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December 20, 2013

CaSonya Thomas
Director
County of San Bernardino
Department of Behavioral Health

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DIRECTOR'S OFFICE

RE: Community Health Workers Evaluation Report

Dear Mrs. Thomas,

El Sol Neighborhood Educational Center would first like to take this opportunity to congratulate you on your recent endeavors as Director for the Department of Behavioral Health in the County of San Bernardino. We are also very pleased that our collaboration efforts to better serve the mental health needs of both the Latino and African American populations continue to grow throughout the county.

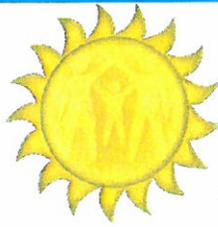
As an agency, we believe program evaluation is necessary for both sustainability and improvements of all of our programs. For this reason, we write to you to share evaluation findings from both our Promotores de Salud and African American Outreach Worker programs.

Please refer to included summary report for both programs. The actual evaluation reports can be found within the submitted annual report for July 2013. Both the Promotores de Salud and African American Outreach Workers programs were evaluated by LLU's, School of Public Health using both quantitative and qualitative measurement tools.

If you have any questions or concerns, please feel free to contact me at your earliest convenience.

Happy Holidays!

Mayra Barcenas, MPH
Program Manager



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"Transforming Hearts, Minds and Actions"

African American Mental Health Coalition (AAMH)
Evaluation Report Summary
July 2013

Summary based on report developed by Loma Linda University

The following information was retrieved from the post-test surveys distributed to community residents highlighting the mental health outreach efforts of the AAMHC in San Bernardino County from April to June, 2013. Complete report can be found within submitted annual report for July 2013.

Demographic Summary:

- In total, 93 community residents were reached through community surveys
- 57% were female and 43% were male
- 50% self-identified as African American, 22% were Hispanic
- 72% of the participants spoke English mostly at home

Impact Summary:

- 90% totally agreed or agreed that their knowledge increased due to the presentation given by the Outreach Worker
- 88% of participants totally agreed or agreed that the presentations informed them about mental illness'
- 70% of participants agreed or totally agreed that the presentation made them feel more comfortable with talking about mental health problems and possible solutions
- 66% agreed or totally agreed that they felt more motivated to improve their mental health
- 75% totally agreed or agreed that they would use mental health services if they needed to

Impact on Agency:

Capacity development of the AAMHC agency was also evaluated through surveys and interviews of current team members. The following qualitative information was collected:

- Philosophy of the Community Health Worker
- Working with volunteers
- Their understanding and feelings towards partner agency – El Sol NEC

Impact Implications:

Community health workers providing information and coaching services to populations that are heavily underserved and are plagued with economic, language, and cultural barriers are the missing piece in the larger framework to reduce health disparities in the United States. This program addressed some of the larger systematic barriers that people face when seeking health care like location of access, and eligibility requirements. Targeting such populations and providing these services in relation with accessing health care and navigating the complex system in their local vicinity is a unique strategy that when applied to San Bernardino County.



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Promotores de Salud
Evaluation Report Summary
July 2013

Summary based on report developed by Loma Linda University

The following information was retrieved from the evaluation report developed by Loma Linda University for the fiscal year 2013-2014. Complete report can be found within submitted annual report for July 2013.

Demographic Summary:

- In total, 2,776 community residents were reached through community surveys
- 69% were female and 31% were male
- 75% of the participants were between 25 and 59 years old
- 99% self-identified as Latino
- 80% of the participants only spoke Spanish at home

Impact Summary:

- 71% totally agreed that their knowledge increased due to the Promotor presentation
- 98% of participants totally agreed or agreed that the presentations informed them about mental illness
- 67% and 25% totally agreed and agreed, respectively, the presentations made them feel more comfortable in talking about mental health problems and solutions
- 96% of community residents agreed and totally agreed that they now felt motivated to improve their personal mental health
- 65% totally agreed and 25% agreed that they would use mental health services if necessary

Impact on Promotoras(es)

A focus group was conducted to understand how being a promotora has affected the person and their families. The following were overarching themes found during the session:

- Promotoras have seen positive and healthy changes within their own family and friends due to their work
- Promotoras have gained a lot of information and are able to disseminate that knowledge into the community
- Being a promotora has helped increase personal growth and development

Impact Implications:

El Sol has been able to take people within the San Bernardino community, training them and turn them into community health workers (Promotoras) who reach back into their communities and work with their peers to individually and collectively help each other increase in confidence, access to resources and services and increase knowledge on various health topics.

The outcomes of collaborating with promotoras are: 1) potential change in the health and health behavior of vulnerable Hispanic communities and 2) new partnerships between community organizations, the healthcare system and communities. The change in the health of communities can be captured through the evaluation forms by promotoras at the end of each session.