Scores and Comments for Family Service Agency of the Central Coast (FSA-CC)

Submission Name: FSA-CC Mental Health Program: Counseling Services, Senior Outreach, WomenCARE, Survivors Healing Center and I-You Venture.

Why Do It

**Description of Core Condition/Problem or Community Need:** 7.33

**Community Strengths & Assets:** 4.67

**Inequities/Who is Experience in the Need:** 3.33

**Areas of Strength:**

Good summary of the importance of wrap around support to address social determinants of health including economic and racial oppression causing chronic stressquote from client was very powerful.

- highlighting impact of stress on health and wellness.
- highlighting The increased need for mental health services since The pandemic.

Application clearly identifies CORE condition and, through their data, how those experiencing inequities make up their majority of those using their services.

**Areas Where Application Could be Improved:**

Could've been more specific re: dimensions of equity

Could've provided demographic data of SC to contextualize client data and identify service gaps

-Volunteers are the only community asset mentioned

No specific community assets or strengths were explicitly referenced.

-lacking quantitative data to illustrate points. Application could include more information on community strengths / assets to be leveraged, as well as supplemental, Santa Cruz-specific data on how chronic stress and COVID-19 have negatively affected health equity.

What Should be Done: Program/Project Description & Outcomes

**Program/Project Description:** 4

**Measurable Outcomes:** 3.67

**Areas of Strength:**

wide array of services offered

-specificity on how CORE funding will be used-35 year history of providing quality services.

-Clear statement of service to be offered with CORE Funding (i.e. "With CORE funds, we can provide 132 clients with 2,262 hours of professional and peer counseling in the first year.")

-Clear demonstration of how they pivoted during pandemic to meet community needs.

-Outcomes were clear and included measures.

Application strongly identifies how CORE funding will help them deliver programs and meet target populations experiencing inequities.

**Areas Where Application Could be Improved:**

Outcomes are all subjective (self reported), could've used at least one objective measure because funding will support several components of The mental health program, was a bit difficult to decipher specific activities and their measurable outcomes.
-outcomes could have been reduced to The measurable components for clarity.

None identified.

**What Should Be Done: Why will it work**

**Supporting Information, Data, Evidence:** 8

**Data Collection, Use and Learning Plans:** 4

**Areas of Strength:**

- CQI approach that harnesses client inputable to take and reflect on past feedback to improve proposal.
- use of The client centered treatment survey to gauge effectiveness of services.

Adaptable team that clearly strives to meet client Needs and continuously improve service provision. Application provides clear description of how data will be collected and the process / learnings they integrate internally.

**Areas Where Application Could be Improved:**

"We have been evaluating the effectiveness of our services for many years." Could've used more specific data to substantiate effectiveness
- Could've cited specific sources on the "why" - Description of how the data collected would be used to promote learning/sharing could be more detailed.
- A clearer description of how data is used to address inequities would have been stronger (e.g., are retention rates similar across ethnic and/or linguistic groups).

Application could include more detail on how learnings will be promoted / shared in the wider community.

**What Should Be Done: Who are the people served**

**People Who Will Be Served:** 3.33

**Areas of Strength:**

Clear that this program will primarily serve low-income folks who may lack access to MH Services
- Impressive service numbers per year.
- wonderful client examples included to illustrate The impact of Your services on real people.

Application includes persuasive storytelling to demonstrate efficacy of services.

**Areas Where Application Could Be Improved:**

There could be more focus on the Spanish / Latino speaking population given the population proportion in SC proposal does not identify links between who is being served and those experiencing identified inequities.
- very low number of Spanish-speaking clients served. wondering about penetration rates and utilization of interpreter and translation services.

Application could provide more detail describing link between their services and those experiencing inequities could be more detailed, as well as provide any demographic data that is available for Santa Cruz County.

**Organizational Capacity**

**Agency Capacity:** 11

**Operationalizing Equity:** 6
**Areas of Strength:**
clear that Agency has staffing & resources to continue these longstanding programs
Established organization with seasoned leaders.
-clearly delineates staff and volunteer numbers.
-Appreciate The clarification around Spanish-language capacity and outreach efforts.Application provides strong description of organizational history and growth / expansion of services.
Application provides thorough description of how it defines equity, specifically on how it operationalizes equity in staff composition.

**Areas Where Application Could be Improved:**
Equity approaches lacking- complying with the laws does not constitute advancing equity. Good to see entry points are bilingual but what about service offerings? And good to see diversity among staff but are there concerted efforts to discuss and advance equity internally? (trainings, etc.)
"We strive for equitable organizational processes that give each individual, at every level of participation in the agency, the opportunity to attain his/her potential without being disadvantaged because of social, cultural or economic position or other socially determined circumstances." How specifically?organizational CORE values and commitments to equity should have come earlier in The equity statement section.
-\would have Appreciated some information on how The Agency has had dialogue around issues of equity.
Application could include more detail on infrastructure (i.e., details of mergers) and data to support capacity and infrastructure assertions (i.e., what is retention rate). Application could also include more detail on community engagement processes.

**How Much Money is Needed**
**Budget:** 10
**Budget Description:** 6.67

**Areas of Strength:**
Bilingual personnel used Appropriate form and formatting.
-\provided sufficient Narrative descriptions for most line items.
Budget is clear

**Areas Where Application Could be Improved:**
Could've use more specificity in narrative on staff roles-Program Staff was not defined in the narrative (i.e. responsibilities and how they contribute to the goals/outcomes proposed).
-Given scope and breadth of prior program descriptions, was surprised at the .53 FTE Staff Therapist.
None identified

**SCORE:** 72
Scores and Comments for Family Service Agency of the Central Coast (FSA-CC)

Submission Name: Suicide Prevention Service of the Central Coast

Why Do It

Description of Core Condition/Problem or Community Need: 8.67
Community Strengths & Assets: 6
Inequities/Who is Experience in the Need: 4

Areas of Strength:
-clearly identified problem with accompanying local and national data.
-highlighting asset of volunteer community that mans The crisis line.
-clearly delineates percentage of program cost to be covered by CORE funding. -Good overview data from Santa Cruz County Suicide Prevention Strategic Plan of 2019, CHKS, and CHIS with age specificity Application presents strong, clear information about the community need in Santa Cruz County. They also do a very strong job of identifying how the community need disproportionately affects those experiencing inequities.

Areas Where Application Could be Improved:
- Very strong description of problem and community need. Would have been strengthened with addition of some qualitative data drawn from volunteer feedback to trainings, etc.
- "...factors which put certain groups at higher risk" were quite expansive (i.e. a very long list). Later numbers on language utilization of the crisis line indicate very low Spanish-language use. May have been stronger to narrow focus on a couple of equity issues to be addressed.
- Could've elaborated on community strengths/assets beyond volunteers
- Need more specificity on dimensions of equity Application could include more detail on community strengths/assets.

What Should be Done: Program/Project Description & Outcomes

Program/Project Description: 4.33
Measurable Outcomes: 3.67

Areas of Strength:
-Loved seeing the approximate number of calls received per month.
-Use of evidence-based risk assessment and training.
-Liked the inclusion of specific services to be provided with funding - i.e. "...CORE funding will support 654 hours of multi-lingual suicide crisis line services..."complete overview of services and outcomes

Application includes very strong, clear description of proposed services, as well as how CORE funding will be used. Outcome is also clear.

Areas Where Application Could be Improved:
Given The amount of data collected during calls, appears that One outcome provided was limited and did not reference any equity issues.
would have been stronger with inclusion of language equity outcome. Given the commitment to multi-language capacity.

Could’ve included additional 1-2 outcomes to give the full picture of Program success. Application could include more detail on how services specifically target those experiencing inequities.

What Should Be Done: Why will it work

Supporting Information, Data, Evidence: 8

Data Collection, Use and Learning Plans: 4.33

Areas of Strength:

- Practices are well established and evidence-based.
- Call Reports logged via the ICarol system appear robust; staff/volunteers appear to be well trained in its use.
- Good reference to Santa Cruz County Suicide Prevention Strategic Plan of 2019 highlighting effectiveness.
- Following mandates/accreditation standards of the American Association of Suicidology.

Application includes strong detail on how it’s learned from delivery of services over the years and how this will impact delivery going forward. They are also very clear about how data can be collected/integrated given the limitations involved with confidentiality.

Areas Where Application Could be Improved:

- Proposal would have been strengthened with mention of how data might be used to assess factors related to equity for non-English-speaking callers, etc. (i.e. to look at issues of equitable access). Could’ve included secondary data, research and/or program data to show program effectiveness.

None identified.

What Should Be Done: Who are the people served

People Who Will Be Served: 4.67

Areas of Strength:

- The inclusion of the story (i.e. the father finding the open journal) was very powerful and clearly illustrated the significant impact the crisis line has on many peoples’ lives.
- Data on who will be served was significant and clear. Good overview of types of callers and specificity on those more at risk.

Application has strong, moving description of those who will be targeted by services, as well as providing relevant information on how this population may grow in coming years.

Areas Where Application Could Be Improved:

- The Primary Language data (3.3% calls in Spanish) was concerning giving the number of Spanish-speakers in the County. Was left with the feeling that the proposal should have been more focused on addressing this equity issue.

None of note.

None identified.
Organizational Capacity

Agency Capacity: 14

Operationalizing Equity: 7.33

Areas of Strength:

well Established organization with qualified staff and leadership.

-ver clear about their operating costs and what they are requesting from This funding stream.comprehensive overview of long history of services, staffing, and reasoning for The CORE funds to increase capacity

-CQI approachApplication provides very strong description of organizational history, infrastructure, and capacity to deliver services. Application also makes clear its expertise to deliver on CORE conditions.

Areas Where Application Could be Improved:

-Proposal was lacking a clear, comprehensive, and thorough description of how the organization views the advancement of equity; was more of a list of activities. Could've used more specificity on equity practices (ie trainings, recruitment, etc.)

Application could include more detail on how it defines equity overall.

How Much Money is Needed

Budget: 10

Budget Description: 6.67

Areas of Strength:

used correct template and provided clear descriptions and figures.Clear budgetBudget is clear and accurate.

Areas Where Application Could be Improved:

budget Narrative could have included description of what activities each role (program versus Admin) would hold to support The program.

Could've used more specificity on staff roles and non-personnel expenses in the narrative section

Budget narrative could include more detail on personnel and delivery of services.

SCORE: 82