



Paul R. LePage, Governor

Mary C. Mayhew, Commissioner

## Office of Adult Mental Health Services

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### Statewide Report of Unmet Resource Needs for Fiscal Year 2012 Quarter 1

(July, Aug, Sept 2011)

#### Purpose of Report:

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

Data for this report is compiled from 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:

- the client's address
- completed RDS (Resource Data Summary) reports by case managers (CI, ACT, and ICM)
- both class members and non-class members

#### Data collection and reporting:

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. Data is then fed to the EIS Database on a monthly basis.

Unmet resource need data is reported and reviewed one quarter after the quarter ends as this method gives a more accurate picture of unmet resource needs.

Statewide data is reported first, followed by individual CSN reports.

Report Run: Jan 10, 2012

**Statewide Report of Unmet Resource Needs for Fiscal Year 2012 Quarter 1**

**Table 1: Distinct People with a Resource Data Summary (RDS) by CSN**

CSN	Counties	Distinct People
CSN 1	Aroostook	364
CSN 2	Hancock, Penobscot, Piscataquis &	1,681
CSN 3	Kennebec & Somerset	1,705
CSN 4	Knox, Lincoln, Sagadahoc & Waldo	665
CSN 5	Androscoggin, Franklin & Oxford	1,613
CSN 6	Cumberland	1,612
CSN 7	York	387
Not Assigned	No legal address	280
<b>Statewide</b>		<b>8,307</b>

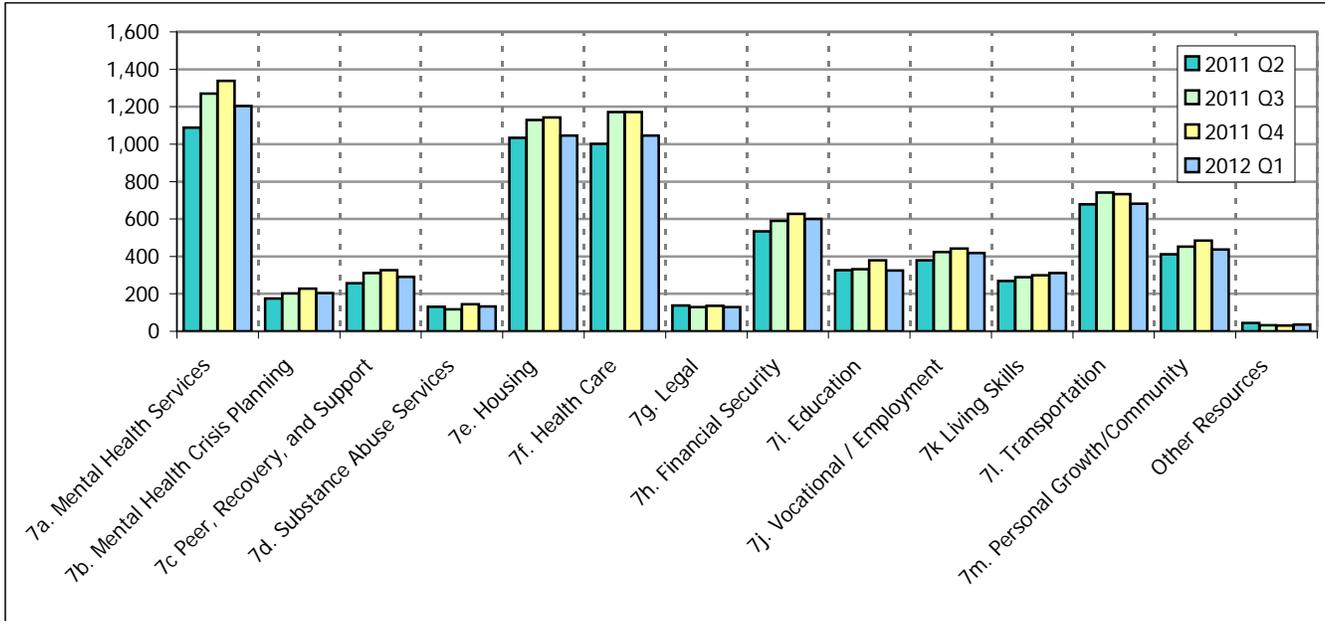
**Table 2: Distinct People and Unmet Resource Needs across four Quarters**

	2011 Q2			2011 Q3			2011 Q4			2012 Q1		
	People with Unmet Needs	Distinct People	% With Unmet Needs	People with Unmet Needs	Distinct People	% With Unmet Needs	People with Unmet Needs	Distinct People	% With Unmet Needs	People with Unmet Needs	Distinct People	% With Unmet Needs
CSN 1	103	331	31.1%	115	368	31.3%	108	367	29.4%	96	364	26.4%
CSN 2	514	1,665	30.9%	538	1,685	31.9%	551	1,699	32.4%	490	1,681	29.1%
CSN 3	376	1,592	23.6%	400	1,666	24.0%	414	1,678	24.7%	351	1,705	20.6%
CSN 4	210	539	39.0%	211	566	37.3%	200	610	32.8%	205	665	30.8%
CSN 5	538	1,551	34.7%	602	1,605	37.5%	590	1,631	36.2%	547	1,613	33.9%
CSN 6	583	1,544	37.8%	598	1,596	37.5%	655	1,691	38.7%	565	1,612	35.0%
CSN 7	190	511	37.2%	216	486	44.4%	172	449	38.3%	134	387	34.6%
N/A	110	339	32.4%	121	330	36.7%	125	321	38.9%	96	280	34.3%
<b>Total</b>	<b>2,624</b>	<b>8,072</b>	<b>32.5%</b>	<b>2,801</b>	<b>8,302</b>	<b>33.7%</b>	<b>2,815</b>	<b>8,446</b>	<b>33.3%</b>	<b>2,484</b>	<b>8,307</b>	<b>29.9%</b>

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## Statewide Report of Unmet Resource Needs for Fiscal Year 2012 Quarter 1

**Graph 1: Number of Unmet Resource Needs by Category over four Quarters**



**Table 3: Total Number of Unmet Resource Needs Reported**

Reported Unmet Resource Needs	2011 Q2	2011 Q3	2011 Q4	2012 Q1
7a. Mental Health Services	1,089	1,270	1,339	1,204
7b. Mental Health Crisis Planning	175	203	228	204
7c Peer, Recovery, and Support	256	311	326	291
7d. Substance Abuse Services	131	117	145	132
7e. Housing	1,033	1,129	1,142	1,046
7f. Health Care	1,001	1,172	1,171	1,046
7g. Legal	138	129	136	129
7h. Financial Security	534	590	628	600
7i. Education	327	332	380	324
7j. Vocational / Employment	379	424	442	419
7k Living Skills	269	289	300	311
7l. Transportation	678	742	732	682
7m. Personal Growth/Community	411	453	484	437
Other Resources	44	33	31	35
<b>Total Statewide Unmet Needs</b>	<b>6,465</b>	<b>7,194</b>	<b>7,484</b>	<b>6,860</b>

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## Report of Unmet Resource Needs

Statewide  
(All CSNs)

Fiscal Year 2012 Quarter 1  
(July, Aug, Sept 2011)

	2011 Q2	2011 Q3	2011 Q4	2012 Q1
<b>Distinct Clients with a RDS</b>	8,072	8,302	8,446	8,307
<b>7a. Mental Health Services</b>				
7a-i Assertive Community Treatment (ACT)	42	47	50	42
7a-ii Community Integration Services	303	320	356	291
7a-iii Dialectical Behavioral Therapy	34	44	39	32
7a-iv Family Psycho-Educational Treatment	4	11	9	10
7a-v Group Counseling	34	39	33	31
7a-vi Individual Counseling	280	342	343	345
7a-vii Inpatient Psychiatric Facility	2	4	5	4
7a-viii Intensive Case Management	4	9	9	12
7a-x Psychiatric Medication Management	335	395	428	382
7a-xi Other Mental Health Services	51	59	67	55
<b>Total Unmet Resource Needs</b>	<b>1,089</b>	<b>1,270</b>	<b>1,339</b>	<b>1,204</b>
<b>Distinct Clients with Unmet Resource Needs</b>	<b>801</b>	<b>939</b>	<b>949</b>	<b>831</b>
<b>7b. Mental Health Crisis Planning</b>				
7b-i Development of Mental Health Crisis Plan	107	137	156	136
7b-ii Mental Health Advance Directives	57	59	61	62
7b-iii Other Mental Health Crisis Planning	11	7	11	6
<b>Total Unmet Resource Needs</b>	<b>175</b>	<b>203</b>	<b>228</b>	<b>204</b>
<b>Distinct Clients with Unmet Resource Needs</b>	<b>163</b>	<b>186</b>	<b>204</b>	<b>178</b>
<b>7c Peer, Recovery, and Support</b>				
7c-i Peer Recovery Center	23	23	30	32
7c-ii Recovery Workbook Group	1	0	2	2
7c-iii Social Club	93	105	116	100
7c-iv Peer-Run Trauma Recovery Group	16	24	24	25
7c-v Wellness Recovery and Action Planning	16	25	20	18
7c-vi Family Support	48	83	90	78
7c-vii Other Peer, Recovery, and Support	59	51	44	36
<b>Total Unmet Resource Needs</b>	<b>256</b>	<b>311</b>	<b>326</b>	<b>291</b>
<b>Distinct Clients with Unmet Resource Needs</b>	<b>216</b>	<b>265</b>	<b>272</b>	<b>236</b>
<b>7d Substance Abuse Services</b>				
7d-i Outpatient Substance Abuse Services	80	72	92	81

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Statewide  
(All CSNs)

Fiscal Year 2012 Quarter 1  
(July, Aug, Sept 2011)

	2011 Q2	2011 Q3	2011 Q4	2012 Q1
<b>Distinct Clients with a RDS</b>	8,072	8,302	8,446	8,307
<b>7d Substance Abuse Services</b>				
7d-ii Residential Treatment Substance Abuse Services	18	17	17	17
7d-iii Other Substance Abuse Services	33	28	36	34
<b>Total Unmet Resource Needs</b>	<b>131</b>	<b>117</b>	<b>145</b>	<b>132</b>
<b>Distinct Clients with Unmet Resource Needs</b>	<b>125</b>	<b>111</b>	<b>135</b>	<b>121</b>
<b>7e. Housing</b>				
7e-i Supported Apartment	87	92	90	81
7e-ii Community Residential Facility	32	26	30	26
7e-iii Residential Treatment Facility (group home)	19	12	19	20
7e-iv Assisted Living Facility	37	40	43	28
7e-v Nursing Home	8	7	5	3
7e-vi Residential Crisis Unit	3	0	2	0
7e-vii Rent Subsidy (Section 8, BRAP, Shelter Plus)	589	680	685	637
7e-viii Other Housing Resources	258	272	268	251
<b>Total Unmet Resource Needs</b>	<b>1,033</b>	<b>1,129</b>	<b>1,142</b>	<b>1,046</b>
<b>Distinct Clients with Unmet Resource Needs</b>	<b>893</b>	<b>1,002</b>	<b>1,010</b>	<b>933</b>
<b>7f. Health Care</b>				
7f-i Dental Services	501	581	583	538
7f-ii Eye Care Services	157	210	206	178
7f-iii Hearing Services	40	52	50	46
7f-iv Physical Therapy	22	33	30	26
7f-v Physician/Medical Services	156	182	191	155
7f-vi Other Health Care Resources	125	114	111	103
<b>Total Unmet Resource Needs</b>	<b>1,001</b>	<b>1,172</b>	<b>1,171</b>	<b>1,046</b>
<b>Distinct Clients with Unmet Resource Needs</b>	<b>778</b>	<b>884</b>	<b>866</b>	<b>773</b>
<b>7g. Legal</b>				
7g-i Advocate	21	28	32	41
7g-ii Guardian (private)	21	16	13	13
7g-iii Guardian (public)	5	4	5	4
7g-iv Other Legal Resources	91	81	86	71

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(All CSNs)

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(July, Aug, Sept 2011)

	2011 Q2	2011 Q3	2011 Q4	2012 Q1
<b>Distinct Clients with a RDS</b>	8,072	8,302	8,446	8,307
<b>7g. Legal</b>				
<b>Total Unmet Resource Needs</b>	138	129	136	129
<b>Distinct Clients with Unmet Resource Needs</b>	137	128	133	126
<b>7h. Financial Security</b>				
7h-i Assistance with Managing Money	242	267	311	288
7h-ii Assistance with Securing Public Benefits	162	198	192	194
7h-iii Representative Payee	36	39	44	41
7h-iv Other Financial Security Resources	94	86	81	77
<b>Total Unmet Resource Needs</b>	534	590	628	600
<b>Distinct Clients with Unmet Resource Needs</b>	485	516	550	523
<b>7i. Education</b>				
7i-i Adult Education (other than GED)	67	66	84	65
7i-ii GED	71	83	80	75
7i-iii Literacy Assistance	27	24	26	23
7i-iv Post High School Education	98	106	123	103
7i-v Tuition Reimbursement	14	14	22	19
7i-vi Other Educational Resources	50	39	45	39
<b>Total Unmet Resource Needs</b>	327	332	380	324
<b>Distinct Clients with Unmet Resource Needs</b>	300	305	337	289
<b>7j. Vocational / Employment</b>				
7j-i Benefits Counseling Related to Employment	19	32	37	40
7j-ii Club House and/or Peer Vocational Support	5	8	13	9
7j-iii Competitive Employment (no supports)	61	63	64	55
7j-iv Supported Employment	43	36	35	39
7j-v Vocational Rehabilitation	194	221	232	209
7j-vi Other Vocational/Employment Resources	57	64	61	67
<b>Total Unmet Resource Needs</b>	379	424	442	419
<b>Distinct Clients with Unmet Resource Needs</b>	333	367	387	364
<b>7k. Living Skills</b>				
7k-i Daily Living Support Services	117	139	144	157
7k-ii Day Support Services	25	23	25	19

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	2011 Q2	2011 Q3	2011 Q4	2012 Q1
<b>Distinct Clients with a RDS</b>	8,072	8,302	8,446	8,307
<b>7k. Living Skills</b>				
7k-iii Occupational Therapy	10	14	11	9
7k-iv Skills Development Services	64	69	72	73
7k-v Other Living Skill Resources	53	44	48	53
<b>Total Unmet Resource Needs</b>	<b>269</b>	<b>289</b>	<b>300</b>	<b>311</b>
<b>Distinct Clients with Unmet Resource Needs</b>	<b>240</b>	<b>255</b>	<b>269</b>	<b>267</b>
<b>7l. Transportation</b>				
7l-i Transportation to ISP-Identified Services	252	290	286	281
7l-ii Transportation to Other ISP Activities	128	154	160	159
7l-iii After Hours Transportation	167	181	175	144
7l-iv Other Transportation Resources	131	117	111	98
<b>Total Unmet Resource Needs</b>	<b>678</b>	<b>742</b>	<b>732</b>	<b>682</b>
<b>Distinct Clients with Unmet Resource Needs</b>	<b>496</b>	<b>539</b>	<b>527</b>	<b>491</b>
<b>7m. Personal Growth/Community</b>				
7m-i Avocational Activities	21	20	26	23
7m-ii Recreation Activities	98	113	128	95
7m-iii Social Activities	206	228	238	228
7m-iv Spiritual Activities	21	36	33	40
7m-v Other Personal Growth/Community	65	56	59	51
<b>Total Unmet Resource Needs</b>	<b>411</b>	<b>453</b>	<b>484</b>	<b>437</b>
<b>Distinct Clients with Unmet Resource Needs</b>	<b>328</b>	<b>351</b>	<b>380</b>	<b>333</b>
<b>Other Resources</b>				
Other Resources	44	33	31	35
<b>Total Unmet Resource Needs</b>	<b>44</b>	<b>33</b>	<b>31</b>	<b>35</b>
<b>Distinct Clients with Unmet Resource Needs</b>	<b>44</b>	<b>33</b>	<b>31</b>	<b>35</b>
<b>Statewide Totals</b>				
<b>Total Unmet Resource Needs</b>	<b>6,465</b>	<b>7,194</b>	<b>7,484</b>	<b>6,860</b>
<b>Distinct Clients With any Unmet Resource Need</b>	<b>2,624</b>	<b>2,801</b>	<b>2,815</b>	<b>2,484</b>
<b>Distinct Clients with a RDS</b>	<b>8,072</b>	<b>8,302</b>	<b>8,446</b>	<b>8,307</b>

Report Run: Jan 10, 2012

CSN 1 Report of Unmet Resource Needs for Fiscal Year 2012 Quarter 1

CSN 1 - Aroostook

Table 1: Distinct People and Unmet Resource Needs across four Quarters

2011 Q2			2011 Q3			2011 Q4			2012 Q1		
People with Unmet Needs	Distinct People	% With Unmet Needs	People with Unmet Needs	Distinct People	% With Unmet Needs	People with Unmet Needs	Distinct People	% With Unmet Needs	People with Unmet Needs	Distinct People	% With Unmet Needs
103	331	31.1%	115	368	31.3%	108	367	29.4%	96	364	26.4%

Graph 1: Number of Unmet Resource Needs by Category over four Quarters

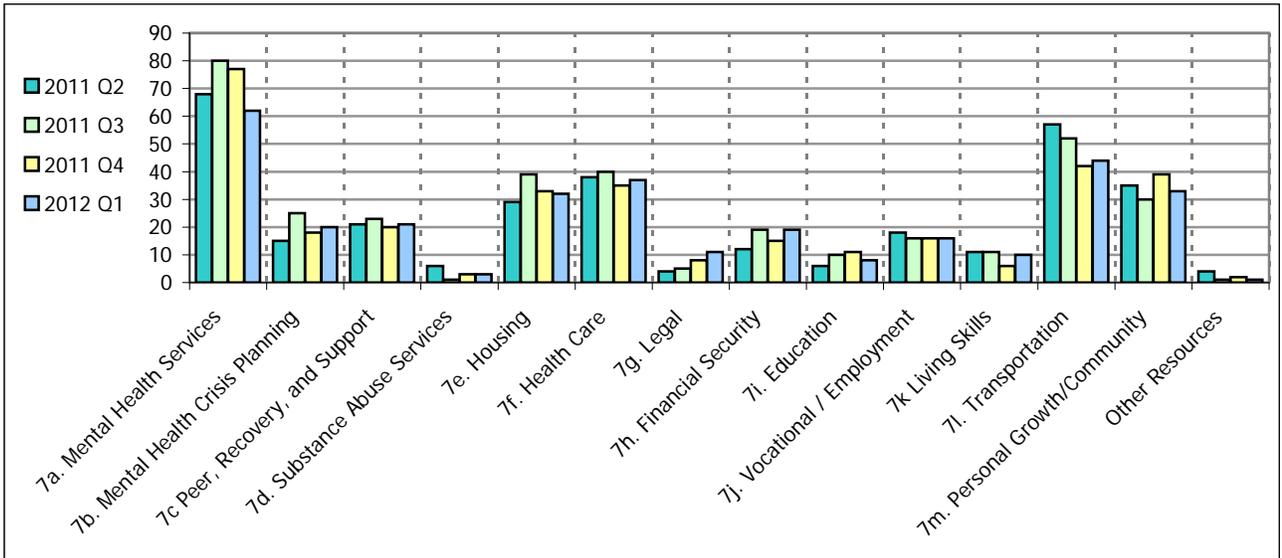


Table 2: Total Number of Unmet Resource Needs Reported

Reported Unmet Resource Needs	2011 Q2	2011 Q3	2011 Q4	2012 Q1
7a. Mental Health Services	68	80	77	62
7b. Mental Health Crisis Planning	15	25	18	20
7c. Peer, Recovery, and Support	21	23	20	21
7d. Substance Abuse Services	6	1	3	3
7e. Housing	29	39	33	32
7f. Health Care	38	40	35	37
7g. Legal	4	5	8	11
7h. Financial Security	12	19	15	19
7i. Education	6	10	11	8
7j. Vocational / Employment	18	16	16	16
7k. Living Skills	11	11	6	10
7l. Transportation	57	52	42	44
7m. Personal Growth/Community	35	30	39	33
Other Resources	4	1	2	1
<b>Total CSN 1 Unmet Needs</b>	<b>324</b>	<b>352</b>	<b>325</b>	<b>317</b>

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## Report of Unmet Resource Needs

**CSN 1**  
(Aroostook)

**Fiscal Year 2012 Quarter 1**  
(July, Aug, Sept 2011)

	2011 Q2	2011 Q3	2011 Q4	2012 Q1
<b>Distinct Clients with a RDS</b>	331	368	367	364
<b>7a. Mental Health Services</b>				
7a-i Assertive Community Treatment (ACT)	0	0	0	0
7a-ii Community Integration Services	28	33	30	19
7a-iii Dialectical Behavioral Therapy	1	1	2	5
7a-iv Family Psycho-Educational Treatment	0	1	0	0
7a-v Group Counseling	4	3	3	2
7a-vi Individual Counseling	12	14	16	14
7a-vii Inpatient Psychiatric Facility	1	1	0	1
7a-viii Intensive Case Management	1	1	1	0
7a-x Psychiatric Medication Management	20	23	22	19
7a-xi Other Mental Health Services	1	3	3	2
<b>Total Unmet Resource Needs</b>	<b>68</b>	<b>80</b>	<b>77</b>	<b>62</b>
<b>Distinct Clients with Unmet Resource Needs</b>	<b>50</b>	<b>56</b>	<b>53</b>	<b>38</b>
<b>7b. Mental Health Crisis Planning</b>				
7b-i Development of Mental Health Crisis Plan	9	16	12	14
7b-ii Mental Health Advance Directives	6	7	5	6
7b-iii Other Mental Health Crisis Planning	0	2	1	0
<b>Total Unmet Resource Needs</b>	<b>15</b>	<b>25</b>	<b>18</b>	<b>20</b>
<b>Distinct Clients with Unmet Resource Needs</b>	<b>12</b>	<b>20</b>	<b>15</b>	<b>17</b>
<b>7c Peer, Recovery, and Support</b>				
7c-i Peer Recovery Center	0	0	0	0
7c-ii Recovery Workbook Group	0	0	0	0
7c-iii Social Club	16	16	13	14
7c-iv Peer-Run Trauma Recovery Group	1	1	0	0
7c-v Wellness Recovery and Action Planning	1	3	3	2
7c-vi Family Support	1	3	3	5
7c-vii Other Peer, Recovery, and Support	2	0	1	0
<b>Total Unmet Resource Needs</b>	<b>21</b>	<b>23</b>	<b>20</b>	<b>21</b>
<b>Distinct Clients with Unmet Resource Needs</b>	<b>18</b>	<b>19</b>	<b>19</b>	<b>20</b>
<b>7d Substance Abuse Services</b>				
7d-i Outpatient Substance Abuse Services	2	1	3	2

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## Report of Unmet Resource Needs

CSN 1  
(Aroostook)

Fiscal Year 2012 Quarter 1  
(July, Aug, Sept 2011)

	2011 Q2	2011 Q3	2011 Q4	2012 Q1
<b>Distinct Clients with a RDS</b>	331	368	367	364
<b>7d Substance Abuse Services</b>				
7d-ii Residential Treatment Substance Abuse Services	1	0	0	1
7d-iii Other Substance Abuse Services	3	0	0	0
<b>Total Unmet Resource Needs</b>	6	1	3	3
<b>Distinct Clients with Unmet Resource Needs</b>	6	1	3	3
<b>7e. Housing</b>				
7e-i Supported Apartment	6	10	8	8
7e-ii Community Residential Facility	2	2	3	0
7e-iii Residential Treatment Facility (group home)	3	1	0	2
7e-iv Assisted Living Facility	3	2	3	0
7e-v Nursing Home	0	0	0	0
7e-vi Residential Crisis Unit	0	0	0	0
7e-vii Rent Subsidy (Section 8, BRAP, Shelter Plus)	13	19	16	20
7e-viii Other Housing Resources	2	5	3	2
<b>Total Unmet Resource Needs</b>	29	39	33	32
<b>Distinct Clients with Unmet Resource Needs</b>	24	29	25	26
<b>7f. Health Care</b>				
7f-i Dental Services	12	14	15	13
7f-ii Eye Care Services	5	5	4	7
7f-iii Hearing Services	2	2	0	1
7f-iv Physical Therapy	2	2	2	0
7f-v Physician/Medical Services	13	13	11	12
7f-vi Other Health Care Resources	4	4	3	4
<b>Total Unmet Resource Needs</b>	38	40	35	37
<b>Distinct Clients with Unmet Resource Needs</b>	25	31	27	27
<b>7g. Legal</b>				
7g-i Advocate	1	1	3	5
7g-ii Guardian (private)	0	1	1	2
7g-iii Guardian (public)	1	0	0	0
7g-iv Other Legal Resources	2	3	4	4

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## Report of Unmet Resource Needs

**CSN 1**  
(Aroostook)

**Fiscal Year 2012 Quarter 1**  
(July, Aug, Sept 2011)

	2011 Q2	2011 Q3	2011 Q4	2012 Q1
<b>Distinct Clients with a RDS</b>	331	368	367	364
<b>7g. Legal</b>				
<b>Total Unmet Resource Needs</b>	4	5	8	11
<b>Distinct Clients with Unmet Resource Needs</b>	4	5	8	11
<b>7h. Financial Security</b>				
7h-i Assistance with Managing Money	5	6	5	7
7h-ii Assistance with Securing Public Benefits	3	7	7	7
7h-iii Representative Payee	1	1	0	1
7h-iv Other Financial Security Resources	3	5	3	4
<b>Total Unmet Resource Needs</b>	12	19	15	19
<b>Distinct Clients with Unmet Resource Needs</b>	9	15	13	17
<b>7i. Education</b>				
7i-i Adult Education (other than GED)	1	2	2	2
7i-ii GED	3	6	4	2
7i-iii Literacy Assistance	1	0	0	1
7i-iv Post High School Education	0	2	3	2
7i-v Tuition Reimbursement	0	0	1	0
7i-vi Other Educational Resources	1	0	1	1
<b>Total Unmet Resource Needs</b>	6	10	11	8
<b>Distinct Clients with Unmet Resource Needs</b>	6	10	10	8
<b>7j. Vocational / Employment</b>				
7j-i Benefits Counseling Related to Employment	1	2	4	2
7j-ii Club House and/or Peer Vocational Support	1	1	0	0
7j-iii Competitive Employment (no supports)	1	2	0	2
7j-iv Supported Employment	4	3	3	4
7j-v Vocational Rehabilitation	9	6	8	7
7j-vi Other Vocational/Employment Resources	2	2	1	1
<b>Total Unmet Resource Needs</b>	18	16	16	16
<b>Distinct Clients with Unmet Resource Needs</b>	13	13	11	13
<b>7k. Living Skills</b>				
7k-i Daily Living Support Services	5	4	1	3
7k-ii Day Support Services	1	1	2	1

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## Report of Unmet Resource Needs

### CSN 1 (Aroostook)

Fiscal Year 2012 Quarter 1  
(July, Aug, Sept 2011)

	2011 Q2	2011 Q3	2011 Q4	2012 Q1
<b>Distinct Clients with a RDS</b>	331	368	367	364
<b>7k. Living Skills</b>				
7k-iii Occupational Therapy	0	0	0	0
7k-iv Skills Development Services	5	3	3	3
7k-v Other Living Skill Resources	0	3	0	3
<b>Total Unmet Resource Needs</b>	11	11	6	10
<b>Distinct Clients with Unmet Resource Needs</b>	8	10	5	9
<b>7l. Transportation</b>				
7l-i Transportation to ISP-Identified Services	22	25	19	22
7l-ii Transportation to Other ISP Activities	14	8	9	7
7l-iii After Hours Transportation	15	15	9	8
7l-iv Other Transportation Resources	6	4	5	7
<b>Total Unmet Resource Needs</b>	57	52	42	44
<b>Distinct Clients with Unmet Resource Needs</b>	34	38	29	35
<b>7m. Personal Growth/Community</b>				
7m-i Avocational Activities	1	1	3	1
7m-ii Recreation Activities	12	9	13	8
7m-iii Social Activities	17	16	19	18
7m-iv Spiritual Activities	3	2	1	3
7m-v Other Personal Growth/Community	2	2	3	3
<b>Total Unmet Resource Needs</b>	35	30	39	33
<b>Distinct Clients with Unmet Resource Needs</b>	22	21	25	24
<b>Other Resources</b>				
Other Resources	4	1	2	1
<b>Total Unmet Resource Needs</b>	4	1	2	1
<b>Distinct Clients with Unmet Resource Needs</b>	4	1	2	1
<b>CSN 1 Totals</b>				
<b>Total Unmet Resource Needs</b>	324	352	325	317
<b>Distinct Clients With any Unmet Resource Need</b>	103	115	108	96
<b>Distinct Clients with a RDS</b>	331	368	367	364

Report Run: Jan 10, 2012

CSN 2 Report of Unmet Resource Needs for Fiscal Year 2012 Quarter 1

CSN 2 - Hancock, Washington, Penobscot, Piscataquis

Table 1: Distinct People and Unmet Resource Needs across four Quarters

2011 Q2			2011 Q3			2011 Q4			2012 Q1		
People with Unmet Needs	Distinct People	% With Unmet Needs	People with Unmet Needs	Distinct People	% With Unmet Needs	People with Unmet Needs	Distinct People	% With Unmet Needs	People with Unmet Needs	Distinct People	% With Unmet Needs
514	1,665	30.9%	538	1,685	31.9%	551	1,699	32.4%	490	1,681	29.1%

Graph 1: Number of Unmet Resource Needs by Category over four Quarters

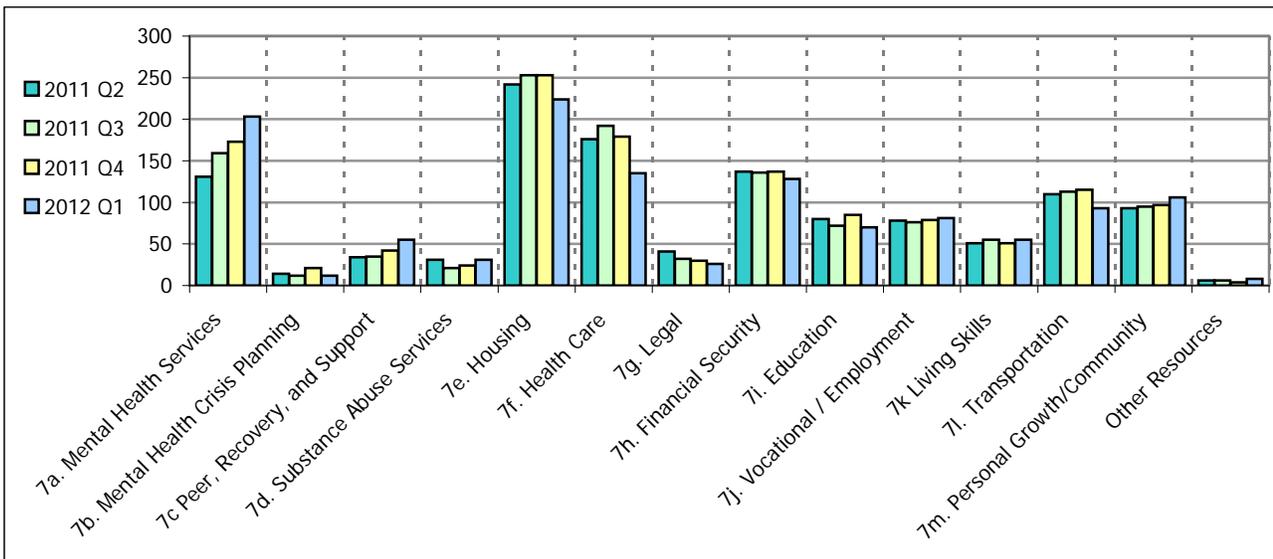


Table 2: Total Number of Unmet Resource Needs Reported

Reported Unmet Resource Needs	2011 Q2	2011 Q3	2011 Q4	2012 Q1
7a. Mental Health Services	131	159	173	203
7b. Mental Health Crisis Planning	14	12	21	12
7c Peer, Recovery, and Support	34	35	42	55
7d. Substance Abuse Services	31	21	24	31
7e. Housing	242	253	253	224
7f. Health Care	176	192	179	135
7g. Legal	41	32	30	26
7h. Financial Security	137	136	137	128
7i. Education	80	72	85	70
7j. Vocational / Employment	78	76	79	81
7k Living Skills	51	55	51	55
7l. Transportation	110	113	115	93
7m. Personal Growth/Community	93	95	97	106
Other Resources	6	6	4	8
<b>Total CSN 2 Unmet Needs</b>	<b>1,224</b>	<b>1,257</b>	<b>1,290</b>	<b>1,227</b>

Report Run: Jan 10, 2012



Paul R. LePage, Governor

Mary C. Mayhew, Commissioner

## Report of Unmet Resource Needs

### CSN 2

(Hancock, Washington, Penobscot, Piscataquis)

### Fiscal Year 2012 Quarter 1

(July, Aug, Sept 2011)

	2011 Q2	2011 Q3	2011 Q4	2012 Q1
<b>Distinct Clients with a RDS</b>	1,665	1,685	1,699	1,681
<b>7a. Mental Health Services</b>				
7a-i Assertive Community Treatment (ACT)	0	1	3	2
7a-ii Community Integration Services	18	27	46	46
7a-iii Dialectical Behavioral Therapy	2	1	1	2
7a-iv Family Psycho-Educational Treatment	0	1	2	1
7a-v Group Counseling	9	9	6	5
7a-vi Individual Counseling	49	58	51	72
7a-vii Inpatient Psychiatric Facility	0	0	0	2
7a-viii Intensive Case Management	0	0	0	4
7a-x Psychiatric Medication Management	46	56	55	62
7a-xi Other Mental Health Services	7	6	9	7
<b>Total Unmet Resource Needs</b>	131	159	173	203
<b>Distinct Clients with Unmet Resource Needs</b>	109	132	135	138
<b>7b. Mental Health Crisis Planning</b>				
7b-i Development of Mental Health Crisis Plan	11	9	16	8
7b-ii Mental Health Advance Directives	2	3	5	4
7b-iii Other Mental Health Crisis Planning	1	0	0	0
<b>Total Unmet Resource Needs</b>	14	12	21	12
<b>Distinct Clients with Unmet Resource Needs</b>	13	10	18	10
<b>7c Peer, Recovery, and Support</b>				
7c-i Peer Recovery Center	3	2	4	9
7c-ii Recovery Workbook Group	0	0	0	0
7c-iii Social Club	6	7	11	13
7c-iv Peer-Run Trauma Recovery Group	4	4	6	10
7c-v Wellness Recovery and Action Planning	1	2	2	5
7c-vi Family Support	8	11	13	11
7c-vii Other Peer, Recovery, and Support	12	9	6	7
<b>Total Unmet Resource Needs</b>	34	35	42	55
<b>Distinct Clients with Unmet Resource Needs</b>	30	31	39	39
<b>7d Substance Abuse Services</b>				
7d-i Outpatient Substance Abuse Services	21	14	15	16

Report Run: Jan 10, 2012



Paul R. LePage, Governor

Mary C. Mayhew, Commissioner

## Report of Unmet Resource Needs

### CSN 2

(Hancock, Washington, Penobscot, Piscataquis)

### Fiscal Year 2012 Quarter 1

(July, Aug, Sept 2011)

	2011 Q2	2011 Q3	2011 Q4	2012 Q1
<b>Distinct Clients with a RDS</b>	1,665	1,685	1,699	1,681
<b>7d Substance Abuse Services</b>				
7d-ii Residential Treatment Substance Abuse Services	7	4	3	5
7d-iii Other Substance Abuse Services	3	3	6	10
<b>Total Unmet Resource Needs</b>	<b>31</b>	<b>21</b>	<b>24</b>	<b>31</b>
<b>Distinct Clients with Unmet Resource Needs</b>	<b>28</b>	<b>20</b>	<b>22</b>	<b>26</b>
<b>7e. Housing</b>				
7e-i Supported Apartment	15	13	12	16
7e-ii Community Residential Facility	4	3	2	3
7e-iii Residential Treatment Facility (group home)	3	2	2	2
7e-iv Assisted Living Facility	5	3	3	4
7e-v Nursing Home	1	1	1	0
7e-vi Residential Crisis Unit	3	0	1	0
7e-vii Rent Subsidy (Section 8, BRAP, Shelter Plus)	140	162	162	135
7e-viii Other Housing Resources	71	69	70	64
<b>Total Unmet Resource Needs</b>	<b>242</b>	<b>253</b>	<b>253</b>	<b>224</b>
<b>Distinct Clients with Unmet Resource Needs</b>	<b>210</b>	<b>228</b>	<b>232</b>	<b>201</b>
<b>7f. Health Care</b>				
7f-i Dental Services	81	85	81	60
7f-ii Eye Care Services	26	32	36	28
7f-iii Hearing Services	7	9	9	7
7f-iv Physical Therapy	6	8	6	6
7f-v Physician/Medical Services	29	34	28	17
7f-vi Other Health Care Resources	27	24	19	17
<b>Total Unmet Resource Needs</b>	<b>176</b>	<b>192</b>	<b>179</b>	<b>135</b>
<b>Distinct Clients with Unmet Resource Needs</b>	<b>134</b>	<b>149</b>	<b>137</b>	<b>103</b>
<b>7g. Legal</b>				
7g-i Advocate	5	6	7	8
7g-ii Guardian (private)	14	8	4	6
7g-iii Guardian (public)	1	1	1	0
7g-iv Other Legal Resources	21	17	18	12

Report Run: Jan 10, 2012



Paul R. LePage, Governor

Mary C. Mayhew, Commissioner

## Report of Unmet Resource Needs

### CSN 2

(Hancock, Washington, Penobscot, Piscataquis)

### Fiscal Year 2012 Quarter 1

(July, Aug, Sept 2011)

	2011 Q2	2011 Q3	2011 Q4	2012 Q1
<b>Distinct Clients with a RDS</b>	1,665	1,685	1,699	1,681
<b>7g. Legal</b>				
<b>Total Unmet Resource Needs</b>	41	32	30	26
<b>Distinct Clients with Unmet Resource Needs</b>	41	32	29	26
<b>7h. Financial Security</b>				
7h-i Assistance with Managing Money	57	63	69	55
7h-ii Assistance with Securing Public Benefits	46	49	43	46
7h-iii Representative Payee	4	3	4	4
7h-iv Other Financial Security Resources	30	21	21	23
<b>Total Unmet Resource Needs</b>	137	136	137	128
<b>Distinct Clients with Unmet Resource Needs</b>	125	118	121	113
<b>7i. Education</b>				
7i-i Adult Education (other than GED)	15	14	18	14
7i-ii GED	13	13	11	9
7i-iii Literacy Assistance	5	6	5	4
7i-iv Post High School Education	34	27	33	29
7i-v Tuition Reimbursement	3	3	8	6
7i-vi Other Educational Resources	10	9	10	8
<b>Total Unmet Resource Needs</b>	80	72	85	70
<b>Distinct Clients with Unmet Resource Needs</b>	73	65	76	62
<b>7j. Vocational / Employment</b>				
7j-i Benefits Counseling Related to Employment	7	9	4	9
7j-ii Club House and/or Peer Vocational Support	2	2	1	1
7j-iii Competitive Employment (no supports)	24	23	25	18
7j-iv Supported Employment	9	7	5	7
7j-v Vocational Rehabilitation	22	22	32	34
7j-vi Other Vocational/Employment Resources	14	13	12	12
<b>Total Unmet Resource Needs</b>	78	76	79	81
<b>Distinct Clients with Unmet Resource Needs</b>	61	57	66	63
<b>7k. Living Skills</b>				
7k-i Daily Living Support Services	20	25	24	25
7k-ii Day Support Services	3	1	1	1

Report Run: Jan 10, 2012



Paul R. LePage, Governor

Mary C. Mayhew, Commissioner

## Report of Unmet Resource Needs

### CSN 2

(Hancock, Washington, Penobscot, Piscataquis)

### Fiscal Year 2012 Quarter 1

(July, Aug, Sept 2011)

	2011 Q2	2011 Q3	2011 Q4	2012 Q1
<b>Distinct Clients with a RDS</b>	1,665	1,685	1,699	1,681
<b>7k. Living Skills</b>				
7k-iii Occupational Therapy	3	4	3	2
7k-iv Skills Development Services	11	12	10	14
7k-v Other Living Skill Resources	14	13	13	13
<b>Total Unmet Resource Needs</b>	<b>51</b>	<b>55</b>	<b>51</b>	<b>55</b>
<b>Distinct Clients with Unmet Resource Needs</b>	<b>46</b>	<b>48</b>	<b>48</b>	<b>42</b>
<b>7l. Transportation</b>				
7l-i Transportation to ISP-Identified Services	36	38	38	31
7l-ii Transportation to Other ISP Activities	11	14	16	12
7l-iii After Hours Transportation	32	35	36	23
7l-iv Other Transportation Resources	31	26	25	27
<b>Total Unmet Resource Needs</b>	<b>110</b>	<b>113</b>	<b>115</b>	<b>93</b>
<b>Distinct Clients with Unmet Resource Needs</b>	<b>96</b>	<b>96</b>	<b>94</b>	<b>80</b>
<b>7m. Personal Growth/Community</b>				
7m-i Avocational Activities	6	4	5	5
7m-ii Recreation Activities	26	30	32	31
7m-iii Social Activities	36	42	44	50
7m-iv Spiritual Activities	6	5	3	6
7m-v Other Personal Growth/Community	19	14	13	14
<b>Total Unmet Resource Needs</b>	<b>93</b>	<b>95</b>	<b>97</b>	<b>106</b>
<b>Distinct Clients with Unmet Resource Needs</b>	<b>72</b>	<b>72</b>	<b>75</b>	<b>81</b>
<b>Other Resources</b>				
Other Resources	6	6	4	8
<b>Total Unmet Resource Needs</b>	<b>6</b>	<b>6</b>	<b>4</b>	<b>8</b>
<b>Distinct Clients with Unmet Resource Needs</b>	<b>6</b>	<b>6</b>	<b>4</b>	<b>8</b>
<b>CSN 2 Totals</b>				
<b>Total Unmet Resource Needs</b>	<b>1,224</b>	<b>1,257</b>	<b>1,290</b>	<b>1,227</b>
<b>Distinct Clients With any Unmet Resource Need</b>	<b>514</b>	<b>538</b>	<b>551</b>	<b>490</b>
<b>Distinct Clients with a RDS</b>	<b>1,665</b>	<b>1,685</b>	<b>1,699</b>	<b>1,681</b>

Report Run: Jan 10, 2012

CSN 3 Report of Unmet Resource Needs for Fiscal Year 2012 Quarter 1

CSN 3 - Kennebec and Somerset

Table 1: Distinct People and Unmet Resource Needs across four Quarters

2011 Q2			2011 Q3			2011 Q4			2012 Q1		
People with Unmet Needs	Distinct People	% With Unmet Needs	People with Unmet Needs	Distinct People	% With Unmet Needs	People with Unmet Needs	Distinct People	% With Unmet Needs	People with Unmet Needs	Distinct People	% With Unmet Needs
376	1,592	23.6%	400	1,666	24.0%	414	1,678	24.7%	351	1,705	20.6%

Graph 1: Number of Unmet Resource Needs by Category over four Quarters

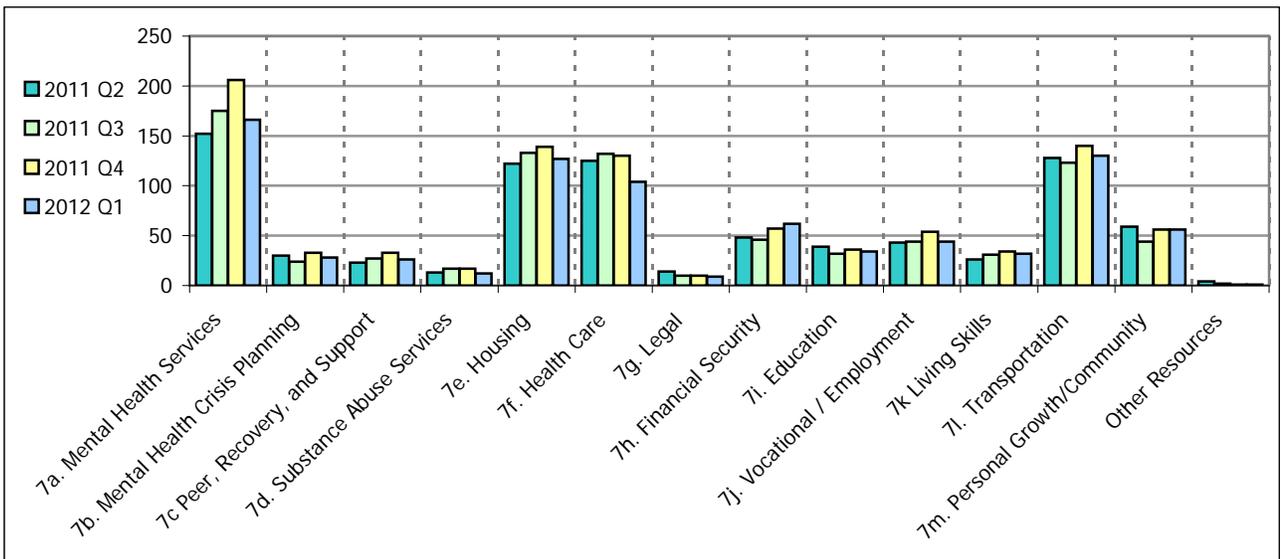


Table 2: Total Number of Unmet Resource Needs Reported

Reported Unmet Resource Needs	2011 Q2	2011 Q3	2011 Q4	2012 Q1
7a. Mental Health Services	152	175	206	166
7b. Mental Health Crisis Planning	30	24	33	28
7c. Peer, Recovery, and Support	23	27	33	26
7d. Substance Abuse Services	13	17	17	12
7e. Housing	122	133	139	127
7f. Health Care	125	132	130	104
7g. Legal	14	10	10	9
7h. Financial Security	48	46	57	62
7i. Education	39	32	36	34
7j. Vocational / Employment	43	44	54	44
7k. Living Skills	26	31	34	32
7l. Transportation	128	123	140	130
7m. Personal Growth/Community	59	44	56	56
Other Resources	4	2	1	1
<b>Total CSN 3 Unmet Needs</b>	<b>826</b>	<b>840</b>	<b>946</b>	<b>831</b>

Report Run: Jan 10, 2012



Paul R. LePage, Governor

Mary C. Mayhew, Commissioner

## Report of Unmet Resource Needs

### CSN 3

(Kennebec, Somerset)

### Fiscal Year 2012 Quarter 1

(July, Aug, Sept 2011)

	2011 Q2	2011 Q3	2011 Q4	2012 Q1
<b>Distinct Clients with a RDS</b>	1,592	1,666	1,678	1,705
<b>7a. Mental Health Services</b>				
7a-i Assertive Community Treatment (ACT)	1	3	2	5
7a-ii Community Integration Services	60	68	85	59
7a-iii Dialectical Behavioral Therapy	2	0	1	3
7a-iv Family Psycho-Educational Treatment	2	2	2	1
7a-v Group Counseling	3	3	5	5
7a-vi Individual Counseling	30	38	43	39
7a-vii Inpatient Psychiatric Facility	0	0	1	0
7a-viii Intensive Case Management	0	0	0	1
7a-x Psychiatric Medication Management	46	54	60	46
7a-xi Other Mental Health Services	8	7	7	7
<b>Total Unmet Resource Needs</b>	152	175	206	166
<b>Distinct Clients with Unmet Resource Needs</b>	112	129	144	115
<b>7b. Mental Health Crisis Planning</b>				
7b-i Development of Mental Health Crisis Plan	20	15	23	19
7b-ii Mental Health Advance Directives	8	9	9	8
7b-iii Other Mental Health Crisis Planning	2	0	1	1
<b>Total Unmet Resource Needs</b>	30	24	33	28
<b>Distinct Clients with Unmet Resource Needs</b>	25	19	27	22
<b>7c Peer, Recovery, and Support</b>				
7c-i Peer Recovery Center	0	1	0	0
7c-ii Recovery Workbook Group	0	0	0	0
7c-iii Social Club	11	14	15	12
7c-iv Peer-Run Trauma Recovery Group	1	2	4	2
7c-v Wellness Recovery and Action Planning	1	1	1	0
7c-vi Family Support	3	7	11	9
7c-vii Other Peer, Recovery, and Support	7	2	2	3
<b>Total Unmet Resource Needs</b>	23	27	33	26
<b>Distinct Clients with Unmet Resource Needs</b>	23	24	28	22
<b>7d Substance Abuse Services</b>				
7d-i Outpatient Substance Abuse Services	9	11	12	8

Report Run: Jan 10, 2012



Paul R. LePage, Governor

Mary C. Mayhew, Commissioner

## Report of Unmet Resource Needs

**CSN 3**

(Kennebec, Somerset)

**Fiscal Year 2012 Quarter 1**

(July, Aug, Sept 2011)

	2011 Q2	2011 Q3	2011 Q4	2012 Q1
<b>Distinct Clients with a RDS</b>	1,592	1,666	1,678	1,705
<b>7d Substance Abuse Services</b>				
7d-ii Residential Treatment Substance Abuse Services	1	4	3	2
7d-iii Other Substance Abuse Services	3	2	2	2
<b>Total Unmet Resource Needs</b>	13	17	17	12
<b>Distinct Clients with Unmet Resource Needs</b>	13	17	17	12
<b>7e. Housing</b>				
7e-i Supported Apartment	9	6	4	6
7e-ii Community Residential Facility	6	5	5	4
7e-iii Residential Treatment Facility (group home)	2	1	2	2
7e-iv Assisted Living Facility	3	4	5	4
7e-v Nursing Home	1	1	1	1
7e-vi Residential Crisis Unit	0	0	0	0
7e-vii Rent Subsidy (Section 8, BRAP, Shelter Plus)	87	104	109	97
7e-viii Other Housing Resources	14	12	13	13
<b>Total Unmet Resource Needs</b>	122	133	139	127
<b>Distinct Clients with Unmet Resource Needs</b>	109	123	126	116
<b>7f. Health Care</b>				
7f-i Dental Services	66	68	64	52
7f-ii Eye Care Services	16	20	17	15
7f-iii Hearing Services	9	10	12	8
7f-iv Physical Therapy	3	2	2	3
7f-v Physician/Medical Services	21	21	24	18
7f-vi Other Health Care Resources	10	11	11	8
<b>Total Unmet Resource Needs</b>	125	132	130	104
<b>Distinct Clients with Unmet Resource Needs</b>	95	99	98	77
<b>7g. Legal</b>				
7g-i Advocate	3	1	2	1
7g-ii Guardian (private)	3	4	5	2
7g-iii Guardian (public)	0	2	2	3
7g-iv Other Legal Resources	8	3	1	3

Report Run: Jan 10, 2012



Paul R. LePage, Governor

Mary C. Mayhew, Commissioner

## Report of Unmet Resource Needs

**CSN 3**  
(Kennebec, Somerset)

**Fiscal Year 2012 Quarter 1**  
(July, Aug, Sept 2011)

	2011 Q2	2011 Q3	2011 Q4	2012 Q1
<b>Distinct Clients with a RDS</b>	1,592	1,666	1,678	1,705
<b>7g. Legal</b>				
<b>Total Unmet Resource Needs</b>	14	10	10	9
<b>Distinct Clients with Unmet Resource Needs</b>	13	9	9	8
<b>7h. Financial Security</b>				
7h-i Assistance with Managing Money	22	24	30	32
7h-ii Assistance with Securing Public Benefits	17	17	16	20
7h-iii Representative Payee	6	2	6	6
7h-iv Other Financial Security Resources	3	3	5	4
<b>Total Unmet Resource Needs</b>	48	46	57	62
<b>Distinct Clients with Unmet Resource Needs</b>	42	42	48	57
<b>7i. Education</b>				
7i-i Adult Education (other than GED)	5	6	6	4
7i-ii GED	18	11	11	12
7i-iii Literacy Assistance	4	4	5	4
7i-iv Post High School Education	6	6	7	7
7i-v Tuition Reimbursement	2	2	3	3
7i-vi Other Educational Resources	4	3	4	4
<b>Total Unmet Resource Needs</b>	39	32	36	34
<b>Distinct Clients with Unmet Resource Needs</b>	36	29	32	30
<b>7j. Vocational / Employment</b>				
7j-i Benefits Counseling Related to Employment	1	3	5	3
7j-ii Club House and/or Peer Vocational Support	0	2	7	5
7j-iii Competitive Employment (no supports)	2	1	2	2
7j-iv Supported Employment	7	4	4	3
7j-v Vocational Rehabilitation	29	31	33	28
7j-vi Other Vocational/Employment Resources	4	3	3	3
<b>Total Unmet Resource Needs</b>	43	44	54	44
<b>Distinct Clients with Unmet Resource Needs</b>	40	37	44	38
<b>7k. Living Skills</b>				
7k-i Daily Living Support Services	13	19	19	22
7k-ii Day Support Services	1	1	1	1

Report Run: Jan 10, 2012



Paul R. LePage, Governor

Mary C. Mayhew, Commissioner

## Report of Unmet Resource Needs

**CSN 3**  
(Kennebec, Somerset)

**Fiscal Year 2012 Quarter 1**  
(July, Aug, Sept 2011)

	2011 Q2	2011 Q3	2011 Q4	2012 Q1
<b>Distinct Clients with a RDS</b>	1,592	1,666	1,678	1,705
<b>7k. Living Skills</b>				
7k-iii Occupational Therapy	1	2	3	1
7k-iv Skills Development Services	7	9	11	7
7k-v Other Living Skill Resources	4	0	0	1
<b>Total Unmet Resource Needs</b>	26	31	34	32
<b>Distinct Clients with Unmet Resource Needs</b>	25	28	29	31
<b>7l. Transportation</b>				
7l-i Transportation to ISP-Identified Services	53	51	62	66
7l-ii Transportation to Other ISP Activities	31	32	33	33
7l-iii After Hours Transportation	25	29	32	22
7l-iv Other Transportation Resources	19	11	13	9
<b>Total Unmet Resource Needs</b>	128	123	140	130
<b>Distinct Clients with Unmet Resource Needs</b>	95	92	103	99
<b>7m. Personal Growth/Community</b>				
7m-i Avocational Activities	1	1	0	0
7m-ii Recreation Activities	11	9	11	10
7m-iii Social Activities	42	31	40	40
7m-iv Spiritual Activities	2	1	3	3
7m-v Other Personal Growth/Community	3	2	2	3
<b>Total Unmet Resource Needs</b>	59	44	56	56
<b>Distinct Clients with Unmet Resource Needs</b>	49	37	47	46
<b>Other Resources</b>				
Other Resources	4	2	1	1
<b>Total Unmet Resource Needs</b>	4	2	1	1
<b>Distinct Clients with Unmet Resource Needs</b>	4	2	1	1
<b>CSN 3 Totals</b>				
<b>Total Unmet Resource Needs</b>	826	840	946	831
<b>Distinct Clients With any Unmet Resource Need</b>	376	400	414	351
<b>Distinct Clients with a RDS</b>	1,592	1,666	1,678	1,705

Report Run: Jan 10, 2012

CSN 4 Report of Unmet Resource Needs for Fiscal Year 2012 Quarter 1

CSN 4 - Knox, Lincoln, Sagadahoc, Waldo

Table 1: Distinct People and Unmet Resource Needs across four Quarters

2011 Q2			2011 Q3			2011 Q4			2012 Q1		
People with Unmet Needs	Distinct People	% With Unmet Needs	People with Unmet Needs	Distinct People	% With Unmet Needs	People with Unmet Needs	Distinct People	% With Unmet Needs	People with Unmet Needs	Distinct People	% With Unmet Needs
210	539	39.0%	211	566	37.3%	200	610	32.8%	205	665	30.8%

Graph 1: Number of Unmet Resource Needs by Category over four Quarters

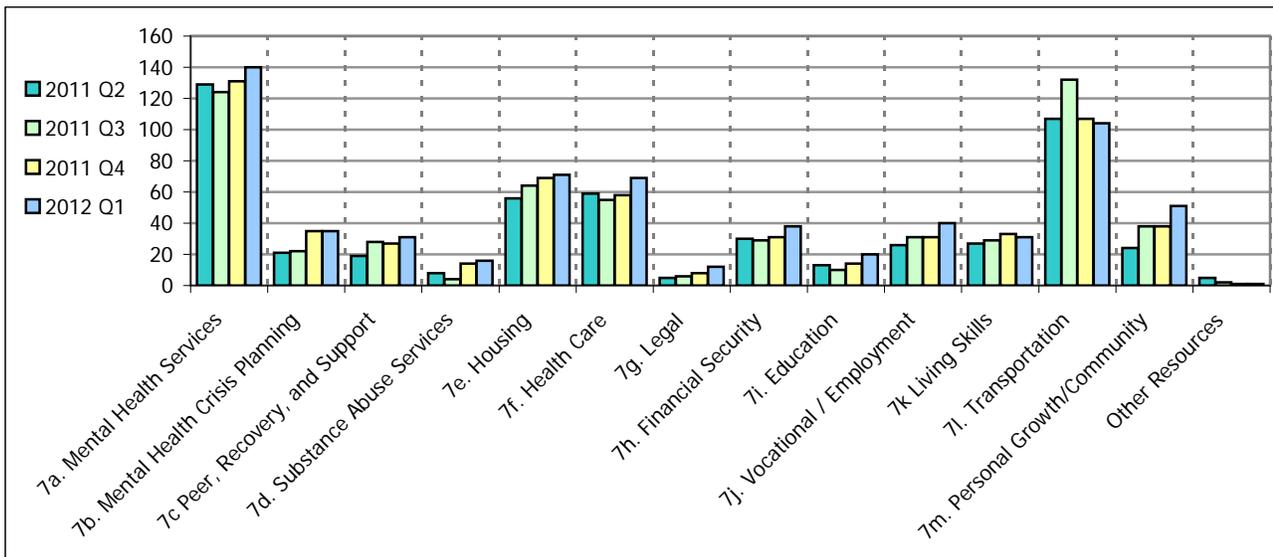


Table 2: Total Number of Unmet Resource Needs Reported

Reported Unmet Resource Needs	2011 Q2	2011 Q3	2011 Q4	2012 Q1
7a. Mental Health Services	129	124	131	140
7b. Mental Health Crisis Planning	21	22	35	35
7c. Peer, Recovery, and Support	19	28	27	31
7d. Substance Abuse Services	8	4	14	16
7e. Housing	56	64	69	71
7f. Health Care	59	55	58	69
7g. Legal	5	6	8	12
7h. Financial Security	30	29	31	38
7i. Education	13	10	14	20
7j. Vocational / Employment	26	31	31	40
7k. Living Skills	27	29	33	31
7l. Transportation	107	132	107	104
7m. Personal Growth/Community	24	38	38	51
Other Resources	5	2	1	1
<b>Total CSN 4 Unmet Needs</b>	<b>529</b>	<b>574</b>	<b>597</b>	<b>659</b>

Report Run: Jan 10, 2012



Paul R. LePage, Governor

Mary C. Mayhew, Commissioner

## Report of Unmet Resource Needs

### CSN 4

(Knox, Lincoln, Sagadahoc, Waldo)

### Fiscal Year 2012 Quarter 1

(July, Aug, Sept 2011)

	2011 Q2	2011 Q3	2011 Q4	2012 Q1
<b>Distinct Clients with a RDS</b>	539	566	610	665
<b>7a. Mental Health Services</b>				
7a-i Assertive Community Treatment (ACT)	3	9	10	7
7a-ii Community Integration Services	55	46	51	48
7a-iii Dialectical Behavioral Therapy	1	1	3	2
7a-iv Family Psycho-Educational Treatment	0	0	0	0
7a-v Group Counseling	1	1	2	0
7a-vi Individual Counseling	24	23	26	33
7a-vii Inpatient Psychiatric Facility	0	0	0	0
7a-viii Intensive Case Management	0	0	0	2
7a-x Psychiatric Medication Management	37	36	30	39
7a-xi Other Mental Health Services	8	8	9	9
<b>Total Unmet Resource Needs</b>	129	124	131	140
<b>Distinct Clients with Unmet Resource Needs</b>	91	95	92	97
<b>7b. Mental Health Crisis Planning</b>				
7b-i Development of Mental Health Crisis Plan	13	17	26	26
7b-ii Mental Health Advance Directives	5	3	7	9
7b-iii Other Mental Health Crisis Planning	3	2	2	0
<b>Total Unmet Resource Needs</b>	21	22	35	35
<b>Distinct Clients with Unmet Resource Needs</b>	20	21	32	31
<b>7c Peer, Recovery, and Support</b>				
7c-i Peer Recovery Center	3	2	6	7
7c-ii Recovery Workbook Group	0	0	0	0
7c-iii Social Club	2	4	4	8
7c-iv Peer-Run Trauma Recovery Group	0	4	3	4
7c-v Wellness Recovery and Action Planning	1	1	1	0
7c-vi Family Support	6	9	7	7
7c-vii Other Peer, Recovery, and Support	7	8	6	5
<b>Total Unmet Resource Needs</b>	19	28	27	31
<b>Distinct Clients with Unmet Resource Needs</b>	19	25	23	25
<b>7d Substance Abuse Services</b>				
7d-i Outpatient Substance Abuse Services	4	2	11	12

Report Run: Jan 10, 2012



Paul R. LePage, Governor

Mary C. Mayhew, Commissioner

## Report of Unmet Resource Needs

### CSN 4

(Knox, Lincoln, Sagadahoc, Waldo)

### Fiscal Year 2012 Quarter 1

(July, Aug, Sept 2011)

	2011 Q2	2011 Q3	2011 Q4	2012 Q1
<b>Distinct Clients with a RDS</b>	539	566	610	665
<b>7d Substance Abuse Services</b>				
7d-ii Residential Treatment Substance Abuse Services	0	0	0	0
7d-iii Other Substance Abuse Services	4	2	3	4
<b>Total Unmet Resource Needs</b>	<b>8</b>	<b>4</b>	<b>14</b>	<b>16</b>
<b>Distinct Clients with Unmet Resource Needs</b>	<b>8</b>	<b>4</b>	<b>13</b>	<b>15</b>
<b>7e. Housing</b>				
7e-i Supported Apartment	4	7	10	7
7e-ii Community Residential Facility	1	1	2	2
7e-iii Residential Treatment Facility (group home)	0	0	2	2
7e-iv Assisted Living Facility	3	3	5	3
7e-v Nursing Home	1	0	0	0
7e-vi Residential Crisis Unit	0	0	1	0
7e-vii Rent Subsidy (Section 8, BRAP, Shelter Plus)	29	32	34	37
7e-viii Other Housing Resources	18	21	15	20
<b>Total Unmet Resource Needs</b>	<b>56</b>	<b>64</b>	<b>69</b>	<b>71</b>
<b>Distinct Clients with Unmet Resource Needs</b>	<b>52</b>	<b>60</b>	<b>59</b>	<b>68</b>
<b>7f. Health Care</b>				
7f-i Dental Services	28	29	27	31
7f-ii Eye Care Services	11	6	9	9
7f-iii Hearing Services	3	3	3	2
7f-iv Physical Therapy	1	0	1	2
7f-v Physician/Medical Services	5	9	9	12
7f-vi Other Health Care Resources	11	8	9	13
<b>Total Unmet Resource Needs</b>	<b>59</b>	<b>55</b>	<b>58</b>	<b>69</b>
<b>Distinct Clients with Unmet Resource Needs</b>	<b>49</b>	<b>49</b>	<b>44</b>	<b>50</b>
<b>7g. Legal</b>				
7g-i Advocate	1	2	3	4
7g-ii Guardian (private)	0	0	0	1
7g-iii Guardian (public)	0	0	0	0
7g-iv Other Legal Resources	4	4	5	7

Report Run: Jan 10, 2012



Paul R. LePage, Governor

Mary C. Mayhew, Commissioner

## Report of Unmet Resource Needs

### CSN 4

(Knox, Lincoln, Sagadahoc, Waldo)

### Fiscal Year 2012 Quarter 1

(July, Aug, Sept 2011)

	2011 Q2	2011 Q3	2011 Q4	2012 Q1
<b>Distinct Clients with a RDS</b>	539	566	610	665
<b>7g. Legal</b>				
<b>Total Unmet Resource Needs</b>	5	6	8	12
<b>Distinct Clients with Unmet Resource Needs</b>	5	6	8	11
<b>7h. Financial Security</b>				
7h-i Assistance with Managing Money	15	15	11	19
7h-ii Assistance with Securing Public Benefits	5	9	11	11
7h-iii Representative Payee	2	1	4	4
7h-iv Other Financial Security Resources	8	4	5	4
<b>Total Unmet Resource Needs</b>	30	29	31	38
<b>Distinct Clients with Unmet Resource Needs</b>	28	26	28	32
<b>7i. Education</b>				
7i-i Adult Education (other than GED)	3	3	2	2
7i-ii GED	1	0	2	4
7i-iii Literacy Assistance	0	0	0	0
7i-iv Post High School Education	5	5	7	8
7i-v Tuition Reimbursement	0	0	0	1
7i-vi Other Educational Resources	4	2	3	5
<b>Total Unmet Resource Needs</b>	13	10	14	20
<b>Distinct Clients with Unmet Resource Needs</b>	13	10	14	20
<b>7j. Vocational / Employment</b>				
7j-i Benefits Counseling Related to Employment	0	2	5	3
7j-ii Club House and/or Peer Vocational Support	0	1	2	2
7j-iii Competitive Employment (no supports)	3	3	3	4
7j-iv Supported Employment	1	1	1	3
7j-v Vocational Rehabilitation	16	16	14	20
7j-vi Other Vocational/Employment Resources	6	8	6	8
<b>Total Unmet Resource Needs</b>	26	31	31	40
<b>Distinct Clients with Unmet Resource Needs</b>	26	27	27	35
<b>7k. Living Skills</b>				
7k-i Daily Living Support Services	17	21	23	20
7k-ii Day Support Services	1	1	1	2

Report Run: Jan 10, 2012



Paul R. LePage, Governor

Mary C. Mayhew, Commissioner

## Report of Unmet Resource Needs

### CSN 4

(Knox, Lincoln, Sagadahoc, Waldo)

### Fiscal Year 2012 Quarter 1

(July, Aug, Sept 2011)

	2011 Q2	2011 Q3	2011 Q4	2012 Q1
<b>Distinct Clients with a RDS</b>	539	566	610	665
<b>7k. Living Skills</b>				
7k-iii Occupational Therapy	1	1	1	1
7k-iv Skills Development Services	3	4	6	4
7k-v Other Living Skill Resources	5	2	2	4
<b>Total Unmet Resource Needs</b>	27	29	33	31
<b>Distinct Clients with Unmet Resource Needs</b>	27	27	31	30
<b>7l. Transportation</b>				
7l-i Transportation to ISP-Identified Services	45	53	47	45
7l-ii Transportation to Other ISP Activities	27	38	31	30
7l-iii After Hours Transportation	20	27	18	15
7l-iv Other Transportation Resources	15	14	11	14
<b>Total Unmet Resource Needs</b>	107	132	107	104
<b>Distinct Clients with Unmet Resource Needs</b>	60	65	60	61
<b>7m. Personal Growth/Community</b>				
7m-i Avocational Activities	3	7	6	6
7m-ii Recreation Activities	3	8	7	8
7m-iii Social Activities	16	18	20	31
7m-iv Spiritual Activities	1	3	2	4
7m-v Other Personal Growth/Community	1	2	3	2
<b>Total Unmet Resource Needs</b>	24	38	38	51
<b>Distinct Clients with Unmet Resource Needs</b>	18	29	29	36
<b>Other Resources</b>				
Other Resources	5	2	1	1
<b>Total Unmet Resource Needs</b>	5	2	1	1
<b>Distinct Clients with Unmet Resource Needs</b>	5	2	1	1
<b>CSN 4 Totals</b>				
<b>Total Unmet Resource Needs</b>	529	574	597	659
<b>Distinct Clients With any Unmet Resource Need</b>	210	211	200	205
<b>Distinct Clients with a RDS</b>	539	566	610	665

Report Run: Jan 10, 2012

CSN 5 Report of Unmet Resource Needs for Fiscal Year 2012 Quarter 1

CSN 5 - Androscoggin, Franklin, Oxford (Includes: Bridgton, Harrison, Naples, Casco)

Table 1: Distinct People and Unmet Resource Needs across four Quarters

2011 Q2			2011 Q3			2011 Q4			2012 Q1		
People with Unmet Needs	Distinct People	% With Unmet Needs	People with Unmet Needs	Distinct People	% With Unmet Needs	People with Unmet Needs	Distinct People	% With Unmet Needs	People with Unmet Needs	Distinct People	% With Unmet Needs
538	1,551	34.7%	602	1,605	37.5%	590	1,631	36.2%	547	1,613	33.9%

Graph 1: Number of Unmet Resource Needs by Category over four Quarters

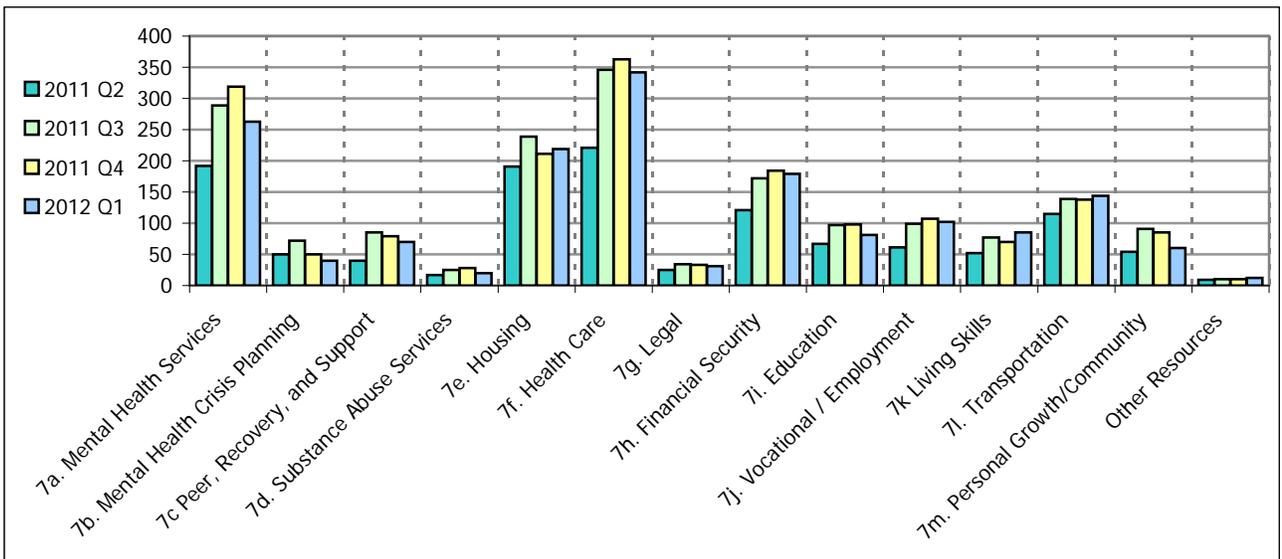
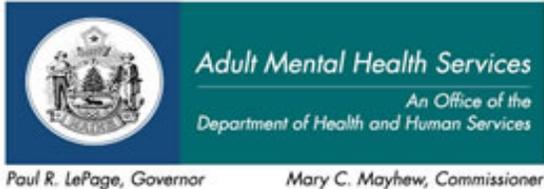


Table 2: Total Number of Unmet Resource Needs Reported

Reported Unmet Resource Needs	2011 Q2	2011 Q3	2011 Q4	2012 Q1
7a. Mental Health Services	192	289	319	263
7b. Mental Health Crisis Planning	50	72	50	40
7c. Peer, Recovery, and Support	40	85	79	70
7d. Substance Abuse Services	17	25	28	20
7e. Housing	191	239	211	219
7f. Health Care	221	346	363	342
7g. Legal	25	34	33	31
7h. Financial Security	121	172	184	179
7i. Education	67	97	98	81
7j. Vocational / Employment	61	99	107	102
7k. Living Skills	52	77	70	85
7l. Transportation	115	139	138	144
7m. Personal Growth/Community	54	91	85	60
Other Resources	9	10	10	12
<b>Total CSN 5 Unmet Needs</b>	<b>1,215</b>	<b>1,775</b>	<b>1,775</b>	<b>1,648</b>

Report Run: Jan 10, 2012



## Report of Unmet Resource Needs

### CSN 5

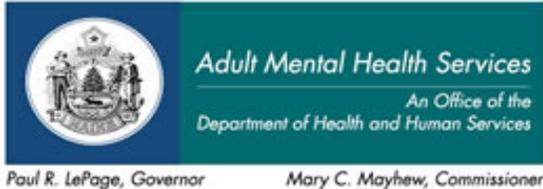
(Androscoggin, Franklin, Oxford)  
(Includes: Bridgton, Harrison, Naples, Casco)

### Fiscal Year 2012 Quarter 1

(July, Aug, Sept 2011)

	2011 Q2	2011 Q3	2011 Q4	2012 Q1
<b>Distinct Clients with a RDS</b>	1,551	1,605	1,631	1,613
<b>7a. Mental Health Services</b>				
7a-i Assertive Community Treatment (ACT)	10	13	8	8
7a-ii Community Integration Services	34	49	54	47
7a-iii Dialectical Behavioral Therapy	14	27	21	12
7a-iv Family Psycho-Educational Treatment	0	2	1	3
7a-v Group Counseling	1	3	3	3
7a-vi Individual Counseling	46	76	85	79
7a-vii Inpatient Psychiatric Facility	0	2	2	0
7a-viii Intensive Case Management	1	5	5	4
7a-x Psychiatric Medication Management	77	96	116	92
7a-xi Other Mental Health Services	9	16	24	15
<b>Total Unmet Resource Needs</b>	192	289	319	263
<b>Distinct Clients with Unmet Resource Needs</b>	148	209	228	192
<b>7b. Mental Health Crisis Planning</b>				
7b-i Development of Mental Health Crisis Plan	21	39	25	17
7b-ii Mental Health Advance Directives	28	32	24	23
7b-iii Other Mental Health Crisis Planning	1	1	1	0
<b>Total Unmet Resource Needs</b>	50	72	50	40
<b>Distinct Clients with Unmet Resource Needs</b>	49	69	48	38
<b>7c Peer, Recovery, and Support</b>				
7c-i Peer Recovery Center	1	4	3	2
7c-ii Recovery Workbook Group	1	0	1	1
7c-iii Social Club	11	20	23	19
7c-iv Peer-Run Trauma Recovery Group	5	9	9	7
7c-v Wellness Recovery and Action Planning	4	7	5	6
7c-vi Family Support	9	33	27	27
7c-vii Other Peer, Recovery, and Support	9	12	11	8
<b>Total Unmet Resource Needs</b>	40	85	79	70
<b>Distinct Clients with Unmet Resource Needs</b>	33	71	64	58
<b>7d Substance Abuse Services</b>				
7d-i Outpatient Substance Abuse Services	12	18	18	15

Report Run: Jan 10, 2012



## Report of Unmet Resource Needs

### CSN 5

(Androscoggin, Franklin, Oxford)  
(Includes: Bridgton, Harrison, Naples, Casco)

### Fiscal Year 2012 Quarter 1

(July, Aug, Sept 2011)

	2011 Q2	2011 Q3	2011 Q4	2012 Q1
<b>Distinct Clients with a RDS</b>	1,551	1,605	1,631	1,613
<b>7d Substance Abuse Services</b>				
7d-ii Residential Treatment Substance Abuse Services	3	3	4	2
7d-iii Other Substance Abuse Services	2	4	6	3
<b>Total Unmet Resource Needs</b>	17	25	28	20
<b>Distinct Clients with Unmet Resource Needs</b>	16	23	25	20
<b>7e. Housing</b>				
7e-i Supported Apartment	14	18	13	7
7e-ii Community Residential Facility	5	3	3	5
7e-iii Residential Treatment Facility (group home)	3	3	4	1
7e-iv Assisted Living Facility	6	5	4	5
7e-v Nursing Home	2	1	1	2
7e-vi Residential Crisis Unit	0	0	0	0
7e-vii Rent Subsidy (Section 8, BRAP, Shelter Plus)	118	151	142	151
7e-viii Other Housing Resources	43	58	44	48
<b>Total Unmet Resource Needs</b>	191	239	211	219
<b>Distinct Clients with Unmet Resource Needs</b>	168	216	195	201
<b>7f. Health Care</b>				
7f-i Dental Services	128	192	185	192
7f-ii Eye Care Services	30	69	75	67
7f-iii Hearing Services	8	16	17	15
7f-iv Physical Therapy	1	8	11	10
7f-v Physician/Medical Services	30	37	48	35
7f-vi Other Health Care Resources	24	24	27	23
<b>Total Unmet Resource Needs</b>	221	346	363	342
<b>Distinct Clients with Unmet Resource Needs</b>	185	251	247	240
<b>7g. Legal</b>				
7g-i Advocate	3	11	8	15
7g-ii Guardian (private)	1	2	2	1
7g-iii Guardian (public)	2	1	1	1
7g-iv Other Legal Resources	19	20	22	14

Report Run: Jan 10, 2012



Paul R. LePage, Governor

Mary C. Mayhew, Commissioner

## Report of Unmet Resource Needs

### CSN 5

(Androscoggin, Franklin, Oxford)

(Includes: Bridgton, Harrison, Naples, Casco)

### Fiscal Year 2012 Quarter 1

(July, Aug, Sept 2011)

	2011 Q2	2011 Q3	2011 Q4	2012 Q1
<b>Distinct Clients with a RDS</b>	1,551	1,605	1,631	1,613
<b>7g. Legal</b>				
<b>Total Unmet Resource Needs</b>	25	34	33	31
<b>Distinct Clients with Unmet Resource Needs</b>	25	34	32	31
<b>7h. Financial Security</b>				
7h-i Assistance with Managing Money	64	78	104	99
7h-ii Assistance with Securing Public Benefits	27	58	57	56
7h-iii Representative Payee	8	11	7	8
7h-iv Other Financial Security Resources	22	25	16	16
<b>Total Unmet Resource Needs</b>	121	172	184	179
<b>Distinct Clients with Unmet Resource Needs</b>	113	153	160	156
<b>7i. Education</b>				
7i-i Adult Education (other than GED)	11	19	22	22
7i-ii GED	13	18	20	18
7i-iii Literacy Assistance	6	7	12	7
7i-iv Post High School Education	23	38	31	25
7i-v Tuition Reimbursement	5	6	5	3
7i-vi Other Educational Resources	9	9	8	6
<b>Total Unmet Resource Needs</b>	67	97	98	81
<b>Distinct Clients with Unmet Resource Needs</b>	62	89	87	72
<b>7j. Vocational / Employment</b>				
7j-i Benefits Counseling Related to Employment	2	3	9	10
7j-ii Club House and/or Peer Vocational Support	1	1	0	0
7j-iii Competitive Employment (no supports)	7	8	8	11
7j-iv Supported Employment	3	6	7	8
7j-v Vocational Rehabilitation	43	69	69	59
7j-vi Other Vocational/Employment Resources	5	12	14	14
<b>Total Unmet Resource Needs</b>	61	99	107	102
<b>Distinct Clients with Unmet Resource Needs</b>	59	91	97	93
<b>7k. Living Skills</b>				
7k-i Daily Living Support Services	20	35	33	41
7k-ii Day Support Services	10	12	14	11

Report Run: Jan 10, 2012



Paul R. LePage, Governor

Mary C. Mayhew, Commissioner

## Report of Unmet Resource Needs

### CSN 5

(Androscoggin, Franklin, Oxford)

(Includes: Bridgton, Harrison, Naples, Casco)

### Fiscal Year 2012 Quarter 1

(July, Aug, Sept 2011)

	2011 Q2	2011 Q3	2011 Q4	2012 Q1
<b>Distinct Clients with a RDS</b>	1,551	1,605	1,631	1,613
<b>7k. Living Skills</b>				
7k-iii Occupational Therapy	2	2	1	2
7k-iv Skills Development Services	9	13	11	14
7k-v Other Living Skill Resources	11	15	11	17
<b>Total Unmet Resource Needs</b>	<b>52</b>	<b>77</b>	<b>70</b>	<b>85</b>
<b>Distinct Clients with Unmet Resource Needs</b>	<b>43</b>	<b>62</b>	<b>61</b>	<b>72</b>
<b>7l. Transportation</b>				
7l-i Transportation to ISP-Identified Services	32	42	42	46
7l-ii Transportation to Other ISP Activities	14	21	26	37
7l-iii After Hours Transportation	42	42	41	42
7l-iv Other Transportation Resources	27	34	29	19
<b>Total Unmet Resource Needs</b>	<b>115</b>	<b>139</b>	<b>138</b>	<b>144</b>
<b>Distinct Clients with Unmet Resource Needs</b>	<b>93</b>	<b>114</b>	<b>103</b>	<b>103</b>
<b>7m. Personal Growth/Community</b>				
7m-i Avocational Activities	2	2	2	1
7m-ii Recreation Activities	12	23	21	10
7m-iii Social Activities	29	47	39	32
7m-iv Spiritual Activities	2	12	14	13
7m-v Other Personal Growth/Community	9	7	9	4
<b>Total Unmet Resource Needs</b>	<b>54</b>	<b>91</b>	<b>85</b>	<b>60</b>
<b>Distinct Clients with Unmet Resource Needs</b>	<b>40</b>	<b>65</b>	<b>64</b>	<b>46</b>
<b>Other Resources</b>				
Other Resources	9	10	10	12
<b>Total Unmet Resource Needs</b>	<b>9</b>	<b>10</b>	<b>10</b>	<b>12</b>
<b>Distinct Clients with Unmet Resource Needs</b>	<b>9</b>	<b>10</b>	<b>10</b>	<b>12</b>
<b>CSN 5 Totals</b>				
<b>Total Unmet Resource Needs</b>	<b>1,215</b>	<b>1,775</b>	<b>1,775</b>	<b>1,648</b>
<b>Distinct Clients With any Unmet Resource Need</b>	<b>538</b>	<b>602</b>	<b>590</b>	<b>547</b>
<b>Distinct Clients with a RDS</b>	<b>1,551</b>	<b>1,605</b>	<b>1,631</b>	<b>1,613</b>

Report Run: Jan 10, 2012

CSN 6 Report of Unmet Resource Needs for Fiscal Year 2012 Quarter 1

CSN 6 - Cumberland

Table 1: Distinct People and Unmet Resource Needs across four Quarters

2011 Q2			2011 Q3			2011 Q4			2012 Q1		
People with Unmet Needs	Distinct People	% With Unmet Needs	People with Unmet Needs	Distinct People	% With Unmet Needs	People with Unmet Needs	Distinct People	% With Unmet Needs	People with Unmet Needs	Distinct People	% With Unmet Needs
583	1,544	37.8%	598	1,596	37.5%	655	1,691	38.7%	565	1,612	35.0%

Graph 1: Number of Unmet Resource Needs by Category over four Quarters

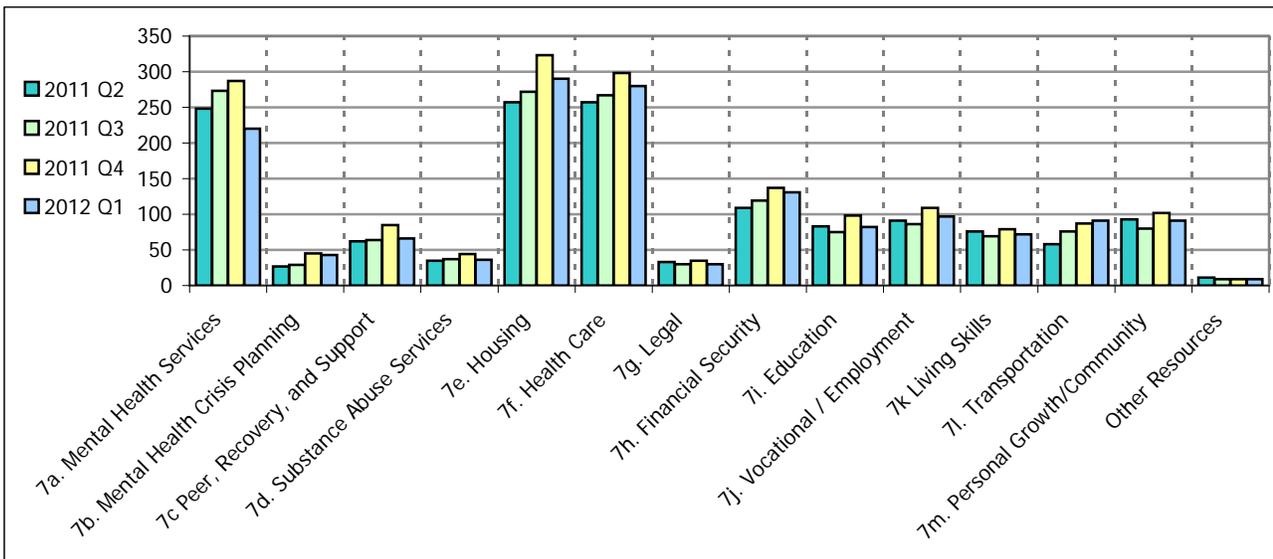


Table 2: Total Number of Unmet Resource Needs Reported

Reported Unmet Resource Needs	2011 Q2	2011 Q3	2011 Q4	2012 Q1
7a. Mental Health Services	248	273	287	220
7b. Mental Health Crisis Planning	27	29	45	43
7c. Peer, Recovery, and Support	62	64	85	66
7d. Substance Abuse Services	35	37	44	36
7e. Housing	257	272	323	290
7f. Health Care	257	267	298	280
7g. Legal	33	30	35	30
7h. Financial Security	109	119	137	131
7i. Education	83	75	98	82
7j. Vocational / Employment	91	86	109	97
7k. Living Skills	76	69	79	72
7l. Transportation	58	76	87	91
7m. Personal Growth/Community	93	80	102	91
Other Resources	11	9	9	9
<b>Total CSN 6 Unmet Needs</b>	<b>1,440</b>	<b>1,486</b>	<b>1,738</b>	<b>1,538</b>

Report Run: Jan 10, 2012



Paul R. LePage, Governor

Mary C. Mayhew, Commissioner

## Report of Unmet Resource Needs

**CSN 6**  
(Cumberland)

**Fiscal Year 2012 Quarter 1**  
(July, Aug, Sept 2011)

	2011 Q2	2011 Q3	2011 Q4	2012 Q1
<b>Distinct Clients with a RDS</b>	1,544	1,596	1,691	1,612
<b>7a. Mental Health Services</b>				
7a-i Assertive Community Treatment (ACT)	15	16	20	13
7a-ii Community Integration Services	54	53	49	25
7a-iii Dialectical Behavioral Therapy	3	2	4	4
7a-iv Family Psycho-Educational Treatment	1	4	4	3
7a-v Group Counseling	10	14	11	11
7a-vi Individual Counseling	80	85	89	75
7a-vii Inpatient Psychiatric Facility	0	0	0	0
7a-viii Intensive Case Management	1	1	2	0
7a-x Psychiatric Medication Management	73	85	98	81
7a-xi Other Mental Health Services	11	13	10	8
<b>Total Unmet Resource Needs</b>	<b>248</b>	<b>273</b>	<b>287</b>	<b>220</b>
<b>Distinct Clients with Unmet Resource Needs</b>	<b>167</b>	<b>186</b>	<b>185</b>	<b>145</b>
<b>7b. Mental Health Crisis Planning</b>				
7b-i Development of Mental Health Crisis Plan	21	26	33	31
7b-ii Mental Health Advance Directives	3	1	7	7
7b-iii Other Mental Health Crisis Planning	3	2	5	5
<b>Total Unmet Resource Needs</b>	<b>27</b>	<b>29</b>	<b>45</b>	<b>43</b>
<b>Distinct Clients with Unmet Resource Needs</b>	<b>27</b>	<b>29</b>	<b>41</b>	<b>36</b>
<b>7c Peer, Recovery, and Support</b>				
7c-i Peer Recovery Center	13	12	15	14
7c-ii Recovery Workbook Group	0	0	1	1
7c-iii Social Club	28	29	34	24
7c-iv Peer-Run Trauma Recovery Group	0	2	1	1
7c-v Wellness Recovery and Action Planning	3	2	6	4
7c-vi Family Support	11	10	16	12
7c-vii Other Peer, Recovery, and Support	7	9	12	10
<b>Total Unmet Resource Needs</b>	<b>62</b>	<b>64</b>	<b>85</b>	<b>66</b>
<b>Distinct Clients with Unmet Resource Needs</b>	<b>51</b>	<b>54</b>	<b>66</b>	<b>51</b>
<b>7d Substance Abuse Services</b>				
7d-i Outpatient Substance Abuse Services	21	22	27	20

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Paul R. LePage, Governor

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## Report of Unmet Resource Needs

**CSN 6**  
(Cumberland)

**Fiscal Year 2012 Quarter 1**  
(July, Aug, Sept 2011)

	2011 Q2	2011 Q3	2011 Q4	2012 Q1
<b>Distinct Clients with a RDS</b>	1,544	1,596	1,691	1,612
<b>7d Substance Abuse Services</b>				
7d-ii Residential Treatment Substance Abuse Services	3	4	5	5
7d-iii Other Substance Abuse Services	11	11	12	11
<b>Total Unmet Resource Needs</b>	<b>35</b>	<b>37</b>	<b>44</b>	<b>36</b>
<b>Distinct Clients with Unmet Resource Needs</b>	<b>34</b>	<b>34</b>	<b>40</b>	<b>32</b>
<b>7e. Housing</b>				
7e-i Supported Apartment	29	28	34	29
7e-ii Community Residential Facility	10	9	11	9
7e-iii Residential Treatment Facility (group home)	5	3	6	9
7e-iv Assisted Living Facility	12	17	16	8
7e-v Nursing Home	3	3	2	0
7e-vi Residential Crisis Unit	0	0	0	0
7e-vii Rent Subsidy (Section 8, BRAP, Shelter Plus)	127	130	157	151
7e-viii Other Housing Resources	71	82	97	84
<b>Total Unmet Resource Needs</b>	<b>257</b>	<b>272</b>	<b>323</b>	<b>290</b>
<b>Distinct Clients with Unmet Resource Needs</b>	<b>220</b>	<b>235</b>	<b>276</b>	<b>254</b>
<b>7f. Health Care</b>				
7f-i Dental Services	129	129	146	147
7f-ii Eye Care Services	44	46	50	40
7f-iii Hearing Services	7	7	7	9
7f-iv Physical Therapy	7	7	7	5
7f-v Physician/Medical Services	38	47	52	48
7f-vi Other Health Care Resources	32	31	36	31
<b>Total Unmet Resource Needs</b>	<b>257</b>	<b>267</b>	<b>298</b>	<b>280</b>
<b>Distinct Clients with Unmet Resource Needs</b>	<b>198</b>	<b>205</b>	<b>229</b>	<b>215</b>
<b>7g. Legal</b>				
7g-i Advocate	6	6	5	4
7g-ii Guardian (private)	2	1	1	1
7g-iii Guardian (public)	1	0	0	0
7g-iv Other Legal Resources	24	23	29	25

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## Report of Unmet Resource Needs

**CSN 6**  
(Cumberland)

**Fiscal Year 2012 Quarter 1**  
(July, Aug, Sept 2011)

	2011 Q2	2011 Q3	2011 Q4	2012 Q1
<b>Distinct Clients with a RDS</b>	1,544	1,596	1,691	1,612
<b>7g. Legal</b>				
<b>Total Unmet Resource Needs</b>	33	30	35	30
<b>Distinct Clients with Unmet Resource Needs</b>	33	30	35	30
<b>7h. Financial Security</b>				
7h-i Assistance with Managing Money	44	51	58	60
7h-ii Assistance with Securing Public Benefits	33	31	37	36
7h-iii Representative Payee	10	17	18	16
7h-iv Other Financial Security Resources	22	20	24	19
<b>Total Unmet Resource Needs</b>	109	119	137	131
<b>Distinct Clients with Unmet Resource Needs</b>	100	107	124	112
<b>7i. Education</b>				
7i-i Adult Education (other than GED)	24	17	24	14
7i-ii GED	19	25	25	26
7i-iii Literacy Assistance	6	4	3	5
7i-iv Post High School Education	18	15	29	23
7i-v Tuition Reimbursement	2	2	3	2
7i-vi Other Educational Resources	14	12	14	12
<b>Total Unmet Resource Needs</b>	83	75	98	82
<b>Distinct Clients with Unmet Resource Needs</b>	76	70	85	73
<b>7j. Vocational / Employment</b>				
7j-i Benefits Counseling Related to Employment	4	7	6	8
7j-ii Club House and/or Peer Vocational Support	1	1	2	1
7j-iii Competitive Employment (no supports)	17	18	19	14
7j-iv Supported Employment	9	4	10	10
7j-v Vocational Rehabilitation	43	42	52	46
7j-vi Other Vocational/Employment Resources	17	14	20	18
<b>Total Unmet Resource Needs</b>	91	86	109	97
<b>Distinct Clients with Unmet Resource Needs</b>	80	79	101	89
<b>7k. Living Skills</b>				
7k-i Daily Living Support Services	31	27	36	35
7k-ii Day Support Services	6	5	4	2

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## Report of Unmet Resource Needs

**CSN 6**  
(Cumberland)

**Fiscal Year 2012 Quarter 1**  
(July, Aug, Sept 2011)

	2011 Q2	2011 Q3	2011 Q4	2012 Q1
<b>Distinct Clients with a RDS</b>	1,544	1,596	1,691	1,612
<b>7k. Living Skills</b>				
7k-iii Occupational Therapy	3	3	3	3
7k-iv Skills Development Services	26	25	25	22
7k-v Other Living Skill Resources	10	9	11	10
<b>Total Unmet Resource Needs</b>	<b>76</b>	<b>69</b>	<b>79</b>	<b>72</b>
<b>Distinct Clients with Unmet Resource Needs</b>	<b>69</b>	<b>64</b>	<b>72</b>	<b>62</b>
<b>7l. Transportation</b>				
7l-i Transportation to ISP-Identified Services	22	33	40	39
7l-ii Transportation to Other ISP Activities	7	17	17	18
7l-iii After Hours Transportation	12	12	15	17
7l-iv Other Transportation Resources	17	14	15	17
<b>Total Unmet Resource Needs</b>	<b>58</b>	<b>76</b>	<b>87</b>	<b>91</b>
<b>Distinct Clients with Unmet Resource Needs</b>	<b>51</b>	<b>62</b>	<b>69</b>	<b>66</b>
<b>7m. Personal Growth/Community</b>				
7m-i Avocational Activities	6	4	9	10
7m-ii Recreation Activities	19	18	24	16
7m-iii Social Activities	41	32	40	37
7m-iv Spiritual Activities	5	6	7	6
7m-v Other Personal Growth/Community	22	20	22	22
<b>Total Unmet Resource Needs</b>	<b>93</b>	<b>80</b>	<b>102</b>	<b>91</b>
<b>Distinct Clients with Unmet Resource Needs</b>	<b>85</b>	<b>71</b>	<b>86</b>	<b>74</b>
<b>Other Resources</b>				
Other Resources	11	9	9	9
<b>Total Unmet Resource Needs</b>	<b>11</b>	<b>9</b>	<b>9</b>	<b>9</b>
<b>Distinct Clients with Unmet Resource Needs</b>	<b>11</b>	<b>9</b>	<b>9</b>	<b>9</b>
<b>CSN 6 Totals</b>				
<b>Total Unmet Resource Needs</b>	<b>1,440</b>	<b>1,486</b>	<b>1,738</b>	<b>1,538</b>
<b>Distinct Clients With any Unmet Resource Need</b>	<b>583</b>	<b>598</b>	<b>655</b>	<b>565</b>
<b>Distinct Clients with a RDS</b>	<b>1,544</b>	<b>1,596</b>	<b>1,691</b>	<b>1,612</b>

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CSN 7 Report of Unmet Resource Needs for Fiscal Year 2012 Quarter 1

CSN 7 - York

Table 1: Distinct People and Unmet Resource Needs across four Quarters

2011 Q2			2011 Q3			2011 Q4			2012 Q1		
People with Unmet Needs	Distinct People	% With Unmet Needs	People with Unmet Needs	Distinct People	% With Unmet Needs	People with Unmet Needs	Distinct People	% With Unmet Needs	People with Unmet Needs	Distinct People	% With Unmet Needs
190	511	37.2%	216	486	44.4%	172	449	38.3%	134	387	34.6%

Graph 1: Number of Unmet Resource Needs by Category over four Quarters

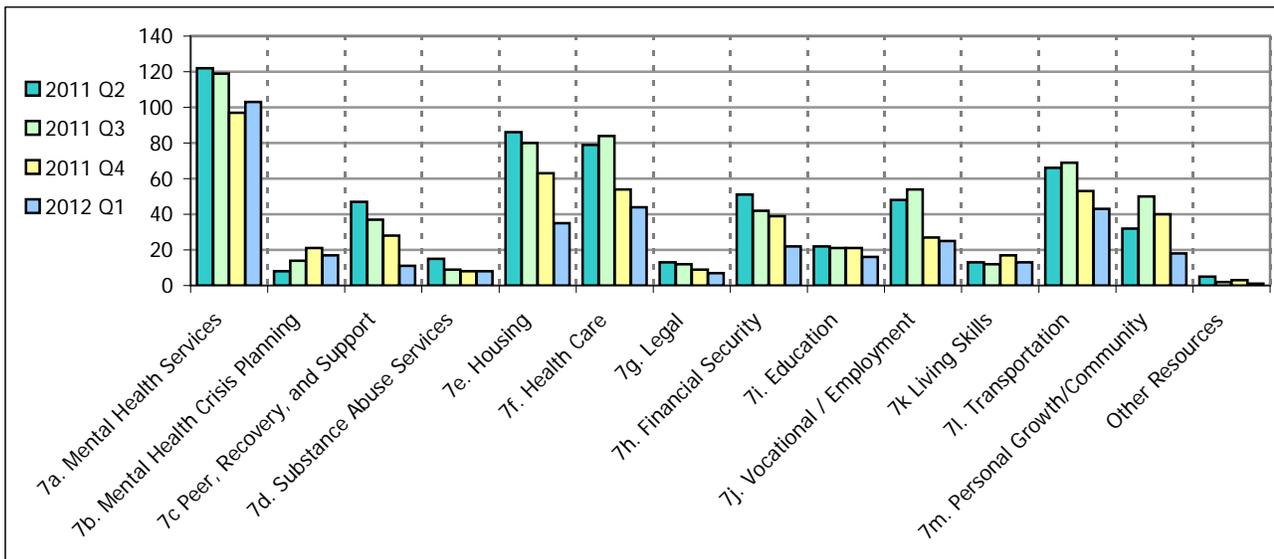


Table 2: Total Number of Unmet Resource Needs Reported

Reported Unmet Resource Needs	2011 Q2	2011 Q3	2011 Q4	2012 Q1
7a. Mental Health Services	122	119	97	103
7b. Mental Health Crisis Planning	8	14	21	17
7c Peer, Recovery, and Support	47	37	28	11
7d. Substance Abuse Services	15	9	8	8
7e. Housing	86	80	63	35
7f. Health Care	79	84	54	44
7g. Legal	13	12	9	7
7h. Financial Security	51	42	39	22
7i. Education	22	21	21	16
7j. Vocational / Employment	48	54	27	25
7k Living Skills	13	12	17	13
7l. Transportation	66	69	53	43
7m. Personal Growth/Community	32	50	40	18
Other Resources	5	2	3	1
<b>Total CSN 7 Unmet Needs</b>	<b>607</b>	<b>605</b>	<b>480</b>	<b>363</b>

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Paul R. LePage, Governor

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## Report of Unmet Resource Needs

**CSN 7**  
(York)

**Fiscal Year 2012 Quarter 1**  
(July, Aug, Sept 2011)

	2011 Q2	2011 Q3	2011 Q4	2012 Q1
<b>Distinct Clients with a RDS</b>	511	486	449	387
<b>7a. Mental Health Services</b>				
7a-i Assertive Community Treatment (ACT)	13	4	4	6
7a-ii Community Integration Services	39	32	30	32
7a-iii Dialectical Behavioral Therapy	6	6	3	3
7a-iv Family Psycho-Educational Treatment	1	1	0	2
7a-v Group Counseling	5	5	2	2
7a-vi Individual Counseling	24	34	21	23
7a-vii Inpatient Psychiatric Facility	0	0	1	1
7a-viii Intensive Case Management	1	2	1	1
7a-x Psychiatric Medication Management	28	30	31	26
7a-xi Other Mental Health Services	5	5	4	7
<b>Total Unmet Resource Needs</b>	122	119	97	103
<b>Distinct Clients with Unmet Resource Needs</b>	91	92	73	74
<b>7b. Mental Health Crisis Planning</b>				
7b-i Development of Mental Health Crisis Plan	8	13	19	16
7b-ii Mental Health Advance Directives	0	1	1	1
7b-iii Other Mental Health Crisis Planning	0	0	1	0
<b>Total Unmet Resource Needs</b>	8	14	21	17
<b>Distinct Clients with Unmet Resource Needs</b>	8	14	19	16
<b>7c Peer, Recovery, and Support</b>				
7c-i Peer Recovery Center	3	2	2	0
7c-ii Recovery Workbook Group	0	0	0	0
7c-iii Social Club	17	9	11	5
7c-iv Peer-Run Trauma Recovery Group	5	2	1	1
7c-v Wellness Recovery and Action Planning	5	9	2	1
7c-vi Family Support	6	6	8	2
7c-vii Other Peer, Recovery, and Support	11	9	4	2
<b>Total Unmet Resource Needs</b>	47	37	28	11
<b>Distinct Clients with Unmet Resource Needs</b>	33	33	23	11
<b>7d Substance Abuse Services</b>				
7d-i Outpatient Substance Abuse Services	10	3	5	6

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## Report of Unmet Resource Needs

CSN 7  
(York)

Fiscal Year 2012 Quarter 1  
(July, Aug, Sept 2011)

	2011 Q2	2011 Q3	2011 Q4	2012 Q1
<b>Distinct Clients with a RDS</b>	511	486	449	387
<b>7d Substance Abuse Services</b>				
7d-ii Residential Treatment Substance Abuse Services	2	2	0	1
7d-iii Other Substance Abuse Services	3	4	3	1
<b>Total Unmet Resource Needs</b>	15	9	8	8
<b>Distinct Clients with Unmet Resource Needs</b>	14	9	8	7
<b>7e. Housing</b>				
7e-i Supported Apartment	6	7	5	3
7e-ii Community Residential Facility	3	3	2	1
7e-iii Residential Treatment Facility (group home)	1	1	1	0
7e-iv Assisted Living Facility	4	5	6	2
7e-v Nursing Home	0	0	0	0
7e-vi Residential Crisis Unit	0	0	0	0
7e-vii Rent Subsidy (Section 8, BRAP, Shelter Plus)	48	50	35	16
7e-viii Other Housing Resources	24	14	14	13
<b>Total Unmet Resource Needs</b>	86	80	63	35
<b>Distinct Clients with Unmet Resource Needs</b>	69	68	53	29
<b>7f. Health Care</b>				
7f-i Dental Services	38	42	37	25
7f-ii Eye Care Services	16	16	3	5
7f-iii Hearing Services	2	2	1	3
7f-iv Physical Therapy	1	3	0	0
7f-v Physician/Medical Services	12	11	11	5
7f-vi Other Health Care Resources	10	10	2	6
<b>Total Unmet Resource Needs</b>	79	84	54	44
<b>Distinct Clients with Unmet Resource Needs</b>	59	64	47	36
<b>7g. Legal</b>				
7g-i Advocate	1	1	3	2
7g-ii Guardian (private)	1	0	0	0
7g-iii Guardian (public)	0	0	1	0
7g-iv Other Legal Resources	11	11	5	5

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## Report of Unmet Resource Needs

CSN 7  
(York)

Fiscal Year 2012 Quarter 1  
(July, Aug, Sept 2011)

	2011 Q2	2011 Q3	2011 Q4	2012 Q1
<b>Distinct Clients with a RDS</b>	511	486	449	387
<b>7g. Legal</b>				
<b>Total Unmet Resource Needs</b>	13	12	9	7
<b>Distinct Clients with Unmet Resource Needs</b>	13	12	9	6
<b>7h. Financial Security</b>				
7h-i Assistance with Managing Money	20	15	19	7
7h-ii Assistance with Securing Public Benefits	25	20	13	11
7h-iii Representative Payee	4	2	4	1
7h-iv Other Financial Security Resources	2	5	3	3
<b>Total Unmet Resource Needs</b>	51	42	39	22
<b>Distinct Clients with Unmet Resource Needs</b>	44	33	32	18
<b>7i. Education</b>				
7i-i Adult Education (other than GED)	7	4	9	4
7i-ii GED	2	6	2	1
7i-iii Literacy Assistance	3	2	0	1
7i-iv Post High School Education	5	6	6	4
7i-v Tuition Reimbursement	1	0	1	3
7i-vi Other Educational Resources	4	3	3	3
<b>Total Unmet Resource Needs</b>	22	21	21	16
<b>Distinct Clients with Unmet Resource Needs</b>	19	19	18	13
<b>7j. Vocational / Employment</b>				
7j-i Benefits Counseling Related to Employment	1	3	2	3
7j-ii Club House and/or Peer Vocational Support	0	0	1	0
7j-iii Competitive Employment (no supports)	4	7	4	3
7j-iv Supported Employment	8	6	3	3
7j-v Vocational Rehabilitation	27	27	13	7
7j-vi Other Vocational/Employment Resources	8	11	4	9
<b>Total Unmet Resource Needs</b>	48	54	27	25
<b>Distinct Clients with Unmet Resource Needs</b>	42	49	24	20
<b>7k. Living Skills</b>				
7k-i Daily Living Support Services	6	6	5	5
7k-ii Day Support Services	1	0	1	0

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## Report of Unmet Resource Needs

**CSN 7**  
(York)

**Fiscal Year 2012 Quarter 1**  
(July, Aug, Sept 2011)

	2011 Q2	2011 Q3	2011 Q4	2012 Q1
<b>Distinct Clients with a RDS</b>	511	486	449	387
<b>7k. Living Skills</b>				
7k-iii Occupational Therapy	0	2	0	0
7k-iv Skills Development Services	1	2	3	4
7k-v Other Living Skill Resources	5	2	8	4
<b>Total Unmet Resource Needs</b>	13	12	17	13
<b>Distinct Clients with Unmet Resource Needs</b>	11	12	15	12
<b>7l. Transportation</b>				
7l-i Transportation to ISP-Identified Services	27	33	21	17
7l-ii Transportation to Other ISP Activities	17	14	13	14
7l-iii After Hours Transportation	12	12	12	10
7l-iv Other Transportation Resources	10	10	7	2
<b>Total Unmet Resource Needs</b>	66	69	53	43
<b>Distinct Clients with Unmet Resource Needs</b>	45	46	37	24
<b>7m. Personal Growth/Community</b>				
7m-i Avocational Activities	1	1	1	0
7m-ii Recreation Activities	10	11	12	5
7m-iii Social Activities	16	28	20	9
7m-iv Spiritual Activities	0	3	2	2
7m-v Other Personal Growth/Community	5	7	5	2
<b>Total Unmet Resource Needs</b>	32	50	40	18
<b>Distinct Clients with Unmet Resource Needs</b>	27	38	33	12
<b>Other Resources</b>				
Other Resources	5	2	3	1
<b>Total Unmet Resource Needs</b>	5	2	3	1
<b>Distinct Clients with Unmet Resource Needs</b>	5	2	3	1
<b>CSN 7 Totals</b>				
<b>Total Unmet Resource Needs</b>	607	605	480	363
<b>Distinct Clients With any Unmet Resource Need</b>	190	216	172	134
<b>Distinct Clients with a RDS</b>	511	486	449	387

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Mary C. Mayhew, Commissioner

## Report of Unmet Resource Needs

### CSN Not Assigned

Fiscal Year 2012 Quarter 1

(July, Aug, Sept 2011)

	2011 Q2	2011 Q3	2011 Q4	2012 Q1
<b>Distinct Clients with a RDS</b>	339	330	321	280
<b>7a. Mental Health Services</b>				
7a-i Assertive Community Treatment (ACT)	0	1	3	1
7a-ii Community Integration Services	15	12	11	15
7a-iii Dialectical Behavioral Therapy	5	6	4	1
7a-iv Family Psycho-Educational Treatment	0	0	0	0
7a-v Group Counseling	1	1	1	3
7a-vi Individual Counseling	15	14	12	10
7a-vii Inpatient Psychiatric Facility	1	1	1	0
7a-viii Intensive Case Management	0	0	0	0
7a-x Psychiatric Medication Management	8	15	16	17
7a-xi Other Mental Health Services	2	1	1	0
<b>Total Unmet Resource Needs</b>	47	51	49	47
<b>Distinct Clients with Unmet Resource Needs</b>	33	40	39	32
<b>7b. Mental Health Crisis Planning</b>				
7b-i Development of Mental Health Crisis Plan	4	2	2	5
7b-ii Mental Health Advance Directives	5	3	3	4
7b-iii Other Mental Health Crisis Planning	1	0	0	0
<b>Total Unmet Resource Needs</b>	10	5	5	9
<b>Distinct Clients with Unmet Resource Needs</b>	9	4	4	8
<b>7c Peer, Recovery, and Support</b>				
7c-i Peer Recovery Center	0	0	0	0
7c-ii Recovery Workbook Group	0	0	0	0
7c-iii Social Club	2	6	5	5
7c-iv Peer-Run Trauma Recovery Group	0	0	0	0
7c-v Wellness Recovery and Action Planning	0	0	0	0
7c-vi Family Support	4	4	5	5
7c-vii Other Peer, Recovery, and Support	4	2	2	1
<b>Total Unmet Resource Needs</b>	10	12	12	11
<b>Distinct Clients with Unmet Resource Needs</b>	9	8	10	10
<b>7d Substance Abuse Services</b>				
7d-i Outpatient Substance Abuse Services	1	1	1	2

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## Report of Unmet Resource Needs

### CSN Not Assigned

Fiscal Year 2012 Quarter 1  
(July, Aug, Sept 2011)

	2011 Q2	2011 Q3	2011 Q4	2012 Q1
<b>Distinct Clients with a RDS</b>	339	330	321	280
<b>7d Substance Abuse Services</b>				
7d-ii Residential Treatment Substance Abuse Services	1	0	2	1
7d-iii Other Substance Abuse Services	4	2	4	3
<b>Total Unmet Resource Needs</b>	<b>6</b>	<b>3</b>	<b>7</b>	<b>6</b>
<b>Distinct Clients with Unmet Resource Needs</b>	<b>6</b>	<b>3</b>	<b>7</b>	<b>6</b>
<b>7e. Housing</b>				
7e-i Supported Apartment	4	3	4	5
7e-ii Community Residential Facility	1	0	2	2
7e-iii Residential Treatment Facility (group home)	2	1	2	2
7e-iv Assisted Living Facility	1	1	1	2
7e-v Nursing Home	0	1	0	0
7e-vi Residential Crisis Unit	0	0	0	0
7e-vii Rent Subsidy (Section 8, BRAP, Shelter Plus)	27	32	30	30
7e-viii Other Housing Resources	15	11	12	7
<b>Total Unmet Resource Needs</b>	<b>50</b>	<b>49</b>	<b>51</b>	<b>48</b>
<b>Distinct Clients with Unmet Resource Needs</b>	<b>41</b>	<b>43</b>	<b>44</b>	<b>38</b>
<b>7f. Health Care</b>				
7f-i Dental Services	19	22	28	18
7f-ii Eye Care Services	9	16	12	7
7f-iii Hearing Services	2	3	1	1
7f-iv Physical Therapy	1	3	1	0
7f-v Physician/Medical Services	8	10	8	8
7f-vi Other Health Care Resources	7	2	4	1
<b>Total Unmet Resource Needs</b>	<b>46</b>	<b>56</b>	<b>54</b>	<b>35</b>
<b>Distinct Clients with Unmet Resource Needs</b>	<b>33</b>	<b>36</b>	<b>37</b>	<b>25</b>
<b>7g. Legal</b>				
7g-i Advocate	1	0	1	2
7g-ii Guardian (private)	0	0	0	0
7g-iii Guardian (public)	0	0	0	0
7g-iv Other Legal Resources	2	0	2	1

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## Report of Unmet Resource Needs

### CSN Not Assigned

Fiscal Year 2012 Quarter 1

(July, Aug, Sept 2011)

	2011 Q2	2011 Q3	2011 Q4	2012 Q1
<b>Distinct Clients with a RDS</b>	339	330	321	280
<b>7g. Legal</b>				
<b>Total Unmet Resource Needs</b>	3	0	3	3
<b>Distinct Clients with Unmet Resource Needs</b>	3	0	3	3
<b>7h. Financial Security</b>				
7h-i Assistance with Managing Money	15	15	15	9
7h-ii Assistance with Securing Public Benefits	6	7	8	7
7h-iii Representative Payee	1	2	1	1
7h-iv Other Financial Security Resources	4	3	4	4
<b>Total Unmet Resource Needs</b>	26	27	28	21
<b>Distinct Clients with Unmet Resource Needs</b>	24	22	24	18
<b>7i. Education</b>				
7i-i Adult Education (other than GED)	1	1	1	3
7i-ii GED	2	4	5	3
7i-iii Literacy Assistance	2	1	1	1
7i-iv Post High School Education	7	7	7	5
7i-v Tuition Reimbursement	1	1	1	1
7i-vi Other Educational Resources	4	1	2	0
<b>Total Unmet Resource Needs</b>	17	15	17	13
<b>Distinct Clients with Unmet Resource Needs</b>	15	13	15	11
<b>7j. Vocational / Employment</b>				
7j-i Benefits Counseling Related to Employment	3	3	2	2
7j-ii Club House and/or Peer Vocational Support	0	0	0	0
7j-iii Competitive Employment (no supports)	3	1	3	1
7j-iv Supported Employment	2	5	2	1
7j-v Vocational Rehabilitation	5	8	11	8
7j-vi Other Vocational/Employment Resources	1	1	1	2
<b>Total Unmet Resource Needs</b>	14	18	19	14
<b>Distinct Clients with Unmet Resource Needs</b>	12	14	17	13
<b>7k. Living Skills</b>				
7k-i Daily Living Support Services	5	2	3	6
7k-ii Day Support Services	2	2	1	1

Report Run: Jan 10, 2012



Paul R. LePage, Governor

Mary C. Mayhew, Commissioner

## Report of Unmet Resource Needs

### CSN Not Assigned

Fiscal Year 2012 Quarter 1  
(July, Aug, Sept 2011)

	2011 Q2	2011 Q3	2011 Q4	2012 Q1
<b>Distinct Clients with a RDS</b>	339	330	321	280
<b>7k. Living Skills</b>				
7k-iii Occupational Therapy	0	0	0	0
7k-iv Skills Development Services	2	1	3	5
7k-v Other Living Skill Resources	4	0	3	1
<b>Total Unmet Resource Needs</b>	13	5	10	13
<b>Distinct Clients with Unmet Resource Needs</b>	11	4	8	9
<b>7l. Transportation</b>				
7l-i Transportation to ISP-Identified Services	15	15	17	15
7l-ii Transportation to Other ISP Activities	7	10	15	8
7l-iii After Hours Transportation	9	9	12	7
7l-iv Other Transportation Resources	6	4	6	3
<b>Total Unmet Resource Needs</b>	37	38	50	33
<b>Distinct Clients with Unmet Resource Needs</b>	22	26	32	23
<b>7m. Personal Growth/Community</b>				
7m-i Avocational Activities	1	0	0	0
7m-ii Recreation Activities	5	5	8	7
7m-iii Social Activities	9	14	16	11
7m-iv Spiritual Activities	2	4	1	3
7m-v Other Personal Growth/Community	4	2	2	1
<b>Total Unmet Resource Needs</b>	21	25	27	22
<b>Distinct Clients with Unmet Resource Needs</b>	15	18	21	14
<b>Other Resources</b>				
Other Resources	0	1	1	2
<b>Total Unmet Resource Needs</b>	0	1	1	2
<b>Distinct Clients with Unmet Resource Needs</b>	0	1	1	2
<b>CSN Not Assigned Totals</b>				
<b>Total Unmet Resource Needs</b>	300	305	333	277
<b>Distinct Clients With any Unmet Resource Need</b>	110	121	125	96
<b>Distinct Clients with a RDS</b>	339	330	321	280

Report Run: Jan 10, 2012