

Program Profile: NYC Supportive Transition and Recovery Team (START) in Fiscal Year 2025

Program Summary

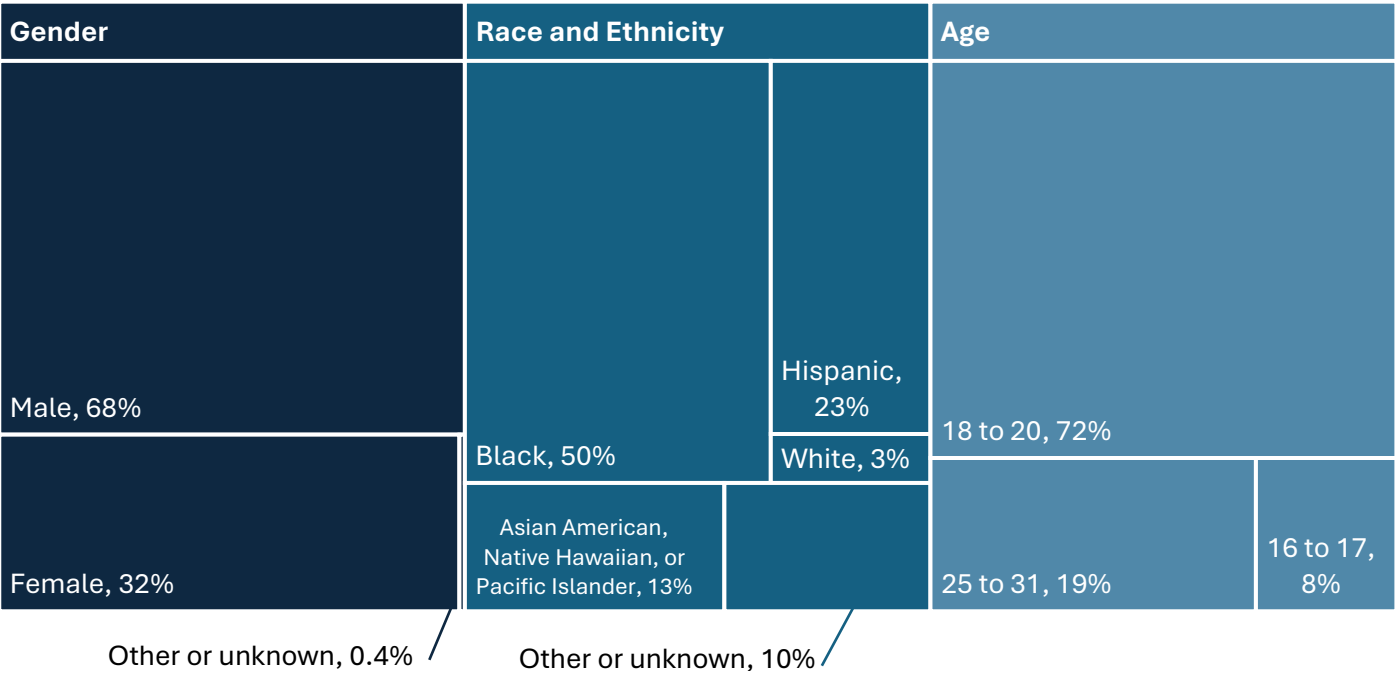
NYC Supportive Transition and Recovery Team (START) is a voluntary program that provides intensive case management for people between ages 16 and 30 who have been hospitalized for a first episode of psychosis. START uses a critical time-intervention model and a shared decision-making approach to:

- Connect participants to specialized and recovery-oriented services.
- Support their transition back into the community following hospitalization.

The program is staffed by social workers and peer specialists.

Participant Characteristics in Fiscal Year 2025

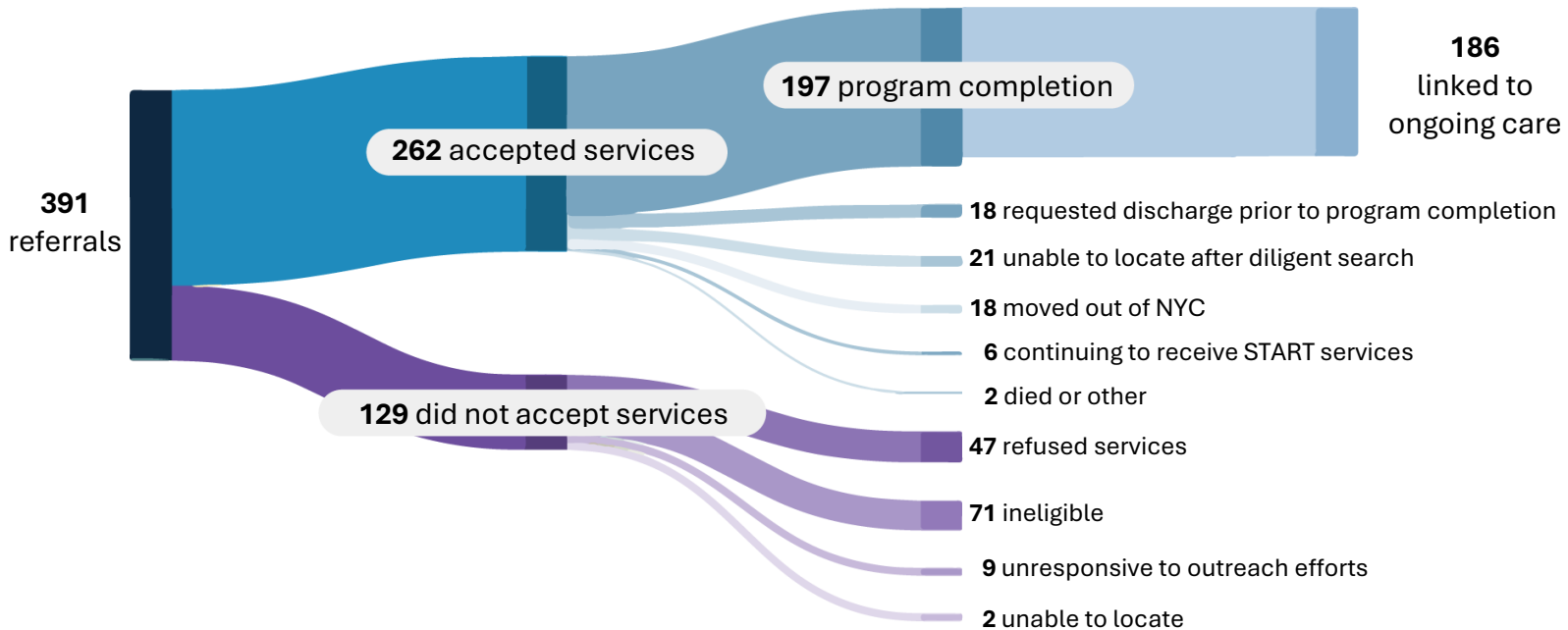
In fiscal year 2025 (FY25), START received 391 referrals, with 262 individuals accepting services. START participants in FY25 were primarily non-Hispanic Black, male, and between ages 18 and 24, with the mean age of 22.



Other or unknown gender includes transgender, nonbinary/gender nonconforming, other, unknown, and missing.
 Other or unknown race and ethnicity includes unknown, missing, other, and not reported race and ethnicity.

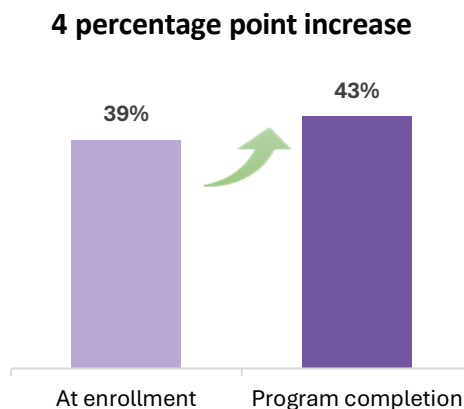
Outcome and Linkage to Care in FY25

Out of the 292 individuals who accepted START services, 197 completed the transition-oriented program and 186 (95%) were successfully linked to ongoing care as demonstrated by attending an outpatient appointment or enrolling with a mental health provider.



Participation in Education or Employment Activities in FY25

In addition to treatment services, START connects participants to community resources, such as education and employment programs, to support recovery. Thirty-nine percent of participants were involved in education or employment activities at the time of enrollment in START. By program completion, 43% of participants were involved in these activities, demonstrating a 4 percentage point increase.



4.26

Suggested citation: Bureau of Mental Health. NYC Supported Treatment and Recovery Team Program Profile, Fiscal Year 2025. NYC Dept of Health and Mental Hygiene; 2025, updated March 2026.