

FRESNO COUNTY DEPARTMENT OF BEHAVIORAL HEALTH - OUTCOMES

PROGRAM TITLE: Urgent Care Wellness Center **PROVIDER:** Department of Behavioral Health

PROGRAM DESCRIPTION: Urgent Care Wellness Center (UCWC) is the “front door” for adult mental health services within Fresno County. Consumers receive a mental health assessment and are referred to a psychiatrist as needed. Services provided at the UCWC usually are usually short term, up to 3 months that assist clients in continued steps to wellness. Outpatient services provided include: short term engagement, treatment and referrals to continued care as offered through triage activities, assessment, brief case management and peer support services. For ongoing services, UCWC refers clients to various resources including Primary Care Physician, Metro Mental Health, and other appropriate community resources. UCWC has recently expanded its operating hours in order to be more available to consumers in potential crisis situations.

AGES SERVED:

Children
 Adult

TAY
 Older Adult

DATES OF OPERATION: July 2008 - Current

DATES OF DATA REPORTING PERIOD: July 2010 – Jan. 2011

OUTCOME GOAL

Consumers will demonstrate improvement in overall functioning and ability to move toward less restrictive settings. Consumers’ scores on the Level of Care Utilization System (LOCUS) instrument to be measured.

OUTCOME DATA

UCWC is setting a goal of having LOCUS completed for 100% of all new assessments.

Urgent Care Wellness Center will increase the services it provides to Fresno County Mental Health Consumers. Emphasis was placed on increasing the number of consumers seen, increasing the amount of time provided by psychiatrists and increasing the amount

In July 2010, a total of 818 therapy/medical services were provided to consumers. In January 2011, a total of 1267

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of time provided for assessments. UCWC has been successful in increasing the amount of services that staff provide to Fresno County consumers.

therapy/medical sessions were provided to consumers - an increase of over 60%.

In July 2010, 84 clients were seen by psychiatric staff. In January 2011, 173 clients were seen by psychiatric staff - an increase of over 106%.

In July 2010, 11,870 minutes were provided in assessment time. In January 2011, 21,495 minutes were provided in assessment time - an increase of over 81%.

DEPARTMENT RECOMMENDATION(S): Based on the outcome and contract measurements reported, the Department recommends to continue MHSA funding for this program for Fiscal Year 2011-12.