

FRESNO COUNTY MENTAL HEALTH PLAN

OUTCOMES REPORT- Attachment A

PROGRAM INFORMATION:

Program Title:	Consumer/Family Advocacy Services	Provider:	Centro La Familia Advocacy Services/Fresno Interdenominational Refugee Ministries
Program Description:	The Consumer/Family Advocacy Services program includes the provision of community-based behavioral health support and stigma reduction education services.	MHP Work Plan:	2-Wellness, recovery, and resiliency support Choose an item. Choose an item.
Age Group Served 1:	ALL AGES	Dates Of Operation:	July 2017 – Current
Age Group Served 2:	Choose an item.	Reporting Period:	July 1, 2017 - June 30, 2018
Funding Source 1:	Com Services & Supports (MHSA)	Funding Source 3:	Choose an item.
Funding Source 2:		Other Funding:	Click here to enter text.

FISCAL INFORMATION:

Program Budget Amount:	\$113,568.00	Program Actual Amount:	\$111,694.75
Number of Unique Clients Served During Time Period:	6,809 (2,055 educational presentations, 3,237 outreach, 237 support groups, 325 calls, 81 internal referrals, and 874 additional mental assistance)		
Number of Services Rendered During Time Period:	6,809		
Actual Cost Per Client:	\$16.40		

CONTRACT INFORMATION:

Program Type:	Contract-Operated	Type of Program:	Other, please specify below
Contract Term:	July 1, 2017 – June 30, 2019, with 2 optional twelve-month terms.	For Other:	Consumer/Family Advocacy Services
		Renewal Date:	July 1, 2021
Level of Care Information Age 18 & Over:	Choose an item.		
Level of Care Information Age 0- 17:	Choose an item.		

The Level of Care information above does not apply to this contacted 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

Please describe how the selected concept (s) embedded:

CLFA uses a family centered, wellness approach, emphasizing the strengths of the individual and family to help cope with the stressors and areas of need.

Through our multi-faceted and full approach, CLFA combines strategies, resources and community knowledge acquired through CLFA's work, which allows for effective services and support; and CLFA utilizes bilingual/bicultural staff who work as *promotoras* and cultural brokers in the community to create a supportive environment and foster empowerment with the individuals and families served. This allows CLFA to engage with the community in urban and rural areas and better understand the needs and issues they face.

Access to underserved communities

CLFA works to ensure that underserved communities are reached, and ongoing support is available to individuals by utilizing our established trusting relationships with community members, organizations, and local governments through “roving advocacy”. Roving advocacy is when staff travel to rural areas on a set schedule to meet with and serve individuals and their families in their community and native language.

Before services in remote areas can begin, the Consumer Family Advocate and Department Manager will have identified the site, day, and time of the service. Advocate safety is a high priority for Centro La Familia Advocacy Services. To facilitate these additional services, CLFA collaborates and networks with rural organizations that provide confidential office space for staff to work from, including health clinics, County Department of Social Services satellite offices, rural police departments, churches, Fresno Housing Authority and senior centers.

When advocates have established their ideal location for rural services, they are provided with internet-ready laptops, cell phones, and locked file boxes. This allows staff to conduct services and complete note taking and report rendering in the field when information is fresh in their minds, thereby reducing the time and cost of case management and improving the quality/accuracy of case file information.

Further, client file confidentiality is CLFA’s priority. Confidentiality is maintained by carrying individual files in a locked file box that has a unique code to open. The code is only known by the Department Manager and the advocate. Client files are taken to the site by advocates. Files are to be open when meeting with the individual. Once the work is complete, the file is placed back into the box and locked until the next appointment or when the advocate leaves the remote area. Upon departure of the remote area, the locked box is placed back in the trunk and transported to Centro La Familia Advocacy Services Fresno office where it is then transferred to the locked file cabinet. The lock file box is never left unattended by staff.

Community Collaboration

Roving advocacy is implemented with all CLFA programs including Consumer/Family Advocacy Services.

CLFA coordinates community activities and collaborates with key stakeholders to work together to accomplish a shared vision. CLFA routinely provides presentations to organizations such as The Mexican Consulate of Fresno, Turning Point, The Light-House Recovery Program and Fresno Housing Authority. The presentations provide information on services to help build a two-way communication loop for when there is a need for a client.

In each community served, CLFA collaborates with organizations to provide group locations and/or to host educational trainings. For example, CLFA partnered with The Light-House Recovery Program to host group sessions for women in the process of wellness and recovery of substance use disorder; Edwin Blayney Senior Center to facilitate group sessions for seniors and Fresno Housing Authority to host groups in rural sites; such as, Parlier, Kingsburg, Sanger. In addition, CLFA met with Fresno County Schools and the Migrant Parent Program to promote services and conduct presentations at their meetings and conferences. CLFA continues such activities on a yearly basis.

Culture Competency

CLFA exercises its cultural awareness by providing services that are sensitive to the individual's cultural background and continuously receives culture competency trainings. CLFA staff are bilingual (Spanish/English/Hmong) and bi-cultural with a background similar to our clients; "*we are whom we serve*" is our operating moto. Our staff members are first-generation Americans connected to their immigrant roots, community and cultural traditions allowing for connectedness and the ability to provide a more sensitive, efficient and effective service.

Our staff receives Culture Competency training by Dr. Juan Garcia, an LMFT professor from California University State, Fresno. This culturally competency approach is reinforced through monthly Family

Advocacy Trainings, where advocates are engaged and provided reinforced trainings on holistic approaches relevant to mental health service delivery for our targeted population. Through this training, staff is engaged in Mindfulness (Centering Prayer), Johari Window (personal and group self-awareness), facilitation of support group using cultural competency strategies that allows staff to better facilitate service delivery using cultural approaches such as:

- Family/*Familismo* emphasizes the importance of having family contribution during wellness and recovery.
- Respect/*Respecto*, having respect between provider and the consumer. This also includes having the understanding of respecting the hierarchical structure such as “the male” and respecting the “elder’s” authority. Failing to understand this can create a barrier to treatment or terminate service delivery.
- Close relationship value/*Personalismo*: This concept uses a personal approach as a way to relate with families and build rapport with consumers. Using this approach leads to trust/*confianza*, key to service delivery.
- Proper social etiquette for ethnic populations.
- Hmong Cultural Competency
- Lao Cultural Competency
- Cambodian Cultural Competency
- Southeast Asian Mental Health Stigma Challenges

Integrated service experience

CLFA provides sustained contact over a prolonged period of time, allowing individuals and families to build trust through interactions, centered on their specific needs and providing them with multiple wraparound services to individuals and family members. Individuals and families are assessed and linked with internal services provided by CLFA. Internal linkages for individuals with needs outside of mental health to CLFA’s different departments. A high referral rate is made to the Multi-Agency Access Point Program (MAP program), where individuals can be helped to develop an action plan to receive linkages centered on their needs. CLFA operates this program with partners, Kings View Behavioral Health and the Poverello House. The MAP

program provides a single point entry for Fresno County residents to access linkage(s) to multiple behavioral, social and health services to promote their wellness. Cross referrals are provided through this program to further support individuals and provide them with strong linkages. Another high rate is made to CLFA's Victim Services Department to assist victims of domestic violence. CLFA Victim Services Department helps individuals and families who need assistance with domestic violence, restraining orders and sexual assault intervention.

Additionally, CLFA provides assistance with immigration services for individuals seeking immigration remedies; Family Strengthening for parent education classes and parent/child development skills; and Health and Wellness for medical, CalFresh (food stamps), telecommunications, and housing assistance.

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

Access: Presentations to target populations on various mental health disorders, targeting homeless, aged, GLBTQ&O and parents of school age children.

(Indicator)

Educate and increase public awareness of impact of mental illness to family members and individuals to minimize stigma. Target population includes un-served and underserved in rural areas and non-English speaking.

(Outcome)

Educational Presentations CLFA provided **37** monthly educational presentations and FIRM provided **10** monthly educational presentations to a total of two thousand fifty-five (**2,055**) individuals/families/community-organizations to increase the knowledge and understanding of mental health issues. These presentations were conducted in English, Spanish, and Hmong.

CLFA/FIRM presentations were centered around topics that included mental health, stress management, depression & suicide prevention (recognizing the signs), wellness and recovery, available support and treatment resources and anti-stigma. The groups were the Migrant Parent Advisory Council Meetings, The Migrant Parent Mini Conferences, The Mexican Consulate of Fresno, Laton

Elementary School, San Joaquin Elementary School, and at the Fresno Housing Authority sites in Fresno County (Mendota, Fresno & Sanger). As a result, CLFA/FIRM built stronger ties with community organizations requesting future presentations.

Outreach CLFA/FIRM participated in **36** community outreach events combined in various communities throughout Fresno County, including Clovis, Huron, Parlier, Mendota, Reedley, Caruthers, San Joaquin and Fresno (93711, 93702, 93722, 93706, 93720, 93726). Staff provided information to three thousand two hundred thirty-seven (**3,237**) individuals and families on mental health as well as resources and referrals available. Information was provided in their primary languages as well as English. Events were sponsored by local organizations and partners, which included The Consulate of Fresno, Fresno County Regional Migrant Conferences, NAMI Walk, Dr. Joaquin Arambula Community Resource Fair, Hmong and Lao New year celebrations, Parent Meeting Night, Carnaval 2017, and various schools such as Burroughs Elementary School, Brightwood College, and Kings Canyon Middle School.

Media CLFA reached a total of **36,500** individuals through Univision Television (Channel 21), on the morning talk show “Arriba Valle Central” about mental health and available support. FIRM reached a total of **8,001** individuals through Television (Hmong TV network/USA) and Radio (KBIF 900 AM). Both agencies were able to reach over **44,501** viewers/listeners through television and radio.

(Who applied)

Hispanic, Caucasian/White, Hmong, Lao, African-American

(Time of Measure)

Monthly, Quarterly

(Data Source)

Monthly Program Report

(Target Goal Expectancy)

- **Educational presentations:** CLFA (25); FIRM (13)
- **Community Outreach:** CLFA (27); FIRM (14)
- **Media:** CLFA (10,500); FIRM (10,500)

Effectiveness: Presentations to target populations on various mental health disorders, targeting homeless, aged, GLBTQ&O and parents of school age children.

(Indicator)

Increase public awareness of mental illness, anti-stigma, and community resources for mental health support

(Outcome)

CLFA/FIRM implemented 489 pre/post-test's to individuals on mental health topics that included; general education on mental health, stress, anxiety, depression and suicide prevention (recognizing the signs), wellness and recovery; available support and treatment resources; and anti-stigma. As a result of the educational presentations the pre/post test's implemented demonstrated:

- 59% of individuals “strongly agree” they now have an awareness of mental illness, anti-stigma, and knowledge of additional resources for mental health support.
- 36% of individuals “agree” they now have an awareness of mental illness, anti-stigma, and knowledge of additional resources for mental health support.
- 2% of individuals “disagree” that they gained awareness of mental illness, anti-stigma, and knowledge of community resources for mental health support.
- 1% of individuals “strongly disagree” they gained awareness of mental illness, anti-stigma, and knowledge of community resources for mental health support.

(Who applied)

Hispanic, Caucasian/White, Hmong, Lao, African-American

(Time of Measure)

Monthly, Quarterly

(Data Source)

Monthly Program Report

(Target Goal Expectancy)

50% increase in awareness of mental illness, anti-stigma and knowledge of community resources

Access: Support Group Facilitation

(Indicator)

Provide peer support groups in rural and metropolitan areas of Fresno County

(Outcome)

CLFA facilitated **(7)** support groups and FIRM facilitated **(1)** support group. CLFA/FIRM conducted a total of **27** support group meetings and had two hundred thirty-seven **(237)** participants.

The support groups (*Pláticas*) took place in the communities of Fresno (93721 & 93703), Sanger, Fowler, Kingsburg and Parlier. The topics covered were stress management, anxiety, depression and suicide prevention, Holiday Blues, Relaxation Techniques, the effects of chronic disease, unemployment, mindfulness, wellness and recovery. Staff also emphasized the importance of self-care to individuals and families.

(Who applied)

Hispanic, Hmong, Lao, Caucasian/White

(Time of Measure)

Monthly, bi-weekly

(Data Source)

Monthly Program Report

(Target Goal Expectancy)

- CLFA facilitate 10 support groups
- FIRM facilitate 10 support groups

Effectiveness: Support Group Facilitation

(Indicator)

Individuals increase in confidence, functioning and coping skills

(Outcome)

No data collected. CLFA/FIRM will work to develop a survey to provide an outcome for this domain next reporting period.

(Who applied)

Hispanic, Hmong, Lao, Caucasian/White

(Time of Measure)

Monthly, bi-weekly

(Data Source)

Monthly Program Report

(Target Goal Expectancy)

70% of participants express a positive change to support group facilitator.

Satisfaction & Feedback of Persons Served & Stakeholders: Support Group Facilitation

(Indicator)

Group facilitator receives participant feedback regarding support group facilitation.

(Outcome)

No data collected. CLFA/FIRM will work to develop a survey to provide an outcome for this domain next reporting period.

(Who applied)

Hispanic, Hmong, Lao, Caucasian/White

(Time of Measure)

Monthly, bi-weekly

(Data Source)

Monthly Program Report

(Target Goal Expectancy)

70% of participants express positive feedback regarding CLFA/FIRM's implementation of support groups.

Access: Family/Advocacy Consumer Referrals

(Indicator)

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

(Outcome)

CLFA/FIRM received **325** calls from individuals seeking referrals for mental health services. Appropriate mental health referrals are an integral part of the advocates' work to provide individuals with the proper linkages referral for mental health services.

- **77** internal referrals were provided to individuals.
 - **30%** were linked to CLFA's Victim Services Departments (Domestic Violence, Sexual Assault Program, Human Trafficking Program); the Family Strengthening Department (Parenting classes & Parent Support Group); the Health and Wellness department (Health Insurance/Public Benefit Enrollment & the Consumer Fraud projects); and Immigration Services
 - **70%** were linked to FIRM's Support Services for short-term, transitional housing support, medical bills or other direct medical costs.

- **154** external referrals were provided to individuals.
 - **89%** of individuals were linked to Medi-Cal and/or low fee based counseling services. This included the United Health Centers (Fowler, Reedley, Mendota, Sanger, Kerman), Fresno Family Counseling Center, Clinica Sierra Vista, Central Star Psychiatric Health Facility, W Gary Cannon Psychological Counseling Center, Castani Family Services, California Psychological Institute, Fresno Alcohol Anonymous, Department Behavioral Health - Children's Mental Health, Turning Point Rural Mental Health, Promesa Behavioral Health,
 - **12%** of individuals were linked to non-mental health related services. This included, legal (attorney, child support, child custody)

In addition, CLFA/FIRM received **81** internal referrals from other programs of families and individuals seeking further information about mental health.

- Of the 81 internal referrals received:
 - **77%** individuals received a follow-up call and requested only to be provided with additional information about mental health and/or provided with a referral to a mental health provider
 - **9%** of individuals were seen the same day advocates received referral. Of the 9% of individuals seen the same day, **6%** of them became ongoing program participants.

(Who applied)
Hispanic/Non-Hispanic

(Time of Measure)
Monthly

(Data Source)
Monthly Program Report, Call Log, Referral Log

(Target Goal Expectancy)

- 50 referrals for information about mental health

Effectiveness:

(Indicator)
Decrease number of needs of individuals served

(Outcome)

This reporting period, CLFA/FIRM had a total of **874** unique unduplicated families/individuals served.

- Of the 874 unique families/individuals served:
 - CLFA had a total of **123** unique individuals; FIRM had a total of **751** unique individuals
 - **6%** of individuals who received a pre and post needs survey showed a decrease in the number of needs.
 - **6%** of individuals identified the same number of needs from the pre and post survey. Some clients stated their initial needs were satisfied and at the follow-up consumers identified new needs. Other chose to put certain needs on hold and focus on other priorities, such as work and family.
 - **7%** of individuals' needs increased at the time of the post survey. For some individuals their initial needs were met and other needs were identified due to life changes.
 - **89%** of clients did not receive a post survey due to loss of contact and/or the individual left before completing case plan.

(Who applied)

Asian/Pacific Islander, Hispanic

(Time of Measure)

Monthly

(Data Source)

Monthly Program Report

(Target Goal Expectancy)

- CLFA survey 53 unique persons served and reduce their needs by 100%
- FIRM survey 26 unique persons served and reduce their needs by 100%

Efficiency:

No data collected. CLFA/FIRM will work with the department to track and collect the data for the efficiency domain and report the outcomes next reporting period.

DEPARTMENT RECOMMENDATION(S):

Click here to enter text.