

# FRESNO COUNTY DEPARTMENT OF BEHAVIORAL HEALTH - OUTCOMES

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**PROGRAM TITLE:** Living Well Program (LWP)-Culturally Competent & Linguistically Accessible Outpatient Mental Health services and Clinical Training Services

**PROVIDER:** Fresno Center for New Americans (FCNA)

**PROGRAM DESCRIPTION:**

FCNA provides two distinct services under this Agreement and the Living Well Program: Outpatient Mental Health Services and Clinical Training Services.

Outpatient Mental Health Services: The goals of the Outpatient component are primarily to provide culturally and linguistically competent outpatient mental health services to 75 adult (minimum) Southeast Asian (SEA) community members in Fresno County.

Clinical Training Services: The Clinical Training component of this program serves as a training/practicum site for SEA graduate and post-graduate SEA students (post Master's or post-Doctorate Degrees) to work toward completing all of the requirements necessary to take the licensure exams to become licensed mental health clinicians. The services are provided in traditional SEA languages and therapeutic methods are adapted appropriately to respond to the diverse mental health needs of SEA consumers. This serves to achieve diversification in the mental health workforce, and to provide cross-cultural training for health care professionals.

**AGES SERVED:**

Children  
 Adult

TAY  
 Older Adult

**DATES OF OPERATION:** July 2009 to present

**DATES OF DATA REPORTING PERIOD:** January 2012 to December 2012

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## OUTCOME GOAL

### Outpatient Services

To increase access to culturally and linguistically mental health services

90% of those engaged in services will not access higher levels of care.

Those engaged in services will have zero (0) days of homelessness.

Evidenced of improved access to services for all engaged in the program

## OUTCOME DATA

Compared to the contract goal of 75, on a monthly basis, an average of 118 **unduplicated individual consumers** have received psychotherapy (individual and group) and/or other mental health services by bilingual and bicultural clinicians.

With a total of 1,416 **duplicated consumers** who have been seen for duplicated mental health services (with a total unit of services of 2,418) from January 2012 to December 2012.

100% of consumers served have not required a higher level of care.

No (0) consumers served were homeless at intake, during or after engaging in services; No consumers served have declined housing assistance.

100% of consumers with Medi-Cal insurance have been linked to PCP. 100% of those who have no Medi-Cal or any other form of medical insurance have been linked or attempted to be linked to the Medically Indigent Service Program (MISP).

- 106/118 (90%) consumers have been assisted with application for SSI benefits;
- 66/118 (56%) of consumers served receive SSI benefits.
- 17/118 (10%) their benefits are in progress/pending
- 32/118 (27%) of consumers have been denied/decline benefits.

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100% of consumers are aware of services available to assist in becoming naturalized citizens. Approximately 24 consumers have been helped with citizenship applications. Of the 24 consumers, 23 (including family members) obtained US citizenship.

## Clinical Training Services

To increase the number of bicultural and bilingual mental health clinicians

- 1 Clinician (currently the Clinical Director) has been an LCSW since 2009.
- 2 unlicensed clinicians have successfully completed all of their required clinical hours in preparation to take their licensure exams
- 1 unlicensed clinician has 80% of her required clinical hours (3,200 hours) in preparation to take her licensure exam.
- 1 graduated student intern completed 100% of her field practicum.
- 4 graduate student interns completed 50% of their required field practicum hours.

**DEPARTMENT RECOMMENDATION(S):** Based on outcome and contract measurements reported, the Department is in approval of the FCNA program. An RFP has recently been released for these services. Based upon selection of the successful bidder to provide and/or continue these services, a contract will be awarded and commence as of July 1, 2013.

Please see Tables Below.

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***Table 1: FCNA Living Well Program Year 2012 Work Activity Summary  
(January 2012 to December 2012)***

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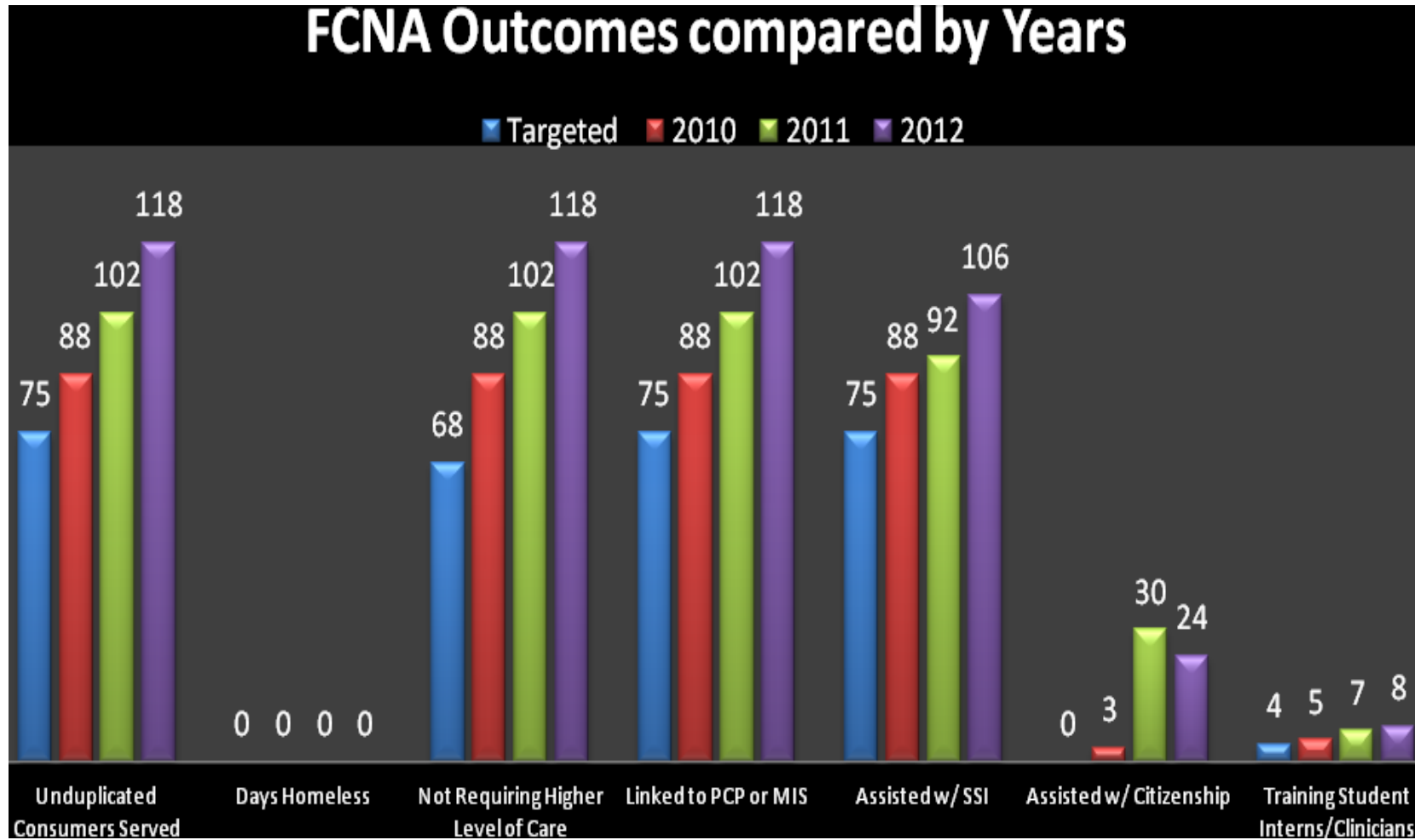
Total Duplicated Consumers* Served	1416
Total Unit of Services** Delivered	2418
Linked to PCP or MISP	118
Assisted with SSI Benefits	106
Assisted with citizenship	24
Training Students/Interns	8

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*\*Duplicated consumers are ongoing participants who see bilingual staff for mental health services more than once a month.*

*\*\*Unit of Services includes MH Assessment, individual and group psychotherapy, individual and group rehab, family therapy, collateral services and plan development.*

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**Table 2: Specific Outcomes report from January 2012 to December 2012.**

	Consumers Served	Days Homeless	Not Requiring Higher Level of Care	Improved Access to Services	Training Student Intern/Clinicians
<b>Targeted/Contracted</b>	75	0	68 (90% of 75)	75 (100%)	4
<b>Average Monthly Unduplicated Individual Consumers</b>	118	0	118 (175%)	118 (175%)	8 (200%) <b>See note*** below</b>
<b>Linked to PCP</b>				100% of those with Medi-Cal	
<b>Linked to MIS</b>				100% of those non-Medi-Cal	
<b>Receives SSI</b>	66			66/118 (56%)	
<b>Assisted with SSI App</b>	106			106/118 (90%)	
<b>Denied SSI Benefits</b>	32			32/118 (27%)	
<b>Assisted Client and their family members with Citizenship</b>	24			24/118 (20%)	

*Note: \*\*\*3 full-time unlicensed clinicians; 5 Graduate Training Students (MSW, MFT, Psy.D) during this period.*