



New Hampshire Community Mental Health Agreement Quarterly Data Report

July - September 2022

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

January 25, 2023

*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

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Reporting Period: 7/1/2022-9/30/2022

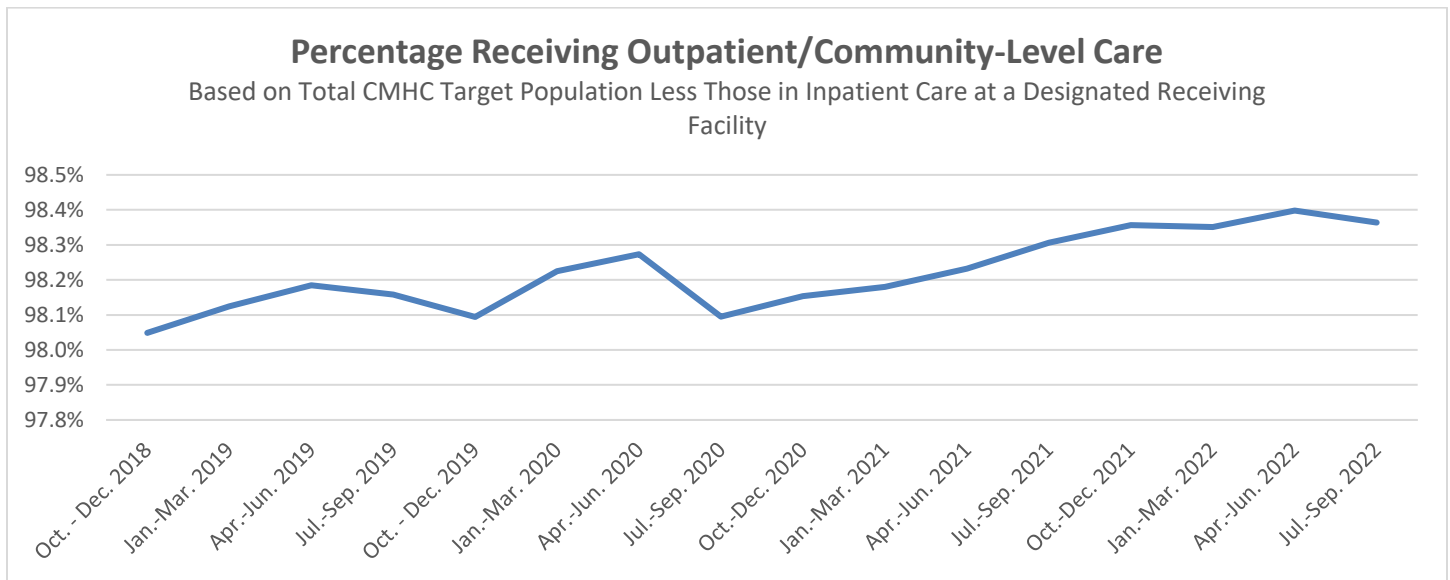
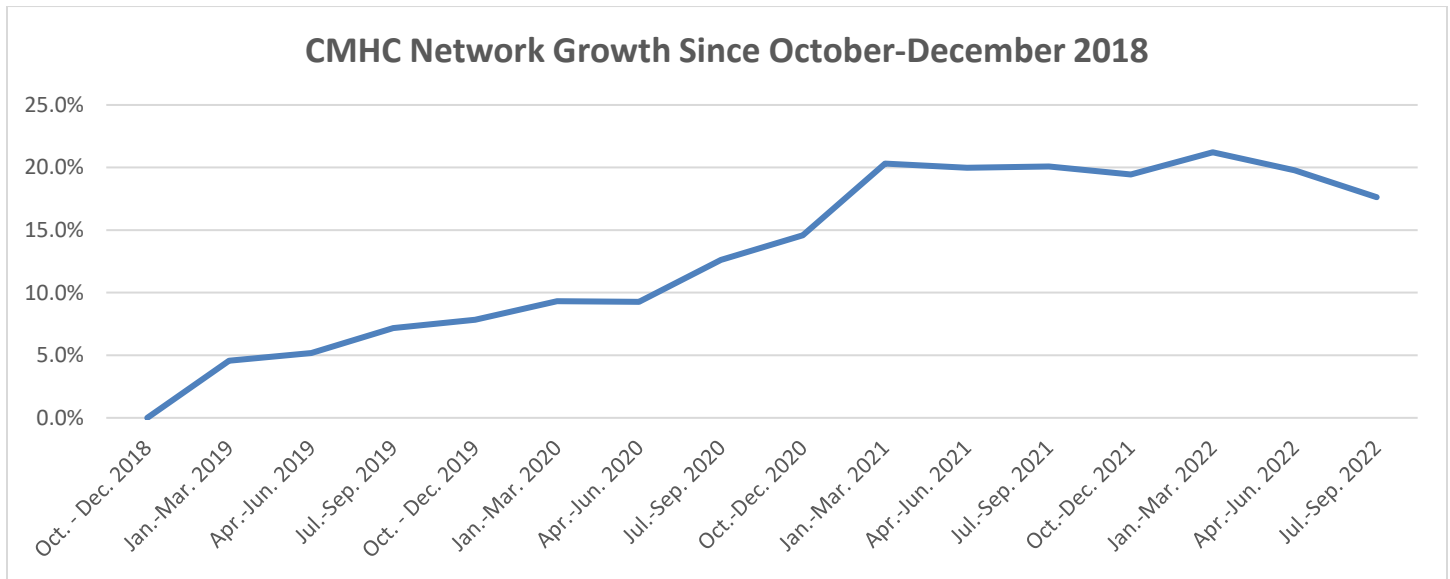
Notes for Quarter

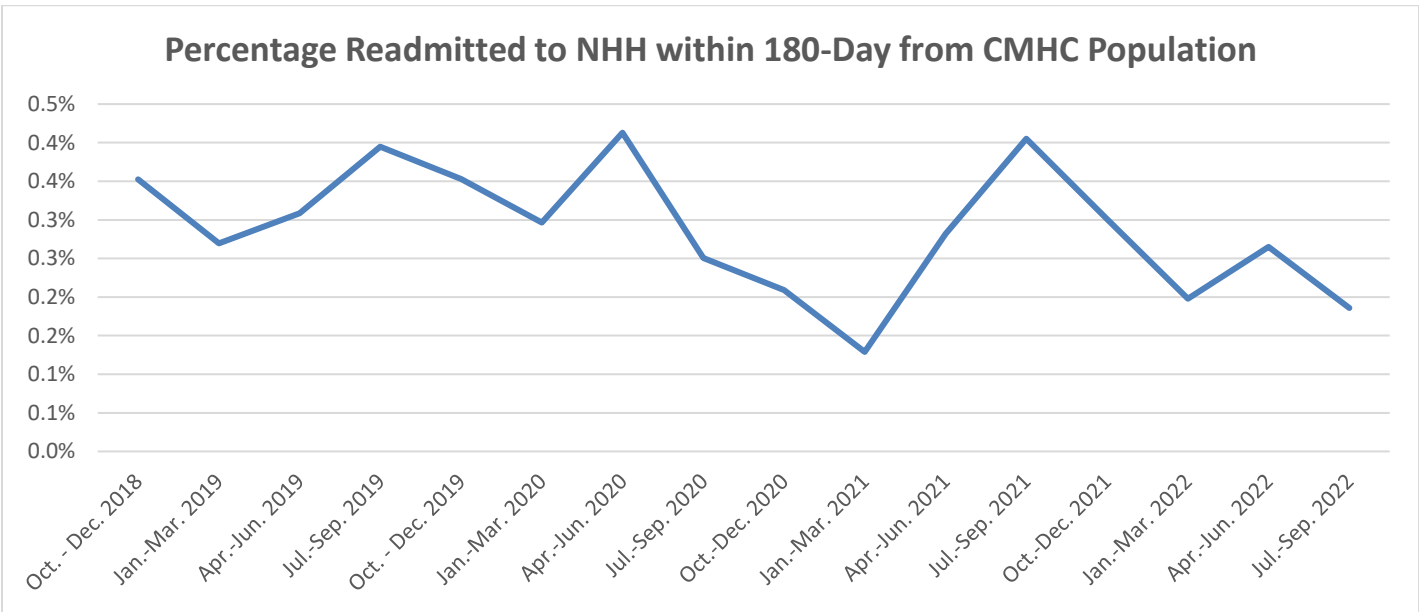
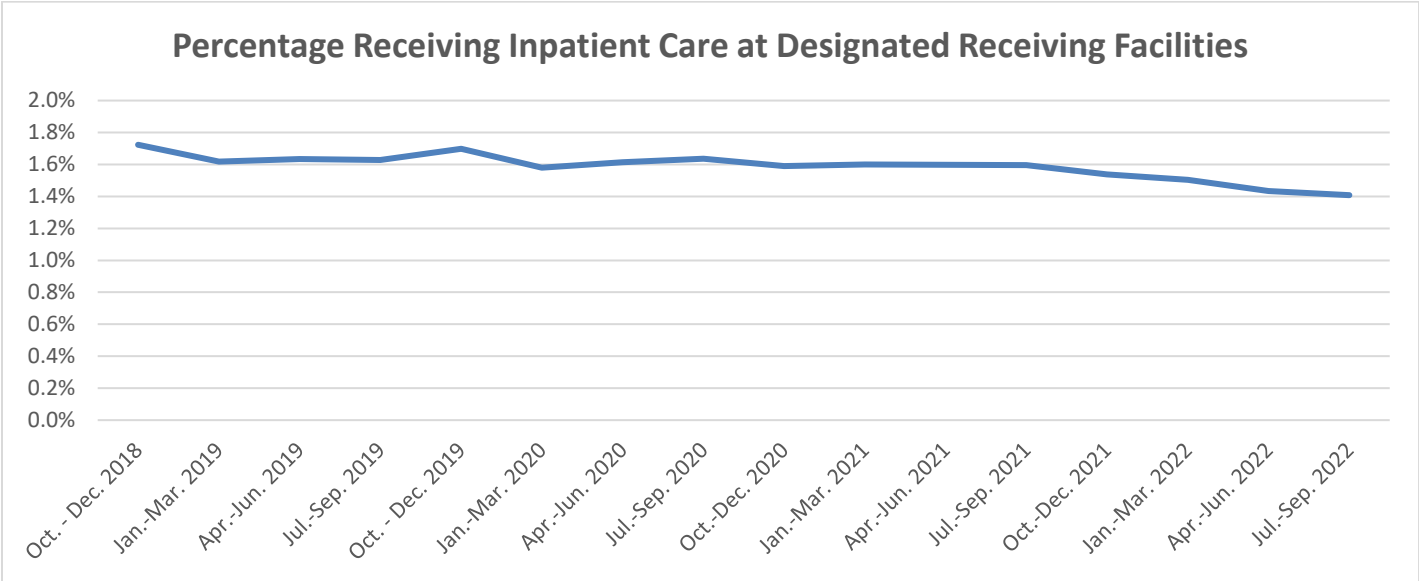
- Table 7. NH Mental Health Client Peer Support Agencies: Census Summary – Peer Support Agencies continue to operate a hybrid in-person and virtual model of services with on-site capacity due to COVID-19. The Average Daily Visits reported includes the number of individuals participating in groups online 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. 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.

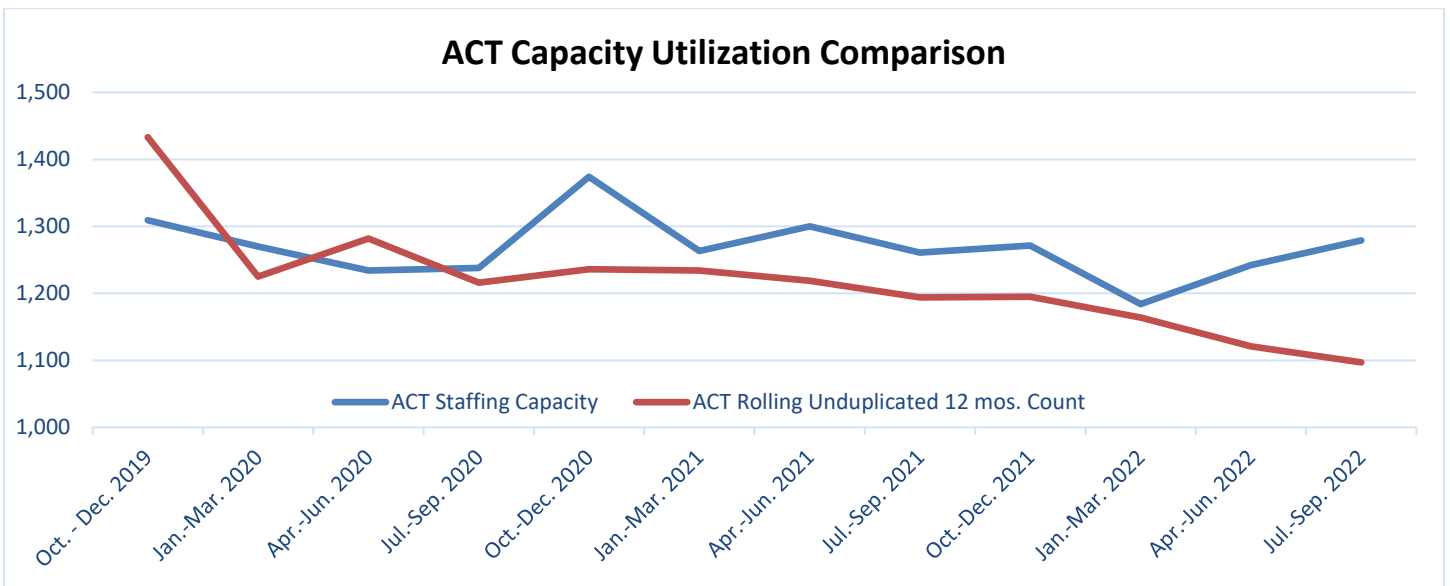
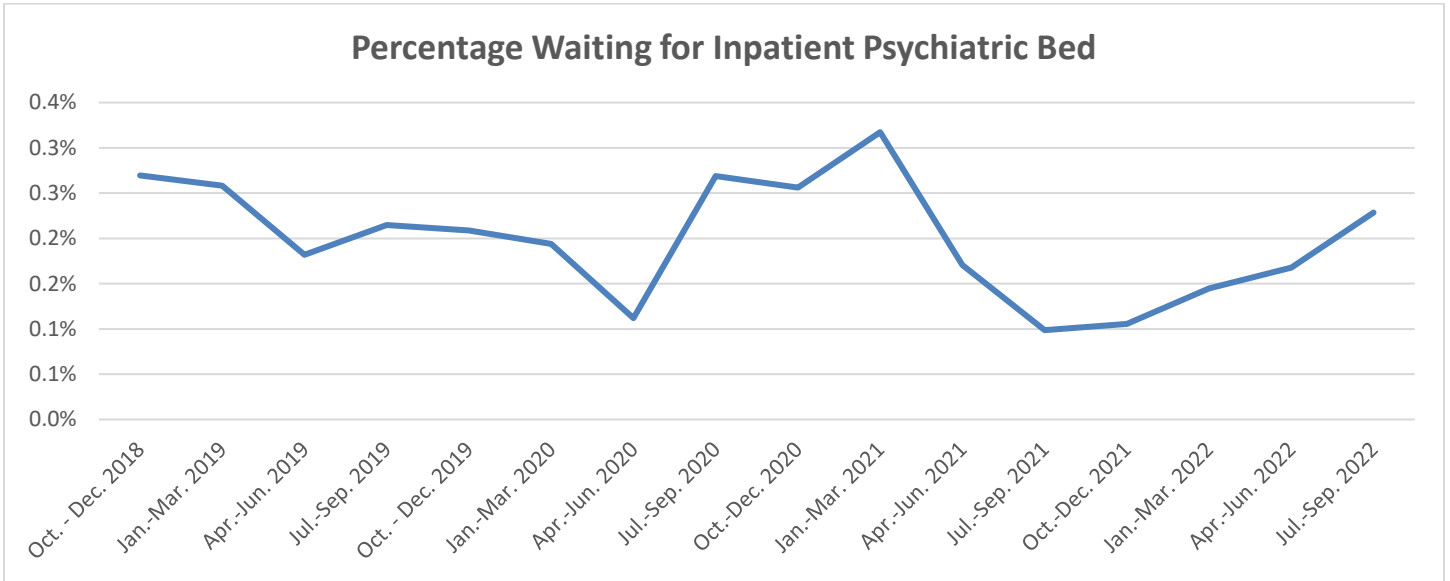
Acronyms Used in this Report

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	July 2022	August 2022	September 2022	Unique Clients in Quarter	Unique Clients in Prior Quarter
01 Northern Human Services	75	71	71	82	87
02 West Central Behavioral Health	47	46	44	54	56
03 Lakes Region Mental Health Center*	58	60	63	64	58
04 Riverbend Community Mental Health Center	81	80	84	91	96
05 Monadnock Family Services	42	41	42	46	47
06 Greater Nashua Mental Health	109	105	105	109	110
07 Mental Health Center of Greater Manchester	253	242	235	266	270
08 Seacoast Mental Health Center	71	73	71	73	76
09 Community Partners	61	62	59	67	76
10 Center for Life Management	42	39	39	44	45
Total Unique Clients	838	819	812	894	919
Unique Clients Receiving ACT Services 10/1/2022 to 9/30/2022: 1,097					

Revisions to Prior Period: None.

Data Source: NH Phoenix 2. Notes: Data extracted 10/24/2022; 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	April- June Retrospective Analysis			January – March 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	987	27	1	1,010	26	3
02 West Central Behavioral Health	133	0	0	161	6	0
03 Lakes Region Mental Health Center	870	4	0	974	6	0
04 Riverbend Community Mental Health Center	1,740	1	1	1,746	23	0
05 Monadnock Family Services	651	4	1	538	9	0
06 Greater Nashua Mental Health	1,513	6	2	1,406	4	0
07 Mental Health Center of Greater Manchester	1,557	53	0	1,499	41	0
08 Seacoast Mental Health Center	1,664	4	0	1,626	3	0
09 Community Partners	224	0	0	198	1	1
10 Center for Life Management	1,381	2	0	1,315	0	0
Total ACT Screening	10,720	101	5	10,473	119	4

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 11/01/2022. “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

	July - September 2022				April - June 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
Community Mental Health Center								
01 Northern Human Services	3	3	3	9	3	0	2	5
02 West Central Behavioral Health	3	1	0	4	1	0	0	1
03 Lakes Region Mental Health Center*	0	3	3	6	0	1	0	1
04 Riverbend Community Mental Health Center	1	1	4	6	4	4	5	13
05 Monadnock Family Services	1	0	2	3	0	1	1	2
06 Greater Nashua Mental Health	3	0	0	3	1	2	4	7
07 Mental Health Center of Greater Manchester	5	6	4	15	8	7	4	19
08 Seacoast Mental Health Center	2	1	0	3	4	1	0	5
09 Community Partners	3	3	2	8	0	1	1	2
10 Center for Life Management	2	0	2	4	1	0	1	2
Total New ACT Clients	23	18	20	61	22	17	18	57

Revisions to Prior Period: None

Data Source: NH Phoenix 2.

Notes: Data extracted 10/24/2022; 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 9/30/2022						
	Time on List					
Total	0-30 days	31-60 days	61-90 days	91-120 days	121-150 days	151-180 days
13	13	0	0	0	0	0
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	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	July – September 2022						April – June 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	6	6	0	12	0	0	8	10	2	8	2	1
02 West Central Behavioral Health	5	3	1	7	1	0	5	4	1	3	0	1
03 Lakes Region Mental Health Center	0	5	0	9	0	0	0	9	0	9	0	0
04 Riverbend Community Mental Health Center	7	12	2	18	0	1	5	20	4	16	4	0
05 Monadnock Family Services	4	13	0	20	0	0	3	11	3	8	3	0
06 Greater Nashua Mental Health	3	8	0	15	0	0	4	14	3	11	1	2
07 Mental Health Center of Greater Manchester	12	9	5	20	4	1	13	17	9	8	6	3
08 Seacoast Mental Health Center	0	4	1	9	1	0	3	10	2	8	2	0
09 Community Partners	6	9	2	14	2	0	3	16	1	15	0	1
10 Center for Life Management	3	6	1	8	0	1	1	4	1	3	1	0
Total	46	75	12	132	8	3	45	115	26	89	19	8

Revisions to Prior Period: None

Data Source: New Hampshire Hospital.

Notes: Data compiled 11/18/2022. 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	July – September 2022	April – June 2022
Not Available in Individual’s Town of Residence	0	0
Individual Declined	0	0
Individual’s Insurance Does Not Cover ACT Services	0	0
Individual’s Clinical Need Does Not Meet ACT Criteria	2	1
Individual Placed on ACT Waitlist	1	1
Individual Awaiting CMHC Determination for ACT	0	4
Total Unique Clients	3	6

Revisions to Prior Period: None.

Data Source: New Hampshire Hospital.

Notes: Data compiled 11/18/2022.

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

Community Mental Health Center	September 2022						June 2022	
	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	0.60	0.00	0.00	0.00	3.60	0.27	3.60	0.27
01 Northern Human Services - Berlin	0.34	0.17	1.00	0.00	5.14	0.14	4.94	0.14
01 Northern Human Services - Littleton	0.23	0.15	1.00	0.80	4.44	0.29	3.57	0.29
02 West Central Behavioral Health	0.40	1.00	0.00	1.50	6.10	0.50	6.20	0.60
03 Lakes Region Mental Health Center	1.00	3.00	0.00	1.00	5.00	0.60	5.00	0.60
04 Riverbend Community Mental Health Center	0.50	1.00	5.10	0.00	8.50	0.50	7.50	0.50
05 Monadnock Family Services	1.96	0.57	0.00	0.86	8.12	0.54	7.87	0.63
06 Greater Nashua Mental Health 1	1.00	2.00	3.00	1.00	9.00	0.15	9.00	0.15
06 Greater Nashua Mental Health 2	1.00	1.00	3.00	1.00	7.00	0.15	6.00	0.15
07 Mental Health Center of Greater Manchester-CTT	1.33	10.64	3.33	1.33	21.28	1.17	22.61	1.17
07 Mental Health Center of Greater Manchester-MCST	1.33	10.64	3.33	1.33	22.45	1.17	20.32	1.17
08 Seacoast Mental Health Center	1.00	2.10	6.00	1.00	11.10	0.80	11.10	0.80
09 Community Partners	0.50	1.00	5.26	1.38	8.14	0.70	7.64	0.70
10 Center for Life Management	1.14	1.14	4.42	1.00	7.99	0.46	8.85	0.46
Total	12.33	34.41	35.44	12.20	127.86	7.44	124.20	7.63

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

Community Mental Health Center	Substance Use Disorder Treatment		Housing Assistance		Supported Employment	
	September 2022	June 2022	September 2022	June 2022	September 2022	June 2022
01 Northern Human Services - Wolfeboro	0.27	0.27	3.00	3.00	0.00	0.00
01 Northern Human Services - Berlin	0.71	0.74	3.40	3.40	0.23	0.00
01 Northern Human Services - Littleton	0.40	0.40	3.00	2.00	0.26	0.00
02 West Central Behavioral Health	0.00	0.10	4.00	4.00	0.20	0.20
03 Lakes Region Mental Health Center	0.00	0.00	5.00	5.00	0.00	0.00
04 Riverbend Community Mental Health Center	1.50	0.50	7.50	6.50	0.50	0.50
05 Monadnock Family Services	0.28	0.35	2.03	2.23	0.00	0.00
06 Greater Nashua Mental Health 1	7.15	7.15	7.00	8.00	2.00	2.00
06 Greater Nashua Mental Health 2	3.15	3.15	5.00	4.00	1.00	1.00
07 Mental Health Center of Greater Manchester-CCT	13.14	13.14	15.29	17.95	2.66	1.33
07 Mental Health Center of Greater Manchester-MCST	6.49	5.16	16.46	14.33	2.66	2.66
08 Seacoast Mental Health Center	1.00	2.00	8.00	9.00	0.00	0.00
09 Community Partners	4.38	3.58	1.80	1.80	0.00	0.00
10 Center for Life Management	1.14	1.14	6.56	7.42	0.29	0.29
Total	39.61	37.68	88.04	88.63	9.80	7.98

Revisions to Prior Period: None.

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

Notes: Data compiled 10/31/2022. 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 September 2022			Penetration Rate for Period Ending September 2022
	Supported Employment Clients	Total Eligible Clients	Penetration Rate	
01 Northern Human Services	112	1,291	8.7%	10.5%
02 West Central Behavioral Health	74	461	16.1%	18.3%
03 Lakes Region Mental Health Center	268	1,674	16.0%	17.2%
04 Riverbend Community Mental Health Center	220	1,825	12.1%	12.0%
05 Monadnock Family Services	74	1,054	7.0%	5.3%
06 Greater Nashua Mental Health	693	2,567	27.0%	20.0%
07 Mental Health Center of Greater Manchester	1,059	3,104	34.1%	31.8%
08 Seacoast Mental Health Center	1,010	2,277	44.4%	46.3%
09 Community Partners	526	779	67.5%	70.6%
10 Center for Life Management	388	1,869	20.8%	19.2%
Total Unique Clients	4,410	16,684	26.4%	25.3%

Revisions to Prior Period: None.

Data Source: NH Phoenix 2.

Notes: Data extracted 10/24/2022

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

Reported Employment Status Begin Date: 7/1/2022 End Date: 9/30/2022 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 April – June 2022
Updated Employment Status:												
Full time employed now or in past 90 days	69	32	154	148	77	200	357	361	62	245	1,705	1,548
Part time employed now or in past 90 days	116	38	445	286	147	51	344	392	83	275	2,177	2,311
Unemployed	165	102	19	61	117	668	748	89	211	656	2,836	3,077
Not in the Workforce	583	136	456	989	442	265	595	885	153	194	4,698	5,092
Status is not known	1	33	11	14	6	617	5	4	11	83	785	309
Total of Eligible Adult CMHC Clients	934	341	1,085	1,498	789	1,801	2,049	1,731	520	1,453	12,201	12,337
Previous Quarter: Total of Eligible Adult CMHC Clients	947	361	1,153	1,535	831	1,834	2,043	1,693	504	1,436		
Percentage by Updated Employment Status:												
Full time employed now or in past 90 days	7.4%	9.4%	14.2%	9.9%	9.8%	11.1%	17.4%	20.9%	11.9%	16.9%	14.0%	12.5%
Part time employed now or in past 90 days	12.4%	11.1%	41.0%	19.1%	18.6%	2.8%	16.8%	22.6%	16.0%	18.9%	17.8%	18.7%
Unemployed	17.7%	29.9%	1.8%	4.1%	14.8%	37.1%	36.5%	5.1%	40.6%	45.1%	23.2%	24.9%
Not in the Workforce	62.4%	39.9%	42.0%	66.0%	56.0%	14.7%	29.0%	51.1%	29.4%	13.4%	38.5%	41.3%
Status is not known	0.1%	9.7%	1.0%	0.9%	0.8%	34.3%	0.2%	0.2%	2.1%	5.7%	6.4%	2.5%
Update is Current	64.8%	47.5%	71.2%	75.6%	68.4%	78.4%	87.3%	90.0%	72.3%	100.0%	80.3%	83.2%
Update is Overdue	35.2%	52.5%	28.8%	24.4%	31.6%	21.6%	12.7%	10.0%	27.7%	0.0%	19.7%	16.8%
Previous Quarter: Percentage by Timeliness of Employment Status Screening:												
Update is Current	66.9%	49.3%	69.0%	84.0%	70.3%	86.5%	89.2%	93.6%	71.8%	99.9%		
Update is Overdue	33.1%	50.7%	31.0%	16.0%	29.7%	13.5%	10.8%	6.4%	28.2%	0.1%		

Revisions to Prior Period: None.

Data Source: NH Phoenix 2.

Notes: Data extracted 10/24/2022

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 April – June 2022
	Updated Employment Status:											
Full time employed now or in past 90 days	0	1	1	1	1	4	15	3	2	12	40	28
Part time employed now or in past 90 days	6	1	13	37	5	1	33	12	8	31	147	150
Unemployed	6	5	0	10	3	3	25	4	11	27	94	124
Not in the Workforce	7	0	7	13	2	2	5	4	2	9	51	63
Status is not known	0	0	0	0	0	51	0	0	1	0	52	6
Total of Supported Employment Cohort	19	7	21	61	11	61	78	23	24	79	384	371
Previous Quarter: Total of Supported Employment Cohort	12	11	13	55	19	62	71	46	18	64	371	
Percentage by Updated Employment Status:												
Full time employed now or in past 90 days	0.0%	14.3%	4.8%	1.6%	9.1%	6.6%	19.2%	13.0%	8.3%	15.2%	10.4%	7.5%
Part time employed now or in past 90 days	31.6%	14.3%	61.9%	60.7%	45.5%	1.6%	42.3%	52.2%	33.3%	39.2%	38.3%	40.4%
Unemployed	31.6%	71.4%	0.0%	16.4%	27.3%	4.9%	32.1%	17.4%	45.8%	34.2%	24.5%	33.4%
Not in the Workforce	36.8%	0.0%	33.3%	21.3%	18.2%	3.3%	6.4%	17.4%	8.3%	11.4%	13.3%	17.0%
Status is not known	0.0%	0.0%	0.0%	0.0%	0.0%	83.6%	0.0%	0.0%	4.2%	0.0%	13.5%	1.6%

Revisions to Prior Period: None.

Data Source: Phoenix 2.

Note 3b-c: Data extracted 10/24/2022. 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 9/30/2022						
Time on List						
Total	0-30 days	31-60 days	61-90 days	91-120 days	121-150 days	151-180+ days
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

Data Source: BMHS Report.

Notes: Data compiled 11/10/22. 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	July – September 2022	April – June 2022
Admissions	177	210
Mean Daily Census	151	159
Discharges	172	221
Median Length of Stay in Days for Discharges	41	41
Deaths	0	0

Revisions to Prior Period: None.

Data Source: Avatar.

Notes 4a: Data Compiled 11/01/2022; 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	July – September 2022	April – June 2022
CMHC Group Home	1	3
Discharge/Transfer to IP Rehab Facility	14	20
Glenclyff Home for the Elderly	2	4
Home - Lives Alone	39	38
Home - Lives with Others	58	72
Homeless Shelter/ No Permanent Home	9	7
Hotel-Motel	11	4
Jail or Correctional Facility	5	3
Nursing Home	0	3
Other	8	22
Peer Support Housing	0	2
Private Group Home	0	0
Secure Psychiatric Unit - SPU	0	0
Unknown	24	43

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

Measure	July - September 2022	April – June 2022
30 Days	3.4% (6)	10.5% (22)
90 Days	9.0% (16)	15.7% (33)
180 Days	17.5% (31)	21.4% (45)

Revisions to Prior Period: None.

Data Source: Avatar.

Notes 4b-c: Data compiled 11/01/2022; 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	July - September 2022		
	Involuntary Admissions	Voluntary Admissions	Total Admissions
Franklin	37	27	64
Cypress Center	46	95	141
Portsmouth	77	209	286
Elliot Geriatric Psychiatric Unit	1	28	29
Elliot Pathways	49	106	155
Parkland Regional Hospital	50	130	180
Total	260	595	855
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
Total	255	643	898

Revisions to Prior Period: None.

Data Source: DRF Access Database

Data Compiled 11/01/2022

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

Designated Receiving Facility	July - September 2022	April – June 2022
Franklin	6.1	7.3
Cypress Center	12.2	11.0
Portsmouth	27.4	27.9
Elliot Geriatric Psychiatric Unit	11.4	11.4
Elliot Pathways	13.5	14.0
Parkland Regional Hospital	13.4	13.0
Total	83.9	84.6

Revisions to Prior Period: None.

Data Source: DRF Access Database

Data Compiled 11/01/2022

5c. Designated Receiving Facilities: Discharges for Adults

Designated Receiving Facility	July - September 2022	April – June 2022
Franklin	65	72
Manchester (Cypress Center)	135	140
Portsmouth	286	320
Elliot Geriatric Psychiatric Unit	30	28
Elliot Pathways	154	158
Parkland Regional Hospital	178	186
Total	848	904

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

Designated Receiving Facility	July - September 2022	April – June 2022
Franklin	7	7
Manchester (Cypress Center)	6	6
Portsmouth	7	6
Elliot Geriatric Psychiatric Unit	23	25
Elliot Pathways	6	6
Parkland Regional Hospital	7	5
Total	7	6

5e. Designated Receiving Facilities: Discharge Location for Adults

Designated Receiving Facility	July - September 2022						
	Assisted Living / Group Home	Deceased	DRF*	Home**	Other Hospital	NH Hospital	Other
Franklin	0	0	0	58	2	0	5
Manchester (Cypress Center)	0	0	0	131	0	0	4
Portsmouth Regional Hospital	5	0	0	254	13	1	12
Elliot Geriatric Psychiatric Unit	10	4	0	11	5	0	0
Elliot Pathways	0	0	0	144	4	0	6
Parkland Regional Hospital	3	0	0	162	2	2	9
Total	18	4	0	761	26	3	36
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
Total	29	2	0	822	17	4	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: None

Data Source: NH DRF Database.

Notes: Data compiled 08/02/2022

5f. Designated Receiving Facilities: Readmission Rates for Adults

Designated Receiving Facility	July - September 2022		
	30 Days	90 Days	180 Days
Franklin	4.7% (3)	10.9% (7)	12.5% (8)
Manchester (Cypress Center)	2.1% (3)	4.3% (6)	5.0% (7)
Portsmouth	7.3% (21)	14.0% (40)	19.2% (55)
Elliot Geriatric Psychiatric Unit	10.3% (3)	13.8% (4)	17.2% (5)
Elliot Pathways	6.5% (10)	9.7% (15)	12.9% (20)
Parkland Regional Hospital	7.2% (13)	10.0% (18)	14.4% (26)
Total	6.2% (53)	10.5% (90)	14.2% (121)
Designated Receiving Facility	April – June 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)
Total	6.3% (55)	10.6% (92)	14.6% (127)

Revisions to Prior Period: None.

Data compiled: 11/02/2022

6. Glenciff Home: Census Summary

Measure	July - September 2022	April – June 2022
Admissions	5 (1 re-admission)	4 (1 re-admission)
Average Daily Census	69	69
Discharges	0	2 (2 to Nursing Facility)
Individual Lengths of Stay in Days for Discharges	0	1479, 363
Deaths	2	4
Readmissions	1	1
Mean Overall Admission Waitlist	38	45

Revisions to Prior Period: None.

Data Source: Glenciff Home.

Notes: Data Compiled 11/4/2022; 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:	July - September 2022		April – June 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	13	7	9	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***	30	98	35	93

Revisions to Prior Period: None.

Data Source: BMHS.

Notes: Data 11/4/2022. 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 was filled in late October 2022.

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

Peer Support Agency	July - September 2022		April – June 2022	
	Total Members	Average Daily Visits	Total Members	Average Daily Visits
Alternative Life Center Total	213	33	213	35
Conway	24	11	24	9
Berlin	104	7	104	7
Littleton	40	7	40	10
Colebrook	45	8	45	9
Stepping Stone Total	381	10	378	7
Claremont	248	7	246	6
Lebanon	133	3	132	1
Lakes Region Consumer Advisory Board Total	95	4	89	3
Laconia	34	2	32	1
Concord	61	2	57	2
Monadnock Keene Total	344	37	216	34
H.E.A.R.T.S Nashua Total	321	31	301	34
On the Road to Wellness Total	257	13	245	15
Manchester	136	8	127	9
Derry	121	5	118	6
Connections Portsmouth Total	139	7	133	4
Infinity Rochester Total	267	20	265	9
Total	2017	155	1840	152

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

Notes: Data Compiled 11/8/2022. Average Daily Visits are not applicable for Outreach Programs.

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

Measure	July - S 2022			April– June 2022
	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.)		68	975	931
a. Percentage from Housing Bridge (2.a to 2.c.)	402	-1.8%	41.2%	39.4
b. Percentage from Other Subsidies (3.a. to 3.f.)	573	1.8%	58.8%	60.6%
Housing Bridge Program	Quarterly Count	Quarter’s Total	Quarterly Change	Prior Quarter’s Total
2. Total Housing Bridge Program Participants at Quarter’s End (2.a. to 2.c.)		45	402	378
a. Percentage Housed in Bridge Unit at Quarter’s End (Active Status)	283	-4.1%	70.4%	74.5%
b. Percentage Seeking Bridge Unit Lease at Quarter’s End (Active Status)	100	6.4%	24.9%	18.5%
c. Percentage Not Actively Seeking Bridge Unit Lease at Quarter’s End (Active Status)	19	-2.3%	4.7%	7.0%
d. Percentage of Participants Linked to Mental Health Care Provider Services (based on 2.a. to 2.c.)				93.7%
Subsidized Housing Through Other Voucher Programs	Quarterly Count	Quarter’s Total	Quarterly Change	Prior Quarter’s Total
3. Total Housed Through Other Voucher Program at Quarter’s End (3.a. to 3.f.)		23	573	550
a. Percentage Housed Through Section 8 Subsidy – Transitioned From Housing Bridge	298	-1.6%	52.0%	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	153	1.1%	26.7%	25.6%
d. Percentage Housed Through 811 – Mainstream Subsidy	75	-0.5%	13.1%	13.6%
e. Percentage Housed Through Integrative Housing Program	24	0.7%	4.2%	3.5%
f. Percentage Housed Through Other Permanent Housing Voucher (e.g., HUD, Local Public Housing, Veterans Administration)	23	0.4%	4.0%	3.6%

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

Notes: Data Compiled 11/4/2022. 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	July - September			April – June 2022
	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				378
i. Community Mental Health Centers	402	1.3%	96.3%	95.0%
ii. New Hampshire Hospital	10	-0.9%	2.5%	3.4%
iii. NFI North	5	-0.5%	1.2%	1.7%
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.)				7
i. Percentage Waiting 0-60 Days	0	85.7%	0.0%	85.7%
ii. Percentage Waiting 61-180 Days	3	28.6%	42.9%	14.3%
iii. Percentage Waiting 181+ Days	1	14.3%	14.3%	0.0%
3. Access to Scattered Site Housing: Percentage of Units Co-located at Same Address by Frequency				
a. 1 unit at same address	215	-5.1%	76.5%	81.6%
b. 2 units at same address	19	-0.7%	6.8%	7.5%
c. 3 units at same address	5	-0.1%	1.8%	1.9%
d. 4 units at same address	2	-0.1%	0.7%	0.8%
e. 5 units at same address	1	0.4%	0.4%	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 11/4/2022. 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	July - September 2022	April – June 2022
1. Application Process and Average Elapsed Time in Days	Quarterly Count / Days	Prior Quarterly Count / Days
a. Applications Received During Period	47	53
i. Point of Contact for Applications Received	44 CMHC, 2 NHH, 1 Palm/Glencliff	46 CMHC, 6 NHH, 1 Glencliff
b. Applications Approved	47	53
i. Completed Application to Determination (in Days)	1	1
c. Applications Denied		0
i. Denial Reasons	n/a	n/a
d. From Approval to Funding Availability (in Days)	24	20
2. Lease Up Process and Average Elapsed Time in Days	Quarterly Count / Days	Prior Quarterly Count / Days
a. Initial Lease Secured	13	26
i. From Funding Availability to Initial Lease (in Days)	137	89
b. Other Leases Secured in Quarter (Excludes Initial)	5	5
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.)	28	23
Reasons for Exit:		
i. Permanent Voucher Received		3
ii. Deceased	5	1
iii. Over Income	0	0
iv. Moved Out of State	1	0
v. Declined Subsidy at Recertification	4	8
vi. Higher Level of Care Accessed	8	6
vii. Other Subsidy Provided	2	5
viii. Moved in with family	7	0
ix. Became incarcerated	1	0
x. Transferred to Integrative Housing Voucher Program	0	0
b. DHHS Initiated Terminations	5	3
Reason for Termination		

Activity Type	July - September 2022	April – June 2022
i. Received 2 or more evictions	1	0
ii. Income over allowable limit	1	1
iii. No longer eligible when removed from waitlist	1	2
iv. Makes threat of serious bodily harm toward program staff that required intervention of law enforcement	1	0
v. Fails to pay portion of rent for at least 3 consecutive months	1	0
c. Total Program Exits and Terminations (4.b. + 4.c.)	33	26

*Revisions to Prior Period: None. Data Source: Bureau of Mental Health Services and Housing Bridge Provider.
 Notes: Data Compiled 11/4/2022. 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	
	July - Sept 2022 ⁷	Apr – Jun 2022	July - Sept 2022 ⁷	Apr – Jun 2022	July - Sept 2022 ⁷	Apr – Jun 2022
Unique Clients Served by the Access Point^{1,2}	420	417	316	268	684	542
Access Point Support Contacts (Telephone, Text, Chat)¹	832	968	685	527	1155	1030
Access Point Support Contacts: Telephone	822	956	670	509	1148	1021
Access Point Support Contacts: Text	5	1	4	0	3	2
Access Point Support Contacts: Chat	5	11	11	18	4	7
Referral Source to Access Point^{1,3}:						
Hospital	13	7	0	1	5	7
Family	111	142	81	130	173	141
Guardian	4	0	7	1	7	9
First Responders	0	0	0	0	0	0
Law Enforcement ⁵	19	35	7	9	16	19
Mental Health Provider ⁶	43	76	51	22	134	107
Other	45	127	42	38	75	82
Primary Care Provider	12	8	0	2	1	8
School	3	13	0	4	5	8
Self	574	573	517	339	748	660
Access Point Deployments¹	191	214	139	132	287	259
Unique Rapid Response Clients Served by CMHC²	277	261	340	300	583	476
CMHC Crisis Intervention Services:						
Mobile Community Assessments	93	82	23	29	212	160
Office-Based Assessments	51	44	56	38	147	97
ED Based Assessments	44	23	0	1	0	0
Phone Support/Triage	147	114	0	0	11	50
CMHC Crisis Stabilization Services⁴	335	252	884	569	1486	1106
Unique Rapid Response Clients Served by CMHC with Crisis Events involving Law Enforcement²	11	8	9	12	59	43
CMHC Hospital Diversions	209	163	46	51	297	218
CMHC Crisis Apartments⁷						
Apartment Admissions	6	23	3	15	6	1
Apartment Bed Days	25	72	6	48	26	2
Apartment Average Length of Stay	4.2	3.1	2.0	3.2	4.3	2.0

Revisions to Prior Period: See Notes Section #3.

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

Date Data Compiled 01/20/2023

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. *“Referral Source to Access Point” counts include all referrals to the RRAP, regardless of if that contact was de-escalated and stabilized or if that contact resulted in a dispatch or deployment. This is a change/update from the last quarterly report. Therefore, counts for the prior quarter (April – June 2022) were updated with this methodology.*
4. *CMHC Crisis Stabilization Services include “Peer Support”, “Psychotherapy”, and “Other” services delivered by the CMHC Rapid Response Team(s) (RRTs).*
5. *“Referral Source to Access Point: Law Enforcement” was reported as “0” by the RRAP from January 2022 to June 2022; however, this data point is now available for monthly and quarterly reporting starting July 2022.*
6. *Mental Health Provider counts include referrals made to the RRAP by a non-CMHC Mental Health Provider, as well as referrals made to the RRAP by the CMHC’s Rapid Response Team (RRT) / CMHC Mental Health Provider.*
7. *During the months of July, August, and September of 2022, there was reduced usage of Crisis Apartment beds. This is mainly attributable to staffing shortages and, as a result, adjustments were required for the apartments to operate. In some cases, the Community Mental Health Center needed to close some or all of their Crisis Apartments for a period of time (1 or 2 months) during the reporting period.*
8. *Overall Data Note: The State of New Hampshire continues to work diligently with the RRAP and other crisis response partners to ensure data metrics are captured and reported out accurately and as completely as possible. As data discrepancies are uncovered and corrected, newly validated data will be reviewed internally and released if/when it becomes available.*