

PROGRAM INFORMATION:			
Program Title:	Cultural-Based Access Navigation and Peer/Family Support Services (CBANS)	Provider:	Fresno Interdenominational Refugee Ministries (FIRM)
Program Description:	The CBANS program is a prevention and early intervention program aimed at reducing risk factors and stressors, building protective factors and skills, and increasing social support across all age groups, through individual and group peer support, community awareness, and education provided in culturally sensitive formats and contexts.	MHP Work Plan:	3-Culturally and community defined practices
Age Group Served 1:	ALL AGES	Dates Of Operation:	October 11, 2011 - present
Age Group Served 2:	Choose an item.	Reporting Period:	July 1, 2016 - June 30, 2017
Funding Source 1:	Prevention (MHSA)	Funding Source 3:	Other, please specify below
Funding Source 2:	Early Intervention (MHSA)	Other Funding:	Click here to enter text.

FISCAL INFORMATION:			
Program Budget Amount:	\$155,604.00	Program Actual Amount:	\$155,604.00
Number of Unique Clients Served During Time Period:	2,131 (143 + 1,988)		
Number of Services Rendered During Time Period:	2,131		
Actual Cost Per Client:	\$73.02		

CONTRACT INFORMATION:			
Program Type:	Contract-Operated	Type of Program:	Other, please specify below
Contract Term:	July 1, 2016 – June 30, 2021	For Other:	Prevention and Early Intervention (PEI)
		Renewal Date:	July 1, 2021
Level of Care Information Age 18 & Over:	Choose an item.		
Level of Care Information Age 0- 17:	Choose an item.		

The Level of Care information above does not apply to this contracted program.

TARGET POPULATION INFORMATION:

Target Population: Unserved or underserved including African America, Latino/Hispanic, Native American, South East Asian, Syrian asylum seekers and homeless populations.

MHSA CORE CONCEPTS:

Please select MHSA core concepts embedded in services/ program:

(May select more than one)

Community Collaboration

Integrated Service Experience

Cultural Competence Orientation

Recovery/Resiliency Orientation

Please describe how the selected concept (s) embedded :

Efforts to develop new or enhanced resources within the individuals community. Enabling people to increase control over their health by increasing access to basic needs. Empowering people to recognize and reduce their stressors thereby increasing their sense of self efficacy. Planned learning experiences leading to acquisition of information and skills leading to better health decisions.

Community Collaboration: FIRM has been working closely with the Islamic Cultural Center to better engage with our Syrian Refugees and other Arabic speaking clients. This collaboration has brought in different systems to the work in serving the families. With better knowledge of their culture, family structure and religious background, we were better able to serve the families. This increased their simulation to the U.S., knowledge of resources, trust building and reduce their stressors.

Cultural Competence Orientation: FIRM was able to educate our Syrian refugees on cultural customs here in the U.S. Education in areas of governmental systems, local policy, housing policy, school system and the do's and don't. This help reduce their stressors in assmiliation and gave them a better understanding of the U.S.

PROGRAM OUTCOME & GOALS

- **Must include each of these areas/domains:** (1) Effectiveness, (2) Efficiency, (3) Access, (4) Satisfaction & Feedback Of Persons Served & Stakeholder
- **Include the following components for documenting each goal:** (1) Indicator, (2) Who Applied, (3) Time of Measure, (4) Data Source, (5) Target Goal Expectancy

Goal 1: Increase in Consumer Wellness

Outcome 1:

The wellness outcome measures the overall wellness of the consumer on their confidence of state and mind and community resources within their surroundings. There is a scale of 1 to 6 of which if consumers score higher, the consumer is more knowledgeable and confident in themselves. There were a total of 143 cases being worked on during the reporting period.

The initial assessment:

- 92% of consumers measured between 0-3
- 8% of consumers measured between 4-6

A follow up assessment at time of discharge or after six months:

- 5% of consumers measured between 0-3
- 95% of consumers measured between 4-6

The majority of the consumers continue to come in for services and advocacy work. They also continued to come in for support groups and monthly workshops.

Goal 2: Reduce Consumer Needs

Outcome 2:

The Needs (Stressors) Assessment assesses what a consumer needs as they enroll for services. Consumers are asked if they need food, clothing, personal needs, language translation, medical needs, social support and other needs so that the program can support them. In the beginning, most needed social support, advocacy services and referrals. As each consumer exited and were assisted with services that were applied to them, they exited the program with their needs satisfied. There were referrals that were made, advocacy services that were met, and social support for the consumer. When an individual was exited after services, they still came back for other services that were needed due to the trust that they gained from the staff.

Goal 3: Increasing Awareness of Mental Health

Outcomes 3:

FIRM continues to outreach providing awareness of mental health. During the year, there have been 38 workshops presented in the Hmong, Lao and Arabic language for the community with over 1,988 attendees. There have been 113 different community outreaches with over 1,500 participants that received information. FIRM has also made 34 media presentations (Hmong TV/Radio & Laotian radio) that have reached just over 100,000 viewers/listeners. FIRM actively engages in monthly meetings and also continues to focus on work with the community relating to mental Health

FIRM will work with the Department to develop outcomes as well as target goal expectancies for all outcomes in the next reporting cycle.