

## How Are We Doing?

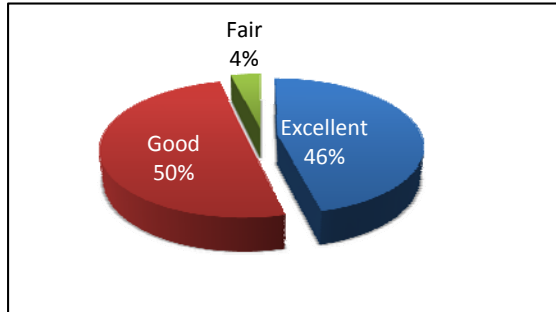
CDI is committed to providing the best possible services to our children, families and community. As part of this commitment, all our programs and services undergo ongoing reviews. This helps us to know how well we are doing in providing quality programs and services to our families and children.

### In 2009-2010:

- We served more clients and delivered more service hours than the previous year.
- A large majority (65%) of children we served had an ethnic background other than “Canadian”. The top identified ethnicities were European, Caribbean, Latin, Central and South American, and Asian.
- The children we served spoke 33 different primary languages other than English. The top identified primary languages, excluding English, were Spanish, Chinese (Cantonese/Mandarin), Italian/Portuguese, and Tamil.
- We served families from 115 neighbourhoods across Toronto. This represents over 80% of all Toronto neighbourhoods.
- Nearly 40% of the referrals received were from schools followed by shelters, child welfare, and childcare centres. This is not surprising, given a primary focus of our work is to provide services and support to the schools our children attend.
- At admissions parents are telling us:
  - They are concerned about their child’s poor social skills, problems with peers, aggressive and bullying behaviour and anxiety.
  - They are struggling with parenting and some are experiencing issues with domestic violence.
- We also learned:
  - 30% of our boys and girls are experiencing severe problems with aggression, depression, anxiety, social skills and overall family functioning.
  - Girls 6-11, had more behavioural issues than boys.
  - Boys under 6, had more behavioural issues than girls.
- After participating in our programming and services:
  - Families and children showed positive changes.
  - Parents and teachers said they saw decreases in problem behaviours, as well as increases in social skills.
  - Parents also stated they felt less stressed, had less conflict with their child and had an increased sense of skill in their parenting.



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An overwhelming majority of families rated the services they received as good to excellent. The families felt that they received the type of services they needed. These families were satisfied with both and quality and content of the programs and services, and overall, the services they received were beneficial in addressing the client's needs.

Here is what you told us about your experience at CDI:

- ✓ 92% of you reported that the services received were what you wanted
- ✓ 87% of you reported that you "would" recommend CDI to a friend if they required similar services/support
- ✓ 87% of you reported that you were "very to most satisfied" with the amount of service you received
- ✓ 83% of you reported that the services you received helped you deal effectively with your child's problems
- ✓ 78% of you reported that the services received met your families' needs
- ✓ 86% of you reported that you "would" seek services with CDI again if needed

Some responses from children and parents:

-  "I don't break anything when I get mad like I used to"
-  "I control my anger and teachers told me they noticed a difference"
-  "I ignored them when they tease me, I don't fight back"
-  "[The group] was excellent. More parents should be able to take advantage of this program. Please say thanks to the leaders for their help. They were so supportive and positive"
-  "I felt very supported by the group and cared about by staff"
-  "[We] experienced a significant deepening in our relationship with one another. We really started to connect, especially through play. This relaxing with one another spilled into other areas of our interaction - bath time, meals, transit, etc. These times weren't exactly stressful (although sometimes they were), but now they're fun and often relaxing. It's made parenting easier and much more enjoyable"

