RESET Trend Analysis Report, 2018 to 2025

Report produced June 2025

RESET®
Society of Calgary
Formerly Servants Anonymous Society

Evaluated with support from
Constellation Consulting Group

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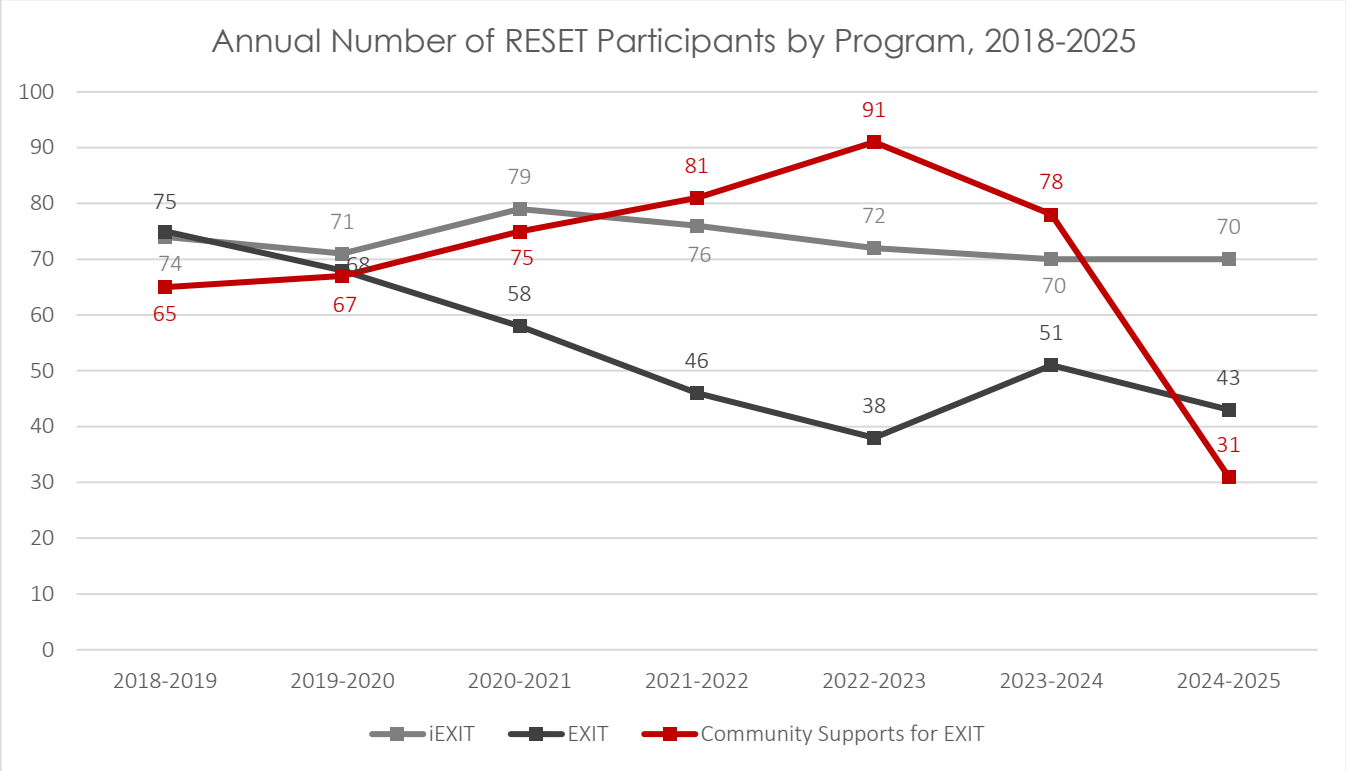
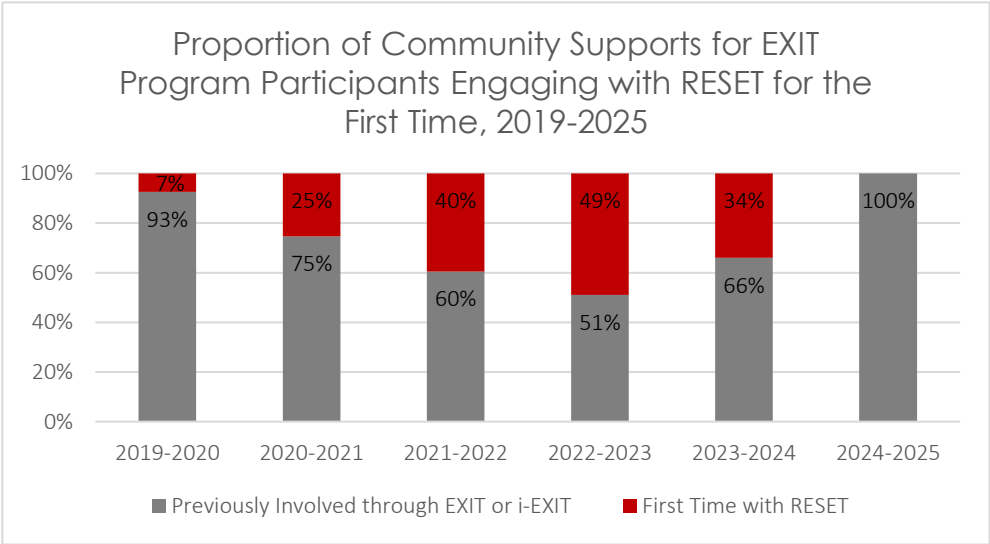
1.0 RESET Output Trends, 2018 to 2025

Reviewing RESET outputs from 2018 to 2025, the following trends were observed:

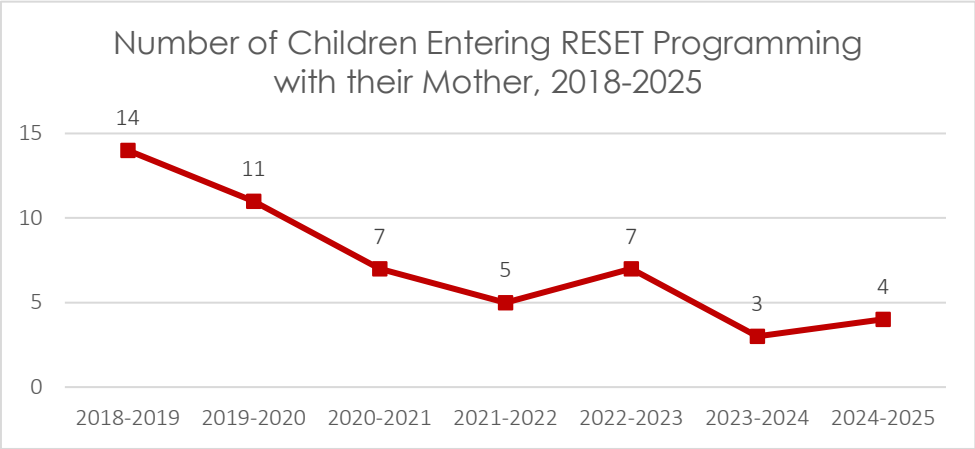
Number of Participants: While the number of i-EXIT Participants remained relatively stable from 2018 to 2025, there was a notable decrease in the number of EXIT Program and Community Supports for EXIT Program Participants.



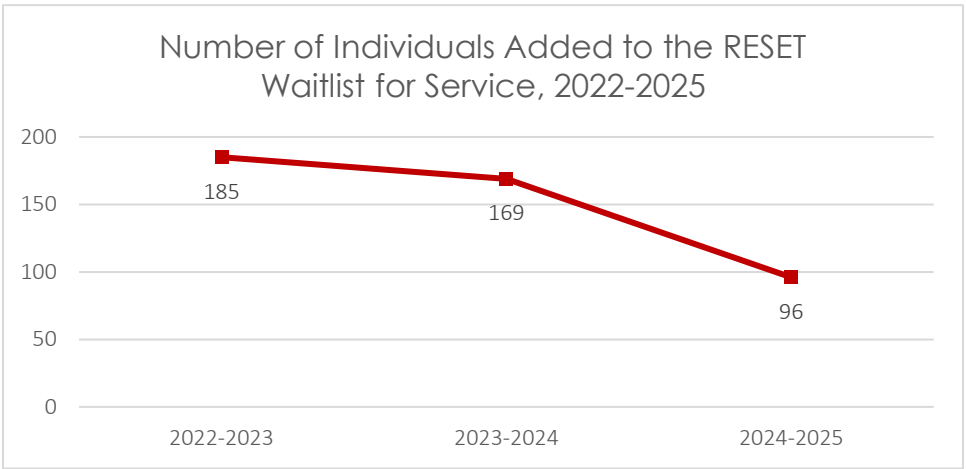
Proportion of Community Supports for EXIT Participants Engaging for the First Time: While each year a majority of Community Supports for EXIT Participants engaged with RESET through i-EXIT or EXIT prior to entering the Community Supports program, a variable proportion of Participants had *never* engaged with RESET previously. In particular, in 2021/2022 and 2022/2023 a greater proportion of Community Supports for EXIT Participants engaged with RESET for the first time.

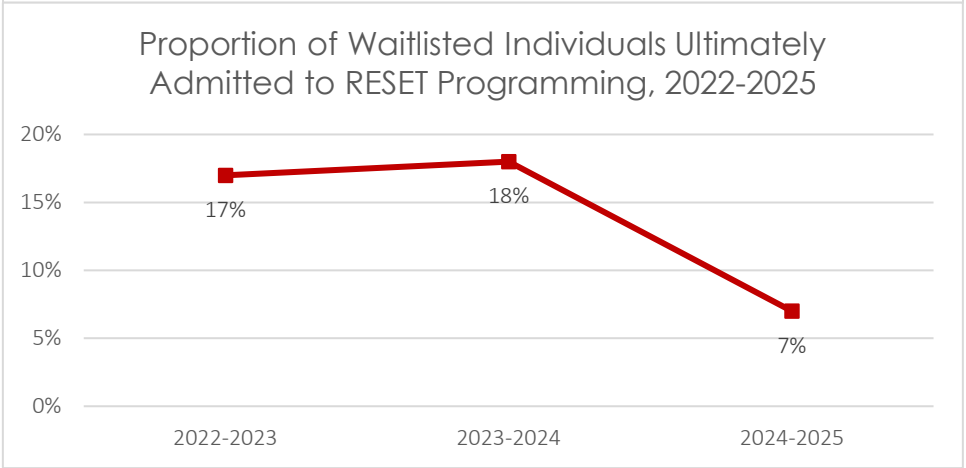


Number of Children at RESET with their Mother: The number of children attending RESET programming (the EXIT Program specifically) with their mother declined between 2018 and 2025, paralleling the overall decline in EXIT Program participation.

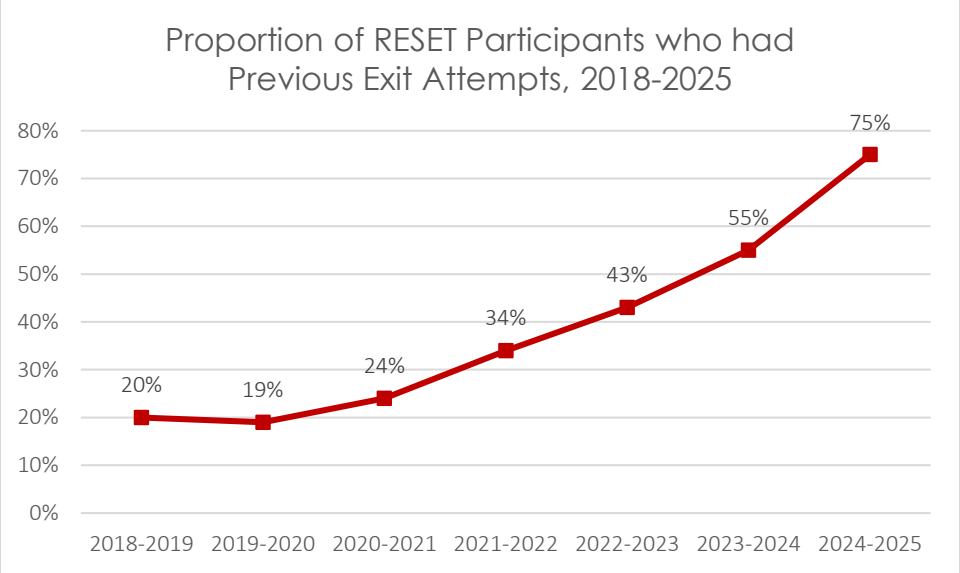


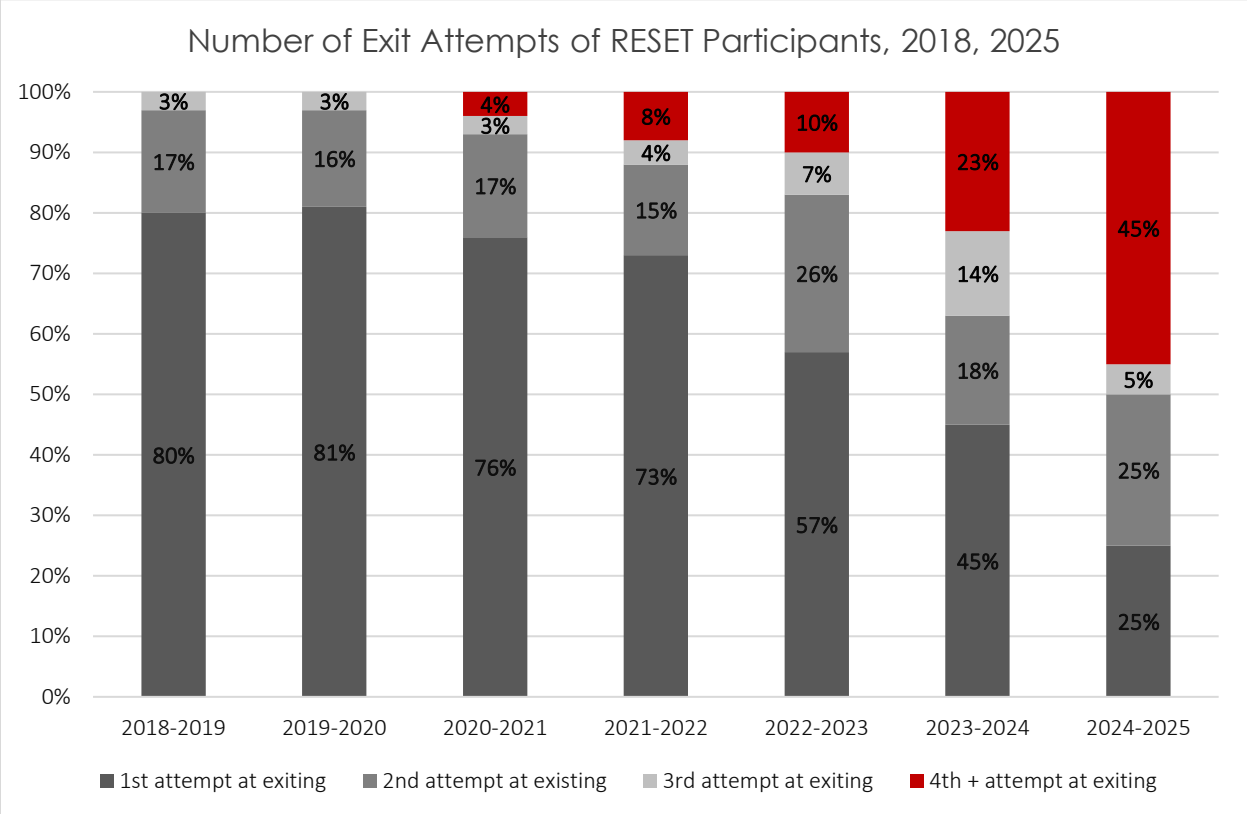
Number of Individuals Added to the RESET Waitlist, Ultimately Admitted to Programming: Since waitlist statistics began being reported in 2022, there has been a steady decline in the number of individuals added to the RESET waitlist each year. Simultaneously, the *proportion* of individuals ultimately admitted to RESET programming has also decreased, indicating that not only are fewer individuals being waitlisted for service, but even fewer individuals are ultimately receiving service through RESET. This trend matches the downward trends in EXIT and Community Support for EXIT Participant numbers from 2022 to 2025.





Attempts at Exiting the Sex Trade: Since 2018, the proportion of Participants who had previously attempted to exit the sex trade has increased consistently. This suggests that women seeking to exit the sex trade are facing greater challenges, complexities, and barriers to maintaining their exit, and likely indicates that RESET is working with an increasingly complex group of individuals who are struggling with entrenchment in the sex trade.

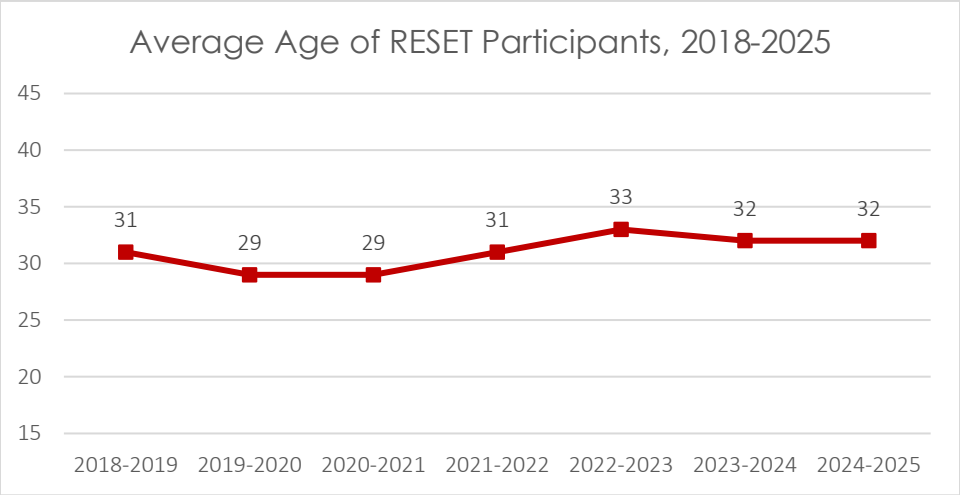




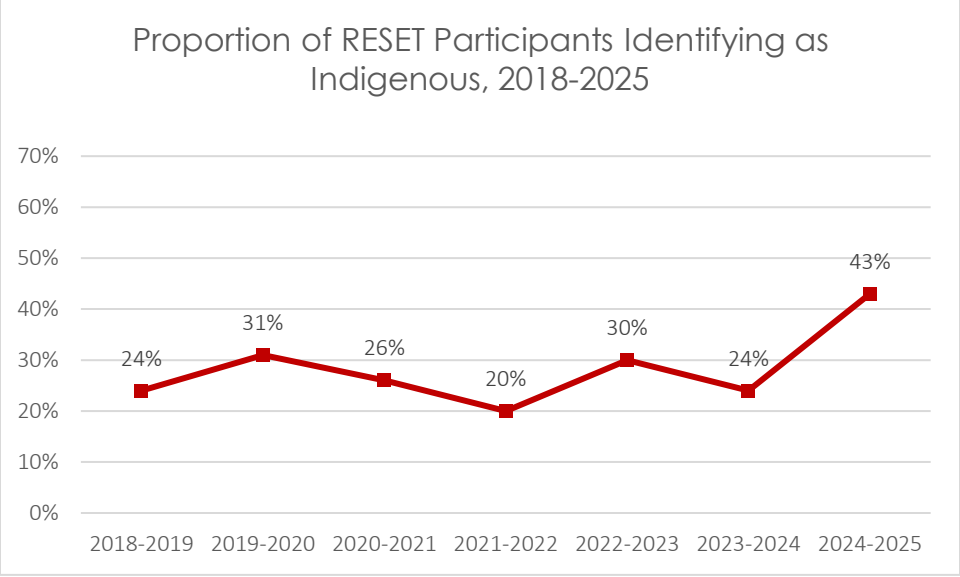
2.0 RESET Demographic Trends, 2018 to 2025

Reviewing the demographics of RESET Participants from 2018 to 2025, the following trends were observed:

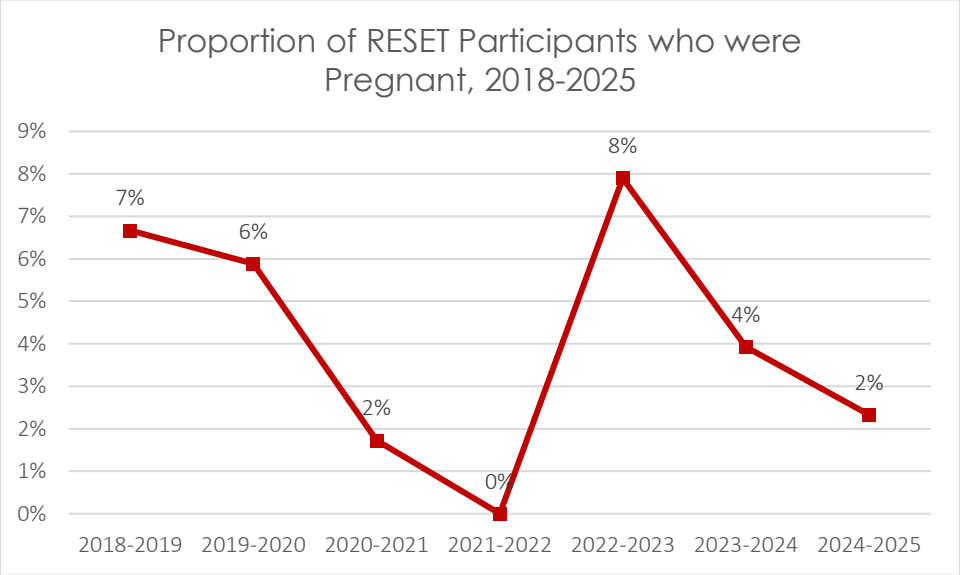
Age of RESET Participants: Since 2018, the average age of RESET Participants has remained relatively consistent between the ages of 29 and 33.



RESET Participant Indigenous Identity: Since 2018, at least 20% of RESET Participants have identified as Indigenous each year, with typical years seeing between 25% and 30% Indigenous Participants involved. 2024-2025 represented an anomalous year, with 43% of Participants identifying as Indigenous. Ongoing assessment of demographic trends moving forward can reveal whether this year was an outlying year or part of a trend towards increased involvement of Indigenous individuals in RESET programming.



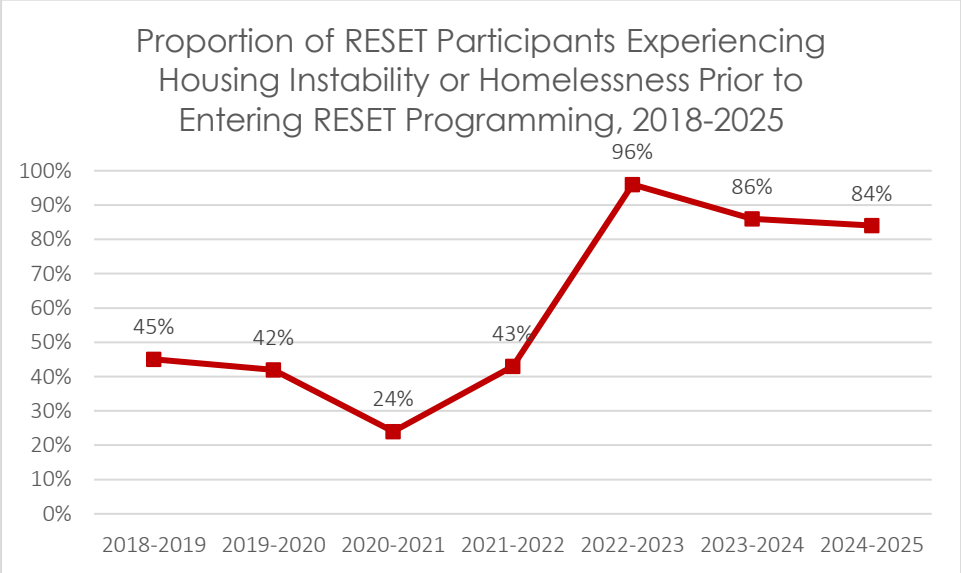
Proportion of RESET Participants who were Pregnant while Participating: From 2018 to 2025, between 2% and 8% of Participants were pregnant each year, with the exception of 2021-2022, when no Participants were pregnant.



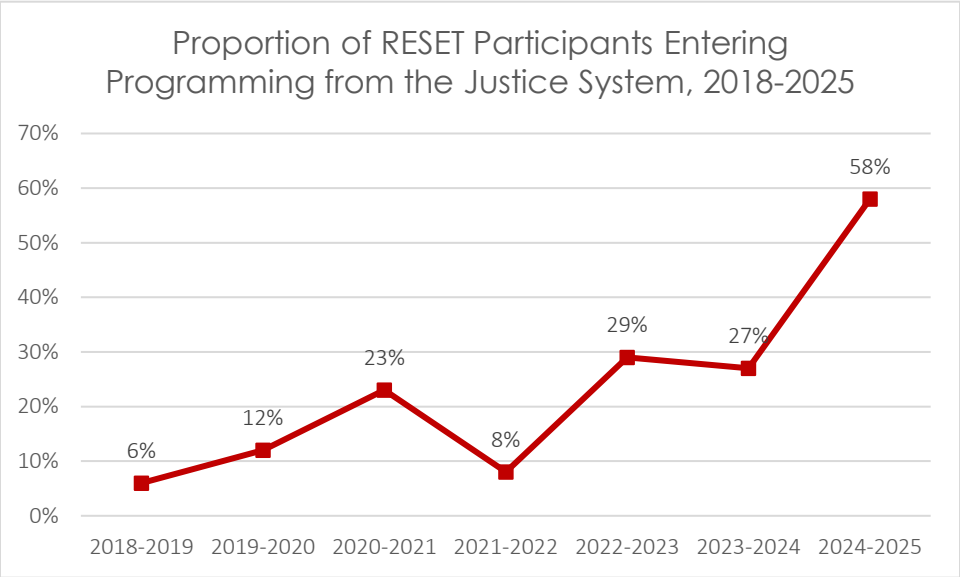
3.0 RESET Participant Entry Situation Trends, 2018 to 2025

Reviewing the situations experienced by Participants who entered RESET programming from 2018 to 2025, the following trends were observed:

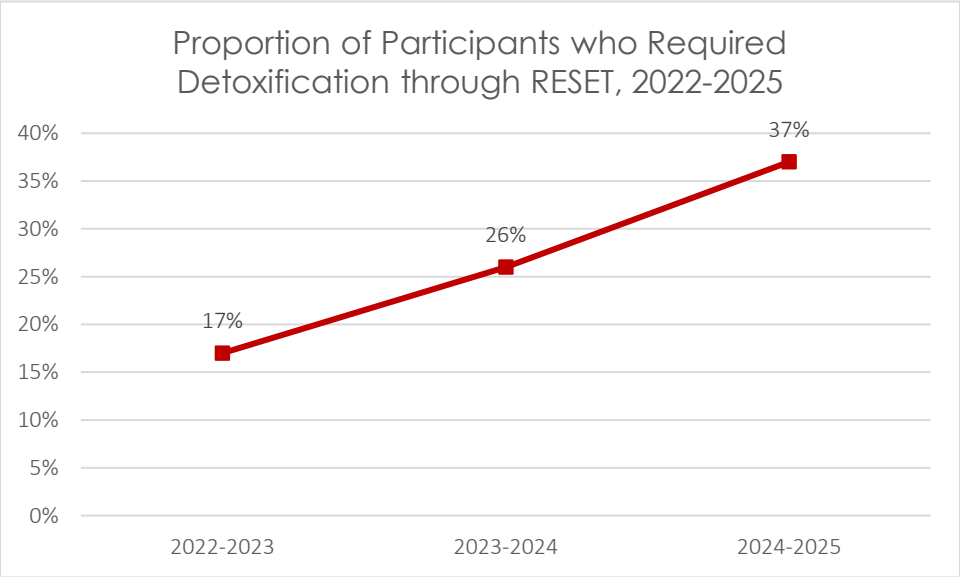
Proportion of RESET Participants Entering Programming from Situations of Housing Instability or Homelessness: Between 2018 and 2025 a significant increase in the proportion of RESET Participants who entered programming from situations of housing instability or homelessness was observed. This includes individuals who were staying in homeless or women's shelters, individuals who were 'rough sleeping', and individuals being discharged from institutions (e.g. health facility, mental health facility, correctional facility) without housing secured upon discharge. In particular, in wake of the COVID-19 pandemic in 2022-2023, a major increase in the housing instability/homelessness status of Participants was observed and has been carried forward to 2024-2025.



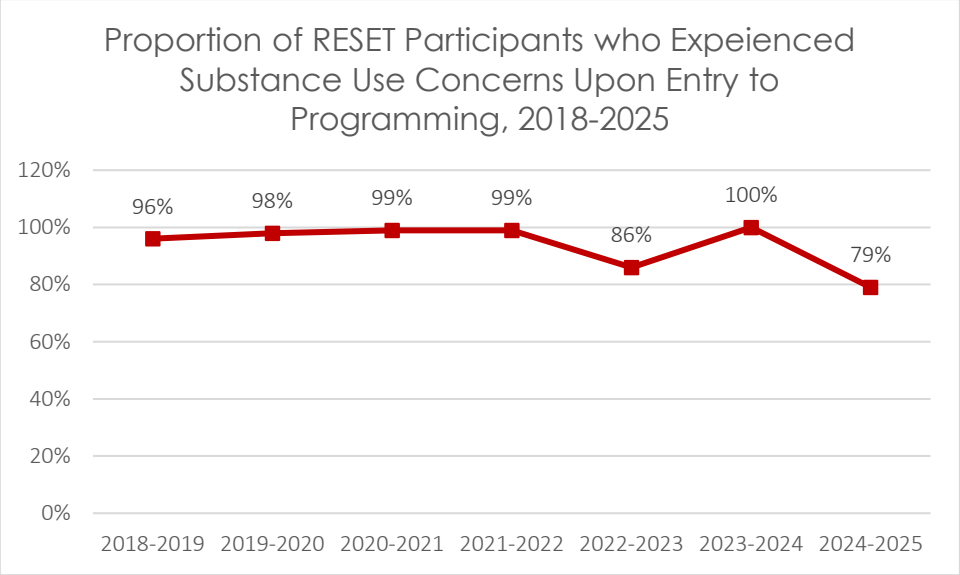
Proportion of RESET Participants Entering Programming Directly from the Justice System: Between 2018 and 2025 a significant increase in the proportion of Participants who entered RESET programming directly from the justice system (incl. from correctional facilities, jail, remand) was observed. In particular, the number of individuals entering from the justice system more than doubled between 2023-2024 and 2024-2025.



Proportion of RESET Participants Requiring Detoxification Support Upon Entry to RESET Programming: Since 2022, RESET has captured statistics on the number of Participants requiring detoxification support when they enter RESET programming. Since detoxification statistics began being recorded in 2022, there has been a consistent increase in the proportion of Participants requiring detoxification at RESET.



Proportion of Participants with Substance Use Concerns at Entry to RESET Programming: From 2018 to 2025 there has been a slight decrease in the proportion of RESET Participants overall who have entered the program with identified substance use concerns. Despite the recent decline, however, the vast majority of Participants continue to present with these concerns.


Proportion of RESET Participants who Expeienced Substance Use Concerns Upon Entry to Programming, 2018-2025
120%
100%
80%
60%
40%
20%
0%
96%
98%
99%
99%
86%
100%
79%
2018-2019
2019-2020
2020-2021
2021-2022
2022-2023
2023-2024
2024-2025