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Memorandum

DATE: May 25, 2010
TO: Members of CSN 3
PREPARED BY: Helen Hemminger, Muskie School of Public Service
SUBJECT: CSN 3 Unmet Needs Report Quarter 2 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 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 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 (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 2nd quarter. OAMHS reports that the data for this current Unmet Needs Report is more accurate.

This Unmet Needs Report for CSN 3 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 3 Unmet Needs 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 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 3 and the State as a whole.

Table 1: CSN 3'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
CSN 3	216	1,759	304	1,980
State	3,128	9,546	3,730	9,685

Table 2 below is based on available data for two quarters. It shows that for CSN 3, Quarter 2 FY '10:

- Eleven of the fourteen categories showed an increase in reports of unmet needs.
- The categories of mental health crisis planning, mental health services and living skills had increases of ten or more.
- The category of mental health crisis planning had a large increase. In looking at the subcategories of mental health crisis planning (see page 4), the number of unmet needs in the area of “development of mental health crisis plan” jumped from 2 to 14.

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

CSN 3 Reports of Unmet Needs	Quarter 1 FY '10	Quarter 2 FY '10
7a. Mental health services	31	45
7b. Mental health crisis planning	2	20
7c. Peer, recovery, and support	3	7
7d. Substance abuse services	4	9
7e. Housing	25	31
7f. Health care	34	42
7g. Legal	7	7
7h. Financial security	22	29
7i. Education	16	25
7j. Vocational / employment	20	27
7k. Living skills	4	14
7l. Transportation	23	27
7m. Personal growth/community	21	18
Other resources	4	3
CSN 3 Total Unmet Needs	216	304

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

Based on CSN 3's 1,980 Open RDS, Table 3 below shows the number of distinct individuals in CSN 3 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:

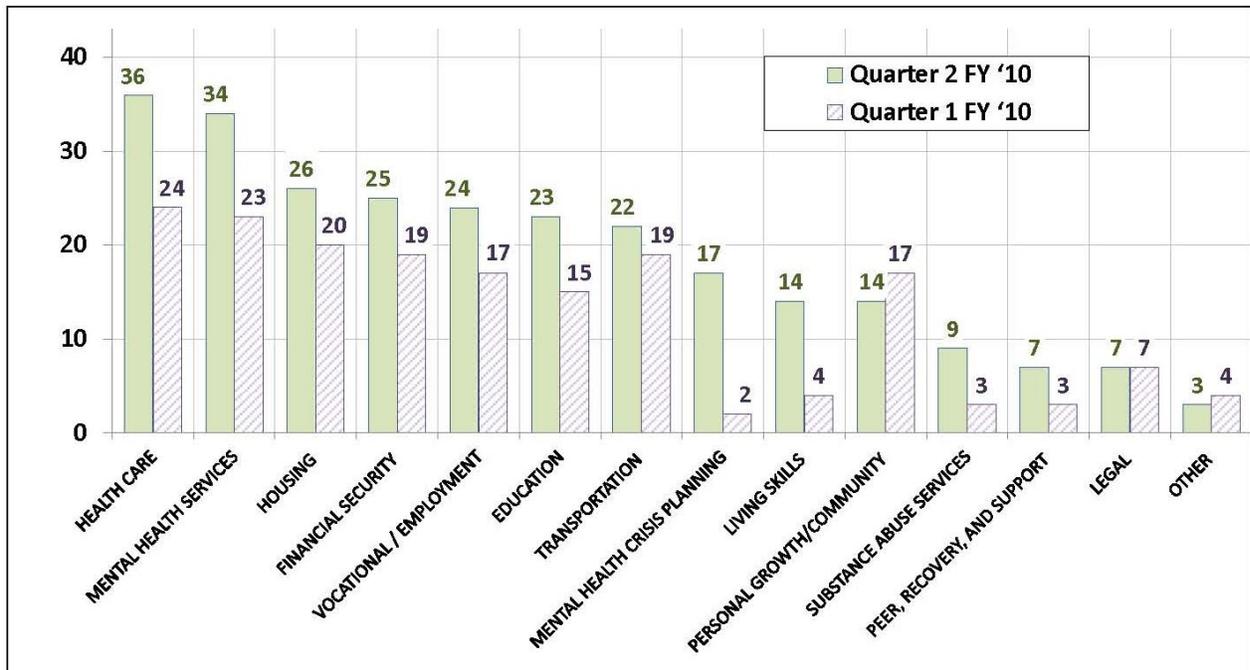
- Health care, mental health services and housing remain the categories with the most distinct individuals with unmet needs.
- The number of distinct individuals with at least one unmet need increased from 89 individuals to 145 individuals.

**Table 3: Distinct Individuals in CSN 3 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	23	34
7b. Mental health crisis planning	2	17
7c. Peer, recovery, and support	3	7
7d. Substance abuse services	3	9
7e. Housing	20	26
7f. Health care	24	36
7g. Legal	7	7
7h. Financial security	19	25
7i. Education	15	23
7j. Vocational / employment	17	24
7k. Living skills	4	14
7l. Transportation	19	22
7m. Personal growth/community	17	14
Other resources	4	3
CSN 3 Total Distinct Clients w. unmet needs	89	145

**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 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 3
Quarter 1 FY '10 and Quarter 2 FY '10**

CSN 3 Reports of Unmet Needs	Quarter 1 FY '10	Quarter 2 FY '10
7a MENTAL HEALTH SERVICES		
7a-i Assertive Community Treatment (ACT)	2	5
7a-ii Community Integration Services	10	11
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	2	1
7a-vi Individual counseling	10	9
7a-vii Inpatient psychiatric facility	0	0
7a-viii Intensive Case Management	0	2
7a-x Psychiatric medication management	3	10
7a-xi Other mental health services	3	6
7a MENTAL HEALTH SERVICES Total	31	45
7b MENTAL HEALTH CRISIS PLANNING		
7b-i Development of mental health crisis plan	2	14
7b-ii Mental health advance directives	0	4
7b-iii Other mental health crisis planning	0	2
7b MENTAL HEALTH CRISIS PLANNING Total	2	20
7c PEER, RECOVERY, AND SUPPORT		
7c-i Peer recovery center	0	1
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	1
7c-vii Other peer, recovery, and support	0	4
7c PEER, RECOVERY, AND SUPPORT Total	3	7
7d SUBSTANCE ABUSE SERVICES		
7d-i Outpatient substance abuse services	2	5
7d-ii Residential treatment substance abuse	2	0
7d-iii Other substance abuse services	0	4
7d SUBSTANCE ABUSE SERVICES Total	4	9

Table 4 continued

CSN 3 Reports of Unmet Needs	Quarter 1 FY '10	Quarter 2 FY '10
7e HOUSING		
7e-i Supported apartment	2	5
7e-ii Community residential facility	3	2
7e-iii Residential treatment facility (group home)	3	1
7e-iv Assisted living facility	2	4
7e-v Nursing home	1	1
7e-vi Residential crisis unit	0	0
7e-vii Rent subsidy (Section 8, BRAP, Shelter +)	0	0
7e-viii Other housing resources	14	18
7e HOUSING Total	25	31
7f. HEALTH CARE		
7f-i Dental services	14	22
7f-ii Eye care services	5	6
7f-iii Hearing services	0	0
7f-iv Physical therapy	0	0
7f-v. Physician/medical services	6	7
7f-vi Other health care resources	9	7
7f. HEALTH CARE Total	34	42
7g LEGAL		
7g-i Advocates	0	1
7g-ii Guardian (private)	0	1
7g-iii Guardian (public)	1	1
7g-iv Other legal resources	6	4
7g LEGAL Total	7	7
7h FINANCIAL SECURITY		
7h-i Assistance with managing money	10	10
7h-ii Assistance with securing public benefits	8	9
7h-iii Representative payee	1	4
7h-iv Other financial security resources	3	6
7h FINANCIAL SECURITY Total	22	29
7i EDUCATION		
7i-i Adult education (other than GED)	3	5
7i-ii GED	2	7
7i-iii Literacy assistance	0	2
7i-iv Post high school education	7	3
7i-v Tuition reimbursement	0	2
7i-vi Other educational resources	4	6
7i EDUCATION Total	16	25

Table 4 continued

CSN 3 Reports of Unmet Needs	Quarter 1 FY '10	Quarter 2 FY '10
7j VOCATIONAL / EMPLOYMENT		
7j-i Benefits counseling related to employment	0	0
7j-ii Club house and/or peer vocational support	0	1
7j-iii Competitive employment (no supports)	6	3
7j-iv Supported employment	0	4
7j-v Vocational Rehabilitation	8	12
7jv-vi Other vocational/employment resources	6	7
7j VOCATIONAL / EMPLOYMENT Total	20	27
7k LIVING SKILLS		
7k-i Daily living supports services	2	6
7k-ii Day support services	0	1
7k-iii Occupational therapy	0	0
7k-iv Skills development services	2	3
7k-v Other living skills resources	0	4
7k LIVING SKILLS Total	4	14
7l TRANSPORTATION		
7l-i Transportation to ISP-identified services	11	10
7l-ii Transportation to other ISP-identified activities	5	7
7l-iii After hours transportation	0	0
7l-iv Other transportation resources	7	10
7l TRANSPORTATION Total	23	27
7m PERSONAL GROWTH/COMMUNITY		
7m-i Avocational activities	1	1
7m-ii Recreation activities	4	5
7m-iii Social activities	12	9
7m-iv Spiritual activities	1	0
7m-v Other personal growth/community	3	3
7m PERSONAL GROWTH/COMMUNITY Total	21	18
OTHER RESOURCES		
Other resources	4	3
OTHER RESOURCES Total	4	3
Grand Total CSN 3	216	304