

# D'Veal Family & Youth Services

## 2020-2021 Annual Report

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### Dealing With Challenges

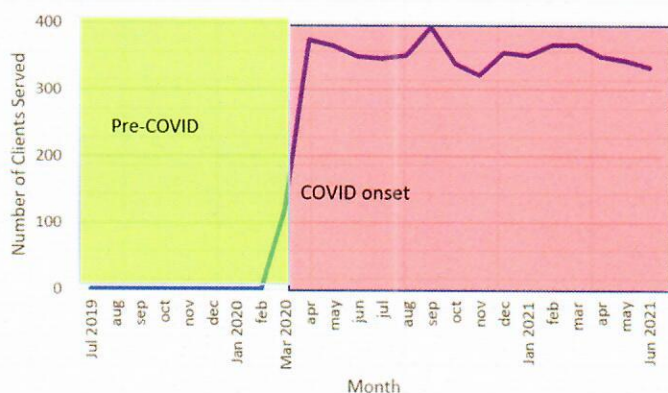
D'Veal Family and Youth Services has provided behavioral health and family support services for nearly 30 years. We have a proven record of excellence as shown by national accreditation by The Joint Commission.

The COVID-19 pandemic severely impacted communities, schools, healthcare, and other service providers beginning in 2020. D'Veal was no exception. However, despite these challenges we have adapted and continued to provide outstanding service.

### Changes in Service Delivery

D'Veal adapted to challenges created by the highly contagious COVID-19 virus. With the onset of COVID, D'Veal staff limited face-to-face client contact in schools, homes, and office settings in order to maintain safety for clients and staff. In March 2020, we began delivering services remotely via technology and digital media. Within one month, and continuing through 2020-21, an average of over 350 clients per month received telehealth services.

#### Monthly Trend in Telehealth Services

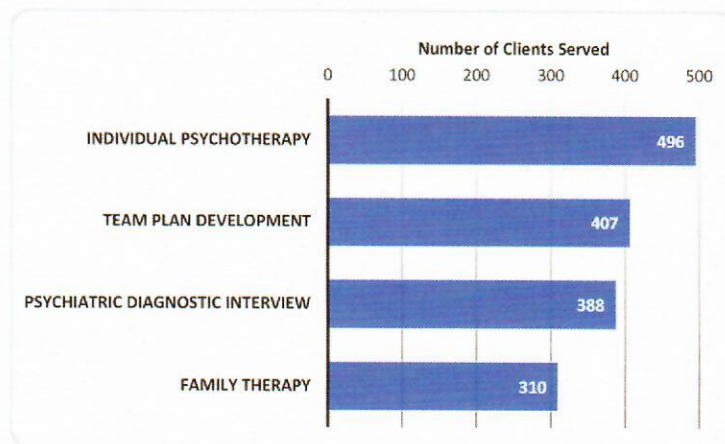


### Addressing Family & Youth Needs

Each family and youth served at D'Veal is unique and presents needs that require a range of interconnected services. D'Veal has been able to successfully provide services via telehealth.

Over 700 clients received telehealth services in 2020-21. Services provided remotely helped keep families and staff safe from potential virus exposure.

The services provided most frequently via telehealth were individual and family therapy, treatment planning and development, and psychiatric diagnostic interviews.



D'Veal's direct service staff includes therapists, behavior specialists and other professional. At year-end, the average direct service staff had 3.7 years of work experience at D'Veal. Nearly 60% had two or more years at the agency.

D'Veal's behavioral health staff utilize an array of structured, evidence-based methods that have proved effectiveness in working with youth and their families. The most frequently used models were:

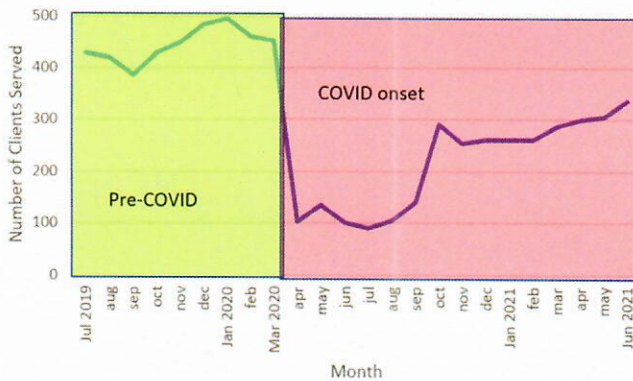
- Managing and Adapting Practices (MAP)
- Seeking Safety
- Individual Cognitive Behavioral Therapy
- Child-Parent Psychotherapy



## Getting Back to Services as Usual

As the pandemic is slowly coming under control through increased vaccination and testing, D'Veal is progressively returning to more traditional, face-to-face service delivery in homes, schools, offices, and community settings.

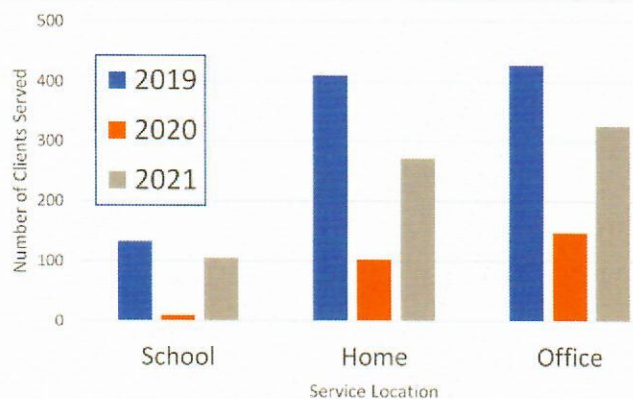
### Monthly Trend in Face-to-Face Services



The monthly number of clients served face-to-face steadily increased since Fall 2020, although it is not yet back to pre-COVID levels. During the first six months following COVID onset, a monthly average of 113 clients were seen face-to-face. This number increased to 314 in the last three months of the fiscal year.

Face-to-face services most often take place in a school, home, or office setting. The chart below clearly shows the decline in face-to-face services from 2019 to 2020, reflecting COVID spread in the 4<sup>th</sup> quarter of the fiscal year. The numbers rebounded sharply in 2021 but have not yet reached pre-COVID levels.

### 3-Year Trends in Location of Face-to-Face Services (4<sup>th</sup> Quarter data)



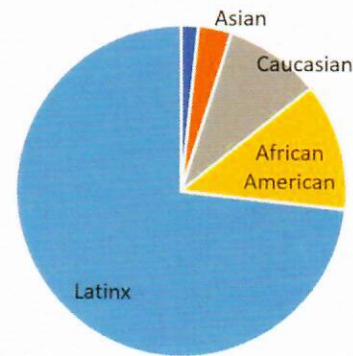
## Our Youth & Their Families

D'Veal continued to serve youth and families of all races, ethnicities, genders, and age levels in 2020-21. The agency values inclusion and strives to enhance the strengths of the families and youth we serve.

D'Veal served 863 clients in 2020-21 and provided over fifty thousand hours of direct service.

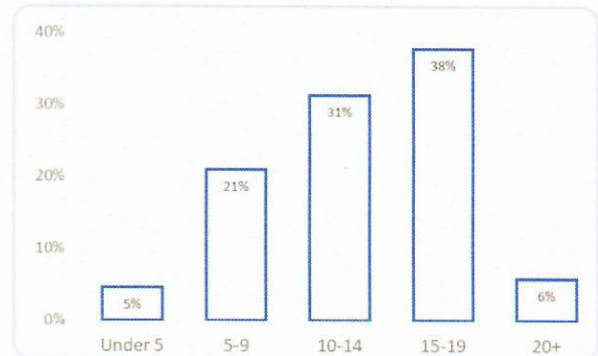
The majority (73%) of clients were Latinx. Of these, about 40% identified Spanish as their preferred language.

### Race/ethnicity of Clients Served



Youth of all ages were served in 2020-21. The largest group (38%) was older teens ages 15-19. Significant numbers of elementary- and middle school-aged youth were also served.

### Ages of Clients Served



D'Veal served youth and families from across Los Angeles County, with emphasis on San Gabriel Valley. Youth came from 30 different school districts. Most were from Pasadena, Monrovia, Duarte, El Monte, and Glendora districts.

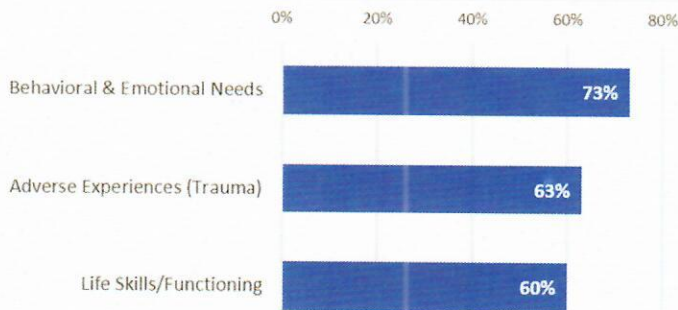


## Issues Faced by Youth We Serve

The youth served by D'Veal have complex needs as well as personal and family strengths. Their most prevalent needs (see next chart) are behavioral / emotional issues, history of trauma and a need to develop life skills.

Common behavioral/emotional issues include depression, anxiety, anger management and conduct problems. Trauma histories include family disruption, abuse, and neglect. Typical life skills challenges include family functioning, decision making and school behavior.

### Most Prevalent Needs of Youth Served



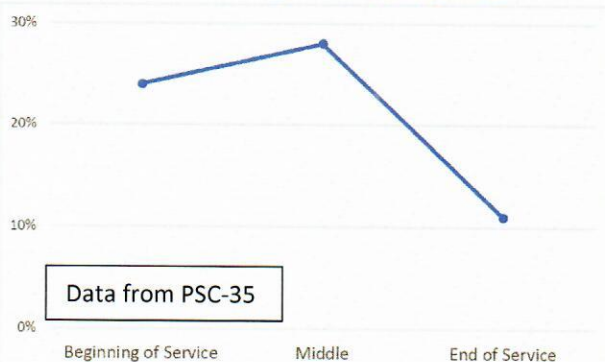
Note: Data from CANS intake

## Positive Gains During Treatment

D'Veal provides regular assessment and re-assessments of youth and families throughout the service period. This allows staff to keep track of progress and make any necessary adjustments to service.

The chart below reflects the improvements youth made at D'Veal in 2020-21. Only about one in ten youth scored in the clinical range at the end of service, compared to nearly three in ten in earlier phases of treatment. These results are noteworthy when considering the complexity of issues faced.

### Fewer Youth in Clinical Range at End of Service



## Preserving Families

In addition to providing behavioral health services to youth, D'Veal has a Family Preservation (FP) program that supports the entire family. The goal of FP is to keep children safely in their home or reunify them with their family.

D'Veal served 77 families in FP during 2020-21. Families had multiple and complex issues / service needs. Violence in the family, need for parenting skills, and need for mental health or substance abuse treatment were the most prevalent issues.

Family Issue / Service Need	%
Domestic Violence	37%
Parenting/Child Behavior	30%
Mental Health/Substance Abuse	28%
Abuse / neglect	21%
Financial/housing/childcare	20%

The success rate for FP was high. In 85% of the cases, family preservation or reunification was achieved. Youth placement or detention occurred at a rate of just 15%.

85%

2020-21 Family Preservation Success Rate

## Client Satisfaction

D'Veal believes in asking clients about our staff and services, so we may identify areas needing improvement. Clients completed anonymous satisfaction surveys throughout 2020-21. Results were extremely positive: 98.8% satisfaction rates! Clients liked their services. They felt treated with respect. They felt comfortable asking questions and that staff communicated clearly. 97% reported staff were engaging in Telehealth Zoom sessions.

### Survey comments from parents

- “[staff] has gone above and beyond. There have been times when we have an emergency, and she was right there.”
- “[youth] still has outbursts and behavioral problems...he has his little meltdowns. But we have seen a lot of progress.
- “Because of this pandemic, [staff] and my son have never got to meet in person. She really goes above and beyond when they're in session”
- “The whole Team is amazing; they help so much in every way. Through my hard times, they have been there for me. They are just amazing.”
- “Everyone at D'Veal has been great and I'm a big advocate, and I always tell people that no one is allowed in this home except D'Veal.”





## **Family and Youth Services**

### **Mission Statement**

**D'Veal's mission is to empower families, and youth while enhancing communities through innovative and comprehensive behavioral healthcare services.**

### **Vision**

**People Working together to become a recognized leader in Southern California providing Behavioral Health Care Services, promoting family wellness, enhancement and empowerment in diverse neighborhoods.**

### **Core Values**

#### **Leadership**

We will be a Leader in every aspect of our business – in developing our team leadership skills at every level; in our management performance; in the way that we deliver services; and in our financial results. We will require excellence in our efforts to provide quality service to families.

#### **Integrity**

We will always take the high road by practicing the highest standards and by honoring our commitments. We will take personal responsibility for our actions, doing the right thing when no one is looking.

#### **Quality**

We will strive for excellence and continuous quality improvement in all that we do, so that we will rank among the Southern California's premier agencies in consumer, employee and community satisfaction.

#### **Customer Satisfaction**

We will achieve total customer satisfaction by understanding what the consumer wants and needs and delivering it flawlessly.

#### **A diverse and involved team**

Our team is comprised of individuals with diverse backgrounds, individual strengths and abilities which reflect our rich community and promote effectiveness when working with families. We will value the skills, strengths and perspectives of our diverse team. We will foster a participatory workplace that enables people to get involved in making decisions about work that advance our common business objectives.

#### **Communication**

We will foster honest, open, and constructive communication throughout the organization to benefit from diverse thoughts, ideas, and insights. We will listen with an open mind and send information by use of technology and the human connection.

#### **Social Responsibility**

We are committed to enhancing the inherent strengths of the diverse neighborhoods of our consumers.

#### **Employee Safety and Wellness**

We will promote the health and wellness of D'Veal employees and families by promoting and supporting wellness strategies.