

## PROGRAM INFORMATION:

<b>Program Title:</b>	Urgent Care Wellness Center (UCWC)/Access	<b>Provider:</b>	Department of Behavioral Health
<b>Program Description:</b>	<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 persons served 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 Central Valley Regional Center (CVRC).</p> <p>The allocated positions for the program consists of 14 Mental Health Clinicians, 5 Community Mental Health Specialists and 2 Peer Support Specialists. The program operated at an average vacancy rate of 14% throughout FY 17-18.</p>	<b>MHP Work Plan:</b>	4-Behavioral health clinical care
<b>Age Group Served 1:</b>	ADULT	<b>Dates Of Operation:</b>	July 2008-Current
<b>Age Group Served 2:</b>	OLDER ADULT and TAY	<b>Reporting Period:</b>	July 1, 2017 - June 30, 2018
<b>Funding Source 1:</b>	Com Services & Supports (MHSA)	<b>Funding Source 3:</b>	Choose an item.
<b>Funding Source 2:</b>	Medical FFP	<b>Other Funding:</b>	

## FISCAL INFORMATION:

<b>Program Actual Amount:</b>	\$3,000,142
<b>Number of Unique Persons Served During Time Period:</b>	5,652
<b>Number of Services Rendered During Time Period:</b>	7,063
<b>Actual Cost Per Person Served:</b>	\$531

**TARGET POPULATION INFORMATION:**

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

**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 :**

Persons served driven goal setting links to a range of services that are a part of the person's served 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 persons served.

**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 Person Served**

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

i. Objective: To maximize the use of resources allocated to

**Cost per Person Served**

	FY 16-17	FY 17-18
Unique Persons Served	5,754	5,652
Program Actual Amount	\$2,460,242	\$3,000,142
Cost per Person Served	\$428	\$531

**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.