

Ohio's State Opioid and Stimulant Response (SOS) Grant

Hard-to-Find Client Checklist for Tracking and Locating SOS Clients

Directions: Use this checklist to help track and locate clients for their follow-up interview.

- ☐ Mail letters to all addresses on the locator form. Use a mail merge function to get letters out each month as participants become due for follow-up.
- ☐ Send e-mails to the participant's and contacts' e-mail addresses.
- ☐ Check your participant's criminal justice status via phone or online resources.
 - ☐ Check jail status for all active participants (that is, all participants due for follow-up). If the participant is in jail, be certain to mail the participant a letter and send an interviewer to the jail as soon as possible. If you get information that the participant is incarcerated but is not listed on the jail or the state department of corrections list, search jail lists of other counties.
 - ☐ Check probation status for all active participants. If on probation or community release, gather information on status, including region or office and phone number for the probation or community supervision office. Call and obtain the probation officer's name, then contact them.
 - ☐ Check the state department of corrections system status for all active participants. If the participant is incarcerated, be certain to mail the participant a letter. If on parole, get information on status, including the region or office and phone number for participant's parole officer. Get parole officer's name, then contact them.
 - ☐ Check the Federal Bureau of Prisons Inmate locator website at <http://www.bop.gov/inmateloc> to determine if a participant is housed in a federal prison.
- ☐ Call/text message all numbers on the locator form and any named contacts. Try evening and weekend calls. Write down all contact attempts in the client contact log. Record which numbers you called and if you talk to someone, write down the person's name and what was said.
- ☐ Send private messages via social media sites (using confidentiality protection strategies).
- ☐ Search online white page websites, public record websites, and online commercial data services to get possible numbers for the participant, relatives, and friends.
- ☐ Review any returned correspondence for address updates. Make sure to log all addresses on the contact log about which letters you sent, when sent, and from where they were returned.
- ☐ Check vital records such as the Social Security Death Index (SSDI), the National Death Index (NDI), and court records.
- ☐ Check specialized institutional information systems such as the U.S. Department of Veterans Affairs and the Homeless Management Information System.
- ☐ Go door knocking.

Source: SAMHSA. [Staying in Touch: A Fieldwork Manual of Tracking Procedures](https://ohiososevaluation.org/sites/grc_opioid_response/files/SAMHSA_Staying%20in%20Touch%20Manual_Third%20Edition.pdf) (Third Edition). Ref-604. Rockville, MD: SAMHSA, 2016, p. 134. Available at: https://ohiososevaluation.org/sites/grc_opioid_response/files/SAMHSA_Staying%20in%20Touch%20Manual_Third%20Edition.pdf.