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## CPS PROCESS

Children's Protective Services (CPS) program responsibilities include:

- Intake.
- Prevention services.
- Investigation.
- Post-investigative services.

### Intake

Anyone may make a report of suspected child abuse or neglect to Michigan's Centralized Intake (CI). Reports can be made:

- By phone, at 855-444-3911.
- By completing the [DHS-3200, Report of Actual or Suspected Child Abuse or Neglect](#), following directions on the form.

Mandated reporters may make a report online using the Mandated Online Reporting System (MORS), [Michigan Online Reporting](#).

### ***Centralized Intake***

The Michigan Department of Health and Human Services (MDHHS) has a centralized intake unit that receives reports of suspected abuse or neglect, 24 hours a day, seven days a week. The intake unit may:

- Screen in the report for investigation.
- Transfer the report to another entity such as law enforcement, a tribe, licensing agency, or another state.
- Screen out the report as not appropriate for investigation.
- Screen out and assign to a local county for prevention services.

Centralized Intake will screen in a report for investigation if all the following apply:

- The allegations constitute suspected child abuse or neglect.
- The alleged victim(s) is under the age of 18 at the time of the referral.

- The **abuse** alleged was committed by a parent, a legal guardian, any other person responsible for the child's health or welfare, a teacher, a teacher's aide, a member of clergy, or an individual 18 years of age or older who is involved with a youth program.
- The **neglect** alleged was committed by a parent, legal guardian, or any other person responsible for the child's health or welfare.
- The allegations include human trafficking, and the referral is received from a law enforcement agency, regardless if the allegations involve a person responsible for the child's health or welfare.

For more information on Centralized Intake, see the PSM 712 series.

## SCREENING DISPUTES

### *Screening disputes*

A local MDHHS office may contact a CI supervisor for reconsideration in the following limited circumstances:

- There is a technical error.
- The referral is on an ongoing case and the case manager has entered more information into the electronic case management system that would eliminate the need for a new investigation, such as, the case manager has entered documentation to show that the current allegations are being addressed.
- The county has new or additional information that should be added to the referral that would impact the assignment decision.

The county director or designee may contact the second-line CI manager or director to discuss screening disputes. CI is responsible for the final decision on assessment of prevention needs, and the final decision to screen in or screen out a referral.

**Note:** Local MDHHS offices are responsible for transferring assignments from county to county. Disputes between counties should be resolved by the involved county directors with the Business Service Center director's involvement, if necessary.

**Note:** If any contacts are made, in-person, by phone or any other method by which information is exchanged with the alleged perpetrator or child victim, the referral must remain assigned for investigation.

## Prevention Services

The Family First Prevention Services Act (FFPSA) authorized new title IV-E funding for time-limited prevention services for mental health, substance abuse, and in-home parent skill programs for children or youth who are candidates for foster care, pregnant or parenting youth in foster care, and the parents or kin caregivers of those children and youth. FFPSA has allowed the department to expand support services to families meeting candidacy requirements for eligibility.

In most cases, CPS case managers must complete the Structured Decision Making (SDM) Safety and Risk Assessments to complete an investigation. The results of these assessments will assist CPS with determining if the child or youth is an eligible candidate for foster care. For information on the Safety and Risk Assessments, see [PSM 713-11, Assessments](#). For more information on prevention eligibility, see [SRM 108, Prevention Services: Family First Prevention Services Act](#).

## Investigation

If a report of suspected abuse or neglect is screened in for investigation, the report is forwarded to the local county MDHHS office where the child is located and assigned to a case manager.

Investigations include the activities outlined in [PSM 713-01, CPS Investigation - General Instructions](#), and are completed within 30 calendar days unless there is an extenuating circumstance which requires an approved extension.

The case manager will compile a written report based on the information obtained.

In some cases, case managers must notify and/or collaborate with law enforcement and the local prosecuting attorney. For more information on investigation requirements, see [PSM 713-01, CPS Investigation - General Instructions](#).

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**Post-Investigative  
Services**

CPS post-investigative services must be offered to families in category I and II cases and may be offered in category III cases. The goal is to refer families to quality community resources that are available, accessible, and culturally appropriate to help ensure child safety and family preservation. Services build on family strengths and may include referrals to community-based resources or contracted programs, such as the Family Preservation Program.