

FRESNO COUNTY MENTAL HEALTH PLAN

OUTCOMES REPORT- Attachment A

PROGRAM INFORMATION:

Program Title:	Cultural-Based Access Navigation and Peer/Family Support Services (CBANS)	Provider:	Centro La Familia Advocacy Services (CLFA), Fresno American Indian Health Project (FAIHP), Fresno Interdenominational Refugee Ministries (FIRM), Sarbat Bhala, Inc., and West Fresno Family Resource Center (WFFRC)
Program Description:	Prevention and early intervention program aimed at reducing risk factors and stressors, building protective factors and skills, and increasing social supports across all age groups, through individual and peer support, community awareness, and education provided in culturally sensitive formats and contexts.	MHP Work Plan:	3-Culturally and community defined practices Choose an item. Choose an item.
Age Group Served 1:	ALL AGES	Dates Of Operation:	CLFAS, FAIHP, FIRM and WFFRC: October 11, 2011 – present; Sarbat Bhala: April 24, 2013 – present
Age Group Served 2:	Choose an item.	Reporting Period:	July 1, 2016 - June 30, 2017
Funding Source 1:	Prevention (MHSA)	Funding Source 3:	Choose an item.
Funding Source 2:	Early Intervention (MHSA)	Other Funding:	Click here to enter text.

FISCAL INFORMATION:

Program Budget Amount:	\$551,633.00	Program Actual Amount:	\$480,778.44
Number of Unique Clients Served During Time Period:	approx. 6,028		
Number of Services Rendered During Time Period:	approx. 10,227		
Actual Cost Per Client:	approx. \$79.76		

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 cultural populations. Each provider specializes in specific cultures, however, is available to serve members from any culture including Lesbian/Gay/Bisexual/Transgender/Questioning (LGBTQ), and Homeless, Veterans and destitute communities.

- | | | | |
|---------------|--------------------------|---------------|-----------------|
| CLFAS: | Latino | FAIHP: | American Indian |
| FIRM: | Southeast Asian | SBI: | Punjabi |
| WFFRC: | African American; Latino | | |

CORE CONCEPTS:

- **Community collaboration:** individuals, families, agencies, and businesses work together to accomplish a shared vision.
- **Cultural competence:** adopting behaviors, attitudes and policies that enable providers to work effectively in cross-cultural situations.
- **Individual/Family-Driven, Wellness/Recovery/Resiliency-Focused Services:** adult clients and families of children and youth identify needs and preferences that result in the most effective services and supports.
- **Access to underserved communities:** Historically unserved and underserved communities are those groups that either have documented low levels of access and/or use of mental health services, face barriers to participation in the policy making process in public mental health, have low rates of insurance coverage for mental health care, and/or have been identified as priorities for mental health services.
- **Integrated service experiences:** services for clients and families are seamless. Clients and families do not have to negotiate with multiple agencies and funding sources to meet their needs.

Please select core concepts embedded in services/ program:

(May select more than one)

Cultural Competency

Community collaboration

Individual/Family-Driven, Wellness/Recovery/Resiliency-Focused Services

Please describe how the selected concept (s) embedded :

Culturally appropriate services are provided by culturally competent providers out in the community where clients frequent.

Access to underserved communities

Integrated service experiences

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

OUTCOME GOAL

Reduction in Consumer Stressors

Increase in Consumer Wellness

Increase Consumer Coping Strategies

OUTCOME GOAL

Increasing Awareness of Mental Health

OUTCOME DATA

Approximately 64% of individuals surveyed reported **positive change in stress level**. Data source: Need/Stressors form and pre/post CBANS Wellness Survey.

Approximately 70% of individuals surveyed reported **increased sense of hope** within a six-month period. Data source: Pre/Post Wellness Survey, pre/post Hope Index tool, and PHQ-9 Patient Depression Questionnaire.

Approximately 67% of individuals surveyed reported **increase in healthy behavior practices and better coping strategies**. Data source: Pre/Post Wellness Survey, pre post Hope Index tool, and PHQ-9 Patient Depression Questionnaire.

OUTCOME DATA

Outreach was conducted to recruit and engage clients in services. Staff attended outreach activities each month at different events, presentations, trainings, workshops, and media involvement. As a result of outreach efforts, staff have been able to participate in 528+ activities reaching over 100,000 consumers, family member, and community.

Cost per Client:

These costs do not include the many thousands reached and/or impacted through community, media and training events.

Provider	Unique Clients Served	Services Provided	Program Actual Amount	Actual Cost Per Client
CLFA	1,970	1,970	\$98,593.44	\$50.05
FAIHP	982	2,704	\$73,675.51	\$75.03
FIRM	2,131	2,131	\$155,604.00	\$73.02
Sarbat	290	2,767	\$69,085.25	\$238.23
WFFRC	655	655	\$83,820.34	\$127.96
TOTALS	6,028	10,227	\$480,778.54	avg \$112.86

The Department will continue working with the providers to develop outcomes as well as target goal expectancies in the next reporting cycle.