

PROGRAM INFORMATION:

Program Title:	Family Advocacy Services	Provider:	Kristi Williams
Program Description:	Mental health advocacy, support, and other services to unserved and underserved populations, clients and families.	MHP Work Plan:	2-Wellness, recovery, and resiliency support Choose an item. Choose an item.
Age Group Served 1:	ALL AGES	Dates Of Operation:	December 3, 2013 - Current
Age Group Served 2:	Choose an item.	Reporting Period:	July 1, 2016 - June 30, 2017
Funding Source 1:	Com Services & Supports (MHSA)	Funding Source 3:	Choose an item.
Funding Source 2:	Choose an item.	Other Funding:	Click here to enter text.

FISCAL INFORMATION:

Program Budget Amount:	\$74,967	Program Actual Amount:	\$74,687.68
Number of Unique Clients Served During Time Period:	427		
Number of Services Rendered During Time Period:	883		
Actual Cost Per Client:	\$174.91		

CONTRACT INFORMATION:

Program Type:	Contract-Operated	Type of Program:	Other, please specify below
Contract Term:	December 3, 2013 - June 30, 2018	For Other:	Family Advocacy and Support
		Renewal Date:	July 1, 2018

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: Families and care providers of those receiving mental health services or who are experiencing first on-set of symptoms.

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)

Community collaboration

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

Integrated service experiences

Choose an item.

Please describe how the selected concept (s) embedded :

Family Advocacy Services has embedded community collaboration into the program by working with families, the Department of Behavioral Health, agencies, and organizational providers to share information and resources in order to accomplish a shared vision of wellness and recovery. Family Advocacy Services has also embedded the client/family driven core concept into this program by working closely with families in hope of helping them identify their own needs and preferences, which can lead to the services and supports that are most effective to them and their loved ones. The Family Advocate encourages families and care providers to take an active role in the community planning process and to attend the monthly Behavioral Health Board meetings so they can influence services and the system of care. Wellness and recovery is the main focus of the Family Advocacy program and is the main approach taken when working with families and the community as a whole.

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

1. Access

A. Objective: Provide advocacy services as initiated by incoming requests, document disposition including referrals/linkages and follow-up including duration.

- Indicator: Family Advocate logs all incoming and outgoing calls. These calls include initial contact and all follow-up calls thereafter.
- Who Applied: Any family member/caregiver who requested services and was referred. Referrals were made by family members, Mental Health Providers, Community Providers, and NAMI Fresno.
- Time of Measure: FY 2016-17
- Data Source: Call Log
- Target Goal Expectancy: To be established with the Department.
- Outcomes: Family Advocate logged 883 calls. Of these calls, 427 were from unique family members, 82 were repeat callers, and 374 were follow-up calls made by the Family Advocate. 82% of calls were for advocacy and support. 18% of calls were for linkages and resources. Average duration of services is 2 days.

B. Objective: Increase family member/caregiver access to resources including community organizations, government benefits, self-help programs, support groups, and other appropriate referrals and linkages.

- Indicator: Number of referrals, linkages, trainings and support groups provided by the Family Advocate.
- Who Applied: Any family member/care provider who requested services and was referred.
- Time of Measure: FY 2016-17
- Data Source: Family Advocate timesheet
- Target Goal Expectancy: To be established with the Department.
- Outcomes: Family Advocate was able to increase access to resources by linking families to NAMI Support Groups and trainings, AI-Anon, and First On-set Family meetings. The Family Advocate also provided a 6-week training course, "NAMI Basics", to family members/caregivers including in the rural areas twice a year. This evening class is specific to families with a young child experiencing a mental health challenge. The Family Advocate also co-facilitates a Family Support Group once a month at the local NAMI Fresno office.

C. Objective: Assist in orientation of new families entering the mental health system by educating and increasing awareness of the impact of mental illness on family members and minimizing stigma surrounding mental health issues.

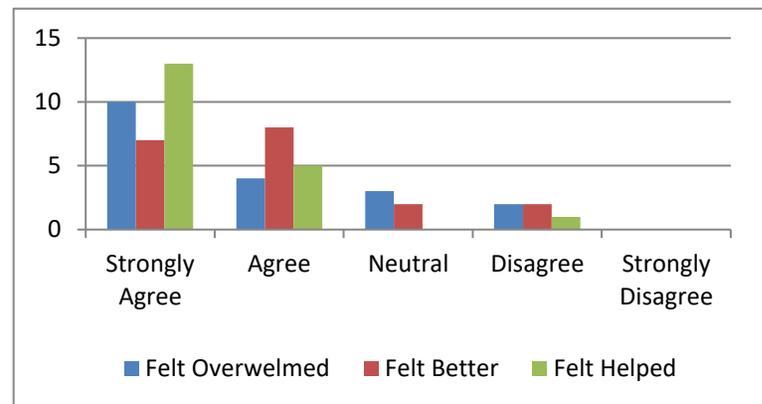
- Indicator: Number of orientation contacts provided by Family Advocate.
- Who Applied: Family members/care providers of clients enrolled in and referred by Fresno County Behavioral Health System of Care. Also, any family member/care provider who requested services and was referred.
- Time of Measure: FY 2016-17
- Data Source: Family Advocate timesheet
- Target Goal Expectancy: To be established with the Department.

- Outcomes: The Family Advocate assists in orientation of new families while working closely with the Fresno County DBH Law Enforcement Field Clinicians. The Family Advocate is also included as a first contact for families when seeking answers and help with conservatorship; contact information is listed on the Conservatorship program brochure. The Family Advocate is also included in the RISE Team transition plan for families. The Family Advocate is a resource offered to family members by the Exodus 24-7 Access Line. The Family Advocate attends the Adult and Children’s Team meetings once a month to integrate family advocacy and support into the system of care and to help reduce stigma.

2. Effectiveness

Objective: Increase family member/caregiver level of functioning, confidence, and awareness of relapse prevention.

- Indicator: Percent of family members/care providers reporting increase in objective categories.
- Data Source: A survey was conducted to find out how services provided by the Family Advocate were being received (Family Advocate Program Survey).
- Who Applied & Time of Measure: Surveys were given to family members/caregivers to voluntarily complete after the end of service. There was a total of 19 surveys completed between the months of December 2016 and June 2017. Due to a computer virus, the majority of data collected between July 1, 2016 through November 2016 for this program was lost and irretrievable.
- Target Goal Expectancy: To be established with the Department.
- Outcomes: Before receiving help from the Family Advocate, approximately 53% of care providers strongly agreed/agreed that their care-giving responsibilities led to feelings of depression, anxiety, hopelessness and that being a care provider felt like a burden that they could not handle, led to conflict with their family, and prevented them from taking care of their own needs. After receiving help from the Family Advocate, approximately 37% of care providers strongly agreed/agreed that their responsibilities were less likely to lead them to feelings of depression, anxiety, and hopelessness, that being a care provider felt less burdensome, that they were better able to handle conflict with their family, and were less likely to avoid addressing their own needs. With the help that was received from the Family Advocate, approximately 65% of care providers strongly agreed/agreed that they had an increased level of confidence and awareness of relapse prevention, knowledge on how to access resources and referrals/linkage to services, awareness of the impact of mental illness on family members, and minimized stigma surrounding mental issues.



3. Satisfaction & Feedback of Persons Served and Stakeholders

Objective: Obtain feedback to better serve families and care providers.

- Indicator: Percent of families/care providers who were satisfied with the help and support received from the Family Advocate.
- Data Source: Family Advocate Service Survey
- Who Applied & Time Measure: Surveys were given to family members/caregivers to voluntarily complete after the end of service.
- Target Goal Expectancy: To be established with the Department.
- Outcomes: 97% of family members/care providers surveyed reported that they strongly agreed/agreed that they are satisfied with the help and support they received from the Family Advocate.

4. Efficiency

Not collected during this reporting period. Family Advocate will work with the Department to develop efficiency outcomes for the next reporting cycle.

