



New Hampshire Community Mental Health Agreement Quarterly Data Report

January – March 2022

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

June 22, 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*

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New Hampshire Department of Health and Human Services

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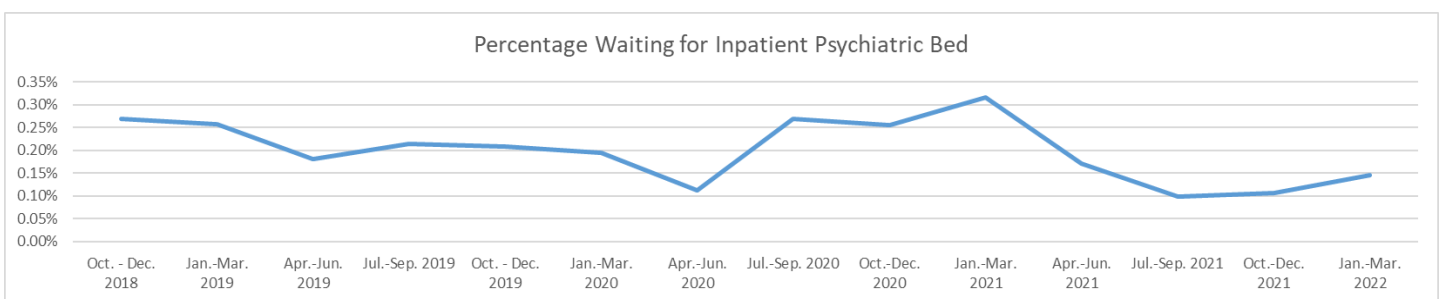
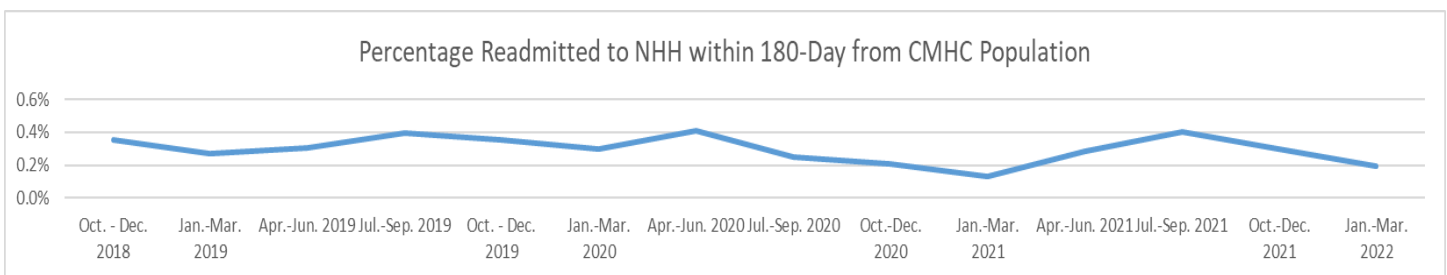
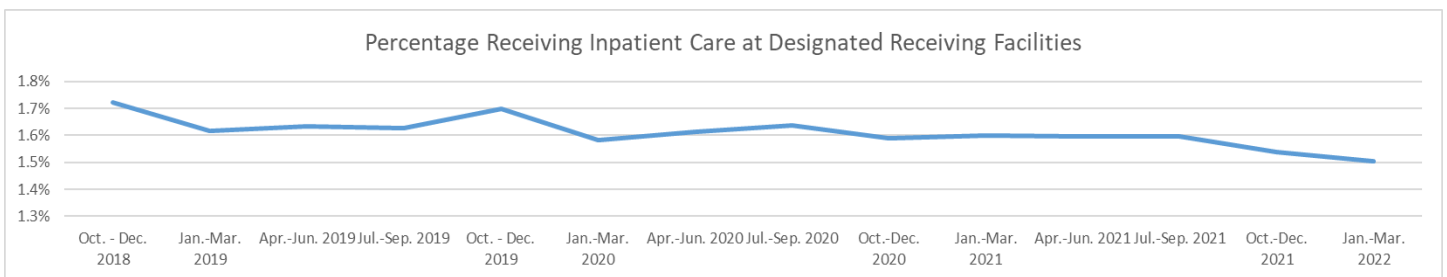
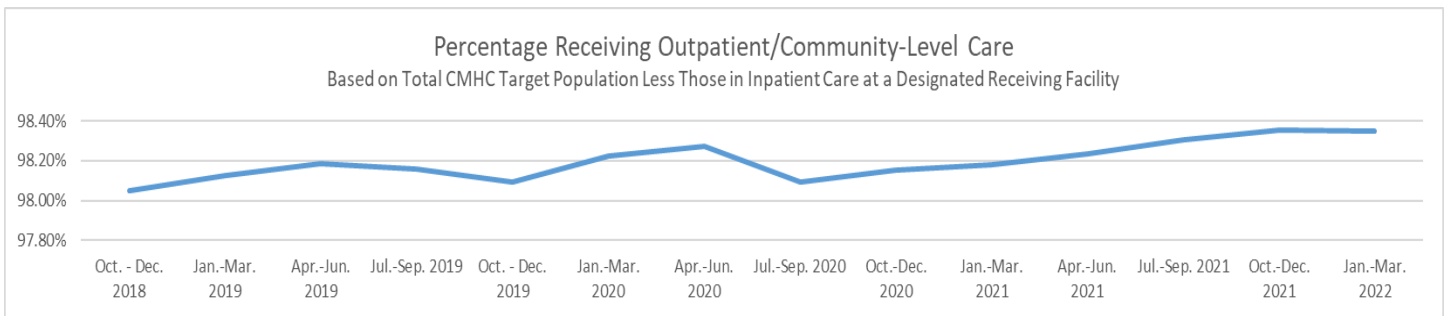
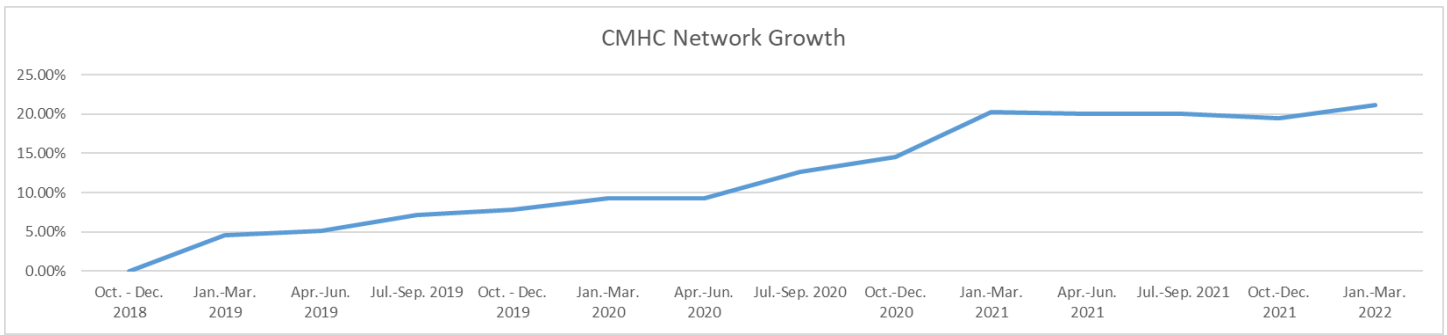
Notes for Quarter

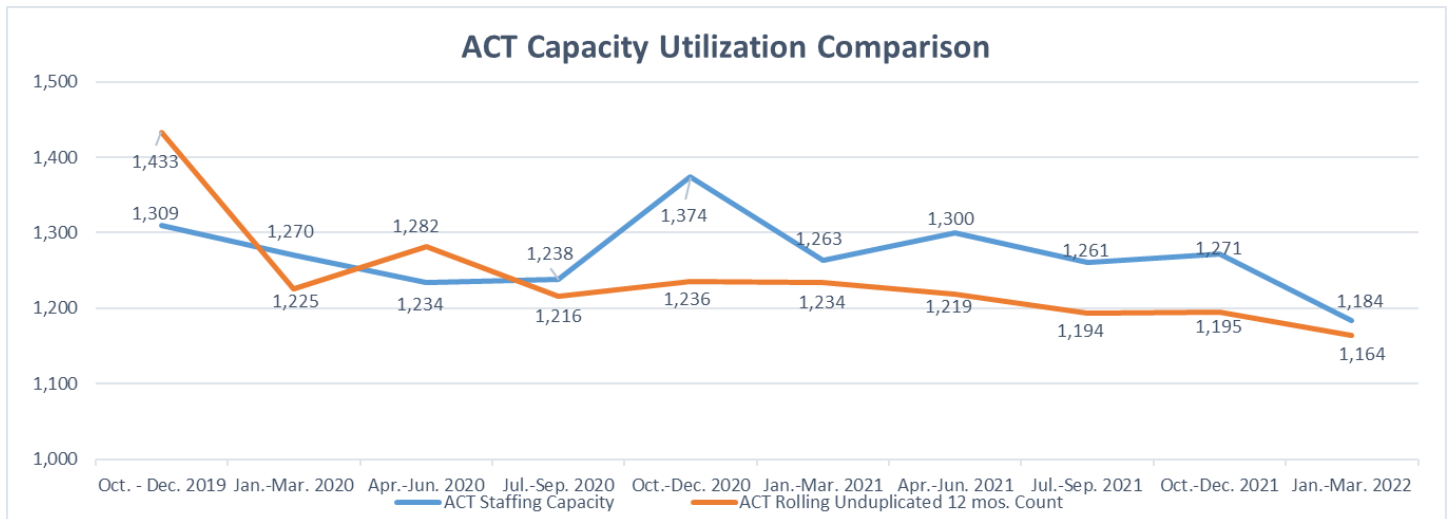
- Trends: This section provides data trends for key CMHA topics, such as the degree to which the target population is able to access services in the least restrictive setting possible (e.g., community-based vs. hospital based).
- Table 7. NH Mental Health Client Peer Support Agencies: Census Summary – 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. 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	January 2022	February 2022	March 2022	Unique Clients in Quarter	Unique Clients in Prior Quarter
01 Northern Human Services	81	84	86	93	104
02 West Central Behavioral Health	49	49	55	56	58
03 Lakes Region Mental Health Center	58	61	58	61	64
04 Riverbend Community Mental Health Center	83	83	83	89	99
05 Monadnock Family Services	42	43	44	45	44
06 Greater Nashua Mental Health*	108	105	103	109	112
07 Mental Health Center of Greater Manchester	245	254	256	266	255
08 Seacoast Mental Health Center	74	71	74	78	79
09 Community Partners	79	78	74	83	83
10 Center for Life Management	50	47	47	51	50
Total Unique Clients	867	872	878	927	946
Unique Clients Receiving ACT Services 4/1/21 to 3/31/2022: 1,164					

Revisions to Prior Period: None.

Data Source: NH Phoenix 2. Notes: Data extracted 04/28/2022; clients are counted only one time regardless of how many services they receive.

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

Community Mental Health Center	October – December 2021 Retrospective Analysis			July – September 2022 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	974	25	1	1,031	16	1
02 West Central Behavioral Health	123	2	2	169	2	2
03 Lakes Region Mental Health Center	1,029	2	0	1,110	6	1
04 Riverbend Community Mental Health Center	1,444	0	0	1,505	0	0
05 Monadnock Family Services	573	5	0	576	4	0
06 Greater Nashua Mental Health	1,248	7	0	1,331	5	0
07 Mental Health Center of Greater Manchester	1,405	12	0	1,516	11	0
08 Seacoast Mental Health Center	1,511	5	2	1,562	2	0
09 Community Partners	228	1	0	230	2	1
10 Center for Life Management	1,333	2	0	1,273	0	0
Total ACT Screening	9,868	61	5	10,303	48	5

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 05/03/2022. "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

	January – March 2022				October – December 2021			
	January 2022 New ACT Clients	February 2022 New ACT Clients	March 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
Community Mental Health Center								
01 Northern Human Services	3	4	6	13	5	3	1	9
02 West Central Behavioral Health	3	2	1	6	2	0	2	3
03 Lakes Region Mental Health Center	0	3	0	3	2	1	1	4
04 Riverbend Community Mental Health Center	1	2	1	4	0	1	3	4
05 Monadnock Family Services	0	1	2	3	1	0	1	2
06 Greater Nashua Mental Health	2	0	1	3	0	1	1	2
07 Mental Health Center of Greater Manchester	9	11	8	28	4	2	9	15
08 Seacoast Mental Health Center	1	1	3	5	0	2	1	3
09 Community Partners	3	0	2	5	0	3	3	6
10 Center for Life Management	1	0	1	2	3	2	1	6
Total New ACT Clients	23	24	25	72	21	22	24	67

Revisions to Prior Period: None

Data Source: NH Phoenix 2.

Notes: Data extracted 04/28/2022; 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.

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

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
As of 12/31/2021						
Time on List						
Total	0-30 days	31-60 days	61-90 days	91-120 days	121-150 days	151-180 days
2	2	0	0	0	0	0

Revisions to Prior Period: None.

Data Source: BMHS Report.

Notes: 4/16/2022. The individual waiting for ACT services continues to receive care coordination, community supports and psychiatric services.

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

	January – March 2022						October – December 2021						
	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	8	10	6	4	3	3	6	12	4	8	5	0	
02 West Central Behavioral Health	2	6	2	4	2	0	2	5	2	3	1	1	
03 Lakes Region Mental Health Center	1	2	1	1	1	0	3	11	2	9	0	2	
04 Riverbend Community Mental Health Center	4	13	1	12	0	1	7	26	4	22	4	1	
05 Monadnock Family Services	2	13	5	8	3	2	5	8	0	8	0	0	
06 Greater Nashua Mental Health	12	9	2	7	1	1	10	25	3	22	2	2	
07 Mental Health Center of Greater Manchester	8	5	3	2	2	1	8	12	4	8	2	2	
08 Seacoast Mental Health Center	1	14	1	13	0	1	7	17	3	14	1	4	
09 Community Partners	4	6	1	5	1	0	6	16	2	14	1	1	
10 Center for Life Management	0	4	1	3	1	0	2	5	2	3	2	0	
Total	42	82	23	59	14	9	56	137	26	111	18	13	

Revisions to Prior Period: None

Data Source: New Hampshire Hospital.

Notes: Data compiled 4/26/22. 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	January – March 2022	October – December 2021
Not Available in Individual's Town of Residence	0	1*
Individual Declined	0	1
Individual's Insurance Does Not Cover ACT Services	2	1
Individual's Clinical Need Does Not Meet ACT Criteria	2	0
Individual Placed on ACT Waitlist	0	0
Individual Awaiting CMHC Determination for ACT	5	10
Total Unique Clients	9	13

Revisions to Prior Period: None.

Data Source: New Hampshire Hospital.

Notes: Data compiled 4/26/22.

*Individual chose to relocate to live with their guardian and transfer the CD to the new CMHC. Appropriate services were provided by the receiving CMHC following discharge while awaiting CD transfer and intake by new CMHC.

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

Community Mental Health Center	March 2022						December 2021	
	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	0.00	0.00	0.00	0.00	3.00	0.27	4.97	0.27
01 Northern Human Services - Berlin	0.34	0.20	1.00	0.00	4.88	0.14	4.83	0.14
01 Northern Human Services - Littleton	0.23	0.11	1.00	1.00	4.34	0.29	2.63	0.29
02 West Central Behavioral Health	0.40	1.00	0.00	0.50	4.70	0.60	4.60	0.40
03 Lakes Region Mental Health Center	1.00	3.00	0.00	0.00	4.00	0.60	6.00	0.60
04 Riverbend Community Mental Health Center	0.50	1.00	5.10	0.00	8.50	0.50	9.50	0.50
05 Monadnock Family Services	1.38	1.23	0.00	1.40	6.33	0.61	7.71	0.61
06 Greater Nashua Mental Health 1	1.00	1.00	2.75	0.00	6.75	0.15	8.75	0.15
06 Greater Nashua Mental Health 2	1.00	1.00	3.00	0.00	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	22.27	1.17
07 Mental Health Center of Greater Manchester-MCST	1.33	11.97	2.00	1.33	22.45	1.17	21.85	1.17
08 Seacoast Mental Health Center	0.53	2.10	4.53	0.00	9.16	0.80	8.63	0.60
09 Community Partners	0.50	1.00	3.96	1.38	7.84	0.70	10.71	0.70
10 Center for Life Management	1.14	0.00	5.28	1.00	7.88	0.46	8.67	0.46
Total	10.68	35.58	31.95	7.94	118.44	7.61	127.12	7.21

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

Community Mental Health Center	Substance Use Disorder Treatment		Housing Assistance		Supported Employment	
	March 2022	December 2021	March 2022	December 2021	March 2022	December 2021
01 Northern Human Services - Wolfeboro	0.27	0.27	3.00	4.00	0.00	0.00
01 Northern Human Services - Berlin	0.68	0.63	3.34	3.29	0.00	0.00
01 Northern Human Services - Littleton	0.40	0.40	3.00	1.00	0.00	0.29
02 West Central Behavioral Health	0.10	0.10	3.50	3.00	0.20	0.60
03 Lakes Region Mental Health Center	0.00	0.00	4.00	7.00	0.00	1.00
04 Riverbend Community Mental Health Center	1.50	1.50	7.50	8.50	0.50	0.50
05 Monadnock Family Services	0.29	1.88	2.30	4.20	0.00	0.00
06 Greater Nashua Mental Health 1	4.90	4.90	5.75	6.75	2.00	2.00
06 Greater Nashua Mental Health 2	4.15	4.15	4.00	4.00	1.00	0.00
07 Mental Health Center of Greater Manchester-CCT	13.14	13.14	17.95	16.95	1.33	2.66
07 Mental Health Center of Greater Manchester-MCST	6.49	6.49	16.46	16.53	2.66	2.66
08 Seacoast Mental Health Center	2.00	2.00	7.53	5.00	1.00	1.00
09 Community Partners	3.20	3.20	3.00	4.50	0.00	2.00
10 Center for Life Management	0.17	1.17	6.45	6.81	0.29	0.29
Total	37.29	39.83	87.78	91.53	8.98	13.00

Revisions to Prior Period: None.

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

Notes: Data compiled 04/18/2022. 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

Community Mental Health Center	12 Month Period Ending March 2022			Penetration Rate for Period Ending December 2021
	Supported Employment Clients	Total Eligible Clients	Penetration Rate	
01 Northern Human Services	150	1,356	11.1%	12.3%
02 West Central Behavioral Health	77	504	15.3%	15.5%
03 Lakes Region Mental Health Center	352	1,721	20.5%	30.1%
04 Riverbend Community Mental Health Center	236	1,924	12.3%	12.7%
05 Monadnock Family Services	71	1,112	6.4%	5.8%
06 Greater Nashua Mental Health	442	2,515	17.6%	16.1%
07 Mental Health Center of Greater Manchester	1,133	3,403	33.3%	36.0%
08 Seacoast Mental Health Center	1,156	2,342	49.4%	49.2%
09 Community Partners	504	715	70.5%	70.1%
10 Center for Life Management	345	1,768	19.5%	20.2%
Total Unique Clients	4,459	17,191	25.9%	27.4%

Revisions to Prior Period: None.

Data Source: NH Phoenix 2.

Notes: Data extracted 04/28/2022

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

Reported Employment Status	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 October – December 22021
Begin Date: 1/1/2022 End Date: 3/31/2022 Employment Status Update Overdue Threshold: 105 days												
Updated Employment Status:												
Full time employed now or in past 90 days	70	26	172	149	79	156	318	240	56	204	1,470	1,402
Part time employed now or in past 90 days	123	38	445	283	138	299	349	255	77	260	2,267	2,223
Unemployed	187	90	16	74	138	843	800	121	215	639	3,123	3,128
Not in the Workforce	560	155	489	1007	483	388	591	1038	146	186	5,043	5,043
Status is not known	4	52	11	29	8	89	0	0	5	98	296	287
Total of Eligible Adult CMHC Clients	944	361	1,133	1,542	846	1,775	2,058	1,654	499	1,387	12,199	12,083
Previous Quarter: Total of Eligible Adult CMHC Clients	912	368	1,162	1,569	861	1,663	2,046	1,625	490	1,387		
Percentage by Updated Employment Status:												
Full time employed now or in past 90 days	7.4%	7.2%	15.2%	9.7%	9.3%	8.8%	15.5%	14.5%	11.2%	14.7%	12.1%	11.6%
Part time employed now or in past 90 days	13.0%	10.5%	39.3%	18.4%	16.3%	16.8%	17.0%	15.4%	15.4%	18.7%	18.6%	18.4%
Unemployed	19.8%	24.9%	1.4%	4.8%	16.3%	47.5%	38.9%	7.3%	43.1%	46.1%	25.6%	25.9%
Not in the Workforce	59.3%	42.9%	43.2%	65.3%	57.1%	21.9%	28.7%	62.8%	29.3%	13.4%	41.3%	41.7%
Status is not known	0.4%	14.4%	1.0%	1.9%	0.9%	5.0%	0.0%	0.0%	1.0%	7.1%	2.4%	2.4%
Update is Current												
Update is Current	64.1%	49.0%	76.6%	86.0%	69.7%	82.9%	88.7%	91.8%	74.9%	99.8%	83.1%	84.7%
Update is Overdue												
Update is Overdue	35.9%	51.0%	23.4%	14.0%	30.3%	17.1%	11.3%	8.2%	25.1%	0.2%	16.9%	15.3%
Previous Quarter: Percentage by Timeliness of Employment Status Screening:												
Update is Current	63.6%	42.7%	91.8%	90.4%	66.2%	85.0%	87.8%	92.4%	69.4%	100.0%		
Update is Overdue	36.4%	57.3%	8.2%	9.6%	33.8%	15.0%	12.2%	7.6%	30.6%	0.0%		

Revisions to Prior Period: None.

Data Source: NH Phoenix 2.

Notes: Data extracted 04/28/2022

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: 1/1/2022 End Date: 3/31/2022	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 October – December 2021
	Updated Employment Status:											
Full time employed now or in past 90 days	0	1	0	2	1	5	12	3	1	10	35	37
Part time employed now or in past 90 days	6	4	10	31	9	20	40	11	9	16	156	163
Unemployed	7	5	0	21	8	41	36	8	9	19	154	137
Not in the Workforce	2	2	1	10	5	11	8	21	1	3	64	73
Status is not known	0	1	0	0	0	8	0	0	0	0	9	7
Total of Supported Employment Cohort	15	13	11	64	23	85	96	43	20	48	418	417
Previous Quarter: Total of Supported Employment Cohort	30	18	0	61	18	79	91	42	19	59	417	
Percentage by Updated Employment Status:												
Full time employed now or in past 90 days	0.0%	7.7%	0.0%	3.1%	4.3%	5.9%	12.5%	7.0%	5.0%	20.8%	8.4%	8.9%
Part time employed now or in past 90 days	40.0%	30.8%	90.9%	48.4%	39.1%	23.5%	41.7%	25.6%	45.0%	33.3%	37.3%	39.1%
Unemployed	46.7%	38.5%	0.0%	32.8%	34.8%	48.2%	37.5%	18.6%	45.0%	39.6%	36.8%	32.9%
Not in the Workforce	13.3%	15.4%	9.1%	15.6%	21.7%	12.9%	8.3%	48.8%	5.0%	6.3%	15.3%	17.5%
Status is not known	0.0%	7.7%	0.0%	0.0%	0.0%	9.4%	0.0%	0.0%	0.0%	0.0%	2.2%	1.7%

Revisions to Prior Period: None.

Data Source: Phoenix 2.

Note 3b-c: Data extracted 04/28/2022. 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 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
As of 12/31/2021						
Time on List						
Total	0-30 days	31-60 days	61-90 days	91-120 days	121-150 days	151-180 days
20	12	5	0	0	0	3

Data Source: BMHS Report.

Notes: Data compiled 4/16/2022. 33 individuals waiting are at LRMHC, 15 at MHCGM, 10 at NHS 3 at CLM and 1 at MFS. SE staffing shortages remain a challenge and BMHS is continuing to work with Centers on these challenges. Referrals to Vocational Rehabilitation continue to be encouraged and provided where appropriate.

4a. New Hampshire Hospital: Adult Census Summary

Measure	January – March 2022	October – December 2021
Admissions	172	251
Mean Daily Census	168	184
Discharges	181	269
Median Length of Stay in Days for Discharges	27	15
Deaths	0	0

Revisions to Prior Period: None.

Data Source: Avatar.

Notes 4a: 05/03/2022; 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	January – March 2022	October – December 2021
CMHC Group Home	2	4
Discharge/Transfer to IP Rehab Facility	10	14
Glenclyff Home for the Elderly	0	0
Home - Lives Alone	28	40
Home - Lives with Others	53	80
Homeless Shelter/ No Permanent Home	6	7
Hotel-Motel	8	4
Jail or Correctional Facility	4	5
Nursing Home	0	2
Other	16	7
Peer Support Housing	2	4
Private Group Home	0	2
Secure Psychiatric Unit - SPU	0	0
Unknown	52	100

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

Measure	January – March 2022	October – December 2021
30 Days	7.6% (13)	6.8% (17)
90 Days	11.6% (20)	15.5% (39)
180 Days	19.8% (34)	20.3% (51)

Revisions to Prior Period: None.

Data Source: Avatar.

Notes 4b-c: Data compiled 05/03/2022; 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	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
Total	238	629	867
Designated Receiving Facility	October – December 2021		
	Involuntary Admissions	Voluntary Admissions	Total Admissions
Franklin	42	27	69
Cypress Center	29	104	133
Portsmouth	90	228	318
Elliot Geriatric Psychiatric Unit	4	38	42
Elliot Pathways	55	85	140
Parkland Regional Hospital*	3	4	7
Total	223	486	709

Revisions to Prior Period:

*Parkland Regional Hospital: Quarter October – December 2021 there was a change in how admission data was pulled and the DRF began using their Meditech System, which is a different methodology than quarters past. Additionally, they had significant holds on census in the quarter due to COVID-19 and staffing.

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

Designated Receiving Facility	January – March 2022	October – December 2021
Franklin	6.3	6.5
Cypress Center	11.1	10.5
Portsmouth	26.6	29.7
Elliot Geriatric Psychiatric Unit	20.7	16.7
Elliot Pathways	14.2	11.8
Parkland Regional Hospital*	11.8	1.3
Total	90.6	76.5

Revisions to Prior Period:

**Parkland Regional Hospital: Quarter October – December 2021 there was a change in how admission data was pulled and the DRF began using their Meditech System, which is a different methodology than quarters past. Additionally, they had significant holds on census in the quarter due to COVID-19 and staffing.*

5c. Designated Receiving Facilities: Discharges for Adults

Designated Receiving Facility	January – March 2022	October – December 2021
Franklin	55	69
Manchester (Cypress Center)	130	134
Portsmouth	291	318
Elliot Geriatric Psychiatric Unit	38	36
Elliot Pathways	157	139
Parkland Regional Hospital*	178	13
Total	849	709

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

Designated Receiving Facility	January – March 2022	October – December 2021
Franklin	8	7
Manchester (Cypress Center)	6	5
Portsmouth	7	6
Elliot Geriatric Psychiatric Unit	32	30
Elliot Pathways	7	6
Parkland Regional Hospital*	5	7
Total	7	6

5e. Designated Receiving Facilities: Discharge Location for Adults

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
Total	24	4	2	727	10	7	75
Designated Receiving Facility	October – December 2021						
	Assisted Living / Group Home	Deceased	DRF*	Home**	Other Hospital	NH Hospital	Other
Franklin	2	0	0	60	2	0	5
Manchester (Cypress Center)	3	0	1	129	0	0	1
Portsmouth Regional Hospital	0	0	0	285	18	7	8
Elliot Geriatric Psychiatric Unit	18	3	0	8	6	0	1
Elliot Pathways	0	0	0	118	4	3	14
Parkland Regional Hospital***	0	0	0	12	0	0	1
Total	23	3	1	612	30	10	30

*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:

****Parkland Regional Hospital: Quarter October – December 2021 there was a change in how admission data was pulled and the DRF began using their Meditech System, which is a different methodology than quarters past. Additionally, they had significant holds on census in the quarter due to COVID-19 and staffing.*

Data Source: NH DRF Database.

Notes: Data compiled 05/03/2022

5f. Designated Receiving Facilities: Readmission Rates for Adults

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)
Total	5.9% (51)	9.9% (86)	12.8% (111)
Designated Receiving Facility	October – December 2021		
	30 Days	90 Days	180 Days
Franklin	4.3% (3)	4.3% (3)	7.2% (5)
Manchester (Cypress Center)	4.5% (6)	9.0% (12)	9.8% (13)
Portsmouth	10.1% (32)	18.6% (59)	22.0% (70)
Elliot Geriatric Psychiatric Unit	11.9% (5)	11.9% (5)	14.3% (6)
Elliot Pathways	2.9% (4)	10.0% (14)	12.9% (18)
Parkland Regional Hospital*	0.0% (0)	0.0% (0)	0.0% (0)
Total	7.1% (50)	13.1% (93)	15.8% (112)

Revisions to Prior Period:

**Parkland Regional Hospital: Quarter October – December 2021 there was a change in how admission data was pulled and the DRF began using their Meditech System, which is a different methodology than quarters past. Additionally, they had significant holds on census in the quarter due to COVID-19 and staffing.*

Data Source: NH DRF Database.

Notes: Data compiled 05/03/2022

6. Glencliff Home: Census Summary

Measure	January – March 2022	October – December 2021
Admissions	0	0
Average Daily Census	73	78
Discharges	2 (2 to Assisted Living Facility)	2 (1 to NHH, and 1 to a 3 bed Medical Model Group Home)
Individual Lengths of Stay in Days for Discharges	256,761	12, 295
Deaths	3	5
Readmissions	0	1
Mean Overall Admission Waitlist	43	39

Revisions to Prior Period: None.

Data Source: Glencliff Home.

Notes: Data Compiled 5/6/2022; 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.

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

Outcomes and Measures:	January – March 2022		October – December 2021	
	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	13	2	14	5
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	41	88	49	73

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. BMHS continues to work with Glencliff, Northern Human Services and other stakeholders to meet the need for in-reach activities. All in-person visits to Glencliff by the local PSA were cancelled following a COVID outbreak at the facility in early October 2021. The local PSA resumed in-person in-reach activities on March 8, 2022.

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

Peer Support Agency	January – March 2022		October – December 2021	
	Total Members	Average Daily Visits	Total Members	Average Daily Visits
Alternative Life Center Total	139	33	643	31
Conway	25	8	271	9
Berlin	9	8	157	6
Littleton	43	7	95	7
Colebrook	62	10	120	9
Stepping Stone Total	376	7	375	7
Claremont	244	6	244	5
Lebanon	132	1	131	2
Cornerbridge Total	155	7	146	8
Laconia	63	2	60	3
Concord	92	5	86	5
MAPSA Keene Total	427	37	351	29
HEARTS Nashua Total	382	26	250	29
On the Road to Recovery Total	240	16	210	12
Manchester	125	8	104	6
Derry	115	8	106	6
Connections Portsmouth Total	128	7	118	8
TriCity Coop Rochester Total	224	24	284	16
Total	2,071	157	2,401	140

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

Notes: Data Compiled 4/12/2022. Average Daily Visits are not applicable for Outreach Programs.

*Note: The Office of the Attorney General's Charitable Trusts Unit placed Alternative Life Center under a receivership in late July 2021. As a result, its new management is reviewing records and updating statistics. The ongoing reduction in membership numbers is likely due to a purge of inactive members in accordance with PSA contract requirements.

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

Measure	January – March 2022			October – December 2021
	Quarterly Count	Quarter's Total	Quarterly Change	Prior Quarter's Total
All Housing Subsidies Targeted for CMHA Population				
1. Total Supported Housing Subsidy Funding (1.a. + 1.b.)		907	28	879
a. Percentage from Housing Bridge (2.a to 2.c.)	357	39.4%	-0.5%	42.6%
b. Percentage from Other Subsidies (3.a. to 3.f.)	550	60.6%	0.5%	57.4%
Housing Bridge Program				
2. Total Housing Bridge Program Participants at Quarter's End (2.a. to 2.c.)		357	6	351
a. Percentage Housed in Bridge Unit at Quarter's End (Active Status)	266	74.5%	-1.3%	70.2%
b. Percentage Seeking Bridge Unit Lease at Quarter's End (Active Status)	66	18.5%	4.5%	22.6%
c. Percentage Not Actively Seeking Bridge Unit Lease at Quarter's End (Active Status)	25	7.0%	-3.3%	7.2%
d. Percentage of Participants Linked to Mental Health Care Provider Services (based on 2.a. to 2.c.)	330	360	91.7%	91.8%
Subsidized Housing Through Other Voucher Programs				
3. Total Housed Through Other Voucher Program at Quarter's End (3.a. to 3.f.)		550	0	528
a. Percentage Housed Through Section 8 Subsidy – Transitioned From Housing Bridge	295	53.6%	-0.4%	54.1%
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	141	25.6%	0.2%	26.2%
d. Percentage Housed Through 811 – Mainstream Subsidy	75	13.6%	-0.6%	15.0%
e. Percentage Housed Through Integrative Housing Program	19	3.5%	0.3%	3.7%
f. Percentage Housed Through Other Permanent Housing Voucher (e.g., HUD, Local Public Housing, Veterans Administration)	20	3.6%	0.4%	1.0%

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

Notes: Data Compiled 5/12/22. 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.

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

Measure	January – March 2022			October – December 2021
	Quarterly Count	Quarter's Total	Quarterly Change	Prior Quarter's Total
1. Access to Program Services Statewide: Percentage of Total Active Cases by Referral Source				
a. Unduplicated Cases		357	6	351
i. Community Mental Health Centers	339	95%	0.4%	97.5%
ii. New Hampshire Hospital	12	3.4%	-0.9%	2.2%
iii. NFI North	6	1.7%	0.6%	0.3%
2. Access to Supported Housing: Housing Bridge Program Waitlist				
a. Unduplicated Individuals on Waitlist at Quarter's End (Point-in-Time Count, 2.b.i. to 2.b.iii.)		2	2	0
i. Percentage Waiting 0-60 Days	2	100.00%	100.00%	0.00%
ii. Percentage Waiting 61-180 Days	0	0.0%	0.0%	0.00%
iii. Percentage Waiting 181+ Days	0	0.0%	0.0%	0.00%
3. Access to Scattered Site Housing: Percentage of Units Co-located at Same Address by Frequency				
a. 1 unit at same address	200	75.2%	-4.9%	80.1%
b. 2 units at same address	19	7.1%	1.5%	5.6%
c. 3 units at same address	8	3.0%	1.1%	1.9%
d. 4 units at same address	1	0.4%	-0.4%	0.8%
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 5/12/2022. 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.

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10. Housing Bridge Program Activity

Activity Type	January – March 2022	October – December 2021
1. Application Process and Average Elapsed Time in Days	Quarterly Count / Days	Prior Quarterly Count / Days
a. Applications Received During Period	48	23
i. Point of Contact for Applications Received	41 CMHC; 7 NHH	16 CMHCs; 7 NHH
b. Applications Approved	48	23
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)	9	18
2. Lease Up Process and Average Elapsed Time in Days	Quarterly Count / Days	Prior Quarterly Count / Days
a. Initial Lease Secured	12	10
i. From Funding Availability to Initial Lease (in Days)	21	10
b. Other Leases Secured in Quarter (Excludes Initial)	14	8
3. Removals from Waitlist [Prior to Active Status]	Quarterly Count	Prior Quarterly Count
a. Individuals Placed in Funded Status [Moved to Active]	0	0
b. Individuals Administratively Removed (3.b.i. to 3.b.x.)	0	0
Reasons for Removal		
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
4. Exits and Terminations [After Active Status]	Quarterly Count	Prior Quarterly Count
a. Client Related Exits (4.a.i. to 4.a.ix.)	42	58
Reasons for Exit:		
i. Permanent Voucher Received	10	11
ii. Deceased	1	6
iii. Over Income	1	0
iv. Moved Out of State	3	3
v. Declined Subsidy at Recertification	8	15
vi. Higher Level of Care Accessed	12	4
vii. Other Subsidy Provided	3	9
viii. Moved in with family	4	7
ix. Became incarcerated	0	3
x. Transferred to Integrative Housing Voucher Program	0	0
b. DHHS Initiated Terminations	2	3
Reason for Termination:		
c. Total Program Exits and Terminations (4.a. + 4.b.)	0	2

ii. Failed to pay rent for three consecutive months	2	1
d. Total Program Exits and Terminations (4.b. + 4.c.)	44	31

Revisions to Prior Period: None. Data Source: Bureau of Mental Health Services and Housing Bridge Provider.
Notes: Data Compiled 5/12/2022. 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	
	Jan – Mar 2022	Oct – Dec 2021	Jan – Mar 2022	Oct – Dec 2021	Jan – Mar 2022	Oct – Dec 2021
Unique Clients Served by the Access Point^{1,2}	401	NA	265	NA	531	NA
Access Point Support Contacts (Telephone, Text, Chat)¹	712	NA	399	NA	901	NA
Access Point Support Contacts: Telephone	704	NA	388	NA	875	NA
Access Point Support Contacts: Text	2	NA	2	NA	1	NA
Access Point Support Contacts: Chat	6	NA	9	NA	25	NA
Referral Source to Access Point¹:						
Emergency Department**	1	30	0	1	1	23
Family**	27	149	16	18	39	239
Friend**	1	16	0	14	0	18
Guardian**	0	0	1	0	0	89
Law Enforcement**	0	0	0	13	0	204
Mental Health Provider**	15	67	6	2	44	57
Other**	123	124	44	38	114	112
Primary Care Provider**	1	32	0	1	2	58
School**	1	87	0	10	7	88
Self**	102	902	29	23	72	671
Access Point Deployments¹	169	NA	65	NA	211	NA
Unique Rapid Response Clients Served by CMHC²	189	488	155	228	437	1,017
CMHC Crisis Intervention Services:						
Mobile Community Assessments	79	53	24	124	198	361
Office-Based Assessments	55	121	25	0	95	134
ED Based Assessments	12	0	1	0	0	0
Phone Support/Triage	90	952	0	938	154	1,898
CMHC Crisis Stabilization Services³	287	380	406	1,147	940	1,193
Unique Rapid Response Clients Served by CMHC with Crisis Events Involving Law Enforcement²	10	NA	7	NA	77	NA
CMHC Hospital Diversions	134	380	49	98	119	1,402
CMHC Crisis Apartments						
Apartment Admissions	28	21	5	0	6	3
Apartment Bed Days	99	35	28	0	87	17
Apartment Average Length of Stay	3.5	1.7	5.6	0.0	14.5	5.6

*Any discrepancies between Q4 2021 (October – December 2021) and Q1 2022 (January – March 2022) can be attributed to the transformation of the statewide mobile crisis/rapid response system and some methodology changes. These discrepancies should resolve over the next few quarters. NH DHHS is actively working with the CMHCs and the Rapid Response Access Point (RRAP) to monitor and validate data submissions.

** Q4 2021 referral data was reported by the CMHCs. The RRAP started reporting this data in Q1 2022. Additionally, any NA values indicate that these data were not reported on until January 2022 when the crisis response system was transformed to utilize a centralized RRAP.

Revisions to Prior Period: None.

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

Date Data Compiled 05/20/2022

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).*