D'Veal Family and Youth Services

Annual Statistical Report
FY 2024-25

December 2025

D'Veal Family and Youth Services

Annual Report for Fiscal Year 2024-25

2024-25 was an eventful and productive year for D'Veal Family and Youth Services. On the evening of January 7, 2025, the Eaton Fire, one of the largest and most destructive wildfires in Los Angeles County history, erupted and seriously impacted the communities served by the agency. Centered in Pasadena and Altadena, the Eaton fire destroyed thousands of homes and commercial buildings, and displaced thousands of residents. D'Veal's main offices in Pasadena were evacuated as well.

Throughout this historic event and its immediate aftermath, D'Veal staff continued to provide mental health and support services to youth and families. As of this writing, one year after the fire, families and communities continue to recover. The agency is continuing to serve families and youth as we work together to restore hope in the community's future.

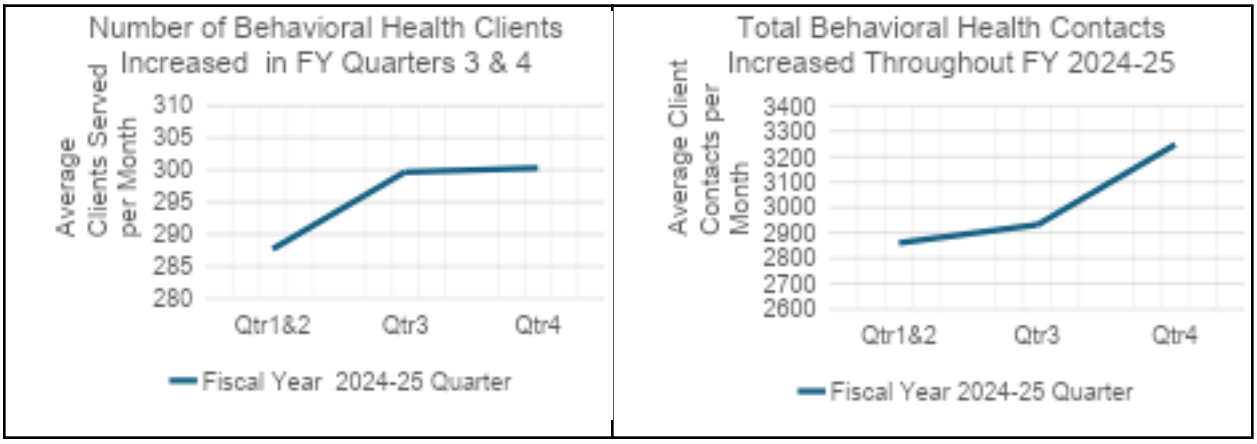
This report reviews D'Veal's service profile during the year. We will review our service delivery, clients served, staff profile and family/youth needs and outcomes.

Service Trends During the Year

D'Veal demonstrated an increase in service delivery throughout the year. Five hundred and ten youth were served in behavioral health programs and staff had over thirty thousand specific client contacts during the year. In addition to D'Veal's behavioral health services, the agency also served 68 families in its family preservation program. This is a family-based program designed to keep youth in the home and prevent out-of-home placement. Emphasis is placed on improving family support and parenting skills.

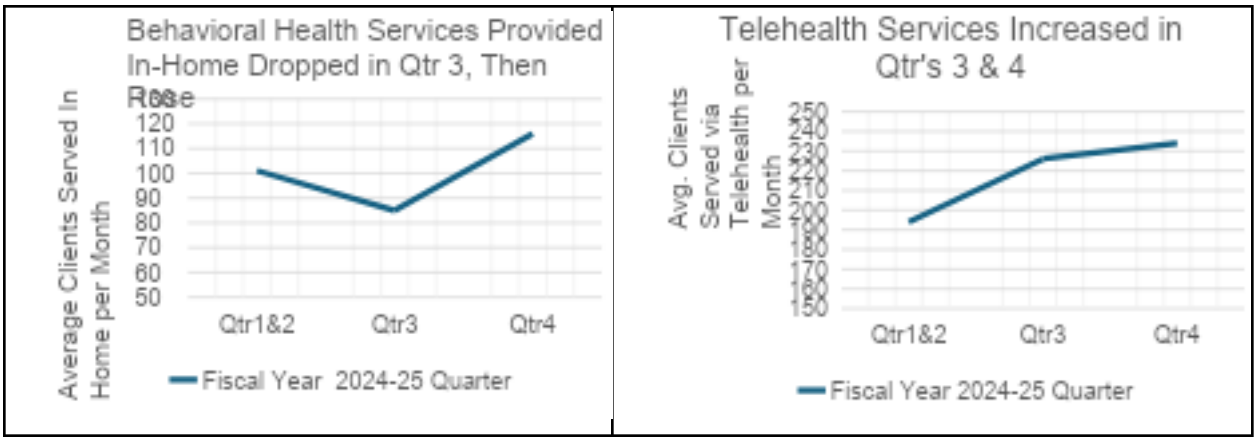
The next charts show that service delivery increased following the Eaton Fire. Compared to the first two quarters of the 2024-25 fiscal year (July 1 – December 31), the third quarter (January 1 – March 31, 2025) showed increases in both the average monthly number of clients served and the average monthly number of client contacts. In the fourth quarter, the number of clients continued at the same level while the number of service contacts increased. This indicated that more behavioral health services were provided to youth as time progressed following Eaton.

Behavioral Health Service Delivery in FY 2024-25: Increases Following January 7, 2025 Eaton Wildfires (Fire occurred at start of FY Quarter 3)



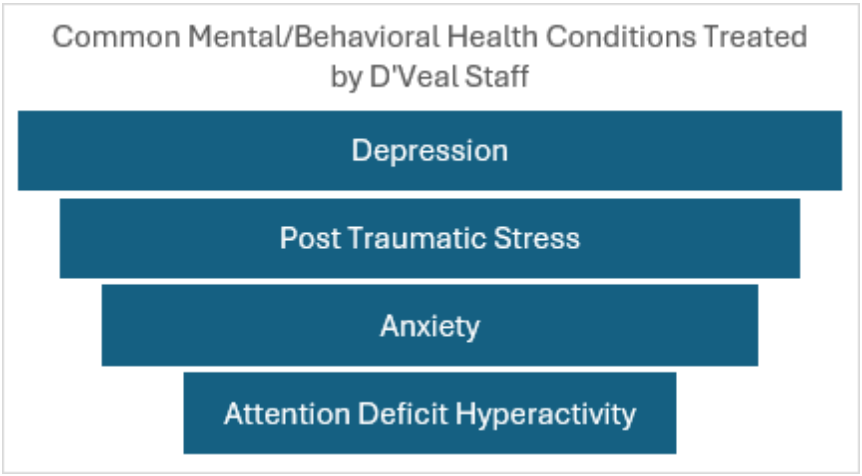
As might be expected, a closer look at service delivery showed a shift in the location of services in the months following the Eaton wildfire. Compared to the first half of FY 2024-25, services delivered in-home declined sharply in the third quarter, while the frequency of telehealth services rose accordingly. As the year progressed, fourth quarter data showed that services in-home resumed as families became more situated following Eaton. Telehealth remained fairly steady in the fourth quarter.

Service Locations in FY 2024-25: Increased Telehealth, Decreased In-Home Mental Health Services Following January 7, 2025 Eaton Wildfires (Fire occurred at start of FY Quarter 3)



Youth Needs and Services Provided

The most frequent mental health conditions presented by clients are shown below. These are fairly common emotional disorders that are treated by the professional health community. They include depression, post-traumatic stress, anxiety and attention deficit hyperactivity disorders.



To support these types of health issues, D'Veal staff provided nearly one hundred specific categories of behavioral health services supported by the Los Angeles County Department of Mental Health. The most frequently provided services were individual therapy, skill-building (rehabilitation), medication education and support, treatment planning, therapeutic behavioral services, assessment, care coordination and referral/linkage to community resources.

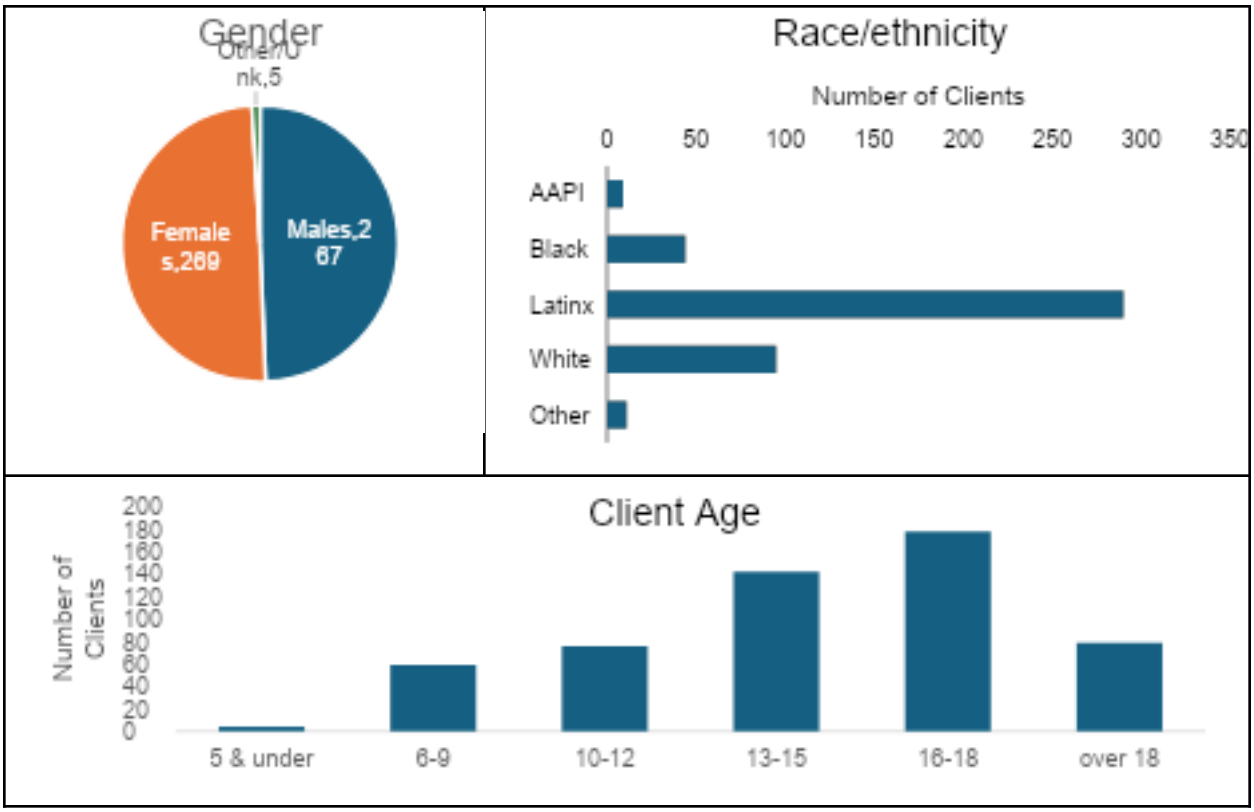
Family preservation staff provided social support services, primarily in the family home. This is not a behavioral/mental health program, but deals with improving family support, parenting skills, and reducing risks of child maltreatment. Staff connect families with needed community resources. Some of the most common issues addressed by this program include parenting skills, domestic violence, substance use, housing and abuse/neglect risks.

Who was Served in 2024-25?

D'Veal served families and youth primarily in the San Gabriel Valley communities in Los Angeles County. The largest numbers were in the Pasadena and Altadena Communities, Monrovia, El Monte/South El Monte, Duarte and Glendora. The following chart shows communities of residence for families/youth receiving behavioral health services.

The demographic profile of clients served in 2024-25 is seen below. Service recipients were about equally divided by gender. The majority were Latinx. Teens between the ages of 13 and 18 comprised nearly 60% of clients served. The largest number (33%) were in the 16-18 age range.

Demographic Profile of Clients Receiving Behavioral and Mental Health Services



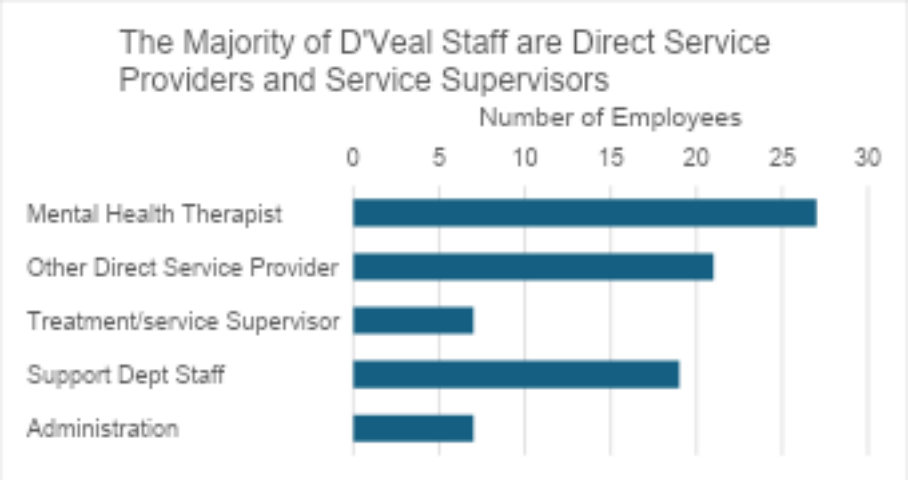
D'Veal Staff

A total of 81 employees worked at D'Veal in 2024-25. Ten new staff were hired after the January 7, 2025, Eaton Fire onset. The median length of service of all employees is 2.4 years. It is notable that nineteen employees have been at the agency for ten years or longer.

The majority of D'Veal staff were either Latinx (53%) or Black/African American (27%). Other staff were White/Caucasian, Asian American Pacific Islanders (AAPI) or other ethnicities.

About 70% of all employees are responsible for providing direct services to youth and families, or supervising service providers. Key support departments, including quality assurance, information systems, human resources and facilities maintenance all provide important support for service staff. Administration represents only 8.6% of agency positions. The next chart indicates the types of positions held at the agency.

D'Veal Staff Positions



Impact and Outcomes of D'Veal's Services

As a contractor of the Los Angeles Department of Mental Health, D'Veal measures the impact of services with the Child and Adolescent Needs and Strengths (CANS) assessment scales. D'Veal conducts these assessments at the beginning, middle and end of treatment to evaluate client improvement and needs.

Among the primary goals of services are to help youth work on their behavioral and emotional problems and improve life functioning skills so they will succeed in their families and communities. One way the CANS assessment works is to identify actionable areas that need professional action. Each youth has a profile of challenges and strengths, and the areas needing attention are identified with this tool. Service plans, including goals, objectives and interventions, are implemented based on assessments.

The next table shows the impact of D'Veal's services by comparing CANS results at intake and discharge. The goal is to see a reduction in actionable needs over time in key CANS domains behavioral/emotional needs and life functioning. The table below shows that D'Veal youth made significant improvement in these areas.

The CANS percentage of youth with actionable behavioral/emotional needs dropped from 90% to 32% from intake to discharge. Specific CANS items showing strong improvement included:

- Reduced depression
- Reduced anxiety
- Improved anger control

In the CANS life functioning domain, actionable needs dropped from 65% at intake to 30% at discharge. Specific improvements included:

- Improved school achievement
- Improved social skills
- Improved family relationships.

These are significant positive results. The continuing efforts of D'Veal's staff during challenging times have been successful.

CANS Outcome Results, 2024-25: Youth Improved Behavior and Functioning

CANS Scale	Percent of Clients with Actionable Problem Areas	
	At Intake	At Discharge
Behavioral and Emotional Needs	90%	32%
Life Functioning	65%	30%

Positive outcomes were also seen in the family preservation program. The overall rate of successful program completion was 89.7%. This is noteworthy given the range of family issues addressed by the program. Only four children/youth were detained from their families by county child welfare at case closing due to maltreatment risk.

Client Satisfaction Survey Results

D'Veal clients and families are regularly surveyed about their level of satisfaction with services and service providers. Feedback from clients and families is critical to ensure their needs are met through culturally sensitive and individually designed treatment plans. The results below show that FY 2024-25 client satisfaction remained very high (over 95%). Clients praised staff for being caring, professional, and supportive.

Client Satisfaction Survey Summary

High Client Satisfaction with Services from D'Veal	% Agree
The staff treats me/my child with respect.	98%
Staff speak with me/my child in a way I/we understand.	98%
I/We like the services that I/We are receiving from D'Veal.	97%

Staff were willing to see me/my child as often as I felt was necessary.	98%
I feel comfortable asking questions about my/my child's treatment and medication.	96%

As evidenced from the survey comments below, parents reported seeing meaningful positive changes with their children and families. They also recognized staff for building strong relationships, supporting families during crises, and helping clients feel supported.

Client Survey Comments

- *"They go above and beyond, I feel supported they helped me when I needed the most."*
- "*Everyone is wonderful, (staff name) always checks on us, everyone is always concerned about us. We've seen positive changes and we have noticed a difference."*
- *"(Staff name) I just love her to pieces! She is marvelous. (Staff name) is also remarkable, and I couldn't be happier with their services. I would refer anyone to you guys because you're just wonderful."*
- *"… (Staff names) did a complete 360 with my (child), times were difficult but worked with me well with whatever I needed. Everyone is wonderful and am thankful for the services we've been receiving. (Staff names) are great at communicating and checking in with me as needed for me and my child. They are here to help with crises. Thankful to all as they helped bring my family all together and it's been wonderful."*
- *"Everybody is good, (staff name) and behavior specialist is very professional, they are very thorough, the children like working with them. No concerns everything good."*
- *"It was great working with D'Veal and would like to continue services here but we moved. Established great relationships here with therapist and behavior specialist. Also was able to express feelings to manager when I was at risk too and accommodated all of us with what we needed like food. Really helpful and loved being a part of D'Veal. They made a positive outcome here for my (child) and was a positive thing for our whole family. Sharing my heart when I hear D'Veal."*

- *“Therapist who worked with my (child) was very dedicated and helped my (child) a lot. She found ways to always be attentive to our needs and help my (child) whenever she needed help whether it was at school or at home. She was very nice with us and was always communicative with me and kept me informed with everything regarding my (child’s) treatments. My (child) felt better now after receiving services.”*
- *“(Staff names) truly helped me heal myself... They’re truly life savers I don’t know if I could thank them enough.”*
- *“I appreciate that my team made themselves available as needed for us. (Staff names) are great and really helpful. They made themselves very available in school and at home and always called to check up on us and myself. I'm grateful they provided resources for us. If the question was on a scale of 1-10 how great are these services, I would I give them the 10 right away. I am truly grateful for them.”*
- *“(Staff names) are perfect for my (child), very good and would love to continue working with them. (Staff names) deserve an award.”*

Case Study

The following case study (“M.J.”) was reported by D’Veal to describe the clients served by the agency. No two youth and families are alike. D’Veal staff are skilled in adapting its services to each family situation.

At the initiation of services in 2024, the client “M.J.” resided in Duarte and presented with frequent verbal outbursts, ongoing conflict with her younger sister, difficulty communicating her needs, and social withdrawal. The family was experiencing significant stressors at that time, including the father’s incarceration and absence from the home, the mother’s eviction and subsequent relocation, and the client’s own medical challenges. These factors contributed to ongoing instability within the household.

Despite these adversities, the client demonstrated notable resilience and adaptive functioning. She consistently utilized coping skills to manage emotional and environmental stressors within the home and family system. The client expressed strong motivation toward school, maintained positive academic engagement, and demonstrated appropriate and healthy interactions with peers and teachers. She was well-liked by both peers and school staff and showed insight into the strategies

implemented during sessions. Throughout treatment, the client remained cooperative, engaged, and actively participatory.

During the course of services, the family was evicted from their residence in Duarte and relocated to Pasadena. Shortly thereafter, the family experienced further displacement due to relocation associated with the Eaton Cayon fires, resulting in temporary housing in a hotel and later being housed at the Pasadena Convention Center before securing more stable housing. This period involved significant environmental stressors and disruption to the client's routine.

While the assigned behavioral specialist was on paternity leave, the client continued to receive support from temporary staff. Upon the specialist's return, the client demonstrated appropriate adjustment to her new school environment, successfully established new peer relationships, and continued to perform well academically. Ongoing monitoring indicated sustained stability, effective use of coping strategies, and increased insight into personal triggers contributing to feelings of anger. The client was able to manage her emotional responses effectively.

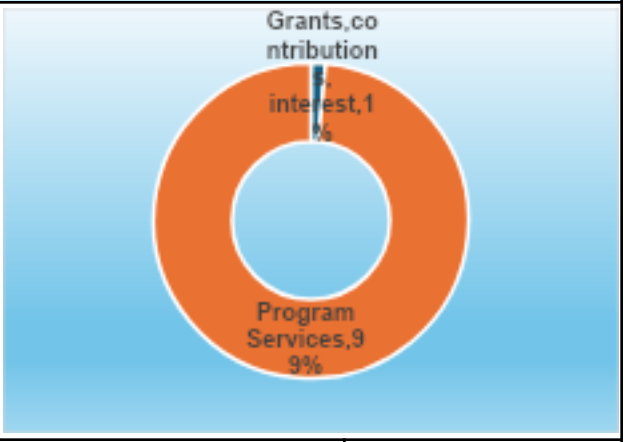
At the conclusion of services, the client reported feeling comfortable and confident functioning without continued behavioral specialist support. The client's mother concurred, noting significant progress and expressing comfort with the client's transition out of services. Based on the client's sustained progress and family agreement, services were appropriately concluded.

Summary

As noted at the outset of this report, 2024-25 was an eventful and productive year for D'Veal Family and Youth Services. Despite the Eaton wildfire disaster which affected D'Veal's surrounding community mid-year, the agency was able to increase its service delivery following the fire. Services shifted somewhat, with more telehealth and a temporary decline of in-home service delivery. Clients were seen across San Gabriel Valley, with many residents of fire-stricken Pasadena and Altadena served. Diverse staff and clients continued to work together. Positive impact on youth behavior, emotions and life skills was observed in behavioral health services. The family preservation program also had strong outcomes. Client satisfaction with staff and services was very high. These results support a revived hope for the future and well-being of families and youth in our communities.

Appendix

D'Veal Fiscal Information, FY 2024-25

FY 2024-25 Revenue	
	
Program Services Grants, Contributions & Interest income	$9,161,251 $ 137,988
Total Revenue/ Support	$9,299,239