Innovation Project Requirements

- Must contribute to learning
- Primary purpose (one or more of the following):
  - Increase access to mental health services
  - Increase access to mental health services to underserved populations
  - Increase the quality of mental health services, including measurable outcomes
  - Promote interagency and community collaboration
- Must align with the 5 Essential Elements
- Time-limited; not more than 5 years
Innovation Project #2

Mental Health Urgent Care Clinic

5 year project

Project Purpose:
- Increase in access to appropriate mental health services
- Increase quality of mental health services

Innovation Project #2 Learning Objectives

What we will learn / "try out":
- Adapting Urgent Care Clinic/Medical model for individuals experiencing a mental health crisis

Is this adaptation an effective strategy for:
- Reducing the use of local emergency departments for urgent mental health services
- Reducing unnecessary or inappropriate psychiatric hospitalization
- Improve client experience and optimize client’s continued wellness
- Improve and enhance system’s continuity of care
Innovation Project #2  Learning Objectives

Adaptations focus on:
- Incorporation of wellness and recovery principles into service delivery
- Extended hours outpatient treatment model (vs Crisis Stabilization Unit)
- Providing direct access to the Mental Health Plan (MHP) and Alcohol and Drug Services (ADS)
- Serving all ages
- Medical Screening

Mental Health Urgent Care Clinic

This program is funded by the Division of Behavioral Health Services through the voter approved Proposition 63, Mental Health Services Act (MHSA)
Mental Health Urgent Care Clinic
Service Overview

• Voluntary and immediate access to crisis intervention services
• Medi-Cal outpatient clinic; Not a designated 5150 facility
• Walk-in, face-to-face, unscheduled services, including law enforcement referrals
• Integrated mental health/co-occurring substance abuse disorder assessment and evaluation
• Medical screening
• Crisis intervention/brief intervention
• Immediate and short-term medication support
• Peer and family member support and follow-up

Mental Health Urgent Care Clinic
Service Overview (cont’d)

• Direct linkage to both the MHP and ADS services
• Linkage to Managed Care plans
• Linkage to other needed community-based resources
• Transportation and transportation assistance from clinic to home or other resources
Accessing the Clinic

• The Mental Health Urgent Care is a walk in clinic available to all Sacramento County residents regardless of age, insurance or housing status.
• Law Enforcement may refer individuals who may benefit from Mental Health Urgent Care Clinic services when the crisis does not require an emergency response.
• Hospitals may refer or direct an individual who may benefit from Mental Health Urgent Care Clinic services.

Who is the Clinic Serving?

• Mental Health Urgent Care Clinic opened on November 29, 2017.
• From November 29, 2017 to May 31, 2018, the Mental Health Urgent Care Clinic has served 1,337 clients from diverse backgrounds and ages.
Who is Being Served at the Urgent Care Clinic?

AGE
• 66% are between 26 and 59 years of age
• Average age is 35

Other Urgent Care Clinic Demographics?

The majority of the clients being seen are:
• Gender- Female (52%)
• Race - White (48%); African American (19%)
• Ethnicity - Non-Hispanic (54%)
• Primary Language - English speaking (92%)
• Living arrangement - 8% are homeless
**What Does the Data Say?**

Of the 1,337 served:
- 1,153 unduplicated clients
- 30% of clients utilized peer support services
- 46% of clients were self-referred
- 17% (277) of admissions were placed on a 5150 hold
  - Of those:
    - 90% went to the Sacramento County ISU
    - 10% went to the Emergency Department

**Clients Linked to the MHP or ADS?**

- **35%** of those served were already linked to the Mental Health Plan (MHP) or Alcohol and Drug Services (ADS) **BEFORE** admission
- **26%** of those served were linked to the MHP or ADS by the MHUCC
Who is Referring Clients to the Urgent Care Clinic?

Referral Sources

Success Stories....
Mental Health Urgent Care Clinic

Hours of Operation
• Monday-Friday 10am – 10pm (admission to program closes at 9pm)
• Saturday-Sunday 10am – 6pm (admission to program closes at 5pm)
• Holidays 10am – 6pm (admission to program closes at 5pm)

Clinic Location
• 2130 Stockton Boulevard, Building 300
  Sacramento, CA 95817

Contact Information  (916) 520-2460