



Paul R. LePage, Governor

Mary C. Mayhew, Commissioner

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Statewide Report of Unmet Resource Needs for Fiscal Year 2011 Quarter 3

(Jan, Feb, March 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.

The Unmet Resource Needs Report has been reprogrammed in order to fix problems with the logic of how unmet needs were identified and how they were being tabulated.

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

Report Run: Jul 13, 2011

Statewide Report of Unmet Resource Needs for Fiscal Year 2011 Quarter 3

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

CSN	Counties	Distinct People
CSN 1	Aroostook	365
CSN 2	Hancock, Penobscot, Piscataquis &	1,691
CSN 3	Kennebec & Somerset	1,638
CSN 4	Knox, Lincoln, Sagadahoc & Waldo	570
CSN 5	Androscoggin, Franklin & Oxford	1,607
CSN 6	Cumberland	1,588
CSN 7	York	464
Not Assigned	No legal address	309
Statewide		8,232

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

	2010 Q4			2011 Q1			2011 Q2			2011 Q3		
	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	88	319	27.6%	97	339	28.6%	100	330	30.3%	114	365	31.2%
CSN 2	627	1,666	37.6%	559	1,595	35.0%	512	1,666	30.7%	542	1,691	32.1%
CSN 3	377	1,492	25.3%	371	1,541	24.1%	376	1,590	23.6%	398	1,638	24.3%
CSN 4	231	504	45.8%	210	500	42.0%	218	545	40.0%	212	570	37.2%
CSN 5	646	1,502	43.0%	556	1,395	39.9%	537	1,551	34.6%	603	1,607	37.5%
CSN 6	551	1,413	39.0%	570	1,482	38.5%	586	1,543	38.0%	600	1,588	37.8%
CSN 7	170	426	39.9%	154	376	41.0%	182	507	35.9%	199	464	42.9%
N/A	122	334	36.5%	98	297	33.0%	100	314	31.8%	108	309	35.0%
Total	2,812	7,656	36.7%	2,615	7,525	34.8%	2,611	8,046	32.5%	2,776	8,232	33.7%

Report Run: Jul 13, 2011

Statewide Report of Unmet Resource Needs for Fiscal Year 2011 Quarter 3

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

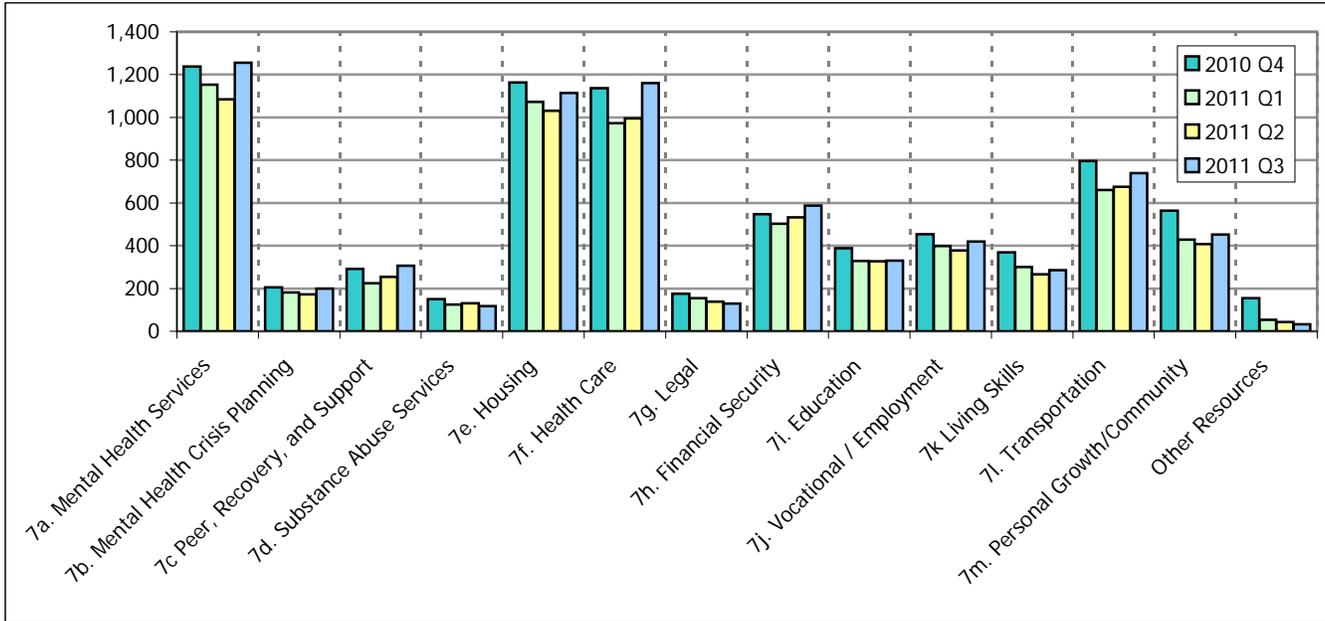


Table 3: Total Number of Unmet Resource Needs Reported

Reported Unmet Resource Needs	2010 Q4	2011 Q1	2011 Q2	2011 Q3
7a. Mental Health Services	1,238	1,153	1,085	1,255
7b. Mental Health Crisis Planning	205	181	173	200
7c Peer, Recovery, and Support	291	224	254	307
7d. Substance Abuse Services	151	125	131	117
7e. Housing	1,164	1,073	1,031	1,115
7f. Health Care	1,136	973	996	1,161
7g. Legal	175	155	138	129
7h. Financial Security	548	503	532	587
7i. Education	389	329	327	330
7j. Vocational / Employment	454	398	378	420
7k Living Skills	369	300	267	286
7l. Transportation	796	661	676	739
7m. Personal Growth/Community	564	429	408	453
Other Resources	154	53	43	32
Total Statewide Unmet Needs	7,634	6,557	6,439	7,131

Report Run: Jul 13, 2011



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Report of Unmet Resource Needs

Statewide
(All CSNs)

Fiscal Year 2011 Quarter 3
(Jan, Feb, March 2011)

	2010 Q4	2011 Q1	2011 Q2	2011 Q3
Distinct Clients with a RDS	7,656	7,525	8,046	8,232
7a. Mental Health Services				
7a-i Assertive Community Treatment (ACT)	48	47	42	46
7a-ii Community Integration Services	322	323	302	314
7a-iii Dialectical Behavioral Therapy	41	34	34	42
7a-iv Family Psycho-Educational Treatment	4	8	4	11
7a-v Group Counseling	40	26	34	39
7a-vi Individual Counseling	327	310	279	339
7a-vii Inpatient Psychiatric Facility	3	1	2	4
7a-viii Intensive Case Management	13	7	4	9
7a-x Psychiatric Medication Management	373	333	333	392
7a-xi Other Mental Health Services	67	64	51	59
Total Unmet Resource Needs	1,238	1,153	1,085	1,255
Distinct Clients with Unmet Resource Needs	853	800	798	927
7b. Mental Health Crisis Planning				
7b-i Development of Mental Health Crisis Plan	136	115	105	134
7b-ii Mental Health Advance Directives	51	55	57	59
7b-iii Other Mental Health Crisis Planning	18	11	11	7
Total Unmet Resource Needs	205	181	173	200
Distinct Clients with Unmet Resource Needs	186	166	161	183
7c Peer, Recovery, and Support				
7c-i Peer Recovery Center	21	21	23	23
7c-ii Recovery Workbook Group	2	2	1	0
7c-iii Social Club	84	70	91	104
7c-iv Peer-Run Trauma Recovery Group	20	15	16	24
7c-v Wellness Recovery and Action Planning	21	15	16	23
7c-vi Family Support	65	50	48	82
7c-vii Other Peer, Recovery, and Support	78	51	59	51
Total Unmet Resource Needs	291	224	254	307
Distinct Clients with Unmet Resource Needs	244	191	214	262
7d Substance Abuse Services				
7d-i Outpatient Substance Abuse Services	81	73	80	72

Report Run: Jul 13, 2011



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Report of Unmet Resource Needs

Statewide
(All CSNs)

Fiscal Year 2011 Quarter 3
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	2010 Q4	2011 Q1	2011 Q2	2011 Q3
Distinct Clients with a RDS	7,656	7,525	8,046	8,232
7d Substance Abuse Services				
7d-ii Residential Treatment Substance Abuse Services	28	22	18	17
7d-iii Other Substance Abuse Services	42	30	33	28
Total Unmet Resource Needs	151	125	131	117
Distinct Clients with Unmet Resource Needs	142	119	125	111
7e. Housing				
7e-i Supported Apartment	95	99	87	90
7e-ii Community Residential Facility	40	38	31	24
7e-iii Residential Treatment Facility (group home)	21	21	19	12
7e-iv Assisted Living Facility	36	29	37	39
7e-v Nursing Home	31	12	8	7
7e-vi Residential Crisis Unit	22	4	3	0
7e-vii Rent Subsidy (Section 8, BRAP, Shelter Plus)	599	597	588	674
7e-viii Other Housing Resources	320	273	258	269
Total Unmet Resource Needs	1,164	1,073	1,031	1,115
Distinct Clients with Unmet Resource Needs	993	931	892	992
7f. Health Care				
7f-i Dental Services	584	490	499	577
7f-ii Eye Care Services	164	152	154	208
7f-iii Hearing Services	53	42	40	52
7f-iv Physical Therapy	36	25	22	33
7f-v Physician/Medical Services	164	144	156	180
7f-vi Other Health Care Resources	135	120	125	111
Total Unmet Resource Needs	1,136	973	996	1,161
Distinct Clients with Unmet Resource Needs	863	762	775	876
7g. Legal				
7g-i Advocate	37	23	21	28
7g-ii Guardian (private)	24	29	21	16
7g-iii Guardian (public)	10	7	5	4
7g-iv Other Legal Resources	104	96	91	81

Report Run: Jul 13, 2011



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Statewide
(All CSNs)

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	2010 Q4	2011 Q1	2011 Q2	2011 Q3
Distinct Clients with a RDS	7,656	7,525	8,046	8,232
7g. Legal				
Total Unmet Resource Needs	175	155	138	129
Distinct Clients with Unmet Resource Needs	168	151	137	128
7h. Financial Security				
7h-i Assistance with Managing Money	231	235	241	265
7h-ii Assistance with Securing Public Benefits	156	141	162	197
7h-iii Representative Payee	38	35	36	39
7h-iv Other Financial Security Resources	123	92	93	86
Total Unmet Resource Needs	548	503	532	587
Distinct Clients with Unmet Resource Needs	476	456	483	513
7i. Education				
7i-i Adult Education (other than GED)	67	53	67	65
7i-ii GED	84	71	71	83
7i-iii Literacy Assistance	23	27	27	24
7i-iv Post High School Education	121	110	98	105
7i-v Tuition Reimbursement	20	16	14	14
7i-vi Other Educational Resources	74	52	50	39
Total Unmet Resource Needs	389	329	327	330
Distinct Clients with Unmet Resource Needs	344	302	300	303
7j. Vocational / Employment				
7j-i Benefits Counseling Related to Employment	26	18	19	32
7j-ii Club House and/or Peer Vocational Support	5	7	5	8
7j-iii Competitive Employment (no supports)	87	64	61	63
7j-iv Supported Employment	37	37	42	34
7j-v Vocational Rehabilitation	218	209	194	220
7j-vi Other Vocational/Employment Resources	81	63	57	63
Total Unmet Resource Needs	454	398	378	420
Distinct Clients with Unmet Resource Needs	392	355	333	363
7k. Living Skills				
7k-i Daily Living Support Services	149	130	115	137
7k-ii Day Support Services	29	24	25	23

Report Run: Jul 13, 2011



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Statewide
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	2010 Q4	2011 Q1	2011 Q2	2011 Q3
Distinct Clients with a RDS	7,656	7,525	8,046	8,232
7k. Living Skills				
7k-iii Occupational Therapy	13	11	10	14
7k-iv Skills Development Services	92	75	64	68
7k-v Other Living Skill Resources	86	60	53	44
Total Unmet Resource Needs	369	300	267	286
Distinct Clients with Unmet Resource Needs	311	263	238	252
7l. Transportation				
7l-i Transportation to ISP-Identified Services	279	236	252	288
7l-ii Transportation to Other ISP Activities	176	131	127	153
7l-iii After Hours Transportation	182	154	167	181
7l-iv Other Transportation Resources	159	140	130	117
Total Unmet Resource Needs	796	661	676	739
Distinct Clients with Unmet Resource Needs	556	489	494	537
7m. Personal Growth/Community				
7m-i Avocational Activities	27	14	21	20
7m-ii Recreation Activities	142	105	97	113
7m-iii Social Activities	273	223	204	228
7m-iv Spiritual Activities	37	25	21	36
7m-v Other Personal Growth/Community	85	62	65	56
Total Unmet Resource Needs	564	429	408	453
Distinct Clients with Unmet Resource Needs	413	341	326	351
Other Resources				
Other Resources	154	53	43	32
Total Unmet Resource Needs	154	53	43	32
Distinct Clients with Unmet Resource Needs	154	53	43	32
Statewide Totals				
Total Unmet Resource Needs	7,634	6,557	6,439	7,131
Distinct Clients With any Unmet Resource Need	2,812	2,615	2,611	2,776
Distinct Clients with a RDS	7,656	7,525	8,046	8,232

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CSN 1 Report of Unmet Resource Needs for Fiscal Year 2011 Quarter 3

CSN 1 - Aroostook

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

2010 Q4			2011 Q1			2011 Q2			2011 Q3		
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
88	319	27.6%	97	339	28.6%	100	330	30.3%	114	365	31.2%

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

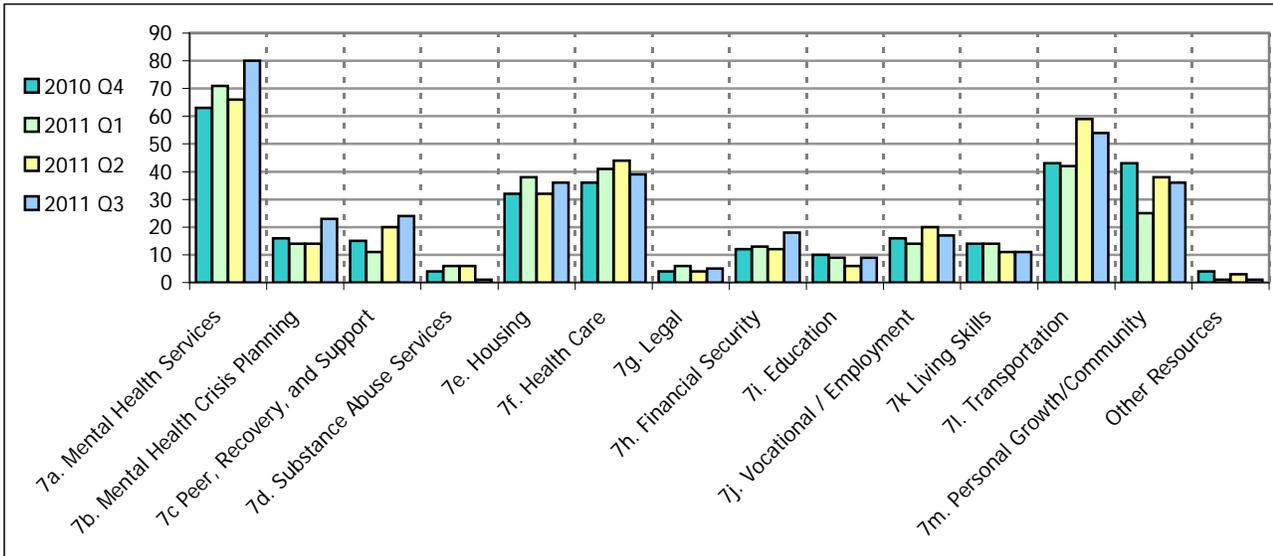


Table 2: Total Number of Unmet Resource Needs Reported

Reported Unmet Resource Needs	2010 Q4	2011 Q1	2011 Q2	2011 Q3
7a. Mental Health Services	63	71	66	80
7b. Mental Health Crisis Planning	16	14	14	23
7c Peer, Recovery, and Support	15	11	20	24
7d. Substance Abuse Services	4	6	6	1
7e. Housing	32	38	32	36
7f. Health Care	36	41	44	39
7g. Legal	4	6	4	5
7h. Financial Security	12	13	12	18
7i. Education	10	9	6	9
7j. Vocational / Employment	16	14	20	17
7k Living Skills	14	14	11	11
7l. Transportation	43	42	59	54
7m. Personal Growth/Community	43	25	38	36
Other Resources	4	1	3	1
Total CSN 1 Unmet Needs	312	305	335	354

Report Run: Jul 13, 2011



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Report of Unmet Resource Needs

CSN 1
(Aroostook)

Fiscal Year 2011 Quarter 3
(Jan, Feb, March 2011)

	2010 Q4	2011 Q1	2011 Q2	2011 Q3
Distinct Clients with a RDS	319	339	330	365
7a. Mental Health Services				
7a-i Assertive Community Treatment (ACT)	0	0	0	0
7a-ii Community Integration Services	22	27	27	33
7a-iii Dialectical Behavioral Therapy	0	0	1	1
7a-iv Family Psycho-Educational Treatment	0	1	0	1
7a-v Group Counseling	5	2	4	3
7a-vi Individual Counseling	13	21	11	14
7a-vii Inpatient Psychiatric Facility	0	0	1	1
7a-viii Intensive Case Management	1	1	1	1
7a-x Psychiatric Medication Management	19	18	20	23
7a-xi Other Mental Health Services	3	1	1	3
Total Unmet Resource Needs	63	71	66	80
Distinct Clients with Unmet Resource Needs	43	48	49	56
7b. Mental Health Crisis Planning				
7b-i Development of Mental Health Crisis Plan	11	10	8	14
7b-ii Mental Health Advance Directives	5	4	6	7
7b-iii Other Mental Health Crisis Planning	0	0	0	2
Total Unmet Resource Needs	16	14	14	23
Distinct Clients with Unmet Resource Needs	14	13	11	18
7c Peer, Recovery, and Support				
7c-i Peer Recovery Center	0	0	0	0
7c-ii Recovery Workbook Group	0	0	0	0
7c-iii Social Club	8	6	15	16
7c-iv Peer-Run Trauma Recovery Group	0	0	1	1
7c-v Wellness Recovery and Action Planning	3	1	1	4
7c-vi Family Support	2	3	1	3
7c-vii Other Peer, Recovery, and Support	2	1	2	0
Total Unmet Resource Needs	15	11	20	24
Distinct Clients with Unmet Resource Needs	13	9	17	20
7d Substance Abuse Services				
7d-i Outpatient Substance Abuse Services	3	3	2	1

Report Run: Jul 13, 2011



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CSN 1
(Aroostook)

Fiscal Year 2011 Quarter 3
(Jan, Feb, March 2011)

	2010 Q4	2011 Q1	2011 Q2	2011 Q3
Distinct Clients with a RDS	319	339	330	365
7d Substance Abuse Services				
7d-ii Residential Treatment Substance Abuse Services	0	1	1	0
7d-iii Other Substance Abuse Services	1	2	3	0
Total Unmet Resource Needs	4	6	6	1
Distinct Clients with Unmet Resource Needs	4	5	6	1
7e. Housing				
7e-i Supported Apartment	7	12	7	9
7e-ii Community Residential Facility	4	5	3	2
7e-iii Residential Treatment Facility (group home)	3	1	3	1
7e-iv Assisted Living Facility	3	1	3	3
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)	10	16	14	18
7e-viii Other Housing Resources	5	3	2	3
Total Unmet Resource Needs	32	38	32	36
Distinct Clients with Unmet Resource Needs	25	29	25	28
7f. Health Care				
7f-i Dental Services	16	20	14	14
7f-ii Eye Care Services	7	7	7	5
7f-iii Hearing Services	0	1	2	2
7f-iv Physical Therapy	3	2	2	2
7f-v Physician/Medical Services	8	9	14	13
7f-vi Other Health Care Resources	2	2	5	3
Total Unmet Resource Needs	36	41	44	39
Distinct Clients with Unmet Resource Needs	23	29	27	30
7g. Legal				
7g-i Advocate	0	1	1	1
7g-ii Guardian (private)	0	1	0	1
7g-iii Guardian (public)	2	1	1	0
7g-iv Other Legal Resources	2	3	2	3

Report Run: Jul 13, 2011



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Mary C. Mayhew, Commissioner

Report of Unmet Resource Needs

CSN 1
(Aroostook)

Fiscal Year 2011 Quarter 3
(Jan, Feb, March 2011)

	2010 Q4	2011 Q1	2011 Q2	2011 Q3
Distinct Clients with a RDS	319	339	330	365
7g. Legal				
Total Unmet Resource Needs	4	6	4	5
Distinct Clients with Unmet Resource Needs	4	6	4	5
7h. Financial Security				
7h-i Assistance with Managing Money	5	4	5	6
7h-ii Assistance with Securing Public Benefits	6	6	3	6
7h-iii Representative Payee	0	0	1	1
7h-iv Other Financial Security Resources	1	3	3	5
Total Unmet Resource Needs	12	13	12	18
Distinct Clients with Unmet Resource Needs	11	12	9	14
7i. Education				
7i-i Adult Education (other than GED)	2	1	1	1
7i-ii GED	4	3	3	6
7i-iii Literacy Assistance	0	2	1	0
7i-iv Post High School Education	1	2	0	2
7i-v Tuition Reimbursement	1	1	0	0
7i-vi Other Educational Resources	2	0	1	0
Total Unmet Resource Needs	10	9	6	9
Distinct Clients with Unmet Resource Needs	9	8	6	9
7j. Vocational / Employment				
7j-i Benefits Counseling Related to Employment	2	1	2	3
7j-ii Club House and/or Peer Vocational Support	0	0	1	1
7j-iii Competitive Employment (no supports)	1	2	1	2
7j-iv Supported Employment	5	2	5	3
7j-v Vocational Rehabilitation	7	8	9	6
7j-vi Other Vocational/Employment Resources	1	1	2	2
Total Unmet Resource Needs	16	14	20	17
Distinct Clients with Unmet Resource Needs	12	12	14	13
7k. Living Skills				
7k-i Daily Living Support Services	6	6	5	4
7k-ii Day Support Services	2	1	1	1

Report Run: Jul 13, 2011



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Report of Unmet Resource Needs

CSN 1 (Aroostook)

Fiscal Year 2011 Quarter 3
(Jan, Feb, March 2011)

	2010 Q4	2011 Q1	2011 Q2	2011 Q3
Distinct Clients with a RDS	319	339	330	365
7k. Living Skills				
7k-iii Occupational Therapy	0	1	0	0
7k-iv Skills Development Services	6	5	5	3
7k-v Other Living Skill Resources	0	1	0	3
Total Unmet Resource Needs	14	14	11	11
Distinct Clients with Unmet Resource Needs	10	11	8	10
7l. Transportation				
7l-i Transportation to ISP-Identified Services	19	21	23	24
7l-ii Transportation to Other ISP Activities	8	8	15	9
7l-iii After Hours Transportation	11	8	16	17
7l-iv Other Transportation Resources	5	5	5	4
Total Unmet Resource Needs	43	42	59	54
Distinct Clients with Unmet Resource Needs	28	25	35	39
7m. Personal Growth/Community				
7m-i Avocational Activities	2	1	2	2
7m-ii Recreation Activities	13	6	13	11
7m-iii Social Activities	19	12	17	18
7m-iv Spiritual Activities	4	2	4	3
7m-v Other Personal Growth/Community	5	4	2	2
Total Unmet Resource Needs	43	25	38	36
Distinct Clients with Unmet Resource Needs	23	17	22	23
Other Resources				
Other Resources	4	1	3	1
Total Unmet Resource Needs	4	1	3	1
Distinct Clients with Unmet Resource Needs	4	1	3	1
CSN 1 Totals				
Total Unmet Resource Needs	312	305	335	354
Distinct Clients With any Unmet Resource Need	88	97	100	114
Distinct Clients with a RDS	319	339	330	365

Report Run: Jul 13, 2011

CSN 2 Report of Unmet Resource Needs for Fiscal Year 2011 Quarter 3

CSN 2 - Hancock, Washington, Penobscot, Piscataquis

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

2010 Q4			2011 Q1			2011 Q2			2011 Q3		
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
627	1,666	37.6%	559	1,595	35.0%	512	1,666	30.7%	542	1,691	32.1%

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

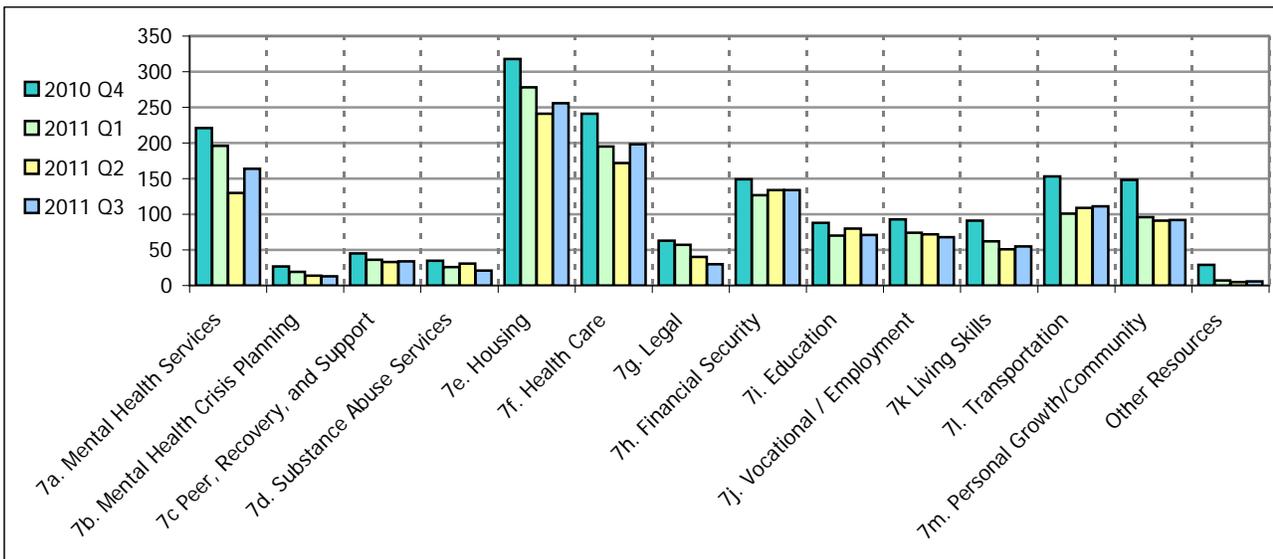


Table 2: Total Number of Unmet Resource Needs Reported

Reported Unmet Resource Needs	2010 Q4	2011 Q1	2011 Q2	2011 Q3
7a. Mental Health Services	221	196	130	164
7b. Mental Health Crisis Planning	27	19	14	13
7c Peer, Recovery, and Support	45	36	33	34
7d. Substance Abuse Services	35	26	31	21
7e. Housing	318	278	241	256
7f. Health Care	241	195	172	198
7g. Legal	63	57	40	30
7h. Financial Security	149	127	134	134
7i. Education	88	70	80	71
7j. Vocational / Employment	93	74	72	68
7k Living Skills	91	62	51	55
7l. Transportation	153	101	109	111
7m. Personal Growth/Community	148	96	91	92
Other Resources	29	7	5	6
Total CSN 2 Unmet Needs	1,701	1,344	1,203	1,253

Report Run: Jul 13, 2011



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Report of Unmet Resource Needs

CSN 2

(Hancock, Washington, Penobscot, Piscataquis)

Fiscal Year 2011 Quarter 3

(Jan, Feb, March 2011)

	2010 Q4	2011 Q1	2011 Q2	2011 Q3
Distinct Clients with a RDS	1,666	1,595	1,666	1,691
7a. Mental Health Services				
7a-i Assertive Community Treatment (ACT)	2	3	0	1
7a-ii Community Integration Services	55	56	17	27
7a-iii Dialectical Behavioral Therapy	7	6	2	1
7a-iv Family Psycho-Educational Treatment	0	0	0	1
7a-v Group Counseling	12	9	10	10
7a-vi Individual Counseling	78	66	49	61
7a-vii Inpatient Psychiatric Facility	0	0	1	1
7a-viii Intensive Case Management	2	1	0	0
7a-x Psychiatric Medication Management	53	49	43	55
7a-xi Other Mental Health Services	12	6	8	7
Total Unmet Resource Needs	221	196	130	164
Distinct Clients with Unmet Resource Needs	155	144	108	137
7b. Mental Health Crisis Planning				
7b-i Development of Mental Health Crisis Plan	21	13	10	9
7b-ii Mental Health Advance Directives	4	5	3	4
7b-iii Other Mental Health Crisis Planning	2	1	1	0
Total Unmet Resource Needs	27	19	14	13
Distinct Clients with Unmet Resource Needs	23	17	13	11
7c Peer, Recovery, and Support				
7c-i Peer Recovery Center	1	1	3	2
7c-ii Recovery Workbook Group	1	0	0	0
7c-iii Social Club	7	9	6	7
7c-iv Peer-Run Trauma Recovery Group	5	3	4	4
7c-v Wellness Recovery and Action Planning	3	1	1	1
7c-vi Family Support	15	10	8	11
7c-vii Other Peer, Recovery, and Support	13	12	11	9
Total Unmet Resource Needs	45	36	33	34
Distinct Clients with Unmet Resource Needs	39	31	29	30
7d Substance Abuse Services				
7d-i Outpatient Substance Abuse Services	21	17	21	14

Report Run: Jul 13, 2011



Paul R. LePage, Governor

Mary C. Mayhew, Commissioner

Report of Unmet Resource Needs

CSN 2

(Hancock, Washington, Penobscot, Piscataquis)

Fiscal Year 2011 Quarter 3

(Jan, Feb, March 2011)

	2010 Q4	2011 Q1	2011 Q2	2011 Q3
Distinct Clients with a RDS	1,666	1,595	1,666	1,691
7d Substance Abuse Services				
7d-ii Residential Treatment Substance Abuse Services	9	6	7	4
7d-iii Other Substance Abuse Services	5	3	3	3
Total Unmet Resource Needs	35	26	31	21
Distinct Clients with Unmet Resource Needs	33	25	28	20
7e. Housing				
7e-i Supported Apartment	17	15	15	12
7e-ii Community Residential Facility	5	4	3	3
7e-iii Residential Treatment Facility (group home)	4	3	3	2
7e-iv Assisted Living Facility	8	7	5	2
7e-v Nursing Home	26	7	1	1
7e-vi Residential Crisis Unit	22	4	3	0
7e-vii Rent Subsidy (Section 8, BRAP, Shelter Plus)	146	160	139	164
7e-viii Other Housing Resources	90	78	72	72
Total Unmet Resource Needs	318	278	241	256
Distinct Clients with Unmet Resource Needs	258	245	208	229
7f. Health Care				
7f-i Dental Services	108	80	80	87
7f-ii Eye Care Services	37	29	24	33
7f-iii Hearing Services	16	14	7	9
7f-iv Physical Therapy	13	6	6	8
7f-v Physician/Medical Services	35	36	29	36
7f-vi Other Health Care Resources	32	30	26	25
Total Unmet Resource Needs	241	195	172	198
Distinct Clients with Unmet Resource Needs	181	145	131	152
7g. Legal				
7g-i Advocate	13	7	5	6
7g-ii Guardian (private)	20	22	14	8
7g-iii Guardian (public)	3	2	1	1
7g-iv Other Legal Resources	27	26	20	15

Report Run: Jul 13, 2011



Paul R. LePage, Governor

Mary C. Mayhew, Commissioner

Report of Unmet Resource Needs

CSN 2

(Hancock, Washington, Penobscot, Piscataquis)

Fiscal Year 2011 Quarter 3

(Jan, Feb, March 2011)

	2010 Q4	2011 Q1	2011 Q2	2011 Q3
Distinct Clients with a RDS	1,666	1,595	1,666	1,691
7g. Legal				
Total Unmet Resource Needs	63	57	40	30
Distinct Clients with Unmet Resource Needs	60	54	40	30
7h. Financial Security				
7h-i Assistance with Managing Money	56	57	56	62
7h-ii Assistance with Securing Public Benefits	45	38	44	48
7h-iii Representative Payee	6	3	4	3
7h-iv Other Financial Security Resources	42	29	30	21
Total Unmet Resource Needs	149	127	134	134
Distinct Clients with Unmet Resource Needs	119	115	122	116
7i. Education				
7i-i Adult Education (other than GED)	13	12	15	14
7i-ii GED	16	8	12	11
7i-iii Literacy Assistance	6	5	5	6
7i-iv Post High School Education	35	31	34	27
7i-v Tuition Reimbursement	3	3	3	3
7i-vi Other Educational Resources	15	11	11	10
Total Unmet Resource Needs	88	70	80	71
Distinct Clients with Unmet Resource Needs	77	65	73	64
7j. Vocational / Employment				
7j-i Benefits Counseling Related to Employment	5	5	5	6
7j-ii Club House and/or Peer Vocational Support	1	1	2	2
7j-iii Competitive Employment (no supports)	32	24	24	23
7j-iv Supported Employment	10	7	7	5
7j-v Vocational Rehabilitation	27	23	21	20
7j-vi Other Vocational/Employment Resources	18	14	13	12
Total Unmet Resource Needs	93	74	72	68
Distinct Clients with Unmet Resource Needs	78	60	58	52
7k. Living Skills				
7k-i Daily Living Support Services	30	21	20	25
7k-ii Day Support Services	4	2	3	1

Report Run: Jul 13, 2011



Paul R. LePage, Governor

Mary C. Mayhew, Commissioner

Report of Unmet Resource Needs

CSN 2

(Hancock, Washington, Penobscot, Piscataquis)

Fiscal Year 2011 Quarter 3

(Jan, Feb, March 2011)

	2010 Q4	2011 Q1	2011 Q2	2011 Q3
Distinct Clients with a RDS	1,666	1,595	1,666	1,691
7k. Living Skills				
7k-iii Occupational Therapy	7	4	2	4
7k-iv Skills Development Services	30	18	12	12
7k-v Other Living Skill Resources	20	17	14	13
Total Unmet Resource Needs	91	62	51	55
Distinct Clients with Unmet Resource Needs	69	55	46	48
7l. Transportation				
7l-i Transportation to ISP-Identified Services	53	35	37	40
7l-ii Transportation to Other ISP Activities	35	13	10	12
7l-iii After Hours Transportation	30	22	30	33
7l-iv Other Transportation Resources	35	31	32	26
Total Unmet Resource Needs	153	101	109	111
Distinct Clients with Unmet Resource Needs	112	91	96	96
7m. Personal Growth/Community				
7m-i Avocational Activities	6	1	5	4
7m-ii Recreation Activities	44	30	26	29
7m-iii Social Activities	63	39	36	41
7m-iv Spiritual Activities	10	6	5	4
7m-v Other Personal Growth/Community	25	20	19	14
Total Unmet Resource Needs	148	96	91	92
Distinct Clients with Unmet Resource Needs	109	76	72	72
Other Resources				
Other Resources	29	7	5	6
Total Unmet Resource Needs	29	7	5	6
Distinct Clients with Unmet Resource Needs	29	7	5	6
CSN 2 Totals				
Total Unmet Resource Needs	1,701	1,344	1,203	1,253
Distinct Clients With any Unmet Resource Need	627	559	512	542
Distinct Clients with a RDS	1,666	1,595	1,666	1,691

Report Run: Jul 13, 2011

CSN 3 Report of Unmet Resource Needs for Fiscal Year 2011 Quarter 3

CSN 3 - Kennebec and Somerset

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

2010 Q4			2011 Q1			2011 Q2			2011 Q3		
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
377	1,492	25.3%	371	1,541	24.1%	376	1,590	23.6%	398	1,638	24.3%

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

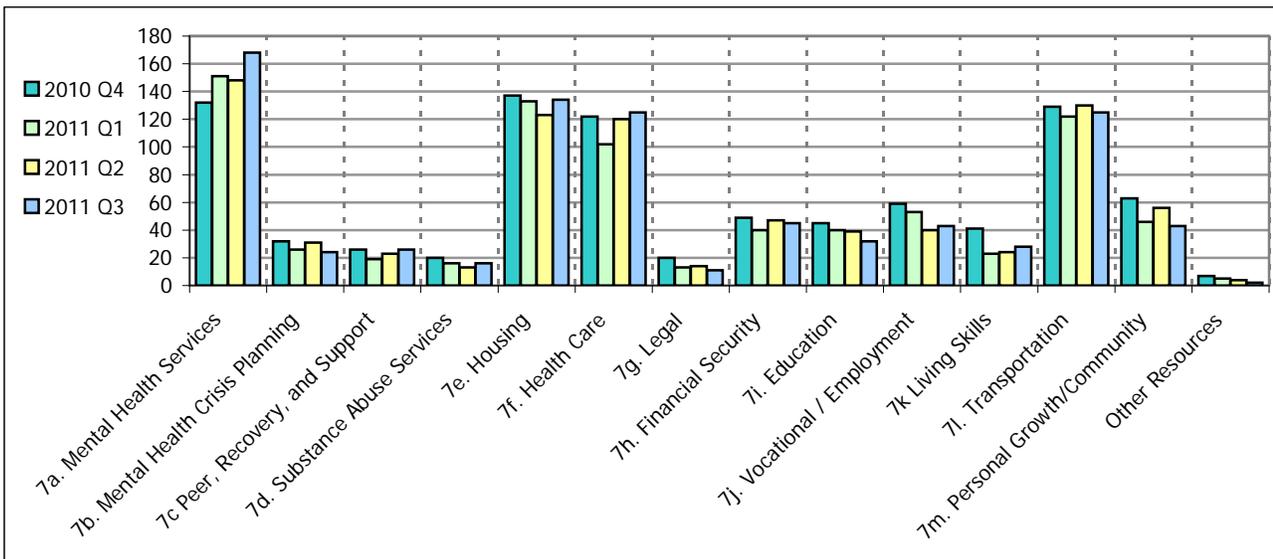


Table 2: Total Number of Unmet Resource Needs Reported

Reported Unmet Resource Needs	2010 Q4	2011 Q1	2011 Q2	2011 Q3
7a. Mental Health Services	132	151	148	168
7b. Mental Health Crisis Planning	32	26	31	24
7c Peer, Recovery, and Support	26	19	23	26
7d. Substance Abuse Services	20	16	13	16
7e. Housing	137	133	123	134
7f. Health Care	122	102	120	125
7g. Legal	20	13	14	11
7h. Financial Security	49	40	47	45
7i. Education	45	40	39	32
7j. Vocational / Employment	59	53	40	43
7k Living Skills	41	23	24	28
7l. Transportation	129	122	130	125
7m. Personal Growth/Community	63	46	56	43
Other Resources	7	5	4	2
Total CSN 3 Unmet Needs	882	789	812	822

Report Run: Jul 13, 2011



Paul R. LePage, Governor

Mary C. Mayhew, Commissioner

Report of Unmet Resource Needs

CSN 3

(Kennebec, Somerset)

Fiscal Year 2011 Quarter 3

(Jan, Feb, March 2011)

	2010 Q4	2011 Q1	2011 Q2	2011 Q3
Distinct Clients with a RDS	1,492	1,541	1,590	1,638
7a. Mental Health Services				
7a-i Assertive Community Treatment (ACT)	9	5	1	3
7a-ii Community Integration Services	36	54	59	67
7a-iii Dialectical Behavioral Therapy	2	1	2	0
7a-iv Family Psycho-Educational Treatment	0	2	2	2
7a-v Group Counseling	2	2	3	3
7a-vi Individual Counseling	30	31	30	36
7a-vii Inpatient Psychiatric Facility	0	0	0	0
7a-viii Intensive Case Management	1	0	0	0
7a-x Psychiatric Medication Management	44	45	43	50
7a-xi Other Mental Health Services	8	11	8	7
Total Unmet Resource Needs	132	151	148	168
Distinct Clients with Unmet Resource Needs	103	103	107	125
7b. Mental Health Crisis Planning				
7b-i Development of Mental Health Crisis Plan	21	16	20	15
7b-ii Mental Health Advance Directives	6	9	9	9
7b-iii Other Mental Health Crisis Planning	5	1	2	0
Total Unmet Resource Needs	32	26	31	24
Distinct Clients with Unmet Resource Needs	27	21	26	19
7c Peer, Recovery, and Support				
7c-i Peer Recovery Center	0	2	0	1
7c-ii Recovery Workbook Group	0	0	0	0
7c-iii Social Club	9	7	10	13
7c-iv Peer-Run Trauma Recovery Group	2	2	1	2
7c-v Wellness Recovery and Action Planning	1	1	1	1
7c-vi Family Support	4	2	4	7
7c-vii Other Peer, Recovery, and Support	10	5	7	2
Total Unmet Resource Needs	26	19	23	26
Distinct Clients with Unmet Resource Needs	25	18	23	24
7d Substance Abuse Services				
7d-i Outpatient Substance Abuse Services	10	9	9	10

Report Run: Jul 13, 2011



Paul R. LePage, Governor

Mary C. Mayhew, Commissioner

Report of Unmet Resource Needs

CSN 3
(Kennebec, Somerset)

Fiscal Year 2011 Quarter 3
(Jan, Feb, March 2011)

	2010 Q4	2011 Q1	2011 Q2	2011 Q3
Distinct Clients with a RDS	1,492	1,541	1,590	1,638
7d Substance Abuse Services				
7d-ii Residential Treatment Substance Abuse Services	4	4	1	4
7d-iii Other Substance Abuse Services	6	3	3	2
Total Unmet Resource Needs	20	16	13	16
Distinct Clients with Unmet Resource Needs	19	16	13	16
7e. Housing				
7e-i Supported Apartment	13	12	9	6
7e-ii Community Residential Facility	8	6	5	4
7e-iii Residential Treatment Facility (group home)	2	4	2	1
7e-iv Assisted Living Facility	5	3	5	6
7e-v Nursing Home	1	2	2	1
7e-vi Residential Crisis Unit	0	0	0	0
7e-vii Rent Subsidy (Section 8, BRAP, Shelter Plus)	86	88	86	103
7e-viii Other Housing Resources	22	18	14	13
Total Unmet Resource Needs	137	133	123	134
Distinct Clients with Unmet Resource Needs	122	117	110	123
7f. Health Care				
7f-i Dental Services	66	59	64	66
7f-ii Eye Care Services	14	15	14	18
7f-iii Hearing Services	10	6	8	9
7f-iv Physical Therapy	3	2	3	1
7f-v Physician/Medical Services	15	12	20	20
7f-vi Other Health Care Resources	14	8	11	11
Total Unmet Resource Needs	122	102	120	125
Distinct Clients with Unmet Resource Needs	86	74	93	97
7g. Legal				
7g-i Advocate	3	2	3	1
7g-ii Guardian (private)	2	3	3	4
7g-iii Guardian (public)	0	0	0	2
7g-iv Other Legal Resources	15	8	8	4

Report Run: Jul 13, 2011



Paul R. LePage, Governor

Mary C. Mayhew, Commissioner

Report of Unmet Resource Needs

CSN 3
(Kennebec, Somerset)

Fiscal Year 2011 Quarter 3
(Jan, Feb, March 2011)

	2010 Q4	2011 Q1	2011 Q2	2011 Q3
Distinct Clients with a RDS	1,492	1,541	1,590	1,638
7g. Legal				
Total Unmet Resource Needs	20	13	14	11
Distinct Clients with Unmet Resource Needs	20	13	13	10
7h. Financial Security				
7h-i Assistance with Managing Money	25	21	22	24
7h-ii Assistance with Securing Public Benefits	10	9	17	16
7h-iii Representative Payee	5	7	5	2
7h-iv Other Financial Security Resources	9	3	3	3
Total Unmet Resource Needs	49	40	47	45
Distinct Clients with Unmet Resource Needs	45	34	41	41
7i. Education				
7i-i Adult Education (other than GED)	7	4	5	6
7i-ii GED	14	14	17	11
7i-iii Literacy Assistance	4	5	4	4
7i-iv Post High School Education	9	9	7	6
7i-v Tuition Reimbursement	3	3	2	2
7i-vi Other Educational Resources	8	5	4	3
Total Unmet Resource Needs	45	40	39	32
Distinct Clients with Unmet Resource Needs	40	34	36	29
7j. Vocational / Employment				
7j-i Benefits Counseling Related to Employment	3	2	1	3
7j-ii Club House and/or Peer Vocational Support	1	2	0	2
7j-iii Competitive Employment (no supports)	3	3	2	1
7j-iv Supported Employment	3	1	5	3
7j-v Vocational Rehabilitation	39	38	28	31
7j-vi Other Vocational/Employment Resources	10	7	4	3
Total Unmet Resource Needs	59	53	40	43
Distinct Clients with Unmet Resource Needs	49	47	37	36
7k. Living Skills				
7k-i Daily Living Support Services	17	14	13	18
7k-ii Day Support Services	4	3	1	1

Report Run: Jul 13, 2011



Paul R. LePage, Governor

Mary C. Mayhew, Commissioner

Report of Unmet Resource Needs

CSN 3
(Kennebec, Somerset)

Fiscal Year 2011 Quarter 3
(Jan, Feb, March 2011)

	2010 Q4	2011 Q1	2011 Q2	2011 Q3
Distinct Clients with a RDS	1,492	1,541	1,590	1,638
7k. Living Skills				
7k-iii Occupational Therapy	1	0	1	1
7k-iv Skills Development Services	10	3	6	8
7k-v Other Living Skill Resources	9	3	3	0
Total Unmet Resource Needs	41	23	24	28
Distinct Clients with Unmet Resource Needs	30	19	23	26
7l. Transportation				
7l-i Transportation to ISP-Identified Services	50	48	54	52
7l-ii Transportation to Other ISP Activities	32	30	31	32
7l-iii After Hours Transportation	22	22	26	30
7l-iv Other Transportation Resources	25	22	19	11
Total Unmet Resource Needs	129	122	130	125
Distinct Clients with Unmet Resource Needs	95	91	95	92
7m. Personal Growth/Community				
7m-i Avocational Activities	1	1	1	1
7m-ii Recreation Activities	13	9	10	9
7m-iii Social Activities	35	31	39	29
7m-iv Spiritual Activities	3	1	3	2
7m-v Other Personal Growth/Community	11	4	3	2
Total Unmet Resource Needs	63	46	56	43
Distinct Clients with Unmet Resource Needs	50	39	47	36
Other Resources				
Other Resources	7	5	4	2
Total Unmet Resource Needs	7	5	4	2
Distinct Clients with Unmet Resource Needs	7	5	4	2
CSN 3 Totals				
Total Unmet Resource Needs	882	789	812	822
Distinct Clients With any Unmet Resource Need	377	371	376	398
Distinct Clients with a RDS	1,492	1,541	1,590	1,638

Report Run: Jul 13, 2011

CSN 4 Report of Unmet Resource Needs for Fiscal Year 2011 Quarter 3

CSN 4 - Knox, Lincoln, Sagadahoc, Waldo

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

2010 Q4			2011 Q1			2011 Q2			2011 Q3		
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
231	504	45.8%	210	500	42.0%	218	545	40.0%	212	570	37.2%

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

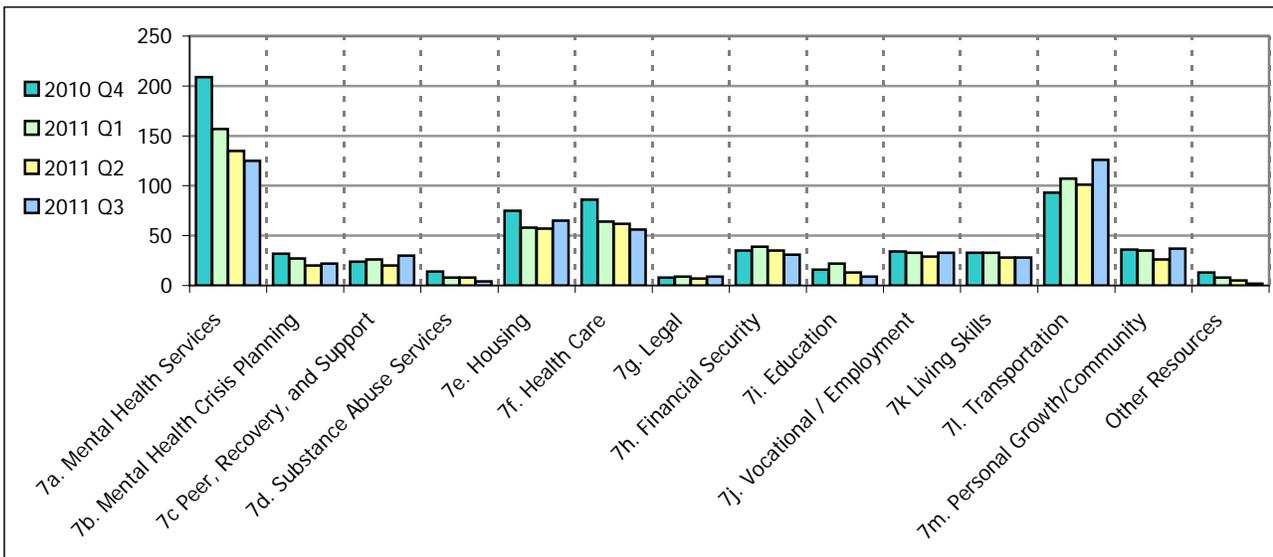


Table 2: Total Number of Unmet Resource Needs Reported

Reported Unmet Resource Needs	2010 Q4	2011 Q1	2011 Q2	2011 Q3
7a. Mental Health Services	209	157	135	125
7b. Mental Health Crisis Planning	32	27	20	22
7c. Peer, Recovery, and Support	24	26	20	30
7d. Substance Abuse Services	14	8	8	4
7e. Housing	75	58	57	65
7f. Health Care	86	64	62	56
7g. Legal	8	9	7	9
7h. Financial Security	35	39	35	31
7i. Education	16	22	13	9
7j. Vocational / Employment	34	33	29	33
7k. Living Skills	33	33	28	28
7l. Transportation	93	107	101	126
7m. Personal Growth/Community	36	35	26	37
Other Resources	13	8	5	2
Total CSN 4 Unmet Needs	708	626	546	577

Report Run: Jul 13, 2011



Paul R. LePage, Governor

Mary C. Mayhew, Commissioner

Report of Unmet Resource Needs

CSN 4

(Knox, Lincoln, Sagadahoc, Waldo)

Fiscal Year 2011 Quarter 3

(Jan, Feb, March 2011)

	2010 Q4	2011 Q1	2011 Q2	2011 Q3
Distinct Clients with a RDS	504	500	545	570
7a. Mental Health Services				
7a-i Assertive Community Treatment (ACT)	1	1	3	8
7a-ii Community Integration Services	83	60	58	47
7a-iii Dialectical Behavioral Therapy	1	1	1	1
7a-iv Family Psycho-Educational Treatment	1	0	0	0
7a-v Group Counseling	2	1	1	1
7a-vi Individual Counseling	43	36	26	25
7a-vii Inpatient Psychiatric Facility	2	1	0	0
7a-viii Intensive Case Management	0	0	0	0
7a-x Psychiatric Medication Management	63	43	38	35
7a-xi Other Mental Health Services	13	14	8	8
Total Unmet Resource Needs	209	157	135	125
Distinct Clients with Unmet Resource Needs	125	101	97	95
7b. Mental Health Crisis Planning				
7b-i Development of Mental Health Crisis Plan	23	19	13	17
7b-ii Mental Health Advance Directives	5	4	4	3
7b-iii Other Mental Health Crisis Planning	4	4	3	2
Total Unmet Resource Needs	32	27	20	22
Distinct Clients with Unmet Resource Needs	31	26	19	21
7c Peer, Recovery, and Support				
7c-i Peer Recovery Center	3	4	3	3
7c-ii Recovery Workbook Group	0	0	0	0
7c-iii Social Club	4	5	3	5
7c-iv Peer-Run Trauma Recovery Group	2	2	0	4
7c-v Wellness Recovery and Action Planning	0	1	1	1
7c-vi Family Support	3	7	6	9
7c-vii Other Peer, Recovery, and Support	12	7	7	8
Total Unmet Resource Needs	24	26	20	30
Distinct Clients with Unmet Resource Needs	23	25	20	27
7d Substance Abuse Services				
7d-i Outpatient Substance Abuse Services	8	4	4	2

Report Run: Jul 13, 2011



Paul R. LePage, Governor

Mary C. Mayhew, Commissioner

Report of Unmet Resource Needs

CSN 4

(Knox, Lincoln, Sagadahoc, Waldo)

Fiscal Year 2011 Quarter 3

(Jan, Feb, March 2011)

	2010 Q4	2011 Q1	2011 Q2	2011 Q3
Distinct Clients with a RDS	504	500	545	570
7d Substance Abuse Services				
7d-ii Residential Treatment Substance Abuse Services	1	0	0	0
7d-iii Other Substance Abuse Services	5	4	4	2
Total Unmet Resource Needs	14	8	8	4
Distinct Clients with Unmet Resource Needs	13	8	8	4
7e. Housing				
7e-i Supported Apartment	7	8	6	9
7e-ii Community Residential Facility	2	3	2	1
7e-iii Residential Treatment Facility (group home)	1	0	0	0
7e-iv Assisted Living Facility	2	2	2	1
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)	41	32	31	34
7e-viii Other Housing Resources	22	13	16	20
Total Unmet Resource Needs	75	58	57	65
Distinct Clients with Unmet Resource Needs	65	56	54	62
7f. Health Care				
7f-i Dental Services	37	30	29	28
7f-ii Eye Care Services	13	8	11	6
7f-iii Hearing Services	4	3	3	3
7f-iv Physical Therapy	2	1	1	1
7f-v Physician/Medical Services	15	11	7	10
7f-vi Other Health Care Resources	15	11	11	8
Total Unmet Resource Needs	86	64	62	56
Distinct Clients with Unmet Resource Needs	63	53	52	49
7g. Legal				
7g-i Advocate	1	1	2	3
7g-ii Guardian (private)	0	0	0	0
7g-iii Guardian (public)	0	0	0	0
7g-iv Other Legal Resources	7	8	5	6

Report Run: Jul 13, 2011



Paul R. LePage, Governor

Mary C. Mayhew, Commissioner

Report of Unmet Resource Needs

CSN 4

(Knox, Lincoln, Sagadahoc, Waldo)

Fiscal Year 2011 Quarter 3

(Jan, Feb, March 2011)

	2010 Q4	2011 Q1	2011 Q2	2011 Q3
Distinct Clients with a RDS	504	500	545	570
7g. Legal				
Total Unmet Resource Needs	8	9	7	9
Distinct Clients with Unmet Resource Needs	8	9	7	9
7h. Financial Security				
7h-i Assistance with Managing Money	20	21	19	17
7h-ii Assistance with Securing Public Benefits	8	9	6	9
7h-iii Representative Payee	3	5	2	1
7h-iv Other Financial Security Resources	4	4	8	4
Total Unmet Resource Needs	35	39	35	31
Distinct Clients with Unmet Resource Needs	31	35	32	28
7i. Education				
7i-i Adult Education (other than GED)	3	4	3	2
7i-ii GED	0	3	1	0
7i-iii Literacy Assistance	0	0	0	0
7i-iv Post High School Education	5	9	5	5
7i-v Tuition Reimbursement	0	0	0	0
7i-vi Other Educational Resources	8	6	4	2
Total Unmet Resource Needs	16	22	13	9
Distinct Clients with Unmet Resource Needs	14	21	13	9
7j. Vocational / Employment				
7j-i Benefits Counseling Related to Employment	2	0	0	3
7j-ii Club House and/or Peer Vocational Support	0	1	0	1
7j-iii Competitive Employment (no supports)	5	2	3	3
7j-iv Supported Employment	2	3	2	2
7j-v Vocational Rehabilitation	18	19	18	16
7j-vi Other Vocational/Employment Resources	7	8	6	8
Total Unmet Resource Needs	34	33	29	33
Distinct Clients with Unmet Resource Needs	31	33	29	29
7k. Living Skills				
7k-i Daily Living Support Services	17	18	16	20
7k-ii Day Support Services	2	1	1	1

Report Run: Jul 13, 2011



Paul R. LePage, Governor

Mary C. Mayhew, Commissioner

Report of Unmet Resource Needs

CSN 4

(Knox, Lincoln, Sagadahoc, Waldo)

Fiscal Year 2011 Quarter 3

(Jan, Feb, March 2011)

	2010 Q4	2011 Q1	2011 Q2	2011 Q3
Distinct Clients with a RDS	504	500	545	570
7k. Living Skills				
7k-iii Occupational Therapy	3	3	2	1
7k-iv Skills Development Services	5	6	3	4
7k-v Other Living Skill Resources	6	5	6	2
Total Unmet Resource Needs	33	33	28	28
Distinct Clients with Unmet Resource Needs	32	33	28	26
7l. Transportation				
7l-i Transportation to ISP-Identified Services	41	44	43	51
7l-ii Transportation to Other ISP Activities	26	29	26	37
7l-iii After Hours Transportation	13	18	18	25
7l-iv Other Transportation Resources	13	16	14	13
Total Unmet Resource Needs	93	107	101	126
Distinct Clients with Unmet Resource Needs	54	60	58	63
7m. Personal Growth/Community				
7m-i Avocational Activities	5	4	3	6
7m-ii Recreation Activities	7	4	4	8
7m-iii Social Activities	17	20	17	18
7m-iv Spiritual Activities	2	3	1	3
7m-v Other Personal Growth/Community	5	4	1	2
Total Unmet Resource Needs	36	35	26	37
Distinct Clients with Unmet Resource Needs	25	26	19	28
Other Resources				
Other Resources	13	8	5	2
Total Unmet Resource Needs	13	8	5	2
Distinct Clients with Unmet Resource Needs	13	8	5	2
CSN 4 Totals				
Total Unmet Resource Needs	708	626	546	577
Distinct Clients With any Unmet Resource Need	231	210	218	212
Distinct Clients with a RDS	504	500	545	570

Report Run: Jul 13, 2011

CSN 5 Report of Unmet Resource Needs for Fiscal Year 2011 Quarter 3

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

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

2010 Q4			2011 Q1			2011 Q2			2011 Q3		
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
646	1,502	43.0%	556	1,395	39.9%	537	1,551	34.6%	603	1,607	37.5%

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

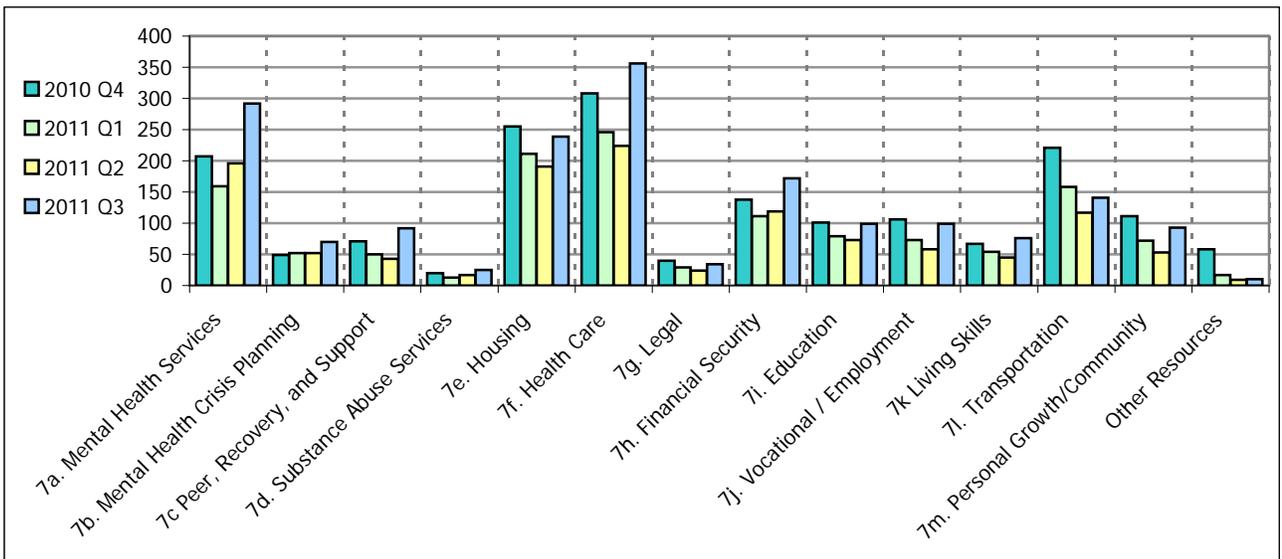
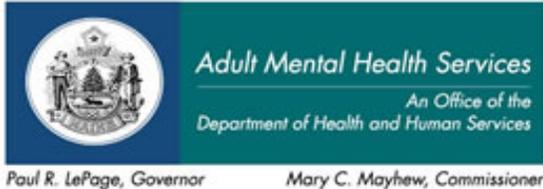


Table 2: Total Number of Unmet Resource Needs Reported

Reported Unmet Resource Needs	2010 Q4	2011 Q1	2011 Q2	2011 Q3
7a. Mental Health Services	207	159	196	292
7b. Mental Health Crisis Planning	49	52	52	70
7c Peer, Recovery, and Support	71	50	43	92
7d. Substance Abuse Services	20	13	17	25
7e. Housing	255	211	191	239
7f. Health Care	308	246	224	356
7g. Legal	40	29	24	34
7h. Financial Security	138	111	119	172
7i. Education	101	79	73	99
7j. Vocational / Employment	106	73	58	99
7k Living Skills	67	54	45	76
7l. Transportation	221	158	117	141
7m. Personal Growth/Community	111	72	53	93
Other Resources	58	17	9	10
Total CSN 5 Unmet Needs	1,752	1,324	1,221	1,798

Report Run: Jul 13, 2011



Report of Unmet Resource Needs

CSN 5

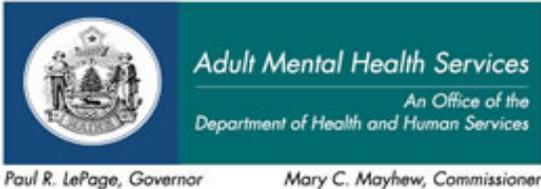
(Androscoggin, Franklin, Oxford)
(Includes: Bridgton, Harrison, Naples, Casco)

Fiscal Year 2011 Quarter 3

(Jan, Feb, March 2011)

	2010 Q4	2011 Q1	2011 Q2	2011 Q3
Distinct Clients with a RDS	1,502	1,395	1,551	1,607
7a. Mental Health Services				
7a-i Assertive Community Treatment (ACT)	10	8	10	13
7a-ii Community Integration Services	29	23	34	47
7a-iii Dialectical Behavioral Therapy	18	12	14	28
7a-iv Family Psycho-Educational Treatment	2	0	0	2
7a-v Group Counseling	11	2	1	3
7a-vi Individual Counseling	57	47	50	79
7a-vii Inpatient Psychiatric Facility	0	0	0	2
7a-viii Intensive Case Management	4	2	1	5
7a-x Psychiatric Medication Management	60	53	77	97
7a-xi Other Mental Health Services	16	12	9	16
Total Unmet Resource Needs	207	159	196	292
Distinct Clients with Unmet Resource Needs	160	130	151	210
7b. Mental Health Crisis Planning				
7b-i Development of Mental Health Crisis Plan	20	22	21	37
7b-ii Mental Health Advance Directives	28	29	30	32
7b-iii Other Mental Health Crisis Planning	1	1	1	1
Total Unmet Resource Needs	49	52	52	70
Distinct Clients with Unmet Resource Needs	45	47	51	67
7c Peer, Recovery, and Support				
7c-i Peer Recovery Center	4	2	1	4
7c-ii Recovery Workbook Group	0	1	1	0
7c-iii Social Club	17	13	12	24
7c-iv Peer-Run Trauma Recovery Group	8	6	5	9
7c-v Wellness Recovery and Action Planning	8	5	4	7
7c-vi Family Support	20	14	10	36
7c-vii Other Peer, Recovery, and Support	14	9	10	12
Total Unmet Resource Needs	71	50	43	92
Distinct Clients with Unmet Resource Needs	59	41	36	75
7d Substance Abuse Services				
7d-i Outpatient Substance Abuse Services	10	8	12	18

Report Run: Jul 13, 2011



Report of Unmet Resource Needs

CSN 5

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

Fiscal Year 2011 Quarter 3

(Jan, Feb, March 2011)

	2010 Q4	2011 Q1	2011 Q2	2011 Q3
Distinct Clients with a RDS	1,502	1,395	1,551	1,607
7d Substance Abuse Services				
7d-ii Residential Treatment Substance Abuse Services	4	4	3	3
7d-iii Other Substance Abuse Services	6	1	2	4
Total Unmet Resource Needs	20	13	17	25
Distinct Clients with Unmet Resource Needs	19	12	16	23
7e. Housing				
7e-i Supported Apartment	19	18	13	17
7e-ii Community Residential Facility	4	6	5	3
7e-iii Residential Treatment Facility (group home)	3	4	3	3
7e-iv Assisted Living Facility	5	4	6	5
7e-v Nursing Home	2	0	2	1
7e-vi Residential Crisis Unit	0	0	0	0
7e-vii Rent Subsidy (Section 8, BRAP, Shelter Plus)	144	122	120	153
7e-viii Other Housing Resources	78	57	42	57
Total Unmet Resource Needs	255	211	191	239
Distinct Clients with Unmet Resource Needs	221	183	168	216
7f. Health Care				
7f-i Dental Services	195	145	130	198
7f-ii Eye Care Services	36	39	31	73
7f-iii Hearing Services	12	8	7	15
7f-iv Physical Therapy	6	2	1	9
7f-v Physician/Medical Services	28	25	30	37
7f-vi Other Health Care Resources	31	27	25	24
Total Unmet Resource Needs	308	246	224	356
Distinct Clients with Unmet Resource Needs	244	204	189	256
7g. Legal				
7g-i Advocate	10	4	3	11
7g-ii Guardian (private)	1	2	1	2
7g-iii Guardian (public)	3	3	2	1
7g-iv Other Legal Resources	26	20	18	20

Report Run: Jul 13, 2011



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 2011 Quarter 3

(Jan, Feb, March 2011)

	2010 Q4	2011 Q1	2011 Q2	2011 Q3
Distinct Clients with a RDS	1,502	1,395	1,551	1,607
7g. Legal				
Total Unmet Resource Needs	40	29	24	34
Distinct Clients with Unmet Resource Needs	36	28	24	34
7h. Financial Security				
7h-i Assistance with Managing Money	69	54	63	78
7h-ii Assistance with Securing Public Benefits	29	26	27	58
7h-iii Representative Payee	5	9	8	10
7h-iv Other Financial Security Resources	35	22	21	26
Total Unmet Resource Needs	138	111	119	172
Distinct Clients with Unmet Resource Needs	124	105	112	154
7i. Education				
7i-i Adult Education (other than GED)	13	10	12	19
7i-ii GED	20	24	16	21
7i-iii Literacy Assistance	8	6	6	7
7i-iv Post High School Education	36	25	25	37
7i-v Tuition Reimbursement	8	6	5	6
7i-vi Other Educational Resources	16	8	9	9
Total Unmet Resource Needs	101	79	73	99
Distinct Clients with Unmet Resource Needs	91	73	67	92
7j. Vocational / Employment				
7j-i Benefits Counseling Related to Employment	3	2	1	3
7j-ii Club House and/or Peer Vocational Support	1	1	1	1
7j-iii Competitive Employment (no supports)	18	6	7	7
7j-iv Supported Employment	6	6	3	7
7j-v Vocational Rehabilitation	57	49	42	69
7j-vi Other Vocational/Employment Resources	21	9	4	12
Total Unmet Resource Needs	106	73	58	99
Distinct Clients with Unmet Resource Needs	96	68	57	91
7k. Living Skills				
7k-i Daily Living Support Services	28	24	18	35
7k-ii Day Support Services	7	7	8	10

Report Run: Jul 13, 2011



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 2011 Quarter 3

(Jan, Feb, March 2011)

	2010 Q4	2011 Q1	2011 Q2	2011 Q3
Distinct Clients with a RDS	1,502	1,395	1,551	1,607
7k. Living Skills				
7k-iii Occupational Therapy	1	1	2	3
7k-iv Skills Development Services	10	8	7	14
7k-v Other Living Skill Resources	21	14	10	14
Total Unmet Resource Needs	67	54	45	76
Distinct Clients with Unmet Resource Needs	60	48	37	61
7l. Transportation				
7l-i Transportation to ISP-Identified Services	53	36	31	40
7l-ii Transportation to Other ISP Activities	42	25	15	23
7l-iii After Hours Transportation	69	54	44	43
7l-iv Other Transportation Resources	57	43	27	35
Total Unmet Resource Needs	221	158	117	141
Distinct Clients with Unmet Resource Needs	150	124	94	115
7m. Personal Growth/Community				
7m-i Avocational Activities	4	4	1	2
7m-ii Recreation Activities	31	19	11	23
7m-iii Social Activities	58	41	31	48
7m-iv Spiritual Activities	7	4	2	13
7m-v Other Personal Growth/Community	11	4	8	7
Total Unmet Resource Needs	111	72	53	93
Distinct Clients with Unmet Resource Needs	77	53	41	66
Other Resources				
Other Resources	58	17	9	10
Total Unmet Resource Needs	58	17	9	10
Distinct Clients with Unmet Resource Needs	58	17	9	10
CSN 5 Totals				
Total Unmet Resource Needs	1,752	1,324	1,221	1,798
Distinct Clients With any Unmet Resource Need	646	556	537	603
Distinct Clients with a RDS	1,502	1,395	1,551	1,607

Report Run: Jul 13, 2011

CSN 6 Report of Unmet Resource Needs for Fiscal Year 2011 Quarter 3

CSN 6 - Cumberland

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

2010 Q4			2011 Q1			2011 Q2			2011 Q3		
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
551	1,413	39.0%	570	1,482	38.5%	586	1,543	38.0%	600	1,588	37.8%

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

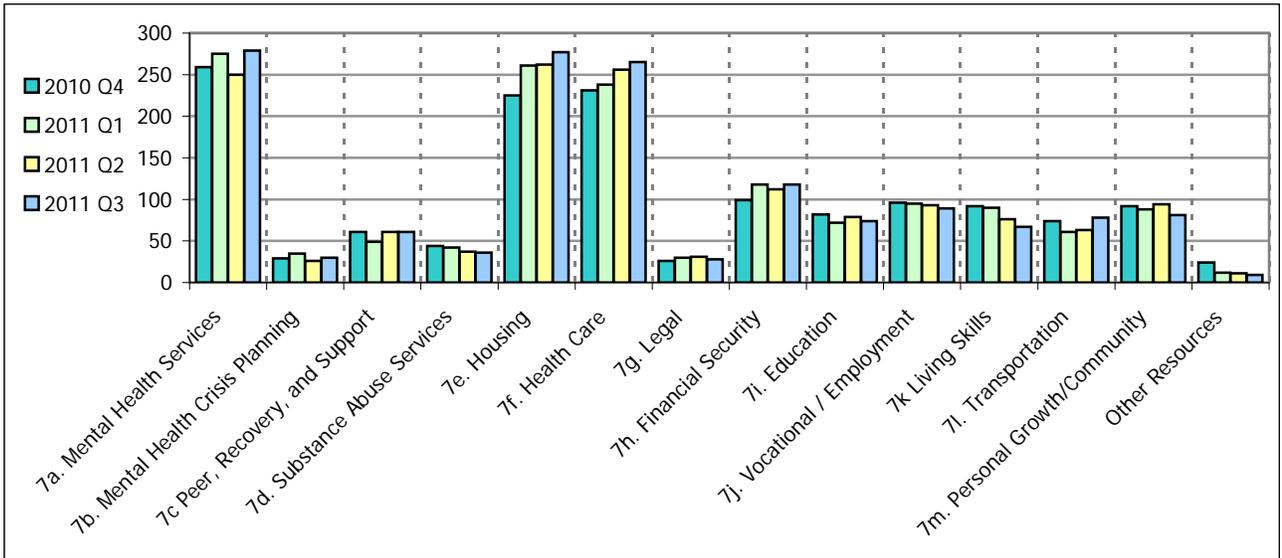


Table 2: Total Number of Unmet Resource Needs Reported

Reported Unmet Resource Needs	2010 Q4	2011 Q1	2011 Q2	2011 Q3
7a. Mental Health Services	259	275	250	279
7b. Mental Health Crisis Planning	29	35	26	30
7c Peer, Recovery, and Support	61	49	61	61
7d. Substance Abuse Services	44	42	37	36
7e. Housing	225	261	262	277
7f. Health Care	231	238	256	265
7g. Legal	26	30	31	28
7h. Financial Security	99	118	112	118
7i. Education	82	72	79	74
7j. Vocational / Employment	96	95	93	89
7k Living Skills	92	90	76	67
7l. Transportation	74	61	63	78
7m. Personal Growth/Community	92	88	94	81
Other Resources	24	12	11	9
Total CSN 6 Unmet Needs	1,434	1,466	1,451	1,492

Report Run: Jul 13, 2011



Paul R. LePage, Governor

Mary C. Mayhew, Commissioner

Report of Unmet Resource Needs

CSN 6
(Cumberland)

Fiscal Year 2011 Quarter 3
(Jan, Feb, March 2011)

	2010 Q4	2011 Q1	2011 Q2	2011 Q3
Distinct Clients with a RDS	1,413	1,482	1,543	1,588
7a. Mental Health Services				
7a-i Assertive Community Treatment (ACT)	14	16	15	15
7a-ii Community Integration Services	52	59	54	54
7a-iii Dialectical Behavioral Therapy	5	4	3	2
7a-iv Family Psycho-Educational Treatment	1	2	1	4
7a-v Group Counseling	6	9	10	14
7a-vi Individual Counseling	76	76	80	87
7a-vii Inpatient Psychiatric Facility	0	0	0	0
7a-viii Intensive Case Management	2	2	1	1
7a-x Psychiatric Medication Management	91	93	75	89
7a-xi Other Mental Health Services	12	14	11	13
Total Unmet Resource Needs	259	275	250	279
Distinct Clients with Unmet Resource Needs	163	171	167	190
7b. Mental Health Crisis Planning				
7b-i Development of Mental Health Crisis Plan	24	29	21	27
7b-ii Mental Health Advance Directives	1	2	2	1
7b-iii Other Mental Health Crisis Planning	4	4	3	2
Total Unmet Resource Needs	29	35	26	30
Distinct Clients with Unmet Resource Needs	28	35	26	30
7c Peer, Recovery, and Support				
7c-i Peer Recovery Center	10	12	13	11
7c-ii Recovery Workbook Group	1	1	0	0
7c-iii Social Club	21	17	27	27
7c-iv Peer-Run Trauma Recovery Group	2	0	0	2
7c-v Wellness Recovery and Action Planning	3	2	3	1
7c-vi Family Support	12	11	10	10
7c-vii Other Peer, Recovery, and Support	12	6	8	10
Total Unmet Resource Needs	61	49	61	61
Distinct Clients with Unmet Resource Needs	50	39	50	52
7d Substance Abuse Services				
7d-i Outpatient Substance Abuse Services	25	24	23	22

Report Run: Jul 13, 2011



Paul R. LePage, Governor

Mary C. Mayhew, Commissioner

Report of Unmet Resource Needs

CSN 6
(Cumberland)

Fiscal Year 2011 Quarter 3
(Jan, Feb, March 2011)

	2010 Q4	2011 Q1	2011 Q2	2011 Q3
Distinct Clients with a RDS	1,413	1,482	1,543	1,588
7d Substance Abuse Services				
7d-ii Residential Treatment Substance Abuse Services	8	6	3	4
7d-iii Other Substance Abuse Services	11	12	11	10
Total Unmet Resource Needs	44	42	37	36
Distinct Clients with Unmet Resource Needs	40	39	36	34
7e. Housing				
7e-i Supported Apartment	23	26	29	29
7e-ii Community Residential Facility	13	11	11	9
7e-iii Residential Treatment Facility (group home)	5	7	6	4
7e-iv Assisted Living Facility	10	9	12	17
7e-v Nursing Home	1	3	3	4
7e-vi Residential Crisis Unit	0	0	0	0
7e-vii Rent Subsidy (Section 8, BRAP, Shelter Plus)	107	133	130	133
7e-viii Other Housing Resources	66	72	71	81
Total Unmet Resource Needs	225	261	262	277
Distinct Clients with Unmet Resource Needs	196	220	223	240
7f. Health Care				
7f-i Dental Services	105	117	128	126
7f-ii Eye Care Services	39	36	45	47
7f-iii Hearing Services	6	5	7	8
7f-iv Physical Therapy	6	9	8	8
7f-v Physician/Medical Services	44	38	37	45
7f-vi Other Health Care Resources	31	33	31	31
Total Unmet Resource Needs	231	238	256	265
Distinct Clients with Unmet Resource Needs	173	186	196	202
7g. Legal				
7g-i Advocate	3	5	5	5
7g-ii Guardian (private)	1	1	2	1
7g-iii Guardian (public)	0	1	1	0
7g-iv Other Legal Resources	22	23	23	22

Report Run: Jul 13, 2011



Paul R. LePage, Governor

Mary C. Mayhew, Commissioner

Report of Unmet Resource Needs

CSN 6
(Cumberland)

Fiscal Year 2011 Quarter 3
(Jan, Feb, March 2011)

	2010 Q4	2011 Q1	2011 Q2	2011 Q3
Distinct Clients with a RDS	1,413	1,482	1,543	1,588
7g. Legal				
Total Unmet Resource Needs	26	30	31	28
Distinct Clients with Unmet Resource Needs	26	30	31	28
7h. Financial Security				
7h-i Assistance with Managing Money	37	54	45	52
7h-ii Assistance with Securing Public Benefits	29	31	35	30
7h-iii Representative Payee	10	9	11	17
7h-iv Other Financial Security Resources	23	24	21	19
Total Unmet Resource Needs	99	118	112	118
Distinct Clients with Unmet Resource Needs	90	105	102	105
7i. Education				
7i-i Adult Education (other than GED)	17	15	22	16
7i-ii GED	21	18	18	24
7i-iii Literacy Assistance	4	7	6	4
7i-iv Post High School Education	21	18	18	17
7i-v Tuition Reimbursement	3	1	2	2
7i-vi Other Educational Resources	16	13	13	11
Total Unmet Resource Needs	82	72	79	74
Distinct Clients with Unmet Resource Needs	75	67	73	69
7j. Vocational / Employment				
7j-i Benefits Counseling Related to Employment	7	6	4	8
7j-ii Club House and/or Peer Vocational Support	1	1	1	1
7j-iii Competitive Employment (no supports)	17	18	17	17
7j-iv Supported Employment	8	10	9	3
7j-v Vocational Rehabilitation	45	48	44	45
7j-vi Other Vocational/Employment Resources	18	12	18	15
Total Unmet Resource Needs	96	95	93	89
Distinct Clients with Unmet Resource Needs	84	84	82	81
7k. Living Skills				
7k-i Daily Living Support Services	42	40	32	27
7k-ii Day Support Services	5	6	5	4

Report Run: Jul 13, 2011



Paul R. LePage, Governor

Mary C. Mayhew, Commissioner

Report of Unmet Resource Needs

CSN 6
(Cumberland)

Fiscal Year 2011 Quarter 3
(Jan, Feb, March 2011)

	2010 Q4	2011 Q1	2011 Q2	2011 Q3
Distinct Clients with a RDS	1,413	1,482	1,543	1,588
7k. Living Skills				
7k-iii Occupational Therapy	1	2	3	3
7k-iv Skills Development Services	28	31	26	24
7k-v Other Living Skill Resources	16	11	10	9
Total Unmet Resource Needs	92	90	76	67
Distinct Clients with Unmet Resource Needs	81	78	69	62
7l. Transportation				
7l-i Transportation to ISP-Identified Services	31	28	25	35
7l-ii Transportation to Other ISP Activities	13	7	7	16
7l-iii After Hours Transportation	15	11	14	13
7l-iv Other Transportation Resources	15	15	17	14
Total Unmet Resource Needs	74	61	63	78
Distinct Clients with Unmet Resource Needs	61	53	54	63
7m. Personal Growth/Community				
7m-i Avocational Activities	4	1	6	4
7m-ii Recreation Activities	19	19	20	19
7m-iii Social Activities	39	41	41	32
7m-iv Spiritual Activities	8	6	5	6
7m-v Other Personal Growth/Community	22	21	22	20
Total Unmet Resource Needs	92	88	94	81
Distinct Clients with Unmet Resource Needs	78	81	86	72
Other Resources				
Other Resources	24	12	11	9
Total Unmet Resource Needs	24	12	11	9
Distinct Clients with Unmet Resource Needs	24	12	11	9
CSN 6 Totals				
Total Unmet Resource Needs	1,434	1,466	1,451	1,492
Distinct Clients With any Unmet Resource Need	551	570	586	600
Distinct Clients with a RDS	1,413	1,482	1,543	1,588

Report Run: Jul 13, 2011

CSN 7 Report of Unmet Resource Needs for Fiscal Year 2011 Quarter 3

CSN 7 - York

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

2010 Q4			2011 Q1			2011 Q2			2011 Q3		
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
170	426	39.9%	154	376	41.0%	182	507	35.9%	199	464	42.9%

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

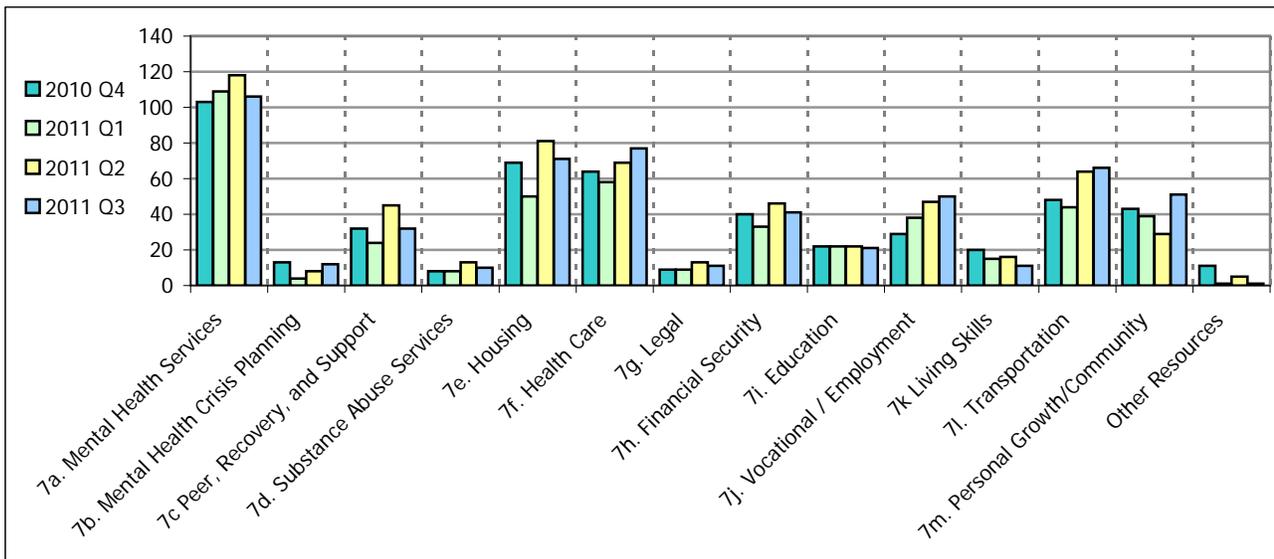


Table 2: Total Number of Unmet Resource Needs Reported

Reported Unmet Resource Needs	2010 Q4	2011 Q1	2011 Q2	2011 Q3
7a. Mental Health Services	103	109	118	106
7b. Mental Health Crisis Planning	13	4	8	12
7c Peer, Recovery, and Support	32	24	45	32
7d. Substance Abuse Services	8	8	13	10
7e. Housing	69	50	81	71
7f. Health Care	64	58	69	77
7g. Legal	9	9	13	11
7h. Financial Security	40	33	46	41
7i. Education	22	22	22	21
7j. Vocational / Employment	29	38	47	50
7k Living Skills	20	15	16	11
7l. Transportation	48	44	64	66
7m. Personal Growth/Community	43	39	29	51
Other Resources	11	1	5	1
Total CSN 7 Unmet Needs	511	454	576	560

Report Run: Jul 13, 2011



Paul R. LePage, Governor

Mary C. Mayhew, Commissioner

Report of Unmet Resource Needs

CSN 7
(York)

Fiscal Year 2011 Quarter 3
(Jan, Feb, March 2011)

	2010 Q4	2011 Q1	2011 Q2	2011 Q3
Distinct Clients with a RDS	426	376	507	464
7a. Mental Health Services				
7a-i Assertive Community Treatment (ACT)	10	13	13	4
7a-ii Community Integration Services	33	33	39	27
7a-iii Dialectical Behavioral Therapy	6	7	6	6
7a-iv Family Psycho-Educational Treatment	0	3	1	1
7a-v Group Counseling	1	1	5	5
7a-vi Individual Counseling	17	23	21	29
7a-vii Inpatient Psychiatric Facility	1	0	0	0
7a-viii Intensive Case Management	2	1	1	2
7a-x Psychiatric Medication Management	31	23	27	27
7a-xi Other Mental Health Services	2	5	5	5
Total Unmet Resource Needs	103	109	118	106
Distinct Clients with Unmet Resource Needs	72	75	88	81
7b. Mental Health Crisis Planning				
7b-i Development of Mental Health Crisis Plan	11	3	8	11
7b-ii Mental Health Advance Directives	1	1	0	1
7b-iii Other Mental Health Crisis Planning	1	0	0	0
Total Unmet Resource Needs	13	4	8	12
Distinct Clients with Unmet Resource Needs	11	3	8	12
7c Peer, Recovery, and Support				
7c-i Peer Recovery Center	2	0	3	2
7c-ii Recovery Workbook Group	0	0	0	0
7c-iii Social Club	13	9	16	8
7c-iv Peer-Run Trauma Recovery Group	1	2	5	2
7c-v Wellness Recovery and Action Planning	2	3	5	7
7c-vi Family Support	5	2	6	5
7c-vii Other Peer, Recovery, and Support	9	8	10	8
Total Unmet Resource Needs	32	24	45	32
Distinct Clients with Unmet Resource Needs	23	21	31	29
7d Substance Abuse Services				
7d-i Outpatient Substance Abuse Services	4	5	8	3

Report Run: Jul 13, 2011



Paul R. LePage, Governor

Mary C. Mayhew, Commissioner

Report of Unmet Resource Needs

CSN 7
(York)

Fiscal Year 2011 Quarter 3
(Jan, Feb, March 2011)

	2010 Q4	2011 Q1	2011 Q2	2011 Q3
Distinct Clients with a RDS	426	376	507	464
7d Substance Abuse Services				
7d-ii Residential Treatment Substance Abuse Services	1	1	2	2
7d-iii Other Substance Abuse Services	3	2	3	5
Total Unmet Resource Needs	8	8	13	10
Distinct Clients with Unmet Resource Needs	8	8	12	9
7e. Housing				
7e-i Supported Apartment	5	2	6	6
7e-ii Community Residential Facility	2	1	1	1
7e-iii Residential Treatment Facility (group home)	2	1	2	1
7e-iv Assisted Living Facility	2	2	4	5
7e-v Nursing Home	1	0	0	0
7e-vi Residential Crisis Unit	0	0	0	0
7e-vii Rent Subsidy (Section 8, BRAP, Shelter Plus)	37	26	45	45
7e-viii Other Housing Resources	20	18	23	13
Total Unmet Resource Needs	69	50	81	71
Distinct Clients with Unmet Resource Needs	61	44	67	61
7f. Health Care				
7f-i Dental Services	35	27	34	40
7f-ii Eye Care Services	10	13	13	13
7f-iii Hearing Services	3	3	2	2
7f-iv Physical Therapy	1	1	1	3
7f-v Physician/Medical Services	10	8	10	11
7f-vi Other Health Care Resources	5	6	9	8
Total Unmet Resource Needs	64	58	69	77
Distinct Clients with Unmet Resource Needs	55	46	54	61
7g. Legal				
7g-i Advocate	4	1	1	1
7g-ii Guardian (private)	0	0	1	0
7g-iii Guardian (public)	2	0	0	0
7g-iv Other Legal Resources	3	8	11	10

Report Run: Jul 13, 2011



Paul R. LePage, Governor

Mary C. Mayhew, Commissioner

Report of Unmet Resource Needs

CSN 7
(York)

Fiscal Year 2011 Quarter 3
(Jan, Feb, March 2011)

	2010 Q4	2011 Q1	2011 Q2	2011 Q3
Distinct Clients with a RDS	426	376	507	464
7g. Legal				
Total Unmet Resource Needs	9	9	13	11
Distinct Clients with Unmet Resource Needs	9	9	13	11
7h. Financial Security				
7h-i Assistance with Managing Money	12	15	18	13
7h-ii Assistance with Securing Public Benefits	18	14	23	21
7h-iii Representative Payee	6	1	4	2
7h-iv Other Financial Security Resources	4	3	1	5
Total Unmet Resource Needs	40	33	46	41
Distinct Clients with Unmet Resource Needs	34	29	41	33
7i. Education				
7i-i Adult Education (other than GED)	6	2	7	4
7i-ii GED	3	0	3	7
7i-iii Literacy Assistance	0	1	3	2
7i-iv Post High School Education	6	11	4	5
7i-v Tuition Reimbursement	2	2	1	0
7i-vi Other Educational Resources	5	6	4	3
Total Unmet Resource Needs	22	22	22	21
Distinct Clients with Unmet Resource Needs	19	21	19	19
7j. Vocational / Employment				
7j-i Benefits Counseling Related to Employment	3	0	1	2
7j-ii Club House and/or Peer Vocational Support	0	1	0	0
7j-iii Competitive Employment (no supports)	7	7	4	8
7j-iv Supported Employment	1	4	8	5
7j-v Vocational Rehabilitation	17	17	26	25
7j-vi Other Vocational/Employment Resources	1	9	8	10
Total Unmet Resource Needs	29	38	47	50
Distinct Clients with Unmet Resource Needs	25	34	42	46
7k. Living Skills				
7k-i Daily Living Support Services	6	3	7	5
7k-ii Day Support Services	2	1	1	0

Report Run: Jul 13, 2011



Paul R. LePage, Governor

Mary C. Mayhew, Commissioner

Report of Unmet Resource Needs

CSN 7
(York)

Fiscal Year 2011 Quarter 3
(Jan, Feb, March 2011)

	2010 Q4	2011 Q1	2011 Q2	2011 Q3
Distinct Clients with a RDS	426	376	507	464
7k. Living Skills				
7k-iii Occupational Therapy	0	0	0	2
7k-iv Skills Development Services	2	4	3	2
7k-v Other Living Skill Resources	10	7	5	2
Total Unmet Resource Needs	20	15	16	11
Distinct Clients with Unmet Resource Needs	19	11	13	11
7l. Transportation				
7l-i Transportation to ISP-Identified Services	19	15	26	32
7l-ii Transportation to Other ISP Activities	13	12	16	13
7l-iii After Hours Transportation	11	12	12	11
7l-iv Other Transportation Resources	5	5	10	10
Total Unmet Resource Needs	48	44	64	66
Distinct Clients with Unmet Resource Needs	33	29	43	45
7m. Personal Growth/Community				
7m-i Avocational Activities	2	0	1	1
7m-ii Recreation Activities	10	11	9	11
7m-iii Social Activities	26	23	14	29
7m-iv Spiritual Activities	2	3	0	3
7m-v Other Personal Growth/Community	3	2	5	7
Total Unmet Resource Needs	43	39	29	51
Distinct Clients with Unmet Resource Needs	32	31	25	39
Other Resources				
Other Resources	11	1	5	1
Total Unmet Resource Needs	11	1	5	1
Distinct Clients with Unmet Resource Needs	11	1	5	1
CSN 7 Totals				
Total Unmet Resource Needs	511	454	576	560
Distinct Clients With any Unmet Resource Need	170	154	182	199
Distinct Clients with a RDS	426	376	507	464

Report Run: Jul 13, 2011



Paul R. LePage, Governor

Mary C. Mayhew, Commissioner

Report of Unmet Resource Needs

CSN Not Assigned

Fiscal Year 2011 Quarter 3

(Jan, Feb, March 2011)

	2010 Q4	2011 Q1	2011 Q2	2011 Q3
Distinct Clients with a RDS	334	297	314	309
7a. Mental Health Services				
7a-i Assertive Community Treatment (ACT)	2	1	0	2
7a-ii Community Integration Services	12	11	14	12
7a-iii Dialectical Behavioral Therapy	2	3	5	3
7a-iv Family Psycho-Educational Treatment	0	0	0	0
7a-v Group Counseling	1	0	0	0
7a-vi Individual Counseling	13	10	12	8
7a-vii Inpatient Psychiatric Facility	0	0	0	0
7a-viii Intensive Case Management	1	0	0	0
7a-x Psychiatric Medication Management	12	9	10	16
7a-xi Other Mental Health Services	1	1	1	0
Total Unmet Resource Needs	44	35	42	41
Distinct Clients with Unmet Resource Needs	32	28	31	33
7b. Mental Health Crisis Planning				
7b-i Development of Mental Health Crisis Plan	5	3	4	4
7b-ii Mental Health Advance Directives	1	1	3	2
7b-iii Other Mental Health Crisis Planning	1	0	1	0
Total Unmet Resource Needs	7	4	8	6
Distinct Clients with Unmet Resource Needs	7	4	7	5
7c Peer, Recovery, and Support				
7c-i Peer Recovery Center	1	0	0	0
7c-ii Recovery Workbook Group	0	0	0	0
7c-iii Social Club	5	4	2	4
7c-iv Peer-Run Trauma Recovery Group	0	0	0	0
7c-v Wellness Recovery and Action Planning	1	1	0	1
7c-vi Family Support	4	1	3	1
7c-vii Other Peer, Recovery, and Support	6	3	4	2
Total Unmet Resource Needs	17	9	9	8
Distinct Clients with Unmet Resource Needs	12	7	8	5
7d Substance Abuse Services				
7d-i Outpatient Substance Abuse Services	0	3	1	2

Report Run: Jul 13, 2011



Paul R. LePage, Governor

Mary C. Mayhew, Commissioner

Report of Unmet Resource Needs

CSN Not Assigned

Fiscal Year 2011 Quarter 3
(Jan, Feb, March 2011)

	2010 Q4	2011 Q1	2011 Q2	2011 Q3
Distinct Clients with a RDS	334	297	314	309
7d Substance Abuse Services				
7d-ii Residential Treatment Substance Abuse Services	1	0	1	0
7d-iii Other Substance Abuse Services	5	3	4	2
Total Unmet Resource Needs	6	6	6	4
Distinct Clients with Unmet Resource Needs	6	6	6	4
7e. Housing				
7e-i Supported Apartment	4	6	2	2
7e-ii Community Residential Facility	2	2	1	1
7e-iii Residential Treatment Facility (group home)	1	1	0	0
7e-iv Assisted Living Facility	1	1	0	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)	28	20	23	24
7e-viii Other Housing Resources	17	14	18	10
Total Unmet Resource Needs	53	44	44	37
Distinct Clients with Unmet Resource Needs	45	37	37	33
7f. Health Care				
7f-i Dental Services	22	12	20	18
7f-ii Eye Care Services	8	5	9	13
7f-iii Hearing Services	2	2	4	4
7f-iv Physical Therapy	2	2	0	1
7f-v Physician/Medical Services	9	5	9	8
7f-vi Other Health Care Resources	5	3	7	1
Total Unmet Resource Needs	48	29	49	45
Distinct Clients with Unmet Resource Needs	38	25	33	29
7g. Legal				
7g-i Advocate	3	2	1	0
7g-ii Guardian (private)	0	0	0	0
7g-iii Guardian (public)	0	0	0	0
7g-iv Other Legal Resources	2	0	4	1

Report Run: Jul 13, 2011



Paul R. LePage, Governor

Mary C. Mayhew, Commissioner

Report of Unmet Resource Needs

CSN Not Assigned

Fiscal Year 2011 Quarter 3

(Jan, Feb, March 2011)

	2010 Q4	2011 Q1	2011 Q2	2011 Q3
Distinct Clients with a RDS	334	297	314	309
7g. Legal				
Total Unmet Resource Needs	5	2	5	1
Distinct Clients with Unmet Resource Needs	5	2	5	1
7h. Financial Security				
7h-i Assistance with Managing Money	7	9	13	13
7h-ii Assistance with Securing Public Benefits	11	8	7	9
7h-iii Representative Payee	3	1	1	3
7h-iv Other Financial Security Resources	5	4	6	3
Total Unmet Resource Needs	26	22	27	28
Distinct Clients with Unmet Resource Needs	22	21	24	22
7i. Education				
7i-i Adult Education (other than GED)	6	5	2	3
7i-ii GED	6	1	1	3
7i-iii Literacy Assistance	1	1	2	1
7i-iv Post High School Education	8	5	5	6
7i-v Tuition Reimbursement	0	0	1	1
7i-vi Other Educational Resources	4	3	4	1
Total Unmet Resource Needs	25	15	15	15
Distinct Clients with Unmet Resource Needs	19	13	13	12
7j. Vocational / Employment				
7j-i Benefits Counseling Related to Employment	1	2	5	4
7j-ii Club House and/or Peer Vocational Support	1	0	0	0
7j-iii Competitive Employment (no supports)	4	2	3	2
7j-iv Supported Employment	2	4	3	6
7j-v Vocational Rehabilitation	8	7	6	8
7j-vi Other Vocational/Employment Resources	5	3	2	1
Total Unmet Resource Needs	21	18	19	21
Distinct Clients with Unmet Resource Needs	17	17	14	15
7k. Living Skills				
7k-i Daily Living Support Services	3	4	4	3
7k-ii Day Support Services	3	3	5	5

Report Run: Jul 13, 2011



Paul R. LePage, Governor

Mary C. Mayhew, Commissioner

Report of Unmet Resource Needs

CSN Not Assigned

Fiscal Year 2011 Quarter 3

(Jan, Feb, March 2011)

	2010 Q4	2011 Q1	2011 Q2	2011 Q3
Distinct Clients with a RDS	334	297	314	309
7k. Living Skills				
7k-iii Occupational Therapy	0	0	0	0
7k-iv Skills Development Services	1	0	2	1
7k-v Other Living Skill Resources	4	2	5	1
Total Unmet Resource Needs	11	9	16	10
Distinct Clients with Unmet Resource Needs	10	8	14	8
7l. Transportation				
7l-i Transportation to ISP-Identified Services	13	9	13	14
7l-ii Transportation to Other ISP Activities	7	7	7	11
7l-iii After Hours Transportation	11	7	7	9
7l-iv Other Transportation Resources	4	3	6	4
Total Unmet Resource Needs	35	26	33	38
Distinct Clients with Unmet Resource Needs	23	16	19	24
7m. Personal Growth/Community				
7m-i Avocational Activities	3	2	2	0
7m-ii Recreation Activities	5	7	4	3
7m-iii Social Activities	16	16	9	13
7m-iv Spiritual Activities	1	0	1	2
7m-v Other Personal Growth/Community	3	3	5	2
Total Unmet Resource Needs	28	28	21	20
Distinct Clients with Unmet Resource Needs	19	18	14	15
Other Resources				
Other Resources	8	2	1	1
Total Unmet Resource Needs	8	2	1	1
Distinct Clients with Unmet Resource Needs	8	2	1	1
CSN Not Assigned Totals				
Total Unmet Resource Needs	334	249	295	275
Distinct Clients With any Unmet Resource Need	122	98	100	108
Distinct Clients with a RDS	334	297	314	309

Report Run: Jul 13, 2011