



New Hampshire Community Mental Health Agreement Quarterly Data Report

October – December 2019

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

February 28, 2020

*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: February 28, 2020

Reporting Period: 10/1/2019 – 12/31/2019

Notes for Quarter

- Table 10, Supported Housing Subsidy Summary, also now includes the number of members of the CMHA target population who received a Mainstream 811 funded unit, with or without previously receiving a Housing Bridge subsidy, and who may or may not be current CMHC clients. This utilization data is newly available to the Bureau of Mental Health Services through expanded intra-DHHS collaboration underway to address the issue of homelessness across all population groups.

Acronyms Used in this Report

ACT:	Assertive Community Treatment
BMHS:	Bureau of Mental Health Services
BQAI:	Bureau of Quality Assurance and Improvement
CMHA:	Community Mental Health Agreement
CMHC:	Community Mental Health Center
DHHS:	Department of Health and Human Services
DRF:	Designated Receiving Facility
ED:	Emergency Department
FTE:	Full Time Equivalent
HBSP:	Housing Bridge Subsidy Program
HUD:	US Department of Housing and Urban Development
MCT:	Mobile Crisis Team
NHH:	New Hampshire Hospital
NHHFA:	New Hampshire Housing Finance Authority
PRA:	Project Rental Assistance
SE:	Supported Employment
SFY:	State Fiscal Year
VA:	Veterans Benefits Administration

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

Community Mental Health Center	October 2019	November 2019	December 2019	Unique Clients in Quarter	Unique Clients in Prior Quarter
01 Northern Human Services	120	120	118	131	133
02 West Central Behavioral Health	43	41	43	52	54
03 Lakes Region Mental Health Center	55	54	56	62	58
04 Riverbend Community Mental Health Center	90	94	94	107	100
05 Monadnock Family Services	50	50	50	51	54
06 Greater Nashua Mental Health	103	101	99	105	104
07 Mental Health Center of Greater Manchester	304	286	286	312	322
08 Seacoast Mental Health Center	72	67	65	73	71
09 Community Partners	71	72	74	75	81
10 Center for Life Management	51	49	50	52	49
Total Unique Clients	958	933	934	1,017	1,022
Unique Clients Receiving ACT Services 11/1/2018 to 12/31/2019:		1,433			

Revisions to Prior Period: None.

Data Source: NH Phoenix 2.

Notes: Data extracted 1/21/2020; clients are counted only one time regardless of how many services they receive.

1b. Community Mental Health Center Services: Assertive Community Treatment Screening and Resultant New ACT Clients

Community Mental Health Center	July – September 2019 Retrospective Analysis			April – June 2019 Retrospective Analysis		
	Unique Clients Screened: Individuals Not Already on ACT*	Screening Deemed Appropriate for Further ACT Assessment: Individuals Not Already on ACT	New Clients receiving ACT Services within 90 days of Screening	Unique Clients Screened: Individuals Not Already on ACT*	Screening Deemed Appropriate for Further ACT Assessment: Individuals Not Already on ACT	New Clients receiving ACT Services within 90 days of Screening
01 Northern Human Services	1,163	40	4	1,158	37	3
02 West Central Behavioral Health	250	1	0	287	5	4
03 Lakes Region Mental Health Center	866	6	0	823	9	0
04 Riverbend Community Mental Health Center	1,083	0	0	1,272	1	0
05 Monadnock Family Services	576	6	0	535	4	0
06 Greater Nashua Mental Health	708	8	5	633	9	4
07 Mental Health Center of Greater Manchester	1,632	1	0	1,571	3	0
08 Seacoast Mental Health Center	1,257	31	0	1,286	16	0
09 Community Partners	360	3	0	401	1	1
10 Center for Life Management	763	1	0	756	3	1
Total ACT Screening	8,658	97	9	8,722	88	13

Data Source: NH Phoenix 2 and CMHC self-reported ACT screening records. ACT screenings submitted through Phoenix capture ACT screenings provided to clients found eligible for state mental health services. Phoenix does not capture data for non-eligible clients; three CMHCs submit this data through Phoenix. Seven CMHCs self-report. All such screenings, excluding individuals who are already on ACT, are contained in this table.

Notes: Data extracted 1/24/2020. "Unique Clients Screened: Individuals Not Already on ACT" is defined as individuals who were not already on ACT at the time of screening that had a documented ACT screening during the identified reporting period.

"Screening Deemed Appropriate for Further ACT Assessment: Individuals Not Already on ACT" is defined as screened individuals not already on ACT that resulted in referral for an ACT assessment. "New Clients Receiving ACT Services within 90 days of ACT Screening" is defined as individuals who were not already on ACT that received an ACT screening in the preceding quarter and then began receiving ACT services.

1c. Community Mental Health Center Services: New Assertive Community Treatment Clients

	October – December 2019				July - September 2019			
	October 2019 New ACT Clients	November 2019 New ACT Clients	December 2019 New ACT Clients	Total New ACT Clients	July 2019 New ACT Clients	August 2019 New ACT Clients	September 2019 New ACT Clients	Total New ACT Clients
Community Mental Health Center								
01 Northern Human Services	1	2	3	6	6	2	6	14
02 West Central Behavioral Health	4	1	6	11	6	1	3	10
03 Lakes Region Mental Health Center	0	0	5	5	2	1	0	3
04 Riverbend Community Mental Health Center	6	7	7	20	1	1	3	5
05 Monadnock Family Services	0	1	0	1	1	0	0	1
06 Greater Nashua Mental Health	4	2	0	6	3	8	10	21
07 Mental Health Center of Greater Manchester	10	3	4	17	14	11	12	37
08 Seacoast Mental Health Center	2	1	0	3	1	1	3	5
09 Community Partners	1	2	2	5	3	7	3	13
10 Center for Life Management	2	1	0	3	3	1	0	4
Total New ACT Clients	30	20	27	77	40	33	40	113

Revisions to Prior Period: None.

Data Source: NH Phoenix 2.

Notes: Data extracted 1/21/2020; New ACT Clients are defined as individuals who were not already on ACT within 90 days prior who then began receiving ACT services. This information is not limited to the individuals that received an ACT screening within the previous 90-day period, and may include individuals transitioning from a higher or lower level of care into ACT.

1d. Community Mental Health Center Services: Assertive Community Treatment Waiting List

As of 12/31/2019						
Time on List						
Total	0-30 days	31-60 days	61-90 days	91-120 days	121-150 days	151-180 days
5	2		2	1		
As of 9/30/2019						
Time on List						
Total	0-30 days	31-60 days	61-90 days	91-120 days	121-150 days	151-180 days
2	2	0	0	0	0	0

Revisions to Prior Period: None.

Data Source: BMHS Report.

Notes: Data compiled 1/29/2020.

1e. Community Mental Health Center Services: Assertive Community Treatment – New Hampshire Hospital Admission and Discharge Data Relative to ACT

Community Mental Health Center	October - December 2019						July – September 2019					
	On ACT at Admission		Referred for ACT on Discharge		Accepted to ACT at Discharge		On ACT at Admission		Referred for ACT on Discharge		Accepted to ACT at Discharge	
	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
01 Northern Human Services	4	8	1	7	1	0	6	7	3	4	3	0
02 West Central Behavioral Health	3	5	1	4	1	0	3	3	2	1	2	0
03 Lakes Region Mental Health Center	5	10	2	8	1	1	2	4	0	4	0	0
04 Riverbend Community Mental Health Center	8	20	5	15	4	1	10	17	6	11	2	4
05 Monadnock Family Services	3	8	2	6	0	2	5	5	2	3	1	1
06 Greater Nashua Mental Health	9	14	3	11	1	2	3	18	6	12	4	2
07 Mental Health Center of Greater Manchester	13	11	3	8	3	0	8	11	8	3	7	1
08 Seacoast Mental Health Center	7	8	3	5	0	3	3	3	1	2	1	0
09 Community Partners	6	14	1	13	0	1	5	12	2	10	2	0
10 Center for Life Management	6	6	4	2	3	1	2	3	2	1	1	1
Total	64	104	25	79	14	11	47	83	32	51	23	9

Revisions to Prior Period: None

Data Source: New Hampshire Hospital.

Notes: Data compiled 1/29/20.

1f. Community Mental Health Center Services: Assertive Community Treatment – Reasons Not Accepted to ACT at New Hampshire Hospital Discharge Referral

Reason Not Accepted at Discharge	October - December 2019	July - September 2019
Not Available in Individual’s Town of Residence	0	0
Individual Declined	1	0
Individual’s Insurance Does Not Cover ACT Services	0	0
Individual’s Clinical Need Does Not Meet ACT Criteria	2	3
Individual Placed on ACT Waitlist	0	0
Individual Awaiting CMHC Determination for ACT	8	6
Total Unique Clients	11	9

Revisions to Prior Period: None.

Data Source: New Hampshire Hospital.

Notes: Data compiled 1/29/2020.

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

Community Mental Health Center	December 2019						September 2019	
	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	1.81	2.40	12.25	0.51	16.97	1.20	16.37	1.20
02 West Central Behavioral Health	0.60	1.75	4.90	1.50	8.75	0.50	8.25	0.49
03 Lakes Region Mental Health Center	1.00	1.00	4.00	1.00	7.00	0.75	8.00	0.75
04 Riverbend Community Mental Health Center	0.50	2.00	8.00	1.00	11.50	0.50	11.50	0.50
05 Monadnock Family Services	2.00	2.25	3.50	1.00	8.75	0.65	8.00	0.65
06 Greater Nashua Mental Health 1	0.50	1.00	5.50	1.00	8.00	0.25	8.00	0.25
06 Greater Nashua Mental Health 2	0.50	1.00	5.50	1.00	8.00	0.25	7.00	0.25
07 Mental Health Center of Greater Manchester-CTT	1.00	9.00	4.75	1.00	15.75	0.91	15.75	0.73
07 Mental Health Center of Greater Manchester-MCST	1.00	7.00	6.75	1.00	15.75	0.91	17.25	0.73
08 Seacoast Mental Health Center	1.00	2.10	6.00	1.00	10.10	0.60	10.10	0.60
09 Community Partners	0.50	3.00	7.30	0.00	10.80	0.63	11.28	0.63
10 Center for Life Management	1.25	2.00	5.30	1.00	9.55	0.40	8.30	0.40
Total	11.66	34.50	73.75	11.01	130.92	7.55	129.80	7.18

2b. Community Mental Health Center Services: Assertive Community Treatment Staffing Competencies

Community Mental Health Center	Substance Use Disorder Treatment		Housing Assistance		Supported Employment	
	December 2019	September 2019	December 2019	September 2019	December 2019	September 2019
01 Northern Human Services	3.15	4.75	10.75	10.95	1.50	2.35
02 West Central Behavioral Health	0.40	0.40	6.50	6.00	1.40	1.40
03 Lakes Region Mental Health Center	1.00	2.00	6.00	7.00	3.00	3.00
04 Riverbend Community Mental Health Center	1.50	1.50	9.50	9.50	0.50	0.50
05 Monadnock Family Services	1.40	1.40	2.00	2.00	1.00	1.00
06 Greater Nashua Mental Health 1	5.25	5.25	6.25	6.25	1.50	1.50
06 Greater Nashua Mental Health 2	5.25	5.25	5.00	5.00	0.50	0.50
07 Mental Health Center of Greater Manchester-CCT	9.91	11.73	11.75	11.75	1.50	1.50
07 Mental Health Center of Greater Manchester-MCST	5.91	4.73	11.75	12.75	1.50	2.00
08 Seacoast Mental Health Center	2.00	2.00	6.00	6.00	2.00	2.00
09 Community Partners	2.63	2.63	5.10	6.10	0.38	1.25
10 Center for Life Management	4.00	3.00	8.00	7.00	0.30	0.30
Total	42.40	44.64	88.60	90.30	15.08	17.30

Revisions to Prior Period: None.

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

Notes: Data compiled 1/17/2020; for 2b: 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, but rather the quantity of staff available to provide each service. If staff are trained to provide multiple service types, their entire FTE value is credited to each service type.

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

Community Mental Health Center	12 Month Period Ending December 2019			Penetration Rate for Period Ending September 2019
	Supported Employment Clients	Total Eligible Clients	Penetration Rate	
01 Northern Human Services	199	1,330	15.0%	15.8%
02 West Central Behavioral Health	126	628	20.1%	19.7%
03 Lakes Region Mental Health Center	271	1,385	19.6%	18.9%
04 Riverbend Community Mental Health Center	319	1,837	17.4%	18.4%
05 Monadnock Family Services	66	1,057	6.2%	6.2%
06 Greater Nashua Mental Health	249	1,909	13.0%	12.7%
07 Mental Health Center of Greater Manchester	1,433	3,542	40.5%	39.3%
08 Seacoast Mental Health Center	698	2,041	34.2%	32.9%
09 Community Partners	74	731	10.1%	7.8%
10 Center for Life Management	196	1,087	18.0%	20.1%
Total Unique Clients	3,619	15,295	23.7%	23.2%

Revisions to Prior Period: None.

Data Source: NH Phoenix 2.

Notes: Data extracted 1/21/2020

3b. Community Mental Health Center Clients: Adult Employment Status - Total

Reported Employment Status Begin Date: 10/01/2019 End Date: 12/31/2019 Employment Status Update Overdue Threshold: 105 days	Northern Human Services	West Central Behavioral Health	Lakes Region Mental Health Center	Riverbend Community Mental Health	Monadnock Family Services	Greater Nashua Mental Health	Mental Health Center of Greater Manchester	Seacoast Mental Health Center	Community Partners	Center for Life Management	Statewide Total or Mean Percentage	Previous Quarter Statewide Total or Mean Percentage July - September 2019
Updated Employment Status:												
Full time employed now or in past 90 days	69	38	32	93	54	110	276	184	34	66	956	930
Part time employed now or in past 90 days	156	60	210	314	135	233	381	221	66	162	1,938	1,864
Unemployed	184	108	37	82	128	767	965	93	139	476	2,979	2,980
Not in the Workforce	532	157	472	946	476	264	570	773	254	19	4,557	4,546
Status is not known	3	49	179	50	8	94	10	3	19	49	464	421
Total of Eligible Adult CMHC Clients	944	412	930	1,485	801	1,468	2,202	1,274	512	866	10,894	10,741
Previous Quarter: Total of Eligible Adult CMHC Clients	934	416	896	1,468	777	1,476	2,133	1,258	534	849		
Percentage by Updated Employment Status:												
Full time employed now or in past 90 days	7.3%	9.2%	3.4%	6.3%	6.7%	7.5%	12.5%	14.4%	6.6%	7.6%	7.3%	8.7%
Part time employed now or in past 90 days	16.5%	14.6%	22.6%	21.1%	16.9%	15.9%	17.3%	17.3%	12.9%	18.7%	16.5%	17.4%
Unemployed	19.5%	26.2%	4.0%	5.5%	16.0%	52.2%	43.8%	7.3%	27.1%	55.0%	19.5%	27.7%
Not in the Workforce	56.4%	38.1%	50.8%	63.7%	59.4%	18.0%	25.9%	60.7%	49.6%	2.2%	42.3%	42.3%
Status is not known	0.3%	11.9%	19.2%	3.4%	1.0%	6.4%	0.5%	0.2%	3.7%	5.7%	0.3%	3.9%
Percentage by Timeliness of Employment Status Screening:												
Update is Current	60.6%	42.5%	73.7%	84.2%	56.9%	96.6%	91.5%	95.2%	84.6%	99.9%	78.6%	80.4%
Update is Overdue	39.4%	57.5%	26.3%	15.8%	43.1%	3.4%	8.5%	4.8%	15.4%	0.1%	21.4%	19.6%
Previous Quarter: Percentage by Timeliness of Employment Status Screening:												
Update is Current	55.2%	39.4%	74.1%	78.9%	46.1%	96.5%	91.4%	94.0%	70.0%	99.9%		
Update is Overdue	44.8%	60.6%	25.9%	21.1%	53.9%	3.5%	8.6%	6.0%	30.0%	0.1%		

3c. Community Mental Health Center Clients: Adult Employment Status – Recent Users of Supportive Employment Services (At Least One Billable Service in Each of Month of the Quarter)

Supported Employment Cohort	Northern Human Services	West Central Behavioral Health	Lakes Region Mental Health Center	Riverbend Community Mental Health	Monadnock Family Services	Greater Nashua Mental Health	Mental Health Center of Greater Manchester	Seacoast Mental Health Center	Community Partners	Center for Life Management	Statewide Total or Mean Percentage	Previous Quarter Statewide Total or Mean Percentage January-March 2019
Reported Employment Status												
Begin Date: 10/01/2019												
End Date: 12/31/2019												
Updated Employment Status:												
Full time employed now or in past 90 days	0	1	3	1	0	5	6	0	0	5	21	21
Part time employed now or in past 90 days	11	7	24	26	11	12	35	10	4	27	167	152
Unemployed	6	6	3	10	2	18	28	7	4	8	92	99
Not in the Workforce	15	3	14	4	4	7	7	14	0	1	69	66
Status is not known	0	2	7	1	0	3	0	0	0	0	13	14
Total of Supported Employment Cohort	32	19	51	42	17	45	76	31	8	41	362	352
Previous Quarter: Total of Supported Employment Cohort	36	7	43	50	15	54	84	22	13	28		
Percentage by Updated Employment Status:												
Full time employed now or in past 90 days	0.0%	5.3%	5.9%	2.4%	0.0%	11.1%	7.9%	0.0%	0.0%	12.2%	5.8%	6.0%
Part time employed now or in past 90 days	34.4%	36.8%	47.1%	61.9%	64.7%	26.7%	46.1%	32.3%	50.0%	65.9%	46.1%	43.2%
Unemployed	18.8%	31.6%	5.9%	23.8%	11.8%	40.0%	36.8%	22.6%	50.0%	19.5%	25.4%	28.1%
Not in the Workforce	46.9%	15.8%	27.5%	9.5%	23.5%	15.6%	9.2%	45.2%	0.0%	2.4%	19.1%	18.8%
Status is not known	0.0%	10.5%	13.7%	2.4%	0.0%	6.7%	0.0%	0.0%	0.0%	0.0%	3.6%	4.0%

Revisions to Prior Period: None.

Data Source: Phoenix 2.

Note 3b-c: Data extracted 1/21/2020. Updated Employment Status refers to CMHC-reported status and reflects the most recent update. Update is Current refers to employment status most recently updated within the past 105 days. Update is Overdue refers to employment status most recently updated in excess of 105 days. Actual client employment status may have changed since last updated by CMHC in Phoenix. Employed refers to clients employed in a competitive job that has these characteristics: exists in the open labor market, pays at least a minimum wage, anyone could have this job regardless of disability status, job is not set aside for people with disabilities, and wages (including benefits) are not less than for the same work performed by people who do not have a mental illness. Full time employment is 20 hours and above; part time is anything 19 hours and below. Unemployed refers to clients not employed but are seeking or interested in employment. Not in the Workforce are clients who are homemakers, students, retired, disabled, hospital patients or residents of other institutions, and includes clients who are in a sheltered/non-competitive employment workshop, are otherwise not in the labor force, and those not employed and not seeking or interested in employment. Unknown refers to clients with an employment status of “unknown,” without a status reported, or with an erroneous status code in Phoenix.

4a. New Hampshire Hospital: Adult Census Summary

Measure	October – December 2019	July -September 2019
Admissions	235	258
Mean Daily Census	160	158
Discharges	239	251
Median Length of Stay in Days for Discharges	15.0	14.0
Deaths	0	0

Revisions to Prior Period: None.

Data Source: Avatar.

Notes 4a: 2/4/2020; Mean Daily Census includes patients on leave and is rounded to nearest whole number.

4b. New Hampshire Hospital: Summary Discharge Location for Adults

Discharge Location	October - December 2019	July – September 2019
CMHC Group Home	6	7
Discharge/Transfer to IP Rehab Facility	9	10
Glenclyff Home for the Elderly	1	1
Home - Lives Alone	68	64
Home - Lives with Others	99	113
Homeless Shelter/ No Permanent Home	14	6
Hotel-Motel	3	5
Jail or Correctional Facility	7	3
Nursing Home	3	5
Other	4	8
Peer Support Housing	1	1
Private Group Home	3	3
Secure Psychiatric Unit - SPU	1	0
Unknown	20	25

4c. New Hampshire Hospital: Summary Readmission Rates for Adults

Measure	October – December 2019	July – September 2019
30 Days	6.8% (16)	10.5% (27)
90 Days	17.9% (42)	18.6% (48)
180 Days	23.0% (54)	23.3% (60)

Revisions to Prior Period: None.

Data Source: Avatar.

Notes 4b-c: Data compiled 1/27/2020; 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 – once for each readmission; the number in parentheses is the number of readmissions.

5a. Designated Receiving Facilities: Admissions for Adults

Designated Receiving Facility	October - December 2019		
	Involuntary Admissions	Voluntary Admissions	Total Admissions
Franklin	61	35	96
Cypress Center	41	134	175
Portsmouth	84	266	350
Elliot Geriatric Psychiatric Unit	5	58	63
Elliot Pathways	40	60	100
Total	231	553	784
Designated Receiving Facility	July - September 2019		
	Involuntary Admissions	Voluntary Admissions	Total Admissions
Franklin	45	59	104
Cypress Center	32	162	194
Portsmouth	98	293	391
Elliot Geriatric Psychiatric Unit	6	46	52
Elliot Pathways	53	42	95
Total	234	602	836

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

Designated Receiving Facility	October - December 2019	July - September 2019
Franklin	10.6	9.4
Cypress Center	13.4	12.2
Portsmouth	31.8	31.7
Elliot Geriatric Psychiatric Unit	23.7	24.1
Elliot Pathways	9.5	12.0
Total	99.6	89.4

5c. Designated Receiving Facilities: Discharges for Adults

Designated Receiving Facility	October - December 2019	July - September 2019
Franklin	102	101
Manchester (Cypress Center)	198	192
Portsmouth	353	386
Elliot Geriatric Psychiatric Unit	60	54
Elliot Pathways	123	97
Total	836	830

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

Designated Receiving Facility	October - December 2019	July - September 2019
Franklin	7	6
Manchester (Cypress Center)	5	4
Portsmouth	6	6
Elliot Geriatric Psychiatric Unit	25	26
Elliot Pathways	7	8
Total	7	6

5e. Designated Receiving Facilities: Discharge Location for Adults

Designated Receiving Facility	October - December 2019						
	Assisted Living / Group Home	Deceased	DRF*	Home	Other Hospital	NH Hospital	Other
Franklin	0	0	0	98	0	3	1
Manchester (Cypress Center)	0	0	6	185	0	0	7
Portsmouth Regional Hospital	0	0	4	269	0	4	76
Elliot Geriatric Psychiatric Unit	12	0	1	13	0	0	34
Elliot Pathways	0	0	3	111	0	0	9
Total	12	0	14	676	0	7	127

Designated Receiving Facility	July – September 2019						
	Assisted Living / Group Home	Deceased	DRF*	Home	Other Hospital	NH Hospital	Other
Franklin	0	0	0	96	0	0	5
Manchester (Cypress Center)	2	0	2	175	0	0	13
Portsmouth Regional Hospital	0	0	3	251	0	7	125
Elliot Geriatric Psychiatric Unit	29	0	1	12	0	0	12
Elliot Pathways	3	0	4	82	0	0	8
Total	34	0	10	616	0	7	163

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

5f. Designated Receiving Facilities: Readmission Rates for Adults

Designated Receiving Facility	October - December 2019		
	30 Days	90 Days	180 Days
Franklin	3.1% (3)	6.2% (6)	9.3% (9)
Manchester (Cypress Center)	10.3% (20)	13.9% (27)	21.1% (41)
Portsmouth	7.5% (28)	8.8% (33)	15.3% (57)
Elliot Geriatric Psychiatric Unit	5.7% (4)	7.1% (5)	8.6% (6)
Elliot Pathways	3.9% (4)	5.8% (6)	8.7% (9)
Total	7.0% (59)	9.2% (77)	14.6% (122)

Designated Receiving Facility	July - September 2019		
	30 Days	90 Days	180 Days
Franklin	1.9% (2)	6.7% (7)	9.6% (10)
Manchester (Cypress Center)	6.6% (13)	9.2% (18)	12.8% (25)
Portsmouth	8.2% (32)	12.0% (47)	12.0% (47)
Elliot Geriatric Psychiatric Unit	7.7% (4)	9.6% (5)	13.5% (7)
Elliot Pathways	2.1% (2)	5.2% (5)	6.3% (6)
Total	6.3% (53)	9.9% (83)	11.3% (95)

Revisions to Prior Period: None.

Data Source: NH DRF Database.

Notes: Data compiled 1/31/2020.

6. Glenclyff Home: Census Summary

Measure	October – December 2019	July - September 2019
Admissions	0	1
Average Daily Census	111	115
Discharges	0	1
Individual Lengths of Stay in Days for Discharges	N/A	218
Deaths	4	5
Readmissions	0	0
Mean Overall Admission Waitlist	29	25

Revisions to Prior Period: None.

Data Source: Glenclyff Home.

Notes: Data Compiled 01/16/2020; Mean 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 Client Peer Support Agencies: Census Summary

Peer Support Agency	October – December 2019		July - September 2019	
	Total Members	Average Daily Visits	Total Members	Average Daily Visits
Alternative Life Center Total	248	40	224	44
Conway	49	9	42	13
Berlin	114	9	105	7
Littleton	48	10	44	11
Colebrook	37	12	33	13
Stepping Stone Total	357	20	346	17
Claremont	247	16	241	13
Lebanon	110	4	105	4
Cornerbridge Total	147	15	91	14
Laconia	37	6	25	6
Concord	93	6	58	6
Plymouth Outreach	17	3	8	2
MAPSA Keene Total	50	19	42	19
HEARTS Nashua Total	335	33	245	36
On the Road to Recovery Total	152	11	157	10
Manchester	86	5	75	5
Derry	66	6	82	5
Connections Portsmouth Total	89	14	82	14
TriCity Coop Rochester Total	252	23	216	26
Total	1,630	175	1,403	170

Revisions to Prior Period: None.

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

Notes: Data Compiled 2/6/2020; Average Daily Visits are not applicable for Outreach Programs.

8. Housing Bridge Subsidy Program: Summary of Individuals Served to Date

Subsidy	October – December 2019		
	Total individuals served at start of quarter	New individuals added during quarter	Total individuals served through end of quarter
Housing Bridge Subsidy	829	43	872
Section 8 Voucher (NHHFA/BMHS) - Transitioned from Housing Bridge	151	12	163
Subsidy	July - September 2019		
	Total individuals served at start of quarter	New individuals added during quarter	Total individuals served through end of quarter
Housing Bridge Subsidy	813	16	829
Section 8 Voucher (NHHFA/BMHS) - Transitioned from Housing Bridge	140	11	151

Data Source: Bureau of Mental Health Services and Housing Bridge Provider.

Notes: Data Compiled 1/28/2020. Figures at start and end of each quarter are cumulative total of individuals served since CMHA quarterly reporting began in 2015.

8a. Housing Bridge Subsidy Program: Current Census of Units/Individuals with Active Funding Status

Measure	As of 12/31/2019	As of 9/30/2019
Rents Currently Being Paid	340	338
Individuals Enrolled and Seeking Unit for Bridge Lease	54	35
Total	394	373

Data Source: Bureau of Mental Health Services and Housing Bridge Provider.

Notes: Data Compiled 1/28/2020; all individuals currently on Bridge Program are intended to transition from the program to other permanent housing.

8b. Housing Bridge Subsidy Program: Clients Linked to Mental Health Care Provider Services

Measure	As of 12/31/2019	As of 9/30/2019
Housing Bridge Clients Linked	358/394 (91%)	339/373 (91%)

Data source: Bureau of Mental Health Services data, Phoenix 2, and Medicaid claims.

Notes: Data compiled 1/28/2020; "Housing Bridge Clients Linked" refers to Housing Bridge clients who received one or more mental health services within the previous 3 months, documented as a service or claim data found in Phoenix or the Medicaid Management Information System.

8c. Housing Bridge Subsidy Program: Density of HBSP Funded Units at Same Property Address*

Number of HBSP Funded Unit(s)* at Same Address	Frequency as of 12/31/2019	Frequency as of 9/30/2019
1	276	282
2	18	18
3	4	1
4	2	1
5	0	1
6	0	0
7	0	0
8 or more	1	1

*All units are individual units; property address may include multiple buildings, such as apartment complexes.

Revisions to Prior Period: None.

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

Notes: Data Compiled 1/28/2020.

8d. Housing Bridge Subsidy Program: Applications

Measure	October - December 2019	July - September 2019
Applications Received During Period	59	22
<i>Point of Contact for Applications Received</i>	CMHCs 51; NHH: 8	CMHCs: 13; NHH: 9
Applications Approved	42	11
Applications Denied	0	0
<i>Denial Reasons</i>	NA	NA
Applications in Process at End of Period	79*	75

Revisions to Prior Period: None.

Data Source: Bureau of Mental Health Services.

Notes: Data Compiled 1/28/2020. *13 applications with incomplete required additional documentation were withdrawn from the processing queue by the applicant or referring agent. The reasons provided for withdrawal include: received other housing or vouchers (3), incarceration (1), ineligibility (4), unable to locate applicant (4), and higher level of care was needed (1).

8e. Housing Bridge Subsidy Program: Terminations

Type and Reason	October – December 2019	July - September 2019
Terminations – DHHS Initiated	0	0
<i>Over Income</i>	NA	NA
Exited Program – Client Related Activity	23	25
<i>Voucher Received</i>	16	13
<i>Deceased</i>	2	1
<i>Over Income</i>	0	0
<i>Moved Out of State</i>	2	1
<i>Declined Subsidy at Recertification</i>	0	4
<i>Higher Level of Care Accessed</i>	2	3
<i>Other Subsidy Provided</i>	0	0
<i>Moved in with family</i>	1	3
Total	23	25

Revisions to Prior Period: None.

Data Source: Bureau of Mental Health Services and Housing Bridge Provider.

Notes: Data Compiled 1/28/2020.

8f. Housing Bridge Subsidy Program: Application Processing Times

Average Elapsed Time of Application Processing (calendar days)*	October - December 2019	July - September 2019
Completed Application to Determination	1	1
Approved Determination to Funding Availability**	164	95
Referred to Vendor with Funded HB Slot	1	2
Leased Unit Secured	18	NA

Revisions to Prior Period: None.

Data Source: Bureau of Mental Health Services.

Notes: Data Compiled 1/28/2020.

*Elapsed time measure reporting implemented 10/1/18 and applies to any application received on or after that date.

**Average calculated on 16 applications approved for which funding was made available in the quarter.

9. Housing Bridge Subsidy Program Waitlist: Approved Applications

As of 12/31/2019							
Time on List							
Total	0-30 days	31-60 days	61-90 days	91-120 days	121-150 days	151-180 days	181+ days
25	18	4	0	1*	0	1*	1
As of 9/30/2019							
Time on List							
Total	0-30 days	31-60 days	61-90 days	91-120 days	121-150 days	151-180 days	181+ days
42	5	3	5	3	0	1	24

Revisions to Prior Period: None.

Data Source: Bureau of Mental Health Services and Housing Bridge Provider.

Notes: Data Compiled 1/28/2020. *Indicates hospitalized individuals who were not medically cleared for discharge as of 12/31/19 but for whom an HBSP subsidy has been approved, pending discharge

10. Supported Housing Subsidy Summary

Subsidy		October - December 2019	July - September 2019
		Total subsidies by end of quarter	Total subsidies by end of quarter
Housing Bridge Subsidy:	Units Currently Active	340	338
	Individuals Enrolled and Seeking Unit for Bridge Lease	54	35
Section 8 Voucher (NHHFA):	Transitioned from Housing Bridge*	163	151
	Not Previously Receiving Housing Bridge	2	0
811 Units:	PRA	60	56
	Mainstream	44	16
Other Permanent Housing Vouchers (HUD, Public Housing, VA)		5	5
Total Supported Housing Subsidies		668	591

Revisions to Prior Period: None.

Data Source: Bureau of Mental Health Services and Housing Bridge Provider.

Notes: Data Compiled 1/28/2020; Section 8 Voucher Not Previously Receiving Housing Bridge are CMHC clients that received a Section 8 Voucher without previously receiving a Housing Bridge subsidy; 811 Units (PRA and Mainstream) are CMHC clients or CMHA target population members that received a PRA or Mainstream 811 funded unit with or without previously receiving a

Housing Bridge subsidy; Other Permanent Housing Vouchers (HUD, Public Housing, VA) are CMHC clients that received a unit funded through other HUD or Public Housing sources with or without previously receiving a Housing Bridge subsidy.

**These counts are cumulative; increasing over time since originally reporting this data within the CMHA Quarterly Data Report.*

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

Measure	October 2019	November 2019	December 2019	October – December 2019	July - September 2019
Unique People Served in Month	202	235	193	516	499
Services Provided by Type					
Case Management	0	0	0	0	0
Crisis Apartment Service	0	0	0	0	0
Crisis Intervention Services	13	21	9	43	32
ED Based Assessment	0	0	0	0	0
Medication Appointments or Emergency Medication Appointments	0	0	0	0	0
Mobile Community Assessments	56	46	47	149	211
Office-Based Urgent Assessments	47	58	31	136	90
Other	0	0	0	0	0
Peer Support	0	0	0	0	0
Phone Support/Triage	319	427	393	1,139	1,104
Psychotherapy	0	0	0	0	0
Referral Source					
CMHC Internal	8	25	19	52	95
Emergency Department	2	2	6	10	32
Family	35	24	18	77	64
Friend	2	0	6	8	10
Guardian	6	22	15	43	17
MCT Hospitalization	0	0	0	0	0
Mental Health Provider	7	6	9	22	52
Other	1	2	2	5	25
Police	6	10	10	26	39
Primary Care Provider	5	6	9	20	39
Self	126	123	92	341	657
School	4	15	7	26	37
Crisis Apartment					
Apartment Admissions	31	24	26	81	78
Apartment Bed Days	142	107	115	364	397
Apartment Average Length of Stay	4.6	4.5	4.4	4.5	5.1
Law Enforcement Involvement					
	6	10	10	26	63
Hospital Diversions Total					
	148	188	147	483	520

Revisions to Prior Period: None.

Data Source: Riverbend CMHC submitted report.

Notes: Data Compiled 1/28/2020; reported values other than the Unique People Served in Month value are not de-duplicated at the individual person level; individual people can account for multiple instances of service use, hospital diversions, etc.

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

Measure	October 2019	November 2019	December 2019	October – December 2019	July - September 2019
Unique People Served in Month	265	262	258	604	679
Services Provided by Type					
Case Management	31	26	27	84	92
Crisis Apartment Service	7	9	19	35	20
Crisis Intervention Service	76	83	95	254	179
ED Based Assessment	0	0	0	0	0
Medication Appointments or Emergency Medication Appointments	1	3	3	7	0
Mobile Community Assessments	112	97	94	303	280
Office-Based Urgent Assessments	15	17	33	65	49
Other	249	238	248	735	803
Peer Support	23	20	40	83	42
Phone Support/Triage	579	471	432	1,482	1,833
Psychotherapy	0	7	4	11	8
Referral Source					
CMHC Internal	2	3	14	19	25
Emergency Department	0	0	2	2	0
Family	52	45	39	136	111
Friend	1	2	2	5	14
Guardian	8	3	4	15	15
MCT Hospitalization	0	0	0	0	0
Mental Health Provider	24	9	6	39	74
Other	61	37	50	148	127
Police	82	75	68	225	273
Primary Care Provider	13	15	12	40	41
Self	106	160	146	412	395
School	0	0	0	0	0
Crisis Apartment					
Apartment Admissions	4	4	10	18	9
Apartment Bed Days	13	20	39	72	27
Apartment Average Length of Stay	3.25	5.0	3.9	4.0	3.0
Law Enforcement Involvement	82	75	68	225	273
Hospital Diversion Total	361	352	373	1086	1,111

Revisions to Prior Period: None.

Data Source: Phoenix 2.

Notes: Data Compiled 1/28/2020; reported values other than the Unduplicated People Served in Month value are not de-duplicated at the individual person level; individual people can account for multiple instances of service use, hospital diversions, etc.

11c. Mobile Crisis Services and Supports for Adults: Harbor Homes

Measure	October 2019	November 2019	December 2019	October – December 2019	July - September 2019
Unique People Served in Month	150	138	141	368	377
Services Provided by Type					
Case Management	26	26	31	83	125
Crisis Apartment Service	96	102	91	289	295
Crisis Intervention Services	0	0	0	0	1
ED Based Assessment	6	4	7	17	29
Medication Appointments or Emergency Medication Appointments	0	0	0	0	0
Mobile Community Assessments	66	56	67	189	231
Office-Based Urgent Assessments	27	44	33	104	21
Other	0	0	0	0	0
Peer Support	48	48	72	168	206
Phone Support/Triage	187	142	134	463	530
Psychotherapy	6	7	3	16	24
Referral Source					
CMHC Internal	9	6	13	28	50
Emergency Department	1	2	4	7	34
Family	26	27	11	64	29
Friend	6	5	1	12	12
Guardian	0	0	0	0	0
MCT Hospitalization	0	0	0	0	0
Mental Health Provider	11	5	7	23	26
Other	85	103	93	281	321
Police	5	5	7	17	15
Primary Care Provider	6	1	0	7	3
Self	67	42	46	155	215
Schools	14	12	9	35	17
Crisis Apartment					
Apartment Admissions	18	14	16	48	53
Apartment Bed Days	75	74	103	252	306
Apartment Average Length of Stay	4.2	5.3	6.4	5.3	5.8
Law Enforcement Involvement					
	0	0	0	0	0
Hospital Diversion Total	221	203	188	612	710

Revisions to Prior Period: None.

Data Source: Harbor Homes submitted data.

Notes: Data Compiled 1/28/2020; reported values other than the Unique People Served in Month value are not de-duplicated at the individual person level; individual people can account for multiple instances of service use, hospital diversions, etc.