

Victor Community Support Services

Victor is a nonprofit community-based organization (CBO) operating across multiple counties in California, providing Enhanced Care Management (ECM) services for Medi-Cal members with complex health, behavioral health, and social needs



Agency At a Glance

- More than 1,000 staff statewide and over \$130 million in annual revenue
- Provides a broad continuum of service, including outpatient behavioral health, intensive care coordination, child welfare and foster care services, wraparound, early intervention, and family-centered supports.
- Serves children, youth, families, and adults, with a strong focus on individuals experiencing complex behavioral health, medical, and social challenges.



“ECM allows us to support clients more holistically by coordinating care across medical, behavioral, and social systems.

For the agency, ECM enhances our collaboration across departments, deepens our engagement with high-acuity populations, and supports more comprehensive, outcomes-focused care delivery.



Sharmelle Parker

Vice President of Innovation

The Challenge

Implementing new workflows, training staff on ECM-specific requirements, navigating authorizations and documentation, and aligning operations across multiple partners while maintaining quality and compliance presented significant challenges.

Working with Full Circle

Full Circle provided essential, clear guidance, responsive communication, and practical operational support in navigating managed care relationships. The partnership strengthened operational alignment and accelerated program growth.

Future Vision

After 2 years, Victor has delivered ECM services to hundreds of clients in several counties.

Victor plans to continue expanding ECM services in partnership with Full Circle and managed care plans with a focus on refining care coordination practices, deepening integrations with other programs and improving client outcomes.

Learn More

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