Child & Adolescent Mental Health Services, FY 2022-23

Clients Receiving County-funded Mental Health Services	Unique Clients
	11,919

Age	Unique Clients	%
Age 0 to 5	1,442	12%
Age 6 to 11	3,394	28%
Age 12 to 15	4,026	34%
Age 16 to 17	2,323	19%
Age 18+	734	6%

Note: Some programs continue to serve youth after they turn 18.

Gender Identity*	Unique Clients	%
Cisgender	7,879	87%
Transgender	240	3%
Intersex	7	<1%
Other	337	4%
Decline to State	623	7%
Missing	2,833	

Gender*	Unique Clients	%
Female	5,410	45%
Male	5,706	48%
Nonbinary/Genderqueer	310	3%
Questioning/Unsure	102	1%
Other	72	1%
Unknown	0	0%
Decline to State	319	3%

Primary Diagnosis	Unique Clients	%
ADHD	1,204	11%
Oppositional/Conduct	452	4%
Depressive disorders	3,017	27%
Bipolar disorders	330	3%
Anxiety disorders	1,818	16%
Stressor and Adjustment disorders	3,262	29%
Adjustment disorders †	*1,586*	
PTSD/Other acute stress reaction †	*1,676*	
Schizophrenic disorders	138	1%
Other/Excluded	1,101	10%
Invalid/Missing	597	

Race/Ethnicity‡	Unique Clients	%
Hispanic	7,725	65%
NH White	1,795	15%
NH Black/African American	823	7%
NH Asian/Pacific Islander	266	2%
NH Native American	29	<1%
NH Multiracial	707	6%
NH Other	206	2%
Unknown/Not Reported	368	3%

Substance Use (Age 12+)§	Unique Clients	%
Dual Diagnosis	854	12%
Co-occurring Disorder	1,882	27%

Living Arrangement	Unique Clients	%
House or Apartment	10,141	85%
Correctional Facility	621	5%
Foster Home	460	4%
Group Home¶	271	2%
Children's Shelter	93	1%
Homeless	99	1%
Other	73	1%
Unknown	161	1%

Insurance Status	Unique Clients	%
Medi-Cal Only	11,204	94%
Any Private Insurance	186	2%
Other	77	1%
Uninsured/Unknown	452	4%

Primary Language	Unique Clients	%
English	10,369	87%
Spanish	1,290	11%
Arabic	22	<1%
Vietnamese	10	<1%
Tagalog	10	<1%
Farsi	6	<1%
Korean	0	0%
Somali	0	0%
Other/Unknown	211	2%

NOTE: Percentages may not sum to 100 due to rounding.

*Gender and Gender Identity methodology were enhanced in FY22-23; data are not comparable to previous years.

†In alignment with ICD-10, this diagnosis is classified within the Stressor and Adjustment disorders category.

‡ NH refers to Non-Hispanic/Latino.

§Co-occurring clients have dual dx, SUD involvement, and/or endorsement of substance abuse-related BHA variables.

¶Group Home includes Residential Treatment Centers and Short-Term Residential Treatment Programs.

Child & Adolescent Mental Health Services, FY 2022-23

County Mental Health Services Provided (visit level)

Outpatient Services	Total Visits*	Total Clients	Percent Users	Mean (& Median) Visits* Among Users
Outpatient	173,581	9,912	83%	17.5 (15.0)
Outpatient - Fee for Service	8,602	1,303	11%	6.6 (4.0)
Juvenile Forensic Services	17,603	792	7%	22.2 (17.0)
Wraparound	11,808	343	3%	34.4 (53.0)
Therapeutic Behavioral Services (TBS)	6,593	345	3%	19.1 (19.0)

Residential Services	Total Days	Total Clients	Percent Users	Mean (& Median) Days† Among Users
Short Term Residential Treatment Program+ (STRTP+)	22,182	309	3%	71.8 (73.0)
Shelter and Respite (S&R)	2,895	218	2%	13.3 (14.0)

Inpatient Admissions	Total Days	Total Clients	Percent Users	Mean (& Median) **Admissions** Among Users
Inpatient - CAPS	5,923	451	4%	1.4 (1.0)
Inpatient - FFS	2,004	213	2%	1.1 (1.0)

Emergency/Crisis Services			Percent Users	Mean (& Median) Visits* Among Users
Crisis Stabilization	2,900	1,160	10%	2.5 (6.0)
Urgent Outpatient	13	12	<1%	1.1 (1.0)

A "visit" represents a day in which any service was provided; visits are grouped by program modality.

†A "day" represents a day in which any service was provided; days are grouped by program modality.

Child & Adolescent Mental Health Services, FY 2022-23

Client Demographics by Service Type	OP	OP-FFS	JFS	WRAP	TBS	STRTP+	S&R	IP	IP-FFS	CS	UO
Unique Clients Receiving Services	9,912	1,303	792	343	345	309	218	451	213	1,160	12
(Unique Clients by) Age											
0 to 5	1,410	24	0	26	21	0	10	0	0	1	0
6 to 11	3,134	266	5	102	143	6	58	34	7	147	2
12 to 15	3,263	601	244	110	127	120	95	233	114	659	5
16 to 17	1,557	412	397	82	49	146	53	169	83	331	3
18+	548	0	146	23	5	37	2	15	9	22	2
Gender*											
Female	4,632	702	145	141	126	135	115	236	133	613	5
Male	4,553	522	635	178	190	150	87	168	56	441	5
Nonbinary/Genderqueer	279	37	6	11	10	14	9	27	16	60	2
Questioning/Unsure	91	12	1	5	4	3	1	9	2	23	0
Other	62	11	3	1	3	1	1	5	3	13	0
Unknown	0	0	0	0	0	0	0	0	0	0	0
Decline to State	295	19	2	7	12	6	5	6	3	10	0
Race/Ethnicity‡											
Hispanic	6,698	630	470	166	212	124	97	241	101	689	8
NH White	1,443	292	83	70	70	72	50	88	45	188	1
NH Black/African American	574	73	166	55	23	60	29	38	14	86	1
NH Asian/Pacific Islander	233	28	11	4	4	2	4	9	8	28	0
NH Native American	27	0	0	6	2	0	0	2	0	4	0
NH Multiracial	596	104	45	32	29	45	38	49	24	109	1
NH Other	163	23	15	4	3	2	0	12	1	19	1
Unknown/Not Reported	178	153	2	6	2	4	0	12	20	37	0
Primary Diagnosis											
ADHD	1,015	152	59	33	75	23	11	14	8	51	1
Oppositional/Conduct	355	37	58	18	16	17	4	13	3	32	1
Depressive disorders	2,512	445	131	82	105	79	56	230	120	532	4
Bipolar disorders	234	74	22	9	9	11	16	52	19	110	1
Anxiety disorders	1,643	157	53	22	32	11	6	17	6	53	0
Stressor and Adjustment disorders	2,509	322	407	143	81	145	99	77	33	295	3
Adjustment disorders†	*1,144*	*158*	*245*	*34*	*19*	*7*	*38*	*9*	*6*	*125*	*1*
PTSD/Other acute stress reaction†	*1,365*	*164*	*162*	*109*	*62*	*138*	*61*	*68*	*27*	*170*	*2*
Schizophrenic disorders	87	36	11	5	3	10	3	30	9	87	2
Other/Excluded	979	68	50	29	22	11	22	15	11	35	0
Invalid/Missing	578	12	1	2	2	2	1	3	4	7	0
Substance Use (Age 12+)§											
Dual Diagnosis	475	107	339	75	23	130	34	69	46	121	4
Co-occurring Disorder	1,192	202	566	131	52	239	63	147	73	253	5

KEY - OP: Outpatient | OP-FFS: Outpatient Fee-for-Service | JFS: Juvenile Forensic Services | WRAP: Wraparound | TBS: Therapeutic Behavioral Services | STRTP+: Short Term Residential Treatment Program+ (includes Short-term Residential Treatment Programs, Psychiatric Health Facilities, Closed Treatment Facilities, San Pasqual Academy) | S&R: Shelter & Respite | IP: Inpatient | IP-FFS: Inpatient Fee-for-Service | CS: Crisis Stabilization | UO: Urgent Outpatient

Gender and Gender Identity methodology were enhanced in FY22-23; data are not comparable to previous years.

†In alignment with ICD-10, this diagnosis is classified within the Stressor and Adjustment disorders category.

‡ NH refers to Non-Hispanic/Latino.

§Co-occurring clients have dual dx, SUD involvement, and/or endorsement of substance abuse-related BHA variables.

Child & Adolescent Mental Health Services, FY 2022-23

Client Demographics by Service Type	OP	OP-FFS	JFS	WRAP	TBS	STRTP+	S&R	IP	IP-FFS	CS	UO
Unique Clients Receiving Services	9,912	1,303	792	343	345	309	218	451	213	1,160	12
% of Clients	83%	11%	7%	3%	3%	3%	2%	4%	2%	10%	<1%
(Percent Clients by) Age											
0 to 5	14%	2%	0%	8%	6%	0%	5%	0%	0%	<1%	0%
6 to 11	32%	20%	1%	30%	41%	2%	27%	8%	3%	13%	17%
12 to 15	33%	46%	31%	32%	37%	39%	44%	52%	54%	57%	42%
16 to 17	16%	32%	50%	24%	14%	47%	24%	37%	39%	29%	25%
18+	6%	0%	18%	7%	1%	12%	1%	3%	4%	2%	17%
Gender											
Female	47%	54%	18%	41%	37%	44%	53%	52%	62%	53%	42%
Male	46%	40%	80%	52%	55%	49%	40%	37%	26%	38%	42%
Nonbinary/Genderqueer	3%	3%	1%	3%	3%	5%	4%	6%	8%	5%	17%
Questioning/Unsure	1%	1%	<1%	1%	1%	1%	<1%	2%	1%	2%	0%
Other	1%	1%	<1%	<1%	1%	<1%	<1%	1%	1%	1%	0%
Unknown	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Decline to State	3%	1%	<1%	2%	3%	2%	2%	1%	1%	1%	0%
Race/Ethnicity‡											
Hispanic	68%	48%	59%	48%	61%	40%	44%	53%	47%	59%	67%
NH White	15%	22%	10%	20%	20%	23%	23%	20%	21%	16%	8%
NH Black/African American	6%	6%	21%	16%	7%	19%	13%	8%	7%	7%	8%
NH Asian/Pacific Islander	2%	2%	1%	1%	1%	1%	2%	2%	4%	2%	0%
NH Native American	<1%	0%	0%	2%	1%	0%	0%	<1%	0%	<1%	0%
NH Multiracial	6%	8%	6%	9%	8%	15%	17%	11%	11%	9%	8%
NH Other	2%	2%	2%	1%	1%	1%	0%	3%	<1%	2%	8%
Unknown/Not Reported	2%	12%	<1%	2%	1%	1%	0%	3%	9%	3%	0%
Primary Diagnosis											
ADHD	11%	12%	7%	10%	22%	7%	5%	3%	4%	4%	8%
Oppositional/Conduct	4%	3%	7%	5%	5%	6%	2%	3%	1%	3%	8%
Depressive disorders	27%	34%	17%	24%	31%	26%	26%	51%	57%	46%	33%
Bipolar disorders	3%	6%	3%	3%	3%	4%	7%	12%	9%	10%	8%
Anxiety disorders	18%	12%	7%	6%	9%	4%	3%	4%	3%	5%	0%
Stressor and Adjustment disorders	27%	25%	51%	42%	24%	47%	46%	17%	16%	26%	25%
Adjustment disorders†	12%	12%	31%	10%	6%	2%	18%	2%	3%	11%	8%
PTSD/Other acute stress reaction†	15%	13%	20%	32%	18%	45%	28%	15%	13%	15%	17%
Schizophrenic disorders	1%	3%	1%	1%	1%	3%	1%	7%	4%	8%	17%
Other/Excluded	10%	5%	6%	9%	6%	4%	10%	3%	5%	3%	0%
Invalid/Missing											
Substance Use (Age 12+)§											
Dual Diagnosis	9%	11%	43%	35%	13%	43%	23%	17%	22%	12%	40%
Co-occurring Disorder	22%	20%	72%	61%	29%	79%	42%	35%	35%	25%	50%

KEY – OP: Outpatient | OP-FFS: Outpatient Fee-for-Service | JFS: Juvenile Forensic Services | WRAP: Wraparound | TBS: Therapeutic Behavioral Services | STRTP+: Short Term Residential Treatment Program+ (includes Short-term Residential Treatment Programs, Psychiatric Health Facilities, Closed Treatment Facilities, San Pasqual Academy) | S&R: Shelter & Respite | IP: Inpatient | IP-FFS: Inpatient Fee-for-Service | CS: Crisis Stabilization | UO: Urgent Outpatient

NOTE: Percentages may not sum to 100 due to rounding.

*Gender and Gender Identity methodology were enhanced in FY22-23; data are not comparable to previous years.

†In alignment with ICD-10, this diagnosis is classified within the Stressor and Adjustment disorders category.

‡ NH refers to Non-Hispanic/Latino.

§Co-occurring clients have dual dx, SUD involvement, and/or endorsement of substance abuse-related BHA variables.

Child & Adolescent Mental Health Services, FY 2022-23

Clients Receiving Outpatient Services#	Unique Clients
	11,497

Age	Unique Clients	%
Age 0 to 5	1,440	13%
Age 6 to 11	3,352	29%
Age 12 to 15	3,833	33%
Age 16 to 17	2,169	19%
Age 18+	703	6%

Note: Some programs continue to serve youth after they turn 18.

Gender Identity*	Unique Clients	%
Cisgender	7,621	87%
Transgender	225	3%
Intersex	6	<1%
Other	317	4%
Decline to State	606	7%
Missing	2,722	

Gender*	Unique Clients	%
Female	5,197	45%
Male	5,531	48%
Nonbinary/Genderqueer	293	3%
Questioning/Unsure	97	1%
Other	70	1%
Unknown	0	0%
Decline to State	309	3%

Primary Diagnosis	Unique Clients	%
ADHD	1,185	11%
Oppositional/Conduct	435	4%
Depressive disorders	2,877	26%
Bipolar disorders	290	3%
Anxiety disorders	1,805	17%
Stressor and Adjustment disorders	3,125	29%
Adjustment disorders†	*1,530*	
PTSD/Other acute stress reaction†	*1,595*	
Schizophrenic disorders	116	1%
Other/Excluded	1,075	10%
Invalid/Missing	589	

Race/Ethnicity‡	Unique Clients	%
Hispanic	7,518	65%
NH White	1,706	15%
NH Black/African American	769	7%
NH Asian/Pacific Islander	256	2%
NH Native American	29	<1%
NH Multiracial	687	6%
NH Other	198	2%
Unknown/Not Reported	334	3%

Substance Use (Age 12+)§	Unique Clients	%
Dual Diagnosis	791	12%
Co-occurring Disorder	1,754	26%

Living Arrangement	Unique Clients	%
House or Apartment	9,926	86%
Correctional Facility	620	5%
Foster Home	456	4%
Group Home¶	124	1%
Children's Shelter	53	<1%
Homeless	91	1%
Other	72	1%
Unknown	155	1%

Insurance Status	Unique Clients	%
Medi-Cal Only	10,852	94%
Any Private Insurance	178	2%
Other	75	1%
Uninsured/Unknown	392	3%

Primary Language	Unique Clients	%
English	9,966	87%
Spanish	1,279	11%
Arabic	20	<1%
Vietnamese	10	<1%
Tagalog	9	<1%
Farsi	6	<1%
Korean	0	0%
Somali	0	0%
Other/Unknown	206	2%

NOTE: Percentages may not sum to 100 due to rounding.

*Gender and Gender Identity methodology were enhanced in FY22-23; data are not comparable to previous years.

†In alignment with ICD-10, this diagnosis is classified within the Stressor and Adjustment disorders category.

‡ NH refers to Non-Hispanic/Latino.

§Co-occurring clients have dual dx, SUD involvement, and/or endorsement of substance abuse-related BHA variables.

¶Group Home includes Residential Treatment Centers and Short-Term Residential Treatment Programs.

 # Outpatient Services include: all Outpatient programs (including Outpatient Fee-for-Service programs), Wraparound programs, Juvenile Forensic Service programs, and Therapeutic Behavioral Services programs.

Child & Adolescent Mental Health Services, FY 2022-23

Clients Receiving Residential Services#	Unique Clients
	500

Age	Unique Clients	%
Age 0 to 5	10	2%
Age 6 to 11	63	13%
Age 12 to 15	197	39%
Age 16 to 17	191	38%
Age 18+	39	8%

Note: Some programs continue to serve youth after they turn 18.

Gender Identity*	Unique Clients	%
Cisgender	405	85%
Transgender	26	5%
Intersex	0	0%
Other	27	6%
Decline to State	20	4%
Missing	22	

Gender*	Unique Clients	%
Female	236	47%
Male	225	45%
Nonbinary/Genderqueer	23	5%
Questioning/Unsure	4	1%
Other	2	<1%
Unknown	0	0%
Decline to State	10	2%

Primary Diagnosis	Unique Clients	%
ADHD	34	7%
Oppositional/Conduct	21	4%
Depressive disorders	129	26%
Bipolar disorders	26	5%
Anxiety disorders	15	3%
Stressor and Adjustment disorders	229	46%
Adjustment disorders†	*44*	
PTSD/Other acute stress reaction†	*185*	
Schizophrenic disorders	11	2%
Other/Excluded	32	6%
Invalid/Missing	3	

Race/Ethnicity‡	Unique Clients	%
Hispanic	214	43%
NH White	116	23%
NH Black/African American	86	17%
NH Asian/Pacific Islander	6	1%
NH Native American	0	0%
NH Multiracial	72	14%
NH Other	2	<1%
Unknown/Not Reported	4	1%

Substance Use (Age 12+)§	Unique Clients	%
Dual Diagnosis	151	35%
Co-occurring Disorder	281	66%

Living Arrangement	Unique Clients	%
House or Apartment	94	19%
Correctional Facility	25	5%
Foster Home	31	6%
Group Home¶	242	48%
Children's Shelter	86	17%
Homeless	6	1%
Other	14	3%
Unknown	2	<1%

Insurance Status	Unique Clients	%
Medi-Cal Only	460	92%
Any Private Insurance	21	4%
Other	0	0%
Uninsured/Unknown	19	4%

Primary Language	Unique Clients	%
English	489	98%
Spanish	9	2%
Arabic	0	0%
Vietnamese	0	0%
Tagalog	0	0%
Farsi	0	0%
Korean	0	0%
Somali	0	0%
Other/Unknown	2	<1%

NOTE: Percentages may not sum to 100 due to rounding.

*Gender and Gender Identity methodology were enhanced in FY22-23; data are not comparable to previous years.

†In alignment with ICD-10, this diagnosis is classified within the Stressor and Adjustment disorders category.

‡ NH refers to Non-Hispanic/Latino.

§Co-occurring clients have dual dx, SUD involvement, and/or endorsement of substance abuse-related BHA variables.

¶Group Home includes Residential Treatment Centers and Short-Term Residential Treatment Programs.

 # Residential Services include: STRTP+ (Short-term Residential Treatment Programs, Psychiatric Health Facilities, Closed Treatment Facilities, San Pasqual Academy) and Shelter & Respite.

Child & Adolescent Mental Health Services, FY 2022-23

Clients Receiving Inpatient Services#	Unique Clients
	609

Age	Unique Clients	%
Age 0 to 5	0	0%
Age 6 to 11	39	6%
Age 12 to 15	320	53%
Age 16 to 17	229	38%
Age 18+	21	3%

Note: Some programs continue to serve youth after they turn 18.

Gender Identity*	Unique Clients	%
Cisgender	368	79%
Transgender	41	9%
Intersex	0	0%
Other	42	9%
Decline to State	17	4%
Missing	141	

Gender*	Unique Clients	%
Female	336	55%
Male	208	34%
Nonbinary/Genderqueer	38	6%
Questioning/Unsure	11	2%
Other	7	1%
Unknown	0	0%
Decline to State	9	1%

Primary Diagnosis	Unique Clients	%
ADHD	20	3%
Oppositional/Conduct	16	3%
Depressive disorders	321	53%
Bipolar disorders	66	11%
Anxiety disorders	21	3%
Stressor and Adjustment disorders	99	16%
Adjustment disorders†	*15*	
PTSD/Other acute stress reaction†	*84*	
Schizophrenic disorders	35	6%
Other/Excluded	24	4%
Invalid/Missing	7	

Race/Ethnicity‡	Unique Clients	%
Hispanic	317	52%
NH White	120	20%
NH Black/African American	47	8%
NH Asian/Pacific Islander	17	3%
NH Native American	2	<1%
NH Multiracial	64	11%
NH Other	12	2%
Unknown/Not Reported	30	5%

Substance Use (Age 12+)§	Unique Clients	%
Dual Diagnosis	103	18%
Co-occurring Disorder	198	35%

Living Arrangement	Unique Clients	%
House or Apartment	515	85%
Correctional Facility	17	3%
Foster Home	9	1%
Group Home¶	43	7%
Children's Shelter	6	1%
Homeless	10	2%
Other	3	<1%
Unknown	6	1%

Insurance Status	Unique Clients	%
Medi-Cal Only	575	94%
Any Private Insurance	8	1%
Other	4	1%
Uninsured/Unknown	22	4%

Primary Language	Unique Clients	%
English	565	93%
Spanish	29	5%
Arabic	2	<1%
Vietnamese	1	<1%
Tagalog	2	<1%
Farsi	1	<1%
Korean	0	0%
Somali	0	0%
Other/Unknown	9	1%

NOTE: Percentages may not sum to 100 due to rounding.

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†In alignment with ICD-10, this diagnosis is classified within the Stressor and Adjustment disorders category.

‡ NH refers to Non-Hispanic/Latino.

§Co-occurring clients have dual dx, SUD involvement, and/or endorsement of substance abuse-related BHA variables.

¶Group Home includes Residential Treatment Centers and Short-Term Residential Treatment Programs.

 # Inpatient Services include: Inpatient Contracted programs and Inpatient Fee-for-Service programs.

Child & Adolescent Mental Health Services, FY 2022-23

Clients Receiving Emergency/Crisis Services#	Unique Clients
	1,166

Age	Unique Clients	%
Age 0 to 5	1	<1%
Age 6 to 11	148	13%
Age 12 to 15	662	57%
Age 16 to 17	332	28%
Age 18+	23	2%

Note: Some programs continue to serve youth after they turn 18.

Gender Identity*	Unique Clients	%
Cisgender	820	82%
Transgender	65	7%
Intersex	2	<1%
Other	74	7%
Decline to State	34	3%
Missing	171	

Gender*	Unique Clients	%
Female	617	53%
Male	442	38%
Nonbinary/Genderqueer	61	5%
Questioning/Unsure	23	2%
Other	13	1%
Unknown	0	0%
Decline to State	10	1%

Primary Diagnosis	Unique Clients	%
ADHD	52	4%
Oppositional/Conduct	33	3%
Depressive disorders	535	46%
Bipolar disorders	110	9%
Anxiety disorders	53	5%
Stressor and Adjustment disorders	296	26%
Adjustment disorders †	*125*	
PTSD/Other acute stress reaction †	*171*	
Schizophrenic disorders	45	4%
Other/Excluded	35	3%
Invalid/Missing	7	

Race/Ethnicity‡	Unique Clients	%
Hispanic	693	59%
NH White	189	16%
NH Black/African American	87	7%
NH Asian/Pacific Islander	28	2%
NH Native American	4	<1%
NH Multiracial	109	9%
NH Other	19	2%
Unknown/Not Reported	37	3%

Substance Use (Age 12+)§	Unique Clients	%
Dual Diagnosis	123	12%
Co-occurring Disorder	256	25%

Living Arrangement	Unique Clients	%
House or Apartment	1,041	89%
Correctional Facility	19	2%
Foster Home	13	1%
Group Home¶	64	5%
Children's Shelter	10	1%
Homeless	16	1%
Other	2	<1%
Unknown	1	<1%

Insurance Status	Unique Clients	%
Medi-Cal Only	1,055	90%
Any Private Insurance	18	2%
Other	10	1%
Uninsured/Unknown	83	7%

Primary Language	Unique Clients	%
English	1,077	92%
Spanish	79	7%
Arabic	2	<1%
Vietnamese	2	<1%
Tagalog	0	0%
Farsi	1	<1%
Korean	0	0%
Somali	0	0%
Other/Unknown	5	<1%

NOTE: Percentages may not sum to 100 due to rounding.

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†In alignment with ICD-10, this diagnosis is classified within the Stressor and Adjustment disorders category.

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§Co-occurring clients have dual dx, SUD involvement, and/or endorsement of substance abuse-related BHA variables.

¶Group Home includes Residential Treatment Centers and Short-Term Residential Treatment Programs.

 # Emergency/Crisis Services include: Crisis Stabilization and Urgent Outpatient services.