

# **2024-2025 Program Evaluation SUMMARY**

Crossroads Children's Mental Health Centre

## I. WHO ARE WE SERVING?

There were 2060 admissions into service at Crossroads Children's Mental Health Centre. (see below for details)

| <b>CLIENTS SERVED IN PROGRAMS</b>      | <b>Clients Served</b> | <b>TOTAL # of separate admissions to the program</b> |
|----------------------------------------|-----------------------|------------------------------------------------------|
| HOMEBASED PROGRAM (CAS)                | 21                    | 21                                                   |
| HOMEBASED PROGRAM (CAS PILOT)          | 6                     | 6                                                    |
| HOMEBASED PROGRAM (HBDT)               | 18                    | 18                                                   |
| HOMEBASED PROGRAM (INTENSIVE SERVICES) | 192                   | 199                                                  |
| DAY TREATMENT PROGRAM                  | 104                   | 104                                                  |
| SCHOOL-BASED MENTAL HEALTH PROGRAM     | 223                   | 266                                                  |
| TAPP-C ASSESSMENT                      | 3                     | 3                                                    |
| WRAPAROUND                             | 14                    | 14                                                   |
| WALK-IN-CLINICAL & CARE DOVE           | 997                   | 1180                                                 |
| <b>TOTAL</b>                           | <b>1,578</b>          | <b>1,811</b>                                         |

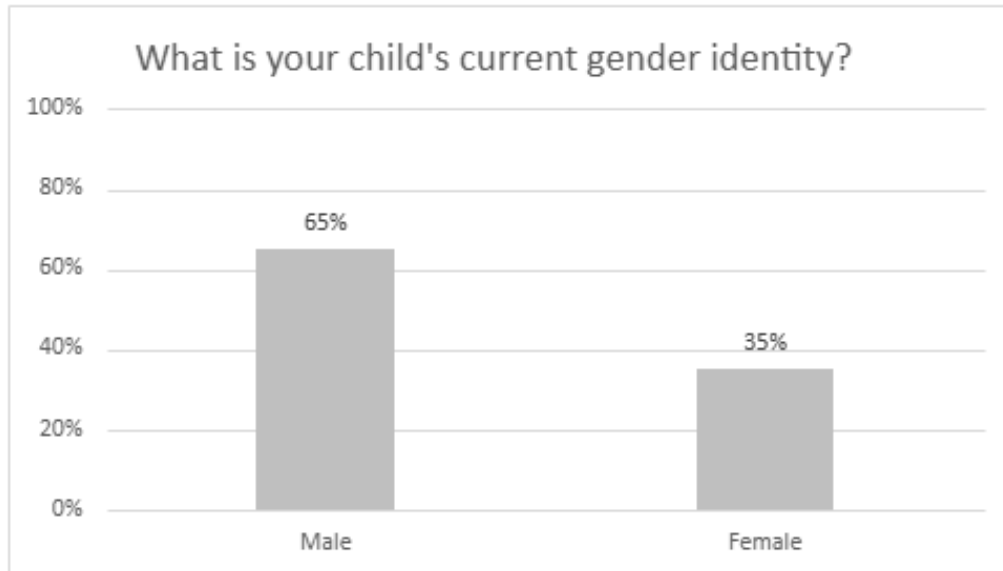
| <b>CLIENTS SERVED IN GROUPS/OTHER SERVICES</b>        | <b>Clients Served</b> | <b>TOTAL # of separate admissions to the program</b> |
|-------------------------------------------------------|-----------------------|------------------------------------------------------|
| Clinical Services (regular referrals)                 | 162                   | 163                                                  |
| Clinical Services (CAS clients)                       | 2                     | 2                                                    |
| CPS Parent Groups                                     | 15                    | 15                                                   |
| Circle of Security Group + HB (through Day Treatment) | 10                    | 10                                                   |
| Circle of Security Group + HB                         | 7                     | 7                                                    |
| SAS Group                                             | 5                     | 5                                                    |
| Occupational Therapy                                  | 10                    | 10                                                   |
| Psycho-educational Assessment                         | 3                     | 3                                                    |
| Summer Camp                                           | 35                    | 35                                                   |
| <b>TOTAL</b>                                          | <b>249</b>            | <b>249</b>                                           |

## II. PROFILES OF CHILDREN SERVED

(these are available for 217 clients)

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

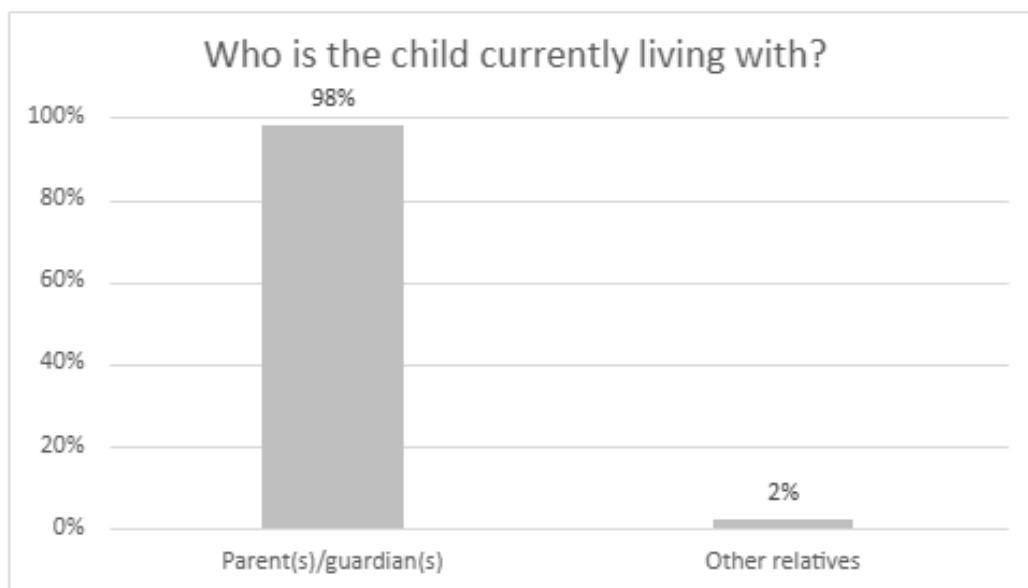
(as measured by the Intake Client Creation in EMHWare)



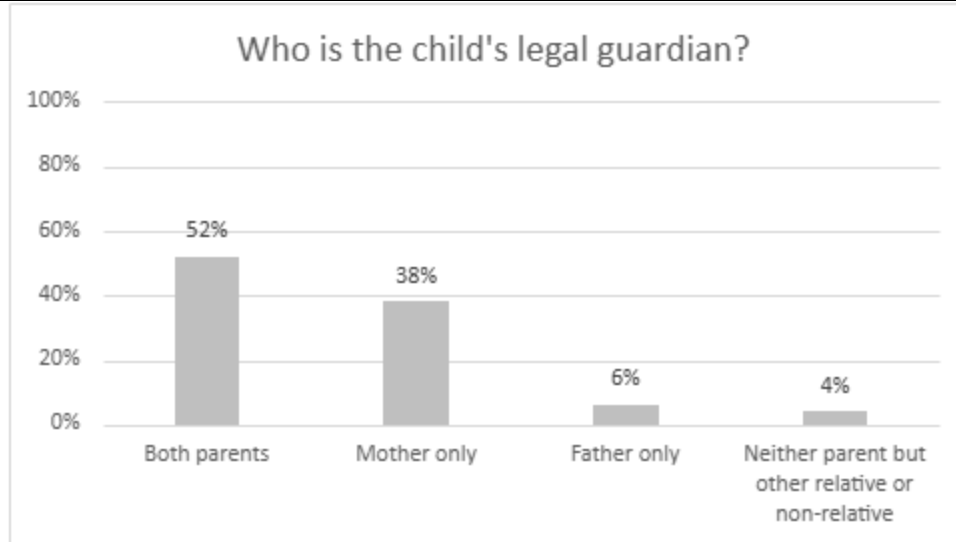
Options available for gender identify: male, female, transgender/female to male, transgender/male to female, gender non-conforming, two spirit, other, prefer not to answer

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

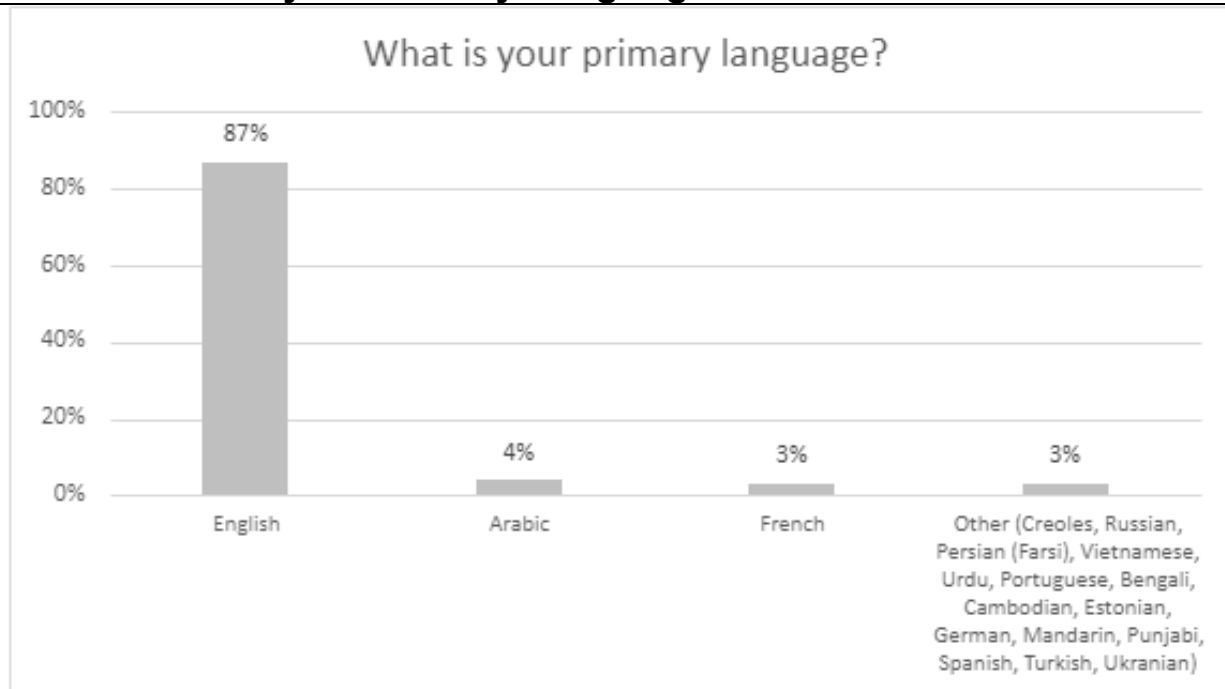
(as measured by the Intake Client Creation in EMHWare)



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



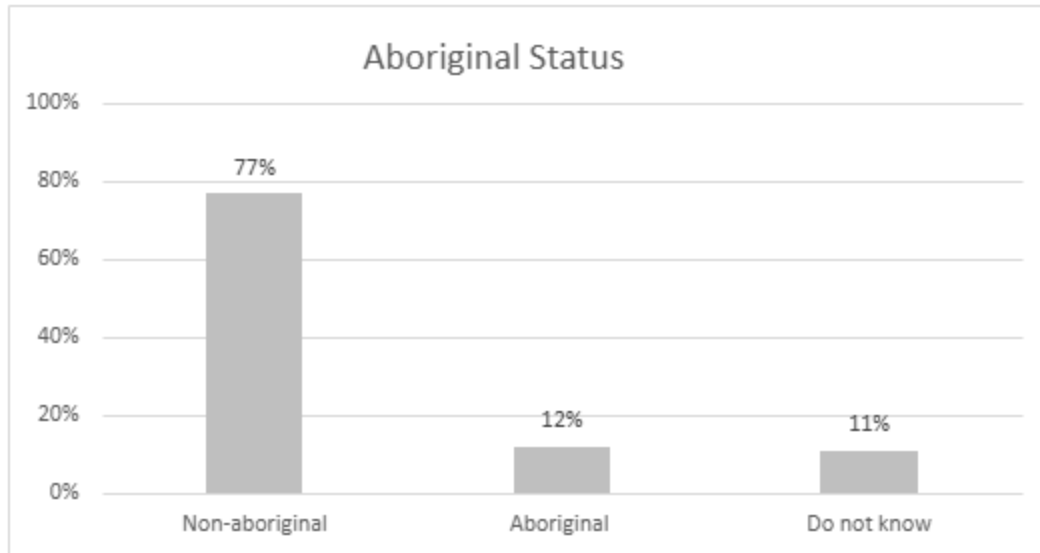
### II.A.4 What is your Primary Language?



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## II.A.5 Aboriginal Status

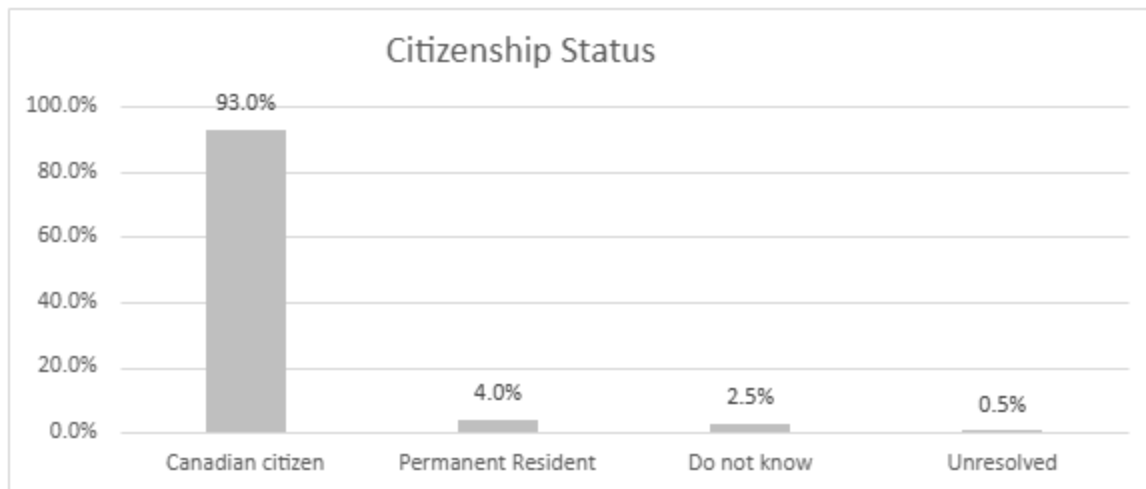
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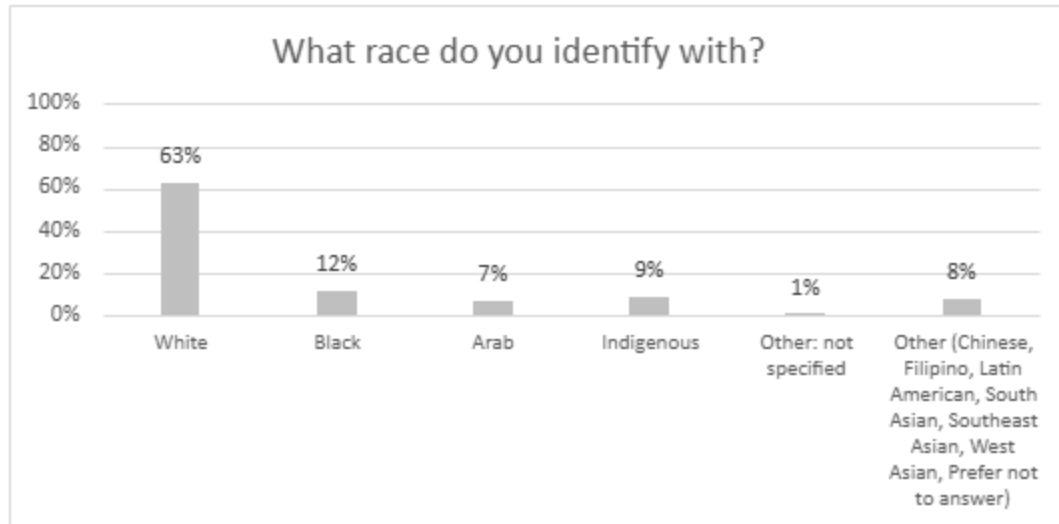
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## II.A.6 Citizenship Status

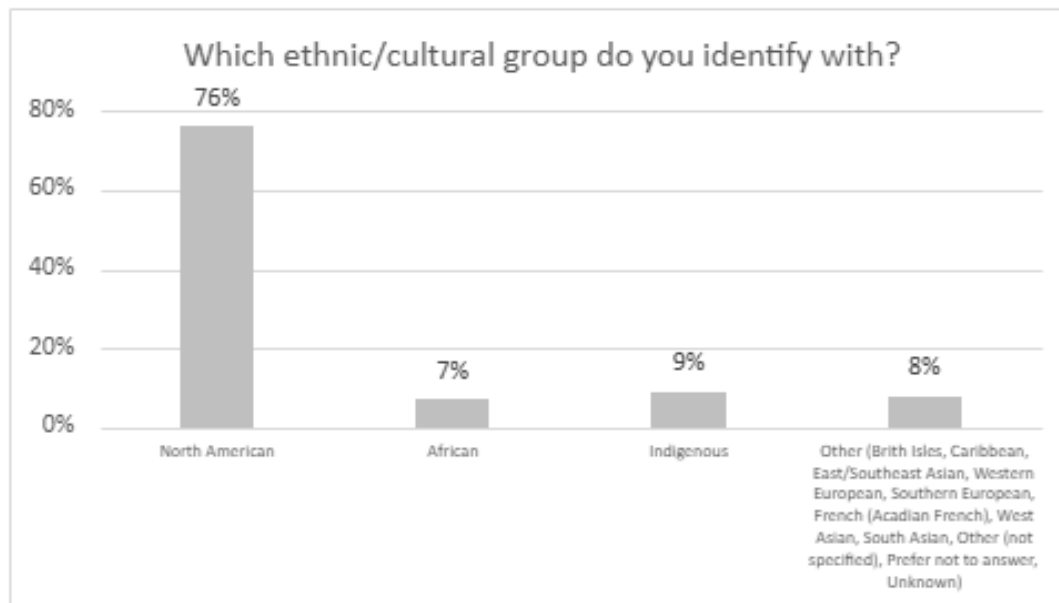
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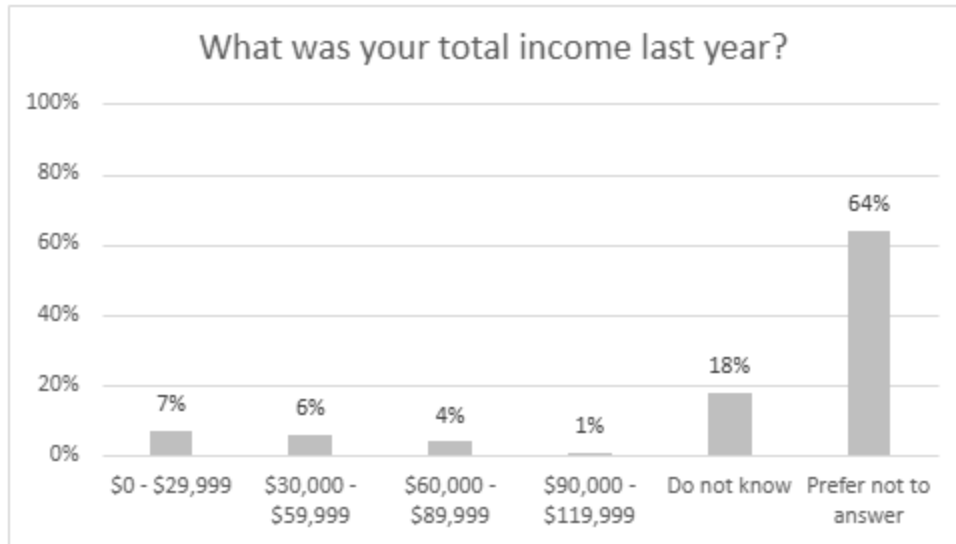
## II.A.7 What race do you identify with?



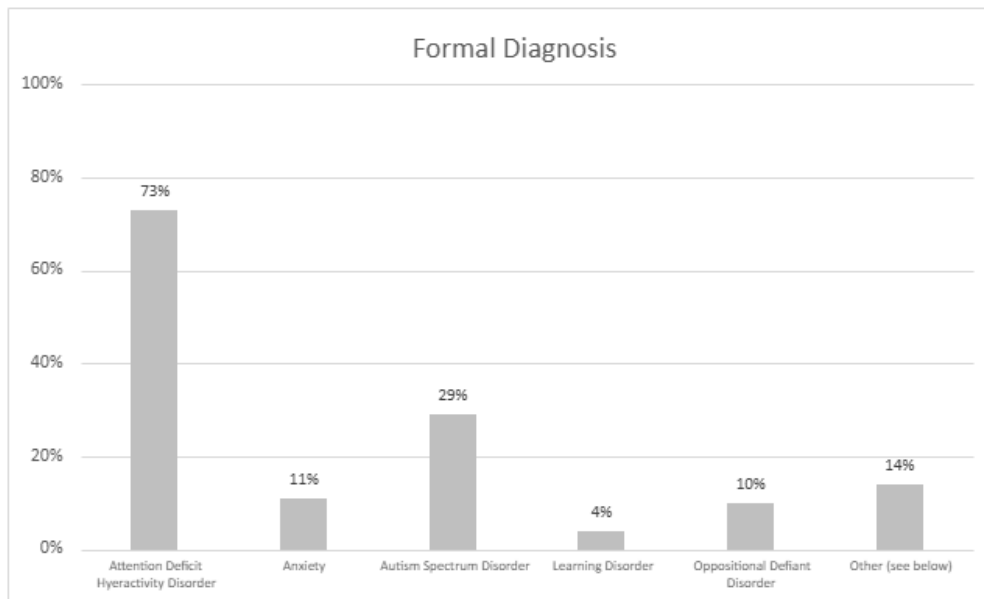
## II.A.8 Which ethnic/cultural group do you identify with?



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

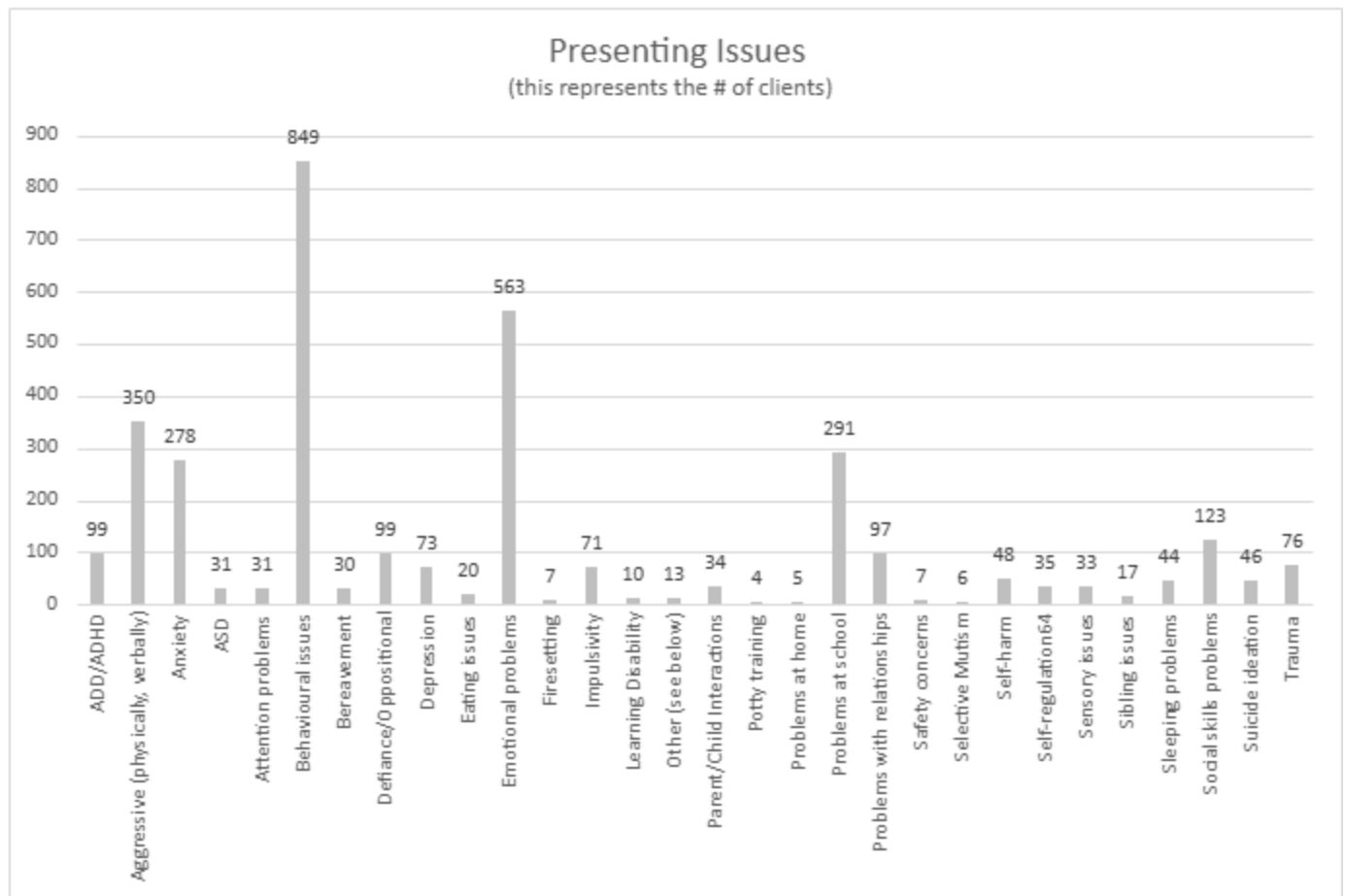


## II.A.10 Formal Diagnosis



Other: Conduct Disorder, Depressive Disorders, Developmental Coordination Disorders, Feeding & Eating Disorders, Developmental Disorders, Language Disorders, Oppositional Defiant Disorder, Attachment Disorder, Tourettes

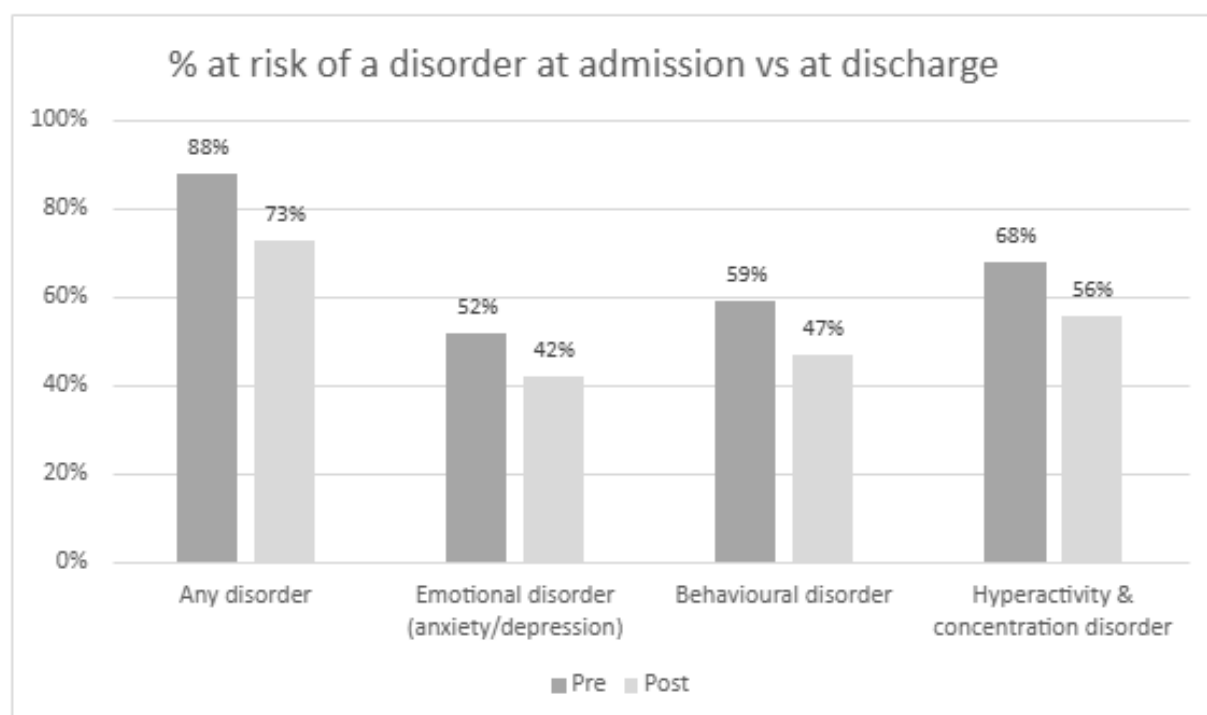
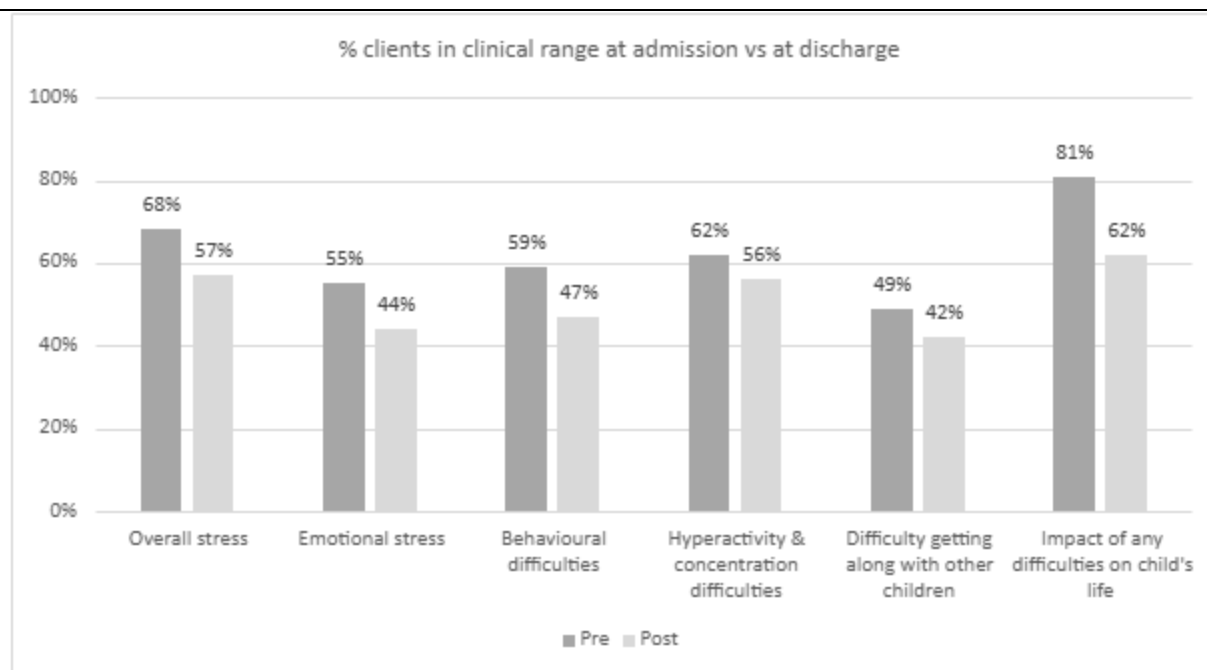
## II.A.11 Presenting Issues



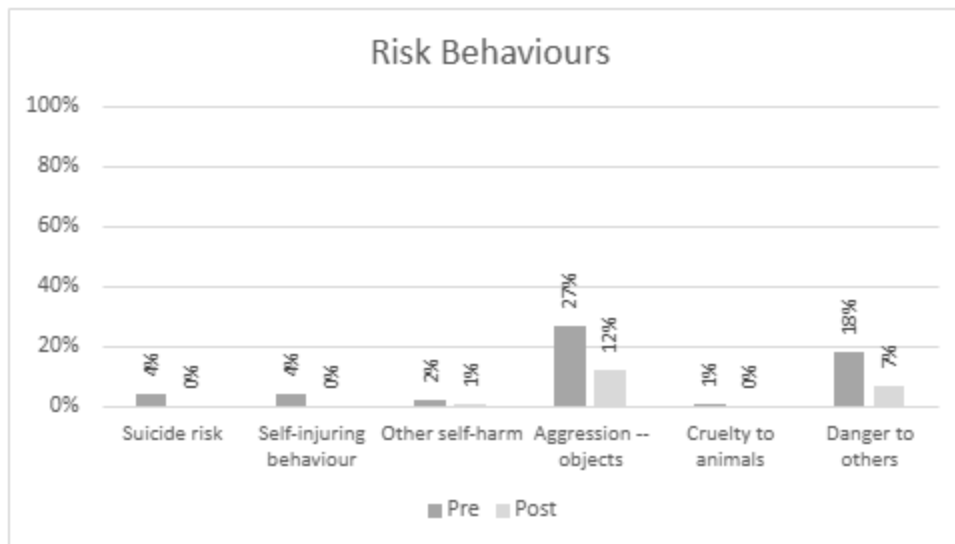
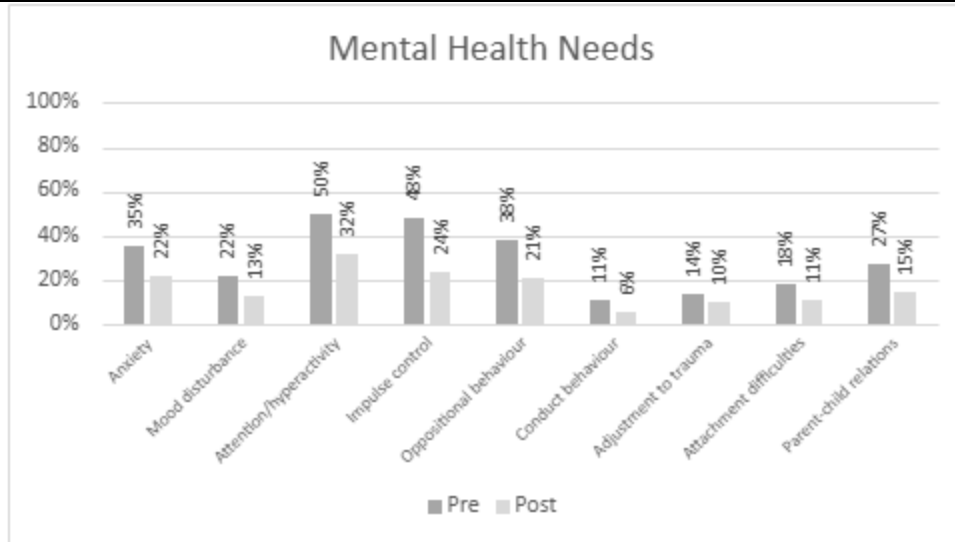
Other: Developmental Delay (1), Educational (2), Financial (1), Sexual Abuse (3), Sexualized behaviour (1), Speech Delay (4), Stealing (1)

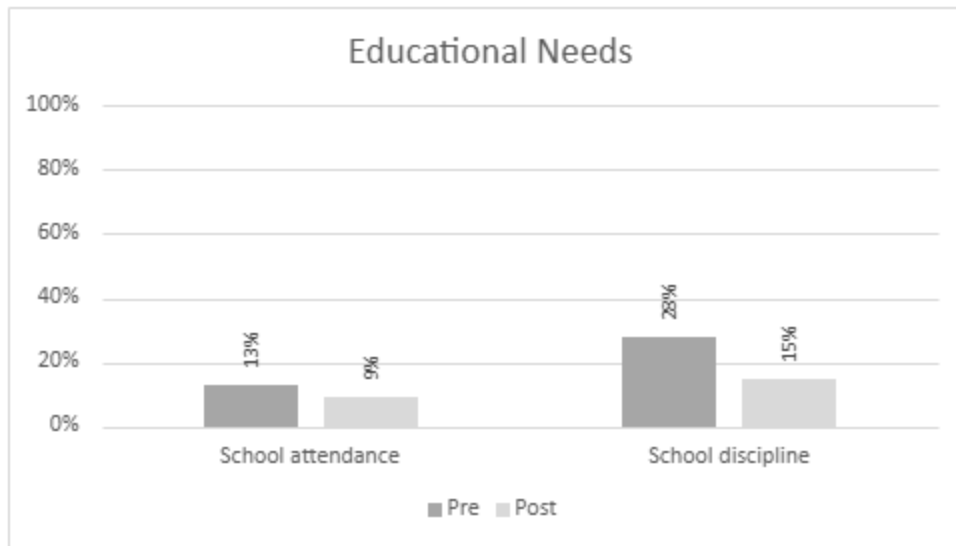
### III. TREATMENT OUTCOMES OF CROSSROADS

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



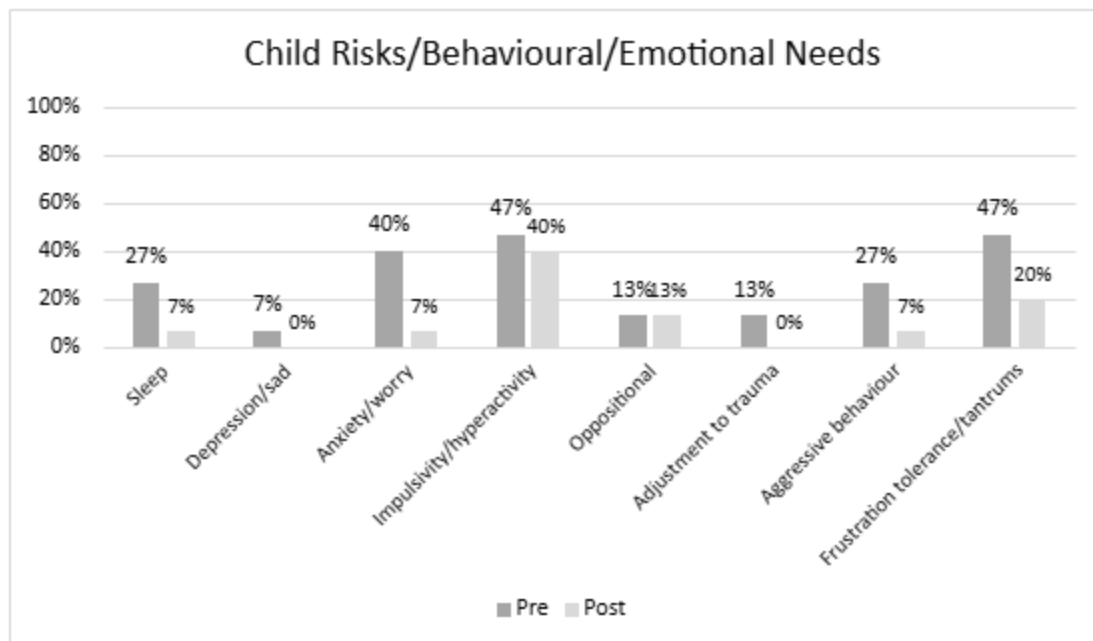
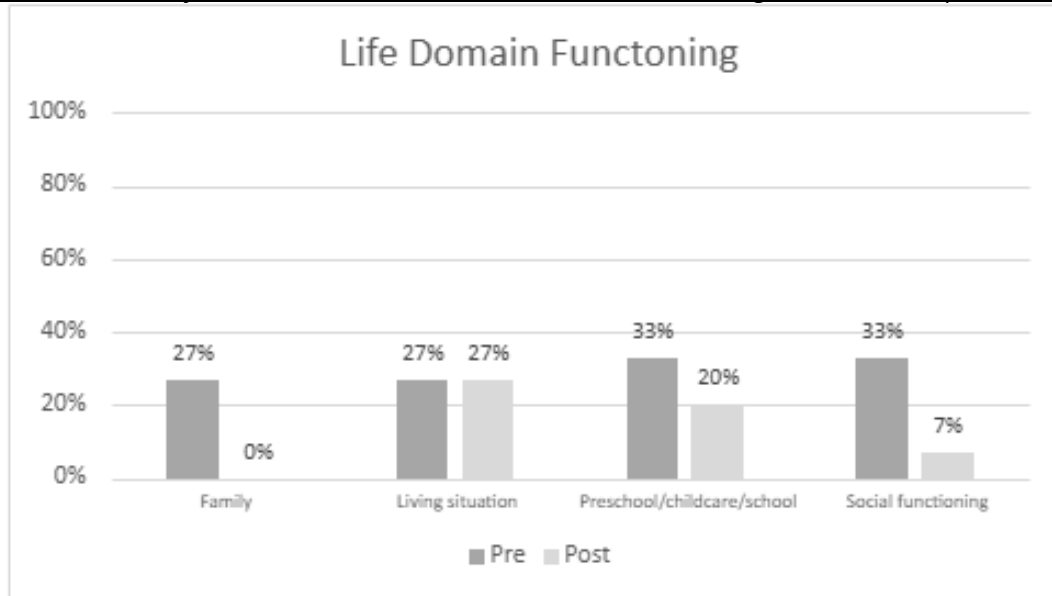
### III.A.2 TREATMENT OUTCOMES - % clients who rated causing problems to causing severe problems at admission vs at discharge (as measured by the CANS – Child & Adolescent Strengths & Needs)

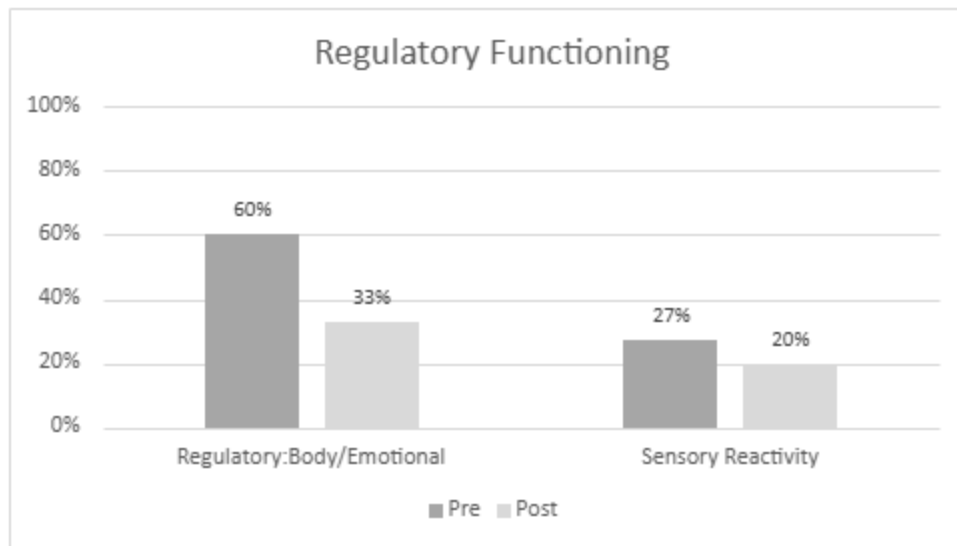




### III.A.3 TREATMENT OUTCOMES - % clients who rated causing problems to causing severe problems at admission vs at discharge – **SPECIFIC TO OUR UNDER SIX POPULATION ACROSS ALL PROGRAMS**

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

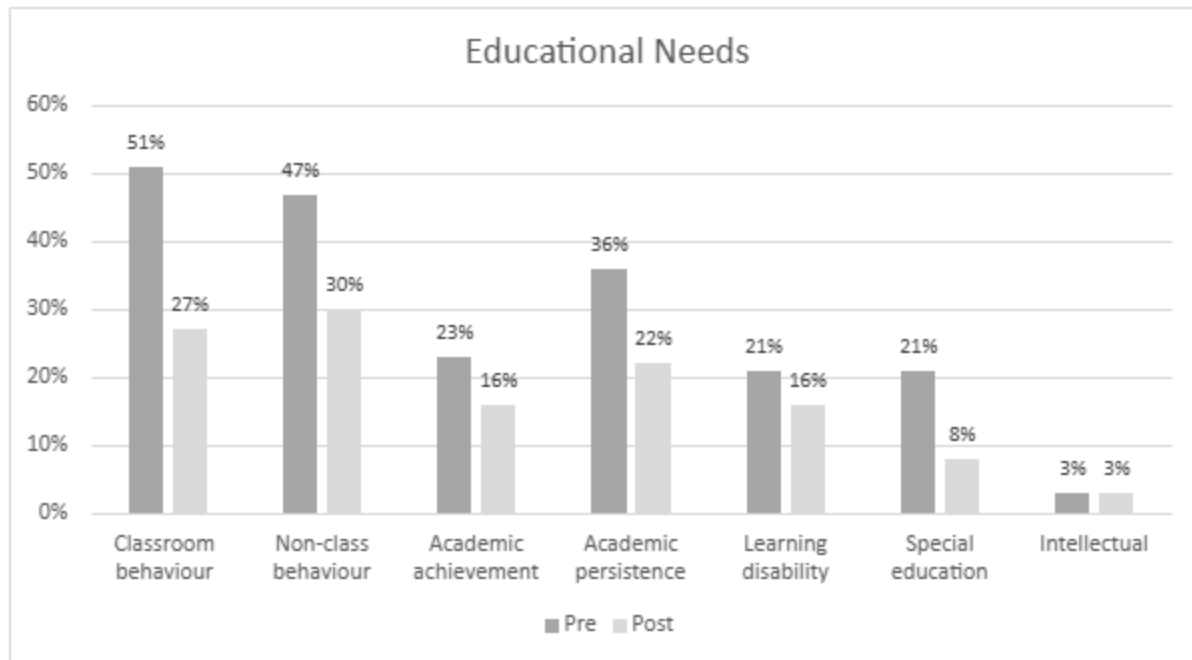




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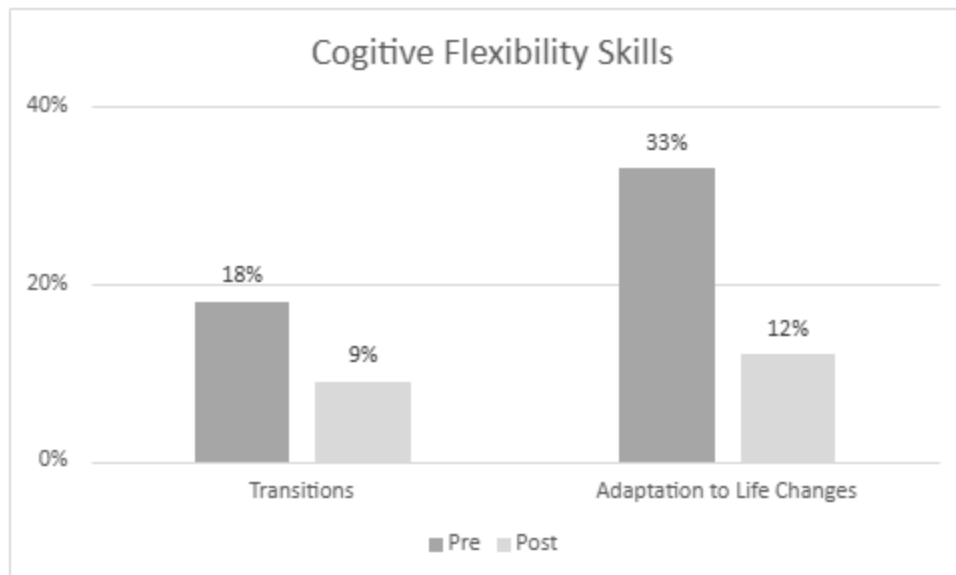
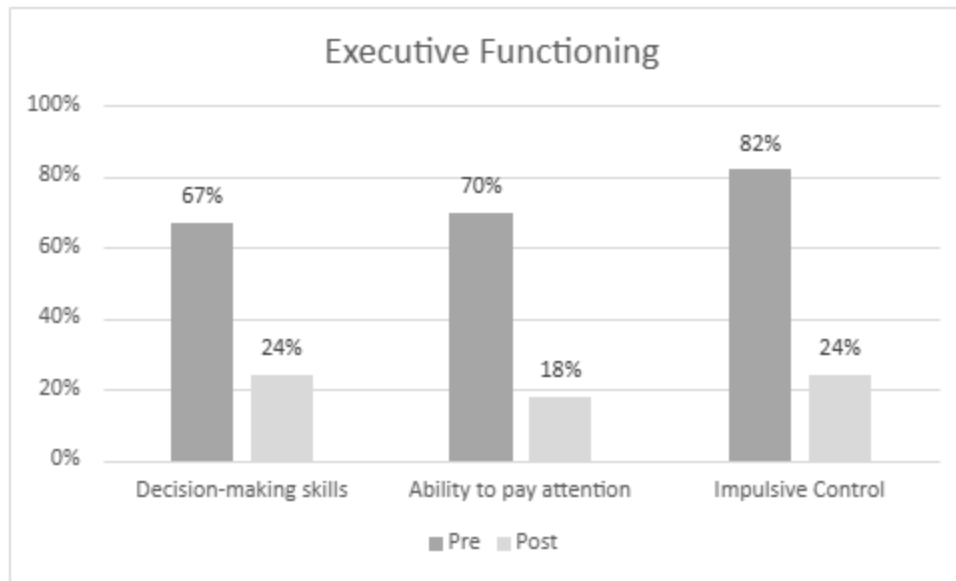
**III.A.4 TREATMENT OUTCOMES** - % clients who rated causing problems to causing severe problems at admission vs at discharge – **SPECIFIC TO OUR DAY TREATMENT AND SCHOOL-BASED MENTAL HEALTH PROGRAM**  
(as measured by the CANS – Child & Adolescent Strengths & Needs)

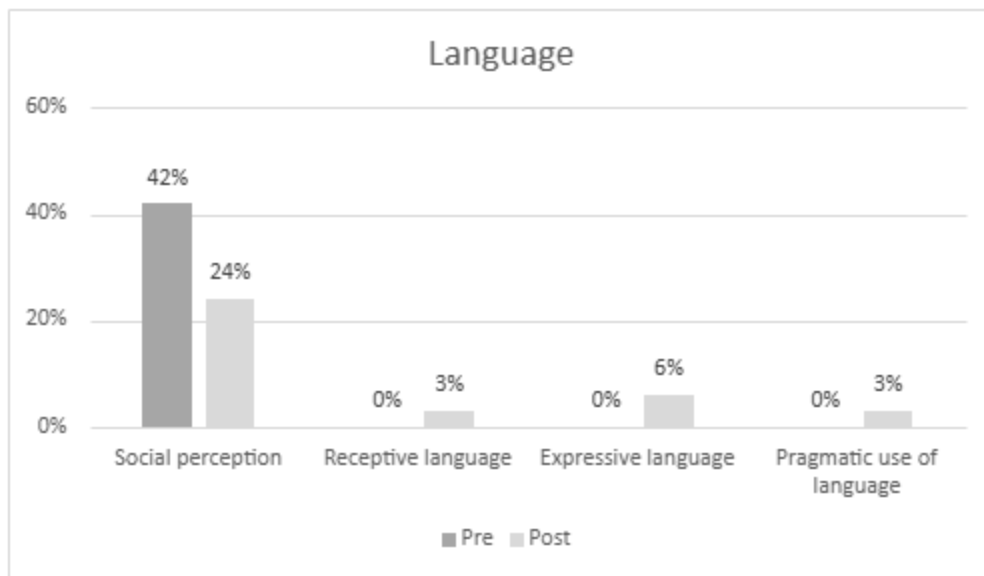
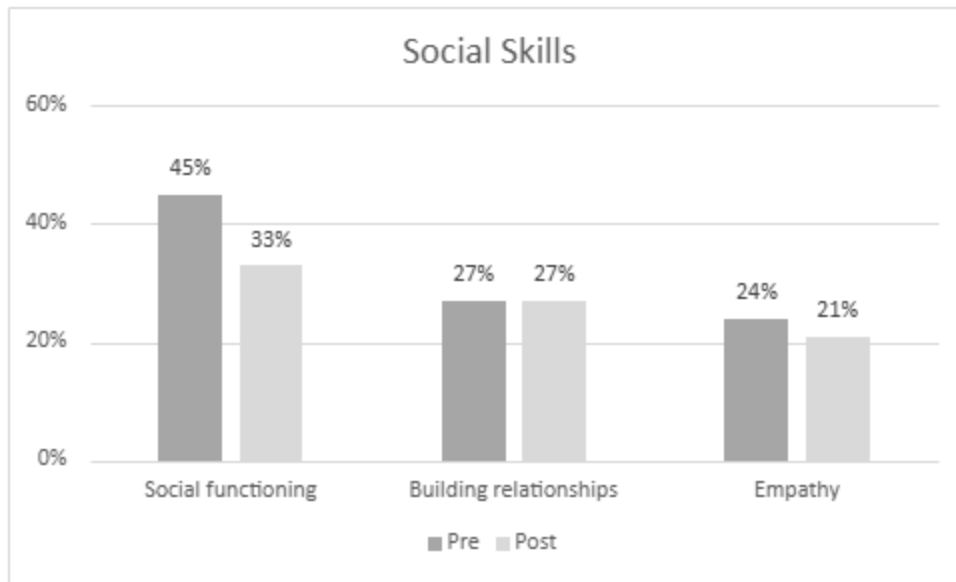
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### III.A.5 TREATMENT OUTCOMES - % clients who rated causing problems to causing severe problems at admission vs at discharge – **SPECIFIC TO OUR DAY TREATMENT PROGRAM**

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





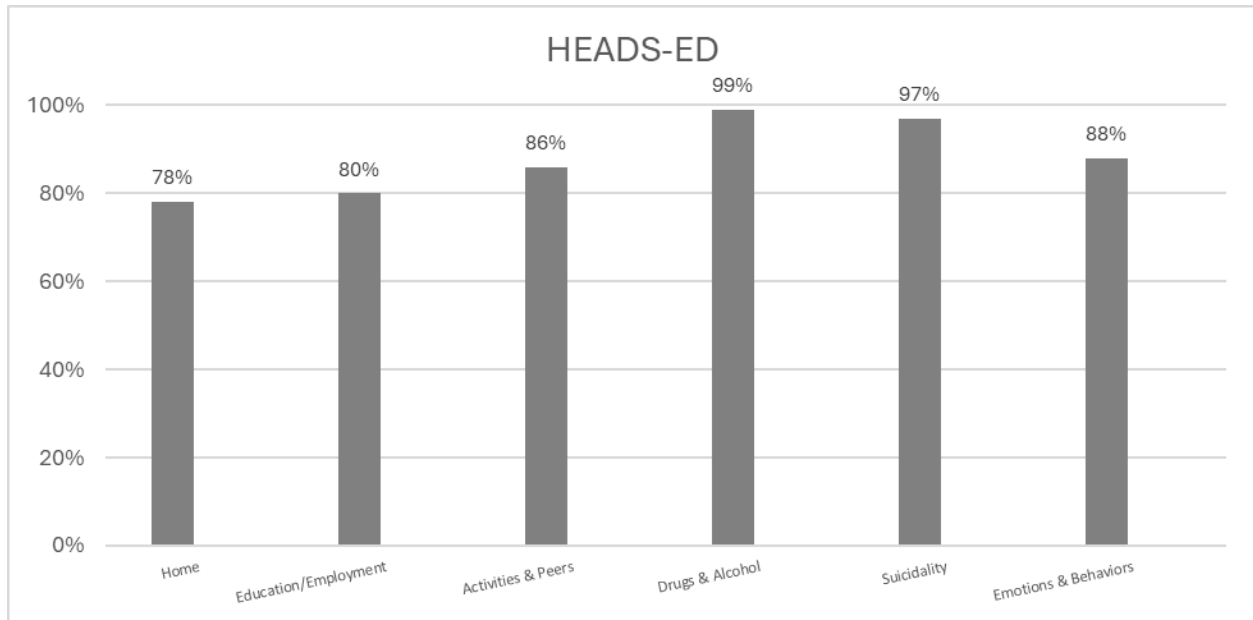
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### III.A.6 TREATMENT OUTCOMES - % clients who remained the same or improved at the time of discharge

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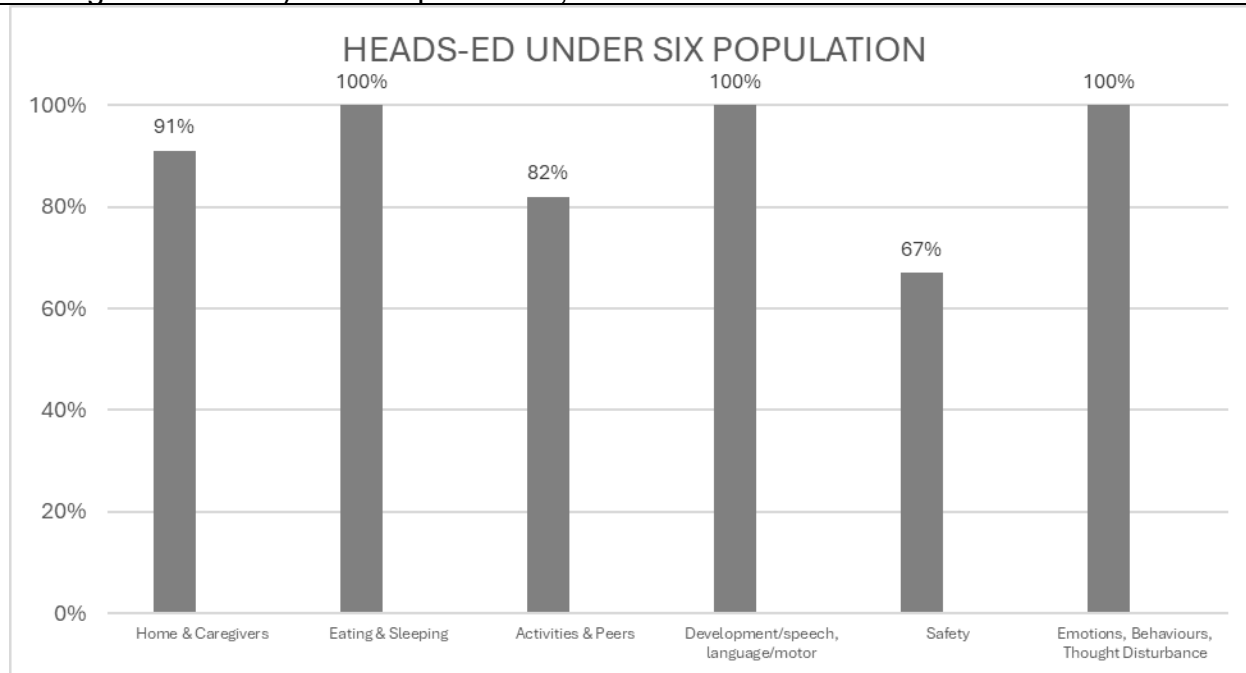
(as measured by the HEADS-ED – this tool replaced the CANS – Child & Adolescent Strengths & Needs) as of September 1, 2025

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### III.A.7 TREATMENT OUTCOMES - % clients who remained the same or improved at the time of discharge -- SPECIFIC TO OUR UNDER 6 POPULATION

(as measured by the HEADS-ED – this tool replaced the CANS – Child & Adolescent Strengths & Needs) as of September 1, 2025

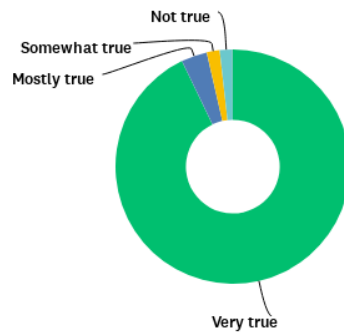


## IV. CLIENT SATISFACTION

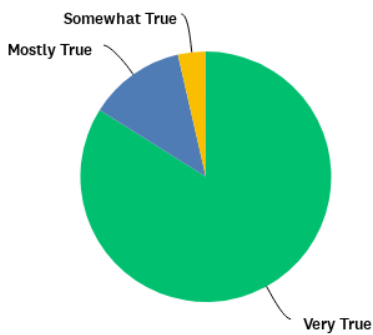
### IV.A.1 Client Satisfaction for Walk-in Clinic

(as measured by the Service Evaluation Questionnaires)

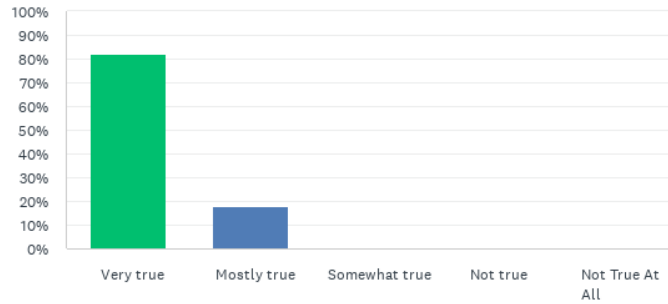
Q6 Did you feel heard, understood and respected?



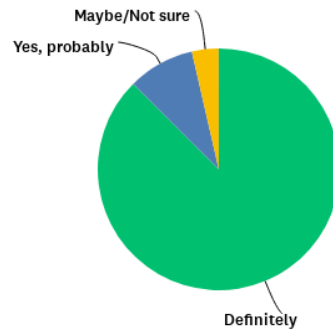
Q7 We worked on and talked about what I/we wanted to work on and talk about.



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



Q10 Would you use the Clinic again?



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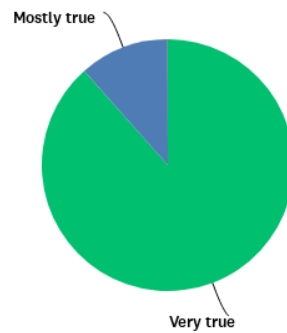
## IV.A.2 Client Satisfaction for Homebased Services

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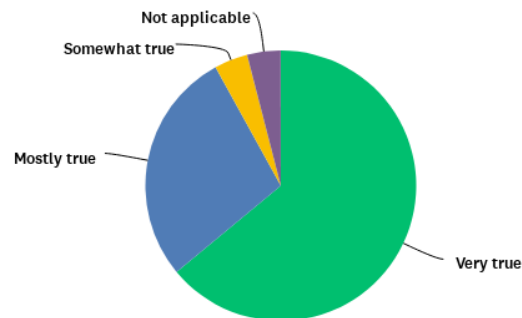
(as measured by the Service Evaluation Questionnaires)

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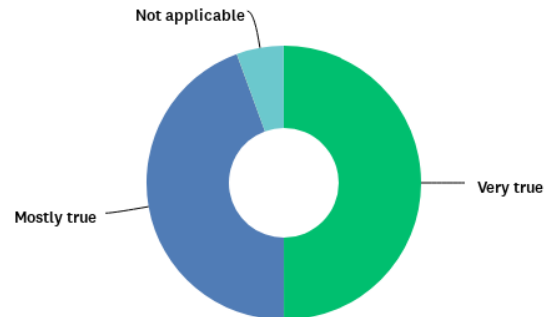
Q9 I felt listened to and respected during the program,



Q13 I was very satisfied with Crossroad's treatment approach.



Q15 The goals that were set for service were achieved.



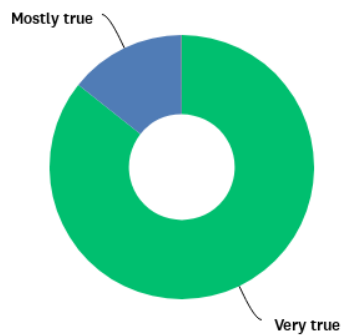
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#### IV.A.3 Client Satisfaction for Clinical Programs

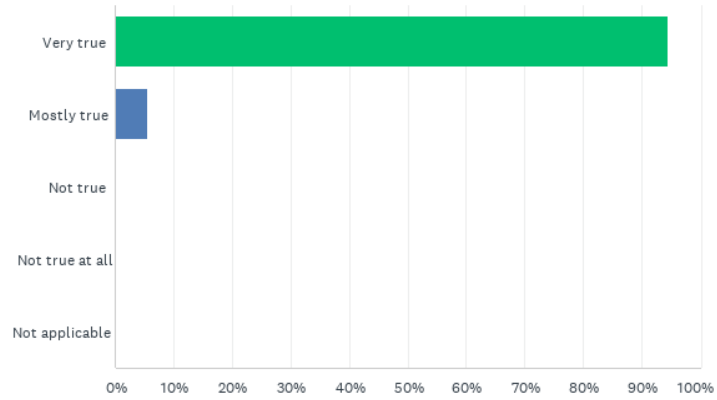
(as measured by the Service Evaluation Questionnaires)

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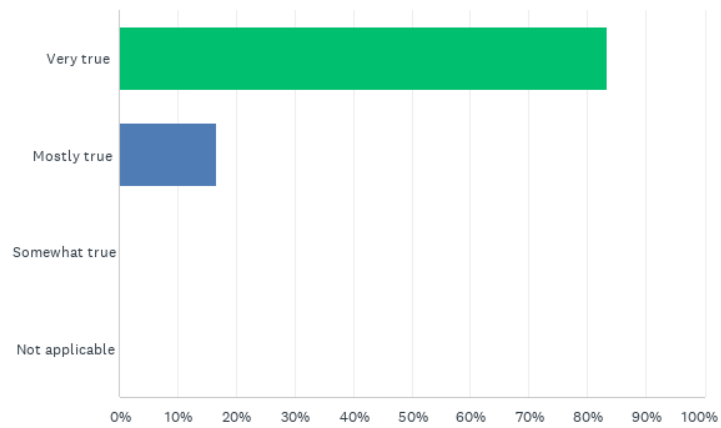
Q10 I felt listened to and respected during the program,



Q13 I would recommend Crossroads Children's Centre to others.



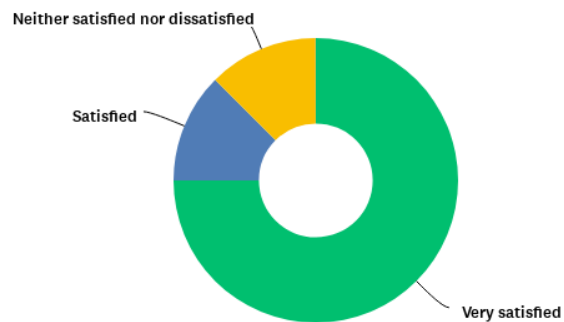
Q17 I was very satisfied with Crossroad's treatment approach.



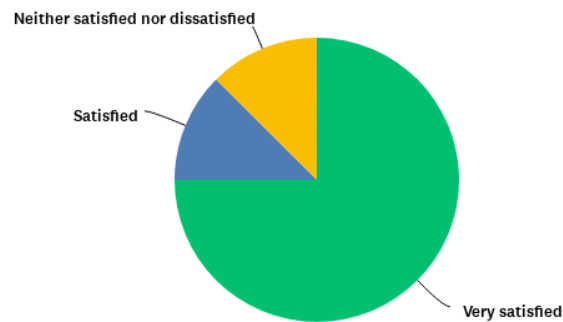
#### IV.A.4 Client Satisfaction for Day Treatment Program & School Based Mental Health Program

(as measured by the Service Evaluation Questionnaires)

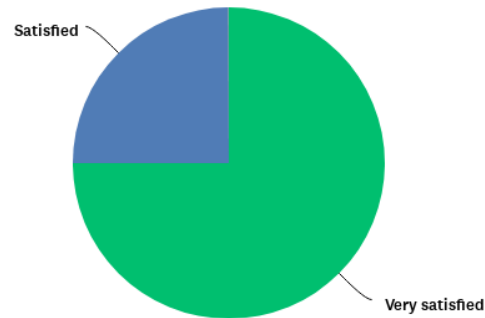
Q6 I was satisfied that the treatment plan we developed with CCMHC included/addressed all of the needs I identified.



Q5 I was very satisfied with Crossroads' treatment approach.



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



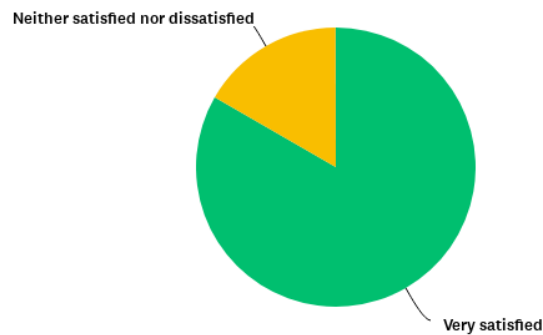
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#### IV.A.5 Client Satisfaction for School-based Mental Health Program

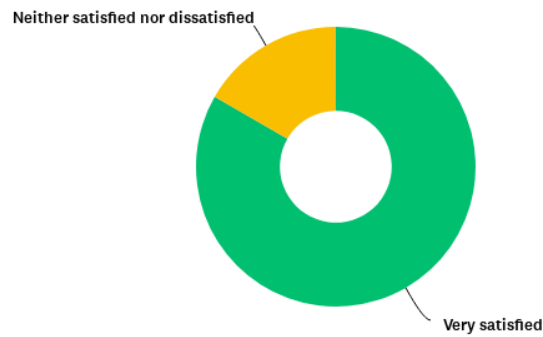
(as measured by the Service Evaluation Questionnaires)

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Q5 I was very satisfied with Crossroads' treatment approach.



Q6 I was satisfied that the treatment plan we developed with CCMHC included/addressed all of the needs I identified.



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

