

FRESNO COUNTY DEPARTMENT OF BEHAVIORAL HEALTH - OUTCOMES

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:

The Living Well Program provides two distinct services under this Agreement and the Living Well Program. Services are provided in traditional SEA languages and therapeutic methods are adapted appropriately to respond to the diverse mental health needs of SEA consumers.

Outpatient Mental Health Services: The goals of the Outpatient component are primarily to provide culturally and linguistically competent outpatient mental health services to 95 adult (minimum) Southeast Asian (SEA) community members in Fresno County and to link clients to community resources such as Medi-Cal, SSI, GR, housing and food.

Clinical Training Services: The Clinical Training component 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 requirements necessary to take the licensure exams to become a licensed mental health clinicians. 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 1, 2014 to June 30, 2015

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OUTCOME GOALS

Outpatient Services

- To increase access to culturally and linguistically appropriate mental health services that are provided in an environment where clients feel comfortable and safe.
- 50% of clients served report performing some daily meaningful activities.
- 90% of newly referred clients will be assessed by a Clinician within 2 weeks.
- 80% of clients receiving services for 2 months or longer will report satisfaction with the LWP services.
- Less than 1% of clients receiving LWP services for 2 months or longer will report receiving crisis services or need for hospitalization.

Outcome

95 (100% of contracted amount) clients were able to access culturally and linguistically appropriate mental health services during the reporting period. On a monthly average, the number of clients served exceeds the contracted amount by 25%.

(new goal to be assessed/reported next fiscal year)

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Clinical Training Services

- To increase the number of bicultural / bilingual clinicians
- To provide practicum for SEA students who major in the mental health fields

2 undergraduate social worker students completed their required field practicum hours.

2 graduate level interns hired.

1 graduate Associate Social Worker continuing to earn 3,000 hrs.

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FCNA Living Well Program Work Activity Summary (January 2014 to June 2015)

Count of Services:

(Total number of direct service encounters for the entire 18 months) 5,736

Sum of Units:

(Total minutes of direct services generated by LWP staff for the entire 18 months) 248,391

Count of Unique Clients:

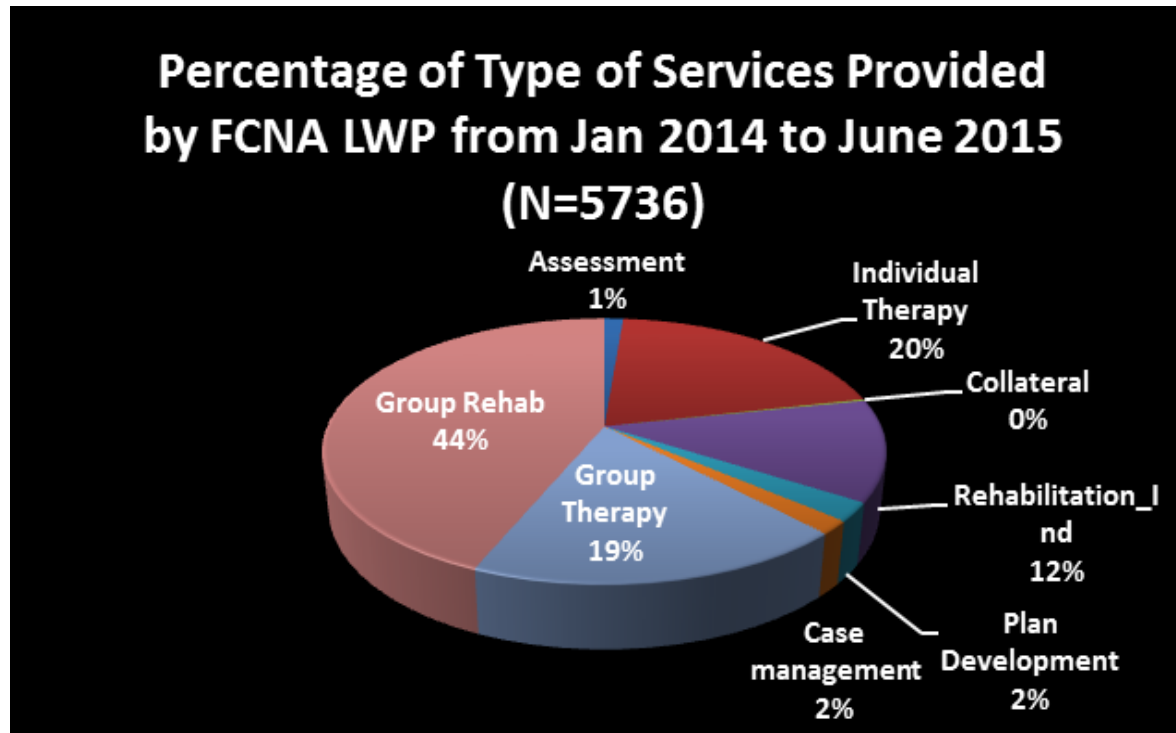
(Total non-duplicate clients served for the entire 18 months): 187

Sum of Cost of Service:

(Total amount of Medi-Cal billable dollars generated by LWP for the entire 18 months) \$646,727.90

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The following graph demonstrates the types of services provided to 5, 736 clients of the Living Well Program during the reporting period of January 1, 2014 through June 30, 2015. Individual and Group Rehabilitation Therapy and Individual Therapy and Group Therapy are the main primary service components, together accounting for 95% of all services.



DEPARTMENT RECOMMENDATION(S): Based on outcome and contract measurements reported, the Department recommends continuing MHSA funding for this program for FY 2015-16. Based upon the recommendations of the Three Year Plan, the Living Well Program (LWP) agreement will be amended in early 2016 to enhance the program by adding peer support specialist positions and increasing part time staff positions to full time equivalent.

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