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### Memorandum

**DATE:** May 25, 2010  
**TO:** Members of CSN 2  
**PREPARED BY:** Helen Hemminger, Muskie School of Public Service  
**SUBJECT:** CSN 2 Unmet Needs Report Quarter 2 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 2 FY '10 (October – December '09) from data drawn on 4/22/10

Quarter 1 FY '10 (July – Sept '09) from data drawn on 1/12/10

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 (Resource Data Summary) reports by case managers (CI, ACT, and ICM)
- both class members and non-class members

#### Data collection and reporting:

As of September 2008, enrollment and RDS data is entered by providers 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.

OAMHS recently noted some inconsistencies in the prior quarters' data. Because the 'date of ISP' was not a required field to be updated there was an impact on calculating unmet resource needs. This problem was corrected in the 2<sup>nd</sup> quarter. OAMHS reports that the data for this current Unmet Needs Report is more accurate.

This Unmet Needs Report for CSN 2 compares data from the most recent quarter (Quarter 2 FY '10) with data from the prior quarter drawn approximately three months earlier. Thus, different data is shown for Quarter 1 FY '10 than what was reported on the Unmet Needs Table published by DHHS/OAMHS in its May 1, 2010 quarterly report. This CSN 2 Unmet Needs 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 2 of FY '10 (October – December '09). Based on the data available, Table 1 below shows the number of records (Open RDS) and the number of reports of unmet needs in CSN 2 and the State as a whole. For CSN 2, both the number of unmet needs and the number of open RDS remained stable from Quarter 1 to Quarter 2 FY '10.

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

	Quarter 1 FY '10		Quarter 2 FY '10	
	Unmet Needs	Open RDS	Unmet Needs	Open RDS
<b>CSN 2</b>	651	2,067	658	2,022
<b>State</b>	3,128	9,546	3,730	9,685

Table 2 below is based on available data for two quarters. It shows that for CSN 2, Quarter 2 FY '10:

- Seven of the fourteen categories showed an increase in reports of unmet needs, and seven showed a decrease.
- The categories of housing, health care and vocational services had increases of six or more.
- The categories of peer recovery, transportation and personal growth and community showed decreases of either nine or ten.

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

CSN 2 Reports of Unmet Needs	Quarter 1 FY '10	Quarter 2 FY '10
<b>7a. Mental health services</b>	78	82
<b>7b. Mental health crisis planning</b>	18	16
<b>7c. Peer, recovery, and support</b>	26	16
<b>7d. Substance abuse services</b>	21	24
<b>7e. Housing</b>	74	90
<b>7f. Health care</b>	94	101
<b>7g. Legal</b>	19	22
<b>7h. Financial security</b>	71	70
<b>7i. Education</b>	37	35
<b>7j. Vocational / employment</b>	38	44
<b>7k. Living skills</b>	40	43
<b>7l. Transportation</b>	48	39
<b>7m. Personal growth/community</b>	69	60
<b>Other resources</b>	18	16
<b>CSN 2 Total Unmet Needs</b>	<b>651</b>	<b>658</b>

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

Based on CSN 2's 2,022 Open RDS, Table 3 below shows the number of distinct individuals in CSN 2 with unmet needs for Quarter 1 FY '10 and Quarter 2 FY '10. It is possible for the same individual to have multiple needs within a category. Table 3 shows:

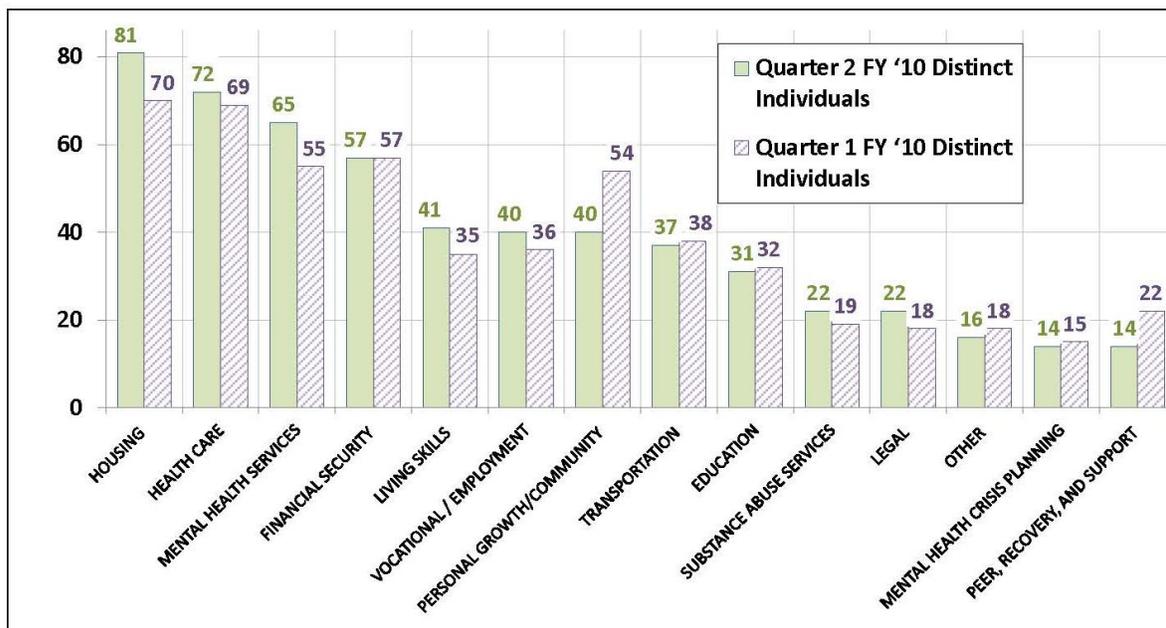
- Housing and health care remain the categories with the most distinct individuals with unmet needs. For the third highest ranking category, mental health services now has more individuals with unmet needs than the category of financial security
- The number of distinct individuals with at least one unmet need increased from 243 individuals to 262 individuals.

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

Unmet Need Categories	Quarter 1 FY '10 Distinct Individuals	Quarter 2 FY '10 Distinct Individuals
7a. Mental health services	55	65
7b. Mental health crisis planning	15	14
7c. Peer, recovery, and support	22	14
7d. Substance abuse services	19	22
7e. Housing	70	81
7f. Health care	69	72
7g. Legal	18	22
7h. Financial security	57	57
7i. Education	32	31
7j. Vocational / employment	36	40
7k. Living skills	35	41
7l. Transportation	38	37
7m. Personal growth/community	54	40
Other resources	18	16
<b>CSN 2 Total Distinct Clients w. unmet needs</b>	<b>243</b>	<b>262</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 1 FY '10 (July – September '09) and Quarter 2 FY '10 (October – December '09).

**Table 4: Actual Reports of All Categories and Subcategories for CSN 2  
Quarter 1 FY '10 and Quarter 2 FY '10**

CSN 2 Reports of Unmet Needs	Quarter 1 FY '10	Quarter 2 FY '10
<b>7a MENTAL HEALTH SERVICES</b>		
7a-i Assertive Community Treatment (ACT)	3	1
7a-ii Community Integration Services	12	12
7a-iii Dialectical Behavioral Therapy	1	3
7a-iv Family psycho-educational treatments	0	0
7a-ix Intensive Community Integration services	0	1
7a-v Group Counseling	7	2
7a-vi Individual counseling	25	34
7a-vii Inpatient psychiatric facility	0	0
7a-viii Intensive Case Management	0	0
7a-x Psychiatric medication management	25	25
7a-xi Other mental health services	5	4
<b>7a MENTAL HEALTH SERVICES Total</b>	<b>78</b>	<b>82</b>
<b>7b MENTAL HEALTH CRISIS PLANNING</b>		
7b-i Development of mental health crisis plan	14	13
7b-ii Mental health advance directives	3	3
7b-iii Other mental health crisis planning	1	0
<b>7b MENTAL HEALTH CRISIS PLANNING Total</b>	<b>18</b>	<b>16</b>
<b>7c PEER, RECOVERY, AND SUPPORT</b>		
7c-i Peer recovery center	0	1
7c-ii Recovery workbook group	0	0
7c-iii Social club	4	4
7c-iv Peer-run trauma recovery and group	3	2
7c-v Wellness recovery and action planning	3	1
7c-vi Family support	9	7
7c-vii Other peer, recovery, and support	7	1
<b>7c PEER, RECOVERY, AND SUPPORT Total</b>	<b>26</b>	<b>16</b>
<b>7d SUBSTANCE ABUSE SERVICES</b>		
7d-i Outpatient substance abuse services	12	14
7d-ii Residential treatment substance abuse	3	4
7d-iii Other substance abuse services	6	6
<b>7d SUBSTANCE ABUSE SERVICES Total</b>	<b>21</b>	<b>24</b>

**Table 4 continued**

<b>CSN 2 Reports of Unmet Needs</b>	<b>Quarter 1 FY '10</b>	<b>Quarter 2 FY '10</b>
<b>7e HOUSING</b>		
7e-i Supported apartment	5	11
7e-ii Community residential facility	4	4
7e-iii Residential treatment facility (group home)	2	4
7e-iv Assisted living facility	4	4
7e-v Nursing home	11	20
7e-vi Residential crisis unit	2	7
7e-vii Rent subsidy (Section 8, BRAP, Shelter +)	0	0
7e-viii Other housing resources	46	40
<b>7e HOUSING Total</b>	<b>74</b>	<b>90</b>
<b>7f. HEALTH CARE</b>		
7f-i Dental services	41	42
7f-ii Eye care services	18	18
7f-iii Hearing services	5	6
7f-iv Physical therapy	4	3
7f-v. Physician/medical services	15	16
7f-vi Other health care resources	11	16
<b>7f. HEALTH CARE Total</b>	<b>94</b>	<b>101</b>
<b>7g LEGAL</b>		
7g-i Advocates	2	5
7g-ii Guardian (private)	2	5
7g-iii Guardian (public)	0	1
7g-iv Other legal resources	15	11
<b>7g LEGAL Total</b>	<b>19</b>	<b>22</b>
<b>7h FINANCIAL SECURITY</b>		
7h-i Assistance with managing money	21	24
7h-ii Assistance with securing public benefits	28	24
7h-iii Representative payee	3	6
7h-iv Other financial security resources	19	16
<b>7h FINANCIAL SECURITY Total</b>	<b>71</b>	<b>70</b>
<b>7i EDUCATION</b>		
7i-i Adult education (other than GED)	3	5
7i-ii GED	11	10
7i-iii Literacy assistance	0	2
7i-iv Post high school education	19	14
7i-v Tuition reimbursement	0	0
7i-vi Other educational resources	4	4
<b>7i EDUCATION Total</b>	<b>37</b>	<b>35</b>

**Table 4 continued**

<b>CSN 2 Reports of Unmet Needs</b>	<b>Quarter 1 FY '10</b>	<b>Quarter 2 FY '10</b>
<b>7j VOCATIONAL / EMPLOYMENT</b>		
7j-i Benefits counseling related to employment	2	2
7j-ii Club house and/or peer vocational support	0	1
7j-iii Competitive employment (no supports)	8	11
7j-iv Supported employment	1	8
7j-v Vocational Rehabilitation	21	14
7jv-vi Other vocational/employment resources	6	8
<b>7j VOCATIONAL / EMPLOYMENT Total</b>	<b>38</b>	<b>44</b>
<b>7k LIVING SKILLS</b>		
7k-i Daily living supports services	9	15
7k-ii Day support services	2	1
7k-iii Occupational therapy	1	1
7k-iv Skills development services	13	11
7k-v Other living skills resources	15	15
<b>7k LIVING SKILLS Total</b>	<b>40</b>	<b>43</b>
<b>7l TRANSPORTATION</b>		
7l-i Transportation to ISP-identified services	21	18
7l-ii Transportation to other ISP-identified activities	14	6
7l-iii After hours transportation	0	0
7l-iv Other transportation resources	13	15
<b>7l TRANSPORTATION Total</b>	<b>48</b>	<b>39</b>
<b>7m PERSONAL GROWTH/COMMUNITY</b>		
7m-i Avocational activities	5	5
7m-ii Recreation activities	19	19
7m-iii Social activities	26	20
7m-iv Spiritual activities	3	3
7m-v Other personal growth/community	16	13
<b>7m PERSONAL GROWTH/COMMUNITY Total</b>	<b>69</b>	<b>60</b>
<b>OTHER RESOURCES</b>		
Other resources	18	16
<b>OTHER RESOURCES Total</b>	<b>18</b>	<b>16</b>
<b>Grand Total CSN 2</b>	<b>651</b>	<b>658</b>