Adult Mental Health Services
An Office of the
Department of Health and Human Services
John E. Baldacci, Governor Brenda M. Harvey, Commissioner

usm

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 25, 2010**

TO: **Members of CSN 6**

PREPARED BY: **Helen Hemminger, Muskie School of Public Service**

SUBJECT: **CSN 6 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 6:

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 6 for Two Quarters
- Section 2: Distinct Individuals and Unmet Needs for CSN 6 for Two Quarters
- Section 3: Actual Reports for All Categories and Subcategories for CSN 6 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.

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 2 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 2 Unmet Needs Report reflects the unmet needs at a given point in time.

Section 1: Unmet Needs and Open RDS for CSN 6 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 6 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 6 had fewer Open RDS.

Table 1: CSN 6'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 6	530	2,070	682	2,072
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 6, Quarter 2 FY '10, unmet needs increased in every category except living skills
- The number of unmet needs increased by 32 and 24 respectively for health care and mental health services.
- The categories of peer recovery and support, vocational/employment, personal growth/community and housing saw increases of 12 or more.

Table 2: Unmet Needs for CSN 6 Quarter 4 FY '09 & Quarter 1 FY '10

CSN 6 Reports of Unmet Needs	Quarter 1 FY '10	Quarter 2 FY '10
7a.Mental health services	96	120
7b. Mental health crisis planning	26	30
7c. Peer, recovery, and support	21	38
7d. Substance abuse services	16	21
7e. Housing	43	55
7f. Health care	105	137
7g. Legal	8	13
7h. Financial security	49	56
7i. Education	26	35
7j. Vocational / employment	40	53
7k. Living skills	32	30
7l. Transportation	31	37
7m. Personal growth/community	33	45
Other resources	4	12
CSN 6 Total Unmet Needs	530	682

Section 2: Distinct Individuals and Unmet Needs for CSN 6 for Two Quarters

Based on CSN 6's 2,022 Open RDS, Table 3 below shows the number of distinct individuals in CSN 6 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.

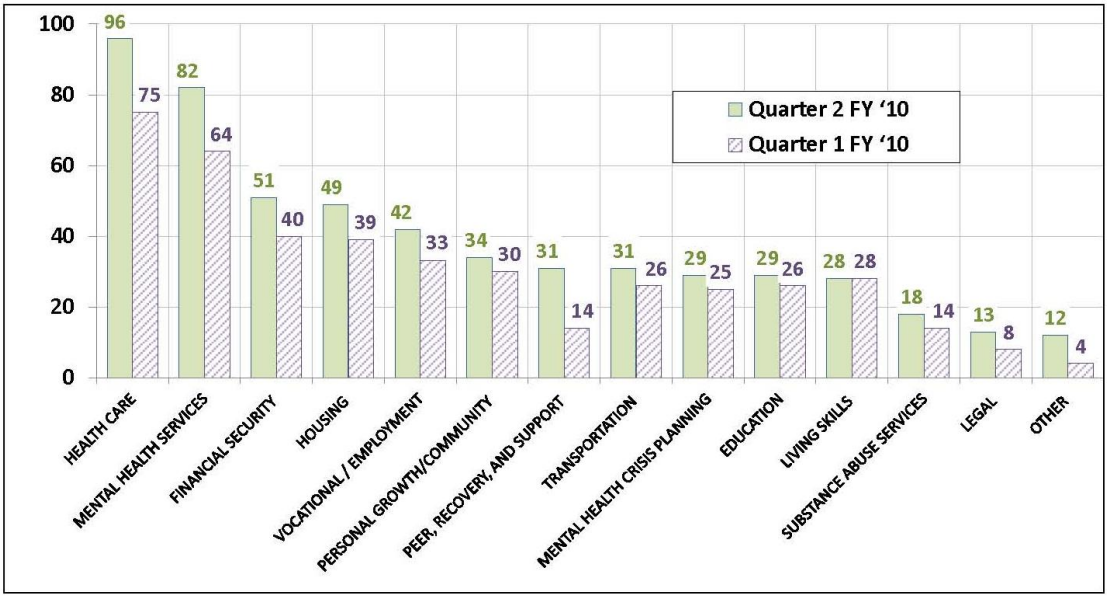
- The category of living skills was the only category with no increase in the number of distinct individuals with unmet needs.
- Health care and mental health services showed the largest increase in the number of distinct individuals with unmet needs.
- The total number of distinct individuals with at least one unmet need increased by 46 individuals from 194 persons to 240 persons.

Table 3: Distinct Individuals with Unmet Needs Quarter 4 FY '09 and Quarter 1 FY '10

Unmet Need Categories	Quarter 1 FY '10 Distinct Individuals	Quarter 2 FY '10 Distinct Individuals
7a. Mental health services	64	82
7b. Mental health crisis planning	25	29
7c. Peer, recovery, and support	14	31
7d. Substance abuse services	14	18
7e. Housing	39	49
7f. Health care	75	96
7g. Legal	8	13
7h. Financial security	40	51
7i. Education	26	29
7j. Vocational / employment	33	42
7k. Living skills	28	28
7l. Transportation	26	31
7m. Personal growth/community	30	34
Other resources	4	12
CSN 6 Total Distinct Clients w. unmet needs	**194**	**240**

**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 6 Distinct Individuals with Unmet Needs Ranked by Category



Section 3: Actual Reports for All Categories and Subcategories for CSN 6 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 6

CSN 6 Reports of Unmet Needs	Quarter 1 FY '10	Quarter 2 FY '10
7a MENTAL HEALTH SERVICES		
7a-i Assertive Community Treatment (ACT)	9	13
7a-ii Community Integration Services	26	24
7a-iii Dialectical Behavioral Therapy	1	6
7a-iv Family psycho-educational treatments	0	0
7a-ix Intensive Community Integration services	1	1
7a-v Group Counseling	5	7
7a-vi Individual counseling	25	32
7a-vii Inpatient psychiatric facility	1	0
7a-viii Intensive Case Management	0	1
7a-x Psychiatric medication management	22	30
7a-xi Other mental health services	6	6
7a MENTAL HEALTH SERVICES Total	**96**	**120**
7b MENTAL HEALTH CRISIS PLANNING		
7b-i Development of mental health crisis plan	23	28
7b-ii Mental health advance directives	2	2
7b-iii Other mental health crisis planning	1	0
7b MENTAL HEALTH CRISIS PLANNING Total	**26**	**30**
7c PEER, RECOVERY, AND SUPPORT		
7c-i Peer recovery center	6	6
7c-ii Recovery workbook group	0	0
7c-iii Social club	9	8
7c-iv Peer-run trauma recovery and group	0	0
7c-v Wellness recovery and action planning	0	5
7c-vi Family support	4	10
7c-vii Other peer, recovery, and support	2	9
7c PEER, RECOVERY, AND SUPPORT Total	**21**	**38**
7d SUBSTANCE ABUSE SERVICES		
7d-i Outpatient substance abuse services	9	11
7d-ii Residential treatment substance abuse	2	6
7d-iii Other substance abuse services	5	4
7d SUBSTANCE ABUSE SERVICES Total	**16**	**21**

Table 4 continued

CSN 6 Reports of Unmet Needs	Quarter 1 FY '10	Quarter 2 FY '10
7e HOUSING		
7e-i Supported apartment	13	9
7e-ii Community residential facility	2	0
7e-iii Residential treatment facility (group home)	1	5
7e-iv Assisted living facility	4	6
7e-v Nursing home	1	4
7e-vi Residential crisis unit	0	0
7e-vii Rent subsidy (Section 8, BRAP, Shelter +)	0	0
7e-viii Other housing resources	22	31
7e HOUSING Total	**43**	**55**
7f. HEALTH CARE		
7f-i Dental services	45	55
7f-ii Eye care services	23	30
7f-iii Hearing services	3	7
7f-iv Physical therapy	1	7
7f-v. Physician/medical services	26	24
7f-vi Other health care resources	7	14
7f. HEALTH CARE Total	**105**	**137**
7g LEGAL		
7g-i Advocates	0	0
7g-ii Guardian (private)	2	1
7g-iii Guardian (public)	1	3
7g-iv Other legal resources	5	9
7g LEGAL Total	**8**	**13**
7h FINANCIAL SECURITY		
7h-i Assistance with managing money	16	18
7h-ii Assistance with securing public benefits	17	22
7h-iii Representative payee	5	5
7h-iv Other financial security resources	11	11
7h FINANCIAL SECURITY Total	**49**	**56**
7i EDUCATION		
7i-i Adult education (other than GED)	5	9
7i-ii GED	4	9
7i-iii Literacy assistance	3	3
7i-iv Post high school education	10	8
7i-v Tuition reimbursement	0	4
7i-vi Other educational resources	4	2
7i EDUCATION Total	**26**	**35**

Table 4 continued

CSN 6 Reports of Unmet Needs	Quarter 1 FY '10	Quarter 2 FY '10
7j VOCATIONAL / EMPLOYMENT		
7j-i Benefits counseling related to employment	4	5
7j-ii Club house and/or peer vocational support	1	0
7j-iii Competitive employment (no supports)	8	11
7j-iv Supported employment	3	6
7j-v Vocational Rehabilitation	13	24
7jv-vi Other vocational/employment resources	11	7
7j VOCATIONAL / EMPLOYMENT Total	**40**	**53**
7k LIVING SKILLS		
7k-i Daily living supports services	16	14
7k-ii Day support services	2	1
7k-iii Occupational therapy	1	2
7k-iv Skills development services	7	8
7k-v Other living skills resources	6	5
7k LIVING SKILLS Total	**32**	**30**
7l TRANSPORTATION		
7l-i Transportation to ISP-identified services	16	17
7l-ii Transportation to other ISP-identified activities	6	10
7l-iii After hours transportation	0	0
7l-iv Other transportation resources	9	10
7l TRANSPORTATION Total	**31**	**37**
7m PERSONAL GROWTH/COMMUNITY		
7m-i Avocational activities	2	4
7m-ii Recreation activities	7	14
7m-iii Social activities	18	24
7m-iv Spiritual activities	2	3
7m-v Other personal growth/community	4	0
7m PERSONAL GROWTH/COMMUNITY Total	**33**	**45**
OTHER RESOURCES		
Other resources	4	12
OTHER RESOURCES Total	4	**12**
Grand Total CSN 6	**530**	**682**