

Children's Protective Services Report

(FY2021 Appropriation Act - Public Act 166 of 2020)

July 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 Data Summary

Reporting Period: 04/01/2021 – 04/30/2021

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 5,456 complaints for investigation. MDHHS commenced 98% within 24 hours.

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

During the reporting timeframe, MDHHS performed 96.7% 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 5,456 complaints for investigation, which included 5,414 alleged victims with face-to-face contacts required between 04/01/21 and 04/30/21.

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)	1,544	1,471	95.2%
Priority One (72 hours)	3,870	3,671	94.9%
Total	5,414	5,142	95.0%

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.

Twenty-five investigations required completion of the DHS-3 (Sibling Placement Evaluation Form), and 25 were completed. Thus, MDHHS completed 100% of required sibling placement evaluations.

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

6,041 investigations occurred in which the supervisor approval date fell between 04/01/21 and 04/30/21. In 5,841 (96.7%) of those investigations, supervisors performed timely review.

Children’s Protective Services 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.

497 CPS investigators completed the survey regarding their physical safety during the reporting timeframe. 71.6% 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	62	12.5
Rarely – 10% of the time or less	137	27.6
Occasionally – about 30% of the time	122	24.5
Sometimes – about 50% of the time	45	9.1
Frequently – about 70% of the time	30	6.0
Usually – about 90% of the time	7	1.4
Always – 100% of the time	15	3.0
Did not answer	79	15.9
Total	497	

Of the 356 investigators who indicated concern for their physical safety during the reporting timeframe, 39.7% were slightly concerned.

Level at Which Investigators Were Concerned for Their Physical Safety		
Response	Total	Percent
Slightly concerned	142	39.7
Somewhat concerned	113	31.6
Moderately concerned	88	24.6
Extremely concerned	15	4.2
Total	358*	

**MDHHS identified two additional answers to this question than what survey logic should have allowed. Percentages for this question are calculated on the total number of answers provided for this 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 casework, upload documents, and complete other investigative tasks. Approximately 42% of CPS investigators used the CPS mobile application during the reporting timeframe.