

# FRESNO COUNTY DEPARTMENT OF BEHAVIORAL HEALTH - OUTCOMES - Attachment A

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**PROGRAM TITLE:** Cultural-Based Access/Navigation and Peer Support Specialist Program (CBANS)

**PROVIDER:** West Fresno Health Care Coalition, Inc. (dba: West Fresno Family Resource Center)

**PROGRAM DESCRIPTION:** The CBANS program is a prevention and early intervention program aimed at reducing risk factors and stressors, building protective factors and skills, and increasing social supports across all age groups, through individual and group peer support, community awareness, and education provided in culturally sensitive formats and contexts.

The West Fresno Health Care Coalition (dba: West Fresno Family Resource Center) established in 2001, as a non-profit 501(c)3 has been committed to its mission, “empowering and supporting the West Fresno community to achieve optimal health and well-being,” through outreach, education, engagement, counseling and advocacy. WFFRC works collaboratively with a multidisciplinary team of stakeholders, including the community to provide comprehensive, medical, health care and human services throughout Fresno County. The overall goal of this program is to promote better mental health in communities that have traditionally been unserved or underserved including: African American; Latino/Hispanic; Native American; Southeast Asian; and Homeless populations.

**AGES SERVED:**

Children  
 Adult

TAY  
 Older Adult

**DATES OF OPERATION:** Oct. 11, 2011-Current

**DATES OF DATA REPORTING PERIOD:** July 2015— June2016

**OUTCOME GOAL**

**Goal 1: Reduction in Consumer Stressors**  
(define measuring tool and results in Outcomes # 1)

**OUTCOME DATA**

**Outcome 1:**  
The needs and stressors tool helps quantify how many needs a client has upon arriving for services due to current life stressors. It is broken down into four areas significance as follows; Basic Needs, Physical and Mental Health Needs, Client’s Other Needs Needs Related to children and other adult family members

The consumer action plan helped clients and CBANS support staff work together in prioritizing needs most important to them. As a result, staff was able to connect consumers with appropriate

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culturally competent services. Some of the services provided for linkage for consumers are: food, low or no-cost healthcare (Medi-Cal/Covered California), education, legal (child custody), child care, counseling, employment, housing and/or shelter. Linkage to these services were provided within Fresno County and are as follows: Fresno Family Counseling Center (individual, familial, relationship, child, group), recommended primary physician office for counseling referrals covered by insurance, food distribution centers such as West Fresno Family Resource Center and other community centers, Tzu Chi Health Foundation, Catholic Charities, Fresno EOC Headstart the Fresno Work Force Investment Board, and other entities looking to hire potential employees (Fresno EOC, Local Construction Unions, Employment Development Department).

A total of 755 participants received services during the 2015-2016 fiscal year of those 23.18% were successfully linked to appropriate services. At initial intake, the average number of stressors expressed by a consumer was 4. Concluding, linkage to services and resources the average number of stressors could not be properly expressed upon completion of a follow-up assessment, due to lack of client follow through for follow-up (only three participants completed second intake).

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**Goal 2: Increase in Consumer Wellness** (define measuring tool and results in Outcomes # 2)  
Wellness Score

## **Outcome 2**

The wellness score identifies overall wellness of consumers and their support system, stress level, knowledge of community resources, and level of confidence in self and asking others for help. The wellness survey is measured on a scale of zero to thirty-seven overall wellness being at best for a consumer when the score is high.

The initial assessment indicated

- 0% of consumers fell into the scale of zero to ten,
- 15.79% fell in the scale of eleven to twenty,
- 60.53% in the scale of twenty-one to thirty,
- 23.68% in the scale of thirty-one to thirty-seven.

As majority of the individuals did not follow through with scheduled appointments; the second round of assessment data is lacking. Regarding follow-up assessments only 3 were successfully completed. Unfortunately, many clients did not follow through with follow-up assessments despite the multiple reminders and attempts to contact consumers. Although clients did not follow through over 200 attempts to make contact with consumers were made throughout the duration of the contract 2015-2016 fiscal year.

Despite those who did not follow through many consumers continue to work with CBANS staff to promote overall wellness and advocate for themselves.

## **Outcome 3**

As the program documentation has changed in the 2015 fiscal year the Patient Health Questionnaire (PHQ9) is the new form being used to evaluate participant wellness.

During the 2015 fiscal year the initial PHQ9 assessment scores

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**Goal 3: Increase Consumer Coping Strategies**  
(define measuring tool and results in Outcomes # 5)  
Coping strategies

Indicated

- 39.47% of consumers fell into the scale of one to four,
- 28.94% fell in the scale of five to nine,
- 5.26% fell in the scale of ten to fourteen,
- 2.63% fell in the scale of fifteen to nineteen
- 0% fell in the scale of twenty to twenty-seven
- 23.7% had a score of 0 upon completion of the PHQ9 assessment

## **Outcome 4**

Other activities that have been engaged in are outreach activities at community centers, block parties, health fairs and presentation to inform and educate the public on the CBANS program and the services provided. Some of the events that have recently taken place are:

### **West Fresno FRC News**

Highlighting CBANS program events past, and upcoming the monthly newsletter to keep people informed of things being provided in the community in regard to mental health and the stigma that surrounds it.

**Goal 4: Increasing Awareness of Mental Health**

### **Stress Management & Seeking Employment Presentations (5)**

We have discussed topics such as:

- Effects of the physical body from stress
- Resources for employment
- What not to do in an interview
- Resume & Cover letter tips
- Becoming aware of oneself and impact of stressors in activities of daily living
- Job readiness
- Professional development
- Family interaction & communication and how it impacts decision making

**DEPARTMENT RECOMMENDATION(S):**

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## **Support Groups (18)**

We have discussed topics such as:

- Stress
- Being a caregiver to other family members
- Support
- Spirituality
- Physical activity
- Communication

## **Mental Health (6 workshops)**

We have presented presented movie clips on & discussed topics such as:

- PTSD
- Depression & Suicide
- Schizophrenia
- Bipolar Disorder
- The impact mental health has on the family unit
- Brain health, memory & relaxation

## **Outreach Events**

Attended 4 community block parties as a vendor to provide program information to community residents in Fresno County.

WFFRC also hosted Earth Day Celebration

- First Church of Promise
- Frank H Ball Park
- Carter Memorial African Methodist
- Heart & Soul Festival

## **Drumming Workshop**

Held workshop honoring African culture and the benefits of drumming, mental well-being, stress relief, and learning to become in tune with natural rhythm of oneself.

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## **Movie Night**

Showed "Call Me Crazy, a five story film showcasing mental health disorders and the impact on a family unit including but not limited to Diversity.

## **Annual Cultural Celebration**

Along with other CBANS partners hosted cultural celebration in Honor of promoting diversity, culture, and building relationships with others.