

FRESNO COUNTY MENTAL HEALTH PLAN

OUTCOMES REPORT- Attachment A

PROGRAM INFORMATION:

Program Title:	Blue Sky Youth Empowerment Centers Program/TAY Warehouse	Provider:	Kings View Behavioral Health Corporation
Program Description:	Peer and Family Support Program to provide wellness and recovery support services to consumers with mental illness and their family members and support system.	MHP Work Plan:	2-Wellness, recovery, and resiliency support Choose an item. Choose an item.
Age Group Served 1:	CHILDREN	Dates Of Operation:	Click here to enter text.
Age Group Served 2:	TAY	Reporting Period:	July 1, 2018-June 30, 2019
Funding Source 1:	Prevention (MHSA)	Funding Source 3:	Choose an item.
Funding Source 2:	Early Intervention (MHSA)	Other Funding:	Click here to enter text.

FISCAL INFORMATION:

Program Budget Amount:	\$532,696.00	Program Actual Amount:	\$ 373,278.96
Number of Unique Clients Served During Time Period:	441		
Number of Services Rendered During Time Period:	4566		
Actual Cost Per Client:	\$846.43		

CONTRACT INFORMATION:

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

TARGET POPULATION INFORMATION:

Target Population: 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.

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

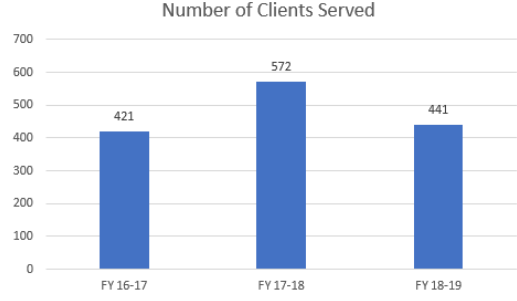
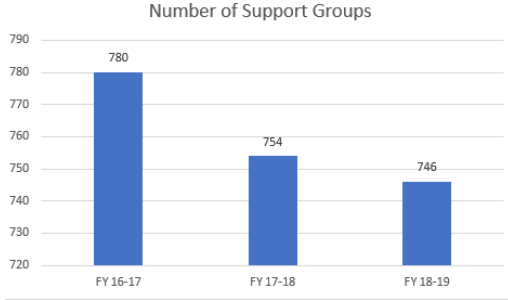
See Below Quality Improvement Workplan Summary and Client Satisfaction Results:

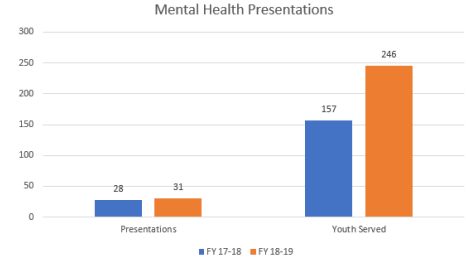
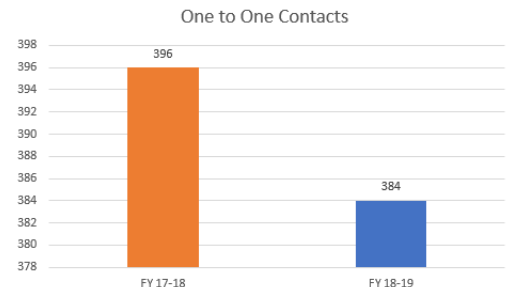
Kings View Behavioral Health

Youth Empowerment Center Quality Improvement (QI) Workplan Summary

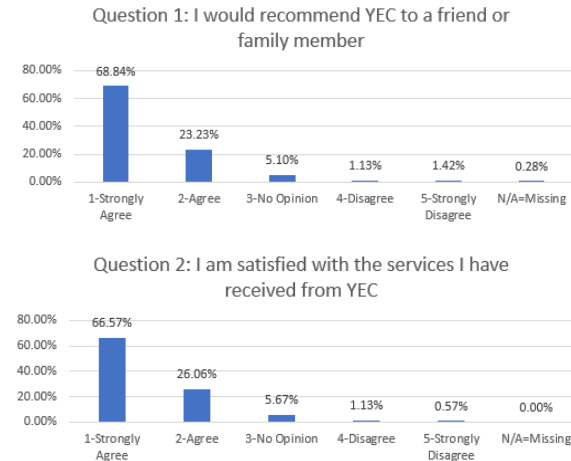
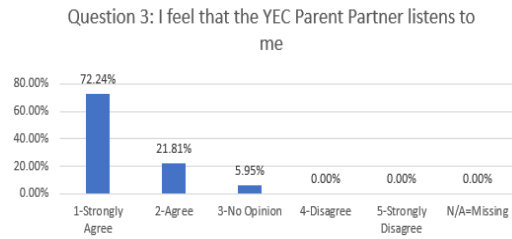
FY 18-19

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	The QI Department and Program Manager will Collect and Monitor the number of clients served. Engage Clients through offering activities, trainings, peer to peer support and other resources.	Total Number of Clients Served at Blue Sky Youth Empowerment Centers/ TAY Warehouse FY 18-19 N= 441 Clients Served. Target Met 	FY 18-19 July 2018 – June 2019
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	Develop and maintain a monthly calendar of planned peer support groups for Clients to participate. Topics Include: WRAP, Depression, Anxiety, Suicide Prevention, and Bullying.	Number of Peer Support Groups/Activities offered at Blue Sky Youth Empowerment Centers/ TAY Warehouse FY 18-19 N= 746 Support Groups. Target Met 	FY 18-19 July 2018 – June 2019

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 FY 18-19 N= 31, Servicing 246 Youth. Target Met  <table><caption>Mental Health Presentations</caption><thead><tr><th>Category</th><th>FY 17-18</th><th>FY 18-19</th></tr></thead><tbody><tr><td>Presentations</td><td>28</td><td>31</td></tr><tr><td>Youth Served</td><td>157</td><td>246</td></tr></tbody></table>	Category	FY 17-18	FY 18-19	Presentations	28	31	Youth Served	157	246	FY 18-19 July 2018 – June 2019
Category	FY 17-18	FY 18-19												
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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 FY 18-19 N = 441 Clients Served, % Compliance. Target Met	FY 18-19 July 2018 – June 2019									
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 FY 18-19 N = 384 Contacts. Target Met  <table><caption>One to One Contacts</caption><thead><tr><th>Category</th><th>Value</th></tr></thead><tbody><tr><td>FY 17-18</td><td>396</td></tr><tr><td>FY 18-19</td><td>384</td></tr></tbody></table>	Category	Value	FY 17-18	396	FY 18-19	384	FY 18-19 July 2018 – June 2019			
Category	Value													
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FY 18-19	384													

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.	Percentage of Youth and Adolescents that will demonstrate an understanding of the WRAP Model within 3 Months FY 18-19 N= 129, 49.61% Compliance. Target Not Met Data Source: YEC Client Questionnaire Survey	FY 18-19 July 2018 – June 2019
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.	Percentage of Youth and Adolescents who report feeling more hopeful and happier due to interaction with YEC Staff FY 18-19 N= 129, 66.67% Compliance. Target Not Met Data Source: YEC Client Questionnaire Survey	FY 18-19 July 2018 – June 2019

Indicators	Goals	Domain	Activities	Performance Measures	Reporting Timeframe																												
1.8 Client Satisfaction – Satisfaction with Customer Service	85% of Clients state they would recommend to a friend or family member and satisfied with the services they received from YEC	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 recommending YEC to a friend or family member and satisfied with the services they received from YEC FY 18-19 N=353 , 92.23% Compliance. Target Met  <p>Question 1: I would recommend YEC to a friend or family member</p> <table><tr><th>Response</th><th>Percentage</th></tr><tr><td>1-Strongly Agree</td><td>68.84%</td></tr><tr><td>2-Agree</td><td>23.23%</td></tr><tr><td>3-No Opinion</td><td>5.10%</td></tr><tr><td>4-Disagree</td><td>1.13%</td></tr><tr><td>5-Strongly Disagree</td><td>1.42%</td></tr><tr><td>N/A=Missing</td><td>0.28%</td></tr></table> <p>Question 2: I am satisfied with the services I have received from YEC</p> <table><tr><th>Response</th><th>Percentage</th></tr><tr><td>1-Strongly Agree</td><td>66.57%</td></tr><tr><td>2-Agree</td><td>26.06%</td></tr><tr><td>3-No Opinion</td><td>5.67%</td></tr><tr><td>4-Disagree</td><td>1.13%</td></tr><tr><td>5-Strongly Disagree</td><td>0.57%</td></tr><tr><td>N/A=Missing</td><td>0.00%</td></tr></table>	Response	Percentage	1-Strongly Agree	68.84%	2-Agree	23.23%	3-No Opinion	5.10%	4-Disagree	1.13%	5-Strongly Disagree	1.42%	N/A=Missing	0.28%	Response	Percentage	1-Strongly Agree	66.57%	2-Agree	26.06%	3-No Opinion	5.67%	4-Disagree	1.13%	5-Strongly Disagree	0.57%	N/A=Missing	0.00%	FY 18-19 July 2018 – June 2019
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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 FY 18-19 N= 353, 94.05% Compliance. Target Met  <p>Question 3: I feel that the YEC Parent Partner listens to me</p> <table><tr><th>Response</th><th>Percentage</th></tr><tr><td>1-Strongly Agree</td><td>72.24%</td></tr><tr><td>2-Agree</td><td>21.81%</td></tr><tr><td>3-No Opinion</td><td>5.95%</td></tr><tr><td>4-Disagree</td><td>0.00%</td></tr><tr><td>5-Strongly Disagree</td><td>0.00%</td></tr><tr><td>N/A=Missing</td><td>0.00%</td></tr></table> Data Source: YEC Client Questionnaire Sursvey	Response	Percentage	1-Strongly Agree	72.24%	2-Agree	21.81%	3-No Opinion	5.95%	4-Disagree	0.00%	5-Strongly Disagree	0.00%	N/A=Missing	0.00%	FY 18-19 July 2018 – June 2019														
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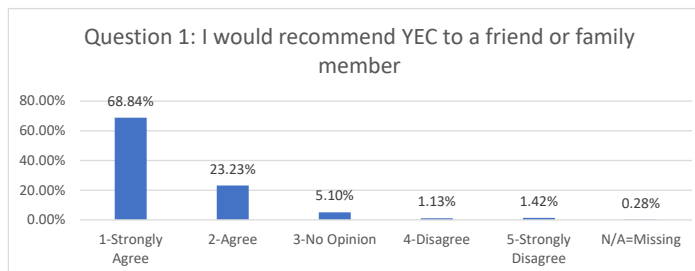
YEC Consumer Perception Survey Results

Fresno County

Q1 I would recommend YEC to a friend or family member

Response	Count	Percentage
1-Strongly Agree	243	68.84%
2-Agree	82	23.23%
3-No Opinion	18	5.10%
4-Disagree	4	1.13%
5-Strongly Disagree	5	1.42%
N/A=Missing	1	0.28%
Grand Total	353	100.00%
Positive Score	325	92.07%

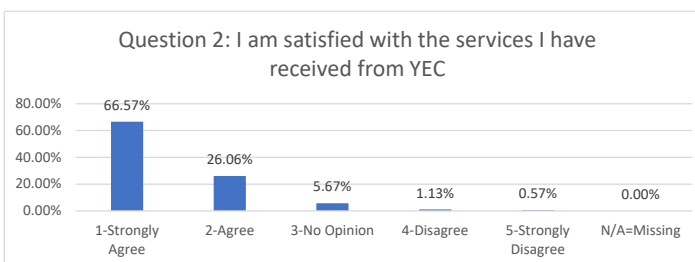
(Strongly Agree + Agree)



Q2 I am satisfied with the services I have received from YEC

Response	Count	Percentage
1-Strongly Agree	235	66.57%
2-Agree	92	26.06%
3-No Opinion	20	5.67%
4-Disagree	4	1.13%
5-Strongly Disagree	2	0.57%
N/A=Missing	0	0.00%
Grand Total	353	100.00%
Positive Score	327	92.63%

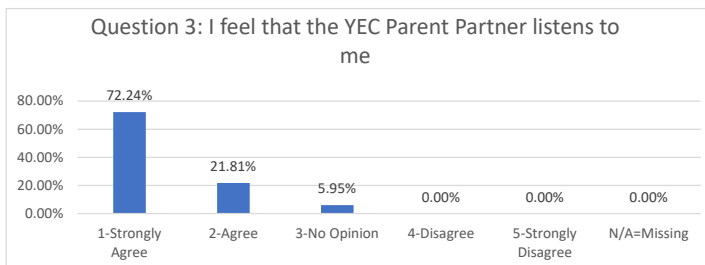
(Strongly Agree + Agree)



Q3 I feel that the YEC Parent Partner listens to me

Response	Count	Percentage
1-Strongly Agree	255	72.24%
2-Agree	77	21.81%
3-No Opinion	21	5.95%
4-Disagree	0	0.00%
5-Strongly Disagree	0	0.00%
N/A=Missing	0	0.00%
Grand Total	353	100.00%
Positive Score	332	94.05%

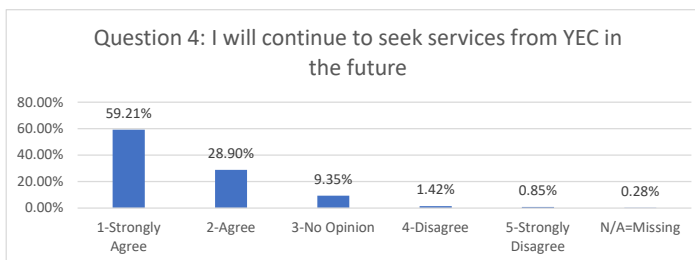
(Strongly Agree + Agree)



Q4 I will continue to seek services from YEC in the future

Response	Count	Percentage
1-Strongly Agree	209	59.21%
2-Agree	102	28.90%
3-No Opinion	33	9.35%
4-Disagree	5	1.42%
5-Strongly Disagree	3	0.85%
N/A=Missing	1	0.28%
Grand Total	353	100.00%
Positive Score	311	88.10%

(Strongly Agree + Agree)



Q5 I am satisfied with the performance of the staff who provided services

Response	Count	Percentage
1-Strongly Agree	254	71.95%
2-Agree	77	21.81%
3-No Opinion	15	4.25%
4-Disagree	2	0.57%
5-Strongly Disagree	5	1.42%
N/A=Missing	0	0.00%
Grand Total	353	100.00%
Positive Score	331	93.77%

(Strongly Agree + Agree)

