



New Hampshire Community Mental Health Agreement Quarterly Data Report

October – December 2020

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

March 16, 2021

*The Department of Health and Human Services' Mission is to join communities and families
in providing opportunities for citizens to achieve health and independence*

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New Hampshire Department of Health and Human Services

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Reporting Period: 10/1/20 – 12/31/2020

Notes for Quarter

- On March 13, 2020, Governor Christopher T. Sununu issued Executive Order 2020-04, declaring a State of Emergency due to the Novel Coronavirus (COVID-19). The 2020-04 Order has been continually extended; Executive Order 2021-02, dated February 12, 2021, is the latest thereof. Service provision continues to be impacted by the emergency.
- A Phoenix system enhancement project is underway. Community Mental Health Centers (CMHCs) may experience data integrity or reporting functionality issues as each completes the corresponding enhancements in its electronic medical record system. Impacted data in this report is identified in each table missing data for this reason; when applicable, corresponding totals are also impacted. Revised tables will be released upon project completion. Tables temporarily affected in this report include: 1a, 1c, 2a-b, and 3a-c.
- Tables 2a-b. Community Mental Health Center Services: Assertive Community Treatment Staffing (ACT) – A new staff reporting tool was recently implemented to more effectively capture staff capacity. For example, a center’s ACT capacity may be higher with inclusion of overtime hours. Additionally, in this reporting period, staffing levels continue to be impacted by COVID-19 (e.g. mandatory quarantines, individuals on leave related to the pandemic).
- Table 9a. Housing Bridge Subsidy Program Waitlist: Reason Administratively Removed from Waitlist – This is a new table that reports the reasons why some individuals, awaiting a Housing Bridge subsidy, are administratively removed from the waitlist before being awarded a subsidy.
- Table 7. NH Mental Health Client Peer Support Agencies: Census Summary – Peer Support Agencies were open with limited on-site capacity due to COVID-19. The Average Daily Visits reported includes the number of individuals participating in groups online and on-site.
- Tables 11a-c. Mobile Crisis Services and Supports for Adults – Several data elements reported as zero (0), or otherwise lower than normal volume, reflect the direct or indirect impact of the COVID-19 pandemic, such as lack of crisis apartment use due to distancing and quarantine protocols.
- Table 11c. Mobile Crisis Services and Supports for Adults – Harbor Care. Data reflects the final month of this program, as operated by Harbor Care. The provision of mobile crisis services in Region VI transitioned to Greater Nashua Mental Health (GNMH) on November 1, 2021, however, data reporting is not yet available. The transition of the program includes a phased implementation approach wherein data reporting and crisis apartment services are scheduled to begin in May 2021.

Acronyms Used in this Report

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

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

Community Mental Health Center	October 2020	November 2020	December 2020	Unique Clients in Quarter	Unique Clients in Prior Quarter
01 Northern Human Services	121	126	121	133	127
02 West Central Behavioral Health*	47	NA	NA	NA	55
03 Lakes Region Mental Health Center	54	56	55	58	57
04 Riverbend Community Mental Health Center	102	96	97	109	104
05 Monadnock Family Services	44	45	45	45	51
06 Greater Nashua Mental Health*	113	109	NA	NA	115
07 Mental Health Center of Greater Manchester	257	253	259	274	279
08 Seacoast Mental Health Center	75	77	80	81	75
09 Community Partners	69	69	63	73	77
10 Center for Life Management	45	44	46	47	53
Total Unique Clients*	927	NA	NA	NA	990
Unique Clients Receiving ACT Services 1/1/2020 to 12/31/2020:		1,216			

Revisions to Prior Period: None.

Data Source: NH Phoenix 2.

Notes: Data extracted 01/27/2021; clients are counted only one time regardless of how many services they receive.

*Phoenix/Electronic Medical Record enhancement impact.

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

Community Mental Health Center	July – September 2020 Retrospective Analysis			April – June 2020 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	1,180	21	2	1,068	17	1
02 West Central Behavioral Health	170	2	0	169	3	0
03 Lakes Region Mental Health Center	170	4	0	182	1	0
04 Riverbend Community Mental Health Center	1,324	1	1	1,366	2	1
05 Monadnock Family Services	577	4	0	615	4	0
06 Greater Nashua Mental Health	1,020	5	1	923	7	2
07 Mental Health Center of Greater Manchester	1,712	9	3	1,752	14	3
08 Seacoast Mental Health Center	1,481	32	1	1,473	23	1
09 Community Partners	322	2	1	237	0	0
10 Center for Life Management	943	4	0	855	1	0
Total ACT Screening	8,899	84	9	8,640	72	8

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 02/10/2021. "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" are defined as individuals who were not already on ACT that received an ACT screening in the preceding quarter and then began receiving ACT services. "Unique Clients Screened: Individuals Not Already on ACT*": In prior quarter, this field was incorrectly calculated and has been updated to accurately reflect quarter counts. All other category counts were accurate.

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

	October – December 2020				July – September 2020			
	October 2020 New ACT Clients	November 2020 New ACT Clients	December 2020 New ACT Clients	Total New ACT Clients	July 2020 New ACT Clients	August 2020 New ACT Clients	September 2020 New ACT Clients	Total New ACT Clients
Community Mental Health Center								
01 Northern Human Services	2	4	4	10	6	4	3	13
02 West Central Behavioral Health*	NA	NA	NA	NA	1	1	3	5
03 Lakes Region Mental Health Center	1	3	0	4	2	1	1	4
04 Riverbend Community Mental Health Center	11	3	1	15	1	3	4	8
05 Monadnock Family Services	0	0	0	0	0	0	0	0
06 Greater Nashua Mental Health*	6	1	NA	NA	3	5	2	10
07 Mental Health Center of Greater Manchester	6	4	8	18	6	13	3	22
08 Seacoast Mental Health Center	1	1	4	6	0	3	4	7
09 Community Partners	3	1	0	4	1	2	4	7
10 Center for Life Management	0	0	2	2	1	1	2	4
Total New ACT Clients*	NA	NA	NA	NA	21	33	26	80

Revisions to Prior Period: None.

Data Source: NH Phoenix 2.

Notes: Data extracted 01/27/2021; 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.

*Phoenix/Electronic Medical Record enhancement impact.

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

As of 12/31/2020						
Time on List						
Total	0-30 days	31-60 days	61-90 days	91-120 days	121-150 days	151-180+* days
2	0	1	0	0	1	0
As of 9/30/2020						
Time on List						
Total	0-30 days	31-60 days	61-90 days	91-120 days	121-150 days	151-180 days
11	3	5	0	0	0	3

Revisions to Prior Period: None.

Data Source: BMHS Report.

Notes: Data compiled 1/27/2021. All individuals waiting are at MHCGM. Increased services for individuals waiting at MHCGM are being provided by the existing treatment team until assigned to an ACT team. Two additional individuals at CLM have been accepted for ACT but have not yet begun receiving ACT services due to: 1) individual is inpatient at NHH and is currently not available to receive ACT services; and 2) a referral for ACT was made to CLM and accepted for an individual in a correctional facility but preparing for release. Post release, the individual splits residency between two different regions and their choice of CMHC provider post-release has not yet been made. CLM remains in contact pending the individual's decision; on-boarding to ACT will begin if CLM is selected. These two individuals are not considered to be waiting for ACT services for purposes of this report.

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

	October – December 2020						July – September 2020						
	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	
Community Mental Health Center													
01 Northern Human Services	4	12	2	10	2	0	0	11	3	8	2	1	
02 West Central Behavioral Health	2	3	1	2	1	0	3	7	3	4	3	0	
03 Lakes Region Mental Health Center	2	8	4	4	2	2	6	6	3	3	2	1	
04 Riverbend Community Mental Health Center	10	12	4	8	4	0	11	15	3	12	3	0	
05 Monadnock Family Services	3	5	0	5	0	0	1	16	2	14	2	0	
06 Greater Nashua Mental Health	6	9	6	3	3	3	5	14	2	12	1	1	
07 Mental Health Center of Greater Manchester	8	7	1	6	0	1	5	15	4	11	2	2	
08 Seacoast Mental Health Center	1	3	0	3	0	0	4	5	3	2	3	0	
09 Community Partners	4	8	2	6	2	0	1	11	1	10	1	0	
10 Center for Life Management	0	4	0	4	0	0	1	5	4	1	2	2	
Total	40	71	20	51	14	6	37	105	28	77	21	7	

Revisions to Prior Period: None

Data Source: New Hampshire Hospital.

Notes: Data compiled 2/4/21.

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 2020	July - September 2020
Not Available in Individual's Town of Residence	0	0
Individual Declined	0	0
Individual's Insurance Does Not Cover ACT Services	0	1
Individual's Clinical Need Does Not Meet ACT Criteria	0	0
Individual Placed on ACT Waitlist	0	1
Individual Awaiting CMHC Determination for ACT	6	14
Total Unique Clients	6	16

Revisions to Prior Period: None.

Data Source: New Hampshire Hospital.

Notes: Data compiled 2/4/2021. None of the people, who were awaiting CMHC determination at discharge from NHH, were still waiting for determination or were waiting on the ACT Waitlist by the last day of the month of discharge – indicating the ACT determination and resolution had occurred.

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

Community Mental Health Center	December 2020						September 2020	
	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 - Wolfeboro	1.00	0.00	0.00	0.57	8.27	0.25	5.57	0.40
01 Northern Human Services - Berlin	0.34	0.31	0.00	0.00	4.17	0.14	5.95	0.35
01 Northern Human Services - Littleton	0.17	0.00	0.00	0.00	3.31	0.29	3.60	0.45
02 West Central Behavioral Health*	NA	NA	NA	NA	NA	NA	5.00	0.50
03 Lakes Region Mental Health Center	1.00	2.00	0.00	1.00	7.00	0.38	6.40	0.75
04 Riverbend Community Mental Health Center	0.50	1.00	6.90	1.00	10.50	0.50	9.00	0.50
05 Monadnock Family Services	1.11	2.44	0.00	1.03	10.32	0.62	11.58	0.65
06 Greater Nashua Mental Health 1	1.00	1.00	4.00	1.00	8.50	0.15	8.50	0.25
06 Greater Nashua Mental Health 2	1.00	1.00	4.00	1.00	8.50	0.15	8.50	0.25
07 Mental Health Center of Greater Manchester-CTT	1.33	11.97	3.33	0.00	21.61	1.21	16.25	0.91
07 Mental Health Center of Greater Manchester-MCST	1.33	11.97	3.33	1.33	25.27	1.21	18.25	0.91
08 Seacoast Mental Health Center	1.00	1.10	5.00	1.00	10.10	0.60	9.00	0.60
09 Community Partners	0.50	0.00	3.53	0.88	7.41	0.70	8.95	0.75
10 Center for Life Management	1.00	0.00	2.14	1.00	6.57	0.46	7.30	0.40
Total*	NA	NA	NA	NA	NA	NA	123.85	7.67

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

Community Mental Health Center	Substance Use Disorder Treatment		Housing Assistance		Supported Employment	
	December 2020	September 2020	December 2020	September 2020	December 2020	September 2020
01 Northern Human Services - Wolfeboro	1.27	1.00	6.30	4.00	0.40	0.00
01 Northern Human Services - Berlin	0.74	1.80	3.29	3.00	0.23	0.50
01 Northern Human Services - Littleton	1.29	0.00	2.14	3.00	1.00	1.00
02 West Central Behavioral Health*	NA	0.20	NA	2.10	NA	0.60
03 Lakes Region Mental Health Center	3.00	3.00	7.00	6.40	2.00	2.00
04 Riverbend Community Mental Health Center	0.50	0.50	9.50	8.00	0.50	0.50
05 Monadnock Family Services	1.62	1.40	4.48	4.00	1.18	1.00
06 Greater Nashua Mental Health 1	7.15	4.25	6.50	6.25	1.50	1.50
06 Greater Nashua Mental Health 2	5.15	5.25	6.50	7.00	0.50	0.00
07 Mental Health Center of Greater Manchester-CCT	15.84	8.91	15.62	11.75	2.66	2.00
07 Mental Health Center of Greater Manchester-MCST	7.86	5.91	19.28	13.75	2.66	2.00
08 Seacoast Mental Health Center	2.00	2.00	5.00	4.00	1.00	1.00
09 Community Partners	1.20	2.75	4.50	5.05	1.00	1.38
10 Center for Life Management	2.14	2.00	5.28	6.00	0.29	0.30
Total*	NA	38.97	NA	84.30	NA	13.78

Revisions to Prior Period: None.

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

Notes: Data compiled 01/27/2021. 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.

*Phoenix/Electronic Medical Record enhancement impact.

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 2020			Penetration Rate for Period Ending September 2020
	Supported Employment Clients	Total Eligible Clients	Penetration Rate	
01 Northern Human Services	158	1,314	12.0%	11.8%
02 West Central Behavioral Health*	NA	NA	NA	25.5%
03 Lakes Region Mental Health Center	492	1,503	32.7%	26.9%
04 Riverbend Community Mental Health Center	266	1,880	14.1%	14.7%
05 Monadnock Family Services	41	1,107	3.7%	4.1%
06 Greater Nashua Mental Health*	NA	NA	NA	13.2%
07 Mental Health Center of Greater Manchester	1,433	3,607	39.7%	41.9%
08 Seacoast Mental Health Center	757	2,046	37.0%	38.7%
09 Community Partners	116	878	13.2%	13.7%
10 Center for Life Management	197	1,364	14.4%	14.8%
Total Unique Clients*	NA	NA	NA	24.5%

Revisions to Prior Period: None.

Data Source: NH Phoenix 2.

Notes: Data extracted 01/27/2021

*Phoenix/Electronic Medical Record enhancement impact.

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

Reported Employment Status Begin Date: 10/01/2020 End Date: 12/31/2020 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 2020
Updated Employment Status:												
Full time employed now or in past 90 days*	50	NA	50	107	68	NA	279	223	58	113	NA	1,050
Part time employed now or in past 90 days*	120	NA	296	293	156	NA	352	238	65	194	NA	2,016
Unemployed*	179	NA	44	81	160	NA	995	134	240	593	NA	3,312
Not in the Workforce*	577	NA	438	1045	490	NA	620	897	160	148	NA	4,800
Status is not known*	7	NA	269	26	6	NA	19	2	17	59	NA	587
Total of Eligible Adult CMHC Clients*	933	NA	1,097	1,552	880	NA	2,265	1,494	540	1,107	NA	11,765
Previous Quarter: Total of Eligible Adult CMHC Clients	935	393	1,052	1,548	872	1,649	2,264	1,478	543	1,031		
Percentage by Updated Employment Status:												
Full time employed now or in past 90 days*	5.4%	NA	4.6%	6.9%	7.7%	NA	12.3%	14.9%	10.7%	10.2%	NA	8.9%
Part time employed now or in past 90 days*	12.9%	NA	27.0%	18.9%	17.7%	NA	15.5%	15.9%	12.0%	17.5%	NA	17.1%
Unemployed*	19.2%	NA	4.0%	5.2%	18.2%	NA	43.9%	9.0%	44.4%	53.6%	NA	28.2%
Not in the Workforce*	61.8%	NA	39.9%	67.3%	55.7%	NA	27.4%	60.0%	29.6%	13.4%	NA	40.8%
Status is not known*	0.8%	NA	24.5%	1.7%	0.7%	NA	0.8%	0.1%	3.1%	5.3%	NA	5.0%
Percentage by Timeliness of Employment Status Screening:												
Update is Current*	67.8%	NA	80.3%	87.4%	63.5%	NA	88.7%	91.3%	75.9%	100.0%	NA	81.1%
Update is Overdue*	32.2%	NA	19.7%	12.6%	36.5%	NA	11.3%	8.7%	24.1%	0.0%	NA	18.9%
Previous Quarter: Percentage by Timeliness of Employment Status Screening:												
Update is Current	67.8%	36.1%	45.1%	84.8%	65.7%	96.2%	89.5%	96.2%	63.4%	99.9%		
Update is Overdue	32.2%	63.9%	54.9%	15.2%	34.3%	3.8%	10.5%	3.8%	36.6%	0.1%		

Revisions to Prior Period: None.

Data Source: NH Phoenix 2.

Notes: Data extracted 01/27/2021

*Phoenix/Electronic Medical Record enhancement impact.

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 July-September 2020
Reported Employment Status												
Begin Date: 10/01/2020												
End Date: 12/31/2020												
Updated Employment Status:												
Full time employed now or in past 90 days*	1	NA	1	5	0	NA	11	1	3	4	NA	34
Part time employed now or in past 90 days*	8	NA	15	25	10	NA	45	16	8	21	NA	175
Unemployed*	7	NA	1	19	0	NA	34	13	9	21	NA	134
Not in the Workforce*	8	NA	4	11	2	NA	6	31	7	3	NA	86
Status is not known*	0	NA	7	0	0	NA	0	0	0	0	NA	12
Total of Supported Employment Cohort*	24	NA	28	60	12	NA	96	61	27	49	NA	441
Previous Quarter: Total of Supported Employment Cohort	29	9	39	58	21	71	91	54	19	50		
Percentage by Updated Employment Status:												
Full time employed now or in past 90 days*	4.2%	NA	3.6%	8.3%	0.0%	NA	11.5%	1.6%	11.1%	8.2%	NA	7.7%
Part time employed now or in past 90 days*	33.3%	NA	53.6%	41.7%	83.3%	NA	46.9%	26.2%	29.6%	42.9%	NA	39.7%
Unemployed*	29.2%	NA	3.6%	31.7%	0.0%	NA	35.4%	21.3%	33.3%	42.9%	NA	30.4%
Not in the Workforce*	33.3%	NA	14.3%	18.3%	16.7%	NA	6.3%	50.8%	25.9%	6.1%	NA	19.5%
Status is not known*	0.0%	NA	25.0%	0.0%	0.0%	NA	0.0%	0.0%	0.0%	0.0%	NA	2.7%

Revisions to Prior Period: None.

Data Source: Phoenix 2.

Note 3b-c: Data extracted 01/27/2021. 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.

*Phoenix/Electronic Medical Record enhancement impact.

3d. Community Mental Health Center Services: Supported Employment Waiting List

As of 12/31/2020						
Time on List						
Total	0-30 days	31-60 days	61-90 days	91-120 days	121-150 days	151-180+ days
26	20	4	2	0	0	0
As of 9/30/2020						
Time on List						
Total	0-30 days	31-60 days	61-90 days	91-120 days	121-150 days	151-180 days
38	15	9	3	8	2	1

Data Source: BMHS Report.

Notes: Data compiled 1/19/21. Individuals waiting are at: LRMHC (14), MFS (2), CP (2), and SMHC (8). All waits are due to SE staffing shortages.

4a. New Hampshire Hospital: Adult Census Summary

Measure	October – December 2020	July – September 2020
Admissions	187	244
Mean Daily Census	173	180
Discharges	191	244
Median Length of Stay in Days for Discharges	32	21
Deaths	0	0

Revisions to Prior Period: None.

Data Source: Avatar.

Notes 4a: 01/21/2021; 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 2020	July - September 2020
CMHC Group Home	2	5
Discharge/Transfer to IP Rehab Facility	19	14
Glenclyff Home for the Elderly	1	0
Home - Lives Alone	54	64
Home - Lives with Others	78	103
Homeless Shelter/ No Permanent Home	8	3
Hotel-Motel	4	4
Jail or Correctional Facility	4	8
Nursing Home	2	2
Other	6	13
Peer Support Housing	0	0
Private Group Home	1	1
Secure Psychiatric Unit - SPU	0	1
Unknown	12	26

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

Measure	October – December 2020	July – September 2020
30 Days	4.8% (9)	6.1% (15)
90 Days	12.3% (23)	12.7% (31)
180 Days	18.2% (34)	16.4% (40)

Revisions to Prior Period: None.

Data Source: Avatar.

Notes 4b-c: Data compiled 01/21/2021; 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 2020		
	Involuntary Admissions	Voluntary Admissions	Total Admissions
Franklin	57	29	86
Cypress Center	39	100	139
Portsmouth	77	255	332
Elliot Geriatric Psychiatric Unit	12	32	44
Elliot Pathways	60	68	128
Parkland Regional Hospital	51	0	51
Total	296	484	780
Designated Receiving Facility	July – September 2020		
	Involuntary Admissions	Voluntary Admissions	Total Admissions
Franklin	56	60	116
Cypress Center	62	97	159
Portsmouth	72	276	348
Elliot Geriatric Psychiatric Unit	11	40	51
Elliot Pathways	52	69	121
Parkland Regional Hospital	54	0	54
Total	307	542	849

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

Designated Receiving Facility	October – December 2020	July – September 2020
Franklin	9.0	9.7
Cypress Center	13.5	13.4
Portsmouth	28.7	27.7
Elliot Geriatric Psychiatric Unit	17.4	14.1
Elliot Pathways	12.7	13.0
Parkland Regional Hospital	4.2	3.4
Total	85.5	81.3

Revisions to Prior Period: None.

5c. Designated Receiving Facilities: Discharges for Adults

Designated Receiving Facility	October – December 2020	July – September 2020
Franklin	92	117
Manchester (Cypress Center)	141	164
Portsmouth	335	324
Elliot Geriatric Psychiatric Unit	48	41
Elliot Pathways	130	121
Parkland Regional Hospital	50	48
Total	796	815

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

Designated Receiving Facility	October – December 2020	July – September 2020
Franklin	7	6
Manchester (Cypress Center)	7	7
Portsmouth	6	6
Elliot Geriatric Psychiatric Unit	23	18
Elliot Pathways	7	8
Parkland Regional Hospital	6	5
Total	7	7

5e. Designated Receiving Facilities: Discharge Location for Adults

Designated Receiving Facility	October – December 2020						
	Assisted Living / Group Home	Deceased	DRF*	Home **	Other Hospital	NH Hospital	Other
Franklin	1	0	0	71	0	3	17
Manchester (Cypress Center)	0	0	8	125	0	0	8
Portsmouth Regional Hospital	0	0	0	280	0	0	55
Elliot Geriatric Psychiatric Unit	8	0	0	7	0	0	33
Elliot Pathways	6	0	3	111	0	0	10
Parkland Regional Hospital	0	0	0	47	0	3	0
Total	15	0	11	641	0	6	123
Designated Receiving Facility	July – September 2020						
	Assisted Living / Group Home	Deceased	DRF*	Home **	Other Hospital	NH Hospital	Other
Franklin	1	0	0	109	0	0	7
Manchester (Cypress Center)	0	0	6	151	0	0	7
Portsmouth Regional Hospital	0	0	0	261	0	8	55
Elliot Geriatric Psychiatric Unit	11	0	4	11	0	0	15
Elliot Pathways	2	0	1	105	0	1	12
Parkland Regional Hospital	0	0	0	44	0	3	1
Total	14	0	11	681	0	12	97

*Dispositions to 'DRF' represent a change in legal status from Voluntary to Involuntary within the DRF. **Home includes individuals living with family, living alone, and living with others (non-family).

5f. Designated Receiving Facilities: Readmission Rates for Adults

Designated Receiving Facility	October – December 2020		
	30 Days	90 Days	180 Days
Franklin	6.7% (6)	11.2% (10)	14.6% (13)
Manchester (Cypress Center)	4.3% (6)	7.9% (11)	12.9% (18)
Portsmouth	9.3% (31)	15.6% (52)	20.7% (69)
Elliot Geriatric Psychiatric Unit	9.1% (4)	13.6% (6)	15.9% (7)
Elliot Pathways	6.3% (8)	12.5% (16)	14.1% (18)
Parkland Regional Hospital	7.8% (4)	9.8% (5)	9.8% (5)
Total	7.5% (59)	12.8% (100)	16.6% (130)
Designated Receiving Facility	July – September 2020		
	30 Days	90 Days	180 Days
Franklin	2.5% (3)	5.0% (6)	5.9% (7)
Manchester (Cypress Center)	3.1% (5)	6.3% (10)	7.5% (12)
Portsmouth	14.1% (49)	21.8% (76)	24.7% (86)
Elliot Geriatric Psychiatric Unit	2.0% (1)	7.8% (4)	7.8% (4)
Elliot Pathways	6.6% (8)	8.3% (10)	9.1% (11)
Parkland Regional Hospital	1.9% (1)	1.9% (1)	1.9% (1)
Total	7.9% (67)	12.5% (107)	14.2% (121)

Revisions to Prior Period: None.

Data Source: NH DRF Database.

Notes: Data compiled 01/25/2021.

6. Glenclyff Home: Census Summary

Measure	October – December 2020	July – September 2020
Admissions	2	3
Average Daily Census	115	117
Discharges	0	2 (One resident discharged to a 3 bed Medical Model Group Home and one resident discharged back to the DOC/Concord Prison)
Individual Lengths of Stay in Days for Discharges	NA	(1,139 and 870)
Deaths	4	1
Readmissions	0	0
Mean Overall Admission Waitlist	34	27

Revisions to Prior Period: None.

Data Source: Glenclyff Home.

Notes: Data Compiled 02/03/2021; 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.

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6b. Glencliff Home: In-reach Services Performance Outcomes and Measures

Outcomes and Measures:	October – December 2020		July – September 2020	
	Residents	Activities	Residents	Activities
<i>Residents have better awareness of community-based living benefits as evidenced by:</i>				
Residents that attended service array and supports group presentations	0*	0*	NA	NA
Residents that met with In-Reach Liaison regarding resident-specific needs, service array and supports	22	27	NA	NA
<i>Residents are better prepared to return to community-based living as evidenced by:</i>				
Residents that participated in shared-learning regarding integrated community-based living values	0*	0*	NA	NA
Residents that met with In-Reach Liaison and others regarding community-based living and strategies	7	10	NA	NA
<i>Community stakeholders and providers are better prepared to participate and collaborate in transition planning activities and to provide needed community-based services to residents seeking to return to community-based living as evidenced by:</i>				
Participated in resident-specific transition discussions with In-Reach Liaison**	10	12	NA	NA
Participated in meetings with resident, In-Reach Liaison, and others regarding opportunities for community-based living	13	18	NA	NA

Revisions to Prior Period: None.

Data Source: BMHS.

Notes: Data Compiled 1/x/2021. Counts of residents are unduplicated per each measure; a resident may be involved in more than one activity during the reporting period. Counts of activities are unduplicated. *Indicates measures that involve activities temporarily suspended due to COVID-19 protocols at Glencliff Home. **The In-Reach Liaison also meets monthly with all CMHCs regarding housing needs. In-Reach activities have involved working with 9 of the 10 CMHCs on resident-specific cases thus far.

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

Peer Support Agency	October – December 2020		July – September 2020	
	Total Members	Average Daily Visits	Total Members	Average Daily Visits
Alternative Life Center Total	614	28	605	36
<i>Conway</i>	271	6	271	9
<i>Berlin</i>	137	7	132	7
<i>Littleton</i>	89	6	86	8
<i>Colebrook</i>	117	9	116	12
Stepping Stone Total	366	7	363	11
<i>Claremont</i>	248	6	246	9
<i>Lebanon</i>	118	1	117	2
Cornerbridge Total	141	11	136	10
<i>Laconia</i>	53	5	49	5
<i>Concord</i>	73	3	72	3
<i>Plymouth Outreach</i>	15	3	15	2
MAPSA Keene Total	339	14	303	16
HEARTS Nashua Total	386	50	372	41
On the Road to Recovery Total	149	10	137	10
<i>Manchester</i>	83	4	75	4
<i>Derry</i>	66	6	62	6
Connections Portsmouth Total	101	5	98	5
TriCity Coop Rochester Total	277	8	246	9
Total	2,373	123	2,260	128

Revisions to Prior Period: None.

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

Notes: Data Compiled 02/02/2021. Average Daily Visits are not applicable for Outreach Programs.

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

Subsidy	October – December 2020		
	Total individuals served at start of quarter	New individuals added during quarter	Total individuals served through end of quarter
Housing Bridge Subsidy	979	37	1,016
Section 8 Voucher (NHHFA/BMHS) - Transitioned from Housing Bridge	198	14	212
Subsidy	July – September 2020		
	Total individuals served at start of quarter	New individuals added during quarter	Total individuals served through end of quarter
Housing Bridge Subsidy	944	35	979
Section 8 Voucher (NHHFA/BMHS) - Transitioned from Housing Bridge	192	6	198

Revisions to Prior Period: None.

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

Notes: Data Compiled 12/31/2020. Figures at start and end of each quarter are a cumulative total of individuals served since CMHA quarterly reporting began in 2015. Figures for new individuals reflect activity throughout the quarter; these are not a point-in-time count at the end of the reporting period. New individuals added includes individuals newly approved for HBSP funding that have or have not yet secured an HBSP unit, some of whom may have also exited the program in the quarter. These individuals have been on the HBSP waitlist prior to funding approved in the quarter or have newly applied for and been approved for funding in the same quarter.

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

Measure	As of 12/31/2020	As of 9/30/2020
Rents Currently Being Paid	300	312
Individuals Enrolled and Seeking Unit for Bridge Lease	96	96
Total	396	408

Revisions to Prior Period: None.

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

Notes: Data Compiled 12/31/2020. All individuals currently on the HBSP are intended to transition from the program to other permanent housing. Individuals seeking a unit include people who have not secured their first unit under HBSP and people who secured a unit previously and are seeking a different unit.

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

Measure	As of 12/31/2020	As of 9/30/2020
Housing Bridge Clients Linked	356/396 (90%)	335/409 (82%)

Revisions to Prior Period: None.

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

Notes: Data compiled 02/05/2021; "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 12/31/2020	Frequency as of 9/30/2020
1	242	255
2	18	20
3	3	2
4	0	0
5	0	1
6	1	0
7	1	1
8 or more	0	0

Revisions to Prior Period: None.

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

Notes: Data Compiled 12/31/2020. *All units are individual units; property address may include multiple buildings, such as apartment complexes.

8d. Housing Bridge Subsidy Program: Applications

Measure	October – December 2020*	July – September 2020
Applications Received During Period	25	57
<i>Point of Contact for Applications Received</i>	22 CMHCs; 3 NHH	CMHCs 50; NHH 6; NFI 1
Applications Approved	25	57
Applications Denied	0	0
<i>Denial Reasons</i>	NA	NA
Applications in Process at End of Period	0	0

Revisions to Prior Period: None.

Data Source: Bureau of Mental Health Services.

Notes: Data Compiled 12/31/2020. *Data reflects only those applications that were received during the quarter and no longer reflect carryover data from applications received in prior quarters.

8e. Housing Bridge Subsidy Program: Terminations

Type and Reason	October – December 2020	July – September 2020
Terminations – DHHS Initiated	0	
<i>He-M 406.08 (a)(5): Failure to pay rent for 3 or more consecutive months</i>		2
Exited Program – Client Related Activity	46	45
<i>Voucher Received</i>	26	24
<i>Deceased</i>	5	1
<i>Over Income</i>	0	1
<i>Moved Out of State</i>	1	3
<i>Declined Subsidy at Recertification*</i>	7	10
<i>Higher Level of Care Accessed</i>	3	4
<i>Other Subsidy Provided</i>	0	2
<i>Moved in with family</i>	2	0
<i>Declined to receive subsidy</i>	2	
Total	46	47

Revisions to Prior Period: None.

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

Notes: Data Compiled 12/31/2020. This table only includes individuals who were receiving an HBSP subsidy or who had HBSP funding approved and were seeking a unit prior to exiting the program. *Includes all refusals, including refusal to initiate voucher and unable to contact.

8f. Housing Bridge Subsidy Program: Application Processing Times

Average Elapsed Time of Application Processing (calendar days)*	October – December 2020	July – September 2020
Completed Application to Determination	1	1
Approved Determination to Funding Availability	95	75
Referred to Vendor with Funded HB Slot	1	1
Leased Unit Secured	77	95

Revisions to Prior Period: None.

Data Source: Bureau of Mental Health Services.

Notes: Data Compiled 12/31/2020. *Elapsed time measure reporting implemented 10/01/18 and applies to any application received on or after that date.

9. Housing Bridge Subsidy Program Waitlist: Approved Applications

As of 12/31/2020							
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	1	0	4	3	4	4	12
As of 9/30/2020							
Time on List							
Total	0-30 days	31-60 days	61-90 days	91-120 days	121-150 days	151-180 days	181+ days
85	12	17	12	7	10	3	24

Revisions to Prior Period: None.

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

Notes: Data Compiled 12/31/2020.

9a. Housing Bridge Subsidy Program Waitlist: Reason Administratively Removed from Waitlist

Type and Reason	October – December 2020	July – September 2020
Moved to different state	3	NA
Moved in with family	2	
Received PRA811 voucher	3	
Received Mainstream 811 voucher	2	
Received other permanent housing voucher	1	
Required higher level of care	5	
Required DOC interventions, not ready for HBSP	3	
Total	22	NA

Revisions to Prior Period: None.

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

Notes: Data Compiled 12/31/2020.

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10. Supported Housing Subsidy Summary

Subsidy		October – December 2020	July – September 2020
		Total subsidies by end of quarter	Total subsidies by end of quarter
Housing Bridge Subsidy:	Units Currently Active	300	312
	Individuals Enrolled and Seeking Unit for Bridge Lease	96	96
Section 8 Voucher (NHHFA):	Transitioned from Housing Bridge*	212	198
	Not Previously Receiving Housing Bridge	0	3
811 Units:	PRA	114	89
	Mainstream	74	62
Other Permanent Housing Vouchers (HUD, Public Housing, VA)		2	6
Total Supported Housing Subsidies		798	733

Revisions to Prior Period:

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

Notes: Data Compiled 12/31/2020. 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.

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

Measure	October 2020	November 2020	December 2020	Oct. – Dec. 2020	July – Sept. 2020
Unique People Served in Month	223	171	172	462	557
Services Provided by Type					
Case Management	0	0	0	0	0
Crisis Apartment Service	56	36	5	97	195*
Crisis Intervention Services	10	9	5	24	14
ED Based Assessment	0	0	0	0	0
Medication Appointments or Emergency Medication Appointments	0	0	0	0	0
Mobile Community Assessments	51	26	33	110	178
Office-Based Urgent Assessments	29	25	0	54	45
Other	0	0	0	0	0
Peer Support	154	120	54	328	678*
Phone Support/Triage	480	126	374	980	1,294
Psychotherapy	0	0	0	0	0
Referral Source					
CMHC Internal	16	7	10	33	54
Emergency Department	18	18	4	40	26
Family	21	21	30	72	76
Friend	0	3	7	10	17
Guardian	31	38	32	101	57
MCT Hospitalization	0	0	0	0	0
Mental Health Provider	6	10	10	26	19
Other	19	7	3	29	31
Police	4	7	5	16	23
Primary Care Provider	11	12	6	29	17
Self	105	143	146	394	495
School	10	9	2	21	11
Crisis Apartment					
Apartment Admissions	15	9	2	26	45
Apartment Bed Days	46	29	6	81	145
Apartment Average Length of Stay	3.1	3.2	3.0	3.1	3.2
Law Enforcement Involvement	4	7	5	16	49
Hospital Diversions Total	215	168	142	525	523

Revisions to Prior Period: *The original data was incorrect due to a data reporting issue that has since been resolved.

Data Source: Riverbend CMHC submitted report.

Notes: Data Compiled 02/02/2021. Reported values, other than Unique People Served in Month, are not de-duplicated at the individual level; individuals 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 2020	November 2020	December 2020	Oct. – Dec. 2020	July – Sept. 2020
Unique People Served in Month	258	309	281	658	723
Services Provided by Type					
Case Management	77	56	43	176	99
Crisis Apartment Service	0	0	0	0	0
Crisis Intervention Service	254	287	219	760	641
ED Based Assessment	0	0	0	0	0
Medication Appointments or Emergency Medication Appointments	7	6	15	28	17
Mobile Community Assessments	87	115	110	312	296
Office-Based Urgent Assessments	12	9	9	30	20
Other	184	235	224	643	767
Peer Support	15	12	9	36	39
Phone Support/Triage	525	651	527	1,703	1,699
Psychotherapy	2	2	7	11	6
Referral Source					
CMHC Internal	5	5	3	13	15
Emergency Department	1	0	0	1	2
Family	46	55	48	149	163
Friend	4	6	2	12	12
Guardian	11	14	16	41	30
MCT Hospitalization	1	7	4	12	18
Mental Health Provider	15	9	11	35	45
Other	18	21	32	71	56
Police	55	90	87	232	288
Primary Care Provider	18	15	6	39	29
Self	117	123	113	353	445
School	2	12	2	16	0
Crisis Apartment					
Apartment Admissions	0	0	0	0	0
Apartment Bed Days	0	0	0	0	0
Apartment Average Length of Stay	0.0	0.0	0.0	0.0	0.0
Law Enforcement Involvement	55	90	87	232	288
Hospital Diversion Total	288	352	321	961	1,075

Revisions to Prior Period: None.

Data Source: Phoenix 2.

Notes: Data Compiled 02/02/2021. Reported values, other than Unduplicated People Served in Month, are not de-duplicated at the individual level; individuals can account for multiple instances of service use, hospital diversions, etc.

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

Measure	October 2020	November 2020	December 2020	Oct. – Dec. 2020	July – Sept. 2020
Unique People Served in Month	44	NA	NA	44	208
Services Provided by Type					
Case Management	2	NA	NA	2	41
Crisis Apartment Service	13	NA	NA	13	198
Crisis Intervention Services	0	NA	NA	0	0
ED Based Assessment	5	NA	NA	5	12
Medication Appointments or Emergency Medication Appointments	0	NA	NA	0	0
Mobile Community Assessments	12	NA	NA	12	74
Office-Based Urgent Assessments	3	NA	NA	3	57
Other	0	NA	NA	0	0
Peer Support	6	NA	NA	6	110
Phone Support/Triage	37	NA	NA	37	198
Psychotherapy	2	NA	NA	2	4
Referral Source					
CMHC Internal	1	NA	NA	1	19
Emergency Department	0	NA	NA	0	11
Family	9	NA	NA	9	35
Friend	1	NA	NA	1	8
Guardian	0	NA	NA	0	0
MCT Hospitalization	0	NA	NA	0	0
Mental Health Provider	0	NA	NA	0	16
Other	6	NA	NA	6	28
Police	0	NA	NA	0	8
Primary Care Provider	0	NA	NA	0	3
Self	26	NA	NA	26	167
Schools	4	NA	NA	4	1
Crisis Apartment					
Apartment Admissions	0	NA	NA	0	33
Apartment Bed Days	0	NA	NA	0	172
Apartment Average Length of Stay	0.0	NA	NA	0.0	5.1
Law Enforcement Involvement					
	0	NA	NA	0	1
Hospital Diversion Total					
	57	NA	NA	57	316

Revisions to Prior Period: None.

Data Source: Harbor Homes submitted data.

Notes: Data Compiled 02/02/2021. Reported values other than the Unique People Served in Month value are not de-duplicated at the individual level; individuals can account for multiple instances of service use, hospital diversions, etc.

*Harbor Care Program ended October 31, 2020, therefore there is no data available for the months of November and December.