Edgewood Center for Children & Families
Clients Served Fiscal Year 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 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.
Edgewood Clients FY 22 (Aggregate)

Racial/Ethnic Identity (%)

- Latino/Other Spanish American: 25%
- Black/African American: 24%
- Chicano/Mexican American: 12%
- White: 9%
- Chinese/Chinese American: 9%
- Unknown: 8%
- Pilipino/Filipino: 3%
- Polynesian: 3%
- Other Asian: 2%
- Declined to State: 2%
- Other: 2%
- American Indian/Alaskan Native/Indigenous: 1%
- Pacific Islander: 1%
- Less than 1%

Gender Identity (%)

- Female: 50%
- Male: 45%
- Declined to State: 4%
- Gender Queer/Gender Non-Binary/Neither Exclusively Male or Female: 2%
- Female-to-Male (FTM)/Transgender: 1%
- Male/Trans Man: 0.5%
- Male-to-Male (MTF)/Transgender: 0.5%
- Woman/Trans Woman: 0.5%

Sexual Identity (%)

- Declined/Not Stated: 63%
- Heterosexual/Straight: 20%
- Bisexual: 7%
- Other/Not Listed/Additional Sexual Orientation Category: 4%
- Questioning/Unsure: 2%
- Lesbian/Gay/Homosexual: 2%
- Queer: 1%
- Asexual: 0.5%

*Race/Ethnicity and Gender Identity counts for this report do not include P & EI programs.
Edgewood Clients FY 22 (Aggregate)

Age Distribution (%)

- 25.5%
- 19.6%
- 8.5%
- 46.4%

Caregivers/18+  
Age 18-25  
Age 6-17  
Age 0-5

*Age distribution counts for this report do not include P & EI programs.*
Edgewood Clients FY 22 (Aggregate)

County Distribution (%)

- San Francisco: 75%
- San Mateo: 17%
- Alameda: 2%
- Contra Costa: 2%
- Solano: 2%
- Other counties 1% or less: 1% (Merced, Monterey, Placer, Sacramento, Santa Clara, Santa Cruz, Shasta, Sonoma, Yolo)

County #

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<td>Yolo</td>
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Edgewood Clients Served FY 22 (Aggregate)

%’s Clients Served by Service Type

- Prevention & Early Intervention: 67.3%
- Community-Based Treatment: 16.0%
- Crisis Stabilization Unit: 9.8%
- Residential Treatment: 5.3%
- Day Treatment: 1.6%

Intakes & Discharges - Agency-wide

- Intakes: 219
- Discharges: 557
Edgewood Clients Served
Between FY's 20-22 (3 Year Overview)

Prevention & Early Intervention (#'s)

- Early Childhood Mental Health Consult.:
  - 2022: 617
  - 2021: 1,237

- Family Resource Center (FRC):
  - 2022: 430
  - 2021: 1,005

- Drop-In Center (North & South Combined):
  - 2022: 103
  - 2021: 124

- Food Bank:
  - 2022: 272
  - 2021: 248

- School-Based Services (Behavior Coaching, Youth & Family Advocacy, School Climate Consultation):
  - 2022: 160
  - 2021: 275

- Kinship Support Services:
  - 2022: 357

- Transitional Housing Program (THP+):
  - 2022: 12

Community-Based Treatment (#'s)

- Wraparound:
  - 2022: 270
  - 2021: 277

- Outpatient Clinic SF (School-Based Mental Health Outpatient Services):
  - 2022: 125
  - 2021: 104

- Therapeutic Behavioral Services (TBS):
  - 2022: 48
  - 2021: 68

- Kinship Mental Health (San Mateo):
  - 2022: 19
  - 2021: 40

- Transitional Housing Program (THP+):
  - 2022: 12

*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)

- Crisis Stabilization Unit (CSU) 2022: 310, 2021: 265, 2020: 156

Day 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 FY 22 (Aggregate)

**Prevention & Early Intervention** (n=1,813)
- Kinship Support Services: 357
- Food Bank: 272
- Drop-in Center (North & South Combined): 103
- School-Based Services (Behavior Coaching, Youth & Family Advocacy, School Climate Consultation): 66

**Community-Based Treatment** (n=430)
- Wraparound: 270
- Outpatient Clinic SF (School-Based Mental Health Outpatient Services): 104
- Therapeutic Behavioral Services (TBS): 41
- Kinship Mental Health (San Mateo): 15

**Residential Treatment, Hospital Diversion, & CSU** (n=407)
- Crisis Stabilization: 265
- Hospital Diversion (HD): 124
- Residential Treatment: 18

*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

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<td>Solano</td>
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San Mateo FY 22

# of Clients Served

- **Wraparound - Children and Youth (CY):** 110
- **Drop-In Center (North & South Combined):** 103
- **Kinship Support Services (Includes Healthy Kin Program):** 71
- **Wraparound (SAYFE):** 68
- **Wraparound - Transition Age Youth (TAY):** 63
- **Kinship Mental Health:** 15

Prevention & Early Intervention

Community-Based Treatment

Racial/Ethnic Identity (%)

- **Latino/Other Spanish American:** 41%
- **Unknown:** 22%
- **White:** 12%
- **Declined to state:** 11%
- **Black/African American:** 7%
- **Pacific Islander:** 2%
- **Other 1% or less:** 1%

* Other 1% or less = Pilipino/Filipino, Other, Other Asian, Polynesian, Chicano/Mexican American, American Indian/Alaskan Native, East Indian/Pakistani, Middle Eastern/North African

Gender Identity (%)

- **Female:** 44.2%
- **Male:** 24.6%
- **Declined to state:** 11.0%
- **Female-to-Male (FTM)/Transgender Male/Trans Man:** 2.0%
- **Male-to-Female (MTF)/Transgender Female/Trans Woman:** 0.7%
- **Gender Queer/Gender Non-binary/Neither exclusively Male or Female:** 0.2%
- **Other 1% or less:** 8.7%

Age Distribution (%)

- **Age 0-5:** 11.0%
- **Age 6-17:** 42.3%
- **Age 18-25:** 24.6%
- **Age 18-25 (and Caregiver):** 22.0%
- **Caregivers/26+:** 0.0%

Intakes & Discharges (#)

- **Intakes:** 77
- **Discharges:** 0
San Mateo FY 22

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<td>San Mateo</td>
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SF Main Campus (Vicente) FY 22

# of Clients Served

- Crisis Stabilization: 265
- Hospital Diversion: 124
- Residential Treatment: 18
- Non-Public School (NPS): 35

Racial/Ethnic Identity (%)

- White: 24%
- Unknown: 21%
- Latino/Other Spanish American: 13%
- Black/African American: 11%
- Other: 8%
- Chicano/Mexican American: 6%
- Pilipino/Filipino: 6%
- Asian: 4%
- Other: 2%
- Other 1% or less

Age Distribution (%)

- Age 0-5: 14%
- Age 6-17: 86%
- Age 18-25: 0.1%

Gender Identity (%)

- Female: 55%
- Male: 26%
- Gender Queer/Gender Non-binary/Neither exclusively Male or Female: 9%
- Declined to state: 5%
- Female-to-Male (FTM)/Transgender Male/Trans Man: 2%
- Male-to-Female (MTF)/Transgender Female/Trans Woman: 2%
- Other: 0.1%

Intakes & Discharges (#)

- Intakes: 28
- Discharges: 0
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**SF Main Campus (Vicente) FY 22**

Clients Served from the SF Main Campus: 442
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

- Edgewood engages me and my family well
  - Strongly agree: 20%
  - Agree: 80%

- Edgewood makes me and my family feel that we are part of a community.
  - Strongly agree: 83%
  - Agree: 17%

- Edgewood generates a sense of hope for me and my family.
  - Strongly agree: 40%
  - Agree: 60%

- Edgewood embraces the diversity of my family and I.
  - Strongly agree: 33%
  - Agree: 67%

Strengths & Connection

- At Edgewood I am treated with dignity.
  - Strongly agree: 40%
  - Agree: 60%

- At Edgewood, I can share things about my life on my own terms and at my own pace.
  - Strongly agree: 33%
  - Agree: 67%

- At Edgewood I learn more about how to handle unexpected reminders of any trauma and difficulties I have endured.
  - Strongly agree: 100%

- At Edgewood, I have the opportunity to connect with others.
  - Strongly agree: 20%
  - Agree: 20%
  - Undecided: 60%

- The strengths I bring to my relationships with my children, my family, or others are recognized at Edgewood.
  - Strongly agree: 33%
  - Agree: 67%

- Edgewood supports me to strengthen my relationships with my children.
  - Strongly agree: 33%
  - Agree: 50%
  - Undecided: 1%

"We felt cared about." (CSU client)

"The staff was very supportive and really took time to listen." (CSU client)
Client Satisfaction Survey: Preliminary Findings

Cultural Responsiveness & Inclusivity

- My cultural background is respected at Edgewood. [50% Strongly agree, 50% Agree]
- Edgewood respects mine or my family's sexual orientations and gender expressions. [100% Agree]
- Edgewood understands the challenges faced by me and my family as immigrants. [100% Agree]
- Edgewood understands how discrimination impacts me and my family's everyday experiences. [25% Strongly agree, 75% Agree]
- Edgewood recognizes that me, and/or my family members, or some people or cultures have endured generations of violence, abuse, and other hardship. [25% Strongly agree, 50% Agree, 25% Undecided]
- Edgewood treats people who face physical or mental health challenges with compassion. [60% Strongly agree, 40% Agree]

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

- Extremely satisfied: 67%
- Somewhat satisfied: 17%
- Neither satisfied nor dissatisfied: 17%
- Somewhat dissatisfied: 0%
- Extremely dissatisfied: 0%

"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?

- **67%** Extremely likely
- **17%** Very likely
- **17%** Moderately likely
- **0%** Slightly likely
- **0%** Not at all likely

“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

- Lower level of care required: 53%
- Same level of care: 8%
- Reunification to family: 17%
- Higher level of care: 11%
- Unknown: 11%

Discharge Plan

- Program Completed: 28%
- Evaluation Completed: 18%
- Client no longer eligible for services: 18%
- Internal Edgewood Transfer: 9%
- Client Discharged/Program Unilateral Decision: 8%
- Discharged to Outpatient: 4%
- Client moved out of service area: 4%
- Discharge/Administrative Reasons: 3%
- Program incomplete/opted out of services: 3%
- Discharged to HD: 3%
- AWOL: 1%
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

- English: 94.4%
- Spanish: 4.9%
- Chinese: 0.5%
- Vietnamese: 0.1%

Caregiver Primary Language

- English: 84.1%
- Spanish: 12.6%
- Chinese: 2.0%
- Vietnamese: 0.1%
- Arabic: 0.4%
- Burmese: 0.1%
- Tagalog: 0.6%
Language Translation Services: Counts

Avid Translation

- Avid Translation Totals: 131
- Wraparound - Children & Youth: 106
- Kinship Support Services: 13
- Non-Public Schools: 6
- Wraparound - SAYFE: 12

Colors:
- ASL
- Spanish
- Vietnamese
- Grand Total
Language Translation Services: Counts

**Bay Area Communication Access**

- Bay Area Communication Access Totals: 5
- Crisis Stabilization Unit: 2
- Hospital Diversion: 3

Labels: ASL, Grand Total

**Southeast Asian Community Center**

- Southeast Asian Community Center Totals: 35
- Non-Public Schools: 35

Labels: Spanish, Grand Total
Language Translation Services: Counts

Certified Languages International

Early Childhood Mental Health Consultation
- Chinese Cantonese: 1

School-Based Services
- Spanish: 1

Kinship Support Services
- Toisanese: 2

Crisis Stabilization Unit
- Vietnamese: 54
- Mandarin Chinese: 14
- Tagalog: 6
- Spanish: 5
- Toisanese: 3
- Grand Total: 123

Hospital Diversion
- Vietnamese: 16
- Spanish: 2
- Grand Total: 33

Prevention & Early Intervention

CSU & HD
Language Translation Services: Counts

Certified Languages International (Continued)

- Turning Point
  - Chinese Cantonese: 2
  - Mandarin Chinese: 1
  - Spanish: 1
  - Vietnamese: 1
  - Grand Total: 5
- Wraparound
  - Chinese Cantonese: 2
  - Mandarin Chinese: 1
  - Spanish: 2
  - Vietnamese: 2
  - Grand Total: 7
- Wraparound - Transition Age Youth (TAY)
  - Chinese Cantonese: 2
  - Mandarin Chinese: 2
  - Spanish: 1
  - Vietnamese: 1
  - Grand Total: 7
- Therapeutic Behavioral Services (TBS)
  - Chinese Cantonese: 2
  - Mandarin Chinese: 2
  - Spanish: 3
  - Vietnamese: 1
  - Grand Total: 9
- Wraparound - SAYFE
  - Chinese Cantonese: 2
  - Mandarin Chinese: 2
  - Spanish: 1
  - Vietnamese: 1
  - Grand Total: 6
- Wraparound - Children & Youth (CY)
  - Chinese Cantonese: 2
  - Mandarin Chinese: 2
  - Spanish: 2
  - Vietnamese: 2
  - Grand Total: 6
- Admissions
  - Chinese Cantonese: 11
  - Mandarin Chinese: 28
  - Spanish: 28
  - Vietnamese: 28
  - Grand Total: 69

Community-Based Treatment

- Turning Point
  - Chinese Cantonese: 2
  - Mandarin Chinese: 1
  - Spanish: 1
  - Vietnamese: 1
  - Grand Total: 5
- Wraparound
  - Chinese Cantonese: 2
  - Mandarin Chinese: 1
  - Spanish: 2
  - Vietnamese: 2
  - Grand Total: 7
- Wraparound - Transition Age Youth (TAY)
  - Chinese Cantonese: 2
  - Mandarin Chinese: 2
  - Spanish: 1
  - Vietnamese: 1
  - Grand Total: 7
- Therapeutic Behavioral Services (TBS)
  - Chinese Cantonese: 2
  - Mandarin Chinese: 2
  - Spanish: 3
  - Vietnamese: 1
  - Grand Total: 9
- Wraparound - SAYFE
  - Chinese Cantonese: 2
  - Mandarin Chinese: 2
  - Spanish: 1
  - Vietnamese: 1
  - Grand Total: 6
- Wraparound - Children & Youth (CY)
  - Chinese Cantonese: 2
  - Mandarin Chinese: 2
  - Spanish: 2
  - Vietnamese: 2
  - Grand Total: 6
- Admissions
  - Chinese Cantonese: 11
  - Mandarin Chinese: 28
  - Spanish: 28
  - Vietnamese: 28
  - Grand Total: 69