



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 5
PREPARED BY: Helen Hemminger, Muskie School of Public Service
SUBJECT: CSN 5 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 5:

- 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 5 for Two Quarters
- Section 2: Distinct Individuals and Unmet Needs for CSN 5 for Two Quarters
- Section 3: Actual Reports for All Categories and Subcategories for CSN 5 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 5 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 5 Unmet Needs Report reflects the unmet needs at a given point in time.

Section 1: Unmet Needs and Open RDS for CSN 5 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 5 and the State as a whole. For the State, there were more Open RDS, while for CSN 5 there were fewer than the previous quarter.

Table 1: CSN 5'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 5 | 898 | 1,873 | 968 | 1,760 |
| 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 5, Quarter 2 FY '10:

- Unmet needs increased in eight of the fourteen categories.
- Vocational/employment saw a marked drop in reported unmet needs, while unmet needs in living skills and personal growth and community also declined.
- The categories of health care, peer recovery and support, "other" and mental health services had increases of 11 or more.

Table 2: Unmet Needs for CSN 5 Quarter 4 FY '09 & Quarter 1 FY '10

| CSN 5 Reports of Unmet Needs | Quarter 1 FY '10 | Quarter 2 FY '10 |
|-----------------------------------|---------------------|---------------------|
| 7a. Mental health services | 155 | 166 |
| 7b. Mental health crisis planning | 39 | 45 |
| 7c. Peer, recovery, and support | 36 | 56 |
| 7d. Substance abuse services | 9 | 11 |
| 7e. Housing | 69 | 69 |
| 7f. Health care | 145 | 189 |
| 7g. Legal | 37 | 41 |
| 7h. Financial security | 79 | 80 |
| 7i. Education | 46 | 43 |
| 7j. Vocational / employment | 65 | 50 |
| 7k. Living skills | 51 | 45 |
| 7l. Transportation | 72 | 72 |
| 7m. Personal growth/community | 67 | 61 |
| Other resources | 28 | 40 |
| CSN 5 Total Unmet Needs | 898 | 968 |

Section 2: Distinct Individuals and Unmet Needs for CSN 5 for Two Quarters

Based on CSN 5's 1,760 Open RDS, Table 3 below shows the number of distinct individuals in CSN 5 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.

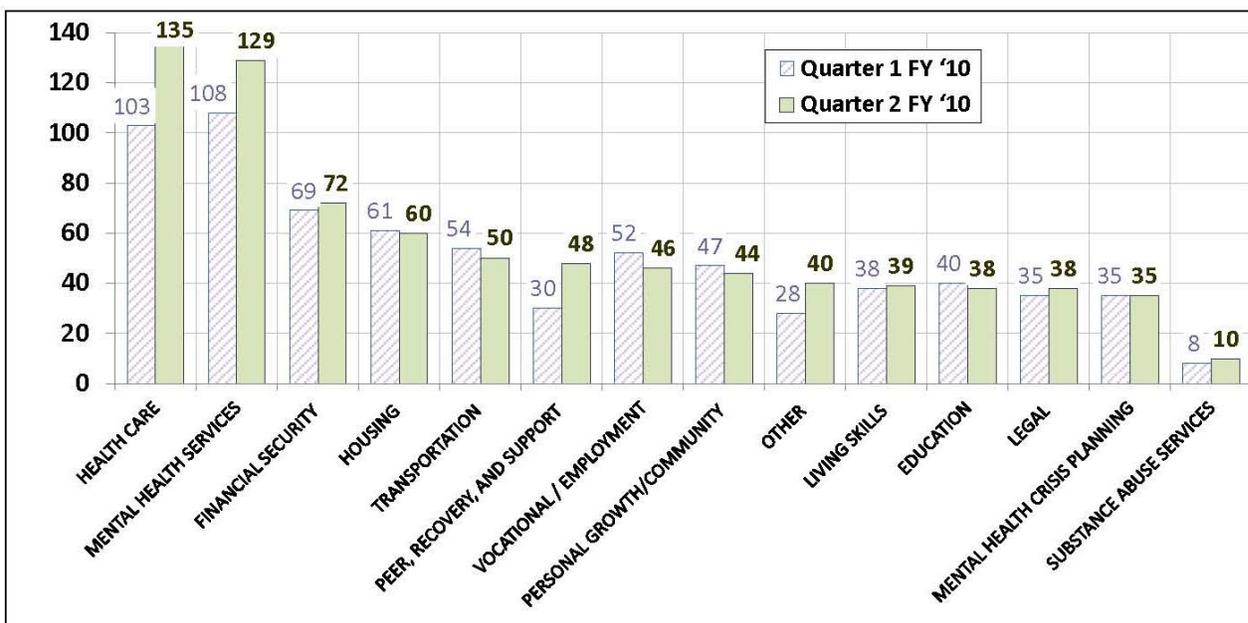
- Health care became the category with the most distinct individuals with unmet needs, surpassing mental health services.
- The total number of distinct individuals with at least one unmet need increased by 26.
- There were 35 or more people with unmet needs in every category except substance abuse services.

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 | 108 | 129 |
| 7b. Mental health crisis planning | 35 | 35 |
| 7c. Peer, recovery, and support | 30 | 48 |
| 7d. Substance abuse services | 8 | 10 |
| 7e. Housing | 61 | 60 |
| 7f. Health care | 103 | 135 |
| 7g. Legal | 35 | 38 |
| 7h. Financial security | 69 | 72 |
| 7i. Education | 40 | 38 |
| 7j. Vocational / employment | 52 | 46 |
| 7k. Living skills | 38 | 39 |
| 7l. Transportation | 54 | 50 |
| 7m. Personal growth/community | 47 | 44 |
| Other resources | 28 | 40 |
| CSN 5 Total Distinct Clients w. unmet needs | 296 | 322 |

**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 5 Distinct Individuals with Unmet Needs Ranked by Category



Section 3: Actual Reports for All Categories and Subcategories for CSN 5 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 5

| CSN 5 Reports of Unmet Needs | Quarter 1 FY '10 | Quarter 2 FY '10 |
|--|---------------------|---------------------|
| 7a MENTAL HEALTH SERVICES | | |
| 7a-i Assertive Community Treatment (ACT) | 4 | 7 |
| 7a-ii Community Integration Services | 42 | 37 |
| 7a-iii Dialectical Behavioral Therapy | 8 | 4 |
| 7a-iv Family psycho-educational treatments | 0 | 3 |
| 7a-ix Intensive Community Integration services | 1 | 2 |
| 7a-v Group Counseling | 5 | 3 |
| 7a-vi Individual counseling | 42 | 44 |
| 7a-vii Inpatient psychiatric facility | 0 | 1 |
| 7a-viii Intensive Case Management | 3 | 4 |
| 7a-x Psychiatric medication management | 36 | 45 |
| 7a-xi Other mental health services | 14 | 16 |
| 7a MENTAL HEALTH SERVICES Total | 155 | 166 |
| 7b MENTAL HEALTH CRISIS PLANNING | | |
| 7b-i Development of mental health crisis plan | 23 | 26 |
| 7b-ii Mental health advance directives | 14 | 17 |
| 7b-iii Other mental health crisis planning | 2 | 2 |
| 7b MENTAL HEALTH CRISIS PLANNING Total | 39 | 45 |
| 7c PEER, RECOVERY, AND SUPPORT | | |
| 7c-i Peer recovery center | 2 | 4 |
| 7c-ii Recovery workbook group | 0 | 0 |
| 7c-iii Social club | 12 | 17 |
| 7c-iv Peer-run trauma recovery and group | 2 | 5 |
| 7c-v Wellness recovery and action planning | 4 | 3 |
| 7c-vi Family support | 9 | 14 |
| 7c-vii Other peer, recovery, and support | 7 | 13 |
| 7c PEER, RECOVERY, AND SUPPORT Total | 36 | 56 |
| 7d SUBSTANCE ABUSE SERVICES | | |
| 7d-i Outpatient substance abuse services | 5 | 7 |
| 7d-ii Residential treatment substance abuse | 1 | 3 |
| 7d-iii Other substance abuse services | 3 | 1 |
| 7d SUBSTANCE ABUSE SERVICES Total | 9 | 11 |

Table 4 continued

| CSN 5 Reports of Unmet Needs | Quarter 1 FY '10 | Quarter 2 FY '10 |
|--|-----------------------------|-----------------------------|
| 7e HOUSING | | |
| 7e-i Supported apartment | 9 | 7 |
| 7e-ii Community residential facility | 3 | 3 |
| 7e-iii Residential treatment facility (group home) | 4 | 2 |
| 7e-iv Assisted living facility | 6 | 6 |
| 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 | 47 | 51 |
| 7e HOUSING Total | 69 | 69 |
| 7f. HEALTH CARE | | |
| 7f-i Dental services | 78 | 96 |
| 7f-ii Eye care services | 23 | 32 |
| 7f-iii Hearing services | 6 | 4 |
| 7f-iv Physical therapy | 6 | 6 |
| 7f-v. Physician/medical services | 18 | 24 |
| 7f-vi Other health care resources | 14 | 27 |
| 7f. HEALTH CARE Total | 145 | 189 |
| 7g LEGAL | | |
| 7g-i Advocates | 8 | 7 |
| 7g-ii Guardian (private) | 0 | 0 |
| 7g-iii Guardian (public) | 1 | 1 |
| 7g-iv Other legal resources | 28 | 33 |
| 7g LEGAL Total | 37 | 41 |
| 7h FINANCIAL SECURITY | | |
| 7h-i Assistance with managing money | 20 | 20 |
| 7h-ii Assistance with securing public benefits | 38 | 42 |
| 7h-iii Representative payee | 4 | 1 |
| 7h-iv Other financial security resources | 17 | 17 |
| 7h FINANCIAL SECURITY Total | 79 | 80 |
| 7i EDUCATION | | |
| 7i-i Adult education (other than GED) | 8 | 8 |
| 7i-ii GED | 12 | 8 |
| 7i-iii Literacy assistance | 3 | 4 |
| 7i-iv Post high school education | 12 | 13 |
| 7i-v Tuition reimbursement | 3 | 2 |
| 7i-vi Other educational resources | 8 | 8 |
| 7i EDUCATION Total | 46 | 43 |

Table 4 continued

| CSN 5 Reports of Unmet Needs | Quarter 1 FY '10 | Quarter 2 FY '10 |
|---|-----------------------------|-----------------------------|
| 7j VOCATIONAL / EMPLOYMENT | | |
| 7j-i Benefits counseling related to employment | 2 | 2 |
| 7j-ii Club house and/or peer vocational support | 0 | 0 |
| 7j-iii Competitive employment (no supports) | 8 | 7 |
| 7j-iv Supported employment | 7 | 4 |
| 7j-v Vocational Rehabilitation | 36 | 29 |
| 7j-vi Other vocational/employment resources | 12 | 8 |
| 7j VOCATIONAL / EMPLOYMENT Total | 65 | 50 |
| 7k LIVING SKILLS | | |
| 7k-i Daily living supports services | 20 | 17 |
| 7k-ii Day support services | 5 | 7 |
| 7k-iii Occupational therapy | 0 | 0 |
| 7k-iv Skills development services | 12 | 5 |
| 7k-v Other living skills resources | 14 | 16 |
| 7k LIVING SKILLS Total | 51 | 45 |
| 7l TRANSPORTATION | | |
| 7l-i Transportation to ISP-identified services | 25 | 29 |
| 7l-ii Transportation to other ISP-identified activities | 18 | 21 |
| 7l-iii After hours transportation | 0 | 0 |
| 7l-iv Other transportation resources | 29 | 22 |
| 7l TRANSPORTATION Total | 72 | 72 |
| 7m PERSONAL GROWTH/COMMUNITY | | |
| 7m-i Avocational activities | 3 | 3 |
| 7m-ii Recreation activities | 19 | 17 |
| 7m-iii Social activities | 36 | 31 |
| 7m-iv Spiritual activities | 3 | 5 |
| 7m-v Other personal growth/community | 6 | 5 |
| 7m PERSONAL GROWTH/COMMUNITY Total | 67 | 61 |
| OTHER RESOURCES | | |
| Other resources | 28 | 40 |
| OTHER RESOURCES Total | 28 | 40 |
| Grand Total CSN 5 | 898 | 968 |