

Client Service Excellence



Short Term Residential Therapeutic Treatment Program (STRTP)

43 clients were served across all our STRTP program.

Demographics:

- 51% of clients were female, 47% were male and 2% were transgender
- 81% were 13-18 years old, 5% were 11-12 years old and 14% were 19-21
- Of those served the families identified as 33% White/Caucasian; 28% Hispanic/Latino; 23% Black/African American; 5% Native American; and 12% Other Ethnicities

Access and Length of Service:

- 100% of STRTP clients received full access to treatment within 5 days
- The average length of service was 15.2 months

Living Situation after discharge:

- 98% of discharged clients had a positive living situation at discharge

Non Public School (North Valley Schools)

59 students were served in our school.

Demographics

- 47% of the students were male, 34% female, and 19% another gender identity
- 14% of students were 11-13 years old, 31% were 14-16 years old, 25% were 17-18 years old and 31% were 19-20 years old
- Of those in the school, 47% identified as White/Caucasian; 19% multi-racial; 14% Black/African American; 7% Hispanic/Latino; 7% Native American; and 6% Other Ethnicities

Educational Services

- Students attended 90% of school days and 87% of classes
- Average pupil to staff ratio was 4:1
- Average class size was 15

Educational Outcomes

- Nine (9) high school seniors graduated in this school year
- The average GPA for high school students was 2.0

Community-Based Programs

- 130 clients were served – 52 in Wraparound, 74 in the Mental Health Services Act (MHSA) program, and 4 in Intensive Services Foster Care (ISFC)
- 52% of clients were male and 48% of clients were female
- The average age for clients was 12.2 years in the Wraparound program, 9.4 years for the MHSA programs, and 9.8 years for the ISFC program.
- Of those served the families identified as 60% Hispanic/Latino, 22% White/Caucasian; 4% Black/African American; 15% Other Ethnicities
- The average length of service was 11.7 months

How We Helped

Commonly Identified Needs:

- 100% of clients improved in at least one key domain
- 100% of clients avoided juvenile hall
- 83% of clients improved in the area of overall life functioning
- 78% of clients improved in the area of behavioral/emotional needs
- 71% of clients improved in the area of educational needs
- 100% of clients avoided juvenile hall
- 82% of clients avoided psychiatric hospitalization

Consumer Satisfaction

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

