

Program Profile: Adult Single Point of Access (SPOA) in Fiscal Year 2025

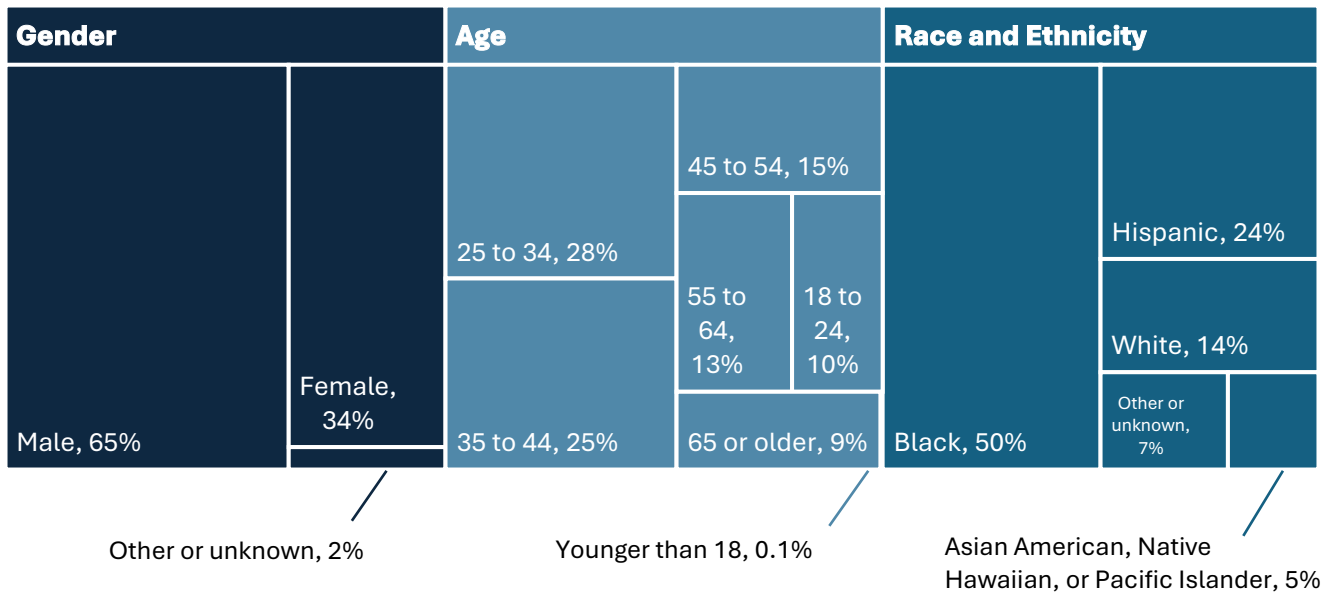
Program Summary

NYC's adult Single Point of Access (SPOA) program reviews applications to determine eligibility of individuals age 18 and older experiencing serious mental illness (SMI) 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. SPOA can assign individuals to the following services: 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 2025 (FY25), SPOA began recommending clubhouses, 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 to a provider to present to the individual as an option to pursue.

Participant Characteristics in FY25

In FY25, SPOA received 4,952 referrals. Individuals can be referred multiple times. The chart on the next page shows deduplicated demographic information of 4,538 unique individuals. Individuals referred in FY25 were primarily non-Hispanic Black, male, and between ages 25 and 44.



Other or unknown gender includes transgender, nonbinary/gender nonconforming, unknown, and missing. Other or unknown race and ethnicity includes multiracial, American Indian or Alaska Native, unknown, missing, other, and not reported race and ethnicity.

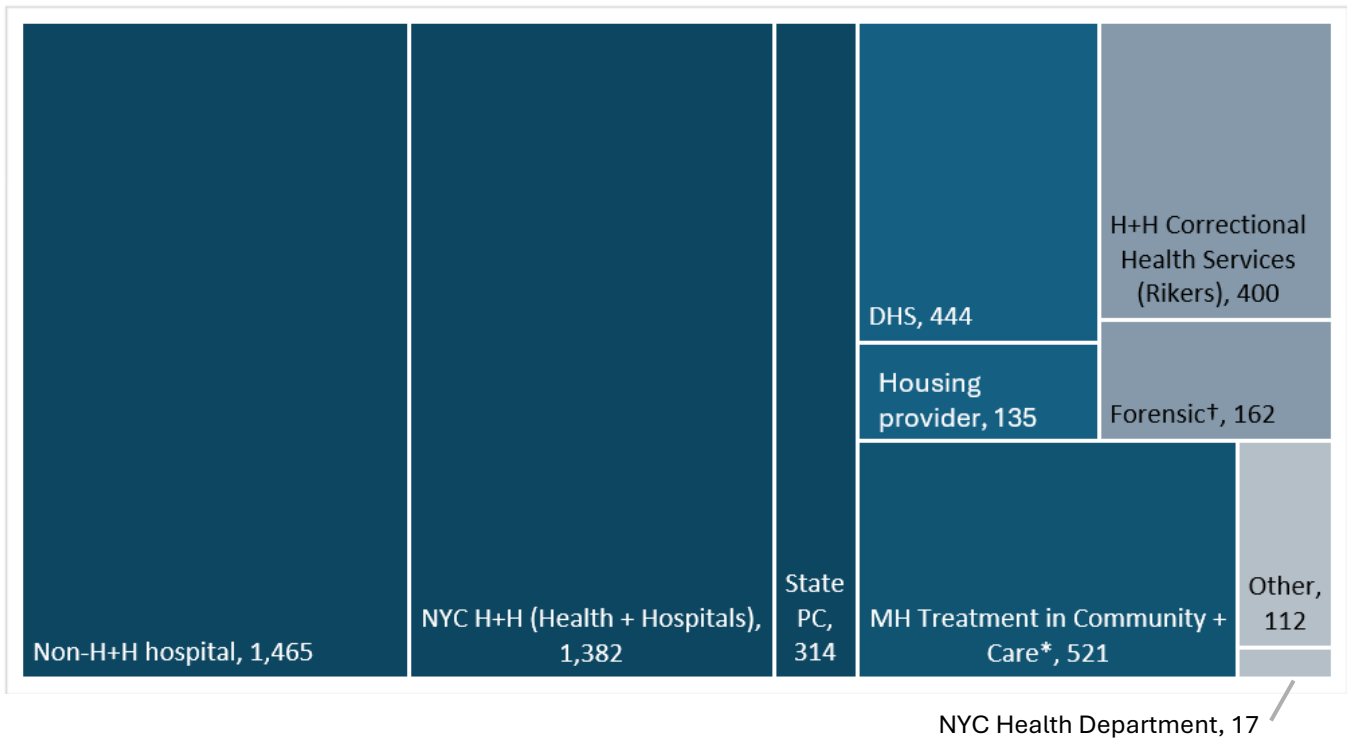
FY25 Program Capacity

As of June 30, 2025 (the end of FY25), there were 64 ACT teams, 6 FACT teams, 10 SPACT teams, 36 IMT teams, and 47 NMCC providers in NYC, resulting in the adult SPOA program's capacity to serve the number of people as shown in the following chart.

ACT	FACT	SPACT	IMT	NMCC
4,365	409	680	973	2,013

Referral Sources in FY25

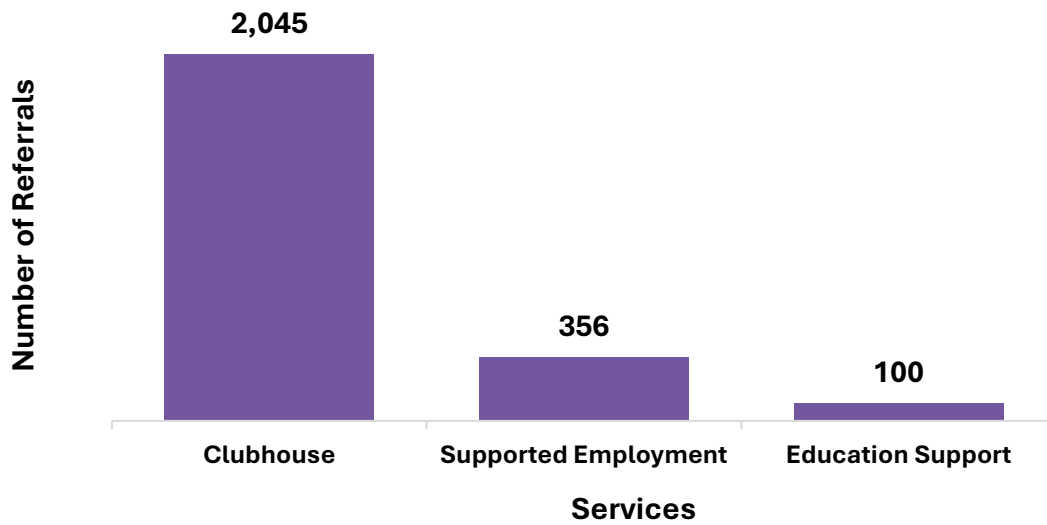
Providers from various systems can submit a referral application to SPOA for an eligibility determination and assignment to eligible programs. The following chart shows the distribution of the sources of the 4,952 referrals that SPOA received in FY25.



*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.

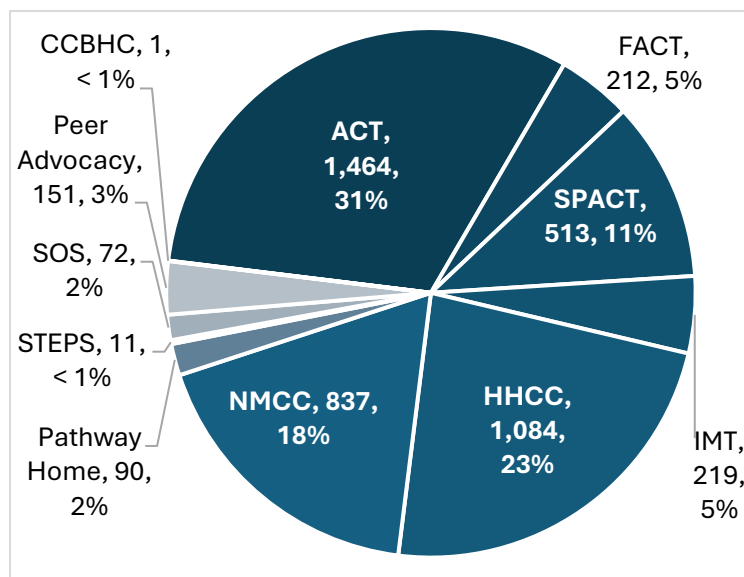
Recommended Services in FY25

The bar chart on the following page shows the services recommended by SPOA in FY25 and the number of referrals to clubhouses, supported employment, and education support.



Assigned Level of Services in FY25 (n = 4,402)

The chart below shows the division of many of the services assigned in FY25.



4.26

Suggested citation: Bureau of Mental Health. Adult Single Point of Access Program Profile, Fiscal Year 2025. NYC Dept of Health and Mental Hygiene; 2025, updated March 2026.