



Michigan  
*Office of the Auditor General*  
**REPORT SUMMARY**

*Performance Audit*

*Adult Protective Services*

*Department of Human Services*

Report Number:  
431-2601-13

Released:  
July 2014

*Adult Protective Services (APS) provides protection to vulnerable adults who are at risk of harm because of the presence or threat of abuse, neglect, and/or exploitation. APS's goal is that its services will provide immediate (within 24 hours) investigation and assessment of situations referred to the Department of Human Services (DHS) when a vulnerable adult is suspected of being or believed to be abused, neglected, or exploited and assure that adults in need of protection are living in a safe and stable situation, including legal intervention, where required, in the least intrusive or restrictive manner.*

***Audit Objective:***

To assess the effectiveness of DHS's efforts in evaluating APS activities to protect vulnerable adults.

***Audit Conclusion:***

We concluded that DHS's efforts in evaluating APS activities to protect vulnerable adults were not effective. We noted two material conditions (Findings 1 and 2).

***Material Conditions:***

DHS had not fully developed and implemented a process to evaluate the effectiveness of APS intervention services (Finding 1).

APS supervisors did not consistently review closed APS investigation cases, as required. Also, DHS did not ensure that APS supervisors conducted reviews of closed APS investigation cases that effectively detected unaddressed allegations, incomplete APS client service

plans, and missed monthly face-to-face contacts with APS clients (Finding 2).

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***Audit Objective:***

To assess the effectiveness of DHS's efforts in determining whether a referral of adult abuse, neglect, and/or exploitation should be accepted for investigation, denied, withdrawn, or referred to law enforcement.

***Audit Conclusion:***

We concluded that DHS's efforts in determining whether a referral of adult abuse, neglect, and/or exploitation should be accepted for investigation, denied, withdrawn, or referred to law enforcement were moderately effective. We noted one reportable condition (Finding 3).

***Reportable Condition:***

DHS occasionally denied or withdrew referrals of adult abuse, neglect, and/or

exploitation when justification to warrant assignment for an investigation appeared to exist. In addition, APS did not consistently notify law enforcement when a referral indicated potential criminal activity (Finding 3).

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**Audit Objective:**

To assess the effectiveness of DHS's efforts in investigating accepted referrals of adult abuse, neglect, and/or exploitation.

**Audit Conclusion:**

We concluded that DHS's efforts in investigating accepted referrals of adult abuse, neglect, and/or exploitation were not effective. We noted three material conditions (Findings 4, 5, and 6) and one reportable condition (Finding 7).

**Material Conditions:**

DHS county/district offices did not begin and conduct APS investigations in accordance with standards of promptness established by the *Michigan Compiled Laws* and DHS policies (Finding 4).

APS caseworkers did not always conduct monthly face-to-face contacts with APS clients with open APS investigations, as required (Finding 5).

DHS did not investigate all allegations identified in referrals assigned for an APS investigation (Finding 6).

**Reportable Condition:**

DHS had not instituted annual continuing education training requirements for APS caseworkers and supervisors (Finding 7).

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**Audit Objective:**

To assess the effectiveness of DHS's efforts in identifying and providing appropriate services for accepted APS referrals of adult abuse, neglect, and/or exploitation.

**Audit Conclusion:**

We concluded that DHS's efforts in identifying and providing appropriate services for accepted APS referrals of adult abuse, neglect, and/or exploitation were moderately effective. We noted one material condition (Finding 8).

**Material Condition:**

APS caseworkers did not consistently complete APS client service plans as required. In addition, APS caseworkers did not consistently complete APS client service plans within the required time frames (Finding 8).

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**Agency Response:**

Our audit report contains 8 findings and 11 corresponding recommendations. DHS's preliminary response indicates that it agrees with 6 findings and agrees in part with 2 findings.

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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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