



# Client Service Excellence

## Short Term Residential Therapeutic Treatment Programs (STRTP)

197 clients were served across all our STRTP programs.

### Demographics:

- 77% of clients were female, 22% were male, and 1% were transgender
- 91% of clients were 13-18 years old, 6% were 6-12 years old and 3% were 19-21 years old
- Of those served the families identified as 35% Hispanic/Latino; 26% White/Caucasian; 32% Black/ African American; 4% Other; and 3% Asian

### Access and Length of Service:

- 100% of STRTP clients received full access to treatment within 5 days
- The average length of service was 10.5 months

## Wraparound Programs

- 58 clients were served across all our wraparound programs
- 58% of clients were male and 42% are female
- 20% of the clients are under 5, 11% are 6-8 years old, 11% are 9-11 years old, 29% are 12-14 years old and 29% are over 15 years old
- Of those served the families identified as 64% Hispanic/Latino; 13% White/Caucasian; 15% Black/ African American; 2% Other; and 6% not reported
- The average length of service was 7.8 months

## Foster Care Program

- 113 youth were placed in resource families
- 12 new resource families were recruited and trained
- 44 youth were reunited with their family of origin
- 16 youth were successfully adopted

## How We Helped

### Living Situation after discharge:

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

### Commonly Identified Needs:

- 67% of clients improved in the area of safety for themselves and others
- 75% with a history of substance abuse avoided the use of substances
- 78% of youth with a history of runaway behavior did not run away again
- 63% with a history of delinquent behavior improved their behavior
- 67% improved in their anger management skills

## Consumer Satisfaction

88% of survey respondents indicated satisfaction with their experience at VTC.

