

FRESNO COUNTY MENTAL HEALTH PLAN

OUTCOMES REPORT- Attachment A

PROGRAM INFORMATION:

Program Title:	Cultural-Based Access/Navigation and Peer Support Specialist Program (CBANS)	Provider:	West Fresno Health Care Coalition, Inc. dba West Fresno Family Resource Center (WFFRC)
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 supports across all age groups, through individual and group peer support, community awareness, and education provided in culturally 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:	Early Intervention (MHSA)	Other Funding:	Click here to enter text.

FISCAL INFORMATION:

Program Budget Amount:	\$84,566.00	Program Actual Amount:	\$84,460.09
Number of Unique Clients Served During Time Period:	552		
Number of Services Rendered During Time Period:	552		
Actual Cost Per Client:	\$153.01		

CONTRACT INFORMATION:

Program Type:	Contract-Operated	Type of Program:	Other, please specify below
Contract Term:	July 1, 2015 – June 30, 2020	For Other:	Prevention and Early Intervention (PEI)
		Renewal Date:	June 30, 2021

Level of Care Information Age 18 & Over:

Level of Care Information Age 0- 17:

Level of Care information above does not apply.

TARGET POPULATION INFORMATION:

Target Population: African American including LGBTQ, Veterans, and Homeless within the CBANS service populations.

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

Integrated service experiences

Access to underserved communities

Please describe how the selected concept (s) embedded :

WFFRC strives to safeguard residents and community members by having staff trained in cultural competency, mental health and knowledge of community based services and resources. Additionally, has staff trained from accredited Masters Degree programs from Fresno State In Marriage, Family and Child Counseling and Social Work. The program works to promote community building among all residents. This is done by attending and hosting community events and partnering with other agencies to increase access to services and provide bridges to linkages to other services within the community. One of the ways this has been successful is through the Cultural Celebration held and hosted with all CBANS partners in partnership with the Department of Behavioral Health. Additionally, WFFRC staff assess participants by doing a needs assessment to determine need for services and support.

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

OUTCOME GOAL

Goal 1: Reduction in Consumer Stressors

(define measuring tool and results in Outcomes # 1)

OUTCOME DATA

Outcome 1:

The needs and stressors tool helps quantify how many needs a client has upon arriving for services due to current life stressors. It is broken down into four areas significance as follows; Basic Needs, Physical and Mental Health Needs, Client's Other Needs & Needs Related to children and other adult family members.

The consumer action plan helped clients and CBANS support staff work together in prioritizing needs most important to them. As a result, staff was able to connect consumers with appropriate culturally competent services. Some of the services provided for linkage for consumers are: food, low or no-cost healthcare (Medi-Cal/Covered California), education, legal (child custody), employment, housing and/or shelter.

Linkage to these services were provided within Fresno County and are as follows: mental health (Fresno County Behavioral Center), food distribution centers such as West Fresno Family Resource Center and other community centers (MEB, EOC, and more), Tzu Chi Health Foundation, Catholic Charities, Fresno EOC Head Start, Veteran's Mental Health Services, Marjorie Mason Center, Map Point (housing linkage and other services), Community Regional Medical Center (suicide assessment—voluntary).

A total of 552 participants received services during the 2017-2018 fiscal year. Of those, 18.5% were successfully linked to appropriate services and developed coping mechanism for their stressors. At initial intake, the average number of stressors expressed by a consumer was 3 (106 intakes assessments). WFFRC could not fully conclude if the remaining percentile of participants had or did not

Performance Outcomes FY 17-18

Goal 2: Increase in Consumer Wellness

(define measuring tool and results in Outcomes # 2)
Wellness Score

have successful linkages to services and resources due to the client's change in contact information.

Outcome 2:

The wellness score identifies overall wellness of consumers and their support system, stress level, knowledge of community resources, and level of confidence in self and asking others for help. The wellness survey is measured on a scale of zero to thirty-seven overall wellness being at best for a consumer when the score is high.

The initial assessment indicated

- 6.60% of consumers fell into the scale of zero to ten,
- 33.02% fell in the scale of eleven to twenty,
- 52.83% in the scale of twenty-one to thirty,
- 7.55% in the scale of thirty-one to thirty-seven.

As majority of the individuals did not follow through with scheduled appointments as well as clients seeking one time services; the second round of assessment data is lacking. Unfortunately, many clients did not follow through with follow-up assessments despite the multiple reminders and attempts to contact consumers. Although clients did not follow through over many attempts to make contact with consumers were made throughout the duration of the contract 2017-2018 fiscal year.

Despite those who did not follow through many consumers continue to work with CBANS staff to promote overall wellness and advocate for themselves.

Goal 3: Increase Consumer Coping Strategies

(define measuring tool and results in Outcomes # 5)
Coping strategies

Goal 4: Increasing Awareness of Mental Health

Outcome 3:

During the 2017-2018 fiscal year the initial PHQ9 assessment scores Indicated:

- 50.0% of consumers fell into the scale of one to four,
- 12.26% fell in the scale of five to nine,
- 19.81% fell in the scale of ten to fourteen,
- 0.00% fell in the scale of fifteen to nineteen
- 17.93% fell in the scale of twenty to twenty-seven

Outcome 4:

Other activities that have been engaged in are outreach activities at community centers, block parties, health fairs and presentations to inform and educate the public on the CBANS program and the services provided. Some of the events that have recently taken place are:

West Fresno FRC News

Highlighting CBANS program events past, and upcoming monthly newsletter to keep people informed of things being provided in the community regarding mental health, and the stigma that surrounds it.

Mental Health (81) Adults

We have presented movie clips on & discussed topics such as:

- Parenting (10 sessions x 3 Cohorts) (30)
- Depression
- Movie: Black Panther
- Movie: Call Me Crazy
- Coping with Stress
- Stress Relief Techniques
- Personal Hygiene
- Job Readiness
- Community Building (3 sessions)
- Arts & Crafts (therapeutic activities)
- Managing Chronic Health Issues
- Immigration Issues
- Identity Theft and Crime Prevention
- Medication Education

- Physical Fitness & Nutrition for Seniors
- Chair Zumba
- Food Safety (12 sessions) (English & Spanish)
- Senior Survival Skills
- Hair Care
- Skin Care
- Black History Month
- Unsung Heroes: Black Military Service Men & Women
- Senior Self-Esteem
- Signs of Dementia
- Breast cancer Education
- Heart Health Education
- Elder Abuse
- Signs of Dehydration
- Scams on Senior Citizen Populations
- Spiritualism for a Healthy Lifestyle
- Holiday Stress Reduction (English & Spanish)
- Anger Management
- Champions for Change: Food Demos (6 sessions)

Mental Health (43 workshops & Support Groups) Youth

- Self-Esteem
- Physical Fitness & Nutrition
- Healthy Nutrition & Lifestyles
- Self-harm & Other Behaviors
- Crime & Safety
- Substance Abuse
- Bullying (cyber, physical, verbal, social)
- Self-Esteem & Emotional Well-Being
- Anger Management
- Social Media Etiquette
- Education & Life Skills
- Shaking the Stigma
- Operating Guidelines & Creativity Part 1
- Black History Month (4 sessions)
- Greeting Voters at the Voting Poles
- Juneteenth Education & Celebration (2 Session)

- Community Garden Education
- Turkey Dinner Celebration
- Support Groups (21 groups)

Outreach Events

Attended community block parties as a vendor to provide program information to community residents in Fresno County. WFFRC also hosted:

- Earth Day Celebration
- Pink Hat Tea
- Breast Cancer Brainstorming Luncheon
- Black Family Community Forum
- Heart Health Day Luncheon
- Senior Symposium
- Police Block Party (2 Outreach Events)
- Stop the Violence Block Party
- Jefferson Elementary School Carnival
- Saint Paul Christine Methodist Church
- Mt. Pleasant Harvest Fest
- Easter Egg Hunt
- FoodMaxx Shopping Center (Street Outreach)
- Chinese New Year Celebration
- MEB Job Fair Block Party
- Tea in the Garden (MEB)
- USDA Senior Box Food Giveaway (4 Outreach Events)
- Mexican Consulate of Fresno (2 Outreach Events)
- Fresno Council on Child Abuse Prevention
- Orange Center School: Health & Wellness Fair
- Multicultural Cultural Celebration/ Black Party
- Sabatini Health & Wellness Fair
- Safe Night Out
- Law Enforcement (Probation) Block Party
- Edison High School: Turkey food Box Giveaway
- MEB Food Giveaway
- Santa's Village (4 sessions)
- Annual Earth Day Community Block Party
- Juneteenth Celebration

Annual Cultural Celebration

Along with other CBANS partners hosted cultural celebration in Honor of promoting diversity, culture, and building relationships with others. The event had approximately 500 adults, children, and families in attendance.

Toys for Tots

Additionally, WFFRC provided approximately 127 families (608 children) families with toys for the Christmas holiday with the partnership of “Fresno Toys for Tots”.

WFFRC will work with the Department to develop outcomes as well as target goal expectancies for all outcomes in the next reporting cycle.

DEPARTMENT RECOMMENDATION(S):

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