

Client Service Excellence



OUTPATIENT PROGRAMS

- 6,336 children and families were served across our outpatient programs.
- 5,674 clients were served in in EPSDT, ERHMs, and Juvenile Justice programs across all VCSS sites.
- 662 clients were served in Early Intervention programs at four VCSS sites.
- Of those served the families identified as 43% Hispanic/Latino; 28% White/Caucasian; 14% Black/African American; 2% Asian; and 14% Other Ethnicities

Outcomes and Length of Service

- The average length of service for patients was 7 months
- 91% of Early Intervention outpatient clients achieved their treatment goals.
- 85% of EPSDT, ERMHS, and Juvenile Justice outpatient clients achieved their treatment goals.

Commonly Identified Needs

- 85% of clients achieved their treatment goals
- 72% of clients significantly improved in Anger Control and Depression

Prevention Services

- 65,266 contacts were provided to families across California and 99% of participants reported benefiting from services

WRAPAROUND PROGRAMS

- 815 children and families were served in Wraparound programs across our six sites.
- Of those served the families identified as 36% White/Caucasian; 26% Black/African American; 28% Hispanic/Latino; 4% Asian; and 6% Other Ethnicities
- Of those served 52% were male, 47% were female and 1% transgender.
- Ages served were 7% 0-5; 45% 6-12; 47% 13-18 and 1% 19-24

Outcomes and Length of Service

- 79% of wraparound clients achieved treatment goals
- 77% 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 8 months

Commonly Identified Needs

- 73% of clients improved in School Behaviors
- 86% of clients reduced their Suicide Risk
- 66% of clients across all sites addressed their needs in the area of Life Functioning.
- 66% of clients across all sites addressed their needs in the Mental Health/Behavioral /Emotional Needs domain.

TRANSITION AGE YOUTH PROGRAMS

- 534 clients were served across all locations.
- Of those served they identified as 50% Hispanic/Latino; 19% Black/African American; 22% White/Caucasian; and 9% 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 5 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 16 months
- 89% of TAY clients achieved their treatment goals.
- 82% of TAY clients had a permanent living situation
- 99% of clients stayed out of juvenile hall while in treatment
- 99% of clients avoided psychiatric hospitalization

Consumer Satisfaction

95% of survey respondents indicated that they would use Victor services again, if needed.

