

D'Veal Family & Youth Services

Fact Sheet FY 2019-2020

Agency Mission: To empower families and youth while enhancing communities through innovative and comprehensive behavioral healthcare services.

- ✓ D'Veal served 979 clients in its behavioral health programs during fiscal year 2019-20. This continued a 5-year pattern of growth. Since 2015-16, the number of clients served has increased by 68%, for an average annual growth of 17%.
- ✓ The agency also served 100 families in its Family Preservation program. These included a total of 261 family members. The overall success rate for keeping families together was 89%, which has been consistent over the last few years.
- ✓ In 2019-20, D'Veal staff provided a total of 22,482 hours of direct face-to-face behavioral health service to clients. Clients received multiple types of mental health services, with individual therapy and family therapy provided to 746 and 459 clients, respectively.
- ✓ 506 new clients began receiving D'Veal behavioral health services in 2019-20. This was an average of 42 new clients starting services every month.
- ✓ The clients who began receiving service in 2019-20 were diverse in their race/ethnicity. Five percent were Asian/Pacific Islanders, 14% were African-American, 70% were Latinex, 8% were Caucasian, and 2% represented other ethnic backgrounds.
- ✓ Fifty-five percent of new clients were males and 45% were females. Youth ages 13 to 19 represented 53% of new clients. Children age 5 and younger comprised 10%, while 30% of admissions were 6 to 12 years of age.
- ✓ D'Veal served a broad geographical area, with a focus on San Gabriel Valley communities. School-age children and youth came from 28 different school districts. The largest percentages were from the Pasadena (28%), Monrovia (27%) and Duarte (25%) school districts.
- ✓ The majority (81%) of D'Veal clients received community-based behavioral health services provided in their home, school, or both.
- ✓ 503 clients (51% of total served in 2019-20) received Telehealth services. Telehealth involves the use of digital information and communication technologies, such as computers and mobile devices, to provide behavioral healthcare remotely. This was necessitated as of March 2020 to prevent the spread of Corona virus due to the Covid-19 pandemic.
- ✓ D'Veal behavioral health staff did an excellent job developing therapeutic alliances with children, youth, and families. Using the standardized My Outcomes survey, results showed that 90% of clients reported services were a good fit for them and that they felt heard, understood, and respected by their therapist.
- ✓ As has consistently been found in previous years, D'Veal continued to achieve positive behavioral healthcare outcomes in 2019-20. Only one in three (33%) behavioral health clients continued to have symptoms upon completion of treatment, as measured by the standardized Youth Outcome Questionnaire – Self Report (YOQ-SR). More importantly, most clients served by D'Veal successfully completed services and achieved their goals. Among clients exiting D'Veal in 2019-20, 92% had planned terminations. This demonstrated a high level of success for the agency in achieving its stated mission.