

La ClínicaSM

California health⁺ center

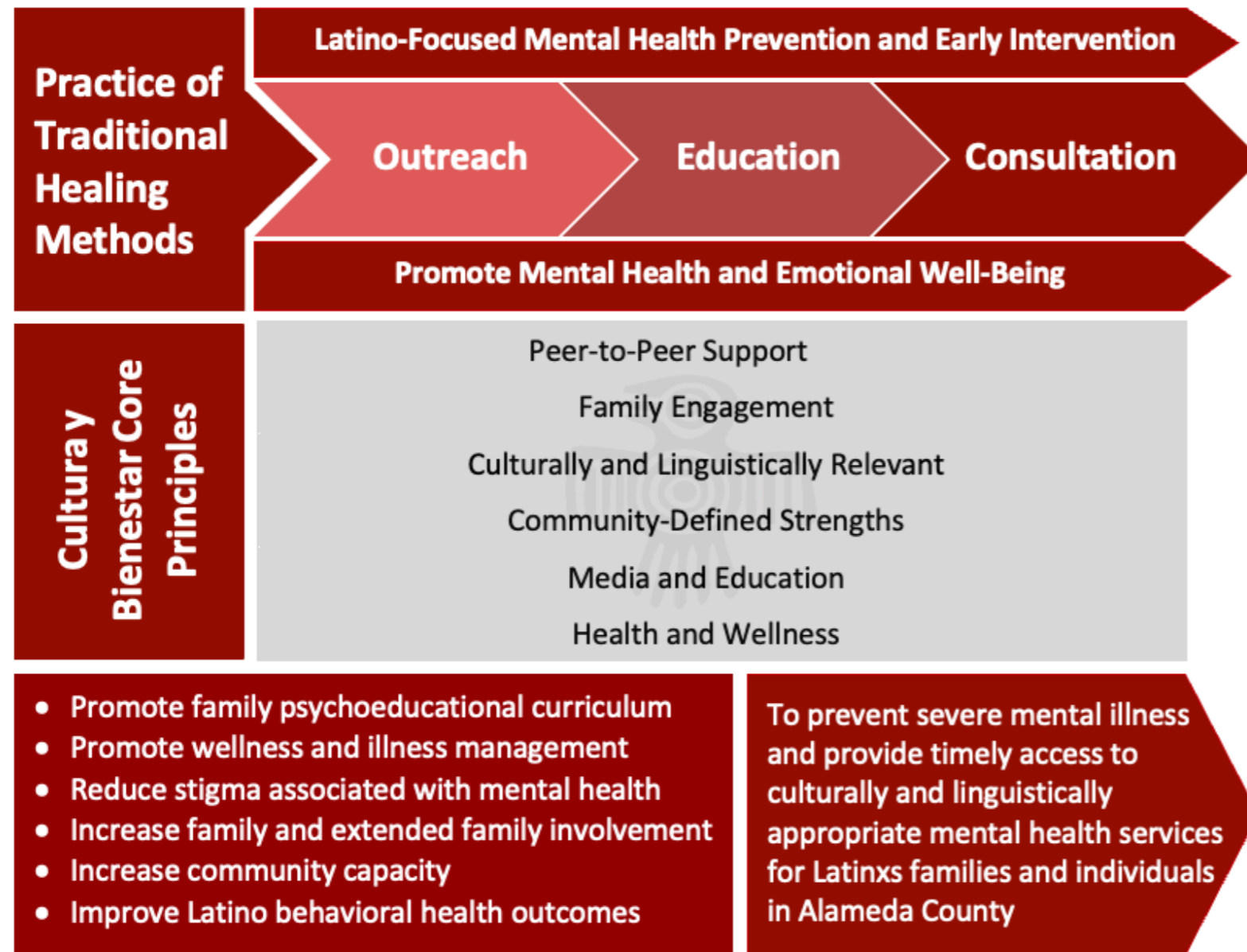


Cultura y Bienestar (CyB) is rooted in culture- and community-based traditional healing practices that include rituals, gatherings, and cultural artifacts that have been passed on to families from previous generations that aid in maintaining mental balance and wellness, and spiritual connectedness. The qualitative analyses revealed five overarching themes: (1) *Professionalism and feeling welcome (cariño)* — CyB staff created safe spaces for people to feel comforted, respected, and cared for; (2) *Trust and trustworthiness (confianza)* — CyB staff are trusted as caring individuals and relatable to community members' culture, language, and life experiences; (3) *Knowledge and taking action* — CyB communicates the negative impact of stigma and transforms people to voices of action to confront stigma and advance well-being; (4) *Sense of connectedness to culture and family (familismo)* — CyB acts as a protective factor preserving cultural traditions that unite people in harmony and collective resilience; and (5) *Access to resources and reliable information* — CyB is a community-based asset collaborating with community organizations and mobilizing resources to improve culturally and linguistically appropriate mental health care.

These statements from evaluation participants captures the essence of CyB, “I felt very welcome here [CyB session]... I left with a desire to return... my son [and I] feel that [we] can trust CyB staff,” reported a mother getting services for her son. Another participant noted, “I learned how to value myself, I feel stronger...”. One participant emphasized the uniqueness of the CyB staff, “...it’s what people [CyB staff] bring to [making the] environment positive...and the services [they] deliver.”

The Cultura y Bienestar (CyB) Model

FIGURE 1. CyB Model for Latinx Communities



CyB is a community-based partnership between La Clínica de La Raza, La Familia Counseling Services, and Tiburcio Vazquez Health Center. This collaborative provides culturally and linguistically appropriate mental health services to Latinx and Indigenous communities living in California’s Alameda County. The outcomes were to determine if CyB:

- Increased participants’ ability to manage their symptoms and mental health;
- Reduced participants’ stigma when seeking care;
- Decreased participants’ struggles with mental health;
- Reduced symptoms related to depression, trauma/PTSD, stressors, and anxiety; and
- Increased participants’ access and utilization of mental health treatment.

CyB focuses on: (1) Providing outreach, engagement, and education working alongside promotoras/es; (2) Offering support groups and in-depth dialogue (pláticas) led by promotoras/es; (3) Conducting home and community visits facilitated by promotoras/es; (4) Creating community leaders through training, consultation, and education on traditional healing practices and culturally rooted interventions; (5) Organizing traditional healing and cultural events inside communities where people live, work, study, and age; and (6) Being a referral and connector to resources and services using a warm hand-off approach.

See Figure 1 above.

KEY FINDINGS

84%

OF PARTICIPANTS REPORTED HAVING RECEIVED SERVICES FROM CYB AND FEELING SATISFIED AND RESPECTED. THIS IS CONSISTENT WITH CYB'S PROFESSIONALISM AND FEELING WELCOME (*CARIÑO*). THIS TYPE OF CULTURAL RESPECT IS KEY TO A MEANINGFUL CONNECTION.

77%

OF PARTICIPANTS FELT THAT CYB STAFF SHOWED RESPECT FOR THEIR LANGUAGE AND WAY OF COMMUNICATING. NOTABLY BY ATTENDING TO TRUST AND TRUSTWORTHINESS (*CONFIANZA*), CYB CONSUMERS WERE MORE READILY ENGAGED, WHICH IN TURN MAY HAVE CONTRIBUTED TO A POSITIVE OUTCOME.

77%

OF PARTICIPANTS REPORTED THAT WRITTEN INFORMATION WAS PROVIDED IN THEIR PREFERRED LANGUAGE. ACCESS TO CULTURALLY- AND LINGUISTICALLY-RELEVANT RESOURCES IS IMPORTANT TO OVERCOME STIGMA, SHAME, AND FEAR ASSOCIATED WITH MENTAL HEALTH AND DISCRIMINATION.

75%

OF PARTICIPANTS STRONGLY AGREED THAT SERVICES PROVIDED BY CYB WERE AVAILABLE AT TIMES THAT WERE GOOD FOR THEM. THIS FINDING ADDRESSES THE CHALLENGES THAT PEOPLE WHO LIVE IN GEOGRAPHICAL ISOLATED AREAS FACE GIVEN THEIR LONG WORKDAY AND INADEQUATE TRANSPORTATION.

75%

OF PARTICIPANTS STRONGLY AGREED WITH CYB STAFF BEING EASY TO TALK TO. TO UNDERSTAND THE APPROPRIATENESS OF MENTAL HEALTH SERVICES, CYB GIVES SPECIAL CONSIDERATION TO CREATING MUTUAL TRUST BY ENSURING THE COMPATIBILITY BETWEEN THE CONSUMER AND CYB STAFF.

THE RESULTS FROM THIS EVALUATION SUGGESTS A STRONG ASSOCIATION BETWEEN THE CYB COMPONENTS AND CONSUMERS MANAGING THEIR DAILY LIVES MORE EFFECTIVELY, IDENTIFYING AND COPING WITH SYMPTOMS/PROBLEMS, RECOGNIZING AND LEVERAGING THEIR CULTURE RESILIENCE, AND RECONNECTING WITH TRADITIONAL HEALING APPROACHES.

OUTCOMES SUMMARY AND RECOMMENDATIONS

- Increased cultural and identity connections. That is, connecting treatment and interventions to spiritual/religious traditions to achieve well-being.
- Increased CyB participants' sense of connectedness and community engagement was a strong predictor of them feeling less marginalized and isolated from community life.
- Increased knowledge about cultural positive factors to overcome risks to mental illness translated to a reduction in feeling nervous, anxious, fidgety, depressed and helpless.
- Increased participation in CyB activities helped participants improve their work and school performance, and with forming and maintaining healthy relationships with family and friends.
- Reduced feelings of racial/ethnic discrimination. One possible explanation for this is CyB's outreach, engagement, education, and community *pláticas* that help people share and learn from each other's stories and learn about their rights to overcome discrimination.
- **Recommendation 1:** Continue dismantling stigma, shame, and fear linked to mental health, and strengthen ties with the Latinx and indigenous community to enhance treatment participation and retention.
- **Recommendation 2:** Continue collaborating with partnering agencies to share and allocate resources that build community capacity and advance mental health equity and well-being.
- **Recommendation 3:** Continue strengthening interventions that incorporate cultural resilience and cultural connectedness that emphasize *cariño*, *familismo*, and *confianza*.
- **Recommendation 4:** Create and disseminate educational materials and curriculum on CyB to secondary and postsecondary schools in efforts to increase early identification and early prevention.
- **Recommendation 5:** Be a solution to training and retraining the new and existing workforce by introducing and reinforcing knowledge about traditional healing and cultural practices.