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Location Effort Report  
Quarters 3 and 4, Fiscal Year 2011, Quarters 1 and 2, Fiscal Year 2012  
(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 1<sup>st</sup> and 2<sup>nd</sup> 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

