

Client Service Excellence



Short Term Residential Therapeutic Treatment Program (STRTP)

42 clients were served across all our STRTP program.

Demographics:

- 57% of clients were female, 41% were male and 2% were transgender
- 85% were 13-18 years old, 5% were 6-12 years old and 10% were 19-21
- Of those served the families identified as 50% White/Caucasian; 21% Hispanic/Latino; 17% Black/African American; 7% Native American; and 5% Other Ethnicities

Access and Length of Service:

- 89% of STRTP clients received full access to treatment within 5 days
- The average length of service was 14.5 months

Living Situation after discharge:

- 98% of clients avoided juvenile hall
- 64% of clients avoided psychiatric hospitalization
- 76% improved their living situation at discharge

Non Public School (North Valley Schools)

62 students were served in our school.

Demographics

- 61% of the students were male, 38% female, and 1% transgender
- 25% of students were 11-13 years old, 35% were 14-16 years old, and 41% were 17-19 years old
- Of those in the school, 58% identified as White/Caucasian; 17% Black/African American; 12% Hispanic/Latino; and 4% Other Ethnicities

Educational Services

- Students attended 90% of school days and 94% of classes
- Average pupil to staff ratio was 4:1
- Average class size was 15

Educational Outcomes

- Two (2) high school seniors graduated, and a third exited with a Certificate of Completion
- The average GPA for high school students was 2.8

Community-Based Programs

- 80 clients were served – 43 in Wraparound, 30 in Mental Health Services, and 7 in Intensive Services Foster Care (ISFC)
- 54% of clients were male and 46% of clients were female
- The average age for clients was 10.8 years in the Wraparound program, 12.6 years for MHSA, and 13.7 years for the ISFC program.
- Of those served the families identified as 61% Hispanic/Latino, 13% White/Caucasian; 12% Black/African American; 14% Other Ethnicities
- The average length of service was 11.7 months

How We Helped

Commonly Identified Needs:

- 83% of clients achieved their treatment goals.
- 83% of discharged clients had a positive living situation at discharge
- 100% of clients improved in the area of school behavior
- 83% improved in the areas of safety for themselves and others
- 100% of clients decreased their suicide risk
- 100% of clients avoided runaway behavior
- 83% of clients improved in control of impulsive/hyperactive behaviors

Consumer Satisfaction

73% of survey respondents indicated satisfaction with their experience at VTC.

