

D'Veal Family & Youth Services

2019-2020 Annual Report

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Our Purpose

Founded in 1993, D'Veal Family and Youth Services provides a wide range of behavioral health, early intervention, and support services to families and youth throughout the greater Los Angeles community.

Our mission is to empower families and youth while enhancing communities through innovative and comprehensive behavioral healthcare services.

D'Veal has a proven record of excellence as demonstrated by our national accreditation by The Joint Commission.

Our Families and Youth

D'Veal serves families and youth of all races, ethnicities, genders, and age levels. We value diversity and respect each client as an individual and each family as unique.

We served nearly one thousand clients in 2019-20 and provided over twenty-two thousand hours of direct service.

Over 500 new clients began service in 2019-20. About half of these were teenagers and one out of every 10 were age five and younger. Boys and girls were equally represented. Eighty-five percent were of Asian/Pacific Islander, African-American, or Latinx heritage. Spanish was the preferred language of 30% of clients.



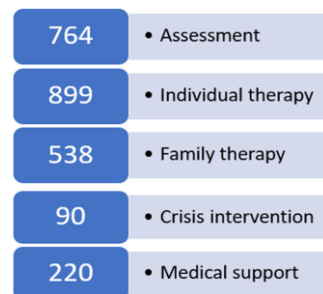
Our 2019-20 Accomplishments

979

Clients Served in 2019-20

Most of our families and youth received multiple types of services during the year. All persons served were thoroughly assessed to identify strengths, needs, service goals and plans. Services were implemented per plan and progress monitored regularly. Some of the core services provided in 2019-20 to our 979 clients were:

Number of clients



Services were delivered in clients' homes and schools, as well as in D'Veal's office. From March to June 2020, services were increasingly delivered via telehealth (see next page for details) to protect clients and staff from possible Covid-19 exposure.

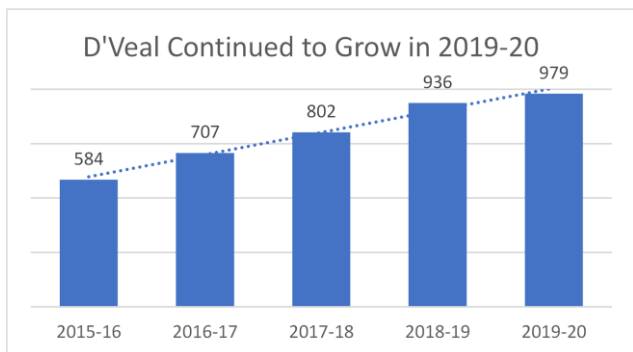
D'Veal served youth from across Los Angeles County, with emphasis on San Gabriel Valley. Youth came from 28 different school districts. Most were from Pasadena (223), Monrovia (218), Duarte (199) and El Monte (79).



Earning *The Gold Seal of Approval*[®] shows dedication to improving health care quality and safety.

Growth in Challenging Times

2020 has been a challenging year for families because of the Covid-19 pandemic and its associated health, mental health, and economic impacts. D'Veal has continued to provide services to meet family and youth needs during this time. In fact, 2019-20 was yet another year of growth for D'Veal. We continued our pattern of increase in service delivery evident in the last five years. Our average annual growth in numbers served was 17% during this time.



Shifting Gears

When the Covid-19 pandemic began spreading in Spring 2020, D'Veal quickly adapted to meet family needs. For safety reasons, staff changed the way they worked with families and began providing telehealth services.

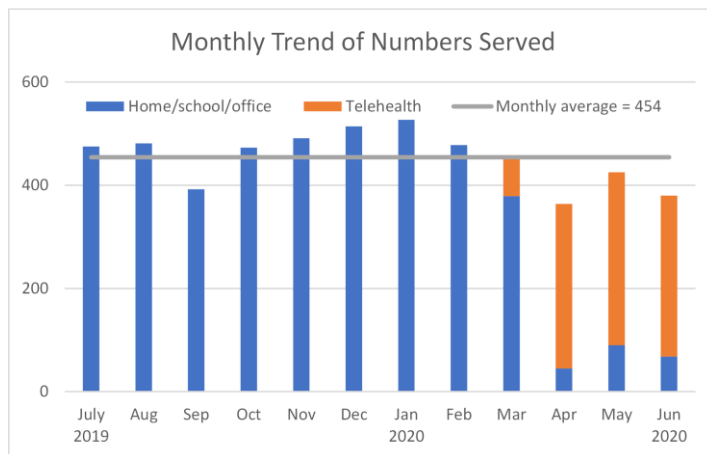
Telehealth is the use of digital information and communication technologies, such as computers and mobile devices, to provide healthcare services remotely. Beginning in March 2020, we provided telehealth services to 503 clients. Some of these services are indicated below.

Number of Telehealth Clients

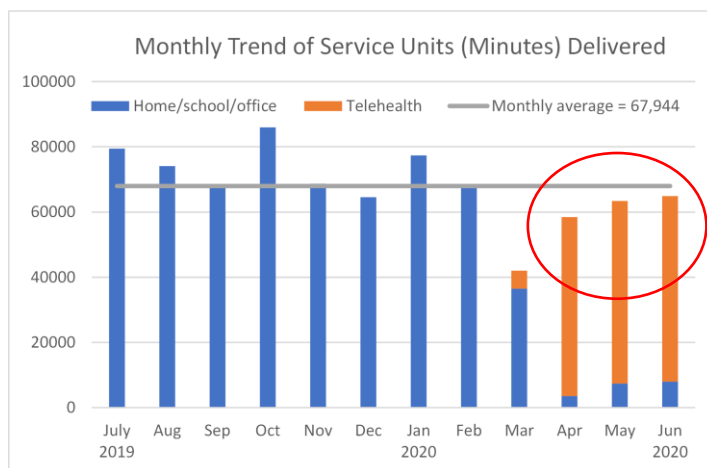
418	• Individual therapy
152	• Psychiatric diagnostic interview
130	• Individual rehabilitation
136	• Evaluation & management
170	• Treatment plan development
20	• Group family therapy

Responding to Covid-19

Clearly, D'Veal's 2019-20 monthly numbers were impacted by Covid-19. This pandemic made business as usual impossible for youth, families, and staff. Seeing youth at home, school, or office was often not feasible. As seen below, we shifted most service delivery to telehealth in April, May, and June. However, our overall numbers were 18% below monthly average during this time.



In comparison, a review of the amount of service provided (units of service) showed that D'Veal quickly rebounded to the service barriers imposed by Covid-19. Total service units were below monthly average by just 11% in the last three months of the fiscal year, and by only 4.5% in June 2020. An upward trend from April to June reflected a strong response by staff to overcome Covid-19 barriers.



D'Veal Family and Youth Services worked hard in 2019-20 to support families, improve behavioral health of children/youth and enhance our community. We pledge to meet any challenge and strive for success in the coming years.