

FRESNO COUNTY DEPARTMENT OF BEHAVIORAL HEALTH - OUTCOMES

PROGRAM TITLE: Consumer/Family Advocacy Services

PROVIDER: NAMI Fresno

PROGRAM DESCRIPTION: NAMI Fresno provides advocacy, support and education to families. The goal for this agency is to reduce stigma and empower families to be better advocates for their loved ones. The advocate reaches the underserved and difficult to reach populations by attending groups, functions and events held to educate and inform the public of available services.

AGES SERVED:

Children
 Adult

TAY
 Older Adult

DATES OF OPERATION: July 14, 2008 - Current

DATES OF DATA REPORTING PERIOD: Jan 2010-Dec 2010

OUTCOME GOAL

1. Increase family support and awareness

OUTCOME DATA

Education classes continuing and have a large waiting list. Approx. 600 per year. In 2008 approx. 10 were on the waiting list. In 2009, approx. 15-20 on the waiting list. In 2010, approx. 55 on the waiting list.

2. Increase awareness of relapse prevention

Support groups have had an increase in attendance.

Winning Minds: 2008 average of 2-3 attendees to average of 10 attendees in 2011.

Adult Support groups: 2008 average of 10 attendees to current average of 15 adults in attendance.

Peer to Peer Group has increased and new consumers want to advance to

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3. Agency to be available to receive, log, and provide advocacy services as initiated by calls to office

leaders in the groups. In 2008, 0 were trained as leaders, In 2009, 3 were trained as leaders, In 2010, 15 have been trained as mentors and teachers.

Parent and Guardian Group:
Attendance increased from an average of 2 attendees in 2008 to an average of 5 attendees in 2011.

Increase of calls received for support and advocacy. Evidenced from phone logs and records and follow-up calls. Average calls in 2008 were estimated at 35 calls per month. In 2009, average calls were 45 per month. In 2010, average calls had increased to 65 calls per month.

4. Increase consumer and family members confidence and functioning

Increased walk in traffic and request for housing, therapist and psychiatry. Determined from in office sign in form. Average in 2008 was 1-2 individuals per month, to 2-3 individuals in 2009, and 5-6 individuals in 2010.

Assisted with training of 50 police officers in 2009 and 2010 for CIT training. Assisted with training of 100 officers on posttraumatic stress disorder in 2010.

DEPARTMENT RECOMMENDATION(S): Current Services will expire in June 30, 2011 and are in the RFP process.