

Black Visions of Wellness Program

SOCIALIZATION GROUPS

BOWLING



PICNICS AT THE PARK



DAYS AT DOCKWEILER BEACH



TRIPS TO THE AFRICAN AMERICAN MUSEUM



KNITTING FOR PEACE



WOMEN'S HIGH TEA



FOOD BANK



QUEEN MARY HISTORY TOUR IN LONG BEACH



Black Visions of Wellness Program

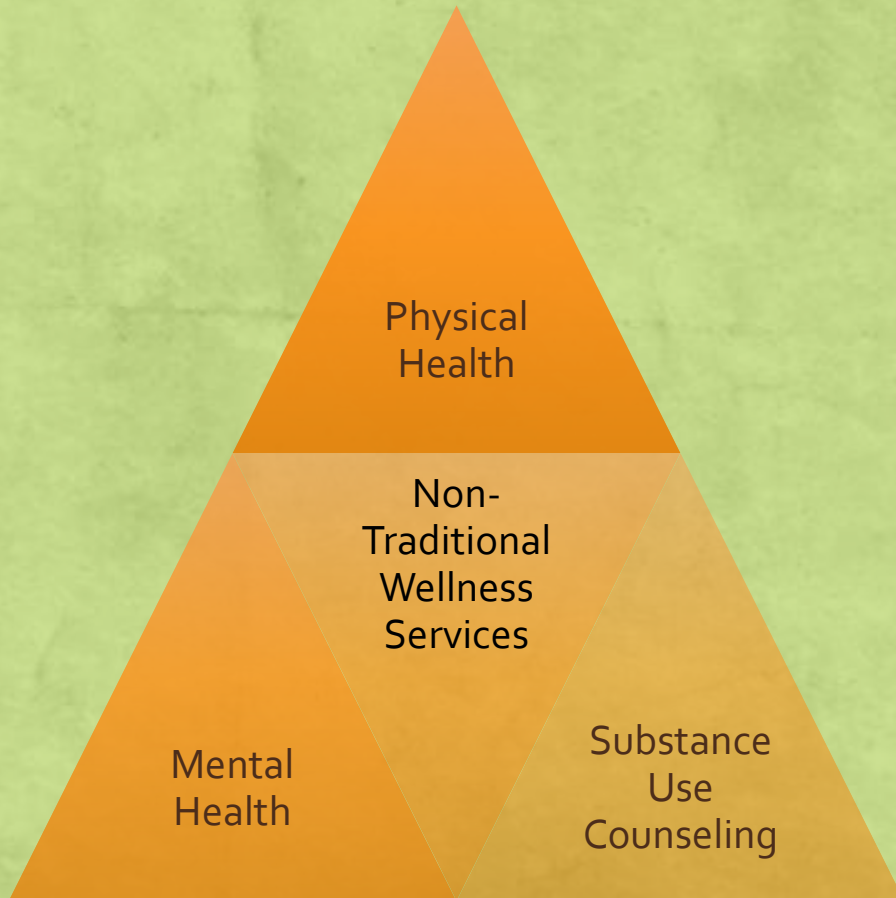
Integrated Service Management Model (ISM)
African /African American

Presented by UMMA Community Clinic/Weber Community Center-SSG

Our Mission

Our mission is to strengthen the African and African-American community through services that encourage physical, mental, and emotional wellbeing while bringing about cultural awareness and appreciation of the mind, body, and spirit.

Integrated Approach To Wellness



- The ISM model consists specially-trained and culturally competent “service integrators” that help clients use the resources of both formal” (i.e., mental health, health, substance abuse, child welfare, and other formal service providers) and non-traditional” (i.e., community defined healers) networks of providers, who use culturally-effective principles and values.
- The ISM Model services are grounded in ethnic communities with a strong foundation of community-based, non-traditional, and natural support systems such as faith-based organizations.

About UMMA Community Clinic

University Muslim Medical Association (UMMA) Community Clinic is a full service family clinic located in South Los Angeles that provides pediatric/childhood immunizations, adult/family medicine, prenatal care, women's health, family planning and HIV/STD testing.

About Weber Community Center/SSG

Weber Community Center/SSG is a community-based mental health organization in South Los Angeles that provides an array of Department of Mental Health services including evidence-based practices, wrap-around and FSP. Weber/SSG services clients in Service 6 from birth to 64 years old. Weber/SSG shares Fremont Wellness Center with UMMA as well as partnered with UMMA doing Affordable Care Act, and will as the AAA ISM UMMA's Administrative offices are next door to Weber.

Outreach

- The ISM Model services are grounded in ethnic communities with a strong foundation of community-based, non-traditional, and natural support systems such as faith-based organizations, voluntary associations, and other service groups. Outreach to the community can include efforts such as:
 - **General Outreach** through the utilization of media and social marketing campaigns, community forums and town hall meetings, events, and gatherings frequently visited by community members
 - **Wellness Activities** in non-stigmatizing environments to further connect them to integrated services, if necessary.
 - **Educational Activities** through workshops, trainings, mentoring, conferences, public service announcements, etc.
 - **Wellness Fridays / Home Visits**

Outreach

Wellness Wednesdays & Fridays

- Wellness workshops for individuals within the community.
- Vital signs are taken, including blood pressure, pulse, temp and O₂.
- Participants are provided with health education and patient teaching materials about chronic conditions.

Engagement Visits

- Services are provided in the home including vital signs, health education and patient teaching.
- In-depth discussions with participants about how to manage chronic conditions and the disease process.
- The goal is to help patients identify the factors contributing to their medical concerns and make healthy lifestyle changes.

Program Eligibility

- Self-identify as African or African American
- Medically diagnosed with a chronic medical condition such as diabetes, asthma, obesity, heart disease, high-cholesterol, and chronic pain.
- In need of emotional counseling and/or substance abuse treatment due to economic stress, relationship issues, trauma, etc.
- Uninsured or underinsured – must meet qualification for Medical
- Must be enrolled as an UMMA patient

A Client's Journey - Client 1

Adolescent male that began a relationship with BVOW at the age of 12

Issues: Disregard for authority at school and home, poor grades, no supportive relationships

Progress was made through school collaborations, accessing services (YMCA), mentoring, tutoring, therapy

Now: 14 years old, student athlete, attends treatment on his own accord, class attendance and respect for authority has improved greatly

A Client's Journey - Client 2

- Issues when first came:
- Client came to us living in a shelter going through depression and anxiety through the loss of her husband who had disappeared and later his body was found in Las Vegas.
- Once becoming a part of the BVOW Program client was diagnosed with a possibly cancerous tumor. Client went through a series of testing and was scheduled for surgery March 26, 2013. Client felt happy due to successful tumor removal surgery and no cancer was found.
- Outcome:
- Was able to support client using Health Navigation to help with medical, employment and housing concerns.
- Participated in all Doctor and Hospital appointments.
- Conducted many follow-up home visits
- Accessed YMCA and other partners (built rapport during activities)
- Transported and Accompanied Client to and from medical appointments
- NOW
- Worked with client for 2yrs.
- Has no cancer and has found permanent housing and employment
- Client shared BVOW has helped her tremendously with her issues with Physical and Mental Health
- Has overcome some of her barriers

Intake/Therapy/Case Conference

- Therapists conduct psychological assessments to identify symptoms of medical necessity related to their mental health status.
- Therapists assist clients in creating measurable, objective goals and therapeutic clinic practices to reduce present symptoms
- Therapists are responsible for DMH documentation, intake assessment, client coordination plan, documentation of treatment, psychiatric referrals, client presentation at case conferences, assist with identifying nontraditional support services, annual assessments, client advocacy and support in accomplishing goals



**Promoting Black Visions Of Wellness
CASE CONFERENCE**

| | |
|--|--|
| <p align="center">CLIENT INFORMATION</p> | |
| Name: Client Name | Enrollment Date: 04/25/2014 Last CC Date: 05/05/2014 |
| <p align="center">Mental Health Summary</p> | |
| <p>Last Case Conference:</p> <p>Major Depression Disorder – Client’s father and mother passed away, PTSD. Client is experiencing feelings of hopeless, fatigue, insomnia, anger, increased appetite, homelessness and unemployment Client got arrested and charged with possession of stolen property. Client witness abuse growing up.</p> | <p>IHOMS Data: Recovery Scores: Client enters the program at 3.80. At the time of this report (12 – month) client scored a 2.40 which shows significant progress in this program.</p> <p>Client Progress Towards Goals: At the time report (12 month) client did not report no housing and education goal and made no progress towards employment goals.</p> <p>MORS Score: Client entered the program at a 3 high risk/engaged and at the time of this report client scored a 6 which is coping/rehabilitant</p> |
| <p align="center">Physical Health Summary</p> | |
| <p>Last Case Conference:</p> <p>Hypertension Sciatica Numbness Obese</p> <p>Client has been regularly attending appointments and compliant with medication. Client also receives patient teaching from Chronic Care Case Manager during scheduled home visits.</p> | <p>IHOMS Data: Physical Health Indicators Results Category: Baseline / Current</p> <ul style="list-style-type: none"> • BMI: 30.2 / 28.9 • Obesity Risk: Obese / Overweight • Hypertension Risk: Hypertensive Crisis (emergency care needed) / Hypertension Stage 1 • Diabetes Risk <p>Client entered program seeing the doctor 7-10 and it was not applicable at the time of this program.</p> |
| <p align="center">Substance Abuse Summary</p> | |
| <p>Last Case Conference:</p> | <p>IHOMS Data: Clinician Rating of Impairment of Functioning through Substance Use (IMR):</p> <p>Client reported smoking tobacco every day</p> |



**Promoting Black Visions Of Wellness
CASE CONFERENCE**

| | | |
|--|--|--|
| <p align="center">Nontraditional Partner Activity Summary</p> | | |
| <p>Services Recommended:</p> <p>Acupuncture / 1x a week / 3 months</p> | <p>Participation:</p> <p>Village Health Foundation</p> <ul style="list-style-type: none"> • March 3x • April 2x • May 4x <p>Healthy Cooking Workshops</p> <ul style="list-style-type: none"> • March • May | <p>Evaluation:</p> <p>Client reported reduction in pain, which was another source of her depression</p> |
| <p align="center">Weber Group Participation Summary</p> | | <p align="center">IHOMS Data: Constructive Behavior</p> |
| <p>Client participating in socialization group and ceramics group</p> | | <p>At Baseline client reported exercising four or more times during a usual week.</p> |
| <p align="center">Client Agreement</p> | | |
| <p>Client Agreement? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> | | <p>Date Signed:</p> |
| <p>Did Client Contribute to Services? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> | | |

Measures

| Measure | Collection Frequency | Goals Addressed |
|--|----------------------|--|
| PROMIS Global Health | Quarterly | <ul style="list-style-type: none"> Improved physical health outcomes Improved mental health status Successful links to integrated mental health, physical health, and substance abuse services |
| Pediatric PROMIS-25 | Quarterly | <ul style="list-style-type: none"> Improved physical health outcomes Improved mental health status Successful links to integrated mental health, physical health, and substance abuse services |
| PROMIS-Derived Alcohol/Substance Use | Quarterly | <ul style="list-style-type: none"> Successful links to integrated mental health, physical health, and substance abuse services |
| Health Status Screener | Quarterly | <ul style="list-style-type: none"> Improved physical health outcomes |
| Illness Management & Recovery Scale (IMR-) Clinician Version | Quarterly | <ul style="list-style-type: none"> Community improvement/integration into the community Client: Improved quality of care received Clinician/Staff: Improved quality of care given Improved mental health outcomes Successful links to integrated mental health, physical health, and substance abuse services |
| Physical Health and Behaviors Survey | Quarterly | <ul style="list-style-type: none"> Successful links to integrated mental health, physical health, and substance abuse services Improved utilization of federal, state and community resources Decreased use of emergency services (physical/mental) Culturally sensitive/competent care (linked to quality of care/patient satisfaction) |
| CHOIS Supplement | 6 Months | <ul style="list-style-type: none"> Positive recovery factors Specific psychiatric symptoms Response Consistency |
| Stigma Survey-10 | 6 Months | <ul style="list-style-type: none"> Reduction in stigma |
| Staff Satisfaction Questionnaire | TBD | <ul style="list-style-type: none"> Culturally sensitive/competent care Clinician/Staff: Improved quality of care given |
| Client Satisfaction Questionnaire | TBD | <ul style="list-style-type: none"> Culturally sensitive/competent care (linked to quality of care/patient satisfaction) Client satisfaction with care Client improved quality of care received |
| Case Western Integrated Treatment Tool | Varies by Model | <ul style="list-style-type: none"> Clinician/Staff: Improved quality of care given Culturally sensitive/competent care Successful links to integrated mental health, physical health, and substance abuse services Improved utilization of federal, state and community resources |

Partners

This survey is an initial screening process for potential nontraditional partners

It ensures that their mission and vision is in line with ours

UMMA's SUBCONTRACTOR PRESCREENING QUESTIONNAIRE

Promoting Black Visions of Wellness (B-VOW) is a program of UMMA Community Clinic funded by the Los Angeles County Department of Mental (DMH). The B-VOW program is designed to address the chronic and behavioral health conditions and substance abuse issues among African/African American residents of all ages using an integrated holistic service model approach.

Please complete the prescreening questions as thoroughly as possible:

1. Do you currently or have you ever had a contract or partnership with UMMA or DMH? (Circle your response)

Yes No Don't Know

2. Do you or your organization have an NPI Number?

Yes No Don't Know

3. Do you have staff that reflects the target population?

Yes No Don't Know

4. Do you or your organization have the capability to track and evaluate services?

Yes No Don't Know

If yes, specify.

1. _____ 2) _____ 3) _____

5. What type of entity do you have?

Individual Contractor Nonprofit (501c3) Private For -Profit

6. What type of services do you provide? (Circle all that apply)

Tai Chi Healthy Cooking Classes Gardening Classes Yoga Acupuncture
 Zumba Other (Please Specify) Other (Please Specify)

7. What age group(s) do you serve? (Circle all that apply)

Children (ages 12 and under) Youth (ages 13 – 17) Adults (ages 15 – 54) Seniors (ages 55+)

8. Where are your services located/provided? (Circle all that apply)

Downtown Compton/Watts Crenshaw (Inglewood and/or Baldwin Hills) South Bay Other

Who completed this survey?

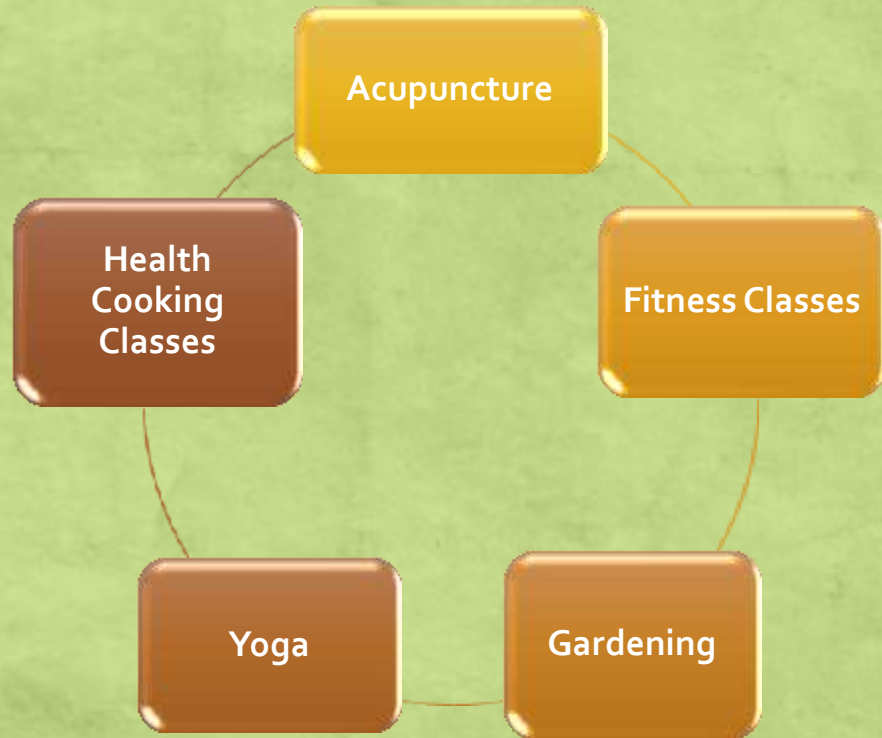
| | |
|--------|-----------------------|
| Name: | Address |
| Title: | City, State, Zip Code |
| Phone | Email: |
| Fax | Website |

Partner Data

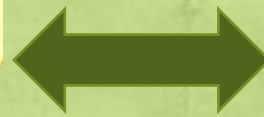
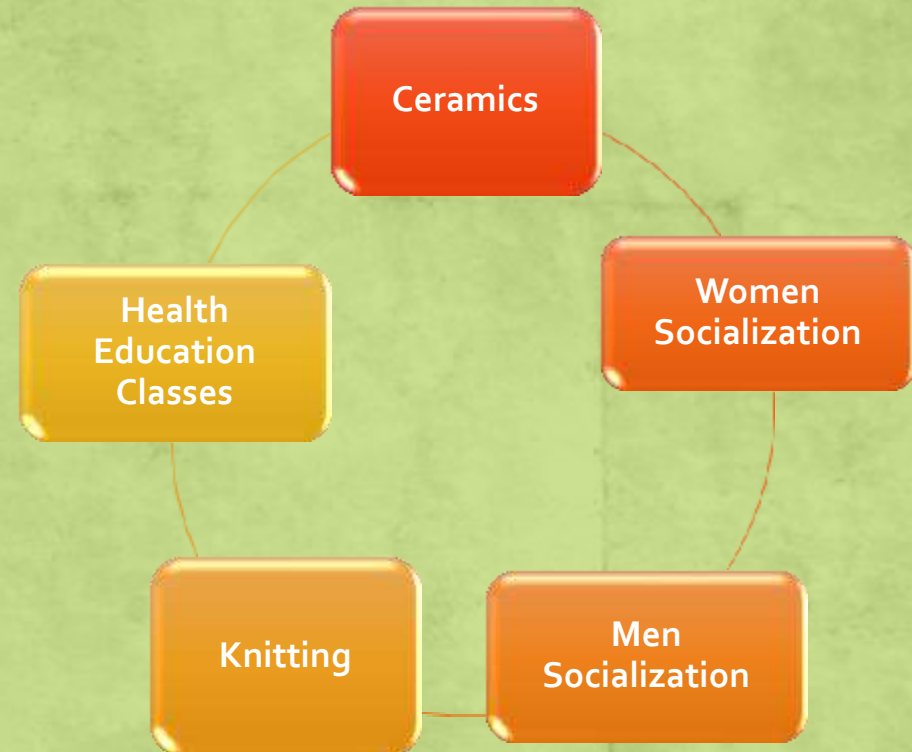
- Each non-traditional Partner is required to develop a measurement tool based on the contracted services. The utilization of these measurement tools was mandatory for all Partners starting fiscal year 2014/2015
- Further data/tables will be included

Our Wellness Activities

Services Provide By
Non-Traditional Partners



Services Provided by
UMMA/Weber SSG



About Non-Traditional Services

- Weingart YMCA Wellness and Aquatic Center

- Services Offered: Personal Fitness Coaching, Group Classes/Gym, Aquatic Aerobics

- Village Health Foundation

- Services Offered: Acupuncture Nurturing Chefs LA

- Services Offered: Healthy Cooking Classes

- Los Angeles Neighborhood Land Trust

- Services Offered: Community Gardens Nutritional Classes

- West Cost Sports & Fitness Center

- Services Offered Acupuncture, Personal Training, Zumba and Boot Camp Classes

- Extreme Boot Camp

- Services Offered: Tai Chi and Personal Fitness

- Estelle Van Meter Center

- Services Offered: Food distribution , walking club, and other community classes and services

- South Central Foundation for Fitness, Dance and Arts

- Services Offered: Zumba

Case Management

- Jackie Jones
- Case managers assist clients in identifying goals, strengths and needs.
 - Plans, monitors, and assists the clients with accessing what services and community resources that will accomplish goals
 - Socialization
 - Health navigator

Peer Advocacy

- Donte Woods
- Peer advocates develop and maintain a supportive one-on-one relationship to help with identifying and achieving goals, wants, and needs
- They are a social support system that create an atmosphere of understanding and help a client increase their own sense of sufficiency

Chronic Care Management

- Lawanda Parker
- Chronic disease case managers provide a combination of clinical coordination with physical needs including medical triage and collecting and tracking outcome measures.
- Home Visits

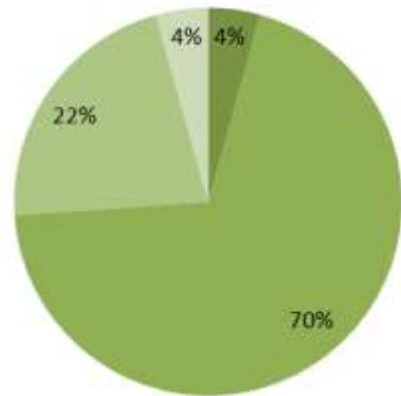
“Lose 2 Win” Contest

- The “Lose 2 Win” Contest is a 12-week challenge designed to encourage BVOW participants to make healthy lifestyle changes and help them make progress towards their weight-loss goals.
- The contest is opened to all BVOW participants with a BMI over 30 and live with chronic conditions such as obesity, hypertension, and diabetes.
- Participants have access to all of the BVOW program services, including a special support group to help them stay motivated throughout the competition.

Data

Weight Range

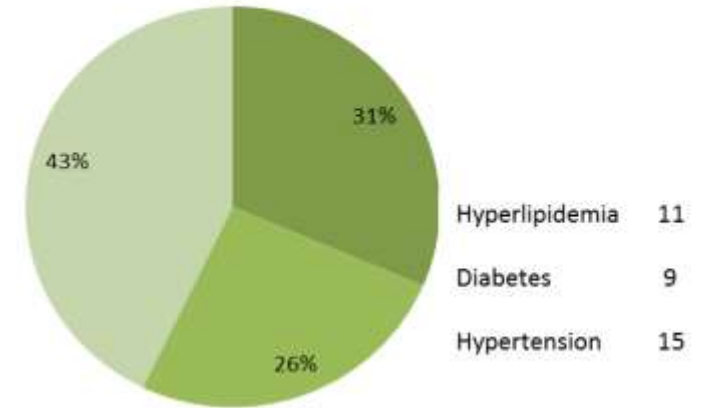
■ 150-200 ■ 200-300 ■ 300-400 ■ 400-500



Chronic Conditions

In addition to OBESITY

■ Hyperlipidemia ■ Diabetes ■ Hypertension



Weight Trends – Round 1



Video

- 2 minutes video from our Biggest Loser Finale

Lessons Learned

- The Black Visions of Wellness (BVOW) Program has outreached to 41,673 community members.
 - As of November 2014, The BVOW Program has served a total of 192 African and African Americans residents in Los Angeles County, ages 6 – 70 years old.
- Language is important and a critical factor in effectively serving the community.
- Groups are essential to increased engagement and retention of BVOW participants.
- Transportation remains a barrier to accessing services.
- As a staff, it's important to have policies and procedures to have a strong partnership between UMMA and Weber/SSG.

Lessons Learned

Defining Culturally Competent Services:

- The provision of “Cultural Competent Services” includes modeling, demonstrating and supporting relevant resiliency attributes and coping practices that empower clients without fostering dependency on staff and institutions;
- The provision of “Cultural Competent Services” entails identifying staff/partners who respectfully utilize the values/traditions of individuals and families representing diverse populations/subcultures including Caribbean, Bermudan, Canadian, African and South African, LGBTQ, etc. in shaping services.
- Cultural Competent Services is a reciprocal process of receiving healing and paying it forward in the community.

Examples of Cultural Expertise:

- Understanding how systematic inequality and discrimination affect the target population on a day-to-day basis; many staff have personal experiences with stigma, systematic inequality and discrimination.
- Cultural understanding of the common, relevant practices that are important such as greeting each other with embraces, supporting inter-generational activities, and encouraging reconnection to one’s spirituality and/or religious practices.
- Some of the critical skills include: a) the ability to be flexible and adapt to changing dynamics within the program and environment; b) the ability learn and translate new knowledge into practice including but not limited to “integrating of services,” “mental health first aide,” “health system navigation,” “resource linkage and development,” “recognizing signs of domestic violence with veterans, LGBTQ, and the reentry population,” etc.

Leveraging

- UMMA's successfully leveraged our medical services through our contracts with the state Medicaid program and our federal grant through the Department of Health Services' Human Resources Services Administration (HRSA). To date, we have leveraged an average of: \$3,500/month throughout the duration of this grant. Considering the patient population for this grant is diagnosed with a chronic condition, our comprehensive medical visits go beyond clinical visits, and include regular behavioral health screenings, coordination of referrals for specialty care, medication prescription and management, laboratory screenings and diagnostics, and imaging services.



Black Visions of Wellness Program

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Questions?

Presenters:

Kendra Wilkins – AAA ISM Program Manager (UMMA)

Jennifer Schott - Division Director (Weber/SSG)

Donte Woods – Peer Advocate (Weber/SSG)

Lawanda Parker, LVN – AAA ISM Chronic Case Manager (UMMA)

La Shaun Lawson, MFT – AAA ISM Coordinator (Weber/SSG)

Jackie Jones – Case Manager (Weber/SSG)

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