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### Memorandum

**DATE:** February 12, 2010  
**TO:** Members of CSN 5  
**PREPARED BY:** Helen Hemminger, Muskie School of Public Service  
**SUBJECT:** CSN 5 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 5:

- 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 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 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 5 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 5 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 1 of FY '10 (July - Sept '09). Based on the data available, Table 1 below shows the number of Open RDS and the number of reports of unmet needs in CSN 5 and the State as a whole.

**Table 1: CSN 5'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
<b>CSN 5</b>	<b>882</b>	<b>1,607</b>	<b>898</b>	<b>1,873</b>
<b>State</b>	<b>3,222</b>	<b>8,809</b>	<b>3,128</b>	<b>9,546</b>

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

- For CSN 5, Quarter 1 FY '10, unmet needs decreased dramatically in mental health services and mental health crisis planning. Smaller decreases were made in substance abuse services and legal services.
- The categories of vocational/employment, living skills, financial security, and health care saw increases of 12 or more.

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

CSN 5 Reports of Unmet Needs	Quarter 4 FY '09	Quarter 1 FY '10
<b>7a. Mental health services</b>	181	155
<b>7b. Mental health crisis planning</b>	71	39
<b>7c. Peer, recovery, and support</b>	27	36
<b>7d. Substance abuse services</b>	17	9
<b>7e. Housing</b>	59	69
<b>7f. Health care</b>	133	145
<b>7g. Legal</b>	42	37
<b>7h. Financial security</b>	67	79
<b>7i. Education</b>	46	46
<b>7j. Vocational / employment</b>	52	65
<b>7k. Living skills</b>	39	51
<b>7l. Transportation</b>	69	72
<b>7m. Personal growth/community</b>	60	67
<b>Other resources</b>	19	28
<b>CSN 5 Total Unmet Needs</b>	<b>882</b>	<b>898</b>

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

Based on CSN 5's 1,873 Open RDS, Table 3 below shows the number of distinct individuals in CSN 5 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.

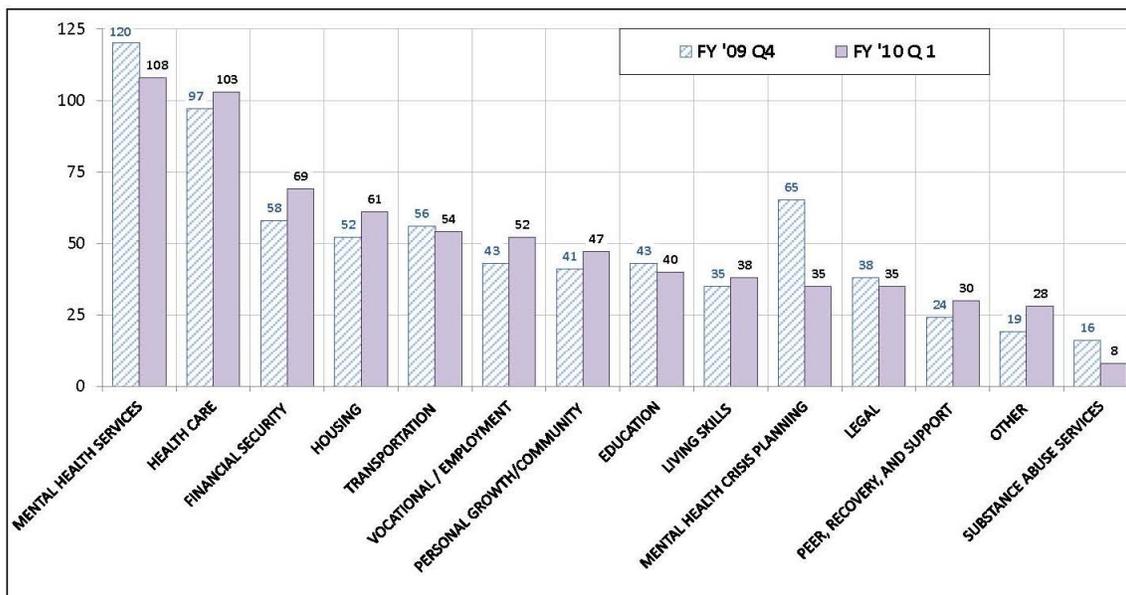
- Mental health services and health care had over 100 individuals this quarter with unmet needs.
- There were 25 fewer individuals with unmet resource needs this quarter.
- Mental health services and mental health crisis planning showed the largest decreases.
- Financial security, vocational/employment and housing showed the largest increases.

**Table 3: Distinct Individuals in CSN 5 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	120	108
7b. Mental health crisis planning	65	35
7c. Peer, recovery, and support	24	30
7d. Substance abuse services	16	8
7e. Housing	52	61
7f. Health care	97	103
7g. Legal	38	35
7h. Financial security	58	69
7i. Education	43	40
7j. Vocational / employment	43	52
7k. Living skills	35	38
7l. Transportation	56	54
7m. Personal growth/community	41	47
Other resources	19	28
<b>CSN 5 Total Distinct Clients w. unmet needs</b>	<b>321</b>	<b>296</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 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 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 5**

CSN 5 Reports of Unmet Needs	Quarter 4 FY '09	Quarter 1 FY '10
<b>7a MENTAL HEALTH SERVICES</b>		
7a-i Assertive Community Treatment (ACT)	6	4
7a-ii Community Integration Services	72	42
7a-iii Dialectical Behavioral Therapy	4	8
7a-iv Family psycho-educational treatments	2	0
7a-ix Intensive Community Integration services	0	1
7a-v Group Counseling	0	5
7a-vi Individual counseling	41	42
7a-vii Inpatient psychiatric facility	0	0
7a-viii Intensive Case Management	2	3
7a-x Psychiatric medication management	42	36
7a-xi Other mental health services	12	14
<b>7a MENTAL HEALTH SERVICES Total</b>	<b>181</b>	<b>155</b>
<b>7b MENTAL HEALTH CRISIS PLANNING</b>		
7b-i Development of mental health crisis plan	50	23
7b-ii Mental health advance directives	16	14
7b-iii Other mental health crisis planning	5	2
<b>7b MENTAL HEALTH CRISIS PLANNING Total</b>	<b>71</b>	<b>39</b>
<b>7c PEER, RECOVERY, AND SUPPORT</b>		
7c-i Peer recovery center	2	2
7c-ii Recovery workbook group	0	0
7c-iii Social club	8	12
7c-iv Peer-run trauma recovery and group	3	2
7c-v Wellness recovery and action planning	0	4
7c-vi Family support	5	9
7c-vii Other peer, recovery, and support	9	7
<b>7c PEER, RECOVERY, AND SUPPORT Total</b>	<b>27</b>	<b>36</b>
<b>7d SUBSTANCE ABUSE SERVICES</b>		
7d-i Outpatient substance abuse services	15	5
7d-ii Residential treatment substance abuse	0	1
7d-iii Other substance abuse services	2	3
<b>7d SUBSTANCE ABUSE SERVICES Total</b>	<b>17</b>	<b>9</b>

**Table 4 continued**

<b>CSN 5 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	11	9
7e-ii Community residential facility	5	3
7e-iii Residential treatment facility (group home)	4	4
7e-iv Assisted living facility	3	6
7e-v Nursing home	1	0
7e-vi Residential crisis unit	0	0
7e-vii Rent subsidy (Section 8, BRAP, Shelter +)	0	0
7e-viii Other housing resources	35	47
<b>7e HOUSING Total</b>	<b>59</b>	<b>69</b>
<b>7f. HEALTH CARE</b>		
7f-i Dental services	71	78
7f-ii Eye care services	19	23
7f-iii Hearing services	6	6
7f-iv Physical therapy	3	6
7f-v. Physician/medical services	15	18
7f-vi Other health care resources	19	14
<b>7f. HEALTH CARE Total</b>	<b>133</b>	<b>145</b>
<b>7g LEGAL</b>		
7g-i Advocates	6	8
7g-ii Guardian (private)	4	0
7g-iii Guardian (public)	1	1
7g-iv Other legal resources	31	28
<b>7g LEGAL Total</b>	<b>42</b>	<b>37</b>
<b>7h FINANCIAL SECURITY</b>		
7h-i Assistance with managing money	18	20
7h-ii Assistance with securing public benefits	29	38
7h-iii Representative payee	4	4
7h-iv Other financial security resources	16	17
<b>7h FINANCIAL SECURITY Total</b>	<b>67</b>	<b>79</b>
<b>7i EDUCATION</b>		
7i-i Adult education (other than GED)	4	8
7i-ii GED	13	12
7i-iii Literacy assistance	5	3
7i-iv Post high school education	10	12
7i-v Tuition reimbursement	2	3
7i-vi Other educational resources	12	8
<b>7i EDUCATION Total</b>	<b>46</b>	<b>46</b>

**Table 4 continued**

<b>CSN 5 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	5	2
7j-ii Club house and/or peer vocational support	0	0
7j-iii Competitive employment (no supports)	9	8
7j-iv Supported employment	4	7
7j-v Vocational Rehabilitation	25	36
7jv-vi Other vocational/employment resources	9	12
<b>7j VOCATIONAL / EMPLOYMENT Total</b>	<b>52</b>	<b>65</b>
<b>7k LIVING SKILLS</b>		
7k-i Daily living supports services	15	20
7k-ii Day support services	5	5
7k-iii Occupational therapy	0	0
7k-iv Skills development services	6	12
7k-v Other living skills resources	13	14
<b>7k LIVING SKILLS Total</b>	<b>39</b>	<b>51</b>
<b>7l TRANSPORTATION</b>		
7l-i Transportation to ISP-identified services	24	25
7l-ii Transportation to other ISP-identified activities	14	18
7l-iii After hours transportation	0	0
7l-iv Other transportation resources	31	29
<b>7l TRANSPORTATION Total</b>	<b>69</b>	<b>72</b>
<b>7m PERSONAL GROWTH/COMMUNITY</b>		
7m-i Avocational activities	8	3
7m-ii Recreation activities	14	19
7m-iii Social activities	30	36
7m-iv Spiritual activities	4	3
7m-v Other personal growth/community	4	6
<b>7m PERSONAL GROWTH/COMMUNITY Total</b>	<b>60</b>	<b>67</b>
<b>OTHER RESOURCES</b>		
Other resources	19	28
<b>OTHER RESOURCES Total</b>	<b>19</b>	<b>28</b>
<b>Grand Total CSN 5</b>	<b>882</b>	<b>898</b>