New Hampshire Community Mental Health Agreement Quarterly Data Report

January – March 2020

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

June 8, 2020

*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: June 8, 2020
Reporting Period: 1/1/2020 – 3/31/2020

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). On March 26, 2020, Governor Sununu issued related Emergency Order #17, implementing a stay-at-home, shelter in place of residence requirement, effective March 27, 2020 at 11:59 PM. This report includes data regarding service provision prior to and during the effective dates of these orders, which remained in place for the balance of the reporting period.

- Table 3d. Community Mental Health Center Services: Supported Employment Waiting List is newly added to this report.

Acronyms Used in this Report

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

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

Community Mental Health Center	January 2020	February 2020	March 2020	Unique Clients in Quarter	Unique Clients in Prior Quarter
01 Northern Human Services	115	114	115	126	131
02 West Central Behavioral Health	44	45	42	47	52
03 Lakes Region Mental Health Center	57	56	57	60	62
04 Riverbend Community Mental Health Center	97	89	94	107	107
05 Monadnock Family Services	51	51	51	52	51
06 Greater Nashua Mental Health	99	103	101	106	105
07 Mental Health Center of Greater Manchester	278	270	262	294	312
08 Seacoast Mental Health Center	66	66	66	68	73
09 Community Partners	75	67	68	77	75
10 Center for Life Management	48	46	47	49	52
Total Unique Clients	**929**	**907**	**903**	**985**	**1,017**
Unique Clients Receiving ACT Services 4/1/2019 to 3/31/2020:	1,225				

Revisions to Prior Period: None.
Data Source: NH Phoenix 2.
Notes: Data extracted 4/21/2020; 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 2019 Retrospective Analysis			July – September 2019 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	1,166	21	2	1,163	40	4
02 West Central Behavioral Health	221	2	2	250	1	0
03 Lakes Region Mental Health Center	906	11	1	866	6	0
04 Riverbend Community Mental Health Center	1,342	13	2	1,083	0	0
05 Monadnock Family Services	576	3	0	576	6	0
06 Greater Nashua Mental Health	726	6	1	708	8	5
07 Mental Health Center of Greater Manchester	1,641	7	1	1,632	1	0
08 Seacoast Mental Health Center	1,392	48	0	1,257	31	0
09 Community Partners	434	0	0	360	3	0
10 Center for Life Management	779	2	0	763	1	0
Total ACT Screening	**9,183**	**113**	**9**	**8,658**	**97**	**9**

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 4/28/2020. "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" is 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

Community Mental Health Center	January – March 2020				October -- December 2019			
	January 2019 New ACT Clients	February 2019 New ACT Clients	March 2019 New ACT Clients	Total New ACT Clients	October 2019 New ACT Clients	November 2019 New ACT Clients	December 2019 New ACT Clients	Total New ACT Clients
01 Northern Human Services	2	4	4	**10**	1	2	3	**6**
02 West Central Behavioral Health	3	2	1	**6**	4	1	6	**11**
03 Lakes Region Mental Health Center	1	1	2	**4**	0	0	5	**5**
04 Riverbend Community Mental Health Center	8	4	1	**13**	6	7	7	**20**
05 Monadnock Family Services	0	0	1	**1**	0	1	0	**1**
06 Greater Nashua Mental Health	3	5	0	**8**	4	2	0	**6**
07 Mental Health Center of Greater Manchester	8	7	4	**19**	10	3	4	**17**
08 Seacoast Mental Health Center	2	2	0	**4**	2	1	0	**3**
09 Community Partners	2	1	1	**4**	1	2	2	**5**
10 Center for Life Management	0	1	0	**1**	2	1	0	**3**
Total New ACT Clients	**29**	**27**	**14**	**70**	**30**	**20**	**27**	**77**

Revisions to Prior Period: None.

Data Source: NH Phoenix 2.

Notes: Data extracted 4/21/2020; 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 3/31/2020						
	Time on List					
Total	0-30 days	31-60 days	61-90 days	91-120 days	121-150 days	151-180+* days
10	0	3	4	1	0	2
As of 12/31/2019						
	Time on List					
Total	0-30 days	31-60 days	61-90 days	91-120 days	121-150 days	151-180 days
5	2	0	2	1	0	0

Revisions to Prior Period: None.
Data Source: BMHS Report.
*Notes: Data compiled 04/20/2020. *1 case at 154 days and 1 at 197 days. All 10 cases are at MHCGM; increased services are being provided by existing treatment team until assigned to ACT team.*

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

Community Mental Health Center	January - March 2020						October – December 2019					
	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	5	11	0	11	0	0	4	8	1	7	1	0
02 West Central Behavioral Health	4	8	3	5	1	2	3	5	1	4	1	0
03 Lakes Region Mental Health Center	3	3	1	2	0	1	5	10	2	8	1	1
04 Riverbend Community Mental Health Center	11	18	5	13	3	2	8	20	5	15	4	1
05 Monadnock Family Services	6	4	1	3	1	0	3	8	2	6	0	2
06 Greater Nashua Mental Health	12	18	10	8	5	5	9	14	3	11	1	2
07 Mental Health Center of Greater Manchester	8	14	2	12	0	2	13	11	3	8	3	0
08 Seacoast Mental Health Center	0	6	2	4	0	2	7	8	3	5	0	3
09 Community Partners	1	12	4	8	1	3	6	14	1	13	0	1
10 Center for Life Management	3	4	0	4	0	0	6	6	4	2	3	1
Total	53	98	28	70	11	17	64	104	25	79	14	11

Revisions to Prior Period: None
Data Source: New Hampshire Hospital.
Notes: Data compiled 04/20/20.

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 2020	October - December 2019
Not Available in Individual's Town of Residence	0	0
Individual Declined	0	1
Individual's Insurance Does Not Cover ACT Services	0	0
Individual's Clinical Need Does Not Meet ACT Criteria	1	2
Individual Placed on ACT Waitlist	1	0
Individual Awaiting CMHC Determination for ACT	15	8
Total Unique Clients	**17**	**11**

Revisions to Prior Period: None.
Data Source: New Hampshire Hospital.
Notes: Data compiled 04/20/2020.

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

Community Mental Health Center	March 2020						December 2019	
	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	1.81	1.80	12.25	0.51	16.37	1.20	16.97	1.20
02 West Central Behavioral Health	0.70	1.20	3.70	0.50	6.10	0.50	8.75	0.50
03 Lakes Region Mental Health Center	1.00	2.00	3.00	1.00	7.00	0.75	7.00	0.75
04 Riverbend Community Mental Health Center	0.50	2.00	8.00	0.00	10.50	0.50	11.50	0.50
05 Monadnock Family Services	2.00	2.25	3.50	1.10	8.85	0.65	8.75	0.65
06 Greater Nashua Mental Health 1	0.50	1.00	4.00	1.00	6.50	0.25	8.00	0.25
06 Greater Nashua Mental Health 2	0.50	1.00	5.00	1.00	7.50	0.25	8.00	0.25
07 Mental Health Center of Greater Manchester-CTT	1.00	11.00	5.25	1.00	18.25	0.91	15.75	0.91
07 Mental Health Center of Greater Manchester-MCST	1.00	7.00	7.25	1.00	16.25	0.91	15.75	0.91
08 Seacoast Mental Health Center	1.00	2.10	5.00	1.00	9.10	0.60	10.10	0.60
09 Community Partners	0.50	3.00	7.55	0.00	11.05	0.63	10.80	0.63
10 Center for Life Management	1.25	2.00	4.30	1.00	8.55	0.40	9.55	0.40
Total	**11.76**	**36.35**	**69.80**	**9.11**	**127.02**	**7.55**	**130.92**	**7.55**

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

Community Mental Health Center	Substance Use Disorder Treatment		Housing Assistance		Supported Employment	
	March 2020	December 2019	January 2020	December 2019	January 2020	December 2019
01 Northern Human Services	2.55	3.15	10.75	10.75	1.50	1.50
02 West Central Behavioral Health	0.20	0.40	4.10	6.50	0.60	1.40
03 Lakes Region Mental Health Center	1.00	1.00	6.00	6.00	2.00	3.00
04 Riverbend Community Mental Health Center	1.50	1.50	9.50	9.50	0.50	0.50
05 Monadnock Family Services	1.40	1.40	2.00	2.00	1.00	1.00
06 Greater Nashua Mental Health 1	4.25	5.25	6.25	6.25	1.00	1.50
06 Greater Nashua Mental Health 2	5.25	5.25	7.00	5.00	0.00	0.50
07 Mental Health Center of Greater Manchester-CCT	10.91	9.91	13.75	11.75	2.00	1.50
07 Mental Health Center of Greater Manchester-MCST	5.91	5.91	11.75	11.75	2.00	1.50
08 Seacoast Mental Health Center	2.00	2.00	5.00	6.00	2.00	2.00
09 Community Partners	2.63	2.63	5.05	5.10	0.68	0.38
10 Center for Life Management	3.00	4.00	7.00	8.00	0.30	0.30
Total	**40.60**	**42.40**	**88.15**	**88.60**	**14.58**	**15.08**

Revisions to Prior Period: None.
Data Source: Bureau of Mental Health CMHC ACT Staffing Census Based on CMHC self-report.
Notes: Data compiled 04/20/2020; 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 2020			Penetration Rate for Period Ending December 2019
	Supported Employment Clients	Total Eligible Clients	Penetration Rate	
01 Northern Human Services	189	1,330	14.2%	15.0%
02 West Central Behavioral Health	138	623	22.2%	20.1%
03 Lakes Region Mental Health Center	216	1,358	15.9%	19.6%
04 Riverbend Community Mental Health Center	304	1,879	16.2%	17.4%
05 Monadnock Family Services	58	1,089	7.3%	6.2%
06 Greater Nashua Mental Health	256	1,868	15.1%	13.0%
07 Mental Health Center of Greater Manchester	1,513	3,654	41.7%	40.5%
08 Seacoast Mental Health Center	737	2,036	39.0%	34.2%
09 Community Partners	90	767	11.7%	10.1%
10 Center for Life Management	187	1,139	16.4%	18.0%
Total Unique Clients	**3,679**	**15,501**	**23.7%**	**23.7%**

Revisions to Prior Period: None.
Data Source: NH Phoenix 2.
Notes: Data extracted 04/21/2020

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

Reported Employment Status Begin Date: 1/01/2020 End Date: 3/31/2020 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 October - December 2019
Updated Employment Status:												
Full time employed now or in past 90 days	63	34	29	113	54	103	272	221	45	71	1,005	**956**
Part time employed now or in past 90 days	144	54	251	315	140	240	363	257	69	161	1,994	**1,938**
Unemployed	180	106	34	87	134	763	939	104	144	490	2,981	**2,979**
Not in the Workforce	524	155	422	958	466	278	564	819	266	132	4,584	**4,557**
Status is not known	6	49	227	51	4	76	83	2	18	49	565	**464**
Total of Eligible Adult CMHC Clients	**917**	**398**	**963**	**1,524**	**798**	**1,460**	**2,221**	**1,403**	**542**	**903**	**11,129**	**10,894**
Previous Quarter: Total of Eligible Adult CMHC Clients	**944**	**412**	**930**	**1,485**	**801**	**1,468**	**2,202**	**1,274**	**512**	**866**		
Percentage by Updated Employment Status:												
Full time employed now or in past 90 days	6.9%	8.5%	3.0%	7.4%	6.8%	7.1%	12.2%	15.8%	8.3%	7.9%	**9.0%**	**7.3%**
Part time employed now or in past 90 days	15.7%	13.6%	26.1%	20.7%	17.5%	16.4%	16.3%	18.3%	12.7%	17.8%	**17.9%**	**16.5%**
Unemployed	19.6%	26.6%	3.5%	5.7%	16.8%	52.3%	42.3%	7.4%	26.6%	54.3%	**26.8%**	**19.5%**
Not in the Workforce	57.1%	38.9%	43.8%	62.9%	58.4%	19.0%	25.4%	58.4%	49.1%	14.6%	**41.2%**	**42.3%**
Status is not known	0.7%	12.3%	23.6%	3.3%	0.5%	5.2%	3.7%	0.1%	3.3%	5.4%	**5.1%**	**0.3%**
Percentage by Timeliness of Employment Status Screening:												
Update is Current	59.0%	44.2%	70.4%	87.3%	66.2%	97.3%	90.5%	93.4%	60.5%	99.9%	**82.9%**	**78.6%**
Update is Overdue	41.0%	55.8%	29.6%	12.7%	33.8%	2.7%	9.5%	6.6%	39.5%	0.1%	**17.1%**	**21.4%**
Previous Quarter: Percentage by Timeliness of Employment Status Screening:												
Update is Current	60.6%	42.5%	73.7%	84.2%	56.9%	96.6%	91.5%	95.2%	84.6%	99.9%		
Update is Overdue	39.4%	57.5%	26.3%	15.8%	43.1%	3.4%	8.5%	4.8%	15.4%	0.1%		

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: 1/01/2020 End Date: 3/31/2020	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 2019
Updated Employment Status:												
Full time employed now or in past 90 days	1	3	0	4	0	5	9	0	1	4	**27**	**21**
Part time employed now or in past 90 days	14	7	13	23	4	21	31	13	5	27	**158**	**167**
Unemployed	12	9	4	18	3	19	27	14	5	16	**127**	**92**
Not in the Workforce	10	0	7	3	4	10	9	19	3	2	**67**	**69**
Status is not known	0	3	8	2	0	3	1	0	0	0	**17**	**13**
Total of Supported Employment Cohort	**37**	**22**	**32**	**50**	**11**	**58**	**77**	**46**	**14**	**49**	**396**	**362**
Previous Quarter: Total of Supported Employment Cohort	**32**	**19**	**51**	**42**	**17**	**45**	**76**	**31**	**8**	**41**		
Percentage by Updated Employment Status:												
Full time employed now or in past 90 days	2.7%	13.6%	0.0%	8.0%	0.0%	8.6%	11.7%	0.0%	7.1%	8.2%	6.8%	**5.8%**
Part time employed now or in past 90 days	37.8%	31.8%	40.6%	46.0%	36.4%	36.2%	40.3%	28.3%	35.7%	55.1%	39.9%	**46.1%**
Unemployed	32.4%	40.9%	12.5%	36.0%	27.3%	32.8%	35.1%	30.4%	35.7%	32.7%	32.1%	**25.4%**
Not in the Workforce	27.0%	0.0%	21.9%	6.0%	36.4%	17.2%	11.7%	41.3%	21.4%	4.1%	16.9%	**19.1%**
Status is not known	0.0%	13.6%	25.0%	4.0%	0.0%	5.2%	1.3%	0.0%	0.0%	0.0%	4.3%	**3.6%**

Revisions to Prior Period: None.
Data Source: Phoenix 2.
Note 3b-c: Data extracted 4/21/2020. 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.

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

As of 3/31/2020						
	Time on List					
Total	**0-30 days**	**31-60 days**	**61-90 days**	**91-120 days**	**121-150 days**	**151-180+ days**
54	11	15	28	n/a	n/a	n/a

Data Source: BMHS Report.
Notes: Data compiled 04/20/2020. Total days waiting are calculated for all individuals waiting when data collection began on January 1, 2020.

4a. New Hampshire Hospital: Adult Census Summary

Measure	January – March 2020	October -December 2019
Admissions	218	235
Mean Daily Census	159	160
Discharges	213	239
Median Length of Stay in Days for Discharges	17.0	15.0
Deaths	0	0

Revisions to Prior Period: None.
Data Source: Avatar.
Notes 4a: 04/24/2020; 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 2020	October – December 2019
CMHC Group Home	5	6
Discharge/Transfer to IP Rehab Facility	6	9
Glencliff Home for the Elderly	5	1
Home - Lives Alone	62	68
Home - Lives with Others	93	99
Homeless Shelter/ No Permanent Home	4	14
Hotel-Motel	7	3
Jail or Correctional Facility	3	7
Nursing Home	4	3
Other	6	4
Peer Support Housing	0	1
Private Group Home	2	3
Secure Psychiatric Unit - SPU	0	1
Unknown	16	20

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

Measure	January – March 2020	October – December 2019
30 Days	6.9% (15)	6.8% (16)
90 Days	12.4% (27)	17.9% (42)
180 Days	21.1% (46)	23.0% (54)

Revisions to Prior Period: None.
Data Source: Avatar.
Notes 4b-c: Data compiled 04/24/2020; 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 2020		
	Involuntary Admissions	Voluntary Admissions	Total Admissions
Franklin	61	53	114
Cypress Center	45	141	186
Portsmouth	70	263	333
Elliot Geriatric Psychiatric Unit	5	47	52
Elliot Pathways	42	65	105
Total	**223**	**569**	**792**
Designated Receiving Facility	October - December 2019		
	Involuntary Admissions	Voluntary Admissions	Total Admissions
Franklin	61	35	96
Cypress Center	41	134	175
Portsmouth	84	266	350
Elliot Geriatric Psychiatric Unit	5	58	63
Elliot Pathways	40	60	100
Total	**231**	**553**	**784**

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

Designated Receiving Facility	January - March 2020	October - December 2019
Franklin	10.6	10.6
Cypress Center	13.7	13.4
Portsmouth	29.2	31.8
Elliot Geriatric Psychiatric Unit	20.5	23.7
Elliot Pathways	12.0	9.5
Total	**86.1**	**89.0***

*Revisions to Prior Period: *Total was miscaculated.*

5c. Designated Receiving Facilities: Discharges for Adults

Designated Receiving Facility	January - March 2020	October - December 2019
Franklin	110	102
Manchester (Cypress Center)	207	198
Portsmouth	327	353
Elliot Geriatric Psychiatric Unit	71	60
Elliot Pathways	119	123
Total	**834**	**836**

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

Designated Receiving Facility	January - March 2020	October - December 2019
Franklin	6	7
Manchester (Cypress Center)	5	5
Portsmouth	6	6
Elliot Geriatric Psychiatric Unit	20	25
Elliot Pathways	8	7
Total	**6**	**7**

5e. Designated Receiving Facilities: Discharge Location for Adults

Designated Receiving Facility	January - March 2020						
	Assisted Living / Group Home	Deceased	DRF*	Home	Other Hospital	NH Hospital	Other
Franklin	0	0	0	101	0	3	6
Manchester (Cypress Center)	0	0	7	197	0	0	3
Portsmouth Regional Hospital	0	0	1	220	0	2	104
Elliot Geriatric Psychiatric Unit	24	0	0	16	0	0	31
Elliot Pathways	0	0	2	98	0	0	19
Total	**24**	**0**	**10**	**632**	**0**	**5**	**163**
Designated Receiving Facility	October – December 2019						
	Assisted Living / Group Home	Deceased	DRF*	Home	Other Hospital	NH Hospital	Other
Franklin	0	0	0	98	0	3	1
Manchester (Cypress Center)	0	0	6	185	0	0	7
Portsmouth Regional Hospital	0	0	4	269	0	4	76
Elliot Geriatric Psychiatric Unit	12	0	1	13	0	0	34
Elliot Pathways	0	0	3	111	0	0	9
Total	**12**	**0**	**14**	**676**	**0**	**7**	**127**

Dispositions to 'DRF' represent a change in legal status from Voluntary to Involuntary within the DRF.

5f. Designated Receiving Facilities: Readmission Rates for Adults

	January - March 2020		
Designated Receiving Facility	**30 Days**	**90 Days**	**180 Days**
Franklin	3.5% (4)	6.1% (7)	7.8% (9)
Manchester (Cypress Center)	3.5% (7)	5.0% (10)	8.5% (17)
Portsmouth	9.7% (33)	19.2% (65)	23.0% (78)
Elliot Geriatric Psychiatric Unit	9.4% (5)	11.3% (6)	18.9% (10)
Elliot Pathways	9.7% (11)	14.2% (16)	15.9% (18)
Total	**7.3% (60)**	**12.7% (104)**	**16.1% (132)**
	October – December 2019		
Designated Receiving Facility	**30 Days**	**90 Days**	**180 Days**
Franklin	3.1% (3)	6.2% (6)	9.3% (9)
Manchester (Cypress Center)	10.3% (20)	13.9% (27)	21.1% (41)
Portsmouth	7.5% (28)	8.8% (33)	15.3% (57)
Elliot Geriatric Psychiatric Unit	5.7% (4)	7.1% (5)	8.6% (6)
Elliot Pathways	3.9% (4)	5.8% (6)	8.7% (9)
Total	**7.0% (59)**	**9.2% (77)**	**14.6% (122)**

Revisions to Prior Period: None.
Data Source: NH DRF Database.
Notes: Data compiled 05/06/2020.

6. Glencliff Home: Census Summary

Measure	January – March 2020	October - December 2019
Admissions	9	0
Average Daily Census	111	111
Discharges	2 (One resident discharged to a 3 bed Medical Model Group Home and one resident discharged to home with Family)	0
Individual Lengths of Stay in Days for Discharges	(393 and 762)	N/A
Deaths	0	4
Readmissions	0	0
Mean Overall Admission Waitlist	26	29

Revisions to Prior Period: None.
Data Source: Glencliff Home.
Notes: Data Compiled 05/11/2020; 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.

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

Peer Support Agency	January – March 2020		October - December 2019	
	Total Members	Average Daily Visits	Total Members	Average Daily Visits
Alternative Life Center Total	**224**	**44**	**248**	**28**
Conway	42	13	49	9
Berlin	105	7	114	9
Littleton	44	11	48	10
Colebrook	33	13	37	n/a*
Stepping Stone Total	**346**	**17**	**357**	**20**
Claremont	241	13	247	16
Lebanon	105	4	110	4
Cornerbridge Total	**91**	**14**	**147**	**15**
Laconia	25	6	37	6
Concord	58	6	93	6
Plymouth Outreach	8	2	17	3
MAPSA Keene Total	**42**	**19**	**85***	**19**
HEARTS Nashua Total	**400**	**36**	**409***	**33**
On the Road to Recovery Total	**157**	**10**	**152**	**11**
Manchester	75	5	86	5
Derry	82	5	66	6
Connections Portsmouth Total	**82**	**14**	**89**	**14**
TriCity Coop Rochester Total	**216**	**26**	**252**	**23**
Total	**1,558**	**170**	**1,739***	**152***

Revisions to Prior Period: Corrected data indicated by (*).
Data Source: Bureau of Mental Health Services and Peer Support Agency Quarterly Statistical Reports.
Notes: Data Compiled 05/07/2020; Average Daily Visits are not applicable for Outreach Programs.

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

Subsidy	January – March 2020		
	Total individuals served at start of quarter	New individuals added during quarter	Total individuals served through end of quarter
Housing Bridge Subsidy	872	50	922
Section 8 Voucher (NHHFA/BMHS) - Transitioned from Housing Bridge	163	16	179
Subsidy	October - December 2019		
	Total individuals served at start of quarter	New individuals added during quarter	Total individuals served through end of quarter
Housing Bridge Subsidy	829	43	872
Section 8 Voucher (NHHFA/BMHS) - Transitioned from Housing Bridge	151	12	163

Data Source: Bureau of Mental Health Services and Housing Bridge Provider.
Notes: Data Compiled 03/31/2020. Figures at start and end of each quarter are cumulative total of individuals served since CMHA quarterly reporting began in 2015.

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

Measure	As of 3/31/2020	As of 12/31/2019
Rents Currently Being Paid	327	340
Individuals Enrolled and Seeking Unit for Bridge Lease	94	54
Total	**421**	**394**

Data Source: Bureau of Mental Health Services and Housing Bridge Provider.
Notes: Data Compiled 03/31/2020; all individuals currently on Bridge Program are intended to transition from the program to other permanent housing.

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

Measure	As of 3/31/2020	As of 12/31/2019
Housing Bridge Clients Linked	348/421 (83%)	358/394 (91%)

Data source: Bureau of Mental Health Services data, Phoenix 2, and Medicaid claims.
Notes: Data compiled 04/28/2020; "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 3/31/2020	Frequency as of 12/31/2019
1	279	276
2	14	18
3	2	4
4	2	2
5	0	0
6	0	0
7	0	0
8 or more	1	1

*All units are individual units; property address may include multiple buildings, such as apartment complexes.
Revisions to Prior Period: None.
Data Source: Bureau of Mental Health data compiled by Office of Quality Assurance and Improvement.
Notes: Data Compiled 03/31/2020.

8d. Housing Bridge Subsidy Program: Applications

Measure	January - March 2020	October - December 2019
Applications Received During Period	74	59
Point of Contact for Applications Received	CMHCs 63; NHH 11	CMHCs 51; NHH 8
Applications Approved	104	42
Applications Denied	0	0
Denial Reasons	NA	NA
Applications in Process at End of Period	49	79*

Revisions to Prior Period: None.
Data Source: Bureau of Mental Health Services.
*Notes: Data Compiled 03/31/2020. *13 applications with incomplete required additional documentation were withdrawn from the processing queue by the applicant or referring agent. The reasons provided for withdrawal include: received other housing or vouchers (3), incarceration (1), ineligibility (4), unable to locate applicant (4), and higher level of care was needed (1).*

8e. Housing Bridge Subsidy Program: Terminations

Type and Reason	January – March 2020	October - December 2019
Terminations – DHHS Initiated	2	0
Over Income	NA	NA
Exited Program – Client Related Activity	25	23
Voucher Received	16	16
Deceased	2	2
Over Income	4	0
Moved Out of State	1	2
Declined Subsidy at Recertification	1	0
Higher Level of Care Accessed	1	2
Other Subsidy Provided	0	0
Moved in with family	0	1
Total	**27**	**23**

Revisions to Prior Period: None.
Data Source: Bureau of Mental Health Services and Housing Bridge Provider.
Notes: Data Compiled 03/31/2020.

8f. Housing Bridge Subsidy Program: Application Processing Times

Average Elapsed Time of Application Processing (calendar days)*	January - March 2020	October - December 2019
Completed Application to Determination	1	1
Approved Determination to Funding Availability**	41	164
Referred to Vendor with Funded HB Slot	1	1
Leased Unit Secured	30***	18

Revisions to Prior Period: None.
Data Source: Bureau of Mental Health Services.
Notes: Data Compiled 03/31/2020.
*Elapsed time measure reporting implemented 10/01/18 and applies to any application received on or after that date.
**Average calculated on 50 applications approved for which funding was made available in the quarter.
***Average calculated on 3 units leased during the quarter.

9. Housing Bridge Subsidy Program Waitlist: Approved Applications

As of 3/31/2020							
Time on List							
Total	0-30 days	31-60 days	61-90 days	91-120 days	121-150 days	151-180 days	181+ days
49	12	19	10	8	0	0	0
As of 12/31/2019							
Time on List							
Total	0-30 days	31-60 days	61-90 days	91-120 days	121-150 days	151-180 days	181+ days
25	18	4	0	1*	0	1*	1

Revisions to Prior Period: None.
Data Source: Bureau of Mental Health Services and Housing Bridge Provider.
Notes: Data Compiled 03/31/2020. *Indicates hospitalized individuals who were not medically cleared for discharge as of 12/31/19 but for whom an HBSP subsidy has been approved, pending discharge

10. Supported Housing Subsidy Summary

Subsidy		January - March 2020	October - December 2019
		Total subsidies by end of quarter	Total subsidies by end of quarter
Housing Bridge Subsidy:	Units Currently Active	327	340
	Individuals Enrolled and Seeking Unit for Bridge Lease	94	54
Section 8 Voucher (NHHFA):	Transitioned from Housing Bridge*	177	163
	Not Previously Receiving Housing Bridge	3	2
811 Units:	PRA	75	60
	Mainstream	44	44
Other Permanent Housing Vouchers (HUD, Public Housing, VA)		5	5
Total Supported Housing Subsidies		**725**	**668**

Revisions to Prior Period: None.
Data Source: Bureau of Mental Health Services and Housing Bridge Provider.
Notes: Data Compiled 03/31/2020; 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.

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

Measure	January 2020	February 2020	March 2020	January – March 2020	October - December 2019
Unique People Served in Month	215	199	199	531	516
Services Provided by Type					
Case Management	0	0	0	0	0
Crisis Apartment Service	0	0	0	0	0
Crisis Intervention Services	10	2	8	20	43
ED Based Assessment	0	0	0	0	0
Medication Appointments or Emergency Medication Appointments	0	0	0	0	0
Mobile Community Assessments	42	36	38	116	149
Office-Based Urgent Assessments	39	20	18	77	136
Other	0	0	0	0	0
Peer Support	0	0	0	0	0
Phone Support/Triage	378	413	382	1,173	1,139
Psychotherapy	0	0	0	0	0
Referral Source					
CMHC Internal	20	17	17	54	52
Emergency Department	4	7	7	18	10
Family	22	20	26	68	77
Friend	2	5	6	13	8
Guardian	26	20	13	59	43
MCT Hospitalization	0	0	0	0	0
Mental Health Provider	11	4	5	20	22
Other	6	2	5	13	5
Police	9	7	7	23	26
Primary Care Provider	10	8	5	23	20
Self	92	102	97	291	341
School	13	7	11	31	26
Crisis Apartment					
Apartment Admissions	25	17	15	57	81
Apartment Bed Days	98	82	65	245	364
Apartment Average Length of Stay	3.9	4.8	4.3	4.3	4.5
Law Enforcement Involvement	10	15	20	45	26
Hospital Diversions Total	141	115	127	383	483

Revisions to Prior Period: None.
Data Source: Riverbend CMHC submitted report.
Notes: Data Compiled 04/09/2020; reported values other than the Unique People Served in Month value are not de-duplicated at the individual person level; individual people can account for multiple instances of service use, hospital diversions, etc.

11b. Mobile Crisis Services and Supports for Adults: Mental Health Center of Greater Manchester

Measure	January 2020	February 2020	March 2020	January – March 2020	October - December 2019
Unique People Served in Month	251	233	266	618	604
Services Provided by Type					
Case Management	39	33	19	91	84
Crisis Apartment Service	16	12	6	34	35
Crisis Intervention Service	91	80	71	242	254
ED Based Assessment	0	0	0	0	0
Medication Appointments or Emergency Medication Appointments	7	4	4	15	7
Mobile Community Assessments	104	106	80	290	303
Office-Based Urgent Assessments	10	23	21	54	65
Other	270	234	277	781	735
Peer Support	22	13	7	42	83
Phone Support/Triage	528	514	523	1,565	1,482
Psychotherapy	4	0	5	9	11
Referral Source					
CMHC Internal	6	2	4	12	19
Emergency Department	2	0	0	2	2
Family	43	60	45	148	136
Friend	2	9	8	19	5
Guardian	6	5	5	16	15
MCT Hospitalization	6	7	10	23	0
Mental Health Provider	17	5	8	30	39
Other	52	37	40	129	148
Police	63	66	75	204	225
Primary Care Provider	14	16	6	36	40
Self	157	155	156	468	412
School	0	0	0	0	0
Crisis Apartment					
Apartment Admissions	9	6	2	17	18
Apartment Bed Days	28	18	7	53	72
Apartment Average Length of Stay	3.1	3.0	3.5	3.1	4.0
Law Enforcement Involvement	63	66	75	204	225
Hospital Diversion Total	373	366	349	1,088	1,086

Revisions to Prior Period: None.
Data Source: Phoenix 2.
Notes: Data Compiled 04/30/2020; reported values other than the Unduplicated People Served in Month value are not de-duplicated at the individual person level; individual people can account for multiple instances of service use, hospital diversions, etc.

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

Measure	January 2020	February 2020	March 2020	January – March 2020	October - December 2019
Unique People Served in Month	134	122	116	333	368
Services Provided by Type					
Case Management	12	18	21	51	83
Crisis Apartment Service	103	96	123	322	289
Crisis Intervention Services	0	0	0	0	0
ED Based Assessment	4	4	4	12	17
Medication Appointments or Emergency Medication Appointments	0	0	0	0	0
Mobile Community Assessments	68	63	79	210	189
Office-Based Urgent Assessments	43	29	19	91	104
Other	0	0	0	0	0
Peer Support	100	69	54	223	168
Phone Support/Triage	133	130	122	385	463
Psychotherapy	4	0	0	4	16
Referral Source					
CMHC Internal	12	6	6	24	28
Emergency Department	3	0	0	3	7
Family	11	8	4	23	64
Friend	4	0	5	9	12
Guardian	0	0	0	0	0
MCT Hospitalization	0	0	0	0	0
Mental Health Provider	7	5	4	16	23
Other	93	93	85	271	281
Police	4	2	6	12	17
Primary Care Provider	2	2	5	9	7
Self	33	47	34	114	155
Schools	16	9	9	34	35
Crisis Apartment					
Apartment Admissions	22	15	19	56	48
Apartment Bed Days	121	87	88	296	252
Apartment Average Length of Stay	5.5	5.8	4.6	5.3	5.3
Law Enforcement Involvement	0	0	0	0	0
Hospital Diversion Total	227	198	192	617	612

Revisions to Prior Period: None.

Data Source: Harbor Homes submitted data.

Notes: Data Compiled 04/14/2020; reported values other than the Unique People Served in Month value are not de-duplicated at the individual person level; individual people can account for multiple instances of service use, hospital diversions, etc.