

FRESNO COUNTY DEPARTMENT OF BEHAVIORAL HEALTH - OUTCOMES

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 un-served 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

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

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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 culturally competent services. Some of the services provided for linkage for consumers are individual counseling, food, domestic violence, low or no-cost healthcare, adult neglect, legal—child custody and housing issues. Linkage to these services were provided within Fresno County and are as follows: Resource Center for Survivors (individual counseling), food distribution centers such as Mary Ella Brown Community Center, Local Police Department, Tzu Chi Health Foundation and/or Clinica Sierra Vista, Adult Protective Services, and Central California Legal Services

A total of 62 participants received services during the 2012 fiscal year of those 45% 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 reduced to 2 upon completion of 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 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 when the score is high.

The initial assessment indicated

- 7% of consumers fell into the scale of zero to ten,
- 18% fell in the scale of eleven to twenty,
- 65% in the scale of twenty-one to thirty,
- 10% 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:

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- 0% of the consumers fell into the scale of zero to ten,
- 8 % fell in the scale of eleven to twenty,
- 69% in the scale of twenty-one to thirty,
- 23% in the scale of thirty-one to thirty-seven.

The statistics in the follow-up assessment are based on 26 successful follow-ups that were completed. The remaining follow-up assessments were attempted on numerous occasions with many clients being lost due to disconnected phone numbers, and change of address. CBANS staff has attempted approximately 15-20 home visits in an attempt to locate consumers along with letters being mailed approximately every month for support groups and/or follow-up. Unfortunately, many clients were not able to be contacted for follow-up due to the purpose mentioned above.

Despite those who could not be contacted many consumers continue to work with CBANS staff to promote overall wellness and advocate for themselves.

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

Outcome 3

The Coping Strategies and protective factors is a tool used to measure the positive behaviors consumers put into practice.

Among the positive practices consumers initially employed consumers were encouraged to spend time with those they love and to also attend WFFRC's support group; in which we have discussed topics such as self-esteem building for parents, adults, and children; spirituality, parenting skills, stress relief, nutrition and physical activity, access to community resources, and activities that be completed with family and friends for stress relief.

For Coping Strategies and Protective Factors, the first assessment indicated the average number of positive practices for consumers at seventeen. Upon concluding a follow-up assessment the average number of protective factors increased to eighteen.

Goal 4: Increasing Awareness of Mental Health Outcome 4

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

Valley Black Talk Radio KFCF 88.1

Highlighting CBANS program on evening radio discussing mental health and how it affects individuals whether it be stress, depression, Veterans with PTSD, holidays, and more.

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 regards to mental health and the stigma that surrounds it.

Sane is the Name, if Stress is the Game community meeting

Hosted at Kingsview Manor and Estates discussing issues such as:

- Marijuana prevention
- Stress management
- Child abuse prevention
- Insurance and healthcare
- Stress reduction activities

Parent support groups at Parc Grove Commons

We have discussed topics such as:

- Self-esteem building for parents, adults, and children
- Spirituality,
- Parenting skills,
- Stress relief

- Nutrition and physical activity
- Access to community resources
- Activities that be completed with family and friends for stress relief

Prenatal support groups held at Spirit of Women

An organization based solely for women whom are expecting or already have children whom are “at-risk” of being removed from the family due to substance use or has suffered from domestic violence.

- Topics covered: importance of prenatal care, how alcohol and substance use affects unborn child and thereafter, stress during pregnancy, and understanding your child and how their behaviors affects them mentally

Live, Happy & Healthy support group

This particular group covers topics from a general point of view and allows participants the opportunity to express things affecting their lives and topics they wish to learn more about on their journey to reducing stress and gaining coping skills. Some of the topics covered are stress, depression, daily life as a senior and possible stressors that may occur, affordable care act, and nutrition.

Presentations within the faith based community

Working with parents and children on the topic of stress from the perspective of adults, teens and young adolescents and how to acknowledge, address and reduce stressors in the family unit..

Acknowledging themes such as “Stress Awareness Month”

Hosting activities in line with them and things families can do to encourage continued communication among family and friends to build their own circle of support.

City of Fresno Proclamation

May is Mental Health Awareness Month in which the WFFRC and partners were acknowledged for the work they do in regard to mental health and early prevention and intervention; signed by Mayor Ashley Swearengin and all City Council Members

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As a result, community outreach activities and continued one-to-one support and group support and community outreach has helped consumers become more engaged and they have continued to seek support and/or education for themselves.

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