

Q2

Mental Health Performance Dashboard - Adult



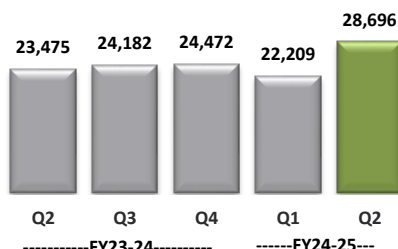
FY 2024-25

County of San Diego Behavioral Health Services

Adult

Client Counts

Clients Served

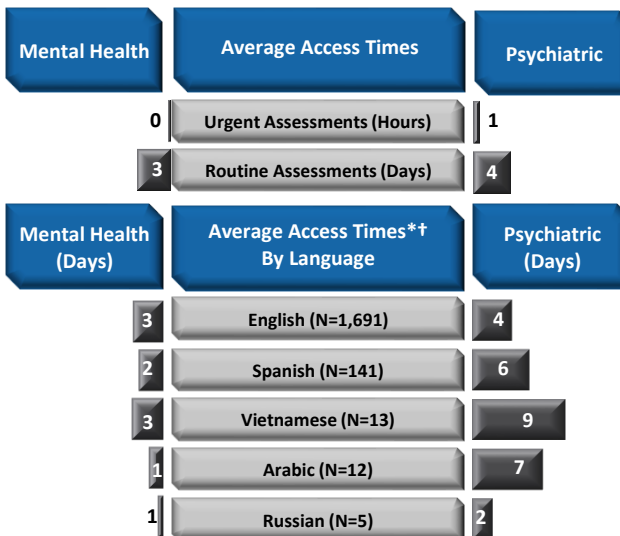


28,696 Clients Served in Q2 (29.2%)*

555 Veterans Served in Q2

*% Change from previous quarter.

Access



*Routine appointments.

†Access times prioritized by number of inquiries.

Utilization by Program Type*

Mental Health Services	N	%	Δ
Outpatient Services	19,859	69%	-11%
Forensic Services	4,902	17%	4%
Emergency Services	5,316	19%	-8%
24 hour Services	923	3%	-3%
Inpatient Services	1,698	6%	9%

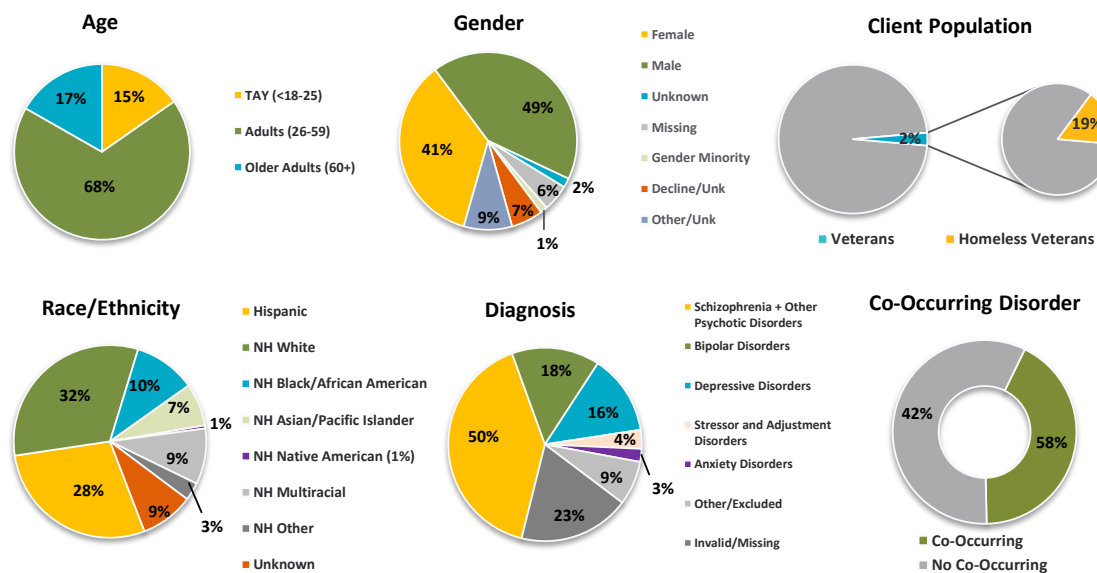
Inpatient Discharges (≥18 years, N=1,841)	N	%	Δ
Without Readmission	1,420	77%	-6%
30 Day Readmission	421	23%	6%
7 Day Connection to Services	966	52%	22%
30 Day Connection to Services	1,174	64%	25%

Δ = Change in percentage points from previous quarter.

Note: Changes in percentage points may reflect differences due to rounding.

*Clients may have been seen in more than one program in the quarter.

Demographics



Quality of Life

Quality of Life Indicators*	Δ
14% of Clients Are Employed	1%
84% of Clients Have Medi-Cal Coverage	-8%
89% of Clients Are Housed	3%
60% of Clients Have a Primary Care Physician	9%
47% Reported Improvement in their Personal Recovery (Client Self-Report)	-7%
46% Reported Improvement in the Ability to Manage their Mental Health Symptoms (Clinician Report)	-2%

Δ = Change in percentage points from previous quarter.

*Percentages are based on unique clients served.

Report Date: 5/8/2025

BHS Performance Dashboard Report | Source: HSRC

Data Sources: 1) SmartCare 1/2025; 2) mHOMS: IMR and RMQ 1/2025; 3) SDBHS: Q2, FY 2024-25 Access Time Analysis - Adult

Data Source (ages 18+): OPTUM: Q2, FY 2024-25 Client Services After Psychiatric Hospital Discharge Report.

Note: Due to the transition to SmartCare, the comparison between FY2425 Q1 and FY2425 Q2 will be different than comparisons between previous quarters.