

5-2019

## Community Development & Engaging Clients at OMNI

Christopher Lizaola  
*California State University, Monterey Bay*

Follow this and additional works at: [https://digitalcommons.csumb.edu/caps\\_thes\\_all](https://digitalcommons.csumb.edu/caps_thes_all)

---

### Recommended Citation

Lizaola, Christopher, "Community Development & Engaging Clients at OMNI" (2019). *Capstone Projects and Master's Theses*. 556.

[https://digitalcommons.csumb.edu/caps\\_thes\\_all/556](https://digitalcommons.csumb.edu/caps_thes_all/556)

This Capstone Project (Open Access) is brought to you for free and open access by the Capstone Projects and Master's Theses at Digital Commons @ CSUMB. It has been accepted for inclusion in Capstone Projects and Master's Theses by an authorized administrator of Digital Commons @ CSUMB. For more information, please contact [digitalcommons@csumb.edu](mailto:digitalcommons@csumb.edu).

Community Development & Engaging Clients at OMNI

OMNI Resource Center

Lisa Corpuz Mentor

Collaborative Health & Human Services

Department of Health Human Services and Public Policy

California State University, Monterey Bay

Christopher Lizaola

May 17, 2019

## TABLE OF CONTENTS

|   |               |
|---|---------------|
| <b>Introduction.....</b>                            | <b>Pg.3</b>   |
| <b>Agency.....</b>                                  | <b>Pg.4</b>   |
| <b>Purpose of the Project.....</b>                  | <b>Pg.6</b>   |
| <b>Project Description &amp; Justification.....</b> | <b>Pg.6</b>   |
| <b>Benefits.....</b>                                | <b>Pg.8</b>   |
| <b>Implementation.....</b>                          | <b>Pg.9</b>   |
| <b>Scope of Work.....</b>                           | <b>Pg. 10</b> |
| <b>Problem Description.....</b>                     | <b>Pg.11</b>  |
| <b>Final Assessment Implementation Plan.....</b>    | <b>Pg.14</b>  |
| <b>Findings and Results.....</b>                    | <b>Pg.14</b>  |
| <b>Recommendations.....</b>                         | <b>Pg.15</b>  |
| <b>Conclusion.....</b>                              | <b>Pg.15</b>  |
| <b>Appendix.....</b>                                | <b>Pg.18</b>  |
| <b>Acknowledgments.....</b>                         | <b>Pg.20</b>  |
| <b>References.....</b>                              | <b>Pg.21</b>  |

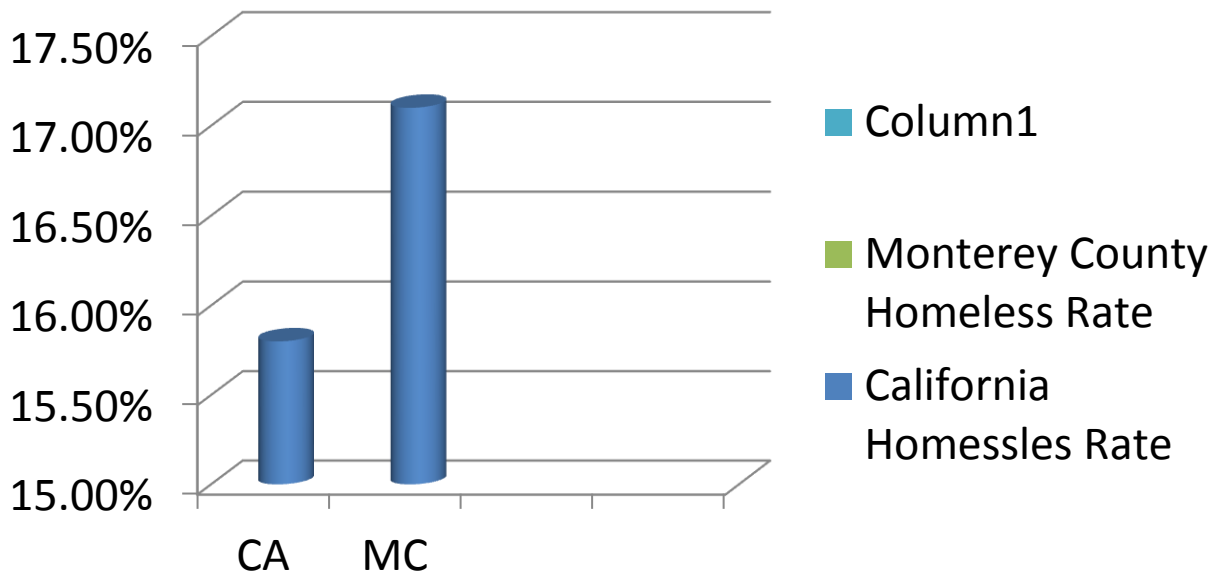
### **Abstract**

The OMNI Resource Center is a wellness Center in Salinas; OMNI handles workshops and activities for adults who suffer mental health and who are homeless. Too many people with mental health issues don't have community support. In addition, there has not been any sufficient advocacy for this population. The project will focus on developing connections with OMNI and other local agencies. It shall be preceded by doing surveys to the clients to see what other resource OMNI can provide to its clients. This research project which will contain data collection interviews will allow me to see if all the resources and programs of OMNI are effective. The evaluation will be utilizing the scientific method to indicate how OMNI can grow its resource opportunity.

Keywords: *developing connection, resources, mental health, homelessness, community support*

## **Agency**

The OMNI Resource Center is a mental health agency in Salinas. It serves people who suffer from mental health disorders and homelessness. OMNI Resource Center falls under its parent company Interim Inc, which “is a private nonprofit organization whose mission is to provide services and affordable housing, supporting members of our community with mental illness to build productive and satisfying lives” (Interim, Inc). Its vision statement is the following “Interim, Inc. envisions a world which people with mental illness are able to live, work learn, and participate fully in the community.” (Interim, Inc.) The following services that the OMNI resource center offers are “Leadership innovation workshops, self-esteem and team-building activities, Spanish-speaking support groups, physical wellness activities, art, music & social groups and outreach to the Latino community” (Interim, Inc). Other resources that are partnered with OMNI are Supportive Educational & Employment Services (SEES) and Choices. OMNI meets once a month with the Behavioral Health Bureau Cultural Relevancy and Humility Committee that is under the County of Monterey Health Department and Monterey County Salud Mental. A recent survey conducted by the Monterey County Health Department indicated that “(26%) Hispanic Latino, (74%) Non-Hispanic and Latino” (County of Monterey Health Bureau Department) as demonstrated there is a minority number of Hispanic Latinos who are being served and a majority number of Non-Hispanic and Latino who are being served in the Coastal Region. A following figure has been shown to demonstrate the homeless population in the state of California and Monterey County.



<https://www.ksbw.com/article/homeless-census-shows-23-percent-increase-in-monterey-county/20079122>

### **Purpose of the project**

My capstone project will focus on Community Development & Organization, which in this case will focus on OMNI, and identifying its challenges that it faces with its clients. In addition, OMNI meets with other local agencies and discuss if other agencies are having the same issue. “The aim of community organization is to stimulate and assist the local community to evaluate, plan, and coordinate effort to private for the community’s health, welfare, and recreation needs” (Zastrow, 2015, p58), as indicated by Zastrow (2015), my concentration will be to analyze and to understand the connections with the OMNI resource center and other local agencies supporting alternatives for clients in the population mental illness. In addition, a research survey form clients will assess the satisfaction and the lack of services in OMNI and the community.

### **Project Description & Justification**

My first goal is to analyze the participation of clients in the group activities and workshops that OMNI hosts. Each day OMNI hosts group activities where the clients are able to participate in a discussion as to where they are in life or detail a personal experience to inspire others. Workshops are offered to the clients to develop their communication skills and to prepare them for job recruiting events. Additionally, a representative from SEES comes and hosts brainstorms ideas with the clients. “The group becomes focused on “moving on’ as the work of the group has been accomplished. Members reflect on their shared experience and celebrate their accomplishments.” (Kiser, 2015 p182). By having the participation of members of groups, Kiser (2015) demonstrates that hosting group activities are able to help clients who have suffered many

problems in life, and brain storm on solutions. Having group activities will promote engagement of the clients to the resources that OMNI gives.

The second step will be conducting survey research on the clients. My purpose is to study if the clients feel satisfied with the resources that OMNI provides. Similarly, I would like to see if there are more resources in the community outside of OMNI. If I see that clients are requesting for more services, I will meet with my supervisor and Katrina, the cultural relevancy committee representative, so that new services may be implemented. For surveys, I will utilize the Scientific Method for this project. In this case (Hughes & Koehler 2012), data will be collected by surveying and interviewing clients as well as asking them questions; once the questionnaires are filled, the results will be assessed and revealed. “A social science that employs the scientific method and relies on formal research methodologies, including experimentation, structured observation, and sample surveys.” (DeLamtar, 2015 p3) DeLamatar (2015) presents a very crucial perspective on surveys. His analyses is that when you are going to study a group you need to bring every strategy when one is going to support or refute the hypothesis. Once I have collected the data, I will determine the results of the clients if they feel satisfied with the resources that they are receiving.

The third goal of this capstone project is doing research on the relationships with OMNI and other local agencies on approaching and brainstorming resolutions and negotiation to provide new resources to their clients. “Without the strong interpersonal alliances and relationships within a group, it is easy for people to dropping out of the effort well before the job is done.” (Kiser, 2015, p109). This is a very crucial point that Kiser (2015) identifies: having community leaders and agencies working together and having strong relationships from the crucial issues of challenges that have not yet been approached. These are the strategies that



OMNI and the Cultural Relevancy and Humility Committee discuss on proposing new projects for the population it serves. In this way, I will provide interviews from Katrina McPhiers (the Peer Outreach Advocacy coordinator) at OMNI and who attends the Cultural Relevancy and Humility Committee as well as staff workers from the committee.

On October 22, 2018, I had the opportunity to interview Katrina McPheters the Peer Outreach Advocacy Coordinator at OMNI Resource Center. She also represents OMNI at the Cultural Relevancy and Humility Committee. One of the questions that I asked her was “When was the Cultural Relevancy Committee was established?” Katrina: “When OMNI was started the Cultural Relevancy and Humility Committee began. Now we meet every moth whit different agencies.” The following question that I asked her is “How people can be aware of the mental health and the homeliness population?” Katrina:” We are currently trying to establish a cultural training to be taught in our county.” The last question that I asked her was “Are there any alternative negations to expand more resource in to the community at the moment?” Katrina: “Yes we do that our peers are aware and the committee bieng aware of what’s going on to promote equable cultural significant services.” (Katrina McPheters Peer Advocacy Coordinator at OMNI Resource Center October 22, 2018).

### **Benefits**

The beneficial outcome will be based on the results of my project, as here I will determine if more resources are need for the clients of OMNI. I will also look at the group activities that clients attend daily of how they are being engaged. I will also take a look at SEES and Choices another resource in OMNI and how they help the clients to go to school, career preparation and how to confront challenging moments in life. Finally, I will look on how the

Cultural Relevancy and Humility Committee will be proposing short term and long term resolutions for local agencies for their respective clients who suffer from mental health disorders. Similarly I intend to inquire on how it may affect OMNI positively.

### **Project Implementation plan**

My role and responsibility will be reviewing the project description for my capstone. I will meet more often with my instructor Thomas Rogers to ask more clarification on the assignment. At the agency, I will meet with my supervisor Lisa Corpuz, asking her more information about the agency. I will meet with other staff workers from OMNI and provide a survey for clients at the agency of their participation of activities provided for them. Finally I will study the relationship of OMNI and other agencies. The final step is to demonstrate it to the Cross Cultural Relevancy Committee so that they may use my project a guide to help those developing alternatives for the community population they serve.

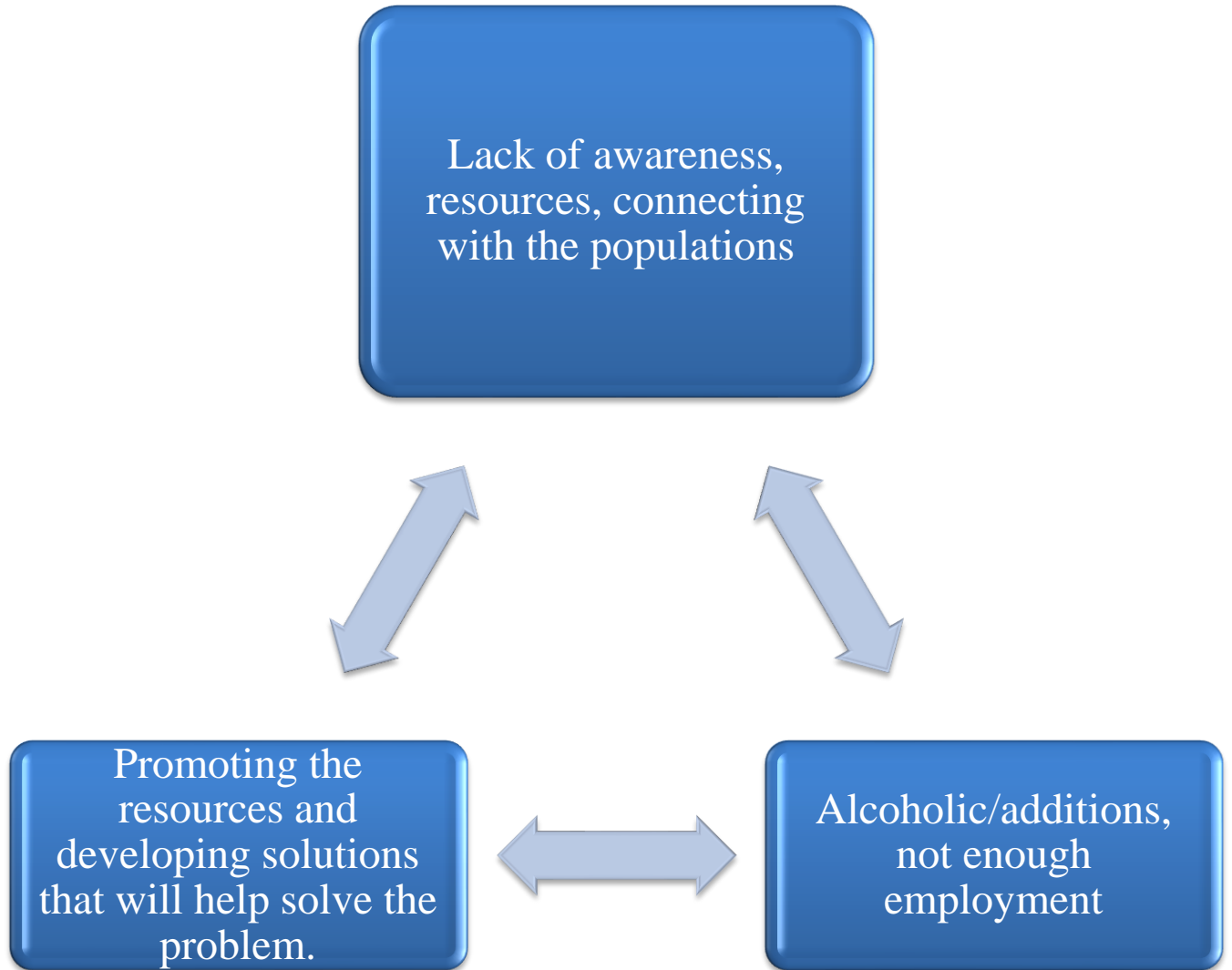
**Scope of Work**

| Goal: Conduct an evaluation of the activities at the OMNI Resources Center   |  |                                 |
|--|--|---------------------------------|
| Primary objective of the project: Assess effectiveness in the participation of clients in the agency and the relationship with other agencies. |  |                                 |
| Activities:  | Deliverables   | Time frame                      |
| 1. I will discuss my capstone project with my instructor and mentor.   | 1. I will explain the approach of the capstone project.  | 1. September 7-October 18, 2018 |
| 2. I will interview the Peer Outreach Advocacy coordinator   | 2. I will ask questions what OMNI Resource Cent and the Humility Relevancy committee is doing to help people who are mentally ill. | 2. October 22, 2018             |
| 3. I will create questionnaire surveys for clients   | 3. I will develop the questionnaire survey's adding scale numbers and a suggestion comment section.                                | 3. . January 15-25, 2019        |
| 4. I will conduct the questionnaire surveys' for the clients at OMNI   | 4. I will give each client a survey to analyze their satisfaction for the agency utilizing the scientific method.                  | 4. March 18,-April 3, 2019      |
| 5. Complete reporting requirement by the major   | 5. I will submit to the agency the final capstone report   | 5. May 17, 2019                 |
| 6. Prepare my capstone presentation in PowerPoint format   | 6. Present my project at the CHHS Capstone Festival 2019   | 6. May 17, 2019                 |

## **Problem Description**

Many mentally ill adults in Monterey County have been excluded from the community. The challenge for these adults is that they do not feel supported by the community. “You will also see areas of service that have been neglected or that require development. Perhaps there is a need for more supported living arrangements for those with mental illness in the community” (Summers, p89 2015). By this passage Summers (2015), mentions on how these services have not been managed well by agencies. This leads to where the adults who have suffered mentally are not being advocated for their needs. They might feel excluded from the community. The agency receives several clients each day. The agency tends to help them with what they are experiencing in their lives. “Focuses upon large-scale and long-term social process of organizations, institutions, and broad social patterns,” (Hughes & Koehler, p8 2012). As the indications of the authors Hughes & Koehler (2012), demonstrated that the agency looks upon on how this affects them and also around the community. OMNI can continue supporting their clients if they gather with different local agencies that have addressed similar issues in the past. “Coordinating efforts between agencies or between groups, public relations and public education, research planning and resource management.” (Zastrow p58, 2015). What Zastrow (2015) has introduced that the agency and the community may come together and identify the challenges that it has been facing. In addition, this will lead to local legislation that helps support the issue that has been occurring. OMNI and other agencies will need come together begin writing letters to local officials to begin approaching the issue. The primary cause that is leading to this issue is lack of resources, connection with the general population. The consequence of this issue is alcohol/drug addition, homelessness and not sufficient jobs and social connection. The alternative would be promoting the resources to the entire community and continue developing strategies so that the population may be able to be supported.

| Causes  | <b>Macro Social Issue</b>   | Consequences  |
|---|---|---|
| Stigma, lack of awareness, etc.                             | Low community engagement & support for people with mental health & homelessness issues    | Addiction, depression, continued homelessness, etc.               |
| Causes  | <b>Micro Agency Issue</b>   | Consequences  |
| Lack of resources, staffing assessment of existing programs | Not enough connections with other agencies, not enough resources to bridge engagement gap | Clients continue to experience low community engagement & support |

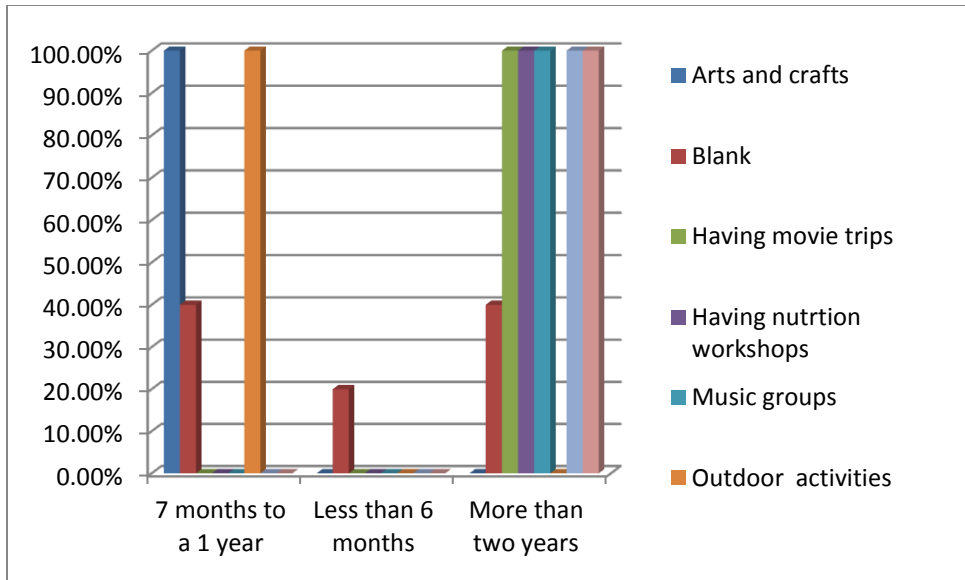


### **Final Project Assessment Plan**

My learning outcome is to interview Lisa my supervisor and other staff workers at OMNI of the services they have in OMNI Resource Center. Furthermore, I will present the questionnaire survey's results to my supervisor. Lisa will review the results and will give them approval to talk with other faculty members at OMNI on how to expand their resources. As such, the data results will pass down to the Peer Outreach Advocacy Coordinator to discuss to the Cultural Relevancy and Humility Committee to create new projects for mental health population to improve their necessities and have more resources available for them. The results can be utilized to help Cross Cultural Relevancy Committee improve more research project in the future. It will be to develop new alternatives and outcomes for OMNI Resource Center and other agencies which have been developing new projects for people who suffer under mental health issues.

### **Findings and Results**

During my research for my project I found that many of the clients do interact with each other during the workshop sessions each day. Which, I always observed the interaction on how the clients were engaging with each other and also the facilitator of the group had prepared the topic of the day. In addition, I was able to give a conduct questionnaire to the clients. I did found some results of the survey which the data allowed me to see its results. In addition, I interviewed the Peer Outreach Advocacy Coordinator how her role is representing OMNI the Humility Cultural Relevancy Committee that is hold monthly negotiating with other local agencies in the county.



In the chart above indicates the results of the 12 questionnaire surveys conducted. For the clients that have been attending at OMNI for the last 7 months to a year would like to have workshops of arts and crafts (100%) in addition in that same group would like have to have an outdoor activities (100%). The clients who have been attending OMNI for more than two years would like to have movie trips (100%), in addition the clients would like have nutrition workshops (100%) once again clients would like to see more workshops in arts and crafts (100%) the clients would like have music workshops (100%) . This means that the majority of the clients that come into OMNI would like to see new workshops and activities in the agency. The challenge that I had was developing the questions for the clients. I also had to spend time reviewing the data for the results.

**Recommendations**

The recommendations that I would give for the agency is to look closely at the results of my survey and may be able to bring new workshops and activities with the results provided. The agency can continue with its current workshops with a weekly schedule for the clients can be



aware when they will meet and also introduce the date of a new workshop. By my observation at OMNI Resource center, the agency has been aware of the increase of the homeless rate in Monterey County for the last decade. It still contains at a strong stand with its missions and values that promotes. My recommendation for OMNI faculty members is to keep track of the rise of the homeless and mentally ill population in the county and also in the state as well.

To the larger scale of the project, I would recommend the agency to build more connections with other local agencies such as community workshops. At the same time the agency has been part of the Monterey County Health Department in the Cultural Relevancy and Humility Committee which has discussed alternatives projects for the population currently serves. In addition, I would also recommend the agency to be aware of local measurements in the Salinas City Council and the Monterey County Board of Supervisors. I would recommend the agency to support legislative from the State Assembly, State Senate and executive orders from Governor Gavin Newsom for the mental health and homeless population. Including, legislation and executive orders from the Federal Government as well.

## **Conclusion**

All things considered, on top of assessing the effectiveness of OMNI and their resources mentally ill clients, I have also devised questions to guide my work through the implantation phase. My first question is “how will OMNI and other agencies reveal their resources to current and prospective clients?” The next question I assess is “does the population of people who suffer from mental health disorders have access to information about the resources available?” Similarly, “what government policies are in place to service members of the community, who are marginalized?” “How much funding is estimated for agencies to maintain their resources?” Finally “what long or short term solutions can be implemented for the welfare of OMNI’s clients?” These questions have helped me address the most important key crucial points of my research project. The most important part that got me more engaged was the negotiation process in the Cultural Relevancy and Humility Committee. It also helped me to advocate for the population to become more aware to support this group. The learning goal that I gained was to adjust to the environment in the agency that was a challenge which took me time. What I was able to grow was communicating and engaging with the clients. That took more time for me to be open with them. The way that I will remember this project from ten years from now is how I was able to analyze a population so vulnerable that still needs to be approach, a population that needs a stronger voice a voice to speak out to everyone and to support them in their needs so that they may become part of our community. My advice for future CHHS student interns if you have an idea of a topic begin to brainstorm it step by step. Once the time comes to write your capstone do the researches of your topic and it slowly will develop. In occasions you may need to revisit previous thoughts you had in mind There will be challenges but do not be discouraged keep finding alternatives and in the end your goal will be reached.

## **Appendix**

In this section contains a version of my questionnaire survey that I developed for the clients at OMNI.

**This is a questionnaire survey for a senior project for the Collaborative Health and Human Services (CHHS) major at California State University Monterey Bay (CSUMB). This survey will analyze your satisfaction on the resource that OMNI provides. Your personal information will not be asked nor with anyone. Only your answers the data results will be shared for the project only.**

### **Survey #1**

**1. How long have you been participating in the supportive groups that OMNI provides? (Please circle that applies to you)**

**Less than 6 months**

**7 months to a 1 year**

**More than 2 years**

**2. During the last 6 months at OMNI which group have you participated in? (Circle all that apply?)**

- **Walk & Talk**
- **Whole Health**
- **Anger Management**
- **No Estas Solo**
- **Healthy Boundaries**
- **Harnessing Hope**
- **Speak Up**
- **Relapse Prevention**
- **Current Events**
- **Smoke Free**
- **WRAP**
- **DBSA**
- **Finding Work Today**

- **DTR**
- **Seeking Safety**
- **Pop Culture**
- **All of the above**
- **None of the above**

**3. Please circle the most appropriate categories**

- **I feel welcome at OMNI? Strongly Agree, Agree, Disagree, Strongly Disagree**
  
- **Does OMNI have a free environment for me to engage with others? Strongly Agree, Agree, Disagree, Strongly Disagree**
  
- **I have learned new skills at OMNI workshops? Strongly Agree, Agree, Disagree, Strongly Disagree**
  
- **I have obtained new strategies that I can use in my daily activities at OMNI workshops? Strongly Agree, Agree, Disagree, Strongly Disagree**

**4. What other types of activities would be in interested in? (Suggestions)**

---

---

---

---

---

---

## **Acknowledgements**

This capstone is dedicated to all social workers, psychologists, sociologists and community leaders who are fighting hard each day for this population. Their work and dedication is making a difference and I hope they may be able to change the lives of adults who suffer under mental health and homelessness.

I want to thank my mother who has supported me since the day I went to kindergarten. She has never doubted me and has always encouraged keeping studying. ¡Gracias mamá! por tú apoyo desde el primer día. Tú nunca dudaste de mí y siempre has creído en mí y siempre me has animado seguir estudiando. ¡Gracias! ¡Te quiero mucho! I want to thank my supervisor/mentor Lisa Corpuz who spent time with to get to know the agency. I also want to thank Savannah Alvarez the wellness coordinator who gave me the opportunity to co-facilitate the groups. I would also like thank Katrina McPheters the Peer Outreach Advocacy Coordinator who gave me the opportunity to come and observe in to the Cultural Relevancy and Humility Committee. I would like thank my capstone instructor Thomas Rogers who spent time with me working on this project. I would also like thank my capstone cohort group who gave me feedback on this research project. To all the CHHS teachers that I had in the last these three years I want to thank you for making me having a positive experience in CHHS. The CHHS department will always be my home. To all my CHHS graduate class mates the class of 2019. We finally made it to the finish line. I will miss all of you very much. I will treasure every moment that I spent even if it was for a little. You guys will always be my family. I wish you all the best and I hope that you may all reach your academic carrier goals and dreams. Thank you!

## References

Budjac Corvette, B *Conflict Management: A Practical Guide to Developing Negotiation Styles*

(2006) 1<sup>st</sup> edition, Pearson 19 October 2018

Conrad Caitlin “Homeless census shows 23 percent increase Monterey County” KSBW

www.kswbw.com April 26, 2018 19 April 2019

DeLamatar, J., Myers, D., Collett, J., *Social Psychology* 2015, (8<sup>th</sup> edition), Westview Press 6

February 2019

Frankel, L and Swartz, L et all “Chronic pain as human rights issue: setting an agenda

preventative action” *Global Health Action* (January1, 2017) 19 March 2019

Interim, Inc www.interim.org 16 October 2018

Hamlet, E and Alloy B “Autobiographical Memory as a Target of Intervention: Increasing

Specificity for Therapeutic Gain” *American Psychological Association* 2018 Vol 3, No. 4

eds.b.ebscohosot.com 29 November 2018

Hughes, M and Kroehler, C *Sociology: The core* (2012), 11<sup>th</sup> edition McGraw Hill

Kiser, P.M. (2015) *Getting the most of your human services internship Learning experience* (4<sup>th</sup>

ed). Boston MA: Cengage Learning 16 October 2018

Monterey County Health Department Health Bureau D3 Data Driven Decisions Fiscal Year

2017-2018 www.co.monterey.ca.us. 10 March 2019

Murphy, B and Dillion, C. *Interviewing in Action in a Multicultural World*, (2015), 5<sup>th</sup> ed

Brooks/Cole 16 October 2018

Summers, N. (2016). *Fundamentals of Case Management Practice: Skills for Human Services*

(5<sup>th</sup> Ed). Belmont, CA: Brooks/Cole-Cengage Learning. 26 March 2019

Suppes, M.A. and Wells C.C., *The Social Worker Experience* (2013), 6<sup>th</sup> edition, Pearson

Education 26 October 2018

Zastrow, C.H. (2015), *Social Work with Groups: A Comprehensive Workbook* (9<sup>th</sup>) Edition

Belmont, CA: Brooks/Cole-Cengage Learning 26 October 2018