## Summary of Doorway Activity

### Month to Month Totals Summary

<table>
<thead>
<tr>
<th></th>
<th>Jan '19</th>
<th>Feb '19</th>
<th>Mar '19</th>
<th>TTL to Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calls from 211</td>
<td>199</td>
<td>182</td>
<td>211</td>
<td>592</td>
</tr>
<tr>
<td>Clinical Evaluations</td>
<td>180</td>
<td>189</td>
<td>262</td>
<td>631</td>
</tr>
<tr>
<td>Naloxone Kits Distributed</td>
<td>72</td>
<td>71</td>
<td>71</td>
<td>214</td>
</tr>
<tr>
<td>Treatment Referrals</td>
<td>187</td>
<td>265</td>
<td>324</td>
<td>776</td>
</tr>
<tr>
<td>Individuals Seen</td>
<td>362</td>
<td>301</td>
<td>348</td>
<td>1011</td>
</tr>
<tr>
<td>Individuals Served*</td>
<td>472</td>
<td>444</td>
<td>493</td>
<td>1409</td>
</tr>
</tbody>
</table>

*The total number of individuals served represents the de-duplicated count of individuals seen in person or assisted by telephone. Individuals who were assisted by 211 and also seen by a Doorway are not counted twice. Individual served includes individuals seeking services, and friends or family seeking information on how to help a loved one.


#### 211 Calls

<table>
<thead>
<tr>
<th>211 Calls</th>
<th>Opioid</th>
<th>Alcohol</th>
<th>Other Substance</th>
<th>Other Social Service</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>AVH</td>
<td>3</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>Cheshire Medical Center</td>
<td>14</td>
<td>3</td>
<td>3</td>
<td>0</td>
<td>20</td>
</tr>
<tr>
<td>Concord Hospital</td>
<td>12</td>
<td>7</td>
<td>8</td>
<td>9</td>
<td>36</td>
</tr>
<tr>
<td>DHMC</td>
<td>4</td>
<td>2</td>
<td>2</td>
<td>4</td>
<td>12</td>
</tr>
<tr>
<td>Granite Pathways-Manchester</td>
<td>30</td>
<td>12</td>
<td>7</td>
<td>4</td>
<td>53</td>
</tr>
<tr>
<td>Granite Pathways-Nashua</td>
<td>8</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>8</td>
</tr>
<tr>
<td>LRGHealthcare</td>
<td>14</td>
<td>7</td>
<td>1</td>
<td>4</td>
<td>26</td>
</tr>
<tr>
<td>LRH</td>
<td>14</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>15</td>
</tr>
<tr>
<td>Wentworth-Douglass</td>
<td>27</td>
<td>11</td>
<td>0</td>
<td>0</td>
<td>38</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>126</td>
<td>43</td>
<td>18</td>
<td>24</td>
<td>211</td>
</tr>
</tbody>
</table>

#### Count of Individuals Seen by Access Type

<table>
<thead>
<tr>
<th>Access Type</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Referred by 211/DHC</td>
<td>66</td>
</tr>
<tr>
<td>Walk-ins</td>
<td>98</td>
</tr>
<tr>
<td>Other*</td>
<td>184</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>348</td>
</tr>
</tbody>
</table>

* Referred by primary care physician/client/called for appointment.

#### Count of Services Provided

<table>
<thead>
<tr>
<th>Service</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clinical Evaluations Completed</td>
<td>262</td>
</tr>
<tr>
<td>Naloxone Kits Distributed</td>
<td>71</td>
</tr>
<tr>
<td>Treatment Referrals Made</td>
<td>324</td>
</tr>
</tbody>
</table>

#### Count of Individuals Seen by Reason Type

<table>
<thead>
<tr>
<th>Reason Type</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Opioid related</td>
<td>252</td>
</tr>
<tr>
<td>Alcohol related</td>
<td>56</td>
</tr>
<tr>
<td>Cocaine related</td>
<td>8</td>
</tr>
<tr>
<td>Marijuana related</td>
<td>3</td>
</tr>
<tr>
<td>Methamphetamine related</td>
<td>17</td>
</tr>
<tr>
<td>Other substance related</td>
<td>3</td>
</tr>
<tr>
<td>Other social service related</td>
<td>3</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>348</td>
</tr>
</tbody>
</table>
### De-duplicated Count of Individuals Served by each Doorway

<table>
<thead>
<tr>
<th>Doorway</th>
<th>211 Referral Calls</th>
<th>Individuals Seen in Person</th>
<th>Individuals who both called 211 and entered a Doorway</th>
<th>De-duplicated count of individuals served only in person or only by phone*</th>
</tr>
</thead>
<tbody>
<tr>
<td>AVH</td>
<td>3</td>
<td>10</td>
<td>-3</td>
<td>10</td>
</tr>
<tr>
<td>Cheshire Medical Center</td>
<td>20</td>
<td>14</td>
<td>-2</td>
<td>32</td>
</tr>
<tr>
<td>Concord Hospital</td>
<td>36</td>
<td>17</td>
<td>-11</td>
<td>42</td>
</tr>
<tr>
<td>DHMC</td>
<td>12</td>
<td>17</td>
<td>-2</td>
<td>27</td>
</tr>
<tr>
<td>Granite Pathways-Manchester</td>
<td>53</td>
<td>154</td>
<td>-2</td>
<td>205</td>
</tr>
<tr>
<td>Granite Pathways-Nashua</td>
<td>8</td>
<td>42</td>
<td>-4</td>
<td>46</td>
</tr>
<tr>
<td>LRGHealthcare</td>
<td>26</td>
<td>28</td>
<td>-5</td>
<td>49</td>
</tr>
<tr>
<td>LRH</td>
<td>15</td>
<td>20</td>
<td>-9</td>
<td>26</td>
</tr>
<tr>
<td>Wentworth-Douglass</td>
<td>38</td>
<td>46</td>
<td>-28</td>
<td>56</td>
</tr>
<tr>
<td><strong>Total Individuals Served</strong>*</td>
<td>211</td>
<td>348</td>
<td>-66</td>
<td>493</td>
</tr>
</tbody>
</table>

*Individuals served is the de-duplicated count of individuals that were either seen in person or assisted by telephone, but not both.

### Count of Referrals Made by Type

<table>
<thead>
<tr>
<th>Type</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medication Assisted Treatment</td>
<td>85</td>
</tr>
<tr>
<td>Outpatient-ASAM Level 1.0: Outpatient</td>
<td>33</td>
</tr>
<tr>
<td>Outpatient-ASAM Level 2.1: Intensive Outpatient</td>
<td>37</td>
</tr>
<tr>
<td>Outpatient-ASAM Level 2.5: Partial Hospitalization</td>
<td>1</td>
</tr>
<tr>
<td>Outpatient-Withdrawal Management</td>
<td>1</td>
</tr>
<tr>
<td>Peer Recovery Support</td>
<td>22</td>
</tr>
<tr>
<td>Residential-ASAM Level 3.1: Low Intensity</td>
<td>1</td>
</tr>
<tr>
<td>Residential-ASAM Level 3.5: High Intensity (Adult)</td>
<td>105</td>
</tr>
<tr>
<td>Residential-ASAM Level 3.5: Medium Intensity (Adolescent)</td>
<td>0</td>
</tr>
<tr>
<td>Residential-Withdrawal Management</td>
<td>39</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>324</td>
</tr>
</tbody>
</table>

* The count of treatment referrals by type is based on assessments completed. A patient can be referred to more than one treatment type.