

# Client Service Excellence



## OUTPATIENT PROGRAMS

- 6,670 children and families were served across our outpatient programs.
- 5,945 clients were served in in EPSDT, ERHMs, and Juvenile Justice programs across all VCSS sites.
- 725 clients were served in Early Intervention programs at four VCSS sites.
- Of those served the families identified as 41% Hispanic/Latino; 27% White/Caucasian; 14% Black/African American; 2% Asian; and 16% Other

### Outcomes and Length of Service

- The average length of service for patients was 8 months
- 90% of Early Intervention outpatient clients achieved their treatment goals.
- 81% of EPSDT, ERMHS, and Juvenile Justice outpatient clients achieved their treatment goals.

### Commonly Identified Needs

- 71% of outpatients successfully addressed their Behavioral/Emotional Needs

### Prevention Services

- 46,419 contacts were provided to families across California

## WRAPAROUND PROGRAMS

- 760 children and families were served in Wraparound programs across our six sites.
- Of those served the families identified as 40% White/Caucasian; 28% Black/African American; 21% Hispanic/Latino; 3% Asian; and 9% Other

### Outcomes and Length of Service

- 79% of wraparound clients achieved treatment goals
- 84% of wraparound clients had a stable living situation at discharge.
- 95% of clients did not experience a juvenile hall or psychiatric hospital stay
- The average length of service for wraparound patients was 9 months

### Commonly Identified Needs

- 87% of clients across all sites addressed their needs in the area of Life Functioning.
- 80% of clients across all sites addressed their needs in the Mental Health/Behavioral /Emotional Needs domain.

## TRANSITION AGE YOUTH PROGRAMS

- 287 TAY clients were served across the Perris and Victorville locations.
- Of those served they identified as 43% Hispanic/Latino; 24% Black/African American; 23% White/Caucasian; and 9% Other
- The Victorville Campus program is designed to be a TAY drop-in center to meet various needs. The average length of service was 6 months
- The Perris TAY program is a full service program for life-long consumers of mental health services who are served by the TAY program until they can transition to adult services. The average length of service in Perris was 22 months
- 64% of TAY clients achieved their treatment goals.
- 89% of TAY clients had a permanent living situation
- 99% of clients stayed out of juvenile hall while in treatment
- 94% of clients avoided psychiatric hospitalization

\*Fiscal Year is July 1-June 30

## Consumer Satisfaction

97% of survey respondents indicated that they would use Victor services again, if needed.

