Michigan Department of Human Services CSA Children's Services Administration Communication Issuance	**Type:** ☒ Informational Memoranda (IM) ☐ Program Instruction (PI) ☐ Policy Guide (PG)	
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	Contact: Carol Kehoe; KehoeC@michigan.gov	
	Originating Office: CWAFO - Centralized Intake	
	Subject/Title: Revised APS procedure within Centralized Intake	
	Distribution: ☒ DHS Child Welfare Staff ☐ Private Agency Child Welfare Staff ☒ CSA Central Office Managers/Staff ☐ Native American Tribes ☐ Data Management ☒ Other: Adult Services Managers and Staff	☐ BCAL ☒ CWTI ☐ SACWIS

Centralized Intake will change its procedure for handling APS complaints effective May 11, 2012. Centralized Intake will start forwarding all APS complaints received between 5:00 p.m. on Friday and 5:00 p.m. on Sunday to the CPS on-call worker for the county, 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

Each local county will determine how the CPS on-call worker manages these complaints. Centralized Intake staff will also forward these complaints via email to the local county APS supervisor/group email for their disposition on Monday.

Performance related to Adult Services SOP is monitored on a monthly basis.