

Kings View Behavioral Health

Blue Sky Wellness Center Quality Improvement (QI) Workplan Summary

FY 22-23 (July – June)

I. Key Performance Indicators

Key Performance Indicators

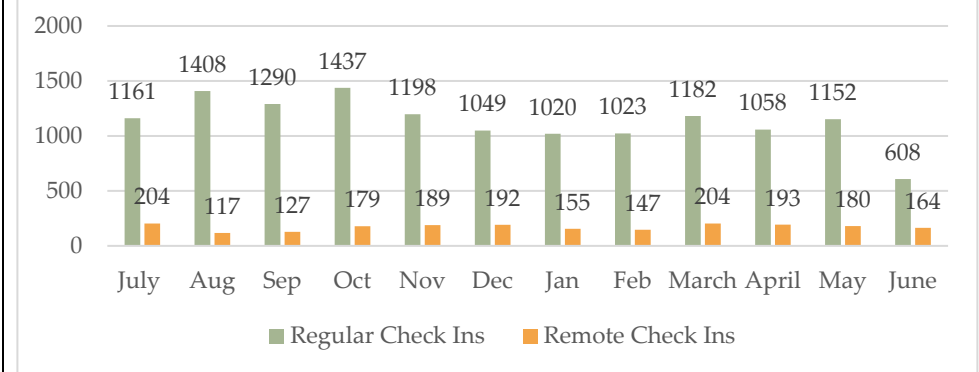
Number of Unduplicated Members, N = 626



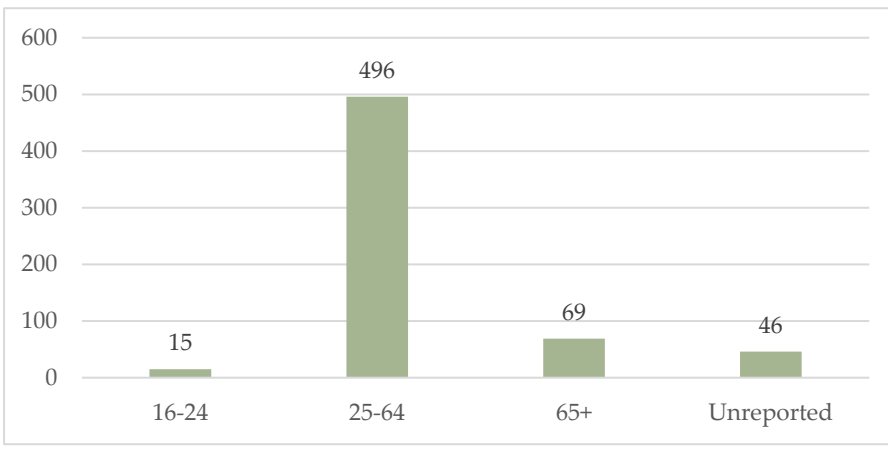
Number of Duplicated Members, N= 15637

Regular Check-Ins, N = 13,586

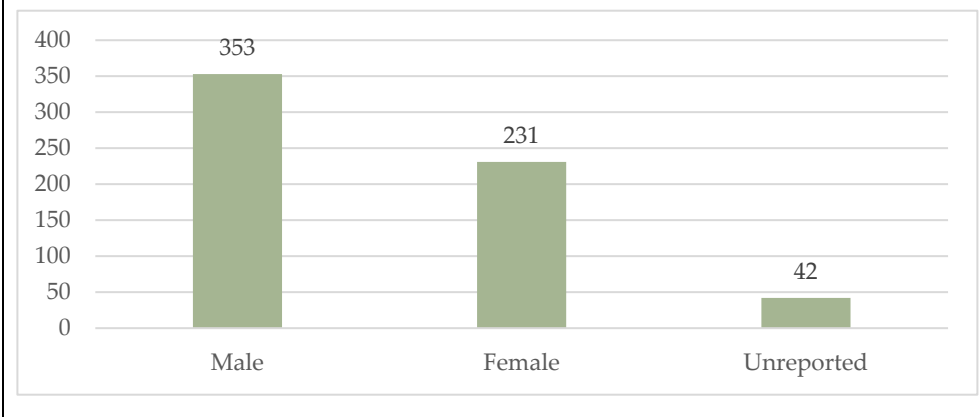
Remote Check-Ins, N = 2051



Age N = 626

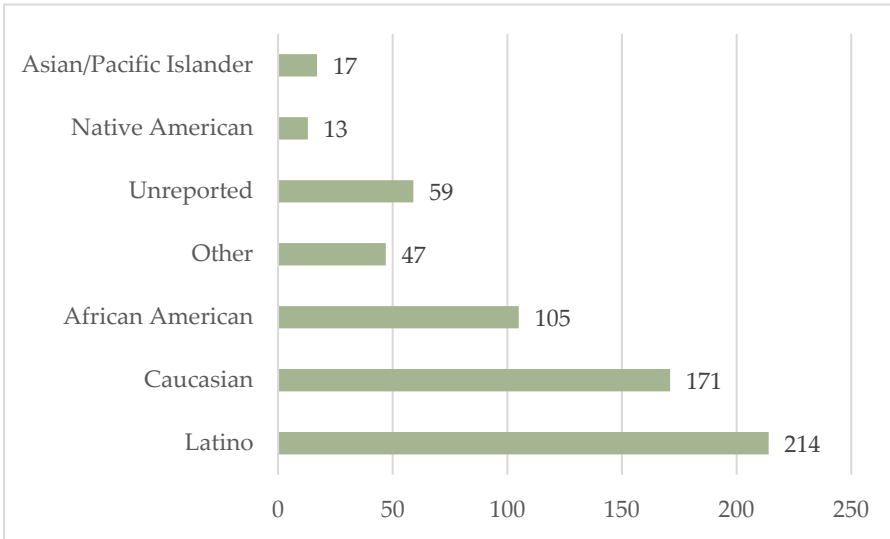


Gender N = 626



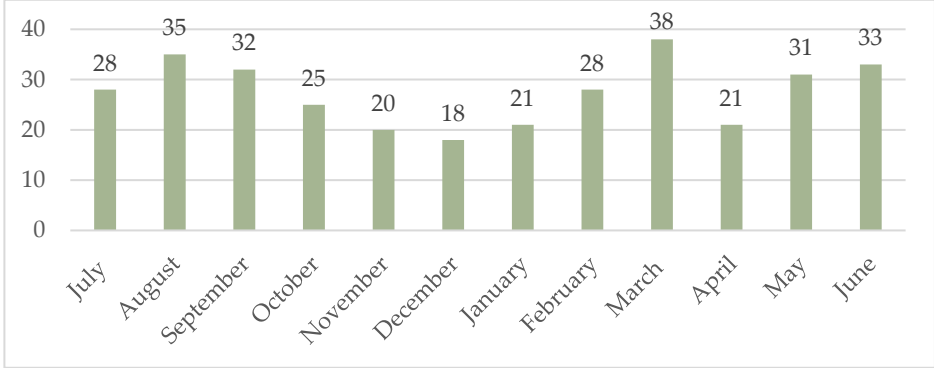
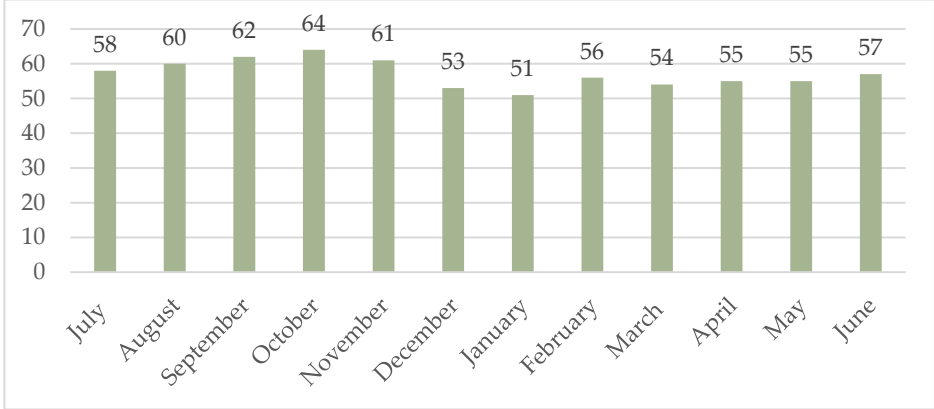
Key Performance Indicators

Race

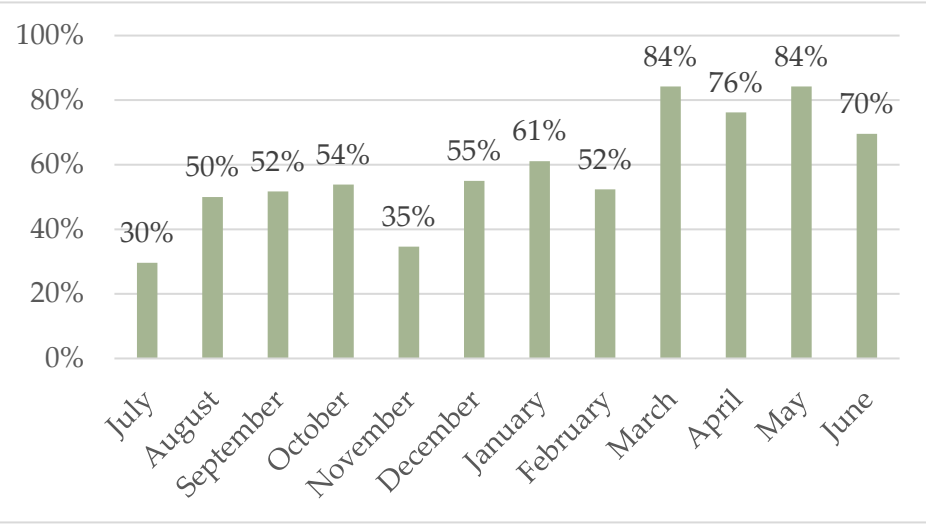


Data Source: Member Ties

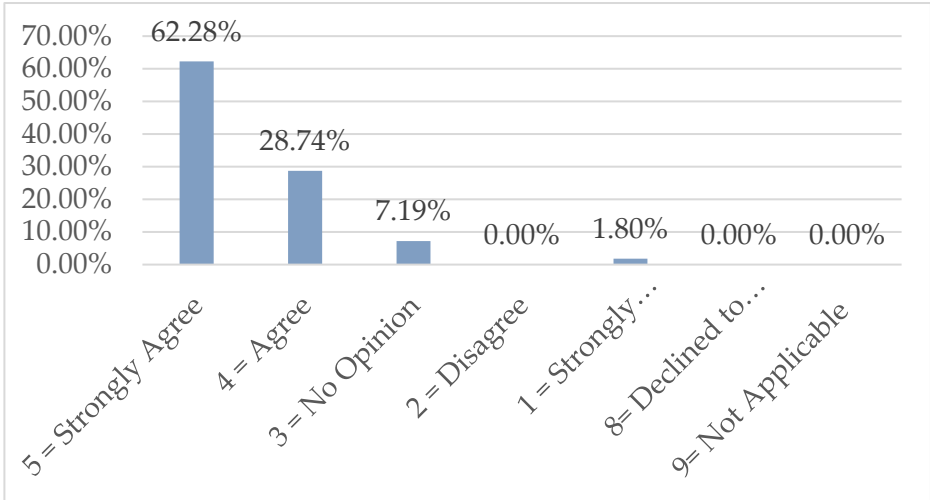
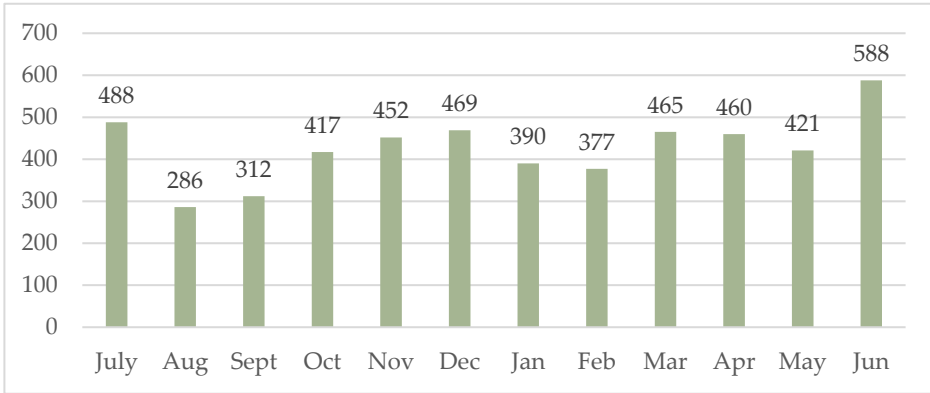
II. Program Outcome Measure & Goals

Indicators	Goals	Domain	Activities	Performance Measures																										
<p>1.1 Timely Member Orientation and Enrollment at Blue Sky</p>	<p>100% of members 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 Member becomes a Member the same day/ completes orientation.</p>	<p>Percentage of Members who completed the intake and assessment process and began orientation within one (1) operating day. N = 330, 100% Compliance. Target Met</p>  <table border="1" data-bbox="1060 391 1990 756"> <caption>Percentage of Members who completed the intake and assessment process and began orientation within one (1) operating day</caption> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>July</td><td>28</td></tr> <tr><td>August</td><td>35</td></tr> <tr><td>September</td><td>32</td></tr> <tr><td>October</td><td>25</td></tr> <tr><td>November</td><td>20</td></tr> <tr><td>December</td><td>18</td></tr> <tr><td>January</td><td>21</td></tr> <tr><td>February</td><td>28</td></tr> <tr><td>March</td><td>38</td></tr> <tr><td>April</td><td>21</td></tr> <tr><td>May</td><td>31</td></tr> <tr><td>June</td><td>33</td></tr> </tbody> </table> <p>Data Source: Member Ties</p>	Month	Percentage	July	28	August	35	September	32	October	25	November	20	December	18	January	21	February	28	March	38	April	21	May	31	June	33
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<p>1.2 Access to Services – Number of Members Served per Day</p>	<p>Blue Sky will Serve approximately 70 Members per day.</p>	<p>Access</p>	<p>The QI Department and Program Manager will Collect and Monitor the number of Members served per day.</p> <p>Engage Members through offering activities, trainings, peer to peer support and other resources.</p>	<p>Average Number of Members Served Each Day Remote Check + Regular Check-Ins, N = 58, Target Not Met</p>  <table border="1" data-bbox="1060 943 1990 1349"> <caption>Average Number of Members Served Each Day</caption> <thead> <tr> <th>Month</th> <th>Average Number</th> </tr> </thead> <tbody> <tr><td>July</td><td>58</td></tr> <tr><td>August</td><td>60</td></tr> <tr><td>September</td><td>62</td></tr> <tr><td>October</td><td>64</td></tr> <tr><td>November</td><td>61</td></tr> <tr><td>December</td><td>53</td></tr> <tr><td>January</td><td>51</td></tr> <tr><td>February</td><td>56</td></tr> <tr><td>March</td><td>54</td></tr> <tr><td>April</td><td>55</td></tr> <tr><td>May</td><td>55</td></tr> <tr><td>June</td><td>57</td></tr> </tbody> </table> <p>Data Source: Member Ties</p>	Month	Average Number	July	58	August	60	September	62	October	64	November	61	December	53	January	51	February	56	March	54	April	55	May	55	June	57
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1.3 Access to Services – Number of Member 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 Members to participate.	<p>Number of Support Groups/Activities offered each week N= 35, Target Met Data Source: Blue Sky Wellness Center Monthly Event Calendar, see attached exhibit.</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 Member 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 Member participation.</p>	<p>Percentage of Active Volunteers that engaged and participated in pre - employment/job readiness programs. N = 19/19, 100%. Target Met</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">22</td> </tr> <tr> <td>Volunteer Career Participation</td> <td>19</td> <td>86%</td> </tr> <tr> <td>Non-Participating Volunteers</td> <td>3</td> <td>14%</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>Data Source: Volunteer Logs</p>	Blue Sky Volunteer Summary			Volunteer Participation in Career Readiness			Total Volunteers	22		Volunteer Career Participation	19	86%	Non-Participating Volunteers	3	14%	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. N = 13/23 (Average), 57%. Target Met</p>  <table border="1" data-bbox="1066 277 1986 797"> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>July</td><td>30%</td></tr> <tr><td>August</td><td>50%</td></tr> <tr><td>September</td><td>52%</td></tr> <tr><td>October</td><td>54%</td></tr> <tr><td>November</td><td>35%</td></tr> <tr><td>December</td><td>55%</td></tr> <tr><td>January</td><td>61%</td></tr> <tr><td>February</td><td>52%</td></tr> <tr><td>March</td><td>84%</td></tr> <tr><td>April</td><td>76%</td></tr> <tr><td>May</td><td>84%</td></tr> <tr><td>June</td><td>70%</td></tr> </tbody> </table> <p>Data Source: Volunteer Log</p>	Month	Percentage	July	30%	August	50%	September	52%	October	54%	November	35%	December	55%	January	61%	February	52%	March	84%	April	76%	May	84%	June	70%
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1.6 Member Involvement in Support/ Group Activities	Support Group and Activities Check Ins Represent 60% of the total Check-Ins at Blue Sky	Effectiveness	Members at Blue Sky work towards their wellness recovery by participating in various support group/activities	<p>Percentage Improvement in Member Involvement/ Participation in Support Group/ Activities N =15,661/15,637, 100 %. Target Met (Activity + Support)/Total Check-Ins</p> <table border="1" data-bbox="1186 1019 1866 1252"> <tbody> <tr> <td>Total Check-Ins (Regular)</td> <td>15637</td> </tr> <tr> <td>Regular Activity Group</td> <td>6902</td> </tr> <tr> <td>Regular Support Group (Without the Engagement)</td> <td>8758</td> </tr> <tr> <td>% of Compliance</td> <td>100%</td> </tr> </tbody> </table> <p>Note: In addition to having various Wellness and Recovery Support Groups/Activities, WRAP Training is offered to Consumers Semi-Monthly on a voluntary basis.</p>	Total Check-Ins (Regular)	15637	Regular Activity Group	6902	Regular Support Group (Without the Engagement)	8758	% of Compliance	100%																		
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1.7 Member Engagement – Wellness and Recovery	50% of Support Group Check-Ins include individualized one on one engagement with the members	Effectiveness	Staff at Blue Sky engage one on one with Members to offer individualized support by teaching them coping skills, offer active listening and providing linkages to community resources.	<p>Percentage of Members who engaged in individualized support. N = 29850/40321, 74.03% Compliance. Target Met (Regular Engagement + Remote Engagement)/Total Support Group</p> <table border="1"> <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>8758</td> <td>21.72%</td> </tr> <tr> <td>Remote Support Group</td> <td>1713</td> <td>4.24%</td> </tr> <tr> <td>Regular Engagement</td> <td>27,799</td> <td>68.94%</td> </tr> <tr> <td>Remote Engagement</td> <td>2051</td> <td>5.08</td> </tr> <tr> <td>Total Support Group Check-Ins</td> <td>40321</td> <td>100.00%</td> </tr> </tbody> </table> <p>Data Source: Member Ties</p>	Type of Support Group	# Clients Served	Percentage	Regular Support Group	8758	21.72%	Remote Support Group	1713	4.24%	Regular Engagement	27,799	68.94%	Remote Engagement	2051	5.08	Total Support Group Check-Ins	40321	100.00%
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1.8 Member Satisfaction Surveys – Satisfaction with Services Provided	80% of Members 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 Members satisfaction surveys.</p> <p>The QI Department and Program Manager will Collect and Monitor the number of Surveys completed</p>	<p>Percentage of Members who responded “Agree” or “Strongly Agree” to a positive Influence in their lives N = 312, 91.62%. Target Met</p> <table border="1"> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>5 = Strongly Agree</td> <td>63.47%</td> </tr> <tr> <td>4 = Agree</td> <td>28.14%</td> </tr> <tr> <td>3 = No opinion</td> <td>5.39%</td> </tr> <tr> <td>2 = Disagree</td> <td>0.60%</td> </tr> <tr> <td>1 = Strongly Disagree</td> <td>2.40%</td> </tr> <tr> <td>8 = Declined</td> <td>0.00%</td> </tr> <tr> <td>9 = Not applicable</td> <td>0.00%</td> </tr> </tbody> </table> <p>Data Source: Member Satisfaction Surveys</p>	Response	Percentage	5 = Strongly Agree	63.47%	4 = Agree	28.14%	3 = No opinion	5.39%	2 = Disagree	0.60%	1 = Strongly Disagree	2.40%	8 = Declined	0.00%	9 = Not applicable	0.00%		
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1.9 Member Satisfaction Surveys – Maintaining Wellness and Recovery	80% of Members 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 Members satisfaction surveys.</p> <p>The QI Department and Program Manager will Collect and Monitor the number of Surveys completed</p>	<p>Percentage of Members who responded “Agree” or “Strongly Agree” to maintaining Wellness and Recovery</p> <p>N = 312, 91.02%. Target Met</p>  <p>The bar chart displays the percentage of members who responded with various levels of agreement. The y-axis represents the percentage from 0.00% to 70.00%. The x-axis lists the response categories: 5 = Strongly Agree (62.28%), 4 = Agree (28.74%), 3 = No Opinion (7.19%), 2 = Disagree (0.00%), 1 = Strongly Disagree (1.80%), 8 = Declined to Respond (0.00%), and 9 = Not Applicable (0.00%).</p> <table border="1"> <thead> <tr> <th>Response Category</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>5 = Strongly Agree</td> <td>62.28%</td> </tr> <tr> <td>4 = Agree</td> <td>28.74%</td> </tr> <tr> <td>3 = No Opinion</td> <td>7.19%</td> </tr> <tr> <td>2 = Disagree</td> <td>0.00%</td> </tr> <tr> <td>1 = Strongly Disagree</td> <td>1.80%</td> </tr> <tr> <td>8 = Declined to Respond</td> <td>0.00%</td> </tr> <tr> <td>9 = Not Applicable</td> <td>0.00%</td> </tr> </tbody> </table> <p>Data Source: Member Satisfaction Surveys</p>	Response Category	Percentage	5 = Strongly Agree	62.28%	4 = Agree	28.74%	3 = No Opinion	7.19%	2 = Disagree	0.00%	1 = Strongly Disagree	1.80%	8 = Declined to Respond	0.00%	9 = Not Applicable	0.00%										
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1.10 COVID19 Member Engagement and Supportive Services during Wellness Center Closure	Blue Sky Staff members will conduct phone calls in efforts to support the Members during the pandemic and maintain their level of engagement.	Access	<p>Staff members call wellness center Members daily to provide support and engagement services.</p> <p>Call logs will be maintained to track the number of calls completed each month.</p>	<p>Number of phone calls conducted each month by staff to Members</p> <p>N= 5125 Target Met.</p>  <p>The bar chart shows the number of phone calls conducted each month by staff to members. The y-axis represents the number of calls from 0 to 700. The x-axis lists the months from July to June. The number of calls for each month is: July (488), Aug (286), Sept (312), Oct (417), Nov (452), Dec (469), Jan (390), Feb (377), Mar (465), Apr (460), May (421), and Jun (588).</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Number of Calls</th> </tr> </thead> <tbody> <tr> <td>July</td> <td>488</td> </tr> <tr> <td>Aug</td> <td>286</td> </tr> <tr> <td>Sept</td> <td>312</td> </tr> <tr> <td>Oct</td> <td>417</td> </tr> <tr> <td>Nov</td> <td>452</td> </tr> <tr> <td>Dec</td> <td>469</td> </tr> <tr> <td>Jan</td> <td>390</td> </tr> <tr> <td>Feb</td> <td>377</td> </tr> <tr> <td>Mar</td> <td>465</td> </tr> <tr> <td>Apr</td> <td>460</td> </tr> <tr> <td>May</td> <td>421</td> </tr> <tr> <td>Jun</td> <td>588</td> </tr> </tbody> </table> <p>Data Source: Call Log</p>	Month	Number of Calls	July	488	Aug	286	Sept	312	Oct	417	Nov	452	Dec	469	Jan	390	Feb	377	Mar	465	Apr	460	May	421	Jun	588
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