

# Organizational Excellence

FISCAL YEAR 2023-2024\*  
AT A GLANCE

## SERVICE EXCELLENCE

81,221 prevention service contacts annually

Over 1,231 children served in 0-5

583 clients 16-25 years old were served in our Transitional Aged Youth Programs with 90% achieving a stable living status

99% of prevention participants indicated that they benefited from services

## FINANCIAL STRENGTH

Number of Employees – 1042

Number of Service Locations – 27

Total Operating Budget – \$126,500,000 (million)

Average Annual Growth – 14.8%

\*Fiscal Year is July 1-June 30



## PREFERRED EMPLOYER

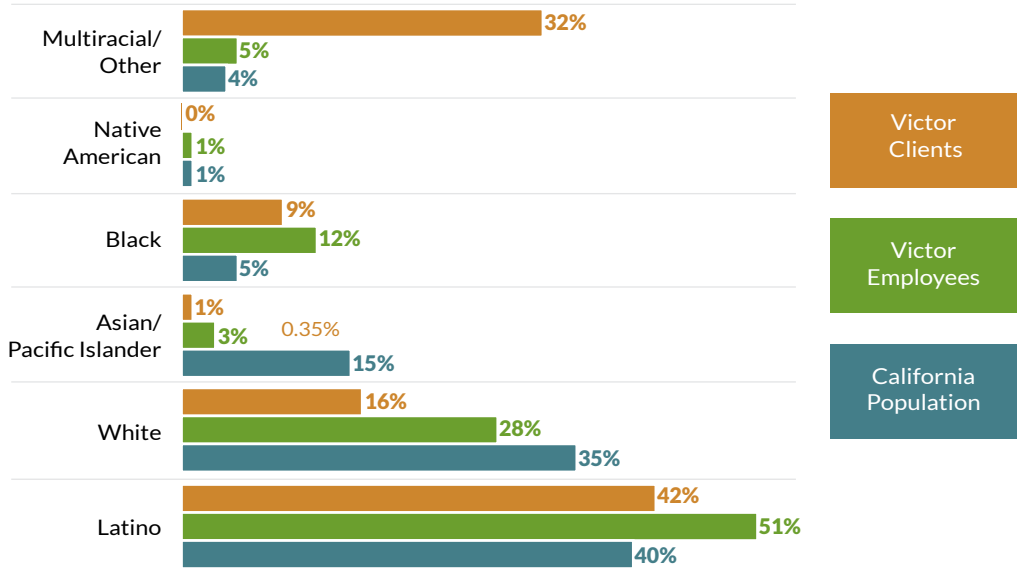
### Employee satisfaction

- 97% of employees express satisfaction in their current role
- \$31,000 spent for employee educational assistance
- \$428,978 spent annually to support employee development and training
- \$365,000 awarded for Education Scholarships, Stipends and Loan Repayments
- High satisfaction with employee benefits package

### Length of Employee Tenure

- 26% of employees have long tenures with Victor
  - » 16% of our employees have been with Victor for over 5 years and 10% have been with us over 10 years.

### Victor Client, Employee Demographics vs. Overall California Population



## LEADERSHIP DEVELOPMENT

- More than 1,152 hours of staff development training were delivered to 1,175 attendees including:
  - » Management Development
  - » Leadership Development
  - » Strategic Priorities
  - » Monthly site trainings
- Net Promoter Score (NPS) of 83, reflecting a very high level of satisfaction.
- 855 staff completed at least one module of online training.

## INDUSTRY LEADER

- Developed Models of Care to ensure every client receives the highest quality of service needed.
- Launched our Enhanced Care Management Program (ECM) across the state of California.

## OUR GROWTH OVER THE YEARS

