

Client Service Excellence



OUTPATIENT PROGRAMS

- 7,289 children and families were served across our outpatient programs.
- 6,369 clients were served in in EPSDT, ERHMs, and Juvenile Justice programs across all VCSS sites.
- 920 clients were served in Early Intervention programs at four VCSS sites.
- Of those served the families identified as 46% Hispanic/Latino, 22% White/Caucasian, 12% Black/African American, 1% Asian; and 19% Other Ethnicities

Outcomes and Length of Service

- The average length of service for patients was 7 months
- 78% of Early Intervention outpatient clients achieved their treatment goals.
- 77% of EPSDT, ERMHS, and Juvenile Justice outpatient clients achieved their treatment goals.

Commonly Identified Needs

- 79% of all clients served in our programs achieved their treatment goals.
- 78% of clients improved their Suicide Risk and Self-Injurious Behavior.

Prevention Services

- 62,471 contacts were provided to families across California and 99% of participants reported benefiting from services

WRAPAROUND PROGRAMS

- 930 children and families were served in Wraparound programs.
- Of those served the families identified as 36% White/Caucasian; 23% Black/African American; 28% Hispanic/Latino; 3% Asian; and 10% Other Ethnicities
- Of those served 53% were male, 45% were female, 1% transgender; and 1% unknown.
- Ages served were 5% 0-5; 42% 6-12; 52% 13-18 and 1% 19-24

Outcomes and Length of Service

- 83% of wraparound clients achieved treatment goals
- 84% of wraparound clients had a stable living situation at discharge.
- 97% of clients did not experience a juvenile hall or psychiatric hospital stay
- 98% of clients did not experience a psychiatric hospital stay
- 95% of clients did not experience a juvenile hall stay
- The average length of service for wraparound patients was 8 months

Commonly Identified Needs

- 77% of clients improved in School Behaviors
- 85% of clients reduced their Suicide Risk
- 71% of clients across all sites addressed their needs in the Mental Health/ Behavioral /Emotional Needs domain.

TRANSITION AGE YOUTH PROGRAMS (TAY)

- 597 clients were served across all locations.
- Of those served they identified as 37% Hispanic/Latino; 12% Black/ African American; 19% White Caucasian; and 32% 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 10 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 30 months
- 81% of TAY clients achieved their treatment goals.
- 94% of TAY clients had a permanent living situation
- 99% of clients stayed out of juvenile hall while in treatment
- 98% of clients avoided psychiatric hospitalization

Consumer Satisfaction

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

