



John E. Baldacci, Governor

Brenda M. Harvey, Commissioner



## Muskie School of Public Service

Cutler Institute for Health and Social Policy

45 Commerce Drive, Suite 11, Augusta, Maine 04330  
(207) 626-5200, FAX (207) 626-5210, TTY (207) 626-528

### Memorandum

**DATE:** May 28, 2010  
**TO:** Members of CSN 4  
**PREPARED BY:** Helen Hemminger, Muskie School of Public Service  
**SUBJECT:** CSN 4 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 4:

- Quarter 2 FY '10 (October – December '09) from data drawn on 4/22/10
- Quarter 1 FY '10 (July – September '09) from data drawn on 1/12/10

The sections of the report are:

- Section 1: Unmet Needs and Open RDS for CSN 4 for Two Quarters
- Section 2: Distinct Individuals and Unmet Needs for CSN 4 for Two Quarters
- Section 3: Actual Reports for All Categories and Subcategories for CSN 4 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 4 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 4 Unmet Needs Report reflects the unmet needs at a given point in time.

## Section 1: Unmet Needs and Open RDS for CSN 4 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 4 and the State as a whole.

**Table 1: CSN 4'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 4</b>	288	586	443	595
<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 4, Quarter 2 FY '10:

- Unmet needs increased in twelve of the fourteen categories.
- The categories of mental health services, health care, personal growth/community, mental health crisis planning and transportation had increases of 11 or more.
- Looking at the subcategories on page 4, the unmet resource needs doubled for psychiatric medication management and for development of a crisis plan.

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

CSN 4 Reports of Unmet Needs	Quarter 1 FY '10	Quarter 2 FY '10
<b>7a. Mental health services</b>	73	120
<b>7b. Mental health crisis planning</b>	16	32
<b>7c. Peer, recovery, and support</b>	10	17
<b>7d. Substance abuse services</b>	5	12
<b>7e. Housing</b>	20	17
<b>7f. Health care</b>	39	68
<b>7g. Legal</b>	7	10
<b>7h. Financial security</b>	16	25
<b>7i. Education</b>	7	14
<b>7j. Vocational / employment</b>	25	23
<b>7k. Living skills</b>	17	25
<b>7l. Transportation</b>	33	44
<b>7m. Personal growth/community</b>	10	28
<b>Other</b>	10	8
<b>CSN 4 Total Unmet Needs</b>	<b>288</b>	<b>443</b>

## Section 2: Distinct Individuals and Unmet Needs for CSN 4 for Two Quarters

Based on CSN 4's 595 Open RDS, Table 3 below shows the number of distinct individuals in CSN 4 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.

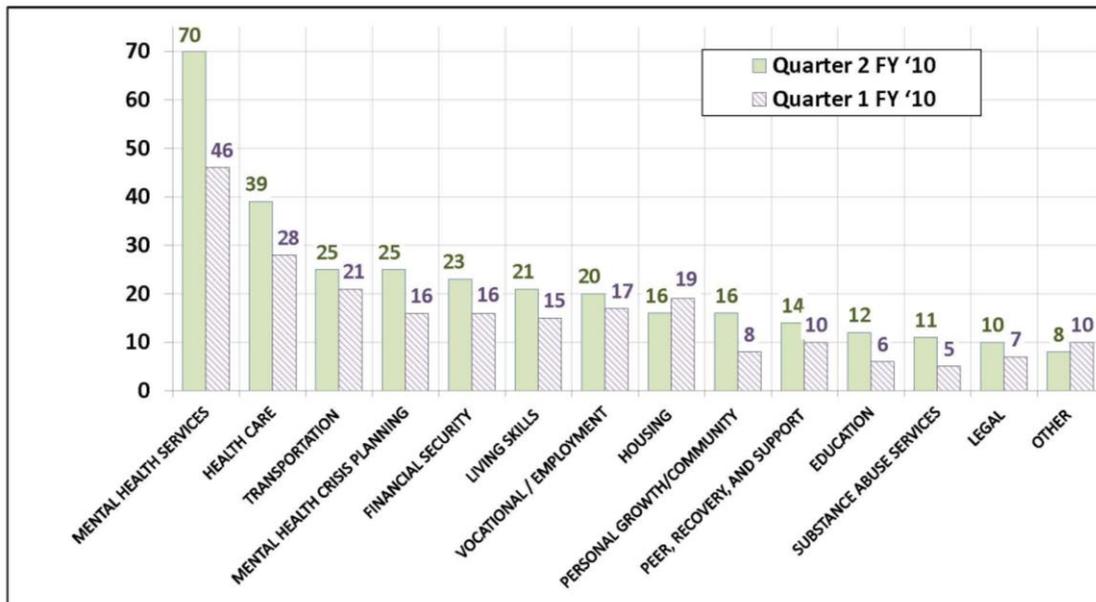
- Mental health services and health care remain the categories with the most distinct individuals with unmet needs.
- Mental health services showed the largest increase in the number of distinct individuals with unmet needs, followed by health care, and mental health crisis planning.
- There are fewer individuals with unmet needs in housing and "other."
- The total number of distinct individuals with at least one unmet need increased by 17.

**Table 3: Distinct Individuals 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	46	70
7b. Mental health crisis planning	16	25
7c. Peer, recovery, and support	10	14
7d. Substance abuse services	5	11
7e. Housing	19	16
7f. Health care	28	39
7g. Legal	7	10
7h. Financial security	16	23
7i. Education	6	12
7j. Vocational / employment	17	20
7k. Living skills	15	21
7l. Transportation	21	25
7m. Personal growth/community	8	16
Other	10	8
<b>CSN 4 Total Distinct Clients w. unmet needs</b>	<b>87</b>	<b>104</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 4 Distinct Individuals with Unmet Needs Ranked by Category**



### Section 3: Actual Reports for All Categories and Subcategories for CSN 4 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 4**

CSN 4 Reports of Unmet Needs	Quarter 1 FY '10	Quarter 2 FY '10
<b>7a MENTAL HEALTH SERVICES</b>		
7a-i Assertive Community Treatment (ACT)	6	7
7a-ii Community Integration Services	24	38
7a-iii Dialectical Behavioral Therapy	0	2
7a-iv Family psycho-educational treatments	0	0
7a-ix Intensive Community Integration services	0	0
7a-v Group Counseling	1	5
7a-vi Individual counseling	20	27
7a-vii Inpatient psychiatric facility	0	1
7a-viii Intensive Case Management	0	0
7a-x Psychiatric medication management	15	30
7a-xi Other mental health services	7	10
<b>7a MENTAL HEALTH SERVICES Total</b>	<b>73</b>	<b>120</b>
<b>7b MENTAL HEALTH CRISIS PLANNING</b>		
7b-i Development of mental health crisis plan	11	24
7b-ii Mental health advance directives	0	5
7b-iii Other mental health crisis planning	5	3
<b>7b MENTAL HEALTH CRISIS PLANNING Total</b>	<b>16</b>	<b>32</b>
<b>7c PEER, RECOVERY, AND SUPPORT</b>		
7c-i Peer recovery center	3	8
7c-ii Recovery workbook group	1	0
7c-iii Social club	2	2
7c-iv Peer-run trauma recovery and group	0	0
7c-v Wellness recovery and action planning	0	0
7c-vi Family support	3	3
7c-vii Other peer, recovery, and support	1	4
<b>7c PEER, RECOVERY, AND SUPPORT Total</b>	<b>10</b>	<b>17</b>
<b>7d SUBSTANCE ABUSE SERVICES</b>		
7d-i Outpatient substance abuse services	3	8
7d-ii Residential treatment substance abuse	0	0
7d-iii Other substance abuse services	2	4
<b>7d SUBSTANCE ABUSE SERVICES Total</b>	<b>5</b>	<b>12</b>

**Table 4 continued**

<b>CSN 4 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	2	4
7e-ii Community residential facility	0	0
7e-iii Residential treatment facility (group home)	0	1
7e-iv Assisted living facility	3	1
7e-v Nursing home	0	0
7e-vi Residential crisis unit	0	0
7e-vii Rent subsidy (Section 8, BRAP, Shelter +)	0	0
7e-viii Other housing resources	15	11
<b>7e HOUSING Total</b>	<b>20</b>	<b>17</b>
<b>7f. HEALTH CARE</b>		
7f-i Dental services	15	23
7f-ii Eye care services	2	9
7f-iii Hearing services	1	7
7f-iv Physical therapy	1	4
7f-v. Physician/medical services	8	13
7f-vi Other health care resources	12	12
<b>7f. HEALTH CARE Total</b>	<b>39</b>	<b>68</b>
<b>7g LEGAL</b>		
7g-i Advocates	3	0
7g-ii Guardian (private)	0	0
7g-iii Guardian (public)	0	0
7g-iv Other legal resources	4	10
<b>7g LEGAL Total</b>	<b>7</b>	<b>10</b>
<b>7h FINANCIAL SECURITY</b>		
7h-i Assistance with managing money	4	9
7h-ii Assistance with securing public benefits	6	11
7h-iii Representative payee	2	3
7h-iv Other financial security resources	4	2
<b>7h FINANCIAL SECURITY Total</b>	<b>16</b>	<b>25</b>
<b>7i EDUCATION</b>		
7i-i Adult education (other than GED)	0	4
7i-ii GED	2	0
7i-iii Literacy assistance	1	3
7i-iv Post high school education	1	3
7i-v Tuition reimbursement	0	0
7i-vi Other educational resources	3	4
<b>7i EDUCATION Total</b>	<b>7</b>	<b>14</b>

**Table 4 continued**

<b>CSN 4 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	5	2
7j-ii Club house and/or peer vocational support	0	0
7j-iii Competitive employment (no supports)	6	3
7j-iv Supported employment	1	1
7j-v Vocational Rehabilitation	6	14
7jv-vi Other vocational/employment resources	7	3
<b>7j VOCATIONAL / EMPLOYMENT Total</b>	<b>25</b>	<b>23</b>
<b>7k LIVING SKILLS</b>		
7k-i Daily living supports services	10	12
7k-ii Day support services	1	2
7k-iii Occupational therapy	1	1
7k-iv Skills development services	1	1
7k-v Other living skills resources	4	9
<b>7k LIVING SKILLS Total</b>	<b>17</b>	<b>25</b>
<b>7l TRANSPORTATION</b>		
7l-i Transportation to ISP-identified services	16	21
7l-ii Transportation to other ISP-identified activities	7	15
7l-iii After hours transportation	0	0
7l-iv Other transportation resources	10	8
<b>7l TRANSPORTATION Total</b>	<b>33</b>	<b>44</b>
<b>7m PERSONAL GROWTH/COMMUNITY</b>		
7m-i Avocational activities	1	3
7m-ii Recreation activities	2	6
7m-iii Social activities	4	10
7m-iv Spiritual activities	1	3
7m-v Other personal growth/community	2	6
<b>7m PERSONAL GROWTH/COMMUNITY Total</b>	<b>10</b>	<b>28</b>
<b>OTHER RESOURCES</b>		
Other resources	10	8
<b>OTHER RESOURCES Total</b>	<b>10</b>	<b>8</b>
<b>Grand Total CSN 4</b>	<b>288</b>	<b>443</b>