RICK SNYDER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF HUMAN SERVICES
LANSING

MAURA D. CORRIGAN
DIRECTOR

February 21, 2012

Olga Dazzo, Director
Dept. of Community Health
Capitol View Bldg.
201 Townsend Street
Lansing, MI 48913

Olga

Dear Ms. Dazzo:

I am writing with some exciting news from the Michigan Department of Human Services (DHS). On March 5, 2012, we will implement a new process that will assist us in protecting Michigan's most vulnerable citizens, adults, and children alleged to be victims of abuse or neglect. On that date, all Children's Protective Services (CPS) and Adult Protective Services (APS) complaints will be received in one central location at the DHS Centralized Intake (CI) office; and staff will be available by calling one toll free number statewide.

This centralization of Children's Protective Services complaints will help ensure one consistent system for receiving the complaints, allowing more time for local resources to focus on providing assistance to our vulnerable populations. All intake decisions for Child Protective Services, including the decision to investigate, will occur at the Centralized Intake Center by Child Protective Services Supervisors. Intake lines will be staffed by Protective Services Specialist specifically trained for this process. Staff will be attentive and responsive to local needs.

Adult Protective Services intake will also be handled by this same process to ensure quality and consistency in our operations. Complaint information will be immediately transferred to local office supervision to determine the next step. This will ensure the needs of our adult populations are met through appropriate consideration for investigation or referral to other local resources for services.

The date for full implementation is March 5, 2012 and the toll free number, which will be released to the public just days before is **855-444-3911**. The physical location for CI is in Grand Rapids and CI will accept and process reports of alleged abuse and neglect twenty-four (24) hours a day, seven (7) days a week, 365 days a year.

As we approach the March 5, 2012 implementation date, local office directors and their staff are working to provide information to their community stakeholders and mandated reporters in each county. Please pass this information to your own departments or agencies and any partners who work with DHS or with potentially vulnerable adults and children.

If you are interested in additional information related to Centralized Intake, please contact my Communications Office at (517) 373-7394. Thank you for your attention to this information.

Sincerely,

Maura

Maura Corrigan

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