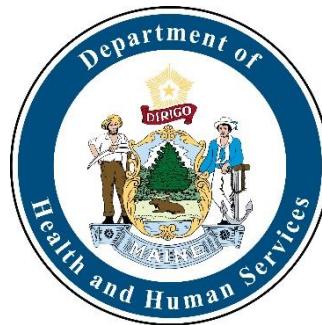


Office of Child and Family Services Update Introduction to Katahdin

Bobbi L. Johnson, LMSW

Director

March 5, 2025



History and Context for Development

- Beginning in 2016, the federal government through the Administration for Children & Families, implemented regulations and guidance directing states to develop Comprehensive Child Welfare Information System (CCWIS)
- A modular and data focused design was a key development requirement
- Maine's Office of Child and Family Services issued an RFP for its CCWIS in May of 2019
- Deloitte and Salesforce were awarded contracts to support the development of a system that included:
 - Web-based interfaces
 - Structures and supports for business workflows
 - Support for continuous improvement of child welfare practice
 - Systems to promote ease of maintenance and faster deployment of enhancements
 - Processes to eliminate duplication of efforts and data entry
 - Ensured access to data and reporting necessary for effective and efficient child welfare operations
 - Was in use by another State Child Welfare system.
- Salesforce serves as the platform for Katahdin



Development Process

- The entire replacement system was developed and implemented in 20 months between April 2020 through January 2022.
- The base software was originally implemented in Delaware though it required significant configuration for Maine's requirements.
- To ensure child welfare requirements were met, Child Welfare leadership assigned a District Program Administrator full time to the project, as the Program Business Lead, along with 8 field staff as part of the development team.
- Additionally, OCFS had over 50 different field staff from across OCFS, DHHS, DAFS, and OIT as part of the development process assigned as subject matter experts. These staff participated in development meetings as well as the three-month final user acceptance testing prior to go live.
- Over 95% of all field staff received the two-day Katahdin training prior to go live. Remaining staff received training shortly after on their return to work.
- **The project was completed on time, within budget, and met all requirements of the RFP on January 18, 2022**

Development Process

Planning Activity	Organization	Start Date
Executive Management Team Initiation	OCFS	July 2015
Contract for CCWIS Assessment (Fei Systems)	OCFS	July 2015
Business Requirements Gaps and Needs Assessment completed	OCFS/FEI	Aug. 2015
CCWIS Request for Information (RFI)	OCFS	Jan. 2017
Funding approved by the Legislature	Maine State Legislature	July 2018
Develop RFP	OCFS/OIT	Sept. 2018
ACF Contract Approval	OCFS, Salesforce, Deloitte	March 2019
RFP Release, Develop Implementation Advance Planning Document	OCFS	May 2019
RFP Award	OCFS/OIT	June 2019
Independent Verification and Validation Assigned	Berry Dunn	June 2019
Contract Development	OCFS	Aug. 2019
SoM Contract Approval	OCFS, Salesforce, Deloitte	Nov. 2019
Begin Development of CCWIS	OCFS/Deloitte	April 2020
Implemented CCWIS	OCFS/Deloitte	Jan. 2022

Costs

Service	Vendor	State Funds	Federal Funds	Total Funds
Development: Configuration and Implementation	Deloitte	\$8,642,607	\$8,642,607	\$17,285,214
Development: Platform Services	Salesforce	\$871,956	\$871,956	\$1,743,913
Development Total		\$9,514,563	\$9,514,563	\$19,029,126

Annual Service	Vendor	State Funds	Federal Funds	Total Funds
Post-Development: Maintenance and Operations	Deloitte	\$511,164	\$511,164	\$1,022,328
Post-Development: Enhancement	Deloitte	\$1,650,000	\$1,650,000	\$3,300,000
Post-Development: Platform Services	Salesforce	\$557,395	\$557,395	\$1,114,790
Post-Development: Other Services and State Services/Staffing	Various	\$1,709,004	\$1,709,004	\$3,418,008
Post-Development Annual Total		\$4,427,563	\$4,427,563	\$8,855,126

System Functions

The purpose of the project was to develop a CCWIS that supports Child Welfare Service's vision and business needs.

Intake: Recording information on reports of child abuse and neglect (including the Mandated Reporter Portal)

Investigation: Investigating reports of abuse and neglect

Assessment: Assessing families for child safety

Service Planning: Interim and long-term service planning

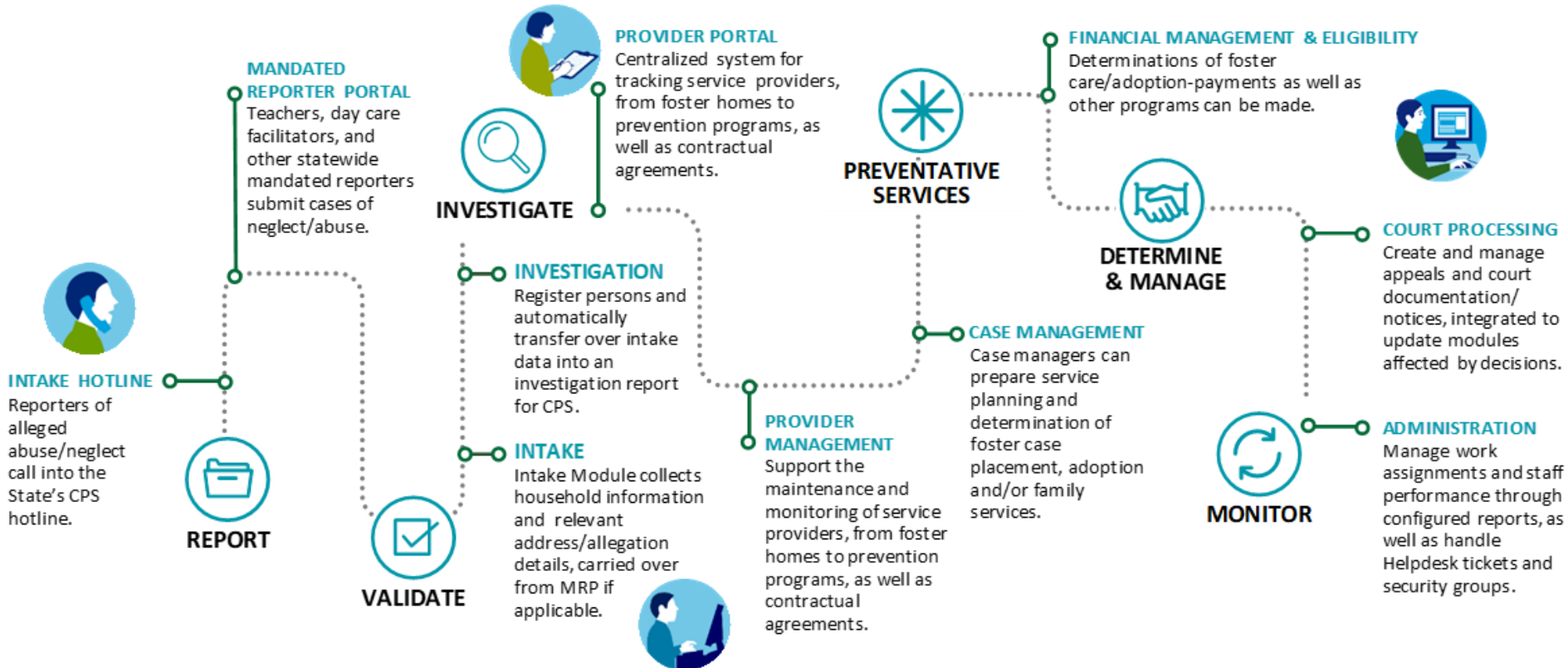
Case Management: Recording details of encounters and other case- and court-related activities

Financial Management: Processing and recording payments for services for children and families served by OCFS, including Title IV-E eligibility

Reporting: Federally required, pre-defined, and ad hoc reporting used by caseworkers, caseworker supervisors, and managers

Resource Management: Managing and utilizing foster care placement and service resources (including the Resource Parent Portal)

System Capabilities



Katahdin Landing Page

Logged in as Ocf's Case Worker 11 (case_worker_011@maine.gov.cnvtst) | Sandbox: MECNVTST | Log out as Ocf's Case Worker 11

Search...



Child Welfare Home Intakes Cases Providers Applications Persons Correspondence Assessments Placements Eligibility Provider Search Addresses Person Search View SSN More

Work List

Filter Work List Items

Activity Type	ID	Case ID	Household Name	Status	Due Date
Visitation	0000403068	FS-0001120833	REGRESSION-B524, SOM-TEST-B524	Worklisted	2/8/2025
Fact Finding Interview	0001009526	INV-0001120849	REGRESSION-XT10, SOM-TEST-XT10	Pending	2/10/2025
Custody Court Order	0001017250	INV-0001120827	REGRESSION-LV76, SOM-TEST-LV76	Worklisted	2/11/2025
Custody Court Order	0001017249	INV-0001120827	REGRESSION-LV76, SOM-TEST-LV76	Pending	2/11/2025
Determination	ADO-0001120830	ADO-0001120830	HARRY-ZA28 POTTER-ZA28	Worklisted	2/12/2025

< Previous Next > Page 1/5

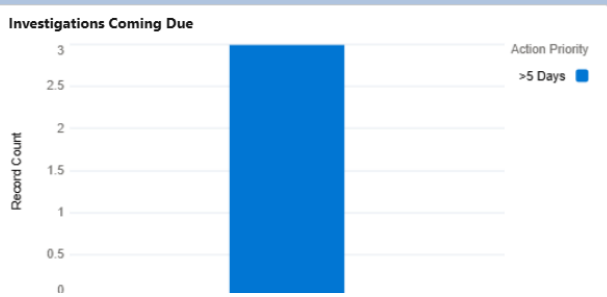
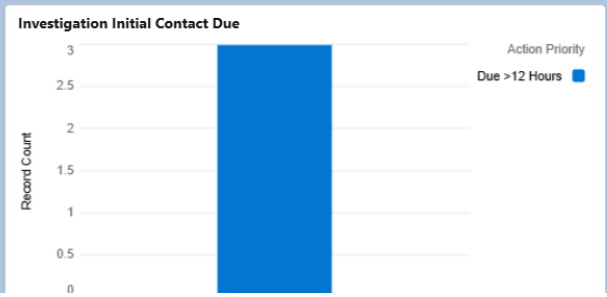
Work Load

Type	ID	Household Name	Status
Permanency	P-0001120822	HARRY-UZ13 POTTER-UZ13	Open
Adoption	ADO-0001120822	HARRY-UZ13 POTTER-UZ13	Open
Permanency	P-0001120824	HARRY-OO11 POTTER-OO11	Open
Adoption	ADO-0001120824	HARRY-OO11 POTTER-OO11	Open
Family Investigation	INV-0001120827	REGRESSION-LV76, SOM-TEST-LV76	Open

< Previous Next > Page 1/5

Dashboards

- Worker Workload - Supervisor View
- Worker Workload - Worker View
- Substance Exposed Infants
- Children in Care
- Intake Dashboard
- Provider Dashboard
- Investigations Dashboard



Today's Schedule

[Calendar](#)

You have nothing scheduled for today

Intake Landing Page

Sandbox: MECNVST | Log out

Child Welfare

★ 🏠 ? ⚙️ 🔔

Home
Intakes
Cases
Providers
Applications
Persons
Correspondence
Assessments
Placements
Eligibility
Provider Search
Addresses
Person Search
View SSN
Transactions
Office
User Office
More

SOM-TEST-HF70 LINK REGRESSION-HF70

I-0001115701

Status: **Disposition**

Assigned Worker: **Intake Worker 11**

Associated Case: **INV-0001114441**

Print Clone Save

Details
Persons
Allegation
Questionnaire
Narrative
Disposition

Related Lists Quick View

[Special Instructions \(1\)](#)

[Intake Persons \(4\)](#)

[Intake Addresses \(2\)](#)

[Notes \(0\)](#)

[Assigned Users \(0\)](#)

[Associated Intakes \(0\)](#)

[Associated Cases \(0\)](#)

Information

Name

*** Status**

Intake Last Name

*** Method of the Report**

Intake First Name

Report Date/Time

Call Log/Consult Call

Final SDM Decision

Date Report Completed

Final Response Priority

Report Type

Report Details

Incident Narrative

Directions to Home

Report Source Allegations

Report Source

Search Related Lists Here

Special Instructions (1) [Add](#)

Name	Status	Start Date	End Date
0002409	Inactive	12/11/2024	12/31/2024

Intake Persons (4) [View All](#) [Add](#)

Name	First Name	Last Name	Role	Val
0005602272	MOLLY-HF70	WEASLEY-HF70	Alleged Abuser	284
0005602271	ARTHUR-HF70	WEASLEY-HF70	Alleged Abuser	284
0005602270	RONALD-HF70	WEASLEY-HF70	Alleged Victim	284
0005602269	ALBUS-HF70	DUMBLEDORE-HF	Reporter	284

Intake Addresses (2) [Add](#)

Associated to	Address Li...	Address Li...	City	Sta
Test - Family	650 LEIGHTON RD		AUGUSTA	MA
Test - Reporter	100 POVERTY LAN		AUGUSTA	MA

Notes [View All](#) [Add](#)

No records found

Attachments & Media Files (1) [Download](#) [View All](#) [Upload](#)

<input type="checkbox"/>	Name	Document Date	Document Name	File Name
<input type="checkbox"/>	0004319376	12/11/2024	I-0001115701_intake	I-0001115701_int

Assigned Users

Maine Department of Health and Human Services

Person Record

Sandbox: MECNVSTST | Log out

Search...



Child Welfare Home Intakes Cases Providers Applications Persons Correspondence Assessments Placements Eligibility Provider Search Addresses Person Search View SSN Transactions Office User Office Transaction search More

Overview Details Genogram



HARRY-OO11 POTTER-OO11

Birth Date: **Aug 23, 2012**

Age: **12 year(s) 6 month(s)**

Race: **Asian**

Physical Address: **199 Elm Street
Mercer, MAINE, 04957,
UNITED STATES**

Mailing Address: **1000 Main Street
Augusta, MAINE, 08971,
UNITED STATES**

Custody Status: **Custody Start**

Native American Status: **Verified**

Primary Language: **English**

Locations - Person, Placement, Education

Home Address Placement Address
School Address Child Care Address



- Markers (2)**
- HOME : HARRY-OO11 POTTER-OO11
199 Elm Street, Mercer, MAINE
 - PLACEMENT : REGRESSION-PP98_COD-TEST-PP98 & POTTER, JACKY
199 Elm Street, Mercer, MAINE

Education Details

School: **NORTHEAST CAREER SCHOOLS OF ME**
Grade: **Sixth**
Status: **Completed**

Health Info

PCP Name: **John Doe Medical Provider**
PCP Phone: **(341) 242-4324**
Allergy Alert: **Yes**

Prior History

History Print

Client History

Logged in as Ocfs Case Worker 11 (case_worker_011@maine.gov.cnvtst) | Sandbox: MECNVSTST | [Log out as Ocfs Case Worker 11](#)

Child Welfare | Home | Intakes | Cases | Providers | Applications | **Persons** | Correspondence | Assessments | Placements | Eligibility | Provider Search | Addresses | Person Search | View SSN | More

Search...

Prior History History Print

ID	Name	Status	Type	Start Date	Closed Date	Role	Outcome	
INV-0001120823	REGRESSION-OO11, SOM-TEST-OO11	Closed	Family Investigation	2/10/2025	2/10/2025	Alleged Victim	Outcome	Closing Summary
P-0001120824	HARRY-OO11 POTTER-OO11	Open	Permanency	2/10/2025		Alleged Victim	Outcome	
FS-0001120823	REGRESSION-OO11, SOM-TEST-OO11	Closed	Family Service	2/10/2025	2/10/2025	Alleged Victim	Outcome Close and link to Permanency Case	Closing Summary
ADO-0001120824	HARRY-OO11 POTTER-OO11	Open	Adoption	2/10/2025		Alleged Victim	Outcome	
I-0001120823	SOM-TEST-OO11 REGRESSION-OO11	Complete	Family Report	01/31/2025	02/10/2025	Alleged Victim	Outcome New Investigation	

Clicking on Closing Summary link, system generates the closing summary document

Mandated Reporter Portal



STATE OF MAINE Department of Health and Human Services



Mandated Reporter

Welcome to the Maine Office of Children and Family Services Mandated Reporter Portal

The Maine Office of Child and Family Services Online Reporter Portal is designed to provide medical professionals, hospitals and hospital staff, school personnel and law enforcement personnel the ability to report non-emergent information related to child abuse and/or neglect.

This portal is not to be used for:

- Child Fatalities
- Life threatening injuries to a child
- Human Trafficking
- Safe Haven situations
- Sexual abuse situations where the perpetrator has access to the child
- Emergency situations that requires immediate assistance.

Should you have questions or concerns about making an electronic report please call the Intake hotline at 1-800-452-1999 where Intake staff can assist you in making a report through our intake phone system. Intake staff are available to assist you 24 hours a day/365 days per year.

I acknowledge that I am using this portal in my professional capacity (answers to these questions are mandatory to continue)

* I am a Mandated Reporter

Yes No

As defined by: [\(Maine Code Revised Title 22, Chapter 1071: Child & Family Services and Child Protection Act\)](#).

* I am law enforcement, a medical professional, hospital staff or school staff

Yes No

As defined by: [\(Maine Code Revised Title 22, Chapter 1071: Child & Family Services and Child Protection Act\)](#).

* I am making this report in good faith and understand that intentionally making a false report is punishable by law

Yes No

As defined by: [\(Maine Code Revised Title 22, Chapter 1071: Child & Family Services and Child Protection Act\)](#).

I affirm that it is my professional opinion that the child(ren) in this report are NOT in immediate risk of serious harm nor do any of the following circumstances exist

- Child fatality
- Life threatening injuries to a child

Steps

- Mandated Reporter
- About You
- Household
- Other Adults in Household
- Child(ren) in The Household
- Caregiver Outside of Home
- Concerns
- Ready for Submission
- Upload Evidence
- Thank You

Investigation Landing Page

Sandbox: MECNVSTST | [Log out](#)



Child Welfare

- Home
- Intakes
- Cases**
- Providers
- Applications
- Persons
- Correspondence
- Assessments
- Placements
- Eligibility
- Provider Search
- Addresses
- FMAP Rate Settings
- Person Search
- View SSN
- Transactions
- RTTable
- More

Q Search...



REGRESSION-SZ09, SOM-TEST-SZ09

INV-0001120866

Status
Closed

Case Type
Family Investigation

Assigned Worker
Ocfs Case Worker 11

Originating Intake
I-0001120866

Save

- Intake Review
- Case Summary**
- Investigation Details
- Findings
- Decisions
- Interactions
- Restricted Information

Case Related Activities

Activity: Initial Interview	Status: Abridged	Due Date: 2025-02-18	>
Activity: Fact Finding Interview	Status: Completed	Due Date: 2025-02-18	>
Activity: Initial Interview	Status: Completed	Due Date: 2025-02-18	>

Critical Case Members

- JANE-SZ09 ROGERS-SZ09**
Age: 12 year(s) 5 month(s)
- STEVE-SZ09 ROGERS-SZ09**
Age: 40 year(s) 3 month(s)
- PEGGY-SZ09 ROGERS-SZ09**
Age: 40 year(s) 3 month(s)

Provider and Person Location

Provider Address Person Address

Map Satellite

Keyboard shortcuts Map data ©2025 Google Terms Report a map error

Location Information (2)

JANE-SZ09 ROGERS-SZ09
199 Elm Street, Mercer, MAINE

Assessments

Safety Decision



Risk Level



Assessments in Pending or Worklisted Status 30+ Days Old

Associated Cases

ID:	Type:	Status:
FS-0001120866	Family Service	Open

Associated Intakes

ID:	Type:	Date:
I-0001120866	Family Report	2025-02-17

Placements

Investigation Screen

Logged in as Ocfcs Case Worker 11 (case_worker_011@maine.gov.cnvtst) | Sandbox: MECNVTST | Log out as Ocfcs Case Worker 11

Child Welfare Home Intakes **Cases** Providers Applications Persons Correspondence Assessments Placements Eligibility Provider Search Addresses Person Search View SSN More

REGRESSION-LV76, SOM-TEST-LV76 Status **Open** Case Type **Family Investigation** Assigned Worker **Ocfcs Case Worker 11** Originating Intake I-0001120827 **Save**

Intake Review Case Summary **Investigation Details** Findings Decisions Interactions

Related Lists Quick View

- Special Instructions (1)
- Interviews (3)
- Placements (0)
- Frameworks (0)
- Persons (4)
- Case Conferences (1)
- Associated Cases (0)
- Team Decision Making Referrals (0)
- Assessments (3)
- Petition (1)
- Background Checks (3)
- Referral for Services (0)
- Associated Intakes (1)
- Court Orders (2)
- Family Team Meetings (0)

Investigation Case Detail

Name INV-0001120827

***Case Status** Open

Case Name REGRESSION-LV76, SOM-TEST-LV76

Case Open Date 2/11/2025

***Case Type** Family Investigation

Assigned Worker Ocfcs Case Worker 11

Search Related Lists Here

Special Instructions (1)

Name	Status	Start Date	End Date
0002546	Active	02/11/2025	03/03/2025

Persons (4)

Case Management Landing Page

Sandbox: MECNVST | [Log out](#)

Child Welfare Home Intakes **Cases** Providers Applications Persons Correspondence Assessments Placements Eligibility Provider Search Addresses FMAP Rate Settings Person Search View SSN Transactions RTTable More

REGRESSION-BS24, SOM-TEST-BS24 FS-0001120833

Status: **Open** Case Type: **Family Service** Assigned Worker: **Ochs Case Worker T1** Originating Case: **INV-0001120833** [Save](#)

[Case Summary](#) [Case Information](#) [Interactions](#) [Locations](#) [Restricted Information](#)

Case Related Activities

Activity	Status	Due Date	
Family Meeting	Completed	2025-02-13	>
Family Service	Worklisted	2025-02-13	>
Child Plan	Completed	2024-03-15	>

Critical Case Members

- PETUNIA-HE84 POTTER-HE84**
Age: 0 year(s) 6 month(s)
- HARRY-BS24 POTTER-BS24**
Age: 12 year(s) 6 month(s)
- JAMES-BS24 POTTER-BS24**
Age: 40 year(s) 3 month(s)

Provider and Person Location

Location Information (12)

HARRY-BS24 POTTER-BS24
199 Elm Street, Mercer, MAINE

Assessments

Safety Decision **Safe**

Risk Level

4.0
3.5
3.0

Medium

Associated Cases

ID	Type	Status
INV-0001120833	Family Investigation	Closed
P-0001120834	Permanency	Open

Associated Intakes

ID	Type	Date
I-0001120864	Family Report	2025-02-26

Placements

ID	Client Name	Provider	Placement Type
410534	HARRY-BS24 POTTER-BS24	REGRESSION-PP98, COD-TEST-PP98 & POTTER, JACKY	Foster Care

Case Management Screen

Logged in as Ocf's Case Worker 11 (case_worker_011@maine.gov.cnvtst) | Sandbox: MECNVTEST | [Log out as Ocf's Case Worker 11](#)

Child Welfare Home Intakes **Cases** Providers Applications Persons Correspondence Assessments Placements Eligibility Provider Search Addresses Person Search View SSN Transactions Office User Office Transaction search Funding Payments More

REGRESSION-BS24, SOM-TEST-BS24
FS-0001120833

Status: **Open** Case Type: **Family Service** Assigned Worker: **Ocf's Case Worker 11** Originating Case: INV-0001120833 [Save](#)

Case Summary Case Information Interactions Locations

Related Lists Quick View

- Special Instructions (2)
- Persons (7)
- Diligent Efforts (0)
- Assessments (6)
- Case Conferences (0)
- Family Team Meetings (1)
- Associated Cases (2)
- Referral for Services (2)
- Petition (2)
- Court Orders (2)
- Placements (2)
- Visitations (1)
- Permanency Committee Referrals (1)
- IC Requests (0)
- Form Requests (0)

Family Service Case Detail

Name
FS-0001120833

*** Case Status**
Open

*** Case Name**
REGRESSION-BS24 SOM-TEST-BS24

Case Open Date
2/13/2025

Case Type
Family Service

Case Close Date

Assigned Supervisor
Ocf's Case Sup 11

*** Family Service Assignment Status**
Completed

Reason for Assignment
New Case

Abridge Reason
Select Abridge Reason ...

Assigned Worker

Abridge Notes

Knowledge

Search Related Lists Here

Special Instructions (2) [Add](#)

Name	Status	Start Date	End Date
0002558	Active	02/13/2025	03/14/2025
0002557	Active	02/13/2025	03/05/2025

Document Management Screen

Sandbox: MECNVTST | [Log out](#)

Child Welfare | Home | Intakes | Cases | Providers | Applications | Persons | Correspondence | Assessments | Placements | Eligibility | Provider Search | More

Search...

Download

<input type="checkbox"/>	NAME ↓	DOCUMENT DATE ↓	DOCUMENT NAME ↓	FILE NAME ↓	DOCUMENT TYPE ↓	OPEN FILE ↓	DELETE ↓
<input type="checkbox"/>	0004373378	03/03/2025	Family Health History-Maternal	FS-0001120843_Family Health History_2025-3-3_Ocfs Case Worker 5.docx	Family Health History	View	Delete
<input type="checkbox"/>	0004373379	03/03/2025	ICPC Document-	FS-0001120843_ICPC Child Summary_2025-3-3_Ocfs Case Worker 5.docx	ICPC Child Summary	View	Delete
<input type="checkbox"/>	0004373380	03/03/2025	Child Social History-	FS-0001120843_Child Social History_2025-3-3_Ocfs Case Worker 5.docx	Child Social History	View	Delete
<input type="checkbox"/>	0004373381	03/03/2025	Affidavit of Diligent Search	FS-0001120843_Affidavit of Diligent Search_2025-3-3_Ocfs Case Worker 5.docx	Affidavit of Diligent Search	View	Delete
<input type="checkbox"/>	0004373382	03/03/2025	Youth Life Skills Assessment	FS-0001120843_Youth Life Skills Assessment_2025-3-3_Ocfs Case Worker 5.docx	Youth Life Skills Assessment	View	Delete
<input type="checkbox"/>	0004373383	03/03/2025	Religious Preference	FS-0001120843_Religious Preference_2025-3-3_Ocfs Case Worker 5.docx	Religious Preference	View	Delete

First Prev 1 - 6 of 6 records Next Last

Katahdin captures and stores over 300 different types of documents.

Resource Parent Portal



STATE OF MAINE
Department of
Health and Human Services

[Home](#)

[FAQs](#)

[Contact Us](#)

[Register](#)

[Sign In](#)

Office of Child and Family Services

EVERY CHILD DESERVES THE LOVE OF A FAMILY

Thinking of becoming a resource parent? We will be with you every step of the way.

[Get Started - Register Now](#)

Frequently Asked Questions

[View All](#)

Could I be a resource parent?

Resource parents are needed who can provide temporary care to babies and yo...[Know more](#)

What type of child would be placed and how long would they live with me?

Children enter foster care through no fault of their own. Due to a number o...[Know more](#)

What kind of support is available to resource parents?

Resource families are connected with a DHHS licensing staff and have regula...[Know more](#)

Resource Parent Portal

The screenshot displays the Resource Parent Portal for the State of Maine Department of Health and Human Services. The header includes the department logo and navigation links for My Account, Forms, FAQs, Contact Us, and Logout. A secondary bar identifies the Office of Child and Family Services and includes a Help button. The main content area is divided into a left sidebar and a central panel. The sidebar contains sections for My Applications (Current and Previously Submitted/Withdrawn), Children in my care (View Children), Payments (View Payment History), and My Profile (My Training Portal, Change Password). The central panel features a personalized welcome message for Pooja Patel, followed by buttons to start Initial and Renewal Applications.

STATE OF MAINE
Department of
Health and Human Services

My Account Forms FAQs Contact Us Logout

Office of Child and Family Services

Help

My Applications

- Current Application
- Previously Submitted/Withdrawn Applications

Children in my care

- View Children

Payments

- View Payment History

My Profile

- My Training Portal
- Change Password

Welcome Pooja Patel

OCFS thanks you for taking your first steps in your journey toward becoming a resource parent.

Initial Application

Start Initial Application

Renewal Application

Start Renewal Application

STATE OF MAINE
Department of
Health and Human Services

DHHS Address and Contact

- 2 Anthony Avenue
Augusta, Maine 04333-0011
- Phone: (207)-624-7900
Toll Free: (877)-680-5856
TTY: Dial 711 (Maine Relay)
Fax: (207) 287-5282

Information

- Maine
- OCFS
- Accessibility

Provider Resource Management

REGRESSION-PP98, COD-TEST-PP98 & POTTER, JACKY

Save

Provider Information

Related Lists Quick View

- Provider Types (1)
- Applications (1)
- Provider Type History (2)
- Provider Persons (6)
- Agreements (2)
- Provider Addresses (5)
- Placements (46)
- Direct Provider Organization (0)
- Provider Contact Notes (3)
- Associated IA Intakes (0)
- Associated Investigations (0)

Provider Information

CCWIS ID ***District**

CCMS ID

Organization Name **Primary Phone**

Caregiver 1 Last Name **Other Phone Number**

Caregiver 1 First Name **Email**

Caregiver 2 Last Name **Website**

Caregiver 2 First Name **Account Fax**

Provider Category **Parent Organization Name**

Search Related Lists Here

Provider Types (1) [View All](#) [Add](#)

Name	Provider T...	Date Effect...	Date Ended
0000226731	Resource Family	12/07/2023	

Applications (1) [View All](#) [Add](#)

Applicatio...	Applicatio...	Applicatio...	Applicatio...
MollyGeisser091	A-0000002658	Renewal Applicati	Application Apprc

Provider Type History (2) [View All](#)

Provider T...	Date Effect...	Date Ended	Status
Resource Family	12/07/2023		Active
Resource Family	11/30/2023	12/07/2023	Renewal in progr

Provider Persons (6) [Add](#)

Name	Role

Transaction Management



Transaction Search

Provider

Provider Id

Date Source

Start Date

End Date

Transaction Type

Vendor Code

Transaction Category

Transaction ID

Cost#

Client

A#

Service

Transaction Status

Trust Income Type

[View Client Trust Fund Summary](#)

Fund Source Code

Unit Code

Object Code

Approp Code

Employee Training and Support

Weekly:

Placement Meetings District Specific: Weekly for 3 months

Supervisor Training: Weekly for 3 months

Katahdin Placement Meeting Statewide: October to present

Ongoing:

Foundations Training for New Workers

Super User Monthly Statewide Trainings

Quarterly Data Quality Meetings

Semi-Annual Supervisor and Staff Meetings in all Districts – to seek feedback

Annual Staff Satisfaction Survey

Katahdin Intranet training:

Training Material - Guides and FAQs (additional ones developed upon request)

- 4 released since January 2025

Training Resources







SharePoint Search this site

DHHS-OfficeofChildandFamilyServices

Home Child Well Being Corner Early Care and Education Children's Behavioral Health Data and Reporting Employee Training Information Center Family First Prevention Forms How do I... Information Services Follow Share

WELCOME TO KATAHDIN - MAINE'S COMPREHENSIVE CHILD WELFARE INFORMATION SYSTEM (CCWIS)

To have Katahdin be truly successful WE NEED YOU!
We need you to stay current, involved and offer input as we continue to make improvements to Katahdin.

-  KATAHDIN HELP DESK
-  TRAINING MATERIALS
-  KATAHDIN FEEDBACK SUBMISSION FORM
-  KATAHDIN TEAMS
-  QUARTERLY RELEASE ANNOUNCEMENTS
-  ENHANCEMENTS

Quick Reference Guides

Quick Reference Guides

AFCARS Error Instructions Katahdin (PDF)	Add Person to Case (PDF)	Attachments and DocuWare (PDF)	Child Enters Care (Updated 12.8.24)
Child Exits Custody (Updated 12.8.24)	Correspondence (PDF)	Create Permanency Case	Discovery Print (PDF)
Document Purchase Order (PDF)	Family Team Meetings (PDF)	Funding Request for Hotel-ED Coverage (PDF)	Preliminary Protection Order (PPO) How To
Person: A Number Auto-Generate	Person: Medical Moments	Person: Portable Health Record Print	Placement: Modify for Service Change (Updated 12.8.24)
Placement: Enter a Child in a Hotel (Updated 12.8.24)	Placement: Enter or End Placement (Updated 12.8.24)	Placements: Secondary Placement	Payment Issues FAQ
Provider: Create Community Provider Type	Provider: Create Unlicensed Relative Provider	Referral for Services (PDF)	Replace Case Person (PDF)
Resource Family Flags	Resource Unit: Out of State or Tribe Issued License	Search Vendor Code in Katahdin	
Supervisor Approval (PDF)	Terminology (PDF)	Transaction Search (PDF)	Upload Voice Recording (PDF)
Visitation (PDF)	Example Placement Screen for Hotel	How to add a calendar event in Katahdin	Employee User Profile Update

Katahdin Manuals

[Module 01: Overview, Navigation, and Search](#)

[Module 02: Person Record](#)

(future Modules will be added soon)

Training Videos

Smaller Group Specialized Training

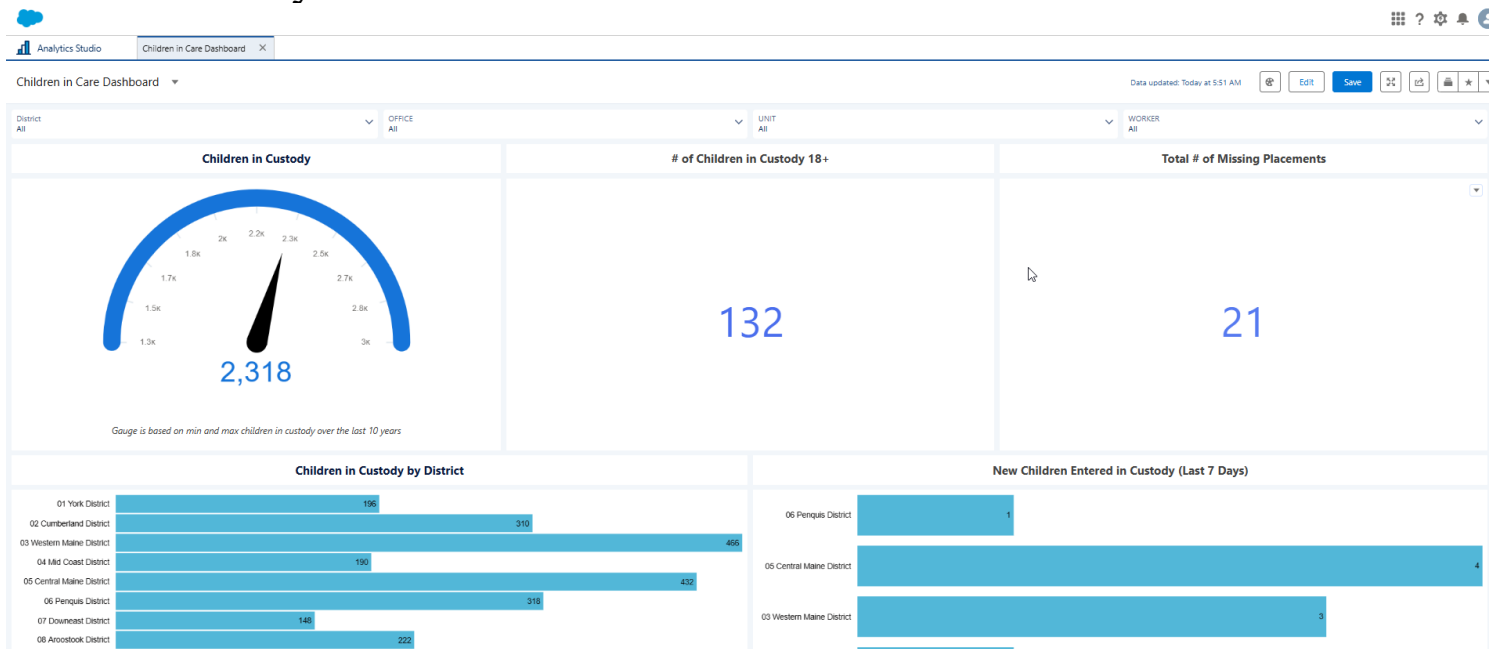
[Adoption Instructions \(PDF\)](#)

[OOH Packet \(PDF\)](#)

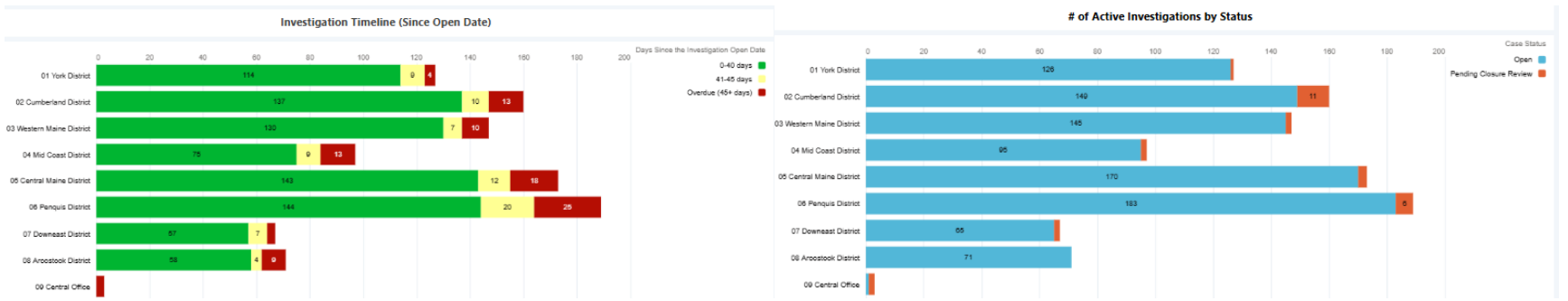
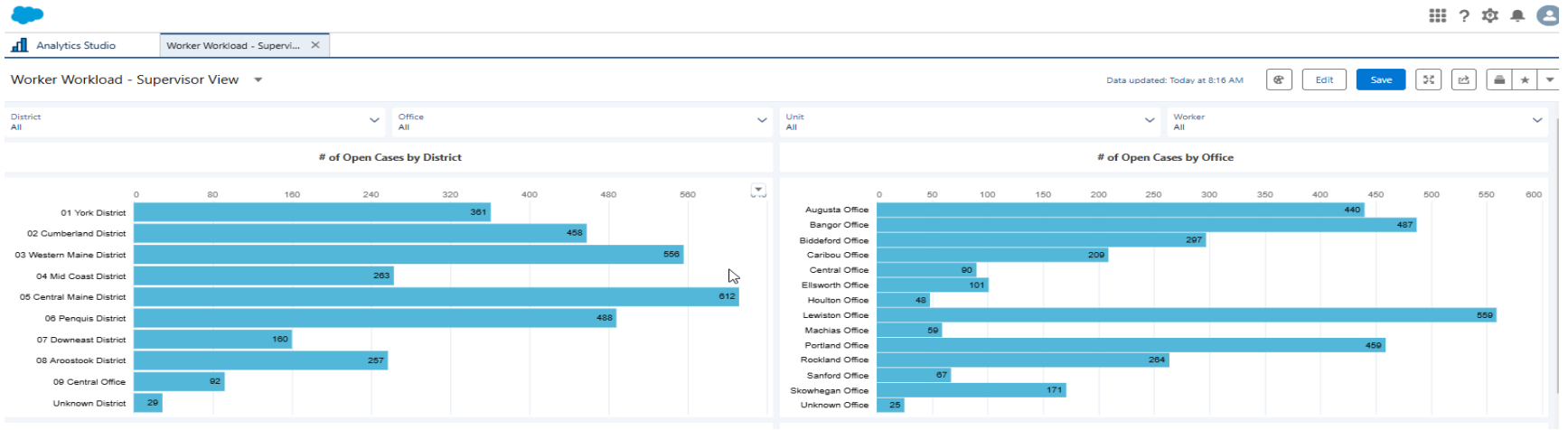
[Permanency Guardianship Process](#)

Reporting and Dashboards

- The system includes hundreds of reports designed for multiple user levels to help staff and supervisors identify practice strengths, challenges and inform prioritization of workload activities. The dashboard collates data into easy-to-use formats with the ability to drill down from statewide to individual districts, and even to supervisory unit and individual worker details.
- Previously (in MACWIS) reporting was less user friendly and required significant interface between the data and the Information Services Team before it was available in a usable format by child welfare staff.



Dashboards



User Feedback and Responses

User Feedback

- Regular district-level meetings
- Non-OCFS user engagement
- Surveys
- Individual help desk tickets

Enhancements

- Over 300 individual system enhancements over the last 3 years
- Enhancements include those in response to statute changes, policy updates, and opportunities for improvement identified by users

Enhancements

Katahdin has released 358 Enhancements since go live based on user feedback and changes to policy, practice or regulation.

Major Enhancements include:

- Enhanced the Client Prior History screen based on recommendations from the Child Welfare Ombudsman
- Created a new Discovery Print based on feedback from parent's attorneys and the OAG
- New Person Print
- Reporting Dashboards
- Redesign of the Custody and Placement screens
- Changes to investigation workflow based on the recommendations from the Child Protection Investigation Policy Workgroup

Project Scale

- **System Description**

- System Storage Size - **240GB (equivalent to 92,307 e-books)**
- Total number of screens – **1591**
- Total number of data element - **21,190**
- Total number of stored files – **4,598,545 documents stored**
- Total number of rows of data – **107,900,808 records**
- Total number of clients (people) - **2,285,176**
- Total number of providers – **86,671**
- Annual payments processed- **Over \$100 million**

- **Ongoing Project Staffing**

- 7 OCFS Staff
- 15 OIT Staff
- 21 Deloitte Staff

- **Portals**

- Mandatory Reporter Portal
- Resource Family Portal

- **Interfaces and Exchanges (29 total)**

Advantage

OFI/ACES

MaineCare

Fire Marshall

Department of Education

Child Support

Water Testing Lab

Social Security Administration

Federal Exchanges

Document Management

NEICE Interstate

Questions

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Office of Child and Family Services

