



# Edgewood Center for Children & Families

## Clients Served Fiscal Year 2021



*Prepared by Nisaa Kirtman, Research & Evaluation Consultant*



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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 2020-21 fiscal year (July 1, 2020 - June 30, 2021). The purpose of this report is also to provide a snapshot of client satisfaction, language translation services, and discharge reasons and plans. 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 Bay View regions, as well as key regional Directors and staff, provided the Research and Evaluation Department with data on clients served during the 2020-2021 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: Family Resource Center, Kinship Support Services (SF), Transitional Housing Program, Therapeutic Behavioral Services San Mateo, Kinship Mental Health SF, Outpatient Clinic/School-Based Mental Health Services (San Mateo), Child & Family Treatment Collaborative.*



### Edgewood Regions & Service Types



<b>REGION</b>	<b>SERVICE TYPE</b>
<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 & After-School 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	

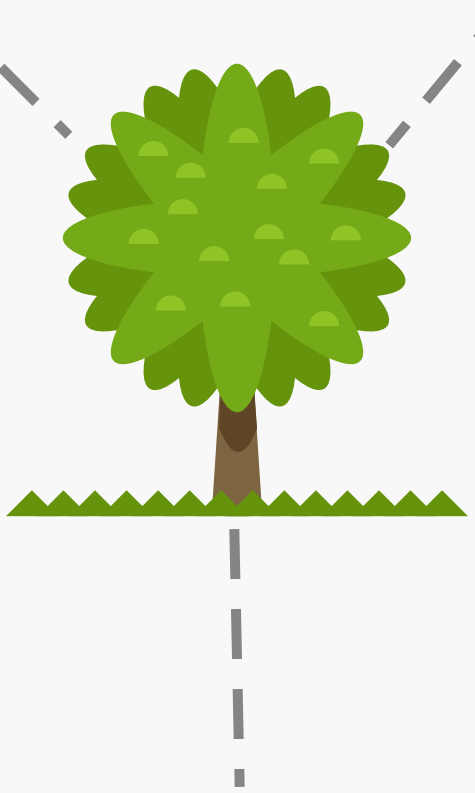


# Edgewood Center for Children & Families

## Programs By Region

### SF Community Programs/ Bayview-Hunter's Point

### San Mateo



### SF Vicente Campus

- **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**

- **Drop-In Center** (North & South)
- **Food Bank\*\***
- **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)**
  
- **After-School Intensive Services\*** (ASIS)
- **Intensive Outpatient\*** (IOP)

- **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 21

\*\*Counts for the current report for FY 21 only include one region

Note:  
SF Bayview-Hunter's Point services also includes the East Bay Concord Office

San Mateo services includes 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.



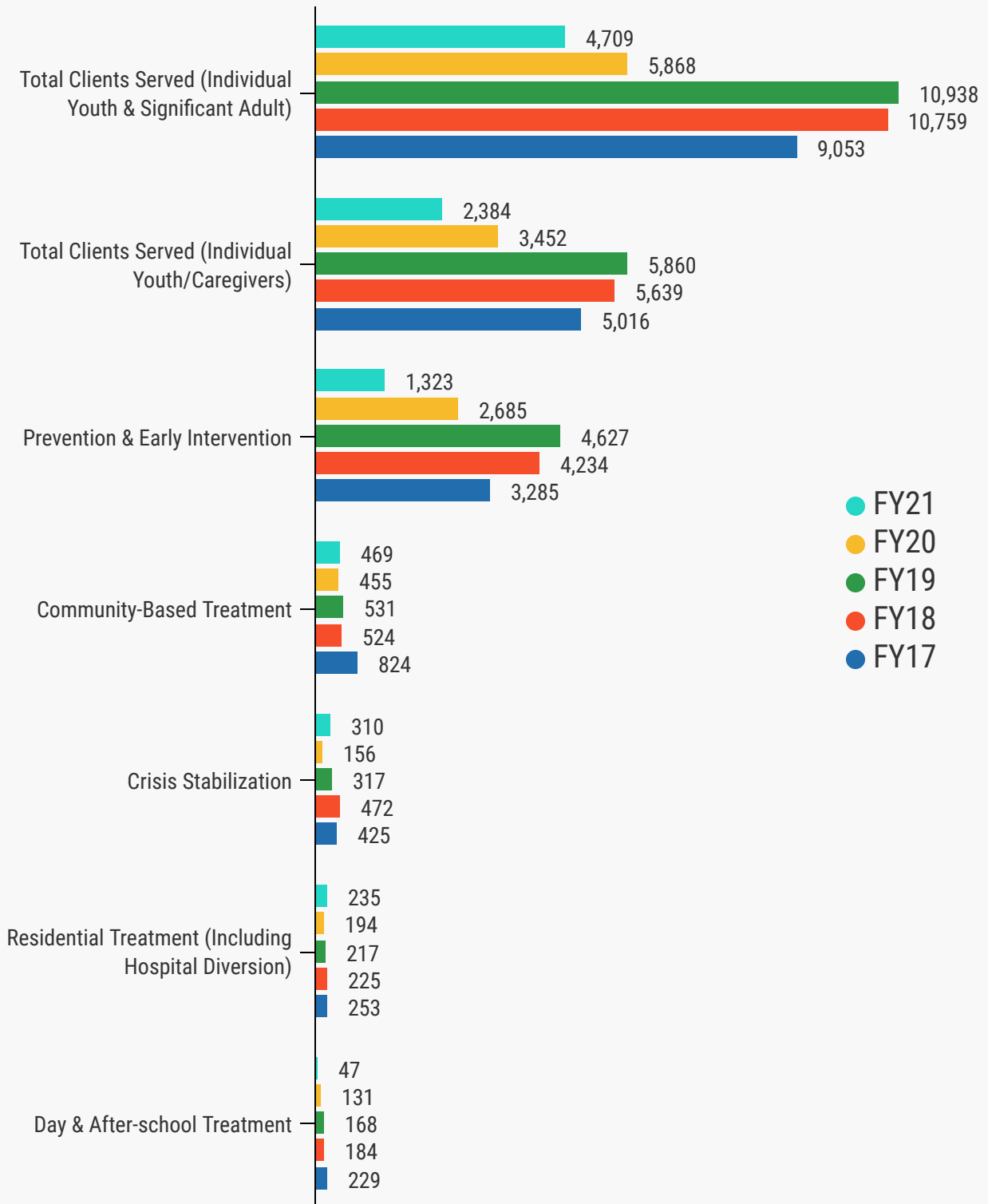
## Notes

- 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)

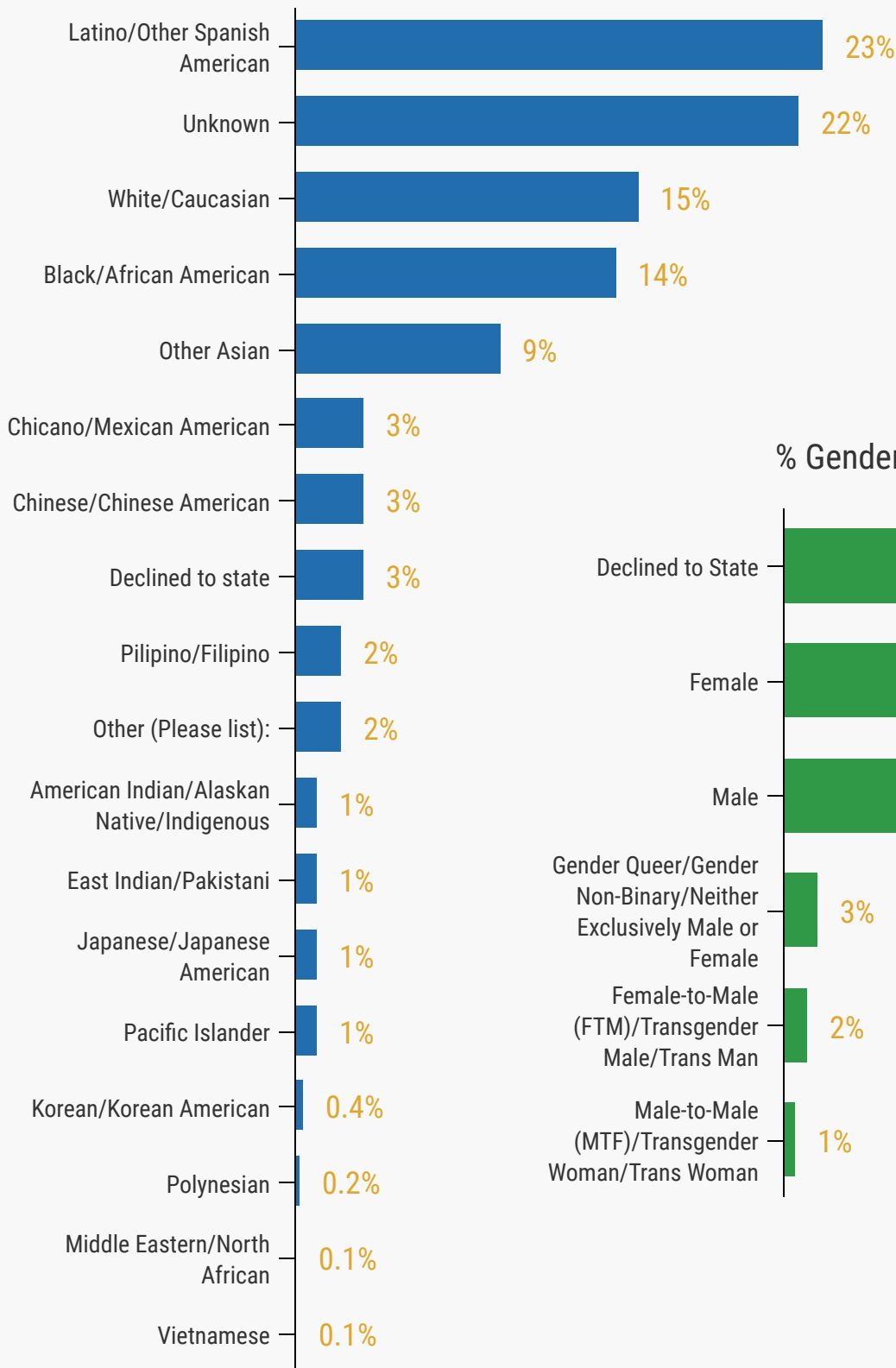
\* **Note:** The current report for FY 21 does not include the following programs, as these program counts were either not available at the time of data collection, or services were not provided: Family Resource Center, Kinship Support Services (SF), Transitional Housing Program, Therapeutic Behavioral Services San Mateo, Kinship Mental Health SF, Outpatient Clinic/School-Based Mental Health Services (San Mateo), Child & Family Treatment Collaborative. **Additional Note:** 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 2,384.

### #'s of Clients Served (By Service Type)

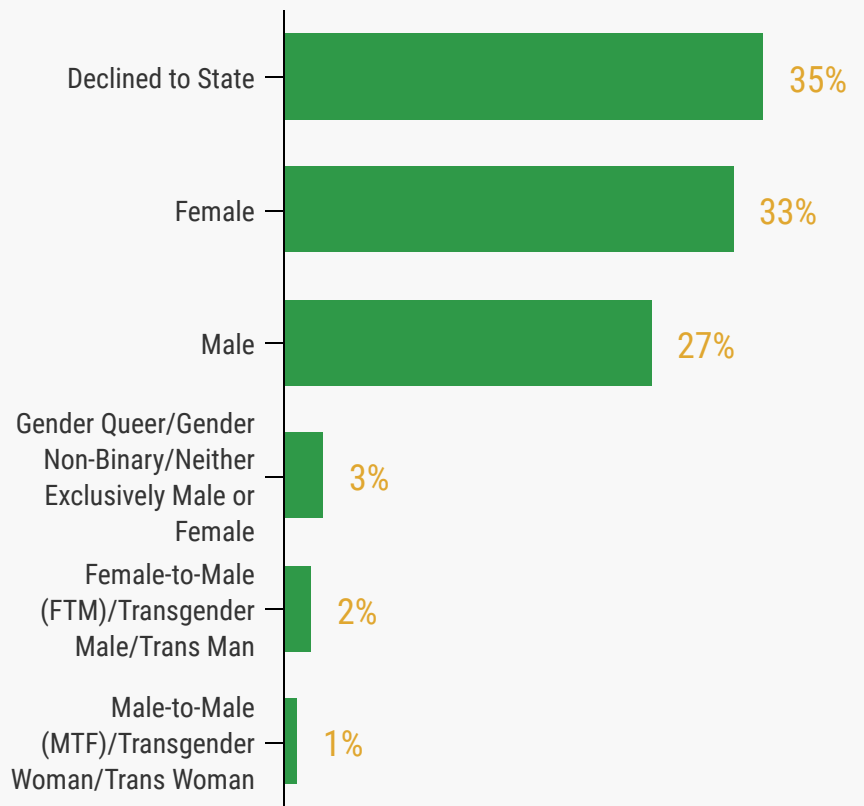


# Edgewood Clients FY 21 (Aggregate)

% Racial/Ethnic Identity



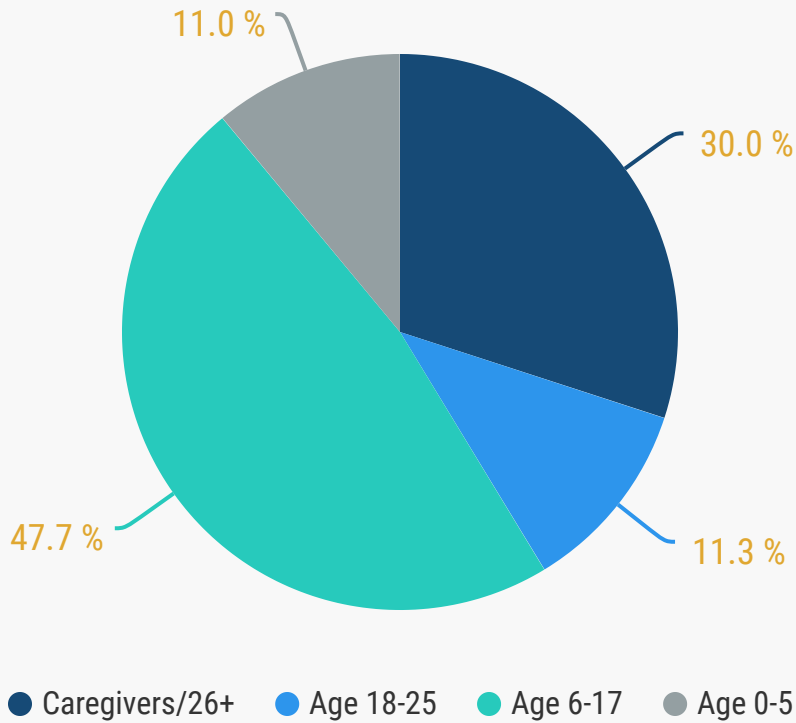
% Gender Identity



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

# Edgewood Clients FY 21 (Aggregate)

% Age Distribution



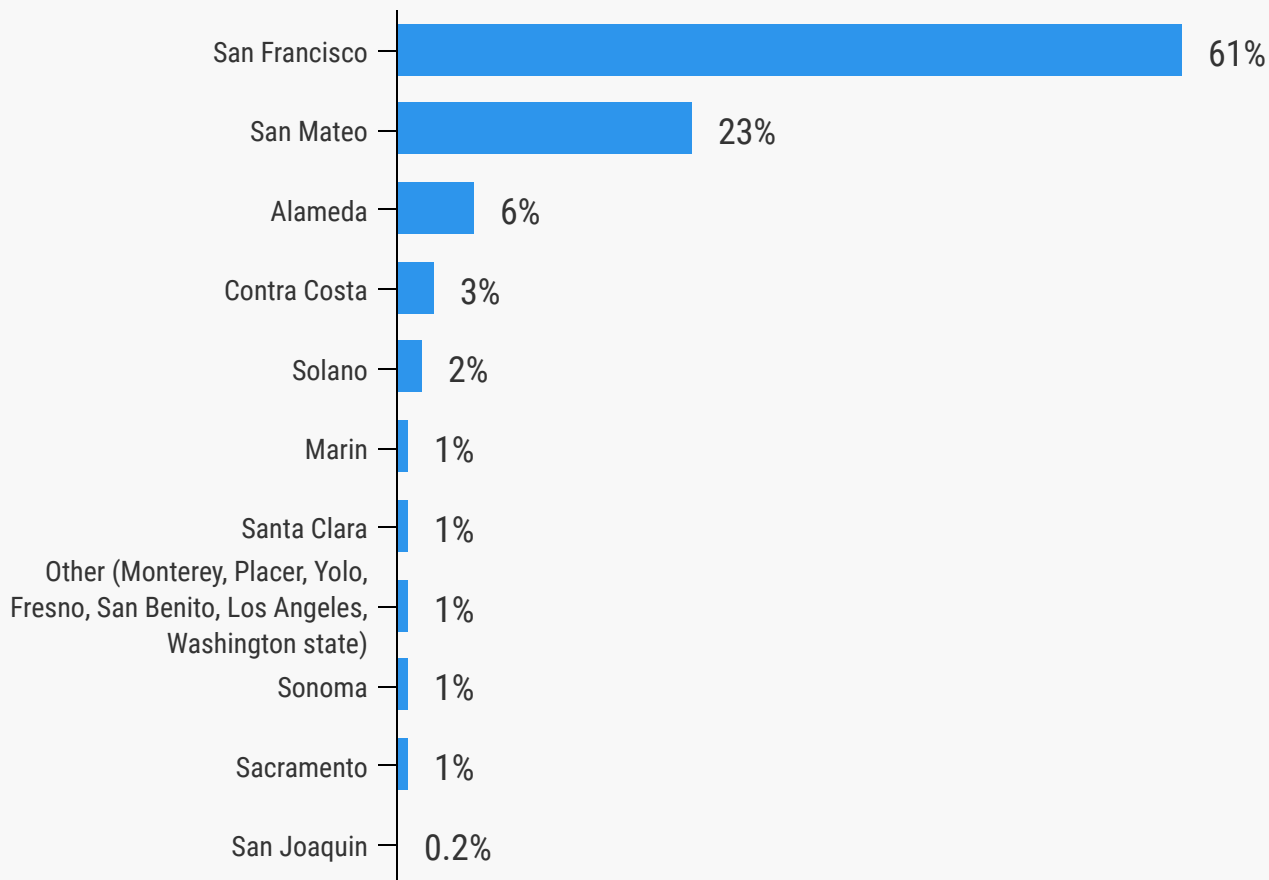
*\*Age distribution counts for this report do not include P & EI programs.*





# Edgewood Clients FY 21 (Aggregate)

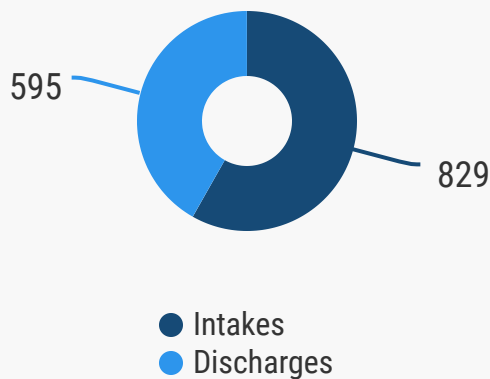
## % County Distribution



\*Note: The following counties individually equalled less than 1%: Monterey, Placer, Yolo, Fresno, San Benito, LA, Pierce in WA state

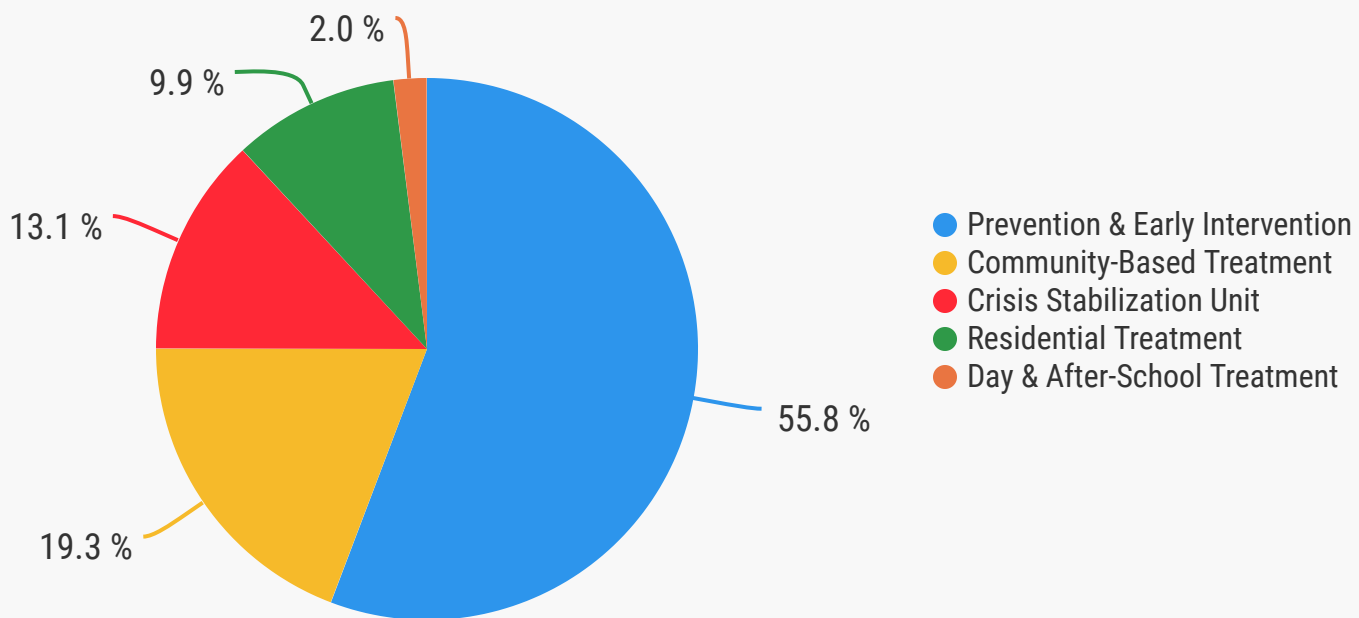


## Intakes & Discharges - Agency-wide

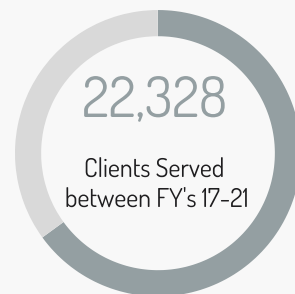


# Edgewood Clients FY 21 (Aggregate)

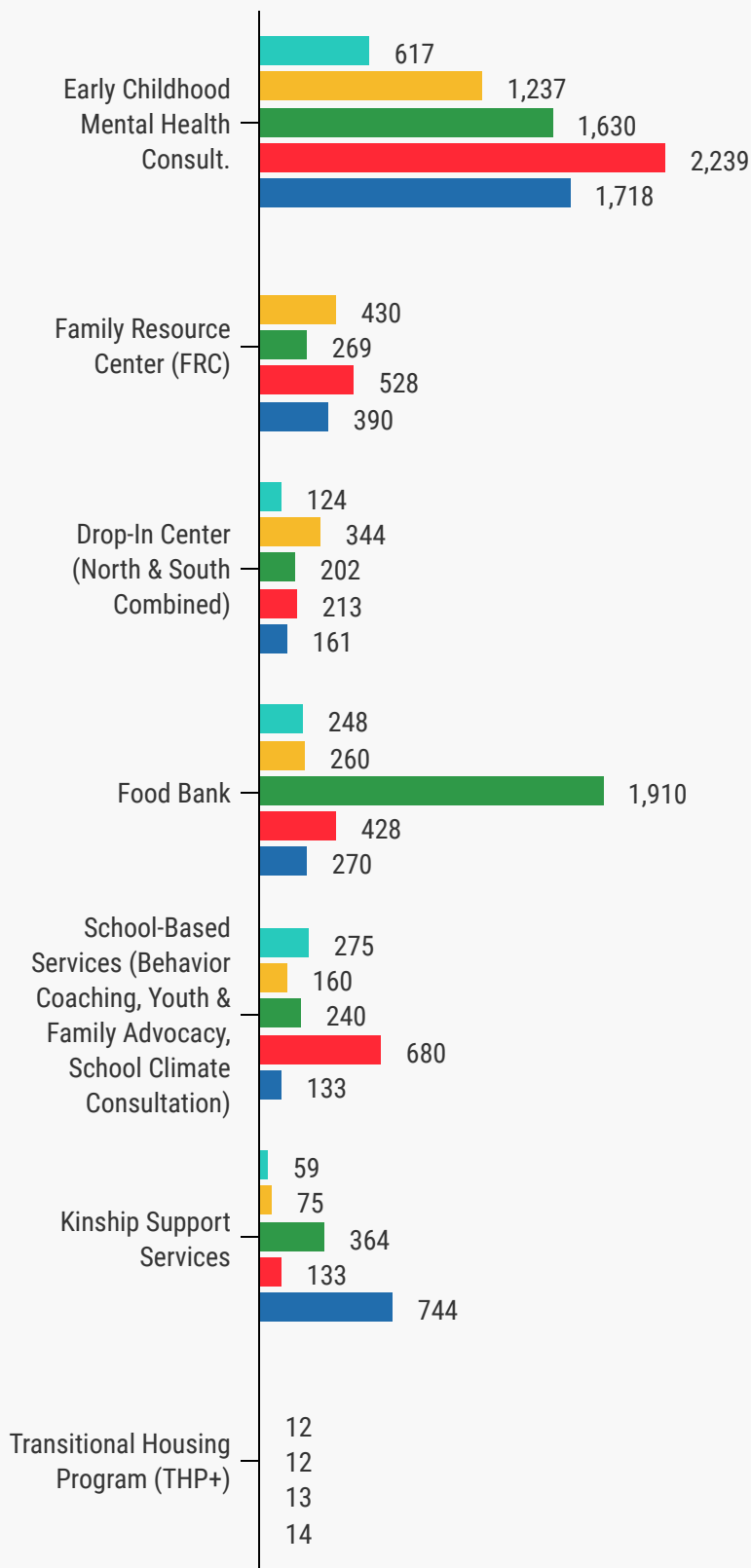
%s Clients Served by Service Type



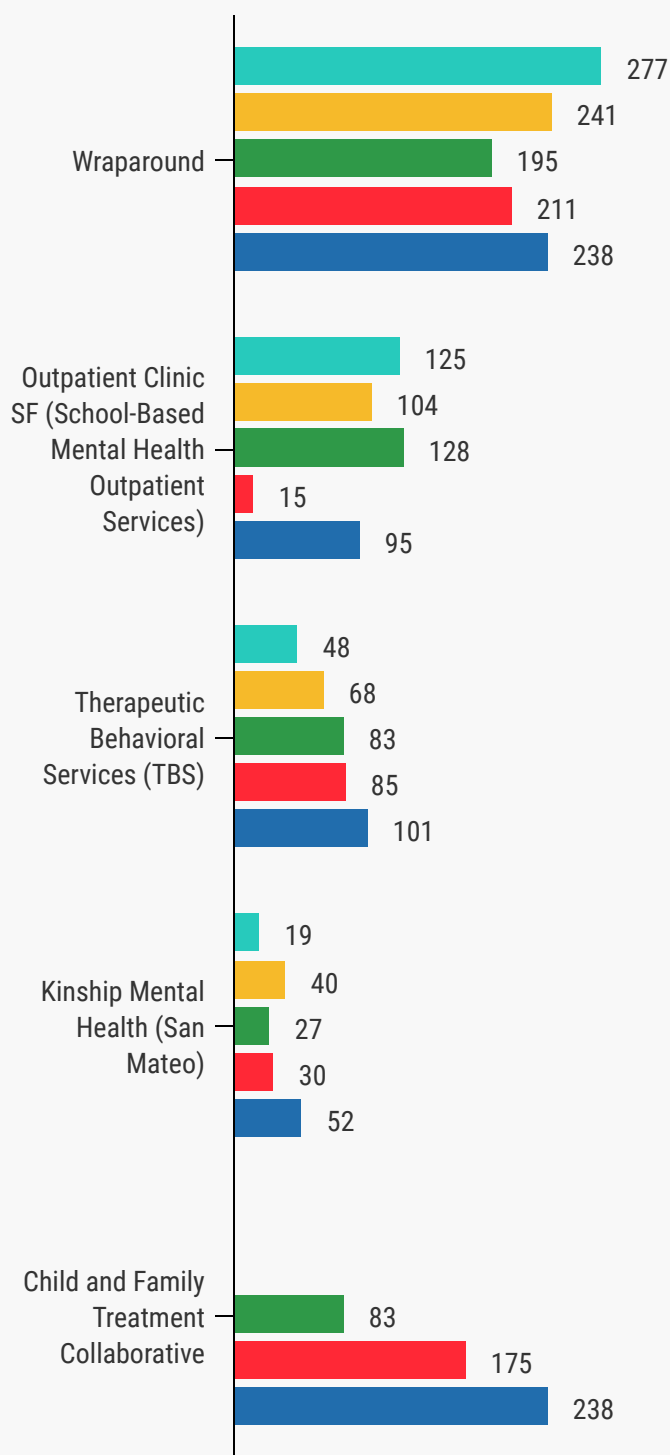
# Edgewood Clients Served Between FY's 17-21 (5 Year Overview)



## Prevention & Early Intervention (#'s)

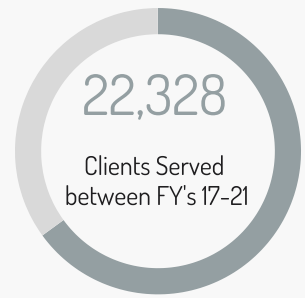


## Community-Based Treatment (#'s)

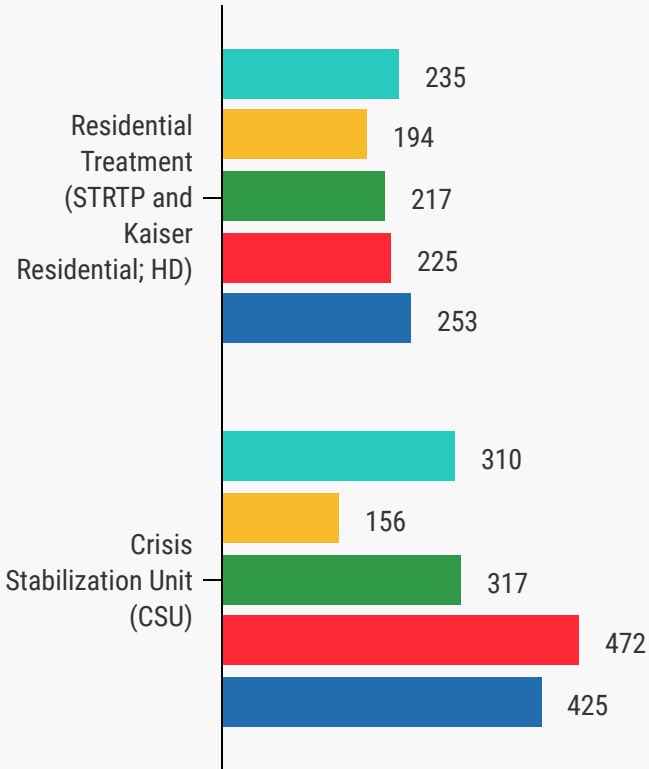


● 2021 ● 2020 ● 2019 ● 2018 ● 2017

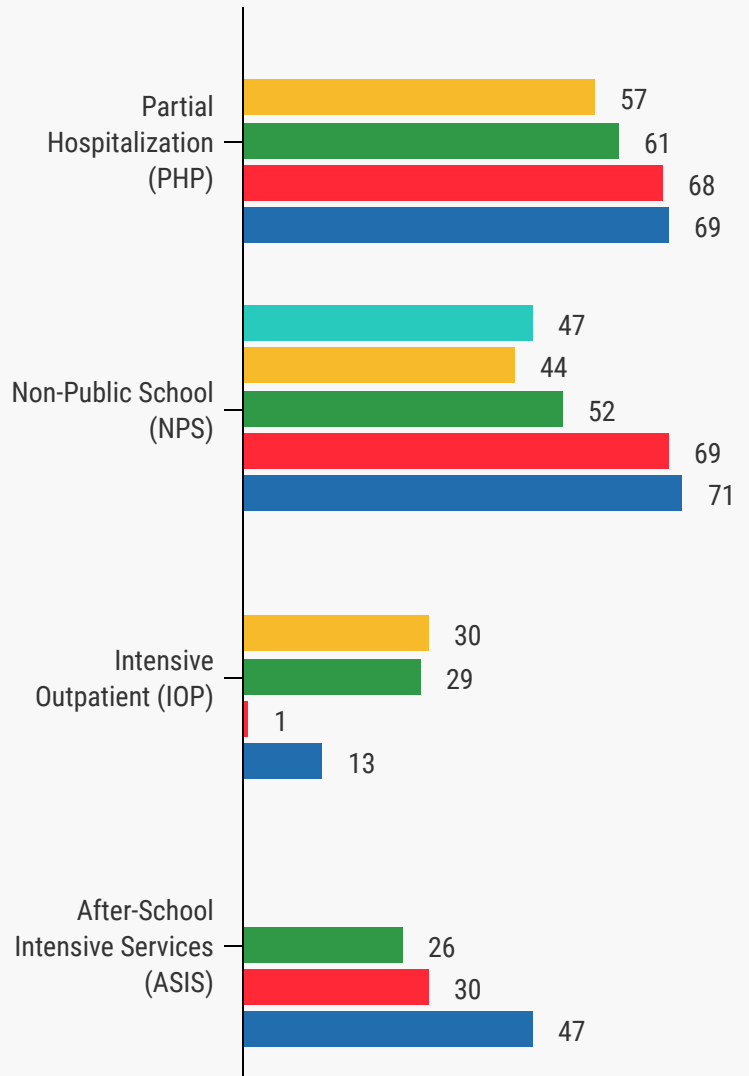
# Edgewood Clients Served Between FY's 17-21 (5 Year Overview)



## Residential Treatment (#'s)



## Day & After-School Treatment (#'s)



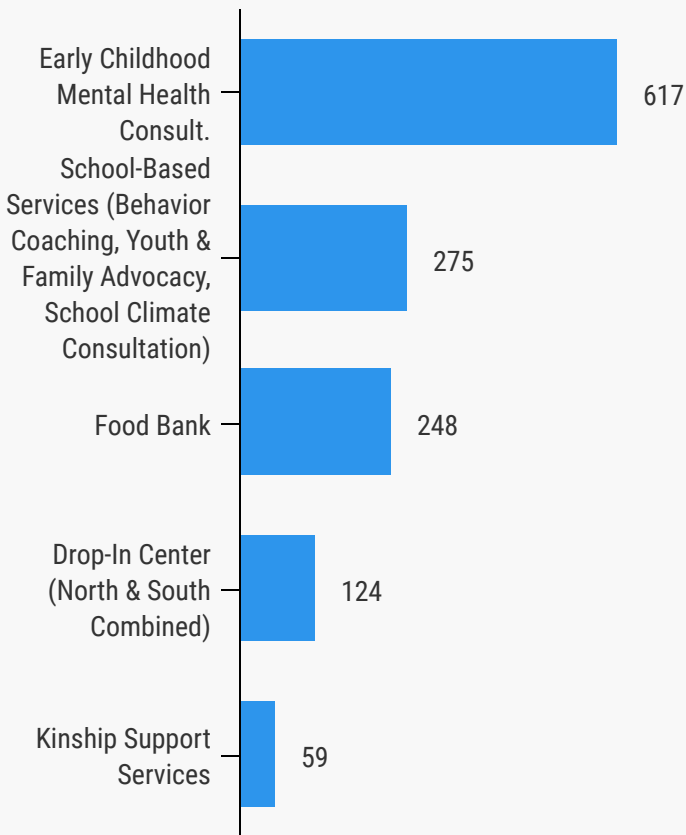
● 2021 ● 2020 ● 2019 ● 2018 ● 2017

# Edgewood Clients Served FY 21 (Aggregate)

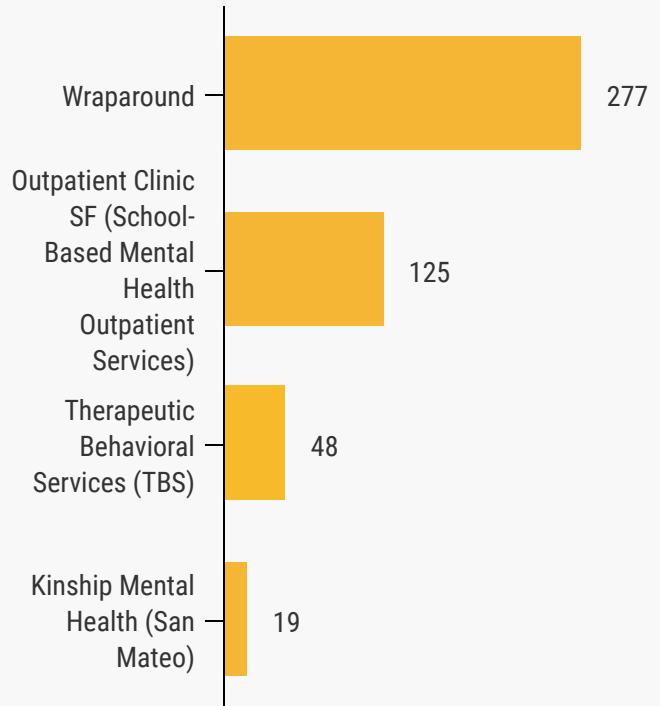


**\*Note:** The current report for FY 21 does not include the following programs, as these program counts were either not available at the time of data collection, or services were not provided: Family Resource Center, Kinship Support Services (SF), Transitional Housing Program, Therapeutic Behavioral Services San Mateo, Kinship Mental Health SF, Outpatient Clinic/School-Based Mental Health Services (San Mateo), Child & Family Treatment Collaborative.

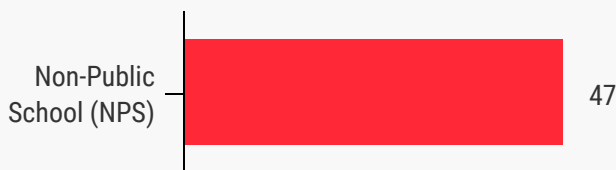
## Prevention & Early Intervention (n=1,323)



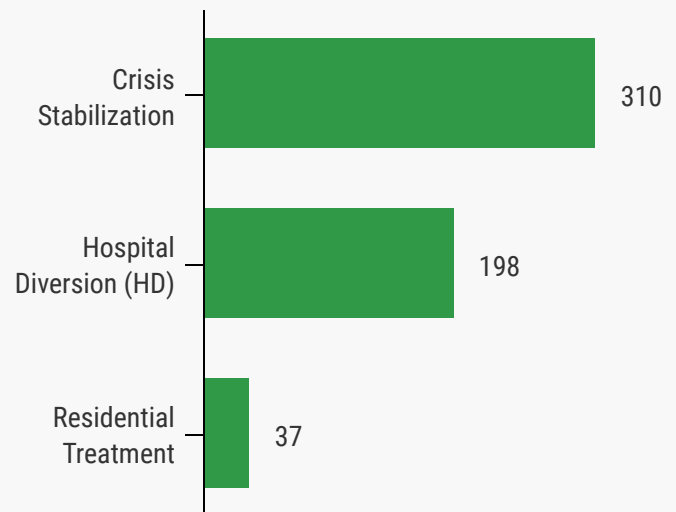
## Community-Based Treatment (n=469)



## Day & After-School Treatment (n=47)



## Residential Treatment, Hospital Diversion, & CSU (n=545)



# Client Satisfaction

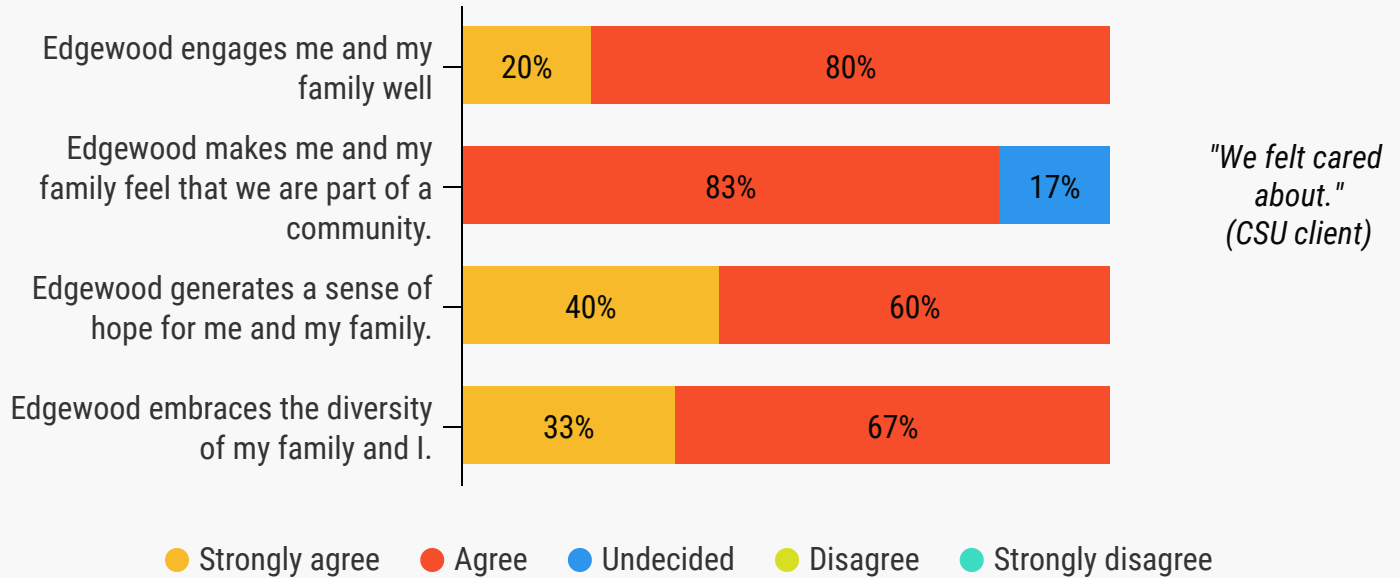
In the summer of 2021, Edgewood Leadership and the agency's Research and Evaluation Consultant co-developed and administered a Client Satisfaction as part of our piloting process to collect client-level satisfaction feedback from parents/caregivers, both qualitatively and quantitatively. The following 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 2022 to collect satisfaction feedback from all youth clients and families that we serve.



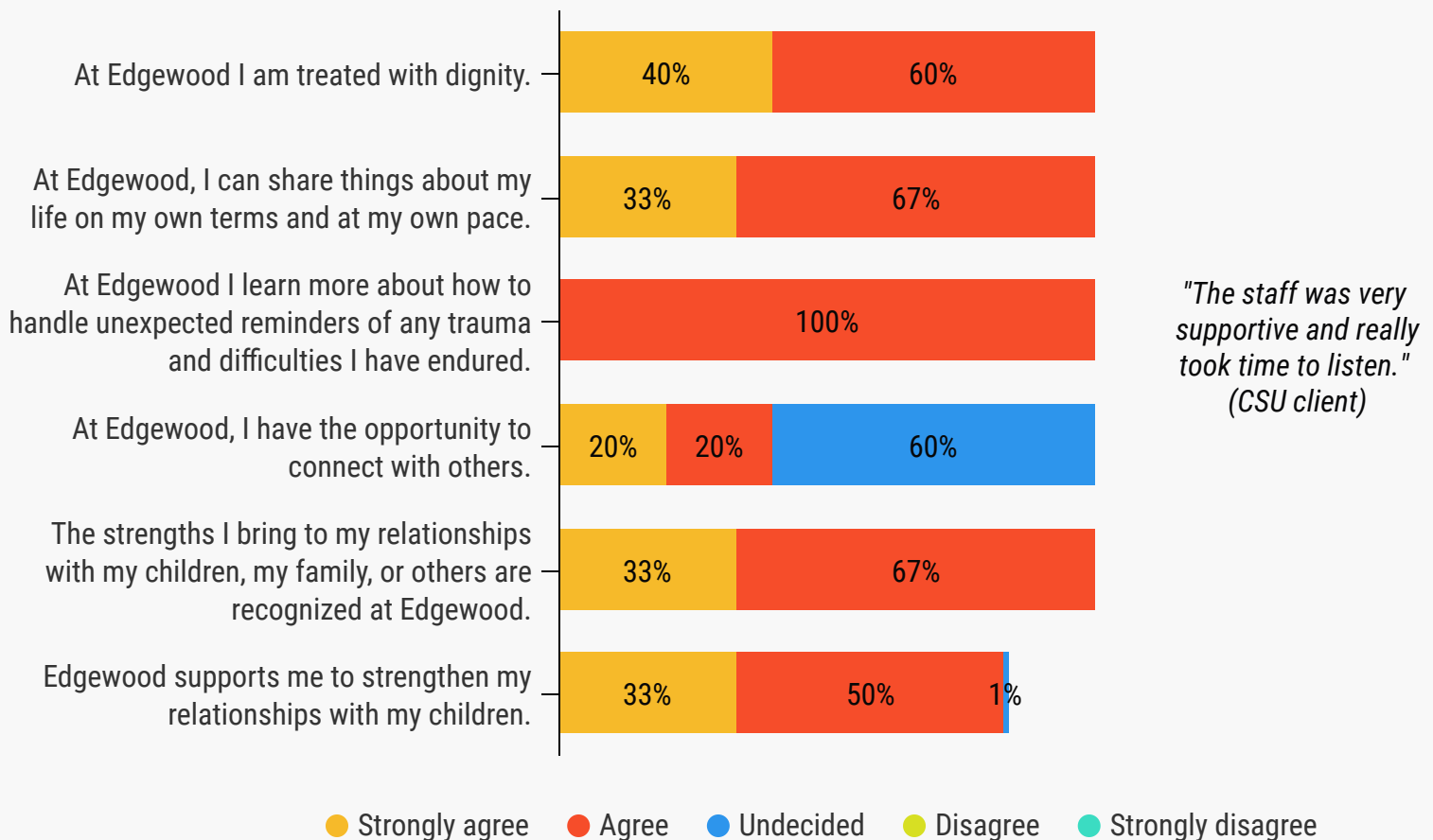


# Client Satisfaction Survey: Preliminary Findings

## Satisfaction: Alignment with Edgewood's Core Values

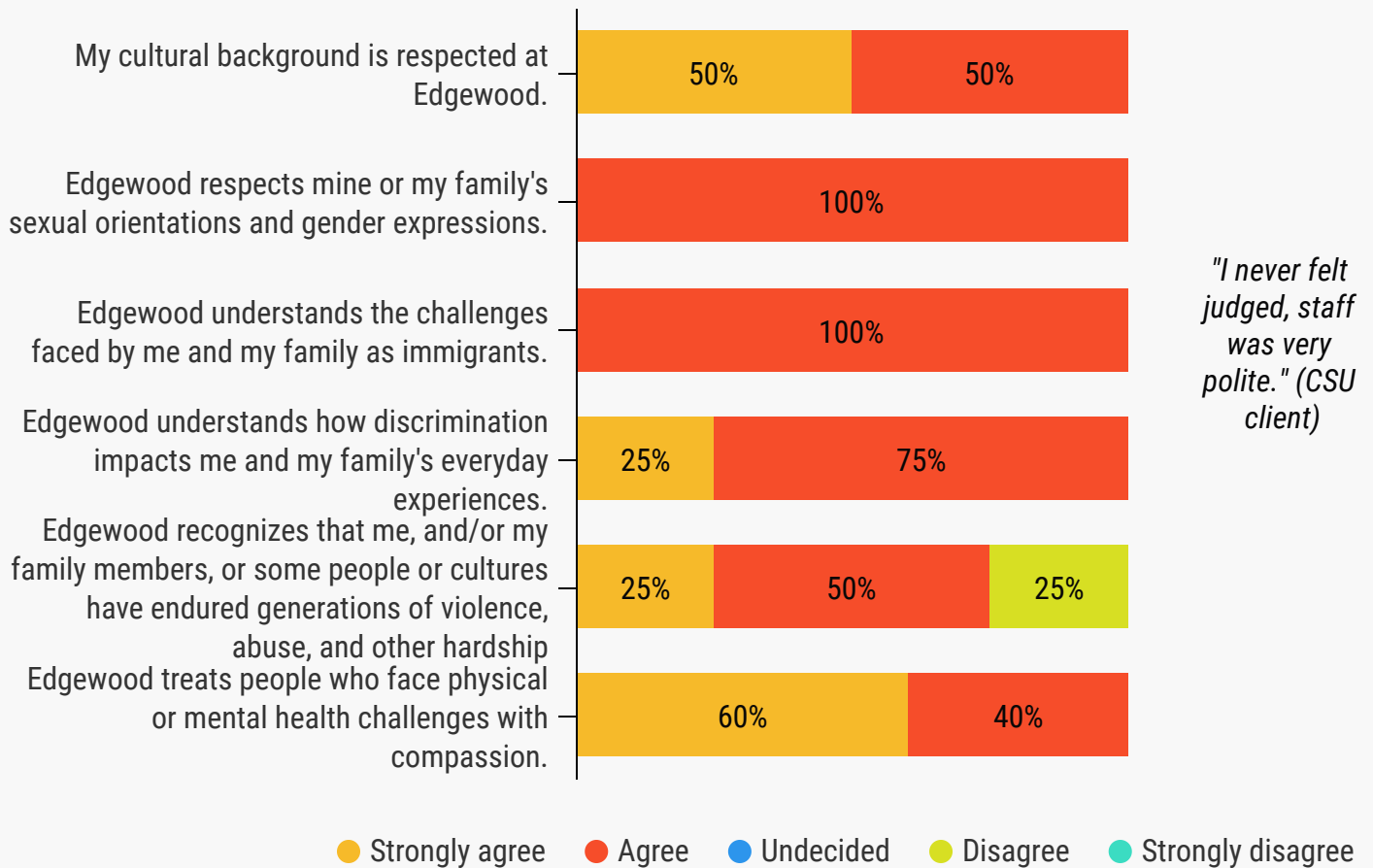


## Strengths & Connection

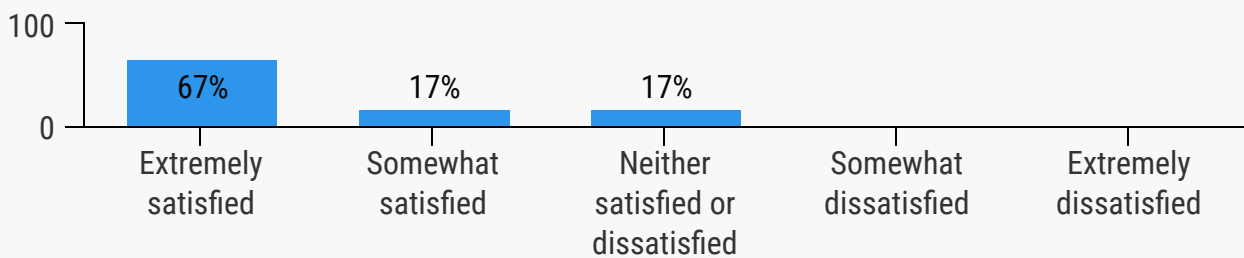


# Client Satisfaction Survey: Preliminary Findings

## 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)*

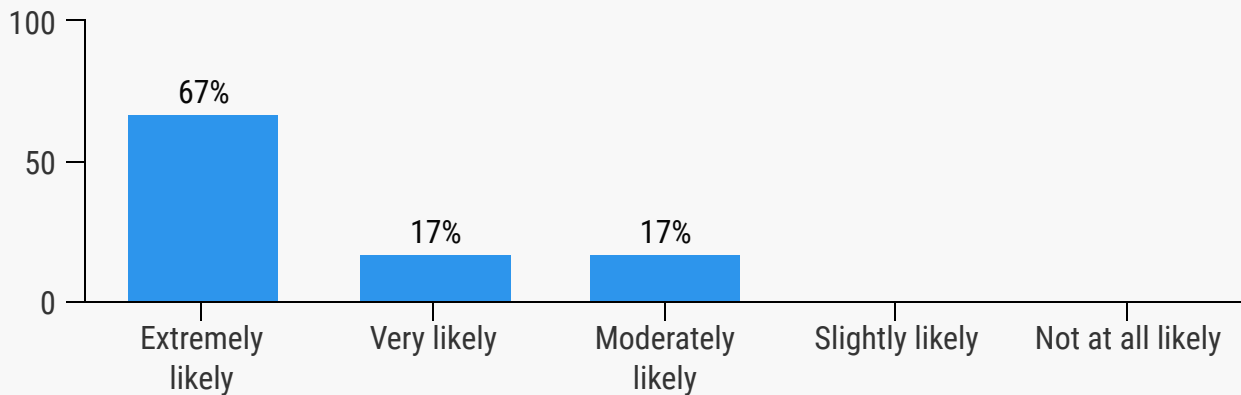
*"Just started. Child needs to be supported at school." (TBS client)*

*"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)*

# Discharge Reasons & Plans

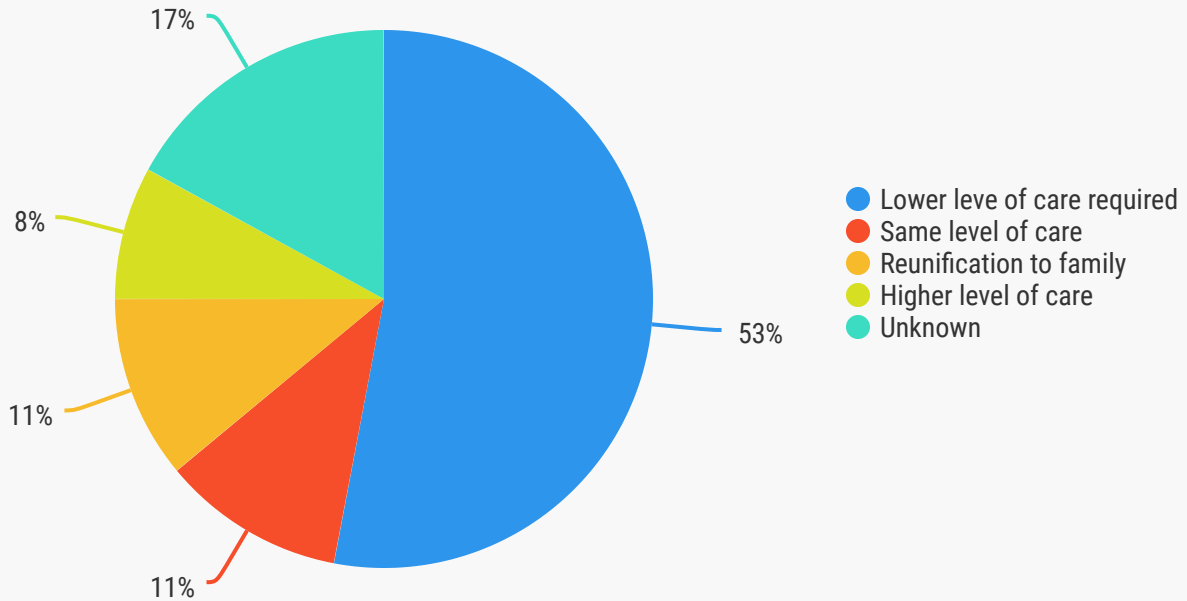
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The following section summarizes clients' discharge reasons and plan counts for FY 21.

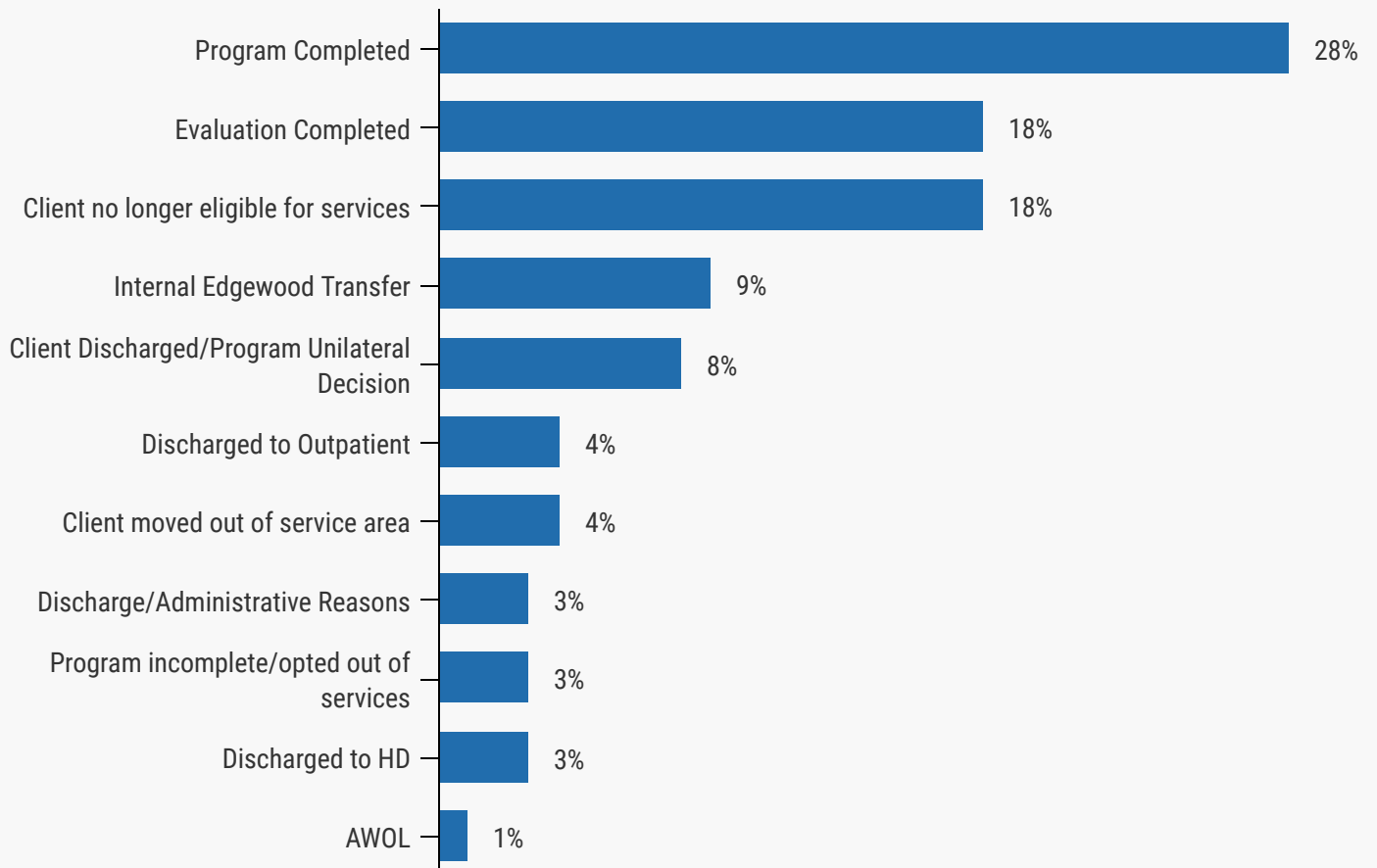


# Discharge Reasons & Plans (N=757)

## Discharge Reason



## Discharge Plan



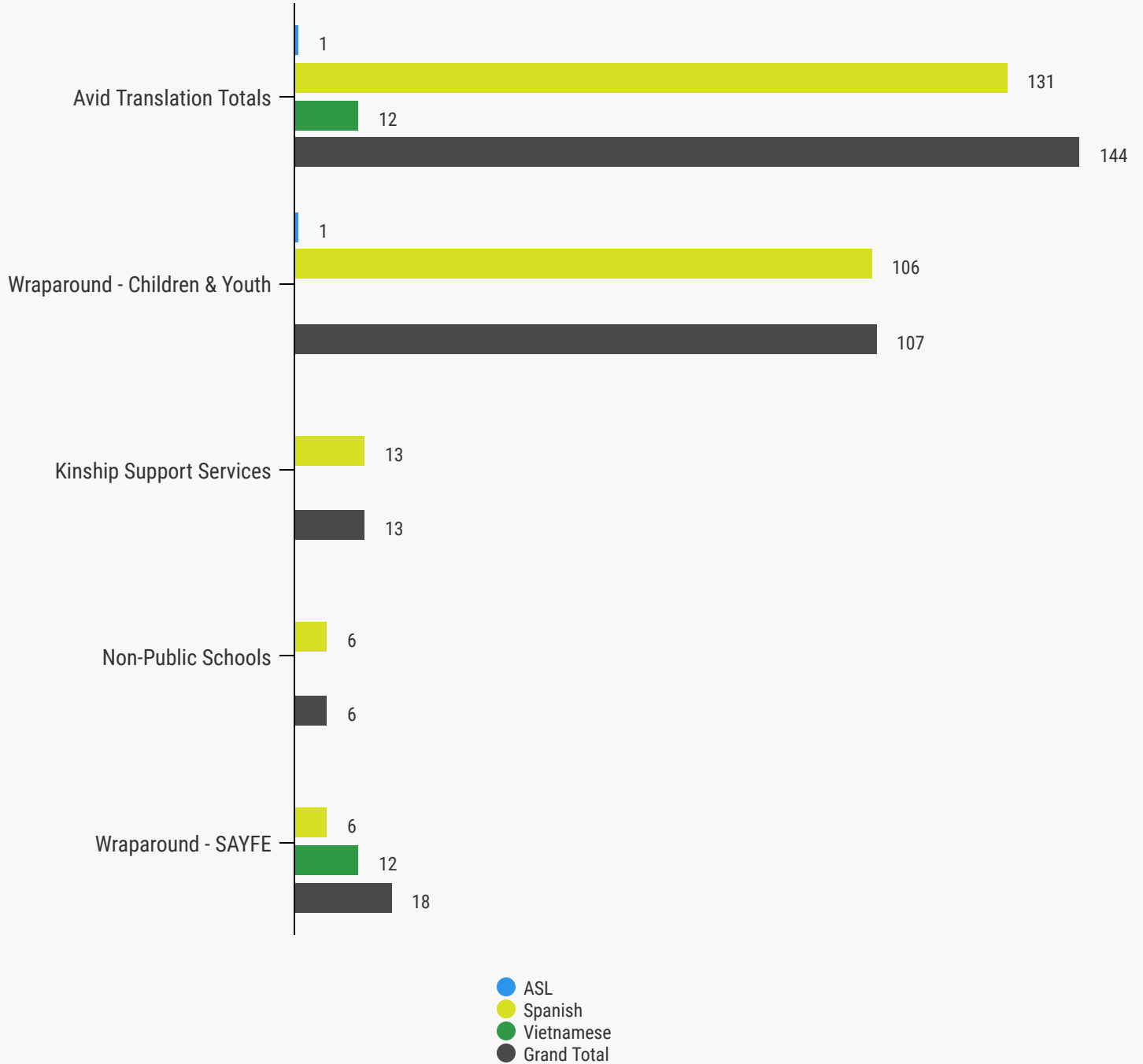
# Language Translation

The following section summarizes translation service counts for FY 21, organized by vendor, program, and languages translated.



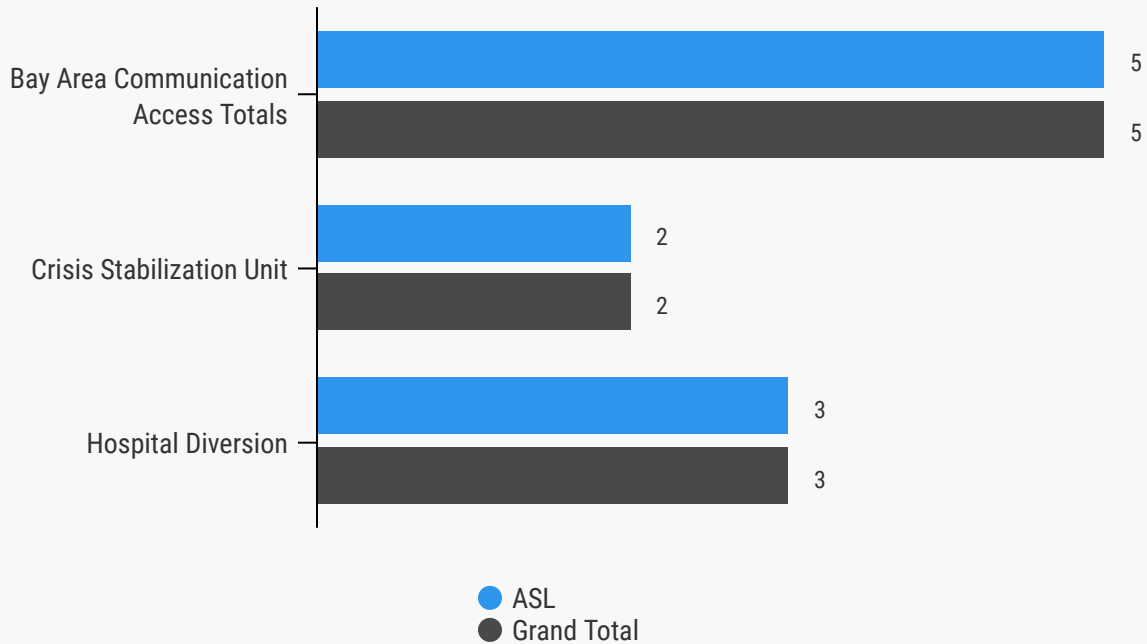
# Language Translation Services: Counts

## Avid Translation

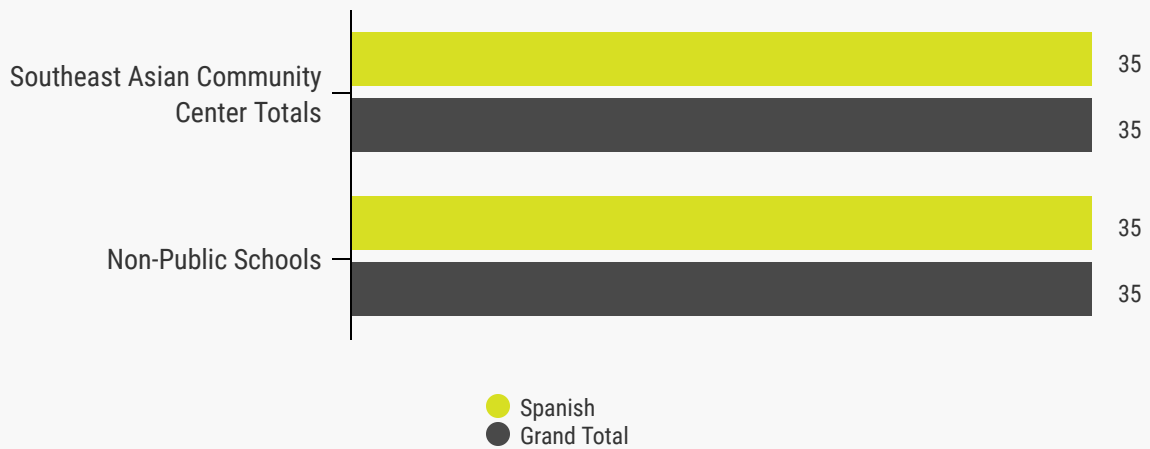


# Language Translation Services: Counts

## Bay Area Communication Access

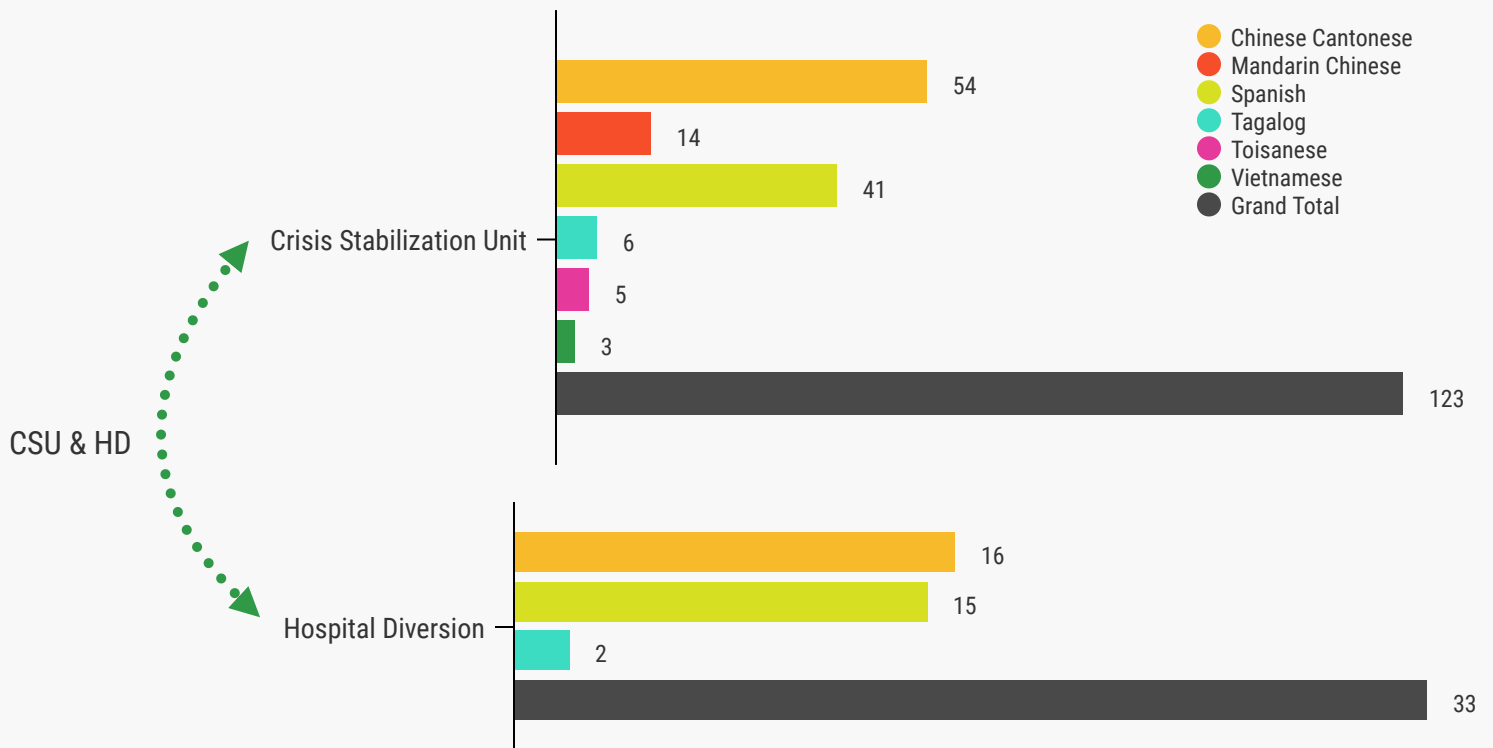
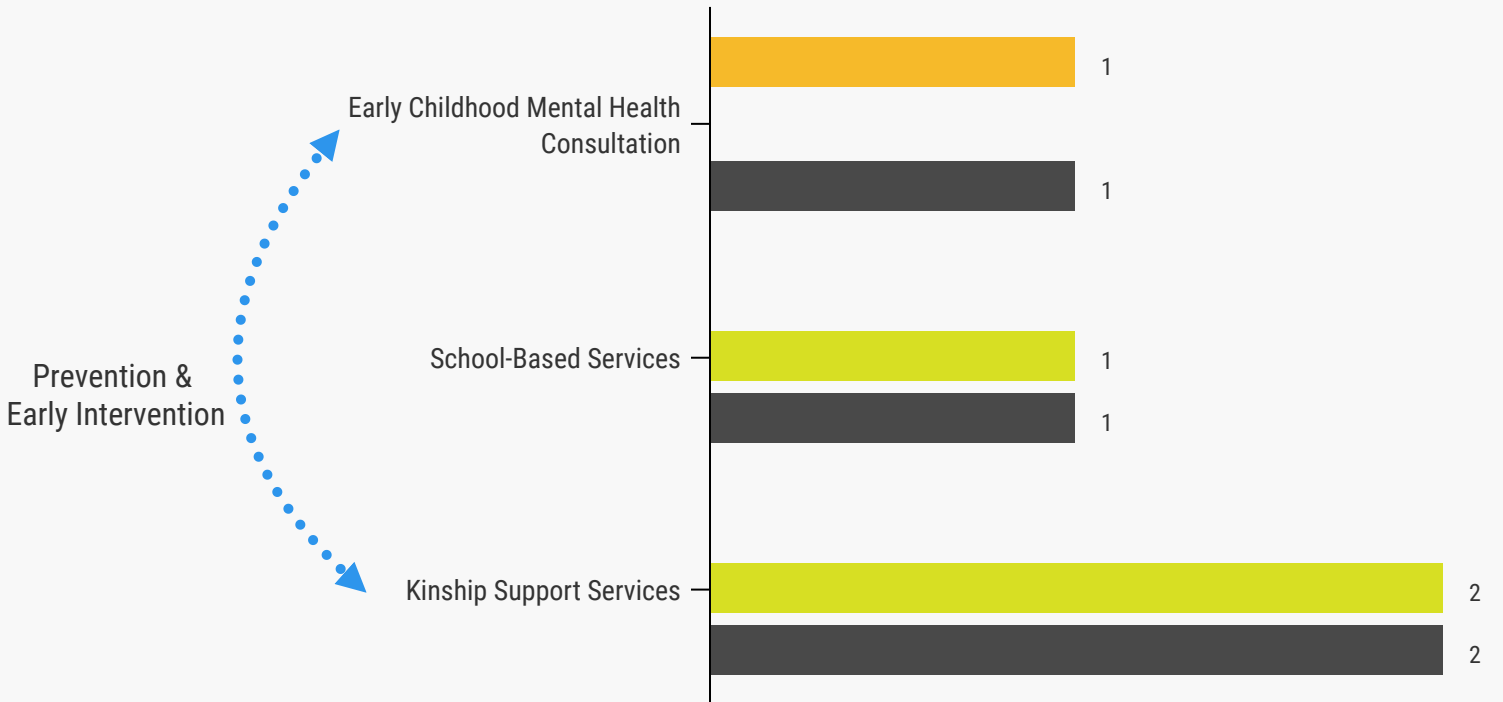


## Southeast Asian Community Center



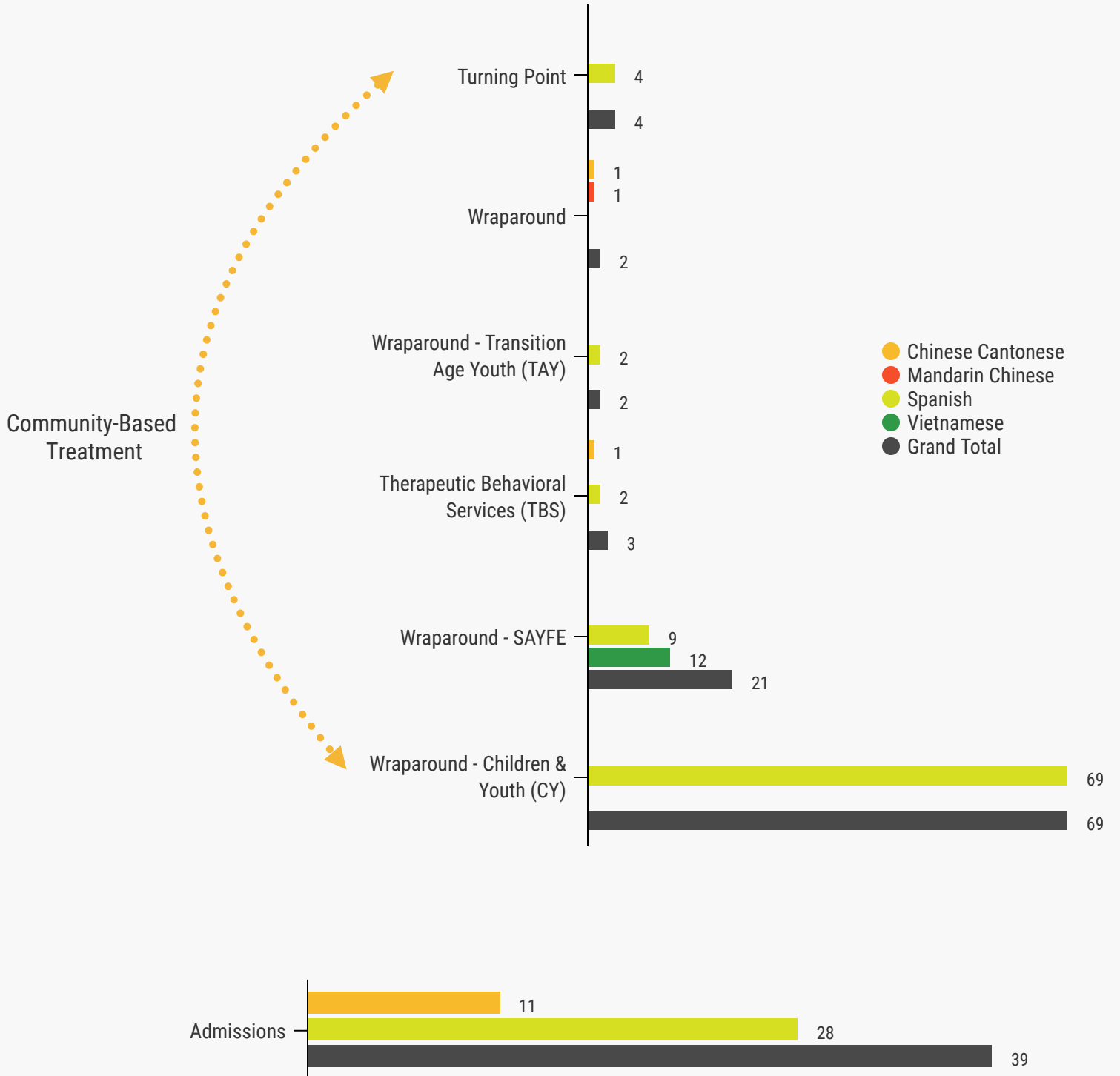
# Language Translation Services: Counts

## Certified Languages International



# Language Translation Services: Counts

## Certified Languages International (Continued)





# Conclusion & Next Steps

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## 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 first 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 critical first step towards being data-driven. 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?

Contact Nisaa Kirtman

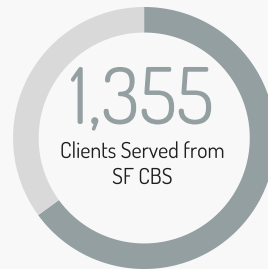
Research and Evaluation Consultant [NisaaK@edgewoodcenter.org](mailto:NisaaK@edgewoodcenter.org)

# Appendix

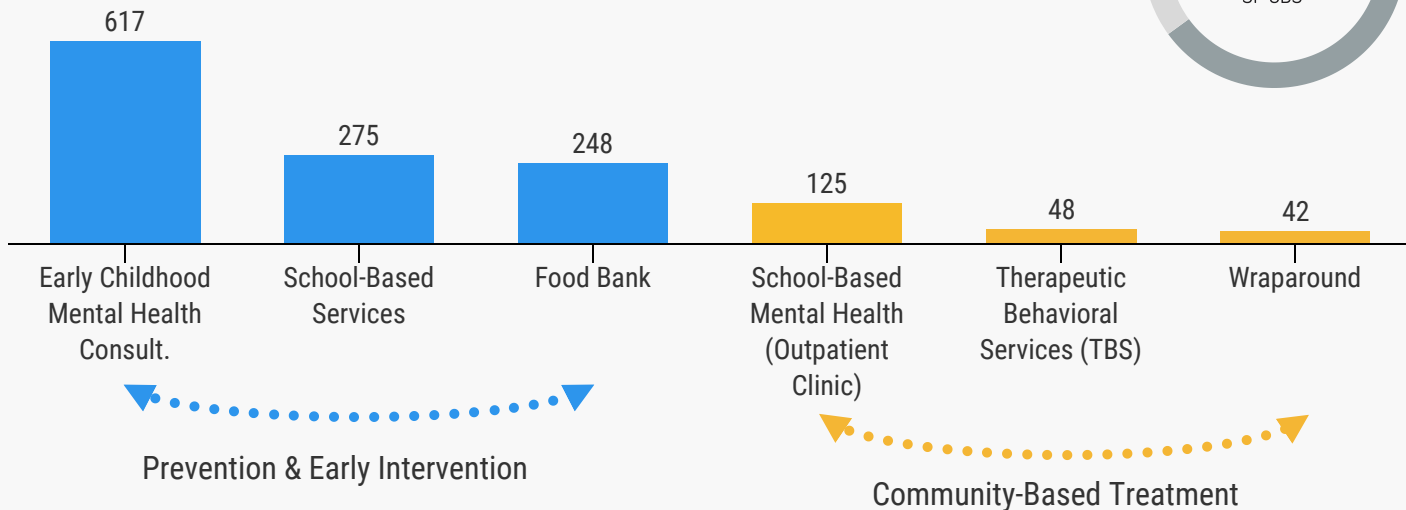
Demographic breakdowns by Region for FY 21



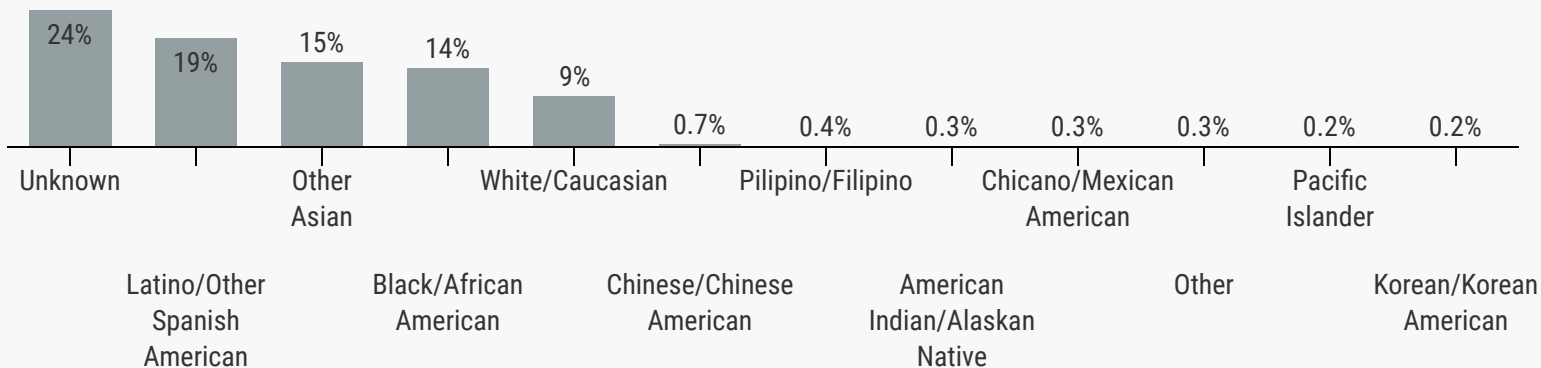
# SF Community-Based Services FY 21



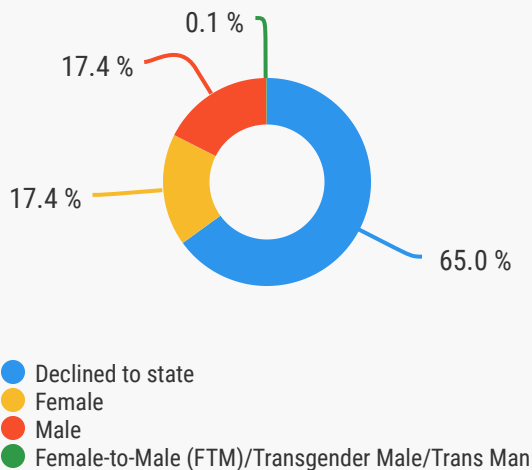
# of Clients Served



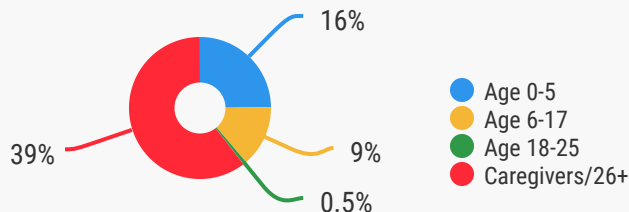
Racial/Ethnic Identity (#'s)



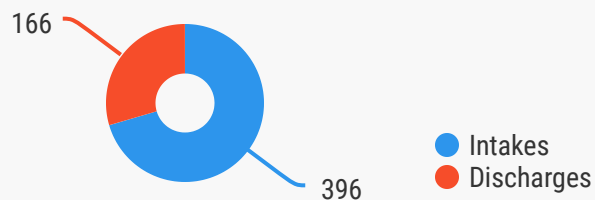
Gender Identity (#'s)



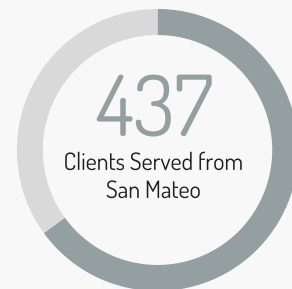
Age Distribution (#'s)



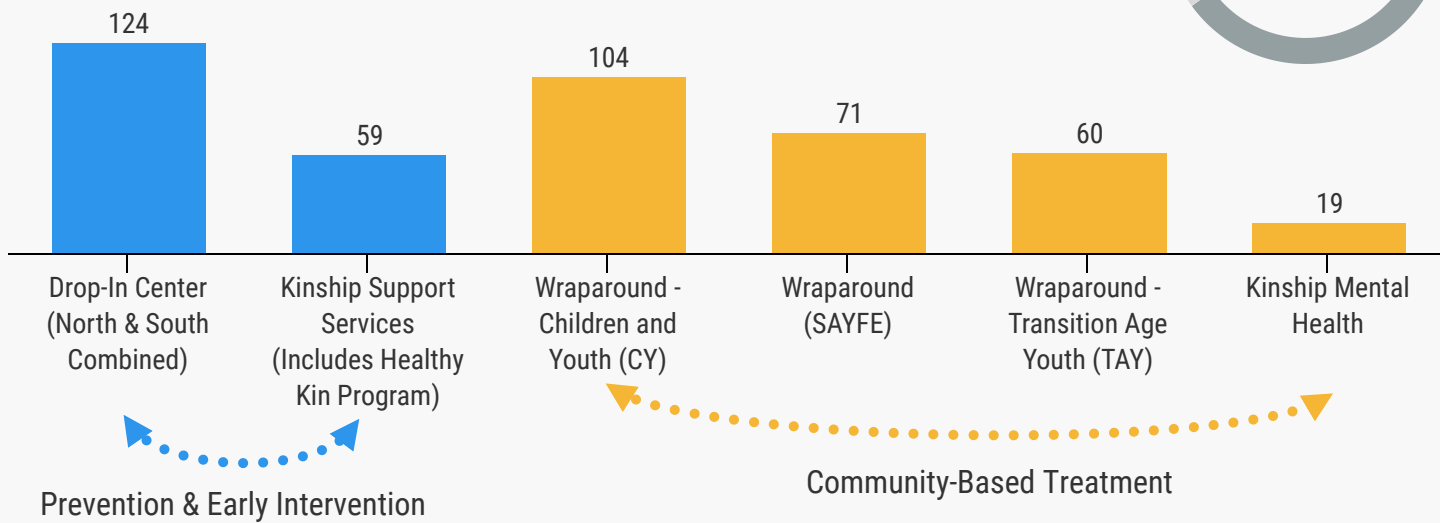
Intakes & Discharges (#'s)



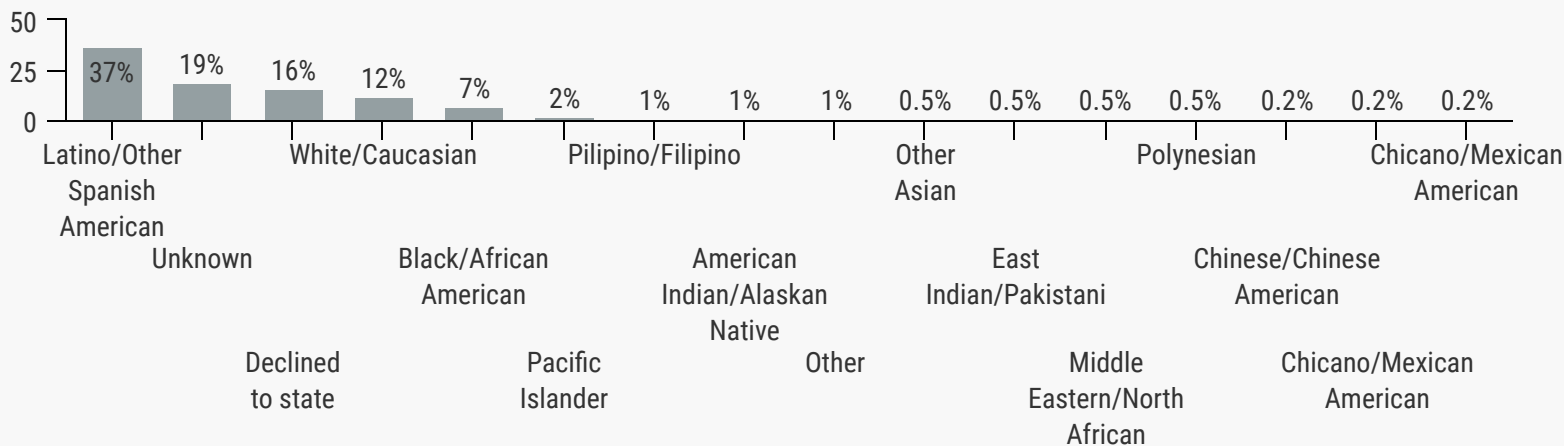
# San Mateo FY 21



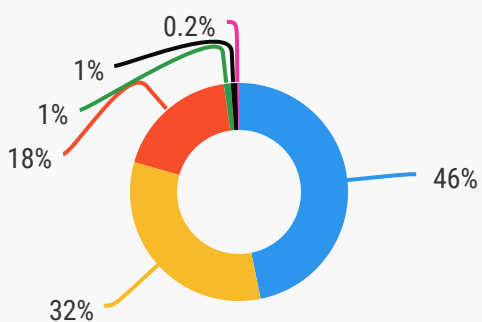
## # of Clients Served



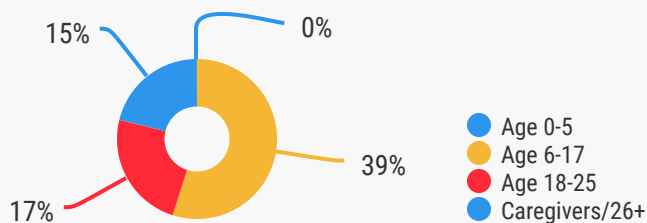
## Racial/Ethnic Identity (#'s)



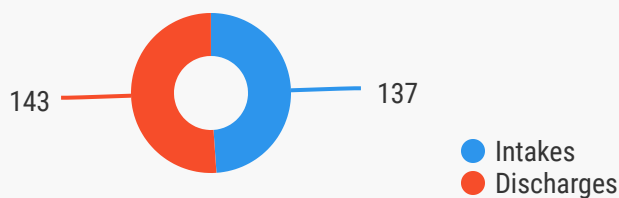
## Gender Identity (#'s)



## Age Distribution (#'s)



## Intakes & Discharges (#'s)

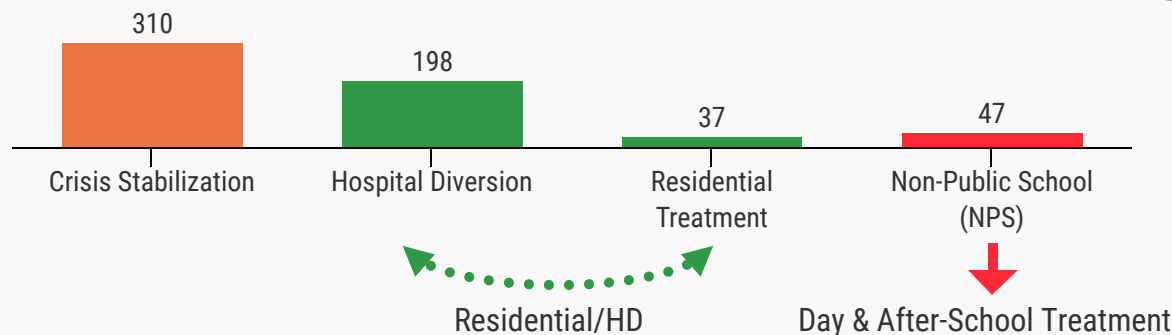


- Female
- Male
- Declined to state
- Female-to-Male (FTM)/Transgender Male/Trans Man
- Male-to-Female (MTF)/Transgender Female/Trans Woman
- Gender Queer/Gender Non-binary/Neither exclusively Male or Female

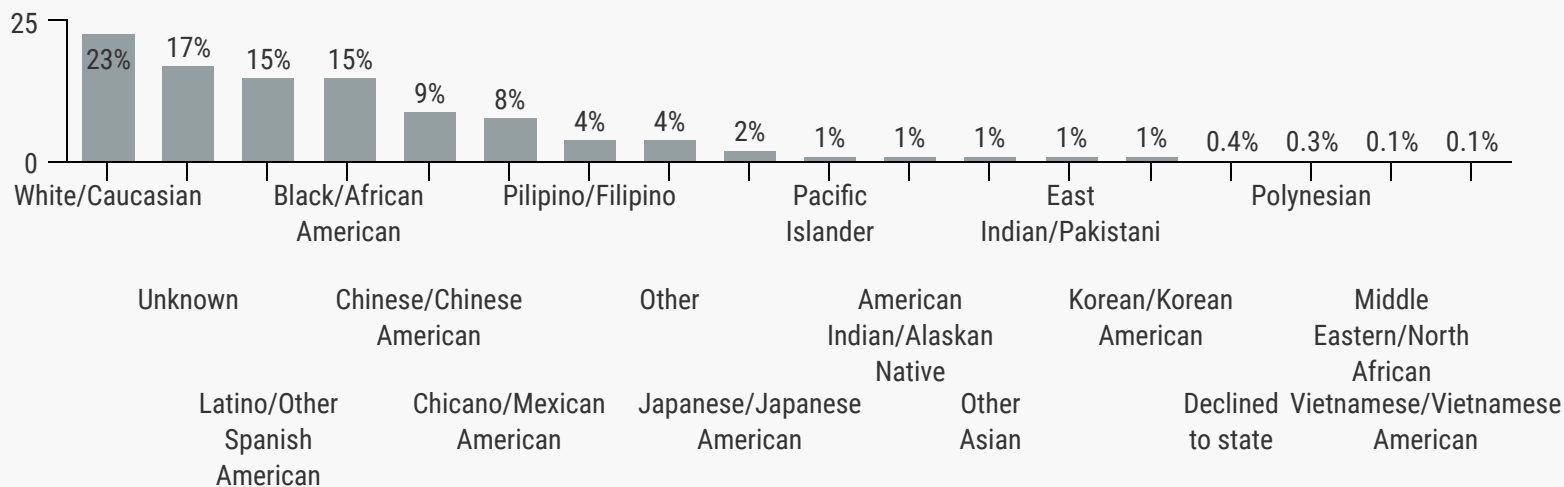
# SF Main Campus (Vicente) FY 21



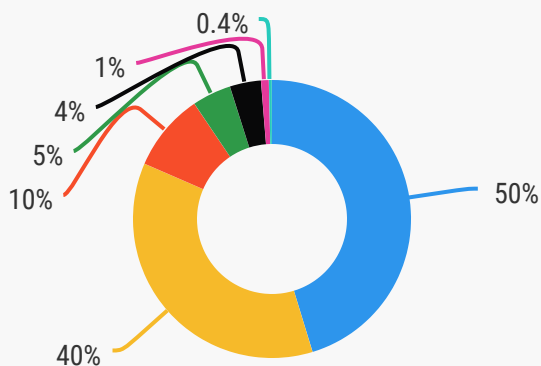
### # of Clients Served



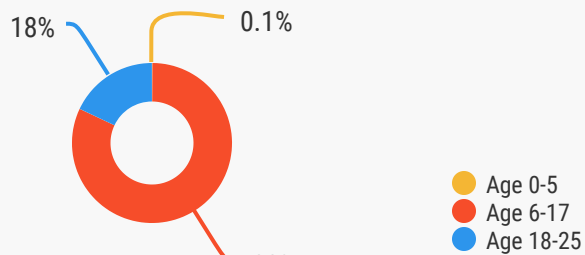
### Racial/Ethnic Identity (#'s)



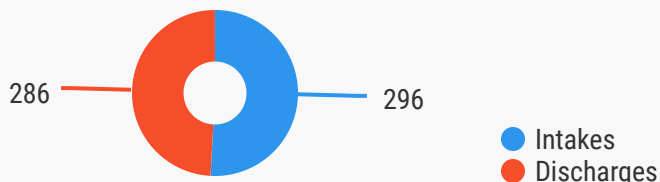
### Gender Identity (#'s)



### Age Distribution (#'s)



### Intakes & Discharges (#'s)



- 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