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### Memorandum

**DATE:** February 5, 2010  
**TO:** Members of CSN 2  
**PREPARED BY:** Helen Hemminger, Muskie School of Public Service  
**SUBJECT:** CSN 2 Unmet Needs Report Quarter 1 of FY '10

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#### Purpose:

To report quarterly unmet needs data to be used for planning purposes, this report examines:

- a.) level of unmet resource needs for 14 categories
- b.) trends across quarters

This report shows two quarters of unmet needs data for CSN 2:

- Quarter 1 FY '10 (July – Sept '09) from data drawn on 1/12/10
- Quarter 4 FY '09 (April– June '09) from data drawn on 10/8/09

The sections of the report are:

- Section 1: Unmet Needs and Open RDS for CSN 2 for Two Quarters
- Section 2: Distinct Individuals and Unmet Needs for CSN 2 for Two Quarters
- Section 3: Actual Reports for All Categories and Subcategories for CSN 2 for Two Quarters

Data is compiled for individuals who indicate a need on their ISP (individualized support plan) for a resource that is not available within prescribed timeframes. Some needs classified as unmet may have subsequently been met before the end of the quarter. Compiled data is based on:

- client zip code
- completed RDS by case managers (CI, ACT, and ICM)
- both class members and non-class members

#### Data collection and reporting:

As of September 2008, providers enter enrollment and RDS data into APS Healthcare's CareConnection at the time of the initial Prior Authorization (PA) request and at all continuing stay reviews.

Unmet resource need data is reported and reviewed one quarter after the quarter ends as this method gives a more accurate picture of unmet needs. The reasons for this are:

- Administrative aspects of the authorization process through APS Healthcare can result in RDS data being entered into the APS Healthcare system after the quarter ends.
- Each time an unmet need report is drawn from EIS, the prior quarter's data is updated to reflect new/changed information that has been received, thereby improving the accuracy of the data for that quarter.

With this delayed reporting and with other improvements in data collecting, OAMHS reports that prior data integrity issues have been mitigated.

This Unmet Needs Report for CSN 2 compares data from the most recent quarter (Quarter 1 FY '10) with data from the prior quarter drawn approximately three months earlier. Thus, different data is shown for Quarter 4 FY '09 than what is reported on the Unmet Needs Table published by DHHS/OAMHS in its February 2010 quarterly report. This CSN 2 report reflects the unmet needs at a given point in time.

## Section 1: Unmet Needs and Open RDS for CSN 2 for Two Quarters

This report is based on unmet needs reports received for Open RDS of Quarter 1 of FY '10 (July - Sept '09). Based on the data available, Table 1 below shows the number of Open RDS and the number of reports of unmet needs in CSN 2 and the State as a whole.

**Table 1: CSN 2's Open RDS and Unmet Needs across Two Quarters**

	Quarter 4 FY '09		Quarter 1 FY '10	
	Unmet Needs	Open RDS	Unmet Needs	Open RDS
<b>CSN 2</b>	<b>587</b>	<b>1,906</b>	<b>651</b>	<b>2,067</b>
<b>State</b>	<b>3,222</b>	<b>8,809</b>	<b>3,128</b>	<b>9,547</b>

Table 2 below is based on available data for two quarters. It shows that:

- For CSN 2, Quarter 1 FY '10, unmet needs decreased in mental health services, health care, legal services, education and vocational services and increased in the other 9 categories.
- The categories of financial security, housing and personal growth and community saw increases of 11 or more.

**Table 2: Unmet Needs for CSN 2 Quarter 4 FY '09 & Quarter 1 FY '10**

CSN 2 Reports of Unmet Needs	Quarter 4 FY '09	Quarter 1 FY '10
<b>7a. Mental health services</b>	80	78
<b>7b. Mental health crisis planning</b>	11	18
<b>7c. Peer, recovery, and support</b>	23	26
<b>7d. Substance abuse services</b>	17	21
<b>7e. Housing</b>	61	74
<b>7f. Health care</b>	95	94
<b>7g. Legal</b>	23	19
<b>7h. Financial security</b>	49	71
<b>7i. Education</b>	44	37
<b>7j. Vocational / employment</b>	41	38
<b>7k. Living skills</b>	32	40
<b>7l. Transportation</b>	43	48
<b>7m. Personal growth/community</b>	58	69
<b>Other resources</b>	10	18
<b>CSN 2 Total Unmet Needs</b>	<b>587</b>	<b>651</b>

## Section 2: Distinct Individuals and Unmet Needs for CSN 2 for Two Quarters

Based on CSN 2's 2,067 Open RDS, Table 3 below shows the number of distinct individuals in CSN 2 with unmet needs for Quarter 4 FY '09 and Quarter 1 FY '10. It is possible for the same individual to have multiple needs within a category.

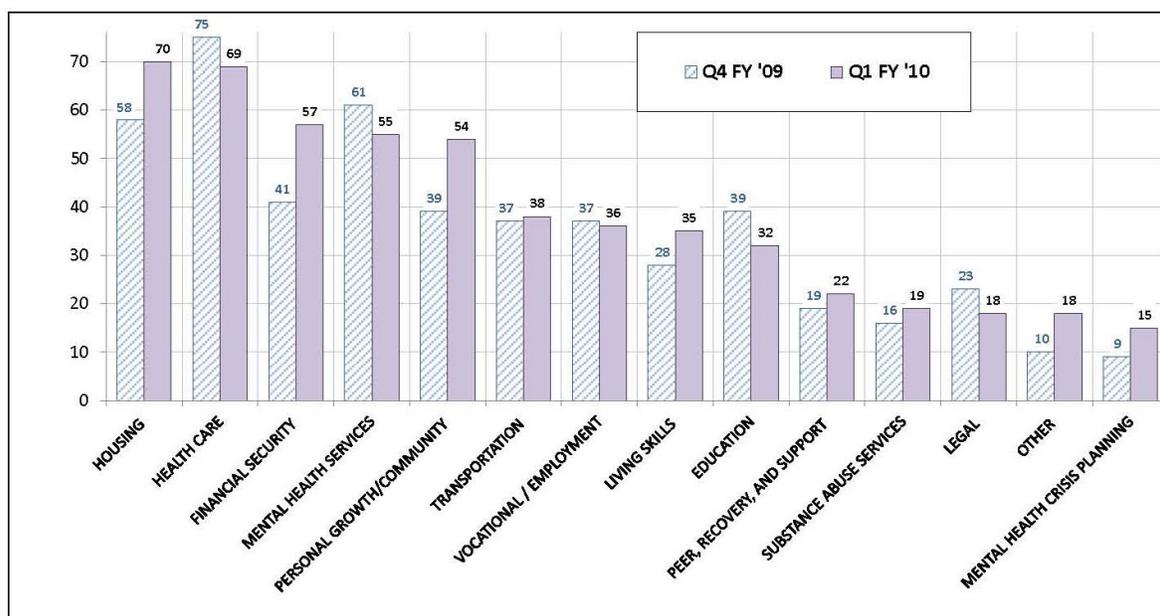
- The categories with over 50 individuals with unmet needs in Quarter 1 FY '10 were: housing, health care, financial security, mental health services and personal growth/community.
- The number of distinct individuals with at least one unmet need increased by 27.
- Financial security, personal growth/community and housing showed the largest increases.

**Table 3: Distinct Individuals in CSN 2 with Unmet Needs  
Quarter 4 FY '09 and Quarter 1 FY '10**

Unmet Need Categories	Quarter 4 FY '09 Distinct Individuals	Quarter 1 FY '10 Distinct Individuals
7a. Mental health services	61	55
7b. Mental health crisis planning	9	15
7c. Peer, recovery, and support	19	22
7d. Substance abuse services	16	19
7e. Housing	58	70
7f. Health care	75	69
7g. Legal	23	18
7h. Financial security	41	57
7i. Education	39	32
7j. Vocational / employment	37	36
7k. Living skills	28	35
7l. Transportation	37	38
7m. Personal growth/community	39	54
Other resources	10	18
<b>CSN 2 Total Distinct Clients w. unmet needs</b>	<b>216</b>	<b>243</b>

*\*The total of the distinct individuals is less than the sum of distinct individuals in each category, since some individuals have unmet needs in multiple categories.*

**Graph 3: CSN 2 Distinct Individuals with Unmet Needs Ranked by Category**



### Section 3: Actual Reports for All Categories and Subcategories for CSN 2 for Two Quarters

Table 4 (next 3 pages) shows unmet resource needs by category and subcategory for Quarter 4 FY '09. (April – June '09) and Quarter 1 FY '10 (July – September '09).

**Table 4: Actual Reports of All Categories and Subcategories for CSN 2**

CSN 2 Reports of Unmet Needs	Quarter 4 FY '09	Quarter 1 FY '10
<b>7a MENTAL HEALTH SERVICES</b>		
7a-i Assertive Community Treatment (ACT)	0	3
7a-ii Community Integration Services	15	12
7a-iii Dialectical Behavioral Therapy	1	1
7a-iv Family psycho-educational treatments	0	0
7a-ix Intensive Community Integration services	2	0
7a-v Group Counseling	3	7
7a-vi Individual counseling	24	25
7a-vii Inpatient psychiatric facility	2	0
7a-viii Intensive Case Management	1	0
7a-x Psychiatric medication management	20	25
7a-xi Other mental health services	12	5
<b>7a MENTAL HEALTH SERVICES Total</b>	<b>80</b>	<b>78</b>
<b>7b MENTAL HEALTH CRISIS PLANNING</b>		
7b-i Development of mental health crisis plan	7	14
7b-ii Mental health advance directives	2	3
7b-iii Other mental health crisis planning	2	1
<b>7b MENTAL HEALTH CRISIS PLANNING Total</b>	<b>11</b>	<b>18</b>
<b>7c PEER, RECOVERY, AND SUPPORT</b>		
7c-i Peer recovery center	0	0
7c-ii Recovery workbook group	1	0
7c-iii Social club	2	4
7c-iv Peer-run trauma recovery and group	2	3
7c-v Wellness recovery and action planning	3	3
7c-vi Family support	9	9
7c-vii Other peer, recovery, and support	6	7
<b>7c PEER, RECOVERY, AND SUPPORT Total</b>	<b>23</b>	<b>26</b>
<b>7d SUBSTANCE ABUSE SERVICES</b>		
7d-i Outpatient substance abuse services	10	12
7d-ii Residential treatment substance abuse	4	3
7d-iii Other substance abuse services	3	6
<b>7d SUBSTANCE ABUSE SERVICES Total</b>	<b>17</b>	<b>21</b>

**Table 4 continued**

<b>CSN 2 Reports of Unmet Needs</b>	<b>Quarter 4 FY '09</b>	<b>Quarter 1 FY '10</b>
<b>7e HOUSING</b>		
7e-i Supported apartment	6	5
7e-ii Community residential facility	1	4
7e-iii Residential treatment facility (group home)	2	2
7e-iv Assisted living facility	3	4
7e-v Nursing home	1	11
7e-vi Residential crisis unit	0	2
7e-vii Rent subsidy (Section 8, BRAP, Shelter +)	0	0
7e-viii Other housing resources	48	46
<b>7e HOUSING Total</b>	<b>61</b>	<b>74</b>
<b>7f. HEALTH CARE</b>		
7f-i Dental services	33	41
7f-ii Eye care services	18	18
7f-iii Hearing services	2	5
7f-iv Physical therapy	0	4
7f-v. Physician/medical services	23	15
7f-vi Other health care resources	19	11
<b>7f. HEALTH CARE Total</b>	<b>95</b>	<b>94</b>
<b>7g LEGAL</b>		
7g-i Advocates	2	2
7g-ii Guardian (private)	0	2
7g-iii Guardian (public)	0	0
7g-iv Other legal resources	21	15
<b>7g LEGAL Total</b>	<b>23</b>	<b>19</b>
<b>7h FINANCIAL SECURITY</b>		
7h-i Assistance with managing money	15	21
7h-ii Assistance with securing public benefits	18	28
7h-iii Representative payee	2	3
7h-iv Other financial security resources	14	19
<b>7h FINANCIAL SECURITY Total</b>	<b>49</b>	<b>71</b>
<b>7i EDUCATION</b>		
7i-i Adult education (other than GED)	4	3
7i-ii GED	12	11
7i-iii Literacy assistance	1	0
7i-iv Post high school education	19	19
7i-v Tuition reimbursement	1	0
7i-vi Other educational resources	7	4
<b>7i EDUCATION Total</b>	<b>44</b>	<b>37</b>

**Table 4 continued**

<b>CSN 2 Reports of Unmet Needs</b>	<b>Quarter 4 FY '09</b>	<b>Quarter 1 FY '10</b>
<b>7j VOCATIONAL / EMPLOYMENT</b>		
7j-i Benefits counseling related to employment	1	2
7j-ii Club house and/or peer vocational support	0	0
7j-iii Competitive employment (no supports)	4	8
7j-iv Supported employment	4	1
7j-v Vocational Rehabilitation	20	21
7jv-vi Other vocational/employment resources	12	6
<b>7j VOCATIONAL / EMPLOYMENT Total</b>	<b>41</b>	<b>38</b>
<b>7k LIVING SKILLS</b>		
7k-i Daily living supports services	7	9
7k-ii Day support services	1	2
7k-iii Occupational therapy	0	1
7k-iv Skills development services	8	13
7k-v Other living skills resources	16	15
<b>7k LIVING SKILLS Total</b>	<b>32</b>	<b>40</b>
<b>7l TRANSPORTATION</b>		
7l-i Transportation to ISP-identified services	14	21
7l-ii Transportation to other ISP-identified activities	6	14
7l-iii After hours transportation	0	0
7l-iv Other transportation resources	23	13
<b>7l TRANSPORTATION Total</b>	<b>43</b>	<b>48</b>
<b>7m PERSONAL GROWTH/COMMUNITY</b>		
7m-i Avocational activities	2	5
7m-ii Recreation activities	15	19
7m-iii Social activities	18	26
7m-iv Spiritual activities	6	3
7m-v Other personal growth/community	17	16
<b>7m PERSONAL GROWTH/COMMUNITY Total</b>	<b>58</b>	<b>69</b>
<b>OTHER RESOURCES</b>		
Other resources	10	18
<b>OTHER RESOURCES Total</b>	<b>10</b>	<b>18</b>
<b>Grand Total CSN 2</b>	<b>587</b>	<b>651</b>