

PROGRAM INFORMATION:

Program Title:	Holistic Cultural and Education Wellness Center (HCEWC)—“Holistic Center”	Provider:	Fresno Center for New Americans (FCNA) and Partners
Program Description:	The Holistic Center aims to create and sustain a culturally competent wellness center whose overarching goal is to contribute to the learning of complementary healing practices. This program is organized around a series of learning goals which include: increased mental health awareness, reduced stigma and discrimination, increased program capacity and the promotion of wellness and recovery of the “whole person” via a process that links clients to needed services. Holistic Center Service sites include: Main Site located at 4879 E. Kings Canyon, Fresno; Rural Satellite Site located at 580 Tulare Street, Parlier; and West Fresno Site located at 108 Poplar Avenue, Fresno. Our staff includes eight diverse staff who represent the underserved communities of Fresno County. The staff speaks English, Spanish, Hmong, Punjabi, Khmer, and Lao.	MHP Work Plan:	3-Culturally and community defined practices
Age Group Served 1:	ADULT	Dates Of Operation:	June 19, 2012 to Present
Age Group Served 2:	ALL AGES	Reporting Period:	July 1, 2015 - June 30, 2016
Funding Source 1:	Innovations (MHSA)	Funding Source 3:	Choose an item.
Funding Source 2:	Choose an item.	Other Funding:	Click here to enter text.

FISCAL INFORMATION:

Program Budget Amount:	\$801,296.00	Program Actual Amount:	\$739,569.33
Number of Unique Clients Served During Time Period:	3,902 (excludes outreach)		
Number of Services Rendered During Time Period:	28,014 (excludes outreach)		
Actual Cost Per Client:	\$189.54		

CONTRACT INFORMATION:

Program Type:	Contract-Operated	Type of Program:	Outpatient
Contract Term:	July 1, 2015-June 30, 2016	For Other:	
		Renewal Date:	July 1, 2016
Level of Care Information Age 18 & Over:	Traditional Outpatient Treatment (caseload 1:80)		
Level of Care Information Age 0- 17:	Outpatient Treatment		

TARGET POPULATION INFORMATION:

Target Population: Unserved and underserved population groups, including but not limited to Southeast Asian/Asian, African American, Latino, East Indian, and Native American, as well as individuals who are non-heterosexual, veterans, experiencing job loss, new mothers, and those experiencing mental health issues (i.e. anxiety, depression, suicidal thoughts) seeking to learn about complementary methods that promote wellness and recovery.

MHSA CORE CONCEPTS:

Please select MHSA core concepts embedded in services/ program: <i>(May select more than one)</i>	Please describe how the selected concept (s) embedded :
Cultural Competence Orientation	Integrated Service Experience
Client/Family Driven Program	
Integrated Service Experience	
Recovery/Resiliency Orientation	

The Holistic Center works diligently to ensure the 5 MHSA core concepts are embedded in our program and services.

Our **Cultural Competence Orientation** is evidenced in our work model. We have eight Cultural Brokers representing different cultural groups (i.e. Hmong, Cambodian, Laotian, Southeast Indian, African American, Latino) , various languages (i.e. Hmong, Khmer, Lao, Punjabi, and Spanish) and backgrounds. As our diverse workforce is a direct reflection of the current Fresno county census demographics, we are able to provide both culturally relevant and mindful programming that mirrors the needs of our Fresno County residents. Our Cross Cultural Education Workshops, Hmong Mens Support Group, Khmer Healing Dance, (Spanish) Womens Support Group: “Platicando Entre Amigas” (Talking Among Friends), Khuam Vamgh (Hope) Lao Support Group, Punjabi/Sikh Womens

Empowerment Group, and Sankofa Lunch and Learn (West African Historical/cultural education) are examples of some of the culture based educational components of our program.

Our activities are **Client and Family Driven**. We engage regularly in conversations with our clients about what more they would like to learn/experience as part of the Holistic Center. Client feedback is then used to inform future activities. For example, we recently had a week-long youth workshop. As part of that workshop, we asked participants about their interests, vision for their respective futures, and individual life challenges. Their feedback was consolidated and analyzed and is now being used to drive the development of future programming for youth which focuses on 1) creative outlets/letting them feel heard; 2) connecting them to resources, and 3) helping them develop the life skills (coping skills) needed to successfully manage challenges that may interfere with reaching their goals. This is being done in partnership with the youth's parents (i.e. The youth experience was captured on video and will be shared with parents at a follow-up meeting in which participating youth will be recognized and informed of how their feedback contributed to the new youth programming.) We use a similar approach across activities.

We offer an **Integrated Service Experience** in that we focus on the wellness of the individual as a “whole” person: mind, body, and spirit. When a client comes to the Holistic Center and meets with one of our cultural brokers, we seek to hear the person's story. Through their story, we identify areas of need as well as areas of interest and suggest Holistic Center workshops and activities that may be helpful. Many times, clients come to the Holistic Center when they are at a near “breaking point” in terms of stress. Frequently, clients are stressed about everyday things like not being able to pay their PG&E or telephone bill or about not knowing where to go for a particular service, especially if they do not speak English—they may feel lost/helpless. Because our parent organization, FCNA, provides assistance with many of these issues, our cultural brokers are able to walk clients over to the needed service and even interpret for them if necessary. If a client is in need of mental health services or additional supportive services, our brokers help connect them to those services by giving them information, helping make phone calls, going with them (in some cases) to help facilitate that initial linkage/referral. Having someone holding their hand, as they navigate through our what can feel like complicated, unfriendly systems, helps the client feel hope for recovery from their current situation.

Our **Recovery and Resiliency Orientation** is particularly evident in our mental health workshops, such as Mental Health First Aid which is built on a recovery focus. As well, our life skills/social support groups, offered in multiple languages, work to build participant strengths and resilience. We create an asset-based safe space where people speak the same language and share the same culture. This brings a sense of reassurance and confidence that allows participants to share both struggles and triumphs—encouraging one another to continue moving forward.

The Holistic Center believes strongly in **Community Collaboration**. In forming collective partnerships, we actively seek and engage multi-disciplinary, multi-cultural professionals to provide workshops. We partner regularly with organizations such as NAMI, EOC, Fresno Barrios Unidos, Parent University, and Black Infant Health. We share our space with various community groups (for

meetings/events) such as Cultiva la Salud, Building Healthy Communities, and Pequeños Empresarios. We participated in over 50 community outreach events and hosted Holistic Center activities at over 30 sites.

PROGRAM OUTCOME GOALS:

Goals: The primary goal of the Holistic Center is to contribute to the learning of complementary holistic healing practices, with a focus on increasing mental health awareness, reducing stigma and discrimination, increasing program capacity, and promoting wellness and recovery through a process that links clients to complementary/non-traditional healers within the diverse cultural communities of Fresno County.

Specifically, there are three learning goals, each with its own objectives:

- Learning Goal 1: Gain a better understanding of complementary/holistic treatment methods used and trusted by many un-served and underserved members of the community and to help identify the unique needs for each group. (Objectives 1-3)
- Learning Goal 2: Monitor and track the success of complementary wellness and recovery practices by partnering closely with complementary/holistic practitioners and those individuals that seek complementary/holistic treatment methods. (Objectives 4-6)
- Learning Goal 3: Increase community groups understanding of signs and symptoms of mental illness which will assist in reducing the stigma of mental illness in the community. (Objectives 7-8)

PROGRAM OUTCOME DATA/INDICATORS:

Objective 1: Provide educational activities related to complementary healing practices focused on holistic approaches to wellness and recovery. (Activities for this objective focus on mind and spirit wellness and include: Healing Arts & Crafts, Yoga, Meditation/Relaxation, support groups (social, cultural, spiritual), and Healing Garden.)

Target: Minimum of 200 participants per month

Target Exceeded: Average of 1008 participants per month (12,101/year)

Objective 2: Provide education related to behavioral health and physical health service integration. (Activities for this objective focus on physical health and include: Senior Wellness, Zumba, Kids with Confidence, Karate, Kendo, Taekwondo, Gatka, Chardi Kala, and Strong Body/Strong Mind)

Target: Minimum of 150 participants per month

Target Exceeded: Average of 1,247 participants per month (14,964/year)

Objective 3: Provide educational activities related to holistic approaches to wellness/recovery which may include webinars by recognized experts. (Activities include: Cultural Education Workshops and workshops related to complementary approaches to wellness & recovery.)

Target: At least 1 workshop per quarter for a total of 4 per year.

Target Exceeded: Culture specific workshops were held at least once per month. Some of these include:

- Cultural Education Workshops included: (California Chumash Indians, LGBTQ Foster Youth Empowerment, The Two Faces of Punjabi Culture, Native Cultures of Mexico, Poetry/Songs & Stories of the African American Experience, African Americans: A Closer Look, Juneteenth)
- Complementary Healing Workshops included: [Ayurveda Wellness, Curanderismo (Curandero Healer), Sikh Spiritual Healing]
- Decolonization Series (Incorporated experts from Native American, African American, and Vietnamese culture as well as the complementary healing practices of drumming, meditation, and performance art.
- Hmong Story Telling Project: Two-day workshop working with 3 generations of Hmong to help them share the refugee experience with the community.

Objective 4: Identify and recruit diverse complementary practitioners to engage in Holistic Center activities.

Target: 20 Complementary Practitioners will engage in Holistic Center Activities

Target Exceeded: Fifty-seven Complementary Practitioners were engaged in Holistic Center activities including various artists and cultural experts such as Indigenous Scholar, Michael YellowBird of North Dakota.

Objective 5: Develop a list of Complementary Traditional Practitioners.

Target: 20 “vetted” Practitioners based on the “Complementary Holistic Healers Policy and Procedure Guide” developed by the Holistic Center and approved through the County’s Cultural Competency Committee.

Target Modified and Met: 21 Complementary Practitioners have completed the application process and are now on a Complementary Practitioners List that will be made available to participants upon request. These Practitioners were invited to apply, given their reputation in their respective communities/field of expertise. In that sense, Practitioners were “pre-vetted” by cultural brokers based on

their own experiences and on community recommendations. The process as originally envisioned (i.e. background check, fingerprints, interview with vetting committee, etc.) proved to be too cumbersome and frightening for some non-western practitioners.

Objective 6: Cultural Brokers will link/refer clients to both traditional and non-traditional mental health and other services.

Target: 100 individuals per year

Target Exceeded: 104 Individuals were linked/referred to both traditional and non-traditional mental health and other services (46 of these were for depression and other mental health related issues).

Objective 7: Conduct Mental Health First Aid Classes

Target: *200 Individuals will participate and be certified in Mental Health First Aid via the Holistic Center

Target Met and Exceeded: To date, a total of 316 individuals have been certified in Mental Health First Aid via the Holistic Center. (*200 was the goal for the entire duration of the program. This year we certified 30 individuals.)

Objective 8: Cultural Brokers will conduct outreach to diverse communities in Fresno County, specifically to unserved and underserved communities.

Target: Participate in or conduct at least 3 cultural community events and Connect with at least 10 organizations providing services to underserved groups; and disseminate information via local ethnic media and social media

Target Exceeded: We participated in over 50 community outreach events including Hmong New Year, Veteran's Stand Down Event, Cross-Cultural Holiday Celebration, Transgender Day of Rememberence, International Women's Day, Kwanza, and Cinco de Mayo and hosted Holistic Center activities at over 30 sites including schools, senior centers, youth centers, housing authority sites, and places of worship (including multiple Sikh and Buddhist temples). Our activities have been shared via our website, facebook page, KBIF 900AM Hmong Radio, Univision, Central Valley Talk-Spanish. Conservatively, our outreach efforts are estimated to have reached an additional 17,000-20,000 individuals.

Learning Opportunities/Unique Clients: During the reporting period (July 1, 2015-June 30, 2016) there were 28,014 learning opportunities (number of times people signed in to a Holistic Center activity—meaningful engagement—excludes large-scale outreach). Of these, 3,902 were unique individuals.

As part of the Holistic Center activities, participants complete a survey (containing demographic information) once a month. (Surveys/data collection tools are described in “Attachment C: Outcomes and Effectiveness” section.) A total of 3,489 surveys were completed. The following data is based on survey responses (about 12.5% of the learning opportunities).

Age		Number	Percent
Valid	16-24	232	12.5
	25-59	1340	72.0
	60+	275	14.8
	Total	1862	100.0
Missing	System	427	
Total		2289	

Ethnicity		Number	Percent
Valid		250	10.9
	African American	52	2.3
	Other	15	.7
	Hmong	645	28.2
	Cambodian	143	6.2
	Lao	30	1.3
	Other Asian	16	.7
	Caucasian	102	4.5
	Hispanic/Latino	930	40.6
	Native American	22	1.0
	Punjabi	83	3.6

Total	2289	100.0
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Children (Only)

There were 230 male and 812 female children who participated in activities. Of this participant sample, 24% indicated they were African American, 5% Asian/Pacific Islander, 5% Hmong, 9% Cambodian, 9% Caucasian, 41% Hispanic/Latino, and 7% as Multi Racial.

Ages		Frequency	Valid Percent
Valid	5-6	676	43.6
	7-8	306	19.7
	9-10	314	20.3
	11-12	92	5.9
	13-14	46	3.0
	15-17	116	7.5
	Total	1550	100.0
Missing	System	77	
Total		1627	

Please note that these results are based on the previous survey age categories which are now conformed to TAY age categories on the new survey.

Impact on Children: Survey responses indicate that the children respond very positively to the activities they participated in at or through the Holistic Center. This includes reporting “having a lot of fun,” feeling that the teacher was “very helpful,” feeling “very good about myself,” “learned a lot,” and would “definitely tell a friend” to attend the same activity. (For children who are very young or cannot read, questions are asked aloud by the facilitator and children vote on each response by show of hands.)

Impact on Participants 16+ years of age: Descriptive analysis of 609 survey responses from participants who attended workshops indicate the participant’s average rating of workshops to be “moderate” (i.e. a “3” on a 4 point rating scale where the following options were available: 1 is “not at all”, 2 “minimally”, 3 “moderately”, and 4 “proficiently”). Participants are asked about the effectiveness/knowledge of the presenter, about how relevant the information is for their work/life, and whether they would re-attend or recommend the workshop to others. Workshops tend to be more educational in nature and tend to get lower ratings than activities. Participants engaged in activities, as opposed to workshops, tend to rank activities more favorably, generally reporting moderately high to very high benefits/gains in psychological coping, feelings of social belongingness, and overall well-being.

DEPARTMENT RECOMMENDATION(S):

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