

FRESNO COUNTY DEPARTMENT OF BEHAVIORAL HEALTH OUTCOMES REPORT, JANUARY 2014 – JUNE 2015

PROGRAM TITLE: Holistic Cultural and Educational Wellness Center (HCEWC) – “Holistic Center”
PROVIDER: Fresno Center for New Americans (FCNA)

MISSION: To create and sustain a culturally competent Holistic Center for the wellness and recovery of individuals based on alternative/holistic practices, opportunities and linkage that support the wellness of the “whole person” while complementing traditional mental health treatment methods.

PROGRAM DESCRIPTION: The Holistic Center contributes to learning of alternative holistic healing practices, with learning goals of increased mental health awareness, reduced stigma/discrimination, increased program capacity and the promotion of wellness and recovery through a developed process that links clients to alternative / non-traditional healers within the diverse cultural communities of Fresno County.

The Holistic Center is a program of the Fresno Center for New Americans. The Holistic Center is funded by the Department of Behavioral Health, through the Mental Health Services Act (MHSA) Innovations component. Development of the MHSA Innovation Work Plan for the Holistic Center was stakeholder driven through the local community programming planning process, which is a requirement of MHSA in order to receive Innovation funds. Unlike other MHSA programs that may utilize familiar MHSA outcomes such as hospital recidivism rates, homelessness or incarceration to measure effectiveness, the Holistic Center utilizes “learning goals” to measure program efforts. The learning goals are aligned and consistent with the original Holistic Center Work Plan created during the stakeholder process.

The Holistic Center is staffed with diverse Cultural Brokers, representing various underserved communities in Fresno County. All of the Cultural Brokers are bi-lingual and/or multi-cultural. The staff speak Spanish, Punjabi, Hmong, Lao, Khmer, and English.

AGES SERVED:

Children
 Adult

TAY
 Older Adult

DATES OF OPERATION: June 19, 2012 to Present

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

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Learning Goal 1:	To gain a better understanding of alternative /holistic treatment methods used and trusted by many un-served and underserved members of the community
Objective 1: To provide educational activities related to alternative healing practices which focus on holistic approaches to wellness and recovery	<p>Activity Description: The Holistic Center will conduct and/or host monthly activities related to alternative healing practices with a focus on mind and spirit: Healing Arts & Crafts, Let’s Talk (“Platicas”—Spanish support group), Healing Garden, Khmer Healing Dance, Veteran’s Support Group, Yoga & Meditation, Music Therapy, Family Night, Senior Wellness, Improving Health & Wellness, etc.): Target: A minimum of 200 individuals will participate each month.</p>
	<p>Measurement Tools Used:</p> <ul style="list-style-type: none"> • Sign- in sheets • Activity Satisfaction Survey • Workshop Satisfaction Survey • Pre-Post Questionnaires • Demographic information—(Reported in aggregate form not by individual activity)
	<p>Impact/Learning: The minimum target rate was exceeded every month during this reporting period. A total of 580 surveys were gathered from participants engaged in these activities. On average, surveyed participants reported “moderately high” benefits/gains in each of the following areas: self-confidence; feeling better from participating (in the activity); psychological coping; feeling of social belongingness; more involvement with family; general health; and overall well-being.</p>
Objective 2: To provide education related to behavioral health and physical health service integration	<p>Activity Description: The Holistic Center will conduct and/or host monthly activities related to alternative healing practices with a focus on behavioral and physical health: Healthy Cooking, Healthy Living, Zumba, Karate/Kendo, Gatka (Sikh Martial Arts), Senior Wellness, Veteran Wellness, Let’s Move (Mindful Body Movement), Chardi Kala, etc.):</p>

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	<p>Target: A minimum of 150 individuals will participate each month.</p> <p>Measurement Tools Used:</p> <ul style="list-style-type: none"> • Sign-in sheets • Activity Satisfaction Survey • Workshop Satisfaction Survey • Pre-Post Questionnaires • Demographic information—(Reported in aggregate form not by individual activity) <p>Impact/Learning: The minimum target rate was exceeded every month during this reporting period. A total of 322 surveys were gathered from participants engaged in these activities. On average, surveyed participants reported “very high” benefits/gains in the following areas: self-confidence; feeling better from participating (in the activity); psychological coping; feeling of social belongingness; more involvement with family; general health, and overall individual well-being.</p>
<p>Objective 3: To provide educational activities related to holistic approaches to wellness and recovery, which may include Webinars by recognized experts in the field.</p>	<p>Activity Description: The Holistic Center will provide quarterly Cross Cultural Education Workshops: (African American, Native American, Mexican, Hmong, Lao, Khmer, and LGBT+), and workshops related to alternative holistic approaches to wellness and recovery (Ayurveda Medicine)</p> <p>Target: Conduct at least 1 workshop per quarter (4 per year)</p> <p>Measurement Tools Used:</p> <ul style="list-style-type: none"> • Number of Educational Sessions specific Holistic Approaches to Wellness • Sign- in sheets • Activity Satisfaction Survey • Workshop Satisfaction Survey • Pre-Post Questionnaires • Demographic information—(Reported in aggregate form not by individual activity) <p>Impact/Learning:</p>

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	<p>The minimum target rate was exceeded. A total of 21 culturally specific workshops/trainings on holistic approaches to wellness were held during this reporting period. All workshop participants were tracked via sign-in sheets; only some workshops administered surveys. Survey administration depended on the type of workshop, setting, and group. At the time of this report, surveys had been analyzed for 5 out of eight workshops for measuring participants' responses before and after attending the workshops. Analysis indicated statistical significance in 18 of 20 questions in terms of improvement in all of the following areas: knowledge acquisition; developed (topic) awareness; and openness to seeking holistic services.</p>
Learning Goal 2:	<p>The program will monitor and track the success of the alternative wellness and recovery practices by partnering closely with alternative/holistic practitioners and those individuals that seek alternative/holistic treatment methods</p>
<p>Objective 1: To identify and recruit diverse alternative/holistic practitioners to engage in Holistic Center activities.</p>	<p>Activity Description: Alternative/holistic practitioners will engage in Holistic Center educational activities and serve as potential referral sources for clients each year. Target: 20 Alternative/holistic practitioners (engaged in HCEWC)</p>
	<p>Measurement Tools Used:</p> <ul style="list-style-type: none"> • Number of alternative/holistic practitioners engaged in Holistic Center educational activities. • Number of people referred to alternative/holistic practitioners (once vetted)
	<p>Impact/Learning: The target rate was exceeded. During the reporting period, HCEWC partners and cultural brokers have engaged 38 practitioners and alternative healers. These persons lend their expertise through providing cross cultural trainings and demonstrations at the center. Some of topics covered during this reporting period include but are not limited to:</p> <ul style="list-style-type: none"> • Positive Thinking and Coping Skills Workshop • Benefits of Shamanism and Spiritual Healing • LGBT+ Cultural Training • Taming and Reframing Stress and Pain • Hmong Literacy Norms and Etiquette

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	<ul style="list-style-type: none"> • Ayurvedic Medicine Educational Workshop • Bar Pressure Workshop • Culture-based Healing Dance (Aztec, Khmer, Cambodian) • Cross-cultural Aspects of Diagnosis and Treatment • Mindful Body Movement (Yoga, Gatka, Karate, Lamvong) <p>The aforementioned 38 practitioners and alternative healers will be incorporated into the existing list of 155 practitioners and alternative healers (from the prior reporting period) to create a “pool” of individuals who can apply to be “vetted” via the HCEWC “Alternative Holistic Healers Policy and Procedure Guide” (detailed in the next section of this report). Once vetted, these individuals can subsequently serve as an alternative point of referral for participants who do not wish to seek traditional Western mental health services.</p>
<p>Objective 2: To develop a List of Alternative/Non-Traditional Practitioners (based on a vetting process)</p>	<p>Activity Description: Alternative/holistic practitioners (healers) will be vetted by utilizing the Alternative Holistic Healers Policy & Procedure Guide</p> <p>Target: 20 Alternative/holistic practitioners (vetted)</p>
	<p>Measurement Tools Used:</p> <ul style="list-style-type: none"> • Development of a “vetting process” for alternative/holistic practitioners • Number of alternative/holistic practitioners applying to be vetted • Number of practitioners actually vetted
	<p>Impact/Learning: The target rate was not met, but substantial progress was made.</p> <p>Development of a vetting process: The process for vetting alternative holistic healers via the HCEWC was developed and is referred to as the “Alternative Holistic Healers Policy and Procedure Guide.” (AHHPPG). Below are milestones in the development of the process.</p> <ul style="list-style-type: none"> ▪ March-May 2014: AHHPPG Subcommittee was formed and met regularly ▪ June-September 2014: Drafts of AHHPPG submitted, edited, and approved by HCEWC Director, HCEWC Advisory Council, and County Cultural Diversity Committee (CDC).

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- November 2014—Background check and W-9 incorporated into the AHHPPG process
- December 2014—Application for ORI number with the Department of Justice was submitted and HCEWC moved forward with the application solicitation process.

Number of alternative/holistic practitioners applying to be vetted

A total of 13 applications from alternative/holistic practitioners are in various stages of the AHHPPG application process. There are two completed applications, one is for a Mindful Body Movement/Yoga Instructor and the other is for a Certified Emotional Consultant & Certified Natural Health Counselor and Physical Therapist.

Applications in progress include:

- Acupressure Massage Therapist
- Curandera
- Marriage and Family Specialist
- Nutritionist
- Shaman (female)
- Mindful Body Movement and Spiritual Liaison
- Hmong Healer
- Energy Worker (khawv koob)
- Khmer Monk
- Buddhist Monk
- Herbal Medicine Specialist

Conversations regarding the vetting process have already been initiated with the following:

- LGBTQ+ Specialist
- Lao Cultural Expert
- Faith-based Massage Therapist
- Sikh Temple Priest
- 3 Hmong healers who went through the HCEWCs Hmong Psychological Certification class

Number of practitioners vetted

There have been a few challenges in the AHHPPG recruitment and application process. Some of the alternative/holistic healers feel uneasy about being on any kind of “list.” For others, the idea of background checks and finger-printing is frightening. Overall feedback from existing applicants indicates the vetting process may be too complicated for the target group. For example, the concept of

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	<p>“letters of recommendation” from clients is one that requires explanation and also especially difficult for low-literacy groups.</p> <p>Moving Forward: HCEWC is in the process of establishing an AHPPG application review committee to assess and make recommendations on each of the aforementioned challenges and on existing and pending applications. Two cultural brokers will be appointed to take the lead in reaching out to/assisting alternative/holistic practitioners whom have already engaged in activities at the HCEWC to encourage them to apply for “vetting” via the HCEWC.</p>
<p>Objective 3: Cultural Brokers will refer/link clients to both traditional and non-traditional mental health services (Referral and Linkage Services).</p>	<p>Activity Description: Underserved/un-served individuals will be linked/referred to traditional and non-traditional mental health services Target: 50 individuals (FY 2013/2014) Target: 100 individuals (FY 2014/2015)</p>
	<p>Measurement Tools Used:</p> <ul style="list-style-type: none"> • Number of individuals linked/referred to traditional mental health • Number of individuals linked/referred to alternative/holistic practitioners • Number of individuals linked/referred to other services
	<p>Impact/Learning: The target rates were exceeded in aggregate.</p> <ul style="list-style-type: none"> • Referrals to traditional mental health = 10 • Referrals to alternative holistic practitioners = 6 • Linkage to other supportive services = 120+ (We provide linkage and support in helping participants access domestic violence support, Medi-Cal, emergency shelter, emergency food, social security, unemployment, and other social services). <p>There have been a number of challenges in referring individuals to traditional mental health services, despite the observed need. Although there is heavy participation in our Holistic Center activities and we continue to educate people on the signs and symptoms of mental health disorders, there is a reluctance to go to an unfamiliar place especially for a stand-alone mental health service — stigma and fear is still present.</p>

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	<p>Our Cultural Brokers have invested many hours in building trust with their respective communities and they are now highly trusted and viewed as “go to” people in times of trouble. There are many drop-in visitors to the Holistic Center who come in very distraught and seeking assistance with a myriad of issues including but not limited to: family problems, domestic violence, drugs/alcohol, unemployment, housing/shelter issues, and food scarcity. Part of keeping our consumers’ trust is to help them, in the way that they need and which is comfortable, when they come to us for help. Our Cultural Brokers link and refer individuals to the requested supportive services and when appropriate, recommend mental health services. Our greatest success has been in referring clients to the FCNA “Living Well Program” in which we can literally walk persons next door and introduce them (face-to-face) to someone who will help them with mental health services, including diagnosis and treatment.</p> <p>Moving Forward: We will continue to educate consumers on the signs and symptoms of mental health problems and on the benefits of getting professional mental health services. We will work to bring mental health providers on-site to introduce them to consumers in a non-threatening way.</p>
Learning Goal 3:	Various community groups will gain an increased awareness and better understanding of the signs and symptoms of mental illness which will assist in reducing the stigma of mental illness within the community.
Objective 1: Conduct Mental Health First Aid Training Classes	<p>Activity Description: Individuals will complete Mental Health First Aid Training (i.e. become certified) Target: 50 individuals per year</p> <p>Measurement Tools Used:</p> <ul style="list-style-type: none"> • Number of people completing Mental Health First Aid (MHFA) (certified) • Sign-in sheets • Pre/Post Knowledge Survey <p>Impact/Learning: The minimum target rate was exceeded. As of June 2015, a total of 286 individuals had been MHFA certified by the Holistic Center. At the time of this report, data from 138 pre/post-test surveys had been analyzed and showed 99% of participants would recommend this MHFA course to others, and 73% of all responses to the pre/post-survey were given the highest ranking of “strongly agree” in terms of the</p>

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	knowledge gained, overall benefits of the course, and the participants’ confidence in using the skills learned (practical application).
<p>Objective 2: Cultural Brokers will conduct outreach to diverse communities in Fresno County, specifically to unserved and underserved communities.</p>	<p>Activity Description: The Holistic Center will conduct targeted outreach to diverse communities in Fresno County by hosting and/or participating in at least 3 cultural community events (e.g. Hmong New Year, Dia de los Muertos, etc.), connecting with at least 10 organizations/groups/sites that provide services to underserved/unserved groups for information distribution purposes (Lao Temple, Centro la Familia, etc.) and disseminating information via local ethnic media and social media.</p> <p>Target: At least 3 community events</p>
	<p>Measurement Tools Used:</p> <ul style="list-style-type: none"> • Number of cultural community events • Number of organizations/groups sites partnered with for materials distribution • Number of appearances on local ethnic media • Numbers of informational materials distributed
	<p>Impact/Learning:</p> <p>The minimum target rate was exceeded. In addition to more than a dozen cross-cultural workshops, during this reporting period, the Holistic Center hosted and/or participated in:</p> <ul style="list-style-type: none"> • Transgender Day of Remembrance • Mexican Independence Day Celebration • Khmer New Year • Dia de Los Muertos (Day of the Dead) Celebration • “Latino Families Wellness Event” at Manchester Mall • “Children Carnival” at Mosqueda Center • Madera Multi-cultural Fair • Taste of Culture: Healing Herbs • The ABCs of Taking Control of your Health (Hmong Cancer Coalition Event) • Educational Kick-off and Resource Fair (Stonesoup) <p>Organizations/groups sites partnered with for materials distribution</p>

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- Ser Jobs for Progress (GED Program)
- Boys & Girls Clubs (17 sites)
- Stone Soup
- Parc Grove
- Centro La Familia
- Manchester Center
- Mosqueda Center
- Fowler Library (Outreach to Punjabi Communities)
- Westside Library (serving Tranquillity/San Joaquin/Helm/Cantua Creek)
- Mexican Consulate (Fresno)
- Fresno Barrios Unidos
- Parent University (Fresno/Mendota/Parlier)
- Fresno Housing Authority (5 housing sites)
- Fresno County EOC
- Several Schools in Fresno (Bernie Elementary, Thomas Elementary, Freemont Middle School) and in rural communities (Coalinga, Huron, Parlier)
- Several Doctors' Offices
- Markets catering to ethnic groups (e.g. Asian Supermarket, Los Amigos)

Number of appearances on local ethnic media

- Central Valley Talk—Spanish (6 appearances)
- Hmong USA TV—Hmong (4 appearances)

Numbers of informational materials distributed

More than 5000 brochures and informational materials have been distributed via the various outreach events during this reporting period. During this reporting period, additional outreach was done via the Lao Temple (6,153 reached), Khmer Temple (4,012 reached) and the Sikh Temple (441 reached).

Development of a Facebook page

In addition to the website, a Facebook page for the Holistic Center has been developed. Moving forward, numbers of “hits” to the website, number of “likes” on Facebook, and number of Facebook “followers” will also be tracked to gain a better understanding of the Holistic Center’s impact via social media.

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DEPARTMENT RECOMMENDATION(S): During May of 2015, the Department’s recommendation to the Board of Supervisors was to extend the Holistic Center agreement for 2 additional one-year terms through June 30, 2017. However, the Board of Supervisors approved only a one year extension through June 30, 2016. At this time, it is felt the Holistic Center has addressed the concerns of the Board of Supervisors which will be demonstrated to the Board. As such, it is the Department’s recommendation is to return to the Board of Supervisors in early 2016 to request the Board’s consideration to extend the Holistic Center agreement for one year through June 30, 2017. During this one year extension, services associated with the Holistic Center will be up for bid/RFP, with a new Agreement for Holistic Center services effective July 1, 2017.