

A close-up photograph of a pair of weathered, brown hands gently cupping a small, vibrant green seedling with four leaves. The seedling is growing out of a mound of dark, rich soil. The background is a blurred expanse of the same soil, creating a sense of depth and focus on the hands and the young plant. The lighting is soft, highlighting the texture of the skin and the moisture on the leaves.

THE HOLISTIC CENTER

Culturally & Linguistically Responsive Services

County of Fresno

Department of Behavioral Health

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Innovative Mental Health Service

- **What is a Community-Defined Service Model?**
- **Holistic Mental Health Service Approach**
- **Elements of Culturally/Linguistically Responsive Mental Health Service**
- **Video & Questions/Answers**

What is a Community Defined Service Model?

**California Reducing
Disparities Project
(CRDP) –API Report**

- Service design is identified & recognized by community members/cultural groups.
- Address community-defined needs & community-driven solutions
- Culturally competent & have relevance in supporting the overall wellness in the community

What is a Community Defined Service Model?

California Reducing Disparities
Project (CRDP) –API Report
(3/2013)

	Provider Level	Agency Level	System Level
Professional Skills	X	X	X
Linguistic Capacity	X	X	X
Culture-Specific Considerations	X	X	X
Community Relations & Advocacy	X	X	X
Flexibility in Program Design & Service Delivery	X	X	X
Capacity-Building	X	X	X
Use of Media	X	X	X
Data Collection & Research	X	X	X

Holistic Cultural Education Wellness Center

“The Holistic Center”

- Innovative service design & delivery methods
- Based on community planning process
- Link cultural groups that currently do not engage in traditional behavioral health services
- A form of complementary service for wellness and treatment options/approaches that are tailored to the unserved and underserved cultural groups

Cultural & Linguistic Competence:

- Compliance with Title 6, Civil Rights Act of 1964
- Develop Policies/Procedures for ensuring access & appropriate use of trained interpreters & material translation services, including accessing the cultural & linguistic needs of its clients;
- Minors shall not be used as interpreters;

Cultural & Linguistic Competence CONT:

- Develop infrastructures to meet the cultural & linguistic needs of participants, including incorporation of cultural competency in the mission of the Holistic Center;
- Dedicate a staff to attend the Fresno County Behavioral Health Cultural Diversity Committee for ensuring adequate updates of cultural competence knowledge, skills & communication and development of competent workforce.
- Subjected to all County, State & federal mandates as County service requirements.

Primary Focus

- Provide education & training in group activities & community outreach
- Referral/linkage to other community services
- Accountable for evaluation/participant longitudinal research efforts
- Participant Record Management System

Elements of Culturally & Linguistically Responsive Mental Health Services

Program Goals

- Community Collaboration
- Cultural-based
- Client Driven Services
- Wellness, recovery & resilience focused services
- Integrated service experience;
- Receiving Support from a Holistic Advisory Council

Competence of Cultural Brokers

- Trained in identifying signs/symptoms of mental illness that affect members in the community;
- Demonstrate knowledge & expertise in holistic approaches to wellness & recovery based on established community standards & training received;
- Possess strong behavioral health background, including staffing & consultation of physical health care, peer support, health education & substance abuse & other subject matter experts;

Competence of Cultural Brokers CONT:

- Strong collaboration & support for client wellness/safety with referrals to other service and complementary cultural & spiritual holistic service in the community
- Reflect the clients served by the program

Elements of Culturally & Linguistically Responsive Mental Health Services

Outcome Measurements for the Holistic Center:

- Adopt a “help first system” vs a “fail first system”
- Reduce cultural & linguistic barriers among various groups served by DBH leading toward a more welcoming environment, reducing stigma & increasing access to services
- Increase Access to services for cultural groups: Native American, Southeast Asian, African American, Hispanic, Punjabi & other cultures.

Outcome Measurements for Individuals:

- Increase knowledge of risk & resilience/protective factors
- Increase overall mental health awareness
- Develop coping skills and build resiliency
- Learn how to identify early signs/symptoms of mental illness in order to be linked to timely interventions and treatments

Outcome Measurements for Program/System:

- Promoted collaboration between various community organizations at the Holistic Center
- Increased number of programs and activities that are directed toward un-served & underserved cultural communities
- Increased number of clients/families from un-served & underserved communities, who receive complementary holistic services, including those living in rural Fresno County
- Improve access to holistic education and improved linkage for the population groups

Outcome Measurements for Long Term Impact on Community:

- Increased cultural competence & understanding
- No one-size-first-all model for delivery of holistic complementary services in mental health
- Reduced stigmatizing attitudes towards mental health illness
- Reduced discrimination against those with mental illness within and across diverse cultural populations
- Improved access to holistic education and improved linkage for underserved and un-served groups

Service Coordination & Site Location:

- Must provide & coordinate referral/linkages to agencies other than DBH
- Clearly coordinate service for clients between DBH, vendors, contracted providers, primary care and complementary healers or other agencies as applicable
- Culturally conducive to the clients/families served at different sites throughout Fresno County

VIDEO

The Holistic Center & Questions/Answers

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