



State of Michigan
DHS

CENTRALIZED INTAKE (CI) FOR ABUSE AND NEGLECT

WHY CENTRALIZED INTAKE?

- × The Modified Settlement Agreement (MSA) requires DHS to establish a 24-hour “statewide centralized hotline” for receipt, screening, and assignment of all reports of child abuse and neglect within the state.
- × To simplify the reporting process for our local communities and those who report allegations of abuse and neglect for children AND adults, we are using the same toll-free number for both Children’s Protective Services (CPS) and Adult Protective Services (APS).

WHY CENTRALIZED INTAKE? (CONT.)

- × CPS complaints will be handled in a manner that ensures consistency across the state related to evaluation and assignment.
- × APS complaints will be documented at the CI location and then transferred to the local office for evaluation and assignment.

IMPLEMENTATION MONDAY — MARCH 5, 2012



On March 5, 2012, all reports of abuse/neglect will be directed to CI. The toll-free number will be released to the public and mandated reporters two weeks prior to March 5 via mailings, print media and television, at the local and statewide levels.



Persons calling local offices with abuse/neglect complaints will be directed to hang up and dial the new toll-free number to make their complaints.



Local office intake staff will be available to assist callers as needed during a short transition period after March 5 to either transfer the caller to CI or answer questions.

CENTRALIZED INTAKE IN A SINGLE LOCATION

- × The CI offices are staffed 24 hours/day, 365 days/year.
- × Staffing will accommodate expected call volume.
- × A pilot project has been operational since Sept. 12, 2011 in Kalamazoo, Kent, Ottawa, Cass, St. Joseph and Berrien counties.

HOW LONG WILL IT TAKE TO MAKE AND RECEIVE A COMPLAINT?

- × No longer than it took to contact a local office to make a complaint.
- × Waiting times are a key factor in CI's success and are set to be no longer than two (2) minutes, with the goal of an immediate response.
- × All assigned CI complaints will be sent to a designated CPS supervisor in each local office who will assign to a worker (similar to current procedure).

HOW LONG WILL IT TAKE TO MAKE AND RECEIVE A COMPLAINT? (CONT.)

- × Complaints will be forwarded to the local office within one (1) hour of receipt if an immediate response is needed, and within three (3) hours if the response time is not immediate.
- × All 3200's, law enforcement reports, medical reports, etc., will be received by CI, scanned by CI and placed into SWSS for future use.

CPS CENTRALIZED INTAKE

- × CI staff are trained to accept all intake calls and to handle in accordance with the current policies.
- × The CPS complaints will be evaluated for assignment by CI rather than the local office supervisor to ensure consistent decision-making statewide.
- × If needed and possible, CI will make collateral contacts to assist in the decision-making process and to assist in the assigned worker's standard of promptness.

ASSIGNMENT

- × Each county will have a Web page located on DHS-Net, on which they will enter the assigning supervisor (both APS and CPS) and the on-call worker schedule so that CPS-CI may access this information.
- × When CI assigns a case for CPS investigation, the CI supervisor will assign the case on SWSS, an e-mail will be sent to the supervisor, and the complaint will be sent electronically to the county responsible within one (1) hour for immediate priority complaints and within three (3) hours for any 24/72s.
- × CI also forwards the rejected complaint to the local office.

ASSIGNMENT (CONT.)

- × For APS cases, the information will be entered and forwarded to the local county supervisor for decision on assignment.
- × Once disposed by CPS-CI, all CPS-rejected complaints can be located in the case listing section of SWSS, under Unassigned Complaints.
- × If a complaint on an ongoing case is not assigned by CI, an active CPS, FC, or JJ worker will be notified via e-mail of the complaint.

LOCAL OFFICE PROCEDURE FOR CPS

- × The local office will continue to have a supervisor designated each day to accept the complaints from CI and assign the complaint to the specific investigator.
- × The local office cannot change the CI assignment decision.
- × However, in limited circumstances, when the local office has information that is in direct conflict with the complaint, or that is believed to be new information; the local office director may contact the CI director to discuss whether the additional information causes the CI director to change the decision.

LOCAL OFFICE PROCEDURE FOR APS

- × The CI APS complaint will be sent to the appropriate local office via e-mail for evaluation and decision related to the complaint.
- × All law enforcement reports, medical reports, etc., will be scanned by CI and forwarded to the local office APS supervisor for future use.

NATIVE AMERICAN INDIAN TRIBES

- × To establish as early as possible if there is tribal affiliation, CI staff are required to ask the caller if “the family or child is affiliated with an American Indian tribe.”
- × The caller’s response is documented at Intake within SWSS.
- × CI staff will attempt to determine whether the family resides on a reservation or domiciled lands within exclusive jurisdiction of a tribe.

NATIVE AMERICAN INDIAN TRIBES (CONT.)

- × If so, the case will be forwarded to the tribe for its own evaluation and intake decision.
- × When there is a special after-hours written agreement with DHS, DHS will respond to those complaints in accordance with the agreement.

AFTER-HOURS PROCEDURE – APS/CPS

- × CI has a list of contacts for local office on-call staff who are to receive assigned complaints.
- × When a complaint requires an immediate response, the CI supervisor will contact the on-call CPS worker and direct him/her to begin the investigation and make contact.
- × When a complaint does not require an immediate response, it will be forwarded to the local office as an assigned complaint for CPS or to the APS supervisor for disposition.

LAW ENFORCEMENT IMMEDIATE REQUESTS

- × When law enforcement contacts CI and needs a CPS worker immediately on-site, the CI staff person flags his/her supervisor and contact is initiated with the local office/on-call worker right away.
- × The goal is to get the CPS worker on the way to the location of the law enforcement officer at the same time the allegations are placed into SWSS.

CI CONTACT INFORMATION

Address:

5321 28th Street
Court SE
Grand Rapids, MI
49546

Fax

(616) 977-1154
(616) 977-1158

E-mail

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FURTHER QUESTIONS?

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