

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: 04/01/2013 To 06/30/2013

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 Wkbk, 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.) waited longer than 8 days but were eventually assigned to the CI service.

Total number of non-hospitalized members applying for CI: 2,054

Total assigned within 3 working days: 1,231

% assigned within 3 working days: 60%

Total assigned in 4 - 7 working days: 309

% assigned in 4 -7 working days: 15%

Total assigned within 7 working days: 1,540

% assigned within 7 working days: 75%

Total assigned after 8 or more working days: 514

% assigned after 8 or more working days: 25%

	<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>
All Members				
Total MaineCare	1,231	309	514	2,054
Total	1,231	309	514	2,054

	<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	750	207	346	1,303
Male	481	102	168	751
Total	1,231	309	514	2,054

	<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>
Adult Age Groups				
18-20	100	23	41	164
21-24	100	21	42	163
25-64	984	248	405	1,637
65-74	35	10	19	64
Over 75 Years Old	12	7	7	26
Total	1,231	309	514	2,054

	<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>
SMI				
SMI	1,231	309	514	2,054
Total	1,231	309	514	2,054

	<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>
AMHI Class				
AMHI Class N	1,164	293	493	1,950
AMHI Class Y	67	16	21	104
Total	1,231	309	514	2,054

	<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>
District				
District 1/ York County	69	22	67	158
District 2/ Cumberland County	212	88	119	419
District 3/ Androscoggin, Franklin, and Oxford Counties	236	57	97	390
District 4/ Knox, Lincoln, Sagadahoc, and Waldo Counties	127	29	61	217
District 5/ Somerset and Kennebec Counties	228	52	67	347
District 6/ Piscataquis and Penobscot Counties	221	44	75	340
District 7/ Washington and Hancock Counties	58	5	9	72
District 8/ Aroostook County	68	9	12	89
Unknown	12	3	7	22
Total	1,231	309	514	2,054

Providers	<u>Waited 3 working days or less</u>	<u>Waited 4 to 7 working days</u>	<u>Waited 8 or more working days</u>	Total
Acadia Healthcare	16	0	5	21
Allies	11	10	10	31
Alternative Services	15	1	0	16
AngleZ Behavioral Health Services - ACM	58	7	9	74
Aroostook Mental Health Services	41	4	5	50
Assistance Plus	12	18	30	60
Behavior Health Solutions for Me	2	0	0	2
Break of Day, Inc	5	5	19	29
Broadreach Family & Community Services	19	0	0	19
Catholic Charities Maine	57	44	32	133
Charlotte White Center	4	3	17	24
Choices	23	0	0	23
Common Ties	46	26	21	93
Community Care	9	14	13	36
Community Counseling Center	46	24	25	95
Community Health & Counseling Services	125	8	8	141
Connections for Kids	3	0	0	3
Cornerstone Behavioral Healthcare - CM	26	3	4	33
Counseling Services Inc.	44	20	63	127
Direct Community Care	15	0	0	15
Dirigo Counseling Clinic	24	0	0	24
Employment Specialist of Maine	0	2	7	9
Fullcircle Supports Inc	14	1	4	19
Goodwill Industries of Northern New England	1	0	0	1
Graham Behavioral Services	14	0	0	14
Harbor Family Services	7	2	2	11
Healing Hearts LLC	17	0	0	17
Health Affiliates Maine	108	1	0	109
HealthReach network	1	0	0	1
Higher Ground Services	5	0	0	5
Kennebec Behavioral Health	68	0	3	71
Life by Design	12	4	3	19
Lutheran Social Services	10	1	0	11
Maine Behavioral Health Organization	47	3	3	53
Maine Vocational & Rehabilitation Assoc.	9	1	0	10
Manna Inc	10	0	2	12
Mid Coast Mental Health	17	8	17	42
Motivational Services	4	3	1	8
Northeast Occupational Exchange	13	16	48	77
Northern Maine General - Community Support	2	0	0	2
Ocean Way Mental Health Agency	5	0	0	5
OHI	1	0	4	5
Oxford County Mental Health Services	12	2	7	21
Port Resources-Sec 17	7	0	0	7
Rumford Group Homes	11	0	0	11
Shalom House	14	1	1	16
Smart Child & Family Services	3	1	2	6
St. Andre Homes	4	0	0	4
Stepping Stones	13	1	1	15

Sunrise Opportunities	4	0	1	5
Sweetser	84	10	20	114
The Opportunity Alliance	37	28	41	106
Tri-County Mental Health	58	28	62	148
Umbrella Mental Health Services	18	9	24	51
Total	1,231	309	514	2,054

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: 04/01/2013 To 06/30/2013

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: 44

Total assigned within 2 working days: 32

% assigned within 2 working days: 73%

Total assigned in 3 - 7 working days: 4

% assigned in 3 -7 working days:9 %

Total assigned within 7 working days: 36

% assigned within 7 working days: 82%

Total assigned after 8 or more working days: 8

% assigned after 8 or more working days: 18%

	<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>
Gender				
Female	15	4	3	22
Male	17	0	5	22
Total	32	4	8	44
SMI				
SMI	32	4	8	44
Total	32	4	8	44

AMHI Class	<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>
AMHI Class N	26	4	7	37
AMHI Class Y	6	0	1	7
Total	32	4	8	44

District	<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>
District 1/ York County	2	1	0	3
District 2/ Cumberland County	8	0	0	8
District 3/ Androscoggin, Franklin, and Oxford Counties	5	1	3	9
District 4/ Knox, Lincoln, Sagadahoc, and Waldo Counties	2	1	2	5
District 5/ Somerset and Kennebec Counties	6	0	0	6
District 6/ Piscataquis and Penobscot Counties	8	1	3	12
District 8/ Aroostook County	1	0	0	1
Total	32	4	8	44

Providers	<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>
Acadia Healthcare	2	0	2	4
Allies	0	0	1	1
Alternative Services	1	0	0	1
AngleZ Behavioral Health Services - ACM	1	0	0	1
Aroostook Mental Health Services	1	0	0	1
Assistance Plus	1	1	0	2
Catholic Charities Maine	6	0	0	6
Charlotte White Center	1	0	0	1
Common Ties	1	0	2	3
Community Counseling Center	2	0	0	2
Community Health & Counseling Services	4	0	0	4
Cornerstone Behavioral Healthcare - CM	2	0	0	2
Counseling Services Inc.	0	1	0	1
Graham Behavioral Services	1	0	0	1
Health Affiliates Maine	1	0	0	1
Kennebec Behavioral Health	2	0	0	2
Maine Behavioral Health Organization	1	0	0	1
Mid Coast Mental Health	1	0	0	1
Northeast Occupational Exchange	0	1	1	2
Shalom House	1	0	0	1
Sweetser	0	0	1	1
The Opportunity Alliance	0	1	0	1
Tri-County Mental Health	3	0	1	4
Total	32	4	8	44

Quarterly Report 60a for Members on MaineCare Waitlist for CI

Report Dates: 04/01/2013 To 06/30/2013

Report Run Date:10/14/2013

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 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 716

For those who received the service:

Average number of days waiting: 12 days

Percent waiting 30 days or less: 90%

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	670	661	9	598	68	4	13
AMHI Class Y	46	46	0	43	3	0	9
Totals	716	707	9	641	71	4	12

CSN	# 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
CSN 1 Aroostook	11	10	1	10	1	0	7
CSN 2 Hancock, Washington, Penobscot, and Piscataquis	53	50	3	50	3	0	10
CSN 3 Kennebec and Somerset	148	148	0	136	11	1	10
CSN 4 Knox, Lincoln, Sagadahoc, and Waldo	82	82	0	68	13	1	16
CSN 5 Androscoggin, Franklin, and Oxford	94	94	0	80	14	0	15
CSN 6 Cumberland	228	223	5	214	14	0	10
CSN 7 York	91	91	0	75	14	2	19
Unknown	9	9	0	8	1	0	13
Totals	716	707	9	641	71	4	12

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
Acadia Healthcare	11	11	0	10	1	0	13
Alternative Services	1	1	0	1	0	0	0
AngleZ Behavioral Health Services - ACM	51	51	0	50	1	0	5
Aroostook Mental Health Services	8	7	1	7	1	0	8
Assistance Plus	67	67	0	61	6	0	12
Break of Day, Inc	2	2	0	2	0	0	14
Catholic Charities Maine	116	114	2	111	4	1	9
Charlotte White Center	2	2	0	2	0	0	14
Community Care	20	18	2	19	1	0	7
Community Counseling Center	37	37	0	37	0	0	8
Counseling Services Inc.	101	100	1	84	16	1	18
Fullcircle Supports Inc	2	2	0	2	0	0	2
Higher Ground Services	3	3	0	3	0	0	10
Life by Design	4	4	0	4	0	0	3
Mid Coast Mental Health	21	20	1	14	6	1	29
Shalom House	6	6	0	6	0	0	4
Sunrise Opportunities	1	1	0	1	0	0	16
Sweetser	2	2	0	2	0	0	13
The Opportunity Alliance	97	96	1	95	2	0	8
Tri-County Mental Health	83	82	1	63	19	1	19
Umbrella Mental Health Services	81	81	0	67	14	0	15
Totals	716	707	9	641	71	4	12

**Quarterly Report 60a2 Reasons Members Are Removed from MaineCare Waitlist for CI
Without Being Authorized for CI
Report Dates: 04/01/2013 To 06/30/2013**

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: 288
Number of people with information about the reason for removal from the waitlist entered: 152

Reasons for removal from the waitlist	# of members
client is not eligible for this service	8
client relocated out of area	2
error	8
transfer	45
unable to contact	60
withdrawal request by client	18
other: admitted to ACT	2
other: auth to be changed	1
other: can not determine eligibility, no MH diagnosis	1
other: client lives outside coverage area	1
other: client will remain hospitalized	1
other: No staff availability	1
other: Provider discharged member with plan to provide CI service. Actual service started more than 7 days later	1
other: Provider referred to CI but no CI authorization in place	3
Total	152

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

Report Dates: 04/01/2013 To 06/30/2013

Report Run Date: 10/10/2013

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 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: 166

For those who received the service:

Average number of days waiting: 26 days

Percent waiting 30 days or less: 67%

Percent waiting 90 days or less: 96%

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	159	30	129	105	47	7	27
AMHI Class Y	7	3	4	7	0	0	9
Totals	166	33	133	112	47	7	26

CSN	# 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
CSN 1 Aroostook	2	0	2	2	0	0	9
CSN 2 Hancock, Washington, Penobscot, and Piscataquis	3	1	2	2	1	0	24
CSN 3 Kennebec and Somerset	14	2	12	9	5	0	29
CSN 4 Knox, Lincoln, Sagadahoc, and Waldo	20	7	13	9	11	0	38
CSN 5 Androscoggin, Franklin, and Oxford	40	7	33	28	11	1	22
CSN 6 Cumberland	69	16	53	54	13	2	19
CSN 7 York	16	0	16	6	6	4	54
Unknown	2	0	2	2	0	0	6
Totals	166	33	133	112	47	7	26

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
AngleZ Behavioral Health Services - ACM	2	2	0	0	2	0	54
Assistance Plus	19	1	18	10	9	0	37
Break of Day, Inc	6	3	3	6	0	0	0
Catholic Charities Maine	14	8	6	12	2	0	13
Common Ties	5	0	5	5	0	0	6
Community Care	1	0	1	0	1	0	58
Community Counseling Center	16	0	16	16	0	0	6
Cornerstone Behavioral Healthcare - CM	2	1	1	2	0	0	7
Counseling Services Inc.	13	1	12	3	5	5	65
Life by Design	2	0	2	2	0	0	9
Mid Coast Mental Health	3	1	2	0	3	0	68
Oxford County Mental Health Services	5	0	5	4	1	0	14
Sweetser	14	4	10	6	8	0	38
The Opportunity Alliance	34	6	28	31	3	0	12
Tri-County Mental Health	30	6	24	15	13	2	34
Totals	166	33	133	112	47	7	26

**Quarterly Report 60b2 Reasons Members Are Removed from State-Funded Waitlist for CI
Without Being Authorized for CI
Report Dates: 04/01/2013 To 06/30/2013**

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: 153

Number of people with information about the reason for removal from the waitlist entered: 59

Reasons for removal from the waitlist	# of members
client relocated out of area	2
duplicate	2
transfer	16
unable to contact	27
withdrawal request by client	7
other: client already receiving CI	4
other: client has limited MaineCare	1
Total	59