

# FRESNO COUNTY MENTAL HEALTH PLAN

# OUTCOMES REPORT- Attachment A

## PROGRAM INFORMATION:

<b>Program Title:</b>	Cultural-Based Access/Navigation and Peer Support Specialist Program (CBANS)	<b>Provider:</b>	West Fresno Health Care Coalition, Inc. dba West Fresno Family Resource Center (WFFRC)
<b>Program Description:</b>	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 supports across all age groups, through individual and group peer support, community awareness, and education provided in culturally sensitive formats and contexts.	<b>MHP Work Plan:</b>	3-Culturally and community defined practices Choose an item. Choose an item.
<b>Age Group Served 1:</b>	ALL AGES	<b>Dates Of Operation:</b>	October 11, 2011 - present
<b>Age Group Served 2:</b>	Choose an item.	<b>Reporting Period:</b>	July 1, 2016 - June 30, 2017
<b>Funding Source 1:</b>	Prevention (MHSA)	<b>Funding Source 3:</b>	Choose an item.
<b>Funding Source 2:</b>	Early Intervention (MHSA)	<b>Other Funding:</b>	Click here to enter text.

## FISCAL INFORMATION:

<b>Program Budget Amount:</b>	\$84,566.00	<b>Program Actual Amount:</b>	\$83,820.34
<b>Number of Unique Clients Served During Time Period:</b>	655		
<b>Number of Services Rendered During Time Period:</b>	655		
<b>Actual Cost Per Client:</b>	\$127.96		

## CONTRACT INFORMATION:

<b>Program Type:</b>	Contract-Operated	<b>Type of Program:</b>	Other, please specify below
<b>Contract Term:</b>	July 1, 2015 – June 30, 2020	<b>For Other:</b>	Prevention and Early Intervention (PEI)
		<b>Renewal Date:</b>	July 1, 2021

**Level of Care Information Age 18 & Over:**

**Level of Care Information Age 0- 17:**

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

**TARGET POPULATION INFORMATION:**

**Target Population:** African American including LGBTQ, Veterans, and Homeless within the CBANS service populations.

**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
- Integrated service experiences
- Access to underserved communities

**Please describe how the selected concept (s) embedded :**

WFFRC strives to safeguard residents and community members by having staff trained in cultural competency, mental health and knowledge of community based services and resources. Additionally, has staff trained from accredited Masters Degree programs from Fresno State In Marriage, Family and Child Counseling and Social Work. The program works to promote community building among all residents. This is done by attending and hosting community events and partnering with other agencies to increase access to services and provide bridges to linkages to other services within the community. One of the ways this has been successful is through the Cultural Celebration held and hosted with all CBANS partners in partnership with the Department of Behavioral Health. Additionally, WFFRC staff assess participants by doing a needs assessment to determine need for services and support.

**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

### Goal 1: Reduction in Consumer Stressors

## OUTCOME DATA

### Outcome 1:

The needs and stressors tool helps quantify how many needs a client has upon arriving for services due to current life stressors. It is broken down into four areas significance as follows; Basic Needs, Physical and Mental Health Needs, Client's Other Needs & Needs Related to children and other adult family members

The consumer action plan helped clients and CBANS support staff work together in prioritizing needs most important to them. As a result, staff was able to connect consumers with appropriate cultural competent services. Some of the services provided for linkage for consumers are: food, low or no-cost healthcare (Medi-Cal/Covered California), education, legal (child custody), child care, counseling, employment, housing and/or shelter. Linkage to these services were provided within Fresno County and are as follows: recommended primary physician office for counseling referrals covered by insurance, mental health (Kings view), food distribution centers such as West Fresno Family Resource Center and other community centers (MEB, EOC, and more), Tzu Chi Health Foundation, Catholic Charities, Fresno EOC Headstart, Marjorie Mason Center, Map Point (housing linkage and other services), Community Regional Medical Center (suicide assessment—voluntary).

A total of 655 participants received services during the 2016-2017 fiscal year of those 31.91% were successfully linked to appropriate services. At initial intake, the average number of stressors expressed by a consumer was 3.79 (approximately 4) regarding the 113 completed intakes. Concluding, linkage to services and resources the average number of stressors could not be properly expressed upon completion of a follow-up assessment due to lack of client follow through for follow-up.

## Goal 2: Increase in Consumer Wellness

### Outcome 2:

The wellness score identifies overall wellness of consumers and their support system, stress level, knowledge of community resources, and level of confidence in self and asking others for help. The wellness survey is measured on a scale of zero to thirty-seven overall wellness being at best for a consumer when the score is high.

The initial assessment indicated

- 2.66% of consumers fell into the scale of zero to ten,
- 36.28% fell in the scale of eleven to twenty,
- 47.79% in the scale of twenty-one to thirty,
- 5.31% in the scale of thirty-one to thirty-seven.
- 7.96% did not fall in the scale as their wellness survey was missing responses

As majority of the individuals did not follow through with scheduled appointments as well as clients seeking one-time services, the second round of assessment data is lacking. Unfortunately, many clients did not follow through with follow-up assessments despite the multiple reminders and attempts to contact consumers. Although clients did not follow through over many attempts to make contact with consumers were made throughout the duration of the contract 2016-2017 fiscal year.

Despite those who did not follow through many consumers continue to work with CBANS staff to promote overall wellness and advocate for themselves.

## Goal 3: Increase Consumer Coping Strategies

### Outcome 3:

During the 2016-2017 fiscal year the initial PHQ9 assessment scores indicated:

- 20.0% had a score of 0 upon completion of the PHQ9,
- 29.57% of consumers fell into the scale of one to four,
- 20.0% fell in the scale of five to nine,
- 16.52% fell in the scale of ten to fourteen,
- 7.83% fell in the scale of fifteen to nineteen

- 6.08% fell in the scale of twenty to twenty-seven

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Despite those who did not follow through many consumers continue to work with CBANS staff to promote overall wellness and advocate for themselves.

## Goal 4: Increasing Awareness of Mental Health

### Outcome 4:

Other activities that have been engaged in are outreach activities at community centers, block parties, health fairs and presentations to inform and educate the public on the CBANS program and the services provided. Some of the events that have recently taken place are:

#### West Fresno FRC News

Highlighting CBANS program events past, and upcoming monthly newsletter to keep people informed of things being provided in the community in regard to mental health, and the stigma that surrounds

#### Mental Health (35) Adults

We have presented movie clips on & discussed topics such as:

- Parenting (15 sessions)
- Depression & Suicide
- Human Trafficking
- Job Readiness
- Community Building
- Arts & Crafts (therapeutic activities)
- Managing Chronic Health Issues
- Where in the World is Aging in this Environment

- CPS & Parent Partner Resources
- Stress Reduction
- Anger Management
- Panic Attack Management

## Mental Health (113 workshops & Support Groups) Youth

- “A Girl Like Her” Movie Showing
- Spice It Up Workshop
- Self-Esteem
- Physical Fitness & Nutrition
- Healthy Nutrition & Lifestyles
- Self-harm & Other Behaviors
- Crime & Safety
- Substance Abuse
- Bullying (cyber, physical, verbal, social)
- Self-Esteem & Emotional Well-Being
- Benefits of Physical Activity
- Anger Management
- Social Media Etiquette
- Education & Life Skills
- Shaking the Stigma
- Ropes Course (Fresno State)
- Operating Guidelines & Creativity Part 1
- Creativity Part 2
- Design Thinking Part 1
- Design Thinking Part 2
- Google Innovation Part 1
- Google Innovation Part 2
- Agriculture
- Cost Structure
- Meeting & Presentation with President Castro, CSUF
- Marketing Part 1
- Idea Patch Part 1 & 2
- CMAC (2 workshops on marketing and process of advertising)
- Fresno State Campus Tour

- Support Groups (43 groups)

**Outreach Events**

Attended 4 community block parties as a vendor to provide program information to community residents in Fresno County. WFFRC also hosted Earth Day Celebration

- Toby Lawless Elementary Community Block Party
- Giving Fair Aetna
- Pink Hat Tea
- Safe Night Out
- Santa's Village
- Annual Earth Day Community Block Party
- Community building for High School Students
- Elder Symposium
- Juneteenth Celebration
- Cultural Brokers Family Affair Block Party

**Drumming Circle Workshop**

Held workshops honoring African culture and the benefits of drumming, mental well-being, stress relief, and learning to become in tune with natural rhythm of oneself. The practice utilized drumming and guided imagery to connect with our inner Benefits of drumming that can help:

- Accelerate physical & mental healing
- Help with relaxation
- Self-connection
- Reduce anxiety & stress
- Boost immune system
- Relieve negative tension
- Help control chronic pain guidance for healing and relaxation.

Drum Circles were held on respective dates listed below:

- April 29, 2017
- May 27, 2017
- June 24, 2017

**Annual Cultural Celebration**

Along with other CBANS partners hosted cultural celebration in Honor of promoting diversity, culture, and building relationships with others. The event had approximately 300 adults, children and familie in attendance.

### Toys for Tots

Additionally, WFFRC provided approximately 165 families (618 children) families with toys for the Christmas holiday with the partnership of “Fresn Toys for Tots”.

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