

FRESNO COUNTY MENTAL HEALTH PLAN

OUTCOMES REPORT- Attachment A

Re

PROGRAM INFORMATION:

Program Title:	Culturally Based Access Navigation Support (CBANS) Program	Provider:	The Fresno Center
Program Description:	The Culturally Based Access Navigation Support (CBANS) program is a Prevention and Early Intervention program of Fresno County Behavioral Health operated by The Fresno Center. CBANS is intended to serve all age groups of unserved and/or underserved culturally diverse populations in Fresno County. The overarching goal of the program is to improve timely access to mental health services for individuals from underserved populations, and their respective families. CBANS uses an evidence and community based health model that works with Community Health Workers and Peer Support Specialists to disseminate information and act as a bridge between providers, system of care, and clients in an effort to facilitate linkage to services.	MHP Work Plan:	Choose an item. Choose an item. Choose an item.
Age Group Served 1:	ADULT	Dates Of Operation:	July 1, 2021 – Present
Age Group Served 2:	ALL AGES	Reporting Period:	July 1, 2022 - June 30, 2023
Funding Source 1:	Prevention (MHSA)	Funding Source 3:	Choose an item.
Funding Source 2:	Choose an item.	Other Funding:	Click here to enter text.

FISCAL INFORMATION:

Program Budget Amount:	\$550,000	Program Actual Amount:	\$311,010.94
Number of Unique Clients Served During Time Period:	1,538		
Number of Services Rendered During Time Period:	19,037		
Actual Cost Per Client:	\$ 16.34 per Service/\$202.22 per Client		

CONTRACT INFORMATION:

FY 2022-23 Outcomes

FRESNO COUNTY MENTAL HEALTH PLAN

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Re

Program Type:	Contract-Operated	Type of Program:	Outpatient
Contract Term:	July 1, 2022 - June 30, 2026	For Other:	Click here to enter text.
		Renewal Date:	Click here to enter text.
Level of Care Information Age 18 & Over:	Choose an item.		
Level of Care Information Age 0- 17:	Choose an item.		

TARGET POPULATION INFORMATION:

Target Population: The CBANS Program serves all age groups of unserved and/or underserved culturally diverse populations in Fresno County. Target populations for this program include, but are not limited to, Hispanic/Latino, Southeast Asian, American Indian/Alaska Native, and African American individuals, as well as individuals from the LGBTQ+ (Lesbian, Gay, Bisexual, Transgender and Questioning) community, veterans, individuals who are unhoused and those with disabilities .

CORE CONCEPTS:

- **Community collaboration:** individuals, families, agencies, and businesses work together to accomplish a shared vision.
- **Cultural competence:** adopting behaviors, attitudes and policies that enable providers to work effectively in cross-cultural situations.
- **Individual/Family-Driven, Wellness/Recovery/Resiliency-Focused Services:** adult clients and families of children and youth identify needs and preferences that result in the most effective services and supports.
- **Access to underserved communities:** Historically unserved and underserved communities are those groups that either have documented low levels of access and/or use of mental health services, face barriers to participation in the policy making process in public mental health, have low rates of insurance coverage for mental health care, and/or have been identified as priorities for mental health services.
- **Integrated service experiences:** services for clients and families are seamless. Clients and families do not have to negotiate with multiple agencies and funding sources to meet their needs.

Please select core concepts embedded in services/ program:

(May select more than one)

Cultural Competency

Access to underserved communities

Integrated service experiences

Please describe how the selected concept (s) embedded :

Cultural Competency:

CBANS adheres to the National Standards for Culturally and Linguistically Appropriate Services (CLAS) standards for health and

FY 2022-23 Outcomes

Choose an item.

Healthcare. CBANS adopts behaviors, attitudes and policies that enable the program to work effectively in cross-cultural situations. Staff are representative of the communities served, are knowledgeable about culturally appropriate engagement, and sensitive to the needs of the individuals being served. CBANS offers culturally responsive navigation, peer support, life skills education, linkage and referrals for unserved and underserved individuals experiencing mental health challenges, onset and/or who have a mental illness/emotional disturbance. CBANS provides a space for clients that is safe, welcoming, and visually inclusive (e.g. a living-room like sitting area, cultural art, artifacts, and tapestries representative of the communities served. Services are provided in Fresno County's three threshold languages (English, Spanish, and Hmong).

Access to underserved communities:

CBANS increases timely access to behavioral health (and other services) for historically unserved and underserved communities, that is, for 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. CBANS Community Health

Workers and Peer Support Specialists act as a bridge between providers, system of care, and clients. Staff meet with clients onsite, as well as in natural community settings such as churches, school sites, community centers, and at eight rural sites (i.e. Parlier, Del Rey, Fowler, Selma, Sanger, Kerman, Kingsburg, and Mendota), where transportation and language are often barriers to accessing services. CBANS staff help individuals reconnect with their power and resilient traits and help them problem solve when there are barriers to wellness including the barrier of not knowing how to access services. Staff provide peer support, life skills training and education, and facilitate referrals and linkage as needed.

Integrated Service Experience:

CBANS provides services for clients and families in a seamless way. Clients and families do not have to negotiate with multiple agencies and funding sources to meet their needs. CBANS is operated by The Fresno Center, a large non-profit with over 100 staff and over 20 supportive service programs and capacity to provided services in seven languages (English, Spanish, Hmong, Lao, Khmer, Arabic, and Thai). While onsite, CBANS clients can also get support with a myriad of services including but not limited to: assistance with access to food and diapers, reducing their telephone or PG&E bill,

rental/mortgage assistance, support with medical enrollment, health advocacy, immigration, wellness activities, and clinical mental health services (Southeast Asian Clients). This allows for a more integrated service experience for CBANS clients.

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

The purpose of the CBANS program is to provide services to all age groups of unserved and/or underserved culturally diverse populations in Fresno County. The overarching goal of the program is to improve timely access to mental health services for individuals from underserved populations who need mental health services because of increased risk or presence of a mental illness. CBANS uses an evidence and community based health model that works with Community Health Workers (CHW) and Peer Support Specialists (PSS) to disseminate information and act as a bridge between providers, system of care, and clients in an effort to facilitate linkage to services. The CBANS Program assists clients through culturally responsive navigation, facilitating linkage and referrals, culturally appropriate community engagement, advocacy, education, and life skills training that help individuals develop skills and resilient traits.

Effectiveness, Efficiency, Access, Satisfaction: Performance Indicators & Outcomes

EFFECTIVENESS

- Indicator – Target goal expectancy was met
- Who Applied – Community Health Worker & Peer Support Specialist
- Time of Measure – FY 2022 - 2023
- Data Source – Client Database and Client Survey
- Target Goal expectancy – Listed below each relevant objective

EFFICIENCY

- Indicator - Target goal expectancy was exceeded
- Who Applied - Community Health Worker & Peer Support Specialist
- Time of Measure - FY 2022 - 2023
- Data Source – Client Database and Client Survey
- Target Goal expectancy - Listed below each relevant objective

ACCESS

- Indicator - Number of people served from underserved groups
- Who Applied - Community Health Worker & Peer Support Specialist
- Time of Measure - FY 2022 - 2023
- Data Source – Client Database and Client Survey
- Target Goal expectancy – Listed below each relevant objective

SATISFACTION

- Indicator— The degree to which clients were satisfied with the service
- Who Applied—Peer Support Specialist
- Time of Measure— FY 2022 - 2023
- Data Source—Client Survey
- Target Goal Expectancy—Listed below each relevant objective

Goal 1: (Outreach & Connect) Participate in community events and one-on-one outreach to connect with different cultural groups, engage individuals, disseminate information and act as a bridge between providers/system of care and underserved communities.

- Objective 1: Distribute 5,000 flyers promoting CBANS services available
- Objective 2: Conduct at least 12 outreach events in the fiscal year
- Objective 3: Reach at least 6,180 people in the fiscal year

Goal 2: (Navigation/Linkage/Referral) Provide culturally appropriate service navigation, linkage, and referral to unserved or underserved community groups.

- Objective 1: Provide linkage to 95% of those identified to need linkage.
- Objective 2: Provide referrals to 85% of those identified to need a referral.

Goal 3: (Follow Up) Conduct follow up and check-ins with individuals served for referrals and linkages to ensure services were appropriately provided, effective, and received in a timely manner and at the preference of the individual served.

Goal 4: (Transportation) Provide support for clients for whom transportation may be a barrier to accessing services.

- Target Goal Expectancy: 75% of clients who need transportation will be supported.
- Effectiveness: Target Goal Expectancy was met.

Goal 5: (Training and Education) Provide training and education to community members and staff.

Objective 1: Provide Life Skills Training and Education to community members to help individuals develop skills, resilient traits, and problem solve when there are barriers to accessing services in the community.

Objective 2: Provide Culturally Appropriate Training and Education to staff and community on relevant health related topics relying on community partners, resources and collaborations to assist in this ongoing training.

Objective 3: Provide Job Specific Training and Education to Staff to a) to ensure referrals to outside agencies are pivotal in complementing warm handoffs in linking individuals to resources and b) to ensure staff are knowledgeable about community resources, assessment and intake, case management, data tracking, and relevant mental health topics.

EFFECTIVENESS/EFFICIENCY

Goal 1: (Outreach & Connect) Participate in community events and one-on-one outreach to connect with different cultural groups, engage individuals, disseminate information and act as a bridge between providers/system of care and underserved communities.

- Target Expectancy: 5,000 CBANS flyers/12 events/6,180 individuals, per year
- Effectiveness/Efficiency: Target Goal Expectancy met and exceeded: 9,697 CBANS flyers/30 events/19,037 individuals

Outcome: As part of the CBANS program outreach efforts this fiscal year, a total of 9,697 CBANS flyers were distributed throughout Fresno County. CBANS staff participated in 30 events and reached a total of 19,037—nearly three times our target expectancy. Outreach efforts included various places of worship (Lao Temple, Cambodian Temple, AME Ministries, St. Anthony Clarette, etc.), various schools (Fresno City College, Burroughs Elementary Open House, Fresno Freedom School, etc.), various monthly food distributions, and various partner events including but not limited to: LEAD (Lived Experience Advocacy & Diversity Program) Mental Health Resource Fair, Asian Fest, San Joaquin Valley Rehabilitation Employee Wellness Fair, Southeast Asian Family Education Conference 2023, “Save Money Workshop” with ValleyCAN & District 7, Access to Cultural Healthcare Preventive Care, and the Parlier Arts & Crafts Show.

Goal 2: (Navigation/Linkage/Referral) Provide culturally appropriate service navigation, linkage, and referral to unserved or underserved community groups.

- Target Goal Expectancy (**Linkage**): 95% of those identified to need linkage will be linked with a service.
- Effectiveness/Efficiency: Target Goal Expectancy met and exceeded. 100% of those identified to need linkage were linked with a service. The average number of linkages per person were 9.
- Target Goal Expectancy (**Referrals**): 85% of those identified to need a referral will be referred.
- Effectiveness/Efficiency: Target Goal Expectancy met and exceeded. 100% of those identified to need a referral were referred.

Outcome: Of the 19,037 individuals who were reached via “outreach,” 14,602 had direct contact with staff—the person minimally received information about CBANS and peer support. For those who needed navigation support, that service was provided on the spot. Of the 14,602 individuals, 1,538 individuals “meaningfully engaged”, meaning that the staff and individual participated in more extensive dialogue to explore the individual’s needs and what CBANS could do to support them. Of these, 1,136 unique individuals were determined to need two or more *linkage and/or referral services and as such, went through the full “Intake” process so that staff could provide follow-up and ongoing support. Everyone who needed linkage and/or referral (N=1,361) received at least one linkage and/or referral depending on their need. Actually, a total of 11,239 linkages and 1,361 referrals were provided to these individuals, averaging 9 linkages and 1 referral per individual. Please note, “linkage” refers to connecting someone to a resource beyond CBANS without a “Referral Form.” “Referral” refers to connecting someone to a resource beyond CBANS via a completed “Referral Form.”

The most common linkage/referrals were from CBANS to the following:

- Mental Wellness Programs/Classes
- Food Access/Food Pantries
- Utility Support
- Health Care Access

- Immigration
- Covid Support/Information
- Rental/Housing Assistance

Referrals to CBANS came primarily from onsite programs, word of mouth (via friends and family) and walk-ins.

Goal 3: (Follow Up) Conduct follow up and check-ins with individuals served for referrals and linkages to ensure services were appropriately provided, effective, and received in a timely manner and at the preference of the individual served.

- Target Goal Expectancy: Conduct follow up with clients on a schedule desired by client.
- Effectiveness: Target Goal Expectancy was met.

Outcome: Follow up and check-ins were conducted on a regular basis and as needed/desired by individual clients. There was not a set follow-up schedule that was followed for all clients. Desired follow up was tracked in the notes section of the “Client Intake Form” and details of subsequent follow up/check-ins were captured in the “Description Service Log.” Differences in case-noting make it challenging to consolidate themes across staff. As such, participant feedback is gathered via a Client Satisfaction Survey in which clients can rank the helpfulness of CBANS services, satisfaction with services, impact on stress, and can also provide any additional comments they wish.

Goal 4: (Transportation) Provide support for clients for whom transportation may be a barrier to accessing services.

- Target Goal Expectancy: 75% of clients who need transportation will be supported.
- Effectiveness: Target Goal Expectancy was met. 88% of clients who needed transportation were successfully supported.

(Please note: Evidence of effectiveness is provided in the report section labeled “Client Survey.”)

Goal 5: (Training and Education) Provide training and education to community members and staff.

- Target Goal Expectancy: 24 training and education sessions (12 for community/12 for staff)
- Effectiveness/Efficiency: Target Goal Expectancy met and exceeded. 45 Trainings and Education provided.

Outcome: There were a total of 45 training and education sessions provided for community individuals and staff. Of the 45 training and education sessions, 25 were Life Skills Education specifically for community members. Life Skills sessions were provided both one-on-one and in small groups. In addition to the Life Skills sessions, community members (and staff) had an opportunity to attend eight (8) Cross Cultural Workshops during the fiscal year. An additional 12 Job-Specific trainings were provided for staff. Due to ongoing safety concerns, large groups were initially held virtually via Zoom and in person sessions were held in small groups. About mid-year, most zoom workshops were transitioned to in person sessions. Below, please find the specific training and education sessions listed under each of the three objectives related to this goal.

Objective 1: Provide Life Skills Training and Education to community members to help individuals develop skills, resilient traits, and problem solve when there are barriers to accessing services in the community.

Life Skills Education (25+ Sessions)

- How to Access the DBH Warm Line
- Navigating Fresno County Call System to Access an Interpreter
- Navigating Transportation Options
- Mapping Out Your Circle of Support
- How to Get Your GED
- How to Apply for Cash Aid
- How to Apply for a Job Online
- How to Build a Strong Resume
- Self-Advocacy: What is it and why is it important?
- What's Next? What To Watch for After Submitting Your Medi-Cal Application
- What's Next? What To Watch for After Submitting Your CalFresh Application
- How to Access Food at the Food Bank (Creating an email/Signing up for a timeslot)
- Practicing Patience in Challenging Situations
- Adapting to Changes
- Setting Healthy Boundaries in Relationships
- Creating Routines & Schedules
- Effective Communication in the Workplace

- Know Your Healthcare Insurance (How to access transportation resources) (New this year.)
- PG&E Efficiency & Other Budgeting Strategies (New this year.)
- Self Care: What is it and how can it help me?
- Taking Care of My Self (5-part series) (New this year.)
 - Session 1: Becoming Your Authentic Self
 - Session 2: How to Make the Most of Your Time (Time Management Strategies)
 - Session 3: Ways to Increase Our Energy
 - Session 4: Looking in the Mirror (Learning to Accept Ourselves)
 - Session 5: It’s Ok to Have Friends (Building Your Circle of Support)
- Digital Literacy (various topics)
 - Setting Up Your Email
 - How to Check Email on Your Computer
 - Creating an Email User Name and Password
 - How to Download Aps like Zoom and Facebook to Access Wellness Classes, etc.
- How to Use Your Smart Phone (various topics)
 - How to Find your own phone# on your phone
 - How to Set Appointments and Reminders on Your Phone
 - How to Safely Download Apps

Objective 2: Provide Culturally Appropriate Training and Education to staff and community on relevant health related topics relying on community partners, resources and collaborations to assist in this ongoing training.

Cross Cultural Workshops (8 Sessions)

- August 25, 2022 A Piece of Culture & Art: Hmong Elephant Foot Print (Hmong)
- September 22, 2022 Day of the Dead: Preserving Mexican Traditions and Rituals (Latino)
- February 23, 2023 Remembering the Past While Exploring the Future (African American)
- March 9, 2023 Celebrating Women’s History Month (Women Around the World)
- March 22, 2023 From Laos to Hollywood (Laotian)
- April 27, 2023 From Cambodia to California (The Power of Starting Over) (Cambodian)
- May 4, 2023 Asia Before Asian American (Cambodian)
- June 22, 2023 The Power of Immigrants (Latino)

Objective 3: Provide Job Specific Training and Education to Staff to a) to ensure referrals to outside agencies are pivotal in complementing warm handoffs in linking individuals to resources and b) to ensure staff are knowledgeable about community resources, assessment and intake, case management, data tracking, and relevant mental health topics.

Job Specific Training (12 Sessions)

- April 5, 2022 Mental Health Needs of Youth Before Crisis: Utilizing Warmlines
- April 11, 2022 Learn how to register for food at the Food Bank (Central California Foodbank)
- June 6, 2022 Complementary Healer Workshop (Holistic Wellness Program)
- April 21, 2023 Community Justice Alliance Presentation (Mental Health Employability Program)
- April 21, 2023 Health Benefit Workshop (Access to Cultural Healthcare Program)
- April 20-22, 2023 Salt of the Earth Training (Pan Valley Institute)
- May 2, 2023 I’m facing housing insecurity, now what? – with Mental Health America
- June 12/13, 2023 LEAD Conference in Sacramento (California Association of Mental Health Peer Run Organizations and the Lived Experience Advocacy and Diversity Program)
- June 21, 2023 Community Convening: Conversations Not Heard
- June 2023 How to Get a State Job with CDPH (California Department of Public Health)
- June 2023 Best Practices for Serving QTBIPOC Communities of Fresno County (Fresno County DBH)

Participant Feedback: Client Survey (N=261)

In order to gather feedback directly from clients, a Client Satisfaction Survey was administered randomly both in person and by telephone. A total of 261 clients completed the survey. The Client Satisfaction survey in which clients can rank the helpfulness of CBANS services, satisfaction with services, impact on stress, and can also provide any additional comments they wish. A total of 261 clients completed the Client Survey; this constitutes almost a fourth (23%) of all clients who completed an Intake (N=1,136) (i.e. clients who needed more than one Linkage/Referral Service and/or ongoing support).

*Client Survey Question 1: What was the most helpful service we provided to you?***EFFECTIVENESS/ACCESS**

Client responses to this open-ended question were grouped into categories. Clients often indicated more than one service was helpful.

According to their responses, the most helpful service, in order of perceived helpfulness were:

- Resource Linkage (i.e. linkage to wellness classes, food, and support with PG&E/telephone bills)
- Peer Support
- Life Skills Education (i.e. support with setting up emails and how to use their phones as this helps them access other resources)
- Increased Care Access (Health and mental health)
- Referral (i.e. most common are for domestic violence, legal services, and mental wellness support)
- Transportation

Client Survey Question 2: Did we help you with transportation?

- Target Goal Expectancy: 75% of clients who need transportation will be supported.
- Effectiveness: Target Goal Expectancy was met. 88% of clients who needed transportation were successfully supported

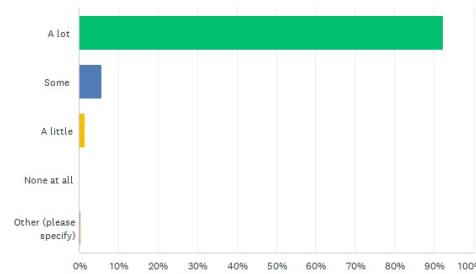
Outcome: According to the Client Survey, 20% of clients surveyed were helped with transportation, 3% of those surveyed were transported by friends or family. According to CBANS Intakes, of the 1,136 individuals who needed ongoing CBANS services, 190 individuals (17%) indicated they needed support with transportation. Of those that needed support, all were offered support with transportation including providing bus script, exploring transportation through their insurance, exploring low cost transport through EOC, rural transport, and thinking through their circle of support. Bus script was helpful to about half of individuals. For those, especially in rural communities, getting a ride from a friend or family member seemed to work best. Though transportation options are available through providers, most clients continue to indicate scheduling is cumbersome. Of the 190 for whom transportation was a barrier, we were able to help 167 individuals (88%).

Client Survey Question 3: Overall, how satisfied are you with the services provided by the CBANS program?

SATISFACTION

When asked the question, “How satisfied are you with the services we provided?”—more than 92% of clients surveyed indicated “a lot” as a response to this question. An additional 6% indicated “some,” and 2% indicated “a little.” No one indicated they were dissatisfied with the service provided by CBANS.

Q3 Overall, how satisfied are you with the services we provided?



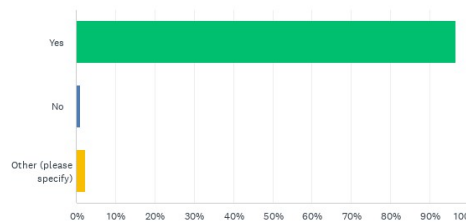
Client Survey Question 4: Did working with us help reduce your stress?

EFFECTIVENESS

(Positive effect on mental health)

When asked the question, “Did working with us help you reduce your stress?”—more than 97% of clients surveyed responded affirmatively to this question indicating working with a PSS helped them reduce their stress. Of those that responded “other,” all, but one response indicated it helped “some.” Only 1 % of respondents indicated the services did not reduce their stress.

Q4 Did working with us help you REDUCE YOUR STRESS?



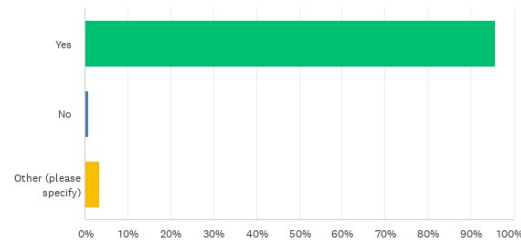
Client Survey Question 5: Did working with us help you better cope with your circumstances?

EFFECTIVENESS

(Positive effect on mental health)

When asked the question, “Did working with us help you better cope with your circumstances?”—more than 96% of clients surveyed responded affirmatively to this question indicating working with a PSS helped them better cope with their circumstances.

Q5 Did working with us help you BETTER COPE with your circumstances?

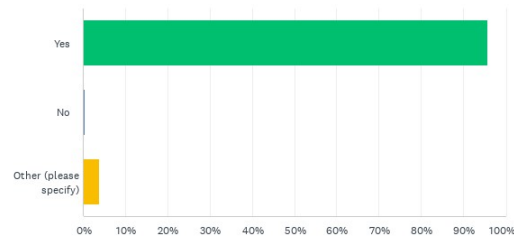


Client Survey Question 6: Did working with us help you access services faster than on your own?

EFFECTIVENESS/ACCESS

When asked the question, “Did working with us help you access services faster than on your own?”--More than **96% of clients** surveyed responded affirmatively to this question, indicating working with a CBANS staff helped them **increase timely access to services**. Less than 1% (.4%) indicated “no.”

Q6 Did working with us help you ACCESS SERVICES FASTER than on your own?

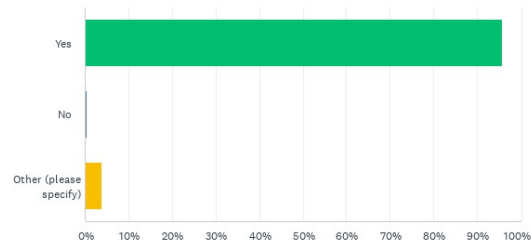


Client Survey Question 7: Would you recommend our services to a friend or family member?

EFFECTIVENESS/SATISFACTION

When asked, “Would you recommend our services to a friend or family member?”—more than 95% of clients surveyed indicated that they would refer a friend or family member to CBANS for services. This indicates the service was effective and clients are satisfied with the services provided. (Those in the “other” category provided no response.) Less than 1% (.4%) indicated they would not refer.

Q7 Would you recommend our services to a friend?



Additional Comments provided by clients:

- “Very thankful to have staff help so I know where to find help. She (Peer Support Specialist) helps me with everything when I don't know. When I have questions I can always call her for support.”
- “Any stressful issue like this one, I will know where to seek help now. Thank you.”
- “Este programa es de mucha ayuda para los que estamos pasando por una mala situacion.” (This program is very helpful for those of us that are going through a bad situation.)

ACCESS/EFFECTIVENESS

Services were provided at various sites and encompassed 24 zipcodes in Fresno County. Below are the service sites, zip code information, and consolidated demographics of participants who completed Intake. (Figures are rounded.)

SERVICE SITES

Daily:

The Fresno Center/CBANS

Weekly:

- Mendota Westside Youth
- Del Rey Senior Center
- Sanger Senior Center
- Fowler Senior Center
- Kingsburg Senior Center
- Selma Senior Center
- Kerman Senior Center
- Parlier Senior Center
- Clovis Senior Center
- Holistic Wellness Program

Monthly

- AME Ministries (West Fresno) Food Distribution
- The Fresno Center Food Distribution

Less than Once a Month

- Sunnyside High School
- McLane High School
- Clinica Sierra Vista
- Residence Home: Summer Park Apartments
- Diabetes Collaborative with Health Collaborative
- Parent University
- Health/Resource Fairs

Re

24 Zipcode Areas Reached/Served by CBANS					
FRESNO COUNTY					
City of Fresno			Rural Areas		Clovis
93701	93706	93725	Del Rey	93616	93612
93702	93710	93726	Dunlap	93621	93619
93703	93720	93727	Fowler	93625	
93704	93721	93728	Mendota	93640	
93705	93722		Parlier	93648	
			Selma	93662	
			Sanger	93657	
			Kerman	93630	

Commented [RV1]: There were several client who was out of Fresno County (Eureka; Redding 93654; Bakersfield; Merced; Dinuba 93618; Corrales 93609 Los Banos 93635; Biola 93606), should we note this in the report or not?

Gender:

- 56% Female
- 23% Male
- <1% Non-binary
- 20% Decline to State

Age:

- 5% (15 or younger)
- 5% TAY (16-24)
- 60% Adult (25-59)
- 14% Older Adult (60+)
- 17% Decline to State

Race:

- 17% Asian
- 2% Black or African American
- 2% More than one race
- 2% White
- 2% Hispanic
- <1% each: American Indian or Alaska Islander, Native Hawaiian or other Pacific Islander
- 75% Decline to State

Ethnicity:

- 82% Latino/Hispanic (98% Mexican/Mexican American/Chicano, 1% “Other,” Carribean, Guatemalen, and <1% Central American, Puerto Rican, South American)
- 18% Non-Hispanic or Non-Latino as follows: (53% Hmong, 20% Lao, <8% each African and Asian Indian/South Asian, 5% Filipino, <3% each Cambodian, Indian, and Mien.)

Primary Language:

- 11% English
- 66% Spanish
- 8% Hmong
- 3% Lao
- 1% Khmer
- <1% Mien
- 10% Decline to state

Disability

- 4% Yes
- 75% No
- 21% Decline to State

Veteran

- >1% Yes
- 80% No
- 19.5% Decline to State

DEPARTMENT RECOMMENDATION(S):

Click here to enter text.