



New Hampshire Community Mental Health Agreement Quarterly Data Report

October to December 2016

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

March 21, 2017

*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: 3/21/2017

Reporting Period: 10/1/2016 – 12/31/2016

Notes for Quarter

- Reporting was added on 30, 90, and 180 readmission rates for New Hampshire Hospital and from each Designated Receiving Facility.
- Reporting was added on discharge location for New Hampshire Hospital and Designated Receiving Facility discharges.
- The new reporting mechanism to integrate reporting of Mobile Crisis data in the Phoenix system has been delayed with integration planned for later in 2017. Reporting for Riverbend continues to be based on the existing manual reporting system. Limited manually reported data is provided for Manchester. More detailed Manchester data will be available in the next report based on the expected eventual Phoenix data feed.

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

Center Name	October 2016	November 2016	December 2016	Unique Consumers in Quarter	Unique Consumers in Prior Quarter
01 Northern Human Services	97	100	104	107	88
02 West Central Behavioral Health	28	27	32	36	33
03 Genesis Behavioral Health	59	62	64	66	58
04 Riverbend Community Mental Health Center	77	74	73	82	81
05 Monadnock Family Services	64	66	63	67	73
06 Community Council of Nashua	70	79	74	83	76
07 Mental Health Center of Greater Manchester	253	248	248	273	270
08 Seacoast Mental Health Center	65	64	65	68	70
09 Community Partners	70	72	70	73	74
10 Center for Life Management	45	46	47	47	47
Total	828	838	839	901	865

Revisions to Prior Period: None

Data Source: NH Phoenix 2

Notes: Data extracted 2/9/17; 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	December 2016						September 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	0.69	2.57	7.68	0.55	11.49	0.80	10.25	0.80
02 West Central Behavioral Health	0.40	2.25	2.25	0.60	5.50	0.14	5.44	0.14
03 Genesis Behavioral Health	1.00	3.00	6.00	1.00	11.00	0.50	7.00	0.50
04 Riverbend Community Mental Health Center	0.50	3.00	5.00	0.50	9.00	0.30	7.50	0.30
05 Monadnock Family Services	1.00	2.25	3.50	0.50	7.25	0.65	7.25	0.65
06 Community Council of Nashua 1	0.50	3.00	2.75	0.00	6.25	0.25	6.25	0.25
06 Community Council of Nashua 2	0.50	3.00	1.75	0.00	5.25	0.25	5.25	0.25
07 Mental Health Center of Greater Manchester-CTT	1.22	11.00	2.31	1.00	15.53	0.62	15.46	0.72
07 Mental Health Center of Greater Manchester-MCST	0.78	10.00	9.59	1.00	21.37	0.53	20.24	0.63
08 Seacoast Mental Health Center	0.43	2.10	6.00	1.00	9.53	0.60	8.73	0.60
09 Community Partners	0.40	1.00	4.95	0.50	6.85	0.50	8.03	0.50
10 Center for Life Management	1.00	2.20	3.97	0.00	7.17	0.20	7.91	0.10
Total	8.42	45.37	55.75	6.65	116.19	5.34	109.31	5.44

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

Center Name	December 2016	September 2016
01 Northern Human Services	2.12	2.42
02 West Central Behavioral Health	1.20	1.20
03 Genesis Behavioral Health	7.50	4.50
04 Riverbend Community Mental Health Center	1.30	1.30
05 Monadnock Family Services	2.40	3.40
06 Community Council of Nashua 1	3.00	3.00
06 Community Council of Nashua 2	3.00	3.00
07 Mental Health Center of Greater Manchester-CCT	11.00	11.00
07 Mental Health Center of Greater Manchester-MCST	1.00	2.00
08 Seacoast Mental Health Center	0.00	0.20
09 Community Partners	1.00	1.00
10 Center for Life Management	2.87	2.75
Total	36.39	35.77

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

Center Name	December 2016	September 2016
01 Northern Human Services	8.92	7.95
02 West Central Behavioral Health	5.60	5.40
03 Genesis Behavioral Health	9.00	6.00
04 Riverbend Community Mental Health Center	7.50	6.00
05 Monadnock Family Services	2.00	1.00
06 Community Council of Nashua 1	5.00	5.00
06 Community Council of Nashua 2	4.00	4.00
07 Mental Health Center of Greater Manchester-CCT	11.92	11.61
07 Mental Health Center of Greater Manchester-MCST	15.85	15.79
08 Seacoast Mental Health Center	6.00	5.00
09 Community Partners	4.58	6.50
10 Center for Life Management	5.87	6.61
Total	86.24	80.86

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

Center Name	December 2016	September 2016
01 Northern Human Services	1.08	1.27
02 West Central Behavioral Health	0.25	0.19
03 Genesis Behavioral Health	2.00	2.00
04 Riverbend Community Mental Health Center	0.50	0.50
05 Monadnock Family Services	2.00	1.00
06 Community Council of Nashua 1	2.50	2.50
06 Community Council of Nashua 2	1.50	1.50
07 Mental Health Center of Greater Manchester-CCT	0.56	0.36
07 Mental Health Center of Greater Manchester-MCST	1.29	1.18
08 Seacoast Mental Health Center	1.00	1.00
09 Community Partners	0.00	1.00
10 Center for Life Management	0.30	0.30
Total	12.98	12.80

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 2/14/17; 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 Adult Supported Employment Penetration Rates for Prior 12 Month Period

Center Name	12 Month Period Ending December 2016			Penetration Rate for Period Ending September 2016
	Supported Employment Consumers	Total Eligible Consumers	Penetration Rate	
01 Northern Human Services	343	1,271	27.0%	14.2%
02 West Central Behavioral Health	130	604	21.5%	16.7%
03 Genesis Behavioral Health	194	1,336	14.5%	14.1%
04 Riverbend Community Mental Health Center	226	1,640	13.8%	13.5%
05 Monadnock Family Services	173	965	17.9%	22.3%
06 Community Council of Nashua	192	1,545	12.4%	11.1%
07 Mental Health Center of Greater Manchester	1,383	3,211	43.1%	38.5%
08 Seacoast Mental Health Center	160	1,329	12.0%	11.6%
09 Community Partners	49	721	6.8%	10.9%
10 Center for Life Management	181	857	21.1%	24.0%
Deduplicated Total	3,023	13,208	22.9%	20.9%

Revisions to Prior Period: None

Data Source: NH Phoenix 2

Notes: Data extracted 2/10/17; consumers are counted only one time regardless of how many services they receive

4a. New Hampshire Hospital: Adult Census Summary

Measure	October – December 2016	July – September 2016
Admissions	275	373
Mean Daily Census	137	134
Discharges	276	365
Median Length of Stay in Days for Discharges	10	8
Deaths	0	0

Revisions to Prior Period: None

Data Source: Avatar

Notes 4a: Data extracted 1/6/17; Average Daily Census includes patients on leave and is rounded to nearest whole number

4b. New Hampshire Hospital: Discharge Location for Adults

Discharge Location	October – December 2016	July – September 2016
Home - Lives with Others	141	194
Home - Lives Alone	94	124
Jail or Correctional Facility	8	5
Discharge/Transfer to IP Rehab Facility	7	2
Hotel-Motel	6	5
CMHC Group Home	5	12
Other Residence	5	5
DDS Supported Living	3	0
Nursing Home	3	3
Glencliff Home for the Elderly	1	2
Homeless Shelter/ No Permanent Home	1	5
Individualized Service Option-ISO	1	0
Peer Support Housing	1	2
Private Group Home	0	4
Residential School	0	1
VA Housing	0	1

4c. New Hampshire Hospital: Readmission Rates for Adults

Measure	October – December 2016	July – September 2016
30 Days	13.0% (36)	16.2% (62)
90 Days	28.3% (78)	27.0% (107)
180 Days	35.1% (97)	34.2% (128)

Revisions to Prior Period: None

Data Source: Avatar

Notes 4b-c: Data compiled 2/14/17; readmission rates calculated by looking back in time from admissions in study quarter. 90 and 180 day readmissions look back period includes readmissions from the shorter period (e.g., 180 day includes the 90 and 30 day readmissions); patients are counted multiple times for each readmission; number in parentheses is the number of readmissions

5a. Designated Receiving Facilities: Admissions for Adults

DRF	October – December 2016		
	Involuntary Admissions	Voluntary Admissions	Total Admissions
Franklin	21	18	39
Manchester (Cypress Center)	62	155	217
Portsmouth	53	257	310
Elliot Geriatric Psychiatric Unit	7	36	43
Elliot Pathways	31	41	72
Total	174	507	681
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

5b. Designated Receiving Facilities: Mean Daily Census for Adults

DRF	October – December 2016	July – September 2016
Franklin	5.6	4.5
Manchester (Cypress Center)	12.4	13.6
Portsmouth	23.4	23.2
Elliot Geriatric Psychiatric Unit	24.8	25.6
Elliot Pathways	11.5	14.5
Total	15.6	16.3

5c. Designated Receiving Facilities: Discharges for Adults

DRF	October – December 2016	July – September 2016
Franklin	41	35
Manchester (Cypress Center)	213	213
Portsmouth	309	380
Elliot Geriatric Psychiatric Unit	46	64
Elliot Pathways	75	113
Total	684	805

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

DRF	October – December 2016	July – September 2016
Franklin	5	7
Manchester (Cypress Center)	5	5
Portsmouth	5	4
Elliot Geriatric Psychiatric Unit	24	24
Elliot Pathways	8	8
Total	5	5

5e. Designated Receiving Facilities: Discharge Location for Adults

DRF	October – December 2016								
	Assisted Living	Deceased	DRF	Group Home	Home	Hospice	Hospital	NHH	Other
Franklin	1	0	0	1	38	0	0	1	0
Manchester (Cypress Center)	1	0	8	2	185	0	0	2	15
Portsmouth Regional Hospital	0	0	0	0	192	0	0	8	109
Elliot Geriatric Psychiatric Unit	27	4	1	0	7	3	2	0	2
Elliot Pathways	0	0	1	0	58	0	0	2	14
Total	29	4	10	3	480	3	2	13	140

5f. Designated Receiving Facilities: Readmission Rates for Adults

DRF	October – December 2016		
	30 Days	90 Days	180 Days
Franklin	2.5% (1)	2.5% (1)	2.5% (1)
Manchester (Cypress Center)	6% (13)	9.7% (21)	11.1% (24)
Portsmouth	8.1% (25)	14.2% (44)	18.1% (56)
Elliot Geriatric Psychiatric Unit	4.7% (2)	4.7% (2)	9.3% (4)
Elliot Pathways	11.1% (8)	12.5% (9)	12.5% (9)
Total	7.2% (49)	11.3% (77)	13.8% (94)
DRF	July – September 2016		
	30 Days	90 Days	180 Days
Franklin	10.5% (4)	13.2% (5)	13.2% (5)
Manchester (Cypress Center)	2.9% (6)	9.8% (20)	10.8% (22)
Portsmouth	9% (34)	13% (49)	14.4% (54)
Elliot Geriatric Psychiatric Unit	3.6% (2)	3.6% (2)	3.6% (2)
Elliot Pathways	3.5% (4)	4.4% (5)	5.3% (6)
Total	6.4% (50)	10.3% (81)	11.3% (89)

Revisions to Prior Period: None

Data Source: NH DRF Database

Notes: Data compiled 2/23/17; discharge location of DRF are patients discharged back to the same DRF for a different level of care within the DRF; readmission rates calculated by looking back in time from admissions in study quarter; patients are counted multiple times for each readmission; number in parentheses is the number of readmissions

6. Glencliff Home: Census Summary

Measure	October – December 2016	July – September 2016
Admissions	5	3
Average Daily Census	110	114
Discharges	3 (supported apartment, enhanced family care home, nursing facility)	1 (independent apartment)
Individual Lengths of Stay in Days for Discharges	1027, 2785, 4545	481
Deaths	6	5
Readmissions	0	0
Mean Overall Admission Waitlist	14 (6 Active*)	15 (7 Active*)

**Active waitlist patients have been reviewed for admission and are awaiting admission pending finalization of paperwork and other steps immediate to admission.*

Revisions to Prior Period: None.

Data Source: Glencliff Home

Notes: Data Compiled 2/7/17; means rounded to nearest whole number.

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

Peer Support Agency	October – December 2016		July – September 2016	
	Total Members	Average Daily Visits	Total Members	Average Daily Visits
Alternative Life Center Total	492	39	479	42
<i>Conway</i>	179	12	173	12
<i>Berlin</i>	102	10	99	11
<i>Littleton</i>	134	8	130	10
<i>Colebrook</i>	77	9	77	9
Stepping Stone Total	571	18	547	20
<i>Claremont</i>	479	13	460	14
<i>Lebanon</i>	92	5	87	6
Cornerbridge Total	348	13	222	16
<i>Laconia</i>	152	5	149	5
<i>Concord</i>	152	8	147	11
<i>Plymouth Outreach</i>	44	NA	40	NA
MAPSA Keene Total	180	16	179	15
HEARTS Nashua Total	433	24	411	24
On the Road to Recovery Total	498	36	489	48
<i>Manchester</i>	367	31	332	35
<i>Derry</i>	131	5	157	13
Connections Portsmouth Total	273	14	271	14
TriCity Coop Rochester Total	345	16	339	16
Total	3,140	140	3,051	147

Revisions to Prior Period: None

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

Notes: Data Compiled 2/24/17; Average Daily Visits NA for Outreach Programs; Cornerbridge Laconia for July to September 2016 estimated based on prior members and new reported members.

8. Housing Bridge Subsidy Summary to Date

Subsidy	October – December 2016		
	Total individuals served at start of quarter	New individuals added during quarter	Total individuals served through end of quarter
Housing Bridge Subsidy	603	40	643
Section 8 Voucher	83	0	83
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

Revisions to Prior Period: None

Data Source: Bureau of Mental Health

Notes: Data Compiled 2/22/17

9. Housing Bridge Subsidy Current Census Summary

Measure	As of 12/31/2016	As of 9/30/2016
Housing Slots	513	479
Rents currently being paid	481	451
Individuals accepted but waiting to lease	32	28
Waiting list for slots	0	0

Revisions to Prior Period: None

Data Source: Bureau of Mental Health

Notes: Data Compiled 2/22/17; 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 2/23/17	Frequency as of 11/16/16
1	349	339
2	23	24
3	14	13
4	4	3
5	0	0
6	1	1

*All units are individual units

Revisions to Prior Period: None

Data Source: Bureau of Mental Health data compiled by Office of Quality Assurance and Improvement

Notes: Data Compiled 2/23/17

11a. Mobile Crisis Services and Supports for Adults: Riverbend Community Mental Health Center

Measure	October 2016	November 2016	December 2016	October – December 2016	July – September 2016
Unduplicated People Served in Month	171	165	199	535	549
Services Provided by Type					
Mobile Community Assessments	50	54	53	157	157
Crisis Stabilization Appointments	26	17	18	61	64
Office-Based Urgent Assessments	17	17	19	53	46
Emergency Service Medication Appointments	24	39	14	77	69
Phone Support/Triage	242	208	216	666	927
Services Provided after Immediate Crisis					
Mobile Community Assessments-Post Crisis	12	7	14	33	27
Crisis Stabilization Appointments	26	17	18	61	64
Office-Based Urgent Assessments	17	17	19	53	46
Emergency Service Medication Appointments	10	25	14	49	33
Phone Support/Triage	115	43	39	197	427
Referral Source					
Emergency Department/EMS	20	5	7	33	64
Family	25	16	30	71	101
Friend	4	4	9	17	16
Guardian	1	16	2	19	0
Mental Health Provider	5	10	16	31	28
Police	5	3	4	12	25
Primary Care Provider	3	4	5	12	18
CMHC Internal	17	17	16	50	63
School	7	4	9	20	7
Self	84	81	89	254	310
VNA	0	0	0	0	1
DCYF	0	0	1	1	1
Crisis Apartment					
Apartment Admissions	23	31	31	85	74
Apartment Bed Days	86	114	116	316	289
Apartment Average Length of Stay	3.7	3.7	3.7	3.7	3.9
Law Enforcement Involvement	16	20	21	57	46
Hospital Diversions Total	81	135	111	327	263

Revisions to Prior Period: Referrals for April to June 2016 are revised (prior report data were not deduplicated at the client level)

Data Source: Riverbend CMHC submitted reports

Notes: Data Compiled 2/24/17

11b. Mobile Crisis Services and Supports: Mental Health Center of Greater Manchester

Measure	October 2016	November 2016	December 2016	October – December 2016	July – September 2016
Number of Individuals Served	61	104	206	371	N/A
Hospital Diversions Total	4	98	200	302	N/A

Revisions to Prior Period: None

Data Source: Manchester CMHC submitted reports

Notes: Data Compiled 2/28/17