Michigan Department of Human Services CSA Children's Services Administration Communication Issuance	**Type:** ☒ Informational Memorandum (IM) ☐ Program Instruction (PI) ☐ Policy Guide (PG)
	Issuance Date: 3/25/13 **Obsolete Date:** 03/25/2014
	Response Due: None
	Log No.: 13-045
	Contact: Carol Kehoe, Director, Centralized Intake
	Originating Office: CSA- CI
	Subject/Title: Updated CI Procedural Manual/ CI Phone Conference Minutes
	Distribution: ☒ DHS Child Welfare Staff ☐ BCAL ☐ Private Agency Child Welfare Staff ☐ CWTI ☒ CSA Central Office Managers/Staff ☐ SACWIS ☐ Native American Tribes ☐ Data Management ☐ DHS County Directors ☒ Adult Services Staff ☐ Other:

Centralized Intake has updated its Procedural Manual and is issuing the minutes from the CI-Phone conference that was held on February 12, 1013.

State of Michigan

Centralized Intake

For Abuse and Neglect

Procedures

February 2013

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Department of Human Services Vision and Mission Statement:

Vision

Compassion. Protection. Independence.

Mission

Improving the quality of life in Michigan by providing services to vulnerable children and adults that will strengthen the community and enable families and individuals to move toward independence.

Legal Basis:

Adult Protective Services in Michigan operates under the mandates of the State Social Welfare Act:

- Social Welfare Act, 1939 PA 280, as amended, MCL 400.11 et seq.

Children's Protective Services in Michigan operates under the mandates of these laws:

- Social Security Act, Title IV, Part A, Sec. 402(a)
- Federal Indian Child Welfare Act, Public Law 95-608 25 USC Subsection 1901-1952
- State Social Welfare Laws 1939 PA 280 (MCL 400.115b, 400.55(h) and 400.56(c))
- State Child Protection Law (CPL) 1975 PA 238 (MCL 722.621 et seq.)
- State Child Care Organization Licensing Law 1973 PA 116 (MCL 722.111 - 722.128)
- Juvenile Code 1939 PA 288 (MCL 712A.1 et seq.)
- Public Health Code 1978 PA 368 (MCL 333.17001 et seq.)

Policy- PSM is the CPS Program Policy- the policies below relate specifically to Intake:

• CPS OVERVIEW	PSM 711-2
• CPS PROGRAM ELIGIBILITY	PSM 711-3
• CPS LEGAL REQUIREMENTS AND DEFINITIONS	PSM 711-4
• DEPARTMENT RESPONSIBILITIES AND OPERATIONAL DEFINITIONS	PSM 711-5
• RESPONSIBILITY TO RECEIVE AND INVESTIGATE COMPLAINTS	PSM 711-6
• CPS INTAKE-INITIAL RECEIPT OF COMPLAINT	PSM 712-1
• COORDINATION WITH PROSECUTING ATTORNEY AND LAW ENFORCEMENT	PSM 712-3
• INTAKE - MINIMAL PRIORITY RESPONSE CRITERIA	PSM 712-4
• CPS INTAKE – OVERVIEW	PSM 712-5
• CPS INTAKE - SPECIAL CASES	PSM 712-6
• REJECTED COMPLAINTS	PSM 712-7
• CPS INTAKE COMPLETION	PSM 712-8
• NOTIFYING REPORTERS	PSM 712-9
• CPS INVESTIGATION - GENERAL INSTRUCTIONS AND CHECKLIST	PSM 713-1
• LAW ENFORCEMENT INFORMATION NETWORK (LEIN)	PSM 713-2
• SPECIAL INVESTIGATIVE SITUATIONS	PSM 713-8
• SPECIAL CASE SITUATIONS - AMERICAN INDIAN CHILD	PSM 716-1

- VOLUNTARY FOSTER CARE PSM 716-3
- SUBSTANCE ABUSE CASES PSM 716-7
- MEDICAL NEGLECT OF DISABLED CHILDREN PSM 716-8
- NEW COMPLAINT WHEN CHILD IS IN FOSTER CARE PSM 716-9
- RELEASE OF CPS INFORMATION PSM 717-4
- SHARING INFORMATION WITH MEDICAL PROVIDERS PSM 717-5
- CONFIDENTIALITY SRM 131
- CHILD/WARD DEATH ALERT PROCEDURES AND TIMEFRAMES SRM 172

Introduction:

In 2008, the State of Michigan reached a settlement agreement related to a lawsuit filed on behalf of children in foster care by Children's Rights, Inc. and as a result of the settlement, Section VBii of the Consent Decree dictates:

> "**DHS shall establish a statewide centralized hotline, to be operated 24 hours per day. It shall be adequately staffed and supported by adequate telecommunications equipment and information technology, for the receipt, screening, and assignment for investigation of reports of abuse and neglect…."**

Protective Services Centralized Intake (CI) was established as a pilot in September 2011 with six counties and rolled-out statewide in March 2012.

CI is the first stage of the referral process for Children's Protective Services (CPS) and Adult Protective Services (APS) and is one of the most important decision-making points within the child protection system. Assignment decisions regarding CPS referrals are made by CI, and assignment decisions for APS referrals will continue to be made by the local county office. CI is the initial point of contact for concerned community professionals and citizens who are calling in complaints of abuse, neglect, or exploitation of children and adults. The call to CI provides the first impression of the level of public service available through the Department of Human Services.

All complaints made to CI are entered into SWSS for CPS and ASCAP for APS and reviewed by supervision to assure the appropriate handling of the information, which may include assignment for investigation, referral to another agency for investigation, or rejecting the complaint for further protective services involvement. Information gathered by CI is used to make decisions regarding safety, risk and the type of response required. All decisions reached shall be guided by law and policy. The intent of centralizing the intake process is to ensure complaints are being evaluated with a consistent interpretation of policy and law and that decisions for assignment are made consistently across counties.

Availability:

There is one contact number for CI for the state of Michigan, 855-444-3911.

CI specialists and supervisors are available to take complaints 24 hours a day, 7 days a week.

Emergency Plan:

a. Bomb threat or temporary closure at CI: In the event of a bomb threat or temporary closure at CI, Kent County DHS will be the probable alternate location for temporary location of CI. It will be equipped with additional computers and phones.

b. Phone outage at CI: If the phones go out at CI, an alert will be sent to all county DHS offices, who will notify their law enforcement/hospital staff of the emergency. Emergency responders will be asked to contact their local DHS to make complaints until the phone situation is resolved with CI. The local DHS office will be responsible for taking these complaints on a DHS-3550 Intake Form and forwarding these complaints to CI for input into SWSS.

c. SWSS or other network failure at CI: If SWSS goes out CI will notify all counties of the issue. CI will continue to take complaints from callers, but will input the information on an

Intake form (DHS-3550) and will scan and email the complaint to the appropriate local office to continue the process of taking and dispersing complaints. When SWSS is available, CI will be responsible for inputting the complaint on SWSS within the next business day.

d. Power or SWSS outage in local county office: If a county loses power or SWSS, the county office should notify the CI Director of the issue and utilize its emergency back-up plan to continue to receive and respond to complaints.

e. CW Disaster Plan Related to Foster Children: In response to a disaster, in which there is a voluntary or mandatory evacuation, all caregivers of foster children shall inform CI of their foster children's whereabouts, status and service needs immediately. Given the probably chaotic nature of a disaster, caregivers of foster children will be advised to contact CI in order to inform them of the foster child's location, status and needs. CI will document this information in a Child Information Form and email the information to the DHS foster care specialist or monitor and their supervisor. CI will also track the number of these calls received from the caregivers in such disaster situations.

County-Provided Resources:

a. Community resources: These documents are accessed by entering the shared drive on a CI specialist's computer. The path for most CI specialists will be S:\CPS-CI\County Collateral Contacts. Each county provides a directory of their community resources, including:

Schools
Law Enforcement
Hospitals
Private Agency Foster Care Agencies
Counseling Services/Significant Service Providers
Assessment Services (e.g. Children's Assessment Center, Early On, Infant Mental Health)
Domestic Violence Services
Utilities
Indian Tribes

b. SharePoint: Each county utilizes this collaborative software in order to maintain a set of documents available to all CI staff. The documents are accessed at http://inside.michigan.gov/dhs/DeptSites/CO/Pages/default.aspx and include:

Intake on-call calendar: A monthly calendar of the on call staff for a county, outlining which specialist(s) is on call at any particular day and time and providing contact information for the specialist(s). The name of each specialist's supervisor and the contact information can be accessed through this icon, by clicking on the designated on call specialist.

Intake on-call manager: A list of all APS and CPS managers and contact information.

Intake on-call staff: A list of all CPS staff for each county, contact information, and supervisor. Also included in this listing should be foster care workers/supervisor, licensing workers/supervisors and adoption workers/supervisors.

Assigning Manager: A list of the APS and CPS managers responsible for assigning complaints for the local county office, indicating the periods they will be responsible for receiving new complaints directly from CI, with their contact information available. CI will assign CPS complaints until 5 pm to the assigning manager, and complaints assigned after 5 pm will be assigned to the assigning manager for the next business day.

Please see the On-Call Procedures section below for further details as to the manner in which these documents are employed.

Criteria for Investigation for CPS Referrals:

Every call accepted as a CA/N report must be evaluated on the following criteria:

- Was there harm or threatened harm?
- Is the alleged victim a child?
- Is the alleged abuse/neglect perpetrated by a parent, legal guardian or any other person responsible for the child's health or welfare?
- Did this occur through non accidental physical or mental injury, sexual abuse or exploitation, maltreatment, negligent treatment or failure to protect?

Mechanics of Handling Calls/Information Calls:

It is necessary to assess as quickly as possible a caller's intent and reason for calling.

A CI specialist's initial response should be, "Centralized Intake. Hello this is ____. Are you calling to report abuse or neglect of a child or an adult?"

If the caller is not calling to report abuse/neglect, the intake specialist must quickly and professionally assess what the caller needs and direct him/her accordingly. For example, the name and phone number of the caller should be obtained, and the informational call must be documented in the SWSS module, "Information Calls" and in the CI specialist's daily log.

CI has a CISCO ACD system for routing calls. When a call comes into the hotline, the call will be routed to a CI specialist who is available to take a call. The system sends calls in rotation to available specialists.

All calls should be managed in a professional, courteous and efficient manner. While taking the verbal complaint, the CI specialist will begin putting the complaint on SWSS and entering as much information as possible while the caller is on the phone. Gathering detailed information regarding the demographics, the details of the alleged maltreatment and the caller's credibility are all critical steps in handling the phone complaint. CI specialists should read the allegations back to the Reporting Source to assure the accuracy of the information gathered by the CI specialist.

CI specialists are responsible for file clearing all household members in SWSS and Bridges (including verifying the accuracy of demographic information provided by the Reporting Source), file clearing by case number, and running Central Registry checks on all adults listed on the complaint. All household members listed on a family's active case in BRIDGES will be added to the CPS complaint. CI specialists should attempt to determine in BRIDGES who the non-custodial parent is and enter that name and address in the non-household member section, if applicable.

If CI determines there is an active services worker involved with the family, a phone contact with the services' worker must be attempted and documented in SWSS. If that phone contact does not result in connection with the CPS worker, then the assigning CPS supervisor must be contacted in an effort to gather information about the family to achieve the most appropriate complaint disposition. On weekends and after hours, contact with the CPS worker will be via email.

While taking complaints CI specialists must keep an eye on the queue and adjust the conversation as necessary with the caller while still ensuring the necessary information is being gathered. The average call length should be ten minutes. Further after call processing may be necessary after completing the call. Specialists must be cognizant of the length of their calls, be politely assertive, and take control of their interviews so that all necessary information can be obtained professionally and efficiently.

All calls received by the CI specialist must be documented on the Intake Database. Each call will be categorized into three categories; 1) CPS 2) APS and 3) Information Only. When the CI specialist receives a complaint or call, the CI specialist will fill out the appropriate form electronically.

The Database will send a copy to the manager selected by the CI specialist on the form when the form is saved and closed. If the complaint is not ready for the manager to process, enter 'Incomplete' as the first word in the employee comments section. When the complaint is ready for the manager to assess, change 'Incomplete' to 'Complete' and the manager will assess the complaint.

The manager may return an item into the CI specialists' 'Work Flow' folder and request additional information. Once that information is completed by the CI specialist, enter that information in the Worker Comment's Section and uncheck the 'Worker Follow-up' box. The Intake Database will keep a daily log for each CI specialist. Once the manager has disposed of the complaint, CI specialists will see that the manager has checked the complete box.

The goal of CI is to answer most calls within three seconds and to have the average wait time be one minute or less. The following guidelines have been established that will guide specialists in processing complaints.

Call Type	**CI's response**	**Time frame to transfer to county office**
I/24 with need of emergent response • Injury/CSC-Child afraid to go home • LE is at scene- needs specialist	Specialist will notify their supervisor to contact county. Immediately. Specialist will take themself off the phone for a maximum of 15 minutes to complete the complaint. If more than 15 minutes is needed, supervision must be notified. The CI supervisor will contact the assigning supervisor or on-call specialist (if after hours) in the appropriate county to advise them of the situation and log number.	Immediately by phone if complaint is not ready for SWSS transfer. Complaint will be input into SWSS and provided to supervisor within one hour of call; supervisor will review and transfer complaint in SWSS to the assigning supervisor in the local county office.

• LE at scene- not willing to give information, wanting specialist at scene NOW	The county contact will direct their specialist to respond while the intake specialist completes the complaint intake. If the officer is not willing to stay on the phone to complete the intake process, but wants a local specialist immediately, the CI specialist should get a case name to enter a log number, and the very basic details of what is occurring to ensure this is a CPS matter, and take the officer's name and number, and advise him/her that the on-call specialist or assigning supervisor will be notified immediately. CI will advise county specialist/supervisor he/she will be responsible for documenting complaint information and providing it to CI as soon as possible for input.	
I/24 and 24/24	Immediately, the specialist will take him/herself off the queue for a maximum of 15 minutes to complete the complaint. If more than 15 minutes is needed, supervision must be notified.	Complaint will be input into SWSS and provided to supervisor within one hour of call; supervisor will review and transfer complaint in SWSS to the assigning supervisor in the county office If an I/24 is being assigned between 4:30 p.m. and 5 p.m. on a normal business day, the CI supervisor will attempt phone contact with the assigning supervisor in the county office to assure receipt of the complaint.
24/72	Specialist will take another call if there is a queue. CI specialists will take themselves off the phone for a maximum of half an hour	Complaints will be input into SWSS and provided to supervision within three hours of call; supervisor will review and transfer

	once they have two pending complaints and will complete their current complaints before logging back onto CISCO. If more than 30 minutes is needed, supervision must be notified	complaint in SWSS to the assigning supervisor in the county office.
3200/Police reports/Misc.	Specialist will immediately take him/herself off the phone for a couple of minutes to review the information. Specialist will assess this information and determine a response timeframe. Specialist will then abide by the criteria outlined above.	All DEF assignments must be entered into SWSS within 45 minutes of receipt using the time the DEF assignment was assigned to the specialist. Any complaint that must be assigned will be sent to the county- I/24s within 1 hour, 24/72s within 3 hours.

Specialists will work closely with supervision to ensure all complaints are managed and transferred to the county office expeditiously. Prior to the end of the shift, all complaints must be forwarded to supervision for review and disposition. During business hours, CI must process and forward complaints to county offices prior to 5 p.m.

CI Supervisor Responsibilities**:**

Prior to complaint assignment, CI Supervisors must check these critical factors:

- Proofread the allegations and collateral contacts
- Verify priority response
- Check View CPS History tab- the oldest complaint is listed first and the primary caretaker should be the same primary caretaker for the complaint being reviewed
- Verify case number--from Add member tab in case member screen, do a Soundex search on the oldest child, to confirm the correct case number

If a CI Supervisor must re-assign a complaint to another county, the CI Supervisor must email the assigning Supervisor in the second county manually to advise them of the change in assignment. CI supervisor must ensure the county of responsibility is correct upon transfer.

After 5 pm, assign the complaint to the assigning manager for the next business day.

In the Supervisor Action tab the supervisor must document 1) the Priority Response, 2) the county of assignment, 3) the on-call worker contacted and 4) the time (when applicable) and the reason for assignment.

The CI supervisor must monitor the complaints by utilizing the CI-Database and review SWSS case listings for all specialists reporting to them for the day and ensure disposition of the complaints.

If a complaint is to be pended until another shift, the supervisor must make arrangements with another supervisor to assure timely disposition of the complaint via email.

Retain copies of the printed case listing for the staff reporting to you for one month.

Mandated Reporter Written Report/Scanning and Notification:

Mandated reporters are required by the CPL to immediately make an oral report if they suspect abuse or neglect. Within 72 hours of making the complaint, the mandated reporter is required to file a written report. This written report may be a DHS-3200 or a professional report (i.e. police report or medical report). When the DHS-3200 or professional report is received by CI, the report will be scanned into SWSS and documented by entering a social work contact.

CI will provide the following information to Non- Mandated Reporters:

> The complaint you provided today will be given to a supervisor for review, and a decision will be made on whether or not it meets criteria for assignment.
>
> As the complaint source, you can request written notification of the outcome of your CPS complaint. If the complaint is not assigned for investigation, you will receive a letter from CI within one to two weeks from the date the complaint was made. This letter only advises you the complaint was not assigned for investigation.
>
> If the complaint is assigned for investigation, you will receive a letter from the assigned investigator at the conclusion of the investigation. This letter only advises you whether or not a preponderance of evidence was found to support abuse or neglect.
>
> Due to confidentiality associated with these reports, CI cannot release further information to you on the status of this complaint. However, you should contact CI if you have new concerns of abuse or neglect.

If the mandated reporter is requesting to know the assignment decision due to concerns about the child's emotional well-being, the CI specialist will give the MR two options. The CI specialist can advise the MR that they may call the assigning supervisor in the local county office to check on the status of the complaint, or the CI specialist will obtain the email address of the MR, and send an email to their supervisor, copying the MR, noting the log number in the subject line and MR-assignment decision, so that the CI supervisor, upon making the decision on the complaint, will email the MR with the assignment decision.

A CI specialist will be assigned each shift (Daily Email & Fax [DEF] specialist) to process any faxes, email reports or mailed in 3200s/reports in order to determine if there is a log number attached to the report or if it is a report that was received with no oral report.

- If a log number is found for the report, the DEF specialist will verify the information from the police report/3200, etc. is consistent with what is documented in the allegation comments. If the information is inconsistent, the CI specialist will need to assess if the additional information will either need to be added to the current log in the RS comments section or if a new complaint will need to be input into SWSS. CI's clerical specialist will then scan the report and attach it to the complaint in SWSS, adding a comment in the SW contacts that the report has been attached.

- If no log number is found for the report, the DEF specialist will assign the report to a CI specialist on the Email/Fax/Mail [EFM] log, located on the shared drive, entering the name of family, the type of report and the date/time given to the specialist on the rotation list.

- When a report of abuse or neglect is input directly from a LE report or 3200, the CI specialist will need to attempt to make contact with the RS. If this is unsuccessful a notation must be made in the RS comments of the log that the information was solely received from the report/3200.

The CI specialist will then enter the written report into SWSS, and utilize the existing CI timeframe goals, entering the date/time the case was assigned by the DEF specialist to the CI staff as being the complaint date and time entered on SWSS. The specialist will then scan/attach the report/3200 to the complaint. If there are separate reports (3200s, labs, or medical reports) the CI specialist shall identify clearly in the SW contact what is attached.

Any time a mandated reporter (or any reporting source) wishes to report a case of abuse and neglect and the decision is that the case will be rejected or transferred to another agency for investigation; the complaint information must be entered in SWSS to document the call. This serves as documentation and protection for both the mandated reporter and CI in case there are questions later about the content of the conversation.

Secondary Reporters**:** If a subsequent complaint is received that is essentially the same instance of child abuse/neglect already reported, the additional reporting person can be added to the existing log number**.** Enter the second RS in SWSS and add a SW contact. Do not identify the RS in the SW contact, but rather note a second RS called and any information provided. Notify your supervisor so he/she can review the newly added information.

A secondary RS should not be added to an assigned complaint if the investigation has already been disposed. If the initial complaint is rejected, the Secondary RS can be added up to one month after the 1st complaint was inputted. If a complaint is assigned and is currently under investigation, the Secondary RS may be added.

When adding a third RS: This must be entered as a new complaint. You will not be required to complete the background questions or a PI (If applicable and original complaint is assigned or if original complaint was screened out but a PI was completed in the original log).

Notification letters for mandated reporters and for those who request written notification will be automatically generated by SWSS when the complaint is rejected by management. This notification letter will be placed in a basket in a common area and the DEF specialist is required to process them into envelopes and put them in the mail room (daily). The notification letter must be sent within five business days of the rejection date. When entering the address of the RS in SWSS, if there is an Agency/School name that should be entered 1st in the address line, followed by the street number and name in the second slot. A third entry in SWSS into the address line cannot be utilized as this creates an issue with the address not showing fully in the windowed envelope.

APS Referrals:

CI will also receive referrals regarding abuse, neglect or exploitation (A/N/E) of vulnerable adults. Decisions regarding referral assignment will be made at the local office. Information received on APS referrals will be input onto the Adult Services Comprehensive Assessment Program (ASCAP). The information obtained is crucial for the local office APS complaint coordinator when determining if the referral meets the necessary requirements for investigation.

Each local office APS unit must maintain an updated list of the APS contact(s) on SharePoint. The list must include daytime and after-hours contact information. This list must be monitored daily for accuracy of email contacts. The contact may include a group email where multiple persons are notified of each referral.

a. **Required Referral Information**:

All referrals regarding abuse, neglect or exploitation (A/N/E) of a vulnerable adult are required to include the following:

- An oral report to the Department of Human Services.
- Name of the adult.
- Description of the A/N/E.

If possible, the report should include:

- Age of the adult.
- Names and addresses of the adult's guardian or next of kin.
- Names of the persons with whom the adult resides including their relationship to the adult.
- Any other information available to the reporting person that may assist in establishing the cause of the A/N/E and the manner the A/N/E occurred or is occurring.

Note: Please see the APS CI training manual and job aid for specific instructions

b. Required Template CI specialists must use in ASCAP:

Referral Source narrative of what they have seen, heard, or smelled that led to their call today.

County: Verified by:

Vulnerability:

Alleged Harm Type:

Housing Information:

Health Information:

Other Contacts:

Alleged Perpetrator Information:

Other Contacts: (LE, other places reported)

If the CI Supervisor has sent the complaint to an on-call CPS specialist, this information will be documented in the narrative section, with the on-call specialist's name and time of contact.

c. Notification of APS Referral to Supervisor:

As complaints are entered on ASCAP, the supervisor will select the county of residence and transfer, and ASCAP will send an email to the APS coordinator who is identified by the county.

d. Mandated Reporters of APS Referrals:

APS mandatory reporters must, by statute, make an oral report to the DHS of their concerns. They are not required to complete a written report, but may choose to do so. There is no standardized form for making an APS report due to the mandate of an oral report.

If an APS mandatory reporter chooses to provide a written report, the CI specialist will document its receipt on ASCAP and forward the written report to the local office APS contact. If the written report was received and there is no documentation of an oral report for the referral, the CI specialist will document its receipt as a referral on ASCAP and handle as an oral report.

e. Managing APS Referrals:

APS referrals will be received by CI and documented on ASCAP. Once documentation of the referral on ASCAP is complete, the referral will be forwarded to the CI manager. The CI manager will transfer the referral to the county of residence, and the identified APS manager will determine the need for an APS investigation. CI Supervisors will process APS referrals as expeditiously as possible, sending emergent referrals to local offices within one hour and non-emergent referrals within 3 hours.

Centralized Intake will forward all APS referrals to the county in ASCAP. The county is responsible for setting up an Outlook rule that will forward all APS referrals to the CPS on-call specialist for the county after hours, whether or not the APS complaint is an emergency. The intent of this action is to ensure the local county is able to meet the policy requirements in Adult Services Manual (ASM) item 205 for standard of promptness (SOP). The SOP requirements for an adult protective services referral are:

24 hour collateral or face-to-face contact with the client or collateral source

72 hour face-to-face contact with the client

If a referral is received during business hours or after hours and there is concern regarding imminent risk of harm to the individual, the CI manager will immediately contact the local office APS assigning manager or the on-call CPS staff to inform him/her of the emergent concern. The local office, on-call staff will determine the response that is warranted in such emergency situations.

f. Adult Death/Severe Physical Injury/Media Cases:

When CI receives a complaint in which the death or severe physical injury of an adult is suspicious for abuse or neglect, CI will send an email notification. CI will also send an email notification when any adult complaint has media involved or potential media involvement. The email will be sent to the Director and 2nd line manager within the county, and in bifurcated counties, the email will be sent to both the CW Director and County directors and managers.

g. DHS employees and relatives:

If, at the time of intake, it is known that the alleged perpetrator or family member is a local employee of a DHS county office or a relative of a local county employee, the CI specialist must notify a CI supervisor, who will assure the allegations are not investigated by an office in which the employee/relative currently works. Prior to transferring those cases to another county, the CI supervisor will contact a geographically adjacent county's APS assigning supervisor and advise him/her the complaint will be forwarded to that county and the reason. CI supervisor will check the confidential checkbox, set the residential county to the adjacent county and transfer it.

Special Intake Situations:

a. Abuse/Neglect Complaints Received in counties: If a person comes into a local office and wants to make a complaint in person, the local office should offer a DHS phone and the CI number so the reporting person can make the complaint from the office. If the reporting person does not want to talk on the phone but wants to make the complaint in person, the local office should locate a local CPS specialist to take the complaint. The complaint should be documented on an Intake Form (DHS-3550), and then the CPS specialist must call CI with the information and scan/email the Intake form immediately to CI.

If a complaint is received in a local county office via fax or mail, the complaint must be scanned and emailed to CI with a phone call alerting CI of the complaint.

b. DHS mandated reporter complaints: If a DHS employee needs to make a complaint regarding abuse or neglect, the DHS employee must call CI to file the complaint and follow up with filing a DHS-3200 form (the DHS 3200 is only mandated for CPS referrals). The ability to input a complaint on SWSS will be a function which only CI can do.

c. Child death: See SRM 172- Child/Ward Death Alert Procedures and timeframes. Use "How do I" in SWSS for information on how to complete a death notification in SWSS. The following questions should be asked of the reporter:

- Cause of death (abuse, neglect, SIDS, or unusual death), history of illness
- Name of doctor who pronounced child dead, time and location
- Who was responsible caretaker at the time of death
- When was the child last seen alive

- Names of other household members, other siblings in the home, any other children at risk
- Current location of deceased child
- Police involvement, officer's name(s), shield number(s), telephone number(s)
- Report number
- If fire department or ambulance involved, ambulance number
- Date of autopsy, if one scheduled

When the Child Fatality Box is checked in SWSS, the CI specialist will be taken to the Child Death Report and will need to complete as fully as possible the questions above. Narrative sentences will need to be entered in the narrative boxes as the report will not allow a specialist to proceed unless there is some text in the narrative boxes.

When CI receives a complaint regarding a child's death or that death is imminent, the CI supervisor will send an email to the CI Director as well as the Director and 2nd line manager in the local county office. If the complaint involves more than one county, all county Directors/District/2nd line managers will be notified via email. CI will maintain a list of all Directors/District/2nd line managers for each county. CI supervisors will attach a copy of the PDF complaint to the complaint.

d. Severe physical injury cases: When CI assigns a severe physical injury case to a county office, an email must be sent by the CI Supervisor notifying the Director and 2nd line manager of the county so that they may determine if an alert needs to be made to Lansing.

e. Media cases: When CI receives a case in which there appears to be a potential for media attention, an email must be sent by the CI Supervisor notifying the Director and 2nd line manager of the county so they may determine if an alert needs to be made to Lansing.

f. Complaints involving individuals with American Indian heritage: CI is required to ask the question, "Does this person have North American Indian Heritage?" If the caller does not know or is not sure, check "unknown" in the secondary detail screen in SWSS. If the caller is sure the family belongs to a specific American Indian tribe, that information must be documented on the Intake screen with the name of the tribe selected. When a specific American Indian Tribe is indicated, CI must attempt a collateral contact with that specific tribe in an attempt to verify the family/child's status.

A critical question that intake must also ascertain from the caller is whether the family resides on a reservation or is domiciled on lands within exclusive jurisdiction of the tribe. CI must verify that information via mapping charts or by contacting the tribe to determine if the family does reside on the reservation. These cases must not be sent to the local office for investigation, but must be forwarded to the appropriate tribal authorities for their disposition.

There are written agreements for responding to after- hours/weekend complaints with the following tribes:

- Sault Ste. Marie Tribe of Chippewa Indians
- Keweenaw Bay Indian Community

- Bay Mills Indian Community

g. Interpretation for non-English speaking complainants: If a caller cannot speak English, the CI specialist who receives the call will attempt to determine what language the caller is speaking. If the caller speaks a language spoken by a bilingual CI specialist, the CI specialist will forward the caller to one of the bilingual CI specialists to take the complaint. If there is not a bilingual speaker available on the shift, the CI specialist will utilize the CTS LanguageLink contract, available through the state of Michigan.

h. DHS employees and relatives: If, at the time of intake, it is known that the alleged perpetrator or family member is a local employee of a DHS county office or a relative of a local county employee, the CI specialist must notify a CI supervisor, who will assure the allegations are not investigated by an office in which the employee/relative currently works. Prior to transferring those cases to another county, the CI supervisor will contact a geographically adjacent county's CPS assigning supervisor and advise him/her the complaint will be forwarded to that county and the reason. The complaint will be checked as confidential within SWSS prior to assignment to a county for investigation. The CI Unit will maintain a list of cases that were sent to another county to attempt to evenly distribute these types of complaints. The CI supervisor will email notification of the complaint log number to the County Director in the county where the staff is employed and in the county where the investigation will occur.

   If, at the time of intake, it is NOT known the alleged perpetrator or family member is a local DHS employee, and it is discovered by the local office, the local office supervisor will immediately contact a CI supervisor by phone to notify him/her of the situation and send the complaint back to CI. The process noted above will then be followed.

i. Out of state complaints: If a complaint comes in regarding another state and the other state is requesting a courtesy interview of a person residing in Michigan, this complaint will be input on SWSS, with the person residing here being shown as an out of household member. CI will ask for the request to be made in writing from the requesting State, which will be scanned and attached into SWSS. This written request should be made via letter format sent electronically. CI will advise the caller of the contact information for the local county office assigning supervisor. CI Supervisor will email the local county assigning supervisor to advise him/her that a courtesy interview is being requested, provide the log # and document the contact in SWSS. This case will be rejected for investigation in SWSS, but the local county office will assign it as a courtesy interview. If at any time during the courtesy interview process, the CPS specialist determines there should be an investigation into the family in Michigan, the CPS investigating specialist will contact CI and make an additional complaint with the presenting allegations.

   If the caller is reporting an incident that took place entirely in another state, with no family members in Michigan, CI will take the information from the caller, input it in SWSS and transfer the information to the appropriate state for its investigation.

   If the complaint involves Michigan and another state, CI will work with the other state and with the local Michigan County to ensure adequate response is made if there are allegations that a child is being abused or neglected. If a child does not reside in Michigan, but the

incident/jurisdiction is in Michigan, it may be necessary for CI to assign the complaint to the county where the parent is located to facilitate/coordinate the investigation between the two states.

Out of state runaway/juveniles: When a child is a runaway from another State and is being held when apprehended in Michigan, there is a process in which the complaint does not need to be assigned for investigation if contact can be made with Roy Yaple of the Interstate Compact Office in Lansing (517) 373-3831. The court can work directly with Mr. Yaple to secure transport back to the runaway/juvenile's home state.

j. LEN (Law enforcement Notification) referrals: For assigned complaints which require notification to LE and PA, CI will document on the allegation page, "This complaint must be referred to the appropriate prosecutor and law enforcement agency within 24 hours." CI will also add the statement, "The address that the incident occurred is: …" The county office will be responsible to send Law Enforcement and the Prosecuting Attorney CI information as required by policy PSM 712-3 for all assigned complaints.

On rejected/transferred complaints where the complaint isn't alleging abuse or neglect of a child by a person responsible for the child, CI will send these complaints to the local Law Enforcement Agency and Prosecuting Attorney within 24 hours. CI will also add the statement, "The address that the incident occurred is:…." The SWSS generated LEN form will be used to refer complaints as required.

Local offices will provide LE/PA contact information to CI and keep it updated as needed to ensure required information is sent to the appropriate authorities.

If the specialist, in conjunction with their supervisor, determine that a complaint being transferred to LE/PA contains allegations which indicate that the law enforcement response must be urgent or immediate to ensure that a child is not re-exposed to extreme actions related to alleged serious or severe harm, then the CI specialist will provide a verbal report to the law enforcement jurisdiction responsible for investigation to explain the circumstances of imminent risk to the child and to recommend that LE must respond accordingly to ensure child safety. This verbal report will occur at the time the CI specialist notifies LE that a LEN is being sent, and it must include the details within the complaint.

The CI specialist must document the contact in SWSS SW contacts. The CI specialist must inquire and document within SWSS SW contacts whether or not LE will respond immediately to the situation. If LE cannot assure the CI specialist that the LE response will occur swiftly enough to ensure child safety, the CI specialist will notify his/her supervisor who will review the complaint to determine whether or not assignment to CPS is necessary to ensure the safety of the child(ren) with a priority response of I/24. Second line consultation should always be sought if there is any uncertainty regarding these situations.

CI specialists must first check the LE Jurisdiction folder in the CI shared drive for the particular county, and determine how the county has organized their referrals to LE. Following the instructions in the LE jurisdiction folder, the CI specialist will then call the appropriate LE agency to determine jurisdiction. The CI specialist must call the LE agency responsible for the

LEN PRIOR to faxing/emailing the LEN. The CI specialist must put their name and the log number on the fax cover sheet that is being sent. This will allow easier matching of the confirmation sheet to the worker if the fax does not go through.

CI specialist will document in SWSS that the LEN was faxed to the identified appropriate jurisdiction. CI specialists will be responsible for checking that their confirmation sheets were successfully transmitted and for attaching a copy of the LEN to the fax verification sheet. These documents will be retained in CI for a period of 30 days.

On rejected complaints where the complaint is alleging abuse or neglect of a child by a person responsible for the child but CI is not assigning the complaint for investigation, CI will refer the complaint to LE on all required complaints.

k. License plate and address checks: There are times when the information received from a caller is limited due to a concerned citizen observing a child being maltreated in a vehicle or by observing maltreatment at a certain address. CI will utilize Secretary of State clearances for license plates and BRIDGES address searches in an attempt to match the family to the car or address. If the information meets the criteria for a CA/N investigation, CI will assign the complaint, but note in a SW contact in SWSS how the details of the names were obtained, as these methods for obtaining further detail are not infallible and could direct CPS to the wrong family. If the family is located in BRIDGES, the CI specialist must list all household members from the active BRIDGES case on the SWSS complaint. The CI specialist will also need to verify the county of responsibility on all received complaints. The specialist must document his/her verification source (i.e. MapQuest, LE, etc.) on the RS comments section.

l. Child caring organizations, licensed/relative foster homes, licensed child care group and family homes, child care centers, MIC (Maltreatment in Care) complaints: When a complaint involves a child who is living in any of these licensed child care organizations:

- Detention centers, youth homes, shelter homes, residential care facilities, halfway houses
- Licensed foster care homes, licensed/unlicensed relative foster homes, group homes
- Licensed day care homes or licensed day care group homes or facilities (effective 12/10/12)

CI assesses the complaint for assignment and provides notification of complaint receipt to the MIC supervisor. This collateral call must be documented in SWSS. If the decision is made by CI to assign the complaint for investigation, CI will assign the case to the regional MIC supervisor for assignment or to the assigning supervisor in the urban counties. There are some situations in which MIC specialists would not be involved for a child in foster care, please reference the policy chart from PSB 2010-005 on page 3.

If a complaint is being considered for rejection, a preliminary investigation must be completed and must include contact with all active specialists involved with the complaint. These contact should include the foster care specialist and DHS foster care monitor (when applicable), licensing specialist, CPS specialist (when applicable), and MIC supervisor regarding their knowledge of the allegations, concerns regarding the family, last contact with

the family, prior special investigations completed, etc. If completion of the preliminary investigation results in identification of additional collateral contacts or areas for additional follow up, those contacts must also be made before rejecting the complaint. CI must forward a copy of the complaint to the responsible licensing unit within 24 hours of the complaint being made. CI will notify the MIC supervisor of the rejection of the MIC complaint.

Exception to the PI for MIC complaints: When a Private Foster care agency is calling to report solely about corporal punishment on the part of foster parents, with no concerns of abuse/neglect or excessive discipline, these complaints will be rejected with no Preliminary Investigation needed. A notification to the MIC supervisor is necessary, however.

For licensed day care homes, group homes and facilities, a PI will need to be completed for these complaints if rejected. The PI will consist of A-E in PSM 712-5 p. 2. If a licensed day care complaint is rejected, it should be sent to BCAL.

Contact Information
Bureau of Children and Adult Licensing
Complaint Intake Unit- Kim Garza, (517) 335-4531
7109 W. Saginaw 2nd Floor
PO Box 30650
Lansing, MI 48909-8150
Email it to: BCALonlinecomplaints@michigan.gov

This website may be able to assist in verification of the license:

http://www.dleg.state.mi.us/brs_cdc/sr_lfl.asp

If the day care is NOT licensed then the complaint should be transferred to law enforcement and BCAL for their investigation.

As there are prohibited edits in SWSS, CPS complaints that are coded as licensed day care providers cannot be assigned to the county CPS assigning supervisor. CI supervisors will have to change the reason code in SWSS to CPS, to complete assignment of the complaint. CI will then facilitate the changing of the code back to the reason code of licensed day care provider after the complaint is sent to the county.

After hours MIC complaints:

a. I/24 – 5 p.m. – 8 a.m. Monday- Friday and 5 p.m. Friday to 8 a.m. Monday - Assigned to On Call in the county where the child is located and assigned in SWSS to that county's assigning supervisor. That is the process for Urban Counties and for the Regional MIC complaints. (Wayne Co. – CI will send to On Call beginning at 4:30 p.m. Friday.)
b. 24/24 – 5 p.m. Friday through 5 p.m. Sunday – Assigned to On Call in the county where the child is located and assigned in SWSS to that county's assigning supervisor.
c. 24/72 – No Commencement – 5 p.m. Friday through 5 p.m. Sunday – Assigned to On Call in the county where the child is located and to that county's assigning supervisor.

24/72 – Commenced – Assigned to the assigning supervisor in the Urban Counties and to the Regional MIC supervisor elsewhere.

m. Courtesy Requests: Requests for an intra-state courtesy interview will not be routed through CI. Local County CPS supervisors will request a courtesy interview through direct contact with the applicable local county office.

n. Collateral Contacts: Any time a collateral contact is made to a person in the community, those contacts will be documented in the SW section of SWSS. When a CI specialist contacts someone in an attempt to gather information, the CI specialists' individual business phone number will be left for call backs by that person, not the hotline number. CI specialists will monitor their voicemail routinely during their work day and will place return calls responding to any messages left in a timely manner. If contact is made via email, CI specialist will respond to the email from the collateral contact in a timely manner, even if the complaint disposition has been reached.

o. Emergent Matters in Counties: When law enforcement personnel or hospital personnel urgently need a CPS specialist at the scene and contact the local county CPS office, the CPS supervisor in the county may authorize the CPS specialist to assist if it appears to be a valid CA/N matter. The CPS supervisor must then contact CI immediately and initiate the SWSS complaint with as much information as is available, providing continued information as it is received from the specialist or police. The reporting party in this complaint would be the hospital or law enforcement entity who contacted DHS initially.

   These complaints may be backdated to the time/date of the initial contact. However that adjustment in SWSS must be reported by CI's supervisor to CI 2nd line manager and the CI Director, one of whom will advise the Local County Director/Manager of the adjustment to SWSS and the reason for doing so.

   This backdating may also occur in situations in which a CPS specialist has been in the field on an investigation and new allegations arise. The same notification process must occur in these situations as well.

p. Runaways: When foster care agencies call to report a child has run away or that the police have picked up a runaway from foster care, without concerns for abuse/neglect, a complaint must not be put on SWSS. An information call must be documented in SWSS and an email must be sent to the active specialist and supervisor involved with the runaway child. When needed to assist in replacement of a runaway foster care child, the local county on call specialist will be notified.

q. Foster Children-Emergency Medical Treatment: If a foster parent is in need of emergency medical treatment and cannot connect through their local county protocol to a DHS employee, the foster parent will contact CI. The foster parent will advise the intake worker of their situation and the need to contact the designated county on-call worker immediately. CI will contact the on-call worker and put the call on as information and send an email to the foster care worker and supervisor.

r. Psychiatric Emergency Care:

Legal Status	**Situation**	**Disposition**

Non-Ward	If a child is at a psychiatric hospital and in need of emergency psychiatric treatment due to the child being acutely at risk of harming self and/or others AND The parent will not consent to treatment or cannot be reasonably located to obtain treatment, CI should be contacted.	If a reasonable time has elapsed to give the parent a chance to respond, and the parent has not responded, CI will generate a complaint and will assign for investigation to a local CPS worker. If the parent is refusing treatment, CI will assign for investigation.
TCW	If a child is at a psychiatric hospital and in need of emergency psychiatric care due to the child being acutely at risk of harming self and/or others AND The parent will not consent to treatment or cannot be reasonably located to obtain treatment. AND The foster care worker is not known or cannot be contacted due to after-hours issues, Centralized Intake should be contacted	CI will contact the on-call worker in the DHS office where the child is a ward. The CI specialist will send an email to the active CPS/FC worker and supervisor, advising them of the concern. The CPS on-call worker will need to attempt to gain parent's consent or obtain a court order for treatment. No new complaint will be generated.
PCW, MCI	If a child is at a psychiatric hospital and in need of emergency psychiatric care due to the child being acutely at risk of harming self and/or others AND The foster care worker is not known or cannot be contacted due to after-hours issues, Centralized Intake should be contacted	CI will contact the on-call worker in the DHS office where the child is a ward. The CI specialist will send an email to the active FC worker and supervisor, advising them of the concern. The CPS on-call worker will follow their local protocol for obtaining consent for these permanent wards/MCI wards. No new complaint will be generated.

s. Birth Match: A birth match will be assigned in SWSS to the CI Director, and an email will be generated to the CI Director and to the CI group email site providing notification of the birth match. CI will then process the birth match complaint, and when appropriate, assign to the county responsible. If CI determines that the birth match was issued in error, prior to deleting the log #, an email will be sent by the supervisor to Ruthann Box and Colin Parks in CPS Program Office to ensure the deletion is accurate, and that CPS program office is aware of the circumstances surrounding the incorrect match.

t. Protective Services Alert: These are alerts received by CPS Program Office from other states, involving parents/children with significant CPS history in their states. CI will enter the protective services alert into SWSS. If the family has history or can be located in Michigan, contact will be made immediately with the reporting state to obtain information and detailed reports of the risk to the children. The complaint will be assigned in the county where the family is located if it is determined that the matter warrants investigation. If the family has no history or cannot be located in Michigan, the complaint will be rejected and written notification will be sent to the reporting state.

u. Complaints Involving Social Media Sites: When CI becomes aware of alleged abuse, neglect, or exploitation of a child or an adult through a posting to a social media site, such as Facebook, Craigslist, news agency, etc., the CI specialist receiving the information will notify his/her supervisor for discussion of how to proceed. At a minimum, the CI specialist will attempt to make contact with the person who posted the information in order to take a formal complaint. If unable to reach the reporting person, and sufficient information is available to enter the complaint (including the possibility of entering a complaint under "unknown"), the complaint will be entered into SWSS and evaluated in the same manner as other complaints received in CI

v. Guardianship Cases: When a local county office receives a request from the Court for DHS to review or assesses a family for a guardianship, and the request does not include concerns for abuse or neglect, the local county office will enter this information into the Guardianship tab within SWSS and handle this request within the local office. This information should not be sent to CI for input into SWSS. If this request is received in CI, CI will provide the information received to the local county office for input as described above.

If a court orders that the Department of Human Services investigate a situation that involves a guardianship, CI will review the orders internally to ensure they are appropriate. If there is language in the orders alleging CA/N that would warrant assignment for investigation by CPS regardless of a court order, CI will assign the matter to the county for investigation by CPS, scanning and attaching the orders to the complaint.

There are a number of situations in which a court, which is involved with a family due to a guardianship matter, can appropriately order DHS to investigate:

1) If there is a current guardianship and the court believes DHS must investigate either the guardians or the parents.
2) If the court terminates a guardianship, the court can order DHS to investigate.
3) If a guardianship has lapsed, the court can order DHS to investigate.

There are some orders the court may issue that would not be considered appropriate:

1) To provide services
2) To order blood tests
3) To petition and terminate rights of parents

The court may order DHS to investigate, however they need to give discretion to DHS to determine if it is appropriate to file a petition or not.

When an inappropriate order is received by CI, the CI supervisor or lead worker will attach the orders to an e-mail and forward it for information and review to the Office of Legal Services (Rebekah Visconti, Jeff Meaton and Mark Meyer). Program Office will be copied in that e-mail (Colin Parks and Ruthann Box) as will the 2nd line managers/director at CI. The SWSS log number will be noted in the e-mail's subject line.

The Office of Legal Services will review the orders and notify CI within 24 hours of receipt of those orders how the complaint intake is to be disposed. The review by OLS will result in one of the outcomes numbered below:

1.) The guardianship situation will be assigned for investigation by CPS.
2.) DHS and the Office of the Attorney General will challenge the court's orders that CPS investigate the guardianship situation. CI will be instructed to reject the complaint for investigation by CPS.

w. CI Business Cards: In order to continue to communicate the toll free CI number, business cards are available through the forms management office. Local county office can order these business cards using a DHS-1434. The CI business card is form DHS-1230.

x. Inter-County Registrations/Assignments: Because of the complexity of family households, there are occasions where a determination needs to be made regarding the appropriate case name under which a complaint should be input, and what county should be responsible for the investigation of the complaint. There are many factors to consider when determining the case name. CI, in conjunction with CPS Program office, is developing a framework for determining the case name of a complaint and the county of responsibility. Some of the factors to consider include: custody, who the perpetrator is, location of the child, reported address. CI will make the final determination of the assignment of the complaint based on these and other factors. See Appendix 1.

y. RS Comment Section**:** On all CPS complaints CI will complete all of the following questions within the comments section. CI Specialists will indicate Unknown as a response to the questions being asked if the RS does not know.

Additional Information:

How does the RS know the information provided –

3200/Police Report ONLY-

Location of child(at time of complaint)-

Child well-being(emotional/physical)-

School/school hours/Day care/hours-

Native American Heritage /Reservation/Trust Land?

Safety Issues/Concerns (Weapons/Pets/Violent People):

LE jurisdiction covering location of incident (if applicable)/LE report # if any-

Responding Officers-

Is there a language barrier?

Persons who would have additional information (name/phone number):

Service providers/Agencies involved with the family:

Verification of demographic info from BRIDGES and active assistance

Other Relevant CPS Case #s/Case Names:

Is anyone affiliated with the case a licensed foster care provider, licensed day care provider or relative provider?

If day care provider- how was license verified?

Did any children at the day care witness the incident?

Active CW worker (type):

Central Registry results:

County Verified by: (Mapquest or Bridges must be used)

Intake specialist load number and initials

If CI checks BRIDGES and the address listed in BRIDGES is different than that reported by the RS, CI will document the different address in this section.

z. Companion Cases/Blended Family Situations: If more than one family is residing in a home and there are allegations of abuse and/or neglect regarding both families, a separate complaint should be generated for each family. However, if there is a family living together who are in an intimate relationship and there are respective custodial parents of the child victims, this will be constructed as one complaint. The case name will be determined by prior history, and who the perpetrator is.

aa. Drug Exposed Infants: If it is alleged that an infant is suspected to be drug exposed due to positive pre-natal screens or a mother's statement that she used drugs during pregnancy, a positive meconium or urine screen is not needed to assign for investigation. The allegation of pre-natal drug exposure is sufficient information for CI to assign for investigation. This positive drug screen can have occurred at any time during the pregnancy.

If an MR is reporting suspicion of abuse/neglect and there is a positive drug screen, CI should assign even if the drug identified was a prescribed medication. The Office of Legal Services has clarified that the policy item (PSM 716-7, p. 4) regarding medical treatment administered to the mother is to mean medical treatment occurring **at the time of delivery**.

If mother tests positive at birth the complaint will be assigned, even if the infant tests negative.

If an MR is calling to report a positive drug screen during a pregnancy or prior to childbirth, CI will take the complaint, documenting the child victim as an unborn infant, and will reject the complaint.

bb. Teen Relationships: The coding for these complaints should be either failure to protect, improper supervision or sexual abuse (In complaints in which the 18 or older sexual partner is residing in the home (person responsible) and the child is under 16). Age of consent should not be used to strictly differentiate these complaints, however as a child nears their 18th birthday, the risk would most often decrease. CI will obtain as much information as possible about the parent's actions to monitor/restrict the sexual relationship. If the sexual relationship is occurring outside of the parent's home, and there is not any indication the parents are encouraging the sexual relationship, these complaints will be rejected. If the teen is under the age of consent, these complaints will also be referred to LE. If parents are alleged to be allowing a teen to be engaged in a sexual relationship, allowing the teen sexual partner to live in their home, those complaints will most often be assigned, with factors of the ages of the teens, and past CPS history being considered.

On-Call Procedures:

Local counties will be responsible for maintaining their on-call roster in their SharePoint site on the DHS-net on their county website. This site will contain the specialist's name, contact number, home phone number, as well as the manager's contact numbers. By 5 p.m. each day, the designated security admin user in the local office will input into the SharePoint site the responsible on-call specialist and manager. An on-call specialist will have a maximum of 30 minutes to respond to CI. If there is no response after 30 minutes the on-call specialist's manager will be contacted. The on-call manager will have a maximum of 15 minutes to respond to CI. If no response is received from either the on-call specialist or manager, the 2nd line manager or district manager will be contacted to resolve the issue. If the on-call specialist changes after hours, the specialist or supervisor in the county should contact CI to update the information on SharePoint.

On call specialists will be notified immediately of assigned complaints requiring an immediate response. For complaints with a priority response of 24/24 or 24/72, the on call specialist will only be notified when contact may be needed to meet the priority response. If the priority response can be met the next business day, on call will not be notified and these complaints will be assigned to the county office for follow up the next business day.

During holidays and weekends, CI will refrain from calling the on-call specialists between 12 midnight and 7:00 a.m. for 24/72 complaints. If a 24/72 assignment is commenced and the face to face contact can be achieved the next business day, on call will not be notified and these complaints will be assigned to the local county office for follow up the next business day. If a supervisory override is needed (I/24) in an on-call situation, the CI supervisor will document the override in SWSS.

If a specialist is to be unavailable for a short period of time, the on-call specialist will notify CI to contact his/her supervisor if the next complaint requires immediate response.

Wayne County- Wayne County has a second and third shift CPS staff who will respond to CPS investigations 24/7. CI should continue to assign investigations after 4:30 p.m. to the South Central District assignment clerk, who will assign cases to available specialists as needed

All other counties- At 5 p.m., all counties will revert to an on-call system. Each county will have on-call specialists available to respond to CPS/APS investigations that require an immediate response. The Central Time Zone counties (Menominee, Gogebic, Iron and

Dickinson) offices close at 4 p.m., so there are no differences in on-call procedures for these counties.

Commencement:

CI will attempt to commence complaints starting on Friday afternoon at 5 p.m. through Sunday evening at 5 p.m. on any complaints that are prioritized as 24/72. CI specialists will ask the reporting source who else might have information having relevant knowledge of the family situation that would assist in assessing child safety. CI will attempt to contact any identified source to complete commencement. CI will also utilize the collateral contact list as it relates to the specific allegations in the complaint. Good faith efforts will be made to commence the complaint up to the 3 hour goal to transfer cases to counties, however, non-commenced cases may transfer more quickly if possible commencements are not identified or are unsuccessful. CI will document in SWSS social work contacts any attempts made to commence a complaint. If commencement is not made within the 3 hours, the case will be forwarded to the on-call specialist to make contact.

CI will not commence assignments with a priority response of I/24 or 24/24.

County Disputes:

The county may disagree with an assignment and may contact CI supervisor in the following limited circumstances:

1. Technical error
2. Complaint is on an ongoing case and the ongoing specialist has more information that is now inputted into SWSS that would negate the need for complaint investigation
3. Intake assignment error /needs reassignment to another county. *****The preferred method to reassign these cases is that the local county office which received the complaint assigns the case to the correct local county office.**

For situations in which the county has reviewed the complaint with supervision and management and the county believes there is reliable information/evidence that the complaint is not true, the county director or director's designee may contact the 2nd line CI manager or director for further discussion/resolution. The CI director has the final decision in these situations. The CI director will make any needed contacts with CPS program office and CSA administration when necessary to better inform the decision. When a change in disposition is made by CI, CI will document the review of the family's history/CPS involvement, summarize the reason for the change and document this in the RS comment section prior to changing the assignment decision.

If there are complaints assigned by CI that do not meet this criteria, but local county management would like clarification regarding policy interpretation, the log number should be sent via e-mail to the CI Director, who will bring these complaints to the Quality Assurance team to review on a monthly basis.

If a county reviews a rejected complaint completed by CI and disagrees with the rejection due to information known in the county about the family or from the case file, the county may contact the CI 2nd line manager/director to further discuss the matter and determine if there should be a change in disposition.

Corrections to SWSS:

When a county contacts CI due to a problem with the accuracy of an intake, the county most often has the ability to correct the problem in the investigation module of SWSS and the complaint does not need to be sent back to CI to fix. Some examples:

a. Incorrect primary caretaker can be corrected within the investigation module by the assigned specialist and the complaint does not need to be sent back to CI to fix.

b. Screening out a complaint after assignment is another example, as CI can override a complaint assignment without reassignment to CI, and the local county doesn't need to send the complaint back to CI to accomplish this.

   If the complaint is sent back to CI, CI supervisors should double check the county of residence, as when a complaint gets sent back to CI, the county of residence will show as county 84, due to the local county supervisor sending it back to CI.

c. After a complaint is assigned, CI cannot add additional people from the complaint intake module and the assigned specialist should add/delete people from the investigation module. When CI tries to do this from the complaint intake module, a SWSS "glitch" often occurs.

When there is a problem on an assigned complaint that CI must fix, the county still doesn't need to send the complaint back to CI to fix this—CI can edit/correct information in the intake module with the complaint remaining with the assigned county.

Corrections to SW contacts entered by CI, for example, can only be fixed by the SWSS help desk. County offices can request CI send the contact to the SWSS help desk, but the complaint may remain as a county office assignment.

Requests for Information:

All information received by CI is confidential. Only three categories of individuals are permitted to receive information by telephone regarding prior reports of CA/N. They are:

1. CPS staff in the course of carrying out their duties, including upper level CSA administrative staff. This may include requests for central registry and criminal history checks for potential relative placements. Requests for CR/CCH for potential unrelated caretakers will not be provided as these placements are prohibited by the policy.
2. Law enforcement officers (police officers, state's attorneys, coroners and medical examiners) investigating a report of known or suspected child abuse or neglect.
3. Physicians examining a child to whom abuse or neglect is suspected, or a medical staff member calling on behalf of the physician.

Establish the caller's identity and the purpose of the request before releasing any information over the telephone. Verify the identity of the caller by the following methods:

<u>CPS specialist:</u> Ask the specialist identifying information for his/her supervisor and compare the response to the SharePoint site. Ask the specialist to supply the log number of the complaint.

<u>Physician/medical examiner:</u> Elicit the hospital or office telephone number. Call directory assistance for the number of a clinic or private physician's office. If a match is obtained, re-call

the physician and provide the information requested. If the caller is a staff member calling on behalf of the physician, verify that both the staff member and the physician are employees and are on duty. Release information only when the physician has reasonable cause to believe that the child before him/her is abused or neglected.

Law enforcement officer: Obtain the badge number, present location of the officer, and the officer's assigned work district for the day, and the telephone number.

The only time information can be released on the initial call is for a current CPS specialist who CI has verified is an active specialist for DHS. Call back all others, including doctors and police officers, to verify their identities, unless the caller is known to the employee taking the call.

Requests for CA/N information from any other source must be made to the local county office in writing.

Central Registry: Requests must be made in writing to the county in which the person was placed on the Central Registry.

Reports: When CI receives a request for copies of CPS/APS reports, CI will direct the caller to the appropriate county office. All requests for records should be placed in the basket in the clerical support office along with the faxed confirmation of receipt by the county, and these will be retained for six months.

Time and Attendance Issues:

CI specialists are entitled to a lunch period as defined in the Primary Agreement between UAW local 6000 and the State of Michigan, and are generally allowed two 15 minute breaks. The supervisors on duty must ensure adequate coverage on the telephones at all times. Lunch and breaks will be scheduled for all staff, and staff must make the effort to leave for lunch/breaks at the scheduled time to ensure operational needs are met. The scheduling supervisor must be made aware of changes to the assigned schedules, so they know who is scheduled to be on the phones at any given time.

There may be times that a supervisor asks a specialist to delay a lunch/break due to operational needs and heavy call volume. The specialist must adjust a lunch/break as requested and the supervisor will ensure a lunch/break is allowed as soon as it is operationally feasible.

a. Shift overlap: To ensure there is continuous coverage of the telephone lines during shift changes, the following procedures shall be followed during the first half-hour and last hour of the work day.

Incoming staff:

- Sign in to your station in CISCO on time. CISCO will be used to track specialist timeliness. Reports will be generated from CISCO historical to track when specialists are logging into CISCO. Specialists must be logged into CISCO within 5 minutes of their start time or the specialist will be considered tardy and appropriate action taken.
- Be ready to take a call immediately when you sign on. Do not sign on and then make yourself unavailable by attending to other matters.

Outgoing staff:

- If there are complaints that need to be finished and forwarded to the supervisor, complete the complaint(s) during this last half hour of your work day. All CI specialists and supervisors **MUST** dispose of all complaints prior to leaving at the end of their shift.

  If further collateral contacts are needed in order to dispose of a complaint, and those contacts will be to completed by the next shift during business hours, the CI supervisor will email a specific supervisor of that shift, copying the 2nd line CI manager and Director, to facilitate this contact and ensure the complaint being completed timely the next business day.
- If caught up with complaints at the ½ hour prior to the end of shift, continue to take incoming calls for the next fifteen minutes if there is a queue. Handle one at a time as received, using NOT READY as necessary.
- Under no circumstances take a break or lunch during the last hour of work time.
- A specialist is required to print a screen shot of his/her case listing at the end of the shift (within the last fifteen minutes or so) and bring it to his/her supervisor for review. A specialist cannot leave until after the supervisor he/she is reporting to has reviewed the case listing to assure all complaints have been disposed.

The Supervisor may alter these procedures as needed during times of unusually high call volume, short staffing, etc., to ensure that staff work until the end of their shift.

b. Calling in sick:

- Call immediately once you know you will not be able to work your scheduled shift (855 444 3911).
- When you are calling in, you must speak with a supervisor. If your supervisor is not present, ask to speak to one that is present. It is unacceptable to just leave a message with a supervisor. This is a 24/7 operation. A supervisor will always be available and must be notified.
- If you call in sick, you must use sick leave. If you do not have enough sick leave to cover the absence, then you may be allowed to use annual leave (pg. 230 in the contract, Article 40, Section A).
- If a CI specialist calls in sick on a day he/she had been denied an annual leave request, the specialist must provide medical documentation of the illness.

c. Time-off requests:

Time-off requests from staff will be handled in accordance with the Primary Agreement between the UAW Local 6000 and the State of Michigan. Time-off requests may be restricted due to the importance of providing adequate CI staffing. Supervisors will monitor staff requests for time-off.

- Any time-off request that is turned in at least one day prior to the requested date of leave is assessed on the basis of availability of slots on the calendar.
- All staff approved off and posted on the calendar are counted toward the maximum number of staff approved off.

- Any request received on the day for which the time is being requested is evaluated based on operational need regardless of the condition of the calendar. Operational need is something that is very difficult to assess as it can change from hour to hour as the call volume changes, staff call in sick, etc.
- Leave requests are granted based on seniority and shift needs.
- The supervisor reviewing the leave request will enter a comment into the time off log, including the date/time of the request and the supervisor who reviewed the request.

The process to request time off for 1st shift is as follows:

- The CI specialist will fill out the request slip that is located in Derek Johnson's cubicle in the middle box on the wall. Liz Brander is the back up to Derek. The date being requested should be included, but also include the date the request is being submitted, the current time and the CI specialist's supervisor's name. This information is needed so that if there are requests submitted for the same day off and the requests were received the same day, then time off will be granted by seniority.
- These submitted requests will be processed on the next business day that one of these two supervisors are scheduled to work. Either Derek or Liz will record the time off approval/denial in the Intake Database. An email will be sent to the CI specialist and supervisor which will advise whether the time off was approved and/or denied. A copy of the request will be placed in the bottom box titled- Approved/denied request in Derek's office. Please pick this request form up for your records. This box will be sorted biweekly and if copies remain longer than two weeks, these paper requests will be recycled.
- If there is a request that may require special approval, the request will be input into the Database and 2nd line and/or the specialist's supervisor will be consulted for approval/denial.
- If there is a last minute request for time off on 1st shift, and Derek and Liz will not be in the office to process the request in time, the request will be processed by the supervisor to whom you are reporting, who will confer with 2nd line manager, to ensure appropriate coverage is maintained and the time off is recorded in the time off Database.

d. Holiday assignments:

Since CI is a 24/7 operation, it is necessary to provide coverage every day of the year, including state observed holidays.

If a bargaining unit employee's normal schedule has him/her working on the calendar date of a holiday, and the calendar date of the holiday is different that the date State of Michigan employees observe the holiday (such as when it falls on a weekend), then the calendar date of the holiday will be the date which is used for that employee's holiday. That is, the employee will not be scheduled to work that day and the employee's eight hours of holiday pay will be credited on the calendar date for the observed holiday.

Because of the requirement for CI to be functioning 365 days per year, each holiday will be offered as voluntary overtime to the CI staff. The overtime will be bid on by seniority, and if there are not enough voluntary staff to work the overtime on holidays, the mandatory overtime list will be used.

If a bargaining unit employee's normal schedule has him/her working neither the calendar nor the observed date of a holiday, the employee will be credited holiday pay on the observed date.

Employees cannot "swap" their holiday for any other shift.

e. Labor union:

The Primary Agreement between the Local UAW 6000 and the State of Michigan sets forth certain procedures governing such areas as discipline, grievances, vacations, holidays, temporary assignments and the filling of vacancies. Any specialist may consult with his/her union steward should a question concerning the contract arise.

f. Evaluations:

Performance evaluations are conducted on all staff regularly throughout their employment. These are done both to give staff responses in their performance and to allow the supervisor to work with staff to improve performance. Individual performance plans are developed for and reviewed by intake staff as a part of the Performance Management system in HRMN. Either probationary or annual evaluations are completed based on an employee's seniority. All Department employees are evaluated annually.

g. Dress Code:

It is the policy of CI that each employee's dress, grooming, and personal hygiene should project a professional image at all times. Radical departures from conventional dress or personal grooming and hygiene standards are not permitted. Employees are expected to project a professional business-like image to customers, co-specialists, and the general public.

h. Casual Day Apparel

The purpose of "Casual Days" is to allow the employee to wear jeans to work. Jeans should be neat and clean, no torn or ragged jeans are permitted. Weekends (Fridays through Sunday) and all state-observed holidays will be designated as Casual Days.

On Casual Days, all other dress code policies will remain in effect. Clothing and footwear must be in compliance with the dress code.

<u>Corrective Action</u> - When an employee is found to be outside of acceptable grooming and/or attire standards, initially the employee will be warned. Further progressive corrective action may be taken at subsequent deviation from acceptable grooming and attire standards.

Confidentiality:

Please review SRM 131.

CPS case information and records are confidential. Do not speak of case specific information in public places, the lunch room, bathrooms, hallways, etc. Also, please do not bring your work home with you and proceed to talk about CI complaint information with your friends or loved ones. With this in mind, it is not appropriate to give tours of CI to your families or friends. If you would like to give someone a tour, please speak with your supervisor to make appropriate accommodations.

Quality Assurance:

The goals of having a CI are:

1. To ensure that the complaints taken by CI are detailed, complete and the decision made is consistent with policy and law across counties.

2. To ensure all callers are treated professionally and their complaints documented fully, with response given to them regarding disposition of their complaint.

3. To ensure most calls are answered within three seconds and the average wait time not to exceed one minute.

4. To ensure all complaints transferred to the local county are transferred in a timely fashion, meeting the assignment time goals as determined by the priority response time.

Because of these goals, there will be data measured in each of these areas to monitor the success of the process:

Performance Indicators:

Call Management: Weekly reports drawn from CISCO to monitor:

1. Percentage of abandoned calls- The average percentage of abandoned calls will be 7%.
2. Average wait time- The average wait time will be 1:00 minute or less.

Quality of Customer Interaction:

1. Each intake specialist's phone complaints will be remotely monitored three times per month, utilizing a tool to rate the quality of the interaction. The rating results will be shared with the specialist as constructive feedback. If the specialist scores"improvement needed" on the tool, training will occur, and enhanced monitoring will occur for a period of time.
2. A roll up report of the specialists' average scores will be generated and 90% of CI specialists will have a score that meets expectations.
3. Surveys will be completed every year with both mandated reporters and non-mandated reporters. CI will meet expectations in this quality review in 80% of the surveys.

Complaint Management:

1. Supervisory review of every complaint.
2. 2nd line review of review of 10 complaints per month, randomly selected and specifically targeted complaints. CI will meet expectations in 80% of the complaints reviewed.
3. Monthly review of assigned and rejected complaints by a group including representatives from CSA, CPS Program Office, and local county representatives.

4. Complaints assigned/rejected/transferred by State/County/assignment rate.
5. CQI Unit quarterly review of CI complaints. CI will meet expectations in 80% of complaints reviewed.

Timely transfer to Local County for assignment:

DMU will provide a monthly report that will measure three areas:

1. Time complaint was initiated to the transfer to the supervisor
2. Time that supervisor received to assignment to local county office
3. Time that local county office received to assignment to a specialist

DMU will provide this information both at a micro level and macro level to look at individual performance and larger trends within CI and the local county office. CI will meet expectations in the transfer in 90% of complaints.

APPENDIX 1			
Residency Arrangement	**Perpetrator**	**Factors that impact**	**Case Name/Registration**
ONE PARENT HAS MAJORITY OF LEGAL CUSTODY:	Legal Custodian Parent		Legal Custodian Parent
	Parent with visitation		Legal Custodian Parent
50/50 CUSTODY	1 parent is perpetrator		Perpetrator Parent's Name
	Both parents are perpetrators	**If parents reside in different counties--**	CI will make determination of Case Name/Registration in consideration of all factors and in consideration of which county will bear the majority of investigative involvement.
		Where is child most likely to be located within face to face timeframe?	
		Where does the child sleep the majority of the time?	
		Is the child subject to the jurisdiction of the court?	
		Severity of allegation.	
VOLUNTARY/INCIDENTAL PLACEMENT (POA SIGNED OR CHILD HAS LIVED WITH FAMILY)	Parent	Where FOC case located? If parent has not filed a runaway report, it will be considered that the child is "placed" with the alternate caregiver.	Case in Parent's name, child as out of household member with family members residing out of household
	Caregiver/relative		Case in Caregiver's name, custodial parent as out of household member.
PARENT RECENTLY MOVED TO ANOTHER COUNTY	Parent	If the reporter is indicating the family has moved, use that address and send it to the county of residence.	Case in parent's name, register in county of residence.
		If there is court jurisdiction in the past county, consider factors related, like how close the county is.	If BRIDGES indicates another address, indicate that in RS comments section.
		Active CPS case in one county, family moves to another county and new complaint.	Case in parent's name, register in county where reporter indicates parent resides.
			If BRIDGES indicates another address, indicate that in RS comments section.
		Is there an active CPS case?	Refer to 716-2, p. 1.

DHS-CENTRALIZED INTAKE

	Tuesday, February 12, 2012
	2:00 PM
	Phone Conference

Facilitator:	**Carol Kehoe, Director, CI**	**Type of meeting:**	**Informational/Feedback**

Attendees:	DHS Directors and Designees, DHS Central Office Administration, DHS County managers
Conference Number	1(877) 402-9757 access code: 9808441

AGENDA ITEMS

Topic		

✓ CI- Data Overview	CI has received over 268,000 calls since March 5, 2012. CI currently has an average wait time of 2 minutes 13 seconds and the abandoned call rate is currently at 11%. CI has taken more than 27,000 APS complaints and more than 130,000 CPS complaints. CI has an assignment rate of 61% currently. The substantiation rate from March –January for 2011 vs. 2012 was 26% in 2011, 24% in 2012.
✓ CI- hiring status- lead workers	CI currently has 111 workers and 24 supervisors and is in the process of hiring a few more workers. Recently CI received approval to hire some lead workers who will be responsible for enhanced training of new staff and to provide assistance for the supervisor in transferring some complaints.
✓ CI- APS update- feedback o APS complaints are put on new when there is an existing customer. Can BRIDGES search be done to better determine an existing case?	Feedback was received from the field: • There was appreciation for the template being used for the APS complaints but sometimes the vulnerability section is not included and that section is extremely beneficial and important to assist in decision making. • CI was trained to attempt to search ASCAP and make a match to an existing customer based on the name/DOB and address. However, CI was also trained NOT to use BRIDGES to search for identifying information due to inaccurate information being entered in BRIDGES. CI was trained not to guess as the consequences of that were more dire than putting on a new referral. CI will plan to do a refresher training for CI workers in this area. • Some referrals are coming with no information about how the reporter knows the information in the allegations, so not having that information makes it difficult to know how credible the information is. CI will add this question to the APS template, to ensure workers are determining how the reporter knows the information being divulged. • The field is receiving phone calls about “emergent” APS complaints and when these referrals are reviewed, they are sometimes not an emergent APS matter. The process CI follows is that if a matter appears emergent to the CI supervisor, the alerting phone call will be made to the APS supervisor/On-call worker, advising them of the concern, knowing that our interpretation of an emergency may fit

	differently within the boundaries of APS policy and law. • The concern was raised that there have been some APS complaints coming in recently that have been pending for several hours, longer than the 3 hour window there is for less emergent complaints. These are coming in close to 5 pm, which makes it difficult to manage, when if it would have come to the county closer to the intake, more timely action could be taken. CI will address this with supervision and remind them of the timeframes for APS.
✓ CI Updated Procedural Manual- MIC day care complaints, list all managers/CPS/FC/licensing in CI SharePoint, Phones VM, MR assignment notification	The CI Procedural manual has been updated, with the final revisions being completed in February. The manual has been updated to include the MIC day care complaints. This will be released to the field in late February or March for your review. One of the updates is minor but we hope that all counties will adopt the change. Up until now, counties have provided on-call CPS workers' phone numbers in the SharePoint CI link within your county site. CI is requesting that counties update the information in the CI link to include all services workers/phone numbers as many times an active worker must be contacted due to an active case and if the worker is not an on-call CPS worker they are not listed in CI SharePoint/CI link. Outlook does not always have the phone number listed, so it would be very helpful if the services' workers phone numbers would be listed in the CI SharePoint link. Related to this idea, there are still some workers who don't have their voicemail or identifying information on their phone. CI is not able to leave a message if the phone is not set up with identifying information. CI is updating its process to try to be more responsive to mandated reporters who need to know the assignment decision as soon as possible. CI is going to begin the process of emailing the MR the assignment decision, when the decision is made.
✓ Quality Review- 2nd review completed- minutes to be sent	CI had its 2nd Quality review with local county CPS managers about complaints in certain categories that have had different interpretations of policy. The first two meetings were about teen sexual relationships and drug exposed infants. The minutes to the meetings will be shared with the field once complete so the clarifications of policy are clear. CPS Program office also considers any changes to policy or clarifications that may be needed. The next meeting is set for March 14th at 10:00 am and will be about "past abuse" types of complaints.
✓ Agenda Items of Field- CPS or APS o Police Report numbers need to be put on the MR letters o Adolescent teen relationships	• We attempted to have the specialists put the report number in the address line, but it adds too many lines to be able to fit in the window. We have reminded supervisors to put this in the comment section in the MR letter, but this must be manually done and they must remember to check the complaint for RS source and record the report number. They can call the supervisor back who rejected it to get the log number. • There were several clarifications that were discussed regarding these types of complaints: o The coding for these complaints should be either: failure to protect, improper supervision or sexual abuse (in complaints in which the 18 or older sexual partner is residing in the home (person responsible) and the child is under 16). o Age of consent should not be used to strictly differentiate these

	complaints, however it was agreed that as a child neared their 18th birthday, the risk would most often decrease. o Obtaining as much information as possible about the parent's actions to monitor/restrict the sexual relationship is important in these complaints. o If the sexual relationship is occurring outside of the parent's home, and there is not any indication the parents are encouraging the sexual relationship, these complaints will be rejected. If the teen is under the age of consent, these complaints will be referred to LE. o If parents are alleged to be allowing a teen to be engaged in a sexual relationship, allowing the teen sexual partner to live in their home, those complaints will most often be assigned, with factors of the ages of the teens, and past CPS history being considered.
o Collateral contacts- can more be done to assist decision making?	• CI is making collateral contacts and once we are up to full staffing and efficiency, we will attempt to make more contacts as needed, however we must balance how much time is spent on outgoing calls relative to the phone volume coming in. CI makes collaterals if that collateral will assist in decision making. We are not staffed to make collaterals to commence complaints at this time, except when we attempt on weekends.
o LE referral- Automatic assignment?	• If LE calls in a complaint, that is not an automatic assignment. CI weighs the information in the complaint. Certainly that it is LE makes it more credible, but not automatic. The concern was raised that LE is calling CI, wanting the workers out to the scene immediately, and not giving any identifying information. On a few occasions, the matters that LE was calling about were not CPS matters, and in one instance the police had already contacted the local county office, who had told them it was not a CPS matter, then the LE officer called CI demanding a CPS worker, and that county was contacted to dispatch the CPS worker. CI's procedure, which was put in place to assure continued responsiveness to LE, is that if the officer calls in and is not willing to stay on the phone to complete the intake process, but wants a local CPS worker immediately, the CI specialist should get a case name to enter a log number, take the officer's name and number, and advise him/her that the on-call worker or assigning supervisor will be notified immediately. CI will advise county worker/supervisor he/she will be responsible for documenting complaint information and providing it to CI as soon as possible for input. Feedback from several counties is that CI needs to at least obtain basic details about the allegations in order to determine if it is a CPS matter. CI will bring this concern to CSA to determine if a change in process should be made in this matter.
o When calling a case member to obtain more information, this is not the same as a field contact, and so these should still be able to be rejected.	• CI's process is that if a complaint is assigned for investigation and the county calls a parent or alleged perpetrator/ or child(unless they are the RS) that the complaint will remain assigned for investigation, even if the parent/perp or child or household member states the allegations are not true. If there

	is an ongoing CPS investigation currently active, there may be some room for flexibility, but the reasoning behind this protocol is that the worker is assigned an investigation. Nowhere does it state that to begin an investigation you call a parent/perp or child or household member. Those contacts need to be made in the investigative mode and certainly shouldn't start an investigation. It was requested that CI talk with CPS policy office about clarifying this in policy, as the field believes that policy does not preclude those types of contacts as collaterals/preliminary investigations and if made, those complaints should be rejected. CI will bring this concern to CPS Program Office.
o Review of case reports/dispositions rather than short history as a fuller picture can be gained.	• CI does attempt to review the full case history within the report/disposition section when reviewing previous history. The short history is always reviewed in high complaint volume time. The goal is to ensure a thorough review of CPS case history.
o If there is an active worker don't email, wait 20 minutes and assign. Please call the worker/supervisor and give them a minute to respond before an assignment is made.	• CI's process is to call the active CPS and the supervisor. This has been re-emphasized in CI procedural manual, page 11. CI is trying to balance getting a complaint assigned within its goal of 1 hour for I/24s and 3 hours for 24/72s. CI is requesting counties put all their service workers and supervisors' work phone number in the CI link, under on-call staff, indicating next to the workers' name, their job if it is not CPS, like "foster care", "licensing", etc. CI will increase its efforts to make contact with the active worker.
o BING maps are not as accurate as MapQuest	• BING maps are easier to determine the county in its presentation, MapQuest is difficult. CI was aware of only a few locations in which BING was not accurate. Many counties report that BING maps are routinely inaccurate and ask that CI begin to use MAPQUEST as that search engine is much more reliable that BING. CI will review this request and likely move to a MAPQUEST Search.
o Other responses from the field	• The field requested that CI be reminded to ask for spellings of names/streets/cities, as those correct spellings link workers up to the correct history in SWSS. CI will remind staff of being sure to ask for spellings. • Concern was raised that when CI workers call the active service worker, sometimes they are asking the worker if they think the complaint should be assigned or not. This is not for the field worker to decide, as this should be CI's decision. CI has many new workers who are still determining what questions they should ask when they reach an active worker. CI will remind all staff that when contacting an active worker the discussion should be related to what that worker may know about the current allegations, and not to be asking the worker's opinion on the assignment decision. • Counties were requesting strongly that the CI supervisors send the PDF to both the worker and the supervisor on-call. CI's process has been to only send it to the worker, with the

	expectation that the worker would forward the PDF to the supervisor. The field is requesting CI send the PDF to both. CI will consider this change in our process, and there are concerns about the amount of time it takes to send the email to both worker/sup when a worker can forward the email to their sup just as easily. • Some counties were requesting that the email with the PDF of the 24/72s also be sent to the CPS on-call worker and supervisor, as if they are commenced by CI, those are not sent to on-call. The purpose for this would be if a supervisor decides that the on-call worker should make the face-to-face during the weekend due to knowing the family, geographical issues, etc. CI will consider this request in relation to the work flow of CI supervisors. • Concern was raised that CI is not always meeting their goals in getting complaints to counties within 3 hours especially when children are in school and due to be let out that afternoon. CI will remind staff of this and will attempt to be more timely with all complaints so that contact at school can be made as much as possible. • It was requested that if CI has delayed sending a complaint to a county due to attempting to commence the complaint, that those attempts be documented in SW contacts. • There have been some instances reported in which the allegations have revealed the RS identity. CI will again remind staff and supervisors to review the allegations closely. • There have been occasions when a parent is calling in on the other that the phone number for both parents is the same in error. The field requests CI be very careful about making sure phone numbers are correct for members.
✓ Future Meetings- Next meeting May 14, 2:00 p.m.	

OTHER INFORMATION

FAX NUMBERS: 616.977.8050 616.977.8900 616.977.1154 616.977.1158	
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