



BIDMC Community-based Health Initiative
Grantee: North Suffolk Mental Health Association
Latino CART Program

Final Evaluation Report: Executive Summary

Report Date: January 31, 2023



Health Resources in Action
Advancing Public Health and Medical Research

EXECUTIVE SUMMARY

The North Suffolk Mental Health Association used the Beth Israel Deaconess Medical Center (BIDMC) Community-based Health Initiative (CHI) Behavioral Health grant to create a bilingual clinical intensive case management team that worked with uninsured and underinsured individuals between the ages of 5 and 75 years and their families living in Chelsea. The goals of this Latino Community Advance Response Team (Latino CART) program, were to:

1. increase access to behavioral health intervention services among Chelsea uninsured and underinsured individuals (predominantly Spanish speaking) and their families; and
2. connect uninsured or underinsured individuals (predominantly Spanish speaking) and families to community resources to encourage their stability within their community.

After a two-month planning period (Nov.–Dec. 2020), the Latino CART program used the BIDMC grant to provide case management and clinical services to participants from January 2021 through October 2022.

Evaluation Methods

Latino CART staff collected program implementation data related to outreach and enrollment, participant characteristics, and service delivery. Clients were required to complete a Transition Indicator Tool at the beginning and end of their participation in the Latino CART program to measure change in the following outcome measures: knowledge of resources, confidence around accessing resources, natural support connections, and individual well-being. HRiA analyzed this implementation and outcome data, and also conducted and analyzed data from one October 2022 small group interview with three Latino CART staff.

Populations Reached



114 referrals



60 client participants

**1,843 clinical and case
management visits**



42 graduates

Over the duration of the BIDMC-funded programming, Latino CART received 114 referrals, conducted 452 door knocks and/or phone calls to invite participants to the program, and served 60 participants in total. Of these 60 participants, 42 had graduated from the program by the end of the BIDMC funding period.

Latino CART clients “are mostly... newcomers to the city.” Of the 60 participants served, the median age was 31.2 years, over half identified as female (60.0%), and 100% were uninsured or underinsured. The most common ethnicities of enrolled participants were Salvadorian (45.0%) and Honduran (35.0%). The most common risk factors that participants had at the time of referral were mental health (48.3%) and emergency basic needs (38.3%). Latino CART staff noted that needs related to homelessness, domestic violence, and grief became more common in the second year of programming, and that needs related to employment and affordable housing were also ongoing concerns for participants.

Services Delivered

Latino CART participants developed a treatment plan and individual goals with staff; graduation from the program was defined as the timepoint when treatment plan goals were achieved. On average, graduated participants were enrolled in the program for 180.4 days (approximately 26 weeks).

With BIDMC funding, Latino CART staff provided 1,843 visits to the 60 participants. These visits included both clinical and case management services provided through home visits and telehealth. Through these visits, Latino CART implemented evidence-based clinical strategies to teach coping skills and connected clients to longer term services in the community including ongoing supports around housing, food access and mental health services.

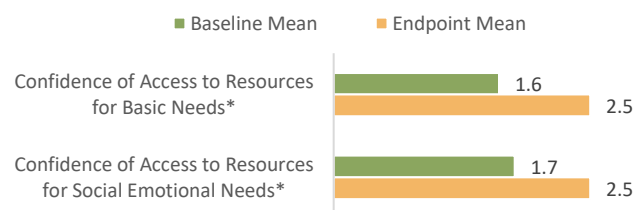
In addition to service visits, the program provided flexible dollars to assist participants in stabilizing and achieving their goals. In total, 31 flexible dollar requests were awarded to 26 program participants (\$19,909.19 in total; average of \$765.74 per participant receiving flexible dollars). The most common reason for flexible dollar requests was to address housing costs. The availability of flexible dollars was a key facilitator of successful service delivery. As one interviewee noted, these “*client funds were so instrumental in building that confidence and support that they needed.*”

Program Impact

Over the duration of the BIDMC-funded programming, 42 participants graduated from the Latino CART program. Of these, 40 participants completed both baseline and endpoint data collection (collected at graduation). Among these 40 participants, **the following statistically significant impacts were achieved:**

- **Increased mean scores measuring knowledge of and confidence in accessing community resources** for basic and social emotional needs.
- **Increased mean scores of natural support connection**, indicating a higher likelihood of having someone to talk to about one's problem at the time of graduation.
- **Increased mean resilience scores**, indicating an improved ability to cope with difficult situations.

Graduated Participants' Perceived Confidence of Access to Resources



NOTE: Asterisk (*) indicates significant statistical difference ($p < 0.05$) between baseline and endpoint scores.

Interviewees noted that Latino CART’s ability to go into clients’ homes, to build one-to-one relationships, and to employ staff that “look like you and [were] raised like you and can handhold you to those agencies” were vital to achieving this impact.

Interviewees stated that while there are many services in Chelsea, individuals need to have the “*confidence and comfort*” to access them. After working with Latino CART, interviewees perceived that clients had increased their confidence and had a greater “*ability to problem solve and handle crises.*” This perception is supported by the quantitative data described above.

Latino CART successfully delivered behavioral health and case management services, connected clients to longer term services in the community, increased clients’ knowledge of and confidence in accessing community resources, and increased clients’ likelihood of having support and being able to cope with challenges. The North Suffolk Mental Health Association has been awarded a two-year contract from the City of Chelsea to continue the Latino CART programming after the conclusion of BIDMC funding.