

NOTIFYING REPORTERS

The Child Protection Law (CPL) permits the department to inform the reporting person of the disposition of their complaint. This notification can be done after the determination that the complaint will not be assigned for investigation (transferred or rejected) or after the completion of the investigation. For mandated reporters, the law **requires** notice of the disposition of the investigation to be in writing. (See MCL 722.623(1) or PSM-712-1 for a list of mandated reporters; all others are considered non-mandated.) Non-mandated reporters may request written or verbal notification of the disposition of the investigation.

Notification Principles

The amount and type of information to provide the reporting person is based on the following principles:

- The child's and family's confidentiality must be protected; see SRM 131, Confidentiality - Children's Services.
- The child's and family's safety must be protected.
- Regular care providers need information which will help them enhance the child's physical and emotional well-being.
- Persons providing diagnoses and treatment to a child or member of a child's household need information which will help them enhance the child's and family's physical and emotional well-being.
- The role of the reporting person must be respected and acknowledged. In some cases it is appropriate to ask the reporting person to work with CPS to help protect the child.
- The protection and safety of children is enhanced by a close working relationship between CPS and members of the community.

Verbal Notification

A non-mandated reporter may choose to be notified verbally.

No Notification

A non-mandated reporter may choose **not** to be notified about the disposition of the complaint.

Written Notification

The department must provide written notice to mandated reporters regarding the disposition of the investigation of their complaint. The CPL, MCL 722.628(14), specifies that the written notice must include:

- The category of the case and the rationale for the decision.
- An explanation of any legal action commenced.
- A statement that the information is confidential.

By law (MCL 722.628(15)), written notification to mandated reporters must **not** include personally identifying information for any person named in the report.

Non-mandated reporters may request to be notified in writing.

Notification Letter

The SWSS CPS Source Notification Letter includes all the requirements of the CPL.

Rejected Complaints

Notification to mandated reporters and those requesting written notification will automatically be generated by SWSS CPS when a complaint is rejected. The notification must be sent by CPS Centralized Intake (CI) within five business days of the rejection of the complaint.

Assigned Complaints

Notification to mandated reporters and those requesting written notification will automatically be generated by SWSS CPS when the investigation is completed in SWSS CPS. The notification must be sent by the assigned CPS investigator within 10 business days of the completion of the investigation.

**Mandated
Reporting Persons
Hotline**

Mandated reporters can use this hotline (1-877-277-2585) to express concern about the actions taken on a specific complaint of child abuse or neglect they have made.

The SWSS CPS Source Notification Letter will automatically provide the mandated reporter with the hotline information.