

## FRESNO COUNTY MENTAL HEALTH PLAN

## OUTCOMES REPORT- Attachment A

### PROGRAM INFORMATION:

<b>Program Title:</b>	Consumer/Family Advocacy Services	<b>Provider:</b>	Centro La Familia Advocacy Services/Fresno Interdenominational Refugee Ministries
<b>Program Description:</b>	The provision of community-based behavioral health support and stigma reduction education services.	<b>MHP Work Plan:</b>	2-Wellness, recovery, and resiliency support Choose an item. Choose an item.
<b>Age Group Served 1:</b>	ALL AGES	<b>Dates Of Operation:</b>	January 1, 2017 – current
<b>Age Group Served 2:</b>	Choose an item.	<b>Reporting Period:</b>	July 1, 2018 – June 30, 2019
<b>Funding Source 1:</b>	Com Services & Supports (MHSA)	<b>Funding Source 3:</b>	Choose an item.
<b>Funding Source 2:</b>	Choose an item.	<b>Other Funding:</b>	Click here to enter text.

### FISCAL INFORMATION:

<b>Program Budget Amount:</b>	\$113,568	<b>Program Actual Amount:</b>	\$104,826
<b>Number of Unique Clients Served During Time Period:</b>	1,927 (Presentations); 5,238 (Outreach); 235 (Support groups); 1,074 (Calls); 171 (one-on-ones)		
<b>Number of Services Rendered During Time Period:</b>	8,645		
<b>Actual Cost Per Client:</b>	\$12.12		

### CONTRACT INFORMATION:

<b>Program Type:</b>	Contract-Operated	<b>Type of Program:</b>	Other, please specify below
<b>Contract Term:</b>	January 1, 2017 – June 30, 2019, with 2 optional 12-month terms.	<b>For Other:</b>	Consumer/Family Advocacy Services
<b>Level of Care Information Age 18 &amp; Over:</b>	Choose an item.	<b>Renewal Date:</b>	July 1, 2021
<b>Level of Care Information Age 0- 17:</b>	Choose an item.		

The Level of Care information above does not apply to this contracted program.

### TARGET POPULATION INFORMATION:

<b>Target Population:</b>	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.
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**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

Individual/Family-Driven, Wellness/Recovery/Resiliency-Focused Services

Access to underserved communities

Integrated service experiences

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

**Community Collaboration:** For the Consumer/Family Advocacy Services program (CFAS), CLFA contracts with Fresno Interdenominational Refugee Ministries (FIRM) to provide advocacy services to unserved and underserved communities. CLFA and FIRM meet to ensure deliverables are met, collaborate on events/outreach and coordinate tracking and reporting. CLFA also coordinates with other service providers for outreach events, trainings and linkages.

**Cultural Competency:** CLFA receives monthly cultural awareness training from Dr. Juan Garcia, LMFT and Executive Director of Integral Community Solutions Institute. The trainings allow staff to increase their awareness on cultural approaches. Topics focus on Family/Familismo; Respect/Respeto; Close relationship/Personalismo; Proper social etiquette for ethnic populations; Cultural mental health stigma challenges; and Facilitation of support groups. Additionally, CFAS staff engages in cultural awareness trainings from other providers. These trainings are coordinated by CLFA and participation is from all CLFA staff.

**Individual/Family Driven, Wellness/Recovery/Resiliency-Focused**

**Services:** CLFA uses its tailored “full approach” method for service delivery. The “full approach” was developed by CLFA to address an individual’s need and promote wellness. This method incorporates the following elements in service delivery:

- Access: address barriers such as transportation, language, etc. and overcome them;
- Cultural Values: acknowledge individual/family unity, religious beliefs, privacy;
- Respect: decisions, cultural norms, gender roles, reputation of the individual/family;
- Trust/Consistency: create relationships based on trust, consistency;
- Staffing: bilingual, bicultural staff that create supportive environments;
- Messenger: reliable/trusting messenger assisting individual/family in navigating services/networks;
- Outreach: implement cultural/relevant tools for client interaction;
- Engagement: attend important events relevant to community and services.

All services are centered around the individual/family so that they can capitalize on their strengths and better cope with stressors. This helps them build resiliency and address areas of need so that they can recover/stay resiliency focused.

**Access to Underserved Communities:** Unserved and underserved communities are reached through CLFA’s “roving advocacy” component. “Roving advocacy” is when staff travel to rural areas to meet with and serve clients and their families. Before services in remote areas can begin, Consumer Family Advocates work in

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collaboration with their Department Manager to identify the site, day, and time of the service. 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 of rural services, they are fully equipped with internet-ready laptops, cell phones, and locked file boxes. This allows staff to 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 and accuracy of case file information.

**Integrated Services Experiences:** CLFA utilizes an integrated service approach for service delivery. This approach includes sustained contact over prolonged periods of time allowing individuals and families to build rapport and trust with staff as each individual and family seeks and receives services in their time of need. CLFA then becomes an advocacy provider that they trust; working to provide linkages, and wraparound services. Wraparound services include CLFA's internal programs such as access to public benefits, health insurance, immigration, parenting education, and others. Referrals are made to CLFA's Multi-Agency Access Program (MAP), that provides a single point of entry for Fresno County residents to access linkage(s) to multiple behavioral, social and health services to promote their wellness.

#### 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

- **Effectiveness:** Family Advocate Training and Peer to Peer Education

**Objective:** Consumer Family Advocates shall participate in Family Advocacy Trainings focusing on holistic, culturally sensitive advocacy service delivery.

**Indicator:** Consumer Family Advocates will increase in knowledge of holistic, culturally sensitive advocacy service delivery

**Who applied:** Consumer Family Advocates

**Time of Measure:** Monthly/Quarterly

**Data Source:** Training Logs submitted monthly. Peer to Peer Records

**Target Goal Expectancy:** Family Advocacy trainings to be completed on a quarterly basis

**Outcome:** During this reporting period, CLFA and FIRM received ongoing training on cultural responsiveness and humility to continue to expand staff's capacity to provide culturally sensitive and linguistic services to unserved and underserved individuals/families in Fresno County. These trainings focused on how to respond to individual's/family's needs in areas of homelessness, LGBTQ+, Human Trafficking, Sexual Assault, Depression and Suicide Prevention, Substance Abuse, and Mental Health First Aid. The trainings were provided by external service providers and CLFA's internal staff who are experts in Human Trafficking; Sexual Assault intervention/prevention and LGBTQ+ cultural sensitivity. CLFA's Consumer Family Advocates also participated in Mental Health First Aid training to become a certified 'train the trainer.' This has allowed the staff to become more knowledgeable on mental health first aid and train other individuals in Fresno County (peer to peer education). Mental Health First Aid trained has been administered to CLFA staff and other service organizations.

As a result of staff receiving these cultural responsive and humility trainings, CLFA and FIRM have seen an increase in staff's capacity to continue providing peer to peer education and linkage/referral services to individuals/families in the unserved and underserved communities in Fresno County through warm handoffs, home visits and one on one peer to peer education. Of the individuals/families who received ongoing advocacy services with CLFA and FIRM, **97%** reported a decrease in relapse and an increase in family support and awareness.

➤ **Efficiency:** Family/Consumer Referral

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

**Indicator:** Family/Consumer support to assist in the navigation of system and to engage crisis services as needed to alleviate crisis escalation.

**Who applied:** Target population includes unserved and underserved in Fresno County.

**Time of Measure:** FY 18-19

**Data Source:** Monthly calls logs with deposition submitted

**Target Goal Expectancy:** 55 referrals for information about mental health.

**Outcome:** Appropriate mental health referrals (linkages) are an integral part of CLFA and FIRM's work. The goal is to provide individuals with proper linkages for mental health services and other community resources. For this reporting period, CLFA and FIRM provided 309 referrals to individuals seeking mental health and other community resources.

- **40%** of individuals were linked to Medi-Cal and/or low-cost fee based counseling and substance use services, as well as non-mental health related services. Individuals were linked to ALPHA Behavioral counseling center, Fresno Family Counseling Center, Department of Behavioral Health – Children Services, Justin Armer, LMFT, Claudia Cerda LMFT, Bashful Elephant Counseling, Central Valley Family Therapy, United Health Centers (Kerman and Orange Cove), Castani Family Services, W Gary Cannon Psychological Services Center, First Onset Team, NAMI Fresno, Madera County Behavioral Health Services, Oakhurst Counseling Center, Promesa Behavioral Health, Exodus Recovery – Crisis Stabilization Center and/or Psychiatric Health Facility, Vazquez Clinical Services, Samantha Walker, Marjaree Mason Center, Omega Mental Health, Central Valley Suicide Prevention Hotline, Valley Health Team (Kerman and Fresno), West Fresno Adult Behavioral Health Center, WestCare California, Inc., Antioch Substance Abuse Programs, Fresno County Hispanic Commission, and legal services (attorney, child support, child custody).
- **60%** were linked to CLFA's wraparound services that included: domestic violence, sexual assault, and human trafficking intervention and prevention; health insurance and public benefit enrollment; and MAP Point services. Individuals were also linked to FIRM's services that included support services for short-term transitional housing support and assistance with medical bills or other direct medical costs and immigration services.

Additionally, CLFA and FIRM received/placed a total of **1,074** calls to/from individuals seeking support and assistance in the navigation of behavioral health services and engaged in crisis services as needed to alleviate crisis escalation.

- Of the calls received **57%** of individuals received support in the navigation of behavioral health and crisis services and;
- Of the calls placed **43%** of individuals received further assistance with mental health and wraparound services, such as mental health, housing, public benefit, and other community resources.

- **Access:** Support Group Facilitation

**Objective:** Increase consumer and family members' confidence, functioning, and coping skills

**Indicator:** Consumer and family members show and/or self-report an increase in confidence, functioning, and coping skills.

**Who applied:** Target population includes unserved and underserved in Fresno County.

**Time of Measure:** FY 18-19

**Data Source:** Observation and feedback from Participants

**Target Goal Expectancy:** Consumers and family members express positive change to group leaders

**Outcome:** CLFA and FIRM facilitated a total of **34** support group meetings with a total of **235** participants. The support groups sessions were held in Fresno (zip codes: 93721 and 93703) and the rural communities of Kerman, Sanger, and Fowler. These meetings occurred during the evening and at a time of the day that was convenient to individuals and families. These support groups were open to the community and specifically tailored to meet the mental health needs of individuals and families who may or may not have a support system that encourages and accepts their lived experience of having a family member or loved one with a mental health disorder and/or experiencing a mental health crisis. Staff provided community members a safe place where participants can openly discuss and engage in fellowship while doing hands-on activities that promote wellness. During the sessions, staff continuously emphasized the importance of self-care and confidentiality. The topics covered included depression, anxiety, stress management, suicide prevention, holiday blues, relaxation techniques, the effects of chronic disease, unemployment, mindfulness, wellness, and recovery. As a result of participation, **73%** of individuals self-reported an increase in confidence, functioning, and coping skills.

A participant from CLFA's support group (Hora de Charla/Conversation Hour) demonstrated growth and progress in their wellbeing. This participant is part of CLFA's Hora de Charla group in Kerman. At the start of the support group, the client was distant and seemed hesitant to share or engage with other participants. During the hands-on activity portion of the session the client would sit at a distance. By the fourth session, the participant began sharing their personal experiences with mental health and began encouraging others to continue attending the sessions. The individual has requested further assistance with linkages to a mental health providers and continues to attend Kerman's Hora de Charla/Conversation Hour on a regular basis.

- **Access:** Presentations to target populations on various mental health disorders, targeting homeless, elderly, LGBTQ+ and parents of school age children

**Objective:** Educate and increase public awareness of impact of mental illness to family members and the consumer to minimize stigma.

**Indicator:** Increase awareness and knowledge of mental health.

**Who applied:** Unserved and underserved in rural areas and non-English speaking communities

**Time of Measure:** FY 18-19

**Data Source:** Pre/post evaluation of participants, Monthly report of outreach activities

**Target Goal Expectancy:** 75% of participants will increase in awareness and knowledge of mental health

**Outcome:** CLFA and FIRM conducted educational presentations to community members in Fresno County specifically targeting non-English speaking individuals who are monolingual Spanish, Hmong, and Lao. A total of **55** educational trainings were provided with an overall attendance of **1,927**. In these presentations, staff discussed mental health topics such as: wellness, stigma, cultural barriers, stress, self-care, and depression, and suicide prevention. These presentations were conducted at various sites and locations such as: the Parent Migrant Meetings, the Kerman and Reedley Annual Mini-Conferences, Parent Conferences, The Consulate of Mexico in Fresno, the Sanger Community

Taskforce, Fresno Police Department Violence Intervention and Community Services, Selma Neighborhood Resource Center, VA Mental Health Summit, Saint Agnes Holy Cross for Women, Harvest Elementary School, Fresno City College, Fresno State University, Fresno Pacific University, Fresno Housing Authority Sites in Fresno, Firebaugh, Orange Cove, and Reedley.

The educational presentations promoted wellness and included a strong message of hope and recovery. Staff was able to raise awareness on the stigma that individuals and families in the community face when accessing mental health services, including the fear of the unknown, perceptions of culture regarding mental health and treatment, and immigration. The barriers addressed in the education presentations are magnified if a person is undocumented because they have a more difficult time seeking, locating, and receiving mental health services due to their immigration status.

CLFA and FIRM were able to implement **146** pre/post evaluations at the educational presentations. The pre/post/test demonstrated an increased knowledge among participants 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 presentations, the pre/post/test's demonstrated:

- **69%** of individuals “strongly agree”/“agree” they now have an awareness of mental illness, anti-stigma, and knowledge of additional resources for mental health support.

Additionally, staff participated in outreach events and media activities to further educate community members on mental health. Outcomes of the activities are below:

- **Outreach Events:** Consumer Family Advocates participated in **53** outreach events in Fresno County. Staff was able to connect with the organizers of each event that they attended and further expand awareness of the services they provide. The communities included: Fresno (93722, 93711, 93702, 93702, 93706, 93703), Clovis, Kerman, Mendota, and Selma. Events included: the 1<sup>st</sup> Annual Community Health Fair, Consulate of Mexico, Sabatino, Drag-Con Festival, Veterans Mental Health Summit, Evento de Smog, Fresno Pacific University Open couch – Mental Health Resource Fair, Foster Farms Health and Wellness Fair, State Assembly Member Dr. Joaquin Arambula Community Resource Fair, VHS Family Counseling Services Resource Fair, 16<sup>th</sup> Annual Farmworker Appreciation Day, Fruit and Veggie Festival Health Fair, Transgender Visibility Day, 5<sup>th</sup> Annual Cultural Celebration Block Party Health Fair, and the Pride Parade. An audience of **5,238** community members was reached.
- As part of Mental Health Awareness Month, CLFA hosted its Vive Bien Live Well Spring Social on May 18, 2019. This activity is a collaboration between the Family Strengthening and Mental Health departments. The event engaged community members on the importance of wellness and recognizing the signs of suicide: Question, Persuade, and Refer (QPR). Child friendly and self-care activities were also part of the event, and they included painting and arts and crafts. Additionally, a number of community providers/agencies, such as Clinica Sierra Vista and Integral Community Solutions Institute (who provided counselors for additional support) participated and were



available for families and individuals to interact with and get acquainted with their resources. Vive Bien was well attended, receiving a total of **100** attendees, including adults, children and guest agencies.

- On June 8, 2019, CLFA hosted a mental health forum in Mendota High School with the intent on stressing the importance of wellness in all aspects. A dance therapy demonstration *-bailoterapia-* kicked off the activities, followed by remarks by Mayor Robert Silva. The event was conducted by Judy Anaya, radio host from Univision, served as “MC” and shared her personal story related to mental health. Dr. Irán Barrera provided the keynote address aimed around demystifying the terminology used by professionals in this field, removing stigma, and how to advocate for one’s wellbeing. Also, representatives from the Department of Behavioral Health, Kids in Need of Defense, United Health Centers and CLFA participated in a panel discussion related to the services available to the community in Mendota. Cultivando La Buena Salud was well attended, with **81** members of the community taking part and requesting additional events of this kind. This initiative was a collaboration between CLFA, CalViva Health and the Mendota Unified School District.
- **Media-** CLFA and FIRM staff provided education through trusted messengers on Spanish/Hmong/Lao Television and radio to raise awareness and reduce stigma. Media activities were conducted on Univision Channel 21 Despierta Valle Central, KBIF 900 AM and Hmong TV Network. Consumer Family Advocates reached an estimated audience of **21,000** through media outreach.

➤ **Satisfaction & Feedback of Persons Served & Stakeholder:**

**Objective:** Increase service satisfaction and feedback among target population

**Indicator:** Observation and feedback from participants

**Who applied:** Unserved and underserved in rural areas and non-English speaking communities

**Time of Measure:** FY 18-19

**Target Goal Expectancy:** Consumers and family members express positive change to group leaders

**Outcome:** CLFA and FIRM have received positive feedback from participants and observed it through one-on-one meetings, support groups, education, and training. The feedback is self-reported and centered around an individuals emotional wellbeing and needs. Individuals that participate in services reported that they are happy to be a part of the support groups or presentations because they feel it is helping them. One client stated, “Thank you for taking the time out of your day to listen to me. It feels good to know that I can come to an agency and know that I will not be ignored, but will be treated with respect and dignity. You guys are my angel.”

Below are two additional examples of positive feedback from clients:

1. CLFA assisted a client who came to the office seeking services because of suicidal ideation. CLFA’s Consumer Family Advocate intervened and during the intake process took the necessary steps to deescalate the situation; decreasing clients worries, concerns and working with them to highlight their strengths. The Consumer Family Advocate worked to address the client’s primary concerns and

created an empowerment plan that gave the client the space and trust to confidently disclose the root cause of their thoughts of suicide. After the Advocate assessed and assisted the client a warm hand-off took place, connecting the client to a mental health provider. The Consumer Family Advocate conducted weekly follow-up calls with the client who disclosed they were in a better state and appreciated that they could have someone assist them in their time of need. The individual continues to attend appointments with their mental health provider.

2. CLFA received a call from an individual who resides in Madera County. The individual disclosed to the Consumer Family Advocate that they were having thoughts of suicide. This individual seemed very disoriented and in-crisis. CLFA contacted law enforcement to conduct a welfare check and stayed on the phone with the individual until law enforcement arrived. Once law enforcement confirmed that they had arrived to individual's home, CLFA provided resources for them and gave individual some final encouraging words. A month later the individual called the Consumer Family Advocate thanking them for taking the time to help them and confirmed they were receiving mental health services.

**DEPARTMENT RECOMMENDATION(S):**

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