New Hampshire Community Mental Health Agreement Quarterly Data Report

October - December 2022

New Hampshire Department of Health and Human Services
Bureau of Program Quality & Bureau of Mental Health Services

April 13, 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
Publication Date: ***March 10, 2023***
Reporting Period: 10/1/2022-12/31/2022

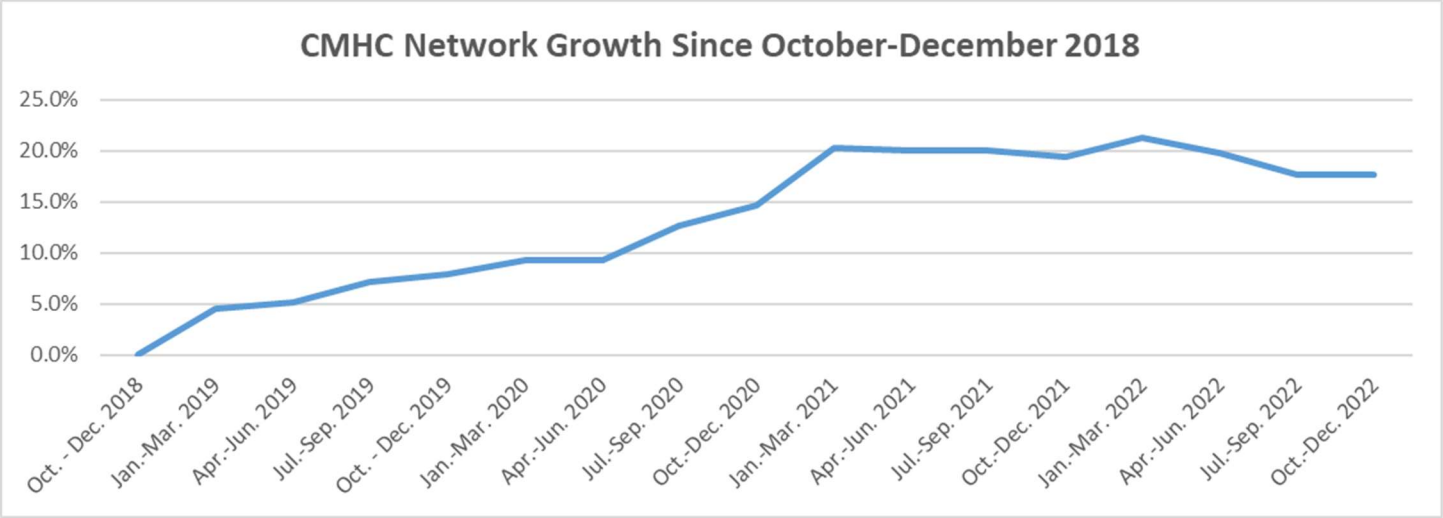
Notes for Quarter

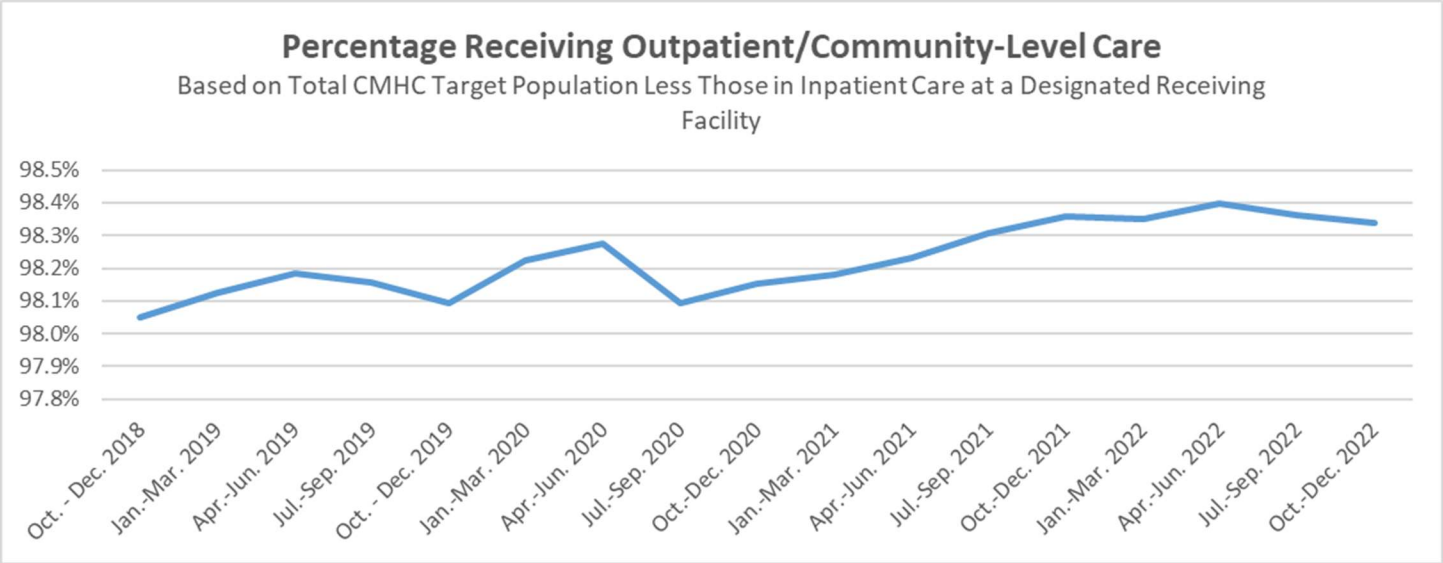
- Table 7. NH Mental Health Peer Support Agencies: Census Summary – Peer Support Agencies continue to operate a hybrid in-person and virtual model of services. The Average Daily Visits reported includes the number of individuals participating in groups online and on-site.
- Table 11. CMHC Crisis Apartments: the occupancy levels have been affected citing staffing/ workforce shortages over this reporting period.

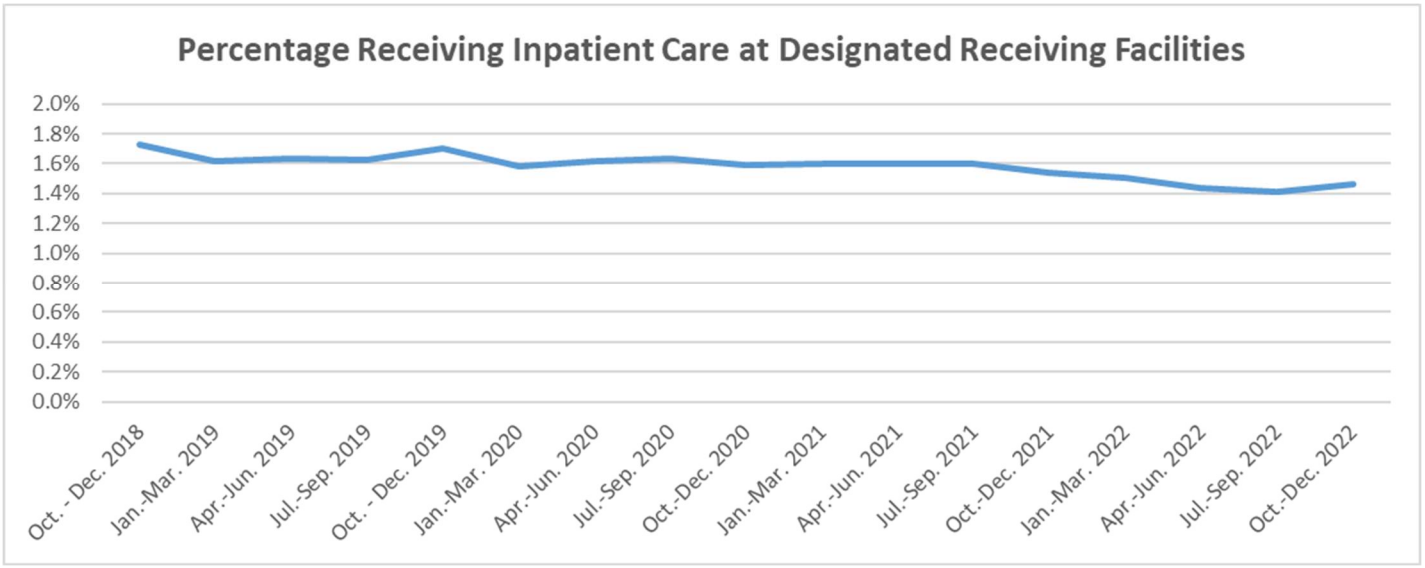
Acronyms Used in this Report

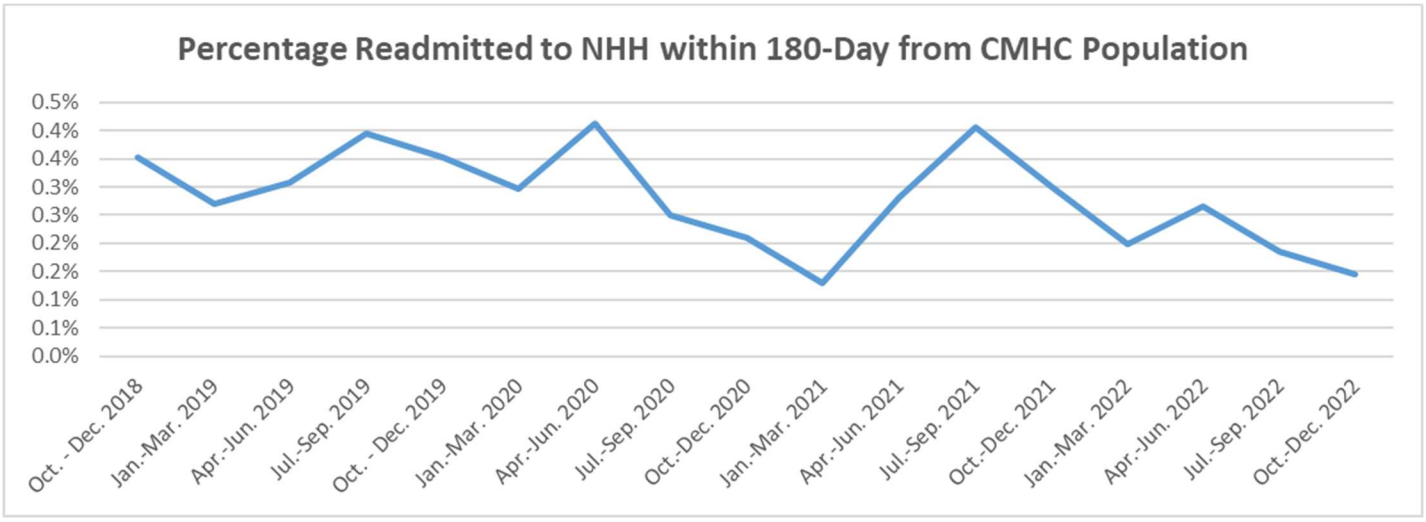
ACT:	Assertive Community Treatment
BMHS:	Bureau of Mental Health Services
BPQ:	Bureau of Program Quality
CMHA:	Community Mental Health Agreement
CMHC:	Community Mental Health Center
DHHS:	Department of Health and Human Services
DRF:	Designated Receiving Facility
ED:	Emergency Department
FTE:	Full Time Equivalent
HBSP:	Housing Bridge Subsidy Program
HUD:	US Dept. 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
VA:	Veterans Benefits Administration

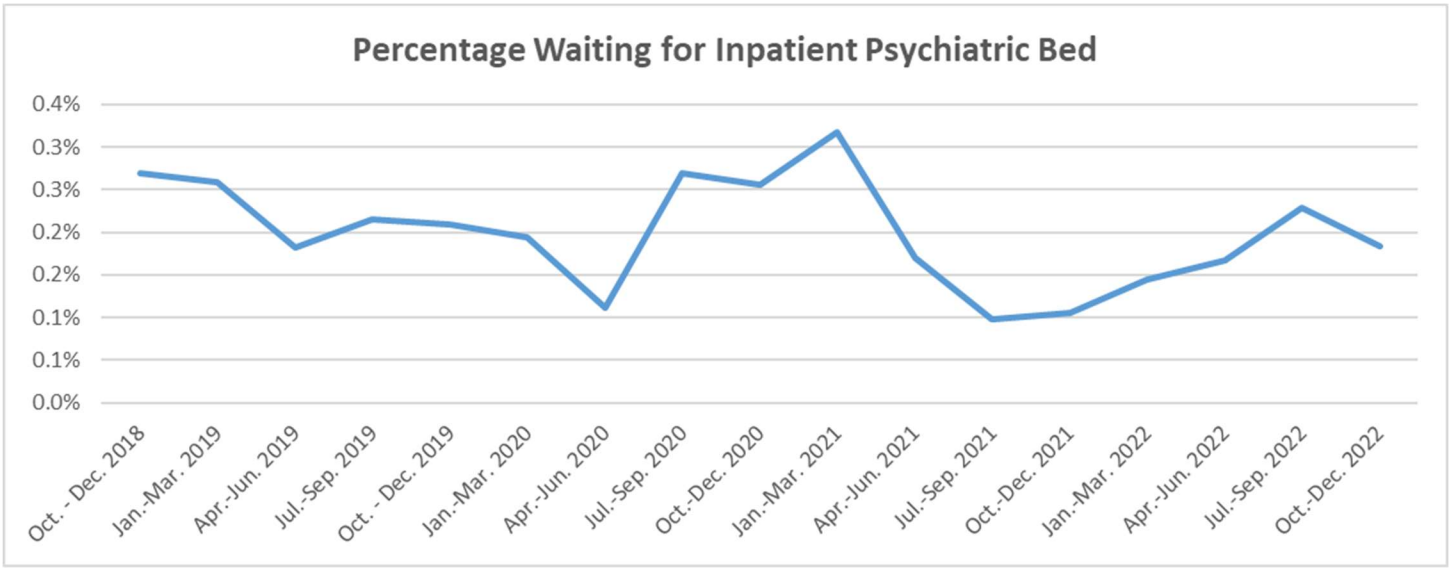
Trends: CMHA Target Population System Wide Key Trends






Percentage Receiving Inpatient Care at Designated Receiving Facilities
2.0%
1.8%
1.6%
1.4%
1.2%
1.0%
0.8%
0.6%
0.4%
0.2%
0.0%
Oct. - Dec. 2018
Jan.-Mar. 2019
Apr.-Jun. 2019
Jul.-Sep. 2019
Oct. - Dec. 2019
Jan.-Mar. 2020
Apr.-Jun. 2020
Jul.-Sep. 2020
Oct.-Dec. 2020
Jan.-Mar. 2021
Apr.-Jun. 2021
Jul.-Sep. 2021
Oct.-Dec. 2021
Jan.-Mar. 2022
Apr.-Jun. 2022
Jul.-Sep. 2022
Oct.-Dec. 2022


Percentage Readmitted to NHH within 180-Day from CMHC Population
0.5%
0.4%
0.4%
0.3%
0.3%
0.2%
0.2%
0.1%
0.1%
0.0%
Oct. - Dec. 2018
Jan.-Mar. 2019
Apr.-Jun. 2019
Jul.-Sep. 2019
Oct. - Dec. 2019
Jan.-Mar. 2020
Apr.-Jun. 2020
Jul.-Sep. 2020
Oct.-Dec. 2020
Jan.-Mar. 2021
Apr.-Jun. 2021
Jul.-Sep. 2021
Oct.-Dec. 2021
Jan.-Mar. 2022
Apr.-Jun. 2022
Jul.-Sep. 2022
Oct.-Dec. 2022


Percentage Waiting for Inpatient Psychiatric Bed
0.4%
0.3%
0.3%
0.2%
0.2%
0.1%
0.1%
0.0%
Oct. - Dec. 2018
Jan.-Mar. 2019
Apr.-Jun. 2019
Jul.-Sep. 2019
Oct. - Dec. 2019
Jan.-Mar. 2020
Apr.-Jun. 2020
Jul.-Sep. 2020
Oct.-Dec. 2020
Jan.-Mar. 2021
Apr.-Jun. 2021
Jul.-Sep. 2021
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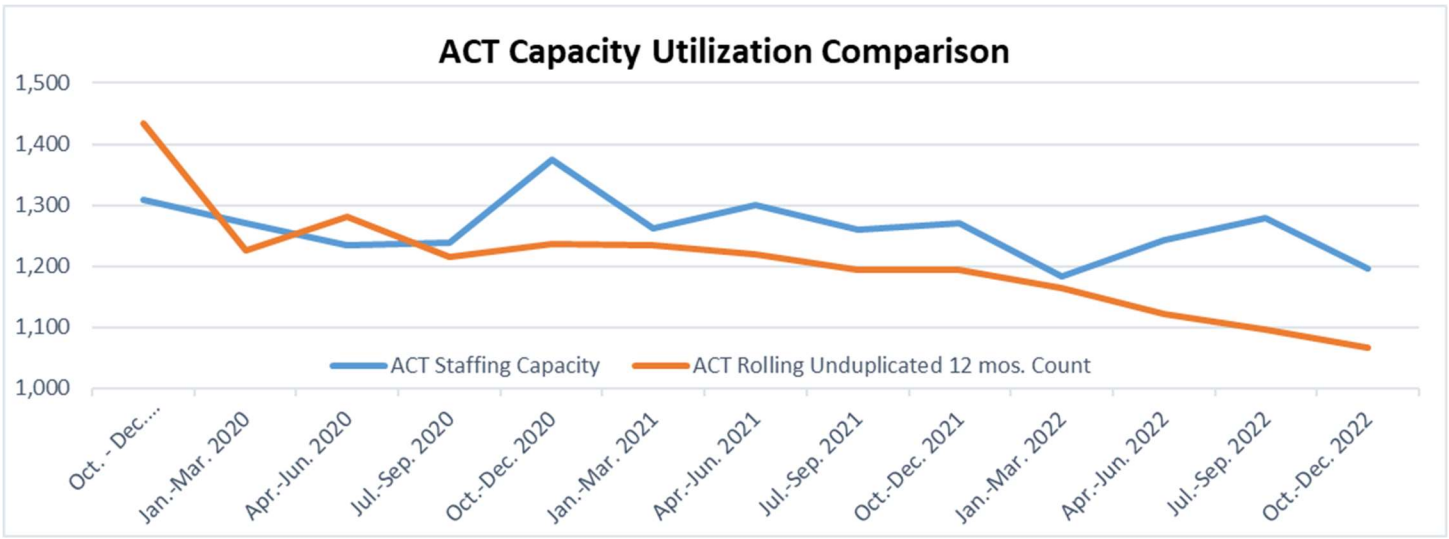
Jan.-Mar. 2022
Apr.-Jun. 2022
Jul.-Sep. 2022
Oct.-Dec. 2022


ACT Capacity Utilization Comparison
1,500
1,400
1,300
1,200
1,100
1,000
ACT Staffing Capacity
ACT Rolling Unduplicated 12 mos. Count
Oct. - Dec....
Jan.-Mar. 2020
Apr.-Jun. 2020
Jul.-Sep. 2020
Oct.-Dec. 2020
Jan.-Mar. 2021
Apr.-Jun. 2021
Jul.-Sep. 2021
Oct.-Dec. 2021
Jan.-Mar. 2022
Apr.-Jun. 2022
Jul.-Sep. 2022
Oct.-Dec. 2022

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

Community Mental Health Center	October 2022	November 2022	December 2022	Unique Clients in Quarter	Unique Clients in Prior Quarter
01 Northern Human Services	72	69	69	75	82
02 West Central Behavioral Health	47	46	43	48	54
03 Lakes Region Mental Health Center	61	53	59	67	64
04 Riverbend Community Mental Health Center	76	75	80	85	91
05 Monadnock Family Services	43	43	45	47	46
06 Greater Nashua Mental Health	105	105	100	106	109
07 Mental Health Center of Greater Manchester	234	230	229	244	266
08 Seacoast Mental Health Center	71	71	73	75	73
09 Community Partners	60	60	61	68	67
10 Center for Life Management	39	37	37	39	44
Total Unique Clients	**807**	**787**	**793**	**854**	**894**
Unique Clients Receiving ACT Services 1/1/2022 to 12/31/2022: 1,067					

Revisions to Prior Period: None.

Data Source: NH Phoenix 2. Notes: Data extracted 01/24/2023; 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

	July – September 2022			April - June Retrospective Analysis		
Community Mental Health Center	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	1,001	28	3	987	27	1
02 West Central Behavioral Health	122	0	0	133	0	0
03 Lakes Region Mental Health Center	683	4	0	870	4	0
04 Riverbend Community Mental Health Center	1,443	1	0	1,740	1	1
05 Monadnock Family Services	511	9	2	651	4	1
06 Greater Nashua Mental Health	1,200	3	0	1,513	6	2
07 Mental Health Center of Greater Manchester	1,409	40	1	1,557	53	0
08 Seacoast Mental Health Center	1,611	7	0	1,664	4	0
09 Community Partners	283	0	0	224	0	0
10 Center for Life Management	1,414	2	0	1,381	2	0
Total ACT Screening	**9,677**	**94**	**6**	**10,720**	**101**	**5**

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 02/17/2023. "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

Community Mental Health Center	October – December 2022				July - September 2022			
	October 2022 New ACT Clients	November 2022 New ACT Clients	December 2022 New ACT Clients	Total New ACT Clients	July 2022 New ACT Clients	August 2022 New ACT Clients	September 2022 New ACT Clients	Total New ACT Clients
01 Northern Human Services	4	1	1	6	3	3	3	9
02 West Central Behavioral Health	1	0	0	1	3	1	0	4
03 Lakes Region Mental Health Center*	0	1	5	6	0	3	3	6
04 Riverbend Community Mental Health Center	0	1	4	5	1	1	4	6
05 Monadnock Family Services	1	1	1	3	1	0	2	3
06 Greater Nashua Mental Health	0	1	0	1	3	0	0	3
07 Mental Health Center of Greater Manchester	5	5	4	14	5	6	4	15
08 Seacoast Mental Health Center	2	1	3	6	2	1	0	3
09 Community Partners	2	3	4	9	3	3	2	8
10 Center for Life Management	1	0	0	1	2	0	2	4
Total New ACT Clients	**16**	**14**	**22**	**52**	**23**	**18**	**20**	61

Revisions to Prior Period: None
Data Source: NH Phoenix 2.
Notes: Data extracted 01/24/2023; 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 who 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 12/31/2022						
	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
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

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

	October- December 2022						July – September 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	
Community Mental Health Center	**Yes**	**No**	**Yes**	**No**	**Yes**	**No**	**Yes**	**No**	**Yes**	**No**	**Yes**	**No**
01 Northern Human Services	2	7	0	10	0	0	6	6	0	12	0	0
02 West Central Behavioral Health	2	9	0	11	0	0	5	3	1	7	1	0
03 Lakes Region Mental Health Center	1	6	1	7	0	1	0	5	0	9	0	0
04 Riverbend Community Mental Health Center	4	20	1	25	0	1	7	12	2	18	0	1
05 Monadnock Family Services	6	7	2	11	2	0	4	13	0	20	0	0
06 Greater Nashua Mental Health	6	6	1	12	0	1	3	8	0	15	0	0
07 Mental Health Center of Greater Manchester	4	9	1	14	1	0	12	9	5	20	4	1
08 Seacoast Mental Health Center	2	5	2	7	2	0	0	4	1	9	1	0
09 Community Partners	5	11	1	18	1	0	6	9	2	14	2	0
10 Center for Life Management	0	2	1	1	1	0	3	6	1	8	0	1
Total	**32**	**82**	**10**	**116**	**7**	**3**	**46**	**75**	**12**	**132**	**8**	**3**

Revisions to Prior Period: None
Data Source: New Hampshire Hospital.
Notes: Data compiled 02/16/2023. 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	October – December 2022	July – September 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	1	2
Individual Placed on ACT Waitlist	0	1
Individual Awaiting CMHC Determination for ACT	2	0
Total Unique Clients	**3**	**3**

Revisions to Prior Period: None.
Data Source: New Hampshire Hospital.
Notes: Data compiled 02/16/2023.

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

Community Mental Health Center	December 2022						September 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	0.24	1.00	0.00	4.83	0.20	5.14	0.14
01 Northern Human Services - Littleton	0.17	0.63	1.00	0.00	3.40	0.29	4.44	0.29
02 West Central Behavioral Health	0.40	1.00	0.00	1.50	6.10	0.50	6.10	0.50
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	6.00	0.00	9.50	0.50	8.50	0.50
05 Monadnock Family Services	1.74	0.46	0.00	0.98	7.66	0.58	8.12	0.54
06 Greater Nashua Mental Health 1	1.00	1.00	3.00	1.00	8.00	0.15	9.00	0.15
06 Greater Nashua Mental Health 2	1.00	1.00	4.00	1.00	7.00	0.15	7.00	0.15
07 Mental Health Center of Greater Manchester-CTT	1.33	10.64	2.00	1.33	18.96	1.17	21.28	1.17
07 Mental Health Center of Greater Manchester-MCST	1.33	9.31	2.00	1.33	18.80	1.17	22.45	1.17
08 Seacoast Mental Health Center	1.00	2.10	5.00	1.00	10.10	0.80	11.10	0.80
09 Community Partners	0.50	1.25	5.16	1.78	8.69	0.70	8.14	0.70
10 Center for Life Management	1.14	0.00	4.35	1.00	7.92	0.46	7.99	0.46
Total	**12.05**	**31.63**	**33.51**	**11.92**	**119.56**	**7.54**	**127.86**	**7.44**

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

Community Mental Health Center	Substance Use Disorder Treatment		Housing Assistance		Supported Employment	
	December 2022	September 2022	December 2022	September 2022	December 2022	September 2022
01 Northern Human Services - Wolfeboro	0.27	0.27	3.00	3.00	0.00	0.00
01 Northern Human Services - Berlin	0.69	0.71	3.25	3.40	0.00	0.23
01 Northern Human Services - Littleton	0.92	0.40	2.60	3.00	0.00	0.26
02 West Central Behavioral Health	0.00	0.00	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	1.50	8.50	7.50	0.50	0.50
05 Monadnock Family Services	0.36	0.28	1.57	2.03	0.00	0.00
06 Greater Nashua Mental Health 1	6.15	7.15	6.00	7.00	2.00	2.00
06 Greater Nashua Mental Health 2	2.15	3.15	4.00	5.00	1.00	1.00
07 Mental Health Center of Greater Manchester-CCT	13.14	13.14	15.62	15.29	1.34	2.66
07 Mental Health Center of Greater Manchester-MCST	5.16	6.49	15.46	16.46	1.34	2.66
08 Seacoast Mental Health Center	1.00	1.00	7.00	8.00	0.00	0.00
09 Community Partners	4.13	4.38	1.80	1.80	0.00	0.00
10 Center for Life Management	1.14	1.14	6.49	6.56	0.29	0.29
Total	**36.61**	**39.61**	**84.29**	**88.04**	**6.67**	**9.80**

Revisions to Prior Period: None.
Data Source: Bureau of Mental Health CMHC ACT Staffing Census Based on CMHC self-report.
Notes: Data compiled 01/24/2023. 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 December 2022			Penetration Rate for Period Ending September 2022
	Supported Employment Clients	Total Eligible Clients	Penetration Rate	
01 Northern Human Services	88	1,257	7.0%	8.7%
02 West Central Behavioral Health	73	437	16.7%	16.1%
03 Lakes Region Mental Health Center	280	1,689	16.6%	16.0%
04 Riverbend Community Mental Health Center	222	1,766	12.6%	12.1%
05 Monadnock Family Services	85	1,011	8.4%	7.0%
06 Greater Nashua Mental Health	715	2,578	27.7%	27.0%
07 Mental Health Center of Greater Manchester	1,032	3,042	33.9%	34.1%
08 Seacoast Mental Health Center	988	2,277	43.4%	44.4%
09 Community Partners	513	833	61.6%	67.5%
10 Center for Life Management	399	1,904	21.0%	20.8%
Total Unique Clients	**4,374**	**16,542**	**26.4%**	**26.4%**

Revisions to Prior Period: None.
Data Source: NH Phoenix 2.
Notes: Data extracted 01/24/2023

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

Reported Employment Status Begin Date: 10/1/2022 End Date: 12/31/2022 Employment Status Update Overdue Threshold: 195 days	Northern Human Services	West Central Behavioral Health	Lakes Region Mental Health Center	Riverbend Community Mental Health	Monadnock Family Services	Greater Nashua Mental Health*	Mental Health Center of Greater Manchester	Seacoast Mental Health Center	Community Partners	Center for Life Management	Statewide Total or Mean Percentage	Previous Quarter Statewide Total or Mean Percentage July- September 2022
Updated Employment Status:												
Full time employed now or in past 90 days	67	22	138	145	75	194	353	358	69	280	**1,701**	**1,705**
Part time employed now or in past 90 days	107	34	440	275	132	307	349	424	78	283	**2,429**	**2,177**
Unemployed	155	110	19	55	108	625	707	71	220	657	**2,727**	**2,836**
Not in the Workforce	575	124	450	956	444	225	566	818	157	199	**4,514**	**4,698**
Status is not known	2	34	25	1	5	367	5	3	7	90	**539**	**785**
Total of Eligible Adult CMHC Clients	906	324	1,072	1,432	764	1,718	1,980	1,674	531	1,509	**11,910**	**12,201**
Previous Quarter: Total of Eligible Adult CMHC Clients	**934**	**341**	**1,085**	**1,498**	**789**	**1,805**	**2,049**	**1,731**	**520**	**1,453**		
Percentage by Updated Employment Status:												
Full time employed now or in past 90 days	7.4%	6.8%	12.9%	10.1%	9.8%	11.3%	17.8%	21.4%	13.0%	18.6%	**14.2%**	**14.0%**
Part time employed now or in past 90 days	11.8%	10.5%	41.0%	19.2%	17.3%	17.9%	17.6%	25.3%	14.7%	18.8%	**20.4%**	**17.8%**
Unemployed	17.1%	34.0%	1.8%	3.8%	14.1%	36.4%	35.7%	4.2%	41.4%	43.5%	**22.9%**	**23.2%**
Not in the Workforce	63.5%	38.3%	42.0%	66.8%	58.1%	13.1%	28.6%	48.9%	29.6%	13.2%	**37.9%**	**38.5%**
Status is not known	0.2%	10.5%	2.3%	0.1%	0.7%	21.4%	0.3%	0.2%	1.3%	6.0%	**4.5%**	**6.5%**
Update is Current	72.6%	57.7%	85.3%	83.9%	81.4%	92.8%	95.2%	98.7%	86.8%	100.0%	**89.7%**	**91.8%**
Update is Overdue	27.4%	42.3%	14.7%	16.1%	18.6%	7.2%	4.8%	1.3%	13.2%	0.0%	**10.3%**	**8.2%**
Previous Quarter: Percentage by Timeliness of Employment Status Screening*:												
Update is Current	**75.6%**	**62.2%**	**87.7%**	**91.2%**	**85.7%**	**94.8%**	**95.7%**	**98.7%**	**88.5%**	**100.0%**		
Update is Overdue	**24.4%**	**37.8%**	**12.3%**	**8.8%**	**14.3%**	**5.2%**	**4.3%**	**1.3%**	**11.5%**	**0.0%**		

Revisions to Prior Period: None.
Data Source: NH Phoenix 2.
Notes: Data extracted 01/24/2023
*Greater Nashua Mental Health - Feedback was provided to the State of New Hampshire regarding the data submitted for Employment Status indicating that it was not accurate due to EMR changes during the July-September 2022 timeframe. Additionally we have applied the 195 day overdue threshold to the prior quarter for all centers. Because of this, the previous quarter timeliness percentages have been replaced for Greater Nashua Mental Health.

3c. Community Mental Health Center Clients: Adult Employment Status – Recent Users of Supportive Employment Services (At Least One Billable Service in Each Month of the Quarter)

Supported Employment Cohort Reported Employment Status Begin Date: 10/1/2022 End Date: 12/31/2022	**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 July- September 2022**
Updated Employment Status:												
Full time employed now or in past 90 days	0	1	2	4	2	6	12	3	2	18	**50**	**40**
Part time employed now or in past 90 days	2	4	12	25	11	30	32	14	10	29	**169**	**147**
Unemployed	2	6	0	7	7	4	20	11	11	31	**99**	**94**
Not in the Workforce	5	1	5	14	6	4	5	5	5	6	**56**	**51**
Status is not known	0	0	0	0	0	32	0	0	0	0	**32**	**52**
Total of Supported Employment Cohort	**9**	**12**	**19**	**50**	**26**	**76**	**69**	**33**	**28**	**84**	**406**	**384**
Previous Quarter: Total of Supported Employment Cohort	**19**	**7**	**21**	**61**	**11**	**61**	**78**	**23**	**24**	**79**	**384**	
Percentage by Updated Employment Status:												
Full time employed now or in past 90 days	0.0%	8.3%	10.5%	8.0%	7.7%	7.9%	17.4%	9.1%	7.1%	21.4%	**12.3%**	**10.4%**
Part time employed now or in past 90 days	22.2%	33.3%	63.2%	50.0%	42.3%	39.5%	46.4%	42.4%	35.7%	34.5%	**41.6%**	**38.3%**
Unemployed	22.2%	50.0%	0.0%	14.0%	26.9%	5.3%	29.0%	33.3%	39.3%	36.9%	**24.4%**	**24.5%**
Not in the Workforce	55.6%	8.3%	26.3%	28.0%	23.1%	5.3%	7.2%	15.2%	17.9%	7.1%	**13.8%**	**13.3%**
Status is not known	0.0%	0.0%	0.0%	0.0%	0.0%	42.1%	0.0%	0.0%	0.0%	0.0%	**7.9%**	**13.5%**

Revisions to Prior Period: None.

Data Source: Phoenix 2.

Note 3b-c: Data extracted 01/24/2023. 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 195 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.

Greater Nashua Mental Health* - Feedback was provided to the State of New Hampshire regarding the data submitted for Employment Status indicating that it was not accurate due to EMR changes during the October – December 2022 timeframe. Data Analytics is working with the CMHC to obtain the correct data during the January data submission period.

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

As of 12/31/2022						
	Time on List					
Total	**0-30 days**	**31-60 days**	**61-90 days**	**91-120 days**	**121-150 days**	**151-180+ days**
57	37	12	3	2	0	3
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**
36	31	3	2	0	0	0

Data Source: BMHS Report.
Notes: 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	October – December 2022	July – September 2022
Admissions	151	177
Mean Daily Census	157	151
Discharges	152	172
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 02/21/2023; Mean Daily Census includes patients on leave and is rounded to nearest whole number.

4b. New Hampshire Hospital: Summary Discharge Location for Adults

Discharge Location	October – December 2022	July – September 2022
CMHC Group Home	4	1
Discharge/Transfer to IP Rehab Facility	16	14
Glencliff Home for the Elderly	3	2
Home - Lives Alone	28	39
Home - Lives with Others	58	58
Homeless Shelter/ No Permanent Home	13	9
Hotel-Motel	2	11
Jail or Correctional Facility	5	5
Nursing Home	4	0
Other	8	8
Peer Support Housing	0	0
Private Group Home	0	0
Secure Psychiatric Unit - SPU	0	0
Unknown	11	24

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

Measure	October – December 2022	July - September 2022
30 Days	5.3% (8)	3.4% (6)
90 Days	9.9% (15)	9.0% (16)
180 Days	15.9% (24)	17.5% (31)

Revisions to Prior Period: None.
Data Source: Avatar.
Notes 4b-c: Data compiled 02/21/2023; 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

	October – December 2022		
Designated Receiving Facility	**Involuntary Admissions**	**Voluntary Admissions**	**Total Admissions**
Franklin	28	15	43
Cypress Center	24	100	124
Portsmouth	73	217	290
Elliot Geriatric Psychiatric Unit	1	42	43
Elliot Pathways	35	114	149
Parkland Regional Hospital	52	149	201
Total	**213**	**637**	**850**
	July - September 2022		
Designated Receiving Facility	**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**

Revisions to Prior Period: None.
Data Source: DRF Access Database
Data Compiled 02/25/2023

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

Designated Receiving Facility	October – December 2022	July - September 2022
Franklin	3.9	6.1
Cypress Center	10.4	12.2
Portsmouth	26.7	27.4
Elliot Geriatric Psychiatric Unit	16.3	11.4
Elliot Pathways	14.9	13.5
Parkland Regional Hospital	14.7	13.4
Total	**86.9**	**83.9**

Revisions to Prior Period: None.
Data Source: DRF Access Database
Data Compiled 02/25/2023

5c. Designated Receiving Facilities: Discharges for Adults

Designated Receiving Facility	October – December 2022	July - September 2022
Franklin	39	65
Manchester (Cypress Center)	132	135
Portsmouth	287	286
Elliot Geriatric Psychiatric Unit	44	30
Elliot Pathways	145	154
Parkland Regional Hospital	207	178
Total	**854**	**848**

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

Designated Receiving Facility	October – December 2022	July-September 2022
Franklin	8	7
Manchester (Cypress Center)	6	6
Portsmouth	6	6
Elliot Geriatric Psychiatric Unit	23	25
Elliot Pathways	7	6
Parkland Regional Hospital	6	5
Total	**7**	**6**

5e. Designated Receiving Facilities: Discharge Location for Adults

	October – December 2022						
Designated Receiving Facility	**Assisted Living / Group Home**	**Deceased**	**DRF***	**Home****	**Other Hospital**	**NH Hospital**	**Other**
Franklin	3	0	0	31	1	0	4
Manchester (Cypress Center)	0	0	1	130	0	0	1
Portsmouth Regional Hospital	10	0	0	248	11	0	18
Elliot Geriatric Psychiatric Unit	18	2	0	12	11	1	0
Elliot Pathways	0	0	0	132	3	1	9
Parkland Regional Hospital	1	0	0	193	5	0	8
Total	**32**	**2**	**1**	**746**	**31**	**2**	**40**
	July - September 2022						
Designated Receiving Facility	**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**

**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 02/25/2023

5f. Designated Receiving Facilities: Readmission Rates for Adults

Designated Receiving Facility	October – December 2022		
	30 Days	90 Days	180 Days
Franklin	2.3% (1)	2.3% (1)	7.0% (3)
Manchester (Cypress Center)	4.0% (5)	7.3% (9)	9.7% (12)
Portsmouth	8.6% (25)	12.8% (37)	16.6% (48)
Elliot Geriatric Psychiatric Unit	11.6% (5)	14.0% (6)	16.3% (7)
Elliot Pathways	4.0% (6)	6.7% (10)	8.7% (13)
Parkland Regional Hospital	5.5% (11)	8.5% (17)	9.5% (19)
Total	**6.2% (53)**	**9.4% (80)**	**12.0% (102)**
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)**

Revisions to Prior Period: None.
Data compiled: 02/25/2023

6. Glencliff Home: Census Summary

Measure	October – December 2022	July - September 2022
Admissions	(6 - including one readmission)	5 (1 re-admission)
Average Daily Census	69	69
Discharges	1 (Assisted Living Facility)	0
Individual Lengths of Stay in Days for Discharges	605	0
Deaths	5	2
Readmissions	1	1
Mean Overall Admission Waitlist	35	38

Revisions to Prior Period: None.
Data Source: Glencliff Home.
Notes: Data Compiled 3/6/2023; 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:	October – December 2022		July - September 2022	
	Residents	Activities	Residents	Activities
Residents have better awareness of community-based living benefits as evidenced by:				
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**	9	11	0	0
Residents are better prepared to return to community-based living as evidenced by:				
Residents that participated in shared-learning regarding integrated community-based living values	8	4	13	7
Residents that met with In-Reach Liaison and others regarding community-based living and strategies**	n/a	n/a	0	0
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:				
Participated in resident-specific transition discussions with In-Reach Liaison**	4	4	0	0
Participated in meetings with resident, In-Reach Liaison, and others regarding opportunities for community-based living ***	34	66	30	98

Revisions to Prior Period: None.
Data Source: BMHS.
*Notes: Data 3/6/2023. 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	October – December 2022		July - September 2022	
	Total Members	Average Daily Visits	Total Members	Average Daily Visits
Alternative Life Center Total	**214**	**33**	**213**	**33**
Conway	24	11	24	11
Berlin	104	9	104	7
Littleton	41	6	40	7
Colebrook	45	7	45	8
Stepping Stone Total	**384**	**8**	**381**	**10**
Claremont	248	7	248	7
Lebanon	136	1	133	3
Lakes Region Consumer Advisory Board Total	**94**	**4**	**95**	**4**
Laconia	32	1	34	2
Concord	62	3	61	2
Monadnock Keene Total	**349**	**25**	**344**	**37**
H.E.A.R.T.S Nashua Total	**369**	**29**	**321**	**31**
On the Road to Wellness Total	**272**	**17**	**257**	**13**
Manchester	146	11	136	8
Derry	126	6	121	5
Connections Portsmouth Total	**147**	**10**	**139**	**7**
Infinity Rochester Total	**338**	**35**	**267**	**20**
Total	**2167**	**161**	**2017**	**155**

Data Source: Bureau of Mental Health Services and Peer Support Agency Quarterly Statistical Reports.
Notes: Data Compiled 2/10/2023.

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

Measure	October – December 2022			July - September 2022
All Housing Subsidies Targeted for CMHA Population	**Quarterly Count**	**Quarter's Total**	**Quarterly Change**	**Prior Quarter's Total**
1. Total Supported Housing Subsidy Funding (1.a. + 1.b.)		1003	28	975
a. Percentage from Housing Bridge (2.a to 2.c.)	410	40.9%	-0.3%	41.2%
b. Percentage from Other Subsidies (3.a. to 3.f.)	593	59.1%	0.3%	58.8%
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.)		410	8	402
a. Percentage Housed in Bridge Unit at Quarter's End (Active Status)	283	69.0%	-1.4%	70.4%
b. Percentage Seeking Bridge Unit Lease at Quarter's End (Active Status)	109	26.6%	1.7%	24.9%
c. Percentage Not Actively Seeking Bridge Unit Lease at Quarter's End (Active Status)	18	4.4%	-0.3%	4.7%
d. Percentage of Participants Linked to Mental Health Care Provider Services (based on 2.a. to 2.c.)	392	421	93.1%	94.0%
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.)		593	20	573
a. Percentage Housed Through Section 8 Subsidy – Transitioned From Housing Bridge	303	51.1%	-0.9%	52%
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	160	27.0%	0.3%	26.7%
d. Percentage Housed Through 811 – Mainstream Subsidy	75	12.6%	-0.5%	13.10%
e. Percentage Housed Through Integrative Housing Program	25	4.2%	0.0%	4.2%
f. Percentage Housed Through Other Permanent Housing Voucher (e.g., HUD, Local Public Housing, Veterans Administration)	30	5.1%	1.1%	4.0%

Data Source: Bureau of Mental Health Services and Housing Bridge Providers.
Notes: Data Compiled 2/6/2023. 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	October- December 2022			July – September 2022
1. Access to Program Services Statewide: Percentage of Total Active Cases by Referral Source	**Quarterly Count**	**Quarter's Total**	**Quarterly Change**	**Prior Quarter's Total**
a. Unduplicated Cases		408	8	402
i. Community Mental Health Centers	399	97.3%	1.0%	96.3%
ii. New Hampshire Hospital	6	1.5%	-1.0%	2.5%
iii. NFI North	3	0.7%	-0.5%	1.2%
2. Access to Supported Housing: Housing Bridge Program Waitlist	**Quarterly Count**	**Quarter's Total**	**Quarterly Change**	**Prior Quarter's Total**
a. Unduplicated Individuals on Waitlist at Quarter's End (Point-in-Time Count, 2.b.i. to 2.b.iii.)		32	28	4
i. Percentage Waiting 0-60 Days	28	87.5%	87.5%	0.0%
ii. Percentage Waiting 61-180 Days	4	12.5%	-30.4%	42.9%
iii. Percentage Waiting 181+ Days	0	0.0%	-14.3%	14.3%
3. Access to Scattered Site Housing: Percentage of Units Co-located at Same Address by Frequency	**Quarterly Count**	**Quarter's Total**	**Quarterly Change**	**Prior Quarter's Total**
a. 1 unit at same address	218	77.0%	0.5%	76.5%
b. 2 units at same address	18	6.4%	-0.4%	6.8%
c. 3 units at same address	4	1.4%	-0.4%	1.8%
d. 4 units at same address	3	1.1%	0.4%	0.7%
e. 5 units at same address	1	0.4%	0.0%	0.4%
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 2/6/2023. 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	October- December 2022	July - September 2022
1. Application Process and Average Elapsed Time in Days	**Quarterly Count / Days**	**Prior Quarterly Count / Days**
a. Applications Received During Period	51	47
i. Point of Contact for Applications Received	*45 CMHC, 5 NHH, 1 NFI*	*44 CMHC, 2 NHH, 1 Palm/Glencliff*
b. Applications Approved	51	47
i. Completed Application to Determination (in Days)	28	1
c. Applications Denied		
i. Denial Reasons	n/a	n/a
d. From Approval to Funding Availability (in Days)	21	24
2. Lease Up Process and Average Elapsed Time in Days	**Quarterly Count / Days**	**Prior Quarterly Count / Days**
a. Initial Lease Secured	18	13
i. From Funding Availability to Initial Lease (in Days)	51	137
b. Other Leases Secured in Quarter (Excludes Initial)	4	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.)	32	28
Reasons for Exit:		
i. Permanent Voucher Received	5	
ii. Deceased	1	5
iii. Over Income	0	0
iv. Moved Out of State	0	1
v. Declined Subsidy at Recertification	7	4
vi. Higher Level of Care Accessed	3	8
vii. Other Subsidy Provided	14	2
viii. Moved in with family	1	7
ix. Became incarcerated	1	1
x. Transferred to Integrative Housing Voucher Program	0	0
b. DHHS Initiated Terminations	3	5
Reason for Termination		

Activity Type	October- December 2022	July - September 2022
i. Received 2 or more evictions	0	1
ii. Income over allowable limit	2	1
iii. No longer eligible when removed from waitlist	0	1
iv. Makes threat of serious bodily harm toward program staff that required intervention of law enforcement	0	1
v. Fails to pay portion of rent for at least 3 consecutive months	1	1
c. Total Program Exits and Terminations (4.b. + 4.c.)	35	33

Revisions to Prior Period: None. Data Source: Bureau of Mental Health Services and Housing Bridge Provider.
Notes: Data Compiled 2/6/2023. 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	
	Oct - Dec 2022	July - Sept 2022[6]	Oct - Dec 2022	July - Sept 2022[6]	Oct - Dec 2022	July - Sept 2022[6]
Unique Clients Served by the Access Point[1,2]	327	420	264	316	531	684
Access Point Support Contacts (Telephone, Text, Chat)[1]	769	832	636	685	1123	1155
Access Point Support Contacts: Telephone	752	822	622	670	1106	1148
Access Point Support Contacts: Text	10	5	7	4	7	3
Access Point Support Contacts: Chat	7	5	7	11	10	4
Referral Source to Access Point[1]:						
Hospital	2	13	1	0	8	5
Family	93	111	75	81	134	173
Guardian	2	4	3	7	1	7
First Responders	0	0	1	0	1	0
Law Enforcement[4]	13	19	15	7	18	16
Mental Health Provider[5]	39	43	54	51	99	134
Other	42	45	35	42	43	75
Primary Care Provider	4	12	2	0	5	1
School	4	3	7	0	25	5
Self	596	574	465	517	814	748
						97
Access Point Deployments[1]	149	191	135	139	215	287
Unique Rapid Response Clients Served by CMHC[2]	222	277	303	340	542	583
CMHC Crisis Intervention Services:						
Mobile Community Assessments	63	93	26	23	159	212
Office-Based Assessments	44	51	31	56	101	147
ED Based Assessments	32	44	0	0	0	0
Phone Support/Triage not through Access Point	0	0	0	0	7	11
CMHC Crisis Stabilization Services[3]	398	482	658	884	1224	1486
Unique Rapid Response Clients Served by CMHC with Crisis Events involving Law Enforcement[2]	6	11	9	9	47	59
CMHC Hospital Diversions	151	209	48	46	218	297
CMHC Crisis Apartments[6]						
Apartment Admissions	0	6	1	15	0	6
Apartment Bed Days	0	25	2	48	0	26
Apartment Average Length of Stay	0.0	4.2	2.0	3.2	0.0	4.3

Revisions to Prior Period: See Notes Section #6.
Data Source: Phoenix 2 & Rapid Response Access Point (RRAP)
Date Data Compiled 02/21/2023

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. CMHC Crisis Stabilization Services include "Peer Support", "Psychotherapy", and "Other" services delivered by the CMHC Rapid Response Team(s) (RRTs).
4. "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.
5. 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.
6. During the months of October, November, December 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.
7. 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.