



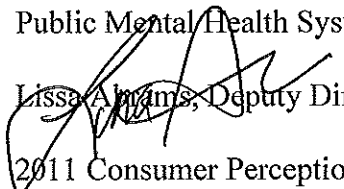
STATE OF MARYLAND

DHMH

Maryland Department of Health and Mental Hygiene
Mental Hygiene Administration

Spring Grove Hospital Center • Dix Building
55 Wade Avenue • Catonsville, Maryland 21228

Martin O'Malley, Governor – Anthony G. Brown, Lt. Governor – Joshua M. Sharfstein, M.D., Secretary
Brian M. Hepburn, M.D., Executive Director

TO: Public Mental Health System
FROM:  Lissa Abrams, Deputy Director, MHA
RE: 2011 Consumer Perception of Care (CPOC) Pre-Notification Letters
DATE: March 7, 2011

The 2011 CPOC pre-notification letters were mailed on March 4, 2011. In accordance with the Institutional Review Board (IRB), the letters contained instructions about the phone survey, how to opt-out and how to schedule a convenient time to participate. These letters were addressed to 16,000 consumers (8,000 adults and 8,000 child/caregivers) who received a service from the Maryland Public Mental Health System in the calendar year 2010.

Should the consumers or their families who receive the pre-notification letters have any questions they may use the following contact information:

- To opt-out or schedule a convenient time to participate they may call 1-800-895-3228.
- To ask questions about the survey they may call Jarrell Pipkin, Director of Quality Management for ValueOptions® Maryland, at 410-691-4012.
- To ask questions about their rights as research participants they may call Gay Hutchen, Administrator of the IRB, at 410-767-8448.
- To ask questions about the mental health services they received they may call ValueOptions® Maryland at 1-800-888-1965.