Adult Mental Health Services
An Office of the
Department of Health and Human Services
John E. Baldacci, Governor Brenda M. Harvey, Commissioner

Department of Health and Human Services
Adult Mental Health Services
32 Blossom Lane
11 State House Station
Augusta, Maine 04333-0011
Tel: (207) 287-4243
Fax: (207) 287-1022; TTY: 1-800-606-0215

Location Effort Report
Quarter 1, State Fiscal Year 2010 (July, August, September 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 FY10 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 September, 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 has been 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 this mailing was 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.

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	FY09 Q2 OCT-DEC	FY09 Q3 JAN-MAR	FY09 Q4 APR-JUN	FY10 Q1 JUL-SEPT
TOTAL CLASS MEMBERS (NOT DECEASED)	4100	4130	4137	4152	4168	4184	4193	4199
LETTERS SENT (CLIENTS NOT IN SERVICE OR IN JAIL OR HOSPITALS OR NO CONTACT)	1801	1758	1850	1883	1867	1768	1830	1784
LETTERS RETURNED	88	168	194	265	220	63	280	152
LETTERS RESENT	11	130	141	205	162	53	131	97
CDC CARDS RETURNED	29	81	144	157	138	116	24	106
LETTERS SENT FOR SS VERIFICATION	206	36	35	35	33	27	41	0
UNVERIFIED (ASSESSMENT COMPLETED)	349	422	437	467	455	458	424	472
UNVERIFIED/NO CONTACT	0	0	0	0	0	0	0	0
VERIFIED IN STATE	3158	3108	3146	3121	3115	3099	3120	3052
VERIFIED OUT OF STATE	358	351	345	346	346	333	331	371
NO CONTACT IN STATE	98	102	111	115	116	126	135	140
NO CONTACT OUT OF STATE	33	39	44	45	47	52	54	55
DECEASED	1055	1069	1085	1106	1129	1144	1160	1183