

EXECUTIVE SUMMARY

This Year One evaluation report of Homeless Children's Network's Ma'at Program tells a data story of community engagement and program implementation to deliver Afri-centric, whole person wellness to underserved Black/African American families in communities across San Francisco.

Ma'at's "Hub and Spoke" model addresses the impact of systemic racism, inequity, and trauma on Black/African American communities to build trust and authentic engagement for overcoming barriers to accessing family behavioral health care.

Process evaluation findings, based on a participatory, developmental evaluation approach, offer evidence of the program's culturally-responsive, service delivery and data collection.



KEY FINDINGS

- 519 Ma'at Program participants received Afri-centric, Whole Person Wellness services in Year One.
- 499 collateral outreach contacts--an average of 8 contacts per client--were conducted by Ma'at Program staff.
- 3,048 outreach and community engagement activities were performed by Ma'at Program staff in Year One. Activities increased dramatically from April-June 2020, in the wake of COVID-19.
- HCN's Ma'at Program has successfully met the San Francisco Department of Public Health's Units of Service contract objective for direct mental health services, for children and youth clients aged 0-18 funded by Medi-Cal. 99.13% Units of Service were provided.
- Rafiki Coalition provided 8 "Love Pop-Ups", serving a total of 833+ Black/African American community members across SF, to address community trauma by activating community-based unity and healing.
- 95% of Ma'at staff reported that, for their clients, having a therapist or service provider of African descent is extremely meaningful. Data collected from families echoes this finding.



<https://www.hcnkids.org/ma-at-program>

LESSONS LEARNED

- ⇒ A Ma'at client receives program services in the context of a family and community ecosystem. Caregivers of the child/client also need supportive services for successful behavioral health outcomes.
- ⇒ The pandemic starkly illuminated the social determinants of health and further exacerbated existing inequalities for San Francisco's, underserved Black/African-American communities served by the Ma'at Program.
- ⇒ A culturally-responsive and equity-based evaluation approach supports the inclusion of Black/African American community voice and lived experience for shaping what counts as evidence in the Ma'at Program data story.

OPPORTUNITIES



- HCN recommends sustained, flexible funding, that is not dependent on a family's Medi-Cal status, in order to authentically serve the ongoing community-engagement and family behavioral health needs of San Francisco's Black/African American communities.
- HCN recommends increased funding overall for the Ma'at Program to serve the current unmet need of clients on the waiting list.
- HCN recommends continued and ongoing training for all program stakeholders that includes Ma'at Program principles, values, and practices informed by an intersectional analysis of structural racism, white privilege, and historical trauma.
- HCN recommends an open and honest dialogue with champions of the Ma'at Program to function as system allies to support program sustainability.

“Deeply trusting, well-established relationships in the Black community that are based solely on unapologetic Afri-centric affirming foundations, function as the life-line between systems of care and Black families.”

Ma'at Clinician