

Children's Protective Services Report

(FY2021 Appropriation Act - Public Act 166 of 2020)

April 1, 2021

Sec. 592. The department shall submit quarterly reports to the chairs of the house and senate standing oversight committees, the house and senate appropriations subcommittees on the department budget, the house and senate fiscal agencies, the house and senate policy offices, and the state budget office that include data from children's protective services staff for each of the following for the most recent 30-day period before the report is submitted:

- (a) Percent of investigations commenced within 24 hours after receiving a report.**
- (b) Percent of central registry reviews performed for required individuals.**
- (c) Percent of face-to-face contacts made within the established timeframe required by the department.**
- (d) In appropriate cases, the percent of sibling placement evaluations completed when 1 or more children remain in the home after a child has been removed.**
- (e) Percent of supervisory reviews performed in a timely manner.**
- (f) Results of a department survey of child protective services investigators on the number of investigators who are concerned for his or her own personal safety.**
- (g) Percent of investigators using the mobile application or other tool to document compliance.**

Children’s Protective Services (CPS) Data Summary

Reporting Period: 01/01/2021 – 01/31/2021

Sec. 592 (a): Percent of investigations commenced within 24 hours after receiving a report.

During the reporting timeframe, Michigan Department of Health and Human Services (MDHHS) assigned 5,579 complaints for investigation. Of the 5,579 complaints investigated, MDHHS commenced 97% within 24 hours.

Sec. 592 (b): Percent of central registry reviews performed for required individuals.

During the reporting timeframe, MDHHS performed 92.6% of the required central registry reviews.

Sec. 592 (c): Percent of face-to-face contacts made within the established timeframe required by the department.

When a report of alleged child abuse or neglect is assigned for investigation, MDHHS must have in person contact with the alleged victim(s) within either 24 or 72 hours, depending on seriousness of the concern.

During the reporting timeframe, MDHHS assigned 5,579 complaints for investigation, which included 5,605 alleged victims.

Face-to-face Timeframe	Total Face-to-face Required	Total Face-to-face Contacts Made Timely	Percentage of Timely Face-to-face Contacts
Priority One (24 hours)	1,589	1,488	93.6%
Priority One (72 hours)	4,016	3,803	94.7%
Total	5,605	5,291	94.4%

Sec. 592 (d): In appropriate cases, the percent of sibling placement evaluations completed when 1 or more children remain in the home after a child has been removed.

During the reporting timeframe, MDHHS completed 4,539 Supervisory Control Protocols. Twenty-seven investigations required completion of the DHS-3 (Sibling Placement Evaluation Form), and 27 were completed. Thus, MDHHS completed 100% of required sibling placement evaluations.

Sec. 592 (e): Percent of supervisory reviews performed in a timely manner.

4,697 investigations occurred in which the supervisor approval date fell between 01/01/21 and 01/31/21. In 4,453 (95%) of those investigations, supervisors performed timely review.

Children’s Protective Services (CPS) Data Summary

Sec. 592 (f): Results of a department survey of child protective services investigators on the number of investigators who are concerned for his or her own personal safety.

607 CPS investigators completed the survey regarding their physical safety during the reporting timeframe. 68.9% indicated some level of concern for their safety.

How Often Investigators Were Concerned for Their Physical Safety		
Response	Total	Percent
Never – 0% of the time	90	14.8
Rarely – 10% of the time or less	166	27.3
Occasionally – about 30% of the time	137	22.6
Sometimes – about 50% of the time	52	8.6
Frequently – about 70% of the time	27	4.4
Usually – about 90% of the time	21	3.5
Always – 100% of the time	15	2.5
Did not answer	99	16.3
Total	607	

Of the 418 investigators who indicated concern for their physical safety during the reporting timeframe, (38.5%) were slightly concerned.

Level at Which Investigators Were Concerned for Their Physical Safety		
Response	Total	Percent
Slightly concerned	161	38.6
Somewhat concerned	131	31.4
Moderately concerned	113	27.1
Extremely concerned	12	2.9
Did not answer	99	
Total*	417	

*One investigator did not answer the follow-up question.

Sec. 592 (g): Percent of investigators using the mobile application or other tool to document compliance.

CPS investigators may utilize the mobile application to document case work, upload documents, and complete other investigative tasks. Approximately 39% of CPS investigators used the CPS mobile application during the reporting timeframe.

Mobile Investigator Tool Usage	
Activity	Total
New User Registration	11
Active Users	418
Social Work Contacts Submitted	1,013
Documents Uploaded	1,424
Check-in Activities	359