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DIRECTOR

MAINE STATE LEGISLATURE

OFFICE OF PROGRAM EVALUATION AND  
GOVERNMENT ACCOUNTABILITY

November 9, 2023

Jeanne M. Lambrew, Ph.D.

Commissioner

Department of Health and Human Services

11 State House Station

Augusta, Maine 04333

Dear Commissioner Lambrew,

The Office of Program Evaluation and Government Accountability (OPEGA) continues to assist and provide non-partisan legislative staff support to the Government Oversight Committee in connection with the Committee's ongoing oversight of the systems of child protection in Maine.

At the Committee's work session yesterday, the testimony received from a number of frontline professionals prompted Committee Members to seek to follow up for certain selected data, information, or documentation within your Department. In that vein, I would be delighted to work with Molly Bogart further or I would otherwise be most grateful for your assistance, or that of any other official(s) you might designate as point(s) of contact for me, in seeking and promptly obtaining concise and current data, information, or documentation on the following, as soon as reasonably possible, but in any event to support the schedule of intensified Committee work sessions during any of November and December 2023:

1. The number of state vehicles currently available for use by child protective case workers and case aides, in relation to current overall OCFS staff, including for the exclusive use, if any, by each District Office (e.g., Lewiston, Portland), and any information or inventory that may depict or describe relative vintage (e.g., model year), and relative mileage. A narrative description of any current or ongoing efforts to address any shortfalls (e.g., deferred maintenance; life cycle replacement) would also be most welcome.

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2. Some kind of data visualization of most recent and current OCFS vacancies, retention and turnover rates, including by type of position, and not limited to case workers, but also including case aides, clerical workers, and any others;
3. Organizational charts that reflect current OCFS staffing, including vacancies and including by Division (we have the August 2023 org. charts from the public DHHS website, but are seeking at least a snapshot of up to the minute information, as much as reasonably possible. We would also welcome any kind of briefing paper or executive summary-level description on current trends and corresponding plans, including if there are Department-identified challenges here that remain a concern;
4. For 2022 and 2023, copies of any documented District 3 (Lewiston) OCFS case worker, case aide, or case work supervisor exit interviews, including any performed by a retention specialist or other person(s), regardless of position, title, or status as an employee, consultant, or other contractor. I am prepared to do my part in ensuring that legally protected identifying personnel information in the full documents are appropriately redacted prior to OPEGA sharing them publicly with the Committee. In this vein, I also welcome any mechanism or process, including working with the Attorney General's office;
5. A briefing paper or other executive summary-level description on the history and timeline of the supporting rationale, requirements analysis, design, development, procurement, implementation, and quality assurance or performance assessment of the Katahdin system, including an identification of costs to date (and contract years remaining) and the names of the principal product(s) vendor(s) and any implementation entities that have or are assisting the Department;
6. A briefing paper or other executive summary-level description of current or ongoing tracking or analysis of trends in timeliness of payments to foster families and licensed daycares. This includes whether and how the Katahdin system plays a role, if any, in processing payments or recouping identified overpayments, and any issues identified with respect to possible errors or error rates or performance concerns.

Thank you, again, kindly, for your continued cooperation, and that of your team, in these matters. I am available to help in any way I can to endeavor to clarify or help facilitate an orderly, prompt, and efficient response. I also welcome a rolling response as items are available, to help ensure the Committee has the best data before it as the Committee constructs a potential roadmap for legislative action.

Very truly yours,



Peter Schleck  
Director

cc: Molly Bogart