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Location Effort Report Quarter 4, State Fiscal Year 2009 (April, May, June 2009)

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 Q4, 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 May, 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.

The timing for the quarterly mailing is being adjusted in order to allow for more efficient consent decree, quarterly report preparation. In the past, the schedule for mailings was January, April, July and October, the same months when the data specialists were preparing data for the report. By moving the schedule forward a month over two quarters (the last mailing was sent in May and the next one will be sent in September), we

move to a mailing schedule of March, June, September and December. This change continues to have a mailing each quarter and spreads the data specialist workload out more evenly over the quarter.

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.

TOTAL CLASS MEMBERS (NOT DECEASED)	4100	4130	4137	4152	4168	4184	4193
LETTERS SENT (CLIENTS NOT IN SERVICE OR IN JAIL OR HOSPITALS OR NO CONTACT)	1801	1758	1850	1883	1867	1768	1830
LETTERS RETURNED	88	168	194	265	220	63	208
LETTERS RESENT	11	130	141	205	162	53	131
CDC CARDS RETURNED	29	81	144	157	138	116	24
LETTERS SENT FOR SS VERIFICATION	206	36	35	35	33	27	41
UNVERIFIED (ASSESSMENT COMPLETED)	349	422	437	467	455	458	424
UNVERIFIED/NO CONTACT	0	0	0	0	0	0	0
VERIFIED IN STATE	3158	3108	3146	3121	3115	3099	3120
VERIFIED OUT OF STATE	358	351	345	346	346	333	331
NO CONTACT IN STATE	98	102	111	115	116	126	135
NO CONTACT OUT OF STATE	33	39	44	45	47	52	54
DECEASED	1055	1069	1085	1106	1129	1144	1160