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Memorandum

DATE: February 18, 2010
TO: Members of CSN 3
PREPARED BY: Helen Hemminger, Muskie School of Public Service
SUBJECT: CSN 3 Unmet Needs Report Quarter 1 of FY '10

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 3:

- 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 3 for Two Quarters
- Section 2: Distinct Individuals and Unmet Needs for CSN 3 for Two Quarters
- Section 3: Actual Reports for All Categories and Subcategories for CSN 3 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 3 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 3 report reflects the unmet needs at a given point in time.

Section 1: Unmet Needs and Open RDS for CSN 3 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 records (Open RDS) and the number of reports of unmet needs in CSN 3 and the State as a whole. While the State had more records entered in the data system in Quarter 1 FY '10 than the previous quarter, CSN 3 had fewer Open RDS.

Table 1: CSN 3'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
CSN 3	328	1,820	216	1,759
State	3,222	8,809	3,128	9,546

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

- For CSN 3, Quarter 1 FY '10, unmet needs did not increase in any category.
- The categories of health care, vocational/employment, housing, living skills and transportation had decreases of ten or more.
- Mental health crisis planning, education, mental health services, peer recovery and financial security had between five and nine fewer reports of unmet resource needs.

Table 2: Unmet Needs for CSN 3 Quarter 4 FY '09 & Quarter 1 FY '10

CSN 3 Reports of Unmet Needs	Quarter 4 FY '09	Quarter 1 FY '10
7a. Mental health services	38	31
7b. Mental health crisis planning	11	2
7c. Peer, recovery, and support	9	3
7d. Substance abuse services	8	4
7e. Housing	38	25
7f. Health care	55	34
7g. Legal	10	7
7h. Financial security	27	22
7i. Education	24	16
7j. Vocational / employment	34	20
7k. Living skills	15	4
7l. Transportation	33	23
7m. Personal growth/community	22	21
Other resources	4	4
CSN 3 Total Unmet Needs	328	216

Section 2: Distinct Individuals and Unmet Needs for CSN 3 for Two Quarters

Based on CSN 3's 1,759 Open RDS, Table 3 below shows the number of distinct individuals in CSN 3 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.

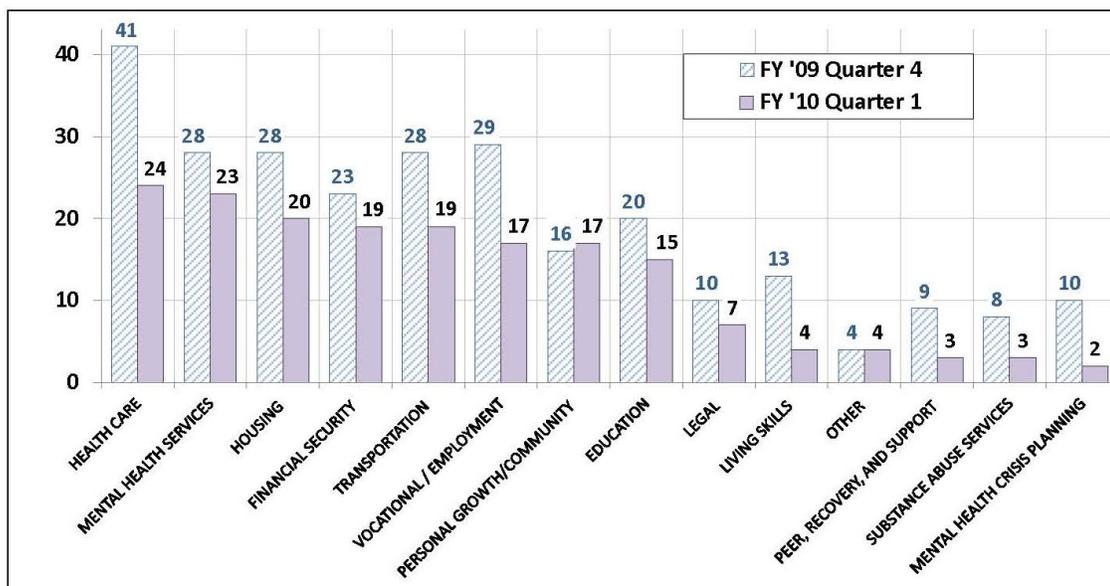
- Health care, mental health services and housing remain the categories with the most distinct individuals with unmet needs.
- The number of distinct individuals with at least one unmet need decreased by 44.
- In Quarter 4 FY '09, five categories had 28 or more distinct individuals with unmet needs, yet in this latest quarter, no category had over 25 individuals with unmet needs.

**Table 3: Distinct Individuals in CSN 3 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	28	23
7b. Mental health crisis planning	10	2
7c. Peer, recovery, and support	9	3
7d. Substance abuse services	8	3
7e. Housing	28	20
7f. Health care	41	24
7g. Legal	10	7
7h. Financial security	23	19
7i. Education	20	15
7j. Vocational / employment	29	17
7k. Living skills	13	4
7l. Transportation	28	19
7m. Personal growth/community	16	17
Other resources	4	4
CSN 3 Total Distinct Clients w. unmet needs	133	89

**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 3 Distinct Individuals with Unmet Needs Ranked by Category



Section 3: Actual Reports for All Categories and Subcategories for CSN 3 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 3

CSN 3 Reports of Unmet Needs	Quarter 4 FY '09	Quarter 1 FY '10
7a MENTAL HEALTH SERVICES		
7a-i Assertive Community Treatment (ACT)	5	2
7a-ii Community Integration Services	6	10
7a-iii Dialectical Behavioral Therapy	1	1
7a-iv Family psycho-educational treatments	0	0
7a-ix Intensive Community Integration services	0	0
7a-v Group Counseling	1	2
7a-vi Individual counseling	7	10
7a-vii Inpatient psychiatric facility	0	0
7a-viii Intensive Case Management	0	0
7a-x Psychiatric medication management	7	3
7a-xi Other mental health services	11	3
7a MENTAL HEALTH SERVICES Total	38	31
7b MENTAL HEALTH CRISIS PLANNING		
7b-i Development of mental health crisis plan	5	2
7b-ii Mental health advance directives	1	0
7b-iii Other mental health crisis planning	5	0
7b MENTAL HEALTH CRISIS PLANNING Total	11	2
7c PEER, RECOVERY, AND SUPPORT		
7c-i Peer recovery center	1	0
7c-ii Recovery workbook group	0	0
7c-iii Social club	1	1
7c-iv Peer-run trauma recovery and group	0	0
7c-v Wellness recovery and action planning	0	0
7c-vi Family support	2	2
7c-vii Other peer, recovery, and support	5	0
7c PEER, RECOVERY, AND SUPPORT Total	9	3
7d SUBSTANCE ABUSE SERVICES		
7d-i Outpatient substance abuse services	3	2
7d-ii Residential treatment substance abuse	1	2
7d-iii Other substance abuse services	4	0
7d SUBSTANCE ABUSE SERVICES Total	8	4

Table 4 continued

CSN 3 Reports of Unmet Needs	Quarter 4 FY '09	Quarter 1 FY '10
7e HOUSING		
7e-i Supported apartment	4	2
7e-ii Community residential facility	4	3
7e-iii Residential treatment facility (group home)	2	3
7e-iv Assisted living facility	4	2
7e-v Nursing home	3	1
7e-vi Residential crisis unit	0	0
7e-vii Rent subsidy (Section 8, BRAP, Shelter +)	0	0
7e-viii Other housing resources	21	14
7e HOUSING Total	38	25
7f. HEALTH CARE		
7f-i Dental services	24	14
7f-ii Eye care services	6	5
7f-iii Hearing services	3	0
7f-iv Physical therapy	0	0
7f-v. Physician/medical services	9	6
7f-vi Other health care resources	13	9
7f. HEALTH CARE Total	55	34
7g LEGAL		
7g-i Advocates	2	0
7g-ii Guardian (private)	2	0
7g-iii Guardian (public)	0	1
7g-iv Other legal resources	6	6
7g LEGAL Total	10	7
7h FINANCIAL SECURITY		
7h-i Assistance with managing money	5	10
7h-ii Assistance with securing public benefits	14	8
7h-iii Representative payee	3	1
7h-iv Other financial security resources	5	3
7h FINANCIAL SECURITY Total	27	22
7i EDUCATION		
7i-i Adult education (other than GED)	4	3
7i-ii GED	8	2
7i-iii Literacy assistance	1	0
7i-iv Post high school education	2	7
7i-v Tuition reimbursement	2	0
7i-vi Other educational resources	7	4
7i EDUCATION Total	24	16

Table 4 continued

CSN 3 Reports of Unmet Needs	Quarter 4 FY '09	Quarter 1 FY '10
7j VOCATIONAL / EMPLOYMENT		
7j-i Benefits counseling related to employment	2	0
7j-ii Club house and/or peer vocational support	5	0
7j-iii Competitive employment (no supports)	4	6
7j-iv Supported employment	3	0
7j-v Vocational Rehabilitation	13	8
7jv-vi Other vocational/employment resources	7	6
7j VOCATIONAL / EMPLOYMENT Total	34	20
7k LIVING SKILLS		
7k-i Daily living supports services	6	2
7k-ii Day support services	1	0
7k-iii Occupational therapy	0	0
7k-iv Skills development services	2	2
7k-v Other living skills resources	6	0
7k LIVING SKILLS Total	15	4
7l TRANSPORTATION		
7l-i Transportation to ISP-identified services	16	11
7l-ii Transportation to other ISP-identified activities	7	5
7l-iii After hours transportation	0	0
7l-iv Other transportation resources	10	7
7l TRANSPORTATION Total	33	23
7m PERSONAL GROWTH/COMMUNITY		
7m-i Avocational activities	2	1
7m-ii Recreation activities	3	4
7m-iii Social activities	9	12
7m-iv Spiritual activities	2	1
7m-v Other personal growth/community	6	3
7m PERSONAL GROWTH/COMMUNITY Total	22	21
OTHER RESOURCES		
Other resources	4	4
OTHER RESOURCES Total	4	4
Grand Total CSN 3	328	216