



Performance Audit

Protective Services Centralized Intake Unit (CIU)

Michigan Department of Health and Human Services (MDHHS)

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Beginning in March 2012, MDHHS established the Protective Services CIU as a result of a lawsuit settlement agreement in 2008 between the State of Michigan and Children's Rights Inc. MDHHS centralized its protective services intake processes to ensure the consistent evaluation and assignment of complaints alleging abuse, neglect, and/or exploitation of a child or vulnerable adult. Prior to March 2012, MDHHS's county/district offices received, evaluated, and assigned complaints. CIU had 145 employees as of April 12, 2014.

Audit Objective			Conclusion
Objective #1: To assess the effectiveness of the Protective Services CIU's efforts to document all incoming telephone calls, mail, e-mails, and facsimiles.			Effective
Findings Related to This Audit Objective	Material Condition	Reportable Condition	Agency Preliminary Response
CIU needs to enhance its screening process of incoming communications to help ensure that it addresses all complaints received alleging abuse, neglect, and/or exploitation of a child or vulnerable adult. Screening was not documented in 5% of sampled incoming calls (<u>Finding #1</u>).		X	Agrees
CIU should continue to improve its complaint documentation to help ensure that supervisors and complaint coordinators make the most informed decision possible when deciding to accept or reject complaints alleging abuse, neglect, and/or exploitation of children or vulnerable adults. One or more required items of information were not included in 34 (17%) of 199 sampled complaints. Fortunately, the missing information did not affect the decision in these instances (<u>Finding #2</u>).		X	Agrees

Audit Objective			Conclusion
Objective #2: To assess the effectiveness of the Protective Services CIU's efforts to ensure that complaints of abuse, neglect, and/or exploitation were appropriately accepted for investigation, rejected, forwarded to the prosecutor and law enforcement, or referred to MDHHS's Adult Protective Services coordinators at the county/district offices.			Effective
Findings Related to This Audit Objective	Material Condition	Reportable Condition	Agency Preliminary Response
CIU needs to strengthen its monitoring processes to help ensure that CIU meets its quality of services goals and enhances its ability to improve protective services. CIU supervisors met only 11% of their goal to remotely monitor incoming calls (<u>Finding #3</u>).		X	Agrees
Observations Related to This Audit Objective	Material Condition	Reportable Condition	Agency Preliminary Response
MDHHS should consider instituting minimum continuing education training requirements for CIU supervisors to help ensure that supervisors maintain and enhance the skills necessary to make appropriate decisions regarding complaints alleging abuse, neglect, and/or exploitation of children and vulnerable adults (<u>Observation #1</u>).	Not applicable	Not applicable	Not applicable

Audit Objective			Conclusion
Objective #3: To assess the effectiveness of the Protective Services CIU's efforts to timely respond to complaints it received of abuse, neglect, and/or exploitation.			Effective
Findings Related to This Audit Objective	Material Condition	Reportable Condition	Agency Preliminary Response
None reported.	Not applicable	Not applicable	Not applicable

A copy of the full report can be obtained by calling 517.334.8050 or by visiting our Web site at: <http://audgen.michigan.gov>

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