



Client Service Excellence

Short Term Residential Therapeutic Treatment Program (STRTP)

39 clients were served in our STRTP program.

Demographics:

- 51% of clients were female and 49% were male
- 80% were 13-18 years old, 10% were 12 years old, and 10% were 19-21 years old
- Of those served 31% White/Caucasian; 28% Hispanic/Latino; 23% Black/African American; 11% Asian or Native American and 8% multiracial

Access and Length of Service:

- 100% of STRTP clients received full access to treatment within 5 days
- The average length of service was 15 months

Living Situation after discharge:

- 94% of discharged clients had a positive living situation at discharge

Non Public School (North Valley Schools)

54 students were served in our school.

Demographics

- 54% of the students were male, 44% were female, and 2% another gender identity
- 24% of students were 11-13 years old, 48% were 14-16 years old, 24% were 17-18 years old, and 4% were 19-20 years old
- Of those in the school, 44% identified as White/Caucasian; 24% Hispanic/Latino; 19% Black/African American; 7% Asian; 4% Native American and 2% Other Ethnicities

Educational Services

- Students attended 96% of school days and 95% of classes
- Average pupil to staff ratio was 4:1

Educational Outcomes

- Three (3) high school seniors graduated in this school year
- The average GPA for high school students was 2.0

Community-Based Programs

- 190 clients were served – 39 in Wraparound, 148 in Mental Health Services (MHSA), and 3 in Intensive Services Foster Care (ISFC)
- Of those served 64% of clients were male and 36% of clients were female.
- The average age for clients was 11 years in Wraparound, 9 years for MHSA, and 8 years for ISFC.
- Of those served 67% Hispanic/Latino, 26% White/Caucasian, 2% Black/African American; 5% Other Ethnicities
- The average length of service was 14 months

How We Helped

Commonly Identified Needs:

- 100% of clients improved in at least one key domain
- 100% of clients avoided juvenile hall
- 88% of clients improved in the area of overall life functioning
- 88% of clients improved in the area of behavioral/emotional needs
- 88% of clients improved in the area of educational needs
- 100% of clients reduced their risk behaviors
- 79% of clients avoided psychiatric hospitalization

Consumer Satisfaction

81% of survey respondents indicated satisfaction with their experience at VTC.

*Fiscal Year is July 1-June 30

