



New Hampshire Community Mental Health Agreement Quarterly Data Report

October - December 2018

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

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*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 Report

New Hampshire Department of Health and Human Services

Publication Date:

Reporting Period: 10/1/2018 – 12/31/2018

Notes for Quarter

- Added new ACT client counts and clarified ACT screening reporting (Table 1b).
- Added additional data elements to Housing Bridge Subsidy Applications and Terminations (Table 9a) regarding average elapsed time of application processing.
- Added new table (Table 10a) demonstrating linkage rate between Housing Bridge clients and mental health providers.
- Presentation for employment status data has been streamlined: Employment Screening Status (formerly Table 12c.) data is now incorporated into Adult Employment Status (Table 12a); new table designs for Adult Employment Status (Table 12a) and the subset data, Recent Users of Supportive Employment Services (Table 12b) to include statewide and CMHC specific comparison with previous quarter.

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

Community Mental Health Center	October 2018	November 2018	December 2018	Unique Consumers in Quarter	Unique Consumers in Prior Quarter
01 Northern Human Services	115	111	115	123	115
02 West Central Behavioral Health	40	39	42	49	50
03 Lakes Region Mental Health Center	53	51	51	54	59
04 Riverbend Community Mental Health Center	83	83	87	93	89
05 Monadnock Family Services	57	56	56	62	59
06 Community Council of Nashua	84	79	77	87	94
07 Mental Health Center of Greater Manchester	310	312	312	333	324
08 Seacoast Mental Health Center	67	67	71	72	71
09 Community Partners	63	62	64	68	62
10 Center for Life Management	55	54	53	55	60
Total	927	913	927	997	982
Unique Clients Receiving ACT Services 1/1/2018 to 12/31/2018				1,234	

Revisions to Prior Period: Unique consumers in prior quarter was incorrect and has been updated here.

Data Source: NH Phoenix 2

Notes: Data extracted 2/1/2019; consumers are counted only one time regardless of how many services they receive.

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

	October 2018			November 2018			December 2018			July – September 2018 Retrospective Analysis		
	Unique Clients Screened	Screening Deemed Appropriate for Further ACT Assessment	New ACT Clients	Unique Clients Screened	Screening Deemed Appropriate for Further ACT Assessment	New ACT Clients	Unique Clients Screened	Screening Deemed Appropriate for Further ACT Assessment	New ACT Clients	Unique Clients Screened	Screening Deemed Appropriate for Further ACT Assessment	New Clients receiving ACT Services within 90 days of Screening
Community Mental Health Center												
01 Northern Human Services	417	48	9	349	47	0	426	61	5	1128	133	4
02 West Central Behavioral Health	111	3	4	84	9	3	68	5	5	306	27	2
03 Lakes Region Mental Health Center	363	20	0	259	19	0	352	25	1	652	46	0
04 Riverbend Community Mental Health Center	553	25	1	571	49	3	357	12	6	1401	91	1
05 Monadnock Family Services	67	1	2	46	2	0	90	1	3	562	27	2
06 Community Council of Nashua	355	3	2	313	5	1	257	1	1	959	11	1
07 Mental Health Center of Greater Manchester	942	80	8	836	42	11	798	53	8	3040	190	0
08 Seacoast Mental Health Center	512	30	0	417	23	2	483	24	2	1294	87	0
09 Community Partners	185	13	2	158	12	1	165	16	4	390	42	1
10 Center for Life Management	153	46	1	132	24	0	209	25	0	719	105	0
Total ACT Screening	3,658	269	29	3,165	232	21	3,205	223	35	10,451	759	11

Revisions to Prior Period: None

Data Source: NH Phoenix 2 and CMHC self-reported ACT screening records.

Notes: Data extracted 2/1/2019; Screening deemed appropriate for further ACT assessment defined as ACT screenings resulting in referral to ACT services assessment. New Act Clients defined as clients that are either new to the ACT program or have not received an ACT services for more than 90 days. In prior quarter's Retrospective Analysis, New Clients Receiving ACT Services within 90 days of ACT Screening refers to clients who received an ACT screening in the prior quarter that were deemed appropriate for further ACT assessment and who then went on to receive ACT services within 90 days post screening (the current reporting period) who were not already on ACT within 90 days prior to the screening reported in the prior reporting period; these clients are a subset of the New Act Clients.

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

As of 12/31/18						
	Time on List					
Total	0-30 days	31-60 days	61-90 days	91-120 days	121-150 days	151-180 days
6	3	0	0	1	1	1
As of 9/30/2018						
Total	0-30 days	31-60 days	61-90 days			
11	9	2	0	0	0	0

Revisions to Prior Period: None

Data Source: BMHS Report

Notes: Data compiled 2/20/2019

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

Community Mental Health Center	December 2018						September 2018	
	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	1.49	1.90	12.90	1.02	17.31	1.15	13.07	0.80
02 West Central Behavioral Health	0.60	1.70	2.15	1.30	5.75	0.25	5.25	0.25
03 Lakes Region Mental Health Center	0.80	2.00	3.55	1.00	7.35	0.75	8.35	0.75
04 Riverbend Community Mental Health Center	0.50	3.00	6.00	1.00	10.50	0.50	10.50	0.50
05 Monadnock Family Services	1.25	5.25	2.00	0.50	9.00	0.65	8.70	0.65
06 Community Council of Nashua 1	0.50	2.00	2.50	0.00	5.00	0.25	5.50	0.25
06 Community Council of Nashua 2	0.50	2.00	1.50	0.00	4.00	0.25	4.50	0.25
07 Mental Health Center of Greater Manchester-CTT	1.50	11.00	1.75	0.00	14.25	1.02	14.75	1.02
07 Mental Health Center of Greater Manchester-MCST	1.50	8.00	5.25	1.00	15.75	1.02	17.75	0.93
08 Seacoast Mental Health Center	1.00	3.10	6.00	1.00	11.10	0.60	10.53	0.60
09 Community Partners	0.50	2.00	4.75	0.50	7.75	0.50	9.13	0.50
10 Center for Life Management	1.25	2.00	3.30	0.00	6.55	0.40	7.55	0.40
Total	11.39	43.95	51.65	7.32	114.31	7.34	115.58	6.90

2b. Community Mental Health Center Services: Assertive Community Treatment Staffing Competencies, Substance Use Disorder Treatment

Community Mental Health Center	December 2018	September 2018
01 Northern Human Services	4.95	6.00
02 West Central Behavioral Health	0.35	0.35
03 Lakes Region Mental Health Center	2.50	2.50
04 Riverbend Community Mental Health Center	1.50	1.50
05 Monadnock Family Services	2.40	2.40
06 Community Council of Nashua 1	2.25	4.25
06 Community Council of Nashua 2	1.00	2.00
07 Mental Health Center of Greater Manchester-CCT	12.02	11.00
07 Mental Health Center of Greater Manchester-MCST	6.02	3.00
08 Seacoast Mental Health Center	3.00	3.00
09 Community Partners	1.00	1.00
10 Center for Life Management	3.00	3.00
Total	39.99	40.00

2c. Community Mental Health Center Services: Assertive Community Treatment Staffing Competencies, Housing Assistance

Community Mental Health Center	December 2018	September 2018
01 Northern Human Services	12.75	10.15
02 West Central Behavioral Health	2.75	2.25
03 Lakes Region Mental Health Center	4.55	4.55
04 Riverbend Community Mental Health Center	8.50	8.50
05 Monadnock Family Services	4.00	4.00
06 Community Council of Nashua 1	4.50	5.00
06 Community Council of Nashua 2	3.50	4.00
07 Mental Health Center of Greater Manchester-CCT	11.75	11.75
07 Mental Health Center of Greater Manchester-MCST	12.75	12.75
08 Seacoast Mental Health Center	6.00	4.00
09 Community Partners	2.00	3.00
10 Center for Life Management	5.00	6.00
Total	78.05	75.95

2d. Community Mental Health Center Services: Assertive Community Treatment Staffing Competencies, Supported Employment

Community Mental Health Center	December 2018	September 2018
01 Northern Human Services	2.35	2.00
02 West Central Behavioral Health	0.40	0.40
03 Lakes Region Mental Health Center	3.00	3.00
04 Riverbend Community Mental Health Center	0.50	0.50
05 Monadnock Family Services	0.50	0.20
06 Community Council of Nashua 1	1.50	2.00
06 Community Council of Nashua 2	0.50	0.00
07 Mental Health Center of Greater Manchester-CCT	1.00	1.50
07 Mental Health Center of Greater Manchester-MCST	1.50	2.50
08 Seacoast Mental Health Center	1.00	1.00
09 Community Partners	1.25	1.25
10 Center for Life Management	0.30	0.30
Total	13.80	14.65

Revisions to Prior Period: None

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

Notes: Data compiled 2/1/2019; for 2b-d: 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, rather the quantity of staff available to provide each service. If staff is trained to provide multiple service types, their entire FTE value will be credited to each service type.

3. 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 2018			Penetration Rate for Period Ending September 2018
	Supported Employment Consumers	Total Eligible Consumers	Penetration Rate	
01 Northern Human Services	NA	1,254	NA*	32.1%
02 West Central Behavioral Health	209	649	32.2%	33.8%
03 Lakes Region Mental Health Center	152	1,286	11.8%	11.8%
04 Riverbend Community Mental Health Center	317	1,839	17.2%	16.6%
05 Monadnock Family Services	74	953	7.80%	9.3%
06 Community Council of Nashua	230	1,765	13.0%	12.6%
07 Mental Health Center of Greater Manchester	1,433	3,265	43.9%	44.1%
08 Seacoast Mental Health Center	542	1,746	31.0%	29.9%
09 Community Partners	137	762	18.0%	19.2%
10 Center for Life Management	221	966	22.9%	20.8%
Deduplicated Total	NA	14,264	NA%	25.9%

Revisions to Prior Period: None

Data Source: NH Phoenix 2

Notes: Data extracted 1/29/2019; consumers are counted only one time regardless of how many services they receive.

*Within the reporting period, Northern Human Services made an adjustment to its data reporting system that inadvertently resulted in an erroneous Supported Employment consumer count and penetration rate. It corrected this data issue in April, 2019. Its Supported Employment consumer count and penetration rate is anticipated to be correctly reported and available in the reporting period ending June 30, 2019.

4a. New Hampshire Hospital: Adult Census Summary

Measure	October – December 2018	July - September 2018
Admissions	193	209
Mean Daily Census	153	153
Discharges	192	212
Median Length of Stay in Days for Discharges	20	16
Deaths	0	0

Revisions to Prior Period: None

Data Source: Avatar

Notes 4a: Data extracted 2/5/2019; Mean Daily Census includes patients on leave and is rounded to nearest whole number

4b. New Hampshire Hospital: Discharge Location for Adults

Discharge Location	October - December 2018	July - September 2018
Home - Lives with Others	79	109
Home - Lives Alone	65	67
CMHC Group Home	8	7
Private Group Home	2	2
Nursing Home	2	1
Hotel-Motel	1	3
Homeless Shelter/ No Permanent Home	6	1
Discharge/Transfer to IP Rehab Facility	8	9
Secure Psychiatric Unit - SPU	0	0
Peer Support Housing	0	0
Jail or Correctional Facility	4	4
Glenclyff Home for the Elderly	4	4
Other	7	3
Unknown	6	2

4c. New Hampshire Hospital: Readmission Rates for Adults

Measure	October - December 2018	July - September 2018
30 Days	7.3% (14)	8.6% (18)
90 Days	18.1% (35)	19.6% (41)
180 Days	25.9% (50)	25.4% (53)

Revisions to Prior Period: None.

Data Source: Avatar

Notes 4b-c: Data compiled 2/5/2019; 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 for each readmission; number in parentheses is the number of readmissions

5a. Designated Receiving Facilities: Admissions for Adults

Designated Receiving Facility	October - December 2018		
	Involuntary Admissions	Voluntary Admissions	Total Admissions
Franklin	40	47	87
Cypress Center	46	152	198
Portsmouth	84	291	375
Elliot Geriatric Psychiatric Unit	4	60	64
Elliot Pathways	37	35	72
Total	211	585	796

Designated Receiving Facility	July - September 2018		
	Involuntary Admissions	Voluntary Admissions	Total Admissions
Franklin	19	48	67
Cypress Center	49	152	201
Portsmouth	69	286	355
Elliot Geriatric Psychiatric Unit	7	47	54
Elliot Pathways	55	57	112
Total	199	590	789

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

Designated Receiving Facility	October - December 2018	July - September 2018
Franklin	10.7	11.8
Cypress Center	9.2	8.4
Portsmouth	27.4	29.3
Elliot Geriatric Psychiatric Unit	33.4	33.8
Elliot Pathways	10.7	18.2
Total	91.4	101.6

5c. Designated Receiving Facilities: Discharges for Adults

Designated Receiving Facility	October - December 2018	July - September 2018
Franklin	89	66
Manchester (Cypress Center)	204	195
Portsmouth	358	355
Elliot Geriatric Psychiatric Unit	62	54
Elliot Pathways	79	112
Total	792	782

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

Designated Receiving Facility	October - December 2018	July - September 2018
Franklin	4	4
Manchester (Cypress Center)	3	4
Portsmouth	4	4
Elliot Geriatric Psychiatric Unit	31	21
Elliot Pathways	7	7
Total	5	5

5e. Designated Receiving Facilities: Discharge Location for Adults

Designated Receiving Facility	October - December 2018						
	Assisted Living/Group Home	Deceased	DRF	Home	Other Hospital	NH Hospital	Other
Franklin	1	0	2	79	0	0	7
Manchester (Cypress Center)	6	0	8	178	0	0	12
Portsmouth Regional Hospital	1	0	9	266	0	0	82
Elliot Geriatric Psychiatric Unit	34	3	4	13	0	0	8
Elliot Pathways	2	0	4	70	0	0	3
Total	44	3	27	606	0	0	112

Designated Receiving Facility	July - September 2018						
	Assisted Living/Group Home	Deceased	DRF	Home	Other Hospital	NH Hospital	Other
Franklin	3	0	0	63	0	0	0
Manchester (Cypress Center)	4	0	2	186	0	0	3
Portsmouth Regional Hospital	0	0	1	305	0	2	46
Elliot Geriatric Psychiatric Unit	38	2	0	11	1	1	1
Elliot Pathways	4	0	0	97	0	1	10
Total	49	2	3	662	1	4	60

*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	October - December 2018		
	30 Days	90 Days	180 Days
Franklin	2.3% (2)	4.6% (4)	5.7% (5)
Manchester (Cypress Center)	7.1% (14)	11.1% (22)	15.2% (30)
Portsmouth	7.7% (29)	14.9% (56)	20.3% (76)
Elliot Geriatric Psychiatric Unit	6.3% (4)	7.8% (5)	9.4% (6)
Elliot Pathways	2.8% (2)	5.6% (4)	9.7% (7)
Total	6.4% (51)	11.4% (91)	15.6% (124)

Designated Receiving Facility	July - September 2018		
	30 Days	90 Days	180 Days
Franklin	6.0% (4)	9.0% (6)	16.4% (11)
Manchester (Cypress Center)	8.5% (17)	13.9% (28)	18.9% (38)
Portsmouth	8.4% (30)	12.9% (46)	19.0% (68)
Elliot Geriatric Psychiatric Unit	5.6% (3)	11.1% (6)	11.1% (6)
Elliot Pathways	0.9% (1)	3.6% (4)	3.6% (4)
Total	7.0% (55)	11.5% (90)	16.1% (127)

Revisions to Prior Period: None.

Data Source: NH DRF Database

Notes: Data compiled 4/3/2019.

Discharge location of "DRF" are patients discharged back to the same DRF for a different level of care within the DRF; readmission rates calculated by looking back in time from admissions in study quarter; patients are counted multiple times for each readmission; number in parentheses is the number of readmissions

6. Glencliff Home: Census Summary

Measure	October - December 2018	July - September 2018
Admissions	5	6
Average Daily Census	111	114
Discharges	1 (3-person medical model group home)	2 (1 - NHH, 1 – Assisted Living/Residential Care)
Individual Lengths of Stay in Days for Discharges	550	1 and 929
Deaths	6	9
Readmissions	0	1
Mean Overall Admission Waitlist	25	22 – (13 Active)

Revisions to Prior Period: None.

Data Source: Glencliff Home

Notes: Data Compiled 1/31/2019; means 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 Consumer Peer Support Agencies: Census Summary

Peer Support Agency	October - December 2018		July - September 2018	
	Total Members	Average Daily Visits	Total Members	Average Daily Visits
Alternative Life Center Total	257	42	169	46
Conway	28	11	12	13
Berlin	135	9	62	7
Littleton	46	10	47	11
Colebrook	48	12	48	15
Stepping Stone Total	262	15	240	18
Claremont	200	11	198	13
Lebanon	62	4	42	5
Cornerbridge Total	139	12	217	13
Laconia	54	5	120	4
Concord	59	7	76	9
Plymouth Outreach	26	0	21	NA
MAPSA Keene Total	43	14	60	14
HEARTS Nashua Total	423	35	NA	NA
On the Road to Recovery Total	82	10	71	7
Manchester	48	5	34	4
Derry	34	5	37	3
Connections Portsmouth Total	45	17	77	14
TriCity Coop Rochester Total	139	21	111	27
Total	1,390	156	NA	NA

Revisions to Prior Period: None

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

Notes: Data Compiled 2/19/2019; Average Daily Visits NA for Outreach Programs;

8. Housing Bridge Subsidy Summary to Date

Subsidy	October - December 2018		
	Total individuals served at start of quarter	New individuals added during quarter	Total individuals served through end of quarter
Housing Bridge Subsidy	812	0	812
Section 8 Voucher	125	4	129
Subsidy	July - September 2018		
	Total individuals served at start of quarter	New individuals added during quarter	Total individuals served through end of quarter
Housing Bridge Subsidy	811	1	812
Section 8 Voucher	125	0	125

Revisions to Prior Period: None

Data Source: Bureau of Mental Health and Housing Bridge Provider

Notes: Data Compiled 2/19/2019

9a. Housing Bridge Subsidy Applications and Terminations

Measure	October - December 2018	July-September 2018
Applications Received	12	32
<i>Point of Contact</i>	<i>CMHCs: 12</i>	<i>CMHCs: 32</i>
Applications Approved	5	7
Applications Denied	0	0
<i>Denial Reasons</i>	<i>NA</i>	<i>NA</i>
Applications in Process*	209	197
Terminations	0	0
<i>Termination Reasons</i>	<i>NA</i>	<i>NA</i>
Program Exits	<i>Voucher Received: 4 Deceased: 1 Over income: 1 Moved out of state: 3 Declined subsidy at recertification: 3 Higher level of care: 3</i>	<i>Voucher Received: 7 Deceased: 1 Over income: 1 Transitional Housing: 1 Long-term Nursing Home: 1</i>
Average Elapsed Time of Application Processing (calendar days)	October – December 2018	July – September 2018
Completed Application to Determination	1	NA
Approved Determination to Funding Availability (see waitlist, Table 9b for detail)	NA	NA
Referred to Vendor with Funded HB Slot	NA	NA
Leased Unit Secured	NA	NA

*Total number of applications in process at close of reporting period; The Previous quarter data has been corrected based on a recent Bureau of Mental Health Services audit of Housing Bridge files.

Data Source: Bureau of Mental Health and Housing Bridge Provider

Notes: Data Compiled 2/19/2019

9b. Housing Bridge Subsidy Approved Applications on Waitlist

As of 12/31/2018							
Time on List							
Total	0-30 days	31-60 days	61-90 days	91-120 days	121-150 days	151-180 days	181+ days
27	0	0	2	3	1	0	21
As of 9/30/2018							
Total	0-30 days	31-60 days	61-90 days	91-120 days	121-150 days	151-180 days	181+ days
35	5	2	0	0	1	4	23

Data Source: Bureau of Mental Health and Housing Bridge Provider

Notes: Data Compiled: 2/15/2019

9c. Housing Bridge Subsidy Current Census

Measure	As of 12/31/2018	As of 9/30/2018
Rents Currently Being Paid	418	423
Individuals Accepted and Working Towards Bridge Lease	8	0
Waiting list for Housing Bridge funding	27	35

Revisions to Prior Period: None

Data Source: Bureau of Mental Health and Housing Bridge Provider

Notes: Data Compiled 2/15/2019; all individuals currently on Bridge Program are intended to transition from the program to other permanent housing).

10. Housing Bridge Subsidy Units at Same Property Address*

Number of Unit(s)* at Same Address	Frequency as of 12/31/18	Frequency as of 9/30/18
1	329	327
2	27	26
3	4	4
4	3	3
5	1	1
6	0	0
7	1	1
8 or more	1	1

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

Revisions to Prior Period: Frequency as of 9/30/18 was incorrect in the previous report and has been updated here. There was a reporting error in which the sum of the number of units multiplied by previous data was then recorded as the count, rather than the number of occurrences of participants having a unit at the same address. Reporting methodology has been rectified going forward.

Data Source: Bureau of Mental Health data compiled by Office of Quality Assurance and Improvement

Notes: Data Compiled 4/3/2019

10a. Housing Bridge Clients Linked to Mental Health Care Provider Services

Measure	As of 12/31/2018	As of 9/30/18
Housing Bridge Clients Linked	373/443 (84%)	NA

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

Notes: Data compiled 2/26/2019; Housing Bridge Clients Linked refer to Housing Bridge clients who received a mental health service(s) documented in recent (within last 3 months) service or claim data found in Phoenix or the Medicaid Management Information System (MMIS).

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

Measure	October 2018	November 2018	December 2018	October - December 2018	July - September 2018
Unduplicated People Served in Month	239	222	200	689	519
Services Provided by Type*					
Phone Support/Triage	292	253	228	773	776
Mobile Community Assessments	69	50	48	167	206
Office-Based Urgent Assessments	37	40	32	109	53
Medication Appointments or Emergency Medication Appointments	0	0	0	0	4
Crisis Stabilization Appointments	31	18	17	66	69
Walk in Assessments	11	10	8	29	30
MHE-4	0	0	0	0	2
Referral Source					
Emergency Department/EMS	2	4	1	7	6
Family	21	13	6	40	16
Friend	3	3	2	8	5
Guardian	24	8	14	46	30
Mental Health Provider	18	10	9	37	24
Police	5	6	2	13	18
Primary Care Provider	1	4	2	7	7
CMHC Internal	22	13	15	50	34
Self	129	152	141	422	477
School	11	7	6	24	NA
Other	3	3	2	8	7
Crisis Apartment					
Apartment Admissions	23	23	25	71	80
Apartment Bed Days	106	91	76	273	327
Apartment Average Length of Stay	4.6	3.95	3.04	3.41	4.1
Law Enforcement Involvement	18	17	9	44	44
Hospital Diversions Total	249	161	156	566	686

Revisions to Prior Period: None

Data Source: Riverbend CMHC submitted report.

Notes: Data Compiled 2/1/2019; reported values other than the Unduplicated People Service 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. *In previous reporting, a subset of Services Provided by Type was also separately reported under the heading, Services Provided after Immediate Crisis. Secondary categorization is not required and has been removed from this table.

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

Measure	October 2018	November 2018	December 2018	October - December 2018	July - September 2018
Unduplicated People Served by Month	301	268	263	587	533
Services Provided by Type					
Case Management	63	33	39	135	NA
Crisis Apartment Service	112	0	0	112	465
Crisis Intervention Service	95	60	76	231	NA
ED Based Assessment	0	0	0	0	NA
Medication Appointments or Emergency Medication Appointments	7	0	0	7	13
Mobile Community Assessments	115	96	92	303	284
Office-Based Urgent Assessments	35	20	13	68	41
Other	303	288	232	823	NA
Phone Support/Triage	570	524	502	1,596	1,693
Psychotherapy	0	1	0	1	NA
Referral Source					
Emergency Department	0	2	1	3	5
Family	44	28	52	124	97
Friend	4	1	4	9	17
Guardian	7	2	3	12	10
Mental Health Provider	8	10	8	26	19
Police	82	83	70	235	205
Primary Care Provider	20	14	6	40	31
CMHC Internal	14	11	10	35	44
Self	186	174	146	506	433
Other	41	41	50	132	104
Crisis Apartment					
Apartment Admissions	7	5	4	16	29
Apartment Bed Days	26	16	17	73	114
Apartment Average Length of Stay	3.7	3.2	4.3	4.6	3.9
Law Enforcement Involvement					
	82	83	70	235	205
Hospital Diversion Total					
	413	388	356	1,157	993

Revisions to Prior Period: New MCRT Phoenix codes and improved service groupings were implemented beginning October 2018.

Data Source: Phoenix 2

Notes: Data Compiled 2/7/2019; reported values other than the Unduplicated People Service 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	October 2018	November 2018	December 2018	October – December 2018	July - September 2018
Unduplicated People Served by Month	187	175	178	462	490
Services Provided by Type					
Case Management	180	121	101	402	395
Crisis Apartment Service	108	105	95	308	168
Crisis Intervention Services	1	1	0	2	0
ED Based Assessment	6	6	6	18	12
Medication Appointments or Emergency Medication Appointments	12	9	2	23	0
Mobile Community Assessments	144	133	147	424	501
Office-Based Urgent Assessments	26	5	0	30	168
Other	0	1	0	1	50
Peer Support	144	105	102	351	371
Phone Support/Triage	226	217	234	677	459
Psychotherapy	4	0	0	4	0
Referral Source					
Emergency Department	0	0	0	0	1
Family	16	14	11	41	51
Friend	5	7	5	17	15
Guardian	0	0	0	0	1
MCT Hospitalization	0	0	0	0	0
Mental Health Provider	28	24	16	68	53
Police	6	10	5	21	10
Primary Care Provider	0	0	0	0	4
CMHC	41	38	33	112	89
Self	50	61	51	162	267
Schools	4	8	28	40	18
Other	219	146	132	497	593
Crisis Apartment					
Apartment Admissions	27	18	17	62	88
Apartment Bed Days	126	94	95	315	436
Apartment Average Length of Stay	4.67	5.22	5.59	5.08	4.9
Law Enforcement Involvement					
	0	1	0	0	0
Hospital Diversion Total					
	348	335	342	1,025	1,108

Revisions to Prior Period: Previous quarter had incorrect values under MCT Hospitalization and has been corrected here.

Data Source: Harbor Homes submitted data

Notes: Data Compiled 1/31/2019; reported values other than the Unduplicated People Service 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.

12a. Community Mental Health Center Consumers: Adult Employment Status* - Total

All Adult-Eligible CMHC Clients Reported Employment Status Begin Date: 10/01/2018 End Date: 12/31/2018 Employment Status Update Overdue Threshold: 105 days	Northern Human Services	West Central Behavioral Health	Lakes Region Mental Health Center	Riverbend Community Mental Health	Monadnock Family Services	Greater Nashua Mental Health Center	Mental Health Center of Greater Manchester	Community Partners	Seacoast Mental Health Center	Center for Life Management	Statewide Total or Mean Percentage	Previous Quarter Statewide Total or Mean Percentage July – September 2018
Updated Employment Status:												
Full time employed now or in past 90 days	57	23	32	69	36	110	186	157	42	50	762	716
Part time employed now or in past 90 days	146	39	112	169	134	221	367	226	71	137	1,622	1,469
Unemployed	119	117	36	67	126	744	866	83	170	519	2,847	2,749
Not in the Workforce	323	131	556	556	414	203	550	703	266	107	3,809	3,760
Status is not known	224	86	140	504	15	97	46	6	14	24	1,156	1,405
Total of Eligible Adult CMHC Clients	869	396	876	1,365	725	1,375	2,015	1,175	563	837	10,196	10,099
Previous Quarter: Total of Eligible Adult CMHC Clients	895	411	881	1,356	689	1,384	1,999	1,133	550	801		
Percentage by Updated Employment Status:												
Full time employed now or in past 90 days	6.6%	5.8%	3.7%	5.1%	5.0%	8.0%	9.2%	13.4%	7.5%	6.0%	7.0%	6.3%
Part time employed now or in past 90 days	16.8%	9.8%	12.8%	12.4%	18.5%	16.1%	18.2%	19.2%	12.6%	16.4%	15.3%	13.6%
Unemployed	13.7%	29.5%	4.1%	4.9%	17.4%	54.1%	43.0%	7.1%	30.2%	62.0%	26.6%	24.8%
Not in the Workforce	37.2%	33.1%	63.5%	40.7%	57.1%	14.8%	27.3%	59.8%	47.2%	12.8%	39.3%	37.3%
Status is not known	25.8%	21.7%	16.0%	36.9%	2.1%	7.1%	2.3%	0.5%	2.5%	2.9%	11.8%	18.0%
Percentage by Timeliness of Employment Status Screening:												
Update is Current	19.6%	24.2%	74.4%	89.4%	50.9%	97.6%	78.4%	70.8%	79%	100%	68.4%	64.3%
Update is Overdue	80.4%	75.8%	25.6%	10.6%	49.1%	2.4%	21.6%	29.2%	21%	0%	31.6%	NA
Previous Quarter: Percentage by Timeliness of Employment Status Screening:												
Update is Current	23.8%	0%	37.9%	90%	NA	94.9%	77.9%	78.3%	76.5%	99.8%		
Update is Overdue	76.2%	100%	62.1%	10%	NA	5.1%	22.1%	21.7%	23.5%	.2%		

12b. Community Mental Health Center Consumers: Adult Employment Status* - Recent Users of Supportive Employment Services (One Billable Service in Each of Month of the Quarter)

All Adult-Eligible CMHC Clients - SUBSET	Northern Human Services	West Central Behavioral Health	Lakes Region Mental Health Center	Riverbend Community Mental Health	Monadnock Family Services	Greater Nashua Mental Health Center	Mental Health Center of Greater Manchester	Community Partners	Seacoast Mental Health Center	Center for Life Management	Statewide Total or Mean Percentage	Previous Quarter Statewide Total or Mean Percentage July – September 2018
Supported Employment Cohort												
Reported Employment Status												
Begin Date: 10/01/2018												
End Date: 12/31/2018												
Updated Employment Status:												
Full time employed now or in past 90 days	1	1	0	3	1	6	7	1	0	2	22	15
Part time employed now or in past 90 days	16	7	9	16	11	6	50	6	3	21	145	121
Unemployed	3	5	3	10	5	16	37	6	7	21	113	87
Not in the Workforce	13	2	7	1	4	8	3	13	4	1	56	38
Status is not known	7	3	12	26	0	6	2	0	0	0	56	63
Total of Supported Employment Cohort	40	18	31	56	21	42	99	26	14	45	392	324
Previous Quarter: Total of Supported Employment Cohort	34	26	30	52	17	31	72	24	16	22		
Percentage by Updated Employment Status:												
Full time employed now or in past 90 days	2.5%	5.6%	0%	5.4%	4.8%	14.3%	7.1%	3.8%	0%	4.4%	4.8%	4.6%
Part time employed now or in past 90 days	40%	38.9%	29%	28.6%	52.4%	14.3%	50.5%	23%	21.4%	46.7%	34.5%	37.3%
Unemployed	7.5%	27.8%	9.7%	17.9%	23.8%	38.1%	37.4%	23.1%	50%	46.7%	28.2%	26.9%
Not in the Workforce	32.5%	11.1%	22.6%	1.8%	19%	19%	3%	50%	28.6%	2.2%	19.0%	11.7%
Status is not known	17.5%	16.7%	38.7%	46.4%	0%	14.3%	2%	0%	0%	0%	13.6%	19.4%

**Revisions to Prior Period: None*

Data Source: Phoenix 2

Note 12a-b: Data extracted 1/29/2019. Updated Employment Status refers to CMHC-reported status and reflects the most recent update. Update is Current refers to an employment status most recently updated within the past 105 days. Update is Overdue refers to an 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, or are in a sheltered/non-competitive employment workshop, or are otherwise not in the labor force or not employed and not seeking or interested in employment. Unknown refers to clients with an employment status of "unknown", or without a status reported, or with an erroneous status code in Phoenix.

