New Hampshire Community Mental Health Agreement Quarterly Data Report

April - June 2023

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

September 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
Publication Date: ***September 1, 2023***
Reporting Period: 04/01/2023-06/30/2023

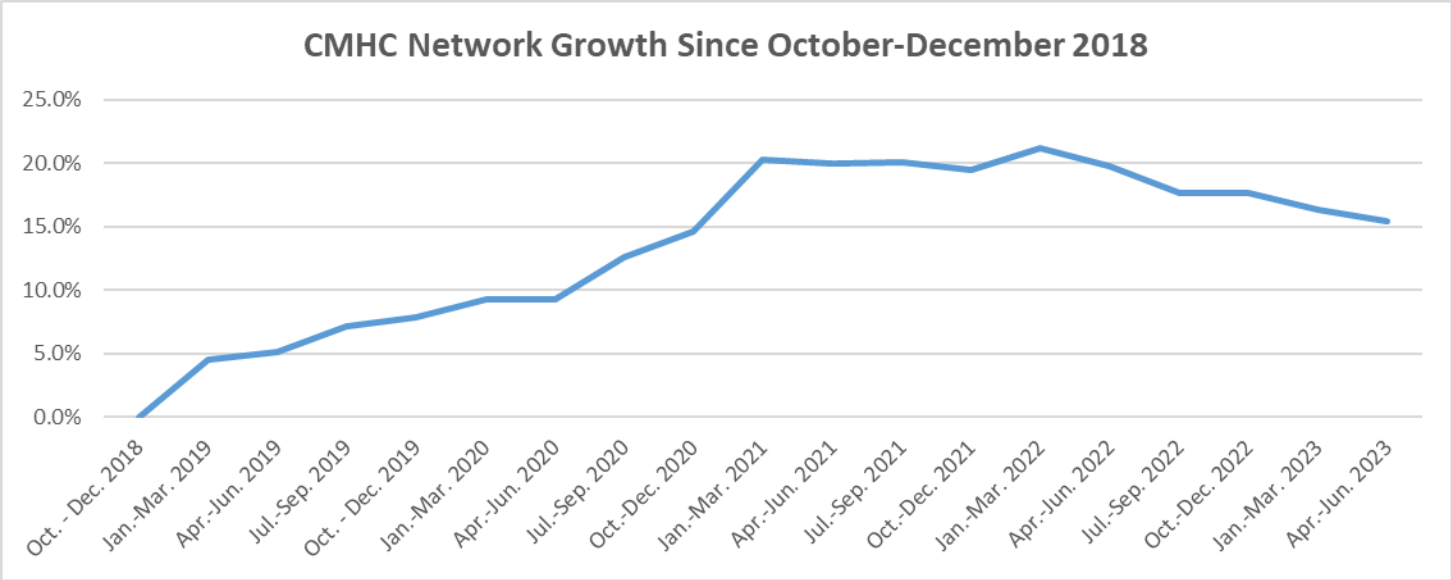
Notes for Quarter

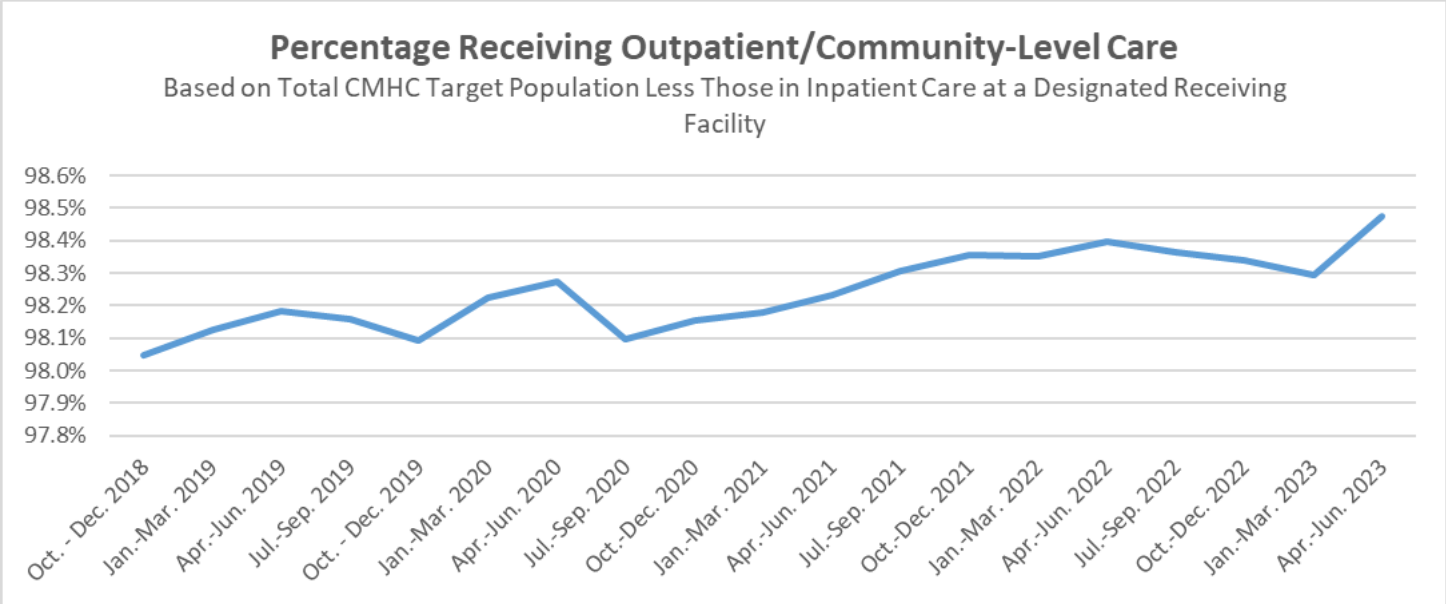
- Table 7. NH Mental Health Client Peer Support Agencies: Census Summary – Peer Support Agencies continue to operate a hybrid in-person and virtual model of services with on-site capacity developed during COVID-19. The Average Daily Visits reported includes the number of individuals participating in groups online and on-site.
- Table 11. NH DHHS BPQ is working extensively with the state RRAP contractor to improve, correct, and validate aggregate data provided. Because of this, data is not currently available for this quarterly report. When new data becomes available, the previous and current quarter will be analyzed and a new report will be issued.

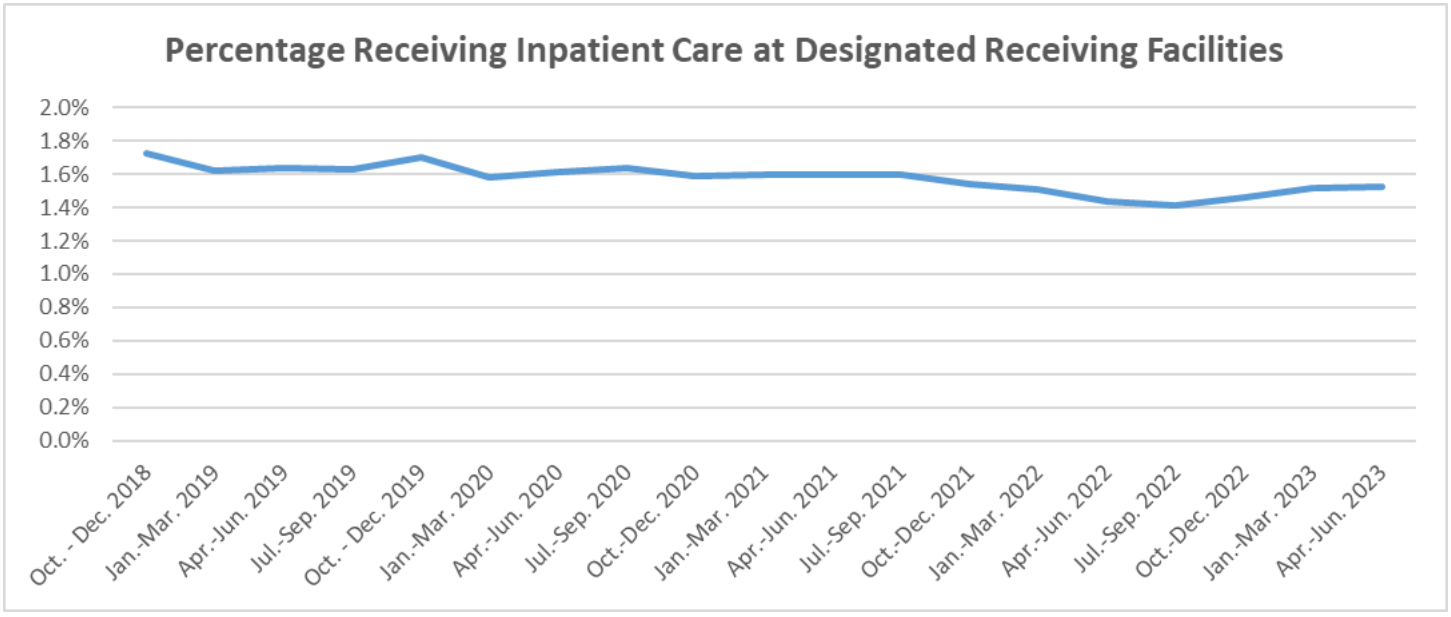
Acronyms Used in this Report

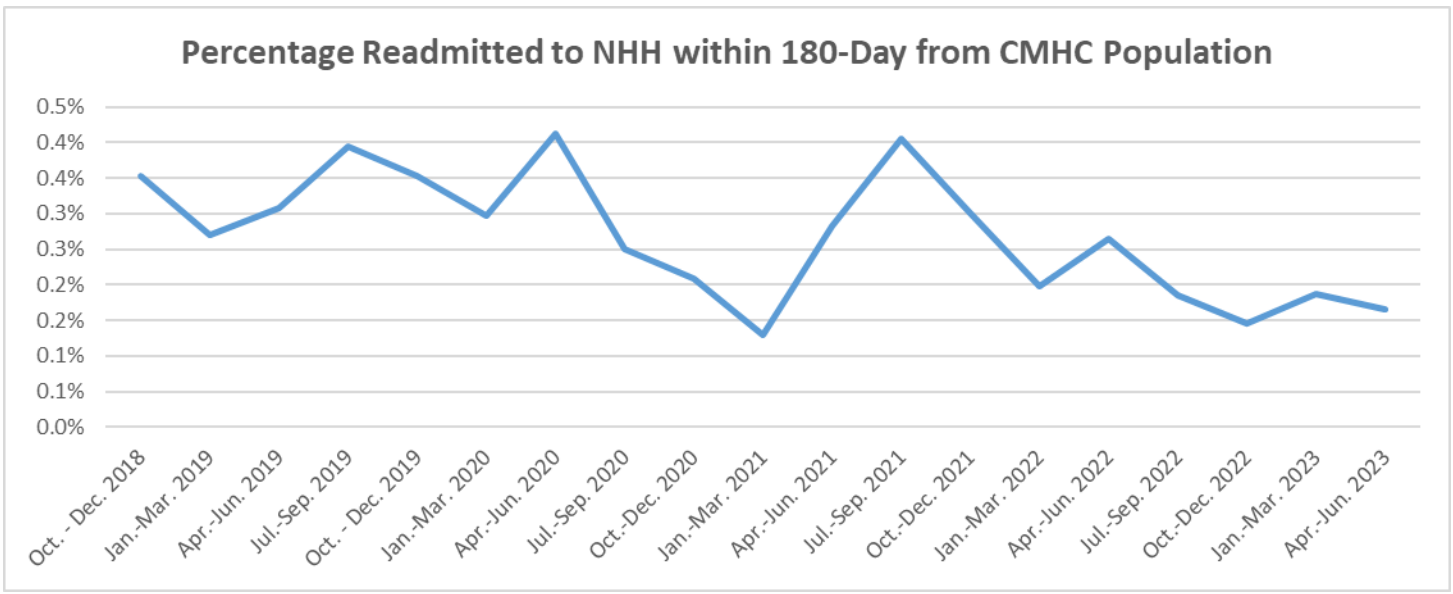
ACT:	Assertive Community Treatment
BMHS:	Bureau of Mental Health Services
BQAI:	Bureau of Quality Assurance and Improvement
CMHA:	Community Mental Health Agreement
CMHC:	Community Mental Health Center
DHHS:	Department of Health and Human Services
DRF:	Designated Receiving Facility
ED:	Emergency Department
FTE:	Full Time Equivalent
HBSP:	Housing Bridge Subsidy Program
HUD:	US 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

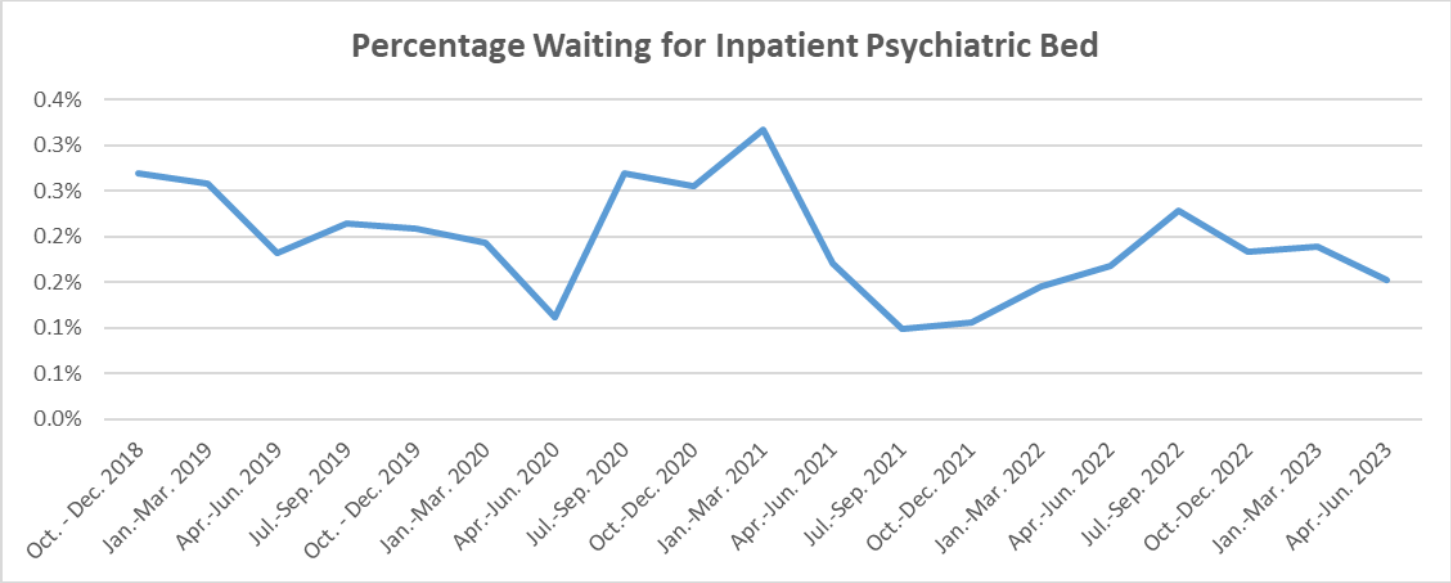
Trends: CMHA Target Population System Wide Key Trends

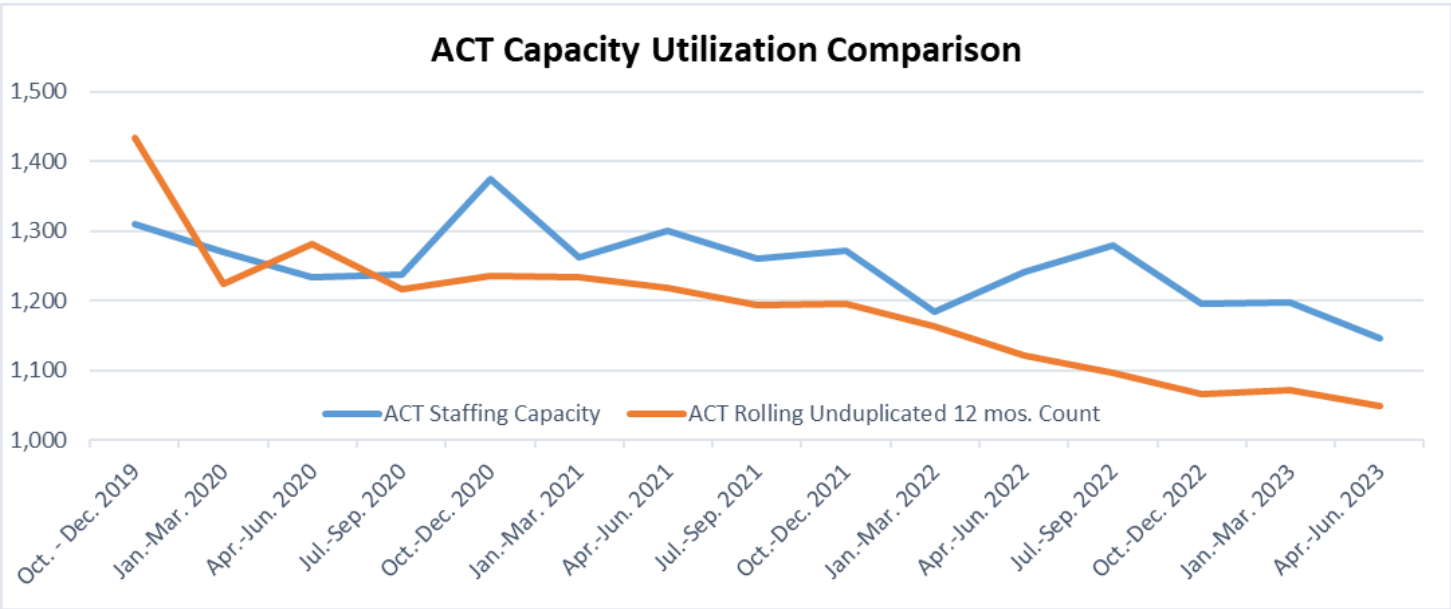





Percentage Receiving Inpatient Care at Designated Receiving Facilities
2.0%
1.8%
1.6%
1.4%
1.2%
1.0%
0.8%
0.6%
0.4%
0.2%
0.0%
Oct. - Dec. 2018
Jan.-Mar. 2019
Apr.-Jun. 2019
Jul.-Sep. 2019
Oct. - Dec. 2019
Jan.-Mar. 2020
Apr.-Jun. 2020
Jul.-Sep. 2020
Oct.-Dec. 2020
Jan.-Mar. 2021
Apr.-Jun. 2021
Jul.-Sep. 2021
Oct.-Dec. 2021
Jan.-Mar. 2022
Apr.-Jun. 2022
Jul.-Sep. 2022
Oct.-Dec. 2022
Jan.-Mar. 2023
Apr.-Jun. 2023


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
Jan.-Mar. 2023
Apr.-Jun. 2023


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
Oct.-Dec. 2021
Jan.-Mar. 2022
Apr.-Jun. 2022
Jul.-Sep. 2022
Oct.-Dec. 2022
Jan.-Mar. 2023
Apr.-Jun. 2023


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. 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
Jan.-Mar. 2023
Apr.-Jun. 2023

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

Community Mental Health Center	April 2023	May 2023	June 2023	Unique Clients in Quarter	Unique Clients in Prior Quarter
01 Northern Human Services	65	67	69	72	73
02 West Central Behavioral Health	51	52	50	57	57
03 Lakes Region Mental Health Center	63	61	63	64	67
04 Riverbend Community Mental Health Center	77	78	77	85	82
05 Monadnock Family Services	48	48	45	50	51
06 Greater Nashua Mental Health	103	104	106	107	107
07 Mental Health Center of Greater Manchester	230	230	229	243	253
08 Seacoast Mental Health Center	71	71	70	73	75
09 Community Partners	49	52	56	59	55
10 Center for Life Management	41	39	41	43	39
Total Unique Clients	**798**	**802**	**805**	**852**	**854**
Unique Clients Receiving ACT Services 07/01/2022-06/30/2023: 1,050					

Revisions to Prior Period: None.

Data Source: NH Phoenix 2. Notes: Data extracted 07/24/2023; 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

	January-March 2023 Retrospective Analysis			October-December 2022 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	964	22	1	**1,015**	**33**	**0**
02 West Central Behavioral Health	76	2	2	**102**	**2**	**1**
03 Lakes Region Mental Health Center	594	5	1	**474**	**5**	**0**
04 Riverbend Community Mental Health Center	1,185	4	2	**1,144**	**2**	**0**
05 Monadnock Family Services	365	4	0	**322**	**5**	**1**
06 Greater Nashua Mental Health	736	2	0	**812**	**4**	**0**
07 Mental Health Center of Greater Manchester	980	18	0	**787**	**10**	**1**
08 Seacoast Mental Health Center	1,587	5	0	**1,456**	**4**	**0**
09 Community Partners	278	0	0	**272**	**0**	**0**
10 Center for Life Management	1,461	8	0	**1,381**	**5**	**0**
Total ACT Screening	8,226	70	6	**7,765**	**70**	**3**

Data Source: NH Phoenix 2. ACT screenings submitted through Phoenix capture ACT screenings provided to clients found eligible for state mental health services. Phoenix does not capture data for non-eligible clients.

Notes: Data extracted 08/10/2023. "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. Act screenings have decreased from previous quarter due to ISP Review requirement change to every 6 months instead of every quarter.

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

Community Mental Health Center	April- June 2023				January – March 2023			
	April 2023 New ACT Clients	May 2023 New ACT Clients	June 2023 New ACT Clients	Total New ACT Clients	January 2023 New ACT Clients	February 2023 New ACT Clients	March 2023 New ACT Clients	Total New ACT Clients
01 Northern Human Services	1	2	4	7	3	1	2	6
02 West Central Behavioral Health	0	3	3	6	3	2	5	10
03 Lakes Region Mental Health Center	4	0	1	5	0	2	2	4
04 Riverbend Community Mental Health Center	4	5	2	11	2	1	2	5
05 Monadnock Family Services	0	2	0	2	1	3	0	4
06 Greater Nashua Mental Health	1	2	2	5	1	1	3	5
07 Mental Health Center of Greater Manchester	5	5	5	15	9	8	10	27
08 Seacoast Mental Health Center	1	2	0	3	0	1	2	3
09 Community Partners	1	4	4	9	0	0	1	1
10 Center for Life Management	3	1	1	5	0	1	1	2
Total New ACT Clients	**20**	**26**	**22**	**68**	**19**	**20**	**28**	**67**

Revisions to Prior Period: None
Data Source: NH Phoenix 2.
Notes: Data extracted 07/24/2023; 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 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 06/30/2023						
	Time on List					
Total	**0-30 days**	**31-60 days**	**61-90 days**	**91-120 days**	**121-150 days**	**151-180 days**
0	0	0	0	0	0	0
As of 03/31/2023						
Time on List						
Total	**0-30 days**	**31-60 days**	**61-90 days**	**91-120 days**	**121-150 days**	**151-180 days**
0	0	0	0	0	0	0

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

	April-June 2023						January-March 2023					
	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	8	11	3	21	2	1	7	6	2	11	2	2
02 West Central Behavioral Health	1	4	1	4	1	0	1	4	1	8	1	0
03 Lakes Region Mental Health Center	1	8	1	11	0	1	0	3	0	4	0	0
04 Riverbend Community Mental Health Center	7	8	3	17	2	1	4	17	1	22	0	1
05 Monadnock Family Services	5	11	1	16	0	1	7	15	0	24	0	0
06 Greater Nashua Mental Health	8	6	2	15	0	2	4	7	0	14	0	0
07 Mental Health Center of Greater Manchester	9	8	4	14	2	2	6	8	4	13	0	0
08 Seacoast Mental Health Center	2	3	0	8	0	0	3	12	0	18	0	0
09 Community Partners	8	14	2	20	2	0	6	11	4	16	2	2
10 Center for Life Management	2	7	3	7	2	1	3	0	2	1	2	0
Total	**51**	**80**	**20**	**133**	**11**	**9**	**41**	**83**	**14**	**131**	**7**	**5**

Revisions to Prior Period: None
Data Source: New Hampshire Hospital.
Notes: Data compiled 08/22/2023. 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	April – June 2023	January - March 2023
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	2
Individual Placed on ACT Waitlist	0	1
Individual Awaiting CMHC Determination for ACT	8	3
Total Unique Clients	**10**	**6**

Revisions to Prior Period: None.
Data Source: New Hampshire Hospital.
Notes: Data compiled 08/22/2023.

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

Community Mental Health Center	June 2023						March 2023	
	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 – Carroll -Wolfeboro	0.60	0.00	0.00	0.00	2.89	0.27	2.60	0.27
01 Northern Human Services - Berlin	0.34	0.24	1.14	0.00	4.97	0.20	4.83	0.20
01 Northern Human Services - Littleton	0.00	0.57	1.14	0.00	3.46	0.29	3.40	0.29
02 West Central Behavioral Health	0.18	1.00	3.00	1.00	6.38	0.40	6.60	0.40
03 Lakes Region Mental Health Center	1.00	2.00	1.00	1.00	8.00	0.60	7.00	0.60
04 Riverbend Community Mental Health Center	0.50	1.00	6.90	0.00	10.50	0.50	10.50	0.50
05 Monadnock Family Services	2.00	0.47	0.00	0.39	6.53	0.24	7.43	0.24
06 Greater Nashua Mental Health 1	0.50	1.00	4.00	1.00	7.50	0.15	8.50	0.15
06 Greater Nashua Mental Health 2	0.50	1.00	3.00	0.00	4.50	0.15	6.50	0.15
07 Mental Health Center of Greater Manchester-CTT	1.33	9.31	2.00	1.33	18.96	1.17	18.96	1.17
07 Mental Health Center of Greater Manchester-MCST	1.33	7.98	0.67	1.33	16.80	1.17	17.47	1.17
08 Seacoast Mental Health Center	0.00	1.97	6.00	0.00	8.10	0.80	9.10	0.80
09 Community Partners	0.50	1.00	3.88	1.40	8.28	0.70	9.16	0.70
10 Center for Life Management	1.14	0.00	4.14	1.00	7.71	0.46	7.71	0.46
Total	**9.92**	**27.54**	**36.87**	**8.45**	**114.58**	**7.10**	**119.76**	**7.10**

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

Community Mental Health Center	Substance Use Disorder Treatment		Housing Assistance		Supported Employment	
	June 2023	March 2023	June 2023	March 2023	June 2023	March 2023
01 Northern Human Services - Wolfeboro	0.27	0.27	2.00	2.00	0.29	0.00
01 Northern Human Services - Berlin	0.69	0.69	3.25	3.25	0.00	0.00
01 Northern Human Services - Littleton	0.86	0.92	2.80	2.60	0.00	0.00
02 West Central Behavioral Health	0.00	0.00	5.00	5.00	0.20	0.20
03 Lakes Region Mental Health Center	1.00	1.00	8.00	7.00	1.00	1.00
04 Riverbend Community Mental Health Center	1.50	1.50	9.50	9.50	0.50	0.50
05 Monadnock Family Services	0.00	0.00	2.97	3.22	0.00	0.00
06 Greater Nashua Mental Health 1	5.15	6.15	6.00	7.00	2.00	2.00
06 Greater Nashua Mental Health 2	1.15	2.15	4.00	4.00	2.00	2.00
07 Mental Health Center of Greater Manchester-CCT	11.81	11.81	14.29	14.29	1.34	1.34
07 Mental Health Center of Greater Manchester-MCST	6.49	6.49	12.80	12.80	0.67	1.34
08 Seacoast Mental Health Center	3.00	4.00	6.00	5.00	1.00	1.00
09 Community Partners	4.20	3.50	1.50	1.80	0.00	0.00
10 Center for Life Management	1.14	1.14	6.28	6.28	0.29	0.29
Total	**37.26**	**39.62**	**84.39**	**83.74**	**9.29**	**9.67**

Revisions to Prior Period: None.
Data Source: Bureau of Mental Health CMHC ACT Staffing Census Based on CMHC self-report.
Notes: Data compiled 07/27/2023. 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 June 2023			Penetration Rate for Period Ending March 2023
	Supported Employment Clients	Total Eligible Clients	Penetration Rate	
01 Northern Human Services	894	1,248	71.6%	57.2%
02 West Central Behavioral Health	49	395	12.4%	12.4%
03 Lakes Region Mental Health Center	298	1,720	17.3%	17.2%
04 Riverbend Community Mental Health Center	278	1,665	16.7%	13.2%
05 Monadnock Family Services	87	924	9.4%	8.2%
06 Greater Nashua Mental Health	679	2,515	27.0%	27.2%
07 Mental Health Center of Greater Manchester	1,007	2,982	33.8%	33.8%
08 Seacoast Mental Health Center	843	2,365	35.6%	38.1%
09 Community Partners	516	843	61.2%	60.0%
10 Center for Life Management	452	1,995	22.7%	21.9%
Total Unique Clients	**5,081**	**16,374**	**31.0%**	**29.6%**

Revisions to Prior Period: None.
Data Source: NH Phoenix 2.
Notes: Data extracted 07/21/2023.

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

Reported Employment Status Begin Date: 04/01/2023 End Date: 06/30/2023 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 January – March 2023
Updated Employment Status:												
Full time employed now or in past 90 days	73	19	155	150	59	202	304	392	79	290	1,723	**1,672**
Part time employed now or in past 90 days	112	31	470	252	114	316	310	446	83	298	2,432	**2,388**
Unemployed	147	112	22	63	105	344	670	81	254	669	2,467	**2,470**
Not in the Workforce	573	114	476	881	399	826	587	854	147	203	5,060	**5,088**
Status is not known	2	29	20	35	7	18	3	3	4	155	276	**204**
Total of Eligible Adult CMHC Clients	**907**	**305**	**1,143**	**1,381**	**684**	**1,706**	**1,874**	**1,776**	**567**	**1,615**	**11,958**	**11,822**
Previous Quarter: Total of Eligible Adult CMHC Clients	**907**	**308**	**1,083**	**1,402**	**727**	**1,681**	**1,889**	**1,690**	**570**	**1,565**		
Percentage by Updated Employment Status:												
Full time employed now or in past 90 days	8.0%	6.2%	13.6%	10.9%	8.6%	11.8%	16.2%	22.1%	13.9%	18.0%	14.4%	**14.1%**
Part time employed now or in past 90 days	12.3%	10.2%	41.1%	18.2%	16.7%	18.5%	16.5%	25.1%	14.6%	18.5%	20.3%	**20.2%**
Unemployed	16.2%	36.7%	1.9%	4.6%	15.4%	20.2%	35.8%	4.6%	44.8%	41.4%	20.6%	**20.9%**
Not in the Workforce	63.2%	37.4%	41.6%	63.8%	58.3%	48.4%	31.3%	48.1%	25.9%	12.6%	42.3%	**43.0%**
Status is not known	0.2%	9.5%	1.7%	2.5%	1.0%	1.1%	0.2%	0.2%	0.7%	9.6%	2.3%	**1.7%**
Update is Current	95.4%	28.9%	82.9%	51.8%	82.9%	84.7%	94.9%	95.2%	76.5%	100.0%	84.9%	**85.2%**
Update is Overdue	4.6%	71.1%	17.1%	48.2%	17.1%	15.3%	5.1%	4.8%	23.5%	0.0%	15.1%	**14.8%**
Previous Quarter: Percentage by Timeliness of Employment Status Screening:												
Update is Current	**80.3%**	**46.8%**	**85.9%**	**55.8%**	**79.4%**	**88.4%**	**94.3%**	**97.2%**	**76.0%**	**100.0%**		
Update is Overdue	**19.7%**	**53.2%**	**14.1%**	**44.2%**	**20.6%**	**11.6%**	**5.7%**	**2.8%**	**24.0%**	**0.0%**		

Revisions to Prior Period: None.

Data Source: NH Phoenix 2.

Notes: Data extracted 07/21/2023. The change in requirements for ISP Review has influenced the overdue rate for this reporting period.

**Greater Nashua Mental Health is working with the State of New Hampshire to improve their data reporting of employment status, and data analytics continues to work with them to validate their numbers. This explains the variance in the counts of "Unemployed" and "Not In the Workforce" from the previous to current quarter.*

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: 04/01/2023 End Date: 06/30/2023	**Northern Human Services**	**West Central Behavioral Health**	**Lakes Region Mental Health Center****	**Riverbend Community Mental Health**	**Monadnock Family Services**	**Greater Nashua Mental Health**	**Mental Health Center of Greater Manchester**	**Seacoast Mental Health Center**	**Community Partners**	**Center for Life Management**	**Statewide Total or Mean Percentage**	**Previous Quarter Statewide Total or Mean Percentage January – March 2023**
Updated Employment Status:												
Full time employed now or in past 90 days	0	0	1	6	5	11	10	3	2	14	52	**53**
Part time employed now or in past 90 days	1	4	13	31	14	39	31	11	6	29	179	**178**
Unemployed	5	3	0	9	8	32	28	6	16	30	137	**130**
Not in the Workforce	4	0	6	18	2	11	4	6	3	11	65	**53**
Status is not known	0	0	0	1	0	0	0	0	0	1	2	**0**
Total of Supported Employment Cohort	**10**	**7**	**20**	**65**	**29**	**93**	**73**	**26**	**27**	**85**	**435**	**414**
Previous Quarter: Total of Supported Employment Cohort	**10**	**15**	**22**	**41**	**23**	**83**	**80**	**25**	**28**	**87**	**414**	
Percentage by Updated Employment Status:												
Full time employed now or in past 90 days	0.0%	0.0%	5.0%	9.2%	17.2%	11.8%	13.7%	11.5%	7.4%	16.5%	12.0%	**12.3%**
Part time employed now or in past 90 days	10.0%	57.1%	65.0%	47.7%	48.3%	41.9%	42.5%	42.3%	22.2%	34.1%	41.1%	**41.6%**
Unemployed	50.0%	42.9%	0.0%	13.8%	27.6%	34.4%	38.4%	23.1%	59.3%	35.3%	31.5%	**24.4%**
Not in the Workforce	40.0%	0.0%	30.0%	27.7%	6.9%	11.8%	5.5%	23.1%	11.1%	12.9%	14.9%	**13.8%**
Status is not known	0.0%	0.0%	0.0%	1.5%	0.0%	0.0%	0.0%	0.0%	0.0%	1.2%	0.5%	**7.9%**

Revisions to Prior Period: None.

Data Source: Phoenix 2.

Note 3b-c: Data extracted 07/21/2023. 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 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 06/30/2023						
	Time on List					
Total	**0-30 days**	**31-60 days**	**61-90 days**	**91-120 days**	**121-150 days**	**151-180+ days**
90	40	25	21	4	0	0
As of 03/31/2023						
Time on List						
Total	**0-30 days**	**31-60 days**	**61-90 days**	**91-120 days**	**121-150 days**	**151-180 days**
50	37	4	6	3	0	3

Data Source: BMHS Report.
Notes: Data compiled 8/16/23. The waitlist is due to staffing vacancies. The individuals on the waitlist are receiving alternative supports and will be enrolled in the IPS-SE team once staffing allows.

4a. New Hampshire Hospital: Adult Census Summary

Measure	April – June 2023	January - March 2023
Admissions	168	186
Mean Daily Census	163	164
Discharges	170	177
Median Length of Stay in Days for Discharges	33	29
Deaths	0	0

Revisions to Prior Period: None.
Data Source: Avatar.
Notes 4a: Data Compiled 08/04/2023; 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	April – June 2023	January – March 2023
CMHC Group Home	6	9
Discharge/Transfer to IP Rehab Facility	17	21
Glencliff Home for the Elderly	3	1
Home - Lives Alone	39	39
Home - Lives with Others	65	61
Homeless Shelter/ No Permanent Home	11	9
Hotel-Motel	4	3
Jail or Correctional Facility	4	8
Nursing Home	5	2
Other	9	12
Peer Support Housing	2	0
Private Group Home	1	1
Secure Psychiatric Unit - SPU	0	0
Unknown	4	11

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

Measure	April -June 2023	January-March 2023
30 Days	4.8% (8)	5.4% (10)
90 Days	10.1% (17)	11.8% (22)
180 Days	16.1% (27)	15.7% (31)

Revisions to Prior Period: None.
Data Source: Avatar.
Notes 4b-c: Data compiled 08/10/2023; 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

	April – June 2023		
Designated Receiving Facility	**Involuntary Admissions**	**Voluntary Admissions**	**Total Admissions**
Franklin	47	9	56
Cypress Center	28	120	148
Portsmouth	64	260	324
Elliot Geriatric Psychiatric Unit	3	40	43
Elliot Pathways	48	118	166
Parkland Regional Hospital	48	127	175
Total	**238**	**674**	**912**
	January – March 2023		
Designated Receiving Facility	**Involuntary Admissions**	**Voluntary Admissions**	**Total Admissions**
Franklin	42	19	61
Cypress Center	25	105	130
Portsmouth	79	220	299
Elliot Geriatric Psychiatric Unit	0	45	45
Elliot Pathways	51	119	170
Parkland Regional Hospital	65	112	177
Total	**262**	**620**	**882**

Revisions to Prior Period: None.
Data Source: DRF Access Database.
Notes: Data Compiled 08/10/2023.

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

Designated Receiving Facility	April – June 2023	January – March 2023
Franklin	5.6	5.4
Cypress Center	12.1	9.9
Portsmouth	28.1	27.3
Elliot Geriatric Psychiatric Unit	13.0	16.6
Elliot Pathways	14.3	13.7
Parkland Regional Hospital	14.1	13.7
Total	**87.2**	**86.6**

`Revisions to Prior Period: None.
Data Source: DRF Access Database
Notes: Data Compiled 08/10/2023.

5c. Designated Receiving Facilities: Discharges for Adults

Designated Receiving Facility	April – June 2023	January – March 2023
Franklin	55	62
Cypress Center	142	126
Portsmouth	308	278
Elliot Geriatric Psychiatric Unit	38	42
Elliot Pathways	173	169
Parkland Regional Hospital	174	176
Total	**890**	**853**

Revisions to Prior Period: None.
Data Source: DRF Access Database
Notes: Data Compiled 08/10/2023

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

Designated Receiving Facility	April – June 2023	January – March 2023
Franklin	8	6
Cypress Center	7	6
Portsmouth	6	7
Elliot Geriatric Psychiatric Unit	19	27
Elliot Pathways	6	6
Parkland Regional Hospital	6	7
Total	**7**	**7**

Revisions to Prior Period: None.
Data Source: DRF Access Database
Notes: Data Compiled 08/10/2023

5e. Designated Receiving Facilities: Discharge Location for Adults

Designated Receiving Facility	Assisted Living / Group Home	Deceased	DRF*	Home**	Other Hospital	NH Hospital	Other
	April – June 2023						
Franklin	1	0	0	50	0	1	3
Cypress Center	0	0	0	140	0	0	2
Portsmouth Regional Hospital	8	0	0	283	5	3	9
Elliot Geriatric Psychiatric Unit	11	1	1	15	1	0	9
Elliot Pathways	0	0	0	155	3	1	14
Parkland Regional Hospital	5	0	0	165	2	2	0
Total	**25**	**1**	**1**	**808**	**11**	**7**	**37**
	January – March 2023						
Designated Receiving Facility	**Assisted Living / Group Home**	**Deceased**	**DRF***	**Home****	**Other Hospital**	**NH Hospital**	**Other**
Franklin	1	0	0	53	0	1	7
Cypress Center	0	0	0	126	0	0	0
Portsmouth Regional Hospital	6	0	0	249	13	1	9
Elliot Geriatric Psychiatric Unit	19	4	0	7	5	0	7
Elliot Pathways	0	0	0	145	1	1	22
Parkland Regional Hospital	7	0	0	164	1	3	1
Total	**33**	**4**	**0**	**744**	**20**	**6**	**46**

**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.
Data Compiled: 08/10/2023.

5f. Designated Receiving Facilities: Readmission Rates for Adults

Designated Receiving Facility	30 Days	90 Days	180 Days
	April - June 2023		
Franklin	1.8% (1)	3.6% (2)	3.6% (2)
Cypress Center	2.7% (4)	6.8% (10)	12.2% (18)
Portsmouth	8.4% (26)	14.6% (45)	18.2% (56)
Elliot Geriatric Psychiatric Unit	2.3% (1)	4.7% (2)	9.3% (4)
Elliot Pathways	5.4% (9)	10.8% (18)	13.9% (23)
Parkland Regional Hospital	7.4% (13)	10.3% (18)	12.0% (21)
Total	**6.0% (54)**	**10.6% (95)**	**13.8% (124)**
	January – March 2023		
Designated Receiving Facility	**30 Days**	**90 Days**	**180 Days**
Franklin	0.0% (0)	1.6% (1)	3.3% (2)
Cypress Center	2.3% (3)	4.6% (6)	6.9% (9)
Portsmouth	8.3% (24)	13.8% (40)	17.9% (52)
Elliot Geriatric Psychiatric Unit	4.4% (2)	4.4% (2)	6.7% (3)
Elliot Pathways	4.1% (7)	8.8% (15)	11.8% (20)
Parkland Regional Hospital	4.5% (8)	6.2% (11)	7.9% (14)
Total	**5.0% (44)**	**8.6% (75)**	**11.5% (100)**

Revisions to Prior Period: None.
Notes: Data Compiled: 5/8/2023.

6. Glencliff Home: Census Summary

Measure	April 2023 – June 2023	January 2023 – March 2023
Admissions	5	1
Average Daily Census	67	67
Discharges	0	0
Individual Lengths of Stay in Days for Discharges	0	0
Deaths	1	7
Readmissions	0	0
Mean Overall Admission Waitlist	32	39

Revisions to Prior Period: None.
Data Source: Glencliff Home.
Notes: Data Compiled 07/18/2023; 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:	April – June 2023		January- March 2023	
	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**	2	4	10	14
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	8	10	3
Residents that met with In-Reach Liaison and others regarding community-based living and strategies**	6	9	3	4
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**	6	7	7	8
Participated in meetings with resident, In-Reach Liaison, and others regarding opportunities for community-based living**	25	46	19	31

Revisions to Prior Period: None.
Data Source: BMHS.
Notes: Data compiled 07/18/2023; 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 which meant additional introductory meetings with residents, families, and guardians. Historically, there are additional conversations and activity when starting the initial transition plan for new*

residents. In-reach coordinator numbers vary depending on activities from quarter to quarter such as: The in-reach liaison increasing one to one conversation, varying interest with families, guardians or other providers, whether someone is actively in process of transitioning to another placement, etc. There were more new admissions this quarter vs. the prior quarter, so there were more group meetings and discussions regarding initial transition planning. In reach coordinator does have frequent contact with residents and gives them the opportunity to have discussions, however those contacts may be brief and don't warrant documentation around a specific topic.

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

Peer Support Agency	April- June 2023		January – March 2023	
	Total Members	Average Daily Visits	Total Members	Average Daily Visits
Alternative Life Center Total	214	27	**214**	**32**
Conway	24	10	24	8
Berlin	104	9	104	7
Littleton	41	8	41	9
Colebrook	45	N/A*	45	8
Stepping Stone Total	**394**	**10**	**389**	**10**
Claremont	255	7	252	8
Lebanon	139	3	137	2
****One Peer to Another Total**	**88**	**14**	**115**	**8**
Laconia	32	7	43	3
Concord	56	7	75	5
Monadnock Keene Total	**349**	**34**	**349**	**33**
H.E.A.R.T.S Nashua Total	**411**	**32**	**387**	**32**
On the Road to Wellness Total	**301**	**18**	**289**	**18**
Manchester	162	9	157	9
Derry	139	9	132	9
Connections Portsmouth Total	**146**	**10**	**151**	**9**
Infinity Rochester Total	**396**	**18**	**361**	**15**
Total	**2,299**	**163**	**2,255**	**157**

Data Source: Bureau of Mental Health Services and Peer Support Agency Quarterly Statistical Reports.
*Notes: Data Compiled 08/04/2023. Average Daily Visits are not applicable for Outreach Programs. *ALC-Colebrook location closed for relocation during Quarter 4 SFY 2023. **Name Change- One Peer to Another formerly Lakes Region Consumer Advisory Board.*

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

Measure	April 2023 – June 2023			January 2023 – March 2023
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.)		976	-34	1,010
a. Percentage from Housing Bridge (2.a to 2.d.)	338	34.6 %	-4.2 %	38.8%
b. Percentage from Other Subsidies (3.a. to 3.f.)	638	65.4 %	4.2 %	61.2%
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.d)		338	-54	392
a. Percentage Housed in Bridge Unit at Quarter's End (Active Status)	290	85.8 %	8.8 %	77.0%
b. Percentage Seeking Bridge Unit Lease at Quarter's End (Active Status)	39	11.5 %	-7.4 %	18.9%
c. Percentage Not Actively Seeking Bridge Unit Lease at Quarter's End (Active Status)	9	2.7 %	-1.4 %	4.1%
d. Percentage of Participants Linked to Mental Health Care Provider Services (based on 2.a. to 2.c.)	335	94.4%	-1.8%	96.2%
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.)		638	20	618
a. Percentage Housed Through Section 8 Subsidy – Transitioned From Housing Bridge	326	51.1 %	0.9 %	50.2%
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	169	26.5 %	0.0 %	26.5%
d. Percentage Housed Through 811 – Mainstream Subsidy	75	11.8 %	-0.3 %	12.1%
e. Percentage Housed Through Integrative Housing Program	26	4.1 %	-1.1 %	5.2%
f. Percentage Housed Through Other Permanent Housing Voucher (e.g., HUD, Local Public Housing, Veterans Administration)	42	6.6 %	0.6 %	6.0%

Data Source: Bureau of Mental Health Services and Housing Bridge Providers.
Notes: Data Compiled 08/16/2023. 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	April – June 2023			January – March 2023
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		338	54	392
i. Community Mental Health Centers	333	81.2 %	-12.2 %	93.4%
ii. New Hampshire Hospital	1	0.2 %	-1.0 %	1.2%
iii. NFI North	4	1.0 %	0.0 %	1.0%
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.)		102	26	76
i. Percentage Waiting 0-60 Days	29	28.4 %	-11.1 %	39.5%
ii. Percentage Waiting 61-180 Days	52	51.0 %	-9.5 %	60.5%
iii. Percentage Waiting 181+ Days	21	20.6 %	20.6 %	0.0%
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	214	73.8%	-2.0 %	75.8%
b. 2 units at same address	26	9.0%	1.7 %	7.3%
c. 3 units at same address	6	2.1%	-0.5 %	2.6%
d. 4 units at same address	0	0.0%	0.0 %	0.0%
e. 5 units at same address	0	0.0%	0.0 %	0.3%
f. 6 units at same address	1	0.3%	0.3 %	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 08/16/2023. 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. The waitlist increased due to reduced staffing during the first part of the quarter.

10. Housing Bridge Program Activity

Activity Type	April – June 2023	January-March 2023
1. Application Process and Average Elapsed Time in Days	**Quarterly Count / Days**	**Prior Quarterly Count / Days**
a. Applications Received During Period	44	63
i. Point of Contact for Applications Received	*38 CMHC, 1 NHH, 5 NFI*	*51 CMHC, 8 NHH, 2 NFI*
b. Applications Approved	44	61
i. Completed Application to Determination (in Days)	1	1
c. Applications Denied	0	2
i. Denial Reasons		
Violent Criminal Offense		1
Higher Level of Care Needed		1
d. From Approval to Funding Availability (in Days)	44	90
2. Lease Up Process and Average Elapsed Time in Days	**Quarterly Count / Days**	**Prior Quarterly Count / Days**
a. Initial Lease Secured	12	11
i. From Funding Availability to Initial Lease (in Days)*	264	233
b. Other Leases Secured in Quarter (Excludes Initial)	5	2
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.)	3	0
Reasons for Removal i. Moved to different state	0	0
ii. Moved in with family	0	0
iii. Received PRA811 voucher	3	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.)	46	23
Reasons for Exit: i. Permanent Voucher Received	21	7
ii. Deceased	2	1
iii. Over Income	0	0
iv. Moved Out of State	0	1
v. Declined Subsidy at Recertification	10	6
vi. Higher Level of Care Accessed	6	1
vii. Other Subsidy Provided	5	7
viii. Moved in with family	0	0
ix. Became incarcerated	2	0
x. Transferred to Integrative Housing Voucher Program	0	0
b. DHHS Initiated Terminations	5	7

Activity Type	April – June 2023	January-March 2023
Reason for Termination		
i. Received 2 or more evictions	1	1
ii. Income over allowable limit	0	5
iii. No longer eligible when removed from waitlist	3	0
iv. Makes threat of serious bodily harm toward program staff that required intervention of law enforcement	0	0
v. Fails to pay portion of rent for at least 3 consecutive months	1	1
c. Total Program Exits and Terminations (4.a. + 4.b.)	51	**30**

Revisions to Prior Period: None. Data Source: Bureau of Mental Health Services and Housing Bridge Provider.
Notes: Data Compiled 08/16/2023. 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.
**This delay comes from lack of available and appropriate units in New Hampshire.*

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	
	April – June 2023	January – March 2023	April – June 2023	January – March 2023	April – June 2023	January – March 2023
Unique Clients Served by the Access Point[1,2]	269	304	222	279	490	565
Access Point Support Contacts (Telephone, Text, Chat)[1]	NA**	731	NA**	615	NA**	1434
Access Point Support Contacts: Telephone	NA**	713	NA**	604	NA**	1389
Access Point Support Contacts: Text	NA**	9	NA**	5	NA**	23
Access Point Support Contacts: Chat	NA**	9	NA**	6	NA**	22
Referral Source to Access Point[1,3]						
Hospital	NA**	4	NA**	1	NA**	3
Family	NA**	89	NA**	62	NA**	163
Guardian	NA**	3	NA**	1	NA**	2
First Responders	NA**	2	NA**	0	NA**	2
Law Enforcement	NA**	12	NA**	8	NA**	14
Mental Health Provider[5]	NA**	45	NA**	53	NA**	113
Other	NA**	50	NA**	34	NA**	78
Primary Care Provider	NA**	3	NA**	1	NA**	5
School	NA**	0	NA**	9	NA**	7
Self	NA**	528	NA**	446	NA**	1053
Access Point Deployments[1]	NA**	122	NA**	145	NA**	234

Unique Rapid Response Clients Served by CMHC[2]	263	269	345	299	594	549
CMHC Crisis Intervention Services						
Mobile Community Assessments	114	82	17	21	197	152
Office-Based Assessments	41	62	36	28	107	108
ED Based Assessments	27	25	0	1	0	0
Phone Support/Triage[8]	0	77	0	0	3	5
CMHC Crisis Stabilization Services[4]	510	376	634	655	1516	1315
Unique Rapid Response Clients Served by CMHC with Crisis Events involving Law Enforcement[2]	32	31	7	6	41	41
CMHC Hospital Diversions	186	177	45	39	263	228
CMHC Crisis Apartments[6]						
Apartment Admissions	13	1	1	2	0	0
Apartment Bed Days	150	3	2	7	0	0
Apartment Average Length of Stay	11.5	3.0	2.0	3.5	0.0	0.0

Revisions to Prior Period: None.
Data Source: Phoenix 2 & Rapid Response Access Point (RRAP).
Date Data Compiled 8/10/2023.
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. 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. There continues to be 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.
8. Riverbend Community Mental Health Center made adjustments for how Phone Support (Phoenix procedure code 100) was reported in their EMR. This explains the variance from October – December 2022 to January – March 2023.
*NA**: NH DHHS BPQ is working extensively with the state RRAP contractor to improve, correct, and validate aggregate data provided. Because of this, data is not currently available for this quarterly report. When new data becomes available, the previous and current quarter will be analyzed and a new report will be issued.*