

## FRESNO COUNTY MENTAL HEALTH PLAN

## OUTCOMES REPORT- Attachment A

### PROGRAM INFORMATION:

<b>Program Title:</b>	Cultural-Based Access/ Navigation and Peer Support Specialist Program (CBANS)	<b>Provider:</b>	Sarbat Bhala, Inc. (SBI)
<b>Program Description:</b>	Prevention and early intervention program aimed at reducing risk factors and stressors, building protective factors and skills, and increasing social supports and reduce stigma across all age groups, through individual and group peer support, community awareness, and education provided in culturally sensitive and linguistically appropriate format.	<b>MHP Work Plan:</b>	3-Culturally and community defined practices Choose an item. Choose an item.
<b>Age Group Served 1:</b>	ALL AGES	<b>Dates Of Operation:</b>	April 24, 2013 - Present
<b>Age Group Served 2:</b>	Choose an item.	<b>Reporting Period:</b>	July 1, 2017 - June 30, 2018
<b>Funding Source 1:</b>	Prevention (MHSA)	<b>Funding Source 3:</b>	Choose an item.
<b>Funding Source 2:</b>	Early Intervention (MHSA)	<b>Other Funding:</b>	Click here to enter text.

### FISCAL INFORMATION:

<b>Program Budget Amount:</b>	\$69,920	<b>Program Actual Amount:</b>	\$59,253.63
<b>Number of Unique Clients Served During Time Period:</b>	150		
<b>Number of Services Rendered During Time Period:</b>	150		
<b>Actual Cost Per Client:</b>	\$395.02		

### CONTRACT INFORMATION:

<b>Program Type:</b>	Contract-Operated	<b>Type of Program:</b>	Other, please specify below
<b>Contract Term:</b>	July 1, 2016 – June 30, 2021	<b>For Other:</b>	Prevention and Early Intervention (PEI)
		<b>Renewal Date:</b>	June 30, 2021
<b>Level of Care Information Age 18 &amp; Over:</b>	Choose an item.		
<b>Level of Care Information Age 0- 17:</b>	Choose an item.		

The Level of Care information above does not apply.

## TARGET POPULATION INFORMATION:

**Target Population:** All ages of people from the Punjabi community with emphasis on the children, youth, and young adults.

## 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)*

Cultural Competency

Community collaboration

Access to underserved communities

Integrated service experiences

**Please describe how the selected concept (s) embedded :**

Cultural Competency: Use of cultural concepts to bring awareness about mental health symptoms and resources in the Punjabi community.

Community Collaboration: Volunteers come together to host events and advertise them and offer use of communal facilities.

Access to underserved communities: Establishing services in the unserved and underserved Punjabi community by placing the services on site of the Gurudwara (Sikh Temple).

Integrated service experiences: Incorporate weekly support group sessions, workshops, lectures, classes and programs etc. to try and serve people with different interests .

**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 improve mental health awareness and overall wellness for the community.
- **Indicator:** Percent of families and individuals reporting satisfaction of their wellness.
- **Who Applied:** Any family interested in the services we provided and those that got recommendations CBANS.
- **Time of Measure:** FY 2017/2018.
- **Data Source:** Word of mouth, Suggestion box, open door policy to report complaints or suggestions, we do not do surveys because they are ineffective and not available in Punjabi. Many of our clients are not literate or have trouble reading.
- **Target Goal Expectancy:** To be established with the Department.
- **Outcomes:** The number of people served is increasing annually. We have had more people reaching out and asking for our services, there have not been any hospitalization as of yet due to the deep rooted stigma but the community is starting to open up and many people are starting to use resources. Of the individuals that provided verbal responses, the majority reported having satisfaction with their overall wellness due to the programming.

**2. Efficiency**

- SBI did not have a measurement for Efficiency this year and will work with the Department to develop measurements for the next fiscal year.
- Currently, services to each person served cost \$395.02.

**3. Access**

- **Objective:** To provide education, resources, and space for the Punjabi and community to discuss mental health and learn about prevention methods and resources that are available to them.
- **Indicator:** Number of referrals and linkages, workshops, and community outreach. Many service groups have been moved around at the request of the clients so they fit the schedule.
- **Who Applied:** All community members, and consumers of the CBANS program.
- **Time of Measure:** FY 2017/2018.
- **Data Source:** Verbal interactions and surveys. Sign-in Sheets. Activity logs.
- **Target Goal Expectancy:** To be established with the Department.

- **Outcomes:** There has been an increase in assessments due to the facilities being located on site of the Gurdwara (Sikh Temple). CBAN referrals are mostly started when individuals attend temple services. After temple services, youth and adults attend programming sessions. New individuals are always refer to CBANS as it is so easily accessible. SBI conducts large community outreach activities, which consist of the annual Sikh Parade in Selma and Kingsburg. Over 1,000 individuals are in attendance at the Sikh Parade each year.

#### 4. Satisfaction & Feedback

- **Objective:** To receive feedback on program services and operations.
- **Indicator:** Percentage of consumers reporting growing involvement and overall enthusiasm for programs.
- **Who Applied:** All ages. Consumers of the CBANS program.
- **Time of Measure:** FY 2017/2018.
- **Data Source:** Verbal interactions and surveys.
- **Target Goal Expectancy:** To be established with the Department.
- **Outcomes:** Verbal surveys are gathered twice a week, weekly, and monthly during programming sessions. Individuals have reported a feeling of satisfaction (the majority reports they are happy with services received). In the next year we expect a formalized and dedicated group that will attend regularly and we plan to increase the involvement of lesser participating age groups like the elderly and adolescence.

Sarbat Bhala, Inc. will work with the Department to develop outcomes as well as target goal expectancies in the next reporting cycle.

#### DEPARTMENT RECOMMENDATION(S):

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