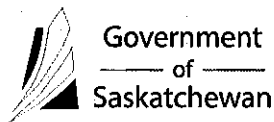


Mobile Crisis Services Inc.

43rd Annual General Meeting

September 26, 2017



Mobile Crisis Services Inc.

Mission Statement

- ✦ Regina Mobile Crisis Services Inc. provides 24 hour comprehensive crisis response to our community.

Vision Statement

- ✦ Mobile Crisis Services Inc. is committed to being a community leader in social and health service through excellence, innovation, continuous learning, quality leadership and management
- ✦ We are committed to deliver crisis intervention and other social and health services that are sensitive to the needs of the community, involving collaborative partnerships and teamwork to overcome all challenges.
- ✦ We take pride in our work and measure our success by the satisfaction of the community and our staff.

Core Values

- ✦ **Honesty**
We are honest and open in our interactions with each other and with our community partners
- ✦ **Fairness**
We treat everyone in an impartial, equitable, sensitive and ethical manner
- ✦ **Reliability**
We are conscientious, professional, responsible and dependable in our dealings with each other and our community
- ✦ **Respect**
We value ourselves, each other and all our community partners; showing understanding and appreciation for our diversities
- ✦ **Teamwork**
We work together within our organization and with our community partners to achieve our goals, making use of diverse skills, abilities, roles and views
- ✦ **Positive Attitude**
We strive to bring positive and constructive influences to our dealings with each other and our community

MOBILE CRISIS SERVICES INC.
BOARD OF DIRECTORS
2016 – 2017

Grant Nicurity: Chairperson

Darryl Browne: Vice-Chair

Bob Hinchcliffe: Treasurer

Doug Keam

Albert Robillard

Jacqueline Halliday

Curtis Kemp

Mario Medby

Sergeant Kimberly Glazer: Ex-Officio

Inez Herbert

John McFadyen: Executive Director

Jan Thorson: Assistant Executive Director

Mobile Crisis Services Inc.

Staff 2016-2017

John McFadyen – Executive Director
Janet Thorson – Assistant Executive Director

Unit Assistants:

Cecilia Welsh
Arlene Irving

Team Leaders:

Cindy Rope
Darryl Firth

Acquired Brain Injury

Norma Sorensen

Problem Gambling Help Line

Norma Sorensen
Amanda Norton

Crisis Workers Program

Shana Cardinal
Damara Seudath
Shayla Leier
Angela Willford

Carla Csada
Jasmine Gerein
Tim Liesch
Colin Sutherland

Kathy Daze
Torrie Gunia
Amanda Douglas
Bronwyn Wyatt

Casual Crisis Workers:

Mallery Agar
Jessica MacPherson
Amanda Norton
Chanda McFadden
Mike Leier
Tessa Turner
Kaitlin Knupp

Randine Akapew
MacKenzie Martin
Karen Page
Sherilyn Walter
Danielle VanLuven
Susan Blahey
Braden Leier

Ashley Deacon
Liz McQuarrie
Jen Renwick
Desire White
Kasey Mahnic
Jonathan Hui



Mobile Crisis Services Inc.
1646 – 11th Avenue
Regina, Saskatchewan
S4P 0H4

Mobile Crisis Services Inc.
Annual General Meeting
2016-17

Welcome to the 43th Annual General Meeting of Mobile Crisis Services Inc.

I would like to thank the Board of Directors, management and staff for another successful year of service to those in crisis in Regina and the Province of Saskatchewan.

We appreciate and would like to thank our seven funders. Their support helps Mobile Crisis Services provide programming to our community and the Province of Saskatchewan.

- ✚ Ministry of Social Services for the provision of afterhour's child protection and financial services.
- ✚ City of Regina for the provision of 24 hour crisis intervention services, including assisting Regina Police Service and Regina Fire & Protective Services
- ✚ Regina Qu'Appelle Health Region for the provision of afterhours emergency mental health services
- ✚ Ministry of Health and Saskatchewan Liquor and Gaming Authority for the provision of 24 hour provincial crisis problem gambling services.
- ✚ United Way Regina for the provision of 24-hour crisis intervention services to help us achieve a healthy and strong community.
- ✚ Saskatchewan Health and SGI for the provision of crisis management services for individuals who have suffered an acquired brain injury.
- ✚ Ministry of Agriculture for the provision of a 24 hr provincial Farm Stress Line

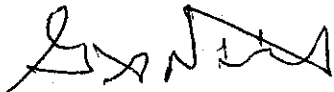


As a registered charitable organization, we also received donations from organizations and private individuals, which are greatly appreciated and used to augment our services.

Mobile Crisis Services partners with many community based organization and provincial agencies to provide service to families and individuals in crisis. We also recognise that people in crisis need various other services to help them achieve positive change. Those partnerships with community and provincial agencies ensures the opportunity for clients to have successful outcomes. Many of those organizations are represented today. We would like to thank you on behalf of our clients.

We look forward to the challenges and rewards of helping people in crisis in our 44th year of operation.

Respectfully submitted



Grant Nicurity
Chair
Mobile Crisis Services Inc.
Board of Directors



Mobile Crisis Services Inc.
1646 – 11th Avenue
Regina, Saskatchewan
S4P 0H4

Executive Director Report

The 2016-17 fiscal year was the 43rd year of operations for Mobile Crisis Services Inc. [MCS Inc.]

MCS Inc continued to provide crisis services 24/7 responding to child abuse and neglect, emergency financial assistance, homelessness, domestic violence, seniors abuse and neglect, tragic events, fire / traumatic events, addictions and mental health issues. In addition MCS Inc. provided 24/7 crisis counselling and crisis gambling counselling to the Province of Saskatchewan through the Farm Stress Line and the Saskatchewan Problem Gambling Help Line. Our Acquired Brain Injury program provided services to 16 clients with complex needs.

Staff responded to 25,109 calls or requests for service during the last fiscal year. This reflects a high level of confidence in the services provided and demonstrates the need for crisis services in our community. MCS Inc. has built a trust with the community we serve, the community based organizations we partner with and funders.

MCS Inc. has seven strategic partners who fund the varied services. These partners provide us with program oversight, development and evaluation. I would like to recognize and thank them for playing an integral part in growth and sustainability of Mobile Crisis Services Inc.

- The Ministry of Social Services/Child and Family Service - Michael Piluk, Gaya Livingston
- The Ministry of Social Services / Income Assistance – Susan Hollinger
- The Ministry of Health and Saskatchewan Liquor and Gaming Authority - Leanne Fisher
- The City of Regina- Mark Sylvester
- The Ministry of Health - Mental Health Clinic – Fiona O’Conner
- The Ministry of Health/ SGI - Michele Cairns
- The Ministry of Agriculture – Rick Bjorge
- The United Way Regina - Kristin Nelson



MCS Inc. has many community partnerships that contribute to successful outcomes for individuals and families. MCS Inc. made 31,616 referrals to those community agencies in the last fiscal year. Regina Police Service, Regina Fire and Protective Services, Canadian Red Cross, Crisis Response Team, Fox Valley Counselling Services Inc., Ranch Erhlo Society, The Salvation Army, Transition House, YWCA -Isabel Johnsons Shelter and My Aunts Place, Family Service Regina - Domestic Violence Outreach, Street Culture Project, Souls Harbour Rescue Mission, Carmichael Outreach and Regina Detox are just few of the strategic partners.

I would like to thank our Board Chair Grant Nicurity and our volunteer Board of Directors as they have provided us with leadership, their expertise and experience to move our organization forward.

I would like to thank the staff of MCS Inc. who have helped so many clients turn danger, stress and confusion into an opportunity for change. They provide a professional crisis response to those in need at any hour of the night or day. Often working in dangerous, unpredictable and stressful situations 24/7.

I would like to thank Janet Thorson [Assistant director] for her support, leadership and management of the day to day operation, team leaders Cindy Rope and Darryl Firth for the leadership they have provided.

Special thanks to Peter Morin, Merilee Rasmussen, and Donna Brewer who provide invaluable contract services critical to the success of our agency. I would also like to thank Cecilia Welsh and Arlene Irving for their administrative support and their efforts to ensure today's events were a success.

Respectfully submitted,



John McFadyen, Executive Director





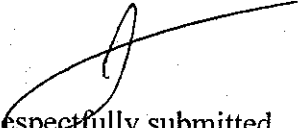
Mobile Crisis Services Inc.
1646 – 11th Avenue
Regina, Saskatchewan
S4P 0JL4

TREASURER'S REPORT

I am pleased to present the financial statements for the year ended March 31, 2017. Mobile was able to achieve a modest surplus for the current year due to a temporary vacancy in a staffing position. Had it not been for this, we would have shown a modest loss.

We continue to look for opportunities to increase our funding and reduce our expenditures. This is a difficult task in the current era of fiscal restraint and rising demands from our clients but as always we shall persevere.

I would like to express thanks to our Executive Director, John McFadyen for his excellent leadership during the past year and I would also like to thank Peter Morin for his sound advice and dedication to fiscal responsibility.


Respectfully submitted
J. Robert Hinchcliffe, Treasurer



MOBILE CRISIS SERVICES, INC.

Financial Statements

Year Ended March 31, 2017

Mobile Crisis Services, Inc.
1646 – 11th Ave
Regina, SK S4P 0H5

MWC Chartered Professional Accountants LLP
2320 Lorne Street
Regina, SK S4P 2M9

RE: Audited Financial Statements

Dear Sir,

We, the board of directors of Mobile Crisis Services, Inc., have reviewed the amended audited financial statements presented by the management of our company for the year ended March 31, 2017.

We acknowledge that management has accepted the responsibility for the preparation of the financial statements in accordance with Canadian accounting standards for not-for-profit organizations and for such internal controls as management determines is necessary to enable the preparation of the financial statements that are free from material misstatement, whether due to fraud or error.

Through our review and correspondence with the Auditor we have satisfied ourselves that these financial statements are accurate to the best of our knowledge and are free from material misstatement.

We approve the financial statements as presented including the statement of financial position, the statement of operations, the statement of changes in net assets, the statement of cash flows and the accompanying notes to the financial statements.

On behalf of the Board,



Director

September 8, 2017

Date



Director

September 8, 2017

Date



Chartered Professional
Accountants LLP

INDEPENDENT AUDITOR'S REPORT

To the Directors of Mobile Crisis Services, Inc.

We have audited the accompanying financial statements of Mobile Crisis Services, Inc., which comprise the statement of financial position as at March 31, 2017 and the statements of operations, changes in net assets and cash flow for the year then ended, and a summary of significant accounting policies and other explanatory information.

Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian accounting standards for not-for-profit organizations, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our qualified audit opinion.

(continues)

An asset to our clients, not an expense

2320 Lorne Street, Regina, SK S4P 2M9 ☎306-352-8621 📠306-565-8476 🌐mwc-cpa.ca

Basis for Qualified Opinion

In common with many charitable organizations, the Corporation is unable to economically implement controls that will offer assurance on the completeness of donations and we are unable to satisfy ourselves on amounts reported using other procedures. Accordingly, our verification of these revenues was limited to the amounts recorded in the records of the Corporation and we were not able to determine whether any adjustments might be necessary to revenues, excess of revenues (expenses), current assets and net assets.

Qualified Opinion

In our opinion, except for the effect of adjustments, if any, which we might have determined to be necessary had we been able to satisfy ourselves concerning the completeness of the revenues referred to in the preceding paragraph, the financial statements present fairly, in all material respects, the financial position of Mobile Crisis Services, Inc. as at March 31, 2017 and the results of its operations and its cash flow for the year then ended in accordance with Canadian accounting standards for not-for-profit organizations.

Emphasis of Matter

The audit report dated June 29, 2017 has been amended as an error in the amount of accrued wages payable was noted subsequent to the release of the statements. The effect of this error was limited to an increase in wages payable of \$13,522 with a corresponding increase in wage expense. The new audit report, dated September 8, 2017, is limited to this change and no other balances were effected.

MWCLLP

Chartered Professional Accountants

Regina, Saskatchewan
June 29, 2017, except as to Note 11 which is
as of September 08, 2017.

MOBILE CRISIS SERVICES, INC.

Statement of Financial Position

March 31, 2017

	2017	2016
ASSETS		
CURRENT		
Cash	\$ 62,553	\$ 61,571
Accounts receivable	2,603	19,638
Goods and services tax recoverable	14,422	8,111
Prepaid expenses	6,715	7,572
	<u>86,293</u>	<u>96,892</u>
CAPITAL ASSETS (Note 3)	30,081	33,725
INVESTMENTS (Note 4)	298,427	391,704
RESTRICTED INVESTMENTS (Note 4)	173,124	173,124
	<u>\$ 587,925</u>	<u>\$ 695,445</u>
LIABILITIES AND NET ASSETS		
CURRENT		
Accounts payable	\$ 17,571	\$ 26,267
Accrued wages payable	45,489	34,025
Deferred revenue (Note 5)	-	147,712
	<u>63,060</u>	<u>208,004</u>
NET ASSETS		
Unrestricted fund	351,741	314,317
Restricted fund (Note 6)	173,124	173,124
	<u>524,865</u>	<u>487,441</u>
	<u>\$ 587,925</u>	<u>\$ 695,445</u>

LEASE COMMITMENTS (Note 7)

CONTINGENT LIABILITY (Note 10)

ON BEHALF OF THE BOARD

Director

Director

See accompanying notes

MOBILE CRISIS SERVICES, INC.

Statement of Operations

Year Ended March 31, 2017

	2017	2016
REVENUES		
Ministry of Social Services grant	\$ 1,530,500	\$ 1,494,948
Saskatchewan Liquor and Gaming Authority grant	206,750	245,000
City of Regina grant	136,350	136,350
Regina Qu'Appelle Health Region grant	112,345	112,345
Saskatchewan Government Insurance grant	80,500	59,703
United Way Regina grant	50,241	50,241
Saskatchewan Agriculture grant	22,000	17,000
WCB rebate	15,822	7,633
Donations	11,918	6,935
Investment income	7,640	5,844
	<u>2,174,066</u>	<u>2,135,999</u>
EXPENSES		
Accounting and legal	67,061	59,046
Advertising	1,419	969
Amortization	21,122	11,893
Annual meeting and board	2,030	2,800
Answering services	7,926	7,608
Contract services	20,677	20,124
Employee benefits	232,856	228,379
Insurance	15,226	13,683
Interest and bank charges	1,349	1,383
Miscellaneous	3,344	3,397
Office supplies	8,098	12,972
Professional fees	13,038	4,264
Radio access fee	1,400	1,000
Rent	75,721	59,721
Repairs and maintenance	43,904	39,548
Telephone	15,313	15,747
Training	1,870	1,338
Travel and accommodation	1,997	1,009
Vehicle	17,325	15,015
Wages	1,562,422	1,563,877
Website services	3,675	128,237
Workers' compensation	18,869	14,491
	<u>2,136,642</u>	<u>2,206,501</u>
EXCESS OF REVENUES (EXPENSES)	<u>\$ 37,424</u>	<u>\$ (70,502)</u>

See accompanying notes

MOBILE CRISIS SERVICES, INC.

Statement of Changes in Net Assets

Year Ended March 31, 2017

	Unrestricted Fund	Restricted Fund (Note 6)	2017	2016
NET ASSETS - BEGINNING OF YEAR	\$ 314,317	\$ 173,124	\$ 487,441	\$ 557,943
Excess of revenues (expenses)	37,424	-	37,424	(70,502)
NET ASSETS - END OF YEAR	\$ 351,741	\$ 173,124	\$ 524,865	\$ 487,441

See accompanying notes

MOBILE CRISIS SERVICES, INC.

Statement of Cash Flow Year Ended March 31, 2017

	2017	2016
OPERATING ACTIVITIES		
Excess of revenues (expenses)	\$ 37,424	\$ (70,502)
Item not affecting cash:		
Amortization of capital assets	21,122	11,893
	<u>58,546</u>	<u>(58,609)</u>
Changes in non-cash working capital:		
Accounts receivable	17,035	(13,805)
Accounts payable	(8,695)	16,403
Deferred revenue	(147,712)	(14,833)
Prepaid expenses	857	9,724
Goods and services tax payable	(6,311)	(4,025)
Accrued wages payable	11,464	20,272
	<u>(133,362)</u>	<u>13,736</u>
Cash flow used by operating activities	<u>(74,816)</u>	<u>(44,873)</u>
INVESTING ACTIVITIES		
Purchase of capital assets	(17,479)	(1,374)
Net change in investments	93,277	(4,988)
	<u>75,798</u>	<u>(6,362)</u>
Cash flow from (used by) investing activities		
FINANCING ACTIVITY		
Deferred revenue	-	(2,000)
INCREASE (DECREASE) IN CASH FLOW	982	(53,235)
CASH - BEGINNING OF YEAR	61,571	114,806
CASH - END OF YEAR	\$ 62,553	\$ 61,571

See accompanying notes

MOBILE CRISIS SERVICES, INC.

Notes to Financial Statements

Year Ended March 31, 2017

1. NATURE OF OPERATIONS

Mobile Crisis Services, Inc. is a charitable organization dedicated to the professional delivery of social and health crisis services in partnership with the community. The organization is incorporated under the Non-Profit Corporation Act of Saskatchewan and is exempt from income tax.

2. SIGNIFICANT ACCOUNTING POLICIES

Basis of presentation

These financial statements were prepared in accordance with Canadian accounting standards for not-for-profit organizations (ASNFPPO).

Fund accounting

The Organization has internally restricted the following funds:

Unrestricted

This fund reports the ongoing day to day operations of the Mobile Crisis Services (MCS) 24 hour crisis intervention program.

Restricted

The Organization has internally restricted funds to be used for the acquisition of a building, and for maintenance and replacement of furnishings.

Revenue recognition

Mobile Crisis Services, Inc. follows the deferral method of accounting for contributions.

Restricted contributions are recognized as revenue in the year in which the related expenses are incurred. Unrestricted contributions are recognized as revenue when received or receivable if the amount to be received can be reasonably estimated and collection is reasonably assured. Capital funding is recognized on the same basis as the asset is amortized.

Donations are recognized in the period received.

Investment income is recognized as revenue when earned.

Contributed goods and services

Contributed assets are only recognized when a fair value can be reasonably estimated and when the goods or services are used in the organization's normal operations and would have otherwise been purchased. There were no contributed assets received in the year.

(continues)

MOBILE CRISIS SERVICES, INC.

Notes to Financial Statements

Year Ended March 31, 2017

2. SIGNIFICANT ACCOUNTING POLICIES *(continued)*

Financial instruments policy

Financial instruments are recorded at fair value when acquired or issued. In subsequent periods, financial assets with actively traded markets are reported at fair value, with any unrealized gains and losses reported in income. All other financial instruments are reported at amortized cost, and tested for impairment at each reporting date. Transaction costs on the acquisition, sale, or issue of financial instruments are expensed when incurred.

Financial assets include cash and accounts receivable are reported at amortized cost. Investments and restricted investments are reported at fair value.

Financial liabilities including accounts payable and accrued liabilities are measured at amortized cost.

Capital assets

Capital assets are stated at cost less accumulated amortization. During the year, the estimated remaining useful life of existing and newly acquired assets was evaluated and a change in estimate was made resulting the the assets being amortized at the following rates and methods. In addition, a full year of amortization is recorded in the year of acquisition.

Computer equipment	4 years	straight-line method
Furniture and fixtures	5 years	straight-line method
Leasehold improvements	10 years	straight-line method

Measurement uncertainty

The preparation of financial statements in conformity with Canadian accounting standards for not-for-profit organizations requires management to make estimates and assumptions that affect the reported amount of assets and liabilities, disclosure of contingent assets and liabilities at the date of the financial statements and the reported amounts of revenues and expenses during the period. Such estimates are periodically reviewed and any adjustments necessary are reported in earnings in the period in which they become known. Actual results could differ from these estimates.

Included in wages payable is a provision for an expected retroactive payment of wages once the employee's collective bargaining agreement is completed. The last contract expired March 31, 2015 and a new one is currently in process.

3. CAPITAL ASSETS

	Cost	Accumulated amortization	2017 Net book value	2016 Net book value
Computer equipment	\$ 79,369	\$ 69,397	\$ 9,972	\$ 17,290
Furniture and fixtures	53,378	37,798	15,580	9,896
Leasehold improvements	20,092	15,563	4,529	6,539
	<u>\$ 152,839</u>	<u>\$ 122,758</u>	<u>\$ 30,081</u>	<u>\$ 33,725</u>

MOBILE CRISIS SERVICES, INC.

Notes to Financial Statements

Year Ended March 31, 2017

4. INVESTMENTS

	2017	2016
T-Bill fund	\$ 117,002	\$ 116,722
Term deposits	327,550	424,810
Marketable securities	26,999	23,296
	<u>\$ 471,551</u>	<u>\$ 564,828</u>

Term deposits mature between April 22, 2018 and April 23, 2018 and bear interest ranging from 0.50% to 0.95%.

Investments	\$ 298,427	\$ 391,704
Restricted investments	173,124	173,124
	<u>\$ 471,551</u>	<u>\$ 564,828</u>

The restricted fund does not have a bank account. A portion of investments have been internally restricted to be used by this fund.

5. DEFERRED REVENUE

	2017	2016
City of Regina grant	\$ -	\$ 136,350
Saskatchewan Agriculture - Capital Grant	-	2,000
Regina Qu'Appelle Health Region grant	-	9,362
Subtotal	-	147,712
Current portion of deferred	-	(147,712)
	<u>\$ -</u>	<u>\$ -</u>

Capital funding was received in 2012 for the purchase of a new telephone system and has been fully recognized in 2017. During the current year, all funding received was recognized as revenue.

6. RESTRICTED FUND

	Beginning	Transfers In	Transfers Out	Ending
Building reserve	\$ 100,000	\$ -	\$ -	\$ 100,000
Furnishings reserve	68,124	-	-	68,124
Maintenance reserve	5,000	-	-	5,000
	<u>\$ 173,124</u>	<u>\$ -</u>	<u>\$ -</u>	<u>\$ 173,124</u>

MOBILE CRISIS SERVICES, INC.

Notes to Financial Statements

Year Ended March 31, 2017

7. LEASE COMMITMENTS

The Corporation leases their premises from the City of Regina which expires August 31, 2017. The Board members are still in negotiations with the City of Regina for the new lease term. As at March 2017, the Corporation had lease commitments of \$6,830 per month for the leasing of premises.

The Corporation also has leases on two vehicles and the total monthly lease payments for vehicles are as follows:

2018	\$	11,496
------	----	--------

8. FINANCIAL INSTRUMENTS

The Corporation is exposed to various risks through its financial instruments and management is responsible to monitor, evaluate and manage these risks. The following analysis provides information about the Corporation's risk exposure and concentration as of March 31, 2017.

Liquidity risk

Liquidity risk is the risk that an entity will encounter difficulty in meeting obligations associated with financial liabilities. The Corporation is exposed to this risk mainly in respect of obligations under leases, contributions to the pension plan, and accounts payable.

Interest rate risk

Interest rate risk is the risk that the value of a financial instrument might be adversely affected by a change in the interest rates. In seeking to minimize the risks from interest rate fluctuations, the Corporation manages exposure through its normal operating and financing activities. The organization is exposed to interest rate risk primarily through its investments.

9. PENSION

Employees participate in a Registered Retirement Savings Plan. The Board's financial obligation to the plan is limited to making required payments to match amounts contributed by employees for current services. Pension expense for the year amounted to \$96,772 (2016 - \$93,208).

10. CONTINGENT LIABILITY

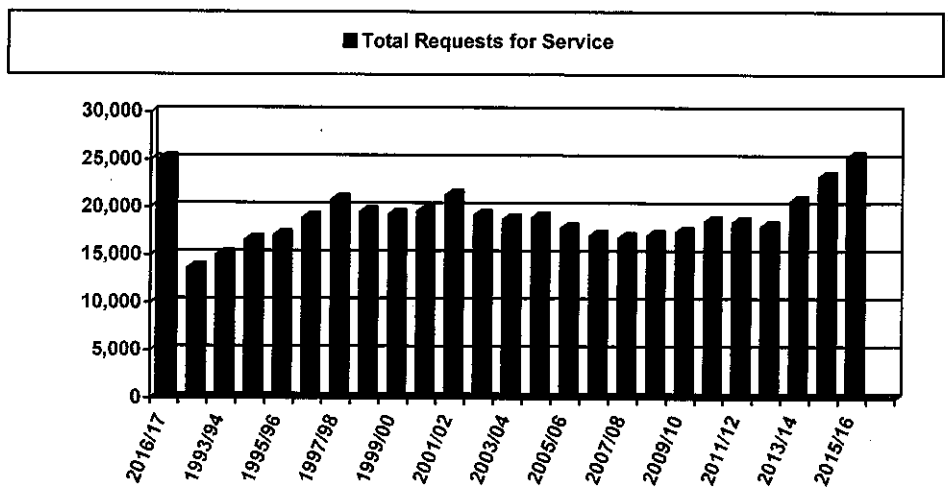
Grant funding provided is evaluated by the funders subsequent to yearend. Upon their review there exists the potential that funding in excess of expenditures may be required to be repaid, resulting in a decrease in subsequent funding or repayment to the funder. Any adjustment per the funders' review is recorded in the year it is made known to the Corporation.

11. DOUBLE DATED AUDIT REPORT

The audit report dated June 29, 2017 has been amended as an error in the amount of accrued wages payable was noted subsequent to the release of the statements. The effect of this error was limited to an increase in wages payable of \$13,522 with a corresponding increase in wage expense. The new audit report, dated September 8, 2017 was limited to this change and no other balances were effected.

**Mobile Crisis Services Inc.
24-Hour Crisis Intervention Program
STATISTICAL REPORT
April 1, 2016 – March 31, 2017**

After each crisis intervention call, Crisis Workers document the events related to the disposition of that particular call. These statistics assists Mobile Crisis Services (MCS) in evaluating the program services provided to clients, identifies service delivery demands and provides valuable information to our strategic partners. The following is a summary the data collected from April 1, 2016 to March 31, 2017.



1990/91 n=12,612	1992/93 n=13,691	1993/94 n=15,077	1994/95 n=16,640	1995/96 n=17,153	1996/97 n=18,953
1997/98 n=20,882	1998/99 n=19,585	1999/00 n=19,329	2000/01 n=19,637	2001/02 n=21,359	2002/03 n=19,239
2003/2004 n=18,805	2004/2005 n=18,971	2005/2006 n=17,889	2006/2007 n=17,126	2007/2008 n=16,900	2008/2009 n=17,125
2009/2010 17502	2010/2011 18605	2011/2012 18526	2012/2013 18091	2013/2014 20736	2014/2015 23286
2015/2016 25387	2016/2017 25109				

Mobile Crisis Services has experienced consistently high demands for crisis intervention services. This demonstrates that crisis intervention services provided by the agency continue to be essential and necessary to the community. During the 2016/17 fiscal year, the agency responded to 25,109 requests for service. This represents a 9.8% decrease in calls over 2015/16.

IDENTIFIED PROBLEMS

Reports are written after each client contact. These reports are narrative and outline the details of the call including the presenting problems identified, the intervention provided, and a summary of observations and recommendations. A statistical report is completed on each service request. Crisis Workers assess and prioritize. Addressing those needs that are immediate and referring clients to our community partners for non-emergent needs.

The Chart below details the service areas that clients requested MCS assistance with in 2016/17.

SERVICE AREA	PERCENTAGE OF CONTACTS
Mental Health	34%
Child Protection	25.4
Financial Assistance	41%
Addictions	9%
Homelessness	9%
Emotional/Physical Problems	22%
Domestic Violence	6.3%
Seniors	11%
Problem Gambling	3%
Cold Weather Strategy (Nov/16 Mar/17)	4.7%.
Miscellaneous Problem	3%
Farm Stress	.9%
Emergency Response	.1%

CHILD PROTECTION

MCS provides afterhours child protection services for the Ministry of Social Services. Child Protection assessment, consultation and investigation comprised approximately 25.4% (6378 contacts) of all client contacts for MCS.

MCS continues to assess child protection calls utilizing the Structured Decision Making tools. Providing more opportunities for children to remain at home or with extended family. MCS partners with Fox Valley Counselling Services to locate extended family and support families after hours.

Child Protection Services	Number of Cases
Child Neglect	2357
Missing or Found Juvenile	735
Youth (services to 16/17 year olds)	440
Out of Parental Control	282
Physical Abuse	229
Lost or Found Child	178
Sexual Abuse	101
Young Offender	55
Abandonment (under 10 years)	5
Delinquency (under 12 years)	24
Suicide Related	48
Emotional Abuse	33
Mental Health Issue MHI	125
Parental Abduction	2
Parent/Teen Conflict	143
Other Issue or Information	1358
Visitation	245
TOTAL	6149

EMERGENCY FINANCIAL ASSISTANCE

MCS provides after hours emergency financial assistance for the Ministry of Social Services. There was 10449 request for emergency financial assistance (41% of total calls). In 3040 client contacts Crisis Workers assessed or issued emergency financial assistance as a means of stabilizing the client's primary crisis.

Emergency Financial Services	Number of Cases
Accommodation Requests	3522
Transportation Requests	4550
Food/Meal Requests	1405
Infant Needs Requests	335
Health Requests (i.e. prescriptions)	32
Other Issue or Information	605
TOTAL	10449

HOMELESSNESS

There were 3522 request for accommodations in 2016/17. These are individuals and families who were without permanent housing. They may live on the street, have temporary accommodation with family or friends, or stay in transitional housing. Of those 3522 request for accommodations 2431 requests were identified as homeless.

During November to March homeless clients are the most vulnerable. There was 1182 of the 2479 homeless clients that received services during this high risk period.

Homelessness Services	Number of Cases
Single Male	70%
Single Female	21%
Single Female with children	3.3%
Couple (no children)	1.1%
Teenager	1.6
Elderly Person	.08
Couple with children	.12%
Single Male with children	.24%
Other Issue or Information	.28%

COLD WEATHER STRATEGY

The Cold Weather Strategy Committee identified the period November 1, 2016 to March 31, 2017 when clients are the most vulnerable. Because of the extreme cold temperatures intervention is necessary to ensure client's needs are being met. Homeless client's needs are complex and challenging due to addictions, mental health and lifestyle issues.

Of the 2431 clients who were identified as homeless, 1182 clients approached Mobile Crisis Services from November 1 to March 31, 2017

Single Male	893
Single Female	208
Single Female with Child	25
Couple	12
Teen	22
Elderly	2
Couple with Children	3
Single Male with Children	6
OTHER	11

MENTAL HEALTH

Mobile Crisis Services provides after hours Mental Health services for the Ministry of Health. Mobile Crisis Services partners with the Crisis Response Team from the Mental Health Clinic during 40% of the afterhours coverage. Out of 25109 client contacts 8549 or 34% involved people in crisis who were experiencing Mental Health issues.

MCS responded to 674 cases involving suicidal ideation, 58 cases of attempted suicide, and 10 cases of completed suicide.

Mental Health Services	Number of Cases
Suicidal Ideation	674
Suicide Attempt	58
Completed Suicide	10
Psychiatric	5553
Emotional	689
Cognitive Disability	743
Other Issue or Information	822
TOTAL	8549

EMOTIONAL/PHYSICAL PROBLEMS

MCS responded to 5692 contacts (22%) where people were experiencing a crisis coping with emotional and or physical issues. Issues related to tragic events, jobs, school, family, marriage, bereavement, sexual assault, custody, missing adults and physical health needs.

Physical Health issues were of primary concern with 367 client contacts (1.5%). These clients often needed immediate medical care. In 2618, client contacts (10.4%), physical health was identified as a secondary problem. In the majority of cases identifying physical health issues as a secondary problem, the primary issue is lack of transportation to health care facilities.

Job/school	206
Family	396
Marital Partner	21
Loss/Bereavement	139
Sexual Concerns	97
Physical Assault	20
Custody Related	496
Other	100
Landlord/Tenant	115
Tragic Event	44
Crime Victim	119
Relationship	264
Crime Involvement	145
General Dispute	56
Gang Related	16
Missing Adult	100
Medical Care	3131
Sexual Assault History	4
Sexual Assault Current	1
Total	5471

DOMESTIC VIOLENCE

There was 1592 client contacts where family violence was the primary issue and 159 contacts where family violence was a secondary issue. This is common in situations where MCS will investigate child protection concerns that have resulted from domestic violence.

There was 320 referrals made to the Domestic Violence Outreach Program requesting follow-up services for victims of family violence.

DOMESTIC VIOLENCE SERVICES	Number of Cases
Current Physical Assault	1090
Current Emotional Abuse	159
History of Physical Abuse	481
History of Emotional Abuse	27
Other Issue or Information	267
TOTAL	2024

ADDICTIONS

Substance abuse issues were identified as the primary problem in 626 (2.5%) client contacts. It was identified as a contributing factor to the primary problem in 1815 client contacts. Substance abuse was identified as an issue in 9% of overall contacts.

Substance Abuse Services	Number of Cases
Alcohol Issue	1486
Drug Issue	583
Combination Alcohol/Drugs	100
Solvent Issue	25
Other Issue or Information	202
TOTAL	2396

SENIORS

MCS responded to 2948 requests for service where the elderly were lost, experiencing deteriorating health, difficulties in their living situations, having financial problems or were being abused.

SENIOR Services	Number of Cases
Senior Abuse Emotional	51
Missing/Found	13
Deteriorating Health	75
Dementia/Alzheimer's	60
Physical Abuse	9
Financial Abuse	6
Sexual Abuse	0
Other	2734
Total	2948

Client Contact and Referral

Out of 25,109 client contacts, 78.4% (19686) consisted of telephone contact, 4% (952) of service requests resulted in a mobile response, and 17% (4252) of service requests were initiated by individuals attending to the office.

Self-Referral	66%	65%
Second Party	12%	12.2%
Ministry of Social Services	3.8%	2.4%
Regina Police Service	14%	7.6%
Hospitals	3.8%	4.6%
Other Agencies	1.4%	.4%

Referrals Made

Crisis Workers not only provide immediate assistance, they actively try to link clients to other community partners with ongoing programs and services

Referred To	Percentage of Contacts
Ministry of Social Services	49%
Mental Health Clinic	12%
Regina Police Service	3.7%
Counsellor	3%
Salvation Army	2.4%
Hospital	1.6%
Safe Shelter	1.6%
Mobile Crisis Services	9%

Mobile Crisis Services provides 24 hour, seven days a week service to the community. We responded to an average of 70 requests for service per day with each client contact averaging 30 minutes.

Clients with Complex Needs

Clients in crisis are overwhelmed and unable to cope, this is a result of personal or external circumstances. These clients may have poor physical health, mental health problems, addictions, relationship, domestic violence, housing or parenting issues.

During 2016-17 crisis workers assessed 17379 calls that identified two or more significant client needs. This represents 69% of all calls where clients presented with complex needs.

PROBLEM GAMBLING HELP LINE

During 2016-17 Mobile Crisis Services Inc. [MCS Inc.] continued to provide services to problem gamblers, those impacted by gambling and support for those ongoing services that provide gambling counselling during traditional hours of work. Funding provided for two dedicated Problem Gambling Crisis Workers, Crisis Workers and ongoing funding for the Saskatchewan Problem Gambling Website [www.spgh.ca].

Dedicated Problem Gambling Crisis Workers worked 1900 to midnight daily. During their work hours they answer the Saskatchewan Problem Gambling Helpline [SPGH], responding to texting, email support and online chat. They contact gambling counsellors on a monthly basis, provide support for

gambling counsellors clients outside of traditional hours. Crisis Gambling Counsellors networked with community based organizations making them aware of the services that are available. This was done through emails and newsletter. They develop a bi-monthly newsletter that is sent out to CBO's and Gambling Counsellors in the province. Covering different gambling addiction behavior. Crisis Gambling Counsellors mentor Crisis Workers by attending monthly staff meeting and talking about gambling addiction and issues that may arise during their monthly review of calls.

As the dedicated gambling counsellors only cover 5 hours of every 24 hour day Crisis Workers respond to calls on the SPGH 19 hours of each day. Crisis workers receive 400 hours of training prior to providing direct service independently to callers. Part of this training is focused on gambling addiction. Training is provided on how to assess gambling addiction and assess severity of the impact on the gambler and their supports. Crisis Workers and Crisis Gambling Counsellors are also trained in a number of other program areas so they are able to provide crisis counselling to problem gamblers with complex needs.

There was an increase in calls during 2016-17 but awareness of services remains the number one challenge for the program. Budget friendly steps were taken to address this in 2016-17. A Communications Strategy was developed by Frazer Strategy Inc. for the Saskatchewan Problem Gambling Helpline and completed in March 2017. A new logo was developed and new domain name was secured to mirror the new branding. Pop up banners and postcard handouts were develop to promote the Saskatchewan Problem Gambling Helpline.

FARM STRESS LINE

Mobile Crisis Services Inc. [MCS Inc.] continued to provide services to rural and farm families through the Farm Stress Line (FSL) in 2016-17. The service is provided 24 hours per day, seven days a week and is staffed with trained Crisis Workers.

MCS provides crisis counselling services, and has the ability to address any social issue. Referrals are made to the Ministry of Agriculture, Agriculture Knowledge Centre [AKC] to address requests for technical knowledge. The FSL at Mobile Crisis Services utilizes the 1-800 toll free phone number that was previously identified as the Provincial Farm Stress Line.

There was 227 calls to the FSL for the period April 1, 2016 to March 31, 2017. This was a decrease in calls from the 305 calls in the past fiscal year.

The top three "Farm Issues" identified by callers were;

- 1} Financial [Debt, Cash Flow and Bankruptcy]
- 2} Crops/Livestock
- 3} Succession/Transition.

The top three "Personal / Family Issues" identified by callers were;

- 1} Mental Health [Psychiatric, anxiety/Stress and suicide]
- 2} Relationships issues and Domestic Violence
- 3} Physical Health

Pop up banners and postcard handouts were develop to promote the Farm Stress Line in 2016-17.

ABI CASE MANAGEMENT PROGRAM

Mobile Crisis Services, Inc. ABI Case Management Program provides services for individuals and families experiencing intermittent, recurring or chronic crisis associated with acquired brain injury.

Clients can be described as being non-compliant, hard to serve, or difficult to manage within the current structure of the Ministry of Health.

The ABI Caseworker is responsible to lead the ABI Program at Mobile Crisis Services [MCS] which is in place to provide assessment, service coordination, crisis intervention/management and assertive outreach services for individuals and families experiencing intermittent, recurring life disruptions and distresses associated with ABI. Program activities are undertaken within the limits of applicable legislation and the parameters of MCS policies and procedures. The ABI case management program provided services to 16 clients during 2015-17.