

FRESNO COUNTY MENTAL HEALTH PLAN

OUTCOMES REPORT- Attachment A

PROGRAM INFORMATION:

Program Title:	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:	2-Wellness, recovery, and resiliency support Choose an item. Choose an item.
Age Group Served 1:	ADULT	Dates Of Operation:	January 2016- Present
Age Group Served 2:	Choose an item.	Reporting Period:	July 1, 2019 - June 30, 2020
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:	\$1,218,326	Program Actual Amount:	\$967,862.49
Number of Unique Clients Served During Time Period:	712		
Number of Services Rendered During Time Period:	Total Program Check-ins: 15,383	Total Support and Activity Group Check-ins: 10,820	
Actual Cost Per Client:	\$1,359.35		

CONTRACT INFORMATION:

Program Type:	Contract-Operated	Type of Program:	Other, please specify below
Contract Term:	July 2019-June 2021	For Other:	Prevention and Early Intervention
		Renewal Date:	Click here to enter text.
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:	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
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seeking support for their wellness and recovery. These client driven services are provided for Adults 18-59 years and Older Adults 60 plus years. Blue Sky has averaged 67 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.

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

Access to underserved communities

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 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.

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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 as 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: RH Builders, 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.

Blue Sky Wellness Center also collaborates with other Kings View programs to include: MAP, PATH and HERO, and METRO CIT.

A Recovery Resource Coordinator position (full time) provides linkage to other services to address basic needs for consumers. Many consumers are linked to the programs 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.

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Integrated 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 (17 years and younger) individuals could benefit from the wellness center activities. Kings View also runs the Oak Wellness Center in Hanford, Visalia Wellness Center in Visalia, and Porterville Wellness Center in Tulare County. Recently, Kings View was awarded the contract to the Shasta Wellness Center to be implemented in FY 20-21.

Access to underserved communities: Blue Sky Wellness Center is centrally located in an area that is easily accessible by the clients who have limited access or transportation to needed services. Kings View outreach team provides presentations at various programs, schools, and outreach events throughout Fresno on services offered by the Blue Sky Wellness Center in addition to educating the community on reducing the stigma related to mental illness.

Cultural Competency: Cultural Competency and Diversity is an integral part of the Blue Sky Wellness Center as we ensure non-discriminatory and respectful services to clients by creating a welcoming environment. Cultural Competency and diversity practices include: Events related to culturally diverse populations, providing language line and interpretation services, educating and training staff on various cultural diverse topics, and seeking staff members and volunteers who represent a variety of cultural backgrounds and can communicate in cross-cultural situations.

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. (Efficiency)
2. Blue Sky will Serve approximately 70 Clients per day. (Access)
3. Blue Sky will offer a minimum of 20 support group/ activities each week. (Access)
4. 50% of active volunteers engage in pre-employment/job readiness program. (Effectiveness)
5. 40% of active volunteers serve 40 hours or more a month. (Effectiveness)
6. Support Group and Activity Check-ins represent 60% of the total Check-ins at Blue Sky. (Effectiveness)
7. 50% of Support Group Check-ins include individualized one on one engagement with Clients. (Effectiveness)
8. 80% of Clients state that Services provided by Blue Sky have been a positive influence in their lives. (Satisfaction and Feedback)
9. 80% of Clients state that Blue Sky is an important factor in maintaining their Wellness and Recovery. (Satisfaction and Feedback)
10. Blue Sky Staff Members will conduct daily phone calls to support individuals during the pandemic and main their level of engagement.

See below Quality Improvement Workplan Summary;

Kings View Behavioral Health

Blue Sky Wellness Center Quality Improvement (QI) Workplan Summary

FY 19-20 (July – June) Annual Report

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	<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>N = 306, 100% Compliance. Target Met</p> <p>Data Source: Member Ties</p>	FY July 2019 – June 2020

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Indicators	Goals	Domain	Activities	Performance Measures	Reporting Timeframe
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 N = 67, Target Partially Met. Data Source: Member Ties	FY July 2019 – June 2020
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.	Number of Support Groups/Activities offered each week N= 31, Target Met Data Source: Blue Sky Wellness Center Monthly Event Calendar, see attached exhibit 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.	FY July 2019 – June 2020

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Indicators	Goals	Domain	Activities	Performance Measures	Reporting Timeframe																						
1.4 Client Engagement in Pre-Employment / Job Readiness	50% of active volunteers engage in pre-employment/job readiness program.	Effectiveness	Engage Volunteers to participate in pre-employment/job readiness programs. The QI Department and Program Coordinator will Collect and Monitor Client participation.	<p>Percentage of Active Volunteers that engaged and participated in pre -employment/job readiness programs.</p> <p>N = 29/40, 72.50%. Target Met</p> <table><tr><th colspan="3">Blue Sky Volunteer Summary</th></tr><tr><th colspan="3">Volunteer Participation in Career Readiness</th></tr><tr><td>Total Volunteers</td><td colspan="2">40</td></tr><tr><td>Volunteer Career Participation</td><td>29</td><td>72.50%</td></tr><tr><td>Non-Participating Volunteers</td><td>11</td><td>27.50%</td></tr></table> <table><tr><th>Qualifying Activities</th></tr><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></table> <p>Data Source: Volunteer Logs</p>	Blue Sky Volunteer Summary			Volunteer Participation in Career Readiness			Total Volunteers	40		Volunteer Career Participation	29	72.50%	Non-Participating Volunteers	11	27.50%	Qualifying Activities	Computer	Event/POD	Volunteer Meeting	Volunteer Training	Vocational Skills	PAC	FY July 2019 – June 2020
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Indicators	Goals	Domain	Activities	Performance Measures	Reporting Timeframe						
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.	Percentage of Active Volunteers that served 40 hours or more a month. N = 16/39, 41%. Target Met Data Source: Volunteer Log	FY July 2019 – June 2020						
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	Percentage Improvement in Client Involvement/ Participation in Support Group/ Activities N =10820/15383, 70.34%. Target Met <table border="1"><tr><td>Total Check-Ins</td><td>15,383</td></tr><tr><td>Total Support and Activity Check-Ins</td><td>10,820</td></tr><tr><td>% of Compliance</td><td>70.34%</td></tr></table> Note: In addition to have various Wellness and Recovery Support Groups/Activities, WRAP Training is offered to Consumers Semi-Monthly on a voluntary basis. Data Source: Member Ties	Total Check-Ins	15,383	Total Support and Activity Check-Ins	10,820	% of Compliance	70.34%	FY July 2019 – June 2020
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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. N = 4027/7702, 52.29% Compliance. Target Met</p> <table><tr><td>Total Support Group Check-Ins</td><td>7702</td></tr><tr><td>Total of Engagement</td><td>4027</td></tr><tr><td>% of Compliance</td><td>52.29%</td></tr></table> <p>Data Source: Member Ties</p>	Total Support Group Check-Ins	7702	Total of Engagement	4027	% of Compliance	52.29%	FY July 2019 – June 2020
Total Support Group Check-Ins	7702										
Total of Engagement	4027										
% of Compliance	52.29%										
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 N = 166, 92.17%. Target Met</p> <p>Data Source: FY 19-20 Client Satisfaction Surveys</p>	FY July 2019 – June 2020						

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Indicators	Goals	Domain	Activities	Performance Measures	Reporting Timeframe
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	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 N = 167, 86.64%. Target Met Data Source: FY 19-20 Client Satisfaction Surveys	FY July 2019 – June 2020
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	Staff members call wellness center clients daily to provide support and engagement services. Call logs will be maintained to track the number of call completed each month.	Number of phone calls conducted each month by staff member to clients N= 3,378. Target Met. Data Source: FY 19-20 Call Log	FY July 2019 – June 2020

DEPARTMENT RECOMMENDATION(S):

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