

HEALTH AND SOCIAL SERVICES



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HEALTH AND SOCIAL SERVICES

SOCIAL SERVICES FAMILY AND CHILDREN'S SERVICES

SUPPLEMENTARY INFORMATION

Family Support Services ^{Note 1}

- Under s. 10 of the *Child and Family Services Act* (CFSA), Family and Children's Services provides a range of supports to families that have child protection concerns. The specific services provided are determined on an individual level, but can include services for children, counselling, in-home support, out-of-home care, homemaker services, respite care, parenting programs, and services to support children who witness family violence. These services are facilitated by the Family Services Units in Whitehorse and in rural communities.

Number of Child Protection Reports ^{Note 2}

- Number of Child Protection Reports includes all of the reports from across the territory that a child may be in need of protective intervention under the CFSA that Family and Children's Services receives and must respond to.

	2024-25 ESTIMATE	Comparable		
		2023-24 FORECAST	2023-24 ESTIMATE	2022-23 ACTUAL
Family Support Services				
Number of Child Protection Cases ^{Note 3}	382	355	N/A	458
Number of Family Enhancement Cases	29	39	N/A	69
Child Protection Reports				
Number of Child Protection Reports Requiring Responses	691	668	1350	744

Note 1. What was previously reported as "Agreements for Family Support Services" in prior fiscal years has been restructured as "Family Support Services" to provide a more accurate and detailed description of the services provided, as there has been a transition away from using ASSFs as the sole method of supporting families. Instead, families are not required to sign an agreement that could limit the scope of supports provided and is incorporated into the case planning process on Child Protection and Family Enhancement files.

Note 2. What was previously referred to as "Child Protection Services" in prior fiscal years has been renamed as "Responses to Child Protection Reports" to provide a more detailed description of the statistic that is reported.

Note 3: As FCS' data quality and reporting capabilities continue to improve, and caseloads fluctuate year-to-year, the numbers reported here may show some significant changes. For example, the number of open child protection cases in the 22-23 FY to the forecasted number in the 23-24 FY show a 22% decrease - however, these numbers are trending up once more (see 24-25 estimate).

HEALTH AND SOCIAL SERVICES

SOCIAL SERVICES FAMILY AND CHILDREN'S SERVICES Child Placement Services Adoption Services

SUPPLEMENTARY INFORMATION

- Adoption services are provided within Child Placement Services in Whitehorse and by Regional Services personnel in rural communities.

	2024-25 ESTIMATE	Comparable		
		2023-24 FORECAST	2023-24 ESTIMATE	2022-23 ACTUAL
Number of Adoptive Homes ^{Note 1}				
Whitehorse				
Approved Homes ^{Note 2}	10	5	7	5
Completed Home Studies ^{Note 3}	7	1	N/A	4
Awaiting Home Study	8	7	N/A	6
Rural Communities				
Approved Homes	1	1	1	1
Completed Home Studies	0	0	N/A	0
Awaiting Home Study	0	0	N/A	0

Note 1. In previous years, FCS reported on the number of approved adoptive homes and the number of adoptive homes waitlisted for placement. For the 2024-25 budget call, this has been restructured to better reflect the work done in this area as the number of approved homes and number of homes waitlisted for placement are essentially the same numbers (i.e., all approved homes are open/awaiting placement, as homes are made inactive when a child is placed there). Instead, the number of approved homes, homes with completed home studies, and homes awaiting home studies are reported, as this is more reflective of the work done in this area.

Note 2. The number of approved homes in 24-25 is estimated to show a significant increase, as FCS anticipates formalizing the approvals for a number of homes currently in/close to the final stages of the approval process.

Note 3. The fluctuation seen in the number of completed home studies over the three periods is because the completion of home studies is dependent on the staff/resources available to do this work. Currently, Adoptions does not have a designated SW/team, only a manager.

Information is based on the timing and number of individuals who have completed educational training to prepare for foster parenting and completion of home studies.

HEALTH AND SOCIAL SERVICES

SOCIAL SERVICES FAMILY AND CHILDREN'S SERVICES Child Placement Services

SUPPLEMENTARY INFORMATION

Children in Care

- Services to children in the care and/or in the custody of the Director of Family and Children's Services and pursuant to the *Child and Family Services Act* are provided by the Family Services Unit in Whitehorse and by Regional Services personnel in rural communities.

Fostering Services

- Fostering services are provided by the Child Placement Services Unit in Whitehorse and by Regional Services personnel in rural communities.

	2024-25 ESTIMATE	Comparable		
		2023-24 FORECAST	2023-24 ESTIMATE	2022-23 ACTUAL
Children in Care				
Total Children in care	91	90	88	83
Location				
Whitehorse	65	64	59	53
Region	26	26	29	30
Extended Family Care ^{Note 1}	94	95	155	130
Fostering Services				
Number of Approved Homes				
Whitehorse	41	42	45	34
Rural Communities	7	8	11	13

Note 1. Children in Extended Family Care Agreements do not go under the care of the Director. In 22-23, the number of children in Extended Family Care were quite high and showing an upward trend - however, the actual number of children in Extended Family Care for the 23-24 FY has been trending down. That being said, the numbers reported are monthly averages and caseloads fluctuate month-to-month, so the actual for 23-24 may end up looking quite different from the forecast.

Information is reported on a monthly caseload basis and therefore, the above figures represent monthly averages, as numbers fluctuate from month to month.

HEALTH AND SOCIAL SERVICES

**SOCIAL SERVICES
FAMILY AND CHILDREN'S SERVICES
Early Childhood and Prevention Services**

SUPPLEMENTARY INFORMATION

Family Resource Program ^{Note 1}

- Family Resource Program was created in 2019-20 by combining the Healthy Families Program and the Family Support Program to provide universal, barrier-free preventative services to all families in Yukon with children from pre-natal up to 19 years of age. Services include in-home assistance and parenting education, through home visits and group sessions, to support families in being the best parents possible.

	2024-25 ESTIMATE	<i>Comparable</i>		
		2023-24 FORECAST	2023-24 ESTIMATE	2022-23 ACTUAL
Family Resource Program				
Clients in Family Resource Program	351	288	415	226

Note 1. The 2020-21 budget book reclassified "Healthy Families Program" as "Family Resource Program" to reflect the realignment of the Healthy Families program and Family Support Program.

Information is reported on a yearly basis.

HEALTH AND SOCIAL SERVICES

COMMUNITY AND PRIMARY CARE Mental Wellness and Substance Use Services Whitehorse

SUPPLEMENTARY INFORMATION

- Mental Wellness and Substance Use Services offers mental health and substance use prevention and treatment services in Whitehorse and throughout Yukon via regional hubs.

	2024-25 ESTIMATE	Comparable		2022-23 ACTUAL
		2023-24 FORECAST	2023-24 ESTIMATE	
Child, Youth and Family Treatment (1)	475	475	475	445
Severe and persistent conditions	100	95	95	95
Counselling Services	950	740	950	740
Intensive Treatment Program - Monthly admissions (2)	15	15	30	16
Withdrawal Management (Detox) Admissions - Monthly Admissions (2)	160	120	170	120
Forensic Complex Care Team - Active Clients per month (3)	95	95	100	90
Referred Care Clinic & Opioid Treatment Services - Active Patients per month(4)	820	820	815	825

Note 1: Information is reported on a monthly caseload basis and is reported by the number of unique individuals served / number of client visits.

Note 2: These numbers include clients coming to Whitehorse from regional hubs.

Note 3: Forensic Complex Care Team was formed in 2019.

Note 4: The Referred Care Clinic/Opioid Treatment Services Clinic are now under Mental Wellness and Substance Use Services. Clinics are provided by the same collaborative care team.

HEALTH AND SOCIAL SERVICES

**COMMUNITY AND PRIMARY CARE
Mental Wellness and Substance Use Services
Regional Hubs**

SUPPLEMENTARY INFORMATION

- Mental Wellness and Substance Use Services offers substance use and dependency prevention and treatment services in Whitehorse and throughout Yukon via Regional Hubs.

	2024-25 ESTIMATE	Comparable		2022-23 ACTUAL
		2023-24 FORECAST	2023-24 ESTIMATE	
Child, Youth and Family Treatment - Number of clients served in a month ⁽¹⁾	150	140	100	110
Counselling Services - Number of clients per month ⁽²⁾	450	390	450	450

Note: 1. Information is reported on a monthly caseload basis.

Note 2 : Number of counsellors are increasing in each area. Number originally decreased due to Many Rivers no longer providing services. Serious and persistent conditions being captured under counselling in communities.

Note 3 : Intensive Treatment and Withdrawal Management (Detox) are programs offered in Whitehorse only, individuals from the region come into Whitehorse to attend these programs. These numbers are reflected in the Whitehorse statistics.

HEALTH AND SOCIAL SERVICES

COMMUNITY AND PRIMARY CARE Emergency Medical Services Ambulance Services

STATISTICS

- Yukon Ambulance Services provides emergency transportation for residents and non-residents throughout the Territory. In Whitehorse, the ambulance stations are staffed 24 hours a day by ground and air ambulance practitioners. In communities, services are provided by on-call volunteers, and in Dawson City and Watson Lake with both paid and volunteer responders.

	2024-25 ESTIMATE	Comparable		
		2023-24 FORECAST	2023-24 ESTIMATE	2022-23 ACTUAL
Whitehorse (#)				
Total Ambulance Incidents	15,086	13,715	8,700	12,468
Rural Communities (#)				
Total Ambulance Incidents	1,539	1,399	1,750	1,272
Transport by Medevac Team (#) *				
In Territory	750	682	520	620
Out-of-Territory	812	738	500	671
Total Medevacs	1,562	1,420	1,020	1,291
Total Annual EMS Incidents**	16,039	14,581	11,470	13,255
WES Clients Seen	3,976	3,615	1,200	3,286

No Statistics are reported by calendar year.

* Medevac team transport is used when responding to patients with critical medical needs. Transport by Medevac Team includes both ground ambulance and aircraft movements.

** Does not include Whitehorse Emergency Shelter clients seen

Current Service Levels

Community	Incident Volume (2023)	# of EMS Reponders as of January 2024	# of EMS Employees	Est Community Pop. (2021)
Beaver Creek	38	5	N/A	103
Carmacks	139	8	N/A	574
Carcross	91	9	N/A	472
Dawson City	360	6	6	2,363
Destruction Bay	21	14	N/A	59
Eagle Plains	1	1	N/A	< 20
Faro	61	7	N/A	478
Haines Junction	128	16	N/A	1,035
Marsh Lake	35	6	N/A	619
Mayo	156	7	N/A	460
Pelly Crossing	90	2	N/A	371
Ross River	137	5	N/A	398
Tagish	14	4	N/A	384
Teslin	15	11	N/A	494
Watson Lake	371	8	8	1,496
Communities Total	1,657	109	14	9,306

HEALTH AND SOCIAL SERVICES

**SOCIAL SERVICES
SOCIAL SUPPORTS
Disability Services
Children's Disability Services**

SUPPLEMENTARY INFORMATION

Disability Services (DS)

- CDS provides coordinated access to supports and interventions, early intervention to increase a child’s lifelong potential and promotes inclusion of children with disabilities in community.
- ADS provides coordinated access to supports for clients with residential placements and day programming for inclusion and lifelong potential.

	2024-25 ESTIMATE	<i>Comparable</i>		2022-23 ACTUAL
		2023-24 FORECAST	2023-24 ESTIMATE	
Disability Services				
Adult Disability Services Caseload	144	153	156	161
Child Disability Services Caseload ^{Note 1}	292	257	245	221
Adult Clients in Residential Placements	66	68	68	68
Adult Clients in Day Programming	39	39	41	39

Note 1. The caseload is increasing due to increasing referrals to the program, in part due to referrals from pediatricians as the profession has grown significantly over the past few years in the Yukon. The availability of other supports for children with disabilities (external to Disability Services) has also resulted in more families being able to manage their children’s care needs in the Yukon rather than out of territory. While the program is voluntary, there is no cap to the number of children that can be accepted onto the caseload, as eligibility is based on presence of a disability that impacts daily functional ability.

Rationale: Increase in the caseload results as the Yukon population increases and more citizens are eligible for and in need of disability supports provided through the Government of Yukon.

'Note: Information is reported on a monthly caseload basis.

HEALTH AND SOCIAL SERVICES

SOCIAL SERVICES SOCIAL SUPPORTS Income Support Employment and Training Services Community Outreach Services

SUPPLEMENTARY INFORMATION

Income Support

- Income support provides financial assistance to Yukoners in Whitehorse and in every community.

Employment and Training Services

- Employment and Training Services provides support to Yukoners in Whitehorse. ETS is a voluntary component of Adult Services mandated to provide training and employment services to adults with unique needs who are willing and able to participate in assessment or counselling activities leading to employment and training.

Community Outreach Services

Community Outreach Services provides individualized outreach and intensive case management supports to vulnerable individuals experiencing homelessness.

	2024-25 ESTIMATE	Comparable		2022-23 ACTUAL
		2023-24 FORECAST	2023-24 ESTIMATE	
Income Support ^{Note 1}				
Whitehorse	752	779	750	778
Region	134	135	138	133
Employment and Training Services Clients ^{Note 2}				
Active clients per month	N/A	N/A	N/A	156
Community Outreach Services ^{Note 3}				
Client Receiving Intensive Care	58	46	83	68
Client Receiving Support Worker	25	4	N/A	N/A

Note 1. The caseload increased in 2022/23 but is forecast to decline slightly over 2023/24 and 2024/25. The estimated decline may be due to the aging caseload as cases tend to become ineligible for social assistance when they start receiving pension income at age 65.

Note 2. Employment and Training Service has been transferred to the Department of Economic Development as of 2023/2024.

Note 3. The COS caseload declined from 2022/2023 to 2023/24 due to improved offboarding policies and procedures for stabilized clients and due to restructured services, including transferring social assistance supports back to the Income Support Services unit, allowing clients to be referred to ISS.

An outreach worker position at the Whitehorse Public Library is launching as a pilot program in Winter 2024. While this will increase the number of individuals receiving outreach supports in the community, these individuals will not be clients of COS's intensive case management team and so will not be counted as active clients on the COS caseload.

HEALTH AND SOCIAL SERVICES

INNOVATION, QUALITY AND PERFORMANCE INSURED HEALTH SERVICES

SUPPLEMENTARY INFORMATION

- Insured Health Services is comprised of Health Care Insurance, Hospital Insurance Services, Travel for Medical Treatment, Chronic Disease and Disability program, Pharmacare and Extended Health Benefits for Seniors.

Insured Health	2024-25 ESTIMATE	Comparable		2022-23 ACTUAL
		2023-24 FORECAST	2023-24 ESTIMATE	
Yukon Health Care Insurance Plan				
Subscribers (at March 31) (#) ⁽¹⁾	48,000	47,000	46,800	45,092
Insured Services (#)				
Physician Services ⁽²⁾				
In Yukon	365,000	355,000	345,777	346,766
Out-of-Territory	63,000	62,000	69,770	62,041
Services Reimbursed to Members	150	150	100	160
Whitehorse General Hospital ⁽³⁾				
Patient Days (excludes newborns)	18,500	18,000	20,000	17,551
Patient Admissions	3,900	3,900	4,200	3,862
Outpatient Visits				
Emergency Room	38,000	37,000	40,000	36,326
All Others ⁽⁴⁾	89,000	88,100	95,000	82,705
Total	127,000	125,100	135,000	119,031
Surgical Cases				
Day Surgery	3,400	3,160	3,700	3,053
In-patient	900	840	1,000	788
Total	4,300	4,000	4,700	3,841
Yukon Resident Hospitalizations				
Hospital Days of Care (#)				
Out-of-Yukon Facilities	12,900	12,605	11,035	12,062
Average Length of Stay (days)				
Out-of-Yukon Facilities	10	10	9.0	9
Outpatient Visits				
Out-of-Yukon Facilities	17,400	17,000	15,424	16,885

⁽¹⁾ The Yukon Health Care Subscribers number is higher than the Yukon population due to subscriber migration throughout the fiscal year.

⁽²⁾ Includes on call services (which were previously excluded) and excludes lab/diagnostic services and services not performed by a physician.

⁽³⁾ medical imaging and specialists clinic, revised lab hours, and less ER visits.

⁽⁴⁾ Includes Magnetic Resonance Imaging (MRI) now available at Whitehorse General Hospital.

HEALTH AND SOCIAL SERVICES

INNOVATION, QUALITY AND PERFORMANCE
INSURED HEALTH SERVICES
(Cont'd)

Insured Health	2024-25 ESTIMATE	Comparable		
		2023-24 FORECAST	2023-24 ESTIMATE	2022-23 ACTUAL
Dawson Hospital				
Patient Days (excludes newborns)	525	525	550	506
Patient Admissions	85	80	100	86
Outpatient Visits				
Emergency Room	2,700	2,600	3,000	2,682
All Others	3,100	3,000	3,500	2,917
Total	5,800	5,600	6,500	5,599
Watson Lake Hospital				
Patient Days (excludes newborns)	750	750	850	749
Patient Admissions	110	110	100	97
Outpatient Visits				
Emergency Room	2,700	2,600	2,900	2,735
All Others	2,100	2,080	2,500	2,043
Total	4,800	4,680	5,400	4,778

Note: Dawson and Watson Lake Hospitals are not performing Surgical Cases.

HEALTH AND SOCIAL SERVICES

INNOVATION, QUALITY AND PERFORMANCE INSURED HEALTH SERVICES

SUPPLEMENTARY INFORMATION

- Travel for Medical Treatment numbers are reported per fiscal year based on the date of the service. This program does not include numbers for third party insured individuals, such as First Nation individuals who received benefit coverage through Non-Insured Health Benefits, Health Canada or individuals with a Yukon Workers' Compensation Health and Safety Board claim.

Medical Travel	2024-25 ESTIMATE	<i>Comparable</i>		2022-23 ACTUAL
		2023-24 FORECAST	2023-24 ESTIMATE ⁽²⁾	
Travel for Medical Treatment within Yukon				
Number of Cases- In Territory	4,722	4,498	N/A	4,294
Number of Mileage Claims Processed	3,701	3,614	N/A	3,557
Number of Scheduled Air Flights Processed ⁽¹⁾	1,510	1,169	N/A	787
Number of In Territory Air Medevac Flights	528	473	N/A	446
Number of Medical Travel Subsidy Claims Processed	4,980	4,694	N/A	4,443
In Territory Total	15,441	14,448		13,527
Travel for Medical Treatment outside of Yukon				
Number of Cases-Out of Territory	4,685	3,884	N/A	3,188
Number of Mileage Claims Processed	399	367	N/A	327
Number of Scheduled Air Flights processed ⁽¹⁾	11,727	9,782	N/A	8,182
Number of Out of Territory Air Medevac Flights	577	547	N/A	457
Number of Medical Travel Subsidy Claims Processed	6,200	5,351	N/A	4,789
Out of Territory Total	23,588	19,931	N/A	16,943

¹ Number of scheduled air flights processed In Territory are specific to one location, Dawson City.

² Medical Travel statistical data structure has changed to enhance the reporting of in and out of territory travel and represent the number of approved cases for medical travel.

HEALTH AND SOCIAL SERVICES

COMMUNITY AND PRIMARY CARE

Community Health

Environmental Health Services

SUPPLEMENTARY INFORMATION

- Environmental Health Services (EHS) promotes care for the environment in the interest of human health. Working in conjunction with the Chief Medical Officer of Health, Environmental Health Officers provide services to individuals, businesses and government. EHS provides consultation and educational services; and engages in inspection, surveillance, audits and enforcement activities in support of the regulatory program.

	2024-25 ESTIMATE	<i>Comparable</i>		
		2023-24 FORECAST	2023-24 ESTIMATE	2022-23 ACTUAL
Client Contacts	10,800	10,500	11,000	10,800
Inspections/Audits	750	750	838	681
Water Tests	8,500	8,500	8,500	8,043
Sewage Permits/Finals/Retentions	300	320	300	272
Premises Permits	350	350	350	270
Health Education/Promotion Sessions	75	75	80	70

HEALTH AND SOCIAL SERVICES

CONTINUING CARE Care and Community

SUPPLEMENTARY INFORMATION

	2024-25 ESTIMATE	Comparable		2022-23 ACTUAL
		2023-24 FORECAST	2023-24 ESTIMATE	
McDonald Lodge - Dawson City				
Number Beds Available	15	15	15	15
Average Occupancy Rate	75%	67%	80%	79%
Average Length of Stay (years)				
Permanent	4.3	4.1	4.0	4.5
Respite	0.5	0.2	0.6	0.8
Number of Permanent Admissions	1	1	1	1
Number of Respite Admissions ⁽¹⁾	7	6	5	7
Average Age				81
Thomson Centre				
Number Beds Available	51	51	51	51
Permanent	41	41	41	41
Respite/Reablement	10	10	10	10
Average Occupancy Rate ⁽²⁾	81%	81%	84%	77%
Average Length of Stay (years)	2.6	2.6	3.0	2.6
Number of Permanent Admissions	8	11	10	4
Number of Respite Admissions ^{(3) (4)}	25	24	60	25
Average Age				81

¹ Respite admissions are counted as "1" each time they are admitted to care.

² Thomson Centre has 10 respite and reablement rooms. Occupancy rates are lower due to the turnover time for these rooms.

³ Respite admissions are counted as "1" each time they are admitted to care.

⁴ 2023-24 Estimates were elevated as admissions had been expected to increase higher than normal post-COVID.

HEALTH AND SOCIAL SERVICES

**CONTINUING CARE
Care and Community / Home Care**

SUPPLEMENTARY INFORMATION

	2024-25 ESTIMATE	<i>Comparable</i>		
		2023-24 FORECAST	2023-24 ESTIMATE	2022-23 ACTUAL
Copper Ridge Place				
Number of Beds Available	96	96	96	96
- Permanent	88	88	88	88
- Respite	8	8	8	8
Average Occupancy Rate	95%	88%	81%	82%
Average Length of Stay (years)				
- Permanent	2.6	2.5	3.0	2.7
- Respite/assessment	0.04	0.02	0.1	0.06
Number of Permanent Admissions ⁽¹⁾	16	27	18	4
Number of Respite Admissions ⁽²⁾	11	5	25	16
Average Age				78
Home Care				
Whitehorse	600	503	760	387
Region ⁽³⁾	500	397	500	320
Total Caseload ⁽⁴⁾	1,100	900	1,260	707

¹ Admissions were lower in 2022-23 due to renovations.

² Respite are counted as "1" each time they are admitted to care.

³ Includes Regional Therapies

⁴ 2023-24 Estimates were elevated as caseloads were expected to increase rapidly post-COVID.

HEALTH AND SOCIAL SERVICES

**CONTINUING CARE
Care and Community**

SUPPLEMENTARY INFORMATION

	2024-25 ESTIMATE	<i>Comparable</i>		
		2023-24 FORECAST	2023-24 ESTIMATE	2022-23 ACTUAL
Whistle Bend Place				
Number of Beds Available	128	128	140	128
- Permanent	123	123	121	121
- Respite	5	5	7	7
Average Occupancy Rate	96%	89%	89%	87%
Average Length of Stay (years)				
Permanent	3.3	2.2	4.0	4.5
Respite	0.1	0.04	0.2	0.1
Number of Permanent Admissions	30	48	68	11
Number of Respite Admissions ⁽¹⁾	21	17	39	24
Average Age				82

¹ Respite are counted as "1" each time they are admitted to care.

HEALTH AND SOCIAL SERVICES

CONTINUING CARE Care and Community

SUPPLEMENTARY INFORMATION

Waitlist	2024-25 ESTIMATE	Comparable		2022-23 ACTUAL
		2023-24 FORECAST	2023-24 ESTIMATE	
Average Number of People on Waiting List:				
Intermediate Care ⁽¹⁾	5	4	5	4
Extended Care ⁽²⁾	2	2	3	1
Special Care ⁽³⁾	3	2	1	2
Personal Care ⁽⁴⁾	1	1	2	1
Average Number of Months on Waiting List:				
Intermediate Care ⁽¹⁾	1	0.3	6	1
Extended Care ⁽²⁾	1.0	0.04	0	0.3
Special Care ⁽³⁾	1.0	0.4	2	0.5
Personal Care ⁽⁴⁾	4	7	24	1

⁽¹⁾ Thomson Centre Unit 4, Whistle Bend Place

⁽²⁾ Alexander McDonald Lodge, Copper Ridge Place H/K, E/F, Thomson Centre Unit 2 & 3

⁽³⁾ Copper Ridge Place A/B & C/D

⁽⁴⁾ Personal Care - the average number of months have increased as this level of care is only offered at McDonald Lodge in Dawson City. 2023-24 estimates were high as waitlist was expected to increase rapidly post-COVID.