



# New Hampshire Community Mental Health Agreement Quarterly Data Report

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*April – June 2020 (Revised 11-17-20)*

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

October 14, 2020 (*Revised November 17, 2020*)

*The Department of Health and Human Services' Mission is to join communities and families  
in providing opportunities for citizens to achieve health and independence*

## Community Mental Health Agreement Quarterly Data Report

New Hampshire Department of Health and Human Services

Publication Date: October 14, 2020 (Revised report publication date: November 17, 2020)

Reporting Period: 4/1/2020 – 6/30/2020

### Additional Notes for Quarter (Revised Report)

- On November 10, 2020, a review of the Supportive Housing data, originally reported in tables 8 through 10, identified incorrect data in some tables. This revised report corrects the data and includes updated footnotes to tables, where applicable.

### Notes for Quarter

- On March 13, 2020, Governor Christopher T. Sununu issued Executive Order 2020-04, declaring a State of Emergency due to the Novel Coronavirus (COVID-19). On March 26, 2020, Governor Sununu issued related Emergency Order #17, implementing a stay-at-home, shelter in place of residence requirement, effective March 27, 2020 at 11:59 PM. Although the stay-at-home order expired June 15, 2020, the State of Emergency declared through Executive Order 2020-04 has been extended (Executive Order 2020-18, dated September 18, 2020, contains the latest extension). The data in this report regards service provision throughout the emergency period.
- Table 1f. Community Mental Health Center Services: Assertive Community Treatment – Reasons Not Accepted to ACT at New Hampshire Hospital Discharge Referral now includes supplemental notes to reflect additional information collected to document resolution occurred.
- Tables 5a-f. Designated Receiving Facilities (DRF) – Some DRF sites made temporary adjustments to capacity to comply with CDC guidelines regarding COVID-19. Elliot adjusted its DRF bed allocations as needed. For example, the Geriatric Psychiatric Unit capacity was reduced and the Pathways adult unit admitted up to 4 geriatric patients. Cypress Center’s reduced its capacity to enable single-occupancy.
- Tables 5a-f. Designated Receiving Facilities (DRF) – In November and December 2019, Portsmouth Regional Hospital and Parkland Memorial Center (respectively) received approval for four (4) new DRF beds, for a total increase of eight (8) DRF beds. Reporting for Portsmouth’s new beds are included in this report. Parkland’s data reporting has not been fully implemented during this reporting period.
- Tables 11a-c. Mobile Crisis Services and Supports for Adults – several data elements reported as zero (0), or otherwise lower than normal volume, reflects the direct impact of the State of Emergency declared in response to COVID-19, such as a lack of school referrals after schools were closed, and lack of crisis apartment use due to distancing protocols or initial lack of appropriate personal protective equipment (PPE), virus testing supplies, etc.

### Acronyms Used in this Report

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

NHHFA: New Hampshire Housing Finance Authority  
PRA: Project Rental Assistance  
SE: Supported Employment  
VA: Veterans Benefits Administration

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

Community Mental Health Center	April 2020	May 2020	June 2020	Unique Clients in Quarter	Unique Clients in Prior Quarter
01 Northern Human Services	117	119	117	126	126
02 West Central Behavioral Health	49	53	57	62	47
03 Lakes Region Mental Health Center	56	55	54	60	60
04 Riverbend Community Mental Health Center	105	101	95	111	107
05 Monadnock Family Services	48	50	50	51	52
06 Greater Nashua Mental Health	102	104	105	108	106
07 Mental Health Center of Greater Manchester	254	253	254	269	294
08 Seacoast Mental Health Center	66	68	69	71	68
09 Community Partners	70	68	70	75	77
10 Center for Life Management	48	47	48	51	49
<b>Total Unique Clients</b>	<b>915</b>	<b>918</b>	<b>919</b>	<b>984</b>	<b>985</b>
<b>Unique Clients Receiving ACT Services 7/1/2019 to 6/30/2020:</b>		<b>1,282</b>			

Revisions to Prior Period: None.

Data Source: NH Phoenix 2.

Notes: Data extracted 07/29/2020; clients are counted only one time regardless of how many services they receive.

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

Community Mental Health Center	January – March 2020 Retrospective Analysis			October – December 2019 Retrospective Analysis		
	Unique Clients Screened: Individuals Not Already on ACT*	Screening Deemed Appropriate for Further ACT Assessment: Individuals Not Already on ACT	New Clients receiving ACT Services within 90 days of Screening	Unique Clients Screened: Individuals Not Already on ACT*	Screening Deemed Appropriate for Further ACT Assessment: Individuals Not Already on ACT	New Clients receiving ACT Services within 90 days of Screening
01 Northern Human Services	1,068	19	4	1,166	21	2
02 West Central Behavioral Health	212	2	2	221	2	2
03 Lakes Region Mental Health Center	733	8	1	906	11	1
04 Riverbend Community Mental Health Center	1,449	0	0	1,342	13	2
05 Monadnock Family Services	664	6	0	576	3	0
06 Greater Nashua Mental Health	833	5	0	726	6	1
07 Mental Health Center of Greater Manchester	1,610	17	3	1,641	7	1
08 Seacoast Mental Health Center	1,368	42	1	1,392	48	0
09 Community Partners	254	1	1	434	0	0
10 Center for Life Management	831	1	0	779	2	0
<b>Total ACT Screening</b>	<b>9,022</b>	<b>101</b>	<b>12</b>	<b>9,183</b>	<b>113</b>	<b>9</b>

Data Source: NH Phoenix 2 and CMHC self-reported ACT screening records. ACT screenings submitted through Phoenix capture ACT screenings provided to clients found eligible for state mental health services. Phoenix does not capture data for non-eligible clients; three CMHCs submit this data through Phoenix. Seven CMHCs self-report. All such screenings, excluding individuals who are already on ACT, are contained in this table.

Notes: Data extracted 07/30/2020. “Unique Clients Screened: Individuals Not Already on ACT” is defined as individuals who were not already on ACT at the time of screening that had a documented ACT screening during the identified reporting period. “Screening Deemed Appropriate for Further ACT Assessment: Individuals Not Already on ACT” is defined as screened individuals not already on ACT that resulted in referral for an ACT assessment. “New Clients Receiving ACT Services within 90 days of ACT Screening” is defined as individuals who were not already on ACT that received an ACT screening in the preceding quarter and then began receiving ACT services.

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

	April – June 2020				January – March 2020			
	April 2020 New ACT Clients	May 2020 New ACT Clients	June 2020 New ACT Clients	Total New ACT Clients	January 2020 New ACT Clients	February 2020 New ACT Clients	March 2020 New ACT Clients	Total New ACT Clients
<b>Community Mental Health Center</b>								
01 Northern Human Services	4	4	3	11	2	4	4	10
02 West Central Behavioral Health	8	7	6	21	3	2	1	6
03 Lakes Region Mental Health Center	1	1	3	5	1	1	2	4
04 Riverbend Community Mental Health Center	6	2	1	9	8	4	1	13
05 Monadnock Family Services	0	0	0	0	0	0	1	1
06 Greater Nashua Mental Health	0	2	3	5	3	5	0	8
07 Mental Health Center of Greater Manchester	7	5	4	16	8	7	4	19
08 Seacoast Mental Health Center	0	2	3	5	2	2	0	4
09 Community Partners	2	1	3	6	2	1	1	4
10 Center for Life Management	2	2	1	5	0	1	0	1
<b>Total New ACT Clients</b>	<b>30</b>	<b>26</b>	<b>27</b>	<b>83</b>	<b>29</b>	<b>27</b>	<b>14</b>	<b>70</b>

Revisions to Prior Period: None.

Data Source: NH Phoenix 2.

Notes: Data extracted 07/17/2020; New ACT Clients are defined as individuals who were not already on ACT within 90 days prior who then began receiving ACT services. This information is not limited to the individuals that received an ACT screening within the previous 90-day period, and may include individuals transitioning from a higher or lower level of care into ACT.

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

As of 6/30/2020						
	Time on List					
Total	0-30 days	31-60 days	61-90 days	91-120 days	121-150 days	151-180+* days
13	2	2	3	0	1	5
As of 3/31/2020						
	Time on List					
Total	0-30 days	31-60 days	61-90 days	91-120 days	121-150 days	151-180 days
10	0	3	4	1	0	2

Revisions to Prior Period: None.

Data Source: BMHS Report.

Notes: Data compiled 07/23/2020. All individuals waiting are at MHCGM; increased services are being provided by the existing treatment team until assigned to ACT team.

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

Community Mental Health Center	April – June 2020						January – March 2020					
	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	10	4	6	2	2	5	11	0	11	0	0
02 West Central Behavioral Health	5	7	3	4	1	2	4	8	3	5	1	2
03 Lakes Region Mental Health Center	5	13	2	11	1	1	3	3	1	2	0	1
04 Riverbend Community Mental Health Center	9	18	3	15	3	0	11	18	5	13	3	2
05 Monadnock Family Services	4	13	0	13	0	0	6	4	1	3	1	0
06 Greater Nashua Mental Health	10	25	6	19	2	4	12	18	10	8	5	5
07 Mental Health Center of Greater Manchester	12	15	8	7	3	5	8	14	2	12	0	2
08 Seacoast Mental Health Center	8	9	1	8	0	1	0	6	2	4	0	2
09 Community Partners	8	17	5	12	4	1	1	12	4	8	1	3
10 Center for Life Management	0	3	1	2	1	0	3	4	0	4	0	0
<b>Total</b>	<b>67</b>	<b>130</b>	<b>33</b>	<b>97</b>	<b>17</b>	<b>16</b>	<b>53</b>	<b>98</b>	<b>28</b>	<b>70</b>	<b>11</b>	<b>17</b>

Revisions to Prior Period: None

Data Source: New Hampshire Hospital.

Notes: Data compiled 09/20/20.

**1f. Community Mental Health Center Services: Assertive Community Treatment – Reasons Not Accepted to ACT at New Hampshire Hospital Discharge Referral**

Reason Not Accepted at Discharge	April - June 2020	January - March 2020
Not Available in Individual’s Town of Residence	0	0
Individual Declined	0	0
Individual’s Insurance Does Not Cover ACT Services	1	0
Individual’s Clinical Need Does Not Meet ACT Criteria	0	1
Individual Placed on ACT Waitlist	1*	1
Individual Awaiting CMHC Determination for ACT	14**	15
<b>Total Unique Clients</b>	<b>16</b>	<b>17</b>

Revisions to Prior Period: None.

Data Source: New Hampshire Hospital.

Notes: Data compiled 09/20/2020. \*Individual placed by MHCGM on waitlist at discharge from NHH in June 2020; this individual was no longer waiting by June 30, 2020 – the next reporting date. \*\*All 14 individuals who were awaiting CMHC determination at discharge from NHH, were no longer waiting for determination and were not on the ACT Waitlist by the last day of the month of discharge – indicating determination and resolution had occurred.

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

Community Mental Health Center	June 2020						March 2020	
	Nurse	Masters Level Clinician/or Equivalent	Functional Support Worker	Peer Specialist	Total (Excluding Psychiatry)	Psychiatrist/Nurse Practitioner	Total (Excluding Psychiatry)	Psychiatrist/Nurse Practitioner
01 Northern Human Services	1.81	1.80	9.75	0.00	13.36	1.20	16.37	1.20
02 West Central Behavioral Health	0.70	1.20	3.70	0.50	6.10	0.50	6.10	0.50
03 Lakes Region Mental Health Center	1.00	2.00	2.50	1.00	6.50	0.75	7.00	0.75
04 Riverbend Community Mental Health Center	0.50	2.00	8.00	0.00	10.50	0.50	10.50	0.50
05 Monadnock Family Services	2.00	2.25	3.50	1.10	8.85	0.65	8.85	0.65
06 Greater Nashua Mental Health 1	1.00	1.00	5.00	1.00	8.00	0.25	6.50	0.25
06 Greater Nashua Mental Health 2	1.00	1.00	5.00	1.00	8.00	0.25	7.50	0.25
07 Mental Health Center of Greater Manchester-CTT	1.00	11.00	5.25	1.00	18.25	0.91	18.25	0.91
07 Mental Health Center of Greater Manchester-MCST	1.00	8.00	7.25	1.00	17.25	0.91	16.25	0.91
08 Seacoast Mental Health Center	1.00	2.10	5.00	1.00	9.10	0.60	9.10	0.60
09 Community Partners	0.25	2.00	6.95	0.00	9.20	0.70	11.05	0.63
10 Center for Life Management	1.00	2.00	4.30	1.00	8.30	0.40	8.55	0.40
<b>Total</b>	<b>12.26</b>	<b>36.35</b>	<b>66.20</b>	<b>8.60</b>	<b>123.41</b>	<b>7.62</b>	<b>127.02</b>	<b>7.55</b>

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

Community Mental Health Center	Substance Use Disorder Treatment		Housing Assistance		Supported Employment	
	June 2020	March 2020	June 2020	March 2020	June 2020	March 2020
01 Northern Human Services	3.55	2.55	8.75	10.75	1.00	1.50
02 West Central Behavioral Health	0.20	0.20	4.10	4.10	0.60	0.60
03 Lakes Region Mental Health Center	1.00	1.00	5.50	6.00	2.00	2.00
04 Riverbend Community Mental Health Center	1.50	1.50	9.50	9.50	0.50	0.50
05 Monadnock Family Services	1.40	1.40	2.00	2.00	1.00	1.00
06 Greater Nashua Mental Health 1	4.25	4.25	6.25	6.25	1.00	1.00
06 Greater Nashua Mental Health 2	5.25	5.25	7.00	7.00	0.00	0.00
07 Mental Health Center of Greater Manchester-CCT	10.91	10.91	13.75	13.75	2.00	2.00
07 Mental Health Center of Greater Manchester-MCST	5.91	5.91	12.75	11.75	2.00	2.00
08 Seacoast Mental Health Center	2.00	2.00	5.00	5.00	2.00	2.00
09 Community Partners	2.70	2.63	5.05	5.05	0.38	0.68
10 Center for Life Management	3.00	3.00	7.00	7.00	0.30	0.30
<b>Total</b>	<b>41.67</b>	<b>40.60</b>	<b>86.65</b>	<b>88.15</b>	<b>12.78</b>	<b>14.58</b>

Revisions to Prior Period: None.

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

Notes: Data compiled 07/16/2020; for 2b: the Staff Competency values reflect the sum of FTEs trained to provide each service type. These numbers are not a reflection of the services delivered, but rather the quantity of staff available to provide each service. If staff are trained to provide multiple service types, their entire FTE value is credited to each service type.

**3a. Community Mental Health Center Services: Annual Adult Supported Employment Penetration Rates for Prior 12-Month Period**

Community Mental Health Center	12 Month Period Ending June 2020			Penetration Rate for Period Ending March 2020
	Supported Employment Clients	Total Eligible Clients	Penetration Rate	
01 Northern Human Services	157	1,312	12.0%	14.2%
02 West Central Behavioral Health	144	592	24.3%	22.2%
03 Lakes Region Mental Health Center	296	1,376	21.5%	15.9%
04 Riverbend Community Mental Health Center	301	1,867	16.1%	16.2%
05 Monadnock Family Services	53	1,106	4.8%	7.3%
06 Greater Nashua Mental Health	243	1,814	13.4%	15.1%
07 Mental Health Center of Greater Manchester	1,566	3,656	42.8%	41.7%
08 Seacoast Mental Health Center	723	2,007	36.0%	39.0%
09 Community Partners	90	803	11.2%	11.7%
10 Center for Life Management	175	1,185	14.8%	16.4%
<b>Total Unique Clients</b>	<b>3,743</b>	<b>15,497</b>	<b>24.2%</b>	<b>23.7%</b>

Revisions to Prior Period: None.

Data Source: NH Phoenix 2.

Notes: Data extracted 07/17/2020



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

Reported Employment Status	Northern Human Services	West Central Behavioral Health	Lakes Region Mental Health Center	Riverbend Community Mental Health	Monadnock Family Services	Greater Nashua Mental Health	Mental Health Center of Greater Manchester	Seacoast Mental Health Center	Community Partners	Center for Life Management	Statewide Total or Mean Percentage	Previous Quarter Statewide Total or Mean Percentage January – March 2020
Begin Date: 4/01/2020 End Date: 6/30/2020 Employment Status Update Overdue Threshold: 105 days												
<b>Updated Employment Status:</b>												
Full time employed now or in past 90 days	55	34	28	106	58	106	277	213	36	79	992	1,005
Part time employed now or in past 90 days	142	50	263	317	158	238	332	271	63	179	2,013	1,994
Unemployed	173	112	33	89	135	755	982	106	154	528	3,067	2,981
Not in the Workforce	552	165	410	998	479	289	580	873	259	134	4,739	4,584
Status is not known	3	36	275	27	3	63	44	1	16	47	515	565
<b>Total of Eligible Adult CMHC Clients</b>	<b>925</b>	<b>397</b>	<b>1,009</b>	<b>1,537</b>	<b>833</b>	<b>1,451</b>	<b>2,215</b>	<b>1,464</b>	<b>528</b>	<b>967</b>	<b>11,326</b>	<b>11,129</b>
<b>Previous Quarter: Total of Eligible Adult CMHC Clients</b>	<b>917</b>	<b>398</b>	<b>963</b>	<b>1,524</b>	<b>798</b>	<b>1,460</b>	<b>2,221</b>	<b>1,403</b>	<b>542</b>	<b>903</b>		
<b>Percentage by Updated Employment Status:</b>												
Full time employed now or in past 90 days	5.9%	8.6%	2.8%	6.9%	7.0%	7.3%	12.5%	14.5%	6.8%	8.2%	8.8%	9.0%
Part time employed now or in past 90 days	15.4%	12.6%	26.1%	20.6%	19.0%	16.4%	15.0%	18.5%	11.9%	18.5%	17.8%	17.9%
Unemployed	18.7%	28.2%	3.3%	5.8%	16.2%	52.0%	44.3%	7.2%	29.2%	54.6%	27.1%	26.8%
Not in the Workforce	59.7%	41.6%	40.6%	64.9%	57.5%	19.9%	26.2%	59.6%	49.1%	13.9%	41.8%	41.2%
Status is not known	0.3%	9.1%	27.3%	1.8%	0.4%	4.3%	2.0%	0.1%	3.0%	4.9%	4.5%	5.1%
<b>Percentage by Timeliness of Employment Status Screening:</b>												
Update is Current	61.6%	41.1%	3.9%	89.4%	64.2%	96.8%	91.5%	94.3%	45.6%	99.7%	76.8%	82.9%
Update is Overdue	38.4%	58.9%	96.1%*	10.6%	35.8%	3.2%	8.5%	5.7%	54.4%	0.3%	23.2%	17.1%
<b>Previous Quarter: Percentage by Timeliness of Employment Status Screening:</b>												
Update is Current	59.0%	44.2%	70.4%	87.3%	66.2%	97.3%	90.5%	93.4%	60.5%	99.9%		
Update is Overdue	41.0%	55.8%	29.6%	12.7%	33.8%	2.7%	9.5%	6.6%	39.5%	0.1%		

Revisions to Prior Period: None.

Data Source: NH Phoenix 2.

Notes: Data extracted 07/17/2020; \*The high rate of overdue employment screening status reported by Lakes Region Mental Health Center for 4/1/2020 – 6/20/2020 is due to an internal process/reporting change. This should be rectified in next quarter’s report.

### 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: 4/01/2020 End Date: 6/30/2020	Northern Human Services	West Central Behavioral Health	Lakes Region Mental Health Center	Riverbend Community Mental Health	Monadnock Family Services	Greater Nashua Mental Health	Mental Health Center of Greater Manchester	Seacoast Mental Health Center	Community Partners	Center for Life Management	Statewide Total or Mean Percentage	Previous Quarter Statewide Total or Mean Percentage January – March 2020
	<b>Updated Employment Status:</b>											
Full time employed now or in past 90 days	0	4	1	3	1	7	8	0	1	4	29	27
Part time employed now or in past 90 days	6	4	16	32	4	20	35	23	7	26	173	158
Unemployed	6	6	3	18	2	29	31	18	4	15	132	127
Not in the Workforce	10	3	5	3	4	12	5	28	4	3	77	67
Status is not known	0	1	8	0	0	2	0	0	0	0	11	17
<b>Total of Supported Employment Cohort</b>	<b>22</b>	<b>18</b>	<b>33</b>	<b>56</b>	<b>11</b>	<b>70</b>	<b>79</b>	<b>69</b>	<b>16</b>	<b>48</b>	<b>422</b>	<b>396</b>
Previous Quarter: Total of Supported Employment Cohort	37	22	32	50	11	58	77	46	14	49		
<b>Percentage by Updated Employment Status:</b>												
Full time employed now or in past 90 days	0.0%	22.2%	3.0%	5.4%	9.1%	10.0%	10.1%	0.0%	6.3%	8.3%	6.9%	6.8%
Part time employed now or in past 90 days	27.3%	22.2%	48.5%	57.1%	36.4%	28.6%	44.3%	33.3%	43.8%	54.2%	41.0%	39.9%
Unemployed	27.3%	33.3%	9.1%	32.1%	18.2%	41.4%	39.2%	26.1%	25.0%	31.3%	31.3%	32.1%
Not in the Workforce	45.5%	16.7%	15.2%	5.4%	36.4%	17.1%	6.3%	40.6%	25.0%	6.3%	18.2%	16.9%
Status is not known	0.0%	5.6%	24.2%	0.0%	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%	2.6%	4.3%

Revisions to Prior Period: None.

Data Source: Phoenix 2.

Note 3b-c: Data extracted 07/17/2020. Updated Employment Status refers to CMHC-reported status and reflects the most recent update. Update is Current refers to employment status most recently updated within the past 105 days. Update is Overdue refers to employment status most recently updated in excess of 105 days. Actual client employment status may have changed since last updated by CMHC in Phoenix. Employed refers to clients employed in a competitive job that has these characteristics: exists in the open labor market, pays at least a minimum wage, anyone could have this job regardless of disability status, job is not set aside for people with disabilities, and wages (including benefits) are not less than for the same work performed by people who do not have a mental illness. Full time employment is 20 hours and above; part time is anything 19 hours and below. Unemployed refers to clients not employed but are seeking or interested in employment. Not in the Workforce are clients who are homemakers, students, retired, disabled, hospital patients or residents of other institutions, and includes clients who are in a sheltered/non-competitive employment

workshop, are otherwise not in the labor force, and those not employed and not seeking or interested in employment. Unknown refers to clients with an employment status of “unknown,” without a status reported, or with an erroneous status code in Phoenix.

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

As of 6/30/2020						
Time on List						
Total	0-30 days	31-60 days	61-90 days	91-120 days	121-150 days	151-180+ days
42	20	7	2	3	5	5
As of 3/31/2020						
Time on List						
Total	0-30 days	31-60 days	61-90 days	91-120 days	121-150 days	151-180 days
54	11	15	28	n/a	n/a	n/a

Data Source: BMHS Report.

Notes: Data compiled 07/23/2020. Total days waiting are calculated for all individuals waiting when data collection began on January 1, 2020. Individuals waiting are at: LRMHC (16), MFS (1), and CP (25).

**4a. New Hampshire Hospital: Adult Census Summary**

Measure	April – June 2020	January – March 2020
Admissions	320	218
Mean Daily Census	172	159
Discharges	304	213
Median Length of Stay in Days for Discharges	13.0	17.0
Deaths	0	0

Revisions to Prior Period: None.

Data Source: Avatar.

Notes 4a: 08/05/2020; Mean Daily Census includes patients on leave and is rounded to nearest whole number.

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

Discharge Location	April - June 2020	January – March 2020
CMHC Group Home	5	5
Discharge/Transfer to IP Rehab Facility	5	6
Glenclyff Home for the Elderly	0	5
Home - Lives Alone	117	62
Home - Lives with Others	128	93
Homeless Shelter/ No Permanent Home	1	4
Hotel-Motel	6	7
Jail or Correctional Facility	7	3
Nursing Home	5	4
Other	5	6
Peer Support Housing	1	0
Private Group Home	3	2
Secure Psychiatric Unit - SPU	0	0
Unknown	21	16

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

Measure	April – June 2020	January – March 2020
30 Days	9.7% (31)	6.9% (15)
90 Days	14.7% (47)	12.4% (27)
180 Days	20.0% (64)	21.1% (46)

Revisions to Prior Period: None.

Data Source: Avatar.

Notes 4b-c: Data compiled 08/06/2020; readmission rates calculated by looking back in time from admissions in study quarter. 90 and 180 day readmissions lookback period includes readmissions from the shorter period (e.g., 180 day includes the 90 and 30 day readmissions); patients are counted multiple times – once for each readmission; the number in parentheses is the number of readmissions.

**5a. Designated Receiving Facilities: Admissions for Adults**

Designated Receiving Facility	April – June 2020		
	Involuntary Admissions	Voluntary Admissions	Total Admissions
Franklin	47	58	105
Cypress Center	31	98	129
Portsmouth	77	221	298
Elliot Geriatric Psychiatric Unit	5	31	36
Elliot Pathways	57	62	119
<b>Total</b>	<b>217</b>	<b>470</b>	<b>687</b>
Designated Receiving Facility	January - March 2020		
	Involuntary Admissions	Voluntary Admissions	Total Admissions
Franklin	61	53	114
Cypress Center	45	141	186
Portsmouth	70	263	333
Elliot Geriatric Psychiatric Unit	5	47	52
Elliot Pathways	42	65	105
<b>Total</b>	<b>223</b>	<b>569</b>	<b>792</b>

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

Designated Receiving Facility	April – June 2020	January - March 2020
Franklin	9.3	10.6
Cypress Center	11.1	13.7
Portsmouth	24.4	29.2
Elliot Geriatric Psychiatric Unit	21.8	20.5
Elliot Pathways	11.6	12.0
<b>Total</b>	<b>78.2</b>	<b>86.1</b>

Revisions to Prior Period: None.

**5c. Designated Receiving Facilities: Discharges for Adults**

Designated Receiving Facility	April – June 2020	January – March 2020
Franklin	101	110
Manchester (Cypress Center)	131	207
Portsmouth	294	327
Elliot Geriatric Psychiatric Unit	51	71
Elliot Pathways	117	119
<b>Total</b>	<b>694</b>	<b>834</b>

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

Designated Receiving Facility	April – June 2020	January - March 2020
Franklin	6	6
Manchester (Cypress Center)	6	5
Portsmouth	6	6
Elliot Geriatric Psychiatric Unit	27	20
Elliot Pathways	8	8
<b>Total</b>	<b>7</b>	<b>6</b>

**5e. Designated Receiving Facilities: Discharge Location for Adults**

Designated Receiving Facility	April - June 2020						
	Assisted Living / Group Home	Deceased	DRF*	Home	Other Hospital	NH Hospital	Other
Franklin	0	0	1	89	0	5	6
Manchester (Cypress Center)	0	0	4	113	0	0	14
Portsmouth Regional Hospital	0	0	2	172	0	2	118
Elliot Geriatric Psychiatric Unit	12	0	0	11	0	0	28
Elliot Pathways	0	0	0	92	0	3	22
<b>Total</b>	<b>12</b>	<b>0</b>	<b>7</b>	<b>477</b>	<b>0</b>	<b>10</b>	<b>188</b>
Designated Receiving Facility	January – March 2020						
	Assisted Living / Group Home	Deceased	DRF*	Home	Other Hospital	NH Hospital	Other
Franklin	0	0	0	101	0	3	6
Manchester (Cypress Center)	0	0	7	197	0	0	3
Portsmouth Regional Hospital	0	0	1	220	0	2	104
Elliot Geriatric Psychiatric Unit	24	0	0	16	0	0	31
Elliot Pathways	0	0	2	98	0	0	19
<b>Total</b>	<b>24</b>	<b>0</b>	<b>10</b>	<b>632</b>	<b>0</b>	<b>5</b>	<b>163</b>

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

## 5f. Designated Receiving Facilities: Readmission Rates for Adults

Designated Receiving Facility	April – June 2020		
	30 Days	90 Days	180 Days
Franklin	3.8% (4)	4.7% (5)	4.7% (5)
Manchester (Cypress Center)	5.2% (7)	11.9% (16)	18.7% (25)
Portsmouth	7.3% (23)	15% (47)	23.6% (74)
Elliot Geriatric Psychiatric Unit	9.8% (4)	9.8% (4)	9.8% (4)
Elliot Pathways	3.3% (4)	3.3% (4)	4.2% (5)
<b>Total</b>	<b>5.9% (42)</b>	<b>10.6% (76)</b>	<b>15.8% (113)</b>
Designated Receiving Facility	January – March 2020		
	30 Days	90 Days	180 Days
Franklin	3.5% (4)	6.1% (7)	7.8% (9)
Manchester (Cypress Center)	3.5% (7)	5.0% (10)	8.5% (17)
Portsmouth	9.7% (33)	19.2% (65)	23.0% (78)
Elliot Geriatric Psychiatric Unit	9.4% (5)	11.3% (6)	18.9% (10)
Elliot Pathways	9.7% (11)	14.2% (16)	15.9% (18)
<b>Total</b>	<b>7.3% (60)</b>	<b>12.7% (104)</b>	<b>16.1% (132)</b>

Revisions to Prior Period: None.

Data Source: NH DRF Database.

Notes: Data compiled 08/27/2020.

## 6. Glenciff Home: Census Summary

Measure	April – June 2020	January – March 2020
Admissions	8	9
Average Daily Census	115	111
Discharges	2 (One resident discharged to a 3 bed Medical Model Group Home and one resident discharged to another nursing facility)	2 (One resident discharged to a 3 bed Medical Model Group Home and one resident discharged to home with Family)
Individual Lengths of Stay in Days for Discharges	(756 and 1,057)	(393 and 762)
Deaths	6	0
Readmissions	0	0
Mean Overall Admission Waitlist	22	26

Revisions to Prior Period: None.

Data Source: Glenciff Home.

Notes: Data Compiled 07/29/2020; Mean rounded to nearest whole number; Active waitlist patients have been reviewed for admission and are awaiting admission pending finalization of paperwork and other steps immediate to admission.

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

Peer Support Agency	April – June 2020		January – March 2020	
	Total Members	Average Daily Visits	Total Members	Average Daily Visits
<b>Alternative Life Center Total</b>	<b>276</b>	<b>30</b>	<b>224</b>	<b>44</b>
<i>Conway</i>	54	7	42	13
<i>Berlin</i>	125	6	105	7
<i>Littleton</i>	51	7	44	11
<i>Colebrook</i>	46	10	33	13
<b>Stepping Stone Total</b>	<b>371</b>	<b>5</b>	<b>346</b>	<b>17</b>
<i>Claremont</i>	255	5	241	13
<i>Lebanon</i>	116	0	105	4
<b>Cornerbridge Total</b>	<b>166</b>	<b>7</b>	<b>91</b>	<b>14</b>
<i>Laconia</i>	44	4	25	6
<i>Concord</i>	102	3	58	6
<i>Plymouth Outreach</i>	20	0	8	2
<b>MAPSA Keene Total</b>	<b>85</b>	<b>27</b>	<b>42</b>	<b>19</b>
<b>HEARTS Nashua Total</b>	<b>418</b>	<b>53</b>	<b>400</b>	<b>36</b>
<b>On the Road to Recovery Total</b>	<b>169</b>	<b>10</b>	<b>157</b>	<b>10</b>
<i>Manchester</i>	96	4	75	5
<i>Derry</i>	73	6	82	5
<b>Connections Portsmouth Total</b>	<b>100</b>	<b>6</b>	<b>82</b>	<b>14</b>
<b>TriCity Coop Rochester Total</b>	<b>265</b>	<b>0</b>	<b>216</b>	<b>26</b>
<b>Total</b>	<b>1,850</b>	<b>128</b>	<b>1,558</b>	<b>170</b>

Revisions to Prior Period: None.

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

Notes: Data Compiled 08/05/2020; Average Daily Visits are not applicable for Outreach Programs.

**8. Housing Bridge Subsidy Program: Summary of Individuals Served to Date (Revised)**

Subsidy	April – June 2020		
	Total individuals served at start of quarter	New individuals added during quarter	Total individuals served through end of quarter
Housing Bridge Subsidy	922	22*	944
Section 8 Voucher (NHHFA/BMHS) - Transitioned from Housing Bridge	179	13	192
Subsidy	January – March 2020		
	Total individuals served at start of quarter	New individuals added during quarter	Total individuals served through end of quarter
Housing Bridge Subsidy	872	50	922
Section 8 Voucher (NHHFA/BMHS) - Transitioned from Housing Bridge	163	16	179

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

Notes: Data Compiled 06/30/2020. Figures at start and end of each quarter are cumulative total of individuals served since CMHA quarterly reporting began in 2015.

Revision Notes: \*Includes one individual who was added to the program but within the quarter returned to the waitlist after indicating the individual was not yet ready for independent living.

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

Measure	As of 6/30/2020	As of 3/31/2020
Rents Currently Being Paid	328*	327
Individuals Enrolled and Seeking Unit for Bridge Lease	79*	94
<b>Total</b>	<b>407*</b>	<b>421</b>

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

Notes: Data Compiled 06/30/2020; all individuals currently on Bridge Program are intended to transition from the program to other permanent housing.

Revision Notes: \*Revised due to calculation error.

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

Measure	As of 6/30/2020	As of 3/31/2020
Housing Bridge Clients Linked	329/406 (81%)	348/421 (83%)

Data source: Bureau of Mental Health Services data, Phoenix 2, and Medicaid claims.

Notes: Data compiled 07/23/2020; "Housing Bridge Clients Linked" refers to Housing Bridge clients who received one or more mental health services within the previous 3 months, documented as a service or claim data found in Phoenix or the Medicaid Management Information System.



**8c. Housing Bridge Subsidy Program: Density of HBSP Funded Units at Same Property Address\* (Revised)**

Number of HBSP Funded Unit(s)* at Same Address	Frequency as of 6/30/2020	Frequency as of 3/31/2020
1	267*	279
2	15*	14
3	6*	2
4	0	2
5	0*	0
6	1	0
7	1	0
8 or more	0	1

\*All units are individual units; property address may include multiple buildings, such as apartment complexes.

Revisions to Prior Period: None.

Data Source: Bureau of Mental Health Services and Housing Provider Data.

Notes: Data Compiled 06/30/2020.

Revision Notes: \* Revised due to calculation error.

**8d. Housing Bridge Subsidy Program: Applications (Revised)**

Measure	April – June 2020	January - March 2020
Applications Received During Period	30*	74
<i>Point of Contact for Applications Received</i>	CHMCs 28*; NHH 1*; NFI 1*	CMHCs 63; NHH 11
Applications Approved	27*	104
Applications Denied	0	0
<i>Denial Reasons</i>	NA	NA
Applications in Process at End of Period	41*	49

Revisions to Prior Period: None.

Data Source: Bureau of Mental Health Services.

Notes: Data Compiled 06/30/2020

Revision Notes: \*Revised due to calculation error.

**8e. Housing Bridge Subsidy Program: Terminations**

Type and Reason	April – June 2020	January – March 2020
Terminations – DHHS Initiated	0	2
<i>Over Income</i>	0	NA
Exited Program – Client Related Activity	27	25
<i>Voucher Received</i>	16	16
<i>Deceased</i>	2	2
<i>Over Income</i>	1	4
<i>Moved Out of State</i>	2	1
<i>Declined Subsidy at Recertification</i>	2	1
<i>Higher Level of Care Accessed</i>	2	1
<i>Other Subsidy Provided</i>	1	0
<i>Moved in with family</i>	1	0
<b>Total</b>	<b>27</b>	<b>27</b>

Revisions to Prior Period: None.

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

Notes: Data Compiled 06/30/2020.

### 8f. Housing Bridge Subsidy Program: Application Processing Times (Revised)

Average Elapsed Time of Application Processing (calendar days)	April - June 2020	January - March 2020
Completed Application to Determination	1	1
Approved Determination to Funding Availability	80*	41
Referred to Vendor with Funded HB Slot	1	1
Leased Unit Secured	80*	30

Revisions to Prior Period: None.

Data Source: Bureau of Mental Health Services.

Notes: Data Compiled 06/30/2020. "Approved Determination to Funding Availability" calculated on 21\* applications. "Leased Unit Secured" calculated on 14 units.

Revision Notes: \*Revised due to calculation error.

### 9. Housing Bridge Subsidy Program Waitlist: Approved Applications (Revised)

As of 6/30/2020**							
Time on List							
Total	0-30 days	31-60 days	61-90 days	91-120 days	121-150 days	151-180 days	181+ days
39*	6*	9*	4*	5*	6*	6*	3*
As of 3/31/2020							
Time on List							
Total	0-30 days	31-60 days	61-90 days	91-120 days	121-150 days	151-180 days	181+ days
49	12	19	10	8	0	0	0

Revisions to Prior Period: None.

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

Notes: Data Compiled 06/30/2020.

Revision Notes: \*Revised due to calculation error. Additionally, six individuals formerly on the waitlist are in inactive status due to a continuing need for higher levels of care.

### 10. Supported Housing Subsidy Summary (Revised)

Subsidy		April - June 2020	January - March 2020
		Total subsidies by end of quarter	Total subsidies by end of quarter
Housing Bridge Subsidy:	Units Currently Active	328**	327
	Individuals Enrolled and Seeking Unit for Bridge Lease	79**	94
Section 8 Voucher (NHHFA):	Transitioned from Housing Bridge*	192**	179**
	Not Previously Receiving Housing Bridge	3	3
811 Units:	PRA	81	75
	Mainstream	44	44
Other Permanent Housing Vouchers (HUD, Public Housing, VA)		6	6
<b>Total Supported Housing Subsidies</b>		<b>733**</b>	<b>728**</b>

Revisions to Prior Period: \*Total Supported Housing Subsidies corrected from 725 to 726.

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

Notes: Data Compiled 06/30/2020; Section 8 Voucher Not Previously Receiving Housing Bridge are CMHC clients that received a Section 8 Voucher without previously receiving a Housing Bridge subsidy; 811 Units (PRA and Mainstream) are CMHC clients or CMHA target population members that received a PRA or Mainstream 811 funded unit with or without previously receiving a

*Housing Bridge subsidy; Other Permanent Housing Vouchers (HUD, Public Housing, VA) are CMHC clients that received a unit funded through other HUD or Public Housing sources with or without previously receiving a Housing Bridge subsidy.*

*\*These counts are cumulative; increasing over time since originally reporting this data within the CMHA Quarterly Data Report.*

*Revision Notes: \* Revised due to calculation error.*

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

Measure	April 2020	May 2020	June 2020	April – June 2020	January - March 2020
<b>Unique People Served in Month</b>	178	222	210	530	531
<b>Services Provided by Type</b>					
Case Management	0	0	0	0	0
Crisis Apartment Service	0	0	0	0	0
Crisis Intervention Services	1	0	0	1	20
ED Based Assessment	0	0	0	0	0
Medication Appointments or Emergency Medication Appointments	0	0	0	0	0
Mobile Community Assessments	59	72	80	211	116
Office-Based Urgent Assessments	3	10	15	28	77
Other	0	0	0	0	0
Peer Support	0	0	0	0	0
Phone Support/Triage	482	407	454	1,343	1,173
Psychotherapy	0	0	0	0	0
<b>Referral Source</b>					
CMHC Internal	8	12	14	34	54
Emergency Department	3	5	1	9	18
Family	20	30	20	70	68
Friend	1	4	7	12	13
Guardian	12	24	22	58	59
MCT Hospitalization	0	0	0	0	0
Mental Health Provider	8	9	6	23	20
Other	1	2	4	7	13
Police	13	11	12	36	23
Primary Care Provider	5	4	5	14	23
Self	106	121	118	345	291
School	1	0	1	2	31
<b>Crisis Apartment</b>					
Apartment Admissions	13	11	15	39	57
Apartment Bed Days	37	48	40	125	245
Apartment Average Length of Stay	2.9	4.4	2.5	3.3	4.3
<b>Law Enforcement Involvement</b>					
	23	29	24	76	45
<b>Hospital Diversions Total</b>					
	180	161	188	529	383

*Revisions to Prior Period: None.*

*Data Source: Riverbend CMHC submitted report.*

*Notes: Data Compiled 08/03/2020; reported values other than the Unique People Served in Month value are not de-duplicated at the individual person level; individual people can account for multiple instances of service use, hospital diversions, etc.*

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

Measure	April 2020	May 2020	June 2020	April – June 2020	January - March 2020
<b>Unique People Served in Month</b>	265	299	290	669	618
<b>Services Provided by Type</b>					
Case Management	41	43	34	118	91
Crisis Apartment Service	0	0	0	0	34
Crisis Intervention Service	198	269	179	646	242
ED Based Assessment	0	0	0	0	0
Medication Appointments or Emergency Medication Appointments	4	5	5	14	15
Mobile Community Assessments	88	103	103	294	290
Office-Based Urgent Assessments	7	11	5	23	54
Other	248	248	258	754	781
Peer Support	2	13	21	36	42
Phone Support/Triage	492	567	493	1,552	1,565
Psychotherapy	4	4	3	11	9
<b>Referral Source</b>					
CMHC Internal	7	2	5	14	12
Emergency Department	0	2	0	2	2
Family	49	71	51	171	148
Friend	4	15	6	25	19
Guardian	5	11	17	33	16
MCT Hospitalization	0	0	0	0	23
Mental Health Provider	10	3	5	18	30
Other	16	26	13	55	129
Police	75	79	95	249	204
Primary Care Provider	4	7	10	21	36
Self	151	171	140	462	468
School	0	0	0	0	0
<b>Crisis Apartment</b>					
Apartment Admissions	0	0	0	0	17
Apartment Bed Days	0	0	0	0	53
Apartment Average Length of Stay	0	0	0	0	3.1
<b>Law Enforcement Involvement</b>					
	75	79	95	249	204
<b>Hospital Diversion Total</b>					
	331	379	345	1,055	1,088

Revisions to Prior Period: None.

Data Source: Phoenix 2.

Notes: Data Compiled 07/31/2020; reported values other than the Unduplicated People Served in Month value are not de-duplicated at the individual person level; individual people can account for multiple instances of service use, hospital diversions, etc.

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

Measure	April 2020	May 2020	June 2020	April – June 2020	January - March 2020
<b>Unique People Served in Month</b>	91	84	96	245	333
<b>Services Provided by Type</b>					
Case Management	15	23	21	59	51
Crisis Apartment Service	56	55	57	168	322
Crisis Intervention Services	0	0	0	0	0
ED Based Assessment	4	7	2	13	12
Medication Appointments or Emergency Medication Appointments	0	0	0	0	0
Mobile Community Assessments	59	56	68	183	210
Office-Based Urgent Assessments	12	7	10	29	91
Other	0	0	0	0	0
Peer Support	70	76	81	227	223
Phone Support/Triage	112	97	117	326	385
Psychotherapy	0	0	1	1	4
<b>Referral Source</b>					
CMHC Internal	4	2	7	13	24
Emergency Department	1	0	0	1	3
Family	13	5	14	32	23
Friend	1	2	0	3	9
Guardian	0	0	0	0	0
MCT Hospitalization	0	0	0	0	0
Mental Health Provider	6	12	9	27	16
Other	77	66	74	217	271
Police	0	0	1	1	12
Primary Care Provider	0	0	1	1	9
Self	26	29	25	80	114
Schools	1	0	0	1	34
<b>Crisis Apartment</b>					
Apartment Admissions	9	10	11	30	56
Apartment Bed Days	39	67	36	142	296
Apartment Average Length of Stay	4.3	6.7	3.3	4.8	5.3
<b>Law Enforcement Involvement</b>					
	0	0	1	1	0
<b>Hospital Diversion Total</b>					
	171	158	182	511	617

Revisions to Prior Period: None.

Data Source: Harbor Homes submitted data.

Notes: Data Compiled 07/31/2020; reported values other than the Unique People Served in Month value are not de-duplicated at the individual person level; individual people can account for multiple instances of service use, hospital diversions, etc.