

# Client Service Excellence



## OUTPATIENT PROGRAMS

- 8,206 children and families were served across our outpatient programs.
- 7,219 clients were served in EPSDT, ERHMs, and Juvenile Justice programs across all VCSS sites.
- 987 clients were served in Early Intervention programs at four VCSS sites.
- Of those served, 42% Hispanic/Latino, 16% White/Caucasian, 9% Black/African American, 1% Asian, 32% Other Ethnicities

### Outcomes and Length of Service

- The average length of service for patients was 7 months
- 76% of Early Intervention outpatient clients achieved their treatment goals.
- 70% of EPSDT, ERMHS, and Juvenile Justice outpatient clients achieved their treatment goals.

### Commonly Identified Needs

- 70% of all clients served in our programs achieved their treatment goals.
- 68% of clients improved their Suicide Risk and Self-Injurious Behavior.

### Prevention Services

- 81,221 contacts were provided to families across California and 99% of participants reported benefiting from services

## WRAPAROUND PROGRAMS

- 1,190 children and families were served in Wraparound programs.
- Of those served, 38% White/Caucasian; 24% Hispanic/Latino; 20% Black/African American; 3% Asian and 15% Other Ethnicities
- Of those served, 50% were female; 47% were male; 0.5% transgender and 2.2% unknown
- Ages served 0-5 7%; 6-12 40%; 13-18 52%; and 19-24 0.5%

### Outcomes and Length of Service

- The average length of service for wraparound patients was 10.4 months
- 86% of wraparound clients achieved treatment goals
- 93% of wraparound clients had a stable living situation at discharge.
- 98% of clients did not experience a juvenile hall or psychiatric hospital stay

### Commonly Identified Needs

- 78% of clients improved in School Behaviors
- 72% of clients reduced their Suicide Risk
- 78% of clients across all sites addressed their needs in the Mental Health/Behavioral /Emotional Needs domain.

## TRANSITION AGE YOUTH PROGRAMS (TAY)

- 583 clients were served across all locations.
- Of those served, 31% Hispanic/Latino; 15.4% White/Caucasian; 10.3% Black/African American; 1% Asian; 42% Other Ethnicities
- The Victorville Campus and Red Bluff programs are designed to be a TAY drop-in center to meet various needs. The average length of stay was 9 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 27 months
- 80% of TAY clients achieved their treatment goals.
- 90% of TAY clients had a permanent living situation
- 99% of clients stayed out of juvenile hall while in treatment
- 97% of clients avoided psychiatric hospitalization

\*Fiscal Year is July 1-June 30

## Consumer Satisfaction

99% of survey respondents indicated that they would use Victor services again, if needed.

