

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 2022
Age Group Served 2:	Choose an item.	Reporting Period:	July 1, 2021 - June 30, 2022
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:	\$1,200,000.00	Program Actual Amount:	\$1,105,040.38
Number of Unique Clients Served During Time Period:	750		
Number of Services Rendered During Time Period:	16,023		
Actual Cost Per Client:	\$1,473.38		

CONTRACT INFORMATION:

Program Type:	Contract-Operated	Type of Program:	Other, please specify below
Contract Term:	3 years + 2 years optional = 5 years	For Other:	Prevention Early Intervention
		Renewal Date:	Click here to enter text.
Level of Care Information Age 18 & Over:	Medium Intensity Treatment (caseload 1:22)		
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. Members 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 seeking support for their wellness and recovery. These member driven services are provided for Adults 18-59 years and Older Adults 60 plus years. Blue Sky has averaged 67 members per day. Blue Sky leverages the experiences and expert knowledge of members and their 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 National Alliance on Mental Illness (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 member and their family member perspective. Kings View provides curriculum for group leaders to pull from and training on how to lead

groups where members 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 members 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 member 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 members in the moment. The goal is to support members 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, Community Behavioral Health Center (CBHC), Housing Authority, Room and Boards, Board and Care Homes, Fresno Area Express (FAX), Handy Ride, In-Home Supportive Services (IHSS), General Relief (Social Services Dep.), California Department of Health and Human Services (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: Multi-Agency Access Program (MAP), Projects for Assistance in Transition of Home (PATH) and HERO, and Metropolitan Crisis Intervention Team (CIT).

A full time Recovery Resource Coordinator position provides linkage to other services to address basic needs for members. Many members 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.

Ingetgrated Services Experience: Kings View has, so far, been the first and only provider for Blue Sky Wellness Center since 2008. Blue Sky Wellness Center also collaborates with other Kings View programs to include: MAP, PATH and HERO, and METRO CIT. A full time Recovery Resource Coordinator position provides linkage to other services to address basic needs for members. Many members 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.

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. Program Managers participate in a wellness center collaborative to share best practices and provide resources to each other.

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

Click here to enter text.

1. 100% of members 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 member per day. (Access)
3. Blue Sky will offer a minimum of 20 support groups/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 members. (Effectiveness)
8. 80% of members state that services provided by Blue Sky have been a positive influence in their lives. (Satisfaction and Feedback)
9. 80% of members 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 members during the pandemic and maintain their level of engagement. (Access)

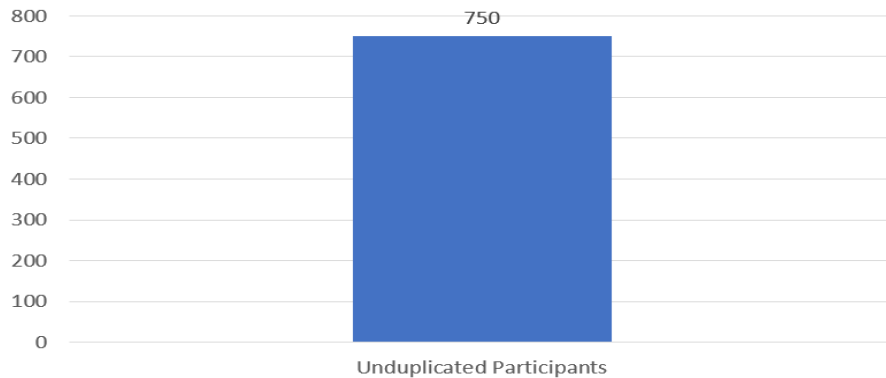
See attached Quality Improvement Workplan Summary;

FY 21-22 (July - June)

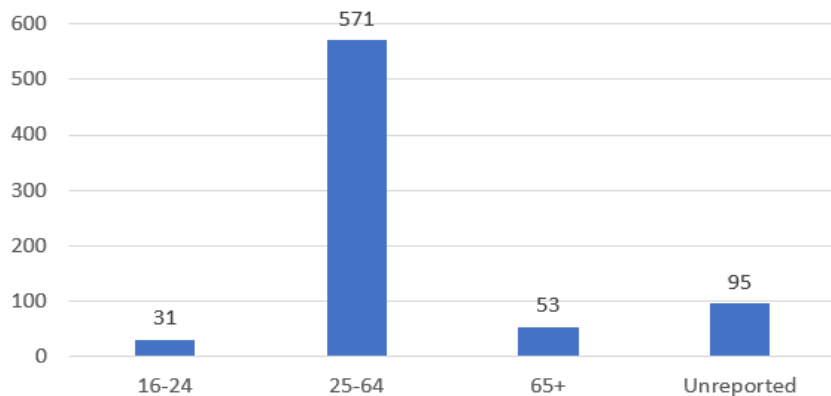
I. Key Performance Indicators

Key Performance Indicators

Number of Unduplicated Participants, N= 750



Age

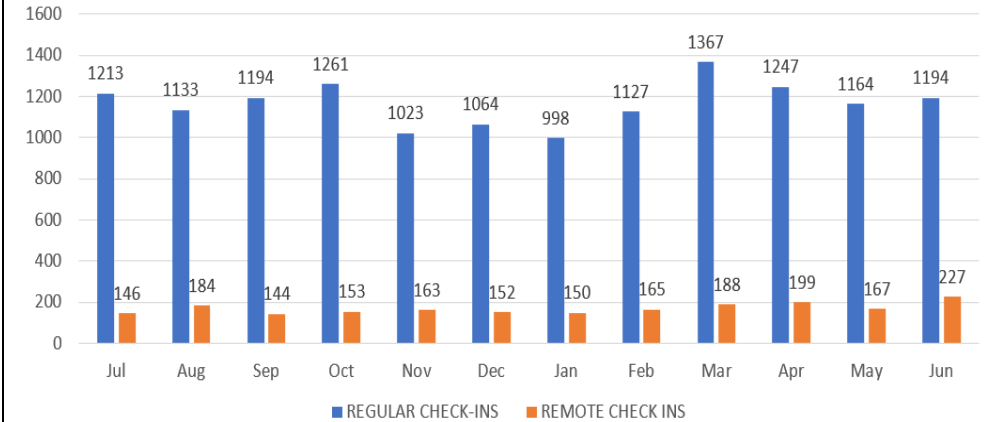


Data Source: Member Ties

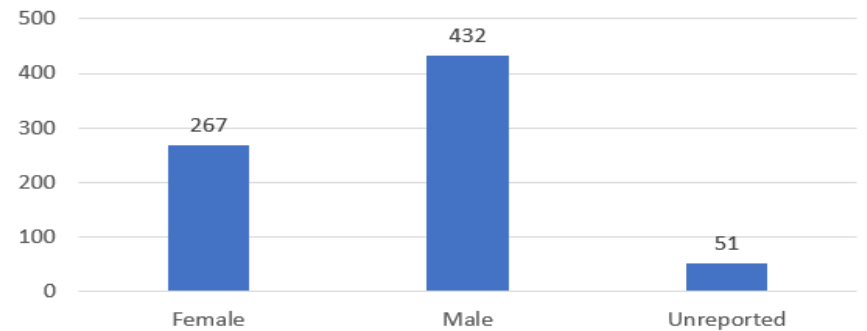
Number of Duplicated Participants, N= 16,023

Regular Check-Ins, N = 13,985

Remote Check-Ins, N = 2,038



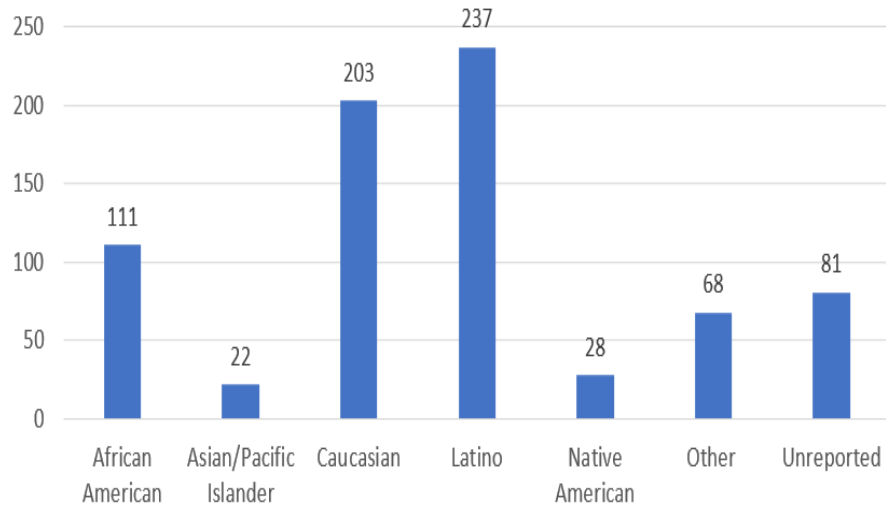
Gender



Data Source: Member Ties

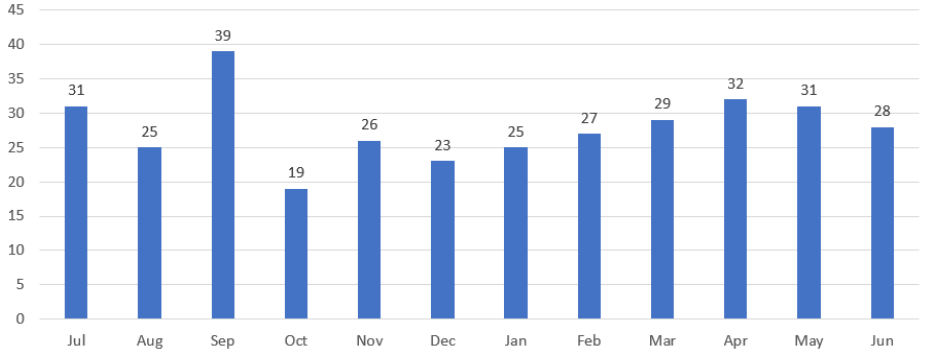
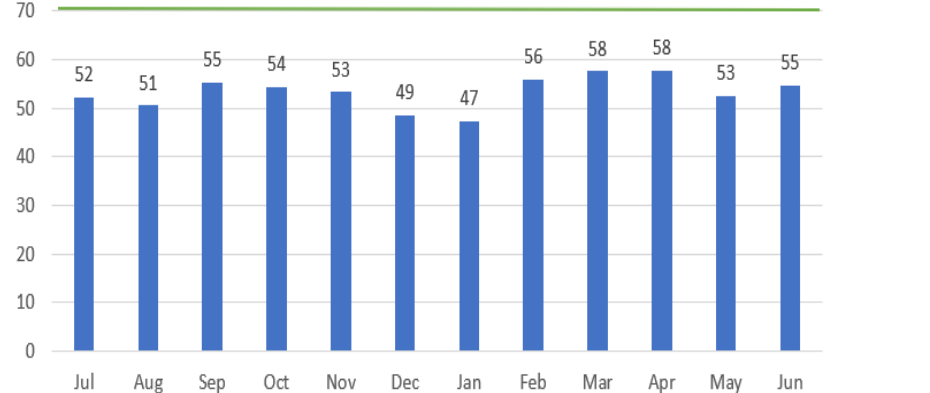
Key Performance Indicators

Race



Data Source: Member Ties Database

II. Program Outcome Measure & Goals

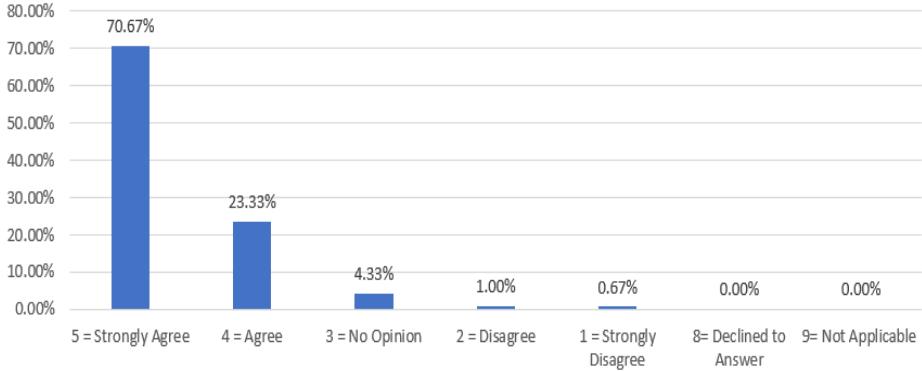
Indicators	Goals	Domain	Activities	Performance Measures
1.1 Timely Client Orientation and Enrollment at Blue Sky	Clients seeking to participate at Blue Sky will complete the intake and assessment process and begin orientation within one (1) operating day.	Efficiency	<p>The QI Department will Monitor 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. N = 335, 100% Compliance. Target Met</p>  <p>Data Source: Member Ties</p>
1.2 Access to Services – Number of Consumers Served per Day	Blue Sky will Serve approximately 70 Clients per day.	Access	<p>The QI Department and Program Manager will Collect and Monitor the number of clients served per day.</p> <p>Engage Clients through offering activities, trainings, peer to peer support and other resources.</p>	<p>Average Number of Clients Served Each Day Remote Check + Regular Check-Ins, N = 53, Target Not Met</p>  <p>Data Source: Member Ties</p>

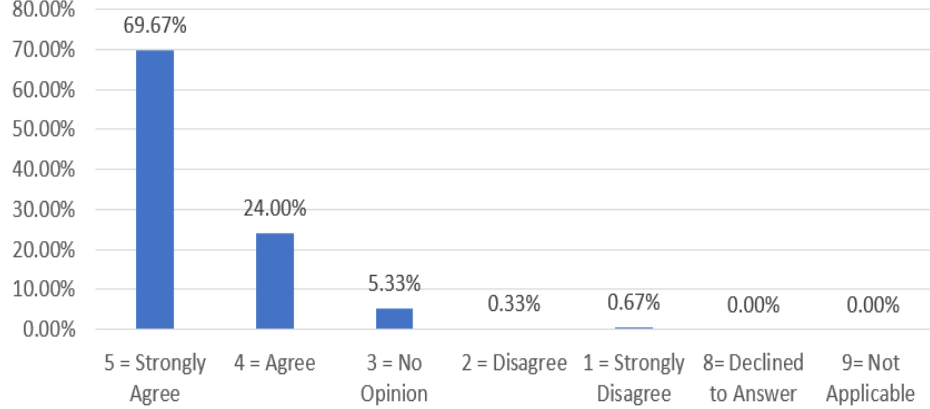
Indicators	Goals	Domain	Activities	Performance Measures
1.3 Access to Services – Number of Client Support Group/ Activities	Blue Sky will offer a minimum of 20 support group/ activities each week.	Access	Develop and maintain a monthly calendar of planned support group/ activities for Clients to participate.	<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</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>

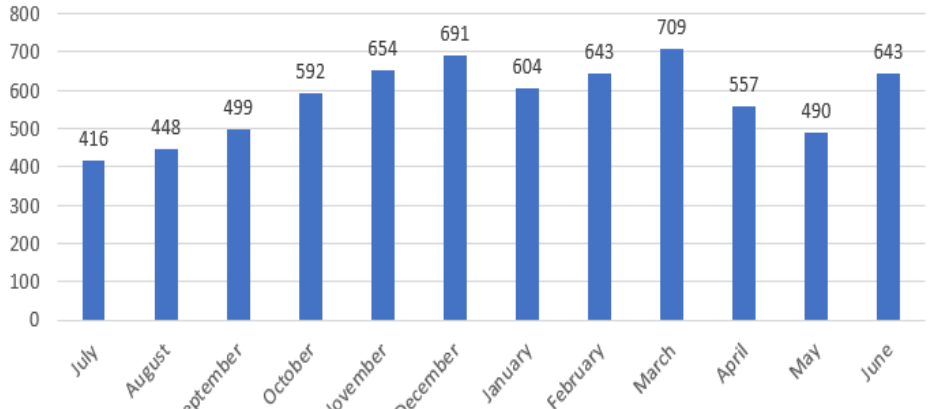
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1.4 Client Engagement in Pre-Employment/Job Readiness	50% of active volunteers engage in pre-employment/job readiness program.	Effectiveness	Engage Volunteers to participate in pre-employment/job readiness programs. The QI Department and Program Coordinator will Collect and Monitor Client participation.	<p>Percentage of Active Volunteers that engaged and participated in pre - employment/job readiness programs.</p> <p>N = 25/25, 100%. Target Met</p> <table border="1" data-bbox="1213 459 1843 980"> <thead> <tr> <th colspan="3" data-bbox="1213 459 1843 500">Blue Sky Volunteer Summary</th> </tr> <tr> <th colspan="3" data-bbox="1213 500 1843 540">Volunteer Participation in Career Readiness</th> </tr> </thead> <tbody> <tr> <td data-bbox="1213 540 1627 581">Total Volunteers</td> <td colspan="2" data-bbox="1627 540 1843 581">25</td> </tr> <tr> <td data-bbox="1213 581 1627 662">Volunteer Career Participation</td> <td data-bbox="1627 581 1711 662">25</td> <td data-bbox="1711 581 1843 662">100%</td> </tr> <tr> <td data-bbox="1213 662 1627 703">Non-Participating Volunteers</td> <td data-bbox="1627 662 1711 703">0</td> <td data-bbox="1711 662 1843 703">0%</td> </tr> <tr> <th colspan="3" data-bbox="1339 703 1717 743">Qualifying Activities</th> </tr> <tr> <td colspan="3" data-bbox="1339 743 1717 784">Computer</td> </tr> <tr> <td colspan="3" data-bbox="1339 784 1717 824">Event/POD</td> </tr> <tr> <td colspan="3" data-bbox="1339 824 1717 865">Volunteer Meeting</td> </tr> <tr> <td colspan="3" data-bbox="1339 865 1717 906">Volunteer Training</td> </tr> <tr> <td colspan="3" data-bbox="1339 906 1717 946">Vocational Skills</td> </tr> <tr> <td colspan="3" data-bbox="1339 946 1717 987">PAC</td> </tr> </tbody> </table> <p data-bbox="1052 1000 1417 1029">Data Source: Volunteer Logs</p>	Blue Sky Volunteer Summary			Volunteer Participation in Career Readiness			Total Volunteers	25		Volunteer Career Participation	25	100%	Non-Participating Volunteers	0	0%	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. N = 11/22 (Average), 50.00%. Target Met</p> <table border="1"> <caption>Percentage of Active Volunteers that served 40 hours or more a month</caption> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>July</td><td>52%</td></tr> <tr><td>August</td><td>47%</td></tr> <tr><td>September</td><td>53%</td></tr> <tr><td>October</td><td>60%</td></tr> <tr><td>November</td><td>46%</td></tr> <tr><td>December</td><td>43%</td></tr> <tr><td>January</td><td>39%</td></tr> <tr><td>February</td><td>54%</td></tr> <tr><td>March</td><td>80%</td></tr> <tr><td>April</td><td>46%</td></tr> <tr><td>May</td><td>50%</td></tr> <tr><td>June</td><td>48%</td></tr> </tbody> </table> <p>Data Source: Volunteer Log</p>	Month	Percentage	July	52%	August	47%	September	53%	October	60%	November	46%	December	43%	January	39%	February	54%	March	80%	April	46%	May	50%	June	48%
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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	<p>Percentage Improvement in Client Involvement/ Participation in Support Group/ Activities N =12,803/13,985, 91.55%. Target Met (Activity + Support)/Total Check-Ins</p> <table border="1"> <tbody> <tr> <td>Total Check-Ins (Regular)</td> <td>13,985</td> </tr> <tr> <td>Regular Activity Group</td> <td>5829</td> </tr> <tr> <td>Regular Support Group (Without the Engagement)</td> <td>6974</td> </tr> <tr> <td>% of Compliance</td> <td>91.55%</td> </tr> </tbody> </table> <p>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> <p>Data Source: Member Ties</p>	Total Check-Ins (Regular)	13,985	Regular Activity Group	5829	Regular Support Group (Without the Engagement)	6974	% of Compliance	91.55%																		
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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 = 22,664/31,379, 72% Compliance. Target Met (Regular Engagement + Remote Engagement)/Total Support Group</p> <table border="1" data-bbox="1129 472 1919 792"> <thead> <tr> <th>Type of Support Group</th> <th># Clients Served</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Regular Support Group</td> <td>6,974</td> <td>22.23%</td> </tr> <tr> <td>Remote Support Group</td> <td>1,741</td> <td>5.55%</td> </tr> <tr> <td>Regular Engagement</td> <td>20,631</td> <td>65.75%</td> </tr> <tr> <td>Remote Engagement</td> <td>2,033</td> <td>6.48%</td> </tr> <tr> <td>Total Support Group Check-Ins</td> <td>31,379</td> <td>100.00%</td> </tr> </tbody> </table> <p>Data Source: Member Ties</p>	Type of Support Group	# Clients Served	Percentage	Regular Support Group	6,974	22.23%	Remote Support Group	1,741	5.55%	Regular Engagement	20,631	65.75%	Remote Engagement	2,033	6.48%	Total Support Group Check-Ins	31,379	100.00%
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Indicators	Goals	Domain	Activities	Performance Measures
<p>1.8 Client Satisfaction Surveys – Satisfaction with Services Provided</p>	<p>80% of Clients state that Services provided by Blue Sky have been a positive influence in their lives.</p>	<p>Satisfaction & Feedback</p>	<p>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</p>	<p>Percentage of Clients who responded “Agree” or “Strongly Agree” to a positive Influence in their lives N = 300, 94.00%. Target Met</p>  <p>Data Source: Client Satisfaction Surveys</p>

Indicators	Goals	Domain	Activities	Performance Measures
<p>1.9 Client Satisfaction Surveys – Maintaining Wellness and Recovery</p>	<p>80% of Clients state that Blue Sky is an important factor in maintaining their Wellness and Recovery.</p>	<p>Satisfaction and Feedback</p>	<p>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</p>	<p>Percentage of Clients who responded “Agree” or “Strongly Agree” to maintaining Wellness and Recovery N = 300, 93.67%. Target Met</p>  <p>Data Source: Client Satisfaction Surveys</p>

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<p>1.10 COVID19 Client Engagement and Supportive Services during Wellness Center Closure</p>	<p>Blue Sky Staff members will conduct phone calls in efforts to support the clients during the pandemic and maintain their level of engagement.</p>	<p>Access</p>	<p>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.</p>	<p>Number of phone calls conducted each month by staff member to clients N= 6,946. Target Met.</p>  <table border="1" data-bbox="1060 462 1984 868"> <caption>Monthly Phone Calls Data</caption> <thead> <tr> <th>Month</th> <th>Number of Calls</th> </tr> </thead> <tbody> <tr><td>July</td><td>416</td></tr> <tr><td>August</td><td>448</td></tr> <tr><td>September</td><td>499</td></tr> <tr><td>October</td><td>592</td></tr> <tr><td>November</td><td>654</td></tr> <tr><td>December</td><td>691</td></tr> <tr><td>January</td><td>604</td></tr> <tr><td>February</td><td>643</td></tr> <tr><td>March</td><td>709</td></tr> <tr><td>April</td><td>557</td></tr> <tr><td>May</td><td>490</td></tr> <tr><td>June</td><td>643</td></tr> </tbody> </table> <p>Data Source: Call Log</p>	Month	Number of Calls	July	416	August	448	September	499	October	592	November	654	December	691	January	604	February	643	March	709	April	557	May	490	June	643
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DEPARTMENT RECOMMENDATION(S):

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