

**Report Number: 27 and 28**

**Non-Hospitalized Members Assigned to Community Integration Service (CI) within 3 and 7 Working Days  
(Includes MaineCare members and Courtesy Reviews done by APS)**

**Report Dates: 07/01/2013 To 09/30/2013**

**Report Source: Authorization data from APS CareConnection®**

**Definitions:**

- **Non-hospitalized member** - MaineCare member who is not in an inpatient psychiatric facility at the time of application for services. This is indicated by the member not having an open authorization for inpatient psychiatric services on the day a CFSN is completed or on the day the member is referred for CI services.
- **Community Integration (CI)** was formerly known as "case management" or "community support". It is a service available to adults with serious mental illness.
- **Contact for Service Notification (CFSN)** is a form submitted by a Provider into CareConnection whenever a member is put on a waiting list for service. When there is a CFSN, it is used in conjunction with the start date of the service to determine the number of days the member waited.
- **Referral Date** is a field in CareConnection that the Provider may fill in when a member applies for a service. If the member is not put on a waiting list, (i.e. no CFSN) the referral date is used with the start date of the service to determine the number of days the member waited.
- **Courtesy Review** - APS completes courtesy reviews when a member is not MaineCare eligible at the time of admission, but is expected to be served using either MaineCare and/or state funds.
- **SMI - Serious Mental Illness.** A proxy for serious mental illness (SMI) is the use of specific services. All active adult members who used Section 17 (Community Support) or resided in a PNMI setting within 12 months of the date of this report. Section 17 services include: Community Integration (CI), Intensive Case Management (ICM), Assertive Community Treatment (ACT), Community Rehabilitation Services (CRS) as well as Daily Living Support Services, Day Supports-Day Treatment, Skills Development-Group Therapy, Skills Development-Ongoing Support to Maintain Employment, and the Specialized Group Services of WRAP, Recovery Wkbbk, TREM, or DBT.

**What This Report Measures:** The number of non-hospitalized members authorized for Community Integration (CI) and whether they a. were assigned to a case manager in the CI service within 3 working days, b.) Waited 4 - 7 working days to be assigned to a CI worker or c.)

Total number of non-hospitalized members applying for CI: 2,128

Total assigned within 3 working days: 1,327

Total assigned in 4 - 7 working days: 289

Total assigned within 7 working days: 1,616

Total assigned after 8 or more working days: 512

% assigned within 3 working days: 62%

% assigned in 4 -7 working days: 14%

% assigned within 7 working days: 76%

% assigned after 8 or more working days: 24%

	<u>Waited 3 working days or less</u>	<u>Waited 4 to 7 working days</u>	<u>Waited 8 or more working days</u>	<u>Total</u>
Gender				
Female	851	193	321	1,365
Male	476	96	191	763
<b>Total</b>	<b>1,327</b>	<b>289</b>	<b>512</b>	<b>2,128</b>

<b>Adult Age Groups</b>	<b><u>Waited 3 working days or less</u></b>	<b><u>Waited 4 to 7 working days</u></b>	<b><u>Waited 8 or more working days</u></b>	<b><u>Total</u></b>
18-20	103	23	42	168
21-24	105	24	42	171
25-64	1,065	228	408	1,701
65-74	43	14	15	72
Over 75 Years Old	11	0	5	16
<b>Total</b>	<b>1,327</b>	<b>289</b>	<b>512</b>	<b>2,128</b>

<b>SMI</b>	<b><u>Waited 3 working days or less</u></b>	<b><u>Waited 4 to 7 working days</u></b>	<b><u>Waited 8 or more working days</u></b>	<b><u>Total</u></b>
SMI	1,327	289	512	2,128
<b>Total</b>	<b>1,327</b>	<b>289</b>	<b>512</b>	<b>2,128</b>

<b>AMHI Class</b>	<b><u>Waited 3 working days or less</u></b>	<b><u>Waited 4 to 7 working days</u></b>	<b><u>Waited 8 or more working days</u></b>	<b><u>Total</u></b>
AMHI Class N	1,251	272	490	2,013
AMHI Class Y	76	17	22	115
<b>Total</b>	<b>1,327</b>	<b>289</b>	<b>512</b>	<b>2,128</b>

<b>District</b>	<b><u>Waited 3 working days or less</u></b>	<b><u>Waited 4 to 7 working days</u></b>	<b><u>Waited 8 or more working days</u></b>	<b><u>Total</u></b>
District 1/ York County	91	34	76	201
District 2/ Cumberland County	209	80	118	407
District 3/ Androscoggin, Franklin, and Oxford Counties	266	71	109	446
District 4/ Knox, Lincoln, Sagadahoc, and Waldo Counties	157	24	55	236
District 5/ Somerset and Kennebec Counties	250	32	50	332
District 6/ Piscataquis and Penobscot Counties	241	28	66	335
District 7/ Washington and Hancock Counties	54	10	24	88
District 8/ Aroostook County	51	8	9	68
Unknown	8	2	5	15
<b>Total</b>	<b>1,327</b>	<b>289</b>	<b>512</b>	<b>2,128</b>

<b>Providers</b>	<b><u>Waited 3 working days or less</u></b>	<b><u>Waited 4 to 7 working days</u></b>	<b><u>Waited 8 or more working days</u></b>	<b><u>Total</u></b>
Acadia Healthcare	8	1	0	9
Allies	14	4	15	33
Alternative Services	20	1	1	22
AngleZ Behavioral Health Services - ACM	52	8	8	68
AngleZ Behavioral Health Services - DLS	0	0	3	3
Aroostook Mental Health Services	20	3	2	25
Assistance Plus	17	4	19	40
Behavior Health Solutions for Me	2	1	0	3
Break of Day, Inc	11	6	4	21
Broadreach Family & Community Services	29	1	1	31
Catholic Charities Maine	57	36	31	124
Charlotte White Center	5	6	13	24
Choices	20	0	0	20
Common Ties	77	15	10	102
Community Care	12	5	4	21
Community Counseling Center	47	20	40	107
Community Health & Counseling Services	134	12	20	166
Connections for Kids	0	0	1	1
Cornerstone Behavioral Healthcare - CM	33	4	2	39
Counseling Services Inc.	39	33	74	146
Direct Community Care	20	0	0	20
Dirigo Counseling Clinic	17	0	0	17
Employment Specialist of Maine	2	3	7	12
Evergreen Behavioral Services	4	0	0	4
Fullcircle Supports Inc	40	0	1	41
Goodwill Industries of Northern New England	1	0	0	1
Graham Behavioral Services	17	5	1	23
Harbor Family Services	12	0	2	14
Healing Hearts LLC	15	1	1	17
Health Affiliates Maine	76	16	15	107
Higher Ground Services	15	3	1	19
Kennebec Behavioral Health	79	0	5	84
Life by Design	18	2	1	21
Lutheran Social Services	16	0	0	16
Maine Behavioral Health Organization	59	1	3	63
Maine Vocational & Rehabilitation Assoc.	10	0	3	13
Manna Inc	10	0	3	13
Merrymeeting Behavioral Health Associates-Adult Case Mgmt	0	1	0	1
Mid Coast Mental Health	21	7	25	53
Motivational Services	8	0	0	8
Northeast Occupational Exchange	9	9	38	56
Ocean Way Mental Health Agency	2	1	0	3
OHI	6	0	1	7
Oxford County Mental Health Services	1	11	7	19
Port Resources-Sec 17	5	0	0	5
Rumford Group Homes	12	0	0	12
Shalom House	23	1	3	27
Smart Child & Family Services	10	2	5	17
St. Andre Homes	11	3	2	16

Stepping Stones	8	0	1	9
Sunrise Opportunities	3	1	4	8
Sweetser	112	11	13	136
The Opportunity Alliance	38	31	21	90
Tri-County Mental Health	41	20	78	139
Umbrella Mental Health Services	9	0	23	32
<b>Total</b>	<b>1,327</b>	<b>289</b>	<b>512</b>	<b>2,128</b>

**Report Number: 29 and 30**

**Hospitalized Members Assigned to Community Integration Service (CI) within 2 and 7 Working Days  
(Includes MaineCare members and Courtesy Reviews done by APS)**

**Report Dates: 07/01/2013 To 09/30/2013**

**Report Source: Authorization data from APS CareConnection®**

**Definitions:**

- **Hospitalized member** - MaineCare member who is in an inpatient psychiatric facility at the time of application for services. This is indicated by the member having an open authorization for inpatient psychiatric services at the time a CFSN authorization is entered into CareConnection or on the day that the member is referred for CI services.
- **Community Integration (CI)** was formerly known as "case management" or "community support". It is a service available to adults with serious mental illness.
- **Contact for Service Notification (CFSN)** is a form submitted by a Provider into CareConnection whenever a member is put on a waiting list for service. When there is a CFSN, it is used in conjunction with the start date of the service to determine the number of days the member waited.
- **Referral Date** is a field in CareConnection that the Provider may fill in when a member applies for a service. If the member is not put on a waiting list, (i.e. no CFSN) the referral date is used with the start date of the service to determine the number of days the member waited.
- **Courtesy Review** - APS completes courtesy reviews when a member is not MaineCare eligible at the time of admission, but is expected to be served using either MaineCare and/or state funds.
- **SMI - Serious Mental Illness.** A proxy for serious mental illness (SMI) is the use of specific services. All active adult members who used Section 17 (Community Support) or resided in a PNMI setting within 12 months of the date of this report. Section 17 services include: Community Integration (CI), Intensive Case Management (ICM), Assertive Community Treatment (ACT), Community Rehabilitation Services (CRS) as well as Daily Living Support Services, Day Supports-Day Treatment, Skills Development-Group Therapy, Skills Development-Ongoing Support to Maintain Employment, and the Specialized Group Services of WRAP, Recovery Wkbk, TREM, or DBT.

**What This Report Measures:** The number of hospitalized members authorized for Community Integration (CI) and whether they a.) were assigned to a case manager in the CI service within 2 working days, b.) Waited 3-7 working days be assigned a CI worker, or c.) waited

Total number of hospitalized members applying for CI: 39

Total assigned within 2 working days: 25

% assigned within 2 working days: 64%

Total assigned in 3 - 7 working days: 6

% assigned in 3 -7 working days:15 %

Total assigned within 7 working days: 31

% assigned within 7 working days: 79%

Total assigned after 8 or more working days: 8

% assigned after 8 or more working days: 21%

	<u>Waited 2 working days or less</u>	<u>Waited 3 to 7 working days</u>	<u>Waited 8 or more working days</u>	<u>Total</u>
<b>Gender</b>				
Female	14	2	6	22
Male	11	4	2	17
<b>Total</b>	<b>25</b>	<b>6</b>	<b>8</b>	<b>39</b>
<b>SMI</b>				
SMI	25	6	8	39
<b>Total</b>	<b>25</b>	<b>6</b>	<b>8</b>	<b>39</b>

<b>AMHI Class</b>	<b><u>Waited 2 working days or less</u></b>	<b><u>Waited 3 to 7 working days</u></b>	<b><u>Waited 8 or more working days</u></b>	<b><u>Total</u></b>
AMHI Class N	22	5	7	34
AMHI Class Y	3	1	1	5
<b>Total</b>	<b>25</b>	<b>6</b>	<b>8</b>	<b>39</b>

<b>District</b>	<b><u>Waited 2 working days or less</u></b>	<b><u>Waited 3 to 7 working days</u></b>	<b><u>Waited 8 or more working days</u></b>	<b><u>Total</u></b>
District 2/ Cumberland County	7	1	1	9
District 3/ Androscoggin, Franklin, and Oxford Counties	2	1	3	6
District 4/ Knox, Lincoln, Sagadahoc, and Waldo Counties	1	0	2	3
District 5/ Somerset and Kennebec Counties	8	2	1	11
District 6/ Piscataquis and Penobscot Counties	6	2	1	9
District 8/ Aroostook County	1	0	0	1
<b>Total</b>	<b>25</b>	<b>6</b>	<b>8</b>	<b>39</b>

<b>Providers</b>	<b><u>Waited 2 working days or less</u></b>	<b><u>Waited 3 to 7 working days</u></b>	<b><u>Waited 8 or more working days</u></b>	<b><u>Total</u></b>
Acadia Healthcare	3	0	0	3
Alternative Services	1	0	0	1
AngleZ Behavioral Health Services - ACM	2	0	0	2
Aroostook Mental Health Services	1	0	0	1
Assistance Plus	0	1	1	2
Broadreach Family & Community Services	1	0	0	1
Catholic Charities Maine	5	1	0	6
Common Ties	1	0	0	1
Community Care	0	1	0	1
Community Health & Counseling Services	5	0	1	6
Cornerstone Behavioral Healthcare - CM	0	1	0	1
Employment Specialist of Maine	0	1	0	1
Graham Behavioral Services	2	0	0	2
Health Affiliates Maine	0	0	3	3
Kennebec Behavioral Health	2	0	0	2
Maine Behavioral Health Organization	1	0	0	1
Mid Coast Mental Health	0	0	2	2
Tri-County Mental Health	1	1	1	3
<b>Total</b>	<b>25</b>	<b>6</b>	<b>8</b>	<b>39</b>

Quarterly Report 60a for Members on MaineCare Waitlist for CI

Report Dates: 07/01/2013 To 09/30/2013

Report Run Date: 1/15/2014

Report Source: Authorization data from APS CareConnection®

Definitions:

- **Community Integration (CI)** was formerly known as "case management" or "community support". It is a service available to adults with serious mental illness.
- **Contact for Service Notification (CFSN)** is a form submitted by a Provider into CareConnection whenever a member is put on a wait list for service. The CFSN is used in conjunction with the authorization start date of the service to determine the number of days the member waited.
- **Courtesy Review** - APS completes courtesy reviews when a member is not MaineCare eligible at the time of admission, but is expected to be served using either MaineCare and/or state funds.
- **State-funded** is funding through State of Maine for individuals who are not eligible to receive a particular service using MaineCare funds.

**What This Report Measures:** For members on the CI wait list who were authorized for the service, how long they waited. This report counts the number of days from the date the CFSN was opened to the date the service was authorized. The report is run 2 quarters ago so nearly everyone who was entered on the wait list will have started the service. If someone on the MaineCare waitlist is authorized for the state-funded service, it is counted as being authorized for the service.

Number of people who were authorized for CI from the MaineCare wait list during the quarter 777

For those who received the service:

Average number of days waiting: 13 days

Percent waiting 30 days or less: 89%

Percent waiting 90 days or less: 99%

AMHI Class	# auth for CI service	# with MaineCare auth	# with State funded auth	# auth in < 30 days	# auth in 31 - 90	# auth in > 91	Average # days waiting
AMHI Class N	718	707	11	638	77	3	13
AMHI Class Y	59	59	0	56	2	1	9
<b>Totals</b>	<b>777</b>	<b>766</b>	<b>11</b>	<b>694</b>	<b>79</b>	<b>4</b>	<b>13</b>
District	# auth for CI service	# with MaineCare auth	# with State funded auth	# auth in < 30 days	# auth in 31 - 90	# auth in > 91	Average # days waiting
District 1	101	99	2	81	19	1	20
District 2	231	229	2	209	22	0	12
District 3	224	221	3	201	23	0	13
District 4	44	44	0	39	3	2	14
District 5	107	107	0	100	6	1	11
District 6	36	33	3	33	3	0	10
District 7	8	7	1	6	2	0	23
District 8	16	16	0	15	1	0	6
Unknown	10	10	0	10	0	0	11
<b>Totals</b>	<b>777</b>	<b>766</b>	<b>11</b>	<b>694</b>	<b>79</b>	<b>4</b>	<b>13</b>

Providers	# auth for CI service	# with MaineCare auth	# with State funded auth	# auth in < 30 days	# auth in 31 - 90	# auth in > 91	Average # days waiting
Alternative Services	1	1	0	1	0	0	3
AngleZ Behavioral Health Services - ACM	35	35	0	34	1	0	8
AngleZ Behavioral Health Services - DLS	1	1	0	1	0	0	0
Assistance Plus	43	43	0	40	3	0	10
Break of Day, Inc	4	4	0	4	0	0	3
Catholic Charities Maine	99	99	0	98	1	0	8
Common Ties	50	49	1	49	1	0	9
Community Care	20	16	4	17	3	0	12
Community Counseling Center	44	44	0	41	3	0	12
Community Health & Counseling Services	5	5	0	5	0	0	9
Counseling Services Inc.	111	110	1	92	19	0	18
Direct Community Care	5	5	0	5	0	0	0
Health Affiliates Maine	57	57	0	54	3	0	10
Higher Ground Services	8	8	0	8	0	0	4
Life by Design	12	12	0	11	1	0	4
Maine Behavioral Health Organization	1	1	0	1	0	0	3
Mid Coast Mental Health	11	11	0	7	3	1	28
Motivational Services	1	1	0	1	0	0	0
Shalom House	6	6	0	6	0	0	6
Sunrise Opportunities	5	5	0	3	2	0	33
Sweetser	21	19	2	10	8	3	44
The Opportunity Alliance	99	98	1	95	4	0	8
Tri-County Mental Health	114	112	2	89	25	0	19
UCP VI	1	1	0	1	0	0	15
Umbrella Mental Health Services	23	23	0	21	2	0	9
<b>Totals</b>	<b>777</b>	<b>766</b>	<b>11</b>	<b>694</b>	<b>79</b>	<b>4</b>	<b>13</b>

**Quarterly Report 60a2 Reasons Members Are Removed from MaineCare Waitlist for CI  
Without Being Authorized for CI  
Report Dates: 07/01/2013 To 09/30/2013**

**Report Source: Authorization data from APS CareConnection®**

**Definitions:**

- **Community Integration (CI)** was formerly known as "case management" or "community support". It is a service available to adults with serious mental illness.
- **Contact for Service Notification (CFSN)** is a form submitted by a Provider into CareConnecton whenever a member is put on a wait list for service. The CFSN is used in conjunction with the authorization start date of the service to determine the number of days the member waited.
- **Courtesy Review** - APS completes courtesy reviews when a member is not MaineCare eligible at the time of admission, but is expected to be served using either MaineCare and/or state funds.

**What This Report Measures:** This report shows the reasons members were removed from the MaineCare CI waitlist without being authorized for either MaineCare CI or state-funded CI. The report is run 2 quarters ago to give time for providers to contact the potential clients. Providers enter the reasons for removal from the waitlist by filling in the discharge plan when they discharge a CFSN in APS CareConnection.

Number of people who were removed from the MaineCare CI wait list waitlist by providers without being authorized for the service: 367  
Number of people with information about the reason for removal from the waitlist entered: 197

<b>Reasons for removal from the waitlist</b>	<b># of members</b>
Client is not eligible for this service	7
Client relocated out of area	1
Deceased	1
Error	6
Transfer	36
Unable to contact	97
Withdrawal of request by client	2
Withdrawal request by client	22
Other: already receiving CI	2
Other: client incarcerated	1
Other: No Dx received	1
Other: Provider discharged member with plan to provide CI service. Actual service started more than 14 days later	11
Other: Provider referred to CI but no CI authorization in place.	8
Other: resides outsidess catchment area	2
<b>Total</b>	<b>197</b>

Quarterly Report 60b for People on State-funded Waitlist for CI

Report Dates: 07/01/2013 To 09/30/2013

Report Run Date: 1/15/2014

Report Source: Authorization data from APS CareConnection®

**Definitions:**

- **Community Integration (CI)** was formerly known as "case management" or "community support". It is a service available to adults with serious mental illness.
- **Contact for Service Notification (CFSN)** is a form submitted by a Provider into CareConnection whenever a member is put on a wait list for service. The CFSN is used in conjunction with the authorization start date of the service to determine the number of days the member waited.
- **Courtesy Review** - APS completes courtesy reviews when a member is not MaineCare eligible at the time of admission, but is expected to be served using either MaineCare and/or state funds.
- **State-funded** is funding through State of Maine for individuals who are not eligible to receive a particular service using MaineCare funds.

**What This Report Measures:** For members on the State-funded CI wait list who were authorized for the service, how long they waited. This report counts the number of days from the date the CFSN was opened to the date the service was authorized. The report is run 2 quarters ago so nearly everyone who was entered on the wait list will have started the service. If someone on the state-funded waitlist is authorized for the MaineCare service, it is counted as being authorized for the service.

Number of people who were authorized for CI from the state-funded wait list during the quarter: 181

For those who received the service:

Average number of days waiting: 24 days

Percent waiting 30 days or less: 75%

Percent waiting 90 days or less: 97%

AMHI Class	# auth for CI service	# with MaineCare auth	# with State funded auth	# auth in < 30 days	# auth in 31 - 90	# auth in > 91	Average # days waiting
AMHI Class N	174	25	149	130	39	5	24
AMHI Class Y	7	3	4	5	1	1	32
<b>Totals</b>	<b>181</b>	<b>28</b>	<b>153</b>	<b>135</b>	<b>40</b>	<b>6</b>	<b>24</b>
District	# auth for CI service	# with MaineCare auth	# with State funded auth	# auth in < 30 days	# auth in 31 - 90	# auth in > 91	Average # days waiting
District 1	22	3	19	8	11	3	47
District 2	62	9	53	49	12	1	21
District 3	43	4	39	36	7	0	19
District 4	22	5	17	14	6	2	36
District 5	18	3	15	14	4	0	16
District 6	6	1	5	6	0	0	14
District 7	3	2	1	3	0	0	11
District 8	4	1	3	4	0	0	7
Unknown	1	0	1	1	0	0	28
<b>Totals</b>	<b>181</b>	<b>28</b>	<b>153</b>	<b>135</b>	<b>40</b>	<b>6</b>	<b>24</b>

Providers	# auth for CI service	# with MaineCare auth	# with State funded auth	# auth in < 30 days	# auth in 31 - 90	# auth in > 91	Average # days waiting
Alternative Services	1	1	0	1	0	0	4
Assistance Plus	14	1	13	12	2	0	17
Break of Day, Inc	10	4	6	5	3	2	45
Catholic Charities Maine	8	2	6	8	0	0	6
Common Ties	8	1	7	8	0	0	6
Community Care	5	3	2	5	0	0	12
Community Counseling Center	11	0	11	10	1	0	17
Community Health & Counseling Services	2	0	2	2	0	0	7
Counseling Services Inc.	20	1	19	3	15	2	58
Kennebec Behavioral Health	1	0	1	1	0	0	0
Life by Design	2	1	1	2	0	0	8
Lutheran Social Services	1	1	0	1	0	0	0
Maine Vocational & Rehabilitation Assoc.	1	0	1	0	1	0	50
Mid Coast Mental Health	11	2	9	8	3	0	29
Oxford County Mental Health Services	1	0	1	1	0	0	26
Shalom House	1	0	1	1	0	0	24
Smart Child & Family Services	3	2	1	2	1	0	29
Sweetser	10	2	8	6	2	2	38
The Opportunity Alliance	34	4	30	32	2	0	11
Tri-County Mental Health	37	3	34	27	10	0	25
<b>Totals</b>	<b>181</b>	<b>28</b>	<b>153</b>	<b>135</b>	<b>40</b>	<b>6</b>	<b>24</b>

**Quarterly Report 60b2 Reasons Members Are Removed from State-Funded Waitlist for CI  
Without Being Authorized for CI  
Report Dates: 07/01/2013 To 09/30/2013**

**Report Source: Authorization data from APS CareConnection®**

**Definitions:**

- **Community Integration (CI)** was formerly known as "case management" or "community support". It is a service available to adults with serious mental illness.
- **Contact for Service Notification (CFSN)** is a form submitted by a Provider into CareConnecton whenever a member is put on a wait list for service. The CFSN is used in conjunction with the authorization start date of the service to determine the number of days the member waited.
- **Courtesy Review** - APS completes courtesy reviews when a member is not MaineCare eligible at the time of admission, but is expected to be served using either MaineCare and/or state funds.

**What This Report Measures:** This report shows the reasons members were removed from the state-funded CI waitlist without being authorized for either MaineCare CI or state-funded CI. The report is run 2 quarters ago to give time for providers to contact the potential clients. Providers enter the reasons for removal from the waitlist by filling in the discharge plan when they discharge a CFSN in APS CareConnection.

Number of people who were removed from the state-funded CI wait list waitlist by providers without being authorized for the service: 151  
Number of people with information about the reason for removal from the waitlist entered: 91

<b>Reasons for removal from the waitlist</b>	<b># of members</b>
Client is not eligible for this service	3
Client relocated out of area	1
Error	1
Transfer	22
Unable to contact	34
Withdrawal request by client	8
Other: incarcerated	2
Other: No MaineCare	1
Other: Provider discharged member with plan to provide CI service. Actual service started more than 14 days later	8
Other: Provider referred to CI but no CI authorization in place.	11
<b>Total</b>	<b>91</b>