

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)
Program Description:	The Holistic Center is a culturally relevant 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, and promoting wellness and recovery through education, linkage, and referrals. Our staff represent the targeted underserved communities of Fresno County and provide services in Spanish, Hmong, Punjabi, Khmer, Lao, and English.	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:	Choose an item.
Funding Source 1:	Prevention (MHSA)	Funding Source 3:	Choose an item.
Funding Source 2:	Early Intervention (MHSA)	Other Funding:	Reporting period is July 1, 2018-June 30, 2019

FISCAL INFORMATION:

Program Budget Amount:	\$896,719	Program Actual Amount:	\$888,511.73 Does not include in-kind
Number of Unique Clients Served During Time Period:	6,278		
Number of Services Rendered During Time Period:	31,158 Excludes outreach events		
Actual Cost Per Client:	28.52		

CONTRACT INFORMATION:

Program Type:	Contract-Operated	Type of Program:	Other, please specify below
Contract Term:	July 1, 2018 – June 30, 2020	For Other:	Supportive Wellness Services
		Renewal Date:	July 1, 2020
Level of Care Information Age 18 & Over:	Traditional Outpatient Treatment (caseload 1:80)		
Level of Care Information Age 0- 17:	Outpatient Treatment		

TARGET POPULATION INFORMATION:

Target Population: The Holistic Center's target populations include traditionally unserved and underserved population groups, including Hmong, Lao, Cambodian, African American, Latino, Punjabi and Native American, as well as individuals who are non-heterosexual, veterans, new mothers and persons experiencing job loss and/or mental health issues and are 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

Choose an item.

COMMUNITY COLLABORATION

The Holistic Center believes strongly in community collaboration and engages regularly with partners from various sectors to better serve intended target communities. Partners include schools, churches, temples, senior centers, libraries, mental health agencies, businesses, and other non-profit programs. This fiscal year alone, services to clients were provided in 35 different community sites in addition to being provided at the Holistic Center and its satellite.

CULTURAL COMPETENCY

The Holistic Center provides a safe, visually inclusive space that is ethnically and linguistically diverse. The space houses a multicultural mural, flags from various countries, artwork that culturally represents the rich diversity of the clients we serve, and a six-foot “Participant Pledge” which outlines groundrules for inclusion and respect for all who enter this space. Staff are representative of target communities they serve and cumulatively speak seven languages including Hmong, Lao, Khmer, Spanish, Punjabi, Hindi, and English.

INTEGRATED SERVICE EXPERIENCE

The Holistic Center strives to provide a seamless, culturally relevant, integrated service experience to its clients. In addition to Holistic Center activities, clients can be linked directly to 21 other programs housed at The Fresno Center (i.e. Medi-cal enrollment, immigration support, PG&E and Telephone assistance, parent education, advocacy, and clinical services in Hmong, Lao, Cambodian, and English, as well as a monthly fresh food pantry and annual onsite services like flu shots, diabetes screen, mobile dental, and other services leveraged via partnerships.)

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

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The activities of the Holistic Center are organized around three broad goals and nine specific objectives:

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.

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.

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.

EFFECTIVENESS

- Indicator—Target goal expectancy (i.e. number of people who were targeted to attend activity) was met.
- Who Applied—Cultural Broker
- Time of Measure—FY 2018-2019—(at the beginning of each activity)
- Data Source—Sign-In Sheets
- Target Goal Expectancy (Listed below each objective.)

EFFICIENCY

- Indicator— Target goal expectancy (i.e. number of people who were targeted to attend activity) was exceeded.
- Who Applied—Cultural Broker
- Time of Measure—FY 2018-2019—(at the beginning of each activity)
- Data Source—Sign-In Sheets
- Target Goal Expectancy—(Listed below each objective.)

ACCESS

- Indicator— Target goal expectancy (i.e. number of people who attend the activities; number of traditionally underserved people who attend)
- Who Applied—Cultural Broker
- Time of Measure—FY 2018-2019—(Sign in sheet is completed at the beginning of each activity; Activity Survey is completed 1 time per month per activity)
- Data Source—Sign-in Sheet/Activity Survey
- Target Goal Expectancy—(Listed below each objective.)

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 **896** participants per month (10,747 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 **545** participants per month (6,543 per year) participated in behavioral health/physical health activities.

Objective 3: Provide educational activities related to holistic approaches to wellness/recovery by experts in the field. (Cross Cultural Workshops and Complementary Healer Workshops)

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

Outcome = **20** Workshops/Trainings (10 Cross Cultural Workshops and 10 Complementary Healer Workshops were conducted.)

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 = **Seventeen (17)** 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.) (Goal =31 for FY 2018-2019)
- 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. Our list has now grown to 32+ Complementary Healers, though the initial County-approved process is no longer being utilized based on feedback from those invited to be in the directory (i.e. The initial process was deemed too beaurocratic, threatening, insulting, cumbersome, and not user-friendly for the targeted groups.) Instead, community leaders identify and recommend potential Complementary Healers that can be invited to present at the Holistic Center (i.e. they are pre-vetted by community). The Healer then meets with a Holistic Center (as a second “vetting”) then may or may not be invited to conduct a complementary healer workshop based on Holistic Center goals, etc. If the Complementary Healer is invited to present and has a positive review by participants, then they are invited to apply for inclusion in the Directory.

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 both traditional and non-traditional mental health and other services
- Effectiveness/Efficiency: Target Goal Expectancy was met and exceeded

Outcome: Eighty-five (85) individuals were linked/referred to traditional mental health, holistic practitioners, or holistic therapeutic services and an additional 370 referrals were made to Non Mental Health Services (i.e. Central California Legal Services, Centro la Familia, Neighborhood Resource Center, The Fresno Center, Central Valley Regional Center, Housing Authority, Food Distribution locations, Immigration Office, Mexican Consulate, etc.)

Objective 7: Conduct Mental Health First Aid Training Classes

- Target Goal Expectancy—Train 60 participants per year
- Effectiveness/Efficiency/Access: Target Goal Expectancy (as stated) was not met

Outcome: The goal of training 60 participants in Mental Health First Aid (MHFA) was not met. However, the goal behind teaching MHFA was. Specifically, the goal of MHFA is to teach about the signs and symptoms of mental health disorders and to teach people how to help. These topics were addressed in the various cultural support groups. A total of 18 Mental Health workshops were conducted with 961 participants receiving the intended information. This goal was difficult to meet because it depends on the Director’s time. (She is the only one in the program certified to teach MHFA.)

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** (partnering with at least 12 organizations) to provide 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 89 outreach events with over 50 organizations. Seventeen (17) of these events were large scale events including Hmong New Year, Lao New Year, Khmer New Year, Punjabi Festival of Lights, Veteran's Parade, and LGBT+ September Spectacular Resource Fair. 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 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 provided in Parlier and expanded to Fowler and Del Rey (3 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, (4 sessions each, for a total of 8 session) however since services are already being provided in Parlier, we received multiple requests for additional services based on participant needs. Four hundred thirty-six (436) regular ongoing activities were provided and included Jewelry making, Zumba, Strong Body/Strong Mind, Kids Wellness and Senior wellness. (Mental Health topics are addressed monthly in both Kids Wellness and Senior Wellness classes.)

Learning Opportunities/Unique Clients: During the reporting period (July 1, 2018 -June 30, 2019) there were 22,984 learning opportunities (number of times people signed in to a Holistic Center activity—meaningful engagement—excludes large-scale outreach). Of these, 3,446 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 5800 surveys were completed. The following data is based on survey responses. Data from the surveys represents about 3% 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: Cultural Broker
- Time of Measure: FY 2018-2019
- Data Source: Satisfaction Survey
- Target Goal Expectancy: No specific stated number/percent expectancy of satisfaction.

- Outcomes:
 - Of the 5,800 Surveys that were tabulated, with most clients reporting high levels of satisfaction with the programming and activities. More than **98%** of the clients indicated they either “Strongly Agree” or “Agree” 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 “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 large majority of the clients (over 90%) indicated that they were likely to recommend the activities to others.

ADDITIONAL INFORMATION (by Domain)

Effectiveness

- Indicator—Positive impact on mental health/physical health/Increased Learning
- Who Applied—Cultural Broker
- Time of Measure—FY 2018-2019
- Data Source—Activity Survey/Pre-Post Survey/Copenhagen

- Target Goal Expectancy: None specified

Outcome:

- Impact of Activity on Knowledge about Service Provided
There was a significance difference in the Knowledge about Services Provided prior to activity involvement and after having activity involvement.
- Impact on Cultural Awareness

There was a significance 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 s 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 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 for them.

Access

- Indicator—Numbers of traditionally underserved people attending activities/Numbers of zip codes served
- Who Applied—Cultural Broker
- Time of Measure—FY 2018-2019
- Data Source—Child Activity Survey/Youth and Adult Activity Survey/Pre-Post Survey/Childcare Log
- Target Goal Expectancy: None specified

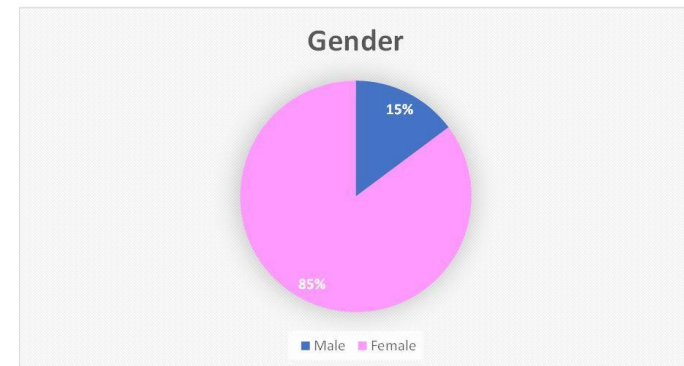
Outcomes:

Consolidated demographics of participants who completed surveys:

Gender:

Adults: Males-637 and Females-3666 Unidentified: 237
(Graph depicts adult break outs)

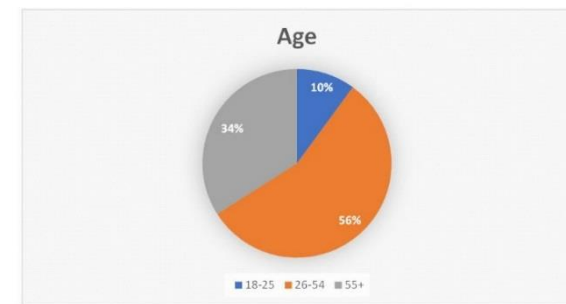
Children:(0-15): Males-236 and Females-413 Unidentified: 51
(Of those who indicated a response, 43% were male and 57% female)

**Age:**

0-15—211 **16-25**—135 **26-54**—293 **55 and over**—110 **Unreported**:78

Of those who reported their age, the majority were adults (26-54) with the next largest group being seniors (55+) (Graph is for adult break outs.)

Please note that there were actually 697 children's surveys administered to children in a group format. There were an additional 211 surveys responded to individually by those who were a little older and wanted to respond to the survey on their own.

**Ethnicity:**

African American/Black—108 **Caucasian/White**—175 **Latino/Hispanic**—2446 **Hmong**—715 **Lao**—214 **Cambodian**—368
Other Asian—25 **Native American**—28 **Punjabi**—99 **Other**—55 **No Entry**—305

More than half (54%) of the clients self-identified as Hispanic/Latino with the next largest group Asian/Pacific Islanders (30%) which includes Hmong, Lao, Cambodian, and other Asian. Of the Asian/Pacific Islander group, Hmong clients were the largest (54%). It is worth noting that there are many larger scale events in which the Holistic Center participates like Hmong New Year, Cambodian New Year, Lao New Year, Dawali (Punjabi), Lao Conference, etc. in which surveys are not administered and as such, not reflected here.

Marital Status:

Single—937 Widowed—476 Divorced—422 Living Together—339 Married—1875 Separated—231 No Entry—258

Of the survey respondents who specified a marital status, the majority reported being married (44%) with the next largest group reporting as being single (22%). When we aggregate the information as those who responded being “coupled” or “non-coupled,” the breakouts are nearly even: 52% vs 48% respectively.

Categorical:

People taking the surveys also had the opportunity to indicate if they were veterans, single parents, new mothers, or non-heterosexual. Though these categories are often left blank, some people did indicate they identified with the following:

Veteran—32 Single Parent—483 New Mother—77 LGBTQ—130

Please Note:

Though not reflected in survey responses, we are serving individuals in the above specified categories. For example, we participate regularly in veterans events such as the Veteran’s parade and the Stand Up event in addition to hosting a Khmer Veterans group at the Holistic Center. As well, we host 2 LGBTQ support groups on-site twice a month in addition to providing LGBTQ information for families. With regard to “new mothers,” many of the individuals who participate in Holistic Center activities have recently had children, however they do not tend to mark “new mother” if they already have other children—it is evident from our childcare data that we are serving many new mothers who may be at risk for post-partum depression.

When we look at the total number of children (from 0-5 years of age) who benefitted from our childcare services, we served almost 3,000 children (N=2987) with about a third of those children being younger than two years of age and more than sixty percent being younger than three years of age. Offering childcare to these mothers increases their access to services and offers them the opportunity to receive support through the various wellness activities offered.

Zip Code:

More than 50 zip codes were reported by the Holistic Center clients who responded to 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 site in Parlier. 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.

DEPARTMENT RECOMMENDATION(S):

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