

Innovation Community Planning Process

Annual Update 2021-2022



Department of
Behavioral Health

Introduction

This is the annual update for Fresno County Department of Behavioral Health's (DBH) Innovation (INN) Plan Community Planning Process (CPP). Fresno County has completed three years of work under the current INN-CPP Plan and will be entering the fourth of a five-year plan. In the past year the work progressed slowly due in part to aftereffects of the pandemic and capacity of many organizations who had been impacted by the pandemic. Throughout the past fiscal year DBH had worked to implement locally approved project plans and efforts.

The CPP Innovation plan consists of an array of initiatives that are intended to focus on Fresno County's underserved, un-served, and inappropriately served communities, including our Black Indigenous and Persons of Color (BIPOC) communities. The spirit of the Mental Health Services Act (MHSA) drives efforts to transform the mental health system, close the gap in services, reduce disparities, and improve outcomes. In striving towards that goal Fresno's INN CPPs seek to improve engagement to those marginalized communities that experience greater health disparities to better understand their needs, and to have them help drive ideas and strategies for addressing those needs in a culturally responsive manner.

The annual update for this year focuses on progress of two projects that were implemented in the past year, and updates on several others. In the past year, Fresno County intended to implement several projects focused on community planning opportunities. DBH does acknowledge that the process to implement agreements with our local communities has been slow and not all of these strategies have been completed in the last Fiscal Year (FY). There will be two more years remaining of the five-year plan with many projects identified and funding allocations, as well as still opportunity for additional/new projects in the remaining two years.

Projects in FY 2021-2022

Current project – African American Faith Community-based Participatory Action Research: In FY 2020-2021, the DBH Public Behavioral Health team had researched an African American Faith Community Participatory Action Research model with the intention of developing a foundation for understanding behavioral health and increasing behavioral health literacy. Throughout FY

2021-22 this model was slightly revised to include a broader reach by not limiting it to solely faith community but opening it up to larger group of local African Americans. DBH identified Jewel of Justice through its search as an organization with both the community connections (including but not limited to faith) as well as the research, organizing and project capacity to carry out the project. Jewel of Justice has done similar work for other County departments.

Throughout the year DBH, Jewel of Justice and Fresno State met on the project. The County was able to establish an agreement with Jewel of Justice to carry out the projects in two phases. An initial phase which is developing the mental health literacy of the community using the community participatory action research. The second is to then take the inform group and have them form a taskforce who will have funds to conduct a needs assessment or develop a formal proposal to address specific community behavioral health needs. An agreement going into effect on July 1, 2022.

An agreement with California State University, Fresno Foundation was developed throughout the year but was not finalized in FY 2021-22. The project's evaluation was increased by \$5,000 (for a total of \$55,000 over the remaining two years) to address the changes in projected costs in the past year. The University's Clinical Rehabilitation and Mental Health Counseling Program will facilitate the evaluation to help develop student skills in the area of evaluation, and at the same time provide an opportunity for a third party to measure the effectiveness of the projects effort to increase behavioral health literacy.

Both agreements will be in place for FY 2022/23 and the project's initial phase and evaluation will be completed by June 30, 2023. This will allow for the second phase to be completed in the final year of the INN CPP, and those possible findings or recommendations can be included in future MHSA plans.

Project in Development – Understanding the needs and challenges of LGBTQ+ BIPOC in Fresno County: The identified project began work in the past FY. An agreement was established in September 2021. The agreement is a two-year agreement to allow for the research and development of training curriculum and then the facilitation of the training using the said

curriculum. The work commenced in FY 2021/22. The DBH team and the consultants (Dr. Ebony Williams), developed a survey that would provide information on local BIPOC LGBTQ+ needs to help inform a responsive training. A portion of the survey was also developed for providers/practitioners.

The project initiated the surveying in late 2021. The goal had been to open the survey for about a month. Survey was posted on the County's site www.dbhequity.com as well as social media, shared via the Diversity Equity and Inclusion Committee list-serve, etc.

However, some key allies were unavailable at that time, which resulted in a lower yield. Additional efforts were then developed for engagement, exploring publication of a QR Code in local LGBTQ publications, possibly some coasters or tabletop items with a QR code to be shared/displayed in LGBTQ friendly establishments. There was concern that such an effort without the direct engagement to provide the context for the survey could have a negative result.

A decision was made to use the annual Fresno Rainbow Pride Parade and Festival as an opportunity to engage in-person surveying. The event required the surveying to wait until June 2022. Using the festival following the parade, the department was able to collect a large number of surveys which increased the sample size and data needed to effectively develop a localized training based on local LGBTQ BIPOC needs.

Following that data collection, the consultant was next going to attempt to synthesize the data and begin to develop a curriculum to address local population needs.

In the coming year, a custom training will be developed that meets the specific needs for providers in Fresno County who have limited LGBTQ+-specific resources. This process will train case managers, peer support staff, and clinicians to better serve and support LGBTQ+ individuals in their care. After the training is developed, the Department will work to understand if more and specialized training can address the need for better provision of care, or if the County should pursue a strategy of providing specific programming for LGBTQ+ and LGBTQ+ BIPOC individuals.

A copy of the surveys developed for this project are included in the appendix. Survey Results are not included as they are being used specifically for development of the curriculum but will be available to share at a later date.

Projects for Fiscal Year 2022-2023

In FY 2022-2023, Fresno County DBH will continue to pursue the projects described above, while simultaneously advancing several other initiatives that were identified in the previous year's annual update.

- **FCHIP/ACEs Connection** – The data from the ACEs connection is becoming available as a community resource for data. The continuing goal of the initiative is to secure access to current, local, Adverse Childhood Experiences (ACEs) related surveys, data and information which can inform needs, program designs, and services. The Fresno County Health Improvement Project's (FCHIP) Trauma and Resilience Network is a cross-sector gathering of organizations that utilize and input related data into this community tool which can be a platform for vital planning data. The plan will fund the ACEs' Connection again for FY 22/23 to increase available data to support various possible assessments or research for potential projects.
- **Indigenous Population Training and Needs Assessment** – During the past year, the Department has met with and worked with Centro Binacional Para El Desarrollo Indigena Oaxaqueno (Centro Binacional). During the past year, DBH and Centro Binacional met to develop a scope of work, budgets and complete necessary procedures related to the procurement process. An agreement was not completed before the end of FY 2021/22. It is anticipated the agreement will be completed in early FY 2022/23 and the project will commence at that time.

The initiative will generate a needs assessment and recommendations for the local indigenous populations to the Fresno County system of care to improve or increase culturally responsive behavioral health services. Because of challenges (including language, mental health literacy, and stigma) it would be most effective to engage with a community-based organization who serves the community to facilitate the needs

assessment. To accomplish this goal, it is important that Fresno County hears directly from the community about its experience with the behavioral health system and how to increase accessibility to care for this community. Centro Binacional is sole organization in Fresno County that serves and supports the local Indigenous community and would be the key partner for conducting the local needs assessments.

- **Interdisciplinary Collaboration and Cultural Transformation Model (ICCTM):** ICCTM is a Mental Health Services Oversight and Accountability Commission (MHSOAC) pilot based on a successful Solano County Innovation Plan. The pilot will include training for the Department, followed by the formation of workgroups with specific communities which may yield some ideas in the future Innovation project. Supported by the MHSOAC, this project seeks to both improve county community engagement by working with communities to help identify ways to improve services. Fresno County anticipates participating in one to two community workgroups during the course of this project. It has been the intention of the Department to use some of these INN CPP funds from this plan to support those workgroups (costs for food, surveys, participant incentives, etc.). Delays between UC Davis, the State and Solano County meant that the agreement was not finalized during FY 2021/22. It is anticipated that an agreement will be in place for FY 2022/23 so that the pilot counties will be able to participate in the learning collaborative. Locally, the goal is that the workgroup's efforts yield a viable idea for a future Innovation Plan, in which the MHSOAC will provide paid consultant to develop that plan. The team that will participate in the first cohort for Fresno has been identified per the instructions of the project.
- **Justice Innovation Project:** The Department examined options for an Innovation project focused on the justice-involved population; however, no projects were implemented through these efforts. The Department would like to utilize this opportunity to better understand specific needs of and appropriate approaches to reach our local justice-involved populations. An initial concept paper was submitted at the end of 2021 to the MHSOAC. Once feedback was received from the MHSOAC, DBH needed to go back and

revise its possible research proposal, so that it was a narrower focus and manageable project for the amount and time. A revised concept paper for Justice-Involved Population Research Project which will inform data-driven improvements to current service models has been developed. It will be resubmitted to the MHSAOC at the start of FY22/23. Some funds from this plan (INN CPP) may be used to help support the needed community planning efforts, including work with justice involved populations, advocates, and community providers to support justice involved persons. The initial concept paper is included in the appendix.

- **Focus Group on Immigrant/Refugee Needs:** During the past year, the Department met with Fresno Interdenominational Refugee Ministries (FIRM). The discussions were focused on the needs of the community, how the information could then be developed into possible MHSA funded projects or plans, as well as capacity for the work. FIRM proposed a strategy which would go beyond just a needs assessment, but would yield actual formal recommendations focused on service needs. During the year, work was completed for the procurement process, as well as development of a scope of work and project budget.

The focus of this initiative is through a partnership with a trusted community organization, FIRM, who serves immigrant and refugee populations in Fresno County to better understand this population's needs and challenges related to accessing and receiving care. FIRM has experience serving Fresno's new immigrant and refugee populations, and who has established community ties with those populations.

- **Local Impact of Hate:** Based on reports of levels of trauma, anxiety, fear, and suicidal ideation increase in American Muslim communities, the Department sought to assess the impact of acts of hate, harassment, xenophobia, and hate crimes on individuals and their mental health. The goal of the community engagement activities is designed to discover whether there are opportunities to support individuals from a behavioral health approach, and/or whether there is a need for specific, tailored approaches to support wellness efforts. DBH identified the Islamic Cultural Center of Fresno (ICCF) to assist with

this effort. ICCF has been involved in work around crisis intervention training, had engaged with the department in presentations around substance use, and MHSA CPPs, and is an established trusted organization within the community. Thus, during the past year, meetings were conducted with the ICCF to complete procurement requirements, explore strategies for gathering the necessary information, and to develop a scope of work and budget.

- **Market Research:** On April 22, 2022, the department in conjunction with its contracted marketing firm (JP Marketing), began to conduct a series of market research groups. The market research group sought to get insights and feedback from residents on efforts of Fresno County, to assess what services and resources residents are aware of, and feedback on more recent advertisements, campaigns, and outreach efforts. These community insights provided options on engagement and communication with various communities and populations. These insights provided through formal market research provide necessary updates to the Department's engagement methods and strategies. The populations that were the focus of the market research this time were as follows:
 - LGBTQ
 - Transition Aged Youth/Young Adults 18-24.
 - Parents/Guardians with Children 17 years and under
 - Latino Population
 - Individuals Familiar with Mental Health Services (as persons served, or families)
 - Individuals Familiar with Substance Abuse Services (as persons served, or families)

The Department will work to identify populations and communities for participation in market research in the coming year.

Summary of the market research, key feedback from each group and conclusions have been included in the appendix of this Annual Update.

- **Youth/Peer Needs Assessment:** The Department had sought to work with members of the Behavioral Health Board in creating a youth/TAY advisory group, whose role could

also include developing youth focused forums, needs assessments, and/or other ways that are youth focused, and youth driven that would be inclusive of youth from around Fresno County, or that could target an underserved or marginalized youth. However, in a busy year, the BHB was not able to establish a youth advisory subcommittee which was critical to the Department's plans. The Department is still seeking input for a possible youth focused project by the youth for the youth. There may be an opportunity to partner with some youth focused CBOs to examine options. Some engagement is planned with local high-school NAMI Clubs also.

The Children's Movement of Fresno has a Residents Council, which has established a Mental Health Caucus that is focused on youth mental health and needs. There may be an opportunity to collaborate with these residents to identify some youth mental wellness opportunities. Potentially having the group help develop some formal ideas for consideration.

- **Perinatal (BIPOC) focused option:** The department is having some discussions with some community stakeholders who have expressed interest in about possible pilots or demonstration projects that focus on maternal and infant mental health. As Fresno County has some of the higher infant mortality rates focusing on that area could be an option. While the Department has a parental wellness program, there is an idea for a possible project to train and develop other health workers and/or doulas to become that linkage and navigator to the existing services. A possible needs assessment and/or stakeholder groups may be held to help examine such a project as a possible health disparities reduction Innovation project.

Next Steps

For year four of a five-year project, Fresno County will seek to complete the development of training BIPOC LGBTQ+ project, African American Community Participatory Action Research project, while continuing to develop the Justice Innovation Program project. The ICCTM project will now start in FY 2022-23. These projects will require coordination and support from across the Department, which necessitates multi-fiscal year timelines.

While there have been some delays, the County intends to have smaller projects with ICCF, FIRM and Centro Binacional commence in FY 2022-23 and to have those possible completed before the completion of the new MHSA Three Year plan, so that if viable INN projects are identified through the process, may be included in the new three-year plan for future consideration. These will be possible project for specific cultural populations identified by those cultural communities.

The County will also be exploring other opportunities to engage small, marginalized, underserved, or inappropriately served communities through trusted community organizations. These may include supporting some communities to exploring possible community defined evidence practice (CDEP) opportunities.

Challenges/COVID

The emergence of the COVID-19 Global Pandemic has slowed efforts for the first few years of this plan. It also highlighted some of the on-going health disparities and inequities in services, access, cultural congruency, etc. Many of the projects in this plan will help increase awareness for the system of care and raise needs from the community with input from those communities on possible ways to address those needs.

It is the hope that with many services returning to some pre-pandemic operations and capacity, more opportunities may avail themselves for community engagement opportunities, community input and community driven planning. In-person may increase participation as these events often have food and other incentives which can be provided to participants, which virtual sessions may have limits to doing.

Budget

Of the \$750,000 allocated to this Innovation Project, a total of \$212,202 has been expended to date.

As of July 1, 2022, the current INN CPP Plan has \$537,798 remaining.

The Department included estimated budgets for projects which have not yet launched in its last Annual Update for this plan. Below is an updated projected budget for the various community initiatives that are proposed for the coming year.

FY 2022-2023 Projected Budgets

Several projects were increased to address the significant change in costs based on increased fuel costs and inflation. Budgets have been slightly adjusted to address changes in costs of planning, but also to maximize opportunities to combine and leverage other efforts to help reduce costs where possible and to allow for maximum use of funds for community planning and engagement.

Justice Involved Research - has been anticipated to cost significantly less and thus the planning allocation has been reduced by \$15,000. The project has allocated \$5,000 for community planning. The funds were shifted to increase the other community needs assessments being facilitated by the CBOs focused on the three currently identified populations.

Project Name	Projected Budget	Total Budget
ACEs Connection	\$5,000	
African American Community Participatory Action Research	\$105,000	
AfAm C-PAR Phase 2	\$100,000	
BIPOC-LGBTQ Project	\$30,000	
Indigenous Needs Assessment	\$25,000	
ICCTM Support	\$10,000	
Justice Involved Research	\$5,000	
Market Research	\$40,000	
Immigrant/Refugee Needs Assessment	\$25,000	
Impact of Hate	\$25,000	
Peer Development/Other Assessment	\$50,000	
	\$425,000	\$537,798.01

FY 2022-23 projected project budgets are at \$420,000.

There will be \$117,798 remaining on the plan if the full allocated \$425,000 of the FY 2022-2023 allocation is expended in the coming year.

Budget Narrative

- ACEs Connection- A \$5,000 investment in a subscription to ACEs Connection, a digital platform that allows for collaboration of organizations, systems, and community to work on identifying ACEs efforts, data, and shared learning. The sponsorship allows the FCHIP (of which the Department is a member) to conduct focused work on understanding and preventing trauma. This provides access to trauma and ACEs data that can then be used in development of possible Innovation Projects.
- African American Community PAR – The Department has committed an initial investment of \$105,000 to initiate work on this Participatory Action Research project.
 - \$50,000 for the initial work and providing the behavioral health literacy for the first phase.
 - \$55,000 has been allocated for the evaluation of the PAR by a third-party academic institution (over two years)
 - An additional \$100,000 may then be allocated for a follow-up needs assessment by a taskforce comprised of trained community members and leaders which will focus on needs and strategies for reducing behavioral health disparities through planning, training, or projects.
- BIPOC-LGBTQ- The Department has allocated \$30,000 for this project. This project has been progressing in the past year with planning calls, development of surveys and data collection. Surveying portion of the project was completed by the end of FY 2021/22. The funds will cover the cost of customization of a training for local BIPOC LGBTQ+ communities, direct training, and leasing of the training for two years.
- Indigenous Needs Assessment- Up to \$25,000 shall be allocated for work with CBDIO for development of a community needs assessment identifying the service needs and gaps for indigenous communities from southern Mexico and Central America, via facilitation of community focus and feedback sessions.

- Interdisciplinary Collaboration and Cultural Transformation Model (ICCTM)- As the pilot (training and consultation) are provided at no cost, the Department seeks to set aside up to \$10,000 to be used to support its work with community workgroups. The funds shall be used to conduct/complete surveys, provide food for events, incentives for participants to demonstrate the value for their time and input, cost for venues, etc. Fresno County will receive the training and support from Solano County and the UC Davis Center for Reducing Disparities.
- Justice Involved Research-The Department shall set aside \$5,000 for any community engagement, planning and/or stakeholder efforts in the development of a planned Justice focused innovation plan.
- Focus group/Market Research- Up to \$40,000 shall be allocated for work with professional market researchers to understand needed improvements to communication and engagement needs of our diverse community based on impacts of COVID-19. Additionally, this will allow for specific population or issue research using professional market research to inform future and planning decisions.
- Immigrant and Refugee Needs Assessment- Up to \$25,000 is being allocated to work with Fresno County's immigrant/Refugee communities to identify needs for services, barriers to services/care, and possible culturally responsive services to address those needs.
- Impact of Hate- Up to \$25,000 may be committed to one or more organizations to help increase engagement with the targeted communities in the interest of understanding if and how hate is impacting the wellness of the community members. If so, what may be some strategies to improve or support their wellness? The Department is collaborating with the Islamic Cultural Center of Fresno.
- Youth/PEER Development- The Department would like to invest up to \$50,000 in local advocate organizations to work with families and peers to help identify barriers to peer involvement, as a number of the County's current Innovation plans include paid roles for peers and future services with peer certification will afford more peer opportunities. Peer involvement has been limited to date, and by working with peers and families, we hope

to understand the challenges of peer involvement in paid roles in our system of care and/or how to better reach peers for such opportunities. Options for these funds may also include other population focus such as BIPOC Perinatal, Native American community needs or other disparities that may be addressed by an Innovation project.

Appendix

- BIPOC LGBTQ Survey Data
- Justice Involved Youth Innovation Concept Paper
- Market Research Outcomes

A vertical rectangular graphic with a background of diagonal rainbow stripes in shades of purple, pink, orange, yellow, and green. Overlaid on this background is the text "We want to HEAR from You!" in white, bold, sans-serif font. The word "HEAR" is significantly larger and bolder than the other words.

**We
want
to
HEAR
from
You!**

BIPOC – LGBTQ Training Survey Data

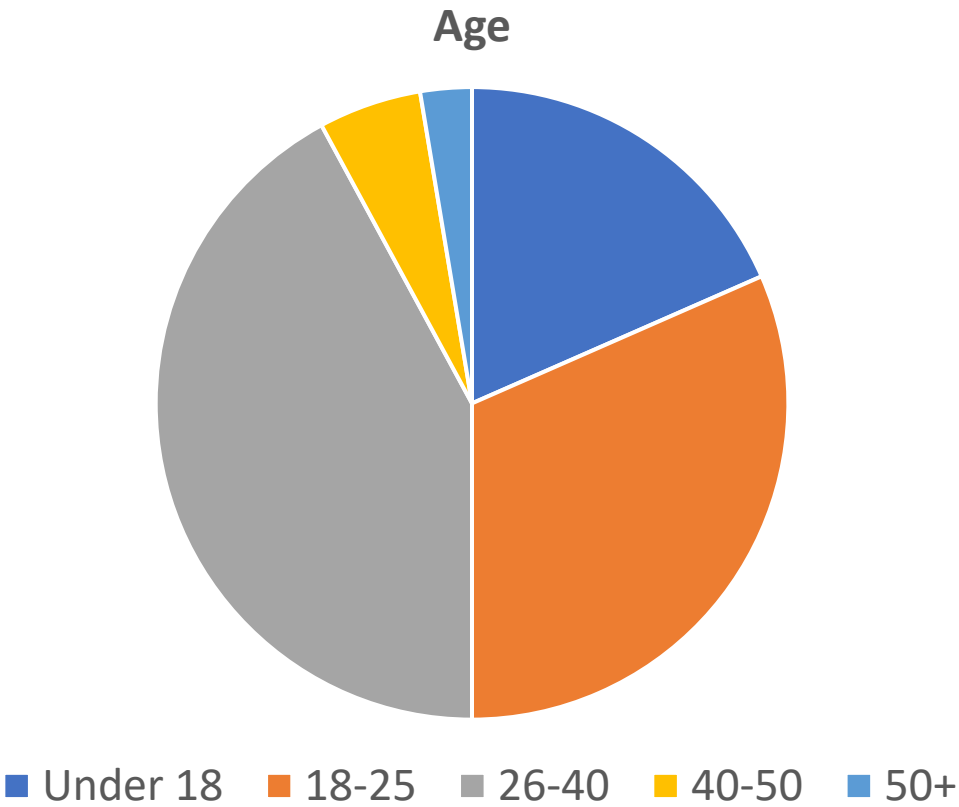
**Extracted responses from individuals
identifying as BIPOC and LGBTQ+**

Total responses: 39

Please indicate your age

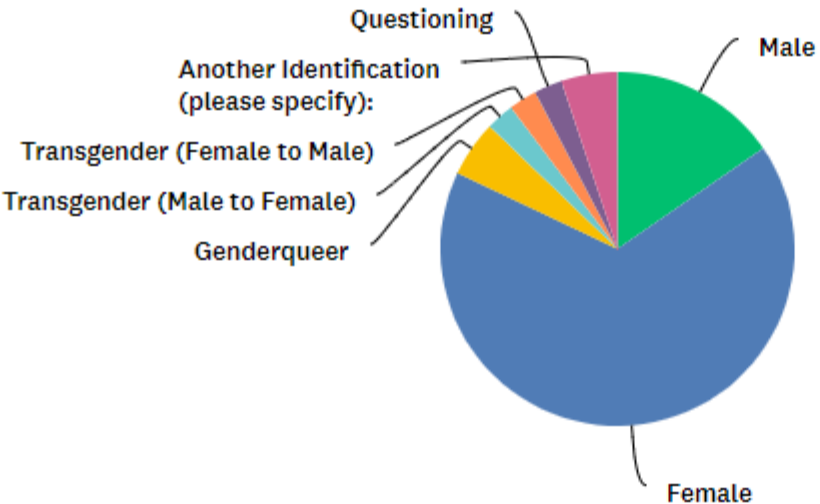
Answered: 38

Under 18 – 7
18-25 – 12
26-40 – 16
40-50 – 2
50+ -- 1



Please indicate your current gender identity

Answered: 39 Skipped: 0



ANSWER CHOICES	RESPONSES	
Male	15.38%	6
Female	66.67%	26
Genderqueer	5.13%	2
Transgender (Male to Female)	2.56%	1
Transgender (Female to Male)	2.56%	1
Questioning	2.56%	1
Another Identification (please specify):	5.13%	2
TOTAL		39

☐ Showing 2 responses

☐ non-binary

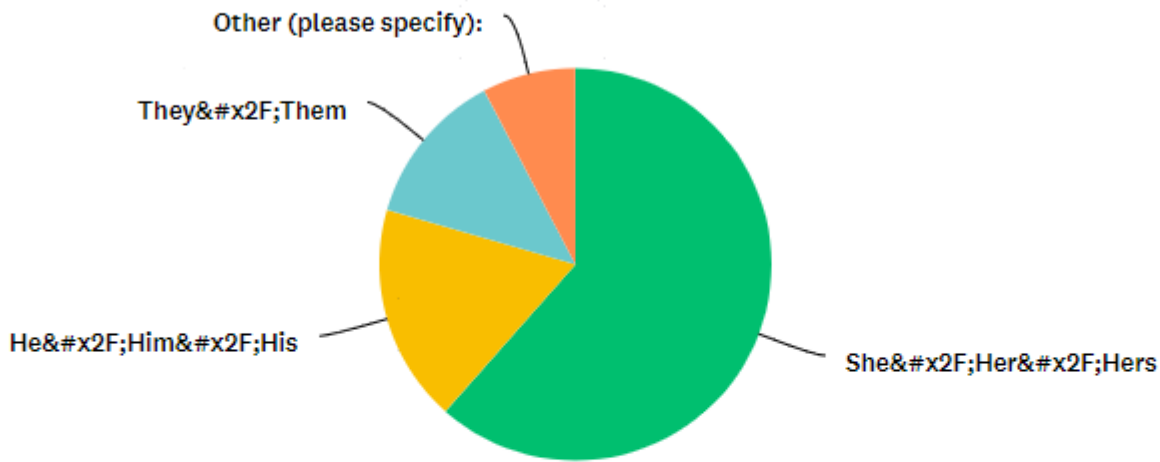
6/4/2022 01:11 PM

☐ Gender fluid

6/4/2022 12:28 PM

What are your preferred pronouns?

Answered: 39 Skipped: 0



ANSWER CHOICES	RESPONSES
She/Her/Hers	61.54% 24
Ze/Zey/Zem	0.00% 0
He/Him/His	17.95% 7
They/Them	12.82% 5
Other (please specify):	7.69% 3

☐ Showing 3 responses

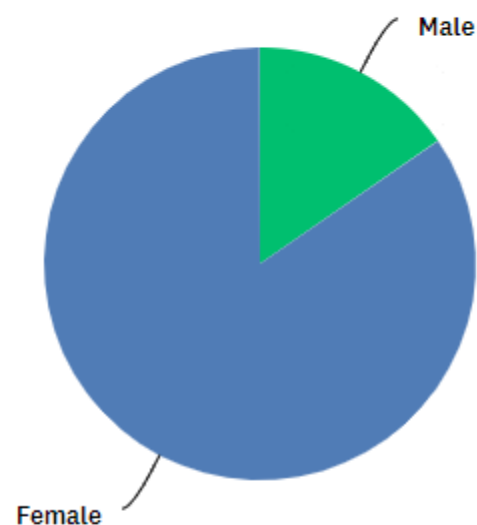
☐ They/she
8/1/2022 11:26 AM

☐ Ve/fae/her
6/5/2022 07:24 PM

☐ She/he
6/4/2022 12:21 PM

Please indicate your gender assigned at birth

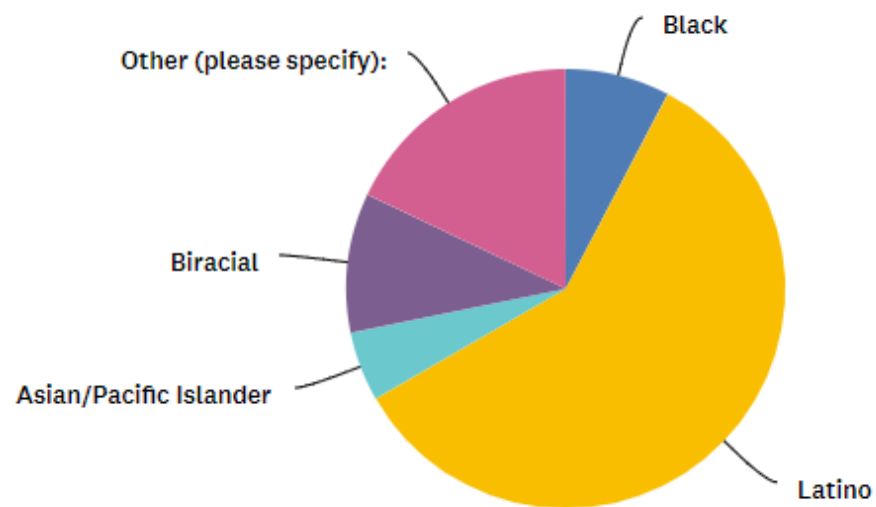
Answered: 39 Skipped: 0



ANSWER CHOICES	RESPONSES	
Male	15.38%	6
Female	84.62%	33
Other (please specify):	0.00%	0
TOTAL		39

Please indicate your race

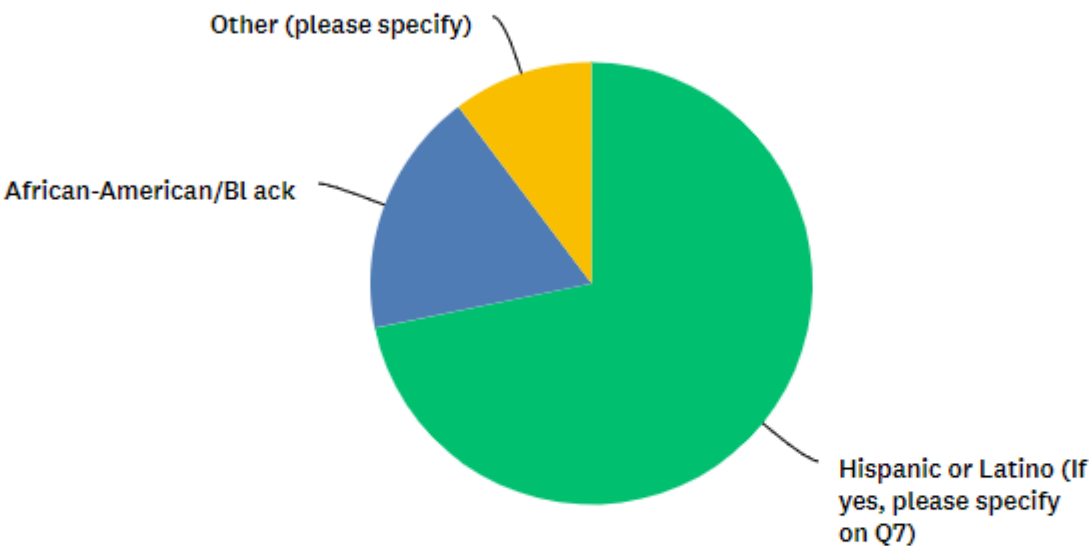
Answered: 39 Skipped: 0



ANSWER CHOICES	RESPONSES	
▼ White	0.00%	0
▼ Black	7.69%	3
▼ Latino	58.97%	23
▼ Asian/Pacific Islander	5.13%	2
▼ Native American	0.00%	0
▼ Biracial	10.26%	4
▼ Other (please specify):	Responses 17.95%	7
TOTAL		39

Please indicate your ethnicity

Answered: 39 Skipped: 0



ANSWER CHOICES	RESPONSES	
Hispanic or Latino (If yes, please specify on Q7)	71.79%	28
African-American/Black	17.95%	7
Other (please specify)	10.26%	4

☐ Showing 4 responses

☐ Punjabi
8/1/2022 11:26 AM

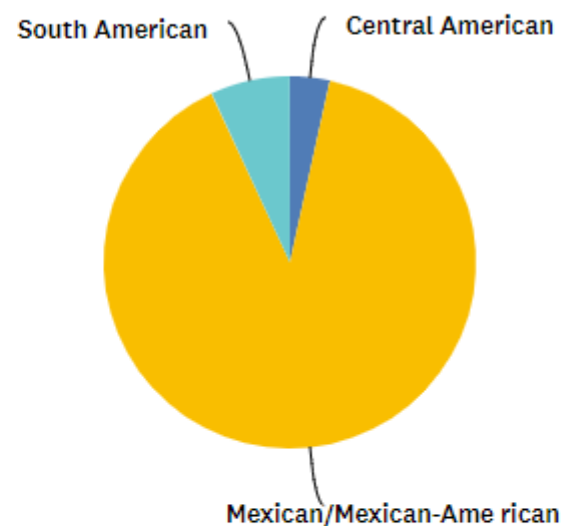
☐ Latinx
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☐ Filipino
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☐ bi racial
12/10/2021 02:50 PM

If you indicated "Hispanic or Latino" on Q6, please specify below

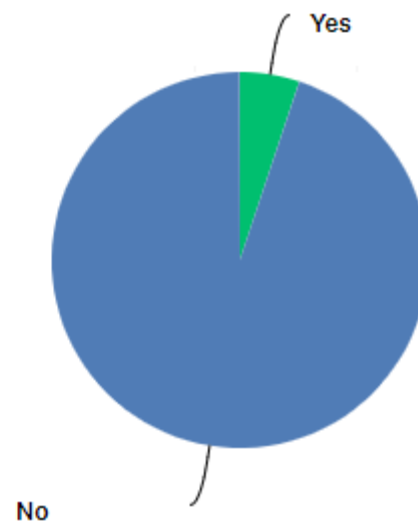
Answered: 29 Skipped: 10



ANSWER CHOICES	RESPONSES	
Caribbean	0.00%	0
Central American	3.45%	1
Mexican/Mexican-American	89.66%	26
South American	6.90%	2
Other (please specify):	Responses 0.00%	0
TOTAL		29

Have you ever served on active duty in the U.S. Armed Forces, Reserves, or National Guard?

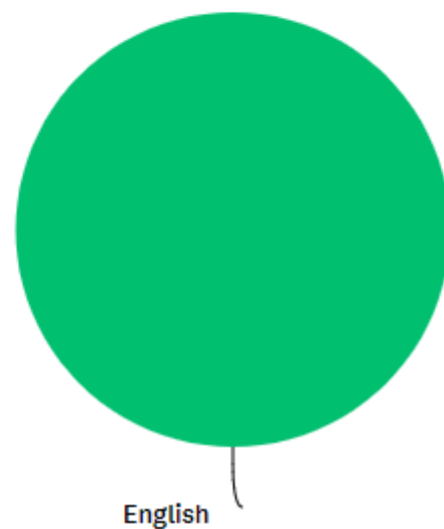
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ANSWER CHOICES	RESPONSES	
Yes	5.13%	2
No	94.87%	37
TOTAL		39

Please indicate your preferred language

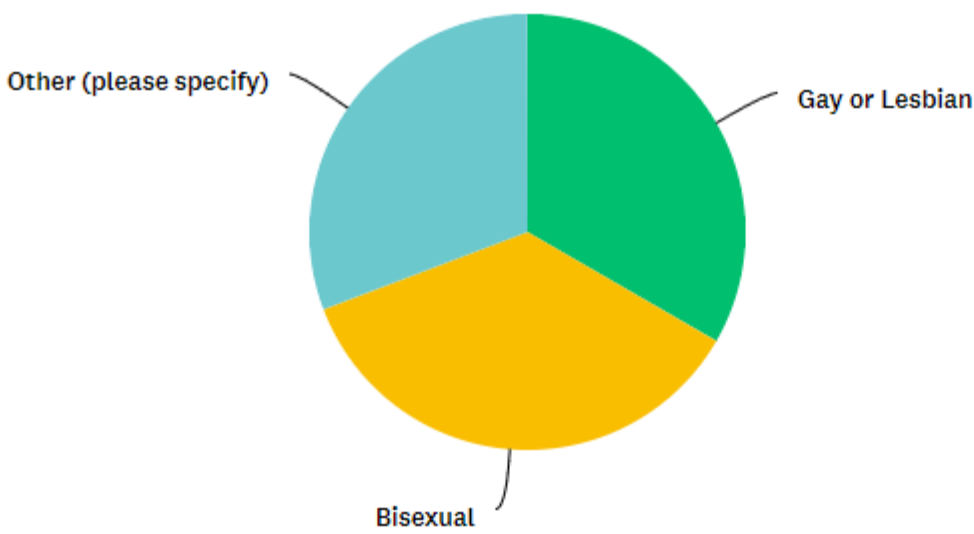
Answered: 39 Skipped: 0



ANSWER CHOICES	RESPONSES	
▼ English	100.00%	39
▼ Spanish	0.00%	0
▼ Hmong	0.00%	0
▼ Khmer	0.00%	0
▼ Laos	0.00%	0
▼ Punjabi	0.00%	0
▼ Other (please specify)	0.00%	0
TOTAL		39

Please indicate your sexual orientation

Answered: 39 Skipped: 0



ANSWER CHOICES		RESPONSES	
▼ Gay or Lesbian		33.33%	13
▼ Heterosexual/Straight		0.00%	0
▼ Bisexual		35.90%	14
▼ Other (please specify)	Responses	30.77%	12

- ☐ Showing 12 responses
- ☐ Omnisexual
6/5/2022 07:24 PM

☐ Pansexual
6/5/2022 10:20 AM

☐ Pansexual
6/4/2022 05:59 PM

☐ Pansexual
6/4/2022 05:04 PM

☐ Pansexual
6/4/2022 02:02 PM

☐ pansexual
6/4/2022 01:11 PM

☐ Queer
6/4/2022 12:21 PM

☐ Pan
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- ☐ Asexual
6/4/2022 09:54 AM

☐ Asexual
5/19/2022 12:17 PM

☐ Pansexual
1/10/2022 09:04 AM

☐ Queer
1/8/2022 11:25 AM

Please select your zip code

Fresno – 28

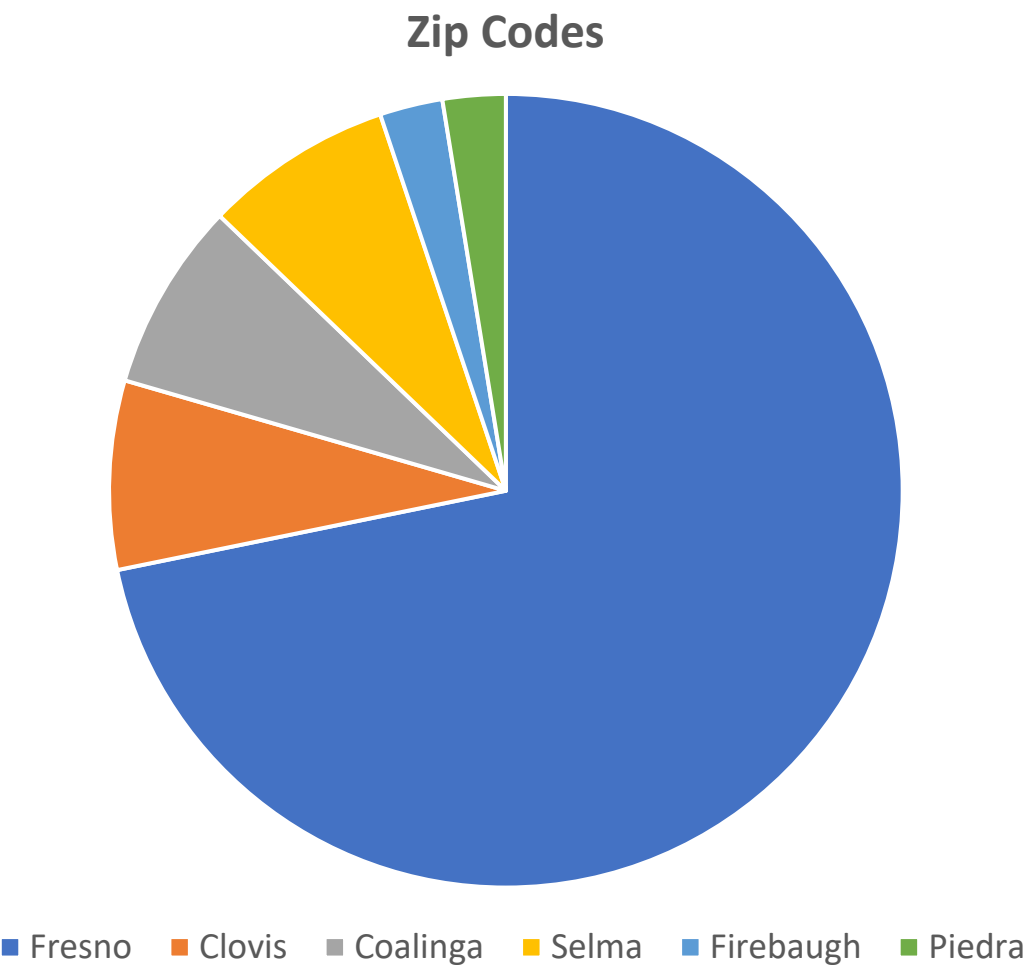
93727 (7), 93703 (4), 93722 (4), 93704 (3), 93706 (2)
93710 (2), 93711 (1), 93720 (1), 93721 (1), 93726 (1),
93728 (1), 93772 (1)

Clovis – 3

93612 (2), 93619 (1)

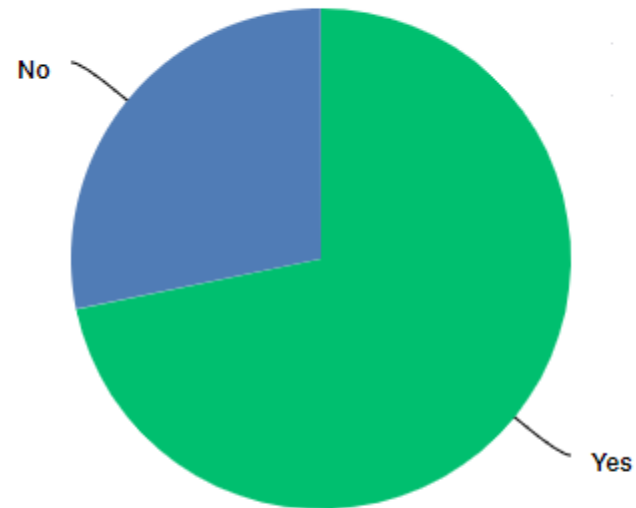
Outlying/Rural Areas – 8

Coalinga: 93210 (3)
Selma: 93662 (3)
Firebaugh: 93622 (1)
Piedra (Eastern Fresno County): 93649 (1)



Are you currently employed?

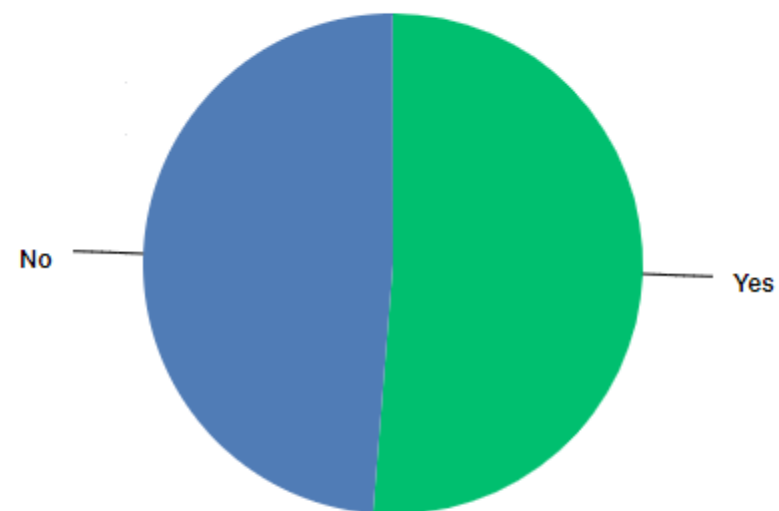
Answered: 39 Skipped: 0



ANSWER CHOICES	RESPONSES	
▼ Yes	71.79%	28
▼ No	28.21%	11
TOTAL		39

Are you a student?

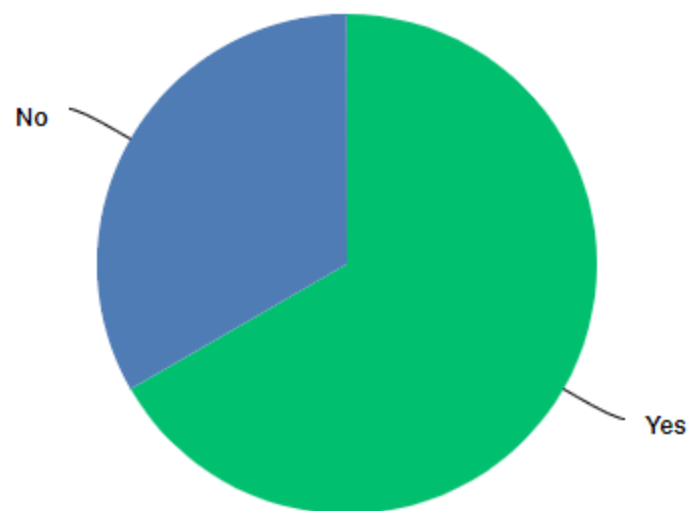
Answered: 39 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	51.28%	20
No	48.72%	19
TOTAL		39

Have you ever received any type of behavioral health counseling services (including substance use/misuse)?

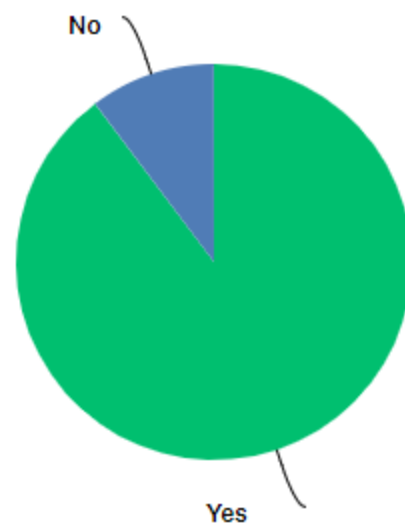
Answered: 39 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	66.67%	26
No	33.33%	13
TOTAL		39

Do you have personal transportation (i.e. a personal vehicle or regular access to a shared vehicle)?

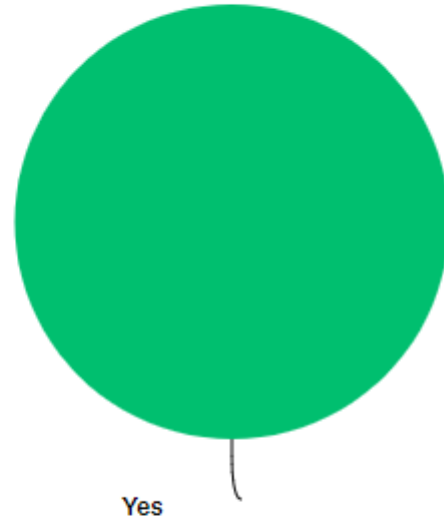
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ANSWER CHOICES	RESPONSES	
Yes	89.74%	35
No	10.26%	4
TOTAL		39

Do you have internet access at home or where you currently reside?

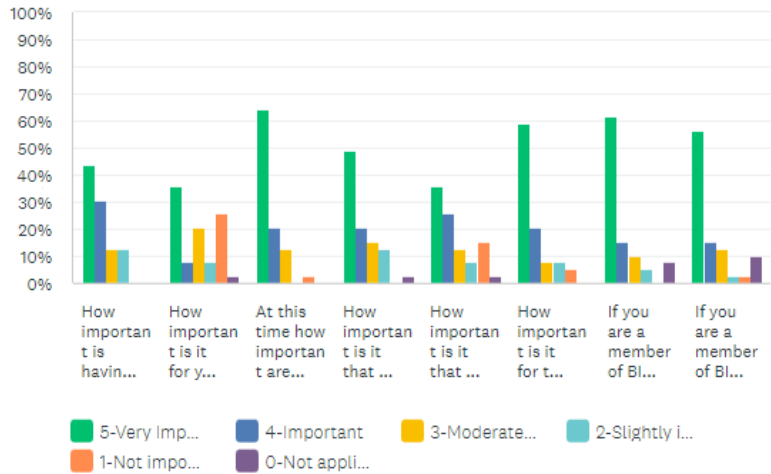
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ANSWER CHOICES	RESPONSES	
▼ Yes	100.00%	39
▼ No	0.00%	0
TOTAL		39

Please answer the following questions on a scale of 0-5, where 5 indicates Very Important and 1 indicates Not Important. 0 indicates not applicable.5-Very Important 4-Important 3-Moderately important 2-Slightly important 1-Not important 0-Not applicableBIPOC – Black, Indigenous and Person of ColorLGBTQ – Lesbian, Gay, Bisexual, Transgender, QueerFor this survey, “person of color” includes but is not limited to (African-American/Black, Native American, Asian-American, Latino-American, bi-racial or multi-racia persons)

Answered: 39 Skipped: 0



	5-VERY IMPORTANT	4-IMPORTANT	3-MODERATELY IMPORTANT	2-SLIGHTLY IMPORTANT	1-NOT IMPORTANT	0-NOT APPLICABLE	TOTAL
How important is having a therapist/counselor focus on your gender identity or sexual identity as part of your care/treatment?	43.59% 17	30.77% 12	12.82% 5	12.82% 5	0.00% 0	0.00% 0	39
How important is it for your provider to also be LGBTQ?	35.90% 14	7.69% 3	20.51% 8	7.69% 3	25.64% 10	2.56% 1	39
At this time how important are behavioral health (mental health/substance use) services to your wellness/wellbeing	64.10% 25	20.51% 8	12.82% 5	0.00% 0	2.56% 1	0.00% 0	39
How important is it that the provider to be affirming versus being from the LGBTQ community?	48.72% 19	20.51% 8	15.38% 6	12.82% 5	0.00% 0	2.56% 1	39
How important is it that the provider is the same ethnicity as yourself versus of the LGBTQ Community?	35.90% 14	25.64% 10	12.82% 5	7.69% 3	15.38% 6	2.56% 1	39
How important is it to find affirming care to address both identities?	61.54% 24	15.38% 6	10.26% 4	5.13% 2	0.00% 0	7.69% 3	39
If you are a member of BIPOC and the LGBTQ communities how important is it for the services to be geared towards you as a BIPOC LGBTQ person versus just as a person of color or a member of the LGBTQ community?	56.41% 22	15.38% 6	12.82% 5	2.56% 1	2.56% 1	10.26% 4	39



County of Fresno

DEPARTMENT OF BEHAVIORAL HEALTH

SUSAN L. HOLT

DIRECTOR OF BEHAVIORAL HEALTH

PUBLIC GUARDIAN

MHSA FY 2022-2023 Innovation Concept Paper:

Examination of Impact of ACEs on Justice-Involved Youth by Justice-Involved Youth in Fresno County

Statement of Need

The Fresno County Department of Behavioral Health (DBH) has sought to explore ways to use Innovation funding to understand and address the unique needs of justice-involved individuals in Fresno County. Through this research-based Innovation Plan Fresno County is proposing to contribute to statewide learning by conducting research into understanding on how factors such as Adverse Childhood Experience (ACEs) have impacted justice-involved youth and how such understanding may assist in developing effective interventions to prevent justice involvement by youth in the future. Fresno County seeks to use Innovation as it was intended, to contribute to learning which will then help transform behavioral health services in the state of California.

This proposed project would address a narrow population of individuals ages 15-17 who are detained at or residing in the County's Juvenile Justice Campus (JJC). The project will work with incarcerated youth to understand ACEs and their impact, so that those youth may provide insights on interventions they deemed would have curtailed or prevented their justice involvement.

For effective behavioral health prevention, intervention, and whole person services for the justice-involved population to be developed or implemented, contributing factors need to be understood, including when and how individuals who are to be served by interventions deem them to be the most impactful. Developers of these types of programs need to have a keen

understanding of the purpose of the chosen interventions, when the intervention can have the greatest positive impact, and potential implementation and/or effectiveness challenges with the target populations.

Having a local (Fresno or for similar counties) model and understanding of those factors with the target population can be the foundation for developing effective and responsive services for youth justice populations, which would include the youth justice-involved persons themselves as active stakeholders.

Services for justice-involved populations were identified in Fresno County's [2017-2020 Mental Health Services Act](#) (MHSA) Three-Year Plan and are included in the current Fresno County [2020-2023 MHSA Three-Year Plan](#). The inclusion of services specifically for justice-involved persons in these MHSA plans were driven by input not only from justice partners (as is often the case), but from the input of individuals receiving services, and justice-involved or previously justice-involved individuals. The key theme of all stakeholder discussion regarding justice-involved populations was the fact that services have been created to serve justice-involved individuals but have limited input from those with lived experience or have not factored in the different needs of populations based on variables such as age, culture, socioeconomic status, and service setting.

The Mental Health Services Oversight and Accountability Commission's (MHSOAC) [Together We Can](#) report produced several recommendations on possible ways to improve behavioral health services for justice-involved individuals. The first recommendation was to use partnerships to develop plans that could reduce incarceration of mental health consumers. This was a narrow focus, as it was focused on reducing incarceration solely for individuals with mental health challenges. Addressing the need in Fresno County requires a broader approach that also seeks to look at contributing factors, which can then inform collaboration around data driven

knowledge rather than past practices or information not aligned with local populations. Gaining better understanding of the needs from an informed target population can help ensure more effective and responsive interventions that may help prevent justice involvement.

The MHSOAC's *Together We Can* report's fourth recommendation was for justice and behavioral health agencies and providers to work collaboratively to support local prevention and diversion of mental health consumers from the system. To work toward achieving this goal, counties should assess and understand the needs of justice populations so efforts can be responsive to the needs of those populations or driven by information and research from the intended target audience for the interventions.

The Reports' fifth recommendation noted issues related to data and information used to address service gaps and encouraged efforts to improve outcomes and reduce the number of persons using the justice system for behavioral health needs. Criminal Justice systems are not intended, nor ideal, for addressing a broad range of behavioral health issues, especially those which are best addressed in the community. It remains to be seen when or what type of interventions can have the most effective impact.

The MHSOAC's *Together We Can* report suggested that counties should *"unite to align programs and objectives, integrate services, leverage funding, and use data and other technologies to improve decisions and assess performance. Holistic, lasting change will require a sustained effort to develop the capacity and culture for continuous improvement. Just as importantly, moving forward will require candid confrontation of preconceived notions and honest assessments of whether our allocation of resources is producing the best possible results."*

This recommendation for collaboration is a driver in this project. Fresno County views those who are currently or formerly involved in the justice system as important justice partners.

Fresno County also believes there is a great need for research and data to understand the various factors that impact the youth's justice involvement. Fresno County's various sectors (behavioral health, justice, and education) and similar counties will benefit from understanding ACEs based intervention strategies for justice involved youth, by the justice-involved youth and may then apply that understanding to create more responsive population- and community-focused prevention, early intervention, and diversion efforts for justice-involved youth.

HEALTH EQUITY CONSIDERATIONS

Our work around wellness and recovery, reducing or preventing justice involvement, and improvement of quality of life, cannot be effective without examining and assessing the impact of factors such as ACEs, personal history, systemic racism, and health disparities. Programs and services cannot be developed and be effective without ensuing variables such as health equity are addressed and part of the design.

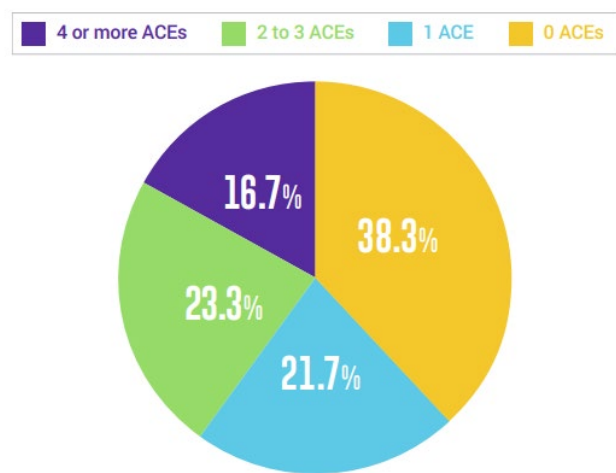
There is a need for culturally responsive services for our Black Indigenous People of Color (BIPOC) and other inappropriately served groups. The lack of resources and culturally responsive services contributes, in part, to populations of BIPOC with behavioral health challenges not receiving the services they need or having access to effective services. This lack of services increases an individual's risk for interactions with the justice system.

The need for culturally responsive trauma informed care is critical, and to achieve that input and those insights from the targeted populations (in this case justice involved youth, and BIPOC justice-involved youth) are critical.

Having access to more information and understanding of how contributing factors such as ACEs can help in ensuring effective, gender affirming and equitable care for justice-involved youth and can then be used to develop services which can address this imbalance in the current system of care.

Fresno County is home to the State's fifth largest city, and parts of Fresno County's rural communities have a poverty rate of over 25% and another over 20%, ranking them the highest and second highest in all of California according to Food Research & Action Center. There is a correlation between poverty, lack of resources and justice involvement. Lack of services limit effective response or access for youth at risk of justice involvement. Understanding ACEs' impact on youth from a youth's perspective may then inform effective, equitable and responsive services.

"In California, 61.7% of adults have experienced at least one ACE and one in six, or 16.7%, have experienced four or more ACEs." (Center for Youth Wellness, 2014). Of the 563 individuals sampled from Fresno County by the Center for Youth Wellness, 60.4% of the individuals experienced one or more ACEs. These ACEs can include, but are



Prevalence of number of ACEs among California adults

not limited, to violence in the home or community; loss of loved ones through divorce, death, incarceration, and other separations; household dysfunction (i.e., mental illness in the family, incarcerated relative, substance abuse, etc.); neglect and abuse. Since the original study, additional ACE factors have included discrimination, food insecurity, and being unhoused. If trauma is not addressed, it can have many effects on a person's mental, social, emotional, and physical health. It can increase the likelihood of poor decision making, such as running away from home, becoming involved a gang activity, developing substance misuse, becoming homeless, becoming victims of human trafficking, or entering the criminal justice system.

The plan Fresno is proposing seeks to create transformational change in the behavioral health system by engaging in research and learning in the true spirit of Innovation.

Innovation Regulation Categories

- Introduces new practice or approach to the overall mental health system, including but not limited to, prevention and early intervention.
- Makes a change to an existing practice in the field of mental health, including but not limited to, application to a different population

The proposed Innovation Project would address the two innovation regulation categories above by working collaboratively across sectors to understand, based on ACEs, what the intervention needs of justice-involved youth are to prevent future youth from becoming involved in the justice system.

The second way this project addresses the stated innovation regulation categories is to improve and increase accurate information by not only using experts to assist in the facilitation of this engagement process but working with target population (justice-involved youth) to facilitate the dialog and engagement with a population who may not be as responsive to those outside their peer and age groups.

Primary Purpose

The primary purpose of this project seeks to address a key area of Innovation Plan requirements:

- Promotes interagency and community collaboration related to mental health services or supports or outcomes.

This project would use the gathered data to improve future program development, design, and services to address specific population needs for justice-involved youth. The research will assist

justice partners, behavioral health, education, and other youth allies to reduce the justice involvement of future youth, driven by local research and insights driven ACEs data.

Fresno County will obtain insights from justice-involved youth including their lived experience. This project aims to bring together local colleges and university criminology departments; the local school of Public Health; statisticians; epidemiologists; local researchers; community behavioral health providers; justice partners, such as the Probation Department; local Trauma and Resiliency Network/ACEs Connection; and current and formerly incarcerated or justice-involved youth. Project participants will work to understand ACEs, and some related issues such as health disparities, to help identify at what age or what type of interventions would have had a positive impact and thus reducing their involvement in the juvenile justice system. Fresno County will let the stakeholders decide whether this project focuses on age/stage of intervention or what type of intervention is deemed helpful for this target population.

In addition to improving future program planning and services within Fresno County, this research would contribute to statewide learning on topics such as best practices for the prevention of justice involvement of youth; for the active inclusion of justice-involved youth in research; and strategies to reduce youth justice involvement in the future. Fresno County's unique composition of youth from rural and metropolitan areas, as well as the diversity of the county, could be used as a model for other counties with large urban centers and isolated rural communities, such as Riverside, San Bernardino, Ventura, Kern, and San Joaquin Counties.

Proposed Project

As currently envisioned, this Participatory Action Research project focuses on justice-involved youth and would fund local subject matter experts, including the youth with lived experience, criminologists, epidemiologists, public health professionals, researchers, evaluator(s), and

statisticians from local academic institutions (i.e., Fresno City College, California State University Fresno, Fresno Pacific University, UC Merced, etc.). The project will also utilize evaluators, justice-involved youth, community partners and the behavioral health department to conduct robust and in-depth research for the three-years. The local academic institutions yield both necessary local connections which can assist in their effective collaboration with local resources and assets, as well as experienced researchers and subject matter experts. The research will contribute to statewide learning by gaining insights for interventions from the target population.

This project will focus on a population of individuals aged 15-17 years old housed in Fresno County's JJC. The project will train some of the incarcerated youth on ACEs and then have them train project participants/peers (other incarcerated youth who volunteer for the research) who then based on greater understanding of ACEs may provide information on either A) what ages/stages or B) what type of interventions could have reduced their justice involvement? The research project will train a group of youth-peers currently incarcerated to become focus group facilitators, as well as paid trainers and research collaborators. This will provide a new way to include the expertise of those with lived experience.

Before implementation of the project, a data analysis and literature review will be completed to identify local ACEs information. This will help inform the research design, including a potential need for bilingual/bi-cultural peers (community organizers/research support, etc.).

As the Department does not have the expertise to conduct this type of spatial research and analysis, it will be seeking to contract most parts of this research project, evaluation, and the peer coordination.

In the next phase, Fresno County plans to meet with stakeholders, including but not limited to, formerly incarcerated youth, justice-involved youth, justice reform advocates, justice partners

(Probation, as well as some of those who provide services to justice-involved youth), and general stakeholders to assist in selecting the learning question and to assist in helping identify resources and considerations for such a project.

Budget

The initial projected budget for this project is \$2,200,000 over three years. The Department anticipates expending up to \$562,333 a year for the research. According to the National Institutes of Health (NIH) Databook, in 2020 NIH averaged \$566,744 per research grant. Thus, this project would be competitive. A large budget allocation for this project is needed as the project seeks to be robust, thorough, and completed by an array of community partners with different areas of expertise. The total budget allocation would be divided between several researchers/institutions, evaluators, peers, statisticians, and partners. \$250,000 would be used to support the project by DBH, which would allow approximately \$83,000 annually to support the Department's personnel needs for such a project including funding fiscal support, compliance with INN plan and regulations, etc. Approximately \$263,000 would be used for project management, implementation of procurement, contracting, etc. and on-going project support. DBH is a member of the California Mental Health Services Authority (CalMHSA) a joint powers authority. DBH intends to work and utilized CalMHSA in assisting in completing the procurement process, coordinating the project, contracts, and other supports.



DEPARTMENT of
BEHAVIORAL
HEALTH

Focus Group Research

Mental Health &
Substance Use Services
Feedback

Executive Report

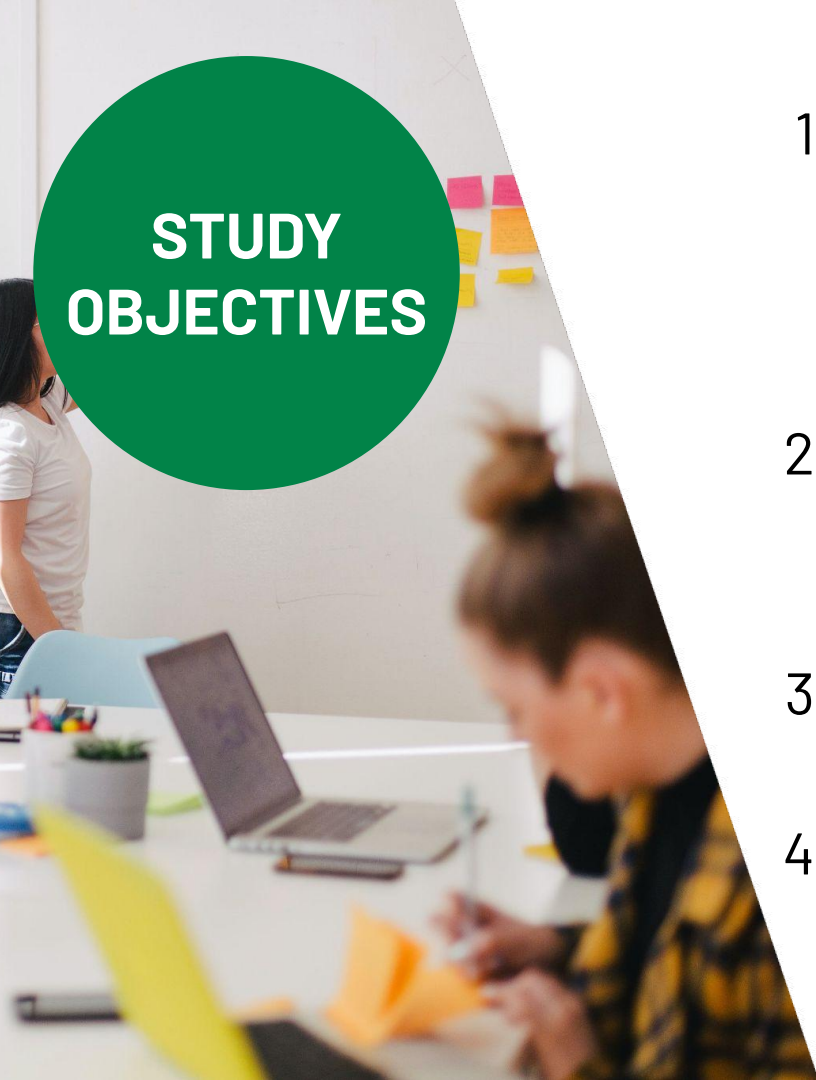
April 27, 2022



Presented by JP Marketing

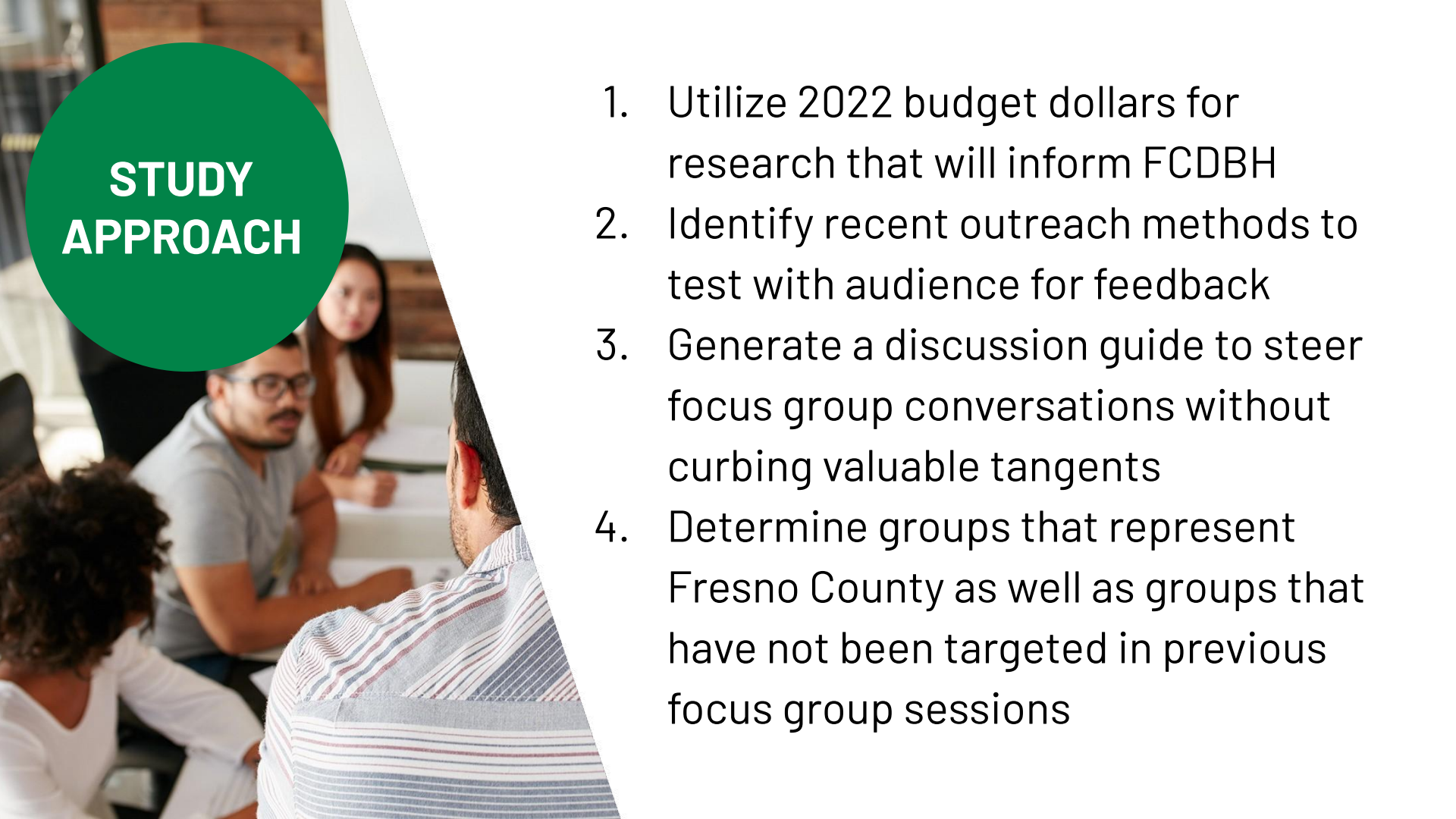
The Value of Focus Group Research

- Focus groups are a form of qualitative research that is commonly used in marketing and sociology research as they provide a broader range of information and deeper insights.
- A focus group is a carefully planned discussion of 6-12 people led by a moderator, designed to engage individuals and gather opinions on a defined topic.
- They allow for the collection of detailed information about personal and group feelings, perceptions and opinions, while saving time and money compared to individual interviews.
- Data collected from focus groups is typically in the form of transcripts, word clouds, narratives, and audio/video recordings.
- Focus group research ensures messaging that is created that is appealing and sensitive to target populations while avoiding assumptions.




STUDY OBJECTIVES

1. Garner insights and feedback from Fresno County on the services provided by the Fresno County Department of Behavioral Health
2. Gain understanding for what services Fresno County residents have the most awareness about from FCDBH
3. Get feedback on recently used ads and outreach
4. Specific suggestions and feedback on Mental Health and Substance Use Disorder services



STUDY APPROACH

1. Utilize 2022 budget dollars for research that will inform FCDBH
2. Identify recent outreach methods to test with audience for feedback
3. Generate a discussion guide to steer focus group conversations without curbing valuable tangents
4. Determine groups that represent Fresno County as well as groups that have not been targeted in previous focus group sessions



STUDY METHODOLOGY

- Utilize professional firm to recruit and screen 6-8 participants per group using approved screener
- Seating 5-7 participants per session
- Groups to be homogenous based on predetermined demographics to target including:
 - LGBT population
 - Young Adults 18-24
 - Parents with children 17 and under
 - Hispanic
 - Mental Health service familiarity
 - Substance Abuse Disorder service familiarity
- Provide incentive to participate to compensate for time (\$80 gift card)
- Sessions conducted online via Zoom



STUDY LOGISTICS

- Participant screening, recruitment and incentives handled by SIMI Marketing
- 2 groups screened and recruited with assistance of FCDBH for groups targeting those that have familiarity with their services
- 6 homogeneous focus groups were held between March 7, 2022 and April 22, 2022 with a total of 38 participants in attendance
- Experienced facilitators conducted the sessions: 4 by Kevin Gordy & 2 by Elida Avina
- All sessions were recorded and transcribed for reference and documentation



Overall Facilitator Observations



- There was a general consensus that more education was needed in the community about the specific programs DBH offers
- Education could begin as early as elementary school to get kids to discuss mental health and to also provide education that is shared with the household to further remove the stigma related to mental health
- Education related to substance abuse could begin also with youth but not as young as what was expected for mental health
- Substance abuse messaging is not as easy to understand when presented in medical jargon and should be adjusted to be more understandable and flesh out the negative effects substances can have on individuals

- Need to also provide more outreach to those in social proximity of individuals seeking services; both for the continued support of the individual and for their own support
- All groups agreed that the services provided are important and need to outreach to people that are not the stereotypical image people perceive when they think of those affected by substance abuse disorders
- For outreach, social media was a common theme to connect with the public but it was also recommended to provide physical outreach with clinics and schools
- More in-person community education events would also be recommended for further awareness

Group 1: LGBTQ Population



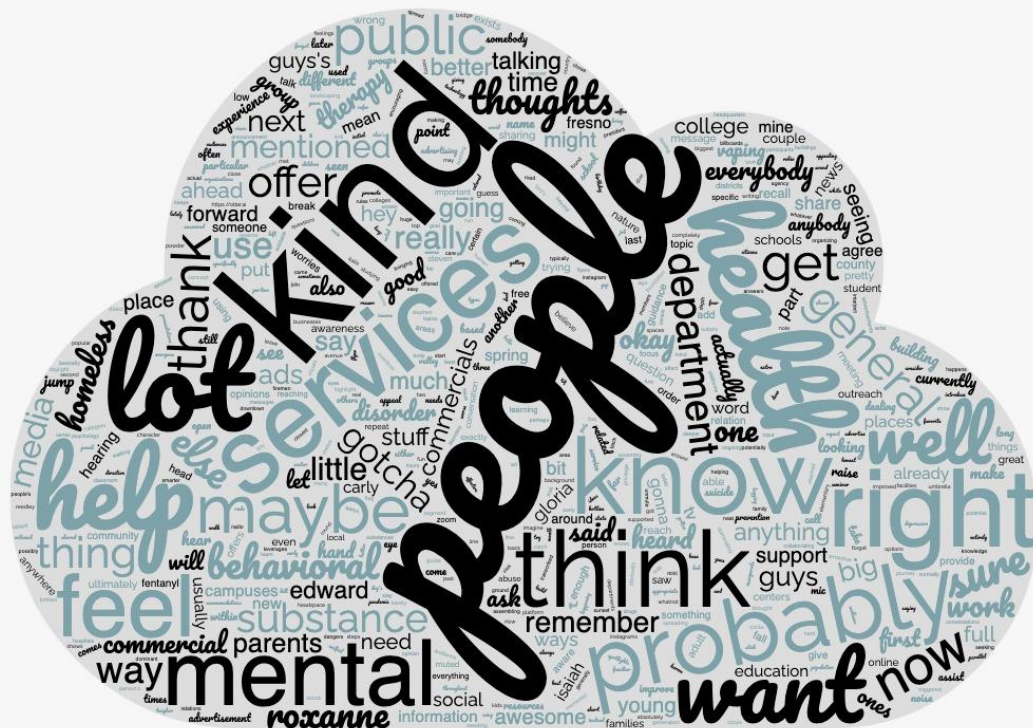
Key Insights

- Most people had not heard about the Department of Behavioral Health but some had through programs like “Exodus” or after discussing the services being offered
- For Mental Health services they felt the offices were overwhelmed and not able to help everyone to the degree they could
 - Suggested improvement: have more physical presence to promote services, e.g. schools or mobile units
- This group also addressed having a presence in areas that the LGBTQ community is located, e.g. nightclub access
- More free access to reduce harm
- Starting as young as elementary but also educating parents with tools to talk to kids

“I truly believe they're (DBH) overwhelmed is one of the biggest issues that are going on. Just not enough staffing, not enough resources, not enough to really meet the needs, I think it's really shown in the homeless population.”

“Having a presence at clubs, I'll say that there are many people dealing with substance abuse, cocaine, addiction, Meth, heroin, opioids, and also party drugs”

Group 2: Young Adults 18-24



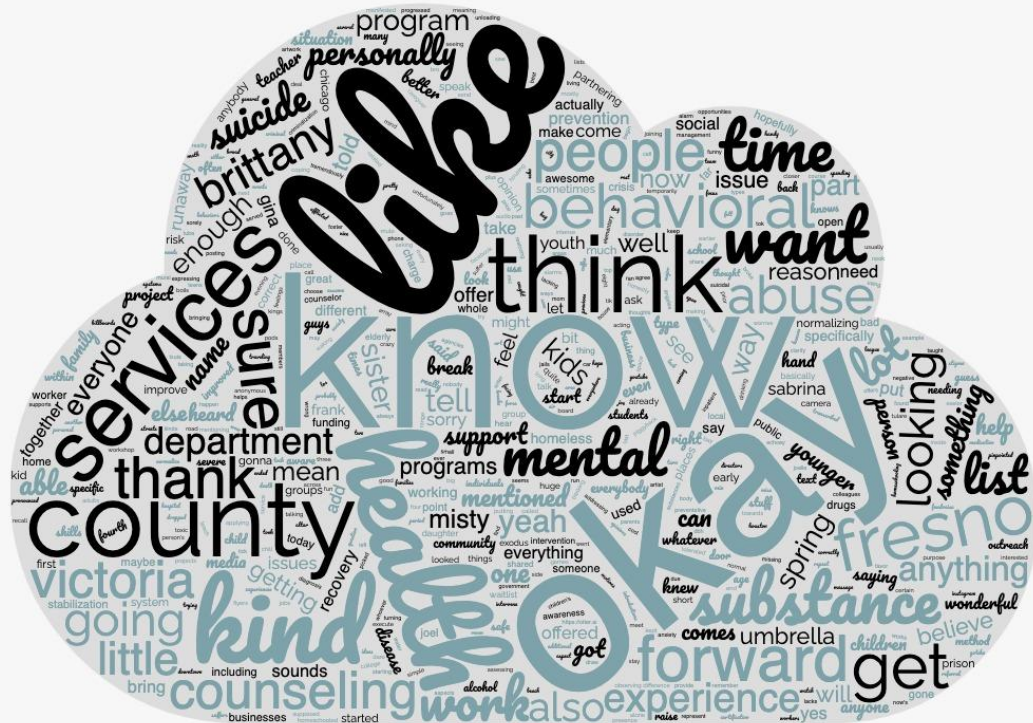
Key Insights

- This group had organic awareness is related to therapy and mental health services
- Agreed the DBH could reach out to students and parents earlier for educating them on services offered
- Need more awareness of programs in general via social media, tv news spotlights, commercials, etc.
- Re: substance abuse, noted that more education on the effects substances have on the body is needed
- Need more ongoing support even past their original seeking of help and resources targeting those closest to the individual needing help

"Learning more about the substances themselves and how they affect the human body and stuff and how they affect them; what effects they're having on us currently."

"Working with the wellness centers they have in colleges, I know a lot of them have Instagrams probably collaborating with them. Give, a flyer if you're seeking health or substance abuse."

**Group 3:
Parents/
Guardians
with
Children 17
and under**



Key Insights

- This group had a lot more intimate familiarity with the services offered by DBH and especially related to suicide prevention services
- Parents had more awareness of youth programs e.g. runaway youth, suicide prevention, high school groups
- For mental health, noted that more support is needed overall; whether it be more employees, more normalization within schools, and outreach to kids at the same level D.A.R.E. was done in the past
- For substance abuse, want to see more support to help people use services as opposed to being charged with a crime and more support for people that work in these services since they note a lot of burn out from employees

"We have a lot of people that need this (but) everytime I hear about people needing counseling or something, there's always a wait list, like a long waitlist "

"If you look at Fresno County as a whole... children are not taught mental health skills, children are not taught coping skills, because, you know, either their parents don't know or their parents are not able to"

Group 4: Hispanic Population



Key Insights

- This groups organic association with DBH was with counseling, support for kids, and mental health support
- Areas recommended to educate people on the services offered include: schools, school banners, social media, radio
- Agreed that younger kids need to be educated on ways to address their mental health
- For substance abuse, the conversation steered towards support for the homeless population and for providing more awareness to detox programs
 - Secondary audience was targeting kids in high school
- For awareness of substance abuse, noted that providing outreach in places that are available to teens like Planned Parenthood or school

"I'd say the younger, the better. Because as they get older, maybe they feel that, you know, since they never shared anything that maybe it's not good to share"

"I just think it's really needed (substance abuse services). With our high schoolers, especially you hear about the overdoses and the fentanyl and things like that. Again, awareness is something that's really important.."

Group 5: Individuals Familiar w/ Mental Health Services



Key Insights

- This group's familiarity knew about the services either through personal experience, family looking for services, and through Instagram
- This group had the most variety of services they believed the DBH provided to the public
- For both mental health and substance abuse, need to provide more physical resources at the time of recommendation and not just expecting people to look up information on their own
 - At doctors' offices and schools
 - Everyone agreed to bring it up as young as elementary
 - Schools are a better place to reach people who may not be able to access these services physically
- Recommendation of providing service information alongside other public services, e.g. WIC

"It would help people to start somewhere if they were given a phone number or a handout (at hospitals)"

"Some of us come from a culture where are not allowed to feel sad and need to brush it off..."

"I live in the rural area and the access to these services is an issue"

Group 6: Individuals Familiar w/ Substance Abuse Services



Key Insights

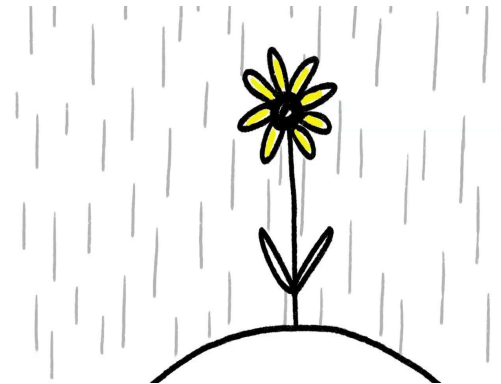
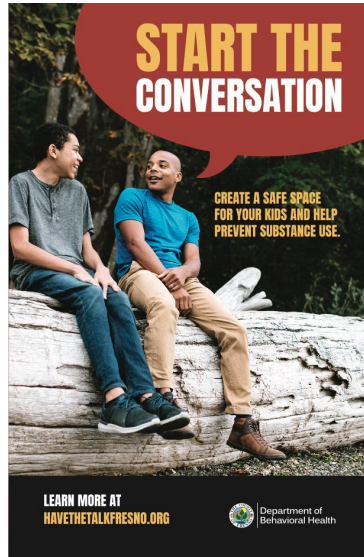
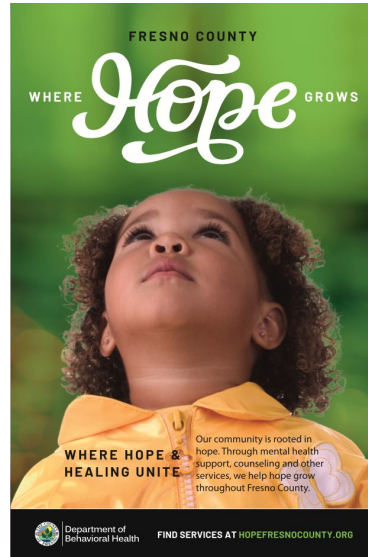
- This group had familiarity with the services used through experiences of family and themselves and were aware of many of the services offered by DBH
- Agreement on the subject of more education and outreach to younger audiences to talk about their mental health and tools for being mentally healthy that can extend to the household
- Need to address that outreach for substance abuse needs to be communicated in more understandable language
- Need more services for the families of people affected by substance abuse since they are also being impacted (especially kids)
- Noted that the success of programs is based on getting people to a point where they want to find treatments as opposed to forcing them to get treatment
 - Recommend providing more resources to people adjacent to those that need help to encourage them to seek it on their own

"I definitely agree with me making education more accessible. And, you know, getting kids educated about mental health as early as junior high..."

"I don't see any reason why first graders can't be learning about their mental health. Of course, it'll be different for each grade level. But I think young people, especially in Fresno County, have experienced a lot of what we call adverse childhood experiences..., learning about mental health can be really valuable."

"(Re: Substance Abuse) But I've heard a lot of like, big medical terms ... I'm not familiar with like the names or the side effects."

Tested
Outreach



Organic Message Recall

- Some groups recalled message outreach related to the harms of vaping and the fentanyl advertisements
- The green "Hope" campaign had some familiarity with the color
- Most recall came in the form of commercials or a vague familiarity of the message, not the specifics
- Overall, groups had minimal recall of outreach messages but once they saw some of the messages they would recall vaguely that they had seen them somewhere

Message Feedback

- The overall favorite outreach message was the flower video noting that it was sympathetic but also informative
- The ad with the message "For every person, every family, every community" was also well received because it was very informative
- The billboard and "hope" poster were not as well received noting that it was difficult to find the website url or contact information and those should be made more prominent
- The consensus with all the printed ads was to make sure the message is straight to the point and that the contact information is easy to find

A hand is pointing at a whiteboard covered with yellow sticky notes. A green circle is overlaid on the left side of the image, containing the word 'Conclusions' in white text.

Conclusions

1. All groups agree that education can begin younger and be more consistent throughout kids as young as elementary school to be educated on Mental Health services
2. Substance Abuse Disorder services can also be shared with kids as young as middle school
3. Encourage communication at home and overall awareness of the specific services offered by the County

APPENDIX

- [Transcripts](#)
- [Video Recordings](#)



CREATING WINS,
cultivating relationships