

FRESNO COUNTY MENTAL HEALTH PLAN

OUTCOMES REPORT- Attachment A

PROGRAM INFORMATION:

Program Title:	Cultural-Based Access Navigation and Peer/Family Support Services (CBANS)	Provider:	Fresno Interdenominational Refugee Ministries (FIRM)
Program Description:	The CBANS program is a prevention and early intervention program aimed at reducing risk factors and stressors, building protective factors and skills, and increasing social support across all age groups, through individual and group peer support, community awareness and education provided in cultural sensitive formats and contexts.	MHP Work Plan:	3-Culturally and community defined practices Choose an item. Choose an item.
Age Group Served 1:	ALL AGES	Dates Of Operation:	October 11, 2011 - present
Age Group Served 2:	Choose an item.	Reporting Period:	July 1, 2017 - June 30, 2018
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:	\$205,149	Program Actual Amount:	\$205,082.48
Number of Unique Clients Served During Time Period:	3,337		
Number of Services Rendered During Time Period:	3,337		
Actual Cost Per Client:	\$61.46		

CONTRACT INFORMATION:

Program Type:	Contract-Operated	Type of Program:	Other, please specify below
Contract Term:	July 1, 2017 to June 30, 2021	For Other:	Prevention and Early Intervention (PEI)
		Renewal Date:	June 30, 2021
Level of Care Information Age 18 & Over:	Choose an item.		
Level of Care Information Age 0- 17:	Choose an item.		

Level of Care information above does not apply.

TARGET POPULATION INFORMATION:

Target Population: Unserved or underserved people groups including Southeast Asian (Hmong and Lao) and Syrian/Arab.

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

Integrated service experiences

Cultural Competency

Access to underserved communities

Please describe how the selected concept (s) embedded :

Efforts to develop new or enhanced resources within the different ethnic communities. Enabling people to increase control over their health by increasing access to basic needs. Empowering clients to recognize and reduce their stressors thereby increasing their sense of self-efficacy. Planned learning experiences leading to acquisition of information and skills to better health decisions.

Community Collaboration: FIRM has engaged with many CBO's, churches, My Deen and the Islamic Cultural Center to better support our clients. This collaboration has brought new ways in providing the maximum quality of services to the clients. With better knowledge of their culture, family structure, religious background, we were able to utilize an effective treatment plan to help reduce their stressors. This also increased their integration to the U.S., with knowledge of resources, trust building and understanding of policy and regulations.

Cultural Competence: FIRM has staff that speak Laotian, Hmong, Arabic, Thai, Slavic/Russian language and more. In FIRM's campus there are cultural art on the walls, literature and flyers in those respective languages. FIRM hosts cultural food events monthly which serves to the Lao, Hmong and Arab community. This has been a huge benefit to the organization to be able to support staff that understand the target population we serve! Also, this makes the client feel welcome, build better rapport and trust in the community.

Access to underserved communities: FIRM does not charge for service or any other fees related to service. The ability to have bilingual staff allow more services/resources to the Lao, Hmong, Slavic/Ukrainian and Arab groups. FIRM is open Monday Through Friday and weekends upon clients request. FIRM is also located at a FAX bus stop, which allow clients to utilize the public transportation to access CBANS services. FIRM also provides regularly outreach on Southeast Asian ethnic media to spread information about the services.

Integrated services experiences: FIRM provides support services to individual in crisis (fire victims, homelessness and domestic violence cases). Most of the clients are walk-in clients and that are enrolled in different programs throughout Fresno County. We do not discriminate against anyone who is seeking services, even if they are from another organization. We are open to anyone who walks through our door and if we are not able to help, we provide a linkage for support elsewhere as needed.

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

1. Effectiveness

- **Objective:** To increase consumer overall wellness.
- **Indicator:** Number of engagements, linkages and referrals, and active individuals.
- **Who Applied:** Community members of all ages and active individuals.
- **Data Source:** Pre and Post PHQ-9 surveys.
- **Time of Measure:** FY 2017/2018.
- **Target Goal Expectancy:** To be established with the Department.
- **Outcomes:** Wellness survey results report, from a scale of one to six (six being totally satisfied with their current overall wellness), 95% of surveys scored their satisfaction at six. The other five percentile did not participate or did not provide feedback on the post surveys. There were no negative responses.

2. Efficiency

- **Objective:** To reduce mental health symptoms of stress, depression and anxiety by supporting clients priority "Needs"!
- **Indicator:** Number of engagements, linkages and referrals, and active individuals.
- **Who Applied:** Community members of all ages and active individuals.
- **Data Source:** Needs assessment evaluation and verbal assessments.
- **Time of Measure:** FY 2017/2018.
- **Target Goal Expectancy:** To be established with the Department.
- **Outcome:** Results of assessments reported, 93% (3,860 of 4,150) of the persons served reduced their mental health symptoms due to the CBANS linkages and referrals.

3. Access

- **Objective:** To increase awareness of mental health symptoms to unserved and underserved community populations in a culturally appropriate format.
- **Indicator:** Number of assessments, activities, outreach events, workshops, linkages and referrals.
- **Who Applied:** Community members of all ages and active individuals.
- **Data Source:** Sign-in sheets, outreach events, and verbal feedback from active cases and at discharge.
- **Time of Measure:** FY 2017/2018
- **Target Goal Expectancy:** To be established with the Department.

- **Outcome:** Results of surveys report 97% (9,424 of 9,715) of persons served felt that they are more knowledgeable about mental health symptoms and more willing to take preventive measure to address their own or family and friend's symptoms. Indicators also state that the persons served have a better understanding of coping skills and resources available in the community.

4. Satisfaction & Feedback

- **Objective:** To receive feedback on garden programing.
- **Indicator:** Percentage of persons served reporting satisfaction with programming.
- **Who Applied:** Community members of all ages and active individuals.
- **Data Source:** Surveys, verbal interactions and assessments.
- **Time of Measure:** FY 2017/2018.
- **Target Goal Expectancy:** To be established with the Department.
- **Outcome:** Satisfaction survey results report an 86% (9,114 of 10,597) satisfactory rating of the services provided to them. The remaining 12 percentile did not participate or provide feedback on the survey. Two percent report displeasure, however, they were later addressed and followed up with services.

FIRM will work with the Department to develop new outcomes as well as target goal expectancies in the next reporting cycle.

DEPARTMENT RECOMMENDATION(S):

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