
OVERVIEW

The Michigan Department of Health and Human Services (MDHHS) Centralized Intake for Abuse and Neglect unit (CI) is a statewide intake unit that receives all abuse, neglect and exploitation referrals regarding children and vulnerable adults.

CI Contact Information

There is one, statewide number for reporters of abuse, neglect or exploitation to use when making referrals to the MDHHS. The toll-free number is **1-855-444-3911**.

Availability

Centralized intake is available and receives referrals 24 hours a day, 7 days a week, 365 days a year (including after-hours, weekends and holidays).

APS Referral Intake

CI receives Adult Protective Services (APS) referrals through the toll-free number. An intake specialist gathers information needed to determine if the referral meets criteria for an APS investigation.

Documenting Referrals

Referral information is documented in the Michigan Adult Integrated Management System (MiAIMS). The intake specialist gathers all information from the referral source (RS) and then forwards the referral to the CI supervisor.

Walk-in Referrals

When an individual comes into a local office and wants to make an APS referral, the local office must do the following:

- Offer the reporting person use of a MDHHS phone and provide the CI complaint number so the reporting person can make the referral from the local office.
- If the reporting person refuses to call CI to report their concerns, the local office must attempt to locate an APS complaint coordinator or APS worker to receive the information. Once the information is received, the information must be called into the CI unit who will

document the referral on MiAIMS and forward to a CI supervisor to make an assignment decision.

Referral Assignment and Denial

All APS referral decisions (assignment for investigation or denied) are completed by CI supervisors.

CI Supervisor Review Process

The CI supervisor reviews all APS referrals and determines if the referral is assigned for investigation or denied. MiAIMS utilizes a structured decision-making process to assist the CI supervisor with the assignment decision.

After review of each referral, the CI supervisor will take the following steps:

1. Referral **does not** meet criteria for APS investigation:
 - Documents any contacts completed or attempted, to assist in the decision-making process, in MiAIMS.
 - Prints APS denial letter from MiAIMS and mails to (RS).
 - MiAIMS will auto generate a contact for all APS denial letters when printed.
 - Denies referral on MiAIMS and referral is automatically transferred to the local office.
2. Referral **does** meet criteria for APS investigation:
 - Documents any contacts completed or attempted, to assist in the decision-making process, in MiAIMS.
 - Assigns referral on MiAIMS which prompts the transfer of an open APS case to the local office for assignment to an APS worker.

Note: The local office is responsible for printing and mailing the APS referral acknowledgement letter to the RS on all assigned APS cases.

3. Referral does not meet criteria for assignment but **must be forwarded** to an agency responsible to investigate the allegations.
 - CI completes referral to responsible agency and documents the action in the *referral to other agencies* section of MiAIMS.
 - Documents any contacts completed or attempted, to assist in the decision-making process, in MiAIMS.
 - Prints APS denial letter from MiAIMS and mails to the RS.
 - Denies referral on MiAIMS and referral is transferred to the local office.

Referrals with Special Circumstances

There are some referrals that require additional procedures and/or considerations due to the nature of the referral information. These situations are outlined below.

1. If a referral indicates imminent danger to the client, CI will follow the assignment processes listed in the above section and **will call** the APS supervisor or on-call staff to ensure they have received the referral and understand it requires attention as soon as possible.
2. If a new referral is received regarding a client with an open APS investigation, CI **may** contact the ongoing APS worker for additional information to assist in the assignment decision.
 - If the referral allegations are being addressed in the current investigation as determined by case documentation in MiAIMS, CI will:
 - Deny the referral. CI will notify the APS worker that there is a new referral that has been denied regarding their client. The APS worker must then review the denied referral for any information that may be relevant to their ongoing investigation.
 - Print and send the APS denial letter informing the RS that there is an active investigation.

- If the referral allegations **are not** being addressed in the current investigation (MiAIMS documentation does not reflect that the current allegations are known to the worker), CI will:
 - Document any contacts that are completed or attempted in MIAIMS.
 - Assigns the referral on MIAIMS, which prompts the transfer of an open APS case to the local office for assignment to an APS worker.

Transferring Assigned Referrals

The CI supervisor transfers all assigned referrals, via MIAIMS generated email, to the designated, county APS contact and transfers the "open" referrals on MIAIMS to the appropriate county APS complaint coordinator. All local office contacts must be maintained on the [MDHHS County sites](#). CI standards of promptness for forwarding assigned referrals to the local office are:

- The CI intake specialist will attempt to submit the complaint to supervision within one hour when imminent danger is indicated.
- The CI intake specialist will attempt to submit the complaint to supervision within three hours if imminent danger is not indicated.
- The CI supervisor will complete a screening decision on all complaints as quickly as possible while assuring a thorough complaint intake was completed in compliance with policy.

Note: CI is responsible for printing and mailing all APS Referral Denial letters to the RS(s). **The local office maintains responsibility for printing and mailing all APS referral acknowledgement letters to the RS(s).**

Local Office Contacts/ SharePoint

The [MDHHS County Sites](#) is located in SharePoint which is a collaborative software that facilitates the sharing of information between CI and the county offices. Each county must develop and maintain on-call calendars that identify who the CI contact(s) are for each day.

Each local office must maintain the following set of documents for CI utilization.

- **Intake On-Call Calendar:** Monthly calendar of on-call staff and each day's assigning supervisors for APS and CPS. On-call workers are listed daily with each worker's contact information, supervisor and supervisor's contact information.
- **Intake On-Call Supervisor:** Separate listing of **all** APS and CPS supervisors with their contact information.
- **Intake On-Call Staff:** Separate listing of all CPS staff taking on-call shifts and their contact information.
- **Assigning Supervisor:** Separate listing of all APS and CPS supervisors indicating the periods they will be responsible for receiving new complaints from CI. This list must also include the supervisors' contact information.
- **APS Supervisor(s) and Worker(s):** Each local office must have an APS folder on their county SharePoint site. This folder must include the names and contact numbers for all APS supervisors and workers. This folder must be maintained by the local office and updated whenever there are staffing changes in the local office APS unit.

Note: The contact list **must be monitored daily** for accuracy and include both daytime and after-hours contact information. The local office may choose to utilize a group email for receipt of referrals.

Example: The names and individuals listed may include the APS complaint coordinator, back up APS complaint coordinator and CPS supervisor/after-hours complaint coordinator.

After-Hours/Weekend Referrals

APS on-call staff provide investigation and intervention on weekends and holidays. CPS on-call staff provide coverage for assigned APS referrals after hours Monday-Thursday.

CI will contact the designated, on-call contact listed on the local office on-call calendar (SharePoint) for all APS referrals assigned after hours and weekend.

Referrals from Law Enforcement (LE)

When referrals are received from law enforcement (LE) requesting immediate assistance by APS with a vulnerable adult, the CI supervisor will immediately notify the local office APS complaint coordinator or designated, on-call contact to mobilize a worker to the location as soon as possible.

Reconsiderations***Reasons for Local Office Reconsiderations***

The APS complaint coordinator or supervisor may request a reconsideration of the assignment or denial of an APS referral for the following reasons:

- Technical Error.
- The complaint is an ongoing case and the APS worker has additional information that has since been entered into MIAIMS that negates the need to investigate.
- The APS complaint coordinator or supervisor believes a rejected complaint meets criteria for assignment.
- The APS complaint coordinator or supervisor believes the complaint does not meet criteria for assignment.

Reconsideration Process

1. The APS complaint coordinator or supervisor submits a reconsideration request through MiAIMS, including their rationale for the request.
2. CI is notified of the reconsideration request by an email generated from MiAIMS.
3. CI reviews the reconsideration request and responds through MiAIMS, including the reasons for their decision and if they are changing or maintaining the case status.
4. The CI director has final decision in all reconsiderations and will make any needed contacts with APS program office to make a more informed decision.

LEGAL BASE

Social Welfare Act, MCL 400.11 - 400.11f.

