



Massachusetts Department of Public Health

BIG Changes to Foodborne Illness Complaint Reporting

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Overview

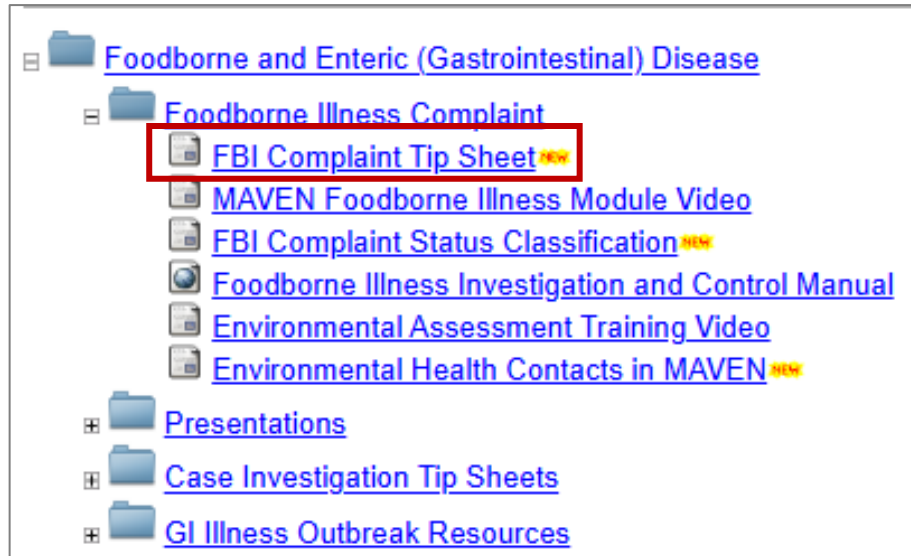
- Review of resources on foodborne illness complaints
- Overview of three BIG changes
- Review updates to MAVEN
 - Jurisdiction
 - Updates to question packages
 - Report for inspectors
 - Workflow
 - Demos of updates
- Responding to a Complaint
- FBI complaint event data extract
- Wrap up



Key Terms

- **DFP** = Division of Food Protection at DPH (formerly FPP)
- **FBI** = Foodborne Illness
- **QP** = Question package
- **Complainant** = Individual reporting illness and exposure information (the ill individual, a medical provider, etc.)
- **METRIK** = local public health data solution being developed by the DPH Office of Local and Regional Health (OLRH)
- **Report My Meal** = online system for reporting suspected foodborne illness to public health officials in MA (coming soon!)

MAVEN Help Resources



The [FBI Complaint Tip Sheet](#) was updated to account for recent MAVEN updates. The first page of the Tip Sheet is a quick overview of updates.

Updated!

What to Know: BIG Updates to Foodborne Illness (FBI) Complaint Events

Major updates were made to MAVEN FBI complaint events on August 21, 2025. See the following MAVEN Tip Sheet on Foodborne Illness Complaint Events for more details.

| *NEW* | |
|---|---|
| FBI COMPLAINT WORKFLOW | <p>Workflow: LBOH Foodborne Illness (FBI) Complaint Notification</p> <ul style="list-style-type: none"> All new FBI complaints enter this workflow upon creation and remain in the workflow for 2 weeks Any complaint with your jurisdiction listed as the Ill Person Official City or the Purchase Location Official City will be visible |
| ADMINISTRATIVE FIELDS | <ul style="list-style-type: none"> Complaint Status: Allows for duplicate or invalid FBI complaints to be identified without deleting them from MAVEN (<i>completed by DFP</i>) Complaint Information Complete: Improved tracking of events with information pending from complainant Complaint Source: Data collected on how complaint information was received (ex: disease investigation, phone) |
| "OTHER EXPOSURES" QUESTION PACKAGE | <p><i>For undiagnosed individuals only.</i> Collects information on non-foodborne transmission routes for enteric infections:</p> <ul style="list-style-type: none"> Waterborne: recreational and drinking water Animals: exposure to animals Person-to-person: exposure to other ill people, large gatherings, congregate care settings |
| EXTRACT FOR FBI COMPLAINT DATA | <p>Report: FBI Complaints – Event Information Extract</p> <ul style="list-style-type: none"> Extract your jurisdiction's FBI complaint data |

| * IMPROVED FUNCTIONALITY * | |
|---|--|
| JURISDICTION AUTOMATICALLY ASSIGNED | <p>Jurisdiction is automatically assigned to events based on Ill person official city and Purchase location official city. Previously a LBOH user only had access if they created the FBI complaint event or the event was shared with them or a user group they belong to.</p> |
| REDUCED DATA ENTRY FOR DIAGNOSED CASES | <p>Streamlined reporting for individuals with an enteric disease event in MAVEN</p> <ul style="list-style-type: none"> After linking associated disease event(s) to an FBI complaint event, limited demographic and clinical information needs to be entered |
| PRINT TEMPLATE FOR SHARING WITH INSPECTIONAL STAFF | <p>Redesigned print template for handing off FBI complaint information to inspectional staff</p> <ul style="list-style-type: none"> Relevant clinical information added, including diagnosis, onset date(s), and symptoms for undiagnosed individuals Complainant and ill person names removed to maintain confidentiality |

MAVEN K-5 Release, August 21, 2025



Foodborne Illness Complaint Reporting

First off: What hasn't changed

General FBI Complaint Guidance

- ✓ Create an FBI complaint event for both in-state and out-of-state food exposures. Out-of-country exposures do not need to be included.
- ✓ Only one FBI complaint event needs to be created per person or per party.
- ✓ Multiple food exposures for an individual or party can be entered into a single foodborne illness complaint event.

DPH recommends creating an FBI complaint event in MAVEN when:

| | |
|---|--|
| Undiagnosed  | <p>An undiagnosed individual with gastrointestinal illness reports one or more of the following in the 7 days before symptom onset:</p> <ul style="list-style-type: none">✓ Eating food prepared outside of a private residence✓ Consuming one of the following high-risk foods: Unpasteurized milk, unpasteurized and unaged (<6 months) cheese, unpasteurized juice or cider, or raw shellfish or seafood✓ Consuming food at an event or gathering where others are also sick |
| Diagnosed  | <p>A diagnosed enteric disease case reports one or more of the following during their incubation period:</p> <ul style="list-style-type: none">✓ Eating food prepared outside of a private residence✓ Consuming one of the following high-risk foods: Unpasteurized milk, unpasteurized and unaged (<6 months) cheese, unpasteurized juice or cider, or raw seafood or shellfish✓ Is an infant that is primarily formula fed✓ Consuming food at an event or gathering where others are also sick |

Still the same

- How to create a complaint in MAVEN
- When to create a complaint

From: [FBI Complaint Tip Sheet](#)

Overview of 3 Big Changes



Tired of handing off foodborne illness complaints to your inspectional staff?



Worried that complaints aren't getting to your inspectors in a timely manner?



Introducing...
Transmission of data from MAVEN
to METRIK

3) Transmission of complaints to METRIK

Recap of METRIK

METRIK is a local public health data solution under development by the DPH Office of Local and Regional Health (OLRH) in conjunction with local and state public health professionals.

- METRIK will include tools to support food establishment inspections and response to foodborne illness complaints.
- Information from foodborne illness complaint events in MAVEN will be electronically transmitted to METRIK for follow up by LBOH inspectors
- Will reduce manual sharing of information between MAVEN users and inspectors (generally not on MAVEN)
- Expected: 2026



MAVEN updates associated with **METRIK** will be outlined in green in this slide deck.

Tired of spending so much time at your computer?



Ever wish there was another way to get foodborne illness complaint information other than a phone call?



Introducing...
Online reporting of foodborne
illness complaints

2) Online form for reporting complaints



- Online system for reporting suspected foodborne illness to public health officials in MA
- Information completed in online form will be mapped to MAVEN foodborne illness complaint question packages
- Developed for use by general public and LBOH users not on MAVEN
- Expected: November 2025



MAVEN updates associated with the **online system for reporting** will be outlined in pink in this slide deck.

**Draft logo. Final logo pending.*

Ever been frustrated that you had to enter the same information multiple places in MAVEN FBI complaint events?



Have you wished you could analyze FBI complaints in your town but didn't know how to get the data out of MAVEN?



Introducing...

The biggest update to MAVEN FBI complaint events since 2014

1) Updates to MAVEN

Goal #1

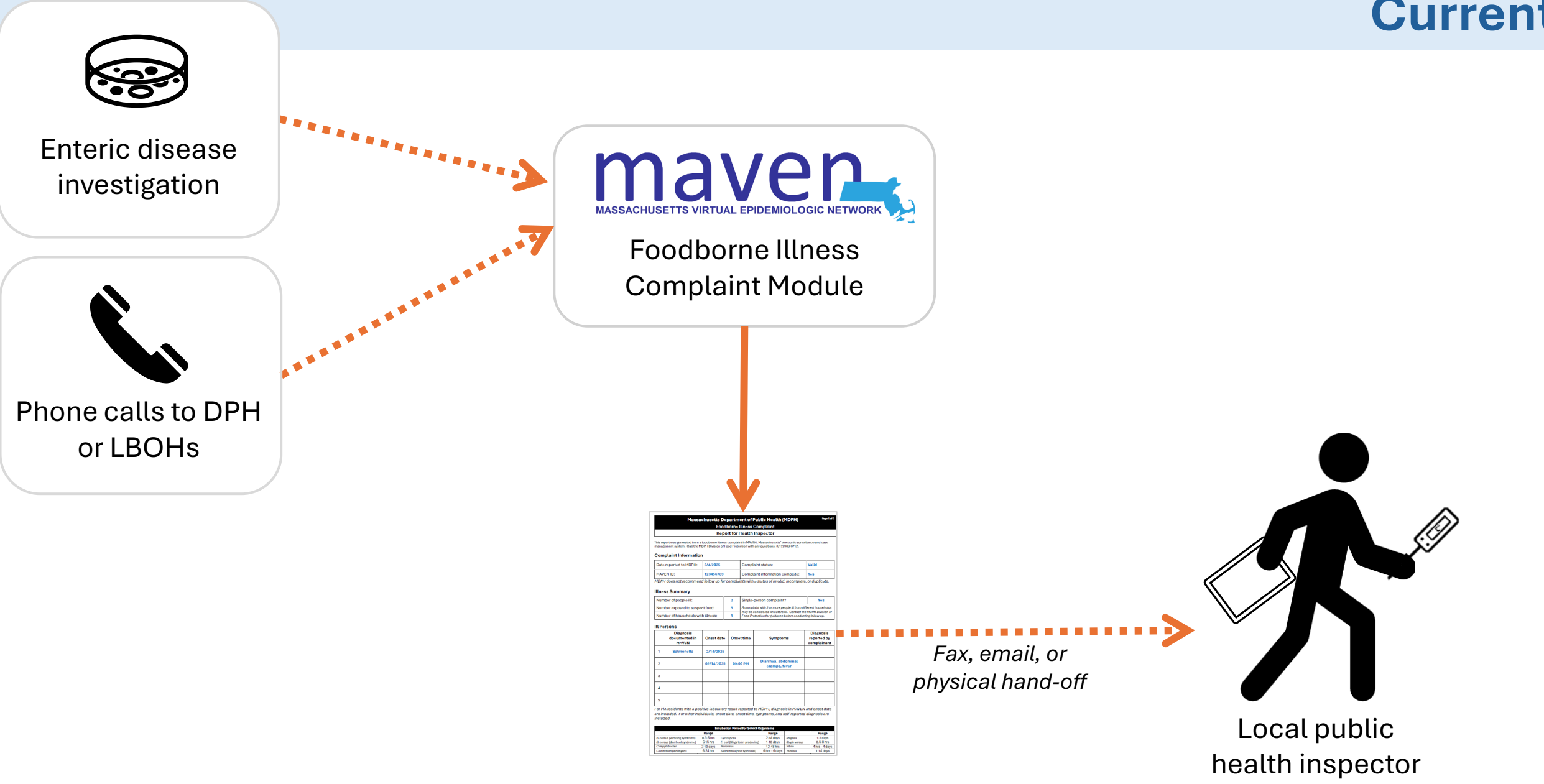
Improve FBI complaint reporting in MAVEN by reducing redundant fields, adding jurisdiction to events

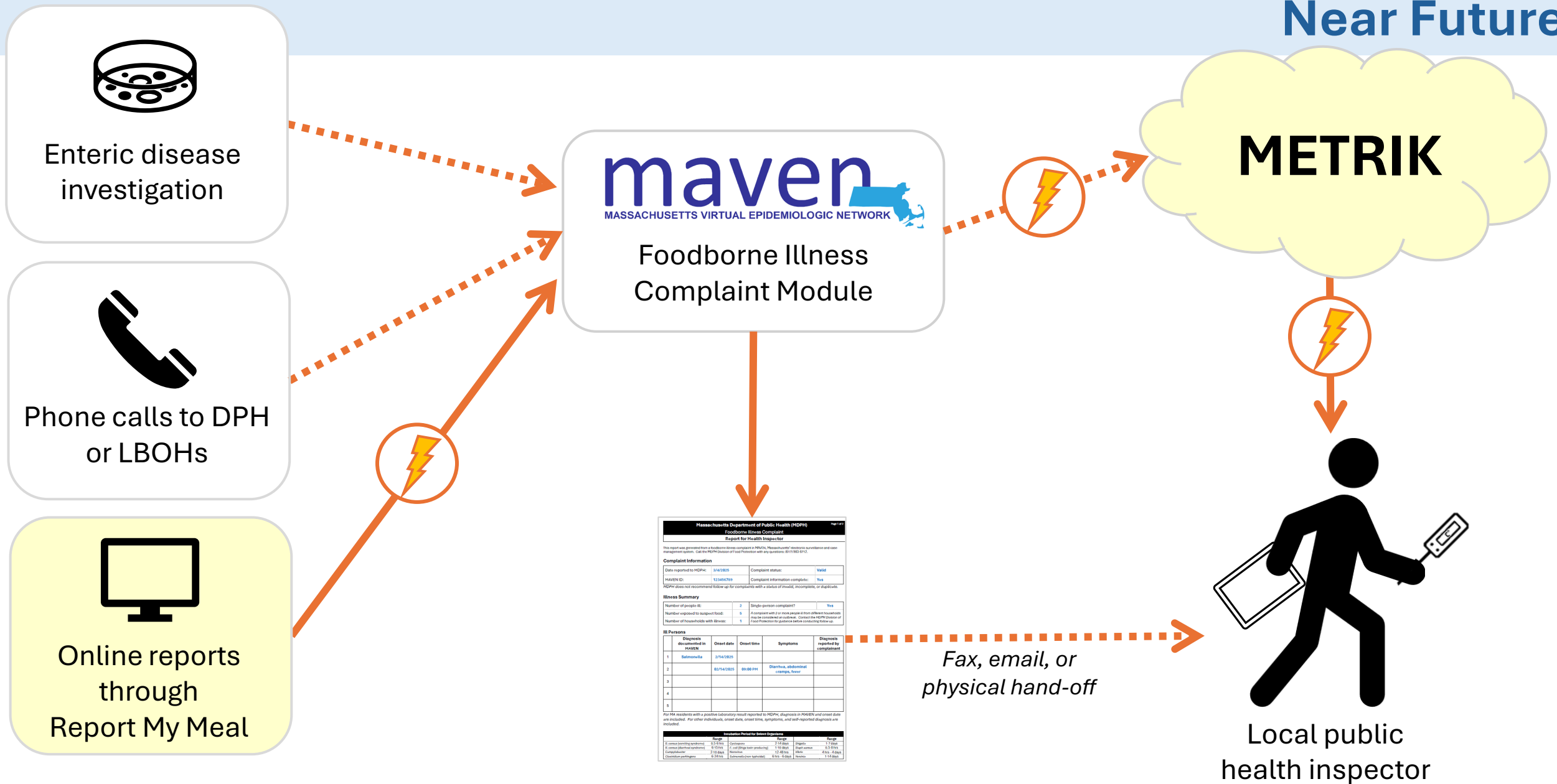
Goal #2

Prepare MAVEN FBI complaint events for:

- Receiving data from **Report My Meal**
- Sending data to **METRIK**

Implemented August 21, 2025





Review of MAVEN Updates

BEFORE: Jurisdiction before August 2025 MAVEN update

“Jurisdiction,” in the context of MAVEN, refers to assigning a city or town to an event in MAVEN. This is associated with what information (e.g., which events) a LBOH user can see in MAVEN.

- LBOH jurisdiction was not automatically assigned
- FBI complaint events were accessible to a LBOH MAVEN user only if:
 - They are the one who created the FBI complaint event
 - The FBI complaint event was shared with them or their user group
- Note: DFP may not have shared a complaint if inspectional follow up was not recommended (exposure outside of incubation period, took place >4 weeks ago)

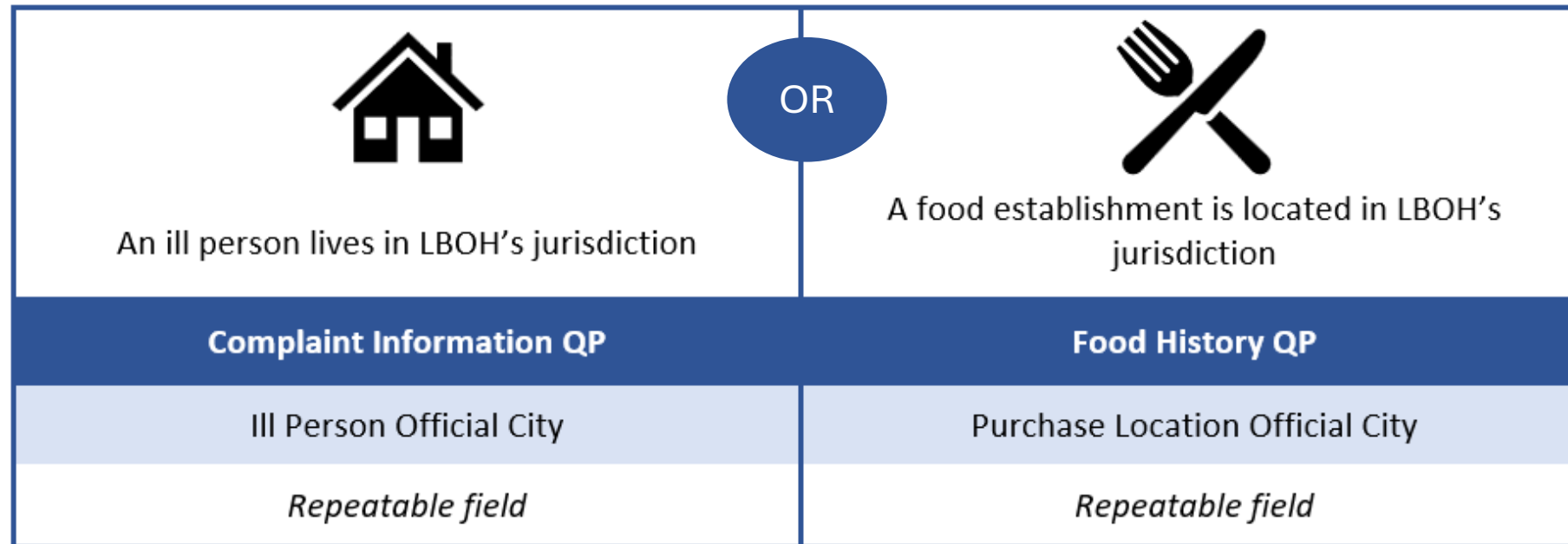
| | |
|---------------------------|----------------------|
| City: | <input type="text"/> |
| Ill Person Official City: | <input type="text"/> |
| State: | <input type="text"/> |

Important

Both city and state fields must be completed for official city to populate (and jurisdiction to be assigned)

NOW: Jurisdiction after August 2025 MAVEN update

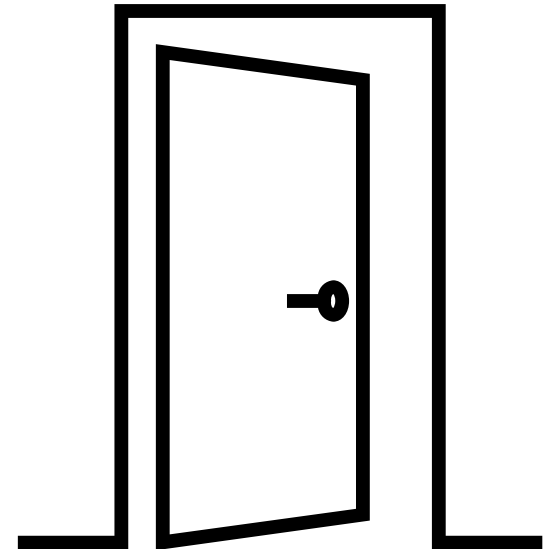
An LBOH MAVEN user has access to a foodborne illness (FBI) complaint event if:



A given LBOH that meets the above criteria will have access to the full FBI complaint event (not just information pertaining to the ill person or food establishment in their jurisdiction).

Jurisdiction = Access




- ✓ Timely access (no waiting for event to be shared with you)
- ✓ Improved access to historic events
- ✓ Ability to extract more complete data from MAVEN
- ✓ New FBI complaint workflow!



Updates to MAVEN FBI Complaint Question Packages:

Administrative




KEY

-  = New field
-  = Associated with METRIK
-  = Associated with online system for reporting (Report My Meal)

| Question Packages | |
|--------------------------|--|
| Question Package | |
| 1. Administrative | |
| 2. Complaint Information | |
| 3. Food History | |
| 4. Other Exposures | |
| 5. Outbreak Response | |

Top of Administrative Question Package

Bottom line: New fields, but not anything you need to do with them.

| | |
|--|--|
| DFP Notified: ⓘ | <input type="text"/> |
| Immediate Event Notification Sent Date/Time: | Sent on 08/27/2025 03:04 PM EDT |
| ★ Date first sent to METRIK: | <input type="text"/>  |
| ★ Date last sent to METRIK: | <input type="text"/>  |
| Manual override for event date: | <input type="text"/>  |

Once the electronic transmission is established with METRIK, these fields will populate with a time stamp indicating when information was transmitted to METRIK.

Bottom of Administrative Question Package

MAVEN user creating an FBI complaint event should complete
“Complaint Source”

| Complaint Status Information | |
|------------------------------|----------------------|
| ★ Complaint Source | <input type="text"/> |
| ★ Public complaint ID | <input type="text"/> |
| ★ FBI Complaint Status | <input type="text"/> |

This will populate with a unique identifier when individuals report illness using the new online report form. LBOHs can ignore this field.

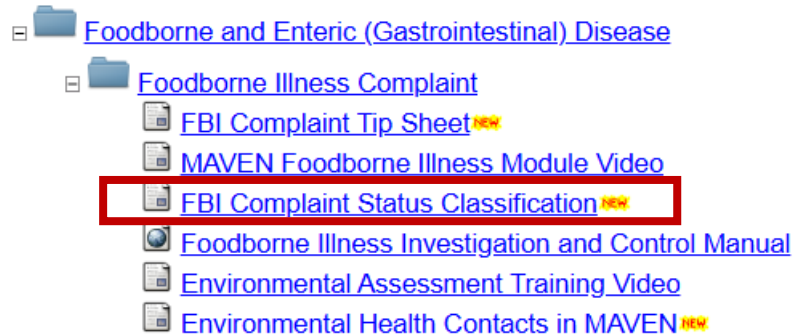
Complaint Source

| |
|----------------------------|
| ▼ |
| Disease case investigation |
| Phone complaint |
| Email complaint |
| Online public complaint |
| Interstate notification |
| Report from federal agency |
| Other |

FBI Complaint Status

| |
|------------|
| ▼ |
| Valid |
| Invalid |
| Incomplete |
| Duplicate |

FBI Complaint Status *(Valid, Invalid, Incomplete, or Duplicate)*



FOODBORNE ILLNESS (FBI) COMPLAINT

| | | |
|---------------------------------|--|--|
| Event name: | FBI | |
| Event time period: | N/A | |
| Clinical description: | Common foodborne illness symptoms may include diarrhea, stomach pain or cramps, nausea, vomiting, and fever. | |
| CDC Event Classification: | N/A | |
| MA Event Classification (2025): | Valid | FBI complaint includes both of the following: 1) Illness information: a. Diagnosis with an enteric pathogen, or b. Symptoms clinically compatible with foodborne illness 2) At least one complete food exposure ¹ that: a. Falls within the time period of interest ² for a diagnosed enteric pathogen, or b. Falls within a reasonable range for an enteric pathogen's incubation period |
| | Duplicate | Information matches an existing FBI complaint in MAVEN based on: 1) Ill person: name and home address match, and/or 2) Food exposure: suspect meal description and location where food obtained match |
| | Incomplete | The FBI complaint does not include: 1) Diagnosis or illness information, and/or 2) At least one complete food exposure ¹ |
| | Invalid | At least one complete food exposure ¹ reported but complaint does not meet criteria to be considered a valid foodborne illness complaint (e.g., no illness resulting from food consumed, all food exposures fall outside pathogen's incubation period). |

¹ A **complete food exposure** includes all of the following: 1) suspect food, drink, or meal; 2) name of establishment where food was obtained; 3) location of where food was obtained; and 4) when food was consumed (exact date or approximation).




²The **time period of interest** is listed at the top of the Risk/Exposure/Control & Prevention question package of enteric disease events. It often is the incubation period for the pathogen, but may vary (e.g., the incubation period for salmonellosis is 6 hours to 6 days, but the widely used time period for evaluating exposures is 7 days).

- Variable created to allow us to filter out certain FBI complaint events without deleting them, including:
 - Duplicates
 - Incomplete complaints
 - Invalid complaints
- Added in anticipation that there may be an increase in non-valid complaints with new online reporting

Updates to MAVEN FBI Complaint Question Packages:

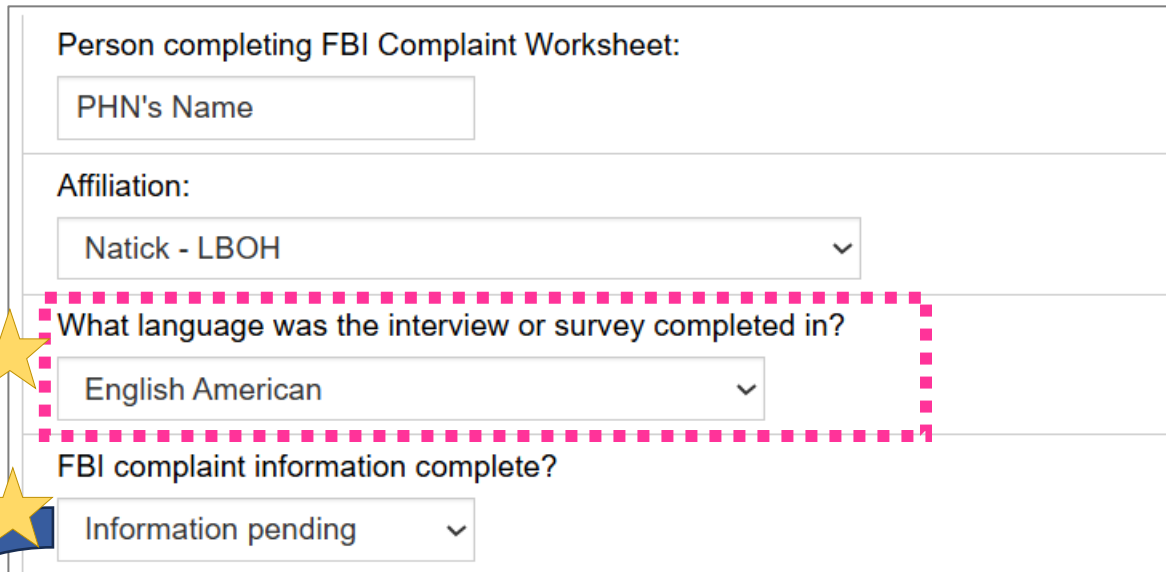
Complaint Information

KEY

-  = New field
-  = Associated with METRIK
-  = Associated with online system for reporting (Report My Meal)

| Question Packages |
|--------------------------|
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Top of Complaint Information Question Package



Person completing FBI Complaint Worksheet:

PHN's Name

Affiliation:

Natick - LBOH

What language was the interview or survey completed in?

English American

FBI complaint information complete?

Information pending

This field was added to assist with data collected using the online system for reporting (Report My Meal) but can be completed for any complaint.

FBI complaint information complete?

- LBOH staff entering an FBI complaint event should use this field to indicate if all information expected has been documented (complete), or if more information is expected (information pending)
- DFP may wait to review and provide a follow up recommendation until information is complete

Complainant Information

COMPLAINANT INFORMATION

This section only needs to be completed if the complainant is not ill, and therefore not listed as an ill person below.

Complainant Name:

Complainant Street:

Phone:

(508) 123-4567

Email:

email@gmail.com

Can we contact you with questions?

Yes

Preferred contact method:

Text

Is English your preferred language?

No

Preferred language:

Spanish

Affiliation:

Public - Reporting on behalf of someone

If the complainant is ill, you do not need to complete the COMPLAINT INFORMATION section

These fields and options were added to assist with data collected using the online system for reporting (Report My Meal) but can be completed for any complaint.

This block appears after phone number or email address is completed.

Affiliation:

Consumer

Local BOH

Medical Provider

Public - Reporting on behalf of someone

Public - Self-reporting

State DPH

Other

Two categories for ill individuals

Individual with an enteric disease event you can access in MAVEN

Includes individuals who have:

- **Diagnosed illness:** Sought medical attention and had lab testing performed that was reported

Individual without an enteric disease event you can access in MAVEN

Includes individuals who have:

- **Undiagnosed illness :** Didn't seek medical attention and/or didn't have lab testing performed
- **Diagnosis pending:** Lab testing was performed but result is pending
- **Diagnosis not reportable:** Received a diagnosis but it is not a reportable condition

For Diagnosed Illness (Individual with an Enteric Disease Event in MAVEN)

Ill person name:
Sick Person's Name
[+ Add New](#)

Is this the initial complainant?
Yes

Is individual a MA resident with an associated disease event in MAVEN?
Yes

Reminder: Please link associated MAVEN disease event(s) to this FBI complaint event.

Diagnosis:

- ☐ Amebiasis
- ☐ Botulism
- ☒ Campylobacter
- ☐ Cronobacter
- ☐ Cryptosporidiosis

City:
Northborough

Ill Person Official City:
NORTHBOROUGH

State:
MA

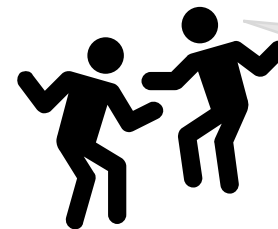
Onset date:
08/01/2025

If the ill individual has an enteric disease event in MAVEN (that you have access to/can confirm):

Enter four pieces of demographic and clinical information from the disease event:
name, diagnosis, city, onset date

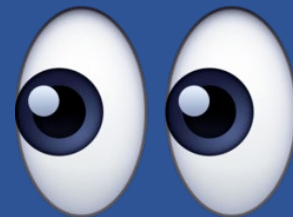
AND

Link disease event(s) to FBI complaint event



Hooray! This will be so much quicker than before!

Live MAVEN Demo!



For an ill person **with** an Enteric Disease Event in MAVEN:

- ✓ Administrative QP
- ✓ Complaint Information QP
- ✓ Linking disease event to FBI complaint event



Requesting assistance from DPH to create a complaint

If you are unable to create an FBI complaint event after interviewing a diagnosed enteric disease case, the disease event can be tasked to the “**State – DFP Notification**” group and DFP will assist in making an FBI complaint event if one is needed.

- **Type:** Assignment
- **Description:** Add a description of your request
- **Notes:** Indicate which exposure(s) warrant an FBI complaint event
- **Assign to group:** Select “State – DFP Notification” from the drop-down list
- *Status and Priority can remain the default values.*

Task Information

Event ID: 100023456 - Salmonellosis - Test Case

Type: Assignment

Status: Pending

Priority: Medium

Assigned Date: mm/dd/yyyy

Due Date: mm/dd/yyyy

Due Time: HH:MM A

Start Date: mm/dd/yyyy

Complete Date: mm/dd/yyyy

Description: FBI complaint event needed

Notes: FBI complaint needed for the two listed restaurant exposures in this Salmonella event. Thanks!




Task Attachment: Choose File No file chosen

Assign to user: [dropdown] Assign to me

Assign to group: State - DFP Notification

For illness without an enteric disease event in MAVEN

- Includes ill individuals who are undiagnosed (never sought medical attention), have a diagnosis pending, or received a diagnosis that is not reportable
- Collect complete demographic and clinical information for each ill individual:

| | | |
|---|-------------|---|
|  | Demographic | Name, address, age, gender identity |
|  | Contact | Phone number, email, contact preferences including language spoken |
|  | Illness | Onset date, symptoms, hospitalization, medical attention, diagnosis |

Entering an illness without a disease event

Additional questions will populate after indicating the individual does not have an associated disease event in MAVEN.

- New question to match online system for reporting (Report My Meal)
- Should be completed for all individuals without a disease event in MAVEN (regardless of how complaint received)

Collection of occupation information for undiagnosed individuals updated to focus on 105 CMR 300 definition of a foodhandler.

Ill person name:
Sick Person's Name
+ Add New

Is this the initial complainant?
Yes

Is individual a MA resident with an associated disease event in MAVEN? ⓘ
No

Email:
email@gmail.com

Can this person be contacted with questions?
Yes

Is English their preferred language?
No

Preferred language:
Spanish

Gender identity:
Female; woman; girl

Work in any of the following settings: child care, healthcare including clinical or dental settings, or a food establishment including the preparation or serving of food or drink? ⓘ
No

Entering an illness without a disease event

Still have symptoms?
No

What date did symptoms stop?
08/30/2025

Received medical attention?
Yes

Medical provider name:
Newton Wellesley Hospital

Hospitalized overnight due to illness?
Yes

Stool specimens submitted?
Yes

Medical diagnosis reported?
Food poisoning

Additional medical diagnosis reported?
Laboratory results pending




Replaces duration of symptoms

Can add more than one diagnosis, and now includes more general diagnoses like **gastroenteritis** or **food poisoning**. Also an option to indicate **lab results pending**.

Updates to MAVEN FBI Complaint Question Packages:

Food History

KEY

-  = New field
-  = Associated with METRIK
-  = Associated with online system for reporting (Report My Meal)

| Question Packages |
|--------------------------|
| Question Package |
| 1. Administrative |
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| 5. Outbreak Response |

Top of Food History Question Package

Improved guidance on how to obtain food history information and what should be documented in the Food History question package.



After entering a suspect food, drink or meal, the “Add New” button will appear that will allow you to enter additional food exposures.



For undiagnosed illnesses, obtain the individuals food history going back 72 hours prior to symptom onset. For diagnosed and undiagnosed cases, prioritize documenting any food consumed that was prepared outside of the home and high-risk exposures like raw milk, unpasteurized and unaged cheese, unpasteurized juice or cider, or raw seafood or shellfish. If 2 or more are ill, report common meals/foods only.

⬆ Suspect food, drink, or meal: ⓘ

Raw oysters, fish tacos, truffle fries, fresh squeezed lemonade

+ Add New

List anything unusual about the item (temperature, taste, color, etc.), if meal was consumed multiple days, or any other relevant details:

Fish was soggy. Ate leftover truffle fries on 7/20.

Date consumed:

07/19/2025



Time consumed (i.e., 09:30 AM):

06:30 PM


Location where consumed:

Where Purchased



DPH-Notify Inspectional Services

- DPH completes this for every complaint with complete information.
- Only* DPH should complete this variable.

| DPH – Notify inspectional services | |
|---|--|
| Yes | DPH recommends LBOH follow up. <i>The type of follow-up or investigation is determined by the LBOH’s internal procedures for responding to an FBI complaint unless a specific request is made by DPH.</i> |
|  Awareness only | Follow up may not be needed, but some information regarding the exposure might be useful for inspectional services to be aware of. |
| No | LBOH follow up is not recommended. This food exposure would not be worthwhile investigating for the reason indicated. |

Name of store/restaurant/manufacture where purchased:

Beach Bucket Bar & Grill

City:

Fitchburg

Purchase Location Official City:

FITCHBURG

State:

MA

This field is completed by DPH. "Yes" indicates that DPH recommends follow up. When this field is completed as "Yes" or "Awareness only" the complaint is transmitted to METRIK and accessible to the LBOH of the food establishment. "No" indicates that DPH does not recommend follow up.

DPH - Notify inspectional services:



If no:

Reason no notification:

Does not fit into incubation period

Food prepared at home

Low risk food item

Other

What's all this stuff about METRIK?

Name of store/restaurant/manufacturer where purchased:

Beach Bucket Bar & Grill

City:

Fitchburg

Purchase Location Official City:

FITCHBURG

State:

MA

This field is completed by DPH. "Yes" indicates that DPH recommends follow up. When this field is completed as "Yes" or "Awareness only" the complaint is transmitted to METRIK and accessible to the LBOH of the food establishment. "No" indicates that DPH does not recommend follow up.

DPH - Notify inspectional services:



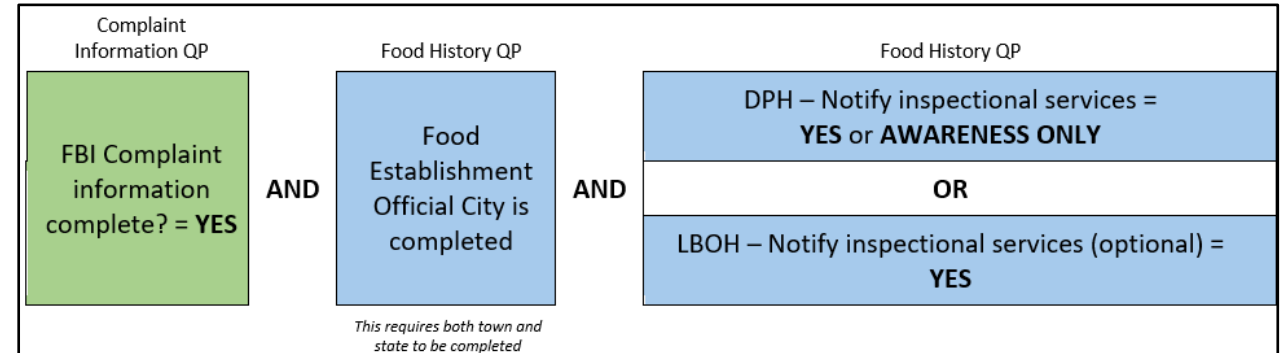
The following are optional fields that can be used by the LBOH of the food establishment for tracking in MAVEN and sending complaints to METRIK.

LBOH - Reviewed in MAVEN:



When the following field is completed as "Yes" the complaint is transmitted to METRIK and accessible to the LBOH of the food establishment.

LBOH - Notify inspectional services (optional):



- Once a connection is established, these two fields have the ability to trigger the transmission of FBI complaint data to METRIK.
- More information in: [FBI Complaint Tip Sheet](#)

LBOH fields

Name of store/restaurant/manufacture where purchased:

Beach Bucket Bar & Grill

City:

Fitchburg

Purchase Location Official City:

FITCHBURG

State:

MA

Only the LBOH listed for the
Purchase Location Official City
should complete the fields below

The following are optional fields that can be used by the LBOH of the food establishment for tracking in MAVEN and sending complaints to METRIK.

LBOH - Reviewed in MAVEN:

Yes

Review date:

mm/dd/yyyy

Reviewed by:

When the following field is completed as "Yes" the complaint is transmitted to METRIK and accessible to the LBOH of the food establishment.

LBOH - Notify inspectional services (optional):

Yes

Notification date:

mm/dd/yyyy

Notification sent by:

- Two *optional* fields that can be used by LBOHs
 - If used, should be the LBOH of the listed food establishment completing them.
- **LBOH – Reviewed in MAVEN**
 - Can be used for LBOH tracking to indicate that the exposure has been reviewed
- **LBOH – Notify Inspectional Services (optional)**
 - As noted in previous slide, this will transmit FBI complaint data to METRIK once a connection is established

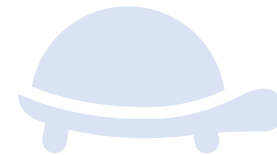
Updates to MAVEN FBI Complaint Question Packages:

Other Exposures

| Question Packages |
|--------------------------|
| Question Package |
| 1. Administrative |
| 2. Complaint Information |
| 3. Food History |
| 4. Other Exposures |
| 5. Outbreak Response |

“Foodborne” illnesses can be transmitted other ways

- Only for illnesses without a MAVEN disease event
- Quickly evaluate other high-risk sources of transmission, including:
 - **Waterborne:** drinking water, recreational water (e.g., swimming)
 - **Animal contact**
 - **Person-to-person:** contact with others ill, congregate care settings, large gatherings



Other Exposures Question Package

For MA residents ill without a disease event in MAVEN, please indicate if they had any of the following non-food exposures in the two weeks prior to becoming sick. If two or more are ill (without disease events), report common exposures only.

Travel outside of the United States?

Yes

Country:

Italy

Exposure to recreational water (ocean, lake, pool, splash pad, etc.)?

Yes

Location(s) and dates(s):

Lake Como on 8/15

Contact with other ill person(s)?

Yes

How many?

2

What is the primary relationship to the other ill person(s)?

- ☒ Household
- ☐ Work
- ☐ Social
- ☐ Other

Source(s) of drinking water:

- ☒ Tap
- ☐ Well
- ☒ Bottled
- ☐ Untreated surface water

Any of the following animal exposures:

- ☒ Petting zoo
- ☐ Domestic animals
- ☐ Livestock
- ☐ Birds or reptiles
- ☒ Ill animal

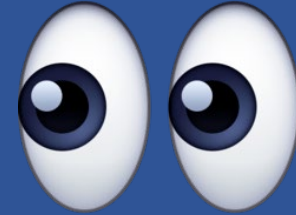
Describe animal exposure(s):

Baby goat with diarrhea

Exposure to any of the following:

- ☐ Mass gathering of people
- ☒ Child care program
- ☐ Diapered kids or adults
- ☐ Visit a nursing home
- ☐ Other

Live MAVEN Demo!



For an ill person **without** an Enteric Disease Event in MAVEN:

- ✓ Administrative QP
- ✓ Complaint Information QP
- ✓ Food History QP
- ✓ Other Exposures QP

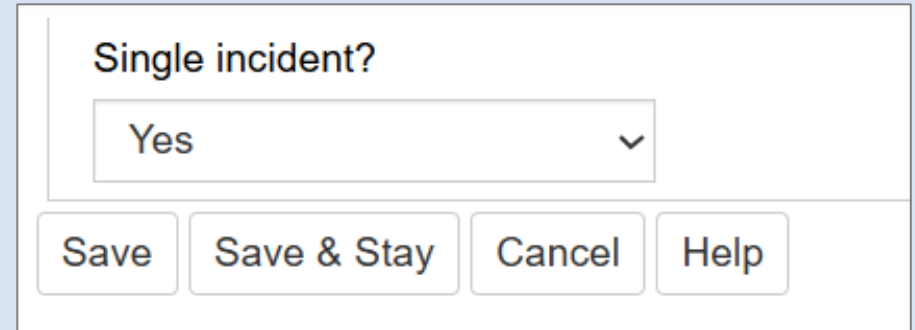
Updates to MAVEN FBI Complaint Question Packages:

Outbreak Response

| Question Packages |
|--------------------------|
| Question Package |
| 1. Administrative |
| 2. Complaint Information |
| 3. Food History |
| 4. Other Exposures |
| 5. Outbreak Response |

Outbreak Response

- Not a *new* question package, but not previously visible to LBOH MAVEN users
 - LBOH MAVEN users now have read-only access
- Used by DPH to:
 - Track outbreak investigation activities
 - Document meeting minutes from the [Working Group on Foodborne Illness Control \(WGFIC\)](#)














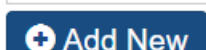




A screenshot of a web form interface. At the top, the text 'Single incident?' is displayed above a dropdown menu. The dropdown menu is open, showing the word 'Yes' and a downward-pointing chevron. Below the dropdown menu, there are four buttons: 'Save', 'Save & Stay', 'Cancel', and 'Help'.

This field is completed by DFP and is used to distinguish an FBI complaint that reports illness among a single person or household from a suspect foodborne illness outbreak.

Yes = routine investigation
No = outbreak investigation

When Single Incident = “No” (Indicates Outbreak)

| |
|--|
|  Is there a confirmed or suspected outbreak etiology? |
| <div>Yes </div> |
| <div></div> |
| Etiology: |
| <div>Salmonella </div> |
| Outbreak status:  |
| <div>Confirmed </div> |
| Specify serotype, serogroup, or species: |
| <div>Enteritidis</div> |
| CDC National Cluster Code |
| <div></div> |
| Cluster by sequencing? |
| <div>Yes </div> |
| Outbreak Type |
| <div>Local </div> |
| How was outbreak initially detected? |
| <div>Disease investigation </div> |

| |
|--|
|  Stool kits tested at SPHL? |
| <div>No </div> |
| <div></div> |
| Were food samples tested at SPHL? |
| <div>No </div> |
| Were environmental samples tested at SPHL? |
| <div>Yes </div> |
| Number tested |
| <div>30</div> |
| Number positive |
| <div>2</div> |
| Was an analytic epidemiologic study conducted?  |
| <div>Yes </div> |

Note: some of these fields are new and may not be complete for FBI complaints created prior to August 2025.

Report for Inspectors

BEFORE: Report for inspector

| MDPH Foodborne Illness Complaint Worksheet | | | | | | Page 2 of 2 |
|---|--|---|--|----------------|---|-------------|
| FOOD HISTORY | | | | | | |
| Obtain food history back 72 hours prior to symptoms. If organism identified, obtain history for time period between minimum and maximum incubation periods. If more than two people are ill, follow the above time frame for common meals (foods) only. Always record time consumed, if possible; otherwise choose B= breakfast, L= lunch, D= dinner. | | | | | | |
| Suspect food or drink | Date & time consumed | Location consumed | Location purchased | Brand or Lot # | Food testing | |
| | Date: _____ Time: _____ <input type="checkbox"/> B <input type="checkbox"/> L <input type="checkbox"/> D | <input type="checkbox"/> Home <input type="checkbox"/> Where purchased <input type="checkbox"/> Other, specify: _____ | Name: _____ Address: _____ City: _____ State: _____ Zip code: _____ | | Available for testing? <input type="checkbox"/> Yes <input type="checkbox"/> No Sent to HSLI? <input type="checkbox"/> Yes <input type="checkbox"/> No | |
| | Date: _____ Time: _____ <input type="checkbox"/> B <input type="checkbox"/> L <input type="checkbox"/> D | <input type="checkbox"/> Home <input type="checkbox"/> Where purchased <input type="checkbox"/> Other, specify: _____ | Name: _____ Address: _____ City: _____ State: _____ Zip code: _____ | | Available for testing? <input type="checkbox"/> Yes <input type="checkbox"/> No Sent to HSLI? <input type="checkbox"/> Yes <input type="checkbox"/> No | |
| | Date: _____ Time: _____ <input type="checkbox"/> B <input type="checkbox"/> L <input type="checkbox"/> D | <input type="checkbox"/> Home <input type="checkbox"/> Where purchased <input type="checkbox"/> Other, specify: _____ | Name: _____ Address: _____ City: _____ State: _____ Zip code: _____ | | Available for testing? <input type="checkbox"/> Yes <input type="checkbox"/> No Sent to HSLI? <input type="checkbox"/> Yes <input type="checkbox"/> No | |
| | Date: _____ Time: _____ <input type="checkbox"/> B <input type="checkbox"/> L <input type="checkbox"/> D | <input type="checkbox"/> Home <input type="checkbox"/> Where purchased <input type="checkbox"/> Other, specify: _____ | Name: _____ Address: _____ City: _____ State: _____ Zip code: _____ | | Available for testing? <input type="checkbox"/> Yes <input type="checkbox"/> No Sent to HSLI? <input type="checkbox"/> Yes <input type="checkbox"/> No | |
| | Date: _____ Time: _____ <input type="checkbox"/> B <input type="checkbox"/> L <input type="checkbox"/> D | <input type="checkbox"/> Home <input type="checkbox"/> Where purchased <input type="checkbox"/> Other, specify: _____ | Name: _____ Address: _____ City: _____ State: _____ Zip code: _____ | | Available for testing? <input type="checkbox"/> Yes <input type="checkbox"/> No Sent to HSLI? <input type="checkbox"/> Yes <input type="checkbox"/> No | |

Included only food exposure information (second page of historic report form)

Generating the Report

- With an FBI complaint event open, click “Print Event” from the left-hand menu

| Print Documents | | | |
|---|---|--------|---|
| Document | Description | Person | Action |
| EventPrint.jsp | Event Print | | Open Attach |
| FBI_Complaint_Report_For_Inspector_PDF_Document.xml | Letter used by DFP or LBOH to pass information to inspector regarding a FBI complaint | | Open Attach |
| FBI_Complaint_Report_PDF_Document.xml | Letter used by DFP or LBOH to pass information to inspector regarding a FBI complaint | | Open Attach |
| | | | |
| | | | |

Filter: Showing 1 to 3 of 3 entries

First Previous **1** Next Last

[Dashboard](#) [Help](#)

Print options

- 1) **EventPrint.jsp**: Prints out all available data in the event (does not print out fields that are not complete). DPH does not recommend using this for sharing information with inspectors, as it contains more information than is necessary. Minimally necessary information should be shared with non-MAVEN users, and between jurisdictions.
- ➡ 2) **FBI_Complaint_Report_For_Inspector_PDF_Document.xml**: Prints out 2-page document for handing off to LBOH inspectional staff. Report contains minimally necessary information for inspectional follow up.
- 3) **FBI_Complaint_Report_PDF_Document.xml**: This is the same as the middle option (#2), but with a DPH Fax cover page included.

NEW: Report for Inspector

Massachusetts Department of Public Health (MDPH)

Page 1 of 2

Foodborne Illness Complaint

Report for Health Inspector

This report was generated from a foodborne illness complaint in MAVEN, Massachusetts' electronic surveillance and case management system. Call the MDPH Division of Food Protection with any questions: (617) 983-6712.

Complaint Information

| | | | |
|------------------------|------------|---------------------------------|----------|
| Date reported to MDPH: | 09/08/2025 | Complaint status: | Valid |
| MAVEN ID: | 100004681 | Complaint information complete: | Complete |

MDPH does not recommend follow up for complaints with a status of invalid, incomplete, or duplicate.

Illness Summary

| | | | |
|------------------------------------|---|---|-----|
| Number of people ill: | 2 | Single-person complaint? | Yes |
| Number exposed to suspect food: | 2 | A complaint with 2 or more people ill from different households may be considered an outbreak. Contact the MDPH Division of Food Protection for guidance before conducting follow up. | |
| Number of households with illness: | 1 | | |

Ill Persons

| | Diagnosis documented in MAVEN | Onset date | Onset time | Symptoms | Diagnosis reported by complainant |
|---|-------------------------------|------------|------------|---------------------------------|-----------------------------------|
| 1 | | 09/01/2025 | 08:00 AM | Abdominal cramps,Diarrhea,Fever | Laboratory results pending |
| 2 | Campylobacter | 09/02/2025 | | | |
| 3 | | | | | |
| 4 | | | | | |
| 5 | | | | | |

For MA residents with a positive laboratory result reported to MDPH, diagnosis in MAVEN and onset date are included. For other individuals, onset date, onset time, symptoms, and self-reported diagnosis are included.

- New report is a 2-page document
- Includes key administrative fields: date reported, complaint status, information complete
- Illness information:
 - Number ill and exposed
 - If it is being considered a single-person complaint

Explanation of illness information included

Report for Inspector

Massachusetts Department of Public Health - Foodborne Illness Complaint

Page 2 of 2

Food History

| Suspect food, drink, meal | When consumed | | Purchase location | | Inspectional services notified | |
|--|-----------------|-----------------|-------------------|-----------------|--------------------------------|--------------------|
| Cheeseburger, french fries, coke | Date: | 08/29/2025 | Name: | 99 Restaurant | By DPH: | Yes |
| | Time: | 06:00 PM | Address: | 100 Main St | If no, reason: | |
| | Meal: | Dinner | Official city: | CAMBRIDGE | | |
| | Where consumed: | Where Purchased | State & Zip: | MA 01234 | By LBOH: | |
| Plain bagel with strawberry cream cheese | Date: | 08/30/2025 | Name: | Best Bagel Shop | By DPH: | No |
| | Time: | 08:00 AM | Address: | 10 Main St | If no, reason: | Low risk food item |
| | Meal: | Breakfast | Official city: | BROOKLINE | | |
| | Where consumed: | Home | State & Zip: | MA 01234 | By LBOH: | |
| Raw milk | Date: | 08/30/2025 | Name: | Raw Milk Farm | By DPH: | Awareness only |
| | Time: | | Address: | 1 Farm Rd | If no, reason: | |
| | Meal: | Breakfast | Official city: | FOXBOROUGH | | |
| | Where consumed: | Home | State & Zip: | MA 01234 | By LBOH: | |
| | Date: | | Name: | | By DPH: | |
| | Time: | | Address: | | If no, reason: | |
| | Meal: | | Official city: | | | |
| | Where consumed: | | State & Zip: | | By LBOH: | |





Includes all listed exposures and whether DPH advised notifying inspectional services

Workflow

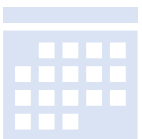
What populates in the workflow?



- Workflow name: **LBOH Foodborne Illness (FBI) Complaint Notification**
- Workflow purpose: notification (not to track follow up)
- Any FBI complaint that lists your jurisdiction in either of the following fields will appear in the workflow:

| | |
|---|---|
|  |  |
| Complaint Information QP | Food History QP |
| Ill Person Official City | Purchase Location Official City |
| <i>Repeatable field</i> | <i>Repeatable field</i> |

Complaints in the workflow may not require further action by your jurisdiction.

How do complaints move in and out of the workflow?

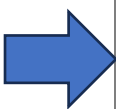


| | | |
|---|--------------------------|---|
|  | To enter workflow | All newly created FBI complaint events enter the workflow. An LBOH user will be able to see all complaints associated with their jurisdiction(s). |
|  | To exit workflow | FBI complaint events leave this workflow <u>two weeks</u> after they are created. There is not a field in MAVEN that an LBOH user can complete that will remove an FBI complaint event from this workflow or keep it there for longer than two weeks. |



Food History Question Package


For listed food establishments in your jurisdiction, you can document that the exposure was reviewed using the optional field **LBOH Reviewed in MAVEN**





The following are optional fields that can be used by the LBOH of the food establishment for tracking in MAVEN and sending complaints to METRIK.

LBOH - Reviewed in MAVEN:

Review date:



Reviewed by:





Understanding variables in the workflow

| LBOH Foodborne Illness (FBI) Complaint Notification (Last Update: 09/08/2025 01:09 PM) | | | | | | |
|--|-----------|-------------|----------------------|------------------|-------------------------------------|-------------------|
| <input type="checkbox"/> Event | ID | Create Date | FBI Complaint Status | Single incident? | FBI complaint information complete? | Assigned To |
| | 100004685 | 09/08/2025 | Valid | Yes | Complete | LBOH - Brookfield |
| | 100004684 | 09/08/2025 | Invalid | Yes | Complete | |
| | 100004681 | 09/08/2025 | Valid | Yes | Complete | LBOH - Cambridge |
| | 100004672 | 08/28/2025 | Valid | No | Complete | LBOH - Lenox |

- **FBI Complaint Status** (Admin QP): This is assigned by DFP using the following criteria: [FBI Complaint Status Classification](#)
- **Single Incident?** (Outbreak Response QP): This field is completed by DFP and is used to distinguish an FBI complaint that reports illness among a single person or household from a suspect foodborne illness outbreak.
 - “No” indicates that the complaint event is being investigated as an outbreak by the [Working Group on Foodborne Illness Control](#) at DPH in conjunction with associated LBOH(s).

Understanding variables in the workflow

| LBOH Foodborne Illness (FBI) Complaint Notification (Last Update: 09/08/2025 01:09 PM) | | | | | | |
|--|-----------|-------------|----------------------|------------------|-------------------------------------|-------------------|
| <input type="checkbox"/> Event | ID | Create Date | FBI Complaint Status | Single incident? | FBI complaint information complete? | Assigned To Group |
| | 100004685 | 09/08/2025 | Valid | Yes | Complete | LBOH - Brookfield |
| | 100004684 | 09/08/2025 | Invalid | Yes | Complete | |
| | 100004681 | 09/08/2025 | Valid | Yes | Complete | LBOH - Cambridge |
| | 100004672 | 08/28/2025 | Valid | No | Complete | LBOH - Lenox |

- **FBI Complaint Information Complete?** (Complaint QP): Completed by the individual reporting the complaint and updated as needed by LBOH or DPH MAVEN users.
- **Assigned to Group** (Task): If DFP has tasked a complaint event to an LBOH user group because information needs to be communicated to inspectional staff, the city/town name will appear here.

Workflow example

I am a LBOH PHN in **Cambridge**. This is what my workflow looks like:

| LBOH Foodborne Illness (FBI) Complaint Notification (Last Update: 09/08/2025 01:09 PM) | | | | | | |
|--|-------------|----------------------|------------------|-------------------------------------|-------------|-------------------|
| <input type="checkbox"/> Event | | | | | | |
| ID | Create Date | FBI Complaint Status | Single incident? | FBI complaint information complete? | Assigned To | Assigned To Group |
| 100004685 | 09/08/2025 | Valid | Yes | Complete | | LBOH - Brookfield |
| 100004684 | 09/08/2025 | Invalid | Yes | Complete | | |
| 100004681 | 09/08/2025 | Valid | Yes | Complete | | LBOH - Cambridge |
| 100004672 | 08/28/2025 | Valid | No | Complete | | LBOH - Lenox |



What this could mean:

- There is one complaint tasked to Cambridge, indicating that the information in that FBI complaint event needs to go to Cambridge inspectors for follow up.
- Other complaints in the workflow may include an ill Cambridge resident or may list a Cambridge food establishments that do not warrant follow up.

A note

- It was not possible to include food establishment name and/or location in the workflow
 - It is a repeatable field, and only the first food exposure would appear, which could be misleading if multiple exposures are listed in the Food History QP

Responding to a Complaint in Your Jurisdiction

How a LBOH will be notified of a complaint

- DFP will task a MAVEN LBOH user group if inspectional follow up is recommended for a food establishment listed within an FBI complaint event.
 - Tasking generates an email notification with the MAVEN ID to users in that group
- Event will populate in your workflow(s) for review:
 - My Groups' Open Tasks
 - LBOH Foodborne Illness (FBI) Complaint Notification

Acknowledge receipt of complaint - optional

- Within the food history section, if you are the LBOH where the establishment is located you can:
 - Document if you have reviewed the reported food exposure
 - Indicate if you want your own jurisdiction's inspectional services notified.

| |
|--|
| The following are optional fields that can be used by the LBOH of the food establishment for tracking in MAVEN and sending complaints to METRIK. |
| LBOH - Reviewed in MAVEN: <div><div></div><div>▼</div></div> |
| When the following field is completed as "Yes" the complaint is transmitted to METRIK and accessible to the LBOH of the food establishment. |
| LBOH - Notify inspectional services (optional): <div><div></div><div>▼</div></div> |

Notify your inspectional staff

- If you took in the original complaint, you will be responsible for notifying your own inspectional staff.
- If you receive a complaint via a task that was completed by another jurisdiction, review the task and notify your inspectional staff.

To generate a report that can be shared with inspectors from the MAVEN FBI complaint event:

- 1) With the FBI complaint event open in MAVEN, select “Print Event” from the left-hand menu.
- 2) Click “Open” next to “FBI_Complaint_Report_For_Inspector_PDF_Document.xml”

| Print Documents | | | | |
|---|---|-------------|----------------------|--|
| Document | Description | Person | Action | |
| EventPrint.jsp | Event Print | Test Person | Open | |
| FBI_Complaint_Report_For_Inspector_PDF_Document.xml | Letter used by DFP or LBOH to pass information to inspector regarding a FBI complaint | Test Person | Open | |
| FBI_Complaint_Report_PDF_Document.xml | Letter used by DFP or LBOH to pass information to inspector regarding a FBI complaint | Test Person | Open | |
| | | | | |
| | | | | |

Not sure who to contact?

- Use your jurisdiction's Communication Event in MAVEN to identify contact information for environmental health (inspectional) staff in your city or town.
 - For more information, see: [Environmental Health Contacts in MAVEN](#)
- Keep this information up to date if there are changes in staffing.
- DPH uses the Environmental Health Contacts section when making specific inspection follow up requests.

Inspectional follow up for complaints

- Follow-up might vary across jurisdictions per internal procedures.
- In accordance with the [Foodborne Illness Investigation and Control Manual Chapter 4](#), it is recommended that some level of investigation should be done for a single possible case of foodborne illness.
- Unless a specific request is made, no information is needed to be returned to DPH, but any documents collected or generated during follow up may be attached to the MAVEN event for record keeping.

Data Extract

Extracting FBI complaint data from MAVEN

- There is now a report available to LBOHs to extract question package data: **FBI Complaints – Event Information Extract**

Previously, LBOHs did not have a way to extract FBI complaint data



The screenshot displays the 'Maven Reporting' interface. At the top, there's a header 'Maven Reporting'. Below it, a sub-header 'Maven Reporting' is visible. The form includes the following fields and options:

- Category:** A dropdown menu set to 'Custom Reports'.
- Select Report:** A dropdown menu set to 'FBI Complaints - Event Information Extract'.
- Description:** A text area containing the text: 'This report extracts all variables within the selected question packages for FBI events using the FBI complaint event date as the date parameters.'
- Start Date*:** A date input field set to '01/01/2025' with a calendar icon.
- End Date*:** A date input field set to '07/18/2025' with a calendar icon.
- Relevant Question Packages*:** A list box showing five options: '1. Administrative', '2. Complaint Information', '3. Food History', '4. Other Exposures', and '5. Outbreak Response'. The list is currently expanded.
- Report Format*:** A dropdown menu set to 'Comma Separated Values'.

At the bottom of the form, there's a message: 'This report has been configured' followed by a dropdown menu showing 'Comma Separated Values' and 'HTML'. Below this, there are three buttons: 'Run Report', 'Dashboard', and 'Help'.

FBI complaint events exported in extract

- Any complaint that an LBOH user has access to will appear in the extract
- You will have access to a complaint if your city/town is listed in:

| |  Where an ill person lives |  Where a food establishment is located |
|-----------------------|---|---|
| Question Package | Complaint Information | Food History |
| Variable (repeatable) | OFFICIAL_ILL_PERSON_TOWN | OFFICIAL_SUSPECT_FOOD_OR_DRINK_CITY |

Final Thoughts

Recap

- MAVEN FBI complaint events updated based on 10 years of user feedback and to prepare for two other big developments:
 - Online system for reporting foodborne illness: Report My Meal (Nov 2025)
 - Transmission of MAVEN complaint data to METRIK (2026)
- Great new tip sheet that outlines everything covered in the webinar: [FBI Complaint Tip Sheet](#)
- May feel like a lot of changes, but majority of information collected is not new
- Take time creating an FBI complaint event, read guidance text
- Let us know what you think: [Foodborne Illness Complaint Feedback](#)

Thank you



DPH Division of Surveillance, Analytics, and Informatics:

Justin Mierz

Lamyaa Shaban

Joe Gerth

Q&A

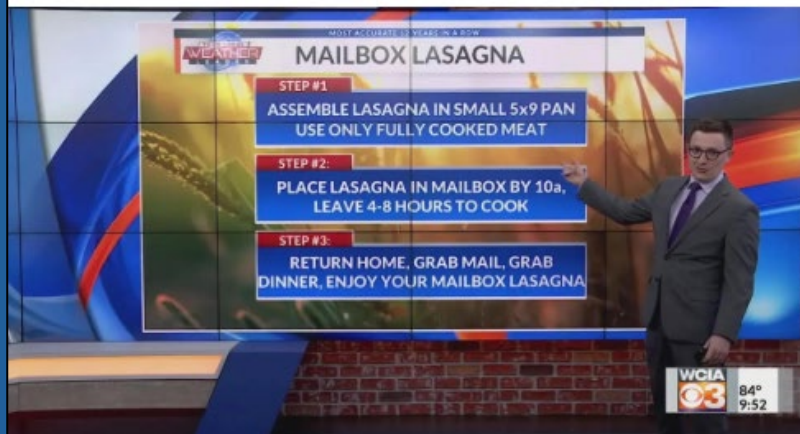


Meteorologist Jacob Dickey • Follow

3d • ⚙️

It's baaaaacccccckkkkkkk!!! Mailbox Lasagna season is here!

I shared this a few years ago and thought it would be worth bringing it back LOL! We're fixin' to be HOT for the next week, so save some electricity, don't heat up your kitchen, and don't forget to use fully cooked meat!!!! 🤪🤪🤪🤪



NPR ✓

2h • 🌐

Perpetual stew is a soup that stews for days, weeks or even years on end. It's having a moment on social media. But is it safe?



npr.org

Want to try perpetual stew? Some tips for avoiding foodborne illness



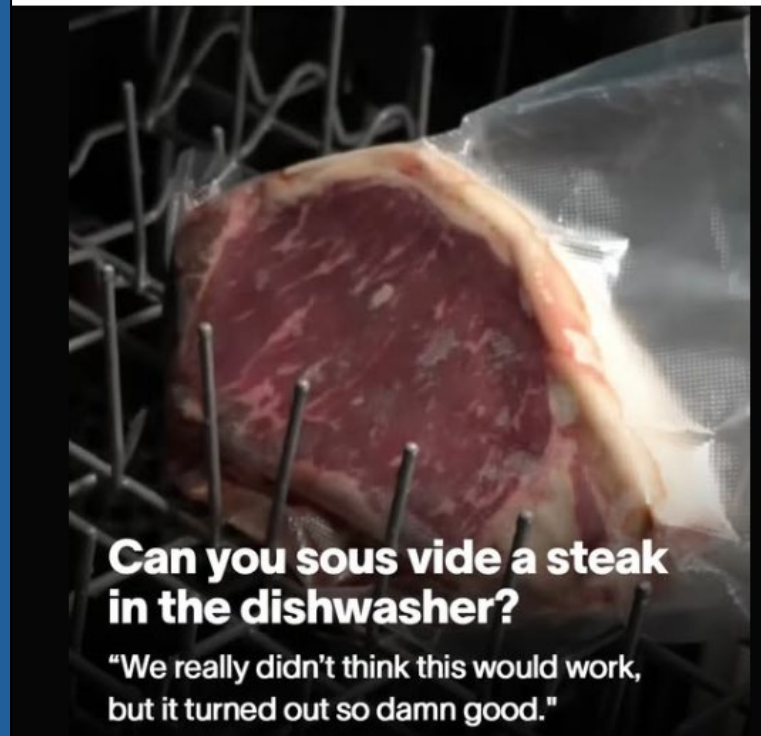
Munchies ✓

June 4 at 6:11 PM • 🌐

If you're too lazy to grill a steak for dinner this summer, you can always just toss it in your dishwasher for a while...

BBQ podcast host Simon Luxton decided to test whether you can actually cook a steak in your dishwasher, and apparently it works perfectly. He vacuum-sealed a steak, ran it through a full dishwasher cycle for an hour and a half, and ended up with a perfectly rare steak cooked evenly throughout at 120 degrees.

What's even wilder than this working was that L... See more



Can you sous vide a steak in the dishwasher?

"We really didn't think this would work, but it turned out so damn good."