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Memorandum

DATE: May 25, 2010
SUBJECT: State Report of Unmet Needs for Quarter 2 FY '10 (Oct – Dec '09)
Prepared by Helen Hemminge, Muskie School of Public Service

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.) geographical variations in the reports of unmet resource needs
- c.) trends across quarters

This report shows two quarters of unmet needs data for the State as a whole:

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

There are three sections as follows:

- Section 1: Unmet Needs and Open RDS for the State as a Whole for Two Quarters
- Section 2: Distinct Individuals and Unmet Needs for the State for Two Quarters
- Section 3: Actual Reports for All Categories and Subcategories for the State 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 has recently noted some inconsistencies in data, particularly for prior quarters. In the fall, OAMHS recognized that because the 'date of ISP' was not a required field to be updated there was an impact in 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 the State as a whole 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 May1, 2010 quarterly report. This State report reflects the unmet needs at a given point in time.

Section 1: Unmet Needs and Open RDS for the State as a Whole for Two Quarters

This report is based on reports received for Open RDS during Quarter 2 of FY '10 (October – December '09.) Table 1 shows the breakdown of clients by CSN. Clients who do not have a legal address listed in the database or do not have an address that connects them with a particular CSN are grouped in “no legal address”.

Table 1: CSN Regions and Open RDS Quarter 2 FY '10

CSN	Counties	Quarter 2 FY '10 Open RDS
CSN 1	Aroostook	363
CSN 2	Hancock, Penobscot, Piscataquis & Washington	2,022
CSN 3	Kennebec & Somerset	1,980
CSN 4	Knox, Lincoln, Sagadahoc & Waldo	595
CSN 5	Androscoggin, Franklin & Oxford	1,760
CSN 6	Cumberland	2,072
CSN 7	York	548
Not assigned	No legal address	345
State as a whole		9,685

Table 2 below compares unmet resource needs (Unmet Needs) and completed resource data summaries (RDS) for Quarter 1 FY '10 and Quarter 2 FY '10.

Table 2: 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 1	97	371	117	363
CSN 2	651	2,067	658	2,022
CSN 3	216	1,759	304	1,980
CSN 4	288	586	443	595
CSN 5	898	1,873	968	1,760
CSN 6	530	2,070	682	2,072
CSN 7	291	508	419	548
No legal addr.	157	312	139	345
State	3,128	9,546	3,730	9,685

Graph 3 below compares Quarter 1 FY '10 with Quarter 2 FY '10 for the State as a whole. It is based on the table below. The table and graph show that:

- The number of unmet resource needs went up in every category.
- The categories with the most and the least number of unmet needs generally remained the same.
- Mental health services and health care have the most unmet needs in each quarter.

Graph 3: Actual Reports of Unmet Needs Quarter 1 FY '10 and Quarter 2 FY '10 for the State

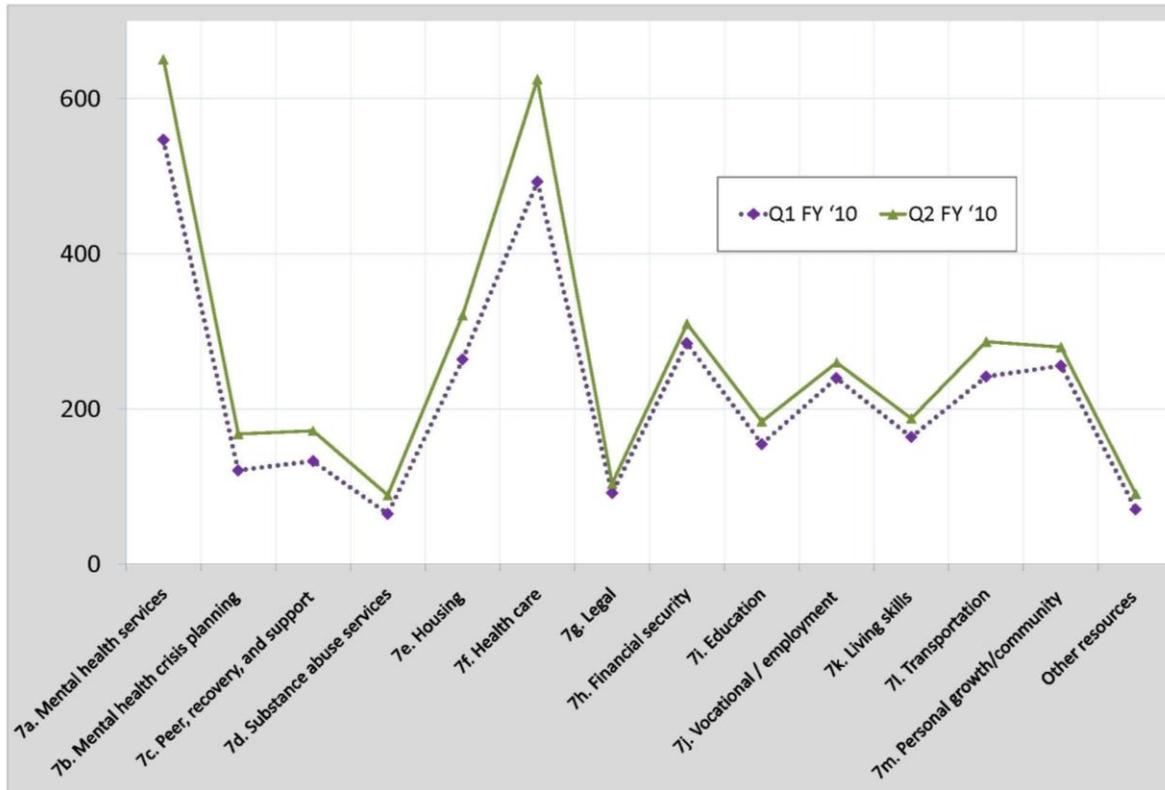


Table 3: The graph above is based on the table below.

Actual Reports of Unmet Needs	Q1 FY '10	Q2 FY '10	Difference
7a. Mental health services	547	651	104
7b. Mental health crisis planning	121	168	47
7c. Peer, recovery, and support	133	172	39
7d. Substance abuse services	65	89	24
7e. Housing	264	321	57
7f. Health care	493	625	132
7g. Legal	92	104	12
7h. Financial security	285	310	25
7i. Education	155	184	29
7j. Vocational / employment	240	260	20
7k. Living skills	164	188	24
7l. Transportation	242	287	45
7m. Personal growth/community	256	280	24
Other resources	71	91	20
Total Statewide Unmet Needs	3,128	3,730	602

Section 2: Distinct Individuals and Unmet Needs for the State for Two Quarters

OAMHS data also contains the number of distinct individuals with any unmet need within a category. Table 4 below shows the number of distinct individuals with unmet needs for each of the two quarters and the difference from the last quarter to this quarter for the State as a whole.

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

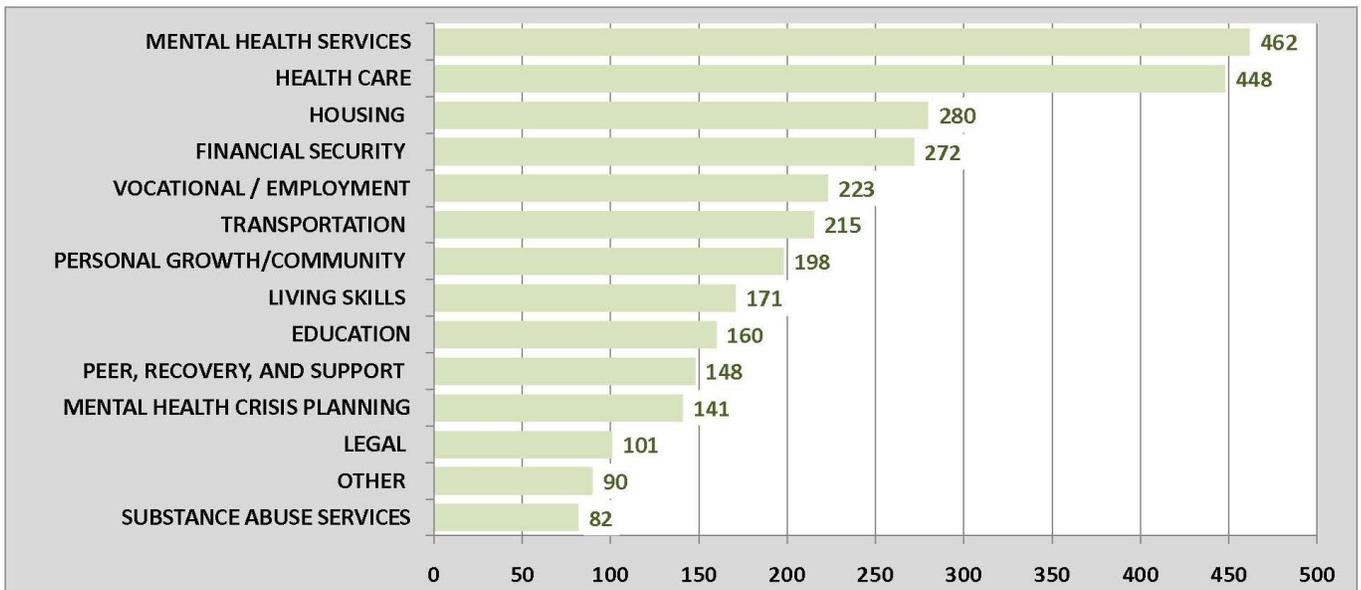
Category	Quarter 1 FY '10 Distinct Individuals with Unmet Needs	Quarter 2 FY'10 Distinct Individuals with Unmet Needs	Difference
7a. Mental health services	373	462	89
7b. Mental health crisis planning	111	141	30
7c. Peer, recovery, and support	109	148	39
7d. Substance abuse services	59	82	23
7e. Housing	236	280	44
7f. Health care	353	448	95
7g. Legal	89	101	12
7h. Financial security	241	272	31
7i. Education	139	160	21
7j. Vocational / employment	199	223	24
7k. Living skills	139	171	32
7l. Transportation	185	215	30
7m. Personal growth/community	197	198	1
Other resources	71	90	19
Individuals w. Unmet Needs*	1,081	1,289	208
Total State RDS	9,546	9,685	139

**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.*

The largest numerical increases from Quarter 1 FY '10 to Quarter 2 FY '10 were in the categories of: health care and mental health services.

Graph 4 below shows the categories ranked by the number of distinct clients in the State reporting an Unmet Need. Mental health services is the category with the most unmet needs for Quarter 2 FY '10, followed by health care.

Graph 4: Number of Distinct Individuals with Unmet Needs by Category for Quarter 2 FY '10



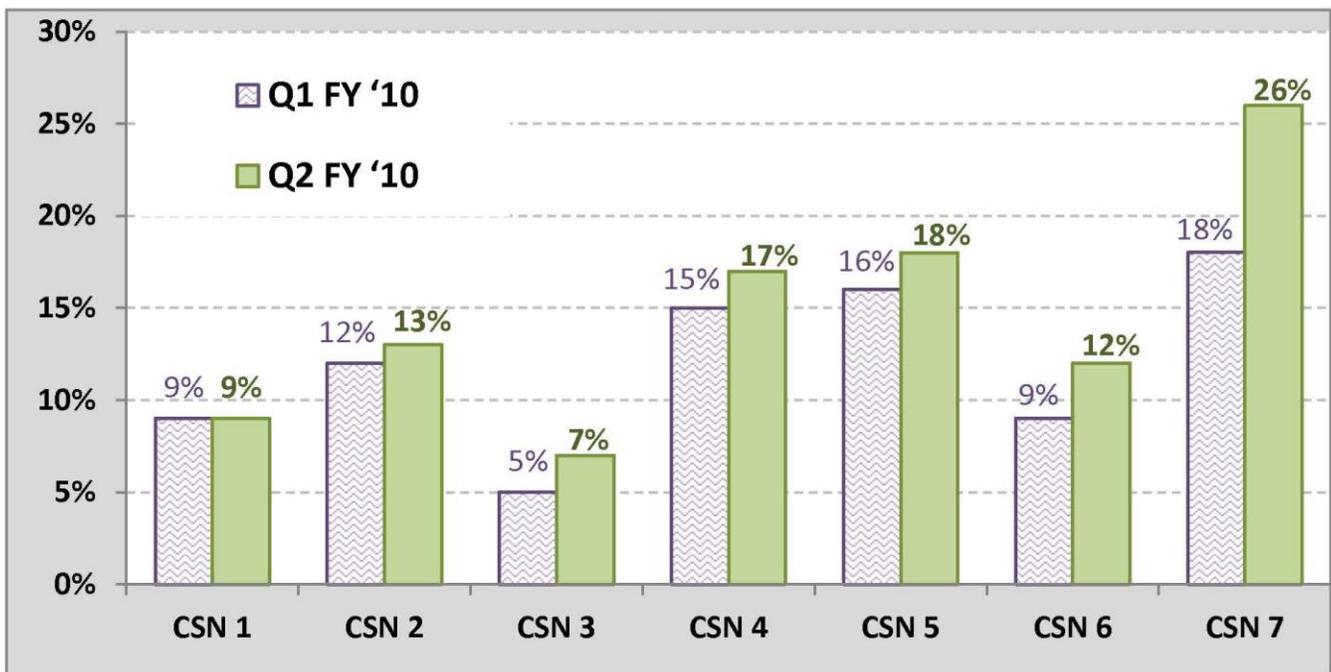
The number of distinct individuals with unmet needs can also be compared across CSNs. **Table 5** and **Graph 5** below shows the percent of individuals with unmet needs by CSN for Quarters 1 FY '10 and Quarter 2 FY '10. The graph and the table show:

- The percent of persons with unmet needs is relatively stable in each CSN, except in CSN 7.
- CSN 7 has the highest percent of clients with unmet needs for both quarters.
- CSN 3 had the lowest percent of clients with an unmet need in both quarters.
- “No legal Address” experienced a decrease in the percent of clients with unmet needs, while CSN 1 remained the same. All other CSNs had increases.

Table 5: Distinct Individuals with Unmet Needs by CSN Quarter 1 FY '10 & Quarter 2 FY '10

CSN	Q2 FY '10 Open RDS	Q2 FY '10 Distinct Individuals w. Unmet Needs	Q2 FY '10 % distinct individuals w. Unmet Needs	Q1 FY '10 % distinct individuals w. Unmet Needs
CSN 1	363	33	9%	9%
CSN 2	2022	262	13%	12%
CSN 3	1980	145	7%	5%
CSN 4	595	104	17%	15%
CSN 5	1760	322	18%	16%
CSN 6	2072	240	12%	9%
CSN 7	548	142	26%	18%
No legal addr.	345	41	12%	14%
State	9685	1289	13%	11%

**Graph 5: Percent of Distinct Individuals with Unmet Need(s) by CSN
Quarter 1 FY '10 & Quarter 2 FY '10**



Section 3: Actual Reports for All Categories/Subcategories for the State for Two Quarters

Table 6 (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 6: Actual Reports of All Categories and Subcategories for the State as a Whole
Quarter 1 FY '10 and Quarter 2 FY '10**

State Actual Reports of Unmet Needs	Quarter 1 FY '10	Quarter 2 FY '10
7a MENTAL HEALTH SERVICES		
7a-i Assertive Community Treatment (ACT)	36	42
7a-ii Community Integration Services	146	151
7a-iii Dialectical Behavioral Therapy	22	25
7a-iv Family psycho-educational treatment	1	5
7a-ix Intensive Community Integration services	2	5
7a-v Group Counseling	25	24
7a-vi Individual counseling	148	174
7a-vii Inpatient psychiatric facility	1	3
7a-viii Intensive Case Management	4	7
7a-x Psychiatric medication management	123	167
7a-xi Other mental health services	39	48
7a MENTAL HEALTH SERVICES Total	547	651
7b MENTAL HEALTH CRISIS PLANNING SERVICES		
7b-i Development of mental health crisis plan	88	125
7b-ii Mental health advance directives	24	35
7b-iii Other mental health crisis planning	9	8
7b MENTAL HEALTH CRISIS PLANNING Total	121	168
7c PEER, RECOVERY, AND SUPPORT RESOURCES		
7c-i Peer recovery center	13	21
7c-ii Recovery workbook group	1	0
7c-iii Social club	42	48
7c-iv Peer-run trauma recovery group	9	9
7c-v Wellness recovery and action planning	11	13
7c-vi Family support	33	43
7c-vii Other peer, recovery, and support	24	38
7c PEER, RECOVERY, AND SUPPORT Total	133	172
7d SUBSTANCE ABUSE SERVICES		
7d-i Outpatient substance abuse services	36	54
7d-ii Residential treatment substance abuse	11	15
7d-iii Other substance abuse services	18	20
7d SUBSTANCE ABUSE SERVICES Total	65	89

Table 6 continued

State Actual Reports of Unmet Needs	Quarter 1 FY '10	Quarter 2 FY '10
7e HOUSING RESOURCES		
7e-i Supported apartment	39	58
7e-ii Community residential facility	14	11
7e-iii Residential treatment facility (group home)	12	17
7e-iv Assisted living facility	23	30
7e-v Nursing home	13	25
7e-vi Residential crisis unit	2	7
7e-vii Rent subsidy (Section 8, BRAP, Shelter Plus)	0	0
7e-viii Other housing resources	161	173
7e HOUSING RESOURCES Total	264	321
7f. HEALTH CARE		
7f-i Dental services	220	281
7f-ii Eye care services	87	109
7f-iii Hearing services	20	27
7f-iv Physical therapy	14	21
7f-v. Physician/medical services	90	101
7f-vi Other health care resources	62	86
7f. HEALTH CARE Total	493	625
7g LEGAL RESOURCES		
7g-i Advocates	14	15
7g-ii Guardian (private)	5	8
7g-iii Guardian (public)	3	6
7g-iv Other legal resources	70	75
7g LEGAL RESOURCES Total	92	104
7h FINANCIAL SECURITY RESOURCES		
7h-i Assistance with managing money	98	108
7h-ii Assistance with securing public benefits	109	125
7h-iii Representative payee	19	22
7h-iv Other financial security resources	59	55
7h FINANCIAL SECURITY RESOURCES Total	285	310
7i EDUCATIONAL RESOURCES		
7i-i Adult education (other than GED)	21	37
7i-ii GED	35	40
7i-iii Literacy assistance	9	17
7i-iv Post high school education	56	50
7i-v Tuition reimbursement	5	10
7i-vi Other educational resources	29	30
7i EDUCATIONAL RESOURCES Total	155	184

Table 6 continued

State Actual Reports of Unmet Needs	Quarter 1 FY '10	Quarter 2 FY '10
7j VOCATIONAL / EMPLOYMENT RESOURCES		
7j-i Benefits counseling related to employment	15	15
7j-ii Club house and/or peer vocational support	2	2
7j-iii Competitive employment (no supports)	42	44
7j-iv Supported employment	18	33
7j-v Vocational Rehabilitation	108	123
7jv-vi Other vocational/employment resources	55	43
7j VOCATIONAL / EMPLOYMENT Total	240	260
7k LIVING SKILLS RESOURCES		
7k-i Daily living supports services	63	76
7k-ii Day support services	10	12
7k-iii Occupational therapy	3	4
7k-iv Skills development services	42	37
7k-v Other living skills resources	46	59
7k LIVING SKILLS RESOURCES Total	164	188
7l TRANSPORTATION RESOURCES		
7l-i Transportation to ISP-identified services	109	129
7l-ii Transportation to other ISP- activities	58	77
7l-iii After hours transportation	0	0
7l-iv Other transportation resources	75	81
7l TRANSPORTATION RESOURCES Total	242	287
7m-i Avocational activities	13	19
7m-ii Recreation activities	66	73
7m-iii Social activities	124	133
7m-iv Spiritual activities	12	19
7m-v Other personal growth/community	41	36
7m PERSONAL GROWTH/COMMUNITY Total	256	280
OTHER RESOURCES		
Other resources	71	91
OTHER RESOURCES Total	71	91
Total Reports of Unmet Needs	3128	3730