Adult Mental Health Services
An Office of the
Department of Health and Human Services
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Location Effort Report
Quarter 1, State Fiscal Year 2009 (July, August, September 2008)

During this quarter, 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 FY09 Q1, Data Specialists within the 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
- MECMS
- 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

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

- US Postal Service (forwarding information)
- Hospital Admission Sheets (UR Emergency Involuntary billing information)
- Demographic information and assessments in EIS from CDCs, CSWs, ICMs

As OAMHS is no longer able to verify addresses directly through Social Security (SS), the Data Specialists now send all returned letters to the SS office in clean envelopes that then are forwarded to clients for whom SS has an address. They (SS office) return a list noting those that they forwarded and anyone who may be deceased. OAMHS keeps the returned letters with the quarterly Location Efforts Report. Newly unverified client names are sent for verification quarterly, and those that continue to be unverified are only sent annually at the request of the SS Administration.

In July, the Data Specialists sent a quarterly 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, along with contact information for the Consent Decree Coordinators. 'Not in service' is defined as not receiving Community Support Services (Community Integration, Intensive Case Management 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 quarterly 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 Consent Decree Coordinator in the area where the client resides or to the assigned Out of State coordinator.

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

LOCATION EFFORT SUMMARY: Bates v. DHHS Consent Decree

FISCAL YEAR AND QUARTER	FY08 Q2 OCT-DEC	FY08 Q3 JAN-MAR	FY08 Q4 APR-JUN	FY09 Q1 JUL-SEPT					
TOTAL CLASS MEMBERS (NOT DECEASED)	4100	4130	4137	4152					
LETTERS SENT (CLIENTS NOT IN SERVICE OR IN JAIL OR HOSPITALS OR NO CONTACT)	1801	1758	1850	1883					
LETTERS RETURNED	88	168	194	265					
LETTERS RESENT	11	130	141	205					
CDC CARDS RETURNED	29	81	144	157					
LETTERS SENT FOR SS VERIFICATION	206	36	35	35					
UNVERIFIED (ASSESSMENT COMPLETED)	349	422	437	467					
UNVERIFIED/NO CONTACT	0	0	0	0					
VERIFIED IN STATE	3158	3108	3146	3121					
VERIFIED OUT OF STATE	358	351	345	346					
NO CONTACT IN STATE	98	102	111	115					
NO CONTACT OUT OF STATE	33	39	44	45					
DECEASED	1055	1069	1085	1106					