



**Craig Carter**  
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June 21, 2013

Will Humble, Director  
Arizona Department of Health Services  
150 N. 18th Avenue  
Phoenix, AZ 85007

Dear Mr. Humble,

In our January 2013 annual report we informed you of our priority to focus our work on the identified special assistance clients and the receipt of accurate data from ADHS and Magellan Health Services. To date we have visited six facilities with the intent to meet with clients listed on the monthly special assistance report received by the committee. We have noticed a disturbing pattern that residents listed as assigned to the facilities were not present and their whereabouts were unknown by the facility operators. We have requested that Magellan follow-up by providing the Committee with a status report on these "missing" clients. We do not understand how or why there is not a real time database that accurately identifies where special assistance clients are located. I know you can understand our concern that the absence of reliable data base is a serious problem if the behavioral health entity responsible for their care and treatment can't be located. The problem is that we are dealing with obsolete data.

We request that an effective real time data system be created to handle time-sensitive queries enabling the Committee to receive accurate reports in the future. We also request that DBHS provide the special assistance report in Microsoft Excel that will permit the committee to sort/filter data sets. The data is currently formatted as a PDF document and the Committee does not have access to a converter program.

In the past, the Committee has expressed an interest in the content and paper format of the IAD report. We previously recommended one consistent form in electronic format. We were pleased to see that an electronic IAD protocol was produced and available on Magellan's website, but subsequently retracted because it was under public comment and not yet approved by AHCCCS. The Committee was never informed by DBHS that the form was in fact being revised and out for public comment. The Bureau of Consumer Rights under Margery Alt's leadership has taken steps to correct this unintentional oversight. Per an earlier request, I received a copied of the public comments related to the IAD. The Committee was surprised to see that the OHR had recommended that the Special Assistance checkbox be deleted. This proposed change is not supported by the Committee; if implemented this would preclude both DBHS and the MHRC from performing its oversight responsibilities, a concern that we believe is also by you

We extend our sincere appreciation to the staff of the Division of Behavioral Health Services and Magellan Health Services in supporting the efforts of the Committee. We look forward to your response.

Sincerely,

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Craig Carter, Ed.D., Chair  
Maricopa Human Rights Committee

Office of Human Rights  
Magellan Human Rights Liaison, Ombudsman Office  
Pima County HRC  
State Hospital HRC