



# Driver Education and Evaluation Program Report

2025 Annual Report  
Calendar Year 2025

Required by:

5 M.R.S.A. §20077

Submitted by:  
Maine Department of Health and Human Services  
Office of Behavioral Health

## **Driver Education and Evaluation Program Report**

The Driver Education and Evaluation Programs (DEEP) is, pursuant to 5 MRSA, c.521, Sub-ch. V, the statutory Operating Under the Influence (OUI) countermeasures program in the State of Maine (5 M.R.S.A. §20072). The goal of the program is to reduce the incidence of injury, disability, and fatality that results from alcohol and other drug-related motor vehicle crashes, and to reduce the risk of recidivism for OUI.

Pursuant to 14-118 C.M.R Chapter 2, all individuals with OUI violations that occurred in Maine or occurred in another state under a Maine driver's license, including administrative suspensions and court convictions, are required to complete an approved program through DEEP before operating privileges may be restored.

### **Program Description and Administrative Fees**

Individuals who have been referred to DEEP must select a program and then register with the DEEP office. The programs and costs are below:

<b>Program</b>	<b>Fee</b>
<b>Risk Reduction Program:</b> A 20-hour evidenced based educational program for adults 21 years or older.	\$300
<b>Under 21 Program:</b> A 16-hour evidenced-based educational program for individuals who are under 21 years of age at the time of the offense and under 21 years of age when they register for a program.	\$225
<b>Completion of Treatment Program:</b> A treatment option for offenders who have acknowledged the extent of their substance use disorder and are willing to seek continued voluntary participation in treatment; can demonstrate the ability to abstain from the use of substances; and who wish to enter directly into treatment for alcohol and/or other drug problems.	\$300
<b>Out-of-State Program:</b> For individuals who live outside the State of Maine and enroll in their state's DEEP-approved program or in a Maine-based DEEP program.	\$300
<b>Military Program:</b> For those who are working through their branch of service to meet Maine's requirements for licensure	\$150

Additional information is available on the Office of Behavioral Health's DEEP [website](#)<sup>1</sup>.

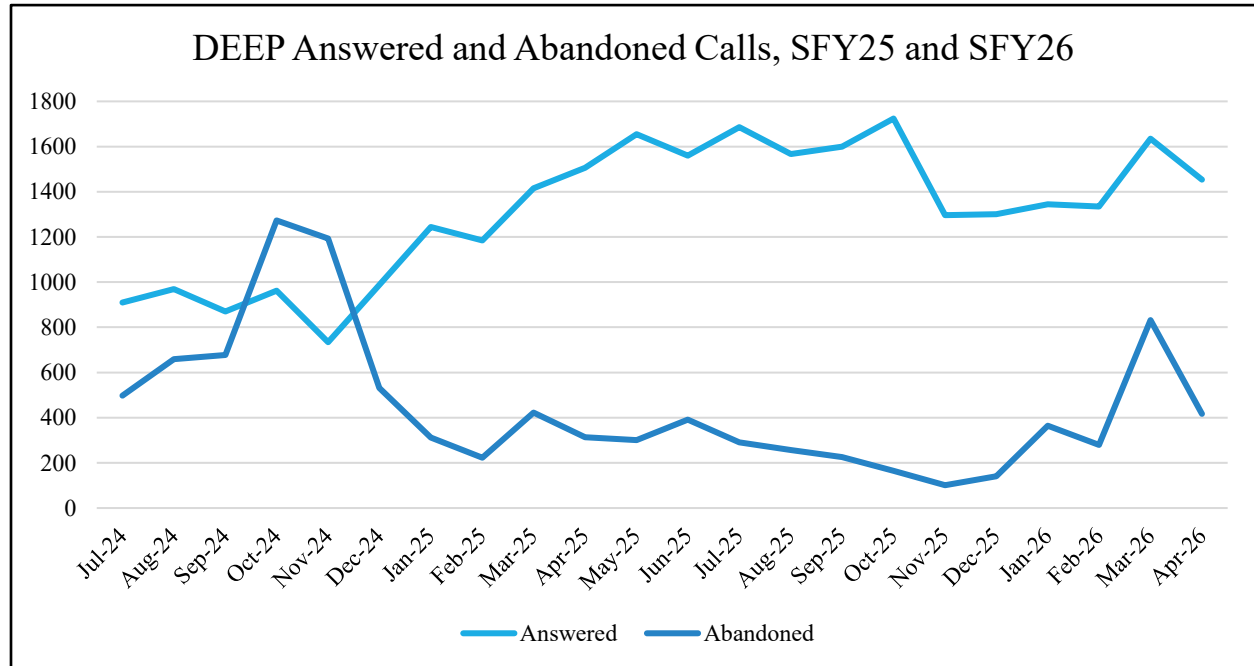
### **DEEP Call Center Statistics**

Below is a chart of answered and abandoned calls to the DEEP Call Center in State Fiscal Year 2025 and State Fiscal Year 2026 to date. "Abandoned calls" refer to those voluntarily disconnected by the caller prior to connecting to DEEP staff. The 2024 annual report articulated intake staffing challenges that impacted DEEP's call center capacity. After maintaining full

---

<sup>1</sup> <https://www.maine.gov/dhhs/obh/support-services/impaired-driving>

staffing for over one year, the number of calls answered between December 2024 and December 2025 increased by approximately 32% while the number of abandoned calls decreased by approximately 74%. The Oct-Nov 2024 and March 2026 spikes in abandoned calls coincided with a temporary reduction in intake staff answering calls from 3 to 2. In 2024, abandoned calls were reduced significantly when the third position was filled. DEEP encountered another temporary staffing reduction in March 2026 but expects a return to full staffing later this year.



**State Fiscal Year 2025**

	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>
Answered	910	969	870	962	734	988	1244	1185	1415	1506	1655	1560
Abandoned	497	659	677	1273	1193	531	312	223	422	314	300	391
Intake Staff	3	3	3	2	2	3	3	3	3	3	3	3

**State Fiscal Year 2026 (year to date as of submission of this report)**

	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>
Answered	1686	1567	1600	1724	1297	1301	1344	1335	1635	1454		
Abandoned	291	257	225	164	101	140	364	280	832	417		
Intake Staff	3	3	3	3	3	3	3	3	2	2		

**Case Management Data**

The following chart outlines cases opened and closed in State Fiscal Years 2024 and 2025. While the number of cases closed remained roughly the same, there were 273 more cases opened in SFY 2025 than there were in SFY 2024.

### Cases Opened and Closed, State Fiscal Years 2024 and 2025

Program Type	Cases Opened			Cases Closed		
	SFY 24	SFY 25	Change	SFY 24	SFY 25	Change
Military Program	6	10	+4	6	7	+1
Under 21 Program	136	128	-8	113	117	+4
Out-of-State Program	119	138	+19	110	125	+15
Completion of Treatment Program	500	493	-7	487	453	-34
Adult Risk Reduction Program	2,873	3,138	+265	2,678	2,711	+33

### **Programmatic Updates**

The Office of Behavioral Health has worked hard to strengthen DEEP services, and has seen steady improvement and efficiency following the stabilization of staffing in late calendar year 2024. The percentage of calls answered each month significantly increased through 2025, with a 90 percent or greater answer rate through the fourth quarter. This improvement in successful connections has meant easier access to register with DEEP, participate in programming, and meet all applicable requirements to have their driver's license and privileges restored in as timely a manner as appropriate.

Full staffing levels have also allowed case managers to complete documentation and case reviews more efficiently and resume agency and provider recertifications. The Program Manager has also been able to more effectively provide DEEP training and certify new DEEP providers to support the program's demands.

The Office is in the process of developing a DEEP database with the State Office of Information Technology to support improved program efficiency and reduce the need for paper records. Lastly, DEEP is also reviewing the program's rules and regulations for necessary updates and changes through future rulemaking to align with the current fiscal environment, best practices, and evolution of related laws and programmatic needs.

### **Conclusion**

DEEP is a program that individuals often access at a difficult time or after a challenging event in their lives. The Office of Behavioral Health is committed to supporting continued improvement to ensure that constituents are served efficiently, effectively, and compassionately.