



New Hampshire Community Mental Health Agreement Quarterly Data Report

April to June 2016

New Hampshire Department of Health and Human Services
Office of Quality Assurance and Improvement

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*The Department of Health and Human Services' Mission is to join communities and families
in providing opportunities for citizens to achieve health and independence*

Community Mental Health Agreement Quarterly Report

New Hampshire Department of Health and Human Services

Publication Date: 8/29/2016

Reporting Period: 4/1/2016-6/30/2016

Notes for Quarter

- Staffing data for Manchester and Nashua ACT teams is now reported separately for each team.
- Mobile Crisis Service reporting has been added to the report.
- Portsmouth's Designated Receiving Facility now includes voluntary data. As a result the DRF data now has totals for all tables. Additionally, the DRF data for January to March 2016 are restated to include Portsmouth voluntary data, correct data for Elliot's DRFs, and restate the length of stay as a median.
- Connections Portsmouth Peer Support Agency was unable to report in a timely manner due to technical issues. This also impacts the ability to report totals for the quarter. The quarterly report will be updated as soon as the data is available.

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Publication Date: 8/31/2016

Reporting Period: 4/1/2016-6/30/2016

1. Community Mental Health Center Services: Unique Count of Adult Assertive Community Treatment Consumers

Center Name	April 2016	May 2016	June 2016	Unique Consumers in Quarter
01 Northern Human Services	77	78	75	82
02 West Central Behavioral Health	20	21	24	25
03 Genesis Behavioral Health	42	45	48	48
04 Riverbend Community Mental Health Center	59	64	68	73
05 Monadnock Family Services	65	65	68	70
06 Community Council of Nashua	66	65	66	72
07 Mental Health Center of Greater Manchester	270	262	263	283
08 Seacoast Mental Health Center	67	68	62	71
09 Community Partners	64	65	70	70
10 Center for Life Management	43	41	39	46
Total	773	774	782	839

Revisions to Prior Period: None

Data Source: NH Phoenix 2

Notes: Data extracted 8/19/16; consumers are counted only one time regardless of how many services they receive.

2a. Community Mental Health Center Services: Assertive Community Treatment Staffing Full Time Equivalents

Center Name	June 2016						
	Nurse	Masters Level Clinician/or Equivalent	Functional Support Worker	Peer Specialist	Total (Excluding Psychiatry)		Psychiatrist/Nurse Practitioner
01 Northern Human Services	0.53	2.60	7.64	0.38	11.15		0.80
02 West Central Behavioral Health	0.40	2.25	1.19	0.60	4.44		0.14
03 Genesis Behavioral Health	0.80	2.00	4.00	0.80	7.60		0.50
04 Riverbend Community Mental Health Center	0.50	2.00	4.50	0.50	7.50		0.40
05 Monadnock Family Services	1.00	3.25	3.00	0.50	7.75		0.65
06 Community Council of Nashua 1	0.50	2.50	2.75	0.00	5.75		0.25
06 Community Council of Nashua 2	0.50	1.50	1.75	0.00	3.75		0.25
07 Mental Health Center of Greater Manchester-CTT	1.23	11.00	1.38	1.00	14.61		0.56
07 Mental Health Center of Greater Manchester-MCST	1.24	10.00	6.57	1.00	18.81		0.56
08 Seacoast Mental Health Center	1.43	3.30	5.00	1.00	10.73		0.60
09 Community Partners	0.40	2.00	5.00	0.50	7.90		0.50
10 Center for Life Management	1.00	0.75	6.16	0.00	7.91		0.10
Total	9.53	43.15	48.94	6.28	107.90		5.31

2b. Community Mental Health Center Services: Assertive Community Treatment Staffing Competencies, Substance Use Disorder Treatment

Center Name	June 2016
01 Northern Human Services	2.55
02 West Central Behavioral Health	1.20
03 Genesis Behavioral Health	6.10
04 Riverbend Community Mental Health Center	1.40
05 Monadnock Family Services	3.40
06 Community Council of Nashua 1	2.50
06 Community Council of Nashua 2	1.50
07 Mental Health Center of Greater Manchester-CCT	11.00
07 Mental Health Center of Greater Manchester-MCST	2.00
08 Seacoast Mental Health Center	0.20
09 Community Partners	1.00
10 Center for Life Management	2.75
Total	35.60

2c. Community Mental Health Center Services: Assertive Community Treatment Staffing Competencies, Housing Assistance

Center Name	June 2016
01 Northern Human Services	9.28
02 West Central Behavioral Health	5.40
03 Genesis Behavioral Health	5.80
04 Riverbend Community Mental Health Center	6.00
05 Monadnock Family Services	1.00
06 Community Council of Nashua 1	4.50
06 Community Council of Nashua 2	2.50
07 Mental Health Center of Greater Manchester-CCT	11.60
07 Mental Health Center of Greater Manchester-MCST	15.14
08 Seacoast Mental Health Center	6.00
09 Community Partners	6.75
10 Center for Life Management	6.61
Total	80.58

2d. Community Mental Health Center Services: Assertive Community Treatment Staffing Competencies, Supported Employment

Center Name	June 2016
01 Northern Human Services	0.84
02 West Central Behavioral Health	0.19
03 Genesis Behavioral Health	2.80
04 Riverbend Community Mental Health Center	0.50
05 Monadnock Family Services	1.00
06 Community Council of Nashua 1	3.00
06 Community Council of Nashua 2	1.00
07 Mental Health Center of Greater Manchester-CCT	0.41
07 Mental Health Center of Greater Manchester-MCST	1.19
08 Seacoast Mental Health Center	1.00
09 Community Partners	1.25
10 Center for Life Management	0.30
Total	13.48

Revisions to Prior Period: None

Data Source: Bureau of Behavioral Health CMHC ACT Staffing Census Based on CMHC self-report

Notes for 2b-d: Data extracted 8/26/16; The Staff Competency values reflect the sum of FTE's trained to provide each service type. These numbers are not a reflection of the services delivered, rather the quantity of staff available to provide each service. If staff is trained to provide multiple service types, their entire FTE value will be credited to each service type.

3. Community Mental Health Center Services: Annual Supported Employment Penetration Rates for Prior 12 Month Period

Center Name	12 Month Period Ending June 2016		
	Supported Employment Consumers	Total Eligible Consumers	Penetration Rate
01 Northern Human Services	123	1,143	10.8%
02 West Central Behavioral Health	101	628	16.1%
03 Genesis Behavioral Health	174	1,378	12.6%
04 Riverbend Community Mental Health Center	200	1,551	12.9%
05 Monadnock Family Services	198	970	20.4%
06 Community Council of Nashua	153	1,482	10.3%
07 Mental Health Center of Greater Manchester	1,215	3,229	37.6%
08 Seacoast Mental Health Center	114	1,266	9.0%
09 Community Partners	101	771	13.1%
10 Center for Life Management	193	801	24.1%
Deduplicated Total	2,563	12,976	19.8%

Revisions to Prior Period: None

Data Source: NH Phoenix 2

Notes: Data extracted 8/19/16; consumers are counted only one time regardless of how many services they receive

4. New Hampshire Hospital: Adult Census Summary

Measure	April - June 2016
Admissions	327
Mean Daily Census	132
Discharges	330
Median Length of Stay in Days for Discharges	12
Deaths	0

Revisions to Prior Period: None

Data Source: Avatar

Notes: Data extracted 7/6/16; Average Daily Census includes patients on leave and is rounded to nearest whole number

5a. Designated Receiving Facilities: Admissions

DRF	January - March 2016		
	Involuntary Admissions	Voluntary Admissions	Total Admissions
Franklin	37	32	69
Manchester (Cypress Center)	42	187	229
Portsmouth	46	292	338
Elliot Geriatric Psychiatric Unit	12	54	66
Elliot Pathways	37	81	118
Total	174	646	820
DRF	April - June 2016		
	Involuntary Admissions	Voluntary Admissions	Total Admissions
Franklin	44	35	79
Manchester (Cypress Center)	50	155	205
Portsmouth	64	314	378
Elliot Geriatric Psychiatric Unit	2	47	49
Elliot Pathways	45	47	92
Total	205	598	803

5b. Designated Receiving Facilities: Mean Daily Census

DRF	January - March 2016	April - June 2016
Franklin	6.3	7.8
Manchester (Cypress Center)	11.4	13.2
Portsmouth	20.0	21.4
Elliot Geriatric Psychiatric Unit	19.7	22.5
Elliot Pathways	11.1	16.9
Total	13.7	16.4

5c. Designated Receiving Facilities: Discharges

DRF	January - March 2016	April - June 2016
Franklin	77	78
Manchester (Cypress Center)	231	206
Portsmouth	345	363
Elliot Geriatric Psychiatric Unit	69	51
Elliot Pathways	120	90
Total	842	788

5d. Designated Receiving Facilities: Median Length of Stay in Days for Discharges

DRF	January - March 2016	April - June 2016
Franklin	6	6
Manchester (Cypress Center)	4	4
Portsmouth	5	4
Elliot Geriatric Psychiatric Unit	18	28
Elliot Pathways	7	7
Total	5	5

Revisions to Prior Period: January to March to include Portsmouth voluntary patient data and correct Elliot and median Length of Stay data

Data Source: NH DRF Database

Notes: Data Compiled 8/26/16

6. Glencliff Home: Census Summary

Measure	April - June 2016
Admissions	6
Average Daily Census	113
Discharges	2
Individual Lengths of Stay in Days for Discharges	481; 2,871
Readmissions	0
Mean Overall Admission Waitlist	14 (7 Active*)

Revisions to Prior Period: None

Data Source: Glencliff Home

*Notes: Data Compiled 5/10/16; means rounded to nearest whole number. * Active waitlist patients have been reviewed for admission and are awaiting admission pending finalization of paperwork and other steps immediate to admission.*

7. NH Mental Health Consumer Peer Support Agencies: Census Summary

Peer Support Agency	April - June 2016	
	Total Members	Average Daily Visits
Alternative Life Center Total	427	47
Conway	98	13
Wolfeboro Outreach	18	0
Berlin	115	13
Littleton	125	11
Colebrook	71	10
Stepping Stone Total	534	21
Claremont	448	15
Lebanon	86	6
Cornerbridge Total	326	15
Laconia	141	5
Concord	145	10
Plymouth Outreach	40	NA
MAPSA Keene Total	178	14
HEARTS Nashua Total	452	24

Peer Support Agency	April - June 2016	
	Total Members	Average Daily Visits
On the Road to Recovery Total	474	49
<i>Manchester</i>	319	40
<i>Derry</i>	155	9
Connections Portsmouth Total	*	*
TriCity Coop Rochester Total	326	14
Total	*	*

Revisions to Prior Period: None

Data Source: Bureau of Behavioral Health Peer Support Agency Quarterly Statistical Reports

Notes: Data Compiled 8/19/16; Average Daily Visits NA for Outreach Programs; * reporting not available at the time of publication

8. Housing Bridge Subsidy Summary to Date

Subsidy	April – June 2016		
	Total individuals served at start of quarter	New individuals added during quarter	Total individuals served through end of quarter
Housing Bridge Subsidy	518	39	557
Section 8 Voucher	70	10	80

Revisions to Prior Period: None

Data Source: Bureau of Behavioral Health

Notes: Data Compiled 8/17/16

9. Housing Bridge Subsidy Current Census Summary

Measure	As of 6/30/2016
Housing Slots	450
Rents currently being paid	445
Individuals accepted but waiting to lease	16
Waiting list for slots	0

Revisions to Prior Period: None

Data Source: Bureau of Behavioral Health

Notes: Data Compiled 8/17/16; All individuals currently on the Bridge Program are actively transitioning from the program (waiting for their Section 8 housing voucher).

10. Housing Bridge Subsidy Unit Address Density

Number of Unit(s)* at Same Address	Frequency as of 6/30/16
1	325
2	35
3	8
4	1
5	2
6	1

*All units are individual units

11. Mobile Crisis Services and Supports: Riverbend Community Mental Health

Measure	April 2016	May 2016	June 2016	Unique Consumers in Quarter
Number of unduplicated people served	187	179	166	447
Services Provided by Type				
Mobile Community Assessments	39	53	50	142
Crisis Stabilization Appointments	20	22	21	63
Office-Based Urgent Assessments	13	14	9	36
Emergency Service Medication Appointments	29	4	0	33
Phone Support/Triage	253	228	254	735
Services Provided after Immediate Crisis				
Mobile Community Assessments-Post Crisis	6	7	5	18
Crisis Stabilization Appointments	20	22	21	63
Office-Based Urgent Assessments	13	14	9	36
Emergency Service Medication Appointments	24	3	0	27
Phone Support/Triage	83	49	94	226
Referral Source				
Emergency Department	9	8	9	26
Family	58	71	33	162
Friend	5	2	5	12
Guardian	2	5	18	25
Mental Health Provider	10	11	3	24
Police	8	13	13	34
Primary Care Provider	3	11	16	30
CMHC Internal	39	23	59	121
School	7	13	0	20
Self	226	173	218	617
Crisis Apartment				
Apartment Admissions	10	9	21	40
Apartment Bed Days	21	29	70	120
Apartment Average Length of Stay	2.1	3.2	3.3	3.0
Law Enforcement Involvement	13	14	19	46
Hospital Diversions	93	106	89	288

Data Source: CMHC submitted reports

Notes: Data Compiled 8/17/16