

FRESNO COUNTY DEPARTMENT OF BEHAVIORAL HEALTH - OUTCOMES

PROGRAM TITLE: Cultural-Based Access/Navigation and Peer Support Specialist Program (CBANS)
PROVIDER: Fresno Interdenominational Refugee Ministries (FIRM)

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.

FIRM Inc., is a faith-based 501 (c)-3 non-profit organization that has been serving families in Fresno for the last 19 years. FIRM serves 6,500+ Southeast Asian, Slavic, and African refugees through holistic neighborhood/youth outreach and enrichment programs, Elder citizenship and advocacy, community gardens, health navigation and policy work, community organizing, state licensed and nationally accredited preschool, family mentoring and support service and English classes.

AGES SERVED:

Children
 Adult

TAY
 Older Adult

DATES OF OPERATION: Oct. 11, 2011-Current

DATES OF DATA REPORTING PERIOD: Jan –December 2012

OUTCOME GOAL

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

OUTCOME DATA

Outcome 1:
Consumers are measured on their stress when they first arrive for services by the Needs and Stressors assessment. It identifies four areas that include: basic needs, physical and mental needs, environmental/social needs and other needs. As intake is completed and information gathered, case manager takes appropriate action for referral and linkage services on consumer needs.

FRESNO COUNTY DEPARTMENT OF BEHAVIORAL HEALTH - OUTCOMES

For the year of 2012, there were a total of 117 consumers enrolled for services. From those, 66% were linked for referrals for additional services. Consumers were given a second assessment after services and resulted in stress level going down 80% due to appropriate services. Clients continue to seek services with FIRM and utilize the support from the organization due to the trust consumers have with staff.

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

Outcome 2

The wellness score measures the overall wellness of the client on their confidence of state and mind and community resources within their surroundings. There is a scale of 1 - 6 of which if consumers score higher, the better the consumer is capable of their confidence levels.

The first measurement was:

- 75% of consumers measured between 0-3
- 25% of consumers measured between 4-6

After services, another measure was assessed and is as follows:

- 18% of consumers measured between 0-3
- 82% of consumers measured between 4-6

The majority of the consumers continue to come in for services and advocacy work. They also continue to come in for support groups and monthly workshops.

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

Outcome 3

The coping strategies help assess the consumer on their positive perspectives and how they are

FRESNO COUNTY DEPARTMENT OF BEHAVIORAL HEALTH - OUTCOMES

engaging them into their daily activities. Some strategies that they are using when they come in for services are engaging with family and friends, asking for services and prayers. The initial assessment measured consumers with 60% of them having low coping strategies. As they came in for services, staff engages them with support groups, workshops, one on one services and referral services as needed. As a second follow up is assessed, it showed that 85% of consumers are coping much more with daily activities due to engagement of services with the CBANS project.

Goal 4: Increasing Awareness of Mental Health

Other Outcomes

Outreach is conducted on a daily basis through the CBANS project. Staff are working daily with walk-in clients, outreaching to neighborhoods, weekly radio spots, monthly workshops and various outreaches that occur during the weekends and after hours. On a monthly basis, over 1,000 individuals are reached through media and outreaches on mental health awareness.

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.