



## May 2025 Community of Care Collaborative Meeting Minutes

Featured Speaker: Jonathan Routhier - Executive Vice President, Mental Health Center of Greater Manchester

- MHCGM is now a CCBHC (Certified Community Behavioral Health Clinic)
  - SAMHSA initiative that elevates care by emphasizing the importance of primary care and mental health care in tandem
  - Must provide 9 core services including 24/7 crisis response; screening, assessment and diagnosis; outpatient primary care; peer support; patient centered treatment; etc.
- Rapid Response is sharing resources across regions- if Nashua has a shortage of responders, then Manchester will step up to provide support services
  - About 17% of responses are out of catchment
- A few days in the past few months where there have been 0 folks waiting in the ED for in patient placement (big win as part of Mission Zero Initiative)
- Rapid Response Calls have averaged around 1,800 calls a month over the past few months
- Access to Care
  - Scheduling intake appointments: around 43% of scheduled appointments were no shows which isn't fair to folks who had to schedule out 6 months for an intake for example, so MHCGM transitioned to open access last summer which will better serve the community
  - For the most part MHCGM is able to see most walk in's during open access hours, turn aways are often for reasons such as a guardian not being present or not enough time left in the open access hours when someone shows up (follow ups are scheduled in these cases)
    - Most folks do come back if they aren't able to be seen that day
  - Trying to better understand the gap between number of folks who call about services and the number of folks who actually show up to receive services
    - Looking at phone call triage process to see if something there can be improved to increase the number of folks who come in for treatment after calling
  - 3 nights a week services are open until 8pm to increase access to services, especially for children (Tuesday, Wednesday, Thursday)

- MHCGM Integrated Health Practices (ProHealth Program)
  - Program focused on the interaction and impact of mental health on physical health and vice versa
  - About 68% of ProHealth patients who had uncontrolled blood pressure now have blood pressure within a healthy range
- InShape Program
  - Fitness and dietary program to help folks be more active as a focal point on integrated healthcare
- MHCGM is now located at 2 Wall Street and has officially sold the old building
- Staffing levels are improving
- Developing further capacity for Perinatal Mental Health Care

Featured Initiative/Event: Amoskeag Health PREP Program, Valerie Denis, Amoskeag Health

- PREP (Personal Responsibilities Education Program)
- Focus on reducing teen pregnancy and the spread of STI's
- Promotes Social Emotional Learning- equip youth with the tools needed to make informed decisions
- Teaching healthy relationship skills
- 2 Evidence Based Curriculum
  - Get Real
  - Making Proud Choices
- Self advocacy skills, assertive communication and negotiation skills are taught in tandem with self-esteem building activities
- How to access health services if they are ever unsure of if something is wrong or if they know they need services
- Adulthood prep subjects-
  - Financial literacy
  - Educational and career success
  - Healthy life skills
- Age appropriate content, but all programs build emotional intelligence
- Understanding the risks of going untreated in terms of STI's, HIV, etc.
- If anyone is looking to partner please reach out to [vdenis@amoskeaghealth.org](mailto:vdenis@amoskeaghealth.org)

Pillar Updates:

- MIH is launching a monthly news letter!
  - [Email list subscription link](#)

- New Anti-Stigma Materials are available at the back of the room or can be disseminated into the community at a later date, just reach out to Makin It Happen
- MANDT training is now being offered
- EnCompass Training is being offered from 9-4 here at the MIH office on Monday 5/19/2025

Other Updates:

- May is Mental Health Awareness Month

Our next meeting is **IN-PERSON** on Tuesday, June 10, 2025 at the Makin' It Happen office.