

FRESNO COUNTY DEPARTMENT OF BEHAVIORAL HEALTH - OUTCOMES

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

PROVIDER: Centro La Familia Advocacy Services, INC.

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.

Centro La Familia is a community based, nonprofit 501(c)3 organization that has served families throughout Fresno County since 1972. We are a multi-service center with bilingual advocate staff, out-stationed in remote underserved rural communities, providing social services. Our services are provided to all eligible individuals without regard to race, sex, age, religion, disability or national origin. They are delivered in a culturally sensitive, confidential manner in English and Spanish. 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: Jan –December 2012

OUTCOME GOAL

OUTCOME DATA

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

Outcome 1:

The Needs and Stressor tool is used to measure the number of stressors consumers have when they arrive for services. The tool identifies four primary areas which are; Basic needs, Physical and Mental needs, Environmental/Social needs and Other Needs (related to participant's family, friends, work, etc...).

As part of the consumer's action plan, advocates work to provide linkage to appropriate services. Services consumers are linked to 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 and include Fresno County Department of Behavioral Health, Fresno Family Counseling Center, Central California Legal Services, Exceptional Parents Unlimited, and food distribution sites such as Fresno Community Food Bank.

114 participants received services during the year 2012; of those, 44 % were successfully linked to appropriate services. In the initial assessment, the average number of stressors a consumer had was seven. As a result of services, provided and linkage to necessary resources stressors were reduced an average of two, as identified in a follow-up assessment.

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

Outcome 2

The wellness score identifies the consumer's overall wellness; which includes their present support system and stress state, self-confidence, confidence level in asking for help, and knowledge of community

resources. This tool uses a scale of zero to thirty-seven, the higher the points the better overall wellness of the consumer.

The initial assessment indicated

- 16% of consumers fell into the scale of zero to ten,
- 53 % fell in the scale of eleven to twenty,
- 30 % in the scale of twenty-one to thirty,
- 1% in the scale of thirty-one to thirty-seven.

In the second round of assessments, after services were provided the overall wellness consumers revealed improvement:

- 5 % of the consumers fell into the scale of zero to ten,
- 30 % fell in the scale of eleven to twenty,
- 40% in the scale of twenty-one to thirty,
- 25% in the scale of thirty-one to thirty-seven.

Several of the consumers continue to attend CLFA's support groups as well as the one-on-ones to increase consumer wellness.

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

Outcome 3

The Coping Strategies and Protective Factors tool gives a perspective of the positive practices the consumer is implementing. Some of the coping strategies that consumers already come in with are; spiritual prayer or meditation, good hygiene, natural remedies and gardening.

We have incorporated ways to increase the number of coping strategies a consumer can employ. As a means to assist consumers to deal with their daily struggles staff encourages them to attend CLFA's support group.

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Within the support group we incorporate healthy eating techniques as well as physical activity complimented by materials they can take home for further self-support.

In the initial assessment, using The Coping Strategies and Protective Factors tool consumers came in on average, with five coping strategies. The follow-up assessment increased their coping strategies by one, leaving them on average with six.

Other Outcomes

Outreach was conducted to recruit and engage clients in our services. Staff attends outreach activities on a weekly basis at different events/sites throughout Fresno County such as Centro La Familia's Health Fair, We Connect, and Mexican Consulate. As a result of outreach efforts, staff has been able to work with on average 150 consumers monthly and raise their awareness on their mental health as well as their family and friends.

DEPARTMENT RECOMMENDATION(S): Based on outcome and measurements reported, the Department recommends continued MHSA Funding for the Cultural Based Access Navigation Specialist and Peer Support program for FY 2013-14