



## **2019-2020 PROGRAM EVALUATION SUMMARY**

*Crossroads Children's Mental Health Centre is located on unceded territory of the Algonquin Anishinabe Nation. We extend our respect to all First Nations, Inuit, and Metis peoples for their valuable past and present contributions to this land and we commit to reconciliation efforts.*

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## I. WHO ARE WE SERVING?

There were 964 unique clients served at Crossroads Children's Mental Health Centre and a total of 1305 admissions to programs and/or services

<b>CLIENTS SERVED IN PROGRAMS</b>	<b>Duplicated Clients (to the program)</b>	<b>Unique clients (to the program)</b>	<b>TOTAL</b>
HOMEBASED PROGRAMS (IHBT/CAS/HBDT)	15	318	323
DAY TREATMENT PROGRAM	0	86	86
SCHOOL-BASED MENTAL HEALTH PROGRAM			
Group	0	19	19
Individual	20	253	273
INTENSIVE SERVICES PROGRAM	0	17	17
TAPP-C ASSESSMENT	0	7	7
WRAPAROUND	0	9	9
POLICE REFERRAL			
Intersections	0	37	37
Homebase	0	* 12	12
IPC	0	1	1
WALK-IN CLINIC	**21	156	177
<b>TOTAL</b>	<b>56</b>	<b>915</b>	<b>971</b>

\*11 of these clients went on to Homebase

\*\*Of the 21 duplicated families, 16 of these families visited the clinic twice, 4 visited three times and 1 visited 4 times

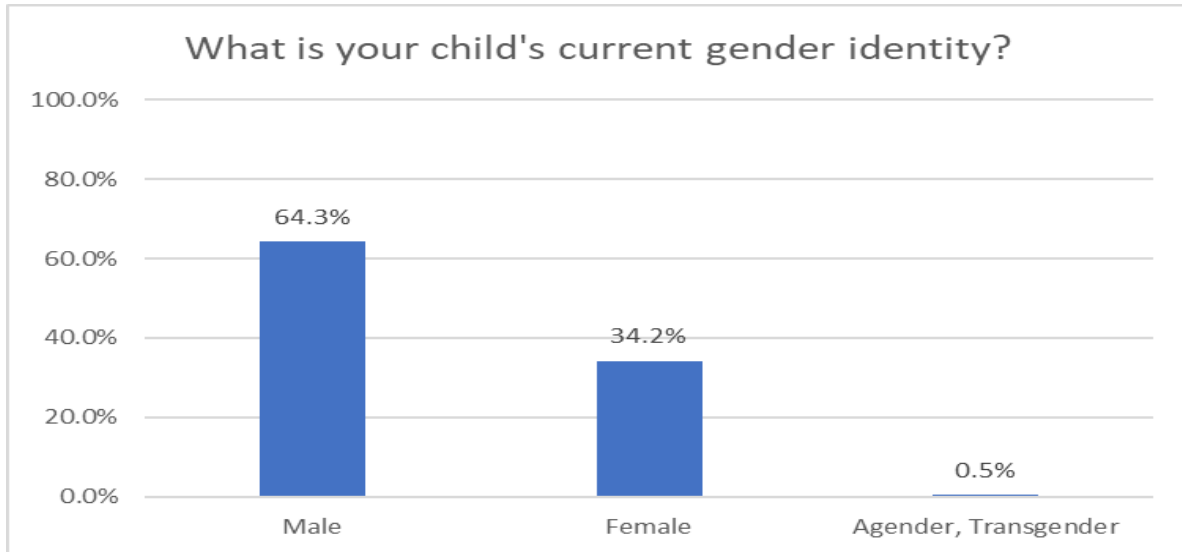
<b>CLIENTS SERVED IN GROUPS/OTHER SERVICES</b>	<b>Duplicated Clients (to the program)</b>	<b>Unique clients (to the program)</b>	<b>TOTAL</b>
Summer Camp	0	51	51
Circle of Security Group (Headstart)	0	9	9
CPS Parent Groups	1	61	62
Zones of Regulation Group	0	26	26
Clinical Services	4	131	135
Occupational Therapy	0	26	26
Psycho-educational Assessment	0	6	6
<b>TOTAL</b>	<b>5</b>	<b>300</b>	<b>305</b>

## II. PROFILES OF CHILDREN SERVED

(Based on 690 clients)

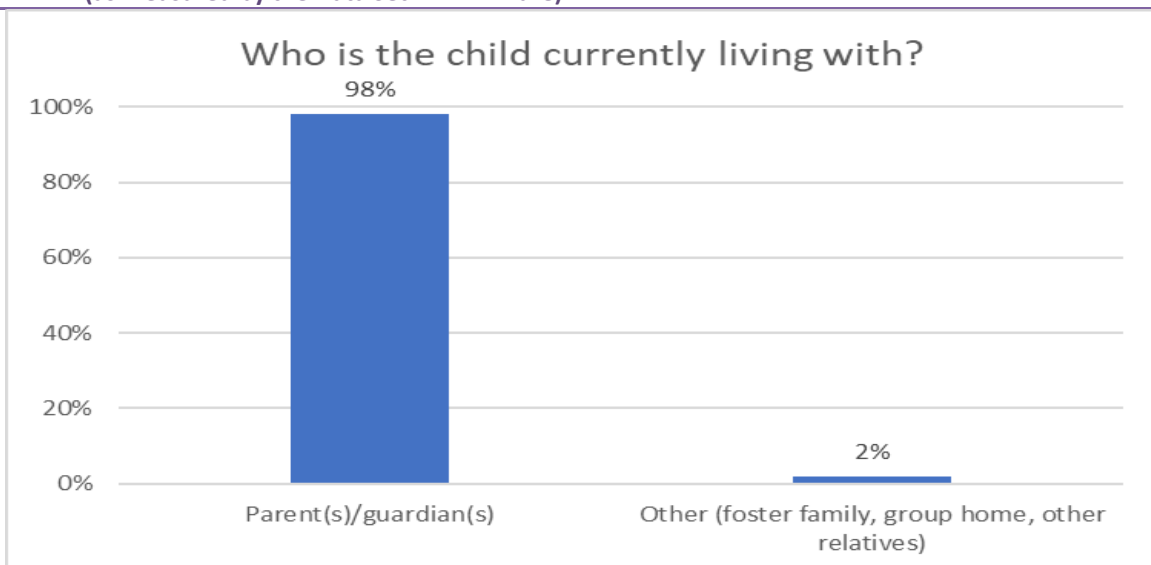
### II.A.1 What is your child's current gender identity?

(as measured by the Data Set in EMHWare)



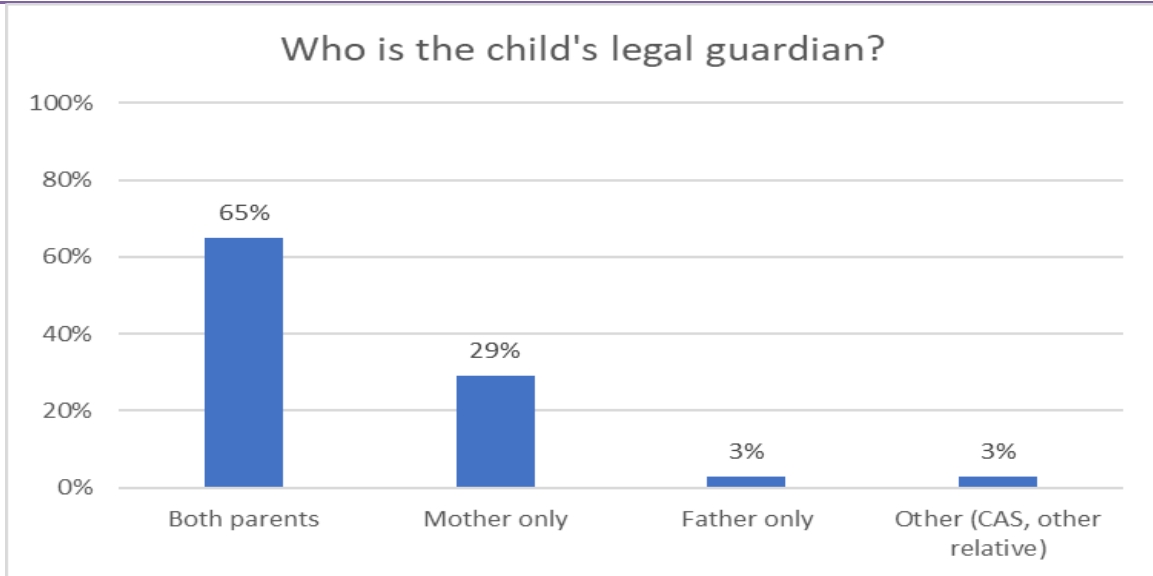
### II.A.2 Who is the child currently living with?

(as measured by the Data Set in EMHWare)



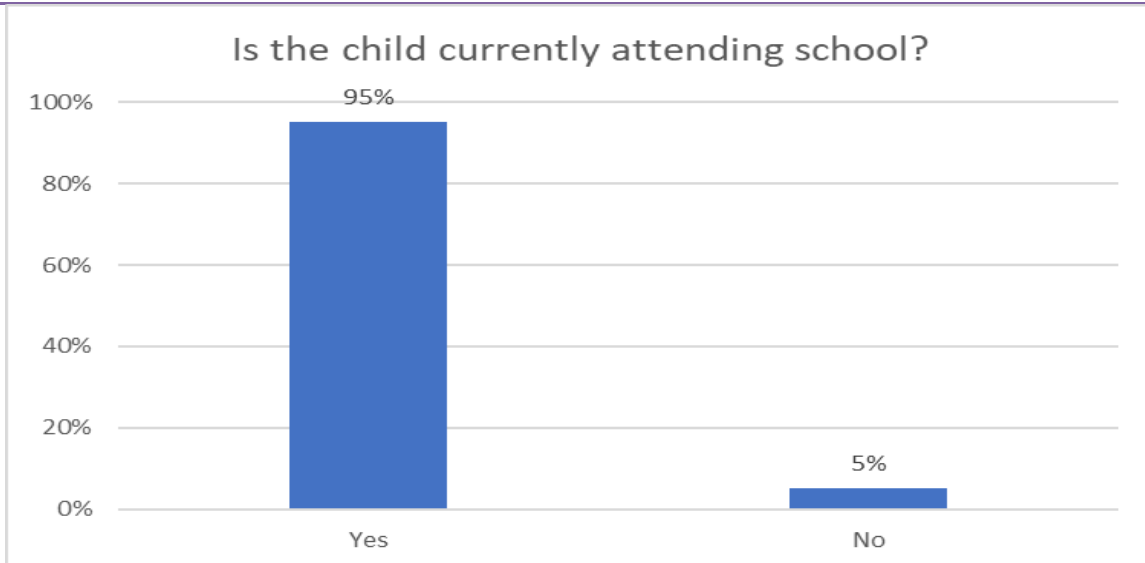
### II.A.3 Who is the child's legal guardian?

(as measured by the Data Set in EMHWare)



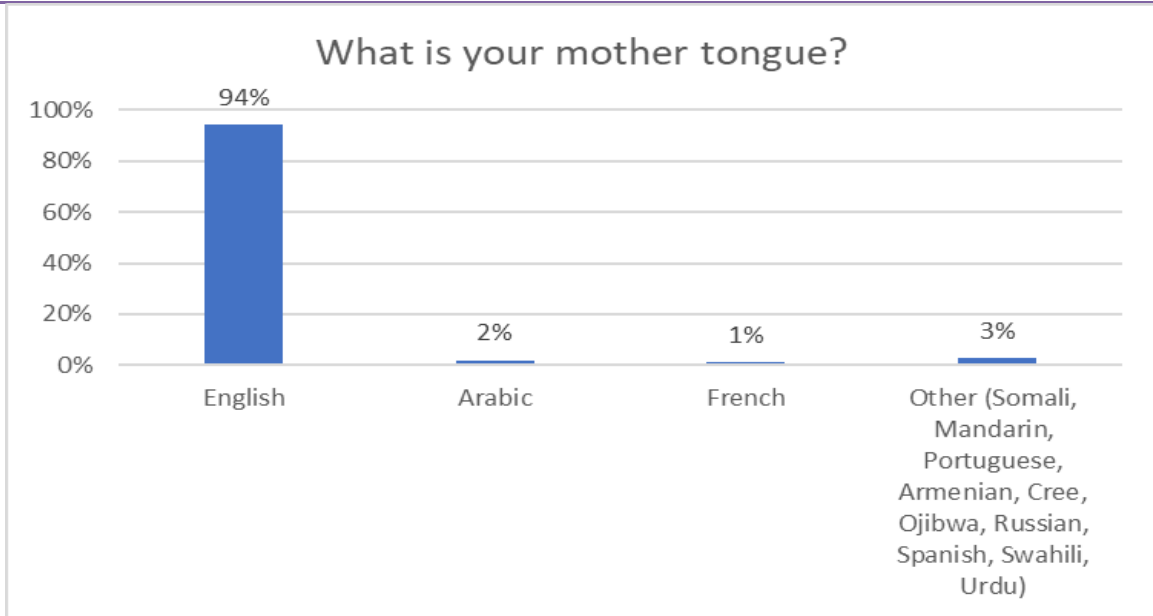
### II.A.4 Is the child currently attending school?

(as measured by the Data Set in EMHWare)



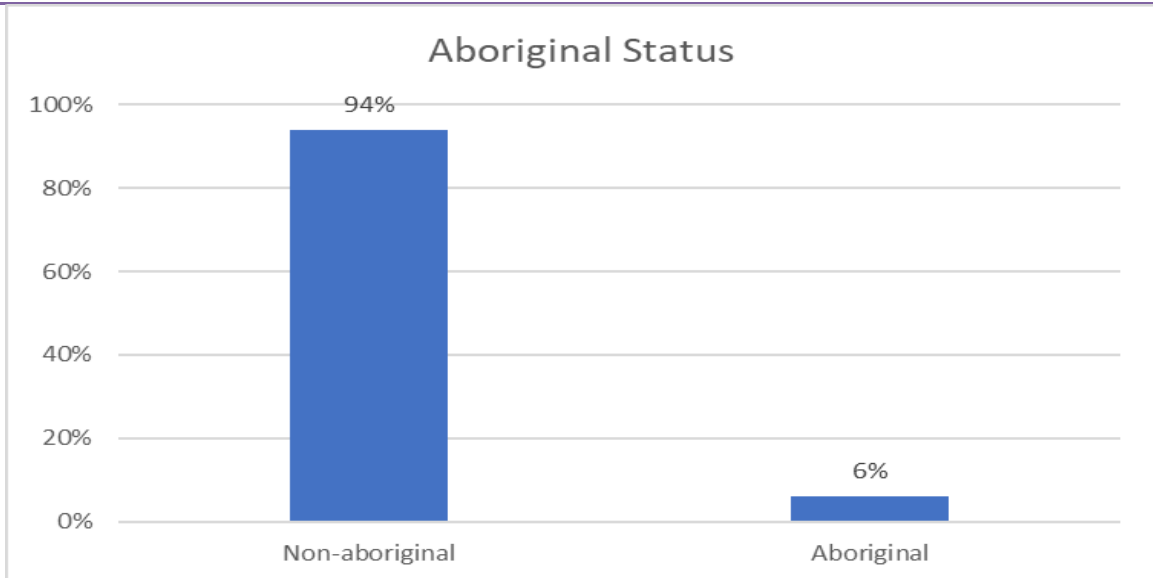
### II.A.5 What is your mother tongue?

(as measured by the Data Set in EMHWare)



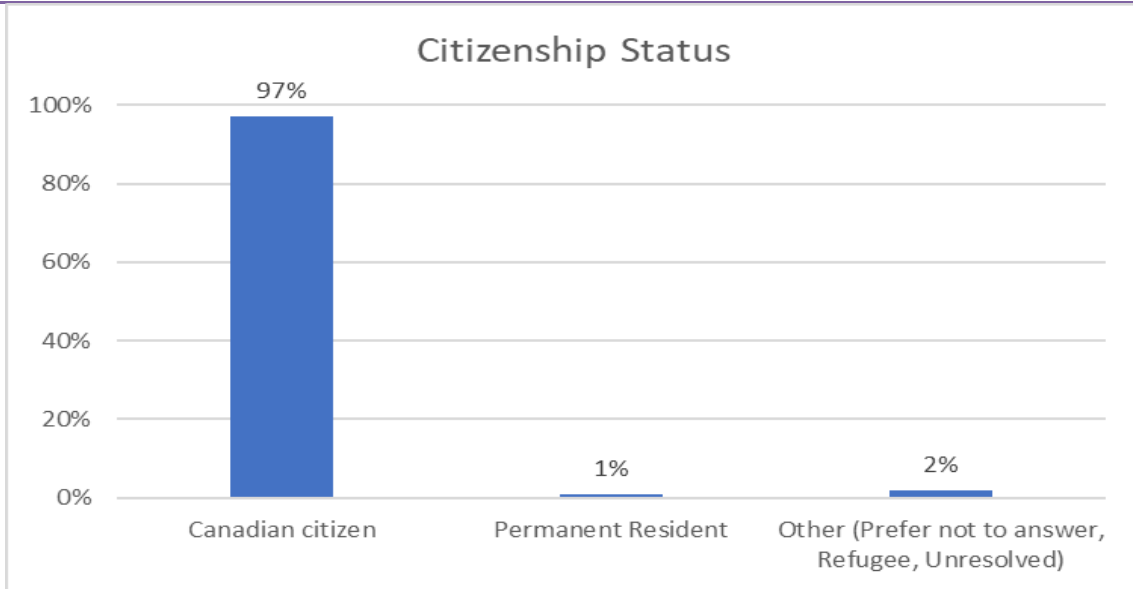
### II.A.6 Aboriginal Status

(as measured by the Data Set in EMHWare)



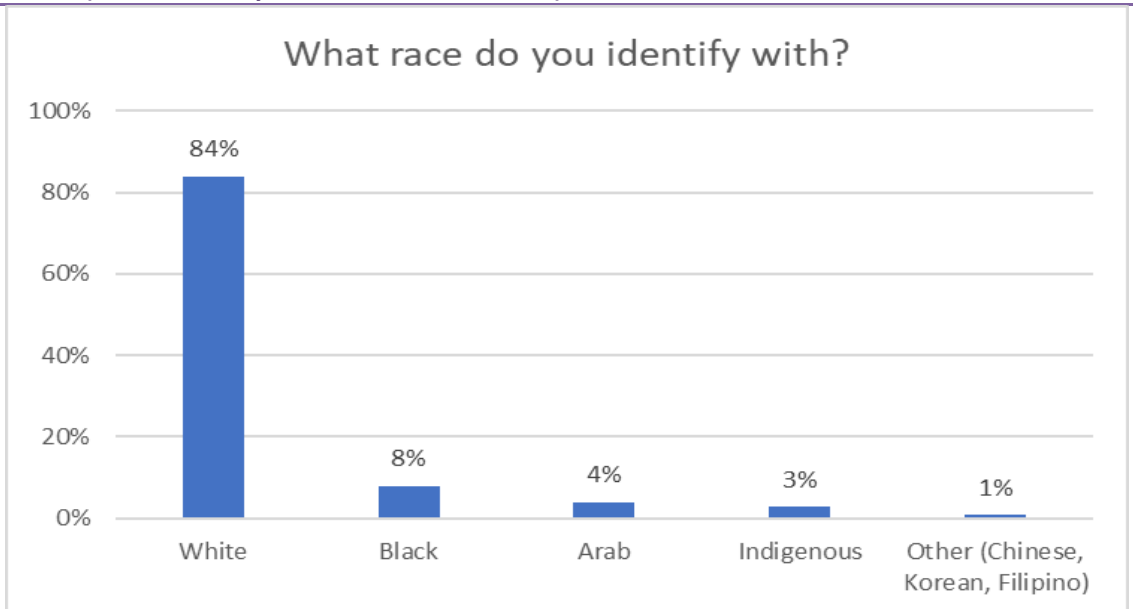
### II.A.7 Citizenship Status

(as measured by the Data Set in EMHWare)



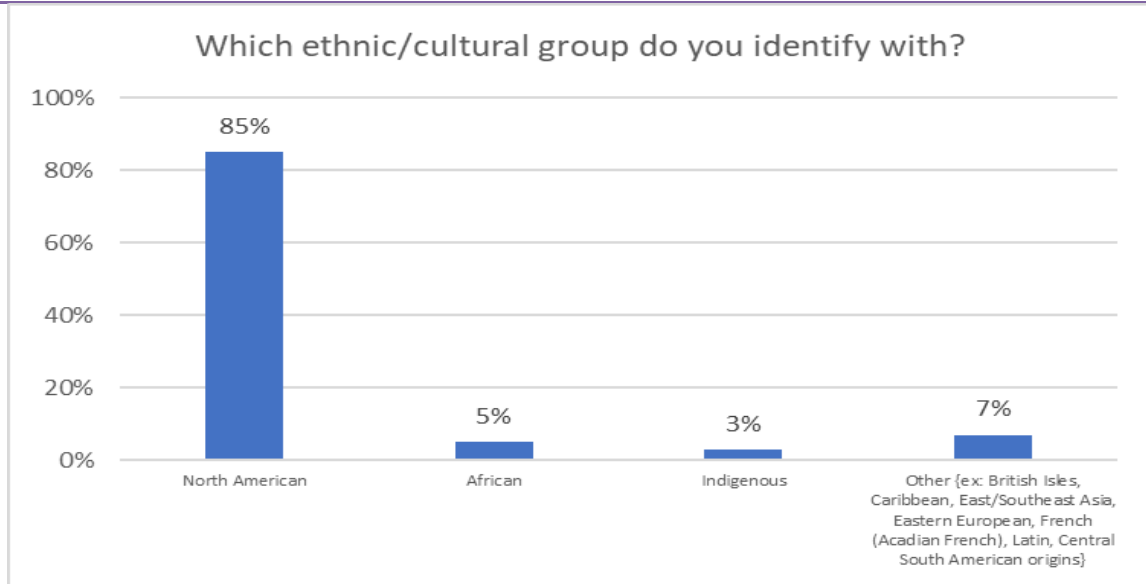
### II.A.8 What race do you identify with?

(as measured by the Data Set in EMHWare)



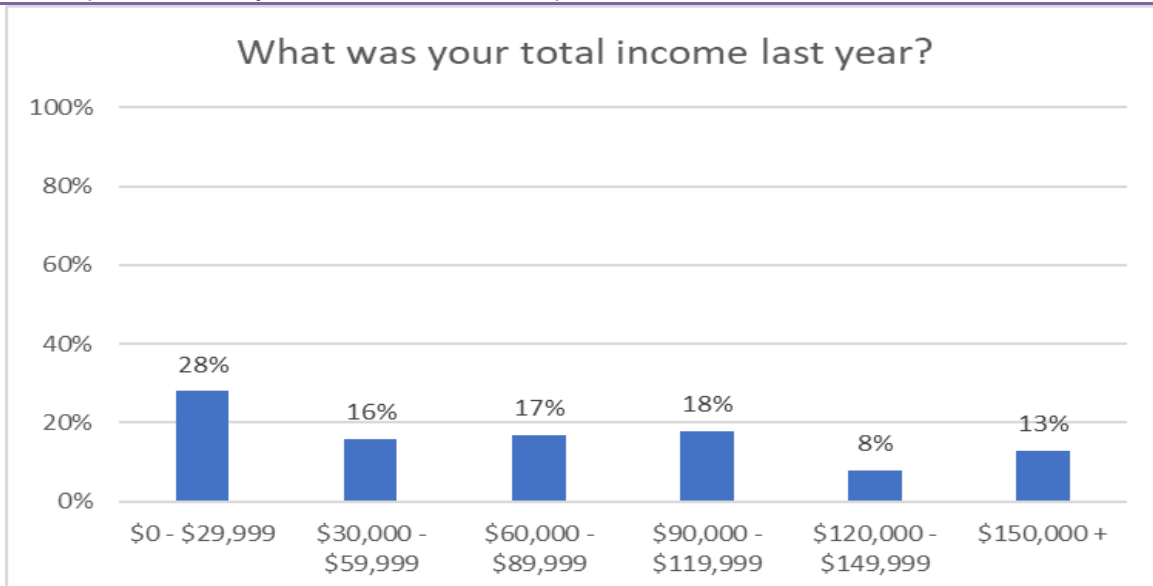
### II.A.9 Which ethnic/cultural group do you identify with?

(as measured by the Data Set in EMHWare)



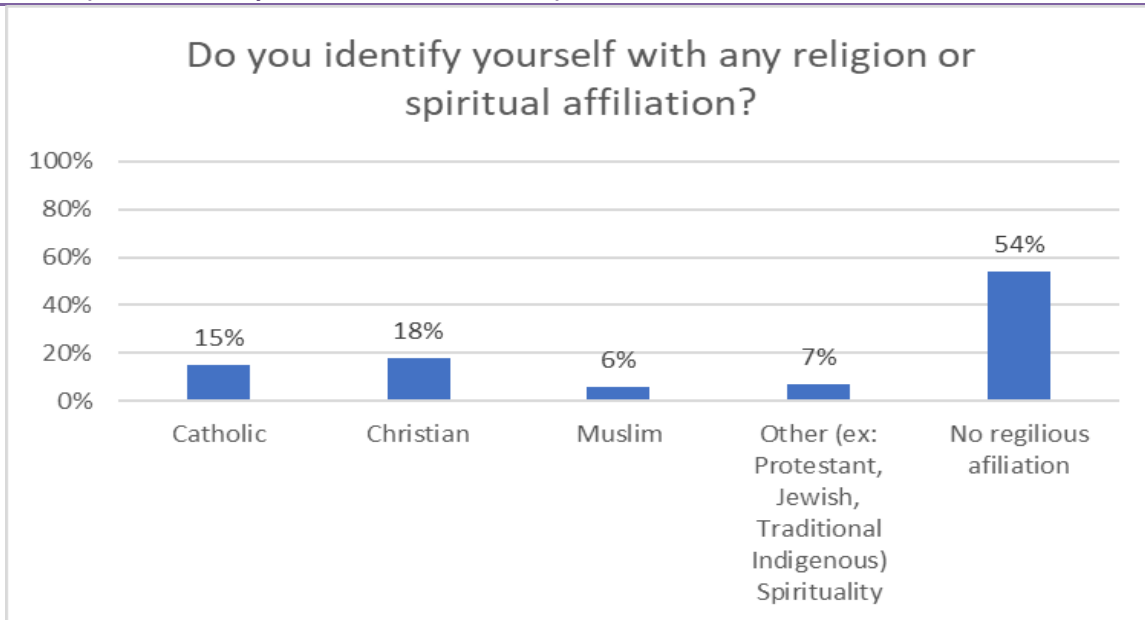
### II.A.10 What was your total income for last year?

(as measured by the Data Set in EMHWare)



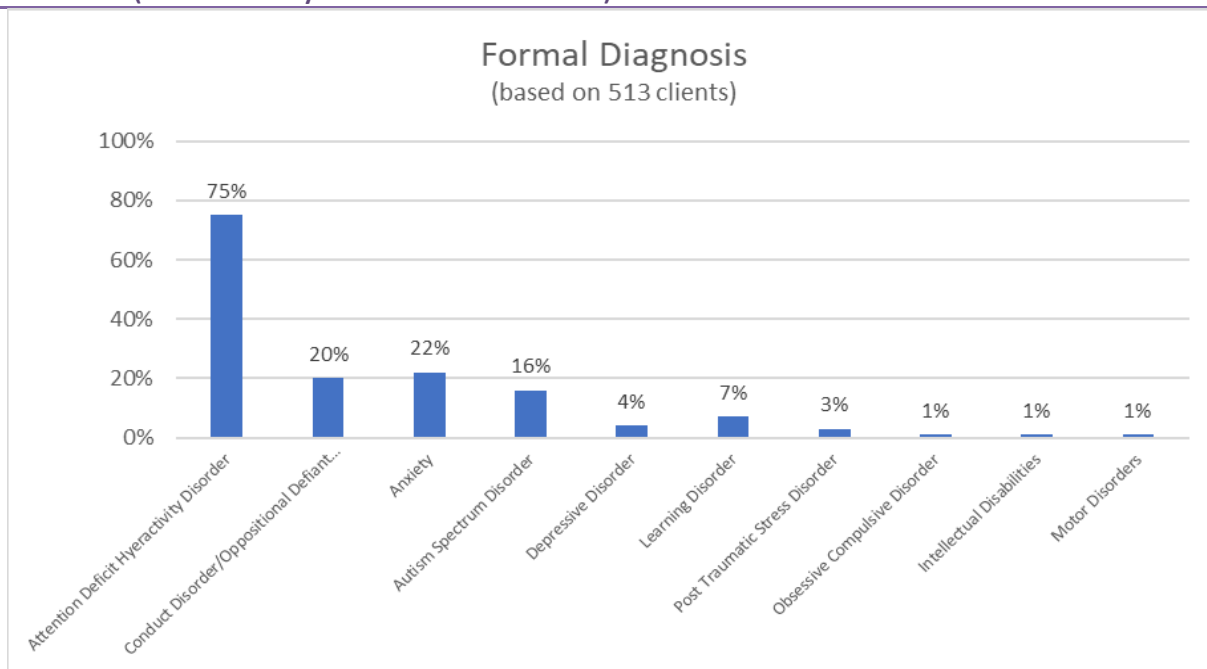
### II.A.11 Do you identify yourself with any religion or spiritual affiliation?

(as measured by the Data Set in EMHWare)



### II.A.12 Formal Diagnosis

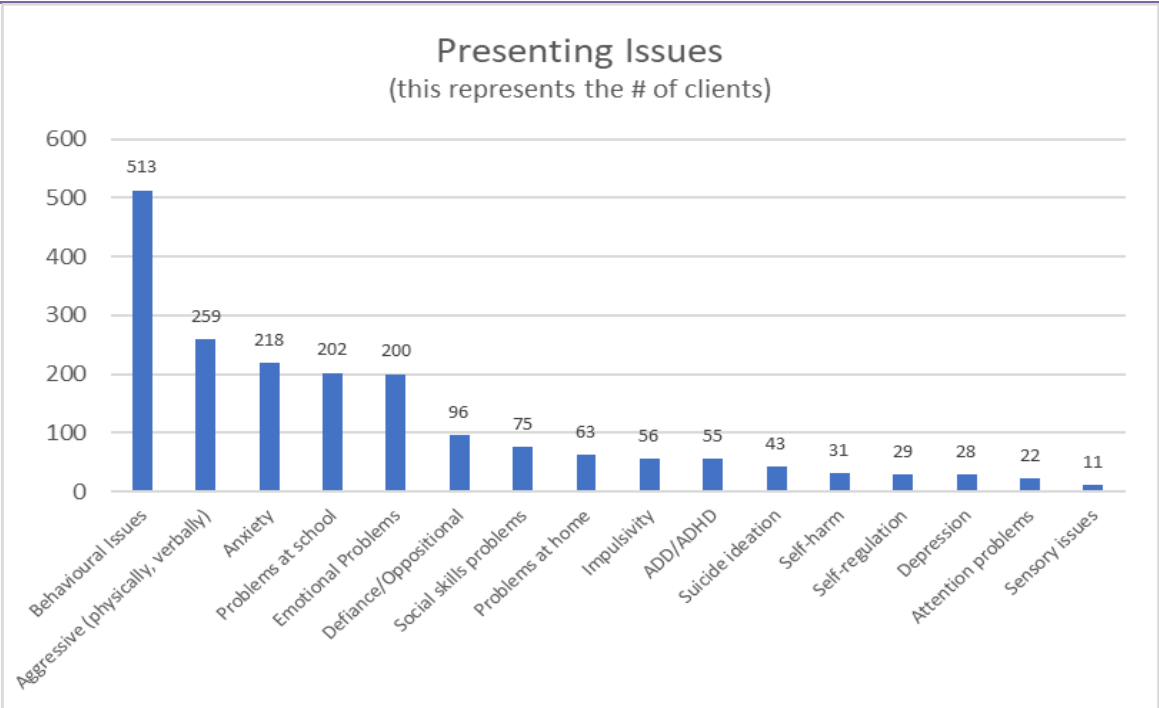
(as measured by the Data Set in EMHWare)





**II.A.13 Presenting Issues**

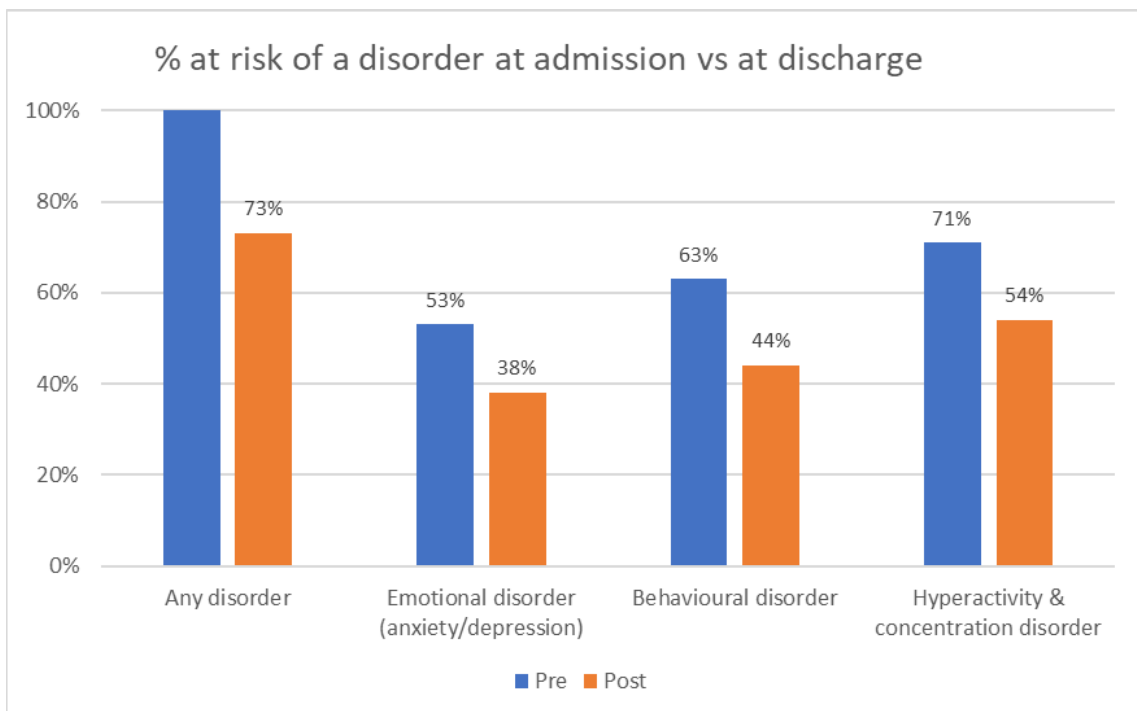
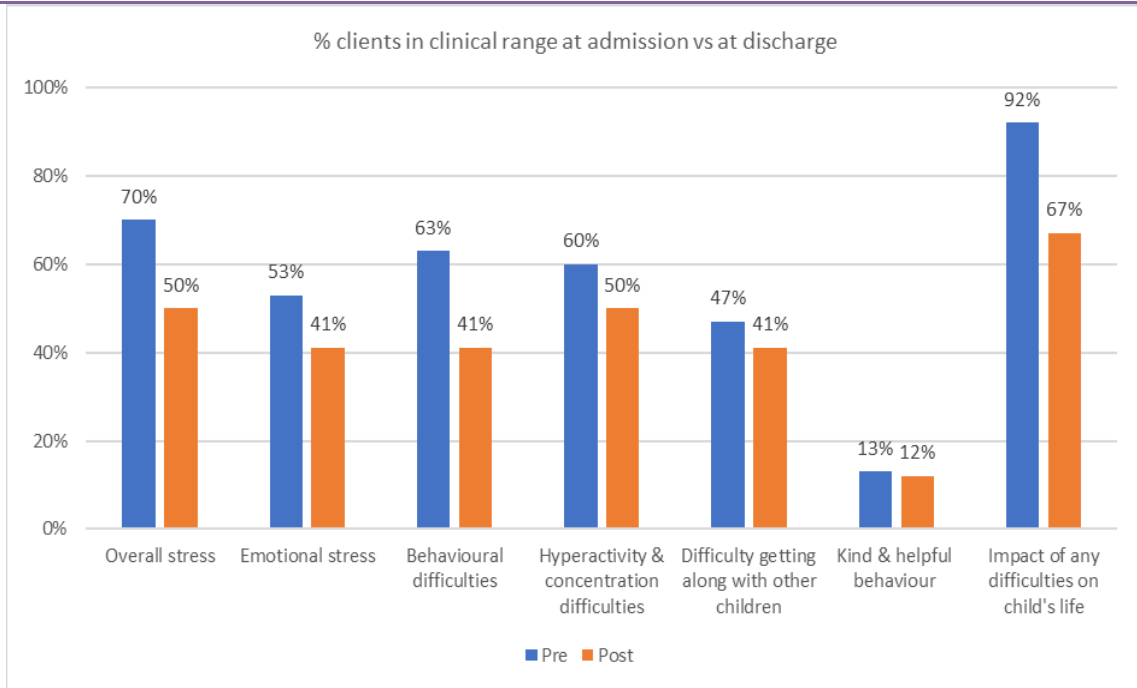
(as measured by EMHWare)



### III. TREATMENT OUTCOMES OF CROSSROADS

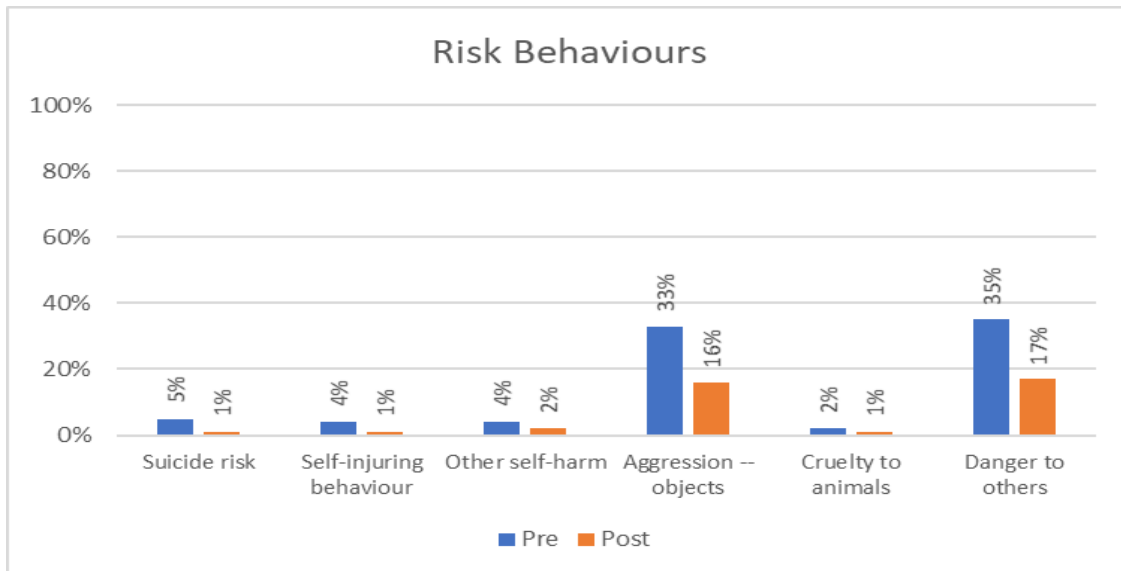
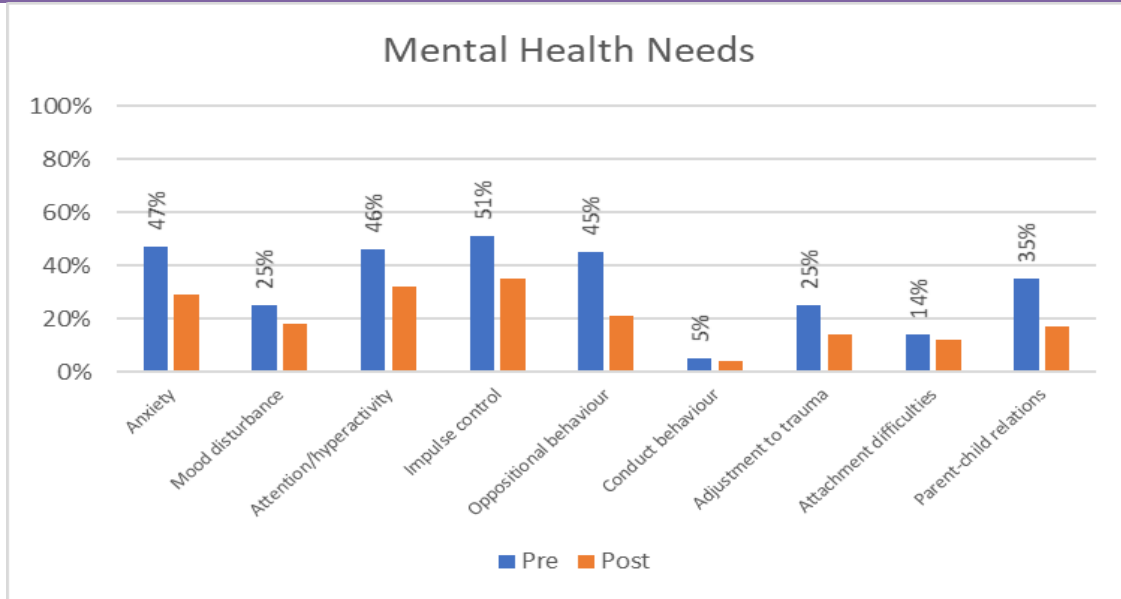
#### III.A.1 TREATMENT OUTCOMES - % clients in clinical range at admission vs at discharge

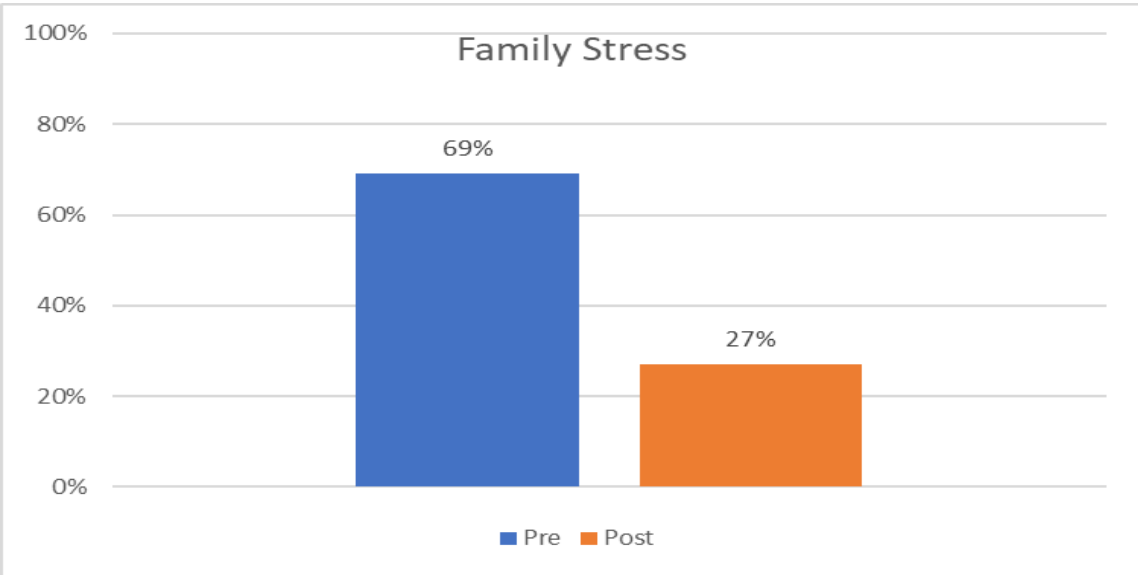
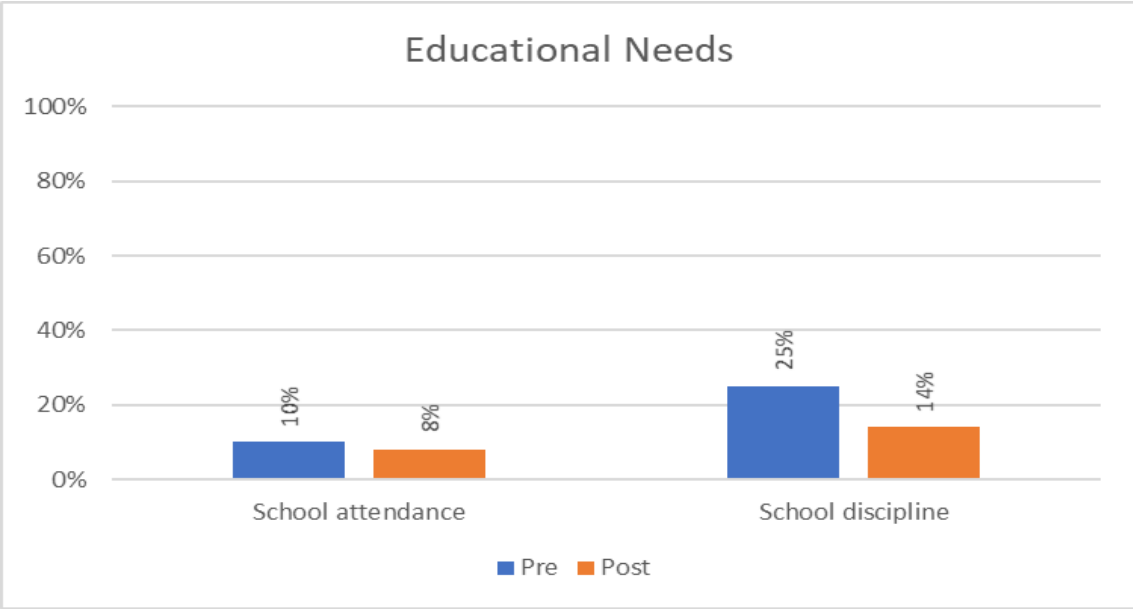
(as measured by the SDQ - Strengths & Difficulties Questionnaire) – based on 464 clients



**III.A.2 TREATMENT OUTCOMES** - % clients who rated causing problems to causing severe problems at admission vs at discharge

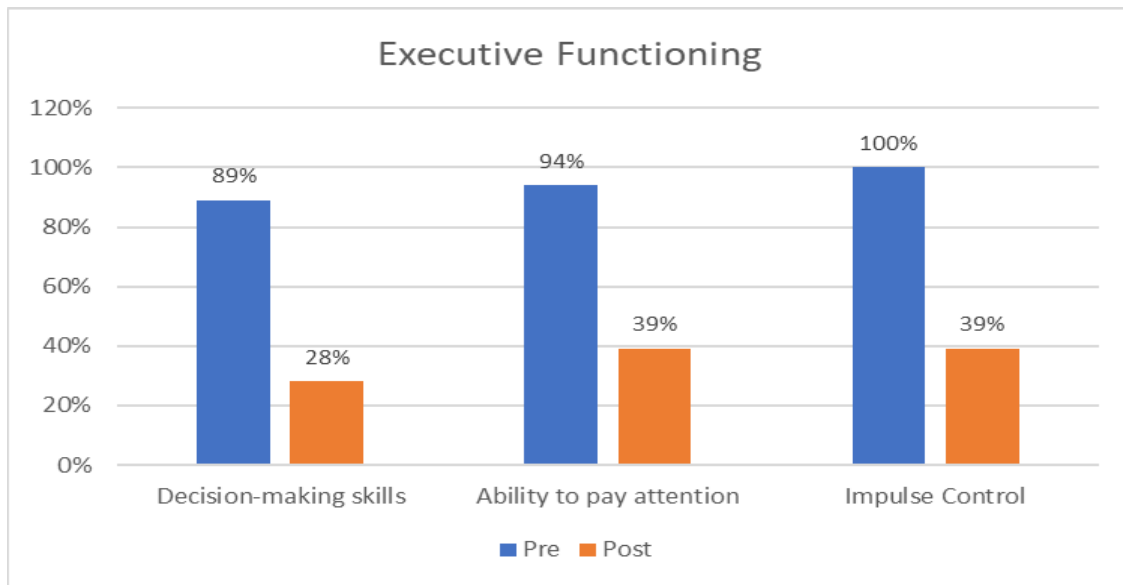
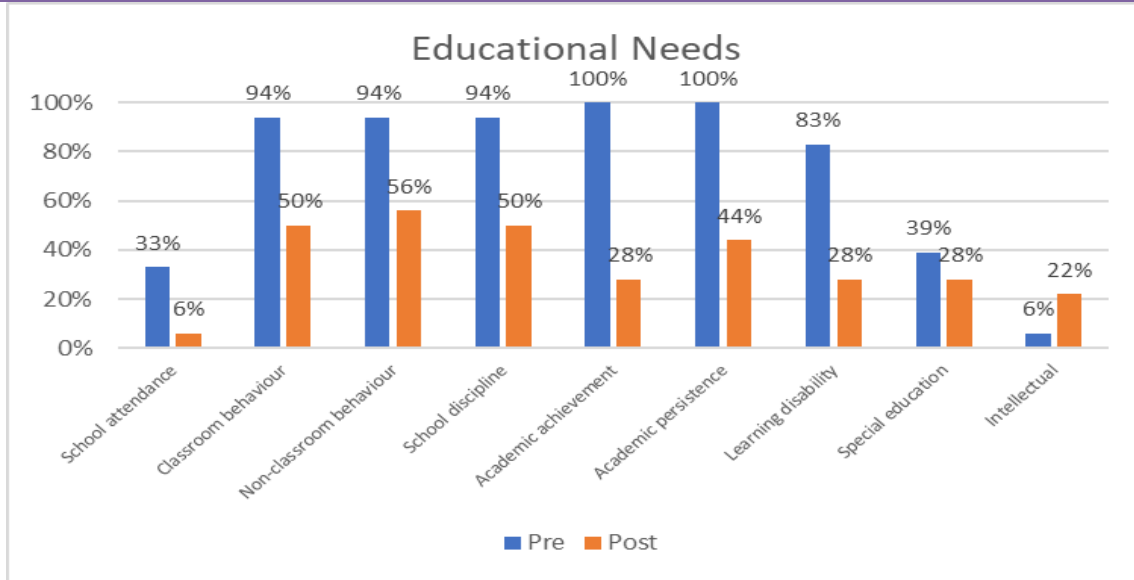
(as measured by the CANS – Child & Adolescent Strengths & Needs) – based on 332 clients

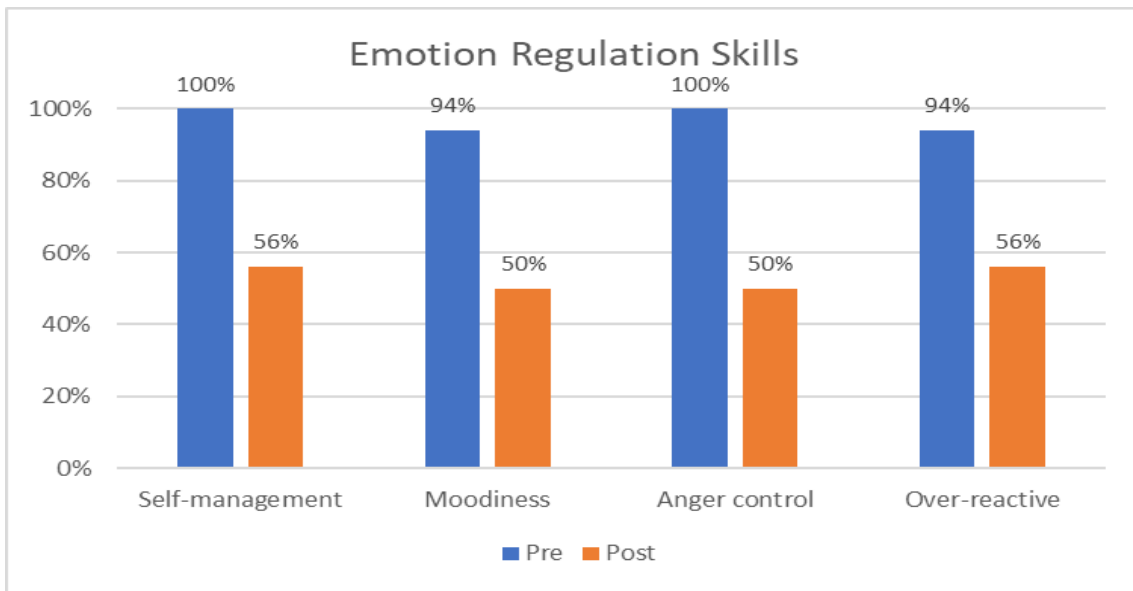
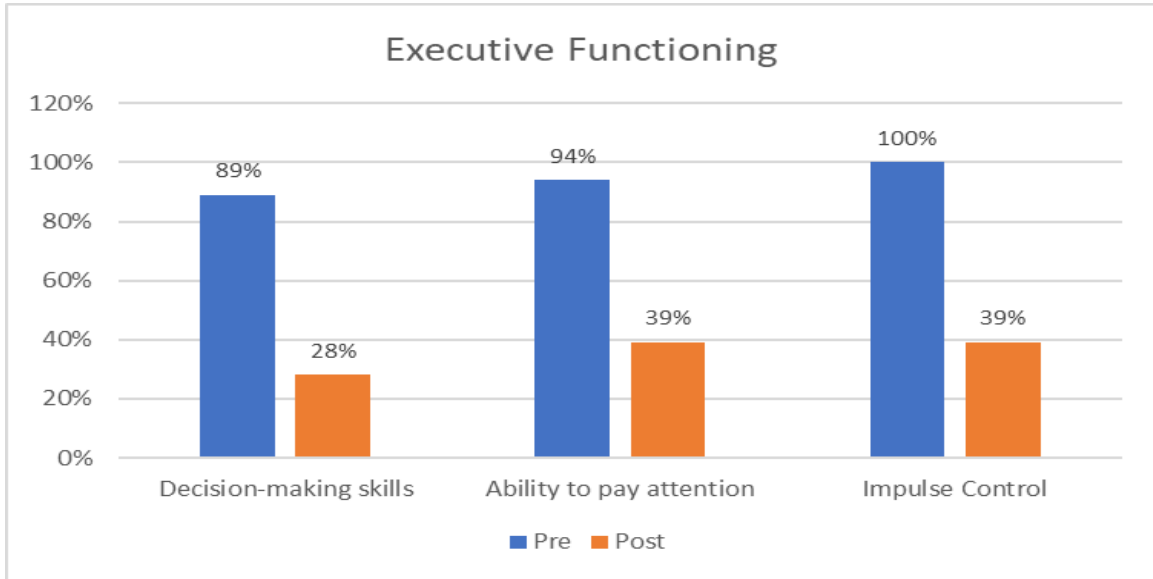


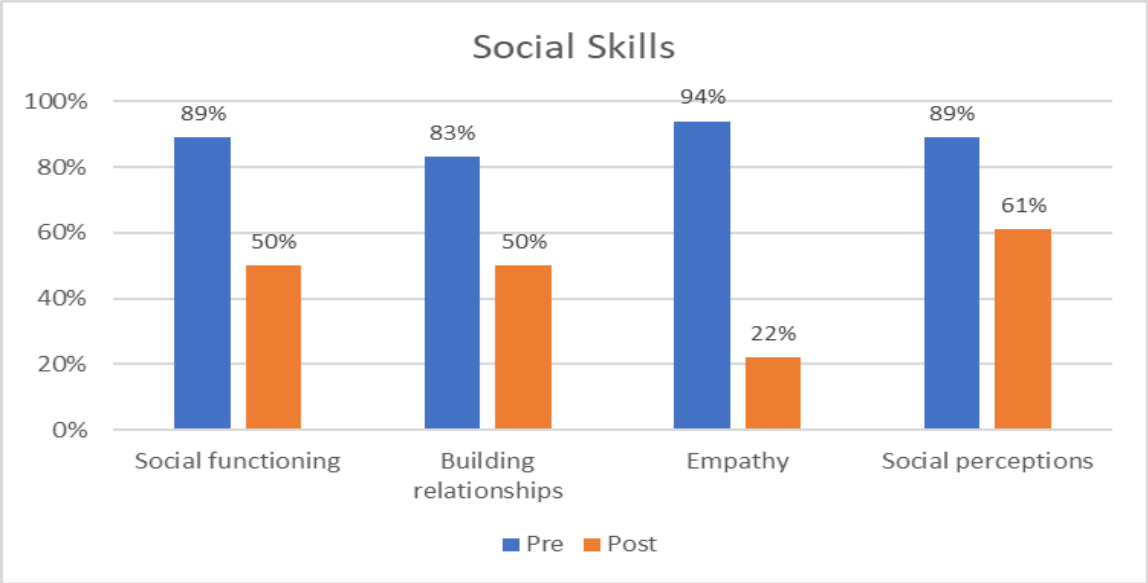
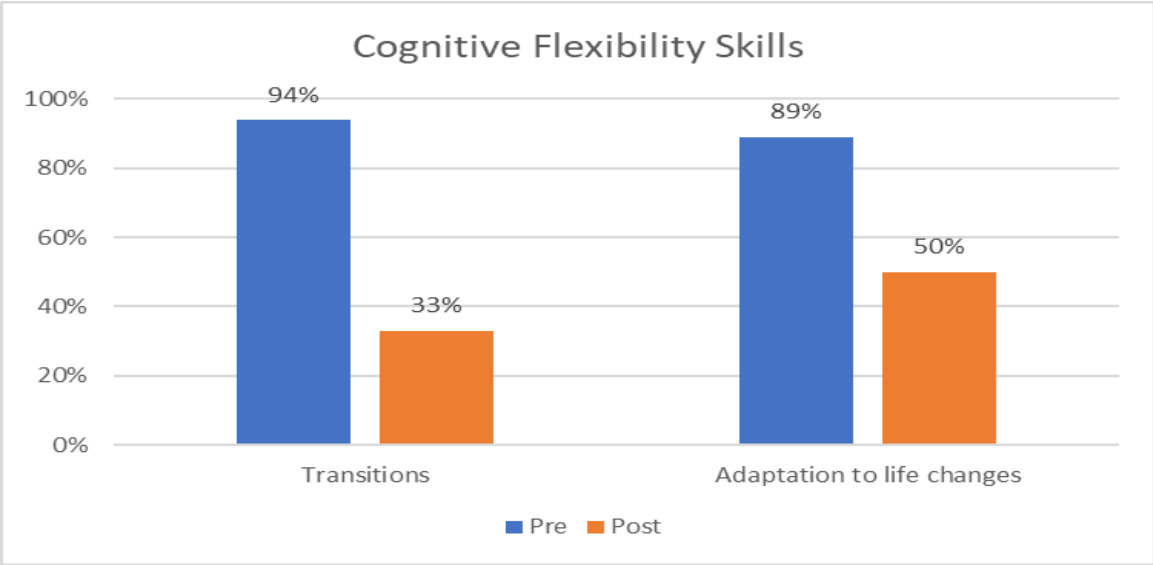


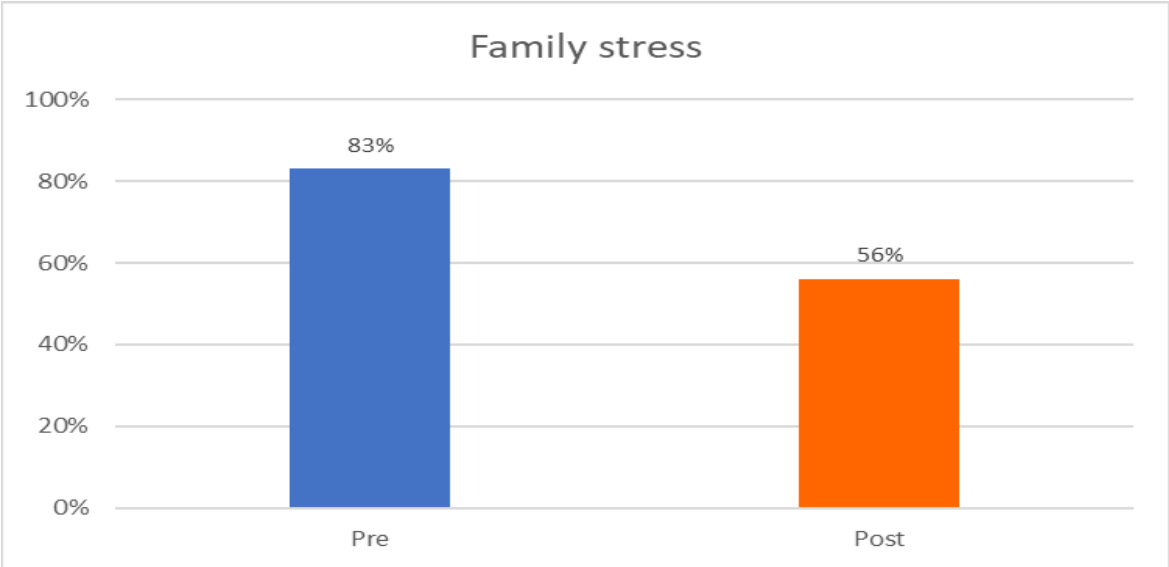
**III.A.3 TREATMENT OUTCOMES - % clients who rated causing problems to causing severe problems at admission vs at discharge – SPECIFIC TO OUR DAY TREATMENT**

(as measured by the CANS – Child & Adolescent Strengths & Needs)





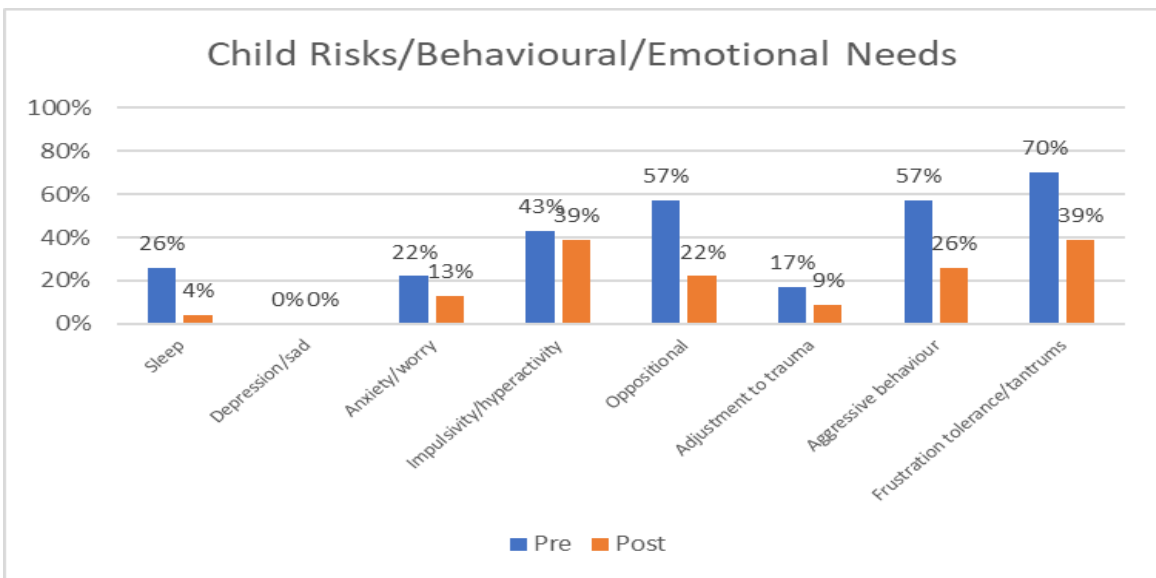
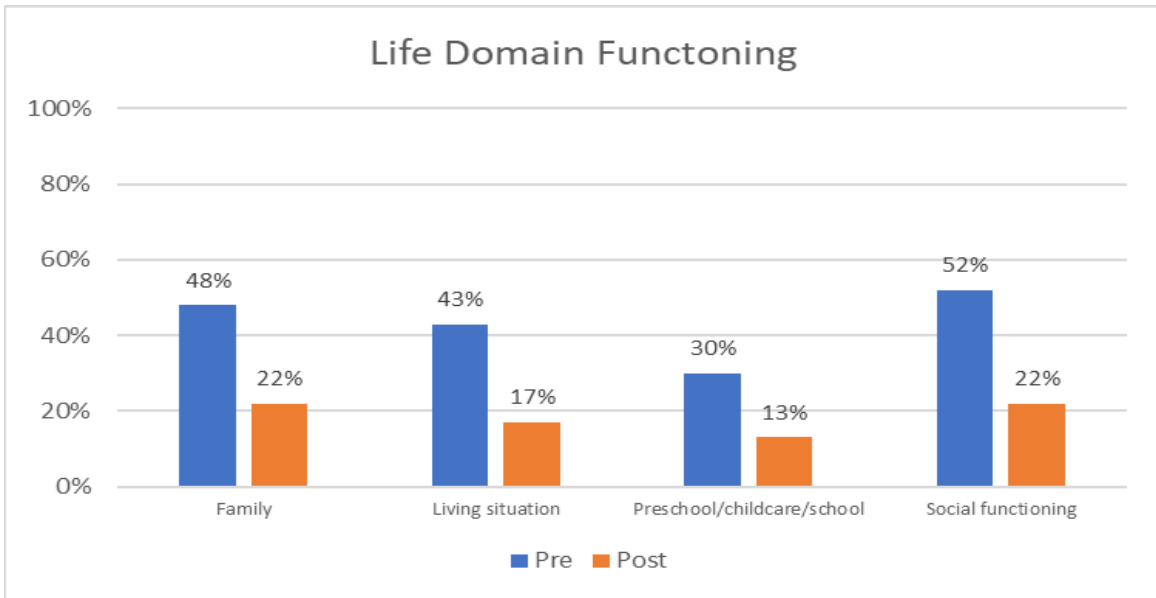


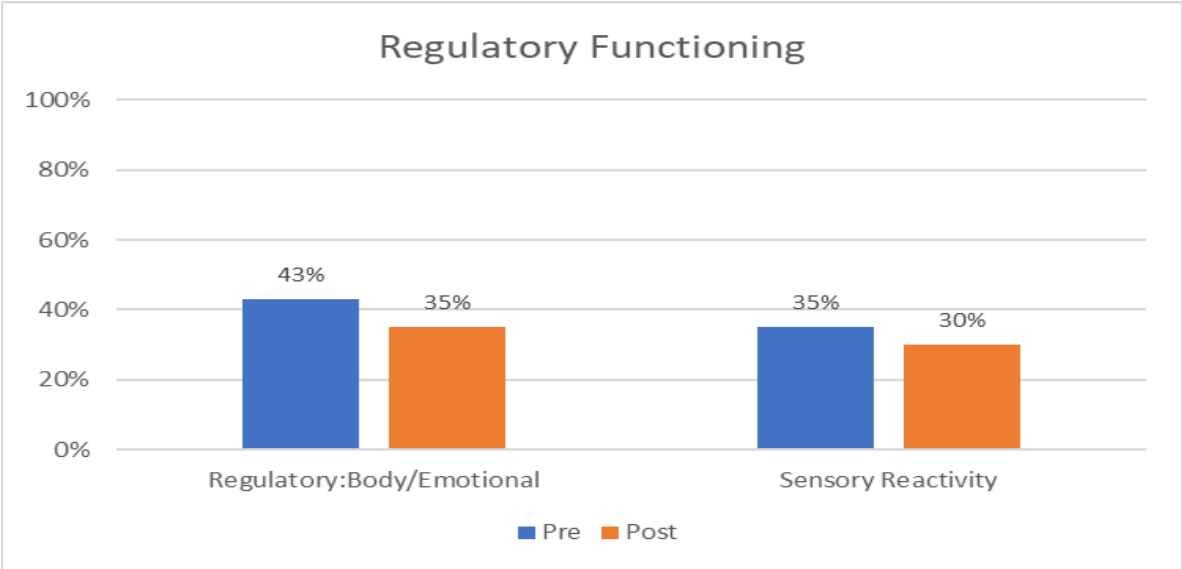




**III.A.3 TREATMENT OUTCOMES** (% clients who rated causing problems to causing severe problems at admission vs at discharge) **SPECIFIC TO OUR UNDER SIX POPULATION ACROSS ALL PROGRAMS**

(as measured by the CANS – Child & Adolescent Strengths & Needs) –

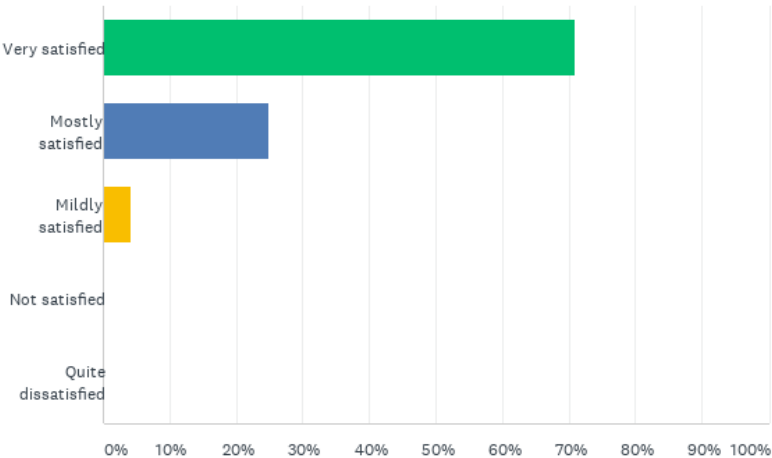




**IV.A.1 Client Satisfaction for Intake**

(as measured by the Service Evaluation Questionnaires)

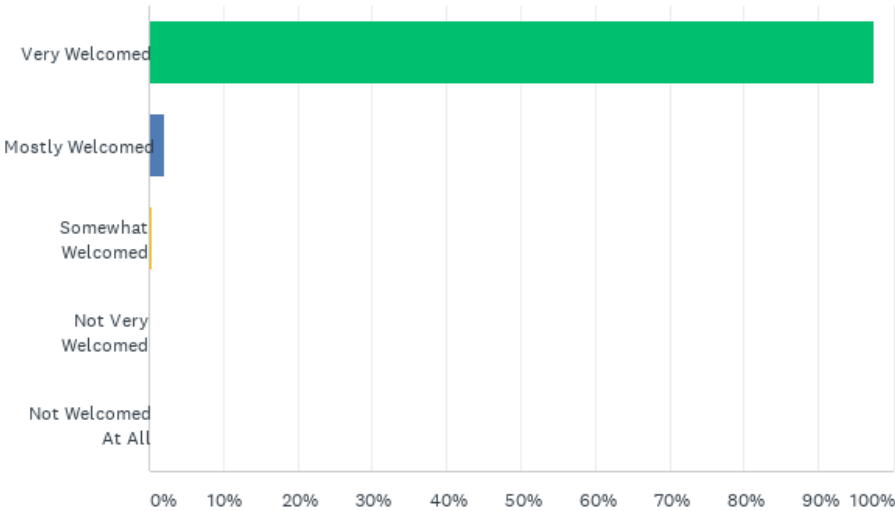
Q15 Overall, how satisfied were you with the intake service you received at Crossroads?



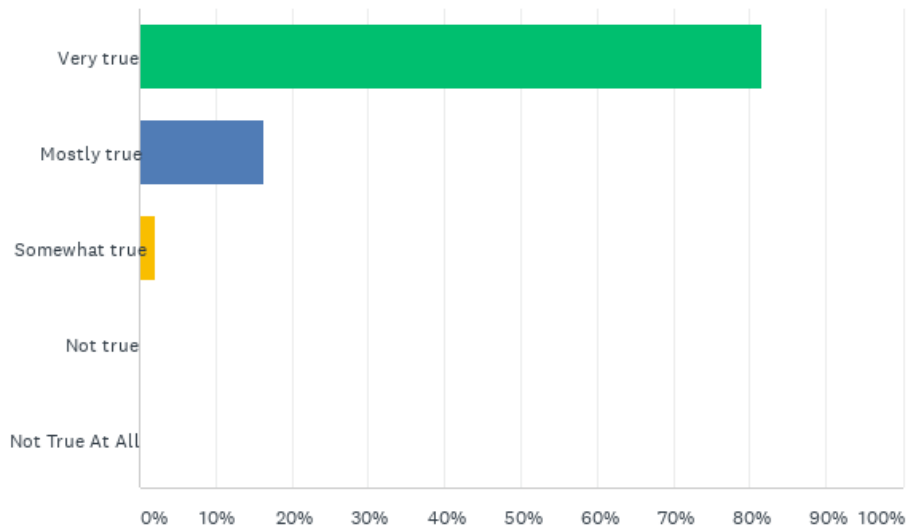
**IV.A.2 Client Satisfaction for Walk-in Clinic**

(as measured by the Service Evaluation Questionnaires)

Q5 Did you feel welcomed?



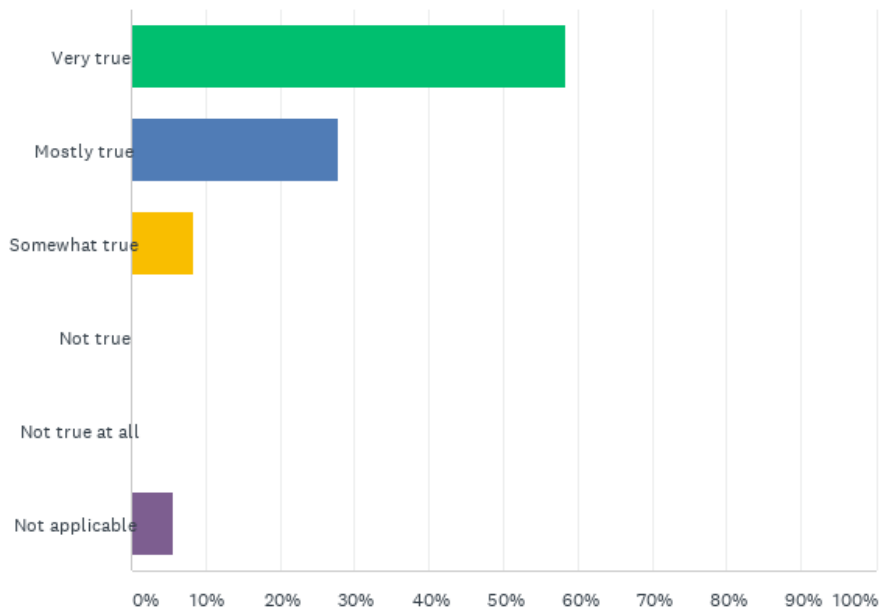
Q9 Overall, today's session was right for me/us.



### IV.A.3 Client Satisfaction for Homebased Services

(as measured by the Service Evaluation Questionnaires)

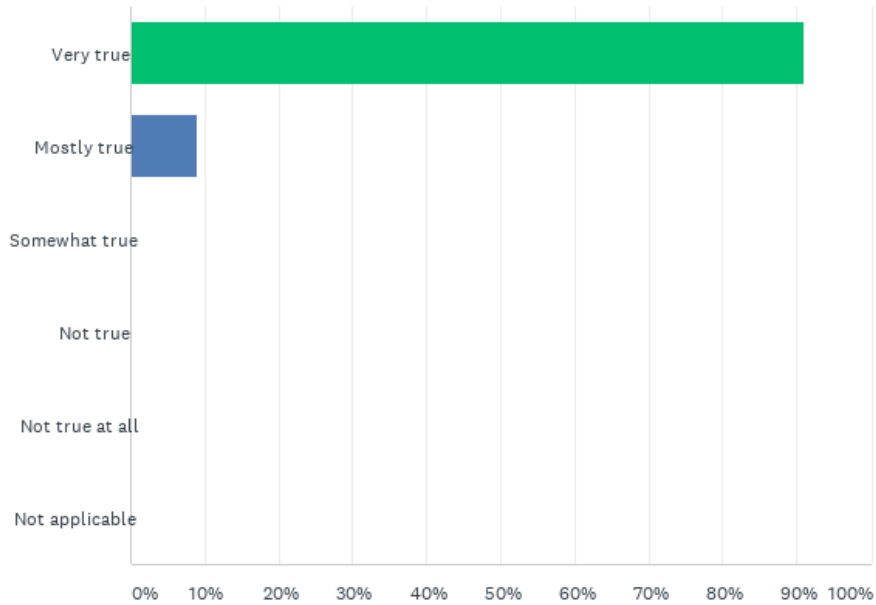
Q25 Overall things are better as a result of our services at Crossroads.



#### IV.A.4 Client Satisfaction for Clinical Programs

(as measured by the Service Evaluation Questionnaires)

Q12 Overall my Counselling experience was helpful and positive.



#### IV.A.7 Client Satisfaction – Child Survey (All Programs)

(as measured by the Service Evaluation Questionnaires)

Q2 Child Question 1 - Please ask your child this question: and then select the option: I came to this program with some problems. These problems are better for me now than when I first came.

