



Data Sources Synopses Adult Mental Health

April 2005

Annual Provider Class Member Survey- Administered October 2004

Data Source:

The Class Member Provider Survey is an annual point-in-time status assessment of all Class Members who are receiving Community Integration, Intensive Community Integration, Intensive Case Management (ICM), or Assertive Community Treatment (ACT) Services. The survey is designed to capture information regarding housing, employment, waiting for services, legal status, caseloads and utilization of treatment services. The survey is administered by Regional CDC offices and completed by Community Integration Workers, Intensive Community Integration Workers, Intensive Case Managers, and ACT Providers. Five annual administrations of the survey have been completed. The survey was initially implemented in the Summer of 2000 and is administered annually. Minor revisions and improvements have been made to the survey instrument based on feedback from providers and DHHS staff.

Definitions and Qualifiers:

- Competitive employment is defined as being employed, but not by an employment support agency.
- Homeless in the last 12 months is defined as individuals who stayed in a shelter or were living on the streets during the last 12 months.

Factors influencing the data:

- This survey provides data on AMHI Class Members.
- Community Integration Workers, Intensive Community Integration Workers, Intensive Case Managers, and ACT Providers complete the survey from their perspective.
- Sample Sizes Over last Three Survey Administrations (Table1):

Table 1.

	Consumers Surveyed			
	Round 2	Round 3	Round 4	Round 5
	2001	2002	2003	2004
	N=1388	N=1461	N=1490	N=1583
Region 1	461	465	494	520
Region 2	852	904	904	940
Region 3	75	92	92	123
Statewide	1388	1461	1490	1583



Focus Points

- Statewide and regionally, caseload ratios for Community Integration remain below the Consent Decree standard of 1:40 for the last four years of the survey (Table 2). The caseload ratio for Community Integration was reported as 1:17.38. The Caseloads for Community integration have been stable over the past four years.

Table 2.

Average Client Caseload In Each Round							
2001				2002			
	ACT	ICM	CSW	ACT	ICM	CI	
Region I	8.0	9.7	17.8	7.1	8.2	15.3	
Region II	7.6	8.3	16.0	8.2	7.6	14.9	
Region III	6.2	6.6	16.0	6.2	8.8	17.1	
Statewide	7.4	8.3	16.6	7.5	8.0	15.7	
2003				2004			
	ACT	ICM	CI	ACT	ICM	CI	ICI
Region I	9.3	10.7	12.8	7.56	9.77	20.44	11.88
Region II	9.3	7.4	16.7	13.38	8.83	17.67	**
Region III	6.3	9.6	16.1	8.60	6.27	15.34	**
Statewide	8.7	8.6	15.7	9.34	8.50	17.38	11.88

- ACT ratio's are at or below what is considered appropriate for practice, 1:10, for the last four years of the survey. Statewide the ratios for this service are 1:9.34. ACT caseload ratios have increased slightly over the past four years (Table 3.). This year, region 2 has the largest ACT ratio reported, 1:13.38. The percentage of class members on the ACT caseloads has decreased over the past 4 years (Figure 1). While the overall net caseload ratios have shown an increase, the number of class members on ACT caseloads have declined. In 2001, the statewide percentage of class members on an ACT caseload was reported as 52.7%. In 2004 the percentage was reported as 40%, reflecting a 12.7% decrease.

Table 3.

Percentage of Class Members On Caseload Each Round							
2001				2002			
	ACT	ICM	CI	ACT	ICM	CI	
Region I	55.0%	37.1%	20.2%	52.1%	46.3%	22.9%	
Region II	69.7%	57.8%	25.6%	61.0%	59.2%	28.9%	
Region III	4.8%	12.1%	3.8%	4.8%	8.0%	4.7%	
Statewide	52.7%	41.0%	18.1%	49.3%	43.8%	19.7%	
2003				2004			
	ACT	ICM	CI	ACT	ICM	CI	ICI
Region I	33.7%	43.5%	32.7%	38.0%	58.3%	16.8%	11.6%
Region II	61.3%	61.1%	27.9%	50.0%	65.6%	26.3%	**
Region III	2.8%	4.7%	4.4%	9.3%	14.5%	4.9%	**
Statewide	41.8%	47.7%	19.8%	40.0%	54.7%	19.2%	11.6%



Maine Department of Health and Human Services:
Office of Quality Improvement

- As show in Table 2, caseload ratios for Intensive Case Management have remained below Consent Decree standards of 1:16, remaining relatively stable over this period. Currently, Intensive Case Management ratios statewide are 1:8.5. The ICM caseloads have been stable during the past four years. The percentage of class members on the ICM caseloads has shown an increasing trend over the past 4 years (Table 3, Figure 2.). In 2001, the average percentage of class members on an ICM caseload was reported as 41.0% and in 2004 the percentage was 54.7%, representing a 13.7% increase.
- The total number of class members served was 1633 for this year’s survey (Table 4.). The total number of non-class members served was 6932. The total number of consumer’s receiving Community Integration Services was 8509.

Figure 1.

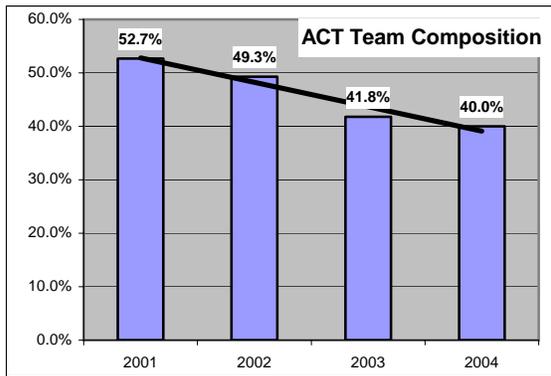


Figure 2.

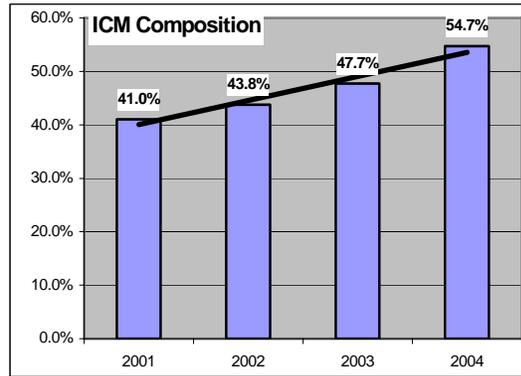


Table 4.

2004 Provider Survey							
Case Management Ratio's & Numbers Served							
	Type	Vacancy	FTE	# Class	# Non-Class	# Served	Ratio
Region 1	ACT	4	27.5	79	129	208	7.56
	CI	8	94	323	1598	1921	20.44
	ICI	7	34	47	357	404	11.88
	ICM	3	13	74	44	127	9.77
	TOTAL	22	168.5	523	2128	2660	15.79
Region 2	ACT	1	13	87	57	174	13.38
	CI	18	160.5	747	2090	2836	17.67
	ICM	0	24	139	73	212	8.83
	TOTAL	19	197.5	973	2220	3222	16.31
	Region 3	ACT	1	5	4	39	43
CI		28	164	123	2486	2515	15.34
ICM		1	11	10	59	69	6.27
TOTAL		30	180	137	2584	2627	14.59
Statewide		ACT	6	45.5	170	225	425
	CI	54	418.5	1193	6174	7272	17.38
	ICI	7	34	47	357	404	11.88
	ICM	4	48	223	176	408	8.50
	Total	71	546	1633	6932	8509	15.58

Vacancy=Number of ACT/CI/ICI/ICM vacancies #Non-Class=Number of non-class members served
 FTE=Full Time Equivalent #Served=Total number of consumers served
 #Class=Number of class members served Ratio=the average number of consumers per worker



- The percentage of class members receiving Community Integration Services who were living in a homeless shelter has remained under 1% over the past three years. In 2004, 0.95% were living in a homeless shelter. In both 2003 and 2002 the percentage was 0.8%.
- In 2004 the class members experiencing homelessness at some point during the past 12 months was 7.64% as compared to 2002 and 2003, the percentage for each year was 6.6% (Figure 3.).
- In Region 1 in 2004 8.65% (45) of class members in Community Integration Services were homeless at some point over the past 12 months, Region 2 was 5.85% (55) and Region 3 was 17.07% (21). It should be noted, Region 3 had the smallest sample size and as a result, would experience more fluctuation in the overall percentage of class members reported as homeless in the past 12 months.
- The percentage of class members receiving Community Integration Services identified as living in a home with 8 or more beds in 2004, was 4.49%. In 2003 the percentage was 4.7% and in 2002 the percentage was 6.3%.

Figure 3.

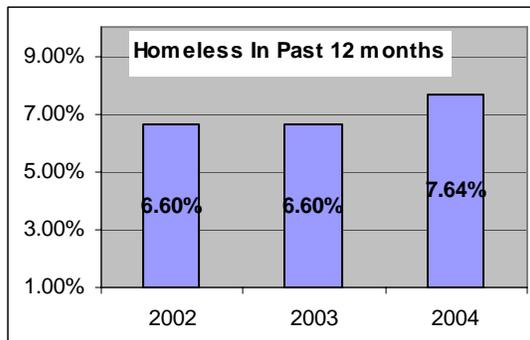
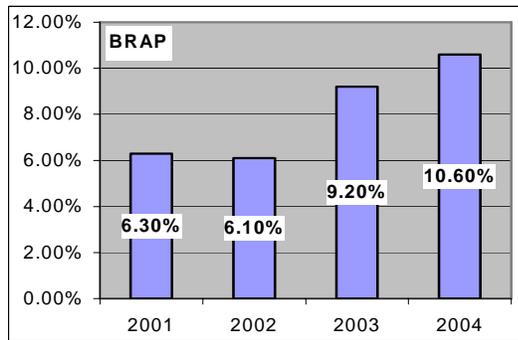


Figure 4.



- The percentage of class members who receive BRAP funding has increased over the past 4 years. (Figure 4.) In 2001 the percentage was 6.3% and has increased to 10.6% in 2004 reflecting an increase of 4.3% over the past 4 years.
- Percentages of class members in Community Integration Service who are competitively employed either full or part time has increased from 9.1% in 2003 to 10.7% in 2004. During the past 4 years these percentages have remained fairly stable (Figure 5.). The percentage of class members competitively employed or receiving supported employment was 12.9%

Figure 5.

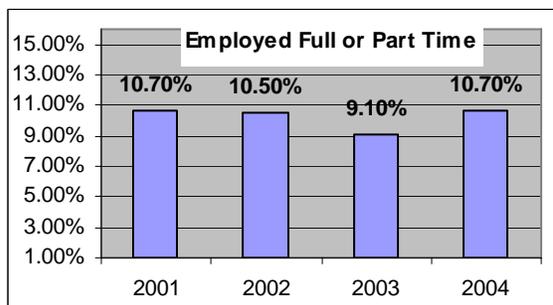
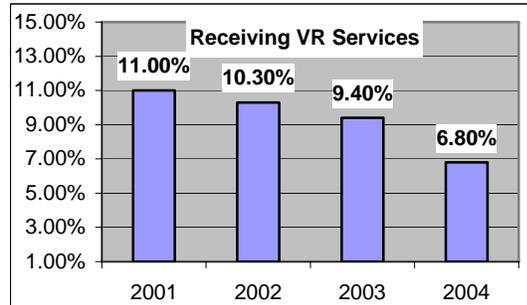


Figure 6.

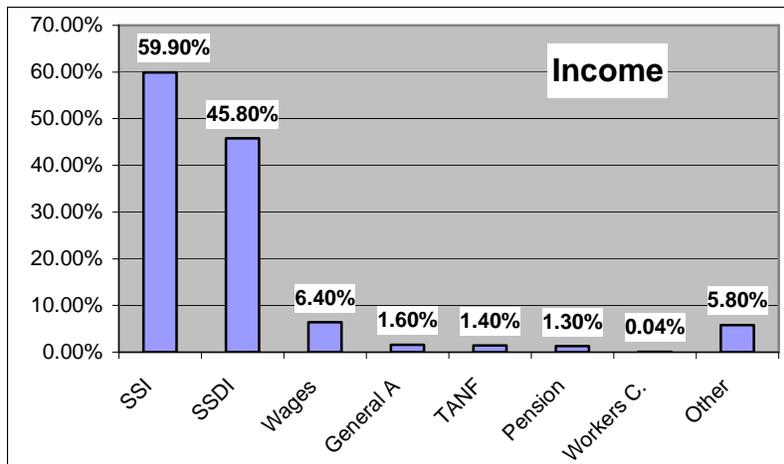




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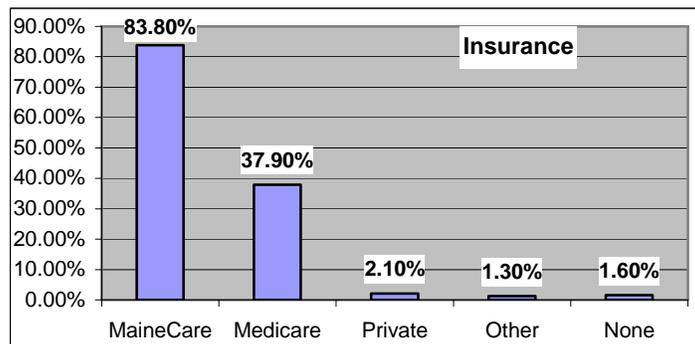
- The percentage of class members receiving Vocational Rehabilitation (VR) Services was reported as 6.8% in 2004. In 2001, 11.0% of class members in Community Integration Services were also receiving VR Services. In 2002 class members the percentage of those receiving VR Services was 10.3% and 9.4% in 2003 (Figure 6.).
- The largest source of income reported for class members was SSI (Figure 7.). In 2004, 59.9% of class member receiving Community Integration were receiving SSI. The next largest source of income was SSDI at 45.8%. Other income sources were reported at much lower rates, Wages, 6.4%, General Assistance 1.6%, TANF, 1.4%, Pension, 1.3% and Other, 5.8%. Income source data has remained fairly stable over the past four years of this survey.

Figure 7.



- The majority of class members in Community Integration Services reported having MaineCare 83.8% (Figure 8.). The percent of class members with Medicare was 37.9%, those with private insurance was 2.1%, those identifying Other was 2.1% and a those class members in Community Integration Services without insurance was 1.6%. These trends have remained stable over the last four years.

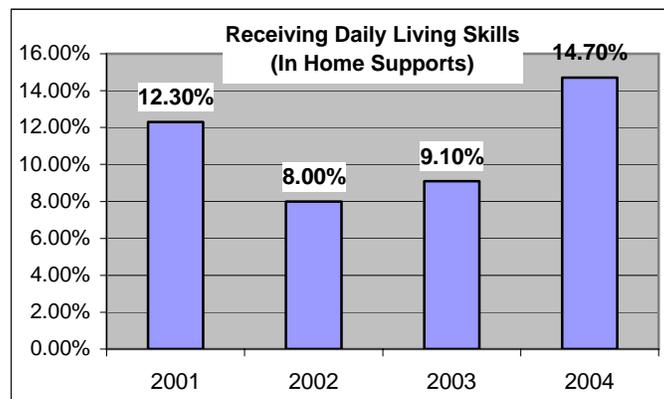
Figure 8





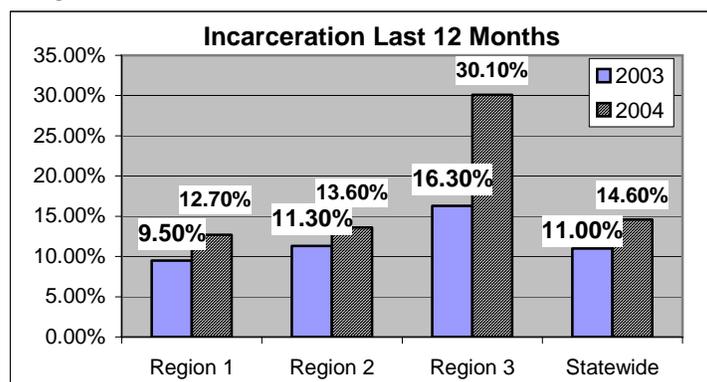
- Class members receiving community integration are also receiving other types of mental health and health services. In 2004, 66.7% of class members in Community Integration Services also received mental health med management. Also in 2004, 57.9% were receiving some form of health care, while 29.1% received dental treatment.
- The percentage of class members in Community Integration Services who also received outpatient clinical was 16.6%. The percentage receiving treatment from a private psychiatrist was 8.7%, psychiatric nurse, 19.1%, specialized trauma services, 0.9%, substance abuse services 7.3% and occupational therapy 1.3%.
- The percentage of class members who received daily living skills (formerly known as in home support services) was reported as 14.7%. This is the highest percentage in the past four years (Figure 9.). From 2002 to 2004 the percentage of class members receiving Daily Living Skills has increased from 8.0% to 14.7%, a 6.7% increase.

Figure 9.



- The percentage of class members incarcerated of the last 12 months has increased in all 3 regions between 2003 and 2004 with a sharper increase in Region 3 (Figure 10). It should be noted that the data in Region 3 is based on a small sample size.

Figure 10.





Conclusion

An examination of the Class Member Community Integration Provider Survey results for the past four years (2001 to 2004), indicate considerable stability in worker caseloads for Community Integration/Community Support, ACT, and ICM Services. Reported caseload ratios have consistently remained at or below Settlement Agreement standards. A statewide review of ACT caseloads indicates an increasing trend from 7.4 in 2001 to 9.34 in 2004. However, the number of class members on ACT caseloads has shown a declining trend over the same period from 52.7% in 2001 to 40% in 2004 while Class Members represented in Intensive Case Management Caseloads has shown an increasing trend over the same period from 41% in 2001 to 54.7% in 2004.

Trends in Homelessness over the past three years have remained stable. In 2004, 7.64% experienced a period of homelessness within the past 12 months, in both 2003 and in 2002, 6.6% experienced homelessness within the past 12 months. The regional breakdown should be examined with caution. Region 3 identified the highest percentage of those experiencing a period of homeless 17.07% but Region 3 also had the smallest sample size.

The number of class members in Community Integration Services who receive BRAP has shown an increase over the past 4 years. There has been a 4.3% increase over the past four years, from 6.3% of class members receiving BRAP in 2001 to 10.6% in 2004. Class members receiving Daily Living Skills has increased from 9.1% in 2003 to 14.7% in 2004, an increase of 5.6% in one year. The percentage of class members incarcerated in the last 12 months has increased in all 3 regions between 2003 and 2004 with a particularly sharp increase in Region 3. It also needs to be noted that Region 3 had the smallest sample size in this area.

Competitive employment, both part-time and full-time has remained stable, however the percentage of class member receiving VR services has been decreasing. In 2001, 10.7% of class members receiving Community Integration Services were competitively employed either full or part-time. In 2004 the percentage in competitive employment was once again 10.7%. Conversely, there has been a steady decline in the class members receiving VR Services. In 2001, 11.0% of class members receiving Community Integration Services were also receiving VR Services as compared to 6.8% in 2004, representing a 4.2% decrease.

SSI (59.9%) and SSDI (45.80%) were the predominant sources of income for class members receiving Community Integration Services as compared to wages (6.4%). Sources of insurance included; MaineCare (83.80), Medicare (37.9%) and Private (2.1%). Class members without any insurance were 1.6%.