

Substance Abuse and Mental Health Services An Office of the

Department of Health and Human Services

Paul R. LePage, Governor

Mary C. Mayhew, Commissioner

Location Effort Report Quarters 3 and 4, Fiscal Year 2012, Quarters 1 and 2, Fiscal Year 2013 (January 2012 – January 2013)

The DHHS Office of Substance Abuse and Mental Health Services (SAMHS) 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 FY12, and the 1st and 2nd quarters of FY13, Data Specialists within the Office of Substance Abuse and Mental Health Services (SAMHS) have utilized the following sources for the purpose of locating class members for whom the SAMHS 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, Infobel, etc)
- Newspaper obituaries
- Social Security Death Index

SAMHS 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 SAMHS 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. SAMHS keeps the returned letters with the annual Location Efforts Report. Unverified are only sent annually at the request of the SS Administration.

In December 2012, 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. SAMHS is now doing a mailing on an annual basis. The percentage for this report is 9.5% (413 of 4330) class members.

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

LOCATION EFFORT SUMMARY: Bates v. DHHS Consent Decree (As of January 28, 2013)									
FISCAL YEAR AND QUARTER	FY09 Q2 OCT-DEC	FY09 Q3 JAN-MAR	FY09 Q4 APR-JUN	FY10 Q1 JUL-SEPT	FY10 Q2 OCT-DEC	FY10 Q3,Q4 JAN-JUN	FY11 Q1,Q2 JUL-DEC	FY11 Q3,Q4 FY12 Q1, Q2 JAN- JAN	FY12 Q3,Q4 FY13 Q1, Q2 JAN- JAN
TOTAL CLASS MEMBERS (NOT DECEASED)	4168	4184	4193	4199	4204	4222	4244	4275	4330
LETTERS SENT (CLIENTS NOT IN SERVICE OR IN JAIL OR HOSPITALS OR NO CONTACT)	1867	1768	1830	1784	1792	1909	1931	1967	2040
LETTERS RETURNED	220	63	280	152	141	214	237	409	581
LETTERS RESENT	162	53	131	97	158	178	152	273	212
CDC CARDS RETURNED	138	116	24	106	93	101	99	23	12
LETTERS SENT FOR SS VERIFICATION	33	27	41	0	0	14	10	0	0
UNVERIFIED	455	458	424	472	467	451	459	450	413
RESIDING IN A TEMPORY RESIDENCE					289	297	334	340	353
VERIFIED IN STATE	3115	3099	3120	3052	2918	2931	2909	2940	2901
VERIFIED OUT OF STATE	346	333	331	371	321	325	326	326	428
NO CONTACT IN STATE	116	126	135	140	149	151	156	162	174
NO CONTACT OUT OF STATE	47	52	54	55	57	60	60	57	61
DECEASED	1129	1144	1160	1183	1211	1233	1250	1348	1417
TEMPORARY RESIDENCE REFERS TO ANY FEDERAL, STATE, OR COUNTY CORRECTIONAL FACILITY , HOMELESS SHELTER, OR PSYCHIATRIC CENTER									