



Edgewood Center for Children & Families

Clients Served Fiscal Year 2022

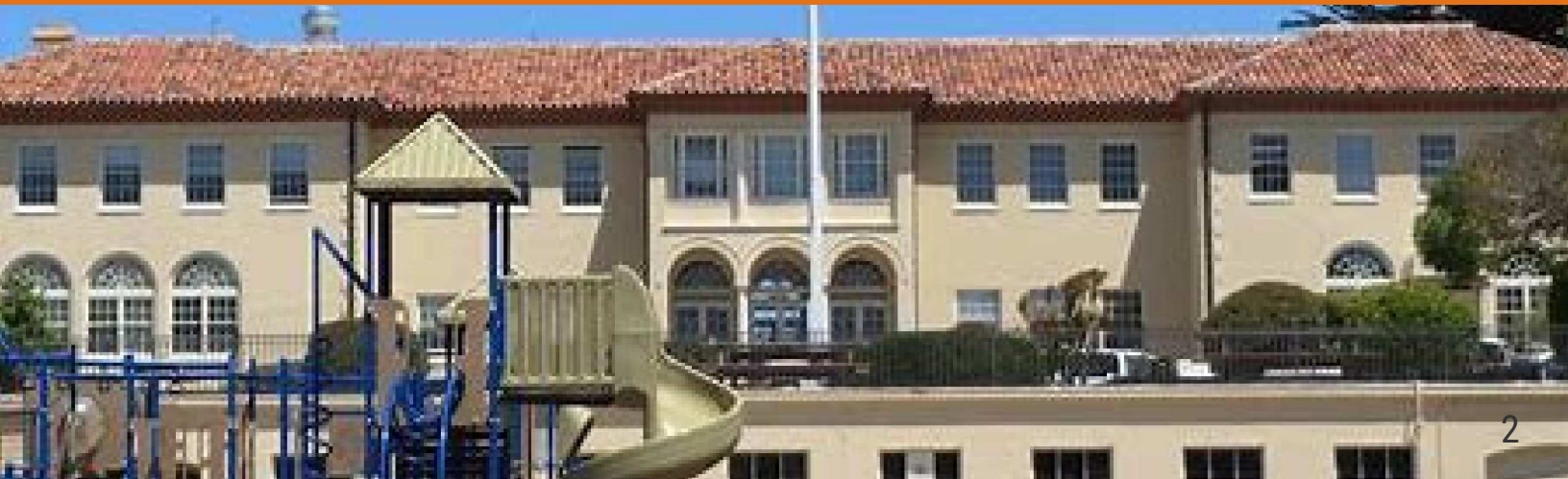


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November 2022



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Introduction & Purpose

The purpose of this report is to provide an annual snapshot of Edgewood clients served by program service type, agency-wide, and in each of the three regions, for the 2021-22 fiscal year (July 1, 2021 - June 30, 2022). The purpose of this report is also to provide a snapshot of client satisfaction, language translation services, and discharge reasons and plans, as well as long-term tabulations of clients served since 2017. We anticipate that this report will continue to evolve as a tool for continuous quality improvement that will eventually include program outcome data. This report is also intended as a communication tool to be used in our collaborations with valued stakeholders that share our Edgewood mission — to promote the behavioral health of children, youth, and families and support a positive transition to adulthood.


Method

Edgewood Executive Directors for San Mateo, San Francisco’s Campus, and San Francisco’s Bayview regions, as well as key regional Directors and staff, provided the Research and Evaluation consultants with data on clients served during the 2021-2022 fiscal year in programs that are not included in Edgewood’s client portal. Programs in portal were individually pulled from the agency’s database. The figures in this report illustrate all data collected. All “clients served” data was provided at the program level and then aggregated for regional or agency counts. The data presented is unduplicated. When a client enters, discharges, and then re-enters program that counts as an additional point of program contact.

**Note: The current report does not include the following programs, as these program counts were either not available at the time of data collection, or services were not provided: Child & Family Treatment Collaborative, Early Childhood Mental Health Consultation, Intensive Outpatient.*



Edgewood Regions & Service Types



REGION	SERVICE TYPE
<input checked="" type="checkbox"/> SF (Bayview-Hunter's Point)	<input checked="" type="checkbox"/> Prevention & Early Intervention
<input checked="" type="checkbox"/> SF (Vincente Campus)	<input checked="" type="checkbox"/> Community-Based Treatment
<input checked="" type="checkbox"/> East Bay Concord Office	<input checked="" type="checkbox"/> Day Treatment
<input checked="" type="checkbox"/> San Mateo (So. SF)	<input checked="" type="checkbox"/> Residential Treatment
<input checked="" type="checkbox"/> San Mateo (Fashion Island)	<input checked="" type="checkbox"/> Crisis Stabilization Unit (CSU)
<input checked="" type="checkbox"/> Drop-In South	
<input checked="" type="checkbox"/> Drop-In North	

Prevention & Early Intervention

Outpatient Community-Based Services

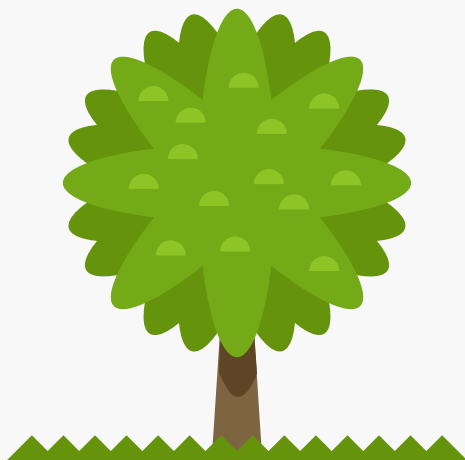
Intensive Outpatient & PH Services

Residential Treatment

Crisis Stabilization

Edgewood Center for Children & Families

Programs By Region



SF Community Programs/ Bayview-Hunter's Point

- **Early Childhood Mental-Health Consultation***
- **Family Resource Centers** (FRC; Includes Differential Response Program)
- **Food Bank**
- **Kinship Support Services**
- **School-Based Services** (Behavior Coaching; Youth & Family Advocacy; School Climate Consultation)
- **Transitional Housing Program** (THP+)
- **Kinship Mental Health**
- **Outpatient Clinic** (School-Based Mental Health Outpatient Services)
- **Therapeutic Behavioral Services** (TBS)
- **Wraparound**

San Mateo

- **Drop-In Center** (North & South)
- **Kinship Support Services** (includes Healthy Kin Program)
- **Child & Family Treatment Collaborative***
- **Kinship Mental Health**
- **Outpatient Clinic** (School-Based Mental Health Outpatient Services)
- **Therapeutic Behavioral Services** (TBS)
- **Wraparound - Children & Youth** (CY)
- **Wraparound - Short-Term Adjunctive Youth & Family Engagement** (SAYFE)
- **Wraparound - Transition Age Youth** (TAY)
- **Intensive Outpatient*** (IOP)

SF Vicente Campus

- **Crisis Stabilization** (CSU)
- **Hospital Diversion & Residential Treatment** (RC 14 & Kaiser Residential)
- **Intensive Outpatient*** (IOP)
- **Non-Public School** (NPS)
- **Partial Hospitalization** (PHP)

*Program counts not included in the current report for FY 22

**Counts for the current report for FY 22 only include one region

Notes:

- SF Bayview-Hunter's Point services also includes the East Bay Concord Office
- San Mateo services include South San Francisco and Fashion Island, and Drop-In Centers

Definitions



Client

A "Client" is the direct beneficiary of the service and may be a child, youth, young adult, caregiver, or professional.



Service

"Service" is counted as any direct contact provided to a client by Edgewood program staff. Treatment programs address a behavioral health condition for a child, youth, or young adult and include an intake and discharge.



Prevention and Early Intervention (PE&I) Programs

Prevention and Early Intervention (P & EI) programs are intended to help children and youth stay healthy, before behavioral health conditions develop. These services:

1. Provide a less intensive level of service, such as information, consultation, referrals, and support.
2. Are counted by tracking the child, youth, family member, caregiver, or service professional who received information or support - for example, in the climate coaching school-based service provided, the teacher is counted as the client and not the entire classroom.
3. Please see the Service Type Color Key on the next page for all programs by type and region.



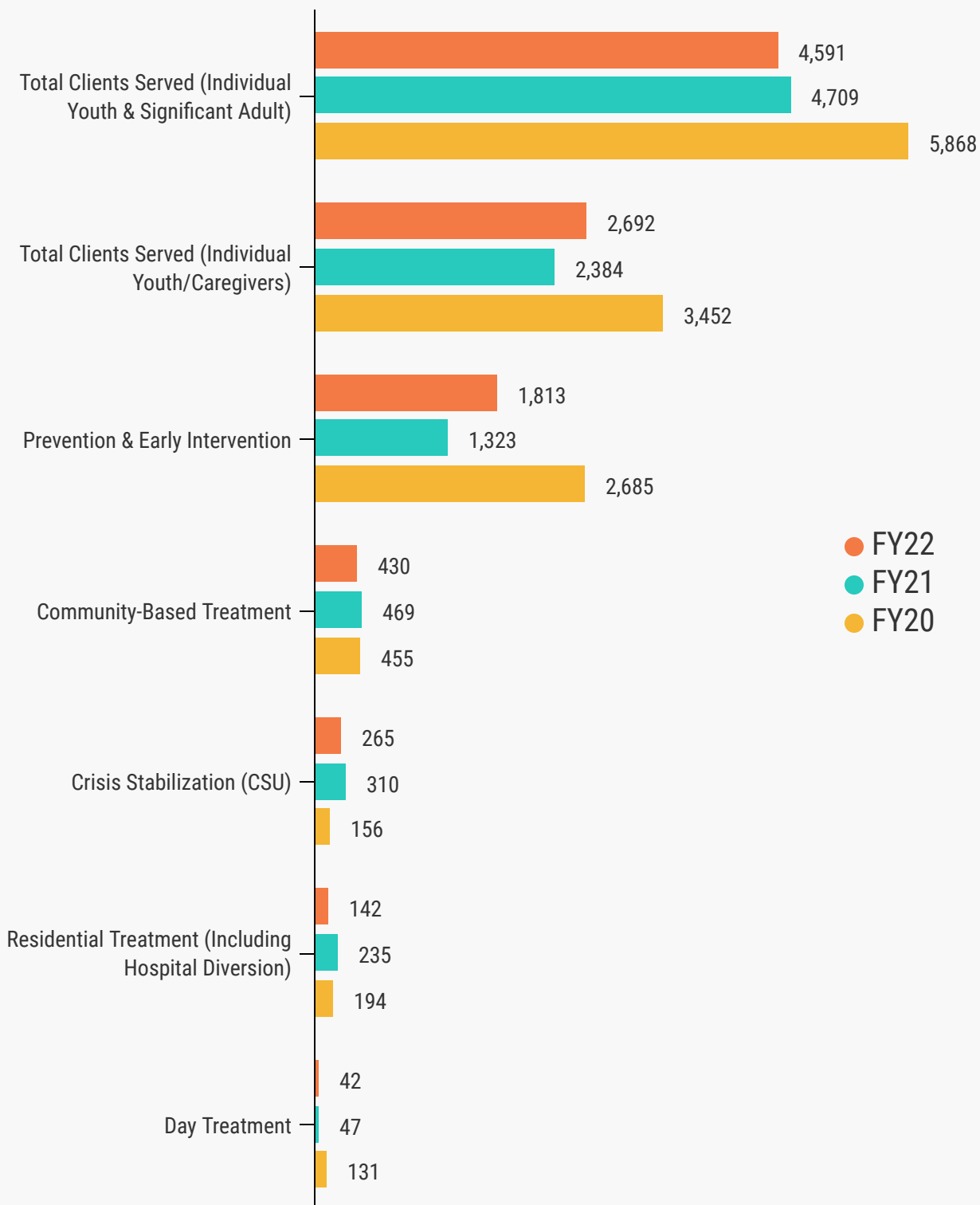
Notes

- Some programs provide supplemental treatment to a client already enrolled, and therefore counted, in another Edgewood program. These programs include: TBS, Kinship Mental Health, and Healthy Kin. Clients served numbers for each of these programs are considered "duplicate" client counts for Edgewood's total served, however do represent each program's discreet total number served.
- The total numbers reported are unduplicated within programs. When a client enters, is discharged, and then re-enters program, they are counted again.

Edgewood Clients (Aggregate)

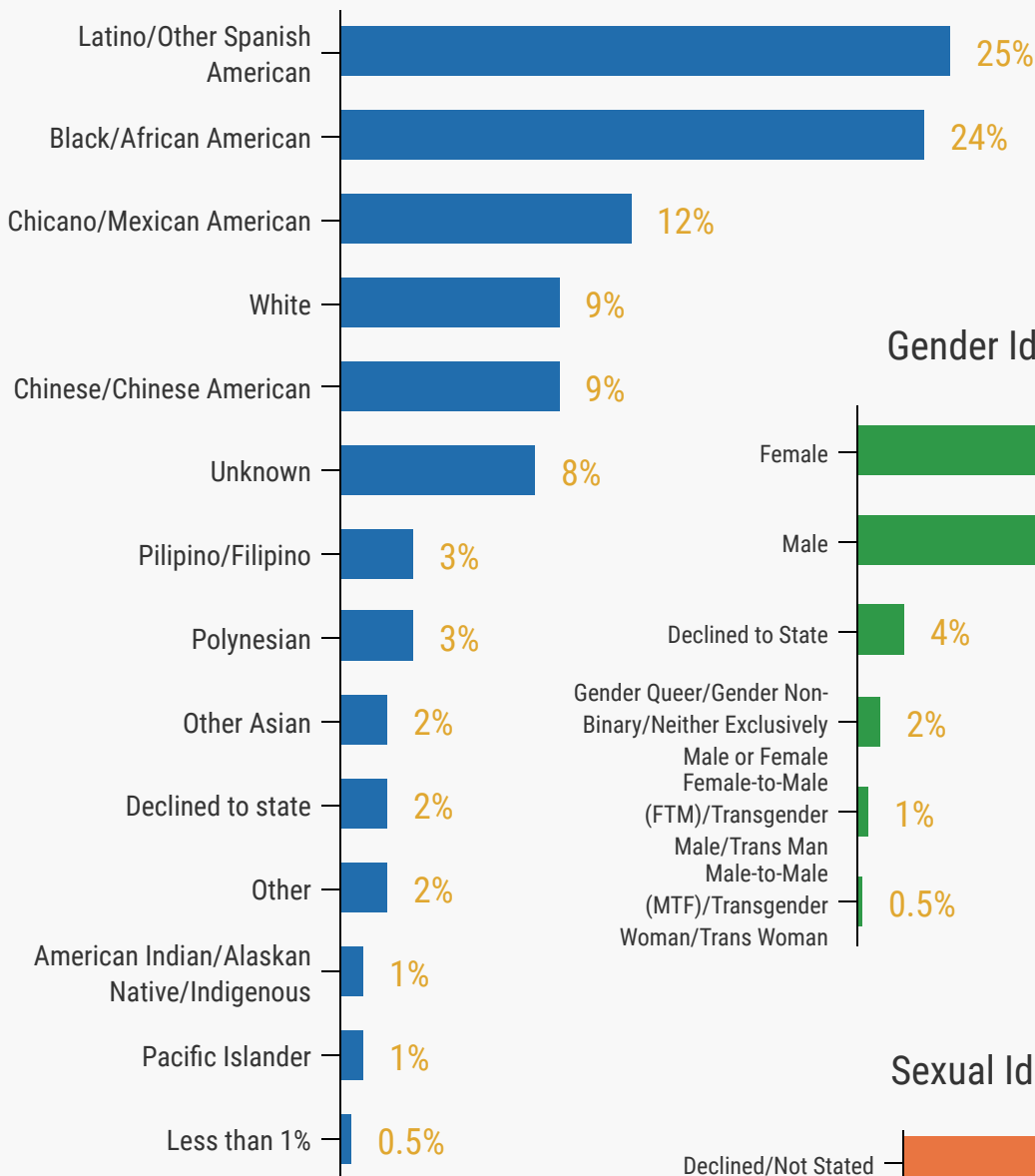
Note: The current report does not include the following programs, as these program counts were either not available at the time of data collection, or services were not provided: Child & Family Treatment Collaborative, Early Childhood Mental Health Consultation, Intensive Outpatient. All individual youth clients have at least one significant adult figure involved in their treatment. Hence, to get to the total youth clients served count for each FY with a significant adult, we did not include Kinship Support Services and Family Resource Center caregivers over the age of 18. This total number is most likely higher. Throughout this report, however, we only report information on individual youth clients (without caregivers over the age of 18). For this FY for example, the total youth clients served is 2,692.

#'s of Clients Served (By Service Type)

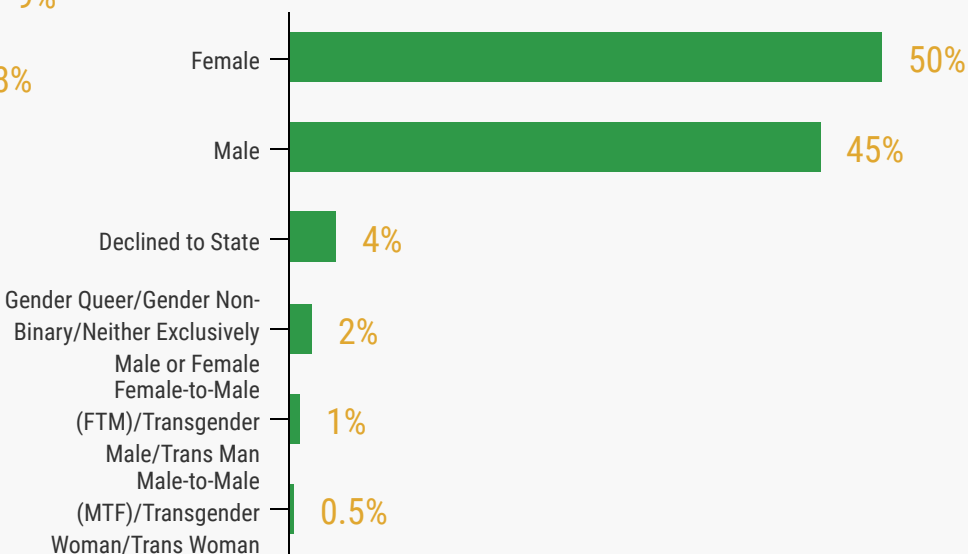


Edgewood Clients FY 22 (Aggregate)

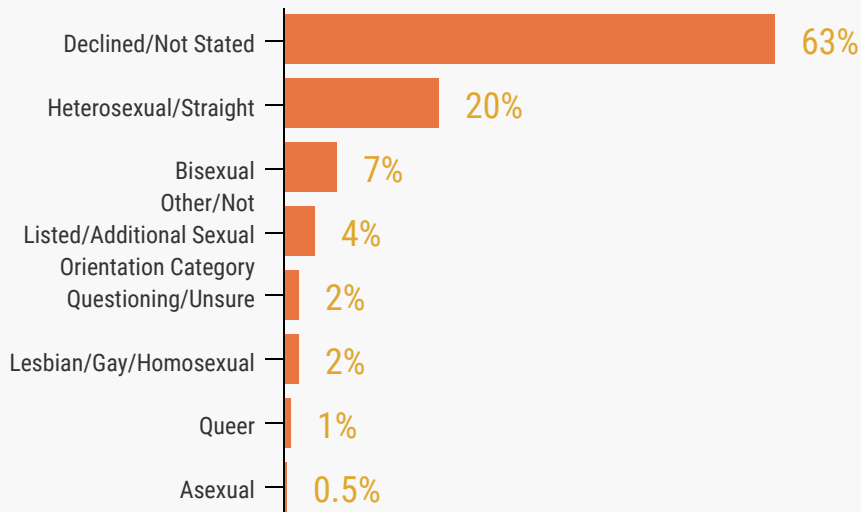
Racial/Ethnic Identity (%)



Gender Identity (%)



Sexual Identity (%)

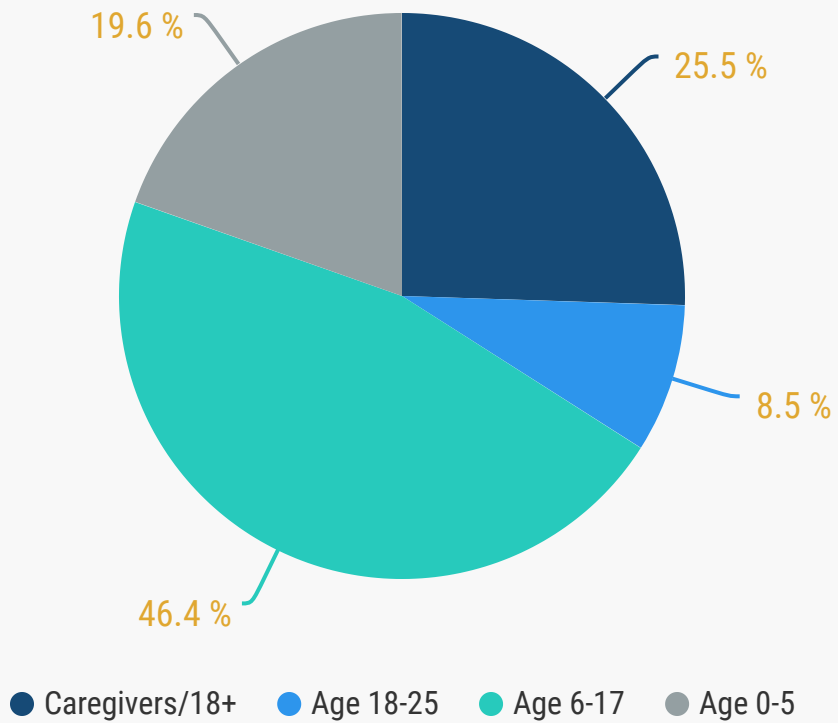


East Indian/Alaskan Native
Indigenous; Japanese/Japanese
American; Korean/Korean American;
Middle Eastern/North African;
Vietnamese

*Race/Ethnicity and Gender Identity counts for this report do not include P & EI programs.

Edgewood Clients FY 22 (Aggregate)

Age Distribution (%)

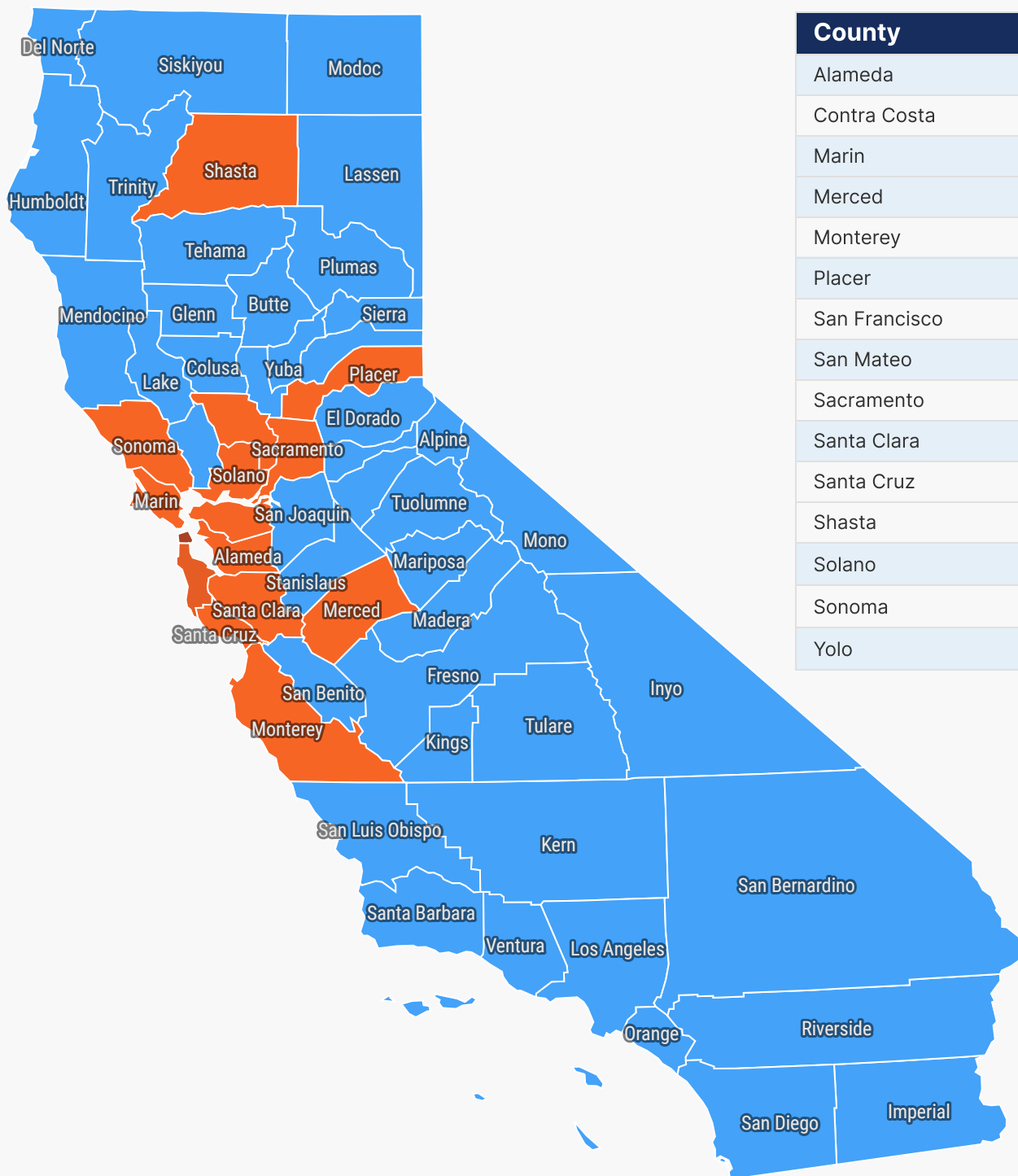
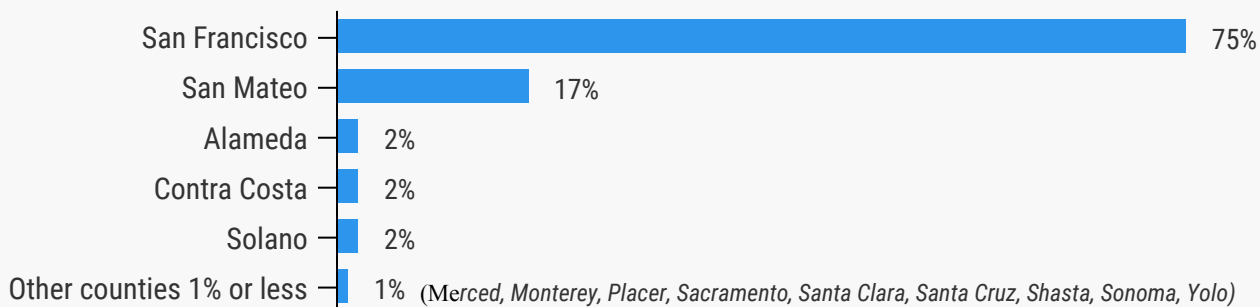


**Age distribution counts for this report do not include P & EI programs.*



Edgewood Clients FY 22 (Aggregate)

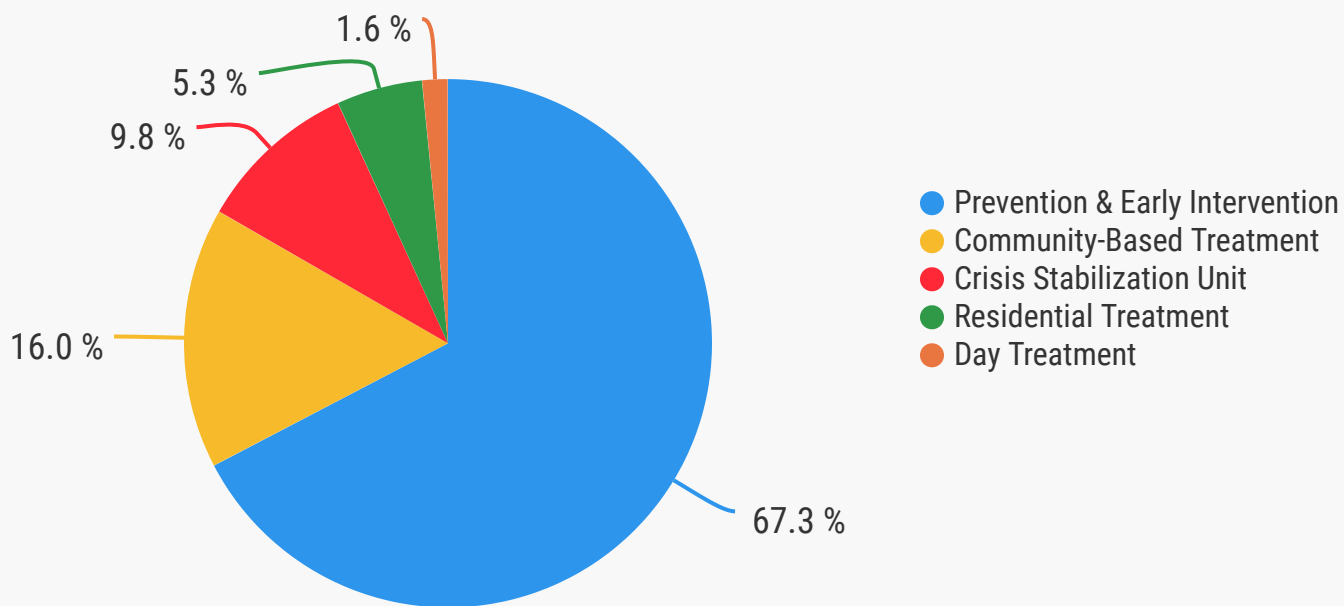
County Distribution (%)



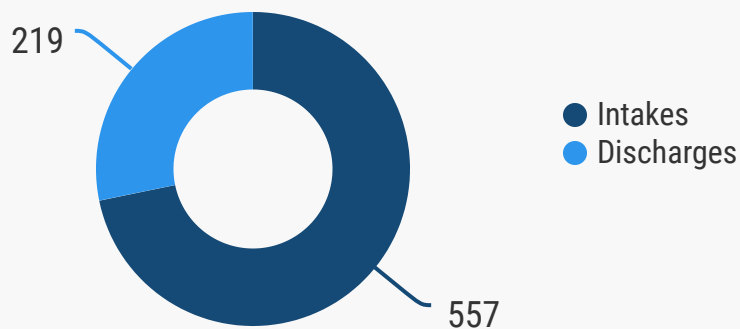
County	#
Alameda	53
Contra Costa	53
Marin	14
Merced	1
Monterey	1
Placer	3
San Francisco	2064
San Mateo	480
Sacramento	18
Santa Clara	11
Santa Cruz	2
Shasta	4
Solano	43
Sonoma	7
Yolo	4

Edgewood Clients FY 22 (Aggregate)

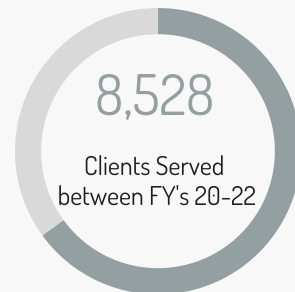
%s Clients Served by Service Type



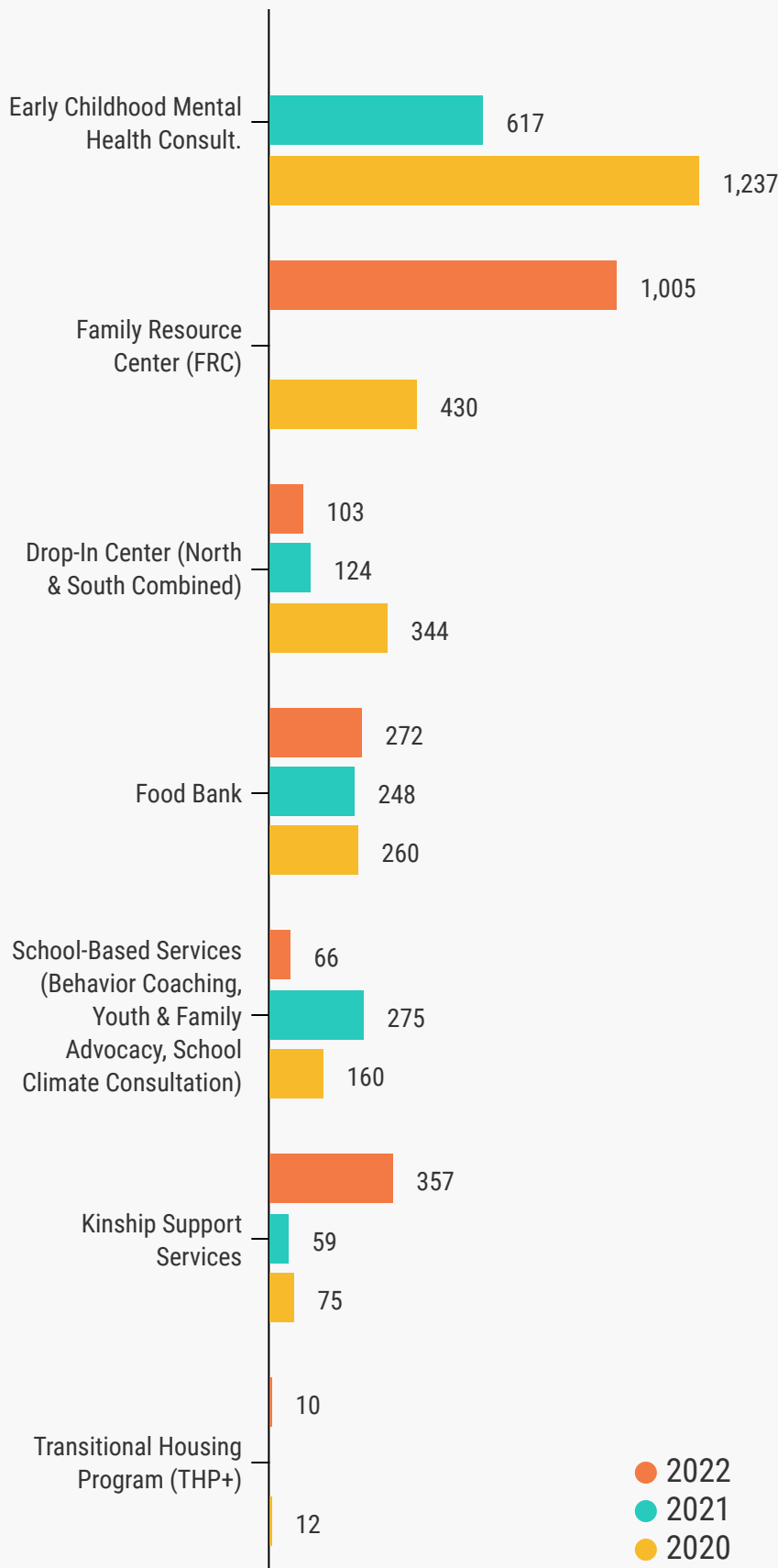
Intakes & Discharges - Agency-wide



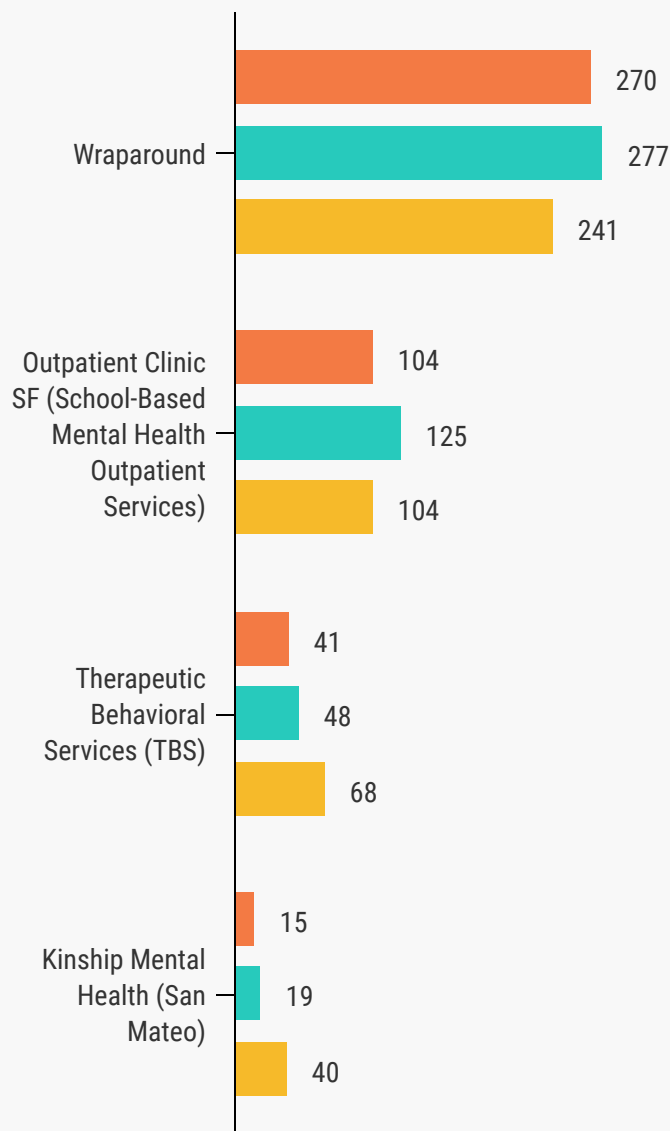
Edgewood Clients Served Between FY's 20-22 (3 Year Overview)



Prevention & Early Intervention (#'s)

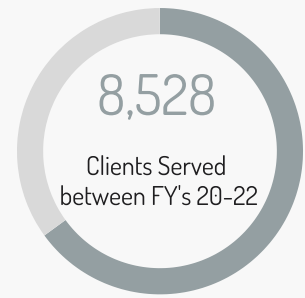


Community-Based Treatment (#'s)

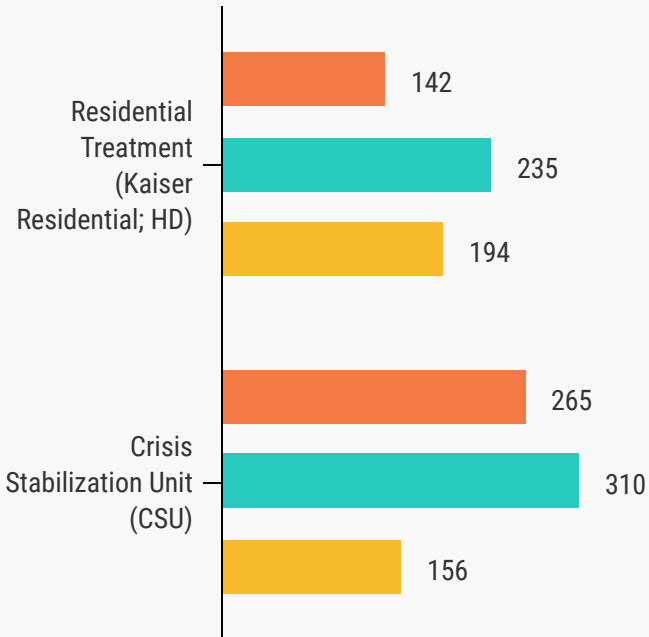


***Note:** The current report does not include the following programs, as these program counts were either not available at the time of data collection, or services were not provided: Child & Family Treatment Collaborative, Early Childhood Mental Health Consultation, Intensive Outpatient.

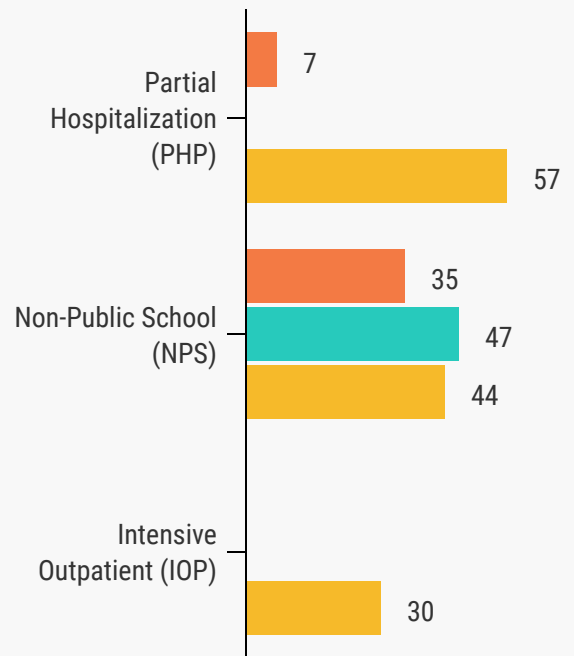
Edgewood Clients Served Between FY's 20-22 (3 Year Overview)



Residential Treatment (#'s)



Day Treatment (#'s)



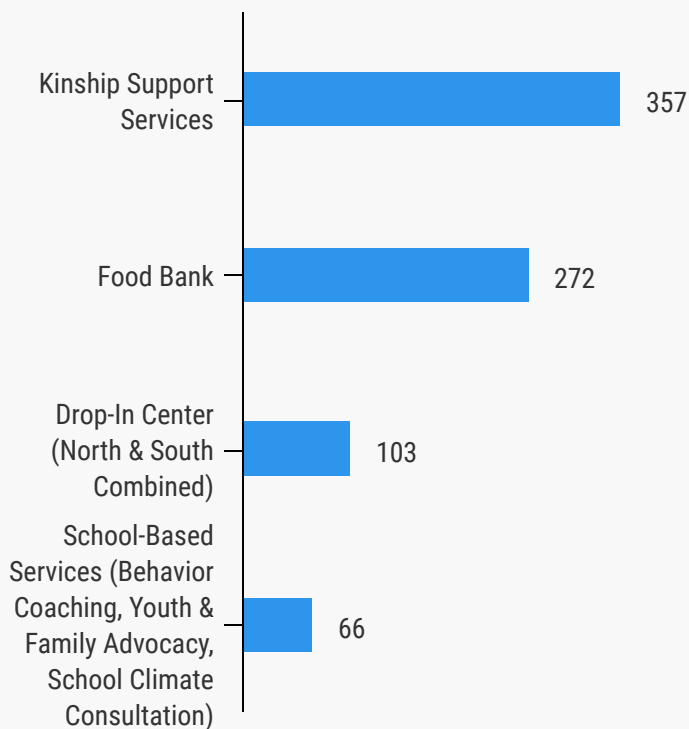
● 2022
● 2021
● 2020

**Note: The current report does not include the following programs, as these program counts were either not available at the time of data collection, or services were not provided: Child & Family Treatment Collaborative, Early Childhood Mental Health Consultation, Intensive Outpatient.*

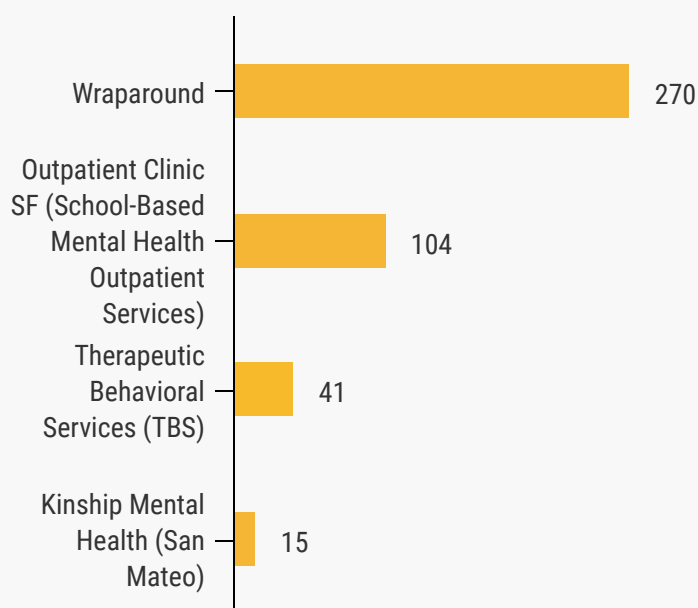


Edgewood Clients Served FY 22 (Aggregate)

Prevention & Early Intervention (n=1,813)

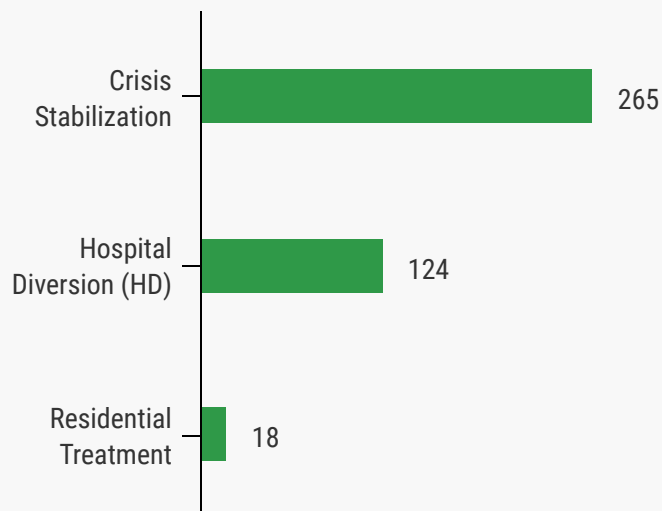
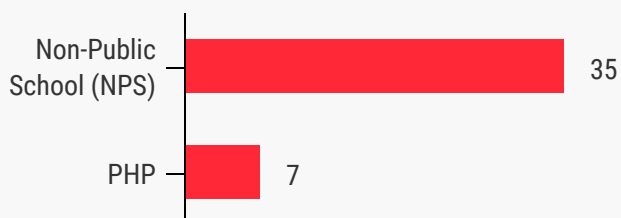


Community-Based Treatment (n=430)



Residential Treatment, Hospital Diversion, & CSU (n=407)

Day Treatment (n=42)



***Note:** The current report does not include the following programs, as these program counts were either not available at the time of data collection, or services were not provided: Child & Family Treatment Collaborative, Early Childhood Mental Health Consultation, Intensive Outpatient.

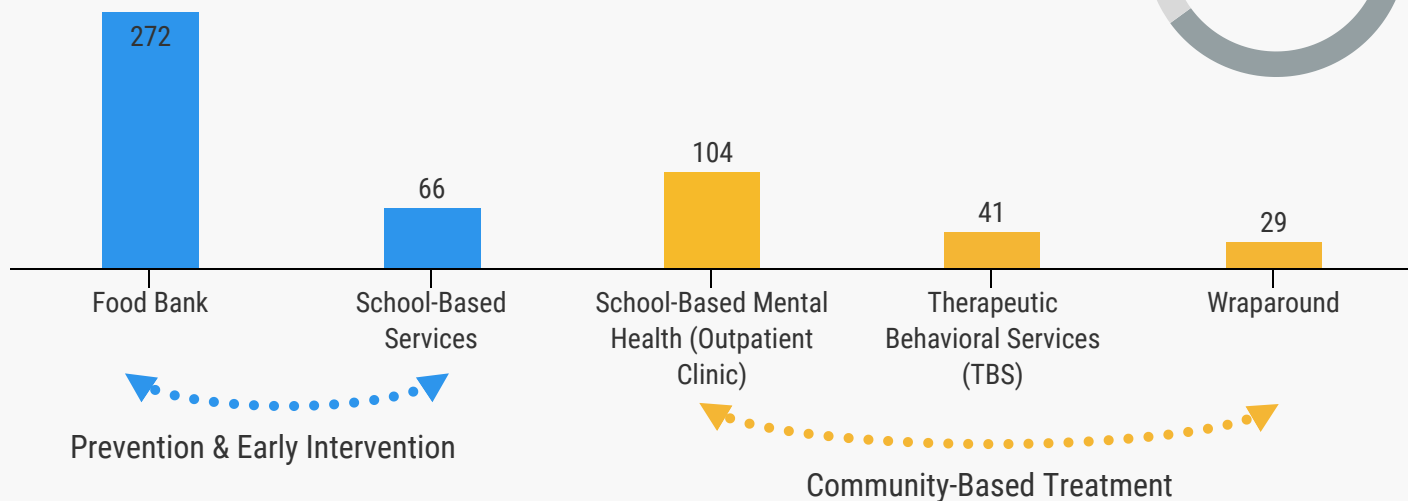
Demographic Summaries By Region

Demographic breakdowns by Region for FY 22

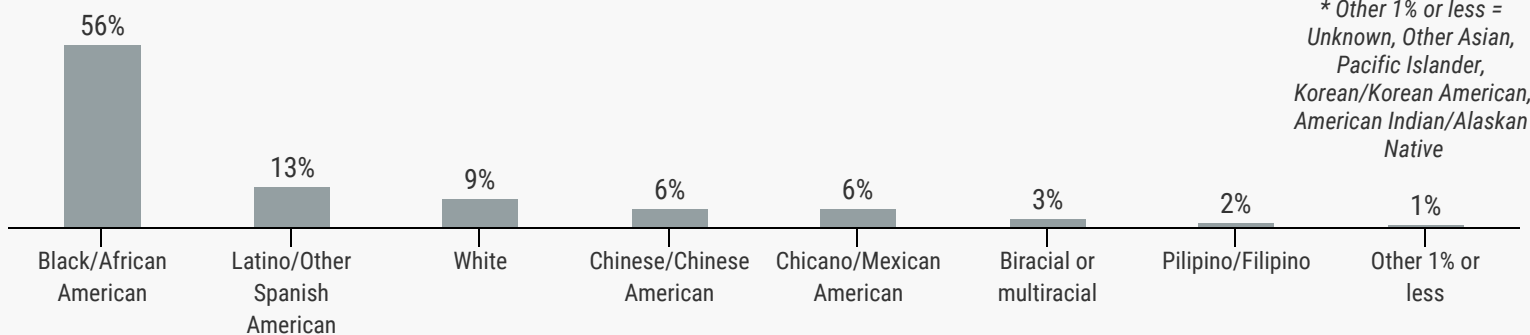


SF Community-Based Services FY 22

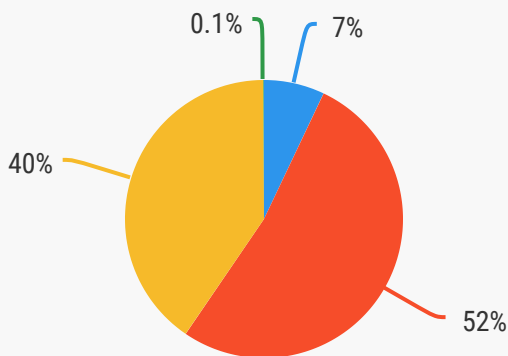
of Clients Served



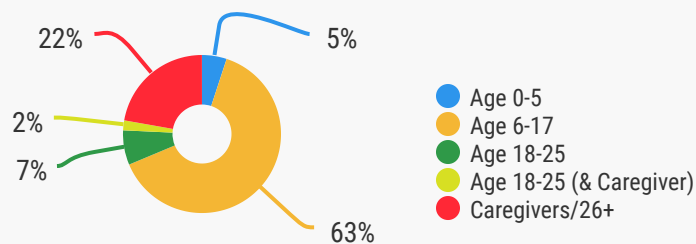
Racial/Ethnic Identity (%)



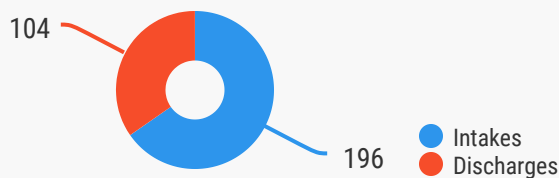
Gender Identity (%)



Age Distribution (%)

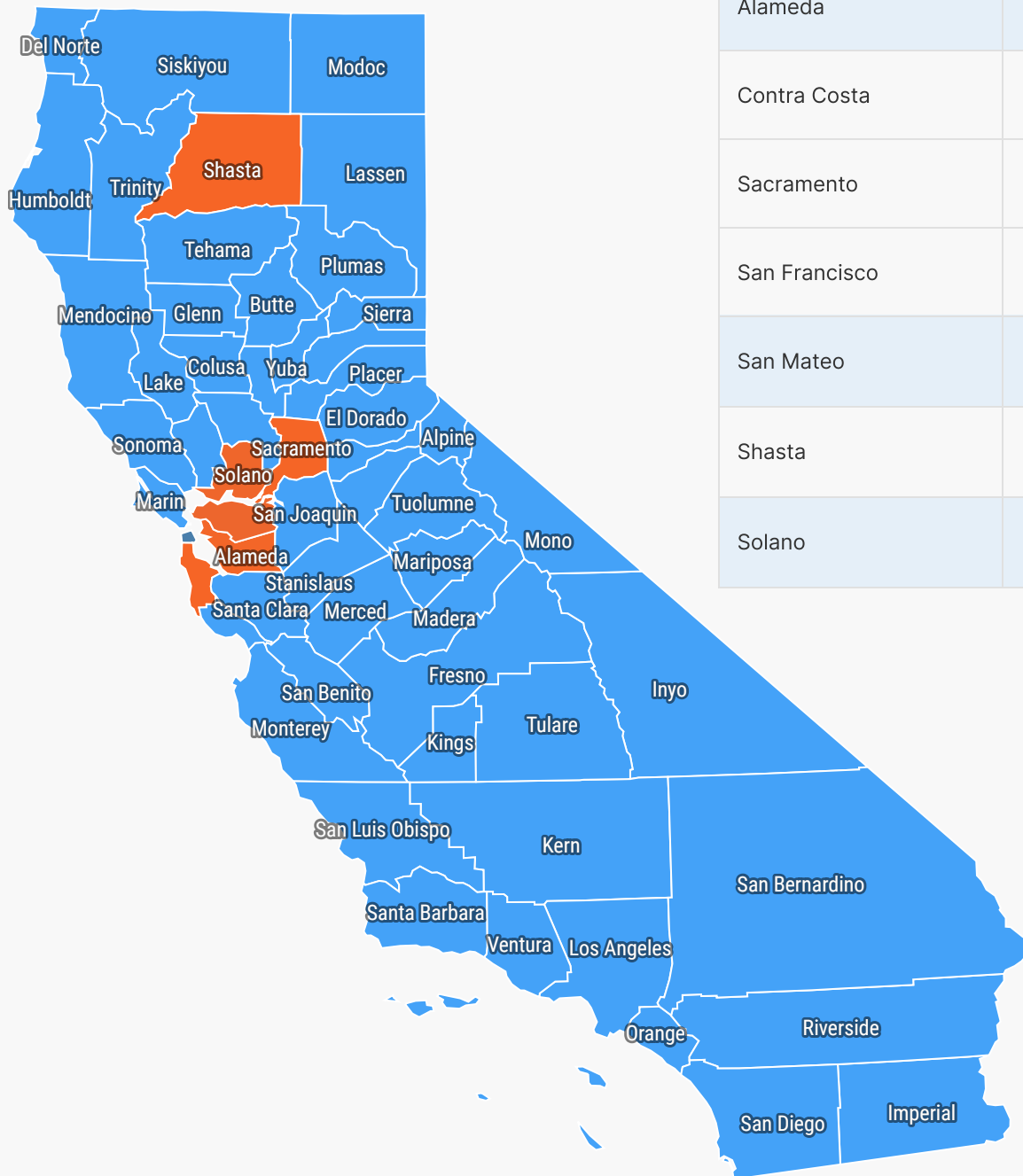


Intakes & Discharges (#)



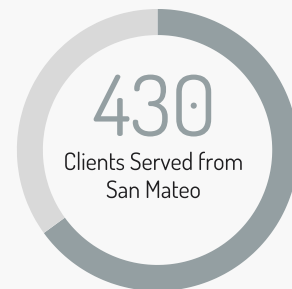
- Declined to state
- Female
- Male
- Non-binary, Genderqueer, Female-to-Male (FTM)/Transgender Male/Trans Man (1% or less)

SF Community-Based Services FY 22

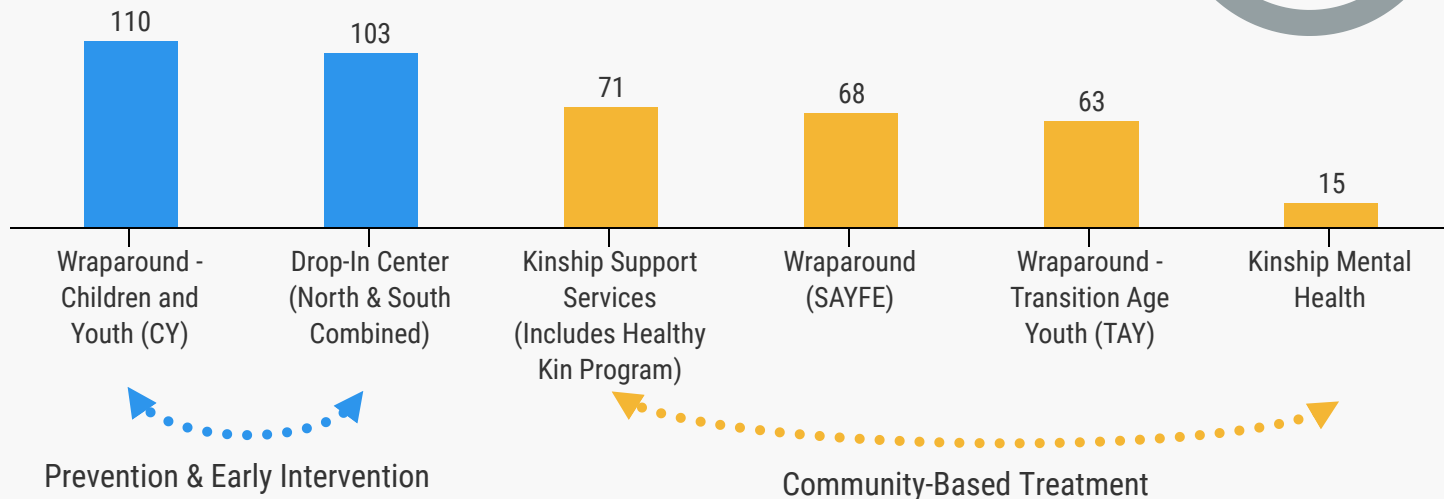


County	#
Alameda	17
Contra Costa	40
Sacramento	7
San Francisco	703
San Mateo	4
Shasta	4
Solano	33

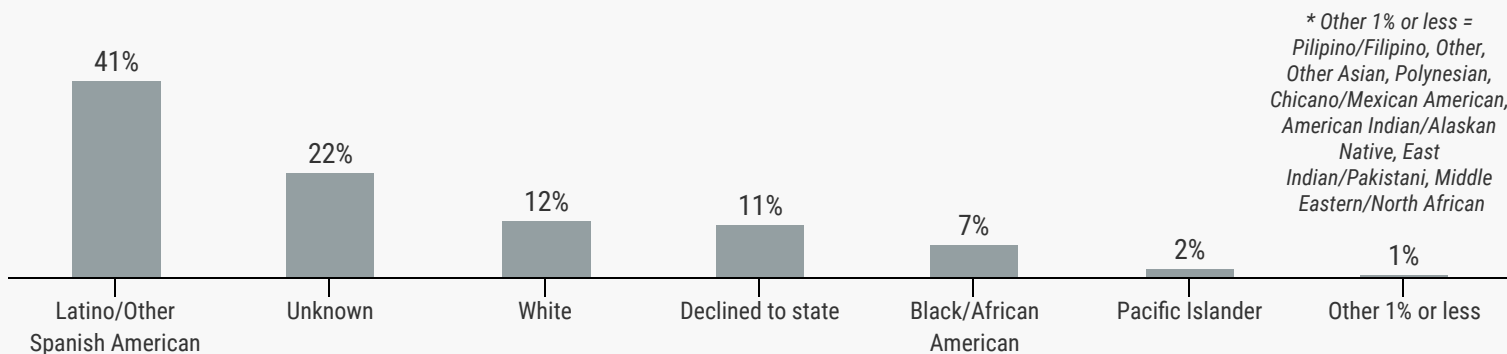
San Mateo FY 22



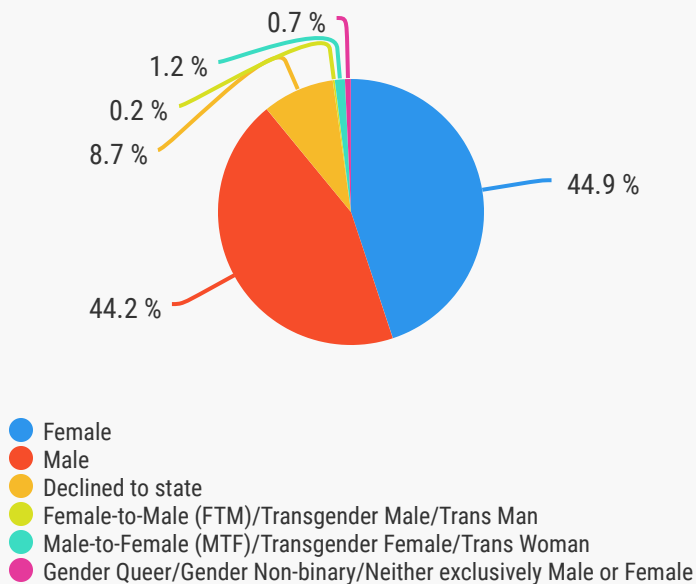
of Clients Served



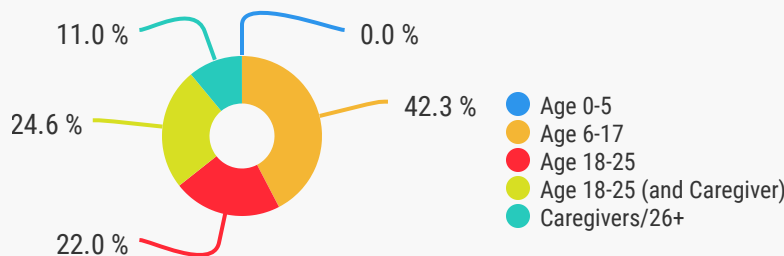
Racial/Ethnic Identity (%)



Gender Identity (%)



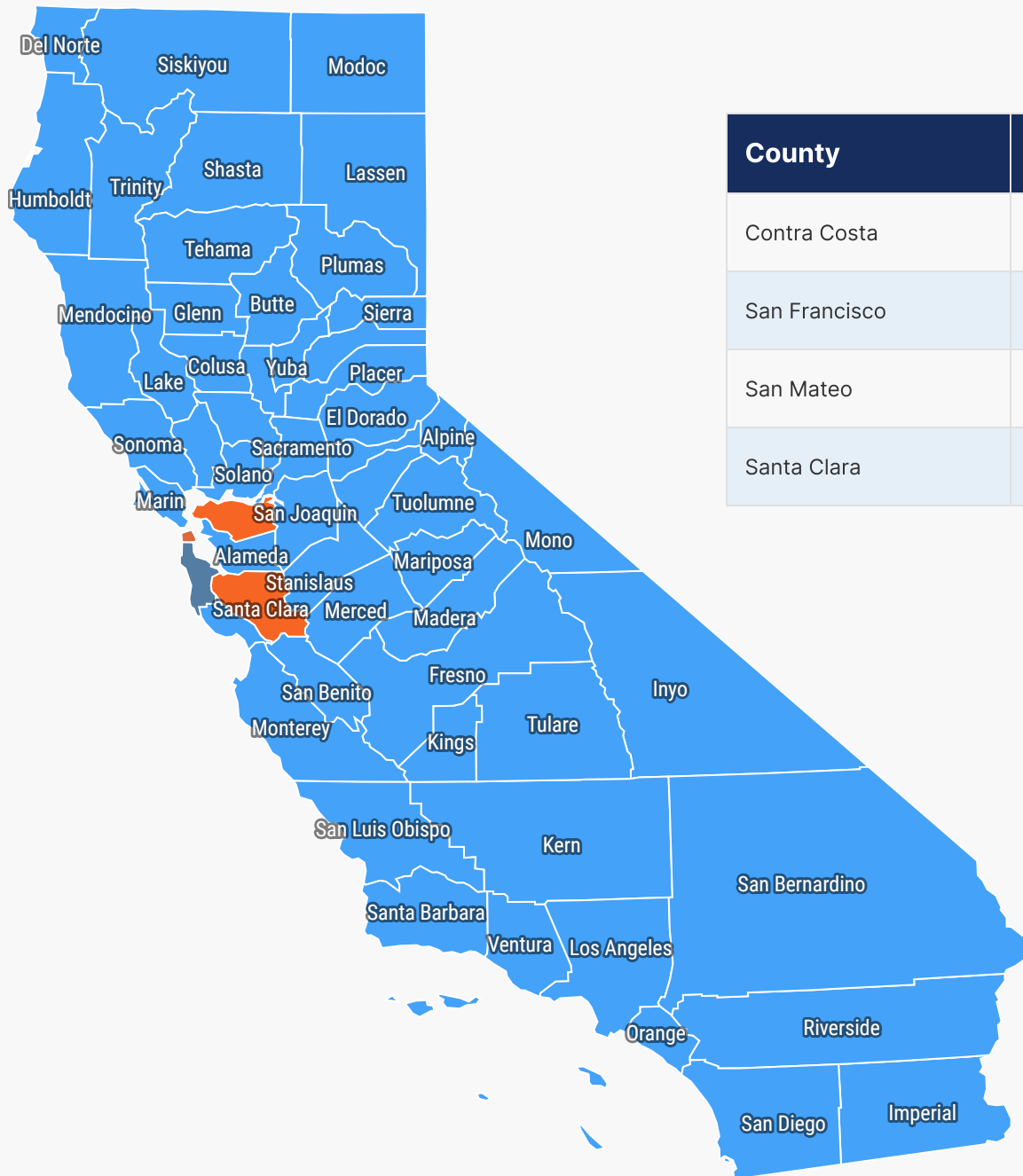
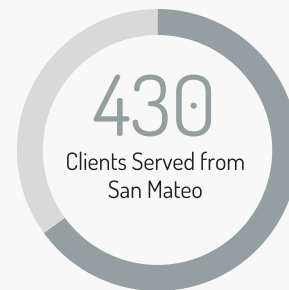
Age Distribution (%)



Intakes & Discharges (#)



San Mateo FY 22

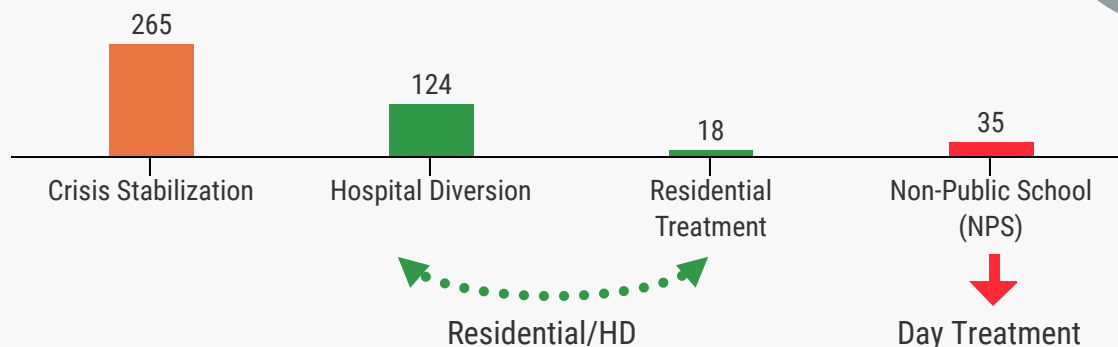


County	#
Contra Costa	1
San Francisco	71
San Mateo	414
Santa Clara	1

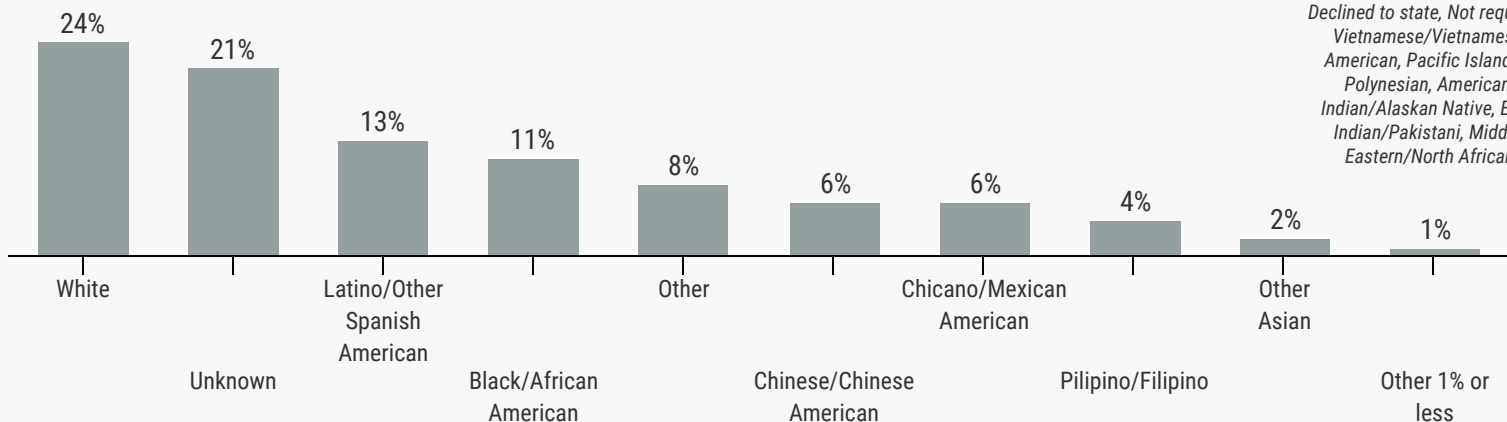
SF Main Campus (Vicente) FY 22



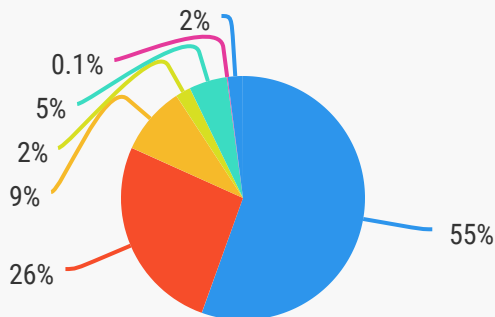
of Clients Served



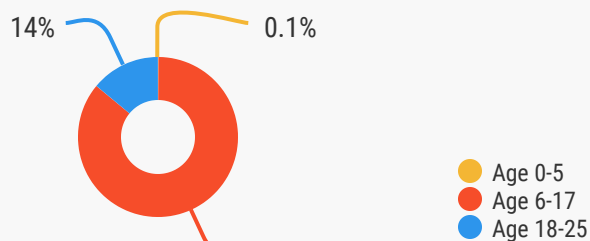
Racial/Ethnic Identity (%)



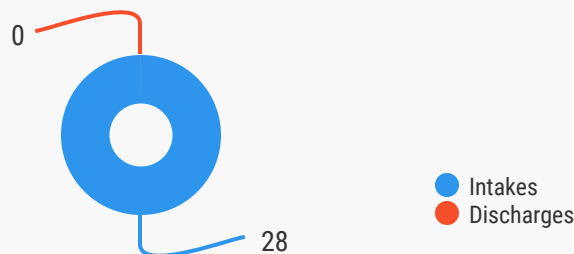
Gender Identity (%)



Age Distribution (%)

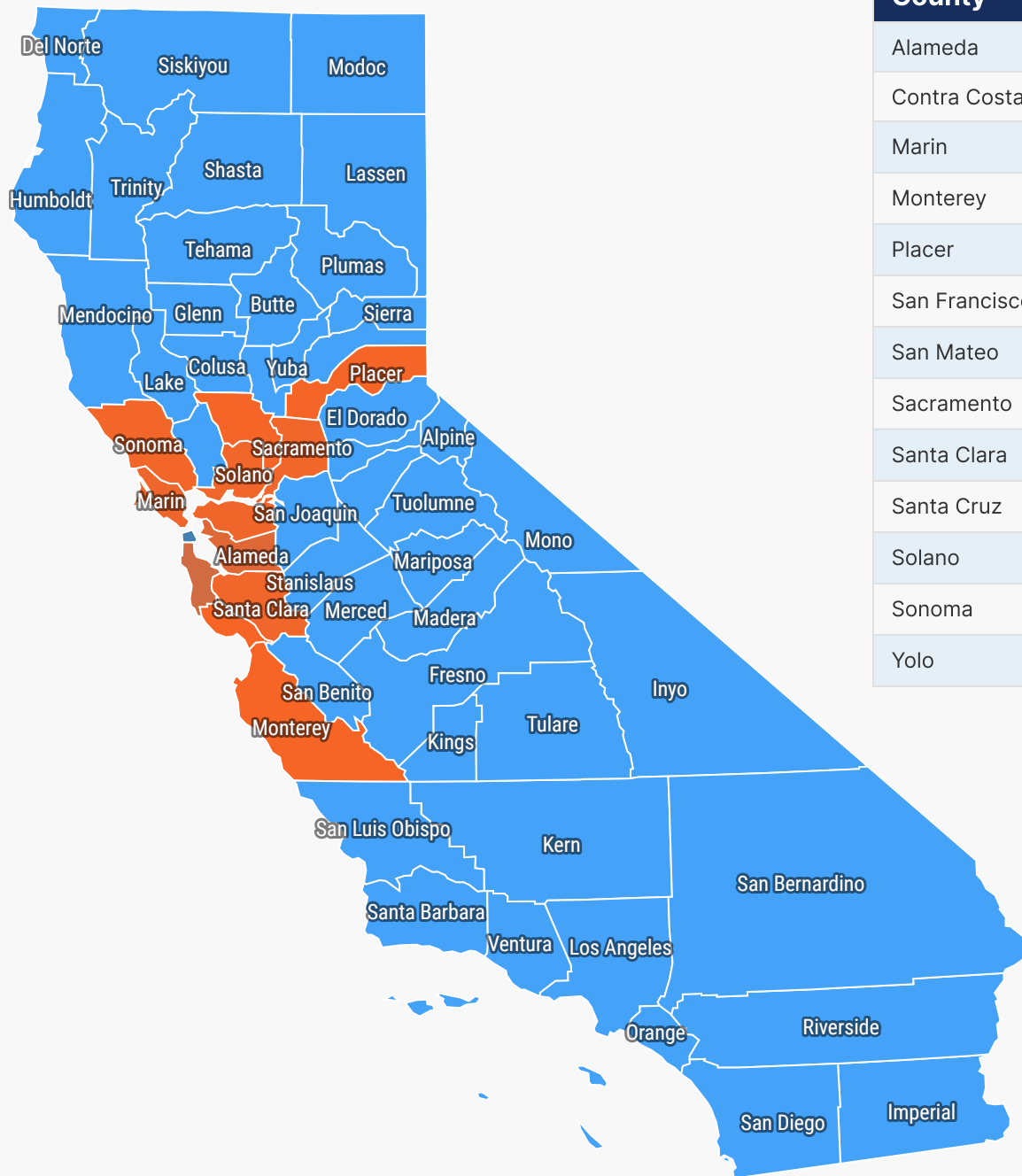
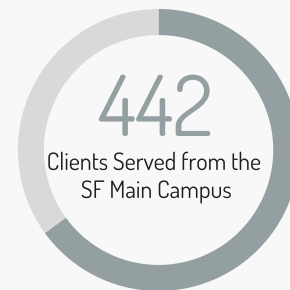


Intakes & Discharges (#)



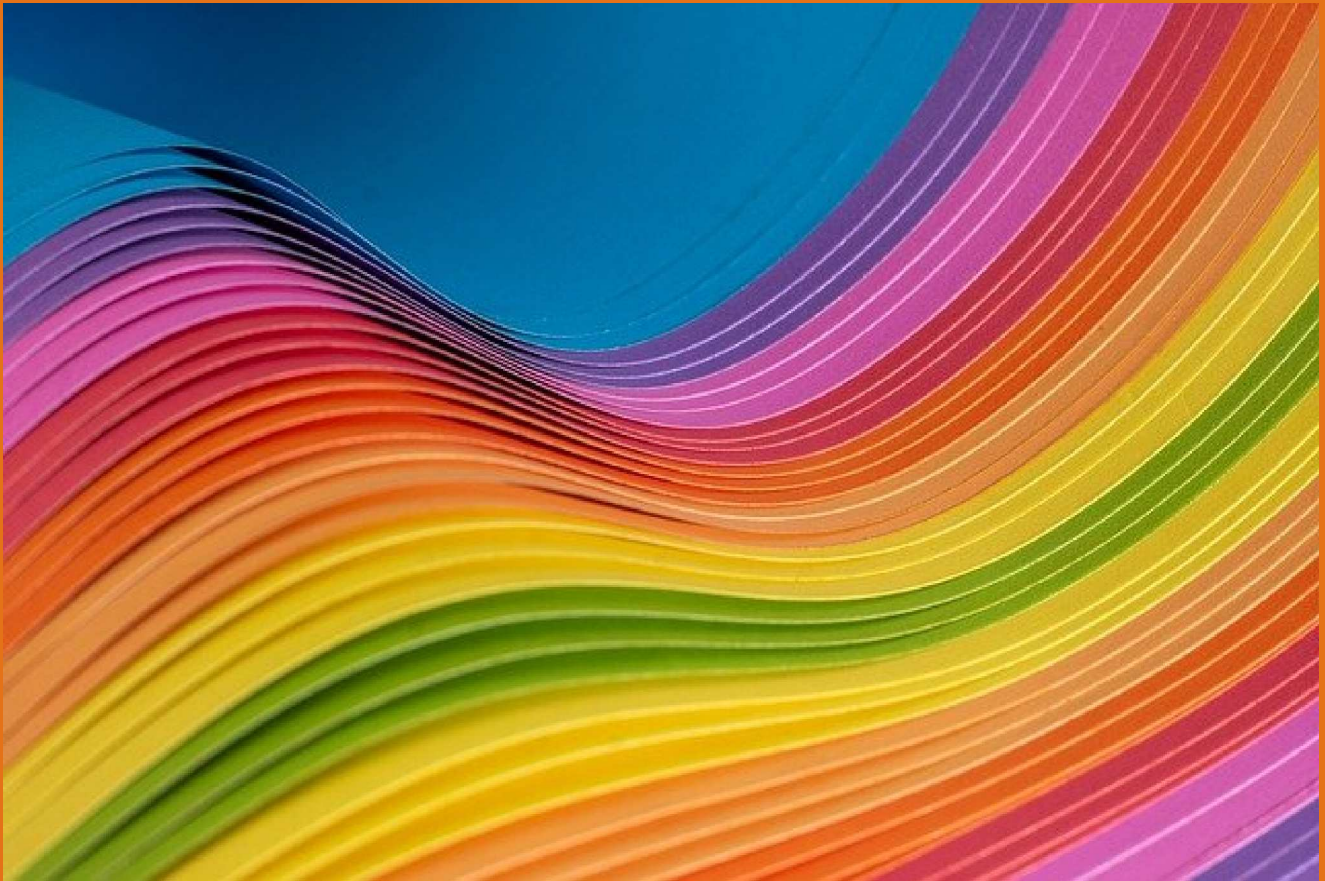
- Female
- Male
- Gender Queer/Gender Non-binary/Neither exclusively Male or Female
- Declined to state
- Female-to-Male (FTM)/Transgender Male/Trans Man
- Male-to-Female (MTF)/Transgender Female/Trans Woman
- Other

SF Main Campus (Vicente) FY 22



County	#
Alameda	35
Contra Costa	10
Marin	14
Monterey	1
Placer	3
San Francisco	276
San Mateo	58
Sacramento	11
Santa Clara	9
Santa Cruz	2
Solano	9
Sonoma	7
Yolo	4

Conclusion & Next Steps





Short Term Benefits of Report: Awareness About Our Reach

Why is it important to collect demographic and aggregated data on clients served?

These are basic and necessary steps for designing, implementing, and assessing the impact of our programs and investments, and the answers can only be found by gathering and analyzing demographic data – disaggregated by variables such as race, ethnicity, gender, and sexual orientation. These dimensions, and others such as age, and geography, allow us to illuminate effective strategies, gaps and overlaps, and opportunities to measure impact for distinct communities and populations that we serve. Such data will also point us to an understanding of who we need on our staff and in our leadership so that Edgewood and our partners reflect and engage the communities we serve, which is essential for ensuring that our approaches are culturally-responsive and relevant.

Next Steps:

Continue to document long-term impact

Continue to supplement clients served numbers (quantitative evidence) with qualitative data and evidence

Implement an agency-wide qualitative study, linking clients served with trauma-informed agency shift, and DEI (diversity, equity, inclusion) to client impact

Continue to integrate client and staff voice into Edgewood's narrative

Align categories with grant requirements

Collect client data on trauma and the impact of Edgewood's TIS organizational shift and purpose

Conclusion

This report represents an opportunity, and our continuous efforts towards being data-driven. In 2023, we will finalize our agency wide implementation plan to collect client-level feedback data across programs and regions. Edgewood's tools to collect and share demographic data on clients served have been improved over the past several years – and now is the time to position our organization to leverage our client data for impact, and to engage with such data collection tools to inform continual improvements and to ensure our organization has the kind of data that can be used effectively to better serve our community and be more trauma-informed.

Questions about this report?
Specific data requests?

Contact Nisaa Kirtman, Ph.D.
Research & Evaluation Consultant
NisaaK@edgewoodcenter.org

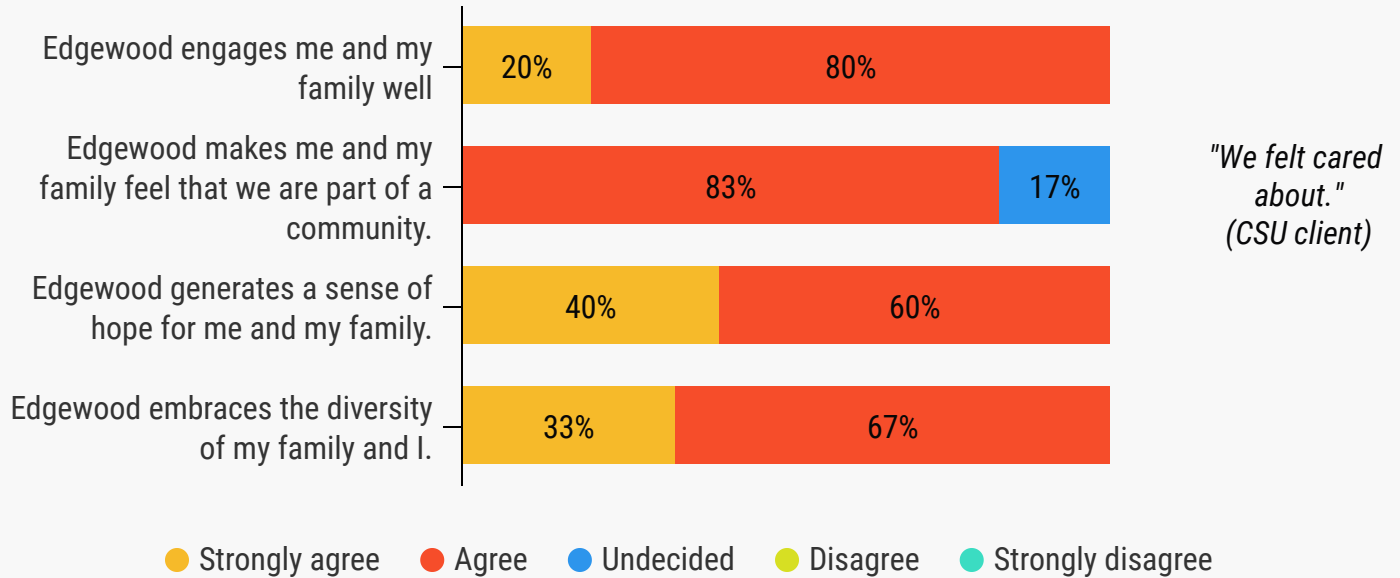
Appendix A: Client Satisfaction

In the summer of 2021, Edgewood Leadership and the agency's Research and Evaluation Consultant co-developed and administered a Client Satisfaction as part of our piloting process to collect client-level satisfaction feedback from parents/caregivers, both qualitatively and quantitatively. The following section represents a small sample (N=14) of parent /caregiver client feedback based on our initial roll-out. We plan to increase an agency-wide rollout in 2023 to collect satisfaction feedback from all youth clients and families that we serve.

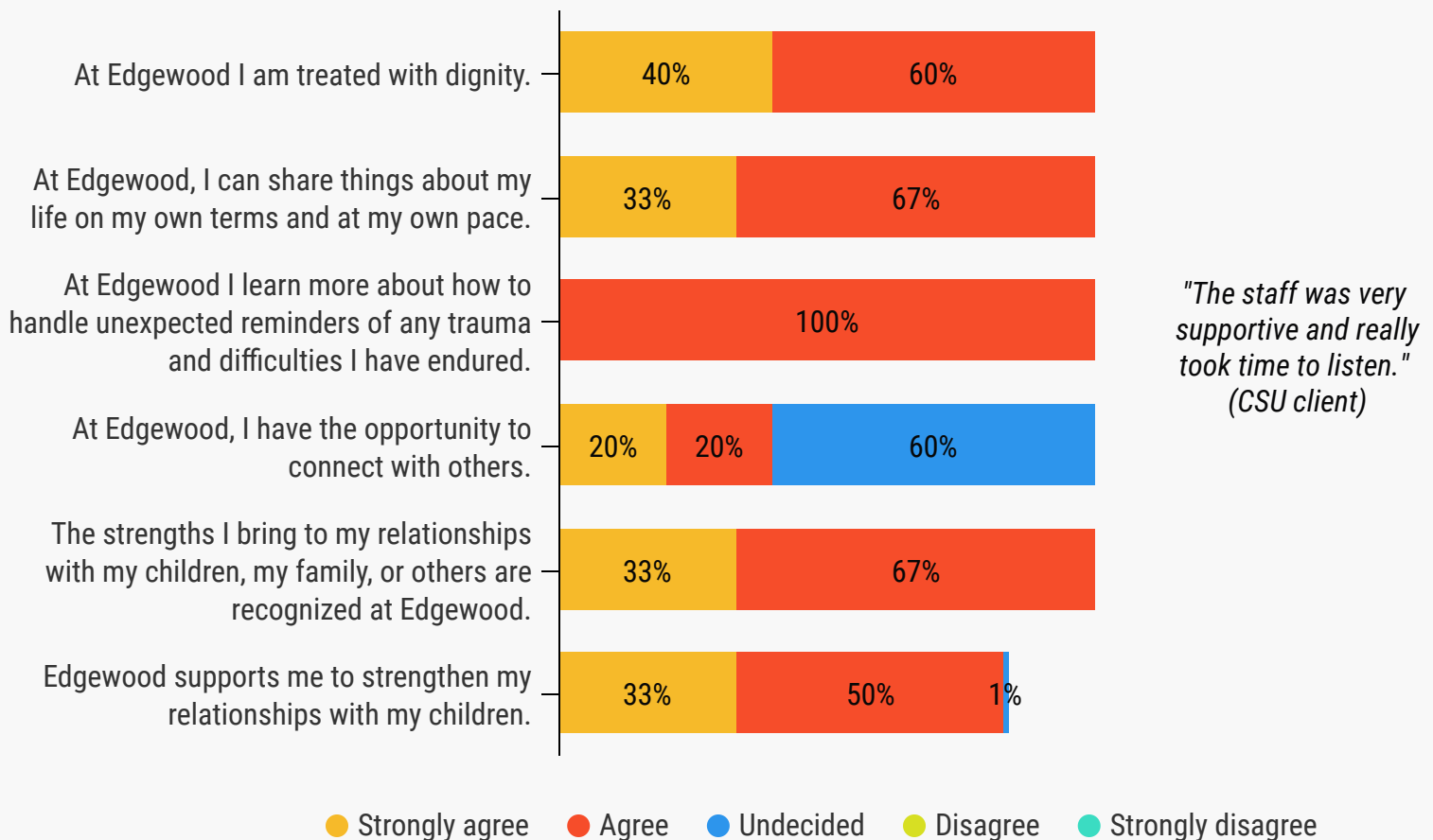


Client Satisfaction Survey: Preliminary Findings

Satisfaction: Alignment with Edgewood's Core Values

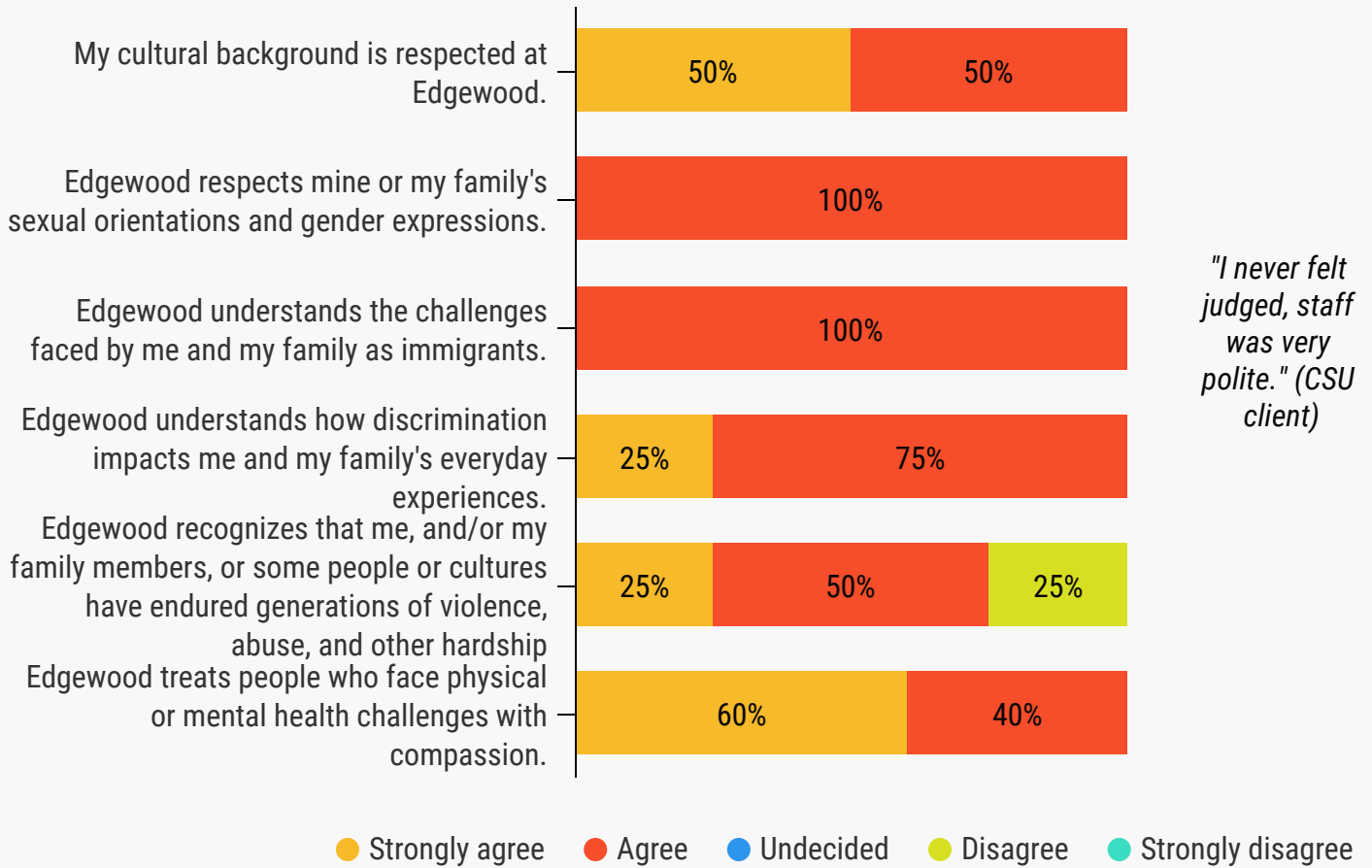


Strengths & Connection

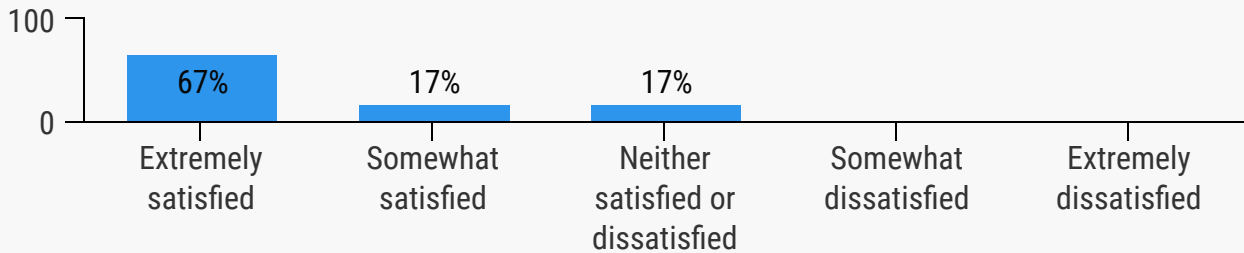


Client Satisfaction Survey: Preliminary Findings

Cultural Responsiveness & Inclusivity



Overall, how satisfied are you with Edgewood Center for Children and Families?



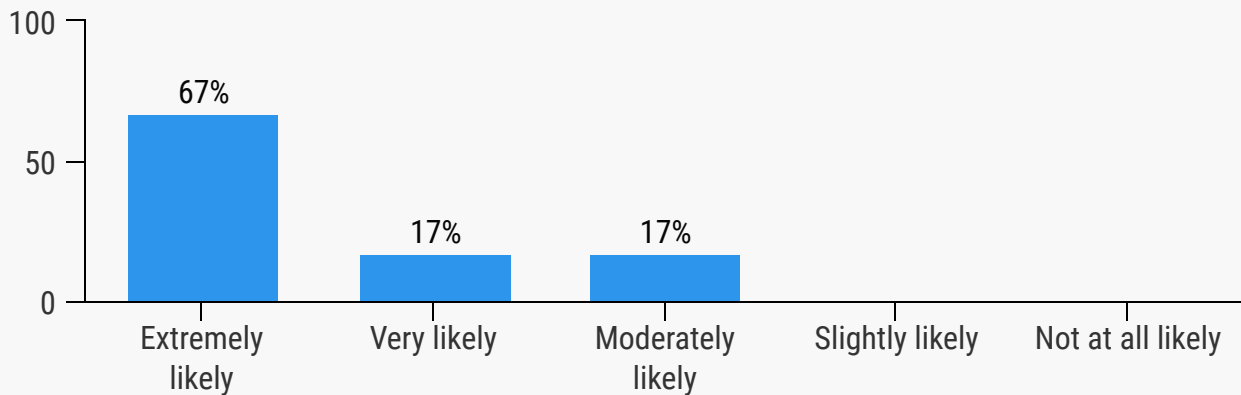
"I was satisfied with the care my son received and also the staff was very helpful and kind to us and very informative. I just felt that it was too short of a stay and my son could have used a longer stay there as he was continuing to feel better. It was hard to have him come home still feeling a bit uneasy. The therapist that did our meeting did assure me that we could bring him back again if he started having the same suicidal feelings so that was helpful to know and I really appreciate that." (CSU client)

"Just started. Child needs to be supported at school." (TBS client)

"Overall it was very positive." (CSU client)

Client Satisfaction Survey: Preliminary Findings

Based on your experience with Edgewood, how likely are you to recommend our services to a friend or family member?



"The staff is very caring and helpful and especially helped my son to feel better. They made me feel like I was a good mom despite all that was going on at home with my son, which most other places we have gone for help did not do. I have felt like a failure for so long, so to have the staff help me along with my son was a blessing!" (CSU client)

"This was our first time coming and it was an excellent experience. I feel like I have a better handle on how to help my daughter." (CSU client)

"They really helped my child to feel safe and she was feeling so much better. I was really scared and they helped to ease my mind too. I am so happy I was told to bring my daughter there." (CSU client)

"We are over the moon for TBS services. Behaviors have improved and our family feels very supported. I feel like we have the support and tools to help foster better behaviors and our little one has become more empowered to communicate his needs and feelings." (TBS client)

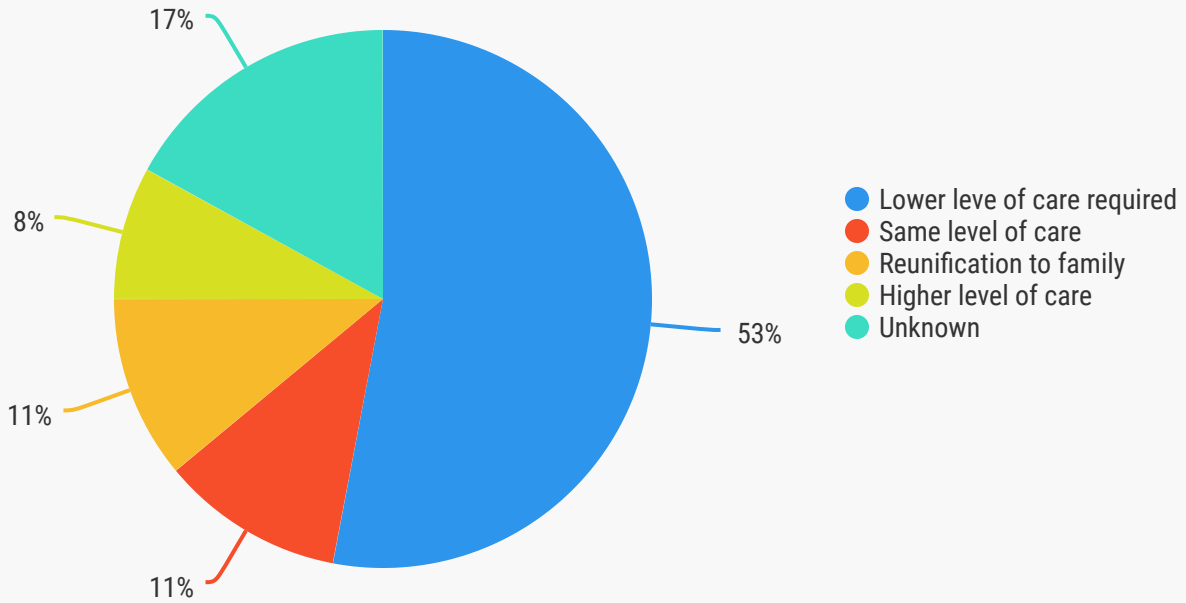
Appendix B: Discharge Reasons & Plans

The following section summarizes clients' discharge reasons and plan counts for the previous fiscal year, FY 21.

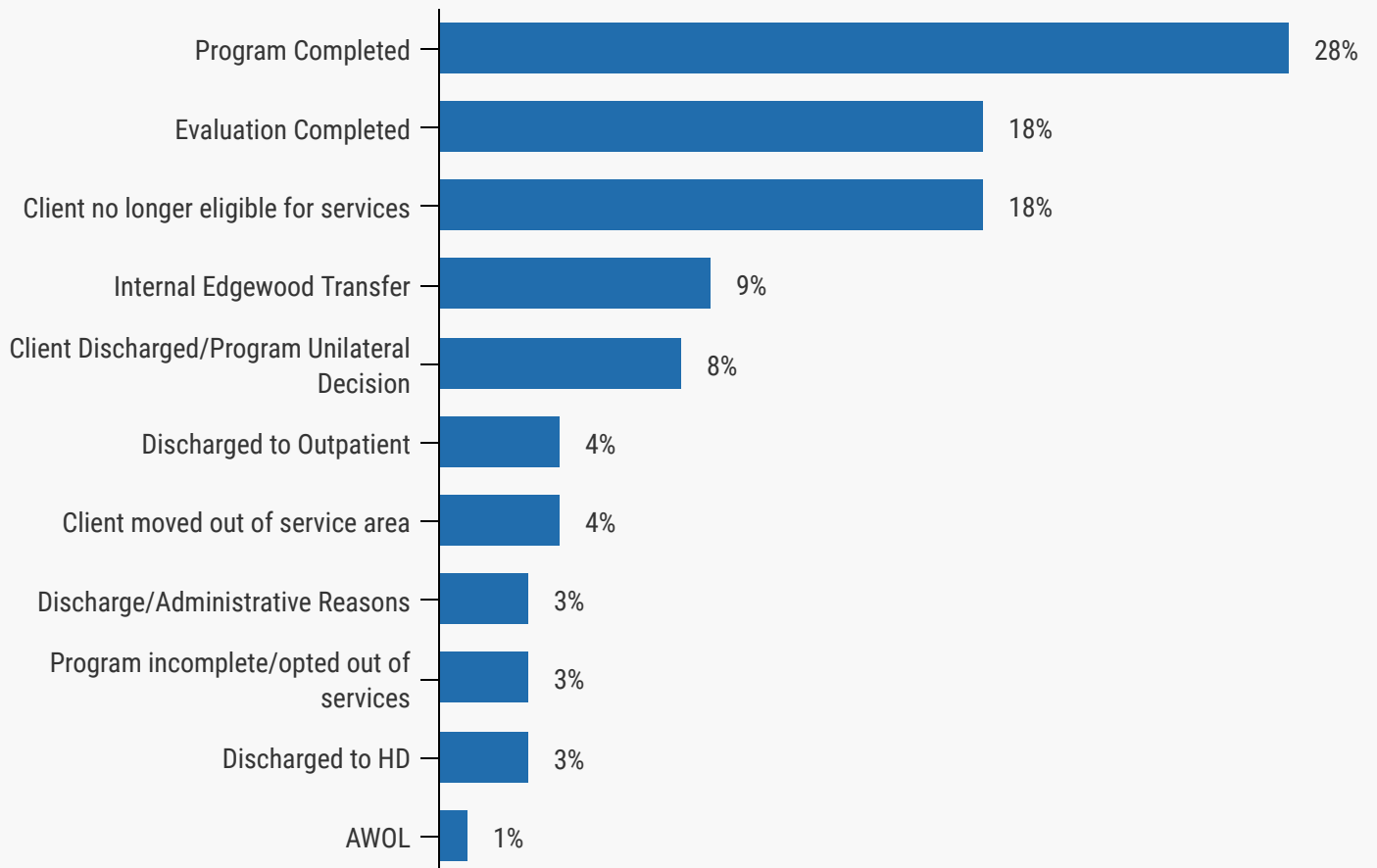


Discharge Reasons & Plans (N=757)

Discharge Reason



Discharge Plan



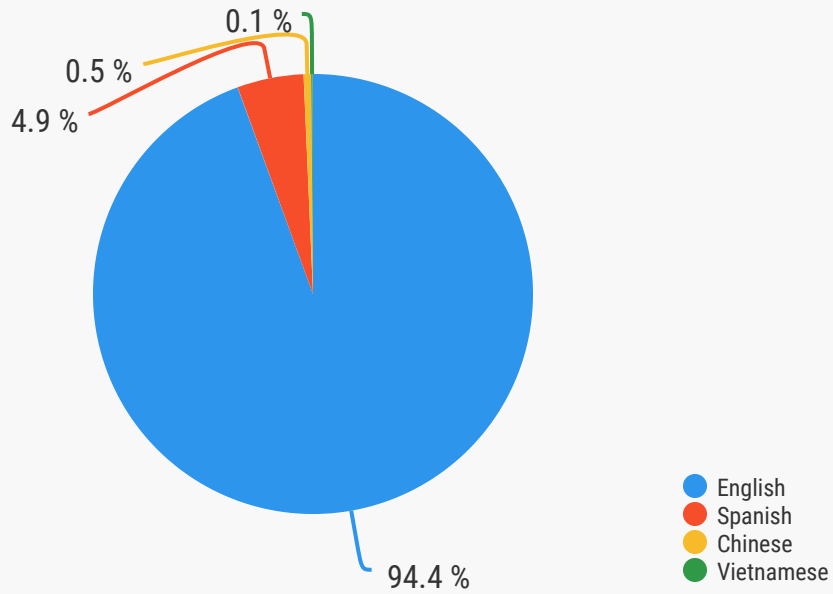
Appendix C: Primary Language & Translation

The following section summarizes clients' primary language, and translation service counts for the prior fiscal year (FY 21), organized by vendor, program, and languages translated.

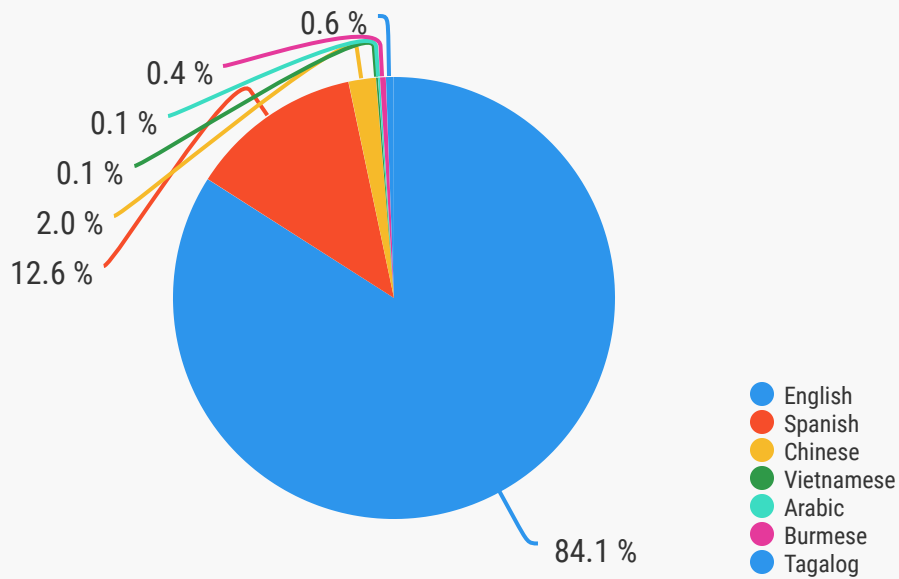


Youth & Caregiver Primary Language

Youth Client Primary Language

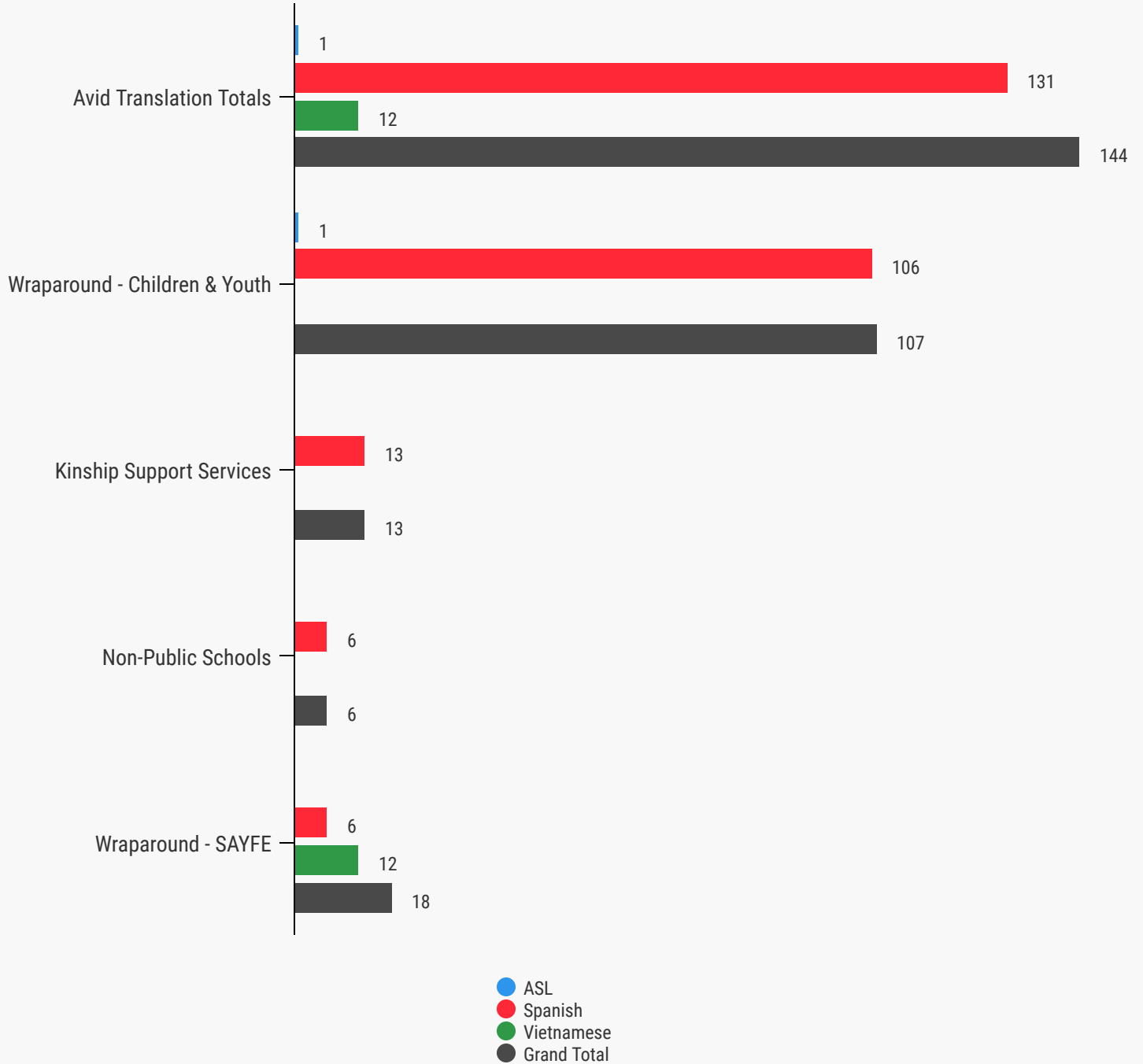


Caregiver Primary Language



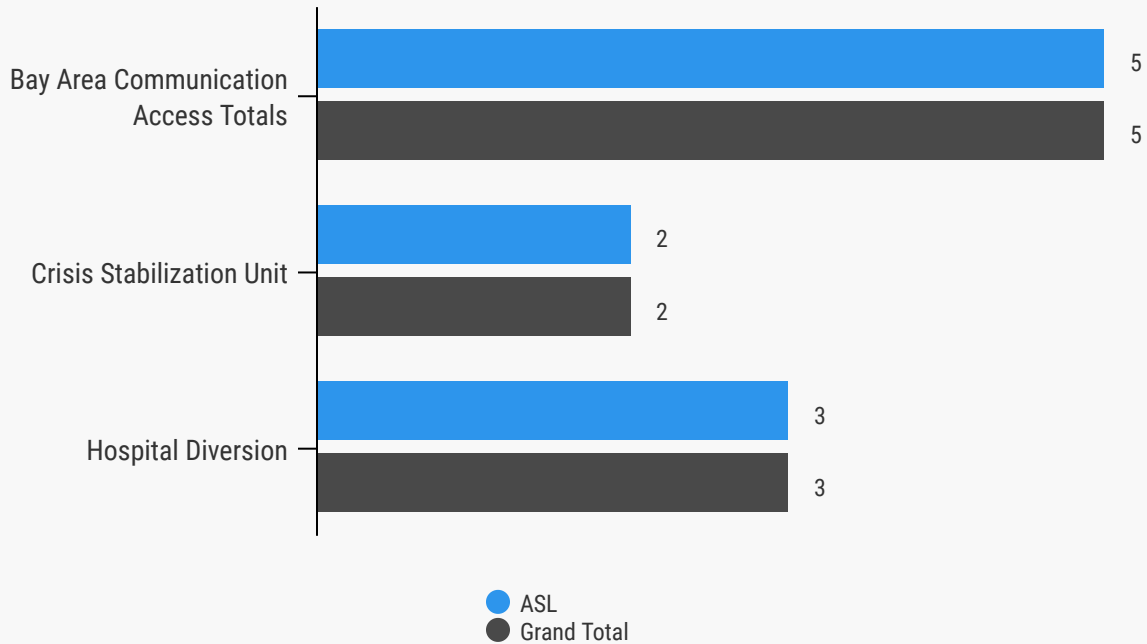
Language Translation Services: Counts

Avid Translation

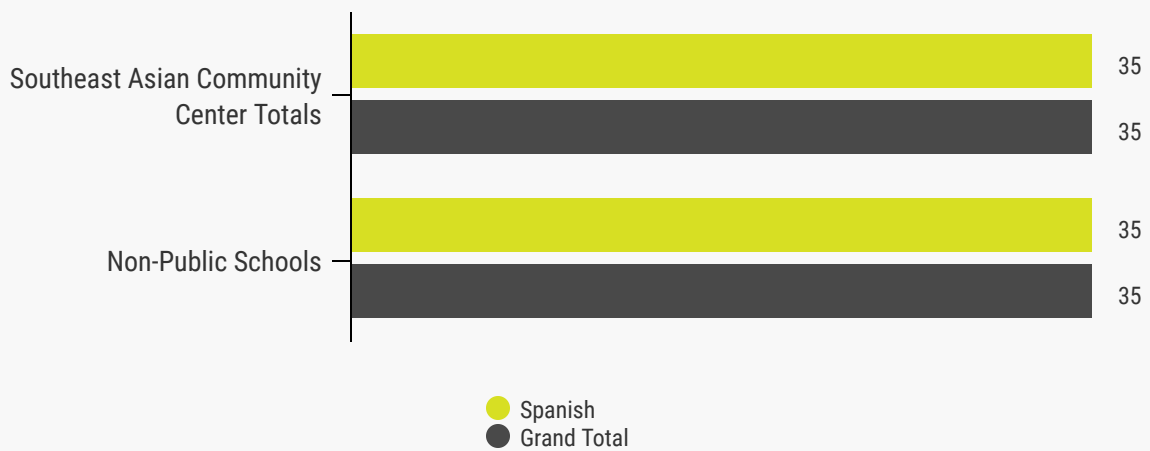


Language Translation Services: Counts

Bay Area Communication Access

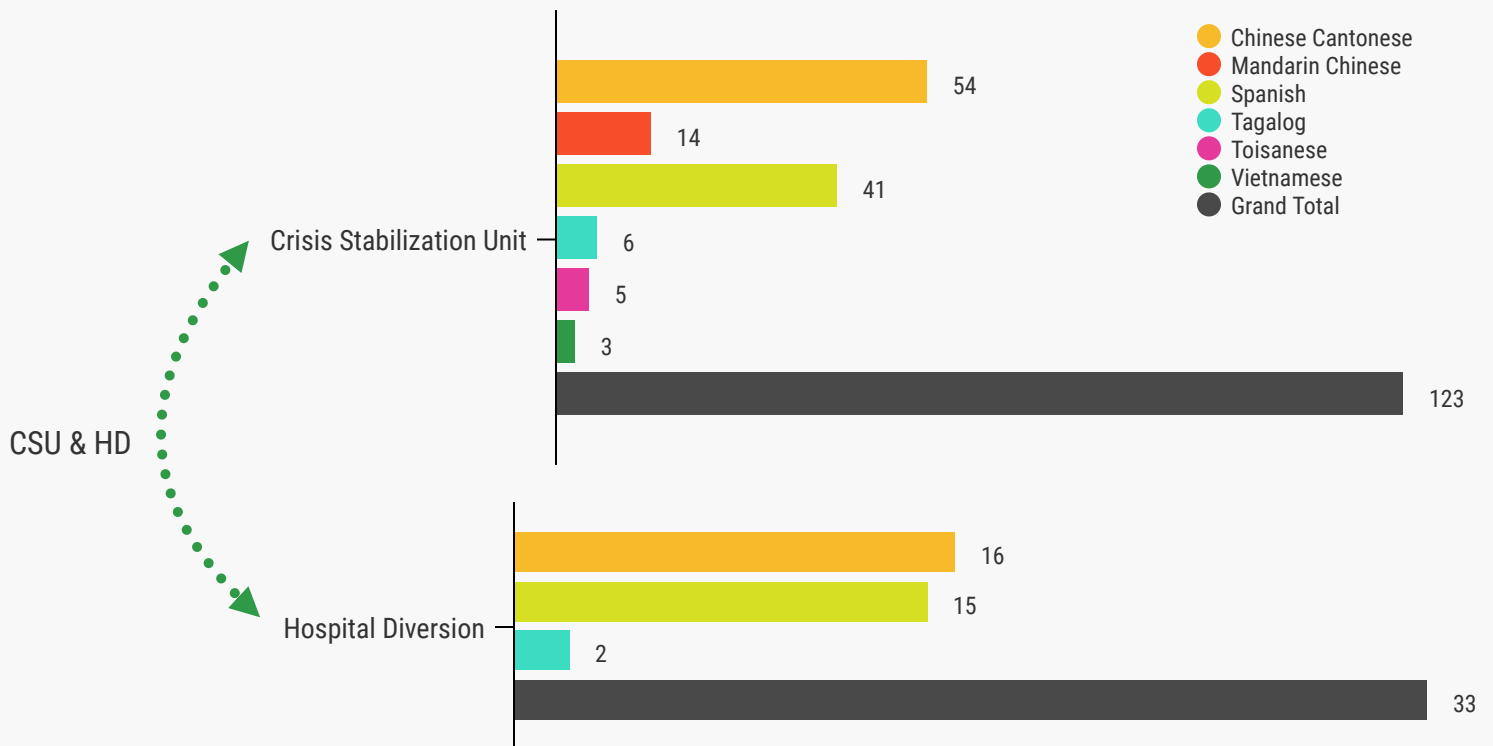
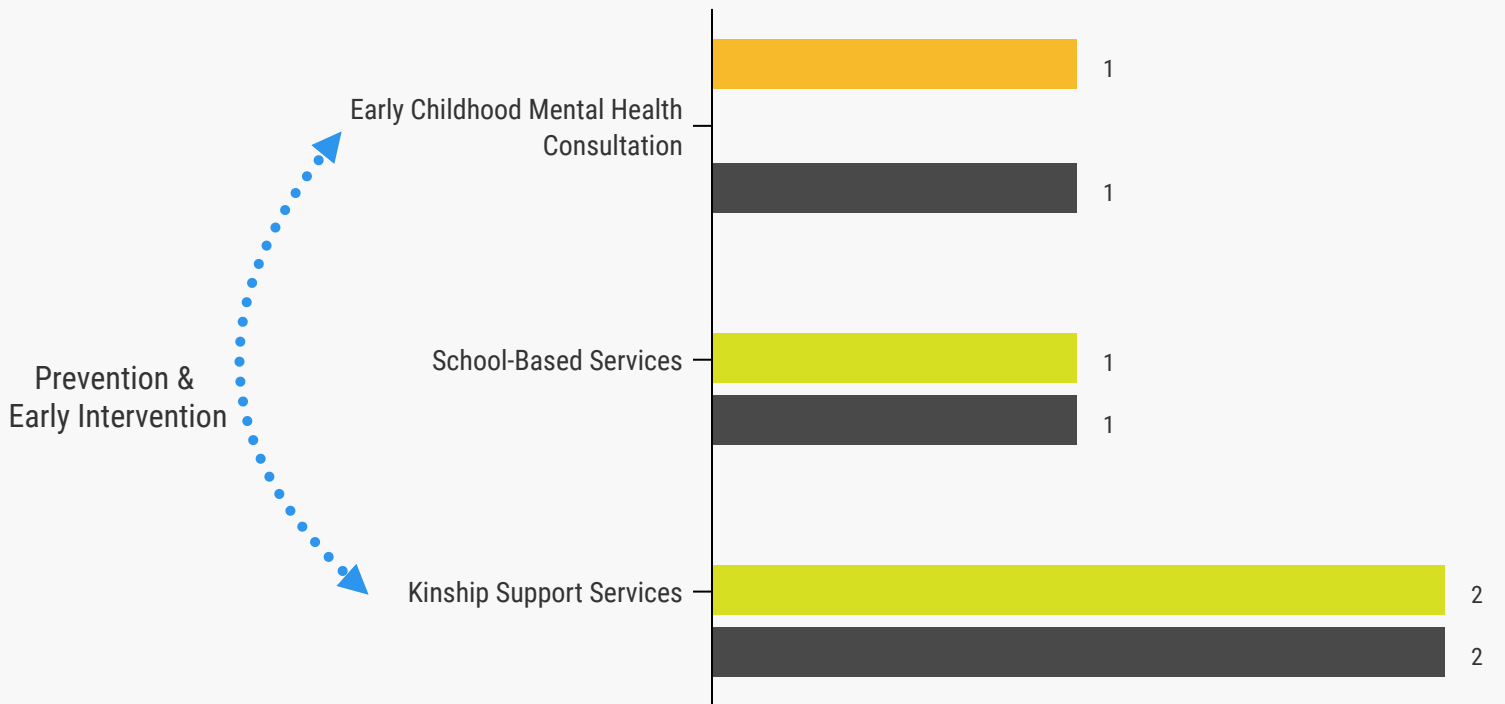


Southeast Asian Community Center



Language Translation Services: Counts

Certified Languages International



Language Translation Services: Counts

Certified Languages International (Continued)

