

FRESNO COUNTY MENTAL HEALTH PLAN

OUTCOMES REPORT- Attachment A

PROGRAM INFORMATION:

Program Title:	Youth Empowerment Centers Program/TAY Warehouse	Provider:	Kings View
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:	October 2010- June 2021
Age Group Served 2:	TAY	Reporting Period:	July 1, 2020 - June 30, 2021
Funding Source 1:	Early Intervention (MHSA)	Funding Source 3:	Choose an item.
Funding Source 2:	Prevention (MHSA)	Other Funding:	Click here to enter text.

FISCAL INFORMATION:

Program Budget Amount:	\$577,228.00	Program Actual Amount:	\$473,408
Number of Unique Members Served During Time Period:	308		
Number of Services Rendered During Time Period:	1763		
Actual Cost Per Member:	\$1,538		

CONTRACT INFORMATION:

Program Type:	Contract-Operated	Type of Program:	Other, please specify below
Contract Term:	July 2019-June 2021	For Other:	Prevention Early Intervention
		Renewal Date:	6/30/2021
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.
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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: Youth Empowerment Centers/ TAY Warehouse 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, and Clovis Unified School District. Our TAY Youth are referred to us through agencies such as Central Star Behavioral Health, National Alliance on Mental Illness (NAMI), Fresno County DBH TAY Program, and Blue Sky Wellness Center.

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

Individual/Family-Driven, Wellness/Recovery/Resiliency-Focused Services: Youth Empowerment Program is a wellness, recovery, and resiliency center that provides stigma reduction, social activities, 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 member populations being served through MHSA.

Team members are trained in teaching and coaching usage of the Wellness Recovery Action Plan (WRAP) model for everyday living. 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 members are introduced to WRAP and create a wellness tool box with coping skills.

Cultural Competency: Cultural Competency and Diversity is an integral part of the Youth Empowerment/TAY Center as we ensure non-discriminatory and respectful services to members 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 seek 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

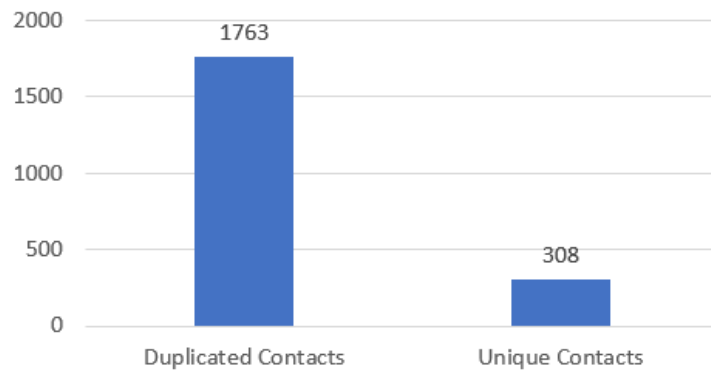
See below Kings View QI Work Plan.

FY 20-21 (July – June)

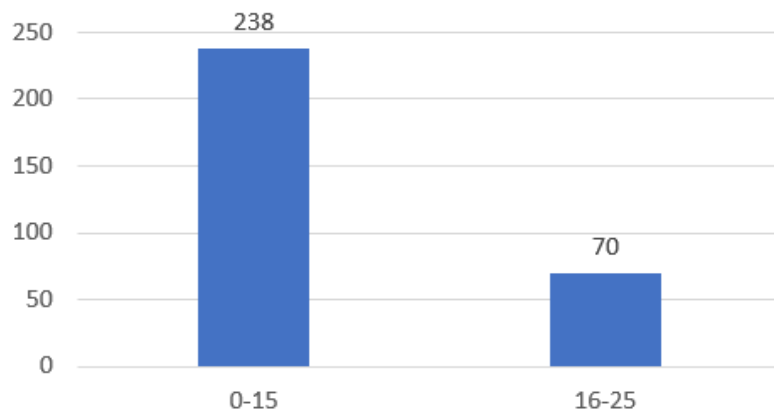
Key Performance Indicators & Demographics

Total Member Contacts, N = 1763

Unique Member Contacts, N = 308

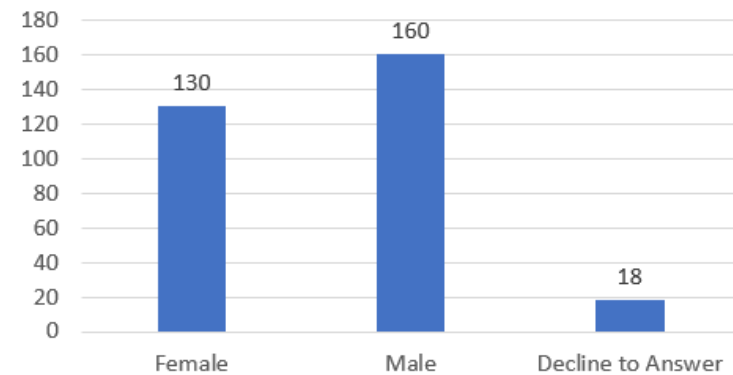


Age Group

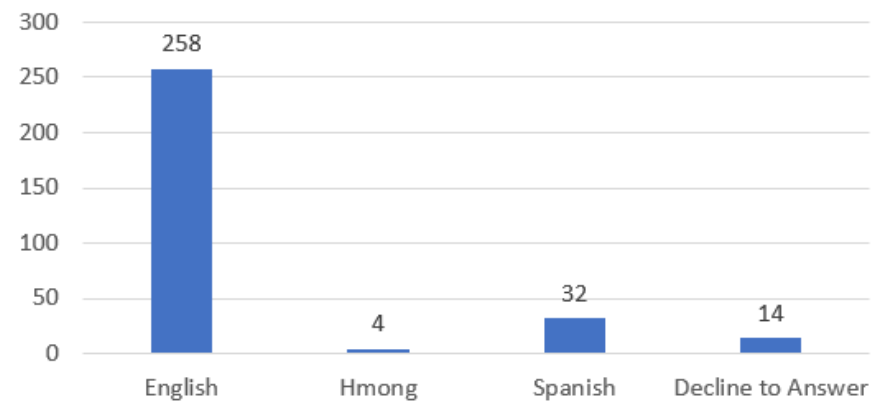


Number of Women Served, N = 130

Number of Men Served, N = 160

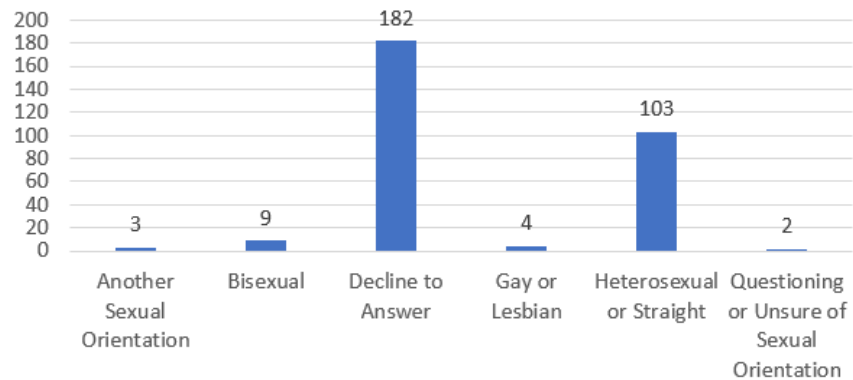


Primary Language



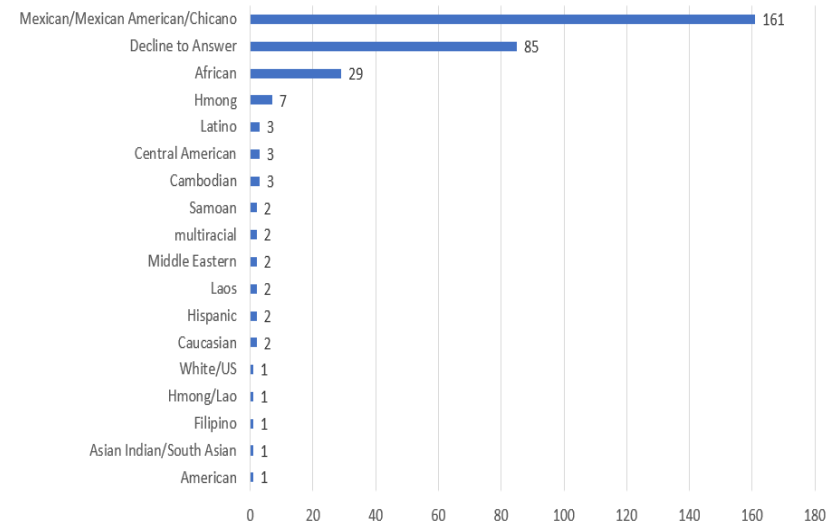
Key Performance Indicators & Demographics

Sexual Orientation

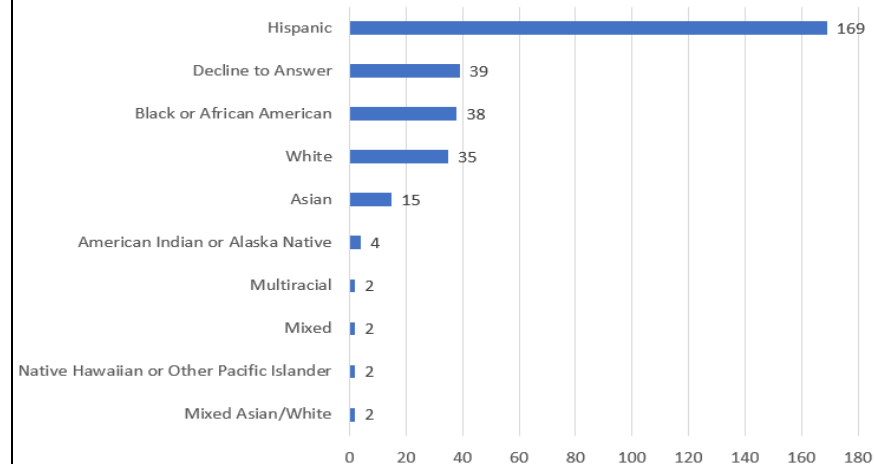


Note: For students 13 and older.

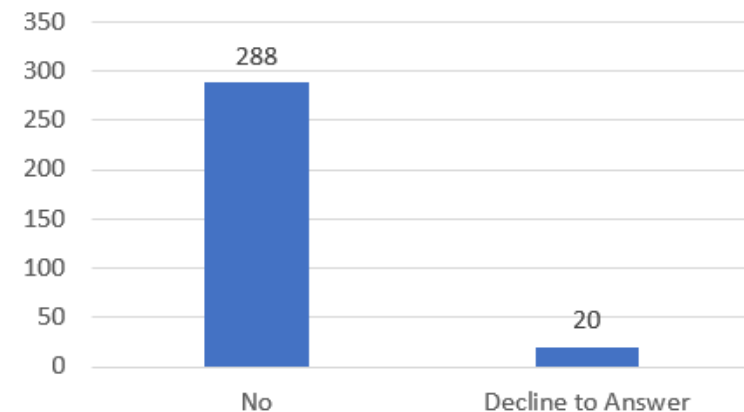
Ethnicity



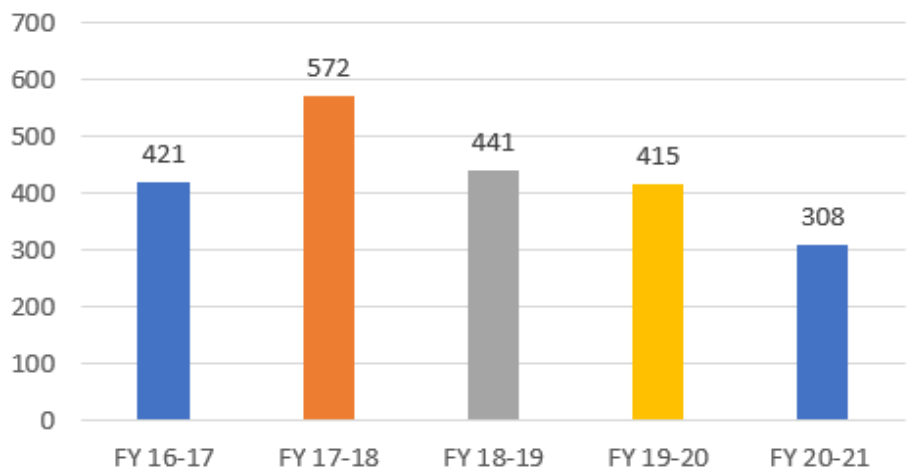
Race



Veteran

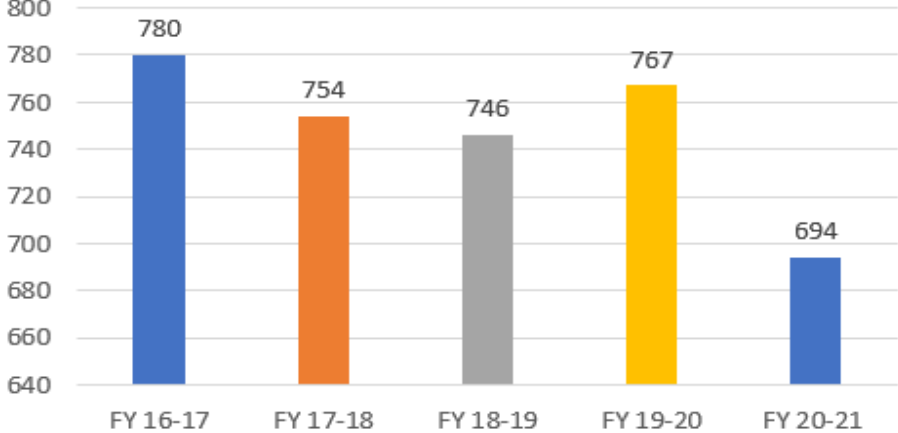
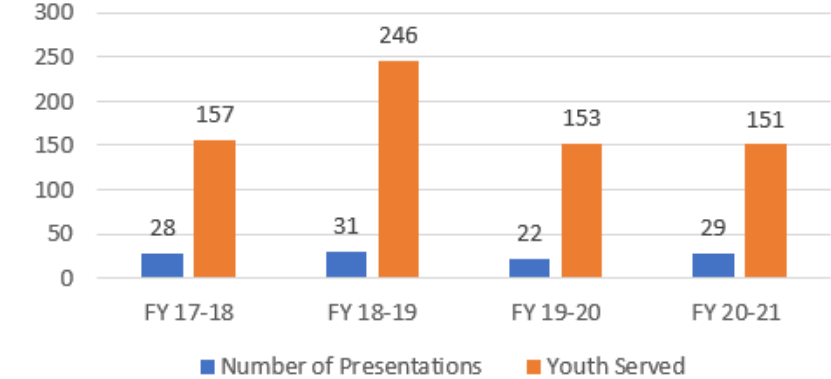


I. Program Outcome Measures & Goals

Indicators	Goals	Domain	Activities	Performance Measures												
1.1 Access to Services – Number of Members Served	Youth Empowerment Centers/ TAY Warehouse will Serve approximately 350 Members (Youth and Families) per Year.	Access	<p>The QI Department and Program Manager will Collect and Monitor the number of members served.</p> <p>Engage Members through offering activities, trainings, peer to peer support and other resources.</p>	<p>Total Number of Members Served at Youth Empowerment Centers/ TAY Warehouse</p> <p>N= 308 Members Served. Target Not Met</p>  <table><thead><tr><th>Fiscal Year</th><th>Members Served</th></tr></thead><tbody><tr><td>FY 16-17</td><td>421</td></tr><tr><td>FY 17-18</td><td>572</td></tr><tr><td>FY 18-19</td><td>441</td></tr><tr><td>FY 19-20</td><td>415</td></tr><tr><td>FY 20-21</td><td>308</td></tr></tbody></table> <p>In FY 20-21, school sites were not in session due to COVID-19 and it was challenging to reach students. Pre-pandemic, Kings View provided services on school campuses which alleviated the burden of transporation and access. With the transition to virtual learning, meeting students face to face became a challenge. Kings View implemented strategies to continue serving students by outreaching to the community such as parks and had regular virtual meeting with students.</p>	Fiscal Year	Members Served	FY 16-17	421	FY 17-18	572	FY 18-19	441	FY 19-20	415	FY 20-21	308
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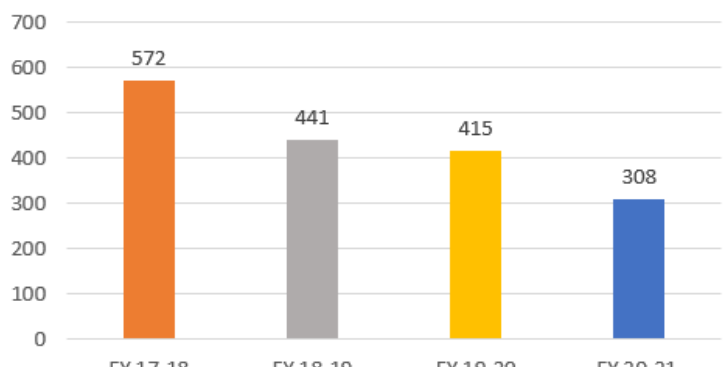
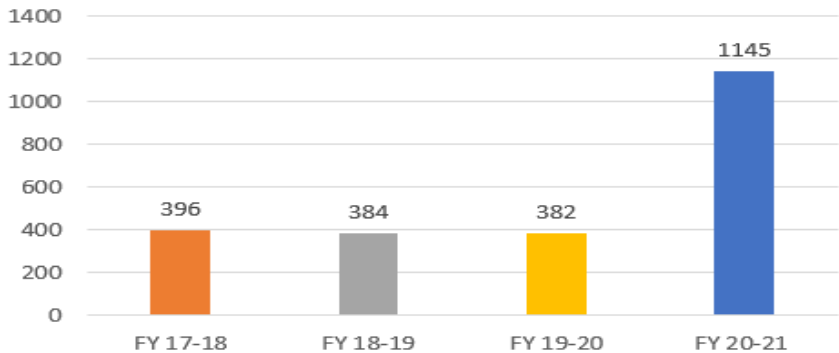
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Indicators	Goals	Domain	Activities	Performance Measures															
1.2 Access to Services – Number of Member Peer Support Groups.	Youth Empowerment Centers/ TAY Warehouse will offer a minimum of 400 support groups.	Access	Develop and maintain a monthly calendar of planned peer support groups for Members to participate. Topics Include: WRAP, Depression, Anxiety, Suicide Prevention, and Bullying.	Number of Peer Support Groups/Activities offered at Youth Empowerment Centers/ TAY Warehouse N= 694 Support Groups. Target Met  <table><thead><tr><th>Fiscal Year</th><th>Number of Peer Support Groups/Activities</th></tr></thead><tbody><tr><td>FY 16-17</td><td>780</td></tr><tr><td>FY 17-18</td><td>754</td></tr><tr><td>FY 18-19</td><td>746</td></tr><tr><td>FY 19-20</td><td>767</td></tr><tr><td>FY 20-21</td><td>694</td></tr></tbody></table>	Fiscal Year	Number of Peer Support Groups/Activities	FY 16-17	780	FY 17-18	754	FY 18-19	746	FY 19-20	767	FY 20-21	694			
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1.3 Access to Services – Mental Health Presentations	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 Youth Empowerment Centers/ TAY Warehouse N = 29, Servicing 151 Youth. Target Met  <table><thead><tr><th>Fiscal Year</th><th>Number of Presentations</th><th>Youth Served</th></tr></thead><tbody><tr><td>FY 17-18</td><td>28</td><td>157</td></tr><tr><td>FY 18-19</td><td>31</td><td>246</td></tr><tr><td>FY 19-20</td><td>22</td><td>153</td></tr><tr><td>FY 20-21</td><td>29</td><td>151</td></tr></tbody></table>	Fiscal Year	Number of Presentations	Youth Served	FY 17-18	28	157	FY 18-19	31	246	FY 19-20	22	153	FY 20-21	29	151
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1.4 Member Engagement/ Involvement – Participation Mini-center Activities	100% Member involvement/ participation in mini-center activities.	Effectiveness	Engage Members to participate in mini-center activities. Activities Include: Team Building, Sports, Cooking, Board Games, Movies, and Art.	<p>Percentage of Members that engaged and participated in mini-center activities at Youth Empowerment Centers/ TAY Warehouse</p> <p>N = 308 Members Served, 100% Compliance. Target Met</p>  <table><thead><tr><th>Fiscal Year</th><th>Members Served</th></tr></thead><tbody><tr><td>FY 17-18</td><td>572</td></tr><tr><td>FY 18-19</td><td>441</td></tr><tr><td>FY 19-20</td><td>415</td></tr><tr><td>FY 20-21</td><td>308</td></tr></tbody></table>	Fiscal Year	Members Served	FY 17-18	572	FY 18-19	441	FY 19-20	415	FY 20-21	308
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1.5 Member Engagement/ Involvement – Number of One to One Contacts	350 One to One Individual Engagement contacts will be made	Effectiveness	Identify and Engage Members to participate in one to one contacts for additional support.	<p>Number of One to One Contacts made at Youth Empowerment Centers/ TAY Warehouse</p> <p>N = 1145 Contacts. Target Met</p>  <table><thead><tr><th>Fiscal Year</th><th>Number of Contacts</th></tr></thead><tbody><tr><td>FY 17-18</td><td>396</td></tr><tr><td>FY 18-19</td><td>384</td></tr><tr><td>FY 19-20</td><td>382</td></tr><tr><td>FY 20-21</td><td>1145</td></tr></tbody></table>	Fiscal Year	Number of Contacts	FY 17-18	396	FY 18-19	384	FY 19-20	382	FY 20-21	1145
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Indicators	Goals	Domain	Activities	Performance Measures												
1.6 Member 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 Members 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>N= 40/45 Members, 88.89% Compliance. Target Met</p>  <table><thead><tr><th>Rating</th><th>Percentage</th></tr></thead><tbody><tr><td>5-Extremely</td><td>4.44%</td></tr><tr><td>4-Very</td><td>44.44%</td></tr><tr><td>3-Moderately</td><td>40.00%</td></tr><tr><td>2-Slightly</td><td>4.44%</td></tr><tr><td>1-Not at all</td><td>6.67%</td></tr></tbody></table> <p>Data Source: YEC Member Questionnaire Survey</p>	Rating	Percentage	5-Extremely	4.44%	4-Very	44.44%	3-Moderately	40.00%	2-Slightly	4.44%	1-Not at all	6.67%
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1.7 Member Engagement/ Involvement - Member and staff Interaction	As a direct result of services, 70% of Youth and Adolescents will report feeling more hopeful and happier about their future.	Effectiveness	Staff engage with Members through Groups Settings, Ice Breakers, Activities, and One to One Contacts.	<p>Percentage of Youth and Adolescents who report feeling more hopeful and happier about their future</p> <p>N= 34/45 Members, 75.56% Compliance. Target Met</p>  <table><thead><tr><th>Rating</th><th>Percentage</th></tr></thead><tbody><tr><td>5-Extremely</td><td>4.44%</td></tr><tr><td>4-Very</td><td>40.00%</td></tr><tr><td>3-Moderately</td><td>31.11%</td></tr><tr><td>2-Slightly</td><td>13.33%</td></tr><tr><td>1-Not at all</td><td>11.11%</td></tr></tbody></table> <p>Data Source: YEC Member Questionnaire Survey</p>	Rating	Percentage	5-Extremely	4.44%	4-Very	40.00%	3-Moderately	31.11%	2-Slightly	13.33%	1-Not at all	11.11%
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Indicators	Goals	Domain	Activities	Performance Measures																
1.8 Member Satisfaction – Recommend to Friend or Family Member	85% of Members state they would recommend Youth Empowerment Center to a friend or family member.	Satisfaction & Feedback	Distribute and Collect and minimum of 300 Members satisfaction surveys. The QI Department and Program Manager will Collect and Monitor the number of Surveys completed	<p>Percentage of Members who responded “Yes” to recommending YEC service to a friend or family member.</p> <p>N= 144/161, 89.44% Compliance. Target Met</p> <table><caption>Survey Results Data</caption><thead><tr><th>Response Category</th><th>Percentage</th></tr></thead><tbody><tr><td>5 = Strongly Agree</td><td>35.40%</td></tr><tr><td>4 = Agree</td><td>54.04%</td></tr><tr><td>3 = I am Neutral</td><td>6.83%</td></tr><tr><td>2 = Disagree</td><td>2.48%</td></tr><tr><td>1 = Strongly Disagree</td><td>0.62%</td></tr><tr><td>8 = Declined to Answer</td><td>0.00%</td></tr><tr><td>9 = Not Applicable</td><td>0.62%</td></tr></tbody></table> <p>Data Source: YEC Consumer Perception Survey Results</p>	Response Category	Percentage	5 = Strongly Agree	35.40%	4 = Agree	54.04%	3 = I am Neutral	6.83%	2 = Disagree	2.48%	1 = Strongly Disagree	0.62%	8 = Declined to Answer	0.00%	9 = Not Applicable	0.62%
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Indicators	Goals	Domain	Activities	Performance Measures																
1.9 Member Satisfaction – Satisfaction with Services Provided	85% of Members were satisfied with the services they received from YEC	Satisfaction and Feedback	Distribute and Collect and minimum of 300 Members satisfaction surveys. The QI Department and Program Manager will Collect and Monitor the number of Surveys completed	<p>Percentage of Members who responded “Yes” to satisfying with the services they received from YEC</p> <p>N= 148/161, 93.93% Compliance. Target Met</p> <table><thead><tr><th>Response Category</th><th>Percentage</th></tr></thead><tbody><tr><td>5 = Strongly Agree</td><td>42.24%</td></tr><tr><td>4 = Agree</td><td>49.69%</td></tr><tr><td>3 = I am Neutral</td><td>6.83%</td></tr><tr><td>2 = Disagree</td><td>0.62%</td></tr><tr><td>1 = Strongly Disagree</td><td>0.00%</td></tr><tr><td>8 = Declined to Answer</td><td>0.00%</td></tr><tr><td>9 = Not Applicable</td><td>0.62%</td></tr></tbody></table> <p>Data Source: YEC Consumer Perception Survey Results</p>	Response Category	Percentage	5 = Strongly Agree	42.24%	4 = Agree	49.69%	3 = I am Neutral	6.83%	2 = Disagree	0.62%	1 = Strongly Disagree	0.00%	8 = Declined to Answer	0.00%	9 = Not Applicable	0.62%
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DEPARTMENT RECOMMENDATION(S):

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