

## 2013 Demographic Data

2013 Service usage : 21,575	# Times Services Used by Program Area
Street Services	4294
Community Based Residential	431
Intensive Residential	253
Learning Centres	413
Crisis and Counselling	15151
In Home Support and OBSD	1033

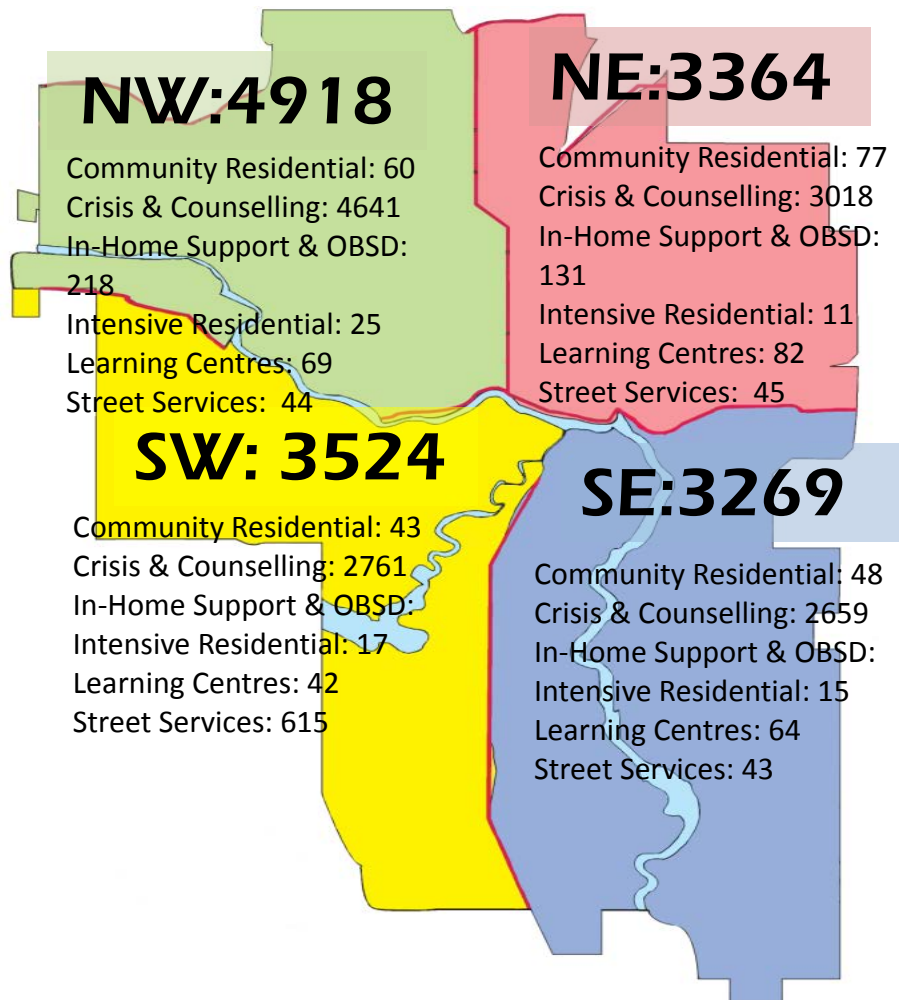
In 2013  
**21,575**  
 Clients Served  
 and  
**16,951**  
 Unique Clients Served

Clients Served by Program Area for 2010-2013

Program Area	# clients served 2010	# clients served 2011	# of clients served 2012	# of clients served 2013
Crisis and Counseling	13525	16443*	14802*	14048*
Street Services	1018	861	1191	1036
In-home Support and Outcome Based Service Delivery	652**	666**	966	946
Specialized Learning Centres	229	410	417	388
Community-Based Residential	423	366	310	347
Intensive Residential	124	191	159	186
<b>Total</b>	<b>15922</b>	<b>19268</b>	<b>17845</b>	<b>16951</b>

\*CRT did not track repeat clients

\*\* Clients for FC reflect only closed files for 2010 and 2011



Number of Clients Served by Location \*

- **Number of Calgary Clients:** 15075
- **Number of Alberta Clients from Outside of Calgary:** 1480
- **Number of Clients Served from Outside of Alberta:** 192

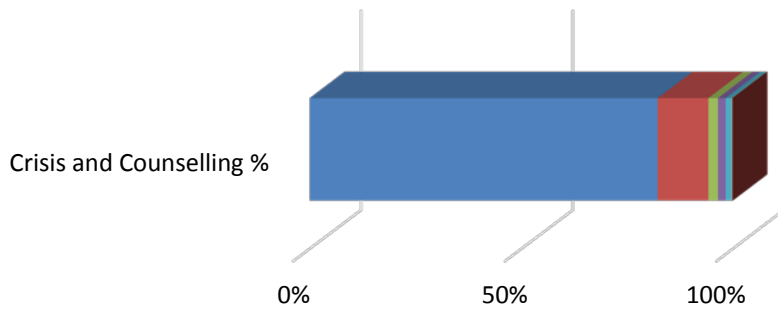
\* Location not reported for 204 clients

2013 Service usage total: 21,575

# Times Services Used by Program Area

Street Services	4294
Community Based Residential	431
Intensive Residential	253
Learning Centres	413
Crisis and Counselling	15151
In Home Support and OBSD	1033

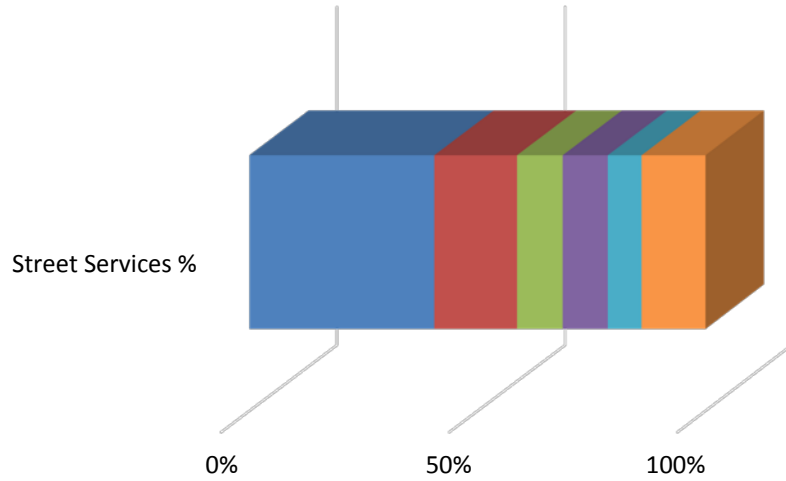
**Crisis and Counselling Services  
(n=4158\*)**



	Crisis and Counselling %
■ Single Session	82.2
■ Admission / Community	12.0
■ Admission / Children's Services	2.3
■ Focused Counselling (AHS)	1.9
■ Focused Counselling (EFC)	1.4
■ Admission / PDD	0.1
■ School Based Counselling	0.1
■ Admission / Out-patient	0.0

\*Service definition was not tracked for Exit Outreach of CRT crisis call, text and chat clients

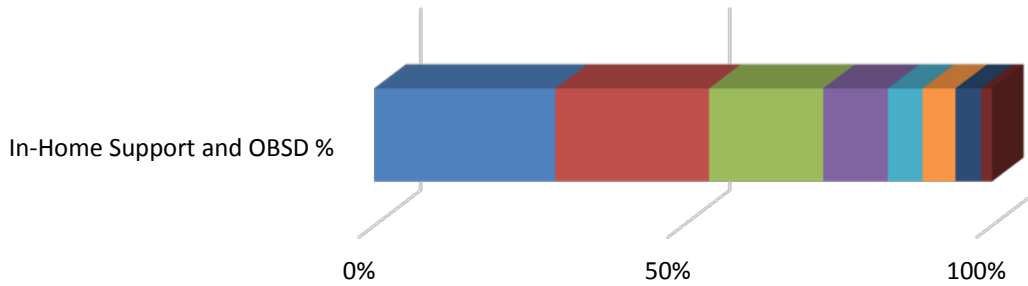
## Street Services (n=960)\*



	Street Services %
■ Shelter (Community)	40.5
■ On Hold 30 days	18.1
■ Shelter (CFSA)	10.0
■ Time Out (Internal)	9.9
■ Reintegration	7.4
■ Other	14.1

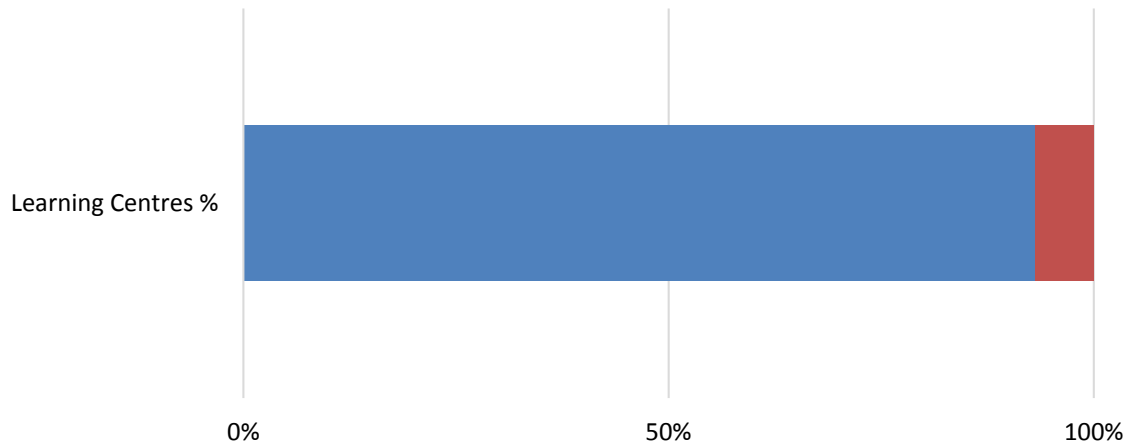
\*Service definition was not tracked for Exit Outreach of CRT crisis call, text and chat clients

## In-Home Support and OBSD Services (n=1033)



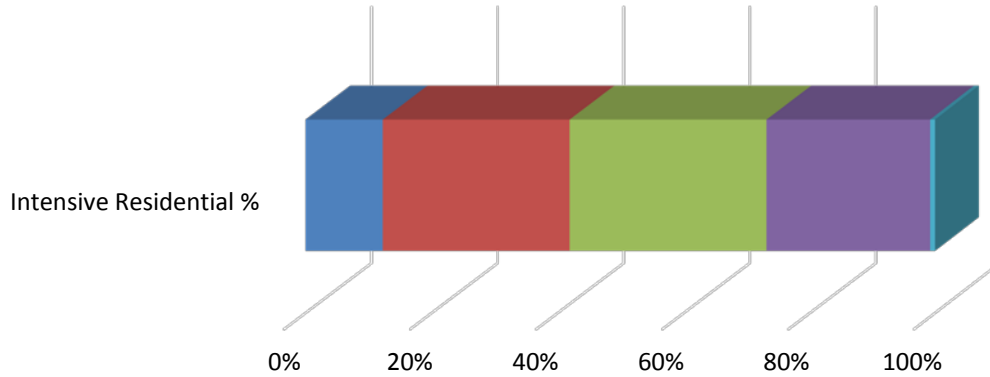
	In-Home Support and OBSD %
■ Family Preservation	29.3
■ In-Home Support- Children's Services	24.9
■ Family Reunification	18.5
■ Family Diversion	10.5
■ In-Home Support- School	5.6
■ Permanency	5.3
■ In-Home Support- Community	4.2
■ In-Home Support- Other	1.7

## Learning Centres Services (n=413)



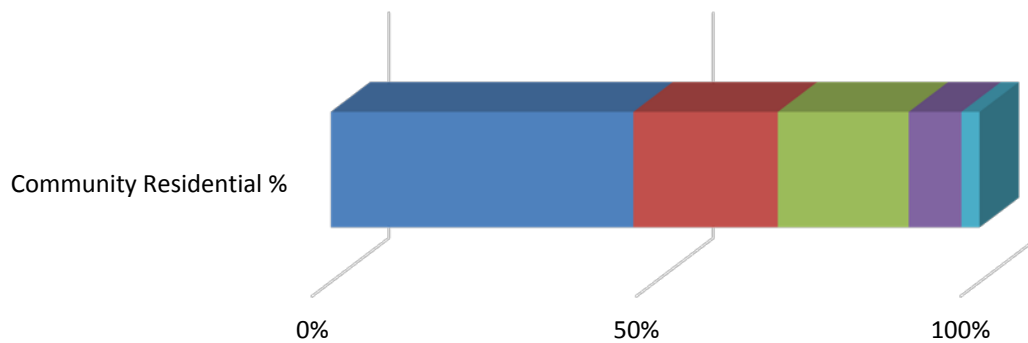
	Learning Centres %
■ Academics / Treatment	99.3
■ Clinical/Behaviour Support	7.3

## Intensive Residential Services (n=253)



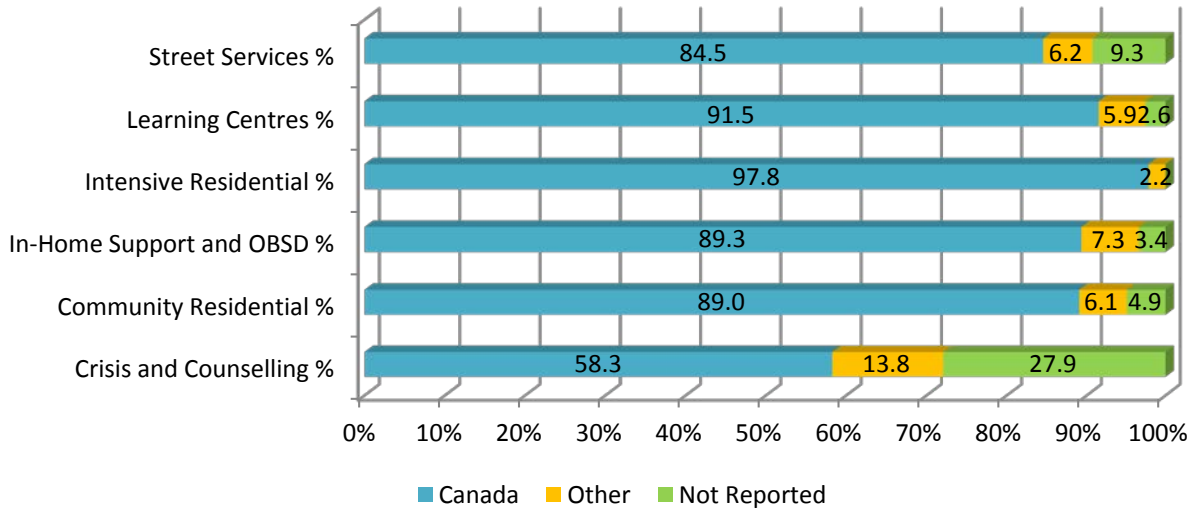
	Intensive Residential %
Contract (Child Welfare)	12.3
Contract (Mental Health)	29.6
Fee For Service	31.2
IR Aftercare	26.1
Respite (Internal)	0.8

## Community Residential Services (n=431)



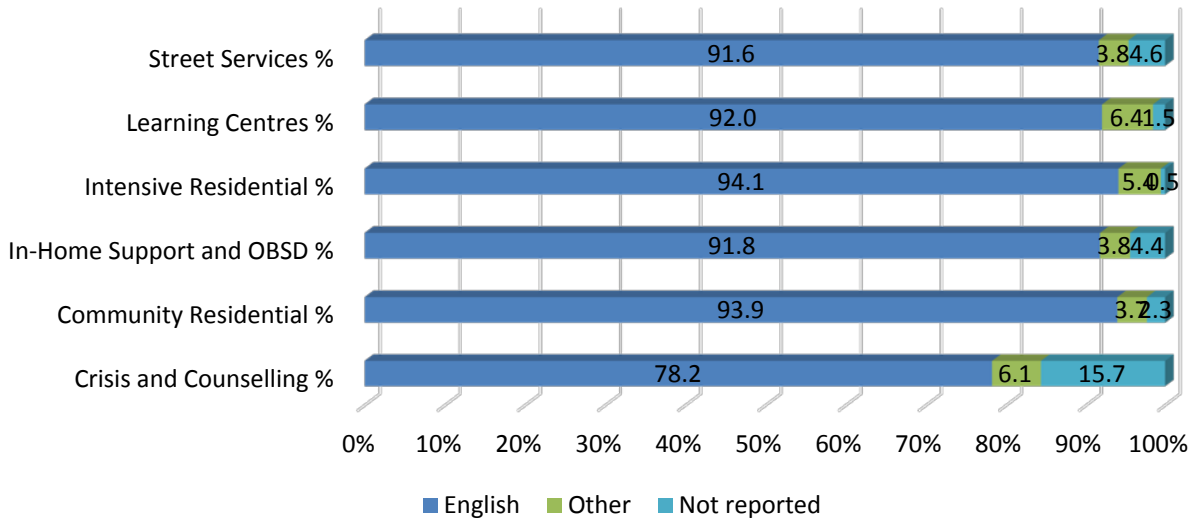
	Community Residential %
Contract (Child Welfare)	46.6
Fee For Service	22.3
Contract (Mental Health)	20.2
Respite (Internal)	8.1
Other	2.8

## Birth Country (n=5375)\*

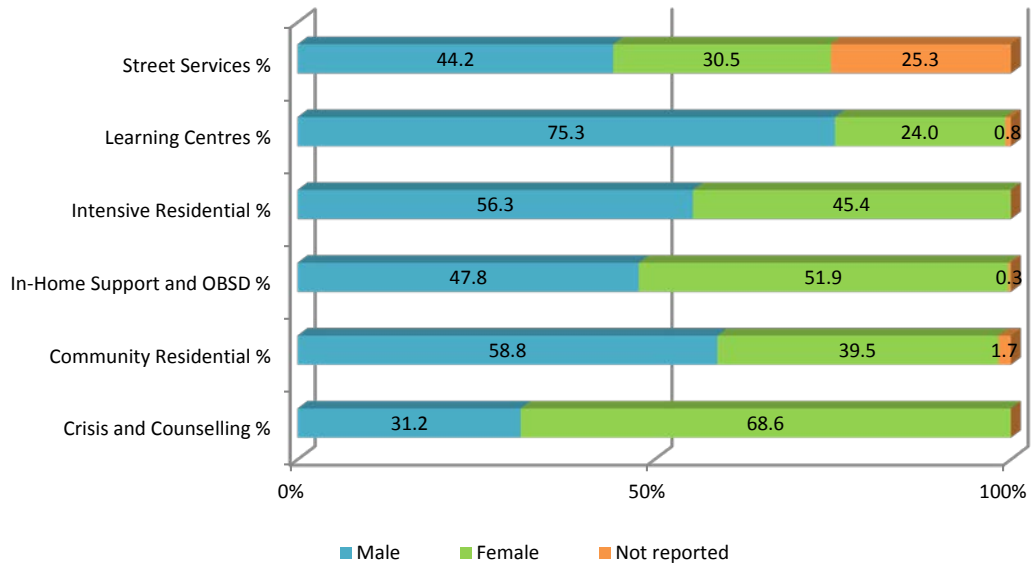


\*Birth country was not tracked for Exit Outreach of CRT crisis call, text and chat clients

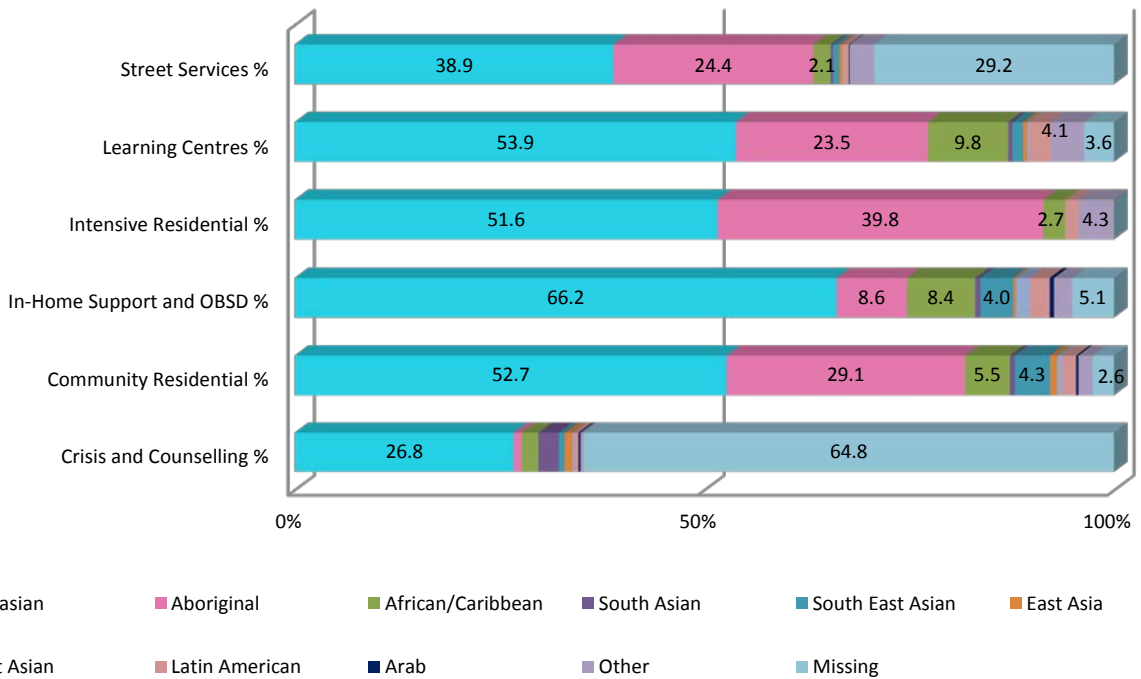
## First Language (n=16951)



### Gender (n=16951)

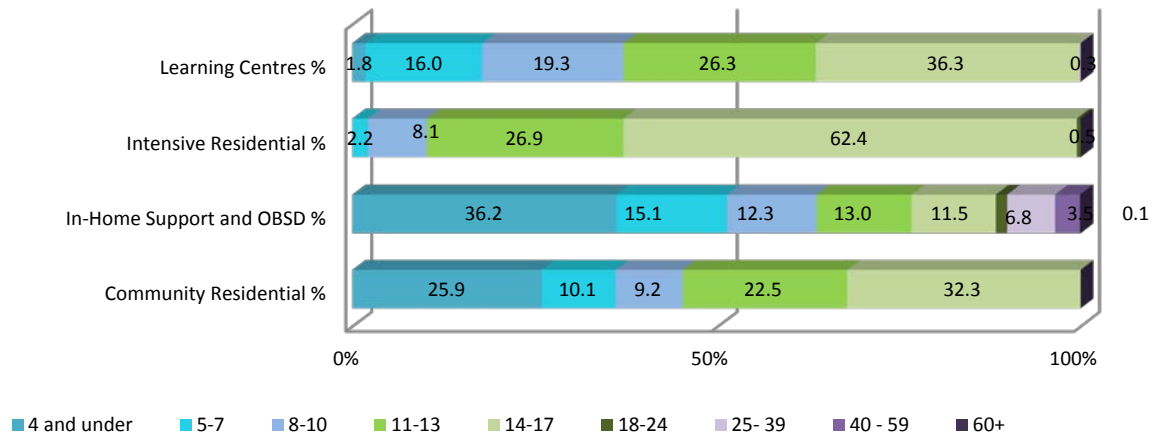


### Heritage (n=16951)

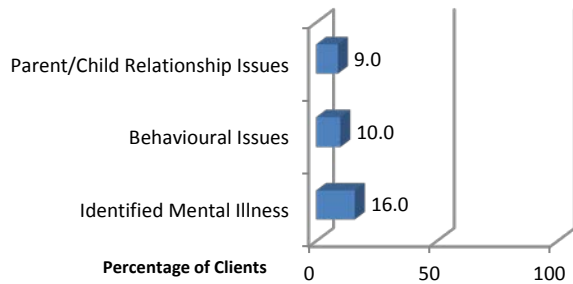




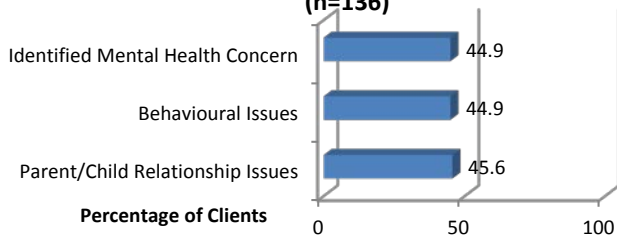
**Age of Clients by Program Area (n=1867)**



**Top 3 Presenting Concerns Crisis and Counselling (n=14351)**



**Top 3 Presenting Concerns Intensive Residential (n=136)**



**Top 3 Presenting Concerns Community Residential (n=228)**

