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### Memorandum

**DATE:** February 18, 2010  
**TO:** Members of CSN 4  
**PREPARED BY:** Helen Hemminger, Muskie School of Public Service  
**SUBJECT:** CSN 4 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 4:

- 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 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 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 4 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 4 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 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 4 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 4 had fewer Open RDS.

**Table 1: CSN 4'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 4	285	650	288	586
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 4, Quarter 1 FY '10, unmet needs decreased by more than ten in mental health services and health care. Smaller decreases were made in mental health crisis planning, personal growth/community and transportation.
- The categories of vocational/employment, financial security, housing and other resources saw increases of 5 or more.

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

CSN 4 Reports of Unmet Needs	Quarter 4 FY '09	Quarter 1 FY '10
7a. Mental health services	87	73
7b. Mental health crisis planning	19	16
7c. Peer, recovery, and support	9	10
7d. Substance abuse services	4	5
7e. Housing	15	20
7f. Health care	50	39
7g. Legal	4	7
7h. Financial security	9	16
7i. Education	7	7
7j. Vocational / employment	17	25
7k. Living skills	13	17
7l. Transportation	34	33
7m. Personal growth/community	12	10
Other resources	5	10
<b>CSN 4 Total Unmet Needs</b>	<b>285</b>	<b>288</b>

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

Based on CSN 4's 586 Open RDS, Table 3 below shows the number of distinct individuals in CSN 4 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.

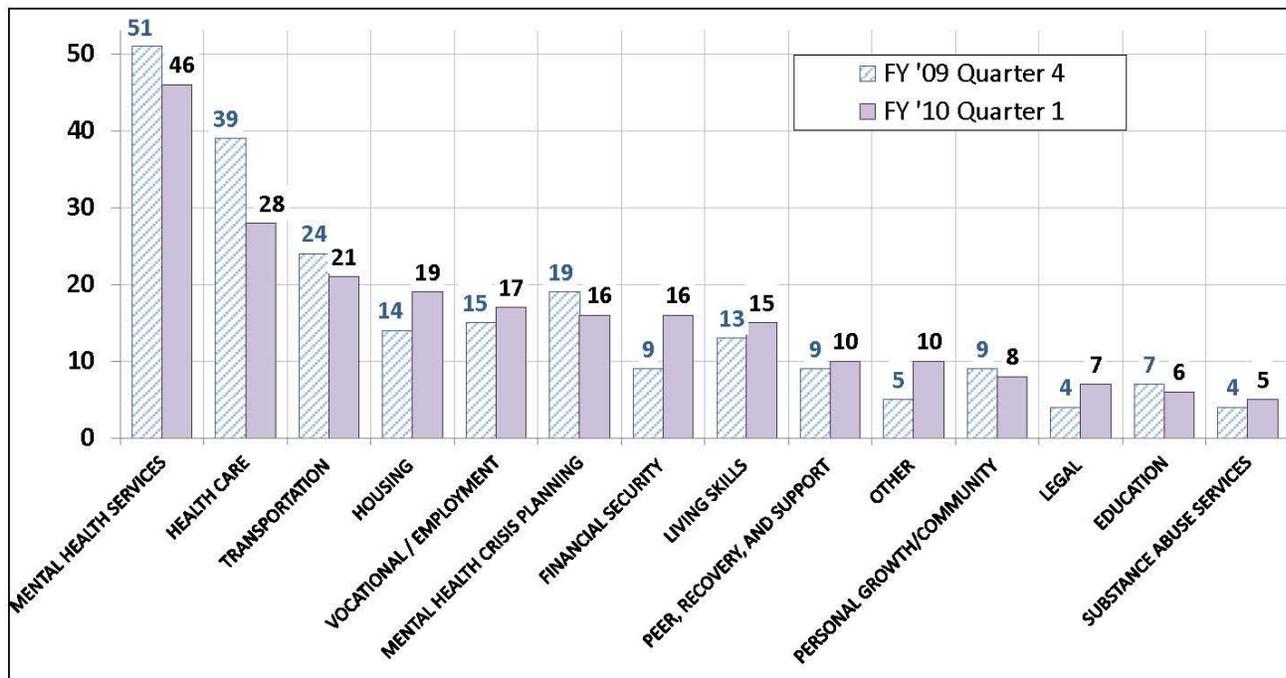
- Mental health services, health care and transportation remain the categories with the most distinct individuals with unmet needs.
- Financial security showed the largest increase in the number of distinct individuals with unmet needs, while health care showed the largest decrease.
- The total number of distinct individuals with at least one unmet need decreased by 11.

**Table 3: Distinct Individuals 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	51	46
7b. Mental health crisis planning	19	16
7c. Peer, recovery, and support	9	10
7d. Substance abuse services	4	5
7e. Housing	14	19
7f. Health care	39	28
7g. Legal	4	7
7h. Financial security	9	16
7i. Education	7	6
7j. Vocational / employment	15	17
7k. Living skills	13	15
7l. Transportation	24	21
7m. Personal growth/community	9	8
Other resources	5	10
<b>CSN 4 Total Distinct Clients w. unmet needs</b>	<b>98</b>	<b>87</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 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 4**

CSN 4 Reports of Unmet Needs	Quarter 4 FY '09	Quarter 1 FY '10
<b>7a MENTAL HEALTH SERVICES</b>		
7a-i Assertive Community Treatment (ACT)	11	6
7a-ii Community Integration Services	28	24
7a-iii Dialectical Behavioral Therapy	0	0
7a-iv Family psycho-educational treatments	0	0
7a-ix Intensive Community Integration services	0	0
7a-v Group Counseling	1	1
7a-vi Individual counseling	17	20
7a-vii Inpatient psychiatric facility	0	0
7a-viii Intensive Case Management	0	0
7a-x Psychiatric medication management	26	15
7a-xi Other mental health services	4	7
<b>7a MENTAL HEALTH SERVICES Total</b>	<b>87</b>	<b>73</b>
<b>7b MENTAL HEALTH CRISIS PLANNING</b>		
7b-i Development of mental health crisis plan	18	11
7b-ii Mental health advance directives	0	0
7b-iii Other mental health crisis planning	1	5
<b>7b MENTAL HEALTH CRISIS PLANNING Total</b>	<b>19</b>	<b>16</b>
<b>7c PEER, RECOVERY, AND SUPPORT</b>		
7c-i Peer recovery center	3	3
7c-ii Recovery workbook group	0	1
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	1	3
7c-vii Other peer, recovery, and support	3	1
<b>7c PEER, RECOVERY, AND SUPPORT Total</b>	<b>9</b>	<b>10</b>
<b>7d SUBSTANCE ABUSE SERVICES</b>		
7d-i Outpatient substance abuse services	2	3
7d-ii Residential treatment substance abuse	0	0
7d-iii Other substance abuse services	2	2
<b>7d SUBSTANCE ABUSE SERVICES Total</b>	<b>4</b>	<b>5</b>

**Table 4 continued**

<b>CSN 4 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	3	2
7e-ii Community residential facility	3	0
7e-iii Residential treatment facility (group home)	0	0
7e-iv Assisted living facility	1	3
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	8	15
<b>7e HOUSING Total</b>	<b>15</b>	<b>20</b>
<b>7f. HEALTH CARE</b>		
7f-i Dental services	21	15
7f-ii Eye care services	6	2
7f-iii Hearing services	1	1
7f-iv Physical therapy	1	1
7f-v. Physician/medical services	9	8
7f-vi Other health care resources	12	12
<b>7f. HEALTH CARE Total</b>	<b>50</b>	<b>39</b>
<b>7g LEGAL</b>		
7g-i Advocates	2	3
7g-ii Guardian (private)	1	0
7g-iii Guardian (public)	0	0
7g-iv Other legal resources	1	4
<b>7g LEGAL Total</b>	<b>4</b>	<b>7</b>
<b>7h FINANCIAL SECURITY</b>		
7h-i Assistance with managing money	1	4
7h-ii Assistance with securing public benefits	4	6
7h-iii Representative payee	3	2
7h-iv Other financial security resources	1	4
<b>7h FINANCIAL SECURITY Total</b>	<b>9</b>	<b>16</b>
<b>7i EDUCATION</b>		
7i-i Adult education (other than GED)	0	0
7i-ii GED	1	2
7i-iii Literacy assistance	0	1
7i-iv Post high school education	1	1
7i-v Tuition reimbursement	0	0
7i-vi Other educational resources	5	3
<b>7i EDUCATION Total</b>	<b>7</b>	<b>7</b>

**Table 4 continued**

<b>CSN 4 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	5
7j-ii Club house and/or peer vocational support	0	0
7j-iii Competitive employment (no supports)	2	6
7j-iv Supported employment	1	1
7j-v Vocational Rehabilitation	11	6
7jv-vi Other vocational/employment resources	2	7
<b>7j VOCATIONAL / EMPLOYMENT Total</b>	<b>17</b>	<b>25</b>
<b>7k LIVING SKILLS</b>		
7k-i Daily living supports services	9	10
7k-ii Day support services	0	1
7k-iii Occupational therapy	1	1
7k-iv Skills development services	1	1
7k-v Other living skills resources	2	4
<b>7k LIVING SKILLS Total</b>	<b>13</b>	<b>17</b>
<b>7l TRANSPORTATION</b>		
7l-i Transportation to ISP-identified services	20	16
7l-ii Transportation to other ISP-identified activities	10	7
7l-iii After hours transportation	0	0
7l-iv Other transportation resources	4	10
<b>7l TRANSPORTATION Total</b>	<b>34</b>	<b>33</b>
<b>7m PERSONAL GROWTH/COMMUNITY</b>		
7m-i Avocational activities	1	1
7m-ii Recreation activities	2	2
7m-iii Social activities	6	4
7m-iv Spiritual activities	1	1
7m-v Other personal growth/community	2	2
<b>7m PERSONAL GROWTH/COMMUNITY Total</b>	<b>12</b>	<b>10</b>
<b>OTHER RESOURCES</b>		
Other resources	5	10
<b>OTHER RESOURCES Total</b>	<b>5</b>	<b>10</b>
<b>Grand Total CSN 4</b>	<b>285</b>	<b>288</b>