

Client Service Excellence



OUTPATIENT PROGRAMS

- 6,745 children and families were served across our outpatient programs.
- 6,206 clients were served in in EPSDT, ERHMs, and Juvenile Justice programs across all VCSS sites.
- 539 clients were served in Early Intervention programs at four VCSS sites.
- Of those served the families identified as 41% Hispanic/Latino; 30% White/Caucasian; 14% Black/African American; 14% Other; and 1% Asian

Outcomes and Length of Service

- The average length of service for patients was 8 months
- 89% of Early Intervention outpatient clients achieved their treatment goals.
- 84% of EPSDT, ERMHS, and Juvenile Justice outpatient clients achieved their treatment goals.

Commonly Identified Needs

- 68% of outpatients successfully addressed their Behavioral/Emotional Needs

Prevention Services

- 71,291 contacts were offered at 6 VCSS sites

WRAPAROUND PROGRAMS

- 754 children and families were served in Wraparound programs across our six sites.

Outcomes and Length of Service

- 81% of wraparound clients achieved treatment goals
- 79% of wraparound clients had a stable living situation at discharge.
- 97% of clients did not experience a juvenile hall or psychiatric hospital stay
- The average length of service for wraparound patients was 7 months
- Of those served the families identified as 29% Hispanic/Latino; 37% White/Caucasian; 27% Black/African American; 6% Other; and 1% Asian

Commonly Identified Needs

- 78% of clients across all sites addressed their needs in the area of Life Functioning.
- 71% of clients across all sites addressed their needs in the Mental Health/Behavioral /Emotional Needs domain.
- 73% of clients across all sites addressed their needs in the Risk Behavior domain.

TRANSITION AGE YOUTH PROGRAMS

- 212 TAY clients were served across the Perris and Victorville locations.
- Of those served they identified as 46% Hispanic/Latino; 20% White/Caucasian; 29% Black/African American; 5% Asian; and 2% Asian
- The Victorville Campus program is designed to be a TAY drop-in center to meet various needs. The average length of service was 7 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 23 months
- 66% of TAY clients achieved their treatment goals.
- 88% of TAY clients had a permanent living situation
- 99% of clients stayed out of juvenile hall while in treatment
- 95% of clients avoided psychiatric hospitalization

Consumer Satisfaction

98% of survey respondents indicated that they would use Victor services again, if needed.

