

2024 Client Profile



HOW WE MEASURE SUCCESS

We track performance across four key areas — because people deserve to know that services work.

Effectiveness

78% of Allied Health referrals met or exceeded target outcomes in 2024.

9 total number of clients discharged from services in 2024.

Access

60 individuals served by WSC Clinical Services in 2024.

27 individuals at or below poverty level were provided services in 2024.

Efficiency

36.5 MONTHS average length of service provided to Clinical Services clients in 2024.

80% of Allied Health referrals began services within 2 weeks of evaluation.

Satisfaction

100% of surveyed clients/guardians were satisfied with their service.

BI-ANNUAL SURVEYS collect feedback from individuals, referral sources, and stakeholders.

CLINICAL SERVICES | Overview

WSC Clinical Services was established in 2018 to provide **applied behavior analysis services** to children diagnosed with autism spectrum disorder. From 2021-2024, the program built upon this foundation, to further expanded to include a comprehensive suite of clinical programs, providing **ABA therapy, speech therapy, occupational therapy, and mental health counseling services** to individuals of all ages.

Our mission is to ensure that clients achieve their greatest level of independence, quality of life, and personal growth through evidence-based practices. We are deeply committed to fostering a culture of diversity, equity, and inclusion. Our goal setting is person-centered, empowering clients to define their hopes and aspirations through active participation in services. Input from clients, families, staff, stakeholders, and community members plays a vital role in enhancing the organization's ability to deliver services and meet diverse needs.

The success of WSC Clinical Services is measured through ongoing data collection and analysis, focusing on outcomes achieved, satisfaction with service delivery, and overall program effectiveness. By closely monitoring progress, we aim to continually improve services and ensure they align with the needs and goals of those we serve.



Populations Served Overview

In 2024 WSC Clinical Services provided customized service plans to 60 individuals across its four programs.

We are committed to providing inclusive services, respectful of all individuals' race, color, religion, creed and/or national origin, ethnicity/cultural background, gender identity/expression, sexual orientation, marital status, mental or physical disability and military/veteran status.

14 SERVED

Applied Behavior
Analysis (ABA)

26 SERVED

Speech-Language
Pathology (SLP)

28 SERVED

Occupational Therapy
(OT)

3 SERVED

Mental Health
Services

Populations we serve based on type of service provided by WSC Clinical Services:

Service Program	Populations Served
Applied Behavior Analysis (ABA) Therapy	Children (3 yr. - 13 yr.), adolescents (13 - 18 yr.), and adults (18+ yr.) who have been diagnosed with autism or a related disorder.
Occupational Therapy (OT)	Children (12 mo. - 13 yr.), adolescents (13 - 18 yr.), and adults (18+ yr.) from Livingston County who have occupational therapy needs.
Speech-Language Pathology (SLP)	Children (12 mo. - 13 yr.), adolescents (13 - 18 yr.), and adults (18+ yr.) from Livingston County who have speech and language needs.

Client / Partner Testimonials

"Thanks to the compassionate experts and tailored therapies (they came to the house for the first few months), we've seen incredible growth — communication has improved, social interactions have flourished, and daily life has become more manageable.

The guidance and personalized care we received made all the difference, and we are beyond grateful for the hope and progress we've gained.

This treatment has changed our lives, and we wholeheartedly recommend it to any family navigating autism.

We still have a ways to go but we feel that ABA therapy at Work Skills is beyond reproach. They have become family."

Participant Guardian

ABA Therapy Program

Enrolled - September 2023

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Populations Served Demographics

Based on 2024 data, here is a snapshot of the people we served through our Clinical programs:

Demographic Category	Population Served
Age Range	Ages 1 – 59, with most participants between 5–18 years of age
Disability Types	Intellectual/Developmental Disabilities, Autism Spectrum Disorder, Traumatic Brain Injury, Mental Illness, Physical Disabilities
Income Status	27 participants were below and/or at/near poverty level (ALICE); 19 of Clinical Services participants were above the ALICE threshold in 2024
Gender Identity	Approximately 69% male and 31% female; across all Clinical Services programs
Ethnic & Racial Identity	Reflects local community demographics, with the majority identifying as White or Black/African American; and a few identifying as Hispanic/Latino
Location of Residence	A majority of participants in 2024 resided within Livingston County; with the majority in Howell and Brighton

2024 Clinical Services

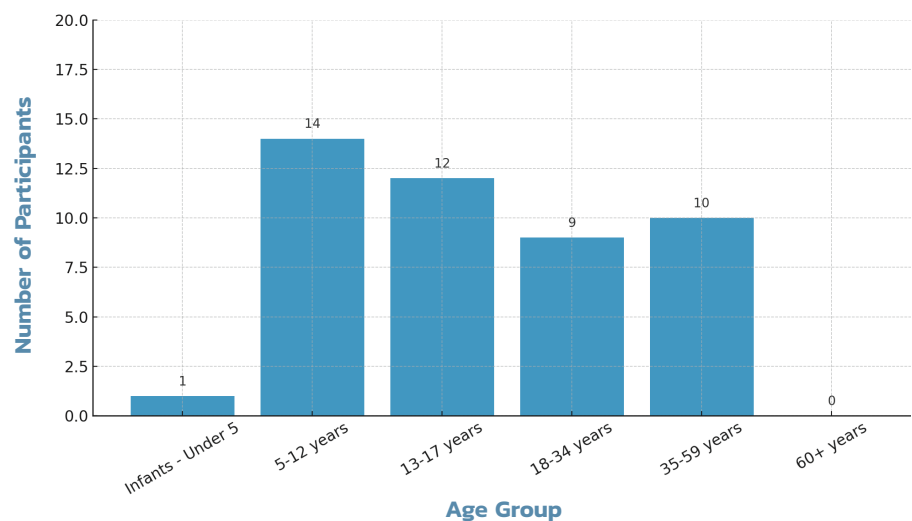
Participants by Age Group

Data Summary

The majority of individuals served are in the **5-17** age range, with the most significant concentration in the **5-12** and **13-17** brackets.

There were 27 participants under the age of 18, and none over 60.

2024 Participants by Age Group



2024 Client Profile

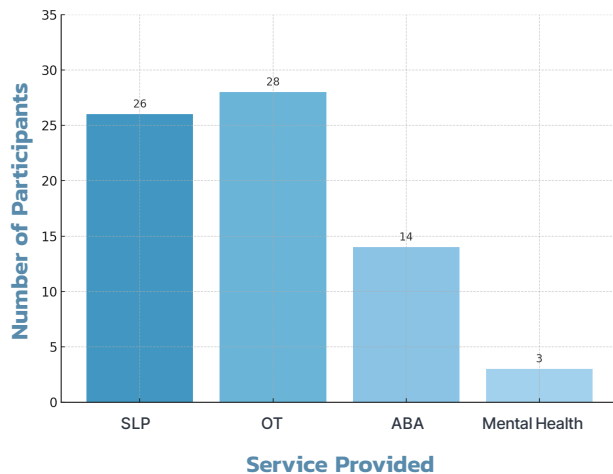


Data Summary

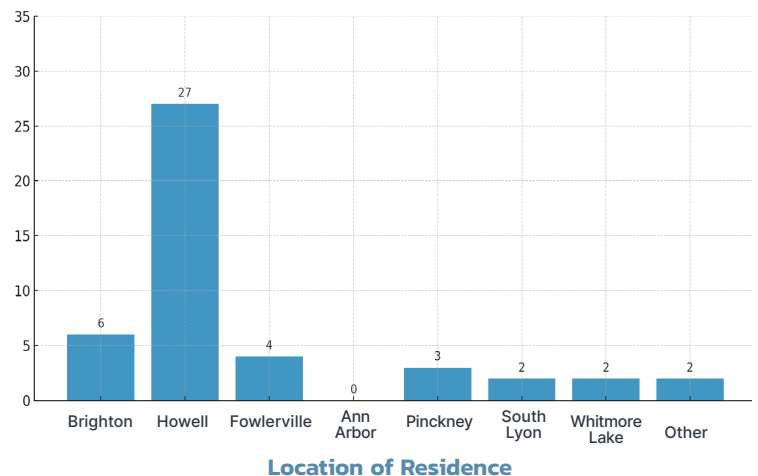
Services Provided: The majority of participants participated in **OT (28)** and/or **SLP (26)**, with 17 individuals receiving **ABA (14)** or **Mental Health (3)** services.

Location of Residence: The majority of clients reside in **Howell (27)** and **Brighton (6)**. Other notable locations include **Fowlerville (4)**, **Pinckney (3)** with smaller representation from the rest.

2024 Participants by **Service Provided**

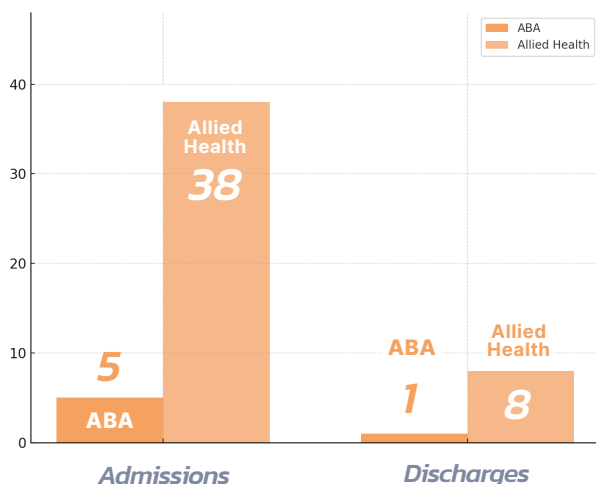


2024 Participants by **Location**



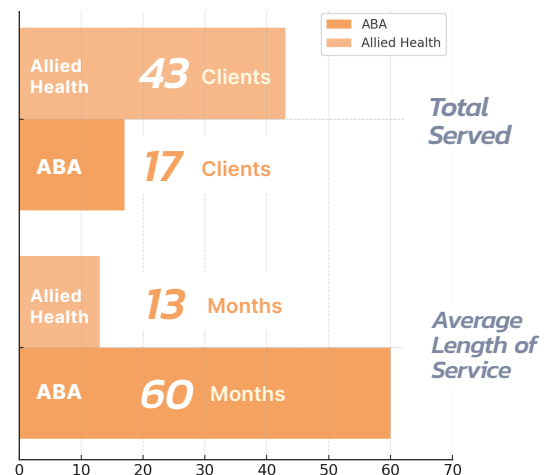
Admissions vs. Discharges

ABA / ALLIED HEALTH



Total Served - Length of Service

ABA / ALLIED HEALTH



For more information about Work Skills Clinical Services and other programs
visit us online @ wskills.com/clinical-services