



DEPARTMENT OF HEALTH AND HUMAN SERVICES SUPERVISORY TOOLKIT



DHHS STAFF EDUCATION AND TRAINING UNIT

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Revision History

Date of Change	Modified By:	Content Changed
August 2023	Ann-Marie Neill, SETU	Creation of Document
March 2024	Ann-Marie Neill, SETU	Verification of Links
August 2025	Ann-Marie Neill, SETU	Removed Appendix

1. Overview

This document is designed to provide Supervisors with a starting point in their onboarding process to navigate the systems needed to lead their teams in DHHS. It is not all encompassing but will provide a good beginning.

2. Common Terms

The following are some of the common acronyms and larger program offices, however this is not an inclusive list. Check with your program office for commonly used terms/acronyms for your program office.

OADS	Office of Aging and Disability Services
APS	Adult Protective Services
MECDC	Maine Center for Disease Control and Prevention
DEI	Diversity Equity Inclusion
DAFS	Department of Administrative and Financial Services
OMS	Office of MaineCare Services
OCFS	Office of Child and Family Services
OFI	Office for Family Independence
SETU	Staff Education and Training Unit
OIT	Office of Information Technology
PHI	Protected Health Information
DDPC	Dorothea Dix Psychiatric Center
RPC	Riverview Psychiatric Center
DLC	Division of Licensing and Certification
HIM	Health Insurance Marketplace

3. Phone Numbers

The following are commonly used phone numbers. Check with your program manager for phone numbers specific to your job function.

Office of Information Technology OIT Helpdesk	(207) 624-7700
Living Resources Program (EAP)	1-844-207-LINK (5465)

4. Links

The following are links that will assist you with your onboarding process and leadership of your team:

OIT Customer Service Portal – Provides resources to trainings and job aids on applications used by State of Maine Employees along with upcoming trainings	Tools and Utilities (sharepoint.com)
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Citizen Alert System- Allows you to receive text or email when the state is closing due to weather	https://www.maine.gov/portal/CAS/
DHHS- Provides information on the Department and you can access programs and service information	https://www.maine.gov/dhhs/
WellStarME- Website used to track preventative screenings so you can get a discount on your state health insurance	WellStarME
Living Resources Program (EAP) – Provides both personal and professional resources for employees of the State of Maine. Please note this is not just counseling they offer a wide variety of services.	https://www.maine.gov/bhr/oeh/benefits/living-resources
Human Resources- This is a jumping off point where you can access many different HR related forms, pieces of information such as holiday schedule and compensation/benefit information.	https://www.maine.gov/bhr/
Benefits Guide- get current information on your state benefits	StateOfMaine2025_BenefitsGuide_v15_2.pdf

5. Training

The training listed below is a combination of *required and recommended training for all Supervisors hired/promoted in DHHS. The descriptors, dates, times, a full calendar of training and any other details for you and your staff can be found on the SETU website. <https://www.maine.gov/dhhs/setu/>

5.1 Required:

The following trainings are required for all Supervisors:

Managing in State Government- This is a 3 -day training facilitated by the Bureau of Human Resources Talent Management Division. This training is held quarterly, and you will receive a Teams email invitation for your scheduled dates and times. Attendance at all 3 days is required to complete the training.	No action needed. You will receive registration information via email.
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5.2 Recommended

The following trainings are recommended depending on position within the department but not required:

Travel App – If you are required to travel for your position and need to submit for travel expenses this class is offered by registering through the SETU site	https://www.maine.gov/dhhs/setu/
Online HR Policy Trainings – These are current videos of some HR policies	On-Line Training Resources for DHHS HR Policy Trainings Employees only (maine.gov)
HIPAA training – for those who handle protected health information (PHI)	Maine Department of Health and Human Services (state.me.us)

5.3 Training with Prerequisites

The following is a leadership training that can be taken as an additional training for Supervisors but has a prerequisite:

Performance Leadership Certificate- Supervisory staff may register for this certificate program once they have completed Managing in State Government. It centers around leadership skills and is posted on the SETU calendar when available.	https://www.maine.gov/dhhs/setu/
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6. Additional Resources

For any additional training, onboarding or coaching question please refer to the SETU website for trainings or email the SETU team for one-on-one assistance at DHHS.SETU@maine.gov