

# FRESNO COUNTY MENTAL HEALTH PLAN

# OUTCOMES REPORT- Attachment A

## PROGRAM INFORMATION:

<b>Program Title:</b>	Blue Sky Wellness Center	<b>Provider:</b>	Kingsview Behavioral Health
<b>Program Description:</b>	Wellnes and Recovery	<b>MHP Work Plan:</b>	2-Wellness, recovery, and resiliency support Choose an item. Choose an item.
<b>Age Group Served 1:</b>	ADULT	<b>Dates Of Operation:</b>	Mon.-Sat. 8am to 5pm
<b>Age Group Served 2:</b>	TAY	<b>Reporting Period:</b>	July 1, 2015 - June 30, 2016
<b>Funding Source 1:</b>	Prevention (MHSA)	<b>Funding Source 3:</b>	Choose an item.
<b>Funding Source 2:</b>	Early Intervention (MHSA)	<b>Other Funding:</b>	Click here to enter text.

## FISCAL INFORMATION:

<b>Program Budget Amount:</b>	1,109,099.00	<b>Program Actual Amount:</b>	983,742.95
<b>Number of Unique Clients Served During Time Period:</b>	877 unique members * (23,720.00 member sign-ins) * (12,130 support groups attendance) *(3100 One-on-Ones)		
<b>Number of Services Rendered During Time Period:</b>	1812 Groups, Events and Activities		
<b>Actual Cost Per Client:</b>	1,121.71		

## CONTRACT INFORMATION:

<b>Program Type:</b>	Contract-Operated	<b>Type of Program:</b>	Other, please specify below
<b>Contract Term:</b>	July 1, 2016-June 30, 2021	<b>For Other:</b>	Prevention and Early Intervention
		<b>Renewal Date:</b>	2021
<b>Level of Care Information Age 18 &amp; Over:</b>	Medium Intensity Treatment (caseload 1:22)		
<b>Level of Care Information Age 0- 17:</b>	Choose an item.		

## TARGET POPULATION INFORMATION:

<b>Target Population:</b>	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 Transitional Age Youth (TAY- now 16-24 years of age at “The Warehouse”); Adults 25-59 years and Older Adults 60 plus years. Blue Sky has averaged 100 consumers or clients per day.

We leverage the experiences and expert knowledge of consumers and family members and other interested members in the community. We provide space and support for the NAMI family run support groups held on site at Blue Sky.

**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

Individual/Family-Driven, Wellness/Recovery/Resiliency-Focused Services

Cultural Competency

**Please describe how the selected concept (s) embedded :**

**Individual/Family-Driven, Wellness/Recovery/Resiliency-Focused Services:** 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. We provide 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 then the consumers take the lead. Because of our unique experience with the mentally ill and co-occurring population at Blue Sky we firmly believe 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 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.

**Cultural Competency:** Culturally sensitive services are provided to consumers from different cultural backgrounds. We have staff able to communicate in different languages (English, ASL, Spanish, Tagalog, Hmong). Events and activities as well as support groups are tailored to respect and honor people's culture, beliefs, preferences, etc. We also have activities and groups in which the LGBT community are part of.

**Community Collaboration: Community Collaboration:** With the new contract we added a case manager position (half time) that provides linkage to other services to address basic needs for our consumers. Many consumers are linked to the PATH program 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.

We collaborate with other agencies to provide the best support and services needed for consumers in the moment. Our goal is to get them to the right place the first time. Some of our collaborative partners are: Turning Point, 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, Turning Point 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.

## 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. Consumers seeking to participate at Blue Sky will complete the intake and assessment process and begin orientation within one (1) operating day.**

Achieved. Members are welcome and accepted as members within 30 minutes after arrival.

- 2. The cost per individual receiving services at Blue Sky will be monitored.**

All expenses are monitored, evaluated based on priority and benefit for members.

- 3. Blue Sky will serve approximately 100 consumers per day.**

This year, the average attendance was 79.6. Based on experience, this average is ideal in order to better serve members, provide a safe environment, and promote wellness and recovery.

- 4. 50 % of active consumers will be engaged in volunteering for pre-employment readiness.**

Blue Sky had 29 volunteers who engaged in a variety of pre-employment readiness activities. There is an average of 100 active members at Blue Sky. Goal was achieved at a 29%. Efforts are being made to increase these numbers to 50% by promoting safety, providing more training opportunities, connecting members to other agencies where they can volunteer and train as well as seek employment.

- 5. 50 % improvement in client involvement/participation in support group/activities.**

Out of 23720 member visits, 12,130 of those included attendance to a group. Center events had an average of 85 people in attendance.

- 6. A minimum of 300 completed satisfaction surveys per quarter will be collected with 350 surveys being distributed.**

265 out of 350 satisfaction surveys were collected.

- 7. A minimum of 20 support groups and activities will be provided per week.**

Blue Sky offered an average of 27 groups and 25 activities per week. There were over 3,000 documented one-on-one engagements between staff and members.

- 8. 80 percent (80%) of the identified 100 daily adult consumers/members at Blue Sky will engage in their own wellness and recovery by attending at least three support or activity groups per week as documented on the sign in sheets.**

Average group attendance was 9.3 members. That means 233.3 out of 477.6 members per week attended group. In conclusion 96% of attendants participated in at least 3 groups per week. Unfortunately, we do not have accurate numbers on activities attendance. However, whatever the average of these activities would only add to the total percentage.

- 9. 75% of the adult members at Blue sky will complete the 6 week volunteer certification process and develop job readiness skills as demonstrated by sign in sheets and relevant supporting documents.**

29 out of 38 members completed the 6 week volunteer course. That number equals 76.3% completion.

\* The program is working on specific CARF standards and have provided data on what we have thus far.