

Children's Protective Services Report

(FY2021 Appropriation Act - Public Act 166 of 2020)

February 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 contracts 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: 11/12/2020 – 12/12/2020

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 6,478 complaints for investigation. Of the 6,478 complaints investigated, MDHHS commenced 95% within 24 hours.

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

During the reporting timeframe, MDHHS performed 92% of the required central registry reviews.

Sec. 592 (c): Percent of face-to-face contracts 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 6,478 complaints for investigation, which included 10,065 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)	2,404	2,193	91.2%
Priority One (72 hours)	7,661	7,097	92.6%
Total	10,065	9,290	92.3%

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 6,036 Supervisory Control Protocols. Thirty-eight investigations required completion of the DHS-3 (Sibling Placement Evaluation Form), and 38 were completed. Thus, MDHHS completed 100% of required sibling placement evaluations.

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

5,754 investigations occurred in which the supervisor approval date fell between 11/12/20 and 12/12/20. In 5,540 (96%) of those investigations, supervisors performed timely approval.

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.

668 CPS investigators completed a survey regarding their physical safety during the reporting timeframe 84.6% 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	103	15.4
Rarely – 10% of the time or less	217	32.5
Occasionally – about 30% of the time	166	24.9
Sometimes – about 50% of the time	85	12.7
Frequently – about 70% of the time	48	7.2
Usually – about 90% of the time	19	2.8
Always – 100% of the time	30	4.5
Total	668	

Of the 565 investigators who indicated concern for their physical safety during the reporting timeframe, 4.6% indicated an extreme level of concern.

Level at Which Investigators Were Concerned for Their Physical Safety		
Response	Total	Percent
Slightly concerned	187	33.1
Somewhat concerned	208	36.8
Moderately concerned	144	25.5
Extremely concerned	26	4.6
Total	565	

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 33% of CPS investigators used the CPS mobile application between during the reporting timeframe.

Mobile Investigator Tool Usage	
Activity	Total
New User Registration	33
Active Users	459
Social Work Contacts Submitted	1,238
Documents Uploaded	1,645
Check in Activities	456