



New Hampshire Rapid Response

New Hampshire's Rapid Response crisis system officially launched on January 1st, 2022. The below data spans **January through December 2022**. This data is preliminary but being shared to illustrate that the system is up and running and available statewide and across the lifespan.

WHAT IS IT?

The New Hampshire Rapid Response system is comprised of three components: Centralized Access Point, Mobile Crisis Response Teams, and location-based services. These services, in the most simple of terms, are meant to provide people in NH with:



Someone to call, text or chat



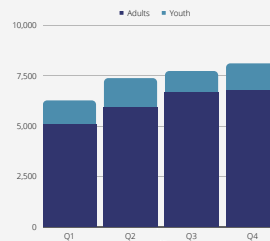
Someone to respond



Somewhere to go

22,200 CONTACTS

Jan-Dec 2022 the access point assisted individuals 22,200 times via phone, text, and/or chat.



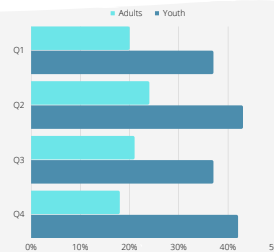
YOUTH & ADULTS

On average, **17%** of contacts with the access point were under 18 years old and **83%** were over 18



7,084

MOBILE DISPATCHES



Youth & Adults

On average, **42%** of contacts resulted in mobile dispatches for youth and **18%** of contacts resulted in mobile dispatches for adults

NH Rapid Response created an opportunity to strengthen the community-based crisis response system designed to care for NH children, youth, adults, and families experiencing a mental health and or substance use crisis. Many dedicated professionals who work in NH's behavioral health system are dedicated to successfully implementing this new model. While Rapid Response is now live and partners have worked hard to get to this point, system improvement continues to ensure each communities' unique needs are being met. Please reach out; engage early and often.

General NH Rapid Response questions can be sent to: DBHCrisisTransformation@dhhs.nh.gov

Get Help Now

Call/Text **833-710-6477**

Chat by visiting www.nh988.com



Updated January 2023



10-Year Mental Health Plan

KEY ACCOMPLISHMENTS JANUARY 2019 – JULY 2022

Recommendation 1: Increase Medicaid Rates for Mental Health Services

- Increased Medicaid rates by 3.1% in January 2020 and another 3.1% in January 2021
- Annually, \$5M of Directed Mental Health Payments made since SFY 2019
- Increased the transitional housing/community residence per diem by 88%

Recommendation 2: Action Steps to Address Emergency Department Waits

- Transformed crisis services; integrated mobile crisis available statewide
- Increased Designated Receiving Facility rates and added 34 beds since 2019
- Established 40 new transitional housing beds
- Reallocated capacity at NH Hospital – children’s unit transitioned to Hampstead
- State acquired Hampstead Hospital and established the contract for development of the first ever Psychiatric Residential Treatment Facility in NH
- Amended NH’s substance use disorder Institutions for Mental Disease (IMD) Medicaid waiver to include serious mental illness

Recommendation 3: Renewed & Intensified Efforts to Address Suicide Prevention

- Allocated \$450K of new State funds to support suicide prevention per year since 2020
- Established NH’s first suicide prevention specialist position
- NH Suicide Prevention Council revised the statewide suicide prevention plan
- Established school suicide prevention planning and training standards
- Developed a standardized suicide screening and risk assessment tool for use in emergency departments
- Collaborative 9-8-8 planning and launch

Recommendation 4: Enhanced Regional Delivery of Mental Health Services

- Expanded services for children’s system of care through Senate Bill 14
- Developed a centralized mental health Access Point

Recommendation 5: Community Services and Housing Supports

- Increased Housing Bridge subsidies by over 100 vouchers
- Piloted Integrative, a housing voucher program for individuals with mental illness and criminal records
- Contracted for 60-bed supported housing expansion
- Expanded partnership with NH Housing Finance Authority and secured grant funding from the federal Department of Housing and Urban Development (HUD)
- Launched birth to 5 early childhood enhanced care coordination (EC-ECC)
- Expanded Families and Systems Together (FAST) Forward for children

Recommendation 6: Step-up/Step-down Options

- Launched a Recovery Oriented Step-up/Step-down pilot program (12 beds)
- Expanded the Transitional Residential Enhanced Care Coordination (TR-ECC) program for children
- Launched Critical Time Intervention

Recommendation 7: Integration of Peers and Natural Supports

- Expanded training for peer leadership and workforce
- Expanded youth peer support services
- Increased peers throughout the continuum

Recommendation 8: Establish a Commission to Address Justice Involved Individuals

- Established Governor's Advisory Commission on Mental Illness and the Corrections System.
- Commission partnered with the national Council of State Governments Justice Center on a high utilizer assessment project

Recommendation 9: Community Education

- Launched *I Care NH* and *Onward NH*; suicide prevention and early intervention campaigns

Recommendation 10: Prevention & Early Intervention

- Developed the Early Childhood Prevention and Treatment for Behavioral Health Plan
- Increased availability of First Episode Psychosis teams (from 1-4)

Recommendation 11: Workforce Coordination

- Established the Governor's Statewide Oversight Commission on Mental Health Workforce Development
- Invested \$5M of ARPA Home and Community Based Services (HCBS) funds to support direct care staff at CMHCs
- Developed the Peer Workforce Advancement Plan
- Conducted cross-department training for criminal justice staff
- Expanded the State Loan Repayment Program (SLRP)
- Enhanced workforce training options

Recommendation 12: Quality Improvement & Monitoring/DHHS Capacity

- The DHHS established a Division of Performance Evaluation & Innovation
- Currently contractor will evaluate and advise on crisis system transformation
- Created 4 new staff positions in the Bureau for Children's Behavioral Health

Recommendation 13: Streamlining Administrative Requirements

- Streamlined administrative requirements, annual data enhancement projects, and program reviews
- Informal stakeholder engagement for State rule revisions is underway

New Hampshire Rapid Response vs. National 988 Suicide & Crisis Lifeline



Someone to call, text or chat





Can deploy mobile crisis teams



Connection to local resources and appointments when needed



Services in NH

	Someone to call, text or chat	Can deploy mobile crisis teams	Connection to local resources and appointments when needed	Services in NH
 <p>New Hampshire Rapid Response Call/Text 833-710-6477 Chat www.nh988.com</p>	✓	✓	✓	✓
<p>National</p> 	✓			

NH Rapid Response and 988 are both available 24/7 and anonymous
Calls and texts to 988 are routed by area code. A call from an area code outside of New Hampshire will reach a call center in the state with that area code.
For a local response every time, call NH Rapid Response.

