

MHSA Showcase

Highlighting Unique Populations

PROMOTORES DE SALUD AND LATINO ENGAGEMENT IN AMADOR COUNTY
 AMADOR COUNTY BEHAVIORAL HEALTH SERVICES
 STEPHANIE HESS, TARA PARKER, LORI HALVORSON AND IVONNE ISAAC



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Program Selection

EQRO Data:
 In 2012, EQRO data showed that Amador’s penetration rate when serving the Hispanic population was 2.6%. This was significantly lower than the state (3.6%) and other small, rural counties (4.3%). This was significant because all other racial and ethnic beneficiaries were being served proportionately when compared to Amador’s demographics as well as when looking at the state and other small, rural counties.

Other Data:
 Electronic health record, after-hours crisis data

Community Program Planning:
 FY 2014-17 MHSA Three-Year Plan & 2014 ACBHS Cultural Competency Plan Update identified the need for targeted outreach to increase access and engagement for the Spanish-speaking and Hispanic/Latino population in Amador County.

Funding:
 Funded through MHSA – Prevention & Early Intervention



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Program Selection Continued

Project Goals: To promote access to resources, supports and treatment through building trust-based relationships within the community.

HOW? The **Promotores de Salud** program goal is to promote mental health and overall wellness, reduce stigma, and ultimately increase access to services for the historically underserved Hispanic/Latino and Spanish-speaking communities. The target population is Hispanic/Latino and/or Spanish-speaking individuals in Amador County who are at risk of or may be experiencing early signs of mental illness, including individuals of any age or designation.

Latino Engagement Committee meets quarterly and includes representatives from:

- ❖ Latino/Hispanic community;
- ❖ Anyone who works with Spanish-speaking populations in Amador County;
- ❖ Currently, the Promotoras, representatives from the Amador County Unified School District (ACUSD), Spanish-speaking staff, mental health and substance use professionals, and peers attend regularly.

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Program Selection Continued

- ❖ Promotores de Salud utilizes trust based relationships in order to increase access and linkage to community resources, supports and behavioral health services for Spanish-speaking individuals and their families.
- ❖ Latino Engagement Committee promotes community collaboration, support and education for those serving and/or working with Latino and Hispanic families.
- ❖ The two approaches, combined, create a trusted support network that responds in culturally appropriate ways to this underserved community's needs.



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Program Design and Implementation Strategy

In order to meet the project goal of promoting access to resources, supports and treatment through building trust-based relationships within the community, we identified the following objectives:

- ❖ Recruit Promotoras and provide initial training and on-going continuing education to ensure they are highly-skilled, experienced outreach workers.
- ❖ Provide community educational presentations and outreach activities regarding behavioral health topics.
- ❖ Connect members of the Spanish-speaking, Hispanic/Latino community with prevention and early intervention and behavioral health services.
- ❖ Implement El Rotofollo as a method to inform the community about suicide warning signs, how to offer help, and where to access available resources.

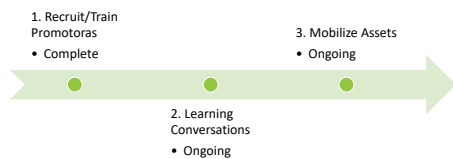


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STAFFING:

❖ 2014 – 2019 - Volunteer Promotoras

❖ 2020 - Nexus staff Promotoras



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Current Status

Promotores de Salud services provided from 2014 - 2020

- ❖ An average of 330 unduplicated community members attend educational presentations and receive resource materials each year.
- ❖ An average of 155 unduplicated community members receive individualized services each year.
- ❖ Hispanic Women's Group was established in 2018.
- ❖ Case Management
- ❖ Latino Engagement Committee



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Data Collection and Evaluation

- ❖ Participant wellbeing surveys are collected after each community wellness presentation.
- ❖ Training satisfaction surveys are collected from program volunteers and staff.
- ❖ Community presentation satisfaction surveys are collected from program participants.
- ❖ Quarterly contractor reports that include services provided, referral outcomes, and participant demographics are provided to the Amador County Behavioral Health Department.
- ❖ Quarterly narrative reports describing program activities in detail are provided to the Amador County Behavioral Health Department.
- ❖ Crisis call data is monitored by MHP and shared with the Latino Engagement Committee.



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Data Collection and Evaluation Continued

Outreach Activity	Average/Year
Number of outreach contacts	299
Number of individuals assisted with health insurance	53
Number of referrals to Amador County Behavioral Health	26
Number of referrals to Mental Health and related services	108
Number of individuals attending initial appointment with health care provider	47
Number of clients who received support with transportation	40
Number of clients who received support with translation	108

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Program Outcomes

Assessments were distributed to the Promotoras after each training opportunity in order to measure the effectiveness of the presentation and the materials provided.

- ❖ 98% of the Promotoras agreed or strongly agreed that they were better able to recognize the signs that someone may be dealing with a mental health problem or crisis.
- ❖ 100% of the Promotoras agreed or strongly agreed that they were able to actively and compassionately listen to someone in distress.
- ❖ 100% of the Promotoras agreed or strongly agreed that they were better able to reach out to someone who may be dealing with a mental health problem or crisis.
- ❖ 99% of the Promotoras agreed or strongly agreed that they were better able to offer information to individuals and the community regarding the training topic and services covered.
- ❖ 98% of the Promotoras agreed or strongly agreed that they were better able to assist an individual who may be dealing with a mental health problem or crisis to connect with community or peer supports.



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Program Outcomes Continued

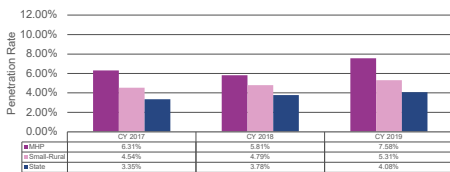
Community Presentation Evaluation Outcomes

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
I learned new information, or re-familiarized myself with information on the topic presented.			4%	37%	59%
I feel that I will use at least one new skill I learned at this training in my life at home or work.		1%	4%	41%	54%
The quality of the training was high.			1%	33%	66%
The training will be beneficial for me and/or my family.			5%	32%	63%

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Program Outcomes Continued

Amador MHP



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Opportunities for Shared Learning

What did we change?	What worked well?
What did we learn?	Ideas for the future



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