

PROGRAM INFORMATION:

Program Title:	Urgent Care Wellness Center (UCWC)	Provider:	Department of Behavioral Health
Program Description:	<p>The Department of Behavioral Health (DBH) Urgent Care Wellness Center is an outpatient treatment center that provides assessment, treatment planning, individual and group counseling, and linkage to community resources. UCWC is often considered the “front door” for adult mental health services at Fresno County as most new clients will contact UCWC to begin services. UCWC has been at the forefront of providing Evidence Informed Practices with groups such as Dialectical Behavior Therapy (DBT), Wellness and Recovery Action Plan (WRAP), Seeking Safety, Mindfulness Based Cognitive Therapy (MBCT), and Cognitive Behavioral Therapy groups focused on multiple topics such as Self-Esteem, Anger Management, and Anxiety and Depression. UCWC has also been instrumental in increasing services to underserved populations by starting DBH’s first Lesbian, Gay, Bisexual, Transgender, and Queer/Questioning (LGBTQ) support group and by outreaching to programs and clients at the local homeless shelter.</p>	MHP Work Plan:	4-Behavioral health clinical care
Age Group Served 1:	ADULT and TAY	Dates Of Operation:	July 2008-Current
Age Group Served 2:	OLDER ADULT	Reporting Period:	July 1, 2015 - June 30, 2016
Funding Source 1:	Com Services & Supports (MHSA)	Funding Source 3:	Com Services & Supports (MHSA)
Funding Source 2:	Realignment	Other Funding:	Medi-Cal FFP

FISCAL INFORMATION:

Program Actual Amount:	\$2,619,100.00
Number of Unique Clients Served During Time Period:	3,608
Number of Services Rendered During Time Period:	12,533
Actual Cost Per Client:	\$726.00

TARGET POPULATION INFORMATION:

Target Population: Adult (18+) Fresno County Residents with Medi-Cal, the uninsured and community providers are our identified clients.

MHSA CORE CONCEPTS:

Please select MHSA core concepts embedded in services/ program:
(May select more than one)

Recovery/Resiliency Orientation

Cultural Competence Orientation

Please describe how the selected concept (s) embedded :

Client driven goal setting links to a range of services that are a part of the client’s path to recovery, which stresses recovery values of hope, personal responsibility, self-advocacy, choice and respect.

Diverse staff, staff trainings on cultural awareness, referrals to culturally appropriate community services, outreach at cultural events to reflect respect for cultural values of the clients.

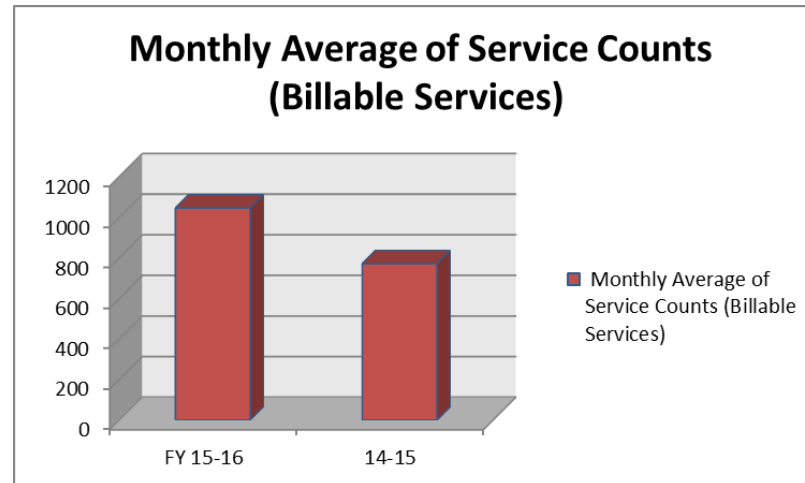
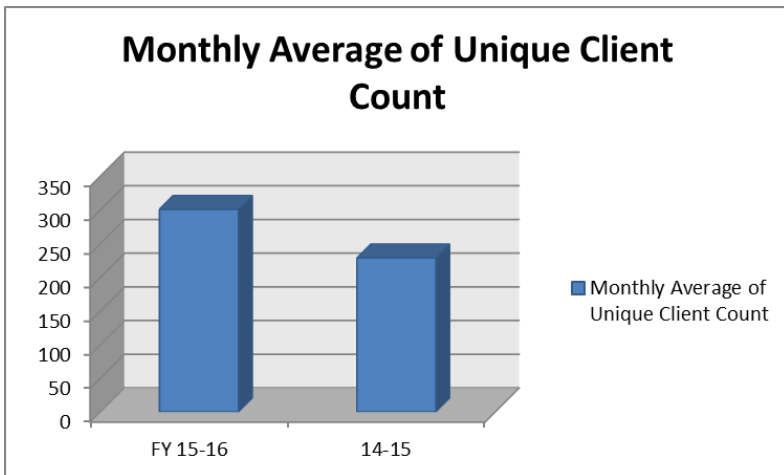
PROGRAM OUTCOME GOALS:

UCWC has been an outpatient treatment center that provides assessment, treatment planning, individual and group counseling, and linkage to community resources. Originally designed to provide up to 90 days of treatment to clients who were stepping down from Full Service Provider (FSP), were recently discharged from inpatient hospital units, had recently been incarcerated, or who were at high risk of hospitalization; UCWC expanded these services for all clients who were not connected to services.

PROGRAM OUTCOME DATA/INDICATORS:

- Client Count- Compared to prior year’s outcomes, increased monthly average of clients served by 72. Service Counts- Compared to prior year’s outcomes, increased monthly average of billable services provided by 274.

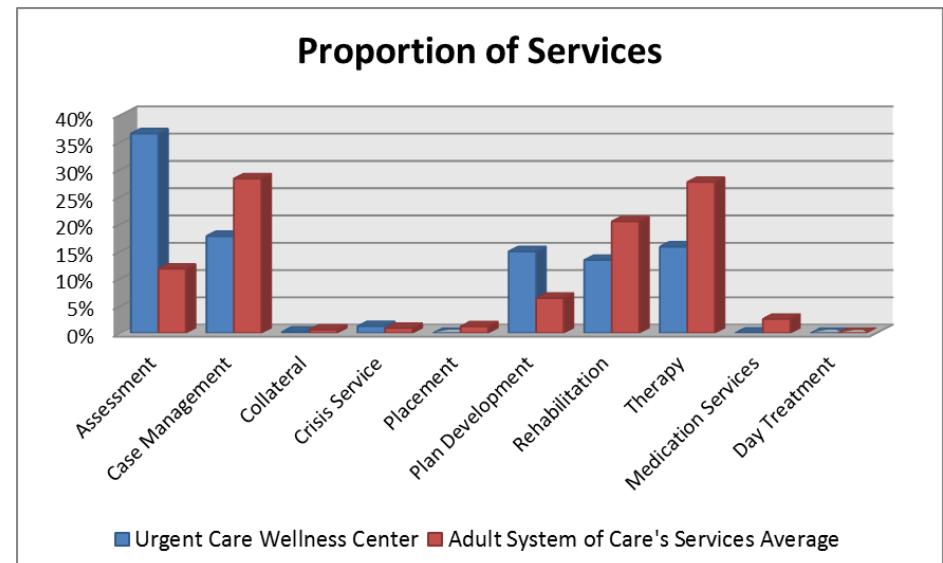
Urgent Care Wellness Center	FY 15-16 (07/15-06/16)	14-15 (01/14-06/15)
Unique Client Count	3608	4116
Monthly Average	301	229
Service Count (Billable Services)	12533	13861
Monthly Average	1044	770



- Wait Time- Compared to prior year’s outcomes, decreased wait time to first medical appointment by 5 and increased wait time to first non-medical appointment by 14 days. UCWC provides triage services and non-billable services such as group to clients while they wait to begin services. Those services are not captured by data. The Urgent Care Wellness Center provided a variety of non-specialty mental health services including wellness groups, engagement services, and referral and support for a variety of community members. Every individual who walks into the program will receive some level of service and the urgency of the need will determine referral to clinical or medication services.

Wait Time By Program (Days): Avatar Report Provides number of days from first assessment completed in Urgent Care Wellness Center to first appointment in any program. Medical service is meds services and psychiatrist services. Non-medical services all other codes. This report excludes note to charts, cancellations, no shows, crisis services, and plan of care services.	14-15 (01/14-06/15)	FY 15-16 (07/15-06/16)
First Medical Appt	68	63
First Non-Medical Appt	25	39

- All clients served received primarily assessment and case management services. This is consistent with the program model. This program provides access and linkage. Immediate case management and resource needs may be addressed the day of visit or may take place over the course of 2-4 visits. Emergency assessments for Danger to Self (DTS), Danger to Others (DTO), and Gravely Disabled (GD) are provided immediately and Core Mental Health Assessments are either scheduled or completed the same day. The program is not designed to provide ongoing treatment. However, the program provides short term therapy until client is linked to an ongoing treatment program. The purpose is to ensure quick easy one stop access to emergent needs or to direct people looking for services. Services are designed to be time limited and solution focused. Multiple wellness groups are offered daily as a supportive service to current clients and people who are interested in considering services.



DEPARTMENT RECOMMENDATION(S):

The Department recommends continuing funding for the Urgent Care Wellness Center program for FY 2016-2017.