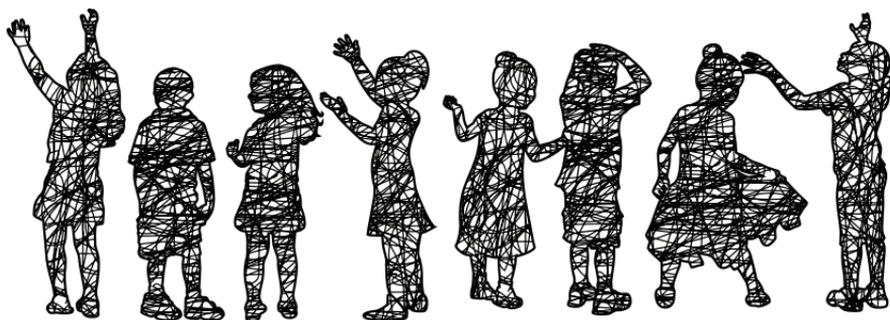




WOOD'S HOMES

WORKING FOR CHILDREN'S MENTAL HEALTH
SINCE 1914



**Treatment and Support for children,
youth and families.**

2018/19 Annual Report

The shadow of **STIGMA**





People with mental health challenges say the stigma is worse than the illness.

Meet Ken

Client talks Stigma

When it comes to STIGMA,

I think about feelings or misunderstandings that usually come from fear or anger. For instance, anyone who is angry at an addict, or who believes addicts should be treated like criminals or lesser-than, those feelings probably come from fear. And I think that fear comes from a lack of understanding.

You have to ask, ‘Why is a person an addict? Why are they willing to sacrifice so much?’

As soon as you’re willing to ask those questions, you’ll begin to understand and break down the stigma toward people who are addicts and who are struggling.

And if we want to see all of us grow in terms of quality of life, our quality as people, as individuals, we need to take care of one another – no matter what that looks like. If you see someone suffering, it hurts all of us to simply look down your nose at them.

It’s simple. If you want the world to be a better place, if you want to be a better person, try to make things better for people around you. Sometimes that’s as simple as listening to a person and really trying to understand their situation. Anyone who is willing to listen, is already making things better for those who are misunderstood. And it breaks down the fear and the anger. And with that, we break down the stigma.

“We need to all take care of one another because there’s more than one side to every coin.”



EXCERPTS FROM OUR INTERVIEW WITH KEN.

VISIT US ON  TO LEARN MORE ABOUT KEN'S STORY.

Meet Sharlet

Our Culinary Arts grad set for SAIT



“A little over a year ago,

my mother and I heard about Wood's Homes Youth Culinary Arts Program called YCAP. Until then, my life had not been easy. I moved to Calgary from Vancouver when I was young and struggled with school, mental health, depression and, most recently, addiction.

My mother was very worried, but knew one thing; I loved to cook. We set out to find ways this passion might be used to better my education and help with my addiction and mental health issues.

That's how we found out about YCAP. I admit that I struggled when I first got here. I didn't do well with routine and couldn't deal with the demands of a chef, so sometimes I just didn't show up - yet **they never gave up on me.**

The counsellors have always been supportive, and with their help I managed to gain my high school credits while receiving my Alberta Food Safety Certification, something I'll need when I'm working in the culinary world.

I remember being intimidated when I first got here. That's why I chose to be a peer leader for kids new to the program. I like letting them know that they belong, and that it's not a place where people will judge them or give them a hard time about where they're from or who they are. It's a safe space.

Young people who could use a little help are lucky to have places like this. With Wood's Homes support, I've been accepted into SAIT's culinary program this fall. A few years ago, I'd have never guessed I'd be here. But the people here made a commitment to me. They saw me through.

I'm grateful for that. ”



Our NEW INGL

Home to the EXIT Youth Hub

Homeless and street-involved youth told us they needed different locations. This new campus provides transitional supportive housing, a medical clinic

Our Street Services in Calgary

EXIT Community Outreach (est. 1989):

On-site mental health counselling, including crisis support, addictions, housing and employment services.

CATS Medical Clinic (est. 2007):

Medical and mental health professionals provide free, confidential support for young people 12-23.

New Horizon (est. 2010):

A wrap-around support and housing program for vulnerable young adults, 18 - 25, working toward independence.

Linking Employment, Abilities & Development (est. 2015):

Youth, 15-24, are supported in finding and maintaining meaningful employment in a broad range of sectors.

EXIT Reach Clinical Services

Clinical and mental health services are available to the Calgary Homeless Foundation.

Youth Culinary Arts Program

Youth learn culinary skills and gain experience preparing for work in the culinary industry. The program also includes a counselling service in a safe environment.



Our YCAP team practises culinary skills.

Other Programs at this Campus

Foster Care Network (est. 1996):

Between 75-80 children are in our care on any given day. We are always looking for foster parents. Call 403-270-4102.

Home Connections (est. 2010):

Home Connections supports parents and youth for a year to address parenting and family issues.

LEWOOD CAMPUS

at transportation challenges prevented them from accessing services spread across all services for this population under one roof – employment and life-skills training, c, mental health and addictions counselling.

ices (est. 2015):

upport for clients, 15 - 24, thanks
ndation's housing programs.

ram (est. 2012):

from a professional chef to
nary sector. It is a wrap-around
and structured environment.



1997):

more than 100 families every
d child development issues.

Street Services in Lethbridge

We began providing treatment and foster care services across southern Alberta in 1986. In 2001, we opened a youth shelter that today is called Youth Connections: The Core – a short-term option for young people in need of a place to stay who are not living at home for various reasons or struggling with family/placement conflict. It offers food, a warm bed, counselling and referrals.

Street Services in Fort McMurray

Our Stepping Stones Youth Services began in 2009 and has since helped hundreds of struggling youth and their families. Here we also provide short-term stays for young people who are not living at home for various reasons, or who are struggling with their parents and caregivers. Services include after-care and mobile outreach.



WAYS WE OFFER HELP

Wood's Homes is a nationally accredited children's mental health centre that provides treatment and support for children, youth and families. We work on three large campuses in Calgary and 20 other locations across Alberta, including Lethbridge, Strathmore and Fort McMurray. We work with 20,000 people every year.



CALL: 403-299-9699
1-800-563-6106



TEXT:
587-315-5000



EMAIL:
eTherapy@woodshomes.ca



LiveChat:
[Visit woodshomes.ca](http://woodshomes.ca)



Walk-In: Eastside Family Centre
255 - 495 36 Street N.E. | [Visit woodshomes.ca](http://woodshomes.ca) for hours

The Pillars of our 43 Programs:

Crisis & Counselling Services

Live-In Treatment

Short-Term Stays & Outreach

Homeless & At-Risk Youth

Parents & Families

Learning Centres & Schooling

Learn more at woodshomes.ca

SUCCESS IN CRISIS SUPPORT

Community Resource Team

24/7 Crisis line

- **11,000:** The number of calls, texts, and LiveChats.
- **91%:** The percentage of callers who said they felt better after calling us.

Eastside Family Centre

No-Charge, Walk-In Counselling

- **3,300:** The number of clients who accessed single-session therapy service. Calgarians come to us for help from all quadrants of the city:

N.W.
19%

N.E.
37%

S.W.
14%

S.E.
20%

- **93%:** Single-session clients who found our 'team approach' at Eastside Family Centre helpful.
- **50%:** Single-session clients who stated they would have gone to the emergency room or their doctor had they not known about Eastside Family Centre. This service has been diverting clients from higher cost services since its inception in 1990.



WOOD'S HOMES RESEARCH



The Temple Project: Dr. Angelique Jenney, Wood's Homes Research Chair in Children's Mental Health, has started a qualitative exploration of what makes our Temple programs (named as such because the first program began in Calgary's Temple community) so effective. Since Temple's start in 2007, **7** more Temple programs have been added – **4** serving clients under 18; **4** working with adults. We look forward to preliminary findings to be released in the next year (*please see our statistics of success at right*).

Dr. Jenney arrived in April 2017 with many projects already in place, including **Mothers in Mind**, a mother/child program designed to meet parenting needs of mothers who have experienced violence or trauma. Over this past year, another **30** staff were trained (for a total of **76**). The program is offered out of our agency's Forest Lawn and Lethbridge locations.

Children's Mental Health Simulation Project: This involves creating a simulation lab for social work students to help them practise the skills they need to work with clients and systems. The project (to take shape over the next year) is made possible through the generous financial support from one of our agency's longtime Board members and his spouse. It is a partnership between Wood's Homes and the U of C's Faculty of Social Work.

Our Research Department: Established in 2001, this department is dedicated to enhancing data quality and outcome analyses of our programs. Over the past year, Research has merged information from its client database into software that delivers more comprehensive analysis which helps to better understand our clients and their needs.

Communicating the work: Dr. Jenney has co-authored seven publications, **11** blogs and written three dispatches all since last June to inform our staff and various stakeholders.

Evidence to Practice: Visit the Learn tab at woodshomes.ca to read the latest Research Journal and Research Briefs on a variety of topics.



SPECIALIZED TREATMENT SUCCESSSES

Temple Under 18 Program

- **100%:** Clients, caregivers, and caseworkers who reported satisfaction with the program.
- **100%:** Clients who improved in their behavioural functioning from intake to discharge.

Temple Adult Program

- **100%:** Clients, caregivers, and caseworkers who reported satisfaction with the program..
- **80%:** Clients who improved in their level of behavioural functioning.

THERAPEUTIC COMMUNITY CARE

Strathmore Program Wheatland County

- **100%:** Clients who were enrolled in school and met their academic expectations after discharge.
- **100%:** Clients who improved in their behavioural functioning from intake to discharge.

Altadore Program Southwest Calgary

- **100%:** Parents and caseworkers who reported they were satisfied with the program.
- **100%:** Clients who were employed or enlisted in vocational programming.

Collingwood / 14th Street Program Northwest Calgary

- **83%:** Clients who improved in behavioural functioning from intake to discharge.
- **100%:** Families who saw improvement in cohesion, flexibility and communication.

THERAPEUTIC CAMPUS-BASED CARE

Wood's Homes was one of three agencies chosen in July 2018 by Alberta Children's Services, to provide Therapeutic Campus-Based Care at our Bowness campus. This is a live-in support service for children and youth with complicated mental health challenges.

This new treatment model places youth in programs based on their age, presenting concern, treatment duration, behavioural risk presentation, gender, family involvement, developmental ability and milieu dynamic. It provides a range of clinical and educational services.

- **88.9%:** Clients who had an increase in family connections at discharge.
- **85.7%:** Clients who showed an improvement in behavioural functioning from intake to discharge.
- **78%:** Clients who displayed a reduction in critical incidents from admission.
- **77%:** Discharged clients who returned home or to a community placement.

An example of our partnership with Alberta Health Services

Wood's Homes works in partnership with **Alberta Health Services** to provide **3** programs on our Parkdale campus: the Exceptional Needs Program, the Community Psychiatric Unit and the Youth Community Support Program. Each of these programs provides short-term care for youth who would typically access emergency services with no stable resolution.

Exceptional Needs Program:

- **90%:** Clients who showed an improvement in behavioural functioning from intake to discharge.

Community Psychiatric Unit:

- **87%:** Clients who showed an improvement in their crisis response.

Youth Community Support Program:

- **71.5%:** Decrease (percentage) of emergency mental health visits by clients (from intake to 6-months post discharge).

NEW PATHWAYS TO DIVERSITY

In the early 1990s, we created values that demanded appreciation of differences (not just settling for tolerance or acceptance) and we have held ourselves to this standard over the years.

- While Indigenous children make up **10%** of the youth population in Alberta, they represent **70%** of all children in care.
- About **20%** of the youth in our live-in and community-based programs are Indigenous.
- Our Indigenous liaison, Tye Rhyno, has been working with our youth for the past **2** years, helping them to understand, respect and appreciate their culture.



Wood's Homes Community Teepee, located on our Bowness Campus.

"I feel like we are on the road to reconciliation together here."

- Tye Rhyno

- Research shows that up to **40%** of homeless youth identify as non-heterosexual. One of the leading causes of LGBTQ2S youth homelessness is parental rejection.
- The Homeless Hub reports that transgender youth are **60%** more likely to attempt suicide and that **80%** of LGBTQ2S students experience discriminatory practices in school.
- Wood's Homes held a **first-of-its-kind** training in the Fall of 2018, that focused on youth who identify as 2-Spirited. The training provided appropriate cultural competency facilitated through Elders and Knowledge Keepers. Due to their popularity, two additional trainings were held in partnership with the Calgary Homeless Foundation.



COLLABORATIVE SERVICE DELIVERY

This type of service delivery, in partnership with Alberta Children's Services, works with families to address child protection concerns. It includes our Family Connections program in Lethbridge and Family Support Network in Calgary's Forest Lawn community.

Family Connections Lethbridge

- **90%:** Clients who maintained typical or improved overall development for children under 6.
- **75%:** Families who showed positive outcomes in the 'living conditions' sub-domain of family functioning.

Family Support Network Calgary

- **93%:** Parents who felt better prepared to meet their child's needs after support from this program.

43
Programs

23
Program
Locations

500+
Staff

100+
Volunteers

105
Years since
our founding



8,700 Likes
8,500 Followers



4,500
Follow us
@ChildMntlHealth



22,500 views



Most of our intensive programs operate at
1/3 the cost of hospital-based treatment



Our 2018/19 operating budget.

762
Individual Donors
in 2018

169
Corporate Donors
in 2018



Financial statements: woodshomes.ca/about-us/annual-reports.
Lists of our Boards of Directors, Partners & Funders is available
at woodshomes.ca/about-us.

LOOKING BACK TO SEE AHEAD

By CEO Jane Matheson & Wood's Homes Board Chair Heather Heasman

This time of year asks us to reflect on the past year – its successes and challenges - and in turn, encourages us to look towards the future with all of its possibilities. Last June, we were celebrating our Annual General Meeting at our **new Inglewood Campus**. The building was still in some disarray as we had just moved in. Today, our Street Services, Foster Care and Home Connections programs have found a routine together.

In July we re-tendered **Therapeutic Campus-Based Care** services with many staff hired and relocated from other programs. Much of the year was focused on developing models of practice, and creating collateral services (Aftercare, Indigenous Services).

We also ended our successful work in **Fort Smith, N.W.T.** after **10 years**, but continue to remain in touch with funders and referral sources there.

We were also fortunate to grow our outreach mental health services with the new Acute Care at Home program, our Housing First programs in Calgary and Lethbridge, as well as adding an Addictions Counsellor and a new employment position at EXIT. The **Temple Programs** continue to receive referrals and graduate young people successfully too and our Stabilization program is now located in the community.

But with bounty also comes strife - a portion of our United Way funding was lost due to philanthropic challenges in **Fort McMurray** and Calgary. We also have a new government whose plans for fiscal responsibility will most likely affect us.

We continue to collect data, show excellent outcomes, and focus on providing best in class services with the resources we have. The Research Department and the Wood's Homes **Research Chair in Children's Mental Health** (in its third year) helps with this goal remarkably. Our support services and Foundation also provide a strong safety net for us and for clients to whom we "Never Say No".

The year ahead will be filled with many excitements, as the Board plans for the next **Capital Campaign** (renovating the buildings of our live-in programs at Bowness) - and prepares for a change in CEO leadership in the spring of 2020 after **35 years** of stability. We send our appreciation to all of our staff, Board members and volunteers, donors, funders, partners and neighbours for being so committed to our work. Because of you, the heavy lifting is a bit lighter, our successes are many and we see a future where **anything is possible!**



WOOD'S HOMES

WORKING FOR CHILDREN'S MENTAL HEALTH
SINCE 1914

**We Never Say No
We Never Give Up
We Never Turn Anyone Away**

Our Vision

A world that values and nurtures the mental health of all people and when needed, ensures quality, timely help for all.

Our Mission

We create and provide quality mental health services that promote and restore the well-being of children and families who struggle with problems big and small.

**Stay in touch with us by subscribing to our newsletters.
(link can be found online at the bottom of our homepage)**



**To donate or learn more about us,
please visit woodshomes.ca**