



New Hampshire Community Mental Health Agreement Quarterly Data Report

April to June 2017

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

September 1, 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: 9/1/2017

Reporting Period: 4/1/2017 – 6/30/2017

Notes for Quarter

- Improved data capture from NH Hospital and Designated Receiving Facility stays has resulted in more accurate reporting for some measures. Where this is the case, the January to March quarter has been revised.

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

Center Name	April 2017	May 2017	June 2017	Unique Consumers in Quarter	Unique Consumers in Prior Quarter
01 Northern Human Services	108	109	106	111	111
02 West Central Behavioral Health	56	53	56	76	60
03 Genesis Behavioral Health	74	74	73	74	74
04 Riverbend Community Mental Health Center	81	87	92	97	88
05 Monadnock Family Services	65	69	68	70	69
06 Community Council of Nashua	89	87	85	94	93
07 Mental Health Center of Greater Manchester	268	272	275	292	281
08 Seacoast Mental Health Center	68	67	64	69	69
09 Community Partners	66	66	67	69	71
10 Center for Life Management	54	52	50	55	56
Total	927	930	927	1,006	970

Revisions to Prior Period: None

Data Source: NH Phoenix 2

Notes: Data extracted 8/18/17; 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	June 2017						March 2017	
	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	1.09	2.77	8.13	0.55	12.54	1.10	11.89	0.80
02 West Central Behavioral Health	0.60	2.55	4.00	0.00	7.15	0.10	7.75	0.50
03 Genesis Behavioral Health	1.00	3.00	5.60	1.00	10.60	0.50	11.00	0.50
04 Riverbend Community Mental Health Center	0.50	3.00	6.00	0.50	10.00	0.30	10.00	0.30
05 Monadnock Family Services	1.25	4.25	2.50	0.50	8.50	0.65	6.70	0.65
06 Community Council of Nashua 1	0.50	3.00	1.75	0.00	5.25	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	1.81	11.00	2.76	1.00	16.57	0.52	14.79	0.87
07 Mental Health Center of Greater Manchester-MCST	0.82	10.00	10.13	1.00	21.95	0.52	21.86	0.87
08 Seacoast Mental Health Center	0.43	2.10	6.00	1.00	9.53	0.60	9.53	0.60
09 Community Partners	0.40	2.00	5.63	0.50	8.53	0.50	4.08	0.50
10 Center for Life Management	1.00	3.00	4.30	1.00	9.30	0.40	8.30	0.20
Total	9.90	49.67	58.55	7.05	125.17	5.69	117.40	6.29

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

Center Name	June 2017	March 2017
01 Northern Human Services	2.77	2.27
02 West Central Behavioral Health	1.20	1.20
03 Genesis Behavioral Health	2.50	2.50
04 Riverbend Community Mental Health Center	1.30	1.30
05 Monadnock Family Services	3.40	2.60
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	12.00	11.00
07 Mental Health Center of Greater Manchester-MCST	1.00	1.00
08 Seacoast Mental Health Center	1.00	0.00
09 Community Partners	0.50	1.00
10 Center for Life Management	3.00	3.00
Total	34.67	31.87

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

Center Name	June 2017	March 2017
01 Northern Human Services	9.95	9.07
02 West Central Behavioral Health	5.85	5.85
03 Genesis Behavioral Health	8.60	9.00
04 Riverbend Community Mental Health Center	8.50	8.50
05 Monadnock Family Services	1.00	2.00
06 Community Council of Nashua 1	4.00	5.00
06 Community Council of Nashua 2	4.00	4.00
07 Mental Health Center of Greater Manchester-CCT	12.36	11.72
07 Mental Health Center of Greater Manchester-MCST	16.28	16.64
08 Seacoast Mental Health Center	6.00	6.00
09 Community Partners	4.50	2.43
10 Center for Life Management	7.00	6.00
Total	88.04	86.21

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

Center Name	June 2017	March 2017
01 Northern Human Services	1.08	1.08
02 West Central Behavioral Health	0.25	0.25
03 Genesis Behavioral Health	3.00	3.00
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	2.50
06 Community Council of Nashua 2	1.50	1.50
07 Mental Health Center of Greater Manchester-CCT	0.71	0.55
07 Mental Health Center of Greater Manchester-MCST	1.35	0.93
08 Seacoast Mental Health Center	1.00	1.00
09 Community Partners	0.00	0.00
10 Center for Life Management	0.30	0.30
Total	13.19	12.61

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 8/11/17; the Staff Competency values reflect the sum of FTEs 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 June 2017			Penetration Rate for Period Ending March 2017
	Supported Employment Consumers	Total Eligible Consumers	Penetration Rate	
01 Northern Human Services	461	1,240	37.2%	32.3%
02 West Central Behavioral Health	158	701	22.5%	23.2%
03 Genesis Behavioral Health	281	1,278	22.0%	*20.5%
04 Riverbend Community Mental Health Center	248	1,681	14.8%	15.0%
05 Monadnock Family Services	128	914	14.0%	13.5%
06 Community Council of Nashua	239	1,485	16.1%	15.0%
07 Mental Health Center of Greater Manchester	1,323	3,306	40.0%	39.8%
08 Seacoast Mental Health Center	266	1,380	19.3%	14.4%
09 Community Partners	70	682	10.3%	7.2%
10 Center for Life Management	191	883	21.6%	19.7%
Deduplicated Total	3,361	13,290	25.3%	23.2%

Revisions to Prior Period: None

Data Source: NH Phoenix 2

Notes: Data extracted 8/10/17; consumers are counted only one time regardless of how many services they receive.

*Genesis Behavioral Health has submitted updated information which increased their Penetration Rate for the period ending in March 2017.

4a. New Hampshire Hospital: Adult Census Summary

Measure	April – June 2017	January – March 2017
Admissions	293	262
Mean Daily Census	156	156
Discharges	292	256
Median Length of Stay in Days for Discharges	10	12
Deaths	0	0

Revisions to Prior Period: January to March 2017 admissions, discharges and mean daily census was revised.

Data Source: Avatar

Notes 4a: Data extracted 8/15/17; Mean Daily Census includes patients on leave and is rounded to nearest whole number

4b. New Hampshire Hospital: Discharge Location for Adults

Discharge Location	April – June 2017	January – March 2017
Home - Lives with Others	138	142
Home - Lives Alone	107	76
Homeless Shelter/ No Permanent Home	9	7
Hotel-Motel	7	1
Discharge/Transfer to IP Rehab Facility	6	1
Other Residence	5	3
Nursing Home	5	4
Glenclyff Home for the Elderly	4	4
Jail or Correctional Facility	3	2
CMHC Group Home	3	6
Private Group Home	3	5
Peer Support Housing	1	3
DDS Supported Living	1	4

4c. New Hampshire Hospital: Readmission Rates for Adults

Measure	April – June 2017	January – March 2017
30 Days	15.0% (44)	7.9% (21)
90 Days	24.2% (71)	19.5% (52)
180 Days	32.1% (94)	27.4% (73)

Revisions to Prior Period: January to March 2017 was revised slightly

Data Source: Avatar

Notes 4b-c: Data compiled 8/14/17; readmission rates calculated by looking back in time from admissions in study quarter. 90 and 180 day readmissions lookback 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	April – June 2017		
	Involuntary Admissions	Voluntary Admissions	Total Admissions
Franklin	35	25	60
Manchester (Cypress Center)	49	179	228
Portsmouth	80	283	363
Elliot Geriatric Psychiatric Unit	6	46	52
Elliot Pathways	48	53	101
Total	218	586	804

DRF	January – March 2017		
	Involuntary Admissions	Voluntary Admissions	Total Admissions
Franklin	46	19	65
Manchester (Cypress Center)	72	134	206
Portsmouth	73	247	320
Elliot Geriatric Psychiatric Unit	6	42	48
Elliot Pathways	60	78	138
Total	257	520	777

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

DRF	April – June 2017	January – March 2017
Franklin	4.5	4.6
Manchester (Cypress Center)	12.0	14.6
Portsmouth	30.3	25.8
Elliot Geriatric Psychiatric Unit	29.3	28.1
Elliot Pathways	10.0	11.2
Total	17.2	16.9

*Portsmouth Regional Hospital has a total of 12 DRF beds and Elliot Hospital has a total of 14 DRF beds split between Pathways and the Geriatric Psychiatric Unit.

5c. Designated Receiving Facilities: Discharges for Adults

DRF	April – June 2017	January – March 2017
Franklin	59	66
Manchester (Cypress Center)	232	211
Portsmouth	365	306
Elliot Geriatric Psychiatric Unit	54	49
Elliot Pathways	105	139
Total	815	771

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

DRF	April – June 2017	January – March 2017
Franklin	6	5
Manchester (Cypress Center)	4	4
Portsmouth	5	5
Elliot Geriatric Psychiatric Unit	22	28
Elliot Pathways	8	7
Total	5	6

5e. Designated Receiving Facilities: Discharge Location for Adults

DRF	April – June 2017						
	Assisted Living/Group Home	Deceased	DRF	Home	Other Hospital	NH Hospital	Other
Franklin	2	0	1	44	0	1	11
Manchester (Cypress Center)	4	0	7	204	0	1	16
Portsmouth Regional Hospital	0	0	4	265	0	7	89
Elliot Geriatric Psychiatric Unit	32	6	0	10	6	0	0
Elliot Pathways	1	0	0	82	0	4	18
Total	39	6	12	605	6	13	134

DRF	January – March 2017						
	Assisted Living/Group Home	Deceased	DRF	Home	Other Hospital	NH Hospital	Other
Franklin	2	0	0	56	2	3	5
Manchester (Cypress Center)	2	0	5	189	0	2	13
Portsmouth Regional Hospital	0	0	1	223	0	8	74
Elliot Geriatric Psychiatric Unit	27	3	0	12	5	0	2
Elliot Pathways	2	0	0	115	0	6	16
Total	33	3	6	595	7	19	110

*Dispositions to 'DRF' represent a change in legal status from Voluntary to Involuntary within the DRF.

5f. Designated Receiving Facilities: Readmission Rates for Adults

DRF	April – June 2017		
	30 Days	90 Days	180 Days
Franklin	0.0% (0)	0.0% (0)	0.0% (0)
Manchester (Cypress Center)	4.8% (11)	9.2% (21)	13.2% (30)
Portsmouth	10.2% (37)	15.4% (56)	20.7% (75)
Elliot Geriatric Psychiatric Unit	3.8% (2)	3.8% (2)	5.8% (3)
Elliot Pathways	6.9% (7)	7.9% (8)	10.9% (11)
Total	7.1% (57)	10.8% (87)	14.8% (119)

DRF	January – March 2017		
	30 Days	90 Days	180 Days
Franklin	0.0% (0)	0.0% (0)	1.5% (1)
Manchester (Cypress Center)	6.9% (14)	11.8% (24)	16.7% (34)
Portsmouth	7.3% (23)	12.9% (41)	18.3% (58)
Elliot Geriatric Psychiatric Unit	8.3% (4)	10.4% (5)	10.4% (5)
Elliot Pathways	2.9% (4)	4.3% (6)	7.2% (10)
Total	5.8% (45)	9.8% (76)	14.0% (108)

Revisions to Prior Period: Additional discharges were added to the January to March 2017 period for Franklin, Portsmouth, and Elliot Pathways

Data Source: NH DRF Database

Notes: Data compiled 8/11/17; 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	April – June 2017	January – March 2017
Admissions	9	5
Average Daily Census	106	104
Discharges	2 (1 private apartment, 1 ABD/ residential care home)	7 (3 medical model group home, 1 private apartment, 1 assisted living/ residential care home, 1 NHH, 1 ABD/ enhanced family care home)
Individual Lengths of Stay in Days for Discharges	4507, 399	1024, 1691, 1680, 629, 952, 486, 3207
Deaths	3	3
Readmissions	0	0
Mean Overall Admission Waitlist	17 (9 Active*)	16 (9 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 7/19/17; means rounded to nearest whole number.

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

Peer Support Agency	April – June 2017		January – March 2017	
	Total Members	Average Daily Visits	Total Members	Average Daily Visits
Alternative Life Center Total	516	45	504	38
<i>Conway</i>	183	16	178	12
<i>Berlin</i>	108	11	107	8
<i>Littleton</i>	139	7	137	10
<i>Colebrook</i>	86	11	82	8
Stepping Stone Total	592	20	582	18
<i>Claremont</i>	493	14	486	12
<i>Lebanon</i>	99	6	96	6
Cornerbridge Total	390	17	365	13
<i>Laconia</i>	171	5	159	4
<i>Concord</i>	167	12	157	9
<i>Plymouth Outreach</i>	52	NA	49	NA
MAPSA Keene Total	190	14	184	16
HEARTS Nashua Total	510	31	473	26
On the Road to Recovery Total	568	41	524	40
<i>Manchester</i>	418	34	386	33
<i>Derry</i>	150	7	138	7
Connections Portsmouth Total	278	11	275	13
TriCity Coop Rochester Total	382	20	358	14
Total	3,426	158	3,265	138

Revisions to Prior Period: None

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

Notes: Data Compiled 8/2/17; Average Daily Visits NA for Outreach Programs; Cornerbridge Laconia for October to December 2016 estimated based on prior members and new reported members.

8. Housing Bridge Subsidy Summary to Date

Subsidy	April – June 2017		
	Total individuals served at start of quarter	New individuals added during quarter	Total individuals served through end of quarter
Housing Bridge Subsidy	643	58	701
Section 8 Voucher	85	0	85

Subsidy	January – March 2017		
	Total individuals served at start of quarter	New individuals added during quarter	Total individuals served through end of quarter
Housing Bridge Subsidy	643	32	675
Section 8 Voucher	83	2	85

Revisions to Prior Period: None

Data Source: Bureau of Mental Health

Notes: Data Compiled 8/9/17

9. Housing Bridge Subsidy Current Census Summary

Measure	As of 6/30/2017	As of 3/31/2017
Housing Slots	591	553
Rents currently being paid	545	505
Individuals accepted but waiting to lease	46	48
Waiting list for slots	0	0

Revisions to Prior Period: None

Data Source: Bureau of Mental Health

Notes: Data Compiled 8/9/17; 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 8/11/17	Frequency as of 5/12/17
1	391	367
2	37	36
3	6	5
4	6	4
5	3	3
6	0	1
7	2	2
8	0	0
9	1	0

*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 8/9/17

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

Measure	April 2017	May 2017	June 2017	April – June 2017	January – March 2017
Unduplicated People Served in Month	179	216	135	530	608
Services Provided by Type					
Mobile Community Assessments	43	41	40	124	157
Crisis Stabilization Appointments	19	21	24	64	62
Office-Based Urgent Assessments	31	42	23	96	82
Emergency Service Medication Appointments	0	12	35	47	67
Phone Support/Triage	156	192	121	469	641
Walk in Assessments*	2	3	6	11	17
Services Provided after Immediate Crisis					
Mobile Community Assessments-Post Crisis	4	6	2	12	30
Crisis Stabilization Appointments	19	21	24	64	62
Office-Based Urgent Assessments	31	42	23	96	82
Emergency Service Medication Appointments	0	3	16	19	40
Phone Support/Triage	97	88	43	228	179
Referral Source					
Emergency Department/EMS	13	15	14	42	58
Family	28	44	24	96	110
Friend	0	3	1	4	12
Guardian	0	2	0	2	11
Mental Health Provider	17	11	4	32	32
Police	3	11	1	15	12
Primary Care Provider	5	5	5	15	16
CMHC Internal	16	20	17	53	41
School	4	16	0	20	18
Self	81	76	66	223	258
VNA	0	0	0	0	0
DCYF	0	1	0	1	0
Crisis Apartment					
Apartment Admissions	23	26	35	84	95
Apartment Bed Days	101	106	112	319	392
Apartment Average Length of Stay	4.2	4.1	3.2	11.5	4.1
Law Enforcement Involvement	13	13	6	32	52
Hospital Diversions Total	138	167	125	430	488

*New category beginning with this report

Revisions to Prior Period: None

Data Source: Riverbend CMHC submitted reports

Notes: Data Compiled 8/16/17

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

Measure	April 2017	May 2017	June 2017	April – June 2017	January – March 2017
Unduplicated People Served by Month	226	243	246	579	413
Services Provided by Type					
Phone Support/Triage	334	342	451	1127	1168
Mobile Community Assessments	76	90	104	270	154
Office-Based Urgent Assessments	22	13	18	53	75
Emergency Service Medication Appointments	1	0	1	2	1
Crisis Apartment Service	0	0	0	0	148
Referral Source					
Emergency Department	20	28	29	77	4
Family	4	1	2	7	152
Friend	31	34	46	111	22
Guardian	5	4	4	13	3
Mental Health Provider	5	5	3	13	17
Police	3	5	4	12	45
Primary Care Provider	119	100	105	324	10
CMHC Internal	18	28	43	89	68
Self	4	7	11	22	275
Other	35	27	26	88	59
Crisis Apartment					
Apartment Admissions					5
Apartment Bed Days					17
Apartment Average Length of Stay					3.4
Law Enforcement Involvement	18	28	43	89	45
Hospital Diversion Total	262	265	294	821	643

Revisions to Prior Period: NA

Data Source: New Mobile Crisis Data Reporting System

Notes: Data Compiled 8/16/17