

## FRESNO COUNTY MENTAL HEALTH PLAN

## OUTCOMES REPORT- Attachment A

### PROGRAM INFORMATION:

<b>Program Title:</b>	Blue Sky Youth Empowerment Centers Program/TAY Warehouse	<b>Provider:</b>	Kings View Behavioral Health Corporation
<b>Program Description:</b>	Peer and Family Support Program to provide wellness and recovery support services to consumers with mental illness and their family members and support system.	<b>MHP Work Plan:</b>	2-Wellness, recovery, and resiliency support Choose an item. Choose an item.
<b>Age Group Served 1:</b>	CHILDREN	<b>Dates Of Operation:</b>	Click here to enter text.
<b>Age Group Served 2:</b>	TAY	<b>Reporting Period:</b>	July 1, 2017 - June 30, 2018
<b>Funding Source 1:</b>	Prevention (MHSA)	<b>Funding Source 3:</b>	Choose an item.
<b>Funding Source 2:</b>	Early Intervention (MHSA)	<b>Other Funding:</b>	Click here to enter text.

### FISCAL INFORMATION:

<b>Program Budget Amount:</b>	\$505,543	<b>Program Actual Amount:</b>	\$357,408.08
<b>Number of Unique Clients Served During Time Period:</b>	572		
<b>Number of Services Rendered During Time Period:</b>	5,078		
<b>Actual Cost Per Client:</b>	\$624.84		

### CONTRACT INFORMATION:

<b>Program Type:</b>	Contract-Operated	<b>Type of Program:</b>	Other, please specify below
<b>Contract Term:</b>	Click here to enter text.	<b>For Other:</b>	Prevention & Early Intervention
		<b>Renewal Date:</b>	2021
<b>Level of Care Information Age 18 &amp; Over:</b>	Choose an item.		
<b>Level of Care Information Age 0- 17:</b>	Choose an item.		

### TARGET POPULATION INFORMATION:

<b>Target Population:</b>	Children and youth (ages 10-13), and Adolescents (ages 14-17) attending school in Fresno County including the unserved and underserved cultural, ethnic, and linguistic communities. Transitional Age youth (ages 18-24) in the City of Fresno.
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## 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)*

Community collaboration

Access to underserved communities

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

Cultural Competency

## Please describe how the selected concept (s) embedded :

Community Collaboration: We provide services in Boys and Girls Clubs of Orange Cove, Mendota, West Fresno and Fink White. We also collaborate with the City of Fresno Parks and Recreation Department, Firebaugh Housing Authority, Fresno Unified School District Social Workers and Social Emotional Support Specialists, Raisin City Elementary School, Clovis Unified School District and Cold Springs Rancheria. Our TAY Youth are referred to us through agencies such as Turning Point, National Alliance on Mental Illness (NAMI) and Blue Sky Wellness Center.

Access to underserved communities: Youth and their families are able to participate in groups in rural communities such as Tollhouse, Firebaugh, Mendota, Orange Cove, Raisin City and West Fresno.

Individual/Family-Driven, Wellness/Recovery/Resiliency-Focused Services: We integrate Wellness Recovery Action Planning.

Cultural Competency: We have staff that is culturally diverse and bilingual in languages such as Spanish, Cambodian and Samoan. They

are also aware of the diversity of each community and are culturally aware and sensitive to the different populations served.

### 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

- A minimum of 2,400 (duplicated) youth will participate per year
- A minimum of 300 completed satisfaction surveys per quarter will be collected with 350 surveys being distributed
- A minimum of 20 mental health presentations, servicing 150 youth
- 100% Client involvement/participation in mini-center activities
- 350 unique youth and families will be served
- 350 one to one contacts will be made
- 400 peer support groups will be provided
- 85% of clients stated they felt welcomed and treated with courtesy at the Youth Empowerment Centers
- 85% of clients stated they felt listened to and supported by their Parent Partner

See Below Quality Improvement Workplan Summary and Client Satisfaction Results:

### DEPARTMENT RECOMMENDATION(S):

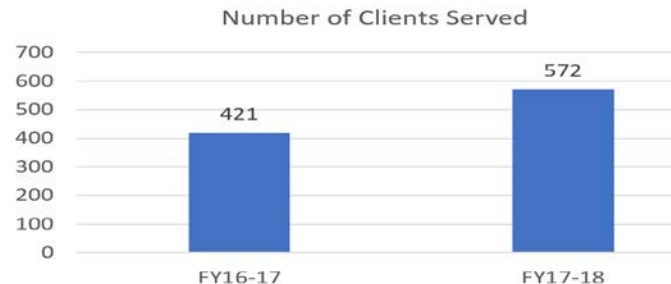
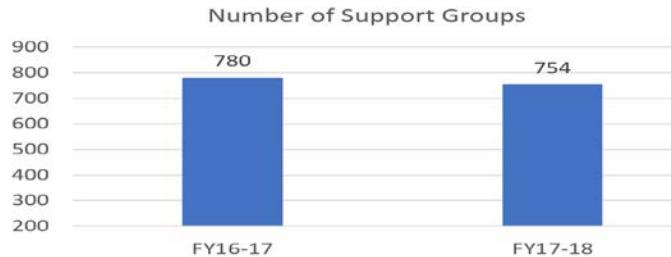
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# Kings View Behavioral Health

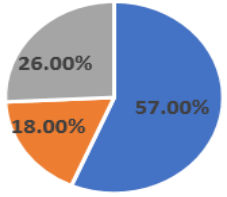
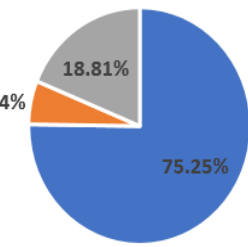
## Youth Empowerment Center Quality Improvement (QI) Workplan Summary

FY 17-18

### I. Program Outcome Measures & Goals

Indicators	Goals	Domain	Activities	Performance Measures	Reporting Timeframe						
1.1 Access to Services – Number of Clients Served	Blue Sky Youth Empowerment Centers/ TAY Warehouse will Serve approximately 350 Clients (Youth and Families) per Year.	Access	<p>The QI Department and Program Manager will Collect and Monitor the number of clients served.</p> <p>Engage Clients through offering activities, trainings, peer to peer support and other resources.</p>	<p>Total Number of Clients Served at Blue Sky Youth Empowerment Centers/ TAY Warehouse</p> <p><b>FY 17-18 N= 572 Clients Served. Target Met</b></p>  <table><caption>Number of Clients Served</caption><thead><tr><th>Fiscal Year</th><th>Number of Clients Served</th></tr></thead><tbody><tr><td>FY16-17</td><td>421</td></tr><tr><td>FY17-18</td><td>572</td></tr></tbody></table>	Fiscal Year	Number of Clients Served	FY16-17	421	FY17-18	572	FY 17-18  July 2017 – June 2018
Fiscal Year	Number of Clients Served										
FY16-17	421										
FY17-18	572										
1.2 Access to Services – Number of Client Peer Support Groups.	Blue Sky Youth Empowerment Centers/ TAY Warehouse will offer a minimum of 400 support groups.	Access	<p>Develop and maintain a monthly calendar of planned peer support groups for Clients to participate.</p> <p>Topics Include: WRAP, Depression, Anxiety, Suicide Prevention, and Bullying.</p>	<p>Number of Peer Support Groups/Activities offered at Blue Sky Youth Empowerment Centers/ TAY Warehouse</p> <p><b>FY 17-18 N= 754 Support Groups. Target Met</b></p>  <table><caption>Number of Support Groups</caption><thead><tr><th>Fiscal Year</th><th>Number of Support Groups</th></tr></thead><tbody><tr><td>FY16-17</td><td>780</td></tr><tr><td>FY17-18</td><td>754</td></tr></tbody></table>	Fiscal Year	Number of Support Groups	FY16-17	780	FY17-18	754	FY 17-18  July 2017 – June 2018
Fiscal Year	Number of Support Groups										
FY16-17	780										
FY17-18	754										

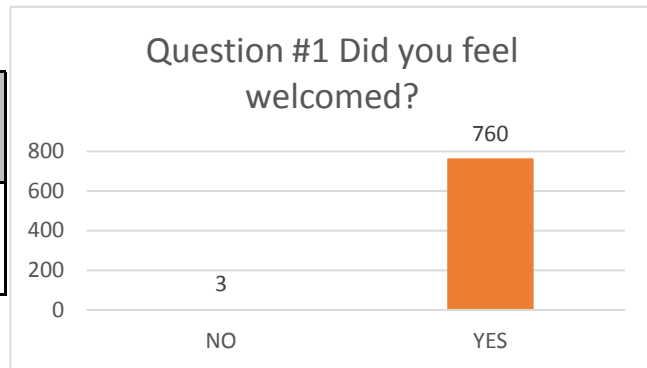
Indicators	Goals	Domain	Activities	Performance Measures	Reporting Timeframe
1.3 Access to Services – Mental Health Presentations	Blue Sky Youth Empowerment Centers/ TAY Warehouse will offer a minimum of 20 mental health presentations, servicing 150 youth.	Access	Youth Empowerment Staff offer presentations onsite and also at various school locations.  Topics Include: Wellness, Suicide Prevention, Bullying, and Leadership	Number of Mental Health Presentations offered at Blue Sky Youth Empowerment Centers/ TAY Warehouse  <b>FY 17-18 N= 28, Servicing 157 Youth. Target Met</b>	FY 17-18 July 2017 – June 2018
1.4 Client Engagement/ Involvement – Participation Mini-center Activities	100% Client involvement/ participation in mini-center activities.	Effectiveness	Engage Clients to participate in mini-center activities.  Activities Include: Team Building, Sports, Cooking, Board Games, Movies, and Art.	Percentage of Clients that engaged and participated in mini-center activities at Blue Sky Youth Empowerment Centers/ TAY Warehouse  <b>FY 17-18 N = 572 Clients Served, 100% Compliance. Target Met</b>	FY 17-18 July 2017 – June 2018
1.5 Client Engagement/ Involvement – Number of One to One Contacts	350 One to One contact will be made	Effectiveness	Identify and Engage Clients to participate in one to one contacts for additional support.	Number of One to One Contacts made at Blue Sky Youth Empowerment Centers/ TAY Warehouse  <b>FY 17-18 N = 396 Contacts. Target Met</b>	FY 17-18 July 2017 – June 2018

Indicators	Goals	Domain	Activities	Performance Measures	Reporting Timeframe
1.6 Client Engagement/ Involvement – Understanding of WRAP Model	50% of Youth and Adolescents will demonstrate an understanding of the WRAP Model within 3 Months of Joining the Program.	Effectiveness	Youth are Encouraged to participate in developing their individual WRAP Plan.  Staff assist clients to develop a wellness tool box.	<p>Percentage of Youth and Adolescents that will demonstrate an understanding of the WRAP Model within 3 Months</p> <p><b>FY 17-18 N= 101, 57% Compliance. Target Goal Met</b></p> <p>Question # 15 I understand and use the Wellness Recovery Action Plan model?</p>  <p>■ YES ■ No ■ Unsure</p>	FY 17-18 July 2017 – June 2018
1.7 Client Engagement/ Involvement - Client and staff Interaction	70% of Youth and Adolescents will report feeling more hopeful and happier due to interaction with YEC Staff.	Effectiveness	Staff engage with Clients through Groups Settings, Ice Breakers, Activities, and One to One Contacts.	<p>Percentage of Youth and Adolescents who report feeling more hopeful and happier due to interaction with YEC Staff</p> <p><b>FY 17-18 N= 101, 75% Compliance. Target Goal Met</b></p> <p>Question #9 Feel happy and hopeful about my future?</p>  <p>■ YES ■ No ■ Unsure</p>	FY 17-18 July 2017 – June 2018

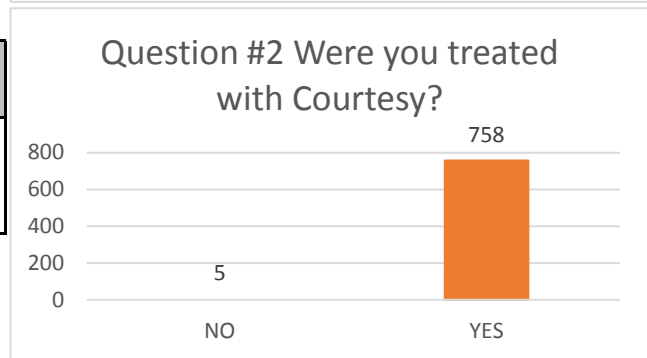
Indicators	Goals	Domain	Activities	Performance Measures	Reporting Timeframe																
1.8 Client Satisfaction – Satisfaction with Customer Service	85% of Clients state they felt welcomed and treated with courtesy at the Youth Empowerment Centers	Satisfaction & Feedback	Distribute and Collect and 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 “Yes” to feeling welcomed and treated with Courtesy  <b>FY 17-18 N= 763, 99.47% Compliance. Target Met</b>  <table><tr><td></td><td>NO</td><td>YES</td><td>Grand Total</td></tr><tr><td>Question #1 Did you feel welcome?</td><td>3</td><td>760</td><td>763</td></tr></table> <table><tr><td></td><td>NO</td><td>YES</td><td>Grand Total</td></tr><tr><td>Question #2 Were you treated with courtesy?</td><td>5</td><td>758</td><td>763</td></tr></table>		NO	YES	Grand Total	Question #1 Did you feel welcome?	3	760	763		NO	YES	Grand Total	Question #2 Were you treated with courtesy?	5	758	763	FY 17-18  July 2017 – June 2018
	NO	YES	Grand Total																		
Question #1 Did you feel welcome?	3	760	763																		
	NO	YES	Grand Total																		
Question #2 Were you treated with courtesy?	5	758	763																		
1.9 Client Satisfaction – Satisfaction with Services Provided	85% of Clients state they felt listened to and supported by their Parent Partner.	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 “Yes” to feeling listened to and supported by their Parent Partner  <b>FY 17-18 N= 763, 99.73% Compliance. Target Met</b>  <table><tr><td></td><td>NO</td><td>YES</td><td>NO RESPONSE</td><td>Grand Total</td></tr><tr><td>Question #3 Did the parent partner listen to you?</td><td>1</td><td>761</td><td>1</td><td>763</td></tr></table>		NO	YES	NO RESPONSE	Grand Total	Question #3 Did the parent partner listen to you?	1	761	1	763	FY 17-18  July 2017 – June 2018						
	NO	YES	NO RESPONSE	Grand Total																	
Question #3 Did the parent partner listen to you?	1	761	1	763																	

## FY 17-18 Youth Empowerment Program Client Satisfaction Summary - Fresno County

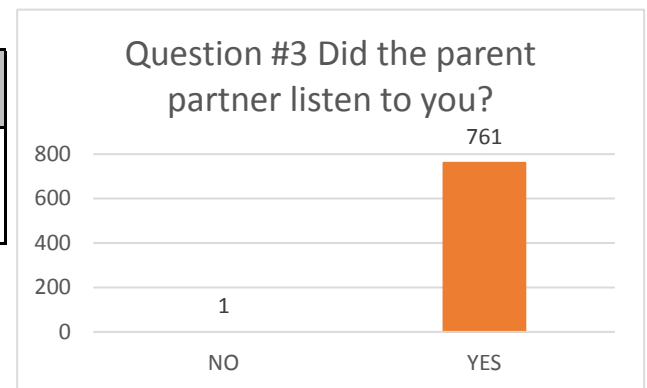
	NO	YES	Grand Total
Question #1 Did you feel welcomed?	3	760	763



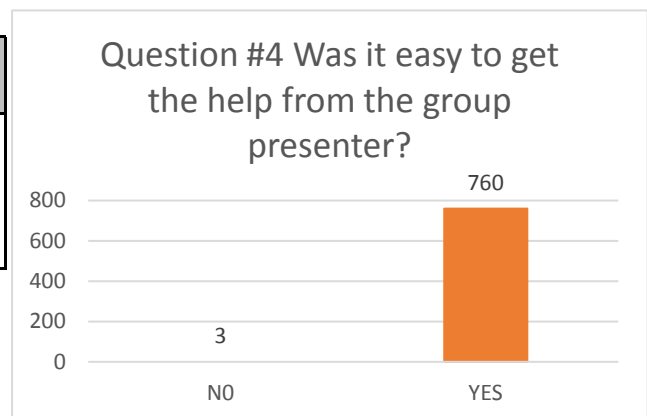
	NO	YES	Grand Total
Question #2 Were you treated with Courtesy?	5	758	763



	NO	YES	Grand Total
Question #3 Did the parent partner listen to you?	1	761	762



	NO	YES	Grand Total
Question #4 Was it easy to get the help from the group presenter?	3	760	763





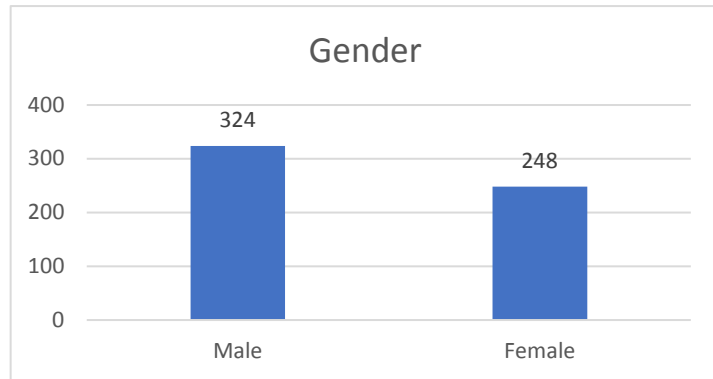
## FY 17-18 Youth Empowerment Program Client Satisfaction Summary - Fresno County

### Unique Youth Served

572

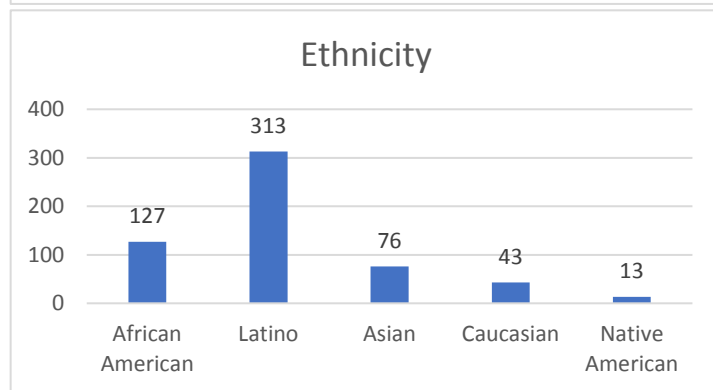
#### Gender

Male	324
Female	248



#### Ethnicity

African American	127
Latino	313
Asian	76
Caucasian	43
Native American	13



#### Age

10 Years Old	107
11 Years Old	53
12 Years Old	91
13 Years Old	93
14 Years Old	46
15 Years Old	56
16 Years Old	24
17 Years Old	17
18 Years Old	13
19 Years Old	19
20 Years Old	8
21 Years Old	8
22 Years Old	11
23 Years Old	11
24 Years Old	15

