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Adult Mental Health Services
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<u>Location Effort Report</u> <u>Quarters 3 and 4, Fiscal Year 2011, Quarters 1 and 2, Fiscal Year 2012</u> (January 2011 – January 2012)

The DHHS Office of Adult Mental Health Services (OAMHS) continued its efforts to maintain current, accurate addresses for *Bates v. DHHS Consent Decree* class members. Address information is entered into and tracked through the DHHS EIS (Enterprise Information System – electronic database).

During the 3rd and 4th quarters of FY11, and the 1st and 2nd quarters of FY12, Data Specialists within the Office of Adult Mental Health Services (OAMHS) have utilized the following sources for the purpose of locating class members for whom the OAMHS does not have a verified address:

- Department of Motor Vehicles
- APS Healthcare
- Riverview Psychiatric Center Admission and Discharge Data Sheets
- Census lists from participating Correctional Facilities
- Internet searches (White Pages, Google, Zaba Search, Infobell, etc)
- Newspaper obituaries
- Social Security Death Index

OAMHS received address information from the following sources that was used to update address information in EIS:

- US Postal Service (forwarding information)
- Demographic information and assessments in EIS

As OAMHS can not verify addresses directly through Social Security (SS), the Data Specialists send all returned letters to the SS office in clean envelopes that then are forwarded to clients for whom SS has an address. The SS office returns a list noting those that they forwarded and anyone who may be deceased. OAMHS keeps the returned letters with the annual Location Efforts Report. Newly unverified client names are sent for verification semi-annually and those that continue to be unverified are only sent annually at the request of the SS Administration.

In December 2011, the Data Specialists sent an annual mailing to all class members who are not in service (including class members living out of state) to inform them of the services that may be available to them in Maine, along with contact information for Field Quality Management (QM) Specialists. 'Not in service' is defined as not receiving Community Support Services (Community Integration, Community Rehabilitation Services and Assertive Community Treatment). All letters include a self-addressed, postage paid post card to be mailed back with address changes. If a letter is returned, it is re-sent if updated address information can be obtained through the aforementioned process.

Address information is entered into EIS on a continuous basis. Data Specialists keep documentation as to who received the annual mailing both in state and out of state, the response (numbers of postcards returned, number of postcards requesting contact from a CDC, letters returned, etc.), as well as an annual list of all class

members, including those who are deceased. Any returned contact with client comments is forwarded to the Field QM Specialist in the area where the client resides or to the assigned Out of State coordinator.

On 10/16/09, the Department formally requested to amend the Stipulated Order of February 1997 to change quarterly mailings to class members to an annual mailing. Permission to move to a mailing twice a year for calendar 2010 was approved. If monitored unverified addresses remained at or below 15% during that year, mailings could occur annually. OAMHS is now doing a mailing on an annual basis. The percentage for this report is 10.5% (450 of 4275) class members.

See table below for current data regarding class member numbers and location efforts.

FY09 Q1 JUL-SEPT 4152 1883	FY09 Q2 OCT-DEC 4168	FY09 Q3 JAN-MAR 4184	FY09 Q4 APR-JUN 4193	FY10 Q1 JUL-SEPT 4199	FY10 Q2 OCT-DEC 4204	FY10 Q3,Q4 JAN-JUN	FY11 Q1,Q2 JUL-DEC	FY11 Q3,Q4 FY12 Q1, Q2 JAN- JAN
1883			4193	4199	4204	4222	4244	1975
	1867	1760					4244	42/3
265		1708	1830	1784	1792	1909	1931	1967
	220	63	280	152	141	214	237	409
205 157	162 138	53 116	131 24	97	158 93	178 101	152 99	273
35	33	27	41	0	0	14	10	0
467	455	458	424	472	467 289	451 297	459 334	450 340
3121	3115	3099	3120	3052	2918	2931	2909	2940
346	346	333	331	371	321	325	326	326
115	116	126	135	140	149	151	156	162
45	47	52	54	55	57	60	60	57
1106	1129	1144	1160	1183	1211	1233	1250	1348
O ANY FEDE	ERAL, STATE,	OR COUNTY (CORRECTION	AL FACILITY ,	HOMELESS S	SHELTER, OR	PSYCHIATRIC (CENTER*
	35 467 3121 346 115 45 1106	265 220 205 162 157 138 35 33 467 455 3121 3115 346 346 115 116 45 47 1106 1129	265 220 63 205 162 53 157 138 116 35 33 27 467 455 458 3121 3115 3099 346 346 333 115 116 126 45 47 52 1106 1129 1144	265 220 63 280 205 162 53 131 157 138 116 24 35 33 27 41 467 455 458 424 3121 3115 3099 3120 346 346 333 331 115 116 126 135 45 47 52 54 1106 1129 1144 1160	265 220 63 280 152 205 162 53 131 97 157 138 116 24 106 35 33 27 41 0 467 455 458 424 472 3121 3115 3099 3120 3052 346 346 333 331 371 115 116 126 135 140 45 47 52 54 55 1106 1129 1144 1160 1183	265 220 63 280 152 141 205 162 53 131 97 158 157 138 116 24 106 93 35 33 27 41 0 0 467 455 458 424 472 467 289 3121 3115 3099 3120 3052 2918 346 346 333 331 371 321 115 116 126 135 140 149 45 47 52 54 55 57 1106 1129 1144 1160 1183 1211	265 220 63 280 152 141 214 205 162 53 131 97 158 178 157 138 116 24 106 93 101 35 33 27 41 0 0 14 467 455 458 424 472 467 451 289 297 3121 3115 3099 3120 3052 2918 2931 346 346 333 331 371 321 325 115 116 126 135 140 149 151 45 47 52 54 55 57 60 1106 1129 1144 1160 1183 1211 1233	265 220 63 280 152 141 214 237 205 162 53 131 97 158 178 152 157 138 116 24 106 93 101 99 35 33 27 41 0 0 14 10 467 455 458 424 472 467 451 459 289 297 334 3121 3115 3099 3120 3052 2918 2931 2909 346 346 333 331 371 321 325 326 115 116 126 135 140 149 151 156 45 47 52 54 55 57 60 60