



Paul R. LePage, Governor

Mary C. Mayhew, Commissioner

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Statewide Report of Unmet Resource Needs for Fiscal Year 2011 Quarter 2

(Oct, Nov, Dec 2010)

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: Apr 7, 2011

Statewide Report of Unmet Resource Needs for Fiscal Year 2011 Quarter 2

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

CSN	Counties	Distinct People
CSN 1	Aroostook	323
CSN 2	Hancock, Penobscot, Piscataquis &	1,659
CSN 3	Kennebec & Somerset	1,597
CSN 4	Knox, Lincoln, Sagadahoc & Waldo	532
CSN 5	Androscoggin, Franklin & Oxford	1,561
CSN 6	Cumberland	1,535
CSN 7	York	492
Not Assigned	No legal address	275
Statewide		7,974

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

	2010 Q3			2010 Q4			2011 Q1			2011 Q2		
	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	105	346	30.3%	89	321	27.7%	98	339	28.9%	97	323	30.0%
CSN 2	590	1,629	36.2%	629	1,665	37.8%	561	1,594	35.2%	513	1,659	30.9%
CSN 3	389	1,513	25.7%	375	1,504	24.9%	372	1,553	24.0%	371	1,597	23.2%
CSN 4	193	474	40.7%	234	508	46.1%	209	497	42.1%	216	532	40.6%
CSN 5	624	1,484	42.0%	648	1,510	42.9%	556	1,406	39.5%	543	1,561	34.8%
CSN 6	513	1,447	35.5%	559	1,427	39.2%	570	1,482	38.5%	589	1,535	38.4%
CSN 7	216	490	44.1%	163	422	38.6%	159	376	42.3%	171	492	34.8%
N/A	122	309	39.5%	113	290	39.0%	85	260	32.7%	88	275	32.0%
Total	2,752	7,692	35.8%	2,810	7,647	36.7%	2,610	7,507	34.8%	2,588	7,974	32.5%

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Statewide Report of Unmet Resource Needs for Fiscal Year 2011 Quarter 2

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

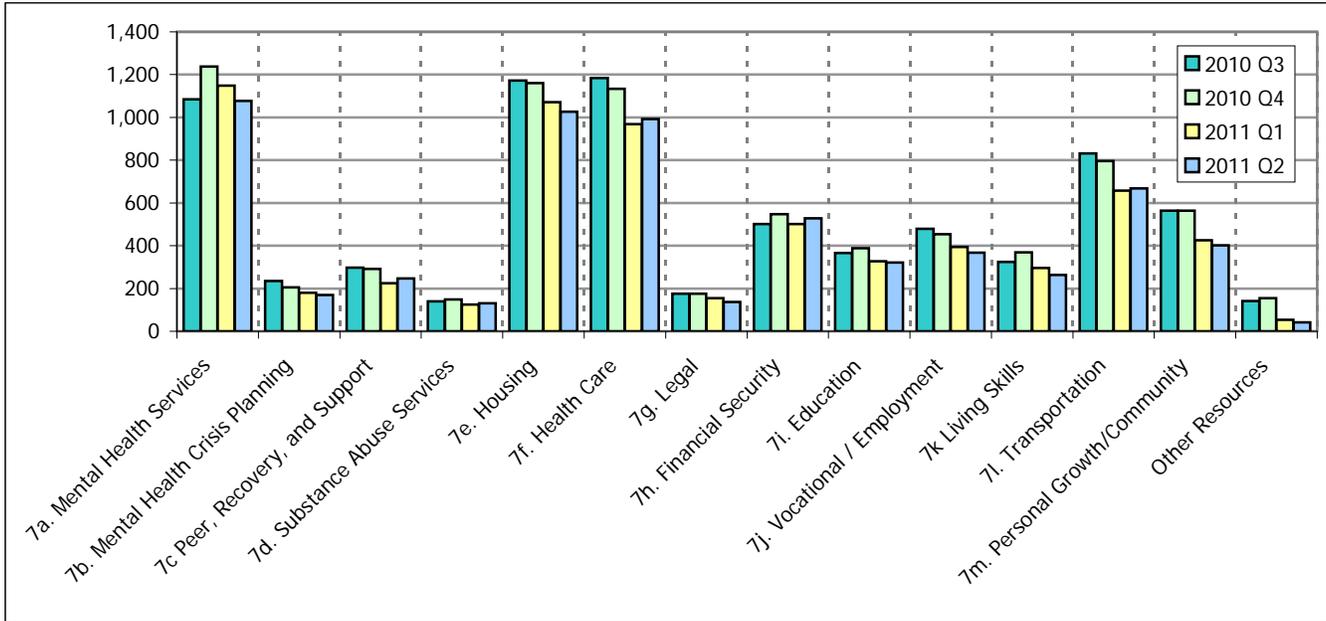


Table 3: Total Number of Unmet Resource Needs Reported

Reported Unmet Resource Needs	2010 Q3	2010 Q4	2011 Q1	2011 Q2
7a. Mental Health Services	1,084	1,238	1,148	1,077
7b. Mental Health Crisis Planning	235	205	180	170
7c Peer, Recovery, and Support	297	291	224	247
7d. Substance Abuse Services	140	149	125	131
7e. Housing	1,172	1,161	1,071	1,026
7f. Health Care	1,185	1,134	968	993
7g. Legal	176	175	154	137
7h. Financial Security	502	548	501	528
7i. Education	366	388	328	322
7j. Vocational / Employment	479	454	395	368
7k Living Skills	325	369	296	263
7l. Transportation	831	796	658	668
7m. Personal Growth/Community	564	564	426	401
Other Resources	141	154	53	41
Total Statewide Unmet Needs	7,497	7,626	6,527	6,372

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Report of Unmet Resource Needs

Statewide
(All CSNs)

Fiscal Year 2011 Quarter 2
(Oct, Nov, Dec 2010)

	2010 Q3	2010 Q4	2011 Q1	2011 Q2
Distinct Clients with a RDS	7,692	7,647	7,507	7,974
7a. Mental Health Services				
7a-i Assertive Community Treatment (ACT)	51	48	46	42
7a-ii Community Integration Services	253	322	322	302
7a-iii Dialectical Behavioral Therapy	36	41	34	33
7a-iv Family Psycho-Educational Treatment	8	4	8	4
7a-v Group Counseling	41	40	26	33
7a-vi Individual Counseling	316	327	309	276
7a-vii Inpatient Psychiatric Facility	3	3	1	2
7a-viii Intensive Case Management	16	13	7	4
7a-x Psychiatric Medication Management	290	373	331	330
7a-xi Other Mental Health Services	70	67	64	51
Total Unmet Resource Needs	1,084	1,238	1,148	1,077
Distinct Clients with Unmet Resource Needs	768	853	798	791
7b. Mental Health Crisis Planning				
7b-i Development of Mental Health Crisis Plan	156	136	114	102
7b-ii Mental Health Advance Directives	62	51	55	57
7b-iii Other Mental Health Crisis Planning	17	18	11	11
Total Unmet Resource Needs	235	205	180	170
Distinct Clients with Unmet Resource Needs	212	186	165	158
7c Peer, Recovery, and Support				
7c-i Peer Recovery Center	23	21	21	23
7c-ii Recovery Workbook Group	4	2	2	1
7c-iii Social Club	84	84	70	87
7c-iv Peer-Run Trauma Recovery Group	21	20	15	15
7c-v Wellness Recovery and Action Planning	25	21	15	15
7c-vi Family Support	73	65	50	48
7c-vii Other Peer, Recovery, and Support	67	78	51	58
Total Unmet Resource Needs	297	291	224	247
Distinct Clients with Unmet Resource Needs	252	244	191	209
7d Substance Abuse Services				
7d-i Outpatient Substance Abuse Services	76	80	73	79

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Report of Unmet Resource Needs

Statewide
(All CSNs)

Fiscal Year 2011 Quarter 2
(Oct, Nov, Dec 2010)

	2010 Q3	2010 Q4	2011 Q1	2011 Q2
Distinct Clients with a RDS	7,692	7,647	7,507	7,974
7d Substance Abuse Services				
7d-ii Residential Treatment Substance Abuse Services	23	27	22	18
7d-iii Other Substance Abuse Services	41	42	30	34
Total Unmet Resource Needs	140	149	125	131
Distinct Clients with Unmet Resource Needs	128	141	119	125
7e. Housing				
7e-i Supported Apartment	102	95	98	87
7e-ii Community Residential Facility	34	40	38	31
7e-iii Residential Treatment Facility (group home)	23	21	21	19
7e-iv Assisted Living Facility	42	36	29	37
7e-v Nursing Home	58	31	12	8
7e-vi Residential Crisis Unit	30	22	4	3
7e-vii Rent Subsidy (Section 8, BRAP, Shelter Plus)	581	597	596	585
7e-viii Other Housing Resources	302	319	273	256
Total Unmet Resource Needs	1,172	1,161	1,071	1,026
Distinct Clients with Unmet Resource Needs	989	991	930	888
7f. Health Care				
7f-i Dental Services	586	584	488	498
7f-ii Eye Care Services	187	163	150	153
7f-iii Hearing Services	66	53	42	39
7f-iv Physical Therapy	31	36	25	22
7f-v Physician/Medical Services	178	163	143	156
7f-vi Other Health Care Resources	137	135	120	125
Total Unmet Resource Needs	1,185	1,134	968	993
Distinct Clients with Unmet Resource Needs	886	861	760	772
7g. Legal				
7g-i Advocate	30	37	23	21
7g-ii Guardian (private)	20	24	28	21
7g-iii Guardian (public)	9	10	7	5
7g-iv Other Legal Resources	117	104	96	90

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Statewide
(All CSNs)

Fiscal Year 2011 Quarter 2
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	2010 Q3	2010 Q4	2011 Q1	2011 Q2
Distinct Clients with a RDS	7,692	7,647	7,507	7,974
7g. Legal				
Total Unmet Resource Needs	176	175	154	137
Distinct Clients with Unmet Resource Needs	171	168	150	136
7h. Financial Security				
7h-i Assistance with Managing Money	212	231	234	238
7h-ii Assistance with Securing Public Benefits	139	156	140	161
7h-iii Representative Payee	29	38	35	36
7h-iv Other Financial Security Resources	122	123	92	93
Total Unmet Resource Needs	502	548	501	528
Distinct Clients with Unmet Resource Needs	445	476	454	479
7i. Education				
7i-i Adult Education (other than GED)	70	67	53	66
7i-ii GED	88	84	70	69
7i-iii Literacy Assistance	19	23	27	27
7i-iv Post High School Education	107	120	110	98
7i-v Tuition Reimbursement	14	20	16	14
7i-vi Other Educational Resources	68	74	52	48
Total Unmet Resource Needs	366	388	328	322
Distinct Clients with Unmet Resource Needs	330	343	301	295
7j. Vocational / Employment				
7j-i Benefits Counseling Related to Employment	33	26	17	19
7j-ii Club House and/or Peer Vocational Support	8	5	7	5
7j-iii Competitive Employment (no supports)	91	87	64	60
7j-iv Supported Employment	46	37	36	40
7j-v Vocational Rehabilitation	214	218	208	188
7j-vi Other Vocational/Employment Resources	87	81	63	56
Total Unmet Resource Needs	479	454	395	368
Distinct Clients with Unmet Resource Needs	411	392	352	325
7k. Living Skills				
7k-i Daily Living Support Services	121	149	128	113
7k-ii Day Support Services	21	29	23	25

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	2010 Q3	2010 Q4	2011 Q1	2011 Q2
Distinct Clients with a RDS	7,692	7,647	7,507	7,974
7k. Living Skills				
7k-iii Occupational Therapy	11	13	11	10
7k-iv Skills Development Services	93	92	74	62
7k-v Other Living Skill Resources	79	86	60	53
Total Unmet Resource Needs	325	369	296	263
Distinct Clients with Unmet Resource Needs	284	311	261	234
7l. Transportation				
7l-i Transportation to ISP-Identified Services	300	279	234	249
7l-ii Transportation to Other ISP Activities	188	176	130	125
7l-iii After Hours Transportation	183	182	154	166
7l-iv Other Transportation Resources	160	159	140	128
Total Unmet Resource Needs	831	796	658	668
Distinct Clients with Unmet Resource Needs	572	556	487	490
7m. Personal Growth/Community				
7m-i Avocational Activities	32	27	14	20
7m-ii Recreation Activities	143	142	105	95
7m-iii Social Activities	277	273	220	200
7m-iv Spiritual Activities	36	37	25	21
7m-v Other Personal Growth/Community	76	85	62	65
Total Unmet Resource Needs	564	564	426	401
Distinct Clients with Unmet Resource Needs	406	413	338	321
Other Resources				
Other Resources	141	154	53	41
Total Unmet Resource Needs	141	154	53	41
Distinct Clients with Unmet Resource Needs	141	154	53	41
Statewide Totals				
Total Unmet Resource Needs	7,497	7,626	6,527	6,372
Distinct Clients With any Unmet Resource Need	2,752	2,810	2,610	2,588
Distinct Clients with a RDS	7,692	7,647	7,507	7,974

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CSN 1 Report of Unmet Resource Needs for Fiscal Year 2011 Quarter 2

CSN 1 - Aroostook

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

2010 Q3			2010 Q4			2011 Q1			2011 Q2		
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
105	346	30.3%	89	321	27.7%	98	339	28.9%	97	323	30.0%

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

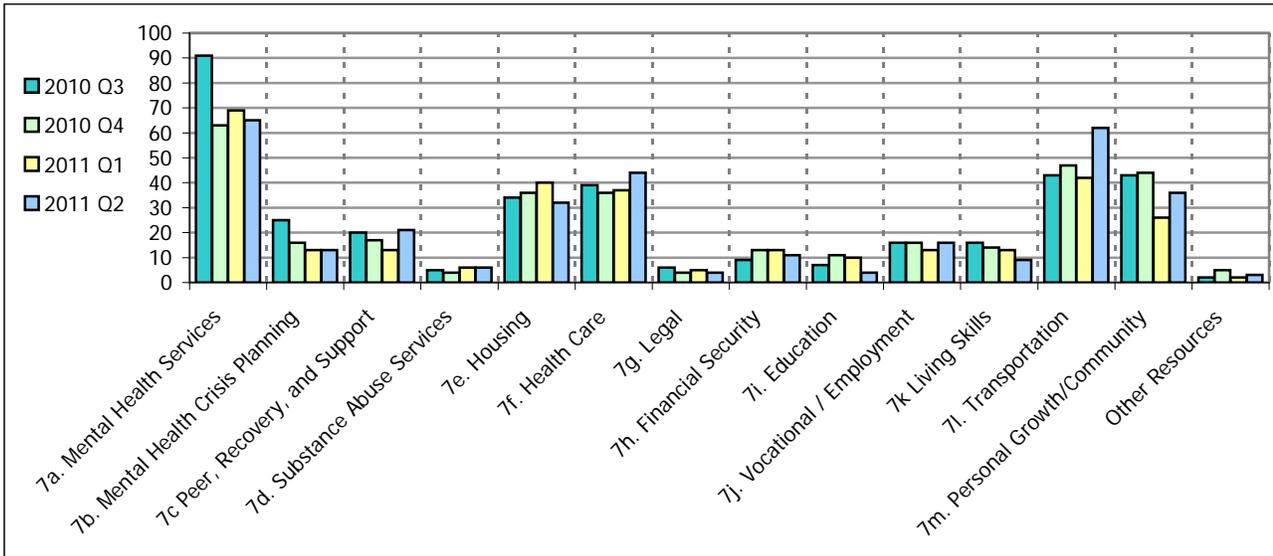


Table 2: Total Number of Unmet Resource Needs Reported

Reported Unmet Resource Needs	2010 Q3	2010 Q4	2011 Q1	2011 Q2
7a. Mental Health Services	91	63	69	65
7b. Mental Health Crisis Planning	25	16	13	13
7c Peer, Recovery, and Support	20	17	13	21
7d. Substance Abuse Services	5	4	6	6
7e. Housing	34	36	40	32
7f. Health Care	39	36	37	44
7g. Legal	6	4	5	4
7h. Financial Security	9	13	13	11
7i. Education	7	11	10	4
7j. Vocational / Employment	16	16	13	16
7k Living Skills	16	14	13	9
7l. Transportation	43	47	42	62
7m. Personal Growth/Community	43	44	26	36
Other Resources	2	5	2	3
Total CSN 1 Unmet Needs	356	326	302	326

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Report of Unmet Resource Needs

CSN 1
(Aroostook)

Fiscal Year 2011 Quarter 2
(Oct, Nov, Dec 2010)

	2010 Q3	2010 Q4	2011 Q1	2011 Q2
Distinct Clients with a RDS	346	321	339	323
7a. Mental Health Services				
7a-i Assertive Community Treatment (ACT)	0	0	0	0
7a-ii Community Integration Services	31	22	26	27
7a-iii Dialectical Behavioral Therapy	1	0	0	1
7a-iv Family Psycho-Educational Treatment	0	0	1	0
7a-v Group Counseling	7	5	2	3
7a-vi Individual Counseling	19	13	20	11
7a-vii Inpatient Psychiatric Facility	1	0	0	1
7a-viii Intensive Case Management	1	1	1	1
7a-x Psychiatric Medication Management	26	19	18	20
7a-xi Other Mental Health Services	5	3	1	1
Total Unmet Resource Needs	91	63	69	65
Distinct Clients with Unmet Resource Needs	55	43	48	48
7b. Mental Health Crisis Planning				
7b-i Development of Mental Health Crisis Plan	17	11	9	7
7b-ii Mental Health Advance Directives	7	5	4	6
7b-iii Other Mental Health Crisis Planning	1	0	0	0
Total Unmet Resource Needs	25	16	13	13
Distinct Clients with Unmet Resource Needs	22	14	12	10
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	12	10	8	16
7c-iv Peer-Run Trauma Recovery Group	1	0	0	1
7c-v Wellness Recovery and Action Planning	2	3	1	1
7c-vi Family Support	4	2	3	1
7c-vii Other Peer, Recovery, and Support	1	2	1	2
Total Unmet Resource Needs	20	17	13	21
Distinct Clients with Unmet Resource Needs	16	15	11	18
7d Substance Abuse Services				
7d-i Outpatient Substance Abuse Services	3	3	3	2

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CSN 1
(Aroostook)

Fiscal Year 2011 Quarter 2
(Oct, Nov, Dec 2010)

	2010 Q3	2010 Q4	2011 Q1	2011 Q2
Distinct Clients with a RDS	346	321	339	323
7d Substance Abuse Services				
7d-ii Residential Treatment Substance Abuse Services	0	0	1	1
7d-iii Other Substance Abuse Services	2	1	2	3
Total Unmet Resource Needs	5	4	6	6
Distinct Clients with Unmet Resource Needs	5	4	5	6
7e. Housing				
7e-i Supported Apartment	9	8	12	8
7e-ii Community Residential Facility	3	5	6	3
7e-iii Residential Treatment Facility (group home)	1	4	2	4
7e-iv Assisted Living Facility	2	4	2	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)	14	10	15	13
7e-viii Other Housing Resources	5	5	3	1
Total Unmet Resource Needs	34	36	40	32
Distinct Clients with Unmet Resource Needs	26	26	29	25
7f. Health Care				
7f-i Dental Services	20	17	19	15
7f-ii Eye Care Services	4	6	5	7
7f-iii Hearing Services	2	0	1	2
7f-iv Physical Therapy	1	3	2	2
7f-v Physician/Medical Services	11	8	8	14
7f-vi Other Health Care Resources	1	2	2	4
Total Unmet Resource Needs	39	36	37	44
Distinct Clients with Unmet Resource Needs	28	24	28	27
7g. Legal				
7g-i Advocate	0	0	1	1
7g-ii Guardian (private)	1	0	0	0
7g-iii Guardian (public)	2	2	1	1
7g-iv Other Legal Resources	3	2	3	2

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Report of Unmet Resource Needs

CSN 1
(Aroostook)

Fiscal Year 2011 Quarter 2
(Oct, Nov, Dec 2010)

	2010 Q3	2010 Q4	2011 Q1	2011 Q2
Distinct Clients with a RDS	346	321	339	323
7g. Legal				
Total Unmet Resource Needs	6	4	5	4
Distinct Clients with Unmet Resource Needs	6	4	5	4
7h. Financial Security				
7h-i Assistance with Managing Money	1	5	4	5
7h-ii Assistance with Securing Public Benefits	4	7	6	2
7h-iii Representative Payee	1	0	0	1
7h-iv Other Financial Security Resources	3	1	3	3
Total Unmet Resource Needs	9	13	13	11
Distinct Clients with Unmet Resource Needs	8	12	12	8
7i. Education				
7i-i Adult Education (other than GED)	2	3	2	0
7i-ii GED	4	4	3	3
7i-iii Literacy Assistance	0	0	2	1
7i-iv Post High School Education	1	1	2	0
7i-v Tuition Reimbursement	0	1	1	0
7i-vi Other Educational Resources	0	2	0	0
Total Unmet Resource Needs	7	11	10	4
Distinct Clients with Unmet Resource Needs	6	10	9	4
7j. Vocational / Employment				
7j-i Benefits Counseling Related to Employment	3	2	0	2
7j-ii Club House and/or Peer Vocational Support	0	0	0	1
7j-iii Competitive Employment (no supports)	0	1	2	1
7j-iv Supported Employment	2	5	2	3
7j-v Vocational Rehabilitation	9	7	8	7
7j-vi Other Vocational/Employment Resources	2	1	1	2
Total Unmet Resource Needs	16	16	13	16
Distinct Clients with Unmet Resource Needs	12	12	11	11
7k. Living Skills				
7k-i Daily Living Support Services	6	6	6	4
7k-ii Day Support Services	2	2	1	1

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Report of Unmet Resource Needs

CSN 1 (Aroostook)

Fiscal Year 2011 Quarter 2
(Oct, Nov, Dec 2010)

	2010 Q3	2010 Q4	2011 Q1	2011 Q2
Distinct Clients with a RDS	346	321	339	323
7k. Living Skills				
7k-iii Occupational Therapy	0	0	1	0
7k-iv Skills Development Services	8	6	4	4
7k-v Other Living Skill Resources	0	0	1	0
Total Unmet Resource Needs	16	14	13	9
Distinct Clients with Unmet Resource Needs	11	10	10	6
7l. Transportation				
7l-i Transportation to ISP-Identified Services	19	20	20	24
7l-ii Transportation to Other ISP Activities	8	9	8	16
7l-iii After Hours Transportation	11	13	9	17
7l-iv Other Transportation Resources	5	5	5	5
Total Unmet Resource Needs	43	47	42	62
Distinct Clients with Unmet Resource Needs	28	30	25	36
7m. Personal Growth/Community				
7m-i Avocational Activities	2	2	1	2
7m-ii Recreation Activities	12	13	6	12
7m-iii Social Activities	20	20	13	16
7m-iv Spiritual Activities	5	4	2	4
7m-v Other Personal Growth/Community	4	5	4	2
Total Unmet Resource Needs	43	44	26	36
Distinct Clients with Unmet Resource Needs	25	24	18	21
Other Resources				
Other Resources	2	5	2	3
Total Unmet Resource Needs	2	5	2	3
Distinct Clients with Unmet Resource Needs	2	5	2	3
CSN 1 Totals				
Total Unmet Resource Needs	356	326	302	326
Distinct Clients With any Unmet Resource Need	105	89	98	97
Distinct Clients with a RDS	346	321	339	323

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

CSN 2 - Hancock, Washington, Penobscot, Piscataquis

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

2010 Q3			2010 Q4			2011 Q1			2011 Q2		
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
590	1,629	36.2%	629	1,665	37.8%	561	1,594	35.2%	513	1,659	30.9%

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

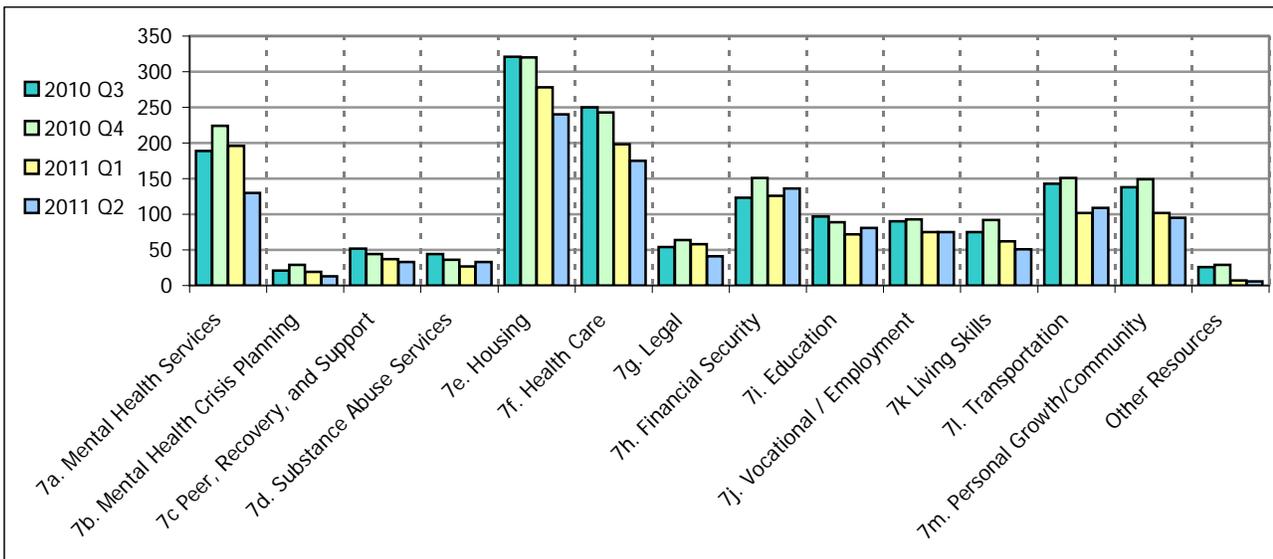


Table 2: Total Number of Unmet Resource Needs Reported

Reported Unmet Resource Needs	2010 Q3	2010 Q4	2011 Q1	2011 Q2
7a. Mental Health Services	189	224	196	130
7b. Mental Health Crisis Planning	21	29	19	13
7c Peer, Recovery, and Support	52	44	37	33
7d. Substance Abuse Services	44	36	27	33
7e. Housing	321	320	278	240
7f. Health Care	250	243	198	175
7g. Legal	54	64	58	41
7h. Financial Security	123	151	126	136
7i. Education	97	89	72	81
7j. Vocational / Employment	90	93	75	75
7k Living Skills	75	92	62	51
7l. Transportation	143	151	102	109
7m. Personal Growth/Community	138	149	102	95
Other Resources	26	29	7	6
Total CSN 2 Unmet Needs	1,623	1,714	1,359	1,218

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Report of Unmet Resource Needs

CSN 2

(Hancock, Washington, Penobscot, Piscataquis)

Fiscal Year 2011 Quarter 2

(Oct, Nov, Dec 2010)

	2010 Q3	2010 Q4	2011 Q1	2011 Q2
Distinct Clients with a RDS	1,629	1,665	1,594	1,659
7a. Mental Health Services				
7a-i Assertive Community Treatment (ACT)	2	2	3	0
7a-ii Community Integration Services	45	56	56	17
7a-iii Dialectical Behavioral Therapy	4	7	6	2
7a-iv Family Psycho-Educational Treatment	1	0	0	0
7a-v Group Counseling	13	12	9	9
7a-vi Individual Counseling	66	79	66	48
7a-vii Inpatient Psychiatric Facility	0	0	0	1
7a-viii Intensive Case Management	2	2	1	0
7a-x Psychiatric Medication Management	49	54	49	45
7a-xi Other Mental Health Services	7	12	6	8
Total Unmet Resource Needs	189	224	196	130
Distinct Clients with Unmet Resource Needs	138	156	144	109
7b. Mental Health Crisis Planning				
7b-i Development of Mental Health Crisis Plan	14	22	13	9
7b-ii Mental Health Advance Directives	5	4	5	3
7b-iii Other Mental Health Crisis Planning	2	3	1	1
Total Unmet Resource Needs	21	29	19	13
Distinct Clients with Unmet Resource Needs	18	25	17	12
7c Peer, Recovery, and Support				
7c-i Peer Recovery Center	2	1	1	3
7c-ii Recovery Workbook Group	2	1	0	0
7c-iii Social Club	8	6	9	5
7c-iv Peer-Run Trauma Recovery Group	4	5	3	4
7c-v Wellness Recovery and Action Planning	3	3	2	2
7c-vi Family Support	21	15	10	8
7c-vii Other Peer, Recovery, and Support	12	13	12	11
Total Unmet Resource Needs	52	44	37	33
Distinct Clients with Unmet Resource Needs	44	38	32	29
7d Substance Abuse Services				
7d-i Outpatient Substance Abuse Services	28	21	17	21

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Paul R. LePage, Governor

Mary C. Mayhew, Commissioner

Report of Unmet Resource Needs

CSN 2

(Hancock, Washington, Penobscot, Piscataquis)

Fiscal Year 2011 Quarter 2

(Oct, Nov, Dec 2010)

	2010 Q3	2010 Q4	2011 Q1	2011 Q2
Distinct Clients with a RDS	1,629	1,665	1,594	1,659
7d Substance Abuse Services				
7d-ii Residential Treatment Substance Abuse Services	10	9	6	7
7d-iii Other Substance Abuse Services	6	6	4	5
Total Unmet Resource Needs	44	36	27	33
Distinct Clients with Unmet Resource Needs	40	34	26	30
7e. Housing				
7e-i Supported Apartment	17	17	15	15
7e-ii Community Residential Facility	5	5	4	3
7e-iii Residential Treatment Facility (group home)	5	4	3	2
7e-iv Assisted Living Facility	9	8	7	5
7e-v Nursing Home	52	26	7	1
7e-vi Residential Crisis Unit	30	22	4	3
7e-vii Rent Subsidy (Section 8, BRAP, Shelter Plus)	132	147	159	138
7e-viii Other Housing Resources	71	91	79	73
Total Unmet Resource Needs	321	320	278	240
Distinct Clients with Unmet Resource Needs	253	260	245	207
7f. Health Care				
7f-i Dental Services	107	108	81	80
7f-ii Eye Care Services	42	38	30	25
7f-iii Hearing Services	21	16	14	7
7f-iv Physical Therapy	15	13	6	6
7f-v Physician/Medical Services	31	35	36	29
7f-vi Other Health Care Resources	34	33	31	28
Total Unmet Resource Needs	250	243	198	175
Distinct Clients with Unmet Resource Needs	181	182	147	133
7g. Legal				
7g-i Advocate	10	13	7	5
7g-ii Guardian (private)	14	20	22	14
7g-iii Guardian (public)	3	3	2	1
7g-iv Other Legal Resources	27	28	27	21

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Paul R. LePage, Governor

Mary C. Mayhew, Commissioner

Report of Unmet Resource Needs

CSN 2

(Hancock, Washington, Penobscot, Piscataquis)

Fiscal Year 2011 Quarter 2

(Oct, Nov, Dec 2010)

	2010 Q3	2010 Q4	2011 Q1	2011 Q2
Distinct Clients with a RDS	1,629	1,665	1,594	1,659
7g. Legal				
Total Unmet Resource Needs	54	64	58	41
Distinct Clients with Unmet Resource Needs	53	61	55	41
7h. Financial Security				
7h-i Assistance with Managing Money	48	56	56	54
7h-ii Assistance with Securing Public Benefits	35	45	38	48
7h-iii Representative Payee	5	6	3	4
7h-iv Other Financial Security Resources	35	44	29	30
Total Unmet Resource Needs	123	151	126	136
Distinct Clients with Unmet Resource Needs	102	120	114	124
7i. Education				
7i-i Adult Education (other than GED)	17	13	13	16
7i-ii GED	23	16	8	12
7i-iii Literacy Assistance	2	6	5	5
7i-iv Post High School Education	35	36	32	34
7i-v Tuition Reimbursement	4	3	3	3
7i-vi Other Educational Resources	16	15	11	11
Total Unmet Resource Needs	97	89	72	81
Distinct Clients with Unmet Resource Needs	83	77	66	74
7j. Vocational / Employment				
7j-i Benefits Counseling Related to Employment	5	5	6	6
7j-ii Club House and/or Peer Vocational Support	2	1	2	2
7j-iii Competitive Employment (no supports)	28	32	24	23
7j-iv Supported Employment	14	10	7	9
7j-v Vocational Rehabilitation	26	27	22	22
7j-vi Other Vocational/Employment Resources	15	18	14	13
Total Unmet Resource Needs	90	93	75	75
Distinct Clients with Unmet Resource Needs	72	78	61	59
7k. Living Skills				
7k-i Daily Living Support Services	24	30	21	20
7k-ii Day Support Services	2	4	2	3

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Report of Unmet Resource Needs

CSN 2

(Hancock, Washington, Penobscot, Piscataquis)

Fiscal Year 2011 Quarter 2

(Oct, Nov, Dec 2010)

	2010 Q3	2010 Q4	2011 Q1	2011 Q2
Distinct Clients with a RDS	1,629	1,665	1,594	1,659
7k. Living Skills				
7k-iii Occupational Therapy	5	7	4	2
7k-iv Skills Development Services	26	31	18	12
7k-v Other Living Skill Resources	18	20	17	14
Total Unmet Resource Needs	75	92	62	51
Distinct Clients with Unmet Resource Needs	59	70	55	46
7l. Transportation				
7l-i Transportation to ISP-Identified Services	48	53	36	38
7l-ii Transportation to Other ISP Activities	33	34	13	9
7l-iii After Hours Transportation	28	29	22	30
7l-iv Other Transportation Resources	34	35	31	32
Total Unmet Resource Needs	143	151	102	109
Distinct Clients with Unmet Resource Needs	106	112	92	98
7m. Personal Growth/Community				
7m-i Avocational Activities	6	6	2	6
7m-ii Recreation Activities	42	44	31	27
7m-iii Social Activities	61	64	41	36
7m-iv Spiritual Activities	9	10	7	6
7m-v Other Personal Growth/Community	20	25	21	20
Total Unmet Resource Needs	138	149	102	95
Distinct Clients with Unmet Resource Needs	100	110	78	74
Other Resources				
Other Resources	26	29	7	6
Total Unmet Resource Needs	26	29	7	6
Distinct Clients with Unmet Resource Needs	26	29	7	6
CSN 2 Totals				
Total Unmet Resource Needs	1,623	1,714	1,359	1,218
Distinct Clients With any Unmet Resource Need	590	629	561	513
Distinct Clients with a RDS	1,629	1,665	1,594	1,659

Report Run: Apr 7, 2011

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

CSN 3 - Kennebec and Somerset

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

2010 Q3			2010 Q4			2011 Q1			2011 Q2		
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
389	1,513	25.7%	375	1,504	24.9%	372	1,553	24.0%	371	1,597	23.2%

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

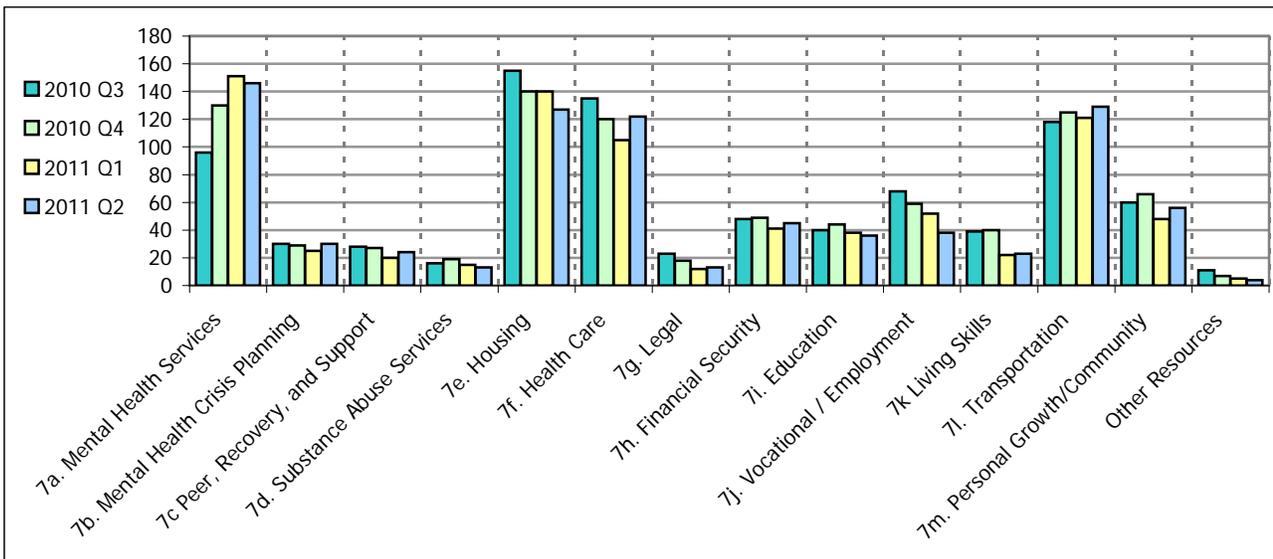


Table 2: Total Number of Unmet Resource Needs Reported

Reported Unmet Resource Needs	2010 Q3	2010 Q4	2011 Q1	2011 Q2
7a. Mental Health Services	96	130	151	146
7b. Mental Health Crisis Planning	30	29	25	30
7c Peer, Recovery, and Support	28	27	20	24
7d. Substance Abuse Services	16	19	15	13
7e. Housing	155	140	140	127
7f. Health Care	135	120	105	122
7g. Legal	23	18	12	13
7h. Financial Security	48	49	41	45
7i. Education	40	44	38	36
7j. Vocational / Employment	68	59	52	38
7k Living Skills	39	40	22	23
7l. Transportation	118	125	121	129
7m. Personal Growth/Community	60	66	48	56
Other Resources	11	7	5	4
Total CSN 3 Unmet Needs	867	873	795	806

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Paul R. LePage, Governor

Mary C. Mayhew, Commissioner

Report of Unmet Resource Needs

CSN 3
(Kennebec, Somerset)

Fiscal Year 2011 Quarter 2
(Oct, Nov, Dec 2010)

	2010 Q3	2010 Q4	2011 Q1	2011 Q2
Distinct Clients with a RDS	1,513	1,504	1,553	1,597
7a. Mental Health Services				
7a-i Assertive Community Treatment (ACT)	8	9	5	1
7a-ii Community Integration Services	20	35	53	57
7a-iii Dialectical Behavioral Therapy	2	2	1	2
7a-iv Family Psycho-Educational Treatment	0	0	2	2
7a-v Group Counseling	1	2	2	3
7a-vi Individual Counseling	34	30	31	30
7a-vii Inpatient Psychiatric Facility	0	0	0	0
7a-viii Intensive Case Management	2	1	0	0
7a-x Psychiatric Medication Management	21	44	46	43
7a-xi Other Mental Health Services	8	7	11	8
Total Unmet Resource Needs	96	130	151	146
Distinct Clients with Unmet Resource Needs	74	102	103	105
7b. Mental Health Crisis Planning				
7b-i Development of Mental Health Crisis Plan	21	20	15	19
7b-ii Mental Health Advance Directives	4	5	9	9
7b-iii Other Mental Health Crisis Planning	5	4	1	2
Total Unmet Resource Needs	30	29	25	30
Distinct Clients with Unmet Resource Needs	27	25	20	25
7c Peer, Recovery, and Support				
7c-i Peer Recovery Center	0	0	2	0
7c-ii Recovery Workbook Group	0	0	0	0
7c-iii Social Club	9	10	8	11
7c-iv Peer-Run Trauma Recovery Group	3	2	2	1
7c-v Wellness Recovery and Action Planning	1	1	1	1
7c-vi Family Support	4	4	2	4
7c-vii Other Peer, Recovery, and Support	11	10	5	7
Total Unmet Resource Needs	28	27	20	24
Distinct Clients with Unmet Resource Needs	27	26	19	24
7d Substance Abuse Services				
7d-i Outpatient Substance Abuse Services	6	9	8	9

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Report of Unmet Resource Needs

CSN 3
(Kennebec, Somerset)

Fiscal Year 2011 Quarter 2
(Oct, Nov, Dec 2010)

	2010 Q3	2010 Q4	2011 Q1	2011 Q2
Distinct Clients with a RDS	1,513	1,504	1,553	1,597
7d Substance Abuse Services				
7d-ii Residential Treatment Substance Abuse Services	3	4	4	1
7d-iii Other Substance Abuse Services	7	6	3	3
Total Unmet Resource Needs	16	19	15	13
Distinct Clients with Unmet Resource Needs	15	18	15	13
7e. Housing				
7e-i Supported Apartment	16	13	13	10
7e-ii Community Residential Facility	9	9	7	6
7e-iii Residential Treatment Facility (group home)	8	2	4	2
7e-iv Assisted Living Facility	3	5	3	5
7e-v Nursing Home	2	1	2	2
7e-vi Residential Crisis Unit	0	0	0	0
7e-vii Rent Subsidy (Section 8, BRAP, Shelter Plus)	90	87	93	87
7e-viii Other Housing Resources	27	23	18	15
Total Unmet Resource Needs	155	140	140	127
Distinct Clients with Unmet Resource Needs	136	123	122	112
7f. Health Care				
7f-i Dental Services	72	65	62	66
7f-ii Eye Care Services	22	14	15	14
7f-iii Hearing Services	10	10	6	8
7f-iv Physical Therapy	2	3	2	3
7f-v Physician/Medical Services	19	15	12	20
7f-vi Other Health Care Resources	10	13	8	11
Total Unmet Resource Needs	135	120	105	122
Distinct Clients with Unmet Resource Needs	100	85	77	95
7g. Legal				
7g-i Advocate	1	3	2	3
7g-ii Guardian (private)	1	2	3	3
7g-iii Guardian (public)	1	0	0	0
7g-iv Other Legal Resources	20	13	7	7

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Report of Unmet Resource Needs

CSN 3
(Kennebec, Somerset)

Fiscal Year 2011 Quarter 2
(Oct, Nov, Dec 2010)

	2010 Q3	2010 Q4	2011 Q1	2011 Q2
Distinct Clients with a RDS	1,513	1,504	1,553	1,597
7g. Legal				
Total Unmet Resource Needs	23	18	12	13
Distinct Clients with Unmet Resource Needs	23	18	12	12
7h. Financial Security				
7h-i Assistance with Managing Money	17	26	22	23
7h-ii Assistance with Securing Public Benefits	14	11	9	14
7h-iii Representative Payee	4	4	7	5
7h-iv Other Financial Security Resources	13	8	3	3
Total Unmet Resource Needs	48	49	41	45
Distinct Clients with Unmet Resource Needs	41	44	35	39
7i. Education				
7i-i Adult Education (other than GED)	6	6	4	5
7i-ii GED	13	14	12	15
7i-iii Literacy Assistance	2	4	5	4
7i-iv Post High School Education	10	9	9	6
7i-v Tuition Reimbursement	2	3	3	2
7i-vi Other Educational Resources	7	8	5	4
Total Unmet Resource Needs	40	44	38	36
Distinct Clients with Unmet Resource Needs	39	39	32	33
7j. Vocational / Employment				
7j-i Benefits Counseling Related to Employment	5	3	2	1
7j-ii Club House and/or Peer Vocational Support	3	1	2	0
7j-iii Competitive Employment (no supports)	7	3	3	2
7j-iv Supported Employment	3	3	1	5
7j-v Vocational Rehabilitation	38	39	38	27
7j-vi Other Vocational/Employment Resources	12	10	6	3
Total Unmet Resource Needs	68	59	52	38
Distinct Clients with Unmet Resource Needs	59	49	46	35
7k. Living Skills				
7k-i Daily Living Support Services	15	17	13	12
7k-ii Day Support Services	2	4	3	1

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Paul R. LePage, Governor

Mary C. Mayhew, Commissioner

Report of Unmet Resource Needs

CSN 3
(Kennebec, Somerset)

Fiscal Year 2011 Quarter 2
(Oct, Nov, Dec 2010)

	2010 Q3	2010 Q4	2011 Q1	2011 Q2
Distinct Clients with a RDS	1,513	1,504	1,553	1,597
7k. Living Skills				
7k-iii Occupational Therapy	1	1	0	1
7k-iv Skills Development Services	11	10	3	6
7k-v Other Living Skill Resources	10	8	3	3
Total Unmet Resource Needs	39	40	22	23
Distinct Clients with Unmet Resource Needs	35	29	18	22
7l. Transportation				
7l-i Transportation to ISP-Identified Services	50	49	47	53
7l-ii Transportation to Other ISP Activities	27	31	29	30
7l-iii After Hours Transportation	21	21	22	26
7l-iv Other Transportation Resources	20	24	23	20
Total Unmet Resource Needs	118	125	121	129
Distinct Clients with Unmet Resource Needs	93	93	91	95
7m. Personal Growth/Community				
7m-i Avocational Activities	2	1	1	1
7m-ii Recreation Activities	10	14	10	10
7m-iii Social Activities	36	37	32	39
7m-iv Spiritual Activities	2	3	1	3
7m-v Other Personal Growth/Community	10	11	4	3
Total Unmet Resource Needs	60	66	48	56
Distinct Clients with Unmet Resource Needs	51	52	40	47
Other Resources				
Other Resources	11	7	5	4
Total Unmet Resource Needs	11	7	5	4
Distinct Clients with Unmet Resource Needs	11	7	5	4
CSN 3 Totals				
Total Unmet Resource Needs	867	873	795	806
Distinct Clients With any Unmet Resource Need	389	375	372	371
Distinct Clients with a RDS	1,513	1,504	1,553	1,597

Report Run: Apr 7, 2011

CSN 4 Report of Unmet Resource Needs for Fiscal Year 2011 Quarter 2

CSN 4 - Knox, Lincoln, Sagadahoc, Waldo

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

2010 Q3			2010 Q4			2011 Q1			2011 Q2		
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
193	474	40.7%	234	508	46.1%	209	497	42.1%	216	532	40.6%

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

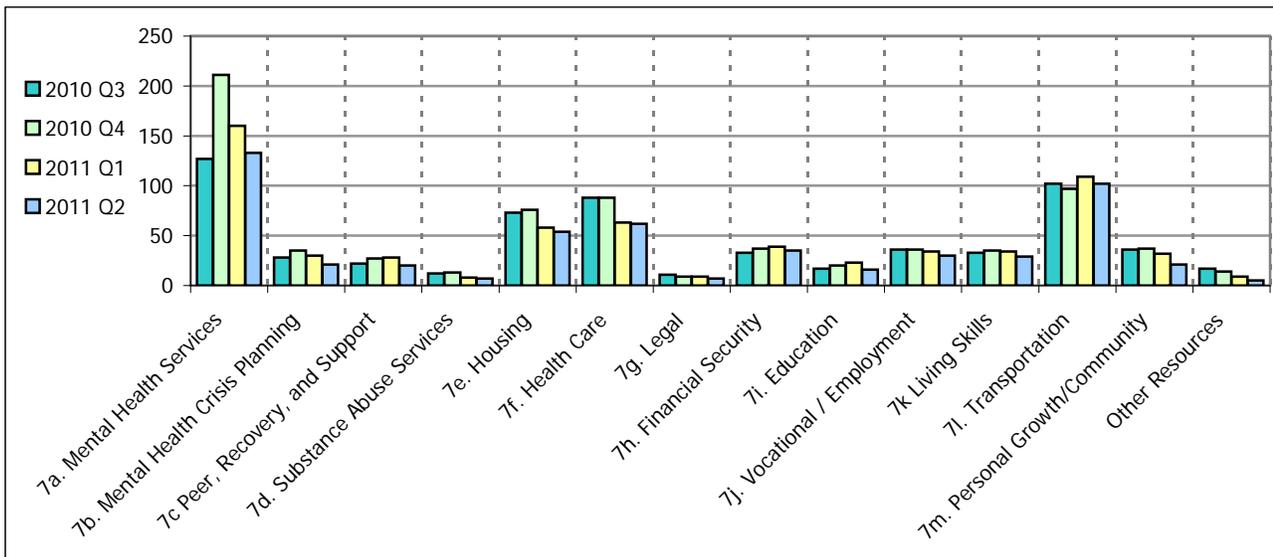


Table 2: Total Number of Unmet Resource Needs Reported

Reported Unmet Resource Needs	2010 Q3	2010 Q4	2011 Q1	2011 Q2
7a. Mental Health Services	127	211	160	133
7b. Mental Health Crisis Planning	28	35	30	21
7c. Peer, Recovery, and Support	22	27	28	20
7d. Substance Abuse Services	12	13	8	7
7e. Housing	73	76	58	54
7f. Health Care	88	88	63	62
7g. Legal	11	9	9	7
7h. Financial Security	33	37	39	35
7i. Education	17	20	23	16
7j. Vocational / Employment	36	36	34	30
7k. Living Skills	33	35	34	29
7l. Transportation	102	97	109	102
7m. Personal Growth/Community	36	37	32	21
Other Resources	17	14	9	5
Total CSN 4 Unmet Needs	635	735	636	542

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Paul R. LePage, Governor

Mary C. Mayhew, Commissioner

Report of Unmet Resource Needs

CSN 4

(Knox, Lincoln, Sagadahoc, Waldo)

Fiscal Year 2011 Quarter 2

(Oct, Nov, Dec 2010)

	2010 Q3	2010 Q4	2011 Q1	2011 Q2
Distinct Clients with a RDS	474	508	497	532
7a. Mental Health Services				
7a-i Assertive Community Treatment (ACT)	5	1	1	3
7a-ii Community Integration Services	42	84	63	59
7a-iii Dialectical Behavioral Therapy	4	1	1	1
7a-iv Family Psycho-Educational Treatment	0	1	0	0
7a-v Group Counseling	1	2	1	1
7a-vi Individual Counseling	31	42	35	25
7a-vii Inpatient Psychiatric Facility	1	2	1	0
7a-viii Intensive Case Management	0	0	0	0
7a-x Psychiatric Medication Management	30	63	43	36
7a-xi Other Mental Health Services	13	15	15	8
Total Unmet Resource Needs	127	211	160	133
Distinct Clients with Unmet Resource Needs	81	126	103	95
7b. Mental Health Crisis Planning				
7b-i Development of Mental Health Crisis Plan	18	24	21	14
7b-ii Mental Health Advance Directives	6	7	5	4
7b-iii Other Mental Health Crisis Planning	4	4	4	3
Total Unmet Resource Needs	28	35	30	21
Distinct Clients with Unmet Resource Needs	26	33	29	20
7c Peer, Recovery, and Support				
7c-i Peer Recovery Center	3	4	5	4
7c-ii Recovery Workbook Group	1	0	0	0
7c-iii Social Club	3	4	5	3
7c-iv Peer-Run Trauma Recovery Group	1	2	2	0
7c-v Wellness Recovery and Action Planning	1	0	0	0
7c-vi Family Support	3	3	7	6
7c-vii Other Peer, Recovery, and Support	10	14	9	7
Total Unmet Resource Needs	22	27	28	20
Distinct Clients with Unmet Resource Needs	20	25	26	19
7d Substance Abuse Services				
7d-i Outpatient Substance Abuse Services	6	7	4	3

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Mary C. Mayhew, Commissioner

Report of Unmet Resource Needs

CSN 4

(Knox, Lincoln, Sagadahoc, Waldo)

Fiscal Year 2011 Quarter 2

(Oct, Nov, Dec 2010)

	2010 Q3	2010 Q4	2011 Q1	2011 Q2
Distinct Clients with a RDS	474	508	497	532
7d Substance Abuse Services				
7d-ii Residential Treatment Substance Abuse Services	0	1	0	0
7d-iii Other Substance Abuse Services	6	5	4	4
Total Unmet Resource Needs	12	13	8	7
Distinct Clients with Unmet Resource Needs	11	12	8	7
7e. Housing				
7e-i Supported Apartment	9	6	5	3
7e-ii Community Residential Facility	2	2	3	2
7e-iii Residential Treatment Facility (group home)	1	1	0	0
7e-iv Assisted Living Facility	5	3	3	3
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)	33	41	32	29
7e-viii Other Housing Resources	23	23	14	16
Total Unmet Resource Needs	73	76	58	54
Distinct Clients with Unmet Resource Needs	65	66	56	51
7f. Health Care				
7f-i Dental Services	37	38	30	29
7f-ii Eye Care Services	12	14	7	11
7f-iii Hearing Services	6	4	3	3
7f-iv Physical Therapy	2	2	1	1
7f-v Physician/Medical Services	17	15	11	7
7f-vi Other Health Care Resources	14	15	11	11
Total Unmet Resource Needs	88	88	63	62
Distinct Clients with Unmet Resource Needs	56	65	52	52
7g. Legal				
7g-i Advocate	2	1	1	2
7g-ii Guardian (private)	1	0	0	0
7g-iii Guardian (public)	0	0	0	0
7g-iv Other Legal Resources	8	8	8	5

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Paul R. LePage, Governor

Mary C. Mayhew, Commissioner

Report of Unmet Resource Needs

CSN 4

(Knox, Lincoln, Sagadahoc, Waldo)

Fiscal Year 2011 Quarter 2

(Oct, Nov, Dec 2010)

	2010 Q3	2010 Q4	2011 Q1	2011 Q2
Distinct Clients with a RDS	474	508	497	532
7g. Legal				
Total Unmet Resource Needs	11	9	9	7
Distinct Clients with Unmet Resource Needs	11	9	9	7
7h. Financial Security				
7h-i Assistance with Managing Money	17	20	21	19
7h-ii Assistance with Securing Public Benefits	8	8	9	6
7h-iii Representative Payee	3	4	4	2
7h-iv Other Financial Security Resources	5	5	5	8
Total Unmet Resource Needs	33	37	39	35
Distinct Clients with Unmet Resource Needs	28	33	35	32
7i. Education				
7i-i Adult Education (other than GED)	4	5	4	3
7i-ii GED	1	0	4	2
7i-iii Literacy Assistance	0	0	0	0
7i-iv Post High School Education	6	8	11	7
7i-v Tuition Reimbursement	0	0	0	0
7i-vi Other Educational Resources	6	7	4	4
Total Unmet Resource Needs	17	20	23	16
Distinct Clients with Unmet Resource Needs	16	18	22	16
7j. Vocational / Employment				
7j-i Benefits Counseling Related to Employment	3	3	1	1
7j-ii Club House and/or Peer Vocational Support	0	0	0	0
7j-iii Competitive Employment (no supports)	7	5	2	3
7j-iv Supported Employment	2	2	3	2
7j-v Vocational Rehabilitation	15	19	19	17
7j-vi Other Vocational/Employment Resources	9	7	9	7
Total Unmet Resource Needs	36	36	34	30
Distinct Clients with Unmet Resource Needs	33	33	34	30
7k. Living Skills				
7k-i Daily Living Support Services	14	17	18	17
7k-ii Day Support Services	4	3	2	2

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Paul R. LePage, Governor

Mary C. Mayhew, Commissioner

Report of Unmet Resource Needs

CSN 4

(Knox, Lincoln, Sagadahoc, Waldo)

Fiscal Year 2011 Quarter 2

(Oct, Nov, Dec 2010)

	2010 Q3	2010 Q4	2011 Q1	2011 Q2
Distinct Clients with a RDS	474	508	497	532
7k. Living Skills				
7k-iii Occupational Therapy	4	3	3	2
7k-iv Skills Development Services	5	5	6	2
7k-v Other Living Skill Resources	6	7	5	6
Total Unmet Resource Needs	33	35	34	29
Distinct Clients with Unmet Resource Needs	32	33	33	28
7l. Transportation				
7l-i Transportation to ISP-Identified Services	44	42	45	45
7l-ii Transportation to Other ISP Activities	27	26	29	26
7l-iii After Hours Transportation	14	14	18	17
7l-iv Other Transportation Resources	17	15	17	14
Total Unmet Resource Needs	102	97	109	102
Distinct Clients with Unmet Resource Needs	58	57	62	59
7m. Personal Growth/Community				
7m-i Avocational Activities	5	6	4	2
7m-ii Recreation Activities	6	7	3	2
7m-iii Social Activities	17	17	19	16
7m-iv Spiritual Activities	3	3	3	0
7m-v Other Personal Growth/Community	5	4	3	1
Total Unmet Resource Needs	36	37	32	21
Distinct Clients with Unmet Resource Needs	25	25	25	17
Other Resources				
Other Resources	17	14	9	5
Total Unmet Resource Needs	17	14	9	5
Distinct Clients with Unmet Resource Needs	17	14	9	5
CSN 4 Totals				
Total Unmet Resource Needs	635	735	636	542
Distinct Clients With any Unmet Resource Need	193	234	209	216
Distinct Clients with a RDS	474	508	497	532

Report Run: Apr 7, 2011

CSN 5 Report of Unmet Resource Needs for Fiscal Year 2011 Quarter 2

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

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

2010 Q3			2010 Q4			2011 Q1			2011 Q2		
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
624	1,484	42.0%	648	1,510	42.9%	556	1,406	39.5%	543	1,561	34.8%

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

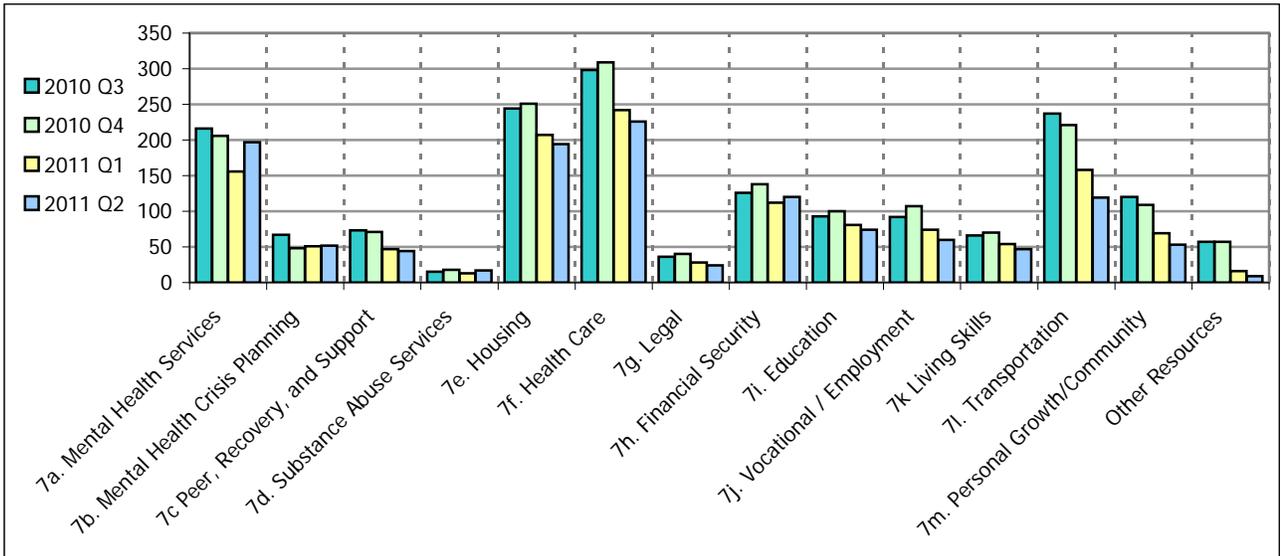


Table 2: Total Number of Unmet Resource Needs Reported

Reported Unmet Resource Needs	2010 Q3	2010 Q4	2011 Q1	2011 Q2
7a. Mental Health Services	216	206	156	197
7b. Mental Health Crisis Planning	67	48	51	52
7c Peer, Recovery, and Support	73	71	47	44
7d. Substance Abuse Services	15	18	13	17
7e. Housing	244	251	207	194
7f. Health Care	298	309	242	226
7g. Legal	36	40	28	24
7h. Financial Security	126	138	112	120
7i. Education	93	100	81	74
7j. Vocational / Employment	92	107	74	60
7k Living Skills	66	70	54	47
7l. Transportation	237	221	158	119
7m. Personal Growth/Community	120	109	69	53
Other Resources	57	57	16	9
Total CSN 5 Unmet Needs	1,740	1,745	1,308	1,236

Report Run: Apr 7, 2011



Report of Unmet Resource Needs

CSN 5

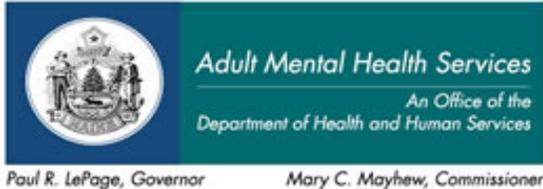
(Androscoggin, Franklin, Oxford)
(Includes: Bridgton, Harrison, Naples, Casco)

Fiscal Year 2011 Quarter 2

(Oct, Nov, Dec 2010)

	2010 Q3	2010 Q4	2011 Q1	2011 Q2
Distinct Clients with a RDS	1,484	1,510	1,406	1,561
7a. Mental Health Services				
7a-i Assertive Community Treatment (ACT)	8	10	8	10
7a-ii Community Integration Services	39	29	23	36
7a-iii Dialectical Behavioral Therapy	9	18	12	14
7a-iv Family Psycho-Educational Treatment	2	2	0	0
7a-v Group Counseling	6	11	2	1
7a-vi Individual Counseling	60	57	47	49
7a-vii Inpatient Psychiatric Facility	0	0	0	0
7a-viii Intensive Case Management	5	4	2	1
7a-x Psychiatric Medication Management	65	60	51	77
7a-xi Other Mental Health Services	22	15	11	9
Total Unmet Resource Needs	216	206	156	197
Distinct Clients with Unmet Resource Needs	168	159	127	152
7b. Mental Health Crisis Planning				
7b-i Development of Mental Health Crisis Plan	34	20	22	21
7b-ii Mental Health Advance Directives	33	27	28	30
7b-iii Other Mental Health Crisis Planning	0	1	1	1
Total Unmet Resource Needs	67	48	51	52
Distinct Clients with Unmet Resource Needs	59	44	46	51
7c Peer, Recovery, and Support				
7c-i Peer Recovery Center	5	4	1	1
7c-ii Recovery Workbook Group	0	0	1	1
7c-iii Social Club	21	17	12	12
7c-iv Peer-Run Trauma Recovery Group	9	8	6	5
7c-v Wellness Recovery and Action Planning	8	8	5	4
7c-vi Family Support	18	21	14	11
7c-vii Other Peer, Recovery, and Support	12	13	8	10
Total Unmet Resource Needs	73	71	47	44
Distinct Clients with Unmet Resource Needs	60	59	39	37
7d Substance Abuse Services				
7d-i Outpatient Substance Abuse Services	7	9	8	12

Report Run: Apr 7, 2011



Report of Unmet Resource Needs

CSN 5
(Androscoggin, Franklin, Oxford)
(Includes: Bridgton, Harrison, Naples, Casco)
Fiscal Year 2011 Quarter 2
(Oct, Nov, Dec 2010)

	2010 Q3	2010 Q4	2011 Q1	2011 Q2
Distinct Clients with a RDS	1,484	1,510	1,406	1,561
7d Substance Abuse Services				
7d-ii Residential Treatment Substance Abuse Services	1	3	4	3
7d-iii Other Substance Abuse Services	7	6	1	2
Total Unmet Resource Needs	15	18	13	17
Distinct Clients with Unmet Resource Needs	14	18	12	16
7e. Housing				
7e-i Supported Apartment	22	19	18	14
7e-ii Community Residential Facility	5	4	5	4
7e-iii Residential Treatment Facility (group home)	3	3	4	3
7e-iv Assisted Living Facility	8	5	4	6
7e-v Nursing Home	1	2	0	2
7e-vi Residential Crisis Unit	0	0	0	0
7e-vii Rent Subsidy (Section 8, BRAP, Shelter Plus)	135	142	119	122
7e-viii Other Housing Resources	70	76	57	43
Total Unmet Resource Needs	244	251	207	194
Distinct Clients with Unmet Resource Needs	205	219	181	172
7f. Health Care				
7f-i Dental Services	164	196	143	129
7f-ii Eye Care Services	52	36	38	32
7f-iii Hearing Services	13	12	8	8
7f-iv Physical Therapy	5	6	2	1
7f-v Physician/Medical Services	34	28	24	31
7f-vi Other Health Care Resources	30	31	27	25
Total Unmet Resource Needs	298	309	242	226
Distinct Clients with Unmet Resource Needs	230	244	201	189
7g. Legal				
7g-i Advocate	8	10	4	3
7g-ii Guardian (private)	1	1	2	1
7g-iii Guardian (public)	2	3	3	2
7g-iv Other Legal Resources	25	26	19	18

Report Run: Apr 7, 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 2

(Oct, Nov, Dec 2010)

	2010 Q3	2010 Q4	2011 Q1	2011 Q2
Distinct Clients with a RDS	1,484	1,510	1,406	1,561
7g. Legal				
Total Unmet Resource Needs	36	40	28	24
Distinct Clients with Unmet Resource Needs	34	36	27	24
7h. Financial Security				
7h-i Assistance with Managing Money	67	70	55	63
7h-ii Assistance with Securing Public Benefits	27	29	26	28
7h-iii Representative Payee	2	5	10	8
7h-iv Other Financial Security Resources	30	34	21	21
Total Unmet Resource Needs	126	138	112	120
Distinct Clients with Unmet Resource Needs	114	124	106	112
7i. Education				
7i-i Adult Education (other than GED)	14	14	11	13
7i-ii GED	26	20	24	15
7i-iii Literacy Assistance	9	8	6	6
7i-iv Post High School Education	23	33	24	25
7i-v Tuition Reimbursement	4	8	6	5
7i-vi Other Educational Resources	17	17	10	10
Total Unmet Resource Needs	93	100	81	74
Distinct Clients with Unmet Resource Needs	84	89	74	67
7j. Vocational / Employment				
7j-i Benefits Counseling Related to Employment	3	3	1	1
7j-ii Club House and/or Peer Vocational Support	1	1	1	1
7j-iii Competitive Employment (no supports)	17	18	6	7
7j-iv Supported Employment	7	6	6	3
7j-v Vocational Rehabilitation	50	58	51	44
7j-vi Other Vocational/Employment Resources	14	21	9	4
Total Unmet Resource Needs	92	107	74	60
Distinct Clients with Unmet Resource Needs	84	97	69	59
7k. Living Skills				
7k-i Daily Living Support Services	21	29	24	18
7k-ii Day Support Services	7	8	7	9

Report Run: Apr 7, 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 2

(Oct, Nov, Dec 2010)

	2010 Q3	2010 Q4	2011 Q1	2011 Q2
Distinct Clients with a RDS	1,484	1,510	1,406	1,561
7k. Living Skills				
7k-iii Occupational Therapy	0	1	1	2
7k-iv Skills Development Services	12	10	8	7
7k-v Other Living Skill Resources	26	22	14	11
Total Unmet Resource Needs	66	70	54	47
Distinct Clients with Unmet Resource Needs	58	62	48	38
7l. Transportation				
7l-i Transportation to ISP-Identified Services	60	53	36	32
7l-ii Transportation to Other ISP Activities	51	43	26	16
7l-iii After Hours Transportation	75	69	54	44
7l-iv Other Transportation Resources	51	56	42	27
Total Unmet Resource Needs	237	221	158	119
Distinct Clients with Unmet Resource Needs	150	150	124	96
7m. Personal Growth/Community				
7m-i Avocational Activities	5	3	3	1
7m-ii Recreation Activities	35	31	19	12
7m-iii Social Activities	67	57	39	30
7m-iv Spiritual Activities	4	6	3	2
7m-v Other Personal Growth/Community	9	12	5	8
Total Unmet Resource Needs	120	109	69	53
Distinct Clients with Unmet Resource Needs	79	77	52	41
Other Resources				
Other Resources	57	57	16	9
Total Unmet Resource Needs	57	57	16	9
Distinct Clients with Unmet Resource Needs	57	57	16	9
CSN 5 Totals				
Total Unmet Resource Needs	1,740	1,745	1,308	1,236
Distinct Clients With any Unmet Resource Need	624	648	556	543
Distinct Clients with a RDS	1,484	1,510	1,406	1,561

Report Run: Apr 7, 2011

CSN 6 Report of Unmet Resource Needs for Fiscal Year 2011 Quarter 2

CSN 6 - Cumberland

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

2010 Q3			2010 Q4			2011 Q1			2011 Q2		
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
513	1,447	35.5%	559	1,427	39.2%	570	1,482	38.5%	589	1,535	38.4%

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

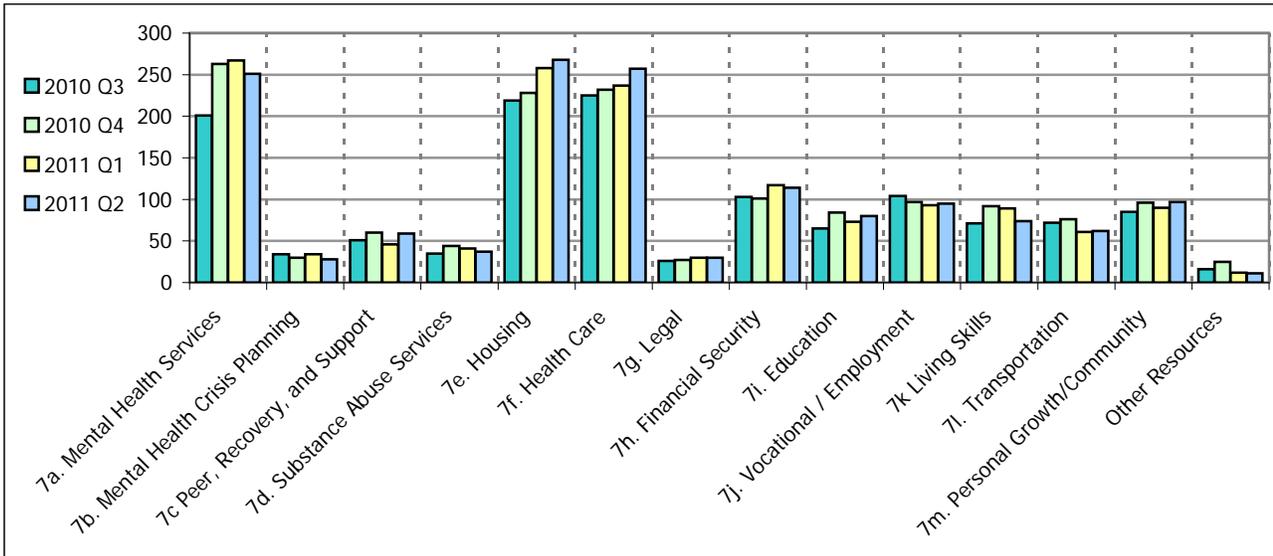


Table 2: Total Number of Unmet Resource Needs Reported

Reported Unmet Resource Needs	2010 Q3	2010 Q4	2011 Q1	2011 Q2
7a. Mental Health Services	201	263	267	251
7b. Mental Health Crisis Planning	34	30	34	28
7c Peer, Recovery, and Support	51	60	46	59
7d. Substance Abuse Services	35	44	41	37
7e. Housing	219	228	258	268
7f. Health Care	225	232	237	257
7g. Legal	26	27	30	30
7h. Financial Security	103	101	117	114
7i. Education	65	84	73	80
7j. Vocational / Employment	104	97	93	95
7k Living Skills	71	92	89	74
7l. Transportation	72	76	61	62
7m. Personal Growth/Community	85	96	90	97
Other Resources	16	25	12	11
Total CSN 6 Unmet Needs	1,307	1,455	1,448	1,463

Report Run: Apr 7, 2011



Paul R. LePage, Governor

Mary C. Mayhew, Commissioner

Report of Unmet Resource Needs

CSN 6
(Cumberland)

Fiscal Year 2011 Quarter 2
(Oct, Nov, Dec 2010)

	2010 Q3	2010 Q4	2011 Q1	2011 Q2
Distinct Clients with a RDS	1,447	1,427	1,482	1,535
7a. Mental Health Services				
7a-i Assertive Community Treatment (ACT)	17	14	15	15
7a-ii Community Integration Services	35	53	56	52
7a-iii Dialectical Behavioral Therapy	6	5	4	3
7a-iv Family Psycho-Educational Treatment	1	1	1	1
7a-v Group Counseling	7	6	9	10
7a-vi Individual Counseling	61	77	75	81
7a-vii Inpatient Psychiatric Facility	1	1	0	0
7a-viii Intensive Case Management	3	2	2	1
7a-x Psychiatric Medication Management	60	92	92	77
7a-xi Other Mental Health Services	10	12	13	11
Total Unmet Resource Needs	201	263	267	251
Distinct Clients with Unmet Resource Needs	139	167	168	167
7b. Mental Health Crisis Planning				
7b-i Development of Mental Health Crisis Plan	27	25	28	23
7b-ii Mental Health Advance Directives	3	1	2	2
7b-iii Other Mental Health Crisis Planning	4	4	4	3
Total Unmet Resource Needs	34	30	34	28
Distinct Clients with Unmet Resource Needs	33	29	34	28
7c Peer, Recovery, and Support				
7c-i Peer Recovery Center	10	9	11	12
7c-ii Recovery Workbook Group	1	1	1	0
7c-iii Social Club	17	21	15	26
7c-iv Peer-Run Trauma Recovery Group	0	2	0	0
7c-v Wellness Recovery and Action Planning	2	3	2	2
7c-vi Family Support	11	11	11	10
7c-vii Other Peer, Recovery, and Support	10	13	6	9
Total Unmet Resource Needs	51	60	46	59
Distinct Clients with Unmet Resource Needs	41	49	37	48
7d Substance Abuse Services				
7d-i Outpatient Substance Abuse Services	19	25	23	23

Report Run: Apr 7, 2011



Paul R. LePage, Governor

Mary C. Mayhew, Commissioner

Report of Unmet Resource Needs

CSN 6
(Cumberland)

Fiscal Year 2011 Quarter 2
(Oct, Nov, Dec 2010)

	2010 Q3	2010 Q4	2011 Q1	2011 Q2
Distinct Clients with a RDS	1,447	1,427	1,482	1,535
7d Substance Abuse Services				
7d-ii Residential Treatment Substance Abuse Services	8	8	6	3
7d-iii Other Substance Abuse Services	8	11	12	11
Total Unmet Resource Needs	35	44	41	37
Distinct Clients with Unmet Resource Needs	31	40	38	36
7e. Housing				
7e-i Supported Apartment	22	25	28	29
7e-ii Community Residential Facility	8	13	11	11
7e-iii Residential Treatment Facility (group home)	4	5	7	6
7e-iv Assisted Living Facility	12	9	8	11
7e-v Nursing Home	0	1	2	2
7e-vi Residential Crisis Unit	0	0	0	0
7e-vii Rent Subsidy (Section 8, BRAP, Shelter Plus)	101	107	132	133
7e-viii Other Housing Resources	72	68	70	76
Total Unmet Resource Needs	219	228	258	268
Distinct Clients with Unmet Resource Needs	193	198	217	228
7f. Health Care				
7f-i Dental Services	110	106	116	129
7f-ii Eye Care Services	38	40	37	45
7f-iii Hearing Services	5	6	5	7
7f-iv Physical Therapy	3	6	9	8
7f-v Physician/Medical Services	42	44	37	37
7f-vi Other Health Care Resources	27	30	33	31
Total Unmet Resource Needs	225	232	237	257
Distinct Clients with Unmet Resource Needs	172	174	186	197
7g. Legal				
7g-i Advocate	3	3	5	5
7g-ii Guardian (private)	1	1	1	2
7g-iii Guardian (public)	1	1	1	1
7g-iv Other Legal Resources	21	22	23	22

Report Run: Apr 7, 2011



Paul R. LePage, Governor

Mary C. Mayhew, Commissioner

Report of Unmet Resource Needs

CSN 6
(Cumberland)

Fiscal Year 2011 Quarter 2
(Oct, Nov, Dec 2010)

	2010 Q3	2010 Q4	2011 Q1	2011 Q2
Distinct Clients with a RDS	1,447	1,427	1,482	1,535
7g. Legal				
Total Unmet Resource Needs	26	27	30	30
Distinct Clients with Unmet Resource Needs	25	27	30	30
7h. Financial Security				
7h-i Assistance with Managing Money	41	37	54	47
7h-ii Assistance with Securing Public Benefits	24	30	30	35
7h-iii Representative Payee	10	10	9	11
7h-iv Other Financial Security Resources	28	24	24	21
Total Unmet Resource Needs	103	101	117	114
Distinct Clients with Unmet Resource Needs	97	91	104	104
7i. Education				
7i-i Adult Education (other than GED)	16	17	15	23
7i-ii GED	11	21	18	17
7i-iii Literacy Assistance	3	4	7	7
7i-iv Post High School Education	18	22	18	18
7i-v Tuition Reimbursement	3	3	1	2
7i-vi Other Educational Resources	14	17	14	13
Total Unmet Resource Needs	65	84	73	80
Distinct Clients with Unmet Resource Needs	63	77	68	74
7j. Vocational / Employment				
7j-i Benefits Counseling Related to Employment	9	8	6	4
7j-ii Club House and/or Peer Vocational Support	1	1	1	1
7j-iii Competitive Employment (no supports)	22	17	18	17
7j-iv Supported Employment	9	8	9	9
7j-v Vocational Rehabilitation	45	45	47	46
7j-vi Other Vocational/Employment Resources	18	18	12	18
Total Unmet Resource Needs	104	97	93	95
Distinct Clients with Unmet Resource Needs	90	85	82	84
7k. Living Skills				
7k-i Daily Living Support Services	32	43	40	31
7k-ii Day Support Services	3	4	5	4

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Paul R. LePage, Governor

Mary C. Mayhew, Commissioner

Report of Unmet Resource Needs

CSN 6
(Cumberland)

Fiscal Year 2011 Quarter 2
(Oct, Nov, Dec 2010)

	2010 Q3	2010 Q4	2011 Q1	2011 Q2
Distinct Clients with a RDS	1,447	1,427	1,482	1,535
7k. Living Skills				
7k-iii Occupational Therapy	1	1	2	3
7k-iv Skills Development Services	24	28	31	26
7k-v Other Living Skill Resources	11	16	11	10
Total Unmet Resource Needs	71	92	89	74
Distinct Clients with Unmet Resource Needs	65	82	78	68
7l. Transportation				
7l-i Transportation to ISP-Identified Services	29	32	28	24
7l-ii Transportation to Other ISP Activities	13	14	7	7
7l-iii After Hours Transportation	12	15	11	14
7l-iv Other Transportation Resources	18	15	15	17
Total Unmet Resource Needs	72	76	61	62
Distinct Clients with Unmet Resource Needs	59	62	53	53
7m. Personal Growth/Community				
7m-i Avocational Activities	6	4	1	6
7m-ii Recreation Activities	18	20	19	21
7m-iii Social Activities	31	42	43	43
7m-iv Spiritual Activities	8	8	6	5
7m-v Other Personal Growth/Community	22	22	21	22
Total Unmet Resource Needs	85	96	90	97
Distinct Clients with Unmet Resource Needs	69	81	83	89
Other Resources				
Other Resources	16	25	12	11
Total Unmet Resource Needs	16	25	12	11
Distinct Clients with Unmet Resource Needs	16	25	12	11
CSN 6 Totals				
Total Unmet Resource Needs	1,307	1,455	1,448	1,463
Distinct Clients With any Unmet Resource Need	513	559	570	589
Distinct Clients with a RDS	1,447	1,427	1,482	1,535

Report Run: Apr 7, 2011

CSN 7 Report of Unmet Resource Needs for Fiscal Year 2011 Quarter 2

CSN 7 - York

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

2010 Q3			2010 Q4			2011 Q1			2011 Q2		
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
216	490	44.1%	163	422	38.6%	159	376	42.3%	171	492	34.8%

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

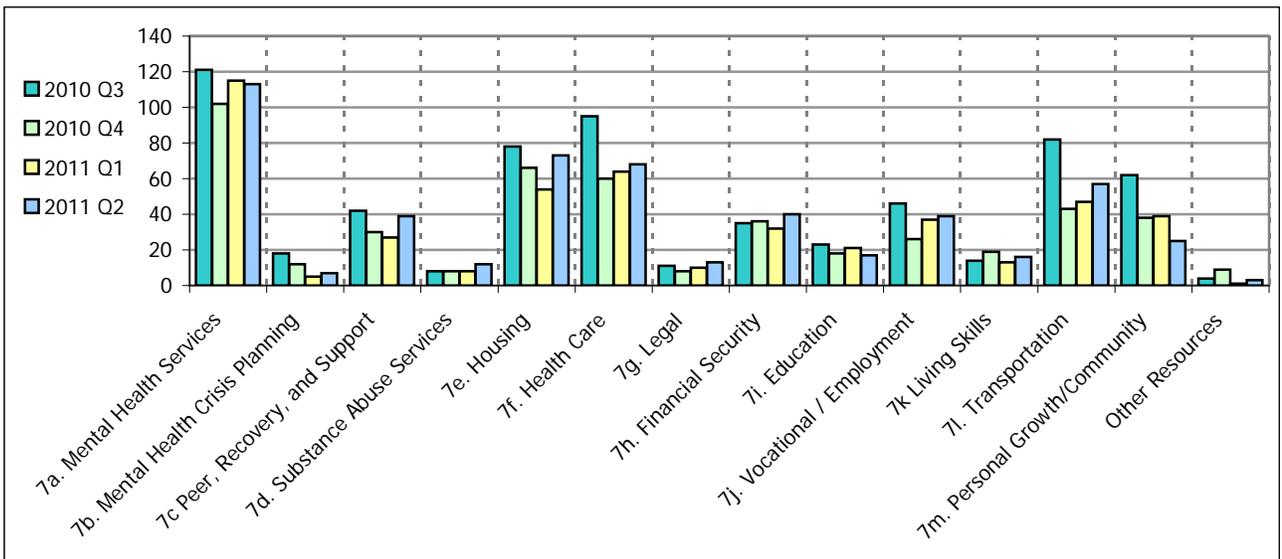


Table 2: Total Number of Unmet Resource Needs Reported

Reported Unmet Resource Needs	2010 Q3	2010 Q4	2011 Q1	2011 Q2
7a. Mental Health Services	121	102	115	113
7b. Mental Health Crisis Planning	18	12	5	7
7c Peer, Recovery, and Support	42	30	27	39
7d. Substance Abuse Services	8	8	8	12
7e. Housing	78	66	54	73
7f. Health Care	95	60	64	68
7g. Legal	11	8	10	13
7h. Financial Security	35	36	32	40
7i. Education	23	18	21	17
7j. Vocational / Employment	46	26	37	39
7k Living Skills	14	19	13	16
7l. Transportation	82	43	47	57
7m. Personal Growth/Community	62	38	39	25
Other Resources	4	9	1	3
Total CSN 7 Unmet Needs	639	475	473	522

Report Run: Apr 7, 2011



Paul R. LePage, Governor

Mary C. Mayhew, Commissioner

Report of Unmet Resource Needs

CSN 7
(York)

Fiscal Year 2011 Quarter 2
(Oct, Nov, Dec 2010)

	2010 Q3	2010 Q4	2011 Q1	2011 Q2
Distinct Clients with a RDS	490	422	376	492
7a. Mental Health Services				
7a-i Assertive Community Treatment (ACT)	9	10	13	13
7a-ii Community Integration Services	31	33	34	40
7a-iii Dialectical Behavioral Therapy	7	6	7	5
7a-iv Family Psycho-Educational Treatment	3	0	4	1
7a-v Group Counseling	5	1	1	5
7a-vi Individual Counseling	32	17	25	19
7a-vii Inpatient Psychiatric Facility	0	0	0	0
7a-viii Intensive Case Management	1	2	1	1
7a-x Psychiatric Medication Management	29	31	24	24
7a-xi Other Mental Health Services	4	2	6	5
Total Unmet Resource Needs	121	102	115	113
Distinct Clients with Unmet Resource Needs	82	71	79	85
7b. Mental Health Crisis Planning				
7b-i Development of Mental Health Crisis Plan	17	10	4	7
7b-ii Mental Health Advance Directives	1	1	1	0
7b-iii Other Mental Health Crisis Planning	0	1	0	0
Total Unmet Resource Needs	18	12	5	7
Distinct Clients with Unmet Resource Needs	17	10	4	7
7c Peer, Recovery, and Support				
7c-i Peer Recovery Center	2	2	1	3
7c-ii Recovery Workbook Group	0	0	0	0
7c-iii Social Club	12	12	11	13
7c-iv Peer-Run Trauma Recovery Group	3	1	2	4
7c-v Wellness Recovery and Action Planning	8	2	3	5
7c-vi Family Support	8	5	2	5
7c-vii Other Peer, Recovery, and Support	9	8	8	9
Total Unmet Resource Needs	42	30	27	39
Distinct Clients with Unmet Resource Needs	37	22	23	28
7d Substance Abuse Services				
7d-i Outpatient Substance Abuse Services	5	4	5	7

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Paul R. LePage, Governor

Mary C. Mayhew, Commissioner

Report of Unmet Resource Needs

CSN 7
(York)

Fiscal Year 2011 Quarter 2
(Oct, Nov, Dec 2010)

	2010 Q3	2010 Q4	2011 Q1	2011 Q2
Distinct Clients with a RDS	490	422	376	492
7d Substance Abuse Services				
7d-ii Residential Treatment Substance Abuse Services	1	1	1	2
7d-iii Other Substance Abuse Services	2	3	2	3
Total Unmet Resource Needs	8	8	8	12
Distinct Clients with Unmet Resource Needs	7	8	8	11
7e. Housing				
7e-i Supported Apartment	3	4	2	6
7e-ii Community Residential Facility	2	2	1	1
7e-iii Residential Treatment Facility (group home)	0	2	1	2
7e-iv Assisted Living Facility	2	2	2	4
7e-v Nursing Home	2	1	0	0
7e-vi Residential Crisis Unit	0	0	0	0
7e-vii Rent Subsidy (Section 8, BRAP, Shelter Plus)	50	36	28	41
7e-viii Other Housing Resources	19	19	20	19
Total Unmet Resource Needs	78	66	54	73
Distinct Clients with Unmet Resource Needs	70	58	48	61
7f. Health Care				
7f-i Dental Services	52	34	30	35
7f-ii Eye Care Services	11	9	14	12
7f-iii Hearing Services	6	3	3	1
7f-iv Physical Therapy	1	1	1	1
7f-v Physician/Medical Services	14	9	10	10
7f-vi Other Health Care Resources	11	4	6	9
Total Unmet Resource Needs	95	60	64	68
Distinct Clients with Unmet Resource Needs	78	52	49	52
7g. Legal				
7g-i Advocate	3	4	1	1
7g-ii Guardian (private)	0	0	0	1
7g-iii Guardian (public)	0	1	0	0
7g-iv Other Legal Resources	8	3	9	11

Report Run: Apr 7, 2011



Paul R. LePage, Governor

Mary C. Mayhew, Commissioner

Report of Unmet Resource Needs

CSN 7
(York)

Fiscal Year 2011 Quarter 2
(Oct, Nov, Dec 2010)

	2010 Q3	2010 Q4	2011 Q1	2011 Q2
Distinct Clients with a RDS	490	422	376	492
7g. Legal				
Total Unmet Resource Needs	11	8	10	13
Distinct Clients with Unmet Resource Needs	10	8	10	13
7h. Financial Security				
7h-i Assistance with Managing Money	16	11	13	13
7h-ii Assistance with Securing Public Benefits	16	17	15	22
7h-iii Representative Payee	0	5	1	4
7h-iv Other Financial Security Resources	3	3	3	1
Total Unmet Resource Needs	35	36	32	40
Distinct Clients with Unmet Resource Needs	32	31	28	36
7i. Education				
7i-i Adult Education (other than GED)	5	5	1	4
7i-ii GED	5	2	0	3
7i-iii Literacy Assistance	2	0	1	3
7i-iv Post High School Education	5	5	11	4
7i-v Tuition Reimbursement	1	2	2	1
7i-vi Other Educational Resources	5	4	6	2
Total Unmet Resource Needs	23	18	21	17
Distinct Clients with Unmet Resource Needs	20	16	21	15
7j. Vocational / Employment				
7j-i Benefits Counseling Related to Employment	3	2	1	1
7j-ii Club House and/or Peer Vocational Support	0	0	1	0
7j-iii Competitive Employment (no supports)	6	7	7	4
7j-iv Supported Employment	5	1	4	7
7j-v Vocational Rehabilitation	20	15	15	20
7j-vi Other Vocational/Employment Resources	12	1	9	7
Total Unmet Resource Needs	46	26	37	39
Distinct Clients with Unmet Resource Needs	40	22	33	35
7k. Living Skills				
7k-i Daily Living Support Services	6	5	2	7
7k-ii Day Support Services	0	2	0	1

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	2010 Q3	2010 Q4	2011 Q1	2011 Q2
Distinct Clients with a RDS	490	422	376	492
7k. Living Skills				
7k-iii Occupational Therapy	0	0	0	0
7k-iv Skills Development Services	4	2	4	3
7k-v Other Living Skill Resources	4	10	7	5
Total Unmet Resource Needs	14	19	13	16
Distinct Clients with Unmet Resource Needs	14	18	11	13
7l. Transportation				
7l-i Transportation to ISP-Identified Services	37	17	16	23
7l-ii Transportation to Other ISP Activities	22	12	13	15
7l-iii After Hours Transportation	13	10	13	11
7l-iv Other Transportation Resources	10	4	5	8
Total Unmet Resource Needs	82	43	47	57
Distinct Clients with Unmet Resource Needs	56	30	30	39
7m. Personal Growth/Community				
7m-i Avocational Activities	2	2	0	0
7m-ii Recreation Activities	15	8	11	7
7m-iii Social Activities	38	24	23	13
7m-iv Spiritual Activities	4	1	3	0
7m-v Other Personal Growth/Community	3	3	2	5
Total Unmet Resource Needs	62	38	39	25
Distinct Clients with Unmet Resource Needs	44	28	31	21
Other Resources				
Other Resources	4	9	1	3
Total Unmet Resource Needs	4	9	1	3
Distinct Clients with Unmet Resource Needs	4	9	1	3
CSN 7 Totals				
Total Unmet Resource Needs	639	475	473	522
Distinct Clients With any Unmet Resource Need	216	163	159	171
Distinct Clients with a RDS	490	422	376	492

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Report of Unmet Resource Needs

CSN Not Assigned

Fiscal Year 2011 Quarter 2

(Oct, Nov, Dec 2010)

	2010 Q3	2010 Q4	2011 Q1	2011 Q2
Distinct Clients with a RDS	309	290	260	275
7a. Mental Health Services				
7a-i Assertive Community Treatment (ACT)	2	2	1	0
7a-ii Community Integration Services	10	10	11	14
7a-iii Dialectical Behavioral Therapy	3	2	3	5
7a-iv Family Psycho-Educational Treatment	1	0	0	0
7a-v Group Counseling	1	1	0	1
7a-vi Individual Counseling	13	12	10	13
7a-vii Inpatient Psychiatric Facility	0	0	0	0
7a-viii Intensive Case Management	2	1	0	0
7a-x Psychiatric Medication Management	10	10	8	8
7a-xi Other Mental Health Services	1	1	1	1
Total Unmet Resource Needs	43	39	34	42
Distinct Clients with Unmet Resource Needs	31	29	26	30
7b. Mental Health Crisis Planning				
7b-i Development of Mental Health Crisis Plan	8	4	2	2
7b-ii Mental Health Advance Directives	3	1	1	3
7b-iii Other Mental Health Crisis Planning	1	1	0	1
Total Unmet Resource Needs	12	6	3	6
Distinct Clients with Unmet Resource Needs	10	6	3	5
7c Peer, Recovery, and Support				
7c-i Peer Recovery Center	1	1	0	0
7c-ii Recovery Workbook Group	0	0	0	0
7c-iii Social Club	2	4	2	1
7c-iv Peer-Run Trauma Recovery Group	0	0	0	0
7c-v Wellness Recovery and Action Planning	0	1	1	0
7c-vi Family Support	4	4	1	3
7c-vii Other Peer, Recovery, and Support	2	5	2	3
Total Unmet Resource Needs	9	15	6	7
Distinct Clients with Unmet Resource Needs	7	10	4	6
7d Substance Abuse Services				
7d-i Outpatient Substance Abuse Services	2	2	5	2

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Report of Unmet Resource Needs

CSN Not Assigned

Fiscal Year 2011 Quarter 2

(Oct, Nov, Dec 2010)

	2010 Q3	2010 Q4	2011 Q1	2011 Q2
Distinct Clients with a RDS	309	290	260	275
7d Substance Abuse Services				
7d-ii Residential Treatment Substance Abuse Services	0	1	0	1
7d-iii Other Substance Abuse Services	3	4	2	3
Total Unmet Resource Needs	5	7	7	6
Distinct Clients with Unmet Resource Needs	5	7	7	6
7e. Housing				
7e-i Supported Apartment	4	3	5	2
7e-ii Community Residential Facility	0	0	1	1
7e-iii Residential Treatment Facility (group home)	1	0	0	0
7e-iv Assisted Living Facility	1	0	0	0
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)	26	27	18	22
7e-viii Other Housing Resources	15	14	12	13
Total Unmet Resource Needs	48	44	36	38
Distinct Clients with Unmet Resource Needs	41	41	32	32
7f. Health Care				
7f-i Dental Services	24	20	7	15
7f-ii Eye Care Services	6	6	4	7
7f-iii Hearing Services	3	2	2	3
7f-iv Physical Therapy	2	2	2	0
7f-v Physician/Medical Services	10	9	5	8
7f-vi Other Health Care Resources	10	7	2	6
Total Unmet Resource Needs	55	46	22	39
Distinct Clients with Unmet Resource Needs	41	35	20	27
7g. Legal				
7g-i Advocate	3	3	2	1
7g-ii Guardian (private)	1	0	0	0
7g-iii Guardian (public)	0	0	0	0
7g-iv Other Legal Resources	5	2	0	4

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CSN Not Assigned

Fiscal Year 2011 Quarter 2

(Oct, Nov, Dec 2010)

	2010 Q3	2010 Q4	2011 Q1	2011 Q2
Distinct Clients with a RDS	309	290	260	275
7g. Legal				
Total Unmet Resource Needs	9	5	2	5
Distinct Clients with Unmet Resource Needs	9	5	2	5
7h. Financial Security				
7h-i Assistance with Managing Money	5	6	9	14
7h-ii Assistance with Securing Public Benefits	11	9	7	6
7h-iii Representative Payee	4	4	1	1
7h-iv Other Financial Security Resources	5	4	4	6
Total Unmet Resource Needs	25	23	21	27
Distinct Clients with Unmet Resource Needs	23	21	20	24
7i. Education				
7i-i Adult Education (other than GED)	6	4	3	2
7i-ii GED	5	7	1	2
7i-iii Literacy Assistance	1	1	1	1
7i-iv Post High School Education	9	6	3	4
7i-v Tuition Reimbursement	0	0	0	1
7i-vi Other Educational Resources	3	4	2	4
Total Unmet Resource Needs	24	22	10	14
Distinct Clients with Unmet Resource Needs	19	17	9	12
7j. Vocational / Employment				
7j-i Benefits Counseling Related to Employment	2	0	0	3
7j-ii Club House and/or Peer Vocational Support	1	1	0	0
7j-iii Competitive Employment (no supports)	4	4	2	3
7j-iv Supported Employment	4	2	4	2
7j-v Vocational Rehabilitation	11	8	8	5
7j-vi Other Vocational/Employment Resources	5	5	3	2
Total Unmet Resource Needs	27	20	17	15
Distinct Clients with Unmet Resource Needs	21	16	16	12
7k. Living Skills				
7k-i Daily Living Support Services	3	2	4	4
7k-ii Day Support Services	1	2	3	4

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CSN Not Assigned

Fiscal Year 2011 Quarter 2
(Oct, Nov, Dec 2010)

	2010 Q3	2010 Q4	2011 Q1	2011 Q2
Distinct Clients with a RDS	309	290	260	275
7k. Living Skills				
7k-iii Occupational Therapy	0	0	0	0
7k-iv Skills Development Services	3	0	0	2
7k-v Other Living Skill Resources	4	3	2	4
Total Unmet Resource Needs	11	7	9	14
Distinct Clients with Unmet Resource Needs	10	7	8	13
7l. Transportation				
7l-i Transportation to ISP-Identified Services	13	13	6	10
7l-ii Transportation to Other ISP Activities	7	7	5	6
7l-iii After Hours Transportation	9	11	5	7
7l-iv Other Transportation Resources	5	5	2	5
Total Unmet Resource Needs	34	36	18	28
Distinct Clients with Unmet Resource Needs	22	22	10	14
7m. Personal Growth/Community				
7m-i Avocational Activities	4	3	2	2
7m-ii Recreation Activities	5	5	6	4
7m-iii Social Activities	7	12	10	7
7m-iv Spiritual Activities	1	2	0	1
7m-v Other Personal Growth/Community	3	3	2	4
Total Unmet Resource Needs	20	25	20	18
Distinct Clients with Unmet Resource Needs	13	16	11	11
Other Resources				
Other Resources	8	8	1	0
Total Unmet Resource Needs	8	8	1	0
Distinct Clients with Unmet Resource Needs	8	8	1	0
CSN Not Assigned Totals				
Total Unmet Resource Needs	330	303	206	259
Distinct Clients With any Unmet Resource Need	122	113	85	88
Distinct Clients with a RDS	309	290	260	275

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