

2025-2026 Program Evaluation SUMMARY

Crossroads Children's Mental Health Centre

I. WHO ARE WE SERVING?

There were 1241 admissions into service at Crossroads Children's Mental Health Centre. (see below for details)

CLIENTS SERVED IN PROGRAMS	TOTAL # of separate admissions to the program
HOMEBASED PROGRAM (CAS)	21
HOMEBASED PROGRAM (CAS PILOT Brief Services)	7
HOMEBASED PROGRAMS (INTENSIVE SERVICES -- CAS PILOT)	18
HOMEBASED PROGRAMS (INTENSIVE SERVICES -- CHILDREN'S MENTAL HEALTH)	95
HOMEBASED PROGRAMS (INTENSIVE SERVICES -- INFANT & EARLY MENTAL HEALTH)	38
HOMEBASED PROGRAM (INTENSIVE SERVICES – INTENSIVE SERVICES)	45
HOMEBASED PROGRAM (HBDT)	16
DAY TREATMENT PROGRAM	93
SCHOOL-BASED MENTAL HEALTH PROGRAM	251
WRAPAROUND	8
CASE MANAGEMENT	7
CHILD & FAMILY CLINIC	323
TOTAL	922

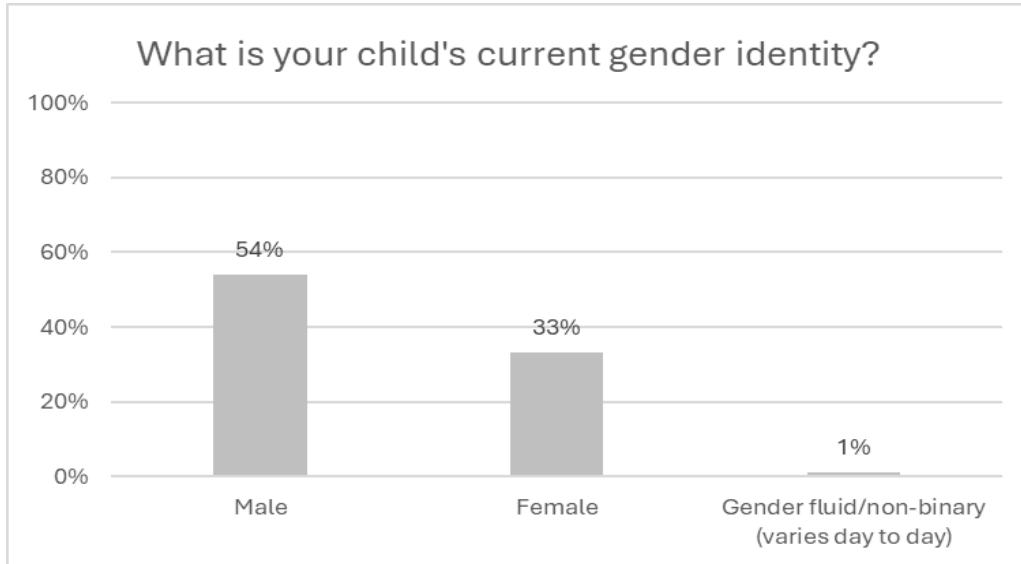
CLIENTS SERVED IN GROUPS/OTHER SERVICES	TOTAL # of separate admissions to the program
Clinical Services (Art Therapy)	9
Clinical Services (regular referrals)	136
Clinical Services (CAS referrals)	3
One Stop Talk	77
CPS Parent Groups	9
Occupational Therapy	19
Psycho-educational Assessment	5
Jiu Jitsu	26
Summer Camp	35
TOTAL	319

NOTE: Clients may have been served in multiple programs/services and may appear in more than one program

II. PROFILES OF CHILDREN SERVED

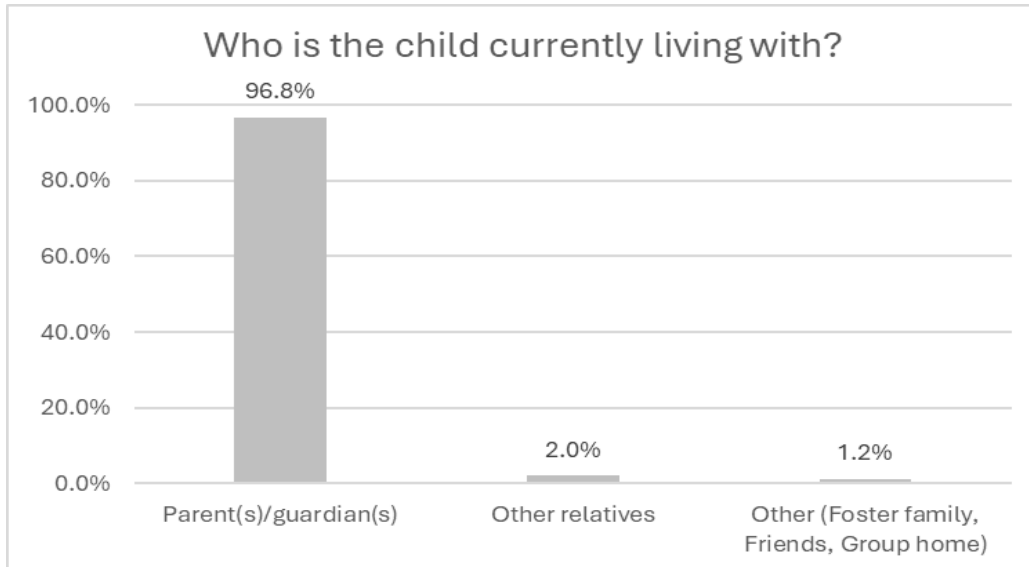
II.A.1 What is your child's current gender identity?

(as measured by the Intake Client Creation in EMHWare)



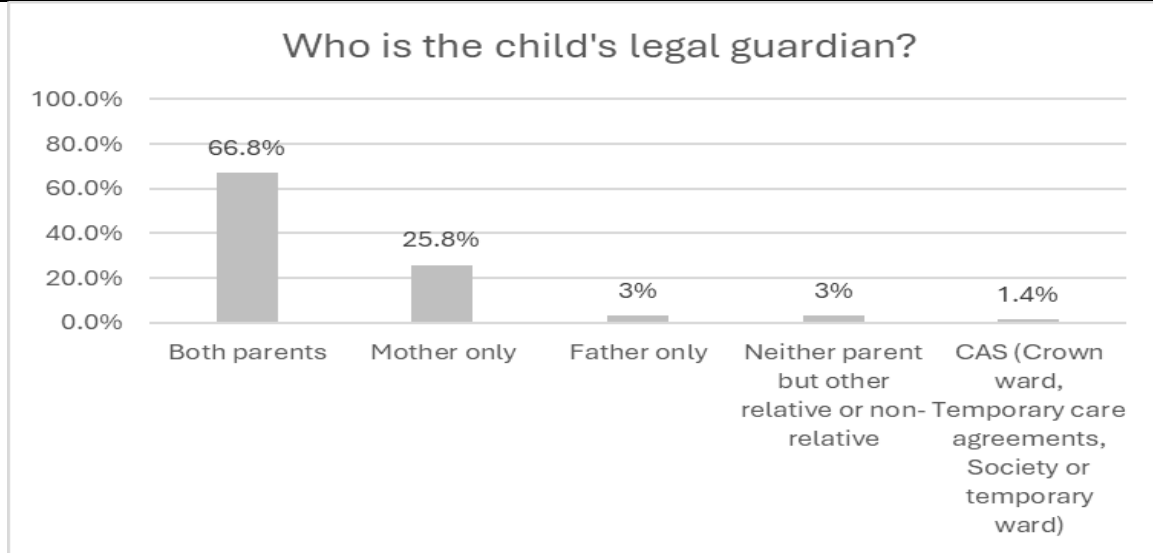
II.A.2 Who is the child currently living with?

(as measured by the Intake Client Creation in EMHWare)



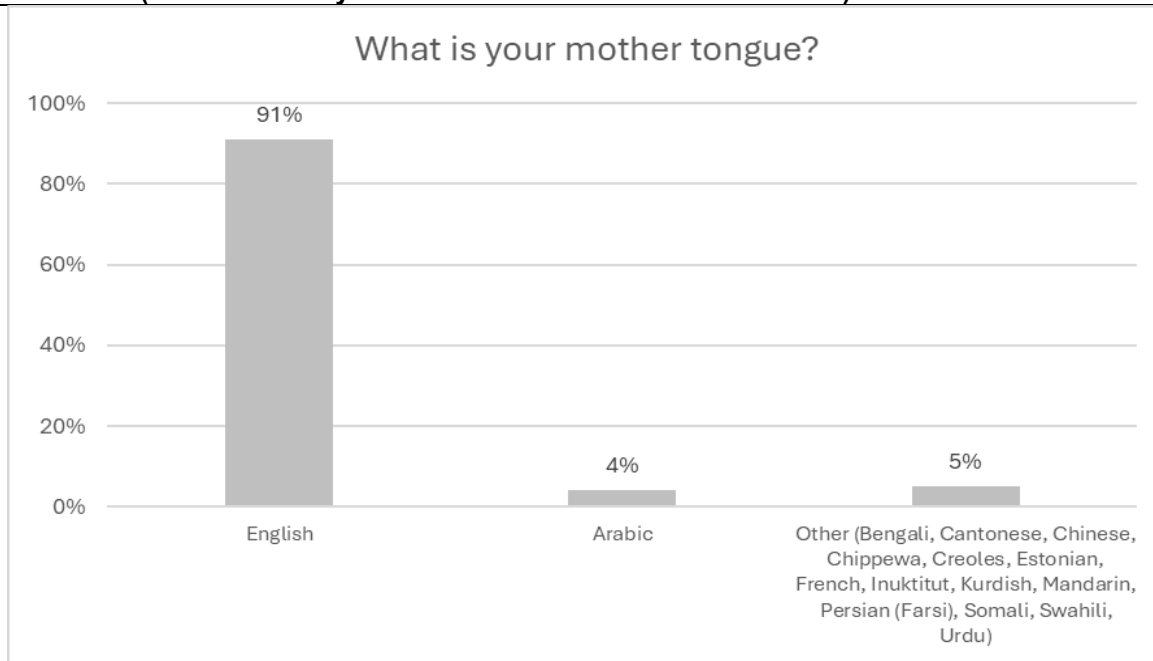
II.A.3 Who is the child's legal guardian?

(as measured by the Intake Client Creation in EMHWare)



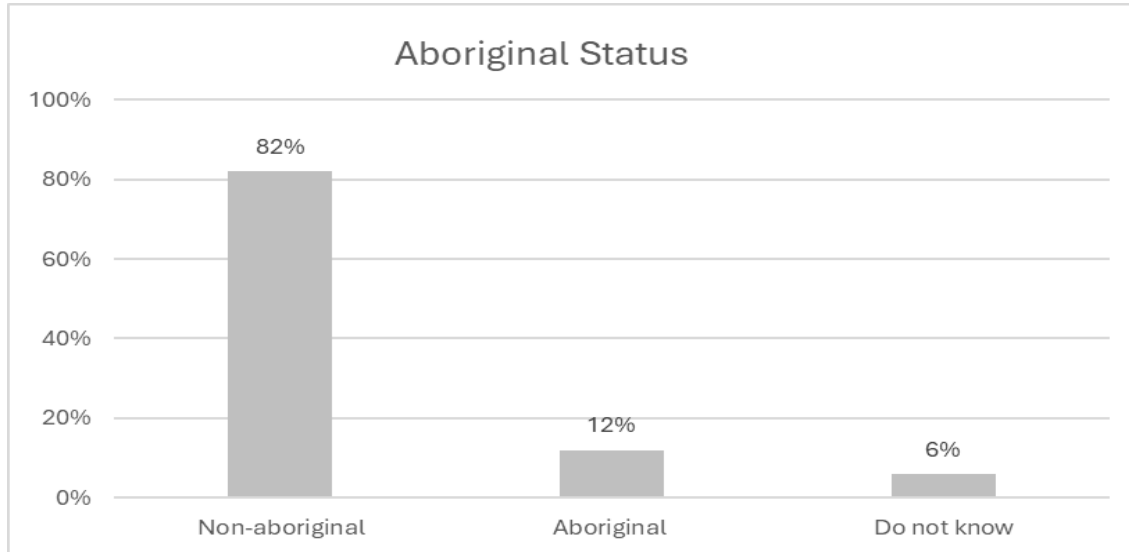
II.A.4 What is your Primary Language?

(as measured by the Intake Client Creation in EMHWare)



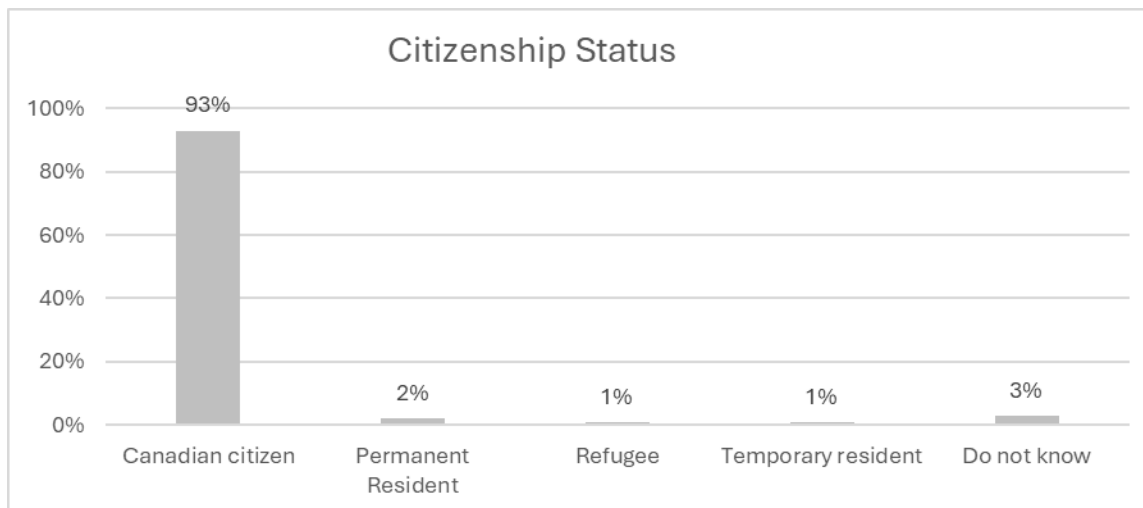
II.A.5 Aboriginal Status

(as measured by the Intake Client Creation in EMHWare)



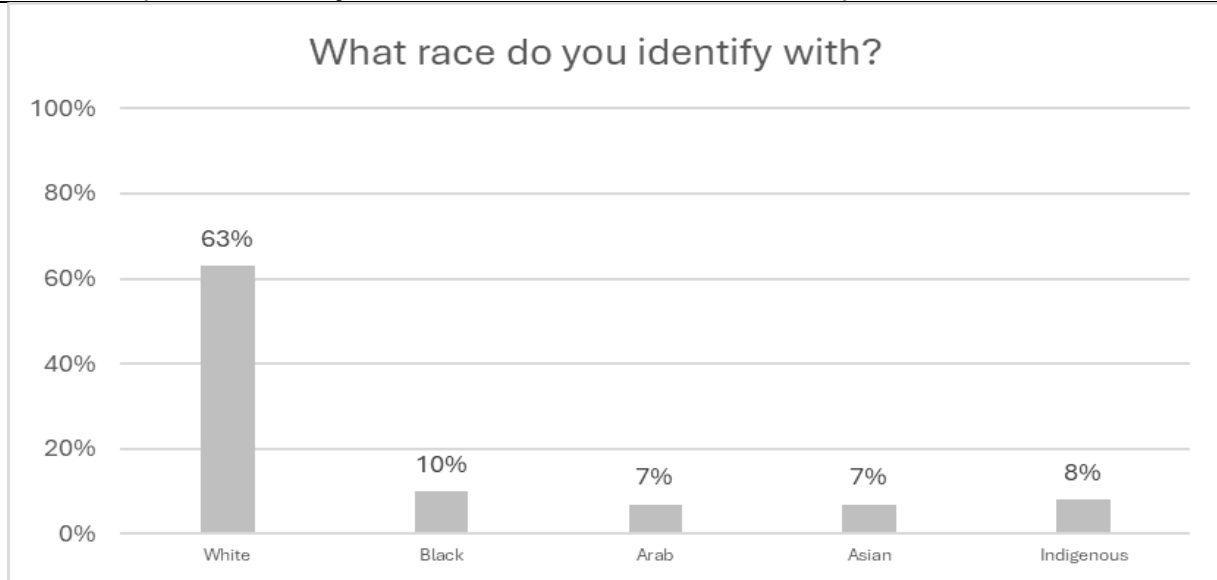
II.A.6 Citizenship Status

(as measured by the Intake Client Creation in EMHWare)



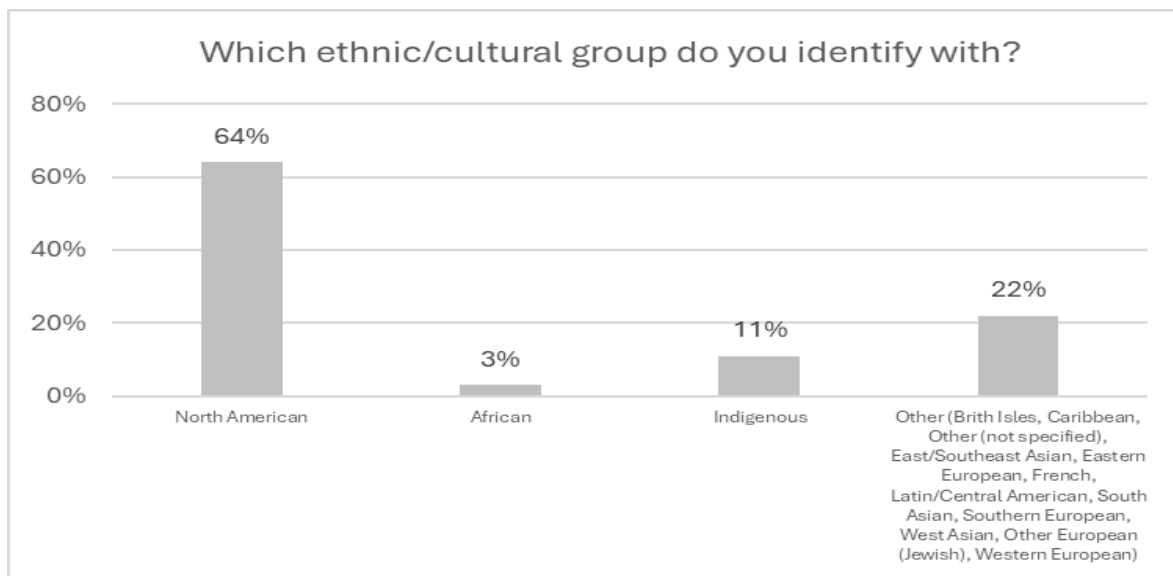
II.A.7 What race do you identify with?

(as measured by the Intake Client Creation in EMHWare)



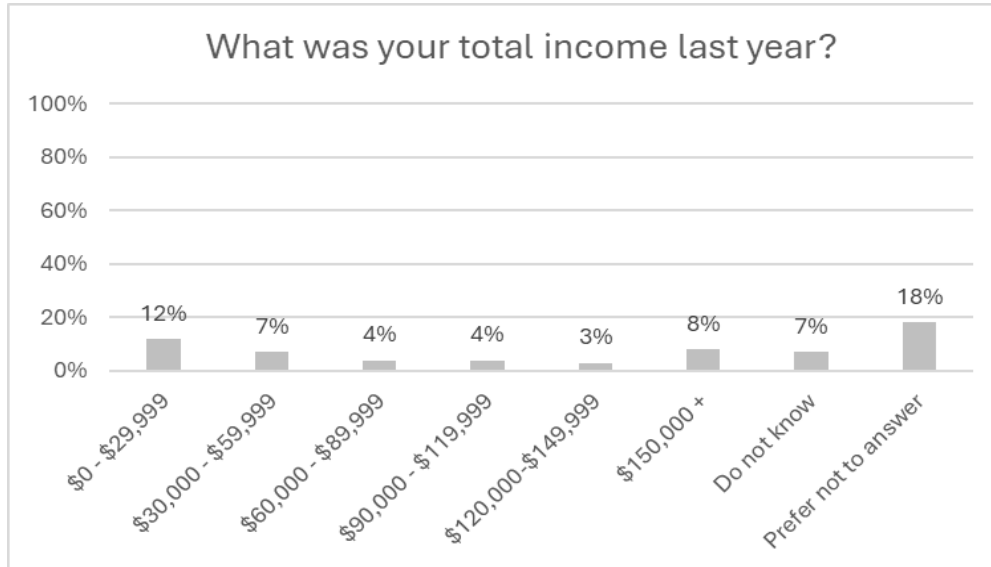
II.A.8 Which ethnic/cultural group do you identify with?

(as measured by the Intake Client Creation in EMHWare)



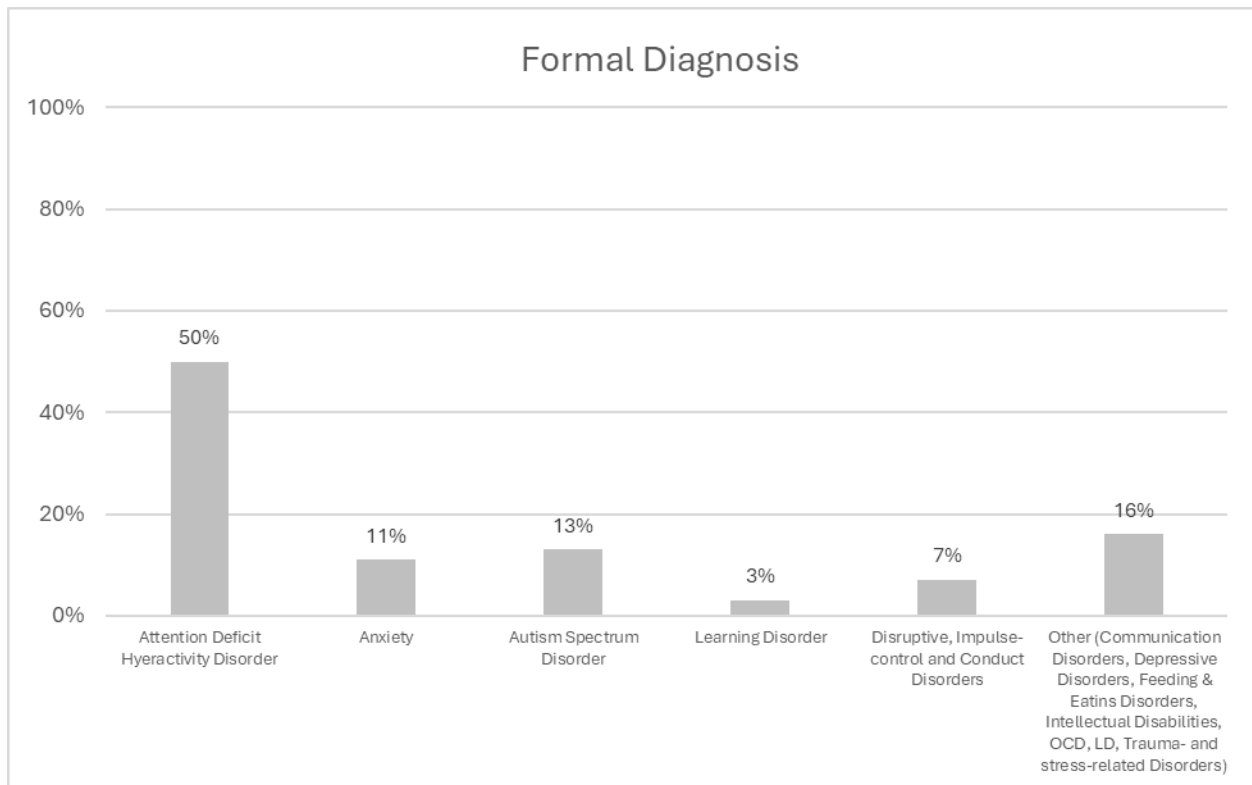
II.A.9 What was your total income last year?

(as measured by the Intake Client Creation in EMHWare)



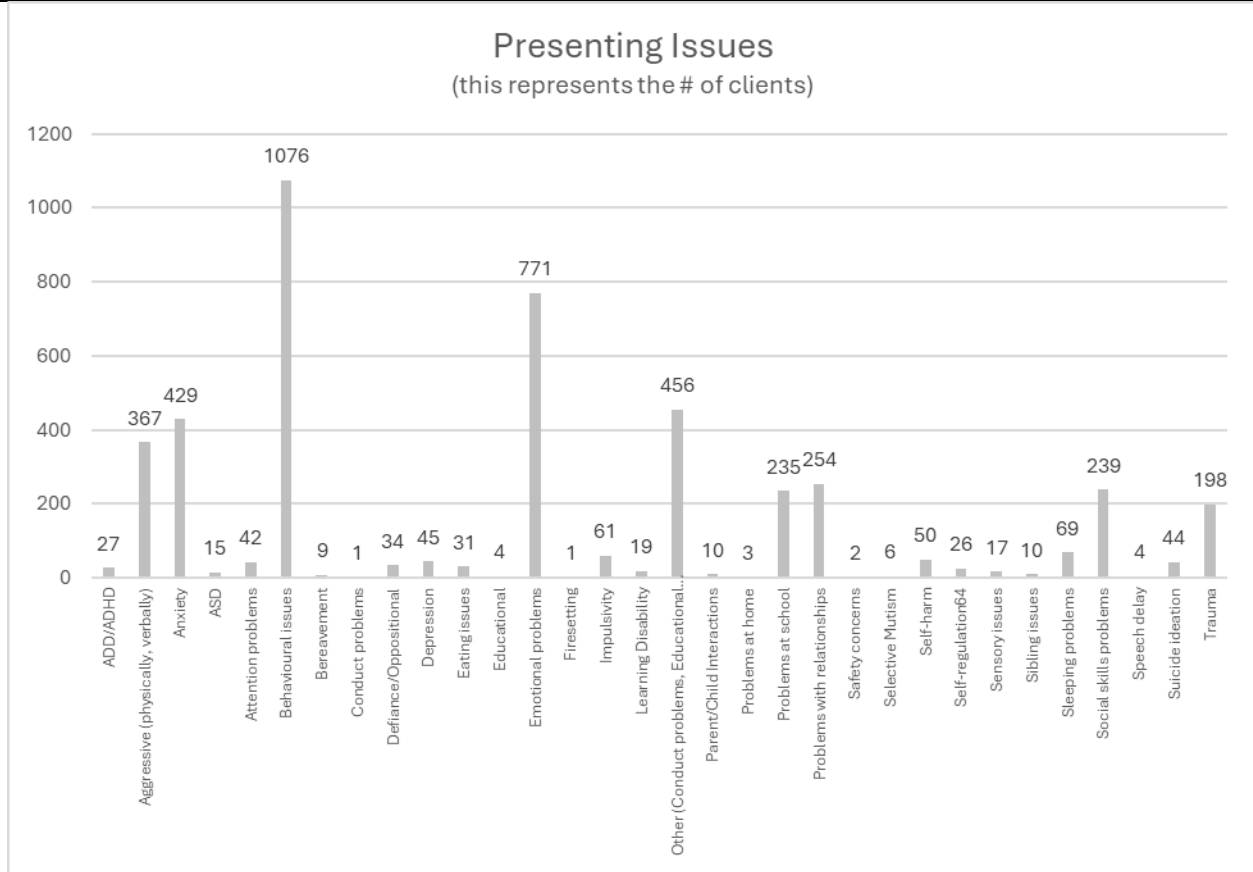
II.A.10 Formal Diagnosis

(as measured by the DSM-V in EMHWare)



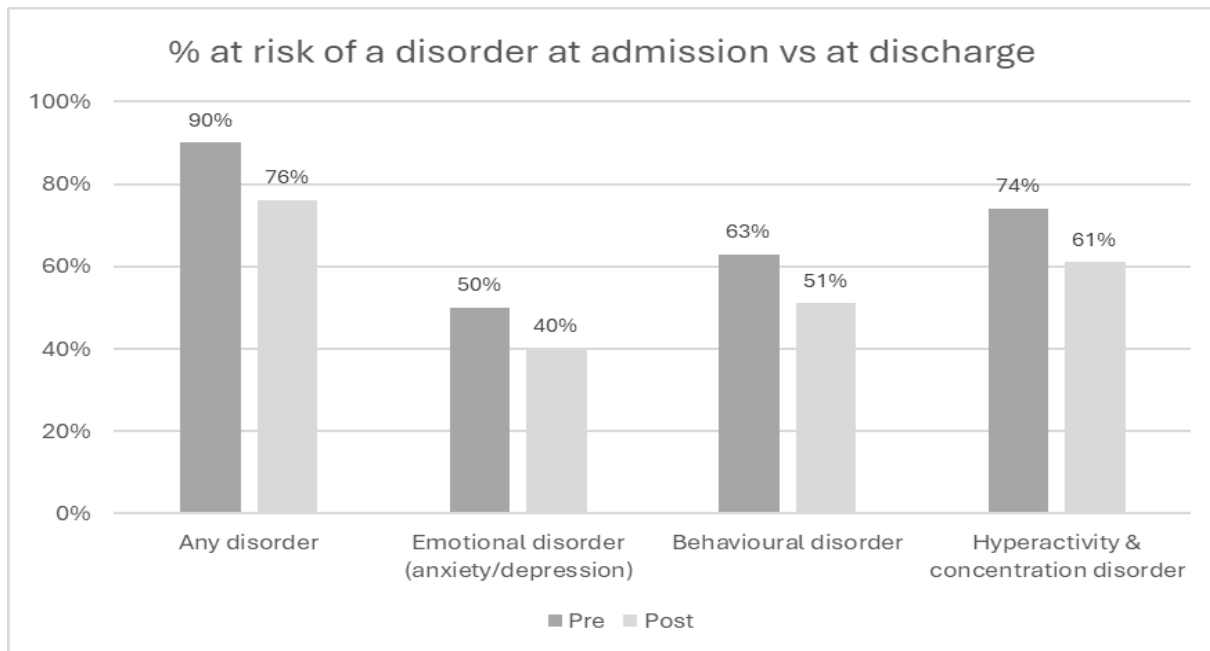
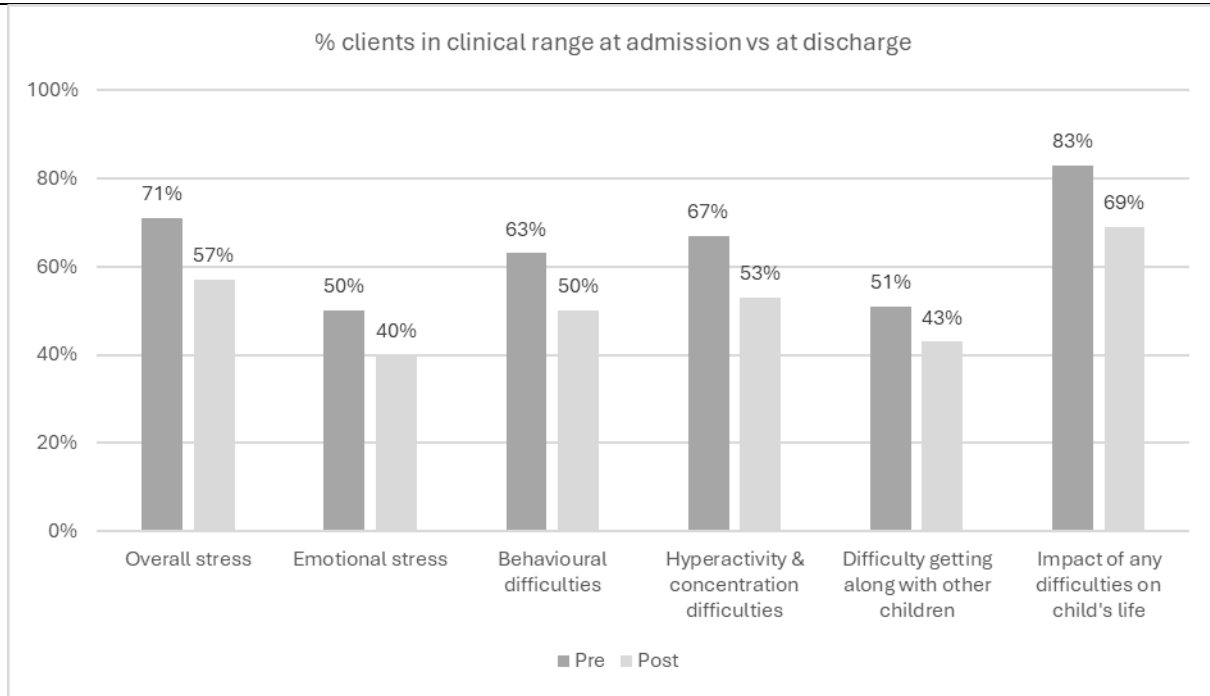
II.A.11 Presenting Issues

(as measured by EMHWare)



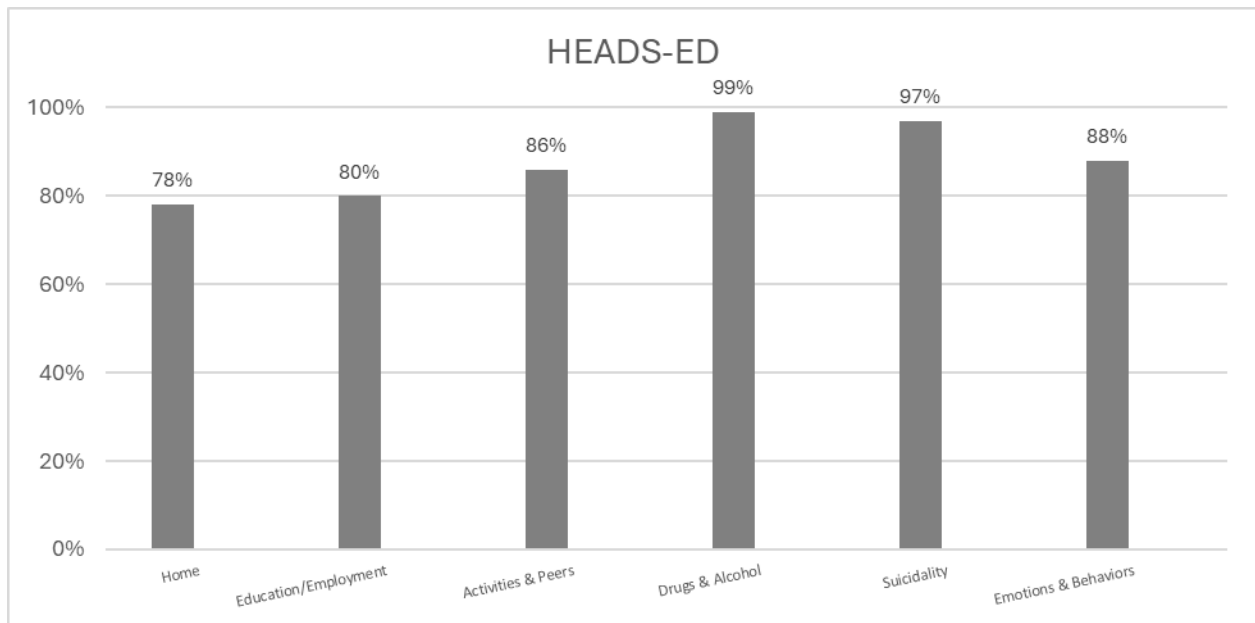
III. TREATMENT OUTCOMES OF CROSSROADS

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



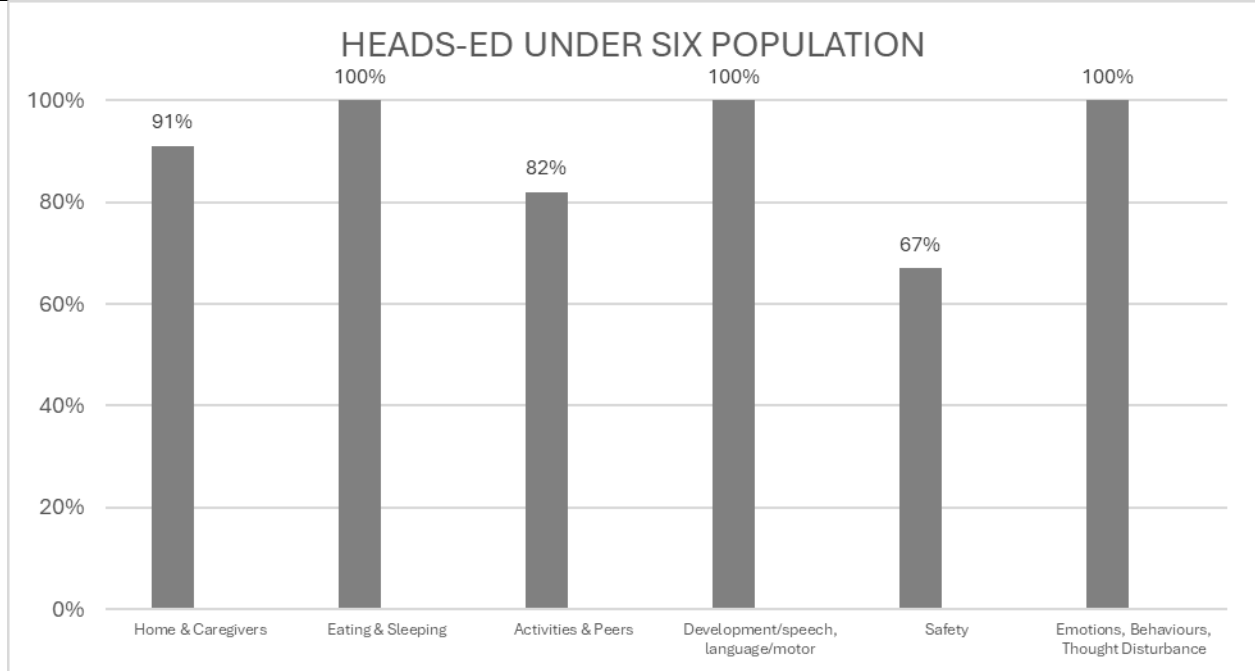
III.A.2 TREATMENT OUTCOMES - % clients who remained the same or improved at the time of discharge

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



III.A.3 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

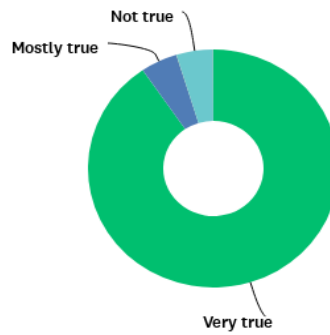


IV. CLIENT SATISFACTION

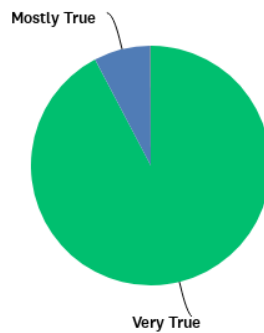
IV.A.1 Client Satisfaction for Child & Family Clinic

(as measured by the Service Evaluation Questionnaires)

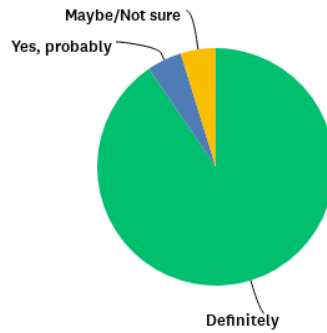
Q5 Did you feel heard, understood and respected?



Q6 The session focused on what I/we wanted to address



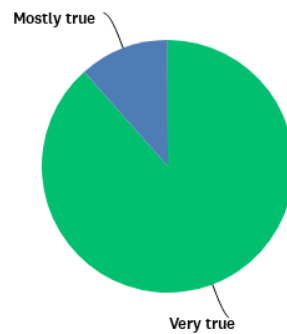
Q8 Would you recommend the Clinic to others?



IV.A.2 Client Satisfaction for Homebased Services

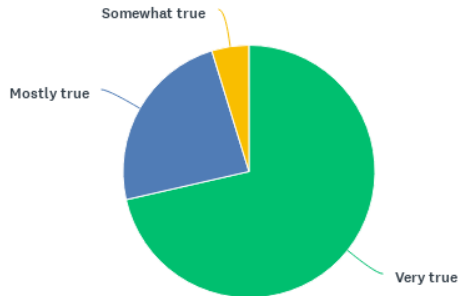
(as measured by the Service Evaluation Questionnaires)

Q9 I felt listened to and respected during the program,



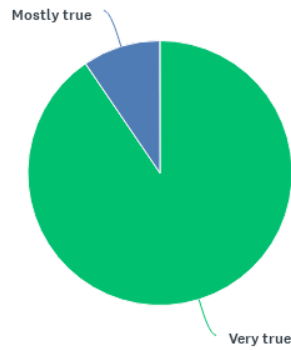
Q15 21 responses

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



Q10 21 responses

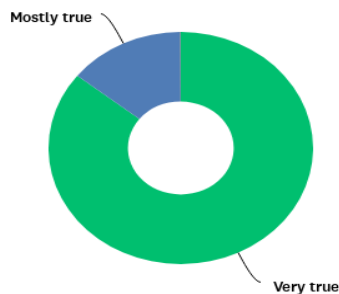
I was very satisfied with my assigned worker.



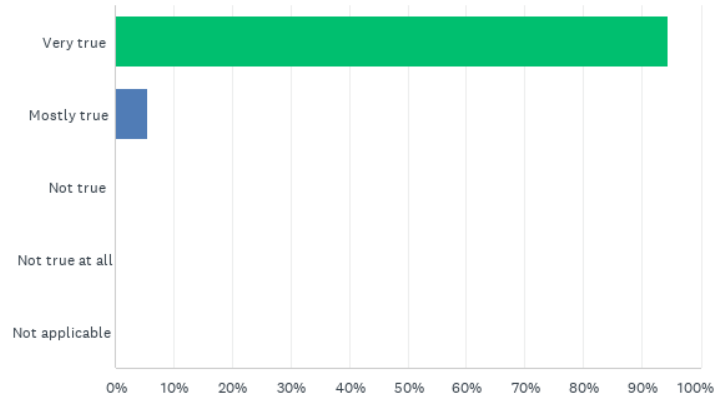
IV.A.3 Client Satisfaction for Clinical Programs

(as measured by the Service Evaluation Questionnaires)

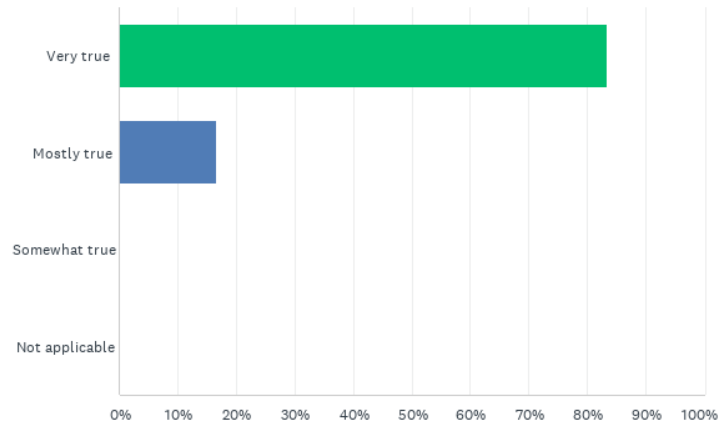
Q10 I felt listened to and respected during the program,



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



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

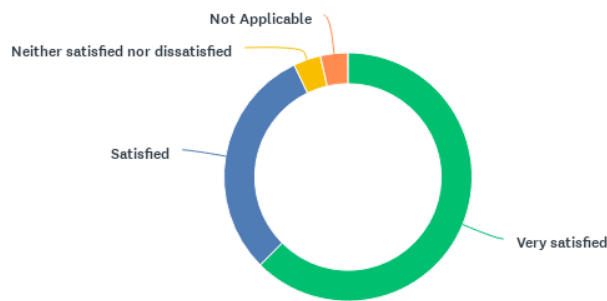


IV.A.4 Client Satisfaction for Day Treatment Program & School Based Mental Health Program

(as measured by the Service Evaluation Questionnaires)

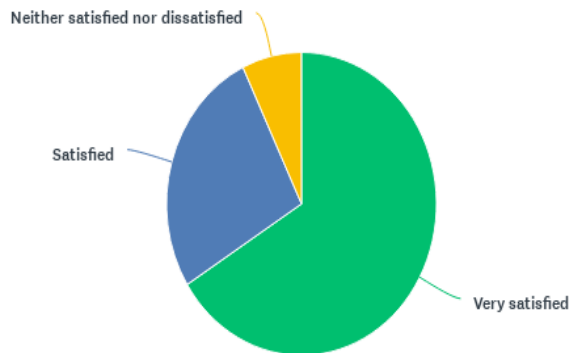
Q6 57 responses

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



Q10 57 responses

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

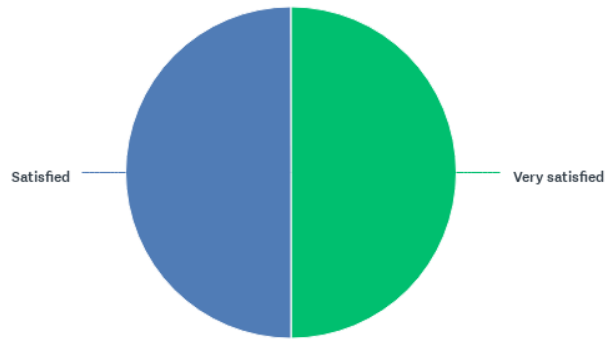


IV.A.5 Client Satisfaction for School-based Mental Health Program

(as measured by the Service Evaluation Questionnaires)

Q5 6 responses

I was very satisfied with Crossroads' treatment approach.



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

