



Driver Education and Evaluation Programs (DEEP)

2024 Annual Report

Required by:
5 §20077; PL 1991, c. 601, §28;
PL 2011, c. 657, Pt. AA §52

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

Driver Education and Evaluation Programs Overview

The Driver Education and Evaluation Programs (DEEP) are the legislatively mandated (5 M.R.S. c.521, Sub-c. V) Operating Under the Influence (OUI) countermeasures program in the State of Maine.

The goal of the programs 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.

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 the DEEP office before operating privileges may be restored.

Program Description and Administrative Fees

Program	Fee
Risk Reduction Program: A 20-hour evidenced based educational program for adults 21 years or older.	\$300
Under 21 Program: 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
Completion of Treatment Program: 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
Out-of-State Program: 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
Military Program: For those who are working through their branch of service to meet Maine's requirements for licensure	\$150

DEEP Call Center Statistics

State Fiscal Year 2024

	July	Aug	Sept	Oct	Nov	Dec ¹	Jan	Feb	Mar	April	May	June
Answered	1110	1371	1134	993	862	562	555	1190	780	660	889	1023
Abandoned²	497	519	613	772	709	901	2485	849	2686	1205	783	513
# Intake Staff	3	3	3	2	2	1	1	1	2	2	3	2

State Fiscal Year 2025

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June
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

Case Management Data

State Fiscal Year 2024

Program Type	# Cases Opened	# Cases Closed
Military Program	6	6
Under 21 Program	136	113
Out-of-State Program	119	110
Completion of Treatment Program	500	487
Adult Risk Reduction Program	2873	2678

Programmatic Updates for 2024

- The number of education classes provided, and the number of participants enrolled per class, remains consistent with FY 2023.
- Military Program enrollments remained consistent while the Under 21 Program exhibited a slight increase. Completion of Treatment Program and the Adult Risk Reduction Program both demonstrated decreases of 136 and 266 individuals respectively. The Out-of-State Program also revealed a decrease of 200 within the last year as well.
- In collaboration with Voice Services at OIT, improvements were made to the DEEP phone system to provide a more streamlined experience for callers. This included updating scripts to existing and new outgoing announcements, enhanced menu options for callers to choose from, and allowing for a PIN protected provider line.
- DEEP encountered several staffing challenges throughout 2024, primarily among intake

¹ Between December 2023 through February 2024, DEEP only had one full-time intake position filled. Additional temporary staff were hired on to support the increased call volume in March 2024 through June 2024, and as of the date of this report, DEEP's call center and intake team is fully staffed.

² "Abandoned calls" are those voluntarily disconnected by the caller prior to connecting with staff.

staff with sudden turnover of new staff in the first half of the year and other leaves of absence in the second half which resulted in increased wait times for individuals contacting the DEEP office. Immediate actions were taken to mitigate these difficulties including call center coverage by the DEEP Program Manager, Case Managers, and Substance Use Disorder Division Manager, as well as hiring temporary staff on part- and full-time schedules for intake support. Additionally, a Clerk IV position vacated through retirement was replaced with an Office Specialist I position. As of November 2024, the DEEP call center has remained fully staffed and wait times have substantially decreased.

- As referenced in our last annual report, work continues with the Office of Information Technology (OIT) toward the development of a new DEEP Database that will support improved program efficiency and streamline records through electronic use.
- Additional efforts to update Chapter 2, Driver Education and Evaluation Programs (DEEP) Procedure Manual remain in progress as well and will continue through the coming year.