

PROGRAM INFORMATION:

Program Title:	Urgent Care Wellness Center (UCWC)/Access	Provider:	Department of Behavioral Health
Program Description:	<p>The Department of Behavioral Health (DBH) Urgent Care Wellness Center (UCWC) 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. Additional access activities include wellness groups, vetting full service partnership referrals, 1370 evaluations and liaison services to community partners including but not limited to probation, parole and Community Valley Regional Center (CVRC).</p> <p>Staffing for the program consists of 12 Mental Health Clinicians, 3 vacant Mental Health Clinician positions, 4 Community Mental Health Specialists, 1 vacant Community Mental Health Specialist positions, and 2 Peer Support Specialists.</p>	MHP Work Plan:	4-Behavioral health clinical care
Age Group Served 1:	ADULT	Dates Of Operation:	July 2008-Current
Age Group Served 2:	OLDER ADULT and TAY	Reporting Period:	July 1, 2016 - June 30, 2017
Funding Source 1:	Com Services & Supports (MHSA)	Funding Source 3:	Choose an item.
Funding Source 2:	Medical FFP	Other Funding:	

FISCAL INFORMATION:

Program Actual Amount:	\$2,460,242
Number of Unique Clients Served During Time Period:	5,754
Number of Services Rendered During Time Period:	11,441
Actual Cost Per Client:	\$428

TARGET POPULATION INFORMATION:

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

CORE CONCEPTS:

- **Community collaboration:** Individuals, families, agencies, and businesses work together to accomplish a shared vision.
- **Cultural competence:** Adopting behaviors, attitudes and policies that enable providers to work effectively in cross-cultural situations.
- **Individual/Family-Driven, Wellness/Recovery/Resiliency-Focused Services:** Adult clients and families of children and youth identify needs and preferences that result in the most effective services and supports.
- **Access to underserved communities:** Historically unserved and underserved communities are those groups that either have documented low levels of access and/or use of mental health services, face barriers to participation in the policy making process in public mental health, have low rates of insurance coverage for mental health care, and/or have been identified as priorities for mental health services.
- **Integrated service experiences:** Services for clients and families are seamless. Clients and families do not have to negotiate with multiple agencies and funding sources to meet their needs.

Please select core concepts embedded in services/ program:

(May select more than one)

Individual/Family-Driven, Wellness/Recovery/Resiliency-Focused Services

Cultural Competency

Choose an item.

Choose an item.

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

- **Must include each of these areas/domains:** (1) Effectiveness, (2) Efficiency, (3) Access, (4) Satisfaction & Feedback Of Persons Served & Stakeholder
- **Include the following components for documenting each goal:** (1) Indicator, (2) Who Applied, (3) Time of Measure, (4) Data Source, (5) Target Goal Expectancy

1. Efficiency

a. Cost per Client

Costs include all staffing and overhead costs associated with operation of the program.

- i. Objective: To maximize the use of resources allocated to the program.
- ii. Indicator: Total program costs compared to number of unique clients served.
- iii. Who Applied: Clients served by the program. Client served represents clients who received any specialty mental health services in FY 16-17.
- iv. Time of Measure: FY 16-17
- v. Data Source: Avatar and Financial Records
- vi. Target Goal Expectancy: To keep within departmental budgeted costs for the program.
- vii. Outcome: Compared to prior year, the cost per client for FY 16-17 decreased by 41%. The number of unique clients served increased by 59%.

Cost per Client

	FY 15-16	FY 16-17
Unique Clients	3,608	5,754
Program Actual Amount	\$2,619,100	\$2,460,242
Cost per Client	\$726	\$428

2. Access:

a. Urgent and Non-Urgent Timeliness

Data for timeliness of access was collected and combined for all programs within the Adult System of Care and can be found on the Outcomes Report-Adult System of Care.