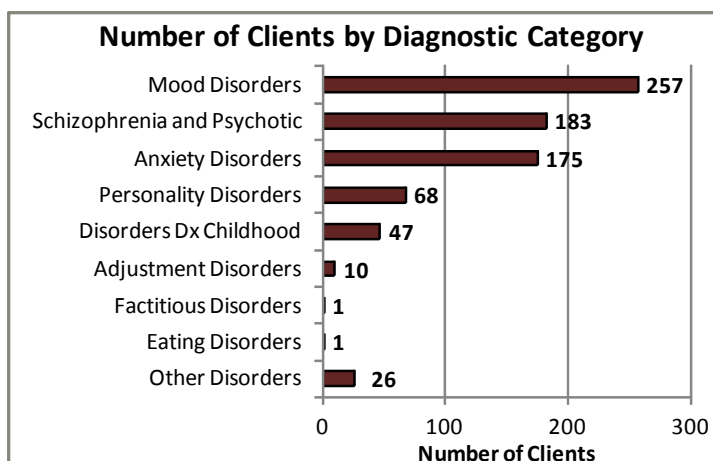
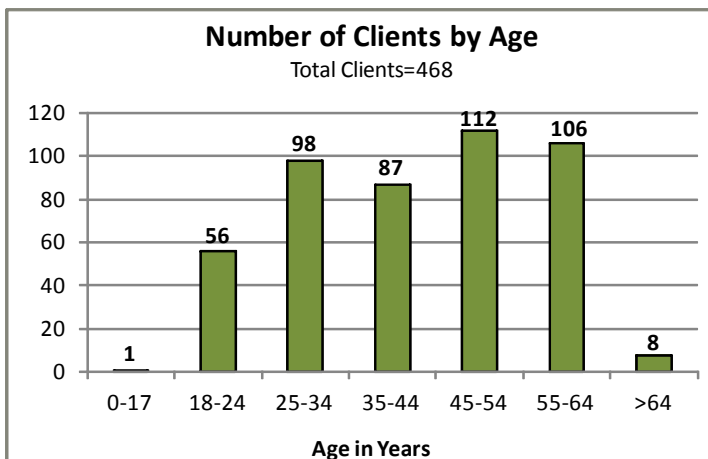
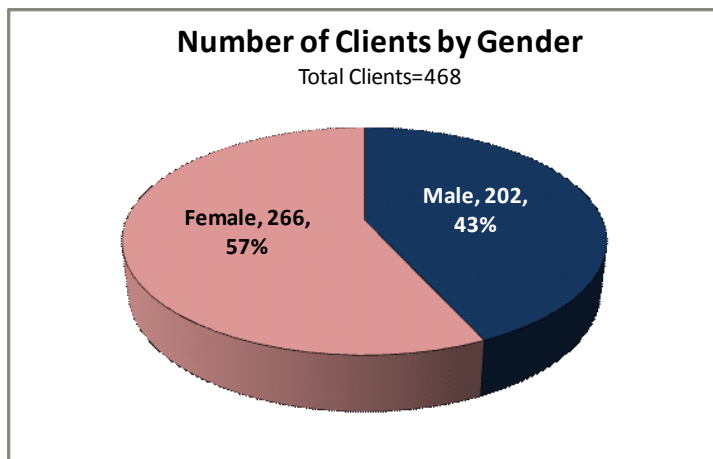
	Number	Duration (Hours)
Direct Activities	5380	3836
Indirect Activities	10360	3580

Group Activity Totals

	# Sessions	# Attendees	Hours
Money Matters	13	31	28
Skills for Life	34	43	66

CMHA - Independent Living Support Program

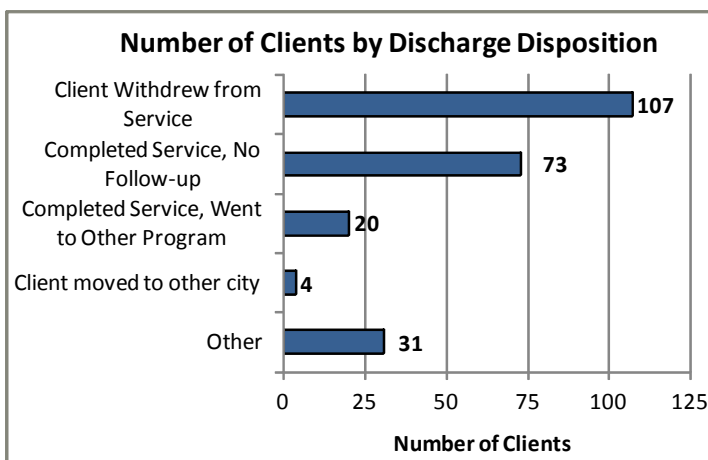
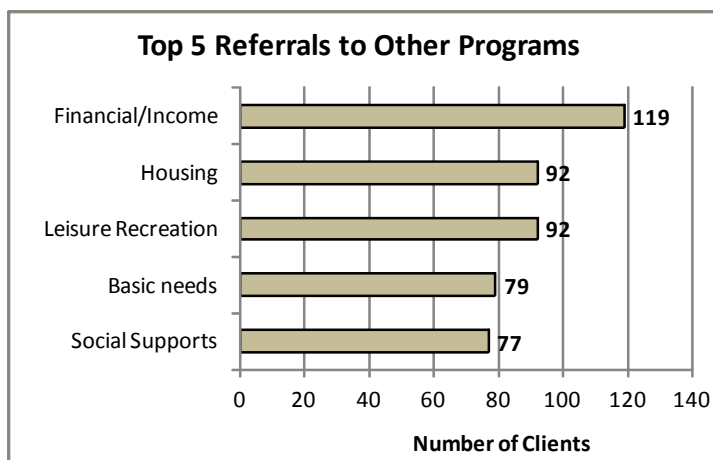
Client Statistics 2013-2014: Source Program Statistics



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

Note: 1 client with an unknown place of residence.

Referral and Discharge Statistics 2013-2014: 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

	2011-2012	2012-2013	2013-2014
Total Number of Groups	17	24	19
Total Number of Clients/Non-Clients who attended Groups	833	962	308
Total Number of Unique Clients/Non-Clients	-	170	115
Total Number of Group sessions Provided	135	149	102
Total Number of Group Session Hours	352	394	222

Activity Statistics 2013-2014: Source Program Statistics

Group Name	# Attendees	# Sessions	Hours
Arts and Crafts	32	20	43
Badminton	7	6	13
Bowling	11	4	12
Calgary Zoo	16	5	18
Coffee group	15	4	7
Community Transition Field Trips	5	2	4
Day trips	29	2	16
Drumming Circle	28	9	10
Expressive Arts	15	3	7
Festivals, concerts, and plays	14	2	7
Hiking	6	1	4
Holiday Lunch and Dance	39	1	6
Lunch/Dinner Club	5	1	4
Museum and Tour	22	7	20
Stampede/Brunch	11	1	2
Swimming Group	4	3	7
Walking Club	27	23	34
Welcoming group	3	1	1
Yoga Group	19	7	11
Total	308	102	222

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

	2011-2012	2012-2013	2013-2014
Referrals	-	-	-
New Enrolments	146	117	83
Overall Registrations	343	246	243
Unique Individuals Served	321	246	182
Discharges	225	87	124

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 N/A

Wait Time

Wait time information is not available.

Length of Stay

Length of stay information is not available.

Activity Statistics 2013-2014: Source Program Statistics

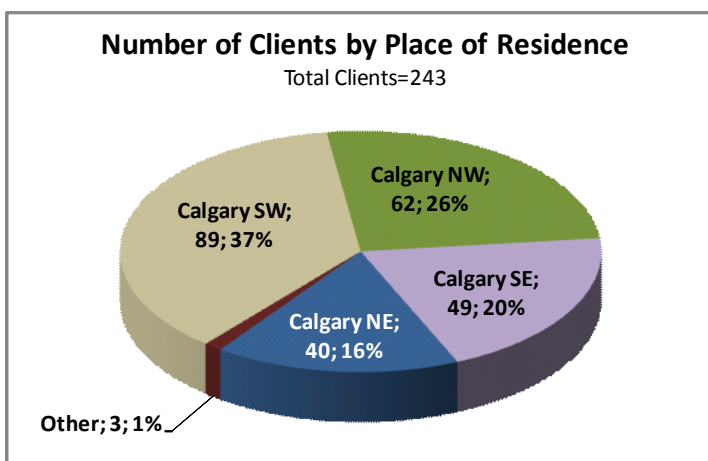
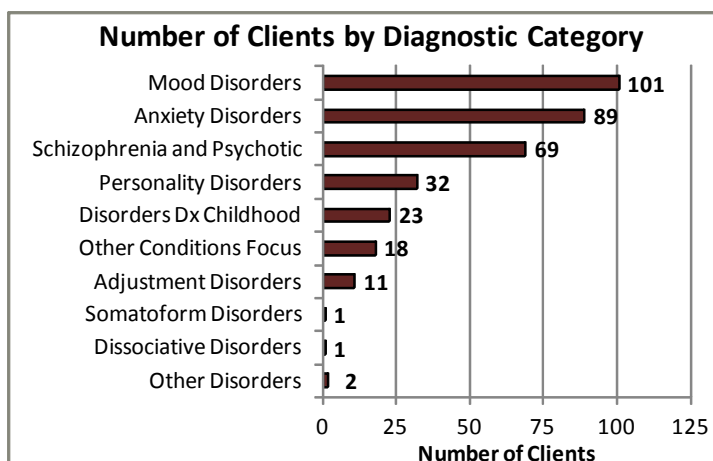
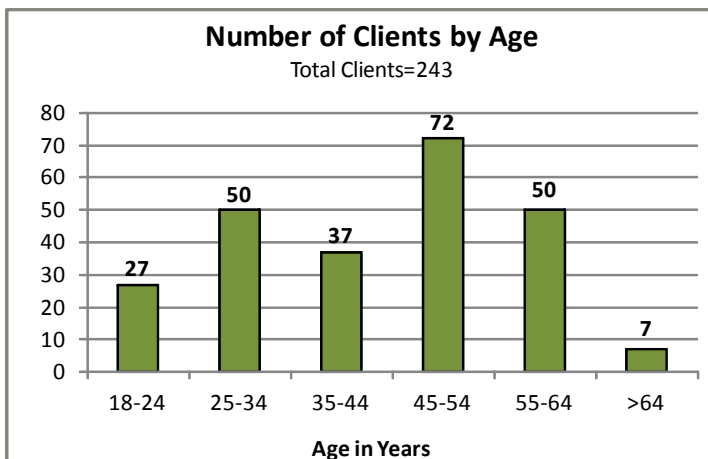
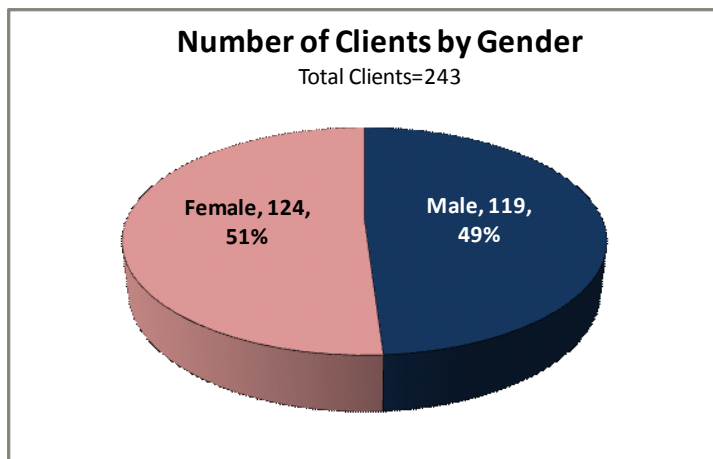
Group Activity Totals			
	# Sessions	# Attendees	Hours
Art of Friendship	84	59	168
Circle of Friends	98	110	336
Social Anxiety Solutions	2	3	4

Registered Client Activity Totals		
	Number	Duration (Hours)
Direct Activities	184	508
Indirect Activities	-	-

Volunteer Activity Hours		
2011-2012	2012-2013	2013-2014
3237	2778	2569

CMHA - Peer Options

Client Statistics 2013-2014: Source Program Statistics

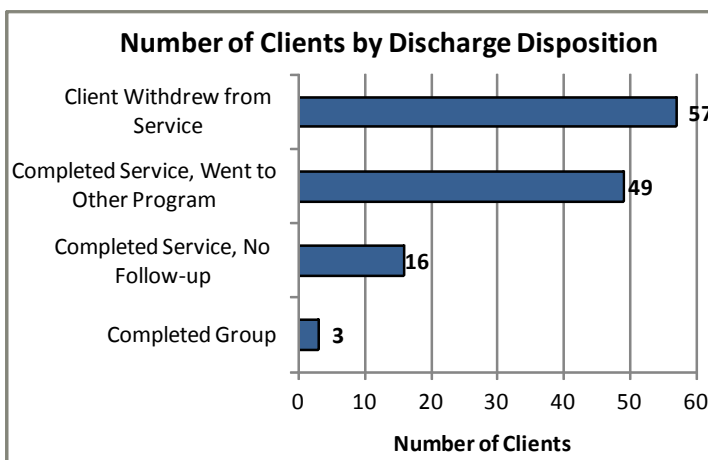


Note: 39 clients with an unknown diagnosis or no diagnosis.

Referral and Discharge Statistics 2013-2014: Source Program Statistics

Referrals to Other Programs

Referral information is not available.



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.

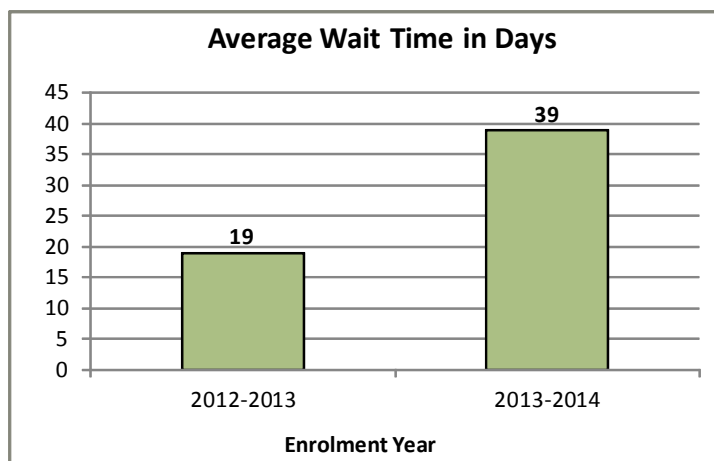
The program provides an alternative level of support through the provision of supportive housing for individuals due to the unavailability of suitable housing and support in the community. The program assists individuals to experience stable and secure community tenure and transitions clients within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

Program Statistics: Source Program Statistics

	2011-2012	2012-2013	2013-2014
Referrals	-	-	-
New Enrolments	-	7	18
Overall Registrations	-	15	27
Unique Individuals Served	-	15	26
Discharges	-	7	17

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). HoNOS data is currently only collected for the AHS portion of Hamilton House.

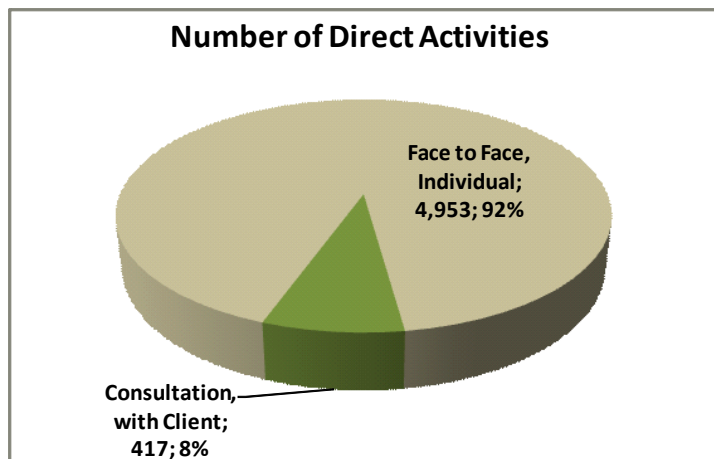
Wait Time and Length of Stay: Source Program Statistics



Length of Stay

Length of stay information is not available.

Activity Statistics 2013-2014: Source Program Statistics

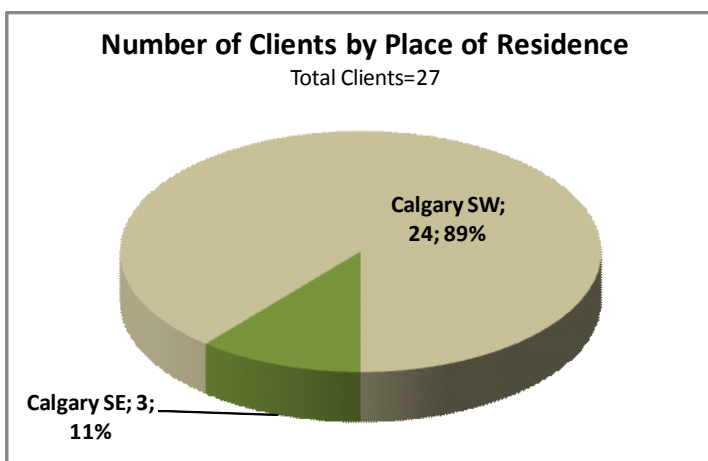
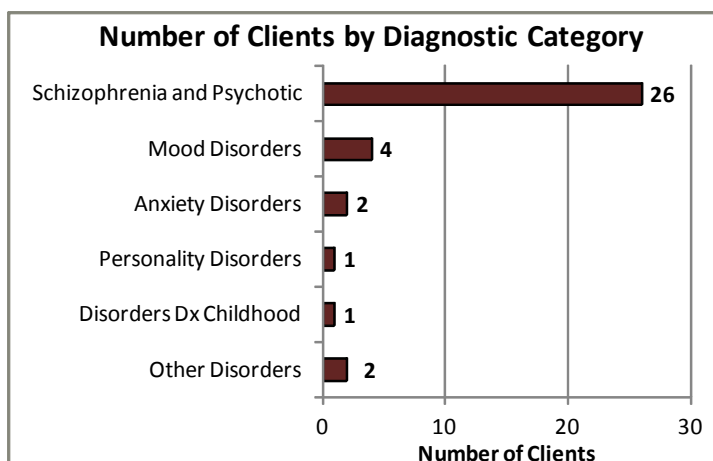
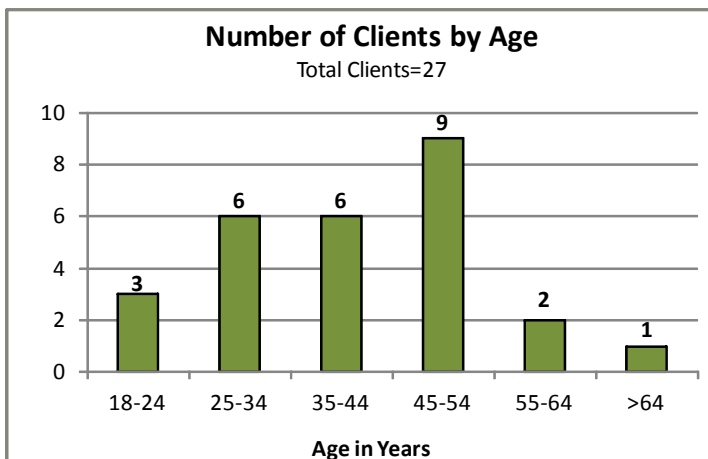
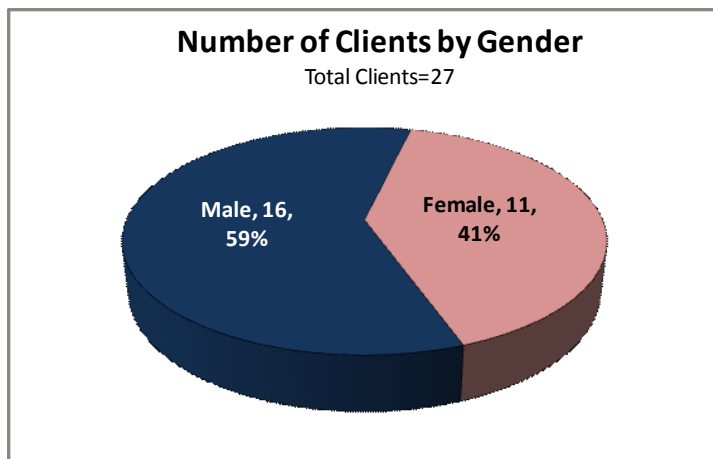


Registered Client Activity Totals		
	Number	Duration (Hours)
Direct Activities	5370	3368
Indirect Activities	6258	2324

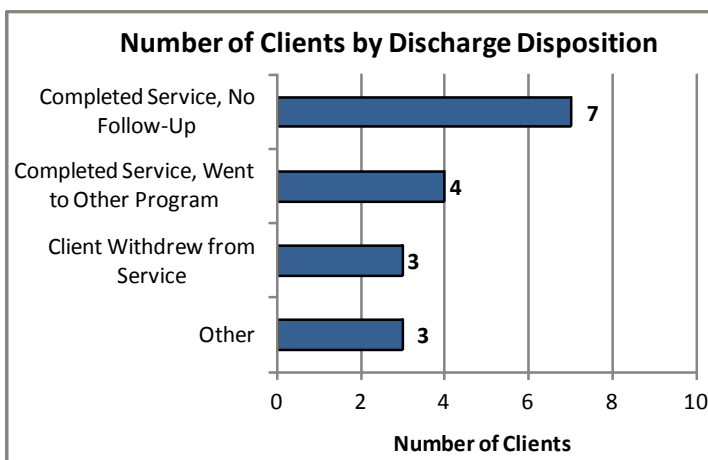
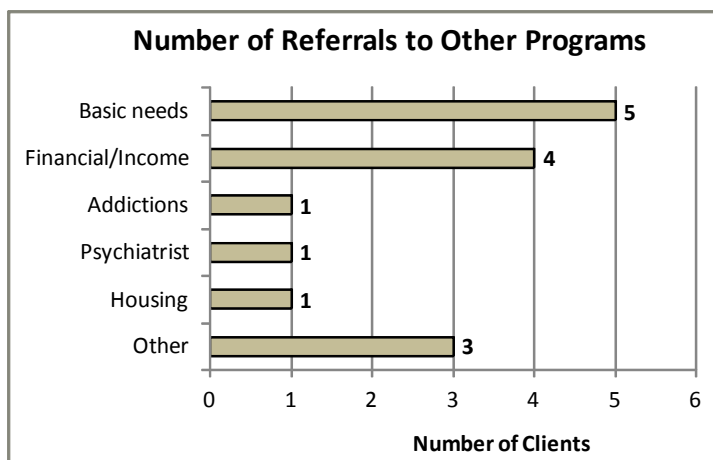
Group Activity Totals			
	# Sessions	# Attendees	Hours
Activity Group	42	20	81
CBSST Group	15	9	15
Coffee Group	8	7	8
Leisure Group	2	5	4
Recovery Group	17	9	29
Weekly Meetings	44	23	21
Wellness Group	24	18	24

CMHA - Roberts House

Client Statistics 2013-2014: Source Program Statistics



Referral and Discharge Statistics 2013-2014: 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

	2011-2012	2012-2013	2013-2014
Referrals	-	-	-
New Enrolments	187	214	96
Overall Registrations	212	317	247
Unique Individuals Served	208	317	152
Discharges	98	176	69

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.

Wait Time and Length of Stay: Source N/A

Wait Time

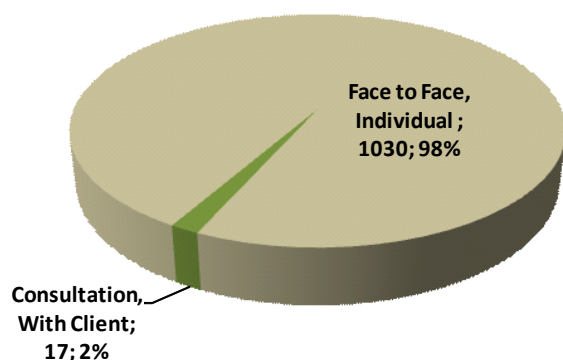
Wait time information is not available.

Length of Stay

Length of stay information is not available.

Activity Statistics 2013-2014: Source Program Statistics

Number of Direct Activities

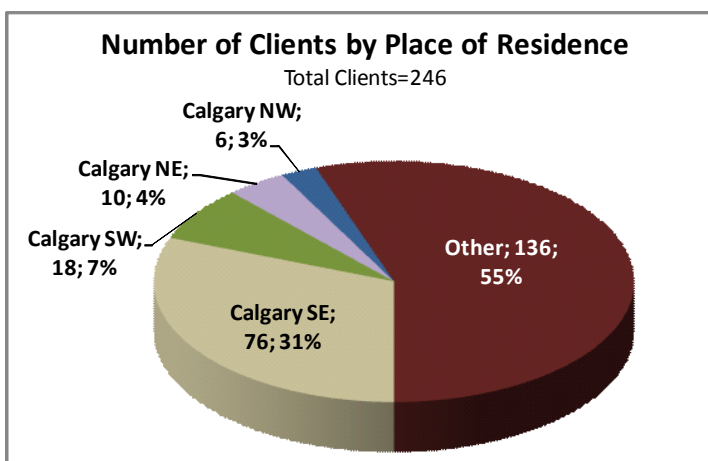
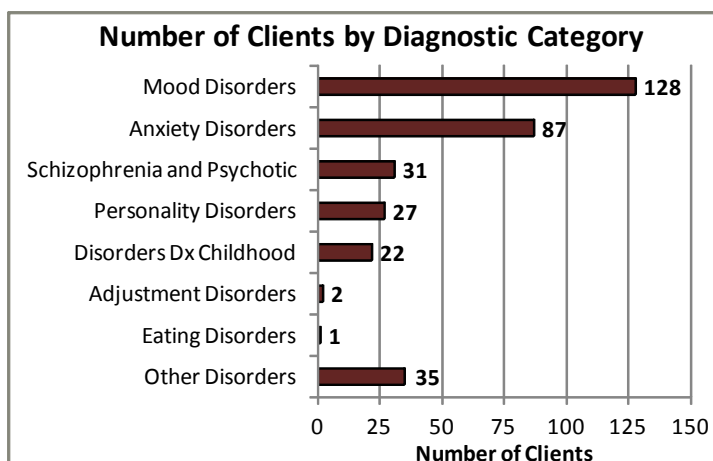
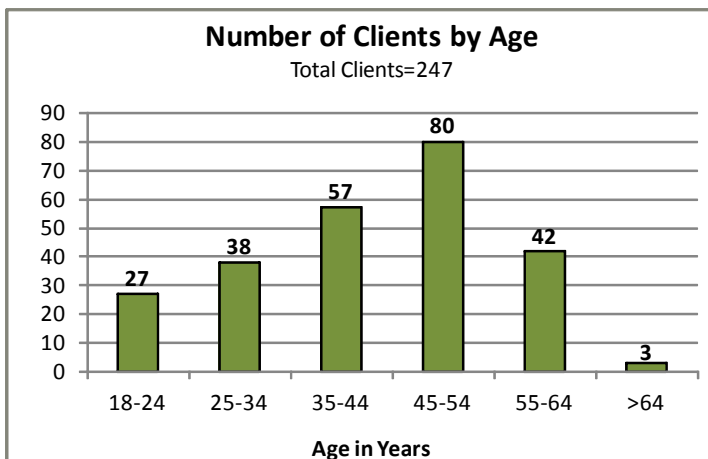
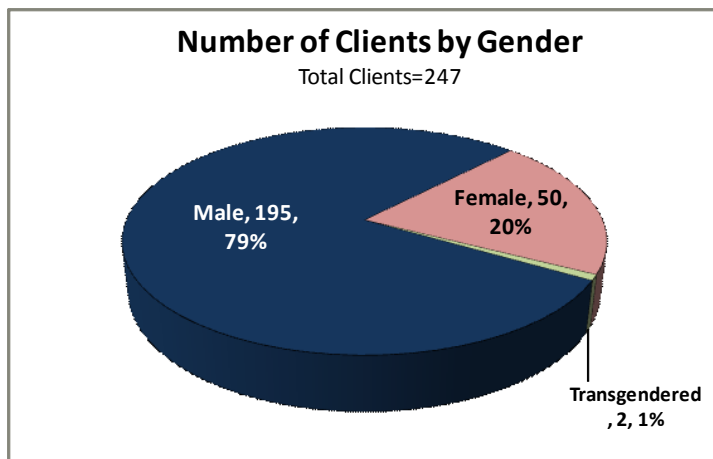


Registered Client Activity Totals

	Number	Duration (Hours)
Direct Activities	1047	997
Indirect Activities	1451	518

CMHA - Street Outreach & Stabilization

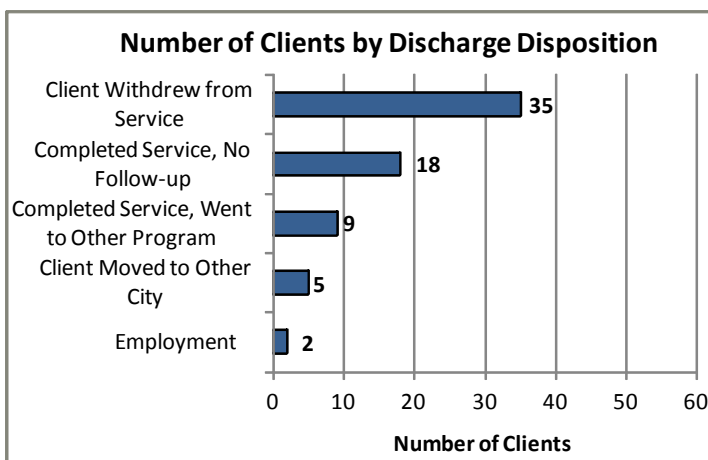
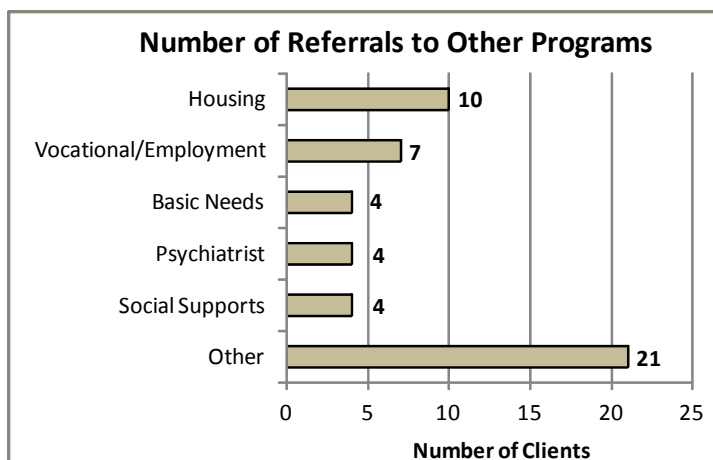
Client Statistics 2013-2014: Source Program Statistics



Note: 59 clients with an unknown diagnosis or no diagnosis.

Note: 1 client with an unknown place of residence.

Referral and Discharge Statistics 2013-2014: Source Program Statistics



CMHA - Supportive Living

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

	2011-2012	2012-2013	2013-2014
Referrals	-	-	-
New Enrolments	46	24	21
Overall Registrations	179	164	149
Unique Individuals Served	173	160	149
Discharges	36	18	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

Wait Time

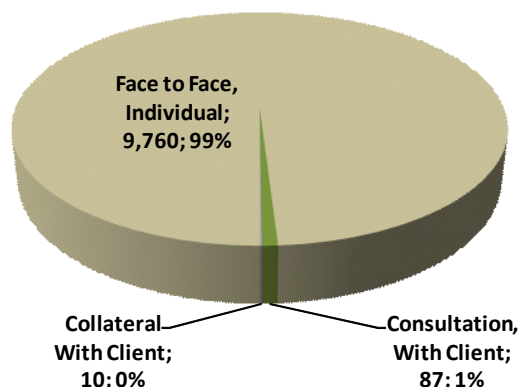
The average wait time from referral to start of service is 150 days.

Length of Stay

Length of stay information is not available.

Activity Statistics 2013-2014: Source Program Statistics

Number of Direct Activities



Registered Client Activity Totals

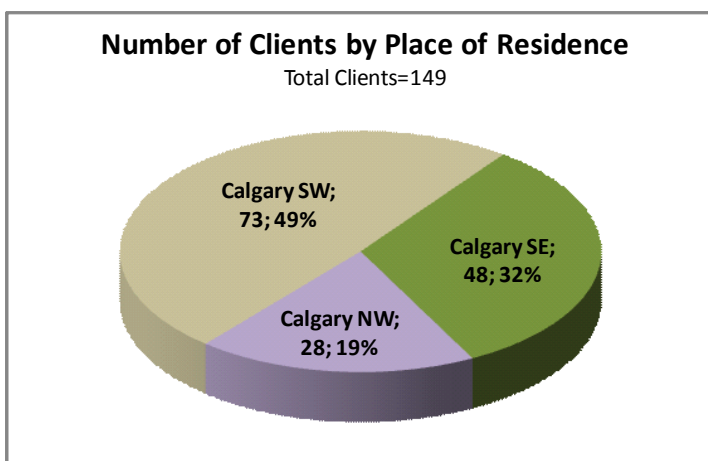
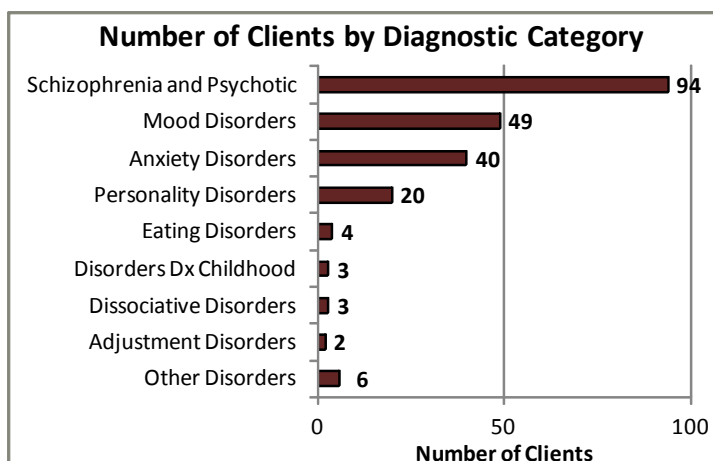
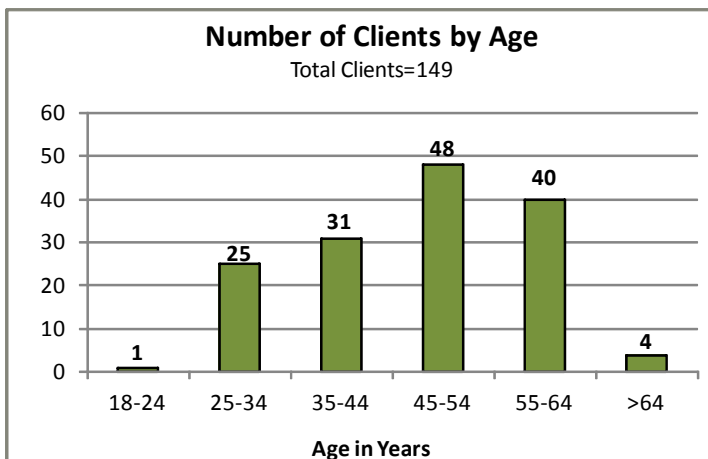
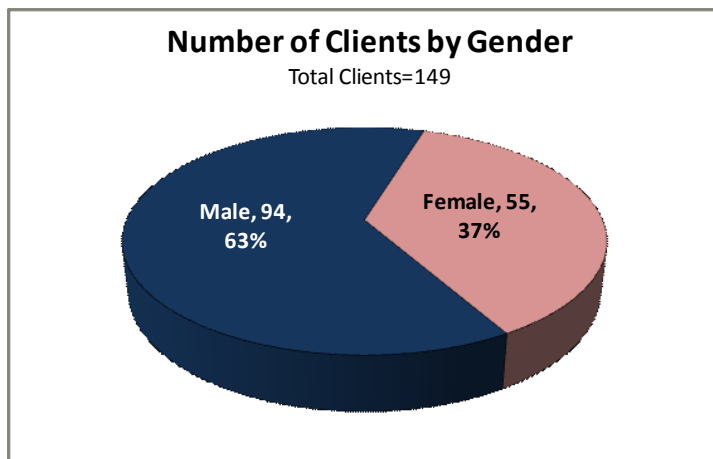
	Number	Duration (Hours)
Direct Activities	9857	6177
Indirect Activities	13003	3928

Group Activity Totals

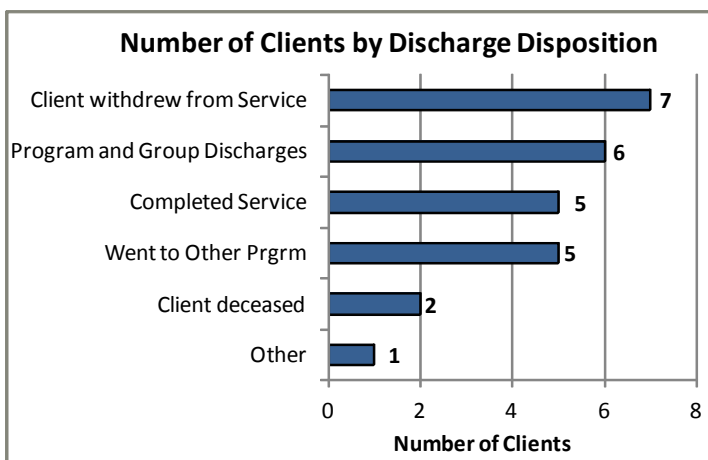
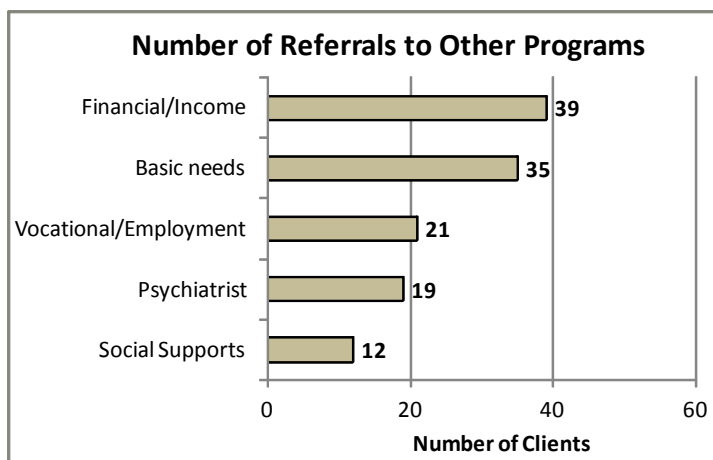
	# Sessions	# Attendees	Hours
Money Matters	6	10	15
Community Meeting	38	127	36
Leisure Group	60	61	98
Activity Group	3	3	2
House Meetings	15	13	9
Peer Group	13	22	17

CMHA - Supportive Living

Client Statistics 2013-2014: Source Program Statistics



Referral and Discharge Statistics 2013-2014: Source Program Statistics



Distress Centre

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

The program acts as a gateway to professional help, peer support or a network of social agencies. To ensure support is accessible and available, services are offered 24 hours a day, free of charge. Whatever the problem may be, a call to the Distress Centre is often a first step towards a solution.

Program Statistics: Source Program Statistics

	2011-2012	2012-2013	2013-2014
Referrals	-	-	-
New Enrolments	-	454	310
Overall Registrations	-	452	373
Unique Individuals Served	-	387	334
Discharges	-	397	310

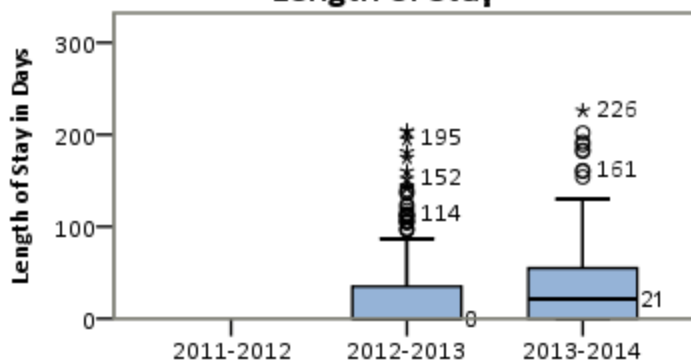
Data was collected in a different format for the 2011-2012 fiscal year and cannot be reported. Referral and wait time information is not available.

Wait Time and Length of Stay: Source Program Statistics

Wait Time

Wait time information is not available.

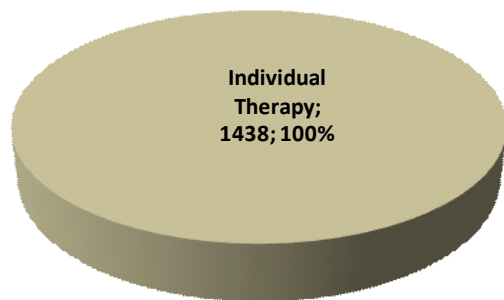
Length of Stay



Note: Several outliers are not displayed.

Activity Statistics 2013-2014: Source Program Statistics

Number of Direct Activity Hours

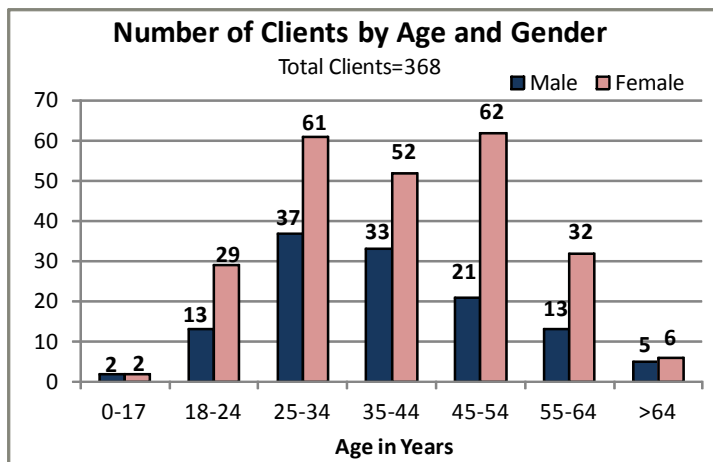


Registered Client Activity Totals

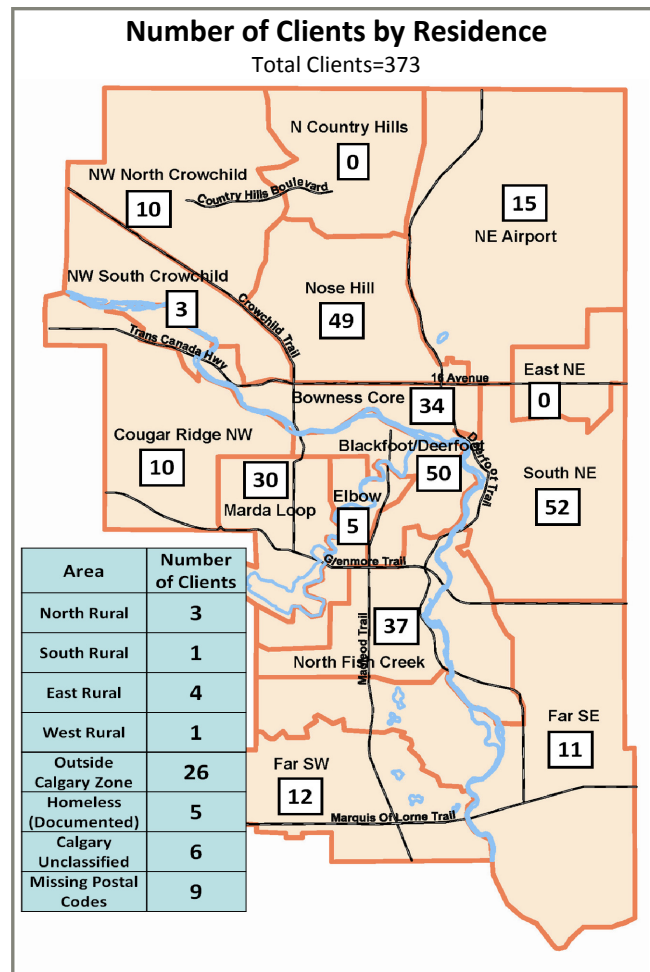
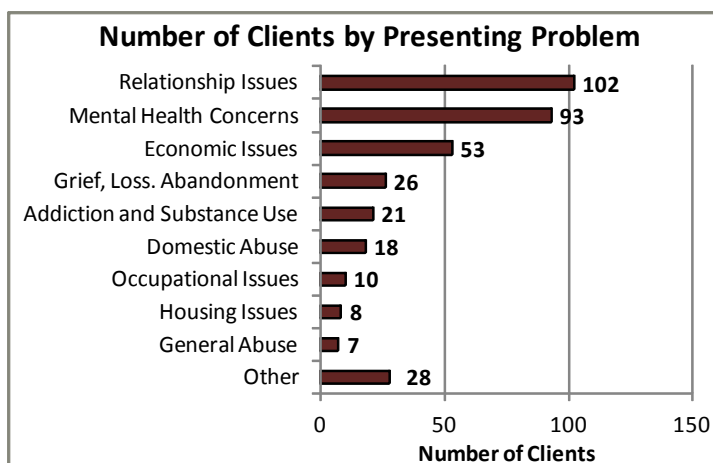
	Number	Duration (Hours)
Direct Activities	-	1438
Indirect Activities	-	-

Distress Centre

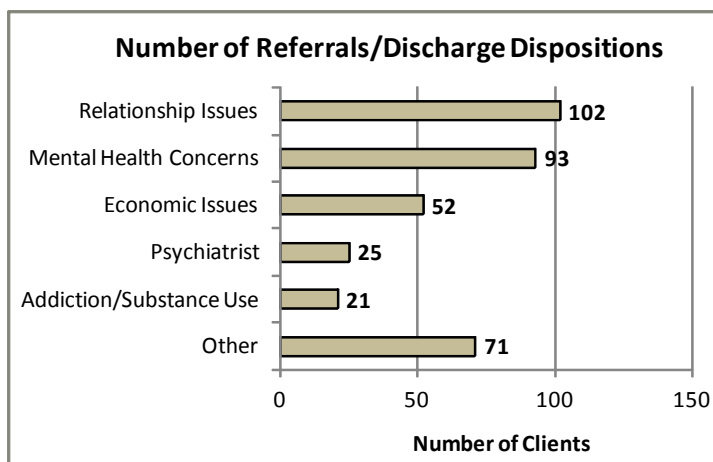
Client Statistics 2013-2014: Source Program Statistics



Note: 5 clients have an unknown age or gender.



Referral and Discharge Statistics 2013-2014: Source Program Statistics



Fresh Start Addictions Centre

Fresh Start Addictions Centre is a drug and alcohol rehabilitation centre that provides services for men facing addiction illness. The program is based on a 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

	2011-2012	2012-2013	2013-2014
Referrals	-	-	-
New Enrolments	-	150	-
Overall Registrations	-	160	-
Unique Individuals Served	-	147	-
Discharges	-	130	-

Data is not available for the 2013-2014 fiscal year.

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 2013-2014: Source N/A

Activity Statistics

Activity information is not available for this program.

Registered Client Activity Totals

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

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.

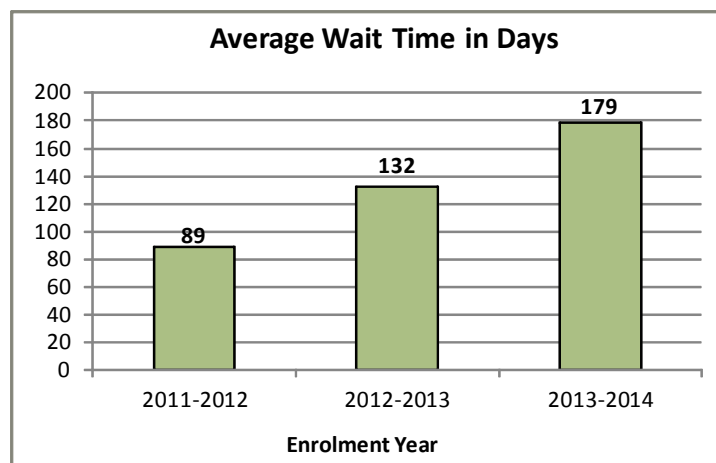
Individual clients are provided with a variety of services which address their unique needs and circumstances. With the assistance of the case managers, clients develop personal goals, identify barriers to achieving those goals, and create concrete plans to achieve the desired outcome.

Program Statistics: Source Program Statistics

	2011-2012	2012-2013	2013-2014
Referrals	-	-	-
New Enrolments	74	68	52
Overall Registrations	193	162	143
Unique Individuals Served	192	160	143
Discharges	27	70	54

Referral and length of stay information are not available.

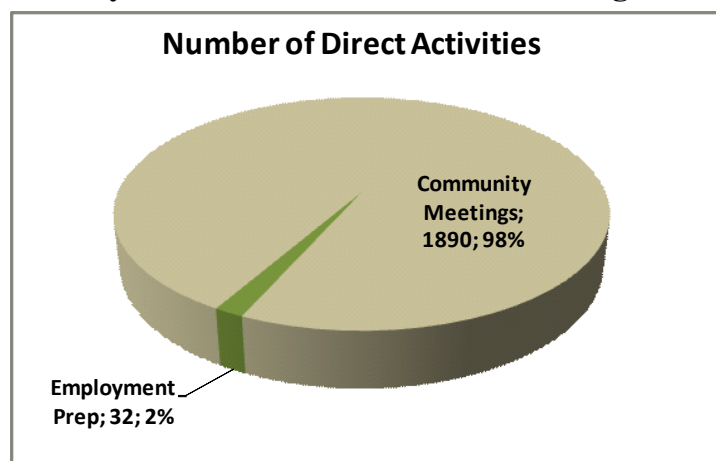
Wait Time and Length of Stay: Source Program Statistics



Length of Stay

Length of stay information is not available.

Activity Statistics 2013-2014: Source Program Statistics

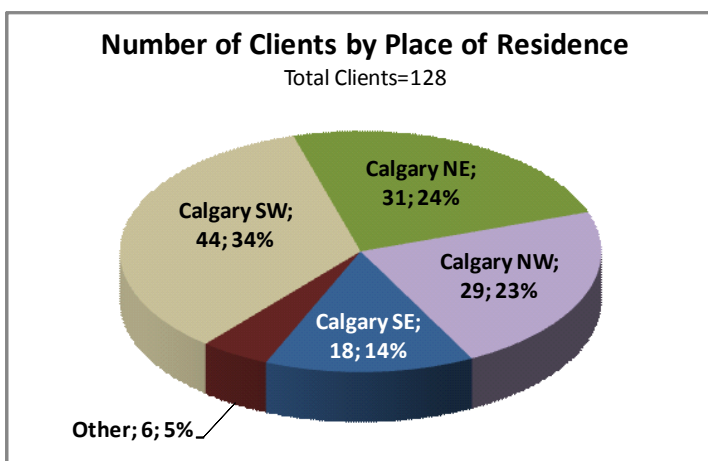
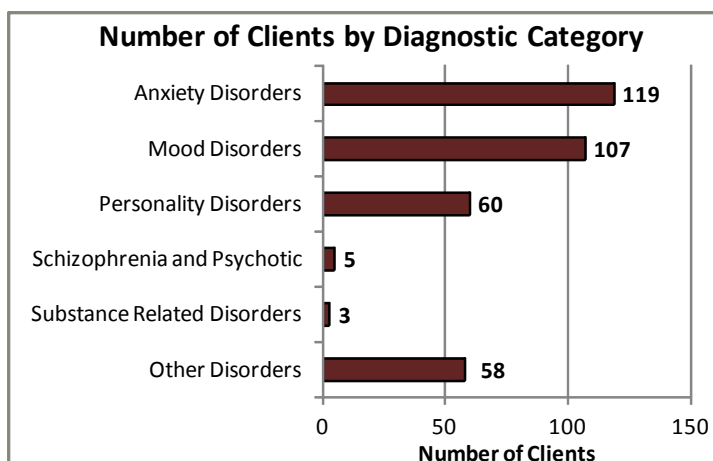
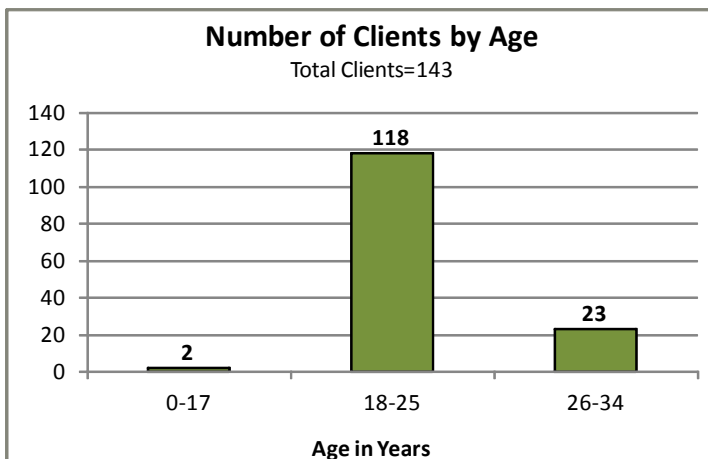
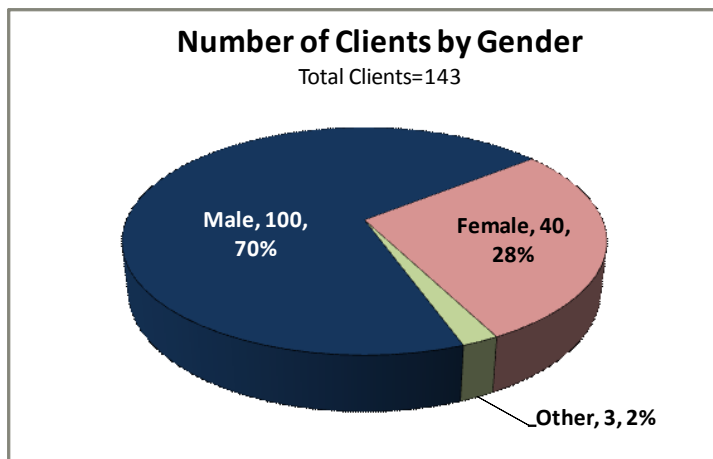


Registered Client Activity Totals		
	Number	Duration (Hours)
Direct Activities	1922	1606
Indirect Activities	-	-

Group Activity Totals			
	# Sessions	# Attendees	Hours
DBT Group	28	22	297

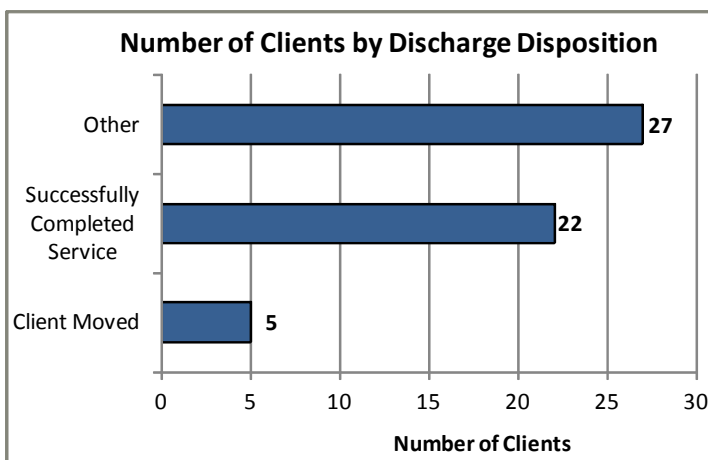
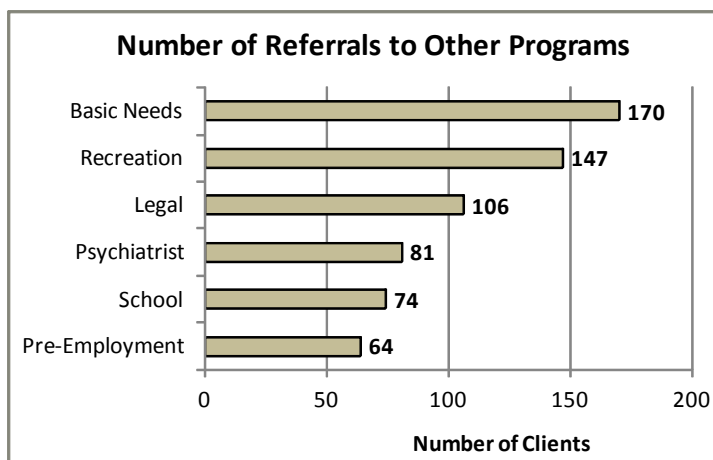
Hull Services - Bridging the Gap

Client Statistics 2013-2014: Source Program Statistics



Note: 15 clients with an unknown place of residence.

Referral and Discharge Statistics 2013-2014: 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

	2011-2012	2012-2013	2013-2014
Referrals	-	-	-
New Enrolments	34	24	23
Overall Registrations	211	198	199
Unique Individuals Served	210	198	199
Discharges	38	19	23

Referral, 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.

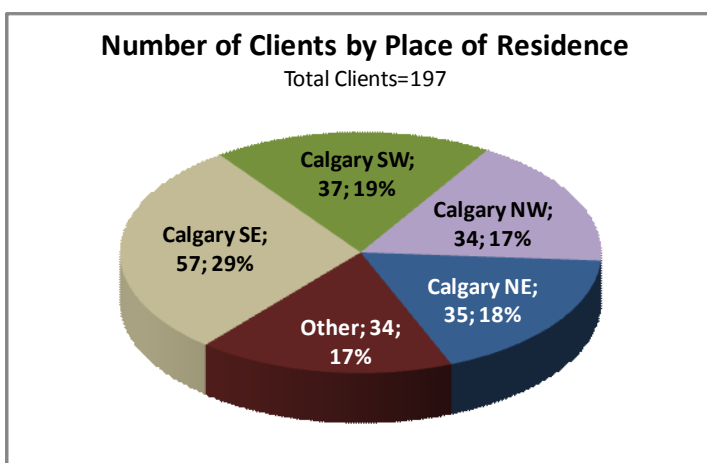
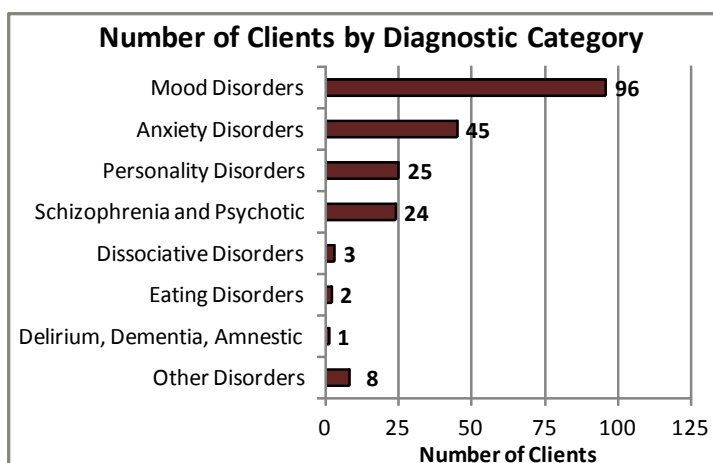
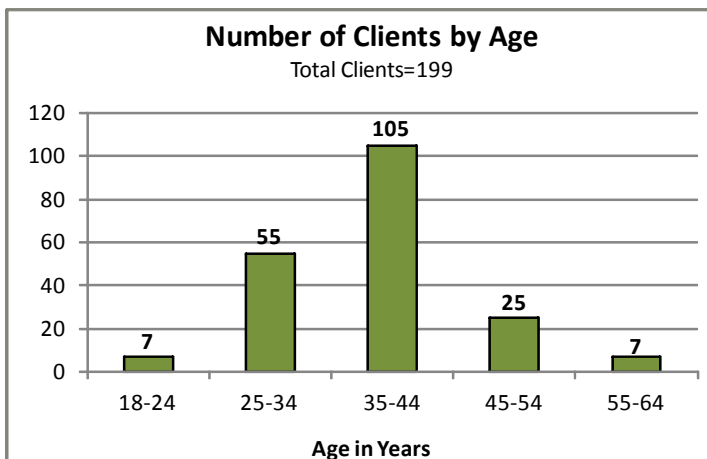
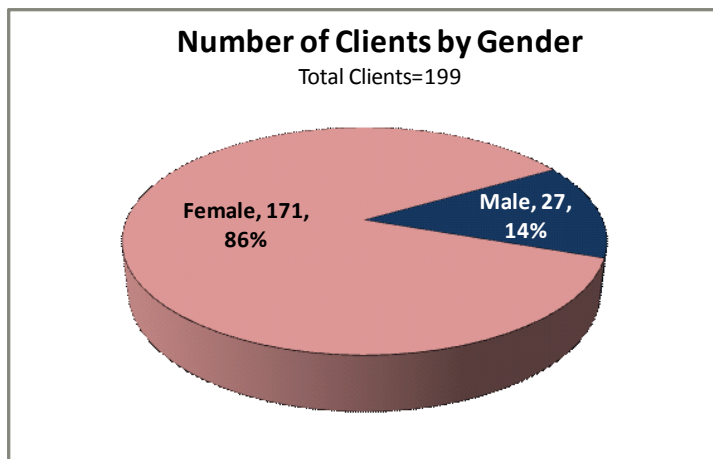
Activity Statistics 2013-2014: Source Program Statistics

Group Activity Totals			
	# Sessions	# Attendees	Hours
Leisure/Recreational	9	31	63
Multi Activity	3	51	20
Peer Support	13	307	41
Psychoeducational	26	26	105

Registered Client Activity Totals		
	Number	Duration (Hours)
Direct Activities	51	229
Indirect Activities	-	-

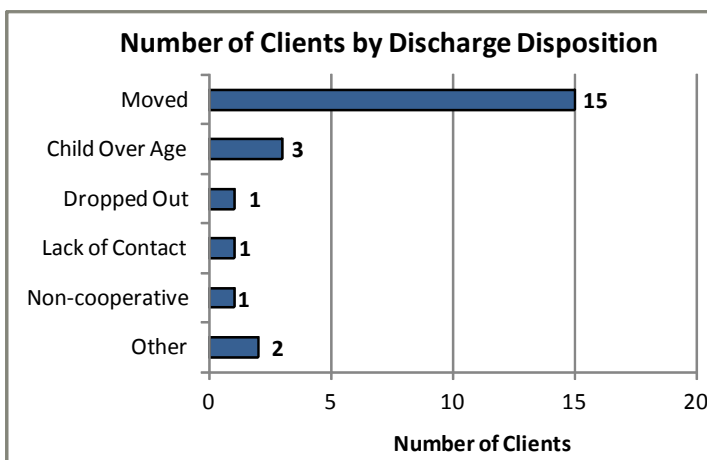
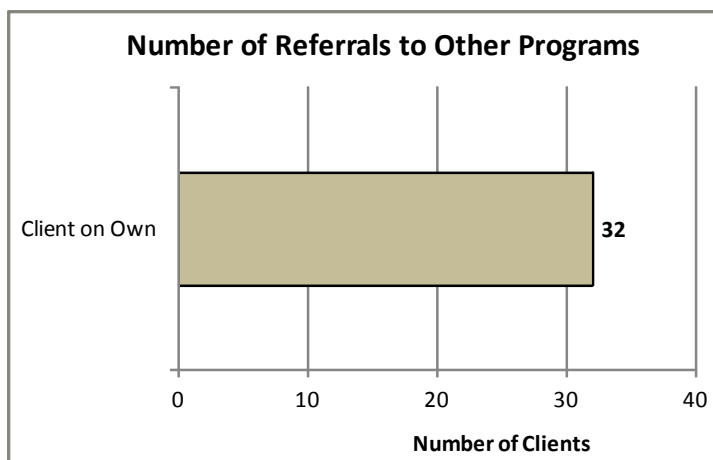
Hull Services - Lasting Impressions Community Support

Client Statistics 2013-2014: Source Program Statistics



Note: 2 clients with an unknown place of residence.

Referral and Discharge Statistics 2013-2014: 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.

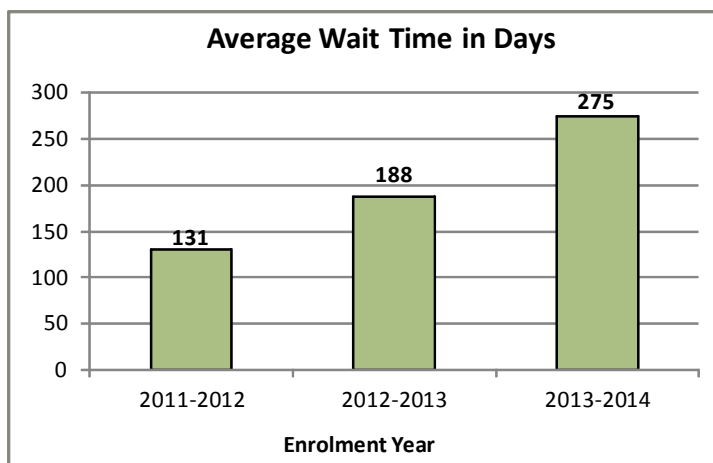
Lasting Impressions is designed to strengthen and support families impacted by parental mental illness. In-home support focuses on enhancing family functioning by short term intervention of a family mentor.

Program Statistics: Source Program Statistics

	2011-2012	2012-2013	2013-2014
Referrals	-	-	-
New Enrolments	20	25	22
Overall Registrations	34	34	37
Unique Individuals Served	33	32	35
Discharges	25	19	24

Referral and length of stay information are not available.

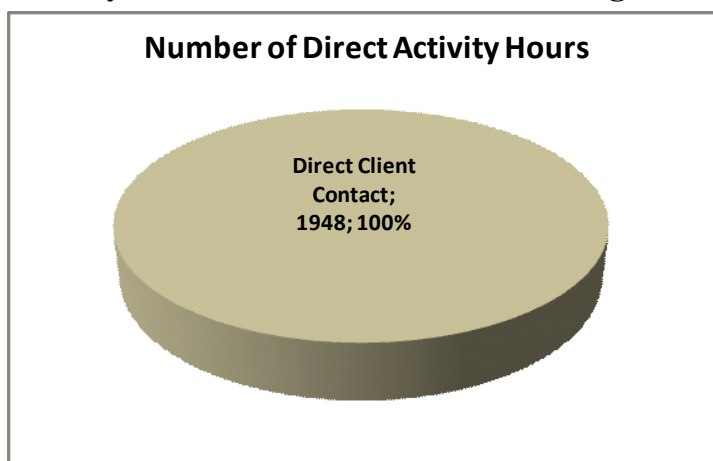
Wait Time and Length of Stay: Source Program Statistics



Length of Stay

Length of stay information is not available.

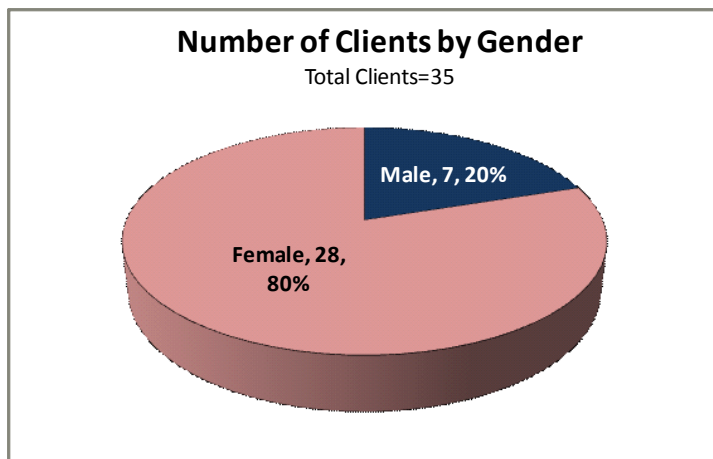
Activity Statistics 2013-2014: Source Program Statistics



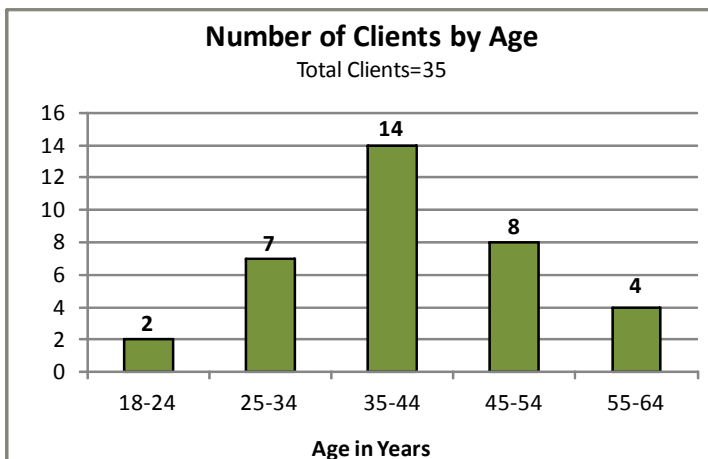
Registered Client Activity Totals		
	Number	Duration (Hours)
Direct Activities	3	1948
Indirect Activities	3	1098

Hull Services - Lasting Impressions In Home Support

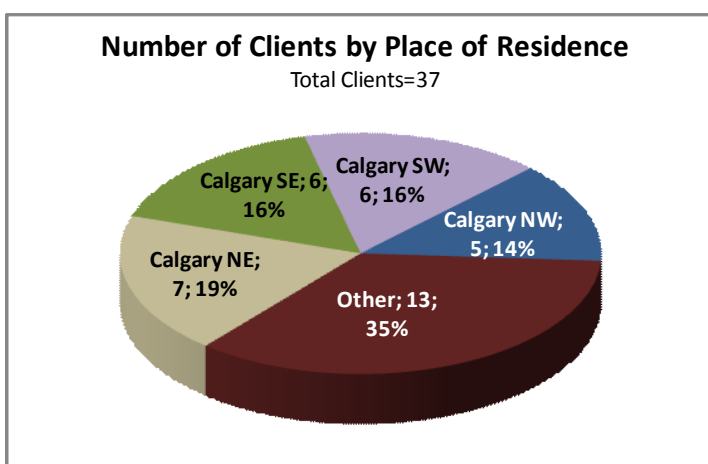
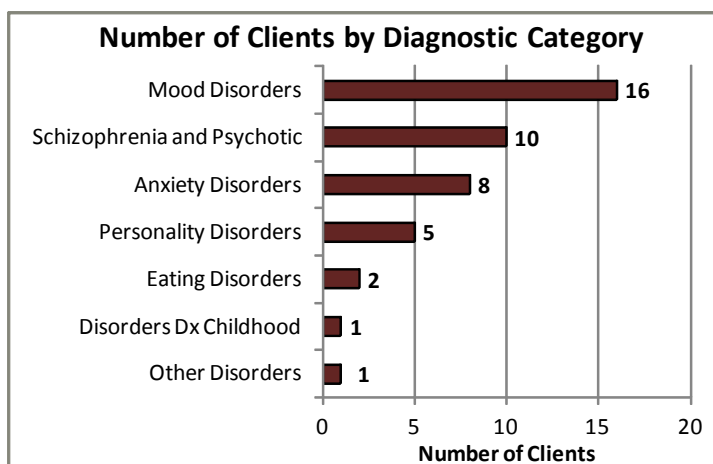
Client Statistics 2013-2014: Source Program Statistics



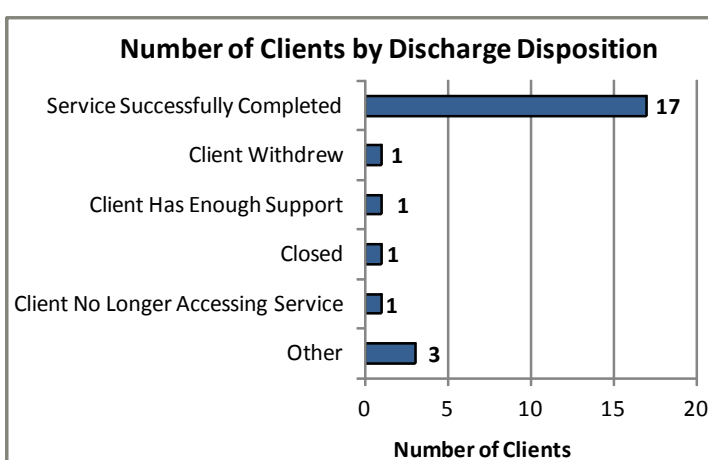
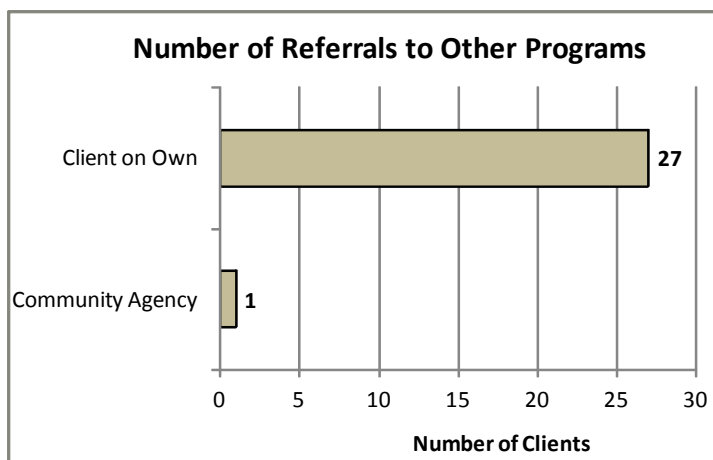
Note: 2 clients have an unknown gender.



Note: 2 clients have an unknown age.



Referral and Discharge Statistics 2013-2014: Source Program Statistics



Living Alternative 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

	2011-2012	2012-2013	2013-2014
Referrals	-	-	-
New Enrolments	4	10	5
Overall Registrations	63	69	66
Unique Individuals Served	-	-	-
Discharges	4	8	7

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

Wait Time and Length of Stay: Source N/A

Wait Time

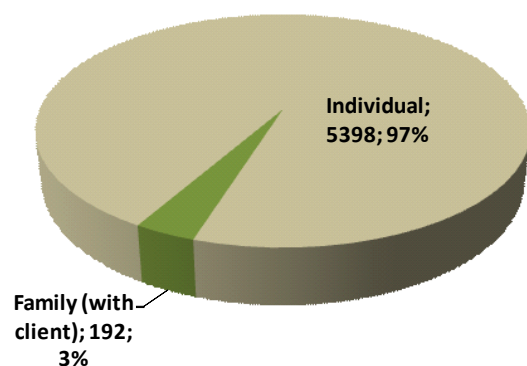
Wait time information is not available.

Length of Stay

Length of stay information is not available.

Activity Statistics 2013-2014: Source Program Statistics

Number of Direct Activities



Registered Client Activity Totals

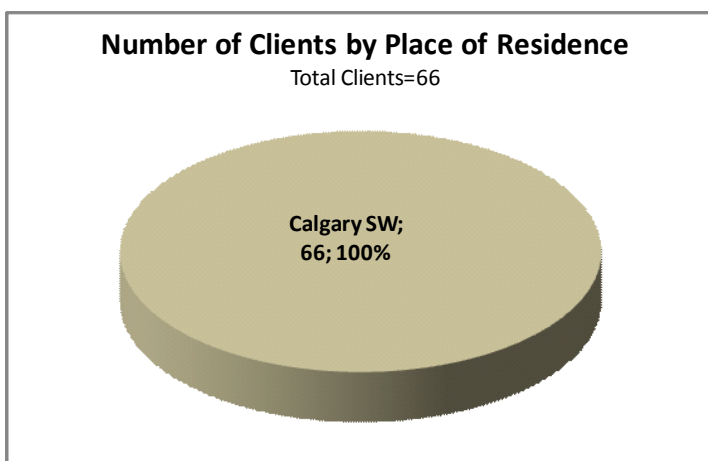
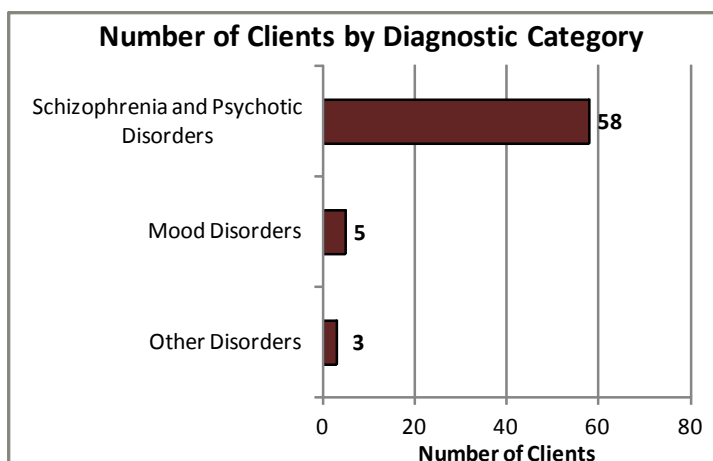
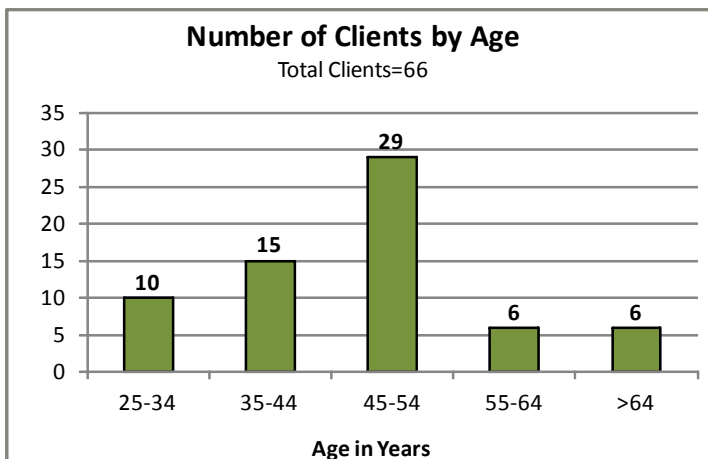
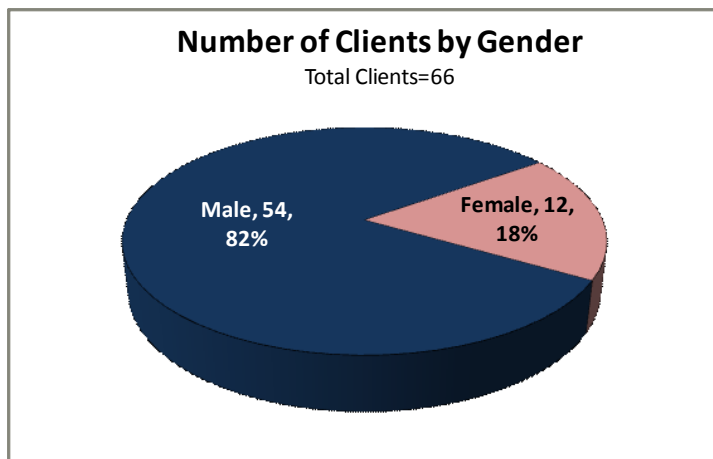
	Number	Duration (Hours)
Direct Activities	5590	-
Indirect Activities	-	-

Group Activity Totals

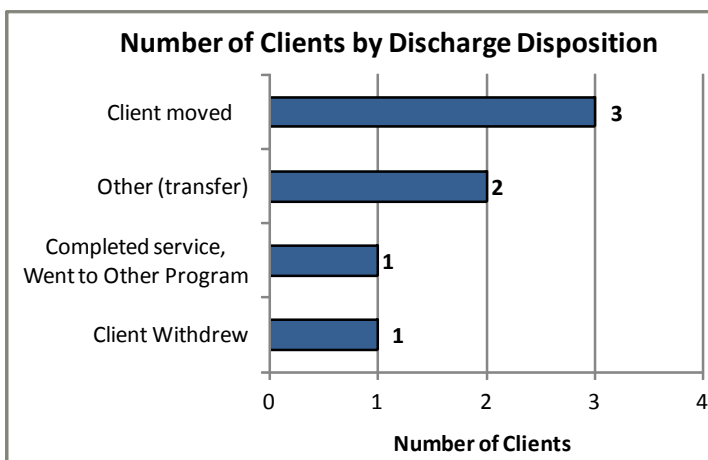
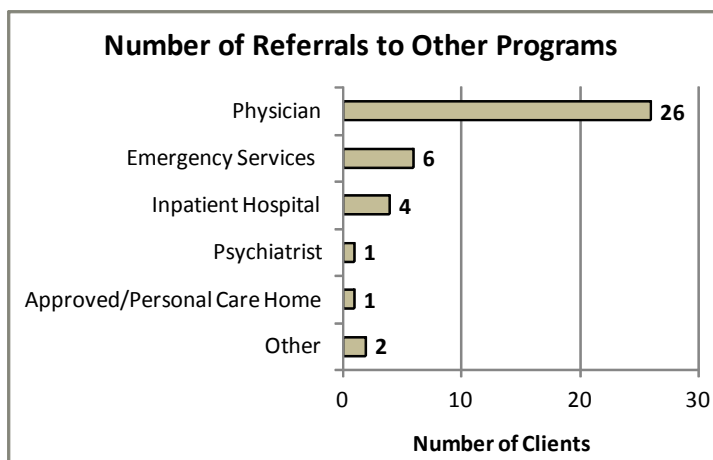
	# Sessions	# Attendees
Education	2	21
Skills	84	614
Counselling/Peer Support	23	273
Activities	69	675

Living Alternative for the Mentally Disabled Association

Client Statistics 2013-2014: Source Program Statistics



Referral and Discharge Statistics 2013-2014: 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.

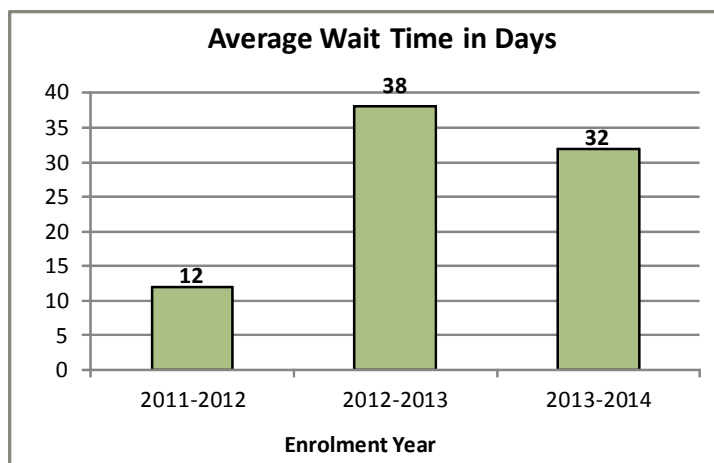
CASS also provides employment services in support of their participants. The Financial Administrator provides one-on-one participant directed support to individuals who find it difficult to manage their finances on their own. Money Matters is a partnership between Momentum and CASS.

Program Statistics: Source Program Statistics

	2011-2012	2012-2013	2013-2014
Referrals	43	71	69
New Enrolments	15	18	10
Overall Registrations	41	51	82
Unique Individuals Served	41	51	82
Discharges	8	11	23

Length of stay and referral disposition information are not available. Client statistics are reported for new enrolments. Overall and unique registrations include 32 participants from the money navigation program.

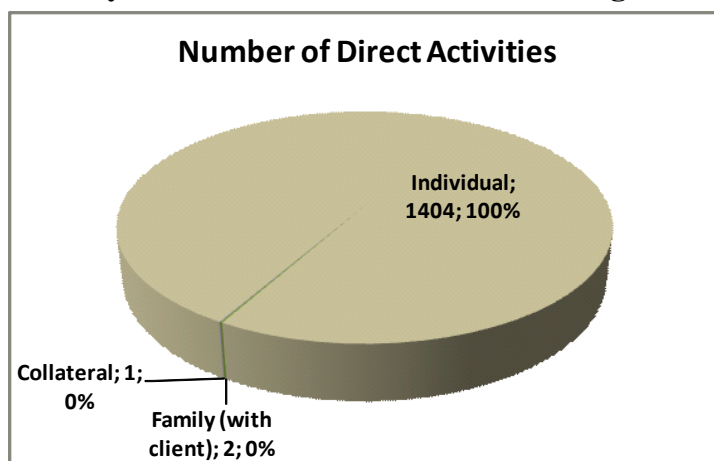
Wait Time and Length of Stay: Source Program Statistics



Length of Stay

Length of stay information is not available.

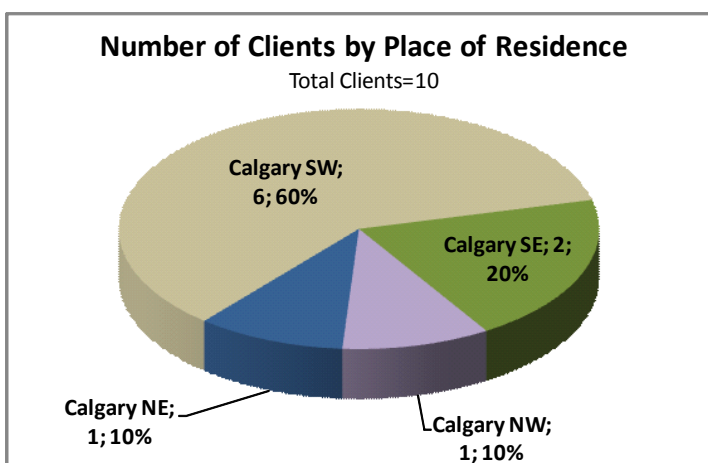
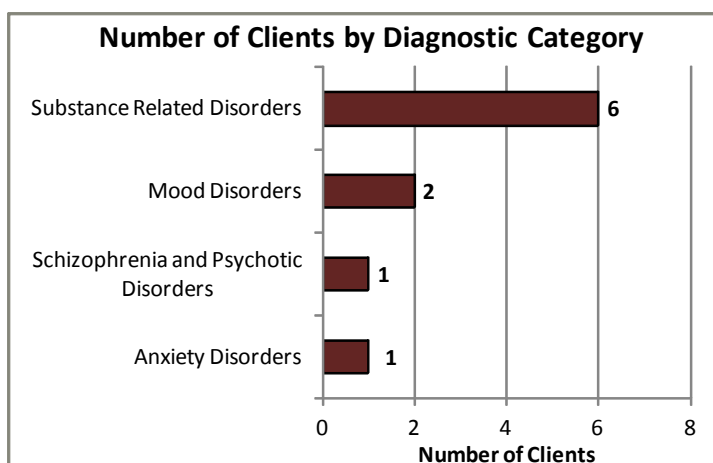
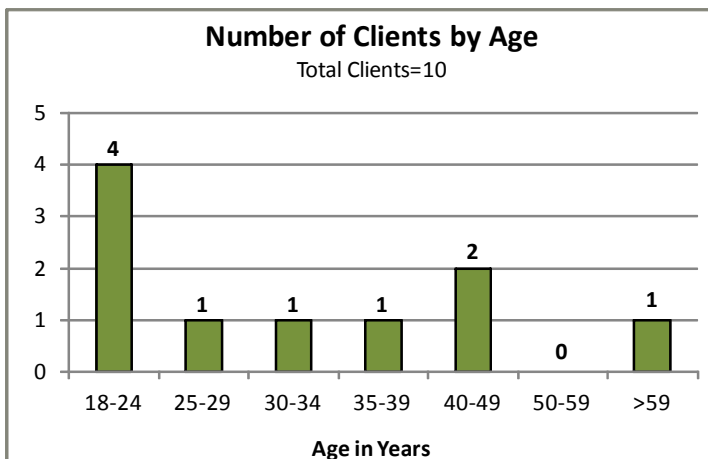
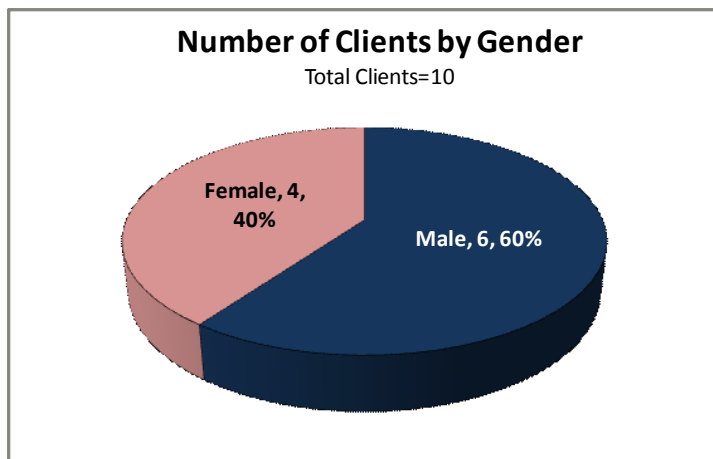
Activity Statistics 2013-2014: Source Program Statistics



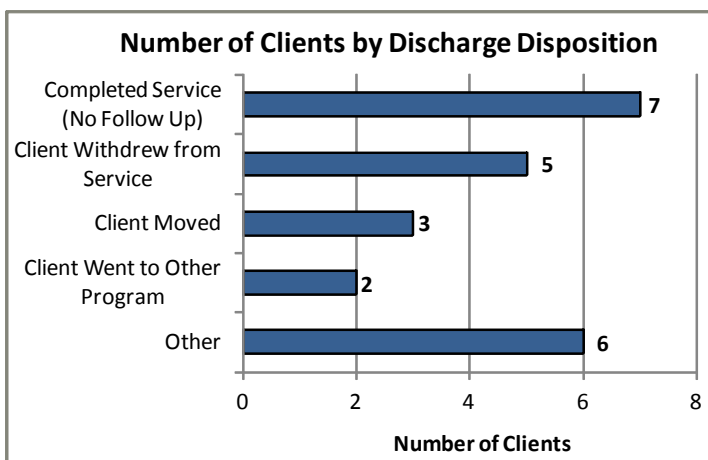
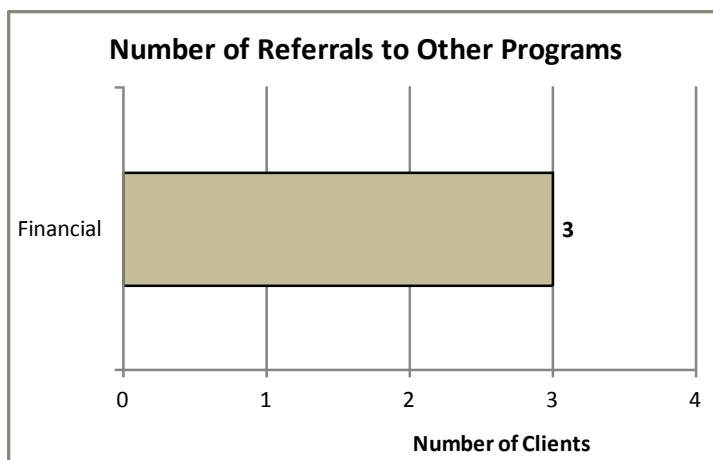
Registered Client Activity Totals		
	Number	Duration (Hours)
Direct Activities	1407	-
Indirect Activities	764	-

Money Matters - Financial Administration - CASS

Client Statistics 2013-2014: Source Program Statistics



Referral and Discharge Statistics 2013-2014: 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 N/A

	2011-2012	2012-2013	2013-2014
Referrals	-	-	-
New Enrolments	-	-	-
Overall Registrations	-	-	-
Unique Individuals Served	-	-	-
Discharges	-	-	-

Program Statistics, wait time, length of stay, diagnosis and referral disposition information are not applicable for this service.

Wait Time and Length of Stay: Source N/A

Wait Time

Wait time information is not applicable for this service.

Length of Stay

Length of stay information is not applicable for this service.

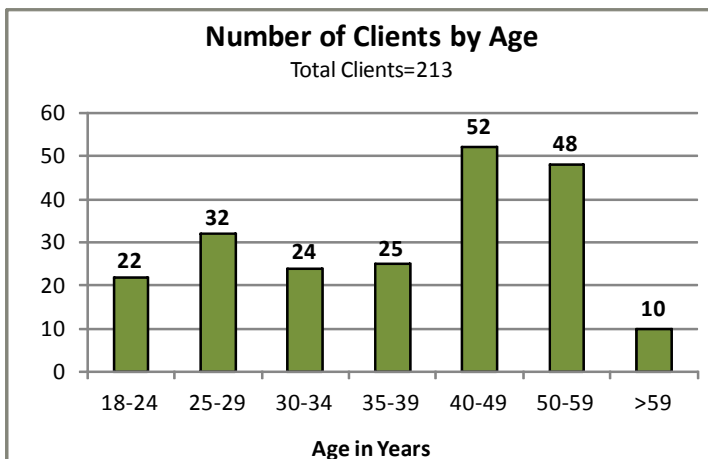
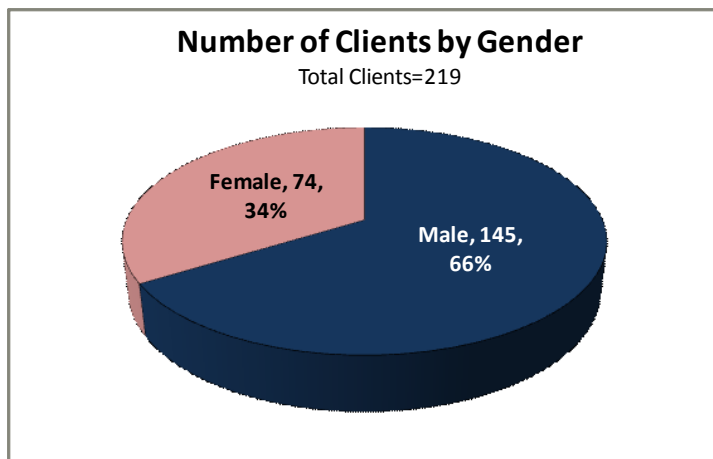
Activity Statistics 2013-2014: Source Program Statistics

Group Activity Totals			
	# Sessions	# Attendees	Hours
Education	100	219	-

Prevention and Promotion Activity Totals			
	# Sessions	# Attendees	Hours
Public	2	120	-
Client	9	99	-
Professionals	3	50	-

Money Matters - Financial Education - Momentum

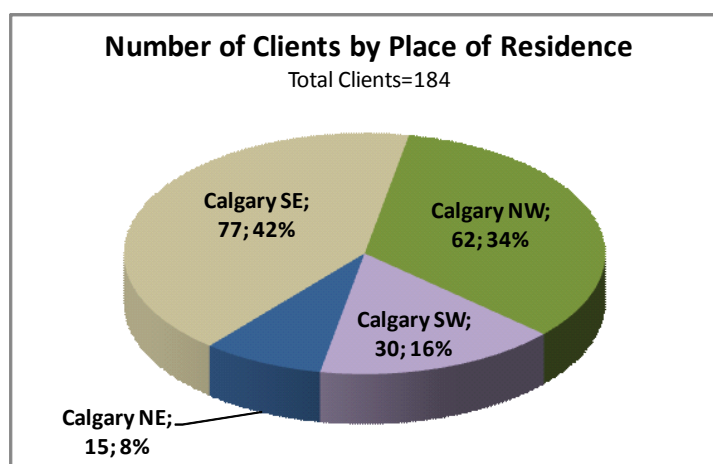
Client Statistics 2013-2014: Source Program Statistics



Note: 6 clients with an unknown date of birth.

Diagnosis

Diagnosis information is not applicable for this service.

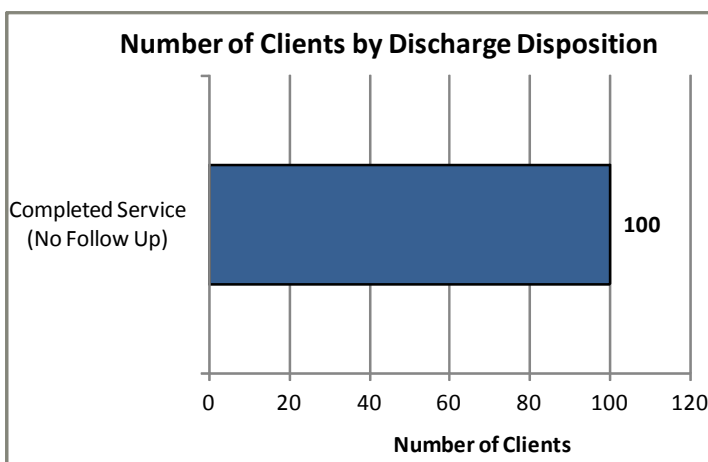


Note: 35 clients with an unknown place of residence.

Referral and Discharge Statistics 2013-2014: Source Program Statistics

Referral Disposition

Referral statistics are not applicable for this service.



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 self run by residents and self supported by monthly member fees. The requirements for continued residency include full-time employment, school (or both) or regular volunteering.

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. Below is a snapshot of 23 beds out of 108 available in Calgary.

Program Statistics: Source Program Statistics

	2011-2012	2012-2013	2013-2014
Referrals	-	-	-
New Enrolments	-	22	49
Overall Registrations	-	30	69
Unique Individuals Served	-	30	66
Discharges	-	10	41

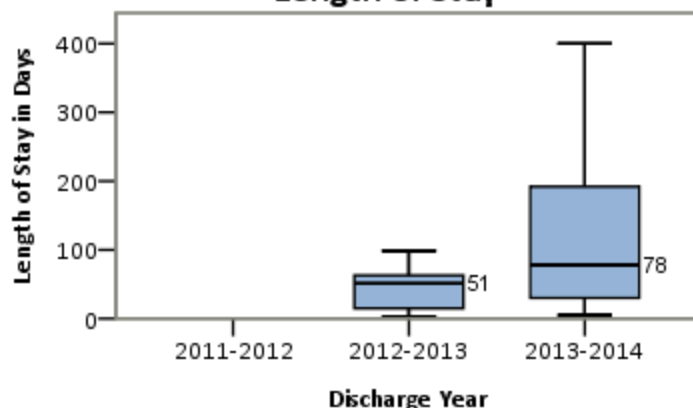
Data was collected in a different format for the 2011-2012 fiscal year and cannot be reported. Referral, wait time and activity information is not available.

Wait Time and Length of Stay: Source Program Statistics

Wait Time

Wait time information is not applicable for this program.

Length of Stay



Note: 5 outliers over 370 days are not displayed.

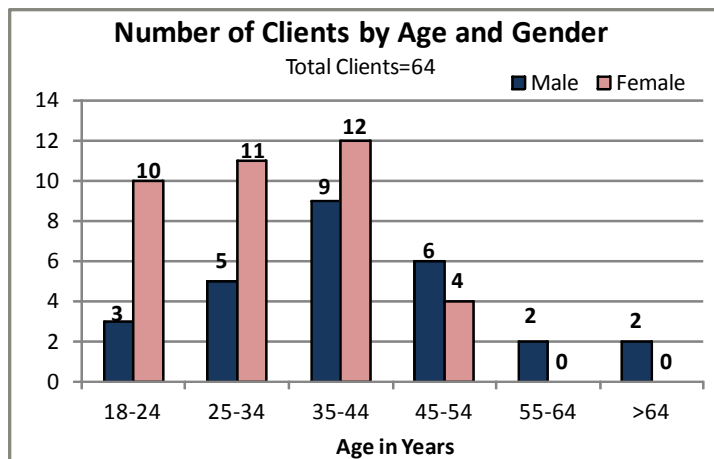
Activity Statistics 2013-2014: Source Program Statistics

Activity Statistics

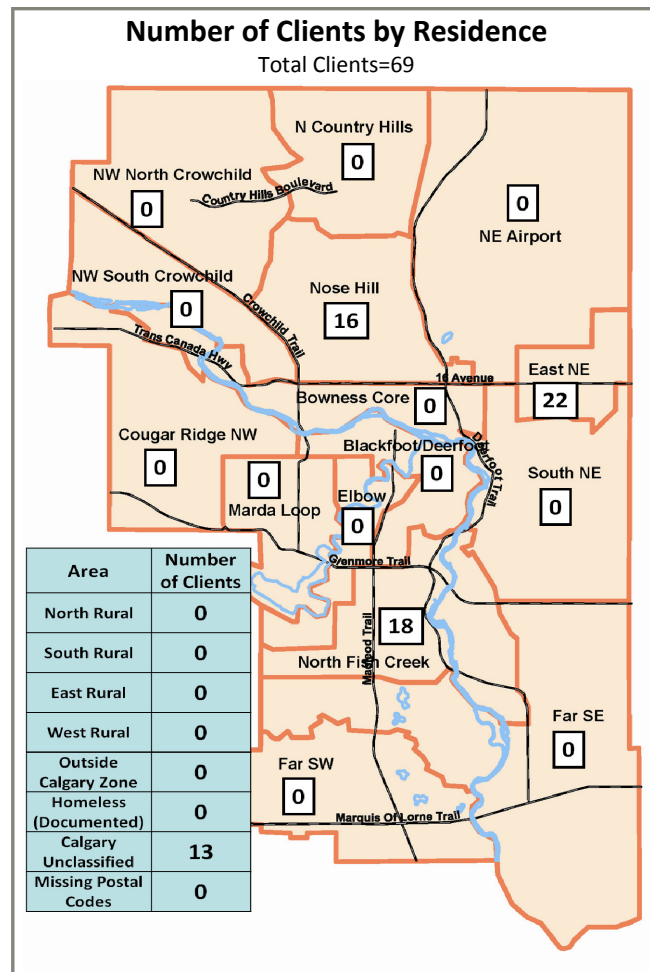
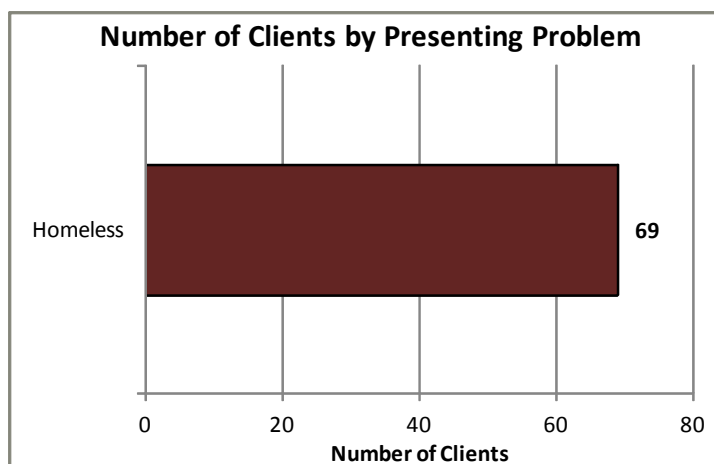
Activity information is not available for this program.

Oxford House Foundation of Canada

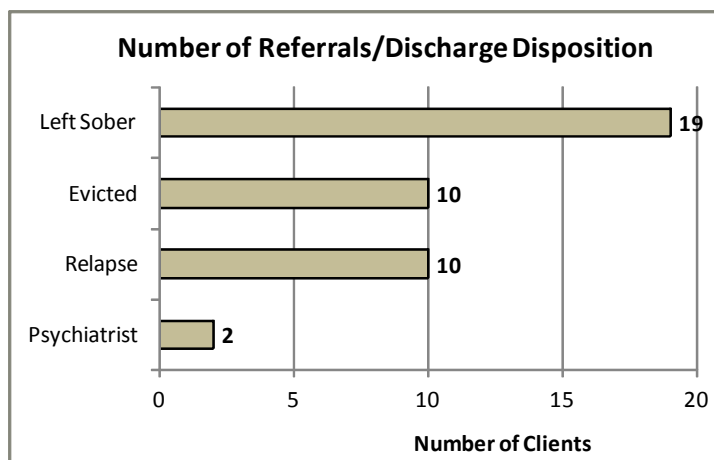
Client Statistics 2013-2014: Source Program Statistics



Note: 5 clients have an unknown age or gender.



Referral and Discharge Statistics 2013-2014: Source Program Statistics



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

	2011-2012	2012-2013	2013-2014
Referrals	-	-	-
New Enrolments	73	63	100
Overall Registrations	350	303	372
Unique Individuals Served	350	303	372
Discharges	0	0	2

Wait time and length of stay information are not available.

Wait Time and Length of Stay: Source N/A

Wait Time

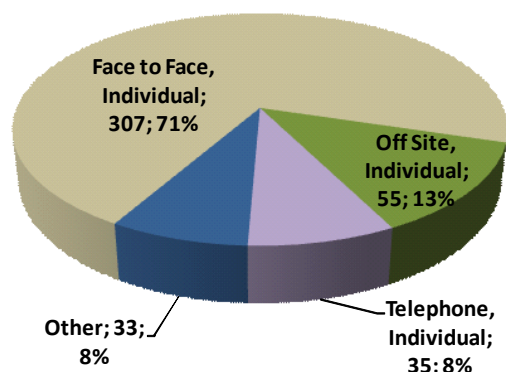
Wait time information is not available.

Length of Stay

Length of stay information is not available.

Activity Statistics 2013-2014: Source Program Statistics

Number of Direct Activities



Registered Client Activity Totals

	Number	Duration (Hours)
Direct Activities	430	-
Indirect Activities	21	-

Group Activity Totals

	# Sessions	# Attendees	Hours
Education	18	9	-
Skills	5	40	-
Counselling/Peer Support	123	~1590	-

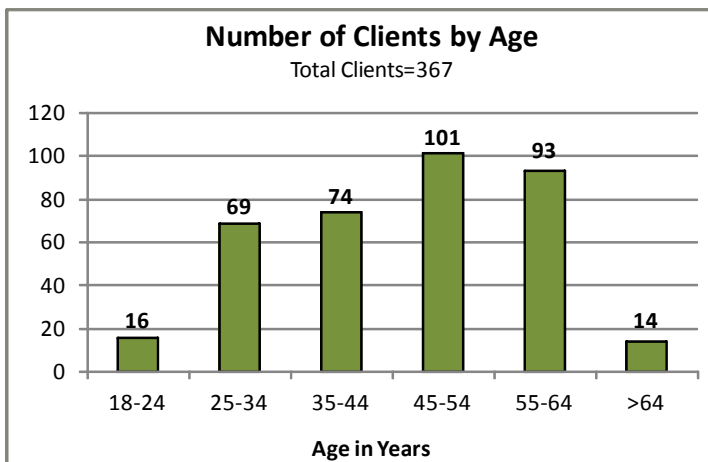
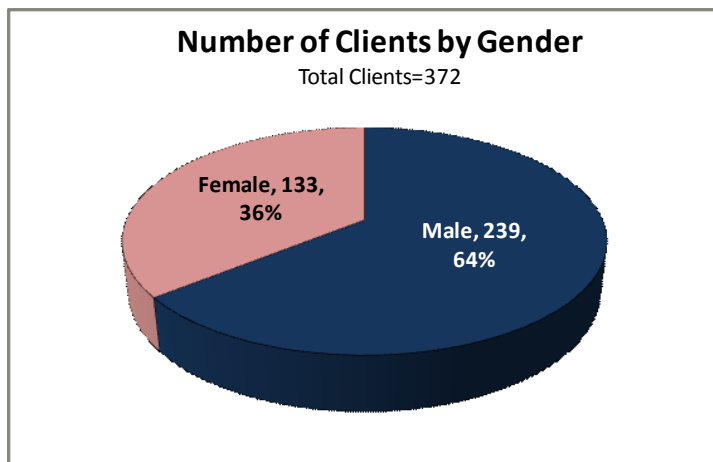
Training Activity Totals

	# Sessions	# Attendees	Hours
Members	85	~365	-
Professional, off site	8	19	-

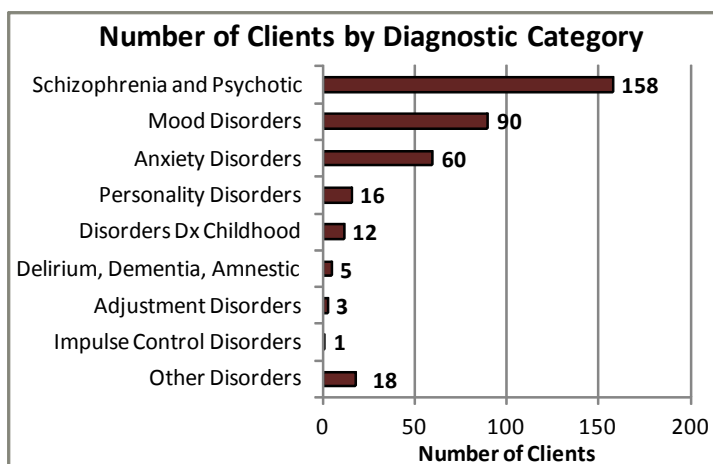
Note: ~ represents an estimated number of attendees.

Potential Place Society

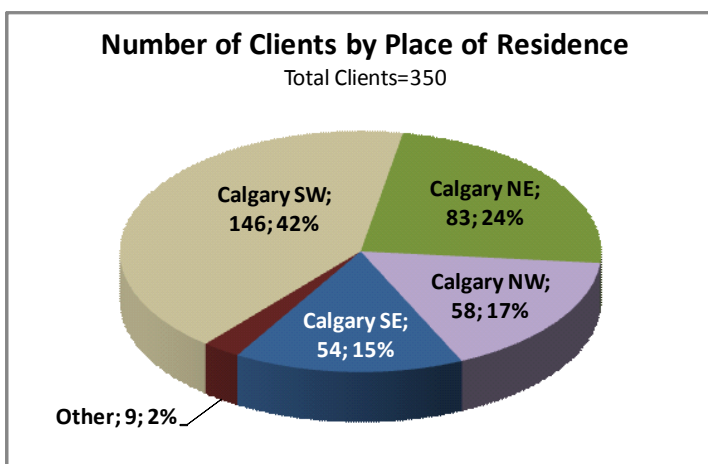
Client Statistics 2013-2014: Source Program Statistics



Note: 5 clients have an unknown age.

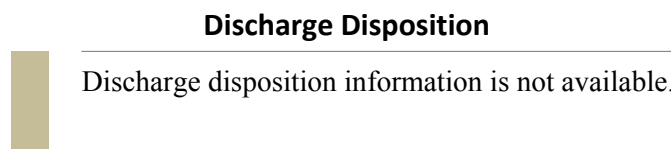
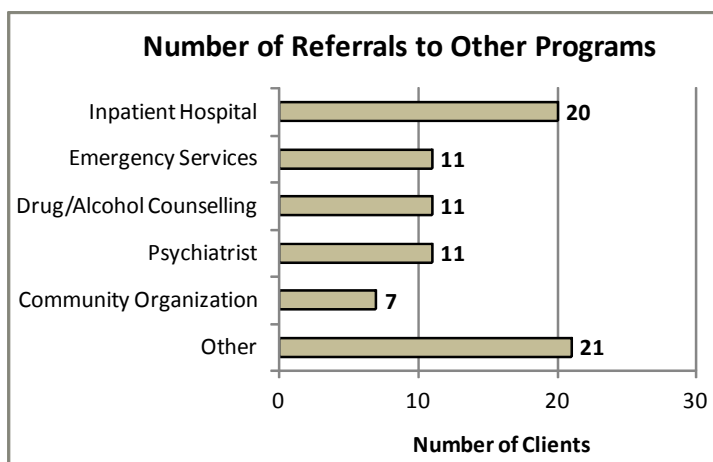


Note: 11 clients have an unknown diagnosis or no diagnosis.



Note: 22 clients have an unknown place of residence.

Referral and Discharge Statistics 2013-2014: 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

	2011-2012	2012-2013	2013-2014
Referrals	-	-	-
New Enrolments	6	6	9
Overall Registrations	50	52	-
Unique Individuals Served	50	52	63
Discharges	2	2	4

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

Wait Time and Length of Stay: Source N/A

Wait Time

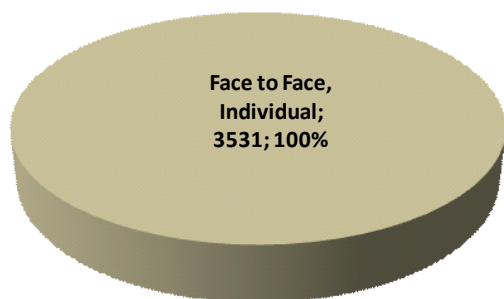
Wait time information is not available.

Length of Stay

Length of stay information is not available.

Activity Statistics 2013-2014: Source Program Statistics

Number of Direct Activities



Registered Client Activity Totals

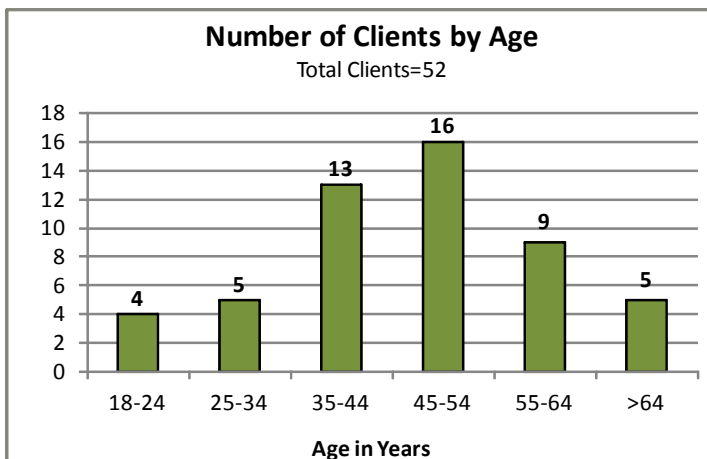
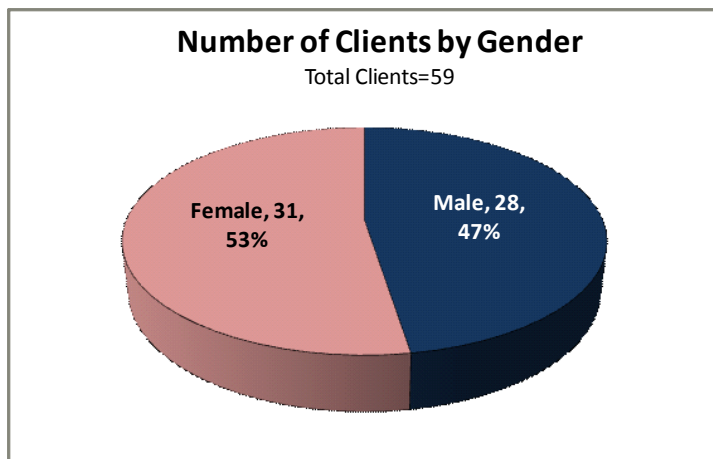
	Number	Duration (Hours)
Direct Activities	3531	13626
Indirect Activities	-	-

Group Activity Totals

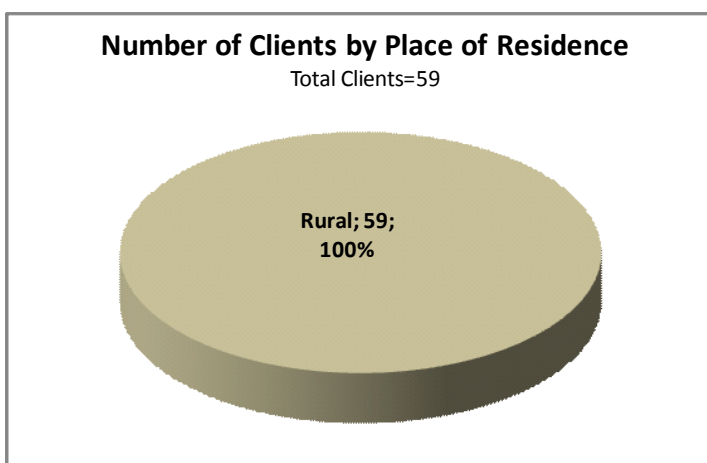
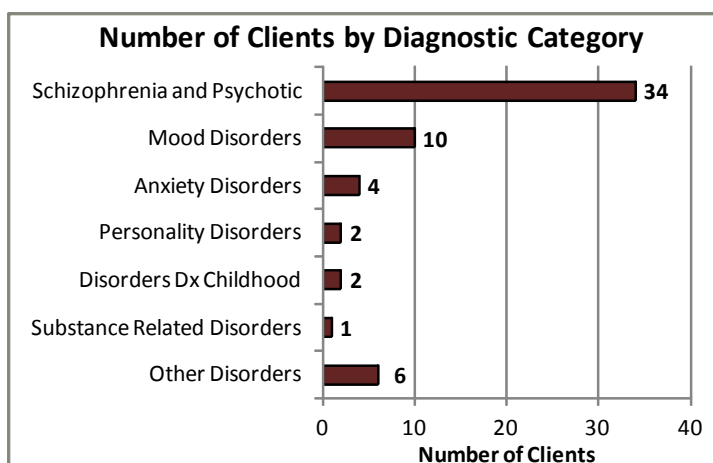
	# Sessions	# Attendees
Education	72	56
Skills	60	27
Evening Activities	53	28

Prairie Winds Clubhouse

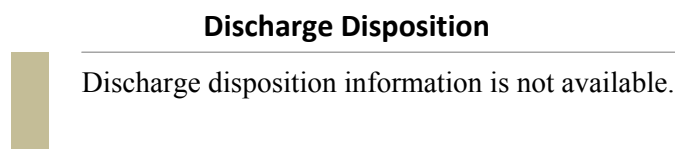
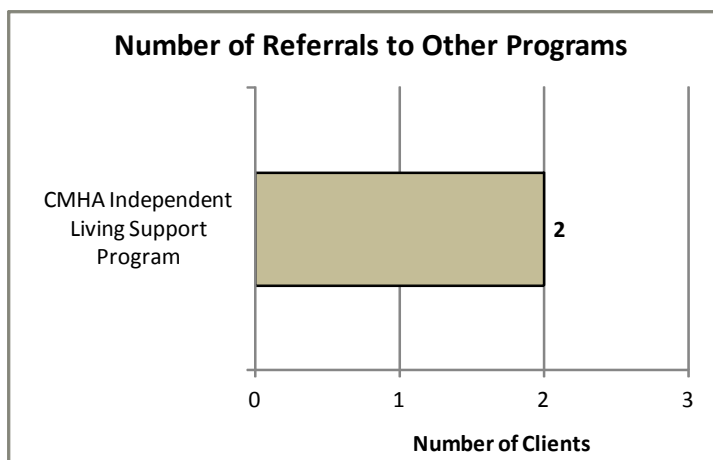
Client Statistics 2013-2014: Source Program Statistics



Note: 7 clients with an unknown age or gender.



Referral and Discharge Statistics 2013-2014: Source Program Statistics



Prospect - Career Links

Career Links combines rapid job placement and stabilization supports to assist persons 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.

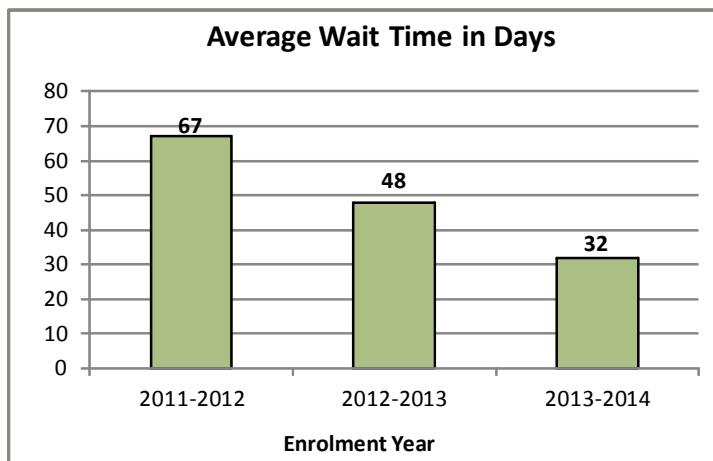
Career Links is designed specifically for individuals interested in increasing productivity, autonomy and quality of life through the workforce and competitive employment. Customized service plans are developed for individuals for job search, employment preparation, volunteer placement, rapid job placement,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

Program Statistics: Source Program Statistics

	2011-2012	2012-2013	2013-2014
Referrals	-	-	-
New Enrolments	55	59	60
Overall Registrations	98	104	111
Unique Individuals Served	98	104	111
Discharges	60	54	61

Wait time is calculated upon referral. Sometimes individuals are still in hospital and intake is scheduled around the anticipated discharge date. Typically if an individual is ready to access services immediately, intake is scheduled within 1 to 2 weeks upon referral. Client statistics are reported for new enrolments.

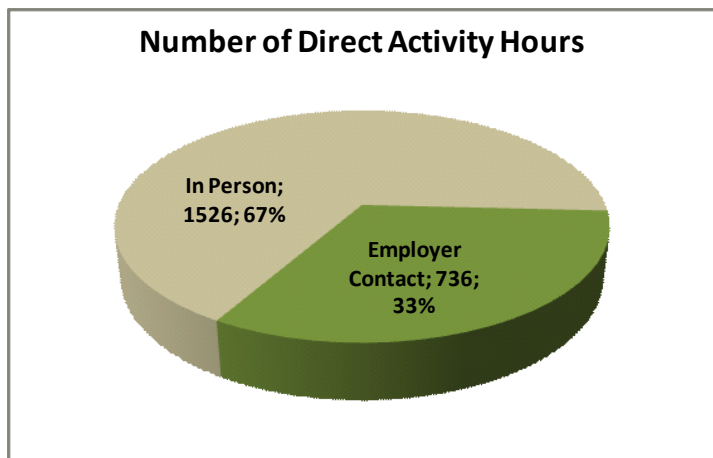
Wait Time and Length of Stay: Source Program Statistics



Length of Stay

The average length of stay for Prospect - Career Links is 338 days.

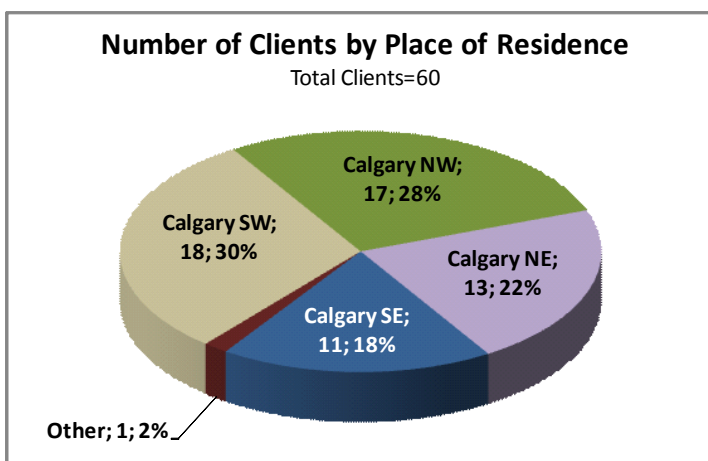
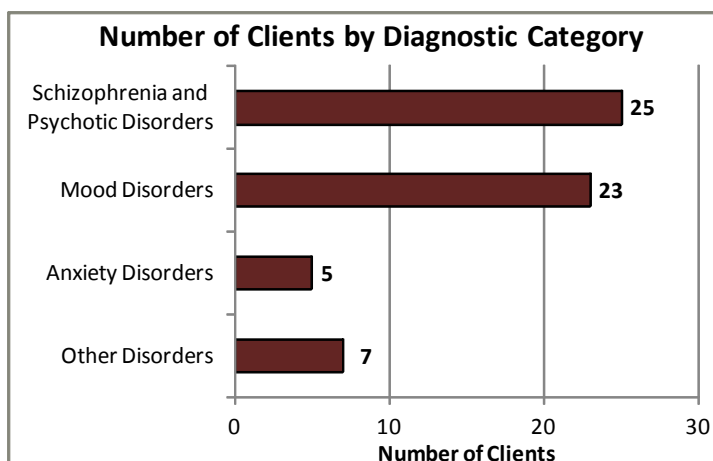
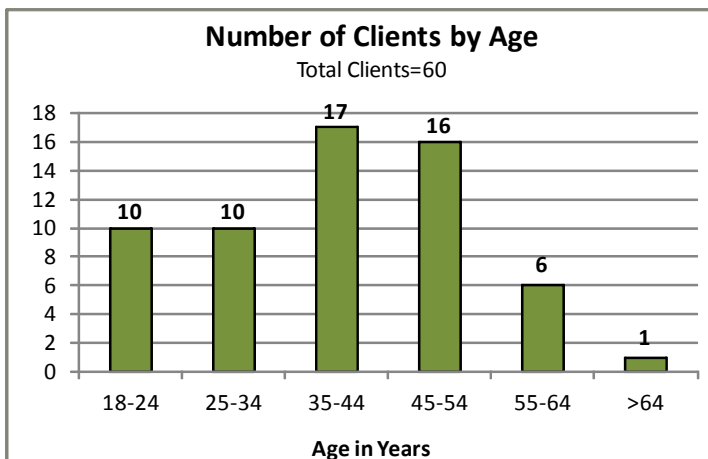
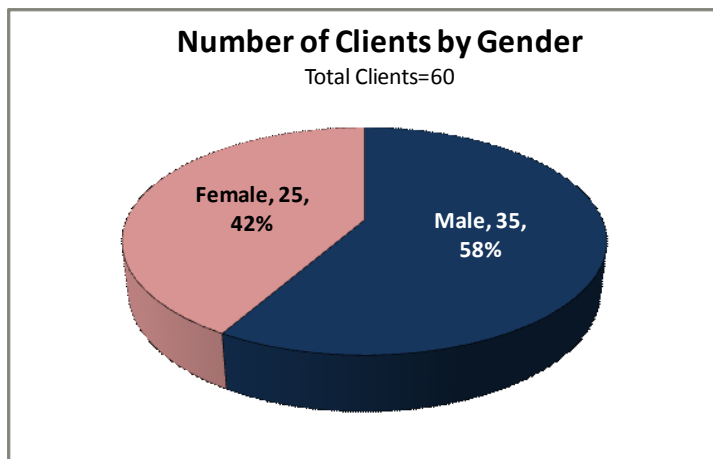
Activity Statistics 2013-2014: Source Program Statistics



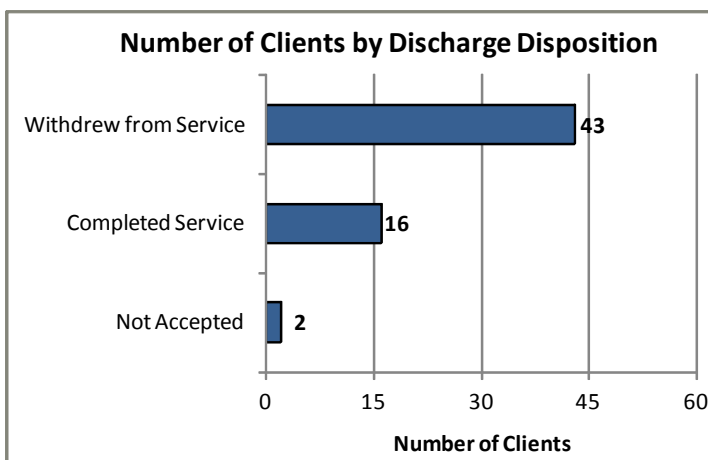
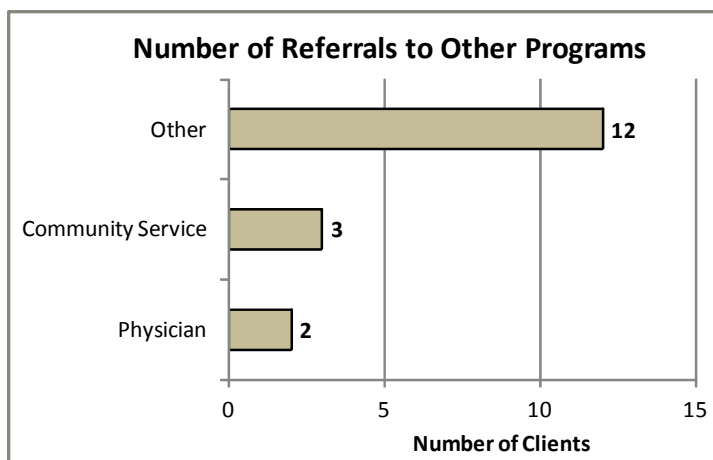
Registered Client Activity Totals		
	Number	Duration (Hours)
Direct Activities	-	2262
Indirect Activities	-	2006

Prospect - Career Links

Client Statistics 2013-2014: Source Program Statistics



Referral and Discharge Statistics 2013-2014: Source Program Statistics



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

	2011-2012	2012-2013	2013-2014
Admissions	205	225	-
Bed Days	9403	9253	-
Occupancy Rate	86%	85%	-
Discharges	190	155	-

Data is not available for the 2013-2014 fiscal year.

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 2013-2014: Source N/A

Activity Statistics

Activity information is not available.

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

Group Activity Totals			
	# Sessions	# Attendees	Hours
Money Matters	-	-	-
Skills for Life	-	-	-
Pro-Active You	-	-	-
MH Clinic Groups	-	-	-
Sports Groups	-	-	-

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.

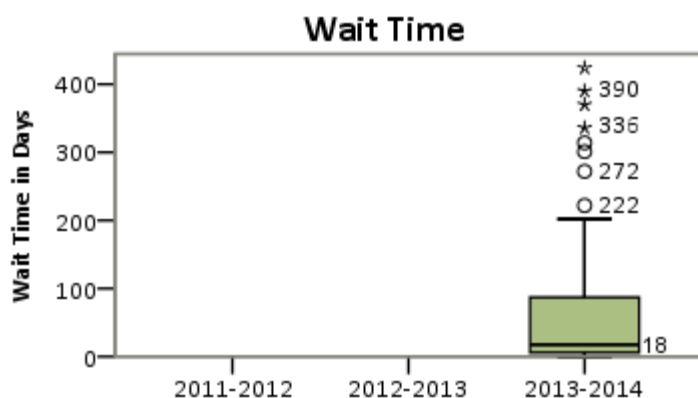
The program is called Addictions Recovery Program because it gives people a chance to make life better, a hope of what can come from small changes. It gives the homeless a chance to regain their foothold in modern society. It encourages the homeless to become clean from drug/alcohol abuse, to get jobs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

Program Statistics: Source Program Statistics

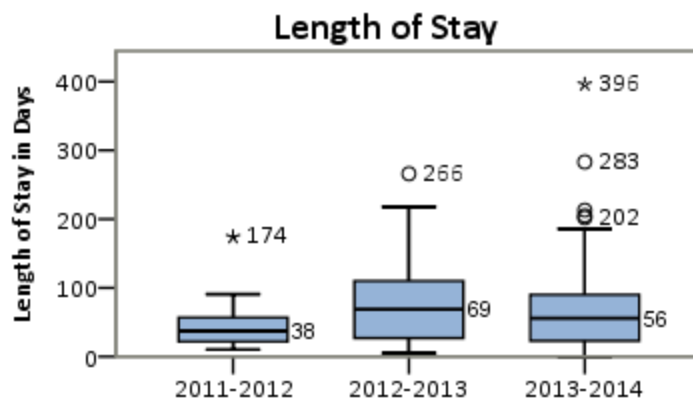
	2011-2012	2012-2013	2013-2014
Referrals	-	-	-
New Enrolments	-	128	144
Overall Registrations	-	144	174
Unique Individuals Served	-	128	144
Discharges	-	114	136

Data was collected in a different format for the 2011-2012 fiscal year and cannot be reported. Wait time is only available for the 2013-2014 fiscal year. Activity represents only one 12 week session.

Wait Time and Length of Stay: Source Program Statistics

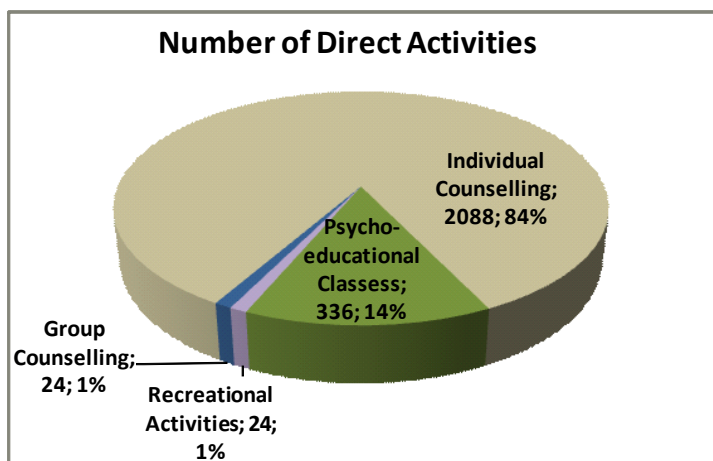


Note: Several outliers are not displayed.



Note: 1 outlier under 0 days is not displayed.

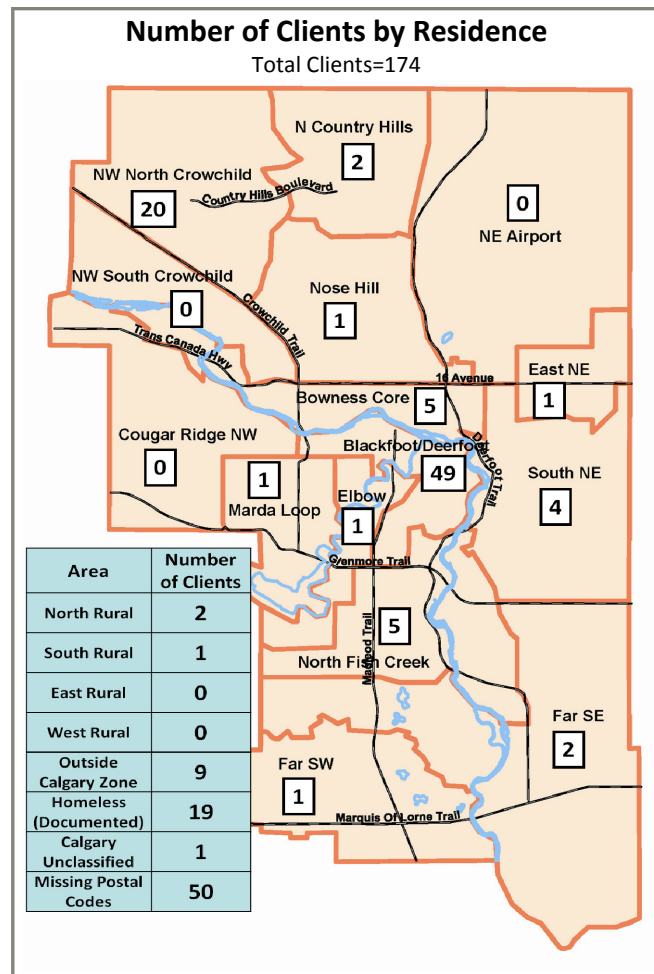
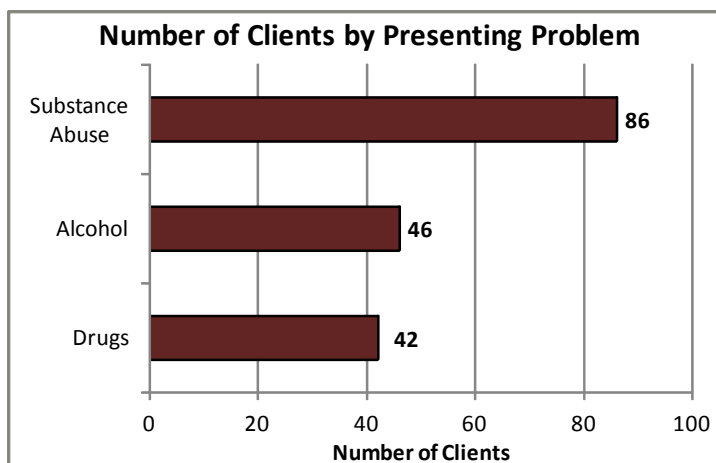
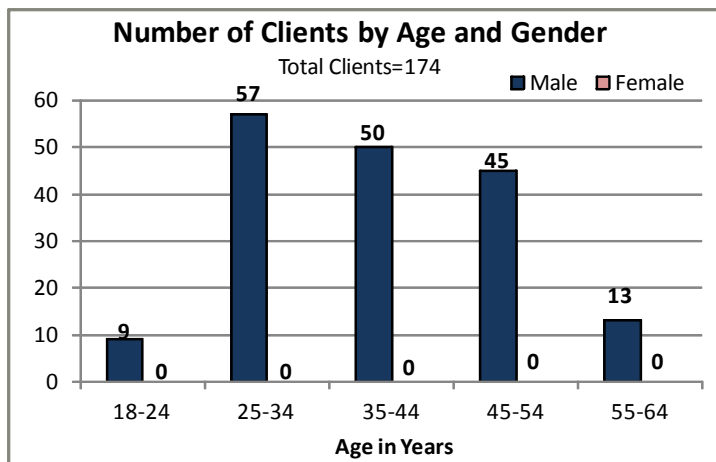
Activity Statistics 2013-2014: Source Program Statistics



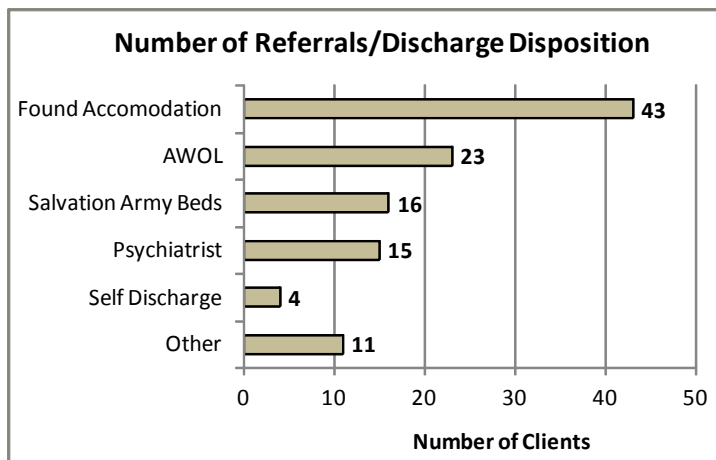
Registered Client Activity Totals		
	Number	Duration (Hours)
Direct Activities	-	2472
Indirect Activities	-	-

Salvation Army Centre of Hope

Client Statistics 2013-2014: Source Program Statistics



Referral and Discharge Statistics 2013-2014: Source Program Statistics



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

	2011-2012	2012-2013	2013-2014
Referrals	-	-	-
New Enrolments	-	149	121
Overall Registrations	-	148	129
Unique Individuals Served	-	144	122
Discharges	-	140	110

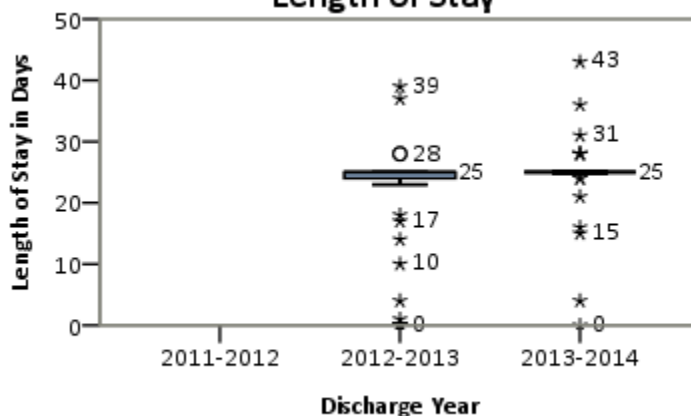
Data was collected in a different format for the 2011-2012 fiscal year and cannot be reported. Referral and wait time information is not available. The data in this report includes clients from the Sunrise - Day Treatment program.

Wait Time and Length of Stay: Source Program Statistics

Wait Time

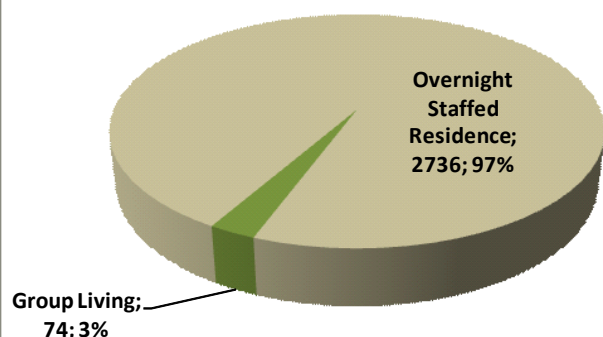
Wait time information is not available.

Length of Stay



Activity Statistics 2013-2014: Source Program Statistics

Number of Days of Direct Activities

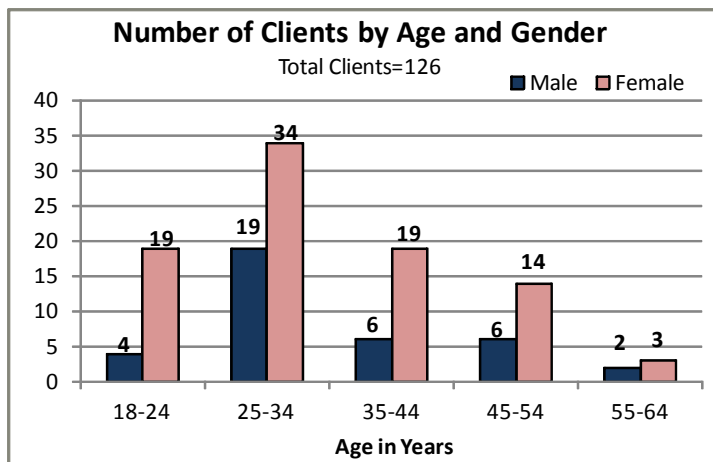


Registered Client Activity Totals

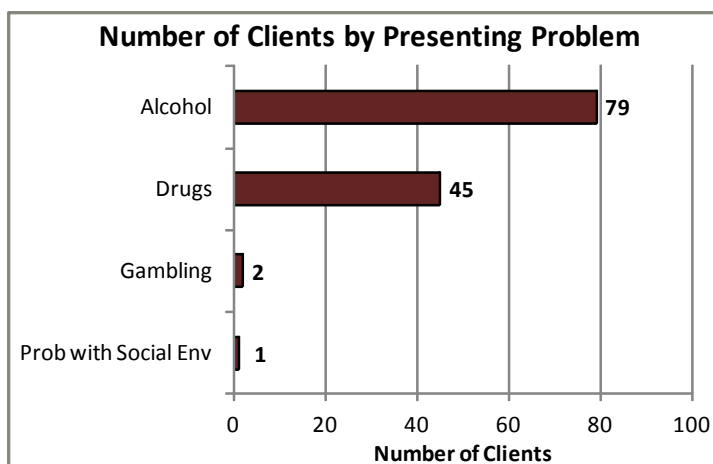
	Number	Duration (Days)
Direct Activities	-	2810
Indirect Activities	-	-

Sunrise Native Addictions Services Society - Outpatient

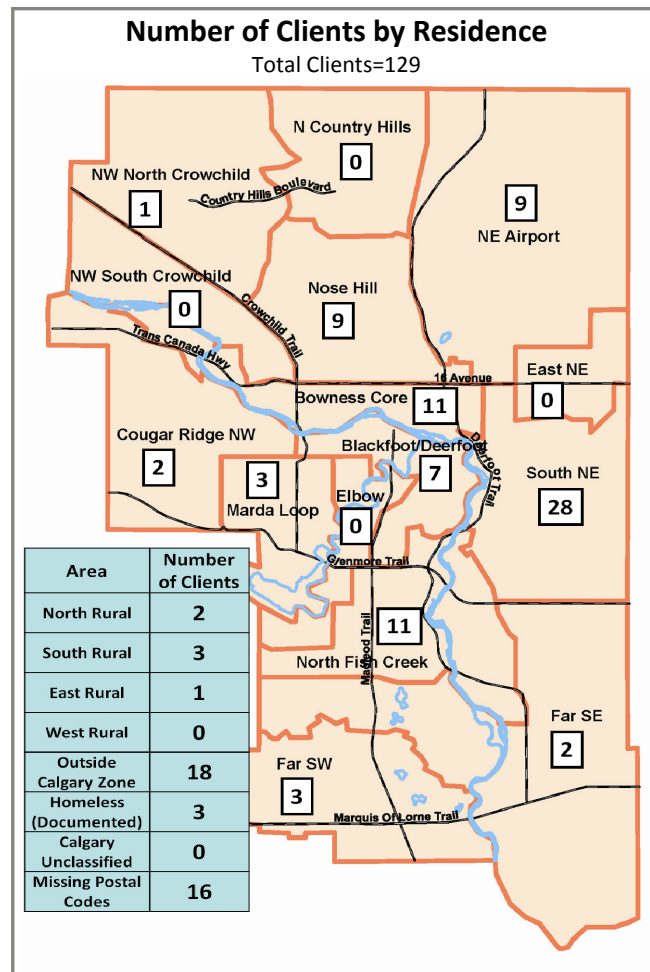
Client Statistics 2013-2014: Source Program Statistics



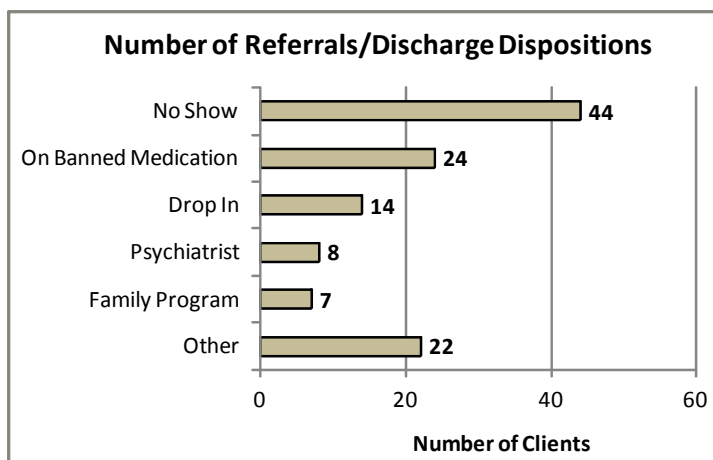
Note: 3 clients have an unknown age or gender.



Note: 2 clients have an unknown presenting problem.



Referral and Discharge Statistics 2013-2014: Source Program Statistics



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

	2011-2012	2012-2013	2013-2014
Referrals	-	-	-
New Enrolments	-	266	216
Overall Registrations	-	267	234
Unique Individuals Served	-	259	219
Discharges	-	250	208

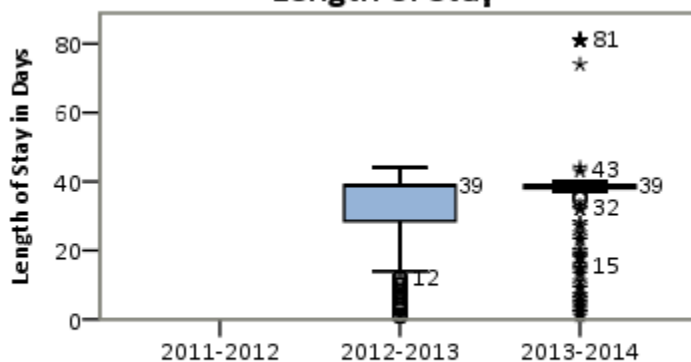
Data was collected in a different format for the 2011-2012 fiscal year and cannot be reported. Referral and wait time information are not available.

Wait Time and Length of Stay: Source Program Statistics

Wait Time

Wait time information is not available.

Length of Stay



Note: Several outliers are not displayed.

Activity Statistics 2013-2014: Source Program Statistics

Number of Days of Direct Activities

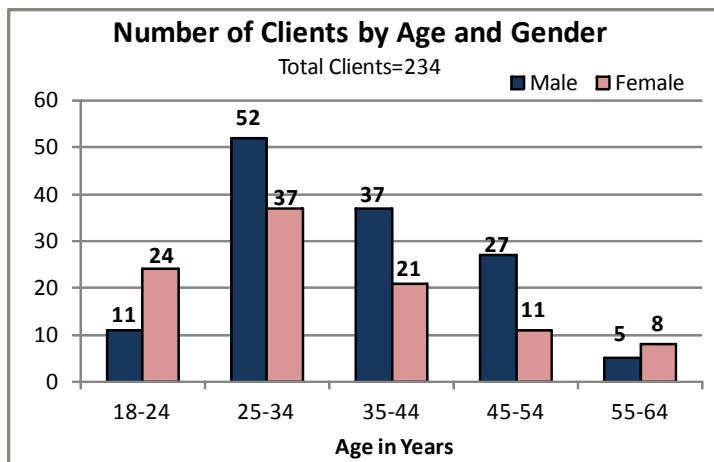


Registered Client Activity Totals

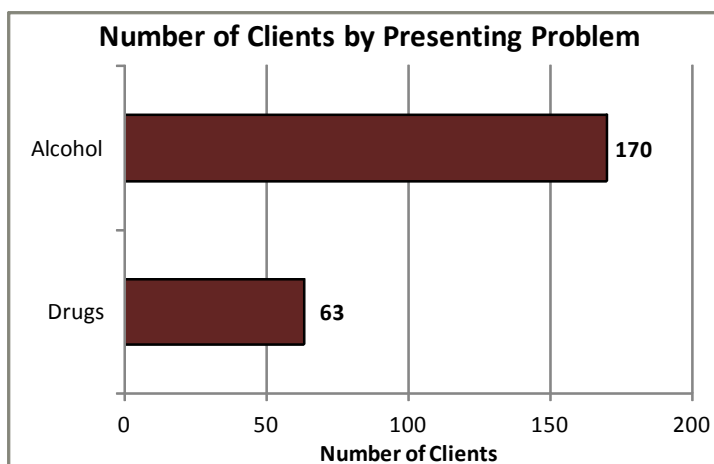
	Number	Duration (Days)
Direct Activities	-	9097
Indirect Activities	-	-

Sunrise Native Addictions Services Society - Residential

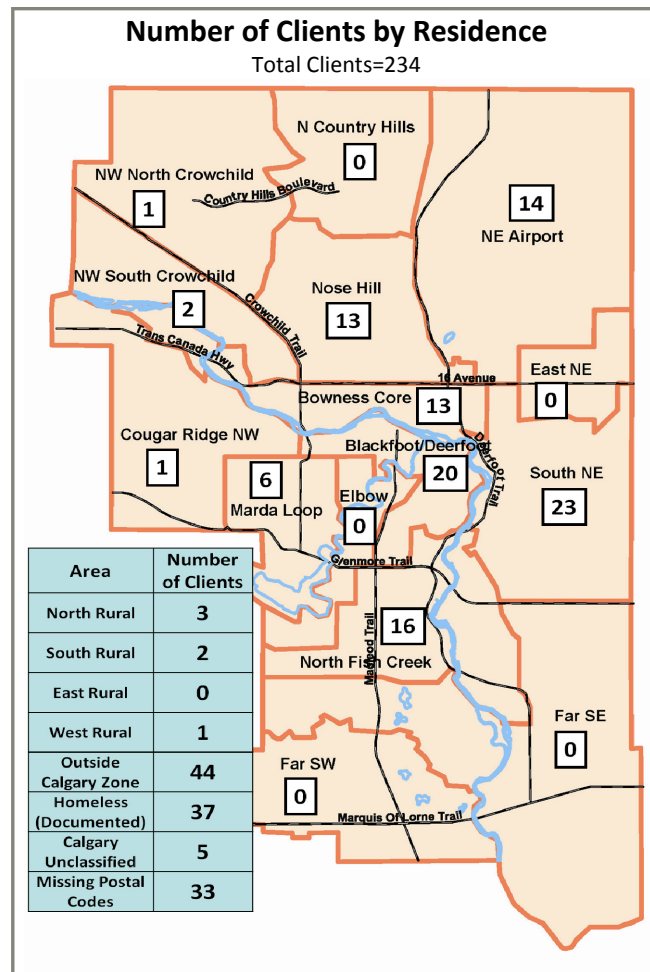
Client Statistics 2013-2014: Source Program Statistics



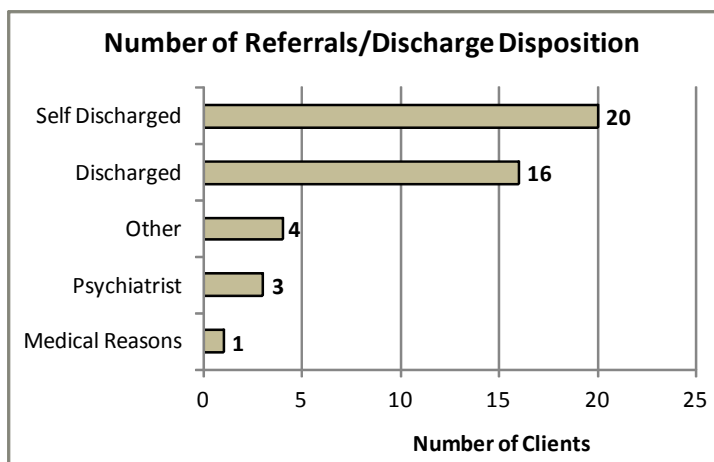
Note: 1 client has an unknown age or gender.



Note: 1 client has an unknown presenting problem.



Referral and Discharge Statistics 2013-2014: Source Program Statistics



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

	2011-2012	2012-2013	2013-2014
Referrals	-	-	-
New Enrolments	-	48	36
Overall Registrations	-	48	47
Unique Individuals Served	-	48	46
Discharges	-	37	40

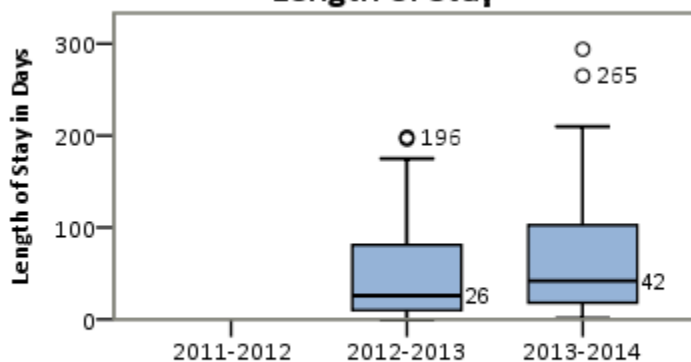
Data was collected in a different format for the 2011-2012 fiscal year and cannot be reported. Referral and wait time information are not available.

Wait Time and Length of Stay: Source Program Statistics

Wait Time

Wait time information is not available.

Length of Stay



Note: 1 error under 0 days is not displayed.

Activity Statistics 2013-2014: Source Program Statistics

Number of Days of Direct Activities

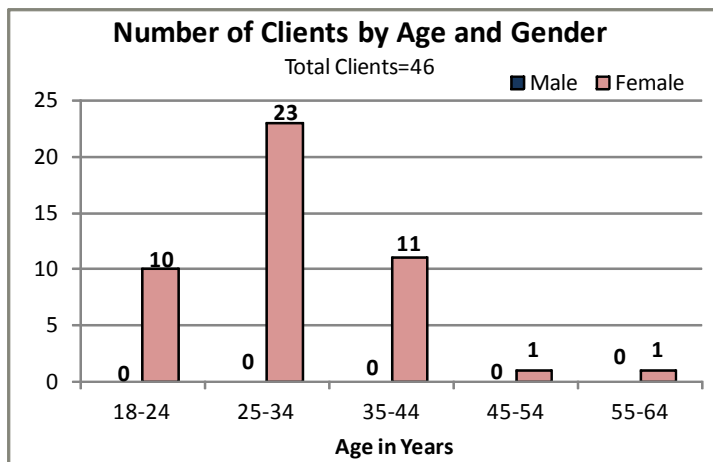


Registered Client Activity Totals

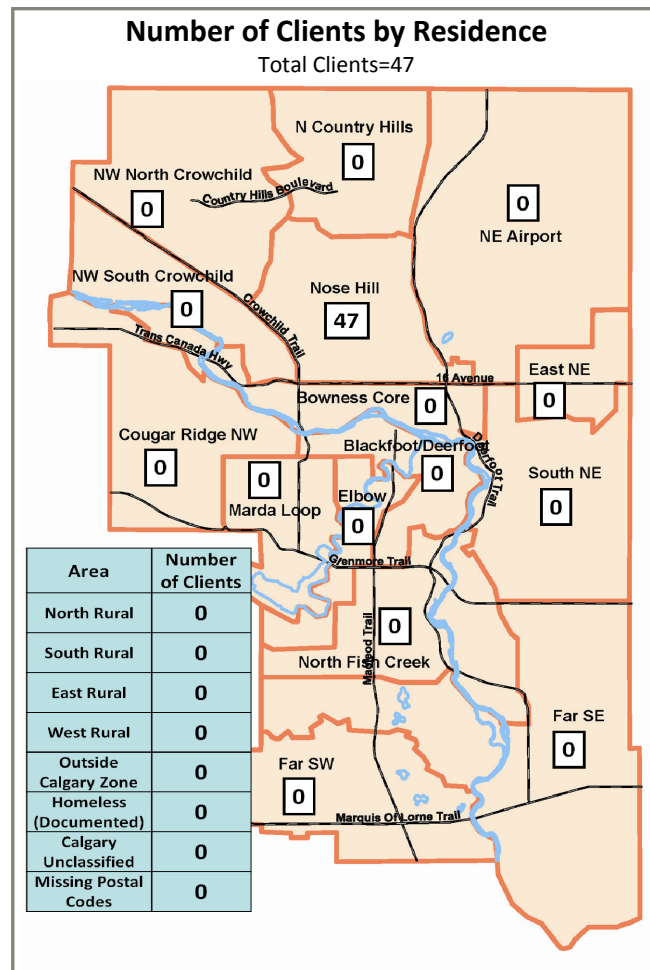
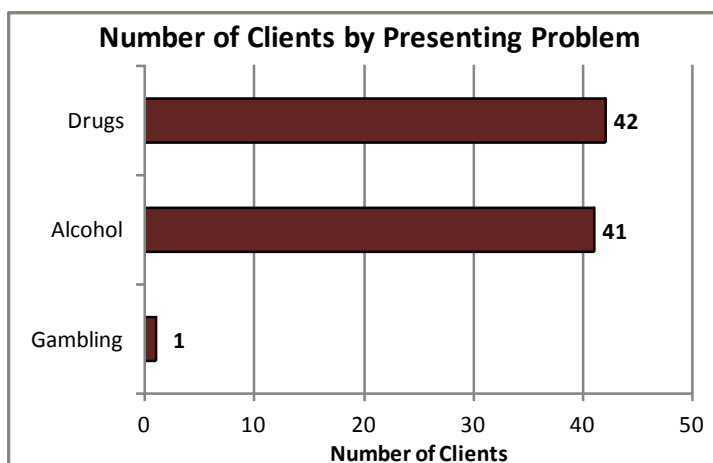
	Number	Duration (Days)
Direct Activities	-	3041
Indirect Activities	-	-

Youville Residential Society of Alberta

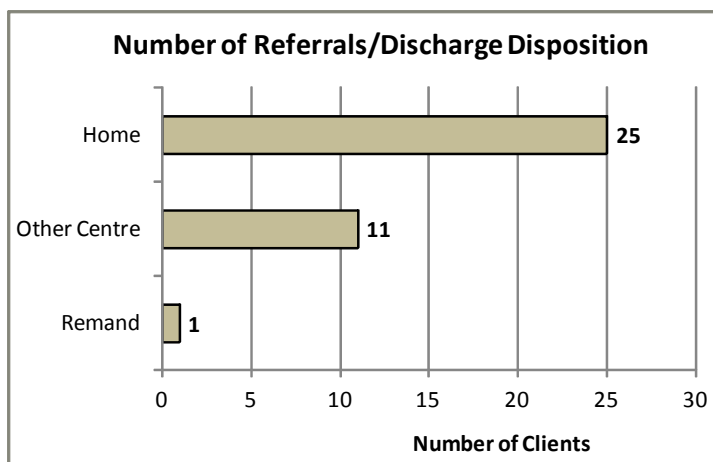
Client Statistics 2013-2014: Source Program Statistics



Note: 1 client has an unknown age or gender.



Referral and Discharge Disposition Statistics 2013-2014: Source Program Statistics



Note: 3 clients have an unknown referral or discharge disposition.

Child & Adolescent Contracted Services

April 1, 2013 - March 31, 2014

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

	2011-2012	2012-2013	2013-2014
Referrals	-	-	-
New Enrolments	11	5	10
Overall Registrations	-	-	10
Unique Individuals Served	-	-	10
Discharges	11	5	9

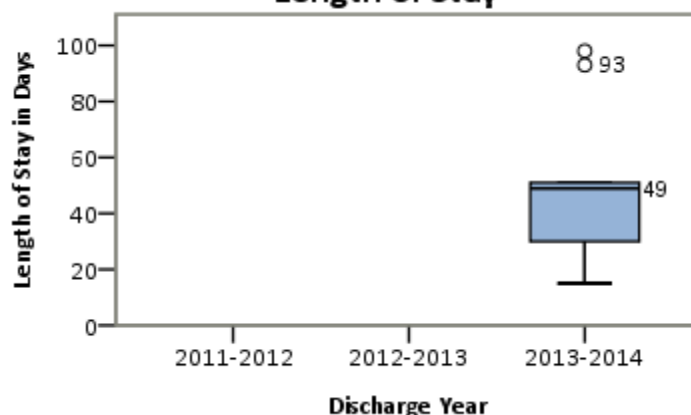
Data for previous years was not received in the same format therefore not all information is available. Wait time, client age, place of residence and detailed activity information are not available.

Wait Time and Length of Stay: Source Program Statistics

Wait Time

Wait time information is not available.

Length of Stay



Activity Statistics 2013-2014: Source Program Statistics

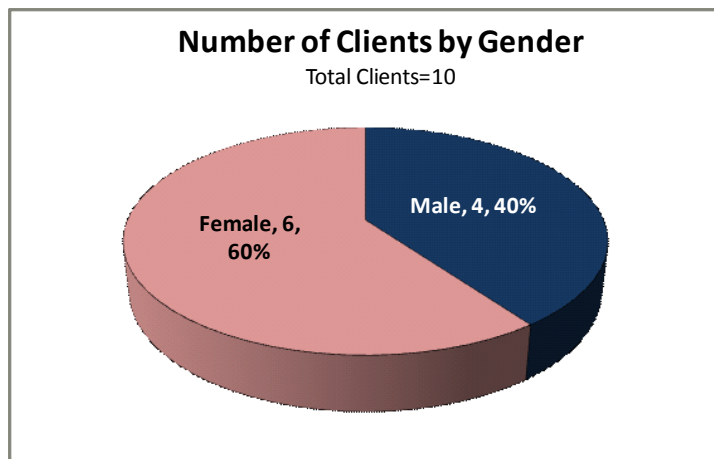
Activity Statistics

Activity information is not available.

Registered Client Activity Totals		
	Number	Duration (Hours)
Direct Activities	-	303
Indirect Activities	-	-

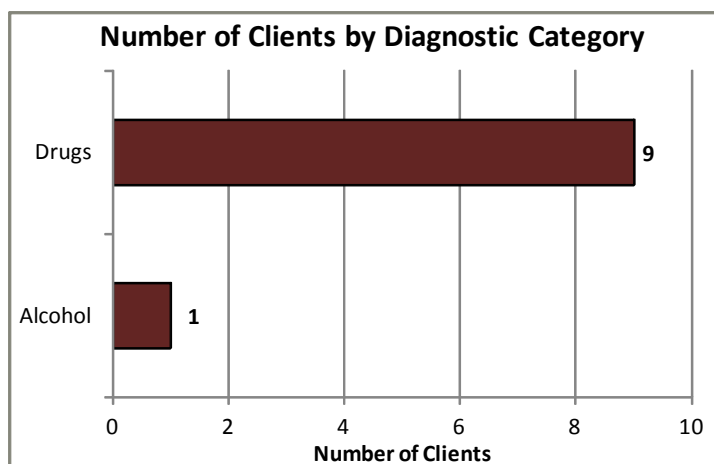
Aspen - Residential Addictions Program

Client Statistics 2013-2014: Source Program Statistics

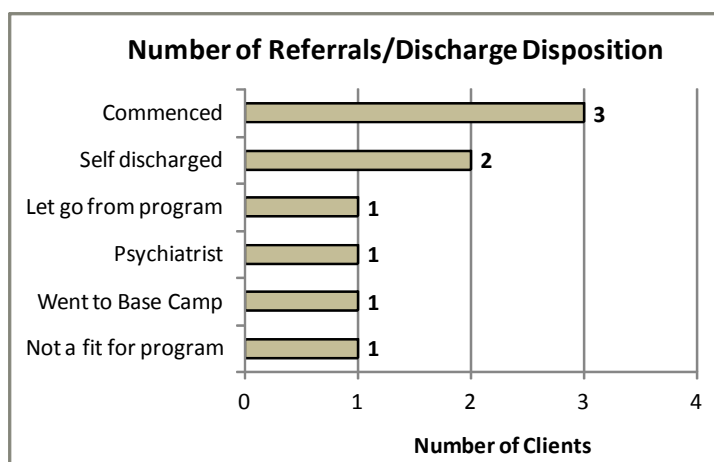


Place of Residence

Place of residence information is not available.



Referral Disposition Statistics 2013-2014: 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

	2011-2012	2012-2013	2013-2014
Referrals	-	450	-
New Enrolments	500	-	603
Overall Registrations	-	471	-
Unique Individuals Served	-	-	-
Discharges	549	451	553

Activity and discharge disposition information are not available. Number of new enrolments includes the number of intakes (540) plus the number of transfers in (63). Client statistics are reported for the number of intakes only.

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.

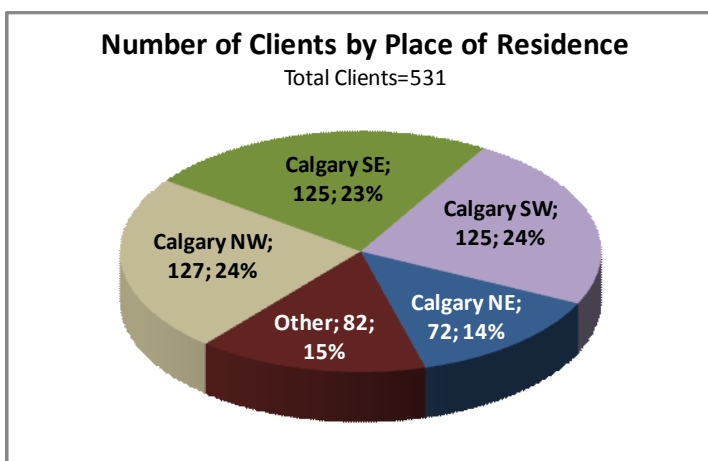
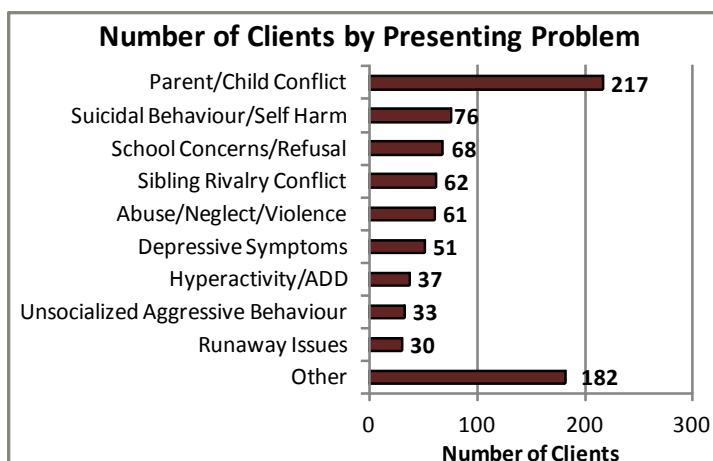
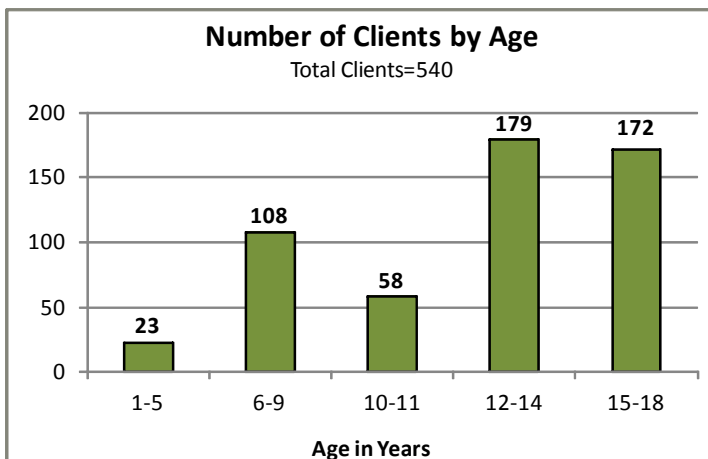
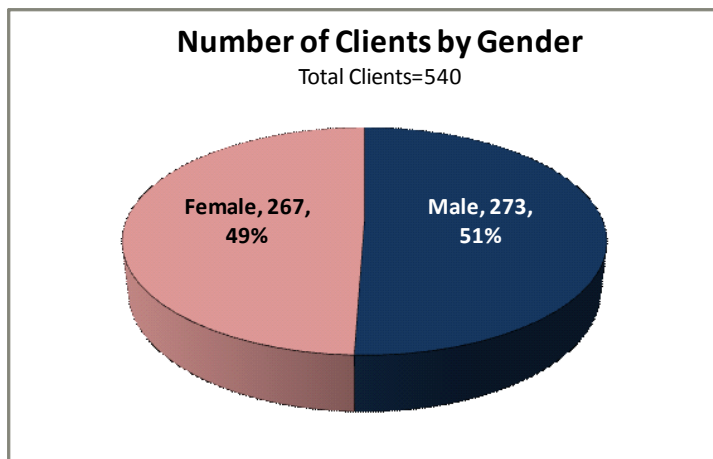
Activity Statistics 2013-2014: Source N/A

Activity Statistics

Activity information is not available.

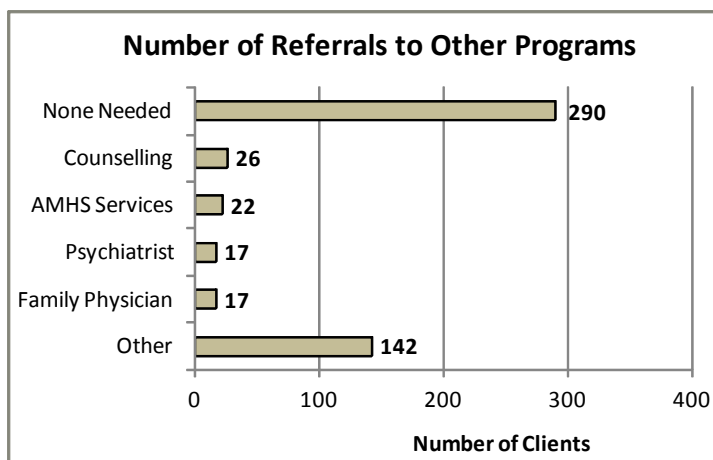
Calgary Family Therapy Centre

Client Statistics 2013-2014: Source Program Statistics



Note: 9 clients with an unknown place of residence.

Referral and Discharge Statistics 2013-2014: 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

	2011-2012	2012-2013	2013-2014
Referrals	-	-	-
New Enrolments	-	51	34
Overall Registrations	-	60	38
Unique Individuals Served	-	48	38
Discharges	-	45	33

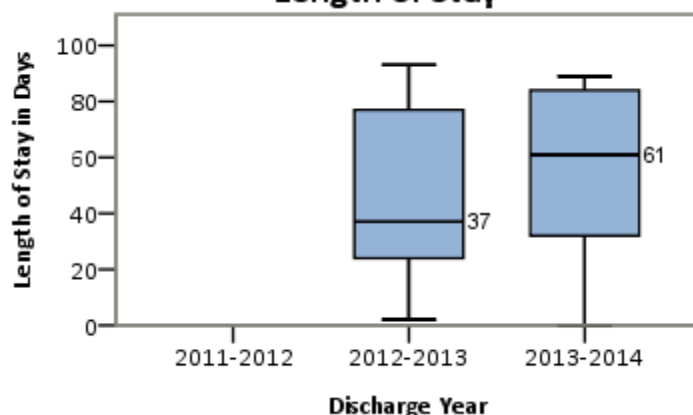
Data for the 2011-2012 fiscal year was not received in the same format and cannot be reported.

Wait Time and Length of Stay: Source Program Statistics

Wait Time

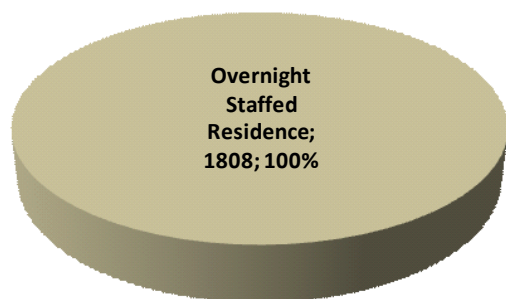
Wait time information is not available.

Length of Stay



Activity Statistics 2013-2014: Source Program Statistics

Number of Direct Activity Hours

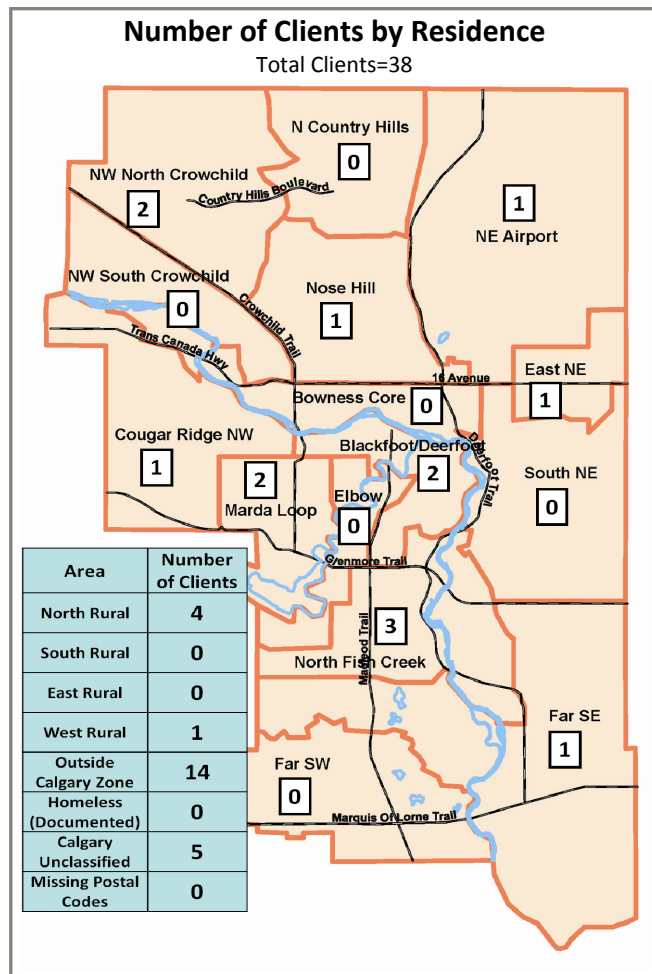
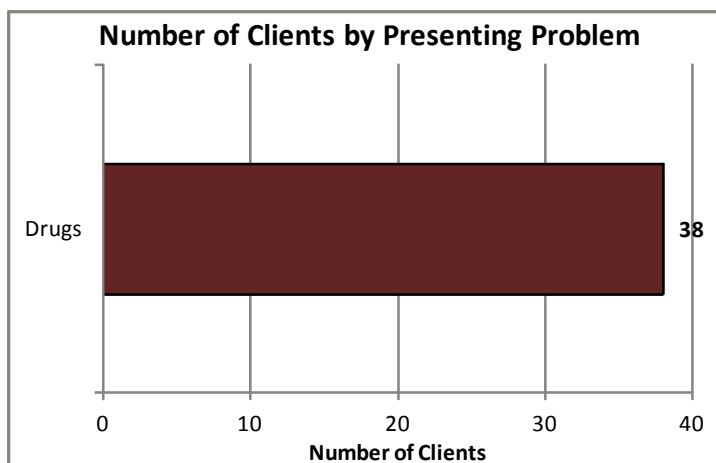
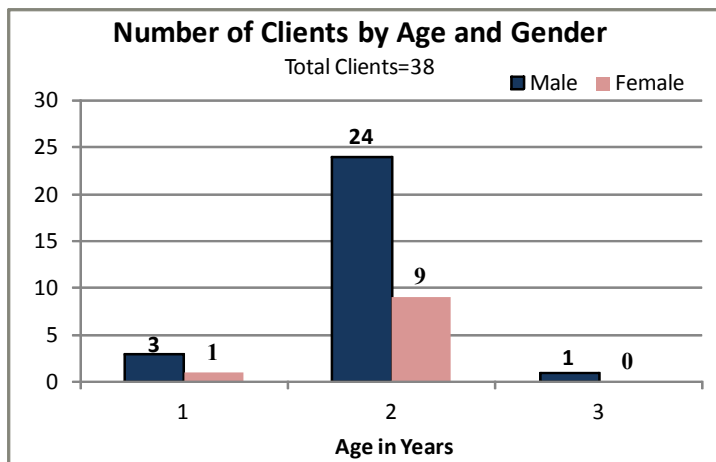


Registered Client Activity Totals

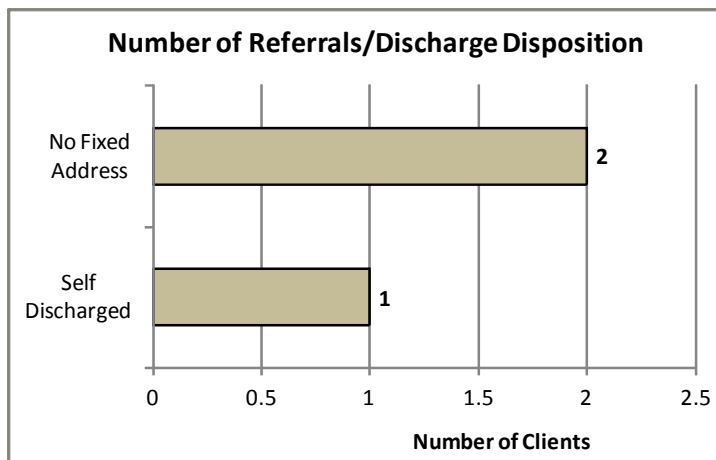
	Number	Duration (Hours)
Direct Activities	-	1808
Indirect Activities	-	-

Enviros Wilderness School Association

Client Statistics 2013-2014: Source Program Statistics



Referral and Discharge Statistics 2013-2014: Source Program Statistics



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

	2011-2012	2012-2013	2013-2014
Referrals	-	-	-
New Enrolments	-	146	176
Overall Registrations	-	150	179
Unique Individuals Served	-	73	-
Discharges	-	147	175

Data for the 2011-2012 fiscal year was not received in the same format and cannot be reported.

Wait Time and Length of Stay: Source Program Statistics

Wait Time

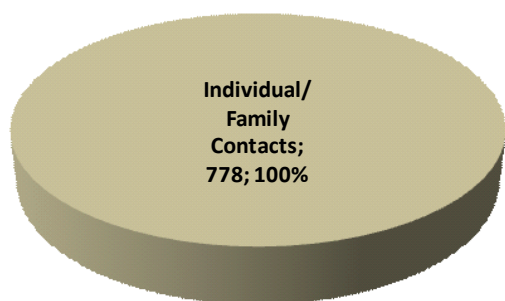
Wait time information is not available.

Length of Stay

The length of stay for the Hull - Youth Detox program ranges from 6-10 days.

Activity Statistics 2013-2014: Source Program Statistics

Number of Direct Activities



Registered Client Activity Totals

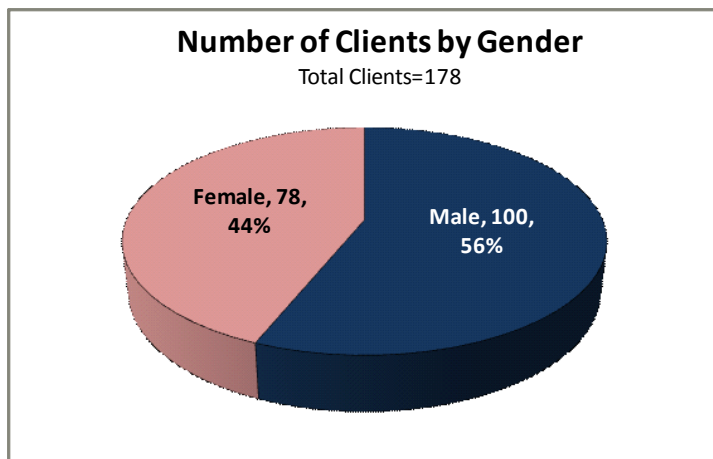
	Number	Duration (Hours)
Direct Activities	778	-
Indirect Activities	338	-

Group Activity Totals

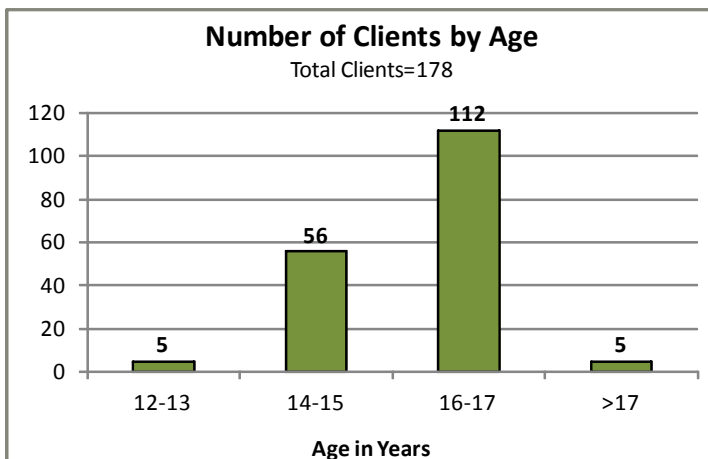
	# Sessions	# Attendees
Education	492	1206

Hull Services - Youth Detox Program

Client Statistics 2013-2014: Source Program Statistics



Note: 1 client with an unknown gender.



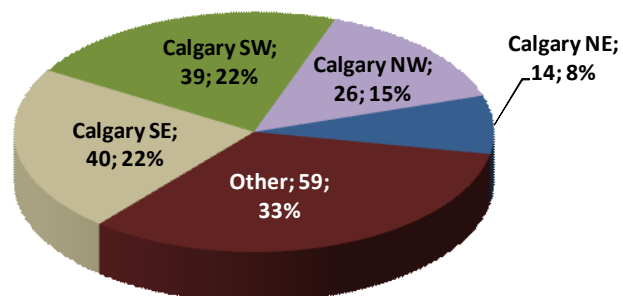
Note: 1 client with an unknown age.

Diagnosis/Presenting Problem

Presenting problem information is not available.

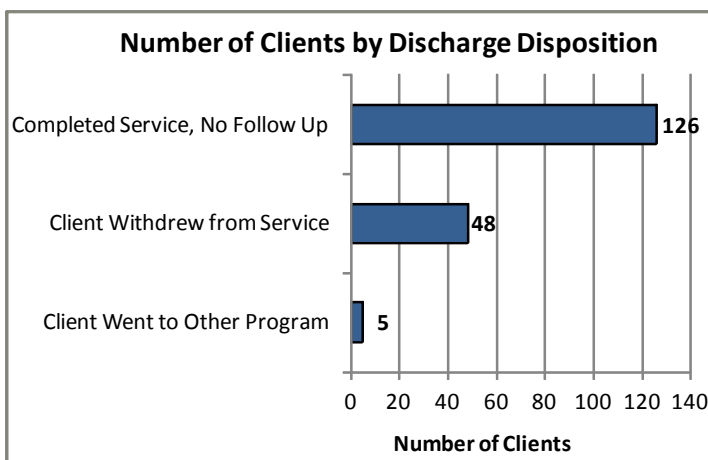
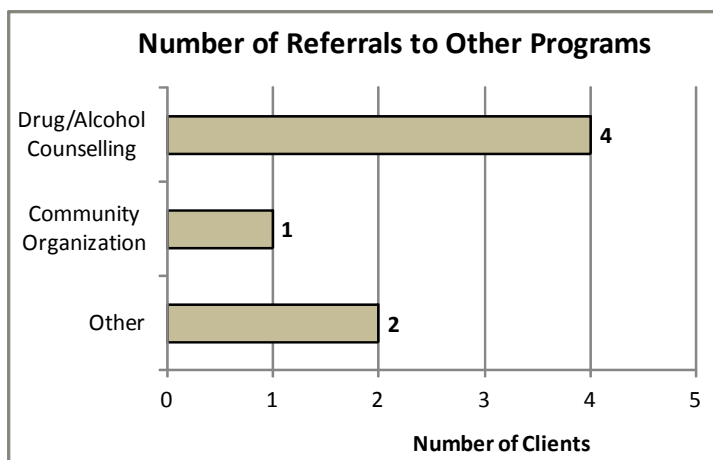
Number of Clients by Place of Residence

Total Clients=178



Note: 1 client with an unknown place of residence.

Referral and Discharge Statistics 2013-2014: Source Program Statistics



Woods 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

	2011-2012	2012-2013	2013-2014
Referrals	-	-	-
New Enrolments	2590	2642	-
Overall Registrations	12876	11557	11838
Unique Individuals Served	-	-	5787
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

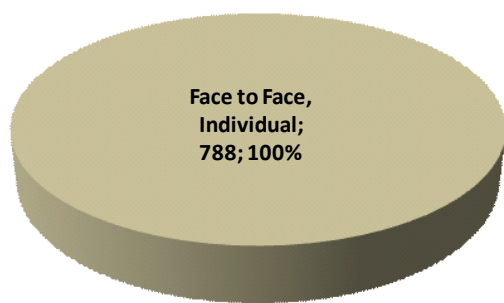
Wait time information is not available.

Length of Stay

Length of stay information is not available.

Activity Statistics 2013-2014: Source Program Statistics

Number of Direct Activities



Registered Client Activity Totals

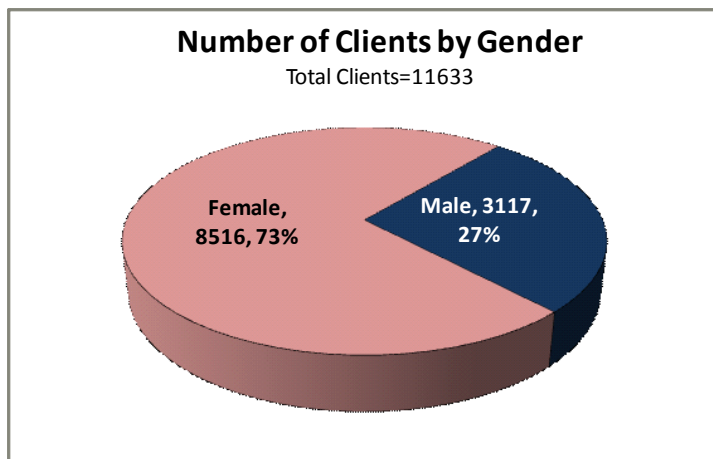
	Number	Duration (Hours)
Direct Activities	788	-
Indirect Activities	11849	-

Group Activity Totals

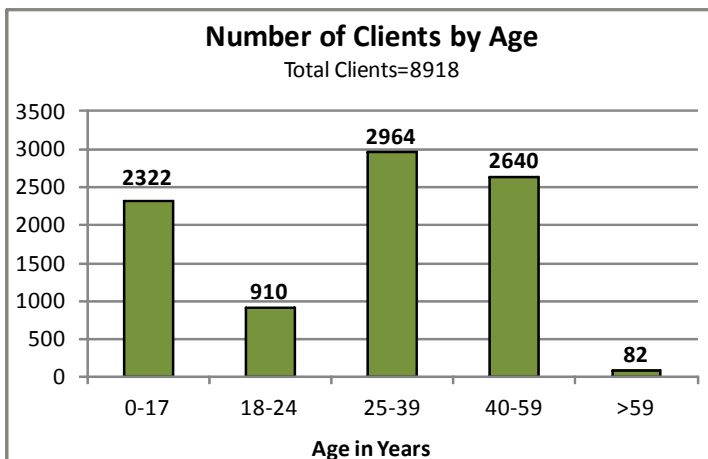
	# Sessions	# Attendees
Leisure/Recreational & Informational	31	468

Woods Homes - Community Resource Team

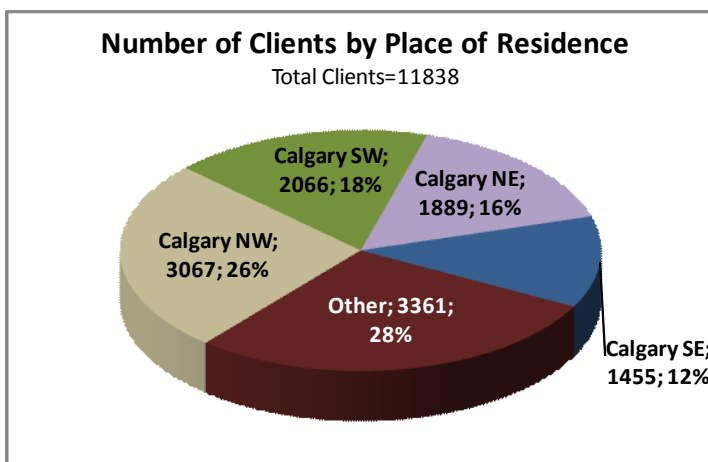
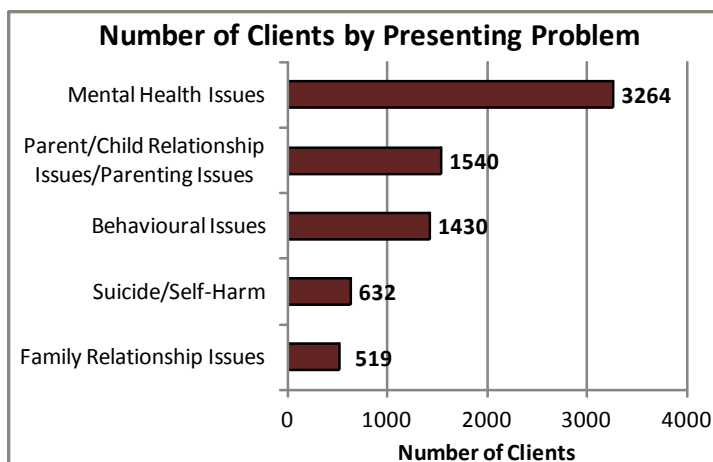
Client Statistics 2013-2014: Source Program Statistics



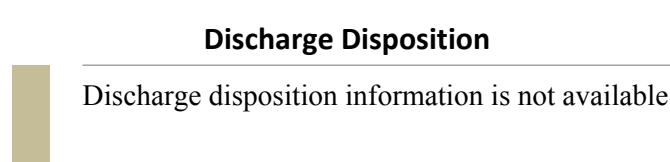
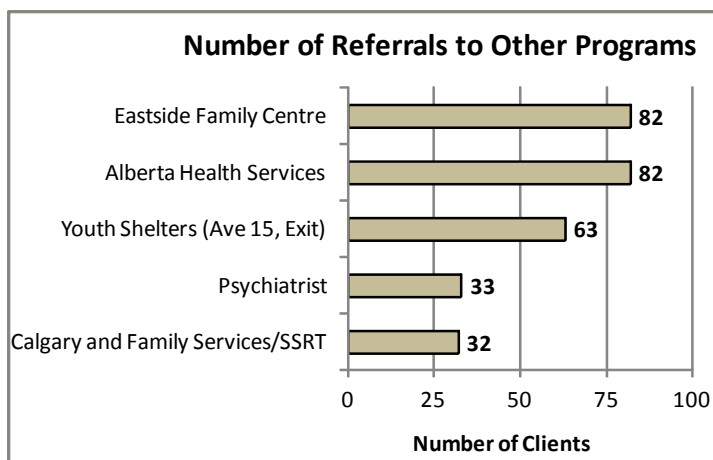
Note: 205 clients with an unknown gender.



Note: 2920 clients with an unknown age.



Referral and Discharge Statistics 2013-2014: Source Program Statistics



Woods 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

	2011-2012	2012-2013	2013-2014
Referrals	-	-	-
New Enrolments	2303	2462	1032
Overall Registrations	2303	2462	1888
Unique Individuals Served	2303	2462	-
Discharges	2303	2462	2548

Referral, length of stay, detailed activity and discharge disposition 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 18 minutes.

Length of Stay

Length of stay information is not available.

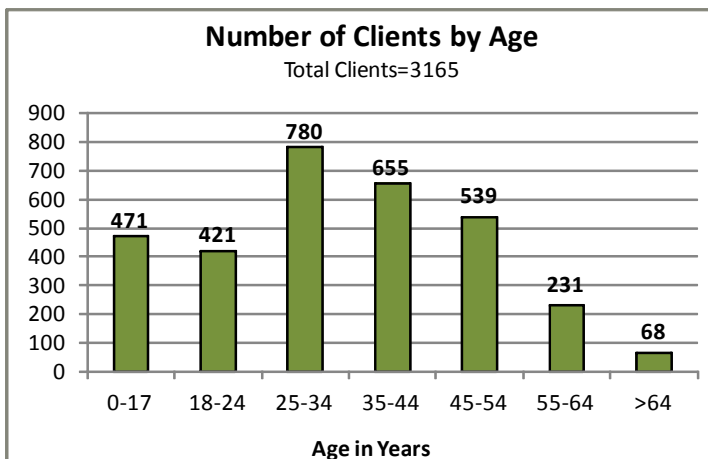
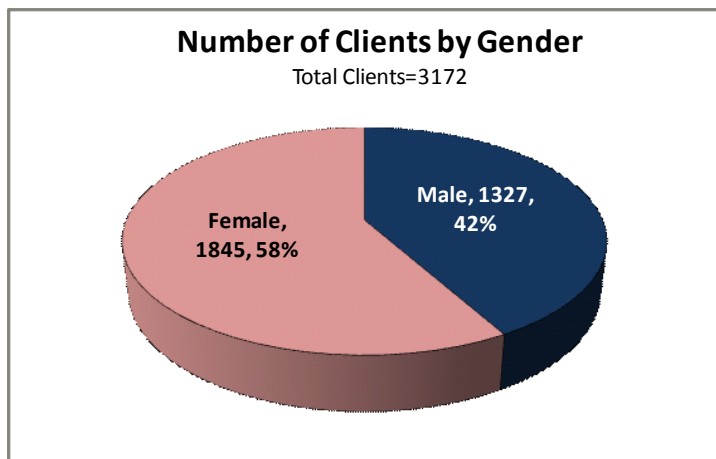
Activity Statistics 2013-2014: Source Program Statistics

Group Activity Totals			
	# Sessions	# Attendees	Hours
At Risk Client Groups	40	60	320

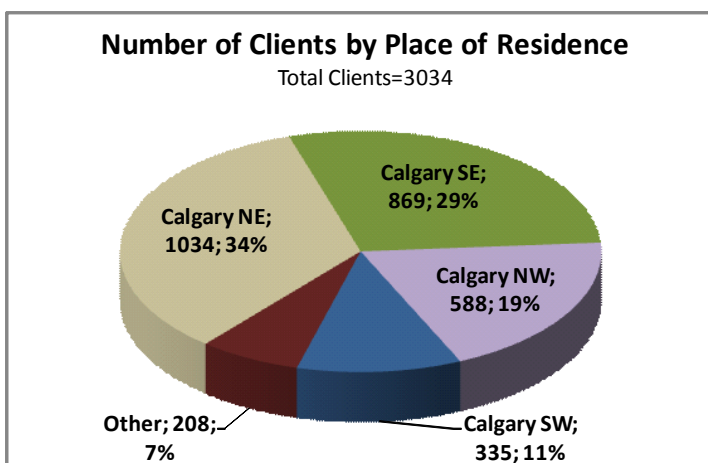
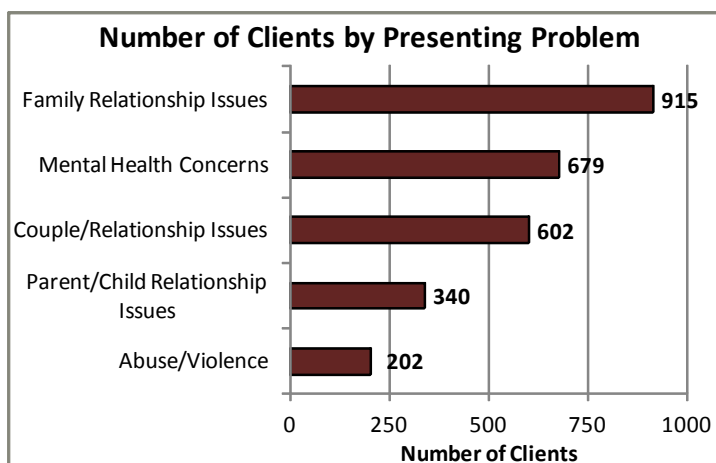
Registered Client Activity Totals		
	Number	Duration (Hours)
Direct Activities	-	-
Indirect Activities	2483	-

Woods Homes - Eastside Family Centre

Client Statistics 2013-2014: Source Program Statistics

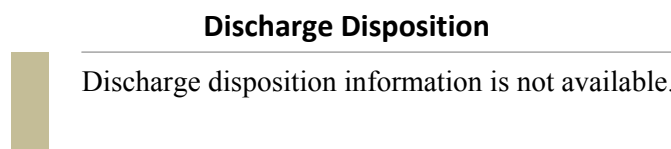
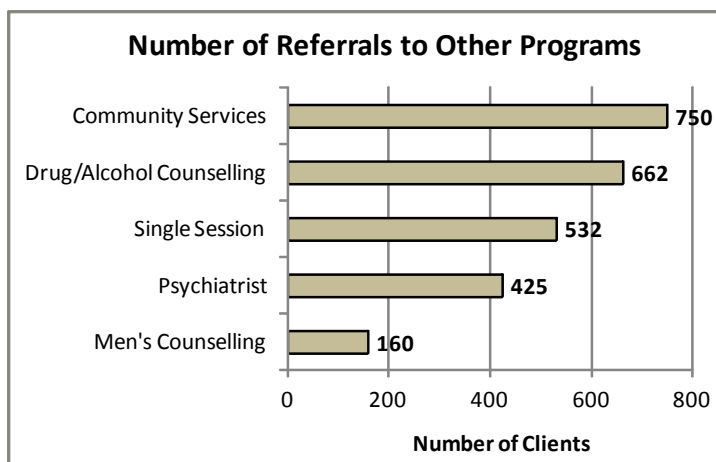


Note: 8 clients with an unknown gender.



Note: 145 clients with an unknown place of residence.

Referral and Discharge Statistics 2013-2014: Source Program Statistics



Woods 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.

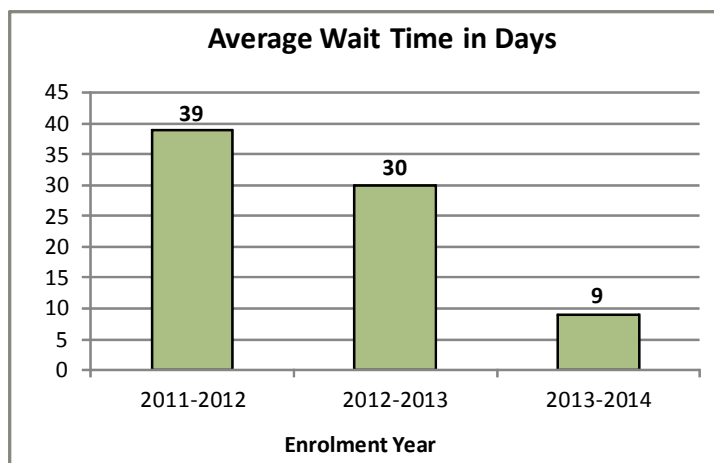
The ENP is designed to accommodate youth with serious emotional, cognitive mental health or medical problems. The program works with families to develop a coordinated approach to helping youth make a successful transition back to their communities, and connects with other professionals working with the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

Program Statistics: Source Program Statistics

	2011-2012	2012-2013	2013-2014
Referrals	-	-	-
New Enrolments	28	49	74
Overall Registrations	34	55	78
Unique Individuals Served	34	52	72
Discharges	28	50	74

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

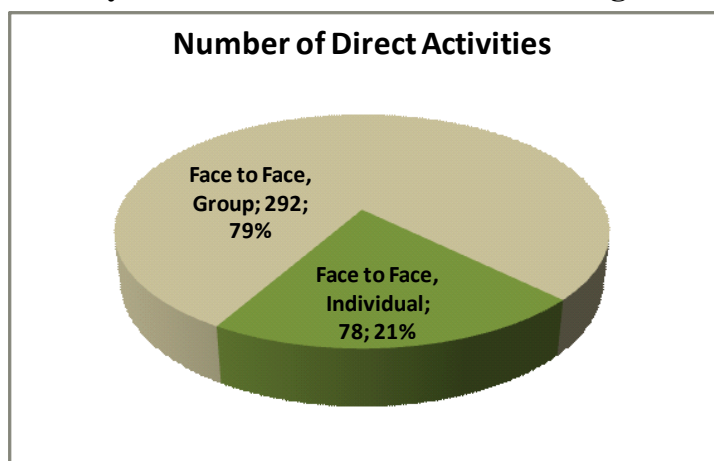
Wait Time and Length of Stay: Source Program Statistics



Length of Stay

Length of stay information is not available.

Activity Statistics 2013-2014: Source Program Statistics



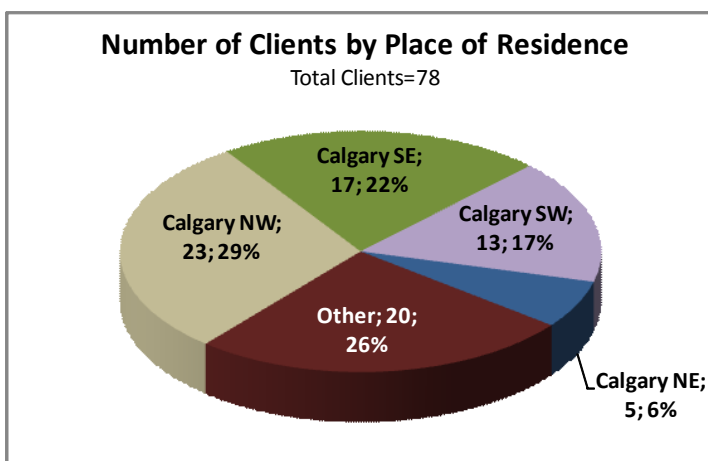
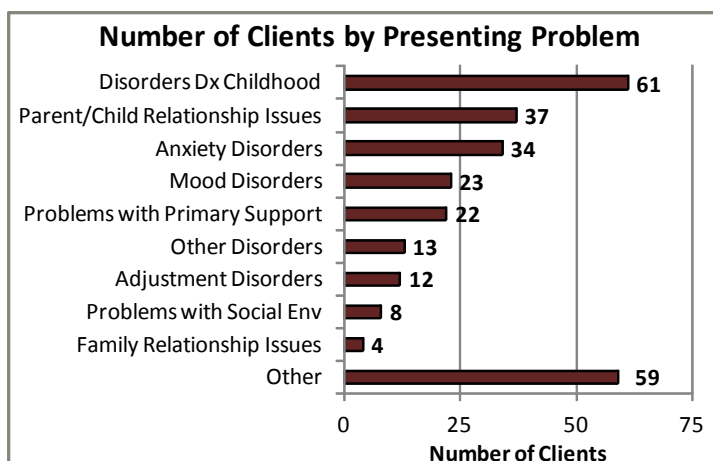
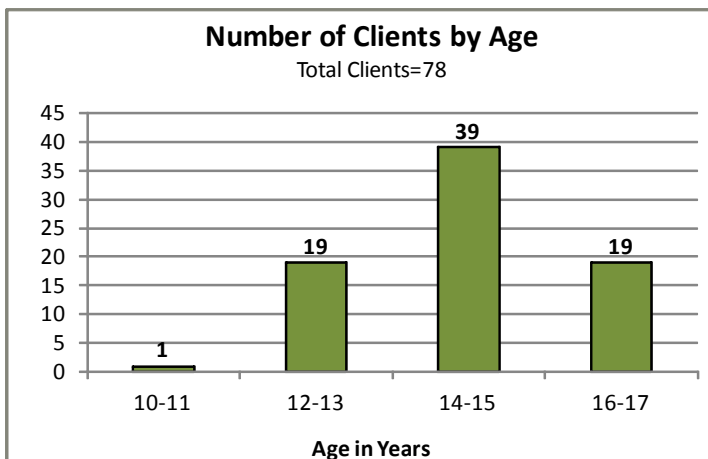
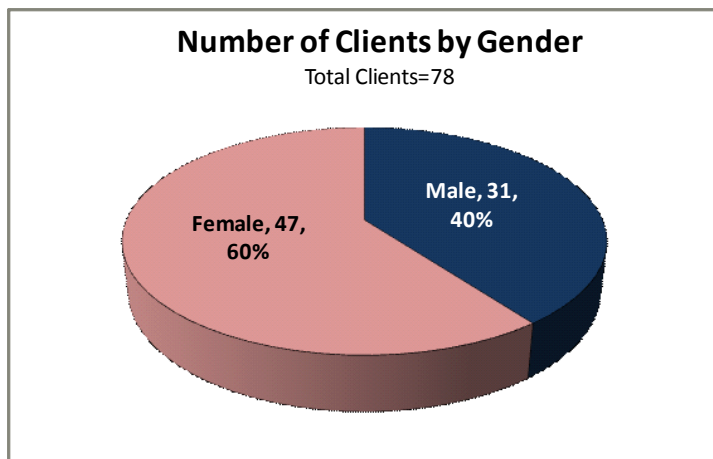
Registered Client Activity Totals		
	Number	Duration (Hours)
Direct Activities	370	3468
Indirect Activities	628	4038

Group Activity Totals			
	# Sessions	# Attendees	Hours
Leisure/Recreational and Informational	135	72	250

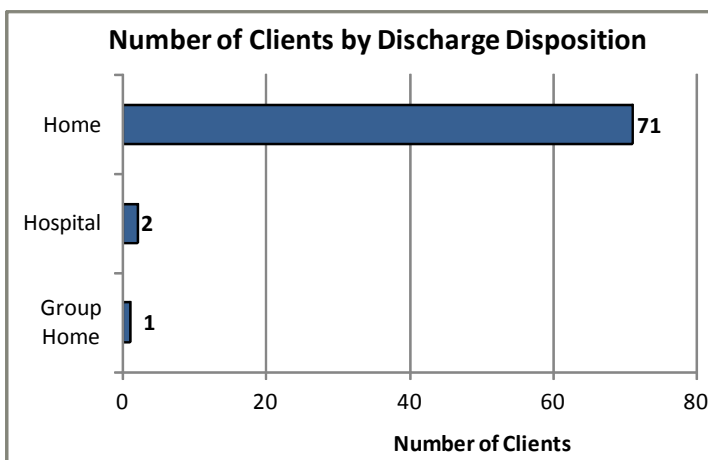
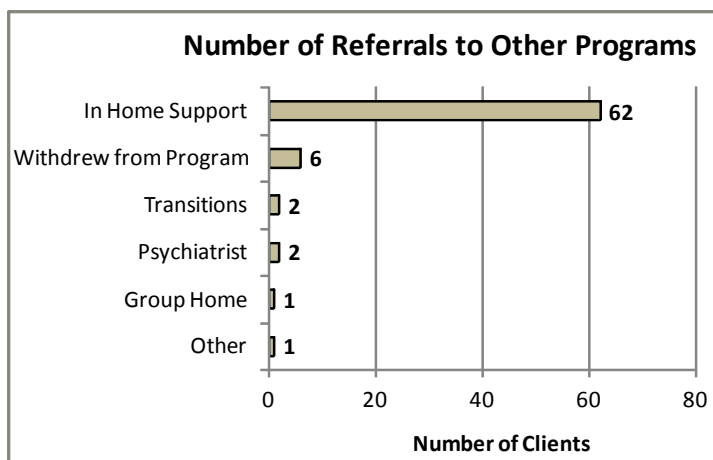
Volunteer Activity Totals			
	# Sessions	# Attendees	Hours
Arts and Crafts	18	8 per session	20
Recreation Group	6	8 per session	2

Woods Homes - Exceptional Needs Program

Client Statistics 2013-2014: Source Program Statistics



Referral and Discharge Statistics 2013-2014: Source Program Statistics



Woods 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

	2011-2012	2012-2013	2013-2014
Referrals	-	-	-
New Enrolments	21	25	26
Overall Registrations	24	84	115
Unique Individuals Served	24	84	115
Discharges	15	29	23

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

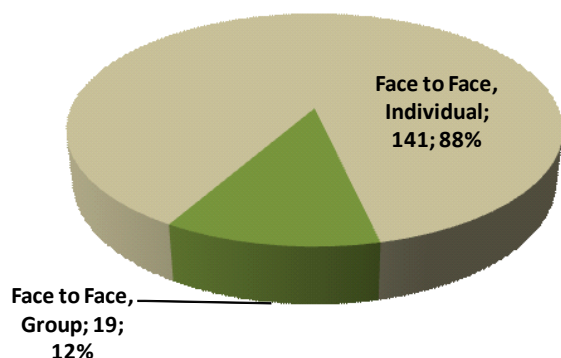
Wait time information is not available.

Length of Stay

Length of stay information is not available.

Activity Statistics 2013-2014: Source Program Statistics

Number of Direct Activities



Registered Client Activity Totals

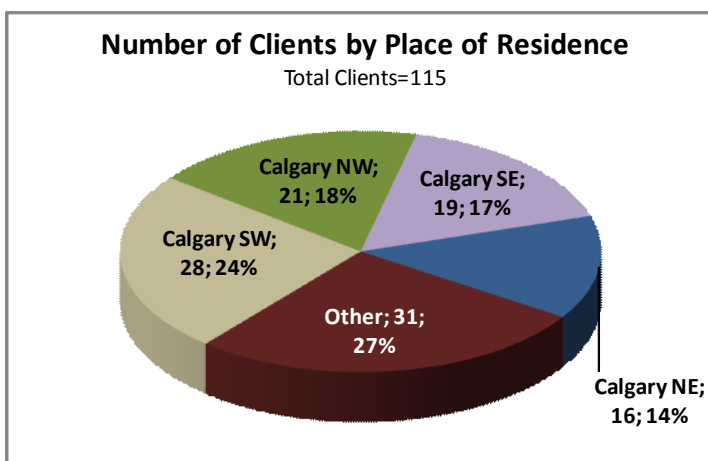
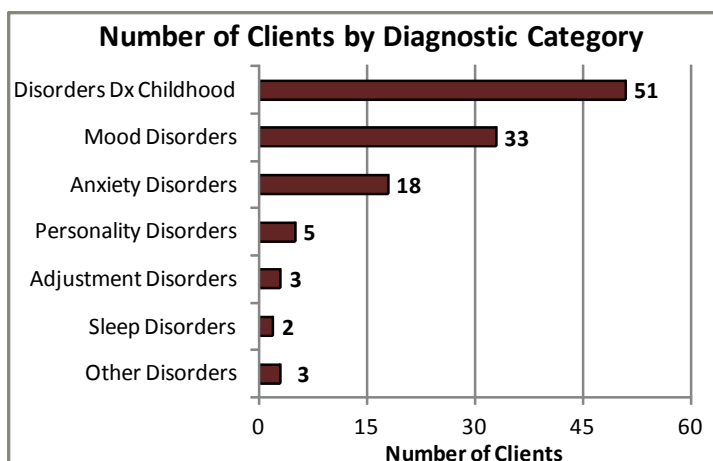
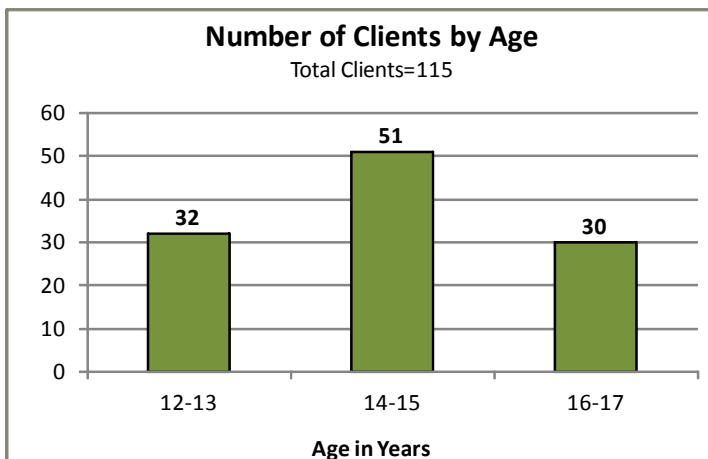
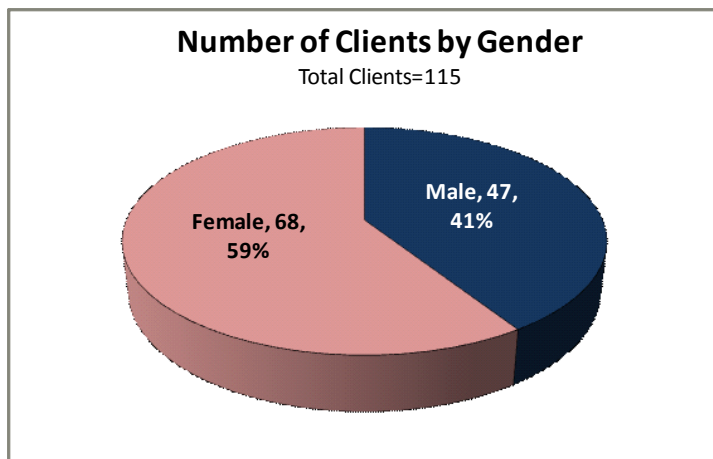
	Number	Duration (Hours)
Direct Activities	160	357
Indirect Activities	337	506

Group Activity Totals

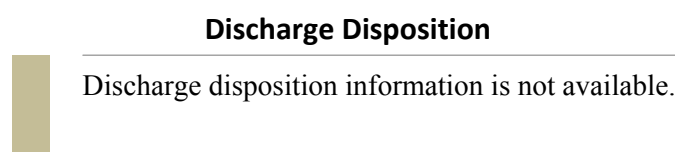
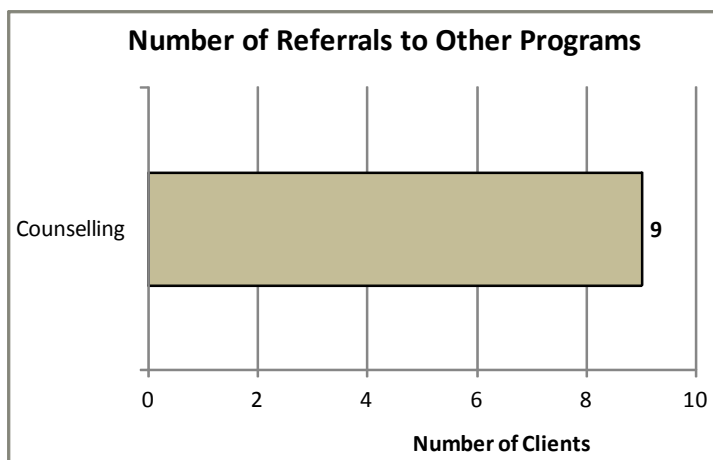
	# Sessions	# Attendees	Hours
Leisure/Recreational and Informational	8	27	24

Woods Homes - Exceptional Needs Program - In Home

Client Statistics 2013-2014: Source Program Statistics



Referral and Discharge Statistics 2013-2014: Source Program Statistics



Woods Homes - Home Connections Program

Home Connections is a 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

	2011-2012	2012-2013	2013-2014
Referrals	-	-	-
New Enrolments	12	8	29
Overall Registrations	57	58	70
Unique Individuals Served	57	58	70
Discharges	15	17	42

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

Wait Time and Length of Stay: Source N/A

Wait Time

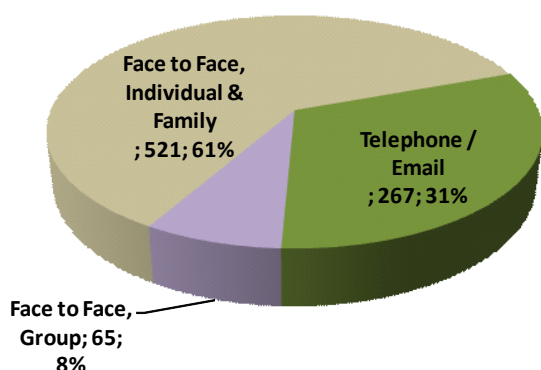
Wait time information is not available.

Length of Stay

Length of stay information is not available.

Activity Statistics 2013-2014: Source Program Statistics

Number of Direct Activities



Registered Client Activity Totals

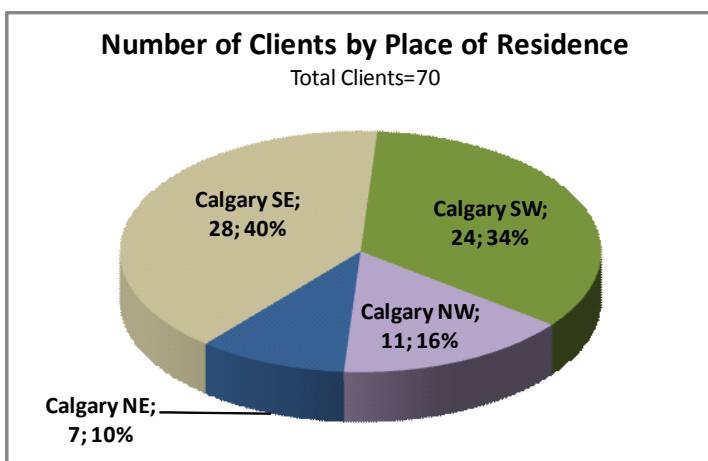
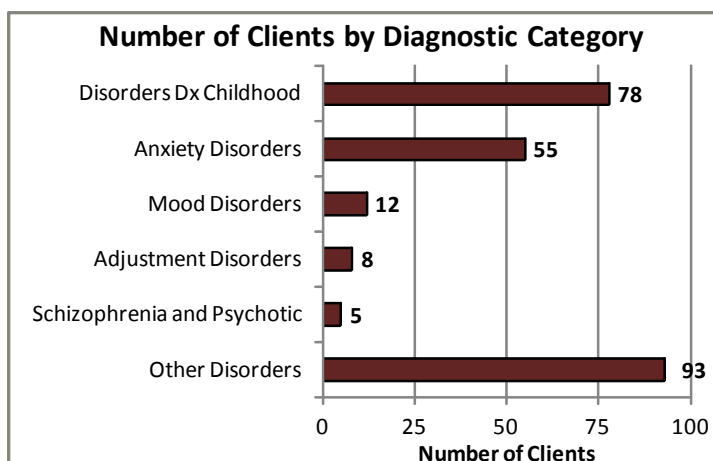
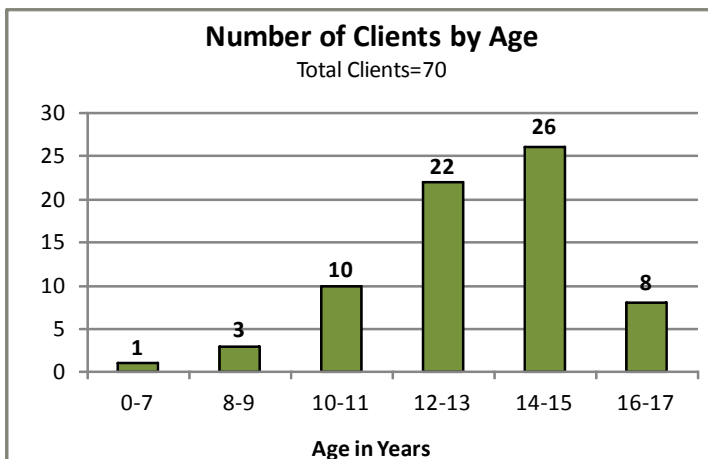
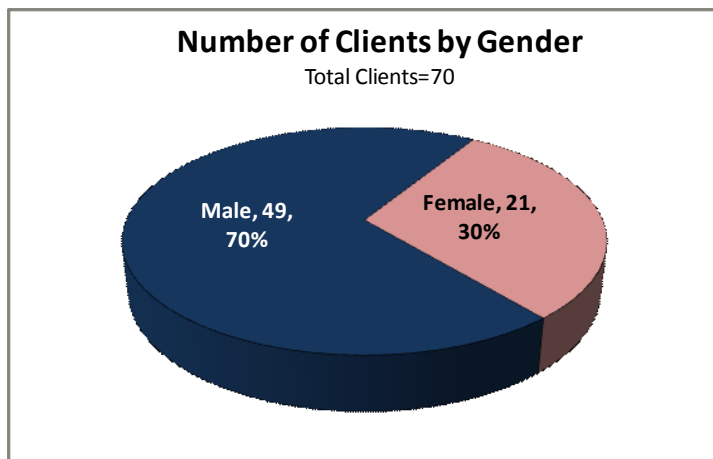
	Number	Duration (Hours)
Direct Activities	853	1040
Indirect Activities	610	1969

Group Activity Totals

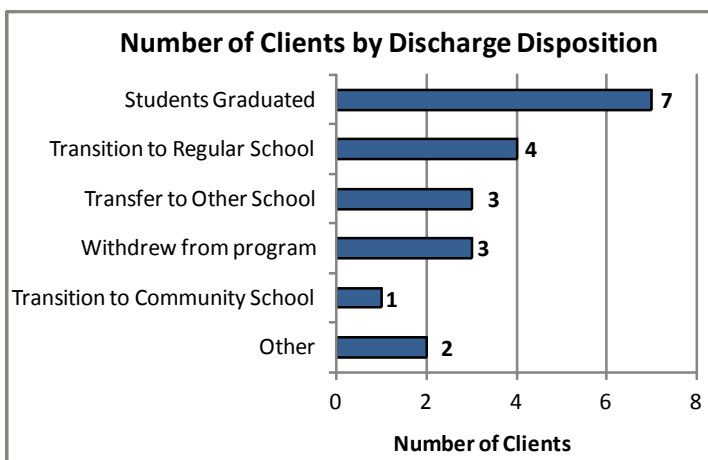
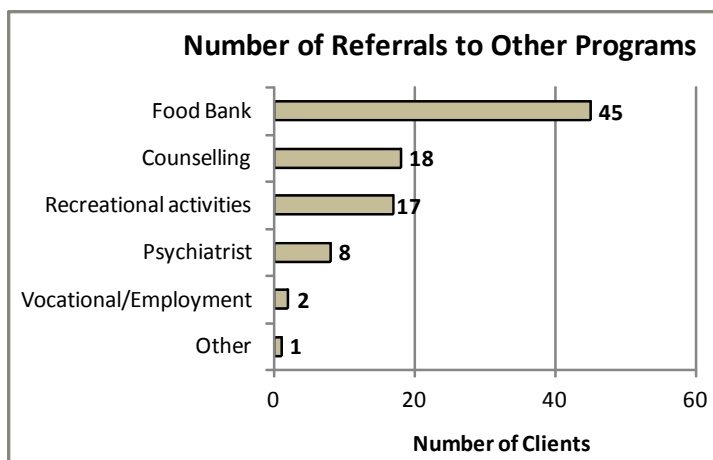
	# Sessions	# Attendees	Hours
Mental Health Group	65	32	65

Woods Homes - Home Connections Program

Client Statistics 2013-2014: Source Program Statistics



Referral and Discharge Statistics 2013-2014: Source Program Statistics



Woods 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.

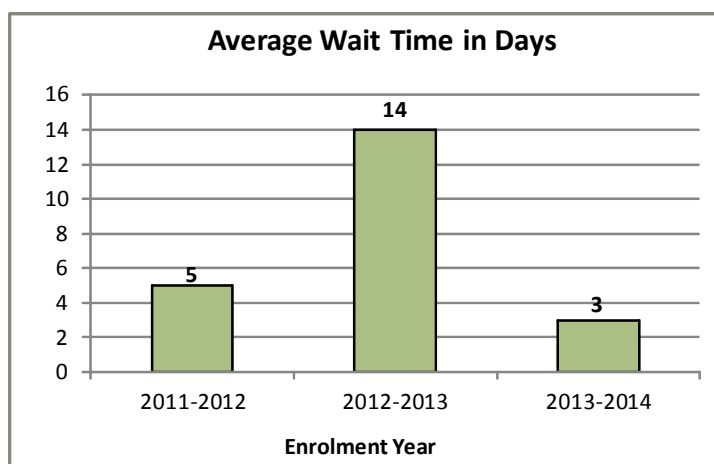
SBTLC aims to create an environment that encourages young people to learn through capacity building in academics, increased wellness, a strengthened sense of citizenship, and connection between peers, family, school, and community. The treatment model is based around identifying and working from the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

Program Statistics: Source Program Statistics

	2011-2012	2012-2013	2013-2014
Referrals	-	-	-
New Enrolments	28	49	22
Overall Registrations	53	69	62
Unique Individuals Served	53	69	62
Discharges	32	26	27

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

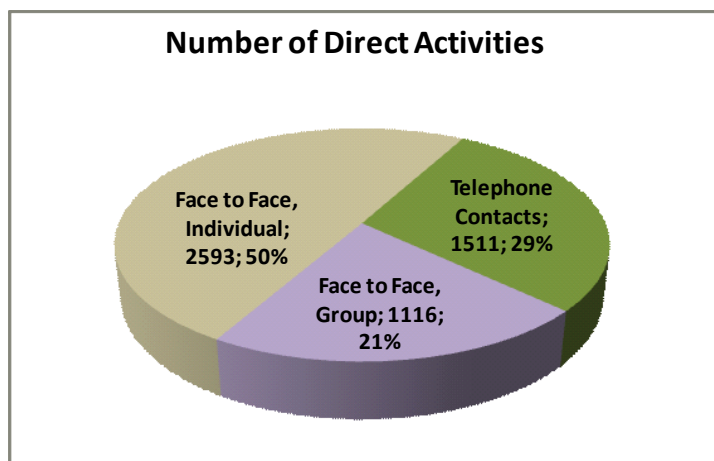
Wait Time and Length of Stay: Source Program Statistics



Length of Stay

Length of stay information is not available.

Activity Statistics 2013-2014: Source Program Statistics

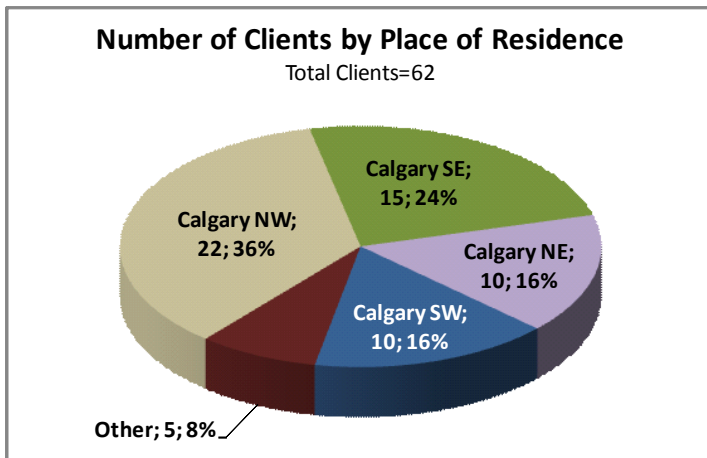
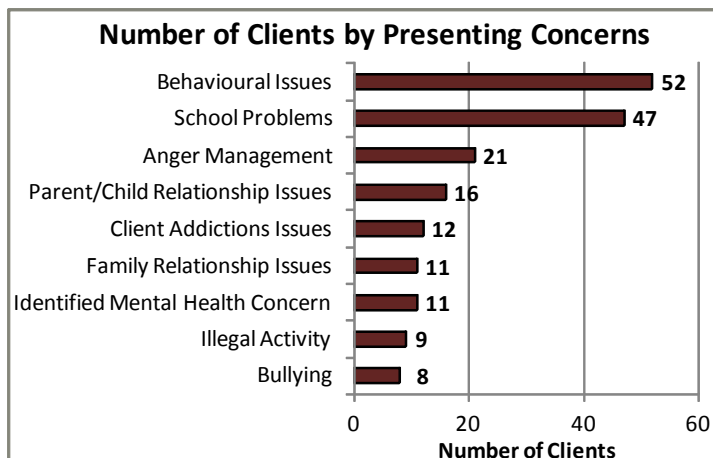
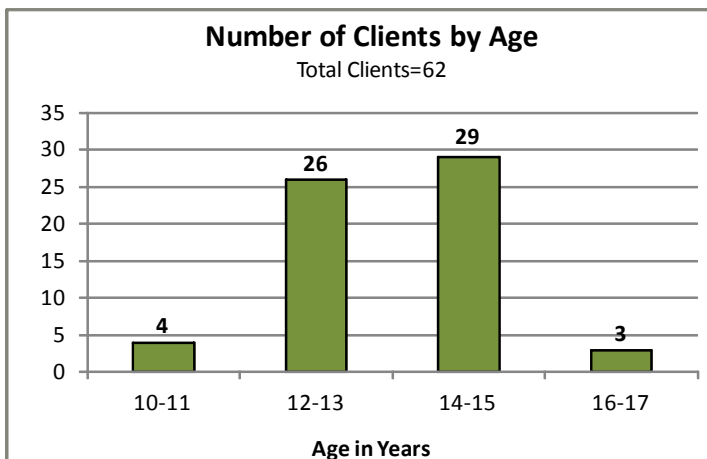
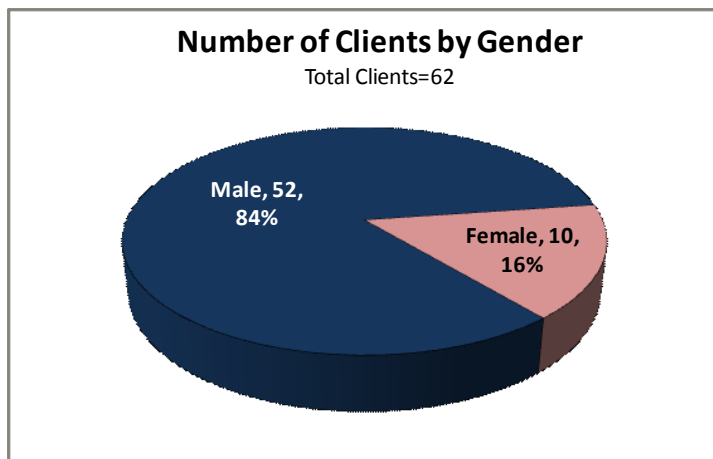


Registered Client Activity Totals		
	Number	Duration (Hours)
Direct Activities	5220	3968
Indirect Activities	2310	1585

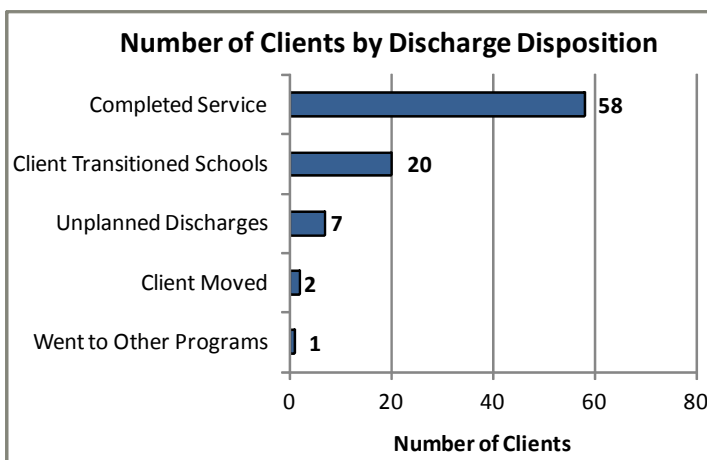
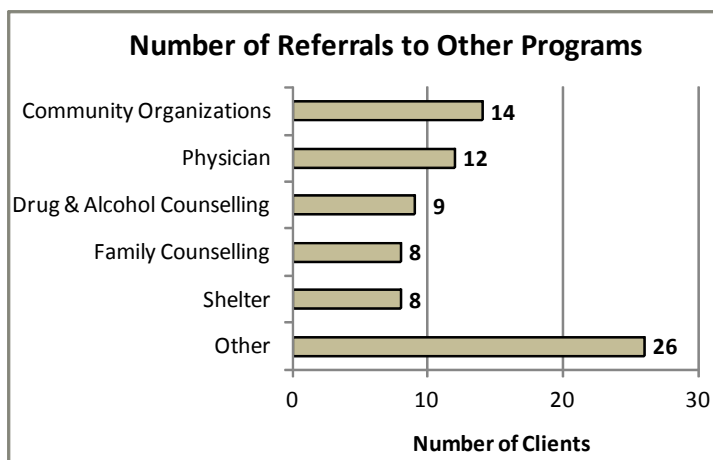
Group Activity Totals			
	# Sessions	# Attendees	Hours
SPARK	555	306	993
Debriefs	431	76	143
ART	179	288	100
Re-entry Meetings	78	58	39
Community Outings	31	59	64
Treatment Agreement	21	93	36
AHS Groups	19	153	22
Others	38	177	218

Woods Homes - School Based Treatment & Learning Centre

Client Statistics 2013-2014: Source Program Statistics



Referral and Discharge Statistics 2013-2014: Source Program Statistics



Woods 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.

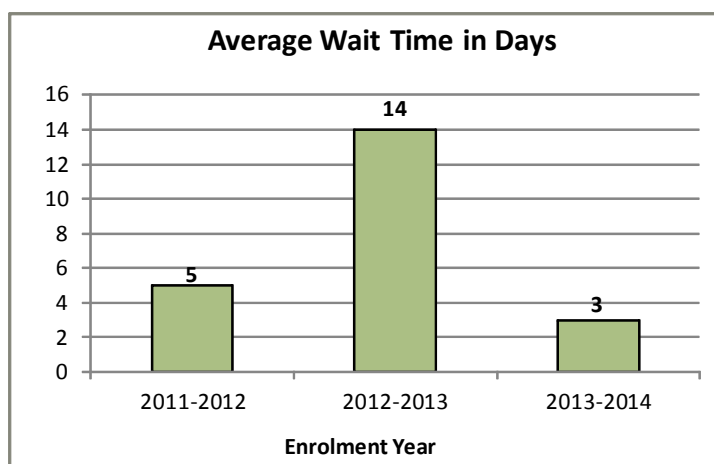
SBTLC aims to create an environment that encourages young people to learn through capacity building in academics, increased wellness, a strengthened sense of citizenship, and connection between peers, family, school, and community. The treatment model is based around identifying and working from the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

Program Statistics: Source Program Statistics

	2011-2012	2012-2013	2013-2014
Referrals	-	-	-
New Enrolments	-	49	32
Overall Registrations	-	69	71
Unique Individuals Served	-	69	71
Discharges	-	26	32

Data for this program is reported for July 1, 2013 to June 30, 2014. Data for SBTLC - In Home is not available for 2011-2012. Referral and length of stay information are not available.

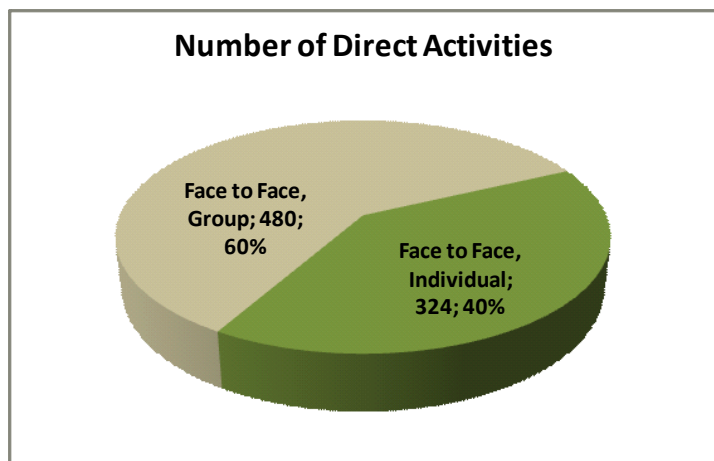
Wait Time and Length of Stay: Source Program Statistics



Length of Stay

Length of stay information is not available.

Activity Statistics 2013-2014: Source Program Statistics

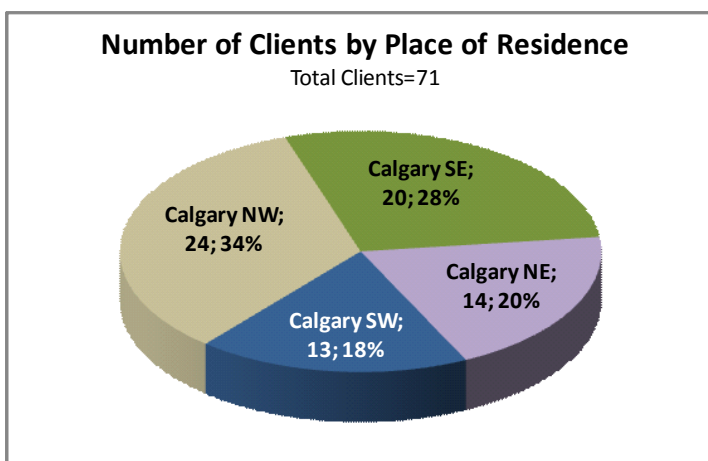
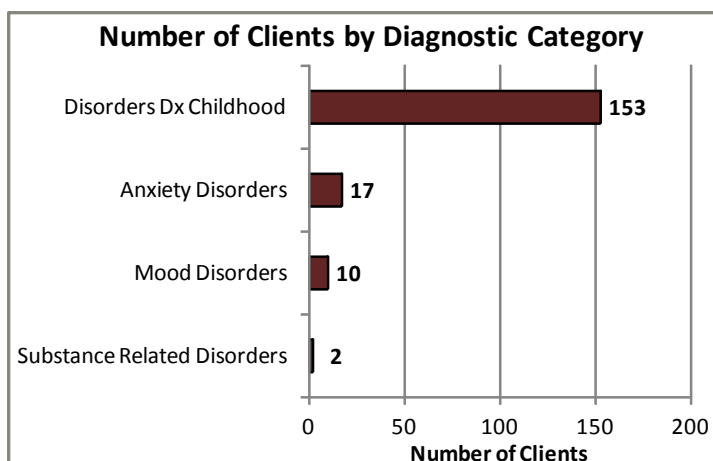
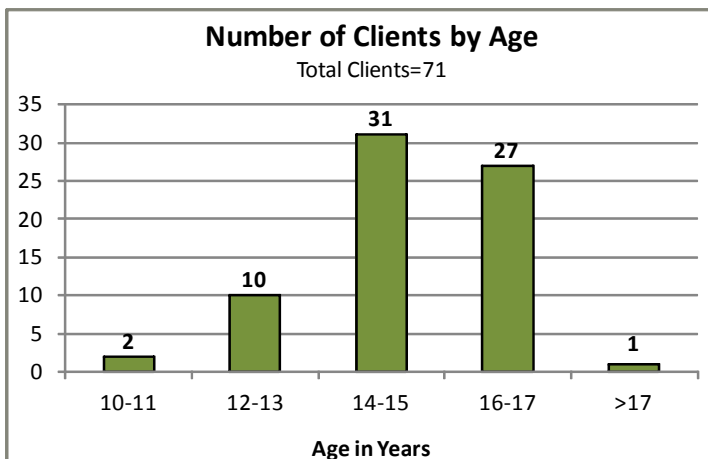
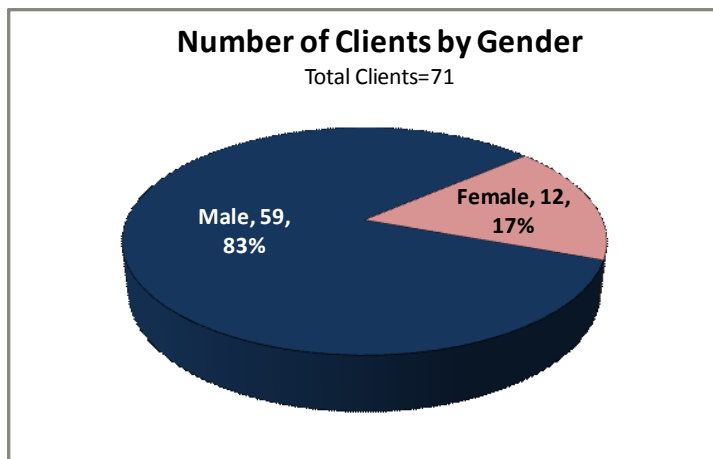


Registered Client Activity Totals		
	Number	Duration (Hours)
Direct Activities	804	737
Indirect Activities	2577	1617

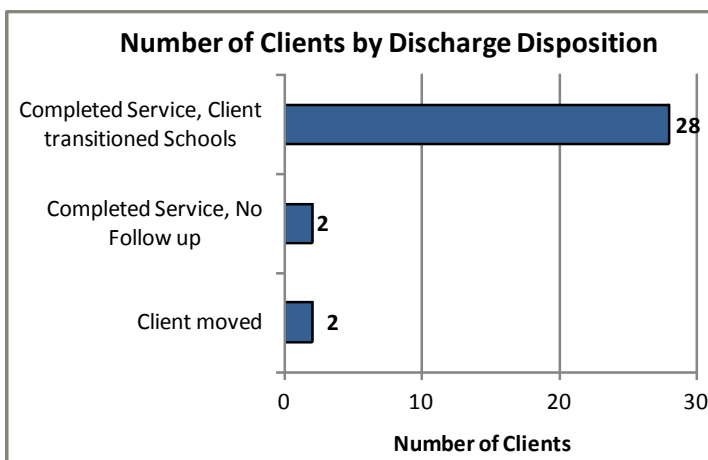
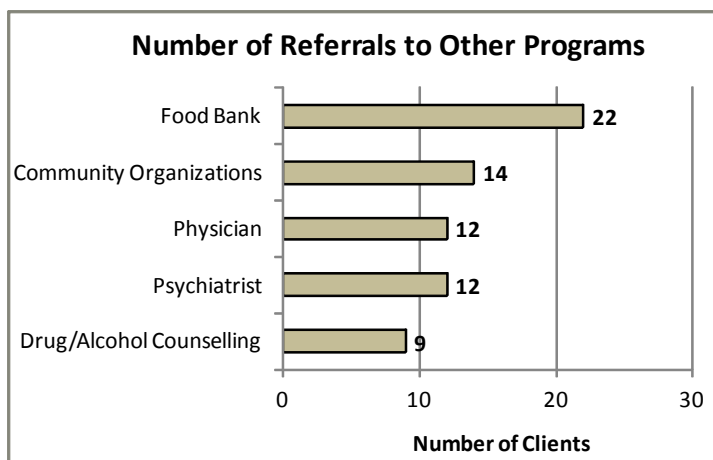
Group Activity Totals			
	# Sessions	# Attendees	Hours
Treatment Agreement	19	-	21
Debrief	60	42	47
Case Reviews	29	-	47
SPARK	37	-	15
Group Lunch	17	40	27
Intake	71	-	143
Parent Workshop	5	-	44
Others	9	-	32

Woods Homes - School Based Treatment & Learning Centre - In Home

Client Statistics 2013-2014: Source Program Statistics



Referral and Discharge Statistics 2013-2014: Source Program Statistics



Woods 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

	2011-2012	2012-2013	2013-2014
Referrals	-	-	-
New Enrolments	238	145	132
Overall Registrations	243	149	134
Unique Individuals Served	200	91	121
Discharges	239	148	131

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

Wait Time and Length of Stay: Source N/A

Wait Time

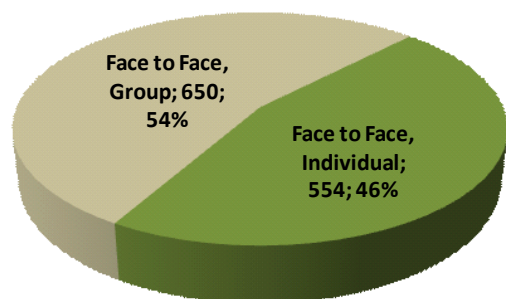
Wait time information is not available.

Length of Stay

Length of stay information is not available.

Activity Statistics 2013-2014: Source Program Statistics

Number of Direct Activities



Registered Client Activity Totals

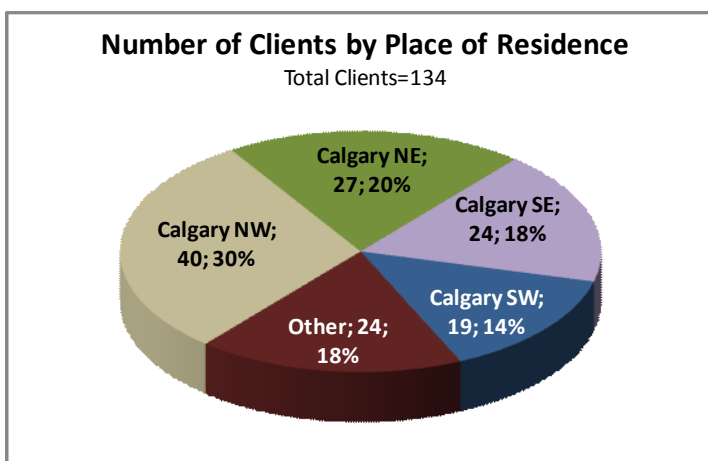
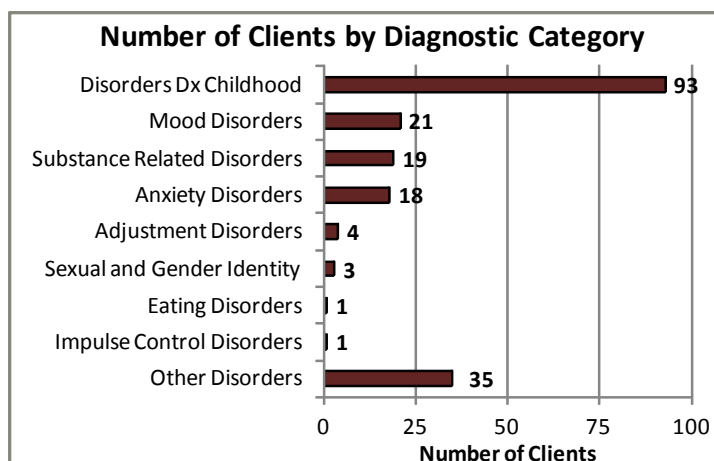
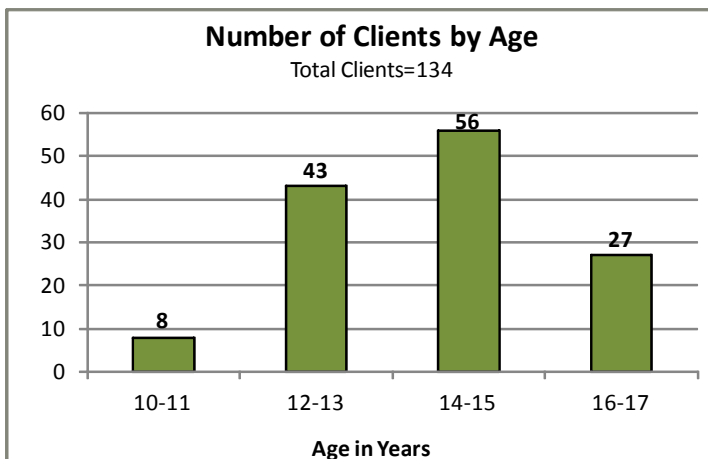
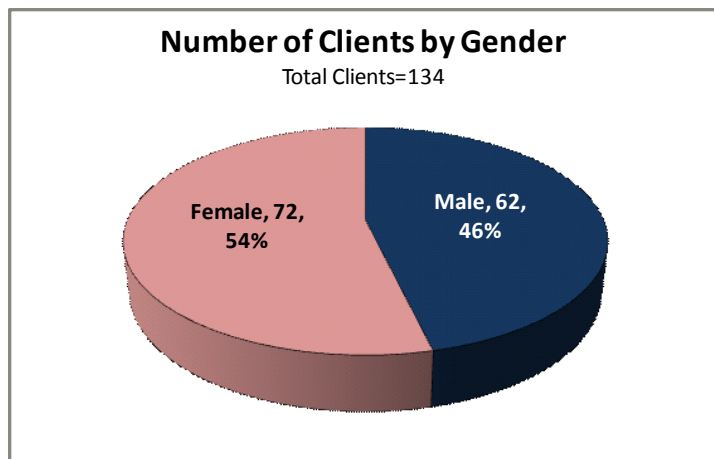
	Number	Duration (Hours)
Direct Activities	1204	1204
Indirect Activities	93	93

Group Activity Totals

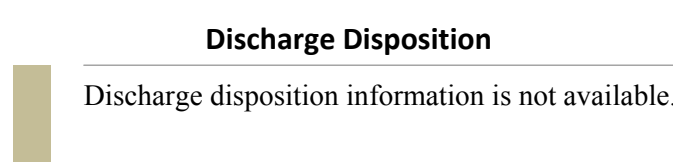
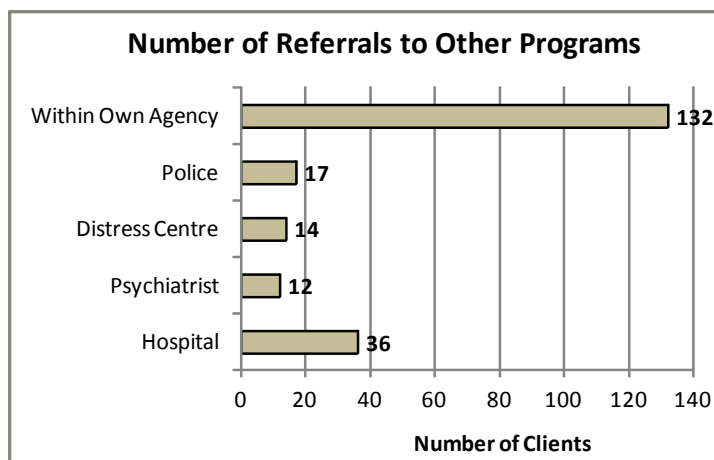
	# Sessions	# Attendees	Hours
Leisure/Recreational and Informational	433	121	433

Woods Homes - Stabilization Program

Client Statistics 2013-2014: Source Program Statistics



Referral and Discharge Statistics 2013-2014: Source Program Statistics



Woods 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

	2011-2012	2012-2013	2013-2014
Referrals	-	-	-
New Enrolments	51	59	37
Overall Registrations	52	88	51
Unique Individuals Served	26	88	51
Discharges	36	73	51

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

Wait Time and Length of Stay: Source N/A

Wait Time

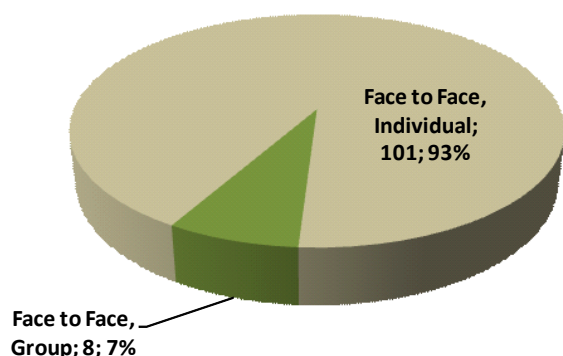
Wait time information is not available.

Length of Stay

Length of stay information is not available.

Activity Statistics 2013-2014: Source Program Statistics

Number of Direct Activities

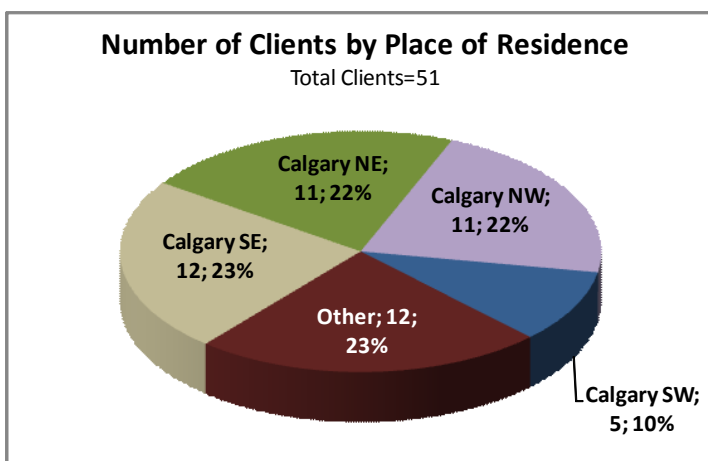
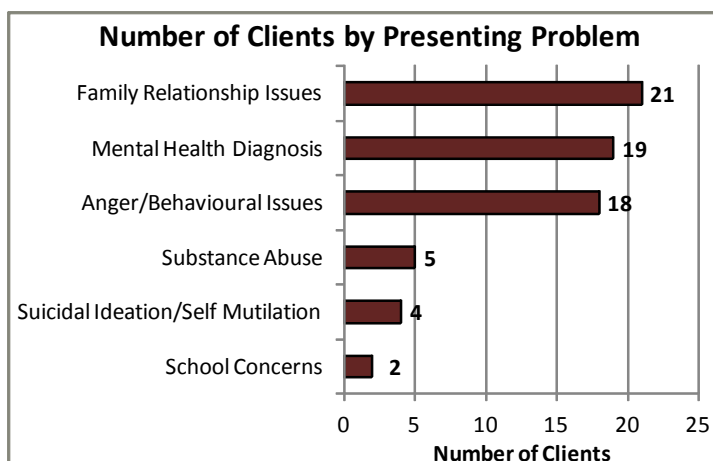
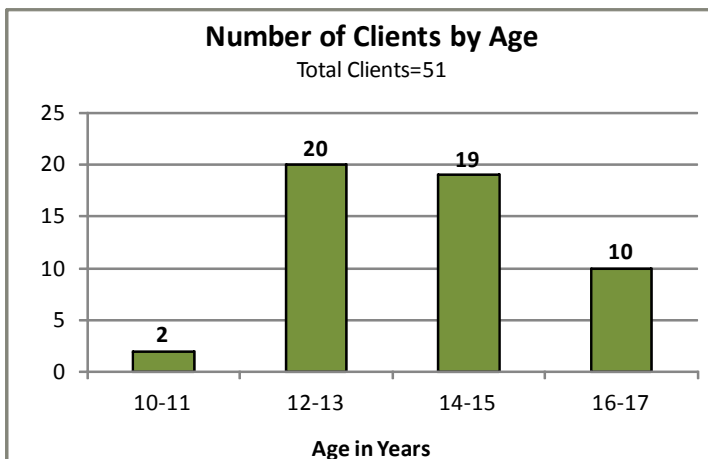
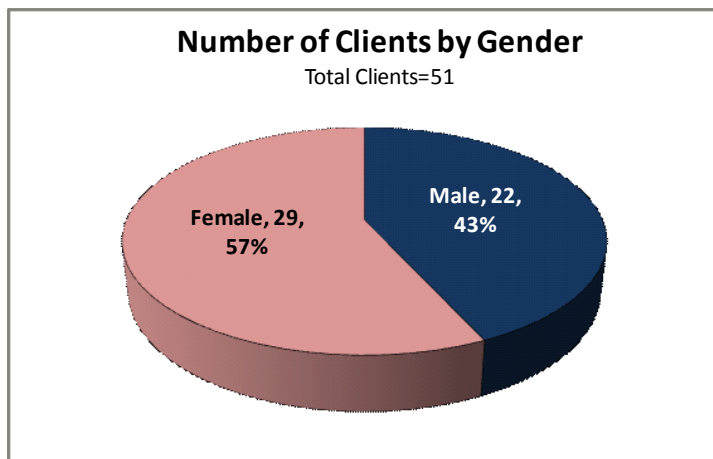


Registered Client Activity Totals

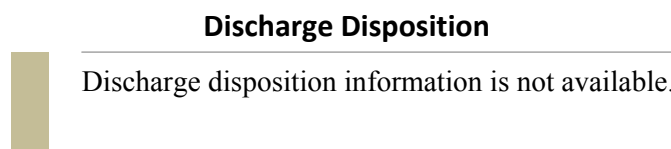
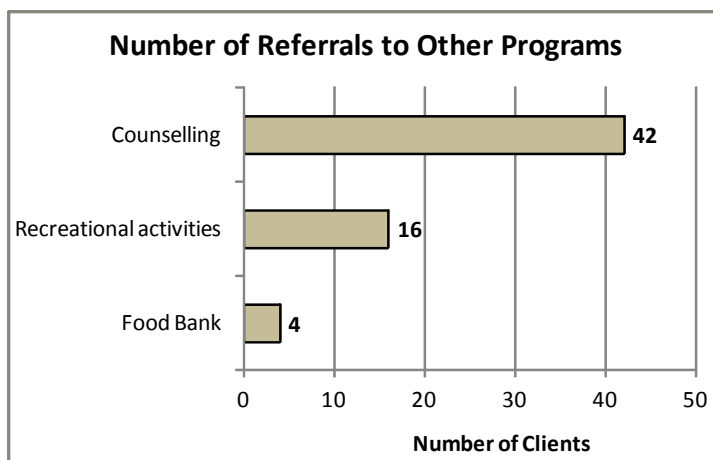
	Number	Duration (Hours)
Direct Activities	109	168
Indirect Activities	261	177

Woods Homes - Stabilization Program - In Home

Client Statistics 2013-2014: Source Program Statistics



Referral and Discharge Statistics 2013-2014: Source Program Statistics



YWCA Community, Parent and School Support (COMPASS)

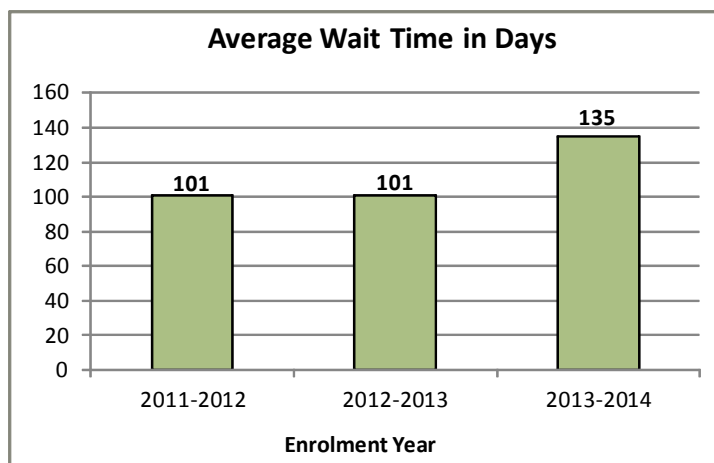
The YWCA COMPASS Program provides in-home parenting education and support to families with children 0-12 years of age. The program's mandate is to serve families with children that present emotional, social and behavioural challenges. The philosophy is that the family is the most important factor to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

	2011-2012	2012-2013	2013-2014
Referrals	202	225	192
New Enrolments	135	139	113
Overall Registrations	203	225	192
Unique Individuals Served	202	225	192
Discharges	117	146	119

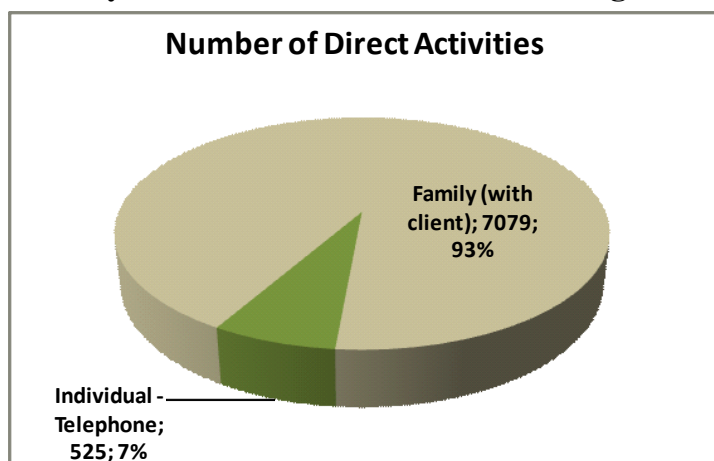
Wait Time and Length of Stay: Source Program Statistics



Length of Stay

The average length of stay for YWCA Community, Parent and School Support program is 254 days.

Activity Statistics 2013-2014: Source Program Statistics

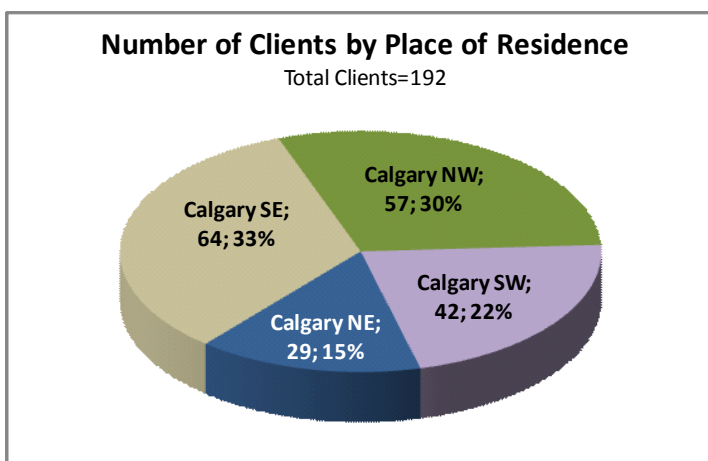
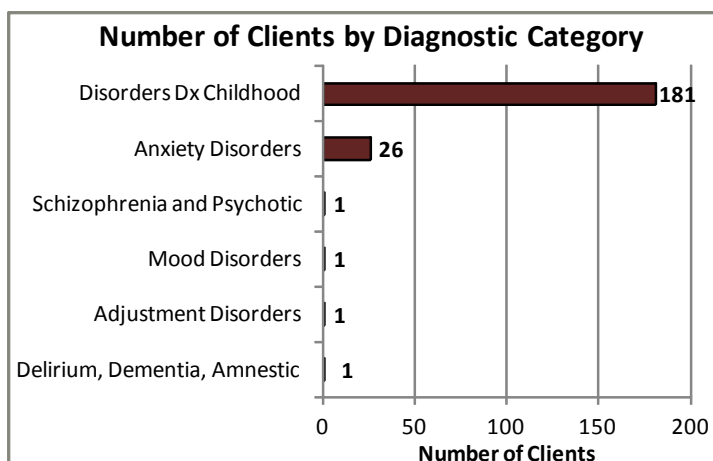
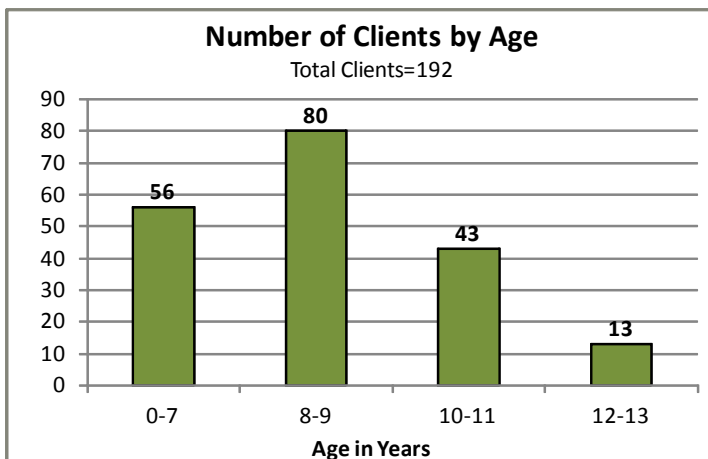
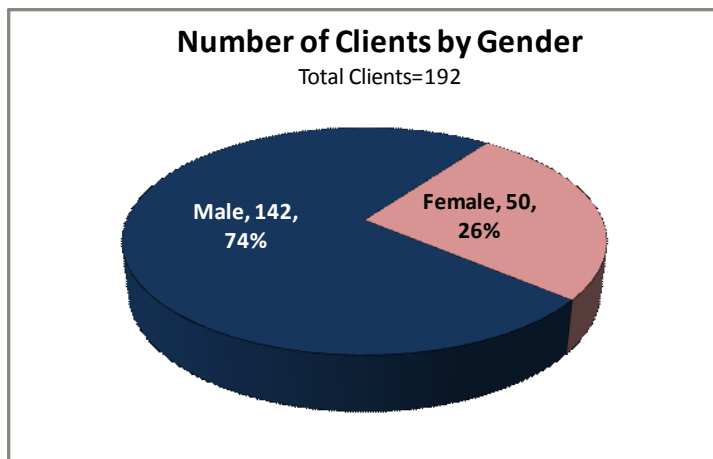


Registered Client Activity Totals		
	Number	Duration (Hours)
Direct Activities	7604	-
Indirect Activities	-	-

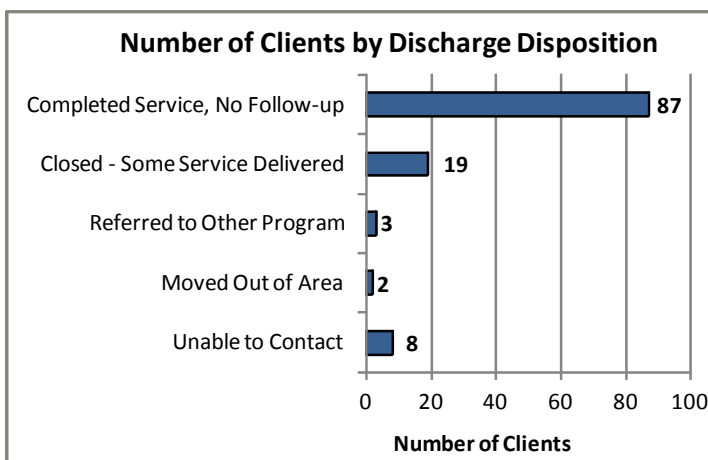
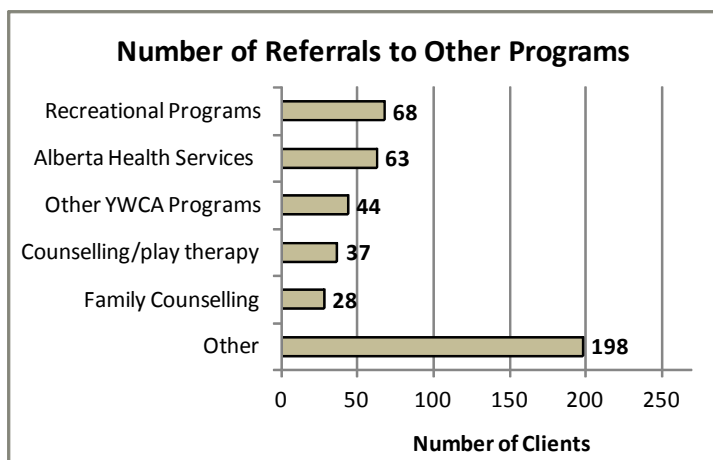
Prevention and Promotion Activity Totals		
	# Sessions	# Attendees
Professionals	10	520

YWCA Community, Parent and School Support (COMPASS)

Client Statistics 2013-2014: Source Program Statistics



Referral and Discharge Statistics 2013-2014: Source Program Statistics



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 Year End Service Summary.

Definitions for Community/Outpatient and Emergency Services:

Referrals

The number of referrals includes a count of all client registrations with a referral date during the fiscal year. The number of referrals is only applicable for community and outpatient services.

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.

Definitions for Inpatient Services:

Discharges

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

Unique Discharges

The number of unique discharges includes a count of all unique patients with a discharge date during the fiscal year. Repeat clients to the service are only counted once.

24 Hour Hold Patients

The number of 24 hour hold patients includes a count of all patients defined as a person detained in a designated facility with one 24-hour hold certificate.

Formal Patients

The number of formal patients includes a count of all patients defined as a person detained in a designated facility on the authority of two Admission Certificates or two Renewal Certificates.

Percent Occupancy

The percent occupancy provides data concerning the client capacity of an inpatient unit compared with how the unit is actually used. This is calculated as the number of patient days for the fiscal year divided by the bed days for the fiscal year multiplied by 100.

Appendix A: Program and Client Statistics

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. For emergency and inpatient services, wait time in hours is reported.

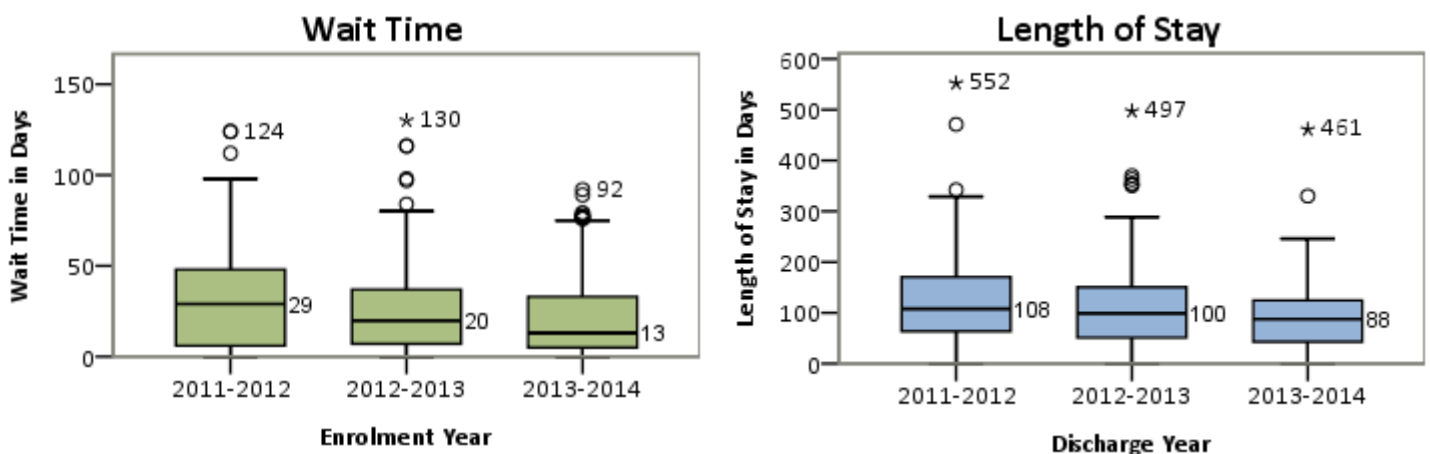
Length of Stay

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. For inpatients, clients admitted and discharged on the same day are counted as having a length of stay of one day.

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



Appendix A: Program and Client Statistics

Activity Statistics:

Client activity statistics are provided for the current fiscal year to show the breakdown of direct activities, indirect activities, and group activities. The specific activities collected vary according to the data system used within the service. As activity data collection is not standardized, comparisons should not be made across services using different data systems. Some services also collect non-client activities, but these are typically not included in this report.

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 intake assessment, individual therapy, and family therapy.

Indirect Activities

Indirect activities typically refer to interventions, procedures, or contacts related to, but not directly involving the client. Some examples include case consultation, professional reports, and some data systems collect travel time.

Group Activities

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

Client Statistics:

Client demographic statistics are provided for the current fiscal year to show the distribution of age 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 is presented within the bar graph.

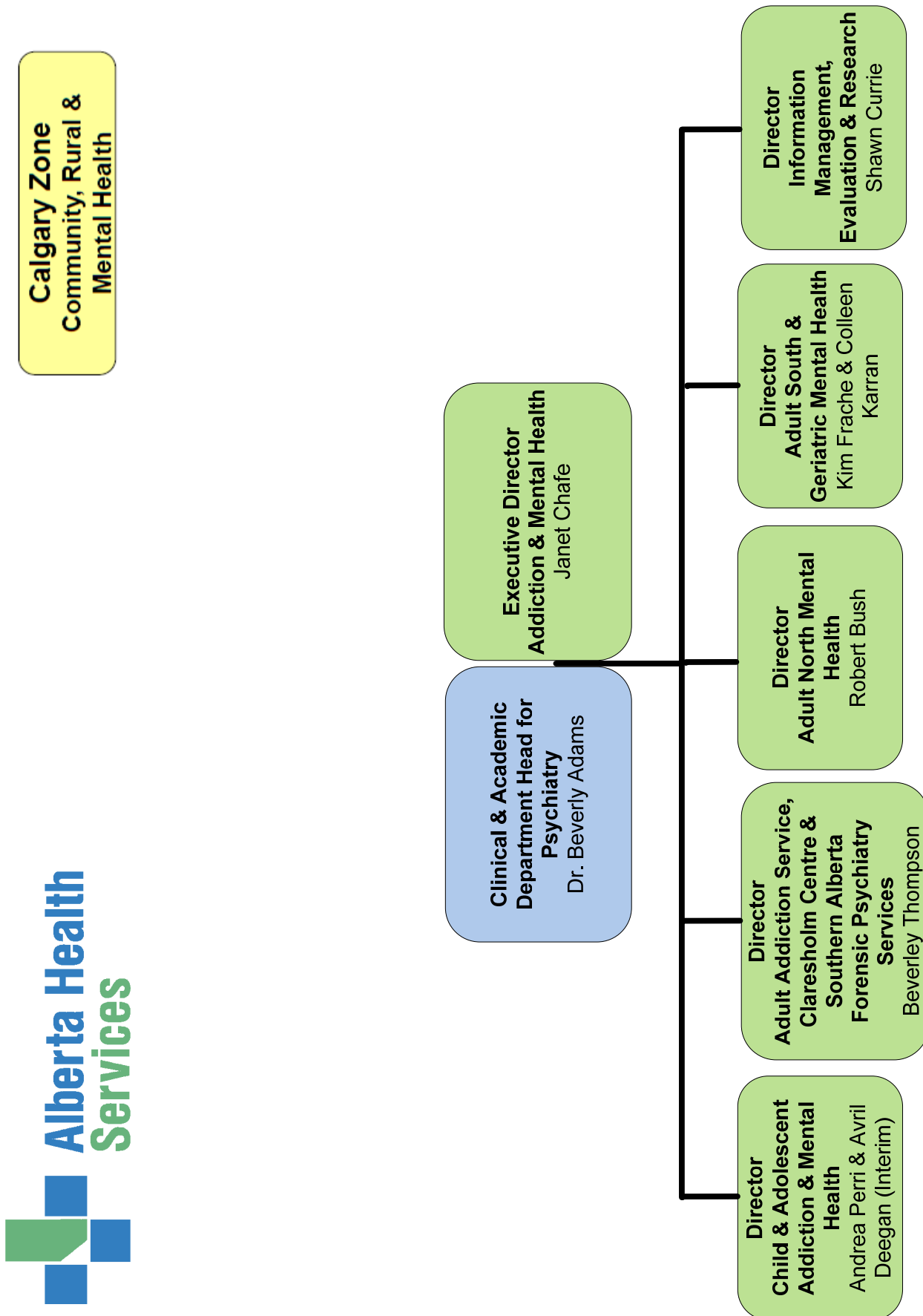
Diagnostic Categories

Diagnosis information collected and reported for the majority of services includes both formal diagnoses as well as provisional diagnoses from the DSM-IV Axis I or Axis II categories. The bar graph represents all diagnoses and not just the principal, as clients may often have more than one diagnosis.

Place of Residence

The place of residence is determined by the client's postal code entered within the data system. 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.

Appendix B: Org Chart for Calgary Zone Community, Rural & Mental Health



Last Updated December 2014

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 depending on the data system used and caution should be taken in comparing this data across systems.
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 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.
CGAS	The Children's Global Assessment Scale (CGAS) is a 100-point rating scale measuring psychological, social and school functioning for children aged 6-17. It is a valid and reliable tool for rating a child's general level of functioning on a health-illness continuum.
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.
Contracted Service	An organization, company, consortium or individual who provides services to the client through a legally executed agreement with AHS.
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-IV Axis I or Axis II categories. For this report, the graph represents all diagnoses, not just the principal. For more information, please refer to the Diagnostic and Statistical Manual of Mental Disorders, 4th Edition, Text Revision (DSM-IV-TR).
Direct Activities	Appointments, sessions, contacts, interventions, or procedures with client(s) or those that directly impact the client's treatment.

Glossary of Terms

TERM	DEFINITION
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).
Formal Patient	A "Formal" patient is defined as a person detained in a designated facility on the authority of two Admission Certificates or two Renewal Certificates. A "24 Hour Hold" patient is defined as a person detained with one 24-hour hold certificate.
GAF	The Global Assessment of Functioning (GAF) Scale is a 100-point tool rating overall psychological, social and occupational functioning of people 18 years of age and older. The GAF is included in the Diagnostic and Statistical Manual of Mental Disorders, Fourth Edition, Text Revision (DSM-IV-TR).
Group	A collection of individuals based on specific criteria receiving services (e.g. therapy group). Note: Group activity is tracked differently depending on the data system. Some systems count each group once, others count each group multiple times based on the number of attendees.
HoNOS/HoNOSCA Statistics	A summary of data available for the Health of the Nation Outcome Scales (HoNOS), an instrument comprised of 12 (adult and geriatric version) to 15 (child and adolescent version, called the HoNOSCA) scales on which a clinician rates problem severity. For more information, see Appendix B.
Indirect Activities	Contacts or interventions related to, but not directly involving, the client(s), (e.g. Case Conference).
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. For inpatient services, clients admitted and discharged on the same day have a length of stay of one day.
Mean	The average of a range of numbers.
Median	The middle value in a range of values arranged in sequence by size.
New Enrolments	The number of clients/patients enrolled into the service during the given reporting period. This includes all client registrations with an enrolment date during the reporting period.
No-Show	Client who does not materialize for their scheduled appointment.

Glossary of Terms

TERM	DEFINITION
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.
Percent Occupancy (also known as Occupancy Rate)	The occupancy rate provides data concerning the client capacity of a service or a facility compared with how the service or facility is actually used over a specific period of time. Percent occupancy is patient days for the reporting period divided by bed days for the reporting period multiplied by 100.
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 data systems, 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.
Reason for Referral	The reason a client was referred to a particular service or program.
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).
Rural	Towns, villages, farmland population outside of the city boundaries.
Treatment Focus	The reason(s) clients are seeking treatment within Addiction Services (e.g. alcohol, other drugs). More than one category can be selected.
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.

Glossary of Terms

TERM	DEFINITION
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). For the wait time box plots in this report, the median is presented instead of the mean. Also refers to the length of time a client remains on a waiting list prior to enrolment into a service.

Glossary of Terms

MAIN LOCATIONS:

For a detailed list of all Calgary Zone service locations, log onto:

<http://www.albertahealthservices.ca/facilities.asp?pid=fgeo&geo=13>

ACH	Alberta Children's Hospital	2888 Shaganappi Trail NW, Calgary, Alberta
Bridgeland	Bridgeland Seniors Health Centre	1070 McDougall Road NE, Calgary, Alberta
Cambrian Heights	Cambrian Heights School	640 Northmount Drive NW, Calgary, Alberta
Carewest	Carewest Glenmore Park	6909 14 Street SW, Calgary, Alberta
Centre of Hope	The Salvation Army - Centre of Hope	420 9 Avenue SE, Calgary, Alberta
Claresholm	Claresholm Centre for Mental Health & Addictions	139 43 Avenue W, Claresholm, Alberta
ECHC	East Calgary Health Centre	4715 8 Avenue SE, Calgary, Alberta
FPB	Foothills Professional Building	1620 29 Street NW, Calgary, Alberta
FMC	Foothills Medical Centre	1403 29 Street NW, Calgary, Alberta
Holy Cross	Holy Cross Centre	2202 2 Street SW, Calgary, Alberta
PLC	Peter Lougheed Centre	3500 26 Avenue NE, Calgary, Alberta
RGH	Rockyview General Hospital	7007 14 Street SW, Calgary, Alberta
RRDTC	Richmond Road Diagnostic & Treatment Centre	1820 Richmond Road SW, Calgary, Alberta
SAFPC	Southern Alberta Forensic Psychiatry Centre	11333 85 Street NW, Calgary, Alberta
SCHC	South Calgary Health Centre	31 Sunpark Plaza SE, Calgary, Alberta
SHC	South Health Campus	4448 Front Street, Calgary, Alberta
SMCHC	Sheldon M. Chumir Health Centre	1213 4 Street SW, Calgary, Alberta
SMG	Sunridge Medical Gallery	2580 32 Street NE, Calgary, Alberta
SPB	Sunridge Professional Building	2675 36 Street NE, Calgary, Alberta
SRC	Sunridge Retail Centre	3465 - 26 Avenue NE, Calgary, Alberta

Glossary of Terms

DATABASES:

Common data systems and data sources utilized by Calgary Zone Addiction and Mental Health services

ADTP	Adolescent Day Treatment Program
ARMHIS	Alberta Regional Mental Health Information System
ASIST	Addiction System for Information and Service Tracking
CARA	Clinical Activity Reporting Application
CETIS	Community Extension Team Information System
CGIS	Community Geographic Information System
CollCare	Collaborative Mental Health Care
DIMR	Data Integration, Measurement and Reporting
Diversion Database	Provincial Diversion Database
eProgram	Early Psychosis Treatment Service
GMHIS	Geriatric Mental Health Information System
HDS	HoNOS Data System
MCIS	Mobile Crisis Information System
MHIOS	Mental Health Information and Option System
Program Statistics	Data collection internal to program
PSMHC	Pediatric Shared Mental Health Care
RAIS	Regional Access & Intake System
SOS	Alberta Children's Hospital Workload System
Triage	13 versions utilized by 12 different service areas