

## FRESNO COUNTY MENTAL HEALTH PLAN

## OUTCOMES REPORT- Attachment A

### PROGRAM INFORMATION:

<b>Program Title:</b>	Consumer/Family Advocacy Services (C/FAS)	<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 educational 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, 2019 - June 30, 2020
<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>	\$111,939
<b>Number of Unique Clients Served During Time Period:</b>	1,964 (Presentation); 3,221 (Outreach); 209 (Support groups); 595 (Calls); 417 (One-on-ones)		
<b>Number of Services Rendered During Time Period:</b>	6,406		
<b>Actual Cost Per Client:</b>	\$17.47		

### CONTRACT INFORMATION:

<b>Program Type:</b>	Contract-Operated	<b>Type of Program:</b>	FSP
<b>Contract Term:</b>	January 1, 2017 – June 30, 2019, with 2 optional 12-month terms.	<b>For Other:</b>	Community Services and Supports (CSS)
		<b>Renewal Date:</b>	July 1, 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 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.
---------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

**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)*

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

Access to underserved communities

Cultural Competency

Community collaboration

Integrated service experiences

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

**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 work towards helping family/client’s overcome them;
- Cultural Values: acknowledge family/client’s unity, religious beliefs and privacy;
- Respect: decisions, cultural norms, gender roles, reputation of the family/client;
- Trust/Consistency: create relationships based on trust and consistency;
- Staffing: bilingual, bicultural staff that create a safe and supportive environments;
- Messenger: reliable/trusting messenger assisting family/client 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 family/client 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 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.

**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 relevant to mental health service delivery. 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, CLFA & FIRM staff engages in cultural awareness trainings from other providers. These trainings include webinars and educational workshops that can help expand their understanding and knowledge of other community resources and professional skills that can better equip them to provide services to the homeless, veterans, LGBTQ+, etc. These trainings are coordinated by CLFA and participation is from all CLFA staff.

**Community Collaboration:** For the Consumer/Family Advocacy Services program (CFAS), CLFA contracts with Fresno Interdenominational Refugee Ministries (FIRM) to provide mental health services to the community. 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.

**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 a service 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. A high referral rate is made to CLFA's Multi-Agency Access Program (MAP), that provides a

single point 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 mental health service delivery.

**Indicator:** Consumer Family Advocates will increase in knowledge of holistic, culturally sensitive mental health services 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 families/clients in Fresno County. These trainings focused on how to respond to family/client needs in areas of group facilitation, suicide prevention and family support, coping with the holiday seasons, becoming self-aware of individual/client needs through cultural wealth model, understanding culture and holiday stress, ethnic awareness, johari's window.

CLFA and FIRM's consumer family advocates also received trainings specific to homelessness and how to provide support to families/clients during the pandemic. These trainings included: how digital self-care is transforming Mental Health Care, Suicide Prevention Amidst a Pandemic, Primary Care & Telehealth strategies for addressing the secondary health impacts of COVID-19, grief & loss during COVID-19, Harm Reduction, Overview of Supportive Housing Services and Housing First and an overview of case management models in supportive housing. This has allowed staff to become aware and knowledgeable of the external and internal services that can help shape the needs of families/clients in need of peer to peer education and one-on-one support during the pandemic.

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 families/clients in the unserved and underserved communities in

Fresno County through warm handoffs, home visits and one on one peer to peer education. Of the families/clients who received ongoing services with CLFA and FIRM, **59%** 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/treatment services as needed to alleviate crisis escalation.

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

**Time of Measure:** FY 19-20

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

**Target Goal Expectancy:** 60 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 referrals to individuals seeking mental health and other community resources.

- **59%** of individuals were linked to Fresno County Department of Behavioral Health – Children Mental Health Services, Valley Health Team (Fresno, Clovis, Kerman, San Joaquin), Kings County Behavioral Health, Kingsview Behavioral Health Systems, Fresno Family Counseling Center, Castani Family Services, Clinica Sierra Vista (North Fine Adult Behavioral Health Center, Orange & Butler Community Health Center), United Health Centers (Kerman, Selma, Reedely, Mendota, Firebaugh), The National Suicide Prevention Lifeline, Omega Mental Health, Central Valley Family Therapy, Community Regional Medical Center – Behavioral Health Center, Urgent Care Wellness Center, Lock-it-up project, Crime Victim Assistance Program, W Gary Psychological Service Center, All4Youth, Out of county: Porterville Adult Mental Health Clinic, Delta Care, Inc., Pathways to Recovery, Promesa Behavioral Health, Comprehensive Addiction Program, Inc., Westcare California, Inc., Turning Point California, Inc. – Quest House, F.I.N.D. Care; Subsidized Child Care Program; ALPHA Behavioral Counseling Center, Vasquez Clincial Services, Central Valley Suicide Prevention Hotline, Attorney Referral & Info Services, Fresno County Hispanic Commission – Nuestra Casa Recovery Home, California Psychological Institute, County of Santa Clara Behavioral Health Services, Integral Community Solutions Institute, Central Start Youth Psychiatric Health Facility, Sanctuary Youth Shelter, Child Protective Services – Fresno County, Exodus Recovery, Inc. – Stabilization Center – CSC Fresno, Sanctuary Transitional Shelter Fresno, Bridge Point – Turning Point Transitional Housing For Adults, Fresno Rescue Mission, Metro Area Outpatient Clinic, Hinds Hospice, Sablan Health Center, RCS Fresno & Firebaugh
- **41%** 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, Multi Agency Access Point (MAP) services and immigration services for

consultations, naturalization, renewal of DACA, Family Petitions, Permanent Residency Renewal). Individuals were also linked to FIRM's services that included: Medi-cal Enrollment & support services, advocacy assistance for short-term transitional housing, medical, PG&E rental assistance and other bills, such as; security deposits to secure housing and transportation assistance.

Additionally, CLFA and FIRM received/placed a total of **595** calls to/from individuals seeking support and assistance in the navigation of behavioral health services and engaged in crisis/treatment services as needed to alleviate crisis escalation.

- Of the calls received **33%** of individuals received support in the navigation of behavioral health and crisis/treatment services and;
- Of the calls placed **69%** 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 19-20

**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 **40** support group meetings with a total of **209** participants. The support groups sessions were held in Fresno (93721, 93702, 93706 & 93703) and the rural community of Kerman. 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 families and clients 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 emphasize the importance of self-care and confidentiality. The topics covered include Cultural Healing, Mindfulness, Self-esteem, Stress Management, Wellness & Healthy Living, An introduction to Mental Health & Stigma, Depression & Suicide, Anxiety, Holiday Blues, Communication, Resilience & Protective Factors, Family Wellness. As a result of participation, **41%** of individuals self-reported an increase in confidence, functioning and coping skills.

When the COVID-19 pandemic hit, CLFA has to cease its in-person support groups. This hindered staffs ability to carry out this service as it had to follow California Governors ordinance of shelter in place and limited in-person meetings. CLFA put the safety of its clients and staff first and postponed in person groups; mobilizing its efforts to virtual. Virtual groups continue to be implemented today.

**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 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 19-20

**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 **30** educational trainings were provided with an overall attendance of **1,964**. In these presentations, staff discussed mental health topics such as: LGBT+ & Trans 101 and CLFA Mental Health Services, Introduction to Mental Health, Depression and Suicide, How to provide emotional support to a family member diagnosed with Diabetes, Communication, Health and Wellness, Stress Management, Mental Health First Aid Training. These presentations were conducted at various sites and locations such as: Fresno Police Department, Consulate General of Mexico, Fresno Housing Authority (Cedar Courts I & II, Rios Terrace, Paseo 55), CLFA Neighborhood Resources Center, Highway City Resource Event, CLFA Family Strengthening Department – Parenting Classes, Community Regional Medical Center, Edison High School, West Fresno Regional Center, Central East High School Library, Fresno Pacific University, Kirk Elementary School, Raisin City Elementary School, Roosevelt High School.

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 faced 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 harder time seeking and receiving mental health services due to their immigration status.

An activity highlight of the educational presentations conducted by CLFA Consumer Family Advocate. CLFA Consumer Family Advocate conducted an adult Spanish adult Spanish Mental Health First Aid training to the residents of Mendota at Rios Terrace Apartments on November 14, 2019 and November 15, 2019. 10 community residents completed the 8-hour training where they learned how to identify,



understand and provide initial help and support to someone who may be developing a mental health or substance use problem. As a result of the training, participants disclosed they felt more confident that they could recognize the signs that someone may be dealing with a mental health problem or substance use challenge. Participants expressed they felt confident that they could approach and assist a family member or loved one in seeking professional help or self-help services. One participant in particular disclosed that she went home and actually applied the action plan she learned about depression. This individual informed CLFA staff and the group that she spoke directly to one of her family members who was showing signs and symptoms of depression and reported that the approach and skills learned from session one of the training really helped her communicate effectively in expressing her concerns to family member. Per the participant, the outcome of the conversation resulted in her family member opening up and thanking her for reaching out to her and the following day after have the discussion, her family member looked more at ease and happy.

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 **23** 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 include: Fresno (93711, 93706, 93721, 93702, 93725, 93703), Clovis, Mendota and Madera. Events included: Sabatino, Annual Community Resource Fair, Grizzillies Community Outreach Night, Binatinal Health Month, CCS Transition Workshop, Know Your Numbers, Pediatric Mental Health Day, Kirk Elementary School Resource Fair, Self-Care Event, CLFA Weekly Family Care Package Delivery, Food for Share and Mendota's Drive Thru Food Distribution. An audience of **3,221** community members was reached.
- On Friday, May 29, 2020, CLFA in collaboration with Dr. Iran Barrera, a Latino and Hispanic Health Ambassador & author of "The Glove," completed a Facebook live conversation on depression and anxiety. The purpose of the Facebook live conversation was to promote May Mental Health Awareness Month and to open up a discussion for community members to openly express their concerns about mental health. The primary goal of the discussion was to bring awareness of the signs and symptoms of depression and anxiety in an effort to reduce stigma and encourage community members to seek professional help. In addition, it was an opportunity for CLFA in collaboration with Dr. Iran Barrera to talk about CLFA's mental health services. During the conversation, an estimated total of 126 people shared and commented on CLFA's chat room concerns regarding the effects of depression and anxiety. Many of the comments revolved around COVID-19 and the effects of living a new normal as a result of the shelter in place guidelines set forth by the state. CLFA was able to reach a total of 1,088 people with 355 post clicks (231 clicks to play and 124 other clicks.) CLFA did not receive any negative feedback from the community. Several of the comments received from the community were positive. People expressed their gratitude and generous time to host the live chat.

- On March 5 & 6, 2020, CLFA Consumer Family Advocate conducted an Adult Mental Health First Aid training for West Hills Community College North District in Firebaugh, CA. This training was a 2-day, 4 hours increment training that provided staff who work with college age students the tools and understanding of how to responds to students mental health needs. 14 staff completed the 8-hour training where they learned how to identify, understand and provide initial help and support to someone who may be developing a mental health or substance use problem. As a result of the training, participants disclosed they felt more confident that they could recognize the signs that someone may be dealing with a mental health problem or substance use challenge. Participants expressed they felt confident that they could approach and assist their students in seeking professional help or self-help services.
- **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, La Buena 101.9 FM, Exitos 107.1 FM, Multicultural 1600 AM and Hmong TV Network. Consumer Family Advocates reached an estimated audience of **56,027+** 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 19-20

**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 report that they are happy to be a part of the support groups or presentations because they feel it is helping them.

Below are a few examples of positive feedback from clients:

“It actually feels good to know that there are people who truly care and actually call their clients to make sure they are doing well. I am truly grateful for all you do for me and my family and actually placing us on the food distribution list to further assist me and my son.”

“I am thankful the agency who has graciously taken the time to help me and the families in Fresno County during this difficult time. I really appreciate it and thank God for you guys. Five stars and much more.”

“It is good that you are helping us, with the virus we cannot go out and I was alone with my son who is ill, which makes it hard for me to go out. Thank you for your help. May God bless Centro La Familia and the workers and take care of them. God bless you. Thank you.”

**DEPARTMENT RECOMMENDATION(S):**

[Click here to enter text.](#)