

FRESNO COUNTY MENTAL HEALTH PLAN

OUTCOMES REPORT- Attachment A

PROGRAM INFORMATION:

| | | | |
|--|--|----------------------------|--|
| Program Title: | Kings View Behavioral Health Mental Services Peer/Family Support Wellness Center (Blue Sky | Provider: | Kings View Behavioral Health |
| Program Description: | A prevention and early intervention peer centered wellness and recovery focused program. | MHP Work Plan: | Choose an item. 2-Wellness, recovery, and resiliency support Choose an item. |
| Age Group Served 1: | ADULT | Dates Of Operation: | January 2016 – June 30, 2021 |
| Age Group Served 2: | Choose an item. | Reporting Period: | July 1, 2017 - June 30, 2018 |
| Funding Source 1: | Early Intervention (MHSA) | Funding Source 3: | Choose an item. |
| Funding Source 2: | Prevention (MHSA) | Other Funding: | Click here to enter text. |
| After three (3) years, the Agreement may be renewed for up to two (2) additional, successive twelve (12) month periods upon the same terms and conditions. | | | |

FISCAL INFORMATION:

| | | | |
|--|--|-------------------------------|------------------|
| Program Budget Amount: | 1,642,138 | Program Actual Amount: | 1,639,355 |
| Number of Unique Clients Served During Time Period: | 727 | | |
| Number of Services Rendered During Time Period: | Total Program Check-Ins: 18,381, Total Group Check- Ins:15,479 | | |
| Actual Cost Per Client: | 1,883.57 | | |

CONTRACT INFORMATION:

| | | | |
|---|--|-------------------------|-----------------------------------|
| Program Type: | Contract-Operated | Type of Program: | |
| Contract Term: | 3 years + 2 optional = 5 years | For Other: | Prevention and Early Intervention |
| | | Renewal Date: | July 1, 2021 |
| Level of Care Information Age 18 & Over: | Medium Intensity Treatment (caseload 1:22) | | |

TARGET POPULATION INFORMATION:

| | |
|---------------------------|--|
| Target Population: | Fresno County residents 18 years and older, including the unserved and underserved cultural, ethnic, and linguistic communities. Clients will participate in peer support driven wellness and recovery activities through education, socialization, life skills building (including independent living), recreational activities, employment supports, and |
|---------------------------|--|

vocational services. This includes individuals with early onset and/or chronic mental illness, co-occurring issues, chronic homelessness, and anyone seeking support for their wellness and recovery. These client driven services are provided for Transitional Age Youth (TAY- now 16-24 years of age at “The Warehouse”); Adults 25-59 years and Older Adults 60 plus years. Blue Sky has averaged 60 consumers or clients per day. Blue Sky leverages the experiences and expert knowledge of consumers and family members and other interested members in the community. Blue Sky provides space and support for the NAMI family run support groups.

CORE CONCEPTS:

- **Community collaboration:** individuals, families, agencies, and businesses work together to accomplish a shared vision.
- **Cultural competence:** adopting behaviors, attitudes and policies that enable providers to work effectively in cross-cultural situations.
- **Individual/Family-Driven, Wellness/Recovery/Resiliency-Focused Services:** adult clients and families of children and youth identify needs and preferences that result in the most effective services and supports.
- **Access to underserved communities:** Historically unserved and underserved communities are those groups that either have documented low levels of access and/or use of mental health services, face barriers to participation in the policy making process in public mental health, have low rates of insurance coverage for mental health care, and/or have been identified as priorities for mental health services.
- **Integrated service experiences:** services for clients and families are seamless. Clients and families do not have to negotiate with multiple agencies and funding sources to meet their needs.

Please select core concepts embedded in services/ program:

(May select more than one)

Individual/Family-Driven, Wellness/Recovery/Resiliency-Focused Services

Community collaboration

Integrated service experiences

Choose an item.

Please describe how the selected concept (s) embedded :

Individual/Family Driven Program: 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. Support for family members and other support persons of individuals living with mental illness is an integral component to the wellness and recovery for client populations being served through MHSA. Blue Sky provides space for the NAMI family support groups. The Peer Advisory Committee (PAC), which meets monthly, steers the planning for groups and activities as well as

Revised May 2018

implementation of prevention and early intervention activities from the consumer and family member perspective. Kings View provides curriculum for group leaders to pull from and training on how to lead groups and consumers then take the lead.

Recovery Resilience Orientation: The unique experience with the mentally ill and co-occurring population at Blue Sky supports the foundation that consumers can and do thrive in recovery and wellness and become contributing members of society when supported and allowed to do so. All team members are trained in teaching and coaching usage of the Wellness Recovery Action Plan (WRAP) model for everyday living. “choices and options” are determined by the consumer with empowerment the goal. Trainers are encouraged to adhere to WRAP values and ethics, including utilization of WRAP in their own lives and practicing self-regulation skills. Peers embrace peers by sharing their experience, strength and hope and by illustrating what recovery looks like and that it is achievable. All Blue Sky members have a safety plan so that they can detect a breakdown in their coping skills to respond before a mental health crisis occurs.

Community Collaboration: Blue Sky collaborates with other agencies to provide the best support and services needed for consumers in the moment. The goal is to support clients and make appropriate initial placement. Some of Blue Sky’s collaborative partners are: Turning Point of Central California, West Care, Exodus, CBHC, Housing Authority, Room and Boards, Board and Care, FAX, Handy Ride, IHSS, General Relief (Social Services Dep.), DHHS, Social Security, American Payee, Supportive Employment Education and Employment Services (SEES), Equal Opportunities Commission (EOC)-Work Force Connection and Employment Development Department (EDD), Poverello House, Catholic Charities, and Fresno Rescue Mission.

A case manager position (half time) provides linkage to other services to address basic needs for consumers. Many consumers are linked to the PATH program for an assessment and to access needed mental health case

management, psychotropic medication and housing services. The PATH case managers often co-locate at Blue Sky to expedite needed care.

Ingetgrated Services Experience: Kings View has so far been the first and only provider for Blue Sky Wellness Center since 2008, with the addition of Youth Empowerment Mini-Centers in 2010. In 2016 the TAY portion of Blue Sky was moved to “The Warehouse” at our Ashlan and Willow location so that younger (16 years instead of 18) individuals could benefit from the wellness center activities. Kings View also runs the Oak Wellness Center in Hanford and Porterville Wellness Center in Tulare County.

PROGRAM OUTCOME & GOALS

- Must include each of these areas/domains: (1) Effectiveness, (2) Efficiency, (3) Access, (4) Satisfaction & Feedback Of Persons Served & Stakeholder

- Include the following components for documenting each goal: (1) Indicator, (2) Who Applied, (3) Time of Measure, (4) Data Source, (5) Target Goal Expectancy

1. 100% of Clients seeking to participate at Blue Sky will complete the intake and assessment process and begin orientation within one (1) operating day.
2. Blue Sky will Serve approximately 70 Clients per day.
3. Blue Sky will offer a minimum of 20 support group/ activities each week.
4. 50% of active volunteers engage in pre-employment/job readiness program.
5. 50% Improvement in Client Involvement/ Participation in support Group/Activities.
6. 80% of the identified 70 daily adult consumers/ members at Blue Sky engage in their wellness and recovery.
7. 80% of Clients state that Services provided by Blue Sky have been a positive influence in their lives.
8. 80% of Clients state that Blue Sky is an important factor in maintaining their Wellness and Recovery.

See below Quality Improvement Workplan Summary and Client Satisfaction Results;

DEPARTMENT RECOMMENDATION(S):

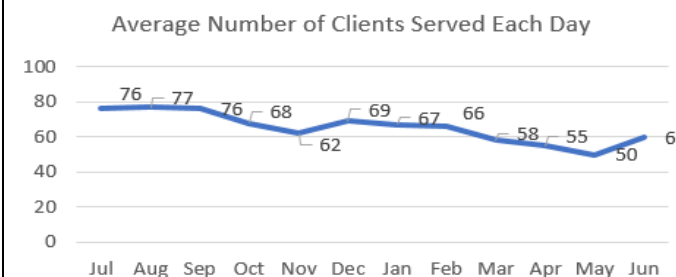
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Kings View Behavioral Health

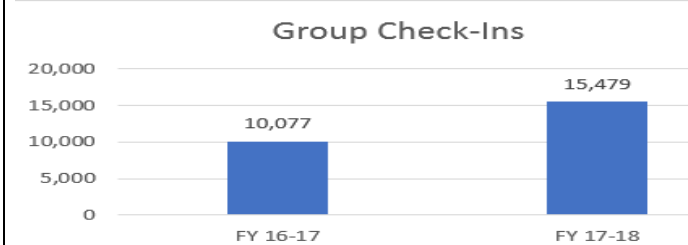
Blue Sky Wellness Center Quality Improvement (QI) Workplan Summary

FY 17-18

I. Program Outcome Measures & Goals

| Indicators | Goals | Domain | Activities | Performance Measures | Reporting Timeframe | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|--|------------|--|--|-----------------------------------|-------|-----|----|-----|----|-----|----|-----|----|-----|----|-----|----|-----|----|-----|----|-----|----|-----|----|-----|----|-----|----|-----------------------------------|
| 1.1 Timely Client Orientation and Enrollment at Blue Sky | Clients seeking to participate at Blue Sky will complete the intake and assessment process and begin orientation within one (1) operating day. | Efficiency | The QI Department will Monitor and evaluate intake and enrollment process. Blue Sky’s intake process takes approximately 15 to 30min. A client becomes a Member the same day/ completes orientation. | Percentage of Clients who completed the intake and assessment process and began orientation within one (1) operating day. N= 727, 100% Compliance. Target Met <a>Data Source: Member Ties | FY 17-18 July 2017 – June 2018 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1.2 Access to Services – Number of Consumers Served per Day | Blue Sky will Serve approximately 70 Clients per day. | Access | The QI Department and Program Manager will Collect and Monitor the number of clients served per day. Engage Clients through offering activities, trainings, peer to peer support and other resources. | Average Number of Clients Served Each Day FY 17-18 = 65, Target not Met. <div><p>Average Number of Clients Served Each Day</p><table><thead><tr><th>Month</th><th>Value</th></tr></thead><tbody><tr><td>Jul</td><td>76</td></tr><tr><td>Aug</td><td>77</td></tr><tr><td>Sep</td><td>76</td></tr><tr><td>Oct</td><td>68</td></tr><tr><td>Nov</td><td>62</td></tr><tr><td>Dec</td><td>69</td></tr><tr><td>Jan</td><td>67</td></tr><tr><td>Feb</td><td>66</td></tr><tr><td>Mar</td><td>58</td></tr><tr><td>Apr</td><td>55</td></tr><tr><td>May</td><td>50</td></tr><tr><td>Jun</td><td>60</td></tr></tbody></table><p><a>Data Source: Member Ties</p></div> | Month | Value | Jul | 76 | Aug | 77 | Sep | 76 | Oct | 68 | Nov | 62 | Dec | 69 | Jan | 67 | Feb | 66 | Mar | 58 | Apr | 55 | May | 50 | Jun | 60 | FY 17-18 July 2017 – June 2018 |
| Month | Value | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Jul | 76 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Aug | 77 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Sep | 76 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Oct | 68 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Nov | 62 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Dec | 69 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Jan | 67 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Feb | 66 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Mar | 58 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Apr | 55 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| May | 50 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Jun | 60 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

| Indicators | Goals | Domain | Activities | Performance Measures | Reporting Timeframe | | | | | | | | | | | | | | | | | | | | |
|---|--|---------------|---|--|---------------------------------------|--|--|---|--|--|----------------------|----|--|--------------------------------|----|-----|------------------------------|---|-----|-----------------------|----------|-----------|-----|------------------------|---------------------------------------|
| | | | | | | | | | | | | | | | | | | | | | | | | | |
| 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 FY 17-18 N=26, 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> | FY 17-18 July 2017 – June 2018 | | | | | | | | | | | | | | | | | | | | |
| 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. FY 17-18 N = 63, 89% Compliance. Target Met</p> <table border="1"><thead><tr><th colspan="3">BlueSky Volunteer Summary</th></tr><tr><th colspan="3">Volunteer Participation in Career Readiness</th></tr></thead><tbody><tr><td>Number of Volunteers</td><td colspan="2">63</td></tr><tr><td>Volunteer Career Participation</td><td>56</td><td>89%</td></tr><tr><td>Non participating Volunteers</td><td>7</td><td>11%</td></tr></tbody></table> <table border="1"><thead><tr><th>Qualifying Activities</th></tr></thead><tbody><tr><td>Computer</td></tr><tr><td>Event/POD</td></tr><tr><td>GNC</td></tr><tr><td>Assertiveness Training</td></tr></tbody></table> <p>Data Source: Member Ties, Volunteer Logs</p> | BlueSky Volunteer Summary | | | Volunteer Participation in Career Readiness | | | Number of Volunteers | 63 | | Volunteer Career Participation | 56 | 89% | Non participating Volunteers | 7 | 11% | Qualifying Activities | Computer | Event/POD | GNC | Assertiveness Training | FY 17-18 July 2017 – June 2018 |
| BlueSky Volunteer Summary | | | | | | | | | | | | | | | | | | | | | | | | | |
| Volunteer Participation in Career Readiness | | | | | | | | | | | | | | | | | | | | | | | | | |
| Number of Volunteers | 63 | | | | | | | | | | | | | | | | | | | | | | | | |
| Volunteer Career Participation | 56 | 89% | | | | | | | | | | | | | | | | | | | | | | | |
| Non participating Volunteers | 7 | 11% | | | | | | | | | | | | | | | | | | | | | | | |
| Qualifying Activities | | | | | | | | | | | | | | | | | | | | | | | | | |
| Computer | | | | | | | | | | | | | | | | | | | | | | | | | |
| Event/POD | | | | | | | | | | | | | | | | | | | | | | | | | |
| GNC | | | | | | | | | | | | | | | | | | | | | | | | | |
| Assertiveness Training | | | | | | | | | | | | | | | | | | | | | | | | | |

| Indicators | Goals | Domain | Activities | Performance Measures | Reporting Timeframe | | | | | | |
|---|--|---------------|--|---|--------------------------|-----------------|--------------------------|--------|---------------------------------------|--------|---------------------------------------|
| 1.5 Client Involvement in Support/ Group Activities | 50% Improvement in Client Involvement/ Participation in support Group/Activities | Effectiveness | Engage Clients to participate in Support Group/ Activities through News Letters, Flyers, posted schedules of Activities. | <p>Percentage Improvement in Client Involvement/ Participation in Support Group/ Activities</p> <p>FY 17-18 N =15,479, 53.61% Increase. Target Met</p> <div><p>Group Check-Ins</p><table border="1"><thead><tr><th>Fiscal Year</th><th>Group Check-Ins</th></tr></thead><tbody><tr><td>FY 16-17</td><td>10,077</td></tr><tr><td>FY 17-18</td><td>15,479</td></tr></tbody></table></div> <p>Data Source: Member Ties</p> | Fiscal Year | Group Check-Ins | FY 16-17 | 10,077 | FY 17-18 | 15,479 | FY 17-18 July 2017 – June 2018 |
| Fiscal Year | Group Check-Ins | | | | | | | | | | |
| FY 16-17 | 10,077 | | | | | | | | | | |
| FY 17-18 | 15,479 | | | | | | | | | | |
| 1.6 Client Engagement – Wellness and Recovery | 80% of the identified 70 daily adult consumers/ members at Blue Sky engage in their wellness and recovery. | Effectiveness | Engage Clients to participate in Support Group/ Activities to maintain their wellness and recovery. | <p>Percentage of Clients who engaged in their wellness and recovery</p> <p>FY 17-18 N = 15,479, 84% Compliance. Target Met</p> <table border="1"><tbody><tr><td>Blue Sky Total Check-ins</td><td>18,381</td></tr><tr><td>Blue Sky Group Check-ins</td><td>15,479</td></tr></tbody></table> <p>Data Source: Member Ties</p> <p>Note: In addition to the various Wellness and Recovery Support Groups/Activities, WRAP Training is offered to Consumers Semi – Monthly on a voluntary basis.</p> | Blue Sky Total Check-ins | 18,381 | Blue Sky Group Check-ins | 15,479 | FY 17-18 July 2017 – June 2018 | | |
| Blue Sky Total Check-ins | 18,381 | | | | | | | | | | |
| Blue Sky Group Check-ins | 15,479 | | | | | | | | | | |

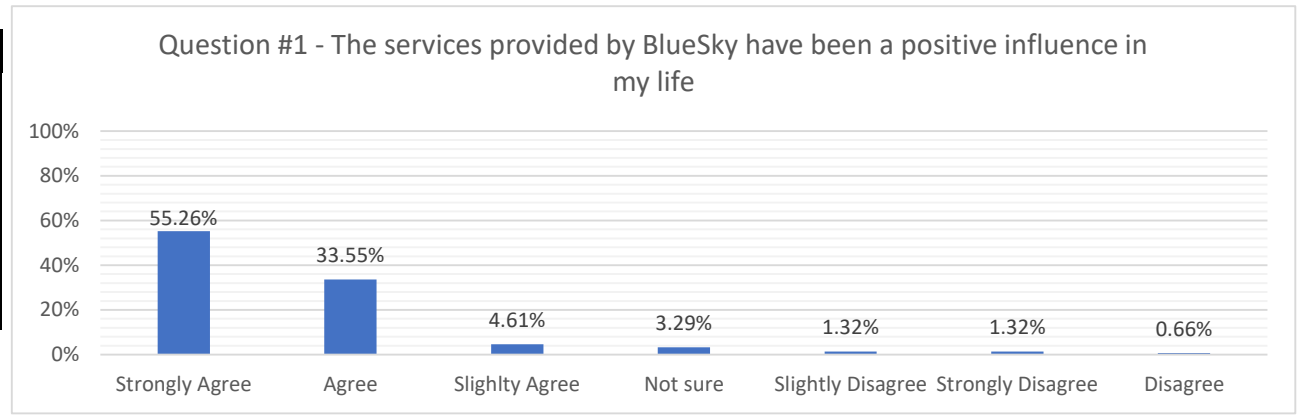
| Indicators | Goals | Domain | Activities | Performance Measures | Reporting Timeframe | | | | | | | | | | | | | | | | |
|---|--|---------------------------|---|---|---------------------|--|-----------------------|---------------|--------------|---------------|-----------------------|--------------|-----------------|--------------|--------------------------|--------------|--------------------------|--------------|--------------------------|--------------|-----------------------------------|
| 1.7 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 | Distribute and Collect and minimum of 300 Clients satisfaction surveys. The QI Department and Program Manager will Collect and Monitor the number of Surveys completed | Percentage of Clients who responded “Agree” or “Strongly Agree” to a positive Influence in their lives FY 17-18, 133/152 = 87.50%, Target Met <table><tr><th colspan="2">Percentages</th></tr><tr><td><i>Strongly Agree</i></td><td>55.26%</td></tr><tr><td><i>Agree</i></td><td>33.55%</td></tr><tr><td><i>Slightly Agree</i></td><td>4.61%</td></tr><tr><td><i>Not sure</i></td><td>3.29%</td></tr><tr><td><i>Slightly Disagree</i></td><td>1.32%</td></tr><tr><td><i>Strongly Disagree</i></td><td>1.32%</td></tr><tr><td><i>Disagree</i></td><td>0.66%</td></tr></table> Data Source: FY 17-18 Client Satisfaction Surveys | Percentages | | <i>Strongly Agree</i> | 55.26% | <i>Agree</i> | 33.55% | <i>Slightly Agree</i> | 4.61% | <i>Not sure</i> | 3.29% | <i>Slightly Disagree</i> | 1.32% | <i>Strongly Disagree</i> | 1.32% | <i>Disagree</i> | 0.66% | FY 17-18 July 2017 – June 2018 |
| Percentages | | | | | | | | | | | | | | | | | | | | | |
| <i>Strongly Agree</i> | 55.26% | | | | | | | | | | | | | | | | | | | | |
| <i>Agree</i> | 33.55% | | | | | | | | | | | | | | | | | | | | |
| <i>Slightly Agree</i> | 4.61% | | | | | | | | | | | | | | | | | | | | |
| <i>Not sure</i> | 3.29% | | | | | | | | | | | | | | | | | | | | |
| <i>Slightly Disagree</i> | 1.32% | | | | | | | | | | | | | | | | | | | | |
| <i>Strongly Disagree</i> | 1.32% | | | | | | | | | | | | | | | | | | | | |
| <i>Disagree</i> | 0.66% | | | | | | | | | | | | | | | | | | | | |
| 1.8 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 | Distribute and Collect and minimum of 300 Clients satisfaction surveys. The QI Department and Program Manager will Collect and Monitor the number of Surveys completed | Percentage of Clients who responded “Agree” or “Strongly Agree” to maintaining Wellness and Recovery FY 17-18, 135/152 = 88.81%, Target Met <table><tr><th colspan="2">Percentages</th></tr><tr><td><i>Strongly Agree</i></td><td>60.53%</td></tr><tr><td><i>Agree</i></td><td>28.29%</td></tr><tr><td><i>Slightly Agree</i></td><td>3.95%</td></tr><tr><td><i>Not Sure</i></td><td>3.29%</td></tr><tr><td><i>Strongly Disagree</i></td><td>3.29%</td></tr><tr><td><i>Disagree</i></td><td>0.66%</td></tr><tr><td><i>Slightly Disagree</i></td><td>0%</td></tr></table> Data Source: FY 17-18 Client Satisfaction Surveys | Percentages | | <i>Strongly Agree</i> | 60.53% | <i>Agree</i> | 28.29% | <i>Slightly Agree</i> | 3.95% | <i>Not Sure</i> | 3.29% | <i>Strongly Disagree</i> | 3.29% | <i>Disagree</i> | 0.66% | <i>Slightly Disagree</i> | 0% | FY 17-18 July 2017 – June 2018 |
| Percentages | | | | | | | | | | | | | | | | | | | | | |
| <i>Strongly Agree</i> | 60.53% | | | | | | | | | | | | | | | | | | | | |
| <i>Agree</i> | 28.29% | | | | | | | | | | | | | | | | | | | | |
| <i>Slightly Agree</i> | 3.95% | | | | | | | | | | | | | | | | | | | | |
| <i>Not Sure</i> | 3.29% | | | | | | | | | | | | | | | | | | | | |
| <i>Strongly Disagree</i> | 3.29% | | | | | | | | | | | | | | | | | | | | |
| <i>Disagree</i> | 0.66% | | | | | | | | | | | | | | | | | | | | |
| <i>Slightly Disagree</i> | 0% | | | | | | | | | | | | | | | | | | | | |

BlueSky Wellness Center Client Questionnaire Survey Summary

| | Agree | Disagree | Not sure | Slightly Agree | Slightly Disagree | Strongly Agree | Strongly Disagree | Grand Total |
|--|-------|----------|----------|----------------|-------------------|----------------|-------------------|-------------|
| 1. The services provided by Blue Sky have been a positive influence in my life | 51 | 1 | 5 | 7 | 2 | 84 | 2 | 152 |

| Percentages | |
|-------------------|--------|
| Strongly Agree | 55.26% |
| Agree | 33.55% |
| Slightly Agree | 4.61% |
| Not sure | 3.29% |
| Slightly Disagree | 1.32% |
| Strongly Disagree | 1.32% |
| Disagree | 0.66% |

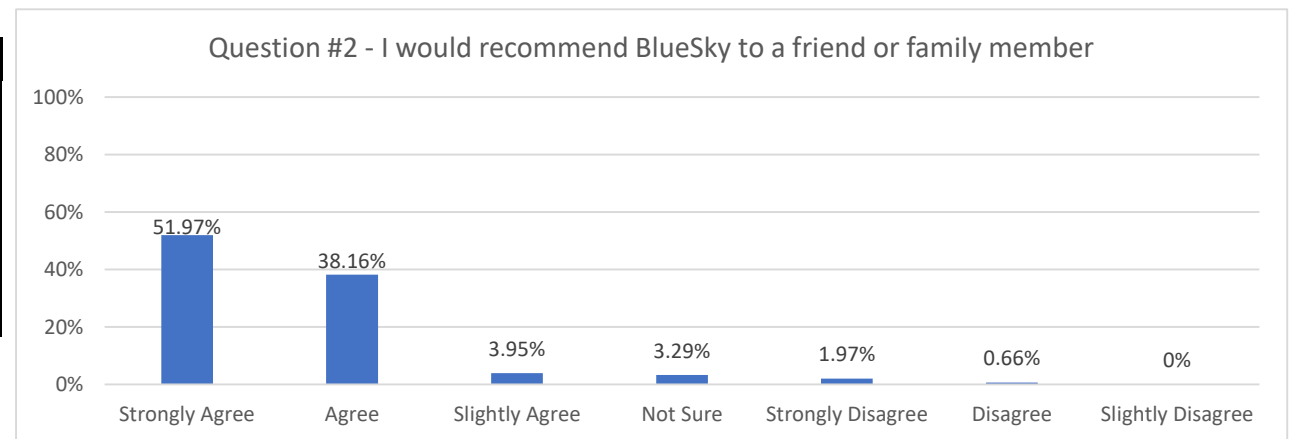
100%



| | Agree | Disagree | Not sure | Slightly Agree | Strongly Agree | Strongly Disagree | Grand Total |
|--|-------|----------|----------|----------------|----------------|-------------------|-------------|
| 2. I would recommend Blue Sky to a friend or family member | 58 | 1 | 5 | 6 | 79 | 3 | 152 |

| Percentages | |
|-------------------|--------|
| Strongly Agree | 51.97% |
| Agree | 38.16% |
| Slightly Agree | 3.95% |
| Not Sure | 3.29% |
| Strongly Disagree | 1.97% |
| Disagree | 0.66% |
| Slightly Disagree | 0% |

100%

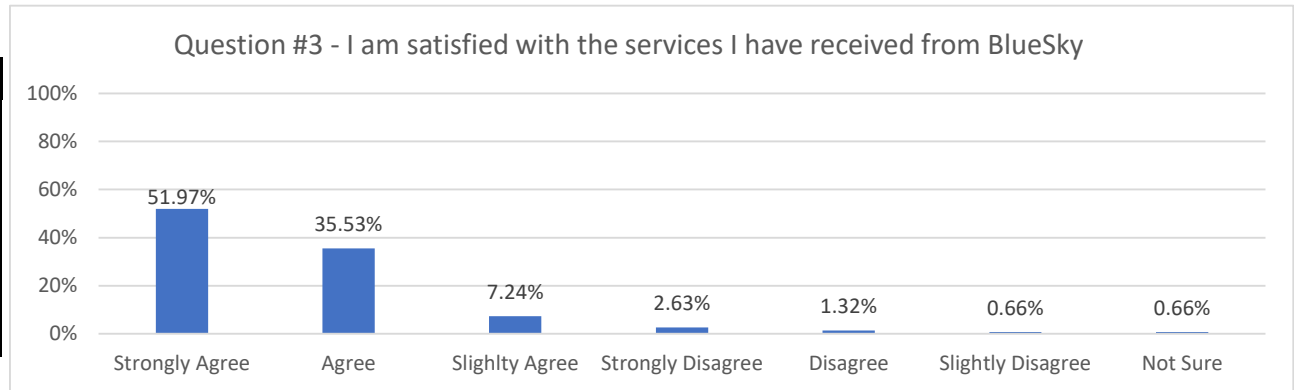


BlueSky Wellness Center Client Questionnaire Survey Summary

| | Agree | Disagree | Not Sure | Slightly Agree | Slightly Disagree | Strongly Agree | Strongly Disagree | Grand Total |
|---|-------|----------|----------|----------------|-------------------|----------------|-------------------|-------------|
| 3. I am satisfied with the services I have received from Blue Sky | 54 | 2 | 1 | 11 | 1 | 79 | 4 | 152 |

| Percentages | |
|-------------------|--------|
| Strongly Agree | 51.97% |
| Agree | 35.53% |
| Slightly Agree | 7.24% |
| Strongly Disagree | 2.63% |
| Disagree | 1.32% |
| Slightly Disagree | 0.66% |
| Not Sure | 0.66% |

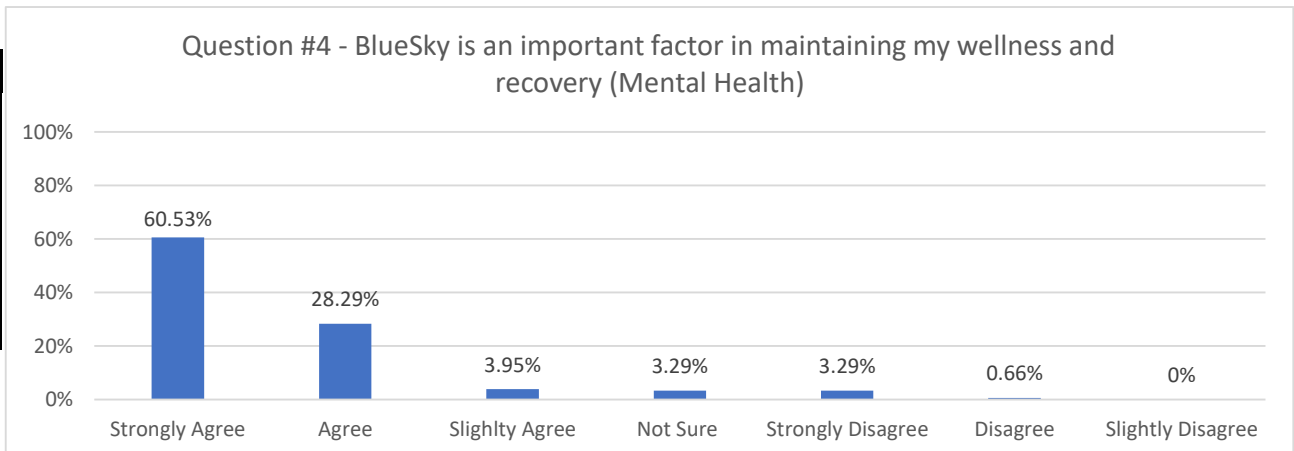
100%



| | Agree | Disagree | Not Sure | Slightly Agree | Strongly Agree | Strongly Disagree | Grand Total |
|--|-------|----------|----------|----------------|----------------|-------------------|-------------|
| 4. Blue sky is an important factor in maintaining my Wellness and Recovery (Mental Health) | 43 | 1 | 5 | 6 | 92 | 5 | 152 |

| Percentages | |
|-------------------|--------|
| Strongly Agree | 60.53% |
| Agree | 28.29% |
| Slightly Agree | 3.95% |
| Not Sure | 3.29% |
| Strongly Disagree | 3.29% |
| Disagree | 0.66% |
| Slightly Disagree | 0% |

100%

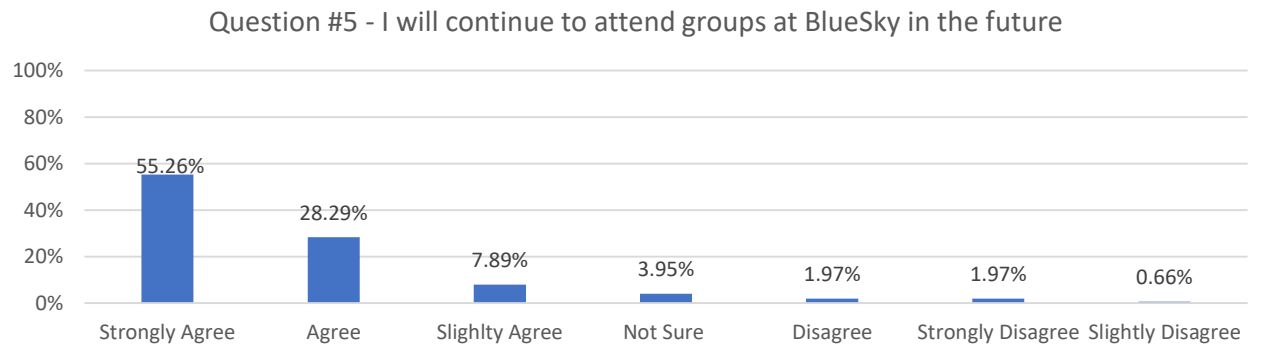


BlueSky Wellness Center Client Questionnaire Survey Summary

| | Agree | Disagree | Not Sure | Slightly Agree | Slightly Disagree | Strongly Agree | Strongly Disagree | Grand Total |
|---|-------|----------|----------|----------------|-------------------|----------------|-------------------|-------------|
| 5. I will continue to attend groups at Blue Sky in the future | 43 | 3 | 6 | 12 | 1 | 84 | 3 | 152 |

| Percentages | |
|-------------------|--------|
| Strongly Agree | 55.26% |
| Agree | 28.29% |
| Slightly Agree | 7.89% |
| Not Sure | 3.95% |
| Disagree | 1.97% |
| Strongly Disagree | 1.97% |
| Slightly Disagree | 0.66% |

100%



| | Agree | Disagree | Not sure | Slightly Agree | Slightly Disagree | Strongly Agree | Strongly Disagree | Grand Total |
|---|-------|----------|----------|----------------|-------------------|----------------|-------------------|-------------|
| 6. I am satisfied with the performance of staff at Blue Sky | 44 | 2 | 1 | 9 | 4 | 89 | 3 | 152 |

| Percentages | |
|-------------------|--------|
| Strongly Agree | 58.55% |
| Agree | 28.95% |
| Slightly Agree | 5.92% |
| Slightly Disagree | 2.63% |
| Strongly Disagree | 1.97% |
| Disagree | 1.32% |
| Not Sure | 0.66% |

100%

