

PROGRAM INFORMATION:

Program Title:	Holistic Wellness Program (HWP)	Provider:	The Fresno Center
Program Description:	The HWP provides services that include promoting the wellness and recovery of clients based on complementary, culturally based holistic practices and education to all age groups of unserved and/or underserved culturally diverse populations in Fresno County. (Target populations specified on page 2 of this report.) The focus of the HWP are prevention activities to reduce risk factors for developing a potentially serious mental illness and to build on protective factors. The HWP provides an approach that addresses behavioral health issues for individuals or cultural groups who may not seek mainstream behavioral health services.	MHP Work Plan:	3-Culturally and community defined practices Choose an item. Choose an item.
Age Group Served 1:	ADULT	Dates Of Operation:	July 19, 2012 to 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:	Early Intervention (MHSA)	Other Funding:	Click here to enter text.

FISCAL INFORMATION:

Program Budget Amount:	\$896,719.00	Program Actual Amount:	\$781,164.17
Number of Unique Clients Served During Time Period:	2,729		
Number of Services Rendered During Time Period:	38,176		
Actual Cost Per Client:	Cost per Service=\$20.46/Per Client=\$286.25		

CONTRACT INFORMATION:

Program Type:	Contract-Operated	Type of Program:	
Contract Term:	July 1, 2022-June 30, 2027	For Other:	Click here to enter text.
		Renewal Date:	Click here to enter text.

Level of Care Information Age 18 & Over: Traditional Outpatient Treatment (caseload 1:80)

Level of Care Information Age 0- 17: Outpatient Treatment

TARGET POPULATION INFORMATION:

Target Population: Target populations include all age groups of unserved and/or underserved culturally diverse populations in Fresno County. These populations include, but are not limited to, Hispanic/Latinos, Southeast Asians (Hmong, Lao, and Cambodian), American Indian/Alaska Native, African Americans, Lesbian/Gay/Bi-sexual/Transgender/Questioning (LGBTQ+), Veterans, homeless individuals, 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)

Community collaboration

Cultural Competency

Integrated service experiences

Please describe how the selected concept (s) embedded :

Community collaboration is central to our services. We work with individuals, families, and agencies to work together toward our shared vision of supporting community members in their wellness. We partner with sites that are familiar and easily accessible for community members. In Fresno, that means sites such as schools,

Choose an item.

churches, temples, libraries, and other non-profit sites. In rural areas, that means largely senior centers as it tends to be one of the few community gathering spaces available. Though the pandemic made large-scale in-person partnerships more challenging, we continued to engage, just on a smaller scale and with fewer people per group. We also continued to collaborate with partners virtually via webinar, zoom, and Facebook activities. (Please see the “Outreach” section of this report for a list of partnerships.)

CULTURAL COMPETENCY

The HWP adheres to the National standards for Culturally and Linguistically Appropriate Services (CLAS). We work via “Cultural Brokers,” who are effective disseminators of information and serve as a bridge between clinically based Western practices and culturally based holistic approaches for unserved/underserved communities. We actively work toward cultural humility by providing staff with ongoing training and opportunities for self reflection. We strive to create a visually inclusive and welcoming space for all who enter by ensuring art and materials are ethnically and linguistically diverse. Staff are representative of the communities we serve and provide services in five languages: Hmong, Lao, Khmer, Spanish, and English.

INTEGRATED SERVICE EXPERIENCE

The Holistic Center is operated by The Fresno Center, a large non-profit with over 100 staff and over 20 supportive service programs. The Fresno Center currently has capacity to provided services in English, Spanish, Hmong, Lao, Khmer, Arabic, and Thai. While onsite, Holistic Center clients can also get support with a myriad of services they may need including but not limited to: assistance with reducing their telephone or PG&E bill, rental/mortgage assistance, support with medi-cal enrollment, health advocacy, mental health peer support (English, Spanish, and Hmong) and clinical mental health services (Southeast Asian Clients) as well as a monthly fresh

food pantry. This allows for a more integrated and seamless service experience for 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 Holistic Center has three overarching goals with nine specific objectives. Due to the pandemic, there was a necessary transition in services to include online platforms for the delivery of services. Service types remained the same but additional activities were added. Data collection was expanded to include online versions of surveys and other data collection tools. (These are explained later in this report.)

- **Goal 1:** To offer a myriad of holistic/complementary healing practices/activities that are used and trusted by many unserved/underserved members of the community as primary, secondary, and tertiary mental health prevention.
- **Goal 2:** To partner with Holistic practitioners to provide education on cultural and complementary wellness and recovery practices as a way to empower and support individuals and expand coping options toward mental health prevention.
- **Goal 3:** To provide mental health education to traditionally underserved groups as a vehicle for reducing mental health stigma, promoting healthy coping strategies, and enhancing prevention at all levels.

EFFECTIVENESS

- Indicator—Target goal expectancy (i.e. number of people who were targeted to attend activity) was met.
- Who Applied—Cultural Broker
- Time of Measure—FY 2022-2023
- Data Source—*Sign-In Sheets
- Target Goal Expectancy (Listed below each objective.)

EFFICIENCY

- Indicator— Target goal expectancy (i.e. number of people who were targeted to attend activity) was exceeded.
- Who Applied—Cultural Broker
- Time of Measure— FY 2022-2023—(at the beginning of each activity)
- Data Source—*Sign-In Sheets
- Target Goal Expectancy—(Listed below each objective.)

ACCESS

- Indicator— Target goal expectancy (i.e. number of people who attend the activities; number of traditionally underserved people who attend)
- Who Applied—Cultural Broker
- Time of Measure— FY 2022-2023—(Sign in sheet is completed at the beginning of each activity; Activity Survey is completed 1 time per month per activity)
- Data Source—*Sign-in Sheet/**Activity Survey
- Target Goal Expectancy—(Listed below each objective.)

**Note: For virtual activities, “Sign-In Sheets”/(attendance) was tracked by documenting the user names visible on the screen and asking participants to input their name in chat box, counting numbers of people who joined the Holistic Center Facebook Groups (through which activities are provided), and numbers of people viewing/subscribing to the Holistic Center Youtube channel.*

***Note: Activity Surveys are available in both hard copy and electronic versions via a link. Virtual platforms tended to yield fewer survey responses than in person activities.*

Objective 1: “Provide educational activities related to healing practices which focus on holistic approaches to wellness and recovery. (Support groups & Activities).” These activities specifically focus on mind/spirit wellness and were offered via zoom, webinar, and/or Facebook live. Activities provided via Facebook live were available for viewing after the live event and were accessible to those who “joined” the “Holistic Center Yoga and Meditation” Facebook Group. Some small, in-person classes also resumed onsite for those that had difficulty accessing virtual options.

Mind/spirit wellness activities include, but are not limited to: Support Groups (i.e. Akoma, Samakhee, Sabay/Sabay, Platicas, and Mending Souls), Healing Arts & Crafts, Healing Garden, and Meditation/Relaxation.

- Target Goal Expectancy—**5000** participants per year
- Effectiveness/Efficiency/Access: Target Goal Expectancy was exceeded. Actual=**20,754** participants/views

Outcome: There were a total of 699 activities offered that focused on mind and spirit. A total of 20,754 participants/views were reported for these activities. That is more than four times our targeted number and an average of 1,730 participants/views per month.

Objective 2: “Provide education related to behavioral health and physical health service integration. (Mindful Body Movement and Exercise classes.)” These activities focus on physical health and were offered via zoom or webinar (i.e. Healthy Cooking Made Simple, etc.) Exercise based classes were offered via Facebook Live and were available for viewing after the session. People needed to “join” one of the following Facebook groups to access the related activity: “Holistic Center Zumba,” “Holistic Center Strong Body/Strong Mind” (for Tabata Beginner and Intermediate/Advanced and Chair-based Strength Training Beginner and Intermediate, and “Holistic Center Yoga and Meditation” for Yoga (Spanish and English), and Chair-based Yoga.). About mid-year, Zumba transitioned to an in person activity. However, due to pandemic concerns, the class was not held onsite at the HWP due to limited space. We partnered with a local school so that participants could practice safer distancing. Yoga classes continued to be offered via Facebook live but were broadcast from the Holistic Center space where a few people could join in person.

- Target Goal Expectancy—**5000** participants per year
- Effectiveness/Efficiency/Access: Target Goal Expectancy was exceeded. Actual=**17,422** participants/views

Outcome: There were a total of 501 activities offered that focused on behavioral health and physical health integration. A total of 17,422 participants/views were reported for mindful body movement and exercise-based activities. That is more than three times the targeted number and an average of 1,452 participants/views per month. A total of 1,253 individuals access activities via one of three Holistic Center Facebook Groups. Participants must “join” to become a “member” of the group. (This is how we track participation/views for these activities.)

Objective 3: “Provide educational activities related to holistic approaches to wellness/recovery by experts.” (Cross Cultural Workshops and Complementary Healer Workshops)

- Target Goal Expectancy—**6** Workshops/Trainings per year
- Effectiveness/Efficiency: Target Goal Expectancy was exceeded. Actual=**17** Workshops

Outcome: Complementary Healer Workshops and Cross Cultural Education Workshops were offered via webinar or zoom. A total of 17 Workshops (8 Cross Cultural Workshops and 9 Complementary Healer Workshops were conducted.)

Cross Cultural Workshops:

- August 25, 2022 A Piece of Culture & Art: Hmong Elephant Foot Print
- September 22, 2022 Day of the Dead: Preserving Mexican Traditions and Rituals
- 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
- April 27, 2023 From Cambodia to California (The Power of Starting Over)
- May 4, 2023 Asia Before Asian American (Cambodian)
- June 22, 2023 The Power of Immigrants (Latino)

Complementary Healer Workshops

- July 13, 2022 A Journey of Healing Through Art
- September 21, 2022 Healing Through EMDR w/ Alpha Behavioral Counseling Center
- October 12, 2022 Meeting Your Spirit Guide
- February 22, 2023 Herbal Medicine & Practical Tools for the Heart Space
- March 18, 2023 Health Disparities Among Black & Brown People
- April 18, 2023 Ancestors, Folklore and Roots
- April 19, 2023 Eating Better to Feel Better
- May 17, 2023 Heart Space & Healing
- June 21, 2023 Herbalism, Rootwork and Life Affirming Care Practices

Objective 4: Identify and recruit diverse holistic practitioners to engage in Holistic Center activities.

- Target Goal Expectancy—**6** Holistic Practitioners will engage in Holistic Center activities per year
- Effectiveness/Efficiency: Target Goal Expectancy was exceeded. Actual = **12** Holistic Practitioners

Outcome = A total of 12 Holistic Practitioners were engaged in Holistic Center activities this year; specifically, these are the people providing the Complementary Healing Workshops. There were a total of 9 Complementary Healing Workshops but only 6 Holistic Practitioners as one Holistic Practitioner provided a Workshop series; 6 additional practitioners were engaged in the Cross Cultural Workshops; Cross cultural workshops also act as a vehicle for healing via cultural practices and ancestral knowledge.

Objective 5: Maintain a List of Complementary /Non-traditional Practitioners.

- Target Goal Expectancy—Though there is no specific target expectancy stated in our contract, we wish to add 5 new practitioners to our list each year.
- Effectiveness/Efficiency: Target Goal Expectancy was exceeded. Actual=7 New Practitioners were added

Outcome: The goal was exceeded.

An updated list of Holistic Practitioners is maintained and updated quarterly. The list contains both Complementary Healers as well as people who have shared cultural healing/ancestral practices via Cross Cultural Workshops. These are labeled separately so that the distinction is clear for anyone reviewing the list.

Objective 6: Refer/link participants to traditional and non-traditional mental health services.

- Target Goal Expectancy—**100** participants will be linked/referred to traditional mental health or Holistic practitioners, or holistic therapeutic activities.
- Effectiveness/Efficiency: Target Goal Expectancy was exceeded. Actual=**2,001**

Outcome: A total of 2,001 individuals were linked/referred to traditional mental health or Holistic practitioners, or therapeutic activities. Of those, 111 individuals were linked/referred to traditional mental health mental health service and 1,890 were referred to non-traditional mental health services and supports (i.e. wellness activities, COVID-19 resources and supports, Central California Legal Services, Centro la Familia, Neighborhood Resource Center, Central Valley Regional Center, Housing Authority, etc.)

Objective 7: Conduct Mental Health Workshops

- Target Goal Expectancy—**6** Workshops per year
- Effectiveness/Efficiency/Access: Target Goal Expectancy was exceeded. Actual=**55** Mental Health Workshops

Outcome: Although all HWP activities include mental health messaging, however, there were 55 workshops/activities that dealt with the topic of mental health, signs and symptoms, and tools/resources how to help someone who is dealing with a mental health issue, as the stand alone focus of the activity. Some of the topics included but were not limited to:

- Depression in Older Adults (Khmer)
- How to Manage Stress (Khmer)
- Mental Health Education and Depression Awareness for Youth (English/Lao)
- Storytelling for Wellness (AAPI Month)
- Health Disparities Among Black and Brown People (African American/Latino)
- Box of Memories: National Grief Awareness Month (Hmong/English/Spanish)
- “Saving Lives” Piggy Bank—Suicide Prevention Awareness (Hmong/English/Spanish)
- Myths and Facts about Mental Health (Spanish)
- Teen Suicide: What Parents Need to Know (Spanish)

Objective 8: Cultural Brokers will conduct outreach to the underserved/un-served communities in Fresno County.

- Target Goal Expectancy—(Conduct) **6 events/partnerships** with organizations to raise awareness of signs and symptoms to assist in reducing stigma related to mental health.
- Effectiveness/Efficiency/Access: Target Goal Expectancy was exceeded. Actual=**57** outreach events/partnerships

Outcome: We participated in more than 57 outreach events with dozens of partners including, but not limited to: United Khmer Cultural Preservation (UKCP), Fresno Buddhist Society, United States National Defense Command (Khmer Veterans), Joint Military Assistance Command (JMAC), Big Brothers/Big Sisters, Laotian American Community of Fresno (LACF), Lao Community Cultural Center of Fresno (LCCCF), Stone Soup Fresno, Fresno Interdenominational Refugee Ministries (FIRM), Fresno Spectrum Center, Trans-Emotion, PFLAG, Centro La Familia, Fresno County Library, City of Fresno Community Affairs, in addition to various churches, temples, and schools.

Some outreach events included but not limited to:

- Gudrwara Nakaksar Sahig (Sikh Temple)—500+
- Pacific Sikh Institute (Selma)—200+
- Fresno City Earth Day Community Event—1,000+
- Our Savior Lutheran Church (LGBTQ+ Event)
- Virtual Lao Townhall
- Yokomi Elementary School Asian Heritage Event
- Fresno County Library—Celebrating AAPI Month
- Lao American Educational Conference—600+
- LEAD (Lived Experience Advocacy & Diversity) Regional Conference—500+
- LEAD Resource Mental Health Fair—150+
- Latina Empowerment Day—100+
- Embrace Disability Allyship Event—200+
- Cambodian New Year Event—1500+
- Hmong New Year Event—1000+
- Lao New Year Event—1,000+

Outreach numbers for these largescale events are guestimates and are not included in the counts for “participants/views.” Individuals who are engaged with one-on-one are asked to sign-in and are included in service counts.

Additional outreach is conducted via the following social media:

- HWP Facebook Page—Events and workshops are posted regularly; mental health/wellness information is shared 4 times per day. Reach=2.1K
We have a 4.8 out of 5 stars and 88 reviews. Some comments include:
 - “A New Way of Healing!!! THANKS So much for the OPPORTUNITY.”
 - “Wonderful people that organize activities that help our health and wellness. A variety of activities and at many times of day. I recommend you to try one.”
 - “A place of peace, love, family, learning, and healing.”
- The Fresno Center Facebook Page—Events and workshops are posted regularly.
- HWP Facebook Groups—“Members” can access activities and information via one of our three Facebook groups
 - Holistic Center Zumba has 312 members
 - Holistic Center Stong Body/Strong Mind has 667 members
 - Holistic Center Yoga & Meditation has 274 members
- HWP Youtube Channel has 200+subscribers and over 100 videos including, but not limited to, informational videos on mental health and services, activity videos like Soul Stretch Yoga and African Dance, as well as videos of past Cross Cultural Workshops, podcasts, and other events/activities.
- The Fresno Center website and other social media.

Objective 9: Workshops/Activities in Rural Areas

- Target Goal Expectancy— 6 workshops/activities (additional activities at least 1x per month in at least 3 rural areas each year=36, for a total of **42** workshops/activities per year in at least 3 rural communities.)
- Effectiveness/Efficiency/Access: Target Goal Expectancy was exceeded. Actual=**233** workshops/activities

Outcome: During this fiscal year, ongoing activity sessions in rural areas increased from 5 rural communities (i.e. Parlier/Del Rey/Fowler, Mendota/Selma) to 7 rural communities. Activities were discontinued in Del Rey due to low attendance, but activities were added in

Kingsburg, Kerman, and Sanger. All activities included mental health messaging and focused strongly on emotional well being and mental health. Activities occur at least once a week per site. Many rural participants continued to engage in virtual classes by joining the Holistic Facebook Groups through which wellness activities are offered. Some rural residents continued attending virtual support groups like “Platicas”—the Spanish language support group that was formerly inaccessible to some individuals due to transportation. Prior participant surveys indicated that 85% of individuals surveyed responded “Yes” to an item asking, “Did having this activity online make you more likely to participate?”

Unique Clients: During the reporting period (July 1, 2022 -June 30, 2023) we provided 12,000 activities; an average of 100 activities/workshops per month. There were 38,176 who “signed in” to a Holistic Center activity. This means they either participated in person or virtually, where their name could be captured. This also includes those who participated online via the Holistic Facebook Groups (tracked via group members “views”) and also “meaningful engagement.”—(This number excludes large-scale outreach, and general “views” on Facebook/Youtube.) Of the 38,176, approximately 2,729 were unique individuals.

Data Gathering Practices: If on site, participants sign in at every activity (Sign-In Sheet) and complete a survey (Activity Survey) once per month, regardless of the frequency of the activity. If the activity is online, participant names are noted by the assisting Cultural Broker while the facilitating Cultural Broker conducts the activity. Ongoing online activities also complete an Activity Survey once per month. One time activities are usually educational in nature. For educational workshops, whether they be in person or virtual, a Pre-Post Survey is completed. This includes Complementary Healers Workshops, Cross Cultural Workshops, and Mental Health Workshops. All surveys collect demographic information.

At the beginning of the fiscal year, staff returned to work onsite, though many of the activities continued to be virtual for safety of both staff and clients. Having activities online increased access for some, for others, such as elders, those with limited digital literacy, and or poor internet, virtual options limited accessibility. For that reason, classes in rural communities continued in person, we just made the groups smaller. We also initiated small group sessions at our main site in Fresno, primarily for elders and those with limited access. In person activities collected data on paper and pencil copies. Virtual activities collected data via a shared link.

ONSITE & OFFSITE MEASURES

All ONSITE measures used to track activities and workshops have been converted to online versions using a surveymonkey link to collect the data. We refer to these as OFFSITE measures as they were initially designed when the team was working remotely (offsite) to conduct virtual activities/workshops. Information is collected from clients, Cultural Brokers, childcare provider, and ongoing expert trainers/peer support.

SURVEY DATA

A total of 3,336 surveys (3,060 Activity Surveys and 276 Pre/Post Surveys) were completed by participants (N=38,176) as part of our activities/workshops. Participants are asked to complete an activity survey once per month per workshop/activity. The following data is based on these survey responses. Survey numbers are higher than verifiable unique clients this year with unique clients at 2,729. Each year, survey respondents represent about 25% of unique clients, which would make unique clients this year closer to 10,916—this number is more consistent with prior years than this year’s verifiable total.

Effectiveness

- Indicator—Positive impact on mental health/physical health/Increased Learning
- Who Applied—Cultural Broker
- Time of Measure—FY 2021-2022
- Data Source—Activity Survey/Pre-Post Survey
- Target Goal Expectancy: None specified

Outcomes: Based on Activity Survey responses, most clients report high levels of satisfaction with the programming and activities and reported that they favorably impacted them in sense of self, ability to cope with stress, feelings of connectedness and improved mood.

- **97.77%**) of the clients endorsed either “Strongly Agree” or “Agree” indicating that their participation in the activity/workshop helped them cope with stress.
- **98.67%**) of the clients endorsed either “Strongly Agree” or “Agree” indicating that their participation in the activity/workshop helped improve their mood.
- **100%**) of the clients endorsed either “Strongly Agree” or “Agree” indicating that their participation in the activity/workshop helped them feel more connected to others.
- **96.21%**) of the clients endorsed either “Strongly Agree” or “Agree” indicating that their participation in the activity/workshop helped improve their mood.

About 23% of Survey respondents indicated that they participated in a physical health activity. For participants that engaged in a physical health activity, they responded to the additional items below.

- **99.14%**) of the clients endorsed either “Strongly Agree” or “Agree” indicating that their participation in the activity helped them be more physically active.

- **100%** of the clients endorsed “Strongly Agree” or “Agree” indicating that their participation in the activity positively impacted their general health and overall well-being.
- **65.91%** of the clients that participated in a Physical Health Activity endorsed either “Strongly Agree” or “Agree” that their participation in the Physical Health activity improved their Emotional well-being.

Survey Participants also reported Increased learning about the Holistic Center and its services.

- **96.62%** of of the clients endorsed either “Strongly Agree” or “Agree” indicating that their participation in the activity/workshop helped them learn more about the Holistic Center and its services.

For those who participated in an Educational Workshops (i.e. Cross Cultural, Complementary Healer, and Mental Health workshops.

- **100%** of the clients endorsed either “Strongly Agree” or “Agree” indicating that their participation in the Cross Cultural Workshop helped them identify (content of that particular workshop) as a stress reliever and/or pathway to healing and/or increased cultural awareness.
- **97.94%** of the clients endorsed either “Strongly Agree” or “Agree” indicating that their participation in a Complementary Healer Workshop helped them identify (content of that particular workshop) as a stress reliever and/or pathway to healing and helped them maintain their wellbeing.
- **97.98%** of the clients endorsed “Strongly Agree” or “Agree” to the statement, “Participating in this workshop will help you maintain your health and well being.”

Access

- **Indicator—Numbers of traditionally underserved people attending activities**
- **Who Applied—Cultural Broker**
- **Time of Measure—FY 2022-2023**
- **Data Source—Activity Survey/Pre-Post Survey**
- **Target Goal Expectancy: None specified**

Outcome: Consolidated self-reported demographics of participants who completed surveys indicate underserved communities are being served but not at the same levels for all identified groups. (Figures are rounded to two digits.)

Gender:

- 84% Female
- 14% Male
- 3% LGBTQ+

Age:

- 14% (15 or younger)
- 6% TAY (16-24)
- 43% Adult (25-59)
- 37% Older Adult (60+)

Ethnicity:

- 51% Latino/Hispanic
- 36% Southeast Asian (20% Hmong, 9% Cambodian, 5% Lao 2% Other Asian)
- 6% Caucasian/White
- 6% African American/Black
- 1% or less each: Native American, Punjabi, Other

It is worth noting surveys are not administered (demographics not gathered) at large scale cultural events such as Hmong New Year, Lao New Year, Cambodian New Year. Also, surveys are not administered at events that occur in the temples—as such, that impact is not reflected here. This is also true of those who are nonheterosexual and veterans. There are specific Holistic activities and support groups in which these individuals participate regularly, but that is not evidenced in the data.

True gaps exist in terms of services to both the Punjabi and Native American Communities largely due to not having a dedicated cultural broker representative of these communities. A Punjabi Cultural Broker was identified and hired at the end of the last fiscal year but she only remained with the center for 2 months. Recruitment continues for the open positions.

SATISFACTION

- Indicator: Positive Participant Feedback
- Who Applied: Cultural Brokers
- Time of Measure: FY 2022-2023
- Data Source: Survey Results/Comments
- Target Goal Expectancy: No specific stated number/percent expectancy of satisfaction.

Outcome: The survey results suggest that Holistic Center services provided are being positively understood in the community and are having a positive impact on the overwhelming majority of participants in terms of their physical health, mental health, and overall wellness. Participation continues to increase and clients stay with the program for many years. Though we do a lot of outreach, most participants come to the Holistic Center based on a recommendation from a friend or family member—a recommendation can be interpreted as satisfaction with services.

DEPARTMENT RECOMMENDATION(S):

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