

FRESNO COUNTY MENTAL HEALTH PLAN

OUTCOMES REPORT- Attachment A

PROGRAM INFORMATION:

Program Title:	Holistic Cultural and Education Wellness Center	Provider:	The Fresno Center
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:	July 19, 2012 to Present
Age Group Served 2:	ALL AGES	Reporting Period:	July 1, 2019 - June 30, 2020
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:	\$896,719	Program Actual Amount:	\$834,800.19 (Does not include in-kind)
Number of Unique Clients Served During Time Period:	10,231		
Number of Services Rendered During Time Period:	58,922 (Excludes Large Scale Outreach)		
Actual Cost Per Client:	\$14.17 per interaction / \$81.60 per unique client		

CONTRACT INFORMATION:

Program Type:	Contract-Operated	Type of Program:	
Contract Term:	July 1, 2017-June 30, 2022	For Other:	Click here to enter text.
		Renewal Date:	Click here to enter text.
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.

Please describe how the selected concept (s) embedded :

COMMUNITY COLLABORATION

We believe strongly in community collaboration and engage regularly with partners from various sectors to better serve our target communities. Partners include schools, churches, temples, senior centers, libraries, mental health agencies, businesses, and other non-profit programs. This fiscal year, services were provided

in 35 different community sites in addition to being provided at the Holistic Center and its satellite site.

CULTURAL COMPETENCY

We strive to provide a a safe, visually inclusive space that is ethnically and linguistically diverse. Our main space is recognized for its multicultural mural, flags from various countries, and cultural artwork representative of those we serve. Our six-foot “Participant Pledge” outlines groundrules for inclusion and respect for all who enter the Holistic Center. Staff represent target communities and cumulatively speak six languages including Hmong, Lao, Khmer, Spanish, Punjabi, and English.

INTEGRATED SERVICE EXPERIENCE

The Holistic Center is operated by The Fresno Center, a non-profit organization that has more than 20 other supportive service programs on site. As such, we are able to provide a seamless, culturally relevant, integrated service experience to our clients. Holistic Center participants can be linked to 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 free diabetes screens, dental check ups, etc.)

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

The Holistic Center has three overarching goals and nine specific objectives that drive our activities. This year, due to the pandemic, information, toward these goals has been collected two different ways. The information between July 1, 2019 – March 12, 2020, was collected onsite using sign in sheets and paper-and-pencil surveys. **(This will be referred to in this report as “ONSITE.”)** After this date, through June, 30, 2020, as staff transitioned to fully telecommuting and providing services remotely, we created a variety of logs and online tracking mechanisms to try to continue capturing comparable information. **(This will be referred to in this report as “OFFSITE.”)** (See Attachment B for Outcome Measures.)

- **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 2019-2020
- 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 2019-2020—(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 2019-2020—(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.)

**Note: Sign-In Sheets were used July 1, 2019-March 12, 2020. After that time, “attendance” was tracked by counting numbers of people who joined the Holistic Center Facebook Groups (through which activities are provided), numbers of people viewing/subscribing to the Holistic Center Youtube channel (that houses Yoga and “Crafy Encouragement” activities), and Contact Logs.*

***Note: There was a lapse in collecting feedback via the Activity Surveys during the transition to a virtual platform.*

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

ONSITE: Average of 1046 participants per month (9412 per year) participated in mind/spirit wellness activities.

OFFSITE: Average of 2,105 views per month (7,368 views per year) and Facebook 140 group members.

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

ONSITE: Average of 404 participants per month (3639per year) participated in behavioral health/physical health activities.

OFFSITE: Average of 7,505 per month (26,270 views) and 858 Facebook group members.

Objective 3: Provide educational activites 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

ONSITE: 10 Workshops/Trainings (5 Cross Cultural Workshops and 5 Complementary Healer Workshops were conducted.)

OFFSITE: 1 Complementary Healer Workshop

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.

Outcome = 10 Complementary Practitioners were engaged in Holistic Center activities this year. (One participated both ONSITE and OFFSITE)

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 =37 for FY 2019-2020)
- Effectiveness/Efficiency: Target Goal Expectancy was not met.

Outcome: The current Directory has 30 active Complementary Healers.

Note: All of the Complementary Healers listed in the Directory since 2012, were contacted to obtain updated information. People out of the service area, those no longer practicing, and those who lost interest, were removed from the Directory. Additionally, our primary source of recruitment are our monthly Complementary Healer Workshops which run March-December. The break in service in March, limited our recruitment efforts since we were unable to host these workshops onsite and it took us a few months to figure out how to provide and track needed information for the Complementary Workshops via webinar.

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: 90 individuals were linked/referred to traditional mental health, holistic practitioners, or holistic therapeutic services and an additional 329 referrals were made to Non Mental Health Services (i.e. Central California Legal Services, Centro la Familia, Neighborhood Resource Center, Central Valley Regional Center, Housing Authority, etc.)

Note: Referrals to mental health services are consistently 8-9 per month, however, not being on site due to the pandemic resulted in fewer referrals. Referrals to mental health usually are a result of clients calling or dropping by the Holistic Center when in crisis. During the pandemic, there has been a shift to immediate needs like food and housing. We are posting crisis lines and warm lines on our social media as well, so people may be accessing directly.

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; Intent of Goal was met.

Outcome

ONSITE: These topics were addressed in 15 Workshops/Support Groups serving 732 participants.

OFFSITE: These topics were addressed in 4 Workshops/Support Groups, serving 31 participants.

Note: The goal behind teaching MHFA was met and exceeded. Specifically, the goal of MHFA is to teach about the signs and symptoms of mental health disorders and to teach people how to help. This goal was difficult to meet because it depends solely on the Director's time as she is the only certified instructor in the program. However, there are now a number of local individuals and community based organizations that are teaching Mental Health First Aid in Fresno so people interested in being certified can still do so.

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 15 outreach events with over 51 organizations. 7 of these events were large scale events including (Fresno Community Healing, Breaking Barriers Conference, New Hope Ministries 2nd Annual Christmas Food/Toy Giveaway). Only counting

“meaningful engagement” (i.e. those who actually signed in or interacted directly with Holistic Center staff)—1974 people were reached. Outreach is additionally conducted via our website, Youtube channel, and facebook page. See social media metrics and definitions below.

Social Media Metrics:

YouTube				
July 1, 2019 - March 12, 2020	March 13, 2020 - June 30, 2020	Total		
273 Views	497 Views	770		
7.8 Hours of Viewing	19.6 Hours of Viewing	27.4		
6 Subscribers (new)	21 Subscribers (new)	27		
3,049 Impressions	4,303 Impressions	7352		
	220 Unique Viewers			
Facebook				
July 1, 2019 - March 12, 2020	March 13, 2020 - June 30, 2020	Total		Definition
6362	3267	9629	engaged users (unique)	The number of people who engaged with Page. Engagement includes any click or story created. (Unique Users)
5484	2415	7899	page engagement	The number of clicks on any of our content, by type. Stories generated without clicks on page content (e.g., liking the page in Timeline) are not included. (Total Count)
100951	40807	141758	reach	The number of people who had any content from Page or about your Page enter their screen. This includes posts, check-ins, ads, social information from people who interact with Page and more. (Unique Users)
191020	89373	280393	impressions	The number of times any content from Page or about your Page entered a person's screen. This includes posts, stories, check-ins, ads, social information from people who interact with your Page and more. (Total Count)

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 sessions) however since services are already being provided in Parlier, we received multiple requests for additional services in Del Rey and Fowler. 8 regular ongoing activity sessions 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.) Additionally, 4 sessions were conducted in Mendota but were stopped due to the pandemic. Once virtual classes were launched, many of the rural participants continued to engage online by joining the Facebook Groups through which these activities are offered.

Learning Opportunities/Unique Clients: During the reporting period (July 1, 2019 -June 30, 2020) we provided 1,053 activities and workshops, offering there were 58,922 learning opportunities, (number of times people signed in to a Holistic Center activity—meaningful engagement—excludes large-scale outreach, number of “views” on Facebook/Youtube, number of wellness calls to clients, number of peer support contacts/messages, number of mental health posts, and number of wellness/information packets.). Of these, 10,231 were unique individuals (Please note: Unique individuals are calculated by activity and include unique users on our social media activities and workshops).

Data Gathering Practices: When on site, normally, participants sign in 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.

On March 12, due to the pandemic, we began making accommodations to reduce class sizes to fewer than 10 participants. Within a couple of days, participants completely stopped coming to the Holistic Center due to fear of exposure to COVID. On March 17, the Holistic Center team began telecommuting and initiated strategies to continue providing services to clients virtually. This required time to train staff, modify activities to an online platform, and to develop comparable online tracking tools. This created a brief gap in our normal data tracking while we created online comparable measures. The outcome data provided earlier in this report includes both ONSITE and OFFSITE data.

ONSITE & OFFSITE MEASURES

Below, is a grid outlining ONSITE measures used to track activities and workshops and the comparable equivalent measures we developed to help track our OFFSITE work. The left column indicates the measure and who completes it. The center column identifies a comparable online measure. The right column provides the link to each comparable measure.

ONSITE MEASURE		COMPARABLE OFFSITE MEASURE			LINK	
For Clients						
Activity Survey		Activity Survey (Bilingual)			https://www.surveymonkey.com/r/J976Q7C	
Pre-Post Survey		Pre-Post Survey (Bilingual)			https://www.surveymonkey.com/r/NFRMQWX	
For Cultural Brokers						
Monthly Reporting:		Weekly Reporting			https://www.surveymonkey.com/r/6LJYH9W	
		Contact Log/Referral Tracking (Bilingual)			https://www.surveymonkey.com/r/FXKYDJV	
For Childcare/Peer Support						
Childcare Tally		Weekly Reporting Log (Spanish)			https://www.surveymonkey.com/r/L5KLLWW	
For Expert Trainer/Peer Support						
Sign in sheets and activity surveys		Monthly Service Log			https://www.surveymonkey.com/r/FFV56GS	

ONSITE SURVEY DATA

A total of 2,129 Adult Surveys and 122 Pre/Post Surveys and 475 Youth/Child Surveys surveys were completed. The following data is based on ONSITE survey responses. (OFFSITE measures were not initiated fully until July1, 2020.)

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 2019-2020
- Data Source: Satisfaction Survey
- Target Goal Expectancy: No specific stated number/percent expectancy of satisfaction. TFC will work DBH to identify a target goal expectancy for the next reporting period.

Outcomes

Of the (2,129 Adult Surveys [2,090 were complete]) Surveys that were tabulated, most clients reporting high levels of satisfaction with the programming and activities.

- **99.9%**) of the clients endorsed 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.
- **99.9%** of the clients endorsed “Strongly Agree” or “Agree” with the statements related to physical health having impacted their general health and overall well-being.
- **98.5%** of the clients endorsed either “Strongly Agreed” or “Agree” that their participation in the activities helped them feel more “physically active”.

ADDITIONAL INFORMATION (by Domain)

Effectiveness

- Indicator—Positive impact on mental health/physical health/Increased Learning
- Who Applied—Cultural Broker
- Time of Measure—FY 2019-2020
- Data Source—Activity Survey/Pre-Post Survey/Copenhagen
- Target Goal Expectancy: None specified. TFC will work DBH to identify a target goal expectancy for the next reporting period.

Outcome

A Paired Samples T-Test was conducted using JASP to compare mean satisfaction ratings across three discriminatory fields for Holistic Cultural Educational Wellness Center (HCEWC):

Paired Samples T-Test

Measure 1	Measure 2	t	df	p
Knowledge of Service Before	- Knowledge of Service After	-5.871	120	< .001
Knowledge of Subject Before	- Knowledge of Subject After	-12.092	120	< .001
Knowledge of Healing Benefits Before	- Knowledge of Healing Benefits After	-11.815	120	< .001

Note. Participant's t-test.

Descriptives

	N	Mean	SD	SE
I. Before	121	3.198	1.077	0.98
I. After	121	3.645	0.669	0.061
II. Before	121	2.537	1.017	0.092
II. After	121	3.488	0.732	0.067
III. Before	121	2.529	1.126	0.102
III. After	121	3.570	0.681	0.062

- I. How knowledgeable participants were about the services HCEWC provides.
- II. How aware participants were of the cultural background of the activity.
- III. The healing benefits of the Activity.

It was determined that there was a significant difference between all three areas observed before and after the activities were given at HCEWC the knowledge about services provided, cultural awareness, and mental health awareness.

I. Knowledge About HCEWC Services Provided

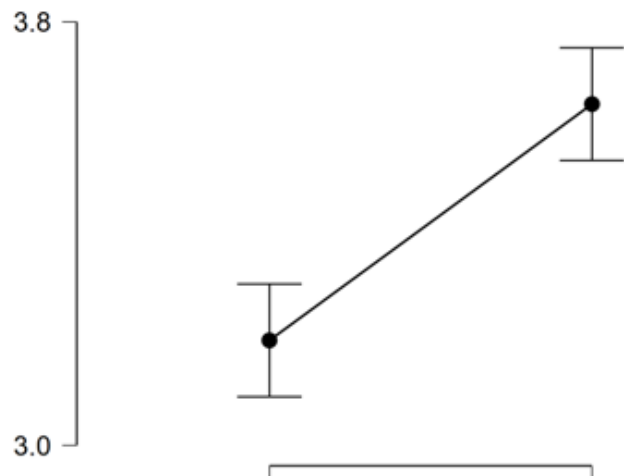
There was a significant difference in the Knowledge about Services HCEWC Provided responses before activity involvement ($M=3.198$, $SD=1.077$) and after activity involvement ($M=3.645$, $SD=.669$) conditions; $t(5.871) = 120$, $p < .001$.

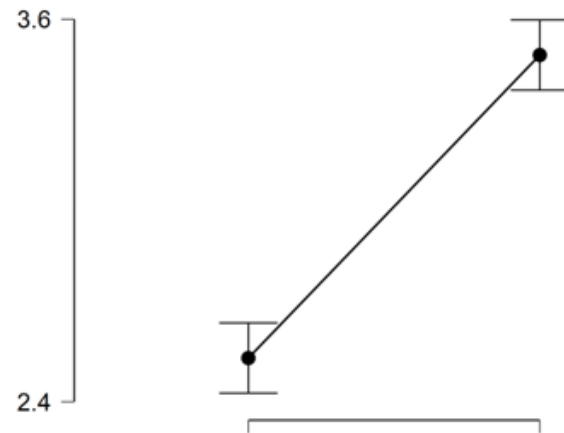
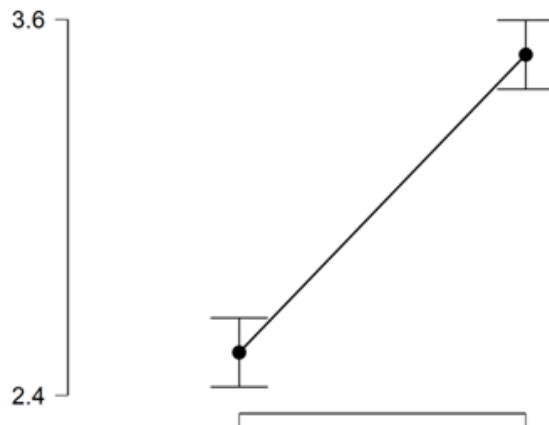
II. Knowledge of Cultural Activity

There was a significant difference in the Cultural Awareness responses before activity involvement ($M=2.537$, $SD=1.017$) and after activity involvement ($M=3.488$, $SD=1.017$) conditions; $t(12.092) = 120$, $p < .001$.

III. Mission/Purpose for Activity

There was a significant difference in the Mission/ Purpose for Activity scores prior to activity involvement ($M=2.529$, $SD=1.126$) and after activity involvement ($M=3.570$, $SD=.681$) conditions; $t(11.815) = 120$, $p < .001$.

Descriptives Plots

I. Knowledge of HCEWC Service provided Before - Knowledge of HCEWC Services provided Afterii. Knowledge of Cultural Activity Before - Knowledge of Cultural Activity AfterIII. Mission/ Purpose for Activity Before - Mission/ Purpose for Activity After

The results above suggest that HCEWC services provided are being positively understood in the community as well as the participants in these activities not only gaining a better sense of self-identity and cultural knowledge but appreciative of the services HCEWC has been providing.

Access

- Indicator—Numbers of traditionally underserved people attending activities/Numbers of zip codes served
- Who Applied—Cultural Broker
- Time of Measure—FY 2019-2020
- Data Source—Child Activity Survey/Youth and Adult Activity Survey/Pre-Post Survey/Childcare Log
- Target Goal Expectancy: None specified

Outcome

Consolidated demographics of participants who completed surveys:

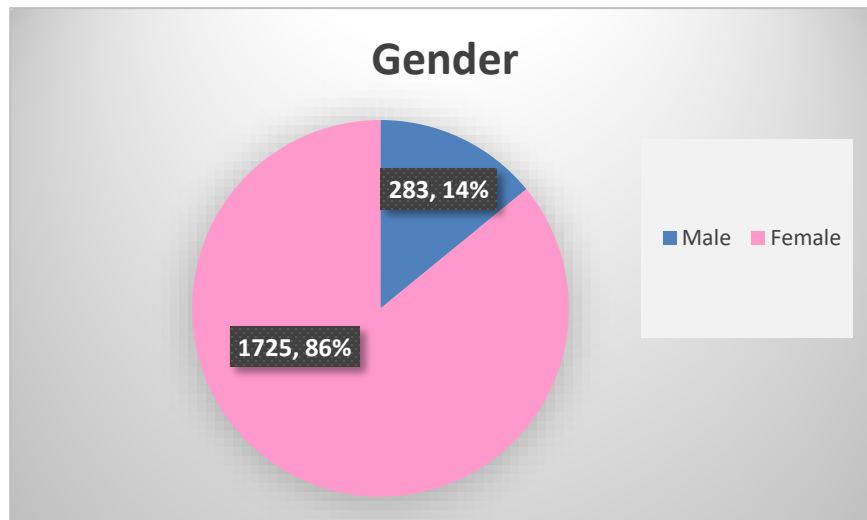
Gender:

Adults: Males: 283 and Females:1725 Unidentified: 121

(Graph depicts adult break outs)

Children:(0-15): Males:71 and Females:393 Unidentified: 11

(Of those who indicated a response, 15.30% were male and 84.70% female)

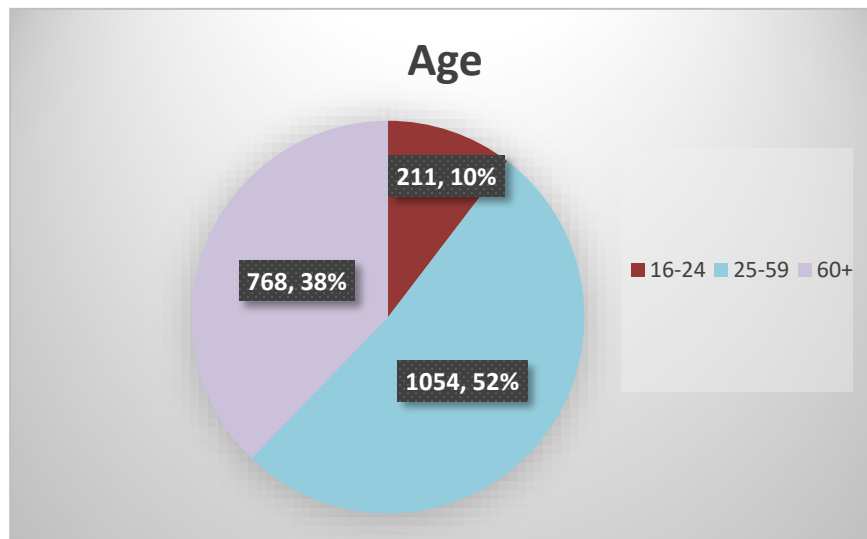


Age:

0-15: N/A (reported below) **16-24** 211 **25-59:** 1054 **60 and over:** 768 **Unreported:** 106

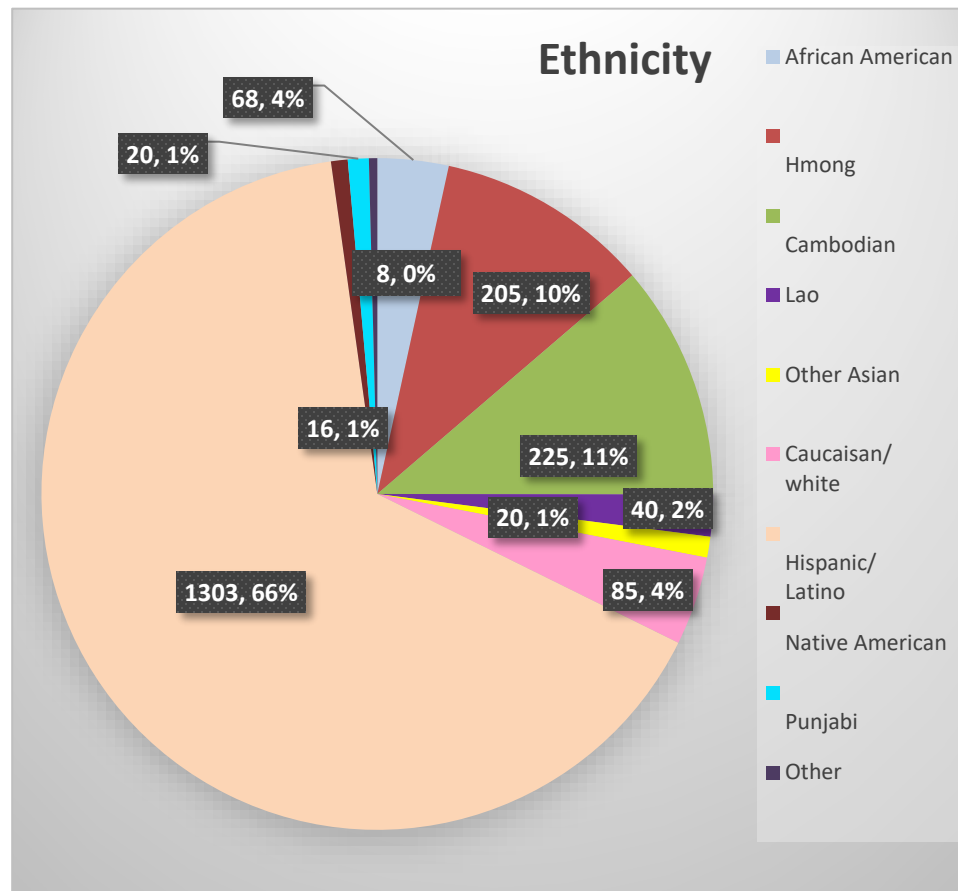
Of those who reported their age, the majority were 25-59 years of age with the next largest group being 60 and over (Graph represents adult break outs.)

Please note there were 475 children's (for those 0-15 years old) surveys administered to children in a group format—some of the older children chose to complete their own surveys.

**Ethnicity:**

African American/Black: 68 **Caucasian/White:** 85 **Latino/Hispanic:** 1303 **Hmong:** 205 **Lao:** 40 **Cambodian:** 225 **Other Asian:** 20 **Native American:** 16 **Punjabi:** 20 **Other:** 8 **No Entry:** 118

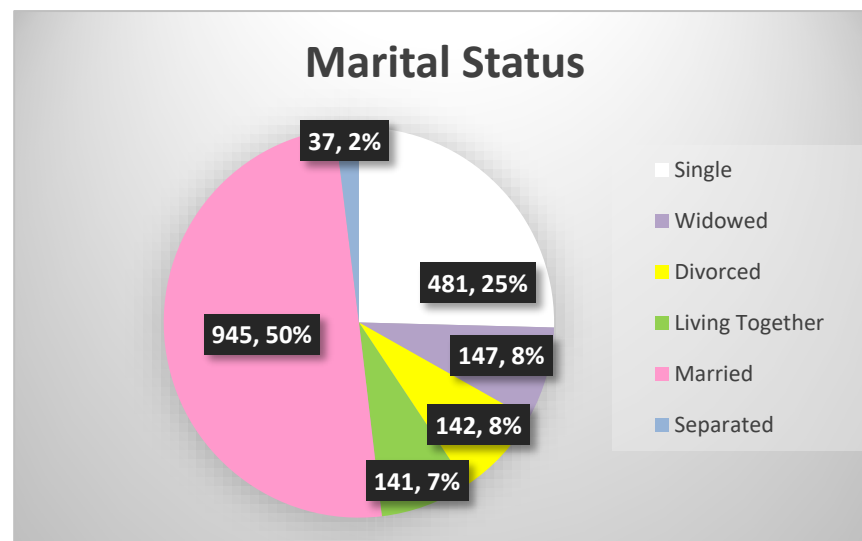
More than half (65.48%) of the clients self-identified as Hispanic/Latino with the next largest group being Asian (24.62%) which includes Cambodian, Hmong, Lao, and other Asian (11.31% ,10.30% ,2.01% ,1.00%, respectively), while all other ethnicities African American, Caucasian, Native American, Punjabi, and other were found marginal in size (>5%). In addition, it is worth noting that there are many larger scale events in which the Holistic Center participates but in which surveys are not administered and as such, that impact is not reflected here.



Marital Status:

Single: 481 **Widowed:** 147 **Divorced:** 142 **Living Together:** 141 **Married:** 945 **Separated:** 37 **No Entry:** 182

Of the survey respondents who specified a marital status, the majority reported being Married (49.92%) with the next largest group reporting as being Single (25.94%). When we aggregate the information as those who responded being “coupled” or “non-coupled,” the breakouts are 57.32% vs 42.36% 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: 37 **Single Parent:** 137 **New Mother:** 30 **LGBTQ:** 53

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 (The Downtown Fresno Veterans Parade and Khmer Veteran's Day at the Khmer Temple) 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 1917 children with 40% of those children being younger than two years of age and 53% 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.

Note: 1,740 children served by offsite services and 221 activity packets delivered to families with children.

Zip Code:

More than 40 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):

[Click here to enter text.](#)