

PROGRAM INFORMATION:

Program Title:	Holistic Cultural and Education Wellness Center (Holistic Center)	Provider:	Fresno Center For New Americans
Program Description:	<p>The Holistic Center program aims to create and sustain a culturally competent “whole person” wellness center whose overarching goal is to contribute to the learning of complementary holistic healing practices, increase mental health awareness, reduce stigma and discrimination, and promote wellness and recovery</p> <p>The Holistic Center provides over 100 learning opportunities per month via workshops, support groups, and wellness activities that complement traditional mental health practices. The primary services offered are education, linkage, and referral services.</p> <p>Services are provided by Cultural Brokers representative of the underserved communities of Fresno County (i.e. Latino, Hmong, Lao, Cambodian, Punjabi, and African American). All Brokers are bicultural and/or bilingual and together speak English, Spanish, Hmong, Lao, Khmer, Punjabi, and Hindi.</p> <p><u>Service Sites:</u> Main Site: 4879 E. Kings Canyon Rd, Fresno Satellite Site: 108 N. Poplar Ave., Fresno Rural Site: 580 Tulare Street, Parlier</p> <p>Services are also provided at multiple community sites (e.g. schools, senior centers, day programs, etc.)</p>	MHP Work Plan:	3-Culturally and community defined practices Choose an item. Choose an item.

FRESNO COUNTY MENTAL HEALTH PLAN

OUTCOMES REPORT- Attachment A

Age Group Served 1: ADULT
Age Group Served 2: ALL AGES
Funding Source 1: Innovations (MHSA)
Funding Source 2: Choose an item.

Dates Of Operation: June 19, 2012 - Present
Funding Source 3: Innovations (MHSA)
Other Funding: None
Reporting Period: July 1, 2016 – June 30, 2017

FISCAL INFORMATION:

Program Budget Amount: \$801,296.00
Number of Unique Clients Served During Time Period: 4,099
Number of Services Rendered During Time Period: 29,305
Actual Cost Per Client: \$191.27

Program Actual Amount: \$783,999.33

CONTRACT INFORMATION:

Program Type: Contract-Operated
Contract Term: July 1, 2017-June 30, 2022

Type of Program: Outpatient
For Other: Click here to enter text.
Renewal Date: July 1, 2022

Traditional Outpatient Treatment (caseload 1:80)

Level of Care Information Age 18 & Over:

Level of Care Information Age 0- 17: Outpatient Treatment

TARGET POPULATION INFORMATION:

Target Population: The Holistic Center serves groups that are traditionally unserved and underserved including but not limited to: Hmong, Lao, Cambodian, Punjabi, Latino, African American, and Native American as well as non-heterosexual populations, veterans, new mothers, and those who may be experiencing mental health issues (i.e. depression, anxiety, etc.) and are seeking to learn about complementary healing methods that promote wellness and recovery.

CORE CONCEPTS:

• **Community collaboration:** individuals, families, agencies, and businesses work together to accomplish a shared vision.

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- **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

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

Integrated service experiences

Please describe how the selected concept (s) embedded :

Community Collaboration.

We collaborated with nearly 100 entities servicing both urban and rural areas throughout Fresno County, including schools, religious groups, community based organizations, clinical sites, media, and cultural centers. The interagency collaboration helped educate other local entities about this innovative approach to mental health, helped further develop visibility, improved linkage/cross referral, and helped us learn about additional services in order to better meet community needs.

Cultural Competence Orientation

Staff represent the cultural groups we serve (i.e. Hmong, Lao, Cambodian, Punjabi, African American, and Latino). Activities are conducted in various languages including Hmong, Khmer, Lao, Punjabi, Hindi, Spanish, and English. We offer support groups for LGBT+ populations, veterans, as well as various culture specific support groups. We teach about other underserved cultural groups through our Cross Cultural Workshop series. These are examples of some of the diversity driven program components that **Increase Access for Underserved Communities.**

Individual/Family Driven, Wellness/Recovery/Resilience-Focused.

Holistic Center engages regularly in conversations with clients about what more they would like to learn, see, or experience at the Holistic Center. Client feedback is then used to inform the development of future activities and/or adapt existing activities. For example, one of the things we instituted

this year, based on client feedback, was a “Pledge.” Now when individuals come to the Holistic Center they are asked to sign a “Pledge” to help us create a space that is welcoming, inclusive, safe, respectful, and family-friendly. This has been highly effective.

We continue to model “recovery” by providing paid opportunities for clients to participate as leaders in Holistic Center activities. We currently have a Zumba instructor, Yoga Instructor, Jewelry Instructor, Knitting Instructor, and Childcare Provider with lived experience. Four of the five are current participants.

Integrated Service Experience

People are often overwhelmed and stressed by daily things like not having enough money for bills, insufficient access to food, and lack of knowledge about where to get help for a myriad of things. Our philosophy at the Holistic Center is one of “No Wrong Door.” No matter what brings the client to our door, we try to listen to their story and identify needs and how we might be helpful. This is how we gain trust and best serve our clients.

Fortunately, our parent organization provides many additional supportive services like help with lowering utility bills, immigration assistance, medi-cal enrollment, etc.

We also try to leverage peak times at the Holistic Center to support clients further by bringing in leveraged services through partnerships. Examples of this are scheduling flu shots on site, a mobile dental unit onsite, and a food distribution that gives fresh fruits and vegetables to 300+ families a month. We leverage the food distribution further by adding resource tables from various local non-profits offering additional services and/or employment opportunities.

- **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

PROGRAM OUTCOMES & GOALS: The overarching goal of the Holistic Center is to contribute to the learning of complementary healing practices. The three specific learning goals are:

- 1) Gain a better understanding of complementary healing practices trusted by unserved and underserved members of the community and to help identify the unique needs for each group (Objectives 1-3)
- 2) Monitor and track the success of complementary wellness and recovery practices by partnering closely with complementary practitioners and those individuals that seek complementary holistic treatment methods (Objectives 4-6);
- 3) Increase community groups understanding of signs/symptoms of mental illness which will assist in reducing the stigma of mental illness in communities (Objectives 7-8)

OBJECTIVES	GOAL	OUTCOME
Objective 1: Mind/spirit activities (monthly)	200 participants/month	989 average/month Total =11,875 this year
Objective 2: Physical activities (monthly)	150 participants/month	1,167 average/month Total+14,004 this year
Objective 3: Cross Cultural and Complementary Healer Workshops (annual)	4 Workshops/year	10+
Objective 4: Engage Complementary Healers in activities (program goal)	20 Healers	57 Healers
Objective 5: Complementary Healers in Directory (program goal)	20 Healers	21 Healers
Objective 6: Link/refer to mental health and other services (annual)	100 Linked	296 Linked (83 to mental health)
Objective 7: Mental Health First Aid Certification (program goal)	Certify 200	339 Certified
Objective 8: Outreach to diverse communities (annual)	Participate in 3 events & partner with 10 organizations	50+events/30+ sites + social media & English/Hmong/Spanish radio & tv

Effectiveness—The Holistic Center Program has been extremely effective in meeting and surpassing its goals and objectives. Cultural brokers are receiving more training in every area relevant to the success of their jobs; activities are created, adapted and driven by client needs/feedback, and we continue to expand our circle of influence via social media campaigns, ethnic tv/radio, outreach, and partnerships.

Efficiency—As evidenced by the increases in activities and by the number of people served, the Holistic Center is growing increasingly efficient in its provision of services. Part of the increase in numbers is due to improvements in data tracking documents and training of brokers. Social media has also been useful in providing information on activities at the Center. Partnerships with other organizations have allowed us to offer more services to our clients (by having organizations come to the Holistic Center to provide information or a free service) and by allowing the Holistic Center to conduct our activities at partner sites (i.e. schools, temples, senior centers etc.) The latter allows us to “expand” our space, maximize what would have been cultural broker down time, and reach participants who might not come to the Holistic Center.

Access—During this reporting period, there were 29,305 learning opportunities via Holistic Center activities (4,099 unique clients). Approximately 100 activities are offered each month. About a third of the activities take place at the main site; about one third take place at satellite sites; and one third take place in community sites, making Holistic Center activities accessible via common meeting spaces for underserved and unserved communities (i.e. schools, places of worship, community centers, etc.) Services are provided in various languages to increase access to information further. Geographically, participants represented 57 different zip codes.

Satisfaction and Feedback of Persons Served and Stakeholders—As part of Holistic Center activities, participants complete a survey once a month. (Surveys and data collection procedures are further elaborated in Attachment “C” of this report.) A total of 4,630 surveys were completed by participants. As part of the survey, people are asked to indicate how much they agree or disagree with the following statements:

	<u>Strongly</u> <u>agree</u>	<u>Agree</u>	<u>don't Know</u>	<u>disagree</u>	<u>strongly</u> <u>disagree</u>
Participating in this activity:					
Helped make me feel better about myself.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Helped me better cope with stress	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Made me feel more belonging	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improved my mood	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
For Body Movement Activities Only					
Made me more physically active	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improved my general health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improved my overall wellbeing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Survey Results

- Ninety-seven percent (97%) of surveys analyzed indicated that participants either “agreed” or “strongly agreed” with the statements related to mental health, indicating that participation in Holistic Center activities favorably impacted participants sense of self, ability to cope with stress, feelings of belongingness, and improved mood.
- Ninety-two percent (92%) of the surveys analyzed indicated that participants either “agreed” or “strongly agreed” with the statements related to physical health, indicating that participation in Holistic Center activities favorably impacted participants general health and overall well-being.
- Eighty-eight percent (88%) of the surveys analyzed indicated that participants either “agreed” or “strongly agreed” with the statement, “Participating in this activity made me more physically active.”

Focus Groups conducted, by an external evaluator, with participants in each of the on-going activities, support these positive findings. Analysis of a subsample of 300 surveys of participants engaged in mind/spirit activities (e.g. support groups, Healing Garden, Meditation, etc.) (Objective 1) showed moderately high results for better health, improved relations with families, better skills in coping with stress, and more self-confidence. Similarly, analysis of a subsample of 322 surveys of participants engaged in physical activities (Objective 2) showed the majority reporting very high benefits in health, confidence, well-being, and social skills. Overall, surveys, focus groups, and participant stories/testimonials indicate that participants are being positively impacted in terms of individual self-esteem, social/emotional support, resources, and health gains (e.g. weight loss and subsequent reduction in medications, less joint pain, more mobility, etc.).

Participant/Stakeholder Feedback

- “Thank you for providing the space for open eyes and historiography, this is continual lifelong learning. Mental health wellness is everyday blossoming and Thank you!”—Sankofa Lunch and Learn Participant
- “Me encanta venir aqui. Se han vuelto como mi segunda familia.” (Translation: I love coming here. This has become my second family.)—Spanish Support Group Participant
- “I like Zumba because it makes me forget about everything. I don’t have to think about cooking or cleaning or taking care of anyone.”—Zumba Participant
- “Great presentation today on cultural knowledge of Oaxaca. I appreciate the knowledge I learned today. I feel more likely to engage with the culture and language and customs. Thank you! Gracias!”—Cross Cultural Education Workshop Participant
- “As a mental health provider in partnership with the Holistic Center, I have witnessed the positive impact on others wellness and recovery result of the services offered to them.”—Castani Family Services

- “The LGBTQ Pink Panthers Movement is strongly supporting the Holistic Cultural and Education Wellness Center. They are our supportive allies...” —Pink Panthers Movement
- “Your healthy Living activities have helped our traditional Lao Elders with introduction to healthy living strategies and they have learned different traditional coping mechanism to decrease stress and enhanced overall health and wellbeing” —Lao Community Culture Center
- “We hope to continue working together with the Holistic Center to provide more services to our veterans in Fresno County.” —United States National Defense Corps
- “From my experiences the Center is a wonderful community meeting place, welcoming, comfortable, educational and professional.” —Fresno Immigration Coalition
- “Many from our Sikh community are not comfortable attending county based services. It is so important to have someone like Harmit (cultural broker) come out and talk to people at the temple.” —Sikh Institute
- “The Holistic Center is truly an asset to the community and our work. The Cultural diversity of their organization and expertise in community outreach is pertinent to engaging underserved populations.” —Fresno Metro Ministry
- “I’m proud of the work they do and I know they are making transformational change in the lives of those they served.” —Every Neighborhood Partnership
- “The (on-site) services, information and classes enhance people’s spirits and provide them thoughtful resources to make quality decisions for themselves and their families.” —Fresno Housing Authority
- “It provides important services to community and has strong and enduring connections with diverse communities. We must honor & support those who are doing the frontline and grassroots work to empower and engage with our diverse communities. —CSUF

Additional Outcomes

- One of the tools we created for working with the African American community is a culturally specific bingo game. This was implemented for the first time with Black Infant Health staff. We received favorable feedback and later received a request asking permission to implement this same tool with their clients.
- The most requested class, by both participants and partnering organizations is Zumba. There are so many requests, we cannot fill them all. Recently both Parks and Rec and Cultiva la Salud requested a training for their staff so that they may teach these classes. We are currently in the process of developing a curriculum and certification program that includes both the latin-inspired dance and Holistic Center mental health messaging.

	Indicator	Application	Time of Measure	Data Source	Target Goal Expectancy
Workshop	Pre/Post Knowledge Questionnaire Satisfaction Survey for Presenter	Given to all clients who are in attendance for the activity	Given before and after workshop with Satisfaction survey at end of activity	Questionnaires and Surveys are tabulated & entered into yearly data base	Interested clients, staff from social service organizations, governmental programs, & local community
Satisfaction Survey	One Page Satisfaction Survey measuring effectiveness of activity	Given to all clients who are in attendance for the activity	Survey given to clients at the end of the activity	Surveys are tabulated & entered into yearly data base for data on success & usefulness	Clients from local communities with an interest in purpose of activity
Copenhagen Psychosocial Questionnaire	Survey related to long term participation and improvement	Given to clients who regularly attend the activity	Clients complete at end of activity every 3 months if regular attendee	Surveys are tabulated & entered into yearly data base to track progress	Clients who have been regularly attending the activity for a long period
Sign-In Sheet	Utilized for all activities with name, address, phone # , Email, & other desired information	Given to all clients who are in attendance of the activity	Available at the door for filling out by all activities or with the Cultural Broker	Sign-in sheets are tabulated and entered into yearly data base	All clients in any activity to track frequency and attendance
Focus Group	Four open ended questions (satisfaction) asked by facilitator to activity groups	All clients in attendance are encouraged to participate	These are conducted on a yearly basis in selected activities that have been ongoing	Notes are recorded for the groups into a yearly report	Ongoing clients in long term activities
Stories	Interviews with clients where their stories are captured	Clients are interviewed for stories of their culture, lives, &	These are being conducted yearly with students as interviewers	Data from stories is entered into a yearly report	Clients who are open to sharing personal stories

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