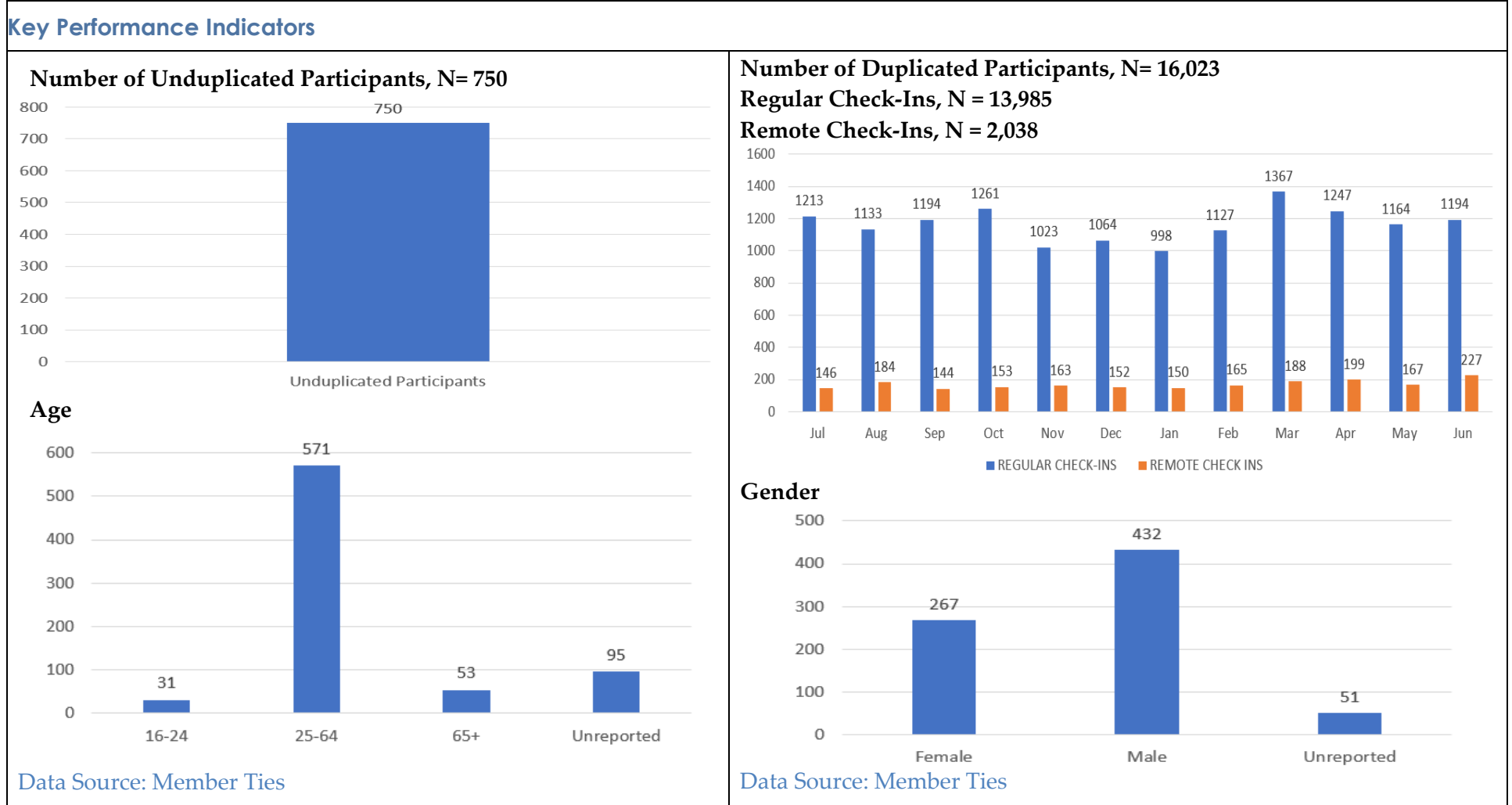


# Kings View Behavioral Health

## Blue Sky Wellness Center Quality Improvement (QI) Workplan Summary

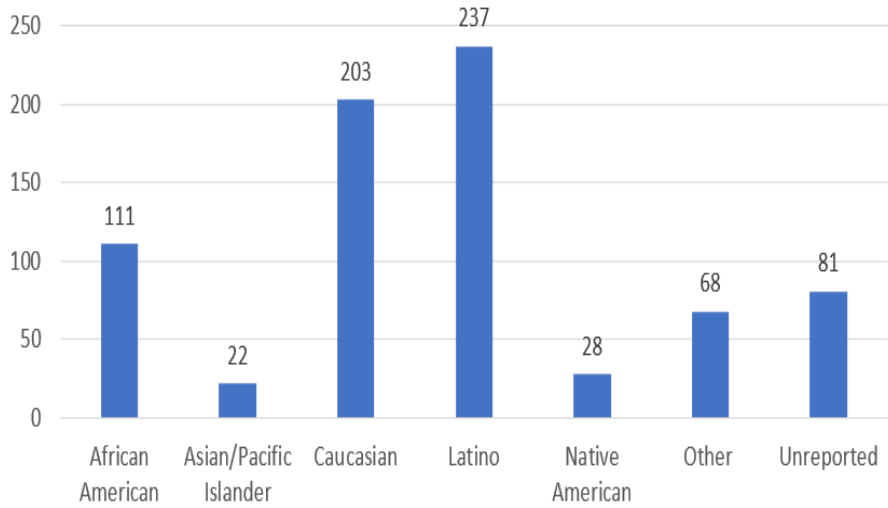
FY 21-22 (July – June)

### I. Key Performance Indicators



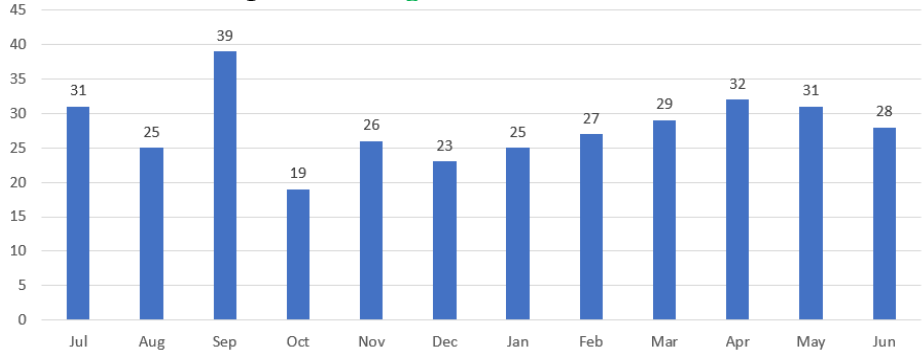
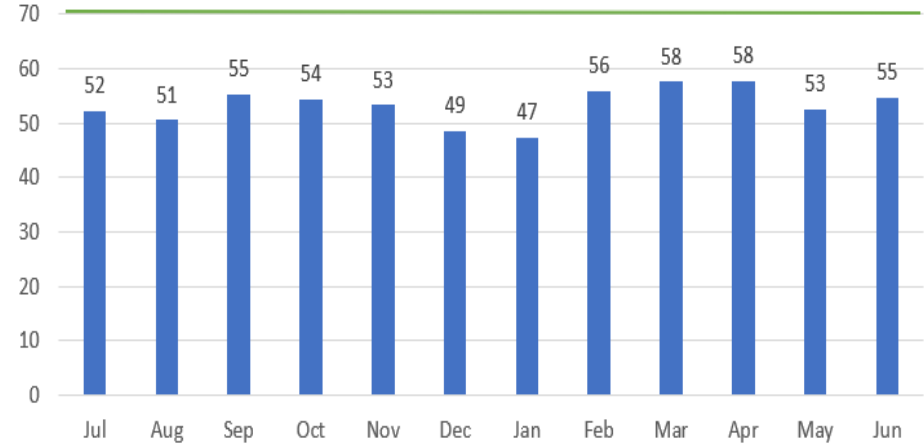
## Key Performance Indicators

### Race



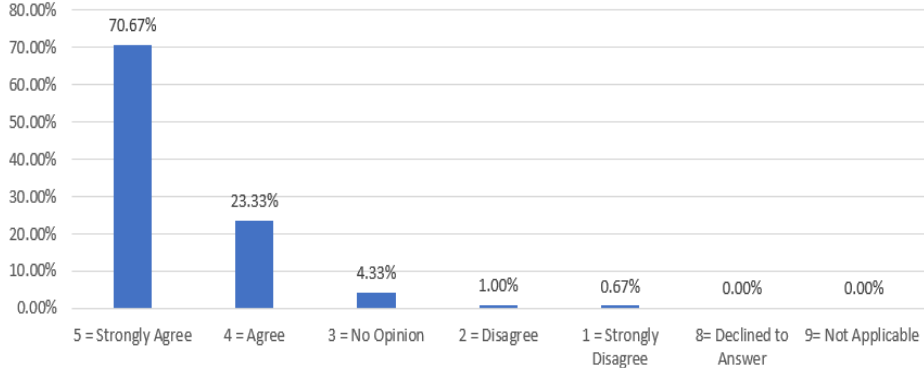
Data Source: Member Ties Database

II. Program Outcome Measure & Goals

Indicators	Goals	Domain	Activities	Performance Measures
<p>1.1 Timely Client Orientation and Enrollment at Blue Sky</p>	<p>Clients seeking to participate at Blue Sky will complete the intake and assessment process and begin orientation within one (1) operating day.</p>	<p>Efficiency</p>	<p>The QI Department will Monitor and evaluate intake and enrollment process.</p> <p>Blue Sky's intake process takes approximately 15 to 30min. A client becomes a Member the same day/ completes orientation.</p>	<p>Percentage of Clients who completed the intake and assessment process and began orientation within one (1) operating day.</p> <p><b>N = 335, 100% Compliance. Target Met</b></p>  <p>Data Source: Member Ties</p>
<p>1.2 Access to Services – Number of Consumers Served per Day</p>	<p>Blue Sky will Serve approximately 70 Clients per day.</p>	<p>Access</p>	<p>The QI Department and Program Manager will Collect and Monitor the number of clients served per day.</p> <p>Engage Clients through offering activities, trainings, peer to peer support and other resources.</p>	<p>Average Number of Clients Served Each Day</p> <p><b>Remote Check + Regular Check-Ins, N = 53, Target Not Met</b></p>  <p>Data Source: Member Ties</p>

Indicators	Goals	Domain	Activities	Performance Measures																						
1.3 Access to Services – Number of Client Support Group/ Activities	Blue Sky will offer a minimum of 20 support group/ activities each week.	Access	Develop and maintain a monthly calendar of planned support group/ activities for Clients to participate.	<p>Number of Support Groups/Activities offered each week  <b>N= 31, Target Met</b>  <a href="#">Data Source: Blue Sky Wellness Center Monthly Event Calendar, see attached exhibit</a></p> <p>Blue Sky is a wellness, recovery, and resiliency center that provides peer driven education, stigma reduction, social activities and opportunities, volunteer opportunities, and support activities to address mental illness and/or behavioral health challenges to achieve recovery and wellness.</p>																						
1.4 Client Engagement in Pre-Employment/ Job Readiness	50% of active volunteers engage in pre-employment/job readiness program.	Effectiveness	<p>Engage Volunteers to participate in pre-employment/job readiness programs.</p> <p>The QI Department and Program Coordinator will Collect and Monitor Client participation.</p>	<p>Percentage of Active Volunteers that engaged and participated in pre-employment/job readiness programs.  <b>N = 25/25, 100%. Target Met</b></p> <table border="1" data-bbox="1213 792 1843 992"> <thead> <tr> <th colspan="3">Blue Sky Volunteer Summary</th> </tr> <tr> <th colspan="3">Volunteer Participation in Career Readiness</th> </tr> </thead> <tbody> <tr> <td>Total Volunteers</td> <td colspan="2">25</td> </tr> <tr> <td>Volunteer Career Participation</td> <td>25</td> <td>100%</td> </tr> <tr> <td>Non-Participating Volunteers</td> <td>0</td> <td>0%</td> </tr> </tbody> </table> <table border="1" data-bbox="1339 1057 1717 1336"> <thead> <tr> <th>Qualifying Activities</th> </tr> </thead> <tbody> <tr> <td>Computer</td> </tr> <tr> <td>Event/POD</td> </tr> <tr> <td>Volunteer Meeting</td> </tr> <tr> <td>Volunteer Training</td> </tr> <tr> <td>Vocational Skills</td> </tr> <tr> <td>PAC</td> </tr> </tbody> </table> <p><a href="#">Data Source: Volunteer Logs</a></p>	Blue Sky Volunteer Summary			Volunteer Participation in Career Readiness			Total Volunteers	25		Volunteer Career Participation	25	100%	Non-Participating Volunteers	0	0%	Qualifying Activities	Computer	Event/POD	Volunteer Meeting	Volunteer Training	Vocational Skills	PAC
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1.5 Blue Sky Wellness Center Active Volunteers	40% of active volunteers serve 40 hours or more a month	Effectiveness	Volunteers at Blue Sky gain confidence by giving them the change to try something new and build a sense of achievement while learning new skills and being involved with their community.	<p>Percentage of Active Volunteers that served 40 hours or more a month.  <b>N = 11/22 (Average), 50.00%. Target Met</b></p> <table border="1"> <caption>Percentage of Active Volunteers that served 40 hours or more a month</caption> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>July</td><td>52%</td></tr> <tr><td>August</td><td>47%</td></tr> <tr><td>September</td><td>53%</td></tr> <tr><td>October</td><td>60%</td></tr> <tr><td>November</td><td>46%</td></tr> <tr><td>December</td><td>43%</td></tr> <tr><td>January</td><td>39%</td></tr> <tr><td>February</td><td>54%</td></tr> <tr><td>March</td><td>80%</td></tr> <tr><td>April</td><td>46%</td></tr> <tr><td>May</td><td>50%</td></tr> <tr><td>June</td><td>48%</td></tr> </tbody> </table> <p>Data Source: Volunteer Log</p>	Month	Percentage	July	52%	August	47%	September	53%	October	60%	November	46%	December	43%	January	39%	February	54%	March	80%	April	46%	May	50%	June	48%
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1.6 Client Involvement in Support/ Group Activities	Support Group and Activities Check Ins Represent 60% of the total Check-Ins at Blue Sky	Effectiveness	Clients at Blue Sky work towards their wellness recovery by participating in various support group/activities	<p>Percentage Improvement in Client Involvement/ Participation in Support Group/ Activities  <b>N =12,803/13,985, 91.55%. Target Met</b>  <b>(Activity + Support)/Total Check-Ins</b></p> <table border="1"> <tbody> <tr> <td>Total Check-Ins (Regular)</td> <td>13,985</td> </tr> <tr> <td>Regular Activity Group</td> <td>5829</td> </tr> <tr> <td>Regular Support Group (Without the Engagement)</td> <td>6974</td> </tr> <tr> <td><b>% of Compliance</b></td> <td><b>91.55%</b></td> </tr> </tbody> </table> <p>Note: In addition to have various Wellness and Recovery Support Groups/Activities, WRAP Training is offered to Consumers Semi-Monthly on a voluntary basis.</p> <p>Data Source: Member Ties</p>	Total Check-Ins (Regular)	13,985	Regular Activity Group	5829	Regular Support Group (Without the Engagement)	6974	<b>% of Compliance</b>	<b>91.55%</b>																		
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1.7 Client Engagement – Wellness and Recovery	50% of Support Group Check-Ins include individualized one on one engagement with the clients	Effectiveness	Staff at Blue Sky engage one on one with clients to offer individualized support by teaching them coping skills, offer active listening and providing linkages to community resources.	<p>Percentage of Clients who engaged in individualized support.  <b>N = 22,664/31,379, 72% Compliance. Target Met</b>  <b>(Regular Engagement + Remote Engagement)/Total Support Group</b></p> <table border="1" data-bbox="1129 331 1919 589"> <thead> <tr> <th>Type of Support Group</th> <th># Clients Served</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Regular Support Group</td> <td>6,974</td> <td>22.23%</td> </tr> <tr> <td>Remote Support Group</td> <td>1,741</td> <td>5.55%</td> </tr> <tr> <td>Regular Engagement</td> <td>20,631</td> <td>65.75%</td> </tr> <tr> <td>Remote Engagement</td> <td>2,033</td> <td>6.48%</td> </tr> <tr> <td><b>Total Support Group Check-Ins</b></td> <td><b>31,379</b></td> <td><b>100.00%</b></td> </tr> </tbody> </table> <p>Data Source: Member Ties</p>	Type of Support Group	# Clients Served	Percentage	Regular Support Group	6,974	22.23%	Remote Support Group	1,741	5.55%	Regular Engagement	20,631	65.75%	Remote Engagement	2,033	6.48%	<b>Total Support Group Check-Ins</b>	<b>31,379</b>	<b>100.00%</b>
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1.8 Client Satisfaction Surveys – Satisfaction with Services Provided	80% of Clients state that Services provided by Blue Sky have been a positive influence in their lives.	Satisfaction & Feedback	<p>Distribute and Collect and minimum of 300 Clients satisfaction surveys.</p> <p>The QI Department and Program Manager will Collect and Monitor the number of Surveys completed</p>	<p>Percentage of Clients who responded “Agree” or “Strongly Agree” to a positive Influence in their lives  <b>N = 300, 94.00%. Target Met</b></p>  <p>Data Source: Client Satisfaction Surveys</p>																		

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1.9 Client Satisfaction Surveys – Maintaining Wellness and Recovery	80% of Clients state that Blue Sky is an important factor in maintaining their Wellness and Recovery.	Satisfaction and Feedback	<p>Distribute and Collect and minimum of 300 Clients satisfaction surveys.</p> <p>The QI Department and Program Manager will Collect and Monitor the number of Surveys completed</p>	<p>Percentage of Clients who responded “Agree” or “Strongly Agree” to maintaining Wellness and Recovery</p> <p><b>N = 300, 93.67%. Target Met</b></p> <table border="1"> <caption>Client Satisfaction Survey Results</caption> <thead> <tr> <th>Response Category</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>5 = Strongly Agree</td> <td>69.67%</td> </tr> <tr> <td>4 = Agree</td> <td>24.00%</td> </tr> <tr> <td>3 = No Opinion</td> <td>5.33%</td> </tr> <tr> <td>2 = Disagree</td> <td>0.33%</td> </tr> <tr> <td>1 = Strongly Disagree</td> <td>0.67%</td> </tr> <tr> <td>8 = Declined to Answer</td> <td>0.00%</td> </tr> <tr> <td>9 = Not Applicable</td> <td>0.00%</td> </tr> </tbody> </table> <p>Data Source: Client Satisfaction Surveys</p>	Response Category	Percentage	5 = Strongly Agree	69.67%	4 = Agree	24.00%	3 = No Opinion	5.33%	2 = Disagree	0.33%	1 = Strongly Disagree	0.67%	8 = Declined to Answer	0.00%	9 = Not Applicable	0.00%										
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1.10 COVID19 Client Engagement and Supportive Services during Wellness Center Closure	Blue Sky Staff members will conduct phone calls in efforts to support the clients during the pandemic and maintain their level of engagement.	Access	<p>Staff members call wellness center clients daily to provide support and engagement services.</p> <p>Call logs will be maintained to track the number of call completed each month.</p>	<p>Number of phone calls conducted each month by staff member to clients</p> <p><b>N= 6,946. Target Met.</b></p> <table border="1"> <caption>Number of Phone Calls Conducted Each Month</caption> <thead> <tr> <th>Month</th> <th>Number of Calls</th> </tr> </thead> <tbody> <tr> <td>July</td> <td>416</td> </tr> <tr> <td>August</td> <td>448</td> </tr> <tr> <td>September</td> <td>499</td> </tr> <tr> <td>October</td> <td>592</td> </tr> <tr> <td>November</td> <td>654</td> </tr> <tr> <td>December</td> <td>691</td> </tr> <tr> <td>January</td> <td>604</td> </tr> <tr> <td>February</td> <td>643</td> </tr> <tr> <td>March</td> <td>709</td> </tr> <tr> <td>April</td> <td>557</td> </tr> <tr> <td>May</td> <td>490</td> </tr> <tr> <td>June</td> <td>643</td> </tr> </tbody> </table> <p>Data Source: Call Log</p>	Month	Number of Calls	July	416	August	448	September	499	October	592	November	654	December	691	January	604	February	643	March	709	April	557	May	490	June	643
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