
Contact information

12 messages

Enis, Deanna <Deanna.Enis@maine.gov>
To: "rtgmich@gmail.com" <rtgmich@gmail.com>

Tue, Apr 8, 2025 at 3:06 PM

Good afternoon,

Thank you for reaching out to request the status of your hearing. I have reached out to the Administrative Hearings Office and will let you know the status when I hear back.

Thank you,

Deanna Enis, LSW

Maine Department of Health and Human Services

Office of Child and Family Services

Social Services Specialist II

Appeals Unit

2 Anthony Avenue

Augusta, ME 04330

Phone: 207-624-7917

FAX: 287-5282



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Ryan michaels <rtgmich@gmail.com>

Thu, Apr 10, 2025 at 10:21 AM

Reply-To: rtgmich@gmail.com

To: "Enis, Deanna" <Deanna.Enis@maine.gov>

Bcc: Christine Alberi <ombudsman@cwombudsman.org>, "Office of Governor Janet Mills(imailagent)" <governor@maine.gov>

Follow-up Regarding OCFS Appeal Status and Administrative Hold

Deanna,

Thank you very much for your email dated April 8th, and for taking the time to speak with me recently regarding my pending appeal.

During our phone conversation, you informed me that the Administrative Hearings Office has placed all OCFS investigative appeals on hold due to an overwhelming influx of MaineCare appeals. As I mentioned during our call, this was the first I had heard of such a decision. Given the significant impact of this delay on my situation and potentially many others awaiting critical hearings, I would greatly appreciate receiving a formal written response or notification from your office clarifying:

The date when OCFS investigative appeals were officially placed on hold.

The reason(s) for prioritizing MaineCare appeals over OCFS appeals.

The anticipated timeline for resuming OCFS investigative appeals.

Any official policies or communications that outline this decision and its justification.

As I'm sure you can appreciate, transparency in this matter is critical—not only for myself but for all individuals currently awaiting resolutions on matters profoundly impacting their families and lives.

Given the urgency and importance of this issue, and recent media coverage highlighting systemic issues within Maine OCFS—including criticisms from legal professionals, CPS staff, and concerning performance statistics—I believe clarity and accountability on this delay would benefit everyone involved. Ensuring families are informed about significant administrative decisions directly affecting their cases is paramount.

Please let me know when I can expect this documentation or further clarification from the Administrative Hearings Office. Your prompt attention to this request is deeply appreciated.

Thank you again for your assistance and professionalism.

Warm regards,

Ryan Michaels
215 Long Swamp Road
Berwick, ME 03901
rtgmich@gmail.com
207-216-7955

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Enis, Deanna <Deanna.Enis@maine.gov>
To: "rtgmich@gmail.com" <rtgmich@gmail.com>

Thu, Apr 10, 2025 at 11:11 AM

Good morning,

Thank you for reaching out for clarification. It would be best to request this information directly from the Administrative Hearings Office. That way it is first hand information, which is more accurate.

Thank you,

Deanna Enis, LSW

Maine Department of Health and Human Services

Office of Child and Family Services

Social Services Specialist II

Appeals Unit

2 Anthony Avenue

Augusta, ME 04330

Phone: 207-624-7917

FAX: 287-5282



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From: Ryan michaels <rtgmich@gmail.com>
Sent: Thursday, April 10, 2025 10:21 AM
To: Enis, Deanna <Deanna.Enis@maine.gov>
Subject: Re: Contact information

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Ryan michaels <rtgmich@gmail.com>
Reply-To: rtgmich@gmail.com
To: "Enis, Deanna" <Deanna.Enis@maine.gov>

Thu, Apr 10, 2025 at 12:03 PM

Good morning Deanna,

Thank you for your prompt reply. I understand your recommendation to contact the Administrative Hearings Office directly. To ensure clarity and avoid further delay, could you please provide me with the specific contact information—including name(s), email(s), and phone number(s)—of the appropriate individual(s) I should reach out to at the Administrative Hearings Office regarding this matter?

Given the importance and urgency of this issue, precise guidance from you would be greatly appreciated to facilitate timely communication and resolution.

Thank you very much for your continued assistance.

Warm regards,

Ryan Michaels
215 Long Swamp Road

Berwick, ME 03901
rtgmich@gmail.com
207-216-7955

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Enis, Deanna <Deanna.Enis@maine.gov>
To: "rtgmich@gmail.com" <rtgmich@gmail.com>
Cc: DHHS Admin Hearings <DHHSAdminHearings@maine.gov>

Thu, Apr 10, 2025 at 12:05 PM

Good afternoon,

I have cc'd the Administrative Hearings Office on this email and they would be able to provide you with that information.

Have a great day.

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Ryan michaels <rtgmich@gmail.com>
Reply-To: rtgmich@gmail.com
To: "Enis, Deanna" <Deanna.Enis@maine.gov>
Cc: DHHS Admin Hearings <DHHSAdminHearings@maine.gov>

Thu, Apr 10, 2025 at 12:10 PM

Good afternoon,

Thank you, Deanna, for adding the Administrative Hearings Office to this email.

To the Administrative Hearings Office:

I am reaching out for explicit clarification regarding the hold placed on all OCFS investigative appeals, which Deanna Enis recently informed me of via phone conversation. Specifically, please provide the following information:

The official date OCFS investigative appeals were placed on hold.

The reasoning behind prioritizing MaineCare appeals over OCFS appeals.

The anticipated timeline for resuming OCFS investigative appeals.

Copies or references to official documentation, policy memos, or notices regarding this administrative decision.

Your prompt response is greatly appreciated, as many families, including mine, continue to experience significant consequences from these unresolved appeals.

Thank you for your immediate attention to this critical matter.

Warm regards,
Ryan Michaels
215 Long Swamp Road
Berwick, ME 03901
rtgmich@gmail.com
207-216-7955

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Spaulding, Tanya <Tanya.Spaulding@maine.gov>
To: "Enis, Deanna" <Deanna.Enis@maine.gov>, "rtgmich@gmail.com" <rtgmich@gmail.com>

Thu, Apr 10, 2025 at 12:17 PM

Good afternoon Mr. Michaels,

We have slowly begun to start scheduling Substantiation hearings again and your case is up to be scheduled. I anticipate you receiving a date for your hearing within the next week.

Thank you,

Tanya

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Ryan michaels <rtgmich@gmail.com>
Reply-To: rtgmich@gmail.com
To: "Spaulding, Tanya" <Tanya.Spaulding@maine.gov>
Cc: "Enis, Deanna" <Deanna.Enis@maine.gov>

Thu, Apr 10, 2025 at 12:21 PM

Good afternoon Tanya,

Thank you very much for your prompt reply and for the update on my hearing. I look forward to receiving the hearing date soon.

In the meantime, could you please also provide clarification regarding my previous questions:

1. The official reason for placing OCFS investigative appeals on hold?
2. The date when the decision was initially made?

3. Any official documentation or policies that informed this administrative decision?

Your timely assistance in providing this additional information is greatly appreciated.

Warm regards,
Ryan Michaels
215 Long Swamp Road
Berwick, ME 03901
rtgmich@gmail.com
207-216-7955

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Ryan Michaels <rtgmich@gmail.com>
Reply-To: rtgmich@gmail.com
To: "Spaulding, Tanya" <Tanya.Spaulding@maine.gov>
Cc: "Enis, Deanna" <Deanna.Enis@maine.gov>

Mon, Apr 14, 2025 at 11:49 AM

Subject: Urgent Follow-Up: Request for Clarification on OCFS Appeal Hold

Dear Administrative Hearings Office,

I am writing to follow up on the email I sent on **April 10, 2025**, regarding the administrative hold on OCFS investigative appeals. As of today I have not received any response or acknowledgment of my request.

Given how promptly your office replied to my emails on **April 10, 2025** to my correspondence, the current silence appears to be a deliberate withholding of information after I requested information you seemingly do not intend on providing. I sincerely hope that is not the case, but the absence of transparency around such a critical issue only deepens concern for those of us awaiting due process.

As a reminder, I respectfully requested the following information:

1. The **official date** the hold on OCFS investigative appeals was enacted.
2. The **reasoning** behind prioritizing MaineCare appeals over OCFS investigative appeals.
3. The **anticipated timeline** for resuming OCFS investigative appeals.
4. Any **official policies, memos, or documentation** that explain or justify this decision.

These appeals are not minor clerical matters—they directly impact the safety, rights, and well-being of families and children across Maine. Prolonged inaction, compounded by a lack of communication, adds to the trauma and uncertainty many of us are already enduring.

I urge your office to respond without further delay. If this matter remains unaddressed, I will have no choice but to escalate it to the **Governor's Office, Attorney General, State Ombudsman, and relevant media outlets** in pursuit of answers, accountability, and transparency.

Please confirm receipt of this message and provide the requested information as soon as possible.

Respectfully,
Ryan Michaels
215 Long Swamp Road
Berwick, ME 03901
rtgmich@gmail.com
207-216-7955

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DHHS Admin Hearings <DHHSAdminHearings@maine.gov>
To: "rtgmich@gmail.com" <rtgmich@gmail.com>

Tue, Apr 15, 2025 at 12:42 PM

Good afternoon,

Thank you for your email. Your appeal has been scheduled for a hearing. Once a hearing has been scheduled, any questions and/or issues you wish to raise with regard to your appeal should be directed to the hearing officer. At the hearing, the hearing officer will allow you to create a record to properly raise any issues you would like considered by the Commissioner. The hearing officer will then respond in writing as part of his/her recommended decision. In addition, the hearing officer is also in charge of recording all of your arguments in the event that you appeal further and ask a court to review the Department's action. For all of these reasons, it is important that your issues and concerns are raised at the time of your scheduled hearing.

Thank you,

Krystal Devine

Senior Legal Secretary

Division of Administrative Hearings

Department of Health and Human Services

109 Capitol Street

11 State House Station, Augusta, ME 04333-0011

Phone (207) 624-5350

Fax (207) 287-8448

TTY users call Maine Relay 711

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Ryan michaels <rtgmich@gmail.com>

Tue, Apr 15, 2025 at 12:59 PM

Reply-To: rtgmich@gmail.com

To: DHHS Admin Hearings <DHHSAdminHearings@maine.gov>, "Enis, Deanna" <Deanna.Enis@maine.gov>, "Spaulding, Tanya" <Tanya.Spaulding@maine.gov>, attorney.general@maine.gov, jessica.fay@legislature.maine.gov, anne.perry@legislature.maine.gov, richard.bennett@legislature.maine.gov, tips@wgme.com, tvmail@wgme.com, news@pressherald.com, jlawlor@pressherald.com, advocate@drme.org, info@aclumaine.org, contact@gao.gov, Christine Alberi <ombudsman@cwombudsman.org>, usich@usich.gov, opega@legislature.maine.gov, customerservice@bangordailynews.com, "Office of Governor Janet Mills(imailagent)" <governor@maine.gov>, tipline@bangordailynews.com, newscenter@newscentermaine.com, wgme.investigates@wgme.com, newsroom@wcvb.com, news@whdh.com, fox25news@boston25.com, news@wpri.com, auditor@maine.gov, info@mekids.org, childadvocate@mass.gov, oca@ct.gov, childadvocate@nh.gov, childadvocate@child-advocate.ri.gov, ocyfa@vermont.gov

Subject: Urgent Request for Transparency: Unjustified Delay of OCFS Appeals and Administrative Stonewalling

To Governor Janet Mills, Attorney General Frey, and all relevant officials,

My name is Ryan Michaels, and I am writing to raise urgent concerns regarding an administrative hold placed on all OCFS (Office of Child and Family Services) investigative appeals by the Maine Department of Health and Human Services (DHHS).

I am currently one of many parents awaiting due process on a substantiation appeal that directly impacts my rights, my family, and my children. Upon inquiring about the prolonged delay, I was informed by DHHS staff that the Administrative Hearings Office had paused all OCFS investigative appeals due to an influx of MaineCare hearings. However, no official notification of this administrative decision was ever issued to impacted parties, nor does any clear policy or justification appear to exist.

On April 10, 2025, I made a written request for clarification, asking for:

1. The official date OCFS investigative appeals were placed on hold.
2. The reason for prioritizing MaineCare over OCFS appeals.
3. The anticipated timeline for reinstating OCFS appeal hearings.
4. Any official documentation or memos outlining this administrative action.

Despite multiple follow-ups and professional correspondence, the Administrative Hearings Office has refused to answer these reasonable questions. Instead, they redirected me to the upcoming hearing itself, stating that my concerns should be raised with the hearing officer. This is unacceptable.

These are not just personal frustrations—they are systemic failures that deny transparency and delay justice. Families across Maine have been left in limbo without notice or recourse, while DHHS deflects responsibility and avoids public accountability. These hearings involve deeply sensitive matters of child welfare, safety, and parental rights. Administrative convenience cannot justify secrecy, delay, or the erosion of due process.

This silence raises serious red flags:

- Why was this decision made behind closed doors?
- Why are families not informed?

- Why is DHHS refusing to provide public documentation?

I am formally requesting:

- A public statement explaining the administrative hold and the rationale behind it.
- A copy of any internal memo or directive that led to this decision.
- Clarification of how many cases were affected and what steps are being taken to correct the delay.

This pattern of administrative deflection, policy opacity, and disregard for families is not acceptable in a government that claims to serve and protect Maine's children.

Sincerely,

Ryan Michaels

215 Long Swamp Road

Berwick, ME 03901

207-216-7955

rtgmich@gmail.com

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OCA <OCA@ct.gov>

To: "rtgmich@gmail.com" <rtgmich@gmail.com>

Cc: "McKenna, Julie" <Julie.McKenna@ct.gov>

Tue, Apr 15, 2025 at 2:49 PM

Dear Mr. Michaels:

Connecticut's Office of the Child Advocate is in receipt of your email below. As this office is a CT state agency, we have no authority in matters before the Maine DHHS.

Along with my co-worker at OCA, I wish the best for you and your family.

Sincerely,

Julie McKenna



Julie McKenna | Intake Coordinator

Connecticut Office of the Child Advocate

800-994-0939 | julie.mckenna@ct.gov

[165 Capitol Avenue Hartford, CT 06106](#)

She/her

From: Ryan michaels <rtgmich@gmail.com>

Sent: Tuesday, April 15, 2025 1:00 PM

To: DHHS Admin Hearings <DHHSAdminHearings@maine.gov>; Enis, Deanna <Deanna.Enis@maine.gov>; Spaulding, Tanya <Tanya.Spaulding@maine.gov>; attorney.general@maine.gov; jessica.fay@legislature.maine.gov; anne.perry@legislature.maine.gov; richard.bennett@legislature.maine.gov; tips@wgme.com; tvmail@wgme.com; news@pressherald.com; jlawlor@pressherald.com; advocate@drme.org; info@aclumaine.org; contact@gao.gov; Christine Alberi <ombudsman@cwombudsman.org>; usich@usich.gov; opega@legislature.maine.gov; customerservice@bangordailynews.com; Office of Governor Janet Mills(imailagent) <governor@maine.gov>; tipline@bangordailynews.com; newscenter@newscentermaine.com; wgme.investigates@wgme.com; newsroom@wcvb.com; news@whdh.com; fox25news@boston25.com; news@wpri.com; auditor@maine.gov; info@mekids.org; childadvocate@mass.gov; OCA <OCA@ct.gov>; childadvocate@nh.gov; childadvocate@child-advocate.ri.gov; ocyfa@vermont.gov

Subject: Re: Contact information

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