



New Hampshire Community Mental Health Agreement Quarterly Data Report

April to June 2018

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

September 10, 2018

*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:

Reporting Period: 4/1/2018 – 6/30/2018

Notes for Quarter

- Added count of unique ACT clients for the prior 12 months to 1a, ACT Consumers
- Added a count of potential new ACT clients to 1b, ACT Screening
- Added 9b, Housing Bridge Subsidy Approved Applications on Waitlist
- Added 12a, Adult Employment Status
- Added 12b, Adult Employment Status Among Recent Users of Supportive Employment Services
- Added 12c, Employment Screening Status
- Improvements noted with Harbor Homes' Mobile Crisis Services and Supports data
- Improvements noted with Employment Screening Status among certain centers and overall as data quality improvement continues

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

Community Mental Health Center	April 2018	May 2018	June 2018	Unique Consumers in Quarter	Unique Consumers in Prior Quarter
01 Northern Human Services	111	112	108	121	121
02 West Central Behavioral Health	46	44	48	67	67
03 Lakes Region Mental Health Center	60	60	59	68	68
04 Riverbend Community Mental Health Center	83	83	83	83	83
05 Monadnock Family Services	52	53	55	58	58
06 Community Council of Nashua	79	80	74	94	94
07 Mental Health Center of Greater Manchester	286	290	290	289	289
08 Seacoast Mental Health Center	68	69	67	70	70
09 Community Partners	65	64	62	68	68
10 Center for Life Management	59	59	58	58	58
Total	907	913	902	963	971
Unique Clients Receiving ACT Services 7/1/2017 to 6/30/2018				1,289	

Revisions to Prior Period: None

Data Source: NH Phoenix 2

Notes: Data extracted 7/24/18; consumers are counted only one time regardless of how many services they receive.

1b. Community Mental Health Center Services: Assertive Community Treatment Screening

Community Mental Health Center	April 2018	May 2018	June 2018	
	Unique Clients Screened	Unique Clients Screened	Unique Clients Screened	Screening Deemed Appropriate for Further ACT Assessment
01 Northern Human Services	273	240	263	41
02 West Central Behavioral Health	115	122	79	6
03 Lakes Region Mental Health Center	286	256	204	16
04 Riverbend Community Mental Health Center	485	511	525	38
05 Monadnock Family Services	218	179	243	4
06 Community Council of Nashua	480	333	330	9
07 Mental Health Center of Greater Manchester	553	624	851	47
08 Seacoast Mental Health Center	397	447	488	23
09 Community Partners	220	179	197	15
10 Center for Life Management	341	388	335	59
Total ACT Screening	3,368	3,279	3,515	258

Revisions to Prior Period: None

Data Source: NH Phoenix 2 and CMHC self-reported ACT screening records.

Notes: Data extracted 7/24/2018; Screening deemed appropriate for further ACT assessment defined as ACT screenings resulting in referral to ACT services assessment. Clarifying guidance distributed in June 2018 therefore April and May data is considered preliminary and not displayed.

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

As of 6/30/18			
Total	Time on List		
	0-30 days	31-60 days	61-90 days
3	3	0	0
As of 3/31/2018			
Total	0-30 days	31-60 days	61-90 days
9	7	2	0

Revisions to Prior Period: None

Data Source: BMHS Report

Notes: Data extracted 8/8/18.

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

	June 2018						March 2018	
	Nurse	Masters Level Clinician/or Equivalent	Functional Support Worker	Peer Specialist	Total (Excluding Psychiatry)	Psychiatrist/Nurse Practitioner	Total (Excluding Psychiatry)	Psychiatrist/Nurse Practitioner
Community Mental Health Center								
01 Northern Human Services	1.09	1.00	10.00	0.64	12.73	0.80	11.64	0.75
02 West Central Behavioral Health	0.60	2.70	1.65	0.20	5.15	0.45	5.00	0.45
03 Lakes Region Mental Health Center	1.00	0.00	3.55	1.00	5.55	0.75	5.70	0.75
04 Riverbend Community Mental Health Center	0.50	3.00	6.00	1.00	10.50	0.50	10.25	0.48
05 Monadnock Family Services	1.25	3.25	3.50	0.50	8.50	0.65	8.70	0.65
06 Community Council of Nashua 1	0.50	3.00	2.25	0.00	5.75	0.25	5.75	0.50
06 Community Council of Nashua 2	0.50	4.00	1.25	0.00	5.75	0.25	5.75	0.25
07 Mental Health Center of Greater Manchester-CTT	1.50	11.00	3.00	0.00	15.50	0.63	17.26	0.63
07 Mental Health Center of Greater Manchester-MCST	1.50	9.00	5.75	0.00	16.25	0.63	19.51	0.63
08 Seacoast Mental Health Center	0.43	3.10	5.00	1.00	9.53	0.60	11.53	0.60
09 Community Partners	0.50	2.25	6.35	0.50	9.60	0.50	9.75	0.50
10 Center for Life Management	1.00	2.00	4.30	1.00	8.30	0.40	9.30	0.40
Total	10.37	44.30	52.60	5.84	113.11	6.41	120.14	6.59

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

Community Mental Health Center	June 2018	March 2018
01 Northern Human Services	3.70	3.65
02 West Central Behavioral Health	0.35	0.35
03 Lakes Region Mental Health Center	2.50	2.65
04 Riverbend Community Mental Health Center	1.50	1.48
05 Monadnock Family Services	2.40	2.40
06 Community Council of Nashua 1	4.25	4.50
06 Community Council of Nashua 2	3.00	3.00
07 Mental Health Center of Greater Manchester-CCT	13.00	14.60
07 Mental Health Center of Greater Manchester-MCST	4.00	1.00
08 Seacoast Mental Health Center	3.00	3.00
09 Community Partners	2.00	3.00
10 Center for Life Management	3.00	3.00
Total	42.70	42.63

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

Community Mental Health Center	June 2018	March 2018
01 Northern Human Services	9.85	9.30
02 West Central Behavioral Health	4.25	4.25
03 Lakes Region Mental Health Center	4.55	4.70
04 Riverbend Community Mental Health Center	8.50	8.50
05 Monadnock Family Services	4.00	1.00
06 Community Council of Nashua 1	5.00	3.00
06 Community Council of Nashua 2	5.00	5.00
07 Mental Health Center of Greater Manchester-CCT	12.50	14.92
07 Mental Health Center of Greater Manchester-MCST	12.50	16.17
08 Seacoast Mental Health Center	4.00	5.00
09 Community Partners	4.00	7.00
10 Center for Life Management	6.00	7.00
Total	80.15	85.84

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

Community Mental Health Center	June 2018	March 2018
01 Northern Human Services	2.00	1.25
02 West Central Behavioral Health	0.40	0.40
03 Lakes Region Mental Health Center	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	2.25	2.25
06 Community Council of Nashua 2	0.25	0.25
07 Mental Health Center of Greater Manchester-CCT	1.50	1.50
07 Mental Health Center of Greater Manchester-MCST	2.00	2.05
08 Seacoast Mental Health Center	1.00	1.00
09 Community Partners	0.15	0.15
10 Center for Life Management	0.30	0.30
Total	14.35	13.65

Revisions to Prior Period: None

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

Notes: Data compiled 7/24/18; for 2b-d: 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

Community Mental Health Center	12 Month Period Ending June 2018			Penetration Rate for Period Ending March 2018
	Supported Employment Consumers	Total Eligible Consumers	Penetration Rate	
01 Northern Human Services	460	1,246	36.9%	38.8%
02 West Central Behavioral Health	204	653	31.2%	26.2%
03 Lakes Region Mental Health Center	156	1,291	12.1%	15.4%
04 Riverbend Community Mental Health Center	216	1,828	11.8%	12.6%
05 Monadnock Family Services	102	931	11.0%	10.4%
06 Community Council of Nashua	250	1,764	14.2%	14.9%
07 Mental Health Center of Greater Manchester	1,448	3,281	44.1%	43.5%
08 Seacoast Mental Health Center	486	1,630	29.8%	30.1%
09 Community Partners	159	762	20.9%	21.5%
10 Center for Life Management	166	947	17.5%	20.9%
Deduplicated Total	3,638	14,073	25.9%	26.4%

Revisions to Prior Period: None

Data Source: NH Phoenix 2

Notes: Data extracted 7/24/2018; consumers are counted only one time regardless of how many services they receive. Riverbend non-billable services are currently not available so are not included in this report.

4a. New Hampshire Hospital: Adult Census Summary

Measure	April – June 2018	January – March 2018
Admissions	197	211
Mean Daily Census	178	153
Discharges	203	207
Median Length of Stay in Days for Discharges	14	14
Deaths	0	1

Revisions to Prior Period: None.

Data Source: Avatar

Notes 4a: Data extracted 7/24/18; 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 2018	January – March 2018
Home - Lives with Others	92	90
Home - Lives Alone	71	68
CMHC Group Home	7	13
Private Group Home	1	4
Nursing Home	2	2
Hotel-Motel	1	1
Homeless Shelter/ No Permanent Home	8	5
Discharge/Transfer to IP Rehab Facility	10	4
Secure Psychiatric Unit - SPU	0	1
Peer Support Housing	2	1
Jail or Correctional Facility	2	5
Glenclyff Home for the Elderly	2	3
Other	2	5
Unknown	3	4

4c. New Hampshire Hospital: Readmission Rates for Adults

Measure	April – June 2018	January – March 2018
30 Days	7.6% (15)	13.7% (29)
90 Days	14.7% (29)	22.7% (48)
180 Days	23.4% (46)	29.9% (63)

Revisions to Prior Period: None.

Data Source: Avatar

Notes 4b-c: Data compiled 7/24/18; 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

Designated Receiving Facility	April – June 2018		
	Involuntary Admissions	Voluntary Admissions	Total Admissions
Franklin	32	37	69
Cypress Center	63	181	244
Portsmouth	82	251	333
Elliot Geriatric Psychiatric Unit	6	59	65
Elliot Pathways	54	50	104
Total	237	578	815
Designated Receiving Facility	January – March 2018		
	Involuntary Admissions	Voluntary Admissions	Total Admissions
Franklin	23	29	52
Cypress Center	68	172	240
Portsmouth	71	259	330
Elliot Geriatric Psychiatric Unit	4	62	66
Elliot Pathways	47	53	100
Total	213	575	788

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

Designated Receiving Facility	April – June 2018	January – March 2018
Franklin	9.1	6.7
Cypress Center	11.9	11.6
Portsmouth	31.7	32.5
Elliot Geriatric Psychiatric Unit	31.7	34.6
Elliot Pathways	20.4	NA
Total	104.7	NA

5c. Designated Receiving Facilities: Discharges for Adults

Designated Receiving Facility	April – June 2018	January – March 2018
Franklin	74	53
Manchester (Cypress Center)	244	248
Portsmouth	326	326
Elliot Geriatric Psychiatric Unit	65	67
Elliot Pathways	107	101
Total	816	795

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

Designated Receiving Facility	April – June 2018	January – March 2018
Franklin	5	5
Manchester (Cypress Center)	4	4
Portsmouth	5	5
Elliot Geriatric Psychiatric Unit	20	23
Elliot Pathways	8	7
Total	5	5

5e. Designated Receiving Facilities: Discharge Location for Adults

Designated Receiving Facility	April – June 2018						
	Assisted Living/Group Home	Deceased	DRF*	Home	Other Hospital	NH Hospital	Other
Franklin	1	0	9	63	0	0	1
Manchester (Cypress Center)	8	0	5	222	0	0	9
Portsmouth Regional Hospital	0	0	4	294	0	5	23
Elliot Geriatric Psychiatric Unit	29	12	0	18	2	0	4
Elliot Pathways	0	0	2	84	0	2	19
Total	38	12	20	681	2	7	56
Designated Receiving Facility	January – March 2018						
	Assisted Living/Group Home	Deceased	DRF*	Home	Other Hospital	NH Hospital	Other
Franklin	2	0	1	48	0	1	1
Manchester (Cypress Center)	4	0	2	232	0	0	10
Portsmouth Regional Hospital	0	0	1	266	0	10	46
Elliot Geriatric Psychiatric Unit	42	2	0	17	4	0	0
Elliot Pathways	1	0	0	90	0	3	6
Total	49	2	4	653	4	14	63

*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	April – June 2018		
	30 Days	90 Days	180 Days
Franklin	4.3% (3)	5.8% (4)	5.8% (4)
Manchester (Cypress Center)	4.5% (11)	8.2% (20)	11.9% (29)
Portsmouth	10.2% (34)	15.9% (53)	21.9% (73)
Elliot Geriatric Psychiatric Unit	6.1% (4)	6.1% (4)	6.1% (4)
Elliot Pathways	3.8% (4)	6.7% (7)	8.6% (9)
Total	6.9% (56)	10.8% (88)	4.6% (119)
Designated Receiving Facility	January – March 2018		
	30 Days	90 Days	180 Days
Franklin	0% (0)	0% (0)	1.9% (1)
Manchester (Cypress Center)	4.2% (10)	9.6% (23)	15.8% (38)
Portsmouth	8.8% (29)	15.5% (51)	20.6% (68)
Elliot Geriatric Psychiatric Unit	0% (0)	0% (0)	0% (0)
Elliot Pathways	NA	NA	NA
Total	NA	NA	NA

Revisions to Prior Period: None.

Data Source: NH DRF Database

Notes: Data compiled 8/8/18; NA=Not available from data submitter at time of reporting, will be included in next report.

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 2018	January – March 2018
Admissions	8	12
Average Daily Census	116	112
Discharges	1 (ABD Residential Care Home – 10 bed)	1 (1-Supported Apartment)
Individual Lengths of Stay in Days for Discharges	1045	426
Deaths	7	3
Readmissions	0	0
Mean Overall Admission Waitlist	23 (14 Active)	23 (13 Active)

Revisions to Prior Period: None.

Data Source: Glencliff Home

Notes: Data Compiled 7/26/18; 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 2018		January – March 2018	
	Total Members	Average Daily Visits	Total Members	Average Daily Visits
Alternative Life Center Total	587	49	567	47
<i>Conway</i>	196	13	191	14
<i>Berlin</i>	119	11	116	10
<i>Littleton</i>	158	10	153	10
<i>Colebrook</i>	114	15	107	13
Stepping Stone Total	435	18	405	16
<i>Claremont</i>	342	12	319	11
<i>Lebanon</i>	93	6	86	5
Cornerbridge Total	303	14	327	15
<i>Laconia</i>	130	4	126	4
<i>Concord</i>	153	10	143	11
<i>Plymouth Outreach</i>	20	0	58	NA
MAPSA Keene Total	150	12	150	12
HEARTS Nashua Total	381	31	280	31
On the Road to Recovery Total	614	10	606	10
<i>Manchester</i>	446	4	442	5
<i>Derry</i>	168	6	164	5
Connections Portsmouth Total	289	15	284	13
TriCity Coop Rochester Total	292	27	262	24
Total	3,051	166	2,881	158

Revisions to Prior Period: None

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

Notes: Data Compiled 8/20/18; Average Daily Visits NA for Outreach Programs; The Bureau of Mental Health Services has instructed Peer Support Agencies to "purge member lists" annually to increase confidence and consistency in this information.

8. Housing Bridge Subsidy Summary to Date

Subsidy	April – June 2018		
	Total individuals served at start of quarter	New individuals added during quarter	Total individuals served through end of quarter
Housing Bridge Subsidy	811	0	811
Section 8 Voucher	119	6	125
Subsidy	January – March 2018		
	Total individuals served at start of quarter	New individuals added during quarter	Total individuals served through end of quarter
Housing Bridge Subsidy	798	13	811
Section 8 Voucher	108	11	119

Revisions to Prior Period: Total served for Section 8 in the prior period was 108, not 102

Data Source: Bureau of Mental Health and Housing Bridge Provider

Notes: Data Compiled 8/15/18

9a. Housing Bridge Subsidy Applications and Terminations

Measure	April – June 2018	January – March 2018
Applications Received	28	44
Point of Contact	CMHCs: 24 NH Hospital: 4	CMHCs: 43 NH Hospital: 1
Applications Approved	5	10
Applications Denied	0	0
Denial Reasons	NA	NA
Applications in Process*	62	34
Terminations	0	0
Termination Reasons	NA	NA
Program Exits	Vouchers received: 7 Deceased: 2 Over income: 1 Relocated – Not NH: 1	NA

*Total number of applications in process at close of reporting period

Data Source: Bureau of Mental Health and Housing Bridge Provider

Notes: Data Compiled 8/28/18

9b. Housing Bridge Subsidy Approved Applications on Waitlist

As of 6/30/2018							
Time on List							
Total	0-30 days	31-60 days	61-90 days	91-120 days	121-150 days	151-180 days	181+ days
28	0	0	4	1	2	5	15

Data Source: Bureau of Mental Health and Housing Bridge Provider

Notes: Data Compiled: 8/28/18

9c. Housing Bridge Subsidy Current Census

Measure	As of 6/30/2018	As of 3/31/2018
Rents Currently Being Paid	479	497
Individuals Accepted and Working Towards Bridge Lease	0	7
Waiting list for Housing Bridge funding	28	10

Revisions to Prior Period: None

Data Source: Bureau of Mental Health and Housing Bridge Provider

Notes: Data Compiled 8/28/18; all individuals currently on Bridge Program are intended to transition from the program to other permanent housing).

10. Housing Bridge Subsidy Unit Address Density

Number of Unit(s)* at Same Address	Frequency as of 6/30/18	Frequency as of 5/30/18
1	354	353
2	26	28
3	10	12
4	5	5
5	0	0
6	0	0
7	0	0
8 or more	2	2

*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 8/16/18

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

Measure	April 2018	May 2018	June 2018	April-June 2018	January-March 2018
Unduplicated People Served in Month	204	206	238	562	507
Services Provided by Type					
Phone Support/Triage	301	218	319	838	890
Mobile Community Assessments	81	63	63	207	180
Office-Based Urgent Assessments	35	26	22	83	93
Emergency Service Medication Appointments	23	9	15	47	45
Crisis Stabilization Appointments	14	19	14	47	46
Walk in Assessments	6	10	9	25	20
Services Provided after Immediate Crisis					
Phone Support/Triage	110	20	105	235	350
Mobile Community Assessments-Post Crisis	16	20	15	51	46
Office-Based Urgent Assessments	35	26	22	83	93
Emergency Service Medication Appointments	12	4	9	25	28
Crisis Stabilization Appointments	14	19	14	47	46
Referral Source					
Emergency Department/EMS	28	2	5	35	6
Family	16	22	26	64	52
Friend	1	6	2	9	12
Guardian	41	6	27	74	55
Mental Health Provider	7	7	8	22	26
Police	6	5	5	16	15
Primary Care Provider	4	5	7	16	13
CMHC Internal	18	11	13	42	36
Self	174	137	120	431	302
Other	6	0	10	16	65
Crisis Apartment					
Apartment Admissions	30	34	30	94	97
Apartment Bed Days	114	113	119	346	441
Apartment Average Length of Stay	3.8	3.3	3.9	3.6	4.5
Law Enforcement Involvement					
	19	24	24	67	46
Hospital Diversions Total					
	155	159	144	458	450

Revisions to Prior Period: None

Data Source: Riverbend CMHC submitted reports

Notes: Data Compiled 7/26/18; reported values other than the Unduplicated People Service 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	April 2018	May 2018	June 2018	April - June 2018	January – March 2018
Unduplicated People Served by Month	230	215	211	534	457
Services Provided by Type					
Phone Support/Triage	474	504	525	1,503	1,332
Mobile Community Assessments	84	89	95	268	217
Office-Based Urgent Assessments	14	12	19	45	35
Emergency Service Medication Appointments	0	1	4	5	6
Crisis Apartment Service	57	14	38	109	105
Referral Source					
Emergency Department	0	0	0	0	4
Family	42	49	41	132	85
Friend	7	4	9	20	11
Guardian	3	3	5	11	1
Mental Health Provider	13	7	7	27	17
Police	50	65	70	185	159
Primary Care Provider	5	5	10	20	18
CMHC Internal	27	27	24	78	68
Self	127	139	107	373	385
Other	35	30	35	100	97
Crisis Apartment					
Apartment Admissions	4	3	4	11	9
Apartment Bed Days	12	4	7	23	29
Apartment Average Length of Stay	3.0	1.3	1.8	2.1	3.2
Law Enforcement Involvement					
	47	40	45	132	159
Hospital Diversion Total					
	309	329	308	946	844

Revisions to Prior Period: None.

Data Source: Mobile Crisis Data Reporting System

Notes: Data Compiled 7/24/18; reported values other than the Unduplicated People Service 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	April 2018	May 2018	June 2018	April – June 2018	January – March 2018
Unduplicated People Served by Month	129	131	155	371	103
Services Provided by Type					
Phone Support/Triage	26	131	172	329	131
Mobile Community Assessments	121	98	138	357	54
Office-Based Urgent Assessments	0	0	0	0	0
Emergency Service Medication Appointments	0	0	0	0	2
Crisis Apartment Service	0	44	26	70	7
Consultation	1	13	7	21	5
Case Management	0	37	47	84	32
Referral Source					
Emergency Department	1	0	0	1	1
Family	14	22	22	58	13
Friend	1	7	5	13	3
Guardian	2	0	5	7	0
Mental Health Provider	4	4	23	31	9
Police	0	1	0	1	2
Primary Care Provider	0	0	0	0	0
CMHC	6	10	13	29	24
Self	31	64	63	158	87
Other	83	119	164	366	18
Crisis Apartment					
Apartment Admissions	2	21	19	42	8
Apartment Bed Days	5	118	106	229	86
Apartment Average Length of Stay	2.5	5.6	5.6	4.6	8.6
Law Enforcement Involvement					
	1	0	1	2	18
Hospital Diversion Total					
	45	217	301	563	130

Revisions to Prior Period: None

Data Source: Mobile Crisis Data Reporting System

Notes: Data Compiled 8/13/18; 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. Harbor Homes made significant data reporting improvements beginning in May 2018.

12a. Community Mental Health Center Consumers: Adult Employment Status - Total

Note: Employment Status reporting, while accurately representing the data submitted from the CMHCs to DHHS, does not yet represent true employment status of consumers. Extensive revisions are expected to this data by the CMHCs as their reporting systems become better aligned to reporting requirements

	April - June 2018											
	Reported Employment Status of Recent Supportive Employment Service Users						Reported Employment Status as Percent of Total Adults				Percent Excluding Unknown	
	Employed now or in the past 3 months - full time	Employed now or in the past 3 months - part time	Unemployed	Not in the Workforce	Unknown	Total	Employed Full or Part Time	Unemployed	Not in Workforce	Unknown	In Workforce	Employed Full or Part Time of Those in Workforce
Community Mental Health Center												
01 Northern Human Services	39	142	98	234	449	962	18.8%	10.2%	24.3%	46.7%	54.4%	64.9%
02 West Central Behavioral Health	34	46	118	128	149	475	16.8%	24.8%	26.9%	31.4%	60.7%	40.4%
03 Lakes Region Mental Health Center	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
04 Riverbend Community Mental Health Center	92	243	105	889	143	1472	22.8%	7.1%	60.4%	9.7%	33.1%	76.1%
05 Monadnock Family Services	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
06 Community Council of Nashua	126	217	770	207	155	1475	23.3%	52.2%	14.0%	10.5%	84.3%	30.8%
07 Mental Health Center of Greater Manchester	235	352	995	558	74	2214	26.5%	44.9%	25.2%	3.3%	73.9%	37.1%
08 Seacoast Mental Health Center	192	257	84	708	15	1256	35.7%	6.7%	56.4%	1.2%	42.9%	84.2%
09 Community Partners	42	70	203	268	17	600	18.7%	33.8%	44.7%	2.8%	54.0%	35.6%
10 Center for Life Management	50	135	496	109	31	821	22.5%	60.4%	13.3%	3.8%	86.2%	27.2%
Total	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

12b. Community Mental Health Center Consumers: Adult Employment Status - Recent Users of Supportive Employment Services (One Billable Service in Each of Month of the Quarter)

	April - June 2018											
	Reported Employment Status of Recent Supportive Employment Service Users						Reported Employment Status as a Percent of Total Adults				Percent Excluding Unknown	
	Employed now or in the past 3 months - full time	Employed now or in the past 3 months - part time	Unemployed	Not in the Workforce	Unknown	Total	Employed Full or Part Time	Unemployed	Not in Workforce	Unknown	Percent in Workforce (Employed or Unemployed)	Employed Full or Part Time of Those in Workforce
Community Mental Health Center												
01 Northern Human Services	1	16	1	4	10	32	53.1%	3.1%	12.5%	31.3%	81.8%	94.4%
02 West Central Behavioral Health	1	1	6	2	5	15	13.3%	40.0%	13.3%	33.3%	80.0%	25.0%
03 Lakes Region Mental Health Center	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
04 Riverbend Community Mental Health Center	2	26	22	4	1	55	50.9%	40.0%	7.3%	1.8%	92.6%	56.0%
05 Monadnock Family Services	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
06 Community Council of Nashua	8	7	21	8	7	51	29.4%	41.2%	15.7%	13.7%	81.8%	41.7%
07 Mental Health Center of Greater Manchester	4	50	29	1	0	84	64.3%	34.5%	1.2%	0.0%	98.8%	65.1%
08 Seacoast Mental Health Center	0	9	3	6	0	18	50.0%	16.7%	33.3%	0.0%	66.7%	75.0%
09 Community Partners	0	4	5	4	0	13	30.8%	38.5%	30.8%	0.0%	69.2%	44.4%
10 Center for Life Management	2	23	14	0	0	39	64.1%	35.9%	0.0%	0.0%	100.0%	64.1%
Total	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

12c. Community Mental Health Center Consumers: Employment Screening Status

Community Mental Health Center	As of 6/30/18			
	Current	Overdue*/ Unknown	Total	Percent Overdue
01 Northern Human Services	232	731	963	75.9%
02 West Central Behavioral Health	0	475	475	100.0%
03 Lakes Region Mental Health Center	NA	NA	NA	NA
04 Riverbend Community Mental Health Center	1193	292	1485	19.7%
05 Monadnock Family Services	NA	NA	NA	NA
06 Community Council of Nashua	1394	84	1478	5.7%
07 Mental Health Center of Greater Manchester	1641	619	2260	27.4%
08 Seacoast Mental Health Center	1152	106	1258	8.4%
09 Community Partners	472	128	600	21.3%
10 Center for Life Management	822	1	823	0.1%
Total	NA	NA	NA	NA

*Status More Than 105 Days Old

Revisions to Prior Period: None

Data Source: Phoenix 2

Notes 12a-c: Data extracted 7/24/18.

- *Employment Status* shown in the tables reflects status data found in DHHS's Phoenix system reported by the CMHCs. Phoenix tracks the individual consumer employment status over time. If more than one status was reported within the Quarterly Report timeframe the most recent update is used.
- *Employed* refers to consumers who are employed in a competitive job. Competitive jobs have these characteristics: exists in the open labor market, pays at least a minimum wage, anyone could have regardless of disability status, not set aside for people with disabilities, and wages (including benefits) 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 consumers who are not employed but are seeking or interested in employment.
- *Not in the Workforce* are consumers who are homemakers, students, retired, disabled, hospital patients or residents of other institutions, in a sheltered/non-competitive employment workshop, otherwise not in the labor force or not employed and not seeking or interested in employment. *Unknown* refers to consumers for with an "unknown" status, no status, or erroneous status code in Phoenix.
- *NA* data not available due to known data submission issue which is undergoing active quality improvement efforts.