

HEALTH AND SOCIAL SERVICES

FAMILY AND CHILDREN'S SERVICES

SUPPLEMENTARY INFORMATION

Family Services

- Family services including counselling, prevention and support measures are provided by the Family Services Unit in Whitehorse and by Regional Services personnel in rural communities.

Child Protection Services

- Child protection services 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.

	2020-21	<i>Comparable</i>		
		2019-20	2019-20	2018-19
	ESTIMATE	FORECAST	ESTIMATE	ACTUAL
Family Services				
Number of Family Support Services Provided	48	45	45	70
Child Protection Services				
Number of Child Protection Services Provided	145	140	100	196

Note: Information is reported on a monthly caseload basis.

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.

	2020-21 ESTIMATE	<i>Comparable</i>		
		2019-20 FORECAST	2019-20 ESTIMATE	2018-19 ACTUAL
Number of Adoptive Homes				
Whitehorse				
Approved Homes	6	3	3	4
Waitlist for Placement	0	3	3	4
Rural Communities				
Approved Homes	1	1	1	2
Waitlist for Placement	2	3	3	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.

	2020-21 ESTIMATE	Comparable		
		2019-20 FORECAST	2019-20 ESTIMATE	2018-19 ACTUAL
Children in Care				
Total Children in care	88	89	95	90
Location				
Whitehorse	57	62	70	67
Region	31	27	25	23
Extended Family Care	171	141	80	111
Fostering Services				
Number of Approved Homes				
Whitehorse	40	44	50	60
Region	15	16	5	17

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 Child Care Services

SUPPLEMENTARY INFORMATION

- Child care services are provided by the Child Care Services Unit in Whitehorse.

	2020-21 ESTIMATE	<i>Comparable</i>		
		2019-20 FORECAST	2019-20 ESTIMATE	2018-19 ACTUAL
Yukon Population				
From age 0 to 12 inclusive ⁽¹⁾	6,028	6,028	5,089	5,968
Child Care Subsidy - Approvals per month	400	400	420	405

⁽¹⁾ Population from Yukon Bureau of Statistics adapted from 0-12 age groups as of June 30 of the fiscal year.

Note: Information is reported on a monthly caseload basis.

HEALTH AND SOCIAL SERVICES

FAMILY AND CHILDREN'S SERVICES Early Childhood and Prevention Services

SUPPLEMENTARY INFORMATION

Healthy Families Program

- The Healthy Families Program is designed to assist families of newborns, prenatally or at birth. In partnership with public health nurses, Healthy Families Support Workers provide in-home assistance and education, through regular home visits, to support families in being the best parents possible for their infants so the infants receive the care and stimulation so crucial to their long-term well-being and healthy development.
- Healthy Family Support Workers can remain involved in a family's life until a child reaches school age. In other cases, only short term involvement is required.

	2020-21 ESTIMATE	<i>Comparable</i>		
		2019-20 FORECAST	2019-20 ESTIMATE	2018-19 ACTUAL
Healthy Families Program				
Clients in Healthy Families Program	180	180	120	156
Clients in Family Support Program	40	47	40	49
Clients in Youth Support Worker Program	55	53	50	49

Rationale: In 2018, expansion of services to Old Crow contributes to the significant jump in numbers. Also, the program was made more accessible to families in Whitehorse, Carmacks, Pelly and Watson Lake.

Note: Information is reported on a monthly caseload basis.

HEALTH AND SOCIAL SERVICES

**Social Supports
Mental Wellness and Substance Use Services
Whitehorse**

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.

	2020-21	<i>Comparable</i>		
		2019-20	2019-20	2018-19
	ESTIMATE	FORECAST	ESTIMATE	ACTUAL
Child, Youth and Family Treatment - Number of clients served in a month (1)	275	200	70	28
Severe and persistent conditions - Number of clients treated per month (2)	48	38	120	65
Counselling Services - Number of clients per month (3)	400	350	180	60
Intensive Treatment Program - Number of monthly admissions	20	18	10	2
Detox Admissions - Monthly Admissions	130	115	120	83

Note 1: Information is reported on a monthly caseload basis, individuals are counted as person seen not as each number of visit .

Note 2: numbers have decreased due to: some clients using the referred care clinic; general counsellors expanding their scope to treat concurrent disorders.

Note 3: clients are individuals who receive regular counselling appointments not those who are drop in or attend group sessions. Programing as increased

HEALTH AND SOCIAL SERVICES

SOCIAL SUPPORTS 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.

	2020-21 ESTIMATE	Comparable		
		2019-20 FORECAST	2019-20 ESTIMATE	2018-19 ACTUAL
Child, Youth and Family Treatment - Number of clients served in a month ⁽¹⁾	100	46	30	93
Severe and persistent conditions - Number of clients treated per month	50	38	70	47
Counselling Services - Number of clients per month ⁽²⁾	240	200	150	265
Intensive Treatment Program ⁽³⁾	2	2	4	3
Withdraw Management (Detox) Admissions - Monthly Admissions ^(3 & 4)	2	2	4	4

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.

Note 3 : These programs are offered in Whitehorse only, individuals from the region come into Whitehorse to attend these programs. The numbers have decreased as a result of increased Community Services.

Note4: Numbers are an estimate as individuals have to self identify that they are community members.

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.

	2020-21 ESTIMATE	<i>Comparable</i>		
		2019-20 FORECAST	2019-20 ESTIMATE	2018-19 ACTUAL
Disability Services				
Adult Disability Services Caseload	175	159	163	150
Child Disability Services Caseload	165	150	159	137
Adult Clients in Residential Placements	75	69	75	69
Adult Clients in Day Programming	33	31	33	29

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.

	2020-21 ESTIMATE	Comparable		
		2019-20 FORECAST	2019-20 ESTIMATE	2018-19 ACTUAL
Income Support				
Whitehorse	890	856	800	837
Region	121	115	100	121
Employment and Training Services Clients (1)				
Active clients per month	213	194	120	125
Community Outreach Services (2)				
Active Clients per month	75	67	N/A	N/A

Note 1: Information is reported on monthly caseload basis. The ETS program 2019/20 forecast is higher than the 2019/20 estimate as the program underwent a significant change during this time and began accepting self-referrals and referrals from outside agencies, in addition to the traditional referrals from the Social Services Branch. Additional staff were brought into the program to facilitate the increased numbers of clients. In 2020, the program restructured the staffing positions in anticipation of even more referrals, enabling the program to serve even more clients.

Note 2: Community Outreach Services is a relatively new program and data is only available for 2019 and later, with limited ability to calculate estimates based on previous years' numbers. In 2020/21 it is anticipated that there will be expanded staff capacity (e.g. additional social worker) attached to the program. Therefore, the estimated average is based on a presumed modest increase in capacity and related client intakes throughout the year, resulting in an average of 75 clients per month.

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	2020-21 ESTIMATE	Comparable		2018-19 ACTUAL
		2019-20 FORECAST	2019-20 ESTIMATE	
Yukon Health Care Insurance Plan				
Subscribers (at March 31) (#) ⁽¹⁾	43,100	42,250	42,000	41,450
Insured Services (#)				
Physician Services ⁽²⁾				
In Yukon	340,000	327,000	345,000	320,315
Out-of-Territory	57,200	56,800	56,000	56,190
Services Reimbursed to Members	185	185	190	182
Whitehorse General Hospital				
Patient Days (excludes newborns)	18,500	18,000	18,700	17,942
Patient Admissions	3,800	3,700	3,400	3,599
Outpatient Visits				
Emergency Room	34,000	33,500	33,000	32,572
All Others ⁽³⁾	84,000	84,000	81,400	82,995
Total	118,000	117,500	114,400	115,567
Surgical Cases ⁽⁴⁾				
Day Surgery	2,700	2,700	2,300	2,587
In-patient	700	660	600	619
Total	3,400	3,360	2,900	3,206
Yukon Resident Hospitalizations				
Hospital Days of Care (#)				
Out-of-Yukon Facilities	10,500	10,250	10,500	9,794
Average Length of Stay (days)				
Out-of-Yukon Facilities	9.0	9.0	9.0	8.0
Outpatient Visits				
Out-of-Yukon Facilities	16,300	16,000	15,800	15,931

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

⁽⁴⁾ Increased based on orthopedics program

HEALTH AND SOCIAL SERVICES

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

Insured Health	2020-21 ESTIMATE	<i>Comparable</i>		
		2019-20 FORECAST	2019-20 ESTIMATE	2018-19 ACTUAL
Dawson Hospital				
Patient Days (excludes newborns)	830	830	1,000	832
Patient Admissions	100	90	100	91
Outpatient Visits				
Emergency Room	2,800	2,700	2,800	2,609
All Others	3,300	3,300	3,200	3,230
Total	<u>6,100</u>	<u>6,000</u>	<u>6,000</u>	<u>5,839</u>
Watson Lake Hospital				
Patient Days (excludes newborns)	900	850	900	1,010
Patient Admissions	90	110	100	85
Outpatient Visits				
Emergency Room	2,550	2,500	2,500	2,469
All Others	2,300	2,300	2,300	2,367
Total	<u>4,850</u>	<u>4,800</u>	<u>4,800</u>	<u>4,836</u>

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

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	2020-21 ESTIMATE	<i>Comparable</i>		
		2019-20 FORECAST	2019-20 ESTIMATE	2018-19 ACTUAL
Travel for Medical Treatment within Yukon				
Number of Clients ⁽¹⁾	1,650	1,600	1,875	1,541
Cases with Mileage Reimbursements	3,800	3,600	3,100	3,597
Cases using Scheduled Air Flights	400	350	510	384
Air Medevac Flights ⁽²⁾	145	135	100	99
Cases paying Medical Travel Subsidies	2,500	2,400	2,050	2,266
Total	6,845	6,485	5,760	6,346
Travel for Medical Treatment outside of Yukon				
Number of Clients ⁽¹⁾	2,600	2,500	3,200	2,440
Cases with Mileage Reimbursements ⁽³⁾	670	610	490	552
Cases using Scheduled Air Flights ⁽⁴⁾	4,500	4,400	4,600	3,923
Air Medevac Flights ⁽²⁾	275	270	270	250
Cases paying Medical Travel Subsidies	3,100	3,050	2,450	2,851
Total	8,545	8,330	7,810	7,576

(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.

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.

	2020-21 ESTIMATE	<i>Comparable</i>		
		2019-20 FORECAST	2019-20 ESTIMATE	2018-19 ACTUAL
Client Contacts	11,100	11,000	11,000	10,900
Inspections/Audits	720	700	700	680
Water Tests (1)	9,500	9,300	9,300	9,100
Sewage Permits/Finals/Retentions	300	250	250	205
Premises Permits	300	300	300	310
Health Education/Promotion Sessions	100	90	90	80

(1) Environmental Health Services expects the demand for water testing services to increase annually due to ongoing implementation and enforcement of water sample submission requirements.

HEALTH AND SOCIAL SERVICES

CONTINUING CARE Intermediate/Community Care

SUPPLEMENTARY INFORMATION

	2020-21 ESTIMATE	Comparable		
		2019-20 FORECAST	2019-20 ESTIMATE	2018-19 ACTUAL
McDonald Lodge - Dawson City				
Number Beds Available ⁽¹⁾	15	15	15	15
Average Occupancy Rate	87%	87%	97%	91%
Average Length of Stay (years)				
Permanent	2.5	2.5	2.5	2.6
Respite	0.6	0.7	1.0	0.5
Number of Permanent Admissions	3	3	4	3
Number of Respite Admissions ⁽²⁾	6	9	12	4
Average Age				79
Thomson Centre				
Number Beds Available ⁽³⁾	51	51	49	51
Permanent	41	41	37	41
Respite/Reablement ⁽⁴⁾	10	10	12	10
Average Occupancy Rate	87%	87%	97%	91%
Average Length of Stay (years)	2.8	3.0	2.5	2.6
Number of Permanent Admissions	11	8	10	13
Number of Respite Admissions ⁽⁵⁾	72	72	25	36
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. Additional 10 beds

HEALTH AND SOCIAL SERVICES

CONTINUING CARE Extended/Complex/Community Care

SUPPLEMENTARY INFORMATION

Copper Ridge Place	2020-21 ESTIMATE	<i>Comparable</i>		
		2019-20 FORECAST	2019-20 ESTIMATE	2018-19 ACTUAL
Number of Beds Available	96	96	96	96
- Permanent	88	88	88	88
- Respite	8	8	8	8
Occupancy Rate ⁽¹⁾	81%	76%	99%	95.0%
Average Length of Stay (years)				
- Permanent	3.47	3.54	3.50	3.4
- Respite/assessment	0.12	0.14	0.30	0.09
Number of Permanent Admissions ⁽²⁾	28	16	25	39
Number of Respite Admissions ⁽³⁾	25	25	25	28
Average Age				80
Home Care				
Whitehorse	814	740	849	780
Region ⁽⁴⁾	500	454	540	445
Total Caseload ⁽⁵⁾	1,314	1,194	1,389	1,225

⁽¹⁾ Occupancy rates lower from November 2019 to September 2020 due to renovations. During this time there will be 72 beds in use with up to 6 of those being respite care.

⁽²⁾ Admissions are lower than normal due to renovations.

⁽³⁾ Respites are counted as "1" each time they are admitted to care.

⁽⁴⁾ Includes Regional Therapies

⁽⁵⁾ The opening of Whistle Bend Place has reduced pressure as there is more availability of respite as well as a reduced waitlist for long term care.

HEALTH AND SOCIAL SERVICES

CONTINUING CARE Intermediate/Extended/Complex/Community Care

SUPPLEMENTARY INFORMATION

	2020-21 ESTIMATE	Comparable		2018-19 ACTUAL
		2019-20 FORECAST	2019-20 ESTIMATE	
Birch Lodge				
Number of Beds Available	10	10	10	10
Permanent	10	10	10	10
Average Occupancy Rate	90%	90.0%	100%	92.0%
Average Length of Stay (years)	2	2	3	1.7
Number of Permanent Admissions	4	4	1	4
Number of Respite Admissions ⁽¹⁾	2	4	1	2
Average Age				78
Whistle Bend Place				
Number of Beds Available ⁽²⁾	130	112		96
- Permanent	122	104		95
- Respite	8	8		1
Average Occupancy Rate	84%	88%		71%
Average Length of Stay (years)				
Permanent	0.8	0.8		0.3
Respite	0.1	0.1		0.1
Number of Permanent Admissions	52	53		85
Number of Respite Admissions ⁽¹⁾	52	45		1
Average Age				83

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

⁽²⁾ Opened 24 beds in October 2018. This number gradually increased to 96 beds by March 31/19. This number is

Note: Supplemental information for Whistle Bend Place was not reported in the 2019-20 Main Estimates, therefore the 2019-20 estimate is not available.

HEALTH AND SOCIAL SERVICES

CONTINUING CARE Intermediate/Community/Extended/Complex Care

SUPPLEMENTARY INFORMATION

Waitlist	2020-21 ESTIMATE	<i>Comparable</i>		
		2019-20 FORECAST	2019-20 ESTIMATE	2018-19 ACTUAL
Average Number of People on Waiting List	3	3	4	13
Intermediate Care ⁽¹⁾	3	4	2	24
Extended Care ⁽²⁾	2	1	2	9
Special Care ⁽³⁾	1	2	4	11
Personal Care ⁽⁴⁾	4	6	8	9
Average Number of Months on Waiting List	6	5	3	8
Intermediate Care ⁽¹⁾	4	5	4	11
Extended Care ⁽²⁾	1	0	0	8
Special Care ⁽³⁾	1	0	1	9
Personal Care ⁽⁴⁾	18	14	7	4

⁽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.