

FRESNO COUNTY DEPARTMENT OF BEHAVIORAL HEALTH - OUTCOMES

PROGRAM TITLE: MHA Consumer/ Family Advocacy Services

PROVIDERS: Centro La Familia Advocacy Services, Inc. / Fresno Interdenominational Refugee Ministries Services, Inc. (subcontractor)

PROGRAM DESCRIPTION: Culturally appropriate consumer / family advocacy services to the unserved and underserved populations of Fresno County. Services include advocacy services, support groups (families, care-givers, individuals, community members), presentations, outreach to target groups, training and education to increase awareness of the impact of mental health.

AGES SERVED:

Children
 Adult

TAY
 Older Adult

DATES OF OPERATION: July 2011 – current

DATES OF DATA REPORTING PERIOD: January 1, 2014 through June 30, 2015

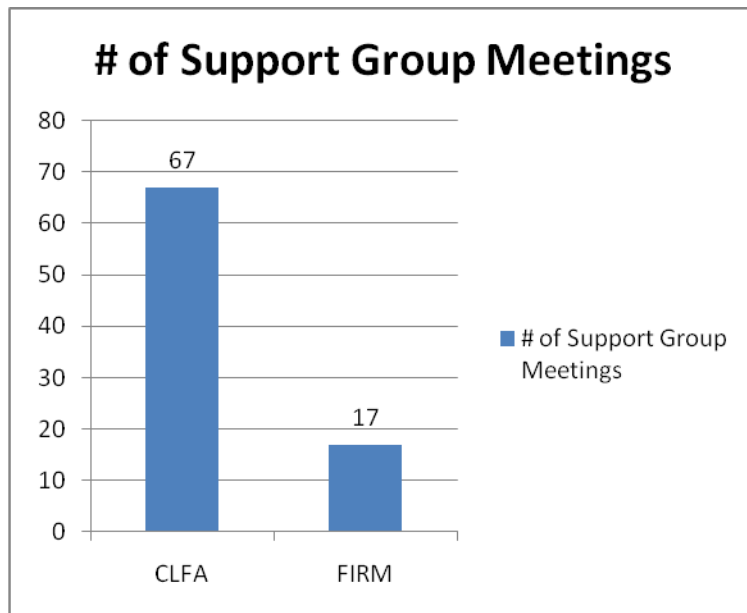
COST PER CLIENT: \$45.35 (Based on Actual Expenditures \$162,950.83 / 3593 Unique Clients Served; January 2014 through June 2015)

FRESNO COUNTY DEPARTMENT OF BEHAVIORAL HEALTH - OUTCOMES

OUTCOME GOAL

1. Increase family support and awareness. Increase self-help, coping and mental health maintenance strategies

Table 1. CLFA/FIRM Support Groups Meetings



OUTCOME GOAL

DATA

- **84** Support groups (individuals, families, care takers & community members)

Cities:

- Huron
- Mendota
- OrangeCove
- Riverdale
- Fresno

Topics:

- depression
- communication
- chronic disease
- unemployment
- loss & grieving process
- stress & anxiety
- parenting
- suicide prevention
- Mental Illness
- anti stigma/demystify
- self-help/coping/MH maintenance strategies

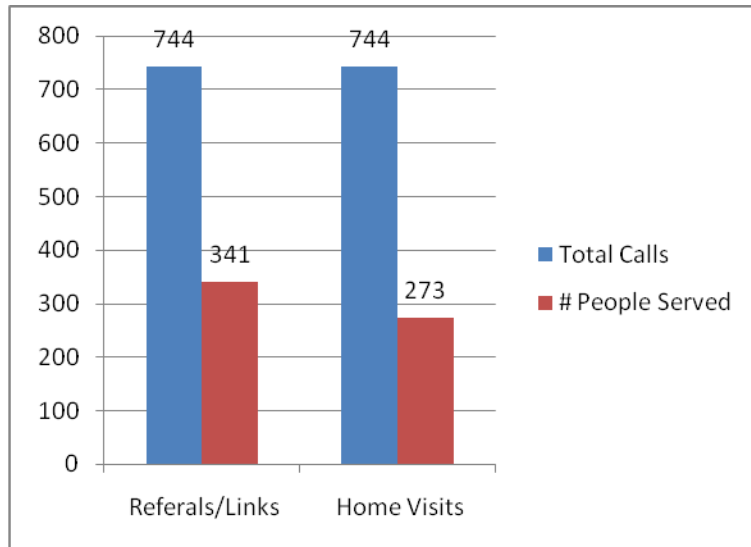
Languages:

- Hmong
- Laotian
- Spanish
- English

FRESNO COUNTY DEPARTMENT OF BEHAVIORAL HEALTH - OUTCOMES

2.) Provide advocacy services as initiated by consumer/family calls to office, Receive, log, and provide advocacy services as initiated by calls to office

Table 2. CLFA/FIRM Calls
Calls that lead to referrals or home visits.



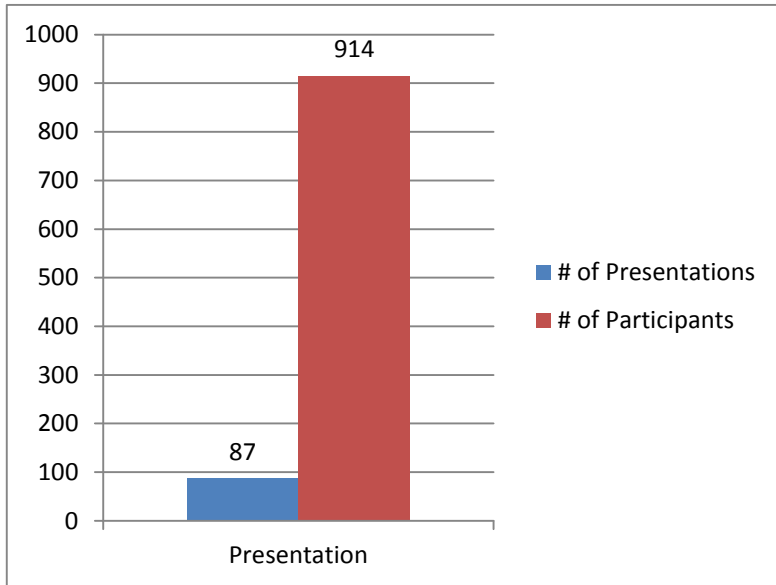
- **744** calls received for assistance with mental health issues including crisis and suicide intervention.
 - **341** referrals and linkages resulted
 - **273** home visits for mental health support services.
 - **231** additional home visits to invite residents to presentations and group meetings.
 - **April 2015** implementation of the the Family Development Matrix (FDM) assessment tool to:
 - Measure impact of services
 - Create individual outcome indicators
 - Record ongoing assessments
 - Guide and track case management activities, and
 - Manage data.
- Note: Premise of the FDM is that all people possess strengths that can be used as a foundation to improve quality of life.

Internal and External Referrals & Linkages are completed for callers based on need.

FRESNO COUNTY DEPARTMENT OF BEHAVIORAL HEALTH - OUTCOMES

3) Increase consumer and family members confidence, functioning and coping skills with culturally competent liaison services

Table 3a. CLFA/FIRM Presentations



- **87** presentations
 - **914** individuals, consumers, family members

Locations

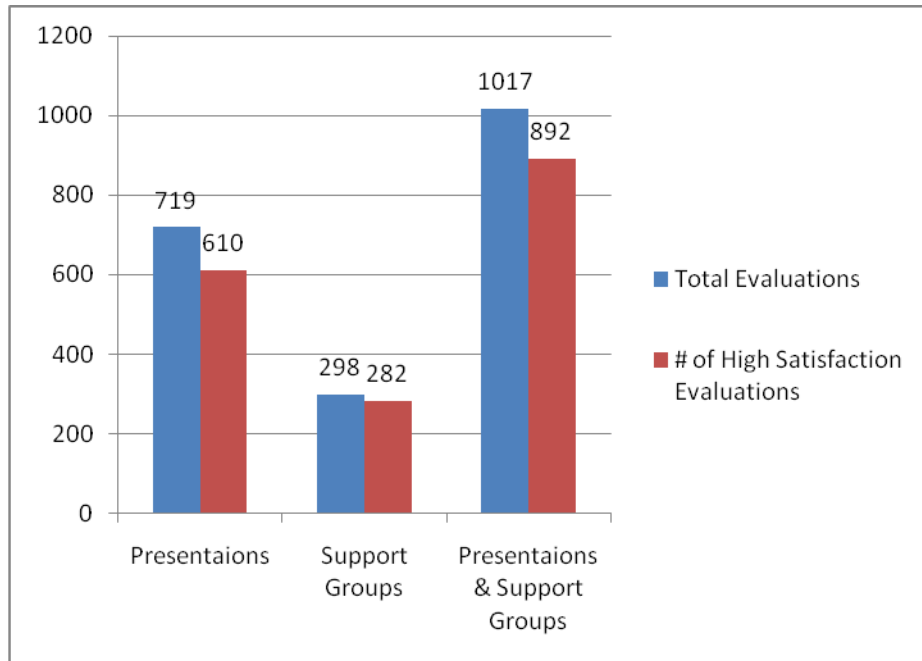
- Schools
- Senior agencies (such as Housing Authority sites)
- Child care & Head Start Centers
- Youth sanctuary facilities
- Recovery centers
- Mexican Consulate.

Participant Feedback

- **1,017** evaluations completed (presentations & support groups)
- **87%** reported high satisfaction

FRESNO COUNTY DEPARTMENT OF BEHAVIORAL HEALTH - OUTCOMES

Table 3b. CLFA/FIRM Presentations



719 evaluations of presentations + 298 evaluations of support group = 1017 total evaluations
 610 evaluations of presentations reported high satisfaction + 282 evaluations of support groups reported high satisfaction = 892 total of high satisfaction evaluations.
 892 total of high satisfaction evaluations / (divided by) 1017 total evaluations = 87% reported high satisfaction.

- **5** Mental Health First Aid training provided by CLFA Consumer/Family Advocate

Participants were from

- DBH
- CLFA
- Salvation Army
- Rescue Mission
- Hispanic Commission
- individual community members.

- **2** Wellness Recovery Action Plan (WRAP) groups (English & Spanish) were co-facilitated by Advocate with Sees Program

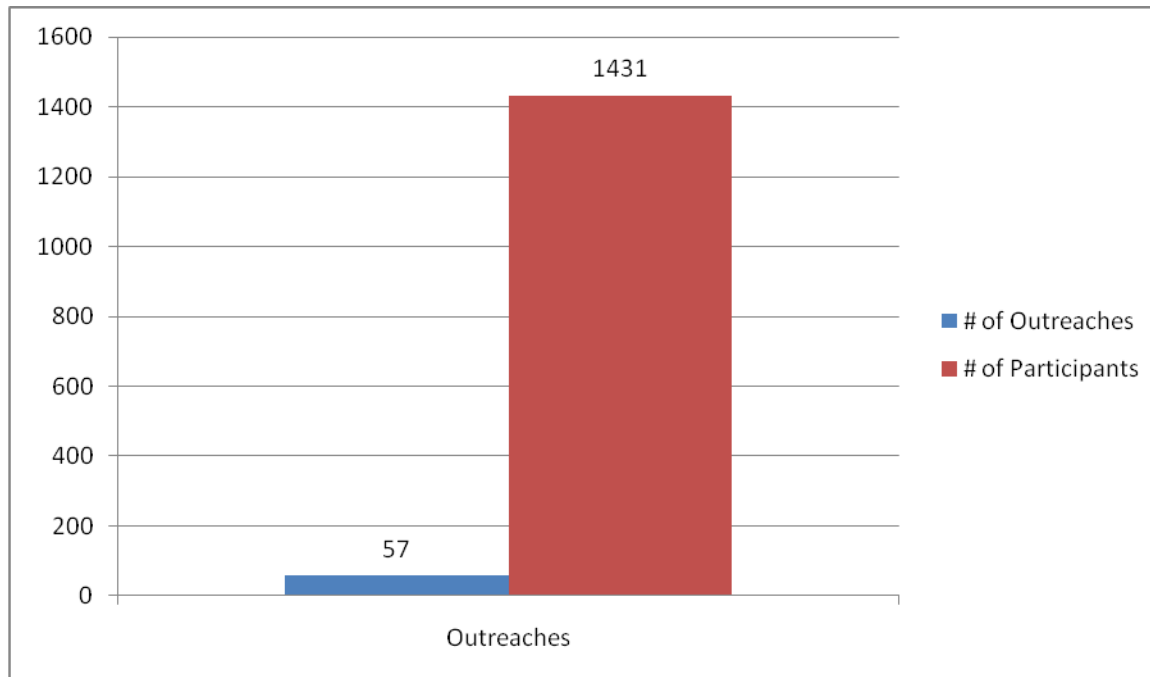
- **10** Presentations by CLFA Speakers Bureau. Goals: raise mental health awareness; reduce stigma and discrimination.

- **3** speakers were trained in Suicide prevention (Know the Signs) resulted in:
 - **1** training in Riverdale
 - **1** training to staff

FRESNO COUNTY DEPARTMENT OF BEHAVIORAL HEALTH - OUTCOMES

4.) Educate and increase public awareness of impact of mental illness to family members and consumers to minimize stigma. Target population includes unserved and underserved in rural areas and non-English speaking community

Table 4. CLFA/FIRM Community Outreaches



- **57** community outreaches held in:
 - Mendota
 - Riverdale
 - Sanger
 - Biola
 - and the zip codes of 93706 and 93702

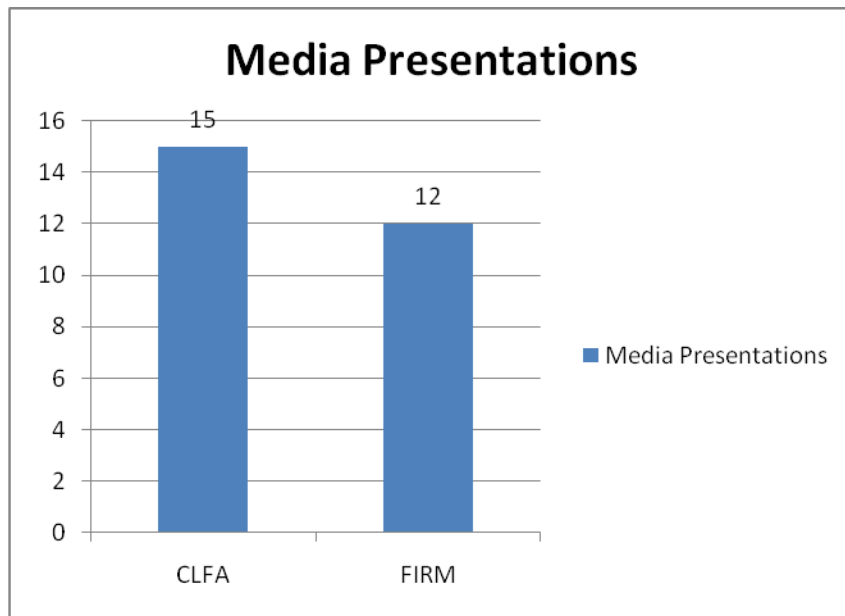
- **1,431** individuals were provided mental health information and/or resources and referrals in their primary languages
- Events & Collaborations (examples)
 - Healthy Fresno (2 day event)
 - BiNational Health month in conjunction with the Mexican Consulate
 - NAMI Walk
 - Stone soup
 - Roeding Park Homeless
 - Mendota Job Fair
 - various schools such as Fresno Adult , Heald college, Del Rey school, Sanger Migrant program.

- First annual Mental Health Community event “Vive Bien Live Well”
 - Community partners such as
 - FIRM
 - Clinica Sierra Vista
 - United Farm Workers Foundation

FRESNO COUNTY DEPARTMENT OF BEHAVIORAL HEALTH - OUTCOMES

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

Table 5. CLFA/FIRM Media



Every media event aired 4 times and there was about 14,000 viewers per aired.

- **27** media events
 - Univision Television (channel 21)
 - 14,000 viewership per airing
 - 4 airings
 - Mundo Fox Television Station
 - 4 airings
 - Radio Station KBIF 900 AM (SE Asian “mental Health” radio)
 - 1,200 listenership
 - Hmong Television Channel.

FRESNO COUNTY DEPARTMENT OF BEHAVIORAL HEALTH - OUTCOMES

DEPARTMENT RECOMMENDATION(S):

This contract terminates on June 30, 2016 and is in the process of an RFP for services to continue effective July 1, 2016. PP&SS Analyst recommends this program be considered for an increase in funding effective allow for additional provider staff and resources to accommodate enhancement and expansion of this Consumer/Family Advocacy Program into Eastern and Western rural Fresno County. Considerations for expansion, include, but are not limited too enhanced collaboration with the SB 82 Rural Triage Program to reach and serve those in rural Fresno County that are underserved. In addition, this program expansion aligns with the Behavioral Health Integrated Access Work Plan #1 in that it has the potential to provide the “right service at the right time in the right location” thereby ensuring “that persons have the greatest opportunity for recovery...”

Expansion details and recommendations to be vetted through MHSA Annual Update process in 2016. Current recommendation is to continue with the service and proceed to RFP and subsequent contract.