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### Memorandum

**DATE:** February 12, 2010  
**TO:** Members of CSN 6  
**PREPARED BY:** Helen Hemminger, Muskie School of Public Service  
**SUBJECT:** CSN 6 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 6:

- 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 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. 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 6 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 6 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 Open RDS and the number of reports of unmet needs in CSN 6 and the State as a whole.

**Table 1: CSN 6'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 6</b>	652	1,701	530	2,070
<b>State</b>	3,222	8,809	3,128	9,546

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

- For CSN 6, Quarter 1 FY '10, in every single category, unmet needs either stayed at the same level or decreased.
- The categories of mental health services, housing, peer recovery and health care saw decreases of 15 or more.

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

CSN 6 Reports of Unmet Needs	Quarter 4 FY '09	Quarter 1 FY '10
<b>7a. Mental health services</b>	127	96
<b>7b. Mental health crisis planning</b>	30	26
<b>7c. Peer, recovery, and support</b>	41	21
<b>7d. Substance abuse services</b>	16	16
<b>7e. Housing</b>	65	43
<b>7f. Health care</b>	120	105
<b>7g. Legal</b>	19	8
<b>7h. Financial security</b>	51	49
<b>7i. Education</b>	29	26
<b>7j. Vocational / employment</b>	47	40
<b>7k. Living skills</b>	33	32
<b>7l. Transportation</b>	31	31
<b>7m. Personal growth/community</b>	36	33
<b>Other resources</b>	7	4
<b>CSN 6 Total Unmet Needs</b>	652	530

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

Based on CSN 6's 2,070 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.

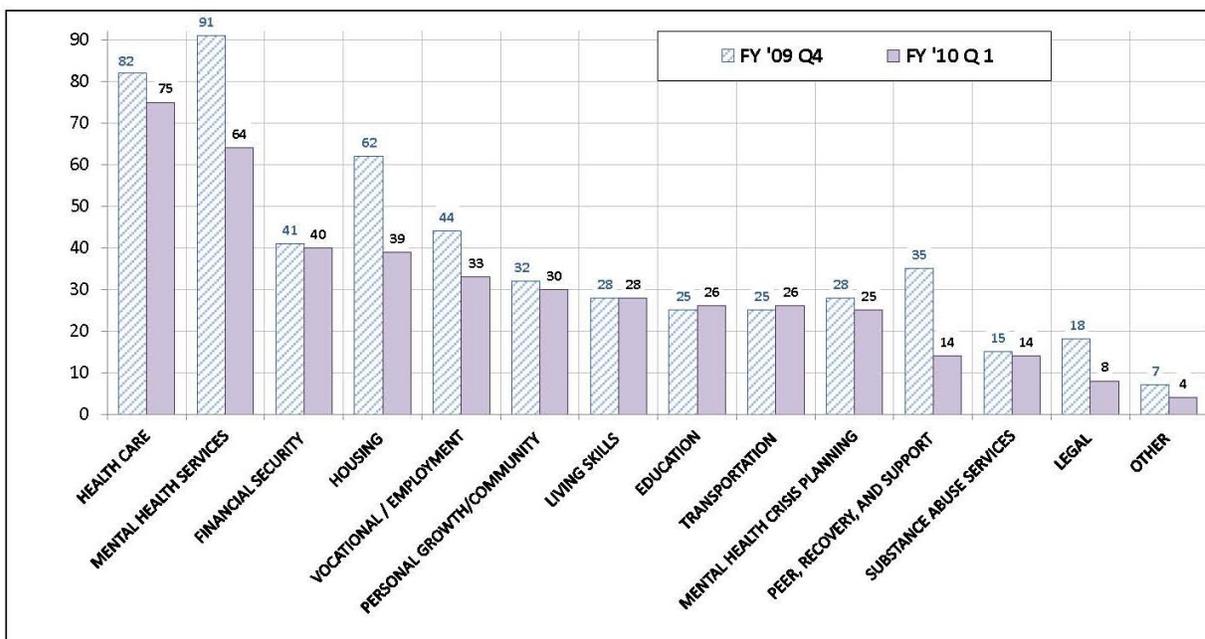
- The categories with 40 or more individuals with unmet needs in Quarter 1 FY '10 were: health care, mental health services and financial security.
- The number of distinct individuals with at least one unmet need decreased by 34 people.
- Mental health services, housing and peer recovery/support showed the largest decreases.

**Table 3: Distinct Individuals in CSN 6 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	91	64
7b. Mental health crisis planning	28	25
7c. Peer, recovery, and support	35	14
7d. Substance abuse services	15	14
7e. Housing	62	39
7f. Health care	82	75
7g. Legal	18	8
7h. Financial security	41	40
7i. Education	25	26
7j. Vocational / employment	44	33
7k. Living skills	28	28
7l. Transportation	25	26
7m. Personal growth/community	32	30
Other resources	7	4
<b>CSN 6 Total Distinct Clients w. unmet needs</b>	<b>228</b>	<b>194</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 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 4 FY '09	Quarter 1 FY '10
<b>7a MENTAL HEALTH SERVICES</b>		
7a-i Assertive Community Treatment (ACT)	14	9
7a-ii Community Integration Services	32	26
7a-iii Dialectical Behavioral Therapy	3	1
7a-iv Family psycho-educational treatments	0	0
7a-ix Intensive Community Integration services	0	1
7a-v Group Counseling	5	5
7a-vi Individual counseling	36	25
7a-vii Inpatient psychiatric facility	0	1
7a-viii Intensive Case Management	1	0
7a-x Psychiatric medication management	32	22
7a-xi Other mental health services	4	6
<b>7a MENTAL HEALTH SERVICES Total</b>	<b>127</b>	<b>96</b>
<b>7b MENTAL HEALTH CRISIS PLANNING</b>		
7b-i Development of mental health crisis plan	26	23
7b-ii Mental health advance directives	2	2
7b-iii Other mental health crisis planning	2	1
<b>7b MENTAL HEALTH CRISIS PLANNING Total</b>	<b>30</b>	<b>26</b>
<b>7c PEER, RECOVERY, AND SUPPORT</b>		
7c-i Peer recovery center	5	6
7c-ii Recovery workbook group	0	0
7c-iii Social club	11	9
7c-iv Peer-run trauma recovery and group	2	0
7c-v Wellness recovery and action planning	4	0
7c-vi Family support	11	4
7c-vii Other peer, recovery, and support	8	2
<b>7c PEER, RECOVERY, AND SUPPORT Total</b>	<b>41</b>	<b>21</b>
<b>7d SUBSTANCE ABUSE SERVICES</b>		
7d-i Outpatient substance abuse services	10	9
7d-ii Residential treatment substance abuse	4	2
7d-iii Other substance abuse services	2	5
<b>7d SUBSTANCE ABUSE SERVICES Total</b>	<b>16</b>	<b>16</b>

**Table 4 continued**

<b>CSN 6 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	12	13
7e-ii Community residential facility	6	2
7e-iii Residential treatment facility (group home)	4	1
7e-iv Assisted living facility	6	4
7e-v Nursing home	1	1
7e-vi Residential crisis unit	0	0
7e-vii Rent subsidy (Section 8, BRAP, Shelter +)	0	0
7e-viii Other housing resources	36	22
<b>7e HOUSING Total</b>	<b>65</b>	<b>43</b>
<b>7f. HEALTH CARE</b>		
7f-i Dental services	48	45
7f-ii Eye care services	25	23
7f-iii Hearing services	6	3
7f-iv Physical therapy	5	1
7f-v. Physician/medical services	24	26
7f-vi Other health care resources	12	7
<b>7f. HEALTH CARE Total</b>	<b>120</b>	<b>105</b>
<b>7g LEGAL</b>		
7g-i Advocates	4	0
7g-ii Guardian (private)	2	2
7g-iii Guardian (public)	0	1
7g-iv Other legal resources	13	5
<b>7g LEGAL Total</b>	<b>19</b>	<b>8</b>
<b>7h FINANCIAL SECURITY</b>		
7h-i Assistance with managing money	19	16
7h-ii Assistance with securing public benefits	25	17
7h-iii Representative payee	2	5
7h-iv Other financial security resources	5	11
<b>7h FINANCIAL SECURITY Total</b>	<b>51</b>	<b>49</b>
<b>7i EDUCATION</b>		
7i-i Adult education (other than GED)	8	5
7i-ii GED	11	4
7i-iii Literacy assistance	3	3
7i-iv Post high school education	7	10
7i-v Tuition reimbursement	0	0
7i-vi Other educational resources	0	4
<b>7i EDUCATION Total</b>	<b>29</b>	<b>26</b>

**Table 4 continued**

<b>CSN 6 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	4
7j-ii Club house and/or peer vocational support	0	1
7j-iii Competitive employment (no supports)	8	8
7j-iv Supported employment	7	3
7j-v Vocational Rehabilitation	21	13
7jv-vi Other vocational/employment resources	10	11
<b>7j VOCATIONAL / EMPLOYMENT Total</b>	<b>47</b>	<b>40</b>
<b>7k LIVING SKILLS</b>		
7k-i Daily living supports services	14	16
7k-ii Day support services	2	2
7k-iii Occupational therapy	0	1
7k-iv Skills development services	8	7
7k-v Other living skills resources	9	6
<b>7k LIVING SKILLS Total</b>	<b>33</b>	<b>32</b>
<b>7l TRANSPORTATION</b>		
7l-i Transportation to ISP-identified services	12	16
7l-ii Transportation to other ISP-identified activities	6	6
7l-iii After hours transportation	0	0
7l-iv Other transportation resources	13	9
<b>7l TRANSPORTATION Total</b>	<b>31</b>	<b>31</b>
<b>7m PERSONAL GROWTH/COMMUNITY</b>		
7m-i Avocational activities	5	2
7m-ii Recreation activities	4	7
7m-iii Social activities	16	18
7m-iv Spiritual activities	4	2
7m-v Other personal growth/community	7	4
<b>7m PERSONAL GROWTH/COMMUNITY Total</b>	<b>36</b>	<b>33</b>
<b>OTHER RESOURCES</b>		
Other resources	7	4
<b>OTHER RESOURCES Total</b>	<b>7</b>	<b>4</b>
<b>Grand Total CSN 6</b>	<b>652</b>	<b>530</b>