



## Memorandum

**DATE:** March 25, 2008  
**TO:** Members of CSN 5  
**FROM:** Helen Hemminger, Muskie School, [hhemminger@usm.maine.edu](mailto:hhemminger@usm.maine.edu)  
**SUBJECT:** Reported Unmet Needs October- December 2007:  
 Your CSN Region Compared to the State and Other CSNs

Attached is a dashboard display for your CSN about unmet needs, one important measure of possible gaps in services. All charts are based on open cases from "Unmet Needs October – December 2007" from EIS. That quarterly report from the Enterprise Information Systems (EIS) compiles data by client zip code based on completed reports by case managers (CI, ICI, ACT, and ICM) concerning consumers (both class members and non-class members) who indicate a need for a service that is not immediately available. Some needs classified as unmet may have subsequently been met before the end of the quarter.

Furthermore, the reports do not show the number of people with unmet needs or the percentage of people with unmet needs since some consumers may have multiple unmet needs, (including multiple unmet needs within a category) and others none.

The accuracy of the dashboard display depends on the accuracy of the data. A case is considered an open case if there has been some activity reported in the EIS system in 13 months. If no report is made for an individual, then of course no unmet needs are recorded. Thus, CSNs with lower levels of providers completing these reports will show lower levels of unmet needs than other regions with higher levels of reporting.

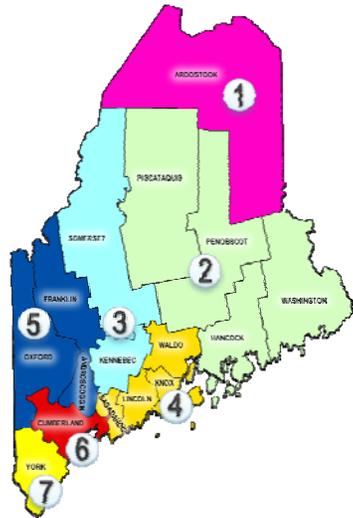
The difference between the number of open cases and current enrollments per CSN is as follows:

CSN	OPEN CASES (total "active cases" in RDS system.)	TOTAL ENROLLMENTS (total in EIS not closed)	CURRENT ENROLLMENTS (total completed within last 13 months)	DIFFERENCE between Open cases and Current Enrollments
CSN 1	501	530	477	24
CSN 2	1,895	1,853	1,328	567
CSN 3	1,319	1,172	1,016	303
CSN 4	449	420	331	118
CSN 5	1,143	1,035	580	563
CSN 6	1,887	1,682	1,129	758
CSN 7	1,553	1,138	985	568
UNKNOWN	17	22	13	4
<b>TOTALS</b>	<b>8,764</b>	<b>7,852</b>	<b>5,859</b>	<b>2,905</b>

This unmet need report is an indicator of demand for services. Other indicators of demand would include waiting list and turn-away information, and in the case of housing, consumers that were unable to leave the hospital because no suitable community setting was available.

# Reported Unmet Needs October — December 2007 Comparisons Across All CSNs

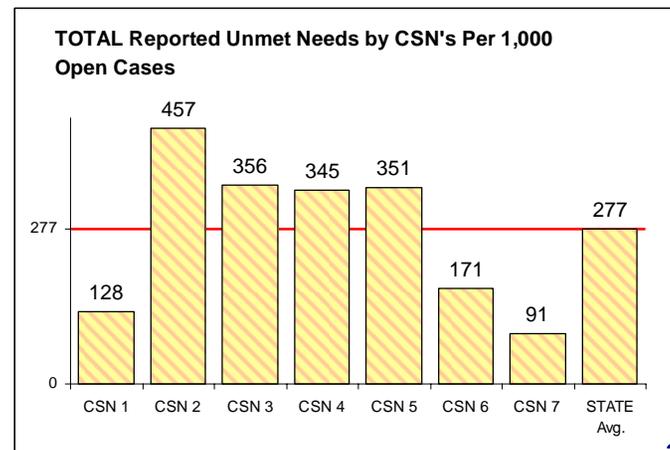
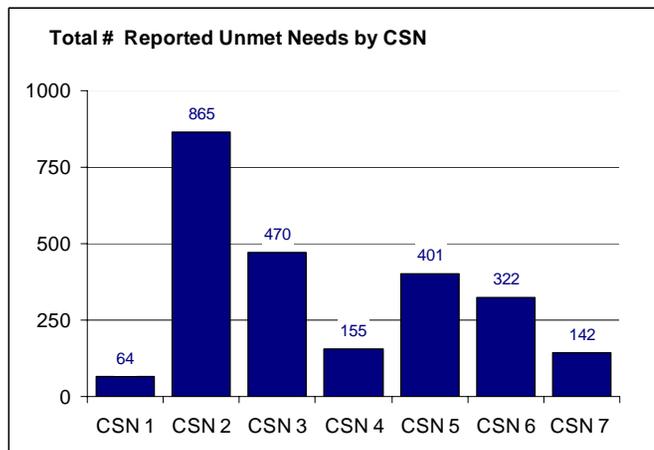
All charts are based on the following table



CSN	Counties
1	Aroostook
2	Hancock, Penobscot, Piscataquis & Washington
3	Kennebec & Somerset
4	Knox, Lincoln, Sagadahoc & Waldo
5	Androscoggin, Franklin & Oxford
6	Cumberland
7	York

Unmet Needs by Category	CSN 1	CSN 2	CSN 3	CSN 4	CSN 5	CSN 6	CSN 7	State
PEER, RECOVERY, AND SUPPORT	1	42	14	3	12	8	2	82
EDUCATIONAL	4	48	14	1	13	17	6	103
LEGAL	1	35	14	4	9	6	1	70
TRANSPORTATION	4	46	24	32	19	29	7	161
MENTAL HEALTH	5	171	113	9	70	39	15	422
HEALTH CARE	10	132	69	33	74	50	37	405
FINANCIAL SECURITY	14	103	45	12	46	39	15	274
OTHER	4	19	4	2	5	7	2	43
MENTAL HEALTH CRISIS PLANNING	8	16	11	0	7	4	0	46
SUBSTANCE ABUSE	0	10	7	1	7	7	3	35
HOUSING	9	147	65	42	59	70	35	427
PERSONAL GROWTH/COMMUNITY	1	38	22	4	16	15	4	100
LIVING SKILLS	0	23	13	3	22	14	3	78
VOCATIONAL	3	35	55	9	42	17	12	173
<b>Total reported unmet needs by region</b>	<b>64</b>	<b>865</b>	<b>470</b>	<b>155</b>	<b>401</b>	<b>322</b>	<b>142</b>	<b>2419</b>
<b>Open cases</b>	<b>501</b>	<b>1895</b>	<b>1319</b>	<b>449</b>	<b>1143</b>	<b>1887</b>	<b>1553</b>	<b>8747</b>
<b>Unmet needs by CSN for every 1,000 open cases</b>	<b>128</b>	<b>456</b>	<b>356</b>	<b>345</b>	<b>351</b>	<b>171</b>	<b>91</b>	<b>277</b>

To compare needs across CSNs, the number of reported unmet needs was adjusted to show rates for 1000 open cases. The chart on the right shows the rate of unmet needs. For example, CSN 1 has approx. 500 open cases and 64 reported unmet needs. The rate of unmet needs is 128 per 1,000. The red line shows the average rate of unmet need in the state. Above the red line indicates the CSN has a higher than average rate of unmet need.



# Dashboard

## Reported Unmet Needs: October- December 2007 CSN Region 5 (Androscoggin, Franklin & Oxford Counties) compared to the State as a whole.

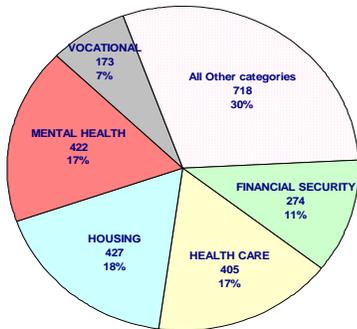


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The chart on the left shows the mix of the top 5 unmet needs statewide. On the right is **CSN 5**. The mix of unmet is very close to the state's mix of unmet needs.

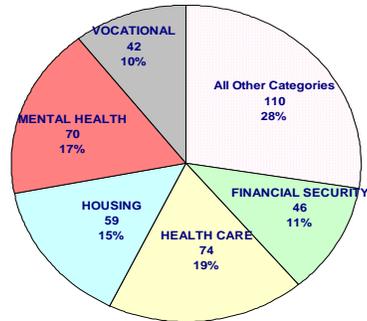
### State Unmet Needs



**Cases: 8,747**

Of the 2,419 total unmet needs, 70% were in the top 5 categories

### CSN 5 Unmet Needs

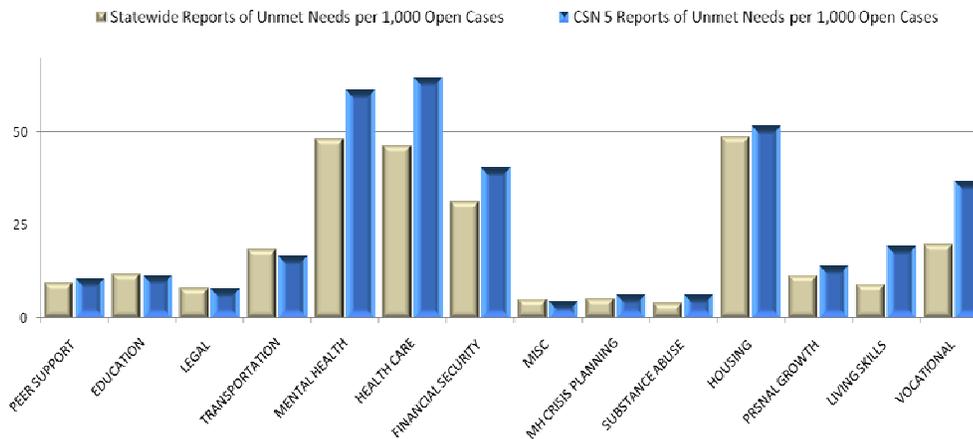


**Cases: 1,143**

Of the 401 total unmet needs, (73%) were in the top 5 categories

**CSN 5** has a rate of unmet needs close to, but above, the state averages in most areas.

### CSN 5 Compared to the Total Reports Statewide



**Reported Unmet Needs October — December 2007 CSN 5 compared to the State as a whole:  
Breakdown of the Subcategories (actual Reports—Not per 1,000 cases.)**

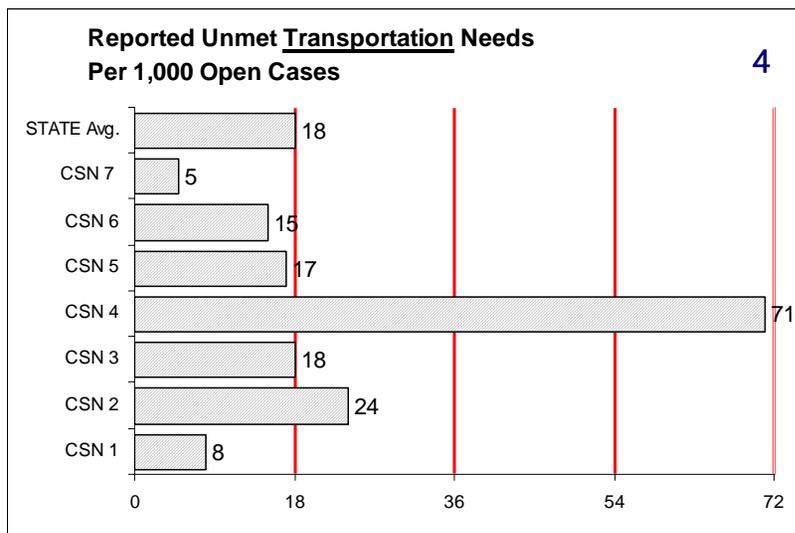
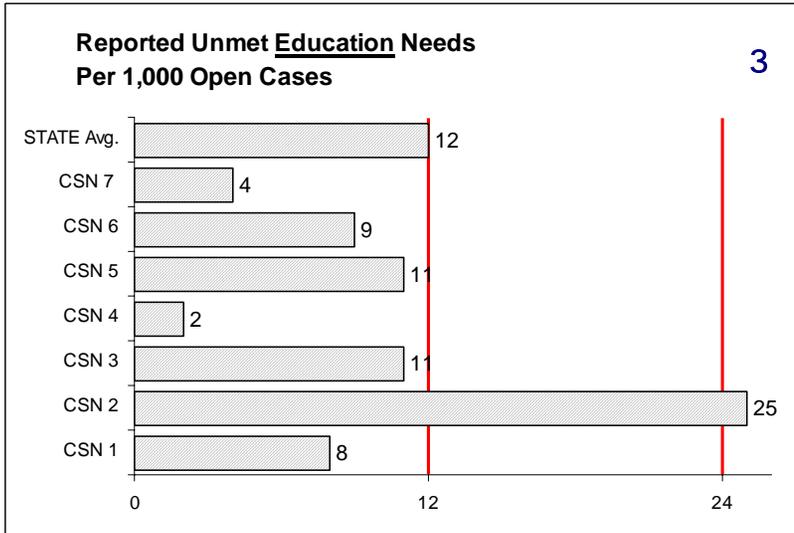
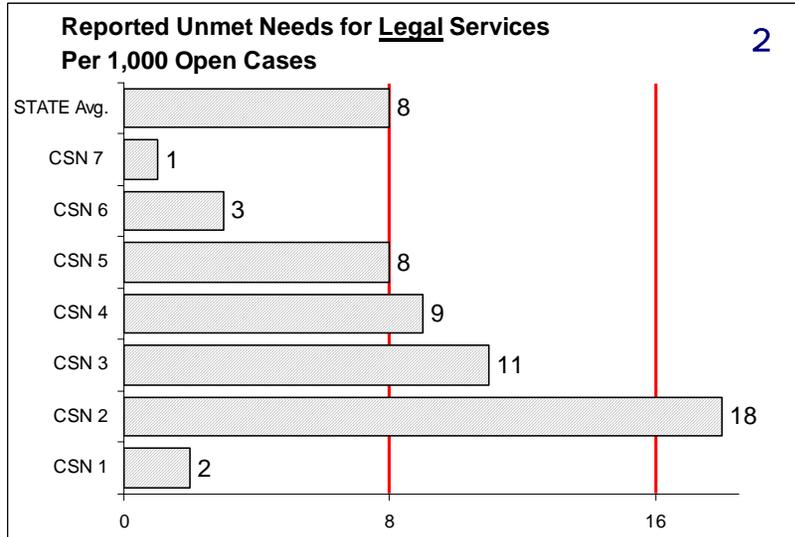
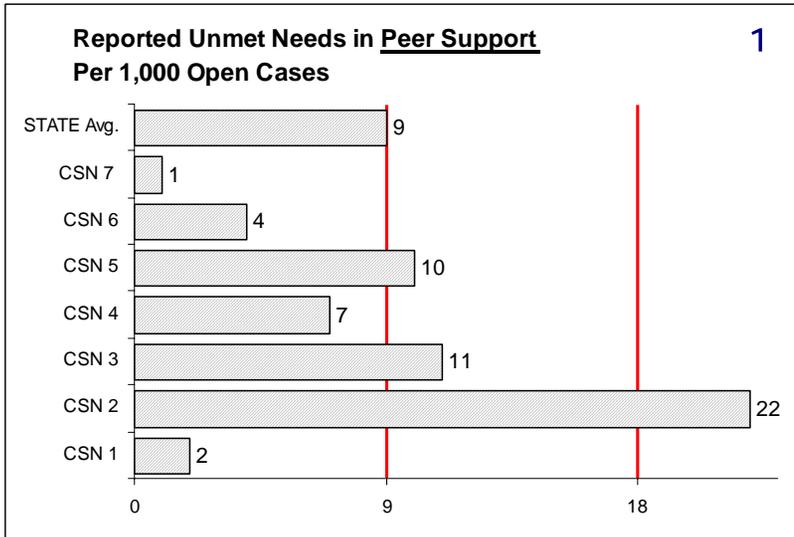
<b>Need Category</b>	<b>CSN 5</b>	<b>Statewide</b>
7c-i Peer recovery center	1	4
7c-ii Recovery workbook group	0	2
7c-iii Social club	2	12
7c-iv Peer-run trauma recovery and empowerment group	0	4
7c-v Wellness recovery and action planning	0	3
7c-vi Family support	4	18
7c-vii Other peer, recovery, and support resources (briefly describe)	5	39
<b>7c SUM PEER, RECOVERY, AND SUPPORT RESOURCES</b>	<b>12</b>	<b>82</b>
7i-i Adult education (other than GED)	2	15
7i-ii GED	4	30
7i-iii Literacy assistance	2	7
7i-iv Post high school education (inc. 2 and 4 yr courses of study)	0	25
7i-v Tuition reimbursement related to employment goals	0	3
7i-vi Other educational resources (briefly describe)	5	23
<b>7i SUM EDUCATIONAL RESOURCES</b>	<b>13</b>	<b>103</b>
7g-i Advocates	0	14
7g-ii Guardian (private)	1	4
7g-iii Guardian (public)	1	2
7g-iv Other legal resources (briefly describe)	7	50
<b>7g SUM LEGAL RESOURCES</b>	<b>9</b>	<b>70</b>
7l-i Transportation to ISP-identified services	4	57
7l-ii Transportation to other ISP-identified activities	3	15
7l-iii After hours transportation (evenings/weekends)	2	21
7l-iv Other transportation resources (briefly describe)	10	68
<b>7l SUM TRANSPORTATION RESOURCES</b>	<b>19</b>	<b>161</b>
7a-i Assertive Community Treatment (ACT)	9	19
7a-ii Community Integration Services	6	79
7a-iii Dialectical Behavioral Therapy	3	17
7a-iv Family psycho-educational treatment service	0	3
7a-ix Intensive Community Integration services	3	5
7a-v Group Counseling	3	11
7a-vi Individual counseling	23	112
7a-vii Inpatient psychiatric facility	0	2
7a-viii Intensive Case Management	1	7
7a-x Psychiatric medication management	14	94
7a-xi Other mental health services (briefly describe)	8	73
<b>7a SUM MENTAL HEALTH SERVICES</b>	<b>70</b>	<b>422</b>
7f-i Dental services	52	206
7f-ii Eye care services	9	64
7f-iii Hearing services	1	12
7f-iv Physical therapy	0	5
7f-v. Physician/medical services	8	76
7f-vi Other health care resources (briefly describe)	4	42
<b>7f. Sum HEALTH CARE</b>	<b>74</b>	<b>405</b>
7h-i Assistance with managing money	9	61
7h-ii Assistance with securing public benefits	14	95
7h-iii Representative payee	8	29
7h-iv Other financial security resources (briefly describe)	15	89
<b>7h SUM FINANCIAL SECURITY RESOURCES</b>	<b>46</b>	<b>274</b>

**Reported Unmet Needs October — December 2007 CSN 5 compared to the State as a whole:  
Breakdown of the Subcategories (actual Reports—Not per 1,000 cases.)**

Misc resources	5	43
<b>MISC RESOURCES (briefly describe)</b>	<b>5</b>	<b>43</b>
7b-i Development of mental health crisis plan	6	41
7b-ii Development of mental health advance directives	0	1
7b-iii Other mental health crisis planning resources (briefly describe)	1	4
<b>7b SUM MENTAL HEALTH CRISIS PLANNING SERVICES</b>	<b>7</b>	<b>46</b>
7d-i Outpatient substance abuse services	3	15
7d-ii Residential treatment substance abuse services	2	6
7d-iii Other substance abuse services	2	14
<b>7d SUM SUBSTANCE ABUSE SERVICES</b>	<b>7</b>	<b>35</b>
7e-i Supported apartment	8	45
7e-ii Community residential facility	3	17
7e-iii Residential treatment facility (group home)	6	27
7e-iv Assisted living facility	2	8
7e-v Nursing home	0	3
7e-vi Residential crisis unit	0	0
7e-vii Rent subsidy (Section 8, BRAP, Shelter Plus)	31	211
7e-viii Other housing resources	9	116
<b>7e SUM HOUSING RESOURCES</b>	<b>59</b>	<b>427</b>
7m-i Avocational activities	0	2
7m-ii Recreation activities	4	27
7m-iii Social activities	8	40
7m-iv Spiritual activities	0	3
7m-v Other personal growth/community participation resources (briefly describe)	4	28
<b>7m SUM PERSONAL GROWTH/COMMUNITY PARTICIPATION RESOURCES</b>	<b>16</b>	<b>100</b>
7k-i Daily living supports services	10	28
7k-ii Day support services	3	5
7k-iii Occupational therapy	0	0
7k-iv Skills development services	2	9
7k-v Other living skills resources (briefly describe)	7	36
<b>7k SUM LIVING SKILLS RESOURCES</b>	<b>22</b>	<b>78</b>
7j-i Benefits counseling related to employment	1	4
7j-ii Club house/transitional and/or peer vocational support	3	9
7j-iii Competetive employment (no supports)	1	20
7j-iv Supported employment	3	13
7j-v Vocational Rehabilitation	32	109
7jv-vi Other vocational/employment resources (briefly describe)	2	18
<b>7j SUM VOCATIONAL / EMPLOYMENT RESOURCES</b>	<b>42</b>	<b>173</b>

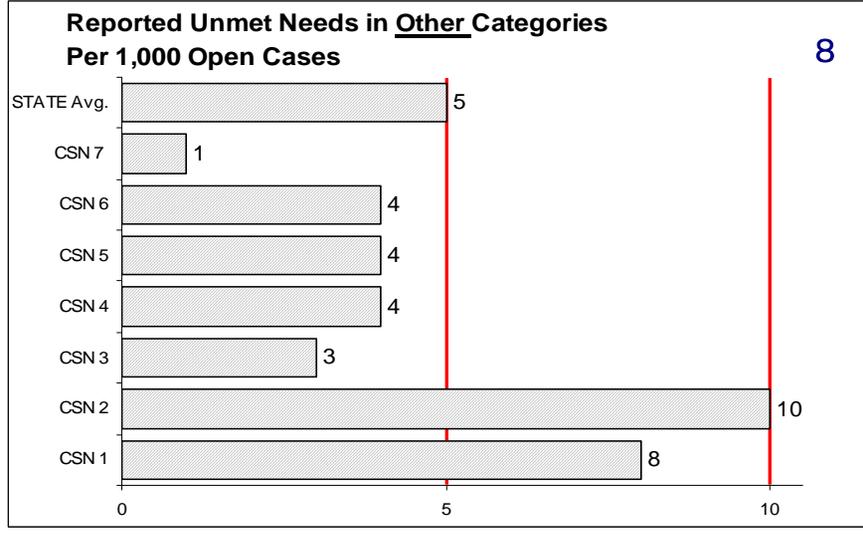
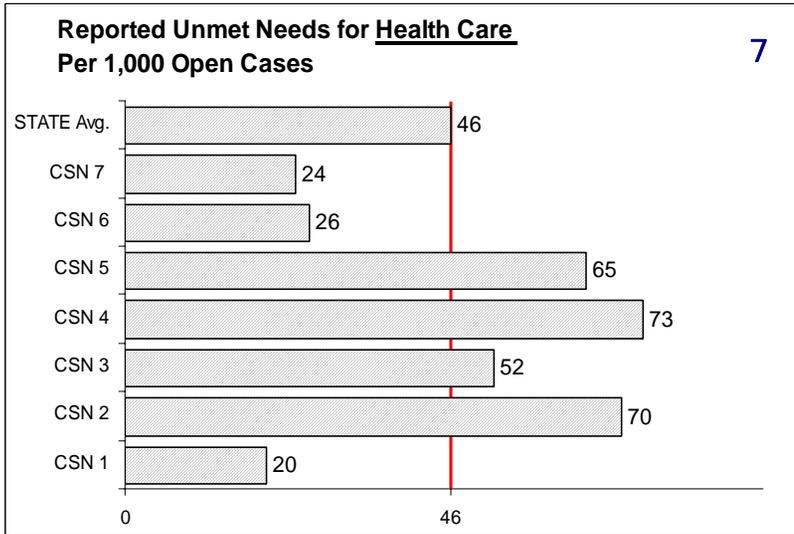
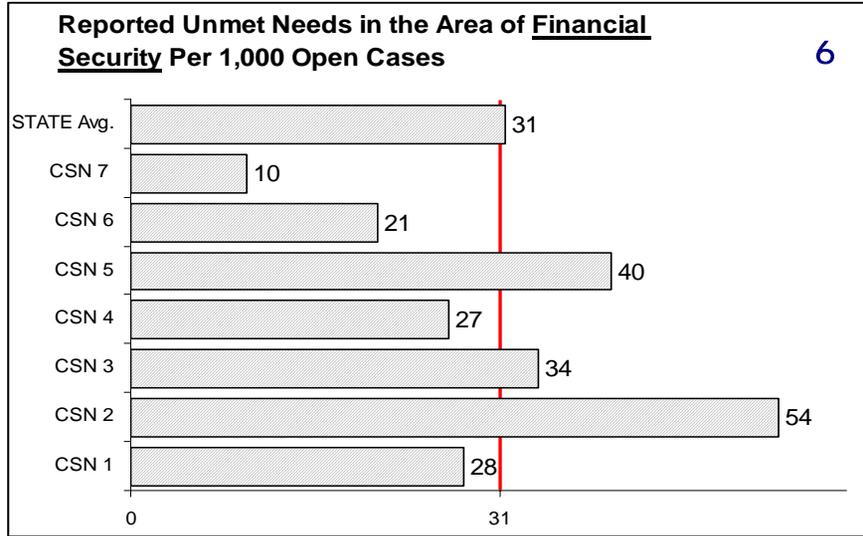
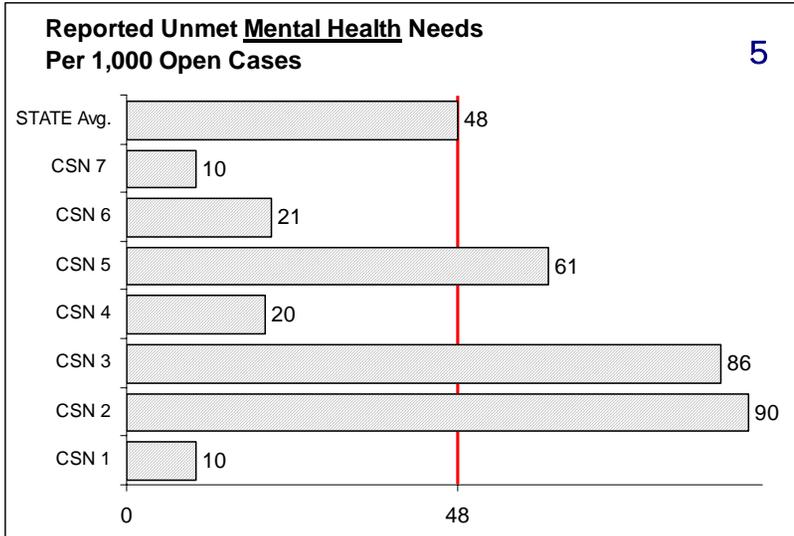
<b>2007-2008 Q2 Reported Unmet Needs</b>	<b>CSN 5</b>	<b>State</b>
Open cases	1,143	8,747
Open cases per 1000 population	4.61	6.86
Total reported unmet needs by region	401	2419
Unmet needs by CSN or every 1,000 open cases	350.8	276.6
Regional population	247,886	1,274,923

Reported Unmet Needs October – December 2007 Comparisons Across All CSNs



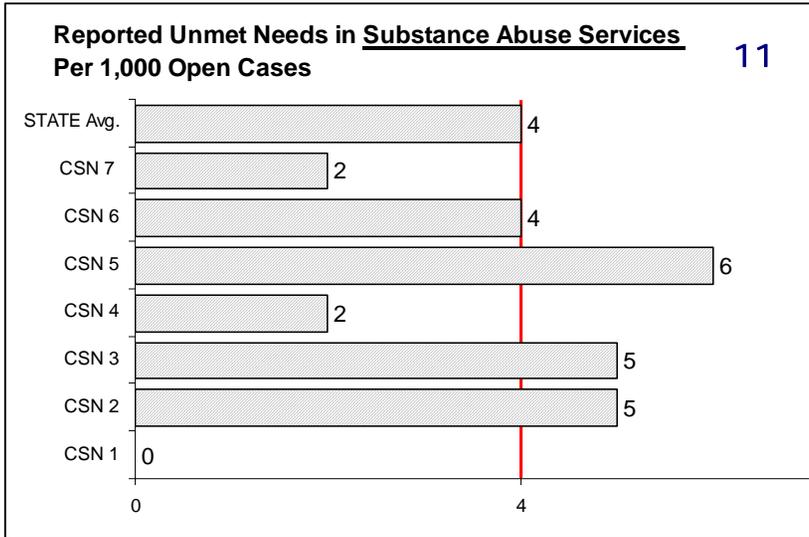
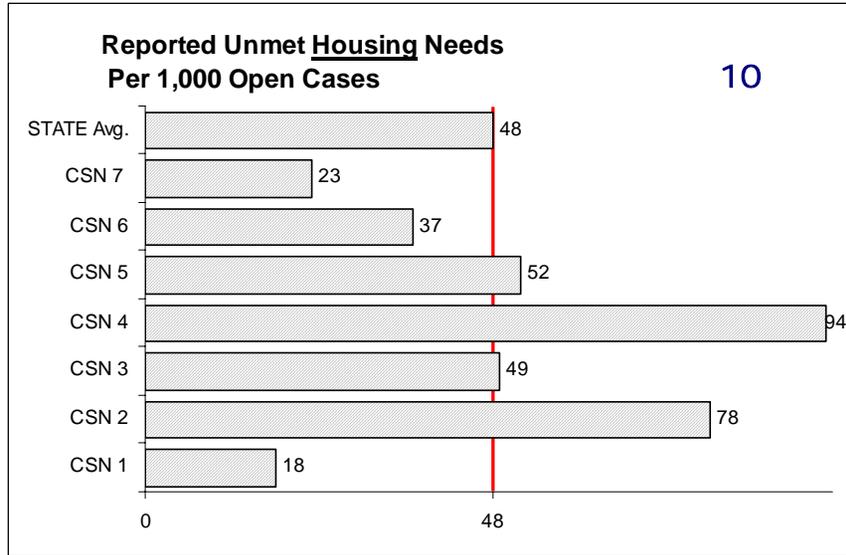
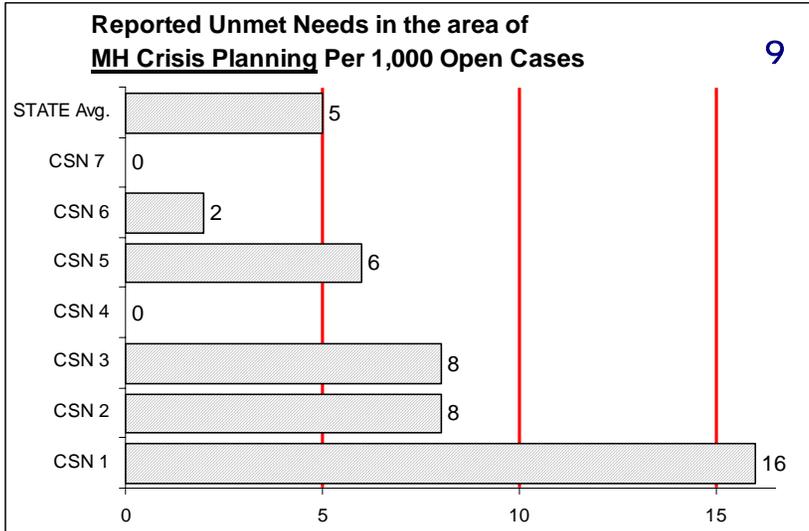
CSN	Counties	Notes
1	Aroostook	1) In order to better compare the relative levels of reported unmet needs across all CSNs, the charts below show <u>rates</u> of total unmet needs per 1,000 open cases, not the number of reported unmet needs. 2) The red line is set to the <b>state average</b> . If two red lines appear on a graph, it shows where CSNs have double the state average, three lines indicates triple the state average, four lines, 4 times the state average.
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3	Kennebec & Somerset	
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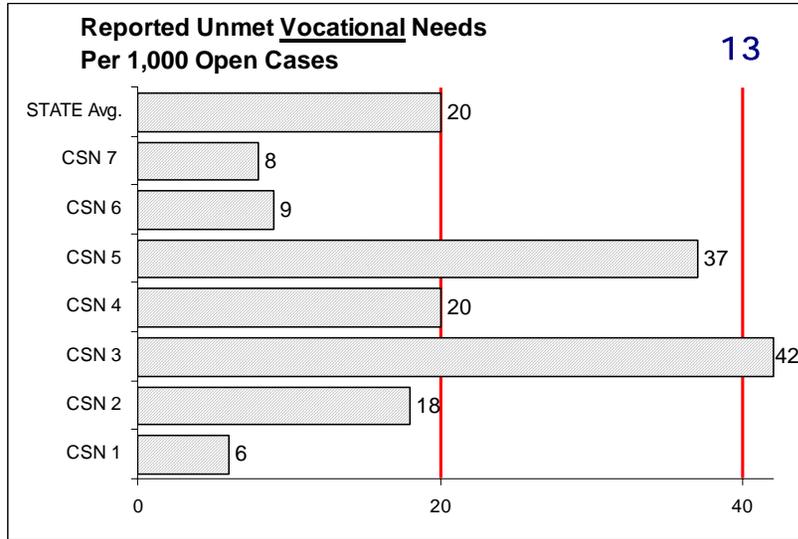
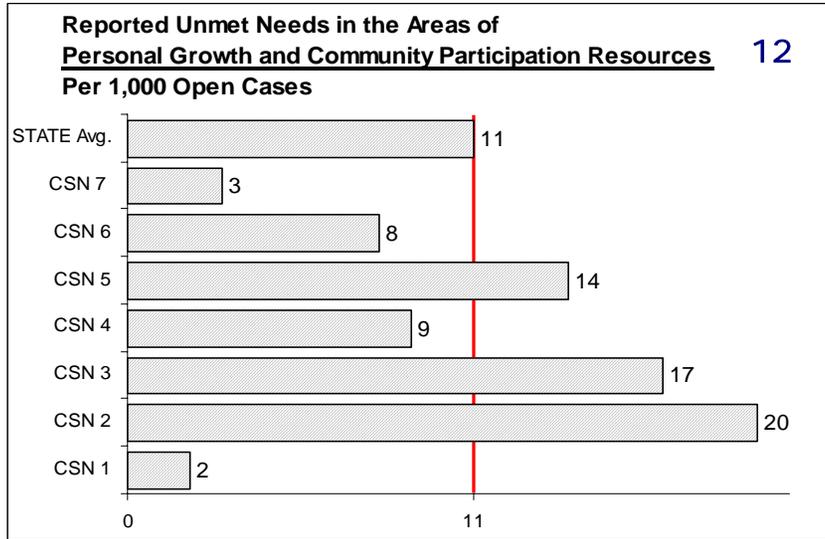
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