

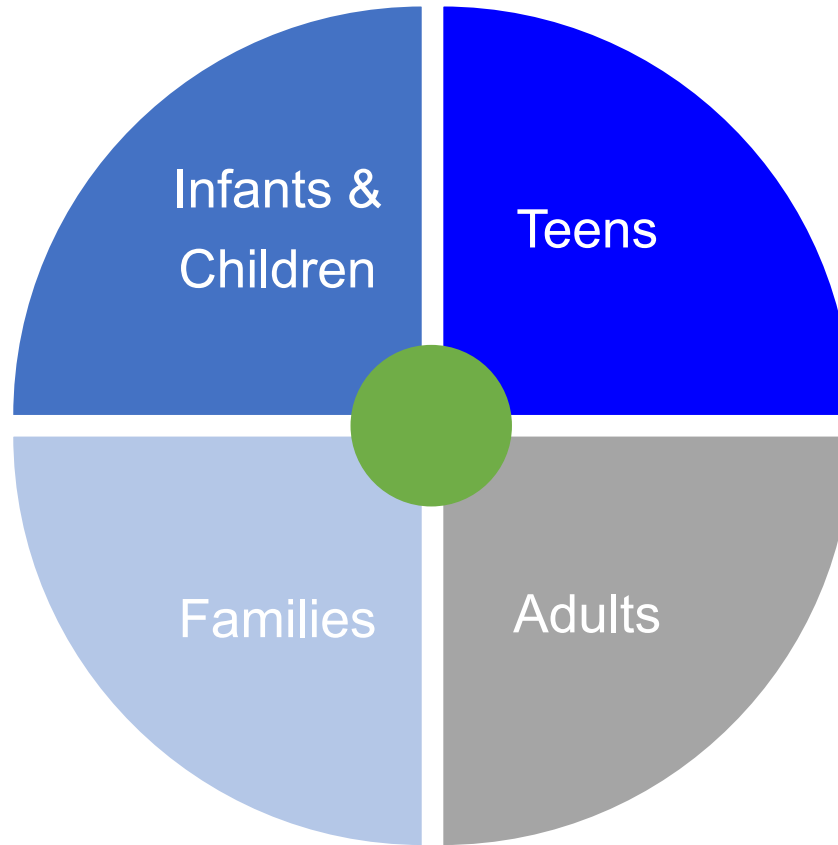


Community Health Awareness Council
Los Altos City Council Update

Marsha Deslauriers
Executive Director
March 23, 2021

CHAC: Building Safer, Harmonious Communities and Schools through Healthy Relationships

- 1:1 Counseling
- Psycho-educational Classes
- Support Groups
- Family Resource Centers
- Substance Abuse

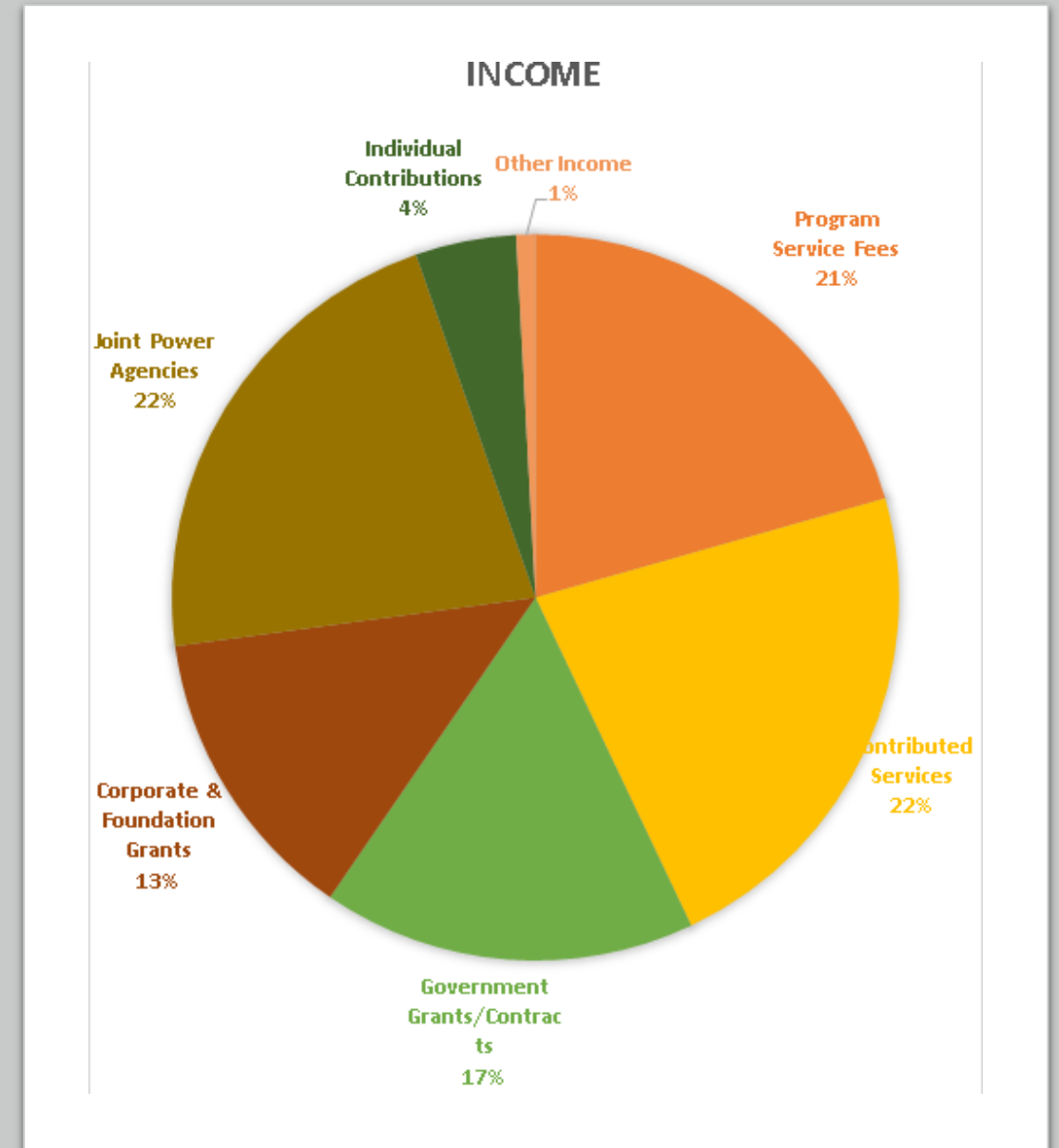


- LGBTQ+
- Neuro-psychological Assessments
- Teacher Support
- Youth Programs-35 schools

48 years of community service to members of all ages

2019-20 At A Glance

- Annual Revenue: \$4.068 million
- Intern/Volunteer Donated Revenue: \$1.1 million
- Employees: 54
- Full-time Employees: 10
- Part-time Employees: 44
- Clients Served: 14,500



CHAC 2016-2021: Building Structure to Enhance Services

New Management Team (2016-2017)

Remodel Client and Intern Facing Areas donated by DFAD (2017)

Implemented Electronic Health Record System (Aug 2018)

Annual Fundraiser "Changing Lives Together" Created (2018)

Management Structures Improved (2017-2020)

Covid Improvements: Upgraded Phone System, Technology

CHAC's Value Proposition: Internship Training Service Model

Professional Training program for 75-80 pre-licensed psychologist and marriage & family therapist

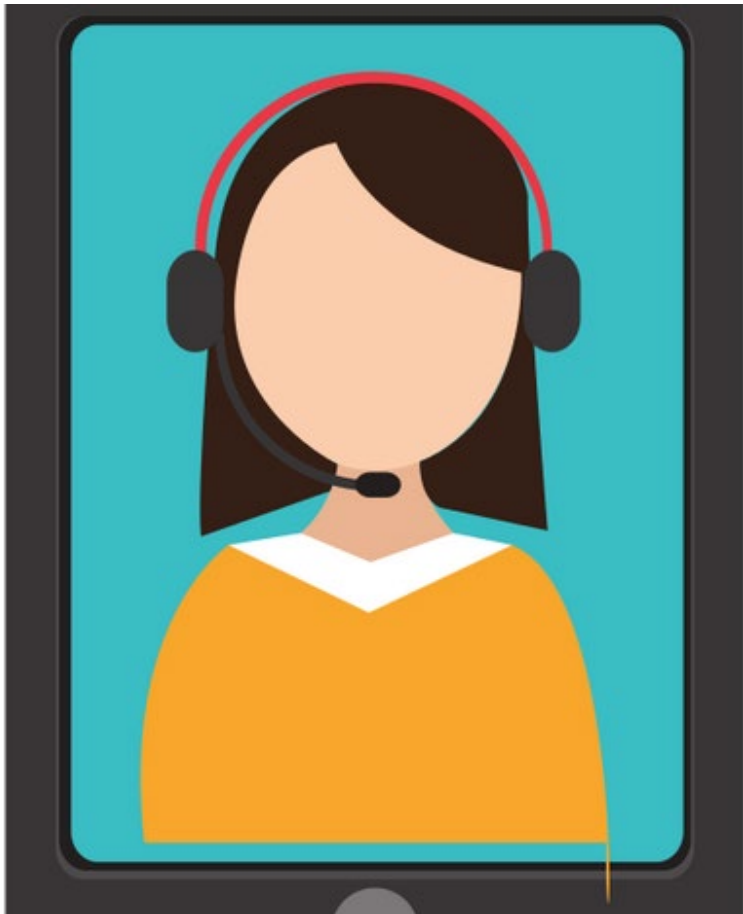
American Psychological Association accredited Doctoral Internship Program

Average age of clinician is 36 years old; Median age is 33 yrs. and 10 years in prior field (JD, MD, MS, Humanities)

AMFTs, TMFTs and Doctoral candidates from top programs (PGSP Stanford PsyD. Consortium, Santa Clara U, Wright Institute, PAU, NDNU)

Broad range of theoretical modalities and clinical expertise

12 Licensed Clinical Professional Supervisors – MFT's and Clinical Psychologists in support



Covid Response: Telehealth for 1100 Clients

- **Tele-health:** Major Services via Tele-health
- **Outreach:** Began outreach to 1158 existing clients for continuity of care
- **Training:** Provided ~ 20 hours tele-health training with local and national experts
- **Technology:** Invested technology improvements
- **Processes:** revamp consent forms, referrals, etc. second slides learning from telehealth, what worked what did not



Pivot to Parent and Provider Support

- Shortened sessions with kids focused on parent engagement
- 91% increase in parent conversations (1773 hours) vs LY
- Advantage of virtual home visit supporting CHAC's family-systems model of care
- Bringing parent and child together for "live" parent/child dynamic"
- Produced 40+ videos for independent activities for kids
- Transition plans for those already in the groups to bring closure

Our Commitment to Diversity, Equity & Inclusion

At CHAC, we aspire to be a diverse, inclusive and equitable organization where all employees, clinicians, and clients – inclusive of those whose gender, race, gender identity, ethnicity, national origin, age, sexual orientation, education, disability, veteran status or other dimension of diversity- feel valued, respected and included.



Promoting Mental Health by Prioritizing Clients' Needs and Removing Barriers to Care

We help all cultures in the community that we serve, recognize the signs and symptoms of mental illness, particularly anxiety and stress. We understand the barriers to seeking mental health services that are unique to all cultures.

Our diverse services include online resources, community outreach, assessment, prevention, education, and therapeutic interventions.

The services at CHAC are offered with compassion, respect for others, and appreciation of individual differences.



Los Altos Clients Served

2019-20		First half of 20/21	
Total clients/students served	534	Total clients/students served	143
Total appointment hours	3820	Total appointment hours	914
Total collateral/case management hours	718	Total collateral/case management hours	351

Fall 2020: Telehealth Challenges for Los Altos Families



Students have reported higher rates of anxiety, depression, a lack of motivation, and increased loneliness



Families and students were less likely to seek out help/resources and are often isolating themselves
There is an increase in overall stress levels due to family relationship dynamics and challenges within the student's social groups



For those students who were already at risk for mental health crises between the pandemic began, there seems to be an even bigger increase in anxiety



Some challenges, include technical difficulties - not all students have access to high-speed internet. Students also express frustration with how often they are on zoom

Fall 2020: Telehealth Benefits for Los Altos Youth & Families



The benefits of telehealth include - seeing the student in their room/home and gaining insight into their family dynamic.



The students are still able to access therapy while staying in quarantine and it can work around their schedule easily.



Students have reported that telehealth provides them with the ability to access a therapist weekly and sometimes this relationship is their only connection to the outside world. Students have reported that telehealth provides them with the ability to access a therapist weekly and sometimes this relationship is their only connection to the outside world.

Responsive to Community Need: Prevention & Other Programs

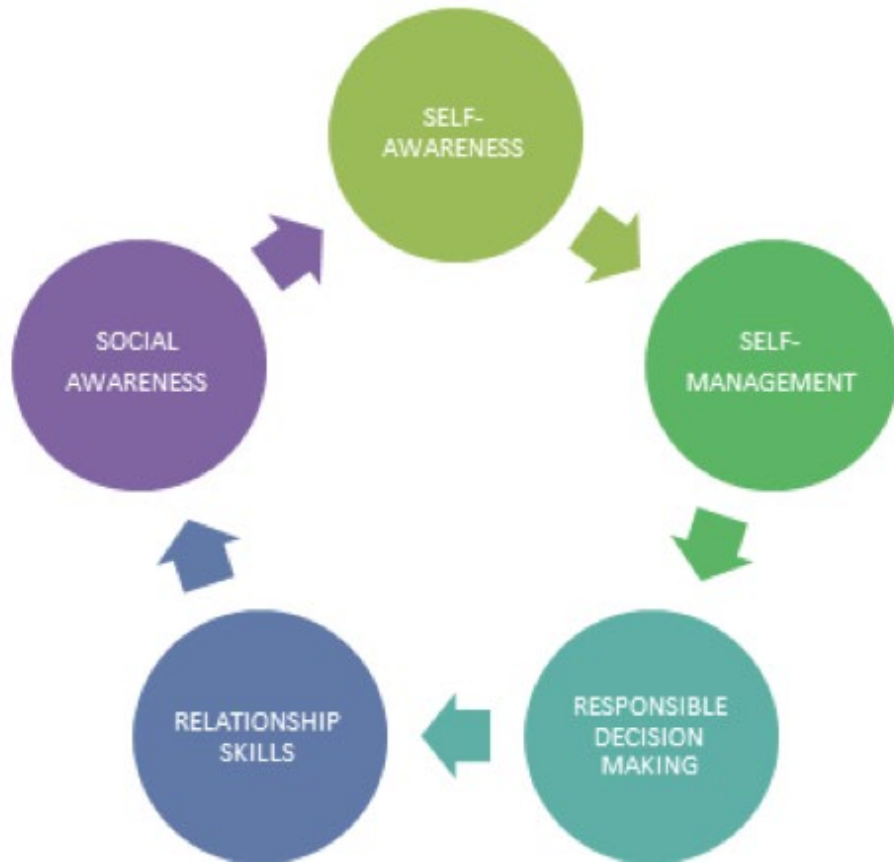
- First 5 Family Resource Center
- Social-Emotional Learning Programs
 - Just-for-Kids- 3rd Grade
 - Tween Talk – 5th Grade
 - S.P.A.C.E. - Middle School
- "M-8s" - Teen Buddy Program
- Crisis Intervention
- Summer Bridge Program





Family Resource Center Programs Offered Ages 0-5

- Supportive Care
- Play & Learn in Mandarin
- Live Music Mondays
- Jugando y Aprendiendo
- Bilingual English/Spanish Art Studio
- Empowering Families
- School Series: I Can Learn! (English & Mandarin)
- Childcare Provider Coaching Workshops
- Self-Care & Resilience (Any Time!)
- Self-Care & Resilience
- Mothers & Babies (Spanish)
- Cafecito (Spanish)
- I'm Ready For Kindergarten



Social-Emotional Learning Program

- 417 Social Emotional Learning (SEL) Skills Programs
- Total SEL & Educational Group Hours for FY 19/20 5996
- Weekly Virtual (Zoom) Group Meetings
- Groups meet once a week for eight consecutive week
- Groups are free of charge to all 3rd, 4th, and 5th grade students
- TAC M8's is a buddy program in which a high school student serves as a role model to a younger buddy, providing an outlet for connection during COVID and beyond



Latinx Program Services

- 196 Individuals & Family Clients Served in FY 2020
- 189 translations with monolingual Spanish speaking parents
- Provided extensive support to address:
 - Privacy challenges
 - Access to Technology
 - Ability to Use Technology

Coming Soon: More Latinx Community and School Outreach

- **Miércoles de Bienestar Personal:** Mindfulness and skill building on topics such as stress management sleep hygiene, communication strategies, etc. Currently meeting once monthly on the third Wednesday of the month)
- Clases de padres: criando a nuestros hijos sin violencia.
- Counseling for the family, couple, and individual: call CHAC to request an intake.
- **¡Bienvenidos! Newcomer Program In-House:** An open group for Latinx recently immigrated, who need support with psychosocial adjustment to their new home country.
- **Caminando a través del Dolor:** In-house virtual group for those who are grieving the loss of a loved one.
- **Latinx Provider Support:** A collaborative group for South Bay providers who deliver services to the Latinx community with the goal to share resources, discuss barriers and needs, and support this fulfilling work.

Summer Bridge Program: Free services to youth in need in the Community

Unprecedented expansion of counseling services over summer

Created Bridge Program for 197 student clients

Provided 956 appointments

Free services for all in the program

Tripled our summer staff to accommodate

Continued access to parents/caregiver to provide support

Provide support 36 Of LASD Students

Response to Community Need: Contagion Prevention

- Fall 2019 Suicide Response
 - Diverted 12 experienced/licensed clinicians to school campus immediately
 - Extended support for a two-week period
 - Identified 400 potentially at-risk students
 - Prepared and implemented clinically appropriate interventions
 - Coordinated efforts with MVLA staff for heightened observations



Building Collaborative School and Communities with Outreach: Webinars, Classes & Groups

Community Conversation with CHAC (Coping and Thriving During a Pandemic) (May 29, 2020)

Community Virtual Town Hall: (Supporting Families Mental Health during COVID) (August 30, 2020)

Virtual Stress Management for Parents and Teachers During COVID (How to Keep Calm and Carry On) (October 22, 2020)

Wellness Wednesdays

CHAC Bedtime Storytime (February 16 & 18)

LASD Teacher Support Group

(SAGA) Middle School – Prevention Support Group

Newcomers Groups – Prevention Support Group

Wellness Watercooler – drop-in support for teachers

Pandemic Long-term Effect Unknown

- Significant tail of mental health effects (Lee, 2020)
- Secondary effects will outlast the pandemic
- Mental health demand will spike after pandemic subsides
- May see upticks in OCD, agoraphobia, germaphobia
- Supportive Interventions – Cultivating
 - Caring
 - Self-Efficacy
 - Connectedness
 - Hope
 - Sense of safety

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Save the Date : May

CHAC's Mental Health Awareness Month

Free weekly
virtual workshops
designed to promote
mental wellness in
our community

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Schedule

- May 5: Creative Ways to Reduce Anxiety
- May 12: Teen Panel: Today's Youth Explore The Role of Mental Wellness for Tomorrow's Leaders
- May 19: "Parenting Us Doesn't Need to Be Painful!" Teens Provide Tips for Compassionate Connection
- May 26: Panel Discussion: Self-Care and Support During Difficult Times with CHAC's FRCs

Workshops will be held from 6:30-7:30pm

Ways to Give to [CHAC](#)

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CHAC Cultivating Supportive Interventions

**Key to Healing:
Connections**

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