



New Hampshire Community Mental Health Agreement Quarterly Data Report

July to September 2016

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

November 23, 2016

*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: 11/23/2016

Reporting Period: 7/1/2016 – 9/30/2016

Notes for Quarter

- Prior quarter data was added to the tables for ease of reference. The current quarter is always shown first, followed by the prior quarter (either in the farthest right hand column or below the current quarter).
- Reporting was added on deaths of Glencliff residents.
- Connections Portsmouth Peer Support Agency data for the prior quarter that was previously unavailable has now been included.
- A new reporting mechanism is being implemented that will shift reporting of Mobile Crisis data to the Phoenix system. It is expected that this new mechanism will be used for the next quarterly report. While these future reports are expected to be more accurate and consistent than prior reports, they may not be directly comparable to the current report.

Community Mental Health Agreement Quarterly Report

New Hampshire Department of Health and Human Services

Publication Date: 11/23/2016

Reporting Period: 7/1/2016 – 9/30/2016

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

Center Name	July 2016	August 2016	September 2016	Unique Consumers in Quarter	Unique Consumers in Prior Quarter
01 Northern Human Services	75	80	83	88	82
02 West Central Behavioral Health	26	30	28	33	25
03 Genesis Behavioral Health	50	53	57	58	48
04 Riverbend Community Mental Health Center	63	74	75	81	73
05 Monadnock Family Services	68	72	70	73	70
06 Community Council of Nashua	72	71	69	76	72
07 Mental Health Center of Greater Manchester	259	252	252	270	283
08 Seacoast Mental Health Center	65	68	63	70	71
09 Community Partners	68	68	69	74	70
10 Center for Life Management	40	38	44	47	46
Total	785	803	808	865	839

Revisions to Prior Period: None

Data Source: NH Phoenix 2

Notes: Data extracted 11/18/16; 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	September 2016						June 2016	
	Nurse	Masters Level Clinician/or Equivalent	Functional Support Worker	Peer Specialist	Total (Excluding Psychiatry)	Psychiatrist/Nurse Practitioner	Total (Excluding Psychiatry)	Psychiatrist/Nurse Practitioner
01 Northern Human Services	0.53	2.37	7.02	0.33	10.25	0.80	11.15	0.80
02 West Central Behavioral Health	0.40	2.25	2.19	0.60	5.44	0.14	4.44	0.14
03 Genesis Behavioral Health	1.00	2.00	4.00	0.00	7.00	0.50	7.60	0.50
04 Riverbend Community Mental Health Center	0.50	3.00	3.50	0.50	7.50	0.30	7.50	0.40
05 Monadnock Family Services	0.50	3.25	3.00	0.50	7.25	0.65	7.75	0.65
06 Community Council of Nashua 1	0.50	3.00	2.75	0.00	6.25	0.25	5.75	0.25
06 Community Council of Nashua 2	0.50	3.00	1.75	0.00	5.25	0.25	3.75	0.25
07 Mental Health Center of Greater Manchester-CTT	0.99	11.00	2.47	1.00	15.46	0.72	14.61	0.56
07 Mental Health Center of Greater Manchester-MCST	0.96	10.00	8.28	1.00	20.24	0.63	18.81	0.56
08 Seacoast Mental Health Center	0.43	2.30	5.00	1.00	8.73	0.60	10.73	0.60
09 Community Partners	0.40	2.00	5.13	0.50	8.03	0.50	7.90	0.50
10 Center for Life Management	1.00	0.75	6.16	0.00	7.91	0.10	7.91	0.10
Total	7.71	44.92	51.25	5.43	109.31	5.44	107.90	5.31

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

Center Name	September 2016	June 2016
01 Northern Human Services	2.42	2.55
02 West Central Behavioral Health	1.20	1.20
03 Genesis Behavioral Health	4.50	6.10
04 Riverbend Community Mental Health Center	1.30	1.40
05 Monadnock Family Services	3.40	3.40
06 Community Council of Nashua 1	3.00	2.50
06 Community Council of Nashua 2	3.00	1.50
07 Mental Health Center of Greater Manchester-CCT	11.00	11.00
07 Mental Health Center of Greater Manchester-MCST	2.00	2.00
08 Seacoast Mental Health Center	0.20	0.20
09 Community Partners	1.00	1.00
10 Center for Life Management	2.75	2.75
Total	35.77	35.60

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

Center Name	September 2016	June 2016
01 Northern Human Services	7.95	9.28
02 West Central Behavioral Health	5.40	5.40
03 Genesis Behavioral Health	6.00	5.80
04 Riverbend Community Mental Health Center	6.00	6.00
05 Monadnock Family Services	1.00	1.00
06 Community Council of Nashua 1	5.00	4.50
06 Community Council of Nashua 2	4.00	2.50
07 Mental Health Center of Greater Manchester-CCT	11.61	11.60
07 Mental Health Center of Greater Manchester-MCST	15.79	15.14
08 Seacoast Mental Health Center	5.00	6.00
09 Community Partners	6.50	6.75
10 Center for Life Management	6.61	6.61
Total	80.86	80.58

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

Center Name	September 2016	June 2016
01 Northern Human Services	1.27	0.84
02 West Central Behavioral Health	0.19	0.19
03 Genesis Behavioral Health	2.00	2.80
04 Riverbend Community Mental Health Center	0.50	0.50
05 Monadnock Family Services	1.00	1.00
06 Community Council of Nashua 1	2.50	3.00
06 Community Council of Nashua 2	1.50	1.00
07 Mental Health Center of Greater Manchester-CCT	0.36	0.41
07 Mental Health Center of Greater Manchester-MCST	1.18	1.19
08 Seacoast Mental Health Center	1.00	1.00
09 Community Partners	1.00	1.25
10 Center for Life Management	0.30	0.30
Total	12.80	13.48

Revisions to Prior Period: None

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

Notes for 2b-d: Data compiled 11/18/16; 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 September 2016			Penetration Rate for Period Ending June 2016
	Supported Employment Consumers	Total Eligible Consumers	Penetration Rate	
01 Northern Human Services	152	1,071	14.2%	10.8%
02 West Central Behavioral Health	103	618	16.7%	16.1%
03 Genesis Behavioral Health	188	1,334	14.1%	12.6%
04 Riverbend Community Mental Health Center	216	1,601	13.5%	12.9%
05 Monadnock Family Services	209	939	22.3%	20.4%
06 Community Council of Nashua	174	1561	11.1%	10.3%
07 Mental Health Center of Greater Manchester	1,238	3,218	38.5%	37.6%
08 Seacoast Mental Health Center	146	1,263	11.6%	9.0%
09 Community Partners	81	744	10.9%	13.1%
10 Center for Life Management	197	821	24.0%	24.1%
Deduplicated Total	2,698	12,917	20.9%	19.8%

Revisions to Prior Period: None

Data Source: NH Phoenix 2

Notes: Data extracted 11/18/16; consumers are counted only one time regardless of how many services they receive

4. New Hampshire Hospital: Adult Census Summary

Measure	July – September 2016	April – June 2016
Admissions	373	327
Mean Daily Census	134	132
Discharges	365	330
Median Length of Stay in Days for Discharges	8	12
Deaths	0	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	July – September 2016		
	Involuntary Admissions	Voluntary Admissions	Total Admissions
Franklin	16	21	37
Manchester (Cypress Center)	61	146	207
Portsmouth	71	304	375
Elliot Geriatric Psychiatric Unit	7	47	54
Elliot Pathways	51	63	114
Total	206	581	787
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	July – September 2016	April – June 2016
Franklin	4.5	7.8
Manchester (Cypress Center)	13.6	13.2
Portsmouth	23.2	21.4
Elliot Geriatric Psychiatric Unit	25.6	22.5
Elliot Pathways	14.5	16.9
Total	16.3	16.4

5c. Designated Receiving Facilities: Discharges

DRF	July – September 2016	April – June 2016
Franklin	35	78
Manchester (Cypress Center)	213	206
Portsmouth	380	363
Elliot Geriatric Psychiatric Unit	64	51
Elliot Pathways	113	90
Total	805	788

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

DRF	July – September 2016	April – June 2016
Franklin	7	6
Manchester (Cypress Center)	5	4
Portsmouth	4	4
Elliot Geriatric Psychiatric Unit	24	28
Elliot Pathways	8	7
Total	5	5

Revisions to Prior Period: None

Data Source: NH DRF Database

Notes: Data Compiled 11/18/16

6. Glencliff Home: Census Summary

Measure	July – September 2016	April – June 2016
Admissions	3	6
Average Daily Census	114	113
Discharges	1 [†]	1
Individual Lengths of Stay in Days for Discharges	481	2,871
Deaths	5	4
Readmissions	0	0
Mean Overall Admission Waitlist	15 (7 Active*)	14 (7 Active)

[†]To independent apartment

Revisions to Prior Period: A discharge reported for the prior quarter actually occurred on 7/25 in the current quarter.

Data Source: Glencliff Home

Notes: Data Compiled 11/7/16; 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	July – September 2016		April – June 2016	
	Total Members	Average Daily Visits	Total Members	Average Daily Visits
Alternative Life Center Total	479	42	427	47
Conway	173	12	98	13
Wolfboro Outreach*	0	0	18	0
Berlin	99	11	115	13
Littleton	130	10	125	11
Colebrook	77	9	71	10
Stepping Stone Total	547	20	534	21
Claremont	460	14	448	15
Lebanon	87	6	86	6
Cornerbridge Total	222	16	326	15
Laconia**	149	5	141	5
Concord	147	11	145	10
Plymouth Outreach	40	NA	40	NA
MAPSA Keene Total	179	15	178	14

Peer Support Agency	July – September 2016		April – June 2016	
	Total Members	Average Daily Visits	Total Members	Average Daily Visits
HEARTS Nashua Total	411	24	452	24
On the Road to Recovery Total	489	48	474	49
<i>Manchester</i>	332	35	319	40
<i>Derry</i>	157	13	155	9
Connections Portsmouth Total	271	14	269	13
TriCity Coop Rochester Total	339	16	326	14
Total	3,051	147	2,978	148

Revisions to Prior Period: Connections Portsmouth for April – June 2016, not previously available, is now supplied, along with prior quarter totals

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

*Notes: Data Compiled 11/13/16; Average Daily Visits NA for Outreach Programs; * Wolfeboro Outreach as a distinct program ended operations 7/1/16, Alternative Life Center continues to do some transportation from Wolfeboro and has increased outreach efforts at all four primary sites; **Cornerbridge Laconia estimated based on prior members and new reported members.*

8. Housing Bridge Subsidy Summary to Date

Subsidy	July – September 2016		
	Total individuals served at start of quarter	New individuals added during quarter	Total individuals served through end of quarter
Housing Bridge Subsidy	557	46	603
Section 8 Voucher	80	3	83
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 Mental Health

Notes: Data Compiled 11/16/16

9. Housing Bridge Subsidy Current Census Summary

Measure	As of 9/30/2016	As of 6/30/2016
Housing Slots	479	450
Rents currently being paid	451	445
Individuals accepted but waiting to lease	28	16
Waiting list for slots	0	0

Revisions to Prior Period: None

Data Source: Bureau of Mental Health

Notes: Data Compiled 11/16/16; 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 11/16/16	Frequency as of 6/30/16
1	339	325
2	24	35
3	13	8
4	3	1
5	0	2
6	1	1

*All units are individual units

Revisions to Prior Period: None

Data Source: Bureau of Mental Health

Notes: Data Compiled 11/16/16

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

Measure	July 2016	August 2016	September 2016	July – September 2016	April – June 2016
Unduplicated People Served in Month	194	156	199	549	532
Services Provided by Type					
Mobile Community Assessments	58	54	45	157	142
Crisis Stabilization Appointments	22	17	25	64	63
Office-Based Urgent Assessments	5	19	22	46	36
Emergency Service Medication Appointments	17	28	24	69	33
Phone Support/Triage	292	316	319	927	735
Services Provided after Immediate Crisis					
Mobile Community Assessments-Post Crisis	12	4	11	27	18
Crisis Stabilization Appointments	22	17	25	64	63
Office-Based Urgent Assessments	5	19	22	46	36
Emergency Service Medication Appointments	4	15	14	33	27
Phone Support/Triage	120	162	145	427	226
Referral Source					
Emergency Department/EMS	9	27	28	64	26
Family	49	21	31	101	162

Measure	July 2016	August 2016	September 2016	July – September 2016	April – June 2016
Friend	5	3	8	16	12
Guardian	0	0	0	0	25
Mental Health Provider	8	12	8	28	24
Police	15	7	3	25	34
Primary Care Provider	6	9	3	18	30
CMHC Internal	10	27	26	63	121
School	0	1	6	7	20
Self	92	128	90	310	617
VNA	0	0	1	1	0
Crisis Apartment					
Apartment Admissions	28	23	23	74	40
Apartment Bed Days	103	92	94	289	120
Apartment Average Length of Stay	3.7	3.9	4.1	3.9	3.0
Law Enforcement Involvement	17	17	12	46	46
Hospital Diversions Total	91	90	82	263	288

Revisions to Prior Period: None

Data Source: Riverbend CMHC submitted reports

Notes: Data Compiled 11/18/16