



# New Hampshire Community Mental Health Agreement Quarterly Data Report

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*April – June 2022*

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

***August 31, 2022***

*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 Data Report

New Hampshire Department of Health and Human Services

Publication Date: *August 31, 2022*

Reporting Period: 4/1/2022-6/30/2022

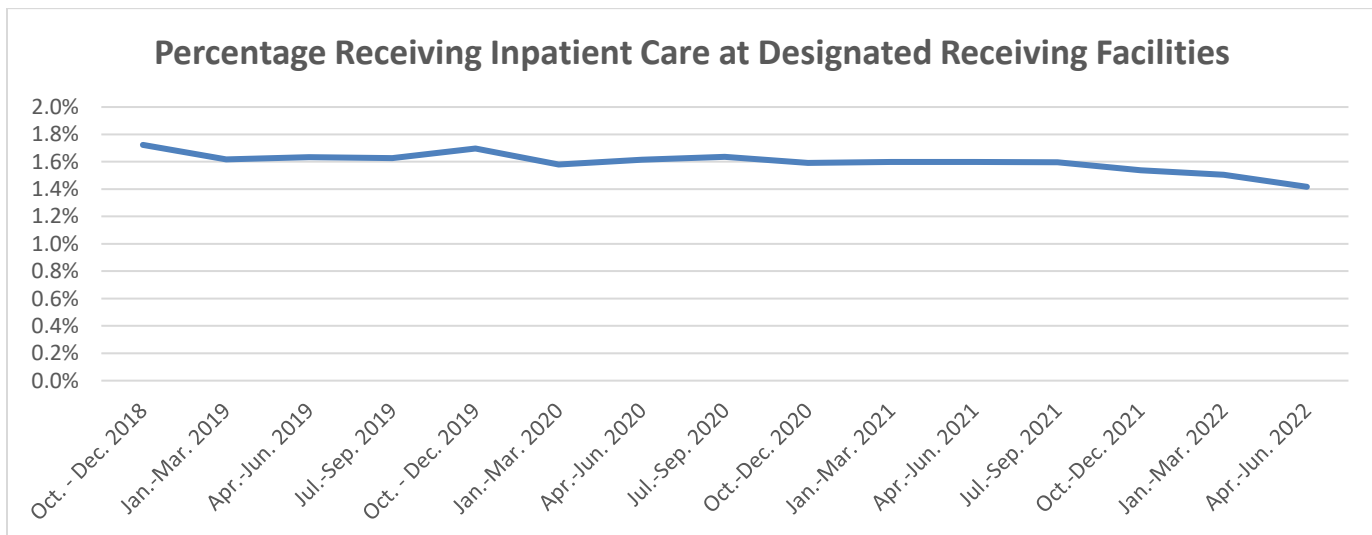
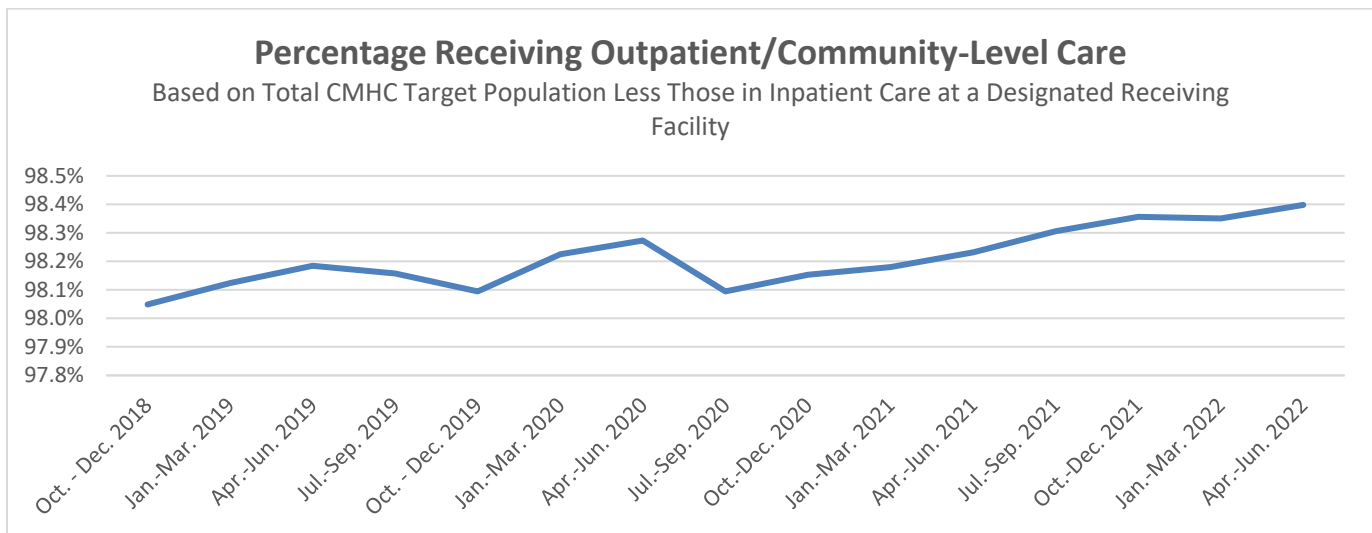
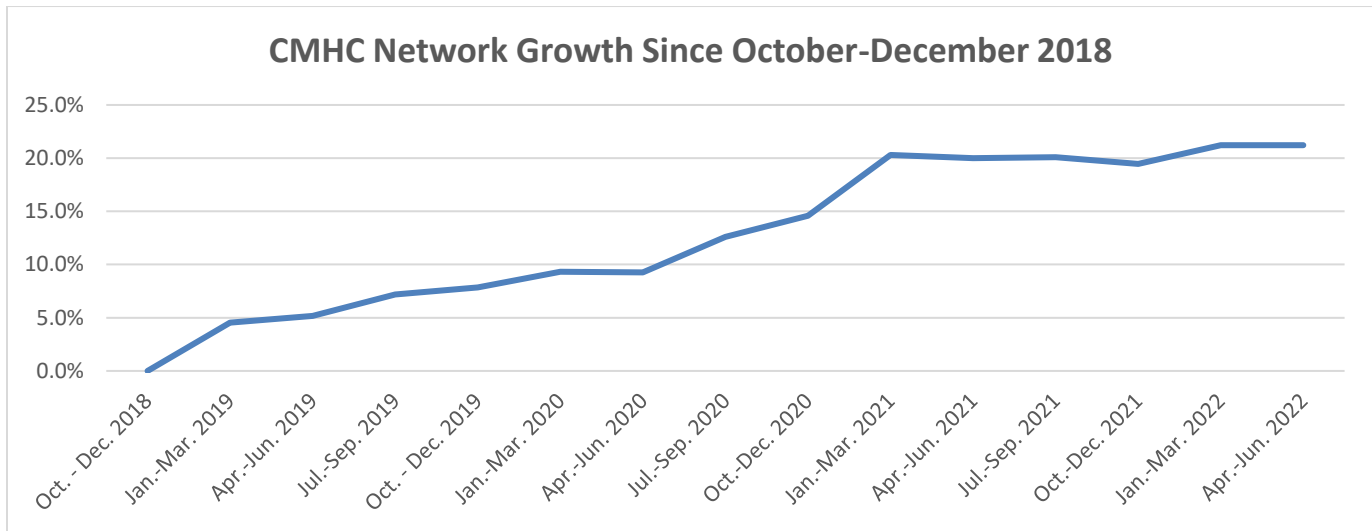
## Notes for Quarter

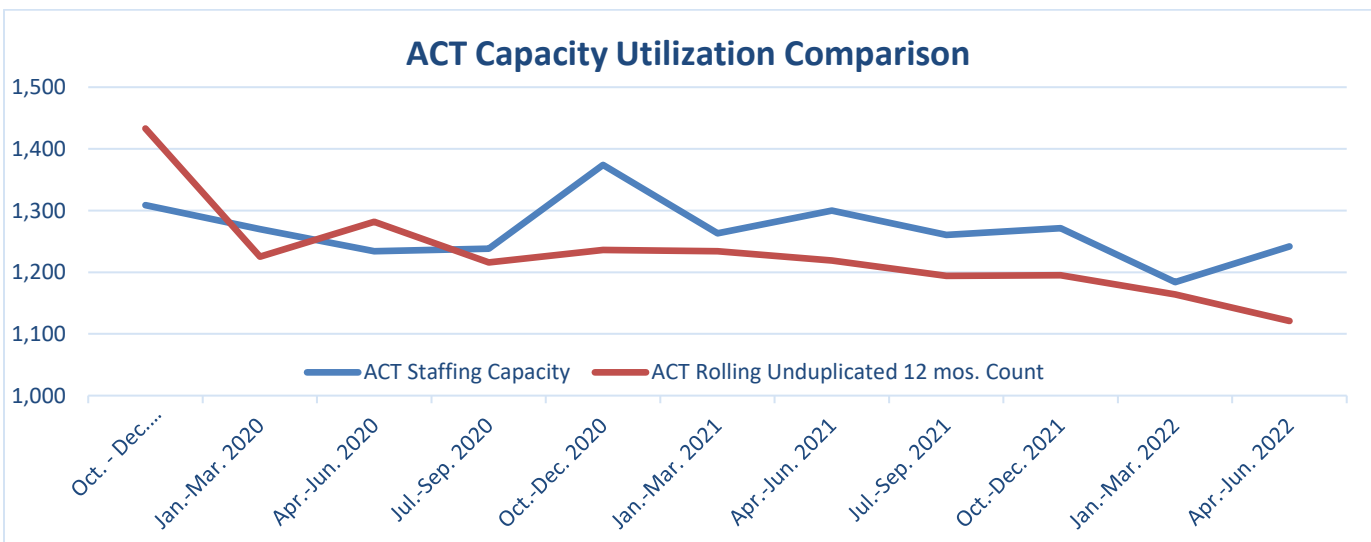
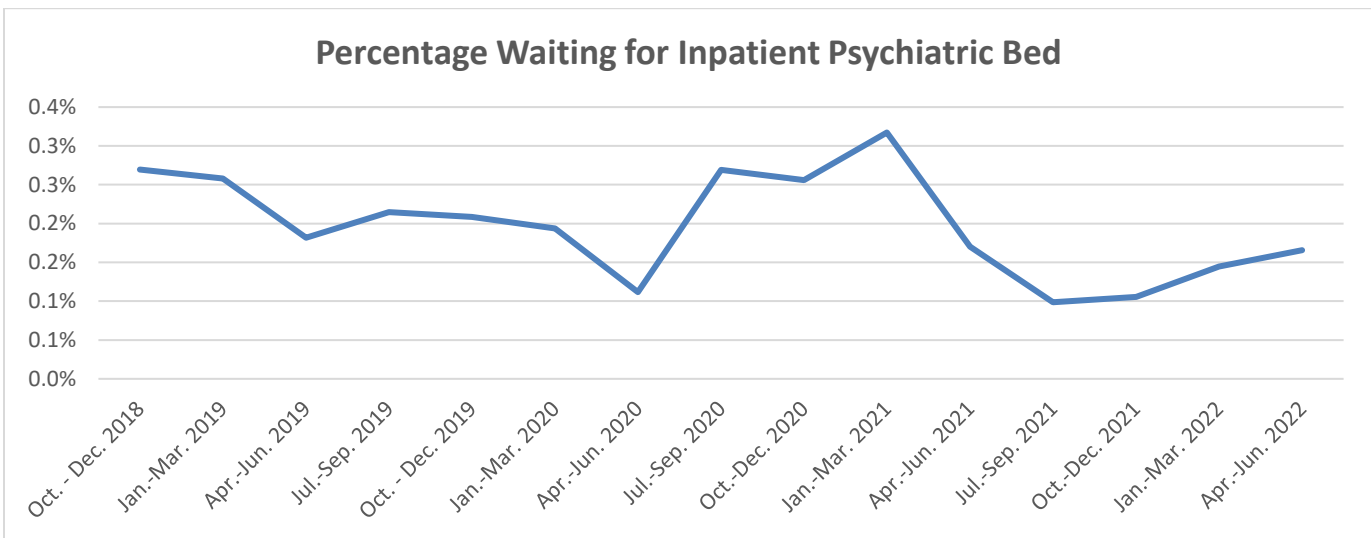
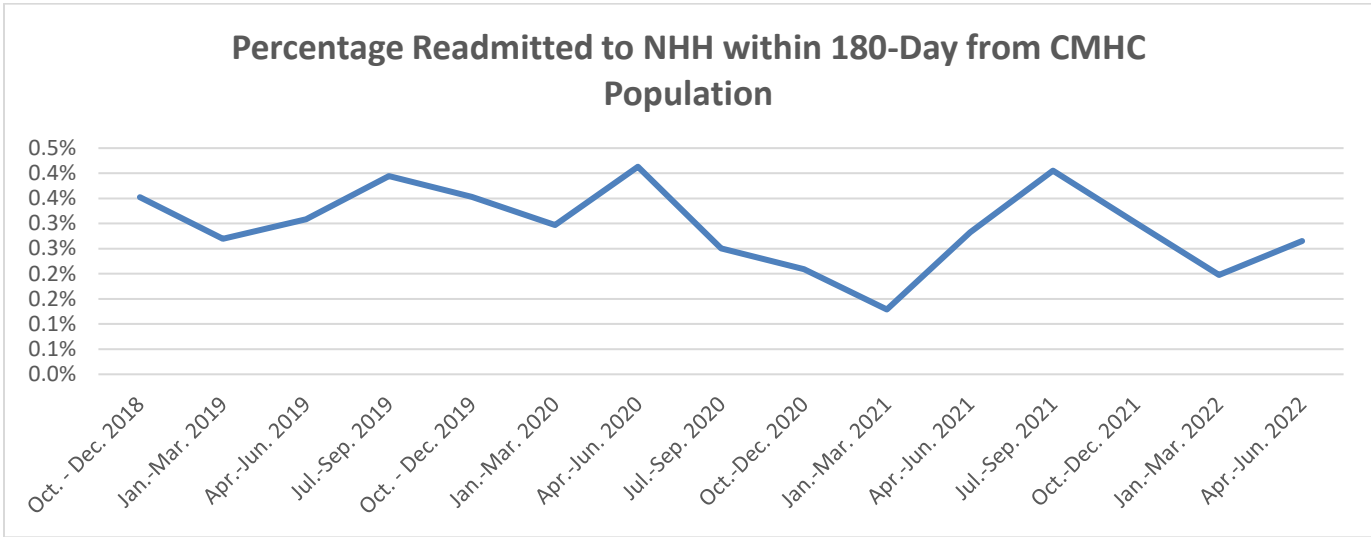
- Table 7. NH Mental Health Client Peer Support Agencies: Census Summary – Peer Support Agencies continue to operate a hybrid in-person and virtual model of services with limited on-site capacity due to COVID-19. The Average Daily Visits reported includes the number of individuals participating in groups 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. Data reporting for statewide Rapid Response began January 1, 2022 – These data represent reporting items from Phoenix and the Rapid Response Access Point. NH DHHS continues to work with the CMHCs and the Access Point to ensure timely and accurate data reports. Certain system changes are anticipated and data anomalies are expected to normalize in the coming months. NH DHHS will re-issue tables as needed.

## Acronyms Used in this Report

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

**Trends: CMHA Target Population System Wide Key Trends**





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

Community Mental Health Center	April 2022	May 2022	June 2022	Unique Clients in Quarter	Unique Clients in Prior Quarter
01 Northern Human Services	83	77	78	87	93
02 West Central Behavioral Health	53	50	48	56	56
03 Lakes Region Mental Health Center*	57	57	58	58	61
04 Riverbend Community Mental Health Center	85	88	85	96	89
05 Monadnock Family Services	45	39	46	47	45
06 Greater Nashua Mental Health	104	105	107	110	109
07 Mental Health Center of Greater Manchester	254	261	256	270	266
08 Seacoast Mental Health Center	74	74	70	76	78
09 Community Partners	73	68	61	76	83
10 Center for Life Management	44	44	45	45	51
<b>Total Unique Clients</b>	<b>872</b>	<b>863</b>	<b>853</b>	<b>919</b>	<b>927</b>
<b>Unique Clients Receiving ACT Services 7/1/21 to 6/30/2022: 1,121</b>					

Revisions to Prior Period: None.

Data Source: NH Phoenix 2. Notes: Data extracted 7/25/2022; clients are counted only one time regardless of how many services they receive. \*Lakes Region Mental Health Center's ACT data is currently under review. Minor discrepancies were identified and NH DHHS data analytics is working closely with this center to correct and validate the data for resubmission.

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

Community Mental Health Center	January – March 2022 Retrospective Analysis			October – December 2021 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	1,010	26	3	974	25	1
02 West Central Behavioral Health	161	6	0	123	2	2
03 Lakes Region Mental Health Center	974	6	0	1,029	2	0
04 Riverbend Community Mental Health Center	1,746	23	0	1,444	0	0
05 Monadnock Family Services	538	9	0	573	5	0
06 Greater Nashua Mental Health	1,406	4	0	1,248	7	0
07 Mental Health Center of Greater Manchester	1,499	41	0	1,405	12	0
08 Seacoast Mental Health Center	1,626	3	0	1,511	5	2
09 Community Partners	198	1	1	228	1	0
10 Center for Life Management	1,315	0	0	1,333	2	0
<b>Total ACT Screening</b>	<b>10,473</b>	<b>119</b>	<b>4</b>	<b>9,868</b>	<b>61</b>	<b>5</b>

Data Source: NH Phoenix 2. 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.

Notes: Data extracted 08/01/2022. “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.

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

	April - June 2022				January – March 2022			
	April 2022 New ACT Clients	May 2022 New ACT Clients	June 2022 New ACT Clients	Total New ACT Clients	October 2021 New ACT Clients	November 2021 New ACT Clients	December 2021 New ACT Clients	Total New ACT Clients
<b>Community Mental Health Center</b>								
01 Northern Human Services	3	0	2	5	3	4	6	13
02 West Central Behavioral Health	1	0	0	1	3	2	1	6
03 Lakes Region Mental Health Center*	0	1	0	1	0	3	0	3
04 Riverbend Community Mental Health Center	4	4	5	13	1	2	1	4
05 Monadnock Family Services	0	1	1	2	0	1	2	3
06 Greater Nashua Mental Health	1	2	4	7	2	0	1	3
07 Mental Health Center of Greater Manchester	8	7	4	19	9	11	8	28
08 Seacoast Mental Health Center	4	1	0	5	1	1	3	5
09 Community Partners	0	1	1	2	3	0	2	5
10 Center for Life Management	1	0	1	2	1	0	1	2
<b>Total New ACT Clients</b>	<b>22</b>	<b>17</b>	<b>18</b>	<b>57</b>	<b>23</b>	<b>24</b>	<b>25</b>	<b>72</b>

Revisions to Prior Period: None

Data Source: NH Phoenix 2.

Notes: Data extracted 07/25/2022; 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. \*Lakes Region Mental Health Center's ACT data is currently under review. Minor discrepancies were identified and NH DHHS data analytics is working closely with this center to correct and validate the data for resubmission once the proper adjustments are made.

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

As of 6/30/2022						
Time on List						
Total	0-30 days	31-60 days	61-90 days	91-120 days	121-150 days	151-180 days
0	0	0	0	0	0	0
As of 3/31/2022						
Time on List						
Total	0-30 days	31-60 days	61-90 days	91-120 days	121-150 days	151-180 days
1	0	0	0	1	0	0

Revisions to Prior Period: None.

Data Source: BMHS Report.

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

Community Mental Health Center	April – June 2022						January – March 2022					
	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	8	10	2	8	2	1	8	10	6	4	3	3
02 West Central Behavioral Health	5	4	1	3	0	1	2	6	2	4	2	0
03 Lakes Region Mental Health Center	0	9	0	9	0	0	1	2	1	1	1	0
04 Riverbend Community Mental Health Center	5	20	4	16	4	0	4	13	1	12	0	1
05 Monadnock Family Services	3	11	3	8	3	0	2	13	5	8	3	2
06 Greater Nashua Mental Health	4	14	3	11	1	2	12	9	2	7	1	1
07 Mental Health Center of Greater Manchester	13	17	9	8	6	3	8	5	3	2	2	1
08 Seacoast Mental Health Center	3	10	2	8	2	0	1	14	1	13	0	1
09 Community Partners	3	16	1	15	0	1	4	6	1	5	1	0
10 Center for Life Management	1	4	1	3	1	0	0	4	1	3	1	0
<b>Total</b>	<b>45</b>	<b>115</b>	<b>26</b>	<b>89</b>	<b>19</b>	<b>8</b>	<b>42</b>	<b>82</b>	<b>23</b>	<b>59</b>	<b>14</b>	<b>9</b>

Revisions to Prior Period: None

Data Source: New Hampshire Hospital.

Notes: Data compiled 8/16/22. Numbers do not include those listed as “N/A on admission”, those representing moves outside of the catchment area, or those who were admitted from out-of-state and remained in-state

### 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	April – June 2022	January – March 2022
Not Available in Individual's Town of Residence	0	0
Individual Declined	0	0
Individual's Insurance Does Not Cover ACT Services	0	2
Individual's Clinical Need Does Not Meet ACT Criteria	1	2
Individual Placed on ACT Waitlist	1	0
Individual Awaiting CMHC Determination for ACT	4	5
<b>Total Unique Clients</b>	<b>6</b>	<b>9</b>

Revisions to Prior Period: None.

Data Source: New Hampshire Hospital.

Notes: Data compiled 8/16/2022.

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

	June 2022						March 2022	
	Nurse	Masters Level Clinician/or Equivalent	Functional Support Worker	Peer Specialist	Total (Excluding Psychiatry)	Psychiatrist/Nurse Practitioner	Total (Excluding Psychiatry)	Psychiatrist/Nurse Practitioner
<b>Community Mental Health Center</b>								
01 Northern Human Services - Wolfeboro	0.60	0.00	0.00	0.00	3.60	0.27	3.00	0.27
01 Northern Human Services - Berlin	0.34	0.20	1.00	0.00	4.94	0.14	4.88	0.14
01 Northern Human Services - Littleton	0.23	0.11	1.00	1.00	3.57	0.29	4.34	0.29
02 West Central Behavioral Health	0.40	1.00	0.00	1.50	6.20	0.60	4.70	0.60
03 Lakes Region Mental Health Center	1.00	3.00	0.00	1.00	5.00	0.60	4.00	0.60
04 Riverbend Community Mental Health Center	0.50	1.00	5.10	0.00	7.50	0.50	8.50	0.50
05 Monadnock Family Services	2.63	0.71	0.00	0.89	7.87	0.63	6.33	0.61
06 Greater Nashua Mental Health 1	1.00	1.00	4.00	1.00	9.00	0.15	6.75	0.15
06 Greater Nashua Mental Health 2	1.00	1.00	2.00	1.00	6.00	0.15	6.00	0.15
07 Mental Health Center of Greater Manchester-CTT	1.33	11.97	3.33	1.33	22.61	1.17	22.61	1.17
07 Mental Health Center of Greater Manchester-MCST	1.33	9.84	2.00	1.33	20.32	1.17	22.45	1.17
08 Seacoast Mental Health Center	1.00	2.10	6.00	1.00	11.10	0.80	9.16	0.80
09 Community Partners	0.50	1.00	4.76	1.38	7.64	0.70	7.84	0.70
10 Center for Life Management	1.14	0.00	5.28	1.00	8.85	0.46	7.88	0.46
<b>Total</b>	<b>13.00</b>	<b>32.93</b>	<b>34.47</b>	<b>12.43</b>	<b>124.20</b>	<b>7.63</b>	<b>118.44</b>	<b>7.61</b>



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

	Substance Use Disorder Treatment		Housing Assistance		Supported Employment	
	June 2022	March 2022	June 2022	March 2022	June 2022	March 2022
<b>Community Mental Health Center</b>						
01 Northern Human Services - Wolfeboro	0.27	0.27	3.00	3.00	0.00	0.00
01 Northern Human Services - Berlin	0.74	0.68	3.40	3.34	0.00	0.00
01 Northern Human Services - Littleton	0.40	0.40	2.00	3.00	0.00	0.00
02 West Central Behavioral Health	0.10	0.10	4.00	3.50	0.20	0.20
03 Lakes Region Mental Health Center	0.00	0.00	5.00	4.00	0.00	0.00
04 Riverbend Community Mental Health Center	0.50	1.50	6.50	7.50	0.50	0.50
05 Monadnock Family Services	0.35	0.29	2.23	2.30	0.00	0.00
06 Greater Nashua Mental Health 1	7.15	4.90	8.00	5.75	2.00	2.00
06 Greater Nashua Mental Health 2	3.15	4.15	4.00	4.00	1.00	1.00
07 Mental Health Center of Greater Manchester-CCT	13.14	13.14	17.95	17.95	1.33	1.33
07 Mental Health Center of Greater Manchester-MCST	5.16	6.49	14.33	16.46	2.66	2.66
08 Seacoast Mental Health Center	2.00	2.00	9.00	7.53	0.00	1.00
09 Community Partners	3.58	3.20	1.80	3.00	0.00	0.00
10 Center for Life Management	1.14	0.17	7.42	6.45	0.29	0.29
<b>Total</b>	<b>37.68</b>	<b>39.83</b>	<b>88.63</b>	<b>91.53</b>	<b>7.98</b>	<b>13.00</b>

Revisions to Prior Period: None.

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

Notes: Data compiled 7/25/2022. 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**

	12 Month Period Ending June 2022			Penetration Rate for Period Ending March 2022
	Supported Employment Clients	Total Eligible Clients	Penetration Rate	
<b>Community Mental Health Center</b>				
01 Northern Human Services	137	1,304	10.5%	11.1%
02 West Central Behavioral Health	90	492	18.3%	15.3%
03 Lakes Region Mental Health Center	291	1,689	17.2%	20.5%
04 Riverbend Community Mental Health Center	229	1,903	12.0%	12.3%
05 Monadnock Family Services	58	1,088	5.3%	6.4%
06 Greater Nashua Mental Health	497	2,487	20.0%	17.6%
07 Mental Health Center of Greater Manchester	1,053	3,308	31.8%	33.3%
08 Seacoast Mental Health Center	1,095	2,366	46.3%	49.4%
09 Community Partners	516	731	70.6%	70.5%
10 Center for Life Management	350	1,827	19.2%	19.5%
<b>Total Unique Clients</b>	<b>4,303</b>	<b>16,986</b>	<b>25.3%</b>	<b>27.4%</b>

Revisions to Prior Period: None.

Data Source: NH Phoenix 2.

Notes: Data extracted 7/25/2022

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

Reported Employment Status Begin Date: 4/1/2022 End Date: 6/30/2022 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 January – March 2022
<b>Updated Employment Status:</b>												
Full time employed now or in past 90 days	81	32	182	141	81	174	325	246	63	223	1,548	1,470
Part time employed now or in past 90 days	117	36	458	304	142	299	326	273	81	275	2,311	2,267
Unemployed	175	91	20	65	130	850	787	122	196	641	3,077	3,123
Not in the Workforce	574	152	487	998	474	401	604	1051	159	192	5,092	5,043
Status is not known	0	50	6	27	4	110	1	1	5	105	309	296
<b>Total of Eligible Adult CMHC Clients</b>	<b>947</b>	<b>361</b>	<b>1,153</b>	<b>1,535</b>	<b>831</b>	<b>1,834</b>	<b>2,043</b>	<b>1,693</b>	<b>504</b>	<b>1,436</b>	<b>12,337</b>	<b>12,199</b>
<b>Previous Quarter: Total of Eligible Adult CMHC Clients</b>	<b>944</b>	<b>361</b>	<b>1,133</b>	<b>1,542</b>	<b>846</b>	<b>1,775</b>	<b>2,058</b>	<b>1,654</b>	<b>499</b>	<b>1,387</b>		
<b>Percentage by Updated Employment Status:</b>												
Full time employed now or in past 90 days	8.6%	8.9%	15.8%	9.2%	9.7%	9.5%	15.9%	14.5%	12.5%	15.5%	12.5%	12.1%
Part time employed now or in past 90 days	12.4%	10.0%	39.7%	19.8%	17.1%	16.3%	16.0%	16.1%	16.1%	19.2%	18.7%	18.6%
Unemployed	18.5%	25.2%	1.7%	4.2%	15.6%	46.3%	38.5%	7.2%	38.9%	44.6%	24.9%	25.6%
Not in the Workforce	60.6%	42.1%	42.2%	65.0%	57.0%	21.9%	29.6%	62.1%	31.5%	13.4%	41.3%	41.3%
Status is not known	0.0%	13.9%	0.5%	1.8%	0.5%	6.0%	0.0%	0.1%	1.0%	7.3%	2.5%	2.4%
<b>Update is Current</b>												
Update is Current	66.9%	49.3%	69.0%	84.0%	70.3%	86.5%	89.2%	93.6%	71.8%	99.9%	83.2%	83.1%
<b>Update is Overdue</b>												
Update is Overdue	33.1%	50.7%	31.0%	16.0%	29.7%	13.5%	10.8%	6.4%	28.2%	0.1%	16.8%	16.9%
<b>Previous Quarter: Percentage by Timeliness of Employment Status Screening:</b>												
Update is Current	64.1%	49.0%	76.6%	86.0%	69.7%	82.9%	88.7%	91.8%	74.9%	99.8%		
Update is Overdue	35.9%	51.0%	23.4%	14.0%	30.3%	17.1%	11.3%	8.2%	25.1%	0.2%		

Revisions to Prior Period: None.

Data Source: NH Phoenix 2.

Notes: Data extracted 7/25/2022

### 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  Reported Employment Status  Begin Date: 4/1/2022 End Date: 6/30/2022	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 2022
	<b>Updated Employment Status:</b>											
Full time employed now or in past 90 days	1	1	0	1	1	2	9	1	2	10	28	35
Part time employed now or in past 90 days	4	6	11	34	10	13	30	9	6	27	150	156
Unemployed	4	2	0	15	3	36	22	11	9	22	124	154
Not in the Workforce	3	0	2	5	5	7	10	25	1	5	63	64
Status is not known	0	2	0	0	0	4	0	0	0	0	6	9
<b>Total of Supported Employment Cohort</b>	<b>12</b>	<b>11</b>	<b>13</b>	<b>55</b>	<b>19</b>	<b>62</b>	<b>71</b>	<b>46</b>	<b>18</b>	<b>64</b>	<b>371</b>	<b>418</b>
<b>Previous Quarter: Total of Supported Employment Cohort</b>	<b>15</b>	<b>13</b>	<b>11</b>	<b>64</b>	<b>23</b>	<b>85</b>	<b>96</b>	<b>43</b>	<b>20</b>	<b>48</b>	<b>418</b>	
<b>Percentage by Updated Employment Status:</b>												
Full time employed now or in past 90 days	8.3%	9.1%	0.0%	1.8%	5.3%	3.2%	12.7%	2.2%	11.1%	15.6%	7.5%	8.4%
Part time employed now or in past 90 days	33.3%	54.5%	84.6%	61.8%	52.6%	21.0%	42.3%	19.6%	33.3%	42.2%	40.4%	37.3%
Unemployed	33.3%	18.2%	0.0%	27.3%	15.8%	58.1%	31.0%	23.9%	50.0%	34.4%	33.4%	36.8%
Not in the Workforce	25.0%	0.0%	15.4%	9.1%	26.3%	11.3%	14.1%	54.3%	5.6%	7.8%	17.0%	15.3%
Status is not known	0.0%	18.2%	0.0%	0.0%	0.0%	6.5%	0.0%	0.0%	0.0%	0.0%	1.6%	2.2%

Revisions to Prior Period: None.

Data Source: Phoenix 2.

Note 3b-c: Data extracted 7/25/2022. 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. \*LRMHC case management and FSS staff were trained in Supported Employment and have provided employment services in the absence of formal SE staff. While not able to be billed (and therefore not reflected in Table 3c data), the employment numbers reflected in Table 3b indicate that these informal employment services are resulting in desired employment outcomes.

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

As of 6/30/2022						
Time on List						
Total	0-30 days	31-60 days	61-90 days	91-120 days	121-150 days	151-180+ days
36	31	3	2	0	0	0
As of 3/31/2022						
Time on List						
Total	0-30 days	31-60 days	61-90 days	91-120 days	121-150 days	151-180 days
62	26	16	12	6	0	2

Data Source: BMHS Report.

Notes: Data compiled 7/18/22. As of 6/30/22, 20 individuals total awaiting formal Supported Employment Services (MHCHM-8, CP-4, LRMHC-5 and MFS -3. Staffing shortages continue to be a challenges for our Mental Health Centers and BMHS is working with our partners to identify solutions and ensure that employment support services are provided in lieu of formal Supported Employed service provision.

### 4a. New Hampshire Hospital: Adult Census Summary

Measure	April – June 2022	January – March 2022
Admissions	210	172
Mean Daily Census	159	168
Discharges	221	181
Median Length of Stay in Days for Discharges	41	27
Deaths	0	0

Revisions to Prior Period: None.

Data Source: Avatar.

Notes 4a: Data Compiled 08/03/2022; 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	April – June 2022	January – March 2022
CMHC Group Home	3	2
Discharge/Transfer to IP Rehab Facility	20	10
Glenclyff Home for the Elderly	4	0
Home - Lives Alone	38	28
Home - Lives with Others	72	53
Homeless Shelter/ No Permanent Home	7	6
Hotel-Motel	4	8
Jail or Correctional Facility	3	4
Nursing Home	3	0
Other	22	16
Peer Support Housing	2	2
Private Group Home	0	0
Secure Psychiatric Unit - SPU	0	0
Unknown	43	52

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

Measure	April – June 2022	January – March 2022
30 Days	10.5% (22)	7.6% (13)
90 Days	15.7% (33)	11.6% (20)
180 Days	21.4% (45)	19.8% (34)

Revisions to Prior Period: None.

Data Source: Avatar.

Notes 4b-c: Data compiled 08/03/2022; 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	April – June 2022		
	Involuntary Admissions	Voluntary Admissions	Total Admissions
Franklin	39	37	76
Cypress Center	26	112	138
Portsmouth	92	229	321
Elliot Geriatric Psychiatric Unit	0	24	24
Elliot Pathways	52	103	155
Parkland Regional Hospital	46	138	184
<b>Total</b>	<b>255</b>	<b>643</b>	<b>898</b>
Designated Receiving Facility	January – March 2022		
	Involuntary Admissions	Voluntary Admissions	Total Admissions
Franklin	28	27	55
Cypress Center	38	94	132
Portsmouth	67	231	298
Elliot Geriatric Psychiatric Unit	1	39	40
Elliot Pathways	63	89	152
Parkland Regional Hospital	41	149	190
<b>Total</b>	<b>238</b>	<b>629</b>	<b>867</b>

Revisions to Prior Period: None.

Data Source: DRF Access Database

Data Compiled 08/02/2022

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

Designated Receiving Facility	April – June 2022	January – March 2022
Franklin	7.3	6.3
Cypress Center	11.0	11.1
Portsmouth	27.9	26.6
Elliot Geriatric Psychiatric Unit	11.4	20.7
Elliot Pathways	14.0	14.2
Parkland Regional Hospital	13.0	11.8
<b>Total</b>	<b>84.6</b>	<b>90.6</b>

Revisions to Prior Period: None.

Data Source: DRF Access Database

Data Compiled 08/02/2022

**5c. Designated Receiving Facilities: Discharges for Adults**

Designated Receiving Facility	April – June 2022	January – March 2022
Franklin	72	55
Manchester (Cypress Center)	140	130
Portsmouth	320	291
Elliot Geriatric Psychiatric Unit	28	38
Elliot Pathways	158	157
Parkland Regional Hospital	186	178
<b>Total</b>	<b>904</b>	<b>849</b>

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

Designated Receiving Facility	April – June 2022	January – March 2022
Franklin	7	8
Manchester (Cypress Center)	6	6
Portsmouth	6	7
Elliot Geriatric Psychiatric Unit	25	32
Elliot Pathways	6	7
Parkland Regional Hospital	5	5
<b>Total</b>	<b>6</b>	<b>7</b>

**5e. Designated Receiving Facilities: Discharge Location for Adults**

Designated Receiving Facility	April – June 2022						
	Assisted Living / Group Home	Deceased	DRF*	Home**	Other Hospital	NH Hospital	Other
Franklin	1	0	0	68	0	0	3
Manchester (Cypress Center)	0	0	0	140	0	0	0
Portsmouth Regional Hospital	9	0	0	287	10	3	11
Elliot Geriatric Psychiatric Unit	19	2	0	6	1	0	0
Elliot Pathways	0	0	0	144	2	1	11
Parkland Regional Hospital	0	0	0	177	4	0	5
<b>Total</b>	<b>29</b>	<b>2</b>	<b>0</b>	<b>822</b>	<b>17</b>	<b>4</b>	<b>30</b>
Designated Receiving Facility	January – March 2022						
	Assisted Living / Group Home	Deceased	DRF*	Home**	Other Hospital	NH Hospital	Other
Franklin	1	0	0	47	0	0	7
Manchester (Cypress Center)	0	0	1	127	0	0	2
Portsmouth Regional Hospital	2	0	0	255	5	7	22
Elliot Geriatric Psychiatric Unit	19	4	1	10	2	0	2
Elliot Pathways	2	0	0	123	2	0	30
Parkland Regional Hospital	0	0	0	165	1	0	12
<b>Total</b>	<b>24</b>	<b>4</b>	<b>2</b>	<b>727</b>	<b>10</b>	<b>7</b>	<b>75</b>

\*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).

Revisions to Prior Period: None  
 Data Source: NH DRF Database.  
 Notes: Data compiled 08/02/2022

**5f. Designated Receiving Facilities: Readmission Rates for Adults**

Designated Receiving Facility	April – May 2022		
	30 Days	90 Days	180 Days
Franklin	1.8% (1)	3.6% (2)	7.3% (4)
Manchester (Cypress Center)	3.8% (5)	6.1% (8)	10.6% (14)
Portsmouth	7.4% (22)	13.1% (39)	18.5% (55)
Elliot Geriatric Psychiatric Unit	0% (0)	0% (0)	5% (2)
Elliot Pathways	6.6% (10)	11.2% (17)	15.8% (24)
Parkland Regional Hospital	8.9% (17)	13.7% (26)	14.7% (28)
<b>Total</b>	<b>6.3% (55)</b>	<b>10.6% (92)</b>	<b>14.6% (127)</b>
Designated Receiving Facility	January – March 2022		
	30 Days	90 Days	180 Days
Franklin	1.8% (1)	7.3% (4)	10.9% (6)
Manchester (Cypress Center)	3% (4)	6.1% (8)	9.8% (13)
Portsmouth	9.1% (27)	16.4% (49)	20.1% (60)
Elliot Geriatric Psychiatric Unit	5% (2)	7.5% (3)	7.5% (3)
Elliot Pathways	7.2% (11)	9.9% (15)	11.8% (18)
Parkland Regional Hospital	3.2% (6)	3.7% (7)	5.8% (11)
<b>Total</b>	<b>5.9% (51)</b>	<b>9.9% (86)</b>	<b>12.8% (111)</b>

Revisions to Prior Period: None.  
 Data compiled 08/02/2022

**6. Glenclyff Home: Census Summary**

Measure	April – May 2022	January – March 2022
Admissions	4 (1 re-admission)	0
Average Daily Census	69	73
Discharges	2 (2 to Nursing Facility)	2 (2 to Assisted Living Facility)
Individual Lengths of Stay in Days for Discharges	1479, 363	256, 761
Deaths	4	3
Readmissions	1	0
Mean Overall Admission Waitlist	45	43

Revisions to Prior Period: None.  
 Data Source: Glenclyff Home.

Notes: Data Compiled 8/11/2022; 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. Majority of individuals on waitlist have been placed on “hold” status to allow for pursuit of less restrictive placements prior to consideration for admission.

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

Outcomes and Measures:	April – June 2022		January – March 2022	
	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	0	0
Residents that met with In-Reach Liaison regarding resident-specific needs, service array and supports**	0	0	0	0
<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	9	2	13	2
Residents that met with In-Reach Liaison and others regarding community-based living and strategies**	0	0	0	0
<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**	0	0	0	0
Participated in meetings with resident, In-Reach Liaison, and others regarding opportunities for community-based living***	35	93	41	88

Revisions to Prior Period: None.

Data Source: BMHS.

Notes: Data 5/6/2022. 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 that were temporarily suspended due to COVID-19 protocols at Glencliff Home.

\*\*The In-Reach Liaison position has been vacant since September 2021. NAMI-NH was awarded the In-Reach Liaison contract in July 2022 and is actively recruiting for the position.

\*\*\*The local PSA resumed in-person in-reach activities in late March 2022



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

Peer Support Agency	April – June 2022		January – March 2022	
	Total Members	Average Daily Visits	Total Members	Average Daily Visits
<b>Alternative Life Center Total</b>	<b>213</b>	<b>35</b>	<b>139</b>	<b>33</b>
Conway	24	9	25	8
Berlin	104	7	9	8
Littleton	40	10	43	7
Colebrook	45	9	62	10
<b>Stepping Stone Total</b>	<b>378</b>	<b>7</b>	<b>376</b>	<b>7</b>
Claremont	246	6	244	6
Lebanon	132	1	132	1
<b>Lakes Region Consumer Advisory Board Total</b>	<b>89</b>	<b>3</b>	<b>155</b>	<b>7</b>
Laconia	32	1	63	2
Concord	57	2	92	5
<b>Monadnock Keene Total</b>	<b>216</b>	<b>34</b>	<b>427</b>	<b>37</b>
<b>H.E.A.R.T.S Nashua Total</b>	<b>301</b>	<b>34</b>	<b>382</b>	<b>26</b>
<b>On the Road to Wellness Total</b>	<b>245</b>	<b>15</b>	<b>240</b>	<b>16</b>
Manchester	127	9	125	8
Derry	118	6	115	8
<b>Connections Portsmouth Total</b>	<b>133</b>	<b>4</b>	<b>128</b>	<b>7</b>
<b>Infinity Rochester Total</b>	<b>265</b>	<b>9</b>	<b>224</b>	<b>24</b>
<b>Total</b>	<b>1840</b>	<b>152</b>	<b>2,071</b>	<b>157</b>

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

Notes: Data Compiled 8/8/2022. Average Daily Visits are not applicable for Outreach Programs.

**8. Supported Housing Outcomes: Quarter-to-Quarter Summary**

Measure	April – June 2022			January – March 2022
	Quarterly Count	Quarter's Total	Quarterly Change	Prior Quarter's Total
<b>All Housing Subsidies Targeted for CMHA Population</b>				
1. Total Supported Housing Subsidy Funding (1.a. + 1.b.)		931	24	907
a. Percentage from Housing Bridge (2.a to 2.c.)	378	40.6%	1.2%	39.4
b. Percentage from Other Subsidies (3.a. to 3.f.)	553	59.4%	-1.2%	60.6%
<b>Housing Bridge Program</b>				
2. Total Housing Bridge Program Participants at Quarter's End (2.a. to 2.c.)		378	21	357
a. Percentage Housed in Bridge Unit at Quarter's End (Active Status)	280	74.1%	-0.4%	74.5%
b. Percentage Seeking Bridge Unit Lease at Quarter's End (Active Status)	80	21.2%	2.7%	18.5%
c. Percentage Not Actively Seeking Bridge Unit Lease at Quarter's End (Active Status)	18	4.8%	-2.2%	7.0%
d. Percentage of Participants Linked to Mental Health Care Provider Services (based on 2.a. to 2.c.)	357	381	93.7%	91.8%
<b>Subsidized Housing Through Other Voucher Programs</b>				
3. Total Housed Through Other Voucher Program at Quarter's End (3.a. to 3.f.)		553	3	550
a. Percentage Housed Through Section 8 Subsidy – Transitioned From Housing Bridge	298	53.9%	0.3%	53.6%
b. Percentage Housed Through Section 8 Subsidy – Not Previously Receiving Housing Bridge	0	0.0%	0.0%	0.0%
c. Percentage Housed Through 811 – PRA Subsidy	139	25.1%	-0.5%	25.6%
d. Percentage Housed Through 811 – Mainstream Subsidy	75	13.6%	0.0%	13.6%
e. Percentage Housed Through Integrative Housing Program	21	3.8%	0.3%	3.5%
f. Percentage Housed Through Other Permanent Housing Voucher (e.g., HUD, Local Public Housing, Veterans Administration)	20	3.6%	0.0%	3.6%

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

Notes: Data Compiled 8/8/2022. Line 2.d. "Participants Linked" are 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. Line 3.a. count is cumulative, increasing over time since inception within the CMHA Quarterly Data Report; it reflects participants who transitioned to permanent housing that is no longer funded by a Housing Bridge Subsidy. Line 3.b. is a count of CMHC clients who received a Section 8 Voucher during the reporting period but were not previously receiving a Housing Bridge Subsidy. Lines 3.c. and 3.d. counts are CMHC clients who received a PRA or Mainstream 811 funded unit with or without previously receiving a Housing Bridge Subsidy. Line 3.e. counts are criminal justice involved CMHC clients who received an Integrative Housing Subsidy from DHHS (a Bridge-like subsidy for individuals with an inability to currently qualify for a Section 8

Voucher but are anticipated to be able to qualify after 5 or less years). Line 3.f. counts are CMHC clients who received a unit funded through other HUD or Public Housing sources with or without previously receiving a Housing Bridge Subsidy.

**9. Housing Bridge Program Outcomes: Quarter-to-Quarter Summary**

Measure	April – June 2022			January – March 2022
	Quarterly Count	Quarter’s Total	Quarterly Change	Prior Quarter’s Total
<b>1. Access to Program Services Statewide: Percentage of Total Active Cases by Referral Source</b>				
a. Unduplicated Cases		378	5.9%	357
i. Community Mental Health Centers		96.6%	1.6%	97.5%
ii. New Hampshire Hospital		2.9%	-0.5%	3.4%
iii. NFI North		0.5%	-1.2%	1.7%
<b>2. Access to Supported Housing: Housing Bridge Program Waitlist</b>				
a. Unduplicated Individuals on Waitlist at Quarter’s End (Point-in-Time Count, 2.b.i. to 2.b.iii.)		7	5	2
i. Percentage Waiting 0-60 Days	6	85.7%	-14.3%	100%
ii. Percentage Waiting 61-180 Days	1	14.3%	14.3%	0.00%
iii. Percentage Waiting 181+ Days	0	0.0%	0.0%	0.00%
<b>3. Access to Scattered Site Housing: Percentage of Units Co-located at Same Address by Frequency</b>				
a. 1 unit at same address	217	81.6%	6.4%	75.2%
b. 2 units at same address	20	7.5%	0.4%	7.1%
c. 3 units at same address	5	1.9%	-1.1%	3.0%
d. 4 units at same address	2	0.8%	0.4%	0.4%
e. 5 units at same address	0	0.0%	0.0%	0.0%
f. 6 units at same address	0	0.0%	0.0%	0.0%
g. 7 units at same address	0	0.0%	0.0%	0.0%
h. 8 or more	0	0.0%	0.0%	0.0%

Revisions to Prior Period: None.

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

Notes: Data Compiled 8/8/2022. Lines 3.a.-3.h counts represent the number of times, during the quarter, at the applicable co-location of units (e.g., 3.b. count of 15 indicates 30 actual units); property address may include multiple buildings, such as apartment complexes. Reduction in waitlist per Line 2.a i-iii attributed to easing of pandemic and increased uptake in vaccinations resulting in landlord/property owner willingness to permit new tenants.

10. Housing Bridge Program Activity

Activity Type	April – June 2022	January – March 2022
<b>1. Application Process and Average Elapsed Time in Days</b>	<b>Quarterly Count / Days</b>	<b>Prior Quarterly Count / Days</b>
a. Applications Received During Period	53	48
i. Point of Contact for Applications Received	46 CMHC, 6 NHH, 1 Glencliff	41 CMHC; 7 NHH
b. Applications Approved	53	48
i. Completed Application to Determination (in Days)	1	1
c. Applications Denied	0	0
i. Denial Reasons	n/a	n/a
d. From Approval to Funding Availability (in Days)	20	9
<b>2. Lease Up Process and Average Elapsed Time in Days</b>	<b>Quarterly Count / Days</b>	<b>Prior Quarterly Count / Days</b>
a. Initial Lease Secured	26	12
i. From Funding Availability to Initial Lease (in Days)	89	21
b. Other Leases Secured in Quarter (Excludes Initial)	5	14
<b>3. Removals from Waitlist [Prior to Active Status]</b>	<b>Quarterly Count</b>	<b>Prior Quarterly Count</b>
a. Individuals Placed in Funded Status [Moved to Active]	0	0
b. Individuals Administratively Removed (3.b.i. to 3.b.x.)	0	0
<b>Reasons for Removal</b>		
i. Moved to different state	0	0
ii. Moved in with family	0	0
iii. Received PRA811 voucher	0	0
iv. Received Mainstream 811 voucher	0	0
v. Received other permanent housing voucher	0	0
vi. Required higher level of care	0	0
vii. Required DOC interventions, not ready for HBSP	0	0
viii. Moved into a sober living facility	0	0
ix. Owns own home (no longer eligible)	0	0
x. Unable to locate or contact	0	0
c. Total Individuals Removed from Waitlist (3.a. + 3.b.)	0	0
<b>4. Exits and Terminations [After Active Status]</b>	<b>Quarterly Count</b>	<b>Prior Quarterly Count</b>
a. Client Related Exits (4.a.i. to 4.a.ix.)	23	42
<b>Reasons for Exit:</b>		
i. Permanent Voucher Received	3	10
ii. Deceased	1	1
iii. Over Income	0	1
iv. Moved Out of State	0	3
v. Declined Subsidy at Recertification	8	8
vi. Higher Level of Care Accessed	6	12
vii. Other Subsidy Provided	5	3
viii. Moved in with family	0	4
ix. Became incarcerated	0	0
x. Transferred to Integrative Housing Voucher Program	0	0
b. DHHS Initiated Terminations	3	2
<b>Reason for Termination</b>	N/A	N/A
c. Total Program Exits and Termination (4.a + 4.b)	23	0

Activity Type	April – June 2022	January – March 2022
i. Failed to pay rent for three consecutive months	0	2
ii. Income over allowable limit	1	2
iii. No longer eligible when removed from waitlist	2	0
d. Total Program Exits and Terminations (4.b. + 4.c.)	26	44

*Revisions to Prior Period: None. Data Source: Bureau of Mental Health Services and Housing Bridge Provider.*

*Notes: Data Compiled 8/8/2022. Average elapsed time reflects only those applications with the applicable activity occurring during the quarter. Lines 4.a. and 4.a.i. through 4.a.ix include 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 declinations, including declining to initiate voucher and unable to contact.*

**11. Rapid Response Services and Supports for Adults**

	04 Riverbend Community Mental Health Center		06 Greater Nashua Mental Health		07 Mental Health Center of Greater Manchester	
	Apr – Jun 2022	Jan – Mar 2022	Apr – Jun 2022	Jan – Mar 2022	Apr – Jun 2022	Jan – Mar 2022
<b>Unique Clients Served by the Access Point<sup>1,2</sup></b>	417	401	268	265	542	531
<b>Access Point Support Contacts (Telephone, Text, Chat)<sup>1</sup></b>	648	712	527	399	1,030	901
Access Point Support Contacts: Telephone	956	704	509	388	1,021	875
Access Point Support Contacts: Text	1	2	0	2	2	1
Access Point Support Contacts: Chat	11	6	18	9	7	25
<b>Referral Source to Access Point<sup>1</sup>:</b>						
Emergency Department	0	1	0	0	1	1
Family	37	27	37	16	30	39
Friend	1	1	1	0	0	0
Guardian	0	0	0	1	0	0
Law Enforcement <sup>4</sup>	0	0	0	0	0	0
Mental Health Provider	18	15	9	6	61	44
Other	149	123	85	44	148	114
Primary Care Provider	6	1	1	0	9	2
School	6	1	1	0	4	7
Self	86	102	68	29	103	72
<b>Access Point Deployments<sup>1</sup></b>	214	169	132	65	259	211
<b>Unique Rapid Response Clients Served by CMHC<sup>2</sup></b>	261	189	218	155	475	437
<b>CMHC Crisis Intervention Services:</b>						
Mobile Community Assessments	82	79	28	24	160	198
Office-Based Assessments	44	55	38	25	97	95
ED Based Assessments	23	12	1	1	0	0
Phone Support/Triage	114	90	0	0	50	154
<b>CMHC Crisis Stabilization Services<sup>3</sup></b>	252	287	564	406	1,107	940
<b>Unique Rapid Response Clients Served by CMHC with Crisis Events involving Law Enforcement<sup>2</sup></b>	8	10	12	7	43	77
<b>CMHC Hospital Diversions</b>	163	134	50	49	218	119
<b>CMHC Crisis Apartments</b>						
Apartment Admissions	23	28	15	5	1	6
Apartment Bed Days	72	99	48	28	2	87
Apartment Average Length of Stay	3.1	3.5	3.2	5.6	2.0	14.5

Revisions to Prior Period: None.

Data Source: Phoenix 2 & Rapid Response Access Point (RRAP)

Date Data Compiled 08/02/2022

Notes:

1. The data source of this data element is the Rapid Response Access Point (RRAP).

2. Reported values, unless otherwise indicated, are not de-duplicated at the individual level. This means individuals can be counted multiple times for service use, hospital diversions, etc. This count does not include unique individuals served by the Access Point.

3. *CMHC Crisis Stabilization Services include “Peer Support”, “Psychotherapy”, and “Other” services delivered by the CMHC Rapid Response team(s).*
4. *Referral Source to Access Point: Law Enforcement was reported as “0” by the RRAP from January 2022 to June 2022, however it was discovered that the RRAP was working to implement reporting logic to capture this data point. The State of New Hampshire anticipates that starting in July 2022, this data point will be available for monthly and quarterly reporting.*