

# FRESNO COUNTY MENTAL HEALTH PLAN

# OUTCOMES REPORT- Attachment A

## PROGRAM INFORMATION:

|                             |   |                            |   |
|-----------------------------|---|----------------------------|---|
| <b>Program Title:</b>       | Consumer/Family Advocacy Services (C/FAS)   | <b>Provider:</b>           | Centro La Familia Advocacy Services/Fresno Interdenominational Refugee Ministries |
| <b>Program Description:</b> | The provision of community-based behavioral health support and stigma reduction educational services. | <b>MHP Work Plan:</b>      | 2-Wellness, recovery, and resiliency support<br>Choose an item.                   |
| <b>Age Group Served 1:</b>  | ALL AGES  | <b>Dates Of Operation:</b> | January 1, 2017 – June 30, 2022   |
| <b>Age Group Served 2:</b>  | Choose an item.   | <b>Reporting Period:</b>   | July 1, 2021 - June 30, 2022  |
| <b>Funding Source 1:</b>    | Com Services & Supports (MHSA)  | <b>Funding Source 3:</b>   | Choose an item.   |
| <b>Funding Source 2:</b>    | Choose an item.   | <b>Other Funding:</b>      | Click here to enter text.   |

## FISCAL INFORMATION:

|  |   |                               |             |
|--|---|-------------------------------|-------------|
| <b>Program Budget Amount:</b>                              | \$113,568   | <b>Program Actual Amount:</b> | \$96,039.04 |
| <b>Number of Unique Clients Served During Time Period:</b> | 5,913 (Outreach- Events,Media); 1,084 (Calls/Emails); 446 (One-on-ones); 95 (Presentations); 100 (through 10 Support groups); |                               |             |
| <b>Number of Services Rendered During Time Period:</b>     | 7,638   |                               |             |
| <b>Actual Cost Per Client:</b>                             | \$12.57   |                               |             |

## CONTRACT INFORMATION:

|   |                                  |                         |                                       |
|---|----------------------------------|-------------------------|---------------------------------------|
| <b>Program Type:</b>                                | Contract-Operated                | <b>Type of Program:</b> | Other, please specify below           |
| <b>Contract Term:</b>                               | January 1, 2017 – June 30, 2022. | <b>For Other:</b>       | Community Services and Supports (CSS) |
|   |                                  | <b>Renewal Date:</b>    | July 1, 2023                          |
| <b>Level of Care Information Age 18 &amp; Over:</b> | Choose an item.                  |                         |                                       |
| <b>Level of Care Information Age 0- 17:</b>         | Choose an item.                  |                         |                                       |

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

## TARGET POPULATION INFORMATION:

**Target Population:** Unserved and underserved children/youth, transitional age youth, adults, and older adults and their families residing in rural and metropolitan areas of Fresno County who may be experiencing a first break in mental illness or experiencing early onset of a crisis.

## 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)*

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

Access to underserved communities

Community collaboration

Integrated service experiences

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

Centro La Familia Advocacy Services (CLFA) has all five core concepts embedded in its Consumer/Family Advocacy Services (C/FAS) program. The core concepts are implemented during all points of service delivery to ensure the best, most culturally sensitive approaches are provided to families and individuals in Fresno County.

**1. Individual/Family Driven, Wellness/Recovery/Resiliency-Focused Services:**

In the C/FAS program, CLFA ensures that services are individual/family driven that promote wellness, recovery, and resiliency. Community members are supported by staff members who are trained experts in their field, understand the stigma and sensitivity that surrounds mental health, and have personal lived mental health experiences. This helps staff create rapport with those they assist and begin trusting relationships in order to more effectively render services. When persons served begin services with C/FAS staff they are informed that any information shared is strictly confidential.

To support these efforts, CLFA implements its “Full Approach” method; a process developed by CLFA and tailored to meet the service goals of all organizational service delivery. Full Approach is centered on persons served needs and providing the most effective support

possible. It includes eight elements: Access, Cultural Values, Respect, Trust/Consistency, Staffing, Messenger, Outreach, and Engagement.

The method is implemented in the following ways:

1. Access: C/FAS staff work to address any barriers persons served may have such as transportation, language, isolation, stigma, and others. Staff work to help persons served and their families overcome barriers in a variety of ways including meeting the person served where they are at if they have transportation issues; upholding a person's served cultural beliefs; and providing services in the person's served language to mitigate language barriers. These are only several examples of how C/FAS staff implement access components.
2. Cultural Values: C/FAS acknowledge and uphold a family/person's served cultural beliefs during all service delivery. This can include unity, practices, religion, and privacy. Staff understand that culture can be a large role in a person's life, and that the approach to addressing any mental health prevention and intervention means acknowledging their cultural values.
3. Respect: Is given to each family and person that is served. Respect is exercised during crisis-intervention, one-on-ones, during outreach, and presentations. C/FAS staff respect a person's served decisions, cultural norms, gender roles, and reputation.
4. Trust/Consistency: This is created at the onset of services. Staff work to create a foundation of trust so that the persons served feels confident to open up about their situation and mental health needs. Consistency is carried out during continued persons served engagement.
5. Staffing: C/FAS staff are bilingual, bicultural individuals who come from similar backgrounds as the persons served and families they serve. They have similar lived experiences which

allows them to engage and build rapport with persons served and create a safe and supportive environments.

6. Messenger: The trusted messenger approach is carried out with all persons served. Staff ensure that the information they are providing is accurate and in languages the persons served understand. Staff work to be the reliable/trusting messenger when assisting family/persons served in navigating services/networks.
7. Outreach: Staff provide cultural/relevant information and tools during outreach. Persons served are engaged in languages they understand and have access to trained, expert staff. Additionally, C/FAS staff go to where persons served are at; reaching them in their community.
8. Engagement: Staff engage persons served in their native language and in environments in which they are comfortable. Services are family/person served centered in order to capitalize on their strength and give them the tools to better cope with stressors.

**2. Access to underserved communities:**

Underserved communities are targeted and reached daily in this program. Both CLFA and Fresno Interdenominational Refugee Ministries (FIRM) are located in underserved areas that have a high need and are troubled with poverty, unemployment, education barriers, and transportation issues. Additionally, persons served often do not know how to navigate systems and feel intimidated at the processes. Staff from both organizations work to reach and serve persons served so that they can understand how and where to access mental health services and other social services needed.

CLFA reaches persons served in rural communities through its “roving advocacy” component. “Roving advocacy” is when staff travel to rural

areas to meet with and serve persons and their families. CLFA's C/FAS staff work to identify sites, dates and times of service delivery at a time convenient for the person served/family. Staff are fully equipped with laptops, cell phones, and locked file boxes. This allows staff to complete note taking and report rendering in the field and ensure that information is kept confidential. To facilitate these additional services, CLFA collaborates with rural organizations that provide confidential office space for staff to work from including health clinics, County Department satellite offices, rural police departments, churches, Fresno Housing Authority and senior centers.

### **3. Cultural Competency:**

CLFA and FIRM employ staff that come from the cultural backgrounds as they persons they serve. This helps staff build rapport and uphold a person's served cultural values and beliefs. To further facilitate this component, CLFA receives monthly cultural awareness training from Dr. Juan Garcia, LMFT and Executive Director of Integral Community Solutions Institute.

The monthly trainings allow staff to increase their awareness of cultural approaches relevant to mental health service delivery. Topics focus on Family/Familismo; Respect/Respeto; Close relationship/Personalismo; Proper social etiquette for ethnic populations; Cultural mental health stigma challenges; and Facilitation of support groups.

CLFA & FIRM also engage in cultural awareness trainings from other providers. These trainings include webinars and educational workshops that can help expand their understanding and knowledge of other community resources and professional skills that can better equip them to provide services to the homeless, veterans, LGBTQ+, etc.

**4. Community collaboration:**

CLFA and FIRM worked together to provide mental health Prevention and Early Intervention (PEI) services to the community. Both partners have a large collaborative list of organizations that they utilize to reach persons served with education and direct services. The list includes Fresno County Department of Behavioral Health, Fresno County Department of Social Services, The City of Fresno, Fresno Family Counseling Center, Kings View Behavioral Health, Integral Community Solutions Institute, and many others.

**5. Integrated services experiences:**

Partners use an integrated service approach that includes sustained contact over prolonged periods of time allowing persons served and families to build rapport and trust with staff as each person and family seeks and receives services in their time of need. The goal is to maintain trust with the person served while work to provide linkages and wraparound services. Wraparound services include CLFA and FIRM's internal programs such as access to public benefits, health insurance, immigration, parenting education, and others. A high referral rate is made to CLFA's Multi-Agency Access Program (MAP), that provides a single point entry for Fresno County residents to access linkage(s) to multiple behavioral, social and health services to promote their wellness.

**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

**➤ Effectiveness: Family/Person Served Engagement**

**Objective:** Act as liaison between family/persons served connecting them to appropriate mental health services that includes linkage, crisis intervention, support services, referrals and warm-hand offs. Conduct follow ups to ensure needs are met.

**Indicator:** An increase of family/person served level of functioning, confidence and coping skills and reduce stigma/discrimination of mental health

**Who Applied:** Consumers (Persons served and families)

**Time of Measure:** FY 2021-2022

**Data Source:** Case Management, Referral Logs, Needs Stressor Survey, Family Development Matrix (FDM), Outcome Comparison Sheet

**Target Goal Expectancy:** Family Advocacy trainings to be completed on a quarterly basis

**Outcome:** For this reporting period, approximately 446 persons served/families were provided family/persons served engagement services by both FIRM and CLFA. Of these persons, many were self-referred or made aware of services through outreach education and linked to one-on-one appointment. Families are connected with C/FAS advocates because they were in need of mental health support in the form of linkage to counseling services, system navigation, one-on-one support, transportation support (bus tokens), linkage to social services, and/or other wraparound services. Approximately 85% of the persons served came from a family of two or more members; 80% were female; and 70% had two or more children in the household. Many of the families that C/FAS staff encountered were unaware of how to access mental health services and often times in crisis due to personal or family situations.

Staff also engaged persons served through support groups held during this program period. In total, 100 individuals were reached during support groups. The goal of each person served interaction is the communication of services by providing information that will help meet persons served mental health need(s), providing information in a language that the person served will understand, working to remove stigma reduction/demystifying myths, and making persons served aware of resources/services including resource phone numbers. Persons served are always able to access resource phone numbers even through call ins/linkages. Additionally, persons served were made aware of their right to communicate complaints or concerns. No complaints or concerns were filed during this reporting period.

➤ **Effectiveness: Family Advocate Training**

**Objective:** Consumer Family Advocates shall participate in Family Advocacy Trainings focusing on holistic, culturally sensitive mental health service delivery.

**Indicator:** Person Served Family Advocates will increase in knowledge of holistic, culturally sensitive mental health services delivery

**Who applied:** Person Served Family Advocates

**Time of Measure:** FY 2021-2022, Monthly/Quarterly

**Data Source:** Training Logs

**Target Goal Expectancy:** Family Advocacy trainings are completed on a quarterly basis

**Outcome:** For this reporting period, partners participated in Family Advocate Training that focused on cultural responsiveness and humility when providing mental health services. The goal is to expand staff's capacity to provide culturally sensitive and linguistic services to unserved and underserved families/persons served in Fresno County. Due to the pandemic, trainings were held virtually and facilitated by Dr. Juan Garcia, Executive Director of Integral Community Solutions Institute in a virtual platform. CLFA and Dr. Garcia coordinated a training schedule in which C/FAS staff from both CLFA and FIRM were in attendance.

The trainings focused on: Responding To Family/Persons Served Needs, Depression And The Holiday Seasons, Cultural Wealth Model, Mindfulness And Meditation, Trauma & Resilience, Loss and Grief COVID-19 Part 1 and Part 2, New Years Eve and Goal Setting, Ethnic Awareness, Domestic Violence Impact On Families, Johari's Window. In total, 12 trainings were held during the reporting period.

CLFA also extended additional wraparound trainings to its C/FAS Staff. They included:

- CalTRIN: Mental Health Matters in Early Childhood
- Multi County Suicide Prevention Training
- Introduction and Implementation of Cultural Responsiveness
- National Alliance on Mental Illness (NAMI) California Multi Cultural Resiliency Training
- Trauma and Resiliency- Diversity, Equity and Inclusion (DEI) Training
- CalFresh Overview
- Mental Health First Aid
- Child Abuse Prevention Training
- Case Management Training
- Monthly Activity Report Training



➤ **Efficiency: Family/Person Served Referral**

**Objective:** Receive, log and provide advocacy services as initiated by calls to office.

**Indicator:** Family/Person Served support to assist in the navigation of system and to engage crisis/treatment services as needed to alleviate crisis escalation.

**Who applied:** Target population includes unserved and underserved in Fresno County.

**Time of Measure:** FY 2021-2022

**Data Source:** Monthly calls logs with deposition submitted

**Target Goal Expectancy:** 705 referrals for information about mental health

**Outcome:** CLFA and FIRM facilitated referrals (linkages) for persons served and families in the program. The goal was to link persons served to appropriate mental health services, social services, and other services that support wellbeing, health, and resiliency efforts. For this reporting period, partners provided 705 referrals (linkages) to mental health and other wraparound services. 249 persons served were in need of Mental Health services and 456 were in need other services.

- **66 %** Mental Health and substance abuse intervention
- **44 %** were linked to CLFA's wraparound services which includes but is not limited to: Emergency Rental Assistance Program for families impacted by COVID-19; domestic violence and sexual assault; health insurance and public benefit enrollment; Multi Agency Access Point (MAP) services; Immigration; Parenting Class and Parent Support Groups; Support Group for victims of Sexual Assault Survival; and others. Individuals were also linked to FIRM's services that included: COVID-19 education, testing and vaccination; Medi-cal enrollment & support services; advocacy assistance for short-term transitional housing; medical; PG&E assistance.

A total of **1,084** communications via phone calls and/or emails to or from individuals seeking support and assistance in the navigation of behavioral health services and engagement in crisis/treatment services as needed to alleviate crisis escalation.

- Of the calls received, 74% of persons served received support in the navigation of behavioral health and crisis/treatment services; and
- Of the calls placed, 25% of persons served received further assistance with wraparound services, such as housing, public benefit, restraining orders, immigration and other community resources.

➤ **Access: Presentations to target populations on various mental health disorders; targeting homeless, elderly, LGBTQ+ and parents of school age children**

**Objective:** Educate and increase public awareness of impact of mental illness to family members and persons served to minimize stigma.

**Indicator:** Increase awareness and knowledge of mental health.

**Who applied:** Unserved and underserved in rural areas and non-English speaking communities

**Time of Measure:** FY 2021-2022

**Data Source:** Pre/post evaluation of persons served, Monthly report of outreach activities

**Target Goal Expectancy:** 75% of persons served will increase in awareness and knowledge of mental health

**Outcome:** Educational presentations were carried out to community members in Fresno County specifically targeting non-English speaking individuals who are monolingual Spanish, Hmong and Lao. The educational trainings had an overall attendance of 95 individuals. During these educational presentations, staff discussed topics such as: Emotional Wellbeing, Depression, Holiday Blues, Communication, Introduction to Wellness, The Importance of Good Mental Health, Introduction to Mental Health Awareness Month, Stress, Wellness, and Maintaining Good Mental Health During COVID-19.

The presentations promoted overall mental health wellness. Each presentation included a message of hope and recovery, as well as stigma reduction. They also worked to address the fear persons served have when accessing services, and perceptions of culture regarding mental health and treatment.

COVID-19 continued to shift our presentation approach. For those that wanted virtual settings, partners accommodated these requests and if presentations were held in person, partners exercised COVID-19 safety precautions and had PPE/sanitizing items readily available. The presentations were conducted at various sites and locations including: virtual settings at CLFA's 93706 Neighborhood Resource Center (NRC); CLFA Kerman NRC- Parenting Support Group; Alliant University; Lighthouse Recovery Center; Parlier Elementary School; Raisin City Elementary.

Additionally, staff participated in outreach events and media activities to further educate community members on mental health. Outcomes of the activities are below:

- **Outreach Events:**

- 20 total events/913 individuals reached
- Outreach to Quigley Park, Walk 4 a Cause Mental Health Awareness for Adolescents at Edison High School, John Palacios Community Resources, Kings Rivers Packing, COVID-19 Community Event, Joaquin Arambulas event at Max L Park, Kerman Farmer's Market, Consulate of Mexico, and Dia de Los Ninos event at Fresno Chaffee Zoo.

- **Media:**

- Social Media Facebook Mental Health Awareness & Cultivating Wellness Event 5/25/2022
- **CLFA:** 11/22/2021 & 12/21/2021, discussed about Holiday Blues and how to manage stress during the holidays, approximately 3,000 total

- **FIRM:** 7/6/2021 (TV), 8/16/2021 (Radio), 9/16/2021 (TV), 12/7/2021 (Radio), 2/7/2022 (Radio), 3/7/2022 (Radio): Mental health and wellness on Hmong Radio and TV, approximately 2,000

➤ **Satisfaction & Feedback of Persons Served & Stakeholder:**

**Objective:** Increase service satisfaction and feedback among target population

**Indicator:** Observation and feedback from persons served

**Who applied:** Unserved and underserved in rural areas and non-English speaking communities

**Time of Measure:** FY 2021-2022

**Target Goal Expectancy:** Persons served and family members express positive change to group leaders

**Outcome:** Positive feedback was received from persons served through one-on-one meetings, education, presentations, and training. The feedback was self-reported and centered around the person's served emotional wellbeing and needs. Persons served that received services shared with C/FAS staff that they were grateful for the program, linkages, and navigation they received. Many persons served expressed that they did not know where to go and this seemed to be a higher trend among families whose primary language at home was not English. Below are some examples of positive feedback from persons served:

**Feedback from Person Served 1:** : A person served came to see Consumer Family Advocate and she was in distress, having severe anxiety. During the initial intake the person served informed Consumer Family Advocate that she just moved to California and it was very stressful. She felt lost, Consumer Family Advocate informed the person about CLFA resources and provided her with a list of therapists in the community to call to schedule an appointment. Few weeks later the Consumer Family Advocate followed up with person served and said she was not in distress. The person served stated that she was happy and found a new job that she enjoys.

**Feedback from Person Served 2:** The person served came in seeking mental health services, she wanted to improve her family dynamics. The advocate sat down with the person served and completed intake, FDM, and needs stressor. The advocate was able to connect the person to Fresno Family Counseling Center for counseling services. The person served and her daughter were connected to this service. Both have been going to counseling in the last 2-3 weeks.

**Direct Quote:** "Thank you for reaching out to me, I was praying last night because someone out of town withdrew my cash aid and I don't have money to buy hygiene items for my family and you called me today. I am grateful for you to reach out to me."

**Direct Quote:** "Thank you for listening to me and if it wasn't for CLFA, I would still be distress."

**DEPARTMENT RECOMMENDATION(S):**

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