

FRESNO COUNTY MENTAL HEALTH PLAN

OUTCOMES REPORT- Attachment A

PROGRAM INFORMATION:

Program Title:	Peer Family Support Wellness Center (Blue Sky)	Provider:	Kings View
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- June 2021
Age Group Served 2:	Choose an item.	Reporting Period:	July 1, 2020 - June 30, 2021
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:	\$1,243,097.00	Program Actual Amount:	\$1,018,676
Number of Unique Clients Served During Time Period:	555		
Number of Services Rendered During Time Period:	13,493		
Actual Cost Per Client:	\$1,836		

CONTRACT INFORMATION:

Program Type:	Contract-Operated	Type of Program:	Other, please specify below
Contract Term:	August 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:	Fresno County Residents 18 years and older, including the unserved and underserved cultural, ethnic, and linguistic communities. Consumers 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
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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 consumer driven services are provided for Adults 18-59 years and Older Adults 60 plus years. Blue Sky has averaged 67 consumers 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 consumer 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.

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 consumers and make appropriate initial placement. Some of Blue Sky’s collaborative partners are: RH Builders, RI International, 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.

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, , Sunrise Wellness Center in Shasta County, and Porterville Wellness Center in Tulare County.

Access to underserved communities: Blue Sky Wellness Center is centrally located in an area that is easily accessible by the consumers 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 consumers 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

1. 100% of consumers 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 Consumers 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 Consumers. (Effectiveness)
8. 80% of consumers state that Services provided by Blue Sky have been a positive influence in their lives. (Satisfaction and Feedback)
9. 80% of consumers state that Blue Sky is an important factor in maintaining their Wellness and Recovery. (Satisfaction and Feedback)
10. Blue Sky Wellness Center staff will conduct phone calls in an effort to support consumers during the pandemic and maintain their level of engagement.

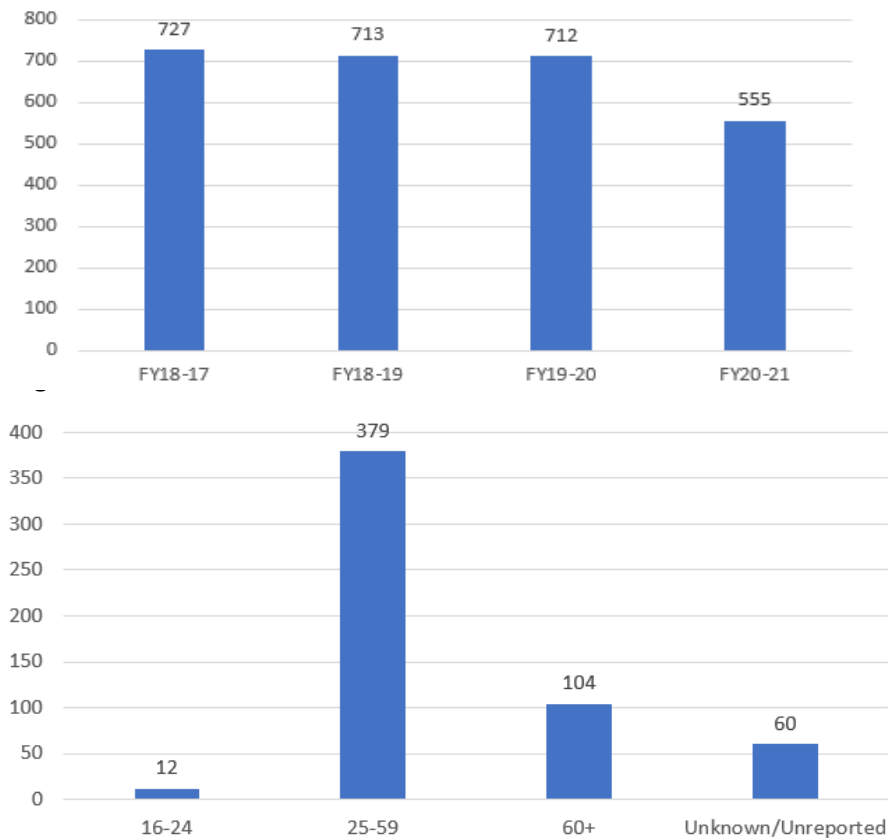
See below Quality Improvement Workplan Summary;

FY 20-21 (July – June)

I. Key Performance Indicators

Key Performance Indicators

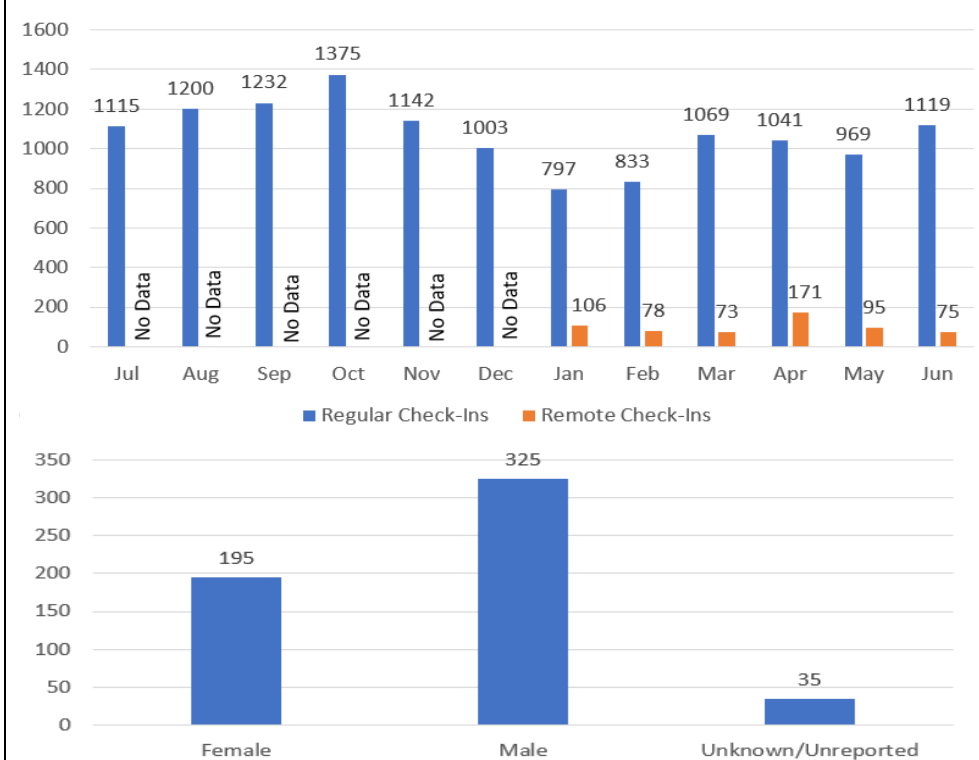
Number of Unduplicated Participants, N= 555



Number of Duplicated Participants, N= 13,493

Regular Check-Ins, N = 12,895

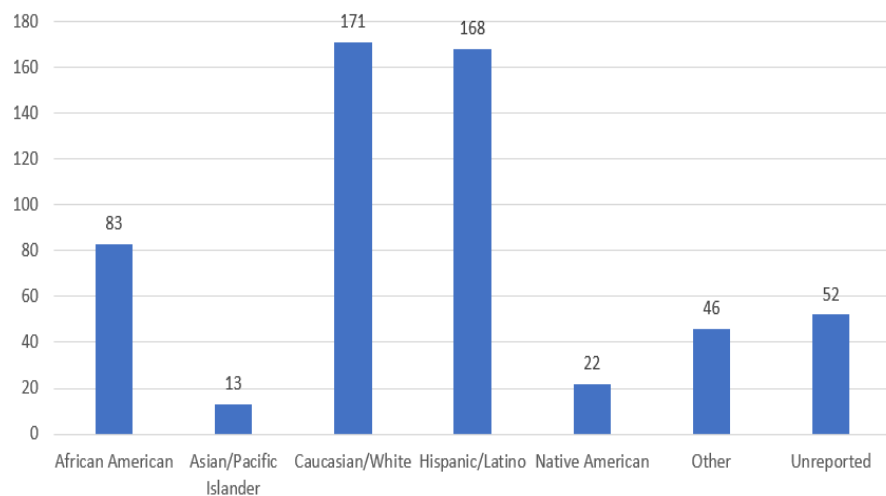
Remote Check-Ins, N = 598



Data Source: Member Ties

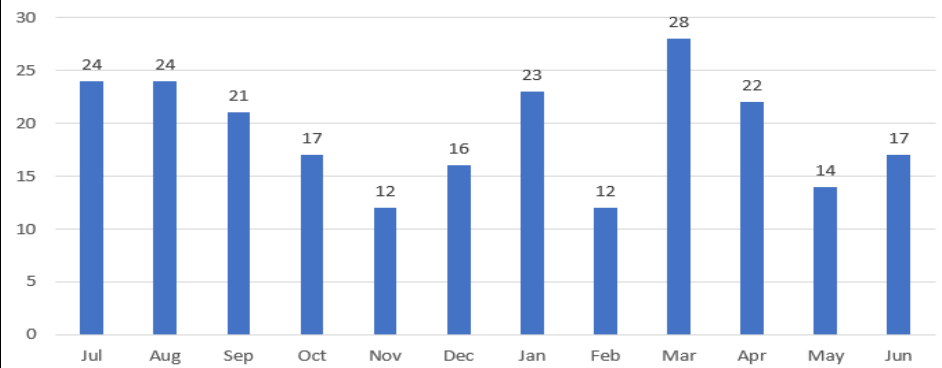
Key Performance Indicators

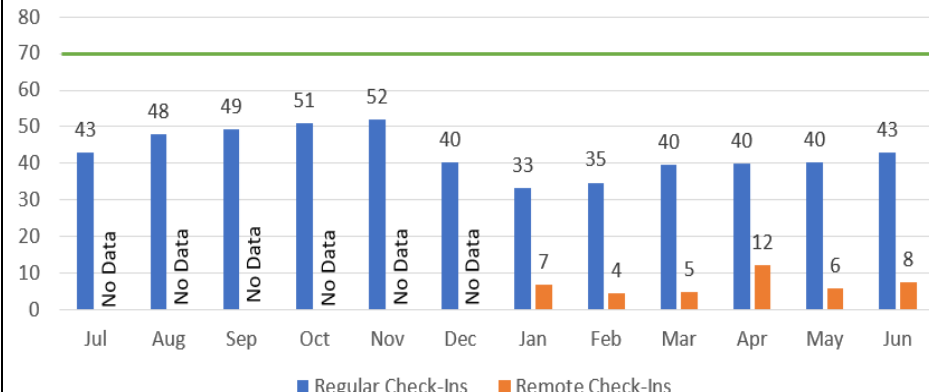
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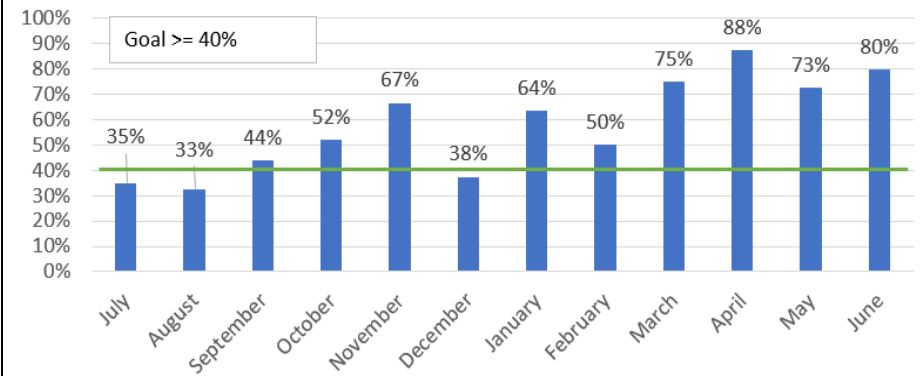
Data Source: Member Ties Database

II. Program Outcome Measure & Goals

Indicators	Goals	Domain	Activities	Performance Measures
1.1 Timely Consumers Orientation and Enrollment at Blue Sky	Consumers 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 consumer becomes a Member the same day/ completes orientation.</p>	<p>Percentage of consumers who completed the intake and assessment process and began orientation within one (1) operating day. N = 230, 100% Compliance. Target Met</p>  <p>Data Source: Member Ties</p>

Indicators	Goals	Domain	Activities	Performance Measures																																							
1.2 Access to Services – Number of Consumers Served per Day	Blue Sky will Serve approximately 70 Consumers per day.	Access	<p>The QI Department and Program Manager will Collect and Monitor the number of consumers served per day.</p> <p>Engage Consumers through offering activities, trainings, peer to peer support and other resources.</p>	<p>Average Number of Consumer Served Each Day</p> <p>Regular Check-Ins, N = 43, Target Not Met</p> <p>Remote Check-Ins, N = 7</p>  <table><thead><tr><th>Month</th><th>Regular Check-Ins</th><th>Remote Check-Ins</th></tr></thead><tbody><tr><td>Jul</td><td>43</td><td>No Data</td></tr><tr><td>Aug</td><td>48</td><td>No Data</td></tr><tr><td>Sep</td><td>49</td><td>No Data</td></tr><tr><td>Oct</td><td>51</td><td>No Data</td></tr><tr><td>Nov</td><td>52</td><td>No Data</td></tr><tr><td>Dec</td><td>40</td><td>No Data</td></tr><tr><td>Jan</td><td>33</td><td>7</td></tr><tr><td>Feb</td><td>35</td><td>4</td></tr><tr><td>Mar</td><td>40</td><td>5</td></tr><tr><td>Apr</td><td>40</td><td>12</td></tr><tr><td>May</td><td>40</td><td>6</td></tr><tr><td>Jun</td><td>43</td><td>8</td></tr></tbody></table> <p>■ Regular Check-Ins ■ Remote Check-Ins</p> <p>Data Source: Member Ties</p> <p>As a result of the COVID 19 Pandemic, Blue Sky Wellness Center had limitations on how many consumers can be at the center. Program Staff conducted team building activities, trainings and development, phone calls and mailing letters to consumers and created wellness kits to engage consumers.</p>	Month	Regular Check-Ins	Remote Check-Ins	Jul	43	No Data	Aug	48	No Data	Sep	49	No Data	Oct	51	No Data	Nov	52	No Data	Dec	40	No Data	Jan	33	7	Feb	35	4	Mar	40	5	Apr	40	12	May	40	6	Jun	43	8
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Indicators	Goals	Domain	Activities	Performance Measures																						
1.3 Access to Services – Number of Consumer 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 Consumers to participate.	<p>Number of Support Groups/Activities offered each week N= 31, Target Met Data Source: Blue Sky Wellness Center Monthly Event Calendar, see attached Exhibit A</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>																						
1.4 Consumer 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 Consumer participation.</p>	<p>Percentage of Active Volunteers that engaged and participated in pre - employment/job readiness programs.</p> <p>N = 6/8, 75%. Target Met</p> <table border="1"><thead><tr><th colspan="3">Blue Sky Volunteer Summary</th></tr><tr><th colspan="3">Volunteer Participation in Career Readiness</th></tr></thead><tbody><tr><td>Total Volunteers</td><td colspan="2">8</td></tr><tr><td>Volunteer Career Participation</td><td>6</td><td>75%</td></tr><tr><td>Non-Participating Volunteers</td><td>2</td><td>25%</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>Volunteer Meeting</td></tr><tr><td>Volunteer Training</td></tr><tr><td>Vocational Skills</td></tr><tr><td>PAC</td></tr></tbody></table> <p>Data Source: Volunteer Logs</p>	Blue Sky Volunteer Summary			Volunteer Participation in Career Readiness			Total Volunteers	8		Volunteer Career Participation	6	75%	Non-Participating Volunteers	2	25%	Qualifying Activities	Computer	Event/POD	Volunteer Meeting	Volunteer Training	Vocational Skills	PAC
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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.	<p>Percentage of Active Volunteers that served 40 hours or more a month.</p> <p>N = 9/19 (Average), 47.36%. Target Met</p>  <p>The bar chart displays the monthly percentage of active volunteers who served 40 hours or more. The y-axis represents the percentage from 0% to 100% in 10% increments. The x-axis lists the months from July to June. A green horizontal line at 40% indicates the goal. The data points are: July (35%), August (33%), September (44%), October (52%), November (67%), December (38%), January (64%), February (50%), March (75%), April (88%), May (73%), and June (80%).</p> <table><thead><tr><th>Month</th><th>Percentage</th></tr></thead><tbody><tr><td>July</td><td>35%</td></tr><tr><td>August</td><td>33%</td></tr><tr><td>September</td><td>44%</td></tr><tr><td>October</td><td>52%</td></tr><tr><td>November</td><td>67%</td></tr><tr><td>December</td><td>38%</td></tr><tr><td>January</td><td>64%</td></tr><tr><td>February</td><td>50%</td></tr><tr><td>March</td><td>75%</td></tr><tr><td>April</td><td>88%</td></tr><tr><td>May</td><td>73%</td></tr><tr><td>June</td><td>80%</td></tr></tbody></table> <p>Data Source: Volunteer Log</p>	Month	Percentage	July	35%	August	33%	September	44%	October	52%	November	67%	December	38%	January	64%	February	50%	March	75%	April	88%	May	73%	June	80%
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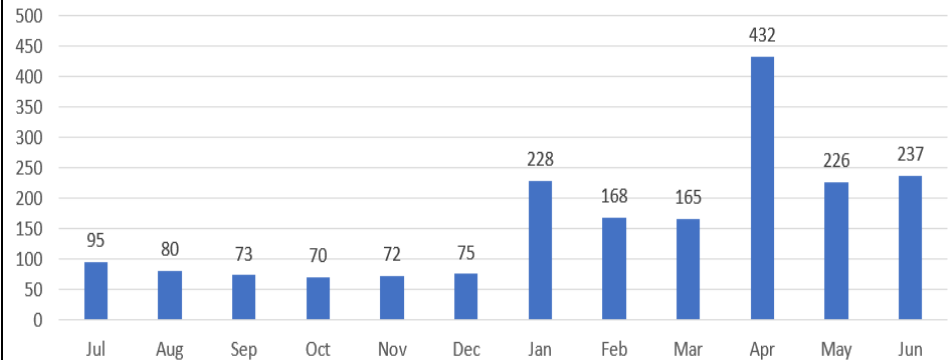
FRESNO COUNTY MENTAL HEALTH PLAN

OUTCOMES REPORT- Attachment A

Indicators	Goals	Domain	Activities	Performance Measures														
1.6 Consumer Involvement in Support/ Group Activities	Support Group and Activities Check Ins Represent 60% of the total Check-Ins at Blue Sky	Effectiveness	Consumers at Blue Sky work towards their wellness recovery by participating in various support group/activities	<p>Percentage Improvement in Consumers Involvement/ Participation in Support Group/ Activities N =7676/13493, 56.89%. Target Not Met (Activity + Support)/Total Check-Ins</p> <table><tr><td>Total Check-Ins (Regular + Remote)</td><td>13,493</td></tr><tr><td>*Remote Drop Offs</td><td>41</td></tr><tr><td>*Remote Activity Group</td><td>33</td></tr><tr><td>Regular Activity Group</td><td>3,194</td></tr><tr><td>*Remote Support Group</td><td>180</td></tr><tr><td>Regular Support Group (Without the Engagement)</td><td>4228</td></tr><tr><td>% of Compliance</td><td>56.89%</td></tr></table> <ul style="list-style-type: none">• The Data collection started in January 2021.• Due to COVID-19, Blue Sky Wellness Center had limitation on how many consumers can be in a Support and Activity Group. Program Staff phone called and mailed letters to consumers for remote support.• Note: In addition to have various Wellness and Recovery Support Groups/Activities, WRAP Training is offered to Consumers Semi-Monthly on a voluntary basis. <p>Data Source: Member Ties</p>	Total Check-Ins (Regular + Remote)	13,493	*Remote Drop Offs	41	*Remote Activity Group	33	Regular Activity Group	3,194	*Remote Support Group	180	Regular Support Group (Without the Engagement)	4228	% of Compliance	56.89%
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Indicators	Goals	Domain	Activities	Performance Measures																		
1.7 Consumer Engagement – Wellness and Recovery	50% of Support Group Check-Ins include individualized one on one engagement with the consumers	Effectiveness	Staff at Blue Sky engage one on one with consumers to offer individualized support by teaching them coping skills, offer active listening and providing linkages to community resources.	<p>Percentage of Consumers who engaged in individualized support.</p> <p>N = 10837/15245, 71.09% Compliance. Target Met</p> <p>(Regular Engagement + Remote Engagement)/Total Support Group</p> <table><thead><tr><th>Type of Support Group</th><th># Consumers Served</th><th>Percentage</th></tr></thead><tbody><tr><td>Regular Support Group</td><td>4228</td><td>27.73%</td></tr><tr><td>*Remote Support Group</td><td>180</td><td>1.18%</td></tr><tr><td>Regular Engagement</td><td>10233</td><td>67.12%</td></tr><tr><td>*Remote Engagement</td><td>604</td><td>3.96%</td></tr><tr><td>Total Support Group Check-Ins</td><td>15245</td><td>100%</td></tr></tbody></table> <p>*The Data collection started in January 2021.</p> <p>Data Source: Member Ties</p>	Type of Support Group	# Consumers Served	Percentage	Regular Support Group	4228	27.73%	*Remote Support Group	180	1.18%	Regular Engagement	10233	67.12%	*Remote Engagement	604	3.96%	Total Support Group Check-Ins	15245	100%
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Total Support Group Check-Ins	15245	100%																				
1.8 Consumer Satisfaction Surveys – Satisfaction with Services Provided	80% of Consumers 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 Consumers satisfaction surveys.</p> <p>The QI Department and Program Manager will Collect and Monitor the number of Surveys completed</p>	<p>Percentage of Consumers who responded “Agree” or “Strongly Agree” to a positive Influence in their lives</p> <p>N = 142, 93.66%. Target Met</p> <table><thead><tr><th>Response</th><th>Percentage</th></tr></thead><tbody><tr><td>5 = Strongly Agree</td><td>75.35%</td></tr><tr><td>4 = Agree</td><td>18.31%</td></tr><tr><td>3 = No Opinion</td><td>4.93%</td></tr><tr><td>2 = Disagree</td><td>0.70%</td></tr><tr><td>1 = Strongly Disagree</td><td>0.70%</td></tr><tr><td>8 = Declined to Answer</td><td>0.00%</td></tr><tr><td>9 = Not Applicable</td><td>0.00%</td></tr></tbody></table> <p>Data Source: Consumer Satisfaction Surveys</p>	Response	Percentage	5 = Strongly Agree	75.35%	4 = Agree	18.31%	3 = No Opinion	4.93%	2 = Disagree	0.70%	1 = Strongly Disagree	0.70%	8 = Declined to Answer	0.00%	9 = Not Applicable	0.00%		
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Indicators	Goals	Domain	Activities	Performance Measures																
1.9 Consumer Satisfaction Surveys – Maintaining Wellness and Recovery	80% of Consumers state that Blue Sky is an important factor in maintaining their Wellness and Recovery.	Satisfaction and Feedback	Distribute and Collect and minimum of 300 Consumers satisfaction surveys. The QI Department and Program Manager will Collect and Monitor the number of Surveys completed	<p>Percentage of Consumers who responded “Agree” or “Strongly Agree” to maintaining Wellness and Recovery</p> <p>N = 142, 92.26%. Target Met</p> <table><thead><tr><th>Response Category</th><th>Percentage</th></tr></thead><tbody><tr><td>5 = Strongly Agree</td><td>76.06%</td></tr><tr><td>4 = Agree</td><td>16.20%</td></tr><tr><td>3 = No Opinion</td><td>6.34%</td></tr><tr><td>2 = Disagree</td><td>0.00%</td></tr><tr><td>1 = Strongly Disagree</td><td>1.41%</td></tr><tr><td>8 = Declined to Answer</td><td>0.00%</td></tr><tr><td>9 = Not Applicable</td><td>0.00%</td></tr></tbody></table> <p>Data Source: Consumer Satisfaction Surveys</p>	Response Category	Percentage	5 = Strongly Agree	76.06%	4 = Agree	16.20%	3 = No Opinion	6.34%	2 = Disagree	0.00%	1 = Strongly Disagree	1.41%	8 = Declined to Answer	0.00%	9 = Not Applicable	0.00%
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Indicators	Goals	Domain	Activities	Performance Measures																										
1.10 COVID19 Consumer Engagement and Supportive Services during Wellness Center Closure	Blue Sky Staff members will conduct phone calls in efforts to support the consumers during the pandemic and maintain their level of engagement.	Access	<p>Staff members call wellness center consumers daily to provide support and engagement services.</p> <p>Call logs will be maintained to track the number of calls completed each month.</p>	<p>Number of phone calls conducted each month by staff member to consumers</p> <p>N= 1,921. Target Met.</p>  <table><thead><tr><th>Month</th><th>Number of Phone Calls</th></tr></thead><tbody><tr><td>Jul</td><td>95</td></tr><tr><td>Aug</td><td>80</td></tr><tr><td>Sep</td><td>73</td></tr><tr><td>Oct</td><td>70</td></tr><tr><td>Nov</td><td>72</td></tr><tr><td>Dec</td><td>75</td></tr><tr><td>Jan</td><td>228</td></tr><tr><td>Feb</td><td>168</td></tr><tr><td>Mar</td><td>165</td></tr><tr><td>Apr</td><td>432</td></tr><tr><td>May</td><td>226</td></tr><tr><td>Jun</td><td>237</td></tr></tbody></table> <p>*Started in January of 2021, Blue Sky began tracking remote activities, remote check-ins and remote support groups as phone calls.</p> <p>Data Source: Call Log</p>	Month	Number of Phone Calls	Jul	95	Aug	80	Sep	73	Oct	70	Nov	72	Dec	75	Jan	228	Feb	168	Mar	165	Apr	432	May	226	Jun	237
Month	Number of Phone Calls																													
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Sep	73																													
Oct	70																													
Nov	72																													
Dec	75																													
Jan	228																													
Feb	168																													
Mar	165																													
Apr	432																													
May	226																													
Jun	237																													

DEPARTMENT RECOMMENDATION(S):

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