

PROGRAM INFORMATION:

Program Title:	MHSA Consumer/Family Advocacy Services	Provider:	Centro La Familia Advocacy Services /Fresno Interdenominational Refugee Ministries
Program Description:	Culturally appropriate consumer / family advocacy services to the unserved and underserved populations of Fresno County. Services include advocacy services, support groups, presentations, outreach to target groups, training and education to increase awareness of the impact of mental health.	MHP Work Plan:	2-Wellness, recovery, and resiliency support
Age Group Served 1:	ALL AGES	Dates Of Operation:	July 2011-June 2016
Age Group Served 2:	Choose an item.	Reporting Period:	July 1, 2015 - June 30, 2016
Funding Source 1:	Prevention (MHSA)	Funding Source 3:	Prevention (MHSA)
Funding Source 2:	Early Intervention (MHSA)	Other Funding:	N/A

FISCAL INFORMATION:

Program Budget Amount:	113,568	Program Actual Amount:	0
Number of Unique Clients Served During Time Period:	2106		
Number of Services Rendered During Time Period:	1159		
Actual Cost Per Client:	53.92		

CONTRACT INFORMATION:

Program Type:	Contract-Operated	Type of Program:	Other, please specify below
Contract Term:	July 2011 – June 2016	For Other:	PEI
		Renewal Date:	July 2016-December 2016
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: [Userved and underserved urban /rural populations](#)

MHSA CORE CONCEPTS:

Please select MHSA core concepts embedded in services/ program:
(May select more than one)

[Culturally appropriate consumer/family advocacy services support groups, presentations, outreach to target groups, training and education to increase awareness of the impact of mental health.](#)

[Cultural Competence Orientation](#)

[Community Collaboration](#)

Choose an item.

PROGRAM OUTCOME GOALS:

1. Educate and increase public awareness of impact of mental illness to family members and consumers to minimize stigma. Target population includes unserved and underserved in rural areas and non-English speaking.
2. Increase consumer and family members confidence, functioning and coping skills.
3. Receive, log and provide advocacy services as initiated by calls to office.
4. Increase family support and awareness. Increase awareness of relapse prevention.

PROGRAM OUTCOME DATA/INDICATORS:

1. Educate and increase public awareness of impact of mental illness to family members and consumers to minimize stigma. Target population includes

unserved and underserved in rural areas and non-English speaking.

Outreach CLFA /FIRM staff participated in forty one (41) community outreach events held in various communities throughout Fresno County such as; Mendota, Riverdale, Sanger, Kerman, and the zip codes of 93706 and 93702. Staff provided information to one thousand sixty six (1,066) individuals on mental health as well as resources and referrals available. Information was provided in their primary languages as well as English. Events were sponsored by local organizations and partners. Some of the outreach events included Healthy Fresno (2 day event), BiNational Health month in conjunction with the Mexican Consulate, Fresno County Regional Migrant Conference, NAMI Walk, Hmong and Lao New year celebrations, Roeding Park Homeless, and various schools such as Fresno Adult school and Sanger Unified.

Media CLFA/FIRM participated in ten (10) media events and FIRM participated in seven media events (7) through this reporting period. Both agencies were able to reach over 128,000 viewers/listeners through television and radio. Univision Television (channel 21) providing presentations on the morning talk show "Arriba Valle Central". Hmong radio (KBIF) gives air time to FIRM as well The cost of the airtime is provided as In-Kind to CLFA and FIRM.

2. Increase consumer and family members confidence, functioning and coping skills.

CLFA / FIRM staff provided seventy three (73) presentations to five hundred ninety seven (597) individuals to consumers, family members, schools, senior centers, agencies such as Housing Authority sites, Child care centers, head starts, elementary schools, youth sanctuary facilities, drug recovery centers and the Mexican Consulate. One of the goals was to raise the awareness that mental health disorders are an illness that can require treatment and to advocate for wellness and hope for recovery. Presentations/Workshops were provided to the Hmong and Lao communities to reduce mental health stigma. Workshops were held for Southeast Asian participants who are limited English proficiency. FIRM was able to provide assistant during the Sommerset Apartment crisis. FIRM staff was able to provide support and help sommerset to over 100 residents with basic needs and reassurance. FIRM was able to provide peer support groups and intervention for families who were effected by Somerset crisis.

3. Receive, log, and provide advocacy services as initiated by calls to office

The total number of calls received were 818. Calls were for assistance with mental health issues including. As part of the consumer's action plan, advocates worked to provide linkages to appropriate services. Staff was able to refer and link 272 individuals to services within the County of Fresno. Consumers were linked to both internal and external referrals. The ability to connect clients to services that are all located within the same agency makes for a seamless provision of services reducing the stress to navigate through mainstream venues during difficult times such as FIRM's assistance to Sommerset crisis. Internal referrals within CLFA were to the Victim Services Department which includes services for Domestic Violence, the Sexual Assault program which includes workshops for education and awareness, and Human Trafficking program. The Family Strengthening department includes parenting classes at no cost to the consumer, home visitation, Leadership/ Advocacy training and breast cancer awareness/education. The Health and Wellness department includes Health Insurance/Public Benefit Enrollment and the Consumer Fraud projects. The external referrals include but are not limited to: counseling (family, individual, and children), legal (divorce and child custody), food, housing, and immigration. The linkage services are provided within Fresno County to Fresno County Department of Behavioral Health (Urgent Care Wellness, The Perinatal program, Youth Link, Childrens Services), Blue Sky center, Fresno Family Counseling, Promesa Behavioral Health, Comprehensive Youth Services, NAMI, United Health Care, Central California Legal Services Fresno Center for New Americans, Department of Social Service and paralegal/notary services.

Also Al-Anon groups, Veterans Crisis Line, and food distribution sites such as Community Food Bank and Catholic Charities.

As a result of calls received, (155) home visits were made to consumers and/or family members in Fresno and outlying areas for mental health support

services.

4. Increase family support and awareness. Increase awareness of relapse prevention.

For this reporting period, a total of sixty seven (67) support group meetings were held. (Pláticas) took place in the communities of Mendota and Riverdale. There were sixty four (64) participants. The topics covered were loss of a loved one, grieving process, stress, anxiety, parenting stress, depression, communication, the effects of chronic disease, unemployment, and suicide prevention. Staff has also emphasized how important self care is to the consumer and the caregiver. As part of the evaluation process, support group members let staff know what other topics they would like covered. We collaborate with other agencies who provide community resource information. After each meeting, staff is available to meet one-on-one with the participants as needed in an effort to provide privacy and to assist, refer or link them to other services or to provide a listening ear. Many take advantage of the opportunity to connect with services.

CLFA is using the Family Development Matrix (FDM), an assessment tool with the intent to measure the impact of our services. It helps create individual outcome indicators, record ongoing assessments, guide and track case management activities, and manage data. An important premise of the FDM is that all people possess strengths that can be used as a foundation to improve quality of life.

CLFA partner agency FIRM held twelve (12) support groups with one hundred seven (107) participants provided in the Hmong and Laotian languages. These groups helped consumers in their primary languages and helped to increase awareness of mental health relapse prevention. Referrals were made for individuals who needed further assistance and services.

For Hmong and Spanish-Speaking individuals and families participating in support groups, the aim is an effort to help demystify long-held myths of mental health issues. We continued the CLFA Speakers Bureau. There were a total of five (5) presentations during which volunteers encouraged and educated consumers on the importance of their voices being heard. The goal is to raise awareness on mental health and reduce stigma and discrimination.

DEPARTMENT RECOMMENDATION(S):

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