

HEALTH AND SOCIAL SERVICES

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HEALTH AND SOCIAL SERVICES

FAMILY AND CHILDREN'S SERVICES

SUPPLEMENTARY INFORMATION

Agreements for Support Services for Families*

- Agreements for Support Services for Families, under s. 11 of the *Child and Family Services Agreement (CFSA)*, provides a broad range of services to a parent who has custody of a child to overcome their child protection concerns. Services provided through these agreements include child care, respite, counselling, financial supports, and parenting programs. These agreements are facilitated by the Family Services Units in Whitehorse and in rural communities.

Number of Child Protection Reports**

- 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.

	2021-22	<i>Comparable</i>		
		2020-21	2020-21	2019-20
	ESTIMATE	FORECAST	ESTIMATE	ACTUAL
<hr/>				
Agreements for Support Services for Families				
Number of Agreements for Family Support Services Provided	200	180	48***	177
Child Protection Reports				
Number of Child Protection Reports Requiring Responses	1250	1200	145***	1075

* What was previously referred to as "Family Services" in prior fiscal years has been renamed as "Agreements for Family Support Services" to provide a more detailed description of the statistic that is reported.

** 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.

*** In prior fiscal years, figures were reported on a monthly basis and the 20-21 Estimate was published as such. Commencing in the 2021-22 fiscal year, figures are reported on a yearly basis along with the 2020-21 Forecast and Actuals.

HEALTH AND 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.

		<i>Comparable</i>		
	2021-22	2020-21	2020-21	2019-20
	ESTIMATE	FORECAST	ESTIMATE	ACTUAL
Number of Adoptive Homes				
Whitehorse				
Approved Homes	10	10	6	2
Waitlist for Placement	0	1	0	1
Rural Communities				
Approved Homes	1	1	1	1
Waitlist for Placement	0	0	2	0

Note: 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.

Note: Information is reported on a monthly caseload basis.

HEALTH AND 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.

	2021-22	<i>Comparable</i>		
	ESTIMATE	2020-21 FORECAST	2020-21 ESTIMATE	2019-20 ACTUAL
Children in Care				
Total Children in care	73	80	88	79
Location				
Whitehorse	42	45	57	51
Region	31	35	31	28
Extended Family Care	200	190	171	146
Fostering Services				
Number of Approved Homes				
Whitehorse	70	70	40	56
Rural Communities	20	15	15	7

Note: Information is reported on a monthly caseload basis. There is an increase in Extended Family Care due to the prioritization of keeping children close to family and culture. Under a Extended Family Care agreement children do not go under the care of the Director.

HEALTH AND SOCIAL SERVICES

FAMILY AND CHILDREN'S SERVICES Early Childhood and Prevention Services

SUPPLEMENTARY INFORMATION

Family Resource Program*

- Family Resource Program is a new program 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.

	2021-22 ESTIMATE	<i>Comparable</i>		
		2020-21 FORECAST	2020-21 ESTIMATE	2019-20 ACTUAL
Family Resource Program				
Clients in Family Resource Program	325	251	220	271

Note: Information is reported on a yearly basis.

*The 2020-21 budget book reclassifies "Healthy Families Program" as "Family Resource Program" to reflect the realignment of the Healthy Families program and Family Support Program. Number of clients accessing the Family Resource Program is anticipated to be high as it will be available to all Yukoners.

** No 2021-22 estimates as these programs will no longer exist. These two programs were combined to create the Family Resource Program

*** 2021-22 estimates are not reported as the Youth Support Worker Program was realigned under the Mental Wellness Substance Use, Child, Youth and Family Treatment Services. This program will not be offered under Family and Children's Services in 2021-22.

HEALTH AND SOCIAL SERVICES

SOCIAL SERVICES 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.

	2021-22 ESTIMATE	Comparable		2019-20 ACTUAL
		2020-21 FORECAST	2020-21 ESTIMATE	
Child, Youth and Family Treatment (1)	190 / 440	165 / 275	165 / 275	140 / 260
Severe and persistent conditions	60 / 350	48 / 300	48 / 300	48 / 300
Counselling Services	425 / 975	400 / 975	400 / 975	400 / 800
Intensive Treatment Program - Monthly admissions (2)	10	20	20	20
Withdrawal Management (Detox) Admissions - Monthly Admissions (2)	90	130	130	130
Forensic Complex Care Team - Active Clients per month (3)	120	106	106	82
Referred Care Clinic & Opioid Treatment Services - Active Patients per month(4)	500	455	450	425

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 included clients coming to Whitehorse from regional hubs. 2021-22 estimates are reduced to reflect ongoing reduction of capacity due to pandemic safety protocols.

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

SOCIAL SERVICES 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.

	2021-22	Comparable		
		2020-21	2020-21	2019-20
	ESTIMATE	FORECAST	ESTIMATE	ACTUAL
Child, Youth and Family Treatment - Number of	200	100	100	125
Counselling Services - Number of clients per	300	260	240	260

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

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.

	2021-22	<i>Comparable</i>		
		ESTIMATE	2020-21 FORECAST	2020-21 ESTIMATE
Disability Services				
Adult Disability Services Caseload	192	181	175	163
Child Disability Services Caseload	204	184	165	162
Adult Clients in Residential Placements	72	72	75	72
Adult Clients in Day Programming	43	42	33	34

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 Government of Yukon.

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

HEALTH AND 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.

	2021-22 ESTIMATE	Comparable		
		2020-21 FORECAST	2020-21 ESTIMATE	2019-20 ACTUAL
Income Support				
Whitehorse	960	921	890	881
Region	154	145	121	134
Employment and Training Services Clients				
Active clients per month	250	230	213	190
Community Outreach Services				
Active Clients per month	115	110	75	82

Note 1. The number of Employment and Training Services (ETS) clients has increased over time. Recently, the number of clients and placements has declined as a result of COVID-19, however it is expected that the number of referrals and active clients will increase as COVID 19 emergency benefits end. ETS is working towards expanding additional workshops in both one-to-one and small group settings which will further increase client numbers.

Note 2: Community Outreach Services is a relatively new program and data is only available for 2019 and later, thus there is a limited ability to calculate estimates based on previous years' numbers. In January 2020 an additional social worker was attached to the program, increasing capacity. A modest increase in the caseload size is expected for the 2021-2022 fiscal year.

HEALTH AND SOCIAL SERVICES

HEALTH SERVICES Insured Health, Hearing Services and Vital Statistics

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	2021-22	<i>Comparable</i>		
	ESTIMATE	2020-21 FORECAST	2020-21 ESTIMATE	2019-20 ACTUAL
Yukon Health Care Insurance Plan				
Subscribers (at March 31) (#) ⁽¹⁾	44,300	43,300	43,100	42,400
Insured Services (#)				
Physician Services ⁽²⁾				
In Yukon	345,000	310,000	340,000	320,519
Out-of-Territory	78,000	50,000	57,200	71,163
Services Reimbursed to Members	140	125	185	150
Whitehorse General Hospital ⁽⁴⁾⁽⁵⁾				
Patient Days (excludes newborns)	17,000	15,500	18,500	17,020
Patient Admissions	3,800	3,500	3,800	3,703
Outpatient Visits				
Emergency Room	36,000	30,000	34,000	35,418
All Others ⁽³⁾	84,000	66,000	84,000	84,781
Total	120,000	96,000	118,000	120,199
Surgical Cases				
Day Surgery	2,700	2,300	2,700	2,726
In-patient	600	600	700	606
Total	3,300	2,900	3,400	3,332
Yukon Resident Hospitalizations				
Hospital Days of Care (#)				
Out-of-Yukon Facilities	13,000	9,000	10,500	12,511
Average Length of Stay (days)				
Out-of-Yukon Facilities	9.0	9.0	9.0	8.0
Outpatient Visits				
Out-of-Yukon Facilities	16,200	12,000	16,300	15,657

⁽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

⁽³⁾ Includes Magnetic Resonance Imaging (MRI) now available at Whitehorse General Hospital.

⁽⁴⁾ medical imaging and specialists clinic, revised lab hours, and less ER visits.

⁽⁵⁾ Estimate for 21/22 is with the assumption that patient admissions, ER visits, and specialist clinic return to historical levels using the 2019 YTD data.

HEALTH AND SOCIAL SERVICES

HEALTH SERVICES
Insured Health, Hearing Services and Vital Statistics
(Cont'd)

Insured Health	2021-22 ESTIMATE	<i>Comparable</i>		2019-20 ACTUAL
		2020-21 FORECAST	2020-21 ESTIMATE	
Dawson Hospital				
Patient Days (excludes newborns)	600	500	830	568
Patient Admissions	90	90	100	80
Outpatient Visits				
Emergency Room	2,900	2,700	2,800	2,812
All Others	3,200	2,800	3,300	3,180
Total	<u>6,100</u>	<u>5,500</u>	<u>6,100</u>	<u>5,992</u>
Watson Lake Hospital				
Patient Days (excludes newborns)	800	900	900	815
Patient Admissions	100	120	90	112
Outpatient Visits				
Emergency Room	2,700	2,400	2,550	2,627
All Others	2,300	1,900	2,300	2,303
Total	<u>5,000</u>	<u>4,300</u>	<u>4,850</u>	<u>4,930</u>

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

Forecast for 20/21 has been revised and lowered due to COVID which resulted in a lower number of admissions, cancellations for medical imaging and specialists clinic, revised lab hours, and less Emergency Room visits.

Estimate for 21/22 is with the assumption that patient admissions, Emergency Room visits, and specialist clinic return to historical levels using the 2019 YTD data.

HEALTH AND SOCIAL SERVICES

HEALTH SERVICES Insured Health, Hearing Services and Vital Statistics

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	2021-22 ESTIMATE	Comparable		
		2020-21 FORECAST	2020-21 ESTIMATE	2019-20 ACTUAL
Travel for Medical Treatment within Yukon				
Number of Clients ⁽¹⁾	1,700	1,400	1,650	1,543
Cases with Mileage Reimbursements	3,700	3,100	3,800	3,530
Cases using Scheduled Air Flights	500	320	400	373
Air Medevac Flights ⁽²⁾	120	115	145	118
Cases paying Medical Travel Subsidies ⁽⁵⁾	3,000	2,200	2,500	2,234
Total	7,320	5,735	6,845	6,255
Travel for Medical Treatment outside of Yukon				
Number of Clients ⁽¹⁾	2,800	2,200	2,600	2,601
Cases with Mileage Reimbursements ⁽³⁾	650	400	670	547
Cases using Scheduled Air Flights ⁽⁴⁾	4,400	3,000	4,500	4,103
Air Medevac Flights ⁽²⁾	250	220	275	253
Cases paying Medical Travel Subsidies ⁽⁵⁾	3,600	2,500	3,100	2,937
Total	8,900	6,120	8,545	7,840

¹ A client may travel multiple times in a year by various means, but is counted only once for this calculation.

² Air Medevac Flights (medical evacuation) are a count of medevac services for Yukon Health Care Insurance Plan Members, excluding third-party insured individuals.

³ Cases with mileage reimbursement now includes clients who receive travel within the territory to reach scheduled air flights for medical treatment outside of Yukon.

⁴ Scheduled air flights outside of Yukon that have mileage in Yukon for the trip out are being shown as outside of Yukon.

⁵ Subsidies paid for 2020-21 and 2021-22 have been adjusted to reflect the changes to the Medical Travel program that will be occurring January 1, 2021.

HEALTH AND SOCIAL SERVICES

HEALTH SERVICES
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.

	2021-22 ESTIMATE	<i>Comparable</i>		
		2020-21 FORECAST	2020-21 ESTIMATE	2019-20 ACTUAL
Client Contacts	10,500	10,750	11,100	11,050
Inspections/Audits	675	650	720	705
Water Tests	9,000	9,000	9,500	9,350
Sewage Permits/Finals/Retentions	300	290	300	390
Premises Permits	280	275	300	280
Health Education/Promotion Sessions	80	90	100	85

HEALTH AND SOCIAL SERVICES

CONTINUING CARE Intermediate/Community Care

SUPPLEMENTARY INFORMATION

	2021-22 ESTIMATE	Comparable		
		2020-21 FORECAST	2020-21 ESTIMATE	2019-20 ACTUAL
McDonald Lodge - Dawson City				
Number Beds Available ⁽¹⁾	15	15	15	15
Average Occupancy Rate	81%	81%	87%	84%
Average Length of Stay (years)				
Permanent	2.6	2.6	2.5	2.6
Respite	0.6	0.6	0.6	1.6
Number of Permanent Admissions	3	2	3	3
Number of Respite Admissions ⁽²⁾	5	2	6	9
Average Age				79
Thomson Centre				
Number Beds Available ⁽³⁾	51	51	51	51
Permanent	41	41	41	41
Respite/Reablement ⁽⁴⁾	10	10	10	10
Average Occupancy Rate	83%	83%	87%	86%
Average Length of Stay (years)	2.9	2.9	2.8	3.0
Number of Permanent Admissions	8	7	11	8
Number of Respite Admissions ^{(5) (6)}	64	53	72	74
Average Age				81

¹ Personal care is only offered at McDonald Lodge

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

³ Thomson Centre has 49 bedrooms of which 2 are potential double rooms for couples if needed

⁴ Thomson Centre opened 10 respite and reablement rooms December 2018.

⁵ Respite admissions are counted as "1" per client regardless of the number of times of readmission.

⁶ Respite admissions are lower in 2020-21 due to COVID.

HEALTH AND SOCIAL SERVICES

CONTINUING CARE Extended/Complex/Community Care

SUPPLEMENTARY INFORMATION

	2021-22 ESTIMATE	Comparable		
		2020-21 FORECAST	2020-21 ESTIMATE	2019-20 ACTUAL
Copper Ridge Place				
Number of Beds Available	96	96	96	96
- Permanent	88	88	88	88
- Respite	8	8	8	8
Average Number of Months on Waiting List				
Average Length of Stay (years)				
- Permanent	3.30	3.30	3.47	3.2
- Respite/assessment	0.07	0.07	0.12	0.05
Number of Permanent Admissions ⁽¹⁾	22	22	28	22
Number of Respite Admissions ⁽²⁾	22	22	25	23
Home Care				
Whitehorse	810	735	814	748
Region ⁽³⁾	486	445	500	448
Total Caseload ⁽⁴⁾	1,286	1,180	1,314	1,196

¹ Admissions have been lower than normal due to renovations.

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

³ Includes Regional Therapies

⁴ Significant drop in caseload due to COVID-19, limited travel to rural communities and clients not requesting care.

HEALTH AND SOCIAL SERVICES

CONTINUING CARE Intermediate/Extended/Complex/Community Care

SUPPLEMENTARY INFORMATION

	2021-22 ESTIMATE	Comparable		
		2020-21 FORECAST	2020-21 ESTIMATE	2019-20 ACTUAL
Birch Lodge				
Number of Beds Available	10	10	10	10
Permanent	10	10	10	10
Average Occupancy Rate	82%	80%	90%	92%
Average Length of Stay (years)	3	3	2	2.1
Number of Permanent Admissions	3	0	4	4
Number of Respite Admissions ⁽¹⁾	0	0	2	4
Average Age				83
Whistle Bend Place				
Number of Beds Available ⁽²⁾	116	116	130	103
- Permanent	109	109	122	98
- Respite	7	7	8	5
Average Occupancy Rate	94%	89%	84%	90%
Average Length of Stay (years)				
Permanent	2.9	1.9	0.8	0.9
Respite	0.1	0.1	0.1	0.1
Number of Permanent Admissions	48	41	52	55
Number of Respite Admissions ⁽¹⁾	37	36	52	38
Average Age				81

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

² Whistle Bend Place has been at a capacity of 116 beds since July 2020.

HEALTH AND SOCIAL SERVICES

CONTINUING CARE Intermediate/Community/Extended/Complex Care

SUPPLEMENTARY INFORMATION

Waitlist	2021-22 ESTIMATE	Comparable		
		2020-21 FORECAST	2020-21 ESTIMATE	2019-20 ACTUAL
Average Number of People on Waiting List:				
Intermediate Care ⁽¹⁾	3	2	3	4
Extended Care ⁽²⁾	2	1	2	2
Special Care ⁽³⁾	2	2	1	2
Personal Care ⁽⁵⁾	3	2	4	5
Average Number of Months on Waiting List:				
Intermediate Care ⁽¹⁾	3	1	4	6
Extended Care ⁽²⁾	2	1	1	0.1
Special Care ⁽³⁾	2	1	1	0.3
Personal Care ^{(4) (5)}	18	20	18	13

⁽¹⁾ Birch Lodge, 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.

⁽⁵⁾ Personal Care stats are high due to grandfathered clients that have deferred care at this time and remain on the wait list.