

FRESNO COUNTY DEPARTMENT OF BEHAVIORAL HEALTH - OUTCOMES

PROGRAM TITLE: MHA Consumer Family Advocacy Services

PROVIDER: Centro La Familia Advocacy Services Inc / Fresno Interdenominational Refugee Ministries Inc.,

PROGRAM DESCRIPTION: Culturally appropriate consumer/family advocacy services to the unserved and underserved populations of Fresno County. Services include support groups, advocacy services, presentations, outreach to target groups, education and training to increase awareness of the impact of mental health illness.

AGES SERVED:

Children
 Adult

TAY
 Older Adult

DATES OF OPERATION: July 2011 - current

DATES OF DATA REPORTING PERIOD: January 1 to December 31, 2012

OUTCOME GOAL

1.) Increase Family support and awareness; increase awareness of relapse prevention

OUTCOME DATA

For this reporting period, seventy (70) support group meetings (Pláticas) were held in the communities of Huron, Mendota, Orange Cove and Riverdale. This is a 56% increase from the previous reporting period. Some of the topics covered were depression, the effects of chronic disease on mental health, stress, anxiety, parenting stress and suicide prevention. After each meeting, staff was available to meet one-on-one with the participants in an effort to provide

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privacy and confidentially, to assist, refer or link them to other services or to provide a listening ear.

For Spanish-Speaking individuals, families participating in support groups, the aim is to make an effort to help demystify long-held myths on mental health issues.

FIRM held nine (9) of the support groups which were provided to consumers 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 also made for individuals who needed further assistance and services.

2.) Provide advocacy services as initiated by consumer/family calls to office, document disposition of call, referral, follow up

The total number of calls received was five hundred ninety four (594) for assistance with mental health information and referral. This was more than 100% increase from the previous reporting period. Staff was able to refer and link two hundred sixty one (261) individuals to services with the County of Fresno Behavioral Health, Fresno Family Counseling Services, Four Winds Counseling Services, Alliant University, Comprehensive Youth services, NAMI, Youth Link, Central California Legal Services; and to various clinics for health care and to paralegal

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services. This was more than 100% increase over the previous reporting period.

FIRM received fifty eight (58) calls and provided thirty five (35) referrals for services to Fresno Center for New Americans, Department of Behavioral Health, Department of Social Services, Social Security, physician's offices and Central California Legal Services.

As a result of calls received, thirty five (35) home visits were made to consumers and/or family members in Fresno and outlying areas for mental health support services.

3) Increase the confidence level of consumers and families with culturally competent liaison services available

Staff participated in fifty seven (57) community outreach events held in various communities throughout Fresno County to reduce stigma and increase family member trust and confidence, over 100% increase from the previous reporting period. Staff provided information to three thousand nine hundred and forty seven (3,947) individuals on mental health as well as programs available for resources and referrals. Information is provided in their primary languages as well as English. FIRM staff attended eight (8) health fair events giving information and referrals on mental health issues. Events were sponsored by local organizations. Some

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of the outreach events included CBS 47 Grandparents Day at the Zoo, Heald and Kaplan colleges, BiNational Health Week, NAMI Walk, Hmong New Year celebrations, WE Connect , Fresno County Job Fair and various schools

Speakers Bureau is an ongoing development. CLFA has a total of eight (8) speakers which includes four (4) Spanish and four (4) English speakers. FIRM has recruited three (3) speakers for speaking engagements and efforts are being made to add additional speakers. Speakers include two (2) Hmong speaking participants and one (1) Lao. Speakers which included English, Spanish, Hmong and Laotian participated in eight (8) events which is a 73% increase from the previous reporting period. This included presentations to parent groups, Mental Health Board site visit, UCSF faculty visit to FIRM, a Stakeholders meeting held at CLFA, television interview and various MHB consumer/family forums. During events and workshops, staff encourages and educates consumers on the importance of their voices being heard.

CLFA has received a mini grant from CALMHSA for 2013 for stigma and discrimination reduction. These funds will provide additional funds to recruit

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4.) Educate and increased awareness of the impact of mental illness on consumers & family members.

and train speakers incorporating stigma and discrimination reduction into the message.

In this reporting period, CLFA staff provided thirty nine (39) presentations throughout Fresno County to consumers, family members, schools, senior agencies and staff such as Housing Authority sites, WIC staff, child care centers , Pacific University and the Mexican Consulate. This was a 64% increase from previous reporting period. One of the goals is to raise the awareness that mental health disorders are an illness that can require treatment and to advocate for wellness and recovery. Staff was successful in providing educational information to community members on various mental health illnesses such as depression, stress and how to access mental health services. The advocate has linked them to other services such as: public benefits which include food stamps, Medi-Cal, domestic violence information and housing. The advocate and peer support staff has worked with other partners to develop a resource binder that all staff uses with consumers and family members. We work to update community resources as needed to give consumer referrals for appropriate services.

CLFA is continuing to provide the

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Mental Health First Aid course which increased awareness of prevention and intervention methods for mental health first responders. The training is provided to staff, agencies and community members. This year eighteen (18) individuals received certification. Two (2) trainings were held due to participation in the WRAP training. The CLFA advocate received training and certification as a facilitator in the Wellness Recovery Action Plan (WRAP) program. This program will provide additional resource to assist consumers and family members with wellness. There were three (3) WRAP workshops provided, two (2) to DBH staff and one (1) to CLFA staff. There were forty two (42) individuals trained.

5) Increase public awareness and demystify the myths and minimize stigma surrounding mental health issues. (particularly in rural areas and for non – English speakers

In 2012 use of media enabled CLFA and FIRM to cover a wider audience. There were 25 various presentations.

CLFA has a long established relationship with Univision Television (channel 21) which allows for monthly presentations on the morning talk show “Arriba Valle Central”. The cost of this airtime is provided as in-kind to CLFA. The program covers various mental health issues. This program has a

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viewership of 7,200 throughout the central valley daily.

In July, the support group for breast cancer survivors in Riverdale was featured on the front page of Local newspaper "Vida En El Valle". This is the only group of its kind in the central valley.

FIRM, through the radio station KBIF 900 AM, staff conducted eighteen (18) shows to the community on mental health that targeted to the Southeast Asian population. Weekly rotating languages of Hmong and Lao were administered. Over 200,000 individuals were reached due to the radio is broadcasted outside of the U.S. KBIF is the only Southeast Asian radio station in Fresno and used by the community.

Schedule time on air were Mondays, 3 – 4 pm for Hmong and Thursdays, 1 – 2 pm for Lao. Outreach through the radio helps target those individuals that do not have access to participate on a one – on-one basis. Some of the topics covered were mental health signs, depression, effects of stress and symptoms of mental health issues.

As a source to increase community access, CLFA has a quarterly newsletter which includes an article on mental health in each issue. FIRM also has a monthly E-Newsletter which includes information on mental health to the Southeast Asian population

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(Hmong, Cambodian and Laotian).

6.) Increase awareness of mental health issues through training for staff

In order to increase awareness in a culturally appropriate manner to the various communities, staff has attended trainings provided by DBH such as CLAS Standards and Suicide Prevention and training sponsored by NAMI on “Choices in Recovery”.

U.C. Davis conducted and published a report titled “Community-Defined Solutions For Latino Mental Health Care Disparities” CLFA was one of sixteen (16) agencies who were cited for their work in this area. CLFA was recognized for the meaningful engagement practices used by CLFA staff through promotora mentoring concepts.

Dr. Juan Garcia, PhD is providing multicultural competency training for peer support staff in monthly half-day workshops tailored to the needs of diverse communities. Some of the areas covered included understanding cultural mental health issues, concepts, symptoms, and treatment strategies for individuals, families, and their community. He is also training in order to deliver services to support outreach activities in underserved communities that have been ignored, neglected, or misconstrued culturally.

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DEPARTMENT RECOMMENDATION(S): Based on outcome and contract measurements reported, the Department recommends continuing MHSA funding for this program for FY 2013-14.