

Q4

Mental Health Performance Dashboard - Adult

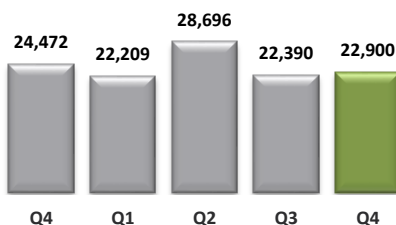


FY 2024-25

County of San Diego Behavioral Health Services

Adult

Clients Served

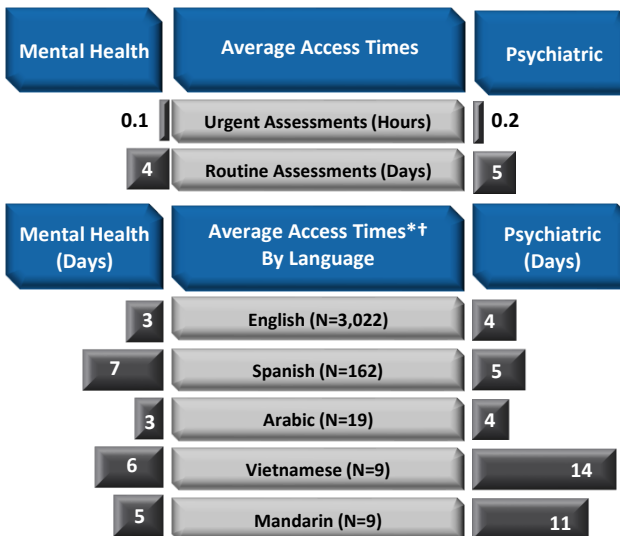


22,900 Clients Served in Q4 (2.3%)*

472 Veterans Served in Q4

*% 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	14,021	61%	-7%
Forensic Services	5,103	22%	5%
Emergency Services	5,604	24%	5%
24 hour Services	966	<1%	-3%
Inpatient Services	481	2%	-4%

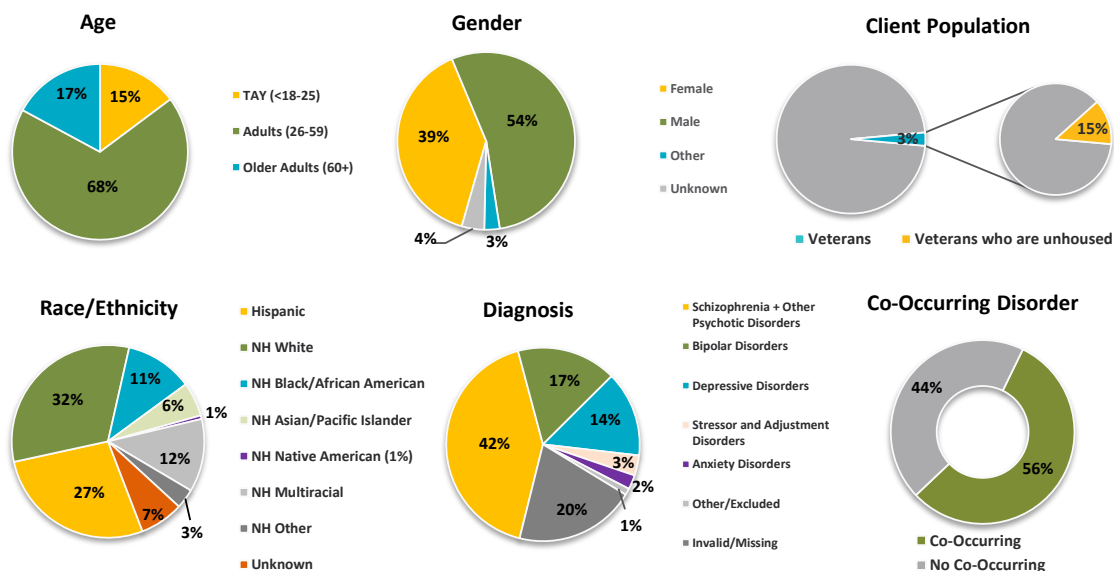
Inpatient Discharges (≥18 years, N=2,154)	N	%	Δ
Without Readmission	1,697	79%	1%
30 Day Readmission	457	21%	-1%
7 Day Connection to Services	1,093	51%	-7%
30 Day Connection to Services	1,352	63%	-5%

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
11% of Clients Are Employed	-1%
65% of Clients Have Medi-Cal Coverage	-3%
84% of Clients Are Housed	<1%
40% of Clients Have a Primary Care Physician	-4%
56% Reported Improvement in their Personal Recovery (Client Self-Report)	4%
46% Reported Improvement in the Ability to Manage their Mental Health Symptoms (Clinician Report)	1%

Δ = Change in percentage points from previous quarter.

*Percentages are based on unique clients served.

Report Date: 9/11/2025

BHS Performance Dashboard Report | Source: HSRC

Data Sources: 1) SmartCare 8/2025; 2) mHOMS: IMR and RMQ 8/2025; 3) SDBHS: Q4, FY 2024-25 Access Time Analysis - Adult

Data Source (ages 18+): OPTUM: Q4, FY 2024-25 Client Services After Psychiatric Hospital Discharge Report.

Note: Due to the transition to SmartCare, the comparison between quarters in FY2425 will be different than between previous quarters.