



CROSSROADS

Children's Mental
Health Centre

Help for Children. Hope for Families.

2022-2023 Program Evaluation SUMMARY

Crossroads Children's Mental Health Centre

I. WHO ARE WE SERVING?

There were 2429 admissions into service at Crossroads Children's Mental Health Centre. (see below for details)

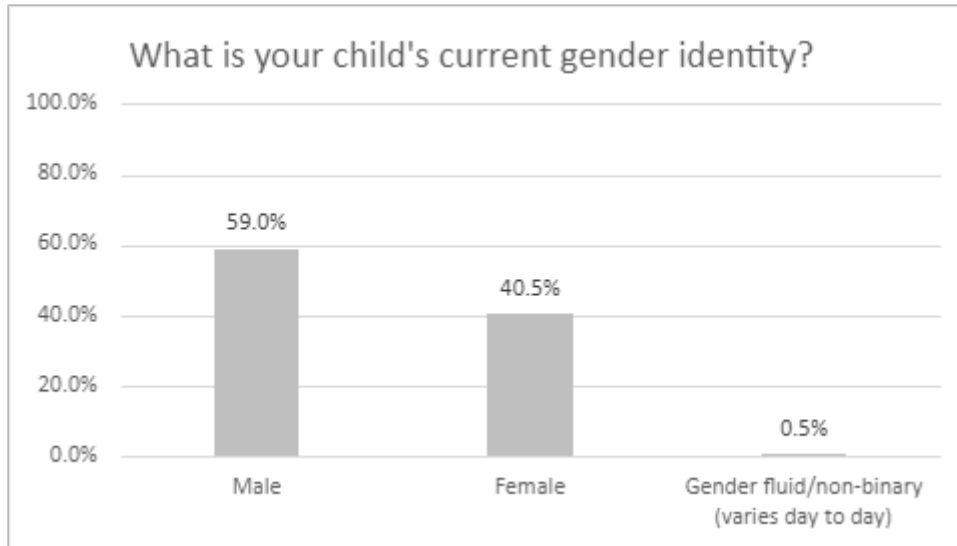
CLIENTS SERVED IN PROGRAMS	Duplicated Clients (to the program)	Unique clients (to the program)	TOTAL # of separate admissions to the program
HOMEBASED PROGRAM (IHBT)	6	215	221
HOMEBASED PROGRAM (CAS CLIENTS)	0	20	20
HOMEBASED PROGRAM (HBDT)	0	11	11
HOMEBASED PROGRAM (INTENSIVE SERVICES)	0	12	12
DAY TREATMENT PROGRAM	0	73	73
SCHOOL-BASED MENTAL HEALTH PROGRAM			
Group	0	8	8
Individual	37	227	264
TAPP-C	0	5	5
WRAPAROUND	0	14	14
POLICE REFERRAL			
Intersections	0	16	16
Homebase	1	4	5
IPC	0	3	3
WALK-IN-CLINICAL & CARE DOVE	264	1138	1470
TOTAL	376	1746	2122

CLIENTS SERVED IN GROUPS/OTHER SERVICES	Duplicated Clients (to the program)	Unique clients (to the program)	TOTAL
Clinical Services	2	164	166
Clinical Services (CAS clients)	0	6	6
CPS Parent Groups	1	53	54
COS Group + HB	0	2	2
Occupational Therapy	0	10	10
Psycho-educational Assessment	0	2	2
Summer Camps *** (see below)	22	45	67
TOTAL	25	282	307

II. PROFILES OF CHILDREN SERVED

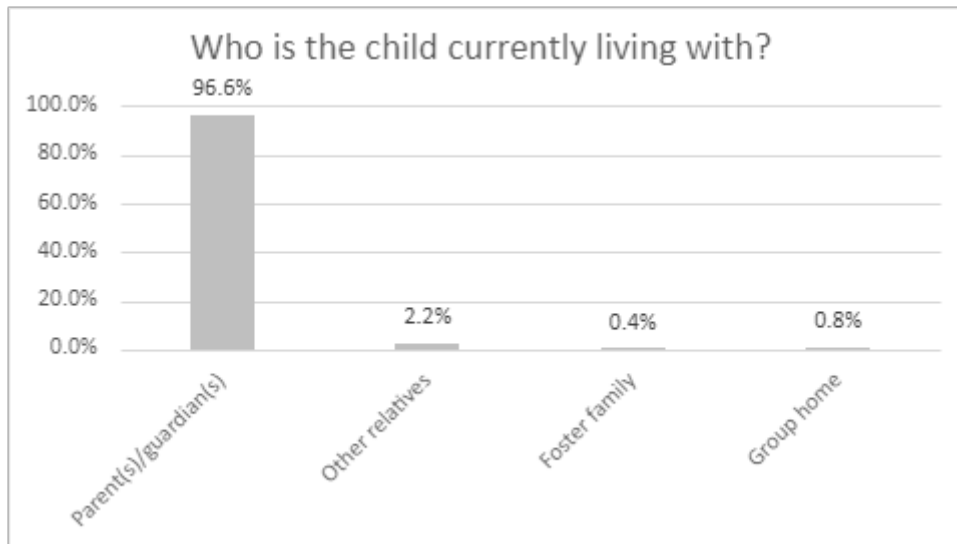
II.A.1 What is your child's current gender identity?

(as measured by the Intake Client Creation in EMHWare)



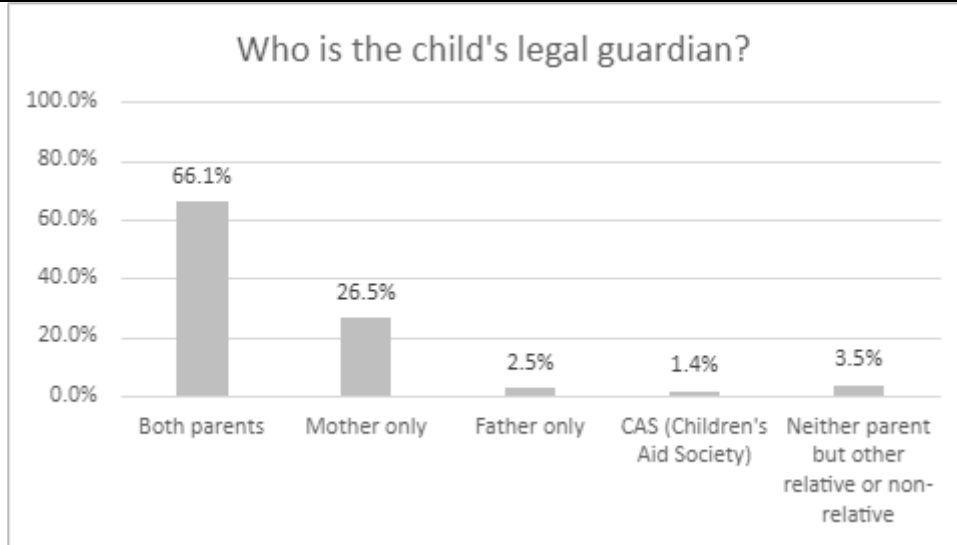
II.A.2 Who is the child currently living with?

(as measured by the Intake Client Creation in EMHWare)



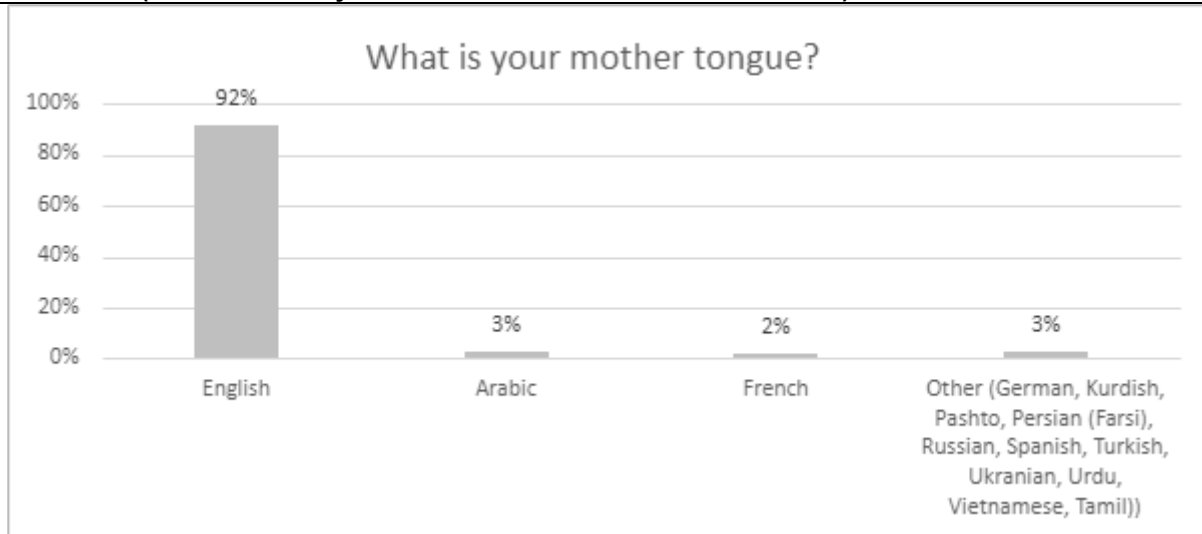
II.A.3 Who is the child's legal guardian?

(as measured by the Intake Client Creation in EMHWare)



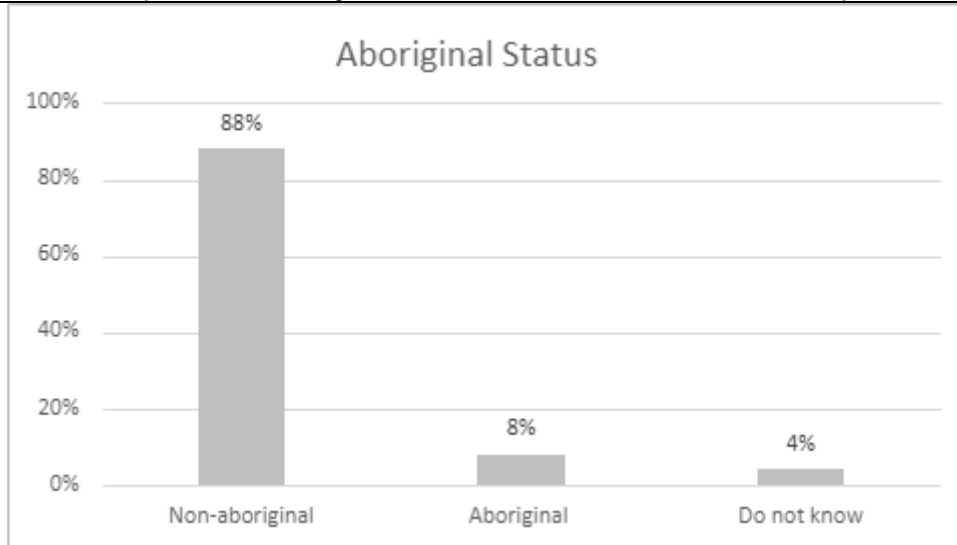
II.A.4 What is your mother tongue?

(as measured by the Intake Client Creation in EMHWare)



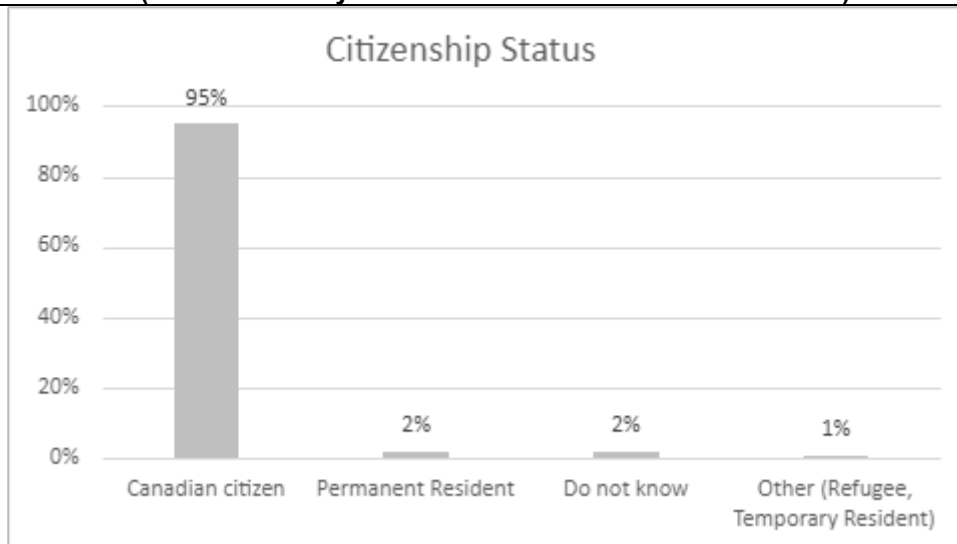
II.A.5 Aboriginal Status

(as measured by the Intake Client Creation in EMHWare)



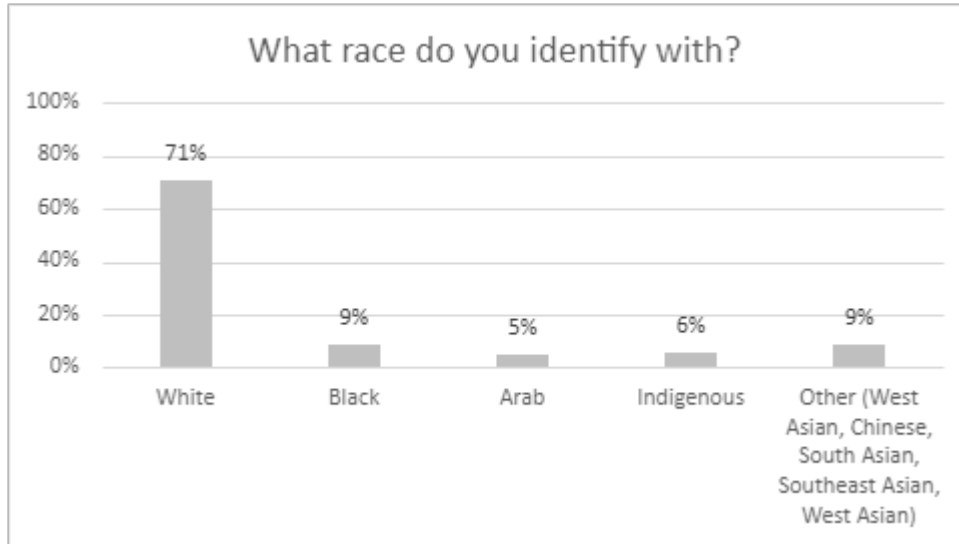
II.A.6 Citizenship Status

(as measured by the Intake Client Creation in EMHWare)



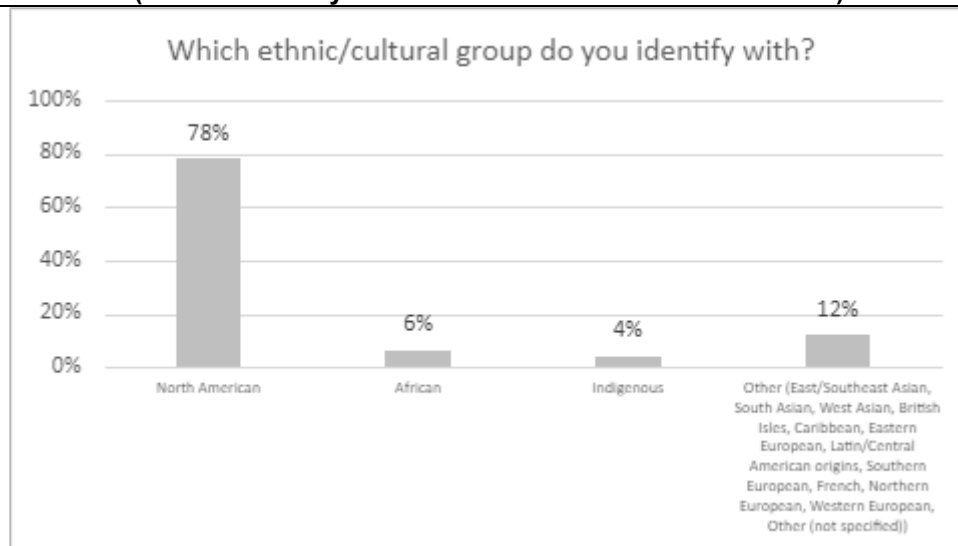
II.A.7 What race do you identify with?

(as measured by the Intake Client Creation in EMHWare)



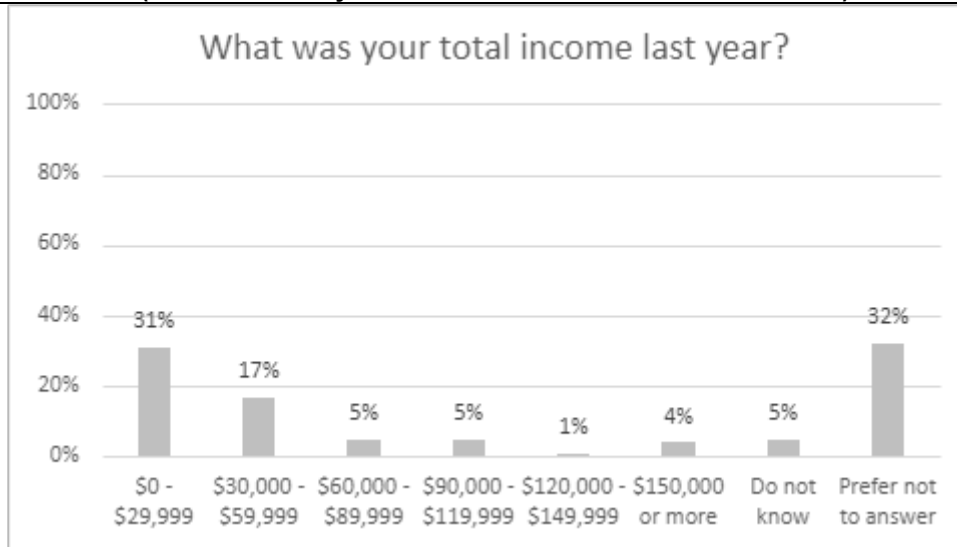
II.A.8 Which ethnic/cultural group do you identify with?

(as measured by the Intake Client Creation in EMHWare)



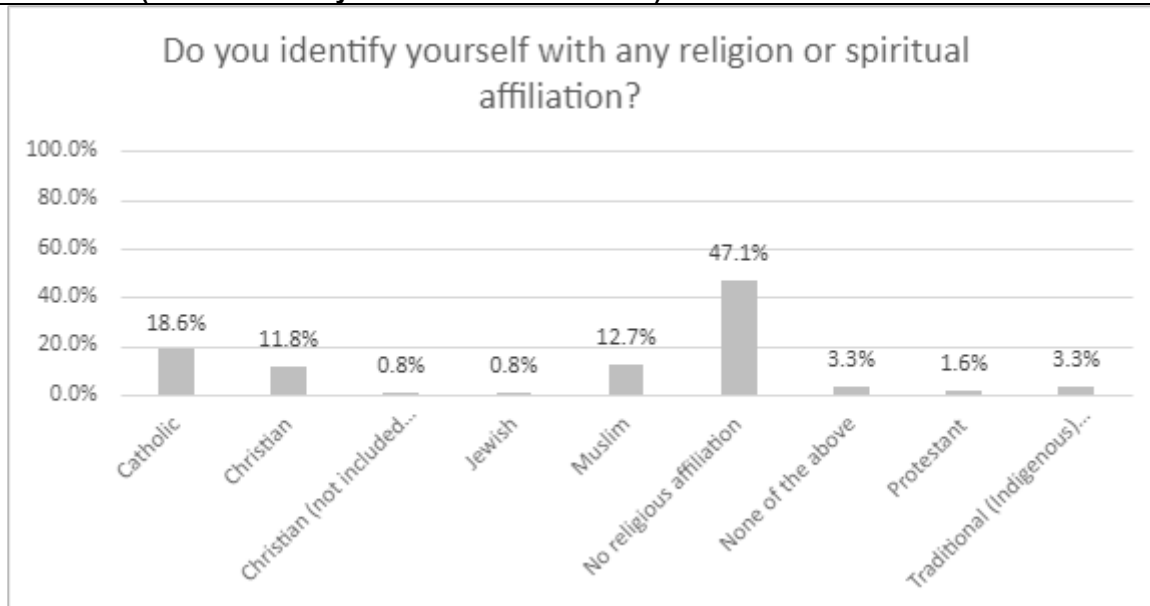
II.A.9 What was your total income last year?

(as measured by the Intake Client Creation in EMHWare)



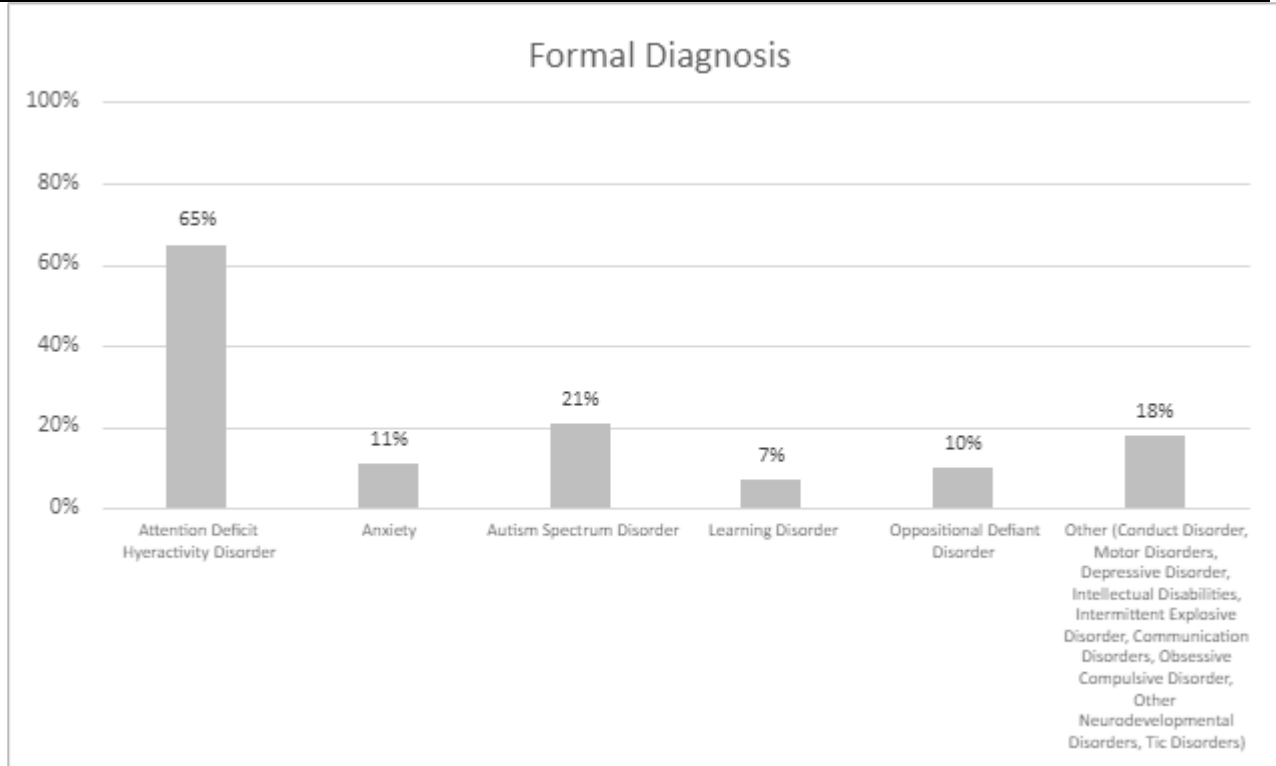
II.A.10 Do you identify yourself with any religion or spiritual affiliation?

(as measured by the DSM-V in EMHWare)

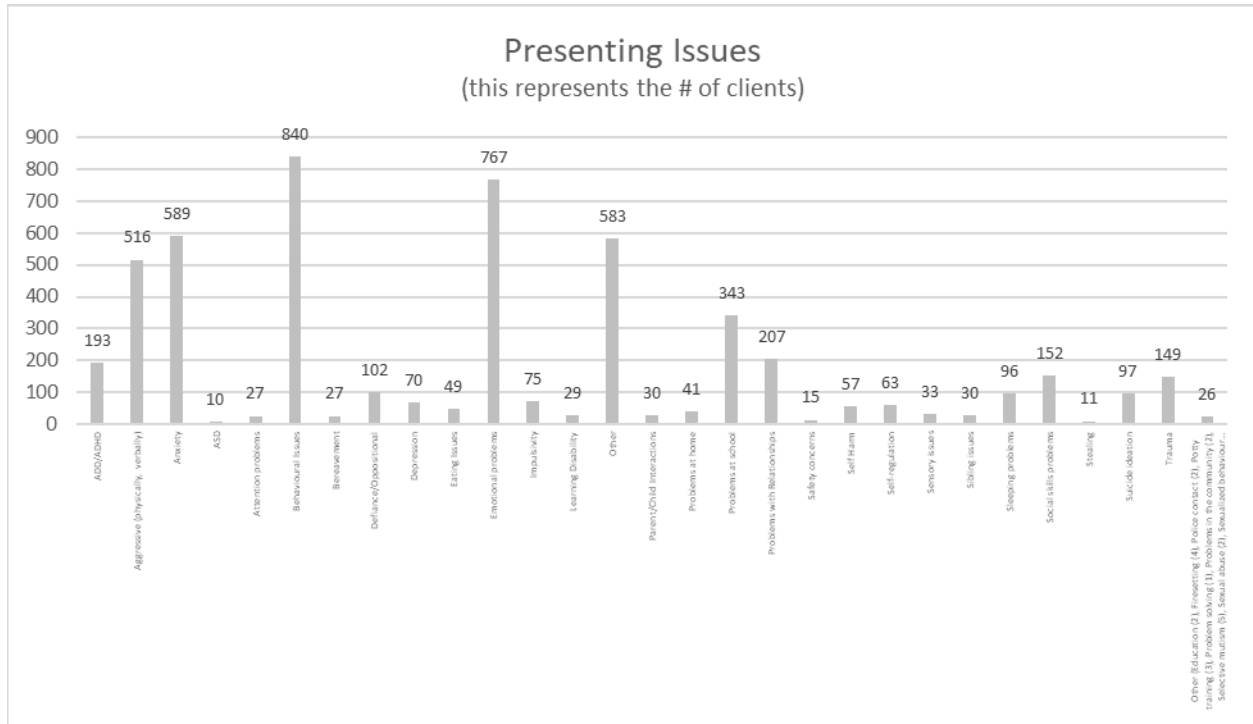


II.A.11 Formal Diagnosis

(as measured by the DSM-V in EMHWare)

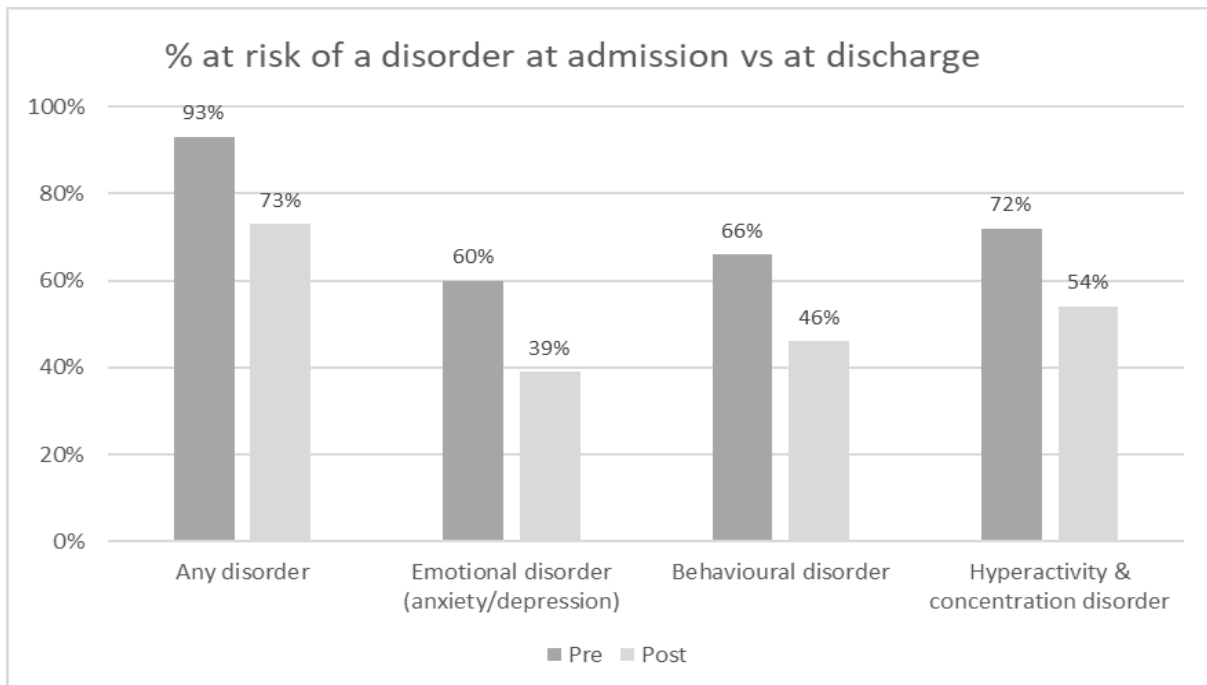
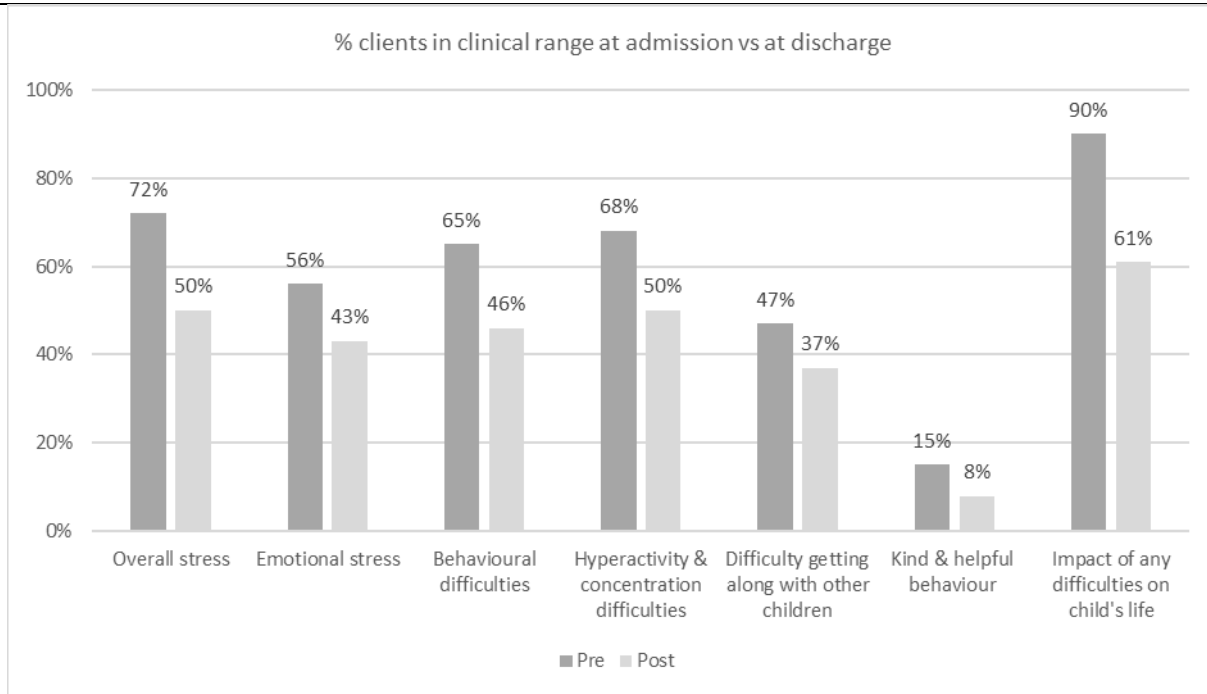


II.A.12 Presenting Issues (as measured by EMHWare)



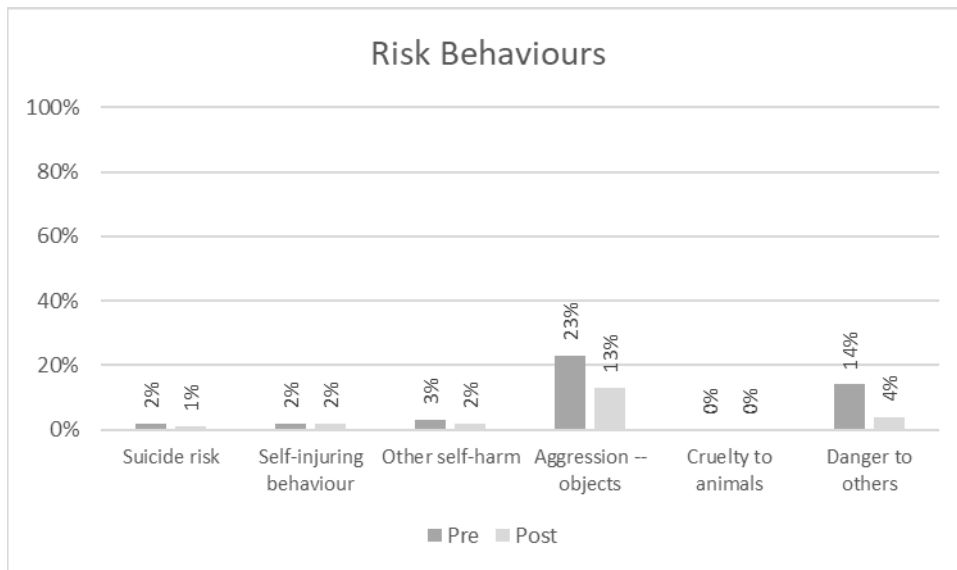
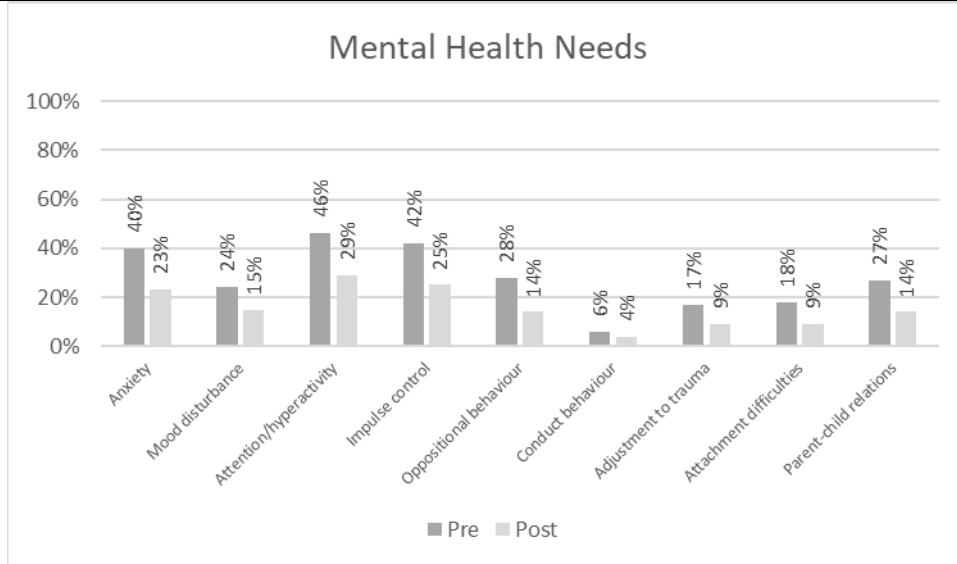
III. TREATMENT OUTCOMES OF CROSSROADS

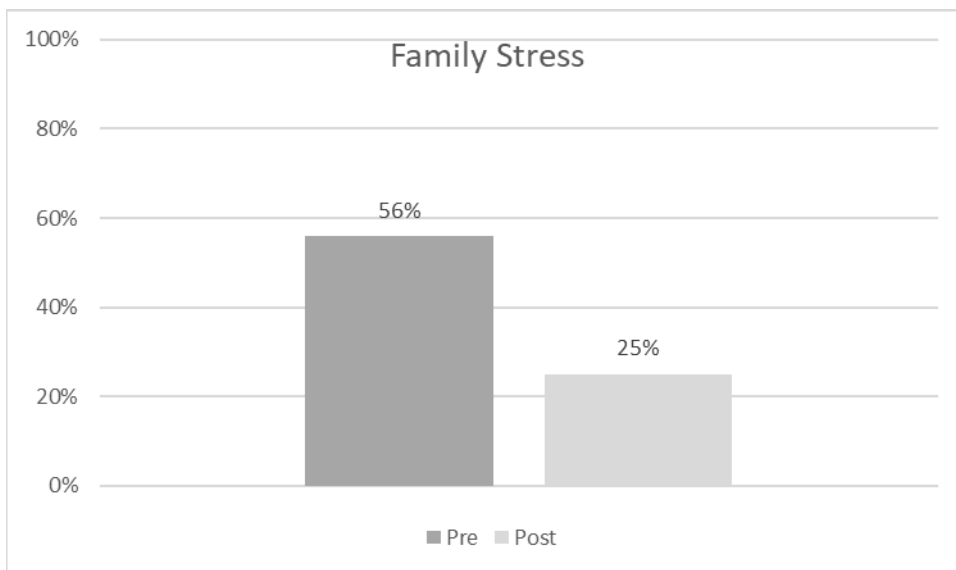
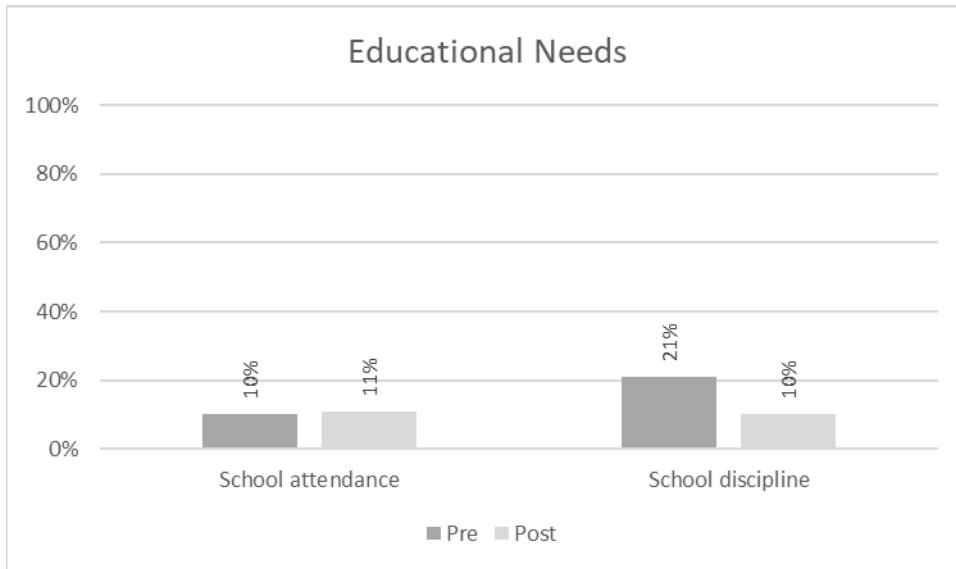
III.A.1 TREATMENT OUTCOMES -- % clients in clinical range admission vs discharge (as measured by the SDQ - Strengths & Difficulties Questionnaire) – based on 300 clients



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

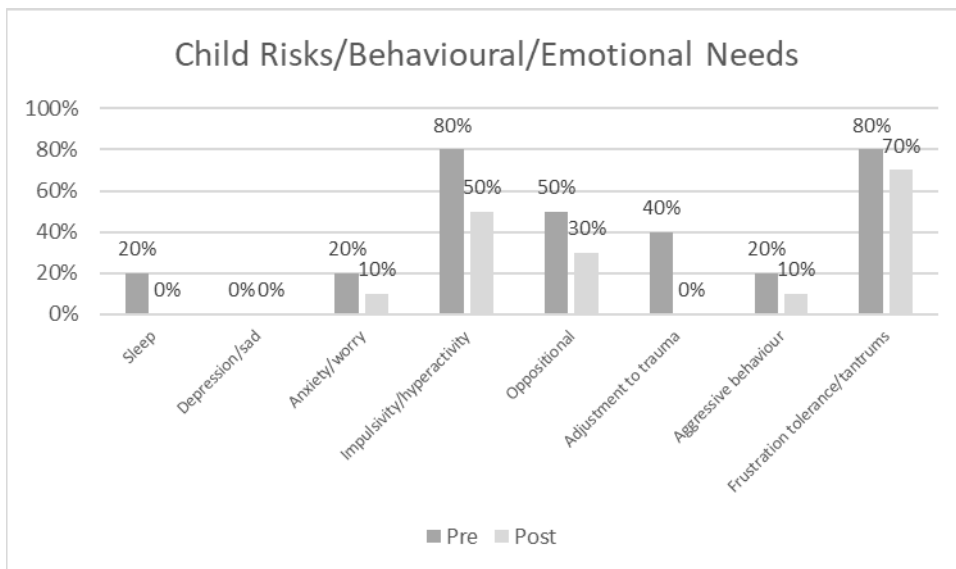
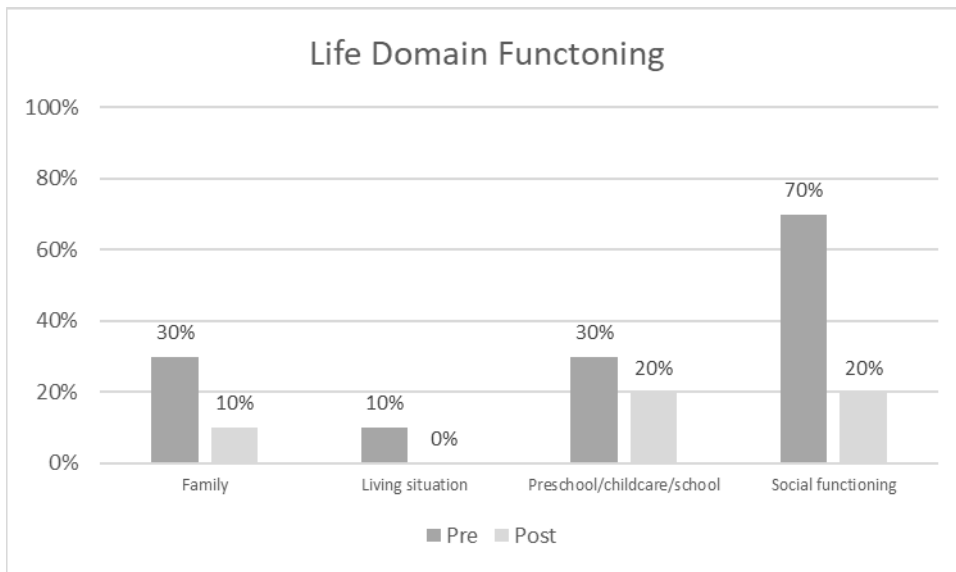
(as measured by the CANS – Child & Adolescent Strengths & Needs) – based on 291 clients

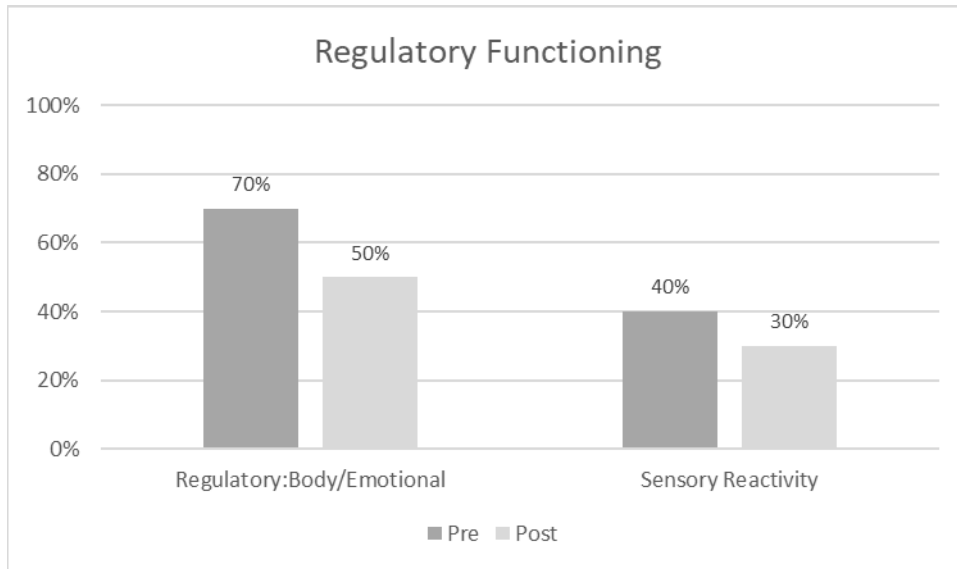




III.A.3 TREATMENT OUTCOMES - % clients who rated causing problems to causing severe problems at admission vs at discharge – SPECIFIC TO OUR UNDER SIX POPULATION ACROSS ALL PROGRAMS

(as measured by the CANS – Child & Adolescent Strengths & Needs) – based on 10 clients



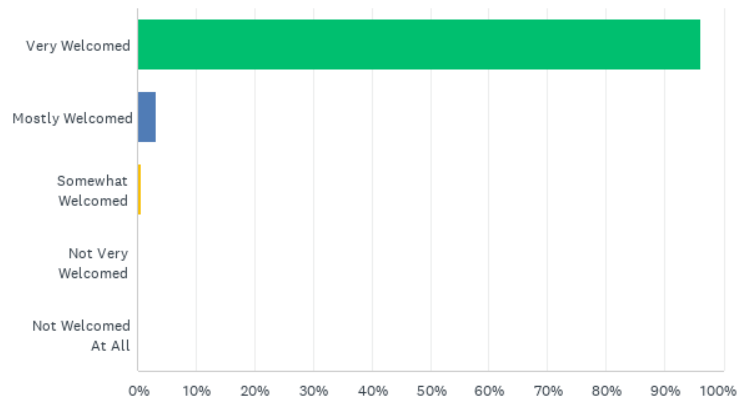


IV. CLIENT SATISFACTION

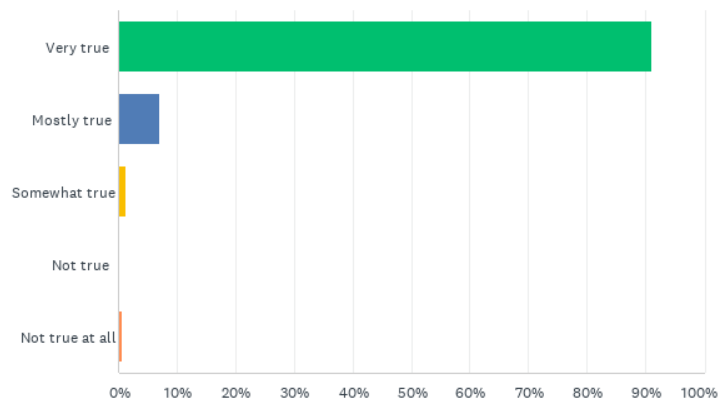
IV.A.1 Client Satisfaction for Walk-in Clinic

(as measured by the Service Evaluation Questionnaires)

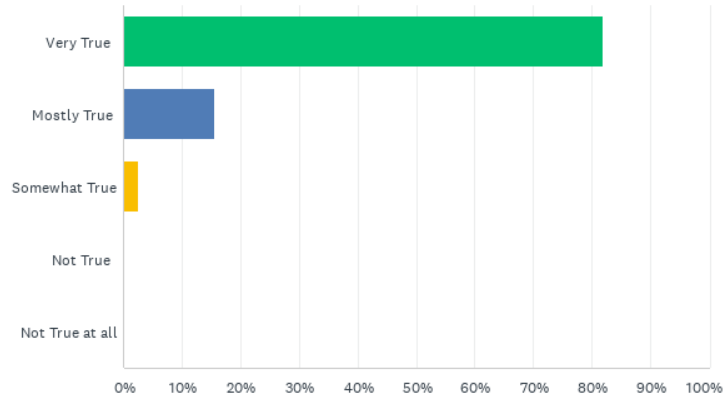
Q5 Did you feel welcomed?



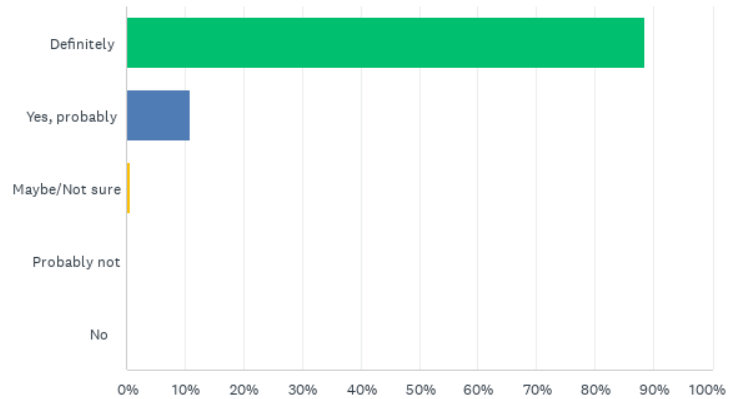
Q6 Did you feel heard, understood and respected?



Q7 We worked on and talked about what I/we wanted to work on and talk about.



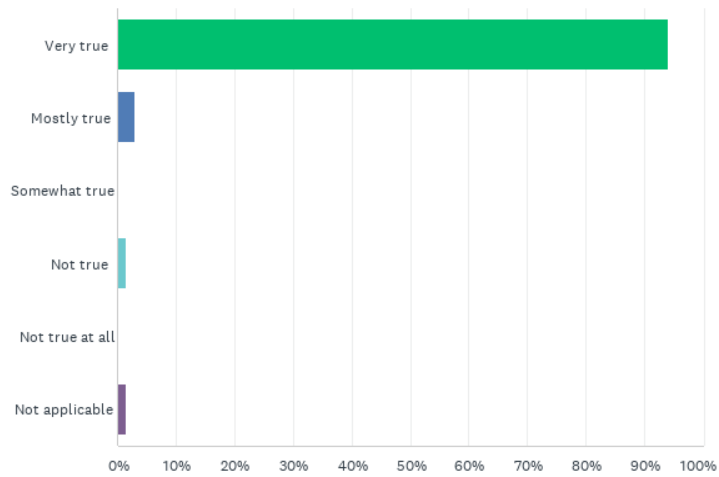
Q10 Would you use the Clinic again?



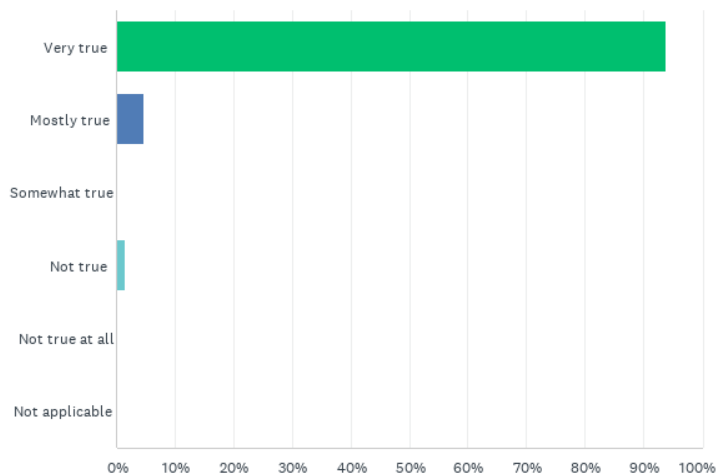
IV.A.2 Client Satisfaction for Homebased Services

(as measured by the Service Evaluation Questionnaires)

Q14 I felt listened to and respected during the program,



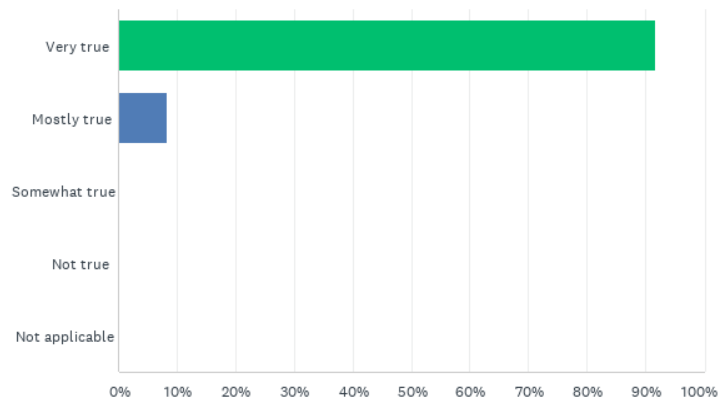
Q18 I was very satisfied with my assigned worker.



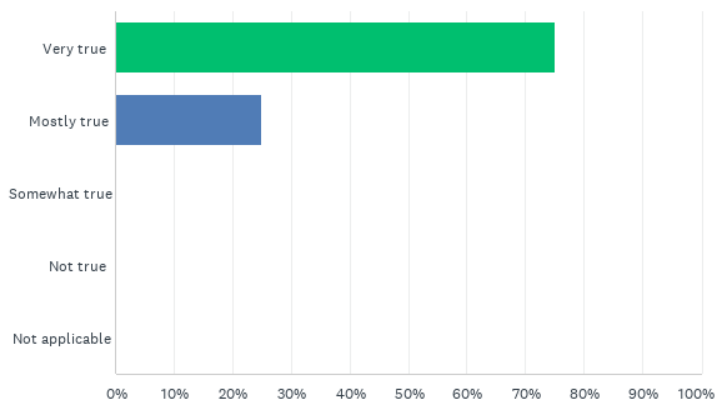
IV.A.3 Client Satisfaction for Clinical Programs

(as measured by the Service Evaluation Questionnaires)

Q10 I felt listened to and respected during the program,



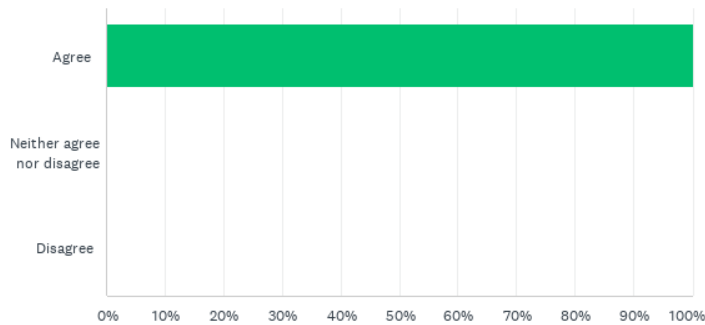
Q12 Overall my Counselling experience was helpful and positive.



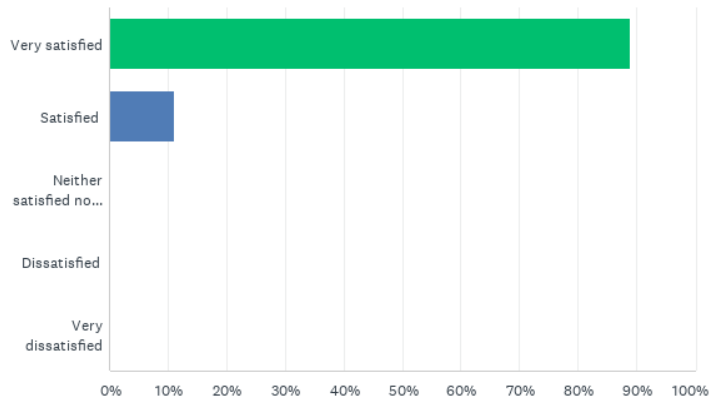
IV.A.4 Client Satisfaction for Day Treatment Program & School Based Mental Health Program

(as measured by the Service Evaluation Questionnaires)

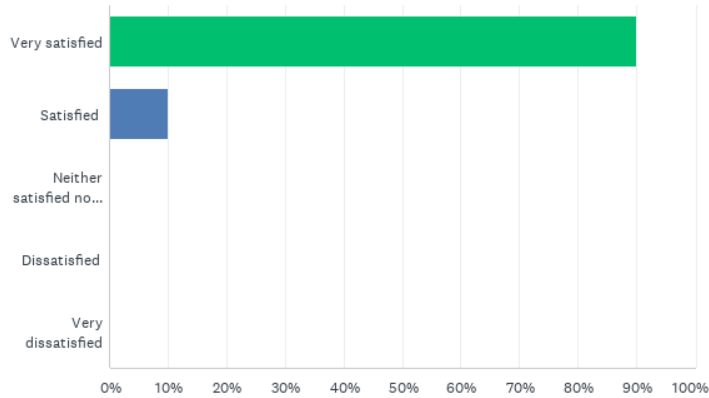
Q3 Child Question 2: Please ask your child to rate this questions: My time with Crossroads was very helpful to me.



Q4 I was very satisfied with my assigned worker/counselor.



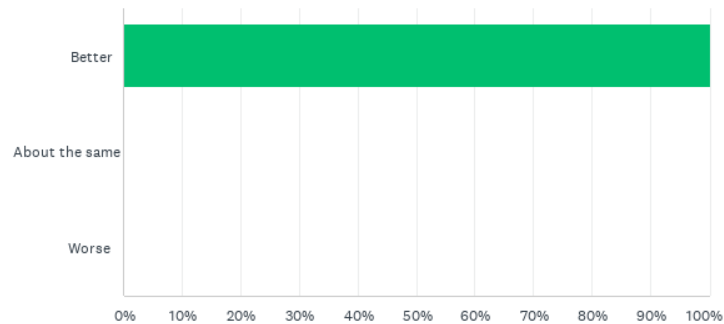
Q10 Overall things are better as a result of our services at Crossroads.



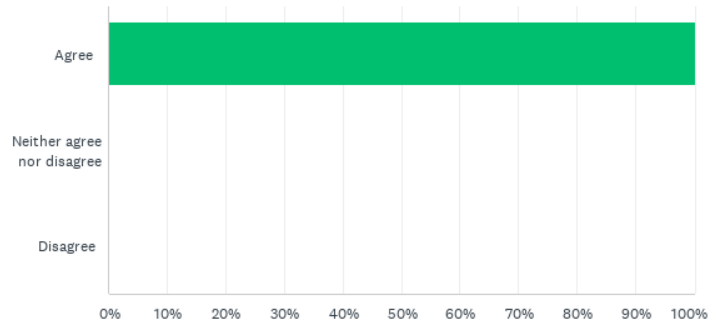
IV.A.5 Client Satisfaction for School-based Mental Health Program

(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.



Q3 Child Question 2: Please ask your child to rate this questions: My time with Crossroads was very helpful to me.



Q5 I was very satisfied with Crossroads' treatment approach.

