

Program Profile:

Adult Single Point of Access (SPOA) in Fiscal Year 2024

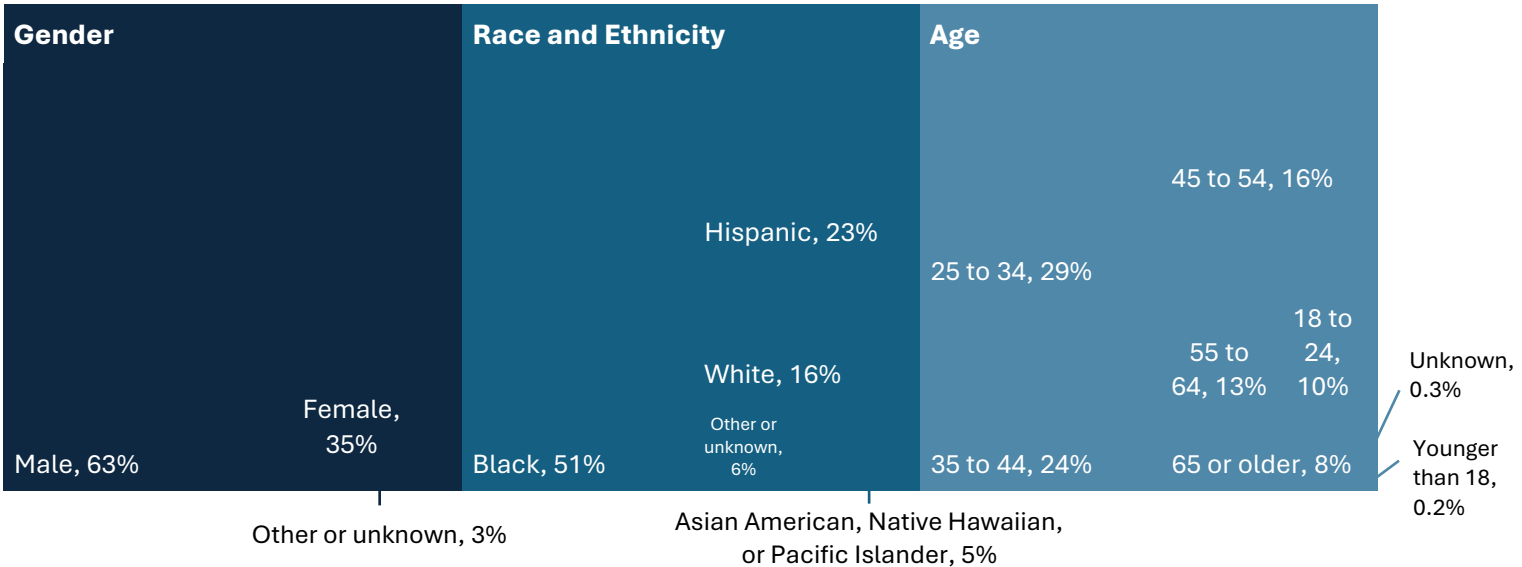
Program Summary

NYC’s adult Single Point of Access (SPOA) program reviews applications to determine eligibility of individuals age 18 and older experiencing serious mental illness and assigns community-based specialty mental health treatment, care coordination, or peer advocacy services. When an individual is assigned to a service, the service provider is expected to assertively engage the individual in care. The services that SPOA can assign individuals to include Assertive Community Treatment (ACT), Forensic ACT (FACT), Shelter Partnered ACT (SPACT), Intensive Mobile Treatment (IMT), Health Home Care Coordination (HHCC), Non-Medicaid Care Coordination (NMCC), and Safe Options Support (SOS).

In fiscal year (FY24), SPOA began recommending clubhouse, supported employment, education support, and peer advocacy services as a complement or alternative to mobile treatment or care coordination services. Recommendations are sent to the referral source and assigned provider to present to the individual as an option to pursue.

FY24 Referral Characteristics

In FY24, SPOA received 4,107 referrals. Individuals can be referred multiple times. The following chart shows deduplicated demographic information of 3,782 unique individuals. Individuals referred in FY24 were primarily non-Hispanic Black, male, and between age 25 and 44.



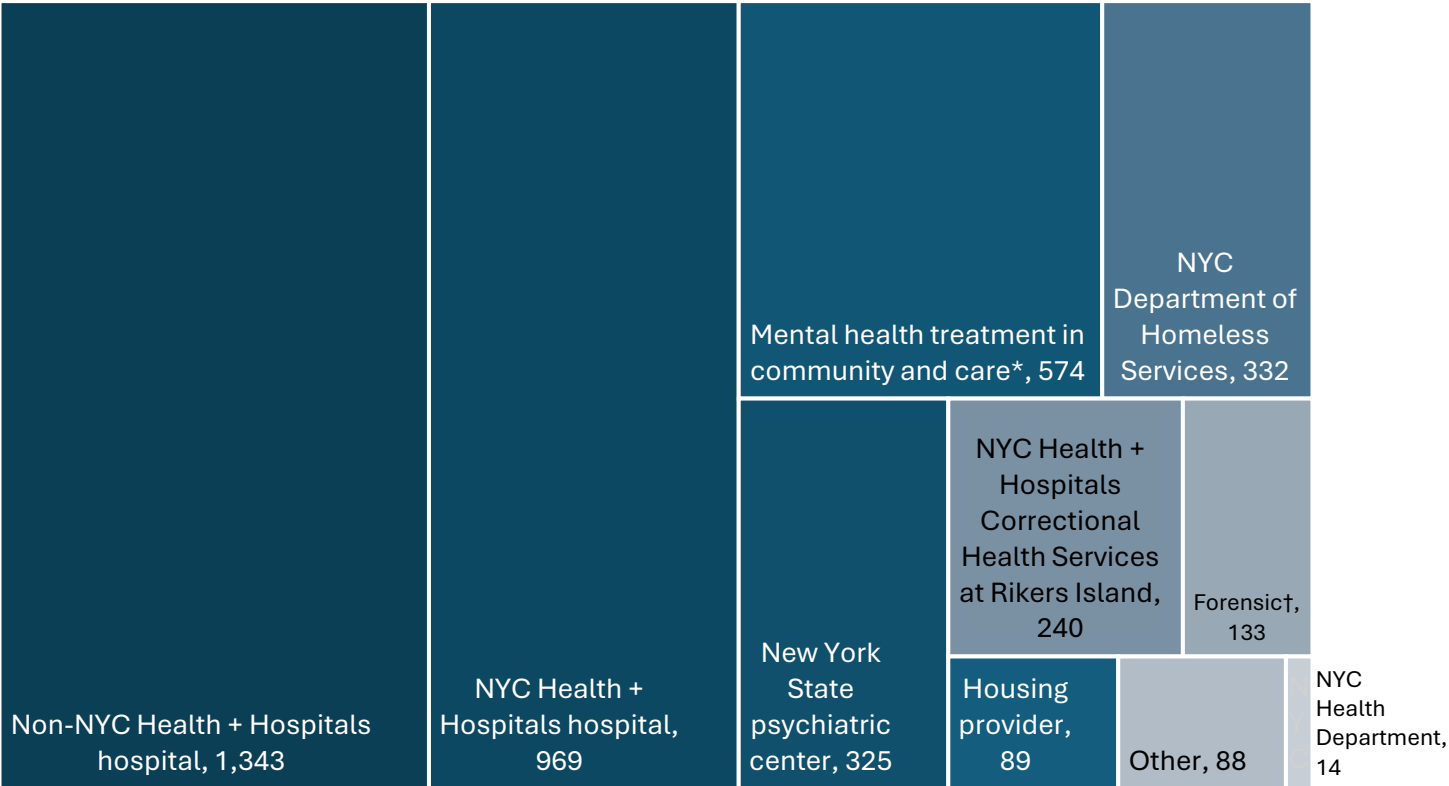
FY24 Program Capacity

As of June 30, 2024, the end of FY24, there were 60 ACT teams, five FACT teams, 10 SPACT teams, 36 IMT teams, and 26 NMCC providers in NYC, resulting in the program’s capacity to serve the number of people as shown in the following chart.

ACT	FACT	SPACT	IMT	NMCC
4,016	340	680	973	2,056

Referral Sources in FY24

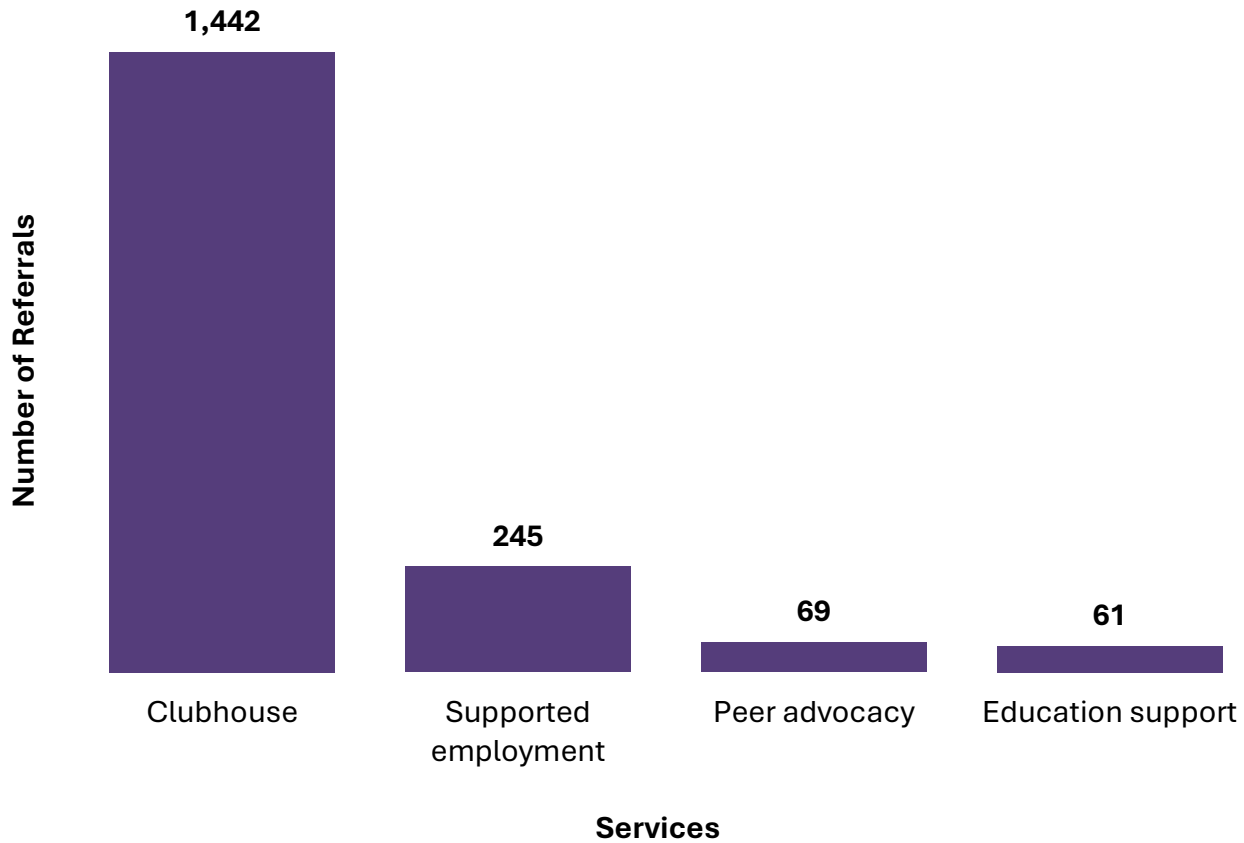
Providers from various systems can submit a referral application to SPOA for an eligibility determination and assignment to eligible programs. The following chart shows the distribution of the sources of the 4,107 referrals that SPOA received in FY24.



* Individuals who are already receiving a level of service but need to be transferred to a different level of care.

† For example, New York State prisons, parole, probation, and mental health courts.

Recommended Services in FY24 (From October 5, 2023, to June 30, 2024)



Assigned Level of Services in FY24 (n = 3,783)

