



Paul R. LePage, Governor

Mary C. Mayhew, Commissioner

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Statewide Report of Unmet Resource Needs for Fiscal Year 2016 Quarter 3

January, February, March, 2016

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, CRS and BHH)
- 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.

As of Sept 19, 2011 all "other" categories within each major resource need category were no longer an available option for reporting within APS CareConnections. There remains one stand alone "other resource need" category for those resources that are not available within any other category. As a result of this change, OAMHS will no longer be reporting on those "other" categories within each resource need category.

Report of Unmet Resource Needs

Statewide
(Class Members and Non-Class Member)

Fiscal Year 2016 Quarter 3

(Jan, Feb, March 2016)

	2015 Q4	2016 Q1	2016 Q2	2016 Q3
Distinct Clients with a RDS	10,664	11,783	11,600	11,296
7a. Mental Health Services				
7a-i Assertive Community Treatment (ACT)	48	50	33	18
7a-iii Dialectical Behavioral Therapy	89	86	71	47
7a-iv Family Psycho-Educational Treatment	23	33	27	20
7a-v Group Counseling	71	82	77	58
7a-vi Individual Counseling	662	816	763	375
7a-vii Inpatient Psychiatric Facility	7	9	7	2
7a-viii Intensive Case Management	88	103	105	70
7a-x Psychiatric Medication Management	609	681	595	357
Total Unmet Resource Needs	1,597	1,860	1,678	947
Distinct Clients with Unmet Resource Needs	1,169	1,354	1,233	766
7b. Mental Health Crisis Planning				
7b-i Development of Mental Health Crisis Plan	311	422	347	260
7b-ii Mental Health Advance Directives	79	82	65	50
Total Unmet Resource Needs	390	504	412	310
Distinct Clients with Unmet Resource Needs	359	471	390	298
7c Peer, Recovery, and Support				
7c-i Peer Recovery Center	63	70	60	45
7c-ii Recovery Workbook Group	5	6	9	4
7c-iii Social Club	183	204	169	137
7c-iv Peer-Run Trauma Recovery Group	47	58	66	43
7c-v Wellness Recovery and Action Planning	46	61	59	49
7c-vi Family Support	158	224	215	185
Total Unmet Resource Needs	502	623	578	463
Distinct Clients with Unmet Resource Needs	388	476	450	370
7d Substance Abuse Services				
7d-i Outpatient Substance Abuse Services	95	115	91	62
7d-ii Residential Treatment Substance Abuse Services	18	21	17	10

Report Run: July 11, 2016

Report of Unmet Resource Needs

Statewide
(Class Members and Non-Class Member)

Fiscal Year 2016 Quarter 3
(Jan, Feb, March 2016)

	2015 Q4	2016 Q1	2016 Q2	2016 Q3
Distinct Clients with a RDS	10,619	11,724	11,479	8,580
Total Unmet Resource Needs	113	136	108	72
Distinct Clients with Unmet Resource Needs	108	130	102	71
7e. Housing				
7e-i Supported Apartment	114	128	127	97
7e-ii Community Residential Facility	34	43	37	28
7e-iii Residential Treatment Facility (group home)	19	25	16	11
7e-iv Assisted Living Facility	47	49	37	39
7e-v Nursing Home	4	3	3	4
7e-vi Residential Crisis Unit	0	1	0	1
7e-vii Rent Subsidy (Section 8, BRAP, Shelter Plus)	847	971	954	809
Total Unmet Resource Needs	1,065	1,220	1,174	989
Distinct Clients with Unmet Resource Needs	994	1,122	1,099	926
7f. Health Care				
7f-i Dental Services	648	699	699	615
7f-ii Eye Care Services	246	298	311	262
7f-iii Hearing Services	47	69	68	59
7f-iv Physical Therapy	54	68	56	54
7f-v Physician/Medical Services	358	427	373	296
Total Unmet Resource Needs	1,353	1,561	1,507	1,286
Distinct Clients with Unmet Resource Needs	983	1,088	1,043	896
7g. Legal				
7g-i Advocate	136	142	128	115
7g-ii Guardian (private)	25	22	20	14
7g-iii Guardian (public)	14	10	10	7
Total Unmet Resource Needs	175	174	158	136
Distinct Clients with Unmet Resource Needs	166	168	152	134
7h. Financial Security				

Report Run: Apr 26, 2016

Report of Unmet Resource Needs

Statewide
(Class Members and Non-Class Member)

Fiscal Year 2016 Quarter 3
(Jan, Feb, March 2016)

	2015 Q4	2016 Q1	2016 Q2	2016 Q3
Distinct Clients with a RDS	10,664	11,783	11,600	11,296
7h-i Assistance with Managing Money	619	680	619	546
7h-ii Assistance with Securing Public Benefits	347	384	322	286
7h-iii Representative Payee	52	61	48	41
Total Unmet Resource Needs	1,018	1,125	989	873
Distinct Clients with Unmet Resource Needs	852	940	824	717
7i. Education				
7i-i Adult Education (other than GED)	103	138	125	126
7i-ii GED	78	92	83	66
7i-iii Literacy Assistance	38	50	49	33
7i-iv Post High School Education	111	113	110	105
7i-v Tuition Reimbursement	15	19	21	24
Total Unmet Resource Needs	345	412	388	354
Distinct Clients with Unmet Resource Needs	297	352	323	299
7j. Vocational / Employment				
7j-i Benefits Counseling Related to Employment	42	52	56	38
7j-ii Club House and/or Peer Vocational Support	36	38	33	21
7j-iii Competitive Employment (no supports)	79	86	87	90
7j-iv Supported Employment	63	71	75	68
7j-v Vocational Rehabilitation	275	278	250	187
Total Unmet Resource Needs	495	525	501	404
Distinct Clients with Unmet Resource Needs	429	443	436	345
7k. Living Skills				
7k-i Daily Living Support Services	301	349	290	188
7k-ii Day Support Services	37	47	39	24
7k-iii Occupational Therapy	15	20	17	11
7k-iv Skills Development Services	90	118	108	80
Total Unmet Resource Needs	443	534	454	303

Report Run: July 11, 2016

Report of Unmet Resource Needs

Statewide
(Class Members and Non-Class Member)

Fiscal Year 2016 Quarter 3
(Jan, Feb, March 2016)

	2015 Q4	2016 Q1	2016 Q2	2016 Q3
Distinct Clients with a RDS	10,664	11,783	11,600	11,296
Distinct Clients with Unmet Resource Needs	391	463	400	263
7l. Transportation				
7l-i Transportation to ISP-Identified Services	492	570	495	439
7l-ii Transportation to Other ISP Activities	263	317	278	250
7l-iii After Hours Transportation	189	223	193	180
Total Unmet Resource Needs	944	1,110	966	869
Distinct Clients with Unmet Resource Needs	628	713	626	546
7m. Personal Growth/Community				
7m-i Avocational Activities	28	36	30	32
7m. Personal Growth/Community				
7m-ii Recreation Activities	202	231	198	182
7m-iii Social Activities	437	498	472	415
7m-iv Spiritual Activities	85	105	103	83
Total Unmet Resource Needs	752	870	803	712
Distinct Clients with Unmet Resource Needs	522	600	559	486
Other Resources				
Other Resources	175	184	188	209
Total Unmet Resource Needs	175	184	188	209
Distinct Clients with Unmet Resource Needs	175	184	188	209
Statewide Totals				
Total Unmet Resource Needs	9,367	10,838	9,904	7,927
Distinct Clients With any Unmet Resource Need	2,840	3,097	2,946	2,454
Distinct Clients with a RDS	10,664	11,783	11,600	11,296

Report Run: July 11, 2016



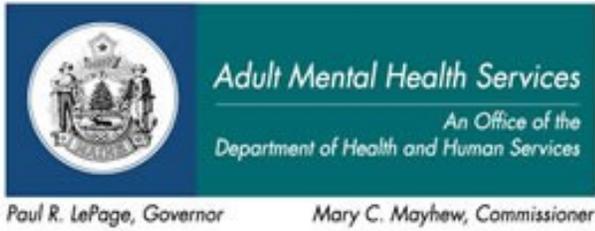
Report of Unmet Resource Needs

Statewide
(Class Members Only)

Fiscal Year 2016 Quarter 3
(Jan, Feb, March 2016)

	2015 Q4	2016 Q1	2016 Q2	2016 Q3
Distinct Clients with a RDS	1,117	1,187	1,151	1,111
7a. Mental Health Services				
7a-i Assertive Community Treatment (ACT)	8	7	4	3
7a-iii Dialectical Behavioral Therapy	3	2	0	0
7a-iv Family Psycho-Educational Treatment	2	2	3	1
7a-v Group Counseling	6	3	2	3
7a-vi Individual Counseling	35	47	35	18
7a-vii Inpatient Psychiatric Facility	1	1	0	0
7a-viii Intensive Case Management	7	6	11	4
7a-x Psychiatric Medication Management	47	44	30	22
Total Unmet Resource Needs	109	112	85	51
Distinct Clients with Unmet Resource Needs	77	83	63	43
7b. Mental Health Crisis Planning				
7b-i Development of Mental Health Crisis Plan	15	21	15	7
7b-ii Mental Health Advance Directives	7	6	2	2
Total Unmet Resource Needs	22	27	17	9
Distinct Clients with Unmet Resource Needs	20	24	16	8
7c Peer, Recovery, and Support				
7c-i Peer Recovery Center	8	9	4	4
7c-ii Recovery Workbook Group	0	1	2	1
7c-iii Social Club	10	15	12	10
7c-iv Peer-Run Trauma Recovery Group	3	3	1	1
7c-v Wellness Recovery and Action Planning	2	6	2	3
7c-vi Family Support	5	6	6	5
Total Unmet Resource Needs	28	40	27	24
Distinct Clients with Unmet Resource Needs	21	28	20	18
7d Substance Abuse Services				
7d-i Outpatient Substance Abuse Services	6	9	5	4
7d-ii Residential Treatment Substance Abuse Services	3	3	3	2

Report Run: July 11, 2016



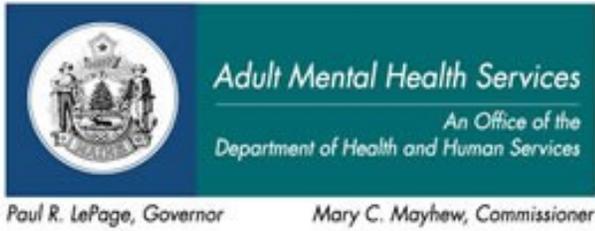
Report of Unmet Resource Needs

Statewide
(Class Members Only)

Fiscal Year 2016 Quarter 3
(Jan, Feb, March 2016)

	2015 Q4	2016 Q1	2016 Q2	2016 Q3
Distinct Clients with a RDS	1,117	1,187	1,151	1,111
Total Unmet Resource Needs	9	12	8	6
Distinct Clients with Unmet Resource Needs	9	12	8	6
7e. Housing				
7e-i Supported Apartment	15	20	14	12
7e-ii Community Residential Facility	7	6	8	4
7e-iii Residential Treatment Facility (group home)	5	6	4	3
7e-iv Assisted Living Facility	6	8	8	6
7e-v Nursing Home	0	0	1	1
7e-vi Residential Crisis Unit	0	0	0	0
7e-vii Rent Subsidy (Section 8, BRAP, Shelter Plus)	69	77	68	47
Total Unmet Resource Needs	102	117	104	73
Distinct Clients with Unmet Resource Needs	89	97	86	62
7f. Health Care				
7f-i Dental Services	51	52	51	42
7f-ii Eye Care Services	12	14	13	13
7f-iii Hearing Services	2	4	2	3
7f-iv Physical Therapy	1	2	2	1
7f-v Physician/Medical Services	29	27	24	12
Total Unmet Resource Needs	95	99	92	71
Distinct Clients with Unmet Resource Needs	82	80	71	53
7g. Legal				
7g-i Advocate	9	8	7	4
7g-ii Guardian (private)	2	1	0	0
7g-iii Guardian (public)	6	4	4	2
Total Unmet Resource Needs	17	13	11	6
Distinct Clients with Unmet Resource Needs	14	13	11	6
7h. Financial Security				

Report Run: July 11, 2016



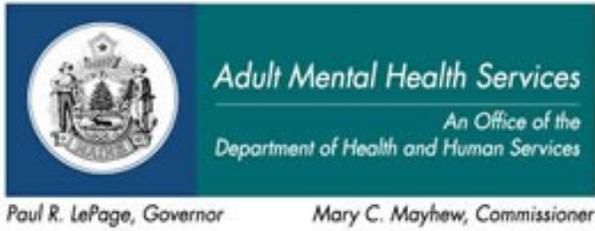
Report of Unmet Resource Needs

Statewide
(Class Members Only)

Fiscal Year 2016 Quarter 3
(Jan, Feb, March 2016)

	2015 Q4	2016 Q1	2016 Q2	2016 Q3
Distinct Clients with a RDS	1,117	1,187	1,151	1,111
7h-i Assistance with Managing Money	23	29	18	18
7h-ii Assistance with Securing Public Benefits	20	24	15	15
7h-iii Representative Payee	10	12	8	5
Total Unmet Resource Needs	53	65	41	38
Distinct Clients with Unmet Resource Needs	44	55	35	31
7i. Education				
7i-i Adult Education (other than GED)	2	1	3	2
7i-ii GED	4	6	5	1
7i-iii Literacy Assistance	3	2	2	2
7i-iv Post High School Education	5	6	5	3
7i-v Tuition Reimbursement	1	2	2	2
Total Unmet Resource Needs	15	17	17	10
Distinct Clients with Unmet Resource Needs	12	13	15	10
7j. Vocational / Employment				
7j-i Benefits Counseling Related to Employment	1	2	4	5
7j-ii Club House and/or Peer Vocational Support	5	6	7	4
7j-iii Competitive Employment (no supports)	6	4	4	6
7j-iv Supported Employment	10	7	8	5
7j-v Vocational Rehabilitation	14	13	18	12
Total Unmet Resource Needs	36	32	41	32
Distinct Clients with Unmet Resource Needs	30	26	35	27
7k. Living Skills				
7k-i Daily Living Support Services	24	31	19	7
7k-ii Day Support Services	3	4	5	2
7k-iii Occupational Therapy	2	0	1	0
7k-iv Skills Development Services	9	8	8	4
Total Unmet Resource Needs	38	43	33	13

Report Run: July 11, 2016



Report of Unmet Resource Needs

Statewide
(Class Members Only)

Fiscal Year 2016 Quarter 3
(Jan, Feb, March 2016)

	2015 Q4	2016 Q1	2016 Q2	2016 Q3
Distinct Clients with a RDS	1,117	1,187	1,151	1,111
Distinct Clients with Unmet Resource Needs	28	34	24	10
7I. Transportation				
7I-i Transportation to ISP-Identified Services	26	34	24	17
7I-ii Transportation to Other ISP Activities	19	20	19	16
7I-iii After Hours Transportation	21	20	21	12
Total Unmet Resource Needs	66	74	64	45
Distinct Clients with Unmet Resource Needs	49	54	44	28
7m. Personal Growth/Community				
7m-i Avocational Activities	1	1	1	2
7m. Personal Growth/Community				
7m-ii Recreation Activities	13	15	18	11
7m-iii Social Activities	35	35	38	22
7m-iv Spiritual Activities	2	3	3	3
Total Unmet Resource Needs	51	54	60	38
Distinct Clients with Unmet Resource Needs	40	41	45	27
Other Resources				
Other Resources	16	11	11	16
Total Unmet Resource Needs	16	11	11	16
Distinct Clients with Unmet Resource Needs	16	11	11	16
Statewide Totals				
Total Unmet Resource Needs	657	716	611	432
Distinct Clients With any Unmet Resource Need	267	269	238	182
Distinct Clients with a RDS	1,117	1,187	1,151	1,111

Report Run: July 11, 2016



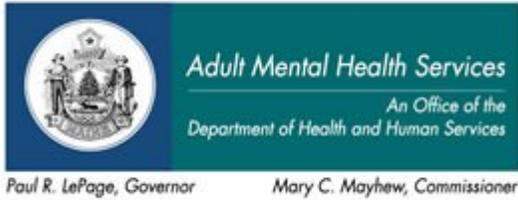
Report of Unmet Resource Needs

CSN 1
(Aroostook)

Fiscal Year 2016 Quarter 3
(Jan, Feb, March 2016)

	2015 Q4	2016 Q1	2016 Q2	2016 Q3
Distinct Clients with a RDS	403	469	446	478
7a. Mental Health Services				
7a-i Assertive Community Treatment (ACT)	3	2	1	2
7a-iii Dialectical Behavioral Therapy	4	7	3	2
7a-iv Family Psycho-Educational Treatment	1	2	1	2
7a-v Group Counseling	5	8	8	11
7a-vi Individual Counseling	25	28	24	20
7a-vii Inpatient Psychiatric Facility	0	0	0	0
7a-viii Intensive Case Management	2	1	0	3
7a-x Psychiatric Medication Management	24	23	19	20
Total Unmet Resource Needs	64	71	56	60
Distinct Clients with Unmet Resource Needs	54	53	47	44
7b. Mental Health Crisis Planning				
7b-i Development of Mental Health Crisis Plan	19	22	14	25
7b-ii Mental Health Advance Directives	1	1	1	0
Total Unmet Resource Needs	20	23	15	25
Distinct Clients with Unmet Resource Needs	19	22	15	25
7c Peer, Recovery, and Support				
7c-i Peer Recovery Center	1	1	0	0
7c-ii Recovery Workbook Group	0	1	1	1
7c-iii Social Club	16	16	9	12
7c-iv Peer-Run Trauma Recovery Group	0	1	2	4
7c-v Wellness Recovery and Action Planning	1	2	1	1
7c-vi Family Support	8	10	6	5
Total Unmet Resource Needs	26	31	19	23
Distinct Clients with Unmet Resource Needs	23	26	17	21
7d Substance Abuse Services				
7d-i Outpatient Substance Abuse Services	2	6	4	6

Report Run: July 11, 2016



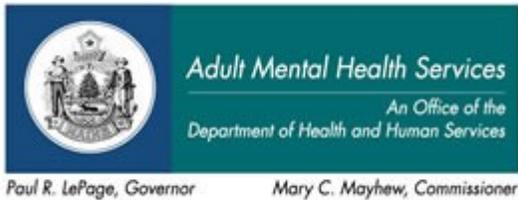
Report of Unmet Resource Needs

CSN 1
(Aroostook)

Fiscal Year 2016 Quarter 3
(Jan, Feb, March 2016)

	2015 Q4	2016 Q1	2016 Q2	2016 Q3
Distinct Clients with a RDS	403	469	446	478
7d-ii Residential Treatment Substance Abuse Services	0	3	1	0
Total Unmet Resource Needs	2	9	5	5
Distinct Clients with Unmet Resource Needs	2	6	4	5
7e. Housing				
7e-i Supported Apartment	9	9	7	6
7e-ii Community Residential Facility	1	2	0	0
7e-iii Residential Treatment Facility (group home)	1	1	1	0
7e-iv Assisted Living Facility	2	4	4	4
7e-v Nursing Home	0	0	0	0
7e-vi Residential Crisis Unit	0	1	0	0
7e-vii Rent Subsidy (Section 8, BRAP, Shelter Plus)	24	25	30	28
Total Unmet Resource Needs	37	42	42	38
Distinct Clients with Unmet Resource Needs	33	35	38	32
7f. Health Care				
7f-i Dental Services	23	22	21	27
7f-ii Eye Care Services	9	11	10	11
7f-iii Hearing Services	1	2	1	3
7f-iv Physical Therapy	4	3	3	0
7f-v Physician/Medical Services	14	15	13	14
Total Unmet Resource Needs	51	53	48	56
Distinct Clients with Unmet Resource Needs	35	37	34	41
7g. Legal				
7g-i Advocate	10	9	6	7
7g-ii Guardian (private)	1	1	1	1
7g-iii Guardian (public)	0	0	1	1
Total Unmet Resource Needs	11	10	8	9
Distinct Clients with Unmet Resource Needs	11	10	7	9

Report Run: Jul 11, 2016



Report of Unmet Resource Needs

CSN 1
(Aroostook)

Fiscal Year 2016 Quarter 3
(Jan, Feb, March 2016)

	2015 Q4	2016 Q1	2016 Q2	2016 Q3
Distinct Clients with a RDS	403	469	446	478
7h. Financial Security				
7h-i Assistance with Managing Money	26	26	30	36
7h-ii Assistance with Securing Public Benefits	21	25	30	29
7h-iii Representative Payee	0	0	1	1
Total Unmet Resource Needs	47	51	61	66
Distinct Clients with Unmet Resource Needs	42	43	51	55
7i. Education				
7i-i Adult Education (other than GED)	3	1	3	4
7i-ii GED	3	5	3	1
7i-iii Literacy Assistance	2	2	2	1
7i-iv Post High School Education	7	5	6	5
7i-v Tuition Reimbursement	2	0	1	0
Total Unmet Resource Needs	17	13	15	11
Distinct Clients with Unmet Resource Needs	13	13	13	11
7j. Vocational / Employment				
7j-i Benefits Counseling Related to Employment	2	2	3	2
7j-ii Club House and/or Peer Vocational Support	1	1	1	2
7j-iii Competitive Employment (no supports)	2	2	4	0
7j-iv Supported Employment	3	3	4	5
7j-v Vocational Rehabilitation	12	6	7	6
Total Unmet Resource Needs	20	14	19	15
Distinct Clients with Unmet Resource Needs	18	13	17	14
7k. Living Skills				
7k-i Daily Living Support Services	10	11	8	10
7k-ii Day Support Services	4	7	4	3
7k-iii Occupational Therapy	0	2	1	0
7k-iv Skills Development Services	9	10	6	8

Report Run: Jul 11, 2016



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Report of Unmet Resource Needs

CSN 1
(Aroostook)

Fiscal Year 2016 Quarter 3
(Jan, Feb, March 2016)

	2015 Q4	2016 Q1	2016 Q2	2016 Q3
Distinct Clients with a RDS	403	469	446	478
Total Unmet Resource Needs	23	30	19	21
Distinct Clients with Unmet Resource Needs	21	26	18	18
7l. Transportation				
7l-i Transportation to ISP-Identified Services	24	24	26	31
7l-ii Transportation to Other ISP Activities	6	6	8	10
7l-iii After Hours Transportation	17	15	14	18
Total Unmet Resource Needs	47	45	48	59
Distinct Clients with Unmet Resource Needs	36	34	36	43
7m. Personal Growth/Community				
7m-i Avocational Activities	1	0	0	0
7m-ii Recreation Activities	9	11	6	9
7m-iii Social Activities	30	28	25	28
7m-iv Spiritual Activities	4	5	5	6
Total Unmet Resource Needs	44	44	36	43
Distinct Clients with Unmet Resource Needs	36	31	28	32
Other Resources				
Other Resources	12	12	14	15
Total Unmet Resource Needs	12	12	14	15
Distinct Clients with Unmet Resource Needs	12	12	14	15
CSN 1 Totals				
Total Unmet Resource Needs	421	448	405	447
Distinct Clients With any Unmet Resource Need	142	147	142	142
Distinct Clients with a RDS	403	469	446	478

Report Run: July 11, 2016



Report of Unmet Resource Needs

CSN 2

(Hancock, Washington, Penobscot, Piscataquis)

Fiscal Year 2016 Quarter 3

(Jan, Feb, March 2016)

	2015 Q4	2016 Q1	2016 Q2	2016 Q3
Distinct Clients with a RDS	1,826	2,091	2,071	2,016
7a. Mental Health Services				
7a-i Assertive Community Treatment (ACT)	2	3	3	3
7a-iii Dialectical Behavioral Therapy	6	6	7	6
7a-iv Family Psycho-Educational Treatment	2	3	1	1
7a-v Group Counseling	20	24	16	16
7a-vi Individual Counseling	117	145	138	83
7a-vii Inpatient Psychiatric Facility	2	3	5	1
7a-viii Intensive Case Management	14	21	24	12
7a-x Psychiatric Medication Management	91	111	93	67
Total Unmet Resource Needs	254	316	287	189
Distinct Clients with Unmet Resource Needs	188	233	212	158
7b. Mental Health Crisis Planning				
7b-i Development of Mental Health Crisis Plan	56	91	69	47
7b-ii Mental Health Advance Directives	16	19	13	12
Total Unmet Resource Needs	72	110	82	59
Distinct Clients with Unmet Resource Needs	65	99	81	58
7c Peer, Recovery, and Support				
7c-i Peer Recovery Center	6	6	9	5
7c-ii Recovery Workbook Group	1	1	1	0
7c-iii Social Club	31	37	32	25
7c-iv Peer-Run Trauma Recovery Group	5	5	6	1
7c-v Wellness Recovery and Action Planning	16	15	21	21
7c-vi Family Support	23	28	35	22
Total Unmet Resource Needs	82	92	104	74
Distinct Clients with Unmet Resource Needs	67	74	84	70
7d Substance Abuse Services				
7d-i Outpatient Substance Abuse Services	22	33	28	20

Report Run: July 11, 2016



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Report of Unmet Resource Needs

CSN 2

(Hancock, Washington, Penobscot, Piscataquis)

Fiscal Year 2016 Quarter 3

(Jan, Feb, March 2016)

	2015 Q4	2016 Q1	2016 Q2	2016 Q3
Distinct Clients with a RDS	1,826	2,091	2,071	2,016
7d-ii Residential Treatment Substance Abuse Services	5	5	5	1
Total Unmet Resource Needs	27	38	33	21
Distinct Clients with Unmet Resource Needs	24	36	30	21
7e. Housing				
7e-i Supported Apartment	18	18	21	23
7e-ii Community Residential Facility	5	7	4	4
7e-iii Residential Treatment Facility (group home)	4	4	2	3
7e-iv Assisted Living Facility	14	10	10	11
7e-v Nursing Home	0	0	0	1
7e-vi Residential Crisis Unit	0	0	0	1
7e-vii Rent Subsidy (Section 8, BRAP, Shelter Plus)	154	175	173	188
Total Unmet Resource Needs	195	214	210	231
Distinct Clients with Unmet Resource Needs	182	198	201	215
7f. Health Care				
7f-i Dental Services	76	105	109	100
7f-ii Eye Care Services	34	48	59	63
7f-iii Hearing Services	4	8	9	10
7f-iv Physical Therapy	9	10	8	8
7f-v Physician/Medical Services	58	66	59	48
Total Unmet Resource Needs	181	237	244	229
Distinct Clients with Unmet Resource Needs	131	171	171	163
7g. Legal				
7g-i Advocate	23	33	37	32
7g-ii Guardian (private)	15	15	12	9
7g-iii Guardian (public)	3	1	1	1
Total Unmet Resource Needs	41	49	50	42
Distinct Clients with Unmet Resource Needs	38	46	49	41

Report Run: July 11, 2016



Report of Unmet Resource Needs

CSN 2

(Hancock, Washington, Penobscot, Piscataquis)

Fiscal Year 2016 Quarter 3

(Jan, Feb, March 2016)

	2015 Q4	2016 Q1	2016 Q2	2016 Q3
Distinct Clients with a RDS	1,826	2,091	2,071	2,016
7h. Financial Security				
7h-i Assistance with Managing Money	105	132	120	126
7h-ii Assistance with Securing Public Benefits	62	82	65	68
7h-iii Representative Payee	8	10	6	5
Total Unmet Resource Needs	175	224	191	200
Distinct Clients with Unmet Resource Needs	144	184	161	172
7i. Education				
7i-i Adult Education (other than GED)	12	15	11	15
7i-ii GED	7	13	13	11
7i-iii Literacy Assistance	4	6	3	3
7i-iv Post High School Education	20	24	25	24
7i-v Tuition Reimbursement	3	5	5	3
Total Unmet Resource Needs	46	63	57	56
Distinct Clients with Unmet Resource Needs	41	56	52	52
7j. Vocational / Employment				
7j-i Benefits Counseling Related to Employment	10	10	10	6
7j-ii Club House and/or Peer Vocational Support	6	10	9	5
7j-iii Competitive Employment (no supports)	11	15	19	19
7j-iv Supported Employment	12	15	15	20
7j-v Vocational Rehabilitation	34	28	30	29
Total Unmet Resource Needs	73	78	83	79
Distinct Clients with Unmet Resource Needs	58	65	73	71
7k. Living Skills				
7k-i Daily Living Support Services	34	43	43	31
7k-ii Day Support Services	3	3	2	3
7k-iii Occupational Therapy	1	1	2	1
7k-iv Skills Development Services	17	20	19	9

Report Run: July 11, 2016



Report of Unmet Resource Needs

CSN 2

(Hancock, Washington, Penobscot, Piscataquis)

Fiscal Year 2016 Quarter 3

(Jan, Feb, March 2016)

	2015 Q4	2016 Q1	2016 Q2	2016 Q3
Distinct Clients with a RDS	1,826	2,091	2,071	2,016
Total Unmet Resource Needs	55	67	66	44
Distinct Clients with Unmet Resource Needs	47	60	60	42
7l. Transportation				
7l-i Transportation to ISP-Identified Services	79	87	69	76
7l-ii Transportation to Other ISP Activities	40	45	42	41
7l-iii After Hours Transportation	33	43	36	42
Total Unmet Resource Needs	152	175	147	159
Distinct Clients with Unmet Resource Needs	99	121	104	111
7m. Personal Growth/Community				
7m-i Avocational Activities	11	9	5	7
7m-ii Recreation Activities	51	48	52	51
7m-iii Social Activities	87	93	101	97
7m-iv Spiritual Activities	17	16	10	9
Total Unmet Resource Needs	166	166	168	164
Distinct Clients with Unmet Resource Needs	108	121	119	114
Other Resources				
Other Resources	27	32	36	46
Total Unmet Resource Needs	27	32	38	46
Distinct Clients with Unmet Resource Needs	27	32	38	46
CSN 2 Totals				
Total Unmet Resource Needs	1,546	1,861	1,760	1,593
Distinct Clients With any Unmet Resource Need	456	544	527	543
Distinct Clients with a RDS	1,826	2,091	2,071	2,016

Report Run: July 11, 2016



Report of Unmet Resource Needs

CSN 3
(Kennebec, Somerset)

Fiscal Year 2016 Quarter 3
(Jan, Feb, March 2016)

	2015 Q4	2016 Q1	2016 Q2	2016 Q3
Distinct Clients with a RDS	2,198	2,530	2,486	2,471
7a. Mental Health Services				
7a-i Assertive Community Treatment (ACT)	6	2	1	0
7a-iii Dialectical Behavioral Therapy	4	8	8	8
7a-iv Family Psycho-Educational Treatment	2	1	1	1
7a-v Group Counseling	7	4	7	8
7a-vi Individual Counseling	88	116	102	44
7a-vii Inpatient Psychiatric Facility	3	4	1	0
7a-viii Intensive Case Management	9	11	4	3
7a-x Psychiatric Medication Management	111	124	101	60
Total Unmet Resource Needs	230	270	225	124
Distinct Clients with Unmet Resource Needs	169	195	161	100
7b. Mental Health Crisis Planning				
7b-i Development of Mental Health Crisis Plan	60	70	57	32
7b-ii Mental Health Advance Directives	18	23	17	5
Total Unmet Resource Needs	78	93	74	37
Distinct Clients with Unmet Resource Needs	70	84	66	36
7c Peer, Recovery, and Support				
7c-i Peer Recovery Center	4	7	3	3
7c-ii Recovery Workbook Group	1	0	1	0
7c-iii Social Club	15	27	13	8
7c-iv Peer-Run Trauma Recovery Group	5	6	6	1
7c-v Wellness Recovery and Action Planning	1	0	1	0
7c-vi Family Support	12	16	15	16
Total Unmet Resource Needs	38	56	39	28
Distinct Clients with Unmet Resource Needs	30	47	33	24
7d Substance Abuse Services				
7d-i Outpatient Substance Abuse Services	9	13	9	4

Report Run: July 11, 2016



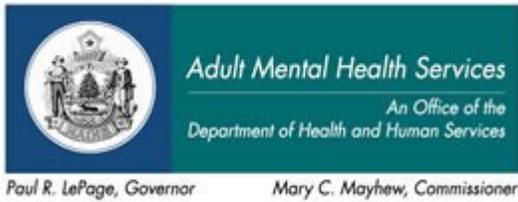
Report of Unmet Resource Needs

CSN 3
(Kennebec, Somerset)

Fiscal Year 2016 Quarter 3
(Jan, Feb, March 2016)

	2015 Q4	2016 Q1	2016 Q2	2016 Q3
Distinct Clients with a RDS	2,198	2,530	2,486	2,471
7d-ii Residential Treatment Substance Abuse Services	3	1	1	1
Total Unmet Resource Needs	12	14	10	5
Distinct Clients with Unmet Resource Needs	11	14	10	5
7e. Housing				
7e-i Supported Apartment	9	8	4	2
7e-ii Community Residential Facility	3	4	2	0
7e-iii Residential Treatment Facility (group home)	2	5	2	3
7e-iv Assisted Living Facility	7	8	5	4
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)	126	157	139	86
Total Unmet Resource Needs	147	183	152	95
Distinct Clients with Unmet Resource Needs	139	174	152	93
7f. Health Care				
7f-i Dental Services	74	102	107	80
7f-ii Eye Care Services	29	41	45	32
7f-iii Hearing Services	7	10	10	5
7f-iv Physical Therapy	4	11	7	6
7f-v Physician/Medical Services	55	86	67	51
Total Unmet Resource Needs	169	250	236	174
Distinct Clients with Unmet Resource Needs	126	177	163	120
7g. Legal				
7g-i Advocate	8	6	6	7
7g-ii Guardian (private)	2	0	0	0
7g-iii Guardian (public)	3	3	2	1
Total Unmet Resource Needs	13	9	8	8
Distinct Clients with Unmet Resource Needs	13	9	8	8

Report Run: July 11, 2016



Report of Unmet Resource Needs

CSN 3

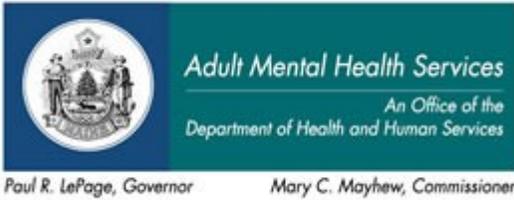
(Kennebec, Somerset)

Fiscal Year 2016 Quarter 3

(Jan, Feb, March 2016)

	2015 Q4	2016 Q1	2016 Q2	2016 Q3
Distinct Clients with a RDS	2,198	2,530	2,486	2,471
7h. Financial Security				
7h-i Assistance with Managing Money	92	96	82	54
7h-ii Assistance with Securing Public Benefits	42	49	36	26
7h-iii Representative Payee	13	17	11	7
Total Unmet Resource Needs	147	162	129	87
Distinct Clients with Unmet Resource Needs	125	138	113	77
7i. Education				
7i-i Adult Education (other than GED)	9	15	9	4
7i-ii GED	7	8	9	7
7i-iii Literacy Assistance	4	9	6	3
7i-iv Post High School Education	17	15	21	16
7i-v Tuition Reimbursement	3	2	3	4
Total Unmet Resource Needs	40	49	48	34
Distinct Clients with Unmet Resource Needs	33	41	40	27
7j. Vocational / Employment				
7j-i Benefits Counseling Related to Employment	0	1	1	2
7j-ii Club House and/or Peer Vocational Support	11	10	7	3
7j-iii Competitive Employment (no supports)	7	2	4	3
7j-iv Supported Employment	3	4	3	1
7j-v Vocational Rehabilitation	27	34	30	27
Total Unmet Resource Needs	48	51	45	36
Distinct Clients with Unmet Resource Needs	45	44	42	34
7k. Living Skills				
7k-i Daily Living Support Services	48	61	49	17
7k-ii Day Support Services	1	3	3	1
7k-iii Occupational Therapy	0	1	2	0
7k-iv Skills Development Services	9	11	10	9

Report Run: July 11, 2016



Report of Unmet Resource Needs

CSN 3

(Kennebec, Somerset)

Fiscal Year 2016 Quarter 3

(Jan, Feb, March 2016)

	2015 Q4	2016 Q1	2016 Q2	2016 Q3
Distinct Clients with a RDS	2,198	2,530	2,486	2,471
Total Unmet Resource Needs	58	76	64	27
Distinct Clients with Unmet Resource Needs	55	69	59	25
7l. Transportation				
7l-i Transportation to ISP-Identified Services	70	86	75	50
7l-ii Transportation to Other ISP Activities	41	48	44	27
7l-iii After Hours Transportation	17	16	17	9
Total Unmet Resource Needs	128	150	136	86
Distinct Clients with Unmet Resource Needs	89	104	91	59
7m. Personal Growth/Community				
7m-i Avocational Activities	4	4	4	2
7m-ii Recreation Activities	15	29	17	13
7m-iii Social Activities	33	57	46	32
7m-iv Spiritual Activities	1	4	7	6
Total Unmet Resource Needs	53	94	74	53
Distinct Clients with Unmet Resource Needs	39	64	53	36
Other Resources				
Other Resources	10	9	20	21
Total Unmet Resource Needs	10	9	20	21
Distinct Clients with Unmet Resource Needs	10	9	20	21
CSN 3 Totals				
Total Unmet Resource Needs	1,171	1,466	1,260	815
Distinct Clients With any Unmet Resource Need	401	459	410	277
Distinct Clients with a RDS	2,198	2,530	2,486	2,471

Report Run: July 11, 2016



Report of Unmet Resource Needs

CSN 4

(Knox, Lincoln, Sagadahoc, Waldo)

Fiscal Year 2016 Quarter 3

(Jan, Feb, March 2016)

	2015 Q4	2016 Q1	2016 Q2	2016 Q3
Distinct Clients with a RDS	976	1,031	991	985
7a. Mental Health Services				
7a-i Assertive Community Treatment (ACT)	18	22	16	9
7a-iii Dialectical Behavioral Therapy	6	9	9	9
7a-iv Family Psycho-Educational Treatment	7	11	7	5
7a-v Group Counseling	7	7	7	4
7a-vi Individual Counseling	71	99	84	46
7a-vii Inpatient Psychiatric Facility	0	1	0	1
7a-viii Intensive Case Management	13	17	14	5
7a-x Psychiatric Medication Management	67	99	74	44
Total Unmet Resource Needs	189	265	211	123
Distinct Clients with Unmet Resource Needs	119	160	136	89
7b. Mental Health Crisis Planning				
7b-i Development of Mental Health Crisis Plan	44	70	57	45
7b-ii Mental Health Advance Directives	17	17	14	14
Total Unmet Resource Needs	61	87	71	59
Distinct Clients with Unmet Resource Needs	58	83	65	54
7c Peer, Recovery, and Support				
7c-i Peer Recovery Center	9	10	11	10
7c-ii Recovery Workbook Group	1	1	2	1
7c-iii Social Club	22	31	25	21
7c-iv Peer-Run Trauma Recovery Group	8	10	10	8
7c-v Wellness Recovery and Action Planning	8	16	10	11
7c-vi Family Support	26	57	38	31
Total Unmet Resource Needs	74	125	96	82
Distinct Clients with Unmet Resource Needs	50	82	61	49
7d Substance Abuse Services				
7d-i Outpatient Substance Abuse Services	15	20	17	10

Report Run: July 11, 2016



Report of Unmet Resource Needs

CSN 4

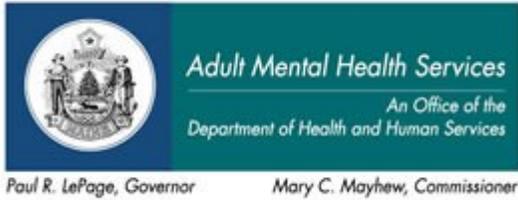
(Knox, Lincoln, Sagadahoc, Waldo)

Fiscal Year 2016 Quarter 3

(Jan, Feb, March 2016)

	2015 Q4	2016 Q1	2016 Q2	2016 Q3
Distinct Clients with a RDS	976	1,031	991	985
7d-ii Residential Treatment Substance Abuse Services	2	1	1	0
Total Unmet Resource Needs	17	21	18	10
Distinct Clients with Unmet Resource Needs	17	21	18	10
7e. Housing				
7e-i Supported Apartment	14	17	15	8
7e-ii Community Residential Facility	2	5	6	3
7e-iii Residential Treatment Facility (group home)	5	8	4	3
7e-iv Assisted Living Facility	3	6	3	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)	69	94	78	65
Total Unmet Resource Needs	93	130	106	81
Distinct Clients with Unmet Resource Needs	85	110	92	73
7f. Health Care				
7f-i Dental Services	60	71	67	60
7f-ii Eye Care Services	18	25	27	22
7f-iii Hearing Services	3	6	7	5
7f-iv Physical Therapy	4	5	6	7
7f-v Physician/Medical Services	34	41	38	35
Total Unmet Resource Needs	119	148	145	129
Distinct Clients with Unmet Resource Needs	88	104	97	86
7g. Legal				
7g-i Advocate	12	15	10	13
7g-ii Guardian (private)	0	0	1	1
7g-iii Guardian (public)	0	0	0	0
Total Unmet Resource Needs	12	15	11	14
Distinct Clients with Unmet Resource Needs	12	15	11	14

Report Run: July 11, 2016



Report of Unmet Resource Needs

CSN 4

(Knox, Lincoln, Sagadahoc, Waldo)

Fiscal Year 2016 Quarter 3

(Jan, Feb, March 2016)

	2015 Q4	2016 Q1	2016 Q2	2016 Q3
Distinct Clients with a RDS	976	1,031	991	985
7h. Financial Security				
7h-i Assistance with Managing Money	53	76	58	61
7h-ii Assistance with Securing Public Benefits	39	43	41	37
7h-iii Representative Payee	4	6	3	4
Total Unmet Resource Needs	96	125	102	102
Distinct Clients with Unmet Resource Needs	70	95	74	68
7i. Education				
7i-i Adult Education (other than GED)	9	14	15	16
7i-ii GED	9	11	8	10
7i-iii Literacy Assistance	3	3	1	1
7i-iv Post High School Education	16	18	16	15
7i-v Tuition Reimbursement	3	8	7	8
Total Unmet Resource Needs	40	54	47	50
Distinct Clients with Unmet Resource Needs	32	42	35	35
7j. Vocational / Employment				
7j-i Benefits Counseling Related to Employment	11	17	17	12
7j-ii Club House and/or Peer Vocational Support	2	2	4	1
7j-iii Competitive Employment (no supports)	9	11	11	16
7j-iv Supported Employment	8	15	11	10
7j-v Vocational Rehabilitation	54	64	54	40
Total Unmet Resource Needs	84	109	97	79
Distinct Clients with Unmet Resource Needs	64	77	69	53
7k. Living Skills				
7k-i Daily Living Support Services	44	67	57	38
7k-ii Day Support Services	5	10	11	4
7k-iii Occupational Therapy	4	6	4	1
7k-iv Skills Development Services	12	18	17	13

Report Run: July 11, 2016



Report of Unmet Resource Needs

CSN 4

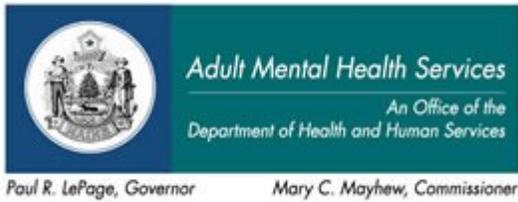
(Knox, Lincoln, Sagadahoc, Waldo)

Fiscal Year 2016 Quarter 3

(Jan, Feb, March 2016)

	2015 Q4	2016 Q1	2016 Q2	2016 Q3
Distinct Clients with a RDS	976	1,031	991	985
Total Unmet Resource Needs	65	101	89	56
Distinct Clients with Unmet Resource Needs	56	82	71	44
7l. Transportation				
7l-i Transportation to ISP-Identified Services	69	75	68	55
7l-ii Transportation to Other ISP Activities	41	52	45	39
7l-iii After Hours Transportation	18	26	19	26
Total Unmet Resource Needs	128	153	132	120
Distinct Clients with Unmet Resource Needs	76	84	76	66
7m. Personal Growth/Community				
7m-i Avocational Activities	2	7	10	13
7m-ii Recreation Activities	29	43	37	37
7m-iii Social Activities	49	68	65	59
7m-iv Spiritual Activities	13	14	14	8
Total Unmet Resource Needs	93	132	126	117
Distinct Clients with Unmet Resource Needs	56	77	74	66
Other Resources				
Other Resources	19	25	20	22
Total Unmet Resource Needs	19	25	20	22
Distinct Clients with Unmet Resource Needs	19	25	20	22
CSN 4 Totals				
Total Unmet Resource Needs	1,090	1,490	1,271	1,044
Distinct Clients With any Unmet Resource Need	253	294	259	213
Distinct Clients with a RDS	976	1,031	991	985

Report Run: July 11, 2016



Report of Unmet Resource Needs

CSN 5

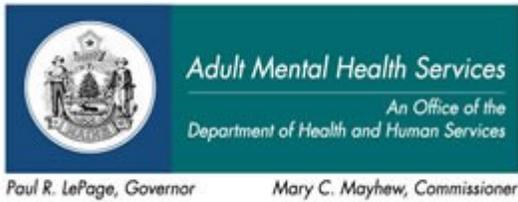
(Androscoggin, Franklin, Oxford)
(Includes: Bridgton, Harrison, Naples, Casco)

Fiscal Year 2016 Quarter 3

(Jan, Feb, March 2016)

	2015 Q4	2016 Q1	2016 Q2	2016 Q3
Distinct Clients with a RDS	2,053	2,306	2,273	2,182
7a. Mental Health Services				
7a-i Assertive Community Treatment (ACT)	6	9	5	2
7a-iii Dialectical Behavioral Therapy	38	28	28	12
7a-iv Family Psycho-Educational Treatment	2	3	5	3
7a-v Group Counseling	19	22	22	12
7a-vi Individual Counseling	163	186	183	76
7a-vii Inpatient Psychiatric Facility	0	0	1	0
7a-viii Intensive Case Management	13	15	25	25
7a-x Psychiatric Medication Management	140	135	125	73
Total Unmet Resource Needs	381	398	394	203
Distinct Clients with Unmet Resource Needs	289	313	309	174
7b. Mental Health Crisis Planning				
7b-i Development of Mental Health Crisis Plan	52	69	63	50
7b-ii Mental Health Advance Directives	12	13	8	7
Total Unmet Resource Needs	64	82	71	57
Distinct Clients with Unmet Resource Needs	61	80	69	56
7c Peer, Recovery, and Support				
7c-i Peer Recovery Center	15	18	14	9
7c-ii Recovery Workbook Group	1	1	2	1
7c-iii Social Club	46	43	47	36
7c-iv Peer-Run Trauma Recovery Group	13	17	22	18
7c-v Wellness Recovery and Action Planning	8	7	6	4
7c-vi Family Support	50	41	45	44
Total Unmet Resource Needs	133	127	136	112
Distinct Clients with Unmet Resource Needs	101	95	104	87
7d Substance Abuse Services				
7d-i Outpatient Substance Abuse Services	19	15	8	7

Report Run: July 11, 2016



Report of Unmet Resource Needs

CSN 5

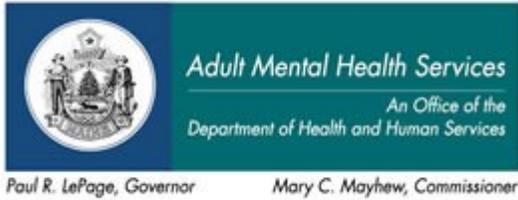
(Androscoggin, Franklin, Oxford)
(Includes: Bridgton, Harrison, Naples, Casco)

Fiscal Year 2016 Quarter 3

(Jan, Feb, March 2016)

	2015 Q4	2016 Q1	2016 Q2	2016 Q3
Distinct Clients with a RDS	2,053	2,306	2,273	2,182
7d-ii Residential Treatment Substance Abuse Services	1	2	2	2
Total Unmet Resource Needs	20	17	10	9
Distinct Clients with Unmet Resource Needs	20	16	9	8
7e. Housing				
7e-i Supported Apartment	17	21	22	16
7e-ii Community Residential Facility	4	5	6	3
7e-iii Residential Treatment Facility (group home)	2	1	2	1
7e-iv Assisted Living Facility	1	3	2	2
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)	171	186	180	160
Total Unmet Resource Needs	196	216	212	182
Distinct Clients with Unmet Resource Needs	184	202	197	174
7f. Health Care				
7f-i Dental Services	167	159	151	138
7f-ii Eye Care Services	76	78	73	77
7f-iii Hearing Services	17	25	25	25
7f-iv Physical Therapy	20	19	20	20
7f-v Physician/Medical Services	87	88	79	75
Total Unmet Resource Needs	367	369	348	335
Distinct Clients with Unmet Resource Needs	257	250	228	213
7g. Legal				
7g-i Advocate	53	43	35	37
7g-ii Guardian (private)	3	2	2	0
7g-iii Guardian (public)	2	1	2	1
Total Unmet Resource Needs	58	46	39	39
Distinct Clients with Unmet Resource Needs	56	45	38	39

Report Run: July 11, 2016



Report of Unmet Resource Needs

CSN 5

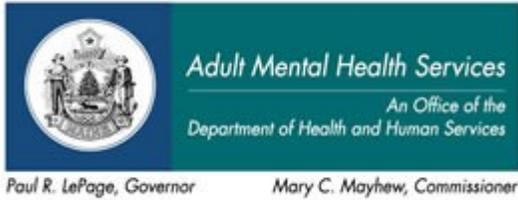
(Androscoggin, Franklin, Oxford)
(Includes: Bridgton, Harrison, Naples, Casco)

Fiscal Year 2016 Quarter 3

(Jan, Feb, March 2016)

	2015 Q4	2016 Q1	2016 Q2	2016 Q3
Distinct Clients with a RDS	2,053	2,306	2,273	2,182
7h. Financial Security				
7h-i Assistance with Managing Money	138	136	148	126
7h-ii Assistance with Securing Public Benefits	93	93	80	61
7h-iii Representative Payee	8	6	5	6
Total Unmet Resource Needs	239	235	233	193
Distinct Clients with Unmet Resource Needs	193	194	187	157
7i. Education				
7i-i Adult Education (other than GED)	36	42	39	45
7i-ii GED	27	31	27	25
7i-iii Literacy Assistance	13	11	15	15
7i-iv Post High School Education	27	20	15	15
7i-v Tuition Reimbursement	2	3	2	3
Total Unmet Resource Needs	105	107	98	103
Distinct Clients with Unmet Resource Needs	91	90	80	89
7j. Vocational / Employment				
7j-i Benefits Counseling Related to Employment	8	10	9	8
7j-ii Club House and/or Peer Vocational Support	9	10	7	6
7j-iii Competitive Employment (no supports)	21	17	20	19
7j-iv Supported Employment	19	15	21	19
7j-v Vocational Rehabilitation	71	63	51	39
Total Unmet Resource Needs	128	115	108	91
Distinct Clients with Unmet Resource Needs	116	102	100	84
7k. Living Skills				
7k-i Daily Living Support Services	80	90	66	40
7k-ii Day Support Services	12	12	11	7
7k-iii Occupational Therapy	4	4	4	5
7k-iv Skills Development Services	19	32	34	27

Report Run: July 11, 2016



Report of Unmet Resource Needs

CSN 5

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

Fiscal Year 2016 Quarter 3

(Jan, Feb, March 2016)

	2015 Q4	2016 Q1	2016 Q2	2016 Q3
Distinct Clients with a RDS	2,053	2,306	2,273	2,182
Total Unmet Resource Needs	115	138	115	79
Distinct Clients with Unmet Resource Needs	104	123	99	66
7l. Transportation				
7l-i Transportation to ISP-Identified Services	95	109	98	98
7l-ii Transportation to Other ISP Activities	53	57	52	55
7l-iii After Hours Transportation	37	44	40	40
Total Unmet Resource Needs	185	210	190	193
Distinct Clients with Unmet Resource Needs	120	134	117	112
7m. Personal Growth/Community				
7m-i Avocational Activities	3	6	4	3
7m-ii Recreation Activities	47	48	46	39
7m-iii Social Activities	105	116	112	107
7m-iv Spiritual Activities	26	32	34	39
Total Unmet Resource Needs	181	202	196	188
Distinct Clients with Unmet Resource Needs	128	139	133	124
Other Resources				
Other Resources	49	42	32	31
Total Unmet Resource Needs	49	42	32	31
Distinct Clients with Unmet Resource Needs	49	42	32	31
CSN 5 Totals				
Total Unmet Resource Needs	2,053	2,306	2,273	2,182
Distinct Clients With any Unmet Resource Need	606	638	608	490
Distinct Clients with a RDS	2,053	2,306	2,273	2,182

Report Run: July 11, 2016



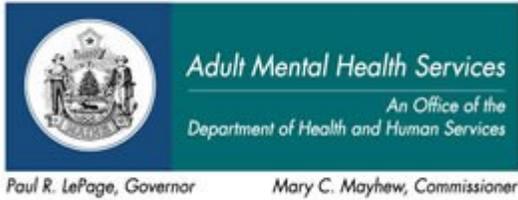
Report of Unmet Resource Needs

CSN 6
(Cumberland)

Fiscal Year 2016 Quarter 3
(Jan, Feb, March 2016)

	2015 Q4	2016 Q1	2016 Q2	2016 Q3
Distinct Clients with a RDS	2,002	2,140	2,135	2,097
7a. Mental Health Services				
7a-i Assertive Community Treatment (ACT)	6	7	2	0
7a-iii Dialectical Behavioral Therapy	12	15	7	6
7a-iv Family Psycho-Educational Treatment	4	6	7	5
7a-v Group Counseling	8	14	13	5
7a-vi Individual Counseling	108	128	136	68
7a-vii Inpatient Psychiatric Facility	0	1	0	0
7a-viii Intensive Case Management	25	23	21	13
7a-x Psychiatric Medication Management	83	101	101	59
Total Unmet Resource Needs	246	295	287	156
Distinct Clients with Unmet Resource Needs	184	225	212	126
7b. Mental Health Crisis Planning				
7b-i Development of Mental Health Crisis Plan	32	52	41	31
7b-ii Mental Health Advance Directives	7	4	6	7
Total Unmet Resource Needs	39	56	47	38
Distinct Clients with Unmet Resource Needs	34	54	45	36
7c Peer, Recovery, and Support				
7c-i Peer Recovery Center	17	15	16	14
7c-ii Recovery Workbook Group	1	2	2	1
7c-iii Social Club	27	29	24	27
7c-iv Peer-Run Trauma Recovery Group	7	10	12	7
7c-v Wellness Recovery and Action Planning	3	6	10	5
7c-vi Family Support	18	44	45	42
Total Unmet Resource Needs	73	106	109	96
Distinct Clients with Unmet Resource Needs	60	88	90	77
7d Substance Abuse Services				
7d-i Outpatient Substance Abuse Services	10	10	9	7

Report Run: July 11, 2016



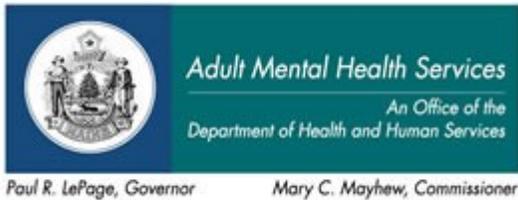
Report of Unmet Resource Needs

CSN 6
(Cumberland)

Fiscal Year 2016 Quarter 3
(Jan, Feb, March 2016)

	2015 Q4	2016 Q1	2016 Q2	2016 Q3
Distinct Clients with a RDS	2,002	2,140	2,135	2,097
7d-ii Residential Treatment Substance Abuse Services	4	8	7	6
Total Unmet Resource Needs	14	18	16	13
Distinct Clients with Unmet Resource Needs	14	18	15	13
7e. Housing				
7e-i Supported Apartment	26	33	35	35
7e-ii Community Residential Facility	12	14	15	14
7e-iii Residential Treatment Facility (group home)	2	4	3	0
7e-iv Assisted Living Facility	13	12	8	10
7e-v Nursing Home	2	2	2	2
7e-vi Residential Crisis Unit	0	0	0	0
7e-vii Rent Subsidy (Section 8, BRAP, Shelter Plus)	185	208	236	196
Total Unmet Resource Needs	240	273	299	257
Distinct Clients with Unmet Resource Needs	230	253	279	242
7f. Health Care				
7f-i Dental Services	146	154	158	142
7f-ii Eye Care Services	38	56	56	39
7f-iii Hearing Services	6	8	10	9
7f-iv Physical Therapy	5	8	8	6
7f-v Physician/Medical Services	53	70	67	36
Total Unmet Resource Needs	248	296	299	232
Distinct Clients with Unmet Resource Needs	191	206	210	178
7g. Legal				
7g-i Advocate	10	18	11	9
7g-ii Guardian (private)	1	2	1	2
7g-iii Guardian (public)	1	2	1	1
Total Unmet Resource Needs	12	22	13	12
Distinct Clients with Unmet Resource Needs	12	22	13	12

Report Run: July 11, 2016



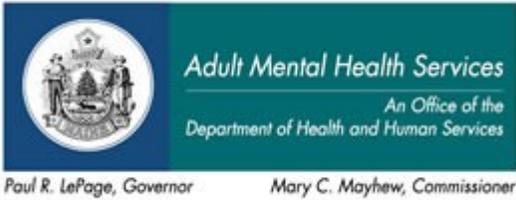
Report of Unmet Resource Needs

CSN 6
(Cumberland)

Fiscal Year 2016 Quarter 3
(Jan, Feb, March 2016)

	2015 Q4	2016 Q1	2016 Q2	2016 Q3
Distinct Clients with a RDS	2,002	2,140	2,135	2,097
7h. Financial Security				
7h-i Assistance with Managing Money	85	91	92	72
7h-ii Assistance with Securing Public Benefits	39	43	30	30
7h-iii Representative Payee	5	9	11	10
Total Unmet Resource Needs	129	143	133	112
Distinct Clients with Unmet Resource Needs	118	127	120	97
7i. Education				
7i-i Adult Education (other than GED)	20	32	32	29
7i-ii GED	14	18	17	8
7i-iii Literacy Assistance	7	12	16	6
7i-iv Post High School Education	12	14	10	17
7i-v Tuition Reimbursement	1	1	2	3
Total Unmet Resource Needs	54	77	77	63
Distinct Clients with Unmet Resource Needs	49	69	66	56
7j. Vocational / Employment				
7j-i Benefits Counseling Related to Employment	6	7	10	2
7j-ii Club House and/or Peer Vocational Support	2	2	2	3
7j-iii Competitive Employment (no supports)	17	20	15	13
7j-iv Supported Employment	11	14	15	10
7j-v Vocational Rehabilitation	38	51	53	25
Total Unmet Resource Needs	74	94	95	54
Distinct Clients with Unmet Resource Needs	66	86	85	49
7k. Living Skills				
7k-i Daily Living Support Services	37	34	33	26
7k-ii Day Support Services	9	9	7	5
7k-iii Occupational Therapy	1	1	1	1
7k-iv Skills Development Services	15	14	10	6

Report Run: July 11, 2016



Report of Unmet Resource Needs

CSN 6
(Cumberland)

Fiscal Year 2016 Quarter 3
(Jan, Feb, March 2016)

	2015 Q4	2016 Q1	2016 Q2	2016 Q3
Distinct Clients with a RDS	2,002	2,140	2,135	2,097
Total Unmet Resource Needs	62	58	51	38
Distinct Clients with Unmet Resource Needs	55	50	48	35
7l. Transportation				
7l-i Transportation to ISP-Identified Services	74	110	95	79
7l-ii Transportation to Other ISP Activities	45	73	65	56
7l-iii After Hours Transportation	25	40	39	25
Total Unmet Resource Needs	144	223	199	160
Distinct Clients with Unmet Resource Needs	96	133	121	95
7m. Personal Growth/Community				
7m-i Avocational Activities	1	3	3	3
7m-ii Recreation Activities	22	20	20	20
7m-iii Social Activities	64	77	71	54
7m-iv Spiritual Activities	11	21	22	9
Total Unmet Resource Needs	98	121	116	86
Distinct Clients with Unmet Resource Needs	76	94	91	67
Other Resources				
Other Resources	27	33	43	53
Total Unmet Resource Needs	27	33	43	53
Distinct Clients with Unmet Resource Needs	27	33	43	53
CSN 6 Totals				
Total Unmet Resource Needs	2,002	2,140	2,135	2,097
Distinct Clients With any Unmet Resource Need	579	626	638	444
Distinct Clients with a RDS	2,002	2,140	2,135	2,097

Report Run: July 11, 2016



Paul R. LePage, Governor

Mary C. Mayhew, Commissioner

Report of Unmet Resource Needs

CSN 7
(York)

Fiscal Year 2016 Quarter 3
(Jan, Feb, March 2016)

	2015 Q4	2016 Q1	2016 Q2	2016 Q3
Distinct Clients with a RDS	804	797	805	711
7a. Mental Health Services				
7a-i Assertive Community Treatment (ACT)	5	3	4	1
7a-iii Dialectical Behavioral Therapy	17	11	7	2
7a-iv Family Psycho-Educational Treatment	4	5	4	1
7a-v Group Counseling	4	0	0	0
7a-vi Individual Counseling	62	77	67	27
7a-vii Inpatient Psychiatric Facility	2	0	0	0
7a-viii Intensive Case Management	8	10	13	5
7a-x Psychiatric Medication Management	67	62	63	20
Total Unmet Resource Needs	169	169	158	56
Distinct Clients with Unmet Resource Needs	114	118	113	48
7b. Mental Health Crisis Planning				
7b-i Development of Mental Health Crisis Plan	36	32	36	25
7b-ii Mental Health Advance Directives	4	3	3	3
Total Unmet Resource Needs	40	35	39	28
Distinct Clients with Unmet Resource Needs	37	32	36	26
7c Peer, Recovery, and Support				
7c-i Peer Recovery Center	9	10	5	3
7c-ii Recovery Workbook Group	0	0	0	0
7c-iii Social Club	13	12	15	4
7c-iv Peer-Run Trauma Recovery Group	8	8	8	2
7c-v Wellness Recovery and Action Planning	6	11	8	5
7c-vi Family Support	12	15	23	20
Total Unmet Resource Needs	48	56	59	34
Distinct Clients with Unmet Resource Needs	36	44	47	31
7d Substance Abuse Services				
7d-i Outpatient Substance Abuse Services	11	13	12	6

Report Run: July 11, 2016



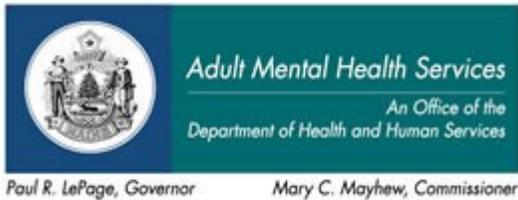
Report of Unmet Resource Needs

CSN 7
(York)

Fiscal Year 2016 Quarter 3
(Jan, Feb, March 2016)

	2015 Q4	2016 Q1	2016 Q2	2016 Q3
Distinct Clients with a RDS	804	797	805	711
7d-ii Residential Treatment Substance Abuse Services	3	1	0	0
Total Unmet Resource Needs	14	14	12	6
Distinct Clients with Unmet Resource Needs	13	14	12	6
7e. Housing				
7e-i Supported Apartment	15	16	16	5
7e-ii Community Residential Facility	3	3	3	3
7e-iii Residential Treatment Facility (group home)	3	2	2	1
7e-iv Assisted Living Facility	6	4	3	4
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)	83	89	88	57
Total Unmet Resource Needs	110	114	112	70
Distinct Clients with Unmet Resource Needs	98	106	103	64
7f. Health Care				
7f-i Dental Services	72	54	62	48
7f-ii Eye Care Services	24	20	27	12
7f-iii Hearing Services	4	3	2	1
7f-iv Physical Therapy	3	6	3	4
7f-v Physician/Medical Services	41	43	36	28
Total Unmet Resource Needs	144	126	130	93
Distinct Clients with Unmet Resource Needs	108	95	100	68
7g. Legal				
7g-i Advocate	11	9	14	5
7g-ii Guardian (private)	1	0	0	0
7g-iii Guardian (public)	5	3	3	1
Total Unmet Resource Needs	17	12	17	6
Distinct Clients with Unmet Resource Needs	15	12	17	6

Report Run: July 11, 2016



Report of Unmet Resource Needs

CSN 7
(York)

Fiscal Year 2016 Quarter 3
(Jan, Feb, March 2016)

	2015 Q4	2016 Q1	2016 Q2	2016 Q3
Distinct Clients with a RDS	804	797	805	711
7h. Financial Security				
7h-i Assistance with Managing Money	85	78	53	42
7h-ii Assistance with Securing Public Benefits	36	29	24	25
7h-iii Representative Payee	10	8	9	5
Total Unmet Resource Needs	131	115	86	72
Distinct Clients with Unmet Resource Needs	113	99	73	57
7i. Education				
7i-i Adult Education (other than GED)	6	9	8	10
7i-ii GED	7	4	4	3
7i-iii Literacy Assistance	4	5	5	4
7i-iv Post High School Education	7	10	14	9
7i-v Tuition Reimbursement	1	0	0	1
Total Unmet Resource Needs	25	28	31	27
Distinct Clients with Unmet Resource Needs	22	24	24	21
7j. Vocational / Employment				
7j-i Benefits Counseling Related to Employment	4	4	3	2
7j-ii Club House and/or Peer Vocational Support	4	3	3	1
7j-iii Competitive Employment (no supports)	10	15	11	16
7j-iv Supported Employment	3	1	3	3
7j-v Vocational Rehabilitation	28	20	18	13
Total Unmet Resource Needs	49	43	38	35
Distinct Clients with Unmet Resource Needs	43	40	35	28
7k. Living Skills				
7k-i Daily Living Support Services	31	26	25	19
7k-ii Day Support Services	1	0	0	0
7k-iii Occupational Therapy	3	4	3	3
7k-iv Skills Development Services	7	9	10	7

Report Run: July 11, 2016



Report of Unmet Resource Needs

CSN 7
(York)

Fiscal Year 2016 Quarter 3
(Jan, Feb, March 2016)

	2015 Q4	2016 Q1	2016 Q2	2016 Q3
Distinct Clients with a RDS	804	797	805	711
Total Unmet Resource Needs	42	39	38	29
Distinct Clients with Unmet Resource Needs	34	34	34	24
7l. Transportation				
7l-i Transportation to ISP-Identified Services	60	53	46	35
7l-ii Transportation to Other ISP Activities	28	22	16	14
7l-iii After Hours Transportation	33	32	23	16
Total Unmet Resource Needs	121	107	85	65
Distinct Clients with Unmet Resource Needs	84	75	60	44
7m. Personal Growth/Community				
7m-i Avocational Activities	5	6	4	4
7m-ii Recreation Activities	19	21	15	9
7m-iii Social Activities	45	34	31	24
7m-iv Spiritual Activities	7	6	7	5
Total Unmet Resource Needs	76	67	57	42
Distinct Clients with Unmet Resource Needs	54	46	39	31
Other Resources				
Other Resources	19	21	14	13
Total Unmet Resource Needs	19	21	14	13
Distinct Clients with Unmet Resource Needs	19	21	14	13
CSN 7 Totals				
Total Unmet Resource Needs	1,005	945	876	576
Distinct Clients With any Unmet Resource Need	283	268	261	164
Distinct Clients with a RDS	804	797	805	711

Report Run: July 11, 2016



Paul R. LePage, Governor

Mary C. Mayhew, Commissioner

Report of Unmet Resource Needs

CSN Not Assigned

Fiscal Year 2016 Quarter 3

(Jan, Feb, March 2016)

	2015 Q4	2016 Q1	2016 Q2	2016 Q3
Distinct Clients with a RDS	402	419	393	356
7a. Mental Health Services				
7a-i Assertive Community Treatment (ACT)	2	2	1	1
7a-iii Dialectical Behavioral Therapy	2	2	2	2
7a-iv Family Psycho-Educational Treatment	1	2	1	2
7a-v Group Counseling	1	3	4	2
7a-vi Individual Counseling	28	37	29	11
7a-vii Inpatient Psychiatric Facility	0	0	0	0
7a-viii Intensive Case Management	4	5	4	4
7a-x Psychiatric Medication Management	26	26	19	14
Total Unmet Resource Needs	64	77	60	36
Distinct Clients with Unmet Resource Needs	52	57	43	27
7b. Mental Health Crisis Planning				
7b-i Development of Mental Health Crisis Plan	12	16	10	5
7b-ii Mental Health Advance Directives	4	2	3	2
Total Unmet Resource Needs	16	18	13	7
Distinct Clients with Unmet Resource Needs	15	17	13	7
7c Peer, Recovery, and Support				
7c-i Peer Recovery Center	2	3	2	1
7c-ii Recovery Workbook Group	0	0	0	0
7c-iii Social Club	13	9	4	4
7c-iv Peer-Run Trauma Recovery Group	1	1	0	2
7c-v Wellness Recovery and Action Planning	3	4	2	2
7c-vi Family Support	9	13	8	5
Total Unmet Resource Needs	28	30	16	14
Distinct Clients with Unmet Resource Needs	21	20	14	11
7d Substance Abuse Services				
7d-i Outpatient Substance Abuse Services	7	5	4	2

Report Run: July 11, 2016



Paul R. LePage, Governor

Mary C. Mayhew, Commissioner

Report of Unmet Resource Needs

CSN Not Assigned

Fiscal Year 2016 Quarter 3

(Jan, Feb, March 2016)

	2015 Q4	2016 Q1	2016 Q2	2016 Q3
Distinct Clients with a RDS	402	419	393	356
7d-ii Residential Treatment Substance Abuse Services	0	0	0	0
Total Unmet Resource Needs	7	5	4	2
Distinct Clients with Unmet Resource Needs	7	5	4	2
7e. Housing				
7e-i Supported Apartment	6	6	7	2
7e-ii Community Residential Facility	4	3	1	1
7e-iii Residential Treatment Facility (group home)	0	0	0	0
7e-iv Assisted Living Facility	1	2	2	2
7e-v Nursing Home	1	0	1	1
7e-vi Residential Crisis Unit	0	0	0	0
7e-vii Rent Subsidy (Section 8, BRAP, Shelter Plus)	35	37	30	29
Total Unmet Resource Needs	47	48	41	35
Distinct Clients with Unmet Resource Needs	43	44	37	33
7f. Health Care				
7f-i Dental Services	30	32	24	20
7f-ii Eye Care Services	18	19	14	6
7f-iii Hearing Services	5	7	4	1
7f-iv Physical Therapy	5	6	1	2
7f-v Physician/Medical Services	16	18	14	9
Total Unmet Resource Needs	74	82	57	38
Distinct Clients with Unmet Resource Needs	47	48	40	27
7g. Legal				
7g-i Advocate	9	9	9	5
7g-ii Guardian (private)	2	2	3	1
7g-iii Guardian (public)	0	0	0	0
Total Unmet Resource Needs	11	11	12	6
Distinct Clients with Unmet Resource Needs	9	9	9	5

Report Run: July 11, 2016



Paul R. LePage, Governor

Mary C. Mayhew, Commissioner

Report of Unmet Resource Needs

CSN Not Assigned

Fiscal Year 2016 Quarter 3

(Jan, Feb, March 2016)

	2015 Q4	2016 Q1	2016 Q2	2016 Q3
Distinct Clients with a RDS	402	419	393	356
7h. Financial Security				
7h-i Assistance with Managing Money	35	45	36	29
7h-ii Assistance with Securing Public Benefits	15	20	16	10
7h-iii Representative Payee	4	5	2	2
Total Unmet Resource Needs	54	70	54	41
Distinct Clients with Unmet Resource Needs	47	60	45	34
7i. Education				
7i-i Adult Education (other than GED)	8	10	8	3
7i-ii GED	4	2	2	1
7i-iii Literacy Assistance	1	2	1	0
7i-iv Post High School Education	5	7	3	4
7i-v Tuition Reimbursement	0	0	1	2
Total Unmet Resource Needs	18	21	15	10
Distinct Clients with Unmet Resource Needs	16	17	13	8
7j. Vocational / Employment				
7j-i Benefits Counseling Related to Employment	1	1	3	3
7j-ii Club House and/or Peer Vocational Support	1	0	0	0
7j-iii Competitive Employment (no supports)	2	4	3	4
7j-iv Supported Employment	4	4	3	0
7j-v Vocational Rehabilitation	11	12	7	8
Total Unmet Resource Needs	19	21	16	15
Distinct Clients with Unmet Resource Needs	19	16	15	12
7k. Living Skills				
7k-i Daily Living Support Services	17	17	9	7
7k-ii Day Support Services	2	3	1	1
7k-iii Occupational Therapy	2	1	0	0
7k-iv Skills Development Services	2	4	2	1

Report Run: July 11, 2016



Paul R. LePage, Governor

Mary C. Mayhew, Commissioner

Report of Unmet Resource Needs

CSN Not Assigned

Fiscal Year 2016 Quarter 3

(Jan, Feb, March 2016)

	2015 Q4	2016 Q1	2016 Q2	2016 Q3
Distinct Clients with a RDS	402	419	393	356
Total Unmet Resource Needs	23	25	12	9
Distinct Clients with Unmet Resource Needs	19	19	11	9
7l. Transportation				
7l-i Transportation to ISP-Identified Services	21	26	18	15
7l-ii Transportation to Other ISP Activities	9	14	6	8
7l-iii After Hours Transportation	9	7	5	4
Total Unmet Resource Needs	39	47	29	27
Distinct Clients with Unmet Resource Needs	28	28	21	16
7m. Personal Growth/Community				
7m-i Avocational Activities	1	1	0	0
7m-ii Recreation Activities	10	11	5	4
7m-iii Social Activities	24	25	21	14
7m-iv Spiritual Activities	6	7	4	1
Total Unmet Resource Needs	41	44	30	19
Distinct Clients with Unmet Resource Needs	25	28	22	16
Other Resources				
Other Resources	12	10	7	8
Total Unmet Resource Needs	12	10	7	8
Distinct Clients with Unmet Resource Needs	12	10	7	8
CSN Not Assigned Totals				
Total Unmet Resource Needs	453	509	366	267
Distinct Clients With any Unmet Resource Need	120	121	101	84
Distinct Clients with a RDS	402	419	393	356

Report Run: July 11, 2016 July 11