

Client Service Excellence



Short Term Residential Therapeutic Treatment Programs (STRTP)

115 clients were served across all our STRTP programs.

Demographics:

- 75% of clients were female, 24% were male and 1% were transgender
- 90% were 13-18 years old, 6% were 6-12 years old and 4% were 19-21
- Of those served the families identified as 43% Hispanic; Latino; 34% White/Caucasian; 18% Black/African; American; 4% Other; and 1% Asian

Access and Length of Service:

- 100% of STRTP clients received full access to treatment within 5 days
- The average length of service was 11.3 months

Living Situation after discharge:

- 98% of clients avoided juvenile hall
- 97% of clients avoided psychiatric hospitalization
- 73% improved their living situation at discharge

Community-Based Programs

- 97 clients were served – 46 in Wraparound, 40 in Mental Health Services, and 11 in Intensive Services Foster Care (ISFC)
- 55% of clients were male and 45% of clients were female
- 16% of the clients are under 5, 15% are 6-8 years old, 14% are 9-11 years old, 21% are 12-14 years old and 34% are over 15 years old
- Of those served the families identified as 75% Hispanic/Latino; 11% White/Caucasian; 3% Black/African American; 11% Other reported
- The average length of service was 9.7 months

How We Helped

Commonly Identified Needs:

- 89% of clients improved in the area of school behavior
- 82% improved in the areas of safety for themselves and others
- 83% improved in their anger management skills
- 71% with a history of substance abuse avoided the use of substances
- 65% with a history of delinquent behavior improved their behavior

Consumer Satisfaction

86% of survey respondents indicated satisfaction with their experience at VTC.

