

FRESNO COUNTY MENTAL HEALTH PLAN

OUTCOMES REPORT- Attachment A

PROGRAM INFORMATION:

Program Title:	Holistic Cultural and Education Wellness Center (Holistic Center)	Provider:	The Fresno Center (TFC) formerly Fresno Center for New Americans (FCNA) and its Partners
Program Description:	The Holistic Center is a culturally competent wellness program whose primary goal is to contribute to the learning of complementary holistic healing practices, with a focus on increasing mental health awareness, reducing stigma and discrimination, increasing program capacity, and promoting wellness and recovery through a process that links clients to complementary/non-traditional healers within the diverse cultural communities of Fresno County. Our staff represent the underserved communities of Fresno County and speak English, Spanish, Hmong, Punjabi, Khmer, and Lao.	MHP Work Plan:	3-Culturally and community defined practices Choose an item. Choose an item.
Age Group Served 1:	ADULT	Dates Of Operation:	June 19, 2012 to Present
Age Group Served 2:	ALL AGES	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:	None

FISCAL INFORMATION:

Program Budget Amount:	\$896,719	Program Actual Amount:	\$893,347.69
Number of Unique Clients Served During Time Period:	5,678		
Number of Services Rendered During Time Period:	30,443		
Actual Cost Per Client:	\$157.33		

CONTRACT INFORMATION:

Program Type:	Contract-Operated	Type of Program:	Other, please specify below
Contract Term:	July 1, 2017-June 30, 2020	For Other:	Supportive Wellness Services
		Renewal Date:	July 1, 2020

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 contracted program.

TARGET POPULATION INFORMATION:

Target Population: The Holistic Center's target populations include traditionally unserved and underserved population groups, including but not limited to Hmong, Lao, Cambodian, African American, Latino, Punjabi, and Native American, as well as individuals who are non-heterosexual, veterans, experiencing job loss, new mothers, and those experiencing mental health issues (i.e. anxiety, depression, suicidal thoughts) seeking to learn about complementary methods that promote wellness and recovery.

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

The Holistic Center believes strongly in community collaboration to provide services and increase access to services for traditionally unserved, underserved, and/or inappropriately served individuals.

Choose an item.

In the past fiscal year, the holistic center has collaborated with over 50 partners toward a shared vision. Partners represent various sectors and serve intended target communities. Partners included schools, churches, temples, senior centers, libraries, mental health agencies, businesses, and non-profit programs. Some collaborative events included: Rebozo Festival, Pan Valley Tamejavi Culture and Art Festival, Fresno County Library Human Book Project, CSUF Recreational Rehabilitation Conference, Unity Run, Hidalgo Leavenworth Block Party, Transgender Day of Remembrance, Fresno American Indian Health Project (FAIHP) Two-Spirit event, Pinedale EOC Headstart, Mexican Consulate Zumbathon, Black Infant Health Loveboxx, and The Happy Blackgirl Tea Party series.

CULTURAL COMPETENCY

The Holistic Center prides its self on the diversity and culturally sensitive space it provides to the community. From the moment you walk into the space, you'll see murals and art depicting the various communities we serve. Aside from being visually inclusive, the Holistic Center is able to provide services in seven languages and culturally represents the rich diversity of the Fresno County community. Staff represent various groups including Hmong, Lao, Cambodian, African American, Latino, and Punjabi. Staff share their knowledge through culturally informed activities, often in collaboration with community partners who engage traditionally underserved communities. This ensures we collectively adopt behaviors, attitudes and policies that enable us to work effectively in cross cultural situations. To bring education/awareness to the community, staff work together with culturally significant organizations/venues such as the Sikh, Lao, and Khmer temples, Arte Americas, Hmong Veterans, and Pink Panthers.

INTEGRATED SERVICE EXPERIENCE

The Holistic Center strives to provide a seamless, culturally sensitive integrated service experience to its clients. When clients come through our doors for a one-on-one meeting with one of our Cultural Brokers, or participate in a particular group activity, they are informed not only of the many wellness activities available at the Holistic Center, but also learn of the myriad of additional supportive services offered by The

Fresno Center. Referral and linkage services onsite include Medi-Cal enrollment, immigration support, parent education, advocacy, and clinical services in Hmong, Lao, Cambodian, Spanish, and English. As well, a once a month fresh food pantry is provided to participants as are other onsite services like flu shots, mobile dental, and other one-time annual services via partnerships. The Holistic Center staff's intent is to support the individual to ensure they receive the assistance they are seeking in order to prevent them from having to go to various places/multiple agencies to meet their needs.

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 activities of the Holistic Center are organized around three broad learning goals and nine specific objectives. Though they all address aspects of access, effectiveness, and efficiency, Goal 1 (Objectives 1-3) best speaks to the issue of ACCESS, Goal 2 (objectives 4-6) best address the EFFECTIVENESS of the program, and Goal 3 (Objectives 7-9) best demonstrates EFFICIENCY.

ACCESS

Goal 1: Gain a better understanding of complementary/holistic treatment methods used and trusted by many un-served and underserved members of the community and to help identify the unique needs for each group.

Objective 1: Provide educational activities related to complementary healing practices focused on holistic approaches to wellness and recovery. Focus on mind/spirit wellness (i.e. Healing Arts & Crafts, Yoga, Meditation/Relaxation, support groups, and Healing Garden.)

- Target Goal Expectancy—**500** participants per month
- Effectiveness/Efficiency/Access: Target Goal Expectancy was met and exceeded.

Outcome = Average of 901 participants per month (10,818 per year) participated in mind/spirit wellness activities.

Objective 2: Provide education related to behavioral health and physical health service integration. (Focus on physical health (i.e. Zumba, Karate, Kendo, Taekwondo, Strong Body/Strong Mind)

- Target Goal Expectancy—**500** participants per month
- Effectiveness/Efficiency/Access: Target Goal Expectancy was met and exceeded.

Outcome = Average of 967 participants per month (11,615 per year) participated in behavioral health/physical health activities.

Objective 3: Provide educational activities related to holistic approaches to wellness/recovery which may include webinars by recognized experts. (i.e. Cultural Education Workshops and workshops related to complementary approaches to wellness & recovery.)

- Target Goal Expectancy—**10** Workshops/Trainings per year
- Effectiveness/Efficiency: Target Goal Expectancy was met and exceeded

Outcome = 25 Workshops/Trainings were conducted. (10 Cross Cultural Workshops, 5 Complementary Healer Workshops, and 10 workshops on complementary healing practices such as storytelling, gratitude, self-reflection, etc.).

ADDITIONAL INFORMATION Access

- Indicator—Numbers of traditionally underserved people attending activities/Numbers of zip codes served
- Who Applied—Participants
- Time of Measure—FY 2017-2018
- Data Source—Child Activity Survey/Youth and Adult Activity Survey/Pre-Post Survey/Childcare Log
- Target Goal Expectancy: None specified

Outcomes:

Consolidated demographics including:

Gender: **Adults:** Males-684 and Females-4147 **Children:(0-15):** Males-186 and Females-488

The majority of the clients for both Adults and Children were females (85%) while males in the Adult and Children were 15%.

Age: **0-15**—57 **16-24**—406 **25-59**—2681 **60 and over**—1253 **Unreported:** 720

Of those who reported their age, the majority (47%) were adults (25-59) with the next largest group being 60 and over at 22%.

Marital Status: **Single:**--1152 **Widowed:**--410 **Divorced:**--464 **Living Together:**--392

Married:--2005 **Separated:**--123 **No Entry:**--276

The majority of the clients (35%) reported being married with the next largest group (22%) reporting as being single.

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Ethnicity: African American/Black—225 Caucasian/White—269 Latino/Hispanic—2659 Hmong—1047 Lao—315
Cambodian—521 Other Asian—56 Native American—49 Punjabi—264 Other—49 No Entry—255

Almost half (47%) of the clients self-identified as Hispanic/Latino with the next largest group Asian/Pacific Islanders (24%) which includes Hmong, Lao, Cambodian, and other Asian. Of the Asian/Pacific Islander group, Hmong clients were the largest (54%).

Zip Code:

More than 50 zip codes were reported by Holistic Center clients who responded to the surveys. Most of the clients reported coming from 93727 and 93648 that are the zip codes corresponding to the main service site in Fresno and the Parlier Satellite site. It should be noted that many of the clients did not provide a zip code and there were many others that were incorrect/invalid zip codes listed as well.

Many of the individuals who participate in Holistic Center activities are mothers. Although the data does not tend to be reflected in the Activity Survey results, it is evident from the table below that many of the clients are new mothers and as such, at greater risk of post-partum depression. Offering childcare to these mothers increases their access to services and offers them the opportunity to receive support through the various wellness activities offered.

Date	Under 1 yr	2 yrs	3yrs	4yrs	5 yrs	total
July 2017	3	32	27	30	199	291
August 2017	32	42	65	59	137	335
September 2017						0
October 2017	58	125	77	31	26	317
November 2017	24	75	82	34	94	309
December 2017	16	42	65	29	95	247
January 2018	25	44	73	42	45	229
February 2018	33	53	126	47	6	265
March 2018	36	47	51	10	33	177
April 2018	63	84	95	40	30	312
May 2018	36	76	96	60	16	284
June 2018	23	29	80	39	201	372
TOTAL						3138

EFFECTIVENESS

Goal 2: Monitor and track the success of complementary wellness and recovery practices by partnering closely with complementary/holistic practitioners and those individuals that seek complementary/holistic treatment methods.

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

- Target Goal Expectancy—**10** Complementary Practitioners will engage in Holistic Center activities per year
- Effectiveness/Efficiency: Target Goal Expectancy was met and exceeded

Outcome = Twenty one (21) Complementary Practitioners were engaged in Holistic Center activities this year.

Objective 5: Develop a list of Complementary Traditional Practitioners.

- Target Goal Expectancy—Grow Complementary Healers Directory from 21 Healing Practitioners to **25** the first year. (Targeting 6 new practitioners per year.)
- Effectiveness/Efficiency: Target Goal Expectancy was met and exceeded

Outcome: A new Complementary Healer Workshop monthly series was created to help identify and recruit healing practitioners to help grow the Complementary Healer directory. Six new applications were received/accepted this fiscal year for a total of **27** Complementary Healers.

Objective 6: Cultural Brokers will link/refer clients to both traditional and non-traditional mental health and other services.

- Target Goal Expectancy—**100** clients per year will be linked/referred to traditional mental health, holistic practitioners, or holistic therapeutic services
- Effectiveness/Efficiency: Target Goal Expectancy was met and exceeded

Outcome: One hundred thirty four (134) individuals were linked/referred to traditional mental health, holistic practitioners, or holistic therapeutic services and an additional **284** individuals were linked with non-mental health services.

ADDITIONAL INFORMATIONEffectiveness

- Indicator—Positive impact on mental health/physical health/Increased Learning
- Who Applied—Participants
- Time of Measure—FY 2017-2018

- Data Source—Activity Survey/Pre-Post Survey
- Target Goal Expectancy: None specified

Outcome:

- Impact of Activity on Knowledge about Services Provided

There was a significant difference in the Knowledge about Services Provided prior to activity involvement and after having activity involvement.

- Impact on Cultural Awareness

There was a significant difference in Cultural Awareness prior to activity involvement and after having activity involvement.

- Measure of Increased Learning – Mission/Purpose of Activity (Pre/Post Survey)

There was a significant difference in the learning of the Mission/Purpose for Activity prior to activity involvement and after having activity involvement.

- The results above suggest that the Holistic Center services that are provided are being positively understood in the community as well as the clients in these activities are not only gaining a better sense of self-identity and cultural knowledge, but also being appreciative of the services that have been provided.

EFFICIENCY

Goal 3: Increase community groups understanding of signs and symptoms of mental illness which will assist in reducing the stigma of mental illness in the community.

Objective 7: Conduct Mental Health First Aid Classes

- Target Goal Expectancy—60 participants per year will be certified in Mental Health First Aid
- Effectiveness/Efficiency/Access: The specified Target Goal Expectancy was not met due to staffing issues, however the overall goal expectancy of having various community groups gain a better understanding of signs and symptoms of mental illness to reduce mental health stigma (i.e. Learning Goal 3) was met.

Outcome: Mental Health messaging is included in each of the activities conducted at the Holistic Center. Additionally, mental health topics are presented regularly as part of the different cultural support groups including Pláticas (Spanish), Sabay Sabay (Khmer), Samakee Support Group (Lao), Sikh Women's Empowerment Group (Punjabi) and Akoma Support Group. Additionally, several stand-alone mental health workshops were conducted throughout the year including Mental Health 101, Mental Health Services for Latinos (Spanish), LGBT Community Mental Health, Self-reflection, Gratitude, and Building a Better You workshops. Cumulatively, staff received person centered training, training on working with people with disabilities, and one staff became WRAP (Wellness, Recovery, Action, Planning) certified. Thirteen people became Mental Health First Aid (MHFA) certified through the Holistic Center. Three MHFA workshops are scheduled in October 2018.

Objective 8: Cultural Brokers will conduct outreach to diverse communities in Fresno County, specifically to unserved and underserved communities.

- Target Goal Expectancy—Conduct at least **10 events** and Connect with at least **12 organizations** providing services to underserved groups; and disseminate information via local ethnic media and social media
- Effectiveness/Efficiency/Access: Target Goal Expectancy was met and exceeded

Outcome: We participated in over **60 community outreach events** including Hmong New Year, Lao New Year, Veteran's Parade, LGBT+ September Spectacular Resource Fair, Neighborhood Market, and Freedom School Harvest Celebration. As part of our outreach we host activities at various senior centers, schools, and other community benefit organizations. We partnered with over **50 organizations** this fiscal year, with 17 of those being new partnerships. Outreach is additionally conducted via our website, YouTube channel, Facebook page, KBIF 900AM Hmong Radio, Univision, Central Valley Talk-Spanish, and Punjabi Radio. Conservatively, our outreach efforts are estimated to have reached an additional 15,000-20,000 individuals.

Objective 9: Mental Health Workshops/Activities (Rural Areas)

- Target Goal Expectancy— Quarterly workshops/activities per year in rural areas regarding various behavioral health topics (2 locations)
- Effectiveness/Efficiency/Access: Target Goal Expectancy was met and exceeded

Outcome: Our intent was to conduct quarterly meetings on the west side of Fresno County, specifically, in San Joaquin and Mendota, however since services are already being provided in Parlier, we received multiple requests for additional services based on participant needs. Aside from the regular ongoing activities (i.e. Zumba, karate, kendo, art, and dance), we provided an additional 12 socio-emotional support group classes to Parlier participants and an additional 20 Senior Wellness classes to the neighboring community of Del Rey. Requests were also received from the neighboring communities of Orange Cove and Fowler but have not yet been provided due to limited staffing.

Learning Opportunities/Unique Clients: During the reporting period (July 1, 2017-June 30, 2018) there were 30,443 learning opportunities (number of times people signed in to a Holistic Center activity—meaningful engagement—excludes large-scale outreach). Of these, 5,678 were unique individuals.

As part of the Holistic Center activities, participants sign at every activity (Sign-In Sheet) and complete a survey (Activity Survey—Children and Activity Survey—Youth/Adult) once per month, regardless of the frequency of the activity. Pre-Post Surveys are completed for Complementary Healers Workshops, Cross Cultural Education Workshops, and any other educational mental health related workshop; a brief Satisfaction Survey is administered along with the Pre-Post Survey. All surveys collect demographic information.

A total of 5678 surveys were completed. The following data is based on survey responses. Data from the surveys represents about 5% of the total learning opportunities that were offered at the Holistic Center.

SATISFACTION & FEEDBACK OF CLIENTS SERVED AND STAKEHOLDERS

- Indicator: Number/percent of participants who would recommend the activity to someone else.
- Who Applied: Participant
- Time of Measure: FY 2017-2018
- Data Source: Satisfaction Survey
- Target Goal Expectancy: 80% satisfaction.

Outcomes:

Of the 5678 Surveys that were tabulated, with clients reporting high levels of satisfaction with the programming and activities. More than 98% of the clients indicated they either “Strongly Agree” or “Agree,” with the statements related to mental health, indicating that their participation in the activities favorably impacted them in sense of self, ability to cope with stress, feelings of belongingness and improved mood.

- 96% of the clients indicated either “Strongly Agree” or “Agree” with the statements related to physical health having impacted their general health and overall well-being.
- 97% of the clients indicated either “Strongly Agreed” or “Agree” that their participation in the activities helped them feel more “physically active”.

To what degree did people agree with this statement: I would likely recommend this gathering/support group to others?

A lot of the clients were likely to recommend the activities to others.

ADDITIONAL INFORMATION (by Domain)

DEPARTMENT RECOMMENDATION(S):

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